

## ACTIVITIES REPORT

<b>To:</b>	Community Wellbeing Committee
<b>Meeting Date:</b>	Tuesday 13 December 2022
<b>From:</b>	Group Managers
<b>Approved:</b>	Steve Gibling - Group Manager - Leisure and Recreation
<b>Approved Date:</b>	Monday 5 December 2022
<b>Open Agenda:</b>	Yes
<b>Public Excluded Agenda:</b>	No

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### Purpose and Summary

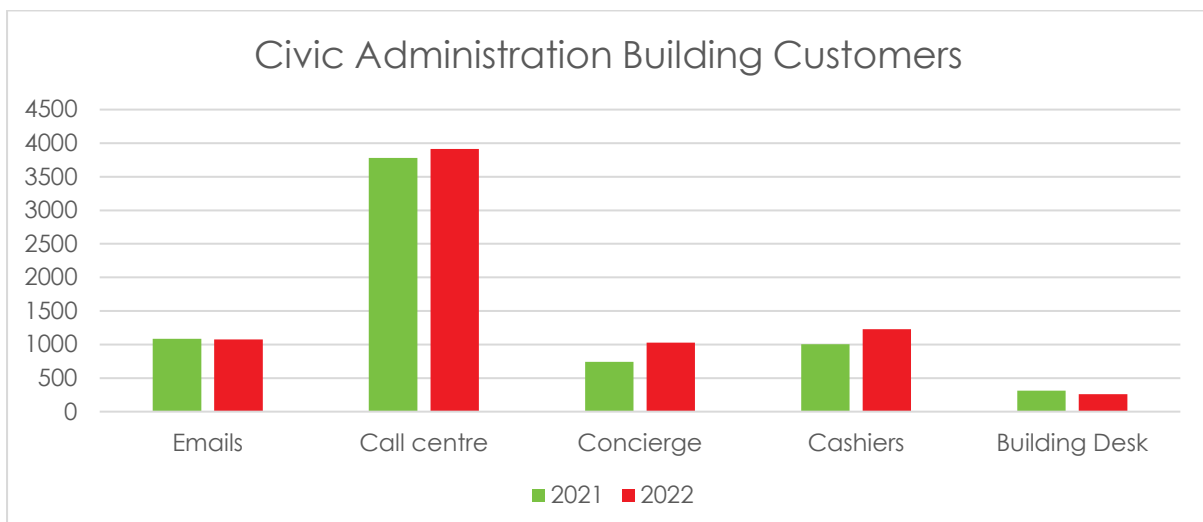
This report provides an update on a wide range of activities across the Council.

### Recommendations

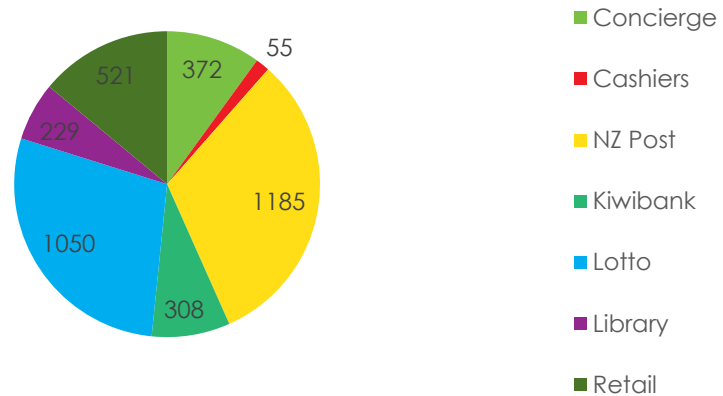
That the Committee receives the report "Activities Report".

### Customer and Environment

#### Customer Services Report October 2022



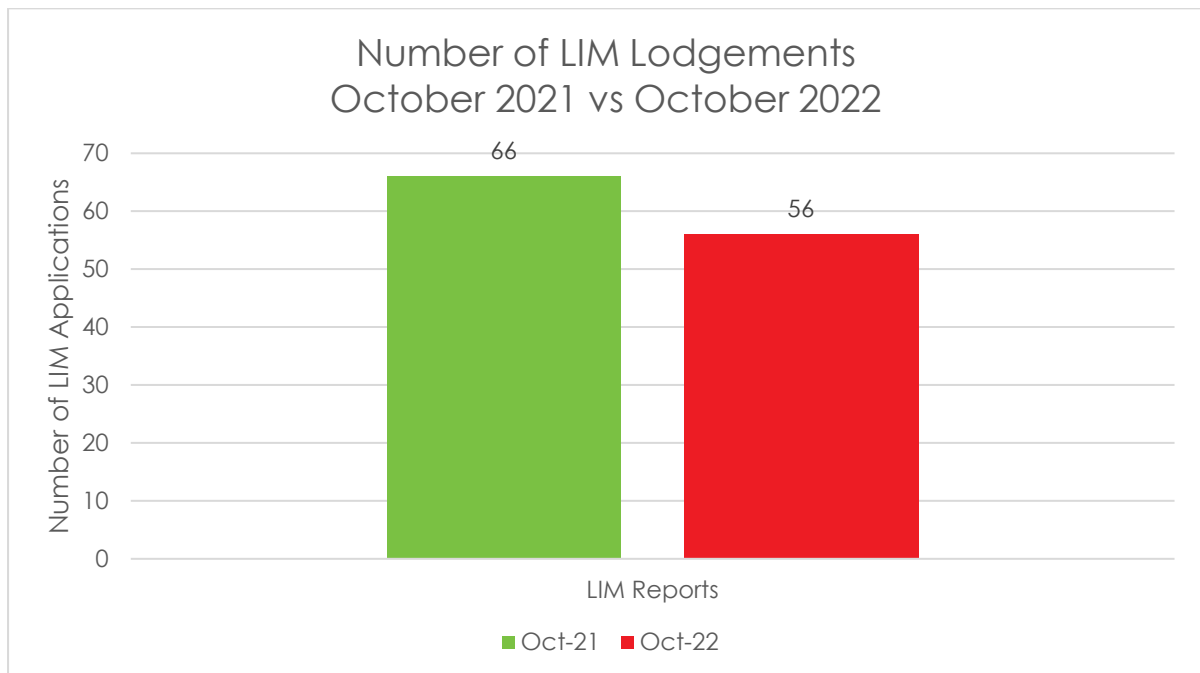
## Bluff Service Centre Customers



### Activity

- The team issued 130 Building Consents, 80 Code Compliance Certificates and booked 528 building inspections.
- A total of 1362 requests for service were lodged. The top five requests for service were property file requests 259, WasteNet 228, dogs and animals 116, rates 103 and roading 81.
- The call centre answered 3913 calls, 87.5% of calls were answered in 20 seconds and 98.2% within two minutes.
- Bluff Service Centre staff took over the full responsibilities of staffing the Library after the retirement of the Library staff member based in Bluff.
- Customer Services implemented our business continuity plan due to a spike in Covid cases amongst the team. The service to our customers was unaffected.

### Property Records Team – October 2022.



## Details for October 2022

	October 2021	October 2022
Land Information Memorandum (LIM) Lodgements	66	56
LIMs Lodged Electronically	81%	75%
Average days to issue a LIM	5.15 days	3.48 days
LIMs processed within Statutory Time Frames	100%	100%
Property File Requests	Data is unavailable	299
Consentium Notifications/Lodgements	0	5

## Building and Planning

The Planning and Building team are entering the traditionally busy period of the year as the good weather sets in and consent applications increase ahead of the Christmas break.

The Compliance Team are working with the community ensuring that a number of high-profile projects receive their Public Use Certification ahead of their opening. The team have worked tirelessly including outside of business hours to help get these projects over the line.

Enforcement action of late has included a successful prosecution for non-compliance with the District Plan.

Function	October 2021	October 2022
Building Consents issued within 20 working days	99%	98%
Code Compliance Certificates issued within 20 working days	92%	97%
Non-Notified resource Consents issued within 20 working days	75%	96.5%

## Environmental Services

### Compliance

RFS Type	October 2021	October 2022
Noise	144	78
Litter	3	1
Overgrown Sections	4	4
Animals (excl dogs)	5	2
Parking complaints	37	35
Abandoned vehicles	16	1

There is a significant decrease in noise and abandoned vehicle complaints.

## Animal Control

	October 2021	October 2022
Registrations	187	128
RFS Received	158	108
Infringements	3	7
Prosecution	0	0
Impounded	16	15
Rehomed	0	0
Dogs Returned	16	15

- Following up on unregistered dogs has resulted in 128 dogs registered in October
- Four of the seven infringements issued for the month relate to unregistered dogs.
- Impoundments were similar to October 2021 and all dogs were returned to their owners.

## Environmental Health

	October 2021	October 2022
Verifications Completed	27	36
New Food Applications	5	4
Health Licences	0	2
Alcohol Licences issued	50	41

## Communications

October was a busy month for communications with the culmination of the election period resulting in a significant amount of media attention and community engagement through Council's online channels at the beginning of the month.

Throughout the month we responded to a higher than usual number of media queries and delivered a relatively high number of media releases and social media content compared to a typical month.

Aside from the election, topics of interest across all channels included the Council's speed review changes coming into place, outgoing former Mayor Sir Tim Shadbolt, He Waka Tuia's Spring Exhibition and Cemeteries and Crematoria Week.

Council's website received more than 146,500 total page views from almost 46,000 unique visitors during October. Rates and Cemeteries related pages are generally the most visited pages on our website, however, attention surrounding the local body elections was significant, with five of the top 10 most viewed pages related to the elections.

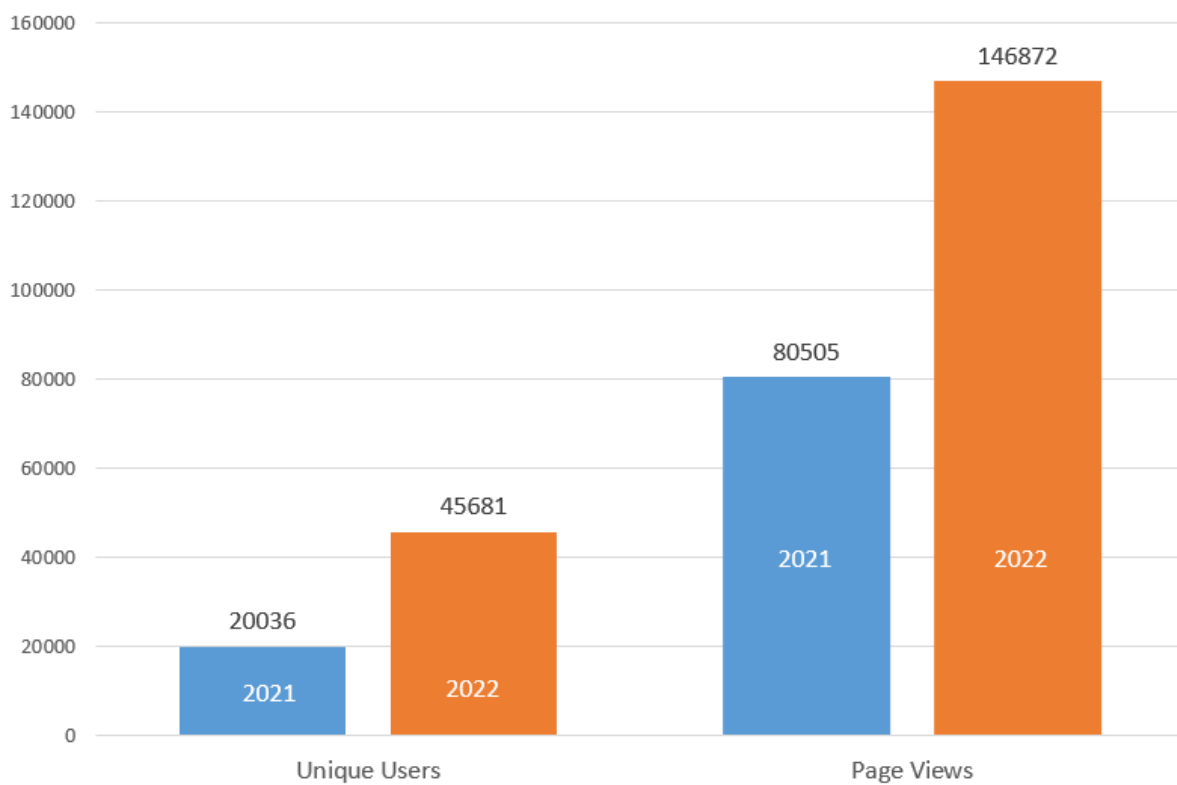
Council's Facebook page saw more than 150% increase in reach compared to the previous month and more than 230% increase in page visits, both likely due to interest in elections.

Reach and engagement was significantly higher than the same period last year. There has been a 15.6% increase in page followers in the calendar year to date, with a total of 10,539 followers at the end of October.



### Invercargill City Council Website

icc.govt.nz Unique Users and Page Views - October 2021 v 2022

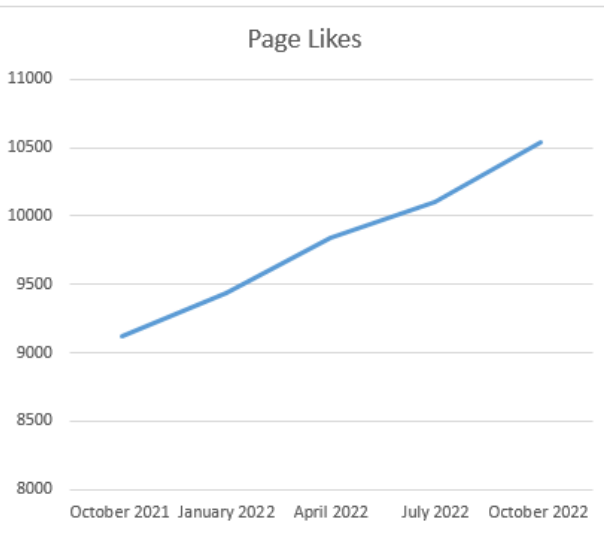
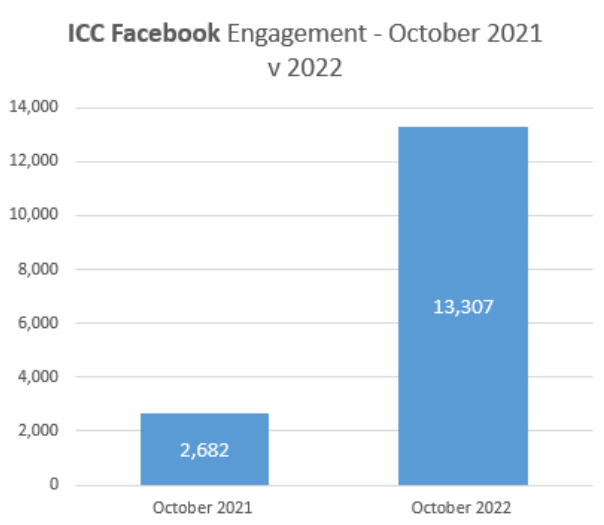
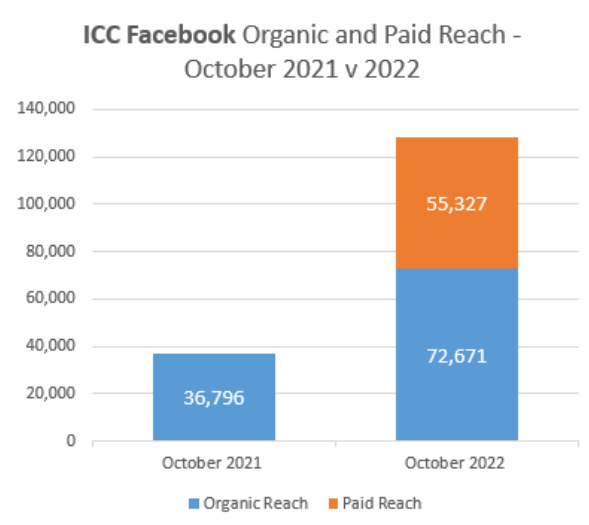


Page Views: The total number of pages viewed by visitors to our website.  
 Unique Users: The number of unique visitors or people who visited our website.

### October 2022 top 10 pages

1. Election Progress Results
2. Homepage
3. Media Release: Invercargill elects Nobby Clark as Mayor
4. Media Release: Councillors elected for Invercargill City
5. Elections
6. Rates Search

- 7. Cemeteries Search
- 8. Splash Palace
- 9. Speed Review
- 10. Election Preliminary Results




**Reach:** The number of people who saw our posts at least once.  
**Engagement:** The number of times that people engaged with our posts through reactions, comments, shares, views and clicks.

## The most popular Facebook posts in October

**1** Invercargill City Council  
Published by Lee Carvalho · 11 October · 🌐

⚠️ Speed limits are changing on the rural roads around Invercargill from Monday 17 October.  
🚗 Keep safe, stay alert, and watch out for new speed limit signs when you're driving.  
🔗 For more information visit <https://icc.govt.nz/public.../consultation/speed-review/>  
🗺️ Check out an interactive map of the new speed limits here [https://gis.icc.govt.nz/ICCViewer/...](https://gis.icc.govt.nz/ICCViewer/)



**Speed limit changes** NEW  
Rural, sealed and unsealed roads  
from Monday 17 October

Post impressions	Post reach	Post engagement
26,547	21,388	12,896


**Interactions**

Like	Love	Wow	Careless	Angry	Sad
118	10	37	18	7	109

Reactions	Comments	Link clicks	Shares	Other clicks
298	572	3,739	116	7,677

**2** Invercargill City Council  
Published by Lee Carvalho · 8 October · 🌐

✅ The new Mayor of Invercargill will be Nobby Clark.  
Progress results show Nobby Clark has 6,537 votes, followed by Marcus Lush with 3,785 votes. With only 2,104 votes still to be counted, Nobby Clark has been confirmed as the next Mayor of Invercargill.  
See <https://icc.govt.nz/elec.../2022-elections-progress-results/> for more information on the progress results.



**NOBBY CLARK  
ELECTED MAYOR**

**VOTE MURI HIKU 2022**

Invercargill CITY COUNCIL

Post impressions	Post reach	Post engagement
20,955	19,399	11,288


**Interactions**

Like	Love	Wow	Careless	Angry	Sad
372	52	29	12	44	43

Reactions	Comments	Link clicks	Shares	Other clicks
552	420	1,816	50	8,101

**3** Invercargill City Council  
Published by Geena Bragg · 5 October · 🌐

POV: Local Council communications teams fighting over polling results.  
Get out there and vote! Voting closes at midday on Saturday 8 October. Visit <https://icc.govt.nz/elections/> to find a list of places you can drop your vote in and do a special vote 🗳️  
Gore District Council Timaru District Council Kaikōura District Council Waitaki District Council



**INVERCARGILL 34.47%**

**GORE 37.78%**

**TIMARU 37.09%**

**KAIKŌURA 42.04%**

**WAITAKI 36.72%**

Post impressions	Post reach	Post engagement
17,749	16,756	1,383

**Interactions**

Like	Love	Wow	Careless	Angry	Sad
86	6	95	0	0	0

Reactions	Comments	Link clicks	Shares	Other clicks
186	47	48	17	877

## Leisure and Recreation

### Aquatic Services

School holidays fell in October, showing good community participation and engagement. Splash Palace held another pool party on the last Friday of the holidays, this performed exceptionally well with over 1500 participations throughout that day. Splash Palace had sourced lots of giveaways and prizes from suppliers, with a signed Southland Stags top going to the winner of the manu competition.



Splash Palace has been working with the Red Cross to organise swimming lessons for refugees coming to live in Invercargill. These lessons have been booked to commence in mid-January 2023 on a Sunday morning. While the Red Cross has only booked the space with Splash Palace and has sourced their own swim teachers who can speak Spanish, they have been given full support from Splash Palace and offered any resources if required. This will look to be an ongoing partnership with the Red Cross as more refugees come to live in Invercargill.

### Participation and Visitor Stats

Participation continued to be consistent with previous months and the highest for October since 2019, with an annual forecast looking to be around 370,000 visits, up from the 255,557 seen in 2021/22.

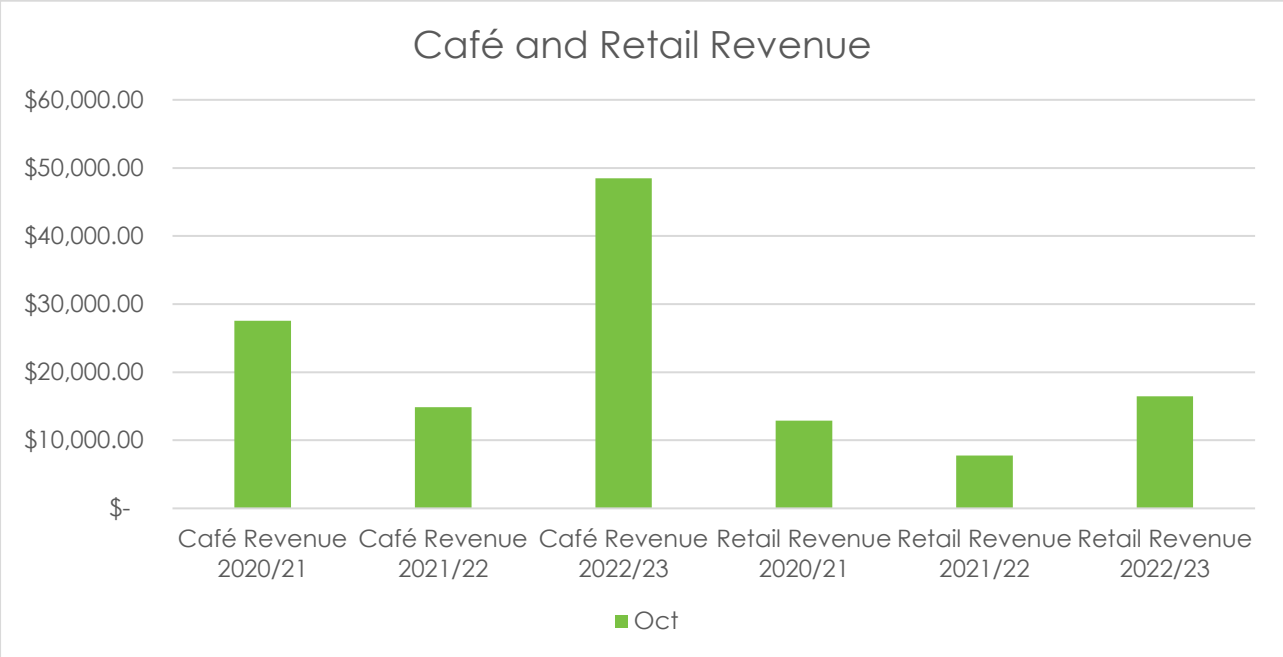
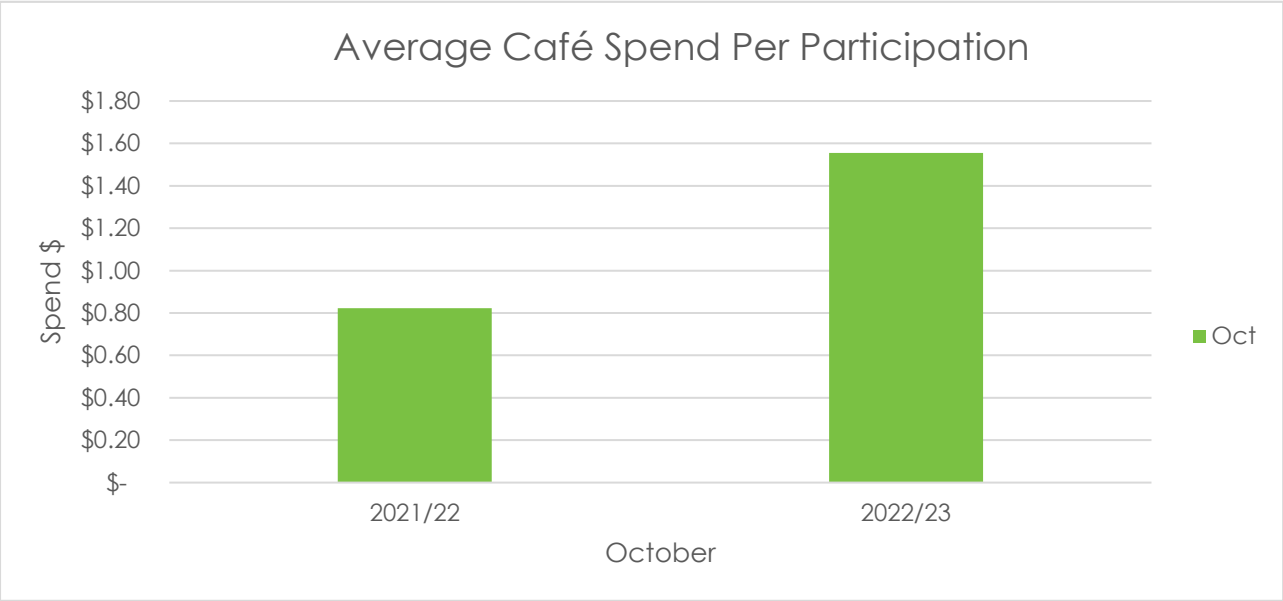
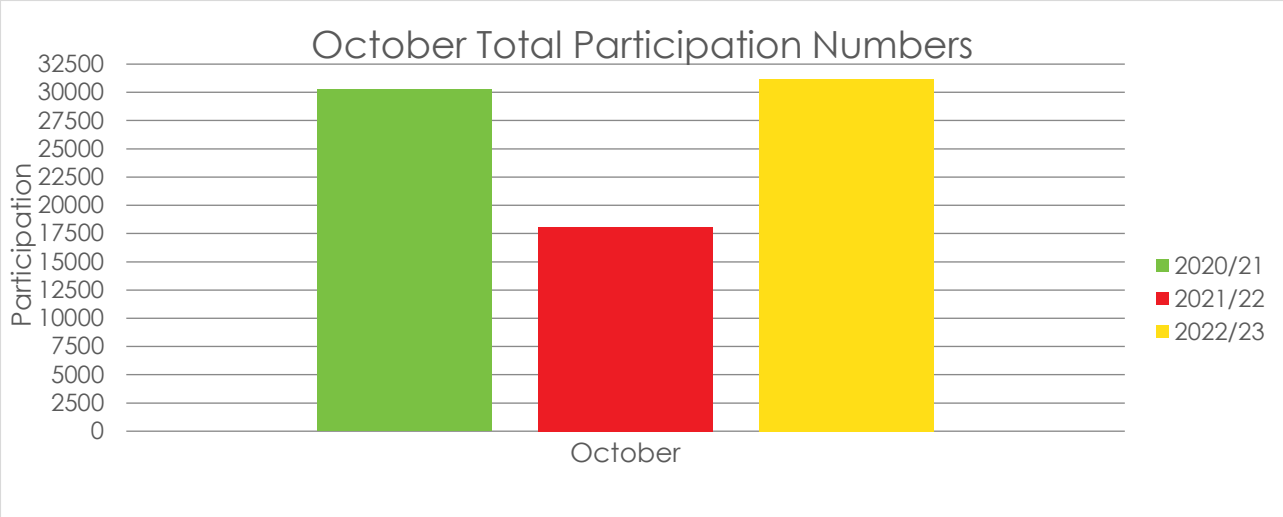
### Café and Retail

The café continues to perform well with another record month for October and the average spend per participation increasing from \$1.33 in September to \$1.56 in October. October is higher due to the school holidays and increased participation for that period.

October 2021 revenue and average spend per participation are significantly lower than in 2022 due to just coming out of the August lockdown and restricted operating guidelines. Although participation numbers in October 2020 were similar to that of 2022, the work put into the retail and café area since then shows a vast improvement in the revenue those two areas have created.

The retail space continues to be consistent, with spending similar to that of September.





## **Arts Culture and Heritage Services**

### **Collection**

Following an extensive review of the outstanding items to be packed, which has been peer reviewed by Bronwen Simes, we estimate 12,000 items now require basic cataloguing standards and packing for relocation. From a collection estimated to be approximately 4.5 million objects, this is a significant milestone achieved by the current team.

Work has continued on the digitisation and packing of the Art Collection, which now exceeds 750 framed works of art. We have around 300 framed works to be digitised and packed by the end of January 2023. That will complete the framed works of art in the collection.

As part of this process we have had conservation work undertaken on pieces which have been earmarked for display in the new Museum and Art Gallery. To date work has been completed on the portraits of Mayor Scandrett (1840 – 1912) and Edward Drury Butts (1828 - 1910) who was Chief Postmaster for Southland in 1860, as well as three Hokonui works by Southland-born artist Janice Gill.

An accessions backlog of 250 donated items from 2021 and 2022 has now been processed, packed and cleared by the team. Two collections in particular, the Elizabeth “Dreamweaver” Miller estate, and O’Toole collection have a number of items which will be used to tell the Story of Southland in the new facility. Elizabeth Miller, like her father Fred, was a well-respected local identity who bought stories alive to a number of generations of Southlanders and New Zealanders.

The Thompson Brewery material tells of a time when cordials were the primary source of income for many breweries following prohibition in Invercargill.

To ensure that we relocate the collection as we require it for the future, there has been extensive ongoing collection rationalisation, or sorting of the collection. Material which was deaccessioned in 2021 has now been removed from the Museum. The Collection Policy which will be presented to the Board for ratification provides the opportunity to work through deaccessioning without significant time delays, as has been the previous process. The primary focus of the rationalisation is now on the social history and technology collections, which includes telephones, washing machines, ranges, electric heaters and irons.

### **Iwi Komiti**

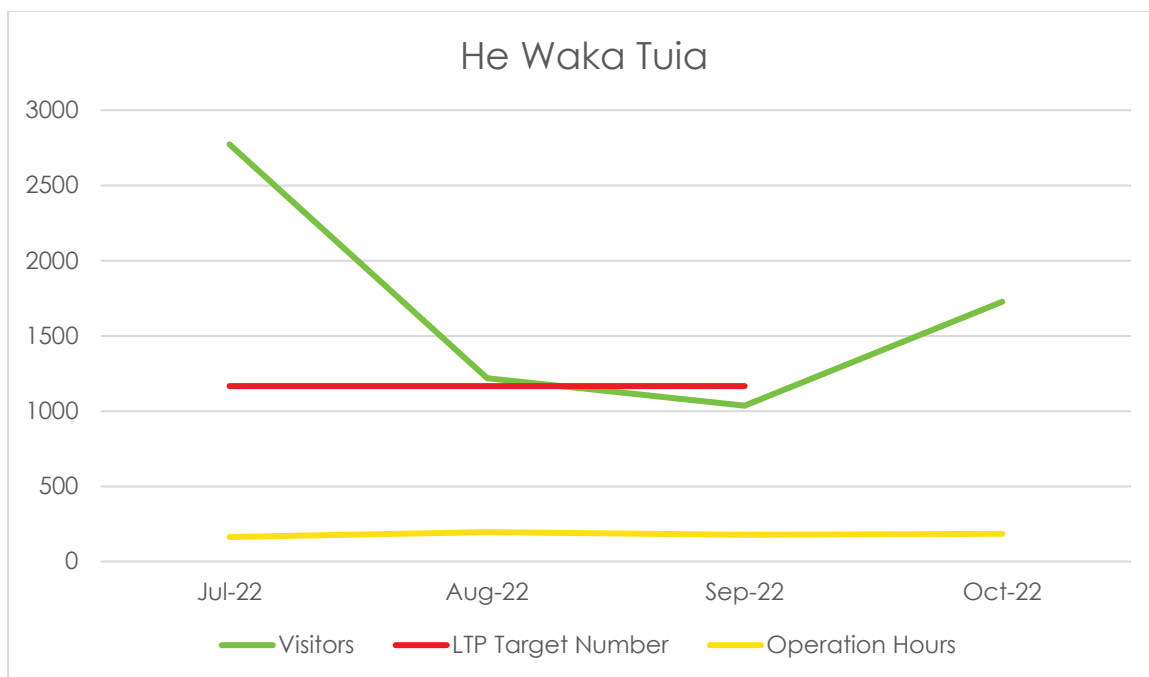
The Iwi Komiti have met twice with representatives of the consultants undertaking the architectural and experiential brief. These meetings have provided the opportunity for iwi to articulate some of their aspirations for the new project.

### **The SMAG (Collections) Trust**

Advertising has begun for expressions of interest for Board Members through Sheffield Consulting. Interviews are currently timetabled for early December 2022.

### **Collection Management Policy**

The Collection Management policy will be presented to the Board for adoption in December 2022.



**He Waka Tuia – Management Contract with Invercargill Public Art Gallery (IPAG).**

In October 2022 HWT hosted Spring Exhibition, formerly held by IPAG as an annual event. With over 100 people attending the opening, the guest judge – Josh McMillan (former Southland Art Foundation Scholarship recipient) and Arts Laureate Tame Iti drew a new audience.

In partnership with Miharo HWT presented Tame Iti – Te Whakatumatuma at Centrestage. It was a sell-out event with 300 members of public attending.

In addition a workshop with tamariki from Waverley Park School was also held with Tame Iti.

HWT took part in this event, organised by Great South. Over 450 children and their families visited He Waka Tuia as part of the Trick or Treat event held in the CBD.

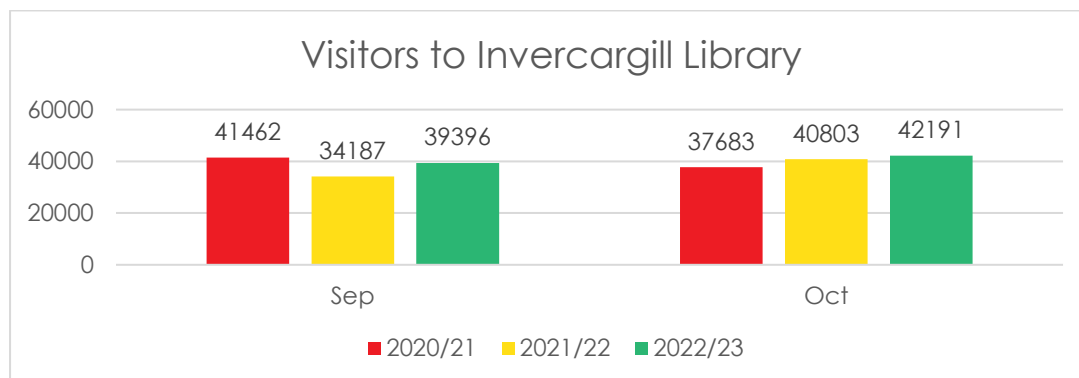
**Exhibitions:**

**Spring Exhibition (8 October – 6 November)**

Over 50 works of artists based in Murihiku were selected for the Spring Exhibition the show was a great way to reconnect artists and the arts community back to He Waka Tuia.

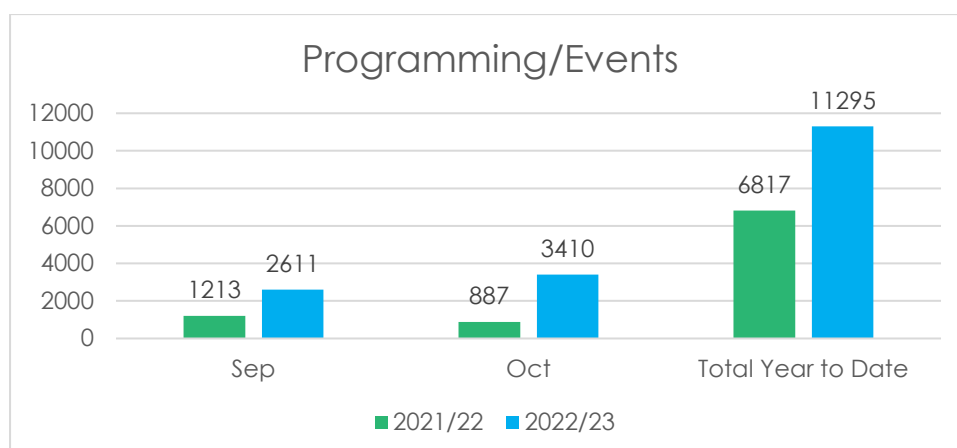
## Libraries

### Library Visits



Visitors to the Library have shown a 7% increase from September to October 2022 which reflects the increasing confidence of the public to return to public spaces and good promotion of events particularly Halloween which drew extra people in.

### Programmes and Events



### School Holiday Programme

The October School Holiday theme was spring. Activities were held every afternoon and story times most mornings. There was also a scavenger hunt and colouring competition for children to complete independently. All activities were well attended with between 40 and 60 children at each. A highlight was the Mr Yipadee show which attracted over 80 people. Our goal was to provide a range of free activities that families would engage with and spend time in the library. There were many positive comments from parents about the programme and how nice it was to be able to visit the library again.

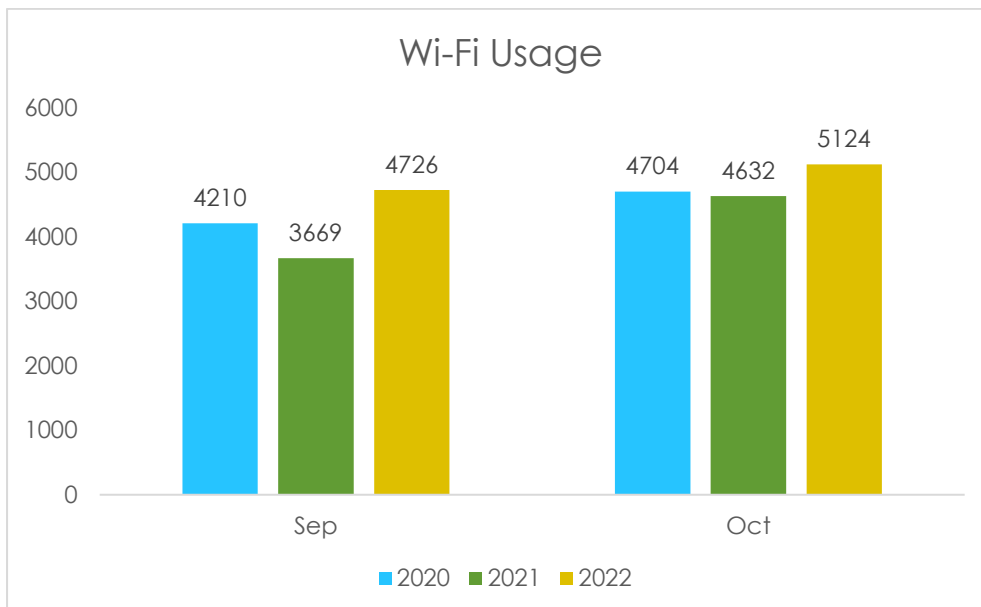
A holiday programme was also held in Bluff with the theme of Space. For teens and older there were up to 3 escape room sessions held each week day over the 2 weeks of the holidays. The theme was escape from the 1980s and was aimed at family and friend groups. All 28 sessions were booked except for 3 scheduled for 9am which will be taken on board when scheduling these in the future.

## Halloween

This event was held on Sunday 30 October 2022 from 12-3.30pm which followed on from the CBD event on Saturday. Library staff organised a spooky story-time, cupcake decorating, a photo booth, VR for teens, craft kits and a range of passive activities including carnival games, collaborative colouring in and puppetry. Without individual registrations it is hard to say how many people attended each programme but as an indication 50 people got spooked by stories, 200 decorated creepy cupcakes, over 300 photos were snapped in the photo booth, 350 creepy craft kits were taken, 500 trick-or-treat bags were handed out, and 800 more people than usual visited the library that day.

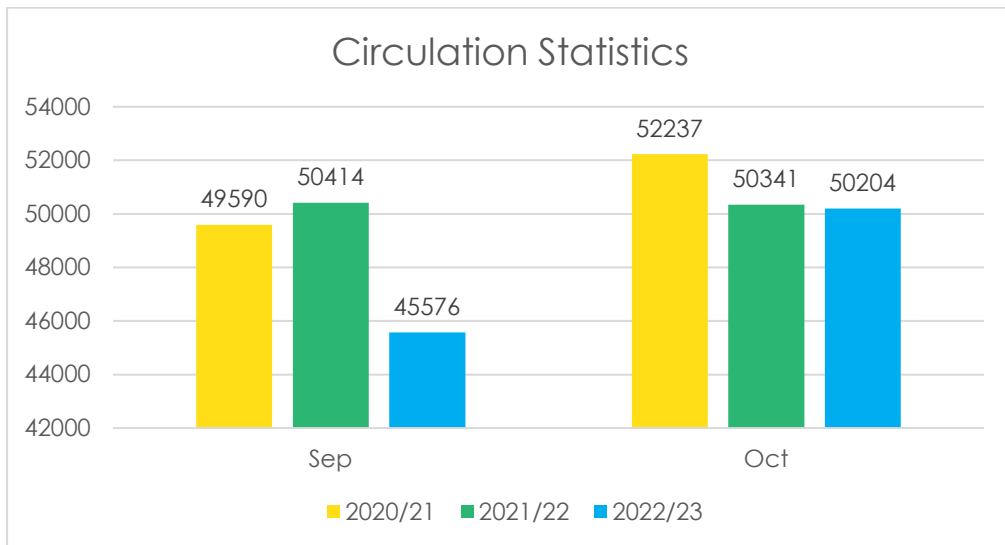


## Wi-Fi

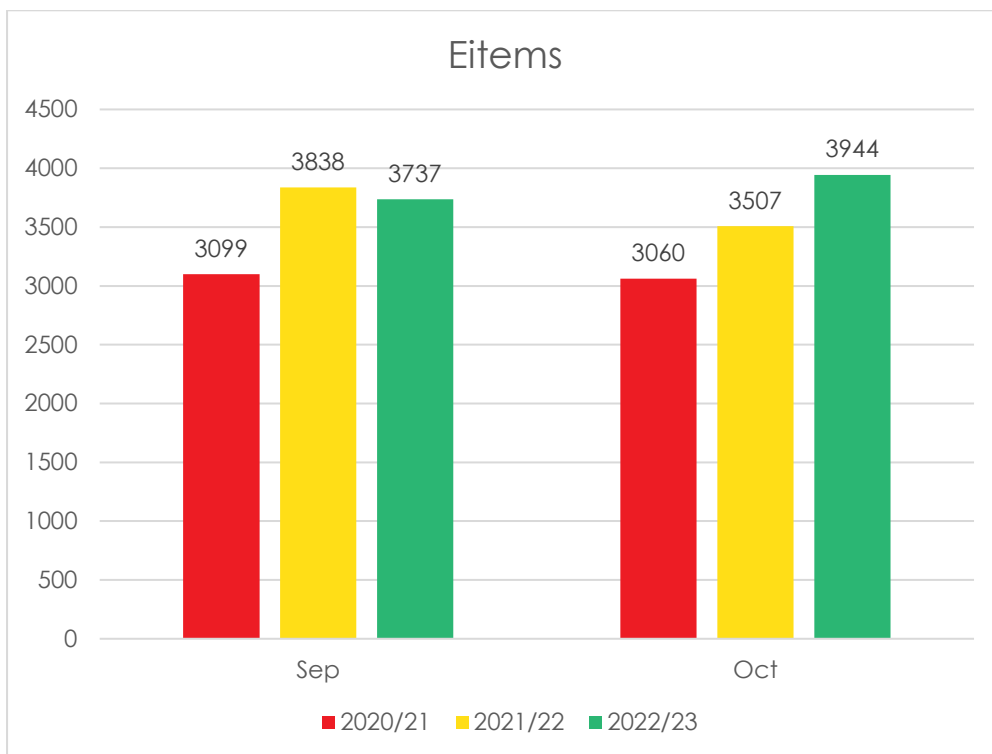


Wi-Fi usage has increased 8% from the previous month and has also increased 10% from the previous year.

## Library Circulation



Circulation has increased 10% on the previous month with increases seen in large print, graphics, audiobooks, games and puzzles.



Ebooks and eAudio have shown a 5% increase for October 2022 from the previous month and 12% increase for the previous year. As part of the Southlib consortia we are investigating adding magazines to the collections available to download. There are currently a range of magazines available on Pressreader.



On 1 July 2022 Invercargill removed the barrier of overdue fees for adults. This had been removed for children two years previously. There has been very positive feedback on this change with no detrimental impact on level of service. It is assumed that items may not be returned on time but this has not occurred. The number of items returned has actually increased by 8% for the period July to September 2022 - 106,906 items returned July to September 2022 compared to 98,877 returned in July to September 2021. This mirrors overseas research as provided on the Fine Free Aotearoa website Fine Free Public Libraries Aotearoa ([finefreeaotearoa.org.nz](http://finefreeaotearoa.org.nz)) . Reminder notices are still being sent by email and post and if items are not returned then restrictions are placed on borrowing. Notices are being reviewed with the mailed overdue notice likely to be cancelled.

The 'feel good' factor of this change cannot be quantified but it is recognised anecdotally by staff by the feedback from users who have not visited the Library for some time. The word is still 'new' to a surprising number of people, so we look forward to continuing to enhance the library experience as 'fine free' becomes more widely known over time.

## **Parks and Recreation**

### ***Southland Mountain Bike Club - 2022 Skoda Nationals at Motupōhue/Bluff Hill***

The 2022 SKODA National School MTB Championships were held in Bluff, hosted by Southland Mountain Bike Club from 13-16 October. The event took place at Motupōhue/Bluff Hill and included Enduro, Downhill and Cross Country events. A total of 113 schools attended from across New Zealand, with 628 riders being the total number of entries.

The Southland Mountain Bike Club is a key partner with our team and we work collaboratively under a Memorandum of Understanding for trail development and management, both at Sandy Point and Motupōhue/Bluff Hill. This agreement shaped the delivery and support of the additional resources needed for this very successful event to occur.





Bluff Oyster Festival Race Village



SMBC event crew

### **Motupōhue/Bluff Hill Active Recreation Precinct**

ICC has successfully tendered for a Project Manager to manage the design and construction contracts for car parking, toilet facility and mountain biking/walking trail development at Motupōhue/Bluff Hill.

The Project Manager Logic Group Limited will be working close with ICC and Southland Mountain Bike Club to ensure the Tourism Infrastructure Fund and Long Term Plan funding is spent within 18 months as per the contract set by the Ministry of Business, Innovation and Employment.

### **Bluff Kiosk Opening**

On Thursday 23 October 2022 the Bluff Community Group and Bluff 2024 Urban Rejuvenation opened the new Bluff Information Kiosk.

The Bluff community expressed their appreciation for the time and excellent work that our Parks and Recreation team put into this project (i.e. tree removal, planting, lawn repair and advice).





### ***Planting on Esk Street***

Five Rain gardens have been planted and mulched with Ebony Stone on Esk Street.



### ***Russell Square Playground – net seesaw***

The first net seesaw in the city has been installed in Russell Square. It is a rocking great inclusive play fun for families and groups, and provides balance and coordination challenges for users! The play equipment was promoted as part of **National Play Week 2022** (led by Active Southland), which ICC contributed to across our play spaces, along with Southland District Council.



### ***Russell Square Playground Update***

As part of the Long Term Plan process, South Alive completed a submission advocating for Russell Square to become Invercargill's first fully fenced playground to ensure the safety of the children that frequent the area.

Work to date has included:

- removal of poplar trees that were deemed unsafe on the eastern boundary on Elles Road.
- planting trees and shrubs.
- fencing (one small area to be completed prior to Christmas).
- new see-saw.

Further works will continue through to 2023 which includes installing paving, drinking fountain, park furniture and other minor works (i.e. drainage) as per the concept plan: [2022 08 11 - Final - Russell Square Playground - Concept Plan \(A4015996\)](#).

### **Queens Park Aviary**

The Aviary (opened in 1998) provides important educational opportunities and public enjoyment.

ICC actively supports the NZ Captive Recovery Breeding programs for the Antipode Island Parakeet, Kea and Kākā with the Department of Conservation as the owner of the projects.



### **Cemeteries and Crematoria Week 31 October – 6 November 2022**

Cemeteries and Crematoria Week is about highlighting the value of these special places and encouraging our communities to engage and learn a little more about them.

The Invercargill Library provided a static display of old maps and registers, plus information on how to use the ICC database to search for loved ones.

Two demonstrations from Ian Trainor – President of Southland Branch of Master Monumental Masons Association included: Eastern Cemetery on cleaning and re lettering headstones and St Johns on re installing a large broken monument. These were both well received by the public.



*(Right): Ian Trainor re-installing fallen monument demonstration at St Johns  
(Left): Eastern Cemetery headstone cleaning/re-lettering demonstration*

Lloyd Esler – local historian and author took a guided walk on Wednesday 2 November at Eastern Cemetery (60-70 attended) and Friday 4 November at St Johns (35 attendees).



*Lloyd Esler telling story of a 20 year old who was killed by a cricket ball while playing cricket at Queens Park.*

On Sunday 6 November the Bluff History Group braved the wind and took 35 people on a guided tour at Greenpoint Cemetery (photo below).



*Jan Mitchell and Bluff History Group telling the story of the Lost at Sea Memorial Anchor at Greenpoint Cemetery*

ICC received some good social media responses – on the NZ Cemeteries and Crematoria Collective Facebook page the ICC library display photos and information had over 1,000 views.

This week long event continues to grow in recognition New Zealand wide.

### **Play Activation – Heidelberg**

Parks and Recreation and Active Southland *collaboratively* engaged with the Heidelberg community and networks to understand how the community uses play spaces.

Engagement activities at the following spaces consisted of Connect 4, table tennis, game boards and chess:



- Newbie Street Playground Tuesday 15 November 3-5pm
- Iona Street Playground Wednesday 16 November 3-5pm
- Chesney Street Playground Thursday 17 November 3-5pm

Questions were sent out via flyers and Let's Talk Website to gather feedback which will be used to inform the future planning of these spaces.



*Photos: Newbie Street Playground Play Activation Tuesday 15 November*