

Notice is hereby given that a Meeting of the Community and Policy Committee will be held on:

Date: Wednesday, 9 August 2017
Time: 11am
Meeting Room: Council Chambers
Venue: 15 Forth Street, Invercargill

Community and Policy Committee Agenda

OPEN

MEMBERSHIP

Chairperson	Julie Keast Mayor Gary Tong
Councillors	Stuart Baird Brian Dillon John Douglas Paul Duffy Bruce Ford Darren Frazer George Harpur Ebel Kremer Gavin Macpherson Neil Paterson Nick Perham

IN ATTENDANCE

Group Manager - Community and Futures Committee Advisor	Rex Capil Alyson Hamilton
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Full agendas are available on Council's Website
www.southlanddc.govt.nz

Terms of Reference – Community and Policy Committee

The Community and Policy Committee is responsible for:

- Assessing and providing advice to Council on:
 - Key strategic issues affecting the District and Council;
 - Community development issues affecting the District and Council;
 - The service needs of the District's communities and how these needs might best be met;
 - Resource allocation and prioritisation processes and decisions.
- Developing and recommending strategies, plans and policies to the Council that advance the Council's vision and goals, and comply with the purpose of the Local Government Act.
- Monitoring the implementation and effectiveness of strategies, plans and policies.
- Developing and approving submissions to government, local authorities and other organisations.
- Advocating Council's position on particular policy issues to other organisations, as appropriate.
- Considering recommendations from Council's Subcommittees and make decisions where it has authority from Council to do so, or recommendations to Council where a Council decision is required.

The Community and Policy Committee is also responsible for community partnerships and engagement. This includes:

- Monitoring the progress, implementation and effectiveness work undertaken by Venture Southland in line with the Venture Southland Heads of Agreement and specific Service Level Agreement between Southland District Council and Venture Southland.
- Allocations of grants, loans, scholarships and bursaries in accordance with Southland District Council policy.
- International relations.
- Developing and overseeing the implementation of Council's community engagement and consultation policies and processes.

The Community and Policy Committee shall have the following delegated powers and be accountable to Council for the exercising of these powers:

- (a) Approving all submissions made by Southland District Council to other councils, central government and other bodies.
- (b) To approve scholarships, bursaries, grants and loans within Council policy and annual budgets.
- (c) Monitor the performance of Venture Southland in the delivery against its Business Plan and Council's letter of expectation.

The Community and Policy Committee has authority to consider and make recommendations to Council regarding strategies, policies and plans.

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1 Apologies

Councillor Ford
Councillor Paterson

2 Leave of absence

At the close of the agenda no requests for leave of absence had been received.

3 Conflict of Interest

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

4 Public Forum

Notification to speak is required by 5pm at least two days before the meeting. Further information is available on www.southlanddc.govt.nz or phoning 0800 732 732.

5 Extraordinary/Urgent Items

To consider, and if thought fit, to pass a resolution to permit the committee to consider any further items which do not appear on the Agenda of this meeting and/or the meeting to be held with the public excluded.

Such resolution is required to be made pursuant to Section 46A(7) of the Local Government Official Information and Meetings Act 1987, and the Chairperson must advise:

- (i) the reason why the item was not on the Agenda, and
- (ii) the reason why the discussion of this item cannot be delayed until a subsequent meeting.

Section 46A(7A) of the Local Government Official Information and Meetings Act 1987 (as amended) states:

“Where an item is not on the agenda for a meeting, -

- (a) that item may be discussed at that meeting if-
 - (i) that item is a minor matter relating to the general business of the local authority; and
 - (ii) the presiding member explains at the beginning of the meeting, at a time when it is open to the public, that the item will be discussed at the meeting; but
- (b) no resolution, decision or recommendation may be made in respect of that item except to refer that item to a subsequent meeting of the local authority for further discussion.”

6 Confirmation of Minutes

6.1 Meeting minutes of Community and Policy Committee, 21 June 2017

Community and Policy Committee

OPEN MINUTES

Minutes of a meeting of Community and Policy Committee held in the Council Chambers, 15 Forth Street, Invercargill on Wednesday, 21 June 2017 at 11am.

PRESENT

**Acting Chairperson
Councillors**

Mayor Gary Tong
Stuart Baird
Brian Dillon
John Douglas
Bruce Ford
Darren Frazer
George Harpur
Gavin Macpherson
Neil Paterson

IN ATTENDANCE

Group Manager, Community and Futures (Rex Capil), Group Manager, Environmental Services (Bruce Halligan), Group Manager, Services and Assets (Ian Marshall), Manager, Governance and Democracy (Clare Sullivan), Communications Manager (Louise Pagan) Committee Advisor (Alyson Hamilton).

Election of Acting Chairperson

Due to the absence of the Chair the Committee Advisor called for nominations for an Acting Chairperson for the Community and Policy Committee meeting.

Nominee
Mayor Tong

Moved
Councillor Dillon

Seconded
Councillor Baird

There were no further nominations.

Mayor Tong was declared Acting Chairperson of the Community and Policy meeting.

The meeting adjourned at 11.00am and to reconvene at the conclusion of the Services and Assets meeting.

The meeting reconvened at 11.30am

1 Apologies

Moved Cr Frazer, seconded Cr Dillon and **resolved:**

That the Community and Policy Committee accept the apologies for non-attendance from Councillors Kremer, Keast, Duffy and Perham.

2 Leave of absence

There were no requests for leave of absence.

3 Conflict of Interest

There were no conflicts of interest declared.

4 Public Forum

There was no public forum.

5 Extraordinary/Urgent Items

There were no Extraordinary/Urgent items.

6 Confirmation of Minutes

Resolution

Moved Cr Dillon, seconded Cr Ford **and resolved:**

That the minutes of Community and Policy Committee meeting held on 17 May 2017 be confirmed as a true and correct record.

Reports

7.1 Southland District Council Resident Survey

Record No: R/17/5/11564

Shannon Oliver (Planning and Reporting Analyst) and Liz Morley (Research First) presented the report.

Ms Oliver advised the Residents' Opinion and Satisfaction Surveys ('ROSS') provides useful feedback to Council on residents' perception of Council services.

Ms Oliver informed currently the survey is conducted every three years.

Ms Oliver explained the purpose of the Resident Survey is;

- To measure and monitor residents' opinions and satisfaction levels and to assist in providing effective services.
- The outcome of this survey is used to measure progress towards the key performance indicators identified in Southland District Council's (SDC) long term plan (LTP).
- The survey results are also used by (SDC) to identify areas for improvement for activity managers.

Ms Oliver advised the 2017 survey was predominantly conducted by landline phone. Ms Oliver added an online channel for the survey was also introduced in 2017.

Members noted the online completion option is important as it helps to minimise non-response error by increasing the response rate.

Ms Oliver explained the questionnaire was redesigned for 2017 to increase the ease of completion for respondents and to increase the quality of the data collected. A number of questions and question scales have been kept consistent to allow for trend analysis and performance against Key Performance Indicators.

The Committee was advised an independent firm undertook the survey as it was viewed as important that the survey is conducted independently in an objective manner. Ms Oliver added the survey company chosen was Research First.

Ms Morley explained key service areas tested in the 2017 residents' survey were:

- Council facilities and services
- Contacting the Council
- Information services and consultation
- Organisational performance

Ms Morley advised key results identified from residents highlighted the top 5 priority areas for Council this being; roading, water and waterways, cycle trails, meeting community needs and rates and finance.

Ms Morley commented on the key results obtained for each of the Wards; the results highlighted areas where improvements could be made, areas where residents were more positive and priority areas for Council action.

The Committee noted the results will be forwarded to the Community Development Area Subcommittees and Community Boards for their information and the final results report will be added to the website for members of the public to view the results.

Resolution

Moved Cr Harpur, seconded Cr Douglas **and resolved:**

That the Community and Policy Committee:

- a) **Receives the report titled “Southland District Council Resident Survey ” dated 14 June 2017.**

7.2 Community Conversations

Record No: R/17/6/12326

Louise Pagan (Communications Manager) presented the report.

Mrs Pagan advised the purpose of the report is to provide an update on the results of the recent Community Conversations held in various townships around the District.

Mrs Pagan advised of good attendance at all meetings, although Te Anau was markedly down from last year’s event. Numbers of attendees at each meeting ranged from 17 to 50.

Mrs Pagan informed Council members encouraged the meeting attendees to consider the future and Mrs Pagan commented most groups did that, with key topics of conversations covering tourism and its impacts, representation and amalgamation, and the environment including oil and gas exploration.

Mrs Pagan explained Council highlighted the need for the public to think district-wide and to work together for Southland’s future. Mrs Pagan added it was important for the public to look at how services can be provided smarter to a population that is more transient.

The Committee was advised the next round of Community Conversations will be in October-November, with a focus on representation and long term plan issues.

Mayor Tong expressed appreciation to staff for their attendance at the Community Conversations meetings stressing that it is crucial there is communication with the public.

Mr Capil concurred with Mayor Tong’s comments and also expressed appreciation to all Councillors for their attendance and support at the meetings.

Resolution

Moved Cr Ford, seconded Cr Frazer **and resolved:**

That the Community and Policy Committee:

- a) **Receives the report titled “Community Conversations” dated 14 June 2017.**

7.3 Long Term Plan 2018-2028 Project Update

Record No: R/17/6/12418

Nicole Taylor (Project Co-ordinator Corporate Planning) presented the report.

Ms Taylor advised the purpose of the report is to provide an update on the development of the Long Term Plan (LTP) 2018-2028 and advise elected members of the key workshop and meetings dates.

Ms Taylor informed Councils are required to produce an LTP every three years. Ms Taylor added the LTP sets out the priorities for the following 10 years that have been agreed between the Council and the community.

Ms Taylor explained the purpose of the Southland District Council LTP 2018-2028 is to:

- Describe the activities of the Council.
- Describe the community outcomes desired for the District.
- Provide integrated decision-making (between Council and the community) and co-ordination of resources.
- Provide a long term focus for Council's decisions and activities.
- Provide a basis for accountability to the District community.
- Provide an opportunity for community participation in planning for the future.

The Committee noted the LTP 2018-2028 must be adopted by 30 June 2018.

Ms Taylor advised an LTP project plan has been prepared that outlines the key stages of the plan preparation and associated timetable.

Ms Taylor informed this report provides an update on the progress that has been made and any changes to date.

The Committee was advised the timetable includes provision for a number of workshops and meetings to assist elected members and officers to discuss and understand details around the plan and to confirm and adopt aspects of the plan.

Ms Taylor confirmed officers are planning to schedule workshops either on Council/Committee days where possible or the following day if additional time is needed.

Resolution

Moved Cr Paterson, seconded Cr Macpherson **and resolved:**

That the Community and Policy Committee:

- a) **Receives the report titled "Long Term Plan 2018-2028 Project Update" dated 13 June 2017.**

7.4 Stewart Island Rakiura Community Facilities Assessment

Record No: R/17/6/12478

Michelle Stevenson (Community Partnership Leader) presented the report.

Ms Stevenson advised the purpose of this report is to submit to the Committee the Stewart Island Rakiura Community Facilities Assessment, commissioned by Southland District Council to be undertaken as part of the Letter of Expectation to Venture Southland Community Development.

Ms Stevenson informed the research was subcontracted to Impact Consulting by Venture Southland with additional funds sought and approved in September 2016 by the Venture Southland Joint Committee from the Impetus Fund to engage an external consultant.

Ms Stevenson advised the purpose of this research was to investigate the public community facilities on Stewart Island to gain an understanding of the current use and future sustainability of the facilities.

Ms Stevenson explained the research would also investigate if current community facilities were fit-for-purpose, and identify any planned community facilities for the Island.

The Committee noted the primary objective of this research was to provide an operational and financial assessment of the current use and likely future demand for facilities, and how this could be met in a sustainable and affordable way by the Stewart Island community.

Ms Stevenson advised the cost of the research was allocated according to the Letter of Expectation between Southland District Council and Venture Southland 2016/17.

Ms Stevenson added additional funds were sought by Venture Southland and approved from the Venture Southland Joint Committee Impetus Fund to engage an external consultant to complete this project.

Resolution

Moved Cr Ford, seconded Cr Harpur **and resolved:**

That the Community and Policy Committee:

- a) **Receives the report titled “Stewart Island Rakiura Community Facilities Assessment” dated 14 June 2017.**
- b) **Determines that this matter or decision be recognised as not significant in terms of Section 76 of the Local Government Act 2002.**
- c) **Determines that it has complied with the decision-making provisions of the Local Government Act 2002 to the extent necessary in relation to this decision; and in accordance with Section 79 of the Act determines that it does not require further information, further assessment of options or further analysis of costs and benefits or advantages and disadvantages prior to making a decision on this matter.**

- d) **Endorses Council staff to assess the recommendations and findings identified from the research and determine any future opportunities in relation to Council activities and work streams.**
- e) **Acknowledges and supports that additional work identified (where appropriate) to be undertaken on behalf of Southland District Council by Venture Southland as part of the Letter of Expectation 2017/18 priority Community Development projects.**

The meeting concluded at 12.15pm

CONFIRMED AS A TRUE AND CORRECT
RECORD AT A MEETING OF THE
COMMUNITY AND POLICY COMMITTEE HELD
ON WEDNESDAY, 21 JUNE 2017.

DATE:.....

CHAIRPERSON:.....

Stewart Island Wharfing Provision - Community and Stakeholder Engagement

Record No: R/17/7/16882
Author: Michelle Stevenson, Community Partnership Leader
Approved by: Rex Capil, Group Manager Community and Futures

Decision Recommendation Information

Purpose

- 1 To present the Stewart Island Wharfing Provision Community and Stakeholder Engagement report.

Executive Summary

- 2 The purpose of this community and stakeholder engagement project was to investigate a more strategic approach to the current and future provision of wharves on Stewart Island. This includes the demand for each wharf, their usage and quality, and identify the need for an overall medium to long term capital development provision and maintenance plan.
- 3 Council determined in late 2016 it was important to understand what the residents, ratepayers and stakeholders believed were the best options for the wharves, including the five Southland District Council owned wharves, and Golden Bay wharf, currently owned by Southport NZ who wish to divest this wharf to the Council.
- 4 Halfmoon Bay wharf, the primary commercial and ferry wharf to the Island, currently owned by Southport NZ was specifically excluded from this consultation process given the indication that Southport wish to retain ownership of this facility for the foreseeable future.
- 5 There were three key objectives to be met in this research, linked to assessing the current situation and future opportunities and strategies.
 - Objective one was to identify the current use, user and owner needs of the wharfing infrastructure, and what opportunities need to be developed to support future provision requirements.
 - Objective two was to determine a community engagement and consultation process that will determine the short, medium and long term user needs of the wharves. This should include but not be limited to; an understanding of how the wharves are perceived by the Islanders, the perceived and actual value of the wharves, the implications for Islanders of any reduction or privatisation in wharf access.
 - Objective three was to determine a key stakeholder engagement process that will include but not be limited to; tourism industry users, aquaculture users and freight companies; identify actual and perceived implications for any changes to the current wharfing infrastructure.
- 6 The report submitted to Council is well presented and informative. It identifies a number of key issues for Council to consider and makes recommendations based on the information gathered through the community and stakeholder engagement process.

- 7 The role of the consultant was to capture the views and opinions of the Stewart Island community and wider stakeholder groups in relation to the six wharves identified in this project.
- 8 The methodology for the engagement included face-to-face meetings with key stakeholders, drop-in sessions, a conversation café, correspondence via email and an online/paper survey. There were 60 participants in the individual/group consultations and 102 respondents completed the online/paper survey.
- 9 The report identifies some key findings that include:
 - The wharves are identified by most respondents as critical infrastructure for the Island, likened to their State Highway One
 - Golden Bay and Ulva Island were seen as the most critical wharves, however most believed that all the existing wharves were important and should be kept. There were some suggestions that should prioritisation be required, Little Glory could be sold as it was predominantly utilised by a single commercial operator and therefore is not a 'public' wharf
 - There was a strong theme for the ownership of wharves to remain or be with Southland District Council as district assets, with local input into their management
 - The report identified from community and stakeholder feedback the need for the urgent replacement of Golden Bay and Ulva Island wharves. Most reported that these wharves were neither safe nor functional in their current states (Ulva Island wharf is currently scheduled for full replacement in 2019/20)
 - To minimise current tensions at Golden Bay wharf, any future wharf should consider the needs of all users and ensure adequate access, parking and wharf facilities
 - Although specifically excluded from the scope of this report, those consulted with expressed the view that Halfmoon Bay wharf was also a strategic community asset to the Island, and should be seen as more than a commercial venture
 - The engagement uncovered a strong sentiment from the community and stakeholders that the wharves had been mismanaged under both private and public ownership, with little or no accountability. This potentially left the community infrastructure vulnerable and having a direct impact on commercial, recreational and everyday living on Stewart Island
 - There was also a strong sentiment that there was no long term strategic planning or budget considerations for wharves, which led to a reactionary approach. There was a real desire for Council to take a leadership approach to managing the wharves with clear and accountable plans, which are developed in partnership with the Community. There was a strong desire for this partnership approach to be developed and agreed jointly
 - There was unanimous agreement that the wharves should be self-funding and not a burden on rate payers alone. Partnership funding opportunities included DOC, Environment Southland, better utilisation of the Stewart Island Visitor Levy, and user-pays in a more equitable system

- There was an opportunity identified to review the function and tasks of the Jetties Sub-Committee
 - The report identified some frustrations and evidence of poor and competitive behaviours around the wharves. There was an opportunity identified for better policing and regulations around the wharves
 - The report identified a lack of opportunity for young people on the Island to be involved in decision making
 - An overall agreement that the process for the community and stakeholder engagement had been an independent and open opportunity.
- 10 The report makes a number of recommendations for Council to consider and has ranked these in order of priority based on the observations and assessment of the consultant, and the feedback received through the community and stakeholder engagement process.

Content

Background

- 11 Council currently own and manage five wharves on Stewart Island. They are Ulva Island, Millars Beach, Freds Camp, Port William, and Little Glory. Two of the wharves included in this research, Golden Bay and Ulva Island have strategic importance to the Island as the primary tourism, commercial and recreational wharves.
- 12 Council determined in late 2016 it was important to understand what the residents, ratepayers and stakeholders believed were the best options for the wharves, including the five Southland District Council owned wharves, and Golden Bay wharf, currently owned by Southport NZ who wish to divest this wharf to the Council.
- 13 The offer from Southport NZ for SDC to take ownership of Golden Bay wharf prompted the need to consider a more strategic approach to looking at the current and future provision of this, and all Council owned wharves on Stewart Island.
- 14 The wharves involved in this engagement are in varying condition ranging from extremely poor and needing full replacement to relatively new and in excellent condition. The on-going costs associated with the Council owned and Golden Bay wharf are currently unknown with only basic costings to date being assigned to maintenance.
- 15 The wharves are currently not funded by any rates and rely on external grants, including the Stewart Island Visitor Levy, for maintenance, repair and replacement. The sole income for the Council owned wharves is approximately \$14,000 accrued through operators annual licence fees. As previously stated, the wharves do not have sufficient income to cover the basic costs of maintenance, repair or replacement.
- 16 In February 2017 Southland District Council commissioned an independent consultant to undertake a community and stakeholder engagement process. This was undertaken throughout March and April and completed in June 2017. Council commissioned consultant Sandra James from Connecting People in Christchurch to undertake this work.
- 17 The purpose of this community and stakeholder engagement project was to investigate a more strategic approach to the current and future provision of wharves on Stewart Island, the

demand, usage and current condition, and identify the need for an overall medium to long term capital development provision and maintenance plan.

- 18 At the time of consultation, Council did not have a long term funding or maintenance plan in place for the repair and replacement of the five Council owned wharves.
- 19 An important part of the engagement process was to gain an understanding of how and by whom the wharves are being used. Council, prior to the engagement did not have a clear insight into the percentage of use between commercial and recreational users for the wharves on the Island. This meant any decisions made around the wharves would be made on minimal information and may leave the Council vulnerable to criticism from users.

Issues

- 20 There was a strong feeling from the engagement response that the wharves should be SDC owned. This was coupled with a determined sentiment for local input into their management. Further work around the governance and on-gong management of the wharves is a key recommendation throughout the consultant's report.
- 21 The community and stakeholder engagement process identified a feeling of vulnerability from the Island community around the current management of the wharves, and the lack of structure around the operations, policing and funding of the wharves as a whole. There exists a strong feeling that the wharves have been mismanaged under private and public ownership.
- 22 The value and importance of the wharves may have different meaning to decision makers than to those living on the Island. The findings from the community and stakeholder engagement research attempts to narrow that divide, and provide the voice of the community in relation to the value of this infrastructure to the Island. There may be a community leadership role to play in managing expectations around the actual and perceived value of the future wharfing infrastructure under Council ownership.
- 23 The wharves have traditionally been viewed and treated as local assets by SDC. The community and stakeholder engagement research raises some challenge towards this in indicating that the wharfing structures, particularly the wharves of strategic importance, could be viewed more appropriately as district assets.
- 24 The engagement process identified through discussions and interviews that there was at times some undesirable and competitive behaviour that has emerged around the wharves, particularly at busy times. The report identifies the need to look more closely at how this may be more effectively and efficiently monitored in the future.

Factors to Consider

Legal and Statutory Requirements

- 25 There are no legal or statutory requirements to consider at this time.

Community Views

- 26 There was a good level of community views expressed in this community and engagement project, and a thorough process to ensure that multiple opportunities and avenues were available to give feedback both direct and indirectly to the consultant. Feedback received from many Islanders and stakeholders was positive towards having had sufficient opportunity to have input into this process, and very positive towards the openness and demeanour of the consultant.

- 27 The consultant expressed satisfaction with the level of engagement from a small community that has been over consulted.
- 28 Council staff do not see a need for any further engagement prior to consideration and assessment of the recommendations put forward.

Costs and Funding

- 29 The cost of this work was approved by Council at the 16 December 2016 meeting. The cost of the work undertaken fell within the allocated amount.

Policy Implications

- 30 Endorsement of the approach by Council staff to investigate recommendations made by the consultant could include consideration and future recommendation around the Stewart Island Visitor Levy; including but not limited to discussion around the amount, allocation and administration of the Levy.

Assessment of Significance

- 31 This project is not considered significant in relation to Council's Significance and Engagement Policy.

Next Steps

- 32 Council staff, with the endorsement of Council, will assess the recommendations made by the independent consultant and determine any future opportunities in relation to Council activities and work streams.
- 33 Staff will assess any recommendations in relation to the on-going work around the future ownership of Golden Bay wharf.

Recommendation

That the Community and Policy Committee:

- a) **Receives the report titled “Stewart Island Wharfing Provision - Community and Stakeholder Engagement” dated 7 August 2017.**
- b) **Determines that this matter or decision be recognised as not significant in terms of Section 76 of the Local Government Act 2002.**
- c) **Determines that it has complied with the decision-making provisions of the Local Government Act 2002 to the extent necessary in relation to this decision; and in accordance with Section 79 of the Act determines that it does not require further information, further assessment of options or further analysis of costs and benefits or advantages and disadvantages prior to making a decision on this matter.**
- d) **Endorses Council staff to assess the recommendations and findings identified from the research and determine any future opportunities in relation to Council activities and work streams.**
- e) **Endorses Council staff to assess the recommendations and findings identified from the research in relation to the on-going discussions with Southport NZ around the future ownership of Golden Bay wharf.**
- f) **Acknowledges and supports that additional work identified (where appropriate) may be undertaken by Council staff in relation to Council owned wharves on Stewart Island.**

Attachments

There are no attachments for this report.

MBIE Welcoming Communities Pilot Programme

Record No: R/17/7/15753
Author: Rex Capil, Group Manager Community and Futures
Approved by: Steve Ruru, Chief Executive

Decision Recommendation Information

Introduction

- 1 In late December 2016 the Ministry of Business, Innovation and Employment (MBIE) approached Council to seek support for the Southland District Council to jointly participate in the Welcoming Communities programme.
- 2 At the Southland District Council meeting on 1 February Council endorsed the Welcoming Communities Pilot Programme and accepted the invitation from MBIE to jointly participate with Invercargill City Council and Gore District Council in the Welcoming Communities Pilot Programme as one of up to five pilot sites across New Zealand.
- 3 Subsequent to this there has been various communications and preparatory work being undertaken to confirm the Pilot Programme. Primarily, this has involved waiting to receive final confirmation of funding for the Welcoming Communities New Zealand Pilot Programme.
- 4 Funding was officially approved in June 2017 by the Ministers of Immigration and Finance with support for funding of the two year Pilot Programme.
- 5 Venture Southland on behalf of MBIE recently facilitated a meeting with representatives from MBIE, Venture Southland, Community Trust of Southland, Invercargill City Council, Gore District Council and Southland District Council.
- 6 The meeting provided background information and an opportunity to consider the Southland Welcoming Communities Pilot Programme, the approach to be taken and next steps.

Context

- 7 The Ministers of Immigration and Finance approved funding to develop and implement a two year pilot programme called *Welcoming Communities – te waharoa ki nga hapori*.
- 8 Welcoming communities is being established under the auspices of the New Zealand Migrant Settlement and Integration Strategy and the New Zealand Refugee Resettlement Strategy. It is being set up by Immigration NZ – alongside the Office of Ethnic Communities and the Department of Internal Affairs, with support from the Human Rights Commission.
- 9 The five pilot sites are:
 - Tauranga/Western Bay of Plenty
 - Southland – Gore, Invercargill Southland
 - Whanganui
 - Palmerston North
 - Canterbury – Ashburton and Selwyn.
- 10 The programme aims to encourage and support local councils and communities to provide a leadership role in welcoming newcomers. This is a change in emphasis from earlier settlement initiatives that have focused on supporting newcomers rather than equipping the receiving communities to be welcoming.

- 11 This innovation recognises that achieving good settlement outcomes requires a partnership between newcomers and the community they settle into. This partnership in turn needs to be supported by local businesses, and the public as part of the social license underpinning immigration.
- 12 With this in mind, the programme is intended to involve local government as part of their broader mandate to ensure their communities are resilient and well-functioning.
- 13 The pilot programme objectives include
 - To proactively foster an environment of belonging and participation at the local level for both newcomers and receiving communities and in doing so contribute to protecting and enhancing social cohesion and cultural vibrancy
 - To increase social and economic capability and resilience for newcomers and members of the receiving communities
 - To contribute to the ability of businesses to attract, welcome and retain the skilled people they need to prosper
 - To contribute to economic growth that benefits the participating regions New Zealand as a whole.
- 14 Local government has an interest in making their communities as attractive to live and work in as possible for newcomers. This includes making it a positive environment for newcomers to stay and belong.

Southland Approach

- 15 At the recent meeting of Southland stakeholder representatives, consideration was given to how the Southland Pilot Programme may operate.
- 16 Regions participating in the pilot are expected to develop their own project management processes and governance arrangements for the programme, and report to Immigration NZ accordingly.
- 17 Funding for the two year pilot project (July 2017 – June 2019) was secured through the Migrant Levy Memorandum Account. The funding agreement for the Southland Pilot Programme is between central government and Venture Southland – with the pilot funding to be \$50,000 per annum for the 2017/18 and 2018/19 financial years.
- 18 Venture Southland has indicated it can contribute to co fund the project by way of its Impetus Fund (to be confirmed) as provided by the Community Trust of Southland. It was indicated to Venture Southland any extra local government funding would be unlikely to be available for this pilot programme.
- 19 A suggested governance structure for this Southland Pilot Programme was to establish a Southland Welcoming Communities Governance Group – made up of an elected representative from each of the three local authorities, a board representative from Community Trust of Southland, a representative from MBIE and an Iwi representative.
- 20 Venture Southland will provide the secretariat services and be responsible for managing the deliverables as per the funding agreement as it is the signatory to the agreement with central government.
- 21 Venture Southland will develop a terms of reference to confirm the purpose and way of working for the Southland Welcoming Communities Governance Group.

- 22 It is anticipated the terms of reference will define the role and responsibilities of the stakeholder parties and clearly define the purpose and function of the governance group. This will be provided to participating stakeholder organisations for consideration.
- 23 In due course and on invitation from Venture Southland it is anticipated the Southland District Council will be requested to appoint an elected representative to the Southland Welcoming Communities Governance Group.

Recommendation

That the Community and Policy Committee:

- a) **Receives the report titled “MBIE Welcoming Communities Pilot Programme” dated 2 August 2017.**

Attachments

There are no attachments for this report.

Service Delivery Scoping Project

Record No: R/17/7/15976
Author: Kelly Tagg, Community Partnership Leader
Approved by: Rex Capil, Group Manager Community and Futures

Decision Recommendation Information

Project overview

- 1 A Service Delivery Scoping Project is currently being undertaken by Council's Community Partnership Leaders. Rex Capil and Trudie Hurst are the project leaders and Kelly Tagg is the project manager.
- 2 The purpose of this project is to consider future Council service delivery options for Southland District Council communities with the demand from residents, ratepayers and visitors being the primary focus.
- 3 The objectives of this project are:
 - to consider the types of services required by Council
 - to consider the levels of service required
 - to determine how these service might be delivered
 - where they could most effectively and efficiently be delivered from
 - determine who should deliver these services – inclusive of discussions around shared services.
- 4 The project objectives also include consideration of how Council manages user expectations, what capital and operational expenditure resource allocation needs to be considered by Council to deliver the “ideal” solution and what is a realistic time frame to deliver said solution.
- 5 Council has engaged consultant, Rebecca McElrea of McElrea Consulting, to undertake this work in conjunction with the Community Partnership Leaders.
- 6 The scope of works planned includes the following:
 - Creation and use of community survey (via survey monkey, hard copies will also be available at all offices and libraries) to ascertain how residents, ratepayers and visitors wish to access Council services in the future
 - Creation and use of a business survey
 - Demand analysis for each area office and library
 - Key stakeholder engagement – inclusive of geographical and sector based engagement
 - Community drop in meetings around the District – including locations that do not currently have Council services physically located there
 - Targeted youth input via youth councillors.
- 7 At the time of preparing this report the consultant was in the process of finalising the survey questionnaires and is about to commence the demand analysis for each area office and library.

- 8 It is envisaged that the surveys, demand analysis and targeted youth input will be completed over a six week period. This will be followed by the key stakeholder engagement and community drop in meetings around the District.
- 9 It is anticipated that the completed report from the consultant will be available by the end of October 2017 at which point a further update will be provided to this committee.

Recommendation

That the Community and Policy Committee:

- a) **Receives the report titled “Service Delivery Scoping Project ” dated 30 July 2017.**

Attachments

There are no attachments for this report.

Community Leadership Plan Project Update

Record No: R/17/7/17012
Author: Kelly Tagg, Community Partnership Leader
Approved by: Rex Capil, Group Manager Community and Futures

Decision Recommendation Information

Project overview

- 1 Council's Community Partnership Leaders are currently working through a community leadership planning process with our communities.
- 2 This process encompasses a multi-phase approach over an 18 month period culminating in the development and implementation of several community leadership plans for the District which will group towns and villages together by geographic location and/or issues eg tourism, population demographics such as declining populations and aging communities. This will allow us to continue with Council's district wide approach and will allow communities with similar issues to work together even if they don't share communities of interest.
- 3 Phase one was Council focused and consisted of seven workshops being held with Councillors, members of the eight Community Boards and 19 Community Development Area Subcommittee's across the District. The workshops were held in strategic locations to allow groups of Community Boards and CDAs with similar interests and/or communities of interest the opportunity to interact and share ideas as part of this process.
- 4 A summary document detailing responses to key questions is attached. Common themes such as the importance of schools within the District, retaining and attracting more people to want to live in Southland, pride in our people, local achievements and District events emerged, as did individual ideas for the future of our towns and villages. A large majority of our Boards and CDA's saw opportunity and importance in the growing tourism industry across Southland District.
- 5 The result of these community leadership plans will ideally be a partnership approach between Council and our many diverse communities, both geographical and issues based. There is an opportunity for Council to lead the facilitation of community planning, and then enable communities to take the ownership and leadership of their own community futures as they work to put their plans into practice.

Next steps

- 6 Phase two is the next part of this project, and is focused on our key stakeholders. It will involve four to five workshops being held by the end of November 2017 with key groups such as industry representatives, central government agencies, businesses and individuals in our communities. Our elected members have also been asked to assist in the identification of key stakeholders across the district following on from the phase one workshops.
- 7 It is envisaged that the phase two workshops will follow a similar direction to the elected members' workshops with participants being advised of the process we are undertaking and being asked the same series of questions in order to gauge what our stakeholders see as the issues and opportunities for the District as a whole.
- 8 Phase three will commence by March 2018 and will see us taking the information from phase one and two out to the wider community as part of a wider consultation process.

Item 8.3

- 9 The Community Partnership Leaders will be working closely with the Venture Southland Community Development team throughout all phases of this project.
- 10 The final stage in this process, scheduled for June 2018, will be the presentation of completed community leadership plans back to our communities, with monitoring and reporting templates developed to ensure there is a mechanism for the plans to be sustained.
- 11 These plans follow an approach of ‘small council, big communities’, and will be integral in growing relationships between our individual townships and areas of interest.
- 12 The Community Partnership Leaders role will be to facilitate these discussions and linkages within our varying communities, and help establish a strong network of community leadership throughout the District.

Recommendation

That the Community and Policy Committee:

- a) **Receives the report titled “Community Leadership Plan Project Update” dated 28 July 2017.**

Attachments

- A CLP Summary Document [↓](#)

Southland Community Leadership Planning Workshops

In March and April 2017 Southland District Council staff, supported by Venture Southland Community Development staff, conducted seven Community Leadership Planning workshops throughout the District. These were held in Winton, Lumsden, Otautau, Stewart Island, Tuatapere, Te Anau and Wyndham. We had all Community Boards and CDA's in the District represented with many of you having all six elected members participating, and it was great to see so many of you wanting to be part of this process.

We would like to thank you all for your time and participation in these Leadership Planning workshops, and for the active role and candid discussions that took place. With the exception of one Community Board, we have received overwhelmingly positive feedback from the attendees at these workshops, and a common theme emerging from all that meeting together in that way had been extremely beneficial.

Listed below are the ideas and dreams for your communities across the District where a Community Board or CDA is present. You will see that there are some common themes emerging, and some ideas specific to each of your townships.

As discussed at the workshops, the time we spent together discussing what you were proud of, ashamed of, wanting to achieve, opportunities for the future, some visions and dreams into the future, and the relationship you wanted to have with Council and Council with you, was phase one in a three phase process.

Phase 1 – Council focused with our Community Boards and Community Development Area Subcommittees
--

Phase 2 – Stakeholder focused with key groups, business or individuals in our communities

Phase 3 – The wider community with as much involvement as we can encourage
--

The second phase in the Community Leadership Planning stage is to take the ideas you have from below and snowball them with ideas from key stakeholders in your respective communities. This phase also starts to draw out the common themes from a District wide perspective as well as from individual communities and townships. And it's this next phase that we would value your thoughts and guidance as to who you think are the key stakeholders in the community. These may extend outside your Community Board and CDA boundaries into areas of our District that do not have local representation, but who do have involvement and interest in the direction and decisions that this District makes.

What's next?

From here, we would value hearing from our Boards and CDA's as to who are the key stakeholders in your towns, villages and wider communities. We would encourage you to think outside your immediate Board or CDA boundary so the District as a whole can be represented in this process.

Council staff, with the assistance of Venture Southland staff will also begin to identify groups, businesses and individuals who may wish to be involved in the future direction and leadership within their community. Together as Council elected members and staff we can compile a robust list that will then lead to a stakeholder workshop, similar to the one held with you all. We envisage this workshop will take place in the latter part of this year.

So again, our thanks for your active participation and enthusiasm in the first workshop and we look forward to hearing your thoughts on who the key stakeholders might be to engage in further discussion.

What are the three things you are most proud of in your township?
--

Item 8.3 Attachment A

Athol

- Community hall
- Beautification
- Cemetery
- Cycle trail

Balfour

- Community spirit
- Presentation
- Access to swimming pool

Browns

- School

Colac Bay

- Tidy, new home expansion
- Natural attractions eg beach, scenery, farmland, trees, surfing
- More tourists from local places & overseas
- Pub/camping ground

Dipton

- Good quality of life
- Public toilet
- Central development from railway land
- Great participation from First Response Couse
- Great community

Edendale/Wyndham

- Sports grounds and reserves
- Facilities eg library, halls, playground
- Schools
- Community Groups eg volunteers, fire brigade and sports
- Community events eg crank up day, A & P Show, Burt Munro Challenge

Garston

- Plantings and beautification
- Information panels
- Cemetery
- Cycle Trail
- Static Display
- Upgraded toilets

Gorge Road

- Gorge Road School and facilities
- Our community centre
- Swimming Pool
- Domain and Walkway
- War Memorial
- Waituna Wetlands
- Mokotua Store and its fish and chips
- Country Club
- Mokotua Hall and Heritage Orchard

Limehills

- Revamp of War Memorial
- Community centre upgrade
- Limehills community pool heating

Lumsden

- Viable – alive
- Education facilities
- Medical services
- Cycle Trail

Manapouri

- Scenery, stunning natural environment
- Community spirit – very supportive and speak their minds
- Roading infrastructure – very proud of for small community

Mossburn

- Our Community Centre
- Town presentation
- Our businesses in the community

Nightcaps

- Tidy township, well kept
- Fireworks/Children's Christmas Party
- Schools
- Mines
- Community participation from local businesses

Ohai

- Presentation of town
- Swimming pool
- Community spirit

Orepuki

- Natural asset, bay, bush and views
- History
- Community

Otautau

- Our sporting facilities
- War Memorial and Main Street gardens
- Floodbank walkway
- Our farmers
- Sawmill

Riversdale

- People coming back, visitors wanting to do things for the town (new sign)
- New housing, tidy town
- Increased population/satellite town for Gore

Riverton

- Beaches, playgrounds, tidy town
- Te Hikoi
- Support groups ie Rotary, St John, Lions etc

Stewart Island

- Beauty of the Island
- The people – ability to work together
- Known internationally – has an aura about it
- Community as a whole, lifestyle
- Facilities & services on the island
- The environment

Te Anau

- The aesthetics of Te Anau – location – environment
- Safe community – family environment – small community feel

- The community contribution – getting things done eg tennis courts, medical, hall etc
- A bustling town, full shops, busy people
- Emerged from list of disasters very well with no outside assistance or packages
- Cycle trail, pump track and recreational facilities

Thornbury

- Vintage Machinery Museum
- School (playground)
- Freedom camping at the bridge reserve

Tokanui

- St John, Fire Brigade, Medical Trust
- Community spirit – skate park, heated pool, School
- Rata park – public toilet
- Events
- Curio Trust – big dig
- Arboretum

Tuatapere

- Green areas
- Parks, tracks, reserves
- People
- History eg Viaducts, Clifden Bridge and primary industry

Waikaia

- Peace and quiet

- Caring community
- Safety of children

Wallacetown

- BMX track
- Footpath – Dalry St
- Land purchase for possible future walking track

Winton

- Netball courts
- Memorial Hall upgrade
- Winton walking track
- Pavilion
- Gardens
- Sewerage system upgrade

Winton

- Winton Medical Centre/Maternity home
- Central Southland College
- Craig Pine Timber
- Winton Walking Track

Woodlands

- People
- Community groups eg rugby and netball
- Tavern
- Butchery
- School
- Facilities eg cemetery, walking track, war mural,

What are the three things you are most proud of in the Southland District?

Athol

- | | |
|---|--|
| <ul style="list-style-type: none"> • Development of towns and villages • Netball team | <ul style="list-style-type: none"> • Sense of community • Safe place to live • Business opportunities |
|---|--|

Balfour

- Amazing facilities
- Sporting opportunities

Browns

- World Shearing Champs
- Cycle Trail
- Winton Walking Track

Colac Bay

- Number of outdoor activities available
- Friendly, helpful, easy going people

Dipton

- Birth place of Prime Minister

Edendale/Wyndham

- Industries – eg range, Fonterra, Tulips, Dairy
- Natural resources, eg scenic, close proximity, rivers
- Community spirit – friendly, integration, hospitality
- Multi-volunteerism
- Lifestyle, standard of living
- Opportunities/jobs

Garston

- Same as above question

Gorge Road

- Awarua Wetlands
- Good farming land
- Diversity of production offered
- Wild food gathering
- Celebration of heritage

Limehills

- Burt Munro Challenge

- Transport and Motor Bike Museums
- World Shearing Champs

Lumsden

- Friendly people
- Variety of activities on doorstep – eg walking, fishing, cycling
- Security – comfort – community

Manapouri

- Roothing infrastructure
- Good traditional values
- Good social adhesion

Mossburn

- Tourist attractions
- Hunting and fishing
- Sport activities

Nightcaps

- Public facilities, eg toilets and rubbish
- Community spirit
- Southern Scenic Route
- Heritage places

Ohai

- Ohai
- Closeness to outdoors/nature
- Crank up day
- Waimumu Field Days

Otautau

- People
- Farming
- Tourism

Orepuki

- Natural asset

- Farming

Riversdale

- Focused on town mainly
- Fishing

Riverton

- People
- Productivity
- Natural values, outdoor recreation

Stewart Island

- *People are so friendly and open in Southland*
- *Wonderful way of life – outdoors*
- *CB structure is unique – harnesses many people passionate about their community*
- *Whole of Southland*
- *Natural environment in District*
- *Our primary producers – proud of the level of independence in producing our food etc.*

Te Anau

- Southland can do attitude and community spirit
- Friendliness and hospitality of Southland
- Unspoilt

Thornbury

- People
- Productivity
- Natural values, outdoor recreation

- Tourism

Tokanui

- How the system filters down, eg Mayor, Council, CDA, Public and then back again
- Tourism infrastructure eg Curio Bay, Waikawa
- Roads are in good condition

Tuatapere

- Scenery
- Farming
- People

Waikaia

- Fishing and Lake Te Anau

Wallacetown

- Events – such as World Shearing Champs, Joseph Parker fight
- Cycle Trail
- Dairying
- Tourism

Winton

- Hump Ridge Track
- Burt Munro
- Dairying

Woodlands

- Cycle tracks
- Roding
- Tourism, bringing business in to Districts and Cafes
- Scenery
- The place

Three things we need to do better or are ashamed of
--

Athol

- Toilets - inadequate

Balfour

- Roading

Colac Bay

- The closing of our Pavilion
- Foreshore foliage
- Land covered in gorse along the main thoroughfare
- Unkempt sections
- Closing of our beautiful foreshore road

Edendale/Wyndam

- Freedom camping eg directions and regulations
- Gravel Roads / Rural
- Cellphone coverage
- Length of time it takes to get things done (Politics)

Gorge Road

- Harvesting commercial gain from tourists
- Gravel roads
- Sense of community
- Communication – cell phone/internet coverage

Lumsden

- District wide coordination
- Environmental protection and management
- Two way communication SDC/CDA – want to see SDC listening, not just talking

Manapouri

- Core business infrastructure

Mossburn

- Traffic management
- Town and district promotion
- Population growth

Nightcaps

- Cycle Trail
- Communicate with the public better
- Engage with children's activities

Ohai

- Freedom camping
- State of Council amenities
- The attitude towards smaller towns from larger towns

Orepuki

- Town beautification
- Collective promotion

Otautau

- Untidy properties
- Overspend on cycle trail
- The inaction of progress on project in general
- Freedom camping
- Signage of the Southern Scenic Route

Riversdale

- Roading in general
- Responding to CDA requests

Riverton/Thornbury

- Roading

- Freedom camping – non-designated areas
- Speed of process
- SDC Staff need to listen to community
- Pest control

Stewart Island

- Need more of a project planning approach between Boards and Council to achieve outcomes
- Need to improve cases in Council of one department not talking to another
- There are gaps in representation of ratepayers under the CB/CDA structure
- Importance of boards and council working together
- Some Boards report getting very good support from staff directly interacting with Board, but things get lost when they go further to another department at Council.
- Accountability
- Communication within District
- When try to advocate for Island and message back is that we don't count (resident numbers cited)
- More cooperation between agencies – eg ES & SDC

Te Anau

- Ashamed of project management around the following;
 - ATMCT process and outcome (Queenstown driven)
 - Te Anau Waste Water process and outcome (litigation)
 - Airport and toilets
- Things we can do better;
 - Project management skills and knowledge
 - Enhance procurement processes

Tokanui

- Township is a wee bit untidy
- Freedom camping
- Interaction between Tokanui, Curio, Waikawa, Fortrose etc

Tuatapere

- Tourism
- Youth direction and opportunities
- Promotion

Waikaia

- Want to be listened to more by SDC eg late notification of ineligibility for CDA members to stand for election

Woodlands

- Improve tracks
- Getting out in public eg people face to face (their CDA)
- Improve main road beautification

As a Board/CDA what do you want to achieve during this triennium?
--

Athol

- Better social media streams
- Maintain our identity
- Timing

- Skate parks – eg vacant lot in Edendale
- Get things done from last round eg infrastructure, library, footpaths, museum

Balfour

- Growth in town population
- New housing
- Keeping the rate payer more informed

- Community on board with discussions
- Promotion of communities eg technology

Garston

- More creative interpretation

Browns

- Renovating inside of pavilion
- Browns community to continue to have a say

Gorge Road

- Finish off the circular walkway
- Improved cell phone/internet connection

Colac Bay

- Tidy up foreshore foliage, sections and creeks
- Wider recognition of our local assets, eg boat ramp and foreshore road
- Continuation of promoting Colac Bay in general eg signage, information board
- Upgrade camping area

Limehills

- Accessing funding from state highways to beautify main road
- Coin operated showers at Community Centre to cater for tourists

Lumsden

- Collective responsibility in carrying out our vision
- Take our community with us – keeping them informed

Edendale/Wyndham

- Trail between Edendale/Wyndham

Mossburn

- Better traffic control/management
- Rates management
- Encouragement of local contractors

Manapouri

- Sort out the sewage issue
- Finish what we have started
- Development for long term planning
- ACTION ON PROJECTS STARTED

Nightcaps

- Continue upgrading and maintaining playgrounds etc gardens
- Finishing projects on table eg Butcher Shop corner, Cemetery. Council staff dragging heels.

Otautau

- We want progress on our camping ground, for at least our town to hold its own or progress to more tourists through the town
- More local contractors employed to do our area

Riversdale

- Meetings are too few each year for good liaison with SDC

Riverton

- Complete projects that have been on the go for years
- To improve our assets, beaches, rocks, playground

Stewart Island

- Overall Boards want to leave things better than when they started
- For Boards/Communities to be listened to, their voices heard by local and central government

Ohai

- Move recycle centre and have a green waste and transfer centre
- Upgrade of hall to continue
- Start using sports grounds again
- Netball courts up and running

Orepuki

- Help maintain good representation
- Monkey Island tidy up
- To be part of a team that promotes community vision

- Infrastructure capable of handling tourists
- More people involved in decision making on the Island. Lots of opportunities for involvement so the Board can better represent
- To promote the Island.

Te Anau

- Our community vision – robust plan for encouraging growth
- Strengthening our towns identity – destination in its own right and a place to live and work
- Continuing to develop a vibrant community and robust infrastructure
- Improved level of engagement to capture a broader and more diverse population

Thornbury

- Tidier town
- Have a voice on direction

Tokanui

- Skate park finished
- Historical area started (rail, forestry)
- Continue with parks, gardens, footpaths

Tuatapere

- Progress considering the changing demographics
- Give back to our community
- Leave our area in a better state for our future generations

Waikaia

- All our towns have the same problem – lack of people and employment
- Making town a place people want to come and live

Winton

- Remove the covenants for the 28 buildings that are under the heritage trust
- Stormwater
- To be able to make priority decisions

Woodlands

- Help keep moving forward in community
- Finishing and starting projects eg track, orchard, railway, seats by shrubs
- Moving Woodlands into one community

What's important to your community right now?

Athol

- Going through this process

Balfour

- Keeping it safe for children
- Road speed – change 70kmph to 50kmph
- Plunket rooms – better public toilets

Browns

- Trying to comply with Environment Southland's new environmental standards i.e Land and Water Plan

Colac Bay

- Foreshore Road to open asap
- Steps to pavilion

Dipton

- Rising rates
- The inability to raise population to pay for infrastructure
- Urban sprawl

Edendale/Wynhdam

- Young families moving in – build on this
- New state highway 1
- Services and facilities, retaining them, eg library

Garston

- Cycle trail and tourism

Gorge Road

- Better cellphone/internet connection

- Strengthening Gorge Road School to bring pupils

Lumsden

- Freedom camping
- Cycle trail
- Development of community spirit and identity

Manapouri

- Sewage issue
- Safety, footpath and lighting

Mossburn

- Communication between community and Council

Nightcaps

- To keep our standards up
- Navigate with schools and sports clubs
- Volunteers must be found
- Keep children busy and safe
- Tidy sections (Lions Club)

*Ohai**Riverton*

- More business, retail and commerce
- Improving walking tracks
- promotion

Stewart Island

- To keep the character of the island
- Any development, take this into account

- Community
- Kids and things to do to occupy them

Orepuki

- CDA boundary
- Community, township, beaches, maintenance planning
- Promoting the growth of our community
- Community of interest re: bus routes for students

Otautau

- Jobs for our kids almost all of whom leave town when they finish school
- To enable more business within the town
- For our community to have more exposure to the rest of New Zealand

Riversdale

- Getting people interested
- Publicity, eg report in school newsletter
- Fence along Berwick Street – received good comments
- Speed of traffic at north end
- People need to be able to afford to live here
- Attracting people to the tranquillity of the Island
- We have some concern with the change of character associated with planning changes
- Have seen shift in community – at first apprehensive re: cruise ship visits. These were a success so when 1600 people due to arrive organised a

market – disappointed when couldn't come ashore.

Te Anau

- Sewage
- Spending rate payer funding incorrectly
- Strategic infrastructure development including improving road safety
- Year round employment
- Freedom camping issue

Thornbury

- Direction, sort our democratic representation

Tokanui

- Maintain rates and roading quality
- Future of township for business
- Aging population – less volunteers
- Cellphone and broadband coverage

Tuatapere

- Keeping in tune and work together
- Meeting the needs of our age specific groups

- Retaining special identity

Waikaia

- School is shrinking – this is a concern as well as reduction in school bus facilities
- Issue of high school – getting there is harder now which means families with kids that age are leaving town

Winton

- Roads
- Water
- More district funding
- Funding distribution – Southland/Auckland – ie roading and power

Woodlands

- School
- Employment in business
- People
- Kids and families
- Supporting businesses in the area

What opportunities do you see for the future?

Athol

- Tourist capability
- Accommodation
- Activities
- Unique selling points - can't sell a secret

Browns

- Sewerage scheme issues to be dealt with

- Stopping open fires

Colac Bay

- Natural expansion
- Tourism
- Events

Edendale/Wyndham

- Need support and fundraising
- Website promotions

- Connecting people into the community
- Pedestrian crossing from Edendale School to reserve
- Local workers living locally

Gorge Road

- Country Club and Lignite Pit
- Development campervan facilities further (making rules easier, like campervan dump costs etc)
- Development of heritage information and sites

Lumsden

- Managing all of the above i.e freedom camping, cycle trail, development of community spirit/identity

Mossburn

- Better use of ratepayers money
- Council to listen to citizens and the CDA

Manapouri

- Tourism and putting infrastructure in place
- Footpath needs better lighting

Nightcaps

- More tourists and school visits and business

Stewart Island

- The development of high end accommodation
- Promotion of the Island as a tourist destination
- Facilities available to cater for increasing visitors – large quantities at once eg when cruise ships visit

- Mines
- Encourage more people building and staying to stop depopulation

Ohai

- Increased use of town amenities
- Pool
- Hall

Orepuki

- More tourism opportunities bringing investment
- Opportunity for affordable housing and employment

Otautau

- Tourism
- Farming
- Timber
- Our railway
- All communities to have their own local governance

Riversdale

- Sponsorship for town eg for town sign

Riverton

- Promoting coastal area
- More information and signage in freedom camping areas
- Tourism

- Comparison with Lyttelton? Could there be some learnings shared with their Board? When cruise ships berth in Lyttelton there are lots of places for visitors to go but this is limited on Stewart Island which places a great emphasis on having good facilities.

Te Anau

- Business opportunities through better IT infrastructure
- Events and conferences
- Tourism training hubs/education eg a training hotel
- Product development ie great walks and short walks
- Town planning issues – commercial area expansion, accommodation areas

Thornbury

- Vintage Tractor Club
- Heritage Trail

Tokanui

- Forestry
- Tourism

Tuatapere

- Tourism
- Develop the attractions we have
- Agriculture
- Providing for the diverse farming communities
- Initiating services
- Growth

Waikaia

- Have heritage re: gold
- Chinese – tourism is strong
- We have lots going for us

Winton

- To get together with other communities eg Winton Pool and Limehills Pool complement each other and are only 7kms apart
- Will benefit from growth in Auckland but disadvantaged due to proximity to Invercargill

Woodlands

Item 8.3 Attachment A

- More housing with sections being subdivided
- More immigrants

What will your township looking like in the next 3, 10, 30 yrs.
--

Athol & Garston

Three years	10 years	30 years
New businesses More traffic and visitors Congested Toilets/inadequate parking and more speed	Probably more housing Change in demographic i.e. travelling for work and school to Queenstown Air strip in Kingston/Southland district Garston relies on Athol for school	Sewerage/water town supply

Balfour

Three years	10 years	30 years
Our school achieved 100 pupils in 2016, it will be main asset over 3-10 years Population is strong with younger people	Families, keeping succession going	

Browns

Three years	10 years	30 years
Want to still have a school Keep the Pub alive Community Hall/Pavilion to be used by all Keep Browns Sports running Our kids and their kids Need to get fibre (fast broadband) on for rest of town Cellphone coverage On board with school and fire brigade		

Colac Bay

Three years	10 years	30 years
More "book a Bach's" Better cellphone and internet coverage Foreshore beautification complete Signage up More houses and people, population growth Craft shop and café	All roads tar sealed Development of Tihaka Accommodation – book a bach More retired people Growing tourism for all	Suburb of Riverton

Dipton

Three years	10 years	30 years
Grow township and grow community Retain present services Redevelop old services and new ones Encourage community development in long term thinking	Priority to retain school and its community New houses	

Edendale/Wynhdam

Three years	10 years	30 years
Traffic will be quieter – Edendale state highway 1 realignment Sewerage/water rate off Library sorted Good facilities eg footpaths Rest home and medical facilities retained	Vacant sections built on and old houses replaced Museum sorted Small and vibrant New shops Beautified More diverse populations Being able to do business locally	Campervan park Multi-ethnic population Vibrant businesses Tourism – outdoor Healthy environment Fitness eg cycle trails

Gorge Road

Three years	10 years	30 years
Tidy up of Gorge Rd village A stronger school More tourism opportunities More affluent community	Change in land use likely – potentially more intensive but environmentally friendly Gorge Road becomes a satellite city of Invercargill Development of lifestyle farms	We will all be using drones Won't need to worry about cellphones Will still be allowed to go fishing and hunting

Limehills

Three years	10 years	30 years
Tidier An orchard/paper road to plant trees named after people in our community	New houses – growth (sewerage issue?) More tourists	It depends on what the government will do for rural communities vs cities

Lumsden

Three years	10 years	30 years
All shops in main street full Active growth in housing and young families Local kids at local schools Library open 5 ½ days a week Extended gardens Air BnB 500+ people living in Lumsden	Cycle trail complete and well supported by users and service providers 1000+ people in Lumsden	

Manapouri

Three years	10 years	30 years
More carparking and boat trailer parking Develop inside of hall More kid friendly playground equipment Otterseal Frasers Beach and Murrell Ave	Improve lake front roading – need the support of the council More housing More home industry	Low maintenance and inviting to the public

Mossburn

Three years	10 years	30 years
At the present pace of input and community activity growth would be expected. Encourage other small or large industry How to take advantage of people coming to town i.e. how to make them stop Has changed to a multi-cultural town with a diary Raises challenge of how new people get involved – how does the community integrate them so they feel involved and we get to share	Look after elderly rather than them having to move – keep in community with family, feel involved Ensure medical centre stays	

Nightcaps

Three years	10 years	30 years
Upgrade internet More incentives for businesses Keep sewerage and water upgraded Retirement houses Medical must be kept and improved Improved education at all levels	Keep upgrading and making towns more accessible	Who knows

Ohai

Three years	10 years	30 years
Better engaged community A shop Tidier and more houses		

Orepuki

Three years	10 years	30 years
More holiday homes bringing intermittent stays and investment Beautification		Way more holiday and retirement homes bringing investment and employment More community, more population

Otautau

Three years	10 years	30 years
A new camping ground up and running Swimming pool upgrade Oil and Gas Railway being used	Childcare facility High school for Riverton, Tuatapere, Nightcaps that caters for our industries Retirement home Medical facilities and banks No empty shops Youth hostel	Subdivision

Riversdale

Three years	10 years	30 years
Sponsorship for town eg new signs Involve dairy community	Devoid of churches	One church, all denominations Satellite town for Gore Retirement town but also a service town Would like to see school role numbers maintained Still a bus service as there was 45 years ago

Riverton

Three years	10 years	30 years
Much the same Improved housing Older population Tourism growing	Population growth Subdivisions	Global warming Thornbury will be waterfront

Stewart Island

Three years	10 years	30 years
Opening of Rakiura Heritage Centre Growth in Tourism Bigger population (not just retirees) More visitor friendly Island (which would lead to more residents as there would be more services to support).	Ownership of all wharves, especially Halfmoon Bay.	
<ul style="list-style-type: none"> • High numbers of absentee owners and land banking (what does this mean for the community) • In 10 years would like Island to have same qualities that bring tourists here now • Hopefully the identity of the Island protected • May be windmills for power • An openness to servicing both locals and tourists e.g. in new developments • Halfmoon Bay Hub hasn't changed much in recent years • There are enough sections here to cater for more houses so theoretically, more people could reside on the Island • Unlikely that the profile of the resident population will change as young families can't be sustained on the island (no High School on the Island) • Discussion around opportunities for utilising empty homes to provide additional accommodation – could a cottage industry solve this issues? There are regulations to consider 		

Te Anau

Three years	10 years	30 years
Enabling competition on a level playing field Accessible and affordable living for a range of residents and employees Open for business Retain our aging population A good plan for future in place in enable sustainable development Link Manapouri and Te Anau through a cycle trail	Sustainable employment Spreading the season Strong retirees sector Broader range of facilities at medical centre Strong education sector – early childhood to tertiary Cool visual aesthetic and vibe More choices	Continuity of town plan layout – well defined, well planned Ample space for sustainable development Have adopted appropriate best practices overseas eg eco, sustainability, tourism, renewable energy, ahead of our game

Tokanui

Three years	10 years	30 years
The skatepark finished Heritage display More tourism businesses in Tokanui, Fortrose, Waikawa, Curio Bay Subdivision – Curio Bay, Waikawa, Fortrose Better roading – more tourists	Still have a strong school	Changes in transport – farming, climate, etc Tokanui will have won the Galbraith Shield again Rural service delivery of medicines and goods by drone

Tuatapere

Three years	10 years	30 years
Track and park and amenities promotion Signage and advertising Change in the composition of people in the community New blood into town as opposed to old families More consultation and communication with our community in various forms of media		

Thornbury

Three years	10 years	30 years
Population will be the same Tidier	No change	Don't know

Waikaia

Three years	10 years	30 years
Is a destination, not a place you drive through – this is strength, people come because they want to be there		
The trick is keeping people there – population growth		

Wallacetown

Three years	10 years	30 years
Footpath Shelter belt – future planning Cemetery parking and plantings Maintain assets	Shelter belt and walkway Cemetery parking and plantings Maintain assets Redesign of Invercargill – Riverton Highway through Wallacetown Access to town Same mix of people with newcomers	Shelter belt and walkway Extend cemetery Maintain assets A larger town with smaller sections – subdivision

Winton

Three years	10 years	30 years
To maintain and grow Winton as the best place to live in in southland		

Woodlands

Three years	10 years	30 years
Following on what we are already doing	Sewerage? Immigrants Others farming options eg raw milk at the gate Farm related tourism	More businesses run at home

Who will be living there and who will your community of interest be
--

Athol & Garston

- Queenstown will be community of interest

Balfour

- Lumsden & Gore

Colac Bay

- Temporary visitors
- Crib owners
- International buyers of properties
- COI – Riverton

Dipton

- Community of interest - Gore

Edendale/Wyndham

- Community hubs
- Schools, community groups eg churches, sports
- Community of interest Gore and Invercargill

Gorge Road

- Continuation of hard-core landowners
- Multi-cultural mix

Lumsden

- People who want to live in a country town, a vibrant community with great facilities
- People go in various directions – Invercargill, Gore, Te Anau
- Our communities need to continue to find better ways of connecting with each other

Manapouri

- Crib owners

- Holiday makers

- COI – Te Anau

Mossburn

- If we encourage our younger generation to be more involved

Riversdale

- *More Gore orientated*
- *Services for farming still important – like stock agents and vets*

Nightcaps

- Ohai/Nightcaps/Otautau together

Ohai

- Anyone who wants to be here

Orepuki

- Lucky blessed people
- Country lifestyle
- COI – Riverton and Invercargill

Otautau

- The community board hopefully
- Club facilities
- Young families and new business

Riverton

- COI – Invercargill

Stewart Island

- *Invercargill for goods and supplies*
- *International airport/wider community of interest for tourists*

Te Anau

- A diverse vibrant population of all ages and nationalities, incl, retirees, families, seasonal workers and young people

- COI – Global and Southland

Thornbury

- Nil

Tokanui

- Will still be rural dominated
- COI – Invercargill but Dunedin will be closer

Tuatapere

- Farming community
- More elderly and retired
- A mixture of people seeking cheaper housing and those want to enjoy the quiet rural lifestyle
- COI – Invercargill

Waikaia

- Rely on Riversdale and Lumsden for Doctors
- Community of interest is Gore

Winton

- Not just retirement age people – want a diverse community of young, old and multicultural

Woodlands

- Be a mixed ethnicity
- COI – Invercargill

How do you want to work with Councillors, staff and your wider community of interest?

A common theme at the Northern Southland CLP meeting was the importance of CBs/CDA keeping the wider community informed and a consensus that the community at large didn't necessarily take an interest in their agenda unless they contain contentious issues.

Athol & Garston

- Communication on all levels i.e. ratepayers and accountability
- Staff at meetings – specific Councillors and staff at some meetings
- Communication with engineer

- Action plans – timeframes/budgets/accountability – its time to get things moving

Balfour

- Communication needs to happen between meetings

Colac Bay

- Have clear processes to follow
- Establish clear lines of communication
- Know who Councillors are and have a relationship with them
- Compulsory induction for new members

Edendale/Wyndham

- Relationship based
- Local knowledge is important
- Honesty
- Trust
- Transparency
- Communication
- Availability and accessibility
- To have positive interactions
- Accountability across workflows, succession and services
- Ability to navigate conflict or concerns
- Feedback and feed forward
- Ongoing improvement of systems to get things done
- Consistency of connections

Gorge Road

- Good to have local councillors at CDA meetings
- Appreciate supportive engineers, also funding assistance through VS

Nightcaps

- Status quo for CDAs and CBs must stay

- Good to develop relationships with staff – have familiar faces to deal with
- Roading issues well covered by 0800 number – excellent response time
- Councillors driving the roads, good way to see issues

Lumsden

- If Council was a business it would be bankrupt – want to see Council taking ownership and caring and being involved. There is a sense of making decisions whilst far away from community
- Not understanding what is happening
- Need a project management approach to keep the community informed
- Want accountability – staff working for us, not the other way around

Manapouri

- More transparency from council staff and councillors
- Working in partnership, more open dialogue
- We are working in partnership with the sewerage and cycle trail

Mossburn

- Communication is two-way, talk to us and we'll talk to you, we are all interesting in giving ideas, listen to us. Used to have good access to Councillor and Staff, finding this change hard.
- Working with staff – closely and efficiently and timely. Do their jobs as soon as possible
- All western districts more combined meetings

Ohai

- Whole CDA meetings
- More receptive Councillors
- Manage small projects

Orepuki

- Maintain our community representation
- Develop opportunity for collection between other CDAs and Boards
- Perhaps to compensate for past school community that has been lost, staff leadership

Otautau

- We need information
- Councillors need to give us more freedom on minor decision making and jobs
- Would like to meet with our CDA neighbours now and again

Riversdale

- More regular meetings and more regular meetings with Councillors and staff

Riverton/Thornbury

- Believe we should be able to work together but think its very important to retain CDA areas because of local values
- Would like SDC departments to work together
- Not enough local business at CPL meetings but believe that is improving, especially CDA meetings
- Accessibility to SDC staff, sometimes hard
- More leadership in projects

- Positive

Te Anau

- EFFECTIVELY
- With trust and respect
- Trust what Committees of Council come up with at Council level, have faith in us
- Council be enablers, not directors
- Recognition of our strategic vision and direction and how its fits with the southland wide direction
- Genuine two way communication process
- When keeping people intent, re important discussion, close the fricken door
- Honesty and transparency
- Meeting the legislative requirements of CB terms of reference
- Address your operational performance issues in a timely way
- Don't avoid difficult staff related decisions
- Don't see CBs/CDAs as a problem – use them and our knowledge effectively
- Do the basics well!!
- Work to good change management processes

Tokanui

- Councillors – we want to continue working with them as we do now, seems to work well
- Staff – dial 0800 for roads, faster action – CDA idea to action taken. Better communication and interaction

between agencies ie SDC and ES for consents

- Community – better communication and representation between our smaller communities – Tokanui, Fortrose, Waikawa, Waimahaka

Tuatapere

- Together with understanding, peace and harmony
- Staff – good personal relationship with SDC staff
- District Council staff – fostering and helping the new CB and CDA/SDC regime so its successful and positive
- Retain contact with their Community Engineer

- More regular contact (like tonight) with surrounding CBs/CDAs

Waikaia

- Communication goes both ways
- Councillor keeps us informed
- Community side could improve

Woodlands

- Hands on – working well at time being
- We like have 25 year plan where todays Board can pass onto the next incoming members the projects in motion

Community Governance Project Update

Record No: R/17/7/17047
Author: Clare Sullivan, Governance and Democracy Manager
Approved by: Rex Capil, Group Manager Community and Futures

Decision Recommendation Information

Item 8.4

Purpose

- 1 The purpose of the report is to provide an update on the Community Governance Project and Representation Review and upcoming engagement.

Executive Summary

- 2 The Council has previously identified and endorsed the Community Governance Project to assist the Council develop a more effective and efficient representation framework and relationship with the district and its communities.
- 3 The Community Engagement Project will provide background information to inform the Representation Review, by providing a vehicle for discussion across the district about how we can ensure strong district-wide decision-making while empowering local communities to participate in decision-making processes that better reflect their needs and requirements.
- 4 A project plan is being developed and this will be discussed with the Elected Representative Working Group later in August. Between now and November various stakeholder groups and networks will be informed of the project and feedback sought. The Community Boards and Community Development Area Subcommittees will be included in this engagement.
- 5 Feedback will be provided back to the Elected Representative Working Group and a proposed model for implementation prepared in 2018.
- 6 Reports seeking decisions on the Electoral System and Maori Representation will go before Council in September and October 2017.

Recommendation

That the Community and Policy Committee:

- a) Receives the report titled “Community Governance Project Update” dated 30 July 2017.
- b) Determines that this matter or decision be recognised as not significant in terms of Section 76 of the Local Government Act 2002.
- c) Determines that it has complied with the decision-making provisions of the Local Government Act 2002 to the extent necessary in relation to this decision; and in accordance with Section 79 of the Act determines that it does not require further information, further assessment of options or further analysis of costs and benefits or advantages and disadvantages prior to making a decision on this matter.
- d) Endorses the engagement process for the Community Engagement Project.
- e) Notes that the Council will make decisions regarding the statutory requirements for the electoral system and Maori representation prior to November 2017.

Content

Background

- 7 The Representation Review is a statutory requirement under the Local Electoral Act 2001. The Council is required to undertake a review at least once every six years. As part of the review it needs to identify communities of interest – there can be perceptual, functional and political dimensions to this. It then determines what effective representation for those communities of interest – whether the district is divided into wards or are councillors elected from across the district as a whole, whether it decides to retain community boards and the boundaries of those community boards.
- 8 While there is no mandatory requirement for preliminary consultation on the review it is seen as good practice. As a result and as previously discussed and decided the Council has embarked on the Community Governance project to hear views on the current structure and options for the future.
- 9 It will consider the various opportunities for the community to have a relationship with the Council that while not bound by the requirements to operate under the Local Government Official Information and meetings Act 1987 and the Local Government Act 2002 among others, still enable them to participate and achieve projects for the development of their communities.
- 10 The Council will develop a community governance structure that is Fit for the Future and aims to provide for improved engagement.
- 11 It will require consideration of a shift in focus of community governance organisations that currently have a limited scope defined by a variety of narrow geographic boundaries to those of a wider community of interest – broader than a single township.

Issues

- 12 A series of stakeholder engagement opportunities will be utilised from now to November and beyond to seek the views, encourage discussion and increase participation in democracy across the district. A number of networking and interest groups in existence across the district will be engaged with. Opportunities will be provided for Community Boards and Community Development Area Subcommittees to provide their input also. The Community Governance Project will be a focus for the Community Conversations series of meetings later in 2017.
- 13 The Elected Representative Working Group will provide feedback and inform consideration of the development of issues and options and governance requirements throughout the project. It will assist and support the stakeholder and community engagement process.
- 14 Following feedback a proposed new model will be presented early in 2018 for consideration by the Council. The Council will then agree to its Initial Proposal for the Representation Review to go out for consultation.
- 15 The outcome is to achieve a community governance structure and council processes that are equitable for all the people of the district, and while enabling people in local communities to continue to undertake projects, provide for informed and empowered decision-making that is effective and efficient for the future of Southland.
- 16 There may be operational changes to processes as a result of the outcome of the review that the organisation will manage.

Factors to Consider

Legal and Statutory Requirements

- 17 Reports requiring decisions on the electoral system and Maori representation will be considered by the Council before November 2017.

Community Views

- 18 The views of the community will be sought throughout the Community Governance Project and there will be a formal public submission process as part of the Representation Review.

Costs and Funding

- 19 The costs for the Representation Review including the Community Governance Project have been budgeted as part of the Council/Councillors cost centre in the 2017 – 18 Annual Plan.

Policy Implications

- 20 There are no current policy implications to consider. There may be policy implications as a result of the implementation requirements depending on the findings and final determination.

Next Steps

- 21 If the Community and Policy Committee endorse the approach, Officers will continue with stakeholder engagement process and the Elected Representatives Working Group will meet and provide input and guidance.

Attachments

There are no attachments for this report.

Creating a Positive Open Space Experience

Record No: R/17/7/17022
Author: Simon Moran, Community Partnership Leader
Approved by: Rex Capil, Group Manager Community and Futures

Decision Recommendation Information

Purpose

- 1 To update the Committee on the steps being taken to understand the Southland visitor experience and how this may develop into proposals to improve tourism infrastructure and open spaces.

Background

- 2 The Councillors on the tour of Western Southland before Christmas were asked to consider the level and type of visitor experience that is offered at places like the old Riverton Sound-shell site, Monkey Island at Orepuki, Clifden Bridge near Tuatapere, and Te Anau. The experience at these sites varies markedly and that is not likely to be dissimilar to the experience right across the district.
- 3 At the time of that discussion the Government had in place a \$10 million regional mid-sized tourism infrastructure fund. That fund has since been superseded by the \$100 million (\$25 M per year for four years) Tourism Infrastructure Fund (TIF).
- 4 In order to assist Council to understand the types of pressures/issues, where they are, and what the priorities are a tourism project has been developed. The company being used is called Xyst and the key consultants are Paul Wilson and Dave Bamford. Although the project brief shows two separate phases of work the consultants have undertaken to complete them both concurrently. The project will be completed by September.

The Tourism Infrastructure Fund

- 5 The purpose of the Tourism Infrastructure Fund is to provide financial support for local tourism-related infrastructure where tourism growth (domestic and international) is placing pressure on, or potential growth is constrained by, existing infrastructure and the local community is unable to respond in a timely way without assistance. It is intended to protect and enhance New Zealand's reputation both domestically and internationally by supporting robust infrastructure which in turn contributes to quality experiences for visitors and maintains the social licence for the sector to operate.
- 6 Councils or community organisations with council support are eligible to apply for local visitor-related infrastructure.
- 7 Priority will be given to:
 - applicants who have high visitor to ratepayer ratios, and are financially constrained and have investigated alternative funding options.
 - projects that address capacity constraints due to visitor growth, support the [Tourism Strategy](#) and represent value for money.
- 8 The Tourism Infrastructure Fund will support the development of public infrastructure that is used by visitors such as:
 - carparks
 - toilets
 - freedom camping facilities

- sewerage and water (tourism-related portion only)
- safety upgrades to public spaces (footpaths etc.)
- infrastructure for natural attractions.

- 9 Signage, rest-stop facilities, and feasibility studies may be considered on a case-by-case basis but the Tourism Infrastructure Fund will not fund commercial, or semi-commercial facilities, infrastructure for which there is already a dedicated stream of central government investment (such as cycle trails, mobile blackspot coverage, and NZTA-funded land transport), or infrastructure that is not directly linked to visitor volumes (such as storm water systems). Infrastructure projects without a substantial visitor-volume driven component will also not be eligible.
- 10 Applicants are expected to co-fund to the maximum extent they are able and projects will not be eligible if seeking funding under \$100,000 (though a series of linked projects can be joined in one application).

The Project

- 11 Southland District is a large area with many competing tourism pressures. This project will assess the visitor areas that we have across the District and identify ways of improving the level of experience on offer. There will be an application round later this year so the project will be a key piece of work to assist us in an application to the TIF. The initial focus will be on key visitor flow routes in the district and the priority of sites along those routes but other sites will be considered if they are rated high on the priority list.
- 12 The project scope that was developed by staff is attached for your information.

Recommendation

That the Community and Policy Committee:

- a) **Receives the report titled “Creating a Positive Open Space Experience” dated 30 July 2017.**

Attachments

- A Creating a Positive Open Space Experience Project Scope [↓](#)

PROJECT SCOPE: OPEN SPACE PRIORITY SETTING CREATING A POSITIVE EXPERIENCE FOR LOCALS AND VISITORS

Issue Definition:

Council currently has an Open Spaces Strategy which sets out a strategic direction to guide the provision of and planning for, and the consistent management and maintenance of reserves and open spaces within Southland District, to meet current and future needs.

Increasing visitor numbers and shifting demographic/recreational trends are changing who, how, where and why people use (or do not use) Southland District's open spaces and associated facilities.

Council is looking to move towards a more strategic and co-ordinated approach to its open space management to ensure residents and visitors have a good experience when using open spaces. The aim is to create pride from a local resident's perspective, maintain and improve the reputation of the district as a visitor destination, and potentially support the development of new economic opportunities in the District.

This will require Council to move towards a "people, places and spaces" approach versus an infrastructure-focussed approach. It will also require Council to consider what is needed to deliver a better result district-wide and what this means in terms of management, consistency of level of service and funding requirements/mechanisms.

As a result there is need to determine whether the Council's existing open spaces are capable of meeting the expectations and demands being placed on them by users now and in the future.

To achieve this, Council is seeking to assess the situation and better understand:

- what is currently being provided in open spaces/facilities and the experience from a user's perspective;
- how this compares to what users expect (in particular for visitors);
- how user demand and expectations are expected to change in the future;
- what this means for Council in terms of what open spaces/facilities should be provided where, for whom and to what level/standard;
- what the priorities are and what needs to be done to address any gaps/issues;
- what level of expenditure/funding is needed and options for how this should be funded.

Council is seeking assistance with this work.

Objectives:

While there is a need to review open spaces across the district (related to both residential and visitor "users"), there is some urgency to look at open spaces related to visitor flows.

As such the Council recognises that while there is a desire to complete a review of all open spaces in totality, there may be a practical need to consider those areas related to visitor flows ahead of other users.

- a. Develop a better understanding of current and future user needs (including expectations and demand) and any gaps from what is currently provided across Council's open spaces/facilities.
- b. Develop a co-ordinated district-wide plan that identifies what level(s) or standard(s) of service should be provided where, across Southland's open space infrastructure and priorities for improvement.

This should:

- be based on the type of experience intended and ensure that open spaces/facilities are fit for purpose both now and in the future;
 - determine the criteria used to evaluate priorities (e.g. linkages with other sites and visitor flow patterns);
 - identify opportunities (and the merits of) different mechanisms available to fund visitor/tourism-related open space/facility development and/or consistent standards across the District;
 - involve liaising with external and internal stakeholders (e.g. DOC, Real Journeys, MCT, Private Operators/Industry Representatives, local communities) to ensure there is no duplication of facilities/expenditure and that any proposals are in line with other stakeholder objectives/plans (including SoRDS);
 - inform policy and planning processes. This will include helping to identify priorities/options/costs/funding for projects in Council's 2018 Long Term Plan; the merits of and opportunity to apply for infrastructure funding from the Tourism Infrastructure Fund, that nature of any changes needed to the local regulatory / bylaw / resource planning framework controlling open space use (e.g. Freedom Camping Bylaw) and opportunities for changes to the Council's funding policies for open spaces and facilities (e.g. new revenue generation from visitors or self-funding ideas).
- c. Share any insights about how the management/funding of open spaces and associated facilities by Council could be improved to deliver better outcomes.

Stages:

The suggested stages of the project detailed below are focussed initially on reviewing open spaces associated with visitor flows, however if all open spaces are able to be reviewed within this timeframe, then this should be considered. The stages of the project are to be agreed, but are expected to involve the following:

Description	Suggested Tasks	Resources
<p>1. Understand/assess the Council’s key visitor flow open space areas and associated facilities and the key issues and pressure points (current and future). <i>Note – Open spaces includes reserves, parks, and undesignated areas of land owned by Council that operate as an open space. Associated facilities include infrastructure/services such as groundworks, toilets, rubbish/waste facilities, signage and visitor information, parking sites, pullover sites/viewing points, picnic/bbq areas, walkways, shelters.</i> [Timing: Jul-17]</p>	<ul style="list-style-type: none"> • Based on priority key visitor flows, develop an understanding of the network of open spaces and facilities (Council-provided as well as by other parties e.g. DOC) and how these are being used and by whom. • Engagement with key internal and external stakeholders (may be constrained by timeframes available will need to prioritise extent). • Research current issues and identify tensions/pressure points/problems. • Identify if external stakeholders have any plans for open space/facility developments which may impact or link in with Council’s current or planned activities. • Research/identify current funding tools and any issues and potential for viable revenue generation ideas. 	<ul style="list-style-type: none"> • Open Space Strategy and Action Plan • Activity Plans • Previous reports and workshop papers (re Freedom Camping, Tourism Trends, Charging for Tourism Facilities) • MBIE Tourism Fund Criteria • GIS Maps
<p>2. Determine whether Council’s key open spaces and facilities are “fit for purpose“ for <u>current and future use by visitors</u> <i>Note – Work is also underway on developing a regional Destination Management approach by Venture Southland. Consideration will need to be given to how to tie the two projects together. While there is a perceived priority around facilities for tourists/visitors, it is also intended to ensure that areas and facilities are suitable and create pride from a local resident’s perspective.</i> [Timing: Aug-17]</p>	<ul style="list-style-type: none"> • Understand current use patterns and assess how use is likely to change in the future and the impact expected on open spaces and how this should be considered in priority setting. • Understand what customers expect from open spaces and facilities and what the visitor experience is desirable • Assess what “fit for purpose” is, considering: <ul style="list-style-type: none"> - demand drivers/trends (e.g. visitor numbers/projections); - the type of user experience intended compared with the actual experience (level/standard of service) provided; - whether there a need for (or benefit of) having a set standard across the District vs having different standards depending on the nature of the open space / intended experience / type of users; - whether there is opportunity for (and any benefit of) adding value to experiences through innovative/different open space/facilities design (e.g. customised/character toilets), considering any additional costs; - whether there are options for temporary or scalable facilities 	<ul style="list-style-type: none"> • District Plan • Tourism/Visitor trend data • Asset Managers • Community Engineers • Community Partnership Leaders • Venture Southland • Ward and Local Elected Members • Private Operators (e.g. Real Journeys) • Department of Conservation • Campervan

	<p>(if these exist) that can be moved or up/down-sized depending on demand.</p> <ul style="list-style-type: none"> Assess open spaces and facilities to identify key issues around “fit for purpose and what work is needed to address any gaps. 	<p>Companies</p> <ul style="list-style-type: none"> Users Service Delivery Contractors
<p>3. Develop a plan of priorities of what is needed to deliver “fit for purpose” open spaces and facilities where in the District.</p> <p><i>Note – The information will be used to inform applications for funding for facilities to the MBIE Tourism Infrastructure Fund as well as Council’s own plans and policies. These include the 2018 LTP (LOS, budgets and projects incl any consultation on options) and regulation/bylaw aspects (such as the Freedom Camping Bylaw, District Plan rules, funding policies).</i></p> <p>[Timing: 31-Aug-17: Draft report developed 6/7-Sep-17: Council Workshop 27 Sep-17: Report to Council 30 Sep-17: Budgets for LTP finalised]</p>	<ul style="list-style-type: none"> Establish evaluative criteria for assessing open spaces/facilities priorities (e.g. linkages with other sites, duplication, visitor flow patterns, projected growth/change in use). Use criteria to identify priorities around open spaces/facilities. Identify what work is needed to address any “fit for purpose” gaps including any options/costs (note – this will need to consider the lifecycle costs in addition to any one-off capital/construction costs). Check-in with key stakeholders (including Council). Identify any opportunities for revenue generation or funding options. Identify any opportunities for public/private partnerships. Report to Council about the recommended priorities/programme. 	<ul style="list-style-type: none"> Local community Resident Survey Feedback Other local authorities Open space providers globally Media Clippings (?)
<p>4. Assist with next stages as required</p> <p><i>Note – To be confirmed - could include:</i></p> <ul style="list-style-type: none"> MBIE funding applications Remaining open space priority setting (non-visitor-flow areas) Review of funding mechanisms + management (District wide, user pays, visitor income) Policy and bylaw development Consultation Action plans + Implementation plans 		

Scope Definition

There are time pressures around this work which mean that some aspects need to be excluded or constrained, as follows:

- Excluding open spaces and facilities away from identified key tourist routes (these will be considered later unless otherwise agreed);
- Facilities/infrastructure is limited to ground works, toilets, rubbish/waste facilities, signage and visitor information, parking sites, pullover sites/viewing points, picnic/bbq areas, walkways, shelters. If something like a visitor centre is considered a potential option it should be noted only as an alternative;
- Funding aspects – there a wide range of issues around funding. At this stage it is anticipated that the project will be identifying revenue generation opportunities (and the benefits/costs of) as well as any issues with the way the activity is currently funded that is impacting on what is provided where. A full review of funding mechanisms and options will be carried out in conjunction with other Council staff if required at the conclusion of this stage.

Background/Context

Southland District contains some of the most beautiful natural environment, landscapes and open space in the country, including mountains and wetlands. Every year, more than a million visitors come to enjoy our cultural heritage and history. Visitors and residents admire the beauty and abundance of Southland's environment from our world heritage parks, internationally recognised wetlands, our great walks and ancient forests.

While the natural beauty and open spaces in Southland is a significant strength, the same cannot always be said for the standard of facilities provided to support people's use of these spaces.

What is currently provided in Council's open spaces, where, and the level to which it is provided, varies significantly across the district. The end result is that the user experience (and impression) of these areas is variable and there is a perceived risk that this could impact the District's reputation as a great place to visit and live.

With visitor trends changing (away from organised travel towards free/independent travel) and visitor numbers expected to grow, the Council is seeking to review whether what is provided fits the changing needs and expectations.

Officers are seeking to provide Council with options (plan, programme and funding) to consider as part of the development of its 2018 Long Term Plan and to also assist with any co-ordinated applications to the national Tourism Infrastructure Fund.

In addition, the Southland Regional Development Strategy (SoRDS) includes an objective to grow Southland's tourism industry. The work in this area is exploring how Southland's tourism sector could be developed further and the opportunities that exist to achieve this and how an increase in tourist numbers would impact on job opportunities and population growth.

While the work that Council is planning is specifically around its own open spaces and facilities and focussed on visitors, any regional strategy that develops out of this SoRDS workstream may have implications for what infrastructure and open space facilities Council is expected to provide for tourists in different parts of the District. There is also a desire to identify sites that may be able to become visitor destinations that are currently off the main tourism routes in order to widen the area of economic benefit from this sector. As such, the work that Council is undertaking needs to ensure that it takes account of any regional priorities that are set and does not work against these. Wider issues relating to open spaces across the District focussed on residents use and, opportunities for developing new visitor destinations, will be considered as part of Stage 2.

Management of Open Spaces and Facilities:

The Council's network of opens spaces and facilities is largely included in the Parks and Reserves function of Council. While this is managed at an asset/activity level by the Council's Strategic Manager-Property, the operational matters are managed by local Community Engineers with some decision-making involvement from local Community Board and Community Development Area Subcommittee who set the budgets for their local reserves and open spaces.

The Council has a number of planning documents which relate to open spaces and facilities including Reserve Management Plans, an Open Spaces Strategy and Action Plan and a Parks and Reserves Activity Management Plan. While the Council's Long Term Plan includes a single set of KPI's for parks and reserves, the type of facilities and standard of these varies across the district.

Current issues:

- Lack of a region-wide strategy regarding visitors/tourism to guide open space priorities and decision-making so that officers have clarity about what is needed to be provided where.
- Large geographical areas with small population makes it difficult to obtain economies of scale or fund a lot of facilities to a high standard. The increasing number of visitor's means there is pressure to do more with less.
- Differing standards across locations means there is no consistency of experience. Specific issues include a lack of common branding/signage, sub-standard or insufficient facilities (e.g. long drops?), some run-down facilities or areas without any facilities, variable maintenance, visitors using open spaces in a way that they were not designed for, tension between open space use for visitors versus residents.
- Increasing number of freedom campers using council facilities leading to tension around whether this is good or bad (with particular feedback from some private accommodation providers in the District about the financial impact on their business). Council is also making a number of changes to its Freedom Camping Bylaw as a result of the changing trends of use, however these are responding to changes occurring in use, rather than implementing a pro-active strategy around open space/visitor/destination management that includes consideration of appropriate areas and facilities for freedom camping.
- Limited funds available from local communities mean that facilities may not be fit for purpose. Most activity around open spaces and facilities on these are funded locally versus district-wide – however toilets are funded district-wide.
- Tension between equity and equality - some communities will 'win' some will 'miss out' and some will get stuff sooner than others.
- Pressure to encourage economic opportunities for Southlanders that can support people being able to (and wanting to) continue to live and work here. As such, open spaces play a key role in the tourism/visitor industry and creating great places to live. However there is some tension around the degree to which Council should support (or fund) visitor-related activities. The most recent tension is centred on the merits of providing for freedom camping and associated facilities in the district. Whilst some community members view this as adding to the vibrancy/economic sustainability of areas, others see this as being in competition with private camping ground/accommodation providers. The Council has also received feedback in the past about the need to find ways to ensure that visitors pay their own way. The suggestion has been that costs associated with the visitor/tourism sector should be paid only by those individuals or organisations that benefit from the industry, rather than all ratepayers. While to date the Council has not specifically targeted rates related to tourism/visitors, the Council is interested in exploring new ideas to better recover visitor/tourist related expenditure from those users in ways that do not negatively affect the industry/outcomes for Southland overall.
- Southland's share of the New Zealand's increasing number of visitors is reported to be proportionally less.

Key Questions

- Are the current spaces/facilities fit for purpose/appropriate for use now? What about thinking about the future – number of visitors is expected to increase...what does this mean for what we need to service this in the future versus what we have now?
- What do we need to provide for it to be fit for purpose – what does this mean?
- Do the spaces/facilities leave users with a good visitor experience/positive impression of the District and does this matter? In answering this we need to consider whether impressions of visitors really do matter (outside of the Council world) and whether they have an impact on the Council achieving its long-term vision/outcomes.

- Are there new opportunities for growth around open spaces/facilities that we are not aware of?
- Where do we want to encourage people to go? What type of people and for what? Therefore what services/facilities do we need to provide in these areas?
- Do these facilities need to be the same or provide a similar standard of service or can they differ and if so what is ok in this regard?
- Is the visitor experience that is being provided (both through the open spaces and the facilities there) acceptable/fit for purpose?
- Is the way that current open spaces and facilities are funded causing an issue for what is done where and to what standard? What about equity/equality issues?

Community Conversations feedback

Record No: R/17/7/17356
Author: Louise Pagan, Communications Manager
Approved by: Rex Capil, Group Manager Community and Futures

Decision Recommendation Information

Summary

- 1 A series of Community Conversations were held throughout the district in May and June 2017. The discussions ranged across a large number of topics, with many of the attendees focusing on the future of their community and Southland as a whole.
- 2 Attached is a summary of the feedback received from the eight meetings, which will be forwarded to the attendees who gave email addresses as well as those on record from last year's series.
- 3 The summary will also be added to the Community Conversations page on Council's website.
- 4 Planning is under way for the next series of conversations, to be held at the end of October/early November. The focus of these conversations will be on representation and the Long Term Plan.

Recommendation

That the Community and Policy Committee:

- a) **Receives the report titled "Community Conversations feedback" dated 7 August 2017.**

Attachments

- A Community Conversations May-June 2017 - feedback [↓](#)

Community Conversations May-June 2017 – feedback from attendees

	Mararoa Waimea	Stewart Island Rakiura	Waiau Aparima	Waihopai Toetoes	Winton Wallacetown
Representation	<p>We need to create areas based around catchments – economic and water issues/ traditional communities are around places and spaces, but we need to look at other types of communities</p> <p>Frustrated at lack of consultation</p> <p>Need to be listening to CDAs and CBs – and they need to be given more power</p> <p>Lot of money wasted on consultants.</p> <p>We need open consultation. Council needs a real commitment to dealing with community groups.</p> <p>Communication emphasised. What's the point of having a CDA if it can't discuss general items? We can't talk to our communities. If you want to grow this province SDC needs a better process for communicating</p> <p>Josephville/Castlerock people feel left out</p> <p>Are you trying to get rid of us? It looks like it from this side of the fence.</p>		<p>Council moved to town and took everything with it – community board trying to improve facilities</p> <p>Council meant to be enablers</p> <p>Amalgamation might work here – communities have changed – opposite view from what happened in Australia – more expensive</p> <p>Community boards have been stripped of the ability to do anything</p> <p>Community boards need to talk to us more – have informal meetings</p> <p>Rural people need to be more involved in those talks – we need to look at rural/urban representation</p> <p>Got to get together and stop being them and us</p>	<p>Opportunity for Curio Bay trust, South Catlins and Tokanui to combine and work for community together</p> <p>That could be expanded and cover the whole ward</p> <p>We need to work together as a whole</p> <p>Create a passport of things to do and there is a prize at the end</p> <p>We need a collective voice so we can be heard</p>	<p>We are over-governed. We need to combine our representation in the south to present a strong and relevant front in Wellington</p> <p>Would have real economic clout if amalgamated Southland councils.</p> <p>Role of interest groups v CDAs in future.</p>
Environmental including oil and gas	<p>Fracking and oil and gas will wreck tourism – we need to be really careful not to do that</p> <p>Council asked if it sees a future for oil and gas fracking in Southland.</p>	<p>Hydro-electricity should be a priority. High-priced power a disincentive for living here.</p> <p>Old people can't afford electricity. Is SIESA best format? Development of hydro hamstrung by national park. SDC can approach</p>	<p>Need to own climate change and oil and gas exploration only adds to that</p> <p>Fracking a concern</p> <p>Need more investigation into renewable energies</p> <p>Water quality really important</p>		

Item 8.6 Attachment A

		Govt for subsidy if community gives mandate. Beauty of environment is a huge drawcard. Diesel too expensive. Community Board don't accept findings of McCutcheon report on alternative power source.	Cow farming should not be allowed on the boundaries of town as they stink people out		
Tourism	No signage – nothing to show us off and the heritage park We need to sell ourselves No sign leaving Invercargill that say this way to Te Anau We need signage about where to go and what to do Consistent brand for signage needed SDC needs to encourage businesses, but listen to what the people say. SDC doesn't have a vision. SDC doing more to harm growth than help it.	Tourism brings relief to rates through visitor levy. 9000 cruise ship passengers expected this year = \$45,000 to community. Promotions role has fallen on individuals A lot of money goes into Venture and i-Site, but they're relying on individuals to do a lot of the work for them. Council should argue that more money should go into professional promotion of Island. Island missing out because of lack of professional promotion. Funding for promotions hard to get. Rakiura Heritage Centre is going to be huge. Congratulations for introducing visitor levy. Concentrate on sending tourists away with a smile. Great service best ad you can buy. Accommodation crisis on Island. Itinerant workers on \$18 an hour can't find rentals. Should look at visitor capacity. What number can Island take? Can't keep up with "incremental creep". Overcrowding (eg Ulva Island) is not a great tourism experience	Numbers increasing but smaller number of residents paying – how can we clip the ticket more Te Araroa Trail – no facilities on it so people pooing in the woods Tourism is a big issue – infrastructure is needed – numbers building up at Clifden Caves so need parking and toilets Tourism being pushed but hardly any money for Southland except Te Anau 10.6% workforce employed in tourism, primary production still key. NZ being promoted overseas for years, not coming but we are not prepared We have something special in Southland – we need to market ourselves better and look at the potential	Tourism numbers are growing but it is fickle and there are opportunities such as farm visits Tourists speeding on our roads and several accidents Need to have commissionable products Need pullovers as tourists are wowed by sights and stop in the middle of the road Need passing lanes Going to see increase in tourism after bypass done as there are things in Wyndham and Edendale that people want to see	Need to capitalise on tourism growth – potential for agricultural tourism – on back of food production story Invercargill has had significant private investment in attractions through Richardson's – Southland needs to leverage off this. Need a tourism tax in NZ

Freedom camping	Freedom camping a problem at the rivers – damage is being done. Why should I expand my business when I see freedom campers 20 metres away and you're giving it away for free? Freedom campers don't spend. Cyclists spend. SDC should focus on and finish the ATMCT. ATMCT is a saleable product and it's not finished. People are blown away by the trail. Cyclists have got money.		Freedom camping does not bring money in Money spent on Thornbury bridge area for freedom campers is a waste as they are not spending here Nowhere else allows freedom camping around the world – why are we funding it. Places like Monkey Island, Clifden Bridge, Thornbury shouldn't exist as we are paying for it	Need to get them to pay small levy – it is not fair and legislation needs changing Needs to be monitored and needs resources Campers going into Waituna at midnight Stress around freedom camping – need fair play for camping grounds Are all the spots for freedom camping needed? We need to work out how to clip the ticket and we need to work with the industry	
SoRDS	Growth not the answer – need quality of people Aquaculture frightens me – how coordinate infrastructure in national park We need to shift away from the higher volume mentality and think about becoming a “higher-value Mecca”. High-end tourists are a priority. Lumsden is right in the middle of region.		Belief that SoRDS is Invercargill, need more understanding of broader picture We need people to want to live here – what are the things that make our communities great? Need to sell those to people further north Retirees are moving here – because it is cheaper to live	We need a tent at Mystery Creek accentuating the positive about down here – that would bring people in	SoRDS is a talkfest. We need to work out how keep young in Southland. Economic activity in Auckland has grown 5x relative to Southland. Resources are being ripped out of the province. Disappointed SoRDS has not come up with regional marketing strategy/brand for Southland produce/primary sector World is desperate for animal protein Subsidies for businesses starting up in Southland
Population	Town is growing but services stifled, schools need to be amalgamated and use primary school land	Ageing always an issue on Island. Only 3 reasons to come to Island: job, tourism, retirement. Does Island want growth? Reactions varied for a small community: “no, bummer off” to “yes Please”.	Funding based around this is a problem for Southland	Gorge Road School had 137 students 10 years ago, now down to 38. CDA trying to maintain identity but people making choices and don't have same loyalty to community	50% of homes in Winton have two people. Winton population same as 30 years ago.
Community	Hard to talk about the future when things are lingering	Average wage is low. SDC not supporting us. “There is value in national park but	Need information signs at either end of town, have to get people stopping Parking an issue		Communities are reliant on volunteers and there needs to be strategies to ensure

Item 8.6 Attachment A

	<p>Want to live in a vibrant community – some sectors like youth not represented Parking a problem Need town planning and need to future proof the town</p>	<p>every idea is hamstrung by SDC. There is a food and beverage issue on Island. Not enough food outlets apart from pub. Electricity cost for food preparation is astronomical.” To run a restaurant here, without staff costs, you need to turn over at least \$30k a year.” Unique problems for Island: cost of getting across strait, can’t eat, can’t find accommodation and there’s nothing to do on a rainy day. Too many regulations. You can cook food and not kill anyone but try and set up a commercial kitchen and you’re stuffed. “So much bullshit red tape.”</p>			<p>people continue to volunteer Losing community/farm ownership model in Southland Empty buildings a bad look</p>
Other	<p>Don’t landbank – we are driving on the worst roads in NZ and talking landbanking is ridiculous Stuffed up sewerage at airport and lost pilots to Alexandra.</p>	<p>SDC places too much emphasis on Southland, not enough on Stewart island. Island is different. Roothing not a priority. Footpaths are. Time for SDC to take responsibility for non-compliance over fire regulations on new buildings.</p>	<p>Need to look at pressures and opportunities around cribs Need to measure not only on economy but on a happiness index Disappointed in Council’s poor performance – cycle trail, Te Anau wastewater We need to look after our communities – our elderly Lots of retired farmers cashing up but we don’t want to lose them from our communities Senior citizens can contribute a lot Regional fuel tax should come back to Southland – that would help fund infrastructure</p>	<p>Need to focus on internet and telephone coverage particularly in the south Catlins area Nowhere for trailers to be parked on side of road Welcome to Southland signage old and looking bad Littering a problem Council needs to stand up to Govt and say we are not putting up with stuff and stop changing the goalposts all the time Concerns over flooding and evacuation in Wyndham A lot of talk about the big earthquake and buildings – hard on small rural towns where there isn’t the</p>	<p>Roads of national significance = Roads of voter significance Fuel tax supports Auckland Why agricultural sector paying most roading rates – service industries benefit most from tourism. Honest discussion needed around water quality – rural and urban</p>

			<p>Need to work with agencies like education and health to get mobile services – we need to be very clear on what services we need SDC should do more to promote the country towns – it should have its main office in Winton in the district, not Invercargill – it would be an example of leadership Should rename Venture – Venture Invercargill – not many benefits come to rural areas We need good broadband</p>	<p>business to upgrade the buildings Local museum needs support – work out with communities what is needed in their areas Media think they know everything – they need to listen more We have a good future in this area – good schools, Fonterra, people moving here – we need to ensure they have a good time</p>	
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Customer Satisfaction Survey Results for 2016/2017

Record No: R/17/8/17566
Author: Trudie Hurst, Group Manager Customer Support
Approved by: Trudie Hurst, Group Manager Customer Support

Decision Recommendation Information

Purpose

- 1 To provide, for information, the results of the Customer Service surveys completed for 2015/16.

Executive Summary

- 2 Each month, officers randomly select from the “Request for Service” system a sample of each type of request made, to complete a customer satisfaction survey as part of Council’s key performance indicators in the Long Term Plan. The results are then reflected in the Annual Report.
- 3 The results show overall customers are satisfied with staff helpfulness and we are exceeding our Key Performance Indicators (KPIs) in this space. We did not meet our KPIs for time taken to resolve the matter (83% satisfaction against target of 90%) and the respondent being satisfied with the final outcome (84% satisfaction against target of 90%).
- 4 Overall, while there are no major systemic issues highlighted for Council, work will continue with the Customer Support Strategy to improve the customer experience.

Recommendation

That the Community and Policy Committee:

- a) **Receives the report titled “Customer Satisfaction Survey Results for 2016/2017” dated 3 August 2017.**

Attachments

- A Customer Service Survey results report 2016 2017 [↓](#)

Background

The customer service survey provides Council with useful feedback about its response to residents' enquiries or requests. It also allows reporting on whether levels of service are being achieved.

The survey consists of five questions;

- 1) Were you satisfied with the helpfulness of staff?
- 2) Were you satisfied with the time it took to resolve your problem or query?
- 3) Were you satisfied with the outcome?
- 4) Were you contacted about your request?
- 5) Do you have any further comments?

Method

A sample of customers who made an enquiry/request to Council was obtained from the GEAC Pathways Customer Service system every month during 2016/2017. The survey was conducted every month to avoid customers forgetting how their request was dealt with. The survey was conducted by telephone and undertaken by the Customer Service Officers for the majority of the year then for the last three months the survey used customers with email addresses with RFS requests in the relevant month to get the sample.

RFS Question

Customers were asked if they were contacted regarding their request. 111 respondents said they were contacted about their request (59%). 88 of respondents said that they were not (45%).

Key Performance Indicator questions

The percentage of customers who are satisfied with the response times, staff helpfulness and the outcome of their enquiries. The target is 90%.

Response rate

Out of the 312 in the sample, 157 customers were able to be contacted for the survey giving a response rate of 50%. The margin of error is $\pm 6\%$.

The majority of respondents made requests related to things that the Area Engineers department are responsible for (eg: roading maintenance, parks and reserves) (43%), followed by Animal Control (18%), Roading (15%), Rural Fire (12%), Water and Waste (7%), Building Control (1%), Environmental Health (1%), GIS (1%), Building (1%), Parks and Reserves (1%), Resource Planning (1%) and Property (1%).

Satisfaction

The combined score of the very satisfied and satisfied respondents.

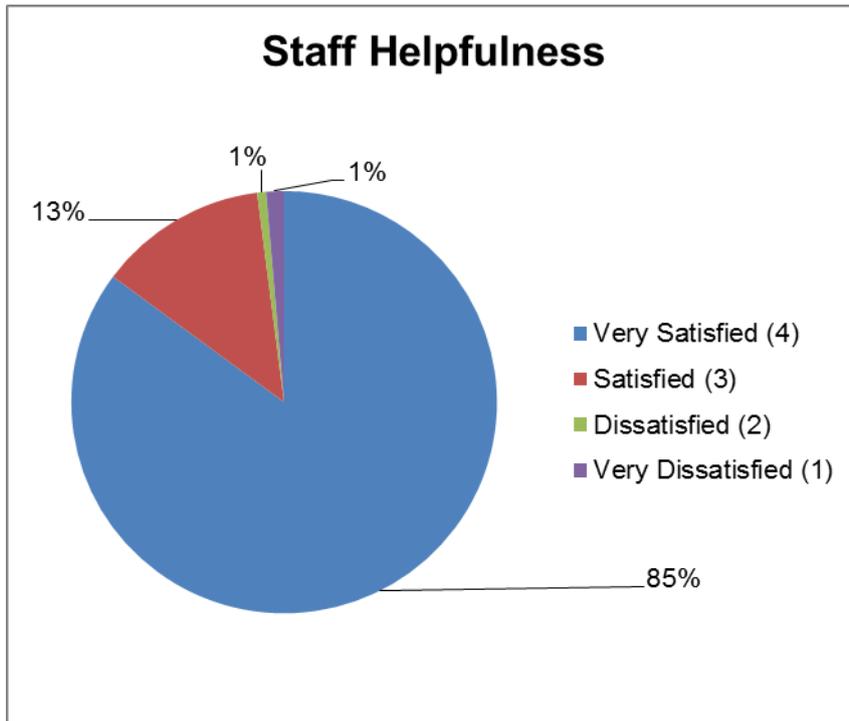
Dissatisfaction

The combined score of the very dissatisfied and dissatisfied respondents

Customer Service Survey Results 2016/2017

1) Were you satisfied with the helpfulness of staff?

Respondents were asked how satisfied they were with the helpfulness of staff when they contacted Council. A total of 98% were satisfied and 2% dissatisfied. The result meets the Council's performance target of 90% was met.

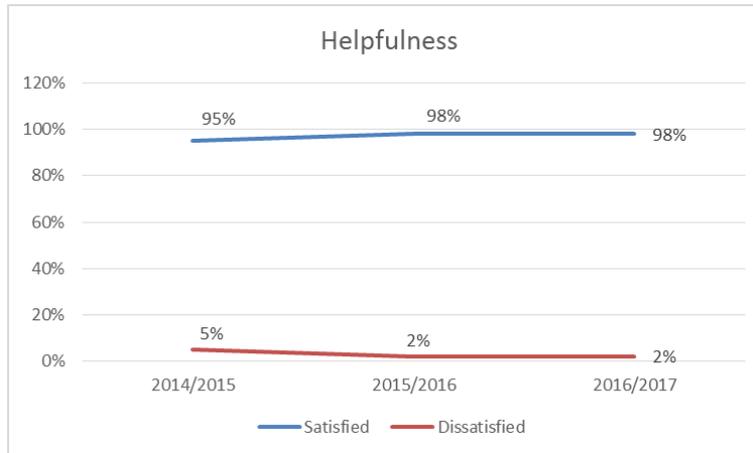


Data table

Staff Helpfulness	Number	Percentage
Very Satisfied (4)	126	85%
Satisfied (3)	19	13%
Dissatisfied (2)	1	1%
Very Dissatisfied (1)	2	1%
TOTAL	148	100%
No answer given	9	
	157	

Trend data

For the last two years the number satisfied and dissatisfied has remained the same.



Staff Helpfulness by Department

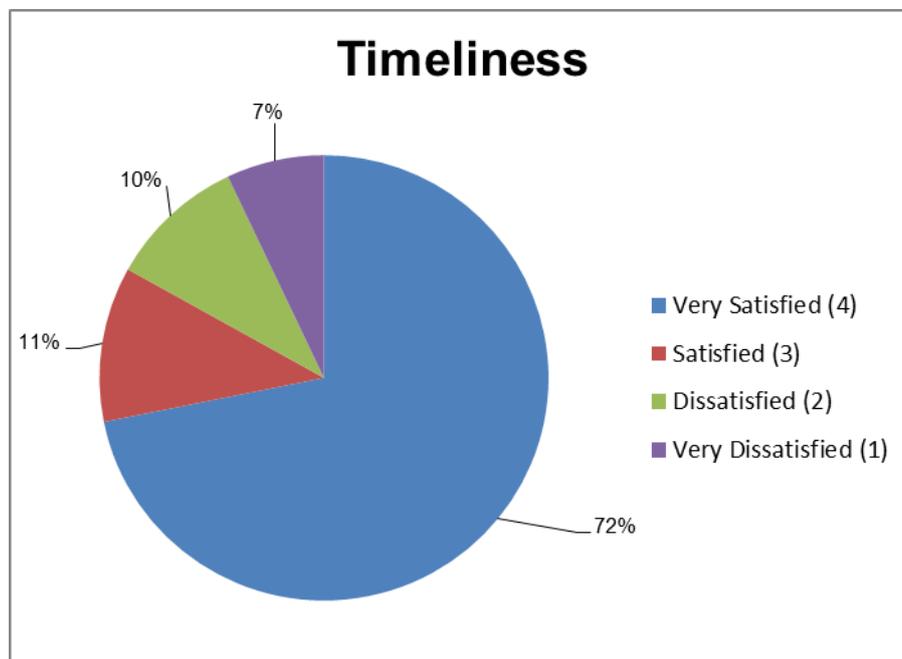
The results were also analysed by what department was responsible for actioning the request. Out of the top three departments that requests related to, satisfaction with staff helpfulness was 96% for Area Engineers, 95% for Roading, and 100% for Animal Control.

Staff Helpfulness	Area Engineers	Water and Waste	Animal Control	Rural Fire	Roading	Property	Parks and Reserves	Resource Planning	Building Control	GIS	Enviro Health
Very Satisfied	77%	100%	100%	89%	76%		100%	100%	100%	100%	100%
Satisfied	19%			11%	19%	100%					
Dissatisfied	2%										
Very Dissatisfied	2%				5%						
TOTAL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Note: Some respondents did not answer the question

2) Were you satisfied with the time it took to resolve your problem or query?

Respondents were next asked how satisfied they were with the time it took to resolve their request. A total of 83% were satisfied and 17% were not satisfied, which does meet the Council’s performance target of 90%.



Data table

Timeliness	Number	Percentage
Very Satisfied	102	72%
Satisfied	16	11%
Dissatisfied	14	10%
Very Dissatisfied	10	7%
TOTAL	142	100%
No answer given	15	
	157	

Timeliness by Department

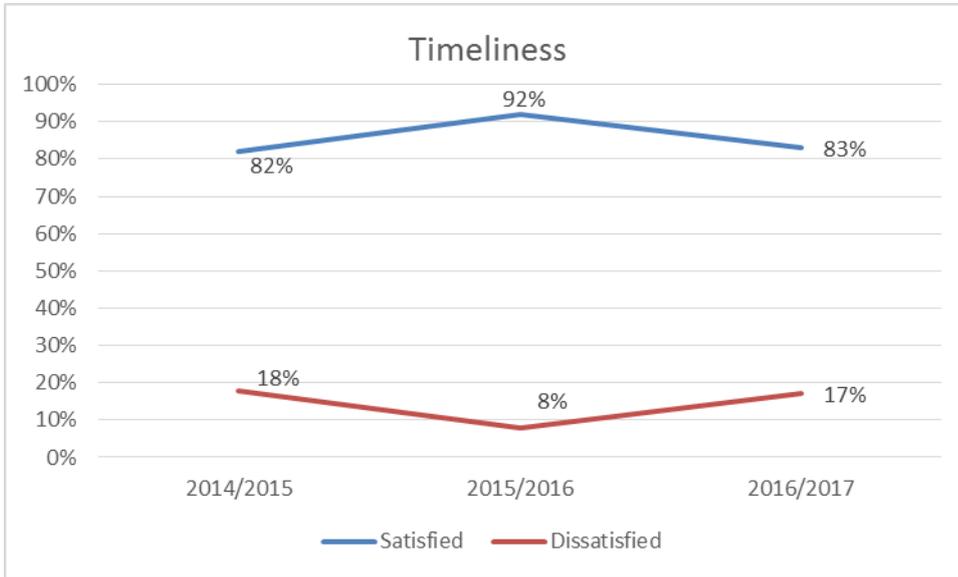
Satisfaction with the time it took to resolve the request was 89% for Area Engineers, 76% for Roading and 100% for Animal Control.

Timeliness	Area Engineers	Water and Waste	Animal Control	Rural Fire	Roading	Property	Resource Planning	Building Control	Enviro Health	GIS
Very Satisfied	64%	82%	92%	84%	62%		100%	100%	100%	
Satisfied	8%	18%	8%	16%	14%	50%				
Dissatisfied	17%				14%	50%				
Very Dissatisfied	10%				10%					100%
TOTAL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Note: Some respondents did not answer the question

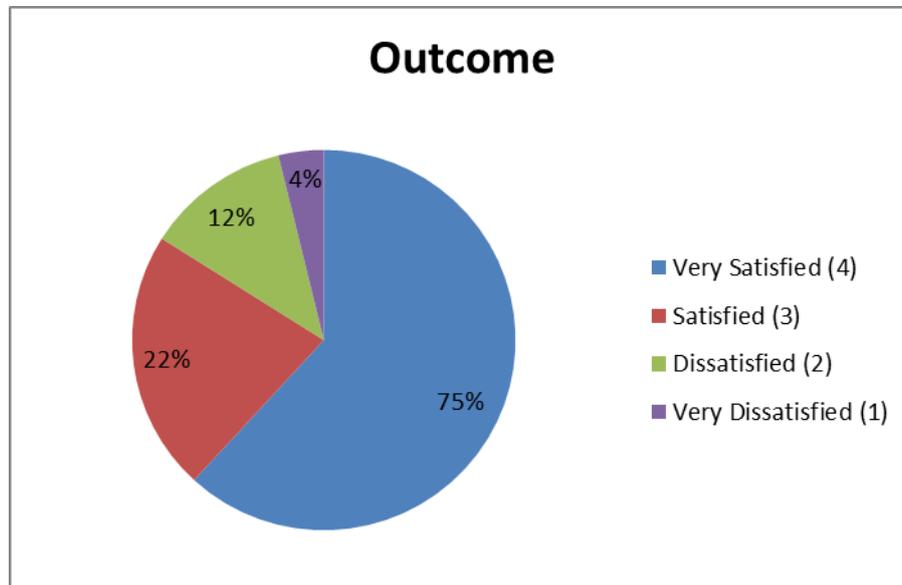
Trend Info

The level of respondents satisfied has dropped this year from 2015/2016 levels but is similar to 2014/2015 levels. Dissatisfaction has increased in 2016/2017 compared to 2015/2016 but is similar to 2014/2015 levels.



3) Were you satisfied with the outcome?

Respondents were asked how satisfied they were with the outcome of their request. A total of 84% were satisfied and 16% not satisfied, which does not meet the Council’s performance target of 90%.



Data table

Outcome	Number	Percentage
Very Satisfied	81	62%
Satisfied	29	22%
Dissatisfied	16	12%
Very Dissatisfied	5	4%
TOTAL	131	100%
No answer given	26	
	157	

Outcome by Department

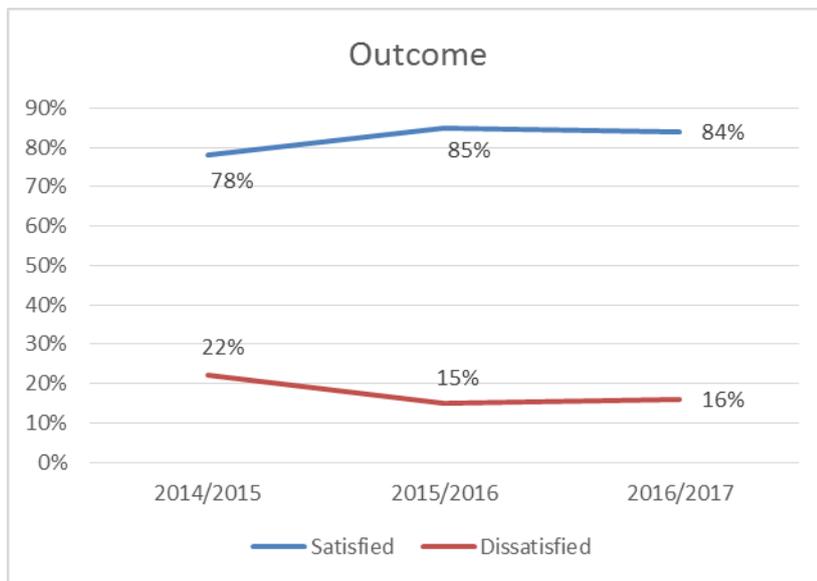
Satisfaction with the outcome was 85% for Area Engineer requests, 75% for Roding requests and 71% for Animal Control requests.

Outcome	Area Engineers	Water and Waste	Animal Control	Rural Fire	Roding	Property	Resource Planning	Building Control	Enviro Health	GIS
Very Satisfied	61%	80%	52%	84%	50%		100%	100%	100%	
Satisfied	24%	20%	19%	16%	25%	50%				
Dissatisfied	9%		29%		20%	50%				
Very Dissatisfied	6%				5%					100%
TOTAL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Note: Some respondents did not answer the question

Trend Info

The number satisfied has dropped from 15/16 by 1% but has still improved compared to 2014/2015. The number dissatisfied has increased by 1% from the last survey.



4) Were you contacted about your request?

Customers were asked if they were contacted regarding their request. 74 respondents said they were contacted about their request (47%). 83 of respondents said that they were not (53%).

Results - By Department

A breakdown of the results by council department is below:

Animal Control (AN)	28	18%
Area Engineers (AE)	67	43%
Building Control (BLD)	2	1%
Environmental Health	1	1%
GIS (GIS)	2	1%
Property (PROP)	2	1%
Parks and Reserves (P&R)	1	1%
Resource Planning (RP)	1	1%
Roading (RD)	23	15%
Rural Fire (RF)	19	12%
Water and Waste (WWS)	11	7%
	157	100%

5) Do you have any further comments?**Comments - Overall**

The majority of comments from respondents were positive with many saying there was a quick response or the staff member was good to deal with. However, some respondents said that the topic of their request was an ongoing issue. Some also said that they had to call twice to get action or that they were unaware of the outcome. For the full list of comments please see Appendix B.

Appendix A - Survey Questions

Hi this is calling on behalf of the Southland District Council. Could I please speak with?

You recently placed a request with the Council with regard to and I was wondering if you have time to complete a quick satisfaction survey with three questions?

The answers range from 1 - 4, with 1 being Very Dissatisfied and 4 being Very Satisfied.

The first question is

THE QUESTIONNAIRE

Qn No	Question	Very Dissatisfied 1	Dissatisfied 2	Satisfied 3	Very Satisfied 4
1	Were you satisfied with the helpfulness of staff?				
2	Were you satisfied with the time it took to resolve your problem or query?				
3	Were you satisfied with the outcome?				
4	Were you contacted about your request	Yes		No	
5	Do you have any further comments?				

Thank you very much for taking the time to complete this survey.

Appendix B - Comments

Code	Comment
AE	Road grading is an ongoing problem for young road, It took a long time for the problem to be rectified and it has recurred again already
AE	Light in wee park still not fixed. Bulb not replaced yet
AE	Still not fixed, Job not done yet
AE	Not resolved yet
AE	Thank you for fixing the street lamp
AE	While I am now satisfied that the light has been repaired. I expected it to be do quicker. Next time it happens I will report it to the local office not online as last time it was repaired more quickly.
AE	Would be nice to be repaired
AE	I deal with RFS's myself as a contractor so not worried it is not fixed yet. The contractor will get to it when they can
AE	Would be nice to hear any results
AE	Still not complete although aware waiting for parts now. I am disappointed with the response. I didn't receive any update and had to inquire twice. The process doesn't appear as wonderful as it is promoted to be.
AE	Didn't have any further contact so no idea how long it took to resolve
AE	No
AE	Would like our street light fixed. Has not been fixed yet
GIS	First person I spoke to on phone was very helpful and referred me to others who may be able to help, never heard from anyone again, no outcome.....A land agent found out what I needed to know
GIS	No outcome, a land agent found out what I needed to know
PROP	For me, this service was lacking in response and involvement
RD	Would like our street light fixed
RD	Initially the grader made a dreadful mess and the road was worse than before, however I made a second request and it was resolved the next day. No all good. I regularly do requests with our road and they are always sorted promptly. But is a pity that it seems we never see a grader unless we ask.
RD	Once the issue was with Southroads it was resolved quickly, but took a long time to get from SDC to Southroads.
RD	We take road safety seriously at Paddy's Alley. Maybe the council could contribute to the cost of convex mirrors at danger spots.
RD	Road grading is an ongoing problem for young road
RF	No
RF	Update aerial photos, you marked out where we should light the fire, right in the middle of an existing fence line?
RP	Exceptional customer service thanks to Department and the admin at Southland. Very much appreciated.

Exclusion of the Public: Local Government Official Information and Meetings Act 1987

Recommendation

C9.1 Community Futures 2040 - Next Stage Planning and Implementation Requirements

C9.2 Milford Opportunities Update

That the public be excluded from the following part(s) of the 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:

General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under section 48(1) for the passing of this resolution
Community Futures 2040 - Next Stage Planning and Implementation Requirements	<p>s7(2)(h) - The withholding of the information is necessary to enable the local authority to carry out, without prejudice or disadvantage, commercial activities.</p> <p>s7(2)(i) - The withholding of the information is necessary to enable the local authority to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations).</p>	That the public conduct of the whole or the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding exists.
Milford Opportunities Update	<p>s7(2)(a) - The withholding of the information is necessary to protect the privacy of natural persons, including that of a deceased person.</p> <p>Refers to a list of people who may be considered for the Governance Group roles but who have yet to be approached.</p>	That the public conduct of the whole or the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding exists.