7 June 2018

CITY SERVICES COMMITTEE

Agenda for meeting to be held in the Council Chambers, Level 2, Civic Centre,
838-842 Fergusson Drive, Upper Hutt, on

WEDNESDAY 13 JUNE 2018 AT 4.30PM

MEMBERSHIP OF THE COMMITTEE:

Cr J B Griffiths (Chair)
Cr S P Taylor (Deputy Chair)

His Worship the Mayor, Mr W N Guppy
Cr R B T Connelly
Cr G T McArthur
Cr P E Lambert

NOTE:

Agenda reports may be inspected at the following offices whenever they are open to
the public:

(a) Public Counter, Reception, Level 1, Civic Centre, 838-842 Fergusson Drive, Upper
Hutt.

(b) The Pinehaven Branch Library, Corner Jocelyn Crescent and Pinehaven Road,
Upper Hutt.
## Disclosure Register for City Services Committee

<table>
<thead>
<tr>
<th>Elected Member</th>
<th>Interest</th>
<th>Last Reviewed</th>
</tr>
</thead>
</table>
| Blair Griffiths (Chair) | • Owner of Hillside Auto Wreckers  
• Griffiths Property Group Limited  
• Blair Griffiths Family Trust  
• Chair, City Services Committee  
• Member, Safe Hutt Valley |
| Steve Taylor (Deputy Chair) | • Member, Hutt Valley Flood Management Subcommittee |
| His Worship the Mayor, Wayne Guppy | • Director, MedicAlert  
• Trustee, Orongomai Marae  
• Chair, Wellington Region Mayoral Forum  
• President, Wellington Racing Club  
• Deputy Chair, Hutt Valley District Health Board  
• Member, Capital and Coast, Hutt Valley DHBs Community Public Health Advisory Committee and Disability Support Advisory Committee  
• Member, Capital and Coast District Health Board, Finance Risk and Audit Committee  
• Trustee, BaseFit New Zealand  
• Life Member Upper Hutt Rams RFC  
• Life Member, Wellington Rugby Football Union  
• Chair, Wellington Regional Amenities Joint Committee  
• Member, Civil Defence Emergency Management Joint Committee  
• Member, Hutt Valley Flood Management Subcommittee  
• Member, NZ Amateur Sport Association  
• Member, Regional Transport Committee  
• Member, Rimutaka Hill Road Committee  
• Member, Safe Hutt Valley  
• Member, Te Atiawanuitonu partnership, Hutt Valley District Health Board  
• Member, Wellington Regional Strategy Committee  
• Member, Wellington Water Committee  
• Member, LGNZ National Council  
• Wife employed by various community pharmacies in the Hutt Valley |
| Ros Connelly | • Senior Strategic Advisor at Ministry for Primary Industries (who regulate food safety, animal welfare, biosecurity and some other areas that may interface with the Council)  
• Board of Trustees Member Fergusson Intermediate  
• Member, Friends of the Hutt River  
• Member, Upper Hutt Forest and Bird  
• Member, Rimutaka Hill Road Committee  
• Member, Wellington Waste Forum  
• LGNZ Young Elected Member for Zone 4  
• Member, Upper Hutt Intermediate Schools Trust |
| Paul Lambert | • Member, Akatarawa Valley Emergency Response Team Committee  
• Member, City of Song Music Trust  
• Member, Hutt Valley Services Joint Committee  
• Member, Hutt Valley Sports Awards Committee  
• Member, Mainly Acoustic Music Club Committee  
• Member, Rimutaka Lions Club  
• Member, Zone 4 Local Government Association  
• Casual Employment at Silverstream Retreat |
| Glenn McArthur | • Property Investor/Developer self employed  
• Wife employed at Paino and Robinson Solicitors Upper Hutt  
• Life Member Upper Hutt Rams RFC  
• Trustee, BaseFit New Zealand  
• Chair, Policy Committee  
• Member Alternate, Wellington Water Committee |
## CITY SERVICES COMMITTEE

Agenda for Public Meeting to be held on WEDNESDAY 13 JUNE 2018 at 4.30pm

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<td>2. CONFLICT OF INTEREST DECLARATIONS</td>
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<td>3. GENERAL BUSINESS</td>
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<td>4. PRESENTATION: UPDATE ON PUBLIC TRANSPORT IMPROVEMENTS</td>
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<td>Presentation by Deb Hume, Greater Wellington Regional Council.</td>
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<td>5. PRESENTATION: SMART CITY DATA OPTIONS</td>
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<td>Presentation by Patrick Hanaray, Roading Manager, Upper Hutt City Council.</td>
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<td>6. DIRECTOR’S REPORT: ASSET MANAGEMENT AND OPERATIONS DEPARTMENT</td>
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<td>Report from the Director of Asset Management and Operations dated 1 June 2018.</td>
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<td>7. DIRECTOR’S REPORT: BUSINESS TRANSFORMATION AND INSIGHT DEPARTMENT</td>
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<td>8. DIRECTOR’S REPORT: COMMUNITY SERVICES DEPARTMENT</td>
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<tr>
<td>Report from the Director of Community Services dated 1 June 2018.</td>
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<td>Recommendation on Page 38.</td>
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<tr>
<td>9. DIRECTOR’S REPORT: PLANNING AND REGULATORY SERVICES DEPARTMENT</td>
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<td>Report from the Director of Planning and Regulatory Services dated 1 June 2018.</td>
<td></td>
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<tr>
<td>Recommendation on Page 40.</td>
<td></td>
</tr>
<tr>
<td>10. GENERAL BUSINESS</td>
<td></td>
</tr>
</tbody>
</table>
11. **PUBLIC EXCLUSION**

Resolutions as follows required:

THAT the public be excluded from the following parts of the proceedings of this meeting, namely:

12. **GENERAL BUSINESS**

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

<table>
<thead>
<tr>
<th>(A) GENERAL SUBJECT OF EACH MATTER TO BE CONSIDERED</th>
<th>(B) REASONS FOR PASSING THIS RESOLUTION IN RELATION TO EACH MATTER</th>
<th>(C) GROUND UNDER SECTION 48(1) FOR THE PASSING OF THIS RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Business</td>
<td>That the withholding of information is necessary to protect information subject to an obligation of confidence.</td>
<td>Section 7(2)(c)</td>
</tr>
</tbody>
</table>
Asset Management and Operations Department
Director’s Report

Roading

Maintenance and Renewal Programmes

These programmes are continuing. The Roading Team has now completed recruiting to fill the vacancies caused by staff retirements in 2017 and delays caused by staff shortages should be addressed in the coming months.

Paving of the next section of Fergusson Drive has begun. To address recent issues significant testing was carried out before the sealing began and a special design using ‘deep lift asphalt’ is being used for this year’s work.

The new Government Policy Statement on Roading has a reduced emphasis on Roads of National Significance and an increased emphasis on Local Roads, and in particular safety and mode choices. Particular benefits to Upper Hutt City Council are additional funding for footpath maintenance and repairs, and the freeing up of contractors currently engaged in major NZTA projects to carry out work on local roads.

New Footpath on Main Road North (Te Marua)

This work was due to commence in April, but the contractor changed the programme and advised that he was not available to begin until June.

LED Streetlights

The upgrade of the city to LED Streetlights should be complete by the time of this meeting.

Road Safety

This Car Seat Check on 5 May was extremely popular with around 200 seats checked in Porirua and Upper Hutt. 86.3% of car seats had installation errors. The mechanics from Belt Up Automotive, who gave their time freely, installed 14 anchor bolts for tether straps at the Upper Hutt clinic. Six expired seats were removed at the Upper Hutt event and 12 brand new seats donated. The expired seats were delivered to the Upper Hutt Community Corrections for recycling through the SeatSmart scheme. Wallaceville Playcentre will benefit financially from these seats. As they are a new car seat drop-off centre SeatSmart are donating $5
for the first 40 seats dropped off (The seats delivered to Community Corrections will be credited to the playcentre).

During the promotion of the Car Seat event the Teen Parent Unit in Upper Hutt was visited. During this visit we learned of a new mother who would benefit from a new car seat. Last week the unit was visited and one of the ‘Cheeks in Seats’ technicians spoke to all the girls about child seats, then a new seat was gifted to the new mother. The technician showed her how to fit and adjust the seat to her child and her car.

Drive to the conditions

This campaign will be promoted in the Upper Hutt Leader on 20 June. The ‘Safer Winter Driving’ kits are being made up by the prisoners at Rimutaka.
Parks and Reserves

Horticultural Activities

The winter bedding has now all been planted and is growing well.

With autumn almost at its end leaf fall has just about finished; however the contractors are now trying keep on top of removing the leaves from various garden areas and parks around the city. The recent storms have caused minor damage to the city’s trees with a few branches being blown out, but overall the trees have not suffered lasting damage.

A new contract document is being prepared to go out to tender for the Maintenance of the Parks and Reserves. The current contract finishes at the end of September and City Care do not wish to extend the contract at the current rates.

Planting plans to revitalise numerous garden beds throughout the city have been finalised and replanting will begin in June.

The new indoor plant contract which supplies decorative plants to the Administration Building has been prepared and will be advertised for tender this month, with an expected value of $35,500 over a 36 month period.

General

The contract for the Maintenance of Playgrounds has been extended for the first of a possible two 12 month extensions, depending upon contractor performance. The contract rates have remained the same and the contract value has been increased by $21,215.23 to cover the next 12 months.

The Cleaning of Public Toilets (Wal Gordon Plumbing Ltd) contract has also been extended by a first of two 12 month extensions. The contract rates have remained the same and the contract value has been increased by $106,000.00.

The contract for the Maintenance of Parks Furniture and Amenities was recently put out for tender and although four tenders were received, the submitted tender prices were well above the budgeted amounts. All tenders were subsequently rejected and the contract will now be retendered in six months’ time with a revised specification and schedule of rates. Negotiations are underway with the current contractor to extend the contract at the current rate for 6 months.

The general mowing contractor - Asplundh, has been struggling to meet expected standards over the contract term and they have advised that they do not wish to take up the option to extend the contract for a further term. A tender process has commenced for this contract and will be advertised shortly.

The overall number of tags around the city over the past two months has been extremity low. However, the amount of tagging has been slowly increasing over the last couple of weeks, but is still comparatively low. A significant amount of tagging occurred in the railway subway which was connected to other crimes that occurred the all on the same night around the city. This tagging was not in the form of a tagger name, but consisted of offensive symbols, slogans and phrases, so it was more likely to be a one off event.

The new play equipment for Upper Plateau Reserve has been installed. This includes a new spinner bowl, replacement swings, replacement edging and impact material. In conjunction with the new playground the old vehicle barrier along the front of the Reserve was replaced while the construction crew was on site.
New signage has been installed at the exit of Akatarawa Cemetery to reinforce the one way exit system. Since the relocation of the main entrance from Akatarawa Road to along Fairview Drive, there has been an increase in drivers entering the Cemetery via the one way exit only road as the visual connection to the main entrance has now been lost at that point.

A section of the vehicle barrier at Silverstream Amenity Reserve had been replaced as part of programmed asset works. The old barrier has been damaged on a number of occasions over the last few years and was getting hard to maintain in a good condition.

One of the walkway access points to Te Haukaretu Park (The Duck Pond) is to be closed due to safety concerns. The access point to the right of the old Maoribank Dairy will be closed in the next couple of days. There are two other access points off Fergusson Drive to this area. The walkway which is constructed down a steep bank has been slipping for a number of years and a recent engineers report suggested that eventually the pathway will fail and collapse creating a potential Health and Safety issue. Part of this access is also on private land and the cost to carry out remedial work would be costly.

The drainage at Awakairangi around the Upper Hutt Darts Club building has been improved. Clay fill imported to construct the platform for the building has never drained and has constantly caused ponding of water in that area. This ponding has intensified since the sealing of the cycleway along the top of the stop bank. Subsurface drainage has now been installed and the area is draining much better.

Three new seats have been purchased to replace the old seats at Silverstream Park as part of the asset replacement programme. These seats will be installed on new concrete pads over the next few weeks. The seats selected are made of recycled plastic. As well as being cheaper than our normal Parks seats, they do not need painting and will not rot or rust. Each of the seats recycles an estimated 16,000 plastic shopping bags.

Restorative planting is currently taking place in Grants Bush (Wallaceville subdivision) by Wallaceville Developments as part of the agreement to lift the covenant affecting the bush and Council is now maintaining the grassed areas surrounding the bush.

**Property**

Recently during a heavy rain event, there was a significant water leak at the Make Cents building which is part of the Cobb and Co complex. This building is serviced by three internal gutters and after inspection it was found that all three down pipes were blocked. One gutter was choked with a street banner and the other two gutters choked with leaf litter. All the gutters and downpipes have now been checked and cleared.

The new identity and security cards have now been rolled out and are in operation. New proximity and pin access readers are to be fitted to the two rear entrances at the Administration building and Main Library. This will mean that outside normal office hours, staff with alarm access to the buildings will be required to enter a pin number and tag to enter the buildings.

Site visits to Regional EOC complexes have been carried out to identify requirements for a facility to rehouse the Upper Hutt EOC base from its present location in the Administration Building.

The new Hutt Valley EOC coordinator was taken on a tour of Upper Hutt to familiarise herself with the layout of Upper Hutt and where some critical facilities and structures are located. Council staff also attended to obtain a better understanding of how an EOC should operate and to get a better idea of the new EOC requirements.
Refuse

At the time of writing this report figures from Al’s Litter bins and Low Cost bins were not available. However, tonnage figures from Waste management indicate that there has been a 10% reduction in the total tonnage of household refuse collected over the past month, a 6% reduction in kerbside recycling and the recycling station at Maidstone Park total tonnage reduced by 13%. The reduction in tonnage is a seasonal trend reflected throughout the region.

Three Waters

Water Consumption

Consumption graphs are attached (Attachment One).

Water Supply Resilience

April progress report from Wellington Water is attached for your information (Attachment Two).

Recommendation

THAT this report be received

Geoff Swainson
Director Asset Management and Operations
Upper Hutt City Weekly Water Consumption

Week ending

Megallitres

7 Jul '17 | 5 Aug '17 | 2 Aug '17 | 30 Jul '17 | 27 Sep '17 | 25 Oct '17 | 23 Nov '17 | 21 Dec '17 | 19 Jan '18 | 16 Feb '18 | 14 Mar '18 | 11 Apr '18 | 9 May '18

YTD

Last Year
**WATER SUPPLY RESILIENCE - PROGRESS REPORT**

### HOME SUPPLY (DAY 0-7)

- **We recommend 20 litres of safe water stored for every person, every day for at least 7 days.**

**TARGET WATER STORED AMONGST HOMES:**

- **65 million litres**

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**CURRENTLY STORED**

- **512 million litres**

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**BULK SUPPLY (LONG TERM)**

**Bell Road Reservoir replacement**
- Consultation with the community continues.
- Expert reports are being prepared for the application as easement under the Wellington Town Belt Act. We expect to lodge with the Wellington City Council in August 2018.
- Meanwhile the project is to take on a new name reflecting its cultural values: Moe-i-te-Ra, which means to “sleep in the sun.”
- This was provided through consultation with the Port Nicholson Settlement Trust.

**Omārōro Reservoir recommendation**
- Wellington City Council has voted to accept the recommendations of the Independent Commissioners to approve applications for a designation (NoR) and supporting resource consent application for the proposed Omārōro Reservoir.
- An appeal period is now allowing for any appeals to be lodged until early June. Subject to this process, the project will then need Council funding approval under its long-term plan. Consultation on the plan is expected mid-2018.

**Public gets a say on proposed Aotea Reservoir**
- A draft Notice of Requirement for the construction and operation of the new Aotea reservoir has been completed and is currently undergoing external review. We expect to lodge the NoR with Porirua City Council in June.
- Wellington Water will be requesting public notification to enable the public and all interested stakeholders to have their say.

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**COMMUNITY SUPPLY (DAY 8+)**

- **A range of 20,000 and 5,000 litre transportable bladders will be delivered in May.**

**People able to get 20L/day within 1km**

- **Level of Service - Baseline**
  - July: 7%
  - Aug: 7%
  - Sep: 7%
  - Oct: 7%
  - Nov: 7%
  - Dec: 7%
  - Jan: 7%
  - Feb: 7%
  - Mar: 7%
  - Apr: 7%
  - May: 10%
  - Jun: 10%

**COMMUNITY SUPPLY**

- **Work with the Wellington Region Emergency Management Office is helping raise knowledge about emergency water supply.**
- **All client councils have a role in helping grow the levels of household storage across Wellington. School fundraisers, raffles, and other competitions for 200 litre water tanks are one new way to get the messages across.**

**Community Emergency Hubs**
- **Work with the Wellington Region Emergency Management Office is helping raise knowledge about emergency water supply.**
- **We’re attending WREMO’s regular community evenings and hub activation days to promote and explain the difference between Day 0-7 and Day 8+.**

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**LAND BORES**

- **Exploratory bore investigations at Huntleigh Park and Grenside Reserve concluded in April. The nature of the fractured greywacke at the Korokoro site has meant investigations have taken a little longer than we expected. Huntleigh Park and Grenside Reserve have both been confirmed as viable. The Huntleigh bore will be capable of providing a steady 1.5 litres of water every second. Both sites will now go through a public notification process in May to confirm the location of the water station container.**
- **Construction work at the Tawa Fire Station, Postgate Park and Hanson Street bores began in April.**

**STREAMS**

- **Construction work is ongoing to prepare sites for the delivery of the water station containers. In addition to the Korokoro site in Hutt City, work at Williams Park (Days Bay) is nearing completion.**
- **Civil design and landowner approval processes are progressing to confirm three further stream sites – Takapu Stream, Paahapahau Stream and Takapuwahia Stream.**

**OPERATIONAL PLANNING**

- **Collating feedback on the operational plan from all councils and WREMO was completed in April. Individual councils have provided guidance on how the network needs to be integrated with their individual emergency operations centres. WREMO has included the national picture. Our draft plan will now be tested using a variety of scenarios in a combined workshop with all groups.**

**STRATEGIC COMMUNICATIONS**

- **The ‘coming soon’ signs have been installed at around half of the water station sites. We have attended a number of community hub activations providing the chance to communicate with the public about the water stations that will be in their area.**
- **We will host a number of small local media events at a site within each council boundary.**

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**PILOT TRIAL TREATMENT**

- **We’ve been using the Korokoro site as a base for testing the water treatment system in the water stations. It’s taken a bit longer than we thought it would, but has been very useful for identifying issues. The complex system involves processing the extracted water through a disposable filter, a carbon filter, micro-filter, ultraviolet treatment as well as chlorination.**

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**PROGRESS REPORT WATER SUPPLY RESILIENCE - COMMUNICATIONS**

- **Stream**
  - **Korokoro**
  - **Days Bay**
  - **Paahapahau**
  - **Takapuwahia**

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**BULK SUPPLY**

- **STORED WATER NOW! Our key information resource on the**
  - **Community Emergency Hubs**
  - **supply.**
- **Work with the Wellington Region Emergency Management across.**
- **All client councils have a role in helping grow the levels of household storage across Wellington. School fundraisers, raffles, and other competitions for 200 litre water tanks are one new way to get the messages across.**

**WATER STATION TAKING SHAPE**

- **The first water station container was delivered to site at Korokoro in mid-April. The Korokoro Community Water Station will be able to provide 43,000 Hutt City residents with around 26,000 litres of drinking water every day. A complex water treatment system is housed within each container. At the surface water sites the system is slightly larger than what is required at the groundwater bore sites.**
- **When operating, a 20,000 litre emergency water bladder will be filled with the treated water at each community water station. This bladder will be used to fill the vehicle bladders, and 5,000 litre bladders that will be used as community water distribution points. The first delivery of the bladders is expected in early May.**

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**Water station on-site at Korokoro**

- **A range of 20,000 and 5,000 litre transportable bladders will be delivered in May.**

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**PUBLIC GETS A SAY ON PROPOSED AOTEA RESERVOIR**

- A draft Notice of Requirement for the construction and operation of the new Aotea reservoir has been completed and is currently undergoing external review. We expect to lodge the NoR with Porirua City Council in June.
- Wellington Water will be requesting public notification to enable the public and all interested stakeholders to have their say.

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**RESERVOIR OPTIONS**

- **Proposed site for new reservoir in Aotea.**

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**OUR WATER, OUR FUTURE.**

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**April 2018**
City Marketing

EVENTS

- The Anzac Dawn Service and Parade took place on Wednesday 25 April with an estimated 2-3,000 people in attendance. We have had continued high attendance since the centenary service in 2014, which is a credit to our residents and our local RSA on the quality of our service and significance it holds for our community. Alan Ruka of the Upper Hutt RSA led the service, with performances by the Upper Hutt Brass Band and an a cappella performance by Upper Hutt local Jade Eru Bennett.

DESTINATION MARKETING

- **MORE FM School Holidays Family Fun Day Out**

  Ahead of the April school holidays, we collaborated with MORE FM Wellington and our local businesses to offer a family fun day out prize pack worth over $300 each day. Over one week listeners were encouraged to call the show when they heard the cue to call for their chance to win a School Holidays Prize pack. Each day the phone lines lit up with parents wanting to win the prize.

  Prize packs included a Family Swim and Slide Pass at H2O Xtream, a Family Pass for Aston Norwood Gardens, a Staglands Family Pass, a Family Pass for Monterey Cinemas Upper Hutt, and a $100 Jovan’s Kitchen voucher.

  The competition was promoted on the Polly and Grant Breakfast Show, the Days Show, via the MORE FM Wellington Facebook and website, and on the Weekend shows.

  It was a fantastic way to profile the different options available in Upper Hutt for parents to keep their kids entertained over the holidays,
and work with our business community to boost their own promotions. We have already received responses from supporting businesses to advise that over 50% of the vouchers provided have already been redeemed, which is a great success.

- **The Rock’s Brew Crew visits Brewtown**
  In collaboration with The Rock Wellington, My Upper Hutt sponsored a radio promotion in the month of April to win an epic beer tour of Brewtown. In total we received 84 promotional trailers, 10 promotional crossovers to the Rock Roadies for prize packs, three weeks of text competition with a custom response message, and three weeks of a web article on therock.net.nz linking to the My Upper Hutt web presence.

  Promotional trailers encouraged listeners to enter by texting the keyword **BREWTOWN** to 3520, a total of 278 entries were received throughout the campaign. Ten winners were chosen at the end of the three weeks and were invited to bring a friend on the ultimate brewery tour on Saturday 5 May.

  This promotion wouldn’t have been possible without the support of our local craft brewers, Kererū Brewing Co, Boneface Brewing Co, and Panhead Custom Ales. Each brewery provided tastings, and promotional merchandise for giveaways.

  We had 100% attendance to the tour, starting at Boneface with food, tour, and tastings; then moving on to tour and tastings at Kererū; finishing with food, tour, and tastings at Panhead.

- **Digital Advertising campaign promoting Upper Hutt**
  The cold, wet winter weather can impact heavily upon foot traffic and sales for the traditional bricks and mortar businesses. Council will be supporting our local retailers, cafés and restaurants by running a digital advertising campaign during the latter part of May and all of June. This will be supported with radio advertising.

  The two 30 second videos created for the “Discover Upper Hutt” campaign that ran in November, December and January at Monterey Cinema and on Facebook will be used for this promotion. Targeting will be to males and females over 20 years of age in the Wellington region, with sub region
targeting for Upper Hutt. This will be via Three Now, Bravo and Three Life. We will also pin the video/s to the Upper Hutt City Centre Facebook page, currently the retail version is pinned to the top of the page and this will be changed to the café and restaurant video in mid-June. The video can be viewed on the City Centre Facebook page: www.facebook.com/UpperHuttCityCentre/. Please feel free to share the videos via your own Facebook pages to help promote Upper Hutt.

Economic Development

Market View data
Retail spending in Upper Hutt City for the March- April months was up by 1.1% when compared to the same months in 2017. Transaction volumes increased by 2.6% over this same period, but the average transaction value decreased 1.5% to $39.89.

The areas outside of Upper Hutt’s CBD experienced an increase in spend of 3.9% while the City Centre saw its first drop in more than 2 years of -1.2% compared to the previous year.

<table>
<thead>
<tr>
<th>2.1 VALUE OF SPENDING at merchants based in Upper Hutt</th>
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<tbody>
<tr>
<td>March</td>
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<tr>
<td>--------</td>
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<tr>
<td>Food Retailing</td>
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<tr>
<td>Takeaways</td>
</tr>
<tr>
<td>Bars/Cafes/Restaurants</td>
</tr>
<tr>
<td>Fuel</td>
</tr>
<tr>
<td>Department Stores</td>
</tr>
<tr>
<td>Apparel</td>
</tr>
<tr>
<td>Hardware/Homeware</td>
</tr>
<tr>
<td>Furniture/Flooring</td>
</tr>
<tr>
<td>Appliances</td>
</tr>
<tr>
<td>Accommodation</td>
</tr>
<tr>
<td>Other Retail</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
</tr>
</tbody>
</table>

2.1.1 - PERCENTAGE CHANGE over the same time periods last year

<table>
<thead>
<tr>
<th></th>
<th>March</th>
<th>April</th>
<th>Apr Bi Monthly, 2018</th>
<th>Last 12 months</th>
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</thead>
<tbody>
<tr>
<td>Food Retailing</td>
<td>4.4%</td>
<td>-4.0%</td>
<td>0.3%</td>
<td>2.9%</td>
</tr>
<tr>
<td>Takeaways</td>
<td>9.9%</td>
<td>6.1%</td>
<td>8.0%</td>
<td>19.9%</td>
</tr>
<tr>
<td>Bars/Cafes/Restaurants</td>
<td>2.0%</td>
<td>-0.4%</td>
<td>0.8%</td>
<td>4.6%</td>
</tr>
<tr>
<td>Fuel</td>
<td>2.2%</td>
<td>0.0%</td>
<td>1.2%</td>
<td>1.7%</td>
</tr>
<tr>
<td>Department Stores</td>
<td>-2.9%</td>
<td>-13.6%</td>
<td>-8.5%</td>
<td>-7.1%</td>
</tr>
<tr>
<td>Apparel</td>
<td>-11.2%</td>
<td>-12.4%</td>
<td>-11.8%</td>
<td>4.0%</td>
</tr>
<tr>
<td>Hardware/Homeware</td>
<td>21.1%</td>
<td>7.5%</td>
<td>14.1%</td>
<td>12.5%</td>
</tr>
<tr>
<td>Furniture/Flooring</td>
<td>-12.4%</td>
<td>-7.9%</td>
<td>-10.5%</td>
<td>-12.4%</td>
</tr>
<tr>
<td>Appliances</td>
<td>22.2%</td>
<td>-5.6%</td>
<td>7.6%</td>
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</tr>
<tr>
<td>Accommodation</td>
<td>-14.4%</td>
<td>2.2%</td>
<td>-6.8%</td>
<td>5.2%</td>
</tr>
<tr>
<td>Other Retail</td>
<td>2.3%</td>
<td>0.9%</td>
<td>1.7%</td>
<td>4.1%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>4.1%</td>
<td>-2.0%</td>
<td>1.1%</td>
<td>3.7%</td>
</tr>
</tbody>
</table>

Hardware/Homeware retailers experienced the largest rise in spending across the two month period up 14.1% compared to the same period last year, while apparel had the greatest fall in spending experiencing an 11.8% drop when compared to the March – April period 2017.
For the March – April months, Upper Hutt’s main contributor to retail spending was food retailing outlets, accounting for 38.1% of all retail spending.

Upper Hutt City attracted $14.5m from non-locals in the current bi monthly period. Upper Hutt City merchant’s primary source of non-local spending is from Lower Hutt cardholders. The primary destination for Upper Hutt card holders to spend outside of the city in the same period is also Lower Hutt to the value of $15.7m.

<table>
<thead>
<tr>
<th>Origin of Customer</th>
<th>March</th>
<th>April</th>
<th>Apr Bi Monthly, 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Upper Hutt</td>
<td>78.0%</td>
<td>77.6%</td>
<td>77.6%</td>
</tr>
<tr>
<td>Wellington City</td>
<td>3.3%</td>
<td>3.2%</td>
<td>3.2%</td>
</tr>
<tr>
<td>Lower Hutt City</td>
<td>9.8%</td>
<td>9.9%</td>
<td>9.8%</td>
</tr>
<tr>
<td>Porirua City</td>
<td>1.2%</td>
<td>1.6%</td>
<td>1.4%</td>
</tr>
<tr>
<td>South Wairarapa District</td>
<td>1.3%</td>
<td>1.6%</td>
<td>1.4%</td>
</tr>
<tr>
<td>LOCAL REGION</td>
<td>93.6%</td>
<td>93.8%</td>
<td>93.7%</td>
</tr>
<tr>
<td>Rest of New Zealand</td>
<td>5.4%</td>
<td>5.5%</td>
<td>5.5%</td>
</tr>
<tr>
<td>International</td>
<td>0.9%</td>
<td>0.6%</td>
<td>0.8%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>100%</td>
<td>100.0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

3.3 Destination of SPENDING by local population - Apr Bi Monthly, 2018

- **CBD update**
  This month we farewell Sam Glover with her POP-UP store FIX. Fix had been located in our Main Street for the last 6 months as a trial to complement her existing store that is well established in Petone. We thank Sam for the contribution she has made to the CBD and remind locals that for these sorts of stores to survive, locals have to support them and shop locally.

  Council’s Economic Development Manager has been involved in a number of discussions in recent weeks with two prospective new retailers to the city. These retailers are both independent and will continue to help our Main Street with destination retail and providing a point of difference in our offering.
We welcome Lyn’s Lingerie this month to Geange Street, opened next to Wheeler’s Shoe Store. Lyn’s Lingerie has relocated from Naenae to Upper Hutt after more than 40 years trading in Naenae. Lyn’s Lingerie is another example of destination retail that is helping establish Upper Hutt with a reputation of high end independent retail. Lyn’s Lingerie specialises in helping women recovering from breast surgery with prosthetic fittings, including swim prosthetics. The response to the City Centre Facebook post announcing the opening of Lyn’s Lingerie has been strong with 59 shares, 58 comments and 451 likes. A total reach of 10,349 people.

It is also worth noting the shift we have seen in vacancy rates on Geange Street over the last 18 months when there was considerable availability on the stretch of retail. We currently have only two available sites now suitable for retail lease.

Mall management have reported that they are working on a number of different opportunities in and around the property they manage in our city centre, and while nothing is confirmed there are a number of positive developments they are bringing together.

Laughalots, the new children’s recreational retail activity confirmed for the CBD, has reported there is a delay in their proposed scheduled opening and that this has been pushed back to later in the year, primarily due to the extent of the seismic strengthening work that needs to be carried out at the proposed site.

**Mayoral and Councillor business tour**

Council’s Economic Development Manager at the beginning of May carried out a business tour for the Mayor and Councillors across Upper Hutt designed to profile the growth and activity happening in and around our business sector. The tour included visits to the recently expanded Dzine Signs in Alexander Road, RIP Global based in the NZCIS in Heretaunga as well as Upper Hutt’s growing craft beer cluster Brewtown.

Dzine Signs has recently relocated to the Alexander Road Business Park into a brand new facility that has more than tripled their footprint; the visit here was designed to showcase the leading first class facility that is arguably the best signwriting manufacturing facility across the country. The move into these new premises has enabled growth and the capacity to take on projects that wouldn’t have been possible in the previous location. The new premise will also create numerous additional employment opportunities.
• **Park Street Upper Hutt**

There has been some significant activity in Park Street over recent months with new construction and buildings on the market. Tranzurban are currently working on their new bus build depot in Upper Hutt and hope to have construction completed by mid-June, adding to their numerous satellite depots being set up in and around the Wellington region.

And after more 40 years Leda Plastic Extrusions is relocating their business from Park Street where it has sat at the bottom of King Charles Drive to the Alexander Road Business Park. This relocation beside the recently relocated Dzine Signs will help build the profile of this area as a good place to establish business. This building is currently being marketed by Colliers.
Also in early July the ground will be broken for the new build of the Rimutaka Fire Station on Park Street. This new build will take place in between the Zip and the car groomers on Park Street.

RETAIL AND BUSINESS LIAISON

- **Retail NZ**
  The Retail New Zealand Business Development Manager, Lorraine Rouse recently visited Upper Hutt and was taken on a tour of city centre retailers. This follows on from the recent visit by Partner Nigel Pounds, Relationship Manager with Retail NZ.

- **Vibrant Hutt**
  In the June/July edition of Vibrant Hutt the display panel advertisement will promote 5 new businesses and include a map with the location of the new businesses and the Pop Up Library. Shoppers are also encouraged to BYOB, Bring Their Own Bag, when shopping in Upper Hutt. The editorial will promote a number of new businesses: Beauty for Ashes, Gilded, Lyn’s Lingerie and The Art Room.

- **Upper Hutt Creative Collective**
  For a number of months the Retail and Business Liaison Officer has been contacted by several creative individuals and groups seeking an outlet in Upper Hutt for the sale of their goods. A database of interested parties was created and on Tuesday 15 May an enthusiastic group of 24 people attended a meeting/workshop to discuss possibilities for the creation of an arts and crafts shared retail outlet and co working space in Upper Hutt. Information on the Creative Communities Funding was provided to the group along with information on the Crowd Funding workshop. From the meeting the group came up with several ideas and options which they will explore further prior to making any decisions. Three locals, Dominique Schreyer-Snyman, Joy McDonald and Natalie Scisson volunteered to drive the exploration of these ideas and have since formed Upper Hutt Creative Collective.
BUSINESS MOVEMENTS

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>TOTAL</th>
<th>NAME OF BUSINESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>City centre – welcome</td>
<td>2</td>
<td>Lyn’s Lingerie</td>
</tr>
<tr>
<td></td>
<td></td>
<td>BCLO – Art and Design</td>
</tr>
<tr>
<td>Moved</td>
<td>1</td>
<td>Queens Street Pharmacy</td>
</tr>
<tr>
<td>Closed</td>
<td>1</td>
<td>Fix</td>
</tr>
</tbody>
</table>

Brand Development

MEDIA OUTPUTS

From 20 April – 31 May we’ve sent out five media releases. Given the changes associated with an increasingly digital and dynamic environment we’re reviewing our media approach.

We’re continuing to support minor news items through our website news and Facebook sharing. We’ve also continued to support our regional partners’ news where it directly affects our residents by sharing their media releases on our website and social media. We’ve had several enquiries from the media, and our responses to which have been integrated into their stories.

To view all media releases and news items released by Council, visit www.upperhuttcity.com/news

WEBSITES

![Website Visitors Graph](image-url)
The preceding chart shows the number of ‘Users’ visiting our websites over the last 12 month period.

Over time we expect visitation to either remain constant, or to grow steadily, dependant on current hot topics such as marketing campaigns and promotions, events (including weather and other emergencies), and changes or interruptions to core services and/or government legislation.

Of note this period:

**Consultation**
The significant increase in visits can be attributed to the Long Term Plan 2018-2028 consultation (open from 23 March to 27 April). Other items under consultation during this period received significantly less to almost no interest. Those items being:

- Paper Road: No1 Line Silverstream—road stopping; (open Wed 8 April to Mon 28 May)
- Plan Change 42-Mangaroa/Pinehaven Flood Hazard Extents (appeal period closed Thu 24 May)
- Plan Change 44-Temporary Events (appeal period closes 8 June)

**Council**
March website activity included Library updates on 2nd and 23rd, March Madness and the Young Achiever Awards. We also experienced high numbers of visits to our vacancies page.

April website promotions included Anzac Day and the Long Term Plan 2018-2028. Lower visitor numbers were also seen across information related to homes, property, and planning – including Xplorer. Visits to building consents information, forms and numbers were almost halved in comparison to March.

**SOCIAL MEDIA**

The above graph shows the engagement rate of each page over time. Our target is 10% for Upper Hutt City Council, 8% for Upper Hutt’s City Centre, and 7% for My Upper Hutt. We are achieving and exceeding these targets across the board except a slight dip for Upper Hutt City Council.
The above graph shows the total page likes of each page over time. We have a yearly growth target for all pages; City Council is 5%, City Centre is 2% and My Upper Hutt is 3%. As you can see all pages are trending up, which indicates continued relevance to our audience. Since 31 May 2017 our page likes have grown 48.5% for the Upper Hutt City Council (4,872 total), 42.82% for the Upper Hutt City Centre page (2,428 total) and 16.46% for My Upper Hutt page (1,966 total).

The above graph shows the total page reach of each page over time, meaning the number of unique Facebook users reached. Our target is an average of 2,000 reached per post, which we are achieving on all pages, we are better aligning our content in terms of what is relevant and information our users engage with due to our newly developed Social Media Guidelines. In recent months we have had a few peaks and troughs as seen on the graphs, particularly given the popularity of giveaway posts and new business openings, more informative information seems to be of interest, but certainly not as high as exciting events, video material or giveaway opportunities.
Sustainability and waste minimisation

- The ‘Waste-free Parenting’ course was held on 16 May at HAPAI and was well-attended. Kate Meads delivered another engaging, fun and inspiring workshop.

- Officers have met with Forest and Bird, DoC and GW to brainstorm ways to support Upper Hutt communities become ‘predator-free’.

- Officers are assessing the Zero Waste and Community Environment funding applications. The Committee will be presented with a list of approved applications at its next meeting.

Recommendation

THAT Council receive this report

Steve Taylor
Director, Business Transformation and Insight
Director’s Report
Community Services Department

Community Development

Youth Employment

A new 12 month Youth Employment programme is underway and is being delivered by the Community Development team.

The Keeping it R.E.A.L programme (representing Realistic Employment Aspirations Locally) is a collaborative project with Work and Income and will also involve a number of local stakeholders, including businesses and community groups. Already, community groups and employers have indicated their support for the programme. The aim of the programme is to move young people (aged between 18 and 24) into employment or further education.

Young people receiving a benefit from Work and Income were initially involved in several co-design sessions where they identified what would be useful for them and the programme reflects this. Focussing on the seven employability skills of positive attitude, communication, team work, self-management, willingness to learn, thinking skills and resilience, the programme will also offer work experience and training.

Hutt Science: Growing Future Scientists

Hutt Science is an exciting initiative to help engage and enthuse young people about science and technology and in doing so make a positive difference to educational outcomes and career opportunities. Upper Hutt City Council provided seed funding for the programme to be launched in Upper Hutt last term and all primary and intermediate schools in Upper Hutt are actively involved in delivering Hutt Science to their students.

In May, the partnership between Hutt Science and Upper Hutt City Council saw the STEMM festival brought to Upper Hutt, giving children (and their families) the opportunity to experience aspects of Science, Technology, Engineering, Mathematics and Manufacturing in a fun and hands on way.

Two hands on science ‘taster’ workshops, one for school aged children and another for pre-schoolers, were delivered at the Hapai Hall during the week commencing May 21. On Saturday May 26 more than 350 children and adults turned up to the Science Discovery Day at the Hapai Hall and took advantage of the opportunity to get hands-on (and a little messy) with activities, experiments and equipment.

This gave the opportunity for children and their families to experience for themselves many of the activities now taught in Upper Hutt schools. Science kits, which local schools use, were brought out. Parents responded very positively to the free event and the impact the science kits were having on their children at school.
Creative Communities Art Funding

Seventeen applicants successfully received funding for their art projects in May from the first round of Creative Communities funding for 2018. A total of $43,643.95 was requested with $17,600 available to distribute.

The next round for funding opens on the 13 August 2018. Below are photographs of Tessa Williams’ launch of her stunning Papatuanuku Series. This exhibition was supported by this round of funding and it celebrates the connection between Papatuanuku (the earth mother) and wahine hapu (pregnant women). This series is on display at Expressions Whirinaki Arts and Entertainment Centre until the June 28.

UHCC Community Grants

The Community Grants fund scheme is open for applications from the 1 June to the 31 July 2018. The purpose of the scheme is to financially support local community groups and organisations to in turn support Upper Hutt in being a well-connected, healthier, stronger and resilient community. Funding is available for a number of costs including operational expenses and project/programme based costs.

Workshop: Connecting with Schools (Joint: Activation/Community Development Project)

As part of building capacity and capability within community groups, Activation and Community Development have been surveying groups to find out what training would be helpful. One clearly identified need was for help with attracting younger members to local clubs and Activation and Community Development worked together to organise the “Connecting with Schools” workshop. A facilitated evening session was held at the local Upper Hutt Bowling Club with twelve local organisations attending. Participants shared their experiences and ideas in this ‘hands on’ and solution focused workshop.
Community Development supported young women at Upper Hutt College by facilitating a two day pilot workshop aimed at healthy relationships and wellbeing and supporting a strong, healthy, resilient community. This came about following an identified need at the school. Students who would benefit from the workshop were identified by the school’s guidance counsellor.

Students participated in a focus group with Community Development’s Youth Development student and a community development advisor, to gauge their interest and find out what they needed support with. This approach allowed young people to be included in the co-design of the programme and supports best practice under the Aotearoa/New Zealand Code of Ethics for people working with youth.

A key to the success of the workshop was the engagement of agencies working with young people, including VIBE, Upper Hutt Community Youth Trust, Kokiri Marae and the Naenae Boxing Academy. The agencies delivered sessions on healthy relationships, connecting young women to mentors in the community, wellbeing and nutrition, and confidence and empowerment building.

The workshop was well received by the young women and the comments were very positive. When asked to name the three things they learned at the workshop, they were almost unanimous in saying, nutrition, healthy relationships and exercise.

Community Development is currently evaluating the project and determining future possibilities.

Loves Me Not

*Loves Me Not* is a workshop designed to prevent abusive behaviour in relationships. It is based on a student inquiry learning process, where students take action (personal action, effective bystander action and community action) to prevent harm from relationship abuse.

Year 12 students are identified as the appropriate age group to take part in this workshop and the one day programme is delivered annually at Heretaunga College.

Community Development advisors this year, were once again involved in delivering and facilitating the programme alongside Police, local youth agencies and Heretaunga College staff.
Community Development in partnership with Upper Hutt Community Youth Trust, VIBE and Community Action Youth and Drugs (CAYAD) delivered the third annual Upper Hutt Hackathon, dedicated to supporting local youth wellbeing projects. Two Community Development Advisors were again part of the team responsible for planning, co-facilitating, and ensuring optimal results from the weekend. Three projects at the seed stage level of development were chosen from a pool of projects submitted by the local community.

The Hackathon began on a Friday evening and was followed by two working bee days on Saturday and Sunday. Hackathon is an opportunity for the project holders to accelerate their projects and complete tasks which might otherwise take some time. Project work includes applications for funding, project planning, social media development, marketing and business planning.

Hackathon is an intensive process where the three projects are progressed over a weekend and is open to anyone in the community who wishes to participate and wants to make a difference for local youth. This is a free event which brings people together to work on projects which aim to improve youth wellbeing in Upper Hutt.

The 2018 projects:

Capital Training/H2O Café – An opportunity to give young people in Upper Hutt the chance to develop their skills and gain experience working in a cafe setting.

Impact Upper Hutt – A group of young people who want to positively serve the local community by organising events for young people.

Young Men’s Wellbeing Programme – Play.Sport – An opportunity to develop a wellbeing programme for young men in the community.
Adult programmes and events

Bridging the Attitude Gap workshop, 18 April 2018

The Library welcomed staff from the Tertiary Education Commission (TEC) to deliver a collaborative workshop on youth employment, with a focus on the barriers and challenges that young people face when first entering the workforce. Engaging 25 participants from local service providers and agencies, the workshop discussed findings from the Attitude Gap Challenge Report, which uncovered a crucial difference in young people’s and employers’ understanding of work readiness. Workshop participants shared their experiences and discussed local challenges affecting youth employment, looking at future collaboration to tackle specific issues.

125th anniversary of Women’s Suffrage

A working group has been established to organise a key event or a series of events to celebrate the 125th anniversary of Women’s Suffrage in New Zealand. Ideas are being discussed and staff will work together with members of the Upper Hutt community, to recognise and celebrate this anniversary.

Pop-Up Library, 26 April

The Pop-Up Library opened to the public on Thursday 26 April. The Pop-Up Library currently holds around 30% of the Upper Hutt Library collection; however customers can still request books from the Central Library through the website at no cost. Over the past couple of weeks customer visits have increased and positive feedback has been received about the library services and warm, inviting space. Since 1 May 2018, the Pop-Up Library has seen 7,529 visitors, and there have been 550 logins on the new APNK Chromebooks.
Spark JUMP

Upper Hutt City Libraries was invited to partner with 20/20 Trust to deliver Spark JUMP. This is subsidised wireless prepay broadband internet available to eligible families with school aged children who have no internet access in their home. 20/20 Trust refers eligible families to the Library and also takes registrations provided the criteria are met. Eligible families will be provided with a modem (and 30 GB data), join a Stepping Up class specifically about setting up a modem and provided with follow up assistance if required.

Spark JUMP and 20/20 Trust want to ensure digital inclusivity for all. This is accomplished through educating children and providing them with the skills necessary to be better equipped in school, future employment and also supports Whanau/Family to bridge the digital gap.

Children’s Programmes and Events

Into the Woods holiday programme, 16 – 27 April 2018

The Into the Woods holiday programme was a great success with over 200 in attendance across the six events. The first event was at Pinehaven Library and was the most popular event. As it was an overcast morning the event was held inside the library with 80 people and their teddies listening to some bear themed stories. The Bear Grylls Survival Course was also a popular event with nearly 50 attendees who learned about edible plants, fungi and how to make a compass from scratch. The children also had great fun designing and creating their own rafts and playing a game of midnight to get everyone up and moving. Feedback received was positive, and a Cubs and Scouts group asked for copies of resources that they could then utilise for their members.

Celebrating NZ Music Month, 5-31 May 2018

The Library focussed this year on encouraging children to explore different kinds of music and instruments with two hands-on music activities; a percussion workshop on 5 May and a string instruments meet and greet event including a violin-making craft activity. The workshops engaged a total of 16 participants, with the attending children being particularly enthusiastic about having the opportunity to try out different instruments, ranging from drums and maracas (wooden shakers from South America) to the violin and ukulele.

A music-themed quiz held on the 31 May and hosted by His Worship the Mayor as quiz master concluded the Library’s celebrations for NZ Music Month.

Book Night 2018: Stories and Stars, 22 May 2018

Organised by the Book Discussion Scheme, Book Night is an annual event encouraging New Zealanders to enjoy time reading a book in the evening. The Library hosted a special evening story time, inviting families to share time listening to stories and reading together. 14 participants enjoyed the welcoming atmosphere with hot chocolate and fairy lights, and several families stayed on after the event reading together or picking out more stories to continue their Book Night at home.

Heritage

New Pop-Up Heritage Space

A new pop-up heritage space has opened on the 6th floor of the CBD Towers. It will be available for the public to use for heritage and genealogical research and will house the microfiche reader, heritage scanner, electoral rolls, and a selection of local history reference materials. It will also be available as a reading room for people to view items retrieved from the archival storeroom.
Upper Hutt Military History Book

June will see the publication of an important new local heritage book, *Trentham Camp and Upper Hutt’s Untold Military History*, by Howard Weddell. This book is set to become the standard reference work on the Upper Hutt district’s long association with military activity, from conflict between Maori in the 1820s, through to the establishment of Trentham Camp and other bases during the First and Second World Wars, up to the present. The Library’s Heritage Collections team was closely involved in assisting with the research for the book and provided a large number of the images used to illustrate it. The Library is very pleased to see the archival resources being put to such valuable use. *Trentham Camp and Upper Hutt’s Untold Military History* will be formally launched by Mayor Wayne Guppy at Expressions in June.

Heritage display in Pop-Up Library

The Heritage team has set up a temporary Heritage Wall display in the new Pop-Up Library. The first exhibition revisits the Library’s past with a display of images illustrating the different locations the Library has occupied since it was first established in 1952. This exhibition will run until July.

Statistics

![Statistics chart]

- **Digital Engagement**
  - Total digital engagement: 120,468
  - April 17: 97,221
  - April 18: 101,233
  - FYTD 2017/18: 120,468

- **Physical Engagement**
  - Total visitor numbers to central mobile, Pinehaven:
    - April 17: 20,985
    - April 18: 5,753
    - FYTD 2017/18: 182,383

- **Community**
  - Of programme participants found library satisfactory or above: 14

- **Recollections**
  - Views: 25698, 43156 (68%)

- **Databases**
  - Views: 51176, 40817 (-20%)

- **Social Media Engagement**
  - Views: 4760, 7970 (67%)

- **PC Zones Sessions**
  - Views: 3728, 471 (-87%)

- **WiFi Log-ins**
  - Views: 2628, 250 (-90%)

- **Children’s Programmes**
  - Attendances: 14

- **Attendance**
  - Central: 328

- **Pinehaven Programmes**
  - Attendances: 20

- **New Members**
  - Attended the library: 162

*Literacy with digital engagement with library – Target: minimum of 300,000 digital connections

*Visits to Library facilities – Target: minimum 350,000 per financial year

* Satisfaction with the quality of library programmes delivered – Target: 95% of respondents are satisfied or very satisfied
Recreation Services

H2O Xtream

<table>
<thead>
<tr>
<th>Month</th>
<th>17/18 Net Month Actual</th>
<th>16/17 Net Month Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>March</td>
<td>15,645</td>
<td>16,295</td>
</tr>
<tr>
<td>April</td>
<td>18,660</td>
<td>20,931</td>
</tr>
</tbody>
</table>

**H2O Xtream attendance**

The numbers for April 2018 were 2,271 down on the attendance figure from April 2017. The manner in which attendance is being compiled has changed. The Learn to Swim total numbers for the term have previously been placed in one month, they have now been spread out over the term and included when the customers visit the facility for their Learn to Swim lessons.

**Closure**

Maycroft is to project manage the H2O Xtream closure starting on July 23 and going through to 16 September 2018. There are a number of complicated works projects happening during the 2018 closure which need to have site project management to ensure all the works are done on time and to standard.

**Main works:**

- Corrosion damage to the steel structures in the building will be sandblasted and a new coat of paint applied. The slide stairs are also included in this work.
- The sealant in the pool has started to deteriorate so this will be removed and replaced.
- Seismic restraints of the air ducting will take place along with the removal of the extract ducting above the spa pool. All other ducting above the pool will have secondary restraints applied.
- The changing rooms will be receiving a make-over.
- All main duty pumps will be fitted with speed drives to save power.
- The DE coating system will be moved into a secure room removing all risk of dust exposure to people in the plant and manual handling of 20kg bags.

Due to the pool being closed for eight weeks Hutt City have been approached to assist with providing some hydro classes, lane space for the squad and swimming for Upper Hutt residents. Hutt City has been very helpful and is looking to provide a special closure price for Upper Hutt residents to utilise their facilities and access their aquatic programmes.

**Wavebreakers**

<table>
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<th>Number registered T2 2017</th>
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<td>478</td>
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<td>91</td>
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<td>Holiday program</td>
<td>9</td>
<td>0.36</td>
<td>17</td>
<td>0.54839</td>
</tr>
</tbody>
</table>

There has been an increase in all the swimming levels except the squad. The removal of under booked classes is increasing occupancy and not impacting on overall numbers.

The biggest issue that Wavebreakers currently has is finding appropriately qualified swim teachers.
Holiday Programme April

There has been a greater focus on providing additional resources and support for the Holiday programme. This additional focus has seen a 30% increase in numbers this April compared to last year. There is ongoing work being done on the programme outline and activities.

April 2017: 554  
April 2018: 723

Activation

Activation has been doing a lot of planning for the upcoming summer events and continues to deliver and support local schools, sports clubs and community events.

Upcoming: new events for June – Month of Mud

Play

Upper Hutt City Council through Activation are still actively engaging with Sport New Zealand on the subject of Play in Upper Hutt. Ellie Davidson, Team Leader Activation, is still leading the way in New Zealand with her work in this area and is on contract to Sport NZ to provide workshops in Auckland and Upper Hutt for the activators and school teachers.

Sport New Zealand are keen to continue the working partnership with Council in the Play.Sport role. Sport NZ has extended the contract to continue this programme in Upper Hutt and also to increase the access to play for the Upper Hutt community.
The month of April saw a high level of engagement and reach on posts. One very popular post was a link to the H2O Xtream survey to evaluate marketing efforts. This post reached over 4,000 people. Another popular post was about the upcoming lifeguard course which reached over 4,300 people.

**Activation Facebook page**

The month of April saw the continuation of posting interesting content to continue high levels of engagement. One successful post was an article about the importance of play. This post reached over 1,000 people. Another successful post was a news article/video about a mud event in Australia asking if something similar would be well received in Upper Hutt. This post reached over 2,000 people.
**Activation Instagram**

The month of April saw the continued growth of the Activation Instagram account. This is occurring through the sharing of events, workshops, motivational information and showcasing local sport providers.

![Graph showing total followers over time]({"type"="image"})

**Expressions**

**Management**

The team visited Pukeariki Gallery to look at the Permian Monsters exhibition which is coming to Upper Hutt in September 2018. This was a great opportunity to not only see the exhibition but also visit several institutions on the way. This resulted in many new ideas and thoughts regarding the exhibition which is the Centre’s Blockbuster for 2018. An application has been sent to the Upper Hutt Cossie Club for support for the Permian Monsters exhibition. The Trust has also received support from GNS Science for the Permian Monsters exhibition.

Expressions Whirinaki took part in the Museums Aotearoa survey over March and received over 100 surveys. The results will be processed as part of the national survey as well as provide local feedback. The Director and Curator also attended the Museums Aotearoa 2018 Conference in Christchurch which had a strong theme on the role of Museums and Galleries in developing social awareness in and around community issues, raising social consciousness and impacting community wellbeing.

The Director took part in the judging of the 2018 Youth Awards, in line with the support of the Expressions Whirinaki Art Awards, which has taken the place of the annual arts awards previously offered by the Centre. This is working very well and the Trust is thrilled to have an increase in the number of entries. The awards ceremony takes place at Expressions Whirinaki on 6 June.

**Health and Safety**

The Quarterly Health and Safety meeting with The Trustees representative took place in April with no incidences to report.

**Extension Update**

In conjunction with the fundraising campaign for the Expressions extension the Expressions Arts and Entertainment Trust held a *Diamonds and Ice Charity Auction Dinner* on April 28 at Expressions Whirinaki. The Trust was grateful to Michael Hill Jewellers in Upper Hutt for the gifting of a diamond; this and many vouchers and items were auctioned off on the night with 55 different local companies, providers and businesses supplying prizes. The amount raised was just over $20,000 and with 190 seats sold it was a very successful night. Feedback after the night was very positive and did much to raise the awareness and community support of the extension. An application has also been lodged with The Lion Foundation for the extension.
Pumpkin Cottage

As per the Statement of Intent over the past month the Pumpkin Cottage Collection has had a full condition report completed on each art work. This is undertaken every five years by an externally qualified contractor where each work is closely examined to check for any deterioration and any work required is noted.

Gallery Programme:

Opening in May was Flying High, an exhibition about local photographer Lloyd Homer. Selected from the collection of GNS Science of over 10,000 photographs, often taken in extreme conditions, this exhibition celebrates the work of Lloyd Homer and the majestic landscape of Aotearoa. Captured on film, the exhibition showcases nearly 40 years of natural disasters and scientific phenomena. Over 100 people supported the opening afternoon tea and talk by author Simon Nathan and since then over three different talks have been held with various support groups. This exhibition is an important exhibition for the Centre as it showcases a local artist and has drawn great feedback from our local community.

Balls, Bullets and Boots – from rugby field to battlefield opened on Anzac Day. The exhibition is an engaging, interactive multimedia experience that looks at the legacy of the First World War, as viewed through the eyes of XV New Zealand rugby players: those who served and those who stayed behind, those who came back and those who did not return. This exhibition explores the impact that the harsh reality of war had on colonial sportsmen (and their loved ones) as they were transplanted from the rugby fields of home overseas to fight for the ‘mother country’. Developed and toured by The New Zealand Rugby Museum, Balls, Bullets and Boots takes you through a rugby changing room, down into the trenches and more, while viewing a selection of historic objects, memorabilia, multimedia dramatizations and interactive exhibits. Visitors enter the intimate, self-contained c.120m² gallery space through the ‘Home Ground’ Entrance – a stylised 1914 rugby changing room. Here they meet their on-screen guide for the exhibition, Anton Oliver, and the XV players and a coach whose life stories feature throughout. An immersive graphics-backed space, specially-created short films written by Ian Mune, and vintage soundtracks and archival material take the visitor on a journey from the rugby field to the battlefield and back again. This exhibition fulfils our objective to present a historical exhibition yearly and has obvious links with Trentham Military Camp, as well as rugby. An opening held on ANZAC Day was well supported from the community with many new people visiting for the first time.

Also in the Rotary Community Gallery is a small exhibition from a local artist as part of the Wellington Region Matariki Festival. Local Portrait Photographer Tessa Williams celebrates the connection between wahine
hapū (pregnant women) and Papatūānuku (our earth mother), embracing the notion that we should nurture our women and land like they nurture us. The Papatūānuku Series is a series of 13 hapū (pregnant) Māori māmā (mums) captured as if they are one with the land, yet still being independent. An opening event was held with over 100 people attending.

A full report for the Secrets of Mona Lisa has been sent to all the funders of the exhibition: Wellington Regional Amenities Fund, The New Zealand Festival, The New Zealand France Friendship Fund, Hello World Upper Hutt, The Lion Foundation, Forsyth Barr, Upper Hutt Cosmopolitan Club and Upper Hutt City Council Business Development Department. 1,235 people entered the Win a Trip to Paris competition. This has provided valuable insight into visitors, regarding where visitors are from and how they heard about the exhibition. Using these details The Trust is able to report that over 60% of the visitors came from outside of Upper Hutt, and there was also an increase of visitation (57%) from the same period in the previous year. The following graph outlines how people heard about the exhibition which strongly reinforces the role of newspaper print and word of mouth.

The Gillies Group Theatre and Professional Recreation Hall
It has been a busy time in The Gillies Group Theatre and Professional Recreation Hall with a theatre performance of Olive Copper Bottom receiving a great audience and with Dance Competition Society over Easter weekend. Trick of the Light Theatre presented Troll during the school holidays, a theatre show aimed at tweens (aged 11 years and over). The Behn Quartet, from Australia, performed as part of the classical Expressions 2018 programme and was well received with an audience of 90. On the 21-22 April the National Scale Model Show was held in the centre and on 5 and 6 May the annual Rotary Book fair was held in the Professional Recreation Hall. A highlight of the month was Blood Brothers presented by Upper Hutt Musical theatre. Blood Brothers is a haunting rags to riches tragedy of our times. This was a 10 show season with over 900 tickets sold and a very large cast.
Recommendation

THAT the report be received.

Mike Ryan
Director Community Services
Planning and Regulatory Services Department
Director’s Report

Compliance Services

Abandoned vehicles
Fourteen inspections were carried out during April, with one vehicle requiring removal from the public roadway.

Dogs
There were 6 reported dog attacks during April. Five infringements were issued in the period. At 49, the number of barking complaints was within the normal range of activity. The total number of general complaints was 59 during April. This reflects a continuing emphasis in following up on unregistered dogs.

Four dogs were impounded during April. The number of nights boarded with Hutt City totalled 40 during the month.

The SPCA led initiative Snip n Chip which subsidises the neutering and microchipping of dogs (and cats) across Wellington City, Hutt City and Upper Hutt is now underway and is scheduled to continue during June and July.

Environmental Health
Noise complaints during April were particularly low at 36. Likewise, Excessive Noise Direction Notices were significantly down at 7, compared to 18 during April last year.

Fourteen liquor licence applications were received in the period, most commonly for renewal of manager’s certificates 6).

Parking
Numbers of parking infringements issued in April stood at 546, and included a relatively high number (67) of infringements for no WOF. Officers are currently in discussion with ccs Disability Action to set up the trial of our involvement with the access aware disability parking app tool.

Building Services

Sixty five building consents were received during April. In comparison to the same point in the year to date last year, numbers of consents received are up by 19%, numbers of new dwellings are up by 55% and the total value of all building work is 88% ahead. The value of new dwellings is 59% ahead of last year for the year to date.

Building consent processing met statutory timeframes in 100% of cases for the fourth consecutive month during April, and stands at 99% for the year to date. Average processing days for applications less than $500,000 stood at 14 working days during April, and compares with an average processing timeframe of 17 days for April last year. On a year to date comparison, average processing times are the same as last
year at 16 days. The percentage of consents being dealt with within 13 days remains fairly volatile, having dropped from 82% in March to 45% during April. However, performance has improved very markedly during this calendar year, which is attributable to the additional staff member recruited to the team to process building consents. There were 4 applications received for building work with a value greater than $500,000 during April, all of which were dealt with within statutory timeframes at an average of 12 processing days.

**LIMs**

Twenty nine LIMs applications were received in April, and 34 LIMs issued. Across the last two months 100% have been dealt with within statutory timeframes. Timeliness has improved significantly and consistently since the beginning of December.

**Recommendation**

**THAT the report be received.**

Richard Harbord  
**Director of Planning and Regulatory Services**
### Abandoned Vehicles

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<thead>
<tr>
<th>Activity: Abandoned Vehicles</th>
<th>Apr</th>
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<th>Jul</th>
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<th>Sept</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
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<th>Apr</th>
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### Dogs

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<th>Aug</th>
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<th>Oct</th>
<th>Nov</th>
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### Impounded Dogs

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<th>May</th>
<th>Jun</th>
<th>Jul</th>
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<th>Feb</th>
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<td>Dogs released in Upper Hutt before being transported to Hutt City</td>
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## Activity: Environmental Health

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<th>Feb</th>
<th>Mar</th>
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## Activity: Parking

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## Activity: Stock

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## LIMS Processing Performance Report

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### Building Applications Summary 2017-18

#### Applications Received

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