

Ngā mahi a te
Kaunihera

Council activities





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Council activities

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Council's group of activities

Guide to this section of the Annual Report

Our achievements report on how well Council's activities performed during 2023/24 against the goals and targets set out in Chapter three of the Long Term Plan (LTP) 2021-31. The reporting covers how effectively services have been delivered to the community and financial results.

Reporting on service performance is provided for each activity group and includes the following information:

Overview

This provides a high level overview or explanation of the activity and the outcomes agreed in Western Bay of Plenty District Council's Long Term Plan 2021-31.

Highlights

Highlights can include key initiatives undertaken, projects completed, and milestones achieved for the activity.

A graph will also be included to show the results and trends for Council measures for performance and customer satisfaction.

Service performance results

- Results trends for key measures
- How we have tracked progress towards our goals
- How we have tracked progress - levels of service

The Long Term Plan 2021-31 identifies performance measures and targets to monitor Council's achievement of the agreed outcomes and levels of service.

This section reports the results and provides explanation for any significant variances.

Customer satisfaction

In the statements of service performance there are references to an Annual Resident Survey.

This survey was undertaken by Key Research and the sample included residents within the Western Bay of Plenty District Council area with a sample size of 770 and margin of error of +/- 3.6%, with a confidence level of 95%.

Effects on community wellbeing

The table overleaf identifies the activity groups and their primary contribution to the Community Outcome.

The Long Term Plan (LTP) has identified significant or potential negative effects that may occur as a result of providing the following activities:

- Representation
- Planning for the future
- Communities
- Recreation and open spaces
- Regulatory services
- Stormwater
- Transportation
- Water supply
- Natural environment and sustainable living
- Wastewater
- Solid waste
- Economic development
- Support services

Council has structured its activities into 13 groups. These activity groups are comprised of individual activities which have a similar nature.

The following table identifies each of the Activity Groups and their corresponding activities. It also shows the Community Outcomes the activity primarily contributes to.

Activity Groups	Activities	Primary Community Outcomes
<i>Leadership</i>		
Representation	<ul style="list-style-type: none"> • Sub-regional, District and Community representation 	Elected members represent the views of residents and make decisions which improve our communities and environment, now and for the future.
Planning for the future	<ul style="list-style-type: none"> • Policy and planning • Resource management • Infrastructure planning 	In consultation with our communities and guided by our sustainable development approach, we plan for the future.
<i>Building communities</i>		
Communities	<ul style="list-style-type: none"> • Community building • Libraries and Service Centres • Community facilities 	In the Western Bay of Plenty, no matter what age you are: <ul style="list-style-type: none"> • people feel safe and welcome • people are connected and feel they belong • people can be active and healthy and enjoy the outdoors • people have access to adequate housing • people can learn and contribute
Recreation and open spaces	<ul style="list-style-type: none"> • Coastal and marine • Recreation reserves and facilities • Sub-regional reserves 	The recreation and open space network makes a significant contribution to achieving the following outcomes from the Communities Strategy and Environment Strategy.
Regulatory services	<ul style="list-style-type: none"> • Animal control. • Building and health services • Compliance • Regulatory services • Resource consents 	Regulatory services are delivered through a balanced compliance approach, promoting the safety and wellbeing of our communities and enhanced sustainability of our built and natural environments.
Stormwater	<ul style="list-style-type: none"> • Stormwater network • Waihi Beach coastal protection 	A stormwater management system that manages flood risk contributes to improving water quality and contributes to enhancing ecological and cultural values.
Transportation	<ul style="list-style-type: none"> • Rooding • Network development • Network optimisation • Environmental mitigation • Transportation health and safety 	Transportation networks are safe, affordable, sustainable and planned to meet our community's needs and support economic development.

Activity Groups	Activities	Primary Community Outcomes
Water supply	<ul style="list-style-type: none"> Council water supply 	Water supply is provided to our community in a sustainable manner.
<i>Protecting the environment</i>		
Natural environment	<ul style="list-style-type: none"> Environmental protection 	A clean green valued environment, achieved by: <ul style="list-style-type: none"> increasing indigenous biodiversity protecting important natural and cultural areas having a lighter footprint connecting people with the natural environment making decisions to address the impacts of climate change
Wastewater	<ul style="list-style-type: none"> Wastewater 	Wastewater services are well planned and maintained to ensure a clean and healthy environment.
Solid waste	<ul style="list-style-type: none"> Solid waste 	Effective waste management practices that minimise waste to landfill and encourage efficient use of resources to reduce environmental harm.
<i>Supporting our economy</i>		
Economic development	<ul style="list-style-type: none"> Economic development 	To encourage the sustainable use of local resources in a way which strengthens economic opportunities and improves social outcomes.
Support services	<ul style="list-style-type: none"> Communications and community engagement Human resources Customer services Information management Information technology Financial management Corporate assets and quality management Procurement Risk management 	



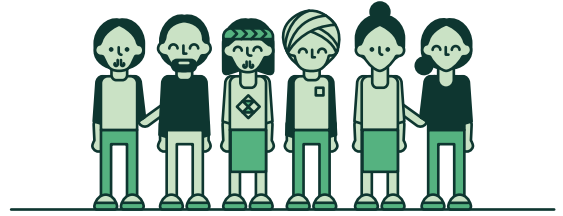
Councillors for the 2022-25 triennium (left to right): Anne Henry, Murray Grainger, Richard Crawford*, Rodney Joyce, Mayor James Denyer, John Scrimgeour, Don Thwaites, Margaret Murray-Benge, Allan Sole, Grant Dally, Andy Wichers and Tracey Coxhead.

*Councillor Richard Crawford passed away in March 2024. Laura Rae was sworn in as the new Maketu-Te Puke Ward Councillor in August 2024 following a by-election for the vacant seat.

Hautūtanga

Leadership

Representation



Overview

This activity has two areas of focus. It includes both running the process to provide the District with a democratically elected mayor, councillors and community board members and the governance of the District by these elected members. This involves the organising and preparation of Council meetings, organising civic events such as citizenship ceremonies. The activity also includes the combined Tangata Whenua Forum and collaborative processes with other councils.

Elected members represent the views of residents and make effective decisions which improve our communities and environment, now and for the future.

Significant effects the representation activity has had on the four wellbeing areas during the year:

Wellbeing Effects (positive and negative)

Wellbeing	Effects (positive and negative)
Social	✓ Diverse Council and Community Board representation.
	✓ Number of engagement opportunities with Elected Members held within the communities around the District including Community Forums and consultation events.
	✓ Representation Review progressed
	✓ Long Term Plan progressed
	✗ Decrease in the level of satisfaction with representation provided by elected members
Economic	✗ 3 by-elections undertaken following the resignation of members from the Waihi Beach, Ōmokoroa and Te Puke Community Boards
Environmental	No specific action relating to this wellbeing
Cultural	✓ Decision to establish a Māori ward for 2025 to 2028 triennium

Highlights:

The primary focus of this activity continues to be on the representation review which has been impacted by the passage of the Local Government (Electoral Legislation and Māori Wards and Māori Constituencies) Amendment Act 2024. A decision to affirm Council’s earlier decision (August 2023) to establish a Māori ward(s) was made on 2 September 2024. Following this decision, it will become clear whether Council will be consulting the community on the proposed representation arrangements, with decisions impacting the next two trienniums.

Council was also required to hold by-elections for the Te Puke, Ōmokoroa and Maketu Community Boards.

We also worked with local community groups, and received significant feedback, on the Long Term Plan 2024-34. This provided Elected Members with comfort that a variety of views could be considered to help make informed decisions about the future of the District.

Council continued to hold community forums. Community forums have been set up by Council to respond to each individual community’s evolving needs. They are designed to be a less formal setting to kōrero with councillors.

Committee

- Council
- Annual Plan and Long Term Plan
- Strategy and Policy
- Projects and Monitoring
- Audit, Risk and Finance
- District Plan
- Community

Chair

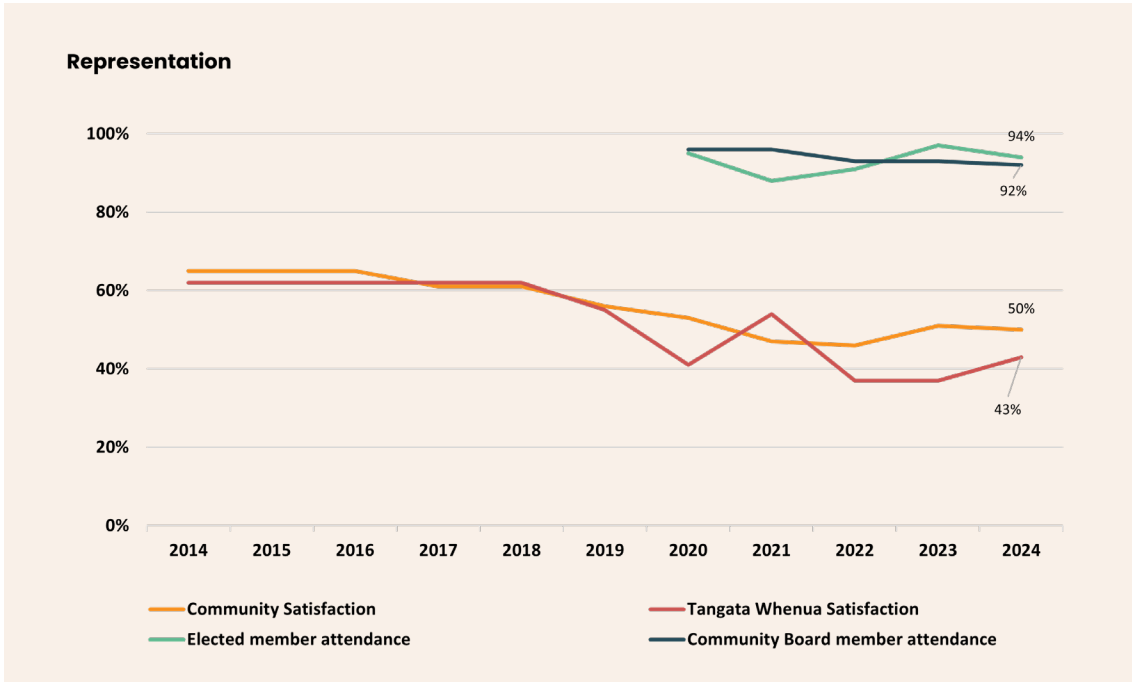
- Mayor, James Denyer
- Deputy Mayor, John Scrimgeour
- Mayor, James Denyer
- Councillor, Don Thwaites
- Councillor, Murray Grainger
- Deputy Mayor, John Scrimgeour
- Councillor, Margaret Murray-Benge

Deputy Chair

- Deputy Mayor, John Scrimgeour
- Councillor, Rodney Joyce
- Councillor, Murray Grainger
- Councillor, Allan Sole
- Councillor, Tracey Coxhead
- Councillor, Murray Grainger
- Councillor, Grant Dally



Service performance results



Goals

- We have effective representation arrangements for our communities
- We engage with our communities, listen well, lead effectively and make well informed decisions
- We actively seek and consider the full range of residents views on our plans, policies and projects
- We have strong relationships with Tangata Whenua and work together in a range of ways so that Tangata Whenua perspectives inform our decisions
- Our strategic relationships at all levels are maintained and strengthened.

How we represent you

One Mayor and 11 Councillors

Three Community Forums

- Katikati-Waihi Beach, Kaimai and Maketu-Te Puke Community Forums

Two Māori Representation Forums

Comprising iwi and hapū representatives.

- Te Kāhui Mana Whenua o Tauranga Moana and Te Ihu o Te Waka o Te Arawa

Participation

In a range of community organisations, boards and co-governance structures within the Western Bay of Plenty District.

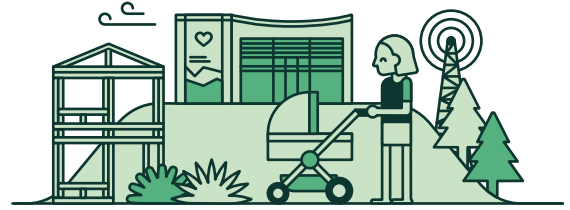
How we have tracked progress towards our goals

What we do	How we track progress	30 June 2024		2023 Result	Narrative	
		Target	Result			
<p>We have effective representation arrangements for our communities.</p> <p>We engage with our communities, listen well, lead effectively and make well-informed decisions.</p> <p>We actively seek and consider the full range of residents' views on our plans, policies and projects.</p> <p>We have strong relationships with Tangata Whenua and work together in a range of ways so that Tangata Whenua perspectives inform our decisions.</p> <p>Our strategic relationships at all levels are maintained and strengthened</p>	<p>Key Performance Measure</p> <p>Percentage of meetings attended by Elected Members (Mayor and councillors) and Community Board members.</p> <ul style="list-style-type: none"> Elected Members at Council and committee meetings. Community Board Members at Community Board meetings. 	<p>≥80%</p> <p>≥80%</p>	<p>94%</p> <p>92%</p>	<p>97%</p> <p>93%</p>	<p>Attendance levels by elected members were above target.</p>	
	<p>Key Resident Measure</p> <p>Level of satisfaction with representation provided by elected members:</p>				<p>2024 saw a slight decrease in the level of satisfaction with representation provided by elected members. For Māori the 2024 result represented a 6% increase on 2023. The key reason for dissatisfaction was a feeling that the community was not listened to.</p>	
	<ul style="list-style-type: none"> Community Māori 	<p>≥65%</p> <p>≥65%</p>	<p>50%</p> <p>43%</p>	<p>51%</p> <p>37%</p>		
		<p>Supporting Measures</p> <p>Percentage of eligible population that votes in Local Body Elections</p>	<p>No election</p>	<p>N/A</p>	<p>37.6%</p>	
		<p>Level of satisfaction with opportunities to participate in decision making.</p> <ul style="list-style-type: none"> Community Māori 	<p>≥65%</p> <p>≥65%</p>	<p>49%</p> <p>42%</p>	<p>47%</p> <p>36%</p>	<p>Results for both Community and Māori has seen a slight increase on 2023. Key reasons for dissatisfaction included the lack of opportunities for consultation and sharing of information on ongoing and upcoming projects.</p>
		<p>Percentage of residents satisfied that the decisions Council has made are in the best interests of the District.</p>	<p>≥60%</p>	<p>47%</p>	<p>49%</p>	<p>Key reasons for dissatisfaction include not listening to community input, loss of confidence in community boards and disregarding some (rural) communities.</p>

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2024		2023 Result	Narrative
		Target	Result		
Representation will be provided by: <ul style="list-style-type: none"> • One Mayor • 11 Councillors • Five Community Boards • Three Ward Forums • One Māori representation forum 	Number of meetings held per annum: <ul style="list-style-type: none"> • Council, based on six-weekly cycle • Community Boards based on eight-weekly cycle • Māori representation forums • Ward Forums 	≥8	11	14	Ward forums have been abolished and have been replaced by Community Forums. The number of Community Forums held in FY24 are: Katikati-Waihī Beach: 3 Kaimai: 3 Maketu-Te Puke: 4
		≥6	6	30	
		≥2	0	3	
		≥4	0	0	
Council will engage with communities about decisions that impact on their community.	Number of engagement opportunities with Elected Members held within the communities around the District.	≥4	6	17	

Planning for the future



Overview

Planning for the future includes the development of strategic plans, policies and bylaws to support the health, safety and general wellbeing of our communities. This involves responding to legislative changes, updating and developing new strategies, monitoring the impact of growth and development in our District, undertaking community engagement

and working with key stakeholders and other agencies to plan for our future.

We provide planning and consultation for our communities, we plan for the future.

Significant effects the planning for the future activity has had on the four wellbeing areas during the year:

Wellbeing	Effects (positive and negative)
Social	✔ Representation Review decisions made.
	✔ Community feedback on Long Term Plan 2024-34.
	✔ Beach Road Concept Plan adopted.
Economic	✔ Long Term Plan 2024-34 development.
	✔ Speed Management and Minimisation Plan adopted.
Environmental	✔ Waste Management and Minimisation Plan adopted.
	✔ TECT Park Strategic Plan developed.
	✔ Enabling Housing Plan Change 92 - Ōmokoroa and Te Puke made operative.
	✔ Te Puke Spatial Plan development.
	✔ Arawa Road, Pencarrow Estate private plan change 95 development.
Cultural	✔ Public Art Policy adopted.
	✔ Papakāinga Plan Change 96 started.

Highlights:

Long Term Plan 2024-34

Over the past year we have been talking to our communities about a number of key matters that will inform the Long Term Plan 2024-34. The Long Term Plan will set the future direction, work programme, budget and rates impacts for Council for the next three years. Building from the Your Place To Wāhi

conversations last year, we once again went out to our 12 neighbourhoods to attend local events and gain input into our plans. 596 people made submissions either in person, online, by email or by hard copy form. This feedback has informed decision making on the Long Term Plan 2024-34.

Representation Review

Representation reviews are a way to ensure that we retain effective and fair representation for the community. Over the past year we have been discussing this with Council and our community and making some key decisions. Council resolved to establish Māori wards for the 2025 local body election, in August 2023. Recent announcements from the Government have instructed that this decision becomes subject to a referendum. The community have given us ideas and feedback on our current arrangements with ideas for the number of councillors and use of community boards. Finalisation of the representation arrangements will occur in 2024/2025.

Waste Management and Minimisation Plan

We've undertaken a review of our Waste Management and Minimisation Plan. This plan outlines Council's actions for our solid waste activities over the next six years and works towards our vision of minimising waste to landfill.

Key themes from public consultation included:

- Large inorganic waste is the biggest issue for people (such as old furniture and whiteware).
- Frustration around the lack of transfer stations within the District.
- Requests for inorganic waste collection days.
- Concern around the lack of options to recycle soft plastics.
- Easier access to e-waste recycling.
- A lack of services and facilities for greenwaste disposal.
- Interest in the establishment of resource recovery centres.

Other policy projects progressed by Council include:

- We continue to respond to the Government's legislative reform agenda including:
- Preparatory work on the Water Services Delivery Plan.
- The Regional Deal framework has now been released by Government and we expect Government will signal its selection of regions to progress discussions during the next year.
- We also await further announcements from the Government regarding amendments proposed to the Local Government Act signalled recently.
- Considering the Government's "Going for Housing Growth" policy and assessing its implications.

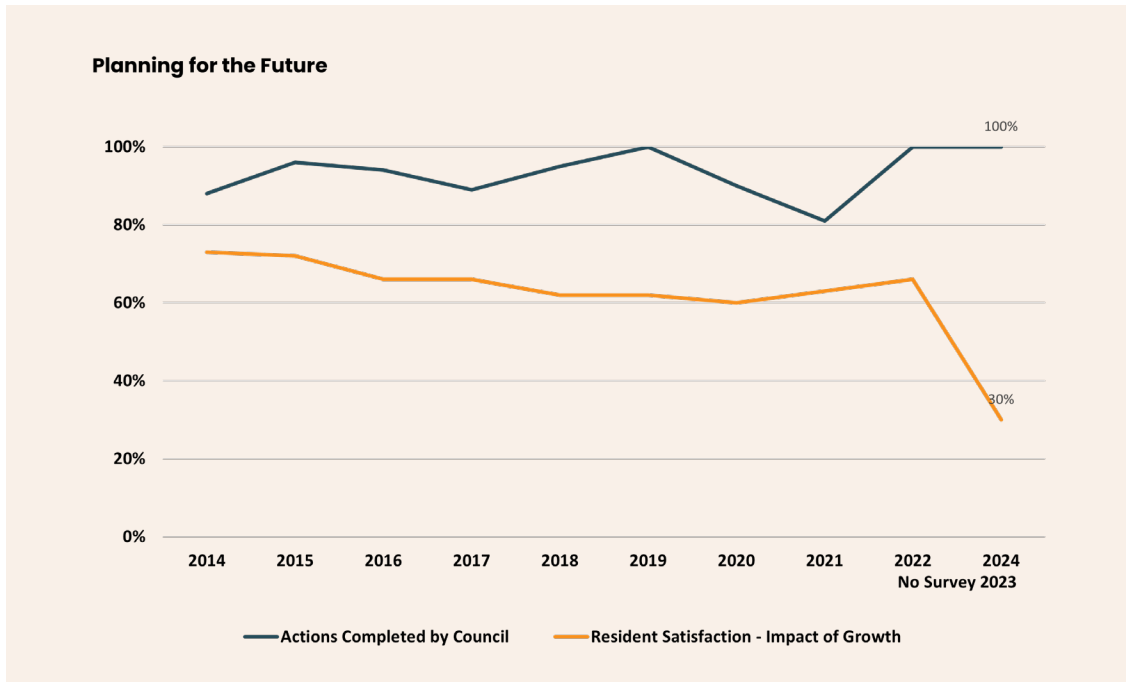
Other policy and planning matters

- Speed Management Plan.
- Public Art policy.
- TECT Park Strategic Plan.
- Dog exercise areas for Ōmokoroa.
- Beach Road boat ramp area in Katikati.
- SmartGrowth Strategy (including the Future Development Strategy).
- Responding to legislative change.
- The Long Term Plan continues to be the primary focus of the Planning for the Future activity. With deliberations complete, Council adopted the LTP on 26 September 2024.
- Informal engagement on the Te Puke Spatial Plan concluded recently, with preparation underway for design led workshops with various community stakeholders. Technical work will soon start on growth options for Te Puke.
- In the SmartGrowth space, staff continue to work collaboratively on the Funding & Implementation Plan following the recent adoption of the SmartGrowth Strategy (including the Future Development Strategy).
- We continue to respond to the Government's legislative reform agenda, with preparatory work on the Water Services Delivery Plan advancing well. The Regional Deal framework has now been released by Government and we expect Government will signal its selection of regions to progress discussions in November 2024. We also await further announcements from Government regarding amendments proposed to the Local Government Resource Management, and Building Control Acts. Overall, the nature and extent of significant change for the sector continues to create planning uncertainty.
- Plan Change 96 (Papakāinga) is progressing according to plan, and private plan change 95 (Arawa Road, Pongakawa) is progressing to a hearing.
- Early planning for Annual Plan 2025/26 has started.
- Progressing a number of policy and bylaw reviews will be a focus of the upcoming year to make sure our regulatory and policy tools are up to date and meet the needs of the community.

What we provide

- Policy and planning, resource management, and infrastructure planning activities

Service performance results



Goal

Develop, monitor, review and advocate policy and plans that support the achievement of our vision for the District, our community outcomes and the direction provided by SmartGrowth.

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2024		2023 Result	Narrative
		Target	Result		
<p>Develop, monitor, review and advocate policy and plans that support the achievement of our vision for the District, our community outcomes and the direction provided by SmartGrowth.</p>	<p>Key Performance Measure Plans, strategies, and District Plan changes are developed or reviewed in accordance with Council approved programme.</p>	100%	100%	100%	<ul style="list-style-type: none"> Plan Change 92 which introduces new intensification rules from the Enabling Housing Amendment to the RMA for Ōmokoroa and Te Puke was made fully operative in May 2024, in line with statutory timeframes. The District Plan Review is underway. An approach has been endorsed to undertake the review through a series of plan changes and spatial planning processes. This has seen Council approval for the commencement of Plan Change 96 – Papakāinga in February. The plan change is in the first phases of pre-engagement with tangata whenua and targeted stakeholders. Private plan change 95 to rezone rural land in Pongakawa for residential housing was notified for submissions in November 2023. Policies and plans have been reviewed as per the Council programme. This has included the Waste Management and Minimisation Plan, the Public Art Policy, and the Speed Management Plan. Consultation was also undertaken on the TECT Park Strategic Plan, dog exercise areas for Ōmokoroa, on a concept plan for the Beach Road boat ramp area in Katikati, and for the Long-Term Plan 2024-34.

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2024		2023 Result	Narrative
		Target	Result		
Develop, monitor, review and advocate policy and plans that support the achievement of our vision for the District, our community outcomes and the direction provided by SmartGrowth.	<p>Key Resident Measure</p> <p>Level of resident satisfaction with the impact of growth on:</p> <ul style="list-style-type: none"> • Range of housing choices • Personal safety • Time taken to travel around the area • Employment opportunities • Road safety • Overall pleasantness <p>Based on two yearly surveys</p>	≥70%	30%	No Survey	<p>The result is an average of all the attributes. Individual results as follows:</p> <ul style="list-style-type: none"> • Range of housing choices – 37% • Personal safety – 33% • Time taken to travel around the area – 20% • Employment opportunities – 43% • Road safety – 16%
	State of the Environment reporting is completed on a five yearly basis	Not Required	N/A	Not Required	
The District Plan updated to meet the needs of the District.	Plan changes and the District Plan review meet statutory requirements.	100%	100%	100%	<p>Plan Change 92 has been made operative.</p> <p>Private Plan Change 95 has been notified for submissions and further submissions in line with legislative processes.</p> <p>Council approval has been given to begin work on Plan Change 96 - Papakāinga and carry out pre-engagement consultation.</p>
	Structure Plans are developed and reviewed to ensure there is greenfield land to accommodate growth as required by the National Policy Statement on Urban Development Capacity.	≥10 years supply	≥10 years supply	≥10 years supply	<p>Greenfield land available:</p> <p>Ōmokoroa – 19 years Katikati – 26 years Waihi Beach – 12 years Te Puke – 19 years</p> <p><i>Note: National Policy Statement on Urban Development Capacity is replaced by National Policy Statement – Urban Development.</i></p>

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2024		2023 Result	Narrative
		Target	Result		
Council processes comply with the statutory requirements.	LTP, Annual Plan and Annual Report are each adopted within statutory timeframes.	100%	100%	100%	<p>The Annual Plan 2023/24 was adopted within the statutory deadline.</p> <p>Council resolved to defer the Long Term Plan by three months due to the lack of a clear national direction on core water and transportation services, and within statutory timeframes.</p>
	The percentage of Council bylaws that are reviewed within statutory timeframes.	100%	100%	100%	No bylaw reviews required in this period.



Te Puke High School tamariki learning traditional knowledge of our whenua near the Kaituna wetland.

Te whakawhanake I ngā
hapori

**Building
communities**

Communities



Overview

This group of activities includes the following Council activities:

- Community Building
- Community Facilities (community halls, cemeteries and elder housing)
- Libraries and Service Centres.

Through this group of activities Council works with communities to build whakawhanaungatanga (relationships), manaakitanga (support), and օritetanga (equal opportunity).

We provide the communities activities so that communities can meet their own aspirations to enhance their wellbeing.

Significant effects the communities activity has had on the four wellbeing areas during the year:

Wellbeing	Effects (positive and negative)
Social	✓ Regional healthy housing programme supporting communities with inadequate housing.
	✓ Community Matching Fund enabling volunteer groups to undertake projects that benefit the community.
	✓ Community response teams building their capability to support communities when disruptive events happen.
	✓ Library and Service Centre events and programmes attracted over 12,500 participants.
	✓ The Emergency Management team attended many local events to further educate residents on emergency preparedness and to promote the identification of local hazards and their associated risks.
Economic	✓ Elder housing development at Heron Crescent is 100% externally funded.
Environmental	✓ No specific action relating to this wellbeing.
Cultural	✓ Cultural events successfully delivered including events celebrating Matariki, our new public holiday.

Highlights:

Community building

We have continued our strong partnerships with community organisations through our service delivery contracts. These contracts covering sports, arts, culture and heritage, social services, events, and economic development support local initiatives and aim to improve overall community wellbeing. Events supported this year included the Matariki Events at Waihi Beach, Katikati, and Te Puke (Te Kete Matariki led by Made in Te Puke) with performances, live music, dance and a hāngī.

The Western Bay of Plenty Community Matching Fund awarded \$140,000 to various community projects. This fund supports initiatives from not-for-profit community groups that deliver positive social, cultural and environmental outcomes.

26 people were placed in sustainable employment (91+ days) as part of the Mayors Taskforce for Jobs. Job placement industries included primary industries such as agriculture, forestry and farming.

The Welcoming Communities programme continues to support and welcome migrant communities within our District.

The Emergency Management team attended many local events to further educate residents on emergency preparedness and to promote the identification of local hazards and their associated risks.

The public education events included attending local markets, community events, visiting schools, retirement villages and presenting at some service organisations monthly meetings across the district.

Events supported by Community Events Fund, include:

- The Western Bay of Plenty Community Matching Fund in 2024 awarded \$140,000 to various community projects.
- Council has robust emergency management systems in place with trained staff available in the event of an incident. The Emergency Management team attended many local events to further educate residents on emergency preparedness and to promote the identification of local hazards and their associated risks.

Community Facilities

Good progress has been made on the 26-unit development being constructed at Heron Crescent in Katikati. This will increase the elder housing portfolio to 85. This project has been fully funded externally including central government's "Better Off Funding". During the year seven units were demolished at Waihi Beach due to flooding.

A draft Concept Plan for Natural Burials is being reviewed, utilising land currently leased at the cemetery in Te Puke. The new area will include the first dedicated Natural Burials area in the District.

In contrast to last year, the Te Puke and Katikati Cemeteries have seen a drop in burial plot purchases. Ashes plot purchases have remained steady at the Te Puke Cemetery, with a drop of about 50% for the Katikati Cemetery.

Libraries and Service Centres

We care for our people and communities and put our customers at the heart of everything we do. In Te Puke, Ōmokoroa, and Katikati the children's librarians work with the Te Puke, Pāpāmoa, Ōmokoroa and Katikati SPACE groups (parenting education group run through Playcentre) to support new parents with learning to read with their children.

The proposed new Waihi Beach Library & Service Centre project is progressing well, with detailed design being completed and confirmation of funding through the Long Term Plan. The estimated completion date for this is September 2025. The Ōmokoroa Library and Service Centre is seeing a large increase in book circulation as the community continues to grow.

In Te Puke the AA service desk has seen an increase in transactions of 36% which is expected to continue. Monthly IRD clinics are also being held reducing the need for the community to travel to Tauranga for appointments. The Te Puke Team also won the Ultimate Customer Experience Award at the Te Puke Business Excellence Awards, August 2023.

The summer holiday programmes saw high participation numbers and an increase in the activities available. Our summer student staff allows us to offer a large number of summer activities around the district.

In terms of customer contact the top five telephone requests to service centres are rates and water, utilities, animal services, roading and strategy and community enquiries.

What we provide

Community building

The community building activity involves working with our communities and local organisations to achieve social and cultural wellbeing.

Working with community and local organisations

Organisations such as:

- Sport Bay of Plenty
- Creative Bay of Plenty
- SocialLink
- Katikati Community Centre
- Colab Te Puke
- A Friend's Place Waihi Beach
- Citizen's Advice Bureau

Civil defence and emergency management

The Emergency Management team attended many local events to further educate residents on emergency preparedness and to promote the identification of local hazards and their associated risks.

The public education events included attending local markets, community events, visiting schools, retirement villages and presenting at some service organisations monthly meetings across the district.

Community facilities

Community facilities include community halls, elder housing and cemeteries. Community facilities contribute to achieving social and cultural wellbeing. They contribute to having communities where people are connected and feel they belong, have access to adequate housing, and have spaces where they can be active and healthy and learn and contribute.

Elder housing

59 units across the District (15 units in Waihi Beach, 10 units in Katikati, and 34 units in Te Puke).

Community Halls

19 community halls spread within the communities across the District.

Cemeteries

Five cemeteries across the District, located in Katikati, Oropi, Te Puke (2) and Maketu.

Libraries and service centres

Our Libraries and Service Centres sit at the heart of our community. They provide welcoming and inclusive spaces where people can connect and access knowledge. Our libraries empower people through literacy, learning and free access to information and resources. Reading, digital fluency, free computer access and training are all central to our libraries. They also house our local heritage, stories and history. Our Libraries and Service Centres belong to everyone and contribute to connected communities where lifelong learning opportunities thrive.

Buildings

One head office building with service centre at Tauranga, and four libraries and service centres located at Waihi Beach, Katikati, Ōmokoroa and Te Puke.

Customer service

90,329 inbound calls to our contact centre and service requests raised.

Library items

133,993 items held by libraries (includes hard copies and e-books and local history archives).

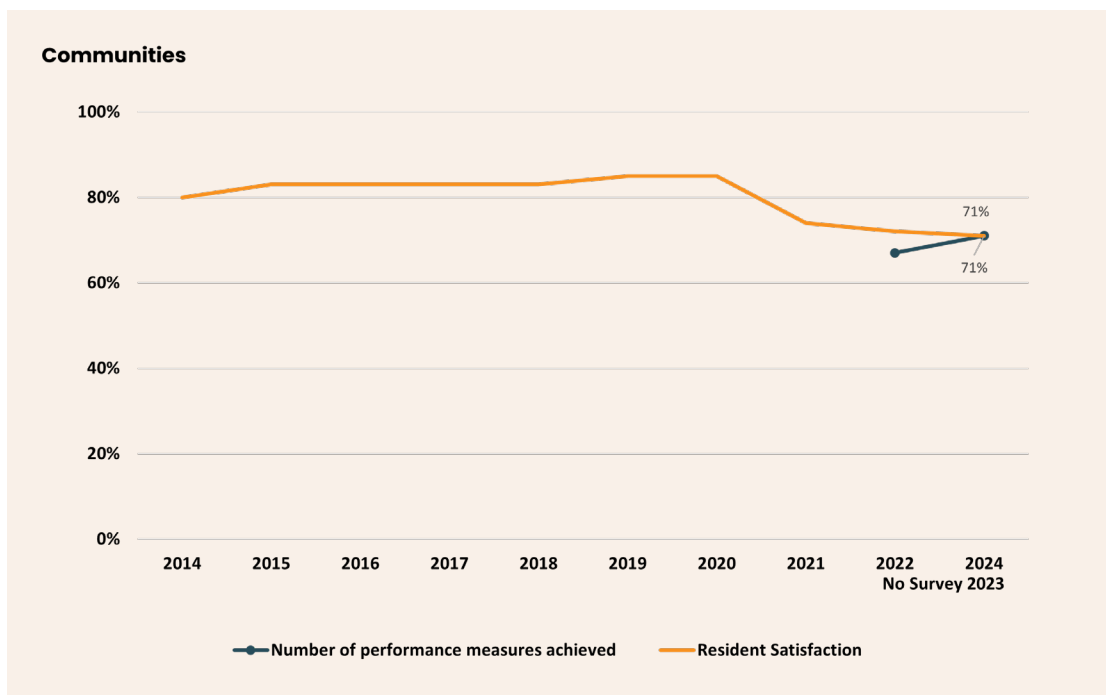
Events and activities

School holiday events, engagement events, and weekly interactive activities at our libraries.

Free Wifi

Council provided Wifi use continues to decline (although up on last year) which is reflective of greater accessibility (less cost) for most individuals and therefore less reliance on Council.

Service performance results



What we do	How we track progress	30 June 2024		2023 Results	Narrative
		Target	Result		
This group of activities includes the following Council activities: <ul style="list-style-type: none"> Community Building Community Facilities (community halls, cemeteries and elder housing) Libraries and Service Centres. 	Key Performance Measure Number of activity performance measures achieved (Community Building, Community Facilities, Libraries and Service Centres) 2020 unaudited baseline result 66%.	≥70%	71%	76%	NA measures have been excluded from the calculation of the result.
	Key Resident Measure Level of resident satisfaction with Community Services based on a two yearly survey. This includes community development, library services and cemeteries.	≥80%	71%	No Survey	This result is an average of three attributes. Individual results as follows: Community Development - 65% Library Services - 80% Cemeteries - 69%

Community building

Goals

- The District has strong collaborative networks, delivering agreed strategies and programmes that contribute to social and cultural wellbeing.
- Communities have the capacity to deliver their own initiatives that achieve their goals.
- Communities host and deliver events that bring the community together and contribute to a sense of belonging.
- Tangata Whenua are supported to achieve their aspirations and to build capacity to contribute to decision making.
- Council is contributing to improving access to adequate housing.
- Council’s Civil Defence and Emergency Management functions are maintained.

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2024		2023 Results	Narrative
		Target	Result		
We fund and support collaborative networks and programmes	Accreditation under Safer Communities and Welcoming Communities is maintained.	Accreditation maintained	Accreditation maintained	Accreditation maintained	The Welcoming Communities programme continues to effectively deliver alongside Tauranga City Council. Safe Communities NZ Foundation has been disestablished. Funding has been reallocated to other community safety initiatives.
We fund and support community led initiatives	Number of projects receiving funding from Community Matching fund that are successfully delivered.	≥90%	93%	98%	42 out of 45 projects funded by the Community Matching Fund were successfully delivered in FY24.
	Percentage of deliverables in service delivery contracts that are met.	≥90%	100%	100%	All Service Delivery contracts progressing well, with contract objectives being met.
We will engage with and fund Tangata Whenua to build capability and achieve aspirations.	Number of projects funded from the Marae Sustainability Initiatives Fund that are successfully delivered.	≥90%	90%	100%	9 of the 10 projects funded in FY24 have been completed. The tenth project is dependent on central government funding.

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2024		2023 Results	Narrative
		Target	Result		
We support and fund implementation of Council's Housing Action Plan.	Number of homes in the Western Bay of Plenty assessed and upgraded through the Regional Healthy Housing Programme.	≥60	85	197	The Twenty Degrees Programme continues to deliver great results for Western Bay households. The programme has leveraged funding from central government and significant contributions from local businesses and the community, to achieve this result.
We will maintain capability to effectively respond to an emergency	The city/District/region is prepared so it can effectively respond to an emergency.	Advancing	Achieved	Achieved	We have met our regional KPI's for recommended roster numbers and training expectations. The annual external audit of the Emergency Operations Centre in June 2024 has found WBOPDC has capacity and capability to respond to an emergency.
We will provide community education initiatives to increase public awareness and readiness for local and regional hazards.	Percentage of residents that have an understanding of what the consequences would be if a disaster struck their area. Based on a two-yearly survey.	No Survey	N/A	85%	
	Percentage of residents that have taken any action to prepare for an emergency. Based on a two-yearly survey.	No Survey	N/A	90%	

Community facilities

Goals

- Elder housing that meets the needs of our older residents that have high housing needs.
- Cemeteries and places of remembrance meet the needs of our communities.
- A network of community halls across the District meets local needs for education, recreation and social connection.

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2024		2023 Results	Narrative
		Target	Result		
We will provide cemeteries at Katikati, Maketu, Oropi and Te Puke that cater for the burial needs of the community.	Number of cemeteries where plot availability is >30% of annual plot requirements or 5 plots at any one time.	4	3	4	Although the Maketu Cemetery is currently showing limited capacity, a large extension and new burial beam will be available for use.
	Areas for natural burials provided in the District.	1	0	0	A Draft Concept Plan is being reviewed, to utilise a large amount of land currently leased at the cemetery in Te Puke. The new area will include the first dedicated Natural Burials area in the district.
We provide dedicated areas for memorialisation across the District.	Areas dedicated to memorialisation (either within a cemetery or in a reserve) provided in each ward of the District.	3	2	2	An additional memorial wall has been installed beside the existing wall at the Te Puke Cemetery, as this is almost at capacity. There is another wall located at the Katikati Cemetery.
Partnerships with hall committees will be maintained.	Number of 10-year maintenance programmes in place with existing hall committees.	≥14	15	14	
	Minimum number of notifications (per year) each hall committee will receive regarding annual budget and policy changes.	≥1	1	1	Regular communications are maintained throughout the year regarding maintenance spend. Hall committees are notified each year of annual budget.
We provide affordable rental housing for older people with limited financial means.	Percentage of service requests actioned within agreed timeframes.	≥90%	96%	82%	The number of service requests actioned with the agreed timeframes has increased significantly in the last 12 months (12%).
	Annual housing occupancy rate of all available units.	≥90%	100%	100%	All available units are occupied within 1 month of any vacancy occurring unless undergoing renovation.
	Number of units provided across the District. Aim is to increase stock over time.	76	59	59	Currently there is a 26 unit development being constructed with external funding at Heron Crescent in Katikati, this will increase number to 85.

Libraries and Service Centres

Goals

- Our network of Libraries and Service Centres are safe, welcoming, inclusive, flexible spaces for community connection
- Our libraries enable access to information and knowledge
- Our libraries are places to share and enhance learning, knowledge and creativity
- Our libraries collaborate with the community. We host, connect and facilitate.

How we have tracked progress towards our goals

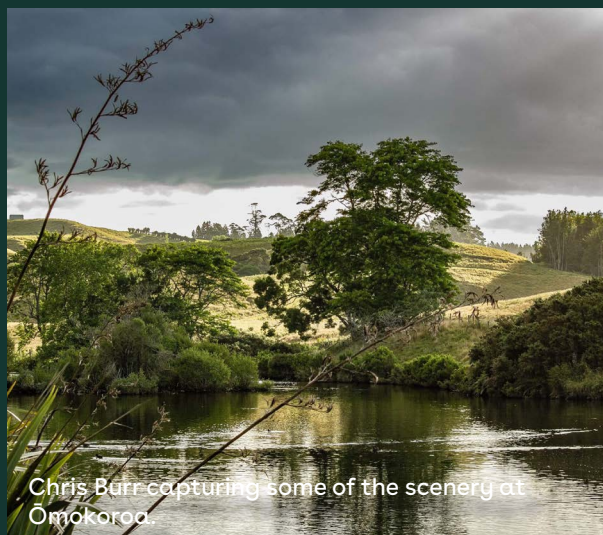
What we do	How we track progress	30 June 2024		2023 Results	Narrative
		Target	Result		
We provide a network of Libraries and Service Centres that provide safe, welcoming, inclusive and flexible spaces for community connection.	Number of Libraries and Service Centres providing multi-use community spaces. Aim is one in each of the four urban centres (Te Puke, Katikati, Waihi Beach and Ōmōkorōa).	1 centre	1 centre	1 centre	
	Number of physical visits to libraries and service centres per annum.	≥310,000	272,061	253,441	An increase of 18620 on the previous year. Council now has online many options for tasks/process that were done in the Libraries and Service Centres (dog rego, LIM, DFP, payments) this has contributed to less foot traffic in these spaces compared to the target.
	Resident satisfaction with Libraries and Service Centres service. (Based on a two-yearly survey)	≥85%	90%	No Survey	
We provide access to free WiFi technology and programmes that meet community needs.	Number of free wi-fi users.	80,000	43,596	41,043	WiFi use: We had 43,596 sessions compared to 41,043 an increase of 2,553 on last year.
We provide access to and maintain collections, including heritage collections, that meet customer needs.	Number of library items available per person.	2	2.0	2.2	Active borrowers 18,917 Population 59,850 Library Items (including electronic) 123,030
	Increasing membership 2020 - membership 17,000	≥17,000	18,917	18,291	An increase of 626 on last year.

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2024		2023 Results	Narrative
		Target	Result		
We provide programmes and events that cater for community needs and aspirations.	Number of events and programmes facilitated by Council library services.	≥400	1,431	1,045	With 12,965 attendees.
	Number of partnerships for programme delivery.	≥4	4	3	Katikati Community Centre in The Hub, Katch Katikati monthly business breakfast in The Hub. Digital Alliance NZ (computer classes) – delivered at Te Puke and Katikati Libraries. IRD Clinics – held in Te Puke Library.
We provide customer services that are responsive to the needs of the community.	Percentage of customer satisfaction with service provided by frontline staff based on two yearly survey.	≥90%	86%	No Survey	The key reasons for dissatisfaction were the availability of books in libraries not meeting user expectations.
	Percentage of service requests resolved within specified timeframe.	≥95%	N/A	94%	We ceased conducting these Surveys in October 2022.
	Percentage of customers surveyed where service requests were not actioned.	≤5%	N/A	1%	We ceased conducting these Surveys in October 2022.



Paddleboarding at Tuapiro by Hollie Jones.



Chris Burr capturing some of the scenery at Omokoroa.



Driftwood sculpture at Waihi Beach by Peter Drix.

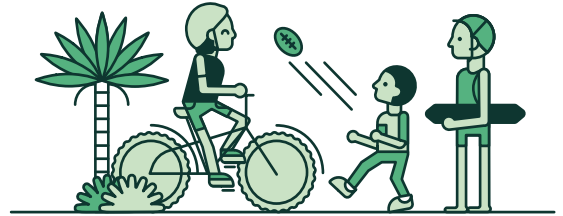


Image taken at Tanners Point by Lynn Straugheir.

My Day in the Bay

Photo Competition

Recreation and open spaces



Overview

The benefits of an active, healthy community, particularly as the population ages, are well known. Our network of public open space and facilities provides opportunities for people to interact socially and improve their health as well as contributing to the protection of cultural, landscape and ecological values.

Recreation and open spaces facilities are well planned and safe to meet the diverse and changing needs of our community.

Significant effects the recreation and open spaces activity has had on the four wellbeing areas during the year:

Wellbeing	Effects (positive and negative)
Social	✓ New trails established for Katikati and Ōmokoroa (funded from Structure Plan allocation).
	✓ Waitekohekohe Recreational Park development for mountain biking and horse-riding user groups.
	✓ New toilets at Cooney Reserve & Conway Reserve.
	✓ New playgrounds at Maramatanga Park and Ben Keys Street.
Economic	No specific action relating to this wellbeing
Environmental	✓ New wetland initiative at Lawrence Oliver Park Te Puke.
Cultural	✓ Consultation on plans for Tahawai Reserve, Kaituna Waka launching, Panepane wharf replacement, Waiau Estuary boardwalk crossing.

Highlights:

The Recreation and Open Spaces activity continued to perform well with a NZ Park and Recreation Asset grading of 93%, which is reflective of new facilities, continual asset renewals and frequent condition inspections. We have developed a new playground at Maramatanga and Ben Keys playground was partially replaced. Design work is on-going for the renewal of Minden Lookout. At Paengaroa new toilets have been built in Conway reserve.

Pool attendance is still down at about half pre-covid levels with no obvious reason to explain the lack of attendance and Council is looking at ways to increase this attendance. At the Dave Hume Pool in Katikati the design for the roof project is completed and technical specification for the bulkhead and liner has been completed.

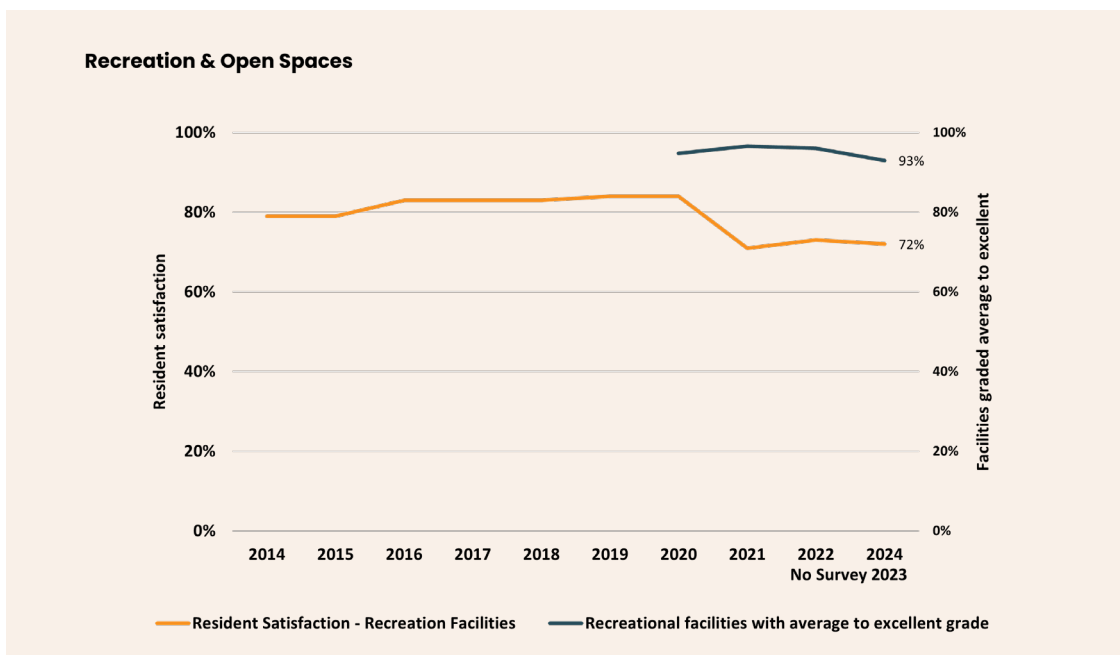
A physical works contractor has been engaged for replacement of the Panepane wharf.

Walking and Cycling facilities have seen an increase of 15% in usage which highlight the value to the community of these facilities.

At TECT Park a new 9-hole disc golf course has recently opened to the public and progress is being made on a lease for the proposed entrance relocation for the Motorsport Park.

We ran community engagement to get feedback for proposed projects at Beach Rd Katikati, waka launching and river access for the Kaituna and Waiari, TECT Park, Tahawai Reserve, Athenree jetty, and Panepane Wharf replacement.

Service performance results



Goals

- Provide appropriate opportunities to access the recreation and open space network
- Connect our spaces and places to each other and to destinations such as schools and community gathering places
- Protect and enhance important environmental, cultural and heritage values
- Provide spaces and places that our community are proud of, that are safe and that encourage participation
- Collaborate and partner with Tangata Whenua and the community to provide recreation and open space experiences.

What we provide

Coastal structures

- 27 boat ramps
- 13 wharves and jetties
- 6.9km of sea wall
- Five pontoons

Sub-regional Parks

- TECT Park
- Hūharua Park

Recreational facilities

- Two swimming pools
- Six skate parks
- Six camping grounds
- 30 playgrounds
- 32 sports fields
- 44 hard courts
- 76 public toilets
- 51.7km of paths

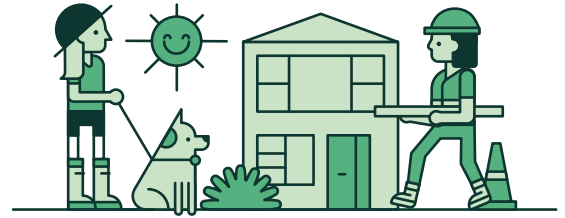
How we have tracked progress towards our goals

What we do	How we track progress	30 June 2024		2023 Results	Narrative
		Target	Result		
We provide safe, attractive and well-maintained facilities and amenities to our community.	<p>Key Performance Measure</p> <p>The percentage of recreational facilities that have an average to excellent grading of equal to or less than 3 (1 excellent, 5 very poor) as defined in the NZ Park and Recreation Asset Grading manual).</p>	≥90%	93%	94%	This result is reflective on new installations, continual asset renewals and condition inspections.
We continue to provide quality experiences that meet the needs of our community through ongoing planning, development and management of the recreation and open space network.	<p>Key Resident Measure</p> <p>Increasing overall resident satisfaction with recreation and open space facilities and amenities.</p> <p>Two yearly survey based on residents who are 'very satisfied' and 'satisfied'.</p>	≥81%	72%	No Survey	Some level of dissatisfaction with the lack of access to open spaces and a perception of poor maintenance of some amenities.
We provide a fit for purpose, future-proofed swimming pool network that meets the needs of local communities.	Increasing user numbers at Dave Hume Swimming Pool and Te Puke Memorial Pool.				
	<ul style="list-style-type: none"> Katikati 	≥30,000	16,858	18,008	Katikati - This has reduced from last year and still down from pre covid levels.
	<ul style="list-style-type: none"> Te Puke 	≥25,000	5,853	2,935	Te Puke - Pool was open from late October through till 4th April, which was a shorter season due to Easter falling early in April.
We engage with our community on an ongoing basis to ensure our planning processes for recreation and open space respond to community needs.	<p>The number of recreation and open space community engagement processes undertaken each year continues to be maintained or increased.</p> <p>Baseline will be number of engagements taken in 2021/22.</p>	Maintain or increase ≥2	5	3	Community engagement has resulted from consultation for Beach Rd Katikati, waka launching and river access for the Kaituna and Waiari, TECT Park, Tahawai Reserve, Panepane wharf, Athenree jetty.
We provide safe, attractive and well-maintained facilities and amenities to our community.	Maintain Recreation Aotearoa Green Flag accreditation for at least two parks within our open space network on a three yearly basis.	No Application	1	2	Green Flag was awarded for Hūharua Park .

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2024		2023 Results	Narrative
		Target	Result		
We provide an accessible network of reserves within urban areas for recreation and amenity purpose.	Neighbourhood reserves (or a suitable equivalent experience e.g. sport and recreation parks) are located within 800 meters (5-10 minute walk) or urban/town residential properties.	≥85%	99%	99%	
We provide a safe and connected walking and cycling network that leads to improved transport choices and provides a variety of recreational experiences through and beyond our District.	Walking and cycling track counters identify increasing use over time.	≥100,000	190,571	164,942	This represents an approximate 15% increase over previous year.
We continue to provide quality experiences that meet the needs of our community through ongoing planning, development and management of the recreation and open space network.	Increasing resident satisfaction with the accessibility to recreation and open space opportunities locally and across the District.	≥81%	85%	No Survey	
	Increasing resident satisfaction with the quality of recreation and open space opportunities locally and across the District.	≥81%	84%	No Survey	Overall good feedback noting in some areas there was some concern over lack of facilities. Some comments were made in relation to limited opening hours.
We provide a safe and connected walking and cycling network that leads to improved transport choices and provides a variety of recreational experiences through and beyond our District.	<p>Key resident measure</p> Level of satisfaction with our transportation networks (roads, cycling and walkways).	≥65%	60%	48%	Resident satisfaction has remained constant (60%) with respect to walkways and cycleways compared with last year. This measure is an aggregate measure that has been impacted by roading feedback.

Regulatory Services



Overview

Regulatory Services are delivered through a balanced compliance approach, promoting the safety and wellbeing of our communities and enhanced sustainability of our built and natural environments. As a regulator we are required to take a balanced response to decision making by considering the competing rights of individuals and groups to undertake particular activities.

Our decision on these activities:

- Legislation, regulations and national standards that we are required to comply with.
- The opportunities we take to develop local policies, plans and bylaws to regulate local issues.

Our Regulatory Services Strategy includes activities which protect people and the environment by regulating and licensing aspects of commercial services and private behaviour where wellbeing issues arise. These activities include:

- Animal control services
- Building services
- Resource consent services
- Community protection

Overall we aim to provide high quality regulatory services in a fair and impartial manner, ensuring that customers are kept fully informed at key stages in the service delivery process.

Significant effects the regulatory services activity has had on the four wellbeing areas during the year:

Wellbeing	Effects (positive and negative)
Social	✓ Wander Dog series and the Doggy Day Out engaging dog owners.
	✓ Summer Ambassadors employed over the summer period to positively engage with freedom campers and being visibly present within local communities.
	✓ Food and drink establishments continue to be monitored to ensure they provide safe food practices and safe drinking environments.
Economic	✓ Increase in the number of food businesses and inspections.
	✗ Building and Resource Consents volume impacted by market downturn.
	✓ Business process improvements in Building and Resource consents for faster processing times.
Environmental	✓ Natural protection lots continue to be monitored.
	✓ The environment benefits from ensuring compliance with the district plan.
Cultural	✓ No specific action relating to this wellbeing.

Highlights:

In the resource consent area, the regulatory consenting environment has been significantly impacted by the market downturn in the development sector, impacting both resource consenting and building consenting volumes. Subdivision volumes were considerably down from those projected and this is reflected in Council’s growth statistics.

In the consents area numbers were down 20-25% across both the planning and building activity services. As a result of the downturn the Council has focused on business process improvements to decrease turnaround times (reducing working days) and have reduced reliance on external contractors for processing consents, by keeping consent processing

with inhouse staff. The reduced volumes directly impacted Councils ability to recover projected fees for the building and resource consenting activities.

Overall, the processing times for consents averaged across the year did not meet targets but improved significantly in Q3 and Q4 as a result of the improvements implemented. Annually 88% of resource consents were processed within 20 working days with average processing days now at 14 working days. Annually 94% of building consents were processed in 20 working days, the average days for processing have now reduced to 12 working days.

During the year IANZ undertook their 2-yearly audit of Council's Building Consent Activity. Council maintained its accreditation as a Building Consent Authority. This assessment identified process improvements, which have been actioned.

The Animal Services team delivered on Councils target for dog registrations with 99% of known dogs registered for the year. Dog population numbers remained static as did the complaint volumes for dog activities during the year. Several events were held including the Doggy Day Out. These events allow us to engage with dog owners and forge stronger relationships with our communities, whilst also providing valuable dog training advice.

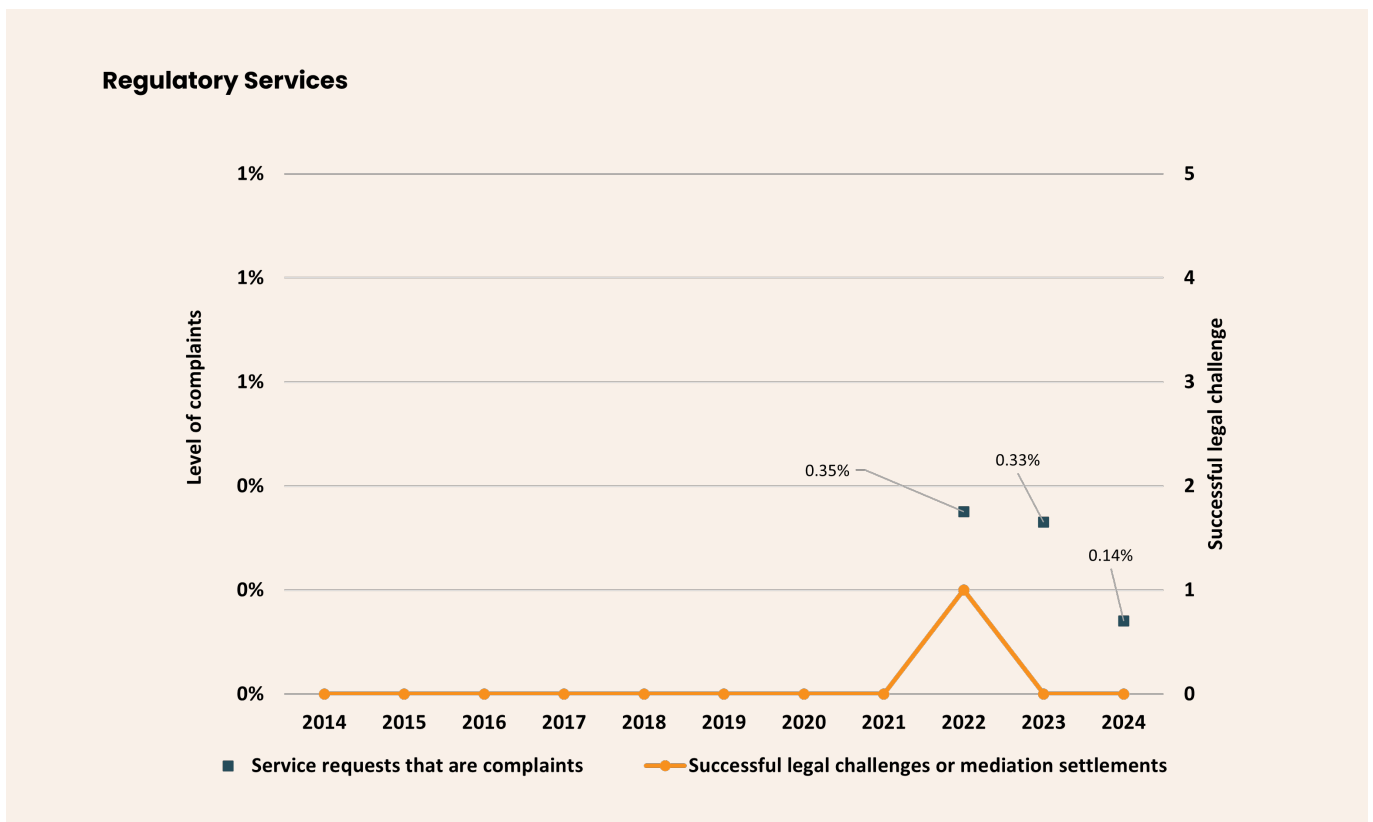
Business growth of 12% was noted in the food sector with an increased number of food businesses within the district, increasing the demand for service inspections.

All food premise inspections were completed for the year. In addition, the number of premises wanting a license to sell alcohol is also increasing, and we currently have 117 premises in the district that have a license.

There is a small increase in the number of people wanting to sell alcohol online since Covid, and there is a small, but growing number of people running micro-distilleries.

We have continued to employ Summer Ambassadors over the summer season to positively engage with freedom campers and provide information and support with regards to freedom camping within the district. In addition, they take a survey from each person they meet to assess the freedom camper's thoughts and experiences on several matters regarding the changes to the Freedom Camping Act.

Service performance results



Goals

- Provide a safe environment for the public through promoting responsible dog ownership
- Building work is regulated to ensure the health and safety of people and sustainability in design and construction methods
- The quality of the environment is maintained and enhanced through effective decision making on resource consents
- Improve, protect and preserve the environment and public health and safety by minimising risks from nuisances and offensive behaviour.

What we provide

- Animal control officers
- Dog pounds
- Building inspections
- Building consent processing
- Resource consents and monitoring
- Licensing (food and liquor)
- Food premises inspections
- Parking wardens
- Mobility car parks
- Noise control

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2024		2023 Results	Narrative
		Target	Result		
<p>Resource Consent Services The quality of the environment is maintained and enhanced through effective decision making on resource consents.</p> <p>Animal Control Services Provide a safe environment for the public through promoting responsible dog ownership.</p>	<p>Key Performance Measure Number of successful legal challenges or mediation settlements (excludes weathertightness claims).</p>	0	0	0	
<p>Building Services Building work is regulated to ensure the health and safety of people and sustainability in design and construction methods.</p> <p>Community Protection Improve, protect and preserve the environment and public health and safety by minimising risks from nuisances and offensive behaviour.</p>	<p>Key Resident Measure Percentage of service requests that are complaints about Council processes for:</p> <ul style="list-style-type: none"> • Animal control • Health and Licensing • District Plan and Bylaw Compliance • Building • Resource Consent Compliance and Enforcement 	≤3%	0.14%	0.33%	14 complaints were lodged out of a total 9,785 service requests.

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2024		2023 Results	Narrative
		Target	Result		
Resource consent applications will be processed within the statutory timeframe and their compliance monitored.	Percentage of resource consent applications processed within the statutory timeframes	100%	88%	69%	This is a significant improvement compared to last year and is attributed to a combination of reduced consent volumes, process improvements, and increased team capability and capacity. The 'working day' average processing time has also improved and is currently sitting at 14 working days.
	Percentage resource consents monitoring schedule completed to ensure compliance with consent conditions.	100%	100%	100%	1094 consents have been monitored.
	Number of resource consent decisions overturned through appeal.	0	0	0	
Building and health applications and plan checking will be processed within statutory timeframes.	Percentage of building consent applications and plan checking processed within the statutory timeframes.	100%	90%	81%	Significant work has been undertaken during the year to achieve compliance which has resulted in more applications processed meeting the statutory deadline as compared to FY23.
Requests for further information on building consent applications are issued within a reasonable time period.	Percentage of Requests for Further Information that are issued within 15 working days of the application being accepted.	≥85%	95%	54.3%	
Code of Compliance Certificates are issued within the statutory period.	Percentage of Code of Compliance Certificates that are issued within the statutory timeframe.	100%	94%	93.5%	There were 1223 code compliance certificates issued in the last year and 94% were within the statutory timeframe of 20 working days.
Land Information Memoranda (LIM) and Project Information Memoranda (PIM) will be processed within the statutory timeframe (10 days).	Percentage of LIM and PIM applications processed within the statutory timeframe (10 days).	100%	97% (PIMs) 100% (LIMs)	30% (PIMs) 100% (LIMs)	All 1130 LIMs were processed within the 10 day statutory timeframe.

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2024		2023 Results	Narrative
		Target	Result		
Known dogs in our District are registered.	Percentage of known dogs in our District that are registered.	≥98%	98.6%	96%	Known dogs in the district - 9821. Registered dogs in the district - 9685.
Known dogs in our District are microchipped (excluding those meeting the requirements to register as working dogs).	Percentage of known domestic dogs in our District that are microchipped.	≥85%	86.5%	87.5%	9334 domestic dogs. 8107 chipped.
We will respond to customer service requests in a timely manner.	Percentage of service requests received that are actioned within specified timeframe.				Animals - 1423 service requests made, of which 1388 were made within agreed time scales. 267 Health service requests received of which 235 were actioned within agreed timescales.
	• Animal	≥90%	98%	98%	The district plan / bylaw compliance / resource consent compliance and enforcement are reported together - 2158 compliance requests were made, of which 2100 were actioned within prescribed timescales.
	• Building	≥90%	97%	99%	
	• Health	≥90%	88%	94%	
	• District Plan and bylaw compliance	≥90%	97%	95%	
• Resource consent compliance and enforcement	≥90%	97%	95%		
Food business are regularly monitored and assessed	Percentage of food businesses that are scheduled for verification are assessed in accordance with statutory requirements.	95%	100%	100%	All food businesses which are scheduled for verifications are monitored as required.
Parking is monitored within Te Puke and Katikati town centres and largely on a seasonal basis at Waihi Beach.	Percentage of parking infringements correctly issued.	95%	100%	99.8%	Out of 562 infringement notices issued, no tickets needed to be cancelled.

Stormwater



Overview

Stormwater networks are designed and managed to meet community and environmental needs.

Council’s stormwater network is designed to manage the risk of flooding and coastal erosion to buildings and property, in a way that avoids negative impacts on the environment. The stormwater network includes watercourses, open channels, swales, pipes and structures that channel stormwater to a final discharge point. It includes primary and secondary overland flow paths, stormwater detention and stormwater treatment.

There are legislative requirements regarding the quality and quantity of stormwater released and we must meet these statutory obligations. Under the Resource Management Act 1991, District Councils must manage land use in a way that minimises environmental effects.

Significant effects the stormwater activity has had on the four wellbeing areas during the year:

Wellbeing	Effects (positive and negative)
Social	<ul style="list-style-type: none"> ✓ A Liaison Group was established to work with the community, iwi, Community Board and Councillors to identify the stormwater problems and come up with an agreed approach to stormwater management for Waihi Beach. This collaborative work helped to drive the stormwater recommendations in Waihi Beach for the 2024 LTP and identified the need for a levels of service review for the district.
	<ul style="list-style-type: none"> ✓ Work has started on three bio-filtration ponds in Ōmokoroa providing for future growth.
Economic	<ul style="list-style-type: none"> ✓ A large stormwater soakage device was implemented as an alternate solution to a proposed pipe upgrade on Station Road in Te Puke. This project delivered agreed outcomes with cost savings and less disruption to customers.
Environmental	<ul style="list-style-type: none"> ✓ Two large bio-filtration devices have completed construction in Ōmokoroa. The planted landscapes target the removal of sediment, heavy metals and nutrients from roof and road run-off before entering back into the harbour.
	<ul style="list-style-type: none"> ✓ Monitoring is being undertaken for the Central and Western areas to comply with the comprehensive stormwater consents.
Cultural	<ul style="list-style-type: none"> ✓ Collaborative approach with local hapu to plant sand basins in Pio Shores to prevent dune erosion.
	<ul style="list-style-type: none"> ✓ Planning of the Ōtawhiwhi Marae Drain upgrade is underway.

Highlights:

Council constructed two large bio-filtration devices in Ōmokoroa. These planted landscapes target the removal of sediment, heavy metals and nutrients from roof and road run-off before the water re-enters the harbour. Further work has started on another three ponds in Ōmokoroa to allow for future growth.

A large stormwater soakage device was implemented as an alternate solution to a proposed pipe upgrade

on Station Road in Te Puke. This project delivered agreed outcomes with cost savings and less disruption to customers. This was achieved through good planning where the project was aligned with Councils planned road sealing works.

Two pumpstations upgrades were completed in Bowentown to reduce the flooding impact in this area, Council staff worked closely with Te Whānau a

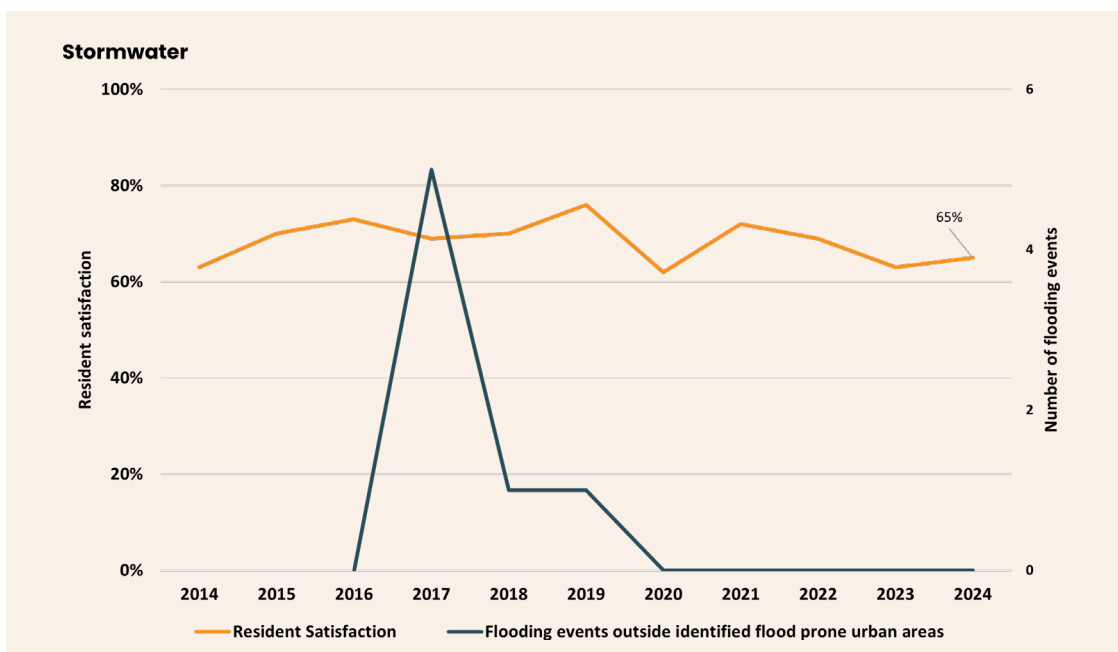
Tauwhao (hapu of Ōtawhiwhi Marae) to implement these upgrades and to help build authentic relationships with local iwi.

A Liaison Group was established to work with the community, iwi, Community Board and Councillors to identify the stormwater problems and come up with an agreed approach to stormwater management for Waihi Beach. This collaborative work helped to drive the stormwater recommendations in Waihi Beach

for the LTP and identified the need for a level of service review for the district.

Increasing expectations to mitigate flooding events and climate change impacts is resulting in higher costs of this activity. Council have agreed to undertake a review of the Levels of Service for Stormwater in the next year. Most response times to service requests were within the targets set and complaints received, per 1000 connections, were less than expected.

Service performance results



Goals

Use an integrated catchment based management approach that:

- Reduces flood risk by upgrading infrastructure, identifying secondary flow paths and minimising runoff.
- Uses low-impact design to improve water quality, including maintaining natural flows as much as possible and reducing contaminants through systems that mimic natural processes.
- Minimises loss of habitat in receiving environments.
- Provides recreational opportunities and amenity values where possible.
- Recognises cultural values associated with local waterways.
- Engage with communities and Tangata Whenua to build understanding about various approaches to stormwater management, including coastal erosion protection and ensure their views are sought and taken into account.
- Undertake compliance and monitoring activities through a balanced approach to ensure best practice use of the stormwater network.

What we provide

- Two dams
- 10 pump stations
- 16 soak holes
- 34km of open drains
- 49 stormwater ponds
- Over 3,320 manholes
- 231km of stormwater pipes (including 1.2km of rising mains)
- 663 catchpits

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2024		2023 Result	Narrative
		Target	Result		
We use an integrated catchment based management approach to provide a stormwater network that minimises risks of flooding events	<p>Key Performance Measure</p> <p>The number of times per annum flooding occurs outside identified flood-prone urban areas during a one-in-50 year or less storm event.</p>	≤3 events	0	1	No Flooding was reported.
	<p>Key Resident Measure</p> <p>Level of resident satisfaction with stormwater systems.</p>	≥65%	65%	63%	The customer satisfaction has improved slightly. The dissatisfaction is quite varied from a lack of stormwater systems, flooding from neighbours and a lack of maintenance of drains and roadside cesspits. The flooding in Waihi Beach and Pio Shores has come through in several responses.
	<p>The number of flooding events that occur within the Western Bay of Plenty District.</p> <p>For each flooding event (District wide), the number of habitable floors affected (expressed per 1000 properties connected to Council's stormwater system).</p>	≤30 (3%) per event	0	1.72	No flooding to dwellings/ habitable floors reported.
	<p>For a one in ten year flooding event, the number of habitable floors affected. (Expressed per 1000 properties connected to Council's stormwater system).</p> <ul style="list-style-type: none"> • Waihi Beach • Katikati • Ōmokoroa • Te Puke • Maketu 	<p>Per event</p> <ul style="list-style-type: none"> • ≤60 (6%) • ≤10 (1%) • ≤10 (1%) • ≤30 (3%) • ≤30 (3%) 	<ul style="list-style-type: none"> • 0 • 0 • 0 • 0 • 0 	<ul style="list-style-type: none"> • 0 • 0 • 0 • 0 • 0 	No flooding to dwellings/ habitable floors reported.

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2024		2023 Result	Narrative
		Target	Result		
We use an integrated catchment based management approach to provide a stormwater network that avoids impacts on water quality.	Compliance with Council’s resource consents for discharge from our stormwater system, measured by the number of:				No notices, enforcement orders or convictions received.
	• Abatement notices	0	0	0	
	• Infringement notices	0	0	0	
	• Enforcement orders, and	0	0	0	
	• Convictions	0	0	0	
	received by Council in relation to those resource consents.				
We will carry out compliance and monitoring activities in a balanced way to ensure best practice.	Percentage complete of Council’s annual audit programme.	80%	75%	100%	Monitoring has been undertaken as required for Western and Central Comprehensive Consents. The Eastern Comprehensive Consent monitoring plan has recently been certified by the Regional Council, and plans are in place to begin this monitoring.
	Number of awareness / education initiatives on best practice delivered.	≥3	3	0	Two school educational initiatives and a stormwater open day was held at Waihi Beach
We will be responsive to customer’s stormwater issues.	The median response to attend a flooding event, measured from the time that Council receives the notification to the time that service personnel reach the site.				82 enquiries were recorded as urgent. There were no Non-Urgent enquiries recorded.
	• Urgent	≤60mins	48mins	73mins	This includes the following subtypes: blocked drain/ culvert, flooding private land and flooding home.
	• Non-urgent	≤24hrs	0	17hrs 21mins	
	• The number of complaints received by Council about the performance of its stormwater system, expressed per 1000 properties connected to the Councils stormwater system.	≤30	22.6	23.8	289 Stormwater complaints in total and 12,781 connections.

Transportation



Overview

Transportation networks are safe, affordable, sustainable and planned to meet our Community's needs and support economic development.

Council's transportation activity aims to provide a safe and effective transportation network which contributes to the health and wellbeing of the community. An efficient transport network enables economic development that is of District, regional and national importance.

The network provides strategic transport links to the Port of Tauranga which has the largest maritime import/export freight volumes in New Zealand.

Significant effects the transportation activity has had on the four wellbeing areas during the year:

Wellbeing	Effects (positive and negative)
Social	✓ Adoption of Speed Management Plan with focus on lower (variable) speed limits for schools.
	✓ Commencement of construction of SH2/Ōmokoroa Road roundabout.
	✗ Annual Residents Satisfaction with transport networks.
Economic	✓ \$820k received from Cyclone Recovery Fund for storm damage remedial works.
	✓ Marshall Road Urbanisation completed.
Environmental	✓ Additional 3.1kms of metal road sealed, eliminating dust issues for rural communities.
Cultural	No specific action relating to this wellbeing.

Highlights:

The joint Western Bay of Plenty District Council and the New Zealand Transport Agency (NZTA) One Network Maintenance Contract ended in October 2023, with this activity being brought in-house. Service delivery and management has been temporarily provided by alternative suppliers until new contracts are in place. Council has reviewed its levels of service along with a new Transportation procurement plan.

The Quayside Properties Rangiora Business Park interchange and stage 1a site development works have made good progress.

The upgrade and transformation of Prole Road from a rural road into a suitable urban thoroughfare has continued. Key elements of the project include the reconstruction of 1.7km of road, stretching from Ōmokoroa Road to Waipapa River, new Hartwood

intersection roundabout, the installation of new shared walking and cycling paths on both sides of the road, on-road cycle lanes for experienced cyclists, safe pedestrian crossings, and the creation of a dual-lane roundabout at the intersection of Prole and Ōmokoroa Roads. The funding for this work is a collaboration between our Council, contributing \$16 million, and \$7.5 million secured through the Government's Infrastructure Reference Group.

The Ōmokoroa Road Interim Intersection upgrade progressed from its draft concept to final design during the year. The full cost of the SH2 Ōmokoroa Road infrastructure improvements planned under the Accelerated Infrastructure Fund delivery agreement will be subject to the existing NZTA safety improvements contract and the Councils planned new procurement for Ōmokoroa Road.

The NZTA has installed safety measures along the route from Ōmokoroa Road to Loop Road including seal widening, wide centreline, removal of the passing lanes and a right turn treatment for Ainsworth Road. The planning and investigation work for the four-lane Takitimu North Link Stage 2 project has had ongoing effort required for future designation requirements. Collaboration has continued between NZTA, the Department of Conservation, Bay of Plenty Regional Council, local Iwi, landowners, and Council. Takitimu North Link national status is now a Road of National Significance.

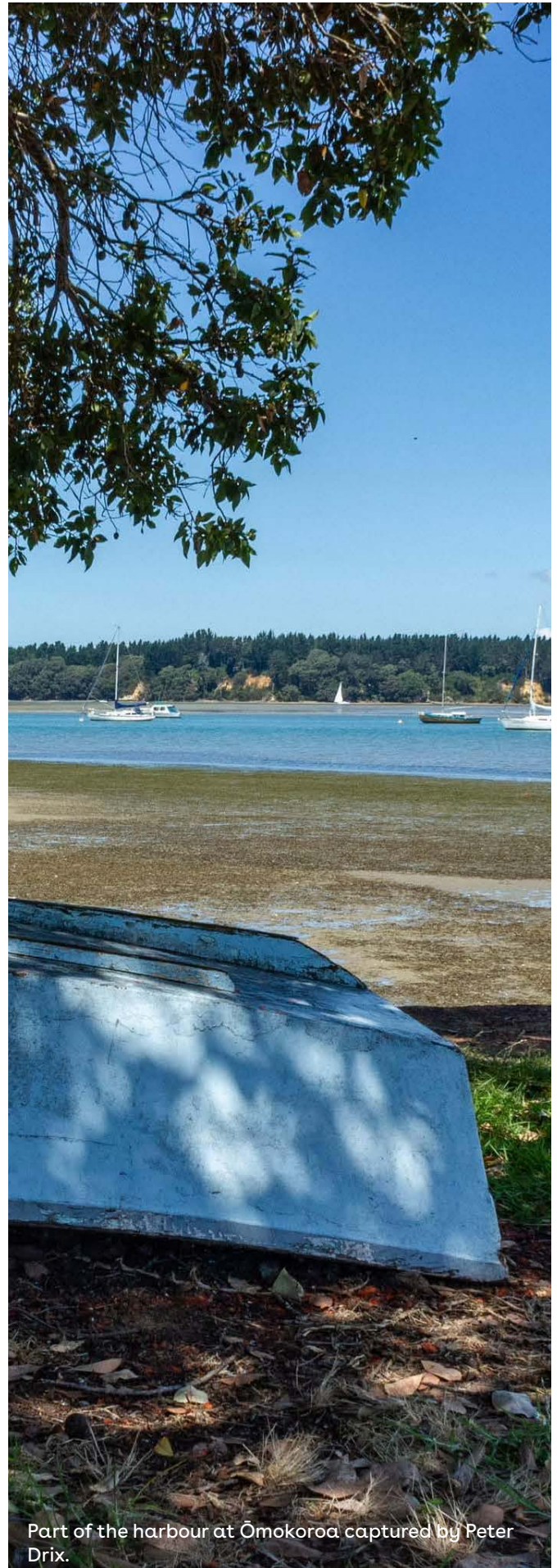
Staff have contributed to the SH2 revocation exercise with NZTA and affected stakeholders to understand the implications for Tauranga City Council and WBoPDC after the handover of the existing highway corridor and its assets once the Takitimu North Link is completed.

2.6% of the sealed local road network was resurfaced. This is equivalent to 25 centreline kilometres and 50 lane kilometres (out of 926 kilometres). In addition, 755m of cycleways and walkways were completed during the year.

Current signals from Central Government have indicated funding from Waka Kotahi will reduce in the 2024-25 financial year.

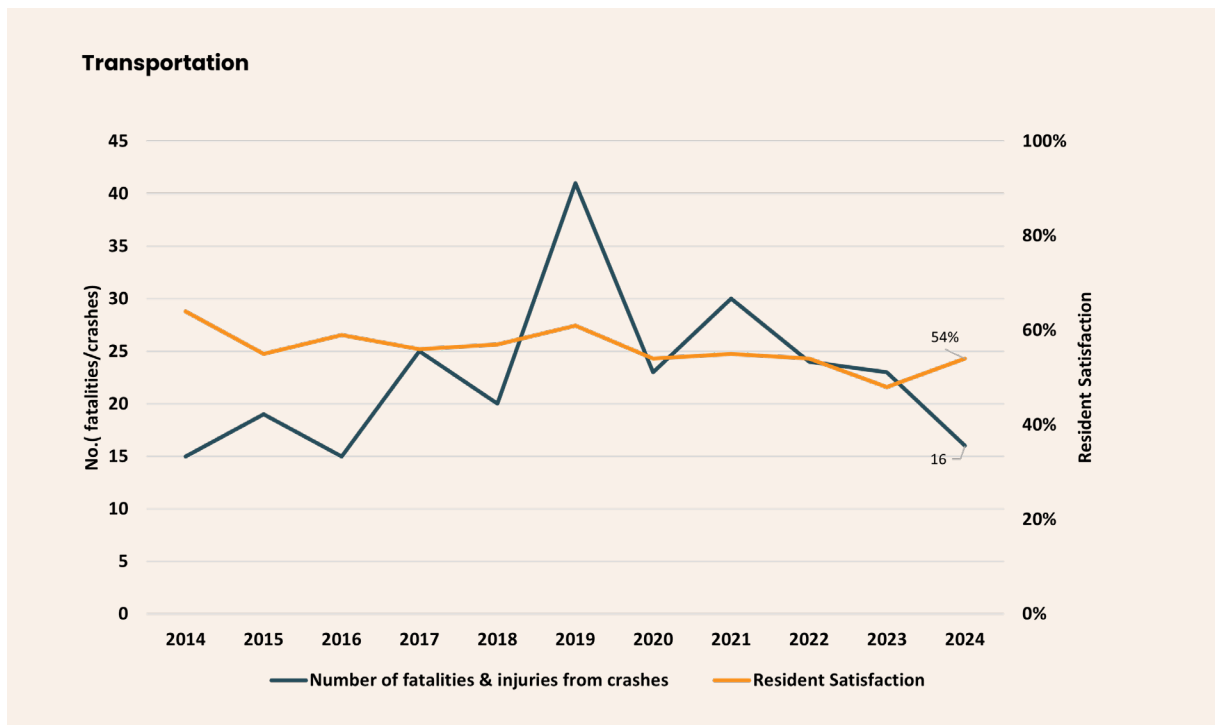
What we provide

- 1,073km roading network with connections to State Highways
- 177km urban roads
- 895km rural roads
- 926km sealed roads
- 157km unsealed roads
- 248 bridges
- 3,715 streetlights (excludes State Highways)
- 200km hard surfaced footpaths
- 6km metalled surfaced footpaths



Part of the harbour at Ōmokoroa captured by Peter Drix.

Service performance results



Goals

- Transportation networks support and promote economic development
- The impact on the environment of the transportation system is mitigated where practicable
- Transportation networks support and promote economic development
- Transport systems enable healthy activity and reduce transport-related public health risks
- Transport systems improve access and mobility
- Land use and transportation network planning are integrated.

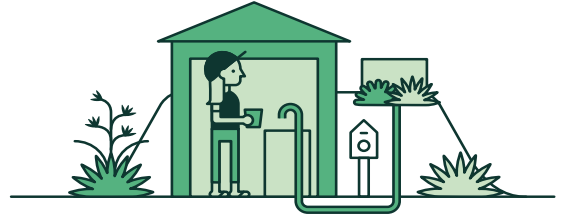
How we have tracked progress towards our goals

What we do	How we track progress	30 June 2024		2023 Results	Narrative
		Target	Result		
<p>Transportation networks support and promote economic development.</p> <p>The impact on the environment of the transportation system is mitigated where practicable. Transport systems enable healthy activity and reduce transport-related public health risks.</p> <p>Transport systems improve access and mobility.</p> <p>Land use and transportation network planning are integrated.</p>	<p>Key Performance Measure</p> <p>The change from the previous financial year in the number of fatalities and serious injury crashes on the local road network, expressed as a number.</p> <ul style="list-style-type: none"> Fatal crashes Serious injury crashes 	<p>≤0</p> <p>≤0</p>	<p>-1</p> <p>-10</p>	<p>1</p> <p>-1</p>	<p>2023/24: Fatal: 3 Serious: 13</p> <p>2022/23: Fatal: 4 Serious: 23</p>
	<p>Key Resident Measure</p> <p>Level of satisfaction with our transportation networks (roads, cycling and walkways).</p>	<p>≥65%</p>	<p>54%</p>	<p>48%</p>	<p>This result is an accumulation of Roading, 42% Cycling & Walkways 65%.</p> <p>Satisfaction with the roads and streets in the District (excluding State Highways) is similar to 2023.</p> <p>Key reasons for dissatisfaction being the need to improve maintenance, widen the roads & reduce delays caused due to roadworks.</p>
<p>We will respond to customer transport related issues.</p> <p>The network and its facilities are up to date, in good condition and fit for purpose.</p>	<p>The percentage of customer service requests relating to roads and footpaths to which Council responds within 15 working days.</p>	<p>≥90%</p>	<p>38%</p>	<p>N/A</p>	<p>A review of the process in response to customer service requests has been undertaken and improvements will be seen moving forward.</p>
	<p>Level of customer satisfaction with action taken to resolve service requests.</p>	<p>≥85%</p>	<p>90.3%</p>	<p>89.6%</p>	<p>Good feedback received in relation to resolution of service requests.</p>
	<p>The average quality ride on a sealed local road network, measured by smooth travel exposure.</p>	<p>≥90%</p>	<p>94%</p>	<p>96.6%</p>	<p>As per NZTA - Waka Kotahi AAR report 2024</p>
	<p>There are a number of potential defects in road pavement structure and its surface. The condition index is a weighted measure of the fault types.</p> <ul style="list-style-type: none"> Sealed roads Unsealed roads <p>Please note: (0 = defect free: 5 = unsatisfactory)</p>	<p>0.3</p> <p>3.0</p>	<p>0.1</p> <p>0.9</p>	<p>0.1</p> <p>1.9</p>	<p>Result reflects the new cyclic maintenance strategy and investment in renewals and routine maintenance.</p>

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2024		2023 Results	Narrative
		Target	Result		
The network and its facilities are up to date, in good condition and fit for purpose.	The percentage of sealed network that is more than one metre under width, as per road classification.	23%	26%	25%	243km out of 926km.
	The percentage of the sealed local road network that is resurfaced.	≥4%	2.6%	7.1%	25.12 centreline km or 50.3 lane km out of 926km.
Adverse environmental effects, such as dust, noise and vibration are managed effectively.	Length of unsealed roads (km).	≤152km	153.4km	157km	As per NZTA - Waka Kotahi AAR report 2024
	Number of successful prosecutions for non-compliance with Resource Management Consents and Heritage New Zealand Pouhere Taonga Act 2014 by the Bay of Plenty Regional Council or Heritage New Zealand.	0	0	0	
The road network is convenient, offers choices for travel and is available to the whole community.	The percentage of footpaths that fall within the level of service or service standard for the condition of footpaths as identified in the transportation asset management plan.	≥95%	98%	97%	Survey completed as part of the completion of the One Network Maintenance Contract. There has been a significant investment in footpaths over this period, compared to previous years.
	The increase in total length of cycleways and walkways within the District.	≥1,500m	755m	1,101m	755m of new cycleways and walkways were constructed during 2023/24.

Water Supply



Overview

Water supply is provided to our community in a sustainable manner.

We supply potable (drinking) water to approximately 41,000 people in our District through the water infrastructure operating in the Western Bay.

Wellbeing	Effects (positive and negative)
Social	<ul style="list-style-type: none"> ✓ Progress on potential water fluoridation treatment.
	<ul style="list-style-type: none"> ✗ Drinking water treatment and distribution standards not met.
Economic	<ul style="list-style-type: none"> ✓ Reservoir levels maintained supporting current growth.
Environmental	<ul style="list-style-type: none"> ✓ Progress made in identifying new groundwater resources.
Cultural	<ul style="list-style-type: none"> ✓ Water Safety Plans submitted to Taumata Arowai.

Highlights:

We have moved to adopt new water regulations following updates to the Drinking Water Standards. To comply involves adjusting testing protocols, enhancing the Water Safety Plan, and infrastructure upgrades.

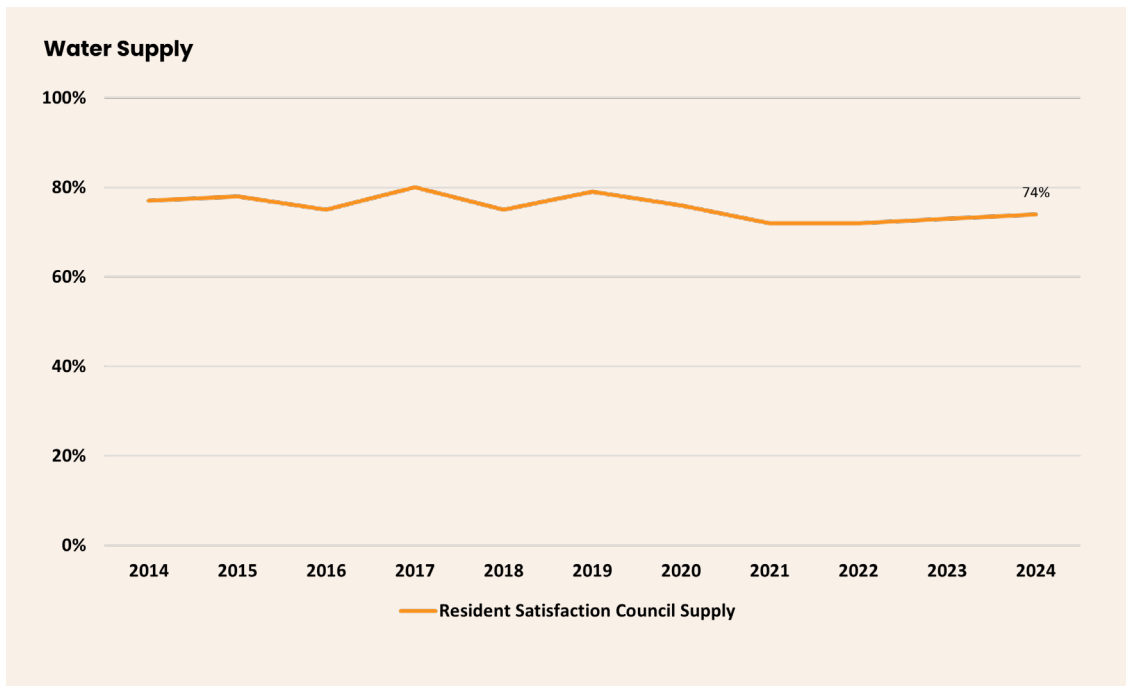
The Water Services Act stipulates that Councils must ensure a sufficient water supply to accommodate future growth. In this instance Council has made good progress in finding new ground water sources in the Eastern and Central supply zones. These are the zones where strong growth is happening. The new water source production bores are planned to come online in 2024/2025.

The Ministry of Health has directed Council to fluoridate the water at both the Wharawhara and Athenree treatment plants. The commissioning date for these two plants are mid 2025.

The average percentage of water loss across the water reticulation network has increased to 36.8% up from last year (21.6%). A large number of Council bores have reached a point where significant maintenance is required to ensure reliability. Work has started to refurbish these 15 to 20-year-old bores. This will continue for the next 5 years across the District.

Council continues to meet its targets for urgent and non-urgent water callouts.

Service performance results



Goals

- Provide potable water of an appropriate standard and quality to meet the needs of consumers within the three supply zones
- Sustainably manage our water resource, water supply infrastructure and consumer use of water across the three supply zones.

What we provide

- Nine water treatment plants
- 18 bores at nine bore fields
- 26 reservoir and tank sites
- 26 booster pump stations
- About 915km of pipes
- 18,651 connections and meter sets

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2024		2023 Results	Narrative
		Target	Result		
Provide potable water of an appropriate standard and quality to meet the needs of consumers within the three supply zones.	<p>Key Performance Measure</p> <p>For the three supply zones the percentage of Council's treated water supply with a Ministry of Health grading as per the New Zealand Drinking Water Standards 2005 (amended 2008)</p>				The Drinking Water Standards have changed, and the grading system removed. Performance is now measured via compliance with the Drinking Water Quality Assurance Rules (From January 2023).
	<ul style="list-style-type: none"> • B or better for treatment • B or better for distribution 	100%	N/A	100%	
Sustainably manage our water resource, water supply infrastructure and consumer use of water across the three supply zones.	<p>Key Resident Measure</p> <p>Level of resident satisfaction with the quality of Council's water supply.</p>	≥85%	74%	73%	Key reasons for dissatisfaction include silica, build-up stains & fluoride taste. It is not clear whether respondents refer to a chlorine taste rather than fluoride. Council does not currently add fluoride to the water.
We will provide good quality potable water to service growth within the three supply zones.	Ability of reservoirs to provide a minimum of 24 hour daily demand.	100%	100%	100%	
	Percentage of year where reservoirs are maintained at a minimum of 50% full, in accordance with Ministry of Health Requirements.	100%	99%	99%	

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2024		2023 Results	Narrative
		Target	Result		
We will monitor sustainable delivery and effectively manage the risks associated with the quality and quantity of the public water supply.	The extent to which Council’s drinking water supply complies with: <ul style="list-style-type: none"> Part 4 of the drinking-water standards (bacterial compliance criteria), and Part 5 of the drinking-water standards (protozoal compliance criteria) 	≥99%	N/A	Part 4 – 44% Part 5 – 0%	<p>Performance is now measured by compliance with the Drinking Water Quality Assurance Rules, effective from January 2023. Treatment compliance is assessed based on bacterial compliance (4.10.1 T3 rules) and protozoal compliance (4.10.2 T3 rules). Distribution compliance is assessed on distribution rules (4.11.5 D3.29 rules).</p> <p>Compliance with these requirements for FY24 was independently assessed and verified by an expert. However, treatment compliance could not be met due to the inability to treat protozoa and measure chlorine contact time. The 2024-2034 Long Term Plan (LTP) includes provisions for installing UV systems, which will ensure treatment compliance is met.</p> <p>Distribution compliance has been achieved in all zones (4.11.5 D3.29 rules).</p> <p>In FY23, distribution non-compliances occurred because the maximum allowed number of days between samples was exceeded in three months of 2023. These errors happened as the team was getting familiar with the new sampling requirements of the Drinking Water Quality Assurance Rules. This issue was corrected for FY24 to achieve 100% distribution compliance.</p> <p>Despite these non-compliances, we are not aware of any specific health issues that have arisen in our communities due to the non-compliance of our drinking water supplies. We continue to monitor the situation closely and have plans in place to improve compliance.</p> <p>*Refer to the table for results based on zones.</p>
			Treatment compliance: 0%	Treatment compliance: 0%	
			Distribution compliance: 100%	Distribution compliance: 20%	

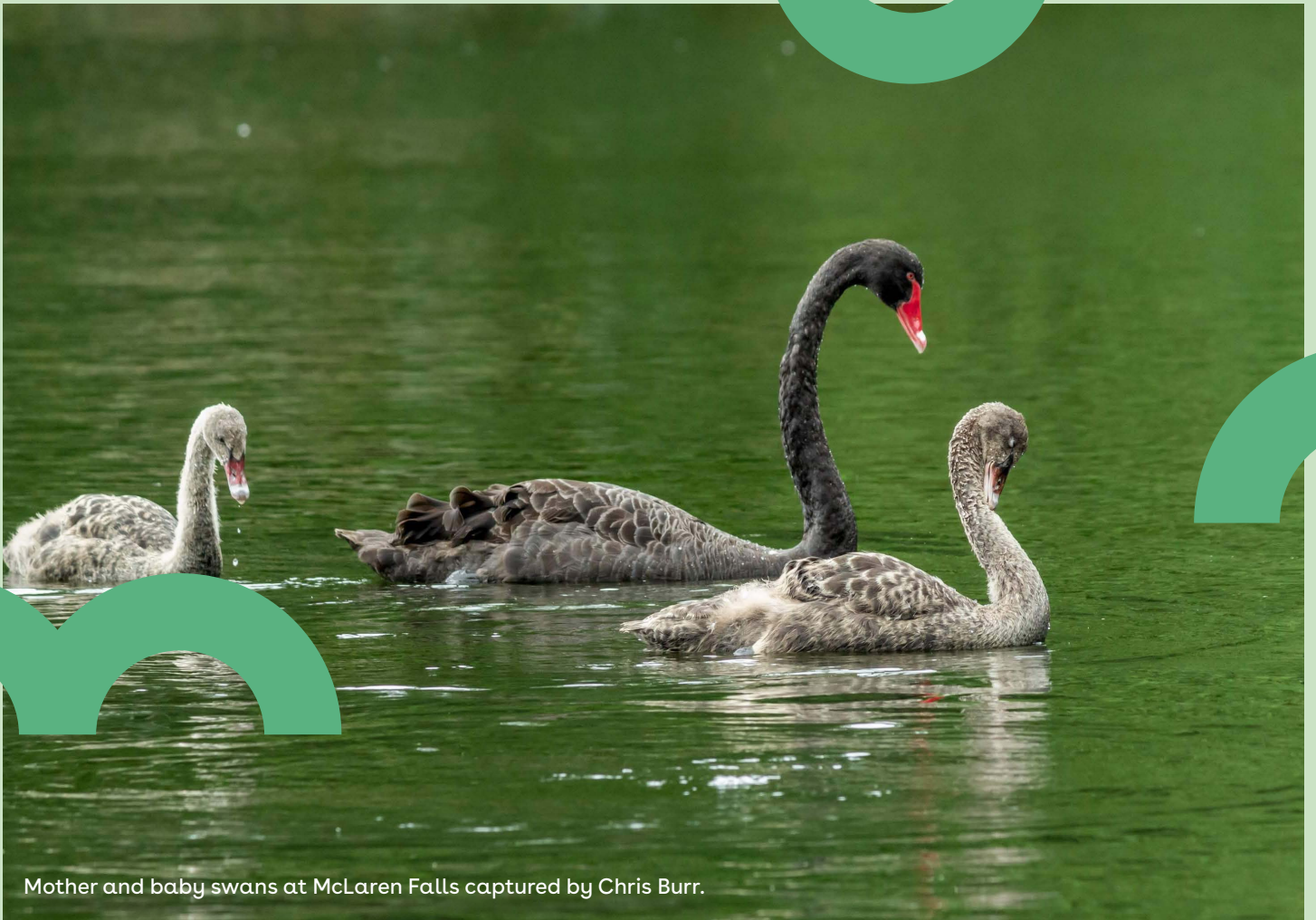
Zones	Treatment Compliance (Bacteria/ Protozoa)	Distribution Compliance
Athenree	N	Y
Katikati	N	Y
Ōmokoroa Minden	N	Y
Pongakawa	N	Y
Te Puke	N	Y

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2024		2023 Results	Narrative
		Target	Result		
We will monitor sustainable delivery and effectively manage the risks associated with the quality and quantity of the public water supply.	The percentage of real water loss from the networked reticulation system. To be monitored through the water metering system.	≤22%	36.8%	21.6%	As part of our ongoing efforts to improve the accuracy and consistency of water loss reporting, we have adopted the WaterNZ water loss guidelines for this year's water balance calculation. A deep dive into water loss will be undertaken over the next year.
	The average consumption of drinking water per day per resident within the Council's District.	≤200 litres	212 litres	206 litres	
We will respond to customers issues with the water supply.	Where Council attends a call-out in response to a fault or unplanned interruption to its networked reticulation system, the following median response times are measured. Attendance for call-outs: from the time Council receives notification to the time service personnel reach the site:				
	<ul style="list-style-type: none"> Urgent call outs Non-urgent call outs 	<ul style="list-style-type: none"> ≤60mins ≤24hrs 	<ul style="list-style-type: none"> 54mins 21hrs 11mins 	<ul style="list-style-type: none"> 57mins 24hrs 18mins 	
	Resolution of call-outs: from the time Council receives notification is received to the time service personnel confirm resolution of the fault or interruption.				
	<ul style="list-style-type: none"> Urgent call outs Non-urgent call outs 	<ul style="list-style-type: none"> ≤5hrs ≤28hrs 	<ul style="list-style-type: none"> 4hrs 11mins 27hrs 11mins 	<ul style="list-style-type: none"> 3hrs 17mins 32hrs 13mins 	

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2024		2023 Results	Narrative
		Target	Result		
We will respond to customers issues with the water supply.	<p>Total number of complaints received by Council about any of the following:</p> <ul style="list-style-type: none"> • Drinking water clarity, taste, odour pressure or flow • Continuity of supply and Council's response to any of these issues <p>Expressed per 1000 connections to the networked reticulation system.</p>	≤30	10.4	8.1	194 complaints were made in total for FY24. With 18,651 connections.



Mother and baby swans at McLaren Falls captured by Chris Burr.

Te tiaki taiao

Protecting the environment

Natural environment and sustainable living



Overview

Council has a statutory obligation to promote environmental wellbeing for the benefit of today’s and future generations. We also have obligations under the Resource Management Act 1991 to control the effects of landuse on important natural environments and habitats. One of the ways we do this is by partnering with and supporting local community initiatives and programmes involving other Councils, Department of Conservation, Tangata Whenua, landowners and local community environmental groups, that aim to protect and enhance our natural environment. We also support programmes that encourage local communities to connect with nature and to have a lighter environmental footprint.

We provide this activity to support our community to have a clean, green, valued environment, achieved by:

- Increasing biodiversity and protecting important natural and cultural areas
- Having a lighter footprint
- Connecting people with the natural environment
- Making decisions to address the impacts of climate change

Significant effects the natural environment and sustainable living activity has had on the four wellbeing areas during the year:

Wellbeing	Effects (positive and negative)
Social	✓ Environmental education programmes operating in primary and secondary schools across the District.
	✓ Support for the volunteer base of environmental groups.
Economic	✓ Community Matching Fund for environmental projects leveraged, with community groups matching this funding 50/50 or more.
Environmental	✓ Organisations working to protect and enhance areas of high ecological value funded to carry out volunteer management and pest control.
	✓ Private land covenanted through a protection lot monitored for compliance with requirements to manage pests.
Cultural	✓ Culturally and historically significant sites benefiting from environmental enhancement.

Highlights:

Our Council, in collaboration with Bay of Plenty Regional Council (BOPRC), continues its efforts to protect areas of natural significance in the District. Through various environmental programmes, the focus remains on supporting landowners and the Council in preserving ecologically important spaces.

These initiatives aim to safeguard natural habitats, biodiversity, and ecosystems and foster a sustainable environment for present and future generations.

We continued to support environmental education in the field and successful and highly sought-after programmes have been delivered within our primary and secondary schools, with relationships built with hapū and local environment groups.

The month-long Sustainable Backyards event coordinated by Envirohub in March 2024 saw another successful programme delivered. The event featured a series of activities and workshops across the District and helped raise awareness of sustainable practices and environmental stewardship. By partnering with Envirohub and other stakeholders, we facilitated a wide range of events that covered topics such as waste reduction, energy efficiency, water conservation, and more.

Council continues to identify new community led ecological projects that align to Councils Natural Environment goals while monitoring existing projects. Planting sites are also being finalized with Coastcare for the next season's planting.

Council continues to support awareness and education for biosecurity in the district, including their national annual biosecurity symposium and profiling career pathways for biosecurity at the Canvas Careers expo.

Service performance results



Goals

- Increasing indigenous biodiversity
- Connecting people with the natural environment and having a lighter footprint
- Protecting important natural and cultural areas
- Making decisions to address the impacts of climate change

What we provide

- Education programmes and initiatives
- Liaison with councils and partners focussing on environmental issues
- Environmental programmes
- Support for:
 - Environmental service delivery providers
 - Community groups

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2024		2023 Result	Narrative
		Target	Result		
We support multi-agency programmes and community-led programmes that increase indigenous biodiversity, improve water quality and protect significant natural habitats and cultural heritage sites, in both urban and rural environments	Key Performance Measure Percentage of projects funded through Community Matching Fund completed.	≥90%	100%	91%	
	Key Resident Measure Percentage of residents surveyed who perceive the environmental attributes monitored have improved or being maintained. (the features monitored include the quality of streams and rivers, harbours and estuaries, air quality, the amount of noxious weeds, protection of historic places, general level of cleanliness and the amount and quality of native plants and animals.)	≥75%	80.5%	58.2%	
We use incentives, rules and monitoring to increase protection of significant natural and cultural features.	Amount of additional land included in protection areas in addition to what is shown as ecological features in the District Plan. Baseline per District Plan is 18.33ha.	≥10 ha	11 ha	29.3 ha	
	Number of protection areas monitored	≥50	86	100	

What we do	How we track progress	30 June 2024		2023 Result	Narrative
		Target	Result		
We support environmental education programmes that build our understanding of the natural environment and how we can have a lighter footprint and lead to action.	Number of environmental and sustainable living education initiatives.	≥6	6	6	<p>Envirohub: 31 events were delivered during Sustainable Backyards, 5 events for Sustainable Backyards Bitesize, 1 event for Predator Free initiative along with 88 new trappers, Predator Free Oropi and Tauranga were launched for Western Bay residents, Space for Nature was launched and included a “Wipe out Moth Plant” competition, 2 nature-based events and the official launch event.</p> <p>BCA: 1 planting event was delivered using the Ecological Connectivity Strategy.</p> <p>TMBC developed a House of Science biosecurity kit available for teachers to book out.</p>
	Number of schools engaged in local environmental and sustainable living initiatives led by local organisations	≥6	13	11	6 schools through MOWS education programme and 7 schools through BCA’s education programme.
Use structure planning processes and assessment tools to develop blue/green networks to maintain and protect natural assets.	Percentage of structure plans incorporating a blue/green network plan.	100%	100%	100%	Ōmokoroa Structure Plan Stage 3 as part of Plan Change 92 is now fully operative within the District Plan. The operative plan change and Stage 3 structure plan includes extensive use of the existing gully network and associated zoning of Natural Open Space.

Wastewater



Overview

Wastewater services are well planned and maintained to ensure a clean and healthy environment.

Council aims to ensure that wastewater treatment and disposal systems are sustainable and continue to meet the environmental and health and safety standards. We will continue to encourage households to explore and implement measures that reduce wastewater volume per person.

We have four wastewater treatment plants at Katikati, Maketu/Little Waihi, Te Puke and Waihi Beach, and one wastewater treatment scheme in Ōmokoroa.

Significant effects the wastewater activity has had on the four wellbeing areas during the year:

Wellbeing	Effects (positive and negative)
Social	✓ Te Puke wastewater modelling and calibration completed.
	✓ Prole Road Bulk main has been installed allowing first stages of development to begin.
Economic	✓ A new Pumpstation and Rising Main from Rangiuuru Business Park to Te Puke Wastewater Treatment Plant.
	✗ High level of complaints received about the wastewater systems including grinder pump issues.
Environmental	✗ Maketu irrigation field is in poor condition and non-compliant with the discharge consent.
Cultural	✗ Breaks of the Katikati Outfall disposal pipe in the Tauranga Harbour.

Highlights:

The District experienced relatively dryer weather over the past year resulting in less than expected wastewater overflows. This helped with an improvement to service request response times meaning requests were within target timeframes.

Council was compliant with resource consent requirements relating to its wastewater plants and disposal network, with no abatement notices during the reporting period.

Site investigations were completed for the alternative disposal options for the Te Puke Wastewater Treatment Plant (WWTP). The purpose of the investigation was to determine the suitability of these sites for land disposal.

A new main wastewater pipe on Prole Road has been partially completed enabling the first stages of development to begin. The pipe has used new technologies with sealed plastic manholes to decrease

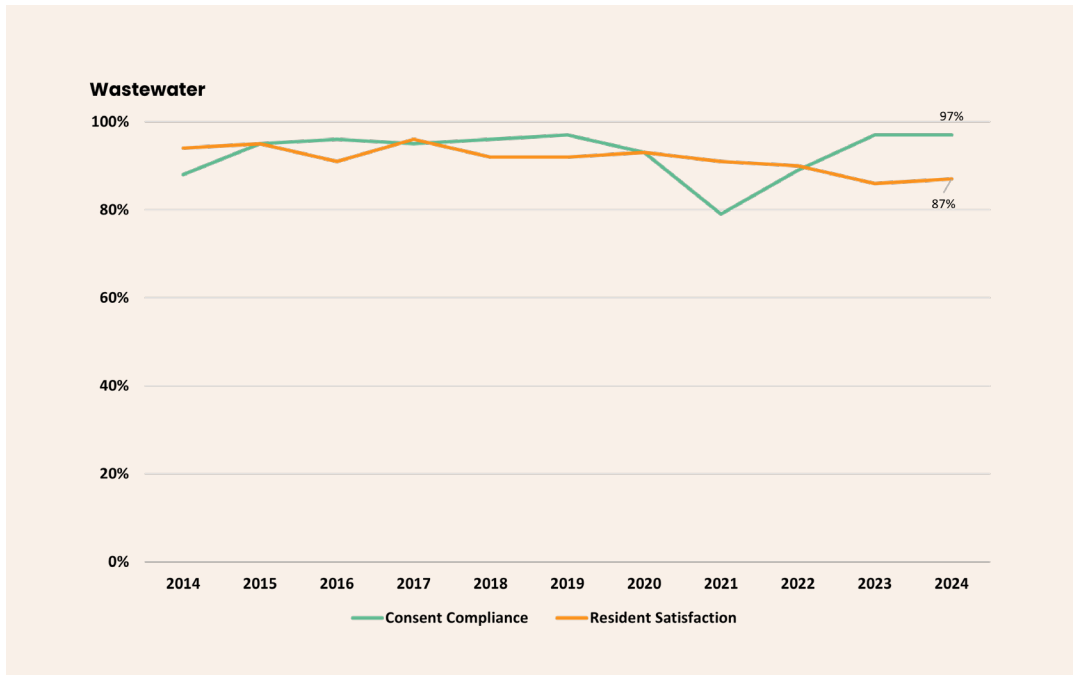
inflow and infiltration into the wastewater network and reduce the demand on the Ōmokoroa pump station and transfer line.

A new pumpstation and rising main from Rangiuuru Business Park to Te Puke WWTP is near completion with commissioning planned before the end of the 2024 calendar year.

Design work has progressed well for the Waihi Beach WWTP with the design expected to be complete by the end of the 2024 calendar year. Parts of the plant that have long supply times can be purchased early so that they are on hand when construction commences.

A significant amount of grinder pump service requests was received during the year. This is a combination of power failures during the recent storms as well as pumps reaching the end of their service life. Budget has been allowed for in the Long Term Plan to address this issue.

Service performance results



Goals

- All areas in our District served by Council’s reticulated wastewater disposal systems meet acceptable health, safety and environmental standards.
- Assist small urban communities along the Tauranga Harbour to ensure that the wastewater disposal options available to them meet health and safety requirements.

What we provide

- Five treatment plants
- 63 pump stations
- 307.8km of pipes
- 712 grinder pumps

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2024		2023 Result	Narrative
		Target	Result		
All areas in our District served by Council's reticulated wastewater disposal systems meet acceptable health, safety and environmental standards	<p>Key Performance Measure</p> <p>Percentage compliance with Resource Consents for each wastewater scheme</p> <ul style="list-style-type: none"> • Katikati • Maketu/Little Waihi • Te Puke • Waihi Beach • Ongare Point 	<p>≥90%</p> <p>≥96%</p> <p>≥90%</p> <p>≥97%</p> <p>≥95%</p>	<p>90%</p> <p>96%</p> <p>99%</p> <p>100%</p> <p>100%</p>	<p>98%</p> <p>89%</p> <p>100%</p> <p>100%</p> <p>100%</p>	<p>Katikati Wastewater Treatment Plant has been exceeding the Total Nitrogen 12-month rolling mean and the Ammoniacal Nitrogen 12-month rolling.</p> <p>Compliance is now being achieved with the Maketu groundwater bore monitoring.</p> <p>Te Puke Wastewater Treatment Plant was exceeding Total Phosphorus rolling median but is now compliant.</p>
	<p>Key Resident Measure</p> <p>Level of resident satisfaction with Council's reticulated wastewater disposal system.</p>	<p>≥90%</p>	<p>87%</p>	<p>86%</p>	
<p>Maintain wastewater systems and have capacity to meet demand.</p> <p>Provide wastewater services that meet customer needs.</p>	<p>The number of dry weather sewerage overflows from Council's sewerage system, expressed per 1000 sewerage connections to that sewerage system.</p> <p>NOTE: only applies when, 1mm of rain has fallen in a 24 hour period.</p>	<p>≤2</p>	<p>1.31</p>	<p>1.45</p>	<p>There were 18 reports of dry weather overflows, and 13,738 sewer connections recorded.</p>
	<p>Compliance with resource consents for discharge from the sewerage system measured by the number of:</p> <ul style="list-style-type: none"> • Abatement notices • Infringement notices • Enforcement orders • Convictions <p>received in relation to those resource consents.</p>	<p>0</p> <p>0</p> <p>0</p> <p>0</p>	<p>0</p> <p>0</p> <p>0</p> <p>0</p>	<p>0</p> <p>0</p> <p>0</p> <p>0</p>	

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2024		2023 Result	Narrative
		Target	Result		
Maintain wastewater systems and have capacity to meet demand. Provide wastewater services that meet customer needs.	Where Council attends to sewerage overflows resulting from the following median response times measured:				
	<ul style="list-style-type: none"> Attendance time: from the time that Council receives notification to the time that service personnel reach the site. 	≤60mins	54mins	56mins	
	<ul style="list-style-type: none"> Resolution time: from the time that Council receives notification to the time that service personnel confirm resolution of the blockage or other fault. 	≤5hrs	2hrs 27mins	3hrs 12mins	
	The total number of complaints received by Council about: <ul style="list-style-type: none"> Sewerage odour Sewerage system faults Sewerage system blockages Council’s response to issues with sewerage system Expressed per 1000 connections to the Council’s sewerage system.	≤40	33.3	51.8	

Solid Waste



Overview

Effective waste management practices that minimises waste to landfill and encourage efficient use of resources to reduce environmental harm.

Our Solid waste activity sets out our sustainable development approach to the management of solid waste activities across our District. Human activity is inextricably linked to the health of our natural environment. A healthy environment is essential for overall wellbeing and prosperity.

With our population growing, so demands on our natural resources will increase. The challenge is to lessen our impacts on the environment and reduce consumption and waste.

The primary aim of this activity is to reduce the amount of waste produced by reducing, reusing, recycling and recovering waste going to landfill.

Significant effects the Solid Waste activity has had on the four wellbeing areas during the year:

Wellbeing	Effects (positive and negative)
Social	<ul style="list-style-type: none"> ✓ Mobile recycling service set up at three designated sites for households with no access to kerbside collection.
	<ul style="list-style-type: none"> ✓ Community Re-Use Recycle Centre trial operating from Katikati Recycle centre. The trial has been collecting around 6000 tonnes of inorganic resources per month
	<ul style="list-style-type: none"> ✓ Waste contamination Tik-Tok videos and clips were filmed for WBOPDC with Kate Fenwick from Waste-ED Kate, reaching thousands of her followers educating them about the do's and don'ts of mixed recycling
Economic	<ul style="list-style-type: none"> ✓ The redesign PAYT tag (Pay-As-You-Throw) is working successfully with the anti-copy measures reducing fraud attempts
	<ul style="list-style-type: none"> ✓ A Construction and Demolition Collective was established through Priority One working with Tauranga City Council, BOPRC and WBOPDC.
Environmental	<ul style="list-style-type: none"> ✓ 41% (3,625 tonnes) of waste diverted from landfill
	<ul style="list-style-type: none"> ✓ Availability of 3 hazardous waste drop off points at Athenree, Katikati and Te Puke.
Cultural	<ul style="list-style-type: none"> ✓ Tapuika and Council are collaborating on the establishment of a Community Resource Recovery Centre at Te Puke."

Highlights:

Our Kerbside Collective team, which handles rubbish and recycling services for our communities, has been gradually expanding its services to include more households. By the end of June 2024, the kerbside collection service reached 19,392 households. Out of these, 12,510 households received the full service, which includes food scrap collection. 5,608 households, mainly located in remote rural areas, do not have access to the kerbside collection, this is a reduction of 18% on June 2023. For these households, we are providing a mobile recycling service at three designated sites.

To make the collection process more efficient, we have redesigned the PAYT tag (Pay-As-You-Throw) system and it is working successfully with the anti-copy measures reducing fraud attempts. The current focus is on educating residents on items that are recyclable to reduce contamination in the mixed recycling bin and adhere to the kerbside standardisation rules introduced by the Ministry for the Environment this year.

As a result, we have successfully diverted 3625 tonnes (41%) of waste from ending up in landfill. However, 5,307

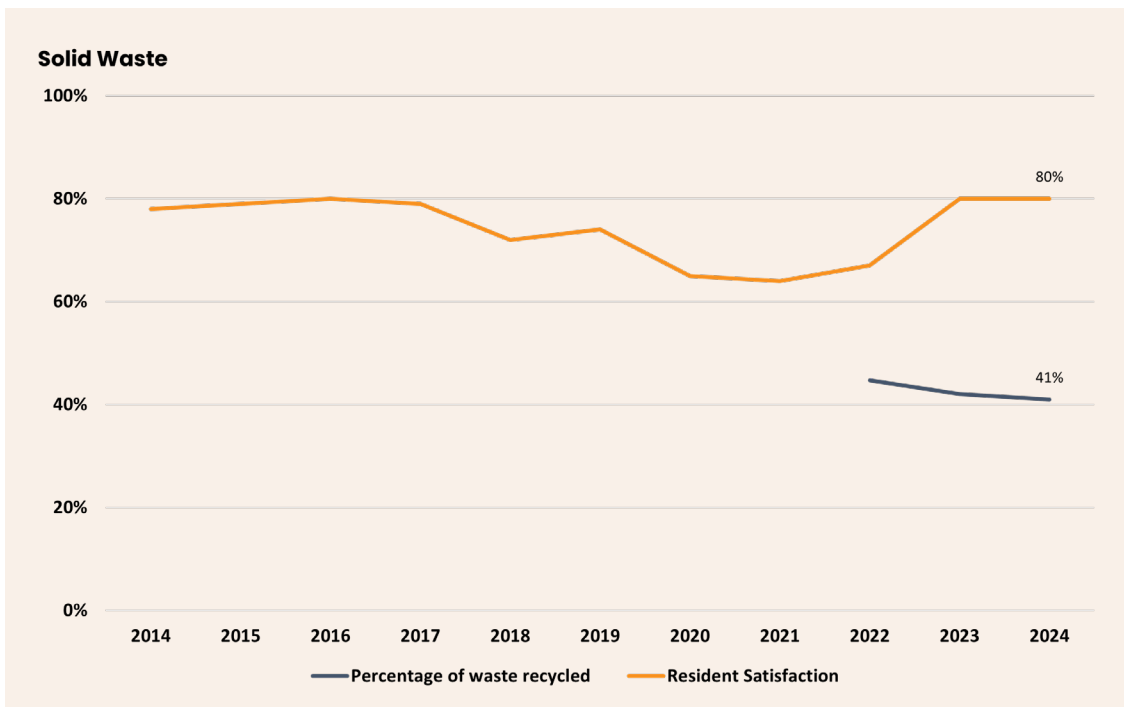
tonnes still had to be sent to landfill. The materials that were diverted from landfill included 539 tonnes of food scraps, 1349 tonnes of glass, and 1737 tonnes of mixed recycling.

Council, along with Chrome Collective introduced a Community Resource Recovery trial at the Katikati recycle centre site. The Waste Levy funded trial started in March 2024 and has been collecting around 6000 tonnes of inorganic resources per month. Council will

assess the trial outcomes against the requirements of the Waste Management and Minimisation Plan for a circular economy for resource recovery.

Tapuika and Council are collaborating on the establishment of a Community Resource Recovery Centre at Te Puke. Work in this regard continues with an aim to start with selected waste streams by the end of 2024.

Service performance results



Goals

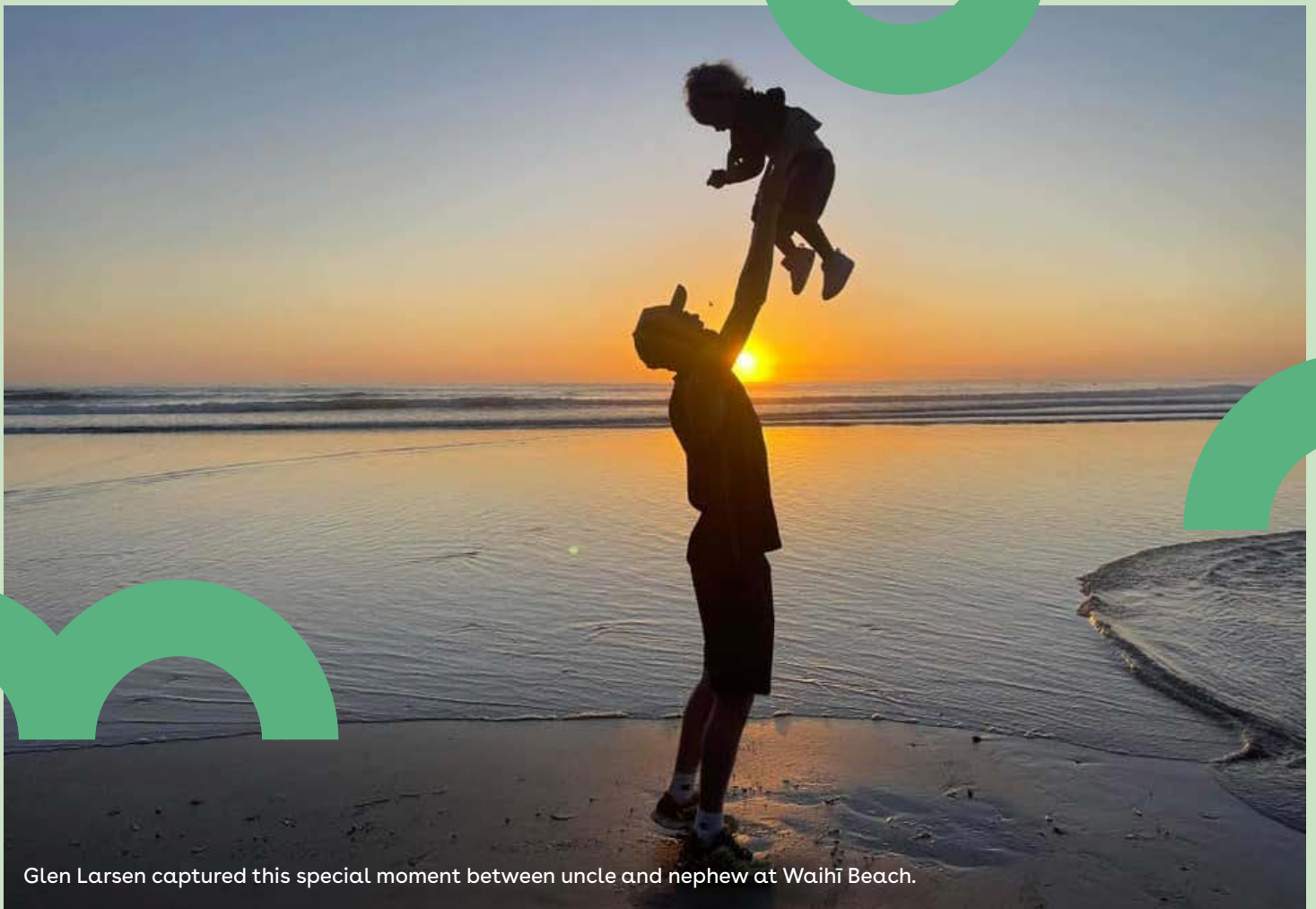
- Reduce and recover more waste
- Apply the latest proven and cost effective waste management and minimisation approaches.
- To collect information to enable informed decision making.
- To create benefit for our community.

What we provide

- Recycling and greenwaste centres in Athenree, Katikati and Te Puke
- Greenwaste drop-off centre in Ōmokoroa
- Education programmes
- Monitoring of illegal dumping (fly-tipping)
- Ongoing monitoring of closed landfills
- Kerbside recycling, glass, food scraps and general waste services.

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2024		2023 Result	Narrative
		Target	Result		
<p>All areas in our District served by Council's reticulated wastewater disposal systems meet acceptable health, safety and environmental standards.</p> <p>Assist small urban communities along the Tauranga Harbour to ensure that the wastewater disposal options available to them meet health and safety requirements.</p> <p>Apply the latest proven and cost effective waste management and minimisation approaches.</p> <p>To collect information to enable decision making.</p> <p>To create benefit for our community.</p>	<p>Key Performance Measure</p> <p>Percentage of waste recycled or recovered as estimated by solid waste two yearly audit. The audit will be undertaken as per the Solid Waste Analysis protocol issued by the Ministry for the Environment.</p>	≥45%	41%	42%	In total 8,932 tonnes of waste were collected – 3,625 tonnes of that were diverted from landfill.
	<p>Key Resident Measure</p> <p>Percentage level of customer satisfaction with household rubbish disposal methods.</p>	≥85%	80%	80%	72% of residents are satisfied with the kerbside rubbish and recycling collection service, with 80% of kerbside collection users satisfied with the service.
<p>All Council-owned solid waste facilities' including closed landfills, meet environmental standards.</p>	Number of abatement / infringement notices issued.	0	0	0	Complying with resource consent conditions.
	Number of greenwaste and/or recycling facilities provided.	≥4	4	4	Greenwaste drop-off sites operational in Athenree, Katikati, Ōmokoroa and Te Puke.
	Number of initiatives funded by the Ministry for the Environment Waste Minimisation.	≥1	6	6	Zero waste education, Business waste minimisation, Waste Free Living, Love Food Hate Waste, Home worm composting and Mobile recycle centres trailers.
	Number of hazardous waste drop off points.	3	3	3	Available at Athenree, Katikati and Te Puke.

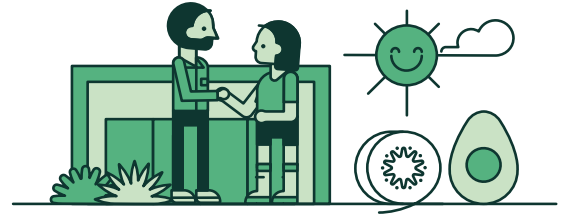


Glen Larsen captured this special moment between uncle and nephew at Waihi Beach.

Te tautoko i tā
tātou ōhanga

**Supporting
our economy**

Economic development



Overview

Council supports and promotes economic development with a focus on the interconnections between a strong economy and achieving social, cultural and environmental outcomes. We foster partnerships between organisations, focus on ensuring our own service delivery is fit for purpose for local businesses, enabling an environment for collaboration and shared outcomes.

This activity focuses on Council’s role in supporting economic development, tourism, promotions, events and town centre development.

Significant effects the economic development activity has had on the four wellbeing areas during the year:

Wellbeing	Effects (positive and negative)
Social	<ul style="list-style-type: none"> ✓ Mayors Taskforce for Jobs and Ara Rau Skills and Employment Hub (run by Priority One) supporting youth in to employment, education and training.
Economic	<ul style="list-style-type: none"> ✓ Katikati Market Square planning completed.
	<ul style="list-style-type: none"> ✓ Events and promotions supporting local town centres and businesses.
	<ul style="list-style-type: none"> ✓ Priority One fostering sub-regional economic growth of above the national average.
	<ul style="list-style-type: none"> ✓ Tourism Bay of Plenty's Flavours of Plenty showcasing the sub-region's food & beverage producers.
Environmental	<ul style="list-style-type: none"> ✓ Tourism Bay of Plenty's Green Room Programme promoting sustainable business practice.
Cultural	No specific action relating to this wellbeing.

Highlights:

All economic development contractors met their targets for the year as set out in their respective contracts.

One of these contractors - Priority One- is taking a facilitation role for the sub-region in brokering a Regional Deal which is a government initiative and, in this regard, the Western Bay of Plenty is well positioned. A decision from Central Government is imminent.

In addition, Priority One, together with other economic development agencies across the Bay of Plenty, is

facilitating an agreed short list of projects for consideration for funding from the Regional Infrastructure Fund.

Youth pathways to employment have been a significant focus and Priority One’s Ara Rau Skills and Employment Hub organised several successful industry open days. These events were designed to attract prospective employees and young individuals looking for future career opportunities. The Hub’s efforts aim to address

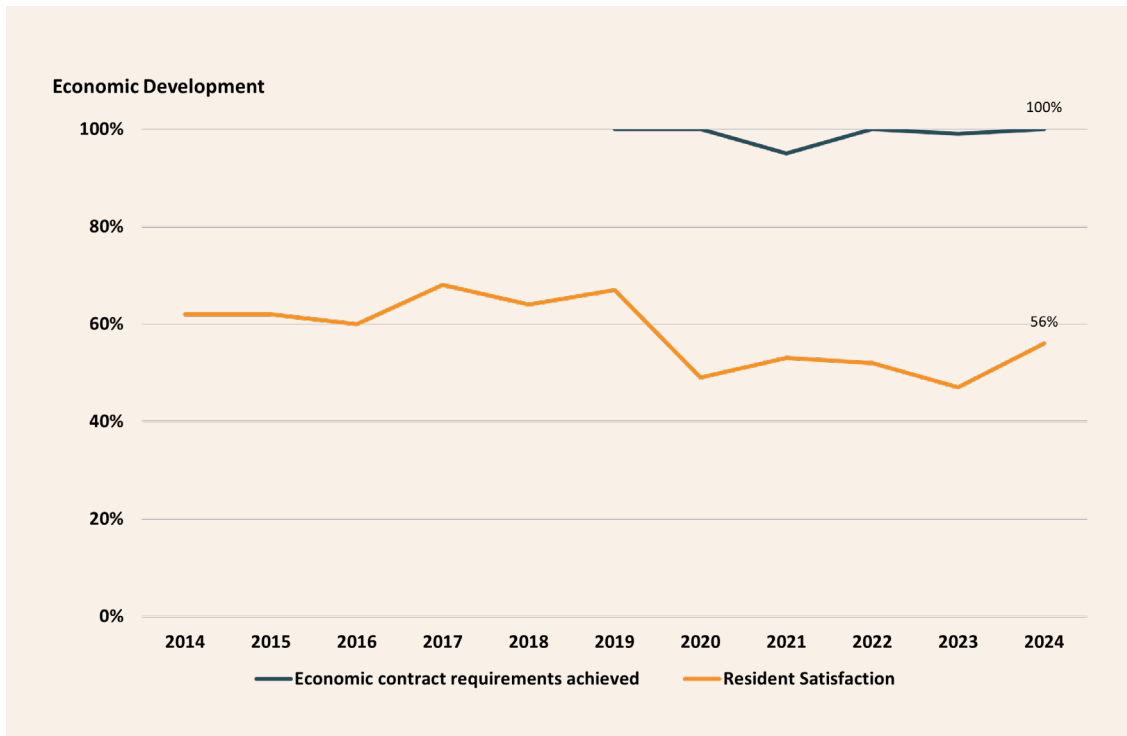
skill gaps in the region and create a workforce that is better aligned with the needs of the local job market.

Across the wider district unemployment remains under 5% and mean annual earnings have increased above the national average.

Tourism Bay of Plenty have continued to roll out the Green Room programme, a 12-week course that supports tourist and hospitality businesses to pursue zero carbon and regenerative goals.

Katch Katikati, Waihi Beach Events and Promotions, Te Puke Economic Development Group and EPIC Te Puke have supported and delivered some outstanding local events including Anzac Bay Summer Kickoff, Te Puke Easter Egg-Stravaganza, Matariki events, and business excellence awards.

Service performance results



Goals

- Foster partnerships between organisations, including local and Central Government and businesses to support economic, social, cultural and environmental development
- Council services are committed to being business-friendly to encourage and enable businesses to flourish and contribute to building vibrant communities
- Enable an environment where community groups and business can collaborate and work together on shared outcomes for communities.

What we provide

- Promotion of Town Centres
- Support for external organisations, and economic development and tourism

How we have tracked progress towards our goals

What we do	How we track progress	30 June 2024		2023 Result	Narrative
		Target	Result		
<p>Foster partnerships between organisations, including local and central government and businesses to support economic, social, cultural and environmental development.</p> <p>Council services are committed to being business friendly to encourage and enable businesses to flourish and contribute to building vibrant communities.</p> <p>Enable an environment where community groups and business can collaborate and work together on shared outcomes for communities</p>	<p>Key Performance Measure</p> <p>Percentage of economic contracts where key contract requirements have been achieved.</p> <p>Key service delivery contracts held with Priority One, Tourism BOP, Te Puke Economic Development Group, EPIC Te Puke, Katch Katikati and Waihi Beach Events and Promotions.</p>	≥90%	100%	99%	All economic contracts have met their contract requirements.
	<p>Key Resident Measure</p> <p>Level of resident satisfaction with our role in promoting employment and business opportunities within the sub-region.</p>	≥65%	56%	47%	The level of resident satisfaction has significantly improved from the previous year, in particular satisfaction with events and support of tourism. There is still a high level of dissatisfaction with providing for economic development through infrastructure, and with business support e.g. supporting business groups, providing information.
<p>Council will support external organisations tasked with developing economic activity in the District.</p>	<p>Total invested in economic support through service delivery contracts.</p>	≥ \$11 per resident	\$12.76	\$12.02	<p>Investment partners:</p> <ul style="list-style-type: none"> • Priority One - \$191,853 • Tourism Bay of Plenty - \$248,960 • Te Puke EDG - \$76,429 • EPIC Te Puke - \$50,425. • Katch Katikati - \$130,031 • Waihi Beach Events and Promotions - \$65,720 <p>Economic Total - \$763,419 Population 59,850</p>
	<p>Level of resident satisfaction with promotion of town centres and events in Katikati, Te Puke and Waihi Beach.</p>	≥65%	59%	53%	The level of resident satisfaction has improved from the previous year; however, it is still below target. Staff will continue to work with our service delivery contractors on improving this result.

Support services



Overview

Our Corporate Plan guides the activities that support our staff to produce their best work and deliver the highest standards of service to our customers. Support services include communication and community engagement, human resources, customer services,

information management, information technology, financial management, corporate assets and quality management, procurement, and risk management.

The key strategic approach for each of the corporate support activities is broadly described below:

Corporate support activity	What this activity does	Strategic approach
Customer services	Ensure customers receive timely, accurate and user friendly information, service and advice.	Focus on understanding the diversity of customers and their needs and respond to them effectively.
Communications and community engagement	Ensure customers and communities are engaged and kept informed.	Provide engagement opportunities and communications that are targeted to identified, diverse customer groups.
Human resources	Manage workforce capability and capacity.	Future workforce needs are understood so staffing levels, skills and competencies are available to deliver the agreed services to the community.
Information management	Ensure data is accessible, clear and secure.	Information is managed to ensure it is easily accessible, the integrity of the data is maintained and it is used to add value to decision making
Information technology	Ensure information systems are integrated, secure and responsive to business needs.	Smart use of technology to achieve agreed strategic initiatives and optimise the customer experience.
Financial management	Provide comprehensive financial planning and monitoring services.	Timely, accessible and reliable information is available to inform decision making, both for staff and elected members
Corporate assets	Sustainably manage Council’s corporate buildings, equipment, vehicles and land.	Assets, planning and property staff work together to enable the sustainable development of corporate property, equipment and vehicles.
Procurement	Ensure services purchased provide the best value for money, are sustainable and environmentally responsible.	Sustainable purchasing practices that demonstrate value for money are environmentally responsible.
Risk management	Identify, minimise or mitigate risks.	Integrated risk Management information to inform decision making and ensure continuity of Support services
Quality management	Document and review key processes to ensure knowledge is maintained and opportunities for improvement identified.	Documentation of key processes secures knowledge and facilitates opportunities for improvement.