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## NOTICE OF MEETING

**Notice is hereby given of the Meeting of the  
Community Wellbeing Committee to be held in the  
Council Chamber, First Floor, Te Hinaki Civic  
Building, 101 Esk Street, Invercargill on  
Tuesday 9 May 2023 at 3.00 pm**

Cr D J Ludlow (Chair)  
Mayor W S Clark  
Cr R I D Bond  
Cr P M Boyle  
Cr T Campbell  
Cr A H Crackett  
Cr G M Dermody  
Cr P W Kett  
Cr I R Pottfenger  
Cr L F Soper  
Cr B R Stewart

MICHAEL DAY  
CHIEF EXECUTIVE

# Community Wellbeing Committee Agenda - Public

09 May 2023 03:00 PM

<b>Agenda Topic</b>	<b>Page</b>
1. Apologies	
2. Declaration of Interest	
a. Members are reminded of the need to stand aside from decision-making when a conflict arises between their role as an elected representative and any private or other external interest they might have.	
b. Elected members are reminded to update their register of interests as soon as practicable, including amending the register at this meeting if necessary.	
3. Public Forum	
4. <a href="#">Minutes of the Community Wellbeing Committee Meeting Held on 18 April 2023 (A4487594)</a>	4
5. <a href="#">Minutes of the District Licensing Committee Meetings Held in April 2023 (A4521078)</a>	9
6. <a href="#">Invercargill City Council Libraries Strategy Te Haeata 2023-2028 (A4507478)</a>	11
6.1 <a href="#">Appendix 1 - Invercargill City Council Libraries Strategy Te Haeata 2023-2028 (A4458121)</a>	15
7. <a href="#">Activities Report (A4488501)</a>	36
8. Public Excluded Session	

**Public Excluded Session**

Moved , seconded that the public be excluded from the following parts of the proceedings of this meeting, namely:

- a) *Confirmation of Minutes of the Public Excluded Session of the Community Wellbeing Committee Held on 18 April 2023*
- b) *The Southland Museum and Art Gallery Trust Board Appointments Process and Remuneration and Expenses Policy*

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

<b>General subject of each matter to be considered</b>	<b>Reason for passing this resolution in relation to each matter</b>	<b>Ground(s) under Section 48(1) for the passing of this resolution</b>
a) Confirmation of Minutes of the Public Excluded Session of the Community Wellbeing Committee Held on 18 April 2023	<b>Section 7(2)(i)</b> Enable any local authority holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations)	<b>Section 48(1)(a)</b> That the public conduct of this item would be likely to result in the disclosure of information for which good reason for withholding would exist under Section 7
b) The Southland Museum and Art Gallery Trust Board Appointments Process and Remuneration and Expenses Policy	<b>Section 7(2)(a)</b> Protect the privacy of natural persons, including that of deceased natural persons  <b>Section 7(2)(b)(ii)</b> Protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information	<b>Section 48(1)(a)</b> That the public conduct of this item would be likely to result in the disclosure of information for which good reason for withholding would exist under Section 7

**MINUTES OF COMMUNITY WELLBEING COMMITTEE, HELD IN THE COUNCIL CHAMBERS,  
FIRST FLOOR, TE HINAKI CIVIC BUILDING, 101 ESK STREET, INVERCARGILL ON TUESDAY  
18 APRIL 2023 AT 3.00 PM**

**Present:** Cr D J Ludlow (Chair)  
Mayor W S Clark  
Cr P M Boyle  
Cr T Campbell  
Cr A H Crackett  
Cr G M Dermody  
Cr I R Pottinger  
Cr L F Soper  
Rev E Cook – Māngai – Waihōpai  
Mrs P Coote – Kaikaunihera Māori – Awarua

**In Attendance:** Cr A J Arnold  
Mr M Day – Chief Executive  
Ms E Moogan – Group Manager – Infrastructure  
Mr S Gibling – Group Manager – Leisure and Recreation  
Mrs P Christie – Acting Group Manager – Finance and Assurance  
Ms J Hutton – Interim GM – Customer, Communications and People  
Mr J Shaw – Interim GM – Consents and Compliance  
Mr A Cameron – Chief Risk Officer  
Mr M Morris – Manager – Governance and Legal  
Mr R McWha – Manager – Business Transition  
Mr W Marriott – Manager – Museum and Heritage Services  
Mr L Butcher – Programme Director – Project Management Office  
Ms L Knight – Manager – Strategic Communications  
Mr C McAulay – Manager – Parks Operations  
Ms G Crawford – Engagement and Partnerships Officer  
Mr G Caron – Digital and Communications Advisor  
Mrs T Amarasingha – Governance Support Advisor  
Ms M Cassiere – Executive Governance Officer

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## 1. Apologies

Cr B Stewart, Cr R Bond, Cr Kett

Moved Cr Pottinger, seconded Rev Cook and **RESOLVED** that the apologies be accepted.

## 2. Declaration of Interest

Nil.

### **3. Public Forum**

Nil.

### **4. 2023 Inaugural Youth Council Report**

A4473944

Levi Te Amo and Ryan Frost were present to speak to the report. They noted that they had held their Inaugural meeting and that the Chairs and co-chairs had been elected. They shared their views on the Single Transferrable Voting (STV) system versus the First Past the Post (FPP) system, and noted that the general consensus among the Youth Council members was support for the STV system.

In response to a query whether any Youth Council member supported the FPP system, it was noted that a survey had been conducted and those who responded supported the STV system.

In response to a query about definition of 'better' on the STV versus FPP systems topic, it was noted that with the STV system, a higher number of people in Invercargill would be satisfied as to who would hold a position in Council. It was noted that it with STV system, Council would have a better diverse representation.

Note: Cr Arnold joined the meeting at 3.07 pm.

Levi and Ryan also provided their view on lowering the voting age to 16 for local body elections. They noted that the Youth Council did not have a consensus on this topic. Ryan stated that in his personal opinion, the voting age should not be lowered and provided several points to support his view. Levi spoke on behalf of the lowering the voting age and also provided several points to support his view.

Levi and Ryan also discussed the whether 16 year olds should also be allowed to serve in the military and tried for crime as an adult, and whether youth participation would increase with lowering of the voting age. It was noted that lowering the age may not increase youth participation.

In response to a query about the disparity between the voting age between general and local elections, it was noted that there should be consistency in both general and local elections.

With regard to the parliamentary ban placed on Members of Parliament on the use of the social media application Tiktok, a query was posed from the Youth Council members whether something similar was in place on Council's and councillors' use of Tiktok.

In response to the question from the Youth Council members, it was noted that Council does not have a policy at this stage, and that it was an individual choice. It was also noted that councillors would not download Tiktok on their council provided devices, and that Council had a Tiktok account. In addition, it was noted that Council had robust cybersecurity practices in place.

Moved Cr Crackett, seconded Cr Soper and **RESOLVED** that the Community Wellbeing Committee:

1. Receive the Report "2023 Inaugural Youth Council Report".

**5. Minutes of the Meeting of Community Wellbeing Committee held on Tuesday 14 March 2023**

A4434476

Moved Cr Pottinger, seconded Cr Crackett and **RESOLVED** that the minutes of the Community Wellbeing Committee held on Tuesday 14 March 2023 be confirmed.

**6. Minutes of the Meeting of District Licensing Committee held in March 2023**

A4427498

Moved Cr Ludlow, seconded Cr Soper and **RESOLVED** that the minutes of the District Licensing Committee held in March 2023 be received.

**7. Rangaranga Programming Framework**

A4257449

Mr Richard McWha spoke to the report. He provided a summary of the programme and stated that this would not replace the specialist programming work that already took place. He said that this programme would ensure efficient use of resources through greater collaboration and the outcome would provide greater impact. He noted that this programme would start in Council but would have partnerships with community groups.

Queries were raised about whether the programme would give consideration to Bluff and South City. It was noted that at the moment the programme would focus initially on the Leisure and Recreation services of Council but would expect overtime this is something that could expand to other parts of Council and into the wider community, including Bluff.

In response to a query whether collection of data on demographics was envisioned in the project framework, it was noted in the affirmative and also acknowledged that a gap existed.

Moved Cr Dermody, seconded Rev Cook and **RESOLVED** that the Community Wellbeing Committee;

1. Receive the report "Rangaranga Programming Framework".
2. Endorse the use of the Rangaranga Programming Framework, initially for the Leisure and Recreation department, with a view to expanding its application to all areas of Council if and when appropriate.

## 8. Queens Park Land Reclassification for Project 1225 – Not Required

A4440560

It was noted that staff had requested that the paper not be reviewed today and to be deferred until a later date.

## 9. Activities Report

A4440823

Mr Steve Gibling spoke to the Leisure and Recreation aspect and provided an update on the recovery and programming services. He said that due to flight path issue, tree removal work would take place in Queens Park, and that information on the programme would be communicated. He stated that trees would be replanted for the ones which would be removed.

Ms Jo Hutton and Mr Jonathan Shaw spoke to the Customer and Environment aspect. They noted that education around parking kiosks was ongoing and that library staff were also being trained. It was noted that there was potential to review the parking activity through the activity management plan.

In response to a query about the linkage between tree removal and flight path, it was noted that Invercargill Airport Limited had requested removal of 43 trees in Queens Park based on height and location.

In response to a query about iSite type information centres, it was noted that iSite was an external franchise and the cost was expensive. The Department of Conservation has information centres and that a report would be brought back after discussions with the Department on their centres.

Moved Cr Boyle, seconded Cr Campbell and **RESOLVED** that the Community Wellbeing Committee:

1. Receives the report "Activities Report".

## 10. Public Excluded Session

Moved Cr Ludlow, seconded Cr Dermody and **RESOLVED** that the public be excluded from the following parts of the proceedings of this meeting, with the exception of Riki Parata and Jana Davis – Chair and CEO of Te Tapu o Tāne, as they had knowledge with regard to the Te Tapu o Tāne proposal in public excluded, namely:

- a. *Confirmation of Minutes of the Public Excluded Session of the Community Wellbeing Committee Held on 14 March 2023*
- b. *Te Tapu o Tāne Land Purchase Proposal*

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

<b>General subject of each matter to be considered</b>	<b>Reason for passing this resolution in relation to each matter</b>	<b>Ground(s) under Section 48(1) for the passing of this resolution</b>
a) Confirmation of Minutes of the Public Excluded Session of the Community Wellbeing Committee Held on 14 March 2023	<b>Section 7(2)(i)</b> Enable any local authority holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations)	<b>Section 48(1)(a)</b> That the public conduct of this item would be likely to result in the disclosure of information for which good reason for withholding would exist under Section 7
b) Te Tapu o Tāne Land Purchase Proposal	<b>Section 7(2)(i)</b> Enable any local authority holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations)	<b>Section 48(1)(a)</b> That the public conduct of this item would be likely to result in the disclosure of information for which good reason for withholding would exist under Section 7

There being no further business, the meeting finished at 5.05 pm.



## MINUTES OF THE DISTRICT LICENSING COMMITTEE - APRIL MEETINGS 2023

**Present:** Cr Darren Ludlow  
Ms Catherine Howard

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### **1. New Licences - Approved by DLC Chair Cr Ludlow**

1.1 **Frankton Pizzeria LTD Trading as Invercargill Pizzeria** - Approved 27 April.

### **2. Licence Renewals - Approved by DLC Chair Cr Ludlow**

2.1 **Golden Age Tavern** - On licence approved 27 April

2.2 **Golden Age Tavern** - On licence approved 27 April

### **3. Manager - New License - Approved by DLC Chair Cr Ludlow**

3.1 **35/2023** - Approved 5 April

3.2 **59/2023** - Approved 5 April

3.3 **Cert/60/2023** - Approved 20 April

3.4 **Cert/76/2023** - Approved 20 April

3.5 **Cert/66/2023** - Approved 20 April

### **4. Manager – Renewal of License - Approved by DLC Chair Cr Ludlow**

4.1 **2023/50/2019** - Approved 5 April

4.2 **2023/76/2017** - Approved 5 April

4.3 **65/2023** - Approved 5 April

4.4 **57/2023** - Approved 5 April

4.5 **2023/46/2022** - Approved 20 April

4.6 **2023/53/2022** - Approved 20 April

4.7 **2023/97/2019** - Approved 20 April

4.8 **2023/35/2022** - Approved 20 April

**4.9 2023/100/2014** - Approved 20 April

**4.9 2023/52/2022** - Approved 27 April

## **5. Special Licences - Approved by DLC Chair Cr Ludlow**

**5.1 Kew Bowling Club – 40<sup>TH</sup> Birthday** - Approved 5 April

**5.2 Invercargill Workingmen's Club** - Approved 5 April

**5.3 Kew Bowling Club** - Approved 5 April

**5.4 Late Special Licence SPL/63/2023** - Approved 20 April

**5.5 Squash City Invercargill** – Approved 20 April

**5.6 Mash Catering LTD Duck Shooting-** Approved 27 April

**5.7 Mash Catering LTD Mother's Day-** Approved 27 April

## **Other Business**

### **5 April 2023**

- Mash Catering – On Licence endorsed S38.
- Discussion and feedback from George Begg Festival.
- Easter Trading and Alcohol – S47, S48.
- Noise complaint.
- Otautau Hotel. Still no decision on Riverton Bottle Store Hearing from ARLA.
- Meeting Room booked for HATA meeting on 1 June 2023.

### **20 April 2023**

- Frankton Pizzeria Ltd trading as Invercargill Pizzeria ON/8/2023 Decision has been agreed and just waiting on the signatures of the DLC Chair and Committee.
- Late Manager's Certificate Renewal.
- Club Southland Special Licence.
- Manager's Certificate application withdrawn CERT/62/2023.
- First in Windsor.

### **27 April 2023**

- Amended Special Licence 73/SPL/27/2023.
- Request to add additional dates to the licence originally issued on 8 December 2023.
- Southern Brewery trading as The Factory.
- Fire and Emergency New Zealand NZ Process for Reviewing Alcohol Licence Applications.
- To date no application has been submitted from First in Windsor.
- Enquiry from the new owner of Da Vincis about a new On-licence.

## **Invercargill City Council Libraries Strategy Te Haeata 2023-2028**

<b>To:</b>	Community Wellbeing Committee
<b>Meeting Date:</b>	Tuesday 9 May 2023
<b>From:</b>	Richard McWha, Marianne Foster
<b>Approved:</b>	Steve Gibling - Group Manager - Leisure and Recreation
<b>Approved Date:</b>	Wednesday 3 May 2023
<b>Open Agenda:</b>	Yes
<b>Public Excluded Agenda:</b>	No

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### **Purpose and Summary**

To adopt the draft Libraries Strategy 2023-2028 as a guiding document for Invercargill City Council Library. This report and draft strategy sets a vision, purpose and key outcomes, guiding future plans and providing the people of Invercargill access to a modern relevant library service that supports Council outcomes and meets community needs.

### **Recommendations**

That the Community Wellbeing Committee;

1. Receives the "Invercargill City Council Libraries Strategy Te Haeata 2023-2028" report.
2. Adopts the Invercargill City Council Libraries Strategy Te Haeata 2023-2028 for use and implementation.
3. Allows for minor typographical, formatting and design changes not affecting the intent or purpose of the document to be made prior to publication.

### **Background**

In 2021 the Invercargill City Council approved an Arts, Culture and Heritage Strategy - a priority area for development emerging from this strategic framework was a focus on libraries.

Many stakeholders, users and non-users including but not limited to; Councillors, iwi, staff, and community organisations have contributed to the development of this strategy to ensure it is both responsive and respectful of the community's needs and aspirations.

The strategy will provide a road map to ensure that the people of Waihōpai/Invercargill and Bluff will have access to a modern, relevant library service that supports council outcomes and meets community needs. The Library will continue to do what it's always done well, providing reading and research material whilst also promoting literacy, learning and literature. The

strategy will better position the Library and its services to better serve the evolving needs of our community and emerging digital and social trends in a relevant and authentic way.

The impacts of technology and the increased social and economic divide have resulted in the need for libraries to act as equity providers of information, technology, and community spaces and ensure that literacy, in all its forms, is accessible to all.

## **Issues and Options**

### **Analysis**

The purpose of this strategy.

- The adoption of the strategy provides an opportunity to provide a cohesive approach to partnerships and collaborations.
- The CBD development provides a refreshed, energised environment in the city centre that the library is poised to contribute strongly to this with the vision and goals outlined in the strategy.

Key outcomes

- Key community partners and library staff will co-design policies, processes, the environment and programmes that the library delivers
- Collections, programmes and services are regularly reviewed in collaboration with community partners
- Collections entice and inspire across the range of literacies
- Diverse communities are able to access resources supported by staff
- Equal engagement in the Library is achieved by removing barriers and enhancing programmes and services including digital access
- Users include diverse and new users across a range of programmes and services as well as an increase in use by existing users
- People have a sense of safety, inclusion and comfort at the Library and a greater range of people come into the library.
- Staff satisfaction is reflected in the enthusiasm, enjoyment and pride in what they are doing.
- Virtual access is increased through technology and training, enabling access to digital programmes/ programmes
- Te Reo and other languages are regularly heard and seen in the library
- Diverse groups and individuals make wide use of spaces and places
- Outreach Staff and the services of the Library are visible in the community, for example rest homes, hospice, schools, and marae
- Innovative approaches ensure that the Library's programmes, services and collections are fresh and relevant to those we serve
- New ways of meeting community needs are trialled, tested, and implemented

### **Significance**

The decisions of this report are not deemed to be significant as per the Council's Significance and Engagement Policy.

## **Community Views**

In February 2022 Lumin were engaged by Invercargill City Council to develop a strategy for the Council Libraries. A review of relevant literature, customer satisfaction data, utilisation data and non-user surveys identified areas of strength and opportunities for development

Between 10-12 March, Council contractors Lumin undertook a series of face-to-face stakeholder workshops including Libraries staff, internal Council stakeholders and wider community stakeholders. The stakeholders included representatives from Council, local iwi, Museums, Archives, Communications, Information Technology, Youth Council, and the disability sector.

Notes from these workshops were summarised and sent out to all invited stakeholders for information.

Following the initial workshops, Lumin worked with a strategy group from the library's staff to draft the plan. This was workshopped by Zoom on multiple occasions during April and May. In June a draft strategy was workshopped with two Councillors.

During July, Lumin undertook a validation survey as part of the refinement of the Libraries Plan among all previous participants (staff and community stakeholders) with a wider invitation to the community to contribute, and 105 people responded. Feedback was highly supportive, and comments submitted as part of this process were analysed.

Feedback from the validation survey was incorporated into the strategy. Consultation with Mana whenua addressed questions raised through the validation survey and confirmed strategic priorities were aligned with iwi aspirations.

## **Implications and Risks**

### **Strategic Consistency**

The strategy is well aligned with the Council's strategic vision of "He ngakau aroha | our City with heart". In particular, it will directly enable Council and its partners within the rohe to help to meet Council's community outcomes.

The Library plays an important part in the community education and support of the Council's transition to having more services and information available online and via digital means.

### **Financial Implications**

The strategy implementation will be staged and aligned with the budget and staffing envelopes already forecast no material impact on these are anticipated. Any variance or issues arising will be managed and reported back through the usual financial processes.

### **Legal Implications**

There are no known legal implications for this decision.

### **Climate Change**

Sustainability including managing carbon footprint will be incorporated into the standard decision-making process during the implementation of the strategy.

### **Risk**

Council Officers have determined that there is a low risk to the adoption of the Libraries Strategy 2023-2028.

### **Next Steps**

On adoption of the Libraries Strategy 2023-2028 staff will make final design and format changes before publishing in both digital and print formats. The final design will include a refreshed cover page with a greater representation of our community.

An implementation plan will be co-designed to give effect to the aspirations of the strategy and scheduled into the forward work programme of the Library within the existing and forecast budget and staffing envelope. Progress on the implementation of the strategy will be periodically reported back to elected members via regular performance reporting.

### **Attachments**

Attachment 1 - Invercargill City Council Libraries Strategy Te Haeata 2023-2028 (A4458121)

A4458121



# Invercargill City Council Libraries - Te Haeata Strategy 2023 - 2028



A4458121

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## *Tāne-te-Wānanga-a-Rangi*

*Tāne, bringer of knowledge from the sky. Tāne, Te Haeata and Take Wairangi travelled to Tiritiri-o-Matangi, the eleventh realm. The Te Haeata and Take Wairangi turned back. When Tāne arrived at Te Toi-ō-ngā-Rangi, the twelfth realm, Tāne was welcomed by Io and received the three baskets of knowledge and the two sacred stones.*

*Ngā Kete o te Wānanga*

*Ko te Kete Aronui that held all the knowledge that could help humanity*

*Ko te Kete Tuauri that held the knowledge of ritual, memory and prayer*

*Ko te Kete Tuatea that contained knowledge of evil or makutu, which was harmful to humanity.*

*The stones of Whatukura (eyes of knowledge) known as Rehutai and Hukatai held the power of knowledge and added mana to the teaching and learning of knowledge.*

*When Tāne finally reached earth again he placed the baskets and stones in a Wharekura (special house of knowledge), which he had built before his journey to the heavens.*

*Tāne-te-Wānanga-ā-Rangi was left to maintain order on earth.*

Kaiwhakairo – Greg Houkamau 2021

*Figure 1 Library carving designed and carved by Greg Houkamau as part of Māori language week in September 2020. Greg used the library Māori name, Te Haeata for inspiration. It was unveiled in a ceremony in the library in March 2021.*



A4458121

## Introduction

In 2021, the Invercargill City Council approved an Arts, Culture and Heritage Strategy that sets a vision, purpose and key outcomes, guiding future plans for the city. A priority area for development emerging from this strategic framework was a focus on libraries.

Invercargill City Council has now developed this five year strategic plan. Many stakeholders including users and non-users, Councillors and library staff, organisations and individuals, iwi and other interested community groups, have contributed their time, energy and ideas to the creation of this strategic plan. It will mean that the people of Waihōpai/Invercargill and Bluff will have access to a modern, relevant library service that supports council outcomes and meets community needs. Of course the Library will continue to do what it's always done well – providing books and encouraging reading – while expanding into new territory and encouraging new people to get involved and enjoy what it has to offer. Everyone is important, and this strategy ensures that no-one is left out

The Strategy celebrates the unique identity of our community, and extends the concept of 'library' beyond four walls, outwards into the community while retaining the foundational work we are already engaged in. Our use of the concept of Pātaka recognises the Library as a storehouse, a precious place. The Library contributes to the arts, culture and heritage of Waihōpai/Invercargill and Bluff and in that sense, it is part of a network of people and places contributing to a vibrant city, and people's sense of ownership and belonging to this place. It contributes to the community's wellbeing, through the development of skills, resources and information. Programmes and services develop a sense of belonging and participation.

As part of the wider Invercargill City Council team, Library staff seek to provide and support learning and literacy, creativity and fun, self-development and resourcefulness, understanding and knowledge. We encourage story-telling that reflects our identities in stories – past, present and future.

## Context

Libraries in the 21<sup>st</sup> Century are increasingly places where people participate in a multitude of activities, suited to their age, stage, culture and specific needs.

No longer only places of whispered reverence, libraries serve more as community hubs, where people can relax, read, search the net, re-charge, explore, hang out, escape the humdrum, socialise and learn. Library services extend into the community, offering opportunities for all whether or not they can visit the actual building. Skilled librarians are able to provide pathways to the unknown for users, whether it be finding something, or simply making a person feel that they belong in the space.

Modern libraries exist as both physical and digital spaces, accessible from anywhere, and able to be used by anyone with a device and internet access. As well, libraries have the potential to bridge the real digital gap between those with, and without digital access and skills. With the offer of safe spaces and free Wi-Fi, and skilled people to assist, this is a valuable role for community libraries.

COVID19 has impacted on libraries, as people's worries about getting sick and requirements for social distancing impacted on usage rates. Some changed their habits and stopped going altogether. As confidence increases, library services want to re-engage people, inviting them to resume favourite library activities, or start something new.

# Te Haeata

*inspiring journeys of  
discovery*

## He tāngata / the people

The Library uses capable people to meet the needs of the Murihiku communities

## Ngā kete / the baskets of knowledge

The Library facilitates curiosity, exploration, discovery, fun, creativity, learning, and a sense of belonging

## Pātaka / the storehouses

The Library is a treasured place for our Murihiku communities



A4458121

Vision	Te Haeata - inspiring journeys of discovery		
Themes	<p>He tāngata / the people</p> <p>The Library uses capable people to meet the needs of the Murihiku communities</p>	<p>Ngā kete / baskets of knowledge</p> <p>The Library facilitates curiosity, exploration, discovery, fun, creativity, learning, and a sense of belonging</p>	<p>Pātaka / storehouse</p> <p>The Library is a treasured place for our Murihiku communities</p>
Outcomes	<p>We engage with communities enhancing their awareness, understanding, and access to the Library.</p> <p>We actively partner with identified communities including Iwi Māori to identify shared aspirations and solutions, create a sense of belonging, and model collaboration and partnership.</p> <p>Our capable workforce reflects the communities of Murihiku and are visible, accessible, and engaged with these communities.</p>	<p>Our collections, programmes, and services are designed, developed and delivered with identified communities across the lifespan.</p> <p>We enable learning across a wide range of literacies (media, cultural, financial, scientific, informational, critical, and digital).</p> <p>We facilitate access to collections that value and reflect our unique identity, tangata whenua and Tikanga Māori, our diverse communities and their needs, now and in the future.</p> <p>Our librarians help to interpret information and promote critical thinking.</p>	<p>We create inclusive, welcoming and usable spaces and places (physical and virtual) that meet the diverse needs of our communities.</p> <p>Our Pātaka are supported by robust digital infrastructure.</p> <p>Our Pātaka reflect Te Ao Māori values.</p>
ICC Community Outcomes	<p>Our city with heart / He Ngākau Aroha</p> <ul style="list-style-type: none"> <li>• New residents feel welcomed and embraced by Invercargill culture.</li> <li>• Healthy and active residents utilise space, including green space, throughout the City.</li> <li>• Invercargill's economy continues to grow and diversify.</li> <li>• Invercargill's business areas are bustling with people, activities and culture.</li> </ul>		

A4458121

# Purpose

## WHY NOW?

At their heart, libraries provide a range of collections, services and spaces that enhance community literacy. People read, watch and listen for pleasure and to learn. Library spaces are safe havens for reflection, investigation and interaction.

The way in which library services are now delivered and the expectations from our communities have changed significantly as the needs of our 21st century world grow, change and develop. This is reflected in the content of collections, the way technology is used and offered to the community, access to information and the challenge of discerning 'what is real', the re-purposing of library spaces, the strengthening of programmes offered and the need for a wider range of skills among the staff.

At the same time there have been huge societal changes in the way people communicate, get their information, relax and live their lives. This change is expected to accelerate and libraries need to be in the position to be flexible and to pivot readily to accommodate community needs.

The impacts of technology and the increased divide between rich and poor means that libraries are even more important than ever to provide equitable access to information, technology, community spaces and ensure that literacy, in all its forms, is accessible for all.

The time is right to work in partnership with the wider community, and in particular key parts including Māori to help improve outcomes in education, health and wellbeing. The library is in the perfect position to capitalise on this and be a strong voice for the council in this space.

## OPPORTUNITIES

This strategy provides an opportunity to provide a cohesive approach to partnerships and collaborations.

Collaboration and partnership for collective impact are the future for both local and national government. The strategy provides opportunities to work more closely with our communities both within council, in the city and beyond in the Southland region. Developing a city-wide heritage collections framework is an example.

The CBD development will provide a refreshed, energised environment in the city centre that the library is poised to contribute to strongly with the vision and goals outlined in the strategy.

There are also educational opportunities, with the change in the New Zealand curriculum and a focus on local history, that the library has the opportunity to be involved in from the beginning.

## ROLE OF THE STRATEGY

This strategy outlines a vision, purpose, key outcomes and success criteria that can be used in future planning for the Invercargill City Council and for the Library service. The strategy provides the direction for building on the strong foundation that already exists in the library and will contribute to the City Centre refresh and all that encompasses. It recognises the importance of reading and literacy as foundational to success in life.

The strategy provides a strong foundation for decision making and outlines some key success factors that are integral to fulfilling the outcomes stated. Some of these include:

- An emphasis on co-design with our communities
- A strong engagement with the community, and in particular with Iwi Māori
- Capable staff equipped to deliver the strategy
- Collaborative cross-Council approach providing services (communication, IT, people and capability, finance) which are critical to the delivery of library services.

It is a living document that puts the Invercargill City Council in a strong position to respond to and embrace the opportunities for regional development that will inevitably come from the Local Government review.

In conclusion, the joy of reading, literacy and lifelong learning empowers people to lead the life they want and ensures good health and well-being for all.

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## Role of Libraries

It's easy to see a library as just a repository of books, ready for issue. Or a quiet space for research, study or reflection. On a busy day, groups of pre-schoolers join in for a Storytime, and the occasional school group arrives to explore a current project.

But libraries are much more, and this strategy captures the vision of a library as a way of being, a place to visit, and an experience. It is a community connector, a portal to lifelong learning, and a source of fun. It has skilful staff who work together with the wider community. It provides collections, programmes, and services that satisfy our need for information, answers, understanding and connection. And it is both a place in our communities with a welcome for all, and in our homes where we can have digital access to what we want and need 24/7.

## Community outcomes

Invercargill City Council: Our city with heart.

*He Ngākau Aroha*

- New residents feel welcomed and embraced by Invercargill culture.
- Healthy and active residents utilise space, including green space, throughout the City.
- Invercargill's economy continues to grow and diversify.
- Invercargill's business areas are bustling with people, activities and culture.

The above community outcomes are from the ICC Long-term Plan 2024 – 2034.

## Success

We will have been successful if we see the following;

- Engagement – Our partners (Iwi Māori, stakeholders and partners, community groups) see themselves reflected in our planning and delivery of collections, programmes and services,
- Literacy and Learning – A wide range of literacies (media, cultural, financial, scientific, informational, critical, digital) are available and we can show an increase in access and capability over time,
- Participation – Users reflect the diverse communities of Murihiku,
- Identity – Individuals and communities of Murihiku can see themselves reflected in the places, programmes and services of the Library,
- Belonging – this strategy grows a sense of belonging to the library, Invercargill City Council, the community, and Invercargill Murihiku – by both staff and the community,
- Places – the Library is visible in a wide range of places – where people live, learn, work and play,
- Future focussed – We encourage innovation and experimentation,
- Capability – Personnel and systems including digital infrastructure to deliver relevant collections, programmes and services,
- Collaboration – Collaboration across Invercargill City Council teams leverages the impact of the Library within the community.



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# Understanding what we mean

This section provides a frame of reference, with key words and concepts, to ensure a shared understanding of libraries, their role and function.

## Literacy

Literacy is traditionally understood as the ability to read and write. The term's meaning has been expanded to include the ability to use language, numbers, images and other means to understand and use the dominant symbol systems of a culture.

It can also mean the ability to acquire computer literacy, to improve your financial literacy, to recognise emotional literacy, to learn about cultural literacy.<sup>1</sup>

Critical literacy	<ul style="list-style-type: none"> <li>• Whose voice is being heard?</li> <li>• Whose is being silenced?</li> </ul>
Digital literacy	<ul style="list-style-type: none"> <li>• What digital technology is used to locate, organise, understand, evaluate and create information?</li> </ul>
Media literacy	<ul style="list-style-type: none"> <li>• Can you interpret techniques and understand how media messages are constructed?</li> <li>• How do media messages manipulate and affect societal development?</li> </ul>
Cultural literacy	<ul style="list-style-type: none"> <li>• Do you understand text in relation to their contexts?</li> </ul>
Financial literacy	<ul style="list-style-type: none"> <li>• Can you make informed judgements and effective decisions about the use and management of your money?</li> </ul>
Scientific literacy	<ul style="list-style-type: none"> <li>• Do you know and understand scientific concepts and processes?</li> </ul>
Information literacy	<ul style="list-style-type: none"> <li>• What information is needed?</li> <li>• Can you locate, evaluate and use needed information effectively?</li> </ul>

<sup>1</sup> <https://publiclibraries.org.nz/>

## Collections

Collections are the resources and materials the library either owns or has licenced access to on behalf of the community in order to meet and support their information and recreational needs. The content and makeup of the library collections must alter over time in response to new and evolving community demand.

Collections include:

- Resources for loan in a variety of physical and/or digital formats,
- In-house created indexes and content guides,
- Curriculum-specific content and academic resources that complement other collections,
- Local history and heritage material as part of city-wide heritage collections, including Taoka Māori and Te Reo material,
- Genealogical resources – ancestry, current and past e.g. family histories
- Technological resources.

A library of things refers to collections of objects for loan. The items are often designed to help people with their daily life and expand the boundaries of traditionally defined library materials. The library of things supports the sharing economy as sharing items means less waste. There's also the opportunity to try before you buy. A library of things potentially includes:

- Fidget boxes, sensory boxes, memory boxes,
- Food preparation/cooking items,
- Things for hobbies such as gardening, DIY, cooking and hosting, cleaning, and adventuring,
- Objects often include kitchen appliances, tools, gardening equipment and seeds,<sup>[1]</sup> electronics,<sup>[2]</sup> toys and games, art,<sup>[3]</sup> science kits, craft supplies, musical instruments, and recreational equipment.<sup>[4]</sup>

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## Community wellbeing

In general, libraries have three main areas of impact on wellbeing<sup>2</sup>:

- Communities are empowered through skills and habits,
- Communities are supported through resources and information,
- Communities are connected through belonging and participation.

People experience a sense of belonging.

*Know that [one's] individual strengths, interests, cultures, languages and families are respected and valued, which contributes to a strong sense of self-worth and individual wellbeing; feel confident to participate in and contribute to activities and routines that are meaningful and purposeful; feel a sense of responsibility and engage in positive behaviours and actions to promote the shared values of the setting.<sup>3</sup>*

In Invercargill, the Library contributes strongly to the Invercargill City Council Community Outcomes as described in Council's Long-term Plan. The Community Outcomes reflect the shared vision for the city and its people and are updated regularly in line with the development of successive Council Long-term Plans.

## Community

A community may exist in many forms and in many places, including online, and usually means the people we feel comfortable with and connected to.

Community might include:

- Our family and whanau, our hapu and iwi
- The place, and the community we physically live in
- Other people who share our ideas, customs, attitudes, interests and social behaviour for example, other migrants, or people who identify as neurodiverse, or people from the LGBTQIA+ community.

Communities are dynamic and complex systems of individuals, groups and organisations. We all have relationships within and across communities – where we live, play, learn and work.

Community engagement including partnering

Community engagement requires us to work out who our communities are, and how best to work with them to identify and support their opportunities and needs, and how these change over time. The IAP2 model<sup>4</sup> gives some guidance to assist with this. This strategy has identified some specific groups where there are opportunities for development:

- Marginalised communities,
- Older adults,
- Young men,
- Iwi, Māori,
- Neurodiverse communities,
- Refugees, migrants and newcomers to the community.



<sup>2</sup> <https://researchoutreach.org/articles/knowledge-connection-developing-health-wellbeing-framework-public-libraries/>

<sup>3</sup> Source: <https://theeducationhub.org.nz/belonging-mana-whenua/>

<sup>4</sup> <https://www.iap2.org/page/pillars>





Storytime at the library

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## Accessibility

Accessibility in its broadest sense is about people's ability to understand what is possible, to be able to make the journey (in every sense) to the resources they need – and to be able to make use of them in ways that work.

Do people who can't read know that a library is more than books? Do people know that they can go there and use the free WIFI? Or play a game of chess? If people don't know what is possible, they won't go.

Considerations for accessibility are:

### Physical access

- Public transport and parking,
- Easy access for those using wheelchairs, walkers, or buggies,
- Sensory-friendly spaces or altered during certain times (eg sound, lighting).

### Informational access

- Policy and practice that addresses the digital divide,
- Digital information is easily accessed from anywhere,
- At the library there are staff available to teach skills or assist, and it's clear who to ask for help,
- Easily understood storage and layout systems.

### Social access<sup>5</sup>

- People know and understand how libraries can be used and feel entitled to be there and use the library services,
- Everyone is equally welcome,
- Culture: your culture, and language is recognised in some way (signage, collections, imagery etc),
- Implicit expectations or rules are made explicit, (eg ) Signage, information sources, staff availability. Spaces for louder or quiet activities etc..

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<sup>5</sup> Identifying social inclusion and exclusion <https://www.un.org/esa/socdev/rwss/2016/chapter1.pdf>

## Equity

"Equity is when everyone has access to the opportunity necessary to satisfy their essential needs, advance their well-being and achieve their full potential."<sup>6</sup>

Providers of a public facility that recognises inequity in its community focus attention on how to make its programmes and services accessible to all.

Where we talk about equity, we are referencing a restorative measure of redistributing benefits and burdens. For example, the Library may target some programmes and services at identified groups who are not currently users of library services, to restore equity of provision. This requires the Library to cross the digital divide – to enable access through the provision of technology, technological support and free Wi-Fi. Equity also refers to ensuring that access to non-digital infrastructure and marketing is available too.

In an equitable world, the Library would be for all residents:

- a place where they feel they belong and have a right to be,
- a collection that has things (analogue/digital) that speak to them.

Equity also reflects the commitment of the Invercargill City Council to provide services for all of its communities.

Equity means everyone achieving equal outcomes.

<sup>6</sup> <https://prosperportland.us/about-us/equity-council>



Volunteers advertising for Stranger Things Escape Room 2019/20 summer holidays (Laureny, Emma, Emma, Sophie, Ella and Kevlie)

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PRIORITY A HE TĀNGATA / THE PEOPLE

*The Library uses capable people to meet the needs of the Murihiku communities*

Outcome	Action			
We engage with communities, enhancing their awareness, understanding and access to the Library.	Plan and implement a comprehensive marketing and communications strategy which increases utilisation of the Library's programmes and services. Deepen and broaden awareness and understanding of the breadth of the Library's services through promotion and communication. Develop and implement a comprehensive engagement strategy with identified communities to identify shared aspirations and solutions and deepen existing relationships.			
We actively partner with identified communities including Iwi Māori to identify shared aspirations and solutions, create a sense of belonging, and model collaboration and partnership.	Broaden engagement with older adults, young men, marginalised communities, newcomers to the community, and diversify engagement with Iwi Māori organisations. Identify key partners and build partnerships, including with Iwi Māori, education and community agencies, to identify shared aspirations and solutions. Develop and maintain processes for ongoing engagement with individuals, groups and organisations, including those already engaged with the Library, using a range of communication modes suited to the varied audiences and increasing digital communications. Deepen a sense of belonging through partnerships and initiatives which address barriers and invite the participation of people across the lifespan.			
Our capable workforce reflects the communities of Murihiku and are visible, accessible, and engaged with these communities.	Resource training and development of staff and teams to ensure a capable and satisfied workforce. Diversify the workforce to reflect the communities it serves. Broaden libraries staff skills including Te Ao Māori, outreach delivery and programme design and facilitation, across both physical and digital mediums. Collaborate across Invercargill City Council to leverage impact of the Library places, programmes and services.			
Success	Engagement – With Iwi Māori, other stakeholders and partners, community groups.	Belonging – grow a sense of belonging to the library, Invercargill City Council, the community, and Invercargill Murihiku – by both staff and the community.	Collaboration – Collaboration across Invercargill City Council teams leverages the impact of the Library within the community.	Future focused – We encourage innovation and experimentation.
	Capability – Of personnel and systems including digital infrastructure to deliver relevant collections, programmes and services.	Identity – Individuals and communities of Murihiku can see themselves reflected in the places, programmes and services of the Library.	Participation – Users reflect the diverse communities of Murihiku.	



Paddy O'Brien and Susanne Prentice at the library to read in Storytime.

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PRIORITY B NGĀ KETE / BASKETS OF KNOWLEDGE

*The Library facilitates curiosity, exploration, discovery, fun, creativity, learning, and a sense of belonging*

Outcome	Action			
Our collections, programmes, and services are designed, developed and delivered with priority communities across the lifespan.	<p>Undertake community needs assessment for low-use communities, those who experience barriers to participation, members, users and non-users to inform the programme and service design process. Include non-readers, young men, and older adults, marginalised communities, neurodiverse communities, newcomers, lwi Māori.</p> <p>Co-design, develop and deliver a balanced selection of collections, programmes, and services to foster a sense of curiosity, fun and creativity, and build a range of literacies.</p> <p>Develop staff capability to facilitate community access to collections, programmes, services, spaces and places.</p> <p>Diversify programmes and services beyond the four walls of the library: (e.g.) outreach, community spaces as pop-up library, book a librarian.</p> <p>Leverage opportunities created by changes to the school curriculum including design and delivery of programmes and services that tell local stories.</p>			
We enable learning across a wide range of literacies (media, cultural, financial, scientific, informational, critical, and digital).	<p>Deepen and develop (peoples') skills and confidence to make use of the Library and all of its resources (information literacy, genealogy, research). Empower diverse communities to bring their own ideas to life across the range of literacies.</p> <p>Promote digital access and skills for outside-the-library users and create accessible pathways to digital and other resources.</p> <p>Provide dynamic learning opportunities that engage a diverse range of people across the lifespan.</p>			
We facilitate access to collections that value and reflect our unique identity, our diverse communities and their needs, now and in the future.	<p>Develop, resource and implement a collections policy that reflects the priorities for the Library that sits within a city-wide collections framework.</p> <p>Broaden collections that tell the stories of Waihōpai/Invercargill and Bluff within a city-wide collections framework.</p> <p>Develop collections that meet the needs of identified communities, including a Library of Things, sensory, digital and curated collections.</p> <p>Broaden collection accessibility and access – digital 24/7 and physical, through local and other collections, information, promotion, staff, programmes and services.</p> <p>Monitor current and future collection use and availability and develop or weed collections accordingly.</p> <p>Build a Te ao Māori collection that includes wahi whanau (genealogy/whakapapa).</p>			
We have accessible collections specific to tangata whenua and that reflect Tikanga Māori.	<p>Build collections in collaboration with Rūnaka including physical and digital items that reflect Tikanga Māori.</p> <p>Support access of lwi Māori to collections specific to tangata whenua through identifiable staff, programmes and services</p>			
Success	Engagement – With lwi Māori, other stakeholders and partners, community groups.	Literacy and Learning – Wide range of literacies (media, cultural, financial, scientific, informational, critical, digital).	Participation – Users reflect the diverse communities of Murihiku.	Future focussed – We encourage innovation and experimentation.
	Capability – Of personnel and systems including digital infrastructure to deliver relevant collections, programmes and services.	Identity – Individuals and communities of Murihiku can see themselves reflected in the places, programmes and services of the Library.	Belonging – grow a sense of belonging to the library, Invercargill City Council, the community, and Invercargill Murihiku – by both staff and the community.	

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**PRIORITY C: PĀTAKA / STOREHOUSES**

*The Library is a treasured place for our Murihiku communities*

Outcome	Action		
We create inclusive, welcoming and usable spaces and places (physical and virtual) that meet the diverse needs of our communities.	Create or re-organise existing spaces to make comfortable and inviting zones with flexibility for different activities/needs including places just to hang out. Provide accessible technology to allow for different ways to access, engage, learn, discover. Broaden collaboration with communities to offer satellite, outreach or pop up library programmes and services. Use innovative ways to reach the community outside of library walls to increase accessibility of library services (including digital 'spaces').		
Our Pātaka are supported by robust digital infrastructure.	Resource library spaces and staff with technology and software that enables effective delivery of programmes and services. Support users to access collections and services digitally.		
Our Pātaka reflect Te Ao Māori values.	Create a visible presence of Tino Rangatiratanga through signage, collections and dedicated zones. Maintain appropriate curation and care for Taoka.		
Success	Participation – Users reflect the diverse communities of Murihiku.	Identity – Individuals and communities of Murihiku can see themselves reflected in the places, programmes and services of the Library.	Belonging – grow a sense of belonging to the library, Invercargill City Council, the community, and Invercargill Murihiku – by both staff and the community.
	Collaboration – Collaboration across Invercargill City Council teams leverages the impact of the Library within the community.	Places – the Library is visible in a wide range of places – where people live, learn, work and play.	Capability – Of personnel and systems including digital infrastructure to deliver relevant collections, programmes and services.





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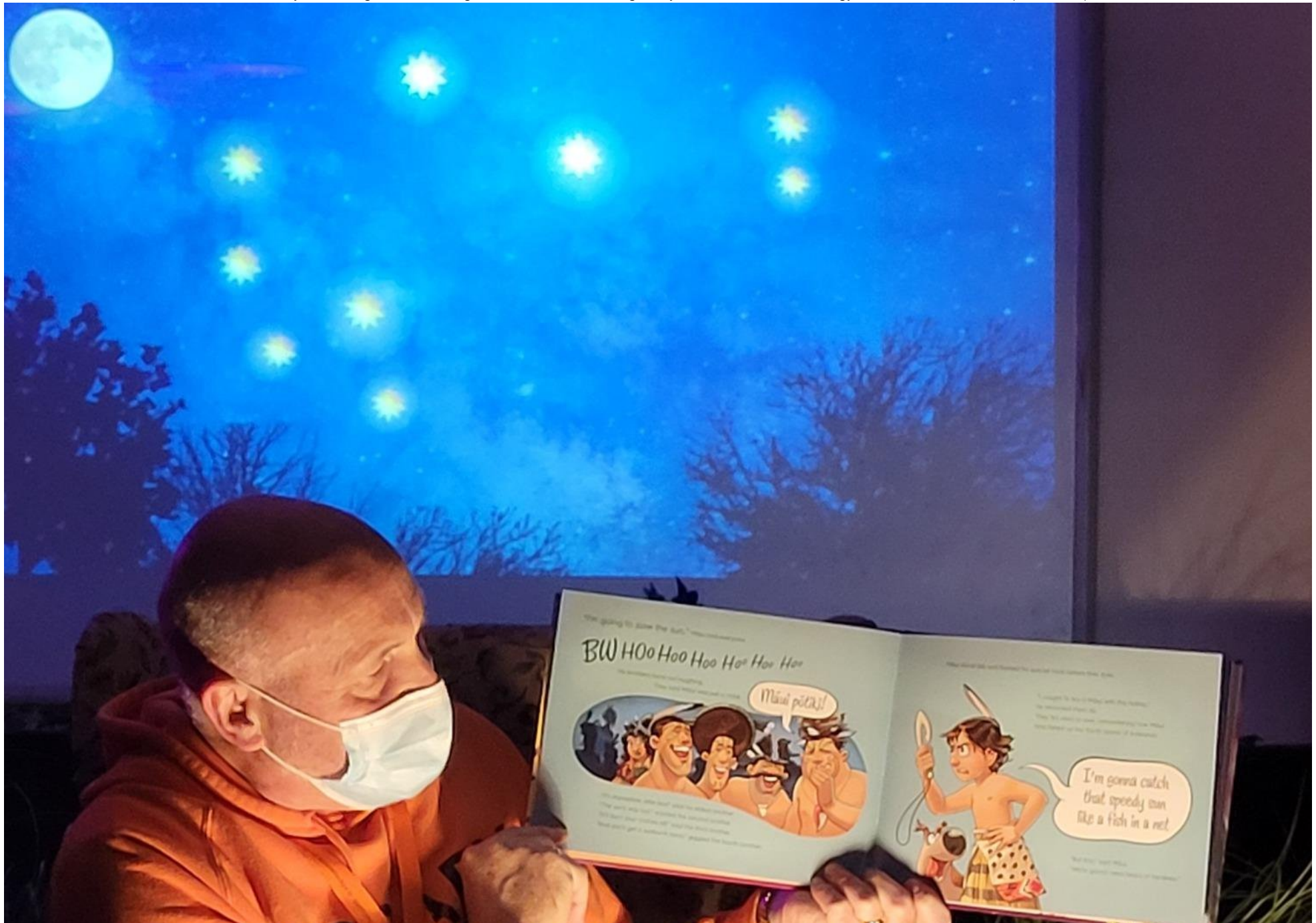
## Success Factors

Engagement	With Iwi Māori, other stakeholders and partners, community groups.	Key community partners and library staff co-design policies, processes, places and programmes.
		Monitoring and evaluation Collections, programmes and services are regularly reviewed in collaboration with community partners.
Literacy and Learning	Wide range of literacies (media, cultural, financial, scientific, informational, critical, digital).	Collections entice and inspire across the range of literacies.
		Diverse communities are able to access resources supported by staff.
Participation	Users reflect the diverse communities of Murihiku.	Connectivity/Access Staff and communities are able to access services both physically and digitally.
		Equity Equal engagement in the Library is achieved by removing barriers and enhancing programmes and services including digital access.
		Users include diverse and new users across a range of programmes and services as well as increase in use by existing users (e.g. broader range of services used, longer time spent, etc.).
		Utilisation is reflected in the frequency of the community using the Library's services.
Belonging	Grow a sense of belonging to the library, Invercargill City Council, the community, and Invercargill Murihiku – by both staff and the community.	Inclusive planning and provision means all communities have the opportunity to have a say and feel welcome at the Library.
		People have a sense of safety, inclusion and comfort at the Library and a greater range of people come into the library. (see AIDA model of customer journey) <sup>7</sup> .
		Staff satisfaction is reflected in the enthusiasm, enjoyment and pride in what they are doing.
Capability		Capable staff are well trained and confident in their work.

<sup>7</sup> Awareness, interest, decision, action <https://www.smartinsights.com/traffic-building-strategy/offer-and-message-development/aida-model/>

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	Of personnel and systems including digital infrastructure to deliver relevant collections, programmes and services.	Virtual access is increased through technology and training, enabling access to programmes including those that are digital.
Identity	Individuals and communities of Murihiku can see themselves reflected in the places, programmes and services of the Library.	Intergenerational planning and provision values the past and influences the future.
		Te Reo and other languages are regularly heard and seen in the library.
		Staff, the communities they engage with and programmes offered reflect local identity and diverse communities.
Places	The Library is visible in a wide range of places –where people live, learn, work and play.	Diverse groups and individuals make wide use of spaces and places.
		Outreach Staff and the services of the Library are visible in the community, for example rest homes, hospice, schools, marae.
Collaboration	Collaboration across Invercargill City Council teams leverages the impact of the Library within the community.	Mutually beneficial, collaborative relationships with key Council functions (IT, Communications and marketing, Finance, People and Capability) ensure that the Library achieves agreed outputs.
		Shared planning highlights areas of mutual benefit and alignment, allowing the Library to collaborate with other Council service areas.
Future focussed	We encourage innovation and experimentation.	Innovative approaches ensure that the Library programmes, services and collections are fresh and relevant.
		New ways of meeting community needs are trialled, tested, and implemented.



## ACTIVITIES REPORT

<b>To:</b>	Community Wellbeing Committee
<b>Meeting Date:</b>	Tuesday 9 May 2023
<b>From:</b>	Group Managers
<b>Approved:</b>	Michael Day – Chief Executive
<b>Approved Date:</b>	Wednesday 3 May 2023
<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 Council.

### Recommendations

That the Community Wellbeing Committee:

1. Receives the report "Activities Report".

### Customer and Environment

#### Customer Services Report March 2023

##### Te Hinaki Civic Building

	March 2022	March 2023
Emails	1,201	966
Call Centre	4,379	4,086
Concierge	1,011	1,180
Cashiers	856	1,053
Building Desk	297	423
Building Inspections Booked	578	543
Requests for Service Received	1,573	1,633

**Bluff Service Centre**

	March 2022	March 2023
Concierge	384	459
Cashiers	45	19
NZ Post	1191	870
Kiwibank	379	591
Lotto	1312	1484
Library	193	187

- The call centre answered 93.2% of calls with 30 seconds and 96.5% within one minute
- There were 1,633 requests for service - the top enquiries were property file requests 336, dog enquiries 257, WasteNet 158, parks enquiries 94 and noise complaints 82.
- Cashier numbers climbed with show bookings increasing.

**Property Records**

	March 2022	March 2023
Land Information Memorandum (LIM) Lodgements	55 (52 = Residential 3 = Commercial)	65 (58 = Residential 7 = Commercial)
Average days to issue a LIM (Compared with 10 Day Statutory time)	3.96 days	6.27 days
LIMs processed within Statutory Time Frames	100%	100%
Property File Requests	273	336
Kainga Ora - Consentium Notifications / Lodgements	0	4

**Building and Planning**

Function	March 2022	March 2023
Building Consents issued within 20 working days	100%	100%
Code Compliance Certificates issued within 20 working days	98%	97%
Non-Notified resource Consents issued within 20 working days	71%	98%

**Environmental****Compliance**

RFS type	March 2022	March 2023
Noise	100	85
Litter	3	13
Overgrown Sections	9	7
Animals (excluding dogs)	0	3
Parking Complaints	58	81

The number of parking infringements issued for March 2023 remains steady and consistent with the year to date. Infringements waived for the month and for the year to date is 12% of all infringements issued.

### Animal Control

	March 2022	March 2023
Registrations	139	137
RFS Received	195	261
Infringements	12	16
Prosecution	0	0
Impounded	25	32
Rehomed	5	2
Dogs Returned	19	23

### Environmental Health

	March 2022	March 2023
Verifications Completed	39	13
New Food Applications	0	8
Health Licences	1	10
Alcohol Licences Issued	22	38

### Communications – March 2023

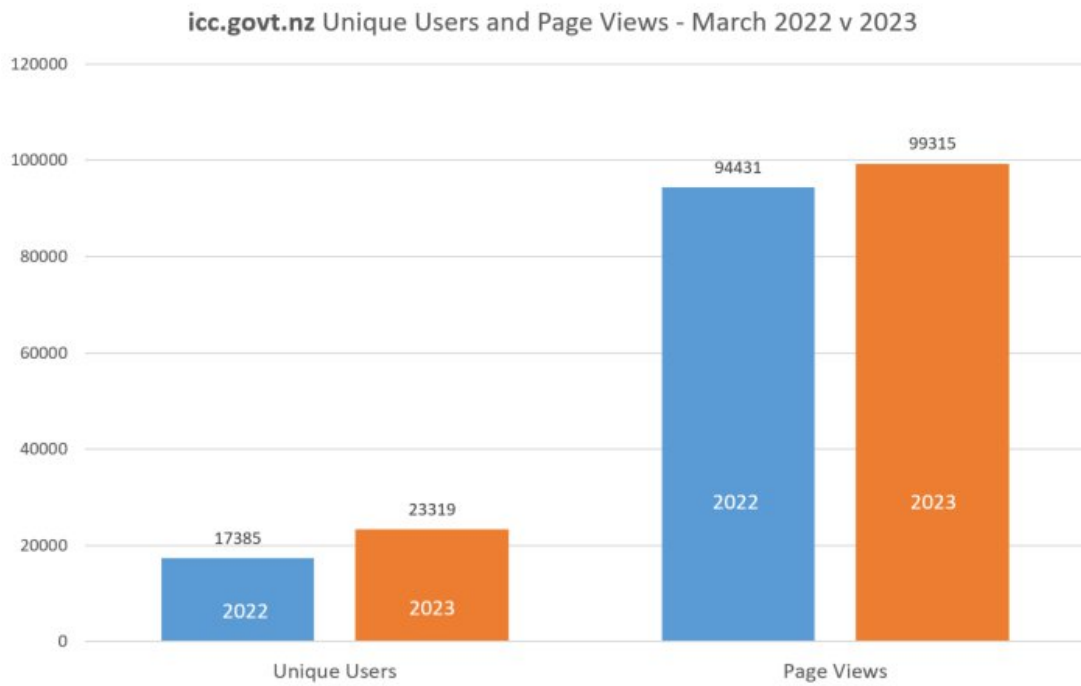
In March there was significant media coverage of a speech given by the Mayor at an Arts Foundation event, along with Project 1225 updates and forthcoming rates increases for city ratepayers.

Social media posts that were popular included, coverage of the installation of the Stead Street Stopbank and Airport Ave art work, our housing innovation project, Project 1225 updates and the Project 1225 Facebook live session.

Overall, social media reach was very high largely due to the positive response to the Stead Street art work.

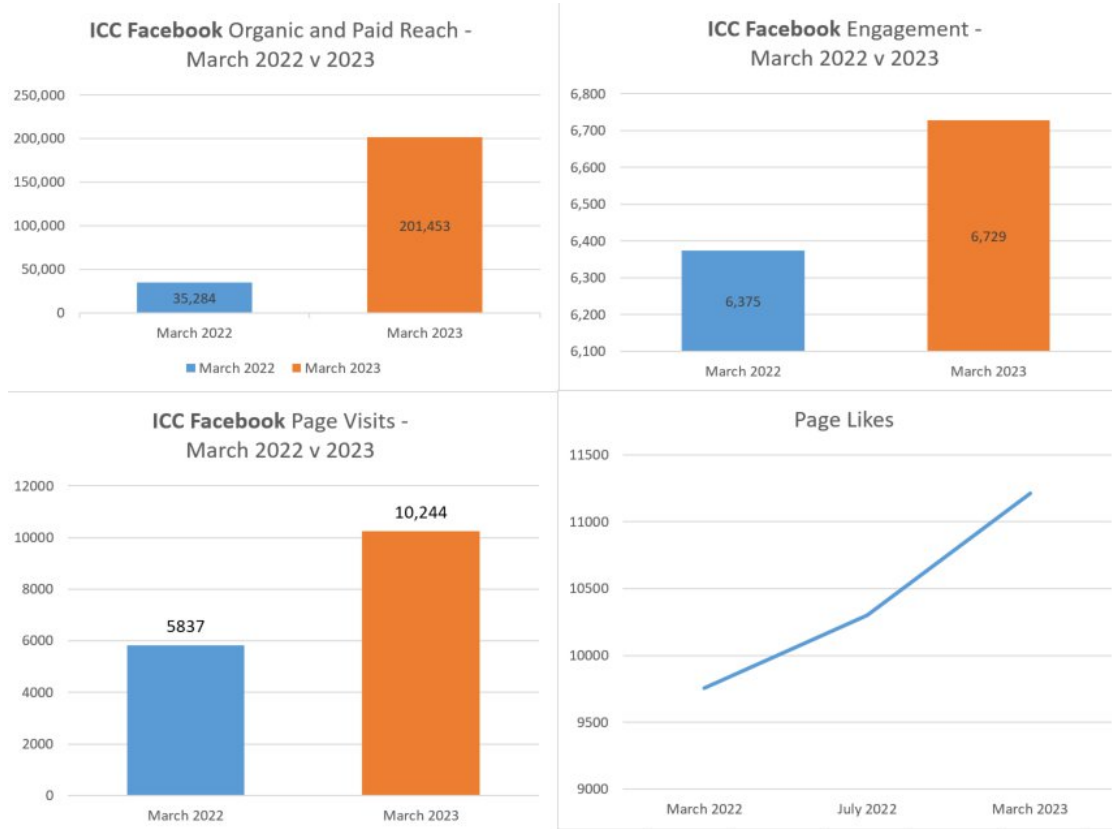
- 29** Media Queries responded to
- 9** Media Releases sent
- 42** Facebook posts on Invercargill City Council page

### Invercargill City Council Website Users and Page Views



**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.

**Invercargill City Council Facebook page**



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

**Top Facebook Posts March 2023**

Graceful, powerful and special – the airport gateway to our city is now guarded by this majestic whale tail 🐋

Published by Betty Hofstadt • 17 March at 17:03

Metric	Value
Post impressions	185,042
Post reach	167,094
Post engagement	10,950

**Interactions**

- Reactions: 2,889
- Comments: 367
- Link clicks: 2
- Shares: 149
- Other clicks: 6,732

**Other**

- Hide post: 2
- Hide all posts: 17

We're building four energy-efficient, warm and healthy homes on Council-owned land in Stirrat St. 🏡 They'll b...

Published by Betty Hofstadt • 16 March at 10:18

Metric	Value
Post impressions	25,328
Post reach	25,030
Post engagement	1,701

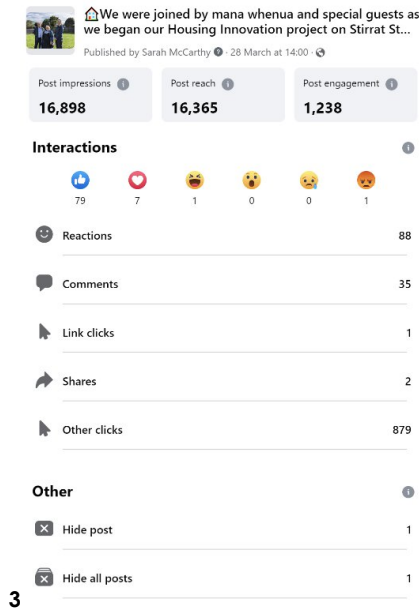
**Interactions**

- Reactions: 131
- Comments: 48
- Link clicks: 3
- Shares: 8
- Other clicks: 1,249

**Other**

- Hide post: 1
- Hide all posts: 4





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## Leisure and Recreation

### Aquatic Services

The weekend of 3 to 5 March, Splash Palace hosted the South Island Long Course champs which brought 144 out-of-town swimmers to Splash Palace to compete, including New Zealand Olympian Erika Fairweather, where she produced her fastest 400m freestyle time completing it in 4:00.97 where she became 8<sup>th</sup> on the global list, in terms of quickest women's 400m times. Erika then proceeded to beat the New Zealand long course record for 200m freestyle by 0.09 seconds bringing New Zealand's new record time to 1:56.73.

On 26 March Splash Palace held the Total Life Kid's Tryathlon where 255 children participated at Splash Palace and Rugby Park in the run, bike and swimming event as well as a bonus hydro slide leg.

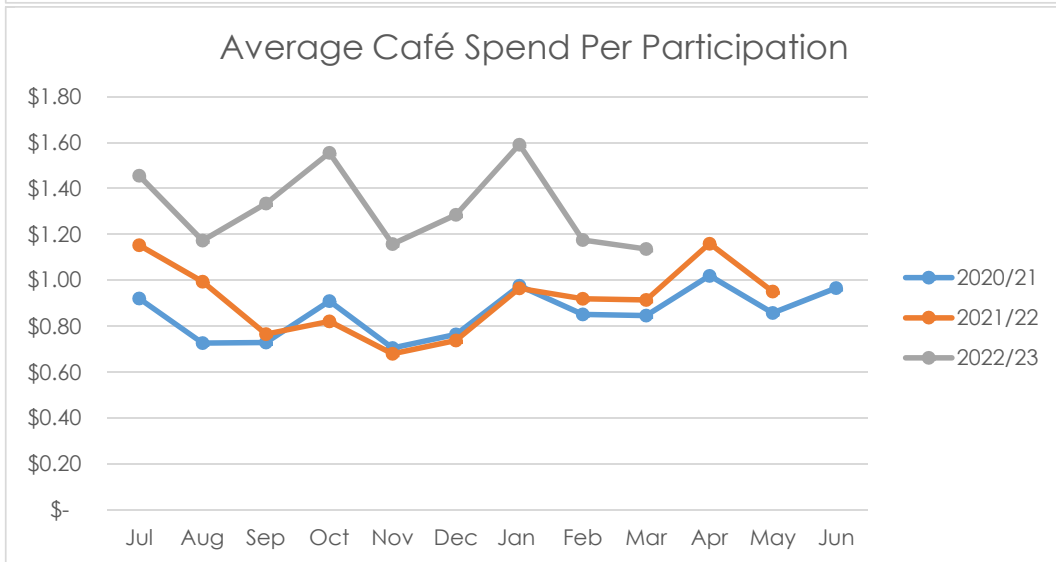
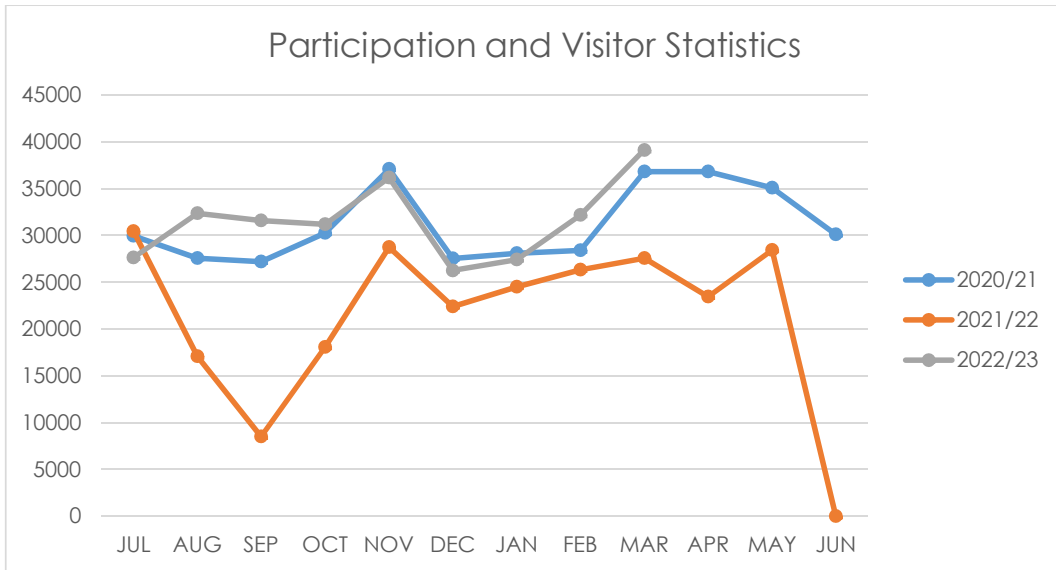
### Participation and Visitor Stats

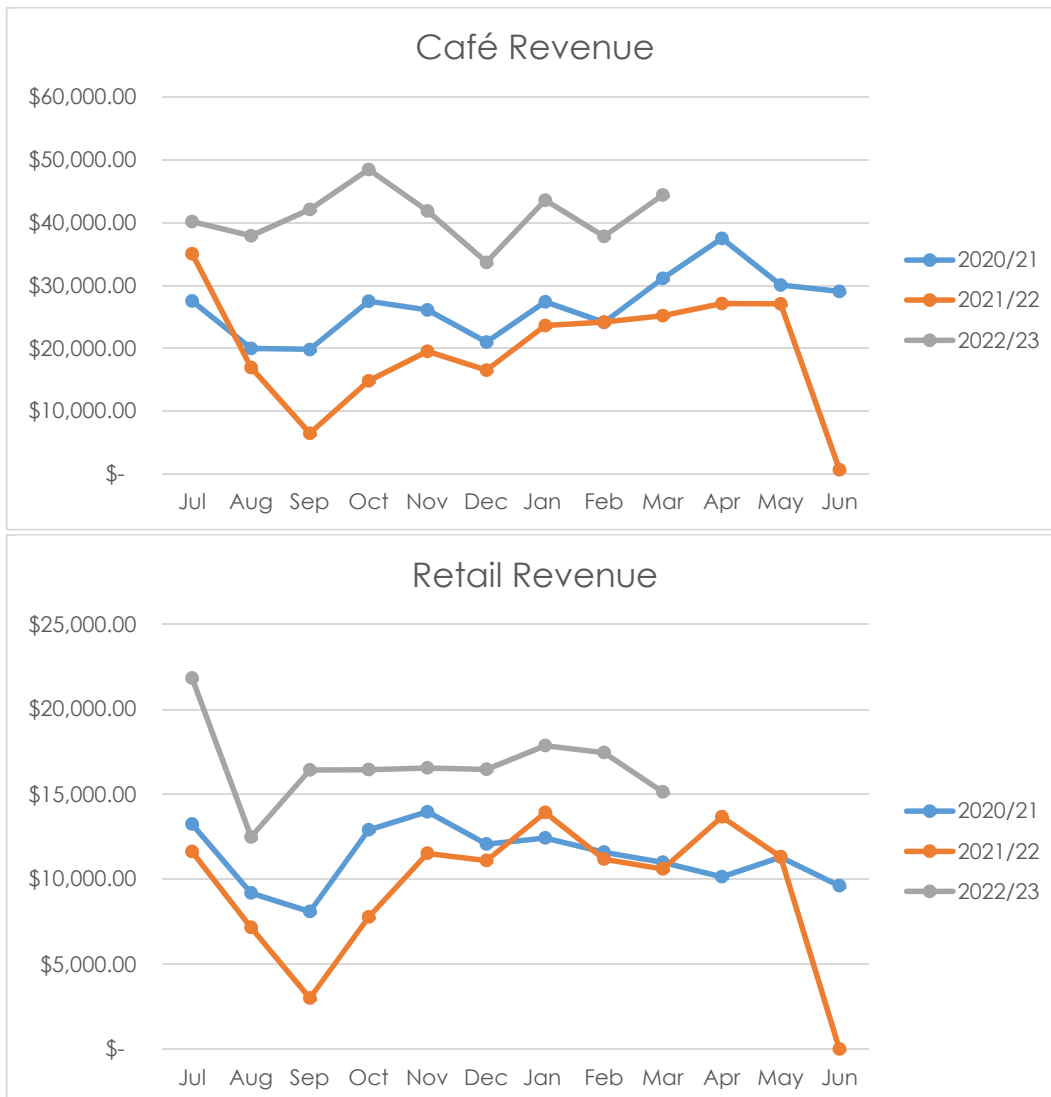
Participation in March was the highest since February 2020 and the ninth busiest month since opening in February 1997. There was a 22% increase in participation in March from February, and March 23 participation was approximately a 42% increase in participation on March 22 and an 18% increase in the last 5-year average.

### Café and Retail

The café in March had an average spend per participation of \$1.14, the benchmark for a café in an aquatic facility is \$0.80 per participation. The café is operating consistently well with revenue being mostly in the \$36,000 - \$42,000 per month, although March revenue was the highest recorded at \$44,442.

Retail sales are still performing well showing an increase in revenue from the previous two years, however, revenue for March was slightly below average for 22/23 being \$15,142.





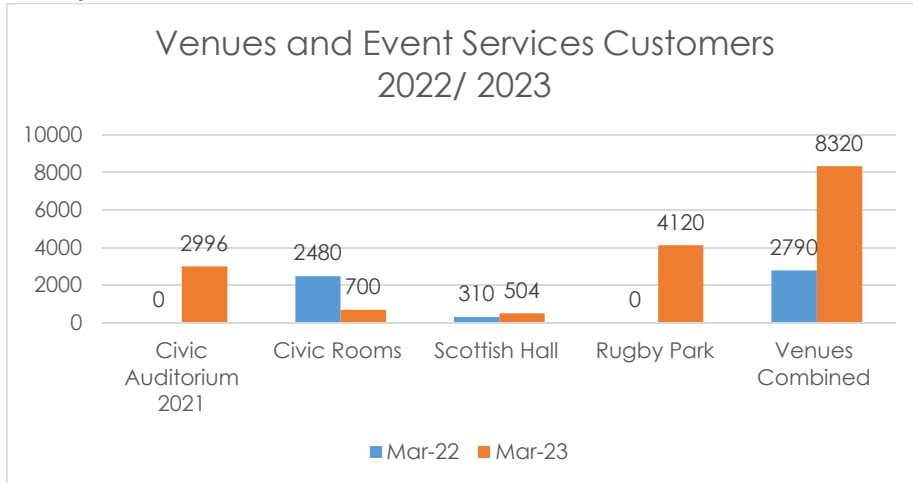
**Venues and Events Services**

The Jehovah's Witnesses conference return to the Civic after a Covid-19 hiatus for several years and brought a number of visitors to the town.

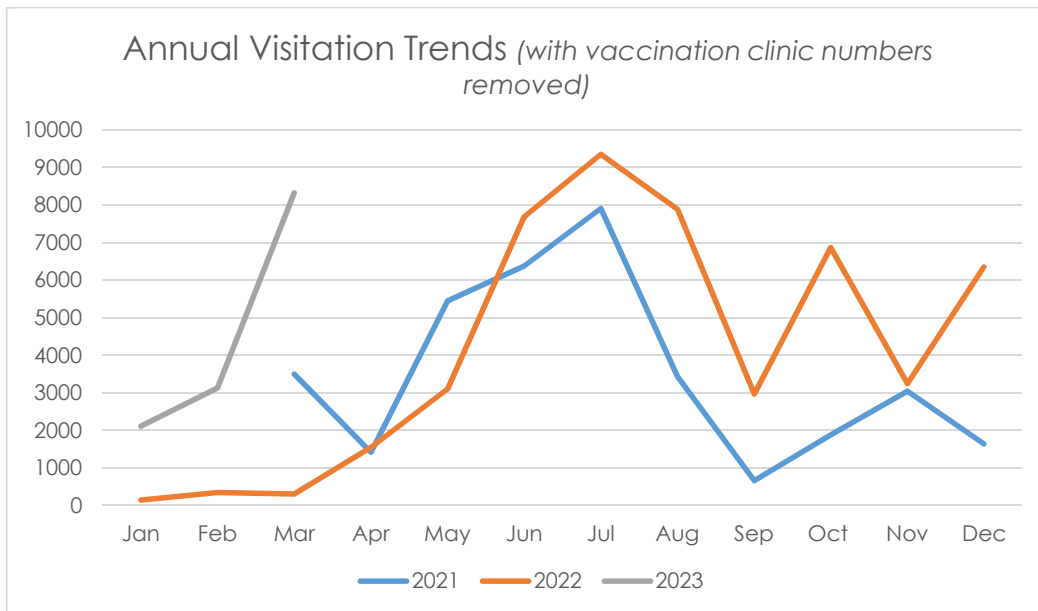
The Scottish Hall hires continue to perform well providing affordable community access to space in the city, in addition to the heavily subscribed weekend hires the hall was used to stage overflow from the Civic bookings and staged the play Hanna on the same night as a mainstage show at the Civic. The Hall is already regularly used for yoga classes and has secured a regular hire of Zumba classes furthering the provision of active recreation on the site.

Rugby Park was activated for two events in March being the Highlanders vs Western Force match and Total Life Kids Tryathlon. The Highlanders' Game was delivered using a slightly different approach to local NPC games with a greater infrastructure and venue staffing requirement. The event tested the venue and allowed for further improvements to be made to game day operations.

**Participation and visitation stats**



Note: The data collected for the Civic Rooms 2022 includes vaccination clinic visitation and therefore skew year-on-year comparisons.



**Upcoming Key Events - Major Events only**

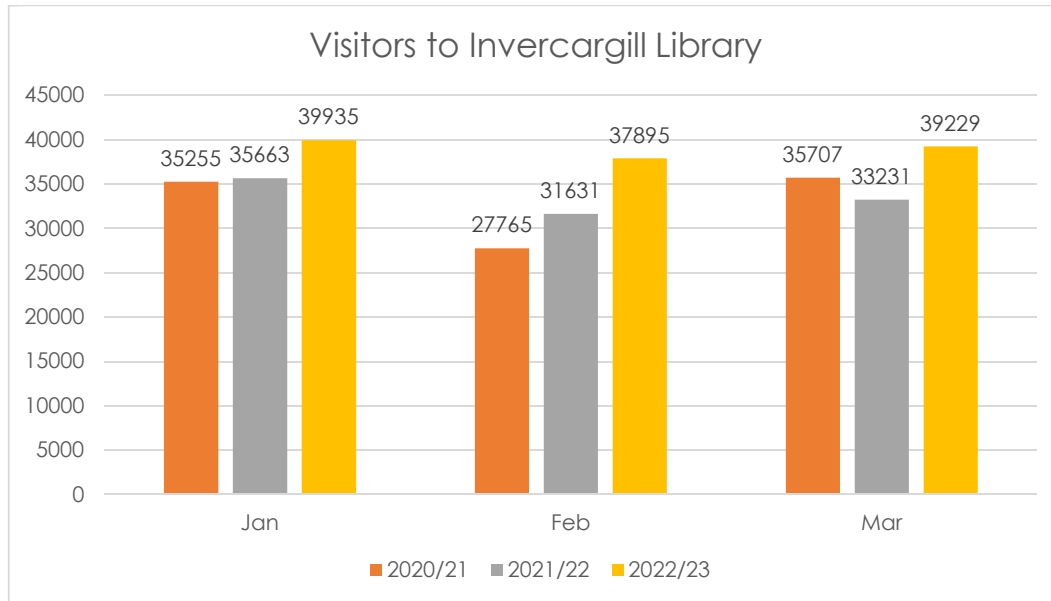
Event	Genre	Event Type
<i>KPI: Increase public use through a range of community events and touring productions</i>		
Don McLean – The Anniversary Tour - 4 May	Pop concert	International Touring
First Friday – 5 May	Networking	Community Event
Grand Kyiv Ballet - 6 May	Ballet	International Touring
Operatunity – 12 May	Opera Concert	National Touring
Circus Quirkus – 16 May	Children Theatre	National Touring, Community, Community Rate Recipient
Showquest – 18, 19 May	Rangatahi	National Touring, Community, Community Rate Recipient
Chamber Music NZ – 25 May	Classical Concert	National Touring
A Natural Woman, The Music of Carole King – 26 May	Pop Concert	National Touring
Rotary Book Sale- June (King's Birthday)	Community Market	Community Event, Community Rate Recipient
NZ Highwaymen Tour - 8 June	Country Concert	National Touring
Rockquest - 10 June	Rangatahi	National Touring, Community, Community Rate Recipient

**Looking Ahead**

The ILT Southland Stadium has left the Ticketek network resulting in not being able to provide Ticketing services for the Southland Stags at Rugby Park as the Park is under Council's exclusive agreement with Ticketek. An increase in Council's ticketing capacity will be required to ensure continual service, this is aligned with the business development programme already underway and costs will be offset by increased sales and recovery revenue.

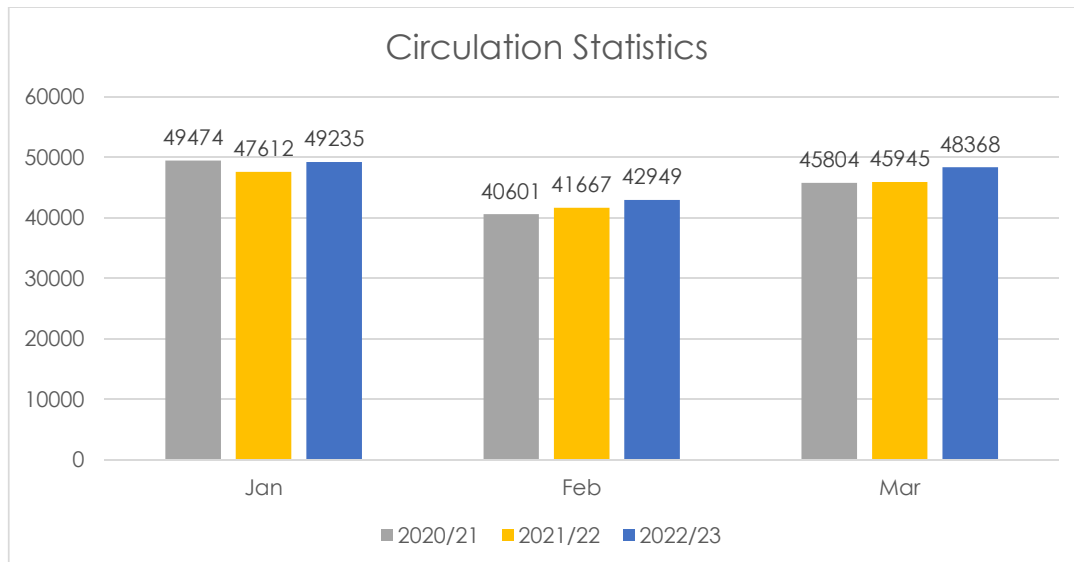
**Libraries**

**Library Visits**



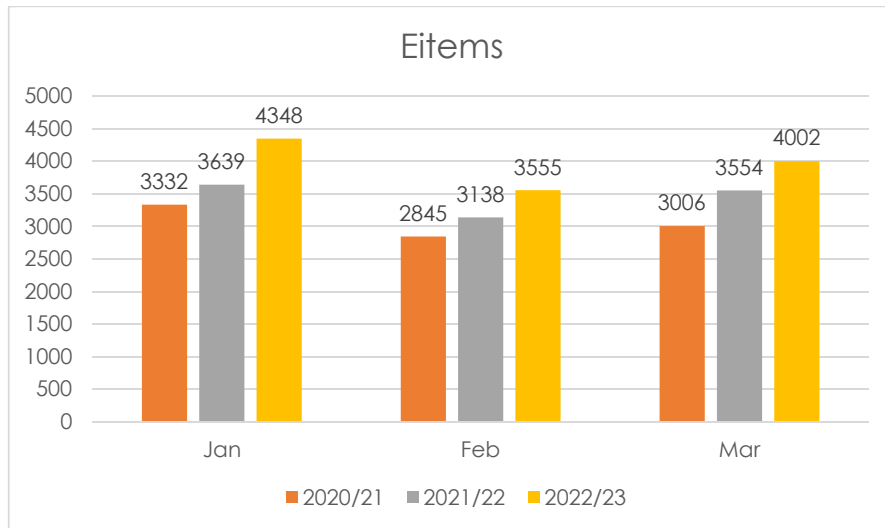
Visitor numbers are now steady with the return of class visits from schools boosting numbers. There were 447 new memberships in the first quarter of this year compared to 365 in the previous year.

**Library Circulation**



Circulation has increased 5% from the previous year with increases in graphics, games, picture books, non-fiction, puzzles and audiobooks. There were small decreases for fiction, large print, videogames and Hot Pick items. Fewer hot pick items are borrowed as the Trending Collection is meeting some of this demand with an average turnover of 20.

**Digital Circulation**



Eitems for March 2023 have increased 12% over the previous year. Holiday periods are where this is most popular with January 2023 being the highest circulation month so far. Extra items are purchased to try to meet this demand and popular titles are now available in multiple formats.

**Collaborations**

**Heritage Month – March 2023**

The 2023 Southland Heritage Month was very successful, building on the established collaborations between staff from the Library, Archives, Information Management and Heritage South. The work this team has achieved over recent Heritage Months has contributed to increased visibility of the work each area of the team does and has resulted in growing collaborations within our local heritage community, including South Alive, New Zealand Heritage Properties, and the National Council of Women.

At the Heritage Month events Archives staff also took the opportunity to remind people that they are always interested to collect items that tell the story of the people, places and groups of Southland. This can include photographs including class photographs, diaries and letters, maps, postcards, newsletters, minutes, and scrapbooks and can be physical or digital.



[Photograph: Invercargill Archives, Surrey Park School, 1941]

**Parks and Recreation**

**Tracks and Trails**

The early autumn has seen a slight decrease in visitor numbers to tracks. This minor decline is expected during the autumn season and will likely continue into winter. This is a standard trend that has been represented over many years and numbers typically begin to increase again in Sept/Oct. There is no increase in risk or decrease in participation when comparing the same time last year.

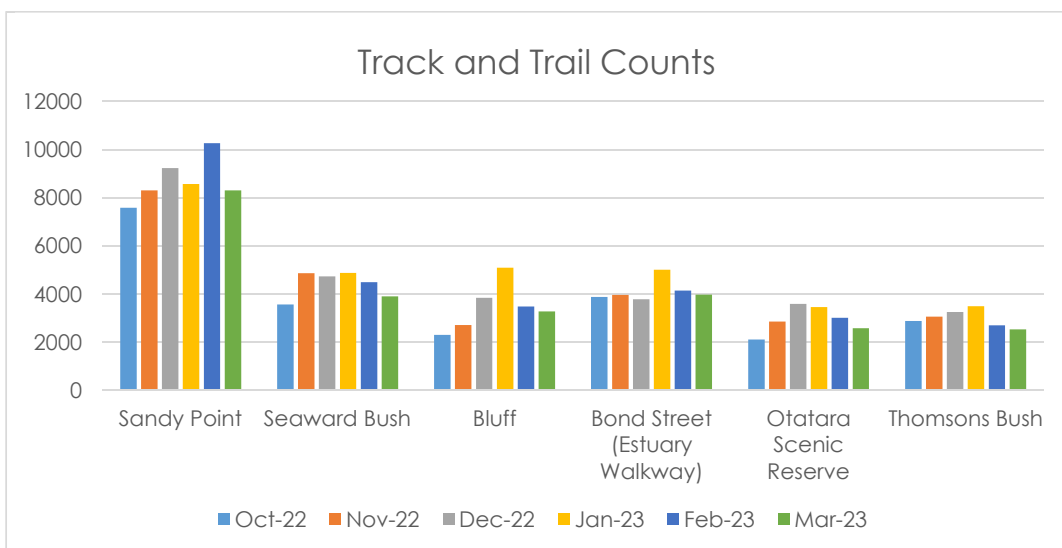


Figure 1: Track and Trail Count



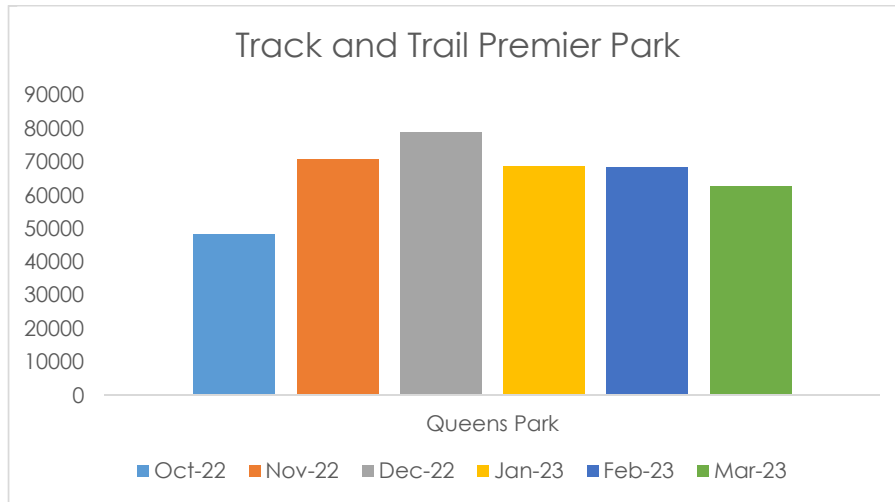


Figure 2: Track and Trail Count Premier Park

This trend data gives the ability to compare different locations against usage. This usage can be compared to investment and is one of the criteria to be analysed for ongoing strategic investment priorities.

**Town Belt - Cenotaph Block - Seat Replacements**

Eight new seats have been installed around the Cenotaph to enhance the civic space prior to ANZAC Day celebrations.

The work to replace the older seats in deteriorating condition was envisaged when the War Memorial Upgrade Project was undertaken.

Significant investment on the Cenotaph and area, along with four other War Memorials was carried out with Provincial Growth Fund investment. This work now finalises those projects.



New seats installed at the Cenotaph

**City Streets Upgrade**

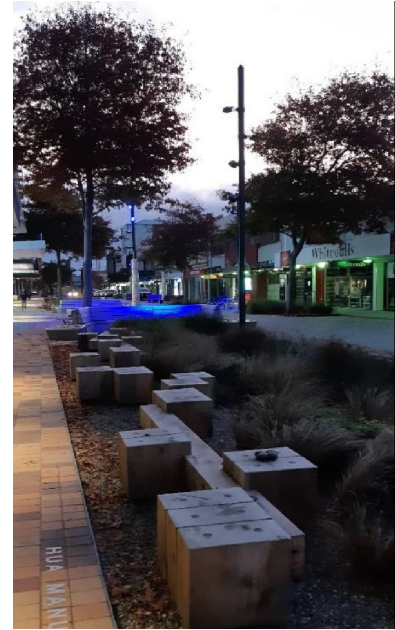
As part of the city Centre Master Plan, the Parks Operations team have completed the planting of thousands of plants over the past 6-12 months in Esk and Don Streets.

An exciting new feature for Invercargill City Centre is the introduction of rain gardens. These types of gardens are the first in the city. Rain garden designs are beneficial with increased water conservation, reducing mowing maintenance, while also providing localised surface water management and continued beautification of the city centre.

This work was well timed for the Grand Opening planned for 14 April 2023.



Esk Street rain gardens recently planted and mulched



*Rain gardens at dusk with lighting effects and maturing plantings*

### **Cemeteries**

A contract has been signed with Bonisch to enable the opening up of the next section of the Eastern Cemetery. The first task is the complex design phase of drainage at the site, which at times provides a less than suitable experience. Also within this contact is the design phase of new roads and paths at Eastern Cemetery. Staff are working with the contractor in the investigative phase of groundwater management.

This work will further future-proof the Eastern Cemetery location and reach the level of service required to deliver the experience which will meet people's expectations at this highly valued cemetery.

### **Play Activation**

The table tennis tables are part of the 'pop-up play' delivered through the Sport NZ Tū Manawa Active Aotearoa Fund. This pilot pop-up play is a way of testing new equipment within the park's network and works to align with Sport NZ's national physical activity and play plan.

This equipment was moved to our partner South Alive's space on Ness Street. They have observed them being very well used every day by people of a wide range of ages and backgrounds. They are planning a school holiday competition to promote active use.

The Tū Manawa funding has been fully utilised, the equipment has been at many places across the city, Town Belt opposite Burger King, Bluff Greenbelt east side of the Skate Park, Glengarry Crescent Playground, Frome Street Playground and many others. The pop-up play equipment will continue to move and activate locations across the city.



Table Tennis tables at South Alive

## Arts, Culture and Heritage

### Southland Museum and Art Gallery Collection

The Social History and International Collections have been the primary focus of the team during February and March. The collections have been triaged, and sorted into “like” for the first time. This has enabled the team to examine objects with a view to considering deaccessioning.

Over 1m archaeological collection items (10.4 tonnes) were successfully relocated to a temporary off-site facility in March. This was followed by the Edward VII Post-box – which is currently undergoing restoration and repainting.

A conservation review was also undertaken on the three ships anchors, currently at the front of the building, to prepare for their relocation in April.

### Highlights

Identification of “hero” objects for exhibition. We started with a base list of 150 objects and will continue to identify objects which assist in telling the Story of Southland.

These include:

- Joseph Hatch medicine bottle
- Reko, of Tukurau, iron kettle
- First identified gold discovered at Tukurau
- Movie film of the Royal Tour

Photography of the Taoka Maori collection has been completed along with the Pasifika collection. The Campbell glass plate collection is being cleaned prior to digitisation and storage.

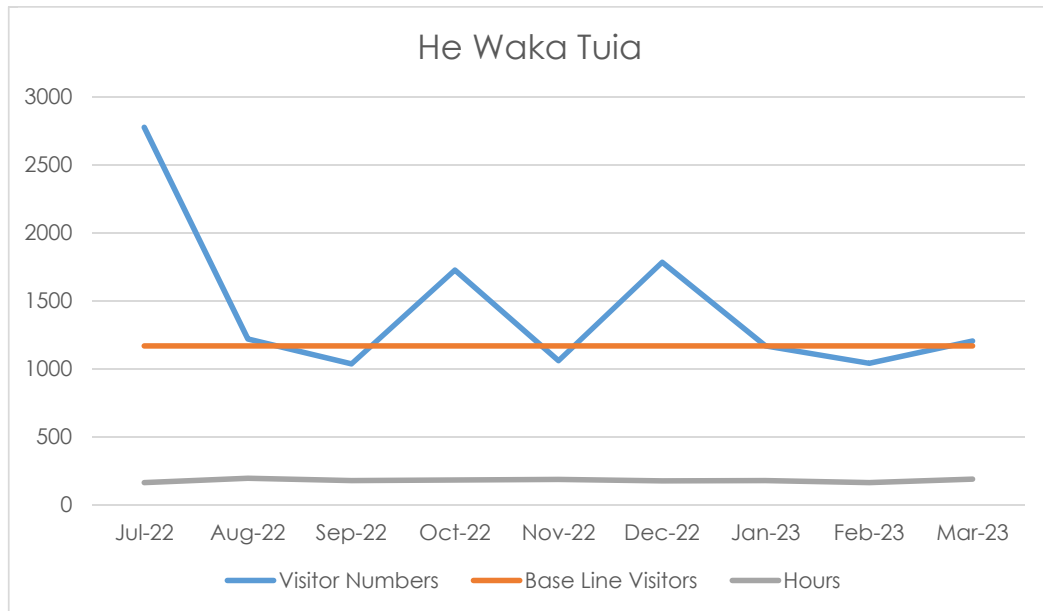
### Furniture

A number of items have been highlighted as potential loans to the Anderson House Trust to furnish the house. These will be finalised in May.

**Consider for Deaccession (CFD)**

In February 131 objects and 225 textiles were tagged CFD. This has grown to 333 objects and 509 textile. The formal review of this material will occur following the relocation of the collection to Tisbury.

**He Waka Tuia**



**Exhibition Programme Onsite**

**Nohi: Artefacts (18 February – 19 March)**

The exhibition featured 35 items from 17 local collectors. Each item included a personalised story written by the collector about what the item means to them. Feedback to the exhibition was positive with people enjoying the items on display and reading the different collectors stories.

**Lennel: The people and the plants (18 February – 19 March)**

The history of the gardens at Lennel was presented through the vision of the people who had developed and cared for them – from their creation by J T and Jane Thomson to the current owners.

**Tamatea (opened 26 March 2023)**

On 26 March 1773 Southern Maori first set eyes on the Resolution which anchored in Tamatea (Dusky Sound). The exhibition featured paintings, maps, engravings from the period, along with archaeological material from the site of the first house built in New Zealand by sealers in 1792.

The exhibition explored art, artefact from the collection of the Southland Museum and Art Gallery; Eastern Southland Art Gallery; along with the film *Room 4's Big Dumb Field Trip* commissioned by ICC in 1999 for the millennium.

## **Public Programmes**

### **All in for the Arts: He waka toi e eke noa nei tātou (7 March)**

Jointly hosted by Creative New Zealand and The Arts Foundation (of New Zealand). Five local speakers presented to a community audience how the arts have impacted on their lives.

### **Wedgwood Roadshow**

Four local rest homes, with 127 participants, were involved in this opportunity to have part of the IPAG Wedgwood collection displayed onsite.