

Thursday, 8 May 2025

Te Hui o Te Kaunihera ā-Rohe o Heretaunga

Hastings District Council

Performance and Monitoring Committee Meeting

Kaupapataka

Attachments

Te Rā Hui:
Meeting date: **Thursday, 8 May 2025**

Te Wā:
Time: **9:00 AM**

Te Wāhi:
Venue: **Council Chamber
Ground Floor
Civic Administration Building
Lyndon Road East
Hastings**

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TE KAUNIHERA Ā-ROHE O HERETAUNGA

ITEM	SUBJECT	PAGE
8.	PERFORMANCE AND MONITORING REPORT FOR THE QUARTER ENDED 31 MARCH 2025	
	Attachment 1: 2024-2025 Qtr 3 Performance & Monitoring Report 20250508	3



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Highlighted Works

STRATEGY AND DEMOCRACY

Climate Action –
Carbon Inventory
Tōmoana Showgrounds
Local Area Plan
Flaxmere, Hastings
Brookvale, Havelock North
Iona/Middle Road, Havelock North
Howard Street, Parkvale, Hastings
City Centre Strategy

PLANNING AND REGULATORY SERVICES

District Plan Review
Consents
Building Unit Review

COMMUNITY WELLBEING AND SERVICES

Aquatics
Splash Planet
Hastings Sports Centre (HSC)
Security Teams
Senior Housing
Community Development
Neighbourhood Support
Hastings Art Gallery / Te Whare Toi O Heretaunga
Hastings District Libraries
Toitōi – Hawke’s Bay Arts & Events Centre
Hawke’s Bay Museum Research & Archives Centre
Community Centres
Flaxmere Community Centre (FCC)
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HIGHLIGHTED WORKS

FLAXMERE Sale and Purchase agreements were executed for Lots at Whakaruru Crescent and the Gumtree Development with a blessing and sod turning at Whakaruru Crescent marking a major milestone. MORE INFORMATION ON PAGE 9
IONA/MIDDLE ROAD RESIDENTIAL DEVELOPMENT Stage 1 of the Middle Road 3Waters and road upgrade has been substantially completed this quarter. MORE INFORMATION ON PAGE 11
BUILDING UNIT REVIEW Good progress continues to be made implementing the review recommendations with positive feedback received supporting the changes that have been made. MORE INFORMATION ON PAGE 17
SPLASH PLANET Due to the poor weather over the summer season Splash Planet was closed early to mitigate further financial losses. MORE INFORMATION ON PAGE 20
HAWK'ES BAY MUSEUM RESEARCH & ARCHIVES CENTRE The delivery of the construction phase of this project continues on time and on budget. The time required for the installation of the racking systems and then the transition of the collection itself will take longer than initially expected. MORE INFORMATION ON PAGE 32




CITY CENTRE UPGRADES Renewals of the Civic Square have commenced and finalisation of plans for the CBD Mall continue. MORE INFORMATION ON PAGE 47
2C STREAMS & DAMS Progress continues with this programme. MORE INFORMATION ON PAGE 55
INFORMATION MANAGEMENT AND BUSINESS TRANSFORMATION PROJECTS A number of significant IT projects continue which will create large change for the organisation. MORE INFORMATION ON PAGE 62
EVENTS A busy month for the Events Team including Alfresco Friday events held in January and February and the inaugural Meatball Festival held in March 2025, with these events driving footfall and engagement in the CBD. MORE INFORMATION ON PAGE 74
RECOVERY An overview of the Cyclone Gabrielle recovery is provided. MORE INFORMATION ON PAGE 84



CLIMATE ACTION – CARBON INVENTORY

SUMMARY OF ACTIVITY

As part of Council's commitment to climate action, we are measuring our organisational carbon inventory. These inventories are a fundamental component of the Climate Action Work Programme (CAWP) and will provide reference points to help develop and assess the effectiveness of our Emissions Reduction Plan (ERP).

KEY PROGRAMME OUTCOMES   

Metrics	Current Quarter 3 (2024/25)	Previous Q2 (2024/25)
Timeline	No update this quarter pending further action on the regional emissions working group	- Completed inventory reports for 2021/2022 and 2022/2023 financial years received from Ekos Independent assurance report issued by McHugh & Shaw
Budget	-	- Small unplanned cost incurred but fits within operating budget
Quality	-	- Independent audit review has validated quality of data and final reports
Resource	-	- Officers and contractors achieved expected timelines and standards of work
Stakeholders	-	- Members of the public plus the Climate Action Joint Committee (CAJC) have been notified of outcomes

TŌMOANA SHOWGROUNDS

SUMMARY OF ACTIVITY

Hastings District Council (HDC) purchased the Tōmoana Showgrounds in 2021 from the Hawke's Bay A & P Society. Since taking over the grounds and facilities, Council has had four key areas of focus: understanding the grounds, facilities and infrastructure and managing the site in accordance with the findings of condition assessments; supporting the continued running of events, such as small community event bookings, weekly Farmers' Market, through to significant events such as Horse of the Year (HOY); managing the existing tenant relationships and completing key requirements under the Sale and Purchase Agreement, which includes establishing the Trust that will oversee the operation of the venue and preparing a master plan.

KEY PROGRAMME OUTCOMES

Metrics	Current Quarter 3 (2024/25)	Previous Q2 (2024/25)
Timeline	Key works and tracking to and ahead of delivery timelines	Key work items are currently tracking to the revised delivery timeline
Budget	Tracking ahead of budget	Tracking ahead of budget
Quality	Customer and event manager experience improving with additional resources and communication system	Limited resource impacting customer experience. Recruited Venue Operations Manager
Resource	Venue manager resource improving communication and operations	Appointment of new manager in December 2024 has eased workloads
Stakeholders	Good stakeholder communication and users are keen to network with trust	Good stakeholder engagement, including equestrian sector and Shearing Hawke's Bay

EVENTS

Date	Event
5 January 2025	Show Jumping Day
8 February 2025	Mana Stables
17 February – 9 March 2025	Horse of the Year
21 March 2025	Porsche Club
29 March 2025	Pēpi Market

PROGRAMME HIGHLIGHTS

Marketing and Communications:

- Monthly tenant emails and increased social media updates are regularly used to inform the public about events and Showgrounds history.
- Social media reach grew significantly, with notable increases in March due to specific event promotions.
- New signage at Tōmoana has received positive feedback, enhancing the venue's image.

Facility Management

- January was a quiet month, allowing for maintenance and site preparation ahead of HOY pack-in mid February for March event. HOY had some surface challenges from rain but overall we had positive feedback on site improvements. Working with HOY for site remediation as per hire agreement.
- Post-HOY improvements included ground levelling and minor repairs.

Trust and Strategic Planning:

- Trust work is progressing with the inaugural meeting in February and a site walkaround in March.
- Planning is underway for development of an initial master plan that will also inform vestment of reserve. The process will include stakeholder and community engagement.

Event Management:

- This quarter focused on strategic planning, stakeholder engagement and successfully managing significant events under challenging conditions.
- Planning for the 2025 calendar progressed, with most events secured with venue hire agreements in place.
- Hosted site visits with event managers assessing Tōmoana's suitability for their future events.
- Fantastic community event confirmed for September/October 2025 school holidays. Early planning for 2025 Matariki and 2026 Waitangi Day celebrations.
- Hosted the Porsche Club off-road gymkhana, successfully relocating the event due to weather concerns.
- Pepi Market was a busy event in the exhibition hall, with valuable feedback received For future improvements.

RISKS AND OPPORTUNITIES

Risks:

- Financial monitoring is crucial until the event season ends to maintain budget stability.
- Weather posed a risk to the grounds during HOY, affecting post-event remediation.
- Over-consultation may occur due to addition of Master Planning phase ahead of Reserve Management Plan process which will also require stakeholder engagement.
- Competition from Hastings venues, a lack of consent for large events and a potential change to the Local Alcohol Policy may impact event revenue potential.

Opportunities:

- Revenue surplus may provide room for progressing more of the remedial work programme in this financial year.
- Networking with potential events for the 2025/26 season enhances future event planning and revenue opportunities.
- Stakeholder consultations and master planning offer insights and clarifies reserve statuses, aligning with community goals.

PHOTOS



Fence wrap around site operations yard to improve amenity for visitors



Pepi Market set up in Exhibition Hall



HOY donated a jump for Tōmoana Showgrounds to 'own' in the main arena



The bar and VIP area provided a fantastic viewpoint for the main arena

LOCAL AREA PLAN PROGRAMME (LAPP)

SUMMARY OF ACTIVITY

The Local Area Plan Programme (LAPP) forms an integral part of the comprehensive growth management work programme, established by Council in response to the significant population growth that has occurred within the district over the last 10 years. The LAPP is firstly focussed on providing the strategic direction for where residential intensification/medium density housing is best able to be accommodated within the urban environment; followed by the preparation and delivery of place-based neighbourhood-scale Local Area Plans (LAPs). The LAPs will provide an integrated overview of the various land uses, infrastructure and amenity inputs (both above and below ground) relative to a defined urban area. The intention of these LAPs is to ensure that updates of residential intensification and medium density housing opportunities within defined areas result in well functioning urban environments, over the short, medium and long term.

KEY PROGRAMME OUTCOMES

Metrics	Current Quarter 3 (2024/25)	Previous Q2 (2024/25)
Timeline	Work to analyse community engagement feedback is ongoing	Ongoing, community engagement for four Hastings Plans (North, West, East, Hospital) was completed in December 2024 Work to analyse community engagement feedback is ongoing
Budget	Remains within operating budget	Remains within operating budget
Quality	Work to analyse community engagement feedback on the four LAP areas is ongoing	Work to analyse community engagement feedback on the four LAP areas is ongoing
Resource	Appointment of LAP Programme Manager in February 2025	Recruitment process for LAP Program Manager to commence in the January 2025
Stake-holders	Key Stakeholders identified	Key Stakeholders identified

PROGRAMME HIGHLIGHTS

Ongoing analysis of community engagement feedback. Appointment of Paige Gear as LAPP Manager in February 2025.

RISKS AND OPPORTUNITIES

Identified risks remain as:

- Public perception and opinions regarding progressing LAPs following the engagement under the Long-Term Plan/financial constraints.
- Anticipated decisions regarding proposed Plan Change 5 to the District Plan, and how the application of the Medium Density Residential Zone may impact upon the identified LAP areas.
- Potential confusion between the relationship between the LAPPs, the draft Future Development Strategy and Plan Change 5. However, this is considered to be an acceptable risk, as it relates to clarity of communication which can be managed.

KEY DATES

Conclusion of community engagement analysis, adoption by mid-2025, and implementation plan development and rollout thereafter.

FLAXMERE, HASTINGS

SUMMARY OF ACTIVITY

Council has three development sites: 244 Whakaruru Crescent, Town Centre and Caernarvon Drive (Gumtree Development). The three sites will provide 150+ homes for our people, which are pitched at first home buyers at an affordable price point. The Crown has provided funding, which enabled the land to be unlocked and for Council to work with development partners to deliver the finished product to our community.

KEY PROGRAMME OUTCOMES

Metrics	Current Quarter 3 (2024/25)	Previous Q2 (2024/25)
Timeline	Gumtree Development and Lot 6, Town Centre Sale and Purchase Agreements in place as of February 2025. Sale and Purchase Agreements in place with TToH for six Lots at 244 Whakaruru Crescent. Remaining Sale and Purchase agreements to be executed by quarter 4 2024/25	On track for Sale and Purchase agreements to be signed by December 2024 at 244. Multi-offer negotiation divestment of Gumtree and Lot 6, Town Centre progressed with negotiations to conclude by February 2025. Title received for Town Centre sites
Budget	Civil works complete. Ongoing holding costs for delayed land sales at 244 Whakaruru Crescent, as well as staged settlements at Gumtree Development and Town Centre. Additional unbudgeted costs identified related to reserve development and Pou installation	Minor civil works remaining, on track for completion by January 2025. Divestment process indicates a reduction in land sales revenue compared to LTP forecasted revenue estimates
Quality	The development sites are meeting engineering code requirements and development partner discussions are centred on quality builds. As part of developer agreements, Officers are reviewing developer conceptual plans to set and ensure standards across developments	The development sites are meeting engineering code requirements and development partner discussions are centred on quality builds. With Officers to review developer conceptual plans to set standard for developments
Resource	Major physical works complete, minor works well managed. Developer negotiations strongly supported internally with external expertise as required (The Property Group and Simpson Grierson)	Physical works well managed. Developer negotiations strongly supported internally with external expertise as required (The Property Group and Simpson Grierson)
Stake-holders	The Flaxmere Community via the Flaxmere Planning Committee and development partners remain fully engaged in the process	The Flaxmere Community via the Flaxmere Planning Committee and development partners remain fully engaged in the process

PROGRAMME HIGHLIGHTS

Land sales concluded at Gumtree and Lot 6, Town Centre. Six land sales at 244 Whakaruru Crescent, with remainder to be concluded by quarter 4. Development partners well engaged and working together to deliver good housing outcomes. Title process underway for Gumtree.

RISKS AND OPPORTUNITIES

- Challenging economic climate, reducing opportunity to obtain full market value for land.
- With the entirety of the project nearing completion, an opportunity for lessons learned and application to other Council projects.

KEY DATES

Date	Event
February 2025	Sale and Purchase Agreements executed for Gumtree Development and Lot 6, Town Centre
March 2025	Sale and Purchase agreements executed for six Lots at 244 Whakaruru Crescent
April 2025	Blessing and Sod Turning Event at 244 Whakaruru Crescent with development partners

PHOTOS



Blessing and Sod Turning Event, 244 Whakaruru Crescent

BROOKVALE, HAVELOCK NORTH

SUMMARY OF ACTIVITY

The Brookvale area is currently being designed and developed, following its rezoning from a Plains Production Zone (Plains) to a Residential Zone, which took effect on 13 January 2020. The recently approved Hastings District Council Long Term Plan (LTP) has outlined the budget and phasing of infrastructure development proposed to deliver the Brookvale Structure Plan.

KEY PROGRAMME OUTCOMES

Metrics	Current Quarter 3 (2024/25)	Previous Q2 (2024/25)
Timeline	On track	<div>Package 4 - Stormwater</div> <div>GDH engineering design continues on stormwater basin. Ground Testing occurring. Taking longer than expected</div> <div></div>
	On track	<div>Package 5 - Romanes Drive</div> <div>GDH progressing detailed design for road and 3Waters upgrades</div> <div></div>
Budget	Adjustments being made to reflect the programme	On track - budget adjusted to accommodate land acquisition for stormwater basin area
Quality	On track	High quality modelling and design is required for stormwater management given changing climate impacts and road/services upgrades
Resource	Brookvale is now appropriately resourced	Brookvale is now appropriately resourced
Stakeholders	Developers/landowners continue advancing their subdivisions and development proposals	Developers/landowners continue advancing their subdivisions and development proposals
	Landsdale seeking Development Agreement with HDC to advance the programme	Landsdale seek Development Agreement with HDC to advance the programme
	Informal discussions with other landowners - update/aspirations	Informal discussions with other landowners-update/aspirations

PROGRAMME HIGHLIGHTS

Graeme Hansen, Capital Works Delivery Manager now responsible for delivering the programme.

The Property Group engaged to progress land acquisitions required for the Stormwater area.

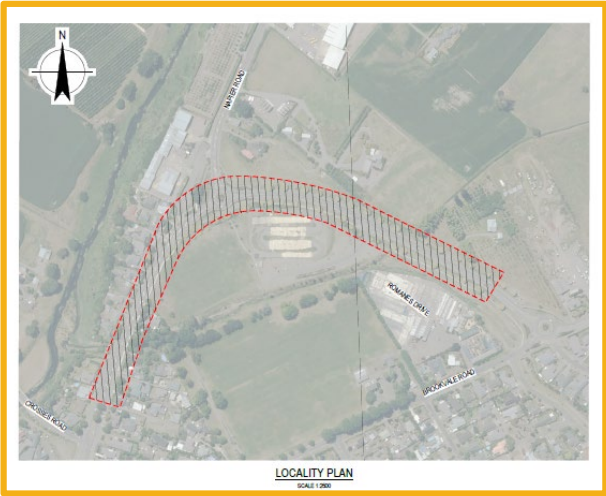
RISKS AND OPPORTUNITIES

Opportunities to work with Landsdale (a major landowner) to deliver the stormwater detention area and manage cut and fill. Discussions in progress.

KEY DATES

Date	Event
October 2025	Physical works for Package 5 commence
October 2025	Physical works for Package 4 commence

PHOTO



Extent of road/water upgrades for Brookvale on Romanes Drive

IONA/MIDDLE ROAD, HAVELOCK NORTH

SUMMARY OF ACTIVITY

Land at Iona has been rezoned for residential development with some 55 hectares available. CDL Land NZ Limited who owns most of the rezoned area is in the process of converting the land to enable residential homes. Once complete the Iona area is anticipated to yield in the order of 350 homes. The addition of new public reticulated services including water, wastewater and stormwater, as well as improvements to portions of Middle Road and Iona Road will also be required. Stage 1 under construction and preparation for Stage 2 underway.

KEY PROGRAMME OUTCOMES

Metrics	Current Quarter 3 (2024/25)	Previous Q2 (2024/25)
Timeline	On track for completion of all works by the end of 2026	On track - as previous quarter
Budget	On track	On track
Quality	On track	On track
Resource	On track	On track
Stakeholders	Ongoing communications with Developer and residents to continue for the length of the project	Close communications with Developer and residents continues

PROGRAMME HIGHLIGHTS

Stage 1, 0 - 600m section of Middle Road 3 Waters and road upgrade substantively complete and access open to residents. This section has now been fully chip sealed.

Works now focused on 600 - 1340m section of Middle Road (refer photo), again focusing on the installation of new 3 water infrastructure and new road build. Works are progressing at pace.

First stages of developer residential subdivision complete with home construction expected to commence from the next quarter.

RISKS AND OPPORTUNITIES

The need for ongoing management of public communications as the project progress to ensure the public remains fully informed, particularly around road closures and reopening dates and durations.

Ongoing monitoring and management of traffic detour routes and road upkeep.

Management of potential implications of the impending winter construction season if wetter than usual.

KEY DATES

Date	Event
December 2025	Completion of Middle Road works
December 2026	Completion of all public works

PHOTO



Middle Road

HOWARD STREET, PARKVALE, HASTINGS

SUMMARY OF ACTIVITY

The development of the Howard Street residential zone creates the potential for 400 new homes to be constructed on the 18+ hectares adjacent to Parkvale School on Howard Street backing onto Havelock Road. Council works are nearing completion to install water, wastewater, stormwater and roading infrastructure to service the area. Construction of several homes has commenced with completion of the initial houses expected starting this spring.

KEY PROGRAMME OUTCOMES

Metrics	Current Quarter 3 (2024/25)	Previous Q2 (2024/25)
Timeline	Physical works are complete	Wastewater pump station completed before end of year
Budget	Remaining land compensation costs expected to be resolved in fourth quarter	Additional costs of pump station have been closely monitored and are within expectations
Quality	On track	Being regularly monitored and on track
Resource	On track	On track
Stakeholders	Officers working with developers to advance further activity	First residents expected to move in Q3. Resource consent received for second developer

PROGRAMME HIGHLIGHTS

Council's installation of 3 Waters and roading infrastructure for the area is complete. The first residents moved into their homes in quarter 2 with new houses regularly being completed. A second developer started building houses in the zone with a third advancing earthworks. Reserve acquisition and development expected to occur over the next two fiscal years.

RISKS AND OPPORTUNITIES

Pending challenge to compensation amount received as part of the land acquisition process expected to be resolved by the end of the financial year.

Continuing to monitor capacity uptake within the area, thereby ensuring density targets are achieved within the zone.

KEY DATES

Date	Event
Q4 2024/25	Hearing on outstanding compensation issue
Q4 2024/25	Street Sign unveiling

CITY CENTRE STRATEGY

SUMMARY OF ACTIVITY

The Hastings City Centre Strategy was developed in 2012/13, adopted in 2012/13, and is currently being reviewed after 10 years. It is the current operative strategy for the Hastings CBD and is given effect to via many other documents and plans, including but not limited to the Hastings Public Spaces Revitalisation Plan and the Hastings District Plan. The outcome of the review will be an updated Action Plan of projects for the city centre for the next 10 years.

KEY PROGRAMME OUTCOMES

Metrics	Current Quarter 3 (2024/25)	Previous Q2 (2024/25)
Timeline	Draft document in final development	Draft document due for review
Quality	Good project management and engagement	Good project management and engagement
Resource	Well-resourced	Well-resourced
Stakeholders	-	-

PROGRAMME HIGHLIGHTS

A draft 10 Year Action Plan brochure has been developed to add to the original strategy, this will be finalised early 2025.

RISKS AND OPPORTUNITIES

Current funding constraints mean some actions identified are not able to be delivered within the next 10 years.

To ensure identified projects/actions which have not been funded at this time are not lost, all projects will be included in the final 10 Year Action Plan document.

KEY DATES

It is intended that the 10 Year Action Plan document will be in the next quarter.













PLANNING AND REGULATORY SERVICES

DISTRICT PLAN REVIEW

SUMMARY OF ACTIVITY

The Hastings City District Plan was recently made fully operative and controls all land use activities across the district through a framework of consenting processed and compliance services. Due to the nature of District Plan timeframes, Council has decided to continuously review its plan.

KEY PROGRAMME OUTCOMES

Metrics	Current Quarter 3 (2024/25)	Previous Q2 (2024/25)
Timeline	Maintain an up-to-date District Plan at all times 	Maintain an up-to-date District Plan at all times 
Budget	Meeting budgetary requirements 	Meeting budgetary requirements 
Quality	Meets ePlan standards established under the National Planning Standards 	Meets ePlan standards established under the National Planning Standards 
Resource	Working with Tamatea Pōkai Whenua to progress the Wāhi Taonga sites of significance to Maori project 	Continuing to work through the MOU with Tamatea Pōkai Whenua on the Wāhi Taonga Review Project 
Stakeholders	Working closely with Napier City, HB Regional Council and PSGE's to consider submissions on the FDS and prepare a recommendation report to assist the hearings panel 	Napier City Council and Hawke's Bay Regional Council adopted the Draft FDS for Notification and Submission 

PROGRAMME HIGHLIGHTS

Submissions on the Future Development Strategy were heard by an independent hearings panel held over three days from 24 to 26 March 2025.

RISKS AND OPPORTUNITIES

Uncertainty and impending legislation change places a heavy resource on staffing and adopted work priorities.

CONSENTS
RESOURCE CONSENTS

CONSENTS FROM 01/01/2025 – 31/03/2025 ▲▼

Metrics	Current Quarter 3 (2024/25)		Previous Q2 (2024/25)	
Total resource consents received	98	▼	104	▼
Total resource consents granted	90	▼	100	▼
Percentage processed within 20 working days	100%	▲	97.03%	▲
Percentage of applications that received s92 (RFIs)	27%	▼	31.78%	▲

BUILDING CONSENTS

CONSENTS FROM 01/01/2025 – 31/03/2025 ▲▼

Building Control	Current Quarter 3 (2024/25)		Previous Q2 (2024/25)	
Amendments issued	78	▲	67	▲
Amendments over time	0	▼	1	NC
Amendments % compliance	100%	▲	99%	▲
CCC issued	347	▲	272	▼
CCC over time	14	▼	15	▲
CCC % compliance	96%	▲	95%	▼
BC granted	234	▲	224	▼
BC over time	2	▼	31	▲
BC % compliance	99%	▲	88%	▼
Value of building works	\$59,987,316	▼	\$126,702,284	▲
BC accepted	235	▲	216	▼

NOTABLE CONSENTS

Address	Type	Value (\$million)
Miller Road	New three bedroom dwelling	\$1.5
Millar Road	Reconstruct/extend dwelling	\$1.8
Cnr Twyford/Omahu Roads	New office workshop – Turfrey	\$1.3
Lucknow Road	Iona College – Alterations roof upgrade	\$1.8
Lucknow Road	Iona College – New admin building	\$1.1
Karamu Road	New warehouse/office	\$1.8
Paki Paki	Church – seismic upgrade	\$1.0
Te Awanga	New single level dwelling	\$2.1
Kopanga Road	New single bedroom dwelling	\$1.1
King Street	Heinz Watties – new roofs, HVAC system	\$3.6
Endsleigh Drive	New dwelling	\$1.4
Tomoana Road	Heinz Watties – roof improvement	\$1.0

COMMUNITIES ARE SAFE AND RESILIENT ▲▼

Future Aspirations	Future Target 2024/25	Current Q3 (2024/25)	Previous Q2 (2024/25)
% of dog registrations of known dogs	98.0%	97.1% ▲	95.65% ▲
% release of impounded dogs suitable for release	100.0%	77.0% ▼	90.0% ▼
% overall release rate of impounded dogs	80.0%	65.0% ▲	64.8% ▼
Number of afterhours compliance operations on licensed premises per year	5	8 ▲	6 ▲

BUILDING UNIT REVIEW

SUMMARY OF ACTIVITY

The key objective for the Building Unit is for the team to be a high performing regulator that provides quality service through ensuring regulatory compliance, excellent customer service and being financially sound.

KEY PERFORMANCE OUTCOMES

Metrics	Current Quarter 2 (2024/25)	Due By
Leadership and Planning		
Business Plan	✓	December 2024
KPI's / Objectives / Performance	✓	December 2024
Development – Senior staff	✓	December 2024
Regular All Team Meetings	✓	December 2024
Risk Based Consenting / Peer Reviews	✓	June 2025
Risk Register	✓	December 2024
Customer Delivery / Service		
Inspections	✓	December 2024
Monitoring Targets / Dashboard	✓	December 2024
Customer Experience, Survey, Complaints, etc	✓	December 2024
Frequency of Bulletins	✓	June 2025
Pre-Application Process	✓	June 2025
Collaboration with other Councils	✓	June 2025
Financial Performance:		
TLA Statutory Functions (3)	!	December 2024
Flood Modelling	!	June 2025

PROGRAMME HIGHLIGHTS

Leadership and Planning

- The Business Plan was signed off by the Lead Team and then presented to the Building Team on 5 March 2025 at the All-Team meeting. This was well received, and no questions or issues were raised on what was presented.
- The Business Plan will be reviewed on 1 June 2025.
- Most recommendations related to Business Leadership and Planning have been completed, with the remaining few on track to be delivered by their due dates.
- Completed recommendations continue to be monitored to ensure sustained progress within the unit.

Customer Delivery/Service

- Customer service continues to be one of the main focuses for the Building Team and is closely monitored and discussed on how we can improve.
- Continuing to encourage staff to be more proactive throughout the entire consenting process to improve customer relationships. We are now engaging customers when sending out RFI's and following up with them if any issues.
- We've seen an increase in compliments coming in from agents and customers within the last three months.
- We're following up with the key agents we met in December 2024 to respond to their suggestions, share the progress we've made since then, and ask if they've noticed any improvements since our last meeting.

Financial Performance

- Finance department has provided financial results for individual groups. Will share and discuss these results with Team Leaders.
- Fees and charges for next financial year will increase.
- Overhead allocation to be reviewed after this financial year ended.

Territorial Local Authority (TLA) Statutory Functions

- The TLA is working with neighbouring Councils in relation to enforcement and compliance when required.

RISKS AND OPPORTUNITIES

- Staff need timely reminders of expectations, so they do not lose sight of objectives and outcome.

ADDITIONAL COMMENTS

- Progress is on track, with most outcomes successfully achieved and moved on to the monitoring phase.



AQUATICS

VISITORS PER QUARTER ▲ ▼

Programme	Clive Memorial Pools			Flaxmere Pools		
	Current Quarter 3 (2024/25)	Previous Q2 (2024/25)	Previous Year Q3 (2023/24)	Current Quarter 3 (2024/25)	Previous Q2 (2024/25)	Previous Year Q3 (2023/24)
Learn to Swim	3,950 ▲	3,930	2,914	2,349 ▼	2,370	1,709
Other Bookings and Events	1,162 ▼	4,590	4,025	14,654 ▲	10,126	5,220
General Public	6,926 ▲	5,343	4,386	4,410 ▲	3,784	3,052
Total	12,038 ▼	13,863	11,325	21,413 ▲	16,280	9,981

VISITORS PER QUARTER ▲ ▼

Programme	Village Pools		
	Current Quarter 3 (2024/25)	Previous Q2 (2024/25)	Previous Year Q3 (2023/24)
Other Bookings and Events	7,079 ▲	4,470	6,831
General Public	8,588 ▲	5,081	10,803
Total	15,667 ▲	9,551	17,634

PROGRAMME HIGHLIGHTS

Activities for quarter 3 focus around the remainder of the school summer holidays and then the start-up of the academic year. The bad weather experienced over the majority of January resulted in some better than normal visitation of the indoor pools. Village Pools was significantly impacted with approximately 50% less visitors when looking at January 2025 in isolation versus the previous year, however, with the weather improving at the end of January and through February and March the overall visitation for the quarter recovered

to gain some ground back. This was supported by some school bookings relocating due to the closure of Frimley Pools. Usage at the two indoor pools was bolstered due to a reduction of service at the Napier Aquatic Centre whilst maintenance to the facility was carried out, most notably at Flaxmere Pool where the Napier Aquahawks swim club relocated for the period.

RISKS AND OPPORTUNITIES

Upon season end at Village Pools, works will commence to replace the heating system from a gas boiler to an electric heat pump. This is an end-of-life replacement that will have benefits in reduced carbon emissions and energy costs.

Whilst it has not been a typical summer, the closure of Frimley Pools did not have any flow on impact that resulted in capacity issues elsewhere. Most of the user groups that used Frimley Pools in recent seasons relocated to other pools which assisted with the utilisation of those facilities.

Planning to continue the 'refresh' of the Flaxmere Pools has been completed. With the wall linings replaced, the next activity will be to paint the pools themselves and the remainder of the walls. Updated signage and some branding will also be installed. The Flaxmere Pools will be closed for four weeks and during this period staff will be undertaking maintenance tasks throughout the facility.

KEY DATES

Date	Event
9 February 2025	Weekend only opening for public at Village Pools
9 February 2025	Learn to Swim Term 1 start
27 March 2025	Frimley Pool Complex Decommission – Report to Council
30 March 2025	Village Pools closed

PHOTOS



Social media communication regarding refurbishment closure of Flaxmere Pools

SPLASH PLANET

KEY PROGRAMME OUTCOMES ▲ ▼

Metrics	Current Year Quarter 3 (2024/25)	Previous Q2 (2024/25)	Previous Year Q3 (2023/24)
Total visits	42,738 ▲	30,038	71,273
Visits through bookings and events	2,717 ▼	10,359	7,047
Active resident memberships	1,708 ▲	1,264	2,597

PROGRAMME HIGHLIGHTS

Unfortunately, due to poor weather over the peak visitation period of the season visitation and the subsequent income was not where it was budgeted to be. A report was taken to Council in February 2025 which recommended the early closure of Splash Planet to mitigate any further losses. Council approved this recommendation, and the park was closed early, with the last day of operation being 23 February as opposed to the planned 30 March 2025.

A Splash Planet Customer satisfaction survey is currently open and so far, highlights both positives and work-Ons. Feedback was continually assessed for 'in-season' improvements that could be made. At this point in time 80% of customers are satisfied with their experience.

RISKS AND OPPORTUNITIES

Officers will present options for alternative operating models with councillors on 29 April 2025.

As per budget, a project has commenced to repair, renew and upgrade features of the Tiny Town and Mini Putt areas of the park, aiming for completion prior to opening for the upcoming summer season.

KEY DATES

Date	Event
9 February 2025	Last day of seven-day operations
23 February 2025	Last day of operation (early closure)

GRAPHICS



Splash Planet marketing image

HASTINGS SPORTS CENTRE (HSC)

KEY PROGRAMME OUTCOMES ▲ ▼

Metrics	Current Quarter 3 (2024/25)	Previous Q2 (2024/25)	Previous Year Q3 (2023/24)
Visitor Numbers	22,167 ▲	17,974	36,090

PROGRAMME HIGHLIGHTS

Tumbling Tots

22 sessions held with 589 attendees. Feedback has been encouraging with the addition of a Thursday session, the busiest of which this quarter had 58 tamariki, with each child having at least one carer, making a total of 116 people. The themed session for the term was based on Sea Week with lots of sea related activities. The Envibe portal is up and running and families are utilising the prepay and multi-pass option.

Inclusive Active Movement Programme (IAM)

During the five sessions in Term 1 of IAM, a total of 59 rangatahi attended these IAM sessions.

Fundamental Skills Programme (FSP)

Across the seven FSP sessions a total of 88 students attended. FSP started back up on 28 February 2025with a mix of new and returning students.

Casual Court Admissions

58 community members utilised the Casual Court sessions offered at HSC over the quarter.

Te Waka Tākaroa – Play Trailer

18 Completed bookings, two cancellations and eight booking requests declined due to unavailability.

Bookings

With the multifunctional nature of the HSC, a variety of bookings have occurred this quarter including weddings, birthdays and markets as well as the regular sporting user groups. Notable returning casual bookings included both the My Walk in Wardrobe Event and the Hastings Indoor Market as a fundraiser for Koryo Taekwondo Club with each organisation booking multiple events in 2025.

KEY DATES

Date	Event
30 April 2025	Tumbling Tots Term 2 starts
13 May 2025	Bidfood Hawke's Bay Trade Show
16 May 2025	Fundamental Skills Programme Term 2 starts
16 May 2025	Inclusive Active Movement (IAM) Programme Term 2 starts

PHOTOS



My Walk in Wardrobe



Hastings Indoor Market

SECURITY TEAMS

KEY PROGRAMME OUTCOMES ▲ ▼

Metrics	Current Quarter 3 (2024/25)	Previous Q2 (2024/25)	Previous Year Q2 (2023/24)
CCTV Time Cameras Monitored Target >75.0%	84% ▲	79%	83%
CCTV Total numbers	Public Space – 275 Internal (facilities) – 325 Total feeds – 600 ▲	579	533
CCTV Down time Target <5.0%	2.0% NC	2.0%	2.0%

* Note the public space number includes 23 from Peak properties who have given HDC access to their feeds in the CBD.

PROGRAMME HIGHLIGHTS

Installation of new CCTV cameras has started in the remote water treatment plant (WTP) sites. Completed to date has been Clive, Frimley, Waipātiki and Whakatu. As part of the same project new cameras are now at the Waiaroha site.

The Kaitiaki team linked in with Central School who run their own kaitiaki programme and hosted a group of students to show them what it means in the HDC context.

Planning has now started to look at replacement servers for the Internal CCTV camera system as the existing servers come due for replacement.

RISKS AND OPPORTUNITIES

Homelessness continues to drive demand across the district.

The beach reserves are seeing a hard-core group of approximately 12 people who are frequenting the Haumoana and Clifton Freedom Camping areas and refusing to move on.

There continues to be homeless related activity in Stortford Lodge, though with signs that there is some movement of homeless individuals into the Hastings CBD area with reports of related issues starting to rise.

Havelock North shopping centre also has a group of homeless/beggars that are generating complaints with their behaviour.

Beyond those highlighted areas, there are regular reports of people parking up in cars/erecting tents, etc around the wider district – both within the urban/suburban and rural areas.

Continued vacancies in the City Assist and Flaxmere Skatepark Guardian teams due to preferred candidates changing their minds and not accepting offers.

KEY DATES

Date	Details
28 April 2025	Next Stortford Lodge Community meeting - homeless issues

SENIOR HOUSING

SUMMARY OF ACTIVITY

It is a function of Council to provide housing for older persons with limited financial means. HDC has been providing senior housing for over 60 years. HDC owns and manages 220 units across nine sites in Hastings City, Havelock North and Flaxmere. Day-to-day tenancy management is provided under contract by Te Taiwhenua o Heretaunga (TToH), and all works are within the legislative framework of the Residential Tenancies Act (RTA) 1986.

KEY PROGRAMME OUTCOMES ▲ ▼

Metrics	Current Quarter 3 (2024/25)	Previous Q2 (2024/25)	Previous Year Q2 (2023/24)
People on waitlist	133 ▼	135	230
Outstanding debt	\$4,246.22 ▲	\$3,971.00	\$16,190.00
Uninhabited units	10 ▼	18	8 units in various renewal stages 4 units in long-term maintenance

PROGRAMME HIGHLIGHTS

During this quarter, discussions between TToH and HDC on resuming operational services back in-house after the contract expires on 30 June 2025 took place. These discussions will ensure a smooth transition and that tenants are comfortable with the pending change. Tenants have all been advised of the changes which should not alter their experience day to day.

During this quarter, a number of thefts were reported to the police. This has led to the team working closely with City Assist, after-hours security and tenants at Cambridge Court, Oakleigh Downs and Parkhaven Village to create awareness. There is a potential opportunity to work with Neighbourhood Support in addressing some of the issues.

The February-March 2025 Senior Village Housing Newsletter was distributed to all tenants which included information on the major roof upgrades at Oakleigh Downs and one block at Swansea.

As the current signage for all nine senior housing villages are worn and discoloured – updated signage will be erected soon.

NEW DEVELOPMENT – TE PĀ HARAKEKE

Alexander Construction HB (Ltd) were introduced to the Flaxmere Planning Committee meeting on 12 February 2025 as the builders for the project.

Construction work for the 39 units of new senior housing stock will begin mid-April 2025.

RISKS AND OPPORTUNITIES

In line with the operational services coming back in-house, there are two vacancies for Connector – Senior Housing roles currently being recruited for, closing on 27 April 2025.

KEY DATES – UPCOMING

Date	Details
30 June 2025	TToH's operational services contract for Senior Housing expires
1 July 2025	Senior Housing operations back in-house
October 2025	Te Pā Harakeke applications open

COMMUNITY DEVELOPMENT

SUMMARY OF ACTIVITY

The Great Communities Strategy gives effect to two of Council's community outcomes for our district – a safe and inclusive place and a vibrant place to live, play and visit. Community Planning provides a framework to enable communities along with responses to prioritised challenges and opportunities.

KEY PROGRAMME OUTCOMES ▲ ▼

Metrics	Current Quarter 3 (2024/25)		Previous Q2 (2024/25)	Previous Year Q2 (2023/24)
New Community Plans underway or endorsed	0	NC	0	1
Community Engagement Meetings	33	▼	43	30
Community Emergency Hubs (CEH) developed	9 completed and 9 in progress (total remains 43 + 5 Pasifika Hubs)	NC	43 in progress (+5 Pasifika Hubs)	16 in progress
Multicultural Community Events	7	▼	8	5

PROGRAMME HIGHLIGHTS

The Connectors have continued supporting the Risk Team with the outreach and delivery of resilience training, stocktakes and open days for the rural community emergency hubs.

At the Hub Leads hui held on 4 March 2025, a video presentation on the success of Upper Dartmoor's Hub was shared. The Leads complimented HDC on a job well done through the Connectors, and the continued support via the Risk Team.

In the Disability sector, the 'Beyond the Cyclone' event was held on 18 March 2025 and the level of engagement was good, with participants acknowledging more disability and emergency awareness training is required. This has led to ongoing discussions on making Civil Defence centres accessible and barrier free.

In the Welcoming Communities space, several events took place in this quarter. One standout was the International Cultures Day where large crowds turned up for the glitzy entertainment and savouring the variety of food there.

Some of the other events were:

- Kerala Community Sneharavu celebration - 4 January 2025.
- SAFE-CARE (Smoke Alarms For Everyone) volunteer open evening - 23 January 2025.
- Holi Festival - 6 March 2025.
- International Women's Day afternoon tea hosted by Multicultural Association – 8 March 2025.
- Ministry of Ethnic Communities Regional Initiative for Ethnic Communities Empowerment (RIECE) - 20 March 2025. For photos and overview see: <https://www.facebook.com/share/p/12JpK8HD2uu/>
- EIT international students' lunch and chat session - 20 March 2025.

RISK AND OPPORTUNITIES

The recruitment for a Connector – Pou Hono, who will overlook the resilience and community development of the district's Marae and Māori community groups is ongoing. This will enhance the service delivery with potential collaborations and partnerships such as emergency hubs and other social development initiatives.

KEY DATES

Date	Details
2 April 2025	Waimārama Community Emergency Hub Visit / Stock Check
2 April 2025	Suicide Prevention Meeting
5 April 2025	Mayfair Community Event (Community Fair) Flaxmere Community Day (Celebrate Flaxmere)
6 April – 13 April 2025	Lantern Festival – Osmanthus Gardens
9 April 2025	Cape Coast Community Group Meeting Mayoral Welcome for International students
11 April 2025	Haumoana Memorial Hall Blessing Waipuka Community Emergency Hub Visit / Stock Check Disability Reference Group Meeting
12 April 2025	Eid Community Celebration Sikh Community Parade
13 April 2025	Sri Lankan Community Day
17 April 2025	Kereru Gorge Culvert Opening
28 April 2025	Stortford Lodge Homeless Hui
29 April 2025	Community Emergency Hub Leads Hui
4 May 2025	Puketapu South Community Resilience Workshop
11 May 2025	Multicultural Association Marae visit
11 May 2025	Multicultural Association Community Connect Day (Resilience) Rotutuman Language Week
25 May 2025	Havelock North Function Centre Open Day (Resilience) Puketapu South Community Resilience Workshop
2 June 2025	Samoan Language Week
15 June 2025	Maraekākaho Community BBQ/Hub Open Day (Resilience/Neighbourhood Support)

PHOTOS



Holi Festival



International Women's Day Afternoon Tea

NEIGHBOURHOOD SUPPORT

SUMMARY OF ACTIVITY

Neighbourhood Support (NHS) is a nationwide community-led movement that brings people and neighbourhoods together to create safe, resilient, and connected communities of which HDC has committed to with having a dedicated Community Connector working in this capacity.

KEY PROGRAMME OUTCOMES ▲ ▼

Metrics	Current Quarter 3 (2024/25)	Previous Q2 (2024/25)	Previous Year Q2 (2023/24)
Community Events	8 ▲	6	5
NHS Group Community meetings	10 ▲	9	6
Urban Group total numbers	3,578 ▲	3,554	3,521
Rural Group total numbers	148 ▲	124	116
Development of new groups	24 ▲	14	5

PROGRAMME HIGHLIGHTS

With a busy quarter, there were 21 new NHS signups in Haumoana following a pizza/sausage sizzle promo event held at the old Beach House Wines on Sunday 23 March 2025.

Following that, the Maraekākaho Community Fair in March 2025 saw 12 new people sign up.

Following up on the anti-social behaviour and homeless people at Stortford Lodge, new NHS community ID and CCTV signs have been erected following requests from community in the area.

Through a collaboration with the Risk Team, there were six new NHS signups in Whirinaki via a combined Civil Defence and NHS drive in this community.

The National Community Advisor and Chief Executive from NHS National Office and Senior Prevention Partnerships Advisor from Police Headquarters visited HDC in February 2025. The group acknowledged the amazing work HDC carried out post cyclone and following up with continuous preparedness for the communities.

Below email of acknowledgement from the NHSNZ Chief Executive following their visit:

"It was truly a privilege and an honor for our National Team to be invited to spend time with our Eastern District members in Napier and Hastings last week. The whirlwind couple of days in 30 plus temperatures were filled with insightful discussions and meaningful collaboration with strategic partners from Council, Police and FENZ, along with some extremely passionate community champions.

This was an opportunity to also reflect on the recent anniversary of Cyclone Gabrielle and the horrific devastation and ongoing impacts still felt around the region. Like other districts affected, in the face of such tragedy, communities unite, with countless individuals going above and beyond to assist their neighbours. We were privileged to meet some of these selfless champions, whose dedication in supporting and maintaining safe, connected, and resilient communities remains unwavering.

To our hosts, Colette and JR, we sincerely appreciate the opportunity to come together - not only to support your work but also to witness the incredible widespread spirit, passion, and dedication.

We are grateful for the valuable knowledge and inspiration we've gained to share with our Neighbourhood Support whānau.

We were so warmly welcomed that we couldn't help but inquire about local real estate, thanks again for the fabulous opportunity!"

RISK AND OPPORTUNITIES

With the local body elections taking place later in the year, it provided an opportunity to work alongside the local team from the Electoral Commission in Hawke's Bay to promote NHS and enrolments through random pop-up sessions in the city.

To enable and ensure an up-to-date database the team is working through the process to get the information on NZ Gets Ready via funding received from Lotteries NZ.

NZ Gets Ready is a community database that stores community household contact details, skills, needs and resources. It then provides powerful tools to filter and communicate with the community via email and SMS dependent on the different packages available. This work would replace the labour intensive and outdated system currently used for record keeping.

PHOTOS



Senior Sgt Andrew Graham (NZ Police), Kelsey Adern (NHS NZ) JR Roberts (HDC), Lou Grevel (CENHSNZ) and Colette Hall (NCC)



Haumoana Community - March 2025



Whirinaki Community - March 2025

HASTINGS ART GALLERY / TE WHARE TOI O HERETAUNGA

KEY PROGRAMME OUTCOMES ▲ ▼

Metrics	Current Quarter 3 (2024/25)	Previous Q2 (2024/25)	Previous Year Q2 (2023/24)
Visitor numbers	5,136 ▼	6,150	6,629
Student and public programmes attendance	556 ▼	779	1,252
Public programmes	12 ▼	18	25
New exhibitions	2 ▼	4	2
Overall visitor satisfaction	Satisfied ▼	Very Satisfied	Very Satisfied

PROGRAMME HIGHLIGHTS

The Toi Māori exhibitions *He Pānui* (Jacob Scott and Jason Kendrick) and *In Good Relation* (Maioha Kara) continued at the gallery over summer and were enjoyed by visitors – especially those interested in whakairo and architecture.

In February 2025 the gallery opened *Photographing the Pacific Sisters* by Waipukurau based photographer Vivienne Haldane, documenting the artistic journey of the legendary Aotearoa art and fashion collective *The Pacific Sisters*, featuring photographs of Heretaunga Hastings artist Nephi Tupaea.

Wā we Can't Afford by Heidi Brickell (Ngāti Kahungunu, Rongomaiwāhine), HCAG's 2024-2025 artist in residence, which has been celebrated by local and national audiences.

Visitor Feedback:

He Pānui: "I really love how practically most of the things shown here are in one way or another recycled. The stunning wood carvings are from old floorboards for goodness sakes! Just amazing to see what can be done with things we discard."

Wā we Can't Afford: "I've been visiting for at least 20 years; I've seen a lot of shows and that one of Heidi's is easily in my top 5" "Stunning exhibition."

In Good Relation: "It feels so universal, I stood there and just got sucked into what felt like the constellations hung a few feet from my face on a gallery wall."

RISK AND OPPORTUNITIES

The addition of new CCTV cameras should help manage antisocial behaviour.

Reduction in service from seven days to five days continues to impact community access and visitation.

Work is due to start on the Civic Square paving and upgrade in the next quarter and visibility is expected to lower visitor numbers by 50-80% over the next few months. However, it is expected that this will have a positive impact on the gallery's visitation and activation of Civic Square long-term.

KEY DATES

Date	Details
April – July 2025	What Thrives on These Soils – Looking at the legacies and political dynamics of agriculture in Aotearoa New Zealand, this exhibition considers how people might think about growth and prosperity
April - June 2025	Arts for Tots - Free Kids drop-in arts days

PHOTOS



Visitors enjoy *Wā we can't afford* by Heidi Brickell



Art for Tots

HASTINGS DISTRICT LIBRARIES

KEY PROGRAMME OUTCOMES ▲ ▼

Metrics	Current Quarter 3 (2024/25)	Previous Q2 (2024/25)	Previous Year Q2 (2023/24)
Physical visitors to facilities	111,739 ▲	109,453	110,346
Virtual visits	175,142 ▲	167,916	56,189
Collection issues	124,540 ▲	116,356	117,641
Online resources accessed	42,168 ▲	20,981	25,420
Internet sessions on public PCs	9,503 ▲	9,392	9,567
Wi-fi sessions	unavailable -	14,681	13,808
Events and activities (physical and virtual)	95 ▼	102	120
Attendees to events and activities (physical and virtual)	1,445 ▼	3,401	2,710
Space and room bookings	430 ▼	443	385
Engagement opportunities	23 ▼	72	49
Skinny and Cien Jump modems issued	47 ▼	53	46

PROGRAMME HIGHLIGHTS

While early in the year space bookings are quieter with groups taking a summer break, the libraries are instead filled with school holiday activities and events. Highlights included a Teddy Bears' Sleepover, two Spy Schools, various makerspaces across the sites, and the yearly Teen Library Lock-in.

The summer literacy programmes had 130 registered participants and there were 494 report-ins for this during the summer. While the Hell Pizza Reading Challenge (runs April to January) came to an end. It is estimated that 2,500 pizza wheels were handed out between April 2024 and January 2025.

In March 2025, Hastings Libraries' Learning and Development team partnered with the National Library's Services to Schools to offer a professional development opportunity to local school librarians.

This Library Champions Workshop event was hosted at the Hastings War Memorial Library and included an entire day of workshops and seminars. The aim was not only for the students to gain skills to take back to their individual schools, but to promote public library services and to engage young people's interest in working within the industry.

A new programme, Kōrero with Kurī in partnership with Canine Friends therapy dogs, launched at Hastings War Memorial Library in March 2025. This programme is held twice weekly and is intended to help children grow their confidence in reading aloud by practising on a 'non-judgemental' and friendly pup. This has been very well attended with all sessions booked up online well in advance and has received wonderful feedback from participants. It is intended these sessions will be extended to the other sites once the programme is bedded in.

Dick Frizell launched his new book, *A Boys Own Adventure*, in Hastings War Memorial Library on 13 March 2025 with 90 people in attendance. His publishers sought out the library as a venue, as Dick had fond memories of visiting the library as a child, especially witnessing Peter McIntyre paint the war memorial piece in the Hall of Memories.

While there were less engagement and outreach opportunities this quarter, there were some significant visits and talks about library services out in the community, such as a talk with 70 Fijian and Tongan community leaders, the Cook Islands Kaumatua Wāhine group, and continued collaboration with Ōmāhu school around their school library.

RISK AND OPPORTUNITIES

Antisocial behaviour, especially drug and mental illness related, has been increasing over the last few months. There are strong processes in place and the team are continuing to ensure these, as well as policies, are updated as required.

The paving renewal in Civic Square will require the closure of the Hall of Memories (HOM) entry for two to three weeks in early April 2025.

KEY DATES – UPCOMING

Date	Details
12 - 27 April 2025	Autumn School Holidays events and activities
2 - 4 May 2025	Nerdvana 2025 - Designed as an all-out geek oasis for all the grown-ups who never grew up
14 May 2025	Play, Learn, Connect with Little Cubby Spaces
9 - 27 June 2025	Matariki events and activities

PHOTOS/GRAPHICS



Kōrero with Kūri programme participant with Finn and Kassie the therapy dogs



Summer events at Havelock North Library



Teddy Bears Sleepover Event



Dick Frizzell book launch



Dick Frizzell with Peter McIntyre painting

TOITOI – HAWKE’S BAY ARTS & EVENTS CENTRE

KEY PROGRAMME OUTCOMES ▲ ▼

Metrics	Current Quarter Q3 (2024/25)	Previous Q2 (2024/25)	Previous Year Q2 (2023/24)
Commercial events	25 ▼	30	Not reported
Community events	14 ▼	34	Not reported
Total number of events	39 ▼	64	81
Tickets sold	2,577 ▼	8,455	14,886
Total attendance including non-ticketed event attendance (conferences etc)	7,280 ▼	17,621	21,769
Annual survey satisfaction	99.8% NC	99.8%	98.1%

PROGRAMME HIGHLIGHTS

REBL Group Real Estate Awards (January 2025) – the third consecutive year hosted by Toitoi. This is a valuable event hosted within a traditionally quiet month.

Naylor Love Conference (February 2025) – a small conference for a large company, held over three days with the hosting opportunity generated through direct engagement at the Business Events Tradeshow.

Health HB Conference (March 2025) – a valuable event for Toitoi. Generated from a community-based client and hosted now for the third consecutive year.

Sarah Millican, International Comedian - Sold out performance which generated over \$7,000 profit from venue hire alone.

Airforce Band on Tour, Royal NZ Airforce Band - first time at Toitoi.

Suitcase Show, Award winning NZ theatre show - two public performances and one schools' performance.

KEY DATES – UPCOMING

Date	Details
April 2025	Financial Literacy and Hauora Conference
	'In Other Words' NZ National Touring production starring Jennifer Ward Lealand and Michael Hurst
	Dai Henwood, Renowned National Comedian
	National Youth Drama School
May 2025	Wealth point Conference Dinner
	NA institute of Landscape Architects Conference
	NKII single Day Conference and Dinner
	Chopper, International Comedian
	'Hous of Yolo', National renowned Circus Company Dust Palace
June 2025	The Big Sing
	'Laugh Your A** Off', Toitoi Comedy Festival
	Emmanuel Fonoti-Fuimaono, Fundraising Concert

ADDITIONAL COMMENTS

Booking Trends – commercial bookings are coming in at a consistently shorter lead whilst community-based bookings graduations/awards etc are booking with longer lead in time.

Catering spend across all bookings has been consistently low with a sustained focus on minimising cost. This can be in the form of much cheaper menu options or reduced menu formats for larger events.

Touring performing arts product has slowed nationally due to risk in the current financial climate.

Less community events booking due to reduced funding available.

HAWKE'S BAY MUSEUM RESEARCH & ARCHIVES CENTRE

SUMMARY OF ACTIVITY

The Hawke's Bay Museum Research and Archives Centre project is a regional project between HDC, NCC, Kahungunu and the Hawke's Bay Museums Trust (HBMT). The project will deliver a state of art, fit-for-purpose facility that will house the 90,000-piece regional collection of taonga and artefacts. The facility on the corner of Hastings Street North and Queen Street East, Hastings will transform an existing big box retail building, Briscoes, into two separate but interconnected whares.

The Darkhouse will be the climatically controlled 'vault' where the collection will be housed, and the collection team will undertake the curation of the collection. This space will also include a research and reading area for archivists and researchers to use, a conservation laboratory and a photography laboratory. The second distinct whare, the Lighthouse, is a 390m2 dual storey structure that will accommodate staff offices and amenities and includes a 120m2 suite for hosting groups wanting to engage with elements of the collection.

Both Councils are funding the \$26m project along with significant levels of external funding support from Lotteries NZ and the Ministry for Culture and Heritage. The facility is scheduled to open mid-2025 following an 18-month construction programme and a three-to-four-month relocation programme that will see all 90,000 collection pieces moving from Ahuriri Napier to its new home here in Heretaunga Hastings.

KEY PROGRAMME OUTCOMES

Metrics	Current Quarter 3 (2024/25)	Previous Q2 (2024/25)
Budget	On budget	On budget
Programme Delivery	On time	On time
Communications	Tracking	Tracking
Funding	Largely confirmed with HBMT Foundation continuing grant applications	Largely confirmed with HBMT Foundation continuing grant applications

PROGRAMME HIGHLIGHTS

Construction is progressing to budget and on time, main constructions works are expected to be completed early May 2025. Following this the specialist racking and shelving company will complete their installation. This is expected to be completed by early August 2025. Relocating the collection of taonga and artefacts will commence after this.

RISK AND OPPORTUNITIES

As with any construction project, there is the risk of budget overruns. The project budget has a light contingency, but the budget itself is being tightly monitored throughout the construction process.

The project team has been constantly exploring ways and methods to introduce value into the final product by means of buildability and product selections.

The Hawke's Bay Museum Foundation has a \$1m fundraising target and have made positive progress, just over \$700k has been raised with other grant applications pending decisions. It is however acknowledged there is a real risk the \$1m target will not be met. To manage this it has been agreed to ring-fence a portion of the contingency to address the funding shortfall if required.

KEY DATES

Date	Details
May 2025	Estimated construction completion
August 2025	Estimated racking and shelving installation

PHOTO



Huia Feathers cloak the new building

COMMUNITY CENTRES FLAXMERE COMMUNITY CENTRE (FCC)

KEY PROGRAMME OUTCOMES ▲ ▼

Metrics	Current Quarter 3 (2024/25)	Previous Q2 (2024/25)	Previous Year Q2 (2023/24)
Visitors (programmes and groups)	5,319 ▲	4,944	10,968
Gym visitors	490 ▼	1,253	827
Nourished 4 Nil visitors	2,595 ▼	3,522	3,149

PROGRAMME HIGHLIGHTS

Cooking classes run by Sports Hawke’s Bay for tamariki and rangatahi have once again been a hit this term, with the offering allowing children to get in the kitchen and learn basic cooking and kitchen skills, as well as simple meals and treats to prepare. The offering will continue in term three.

Badminton Hawke’s Bay has kindly donated 15 badminton rackets to Flaxmere Community Centre for the casual badminton sessions that are held weekly on Mondays and Fridays.

RISK AND OPPORTUNITIES

A decision to close the FlaXrock Gym was made this quarter as part of a review of Council operations to reduce costs. The decision was driven by low user numbers and therefore ongoing low revenue from the offering, against a high, total annual cost. The last day of opening was 4 April 2025. Officers are exploring options for external providers to utilise the remaining spaces and resources to deliver health and wellness offerings to the community.

The development of an Expressions of Interest process is underway.

Some of the kaumatua classes have been on hold since early 2025 due to staff shortages, however officers are exploring options with an external provider to deliver two classes per week.

KEY DATES

Date	Details
7 April 2025	Maara Kai workshop
Term 2, 2025	Youth Kowhaiwhai workshop

PHOTOS



Donated Badminton Rackets from Badminton Hawke’s Bay to FCC



Cooking Class held at FCC

CAMBERLEY COMMUNITY CENTRE
(CCC)

KEY PROGRAMME OUTCOMES ▲ ▼

Metrics	Current Quarter 3 (2024/25)	Previous Q2 (2024/25)	Previous Year Q2 (2023/24)
Visitors (programmes and groups).	1,654 ▲	1,592	2,595
Breakfast Club.	1,634 ▼	1,918	1,536
Nourished 4 Nil.	2,929 ▲	2,371	2,318

PROGRAMME HIGHLIGHTS

The centre was busy with activities for children over the summer school holidays. Drop-in sessions were organised every Tuesday to Friday afternoon from mid-January 2025 to help keep tamariki busy, learning and entertained. Sports, crafts, gaming and movies were some of the different activities offered.

A four-part series of 'Maara Kai' workshops were held in February and March 2025 on Mondays. These sessions were facilitated with Te Taiwhenua o Heretaunga, catered to all ages, and included information on making a garden bed, collecting seeds, and growing plants that people could harvest for food. This offering was popular, and another session is being planned for Term 2 of 2025.

A composting wananga with HDC's Jordy Wiggins was held on Wednesday 19 March 2025. This event was open to the community to learn and share knowledge about what happens to food waste and educating the community about the different composting systems to deal with food waste in a more sustainable way.

Sustainable Hawke's Bay have trialled a 'kai Ika' offering at Camberley and Flaxmere Community Centres. This offering is very much like Nourish for Nil in that the group aim to utilise food products that may otherwise be thrown away. The Community are welcome to bring buckets and bags each Thursday afternoon and get a share of fish heads for uses such as for stocks and broths.

KEY DATES – UPCOMING

Date	Details
10 April 2025	Easter Kaumatua Hapori / Cuppa Tea
Term 2 2025	Maara Kai Workshops (Mondays)
Term 2 2025	Kids cooking classes

GRAPHICS

Stone painting this week and sports weather permitting

Activities Dates

Tue 21st - Fri 24th
1 - 2.30pm

Wed 29th
1 - 2.30pm

CCC Holiday Activities

MAARA WORKSHOP

CAMBERLEY COMMUNITY CENTRE
703 LAW STREET, CAMBERLEY • HERETAUNGA, COC

Every Monday for 4 weeks from 24th Feb - 19th Mar
10:00am - 11:00am

How to make a garden bed, seed collection, composting, bushcraft and worm farming, growing your own kai.

WORKSHOP HIGHLIGHTS:

- INTERACTIVE LEARNING
- PLANT CARE TIPS

Call 0800 483 272 to register

Te Ara Waiora

CCC Maara Kai Workshop poster

WAIAROHA

KEY PROGRAMME OUTCOMES ▲ ▼

Metrics	Current Quarter 3 (2024/25)	Previous Q2 (2024/25)	Previous Year Q2 (2023/24)
Visitors (including self-guided tours, school visits and booked groups)	2,237 ▼	2,365	1,435
Events	7 ▲	0	1
Space bookings / venue hire	4 ▼	9	5

PROGRAMME HIGHLIGHTS

Despite the cooler and less than ideal weather over January 2025, there was a large number of visitors to the whare at Waiaroha. Twice weekly boat making events, as well as a scavenger hunt helped to entice and entertain whānau, and many people said they were visiting from out of the region at this time.

Waiaroha has hosted several groups throughout the quarter, including Te Rito Maioha - ECE educators' group, Napier RSA and the recent visiting Chinese Delegation for a Pōwhiri. Despite being early in the school year, seven different school groups also visited during Term 1.

Waiaroha continues to attract awards and articles. Waiaroha was featured in the Business Central Magazine in February 2025, and then judges from NZIA visited in March 2025, with Waiaroha making it through to the short list at a regional level for the NZIA awards.

RISK AND OPPORTUNITIES

The Waiaroha team have been collaborating with various educational providers to help extend on the current curriculum, as well as build modules for the Māori base curriculum.

Unfortunately, as well as some vandalism, the grounds around Waiaroha have had several infrastructure breakages including the pump for the water feature and sprinkler/mist systems. This has meant that some of the features have not been working correctly or have been turned off for periods of time.

Due to algae and sediment build-up, the Waiaroha team are working with external contractors to drain the streams and pools for a thorough cleaning. This is expected to take a couple of days to complete.

KEY DATES – UPCOMING

Date	Details
12 - 27 April 2025	Autumn School Holidays events and activities
June 2025	Matariki

GRAPHICS



Visitors to Waiaroha



Waiaroha Tour

YOUTH DEVELOPMENT ACTIVITIES

KEY PROGRAMME OUTCOMES ▲ ▼

Metrics		Current Quarter 3 (2024/25)	Previous Q2 (2024/25)	Previous Year Q2 (2023/24)
Young people engaged in youth activities during term time	Flaxmere Camberley	952 1,021 ▲	780 754	1,572 976
New and updated services added to the youth services database		7 ▼	21	59
Number of views of youth services databases		3,327 ▲	792	1,485

PROGRAMME HIGHLIGHTS

The Youth Service Database had a significant increase in views from the last quarter. Officers and Youth Council continue to promote the database on social media and via My Hastings.

Flaxmere Community Centre – rangatahi programmes and activities

Term 1 has seen an increase in rangatahi involvement at the Flaxmere Community Centre, with initiatives designed to empower, engage, and uplift local tamariki and rangatahi. A major highlight was the successful launch of the Flax Hoops Basketball Programme – a six-week pilot designed to provide a safe, structured space for youth and tamariki to train and compete in a sport they're passionate about. 12 schools participated (Te Kura O Kimi Ora, Irongate, Flaxmere Primary, Te Kura Kaupapa Māori o Te Wānanga Whare Tapere o Takitimu, Paki Paki, Camberley Primary, Poukawa, Omahu, Peterhead, Flaxmere College, Hastings Boys High School and St Johns College) averaging 60 tamariki attending weekly.

The programme proved to be a powerful connector, drawing in rural schools and encouraging strong whakawhanaungatanga within the community. The rangatahi training group grew from 5 to 27 participants over the programme, supported by two Youth Councillors.

Community support was evident with parents not only attending but actively engaging in the trainings – feedback was overwhelmingly positive, highlighting the programme's value. Alongside Flax Hoops, the centre continued to offer cooking classes in collaboration with Sport Hawke's Bay, with participation growing week by week, and Respect Academy's dance classes held every Friday remained a consistent favourite.

The youth space continues to thrive, now hosting Te Aho O Te Kura Pounamu on Tuesdays and Wednesdays, delivering Kaupapa Māori-based programmes including Mana Tāne, supporting rangatahi working toward NCEA in an environment that suits their learning style.

From multiball, dodgeball, to dance and learning, Term 1 has shown a clear and exciting rise in youth engagement—proof that when rangatahi are given the right spaces and support, they rise to the opportunity.

Camberley Community Centre – rangatahi programmes and activities

Additional activities were provided over the holiday period to engage with the tamariki and rangatahi that come to the centre.

With support from a community member, officers created shrink art which involved designing art on small bits of plastic that would be converted into necklaces, earrings etc.

Stone painting, creating art with the intent of youth hiding the painted stones throughout Camberley for others to find, enjoy and re-hide.

Pamper days with nail polish, foot spa and the tamariki and rangatahi started learning box braid hair and eye lash extensions.

Te Matatini

Celebrating the Māori Olympics, officers created a wall display that would increase tamariki and rangatahi understanding of what kapa haka is and the importance of Māori culture and showcasing. Officers set up a TV during breakfast club and youth space to support Camberley local Te Iwi Tenti as he took part in his first Te Matatini stand.

PHOTOS



Flax Hoops tournament - rangatahi group



Camberley Community Centre Pamper Day



Flax Hoops tournament - tamariki group

TUIA MENTORING PROGRAMME

SUMMARY OF ACTIVITY

A mentoring programme that involves Mayors selecting young Māori rangatahi from their rohe to mentor on a one-to-one basis, to encourage and enhance leadership skills. The rangatahi are mentored monthly through informal meetings and attend formal occasions that will assist the rangatahi's development as a leader.

PROGRAMME HIGHLIGHTS

In January 2025, Mayor Sandra's 2025 Tuia was selected.

Tenia Kihirini was welcomed with the 2025 Youth Council with a mihi whakatau in the Council Chambers on 5 February 2025, attending the first Tuia wānanga in Waikato in March 2025.

Mentoring session have begun with both Mayor Hazlehurst and Takitimu Māori Ward Councillors.

Tuia has also attended two events with Council Officers, the HB Health Business Breakfast and Te Ohanga Māori - The Māori Economy 2023.



Mayor Hazlehurst and 2025 Tuia, Tenia Kihirini, at the mihi whakatau

YOUTH POTENTIAL INDUSTRY TRAINING

SUMMARY OF ACTIVITY

A project that focuses on supporting and upskilling the Youth Services sector by providing training and development to the workforce.

PROGRAMME HIGHLIGHTS

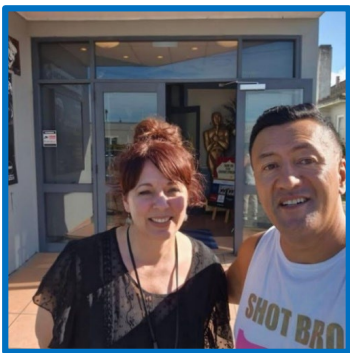
The first meeting in 2025 for the Hawke's Bay Youth Worker's Collective was held in Hastings. This is an opportunity for those working in the Youth Sector to network, which assists in pathways for rangatahi to appropriate services and to explore professional development requirements for the sector. Membership of this group is increasing, with attendance from a variety of organisations from Hawke's Bay and Wairoa.

The Industry Training calendar has been confirmed for the first half of 2025. Officers sought feedback on what training would be most beneficial for the youth sector. Partnerships with other organisations have been formed to share financial costs.

Shot Bro – a show and wānanga on Suicide prevention and depression was well attended as the first professional development event for the year.



Shot Bro audience



Mahi for Youth Connector and Rob Mokaraka from Shot Bro

YOUTH EMPLOYMENT

SUMMARY OF ACTIVITY

Mahi for Youth is a wrap-around support service for Hastings’ youth aged between 16 - 24 years old who are looking for support to gain education or employment. There are two Youth Connectors, an Employer Connector, and a Wellbeing Connector who work together to create opportunities for rangatahi. They build relationships with young people, support rangatahi to set and achieve goals, network with employers and other providers, and provide holistic support to young people and their whānau. Connectors create opportunities for employment by building strong relationships with potential employees, as well as local employers in a range of industries. They provide information for young people on job opportunities and provide pastoral care throughout the employment process.

KEY PROGRAMME OUTCOMES ▲ ▼

Metrics	Current Quarter 3 (2024/25)	Previous Q2 (2024/25)	Previous Year Q2 (2023/24)
Young people coming into the Mahi for Youth shop	179 ▼	210	83
Days closed (unplanned)	3 -	3	5
Youth signed up to the He Poutama Rangatahi Contract	28 ▼	75	19
Young people put on pathways to other supports. (ie. summer or part-time jobs, email advice, or referrals to other providers)	17 ▲	8	18

PROGRAMME HIGHLIGHTS

The Mahi for Youth team achieved their outcomes for the MSD He Poutama Rangatahi contract – engaging with 100 clients and successfully placing 70 into employment, training or back to education. They achieved these outcomes four months ahead of schedule. The team have been given a verbal approval of extending the He Poutama Rangatahi contract through until June 2026.

Work with clients is intensive to meet the challenging and complex needs of rangatahi that at times have not been in formal education for several years and many of whom have social and communication skills deficit.

Sessions include but are not limited to:

- Te Whare Tapu Wha sessions to ensure holistic needs are met,
- Career exploration sessions
- CV writing
- CV drop off to prospective employers
- Cover letters
- Interview skills
- Job seeking group sessions
- Site visits to prospective employment opportunities.

The long standing and trusting relationship the Mahi for Youth Connectors have with employers and MSD means that successful results are still being achieved during this challenging employment environment, particularly for young people. Employers are connecting directly to look for workers and at times this means that clients have opportunities that have not been advertised to the public yet.

Pre-employment sessions in schools

The team have been working with variety of secondary schools including the Teen Parent Unit in Flaxmere – helping students who will be transitioning out of formal education. The sessions include CV writing, using AI to help with cover letters and interview skills. Feedback from students and their teachers have been overwhelmingly positive.

RISKS AND OPPORTUNITIES

The last quarter has seen a dramatic decline in employment opportunities for clients with a very competitive job seekers market. Many Mahi for Youth’s clients are 16-year-olds with no formal school qualifications. Despite these challenges, the team are pivoting and ensuring that the rangatahi are well equipped with skills needed to compete with others for the small number of roles that are available. This work includes keeping young people motivated and engaged while seeking employment and helping to encourage resilience when plans and goals don’t come to fruition.

GRAPHICS

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GOOD NEWS STORY

FARMING CADETSHIP - VASHI

When we met Vashi he was really keen to get into farming. We were able to arrange a visit to Turanga Ararau and get him into their Farming Cadetship within a couple of days. Vashi is loving working on the farm and we are receiving really positive feedback about him from his tutors. He aims to continue his studies next year and eventually move around NZ, with his ultimate goal to own his own farm. We have continued working with Vashi to write his CV, set some goals and get his licence renewed. We are very proud of Vashi

MAHI FOR YOUTH

PATHWAYS TO EMPLOYMENT

● ● ●



Cadetship opportunities

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GOOD NEWS STORY

EMPLOYMENT GAINED - SHEKINAH

Shekinah came to us with retail and horticulture experience. She was open to any type of work, but was looking for something where she could gain new skills and work towards a career. Shekinah has started as a HSM Control Room Operator, where she is excelling and exceeding expectations.

Employer voice: Shekinah is always smiling, she has great energy and is doing really well. She'll be training others soon! We love that she is always talking about her future with HSM.

Client voice: It's easy when you like the job. The team is amazing. I love it. My favourite part is.... the whole lot!

MAHI FOR YOUTH

PATHWAYS TO EMPLOYMENT

● ● ●



Successful placement outcome

YOUTH COUNCIL

SUMMARY OF ACTIVITY

Hastings District Council acknowledges the importance of working in collaboration with rangatahi to ensure there is a positive contribution to local government planning and decision making related to their city. The Youth Council is responsible for creating dynamic engagement opportunities for young people to be heard, valued and involved in community activities and local government decisions.

PROGRAMME HIGHLIGHTS

The Hastings Youth Council has had an energising and impactful start to 2025, grounded in strong relationships with the wider community and a clear focus on youth advocacy. This year's Youth Council is already making its presence felt across the district through intentional engagement, widespread event participation, and a commitment to building meaningful connections.

In a strategic move, recruitment for the 2025 Youth Council was brought forward by two months, with the intention of having the Council established before the school year began. While it was a risk, the decision paid off. A total of 39 applications were received – demonstrating growing interest from rangatahi across the district. After shortlisting, 19 young people were interviewed on 21 January 2025 via a mix of in-person and online interviews. The successful candidates, including seven returning Youth Councillors, were formally endorsed at a mihi whakatau on 5 February 2025 in the Hastings District Council Chambers.

In preparation for the year ahead, two planning days were held at the Splash Planet Conference Room 23 and 24 January 2025. These sessions were centred around whakawhanaungatanga, kaupapa for 2025 and focusing on building connections not only within the Youth Council but also between the Council and the wider community. The planning days also covered expectations, the code of conduct, goal setting, and forward planning for the year. Day two featured speeches from chair nominees, with the successful chair for 2025 announced at the mihi whakatau.

Since their establishment, the Youth Council has embraced a “divide and conquer” approach, enabling members to attend a wide range of events and maintain a visible presence in the community. Over the past three months Youth Councillors have supported and represented at events such as Thrive 25, International Cultures Day, the Flaxmere Park Run, a beach clean-up with the HBRC, the Meatball Festival, and the Flax Hoops Basketball Tournament. These engagements have not only highlighted the Council's commitment to youth advocacy but also strengthened its relationships with local groups and organisations.

Collaboration has been a major theme for the Youth Council this year, and these early months have already seen significant partnerships take shape. Youth Councillors have worked alongside Hastings District Council, the Lion's Club, Happy Bay Waves, Hawke's Bay Regional Council, Volunteering Hawke's Bay, Mahi for Youth, the Young Ambassadors Art Programme, the Rotary Club, and the Napier Youth Council. These collaborations have been instrumental in spreading awareness of the Youth Council's work and building new pathways for rangatahi to be involved in community life.

A significant milestone was reached on Thursday 27 March 2025, when the Youth Council was officially endorsed to sit on council subcommittees. This move ensures that youth voice is not only heard but embedded in the decision-making processes of local government. Having a seat at the table reinforces the value of rangatahi perspectives and strengthens the Council's role as advocates for young people across the district.

Through strong relationships, a strategic start to the year, and a clear focus on whakawhanaungatanga, the Hastings Youth Council has laid a solid foundation for a year of growth, action, and collaboration. The dedication shown by its members already signals a bright year ahead, not only for the Council but for the wider youth community of Hastings.

PHOTO



2025 Hastings District Council Youth Council



CEMETERIES

SUMMARY OF ACTIVITY

Council owns and operates four public cemeteries, namely: Hastings' Cemetery, Havelock North Cemetery, Mangaroa Cemetery and Puketapu Cemetery. Hastings' Cemetery also houses the Hawke's Bay Crematorium.

The four cemeteries provide families with various options for interments of bodies and ashes of loved ones that have passed away. The crematorium provides cremation services and the ability to use the adjacent chapel for burial and/or cremation services.

PLOT AVAILABILITY BY CEMETERY ▲ ▼

Body Burial Plots Available		
Cemetery	Current Quarter 3 (2024/25)	Previous Q2 (2024/25)
Hastings	15 ▼	18
Havelock North	0 NC	0
Mangaroa	90 ▼ 1,150 NC	94 1,150
Puketapu	18 ▼	19

BURIALS AND CREMATIONS ▲ ▼

Burial and Cremation Numbers Completed		
Burial Type	Current Quarter 3 (2024/25)	Previous Q2 (2024/25)
Full Burial	25 NC	25
Ash Burial	44 ▼	64
Cremations	204 ▲	177

PARKS AND BUILDING ASSETS

RESERVE ENHANCEMENTS

Playground Renewal Programme

Community engagement has been completed for both the Grant Street Reserve playground (Havelock North) and Te Awanga Domain playground renewal projects. This is part of our budgeted renewal programme to ensure our playgrounds continue to meet safety standards.

There were a high number of responses and attendance at the community drop-in days for both playgrounds, providing valuable input which has helped guide the design process for the new replacement play equipment.

Playground equipment has been ordered for Grant Street Reserve with the groundworks aiming to start end of May 2025.

The design process for the Te Awanga Domain playground is ongoing, with continued engagement involving key stakeholders in the local community, including mana whenua.

Safety surfacing renewals works were completed at both Meissner Reserve and Frimley Park this quarter. A photo of the Meissner Reserve new bee themed design which ties in with its location near the Arataki Honey Shop is included below.

PLAYGROUND RENEWAL PROGRAMME ✖ ! ✔		
Metrics	Current Quarter 3 (2024/25)	Previous Q2 (2024/25)
Timeline	Safety surfacing renewals completed on time and on budget ✔	Safety surfacing renewals due to be completed by end March 2025
	Grant Street Reserve playground replacement project on track. Equipment order confirmed. Aiming for install end of June 2025. Te Awanga Domain playground design on-going while working through community feedback !	Grant Street and Te Awanga Domain procurement to be completed by early April 2025 so projects can be completed before end of financial year. Potential for delays because of weather or supply chain issues
Budget	Current budgets are sufficient ✔	Current budgets are sufficient to deliver these projects
Resource	Community consultation complete, with high response and attendance rates. On-going collaboration with Te Awanga community, including mana whenua. Goods and services to be procured through Council's Playground Preferred Supplier Panel with physical works to be completed by local contractors ✔	Liaison with local community and stakeholders on playground design. Playground Preferred Supplier Panel – design and procurement of equipment and surfacing

PHOTO



Meissner Reserve bee themed playground

RESERVE MANAGEMENT PLANS

Draft Havelock Hills Reserve Management Plan

Further investigations ongoing, including engagement with mana whenua.

Draft Eskdale Park Reserve Management Plan

A draft Eskdale RMP was previously prepared but placed on hold due to Cyclone Gabrielle. With funding identified in the 2025/26 LTP for further restoration of Eskdale Park, the intention is to resume work on the Draft Eskdale Park Reserve Management Plan.

A project plan is currently being developed with plans to engage the community and gather their aspirations for the park which will assist 2025/26 funding decisions.

KEY PROGRAMME OUTCOMES

Metrics	Current Quarter 3 (2024/25)	Previous Q2 (2024/25)
Timeline	Further investigations ongoing for the draft Havelock Hills Reserve Management Plan including engagement with mana whenua Project plan being prepared for the draft Eskdale Park Reserve Management Plan	Workshop 20 February 2025 to consider updated Havelock Hills Reserve Management Plan for adoption Project plan being prepared for the draft Eskdale Park Reserve Management Plan
Budget	No current budget issues	No current budget issues
Resource	No resourcing issues. Being project managed by the open spaces planning team	Projects delivered internally by open spaces planning team

CYCLONE REMEDIATION

Havelock Hills Reserves

The Havelock Hills reserves were badly damaged by Cyclone Gabrielle. Tree works, slip and track repairs have largely been completed, with bridge replacements (14) and associated track repairs still ongoing.

Works on five bridge replacements, realignments and their approaches and the installation of a culvert in Kingsgate Reserve commenced 24 February 2025 with works now complete. This reserve opens mid-April 2025.

Three bridges are to be replaced in Palmbrook Reserve, with the procurement being finalised and works due to start in late-April 2025.

For Tauroa Reserve, Geotech testing is underway to inform the location of two bridges and to help inform the final design. The intention is to have the final bridges installed and completed by the end of June 2025.

With no insurance proceeds or Government funding all cyclone remediation in the parks and reserves is from existing parks budgets.

Eskdale Park

Eskdale Park reopened on 17 February 2025 in a limited capacity, providing space for recreation, shaded areas, and a small play area featuring a couple of swings. The park remains closed to vehicles due to the fragile stage that the grass regrowth is at, but it can be used by pedestrians.

Further works including reinstatement of the toilet block and other recreational facilities will occur in the next financial year following consultation with the community and park users, and when funding becomes available.

CYCLONE REMEDIATION

Metrics	Current Quarter 3 (2024/25)	Previous Q2 (2024/25)
Timeline	Havelock Hills Reserves Five footbridges, culvert, track improvements and tree work completed in Kingsgate Reserve. Repair work due to commence in Palmbrook Reserve in late April 2025, followed by Tauroa Reserve Eskdale Park Opened to foot traffic on 17 February 2025. Further planning for reinstatement of the toilet block and other recreational facilities will occur in the next financial year, following community engagement	Havelock Hills Reserves Stairs and boardwalk at Hikanui Pā complete. Tree removals in Tauroa Reserve largely completed. Footbridges, culvert, track improvements and tree work completed in Kingsgate Reserve. Repair work due to commence in Palmbrook Reserve in late April 2025, followed by Tauroa Reserve Eskdale Park Opened to foot traffic on 17 February 2025. Further planning for reinstatement of the toilet block and other recreational facilities will occur in the next financial year, following community engagement
Budget	No current budget issues	No current budget issues
Resource	No resourcing issues. Being project managed by the open spaces team	No resourcing issues. Being project managed by the open spaces team

PHOTO



Reinstatement of one of the Cyclone impacted bridges in Kingsgate Reserve, Havelock North

CITY CENTRE UPGRADES

SUMMARY OF ACTIVITY

The impacts of cyclone recovery and escalating costs on the 2024/25 LTP have resulted in the delay of a number of the projects in the City Centre Revitalisation Plan, designed to add vibrancy to public spaces in the city. However, funding for a number of maintenance and replacements remains in the budget (with projects detailed below), and projects funded by targeted rates on businesses are also proceeding as planned (predominately city street upgrades).

DELIVERY OF CITY CENTRE REVITALISATION PLAN PROJECTS ❌ ⚠️ ✅

Metrics	Current Quarter 3 (2024/25)	Previous Q2 (2024/25)
Timeline	<p>Civic Square Landscape Renewal: Pou removed for restorative works in early March and construction works commenced end March, due for completion mid-June 2025</p> <p>City Centre Mall: Concept plans of Kiwi Rail and mall streetscape upgrade shared with community in March 2025.</p> <p>Construction plans being worked on with KiwiRail aiming for construction commencement from July 2025</p> <p>Streetscape Upgrade Market Street: Partial upgrade of Market Street to be undertaken with mall enhancement work</p>	<p>✅ Civic Square Landscape Renewal: Preparation of construction plans and procurement underway; aiming for construction commencement April 2025</p> <p>City Centre Mall: KiwiRail have confirmed budget for commencement of safety improvement works 1 July 2025; draft concept plans prepared to share with community in February/March 2025</p> <p>Streetscape Upgrade Market Street: Planning work to commence in February/March 2025 with stakeholders</p>
Budget	No current budget issues	✅ No current budget issues. Civic Square budget will include all paving and landscaping items but will not include the delivery of sculptural or artistic elements which will require external funding if they are going to be delivered
Resource	Internal project delivery and external design advice for Civic Square and City Centre Mall	✅ Internal project delivery and external design advice for Civic Square and City Centre Mall

VIBRANCY FUND

The Vibrancy Fund is open to groups of individuals to apply for events or activations in the City Centre. The aim of the fund is to support activities which have a positive impact on the City Centre and encourage people to spend time there. The following projects were approved by the Civic Development Subcommittee on 3 December 2024 for delivery between 1 January and 30 June 2025:

KEY PROGRAMME OUTCOMES ❌ ⚠️ ✅

Metrics	Current Quarter 3 (2024/25)	Previous Q2 (2024/25)
Timeline	<p>Hastings City Business Association: Interactive Decals (completed)</p> <p>Wyn Drabble: Stage Performances (completed)</p> <p>Arts Inc Heretaunga: Vacant Frame Project (In progress)</p>	<p>✅ Hastings City Business Association: Interactive Decals (In progress)</p> <p>Wyn Drabble: Stage Performances (Partially complete)</p> <p>Arts Inc Heretaunga: Vacant Frame Project (In progress)</p>
Budget	Round One 2025/26 City Centre Vibrancy Fund is currently open and closes on the 16 May 2025	✅ No budget issues.

GRAPHICS



Artist impression Civic Square paving renewal

BUILDING RENEWALS

Seismic Strengthening

- Mangaroa Cemetery seismic improvements.
- Haumoana Hall seismic improvements and renewals.

Senior Housing Roof Replacement Programme

- Cambridge Court 2024/25 through to 2025/26.

NZS3917:2013 Contracts

- Painting renewal contract.
- General building maintenance and renewals.
- Flooring renewal.

SEISMIC STRENGTHENING PUBLIC BUILDINGS

Metrics	Current Quarter 3 (2024/25)	Previous Q2 (2024/25)
Timeline	Seismic Strengthening: Mangaroa tendered and work commenced on site 7 April 2025 Haumoana Hall work completed in March 2025. Grounds work to be completed in April 2025, with opening celebrations on 11 April 2025	Seismic Strengthening: Mangaroa design complete October 2024 Haumoana Hall work commenced on site October 2024, to be completed in March 2025
Budget	Currently working within budget	Currently working within budget
Resource	No issues with resourcing due to internal delivery	No issues with resourcing due to internal delivery

SENIOR HOUSING ROOF REPLACEMENT PROGRAMME

Metrics	Current Quarter 3 (2024/25)	Previous Q2 (2024/25)
Timeline	Senior Housing Roof Replacement Programme: Cambridge Court building consent granted and out to market. Due back at end of April 2025	Senior Housing Roof Replacement Programme: Cambridge Court design commenced on the re-pitch and replacement of the existing roofs
Budget	No current budget issues	No current budget issues
Resource	Internal project delivery with the use of local building surveyor and architectural firm	Internal project delivery with the use of a local building surveyor and architectural firm

CONTRACTS NZS3917

Metrics	Current Quarter 3 (2024/25)	Previous Q2 (2024/25)
Timeline	Painting Renewal Contract: Completed multiple interior and exterior facilities General Building Maintenance and Renewals Contract: Awarded contract to BGIS Flooring Renewal Contract: No change. Most of the renewal work is taking place in the Senior Housing complexes when the units come up for renewal	Painting Renewal Contract: Tendered on the open market and awarded to local company General Building Maintenance and Renewals Contract: Tendered on the open market Flooring Renewal Contract: Direct Earth have the contract and partnered with Floormart
Budget	No current budget issues	No current budget issues
Resource	Internal contract management	Internal contract management

PROGRAMME HIGHLIGHTS

- Haumoana Hall building works completion.
- Completion of painting the exterior of Flaxmere Community Centre, Flaxmere Library, Russell Street toilets, Farndon Road toilet block and Waimarama Domain men's toilets.

KEY DATES

- Waimarama Domain female toilets and Waimarama Harper Road toilet block, Flaxmere Waterworld to be completed in April 2025
- Mangaroa Cemetery seismic strengthening starting
- Haumoana Hall blessing and reopening 11 April 2025.
- Cambridge Court roof replacement to start May 2025.

PHOTOS



Haumoana Hall Upgrade



REFUSE

SUMMARY OF ACTIVITY

Work is progressing on the review of the Joint Waste Management and Minimisation Plan (WMMP) and Solid Waste Bylaws with Napier City Council. The drafting the WMMP and bylaws has been completed. The draft WMMP has been adopted by Council and the consultation process commence 7 April 2025. The draft waste management and minimisation bylaw will be presented to Council in May for adoption and consultation to begin late May 2025.

Development work in Area B of the Omarunui Landfill is continuing to make good progress and will be completed on schedule (by mid-2025). The construction work in Stage 3A of Area D has been completed and waste is now being placed there.

The lining work in Stage 4 of Area D was intended to be carried out in the 2024/25 financial year, however it will now be pushed out to the 2025/26 year and built in two stages. This would potentially have the benefit of spreading the Area D development costs over additional financial years.

LANDFILL DEVELOPMENT – AREA B STAGE 1

Metrics	Current Quarter 3 (2024/25)	Previous Quarter 2 (2024/25)
Budget	On budget	On budget
Status	Under construction – variation to also complete Stage 1 ancillary work is being carried out by Goodman Contracting	Under construction – variation to complete Stage 1 ancillary work has been awarded to Goodman Contracting
Programme	On schedule – Original Stage 1 work has been completed. The ancillary (contract variation) work is now underway and on schedule	On schedule – Original Stage 1 work is mostly completed. Ancillary work is now underway
Key Project Participants	Focus Project Management, Tonkin & Taylor, Goodman (Gair) Contracting, Ngāti Parau (landscaping), Peer review panel (compliance), HBRC (compliance).	

WASTE MANAGEMENT AND MINIMISATION PLAN & SOLID WASTE BYLAW – REVIEW PROCESS

Metrics	Current Quarter 3 (2024/25)	Previous Quarter 2 (2024/25)
Budget	Within budget	Within budget
Status	On Track	On track, the WMMP and bylaw have been drafted. A legal review of the bylaw has been scheduled
Programme	WMMP consultation underway (7 April to 11 May 2025) Revised solid waste bylaw drafted and in the process of being presented to Council for adoption	On track, the draft WMMP and bylaw were originally planned to be presented to Council in December 2024, however a bit more time was required to complete some parts. The project programme has sufficient time allowances to accommodate this small change

Key Project Participants: NCC, Tonkin & Taylor, Health Hawke's Bay and Piki Projects

PROGRAMME HIGHLIGHTS

Construction work on Stage 1 of Area B is going well and is on schedule. All the clay liner, geosynthetic clay liner and HDPE (plastic) liner has now been installed. A variation to this contract to complete the associated ancillary work (includes power, water supply, truck wash, gas collection system and leachate collection system) is being carried out by Goodman Contracting so that Stage 1 can be fully completed and ready to accept waste by mid-2025 (on schedule).

The newly constructed resource recovery sorting area at the Henderson Road Refuse Transfer Station is now operational and working well. This was constructed so that construction and demolition materials can be recovered and avoid being landfilled.

The joint HDC/NCC Waste Assessment has now been completed, and a new Waste Management and Minimisation Plan has been drafted and consultation is underway.

The household chemical clean-out event was held on Sunday 30 March 2025. This was a new format for household chemicals only (garden chemicals, cleaners, disinfectants). The event was attended by 83 of the 101 bookings.

RISKS AND OPPORTUNITIES

Much of the construction work in Area B is dependent on reasonable weather conditions and as a result, the impact of unsuitable weather remains a risk to our programme of works.

The availability of clay liner material continues to be a risk factor for all development work at the landfill and could have an impact on construction progress. The risk is that we may not be able to get enough clay on site to keep up with development work.

The landfill is still waiting to hear from the Wairoa District Council (WDC) on a possible start date to receive their solid waste for disposal. Due to recent flood events and the limited remaining capacity in the WDC landfill, the Omarunui Landfill has agreed to accept their solid waste on a temporary basis of up to three years. This will provide the WDC enough time to decide how they are going to manage their waste in the future and implement those changes

Our waste facilities and services have experienced fires, mostly likely from lithium batteries. All staff are trained in responding to fires and general communication material is shared with the community about how to dispose of batteries correctly, through a recycling service.

KEY DATES

- Mid-2025 - Opening of Stage 1 in Area B.
- 31 May 2025 - Joint Waste Futures Committee endorsement of draft WMMP.
- 18 February 2025 - HDC report for adoption of Draft WMMP.
- 27 March 2025 - HDC report for adoption of Draft Waste Bylaw.
- 7 - 11 May 2025 - WMMP and Solid Waste Bylaw consultation period.
- 13 June – 8 August 2025 - Final adoption of WMMP.

ADDITIONAL COMMENTS

LARGE WASTE MINIMISATION FUND

Applicant	Project	Funding approved
N/A applications are being processed in Q4. Four applications received	-	-

SMALL WASTE MINIMISATION FUND

Applicant	Project	Funding approved
Shed 530 Hospitality Limited	Six60 Concert at Shed 530 Estate	Withdrawn

Cath Jeffares	The Frugal Kitchen workshops to stop kitchen food waste	\$6,000
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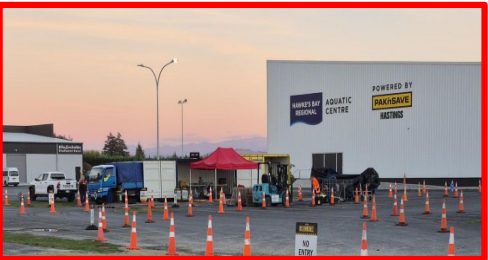
SCHOOLS WASTE MINIMISATION FUND

School	Funding approved
N/A applications are being processed in Q4. Three applications received	

PHOTOS/GRAPHICS



WMMP consultation imagery



Household chemicals clean out event

DRINKING WATER

SUMMARY OF ACTIVITY

Water Supply – Ensuring healthy drinking water through the provision and effective management of water services

The extent to which the local authority's drinking water supply complies with.

Measure	Baseline Performance 2023/24	2024/25 Target	2024/25 Achievement to date Current Quarter 2 reporting
Part 4 of the drinking water standards (bacteria compliance criteria); and	Not achieved	100% compliance	HDC Scheduling error led to one missed chlorine sample in Bridge Pa, and one missed Bacteriological sample in Paki Paki. The issue was identified, and measures have been implemented to prevent a repeat reoccurrence. Clive WTP – Occurrence for <5 minutes where the UV dose was not compliant. This was an unintentional error while investigating an issue on site
Part 5 of the drinking water standards (protozoal compliance criteria)	Not achieved	100% compliance	Portsmouth WTP non-compliant as cannot meet contact time for chlorination. Note this bore is now only an emergency supply site, UV treatment is being added in 2025 which will achieve compliance. Clive WTP – Occurrence for <5 minutes where UV dose was not compliant. This was an unintentional error while investigating an issue on site

PERFORMANCE MEASURE 2 – MAINTAIN RETICULATION NETWORK

Measure	Baseline Performance 2023/24	2024/25 Target	2024/25 Achievement to date. Current Quarter 2 reporting
The percentage of real water loss from the local authority's networked reticulation system	29.9%	HDC will undertake an assessment for the 2023/24 reporting period from information gathered and use the results of this assessment to set a new baseline and targets for future years. Historically HDC has not been able to produce a statistically reliable result for this measure due to insufficient water meters across the network	Reported annually. See baseline performance for 2023/24 performance

PERFORMANCE MEASURE 3 – FAULT RESPONSE TIMES

Where the local authority attends a call-out in response to a fault or unplanned interruption to its networked reticulation system, the following median response times are measured.

Measure	Baseline Performance 2023/24	2024/25 Target	2024/25 Achievement to date
Attendance for urgent callouts: from the time that the local authority receives notification to the time that service personnel reach the site	34 minutes	Urgent – 1 hour response time to site	26 minutes
Resolution of urgent callouts: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption	1.92 hours	Urgent – 2-hour restoration of service	1.28 hours
Attendance for non-urgent callouts: from the time that the local authority receives notification to the time that service personnel reach the site	1.97 hours	Non-urgent – three days response time to site (Note i)	1.4 hours
Resolution of non-urgent callouts: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption	1.90 days	Non-urgent – seven days call resolution	22.98 hours

PERFORMANCE MEASURE 4 – CUSTOMER SATISFACTION

The total number of complaints received by the local authority about drinking water clarity, drinking water taste, drinking water odour, drinking water pressure or flow, continuity of supply, and the local authority's response to any of these issues (expressed per 1,000 connections to the local authority's networked reticulation system).

Measure	Baseline Performance 2023/24	2024/25 Target	2024/25 Achievement to date
As per Council customer services	155.46	200 – count expressed per 1,000 connections per annum	55.5
As per After Hours customer services provider	30.64		16.06

PERFORMANCE MEASURE 5 – DEMAND MANAGEMENT

The average consumption of drinking water per day per resident within the territorial authority district.

Measure	Baseline Performance 2023/24	2024/25 Target	2024/25 Achievement to date
Average Daily Consumption	663	670 litres per day per resident	Reported annually. See baseline performance for 2023/24 performance

PROGRAMME HIGHLIGHTS

RENEWALS:

Key **renewals planning** and prioritisation work is underway with IDS Wai and Harmonic to better inform renewals priorities and investment.

AC and CLS sampling programme is progressing well to feed into renewals planning and prioritisation.

Watermain renewals:

Tainui Road, Havelock North (February – May) – Under construction and on programme.
Te Mata Road, Havelock North (April) – Start date planned for 29 April 2025.
Cooper Street, Havelock North (May – June) – Start date planned for 20 May 2025.

Te Pōhue falling Main Renewal Contract going to market in April 2025 due to be complete prior to June 2025.

Ridermain renewals along Karamu Road North are being constructed under the maintenance contract.

Omahu Road Water Supply Trunk Main Renewal has been awarded to Fulton Hogan. Construction is due to commence on the 28 of April 2025. Business survey has been done with all the commercial properties along the extent of site and the team will maintain comms throughout construction.

Reservoir Upgrades:

Whirinaki Reservoir – Procurement complete. Progressing with reservoir purchase and enabling works.

Critical internal wall/roof sealing and operational access improvement works at various reservoir sites planned for this financial year and will roll over into next financial year. Reservoir minor capex works contract going to market in April 2025.

NEW WORKS:

Eskridge Drive Booster Pump Station working through closing out defects identified during commissioning, planting plan is being implemented in collaboration with the resident’s society and finalising easement formalisation.

Combined procurement plan submitted for **Wilson Road WTP Fluoridation** and **Portsmouth Road Containerised WTP**. Tender slightly delayed and will now be advertised

Detailed design is progressing well for **Eastbourne to Sylvan Trunk Main**. This project is to install a new trunk main from Eastbourne Street East through to Sylvan Road and is part of the wider pressure reduction programme.

Procurement planning is complete for **Romanes Drive Watermain**. This growth project is to install a new watermain along Romanes Drive from Crosses Road through to Brookvale Road to support growth in the Brookvale/Arataki area. Tender deferred to be advertised in July and construction commencing in September 2025 due to amount of chipseal required on the project.

RISKS AND OPPORTUNITIES

Delays getting procurements out to market

KEY DATES

Date	Details
April 2025	Omahu Road Trunk Main Renewal Construction Commencement
April 2025	Reservoir Spray lining Engagement
April 2025	Reservoir Minor Capex Works Contract tender advertising
April 2025	Te Pōhue Falling Main Renewal
May 2025	Wilson Road WTP and Portsmouth WTP Process tender advertising

PHOTOS



Tainui Road Watermain Renewal – due for completion May 2025

STORMWATER

DIA NON-FINANCIAL PERFORMANCE MEASURE 1

The number of flooding events that occur in the Council's district. For each flooding event, the number of habitable floors affected (expressed per 1,000 properties connected to the Council network).

Measure	Baseline Performance 2023/24	2024/25 Target	2024/25 Achievement to date
The number of flooding events that occur in the Council's district. For each flooding event, the number of habitable floors affected (expressed per 1,000 properties connected to the Council network)	0 (zero)	0 (zero) floors affected per 1,000 connections up to a 1 in 50-year ARI storm event	0 (zero)

DIA NON-FINANCIAL PERFORMANCE MEASURE 2

Compliance with Council's resource consents for discharge from its stormwater system.

Measure	Baseline Performance 2023/24	2024/25 Target	2024/25 Achievement to date
Abatement notices	0 (zero)	0 (zero) Abatement notices	0
Infringement notices	0 (zero)	0 (zero) Infringement notices	0
Enforcement orders	0 (zero)	0 (zero) Enforcement notices	0
Convictions	0 (zero)	0 (zero) Conviction notices	0

DIA NON-FINANCIAL PERFORMANCE MEASURE 3

The medium response time to attend a flooding event, measured from the time that the Council receives notification to the time that service personnel reach the site.

Measure	Baseline Performance 2023/24	2024/25 Target	2024/25 Achievement to date
The medium response time to attend a flooding event, measured from the time that the Council receives notification to the time that service personnel reach the site	15 mins	60 mins	15 mins

DIA NON-FINANCIAL PERFORMANCE MEASURE 3

The number of complaints received by Council about the performance of its stormwater system, expressed per 1,000 properties connected to the Council's stormwater system.

Measure	Baseline Performance 2023/24	2024/25 Target	2024/25 Achievement to date
Per Council Customer Services	2.47	15 complaints per 1,000 connections	.22
		NB: This is a baseline figure for stormwater-related complaints received in the past eight years	
Per After Hours Customer Services provider	N/A	15 complaints per 1,000 connections	
		NB: This is a baseline figure for stormwater-related complaints received in the past eight years.	

PROGRAMME HIGHLIGHTS

Open Day for Lowes Pit

A successful open day at Lowes Pit was held on Saturday 22 March 2025. Between 40 and 50 people attended and feedback was positive.

Public Release of Havelock North Streams Documents

The team are in the process of releasing to the public, stream velocity information, bank stability documents and planting guide documents to assist property owners with management of their sites.

Procurement Approval for Havelock North 2C Program

Council has approved the procurement strategy for Havelock North Streams 2C area allowing the programme to proceed on schedule

Comprehensive Investigations on Stormwater Pump Station Conditions for Improved Forward Planning

Stormwater has undertaken a review of all pump stations to understand their condition and to allow forward works planning

RISKS AND OPPORTUNITIES

Significant constraints placed on stormwater forward budget if funding Whakatu West pump station project.

Stormwater Manger role remaining unfilled from end April 2025 onwards.

Change of staff working on Havelock North streams has increased the risk of work slowdown and knowledge lost.

Lowes Pit open day opens the door for increased communications with local industry as a part of improving stormwater quality in this catchment.

KEY DATES

Date	Details
1 July 2025	Whakatu West Pump Station potential targeted rate
25 April 2025	Storm Water manager leaving Council

PHOTOS



HDC Officers and community representatives of the Havelock North Streams Project Advisory Group



Officer Paige Win discussing Stormwater treatment with a local resident at Lowes Pit pen day

2C STREAMS & DAMS KARANEMA HAVELOCK NORTH

PROGRAMME HIGHLIGHTS

- Soft go live with the landowner tools and guides – now housed on the website – Linked [here](#)
- Successful Community Advisory Group Meeting held 31 March 2025, with endorsement of the landowner guides.
- Good progress of dam safety recommendations, with approx. 50% complete of the 47 recommendations from the 2024 IDSR.
- Havelock North 2C procurement approach endorsed and on track to submit recategorisation request in early May 2025.
- Good progress being made with emergency preparedness, alarm triggers tested and operational, maintenance contractor wet weather response tested in April 2025.
- Council supporting two properties with stream bank remediation – under construction.

RISKS AND OPPORTUNITIES

Risks:

- Properties along the Havelock North Streams continue to challenge HDC's responsibility for stabilising the banks on their private property.
- Confidence in progress as a result of the Ombudsman review and findings.

Opportunities:

- Education opportunities through Ecology and Erosion Reviews.
- Use of tools to support landowner taking responsibility.
- Education campaign planned for Dams Operation.
- Planting Pilots planned for two reserves on Herehere/Mangarau

KEY DATES

Date	Details
12 & 19 May 2025	Community Advisory Group Meetings
June - July 2025	Community Planting Opportunity – Mangarau/Herehere Streams

FINANCIAL REPORTING (TO 31 MARCH 2025)

Budget	Budget	Spend to Date	Notes
Operational	\$430,000	\$199,764	
Capital	\$1,525,000	\$891,848	
Capital – 2C	\$1,000,000	\$601,935	External Funding

ADDITIONAL COMMENTS

Good level of comms released, with newsletters, media releases and one page newspaper article. Ongoing updates released to support weather events.

PHOTOS/GRAPHICS



Tri-party bank solution on the upper Mangarau Stream, under construction

WASTEWATER

DIA NON-FINANCIAL PERFORMANCE MEASURE 1

Number of dry weather sewerage overflows from the Council's wastewater system, expressed per 1000 sewerage connections to that sewerage system.

Measure	Baseline Performance 2023/24	2024/25 Target	2024/25 Achievement to date
Number of dry weather sewerage overflows from the Council's wastewater system, expressed per 1000 sewerage connections to that sewerage system	2.34	5 per 1,000 connections per annum	1.84

DIA NON-FINANCIAL PERFORMANCE MEASURE 2

Compliance with Council's resource consents for discharge from its sewerage system measured by the number of:

Measure	Baseline Performance 2023/24	2024/25 Target	2024/25 Achievement to date
Abatement notices	0 (zero)	0 (zero)	0
Infringement notices	0 (zero)	0 (zero)	0
Enforcement orders	0 (zero)	0 (zero)	0
Convictions	1 - HDC fined \$14,000 and prosecuted following sentencing for Whakatu wastewater spill in 2022	0 (zero)	0

DIA NON-FINANCIAL PERFORMANCE MEASURE 3

Where the Council attends to sewerage overflows resulting from a blockage or fault in the Council's sewerage system, the following median response times are measured.

Measure	Baseline Performance 2023/24	2024/25 Target	2024/25 Achievement to date
Attendance time: (from Council receipt of notification to service personnel reaching site)	43 minutes	1 hour response time to site (attendance time)	42
Resolution time: (From Council receipt of notification to service personnel confirmation of fault resolution)	1 hour 51 minutes	1day permanent repair completed (resolution time)	2 hours 22 minutes

DIA NON-FINANCIAL PERFORMANCE MEASURE 4

Total number of complaints received by the Council about sewage odour, sewerage system faults, sewerage system blockages, and the Council's response to issues with its sewerage system. Expressed per 1,000 connections to the Council's sewerage system.

Measure	Baseline Performance 2023/24	2024/25 Target	2024/25 Achievement to date
As per Council customer services	11.59	30 complaints – count expressed per 1,000 connections per annum	10.05
As per After Hours customer services provider	5.41		4.33

PROGRAMME HIGHLIGHTS

Key **renewals planning** and prioritisation work is progressing well with IDS Wai and Harmonics to better inform renewals prioritisation and investment.

Procurement planning is underway for a CCTV investigations contract. The intent of this contract is to collect condition data to better inform renewals investment.

- Reticulation renewals** identified for construction FY2024/25:
- Hood Street WWPS Gravity Inlet Main Renewal – Complete.
 - Aintree Road Private to Road Reserve Renewal – Underway bulk of works complete some delays obtaining landowner agreement for private lateral works which will be resolved in April 2025.
 - Main Road Clive SHW51 Renewal – Construction planned for May 2025 due to State Highway requirements
 - South Hampton Road – Planned for May/June 2025

Completion of detailed design for several **rising main renewals** namely:

- Tokomaru Drive, Havelock North
- Albert Street, Hastings
- Huia Street, Hastings.

Various Wastewater Pump Stations are in investigation or design phase for replacement and/or capacity upgrades namely:

- Oliphant Road Pump Station.
- Murdoch Road Pump Station.
- Park Road North Pump Station.

Wilson Road to State Highway 450mm Resilience Rising Main is currently in design phase to be constructed FY2024/25. This will provide ongoing dual resilience while the **Wilson Road wastewater pump station and rising main** budget has been rephased to allow land acquisition and consenting assessment FY2024/25 and Design FY2025/26.

Trunk Renewals and Investigations contracts progressing well. Programme and pricing received from the contractor for FY2024/25 scope of work.

East Clive Wastewater Treatment Plant:

Design is progressing well for the **outfall pumps replacement and renewal of a section of the land-based outfall pipe**. Procurement plan approval obtained in February 2025 Planned advertising date will likely be in June/July 2025.

BTF Repair Works:

BTF 1 critical repair works are complete.
BTF 2 critical repair works are complete.

RISKS AND OPPORTUNITIES

RISKS:

Aintree Road programme delay due to wastewater lateral requirements.

OPPORTUNITIES:

Using 450Dia Wilson Road to State Highway rising main to assist with design of the Wilson Road WWPS Upgrade and Rising Main Renewal.

KEY DATES

- 1 May 2025 - Submission Due on Taumata Arowai Proposed Wastewater Environmental Performance Standards.
- May 2025 - Main Road Clive SHW51 Sewer Renewal.

ROADS AND TRANSPORT

KEY PROGRAMME OUTCOMES

Metrics	Current Quarter 3 (2024/25)	Previous Q2 (2024/25)
Road safety	Target < 38 (annual figure) Actual = 16 (cumulative to quarter 3)*	Reducing trend
Condition of sealed road networks as measured by STE	Target STE = 90% Actual STE = 91% (2023/24 results)** Target AWPT (av per annum) = .2% Actual AWPT = 0.074% (963m) ⁴	STE (2024/25) = 91% (Target 90%) Rural AWPT = 7.6km Urban AWPT = 1.46km Total renewal – 9.06km Targeted AM renewal rate 12.0km
Maintenance of sealed road network	Target = 6% Actual = 4.8% (62.97Km) ⁴	Rural reseal programme 48.54m – delivered 93%. Urban reseal programme 13.38km – delivered 100%
Condition of footpaths	Target < 1.5% Actual = 2.6% (2023/24 results)** Footpaths are scheduled in June 2025 for new condition survey, the results of this survey and recommended actions will be reported back to Council	4.6% poor or worse. Target 1.5%
Response to service requests	Target >95% Actual (cumulative to quarter 3) = 81%*	96% of customer service requests responded to within 28 days. YTD = 97.9%

Note:
*All Mandatory measure are annual reports based on annual metrics. There is no change quarterly for the metrics. Additional progress details are provided against the approved budgetary figures.

**Updated results are due before the end of 2024/25 financial year.

⁴The approved metrics were based upon original requested higher budgets. With reduced subsidies and corresponding budgets, the metrics will never be achieved.

PROGRAMME HIGHLIGHTS

School Speed Limits Plan approved by Council in February 2025 we are awaiting the final endorsement and funding approval from NZTA to enable the implementation to commence.

RISKS AND OPPORTUNITIES

The recovery delivery team have been working closely with NZTA on the next tranche of funding for the recovery programme. The team have secured \$3.3m already with a further \$26m to follow.

To front foot the design aspects for the completion of the recovery programme an application is being prepared for NZTA to fund designs. An initial project list has been supplied to the funder with the official application being submitted early in May 2025.

In October 2024, NZTA advised Council of a new Crown Resilience Fund up to \$6.4m potentially for Hastings. This programme is NZTA's incentivisation for councils to invest in resilience works as there is a risk that the emergency funding policy will change for the 2027-2030 NLTP. An application for specific projects has been submitted and is under review by NZTA for approval. Once the final approval by NZTA is received, details will be brought to Council to seek their endorsement, and the list of specific projects have been endorsed by the RCB committee on 28 April 2025.

Councils roading contract expires on 30 June 2026. The transportation team are busy working on the procurement planning of these contractual services and a separate report will be presented to Council in May 2025 outlining preferred contract models, structures and what the changes are from the current set of contracts. Learnings from the past six years as well as the effect and impact of Tropical Cyclone Gabrielle is being considered as part of continuous improvement programme.

PHOTOS

Annual bridge inspections occurred during January and February 2025 which included videoing with drones the structural components under the bridge up close where in the past lanes would be closed with plant and personnel working from the bridge deck to then hang from buckets under the bridge. This has saved time and money but more importantly has greatly reduced the risk to workers and road users when undertaking this activity.



Red Bridge Drone Survey

TRANSPORT RECOVERY

PROGRAMME HIGHLIGHTS

Progress across the district is heading towards completion at several key sites:

- Matapiro Bridge open to traffic on Sunday 6 April 2025,
- Glengarry Road slips package complete in April 2025,
- Kererū Gorge open to traffic Thursday 17 April 2025,
- Puketapu Bridge opening August 2025.

The Contractors Supplier Panel have a combined 59 slip sites under construction, with a forecast to complete 47 of these by the end of June 2025, weather permitting. Two AWPTs were awarded to the panel and are currently on track to be complete by mid-year. The panel also has seven bridge repairs in progress. The total value of supplier panel work is now at a combined \$56.5m. Tūpore - \$14.837m, Hick Bros - \$19.02m, TW \$11.691m and Downer \$11.09m.

RISKS AND OPPORTUNITIES

The pace and scale of the recovery remains a key risk. Having to fast-track work without proper engagement can cause frustration and stress to road users and within communities.

There are a lot of sites progressing ahead of expected timelines or coming up for completion which can help public sentiment and community morale.

FINANCIAL REPORTING

- \$110.551m of work currently underway or completed,
- Expected to reach \$116m by the end of March 2025,
- \$57.3m of work awarded to the panel contractors,
- The procurement turnaround reduced to 11 days in most cases.

MATAPIRO BRIDGE OPEN TO TRAFFIC

On Sunday 6 April 2025, Matapiro Bridge was opened to traffic with a priority give-way in place. This marks a significant milestone for Matapiro Bridge, providing HDC with a resilient crossing as we head into the winter months.

While there is still some work to do over the coming months, including finishing scour works, removing the temporary crossing, and some minor tidying-up. The project construction completion remains on track for completion by the end of June 2025.

An official opening and celebration will then take place with a formal karakia and a Matapiro Pou unveiling.

PHOTO



Matapiro Bridge

KERERŪ GORGE OPENING

On Thursday 17 April 2025 an official opening ceremony will take place at site. Mayor Sandra Hazlehurst will officially open the bridge and community members from both sides will walk towards each other to symbolise the reconnection of the community.



GLENGARRY ROAD SLIPS PACKAGE COMPLETE

The Glengarry Road slips package will be our first milestone package of slips to be completed by the end of April 2025.



DARTMOOR ROAD SLIP 7.69 COMPLETE

A small celebration will take place on Wednesday 16 April 2025 to mark the completion and opening of Dartmoor Road Slip 7.69. Key staff from HDC, contractors, consultants and community members will join Mana Ahuriri for a karakia to bless the site and kai to celebrate.





INFORMATION MANAGEMENT & BUSINESS TRANSFORMATION (IMBT) PROJECT GENESIS

SUMMARY OF ACTIVITY

Technology One's ERP (Financials, Property and Rating etc) is nearing its end-of-life for on premises support. Council must migrate these systems to the Cloud or risk falling out of support.

KEY PROGRAMME OUTCOMES

	Scope	Budget	Schedule	Risk	Team Wellbeing
Current Quarter 3 (2024/25)	✓	✗	✓	✗	✗
Previous Quarter 2 (2024/25)	!	!	!	✗	✗

PROGRAMME HIGHLIGHTS

The Finance move to Ci Cloud is going well with progress on track. The red change for budget is due to an ongoing dispute in regard to Councils understanding of the Statement of Works compared to Technology One's understanding. Council is engaging with senior executives at Technology One to resolve this. The work continues to determine the system completeness for Property and Rates. Supplier transparency is an issue here – many discussions are being held with other Councils who are working through their own projects and slightly ahead of HDC.

ADDITIONAL COMMENTS

This is expected to be a three-year project.

RISKS AND OPPORTUNITIES

Risk ID	Description	Details	Risk Owner	Residual Risk Level	Level of Control	Controls	Details
5	Budget / scope creep	This is a project that has a high impact on people, process and technology – any change to scope could impact one or more of the following: budget, staff, community, time and delivery	Maree Goldie	Extreme	Limited	All changes go via the Project Manager All decisions fully documented All issues that occur must be review Change Request register and forms Project Charter includes all In and out of scope details. Work Closely with the supplier and other councils to understand the work involved with the configuration design and the data migration	Extreme
		Discuss with the steering committee the need for openness regarding potential changes coming at HDC between 2025 and 2028					
		Underlying system design requires a great deal more work on configuration than previously thought when signing the contract resulting in higher internal costs					

continued

continued

Risk ID	Description	Details	Risk Owner	Residual Risk Level	Level of Control	Controls	Details
2	Project staff wellness	The project staff may have existing challenges that could impact their health and wellbeing and hinder the project progress	Maree Goldie	Extreme	Limited	Fit to work program – individual Proactive health monitoring for the team Reduce the amount of time on project Work to find other resources as a back up	Extreme
1	Loss or corruption of data during migration	The age, complexity and customisations of the system makes this work complex and presents difficulties in mapping to the new system	Maree Goldie	Extreme	Strong	Contingency around timing Load to a test environment. Supplier to train Tech Dev staff (moration team) Testing by Migration team and users	Extreme

IN-EIGHT
(PROJECT MANAGEMENT SOLUTION)

SUMMARY OF ACTIVITY

Council is consolidating numerous project management software solutions into an enterprise project/programme management system. This allows for visibility across all projects.

KEY PROGRAMME OUTCOMES

	Scope	Budget	Schedule	Quality	Team Wellbeing
Current Quarter 3 (2024/25)	✓	✓	✓	✓	✓
Previous Quarter 2 (2024/25)	✓	✓	✓	✓	✓

PROGRAMME HIGHLIGHTS

Planning, process assessment and solution expert training has been completed. Configuration and testing will begin shortly with an expected go-live in June 2025.

RISKS AND OPPORTUNITIES

The solution is being configured and tested within the assets team due to the high demand required running large capital works programs. Concerns have been raised that the solution is more aimed towards construction projects and may be over complicated for over Council projects. If this is the case, Council will still have consolidated software solutions down from five to two.

ADDITIONAL COMMENTS

This project is cost neutral.

SPACE-TO-CO

(EVENT MANAGEMENT AND BOOKING SOLUTION)

SUMMARY OF ACTIVITY

Council is consolidating on event management and booking solutions. Currently the public spaces team and events team have very out-dated and manual processes to manage these events. In addition, the public facing interfaces are not very user friendly. After evaluating numerous solutions Council is in the process of implementing a Cloud based solution called SpaceToCo.

KEY PROGRAMME OUTCOMES

	Scope	Budget	Schedule	Quality	Team Wellbeing
Current Quarter 3	✓	✓	⚠	✓	⚠
Previous Quarter 2	✓	✓	✓	✓	✓

PROGRAMME HIGHLIGHTS

The Freedom Camping software launched on Wednesday 16 April 2025. Donations can now be made through the platform. Training has been completed and configuration is finalising for the first indoor venues. Compliance/event management process review underway to streamline internal processes before the full rollout. Interim finance reporting confirmed while full integration is finalised.

RISKS AND OPPORTUNITIES

Timely delivery of financial reporting for indoor venue launch. Manual workaround in place, but long-term automation still pending. Risk of limited capacity in the Public Spaces team to complete remaining onboarding work.

ADDITIONAL COMMENTS

Project remains cost neutral. Focus areas for next phase: compliance streamlining, and public space bookings launch in May 2025.

CONTENT MANAGER UPGRADE

SUMMARY OF ACTIVITY

Council's record management solution needs to be upgraded from version 9.3 to version 2024.4 to remain supported.

KEY PROGRAMME OUTCOMES

	Scope	Budget	Schedule	Risk	Team Wellbeing
Current Quarter 3)	✓	✓	⚠	✓	⚠
Previous Quarter 2	✓	✓	✓	✓	✓

PROGRAMME HIGHLIGHTS

All TEST environment software and integrations have been configured. Technical testing is almost complete with only Te Whata Workspace remaining. Next steps are Change Management (Planning communications and any training required) and refining and updating Councils Go-Live execution plan.

RISKS AND OPPORTUNITIES

Currently, the team is down one key resource in the project team, as well as competing with many other on-going projects, namely Project Genesis and BAU demands. Resourcing risks are being managed with careful planning and extending timelines where possible.

RISK MANAGEMENT

SUMMARY OF ACTIVITY

“Collectively the Councillors are responsible for setting risk management tone and objectives, and for oversight of the organisation’s strategic risks. This includes determining acceptable levels of risk exposure and confirming that management operate within the limits defined” (HDC Enterprise Risk Management Policy and Framework, Page 5).

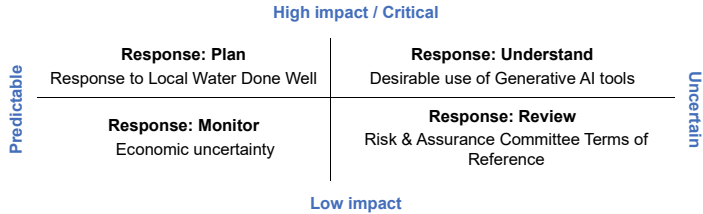
STRATEGIC RISK HIGHLIGHTS

ID	Description	Details	Notes
23	Financial Sustainability	Ensuring Council conforms to the adopted Financial Strategy is vital to ensure long term sustainability and avoid credit down grades.	Additional reporting underway for Performance & Monitoring to track actual performance. <
28	Significant statutory reform	Statutory direction over the delivery of water services creates uncertainty over the organisation changes needed.	Business case for water delivery models being progressed. <
32	Cyber security threat	Increasing sophistication of cyber attacks may cause Council to be unable to defend a significant cyber attack.	Focus on staff training to reduce the chance of errors. <

PROGRAMME HIGHLIGHTS

- Risk and Assurance Committee 25 March 2025 reviewed:
 - The strategic risk environment at the Committee meeting on. As a result, recommended changes to the strategic risk register will be made to Council.
 - How Council is managing the risks of Generative Artificial Intelligence and sought advice on ways to leverage the technology in Council service delivery.
- Developing quantitative risk management techniques to support project management system rollout.
- Updated version of the Council risk management toolkit released.

RISKS AND OPPORTUNITIES



HDC STRATEGIC RISK REGISTER

OPPORTUNITIES

ID	Description	Details	Inherent	Residual
36	Successful Strategic Partnerships	Provision of sufficient capacity and capability within the organisation to manage relationships with other agencies, could lead to successful partnerships and a collaborative, effective approaches to projects. This would result in a positive reputation with communities, better outcomes for the community and other stakeholders, and potentially limit financial costs for each partner	Silver	Gold
30	Demonstrate good ESG&C practices	Successfully and proactively addressing Environmental, Social, Governance (ESG) and Cultural expectations during decision making processes would contribute to improving equity of resources, enhanced community wellbeing, enrichment of the natural environment, increased trust of and a positive reputation for Council, attraction as an employer and to gain a head start on complying with potential future legislation	Silver	Gold

THREATS

ID	Description	Details	Inherent	Residual
2	Natural or man-made disaster exposure	Natural and man-made disasters covers major disasters or emergencies due to a natural hazard or human-made events affecting community safety or property	Extreme	High
23	Financial Sustainability	Due to over-committing to work programmes the financial sustainability of the Council may be compromised affecting delivery of all LTP goals	Extreme	High
35	Legal Liability	The contractual terms of Crown agreement and the responsibilities placed upon Council within that, may result in Council being the sole entity for any legal challenges raised against, or related to the property buyout activity Legal challenges would have significant impacts on Council's finances through unbudgeted costs, reputation through a potential loss of trust and delivery of services as officers would be required to respond to/prepare for any legal challenge	Extreme	High

ID	Description	Details	Inherent	Residual
25	Growth planning	Poor timing or under-recovery of growth investment may lead to unexpected cost escalation adversely affecting Council's financial position and ability to achieve LTP objectives	Extreme	High
26	Failure of climate adaptation	Lack of knowledge, protracted decision making, or insufficient application of resources may cause climate change adaptation measures to fail adversely impacting economic, social and cultural wellbeing	Extreme	High
21	Significant Operational Service Failure	Operational failure that may have a material impact on the delivery of Council services to the community	Extreme	High
22	Water Quality and Quantity	As a result of climate change and/or human activities, there may not be a sustainable quantity of quality water to support the communities economic, social and environmental wellbeing aspirations	Extreme	High
3	People Health, Safety and Wellbeing	Exposure to health and safety risks (as a result of activities undertaken or directed by Council) which could result in serious health effects to workers, customers and public	Extreme	High
31	Truth Decay	Increasing momentum towards the four trends of the 'Truth Decay' phenomenon, may lead to the erosion of civil discourse and disengagement of individuals from political institutes, resulting in an inability for Council to engage the community, plan for growth, or execute delivery of strategic goals effectively	Extreme	High
32	Cyber Security Threat	Increasing sophistication of cyberattacks may mean Council becomes vulnerable to a significant cyberattack, resulting in an inability to communicate through normal channels, operate core functions or stand up a response, severely impacting Council's reputation and potential legal implications	Extreme	Medium
28	Significant statutory reform	Failure to proactively adapt to statutory changes could adversely affect economic, environmental, social or cultural wellbeing, and cause significant delays and/or barriers to Council's delivery of LTP objectives	Extreme	Medium

CIVIL DEFENCE EMERGENCY MANAGEMENT

INCIDENT MANAGEMENT CAPABILITY DEVELOPMENT

The Civil Defence Emergency Management Act 2002 requires Local Authorities to maintain and provide suitably trained and competent personnel and an appropriate structure for effective civil defence emergency management in its area.

KEY PROGRAMME OUTCOMES

	Scope	Budget	Schedule	Quality	Resourcing
Current Quarter 2	!	×	!	✓	!
Previous Quarter 1	✓	!	✓	✓	✓

PROGRAMME HIGHLIGHTS

- Incident Management Team exercise Operation Taniwha completed at the end of January 2025. This was the first full exercise utilising FACT24 incident management system, which demonstrated the value of this system to organise information for the response team.
- Emergency management training sessions provided by the Hawke’s Bay Civil Defence Emergency Management Group on Emergency Management Essentials, Working in a Coordination Centre, Planning Function, Operations Function and Welfare Function attended by HDC Staff.
- Training provided to HDC Staff on deployment of emergency response trailers.
- Controllers’ meetings held on 13 February 2025 and quarterly meetings for each of the five Incident Management Teams held between 17 and 24 March 2025.

RISKS AND OPPORTUNITIES

- Hawkes Bay Civil Defence Emergency Management (HB CDEM) Transformation programme is progressing at pace. This is providing clarity on the role Council will need to perform, but also creating additional demand affecting delivery of community resilience planning and internal emergency management readiness.
- Limited funding is currently budgeted for maintenance of the Council emergency management and CDC equipment.

- Joint use of the EMO by HB CDEM Group and HDC may leave Council without a suitable location for running an EOC.
- High risk that the regional CDEM Transformation Strategy will drive a significantly greater work programme that will exceed the current and proposed additional staff available to HDC.
- Opportunity being leveraged is greater collaboration between agencies, including NZ Police, Fire and Emergency NZ and government agencies is improving ability to co-ordinate response activities.

KEY DATES

Date	Details
5 May 2025	Public Information Management staff training
26 - 28 May 2025	Managing a Coordination Centre staff training
29 May 2025	Operation Choice business continuity exercise relating to the election process
5 June 2025	Recovery Function training for staff

ADDITIONAL COMMENTS

An HDC Incident Management Team monitored the impact of the lightning strike that caused a power outage along the East Coast of New Zealand on 21 December 2024.

PHOTO



Two Welfare Support Trailers loaded with emergency supplies

COMMUNITY RESILIENCE BUILDING

Implementation of the Hawke’s Bay Civil Defence Emergency Management Group Community Emergency Hub programme within the Hastings District.

KEY PROGRAMME OUTCOMES ✖ ! ✓

	Scope	Budget	Schedule	Quality	Resourcing
Current Quarter 2	✓	!	!	✓	✓
Previous Quarter 1	✓	!	!	✓	✓

PROGRAMME HIGHLIGHTS

- HDC is collaborating with Te Taiwhenua o Heretaunga (TToH) on common community resilience plan template for Marae and communities within the district.
- Progress is being made on implementation of the community resilience building programme. While activity has been slower in the last quarter, more activity is expected in the next quarter.
- Training completed for one additional Community Emergency Hub.
- Resilience planning status:

Deliverables	Quarter 3	Total YTD
Community Resilience Workshops	1	11
Communities covered by a Community Resilience Plan	0	11
Community Hub Training Sessions	2	9
Communities that have a completed Community Emergency Hub Guides	1	11
Community Emergency Hub kits delivered	0	33

RISKS AND OPPORTUNITIES

Collaboration between the Community Connector Team and the Risk Team is delivery of effective support for community resilience planning. However, uncertainty over future funding for Community Connectors may affect the delivery of the resilience building programme.

Future funding streams to support community groups maintain and/or replace equipment purchased for the purposes of emergency resilience will be required in the coming years.

KEY DATES

Date	Details
10 May 2025	Waimarama Community Emergency Hub training
14 May 2025	Cape Coast Community Emergency Hub training
25 May 2025	Puketapu South Community Resilience Planning workshop; and Havelock North Community Emergency Hub open day

PHOTOS



Cape Coast Community Resilience Workshop held at Haumoana School



CUSTOMER SERVICES

SUMMARY OF ACTIVITY

The customer service team is the first point of contact for customer enquiries via phone, email and face-to-face in the Lyndon Road service centre. The team coordinates the operation of the Customer Service Centre and 24/7 Contact Centre, helping the public with applications, registrations, payments, information requests and online services. Requests requiring further action are assigned to other Council staff and/or contractors via various systems.

KEY PERFORMANCE MEASURES ▲ ▼

Metrics	Current Quarter 3 (2024/25)	Previous Quarter 2 (2024/25)
Council Contact Centre		
Calls received	16,586 ▲	15,652
Daily average	277 ▲	265
Percentage of calls answered in 20 seconds	95% NC	95%
Average call handle time (mins/secs)	04:48 ▲	04:40
After-Hours Contact Centre		
Calls received	2,646 ▼	3,001
Percentage of calls answered in 20 seconds	79% ▲	67%
Average call handle time (mins/secs)	05:12 ▼	05:32
Emails/Online Forms		
Total emails received	7,544 ▼	8,043
Workday average handled	120 ▼	122
Customer Service Centre		
Face-to-face interactions	5,244 ▲	4,778
Daily average	88 ▲	80
Compliments/Complaints		
Compliments received	26 ▲	20
Complaints received	35 ▲	33

SUMMARY OF ACTIVITY

- The overall number of interactions were in line with forecasts for the quarter, although there have been variances across the business activities.
- There have been lower numbers of Building, Transportation and 3 Waters related emails whilst Animal Control, Parks, Waste, Parking and Planning have all seen increases.
- In the front of house, rating (payments and rebates) parking infringements, and animal control have been the primary reason for visits.
- The Council Contact Centre consistently exceeded the industry standard of answering 80% of calls within 20 seconds.
- The after-hours service has also seen an improvement in caller wait times due to favourable weather and a stable workforce.

COMPLIMENTS AND COMPLAINTS

- There continues to be a mix of positive and negative feedback.
- Compliments focused on the helpfulness of staff and the quality of work.
- The building team received commendations from builders for clear communication, proactive engagement, and practical advice.
- The citizenship ceremony was praised for its welcoming nature and inclusivity.
- Other compliments received by the team at Henderson Road Transfer Station; Parks and Property Services; Transportation and our 3 Waters contractor.
- Complaints continue to focus on perceived shortcomings in relation to timeliness of remediation, process and procedures, the need for additional services/amenities or concerns regarding infrastructure maintenance/projects.
- There were a wide range of very specific issues rather than any hot topics eg Springfield Road closure, lack of accessibility access to indoor pools at Splash Planet, limited long stay parking in Havelock North, ongoing Cyclone Gabrielle charges, the handling of parking infringements, barking dogs, sewerage leaks, and the refund of a parks bond.

DIGITAL COMMUNICATIONS

SUMMARY OF ACTIVITY

Digital communications encompass management of Council's digital platforms and channels for marketing, communication and engagement purposes. This includes the website and subsites, social media channels, electronic newsletters and engagement platform. The team also provides support for enhancing customer experience and outcomes through the management of current channels and future opportunities.

KEY PROGRAMME OUTCOMES ▲ ▼

Metrics	Current Quarter 3 (2024/25)	Previous Quarter 2 (2024/25)
Total HDC Website views	373,396 ▲	340,075
Total HDC Website users	134,237 ▲	128,889
HDC Facebook follower growth	+146 ▼	+256
Total published HDC Facebook posts	175 ▼	210
Total engagement on HDC Facebook	123,284 ▲	75,969
LinkedIn follower growth	+118 ▼	188
Total published LinkedIn posts	20 NC	20
Total engagements on LinkedIn	4,945 ▲	3,265
HDC Instagram follower growth	+64 ▲	50
Total published HDC Instagram posts	39 ▼	53
Total engagement on HDC Instagram	1,550 ▼	1,573

HIGHLIGHTS

Digital engagement saw significant growth across all Council platforms throughout the quarter. Website traffic steadily increased month-on-month, reaching 135,743 views in March 2025 (up from 116,902 in January 2025). Social media engagement also rose notably across Facebook, Instagram, and LinkedIn, supported by both essential infrastructure updates and popular event content.

- Facebook engagement jumped from 9,908 in January 2025 to over 70,000 in March 2025 driven by highly topical posts.
- LinkedIn engagement more than quadrupled, with 2,835 interactions in March 2025.
- Instagram growth was especially strong in March 2025, driven by event content (eg, Meatball Festival).

January 2025 activity was subdued due to holidays, but event promotions (particularly for the upcoming Meatball Festival) sparked renewed interest. February 2025 featured strong storytelling around Waiaeroha, Middle Road upgrades, and Jerry Hāpuku's portrait unveiling — the latter generating over 900 reactions.

In March 2025, the digital team successfully balanced serious and entertaining content. Key infrastructure topics such as roading recovery, Lowes Pit, and wastewater projects performed well. The city centre upgrade post drew the highest engagement of the quarter (13,352 interactions), though it sparked mixed sentiment highlighting the continued focus on Council spending.

Meanwhile, the Meatball Festival proved the audience's appetite for lighter content and showcasing civic pride centred around this uniquely Hasting's 'delicacy'. Three teaser videos averaged 40,000 views each, and the wrap-up post earned 10,283 engagements. This demonstrated the power of culturally relevant, locally focused campaigns to boost community sentiment and visibility.

EMAIL NEWSLETTERS

Email newsletters continue to have a high open rate and staff continue building dedicated email databases for specific topics.

Topics included (Q3):

- Meatball Festival, Eskdale Park blessing, Flaxmere Community Day, Smart Water Meter trial, Havelock North Streams and Dams (Ombudsman's report), and various infrastructure updates.

E-Newsletter Metrics	# of newsletters sent	# of recipients	Open Rate	Benchmark (Govt)
January 2025	10	2,526	51%	30%
February 2025	25	8,330	53%	30%
March 2025	37	22,911	52%	30%

RISKS AND OPPORTUNITIES

Risks:

- There is an ongoing risk in not maintaining a balance between serious and engaging content. Audiences look to Council channels for both information and a sense of connection. Over-reliance on corporate messaging may lead to disengagement.
- While HDC gets great engagement on Facebook, a lack of resource to target communications across TikTok, Instagram and LinkedIn is limiting effectiveness with younger demographics and the professional sector.
- Public sensitivity around infrastructure projects (eg. City Centre upgrade, Splash Planet closure) highlight the need to consider reputational impacts when sharing updates.

Opportunities:

- Community interest in essential infrastructure projects remains high. Continued storytelling around roading, water, and waste initiatives reinforces transparency and trust in Council priorities.
- The success of the Meatball Festival demonstrated the value of injecting humour and light-hearted storytelling into Council's social media strategy. Posts that entertain while informing significantly boosted engagement and audience reach.
- Email newsletters continue to outperform industry benchmarks, offering a dependable channel for detailed updates and targeted communications.
- The growing effectiveness of Instagram and LinkedIn - particularly among business and younger demographics - presents an opportunity to expand reach through tailored content and video-based updates.

PHOTO



Hastings Meatball Festival drove significant social media engagement

MARKETING, TOURISM AND EXPERIENCE

SUMMARY OF ACTIVITY

Marketing, Tourism and Experience encompasses management of Council's and the districts brand, for the promotion of Hastings as a place to live, work and visit. This includes the management of HDC brand including visual assets, customer experience and promotion of HDC owned facilities, and the promotion of Hastings District through destination marketing, leveraging of event partnerships, management of the visitor experience (isite and facilities) and PR including paid and owned channels.

HIGHLIGHTS

Quarter 3 was marked by planning and activation of ideas generated through the Think Tank, most notably for Al Fresco Fridays and the inaugural Hastings Meatball Festival. These events achieved significant public engagement and media interest (see **Events** section).

SUMMARY OF ACTIVITY

Brand and Tourism:

Council approved \$475,500 annual funding for Hawke's Bay Tourism for the next two years, alongside support from CHBDC and NCC - providing critical continuity for regional tourism. Council Officers began working through establishing the funding agreement including a Letter of Expectations, as well as developing governance and reporting requirements.

A pop-up isite at HOY successfully promoted the Heretaunga Hastings brand with strong retail engagement and prominent branding throughout the venue.

Upcoming and Ongoing Initiatives

In late March 2025, HB Tourism launched the new Great Wine Capitals (GWC) campaign — "You're in Great Company Here". Hastings is developing joint branded signage panels for gateways and district assets, including lightboxes at the Hastings isite.

The **Air New Zealand Board** will be in Hastings on 19 April 2025 for a business breakfast, lunch and tour of Hastings City. Every year they do a visit to the regions and this year, Hawke's Bay is the destination, with Hastings taking the lead.

Dysart Building: Ongoing sales and promotion of this venue to generate CBD vibrancy through commercial partnership.

MEETINGS Trade Show (June 2025): Planning is underway for joint promotion of Hastings with Toitoti, NCC, and Hawke's Bay Tourism at this premier business events showcase in Auckland.

EVENTS

SUMMARY OF ACTIVITY

HDC supports and/or delivers a wide range of events to achieve social, cultural and economic wellbeing outcomes for the district. The team delivers a number of key events that enhance vibrancy in the city centre, celebrates our community and heritage through civic events, and mark significant milestones in major projects. Working across internal teams including Transport, Licencing, Health, Safety and Wellbeing, and the Waste Minimisation team, HDC Event Management team supports event managers to deliver safe events that minimise the environmental impacts of event delivery.

HIGHLIGHTS

Quarter 3 has been busy for the events team, with major community and promotional events driving footfall and engagement across the district.

Media and PR Hastings hosted filming for the NZ Food Story TV show, fronted by chef Ben Bayly. Featured locations include Matangi Angus, the Hawke's Bay Farmers Market, and Rockit Apples. This long-term initiative is expected to boost national visibility and trade outcomes.

Al Fresco Fridays launched with the first event held on 31 January 2025, which saw participating venues enjoy up to 300% increase in activity and approximately 1,000 attendees. The second Alfresco Friday was held on 28 February 2025 and whilst the numbers were approximately the same, the economic impact was higher (based on survey feedback from participating venues).

Hastings NZ Facebook page saw exceptional engagement during Al Fresco Friday promotions, with one post reaching 58,000 views and 25,500 reach. The page continues to grow in reach and engagement and a valuable channel to promote Hastings District experiences.

Hastings Meatball Festival – A National Hit the Hastings Meatball Festival on 14 March 2025 was a standout success, developed to draw foot traffic into the CBD and boost local economic activity. The event secured over 40 pieces of national media coverage across platforms including:

- **TVNZ's Breakfast** (216,000 viewers, equivalent \$40K value).
- **Newstalk ZB's Hosking Breakfast** (445,000 listeners daily, estimated \$26K value).
- **Radio New Zealand features** (494,500 weekly listeners).

From a city promotional lens, the media value generated was greater than the cost of the event, demonstrating strong return on investment. Star chefs Ben Bayly and Peter Gordon added prestige and culinary buzz, with artist Dick Frizzell designing meatball merchandise. The event also featured in *Stuff*, *Mindfood*, *The Shout*, *Mad-Daily*, and *HB Today* (two covers).

The event also ignited much discussion locally thanks to radio activations and social media content on the unique history of the delicacy, love and loathing of the meaty treat, and who the best local meatball provider was, providing a positive buzz and generating civic pride.

A separate report for the meatball festival will be delivered to Council.

MEDIA LINKS

<https://www.stuff.co.nz/travel/360584774/mysterious-delicious-bakery-item-only-found-hawkes-bay>

<https://www.theshout.co.nz/hbnz/great-balls-of-flavour-hastings-meatball-festival-brings-the-heat-with-star-chefs-tasty-twists/>

<https://www.mindfood.com/article/top-chefs-join-lineup-for-inaugural-hastings-meatball-festival/>

<https://www.mindfood.com/article/top-chefs-join-lineup-for-inaugural-hastings-meatball-festival/>

National radio coverage included a mention on ZM Breakfast Show, several segments on Marcus Lush Newstalk ZB evening show 24 February 2025, and an interview on Radio New Zealand with Walter Chapman, along with local activations.

SUMMARY OF ACTIVITY

Six60 has confirmed their new concert date of 25 October 2025, and advertising is live.

Waitangi Day, sponsored by HDC, attracted over 15,000 attendees. Future consideration is being given to relocating to Tōmoana Showgrounds to accommodate the growing crowds.

The Earthquake Commemoration on 3 February 2025 was successful despite logistical challenges. The future format will need to be considered as the number of earthquake survivors reduces.

The Hastings Meatball Festival drew circa 5,000 people, with 15,000 meatballs served in three hours. See Tourism Update for media highlights.

Horse of the Year 2025 was completed with minor issues regarding contract delivery and marketing timelines. A full review is due 20 June 2025.

Citizenship ceremonies have relocated to Toitoti's Functions on Hastings to address DIA backlog concerns.

Event Managers have been engaged with to ensure they are aware of the Local Alcohol Policy consultation. Feedback so far has signaled concerns over proposed beverage limit serves which may result in a reduction of events in Hastings.

Planning is underway for:

- ANZAC Day (now managed by HDC).
- NZ Music Month (Think Tank activity).
- Matariki celebrations, including Civic Square reopening and support of Ngati Kahungunu events.
- Blossom Parade 2025, marking the 75th anniversary.

COUNCIL-OWNED EVENTS

Date	Event	Location
9 - 23 January	Toitoti Summer Tour (every Thursday, a Toitoti run event)	Toitoti
31 January	Alfresco Friday	CBD
3 February	Earthquake Commemoration	CBD
4 February	Citizenship Ceremony	Council Chambers
28 February	Alfresco Friday	CBD
4 March	Citizenship Ceremony	Council Chambers
14 March	Meatball Festival	CBD

COUNCIL-SPONSORED EVENTS (FUNDED/SUPPORTED/IN KIND)

Date	Event	Location	Support
1 January	Sublime with Rome	Black Barn	In-kind
4 January	Dragon & Hello Sailor	Black Barn	In-kind
14 December – 5 January	Fiesta of Lights	Tōmoana Showgrounds	Sponsorship
5 January – 25 February	Hawke's Bay Cricket Camps	Various parks	Sponsorship
10 – 12 January	Colgate Games	Mitre10 Park	In-kind
17 January	Bridge Pa Wine Festival	Bridge Pa	In-kind
18 January	Slack Barn	Black Barn	In-kind
24 January	Tesky Brothers	Black Barn	In-kind
6 February	Waitangi Day	Mitre 10 Sports Park	Sponsorship
6 February	Waipureku Waitangi Day	Clive	Sponsorship
12 February	WeetBix Kids TRYathlon	Mitre 10 Sports Park	In-kind
13 - 16 February	Art Deco Festival	Hawke's Bay	Sponsorship
1 March	International Cultures Day	Mitre 10 Sports Park	Sponsorship
4 – 9 March	Horse of The Year	Tōmoana Showgrounds	Sponsorship
14 – 24 March	F.A.W.C!	Hawke's Bay	Sponsorship

CANCELLED/POSTPONED EVENTS

None.

RISKS AND OPPORTUNITIES

Local Alcohol Policy Consultation: Ongoing consultation has raised concerns. Napier has softened its stance, making it a more attractive venue for major events. HDC continues to encourage stakeholder engagement before the 16 May 2025 deadline.

Promotional Restrictions: District plan limitations on billboard placement in Havelock North have reduced promotional visibility for events. Efforts to secure private signage locations are underway but may add costs.

Health and Safety: Given the level of event delivery, there is a need for more staff to be first aid certified to ensure adequate safety coverage at events, and in planning.

PHOTOS



Al Fresco Fridays



Hastings Meatball Festival



The Peter Gordon collab with EIT culinary school won the People's Choice Award for the best meatball on the night

ISITE - HASTINGS & HAVELOCK NORTH

KEY PERFORMANCE MEASURES ▲ ▼

Sale Totals – Hastings and Havelock North isites			
	Current Quarter 3 (2024/25)		Previous Quarter 2 (2024/25)
Tickets	\$38,862	▼	\$41,174
Reservation	\$8,157	▲	\$3,703
Retail	\$18,540	▲	\$14,812
Advertising	\$0.00	▼	\$4,806
Total	\$65,559	▲	\$64,495
Visits	8,544	▲	7,981
Retail spends per visit	\$2.17	▲	\$1.86
Total spend per visit	\$7.65	▲	\$7.48

Q3 FY25 Footfall Origin and Spend			
	Count*	Share	Spend
Local	2,850	50.2%	\$48,831
Domestic	1,220	21.5%	\$2,487
International	1,606	28.3%	\$10,905

*Note – 60% capture rate of visitors' origin

HIGHLIGHTS

Retail and Visitor Growth: Strong retail sales in January and March 2025, particularly in merchandise and souvenirs. International visitors - especially from the UK, Netherlands, Australia, and the USA - contributed significantly to spending. Local spending remained flat.

Domestic Trends: Auckland, Wellington, and Tauranga continue to be the largest sources of domestic visitors.

Events and Engagements: Toitoe Tours on Thursdays in January and February 2025 increased visitation.

The Meatball Festival and Al Fresco Fridays drew hundreds of locals through the isite, providing a great opportunity to showcase 'stay-cation' activities and foster civic pride. The isite was a retail point for Meatball merchandise, including the t-shirt and tea towels designed for the event by legendary local artist Dick Frizzell.

The isite presence at *Horse of the Year* (HOY) led to strong engagement and improved retail sales, leveraging insights from the previous year

RISKS AND OPPORTUNITIES

Experience: Based on positive feedback, a Hastings CBD Walking Tour is under consideration for next summer.

Brand Positioning: Potential to activate GWC/UNESCO branding through the isites with light-revenue initiatives, helping offset ratepayer contributions while strengthening brand engagement.

Domestic Market Challenges: The soft domestic market reinforces the need to continue marketing the Hawke's Bay and Hastings District to key New Zealand regions like Auckland, Wellington, Waikato, Bay of Plenty, and Christchurch.

Isite Network Changes: Closures of other isites (eg. Cambridge, Matamata and potentially Napier) present an opportunity for Hastings to lead in visitor experience by maintaining strong local investment and tailored experiences.

PHOTOS



Meatball merchandise including the T-shirt and tea towels designed by Legendary local artist Dick Frizzell, sold well from the isite



The Meatball Festival and Al Fresco Fridays drew hundreds of locals through the isite, providing a great opportunity to showcase 'staycation' activities and foster civic pride

MEDIA COMMUNICATIONS

KEY PERFORMANCE MEASURES▲▼

Metrics	Current Quarter 3 (2024/25)	Previous Quarter 2 (2024/25)
Media releases issued by HDC	38 ▲	32
General coverage of Hawke's Bay (articles)	597 ▲	567
Total articles about HDC	301 ▲	258
Positive HDC articles	58 ▲	24
Negative HDC articles	33 ▼	5

MEDIA HIGHLIGHTS

Across quarter, media engagement maintained a strong presence with 15 media releases issued by Hastings District Council each month. Coverage remained steady, with between 95 – 105 articles about HDC published monthly.

Positive coverage peaked in February 2025 (25 articles) before slightly declining to 24 in March 2025. However, March 2025 also saw a notable spike in negative articles (19), largely due to external oversight findings. Despite this, regional media presence remained robust, with HDC stories contributing to around 50% of Hawke's Bay coverage across all three months. Media activity reflected both ongoing recovery narratives and high community interest in key events and Council decisions.

Positive coverage surged in February and March 2025, driven by stories such as:

- Blessing of Eskdale Park
- Flaxmere Shopping Centre change of ownership (widely syndicated)
- Funding support for Hawke's Bay Tourism
- The Hastings Meatball Festival (significant national coverage)
- Mayor Sandra Hazlehurst's strong ranking in a national leadership review.

Negative coverage peaked in March 2025, led by:

- Ombudsman's findings on Havelock North Streams and Dams
- HDC's credit rating downgrade
- Local frustration over an abandoned vehicle and Splash Planet comparisons.

Infrastructure remained a key theme, with strong media interest in:

- Smart Water Meter trial
- \$3m investment in coastal resilience
- Roothing recovery and expressway projects
- Ongoing cyclone-related updates.

RISKS AND OPPORTUNITIES

- The perception of Council expenditure, particularly in a pre-election year, remains a key reputational risk. Communications around infrastructure and service delivery have been strengthened to counter misconceptions.
- Looking ahead, opportunities exist to build on positive momentum — especially around the Flaxmere redevelopment, CBD vibrancy, and events. Strategic messaging will be essential for polarising topics like Splash Planet's future and long-term infrastructure investment decisions.

PHOTO



Flaxmere Councillor Henry Heke, Mayor Sandra Hazlehurst and TW Property CE Terry May on announcing the change of ownership of the Flaxmere Shopping Centre

COMMUNITY ENGAGEMENT

FORMAL CONSULTATIONS

Topic	Description	Dates	Responses
Plan Change 7	Private District Plan change request to rezone Hastings Golf Course from Plains Zone to Sport and Recreation Zone to enable housing and a 'Heretaunga Golf and Leisure Precinct'	25 January – 24 February	97
Grant Street Reserve Playground	Community asked to choose between two design options for new play equipment. Flyers, online feedback, and a drop-in session were used	21 February – 9 March	169
Te Awanga Domain Playground	Community feedback sought on ideas for new playground elements. Consultation included a local flyer, online form, and in-person drop-in session	21 February - 9 March	81

HIGHLIGHTS

- Playground consultations for Grant Street Reserve and Te Awanga Domain were well targeted, with engagement focused on the immediate neighbourhoods through flyers, online forms, and in-person sessions.
- The Plan Change 7 consultation received a solid number of submissions, reflecting interest in local development and land use changes.

KEY PROJECTS

SUMMARY OF ACTIVITY

Key project activity, supporting critical Council objectives.

CYCLONE GABRIELLE COMMUNICATIONS

HIGHLIGHTS

Kaweka Ward

Updates related to Springfield Road, Dartmoor-Waihau corridor, and other recovery works impacting isolated communities. Also addressed access constraints and local feedback.

- 3 March:** Update on Springfield Road works.
- 27 March:** Comprehensive update on recovery progress across the ward, including a summary of works completed or underway.

Maraekākaho Ward

Focused on road reinstatement timelines, contractor activity, and visual progress across key rural routes. Included references to works at Kererū Gorge and culvert replacements.

- 16 January:** Post-holiday update and reassurance regarding 2024 programme.
- 10 February:** Project timing update, including Facebook group amplification.
- 24 March:** Progress check-in on current construction phase and updated road access notes.

Tūtira Ward

Provided progress reports on local roading repair works, including slip repairs and bridge reinstatement. Updates also flagged weather-related delays and planning challenges.

- 3 February and 10 February:** General roading progress update with a focus on priority repairs.
- 10 March:** Update highlighting recent developments and revised timelines for projects in the area.

Havelock North dams and streams

Focused on updates related to water security, dam safety, stream management and the Ombudsman's findings. These newsletters were part of a sustained campaign to keep the local community informed about ongoing investigations, plans for infrastructure upgrades, and wider district impacts.

- 10 February:** General update to the wider community, including context around ongoing planning work.
- 3 March:** Targeted newsletter to immediate neighbours on updated works schedule
- 10 March:** Follow-up to wider community covering project progress, recent findings, and web engagement.

Cyclone Land Categorisation

These communications helped landowners understand their categorisation status and provided clarity on insurance and property planning implications.

- **24 February:** Survey and planning communication targeted to those in all Hastings 2C categorisation areas.
- **10 March:** Havelock North - specific follow-up on 2C matters and recovery planning.

Media releases

- **Eskdale Park Blessing** Celebrating progress and partnerships in the wake of cyclone recovery; widely replayed across national and regional outlets.
- **\$3million Coastal Resilience Package** Outlining new ground-level initiatives to safeguard flood-prone coastal areas.
- **Cyclone 2C Insurance Survey Launch** Provided clarity on Council's support for affected homeowners.
- **Kererū Gorge Rebuild Update** Included in broader roading recovery messaging and Facebook page updates.
- **Puketapu Bridge Progress Story** Shared alongside video content and photo updates.
- **Havelock North Streams and Dams – Ombudsman's Findings** A significant piece of media attention, with Council response forming part of a broader transparency and trust-building approach.
- **Flaxmere Regeneration and Infrastructure Planning** Tied to cyclone recovery investment narratives and future-focused communications.

RISKS AND OPPORTUNITIES

Risks include:

- **Timeline uncertainty and scope changes:** Unplanned site discoveries and weather-related delays continue to push out delivery timelines, which can impact community confidence if not clearly communicated.
- **Funding clarity:** Many projects are still subject to confirmation of central government or insurance funding. Communications must either confirm funding or clearly signal when a project remains conditional to manage expectations.
- **Complexity fatigue:** As recovery projects evolve and multiply, there is a risk of over-communicating or overwhelming residents with technical or repetitive information. Maintaining clarity without overloading audiences is essential.
- **High sensitivity around land categorisation:** Community anxiety remains high, particularly for those in Category 2C zones. Misinformation or perceived lack of transparency could erode trust.
- **Perception of inactivity:** In some cases, necessary pre-construction planning or consent work may appear as inactivity to residents. Messaging needs to highlight 'invisible progress' (eg. planning, design, funding workstreams).

Opportunities include:

- **Strong engagement performance:** Ward-level email updates are achieving consistently high open rates (up to 70%), showing residents value and trust targeted communication. This presents an opportunity to reinforce key messages and maintain transparency.
- **Effective hyper-local targeting:** Community-specific newsletters and Facebook group posts are reaching residents where they already engage. This multiplatform strategy ensures maximum visibility with minimal noise.
- **Growing web traffic:** Sustained interest in recovery-related web content (particularly Havelock North, land categorisation, and cyclone updates) provides a platform for more in-depth storytelling and visual progress updates.
- **Community readiness for visuals and video:** The high interest and strong engagement suggest that more visual formats - like before/after photos, drone footage, or interviews - could further improve understanding and connection to the work being done.
- **Trust-building through honesty:** Acknowledging complexity, being transparent about delays, and clearly stating funding dependencies helps build public confidence even when progress is slow.

ESSENTIAL INFRASTRUCTURE COMMUNICATIONS

HIGHLIGHTS

Completed communications activities this quarter included:

- Waiaroha water treatment facility:
 - Featured in *Business Central* and a commissioned piece with *NZ Water (EM)*, (awaiting publication).
- Roads rebuild and stormwater upgrades:
 - Articles commissioned by *Business Central* (awaiting publication).
 - Social media and press activity including the **Lowes Pit Stormwater Bioscape Open Day** – strong community turnout and online engagement.
- Quarterly infrastructure updates:
 - Two-page updates published in *The Profit* and *Bay Buzz* (March/April issue)
 - **My Hastings** story on Howard Street subdivision readiness.
- Weekly branded social media content:
 - Regular LinkedIn and Facebook posts under the Essential Infrastructure banner received consistent positive or neutral responses.
- Flaxmere infrastructure storytelling:
 - Preparations began for highlighting subdivision and wastewater work as part of wider urban growth planning.

In-house coordination included:

- Ongoing alignment of campaign messaging with **2025 Annual Plan** consultation.
- Preparation of May/June cycle infrastructure advertorials.
- Editorial coordination across channels (eg. *The Profit*, *Bay Buzz*, *My Hastings*) to maintain message consistency and visibility.

RISKS AND OPPORTUNITIES

- **Overemphasis on cyclone recovery** risks overshadowing other major infrastructure programmes, including growth, environmental resilience, and renewal work.
- **Public fatigue or misunderstanding** may emerge if messaging doesn't make the full infrastructure picture clear, particularly given the financial context of the 2025 Annual Plan.
- **Misalignment with Annual Plan engagement messaging** could cause confusion about Council priorities if not carefully coordinated.
- The campaign is a strong vehicle to **educate and reassure ratepayers** about where their money is being spent - and the long-term benefits being delivered.
- **Broadening content themes** to include landfill, stormwater, and housing infrastructure (eg. Iona-Middle Road, Omahu, Howard Street) helps mitigate overfocus on recovery and reinforces the bigger picture.

- Regular branded content and **multi-platform storytelling** (social, print, digital) have built a reliable cadence of engagement that Council can continue to grow.
- As Annual Plan engagement ramps up, there is a chance to **connect infrastructure stories to financial decision-making**, improving transparency and understanding of funding priorities.

GRAPHICS



Promotion of infrastructure open days helps highlight critical services funded by rates



ONGOING CYCLONE GABRIELLE RECOVERY REPORTING

OVERVIEW

Work Package	Performance Measure	Data
Establishment of the Project Management Office to manage the Category 3 buy-outs	This office has closed	Completed
Buying Category 3 property eligible under the policy	Number of properties that have: <ul style="list-style-type: none">• Commenced the process• Entered the valuation phase• Received an offer• Accepted an offer	167 total currently eligible Category 3 Properties
		167 meetings completed
		Zero valuations pending
		163 valuations completed
		Six offers underway
		154 offers approved
		148 settlements completed
Supporting property owners through the buy-out process	All property owners are contacted before the process begins and when identified by the buyout process	Complete
Ensuring the Category 3 buyout process is fiscally responsible and fair	Regular reporting to Council on activity and financial costs	Largely Completed
Reporting on the Category 3 buy-out process as required in the Crown contract	Regulations of the Crown funding agreement are met in full	Largely Completed
Development of a land management and disposal strategy	A strategy and action plan has been developed and approved by Council	Completed

PROGRAMME HIGHLIGHTS

Voluntary buy-out is substantively complete. The Voluntary Buy-out Office closed on 31 December 2024. Provision was made to support remaining property owners.

Close-out and lessons learned report presented to Council on 4 December 2024.

98% of eligible property owners have received an offer (2% of property owners confirmed they did not want to engage or exited the programme before receiving an offer).

Demolition programme substantially completed (a maximum of 10 properties remain to be demolished).

Five properties remain in the portfolio; four of these are properties who have the choice of the Crown-led Whenua Māori pathway. We are awaiting property owner decisions on whether they will accept the offer or not.

RISKS AND OPPORTUNITIES

Risks have reduced significantly with the substantive closure of the programme.

The Policy will need to be confirmed as no longer applying from 30 June 2025 to create a definitive end to the programme.

Financial forecasts suggest a reasonable underspend, but this may be reduced with decisions regarding land sale priorities.

KEY DATES

Settlements required to be completed by end of May 2025 to allow for demolition programme to be completed by 30 June 2025.

The Category 3 part of the Crown Funding Agreement notes a 30 June 2025 end date.

The Category 3 Voluntary Buy-out Policy concludes on 30 June 2025 unless other decisions are made. A paper will be coming to Council on this.



ACRONYMS, TERMS AND MĀORI TRANSLATIONS

Acronyms	
AWPT	Area Wide Pavement Treatment
BAU	Business As Usual
BCA	Building Consent Authority
CAWP	Climate Action Work Programme
CBD	Central Business District
CCC	Code of Compliance Certificate
CDEM	Civil Defence Emergency Management
CHP	Community Housing Provider
CMS/RAMM	Central Management System/Road Asset Maintenance Management
CRM	Customer Request Management
DWSNZ	Drinking Water Standards of New Zealand
EOTC	Education Outside the Classroom
ERP	Emissions Reduction Plan
ESG	Executive Steering Group
FENZ	Fire and Emergency New Zealand
FOH	Functions on Hastings, Toitōi, Hawke's Bay Arts and Events Centre
GWC	Great Wine Capital
HBAL	Hawke's Bay Airport Limited
HBCFCT	Hawke's Bay Community Fitness Centre Trust
HBMT	Hawke's Bay Museums Trust
HBRC	Hawke's Bay Regional Council
HDC	Hastings District Council
HOM	Hall of Memories
HPUDS	Heretaunga Plains Urban Development Strategy
HTST	Heretaunga Tamatea Settlement Trust
JFH	Jobs for Heretaunga
KO	Kāinga Ora
LGOIMA	Local Government Official Information and Meetings Act 1987
LEOTC	Learning Experiences Outside the Classroom
LTP	Long Term Plan
MBIE	Ministry of Business Innovation and Employment
MGG	Matariki Governance Group

Acronyms	
MSD	Ministry of Social Development
N4N	Nourished for Nil
NCC	Napier City Council
NHS	Neighbourhood Support
NZTA	New Zealand Transport Authority
PDS	Project Definition Sheet
PGF	Provincial Growth Fund
RMP	Reserve Management Plan
RSE	Recognised Seasonal Employer
RTA	Residential Tenancy Act
SAFE CARE	Smoke Alarms for Everyone
SEO	Search Engine Optimisation
TANK	Tūtaekuri, Ahuriri, Ngāruroro and Karamū – management of freshwater in the greater Heretaunga catchments
TIF	Tourism Infrastructure Fund
TToH	Te Taiwhenua o Heretaunga
WDC	Wairoa District Council
WMMP	Waste Management and Minimisation Plan
YTD	Year To Date

Terms	
Assets	An item of property owned by a person or company, regarded as having value and available to meet debts or commitments.
Capital Spend (Expenditure)	Funds used by a company to acquire, upgrade, and maintain physical assets such as property, plants, buildings, technology, or equipment.
Columbarium Wall	A place for the respectful and usually public storage of urns, holding a deceased's cremated remains.
Cosplay	Costume play (designed to portray a character).
Defects	A warranty period.
Depreciation	A reduction in the value of an asset over time, due in particular to wear and tear.
Enterprise Systems	Large-scale enterprise software packages that support business processes, information flows, reporting, and data analytics in complex organisations.
FoodEast	Hawke's Bay Food Innovation Hub.
Hog Fuel	Wood chips or shavings, residue from sawmills etc, used as a boiler fuel.
Kāinga Ora	A Crown entity set up under the Kāinga Ora Homes and Communities Act 2019. It brings together the Kiwibuild Unit, Housing New Zealand and its subsidiary. It has two key roles: public housing landlord and partnering with the development community, Māori, local and central government and others on urban development projects.
Leachate	A liquid produced by precipitation coming in contact with waste and infiltrating through landfills, seeps through the sides and bottoms of the landfill.
Manga	Comics or graphic novels which originate from Japan that conform to a specific style.
Residual Risk	The amount of risk associated with an action or event remaining after natural or inherent risks have been reduced by risk controls.
Revenue	The income generated from normal business operations.
Procurement	The process of finding and agreeing to terms, and acquiring goods, services, or works from an external source, often via a tendering or competitive bidding process.
Statement of Intent	Local Government Act requirement for Council Controlled Organisations.

Terms	
Year over Year	A comparison of the relevant quarter in the current reporting period against the same quarter in the previous reporting period.
Māori Translations	
Kaumātua	Elders in the Māori community.
Manaaki	Hospitality.
Rohe	Area.
Taonga	Treasure.
Tikanga	Formality/Custom.
Wharekai	Dining hall.



HERETAUNGA
HASTINGS DISTRICT COUNCIL

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