



NAPIER
CITY COUNCIL
Te Kaunihera o Ahuriri

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NAPIER PEOPLE AND PLACES COMMITTEE

Open Agenda

Meeting Date: Thursday 1 July 2021

Time: 10.00am

Venue: *Large Exhibition Hall
Napier War Memorial Centre
Marine Parade
Napier*

Livestreamed via Council's Facebook site

Committee Members Councillor Boag (In the Chair), Mayor Wise, Deputy Mayor Brosnan, Councillors Browne, Chrystal, Crown, Mawson, McGrath, Price, Simpson, Tapine, Taylor and Wright

Officer Responsible Director Community Services

Administration Governance Team

**Next Napier People and Places Committee Meeting
Thursday 12 August 2021**

ORDER OF BUSINESS

Karakia

Apologies

Nil

Conflicts of interest

Public forum

Napier Neighbourhood Support Group – Jason Wawatai (Chairperson) and Jo Bramley (Vice Chairperson)

Announcements by the Mayor

Announcements by the Chairperson including notification of minor matters not on the agenda

Note: re minor matters only - refer LGOIMA s46A(7A) and Standing Orders s9.13

A meeting may discuss an item that is not on the agenda only if it is a minor matter relating to the general business of the meeting and the Chairperson explains at the beginning of the public part of the meeting that the item will be discussed. However, the meeting may not make a resolution, decision or recommendation about the item, except to refer it to a subsequent meeting for further discussion.

Announcements by Management

Confirmation of minutes

That the Minutes of the Napier People and Places Committee meeting held on Thursday, 29 April 2021 be taken as a true and accurate record of the meeting.....31

Agenda items

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Minor matters not on the agenda – discussion (if any)

Public excluded29

AGENDA ITEMS

1. NAPIER COMMUNITY SAFETY SURVEY 2021

<i>Type of Report:</i>	Information
<i>Legal Reference:</i>	N/A
<i>Document ID:</i>	1308267
<i>Reporting Officer/s & Unit:</i>	Michele Grigg, Senior Advisor Policy

1.1 Purpose of Report

To provide a summary of findings from the Napier Community Safety Survey 2021.

Officer's Recommendation

The Napier People and Places Committee:

- a. Receives the Napier Community Safety Survey 2021 report.

1.2 Background Summary

A Community Safety Survey was conducted in February 2021 to seek community perceptions about safety in Napier following a couple of serious incidents that took place in the public arena. Although the events took place in a specific suburb the safety survey canvassed the whole City. This report presents an overview of the survey and key findings.

1.2.1 Survey purpose

The Community Safety Survey had two key aims. The first is to gauge community perceptions about safety in order to inform development of Council's Long Term Plan (LTP) 2021-2031. One of the key LTP consultation matters was 'community safety', which was identified as a priority by the community in Council's pre-consultation LTP engagement in mid-2020.

The second aim of the Survey was to inform reaccreditation of the Safer Napier programme, which Council will be applying for in late 2021. Napier first became an accredited International Safe Community in 2010, and was reaccredited in 2015. The Safer Napier programme works collectively with 43 signatory organisations towards the vision of a safe and healthy city.

The Community Safety Survey specifically sought to:

- Identify community perceptions of safety
- Identify current community safety concerns
- Determine community awareness of current safety initiatives
- Identify potential safety improvements
- Measure community awareness of the Safer Napier programme.

The questionnaire (**Attachment A**) was designed to meet these information needs.

1.2.2 Survey methodology

The survey was designed in collaboration with Council's survey provider, SIL Research. A standardised set of safety perception questions was included for comparison with Council's 2019 and 2020 Social Monitor surveys.

The questionnaire was tested prior to data collection, which occurred between 3 February and 2 March 2021 (note one survey response was received following the Ahuriri/West Quay shooting incident, which occurred on 28 February 2021). A proportional sampling approach was used to ensure a representative spread of respondents from each of the four electoral wards, by age and gender.

Multiple data collection methods were used including postal, telephone, and online, to ensure residents were well-represented.

1.2.3 Data analysis

A data quality check was undertaken and 597 surveys (ages 18+ years) were included in the final analysis. This sample size provides for accurate reporting at the 95% confidence level. Surveys were conducted proportional to the population in each of Napier's four wards. Post-stratification (weighting) was then applied to reflect the gender and age proportions within each ward as determined by Statistics New Zealand's 2018 Census.

Only statistically significant differences are commented on in the survey report. Where differences are not significantly different, no comment is made.

1.2.4 Survey findings

High level findings from the survey are presented in this paper. More information is contained in the Napier Community Safety Survey 2021 report (**Attachment B**).

Perceptions of safety

- Overall, 45% of residents said they feel safe in Napier.
- A similar proportion however feel unsafe (44%) – this is a significant increase from the Social Monitor 2020 Survey when 17% indicated they felt unsafe (which was up slightly from 13% in 2019).
- Older residents (65+) were significantly more likely to feel safe (65%), compared to younger residents aged 18-39 (32%).
- No significant differences were found by ward.

When and where do people feel safe?

- Feelings of safety were highest for:
 - Going out during the day in Napier (75% felt safe)
 - Making online transactions (67%)
 - In own home alone at night (60%).
- Feelings of safety were lowest for:
 - Walking along in own neighbourhood after dark (25% felt safe)
 - Going out at night in Napier (29%)
 - Using public transport (33%).
- All of measures showed declines between 2020 and 2021, especially 'going out at night' (48% in 2020 down to 29% in 2021).

- Younger residents (18-39) felt significantly less safe in Napier, at home, and in their neighbourhood.
- Residents in Nelson Park and Onekawa-Tamatea wards were significantly less likely to feel safe walking alone in their neighbourhood after dark.

What makes people feel safe?

- Residents provided examples of when they feel most safe. These reasons varied between places (home, work, public places) but the presence of 'trusted others' and strong social connections were important in all situations:
 - Where people live – having good neighbours, knowing neighbours, living in a good neighbourhood/quiet street
 - Where people work – secure workplace/security measures, having colleagues/managers present
 - In public places – having people around including friends, companions, and other people generally.

Impact of crime on everyday life

- Residents were asked to rate the impact that fear of crime has on their everyday life on a scale of 1 to 10. While 34% of people reported a low impact (ratings 1 to 4), a further 39% reported a somewhat to strong impact (ratings 7 to 10).
- Younger residents (18-39 years) were more likely to report fear of crime having a strong impact on their lives (54%).

Existing safety initiatives

- Residents were asked to rate the importance of six existing safety initiatives. Overall, all initiatives were considered important:
 - Police patrols/presence – average score of 9.3 out of 10
 - CCTV cameras in public places – 8.9
 - Security patrols in Napier city and Marewa shopping centre – 8.4
 - Napier Community Patrol "meerkat car" patrols – 7.5
 - Napier Neighbourhood Support – 7.4
 - Graffiti control – 6.5.
- On average, ratings for the importance of safety initiatives were similar for residents who felt safe and less safe in Napier.

Safety concerns and potential safety improvements

- Gang activity was the leading safety concern of residents in response to an open ended question on this topic (55%).
- The following were also mentioned as safety concerns, but less frequently:
 - 'beggars/homeless' (24%)
 - 'crime/burglary/theft' (23%)
 - 'violence/assault/aggressive behaviour' (22%).
- Over 8 out of 10 residents (84%) provided suggestions for improving community safety (they were asked for suggestions other than 'more Police').

- The most mentioned improvement (27%) was 'get rid of gangs/ban gang patches'.
- Other common suggested improvements were:
 - 'more CCTV/security cameras' – 17%
 - 'deal with beggars/homeless' – 14%
 - 'more community/security patrols/Māori wardens' – 14%
 - 'community building/development/connections' – 12%.
- Suggestions varied by age, ward, and whether or not residents felt safe.
- Younger residents (who felt least safe in Napier) were more likely to suggest dealing with gangs and installing more CCTV.

Safer Napier

- Over four out of ten people (43%) said they had heard about Safer Napier or Safer Napier initiatives.
- While awareness was reasonably high, depth of knowledge about the Safer Napier programme was low – of those who had heard of Safer Napier, 19% said they felt 'somewhat' or 'very informed' about the programme.

Napier Neighbourhood Support

- A third of residents (34%) said they belong to an existing Neighbourhood Support group.
- This was highest amongst Taradale residents (48%) and lowest amongst Nelson Park residents (17%).
- It was lower still amongst younger residents (aged 18-39) with 14%.
- 45 residents were interested in joining a local group and asked for their details to be passed onto Napier Neighbourhood Support, so they could be contacted.

1.3 Issues

Council's key performance indicator for safety is collected via community surveys, and this one provides a further point in the time series. Perceived levels of safety have declined over the previous three years, particularly between September 2020 and February 2021. This coincides with a number of high profile incidents in Napier involving gangs and weapons.

Many agencies are working to keep the community safe, including Council. We invest \$350,000 each year into community safety initiatives. This includes supporting Napier Neighbourhood Support, Surf Lifesaving NZ, Napier Community Patrols, and Street Management security patrols. We also focus on making sure public places are safe (e.g., through design and maintenance of our spaces and roading networks, the use of lighting, cleaning up graffiti, animal control, liquor licensing and so on).

The Community Safety Survey highlights strong support for CCTV security cameras and also for more street patrols. Both of these services are currently in place and Council is working on improvements to both. Last year \$500,000 was set aside in the 2021/22 Annual Plan to replace and modernise the CCTV network. More recently, Council agreed to invest in a street ambassador programme in the Long Term Plan (from July 2022) after 76% of submitters on this topic requested Council look into this approach. These two activities work hand in hand to effectively respond to issues of community safety in public places.

1.4 Significance and Engagement

A Survey distribution plan has been prepared. This involves:

- Providing the full Napier Community Safety Survey 2021 report to other Council departments to inform planning and delivery of services that impact on safety in Napier
- Sharing findings with key stakeholders including Hawke's Bay Regional Council, Napier Neighbourhood Support, Napier Community Patrols and through Council's strategic Napier Safe Working Group
- Sharing key findings with the Safer Napier Strategic Group, which includes representatives from agencies including Hawke's Bay District Health Board, Ministry of Social Development, New Zealand Police, ACC, Te Puni Kōkiri, Kāinga Ora, and a number of community organisations who have a focus on community safety.

1.5 Implications

Financial

N/A

Social & Policy

This survey highlights current safety perceptions amongst the Napier community and provides timely information to both Council and other stakeholders.

Findings support Council's decision to invest in both an improved CCTV system and a new street Ambassador service. Findings also reinforce the importance of maintaining a focus on safety through for example reaccreditation of the Safer Napier programme, and maintaining service agreements with safety-focused community organisations.

The 2021 Social Monitor survey will include key safety questions to enable further tracking over time. This will be conducted in September.

Risk

The survey identifies safety concerns from young people and younger adults (18-39 years), this age group is more likely to be out in the City and therefore more likely to be exposed to issues occurring at night. Work is underway to design a Street Ambassador service, this matter will be included in that process. There is also scope to respond to this issue through other funding or project mechanisms going forward e.g. Napier Community Patrols, placemaking and other community led initiatives.

1.6 Options

The options available to Council are as follows:

- To receive the Napier Community Safety Survey 2021.

1.7 Development of Preferred Option

N/A

1.8 Attachments

- Napier Community Safety Survey 2021 - Questionnaire (*Under Separate Cover*) ➡
- Napier Community Safety Survey 2021 - Report of findings (*Under Separate Cover*) ➡

2. AQUATICS SURVEY 2021 REPORT: SIL RESEARCH

<i>Type of Report:</i>	Information
<i>Legal Reference:</i>	N/A
<i>Document ID:</i>	1325377
<i>Reporting Officer/s & Unit:</i>	Glenn Lucas, Manager Sport & Recreation

2.1 Purpose of Report

The purpose of this report is to inform council of the results of the SIL Aquatics Survey 2021 and the implications that these customer insights have on future asset and operational improvements.

Officer's Recommendation

The Napier People and Places Committee:

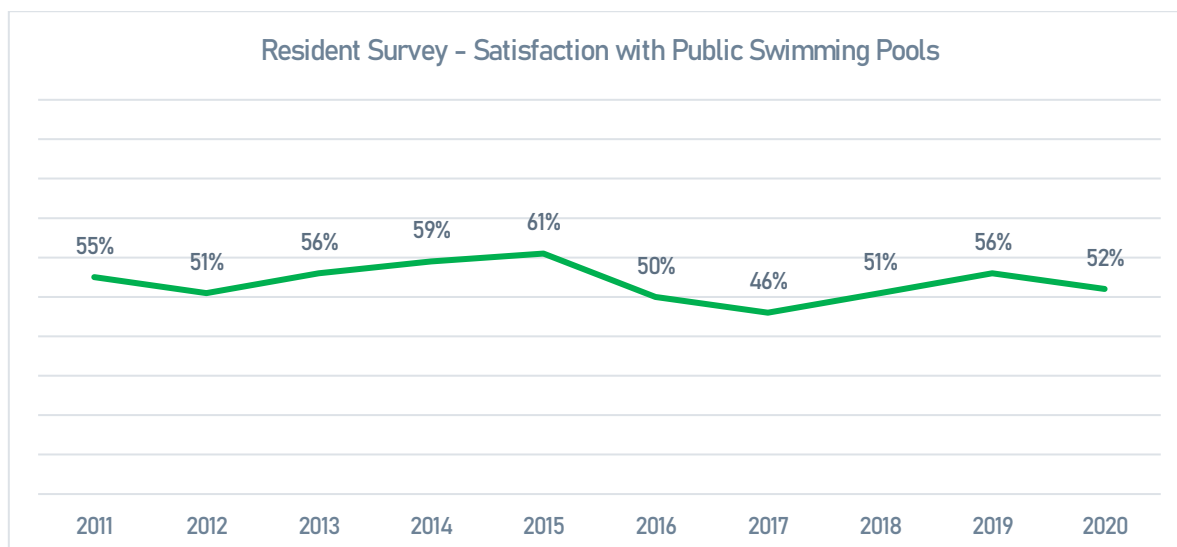
- a. Note the results of the SIL Aquatics Survey
- b. Note the influence of these insights to future investment and improvements for Napier's aquatic network
- c. Endorse continued work to plan and implement capital and operational improvements to both aquatic facilities.

2.2 Background Summary

The network of council-owned aquatics facilities in Napier consists of two facilities; Napier Aquatic Centre and Marine Parade Pools (trading under Ocean Spa). These facilities are fundamentally different from each other, but together play a complementary role within Napier's aquatic network. The Napier Aquatic Centre is the community aquatic facility, providing for a wide range of aquatic sports and leisure activities, with Marine Parade Pools a premiere outdoor 'spa' facility focused on relaxation and wellbeing.

For a number of years the Napier Residents Survey has shown a low level of community satisfaction with the provision of swimming pools. The satisfaction levels have ranged from a high of 61% in 2015 to a low of 46% in 2017, with an average rating of 54% across the last 10 years.

Figure 1



Each survey has provided a high level indication of the reasons that residents may be dissatisfied. Across the last 10 years responses have included the following high-level themes:

- Current facilities need updating, maintenance or are inadequate
- Current facilities are expensive
- Limited access/opening hours
- Not enough pools/need more/a bigger pool
- Need improved facilities/need to cater for families.

For the last three years the Napier Aquatic Centre has been managing the asset through what was to be the last few years of life until being retired upon completion of a replacement facility. This has resulted in minimising investment in assets and plant, and not undertaking improvement projects to prevent overinvesting in an asset destined for demolition.

Now that the existing facility will need to continue to serve our community for a longer period, this has implications for the required level of investment in maintenance, renewals and upgrades to ensure that it operates at an acceptable level of service.

To understand the extent of the work required at the existing Napier Aquatic Centre facility, a review phase of the Capital Programme is underway. Once completed, this will provide a comprehensive picture of the work required, and the budget necessary to bring the facility up to an acceptable level of service and ensure we have a reliable facility that will operate for at least another 10 years.

In parallel, work is continuing on developing two options for future development of a new aquatic centre, following completion of the geotechnical and contamination survey at the Onekawa site. The high level timeframes for this process are to have two developed options with sufficient detail ready for the LTP engagement during the development of the 2024-34 plan, with required budget for this development being revisited at this point.

Marine Parade Pools is a near 20 year old facility that plays a different role within Napier's network. As a more 'premiere' facility, Marine Parade Pools caters for a different customer experience, providing relaxation and wellbeing at a prime location overlooking the Pacific Ocean. This facility provides an experience rather than everyday aquatic recreation and plays a role within Hawke's Bay's tourism.

Marine Parade Pools is also in need of an asset 'refresh', with overall asset condition no longer representing a 'premiere' facility. The end of the existing management agreement in January 2023 provides an opportunity to plan and undertake this work to elevate this facility to the 'jewel in the crown' that it should be, without significantly impacting operational delivery during the remaining contract period.

1.3 Napier City Council 2021 Aquatics Survey

The Aquatic Strategic Framework has been developed to collate and synthesise the existing strategic inputs and gain clarity of delivery against the revised Napier City Council vision, outcomes and goals. The framework is the 'strategic lens' that future aquatic initiatives and developments are viewed through.

A council strategic goal is 'we will actively listen, engage and communicate with our community to guide the direction of our city'. This survey was commissioned to provide insights representative of our entire community to help to ensure that these significant future improvement projects are informed by the needs of our community. This is only the first step in the process; from planning to design, to implementation and through to operation and review, 'actively listening, engaging and communicating with our community' will be a foundational principle.

With the development of the capital programme for the existing Napier Aquatic Centre facility and the planned upgrade of Marine Parade Pools, customer input to specific priorities was required to maximise the return on what are limited funds to deliver a better customer experience, improve the level of service, increase visitation and deliver more benefits to Napier's community.

As mentioned above, Napier City Council resident surveys have shown low results for Napier's aquatic facilities, with swimming pools consistently being among the lowest ranked service categories over the last 10 years of results. These results have been a key reason behind the Napier City Council project to develop a new facility that commenced in 2014 with the development of the Napier Aquatic Strategy. While the resident surveys do provide some rationale as to why people have provided the rating that they did, these insights were focused on current and not future state and not intended to provide a depth of information into future improvements. The intention of commissioning this research was to gain community insights as to why satisfaction scores across users and non-users are low, the reasons that they do not frequent our aquatic facilities and the improvements that could be made to better meet their needs and expectations.

SIL Research were engaged in February 2020 to conduct research to provide customer insights into Napier's aquatic facilities and service provision to allow council to;

- Understand current users and non-users perceptions about aquatic facilities in Napier;
- Identify potential improvements and assist in developing a 'Strategic Framework' for aquatic facilities in Napier;
- Assist with a capital programme planning for the Napier Aquatic Centre; and
- Inform potential solutions for refreshing Ocean Spa pools to establish it as a must-visit when in Napier facility.

1.4 Results

The Napier City Council 2021 Aquatics Survey (SIL Research) (attached) has delivered the information and insights to meet the informational needs identified above. Through the targeting of users and non-users, valuable data to understand perceptions and help identify any changes required to increase visitation has been delivered.

The qualitative statistical approach to research has ensured the insights are representative of our entire community, and do not just reflect the loudest voices or most organised interest groups.

These specific insights to help guide aquatics development in Napier over the next stage are detailed below and in the attached report.

Key themes of the research

Napier Aquatic Centre

The key research insights for the Napier Aquatic Centre were:

- In response to a yes/no question 74% of customers agreed the facility met their needs on the last visit. This leaves approximately a quarter of respondents that indicated the facility did not meet their needs.
- The overall satisfaction of 5.96 (out of 10) aligns closely with the residents survey results over the last 10 years.
- Highest rated attributes for the Napier Aquatic Centre were:
 - Car-parking
 - Accessibility (defined in the survey as 'ease of getting in and around')
 - Customer services and helpfulness of staff
 - Entrance fee
- In terms of what is important to customers, cleanliness and tidiness, water quality and value for money were the highest rating aspects across the entire survey
- Number of pools was the lowest rated attribute, and also represented the greatest improvement potential. This was followed by 'staff supervision and competence', which seems inconsistent with other findings, but requires further investigation.
- Suggested improvements were 'general improvement, cleaning upgrade', 'more, larger pools' and 'more, wider range of features'.
- Customers who were dissatisfied with Napier Aquatic Centre cited 'old, rundown, needs upgrading' and 'too small, overcrowded, more, larger pools needed'.

Non-users (of both facilities)

- Non-users of Napier's aquatic facilities identified the – 'dislike environment, noise, patron behaviour', 'pools too busy, overcrowded, not available', 'cost, expense', 'poor condition, lack of cleanliness'. Note that these non-user results were not split by facility and therefore are applied to both Napier Aquatic Centre and Marine Parade Pools.

Improvements

- More, larger pools was the highest suggested improvement, followed by general improvement, cleaning upgrade, wider range of facilities, greater availability

The results indicate that given the condition of the facility at the Napier Aquatic Centre, the team provide a very good level of customer service. Survey results show that the more frequent visitors tended to be more satisfied – service and team with rundown facility. Of the three highest rated statements ‘Customer services and helpfulness of staff’ was rated at 7.67.

Cleanliness and tidiness is ‘by far the most important attribute’ to customers. Due to the asset condition of particularly the Napier Aquatic Centre, a recently cleaned facility can be perceived as not clean due to such things as discoloured floor tiles and degraded surfaces. So while there are operational improvements that could be made to improve cleaning standards and frequency, these results are also further indications of the condition of the asset.

The aquatic development journey to date has been long, controversial, and prominent in the media and is one of those issues for which everyone in our community has an opinion. This ongoing conversation has potentially impacted community perception of the existing centre and also raised expectations that the aquatic needs in Napier were being addressed in a timely manner.

Marine Parade Pools (Ocean Spa)

The key research insights for Marine Parade Pools were:

- In response to a yes/no question 79% of customers agreed the facility met their needs on the last visit. This leaves more than 1 in 5 of respondents that indicated the facility did not meet their needs.
- The overall satisfaction of respondents was 6.8 (out of 10).
- Highest rated attributes for Marine Parade Pools were:
 - Opening hours
 - Air quality
 - Water temperature
 - Accessibility (defined in the survey as ‘ease of getting in and around’)
- In terms of what is important to customers, cleanliness and tidiness, water quality and value for money were the highest rating aspects
- ‘Tidiness and cleanliness’ and ‘customer services and helpfulness of staff’ were the lowest rated attributes, and also represented the greatest improvement potential.
- Suggested improvements were similar to Napier Aquatic Centre in being ‘general improvement, cleaning upgrade’, ‘more, larger pools’ and ‘more, wider range of features’.
- Customers who were dissatisfied with Marine Parade Pools cited ‘old, rundown, needs upgrading’ and ‘expensive, poor value for money’.

Non-users

- Non-customers – ‘dislike environment, noise, patron behaviour’, ‘pools too busy, overcrowded, not available’, ‘cost, expensive’, ‘poor condition, lack of cleanliness’.

Note that these non-user results were not split by facility and therefore are applied to both Napier Aquatic Centre and Marine Parade Pools.

- General improvement, cleaning upgrade was the higher suggested improvement for Ocean Spa, followed by more, wider range of features, facilities, 'more, large pools and greater availability, public swim times, opening hours'

The impact of an aging facility on perceived cleanliness is also a factor with Marine Parade Pools. The improvement opportunities that were identified as the most influential to improve satisfaction ('tidiness and cleanliness' and 'customer services and helpfulness of staff') relate more towards operational, rather than asset improvements.

Price of entry was a strong contributing factor to dissatisfaction. As a more 'premium' facility, price needs to be viewed against perceived value, as a higher price point brings with it higher expectations for the customer experience. If the facility and the experience were of a higher quality, then potentially price itself would be less of a factor. This is consistent with the rating of 'entrance fee' as being in the lower half of the scale (page 18 of attached report). Discounted entry for locals that are more likely to use the facility regularly may be effective in increasing visitation.

Customers outside of Napier tended to be more satisfied with Marine Parade Pools than our community. This is a key challenge moving forward to more effectively engage our community with the facility through a number of different methods including, but not limited to a local membership initiative including discounted entry for locals, improving collective connection and belonging and improving customer value.

Implications for future planning and investment

These are concepts only at this stage that are designed to address key themes within the research. Any concepts will need to be developed, assessed for feasibility and require budget development and approval before being implemented.

Napier Aquatic Centre

Insight: The role of Napier Aquatic Centre within the network

Description	Implication
Results indicate that Napier Aquatic Centre is frequented more often, has a much greater health and fitness focus and has a much broader spread of outcome areas reflective of a community facility. This shows that perception and actual usage is consistent with its purpose and role as a community facility	Clarity of role within the network as a community facility, focused on more frequent visits, reasonable price of access, and provision of facilities for health and wellbeing, leisure and play, physical literacy and sport development. This clarity assists to focus improvements and investment to better deliver on these defined roles within the network.

Insight: Insufficient pool space

Description	Implication
The most prevalent and consistent theme was that Napier Aquatic Centre does not have enough pool space. This was across lane space, leisure and play capacity	In the short term there is a limited ability to influence this, though there are some potential improvements to consider to help address in some way: <ul style="list-style-type: none"> • Improving and increasing the amount of 'dry' features outside such as the playground, BBQ

and considers the balance of space with Swim School and club swimming requirements.	<p>and passive recreation areas to provide more areas of interest and spread customers across the complex</p> <ul style="list-style-type: none"> • Constructing a covered eating area in the courtyard to move groups to another area. This would enable us to ban food consumption indoors • Developing membership/concession pass options across Napier Aquatic Centre and Marine Parade Pools may help to move some health and wellbeing customers within certain windows, though capacity is also limited. • Reviewing the policy of closing to the general public from 3-7PM during the week to allocate some public space • Consider implementing weekend session times – limiting times that customers can stay in the facility and therefore reducing the amount of customers in the facility at once
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Insight: Old, run-down, needs upgrading

Description	Implication
Consistent theme of customer input. The facility condition is the result of deferred maintenance and improvement projects due to the now delayed construction of the new facility	<p>This is able to be influenced through upgrades and improvements. Potential upgrades to make a difference to customer perception and experience include:</p> <ul style="list-style-type: none"> • Update reception area • Upgrade changing room flooring (Ivan Wilson) • Upgrade changing rooms • Upgrade outdoor area • General exterior refresh of walls, surfaces and fixtures • General interior upgrade of walls, floors and fixtures • Invest in upgrade to 'pride' level <p>Ensure sufficient OPEX budget to maintain in desired condition (currently all in CAPEX)</p>

Insight: Activities, child friendly areas outdoor features (shading, more seating, plantings)

Description	Implication
<p>Provide more to do – particularly given insufficient water space</p> <p>Make outside space more of an attraction to help disperse</p>	<p>Ability to improve through investment. Potential ideas include:</p>

customers and reduce load on existing pools	<ul style="list-style-type: none"> • Increase number of features to help with capacity and disperse crowds across the facility • Upgrade of playground and outdoor area (including shade and plantings) • Possible additional indoor play features that can be used within existing pool spaces
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Insight: Too busy, overcrowded, not available

Description	Implication
Too many people in facility, particularly relating to weekends, but also public swimming during weekday afternoons and evenings	<p>As per previous:</p> <ul style="list-style-type: none"> • Construct outdoor eating area • Increase outdoor features • Consider running sessions • Review provision of additional in pool play features like inflatables and other equipment

Insight: Older users

Description	Implication
'Lack of interest, need, ability' and 'age' are frequent reasons given for not using aquatic centres, when water is a perfect environment for activity of older people or those that are insufficiently active	<ul style="list-style-type: none"> • Add to existing programmes and initiatives to target older users and the benefits of activity in water. • Partner with community providers that have existing links to older adults or other targeted population groups.

Insight: Noise

Description	Implication
Noise is an issue particularly in the Old Pool, where the HVAC is very noisy and the space echoes.	<ul style="list-style-type: none"> • Acoustics can be improved through acoustic panels • Design and installation of acoustic baffles or similar is recommended to reduce noise levels and improve the environment for customers and staff

Insight: Wider range of features, facilities – café, coffee cart, storage/lockers, disability features

Description	Implication
Add additional facilities to support customer journey and make it easier to visit for any activity – e.g. secure lockers	<ul style="list-style-type: none"> • Test potential demand for provision of café in outdoor area • Review and implement 'Barrier-free assessment' recommendations

	<ul style="list-style-type: none"> • Review customer journey and identify additional features to provide customer value and make things easier • Work with stakeholders including NDAG to improve accessibility within constraints of footprint and asset
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Insight: Security – patron behaviour

Description	Implication
A theme across both aquatic facilities that has a significant impact on whether people use the facility. As part of a response Napier Aquatic Centre has a security presence during busy weekend times	<p>This is a complex issue and one that needs to be addressed through multiple channels.</p> <ul style="list-style-type: none"> • Creating more space and attractions through refresh of outdoor area, construction of eating space in courtyard • Maintaining security presence and continuing to support our team to diffuse potential situations safely • Strictly enforcing behavioural and safety standards, with consequences for customers that do not comply • Develop opportunities for groups of people (e.g. birthday parties) to have a defined space to themselves

Insight: Customer service

Description	Implication
Customer service standards were perceived as a strength, though there was some feedback that these could be improved	<p>The focus is on building on the strong base we have to embed customer service excellence for all customers</p> <ul style="list-style-type: none"> • Focus on service and connections culture • Small interactions • Supporting the team to handle difficult situations

Insight: Cleaning/maintenance

Description	Implication
Cleanliness is the most important factor to customers. The condition of the asset will influence this perception, though improvements can be made to cleaning and asset maintenance.	<ul style="list-style-type: none"> • Undertake capital renewal programme to repair and replace problematic and end of life surfaces and areas • Implement a periodic 'deep clean' • Review cleaning procedures – including more frequent checks during busy times

	<ul style="list-style-type: none"> • With Property Management team continue to establish improved asset management practices and procedures • Allocate sufficient capital and operational budgets for renewals and maintenance
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Marine Parade Pools (Ocean Spa)

Insight: Positioning – role within network

Description	Implication
Less frequent visits. High percentage (80%) of leisure visits as reflecting nature of facility	<p>Clarity on role of the facility within the network. Reflective of the location, design and original intent, Marine Parade Pools is a destination facility providing health and wellbeing with a focus on relaxation. Outdoor swimming and relaxation with views over the Pacific Ocean is a defining feature and value proposition. This facility is not designed or intended to provide services such as learn to swim, aquaerobics or aquatic sports.</p> <p>This clarity assists to focus improvements and investment to better deliver on these defined roles within the network.</p>

Insight: Old, run-down, needs upgrading

Description	Implication
The condition of the asset does not reflect its desired position as a premiere facility	<ul style="list-style-type: none"> • Define level of service to reflect positioning • Upgrade changing rooms (scheduled for 2021/22 financial year) • Replace sauna and steam room (scheduled for 2021/22 financial year) • Undertake capital review to understand condition • Ensure sufficient budget for asset maintenance and renewals to maintain standards and level of service

Insight: More or improved pools

Description	Implication
The facility footprint is defined and difficult and expensive to make significant changes to bodies of water, but features and surrounding amenities can be improved	<ul style="list-style-type: none"> • Review usage and heating of all bodies of water to provide more variety – active pool is unheated and therefore infrequently used during colder months • Spa and steam room – replace (scheduled for 2021/22 financial year)

	<ul style="list-style-type: none"> Design improvements to provide greater features for children in a manner consistent with the overall positioning and experience
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Insight: Activities, child friendly areas, outdoor features (shading, more seating, plantings)

Description	Implication
Focus on adding more features to engage users and provide reasons for more frequent visits	<ul style="list-style-type: none"> Provide more shade and seating Increase and improve plantings and gardens Review and improve lighting Decorative features including statues and other features

Insight: Other facilities – storage/lockers, disability features

Description	Implication
Add additional facilities to support customer journey and make it easier to visit for any activity	<ul style="list-style-type: none"> Upgrade lockers to provide secure storage for members and casual customers Review barrier free assessment and implement recommendations Install hoist for disability pool access

Insight: Security

Description	Implication
Marine Parade Pools results indicated similar security and safety concerns as Napier Aquatic Centre. NCC has less visibility over this issue due to this being operated by a management company	<ul style="list-style-type: none"> Conduct review of incidents and current status with management company to understand issue and inform any improvements

Insight: Expensive, poor value for money

Description	Implication
Entry prices for Marine Parade Pools are high and will impact the frequency that our community visits. Condition and customer experience linked to perception of value for money	<ul style="list-style-type: none"> Develop membership initiative for locals to incentivise more frequent visits through discounts or other means Refresh physical facility to ensure it meets customer expectations and the desired identity of premiere facility.

Insight: Cleanliness and water quality

Description	Implication
Cleaning standards – upgrade and maintain	<p>NCC to continue to work closely with management company to:</p> <ul style="list-style-type: none"> Ensure complaints are addressed and improvements are made

	<ul style="list-style-type: none"> • Discuss regular deep cleaning from external specialist
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Insight: Customer service

Description	Implication
Quality	NCC to continue to work closely with management company to establish and maintain service standards at the desired levels

Summary

The customer insights confirm that both aquatic assets are in need of capital investment to bring them up to a standard that our community expects. Budget is included in the first few years of the LTP to address some of the key renewal priorities and a more comprehensive asset upgrade at Marine Parade Pools.

Due to the removal of budget for a new aquatic development from the LTP and the subsequent impact to the existing facility, budget to upgrade this facility to extend its life for the next 10 years is not included in the LTP. As previously described, the capital review is underway to understand the investment required to extend the life of this asset by way of renewals.

With the end of the existing Marine Parade Pools management contract in February 2023, this creates a need to develop and implement the desired operating model. This combined with the investment in upgrading the facility provides Napier City Council with an opportunity to re-establish Marine Parade Pools as a premiere facility that community is proud of.

With the Napier Aquatic Centre, work is continuing on the Capital Review programme to look at the entire facility to ascertain the investment required to extend the asset life for another 10 years. The scope of this review includes all the plant and machinery that keep the facility operational, as well as the structural and aesthetic elements that are so influential to customer perception. It is important to note that while investment in the existing asset will be able to extend the life and improve some levels of service, the aquatic capacity issue that was first identified in 2014 will not be satisfactorily addressed without a new facility.

Implications for operations

Safety and security is an important issue for Napier – we want all customers feeling safe and secure in our facilities. Consistent with wider community concerns and also the challenges that aquatic facilities in other parts of the country are experiencing, customer conduct within our facilities is an issue that is impacting the customer experience, safety and perceived safety of customers and staff and is a key reason why some in our community do not use aquatic facilities. It must be stated that it is a minority of customers that are causing problems.

This is a complex issue, and one that we are addressing through a number of different means, including thorough communication of expectations, utilising security during busy times to provide support to staff and enforcing consequences of bad behavior through escorting customers from the premises, using trespass notices and in the few instances where it is required working with NZ Police.

Across both facilities, we will continue to work to make improvements to this area to help to ensure that all customers feel safe and secure within our facilities.

There is no doubt that the lack of space and leisure features contributes to the issue, with a lot of people using the same small area. Particularly at Napier Aquatic Centre, more leisure water, play features, and outdoor features will assist with dispersing a crowd during busy times, providing more to do to keep customers engaged and reducing the potential for incidents. With the existing facility the potential to create this capacity is limited without constructing new bodies of water, though there are some changes that could be made to assist.

Ongoing engagement

The SIL Research Aquatics Survey results give an extremely useful indication of what is important to customers, and provide a customer voice to inform the nature of future investment across both facilities. To ensure that these high level insights are interpreted and implemented to meet these expressed customer needs, ongoing engagement is required to get input to and feedback on the specifics of potential upgrade and improvements.

2.3 Issues

No issues

2.4 Significance and Engagement

N/A

2.5 Implications

Financial

- Capital budget for improvements – particularly unbudgeted for Napier Aquatic Centre
- Operational impacts for sufficient asset management and maintenance to maintain new levels of service post-renewals and upgrades

Social & Policy

- Continuing engagement with customers, stakeholders and community to inform improvements

Risk

- Worsening public perception and satisfaction, leading to reductions in visitation
- Increased costs of operation through decreasing revenue due to less visitation
- Inadequate financial resources to deliver to customer needs

2.6 Options

The options available to Council are as follows:

- a. Note the results of the survey and endorse continued development of asset improvement plans for Marine Parade Pools and Napier Aquatic Centre.

2.7 Development of Preferred Option

Use insights from survey to inform capital investment into both aquatic facilities:

- **Marine Parade Pools**
 - Commence with upgrades as approved in Year 1 of LTP (changing rooms and sauna/steam room).
 - Compile Capital Review from existing and if required new asset information to understand condition and requirements.

- Commence planning for significant upgrade.
 - Work with management company to implement operational improvements (cleaning/customer service)
 - Continue process of developing operational model for end of current contract period.
 - Ongoing engagement with customers and community to inform improvements
- **Napier Aquatic Centre**
 - Continue Capital Programme Review to bring back to Council by the end of the 2021 calendar year.
 - Ongoing engagement with customers and community to inform improvements.

2.8 Attachments

- A Napier City Council: SIL Research 2021 Aquatics Survey (*Under Separate Cover*)



3. NAPIER LIBRARIES SUMMER READING PROGRAMME FUNDING 2021-2022

Type of Report:	Operational
Legal Reference:	N/A
Document ID:	1323548
Reporting Officer/s & Unit:	Belinda McLeod, Community Funding Advisor

3.1 Purpose of Report

To seek approval to apply for external funding from Eastern Central Community Trust, to support the Napier Libraries 2021-2022 Summer Reading Programme, that will take place between 13 December 2021 and 23 January 2022, at both the Napier and Taradale Libraries.

Officer's Recommendation

The Napier People and Places Committee:

- a. Approve the application to the external funder for the Napier Libraries 2021/22 Summer Reading Programme.
- b. That a **DECISION OF COUNCIL** is required urgently due to the tight deadlines to apply for funding. This will require the resolution to be passed before the decision of Council is taken.

3.2 Background Summary

The Napier Libraries Summer Reading Programme was initiated 23 years ago, and was funded by the ECRead Trust. ECRead funding was managed in a way that allowed a guaranteed annual dispersion, without the need for an annual application. ECRead have since reviewed this policy, and this funding model has been discontinued.

The funding from ECRead included books for each participant, reading incentives and money towards events.

The focus of the Summer Reading Programme is to support early literacy, encourage the love of reading, as well as support parents/caregivers in the community to enrich their children's lives through reading. The programme has been well attended by children ranging from four to seventeen years old, and can accommodate up to 550 participants. The programme is key to delivering the outcomes of the Napier Libraries Strategy, builds partnerships with our community, and assists in reaching underrepresented demographics and supporting their needs (**Attachment A** - further information about the programme).

Eastern & Central Community Trust gives grants and support to community organisations operating in the Gisborne Tairāwhiti, Hawke's Bay, Tairāwhiti, Manawatu, Horowhenua and Wairarapa districts. They have a large investment portfolio, which enables them to

provide grants, and have been supporters of the Napier Libraries Summer Reading programmes for last 23 years.

To be eligible for E&C funding we require a resolution of council. The Trust operates a variable window for approving funding for under \$10,000, from anywhere between two weeks to two months. To enable us to plan with any level of certainty we need to know if we have secured the fund or not as soon as practicable. Hence, we are seeking approval to apply for the funding now. The reading programme with over 500 participants takes many months of planning, thus time is of the essence.

3.3 Issues

No Issues

3.4 Significance and Engagement

N/A

3.5 Implications

Financial

As ECRRead Trust no longer offer funding, we are seeking external funding to support the Summer Reading Programme. Our intent is to carry on delivering this programme to as many children as possible in our community, as it enriches the lives of children and teens, encourages a lifelong skill of reading. Maraenui has been identified as one of the areas to deliver the programme, due to the Ministry of Education's low decile ranking.

We are seeking \$9,993.65 from Eastern & Central Community Trust, which is the total cost to deliver the 2021-2022 programme (see budget in **Attachment B**).

Social & Policy

N/A

Risk

The main risk is not securing funding for the Summer Reading Programme, which means many children in our community would not have the opportunity to build on their literacy and social skills.

Feedback received from parents/caregivers has highlighted the positive impact and value the programme has had on families in the past. Without external funding this long-standing programme, which has been widely supported by the community, would not have the important impact as seen in previous years. The loss of the opportunity to go out into the community and make connections in lower socio-economic areas, would impact tamariki and their whānau who might not otherwise have the means or opportunity to foster literacy.

3.6 Options

The options available to Council are as follows:

- a. Running a minimal programme means less children would be able to participate in the programme, with fewer incentives to engage, for both children/teens and parent/caregivers.
- b. Preferred Option - Funding from Eastern and Central Community Trust would enable the continuation of a successful and valuable reading programme for lower decile schools in the community, and for the libraries.

3.7 Development of Preferred Option

N/A

3.8 Attachments

- A Napier Libraries Summer Reading Programme [↓](#)
- B Napier Libraries Summer Reading Programme Budget [↓](#)

Our vision for the Napier Libraries Summer Reading Programme is as below:

The 2021 programme would be run for 6 weeks from 13 December 2021 to 23 January 2022 inclusive.

In previous years the programme has been open to 500 4-12 year olds and 75 teenagers. With the programme we have planned a cap is not necessary; this will allow us to reach a larger amount of children and teenagers. Additionally, we hope to run the programme in the community in Term 4 within a lower decile school.

What will the programme look like?

As in previous years, the children will be given a folder to record their report-ins. The folder will contain a map of Napier with landmarks highlighted. The concept will be a search for Captain's* missing friends. The children will read their way from Taradale Library to Napier Library, marking off each landmark with a native bird sticker as they report-in.

*Captain is The National Aquarium of New Zealand's 2020 penguin of the year.

For the teenagers, they will be given a booklet to record their reading through reviews.

Programme Incentives:

Most feedback that we have received from parents/caregivers about the former programme indicated that incentives for every report-in weren't a priority. With this in mind, we have chosen to reward the participants who complete the required number of report-ins with mid programme and finale events. In addition, we are hoping to introduce a raffle style incentive where an entry to a prize draw is received at certain numbered report-ins. In keeping with the Napier theme, the prizes would be Napier family day out vouchers to various local attractions and book vouchers. Children will have the chance which entry they go into.

In previous programmes, every participant was given a book on completion of the programme. We would still like to give participants the opportunity to receive a book, therefore we're hoping to offer the chance to win a book as a spot prize once a day.

When we run the programme in a school in the community we would look at hosting an end of programme finale (as we have done previously with Maraenui Bilingual School). This would look similar to the midway event as outlined below.

Mid-way Events:

Children would receive an invite to our mid-way event at their third report-in, if completed by a specified date. For the under 12's we would hold a fancy dress mid-way party. We plan to hold this at the Greenmeadows hall, where the children can enjoy a mixture of party dances and games along with the chance to win some spot prizes. These would include a selection of items including bookmarks, colouring-in pencils, crayons, brain teaser puzzles and sweet treats.

For those 12 and over, we're planning a pizza night with a Challenge the Librarian theme. Individual challenge winners would receive a small prize with the overall winner receiving a book voucher.

Finale Events:

In keeping with the successful finale of previous years, we would hold a carnival style outdoor event in Taradale Park for those children who have completed the programme.

This includes a sausage sizzle, bouncy obstacle course and face painting. The children would be presented with a completion certificate and commemorative badge.

For the teenager's finale, we would repeat the successful event of the 2020/2021 programme by offering those who complete the programme the opportunity of joining us at Superstrike Bowling.

Additional Events:

In the past the Entertainers we have featured as holiday events were also covered by the Eastern Central Trust funding. We have looked at the possibility of local entertainers to minimize costs and have been in discussions with Gareth Ward a.k.a The Great Wardini. We were hoping to hold sessions in both Napier and Taradale to capture a wider audience.

We are also hoping to invite children's author and illustrator Donovan Bixley (*How Māui Fished up the North Island* and other Māori legends) as part of our summer programme. Again, we're hoping to hold sessions in both Napier and Taradale.

Summer Holidays:

During the 2020/2021 summer holidays, we were able to offer a varied and successful holiday programme. We are hoping to continue to offer a programme to run alongside the reading programme, promoting the library services and making connections with the community.

Our programme would include, Baby Bounce, Storytime, competitions, scavenger hunts - inside and outside of the library, crafts and activities, party in the park (songs and stories), book clubs, children/teen quizzes, 3D printing workshops with new additions including family All Blocks Lego® sessions, a family quiz, escape the library (similar to an escape room), coding, stop motion sessions and a whānau event in the Maraenui community. Many of these events require prizes and resources for them to be successful and engaging.

* Scavenger Hunts – prize draw to win book vouchers

* Competitions: drawing, colouring, poetry/short story – first prize book vouchers, colouring/stationery packs

* Maraenui Event – Sausage sizzle. Spot prizes of books, brain teaser puzzles and stationery packs.

* All Blocks (Lego®) competition prizes – mini building block packs

* Quizzes – book vouchers for overall winners, stationery packs individual round winners

2021-2022 Napier Libraries Summer Reading programme Budget

Item		
	Folders (for the card & printing on)	200.00
	Stickers for the report-ins	400.00
	Booklets for the Teenagers	50.00
	Design Costs (as quoted by Marketing) *	2,000.00
	Printing of Programme flyers (quoted by Marketing)	150.00
	Printing of Folder (quoted by Marketing)	1,000.00
	Social media promotion (quoted by Marketing)	200.00
	Books as spot prizes – Wardini Books/Wheelers approx \$15 each x 42	630.00
Additional Events	Entertainer – The Great Wardini \$160x2	320.00
	Possible author visit approx. \$250x2	500.00
Summer Holiday Programme	Book vouchers \$20x20	400.00
	Stationary Packs (notebooks, and pencils) \$5.00 each x25	150.00
	Colouring Packs (colouring books and pencils) \$6.00 each x25	150.00
	Maraenui Sausage Sizzle (inclusive of all items)	150.00
	Maraenui spot prize of books \$15 each x 20	300.00
	Maraenui spot prizes - Brain teaser puzzles \$4.99 each x 10	52.00
	Building block sets \$3 each x 6	18.00
Prize for Raffle Draw	National Aquarium of New Zealand Family Pass (2x adults & 2x children)	62.00
	Mini Golf Family Pass (2x adults & 2x children) & Book Voucher \$29.50 + \$20	49.50
	Faraday Centre Family Pass (2x adults & 2x children) & Book Voucher \$25 + \$25	50.00
	Aquatic Centre Family Pass (2x adults & 2x children) & Book Voucher \$17.40 + \$30	47.40
	Napier Prison Tour All Day Family Pass (2x adults & 2x children)	50.00
	Bay Skate Package (entry and skate/scooter hire for 4)	64.00
	Movie Theatre Gift Card \$50x 2	100.00
Mid-way Incentives	Greenmeadows Hall Cost – Morning or Afternoon (3-5 Hrs)	86.00
	Children's prizes	250.00

	Book Vouchers for Teen's prizes \$25x4	100.00
	Pizza for teen's Challenge the Librarian event	100.00
Finale (based on final costs for 2020)	Mad Fun Company – Double Lane Slide & Green Obstacle \$450x 2	900.00
	Sausages (Mad Butcher) \$12.92x 11	145.00
	1kg Onions (Mad Butcher) \$5.00x 3	15.00
	Bread (Pak 'n Save)	20.00
	570gms Tomato Sauce (Pak 'n Save) \$5.95x 3	17.85
	American Mustard (Pak 'n Save) \$8.95x 2	17.90
	BBQ Gas (BP 2 Go)	69.00
	Oil, wipes, serviettes (New World)	30.00
	Certificates (included in printing costs)	
	Badge making resources & badge maker hire (Badge King, NZ)	250.00
	Superstrike Lanes & Food Platters (teenagers)	900.00
	Total Cost	\$9,993.65

PUBLIC EXCLUDED ITEMS

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

AGENDA ITEMS

1. Napier Creative Communities Scheme March 2021
2. Aquatic Strategic Framework/Napier Aquatic Facilities Section 17A
3. Napier Civic Awards Nominations 2021

The general subject of each matter to be considered while the public was excluded, the reasons 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 were as follows:

General subject of each matter to be considered.	Reason for passing this resolution in relation to each matter.	Ground(s) under section 48(1) to the passing of this resolution.
1. Napier Creative Communities Scheme March 2021	7(2)(c)(i) Protect information which is subject to an obligation of confidence or which any person has been or could be compelled to provide under the authority of any enactment, where the making available of the information would be likely to prejudice the supply of similar information or information from the same source and it is in the public interest that such information should continue to be supplied	48(1)A That the public conduct of the whole or the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist: (i) Where the local authority is named or specified in Schedule 1 of this Act, under Section 6 or 7 (except 7(2)(f)(i)) of the Local Government Official Information and Meetings Act 1987.
2. Aquatic Strategic Framework/Napier Aquatic Facilities Section 17A	7(2)(b)(ii) Protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information	48(1)A That the public conduct of the whole or the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist: (i) Where the local authority is named or specified in Schedule 1 of this Act,

<p>3. Napier Civic Awards Nominations 2021</p>	<p>7(2)(i) Enable the local authority to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations)</p> <p>7(2)(a) Protect the privacy of natural persons, including that of a deceased person</p>	<p>under Section 6 or 7 (except 7(2)(f)(i)) of the Local Government Official Information and Meetings Act 1987.</p> <p>48(1)A That the public conduct of the whole or the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist:</p> <p>(i) Where the local authority is named or specified in Schedule 1 of this Act, under Section 6 or 7 (except 7(2)(f)(i)) of the Local Government Official Information and Meetings Act 1987.</p>
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NAPIER PEOPLE AND PLACES COMMITTEE

Open Minutes

Meeting Date: Thursday 29 April 2021

Time: 10.00am – 10.53am
12.13pm - 12.45pm

Venue Council Chambers
Hawke's Bay Regional Council
159 Dalton Street
Napier

Livestreamed via Council's Facebook site

Present Councillor Boag (In the Chair), Mayor Wise, Deputy Mayor
Brosnan, Councillors Browne, Chrystal, Crown, Mawson,
McGrath, Price, Simpson, Tapine, Taylor and Wright

In Attendance Chief Executive (Steph Rotarangi) *via zoom link*
Director Corporate Services (Adele Henderson)
Director Community Services (Antoinette Campbell)
Director Infrastructure Services (Jon Kingsford)
Manager Communications and Marketing (Craig Ogborn)
Pou Whakarae (Mōrehu Te Tomo)
Chief Financial Officer (Caroline Thomson)
Manager Property (Bryan Faulknor)
Investment and Funding Manager (Garry Hrustinsky)
Manager Community Strategies (Natasha Mackie)
Senior Policy Advisor (Michelle Grigg)
Community Advisor (Tiffany MacKenzie)
Tom Little (Youth Council Representative)
Zahra Jawad Mohamad Abdullah (Youth Council
Representative)

Administration Governance Advisors (Anna Eady and Carolyn Hunt)

Karakia

Apologies

Committee's recommendation

Councillors Price / Brosnan

That the apology for lateness from Councillor Mawson be accepted.

Carried

Conflicts of interest

Nil

Public forum

Nil

Announcements by the Mayor

Nil

Announcements by the Chairperson

- Consultation on Council's Long Term Plan is open for public submissions until 12 May 2021.
- There is a Long Term Plan meeting being held tonight at the Napier War Memorial on the Marine Parade, Napier at 6pm.

Announcements by Management

Nil

Confirmation of minutes

Councillors Wright / Chrystal

That the Minutes of the meeting held on 18 March 2021 were taken as a true and accurate record of the meeting.

Carried

AGENDA ITEMS

1. NAPIER SOCIAL MONITOR REPORT 2020

Type of Report:	Information
Legal Reference:	N/A
Document ID:	1302437
Reporting Officer/s & Unit:	Michele Grigg, Senior Advisor Policy

1.1 Purpose of Report

To provide a summary of findings from the 2020 Napier Social Monitor report.

At the Meeting

The Officer spoke to the report, along with Virgil Troy and Nataliya Rik of SIL Research, noting:

- Preceding the Social Monitor survey being administered, New Zealand had been in level four lockdown, and after that in periods of restricted movement due to community COVID outbreaks. These lockdowns will have had a direct impact on the survey results, reflecting the community feeling of having escaped a health pandemic relatively unscathed.
- Open ended questions were not used in the Social Monitor survey, but were in the COVID-19 Wellbeing survey conducted in June 2020.
- All 450 people who participated in the survey completed the whole survey.
- The increase in people feeling connected could be attributed to the community going through COVID lockdowns together. Also the Government's messaging about being kind could have helped create a feeling of connectedness.
- Results showed cycling and walking increased, however people had more time to be physically active during lockdown.
- Sample selection is utilised to ensure a different sample of the community is surveyed each time.
- The low emergency management rating is on par with other Territorial Authorities and is not unexpected. A lot of the community do not realise council's involvement in emergency management.
- The information produced by the survey will be distributed around council, so it can be used in planning and give guidance and direction.
- Surveys can be developed in response to significant events as required.

Councillor Mawson joined the meeting at 10.20am

Committee's recommendation

Councillors Simpson / Chrystal

The Napier People and Places Committee:

- Receive the Napier Social Monitor report 2020.

Carried

2. SAFER NAPIER PROGRAMME - ANNUAL UPDATE

<i>Type of Report:</i>	Information
<i>Legal Reference:</i>	N/A
<i>Document ID:</i>	1302975
<i>Reporting Officer/s & Unit:</i>	Rebecca Peterson, Senior Advisor Policy Michele Grigg, Senior Advisor Policy

2.1 Purpose of Report

To provide a summary of the 2019-2020 year of the Safer Napier programme, including key highlights and benefits to Council and the Napier community.

At the Meeting

The Officer spoke to the report and made the following clarifications:

- Council has previously asked other organisations involved in the programme for financial contributions. It has received financial and staff support for individual projects which are in line with the funding organisation's objectives. There has been no contribution towards the administration of the programme, but council could ask again in the future.
- The newsletter was developed to highlight key projects to partner organisations. It could be used to attract support from non-partner organisations.
- The newsletter is available on the council website, and is sent to all organisations on the council's community network email list.
- To distribute the newsletter to the disabled community it would need to be sent in accessible formats. There is a project underway to get council's key documents converted into accessible formats. The Safer Napier newsletter could be converted in the future, depending on budget availability.
- One of the Safer Napier goals is to reduce addiction harm in the community, and that includes vaping. There is a desire to strengthen the smoke free policy going forward, and that could include vaping.

Committee's recommendation

Councillors Crown / Browne

The Napier People and Places Committee:

- a. Note the Safer Napier programme update.

Carried

3. FARADAY CENTRE BUSINESS CASE

<i>Type of Report:</i>	Information
<i>Legal Reference:</i>	N/A
<i>Document ID:</i>	1303314
<i>Reporting Officer/s & Unit:</i>	Antoinette Campbell, Director Community Services

3.1 Purpose of Report

To receive the Faraday Centre Business Case and note that it will be available to the public for the remainder of the 2021-31 Long Term Plan consultation.

At the Meeting

The Officer spoke to the report and in response to questions clarified:

- The Faraday Centre Business Case supports keeping the centre open whilst the preferred model of operations can be implemented.
- During the first phase of the recommended approach, access needed through New Zealand Defence Force land will be negotiated.
- Since Napier City Council has taken over the Faraday Centre, visitation has increased. With seismic strengthening of the building it is hoped school group visits will resume.

The Youth Council representatives at the meeting suggested an open day aimed at teenagers would be a good way to introduce the Centre to their age group.

Committee's recommendation

Councillors Simpson / Price

The Napier People and Places Committee:

- Receive the Faraday Centre Business Case for information
- Note the Business Case and summary will be published on Council's website
- Note the Business Case recommendations will be brought back to Council after 2021-31 Long Term Plan consultation, hearings and adoption.

Carried

The meeting adjourned at 10.53am and reconvened in Public Excluded session at 12.13pm

PUBLIC EXCLUDED ITEMS

Councillors Mawson / Taylor

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

1. Appointment of Hawke's Bay Museum Trust Chairperson
2. Council Property - Sale

Carried

The general subject of each matter to be considered while the public was excluded, the reasons 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 were as follows:

General subject of each matter to be considered.	Reason for passing this resolution in relation to each matter.	Ground(s) under section 48(1) to the passing of this resolution.
1. Appointment of Hawke's Bay Museum Trust Chairperson	7(2)(a) Protect the privacy of natural persons, including that of a deceased person	48(1)A That the public conduct of the whole or the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist: (i) Where the local authority is named or specified in Schedule 1 of this Act, under Section 6 or 7 (except 7(2)(f)(i)) of the Local Government Official Information and Meetings Act 1987.
2. Council Property - Sale	7(2)(i) Enable the local authority to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations)	48(1)A That the public conduct of the whole or the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist: (i) Where the local authority is named or specified in Schedule 1 of this Act, under Section 6 or 7 (except 7(2)(f)(i)) of the Local Government Official Information and Meetings Act 1987.

The meeting closed at 12.45pm

Approved and adopted as a true and accurate record of the meeting.

Chairperson

Date of approval