Community Development Committee

Notice of Meeting
A meeting of the Community Development Committee will be held in the Council Chamber, Forum North, Whangarei on:

Thursday
9 February 2017
9.00 am

Committee
Cr Cherry Hermon (Chairperson)
Her Worship the Mayor Sheryl Mai
Cr Stu Bell
Cr Crichton Christie
Cr Vince Cocurullo
Cr Tricia Cutforth
Cr Shelley Deeming
Cr Sue Glen
Cr Jayne Golightly
Cr Phil Halse
Cr Cherry Hermon
Cr Greg Innes
Cr Greg Martin
Cr Anna Murphy
Community Development Committee – Terms of Reference

Membership

Chairperson: Councillor Cherry Hermon

Members: Her Worship the Mayor Sheryl Mai
Councillors Stu Bell, Crichton Christie, Vince Cocurullo, Tricia Cutforth, Shelley Deeming, Sue Glen, Jayne Golightly, Phil Halse, Greg Innes, Greg Martin, Sharon Morgan, Anna Murphy

Meetings: Monthly

Quorum: 7

Purpose:

To oversee functions of Council that interact, support and provide services for the community.

Key responsibilities include:

• Policy and planning for the provision of community culture, arts and events.
• District venues and community events
• Libraries
• Community services
  - Community sector liaison and support (Advisory Groups)
  - Community safety (City Safe, CCTV)
• Pensioner Housing
• Property Asset Management
  - Pensioner housing
  - Forum North, Marinas
  - Airport
  - Forestry
  - Community Halls
• Civil Defence Emergency Management
• Museum / Art Museum liaison
• Heritage, Culture, Arts and Creative Industries sector liaison
• Village Planning
• Shared Services – investigate opportunities for Shared Services for recommendation to council.
Delegations

(i) All powers necessary to perform the committee’s responsibilities, including, but not limited to:

(a) approval of a submission to an external body.

(b) establishment of working parties or steering groups.

(c) the approval of expenditure of less than $5 million plus GST.

(d) power to establish subcommittees and to delegate their powers to that subcommittee.

(e) the power to adopt the Special Consultative Procedure provided for in Section 83 to 88 of the LGA in respect of matters under its jurisdiction (this allows for setting of fees and bylaw making processes up to but not including adoption).

(f) the power to delegate any of its powers to any joint committee established for any relevant purpose under clause 32, Schedule 7 of the Local Government Act 2002 (LGA).
OPEN MEETING

APOLOGIES

CONFLICTS OF INTEREST
Members are reminded to indicate any items in which they might have a conflict of interest.

INDEX

<table>
<thead>
<tr>
<th>Item No</th>
<th>Page No</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>1</td>
</tr>
<tr>
<td>2.</td>
<td>5</td>
</tr>
<tr>
<td>3.</td>
<td>19</td>
</tr>
<tr>
<td>4.</td>
<td>33</td>
</tr>
<tr>
<td>5.</td>
<td>39</td>
</tr>
</tbody>
</table>

Recommendations contained in this agenda may not be final decisions.
Please refer to the minutes for resolutions.
1. Election of Deputy Chairperson - Community Development Committee

Reporting officer: C Brindle (Senior Meeting Coordinator)
Date of meeting: 9 February 2017

1 Purpose

To explain the process for the Committee to elect a Deputy Chairperson.

2 Recommendation/s

Voting system

That the committee proceeds to elect a Deputy Chairperson using either:

(a) Voting system A (election by the majority of members)
   Or
   Voting system B (election by the greatest number of votes).

b) agrees that in the event of a tie the candidate to be elected shall be resolved by lot as described in section 3.3 of the report.

Election result

That Councillor is elected Deputy Chairperson of the Community Development Committee.

3 Background

At the Council meeting on 15 December 2016 when the committee structure and membership for the 2016 – 2019 triennium was determined, it was stated that each Committee at its first meeting, would be required to elect a deputy chairperson.

The Committee must adopt a voting system for the election of the deputy chair. The Committee is required to select a voting system even if it is likely that only one candidate will be nominated for the role.
The Local Government Act 2002 outlines two voting system options:

a) Election by the majority of members present and voting (System A), or

b) Election by receiving a greater number of votes than any other candidate (System B).

3.1 Characteristics of election by majority (voting system A)

- There is a first round of voting for all candidates.
- If no candidate is elected in that round there is a second round of voting from which the candidate with the fewest votes in the first round is excluded.
- If no candidate is successful in the second round there is a third, and so on. Each time the candidate with the fewest votes in the previous round is excluded.
- If, in any round two or more candidates tie for the lowest number of votes, the person excluded from the next round is resolved by lot.

3.2 Characteristics of election by greatest number of votes (voting system B)

- A person is elected if they receive more votes than any other candidate.
- There is only one round of voting.
- If two or more candidates tie for the most votes, the tie is resolved by lot.

3.3 Determining by ‘lot’ where there is a tie

Both voting systems require a resolution by ‘lot’ if two candidates receive an equal number of votes. The most common procedure is for the names of the candidates with the same number of votes to be placed in a container and the name of the person drawn out by an independent person is deemed the winner.

3.4 Election of deputy chair – practical application

The Committee must first determine by resolution, which system of voting it will use, System A or System B.

Nominations for the position of Deputy Chairperson are called for.

If there is only one candidate the Committee may resolve that person be elected.

If there is more than one candidate the Committee must then put the matter to a vote according to the system it has adopted. The Committee members are then asked to vote on each candidate.
4 Significance and engagement

The decisions or matters of this Agenda are considered procedural and do not trigger the significance criteria outlined in Council's Significance and Engagement Policy, and the public will be informed via agenda publication on council's website.

5 Attachment

Cl. 25 Schedule 7, LGA 2002 - Voting system for chairs, deputy mayors and committee chairs
Local Government Act 2002 – Cl. 25 Schedule 7

25 Voting systems for certain appointments

- (1) This clause applies to—
  - (a) the election or appointment of the chairperson and deputy chairperson of a regional council; and
  - (b) the election or appointment of the deputy mayor; and
  - (c) the election or appointment of the chairperson and deputy chairperson of a committee; and
  - (d) the election or appointment of a representative of a local authority.

(2) If this clause applies, a local authority or a committee (if the local authority has so directed) must determine by resolution that a person be elected or appointed by using one of the following systems of voting:

- (a) the voting system in subclause (3) (system A):
- (b) the voting system in subclause (4) (system B).

(3) System A—

- (a) requires that a person is elected or appointed if he or she receives the votes of a majority of the members of the local authority or committee present and voting; and

- (b) has the following characteristics:
  - (i) there is a first round of voting for all candidates; and
  - (ii) if no candidate is successful in that round there is a second round of voting from which the candidate with the fewest votes in the first round is excluded; and
  - (iii) if no candidate is successful in the second round there is a third, and if necessary subsequent, round of voting from which, each time, the candidate with the fewest votes in the previous round is excluded; and
  - (iv) in any round of voting, if 2 or more candidates tie for the lowest number of votes, the person excluded from the next round is resolved by lot.

(4) System B—

- (a) requires that a person is elected or appointed if he or she receives more votes than any other candidate; and

- (b) has the following characteristics:
  - (i) there is only 1 round of voting; and
  - (ii) if 2 or more candidates tie for the most votes, the tie is resolved by lot.
2 Operations Report

Reportng officer: Owen Thomas (Community Services Manager)
Date of meeting: 09 February 2017

1 Purpose

To provide a brief overview of work occurring, in the current financial year, across functions that the Community Development Committee has oversight responsibility for.

2 Recommendation/s

That the Community Development Committee:

a) Notes the Community Development operations report.

3 Background

Whangarei District Council adopted a new committee structure in December 2016. As a new committee, the Community Development Committee may benefit from a shared understanding of the functions it now has oversight responsibility for. These functions are defined in the Committee’s Terms of Reference.

The Local Government elections in late 2016 and consequent re-establishment of a committee structure has meant that we have not been reporting to Councillors as often as normal. This report provides the opportunity to update Councillors on recent developments and brief new Councillors about current activity.

This report provides an introduction and an overview of some of the operational highlights from the first half of the current financial year. It also identifies a few activities planned for the remaining half of the current financial year.

4 Significance and engagement

The decisions or matters of this report do not trigger the significance criteria outlined in Council’s Significance and Engagement Policy, and the public will be informed via report publication.

5 Attachments

Community Development Operations Report
Operational Report – Community

Civil Defence

Exercise Tangaroa and Kaikoura Earthquake

One of the key CDEM initiatives over the first half of this financial year was Exercise Tangaroa. This was a national exercise spread over three days in August and September to simulate a ‘worst case scenario’ regional source Tsunami. Day one was a great opportunity for everyone involved in CDEM to test our systems and processes. Days two and three focused on the period after tsunami impact, and recovery processes.

The commitment of a team of staff from across Council was key to the success of these exercises.

The Kaikoura Earthquake occurred soon after exercise Tangaroa with tsunami warning on Monday 14 November triggering a ‘real time’ response from on duty CDEM staff. The Northland tsunami siren network was activated and public information messages were released on the Civil Defence Northland Facebook pages, as well as through the Red Cross Hazard App. National warning emails and texts were sent out and all community response group coordinators were telephoned and spoken to. The warning was eventually downgraded for Northland to a Beach and Marine Threat only.

Since the Kaikoura Earthquake, many of the coastal community response groups have become more active and Council has received valuable feedback on the effectiveness of both systems and processes, and the siren network. This feedback, alongside further tsunami siren testing to be undertaken in April 2017, will feed into Council’s capital programme for the renewal and expansion of the tsunami siren network. This will be a key area of focus over the latter half of this financial year.
Rural Fire Season

Council is a Fire Authority under the Forest and Rural Fires Act 1977, with Rural Fire sitting alongside Civil Defence in the Emergency Management portfolio. Council has two Volunteer Rural Fire Forces located at Whananaki and Maungakaramea.

These forces provide an immediate response to their surrounding areas and are able to assist with fire control anywhere within the District. In addition, Council has a Rural Fire Management contract (CON12017) with Forest Protection Services.

As we progressed into summer the District became increasingly dry resulting in an increase in fires and a number of call outs. As a result, the fire season was upgraded from ‘restricted’ to ‘prohibited’ on 11 January 2017. A number of fires were responded to in the lead up to, and over, the holiday period however with activity unfortunately continuing following the upgrade to a prohibited season. Council’s contractor will continue to monitor the fire risk with restrictions remaining in place until this has reduced.

Fire Services Review

A key initiative that staff have been working on, which will continue to be a focus in the next half of the financial year, is the Fire Services Review. Through this review the Government intends to consolidate all fire services into one national organisation, Fire and Emergency New Zealand (FENZ). Legislation is currently awaiting its second reading.

If the Bill is passed FENZ will come into existence on 1 July 2017, at which point Council would cease to be a Rural Fire Authority. Staff are working with the FENZ Transition Project Team to provide information and advice where required.

Pensioner Housing

Council has 164, fully tenanted, pensioner units; with a waiting list of 30 applicants. The demand for these units is high and unfortunately one off these applicants has been on the waiting list for 12 months.

Tenant Survey

In the year so far we have conducted the 2016 Tenant Survey of our pensioner units and generally the Tenants are satisfied with their units and the services provided.

Questions concerning accessibility, security and affordability of the units were included.

Tenants were also asked to rate the services provided by Council, Northland District Masonic Trust and Recreational Services.
A high level summary of the results from this survey is provided for below:

## Pensioner Housing upgrades

We are currently in year two of our six-year project to upgrade and renew the Pensioner Housing Units. This six-year timeframe aligns with the present and the next Long Term Plan. We have completed the following:

- 32 units have been Re-roofed (this leaves 14 to be completed during the next LTP)
- 88 units have had exterior repaints (this leaves 52 to be completed during the next LTP)
- 127 units have had security doors installed (37 will be installed before 30 June 2017 to complete this project)

32 Units have been fully refurbished with a further four scheduled before March 2017. This leaves 7 Priority 1 upgrades remaining to be completed within the next 12 months and 15 Priority 2 upgrades to be completed within the next 24 months.

Approximately 30% of Pensioner units still have the original bathrooms and kitchens which have an average of 30 years. An example of a refurbished kitchen is provided in the before and after photos below:
Community Asset Management

Old Library

The air conditioning upgrade at the Old Library was completed prior to Christmas. Six old redundant units were removed and replaced in the main space and the upstairs music rooms. Our tenants (Whangarei Youth Music) are very happy with the results given the summer we have had to date.

Old Municipal Building

An initial meeting has been held with the tenants at the Municipal Building to progress new lease agreements and rents. 95% of this building’s tenants are community groups and there is an interest in promoting this building as a central community hub. More discussion is planned for early 2017 to further develop this concept. The proposal will establish more effective building management and improved relationships with community service providers. Scoping work has commenced to address and remedy historical roof leak issues. Given the amount of scaffolding required to facilitate the roof repairs - the decision has been made to take advantage of its installation and have the building repainted at the same time. An initial estimate of $140k has been obtained by one of Council’s preferred suppliers. Of this approximately $60k is made up of the scaffolding costs. Whangarei District Council’s procurement policy dictates this project goes to full open tender so staff are beginning this process. The project is planned to be completed this financial year.

Plunket NZ Building – Porowini Avenue

Staff have re-established discussions with Plunket NZ about the building on Porowini Avenue that provides offices for this organisation. A historical condition survey has been reviewed and the building has had all minor maintenance works completed. Staff are currently undertaking the ‘quotation for works’ process to have the building re-painted.
Forestry Blocks

Council owns eleven ‘forestry blocks’ associated with strategic land from the Water, Roading, Parks and Waste Water portfolios. A workshop to look at future strategy is planned for this year to help better identify clear outcomes for each block.

Visitor Information Services

Increase in Visitors

For the year to date numbers are up. The i-SITE has seen a 42% increase in reservations, and a 23% increase in retail sales. The Hub reservations have increased 62% and retail sales are up 58%.

The increases at the Hub are largely due to the additional business from Intercity with the bus service closing its office in Rose St and effectively shifting to the Hub in December 2016.

Visitors to both sites are from the traditional mix of locations, predominantly Australia, Europe (particularly Germany), UK and North America. There are more visitors from the emerging markets in Asia, particularly China, as these visitors start to travel more as “free independent travellers” (FIT’s).

The different dynamics of the two sites continue, with the i-SITE seeing predominantly overseas visitors and The Hub predominantly local and providing the booking service for buses which stop at the site.

The i-SITE signage was refreshed early December, and additional internal signs have helped direct visitors into the centre and encourage use the free booking service.
Clapham’s Clock Museum

New Entrance

In the first half of this financial year the Clapham’s Clocks Museum has undergone some improvements and changes.

For our growing collection, we created more museum space by condensing the retail area, moving the reception counter and building a new wall. This included a new interactive Selfie Cuckoo’ for visitors to have their photos taken in and some interactive children’s exhibits.

The renovations have refreshed the entrance to the museum. Statistics show that at the end of 2016 our retail sales were up 52% and admission numbers were up 5%.

Gift of 140 Clocks

The recent acquisition of 140 clocks, gifted from Auckland Council, has kept staff busy getting the items cleaned, fixed, catalogued and ready to display.

An exhibition is planned in March to showcase the new ‘Wilkinson Collection’ and we are currently running a ‘Recycled Clock’ making competition for the school holidays. One of our goals is to focus on getting more local people to visit the museum and so we are currently offering a 2 for 1 deal and seniors are free. It is hoped this will encourage our local public to come more than once and to bring friends and visitors with them. More improvements are planned for the museum this winter.
Working with Schools and other Museums

In November a number of museums in Whangarei invited local school teachers to attend small evening events to showcase the respective facilities and what they had on offer to support the education of our district’s young people. Over a dozen teachers attended the event at our clock museum and were surprised at what was available. The team are looking forward to working with more educators this year. In line with this we are planning to work with ‘The Leadership Academy of A Company’ to help create a project that fits into their school curriculum this year.

Library

Improved Internet at the Library

The recent introduction of the Monitor public internet management system and upgraded WiFi has significantly enhanced the delivery of these services. Customers may now book and pay for the use of internet computers and printing using the self-service kiosk or alternatively go online. Payment can be made using cash or eftpos using either a library card loaded with funds or print a guest ticket. Although customers are now able to act independently staff are more than happy to offer personal assistance if and when required.

Events at the Library

Organising and promotion of events continues to be a major focus of the Library with one of the most successful initiatives being the Spring into Summers series of talks which included world renowned photographer Kim Westerskov.
Attendance at school holiday programmes, pre-school activity sessions and senior citizen’s monthly get-togethers will continue into 2017 while the Events Committee have already begun planning the activities for the year ahead.

Coming Up

The next six months will be an exciting time for us as we focus on two major projects. By March 2017 we are hoping to be able to deliver mobile library services using our new custom built vehicle which will be the first of its kind in the country. Secondly we will be introducing RFID (radio frequency identification) which will reduce the amount of manual handling in the circulation of books and other resources.

Community Services

Working with Advisory Groups (YAG, PAAG and DAG)

We organised a joint workshop to explore ‘inclusion’ amongst all of the advisory groups. The results of this were built into a display and shared with Councillors at the end of year joint advisory group gathering.

Northland Regional Council staff and Ritchies staff experienced a bus trip with our Disability and Positive Aging Advisory Group members to better understand public transport and to check accessibility from a visual, hearing and mobility impaired perspective.

Rest Home Olympics

In October we held our second Rest Home Olympics at Kensington Stadium. This event is a collaboration between our Positive Aging Advisory Group, the New Zealand Rest Home Association (Whangarei Branch) and Northtec’s Sports and Recreation Department. Ten rest homes participated with approximately 60 competitors plus support staff.
Summer Safe

Summer Safe Carparks was entered into the 2016 Local Government New Zealand Excellence Awards under the category of Community Engagement and was recognised as a finalist. These are some of this year’s volunteers, from a range of local community groups.

Pohe Island CCTV

The CCTV cameras on Pohe Island were installed and connected to our City Safe network.

Less Graffiti

Graffiti removal for the first half of the current financial year has been the lowest on record over the last 5 years, perhaps this will be the lowest year we’ve recorded.

Coming Up

We will continue to produce the quarterly Holiday Programme published in the Whangarei Leader.

We will be presenting City Safe at a Business After Five event with other City Safe Partners (Northland Regional Council, Police and Northland Chamber of Commerce). At this event we are also planning to launch a website, promote the new inner city bus loop and have tours of the CCTV system at the Police Station.

We will be working with the Community Funding Committee to review our grants and concessions as a result of the 2016-2017 Annual Plan deliberations.

Staff will begin to review Council’s Arts, Culture and Heritage Policy.
Village Planning

Whangarei District Council’s Village Plan is an innovative community driven programme that results in improvements to a neighbourhood and communities that are empowered to deliver change.

The Village Plan involves a four year programme for each location. The first year is used for planning and engagement and the remaining three years are for project implementation. Each location has approximately $100,000 to use. The community drives the engagement, project conception and implementation. Council assists through expertise in planning, design and project management.

Staff manage three active programmes at any one time. The priority locations for the Village Plan programme are determined by Sustainable Futures 30/50 Whangarei District Growth Strategy Implementation Plan.

Parua Bay Village Plan

The Parua Bay Village Plan was completed in June 2016. This resulted in the delivery of a walkway, improvements to the community centre, landscape planting around the village and concept plans for public space development.

Hikurangi Village Plan

This programme has delivered new litter bins along George St and improvements to the playground (a new shade sail, a new boundary fence, removal of vegetation and restoration of the steam train). The next six months will focus on improvements to the southern entrance on to George Street from State Highway 1. A contractor is in place to commence work with completion before June 2017.

Otangarei Village Plan

A new walkway has been constructed from William Jones Drive to Puna Rere Drive. Feasibility and structural reports have been completed for the City Club Rooms. Council have continued to support a community newsletter and a variety of community events.

Whangarei District Council is also a key member of Kainga Ora o Otangarei. This is a multi-government agency and community working group that supports the Otangarei Village Plan along with other significant projects around social housing, healthy lifestyles and economic development.

Key projects for the next six months include continued improvements along the walkway including a new Waitaua Stream crossing, completion of a masterplan for the Central Reserve, repainting of the shop fronts and the use of locally based contractors to maintain the reserves in Otangarei.
Kamo Village Plan

This programme is in its first year. Achievements include the completion of mural next to the library, new hanging baskets and the collection of wealth of historical information to inform a Kamo Heritage Trail.

Focus for the next six months include two new murals, continued work on the Kamo Heritage Trail and the completion of a concept plan for the Grant Street Reserve redesign.

Customer Services

The Customer Services Department has had a very busy first half of the 2016–2017 financial year, largely attributable to the buoyant housing market and the upturn in the building industry. During this period our team’s main activities have been;

• Taking in and loading 850 building consents, with their ever increasing legislative building requirements;

• High volume of property searches and property related enquiries. This increase is due to the very active property market and consequently more time pressure on information required by purchasers.

• Setting up and overseeing the running the Rates Rebates office which happens in July every year;

• Taking in special votes for the 2016 Local Government Election;

The high volume of activity is looking to continue through 2017, with a busy start this month. The change in Council technology has given us an extra layer of complexity and we are working through the changes as best we can, being mindful of minimising disruption to the customer.

The interesting opportunities for sharing services with the three Northland councils are being further explored this year, with the focus on efficiency gains and cost saving.

Venues and Events

The Department has had a very full programme over the last year.

The summer months are always particularly busy with many travelling shows, Christmas events, business and school awards ceremonies and Whangarei’s Christmas Festival.
The Department’s wide ranging responsibilities also include flags, Artisans Fair liaison, Christmas lights, decorations and Christmas trees.

Highlights include securing a new operator for the Artisans Fair which is reinvigorated and thriving, numerous successful sporting events, exhibitions, conferences, music shows, the annual fireworks display and the community Christmas Festival held on 10 December. The Endless Summer Festival which runs from January to March is in full swing.

Looking forward there are several major events the team directly or indirectly are involved in addition to business as usual. They include:

- Nitro Circus – a fully choreographed, actions sports, theatrical spectacular featuring 30 of the world's best extreme athletes in freestyle motocross, BMX and Skate
- The Winery Tour 2017 – the 10th anniversary of this touring music event
- Whangarei Fritter festival – 5-year anniversary
- Festival of Motorsport and International Rally of Whangarei.
- Northtec graduations
- Mamma Mia
- 2017 Trans-Tasman Hockey Masters Challenge between Australia and New Zealand
- The British & Irish Lions vs the New Zealand Provincial Barbarians
- The Matariki Whanau festival.
The team continues to work to promote the venues and attract a wide variety of events, local, national and international for the benefit of the Whangarei community.
3 Service Delivery Review Update

Reporting officer: Clover Lawson (Business Analyst)
Date of meeting: 9 February 2017

1 Purpose

To provide an overview of the completed service delivery reviews for the Community Services area.

2 Recommendation

That the Community Development Committee notes the completed Service Delivery Reviews.

3 Background

Section 17A of the LGA requires local authorities to periodically review the way they govern, fund and deliver their services. This means considering alternative ways of providing the service, analysing any of those options that could prove beneficial and providing a recommendation as an outcome of the review.

The first round of these reviews are due to be completed by August 2017.

The Whangarei District Council is meeting the requirements of section 17A by:

1. Setting up a steering group to provide structure around the review programme including creating and approving templates to complete the reviews.

2. The steering group reporting the programme to the Audit and Risk Committee, who provide governance oversight.

3. Department managers identifying and resourcing functional team leads to complete the reviews.

4. Functional leads reviewing each service against a list of selection criteria and where applicable completed a service delivery review.

5. Once completed, the reviews are checked and approved by the relevant Group Manager, with oversight by the Steering Group. If required either or both of the below actions taken:

   a. If a change to the service delivery model is recommended, the approach will be presented to the appropriate committee for a decision.

   b. If the change requires delegated financial authority then it will also need to go through a full council meeting as per the current procurement policy.
4 Overview of Reviews

This section provides a brief description of each service reviewed to date that is relevant to the oversight of this committee, and the resulting recommendation. The complete review documents are attached to this report.

Community Services – Safety Contracts

Safer communities are ones where all individuals can go about their daily business without the fear of becoming a victim of crime or of feeling unsafe. It involves more than just preventing crime and disorder and we are working with other agencies in a range of activities to foster a safer district. To enable us to achieve this we utilise three contracted services. These contracts support our commitment to CCTV systems and professional security services providing ambassadorial patrols within our inner city.

The scale of operations required to maintain the qualifications and working capital to fulfil the scope of these activities puts it out of reach of an in-house approach. This review clearly highlighted the most appropriate business model to fulfil the scope of this activity is that of a contractor, which is the status quo option.

Community Services – Whole of Department Activities

Community Services is a department within Council whose principle objective is to help build communities where people feel safe and are able to participate in a range of community activities that benefit both individuals and the wider community. The department does this, primarily, by connecting and enabling our customers with other community stakeholders, or more often other areas of Whangarei District Council to enable better local solutions to local problems. By doing so the department offers services where residents can not only feel safe but help build strong communities by participating and adding value.

The size of the department discourages its ability to operate as a CCO. The variety, within the scope of the activity, the relationship between Council governance and the district’s residents and the importance of recognising that relationship as Council and not a third party (contractor) leads to the conclusion that the status quo (in-house) is the most appropriate business model for this activity. It is also worthwhile noting the likely lack of an external market for contracting out this type of work.

5 Significance and engagement

The decisions or matters of this report do not trigger the significance criteria outlined in Council’s Significance and Engagement Policy, and the public will be informed via [report publication on the website, Council News, Facebook or any other channel you currently use to inform customers – please also advise Communications]

Where a matter is considered significant, or more extensive engagement is proposed (i.e. it falls within the consult to empower range of the spectrum), greater consideration will be required using the separate sub-headings 5.1 and 5.2. Any decision on a significant matter must be made by Council.

6 Attachments

1. Community Services – Department – Section 17A review
2. Community Services – Safety Contracts – Section 17A review

Community Development Committee

9 February 2017
LGA Section 17A review

<table>
<thead>
<tr>
<th>Group:</th>
<th>District Living</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department:</td>
<td>Community Services</td>
</tr>
<tr>
<td>Activity:</td>
<td>Whole of department</td>
</tr>
</tbody>
</table>

**Activity Scope**

Community Services is a department within Council whose principle objective is to help build communities where people feel safe and are able to participate in a range of community activities that benefit both individuals and the wider community.

The department does this, primarily, by connecting and enabling our customers with other community stakeholders, or more often other areas of Whangarei District Council to enable better local solutions to local problems. By doing so the department offers services where residents can not only feel safe but help build strong communities by participating and adding value.

**Current Supplier/s**

- **Staff**
  - Owen Thomas; Manager
  - David Palmer; Community Safety Officer
  - Carla Janssen; Community Advisor
  - Cindy Velthuizen; Community Funding Officer
  - Thomas Agnew; Data Technician

- **Contractors (Community Safety)**
  - Ross Wagner = $30k; CCTV reviewing
  - ICL Solutions = $50k; CCTV Maintenance
  - Northern District Solutions $70k; CBD Security

**Business model**

When considering the current business model, the following options were identified for comparison:

- In-house
  - WDC doing all the services in-house
  - Neighbouring councils doing in-house together or one council providing the services to the others
- Contracting the services out to a third party – various contract models could apply:
  - standard service contract – like current
  - one contract for the neighbouring councils
- Collaborative type contract
- Council controlled organisation

*This review was prepared in conjunction with workshops run by ‘The Integral Group Ltd.’*
Needs and wants
For the purposes of considering these differing business models a number of needs and wants were identified and agreed upon with the group. A complete list of the attributes assigned to these needs and wants is provided in Appendix 1.

Then to enable comparison of the business models these needs and wants were ranked and allocated a score, this determined a weighted total. This weighted total then identifies the preferred business model and meets the requirements of a section 17A review.

When considering business models, ‘needs’ were considered first with a pass/fail test. If a need was considered to pass, further consideration of ‘wants’ occurred. Conversely if a need failed then its consideration was not required nor progressed.

Findings: Needs
The comparison of needs was carried out across the relevant business models and the following results compiled.

<table>
<thead>
<tr>
<th>Needs</th>
<th>In-House Meets Needs (Y/N)</th>
<th>CCO Meets Needs (Y/N)</th>
<th>Contractor Meets Needs (Y/N)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sustainable and Viable</td>
<td>Y</td>
<td>N</td>
<td>Y</td>
</tr>
</tbody>
</table>

It was determined that a CCO business model, for the scope of this activity would not enable the agent to provide the specialist advice and delivery services and procure/manage the third party services; while providing an entity that was stable, profitable and enduring.

Findings: Wants
A ranking order was then given to the agreed wants. For community services this was as follows:

<table>
<thead>
<tr>
<th>Wants</th>
<th>Ranking</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aligned to Council Vision</td>
<td>10</td>
</tr>
<tr>
<td>Agility and Flexibility</td>
<td>9</td>
</tr>
<tr>
<td>Skills</td>
<td>8</td>
</tr>
<tr>
<td>Reliable</td>
<td>8</td>
</tr>
<tr>
<td>Governance, Management &amp; Administration</td>
<td>7</td>
</tr>
<tr>
<td>Best value for investment</td>
<td>8</td>
</tr>
</tbody>
</table>

When considering the Community Services Department, the following 3 areas were deemed to be the most important and were assigned the highest ranking:

<table>
<thead>
<tr>
<th>Need/want</th>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Aligned to Council Vision</td>
<td>This want most closely aligns with the scope of this activity. It is specialised in that it better enables the Council to meet its needs under the local government act, that being to ensure it meets the needs of its residents both present and future.</td>
</tr>
<tr>
<td>2. Agility and Flexibility</td>
<td>There is often a thin veil between this activity and the elected members as the activity responds to the needs of the districts residents. It often important to respond quickly to the will and needs of residents.</td>
</tr>
</tbody>
</table>

This review was prepared in conjunction with workshops run by ‘The Integral Group Ltd.’
3. Skills

The skills required to facilitate positive outcomes and ensure the scope of the activity is successful are critical to ensuring its success.

**Weighted scoring**

When comparing the wants of the activity scope, a level of compliance was determined and a score out of 10 was allocated – 0 (poor) to 10 (excellent). For an explanation of compliance levels see Appendix 2.

By ranking the wants, as most and least important to the scope of the activity, and adding a compliance level a weighted score was calculated. The totalling of weighted scores has enabled the equal comparison of differing business models.

When considering and scoring the various business models the results were as follows:

<table>
<thead>
<tr>
<th>Wants</th>
<th>Rankings</th>
<th>In-House Scores</th>
<th>In-House Weighted</th>
<th>Contractor Scores</th>
<th>Contractor Weighted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aligned with council Vision</td>
<td>10</td>
<td>9</td>
<td>90</td>
<td>6</td>
<td>60</td>
</tr>
<tr>
<td>Agility and Flexibility</td>
<td>9</td>
<td>8</td>
<td>72</td>
<td>5</td>
<td>45</td>
</tr>
<tr>
<td>Skills</td>
<td>8</td>
<td>10</td>
<td>80</td>
<td>7</td>
<td>56</td>
</tr>
<tr>
<td>Reliability of service</td>
<td>7</td>
<td>8</td>
<td>56</td>
<td>7</td>
<td>49</td>
</tr>
<tr>
<td>Governance, Management &amp; Admin</td>
<td>6</td>
<td>7</td>
<td>42</td>
<td>6</td>
<td>36</td>
</tr>
<tr>
<td>Best value for investment</td>
<td>5</td>
<td>8</td>
<td>40</td>
<td>6</td>
<td>30</td>
</tr>
<tr>
<td><strong>WEIGHTED SCORE</strong></td>
<td></td>
<td>380</td>
<td></td>
<td>276</td>
<td></td>
</tr>
</tbody>
</table>

Where a score differential of three or more was identified an explanation follows:

<table>
<thead>
<tr>
<th>Want</th>
<th>In-house Score</th>
<th>Contractor Score</th>
<th>Rationale</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aligned with council Vision</td>
<td>9</td>
<td>6</td>
<td>Councillor involvement and our staff management ensures a strong score for an in-house approach.</td>
</tr>
<tr>
<td>Agility and Flexibility</td>
<td>8</td>
<td>5</td>
<td>Changes in direction do not require negotiations, or variations to existing agreements. Also easier to prototype initiatives.</td>
</tr>
<tr>
<td>Skills – inc market availability</td>
<td>10</td>
<td>7</td>
<td>We make sure we get the right person for the respective roles.</td>
</tr>
</tbody>
</table>

**Conclusion**

The final results of this exercise were:

Clearly the size of the department discourages its ability to operate as a CCO. The variety, within the scope of the activity, the relationship between Council governance and the district’s residents and the importance of recognising that relationship as Council and not a third party (contractor) leads to the conclusion that the status quo (in-house) is the most appropriate business model for this activity.

It is also worthwhile noting the likely lack of an external market for contracting out this type of work.
Appendix 1
For the purposes of this review a need and a want were identified as follows:

<table>
<thead>
<tr>
<th>Need</th>
<th>Want</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sustainable and Viable</td>
<td>Sustainable and Viable</td>
</tr>
<tr>
<td></td>
<td>▪ Stable</td>
</tr>
<tr>
<td></td>
<td>▪ Profitable</td>
</tr>
<tr>
<td></td>
<td>▪ Enduring</td>
</tr>
<tr>
<td></td>
<td>▪ Best people</td>
</tr>
<tr>
<td></td>
<td>▪ Experience</td>
</tr>
<tr>
<td></td>
<td>▪ Access to Best Practice</td>
</tr>
<tr>
<td></td>
<td>▪ Availability</td>
</tr>
<tr>
<td></td>
<td>▪ Reliable</td>
</tr>
<tr>
<td></td>
<td>▪ Consistent</td>
</tr>
<tr>
<td></td>
<td>▪ Risk management</td>
</tr>
<tr>
<td></td>
<td>▪ Control the alignment with council vision</td>
</tr>
<tr>
<td></td>
<td>▪ Collaborative</td>
</tr>
<tr>
<td></td>
<td>▪ Costs</td>
</tr>
<tr>
<td></td>
<td>▪ Innovation</td>
</tr>
<tr>
<td></td>
<td>▪ Value add</td>
</tr>
<tr>
<td></td>
<td>▪ Change</td>
</tr>
<tr>
<td></td>
<td>▪ Legislative and Political</td>
</tr>
<tr>
<td></td>
<td>▪ Weather</td>
</tr>
<tr>
<td></td>
<td>▪ Innovation</td>
</tr>
<tr>
<td></td>
<td>▪ Clarity</td>
</tr>
<tr>
<td></td>
<td>▪ Reporting</td>
</tr>
<tr>
<td></td>
<td>▪ Efficient</td>
</tr>
</tbody>
</table>

The agreed needs and wants were defined as:

This review was prepared in conjunction with workshops run by 'The Integral Group Ltd.'
Appendix 2
Levels of compliance when scoring a delivery option against a defined want were as follows:

<table>
<thead>
<tr>
<th>Compliance</th>
<th>Definition</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Significantly exceeds</td>
<td>Significantly exceeds the requirement in a way that provides significant 'added value'</td>
<td>9 to 10</td>
</tr>
<tr>
<td>Exceeds</td>
<td>Exceeds the requirements in some aspects and offers some added value</td>
<td>7 to 8</td>
</tr>
<tr>
<td>Compliant</td>
<td>Has shown an understanding of the requirement to a minimum level</td>
<td>5 to 6</td>
</tr>
<tr>
<td></td>
<td>Can provide the requirement to the minimum level</td>
<td></td>
</tr>
<tr>
<td>Non-compliant</td>
<td>Does not meet requirement – <strong>Minor</strong></td>
<td>3 to 4</td>
</tr>
<tr>
<td></td>
<td>Marginally deficient</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Minimal cost or impact to address</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Minor negotiation required to achieve requirement</td>
<td></td>
</tr>
<tr>
<td>Non-compliant</td>
<td>Does not meet requirement – <strong>Significant</strong></td>
<td>1 to 2</td>
</tr>
<tr>
<td></td>
<td>Requirement only partially met</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Achievement of the requirement will impact on cost or schedule</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Significant negotiation required</td>
<td></td>
</tr>
<tr>
<td>Non-compliant</td>
<td>Does not meet requirement – <strong>Critical</strong></td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Requirement not met to any degree by the solution offered</td>
<td></td>
</tr>
</tbody>
</table>

*This review was prepared in conjunction with workshops run by 'The Integral Group Ltd.'*
Sign Off Page

I agree to the recommendations.

Owen Thomas  
Department Manager  
(print name)

Department Manager  
(signature)

17/1/17  
Date

Paul Dell  
Group Manager  
(print name)

Group Manager  
(signature)

17/1/17  
Date

Chief Executive  
(print name)
LGA Section 17A review

<table>
<thead>
<tr>
<th>Group:</th>
<th>District Living</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department:</td>
<td>Community Services</td>
</tr>
<tr>
<td>Activity:</td>
<td>Safety contracts</td>
</tr>
</tbody>
</table>

### Activity Scope

Safer communities are ones where all individuals can go about their daily business without the fear of becoming a victim of crime or of feeling unsafe. It involves more than just preventing crime and disorder and we are working with other agencies in a range of activities to foster a safer district.

To enable us to achieve this we utilise 3 contracted services. These contracts support our commitment to CCTV systems and professional security services providing ambassadorial patrols within our inner city.

### Current Supplier/s

Contractors (Community Safety)
- Ross Wagner = $30k; CCTV reviewing
- ICL Solutions = $50k; CCTV Maintenance
- Northern District Solutions $70k; CBD Security

### Business model

When considering the current business model, the following options were identified for comparison:

- In-house
  - WDC doing all the services in-house
  - Neighbouring councils doing in-house together or one council providing the services to the others
- Contracting the services out to a third party – various contract models could apply:
  - standard service contract – like current
  - one contract for the neighbouring councils
- collaborative type contract
- Council controlled organisation

### Needs and wants

For the purposes of considering these differing business models a number of needs and wants were identified and agreed upon with the group. A complete list of the attributes assigned to these needs and wants is provided in Appendix 1
Then to enable comparison of the business models these needs and wants were ranked and allocated a score, this determined a weighted total. This weighted total then identifies the preferred business model and meets the requirements of a section 17A review.

When considering business models, ‘needs’ were considered first with a pass/fail test. If a need was considered to pass, further consideration of ‘wants’ occurred. Conversely if a need failed then its consideration was not required nor progressed.

**Findings: Needs**
The comparison of needs was carried out across the relevant business models and the following results compiled.

<table>
<thead>
<tr>
<th>Needs</th>
<th>In-House Meets Needs (Y/N)</th>
<th>CCO Meets Needs (Y/N)</th>
<th>Contractor Meets Needs (Y/N)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sustainable and Viable</td>
<td>Y</td>
<td>N</td>
<td>Y</td>
</tr>
</tbody>
</table>

It was determined that a CCO business model, for the scope of this activity would not enable the agent to provide the specialist advice and delivery services and procure/manage the third party services; while providing an entity that was stable, profitable and enduring.

**Findings: Wants**
A ranking order was then given to the agreed wants. For community services this was as follows.

<table>
<thead>
<tr>
<th>Wants</th>
<th>Ranking</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skills</td>
<td>10</td>
</tr>
<tr>
<td>Reliable</td>
<td>9</td>
</tr>
<tr>
<td>Best value for investment</td>
<td>8</td>
</tr>
<tr>
<td>Agility and Flexibility</td>
<td>7</td>
</tr>
<tr>
<td>Governance, Management &amp; Administration</td>
<td>6</td>
</tr>
<tr>
<td>Aligned</td>
<td>5</td>
</tr>
</tbody>
</table>

When considering the Safety Contracts, the following 3 areas were deemed to be the most important and were assigned the highest ranking:

<table>
<thead>
<tr>
<th>Need/want</th>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Skills</td>
<td>When dealing with peoples’ safety it is imperative that professional staff are used. The technology, practices, qualifications and clearances required to fulfil the scope of this activity are critical.</td>
</tr>
<tr>
<td>2. Reliable</td>
<td>To ensure public confidence is maintained reliability is essential. Excellence with this is a must.</td>
</tr>
<tr>
<td>3. Best value for investment</td>
<td>The fiscal commitment from Council, to this activity is not subsidised. The cost of technology can be high and therefore getting the most out of what is budgeted is a must.</td>
</tr>
</tbody>
</table>
Weighted scoring
When comparing the wants of the activity scope, a level of compliance was determined and a score out of 10 was allocated – 0 (poor) to 10 (excellent). For an explanation of compliance levels see Appendix 2

By ranking the wants, as most and least important to the scope of the activity, and adding a compliance level a weighted score was calculated. The totalling of weighted scores has enabled the equal comparison of differing business models.

When considering and scoring the various business models the results were as follows:

<table>
<thead>
<tr>
<th>Wants</th>
<th>In-House</th>
<th>Contractor</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Ranking</td>
<td>Scores 3</td>
</tr>
<tr>
<td>Skills</td>
<td>10</td>
<td>3</td>
</tr>
<tr>
<td>Reliable</td>
<td>9</td>
<td>4</td>
</tr>
<tr>
<td>Best value for investment</td>
<td>8</td>
<td>2</td>
</tr>
<tr>
<td>Agility and Flexibility</td>
<td>7</td>
<td>3</td>
</tr>
<tr>
<td>Governance, Management &amp; Admin</td>
<td>6</td>
<td>3</td>
</tr>
<tr>
<td>Aligned</td>
<td>5</td>
<td>10</td>
</tr>
<tr>
<td>WEIGHTED SCORE</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Where a score differential of three or more was identified an explanation follows:

<table>
<thead>
<tr>
<th>Want</th>
<th>In-house Score</th>
<th>Contractor Score</th>
<th>Rationale</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skills</td>
<td>3</td>
<td>10</td>
<td>Scale of work will make it difficult to attract the right staff and maintain their skill set with technology (dynamic)</td>
</tr>
<tr>
<td>Reliable</td>
<td>4</td>
<td>9</td>
<td>Would proportionately be a higher cost to manage this in house.</td>
</tr>
<tr>
<td>Best value for investment</td>
<td>2</td>
<td>7</td>
<td>Would proportionately be a higher cost to maintain this in house.</td>
</tr>
<tr>
<td>Agility and Flexibility</td>
<td>3</td>
<td>7</td>
<td>Change would be driven more by the market place making contractors more agile and nimble to innovation AND legislation</td>
</tr>
<tr>
<td>Governance, Management and Administration</td>
<td>3</td>
<td>7</td>
<td>More easily managed through a contractor as this can be built into the service agreement and not influenced through political interest.</td>
</tr>
<tr>
<td>Aligned</td>
<td>10</td>
<td>7</td>
<td>Internally we can better monitor behaviours in alignment with our vision for a safer district.</td>
</tr>
</tbody>
</table>

Conclusion
The final results of this exercise were:

The scale of operations required to maintain the qualifications and working capital to fulfil the scope of these activities puts it out of reach of an in-house approach. This review clearly highlights the most appropriate business model to fulfil the scope of this activity is that of a contractor.

This review was prepared in conjunction with workshops run by ‘The Integral Group Ltd.’
Appendix 1
For the purposes of this review a need and a want were identified as follows:

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Sustainable and Viable</th>
<th>Skills</th>
<th>Reliable</th>
<th>Aligned</th>
<th>Best Value for Investment</th>
<th>Agility and Flexibility</th>
<th>Governance, Management and Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Need</td>
<td>Stable</td>
<td>Best people</td>
<td>Reliable</td>
<td>Control the alignment with council vision</td>
<td>Costs</td>
<td>Change</td>
<td>Clarity</td>
</tr>
<tr>
<td></td>
<td>Profitable</td>
<td>Experience</td>
<td>Consistent</td>
<td></td>
<td>Innovation</td>
<td>Legislative and Political</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Enduring</td>
<td>Access to Best Practice</td>
<td>Risk management</td>
<td></td>
<td>Value add</td>
<td>Weather</td>
<td>Reporting</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Availability</td>
<td></td>
<td></td>
<td></td>
<td>Innovation</td>
<td>Efficient</td>
</tr>
</tbody>
</table>

A need is a requirement that an option must meet. If it doesn’t then that option is discarded.

A want is a “nice to have”. Some wants are still significant and as such will have a higher weighting. The wants are ranked to allocate weightings for the evaluation.

The agreed needs and wants were defined as:

**Need**

- Sustainable and Viable
  - Stable
  - Profitable
  - Enduring

**Want**

- Skills
  - Best people
  - Experience
  - Access to Best Practice
  - Availability

- Reliable
  - Reliable
  - Consistent
  - Risk management

- Aligned
  - Control the alignment with council vision
  - Collaborative

- Best Value for Investment
  - Costs
  - Innovation
  - Value add

- Agility and Flexibility
  - Change
  - Legislative and Political
  - Weather
  - Innovation

- Governance, Management and Administration
  - Clarity
  - Reporting
  - Efficient
Appendix 2

Levels of compliance when scoring a delivery option against a defined want were as follows:

<table>
<thead>
<tr>
<th>Compliance</th>
<th>Definition</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Significantly exceeds</td>
<td>Significantly exceeds the requirement in a way that provides significant ‘added value’</td>
<td>9 to 10</td>
</tr>
<tr>
<td>Exceeds</td>
<td>Exceeds the requirements in some aspects and offers some added value</td>
<td>7 to 8</td>
</tr>
<tr>
<td>Compliant</td>
<td>Has shown an understanding of the requirement to a minimum level</td>
<td>5 to 6</td>
</tr>
<tr>
<td></td>
<td>Can provide the requirement to the minimum level</td>
<td></td>
</tr>
<tr>
<td>Non-compliant</td>
<td>Does not meet requirement – <strong>Minor</strong></td>
<td>3 to 4</td>
</tr>
<tr>
<td></td>
<td>Marginally deficient</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Minimal cost or impact to address</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Minor negotiation required to achieve requirement</td>
<td></td>
</tr>
<tr>
<td>Non-compliant</td>
<td>Does not meet requirement – <strong>Significant</strong></td>
<td>1 to 2</td>
</tr>
<tr>
<td></td>
<td>Requirement only partially met</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Achievement of the requirement will impact on cost or schedule</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Significant negotiation required</td>
<td></td>
</tr>
<tr>
<td>Non-compliant</td>
<td>Does not meet requirement – <strong>Critical</strong></td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Requirement not met to any degree by the solution offered</td>
<td></td>
</tr>
</tbody>
</table>
Sign Off Page

I agree to the recommendations.

<table>
<thead>
<tr>
<th>Department Manager</th>
<th>Department Manager</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>(print name)</td>
<td>(signature)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Group Manager</th>
<th>Group Manager</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>(print name)</td>
<td>(signature)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Chief Executive</th>
<th>Chief Executive</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>(print name)</td>
<td>(signature)</td>
<td></td>
</tr>
</tbody>
</table>

This review was prepared in conjunction with workshops run by ‘The Integral Group Ltd.’
4. Youth Policy 2013 - POLICY0077 Review

Reporting officer: Carla Janssen (Community Services Adviser)
Date of meeting: 9 February 2017

1. Purpose

Clause 5 of POLICY0077 - Youth Policy 2013 states that the policy will be reviewed every three years by the YAG to determine its effectiveness, and recommend any changes that need to be made. This agenda item presents the outcome of the review with confirmations and recommendations made by the YAG of 2016.

2. Recommendation

That the Community Development Committee

a) Approves the recommendations made by the Youth Advisory Group in its review of POLICY0077 - Youth Policy 2013.

3. Discussion

In late 2012, the Whangarei District Council's newly formed Youth Advisory Group (“YAG”) surveyed 720 young people living in the District seeking their views on how to make Whangarei an environment where youth can flourish.

The ideas and suggestions informed a thorough review and update of the ‘dormant' 2001 Youth Policy by the YAG, and was adopted by Council in May 2013 (POLICY0077). The group’s survey findings were published in December 2013 as the Whangarei Youth Advisory Group - Shape Your City Survey Report.

At the monthly YAG Meeting held on Wednesday 12 October 2016, members participated in an in-depth review of the Youth Policy. Prior to the meeting members had been asked to reflect on the content of the Policy and share their opinions in a group deliberation. The following endorsements and recommendations were made.

Clause 3. Principles: The YAG members unanimously endorse and confirm all four principles of the Policy.

1. WDC recognises that youth are an important element of the population and informed consideration should be given to their interests to meet the present and future needs of the Whangarei District.
2. WDC continues to foster better relationships between local government and youth, and youth and other community stakeholders.
3. WDC recognises that the key to building and maintaining good relationships with youth requires real and effective communication and consultation, as well as listening and taking youths' views into consideration and visibly using them in decision making.
4. It is recognised youth can and should contribute to enhancing the Whangarei District.
**Clause 4. Goals:** The YAG members unanimously endorsed and confirmed Clause 4.1 of the Policy goals

4.1: Enhance consideration of youth’s view on the District, and in decisions that Council make which affect youth, by way of:

i) Communicating and consulting youth efficiently and effectively; and

ii) Giving youth the opportunity to have greater participation in Council processes and in informing decision-making.

The Group recommends that in Clause 4.2 i) the words ‘safe’ and ‘accessible’ be inserted – reading:

4.2 Improve the recreational opportunities in our District by:

i) Ensuring that the District has a range of safe and accessible public recreational facilities and activities to meet the needs of youth

4.2 ii) and 4.3 below were confirmed and no changes recommended.

ii) Encouraging the development of other non-Council recreational facilities and activities in our District.

4.3 Ensure that the youth of our District are employable by:

i) Encouraging greater access to quality tertiary education and training opportunities;

ii) Helping broaden the scope of employment opportunities available to youth within the District;

iii) Encouraging the development of a youth-friendly business environment within the District, where the employment of youth is made a high priority and value is placed on youth returning to the district after training.

**Clause 5. Continuing Consultation and Review:** states that;

…Operational consultation will occur regularly through a Youth Advisory Group. At a District level, consultation will be at least every three years measuring issues which affect them.

…WDC will initiate a review of this policy, as well as actions and decisions made by WDC in accordance with this policy, at least once every three years for the purposes of…

The Group recommends that consultation and review of the policy should be conducted every **two** years. The group unanimously agreed that a youth cohort changes significantly over a three-year period and therefore the minimum consultation and review period should be reduced to two years.

These suggestions are incorporated in the proposed policy.

4  **Significance and engagement**

The decisions or matters of this report do not trigger the significance criteria outlined in Council’s Significance and Engagement Policy, and the public will be informed via publication on the website.

5  **Attachment**

[Draft Youth Policy0077]
Whangarei District Council Policy
Youth Policy
Policy 0077
1. **Introduction**

The purpose of this policy is to set out a range of principles and goals to guide Whangarei District Council (WDC) in making decisions in relation to youth.

The policy was initially prepared following consultation with the District’s youth (those aged between the ages of 12 and 24 years), principally through a survey designed and implemented by WDC’s Youth Advisory Group (YAG). POLICY0077 – Youth Policy 2013 replaced the ‘dormant’ WDC Youth Policy, adopted on 21 June 2001. The 2013 Policy was reviewed by the YAG in October 2016.

2. **Background**

In 2012 the YAG conducted extensive paper-based and online consultation with 720 youth through the Shape Your City Youth Survey. The survey addressed some issues which the YAG felt were important to youth and also asked respondents to provide some feedback on what they would like to see happen in Whangarei.

The findings strongly indicated that two issues, employment and recreation, stood out as being most important to youth. In the 2016 review, the YAG still considered these to be of most significance to their peers.

3. **Principles**

- WDC recognises that youth are an important element of the population and informed consideration should be given to their interests to meet the present and future needs of the Whangarei District.

- WDC continues to foster better relationships between local government and youth, and youth and other community stakeholders.

- WDC recognises that the key to building and maintaining good relationships with youth requires real and effective communication and consultation, as well as listening and taking youths’ views into consideration and visibly using them in decision making.

- It is recognised youth can and should contribute to enhancing the Whangarei District.

4. **Goals**

WDC will:

Enhance consideration of youth’s view on the District, and in decisions that Council make that affect youth, by way of:

- Communicating and consulting youth efficiently and effectively; and

- Giving youth the opportunity to have greater participation in Council processes and in informing decision-making.

Improve the recreational opportunities in our District by:

- Ensuring that the District has a range of safe and accessible public recreational facilities and activities to meet the needs of youth;
• Encouraging the development of other non-Council recreational facilities and activities in our District.

Ensure that the youth of our District are employable by:

• Encouraging greater access to quality tertiary education and training opportunities;
• Helping broaden the scope of employment opportunities available to youth within the District;
• Encouraging the development of a youth-friendly business environment within the District, where the employment of youth is made a high priority and value is placed on youth returning to the district after training.

5. Continuing consultation and review

As per the principle stated at 3 above, in relation to effective communication and consultation, WDC will regularly undertake District-wide consultation with youth. This will be at an operational level and a district level. Operational consultation will occur regularly through a Youth Advisory Group. At a District level, consultation will be at least every two years measuring issues which affect them.

WDC will report annually detailing its actions affecting youth, for the preceding 12 months, which advance the principles and goals of this policy.

WDC will initiate a review of this policy, as well as actions and decisions made by WDC in accordance with this policy, at least once every two years for the purposes of:

• Determining the effectiveness of the policy;
• Determining what changes (if any) need to be made to the policy to make it more effective, or to reflect the changing environment and needs of youth.
• Providing recommendations to WDC as to what steps and actions to take in terms of implementation for a revised policy.
5. Youth Advisory Group Update

Reporting officer: Carla Janssen (Community Services Adviser)
Date of meeting: 9 February 2017

1 Purpose

To update the Committee on the Whangarei District Council Youth Advisory Group and related activity.

2 Recommendation

That the Community Development Committee notes the information presented.

3 Discussion

Connecting with our Youth

A fundamental principle guiding Council’s relationship with the district’s youth is the recognition that they should be given the opportunity to have greater participation in Council processes and inform decision-making. Giving effect requires building and maintaining good relationships with youth, which can only be done through real and effective communication.

WDC’s primary means of communicating and consulting with our district’s youth is through the Youth Advisory Group, established in 2012 with 14 members aged from 15 – 20 years, residing across the district.

One of the first tasks for the newly formed YAG was to review WDC’s 2001 Youth Policy. In consultation with the district’s youth, the group developed a policy with a range of principles and goals to guide Council in making decisions in relation to youth. The new Youth Policy was adopted in 2013 and reviewed by the YAG in October 2016.

The group is guided by Terms of Reference and members have clearly articulated roles and responsibilities. As well as providing Council with a valuable perspective on matters that affect youth, the group provides members with a personally empowering experience of civic engagement and political process and governance. This is evidenced by the experience of members while on the group and after they have left the district.
With a limited range of tertiary educational opportunities available in Whangarei, the YAG loses several members every year when they leave the district to attend university. To ensure secession and maintain the group's strength, a membership campaign is commenced at the very beginning of each school year. In 2016 when the group was asked how this could be most successfully promoted, members suggested that Councillors participate in the promotion by visiting local secondary schools along with the YAG members.

In 2017, applications will be open from 1 - 24 February, with an induction day on 4 March for successful candidates selected through an interview process. The induction day provides an informal environment for the new group to bond and learn about the principles of local government and specifically their district council. The 2017 YAG will be formally welcomed with a mihi whakatau on Wednesday 8 March. The monthly YAG meetings are an opportunity for councillors to facilitate meaningful conversations with the group about Council business that concerns young residents, and for Council staff to consult with members on plans and issues that impact on youth. The group also makes more formal written and oral submissions to Annual and Long Term Plans.

A YAG initiative inaugurated in 2014 was the presentation of the Whangarei Youth Awards. This was inspired by a particularly dark period with an increase in youth suicides and when the local media consistently reported many negative stories concerning youth, eclipsing all the many constructive activities they were also engaged in. To counter these negative perceptions, the YAG decided to launch the Whangarei Youth Awards to celebrate the positive contributions that the youth of Whangarei make to our district every day in many different ways.

Last held in December 2015, the YAG suggested that to build upon the success of the event the Youth Awards be held during Matariki 2017 rather than compete with the large number of end of year festivities.
The Awards are presented to a number of recipients in the following categories:

- Leadership: Rangatiratanga.
- Empowerment: Whakamana.
- Volunteer: Kai Tūao.
- Team Player: Kaiawhina.
- Group Award: Mahi Rōpu
- Change-maker: Kaihanga Rerekē.

This year nominations will be received from the commencement of Youth Week on 25 May until 16 June. As in previous years, the recipients will be selected by an external panel of six judges with considerable local experience working with and for youth. The award ceremony will be held on 8 July as a festive occasion that the YAG help organise and participate in to acknowledge their peers.

The Jewel of the City Survey was first conducted by members of the Youth Advisory Group in January 2014 to obtain both quantitative and qualitative information on the utilisation of the newly constructed Hatea Loop walkway. Subsequently, as the walkway and amenities have been developed, the survey has been repeated annually, both recording the numbers of people using this valued facility as well as collating their suggestions and comments. The published report has also been used by external organisations, such as the District Health Board and the Department of Internal Affairs.

Being engaged in this project has provided participating YAG members with a valuable experience of connecting with their City and a diverse number of fellow residents and visitors, as well as developing report writing skills. This year two former members of the YAG have returned from university and requested to participate in the survey again.
Youth week events

Every year the Ministry of Youth Development announces a national theme for Youth Week with Whangarei’s YAG participating in the week by organising an event for local youth.

In 2017, youth week will be held from 25-31 May, with the theme “Our Voices Count – Count Our Voices”. In 2016, in keeping with the theme ‘Giving Back is Giving Forward – Aroha Mai Aroha Atu’ WDC staff and the YAG, Volunteering Northland and 15 local organisations reliant on volunteers, collaborated to hold a youth event named Volunteer Whanga-race. Teams of youth competed in challenging activities arranged by the participating organisations at several hubs set up in the CBD, culminating in prizes for the best teams and a sausage sizzle.

Whangarei Youth Network

For the last decade Whangarei youth service providers have met regularly to support one another in their work and exchange information about the youth sector. The network is robust and enjoys a strong committed membership from diverse sectors including health, education, justice, sports, arts and recreation. WDC is represented at this monthly forum and on 13 February 2017 will host the meeting to provide an opportunity for elected members to engage with the network.

Future Leaders Programme

A new project that the YAG will participate in this year is a collaborative venture with the Far North District Council’s youth group and programme provider “Inspiring Stories. This partnership is intended to strengthen youth leadership capacity, and provide new opportunities for engagement between young people, Mayors, other Elected Members and supporting staff to benefit the Northland youth community.

The Future Leaders Programme is aimed at assisting participants to better understand community issues, develop their leadership capability through experiential learning, and to design and implement collaborative community projects to address local issues.

Inspiring Stories will provide training and development for eight young people from Northland through a range of national and local hui, local workshops, events, mentoring and coaching. An additional 20 young people will also participate in local workshops as part of the Programme to further share their learning within their respective peer groups. Participation of our YAG members is supported by funding from the Ministry of Youth Development’s Local Government Youth Project Fund 2017.

4 Significance and engagement

The matters of this report do not trigger the significance criteria outlined in Council’s Significance and Engagement Policy, and the public will be informed via publication on the website, Council News and Facebook.
RESOLUTION TO EXCLUDE THE PUBLIC

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

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

1. The making available of information would be likely to unreasonably prejudice the commercial position of persons who are the subject of the information. {Section 7(2)(c)}

2. To enable the council (the committee) to carry on without prejudice or disadvantage commercial negotiations. {Section 7(2)(i)}.

3. To protect the privacy of natural persons. {Section 7(2)(a)}.

4. Publicity prior to successful prosecution of the individuals named would be contrary to the laws of natural justice and may constitute contempt of court. {Section 48(1)(b)}.

5. To protect information which is the subject to an obligation of confidence, the publication of such information would be likely to prejudice the supply of information from the same source and it is in the public interest that such information should continue to be supplied. {Section 7(2)(c)(ii)}.

6. In order to maintain legal professional privilege. {Section 2(g)}.

7. To enable the council to carry on without prejudice or disadvantage, negotiations {Section 7(2)(i)}.

Resolution to allow members of the public to remain

If the council/committee wishes members of the public to remain during discussion of confidential items the following additional recommendation will need to be passed:

Move/Second

"That ________________ be permitted to remain at this meeting, after the public has been excluded, because of his/her/their knowledge of Item _________________.

This knowledge, which will be of assistance in relation to the matter to be discussed, is relevant to that matter because ________________.”

Note:

Every resolution to exclude the public shall be put at a time when the meeting is open to the public.