



WHANGANUI DISTRICT COUNCIL

Te Kaunihera a Rohe o Whanganui

AGENDA

Strategy and Policy Committee Meeting 22 February 2023

NOTICE IS HEREBY GIVEN that a Meeting of Strategy and Policy Committee will be convened on:

Date: Wednesday, 22 February 2023

Time: 9.30am

Location: Council Chamber
101 Guyton Street
Whanganui

David Langford
Chief Executive

Strategy and Policy Committee

Cr Kate Joblin (Chair)

Crs Charlotte Melser and Glenda Brown (Deputy Co-Chairs)

Mayor Andrew Tripe, Deputy Mayor Helen Craig, Crs Charlie Anderson, Jenny Duncan, Josh Chandulal-Mackay, Michael Law, Peter Oskam, Philippa Baker-Hogan, Rob Vinsen, and Ross Fallen

Whanganui Rural Community Board member: Julian (Judd) Bailey (speaking rights only, not entitled to vote)

Purpose of the Strategy & Policy Committee:

The Committee is responsible for:

1. Setting the broad vision and direction of the District, determine specific outcomes that need to be met to deliver on that vision, and develop strategies, plans and policies to achieve those goals.
2. Developing and recommending bylaws to Council for approval.
3. Guiding the development and growth of the District through land use, transport and infrastructure to meet the current and future needs of the District.

This includes responsibility for:

- a) the District Plan (other than those matters reserved for Council).
 - b) the Resource Management Act and other relevant planning legislation;
 - b) water supply, stormwater and wastewater;
 - c) waste management;
 - d) asset management plans;
 - e) parks and reserves;
 - f) cemeteries;
 - g) oversight of Council's involvement in central government strategies, plans or initiatives that impact on the District's future land use and infrastructure;
 - h) climate change response and resilience;
 - i) urban, rural and waterfront development;
 - j) roading, parking and other transport assets;
4. Overseeing the work of the Regulatory Hearings Committee.
 5. Ensuring decisions are made with the appropriate level of participation from, and engagement with, the Rural Community Board, tangata whenua and the wider community

Common Delegations

The following delegations from Council apply to both the Strategy & Policy Committee, and the Operations & Performance Committee, within their respective areas of responsibility and terms of reference.

General principles

1. The work of these committees will be in accordance with the priorities and work programme agreed by the Council.

2. These committees have the powers necessary to perform the respective committee's responsibilities, in accordance with the approved Long Term Plan and Annual Plan budgets.

Consultation and engagement

3. Ensure appropriate, effective and transparent engagement with the community, tangata whenua and other stakeholders.

4. Conduct any public engagement (including a special consultative procedure) required on issues before the committee, in accordance with Council's Significance and Engagement Policy, Local Government Act 2002 or other applicable legislation.

5. Receive and consider valid petitions, and make any recommendations or decisions (within the committee's delegations) in relation to such petitions.

6. To receive and consider presentations and reports from stakeholders, government departments, organisations and interest groups on development and wellbeing issues and opportunities within the District.

Community Board

7. Consider and make decisions on recommendations from the Rural Community Board that fall within the committee's area of responsibility.

Other

8. Consider and make decisions which are within the Chief Executive's delegations, and which the Chief Executive has referred to the committee for decision making.

9. Consider and make decisions on matters that fall within a committee's area of responsibility that are outside of delegations to the Chief Executive or other Council staff.

10. Require new committee reports and work required to respond to significant or compliance issues, or to complete the agreed programme of Council.

11. Make recommendations to the Council or other committees (in relation to decisions that fall within their respective terms of reference).

The Strategy & Policy Committee is also delegated the following Terms of Reference and powers:

General:

- Hears and considers submissions to Council on proposed strategies, plans, policies, and bylaws
- Recommend to Council strategy, plans and policies for adoption, amendment or revocation.
- Appoint external members to the Regulatory Hearings Committee, either through establishing a panel of external members or on an ad-hoc basis, to provide skills, attributes and/or knowledge that will assist the work of that committee.

Bylaws:

- Develop and approve the statement of proposal for new or amended bylaws, and approve new or amended bylaws for consultation and community engagement.
- Recommend to Council new or amended bylaws for adoption.

District Plan

- Review and approve for formal notification (under Schedule 1 of the Resource Management Act 1991) a proposed district plan, a proposed change to the District Plan, or a variation to a proposed plan or proposed plan change (excluding any plan change notified under clause 25(2)(a), Schedule 1 of the Resource Management Act 1991)
- Withdraw a proposed plan or plan change under clause 8D, Schedule 1 of the Resource Management Act 1991.
- Make the following decisions to facilitate the administration of plan changes, variations, designation and heritage order processes:
 - a. To decide whether a decision of a Requiring Authority or Heritage Protection Authority will be appealed to the Environment Court by the Council and authorise the resolution of any such appeal, provided such decisions are consistent with professional advice.
 - b. To consider and approve Council submissions on a proposed plan, plan changes, and variations.
 - c. To monitor the private plan change process.
 - d. To accept, adopt or reject private plan change applications under clause 25, Schedule 1, Resource Management Act 1991.

Other resource management issues:

- Under Section 34(1) of the Resource Management Act 1991, to exercise all of the Council's functions, powers and duties under that Act, except the functions, powers and duties:
 - a. that cannot be delegated or that are otherwise retained by the Council under its terms of reference; or
 - b. expressly delegated to other Council committees or other decision-making bodies, or staff.
- Make decisions on environmental management and sustainability within the District.

Infrastructure and development:

- Approval of acquisition (including lease) of property, or disposal (including lease) of property owned by the Council, (where such acquisition or disposal falls within the Long Term Plan or Annual Plan and exceeds the Chief Executive's delegation).
- Make decisions on new recreational and community facilities and amenities in accordance with the Long Term Plan or Annual Plan.
- Provide governance advice on the development and implementation of growth and development strategies, land use, and spatial plans in line with national policy requirements.
- For all Council-owned land that is either open space under the District Plan, or reserve under the Reserves Act 1977, the power to:
 - a. Agree leases, subleases and easements (in relation to land or buildings).
 - b. Approval of draft reserve management plans for consultation and community engagement.
 - c. Approve amendments to management plans.
 - d. Adopt names.
 - e. Make any decision under a management plan which provides that it cannot be made by Council staff, provided that any decision that has a significant impact under the management plan is recommended to Council for approval.

- f. Recommend to Council for approval anything that would change the ownership of such land.

The above delegations (a. to f.) must be exercised in accordance with the principles, and obligations Council has, under the relationship agreements with Hapū, Iwi and managed Iwi Organisations.

- Approval of development agreements, other than unfunded agreements which the Committee will review and, if appropriate, recommend to Council for approval.
- Provide direction on Council's regional alliances, plans and forums for joint infrastructure and shared services.
- Approval of criteria for prioritising projects for an upcoming Long Term Plan or Annual Plan.

Submissions and legislation:

- Approve submissions to outside organisations, and on legislation and regulatory proposals, except if the submission is of a technical and operational nature, in which case the submission can be approved by the Chief Executive (in consultation with the Mayor prior to lodging the submission).

Note: The following process can be used in the event that a submission cannot be presented to the Committee prior to the due date for submission:

- a. Staff will circulate the submission to all Councillors for their approval, providing a minimum of 48 hours for them to review of the submission.
- b. Councillors will confirm by written response whether they approve the submission or whether they have any feedback on the submission. If no feedback or response is received then it is presumed to be approved.
- c. Staff will then consider all feedback and make amendments to the submission in consultation with the Chief Executive.
- d. Once the submission has been finalised and all feedback has been incorporated where possible, the Mayor or the Deputy Mayor along with the Chief Executive may approve the submission as final.
- e. Any submission approved via this process must be presented to the next Strategy & Policy Committee meeting for noting.

Order Of Business

1	Opening Prayer / Karakia	7
2	Apologies	7
3	Declarations of Interest	7
4	Reports to Committee	8
4.1	Cemeteries and Crematoria Bylaw - Approval for Consultation.....	8
4.2	Community Views Survey 2022.....	67
4.3	Government Consultation Update - February 2023	195

1 OPENING PRAYER / KARAKIA**2 APOLOGIES****3 DECLARATIONS OF INTEREST**

Elected Members will be provided with the opportunity to declare any disclosable pecuniary or other non-pecuniary interest in any matter to be considered at this meeting, or declare any new conflicts that have arisen since last completing the Elected Members' Interests Register.









4 REPORTS TO COMMITTEE

4.1 CEMETERIES AND CREMATORIA BYLAW - APPROVAL FOR CONSULTATION

Author: Hannah Rodgers - Policy Advisor

Authoriser: Elise Broadbent - Policy Manager

Lance Kennedy - Deputy Chief Executive

- References:**
1. [Statement of Proposal on the Review of the Cemeteries and Crematoria Bylaw 2023](#) ↓ 
 2. [Submission Form](#) ↓ 
 3. [Amended Cemeteries, Crematoria, Plaques and Memorials Bylaw 2023](#) ↓ 
 4. [Amended Cemeteries, Crematoria, Plaques and Memorials Policy 2023](#) ↓ 
 5. [Draft Guidelines - Cultural Management Guidelines for the Burial of Koiwi 2023](#) ↓ 
 6. [Draft Guidelines - Cemetery Monuments and Memorabilia 2023](#) ↓ 
 7. [Draft Guidelines - Natural Burials 2023](#) ↓ 
 8. [Draft Guidelines - Plaques and Memorials 2023](#) ↓ 

Significance of decision – In terms of the Significance and Engagement Policy 2021, the recommended decision is not significant.

Recommendation

That Council:

- a) adopts the Statement of Proposal on the Review of the Cemeteries and Crematoria Bylaw 2023 for consultation, subject to any minor amendments.
- b) confirms that:
 - (i) a bylaw is the most appropriate way of addressing the issues arising from misuse of cemeteries in the district;
 - (ii) the amended Cemeteries, Crematoria, Plaques and Memorials Bylaw 2023 is the most appropriate form of a bylaw; and
 - (iii) the amended Cemeteries, Crematoria, Plaques and Memorials Bylaw 2023 is not inconsistent with the New Zealand Bill of Rights Act 1990.

Executive Summary

1. Council is required to review a bylaw no later than five years after the date on which it was made, this is following the s155 tests of the Local Government Act 2002 (LGA 2002).
2. In the case of the Cemeteries and Crematoria Bylaw, if the review is not completed by 31 August 2023, our current Bylaw will expire and will be automatically revoked.

3. Officers have conducted a first-principles review of the Cemeteries and Crematoria Bylaw 2016 and the associated regulations and policies, resulting in recommended changes to the regulatory structure and to certain elements of our practical management of our cemeteries. Officers consider that a bylaw continues to be the most appropriate way of addressing the issues relating to the management of cemeteries and crematoria, as well as plaques and memorials in the district.
4. One key issue raised from the Bylaw process is the scattering of ashes into water. Many community members have made us aware of the fact that there is no dedicated space in our district for scattering ashes into water after somebody has been cremated. There are currently no options for this, since throughout the district disposing of human remains is either illegal, culturally inappropriate, or both. Our proposed solution to this is to implement a fountain or water feature specifically for this purpose, which would serve the needs of our community as well as adding to the atmosphere of the cemetery.
5. Following the review of the Bylaw, Council must consult with the community using the special consultative procedure and decide to either retain, amend or revoke the bylaw.
6. Officers propose running public consultation from 27 February to 16 April.

Context

7. Cemeteries are important spaces for the community. They are places people go to find peace and quiet, to mourn and remember friends and family members, and they are the one of the ways we respect and commemorate the past and important events that shape our community.
8. Currently, cemeteries are managed through the Cemeteries and Crematoria Bylaw 2016, the Cemetery Monument Policy 2016, the Natural Burials and Conditions 2013, and the Cultural Guidelines for the Burial of Koiwi/Human Remains at Aramoho Cemetery, Whanganui 2016.
9. The purpose of the Cemeteries and Crematoria Bylaw 2016 and the other regulations are to manage how the community interacts with and makes use of the cemeteries in the district. The Bylaw ensures that human remains are interred in an appropriate manner and that land and physical structures in cemeteries are protected. It is an important tool in protecting the environmental health of the district, as well as making sure the community has a peaceful space they can hold funerals and respectfully mourn. Officers have reviewed the Cemeteries and Crematoria Bylaw 2016 and consider that a bylaw continues to be the most appropriate way of addressing the issues relating to the management of cemeteries and crematoria within the district.
10. Under the Burial and Cremation Act 1964, a local authority has the authority to create bylaws in order to:
 - maintain, preserve and/or embellish a cemetery,

- direct positions and depths of graves,
- protect buildings, monuments, lawns, shrubberies, plantations and enclosures in a cemetery,
- create rules around burial of more than one body in a grave,
- control burial times,
- regulate burial of ashes,
- regulate disinterment and removal of bodies,
- fix fees payable for burial,
- prescribe fines for breaches,
- protect health and public decency,
- regulate behaviour of those using cemeteries,
- regulate admission of animals, or
- regulate the management of cemeteries.

11. The Health Act 1956 allows local authorities to make bylaws for the protection of public health.

12. Under the LGA 2002, a bylaw needs to be reviewed within 5 years of it being enacted. If it is not reviewed by two years after that 5-year deadline, it will lapse. This bylaw will lapse by August 2023 if not reviewed and adopted.

13. In reviewing the bylaw Council must determine (s160(2) and s155) whether or not a bylaw is:

- the most appropriate method of addressing the perceived problem;
- the most appropriate form of a bylaw; and
- not inconsistent with the New Zealand Bill of Rights Act 1990.

14. The Cemeteries Bylaw 2016 contains the rules for how somebody can get the right to use a burial plot for a funeral, the procedures for burials, rules around disinterment, the procedures for cremations, the use of vehicles within cemeteries, the use of cemeteries by the public, and the fees for services for any of the above. If the bylaw is revoked, all of these would become either illegal to do, or entirely unregulated.

Principles

15. Officers took a ground-up approach for this review, looking not just at what was working and what could be improved from our existing controls, but also at what principles should guide the way we manage our cemeteries and our plaques and memorials in the district.

16. Officers put together an Advisory Group containing members of the community with a special interest in our cemeteries. These included people involved with heritage buildings, cemetery managers, and local cultural groups.

17. The first workshop with the Advisory Group was to identify priority principles, followed by a public survey to see whether the community supported those principles or had any others to add, and what their priorities were. After this the Advisory Group identified key issues underpinning the priority principles. The principles that were eventually settled on are:

Environmental sustainability

18. Cemeteries are areas that steadily expand over time, and where later intervention can be extremely difficult, with headstones and burial sites expected to be left alone in almost all circumstances. Considering the current and future impacts on climate change, it is important that our cemeteries are environmentally friendly by design. In some cases, such as in natural burials, ensuring minimal environmental impact is specifically a part of the burial practice.

Inclusivity and accessibility

19. Cemeteries can be important places for any and all members of the community, whether it is to remember people or stories, or just for quiet and privacy. In order to serve these needs, they have to be open and welcoming to all of Whanganui's citizens. This means both being inclusive to people of all faiths, cultures, and identities, and also being physically accessible and navigable to people of all abilities.

Safety

20. Cemeteries and crematoria in the district need to be safe for visitors. People are not 'on guard' and are grieving when visiting or attending an event in a cemetery, which means safety incidents can have more of an impact on victims. Safety incidents can occur in many ways, such as broken glass or pottery lying in the grass, or when people act in disruptive or aggressive ways, or drive unsafely.

General comfort and usability

21. As well as inclusivity and accessibility, comfort and general usability are important to make sure that the largest section of the community can get use out of our spaces. Lack of benches, rough and irregular paving, and poor signage and direction can all impact how comfortable of an experience using our cemeteries is.

Respecting and honouring our past

22. Cemeteries are one of the primary ways our community remembers the past, both the people and the events that significantly impact us. Cemeteries need to be designed, built, maintained, and managed in a way that makes this possible, both for visitors and for people organising funerals or other events.

Priority issues

23. In addition to the five principles, several other priority issues were raised through this process as areas that required action.

A place to scatter ashes

24. Many community members have made us aware of the fact that there is no dedicated space in our district for scattering ashes into water after somebody has been cremated. There are

currently no options for this, since throughout the district disposing of human remains is either illegal, culturally inappropriate, or both. Our proposed solution to this is to implement a fountain or water feature specifically for this purpose, which would serve the needs of our community as well as adding to the atmosphere of the cemetery.

Cleaning of graves

25. Maintenance of graves can be complicated because it can only take place with the consent of the owner of the plot and it is often unclear who the owner is or how to get in contact with them, particularly with older graves. While there are volunteer groups who clean and maintain graves, the question of ownership can prevent them from doing so. We are recommending that this rule be modified to allow council to authorise maintenance of a grave once reasonable attempts have been made to contact the owner.

Alcohol

26. Council does not intend to manage how people grieve or memorialise, however, consumption of alcohol can lead to disruptive behaviour, litter, and safety issues particularly if glass bottles are left behind. In some cases, restricting consumption of alcohol is a reliable way of minimising the secondary issues that follow on from it. In this case, our recommendation is that we only regulate the secondary issues – the disruptive behaviour, safety and waste issues – rather than consumption of alcohol itself.

Bylaw

27. Currently, the use of cemeteries within the district, both for burial proceedings and as public spaces, is done through a number of documents: the Cemeteries and Crematoria Bylaw 2016, the Cemetery Monument Policy 2016, the Plaques and Memorials Policy 2016, the Natural Burials Policy and Conditions 2013, and the Cultural Management Guidelines for the Burial of Koiwi/Human Remains at Aramoho Cemetery, Whanganui 2016. These documents have been developed on an as-needed basis without a coherent strategy guiding them, and as a result they often cover areas that they do not need to, do not cover areas that they should, and it can be difficult to find specific regulations. We are now proposing to reconsider the structure of our regulation documents. This would involve a policy which creates the overall framework for our regulations, a bylaw which prescribes enforcement provisions, and guidelines for each specific area. The structure would then be:

- Cemeteries, Crematoria, Plaques and Memorials Bylaw – creates penalties and enforcement powers
- Cemeteries, Crematoria, Plaques and Memorials Policy – provides the general framework
- Guideline – Cultural Management Guidelines for the Burial of Koiwi – provides rules and guidelines for the burial of koiwi
- Guideline – Natural Burials – provides rules and guidelines for natural burials
- Guideline – Plaques and Memorials – provides rules and guidelines for plaques and memorials around the district
- Guideline – Cemetery Monuments and Memorabilia provides rules and guidelines for monuments and memorabilia in our cemeteries

Appropriateness

28. In determining whether or not a bylaw is the most appropriate method for addressing the perceived problem, one needs to first define the issue/or problem. During early assessment, five priorities were identified for local cemeteries:
- Environmental sustainability of cemeteries, burials, and other activities;
 - Inclusivity and accessibility of cemetery grounds and the memorials within them;
 - Safety of the grounds;
 - General comfort and usability; and
 - Respecting and honouring the past of Whanganui and the people who live here.
29. A number of issues were identified under these headings. These include both the text and the materials used for monuments, places to scatter ashes, diversity of memorials, behaviour of people in cemeteries, broken memorabilia, maintenance of graves, when burials and exhumations are allowed to take place, and others.
30. There are cases where regulatory weight will be needed to support the rules proposed. When cemetery plots can be used, when burials can be conducted, what materials memorials can be made from and when people are allowed in the cemetery, are all supported by a regulatory element.

Form of the Bylaw

31. The 'form of the bylaw' refers to the structure of the bylaw and the drafting of the individual clauses. As delegated legislation, council has adopted the Parliamentary Counsel Office Drafting Manual as a best practice guide for drafting legislation.
32. Officers have reviewed the Cemeteries and Crematoria Bylaw 2016 and consider that although the need remains for a bylaw, the breadth of material it has developed to cover across the district warrants a restructure. The goal of this is to simplify the material as a whole by expanding the bylaw where necessary, as well as increasing its scope to allow Council to manage plaques and memorials throughout the district.
33. Through discussion with the panel and analysis by officers with reference to the existing system, these issues were put in appropriate locations – some to be dealt with through day-to-day practice and management, some put in the guidelines, and others in the policy which provides the framework for our management of cemeteries as a whole. The bylaw contains the elements that require regulatory weight under the policy framework.
34. Several of these can be managed in ways other than through policy documents – such as vandalism and theft, which are easier to deal with through controlling access to cemeteries and warning visitors of risk.

35. The proposed bylaw and associated documents support the policy priorities by, among other things, preventing offensive inscriptions on tombstones and ensuring the materials used in monuments and memorials will not harm the environment or cause safety hazards. The guidelines on koiwi bones allow us to manage burial of unclaimed remains in a way that respects our history and our relationships with various groups, and the natural burials guidelines allow people who want to be buried in a way that is respectful of the environment.
36. Alongside these, changes have also been proposed to make sure documents stay consistent, and are set out in ways that make sense.

Options

Option 1: Consult on retaining the bylaw exactly as it is (status quo)

37. The Bylaw will automatically be revoked if it is not reviewed by the end of August, so the status quo option would require re-implementing a bylaw that copies the current version. Outside of the bylaw, this would involve leaving our other management practices the same as they currently are.

Pros:

- The bylaw in its current form already provides some regulation for cemeteries and crematoria.

Cons:

- The gaps that have been identified by the process so far would remain open.
- The set of regulations currently in place could be better structured.

Option 2: Consult on the proposed changes (recommended)

38. This would involve adopting all the recommended changes both to the bylaw, policy and guidelines, and to the management of our cemeteries for consultation.

Pros:

- A first-principles review of our cemeteries and crematoria management will ensure that it remains current with our community's needs and values.

Cons:

- Approving changes will, in some cases, require resources to be committed to make sure we meet our commitments.

Option 3: Do not consult

39. The Cemeteries and Crematoria Bylaw will automatically lapse at the end of August. If Whanganui is no longer getting any value from having cemetery management practices and regulations, Council can revoke the remaining policies and management practices and leave the bylaw to be automatically revoked in August.

Pros:

- None.

Cons:

- The lack of management policies and documents would make use of cemeteries much more complicated and difficult for members of the community to learn about how to conduct funerals.

Next Steps

40. If approved, the proposed changes will go out for consultation with the general community. The proposed dates for this are from **27 February to 16 April 2023**.
41. Hearings will be held following consultation, where residents who want to speak to their submission in person will have the opportunity to do so.
42. Finally, a Council meeting for deliberations will occur, where elected members can discuss the proposals and the consultation and make a decision on what to implement.

Summary of Considerations

Fit with purpose of local government

This proposal supports the purpose of local government. Democratic local decision-making is supported by our pre-engagement and our consultation process, and keeping our management of cemeteries and memorials around the district up-to-date and effective supports the social, environmental, and cultural well-being of communities in the present and for the future.

[Section 10 of the Local Government Act 2002](#)

Fit with strategic framework

Select checkboxes to indicate whether the decision / report contributes, detracts or has no impact

	Contributes	Detracts	No impact
Leading Edge Strategy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Long-Term Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Infrastructure Strategy	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Economic Development Strategy	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other Policies or Plans -	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

The review helps Council to deliver on its strategic priorities, particularly in relation to Leading Edge Strategy commitments. For example, to support the welfare of our community and protect our people from harm through health, wellbeing and regulatory functions and policies. [Leading Edge Strategy](#)

Risks

The recommended decision has a very minor degree of risk.

The following risks have been considered and identified:

- Financial** risks related to the financial management of Council and the ability to fund Council activities and operations, now and into the future
- Service delivery** risks related to the meeting of levels of service to the community
- Reputation / image** risks that affect the way the Council and staff are perceived by the community - nationwide, internationally, by stakeholders, and the media
- Legal compliance (regulatory)** risks related to the ability of management to effectively manage the Council, comply with legal obligations and avoid being exposed to liability
- Environmental** risks related to the environmental impacts of activities undertaken by the Council. Includes potential or negative environmental and / or ecological impacts, regardless of whether these are reversible or irreversible
- Health, safety and wellbeing** risks related to the health, safety and wellbeing of Council staff, contractors and the general public when using Council's facilities and services
- Information technology and management** risks related to the integrity of the Council's IT network, including security, access and data management
- Infrastructure / assets** risks related to the inability of assets to provide the required level of service in the most cost effective manner
- Project completion** risk of failure to complete on time, on budget and to plan

[Risk Management Policy 2022-2025](#)

Policy implications

The entire set of regulatory documents around cemeteries and burials is proposed to be updated along with the Bylaw.

Financial considerations

The review of the Bylaw has been budgeted through the existing policy budget. Any changes to services or costs will need to be considered through a separate process.

Nil Approved in LTP / AP Unbudgeted \$

Legislative considerations

This relates to the Burial and Cremation Act 1964, and the Health Act 1956.

We understand that the Burial and Cremation Act 1964 is in the process of being updated, but the extent of proposed changes has not been made clear yet. Our proposed review is on the basis of the 1964 Act, but where possible has been drafted broadly so it can incorporate changes to the Act.

Significance

The recommended decision is considered not significant as per Council's Significance and Engagement Policy. However it is noted that under s158 of the LGA 2002, Council is required to use the special consultative process in making or amending a bylaw.

[Significance and Engagement Policy 2021](#)

Engagement

An Advisory Group was established to provide knowledge and information on issues related to burials, cemeteries and cremations, to discuss issues, and to make recommendations on draft bylaw and policies. The Group included people involved with heritage buildings, cemetery managers, and local cultural groups.

PRE-ENGAGEMENT Community groups / stakeholders	Date / Status	Techniques to engage
Advisory Group	Completed 2022	Advisory group completed three workshops
Whole community survey	Completed 2022	Survey made publicly available and promoted widely to residents – we received 512 responses

Cemeteries, Crematoria, Plaques and Memorials Bylaw 2023



**WHANGANUI
DISTRICT COUNCIL**
Te Kaunihera a Rohe o Whanganui

Statement of Proposal:

Cemeteries, Crematoria, Plaques and Memorials Bylaw
2023

Cemeteries, Crematoria, Plaques and Memorials Bylaw 2023

1. SUMMARY OF INFORMATION

Whanganui District Council (“the Council”) is seeking feedback on the review of the existing Cemeteries and Crematoria Bylaw 2016 and associated policies (Natural Burials Policy, Plaques and Memorials Policy, Cemetery Monument Policy and Cultural Management Guidelines for the Burial of Koiwi).

Council is proposing changes to the ways the cemeteries and crematoria in the district are managed. In developing these recommendations, an Advisory Panel was put together which identified five broad principles to prioritise. These were:

1. Environmental sustainability;
2. Inclusivity and accessibility;
3. Safety;
4. General comfort and usability;
5. Respecting and honouring our past.

Specific measures were identified under these categories, and through a process of discussion these were reduced to actionable issues, and then preferred actions to deal with those issues.

Council considers that these recommendations are the most appropriate and proportionate way of protecting the environment and cemeteries and crematoria for users and visitors.

2. INTRODUCTION

Cemeteries are important spaces for the community. They’re places people go to find peace and quiet, to mourn and remember friends and family members, how we respect and commemorate the past and important events that shape our community.

Currently, cemeteries are managed through the Cemeteries and Crematoria Bylaw 2016, the Cemetery Monument Policy 2016, the Natural Burials and Conditions 2013, and the Cultural Guidelines for the Burial of Koiwi/Human Remains at Aramoho Cemetery, Whanganui 2016.

The purpose of the Cemeteries and Crematoria Bylaw 2016 and the other regulations are to manage how the community interacts with and makes use of the cemeteries in the district. The Bylaw ensures that human remains are interred in an appropriate manner and that land and physical structures in cemeteries are protected. It is an important tool in protecting the environmental health of the district, as well as making sure the community has a peaceful space they can hold funerals and respectfully mourn. Officers have reviewed the Cemeteries and Crematoria Bylaw 2016 and

Cemeteries, Crematoria, Plaques and Memorials Bylaw 2023

consider that a bylaw continues to be the most appropriate way of addressing the issues relating to the management of cemeteries and crematoria within the district.

Under the Burial and Cremation Act 1964, a local authority has the authority to create bylaws in order to:

- maintain, preserve and/or embellish a cemetery,
- direct positions and depths of graves,
- protect buildings, monuments, lawns, shrubberies, plantations and enclosures in a cemetery,
- create rules around burial of more than one body in a grave,
- control burial times,
- regulate burial of ashes,
- regulate disinterment and removal of bodies,
- fix fees payable for burial,
- prescribe fines for breaches,
- protect health and public decency,
- regulate behaviour of those using cemeteries,
- regulate admission of animals, or
- regulate the management of cemeteries.

The Health Act 1956 allows local authorities to make bylaws for the protection of public health.

Under the Local Government Act 2002, a bylaw needs to be reviewed within 5 years of it being enacted or it will lapse. This bylaw will lapse by August 2023 if not reviewed and adopted.

3. REASONS FOR PROPOSAL

The Bylaw and subject matter is of significant community interest to a wide range of groups. As such, an Advisory Panel was set up to support the review. The panel consisted of representatives from key community groups, including Iwi, the Hindu, Christian and Muslim communities, the New Zealand Remembrance Army, natural burial advocates and funeral directors as well as a number of elected members.

The panel played an important role in the review process, raising issues that were important to their respective communities, working together to help create potential solutions to identified issues, and making recommendations to the council on preferred options for public consultation.

Cemeteries, Crematoria, Plaques and Memorials Bylaw 2023

An online survey was used to seek feedback from the general public during the review of the bylaw and associated policies. The Ministry of Health is also conducting a review of the Burials and Cremations Act 1964, which the current bylaw was created under, and the ministry expects the general policy approach to be publicly available next year. The review timeframe for the council's bylaw and associated policies will let us take any legislative changes into consideration.

4. ISSUES AND OPTIONS

Council took a ground-up approach for this review, looking not just at what was working and what could be improved from our existing controls, but also at what principles should guide the way we manage our cemeteries and our plaques and memorials in the district.

Council first held a workshop with the members of the Advisory Group to identify priority principles, and then ran a survey to see whether the community supported those principles, or had any others to add. After this there was another workshop, which was used to identify issues underneath the priority principles. The principles that Council eventually settled on are:

1. Environmental sustainability;

Cemeteries are places where people go to have quiet and solitude. They're also areas that steadily expand over time, and where later intervention can be extremely difficult, with headstones and burial sites expected to be left alone in almost all circumstances. During the climate emergency declared by central government and endorsed by the Whanganui District Council, it is very important that our cemeteries are environmentally friendly by design. In some cases, such as in natural burials, ensuring minimal environmental impact is specifically a part of the burial practice.

2. Inclusivity and accessibility;

Cemeteries can be important places for any and all members of the community, whether it's to remember people or stories, or just for quiet and privacy. In order to serve these needs, they have to be open and welcoming to all of Whanganui's citizens. This means both being inclusive to people of all faiths, cultures, and identities, and also being physically accessible and navigable to people of all abilities.

3. Safety;

Cemeteries and crematoria in the district need to be safe for visitors. People are not often 'on guard' when visiting or attending an event in a cemetery, which means safety incidents can have more of an impact on victims and safety requirements are higher. Safety incidents can occur in many ways, such as where glass or pottery items of

Cemeteries, Crematoria, Plaques and Memorials Bylaw 2023

memorabilia – small items put on a grave – break, leave the shards lying around, or when people act in disruptive or aggressive ways, or drive unsafely.

4. General comfort and usability;

As well as inclusivity and accessibility, comfort and general usability are important to make sure that the largest section of the community can get use out of our spaces. Lack of benches, rough and irregular paving, and poor signage and direction can all impact how comfortable of an experience using our cemeteries is.

5. Respecting and honouring our past.

Cemeteries are one of the primary ways our community remembers our past, both the people and the events that significantly impact us. Cemeteries need to be designed, built, maintained, and managed in a way that makes this possible, both for visitors and for people organising funerals or other events.

The five principles were then divided into subcategories with specific issues for action underneath those. Some issues appear under multiple headings, because there are several ways in which they contribute to the atmosphere of our cemeteries. The table below outlines the specific issues that we identified, which principle or principles they fit under, and whether our proposed action on those issues constitutes a significant change under the Significance and Engagement Policy.

There were 16 subheadings in total:

- Amenities
- Chapel
- Cremation
- Cultural/religious sensitivity
- Dangerous driving
- Disruptive behaviour
- Drinking alcohol
- Maintenance
- Materials
- Memorabilia
- Monuments
- Natural burials
- Physical accessibility
- Scattering ashes
- Theft
- Walking/driving over graves

Cemeteries, Crematoria, Plaques and Memorials Bylaw 2023

Issue	Principle				
	Environmental sustainability	Inclusivity & accessibility	Safety	Comfort and usability	Respecting and honouring our past
Amenities				Y	
Chapel				Y	
Cremation			Y		
Cultural/religious sensitivity		Y			
Dangerous driving			Y		Y
Disruptive behaviour			Y		Y
Drinking alcohol					Y
Maintenance				Y	Y
Materials	Y				Y
Memorabilia			Y		Y
Memorials		Y			Y
Monuments		Y	Y		Y
Natural burials	Y	Y			

Cemeteries, Crematoria, Plaques and Memorials Bylaw 2023

Physical accessibility		Y		Y	
Scattering ashes		Y			
Theft			Y		Y
Walking/driving over graves					Y
Totals:	2	6	6	4	10

Cemeteries, Crematoria, Plaques and Memorials Bylaw 2023

In addition to the 5 principles, several other priority issues were raised through this process as areas that required action.

1. A place to scatter ashes

Many community members have made us aware of the fact that there is no dedicated space in our district for scattering ashes into water after somebody has been cremated. The only current option – using natural water sources like the awa – have significant cultural barriers against introducing any part of a dead body. Our proposed solution to this is to implement a fountain or water feature specifically for this purpose, which would serve the needs of our community as well as adding to the atmosphere of the cemetery.

2. Bylaw

Currently, the use of cemeteries within the district, both for burial proceedings and as public spaces, is done through a number of documents: the Cemeteries and Crematoria Bylaw 2016, the Cemetery Monument Policy 2016, the Plaques and Memorials Policy 2016, the Natural Burials Policy and Conditions 2013, and the Cultural Management Guidelines for the Burial of Koiwi/Human Remains at Aramoho Cemetery, Whanganui 2016. These documents have been developed on an as-needed basis without a coherent strategy guiding them, and as a result they often cover areas that they don't need to, don't cover areas that they should, and it can be difficult to find specific regulations. We are now proposing to reconsider the structure of our regulation documents. This would involve a policy which creates the overall framework for our regulations, a bylaw which prescribes enforcement provisions, and guidelines for each specific area. The structure would then be:

- Cemeteries, Crematoria, Plaques and Memorials Bylaw – creates penalties and enforcement powers
- Cemeteries, Crematoria, Plaques and Memorials Policy – provides the general framework
- Guideline – Cultural Management Guidelines for the Burial of Koiwi – provides rules and guidelines for the burial of koiwi
- Guideline – Natural Burials – provides rules and guidelines for natural burials
- Guideline – Plaques and Memorials – provides rules and guidelines for plaques and memorials around the district
- Guideline – Cemetery Monuments and Memorabilia provides rules and guidelines for monuments and memorabilia in our cemeteries

3. Cleaning of graves

Cemeteries, Crematoria, Plaques and Memorials Bylaw 2023

Maintenance of graves can be complicated because it can only take place with the consent of the owner of the plot and it is often unclear who the owner is or how to get in contact with them, particularly with older graves. While there are volunteer groups who clean and maintain graves, the question of ownership can prevent them from doing so. We are recommending that this rule be modified to allow Council to authorise maintenance of a grave once reasonable attempts have been made to contact the owner.

4. Alcohol

Council does not intend to manage how people grieve or memorialise, however consumption of alcohol can lead to disruptive behaviour, litter, and safety issues if glass bottles are left behind. In many cases, restricting consumption of alcohol is a reliable way of minimising the secondary issues that follow on from it. In this case, our recommendation is that we only regulate the secondary issues – the disruptive behaviour and waste – rather than consumption of alcohol itself.

OPTIONS

Keep our current structure and management practices (**status quo**)

The Bylaw will automatically be revoked if it is not reviewed by the end of August, so the status quo option would require re-implementing a bylaw that copies the current version. Otherwise this would involve leaving our other management practices the same as they currently are.

Pros:

- The bylaw in its current form already provides some regulation for cemeteries and crematoria.

Cons:

- The gaps that have been identified by the process so far would remain open.
- The set of regulations currently in place could be better structured.

Update our practices and regulatory documents based on the principles above (**recommended**)

This would involve adopting all the recommended changes both to the bylaw, policy and guidelines, and to the management of our cemeteries.

Pros:

Cemeteries, Crematoria, Plaques and Memorials Bylaw 2023

- A first-principles review of our cemeteries and crematoria management will ensure that it remains current with our community's needs and values.

Cons:

- None.

Remove regulations around cemeteries

The Cemeteries and Crematoria Bylaw will automatically lapse at the end of August. If Whanganui is no longer getting any value from having cemetery management practices and regulations, Council can revoke the remaining policies and management practices.

Pros:

- None.

Cons:

- The lack of management policies and documents would make use of cemeteries much more complicated and difficult for members of the community to learn about how to conduct funerals.

5. DETERMINATION OF APPROPRIATENESS

The proposed structure of regulation for cemeteries, crematoria, plaques and memorials within the district includes a bylaw, as allowed by the Burial and Cremation Act 1964, and the Health Act 1956.

Under section 155 of the Local Government Act 2002, Council has to determine that a bylaw is the most appropriate way of addressing potential issues within the district. The proposal for cemeteries, crematoria, plaques and memorials within the district includes the review and update of the Cemeteries and Crematoria Bylaw 2016 to the Cemeteries, Crematoria, Plaques and Memorials Bylaw 2022.

In assessing the appropriateness of the Bylaw and everything else created underneath it, Council has had 5 guiding principles in mind. These are:

1. Environmental sustainability of cemeteries, burials, and other activities;
2. Inclusivity and accessibility of cemetery grounds and the memorials within them;
3. Safety of the grounds;
4. General comfort and usability; and
5. Respecting and honouring the past of Whanganui and the people who live here.

Cemeteries, Crematoria, Plaques and Memorials Bylaw 2023

Providing a space that is sustainable, inclusive and accessible, safe, comfortable, and respectful of our past is a key part of operating a cemetery and in line both with what our community expects from this space and what is provided under both the Burial and Cremation Act 1964, the Local Government Act 2002, and the Health Act 1956.

A bylaw enforcing the Cemeteries, Crematoria, Plaques and Memorials Policy is considered appropriate to ensure the above principles are supported and enforced. Where measures are not considered appropriate for a bylaw, they have instead been moved to either the Cemeteries, Crematoria, Plaques and Memorials Policy to provide the outline of our approach, or into the guidelines to provide advice in how we expect cemeteries to be used.

6. FORM OF BYLAW

The proposed Cemeteries, Crematoria, Plaques and Memorials Bylaw 2023 is considered the most appropriate form of bylaw to address the issues and for the purpose of public consultation.

7. NEW ZEALAND BILL OF RIGHTS ACT 1990

The Local Government Act requires the Council to determine whether there are any implications for the proposed bylaw under the New Zealand Bill of Rights Act 1990 i.e. no bylaw may be made that is inconsistent with that Act. In Council's opinion the proposed bylaw does not contain any provision that is in conflict with the New Zealand Bill of Rights Act 1990.

Following the prescribed special consultative procedure set out in section 83 of the Act the Council will consider the final draft of the proposed bylaw and its New Zealand Bill of Rights Act 1990 implications, if any.

8. CONSULTATION AND SUBMISSION

In making, amending, or revoking the policy and bylaw, Council must use the Special Consultative Procedure set out in section 83 of the LGA 2002. Council has prepared and adopted the proposed policy and bylaw for public consultation. Any person can make a submission on the proposed bylaw.

A copy of the Statement of Proposal, including the proposed bylaw and information about making a submission can be obtained from the Council website

www.whanganui.govt.nz

Cemeteries, Crematoria, Plaques and Memorials Bylaw 2023

You can make a submission online at www.whanganui.govt.nz/have-your-say or alternatively submission forms are available from the Whanganui District Council Customer Service counter at the main municipal building located at 101 Guyton Street, the Davis Central City Library and Gonville Library. Please indicate whether you would like to speak to your submission and include contact details. People who wish to be heard by Council will be given the opportunity to do so. The hearing of submissions is scheduled for [REDACTED] 2023 at the main municipal building located at 101 Guyton Street.

For any queries please contact Hannah Rodgers, Policy Adviser on (06) 349 0001.

The period for making submissions is from 27 February to 14 April 2023.

10. ATTACHMENTS

Attachment 1 – Proposed Cemeteries, Crematoria, Parks and Memorials Policy 2023


Attachment 2 – Proposed Cemeteries, Crematoria, Plaques and Memorials Bylaw 2023

Attachment 3 – Proposed Guideline – Cultural Management Guidelines for the Burial of Koiwi

Attachment 4 – Proposed Guideline – Natural Burials

Attachment 5 – Proposed Guideline – Plaques and Memorials

Attachment 6 – Proposed Guideline – Cemetery Monuments and Memorabilia

 <p>WHANGANUI DISTRICT COUNCIL Te Kaunihera a Rohe o Whanganui</p>	<p>Submission: Cemeteries and Crematoria Review Submission Form</p>
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Submissions close: 16 April 2023

Privacy statement: Your submission and your name will be made publically available. Your contact details may be used to contact you, and to administer the consultation process. Your contact details will not be made publically available. Demographic information may be reported in combination with other submitters without identifying you individually. All information will be held by the Whanganui District Council, 101 Guyton Street, and submitters have the right to access and correct their personal information.

How to submit:

You can complete this submission online at www.whanganui.govt.nz/haveyoursay

Alternatively, please return this form to:

The Policy Team
Whanganui District Council
101 Guyton Street
Whanganui 4500

Or email your feedback to: policysubmissions@whanganui.govt.nz

*required field

YOUR DETAILS (please print your details clearly)

*Name:.....

*E-mail:.....

Organisation: If you are completing this submission on behalf of an organisation please name the organisation:

.....

Presentation of submissions: Would you like to speak in support of your submission?

Yes (please ensure you have completed the details above, including your contact **number**)

No

Note: If you have indicated that you wish to speak on your submission we will contact you to arrange a time for you to speak likely in May.

If you would be interested in being involved in further consultation opportunities and information updates from the Council please tick the box below and ensure your contact details have been completed.

Yes I would like to be involved in future consultation.

Thank you for your submission

Consultation questions

General principles

During the review, Council identified five themes to prioritise when it comes to management and direction of our cemeteries. These are:

- environmental sustainability,
- inclusivity and accessibility,
- safety,
- general comfort and usability, and
- respecting and honouring our past.

We would like your input on whether you support the principles, what priority they should take, and also whether there are any priorities that you consider important that we have left out.

Please indicate your level of support for the principles we have decided on to guide our management of cemeteries (circle one).				
I strongly support the principles	I support the principles	I do not support or oppose the principles	I oppose the principles	I strongly oppose the principles
Do you have any comments to make about the principles?				
.....				
Are there any principles we missed that you would also like to see guiding our management of our cemeteries?				
.....				

Thank you for your submission

Specific Issues

In addition to the five themes, Council identified four other priority issues to deal with individually – scattering of ashes, the general documentation of our rules and regulations, cleaning of graves, and alcohol. Please indicate to what extent you agree with **how Council is planning to deal with** each of these issues.

<p>SPECIFIC ISSUE: Scattering of ashes</p> <p>Many community members have made us aware of the fact that there is no dedicated space in our district for scattering ashes into water after somebody has been cremated. The only current option – using natural water sources like the awa – have significant cultural barriers against introducing any part of a dead body. Our proposed solution to this is to implement a fountain or water feature specifically for this purpose, which would serve the needs of our community as well as adding to the atmosphere of the cemetery.</p>			
Please indicate your level of support for this proposal (circle one).	I strongly support installing a fountain for scattering ashes	I support installing a fountain for scattering ashes	I neither support nor oppose installing a fountain for scattering ashes
	I oppose installing a fountain for scattering ashes	I strongly oppose installing a fountain for scattering ashes	
Please tell us your reason(s) for your response.			

<p>SPECIFIC ISSUE: Cleaning of graves</p> <p>Maintenance of graves can be complicated because it can only take place with the consent of the owner of the plot and it is often unclear who the owner is or how to get in contact with them, particularly with older graves. While there are volunteer groups who clean and maintain graves, the question of ownership can prevent them from doing so. We are recommending that this rule be modified to allow Council to authorise maintenance of a grave once reasonable attempts have been made to contact the owner.</p>			
Please indicate your level of agreement with this proposal (circle one).	I agree that we should allow maintenance without approval from the owner where they cannot be reached	I disagree that we should allow maintenance without approval from the owner where they cannot be reached	I neither agree nor disagree
Please tell us your reason(s) for your response.			

Thank you for your submission

<p>SPECIFIC ISSUE: Alcohol</p> <p>Council does not intend to manage how people grieve or memorialise, however consumption of alcohol can lead to disruptive behaviour, litter, and safety issues if glass bottles are left behind. In many cases, restricting consumption of alcohol is a reliable way of minimising the secondary issues that follow on from it. In this case, our recommendation is that we only regulate the secondary issues – the disruptive behaviour and waste – rather than consumption of alcohol itself.</p>			
<p>Please indicate your level of agreement with this proposal (circle one).</p>	<p>I agree that we should only prohibit disruptive behaviour, rather than prohibit drinking alcohol in cemeteries</p>	<p>I disagree that we should only prohibit disruptive behaviour</p>	<p>I neither agree nor disagree</p>
<p>Please tell us your reason(s) for your response.</p>			

<p>SPECIFIC ISSUE: Bylaw</p> <p>Council considers, based on discussions with the Advisory Group and the survey conducted between 2021 and 2022, that the bylaw is still the most appropriate way of managing the way that our cemeteries are used by the general public, but that the structure could be clearer. We recommend updating our regulations to make things easier to follow but maintaining the rules mostly as they are.</p>			
<p>Please indicate your level of agreement with this proposal (circle one).</p>	<p>I agree that we should update the structure of our rules and regulations</p>	<p>I disagree that we should update the structure of our rules and regulations</p>	<p>I neither agree nor disagree</p>
<p>Please tell us your reason(s) for your response.</p>			

Thank you for your submission

Please let us know if there is anything you would like to add that you think is missing in our review.

Do you have any other comments or general feedback you wish to make?

Thank you for your submission

ADDITIONAL INFORMATION:

These questions are not required, but help us better understand the community and how best to engage.

Have you submitted to Council before?

Yes No

If yes, how have you submitted in the past?

Online Paper form Email Presented at a hearing

Other (please specify):.....

How did you hear about this consultation?

Website Newspaper Email Social media Radio Community panel

Other (please specify):.....

How do you prefer to receive news from Council? (Circle all that apply)

Website Newspaper Email Social media Radio Community panel

Mail drop I don't want to receive any news

DEMOGRAPHICS:

Gender: Female Male Another gender (specify if you feel comfortable)

.....

Age: Under 18 Years 18 – 29 years 30 – 39 years 40 – 49 years

50 – 59 years 60 years and over

Ethnicity: (circle all that apply)

NZ European Maori Asian Pacific Peoples

Middle Eastern/Latin American/African Other

Location: (tick one)

Aramoho (Lower Aramoho, Upper Aramoho)		Bastia Hill/Durie Hill	
Blueskin-Pākaraka		Castlecliff (Castlecliff North, Castlecliff South, Mosston)	

Thank you for your submission

Fordell-Kakatahi		Gonville (Balgownie, Tawhero, Gonville South, Gonville East, Gonville West)	
Marybank-Gordon Park		Putiki	
St Johns Hill/Otamatea		Springvale (Springvale West, Springvale East, Mosston)	
Whanganui Central (Laird Park, Whanganui Central, Whanganui Collegiate)		Whanganui East (Williams Domain, Wembley Park, Kowhai Park)	
Other			

Thank you for your submission

7

Cemeteries, Crematoria, Plaques and Memorials Bylaw



For Consultation - As at 22-02-2023

1 Title

(1) This Bylaw is the Cemeteries and Crematoria Bylaw 2022

2 Commencement

(1) This Bylaw comes into force on ~~##-####~~-2023.

3 Application

(1) This Bylaw applies to the Whanganui District.

Part 1 - Preliminary provisions

4 Purpose

(1) The purpose of this Bylaw is:

- a. To enable Council to control and set standards for the operation of cemeteries and crematoria under its control and management;
- b. To ensure that the interment of human remains is carried out in an appropriate manner;
- c. To protect the land and structures associated with Council owned cemeteries; and
- d. To ensure consistency between memorial plaques throughout the district.

5 Interpretation

(1) In this Bylaw, unless the context otherwise requires words shall have the same meaning as section 17 - Interpretation of the Cemeteries, Crematoria, Plaques and Memorials Policy.

(2) Any undefined words, phrases or expressions used in this Bylaw have the same meaning as in the Act unless the context plainly requires a different meaning.

(3) Explanatory notes and additional information attached at the end of this Bylaw are for information purposes only, do not form part of this Bylaw, and may be made, amended, revoked or replaced by the Council at any time.

This Bylaw is secondary legislation for the purposes of the Legislation Act 2019.

Part 2 - General Provisions

6 Burials

(1) Except with the Approval of Council, no person shall conduct an Interment or Burial.

(2) No person may, unless authorised by Council, dig or backfill a Plot.

(3) An interment within a Plot is subject to the following conditions:

- a. Standard Plot:
 - i. minimum depth of spoil over any casket shall be one (1) metre; and
 - ii. maximum of two (2) persons within any one plot.
- b. Cremation Plot:
 - i. may only be used for the interment of ashes;
 - ii. minimum depth of spoil over any casket shall be one (1) metre; and
 - iii. maximum of two (2) persons within any one plot.

(4) Notification of an intended Burial must be given to the Sexton no later than the following:

- a. Aramoho Cemetery:
 - i. Burial of a Body - Two (2) working days
 - ii. Burial of Ashes - Eight (8) working hours
- b. Any other cemetery:
 - i. Burial of a Body - Two (2) working days

- ii. Burial of Ashes - Eight (8) working hours

7 Exclusive Right of Burial

- (1) Upon application to Council on the prescribed form, paying the prescribed fee and complying with the terms and conditions imposed by Council a person may acquire the exclusive right of burial in a Plot in a Council cemetery.
- (2) Council, may determine the terms and conditions of the sale of the exclusive right of burial, including price and size of a Plot.
- (3) Subject to the approval of Council and transfer fee, a holder of an exclusive right of burial may transfer that right to any other person or to Council.
- (4) Council may obtain, from the holder, the transfer of the exclusive right of burial at the cost of purchase minus an administrative fee or at such other cost as determined by resolution of Council.
- (5) Except with the approval of Council, no person may hold or have rights to obtain an exclusive right of burial to more than two (2) plots in a cemetery.

8 Monuments and Memorabilia

- (1) Except with the Approval of Council, no person shall erect, place, modify or remove any monument within a cemetery.
- (2) All Monuments, Memorabilia and or Floral Tributes shall be in keeping with the Guidelines – Cemetery Monuments and Memorabilia.
- (3) Council may from time to time laydown, remove or otherwise make safe a dangerous, broken, tattered, neglected or obstructive Monument or Memorabilia.
- (4) For the avoidance of doubt, maintenance of an approved Monument is not considered to be modification of the Monument.

9 Plaques and Memorials

- (1) Except with the approval of Council, no person shall erect, modify or remove a Plaque, Memorial or Interpretive Panel within a Public Place.
- (2) All Plaques, Memorials shall be in accordance with the Guidelines - Plaques and Memorials

10 Natural Burials

- (1) Except with the Approval of Council, no person shall conduct an Interment or Burial within the Natural Burial Area.
- (2) Only Natural burials may be permitted in the Natural Burial Area.
- (3) Natural burials must be consistent with Guidelines – Natural Burials.

11 Cremation

- (1) Except with the Approval of Council, no person shall be cremated.
- (2) Where a person has, or is suspected to have, had treatment (such as strontium-89 for bone metastases, or iodine-125 for prostate cancer) which may cause an unnecessary risk to the health or equipment of the Cremator or Crematoria staff and the immediate surrounds, a certificate from a medical practitioner licensed under the Radiation Protection Act 1965 who prescribed the treatment before the cremation is permitted to proceed shall be provided confirming the safety of the cremation.
- (3) The casket containing the deceased person intended for cremation shall:
 - a. be made of a combustible material approved by the Council;
 - b. be of a size that will be accepted by the incineration process;
 - c. be sturdy in nature;
 - d. have a smooth flat exterior base; and
 - e. not contain any lead, iron or zinc.
- (4) Bookings for cremations must be received by the Sexton, with required documentation completed, no later than eight (8) working hours before the committal time booked.

12 Vehicles and General Use of a Cemetery

- (1) Except the approval of Council, no person shall:
 - a. bring any vehicle into any cemetery other than for the purpose of attendance at a funeral, visiting a burial place or in respect of any Authorised Officer and/or Sexton undertaking their normal duties;
 - b. take any vehicle into any cemetery during the hours of darkness;
 - c. permit any vehicle under his or her control to remain in any cemetery during the hours of darkness;
 - d. drive any vehicle on any part of the cemetery except on the roads provided for vehicular traffic;
 - e. drive any vehicle in any cemetery except in the direction indicated by traffic notices;
 - f. park any vehicle in any cemetery except in conformity with the directions of an Authorised Officer and/or Sexton in accordance with the terms of any displayed traffic sign or notice.
- (2) Except the approval of Council, no person shall:
 - a. remain in the cemetery during the hours of darkness;
 - b. breach the conditions of use of a cemetery or crematoria;
 - c. behave in a manner, which is likely to create a nuisance or an offense to any other person;
 - d. take any photograph or recording at any funeral for the purposes of sale or publication, without the written permission of the funeral party concerned;
 - e. advertise or solicit any order or custom from any other person for any work whatsoever to be done in or in connection with any cemetery, or for the sale, preparation, or supply of any article, to be set up, affixed, placed, or used in any cemetery;

- f. take part in any gathering other than for the purpose of a religious or other ceremony of a burial or memorial unveiling;
- g. deface, damage or interfere with any grave;
- h. unlawfully or improperly interfere with or interrupt any burial, cremation, funeral service, memorial service or unveiling service.

Part 3 - Administration and Enforcement

13 Resolutions

(1) A resolution made under this Bylaw may -

- a. regulate, control or prohibit any matter or thing generally, or for any specific classes of case, or in a particular case; or
- b. apply to any specified time or period of time; or
- c. amend an Associated Guideline.

(2) A resolution under clause 13(1) shall be publicly notified.

(3) Clause 13(2) does not apply to any proposal which will consolidate resolutions previously made under this part or has the same effect as a resolution made under a bylaw revoked by this part.

14 Approvals

(1) The Council may grant, (with or without conditions) or refuse any application for Approval, at its discretion.

(2) In deciding to grant or decline an application, Council will consider the following matters:

- a. any Associated Guidelines;
- b. conditions that may be imposed on an Approval if granted;
- c. duration of any Approval if granted;
- d. inspection to ensure compliance with any Approval and any conditions;
- e. any outstanding fees associated with an application, burial or cremation;
- f. whether the activity is consistent with Council policies and plans; and
- g. any other matters Council considers necessary.

(3) In deciding to grant or decline an application for Burial, Council will consider the following additional matters:

- a. the doctor's certificate for the deceased person
- b. evidence of exclusive right of burial within the identified burial plot; and
- c. payment of any prescribed fees.

(4) In deciding to grant or decline an application for Cremation Council will consider the following additional matters:

- a. compliance with Cremation Regulations, including any relevant certificates;

- b. compliance with any relevant conditions of consents or approvals for which Council has for the operation of the crematoria; and
- c. payment of any prescribed fees.

(5) In deciding to grant or decline an application for Burial within the Natural Burial Area Council will consider the following additional matters:

- a. compliance with the Guidelines - Natural Burials;
- b. completion of the Application for Burial Form;
- c. the doctor's certificate for the deceased person
- d. evidence of exclusive right of burial within the identified burial plot; and
- e. payment of any prescribed fees.

In deciding to grant or decline an application for erection or modifications to a Memorial Council will consider the following additional matters:

1. compliance with the Guidelines - Cemetery Monuments;
2. drawing and specification of any proposed monument;
3. content and subject matter of text and images;
4. use of enduring materials;
5. whether or not works are to be carried out by a suitably qualified monumental mason;
6. evidence of exclusive right of burial within the identified burial plot; and
7. payment of any prescribed fees.

(6) Unless otherwise stated in the conditions of the Approval granted under clause 14(1), the Approval will remain valid as long as the circumstances described on the Approval remain unchanged.

15 Review of an approval

(1) The Council may cancel, amend or initiate a review of an Approval issued under this Bylaw if:

- a. change of circumstances relating to the use of a site;
- b. if urgent action is required to protect the public from unsafe or hazardous conditions; or
- c. a Person has failed to meet the conditions of their Approval or any other requirements of any relevant criteria, policy or guidelines approved by the Council; or
- d. a Person that holds an Approval fails to meet any written instructions within the specified time frames.

(2) A review of an approval, may result in:

- a. Amendment of the approval; or
- b. Suspension of the approval; or
- c. Withdrawal of the approval; or
- d. No further action.

16 Fees and Charges

(1) Council may from time to time fix fees and charges for services provided for in this Bylaw for the maintenance and operation of any of its cemeteries or crematoria.

(2) For the avoidance of doubt, the person signing the application form for an Approval is responsible for paying the prescribed fees or charges.

17 Non-compliance with this Bylaw

(1) The Council may use its powers under the Act and the Local Government Act 2002 to enforce this Bylaw.

(2) A Person who fails to comply with any control, restriction, limitation or prohibition contained within or made pursuant to this Bylaw commits an offence under the Act and the Local Government Act 2002 and is liable to the penalties under the Act or Local Government Act 2002.

18 Removal of works

(1) The Council may:

- a. remove or alter any work or thing that is, or has been, constructed in breach of this Bylaw; and
- b. recover on demand the full costs of removal or alteration from the person who committed the breach.

19 Recovery in the event of damage or other loss

(1) Where any breach of this Bylaw destroys, damages, stops, obstructs, or otherwise interferes with any works or property owned, constructed, acquired, or used by Council, the Council may recover the cost of repairing the damage and/or the full extent of its loss from the person responsible for the breach.

20 Savings

(1) Any approval or control in force at the commencement of this Bylaw remains in force until revoked or replaced by an equivalent resolution, approval or decision made by the Council under this Bylaw.

Cemeteries, Crematoria, Plaques and Memorials Policy



For Consultation - As at 22-02-2023

1 Strategic Context and Background

Cemeteries are important spaces for the community. They're places people go to find peace and quiet, to mourn and remember friends and family members, how we respect and commemorate the past and important events that shape our community.

The Cemeteries, Crematoria, Plaques and Memorials Policy (the Policy) creates the framework through which Council manages our cemeteries and ensures that human remains are interred in an appropriate manner and that land and physical structures in cemeteries are protected. It is an important tool in protecting the environmental health of the district, as well as making sure the community has a peaceful space they can hold funerals and respectfully mourn.

Under the Burial and Cremation Act 1964, a local authority has the authority to create bylaws in order to:

- maintain, preserve and/or embellish a cemetery,

- direct positions and depths of graves,
- protect buildings, monuments, lawns, shrubberies, plantations and enclosures in a cemetery,
- create rules around burial of more than one body in a grave,
- control burial times,
- regulate burial of ashes,
- regulate disinterment and removal of bodies,
- fix fees payable for burial,
- prescribe fines for breaches,
- protect health and public decency,
- regulate behaviour of those using cemeteries,
- regulate admission of animals, or
- regulate the management of cemeteries.

The Health Act 1956 allows local authorities to make bylaws for the protection of public health.

2 Purpose of the Policy

2.1 The purpose of this Policy is to outline the approach Council will take to the management of public cemeteries, including the activities within them, to meet the burial, cremation and remembrance needs of the community.

2.2 The Policy objectives are to:

- a. Respect and honour our past in an appropriate manner;
- b. Be inclusive of diverse cultural and/or religious beliefs and needs;
- c. Provide a safe, comfortable and accessible environment for all visitors;
- d. Provide an opportunity for more environmentally sustainable approaches.

3 Application and Scope

3.1 This policy applies to the Whanganui District.

4 How the Policy will be Implemented

4.1 Council will implement this Policy through:

- a. the Bylaw;
- b. enforcement of the Bylaw and Act; and
- c. non-regulatory methods including education and fee and charges.

5 Exclusive Right of Burial

5.1 An exclusive right of burial grants the holder and their assignee, the exclusive right of burial in a designated burial plot for a specified number of years; and

- a. does not create an ownership interest over the designated plot; and
- b. lapses in accordance with s10 of the Burial and Cremation Act 1964.

5.2 Council, may determine the terms and conditions of the sale (or transfer) of the exclusive right of burial, including price and size of a Plot.

5.3 Evidence of a purchase of the exclusive right of burial shall be recorded on a certificate of purchase, which shall include the type and location of the burial plot.

5.4 Council may obtain, from the holder, the transfer of the exclusive right of burial at the cost of purchase minus an administrative fee or at such other cost as determined by resolution of Council.

5.5 Except with the approval of Council, no person may hold or have rights to obtain an exclusive right of burial to more than two (2) plots in a cemetery.

6 Maintenance of Plots

6.1 The Council will maintain any plot in any cemetery for such period as the Council may determine to be the useful life of the cemetery for cemetery purposes.

6.2 Council will from time to time set a prescribed fee for the maintenance of such plot for the period as determined by the Council.

6.3 For the avoidance of doubt, maintenance of a plot does not include the maintenance of any Monument or memorial.

7 Monuments and Memorabilia

7.1 Monuments mark the resting place of the deceased. They are an important means by which family and friends commemorate the life of a loved one.

7.2 In order to enhance and protect the amenity and safety of Council cemeteries, Monuments or Memorabilia must be consistent with Guidelines – Cemetery Monuments and Memorabilia.

7.3 It is the responsibility of the holder of a plot or their representatives to keep the Monument and/or Memorabilia in proper order and repair.

7.4 Council will work with community groups interested in maintaining the historic and cultural values of the cemetery.

Where a holder of a plot is unable or unwilling to maintain a Monument, and all reasonable steps have been taken to contact the holder of a plot, Council may give approval to an approved community group to undertake sympathetic repairs and maintenance to preserve the Monument.

7.5 Council may from time to time laydown, remove or otherwise make safe a dangerous, broken, tattered, neglected or obstructive Monument or Memorabilia.

8 Cemetery Register

8.1 Council will operate and maintain register for containing the following plots:

- a. Exclusive rights of burial or ash interment; and
- b. Any interment, including names and dates of the interment of any persons.

9 Hours of Operation

9.1 Aramoho Cemetery - Burials

- a. **Standard Hours** - Weekdays - 8.00am to 4.00pm (with no burial service starting after 3.00pm)
- b. **Non-Standard Hours** - Saturday and Public Holidays - 8.00am to 1.00pm (with no burial service starting after 11.30am)
- c. Public Holidays exclude Christmas Day and Good Friday

9.2 Cemetery (Other) - Burials

- a. **Standard Hours** - Weekdays - 8.00am to 4.00pm (with no burial service starting after 3.00pm)
- b. **Non-Standard Hours** - Saturday and Public Holidays - 8.00am to 1.00pm (with no burial service starting after 11.30am)
- c. Public Holidays exclude Christmas Day and Good Friday

9.3 Aramoho Crematorium

- a. **Standard Hours** - Weekdays - 8.00am to 5.00pm
- b. **Non-Standard Hours** - Saturday and Public Holidays - 8.00am to 1.00pm
- c. Public Holidays exclude Christmas Day and Good Friday

9.4 Burial services may be undertaken outside of standard hours of operation subject to:

- a. Approval of Council; and
- b. Payment of any additional fees for the recovery of costs for operating outside of standard hours of operation.

10 Natural Burials

10.1 Natural burial provides choice for those wanting a lower environment impact option than traditional burials.

10.2 To facilitate the rapid decomposition of human remains in a safe manner while protecting the environment, Guidelines - Guidelines – Natural Burials.

11 Koiwi Burials

11.1 In keeping with the Te Whakarauhitanga o Te Tangata Relationship document between the Whanganui District Council and Te Runanga o Tupoho, the Council will work in partnership that supports respectful engagement by all parties on the burial of Koiwi bones.

11.2 Koiwi Burials will be permitted in the area set aside in the Council owned cemetery at Aramoho and shall be referred to as the Koiwi Burial Area – Papaiti Lawn Extension.

11.3 All Koiwi Burials must be consistent with the Guidelines - Cultural Management Guidelines for the Burial of Koiwi.

12 Returned Services

12.1 Council has set aside the Returned Services Area for persons who have been on Operational Services.

12.2 In acknowledgement of services provided, a person who has been on Operational Service may be Interred with the Returned Services Area without the need to pay the fee for the Plot.

12.3 Council will work with the New Zealand Returned Services' Association in the management of the Returned Services Area and the cleaning and maintenance of RSA Graves.

13 Disinterment

13. All requests for disinterment will be processed in accordance with the Act provided that request is received in writing with the prescribed fee.

14 Cremation Services

14.1 Since the 1940's cremation has been and remains an important part of the broader burial and cremation services within the district meeting both public preference and cultural needs.

14.2 In order to protect the crematorium and associated infrastructure Council will require a body intended to be cremated to meet suitable standards for compliance with Cremation Regulations and relevant conditions of consent for the operation of the crematoria.

14.3 The Council will act in accordance with the instructions on the Authority to Dispose of Ashes Form (Register of Cremations Form) authorised by the applicant for the disposal of ashes provided that ashes shall be held in the crematorium for only fifteen (15) working days after the cremation and then returned to the Funeral Director handling the cremation.

14.4 Council will seek to provide opportunities culturally appropriate dispersal or Internment of ashes.

Note: As part of the action plan associated with the implementation of this policy Council intends to investigate options for providing for the dispersal of ashes within Aramoho Cemetery within running water.

15 Use of Cemeteries

15.1 In recognition of the importance of cemeteries as a place of remembrance for families, friends and the wider community, Council will seek to encourage positive uses of the space while discouraging inappropriate activities by:

- a. providing infrastructure appropriate for the nature and intensity of use of the cemetery, including seating and access to water;
- b. supporting passive recreation;
- c. use of CPTED design principles;
- d. use of bylaws and access controls, including:
 - i. setting of appropriate speed limits;
 - ii. prohibiting unauthorised access or vehicles during the hours of darkness; and
 - iii. prohibiting freedom camping.

16 Fees and Charges

16.1 Fees and charges for cemetery and crematoria services are charged on a cost recovery basis unless otherwise stated and will be set from time to time in accordance with the Local Government Act.

16.2 Payment of a prescribed fee may, subject to approval of Council be paid by instalments.

17 Interpretation

In this policy and associated guidelines, unless the context otherwise requires, -

Act means Burial and Cremation Act 1964.

Approval means a licence, permit or other form of written approval granted under the Bylaw, and includes all conditions to which the approval is subject.

Associated Guidelines means:

- a. Guidelines - Cemetery Monuments
- b. Guidelines – Natural Burials
- c. Guidelines - Cultural Management Guidelines for the Burial of Koiwi
- d. Guidelines - Plaques and Memorials

Beam means a concrete strip that marks plot row and number and in which a headstone or plaque is placed.

Body means a dead human body and includes the body of a stillborn child.

Bylaw means the Cemeteries, Crematoria, Plaques and Memorials Bylaw 2022.

Council means the Whanganui District Council or any Authorised Officer.

Cremation Plot means a plot laid out in any cemetery for the purposes of interment of ashes.

Cremation Regulations means Cremation Regulations 1973 or amending or substituting regulations.

Hours of Darkness means the hours between hour after sunset and half an hour before sunrise the next day.

Interment means the burial of a dead human body in a burial plot or the burial of cremated human remains in a cremation plot.

Koiwi Burials means the interment of human remains (particularly bones).

Memorial/Memorabilia means any item/s left at a gravesite as a tribute to the deceased and includes photos, floral arrangements/tributes, books or other such personal items.

Monument means any structure, plaque, tombstone, headstone, memorial, marker, kerbing or other erection placed over in or around the grave site.

Natural Burials Area means a cemetery, or part of a cemetery, specifically set aside for natural burials.

NZS 4242 means the New Zealand Standard for Headstones and Cemetery Monuments (NZS 4242:2018) or successor standard.

Operational Service has the meaning given by s15(3) of the Burial and Cremation Act 1964.

Person includes a corporation sole, a body corporate, and an unincorporated body.

Plot means a lot in a cemetery, laid out and shown on a plan of the cemetery prepared by Council, to be used as a grave.

Public Place means a place that, at any material time, is under the control of Council and is open to or being used by the public, whether free or on payment of a charge, and includes any Road whether or not it is under the control of Council.

Public holiday has the meaning given by s44 of Holidays Act 2003.

Road has the meaning given by s2 of Land Transport Act 1998

“includes—

- a. *a street; and*
- b. *a motorway; and*
- c. *a beach; and*
- d. *a place to which the public have access, whether as of right or not; and*
- e. *all bridges, culverts, ferries, and fords forming part of a road or street or*
- f. *motorway, or a place referred to in paragraph (d); and*
- g. *all sites at which vehicles may be weighed for the purposes of this Act or any other enactment”*

RSA Grave means a plot were a person who has been on Operational Service has been interred.

Sexton means any person appointed by the Council to manage the day-to-day activities of any cemetery and crematorium under its jurisdiction.

Standard Plot means a plot laid out in any cemetery that is not a Cremation Plot, located with Natural Burials or Koiwi Burial areas.

Vehicle has the meaning given by s 2(1) of the Land Transport Act 1998

“vehicle—

- a. *means a contrivance equipped with wheels, tracks, or revolving runners on which it moves or is moved; and*
- b. *includes a hovercraft, a skateboard, in-line skates, and roller skates; but*
- c. *does not include—*
 - i. *a perambulator or pushchair:*
 - ii. *a shopping or sporting trundler not propelled by mechanical power:*
 - iii. *a wheelbarrow or hand-trolley:*
 - iv. *[Repealed]*
 - v. *a pedestrian-controlled lawnmower:*
 - vi. *a pedestrian-controlled agricultural machine not propelled by mechanical power:*
 - vii. *an article of furniture:*
 - viii. *a wheelchair not propelled by mechanical power:*
 - ix. *any other contrivance specified by the rules not to be a vehicle for the purposes of this definition:*
 - x. *any rail vehicle “*

Working hour means any hour between 8am and 5pm on any working day.

Note: Appendix 1 is provided for information and does not form part of the policy.

Appendix 1 - Whanganui District Council Owned Cemeteries

Cemetery Name	Street Address	First Burial	Open or Closed
Aramoho Cemetery	Somme Parade	1915	Open
Brunswick Cemetery	Brunswick Road	1865	Open
Matarawa Presbyterian Cemetery	No. 2 Line Road	1863	Open
Maxwell Cemetery	State Highway 3	1916	Open
Whanganui General Cemetery (also known as Heads Road Cemetery)	Heads Road	1846	Closed
Whanganui Catholic Cemetery	Heads Road	1859	Closed
Whanganui Jewish Cemetery	Heads Road	1870	Closed

Guidelines - Cultural Management Guidelines for the Burial of Koiwi



For Consultation - as at 22-02-2023

1 Background

In the 1980/90s the Whanganui Regional Museum Board voted not to receive any more Koiwi Bones. This started discussions over a long period of time on how to dispose of the bones, and eventually resulted in four plots at Aramoho Cemetery being set aside for this purpose.

The plots are for bones found in the District. If the bones are not claimed within a certain period, they will eventually be buried. There is a period of two years for people to claim the bones.

Cleveland Funeral Home, Whanganui are currently looking after a number of bones until they are identified or buried. Cleveland Funeral Directors have paid for two plots and Whanganui Iwi have paid for two plots.

The historic oral agreement for the area is between Iwi, Cleveland Funeral Home and the Whanganui District Council. The Council shall look after the plots in perpetuity. It is anticipated that the opening of the plots for burial will be once a year after liaison with Iwi and Cleveland Funeral Home as to the most appropriate time for this to occur.

All rules and guidelines on the digging of graves and burial procedures will apply.

If Iwi wish to erect a monument, then the monument must be consistent with the Guidelines – Cemetery Monuments.

2 Relationship Arrangements

In keeping with the Te Whakarauhitanga o Te Tangata Relationship Document between the Whanganui District Council and Te Runanga o Tupoho, the Council will work in partnership that supports respectful engagement on all issues.

In keeping with the Te Whakarauhitanga o Te Tangata Relationship Document between the Whanganui District Council and Te Runanga o Tamaupoko, the Council will work in partnership that supports respectful engagement on all issues.

3 Burial of Koiwi bones

It is anticipated that Whanganui Iwi will liaise with the Whanganui District Council on any re-interment of Koiwi bones so the day to day cemetery operational matters do not interfere with any re-interment that may take place.

4 Cultural Considerations

All Koiwi are the responsibility of this agreement. The identification of Koiwi is by presentation in whatever form e.g. Maori, Pakeha or other. On all levels, tangata whenua are individually involved for managing the burials in the first instance.

To assist in this process, Whanganui Iwi have advised that the following considerations should be allowed for:

1. The appropriate persons contacted being the Kaiwhakahaere of the Te Runanga o Tupoho
2. Sufficient time to be provided for karakia (prayer) and tauparapara (incantations)
3. Refraining from eating and carrying food and drink within proximity to works or activities associated with the remains
4. Use of appropriate tools for exhuming remains i.e. not home gardening implements
5. Use of appropriate containers and receptacles i.e. nothing currently or previously used for containing food
6. Provision for a designated repository or an agreed storage facility i.e. not residences or places of work
7. Provision of water on site for cleansing/tapu removal

5 Burial Plots

There are four burial plots set aside for the specific purpose of burying Koiwi bones at the Aramoho Cemetery.

6 Ownership of the Plots

Koiwi plots belong to Whanganui Iwi but are maintained and situated at the Council owned cemetery at Aramoho.

The burial area, for Council records, will be known as the Koiwi Burial area Papaiti Lawn Extension 1 Aramoho Cemetery, Whanganui.

7 Burial Costs

The four burial plots set aside at the Aramoho Cemetery have been paid in full.

In liaison with Whanganui Iwi, the Whanganui District Council has agreed that it will take responsibility for the cost of opening of a grave and interment of bones. It is anticipated that this will occur once a year.

8 Standards for recording

The Council records the burial and cremation of human remains at the Aramoho Cemetery.

Koiwi are recorded as Koiwi remains along with the burial plot location on the Council cemetery database and the copies held in the Aramoho Cemetery Office.

9 Supporting Documents

Heritage New Zealand Pouhere Taonga - AGS8 Guidelines for koiwi tangata/human remains

Guidelines - Cemetery Monuments and Memorabilia



For Consultation - as at 22-02-2023

1 Background

1.1 Monuments mark the resting place of the deceased. They are an important means by which family and friends commemorate the life of a loved one.

2 Purpose

2.2 The purpose of the Guidelines - Cemetery Monuments and Memorabilia is to provide the public, the Sexton and Council officers with clear guidelines and expectations in relation to Monuments and Memorabilia in Council owned cemeteries.

3 Floral Tributes

3.1 Floral tributes may be placed on the ground of a plot following a burial within the lawn cemetery, but shall be removed within the two month period following burial.

3.2 In all other cases floral tributes will be restricted to containers that can be housed on the monument or concrete beam away from the grass and mowing strip.

3.3 Non-complying vases such as glass jars or glass vases or planters or neglected, unsafe or broken containers may be removed by Council.

3.4 Council may from time to time remove dead flowers, inappropriate plants, statues, non-approved structures, foliage or any other items.

4 Memorabilia

4.1 All memorabilia must be placed on the concrete beam away from the grass and mowing strip.

4.2 Memorabilia must be contained wholly within the concrete beam of the relevant burial plot.

4.3 No breakable glass, pottery, structures or other breakable items are to be placed on monuments, its base, and the beam or lawn areas.

4.4 Council may from time to time remove dangerous, broken, tattered, neglected or obstructive Memorabilia.

5 Monuments

5.1 A Monument shall:

- a. not exceed the maximum dimensions specified within Appendix 2;
- b. be contained wholly within the concrete beam of the relevant burial plot
- c. not be objectionable, offensive, or unfairly overwhelm adjacent areas with design, wording or other marks
- d. not have sharp or jagged edges; and
- e. be kept in proper order and repair by the holder of the plot or their representatives.

5.2 Council may from time to time laydown, remove, or otherwise make safe a dangerous, broken, tattered, neglected or obstructive Monument.

5.3 No monuments are to be erected on the indigent person's grave or ash plot as the Exclusive Right of Burial has not been purchased and still belongs to the Council.

5.4 Any Temporary Monument shall:

- a. not remain on a plot for a period longer than three (3) years;
- b. not be permanently affixed to the concrete beam;
- c. not contain the following materials:
 - i. fibreglass;
 - ii. breakable pottery; or
 - iii. breakable glass.
- d. be maintained in good repair.

5.5 Any Permanent Monument must:

- a. consist of enduring materials with a preference of granite;
- b. not contain the following materials:
 - i. schist;
 - ii. sandstone;
 - iii. limestone;
 - iv. wood;
 - v. fibreglass;
 - vi. ceramic;
 - vii. plastic; or

- viii. breakable glass.

5.6 Any Permanent Monuments must be erected, place or modified:

- a. by a suitable qualified monumental mason;
- b. in accordance with NZS 4242 and any conditions set by Council; and
- c. in accordance with Council's Health and Safety Policy.

6 Rose Garden

6.1 No more than three small monuments or one large monument may be erected per Plot in the Rose Garden.

7 Stillborn area

7.1 No monuments are to be erected in the designated stillborn area, however a plaque may be placed on the memorial wall erected for this purpose.

The family may purchase a plot in the children's area and erect a monument with appropriate fees paid.

Appendix 1 - Installation Standard Permanent Monuments

An approval is required from Council for the installation of a new monument or work being undertaken on an existing monument.

A Notice of Intended Work is required to be completed prior to the installation of any new monument or work being undertaken on an existing monument.

Checks will be made by Council and, where monument work has been installed that exceeds the stipulated limits of height, width, etc., the monument work will be required to be removed without any notification.

1 All structural materials used in the cemetery monument shall exhibit high atmospheric corrosion resistant properties and have a minimum predicted service life of 50 years.

2 All monument headstones or plaques shall be erected level and plumb in both directions in accordance with standard trade practice.

3 All monument bases shall line up in adjacent rows horizontally in accordance with the layout.

4 Where a concrete base is installed for a monument it should be poured or set on the beam with nib access cut in the beam or dowelled to prevent side or end movement, particularly where the beam is laid on a sloping lawn.

5 Where a granite plinth is installed, it shall be pinned to the beam or to the concrete sub base.

6 All upright monuments and bases are to be securely pinned or dowelled to avoid tipping by accident or vandalism.

7 Dowelling must consist of metal resistant to atmospheric corrosion such as copper alloy or stainless steel. Mild steel rod or galvanised rod is not permitted. Refer to NZ Standards 4242 (Headstone and Cemetery Monuments). Fibre Rod described as high tensile FRP rod 12.75mm in diameter is also acceptable.

8 For monuments up to 900mm high, dowelling shall be not less than 10mm in diameter and 140mm in length with dowel penetration being of equal part with each structural element. For sizes 900-1200mm in height dowelling shall be not less than 12mm in diameter and not less than 200mm in length.

9 All concrete work shall be performed to sound construction practice and consist of not less than five (5) parts of clean shingle and sand to one (1) part cement.

10 All plaster shall be applied uniformly and smoothed with a steel or wooden float finish or sponge texture. The finish shall be even with no trowel or float marks visible.

11 All corners and checks shall be washed or wiped clean of surplus plaster residue. Joins shall be finished true and even with the memorial and flushed level with ground beam.

12 Where the beam has been constructed for some time it is to be cleaned off before memorial installation and plaster finish is undertaken to promote good adhesion. Standard cleaning methods include wire brush scrubbing, water blasting or chemical cleaning.

13 All work sites shall be left clean and tidy and free of surplus construction residue. All construction residue shall be removed from the cemetery grounds.

Appendix 2 - Monument Specifications

In areas of cemeteries laid out as lawn cemeteries the following maximum dimensions shall apply:

Cemetery Area	Specifications
New Lawn Area	1000mm x 600mm aside
Bases - Single	820mm x 450mm x 100 to 130mm
Bases single For two piece monuments where 820mm is not sufficient width.	900mm
Double	1820mm x 450mm x 100 to 130mm
Monument	
Single	760mm wide and not higher than 1300mm
Double	1760mm wide and not higher than 1300mm
Children's Lawn Beam	900mm x 600mm aside
Bases - Single	750mm x 450mm x 100 to 130mm
Monument Single	700mm x not higher than 650mm
RSA Lawn – All bases are poured as doubles back to back finished in white plaster	480mm x 220mm high x 450mm deep back to back
Concrete beam	900mm x 600mm aside concrete
Bronze plaques	225mm x 375mm (do vary)
Cremation Lawn Beams	600mm x 380mm aside
Bases – single	600mm x 230mm x 100mm
Double	1200mm x 230mm x 100mm
Monument single	450mm wide x 350mm high x 75mm thick
Monument double	900mm wide x 350mm high x 75mm thick
Rose block Small	250mm wide x 200mm high
Large	300mm wide x 250mm high
Bases standard	500mm x 200mm x 75mm high
Memorial Wall	220mm wide x 220mm high

Guidelines – Natural Burials



For Consultation - as at 22-02-2023

1 Background

The philosophy of a natural burial is low environment impact.

It is to facilitate decomposition in such a way that human remains will naturally be part of nature again without harming the environment in the process. Accordingly prohibition of headstones, other memorials, artificial flowers and minimal vegetation reflect a natural state.

Where a person or family wishes to have either a headstone, marker or other memorial there is the option to have a 'green' burial within the main part of the cemetery.

In order to achieve the natural burial philosophy:

- No embalming to be used.
- No concrete vaults or grave liners of any kind.

- No artificial flowers, vases, statues, memorials or other manufactured decorations are allowed.
- Families may not create any paths to the grave site, or disturb the surrounding landscape in any way. The ground is left in a natural state and picking of any vegetation is not permitted.
- Woollen shrouds with a solid base are acceptable. The solid base which assists lowering into the ground can be of natural timber and contained within the shroud.
- Plot markers - Only non-treated wooden markers may be used and will be supplied at the time of burial.
- Materials should decompose cleanly with no toxic residue entering soils and waterways following decomposition.
- The container holding the body should break down quickly enough to allow for oxygenation at a shallow depth so the body decomposes cleanly.

2 Objectives

The objectives of the Guidelines - Natural Burial:

1. To provide people with the choice of an alternative burial to traditional burials
2. To reduce the impact of burial and cremations on the environment
3. To maintain the quality of the natural environment
4. To achieve rapid and real return of the body to the earth

3 Acceptable casket/ coffin/ shroud/ platform materials

(1) Caskets or platforms must be made using natural biodegradable materials with no toxic glues or finishes.

For example materials such as wood, non-toxic ply; non-toxic cardboard, wool cotton, woven materials such as flax, bamboo, wicker or willow.

(2) A casket must break down to allow for natural decomposition of the body according to the local minimum cover regulations.

(3) Handles must be made of natural biodegradable materials with no toxic glues or finishes. For example materials such as wood or natural rope.

(4) No lead, metal or plastic fixings may be used with the exception of steel screws and nails.

(5) Casket linings and shrouds must be made of natural biodegradable materials with no toxic glues or finishes.

For example materials such as wool or cotton can be used.

4 Unacceptable casket/coffin materials

(1) Cardboard caskets that have been treated with chemicals.

(2) Caskets with varnish, plastic fittings, glues or plastic sheeting inside the casket.

(3) Caskets leaking fluids.

- (4) Caskets having an obnoxious smell.
- (5) Treated varnish, non-biodegradable material inside or outside the casket.

5 Burial Sites

- (1) Burial sites are 1.2 metres in depth (to the base of the grave) and 2.2 metres in length.
- (2) Location of graves will be kept via a grid system with the deceased being located within a set area but not a rigid space.
- (3) All plots will be allocated in sequence and particular sites cannot be chosen.
- (4) The grave will be backfilled with compost and top soil no less than one metre.
- (5) Graves may take many years to settle back to the original ground level and sometimes they will settle unevenly.
- (6) All graves will be monitored over time for the best ecological “fit” for native plants and the local environment.

6 Site Surrounds and Maintenance

- (1) The Council may undertake selected thinning of and replacement of any native plants or trees and other plant material as appropriate.
- (2) Native seed or plant stock appropriate for the location is selected and supplied by the Wanganui District Council.
- (3) Families will not prune, “weed”, or otherwise harm native plants on or near the gravesite. Picking of native plants is prohibited.
- (4) Council will maintain the natural burials area with a more natural aesthetic to other parts of the cemetery.

7 Infectious diseases

- (1) A person who has died of an infectious disease is to be buried in an eco-casket with appropriate protection against leakage.

8 Plot Markers and Memorials Monuments

- (1) A wooden grave marker may be installed at the head of the plot, at the time of burial.
- (2) The marker shall be:
 - i. no larger than 150mm x 100mm in size;
 - ii. no more than 250mm high above ground level;
 - iii. attached to an untreated timber stem of maximum size 100mm x 100mm; and

iv. centrally located at the head of the plot.

(3) Except as identified in 8(1), no memorials or memorabilia are allowed on plots.

(4) At the time of burial, Council will plant a small shrub or small tree in lieu of a headstone. The tree species will be determined by the Council. Once a section of four (4) or so adjoining plots have been subject to interments, in due course a larger species of tree will be planted to replace the individual shrubs.

9 Disinterment

(1) Disinterment is discouraged for three reasons:

- After some years, it is unlikely that much or anything remains of bodies to recover and move.
- It will require trees to be uprooted to access and dig the plot, setting back the restoration process.
- The wishes of the deceased to be buried at this specific type of cemetery should be respected.

Guidelines - Plaques and Memorials



For Consultation as at 22-02-2023

1 Purpose of the Guidelines

Whanganui is a district with many histories, stories, and narratives. Through storytelling and marking of significant sites in the public realm, people can connect to place as well as to each other. Better understandings of place and people in turn help to reinforce and strengthen community wellbeing.

The purpose of the Guidelines - Plaques and Memorials is to provide certainty and process with regard to the marking of public sites of significance in the Whanganui District.

This is to avoid ad hoc, prolific, inappropriate or varying-quality placement of plaques and memorials.

2 Application and Scope

These guidelines apply to plaques and memorials within public places under the control of Council and includes roads, parks and property owned or under the Council.

3 Process

(1) No person shall erect a plaque or memorial within a public place except as approved by Council.

(2) A plaque or memorial shall not be erected until at least five years after the event to which they relate.

(3) Any person or organization may apply to install a plaque or memorial.

(4) In considering an approval for a plaque or memorial Council will act on the advice of the Plaques and Memorials and Interpretation Panel.

For the avoidance of doubt, commemorative park furniture or trees within Council parks are not required be considered by the panel.

(5) The Plaques and Memorials and Interpretation Panel will consist of:

- i. a Councillor;
- ii. a Council Parks officer;
- iii. Council's heritage officer;
- iv. up to two (2) Iwi representatives dependent on the subject matter being considered; and
- v. a community heritage representative.

(6) In considering the approval the Plaques and Memorials and Interpretation Panel will consider:

- i. context and appropriateness of the application;
- ii. importance and relevance to the community;
- iii. connectedness of the proposal to people and place;
- iv. views of the community including stakeholder groups;
- v. presence of a range and diversity of themes covered by plaques and memorials;
- vi. any text and images;
- vii. material;
- viii. location, size and position;
- ix. fit with existing context and character, including built form; and
- x. whether the proposal has longevity, and if it does not require extensive ongoing upkeep and security.

4 Definition of areas

(1) The District is not uniform in the number of points of interest which the community may wish to highlight.

Each of the following areas requires different considerations.

- i. Town centre – High potential, already has brass rubbings, pamphlets, very high visibility
- ii. Town centre waterfront – High potential, some existing plaques, very high visibility
- iii. Other urban riverbank areas – moderate potential, high visibility
- iv. Wider urban area – lower potential, low visibility
- v. Industrial and commercial areas – lower potential, low visibility
- vi. Rural – lower potential, low visibility
- vii. Whanganui River Road – moderate potential, high visibility

5 Plaque and Interpretive Signage Placement Policy Considerations

(1) Plaques and interpretive signs have a role in telling local stories in that they are able to convey specific information about sites or events which is not apparent by direct observation. There are alternative options such as markers which relate to pamphlets or other sources, and technology is increasingly playing a larger role at many historical sites through the use of QR codes, and augmented reality. Plaques have the advantage that they are completely accessible to anyone happening upon them, without the need to be actively seeking information.

In considering the placement the following urban design considerations should taken into account:

- i. Context: Seeing that buildings, places and spaces are part of the whole town or city
- ii. Character: Reflecting and enhancing the distinctive character, heritage and identity of our urban environment
- iii. Collaboration: Communicating and sharing knowledge across sectors, professions and communities.

6 Themes, content, and design

(1) In order to reflect the wider Whanganui Story, it is important that a range of Whanganui's stories and themes is covered. This approach has been successfully used in the Whanganui Story set of stained glass windows in the Council Chambers.

There is an expectation that proposals for plaques or interpretation in the public realm will cover material that is acceptable to share in the public realm. Any stakeholder groups should be identified and consulted with prior to the proposal being submitted to Council, and evidence provided demonstrating their support for the proposal.

To ensure a high-quality outcome, thought should be given to the design of the plaque, memorial, or interpretation panel. Proposals should include details around what the project will look like when completed, and final designs and content should be approved by the panel prior to manufacture and installation.

7 Methods

(1) Plaques offer limited information, which for many situations is all that is required. There will be situations where a fuller display of information would be more appropriate. In such cases consideration should be given to the installation of full interpretive material.

8 Materials and Ongoing maintenance

(1) Most existing plaques are in brass, bronze, aluminium and granite. These materials are preferred for their longevity low ongoing maintenance.

All metal plaques are at risk due to their scrap value. All plaques are at risk of removal unless very securely attached to solid objects such as buildings, rocks or pavement.

Increasingly, interpretive signage is made using acrylic or metal. Again, these materials are preferred for their longevity and low requirement levels for ongoing maintenance.

4.2 COMMUNITY VIEWS SURVEY 2022

Author: Elise Broadbent - Policy Manager

Hannah Rodgers - Policy Advisor

Authoriser: Lance Kennedy - Deputy Chief Executive

References:

1. [Report- Community Views Survey Results September 2022](#) 
2. [Community Views Survey - Demographic Breakdowns](#) 

Significance of decision – In terms of the Significance and Engagement Policy 2021, the recommended decision is not significant.

Recommendation

That the Council:

- (a) Requests the Chief Executive implement the proposed Action Plan.

Executive Summary

The purpose of this report is to share the results of the 2022 Community Views Survey.

Background

1. The Community Views Survey is one tool council has available to report on our performance, and against the targets we have set in the Long Term Plan 2021-2031. It is delivered on an annual basis and primarily measures Whanganui residents' satisfaction with council services and facilities. The survey also gauges residents' perceived quality of life in Whanganui through a variety of subjective measures. This includes residents' perceptions around safety, well-being, belonging and standard of living, as well as an assessment of what Whanganui provides, and its look and feel.
2. The 2022 Community Views Survey was undertaken by Versus Research on behalf of the council and promoted to the Whanganui community through a range of channels including council's 'Have Your Say Page', Facebook and CommunityLink. The survey link was open from May – July 2022.
3. The sample size was capped at 515 to be comparable with previous years. The methodology of the survey is provided in the attached report (**Reference 1**). The survey is weighted, but there were several significant demographic skews in favour of those who identified as male, New Zealand European/Pākeha, and over the age of 50. The answers broken down by demographic are provided in **Reference 2**.
4. The survey was condensed this year and reduced in length to focus on Long-Term Plan targets. Savings were also made by running the survey online only, rather than online and by phone.

5. The context and timing for this year's survey is relevant and the results of this year's survey, along with the last two years, have been impacted by the COVID-19 pandemic and restrictions.
6. Officers will undertake a full review of the survey methodology in 2023 with a view to implement a new approach to align with the 2024-2034 Long-Term Plan and the new performance measures.

Action plan

7. The survey findings help us to better understand what is important to the community and any issues in relation to council processes, services and facilities. This in turn helps identify any changes and actions we can take in future years.
8. The Executive Leadership Team has reviewed the results and is focused on a few high impact actions to take forward. With increasing economic pressures on council's budget and the availability of staff it is critical for staff to hone in on a number high-quality impacts – rather than trying to address everything raised in the survey. The action plan is included in the paper below.
9. The annual survey results are also shared with teams across the organisation to consider: trends, further operational areas for service improvement, how the results may contribute to the development of plans and policies, and/or to help inform appropriate levels of service for planning.

Key Results

10. Despite a year marred by COVID-19 restrictions, high inflation and other external pressures, the majority of the key results for the community remain high:
 - 80% of residents rated their standard of living as good or extremely good (85% last year).
 - 81% of residents stated they were either satisfied or very satisfied with living in Whanganui (84% last year).
 - 80% of residents felt their quality of life had either improved (19%), or had remained the same as last year (61%). Whereas 18% felt it was worse or much worse than the previous year.
 - 95% of residents felt that what the district provided was either better (18%) or the same (77%) as last year.
 - 85% of users were satisfied with the library (86% last year).
 - 78% of users were satisfied with the War Memorial Centre (71% last year).
 - 70% of residents were satisfied with the contribution that the CBD makes to the lifestyle and image of Whanganui (80% last year).
 - 92% of the community indicated that they could survive for at least three days in an emergency without outside assistance (91% last year).

- Residents' perception of safety at home at night and safety at home during the day both increased from last year as well as safety in the CBD at night at 58%, up from 56% last year.

Overview of results

11. Similar to last year, many of the results from this round were below their Long Term Plan targets for the year (year two of the LTP). This is attributed to a wide variety of factors including the ongoing situation with COVID-19, service interruptions or reductions in accessibility, and the online-only nature of the survey leading to self-selection by respondents.
12. The results are summarised in the tables below against their LTP target for year 2 and with the previous year's result. The full report is attached in **Reference 1**.

Note: White boxes mean there was no LTP target; green boxes mean the result was above the LTP target; orange boxes mean the result was below the LTP target. The + sign means the result was above the previous year's survey (2021), the – sign means the result was below the previous year's survey (2021).

Activity	LTP Target	Result 2022 ^{1 2}	Previous year result 2021
PARKS AND RECREATION			
Residents who used a sportsground	-	45% +	39%
Residents who used a playground	-	47% -	50%
Residents who used, visited or attended an event at Cooks Gardens	40%	19% -	26%
Satisfaction with presentation of open spaces	75%	67% -	79%
Satisfaction with sportsgrounds	80%	60% -	65%
Satisfaction with playgrounds	-	75% -	78%
Satisfaction with standard of public toilets*	70%	66%	66%
Satisfaction that toilet facilities meet user needs	70%	62% -	63%
COMMUNITY & CULTURAL			

¹ Percentage of respondents whose answer was in the affirmative, i.e. either satisfied/very satisfied, used/attended.

² White boxes mean there was no LTP target, green boxes mean the result was above the LTP target, orange boxes mean the result was below the LTP target. The + means the result was above the previous year, a – means the result was below the previous year.

Activity	LTP Target	Result 2022 ^{1 2}	Previous year result 2021
Residents who used the libraries	60%	51% -	52%
Residents who used the Sarjeant Gallery	30%	29% +	26%
Residents who attended the Royal Whanganui Opera House	35%	18% -	32%
Satisfaction with libraries (users)	90%	85% -	86%
Satisfaction with Royal Whanganui Opera House	65%	73% -	78%
Satisfaction with the War Memorial Centre	55%	78% +	71%
Residents participating in creative activities	70%	24% -	35%
COMMUNITY FACILITIES & SERVICES			
Satisfaction with CBD contribution to image of Whanganui	75%	70% - (satisfied/v. satisfied)	80%
Satisfaction with standard of presentation of the town centre	90%	78% -	83%
Feeling of safety at night in the CBD	70%	58% ³ +	56%
Emergency management ⁴	>80%	92% +	91%
Satisfaction with animal control services	50%	43% -	49%
Satisfaction with availability of on-street parking	53%	55% -	58%
Feeling that Whanganui is a creative place	70%	78%+	80%
Activity	LTP Target 2021/22	Result ⁵ 2021/22	Previous year result

³ Percentage of residents who answered they felt safe all/most of the time. Does not include those who answered that they feel safe some of the time.

⁴ Target and result is for the percentage of respondents who felt they could last 3 days or longer without outside assistance in an emergency situation

⁵ Percentage of respondents whose answer was in the affirmative, i.e. good/very good, satisfied/very satisfied, agree/strongly agree, or well/very well.

Activity	LTP Target	Result 2022 ^{1 2}	Previous year result 2021
CORPORATE			
Performance of Council staff	65%	39% -	59%
Satisfaction with ease of accessing Council information	70%	53% -	61%
Website easy to navigate	60%	67% +	66%
Performance of Mayor and Councilors	50%	29% -	45%
Performance of the Rural Community Board	30%	17% -	28%

Overview of results that do not have specific Long-Term Plan targets.

Activity ⁶	Result % Satisfied 2022	Previous year result
SERVICES		
Control of litter	55% -	60%
Waste and recycling opportunities	40% -	43%
FACILITIES		
Cooks Gardens	70%	64%
Whanganui Regional Museum	69%	61%
TRANSPORTATION		
Roads	51% -	56%
Footpaths	57%	63%
Ease of travelling around Whanganui	79% -	82%
SAFETY		
Sense of safety	All/most of the time %	Previous year result
In the CBD during the day	92% -	95%
At home at night	95% +	94%
At home during the day	97% +	96%
LIFE IN WHANGANUI		
Standard of living	80% -	85%
Living in Whanganui	81% -	84%

⁶ These items are not measured through the Annual Report and, as a result, do not have specific targets set in the Long Term Plan.

Quality of life	80% - (same or better than)	91%
Sense of belonging	42% - (v. strong/strong)	59%
Sense of wellbeing	49% - (v. high/high)	54%
Sense of pride in neighbourhood	62% - (strong agree/agree)	69%

Action Plan

13. The Executive Leadership Team has reviewed the survey results and commentary, and is focused on delivering a number of high-impact actions. The following table details these actions:

Topic	Comments	Action/Anticipated Change
<p>Parks and recreation</p> <ul style="list-style-type: none"> Playgrounds Parks Sportsgrounds (includes Cooks) Toilets 	<ul style="list-style-type: none"> COVID-19 has had a significant and lasting impacted on participation and use of sportsgrounds and facilities. There is a general decline in participation in organised sport nationally and internationally, which is not unique to Whanganui. Work outside is very weather dependent. Service needs to be tailored for the conditions. Regular maintenance will continue to be undertaken on public toilet facilities including resurfacing flooring, painting etc. There has been an increase in vandalism in toilets for the last year. Even when the vandalism is dealt with, the appearance of the facility can quickly be downgraded. Some of buildings that house the facilities are old and require higher levels of maintenance. 	<p>Sportsgrounds and Recreation</p> <ul style="list-style-type: none"> To address the decline in participation in organised sport nationally and internationally, work on an Action Plan to deliver on the Open Spaces and Physical Activity Strategy is underway which may look at a funding request/s through the next LTP. <p>Parks/Playgrounds</p> <ul style="list-style-type: none"> A playground audit was completed this year which will be used for planned maintenance. The audit has identified areas for improvements and targeted work is underway on improving accessibility. The long term plan has allowance for a new playground in Aramoho, as well as upgrade work at Castlecliff Domain. A planned upgrade which has been community driven and externally funded is underway at Lorenzdale Park. An outdoor gym has been installed along the riverfront. Increased service contracts for care of open spaces and playground maintenance are planned (to be budgeted for presentation to Council). <p>Toilets</p> <ul style="list-style-type: none"> Need is assessed regularly, a new toilet block is underway for Upokongaru.
<p>Community and cultural</p> <ul style="list-style-type: none"> Libraries 	<ul style="list-style-type: none"> COVID has significantly impacted this over the last few years – several venues were closed and/or venue availability and use significantly reduced. We expect this to 	<p>Libraries</p> <ul style="list-style-type: none"> The library team is rolling out a series of outreach events and other measures to rebuild usage following COVID-19 restrictions.

<ul style="list-style-type: none"> • Sarjeant Gallery • Opera House • War memorial • Venues and events • Creativity • Public art 	<p>change as COVID-19 restrictions have lifted and community members and visitors return to the venues.</p> <ul style="list-style-type: none"> • Clients who used the War Memorial centre have appreciated the flexibility of the space(s). 	<p>First three months of current year show continuation of the slow recovery in numbers.</p> <p>Venues and events</p> <ul style="list-style-type: none"> • Venues were booked until the end of 2022 and well into 2023 with many events planned including the Masters Games in 2023. • Expansion of council’s event and venue function is being investigated. • Sarjeant Gallery redevelopment well underway and the Gallery is scheduled to re-open in 2024.
<p>Community facilities and services</p> <ul style="list-style-type: none"> • Litter • Waste/recycling • Dog control • Satisfaction with town centre 	<ul style="list-style-type: none"> • COVID significantly impacted this over the last few years – dog control activities were significantly reduced during lockdowns due to restrictions, but dog issues increased. • Dog registrations are higher than previous years with a nationally comparable compliance rate. 	<p>Recycling/Waste</p> <ul style="list-style-type: none"> • New waste team has been recruited and are working on the kerbside recycling services scheduled to start in 2023. • There continue to be issues with the rural collection due to dumping, the new waste team will review improvements this year.
<p>Corporate</p> <ul style="list-style-type: none"> • Website • Accessing information • Elected members • Staff 	<ul style="list-style-type: none"> • COVID impacts to service delivery. • Reforms at central government have had flow on effects for local government. 	<p>Website /accessing information</p> <ul style="list-style-type: none"> • Council communications strategy is due to be replaced this year. • New digital comms staff member recruited; Council website review scheduled for this year. <p>Decision-making</p> <ul style="list-style-type: none"> • Engagement project completed and new approaches are planned for the Leading Edge/Long-Term Plan review to engage as many people in the community as possible. • Mayor and Elected Members have plans for increased community visibility.

<p>Life in Whanganui</p> <ul style="list-style-type: none"> • Quality of Life • Sense of wellbeing • Belonging • Safety 	<ul style="list-style-type: none"> • COVID impacts – many community groups reduced or stopped meeting altogether. • Compounded with broader concerns with cost of living, health service shortages, and housing. 	<ul style="list-style-type: none"> • The CVS results will be reviewed and considered as part of the Leading Edge Strategy review which is an opportunity to take a broad look at current challenges and opportunities facing the community at large. • Significant housing initiatives now underway in Whanganui partnering with Iwi and a wide range of agencies.
<p>Traveling and Getting Around</p> <ul style="list-style-type: none"> • Roads • Footpaths • Getting around 	<ul style="list-style-type: none"> • Roothing has been significantly impacted in the last year by weather events and the ongoing impacts of the forestry sector. • The availability and allocation of funding for the rooding portfolio will be addressed through the next Long-Term Plan. 	<ul style="list-style-type: none"> • Roothing is a significant budget stream and any new cost needs to be considered through the Long-Term Plan review process. • Next footpath survey has been scheduled for early 2023, which will aid overall trend analysis and highlight defect locations to address in future programmes. • Council has provided support to Horizons Regional Council for the new bus route 'The Tide' to launch on 18 February, connecting Aramoho and Castlecliff, on a 20 minute frequent bus service making transport more attractive and accessible.

Next steps

14. The results of the 2022 Community Views Survey will be publically communicated via a press release and published on the council's website in February.
15. Looking to next year's survey, as the targets in the Long-Term Plan will remain the same next year we do not recommend any major changes to the survey for 2023. Staff will continue to make small improvements to survey, and ensure it is widely promoted and as cost effective as possible.
16. Officers will undertake a full review of the survey in 2023 with a view to implement a new approach for future years to align with the 2024-2034 Long-Term Plan and corresponding performance measures.

Summary of Considerations

Fit with purpose of local government

This survey enables Council to understand the views and needs of its residents. This information is used to inform work programmes and levels of service to better meet the wellbeing requirements of this community. In addition, specific questions about belonging, connectedness and quality of life assist with understanding and responding to residents' aspirations.

[Section 10 of the Local Government Act 2002](#)

Fit with strategic framework

Select checkboxes to indicate whether the decision / report contributes, detracts or has no impact

	Contributes	Detracts	No impact
Leading Edge Strategy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Long-Term Plan	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Infrastructure Strategy	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Economic Development Strategy	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other Policies or Plans -	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

The results of this survey enable Council to track its performance against key indicators. These are contained within the Long Term Plan and flow through to work programmes. Obtaining information on the satisfaction and wellbeing of the community also assists Council to deliver on its Leading Edge commitments. The insights from this survey will also be used to inform the upcoming Leading Edge Strategy review. [Leading Edge Strategy](#)

Risks

The recommended decision has a very minor degree of risk.

The following risks have been considered and identified:

- Financial** risks related to the financial management of Council and the ability to fund Council activities and operations, now and into the future
- Service delivery** risks related to the meeting of levels of service to the community
- Reputation / image** risks that affect the way the Council and staff are perceived by the community - nationwide, internationally, by stakeholders, and the media

- Legal compliance (regulatory)** risks related to the ability of management to effectively manage the Council, comply with legal obligations and avoid being exposed to liability
- Environmental** risks related to the environmental impacts of activities undertaken by the Council. Includes potential or negative environmental and / or ecological impacts, regardless of whether these are reversible or irreversible
- Health, safety and wellbeing** risks related to the health, safety and wellbeing of Council staff, contractors and the general public when using Council's facilities and services
- Information technology and management** risks related to the integrity of the Council's IT network, including security, access and data management
- Infrastructure / assets** risks related to the inability of assets to provide the required level of service in the most cost effective manner
- Project completion** risk of failure to complete on time, on budget and to plan

Results and commentary provide an early opportunity to identify and respond to emerging trends or issues or risks.

[Risk Management Policy 2022-2025](#)

Policy implications

There are no policy implications as a result of the survey itself. However, there may be policy and strategic implications as a result of the action plan and the future review of the survey. Internal discussions on these results has occurred with senior staff. Future implications will be reported through to Council as necessary. The results will be used to inform the Leading Edge Strategy review.

Financial considerations

N/A

Nil

Approved in LTP / AP

Unbudgeted \$

Legislative considerations

This information is required for the Annual Report as a means of measuring the Council's achievements towards key performance indicators and activity targets. This is mandated under the Local Government Act 2002.

Significance

The recommended decision is considered not significant as per Council's Significance and Engagement Policy.

[Significance and Engagement Policy 2021](#)

Engagement

The Community Views Survey was promoted through a range of channels including the council's 'have your say page' webpage, social media, the community panel, CommunityLink and through targeted promotion by Versus Research. The results will be made available to the public on publication of this paper and will be added to council's website.

Whanganui District Council

Community Views Survey

September 2022



Executive Summary

Executive Summary

Background and Method

Whanganui District Council (the council) commissioned Versus Research to conduct its annual Community Views Survey (CVS).

This survey identifies perceptions that Whanganui District residents (residents) have on a wide range of measures, including the services and facilities provided by the council.

Interviewing for this year's CVS was carried out via an online survey, with respondents sourced via a third party panel provider and social media. Interviewing was conducted across May, June, and July 2022. The results from both sources were combined and analysed as a single dataset.

The final sample size was n=515 (n=286 from a third party panel provider and n=229 from social media) which gives a maximum margin of error (MoE) of +/- 4.32%. A summary of the key results is given below.

Recreational and Cultural Activities

This year, the most popular cultural activities undertaken were using a library (51%), visiting or using Whanganui airport (38%), and being actively involved in a community organisation (37%). This

year has seen an increase in residents attending a Māori cultural event or performance, while decreases are seen in residents being involved in, or attending arts or cultural performances and attending a performance at the Royal Whanganui Opera House.

Just over two thirds (78%) of residents rate the Whanganui district as creative, however, very creative ratings have decreased significantly this year.

In terms of recreational activities undertaken, residents mention they have used or visited a Premier Park (82%), visited a beach (79%), and used river or park walkways (73%). Year on year results show an increase this year in use of a Premier Park, using other walkways along the river, and using a cycleway or cycle lane. Decreases are seen across a number of recreational activities, including the use of the Awa, Cooks Gardens, and playing sport.

In a new question for 2022, residents were asked how frequently they engage in physical exercise for at least 30 minutes. Over one third (37%) of residents mention they exercise 3-5 days a week.

Emergency Planning

This year, 43% of residents mention they have an emergency survival kit. Of these residents, 19% have checked their emergency kit in the past month. A further 26% have checked their emergency kit in the past three months and almost half (46%) checked their kit 6 months ago or longer.

Just under a third (31%) of residents mention they could survive more than a week without outside assistance. A further 37% of residents indicate they could cope for at least a week without outside assistance while 5% of residents mention they would be able to survive for less than three days.

Perceptions of Safety

The majority of residents feel safe at home during the day (97%), at home during the evening (95%), and in the CBD during the day (92%). Just over half (58%) of residents mention they feel safe in the CBD during the evening. Perceptions of safety remain on a par with previous years' results.

Wellbeing and Belonging

Almost half (49%) of residents rate their wellbeing as high (39%) or very high (10%), with only 9% of residents rating their wellbeing poorly. This year, 42% of

residents rate their sense of belonging as strong (31%) or moderate (11%); these are both decreases from last year's results. Fifteen percent of residents rate their sense of belonging as weak.

Sixty-two percent of residents agree (47%) or strongly agree (15%) they have pride in their neighbourhood. Notably, strongly agree ratings have decreased this year. Fourteen percent of residents disagree they have pride in their neighbourhood.

Living in Whanganui

Similar to last year's results, 80% of residents rate their standard of living as good (59%) or extremely good (21%). Only 5% of residents rate their standard of living poorly. Eighty-one percent of residents are satisfied (53%) or very satisfied (28%) with living in Whanganui. Notably, very satisfied results have decreased this year.

Nineteen percent of residents rate their quality of life as better than last year, although this is a decrease from last year's result. Conversely, 18% of residents rate their quality of life as worse than last year, this is an increase from last year's result.

This year, 18% of residents feel what the Whanganui district provides is better than

Executive Summary

Executive Summary

last year, this is a decrease from last year's result.

This year, 70% of residents are satisfied (55%) or very satisfied (15%) with the CBD's contribution to the lifestyle and image of Whanganui. Notably, very satisfied results have decreased this year while neither satisfied nor dissatisfied results have increased.

Satisfaction with Council Facilities and Services

Residents were asked to rate their satisfaction with various facilities and services provided by the council. Amongst users the highest level of satisfaction is seen for libraries (85%), the Regional Museum (78%), and the Royal Whanganui Opera House (73%). Amongst non-users, satisfaction with parks and reserves is highest result (80%).

In terms of services, this year satisfaction with the presentation of the town centre (77%), public art (69%), and animal control have all decreased.

Fifty-one percent of residents are satisfied (44%) or very satisfied (7%) with the roads in the district. Dissatisfaction with the roads has increased this year. On a par with last year's result, 57% of residents are satisfied (44%) or very satisfied (13%) with

the footpaths and 79% of residents are satisfied (56%) or very satisfied (23%) with how easy it is to get around the district. In a new measure for 2022, 49% of residents are satisfied (34%) or very satisfied (15%) with cycleways and cycle lanes in the district.

Performance of the Council

This year, 32% of residents rate the council's response to the community's needs and issues well (29%) or very well (3%), both of which have decreased from last year's result. Twenty-one percent of residents rate the council's response to the community's needs poorly, an increase from last year's result.

In terms of performance of the Mayor and Councillors, 29% of residents rate their performance as good (24%) or very good (5%), although the proportion of residents rating the performance as good has decreased this year. A quarter (25%) of residents rate the performance of the Mayor and Councillors poorly, this is an increase from last year's result.

Forty-two percent of residents mention they have contacted a council staff member in the past 12 months. Reasons for this contact pertain to rates information (16%), regulatory information (15%), and requests for service (14%).

Thirty-nine percent of residents rate the performance of the council's staff as good (30%) or very good (9%), these are both decreases from last year's results. Twelve percent of residents rate the performance of council staff poorly, this is an increase from last year's result. Notably, don't know responses (17%) have also increased this year.

Access to Information

Residents mention they access information about the council on the council's website (45%), through news media (34%), and on the council's Facebook page (29%). Rates information (20%) and general information (15%) are the primary reasons residents access the council's website. On a par with last year's result, 67% of these residents agree the website is easy to navigate.

This year, 53% of residents are satisfied (46%) or very satisfied (7%) with the ease of access to the council's information. Only 10% of residents mention they are unhappy with the ease of access to the council's information.

When asked about involvement in decision making, residents mention they have filled out an online survey (25%) and filled out an online submission form (19%), these results are both increases

from last year's results. Fewer residents mention they haven't been involved in decision making processes this year (59%).

Just under one third (31%) of residents are satisfied (27%) or very satisfied (4%) with their ability to be involved in decision making. Fifteen percent of residents are unhappy with their ability to be involved in decision making which is a decrease from last year's result.

Rural Community Board

Thirteen percent of rural residents are familiar (11%) or very familiar (2%) with the Rural Community Board. This year, 17% of rural residents rate the performance of the Rural Community Board as good. Only 4% of rural residents rate the performance of the Rural Community Board poorly, however it should be noted over half (54%) of rural residents were unsure how to rate the Rural Community Boards performance.

Project Overview**Table of Contents**

Executive Summary	2
Project Overview	5
Recreational and Cultural Activities	9
Emergency Planning	18
Perceptions of Safety	22
Wellbeing and Belonging	25
Living in Whanganui	29
Satisfaction with Council Facilities and Services	35
Performance of Council	46
Access to Information	51
Rural Community Board	58
Appendices	61

Project Overview



Project Overview

Background, Method, and Sample

Whanganui District Council (the council) commissioned Versus Research to conduct its annual Community Views Survey.

Interviewing for this year’s survey was carried out via a single method approach utilising online interviewing between the 16th of May and the 3rd of July 2022. Responses were collected from residents via both a third party panel provider and social media. The results from both sources of interviewing were combined and analysed as a single dataset.

The final sample size (total number of residents interviewed) was n=515 (n=286 from a third party panel provider and n=229 from social media) which gives a maximum margin of error (MoE) of +/- 4.32%. The following table outlines the number of unweighted interviews collected within each age and gender group.

	Total n=
Male	336
Female	179
Under 29 years	45
30 to 39 years	77
40 to 49 years	78
50 to 59 years	123
60 years and older	187
TOTAL	515

The total sample proportions for each area are outlined in the table below.

	Total n=
Aramoho	61
Castlecliff	46
Gonville	55
Bastia Hill/Durie Hill	44
St Johns Hill/Otamatea	59
Springvale	71
Whanganui Central	58
Whanganui East	82
Blueskin-Pākaraka / Kai-Iwi / Westmer	27
Marybank / Fordell	12
TOTAL	515

The total sample proportions for each of the ethnic groupings are shown below. Please note that these responses are multiple choice meaning that respondents were able to select more than one answer.

	Total n=
Māori	54
European	399
Pacific Islander	2
Asian	14
Other	41

Weightings

Age and gender weights have been applied to the final dataset for this project. Weighting ensures specific demographic groups are neither under nor over represented in the final dataset, and each group is represented as it would be in the population.

Weighting gives greater confidence that the final results are representative of Whanganui District’s population overall, and are not skewed by a particular demographic group. The proportions used for the age and gender weights are taken from 2018 census data (Statistics New Zealand). The final weight proportions applied to the sample are outlined in the table below.

Resident Population of Interest	Weighted %
Males aged 39 years and younger	15%
Females aged 39 years and younger	15%
Males aged between 40 and 59 years	16%
Females aged between 40 and 59 years	18%
Males aged 60 years and older	16%
Females aged 60 years and older	20%

Project Overview

Margin of Error

Margin of Error (MoE) is a statistic used to express the amount of random sampling error present in a survey’s results. The final sample size for this study is n=515, which gives a maximum margin of error of

+/- 4.32% at the 95% confidence interval. This means if the observed result on the total sample of n=515 respondents is 50% (point of maximum margin of error), then there is a 95% probability the true answer falls between 45.68% and 54.32%.

The maximum MoE for the subgroups included this year are listed in the table below. Please note that those with * should be interpreted with caution as sample sizes are small and this incurs a much higher margin of error.

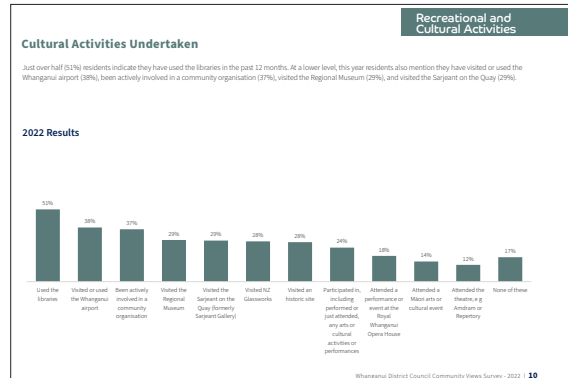
Area	Margin of Error at the 95% Confidence Interval
Aramoho	+/- 12.55%
Castlecliff	+/- 14.15%
Gonville	+/- 13.21%
Bastia Hill/Durie Hill	+/- 14.77%
St Johns Hill/Otamatea	+/- 12.76%
Springvale	+/- 11.63%
Whanganui Central	+/- 12.87%
Whanganui East	+/- 10.82%
Blueskin-Pākaraka / Kai-Iwi / Westmer*	+/- 18.86%
Marybank / Fordell*	+/- 28.29%
All rural residents	+/- 15.69%

Questionnaire

As with previous years, the questionnaire for the 2022 Community Views Survey was constructed by the council. A copy of the questionnaire is available in the appendix.

Project Overview

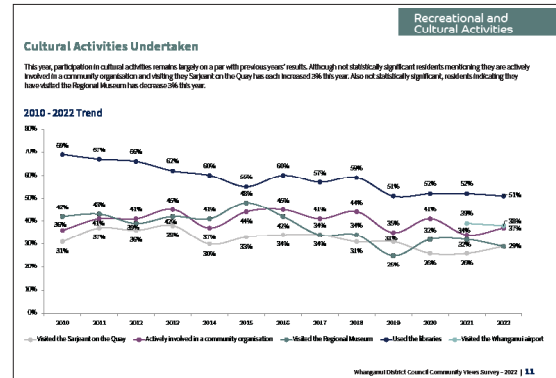
Notes on Reporting



Findings from this study have been presented using an array of charts and tables, along with corresponding commentary to clarify the charted results.

The majority of results are presented first at a total level (generally charted) and findings include comparisons to previous years where applicable.

Verbatim responses have been coded into themes and charted accordingly.



It is important to note that due to rounding and questions which allow multiple answers, percentages will not always add up to 100%.

Please note labels of charted results lower than 3% are not shown due to the overlapping of labels making them difficult to read.

Appendix 1: Results by Area

Cultural Activities Undertaken:	Ararua	Castle Hill	Goat Hills	Mania Hill / Bush Hill	St John Hill / Omeke	Springdale	Whanganui Central	Whanganui East	Manukau / Kaitiaki / Mairangi	Waipahi / Pukekohe
Used the libraries	45%	51%	40%	40%	40%	49%	33%	40%	31%	30%
Visited or used the Whanganui airport	25%	57%	23%	40%	40%	50%	36%	34%	31%	35%
Been actively involved in a community organisation	30%	20%	30%	42%	35%	20%	40%	30%	20%	18%
Visited the Regional Museum	20%	17%	19%	37%	43%	25%	40%	20%	20%	25%
Visited the Sargeant on the Quay (formerly Sargeant Gallery)	22%	23%	30%	41%	33%	14%	52%	19%	23%	33%
Visited NZ Glassworks	31%	30%	24%	44%	32%	35%	39%	23%	30%	13%
Visited an historic site or just attended, any arts or cultural activities or performances	27%	30%	30%	37%	30%	20%	44%	22%	12%	18%
Participated in, including performance at, any arts or cultural activities or performances	18%	27%	28%	36%	25%	17%	36%	17%	14%	18%
Attended a performance or event at the Royal Whanganui Opera House	10%	17%	11%	10%	10%	10%	10%	10%	10%	10%
Attended a local artist or cultural event	14%	24%	7%	15%	21%	9%	10%	13%	9%	7%
Attended the Auckland Repertory, eg. Auckland Repertory	7%	0%	10%	20%	14%	7%	10%	10%	7%	10%
None of these	18%	7%	10%	5%	13%	24%	11%	25%	25%	45%

Area and demographic tables have been included in appendix 1 and 2, verbatim comments from the end of the questionnaire are grouped by theme and shown in appendix 3, while the questionnaire can be found in appendix 4.

Significance testing has been conducted to observe any significant differences amongst areas and demographic results. An upward arrow indicates that the observed result is significantly higher than the total level while a downward arrow indicates that the observed result is significantly lower than the total level.

Recreational and Cultural Activities

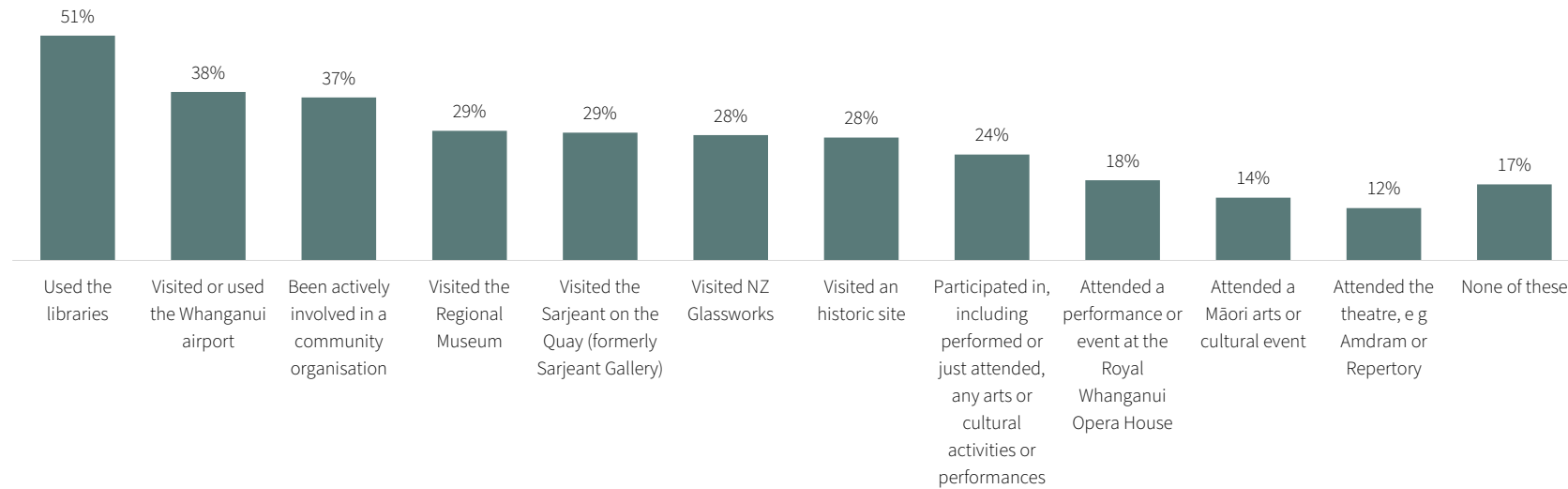


Recreational and Cultural Activities

Cultural Activities Undertaken

Just over half (51%) of residents indicate they have used the libraries in the past 12 months. At a lower level, this year residents also mention they have visited or used the Whanganui airport (38%), been actively involved in a community organisation (37%), visited the Regional Museum (29%), and visited the Sarjeant on the Quay (29%).

2022 Results



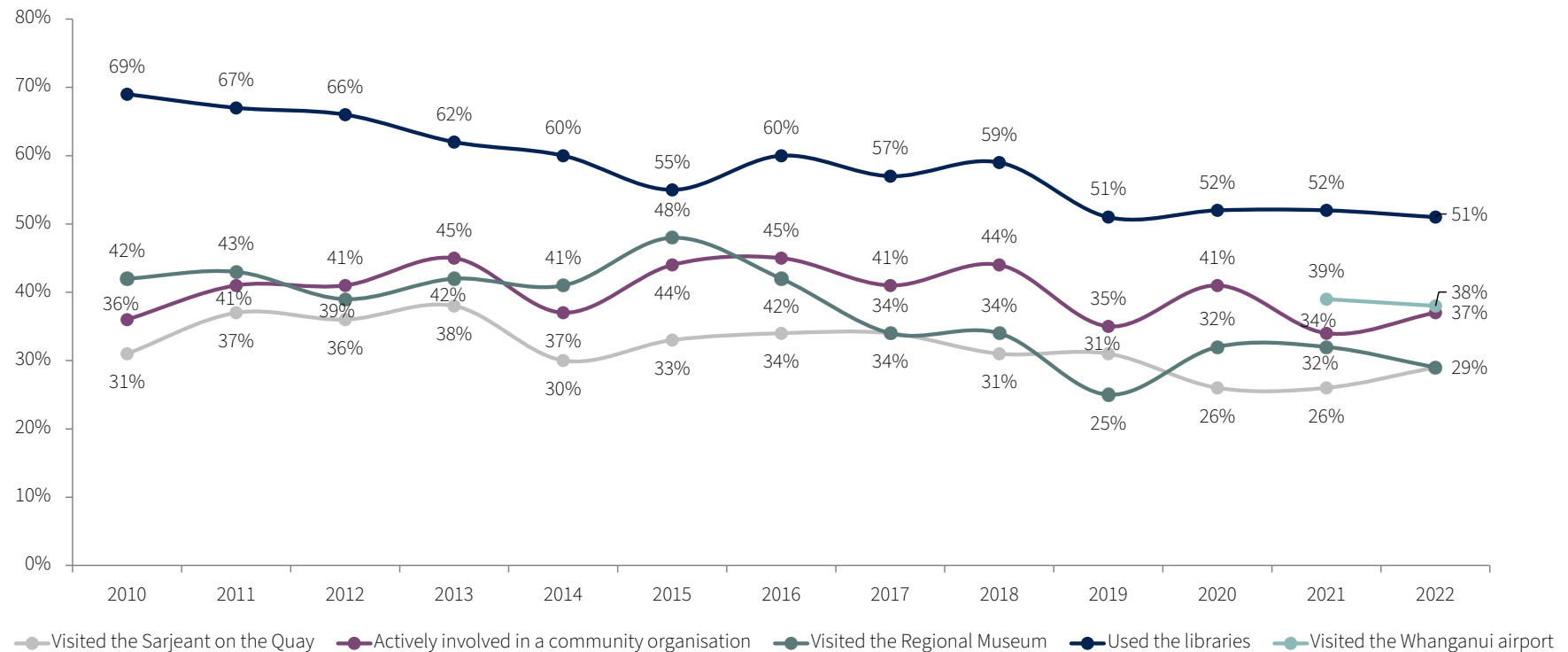
Q: Have you, or anyone else in your household, undertaken any of the following activities in the last 12 months in the Whanganui district?

Recreational and Cultural Activities

Cultural Activities Undertaken

This year, participation in cultural activities remains largely on a par with previous years' results. Although not a significant change residents mentioning they are actively involved in a community organisation and visiting the Sarjeant on the Quay have both increased 3% this year, while the proportion of residents who visited the Regional Museum has decreased 3% this year.

2010 - 2022 Trend Results



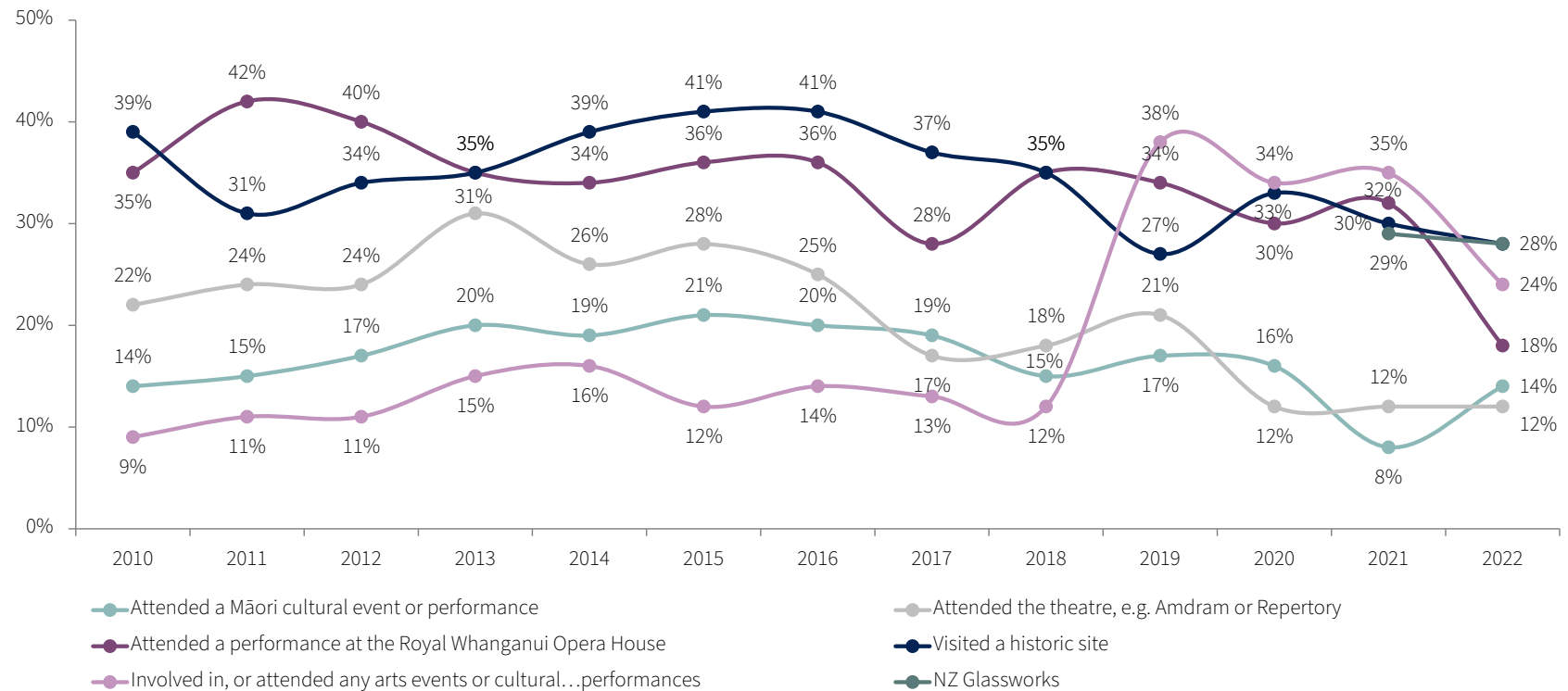
Q: Have you, or anyone else in your household, undertaken any of the following activities in the last 12 months in the Whanganui district?

Recreational and Cultural Activities

Cultural Activities Undertaken

Compared to last year’s results, the proportion of residents who attended a Māori cultural event or performance has increased (14% cf. 2021, 8%). Also of note, this year the number of residents who are involved in, or attended any arts events or cultural performances (24% cf. 2021, 35%) or who attended a performance at the Royal Whanganui Opera House (18% cf. 2021, 32%) have decreased since 2021.

2010 - 2022 Trend Results (Continued)



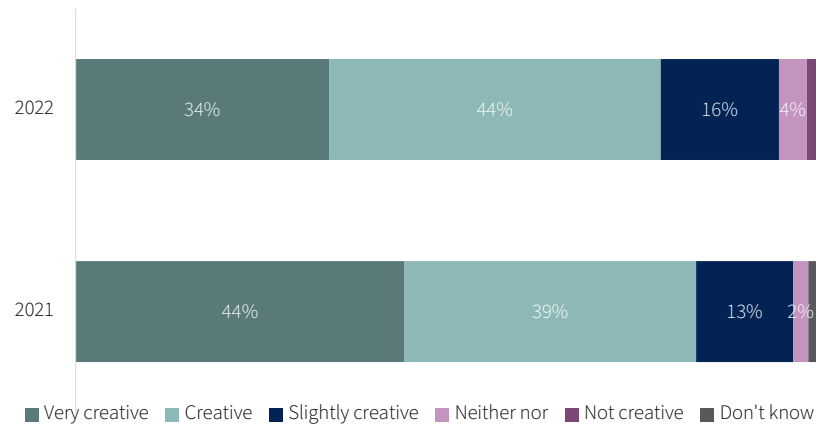
Q: Have you, or anyone else in your household, undertaken any of the following activities in the last 12 months in the Whanganui district?

Recreational and Cultural Activities

Whanganui Creativity

This year 78% of residents feel the Whanganui district is creative (44%) or very creative (34%) with a further 16% indicating the district is slightly creative. Compared to last year's result, fewer residents mention the Whanganui district is very creative (34% cf. 2021, 44%). Concurrently, there have been slight increases in the proportion of residents mentioning that the Whanganui district is creative (increased 5%) or slightly creative (increased 3%).

2021 - 2022 Trend Results



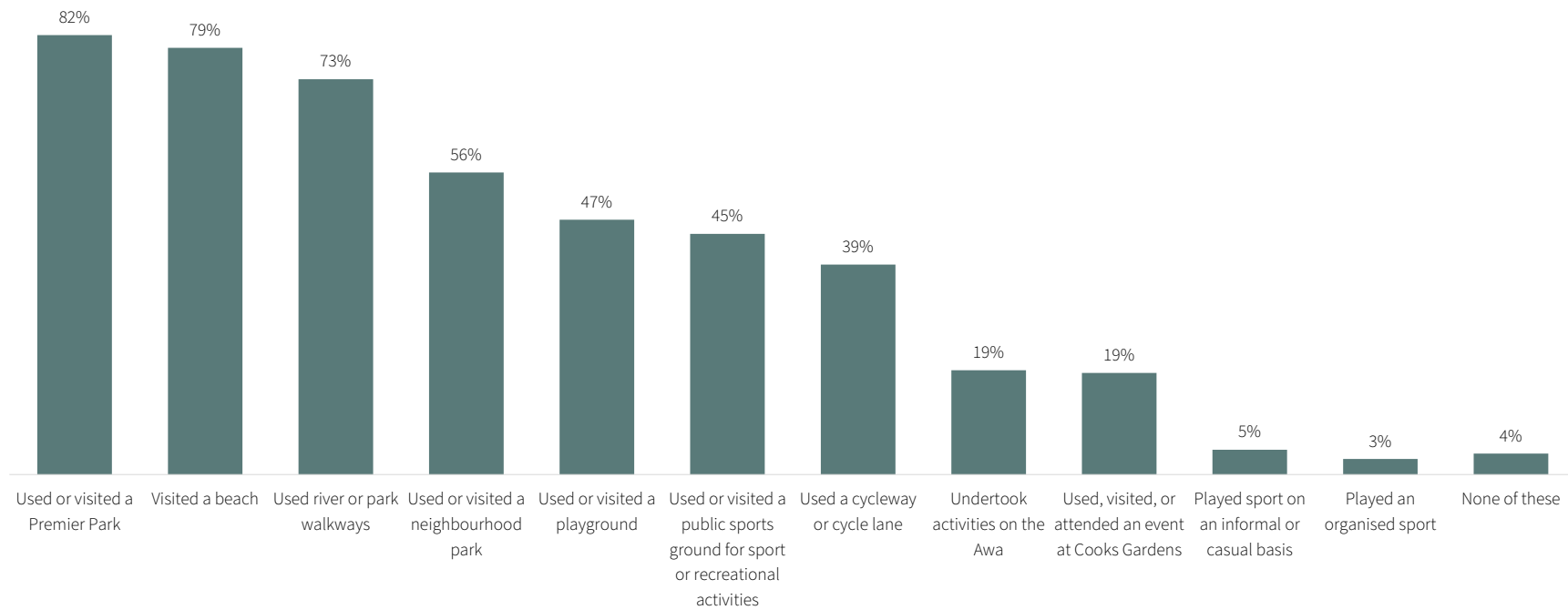
Q: How creative do you think Whanganui is?

Recreational and Cultural Activities

Recreational Activities Undertaken

The primary recreational activities undertaken by residents this year are visiting or using a Premier Park (82%), visiting a beach (79%), and using river or park walkways (73%). At a lower level, residents also mention they use or visit a neighbourhood park (56%), a playground (47%), and a public sports ground (45%).

2022 Results



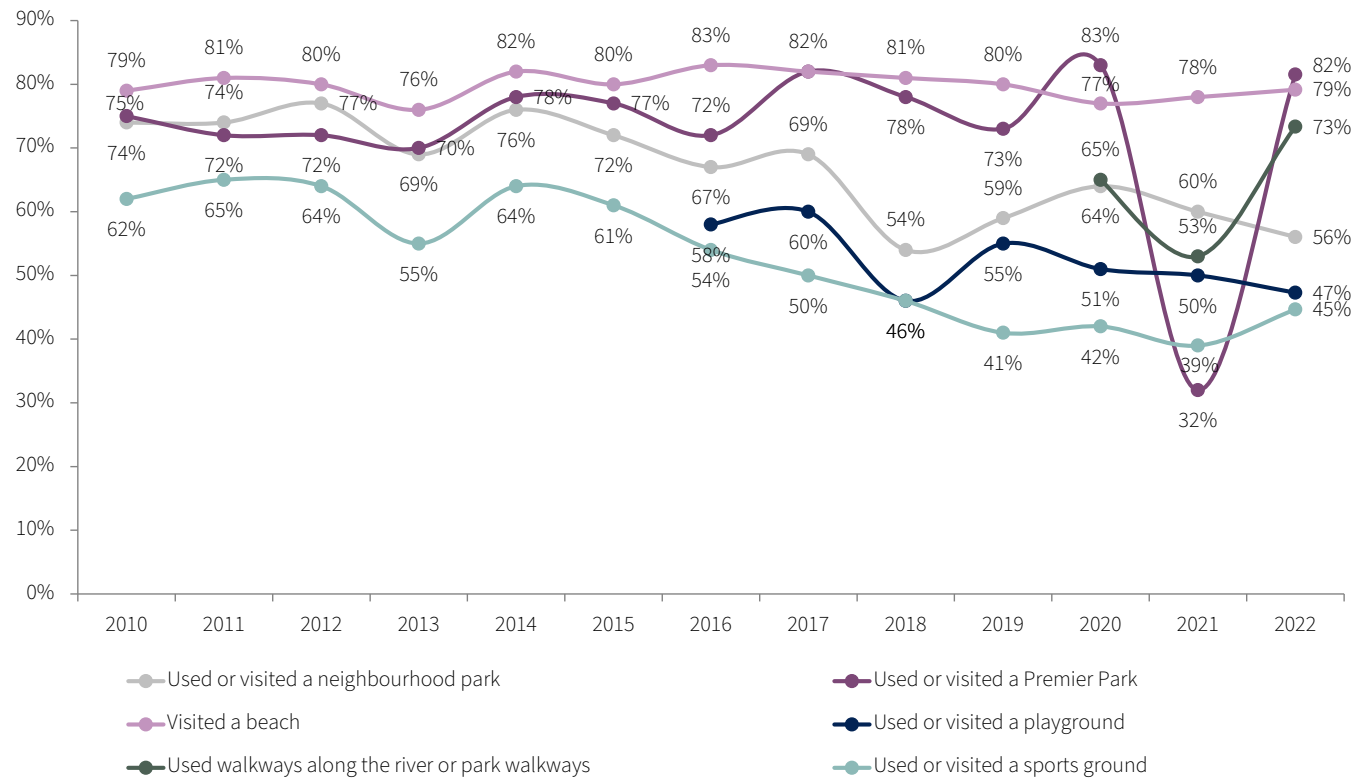
Q: Have you, or has anyone else in your household, undertaken any of the following recreational activities in the last 12 months in the Whanganui district?

Recreational and Cultural Activities

Recreational Activities Undertaken

This year, there have been increases in the number of residents mentioning they use or visit a Premier Park (82% cf. 2021, 32%) and walkways along the river (73% cf. 2021, 53%). Use of sports grounds has also increased 6% this year and use of neighbourhood parks and playgrounds has decreased 4% and 3% respectively this year.

2010 - 2022 Trend Results



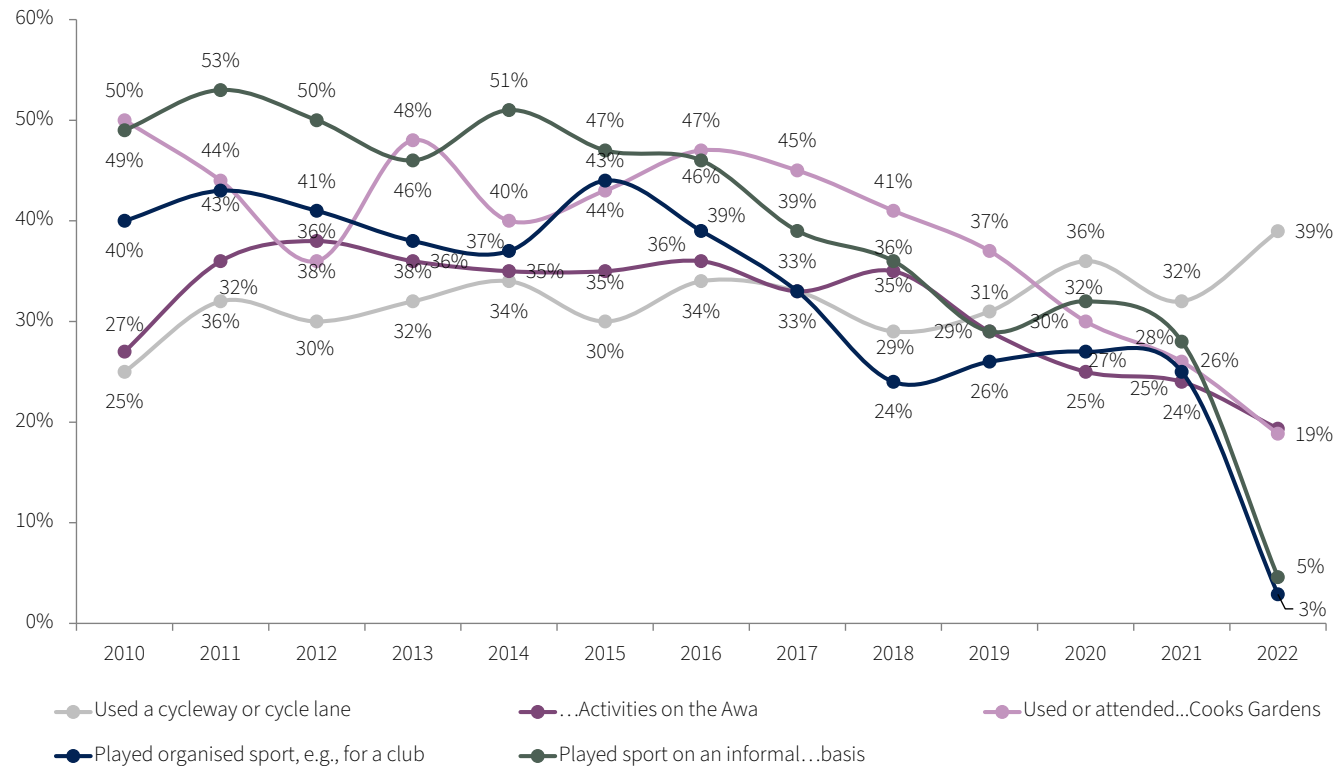
Q: Have you, or has anyone else in your household, undertaken any of the following recreational activities in the last 12 months in the Whanganui district?

Recreational and Cultural Activities

Recreational Activities Undertaken

The use of a cycleway or cycle lane in the district has increased significantly this year (39% cf. 2021, 32%). Also of note, the proportion of residents mentioning they have undertaken activities on the Awa (19% cf. 2021, 24%), used or attended an event at Cook Gardens (19% cf. 2021, 26%), played sport on an informal basis (5% cf. 2021, 28%), and played an organised sport (3% cf. 2021, 25%) have all decreased this year.

2010 - 2022 Trend (Continued)



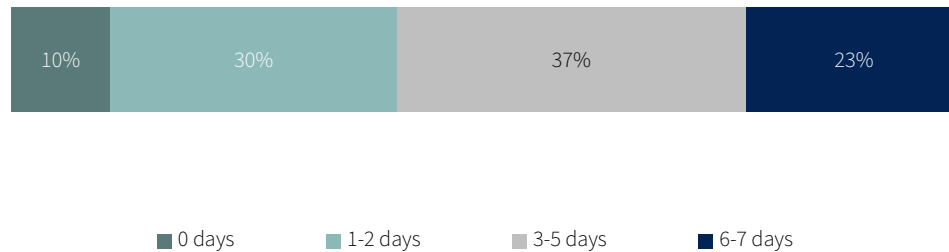
Q: Have you, or has anyone else in your household, undertaken any of the following recreational activities in the last 12 months in the Whanganui district?

Recreational and Cultural Activities

Physical Exercise

In a new question for 2022, residents were asked how frequently they engage in at least 30 minutes of physical activity each day. Ten percent of residents mention they don't engage in physical activity for at least 30 minutes a day. Following this, 30% of residents indicate they exercise for at least 30 minutes 1-2 days each week, 37% mention they exercise 3-5 days each week, and 23% exercise 6-7 days each week.

2022 Results



Q: On average, how many days a week do you engage in physical activity for at least 30mins?

Emergency Planning

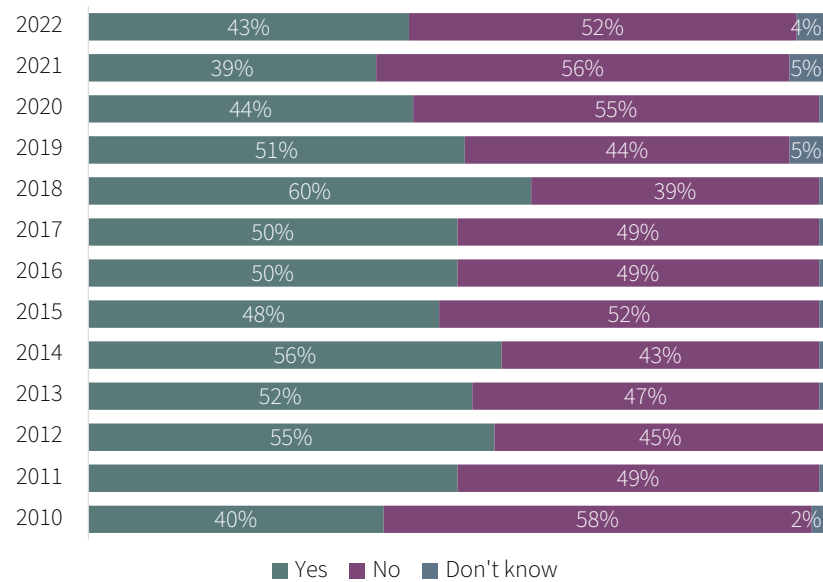


Emergency Planning

Emergency Survival Kit

This year, 43% of residents indicate their household has an emergency survival kit. Although not a large difference, this year’s result is a 4% increase from last year’s result.

2010 - 2022 Trend Results



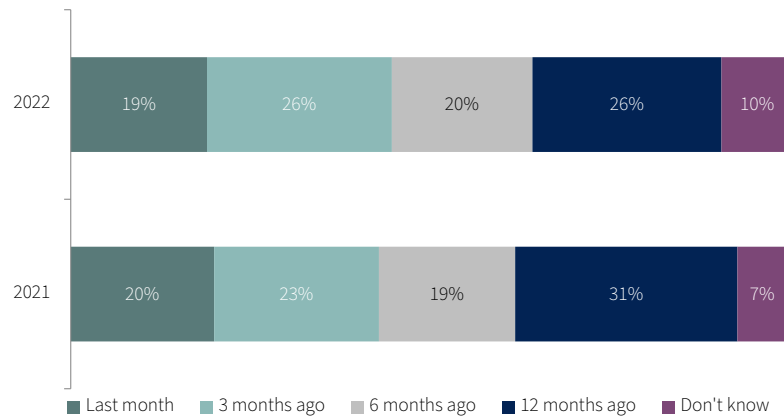
Q: Does your household have an emergency survival kit?

Emergency Planning

Checking of Emergency Kit

On a par with last year’s result, 19% of residents mention they checked their emergency kit last month. Twenty-six percent checked their kit 3 months ago, 20% checked this 6 months ago, while 26% checked this 12 months ago. A further 10% of residents mention they don’t know when their emergency kit was last checked.

2021 - 2022 Trend Results



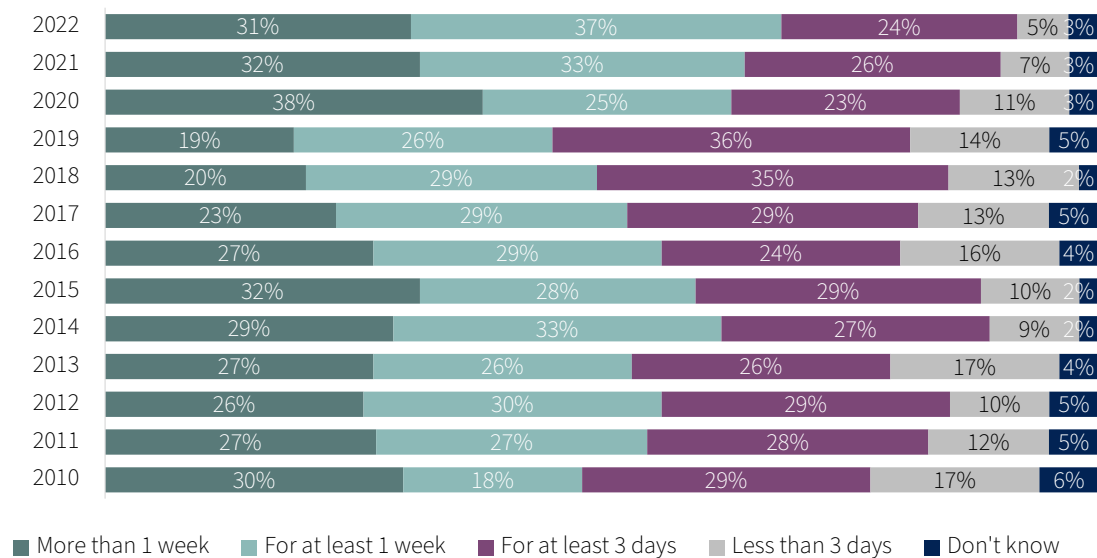
Q: When did you, or someone else in your household, last check this kit?

Emergency Planning

Duration of Coping

Similar to last year’s result, 31% of residents indicate they would be able to survive for more than one week without outside assistance. A further 37% of residents mention they would be able to cope for at least one week without outside assistance; this proportion has increased steadily since 2020. Just under one quarter (24%) of residents would be able to survive for at least three days and 5% would be able to cope for less than three days.

2010 - 2022 Trend Results



(Base size n= 400)

Q: How long do you think your household could for without outside assistance?

Whanganui District Council Community Views Survey - 2022 | 21

Perceptions of Safety

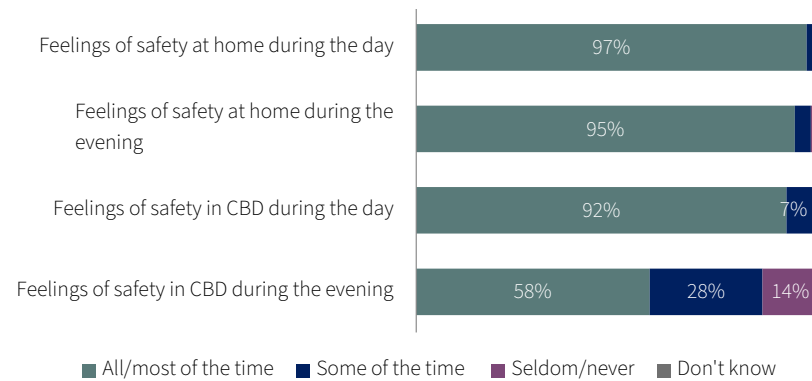


Perceptions of Safety

Perceptions of Safety

The majority of residents feel safe all or most of the time at home during the day (97%), at home in the evening (95%), and in the CBD during the day (92%). At a lower level, 58% of residents feel safe all or most of the time in the CBD during the evening, with a further 28% indicating they sometimes feel safe, and 14% mentioning they seldom or never feel safe in the CBD in the evening.

2022 Results



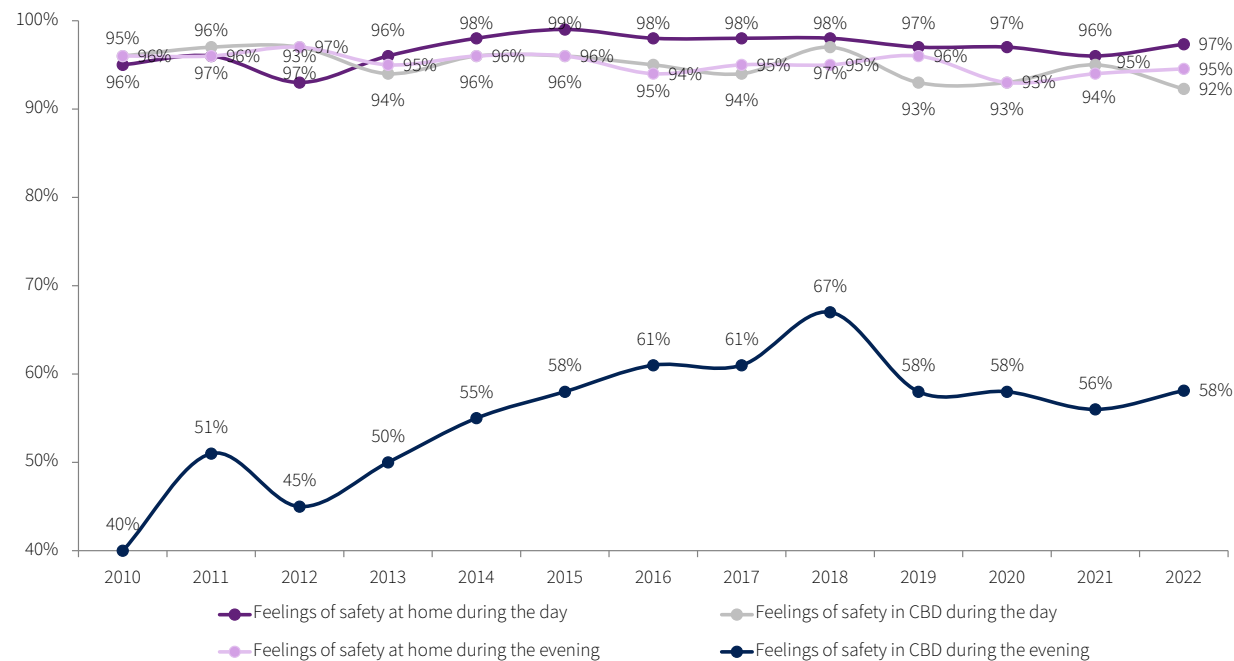
Q: For each place please indicate how safe you feel.

Perceptions of Safety

Perceptions of Safety

This year’s safety results remain on a par with results from previous years. Although not statistically significant, feeling safe in the CBD during the evening has increased 2% while feeling safe in the CBD during the day has decreased 3%.

2010 - 2022 Trend Results (Net All/Most of the Time)



Q: For each place please indicate how safe you feel.

Wellbeing and Belonging

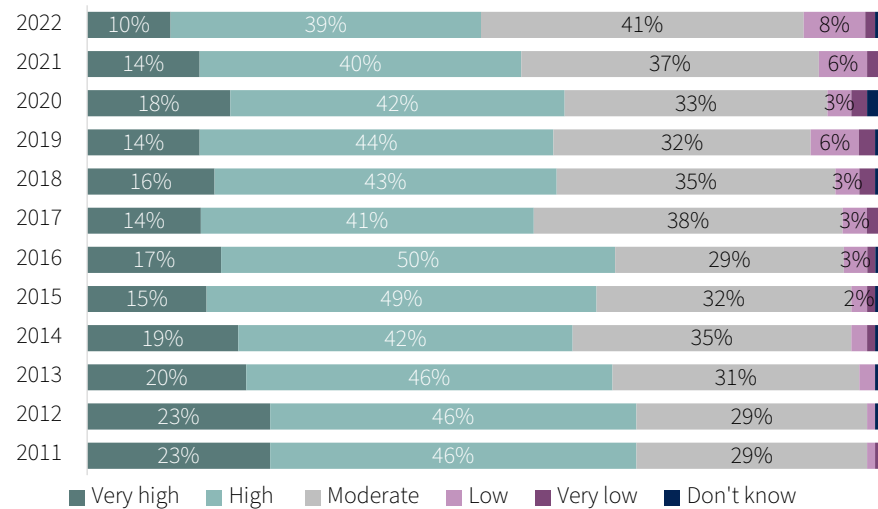


Wellbeing and Belonging

Community Wellbeing

Ten percent of residents rate their wellbeing as very high, this is a decrease from last year’s result (cf. 2021, 14%). It should also be noted very high wellbeing ratings have decreased fairly consistently since 2011. This year a further 39% of residents rate their wellbeing as high and 41% of residents rate this as moderate. Eight percent of residents rate their wellbeing as low and 1% as very low.

2011 - 2022 Trend Results



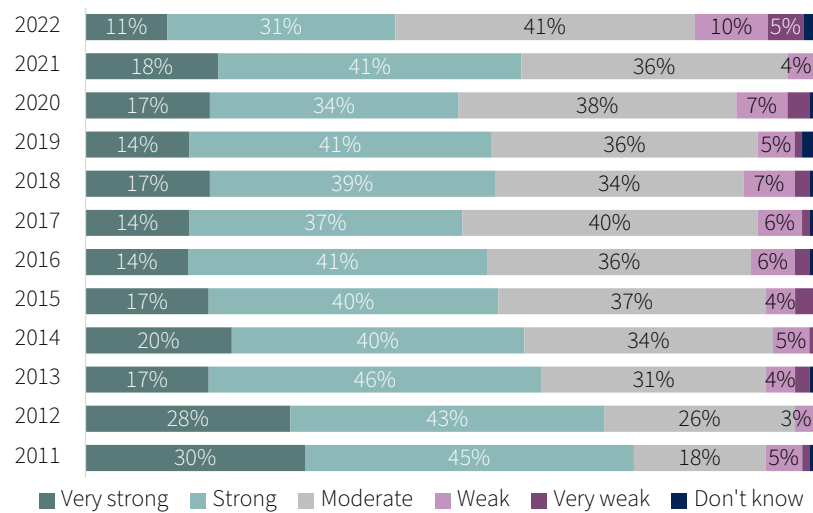
Q: Wellbeing is a broad term used to describe feelings of being happy, healthy and prosperous. With this in mind, how would you rate your current level of wellbeing?

Wellbeing and Belonging

Sense of Belonging

Forty-two percent of residents mention their sense of belonging is strong (31%) or very strong (11%), notably both strong (31% cf. 2021, 41%) and very strong (11% cf. 2021, 18%) ratings have decreased significantly this year. A further 41% of residents rate their sense of belonging as moderate. Ten percent of residents mention their sense of belonging is weak, an increase from last year's result (cf. 2021, 4%). This year 5% of residents also rate their sense of belonging as very weak, an increase from 0% last year.

2011 - 2022 Trend Results



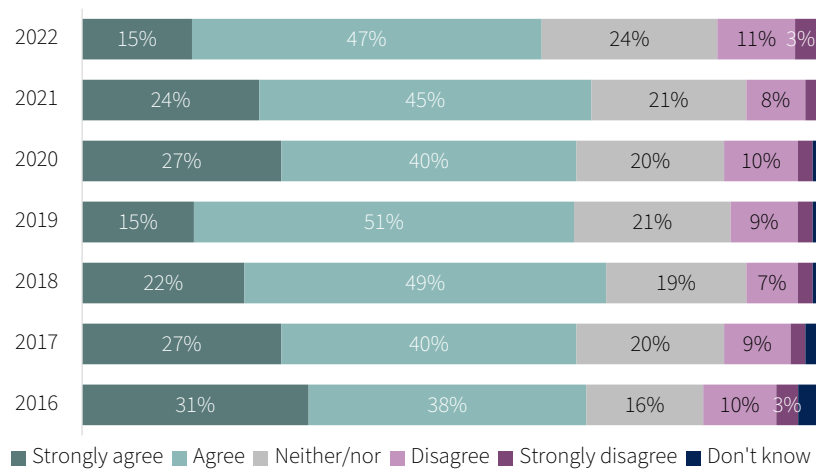
Q: A strong sense of belonging means feeling that you are part of a community. With this in mind, how would you rate your current sense of belonging?

Wellbeing and Belonging

Pride in my Neighbourhood

Overall, 62% of residents agree (47%) or strongly agree (15%) that they have pride in their neighbourhood. Notably, there has been a significant decrease in the number of residents who state they strongly agree (15% cf. 2021, 24%) that they have pride in their neighbourhood this year.

2016 - 2022 Trend Results



Q: Now, thinking specifically about your neighbourhood, how strongly do you agree with the following statement: I feel a sense of pride with how my neighbourhood looks and

Living in Whanganui

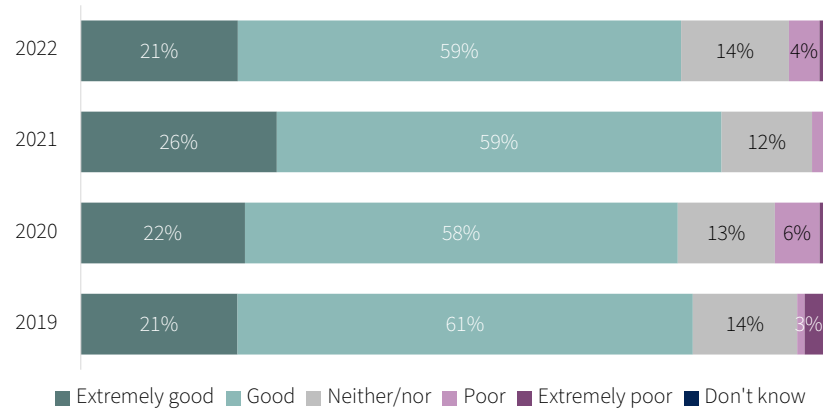


Living in Whanganui

Standard of Living

Eighty percent of residents rate their standard of living as good (59%) or extremely good (21%), with a 5% decrease in extremely good ratings this year. A further 14% of residents mention their standard of living is neither good nor poor.

2019 - 2022 Trend Results



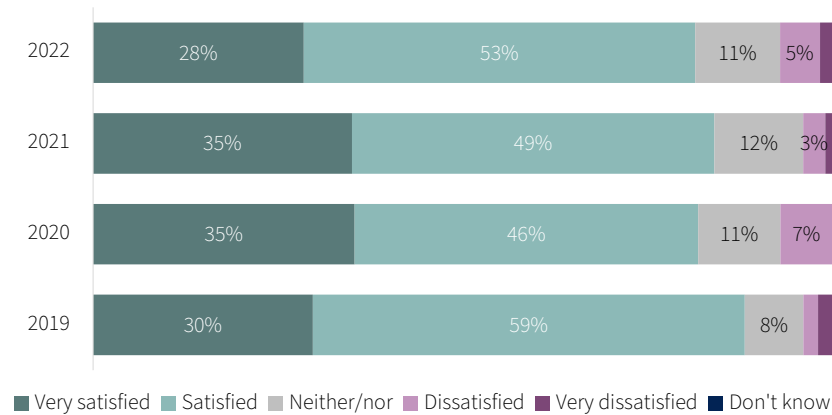
Q: When you think about your standard of living, how would you currently rate it?

Living in Whanganui

Living in Whanganui

This year, 81% of residents are satisfied (53%) or very satisfied (28%) with living in Whanganui. Notably, very satisfied results have decreased this year (28% cf. 2021, 35%) and concurrently, satisfied results have increased 4% this year.

2019 - 2022 Trend Results



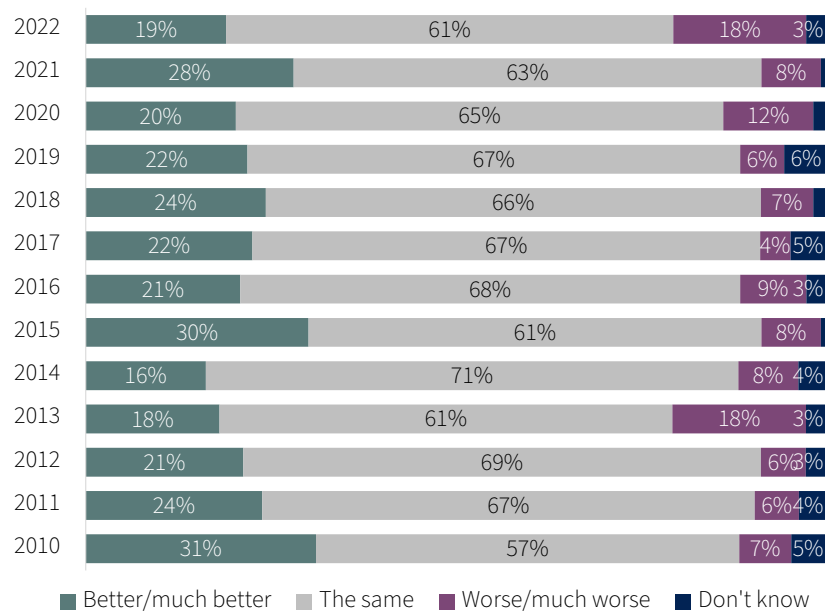
Q: When you think generally about living in Whanganui, are you...?

Living in Whanganui

Quality of Life

Nineteen percent of residents rate their quality of life as better or much better this year, which is a decrease from last year’s result (cf. 2021, 28%). On a par with last year’s result, 61% of residents rate their quality of life as the same. However, worse/much worse ratings have increased this year (18% cf. 2021, 8%).

2010 - 2022 Trend Results



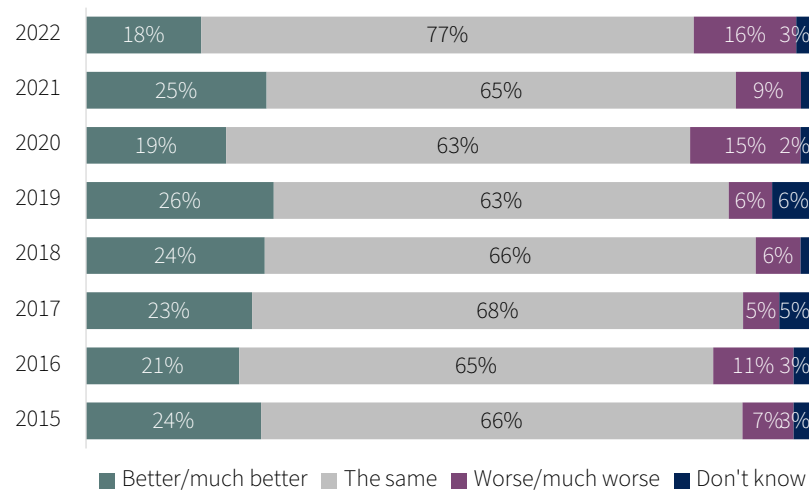
Q: When you think about your general quality of life that Whanganui District provides, do you think it is better, the same, or worse than last year?

Living in Whanganui

Whanganui District Overall

Overall, 18% of residents feel what the Whanganui district provides its residents is better or much better than last year, which is a decrease from last year’s result (cf. 2021, 25%). A further 77% (cf. 2021, 65%) of residents feel the Whanganui district is the same as last year, and 16% (cf. 2021, 9%) of residents feel what the Whanganui district provides is worse or much worse than last year. Notably, the same and worse/much worse ratings for 2022 are both increases from the 2021 results.

2015 - 2022 Trend Results



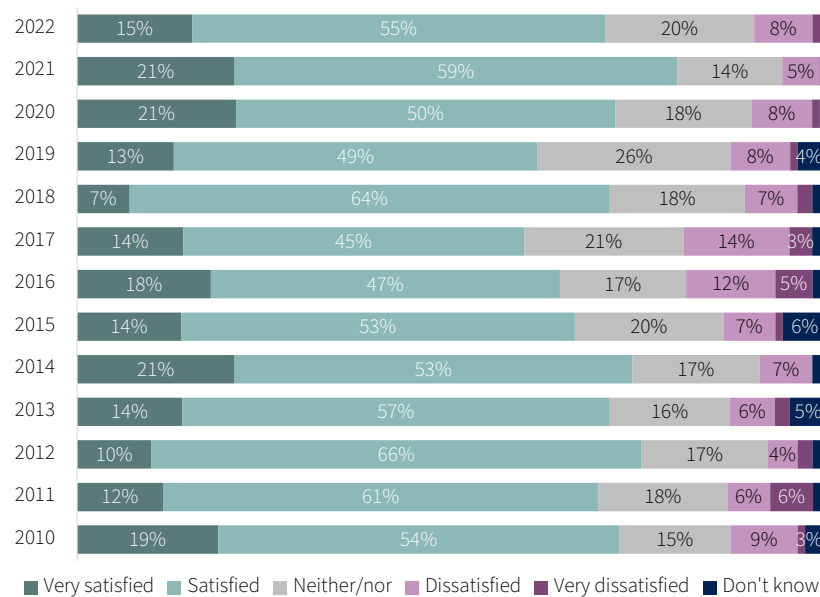
Q: When you think about the Whanganui district, and what it provides to people, do you think the district is better, the same, or worse from last year?

Living in Whanganui

CBD Contribution to Lifestyle and Image

Seventy percent of residents are satisfied (55%) or very satisfied (15%) with the CBD contribution to the district's lifestyle and image, with very satisfied results decreasing this year (15% cf. 2021, 21%). A further 20% of residents are neither satisfied nor dissatisfied with the CBD's contribution to lifestyle and image, which is also an increase from last year's result (cf. 2021, 14%).

2010 - 2022 Trend Results



Q: When you think about Whanganui's town centre, how satisfied or dissatisfied are you with the contribution it makes to the image of Whanganui? Please note this refers to the

Satisfaction with Council Facilities and Services

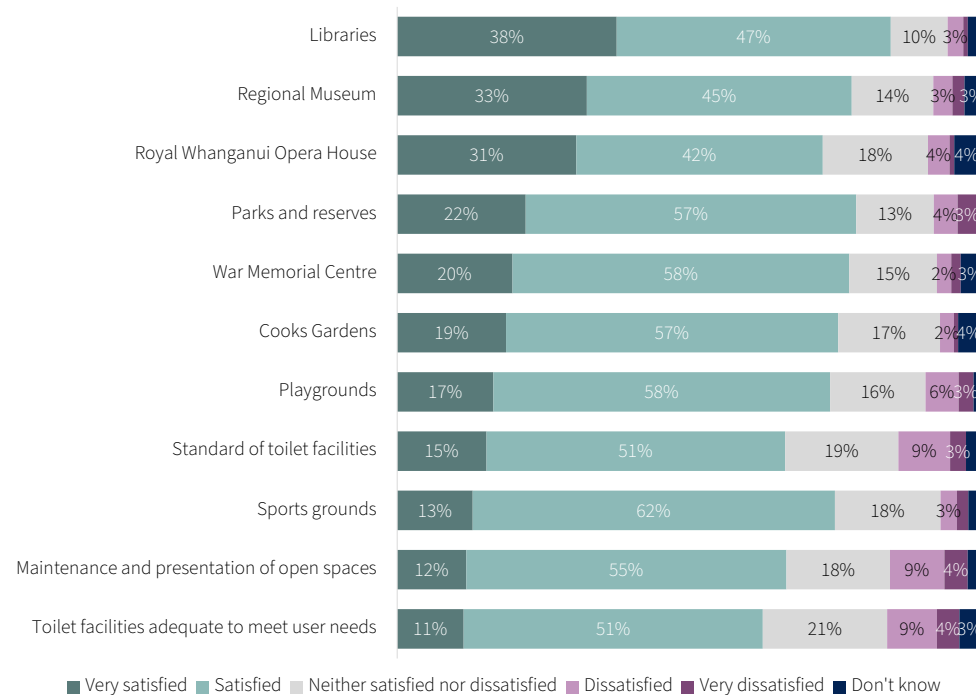


Satisfaction with Council Facilities and Services

Facilities Provided by Council (Users)

Amongst users, 85% of library users are satisfied (47%) or very satisfied (38%) with the libraries. A further 78% of Regional Museum users are satisfied (45%) or very satisfied (33%) with the museum and 73% of Royal Whanganui Opera House users are satisfied (42%) or very satisfied (31%) with the opera house.

2022 Results



Q: If you have used the following council facilities in the past 12 months, how satisfied or dissatisfied are you with them. If you haven't used them, click 'didn't use'. NOTE: this

Satisfaction with Council Facilities and Services

Facilities Provided by Council (Users)

Overall satisfaction amongst users remains largely on a par with the results from 2021. Satisfaction with the War Memorial Museum has increased 7%, while satisfaction with the maintenance and presentation of open spaces has decreased 12% this year.

2021 - 2022 Trend Results (Satisfied/ Very Satisfied Results)

	2022 User Results	2021 User Results
Libraries	85%	86%
Regional Museum	78%	78%
Royal Whanganui Opera House	73%	78%
Parks and reserves	79%	85%
War Memorial Centre	78%	71%
Cooks Gardens	76%	77%
Playgrounds	75%	81%
Standard of toilet facilities	66%	66%
Sports grounds	75%	78%
Maintenance and presentation of open spaces	67%	79%
Toilet facilities adequate to meet user needs	62%	63%

Q: If you have used the following council facilities in the past 12 months, how satisfied or dissatisfied are you with them. If you haven't used them, click 'didn't use'. NOTE: this

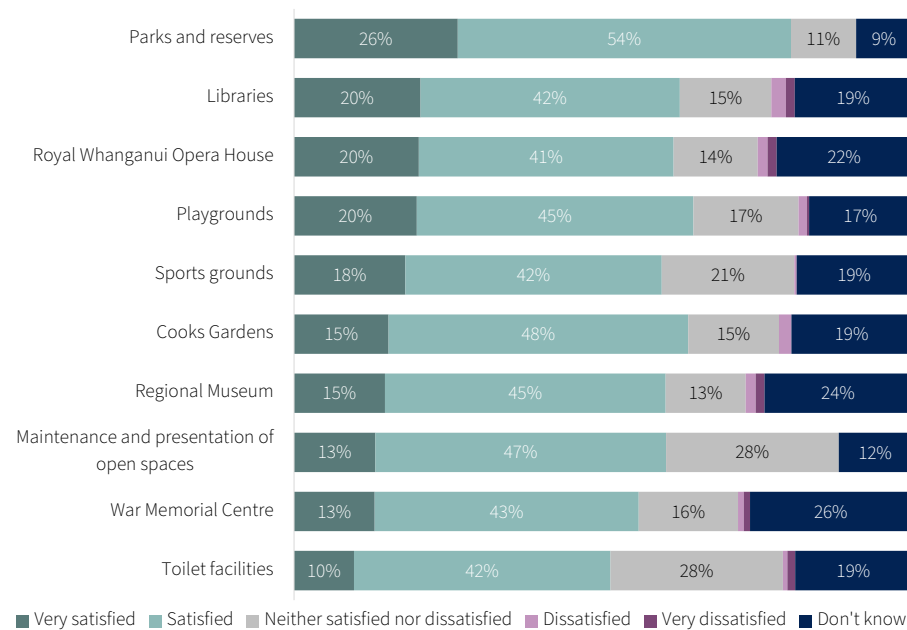
Whanganui District Council Community Views Survey - 2022 | 37

Satisfaction with Council Facilities and Services

Facilities Provided by Council (Non-Users)

Amongst non-users, 80% are satisfied (54%) or very satisfied (26%) with the parks and reserves in the district. A further 62% of non-users are satisfied (42%) or very satisfied (20%) with the libraries and 61% of non-users are satisfied (41%) or very satisfied (20%) with the Royal Whanganui Opera House.

2022 Results



Q: Even though you did not use these facilities in the past 12 months, how satisfied or dissatisfied are you with the availability of them?

Satisfaction with Council Facilities and Services

Facilities Provided by Council Comparison

Amongst non-users, satisfaction with most of the facilities provided by the council remains similar to the results from 2021. This year, non-user satisfaction with parks and reserves has increased 10%.

2021 - 2022 Trend Results (Satisfied/ Very Satisfied Results)

	2022 Non-User results	2021 Non-User Results
Parks and Reserves	80%	70%
Libraries	62%	67%
Royal Whanganui Opera House	61%	58%
Playgrounds	65%	60%
Sports Grounds	60%	59%
Cooks Gardens	63%	64%
Regional Museum	60%	61%
War Memorial Centre	56%	62%
Toilet facilities	52%	55%

Q: Even though you did not use these facilities in the past 12 months, how satisfied or dissatisfied are you with the availability of them?

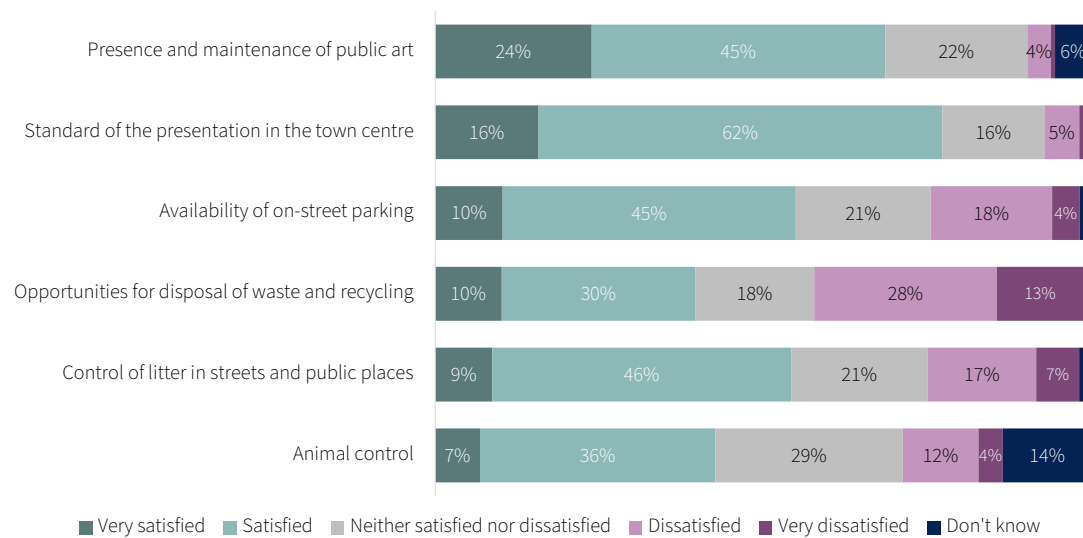
Whanganui District Council Community Views Survey - 2022 | 39

Satisfaction with Council Facilities and Services

Services Provided by Council

Seventy-eight percent of residents are satisfied (62%) or very satisfied (16%) with the standard of the presentation in the town centre. A further 69% of residents are satisfied (45%) or very satisfied (24%) with the presence and maintenance of public art. At a lower level, 55% of residents are satisfied (46%) or very satisfied (9%) with the control of litter in streets and public places and 55% of residents are satisfied (45%) or very satisfied (10%) with the availability of on-street parking.

2022 Results



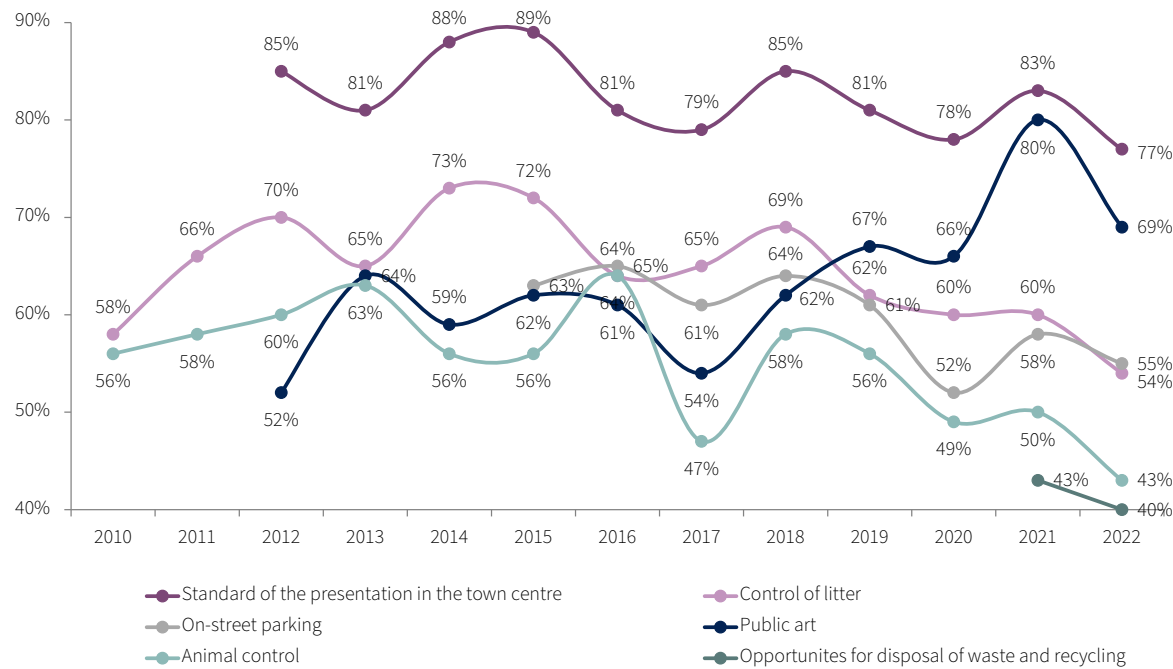
Q: How satisfied or dissatisfied are you with the following council services?

Satisfaction with Council Facilities and Services

Services Provided by Council

This year, satisfaction with all services provided by the council have decreased. The most notable decreases in satisfaction are seen for the standard of the presentation in the town centre (77% cf. 2021, 83%), public art (69% cf. 2021, 80%), and animal control (43% cf. 2021, 50%).

2010 - 2022 Trend Results



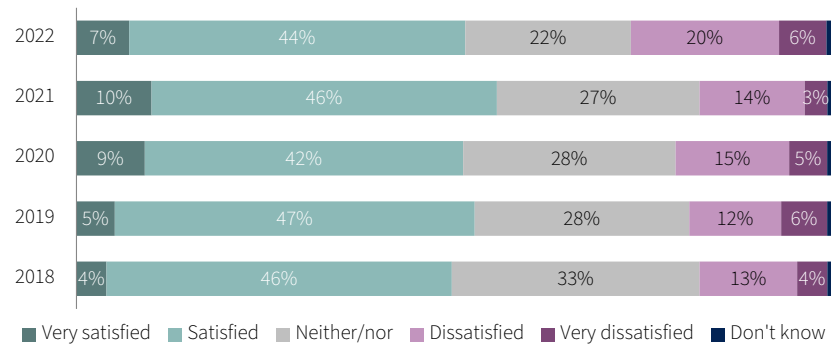
Q: How satisfied or dissatisfied are you with the following council services?

Satisfaction with Council Facilities and Services

Travelling around Whanganui - Road Satisfaction

Overall, 51% of residents are satisfied (44%) or very satisfied (7%) with the roads in the district. A further 22% of residents are neither satisfied nor dissatisfied with the roads and 26% mention they are dissatisfied (20%) or very dissatisfied (6%) with this. This year’s dissatisfied result is an increase from last year’s result (20% cf. 2021, 14%).

2018 - 2022 Trend Results



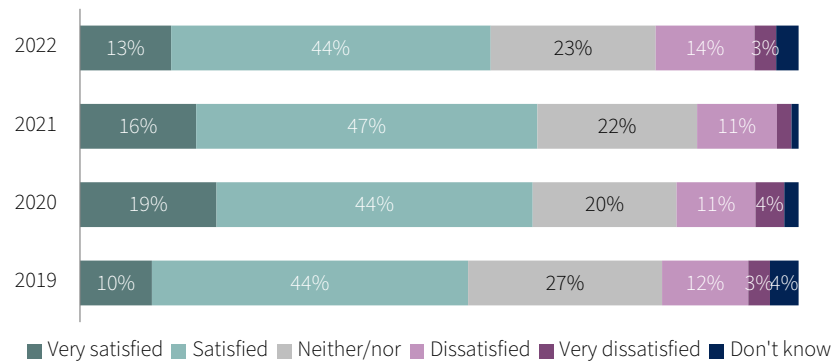
Q: How satisfied or dissatisfied are you with the following...local roads (not state highways)?

Satisfaction with Council Facilities and Services

Travelling around Whanganui - Footpath Satisfaction

Fifty-seven percent of residents are satisfied (44%) or very satisfied (13%) with the footpaths in the district, this is on a par with last year’s result. A further 23% are neither satisfied nor dissatisfied with the footpaths and 17% of residents are dissatisfied (14%) or very dissatisfied (3%) with this.

2019 - 2022 Trend Results



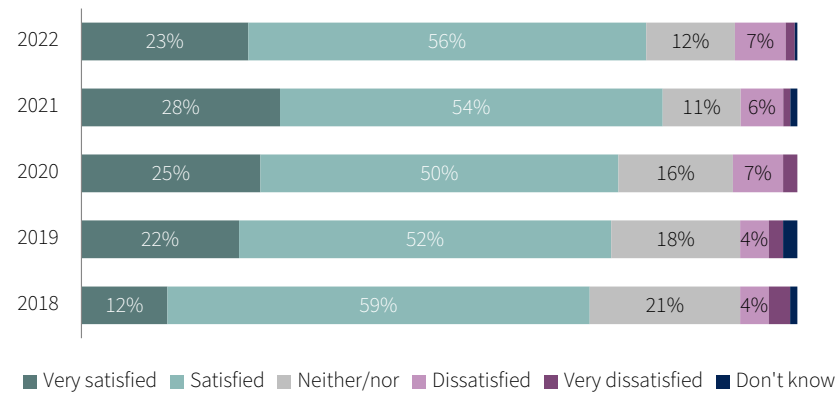
Q: How satisfied or dissatisfied are you with the following...shared pathways and footpaths in the city?

Satisfaction with Council Facilities and Services

Travelling around Whanganui - Getting Around

This year, 79% of residents are satisfied (56%) or very satisfied (23%) with how easy it is to get around the district. A further 12% of residents are neither satisfied nor dissatisfied with how easy it is to get around and a further 8% of residents are dissatisfied (7%) or very dissatisfied (1%) with this.

2018 - 2022 Trend Results



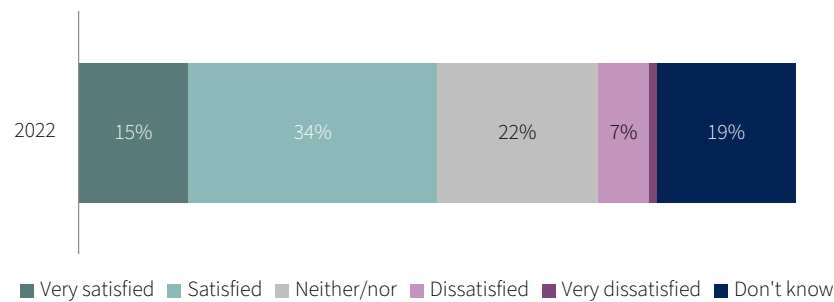
Q: How satisfied or dissatisfied are you with the following...how easy it is to get around the Whanganui district (think of all ways you travel, e.g. walking, cycling, driving, etc)?

Satisfaction with Council Facilities and Services

Cycleways and Cycle Lanes

Almost half (49%) of residents are satisfied (34%) or very satisfied (15%) with cycleways and cycle lanes in the district. A further 22% of residents are neither satisfied nor dissatisfied with the cycleways and cycle lanes and 8% of residents are dissatisfied (7%) or very dissatisfied (1%). A further 19% of residents are unsure how to rate their satisfaction with the cycleways and cycle lanes in the district.

2022 Results



Q: How satisfied or dissatisfied are you with the following...cycleways and cycle lanes?

Performance of Council

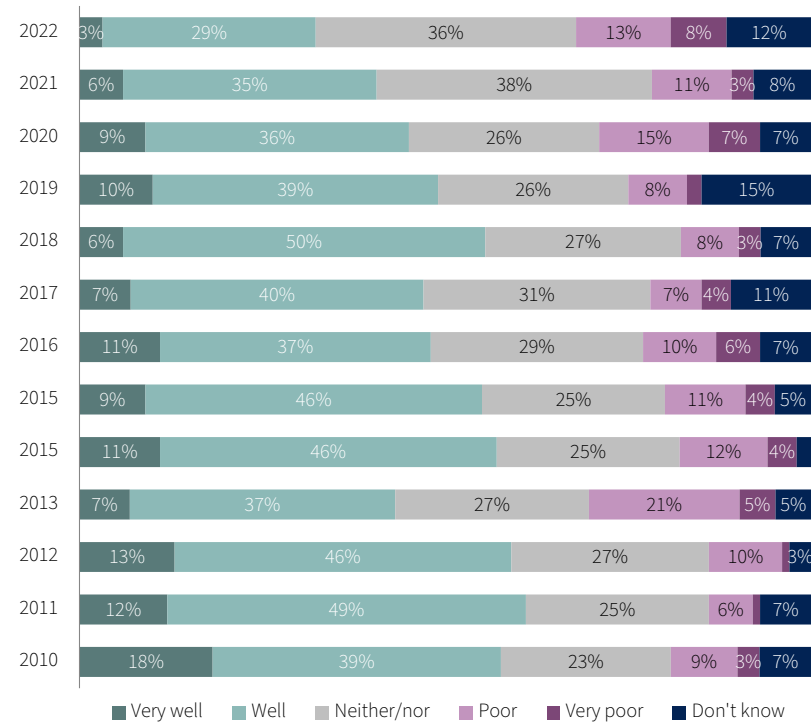


Performance of Council

Council Response to Community Needs and Issues

Overall, 32% of residents rate the council’s response to the community’s needs and issues as well (29% cf. 2021, 35%) or very well (3% cf. 2021, 6%), notably the proportion of both well and very well responses have decreased this year. A further 36% of residents are neither satisfied nor dissatisfied with the council’s response to the community’s needs, and a further 21% of residents rate the council’s response as poor (13%) or very poor (8%). Of note, a greater number of residents rate the council’s response as very poor (8% cf. 2021, 3%) this year compared to last year.

2010 - 2022 Trend Results



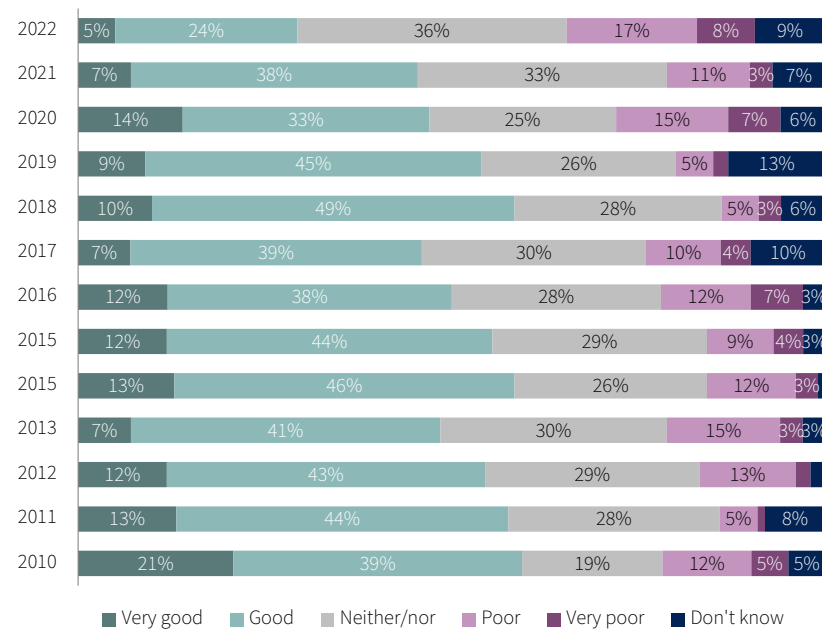
Q: In the past 12 months, how well do you think council has responded to community needs and issues?

Performance of Council

Performance of Mayor and Councillors

Twenty-nine percent of residents rate the performance of the Mayor and Councillors as good (24%) or very good (5%). Notably, the proportion of residents who rate the performance of the Mayor and Councillors as good has decreased this year (24% cf. 2021, 38%). A further 36% of residents rate the performance of the Mayor and Councillors as neither poor nor good. A quarter (25%) of residents rate the performance of the Mayor and Councillors as poor (17% cf. 2021, 11%) or very poor (8% cf. 2021, 3%), these are both increases compared to last year's results.

2010 - 2022 Trend Results



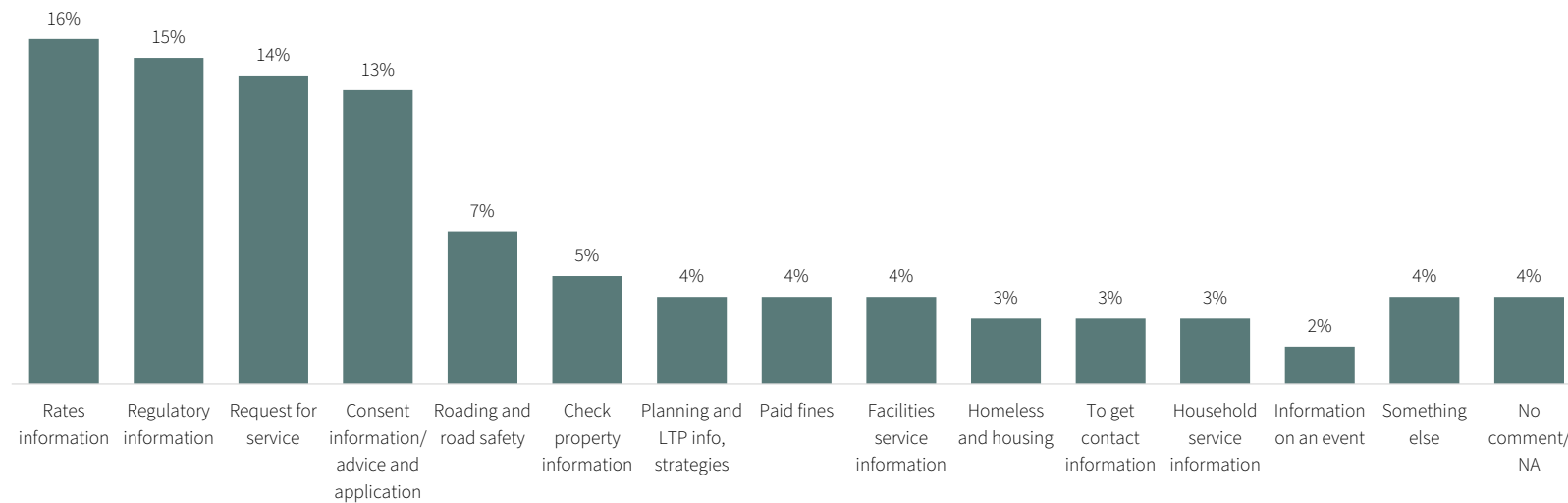
Q: How would you rate the overall performance of the Mayor and Councillors over the last year?

Performance of Council

Contacting Council

This year, 42% of residents mention they have had contact with a staff member in the past 12 months. The primary reasons for contacting the council pertains to rates information (16%), regulatory information (15%), a request for service (14%), and/or consent information/advice and application (13%).

2022 Results



Q: In the past 12 months, have you had any contact with a council staff member (excluding the Mayor and Councillors)?

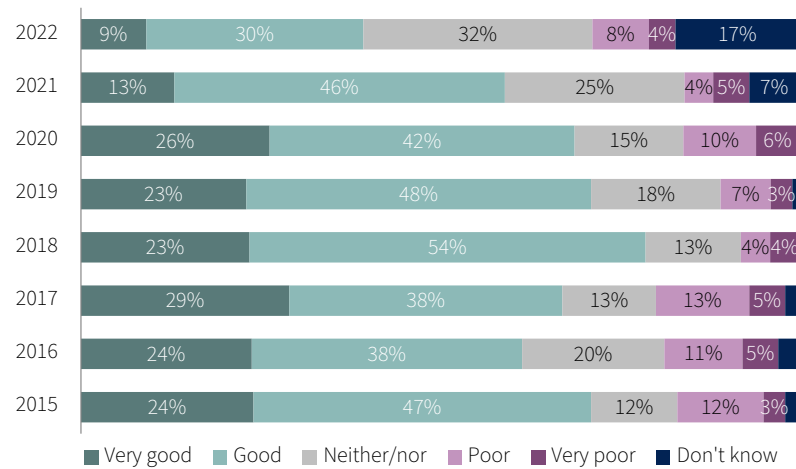
Whanganui District Council Community Views Survey - 2022 | 49

Performance of Council

Performance of Council Staff

Thirty-nine percent of residents rate the performance of the council’s staff as good (30% cf. 2021, 46%) or very good (9% cf. 2021, 13%), these results are both decreases from last year’s results. A further 32% of residents indicate the performance of the council’s staff is neither good nor poor, this is an increase from last year’s result (cf. 2021, 25%). Twelve percent of residents rate the performance of the council’s staff as poor (8% cf. 2021, 4%) and don’t know responses (17% cf. 2021, 7%) have both increased this year.

2015 - 2022 Trend Results



Q: How would you rate the performance of council staff over the last 12 months (excluding the Mayor and Councillors)?

Access to Information

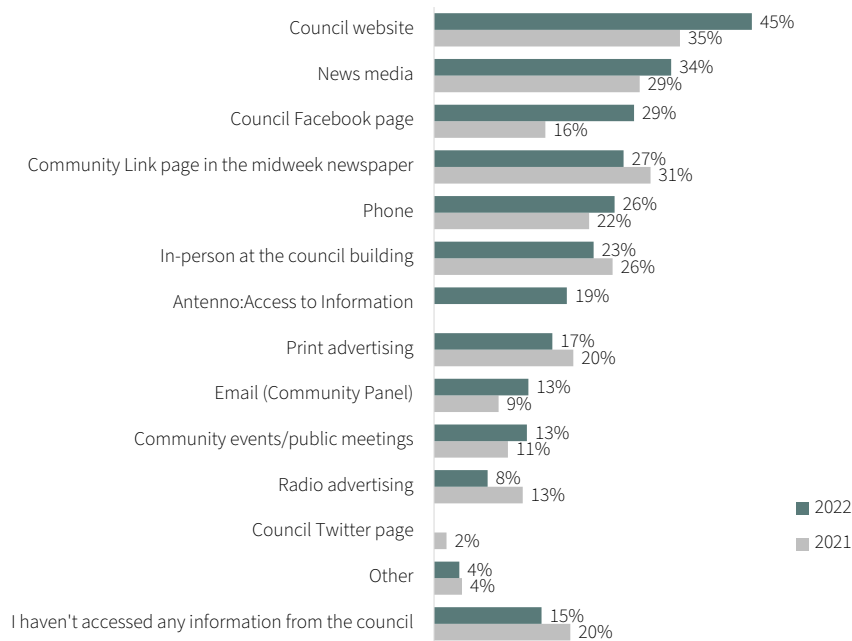


Access to Information

Accessing Information

Almost half (45%) of residents mention they have accessed information on the council’s website, this is an increase from last year’s result (cf. 2021, 35%). A further 34% of residents mention they have accessed information about the council through news media and 29% have accessed the council’s Facebook page, which is an increase from last year’s result (cf. 2021, 16%). Also of note, this year a greater number of residents mention they have accessed information through email (13% cf. 2021, 9%) and fewer residents mention they have heard the council’s radio advertising (8% cf. 2021, 13%) and that they haven’t accessed any information from Council (15% cf. 2021, 20%).

2021 - 2022 Trend Results



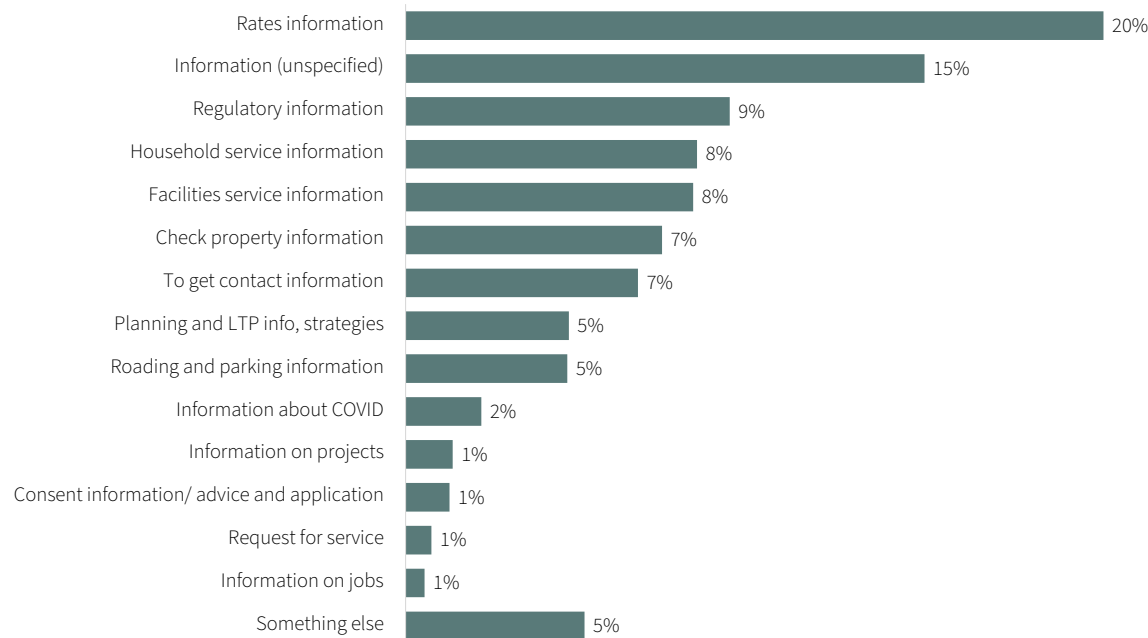
Q: Which of the following ways have you accessed /obtained information from the council in the past 12 months?

Access to Information

Reasons for Accessing Website

Amongst the residents who have accessed information on the council’s website, rates information (20%), general information (15%), and regulatory information (9%) are the primary reasons for visiting the website.

2022 Results



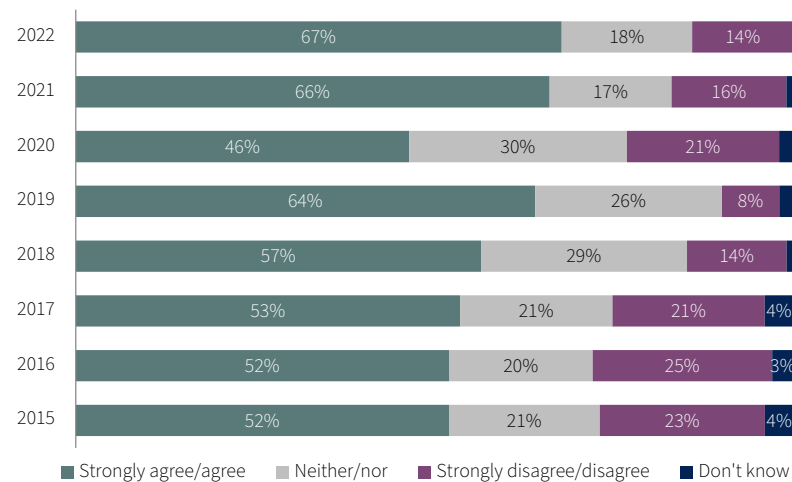
Q: You indicated that you have visited the council website in the past 12 months, can you please tell me what this was for?

Access to Information

Ease of Website Navigation

Sixty-seven percent of residents who have visited the council’s website agree that the website is easy to navigate, this is on a par with last year’s result. A further 18% of these residents indicate they neither agree nor disagree that the website is easy to navigate and 14% disagree with this.

2015 - 2022 Trend Results



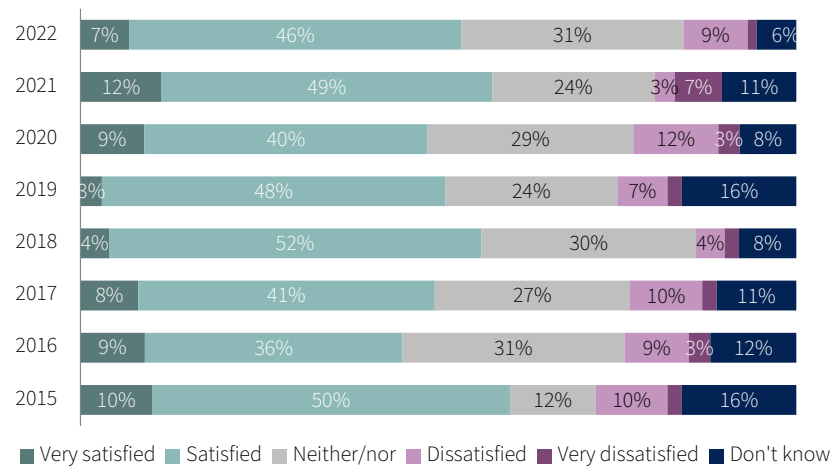
Q: Given you used the council website in the past 12 months, how strongly do you agree or disagree that you were easily able to find what you were looking for?

Access to Information

Access to Information

Overall, 53% of residents are satisfied (46%) or very satisfied (7%) with ease of access to the council's information. Notably, very satisfied results have decreased this year (7% cf. 2021, 12%). A further 31% of residents are neither satisfied nor dissatisfied with the ease of access to the council's information, which is an increase from last year's result (cf. 2021, 24%). Ten percent of residents are dissatisfied (9% cf. 2021, 3%) or very dissatisfied (1% cf. 2021, 7%).

2015 - 2022 Trend Results



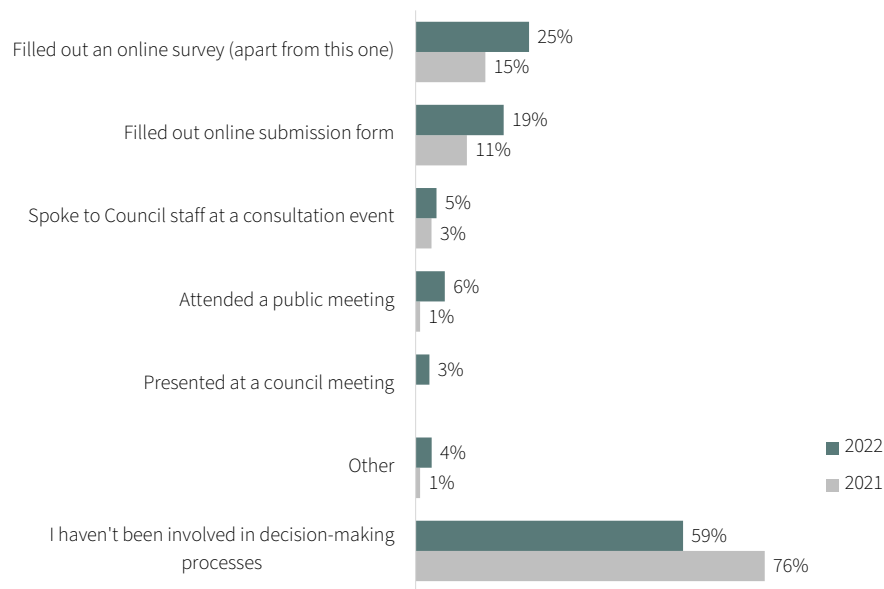
Q: How satisfied or dissatisfied are you with the ease of accessing council information?

Access to Information

Involvement in Decision Making

This year, more residents have been involved in decision making with significantly fewer residents mentioning they haven't been involved in decision making processes (59% cf. 2021, 76%). A greater number of residents mention they have filled out an online survey this year (25% cf. 2021, 15%), filled out an online submission form (19% cf. 2021, 11%), and/or attended a public meeting (6% cf. 2021, 1%).

2021 - 2022 Trend Results



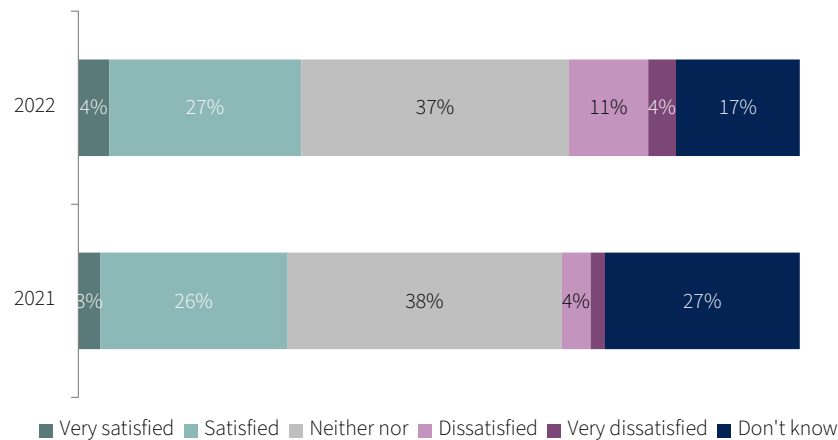
Q: In which of the following ways have you been involved in decision-making processes for the district in the past 12 months?

Access to Information

Satisfaction with Involvement in Decision Making

Overall, 31% of residents are satisfied (27%) or very satisfied (4%) with their ability to be involved in decision making. Fifteen percent of residents mention they are dissatisfied (11%) or very dissatisfied (4%) with their ability to be involved in decision making. Notably, the proportion of residents who provided a dissatisfied rating has increased this year (11% cf. 2021, 4%) while the proportion of don't know responses have decreased (17% cf. 2021, 27%).

2021 - 2022 Trend Results



Q: How satisfied or dissatisfied are you with your ability to be involved in council decision-making processes?

Rural Community Board

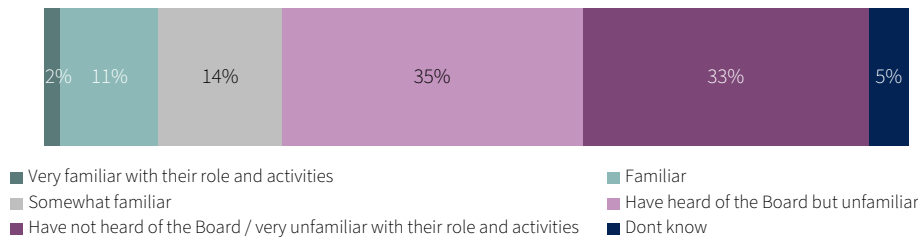


Rural Community Board

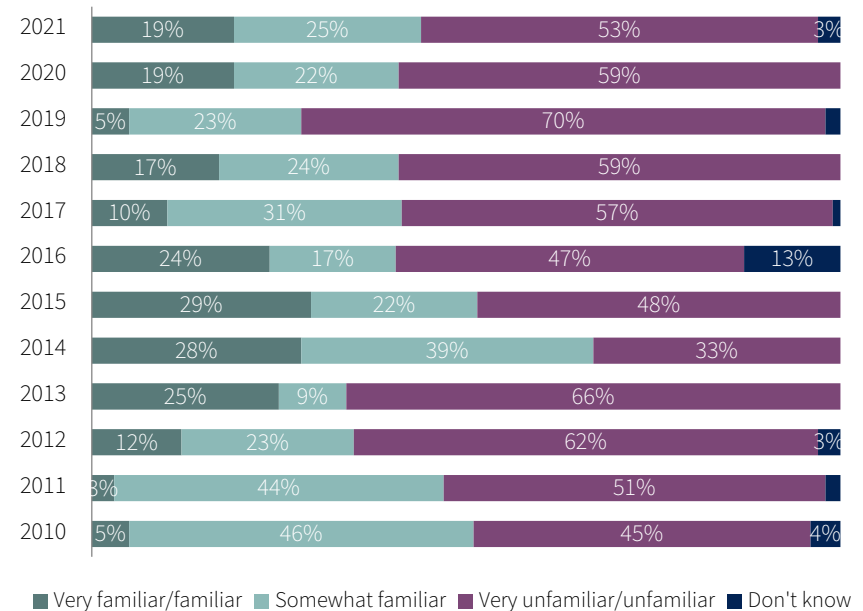
Rural Community Board

Thirteen percent of rural residents indicate they are familiar (11%) or very familiar (2%) with the Rural Community Board’s (the Board) role and its activities, with a further 14% mentioning they are somewhat familiar. Thirty-five percent of rural residents indicate they have heard of the Board but are unfamiliar and a further third (33%) of rural residents have not heard of the Board or are very unfamiliar with its role and activities. The rating scale for this question changed in 2022, a comparison to the prior scale is shown in chart on the right.

2022 Familiarity with the Rural Community Board Results



2010 - 2021 Familiarity with the Rural Community Board Trend Results



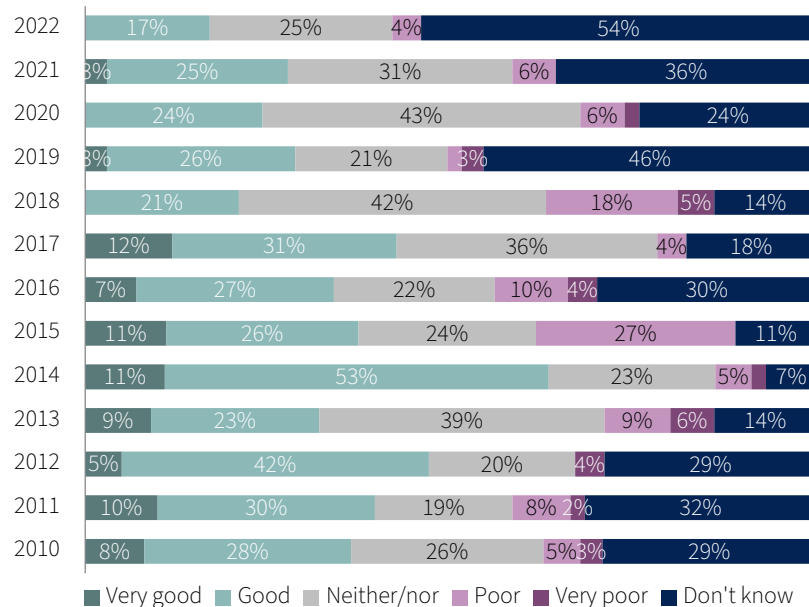
Q: How familiar are you with the Rural Community Board’s role and their activities over the past 12 months?

Rural Community Board

Rural Community Board

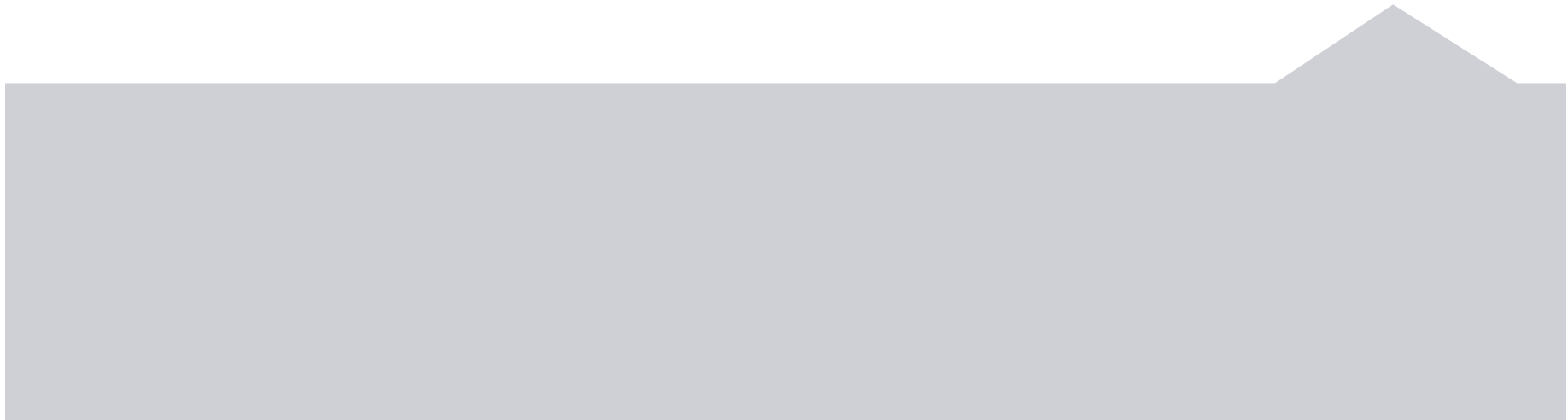
This year, 17% of rural residents rate the performance of the Board as good which is an 8% decrease from last year’s results. A further quarter (25%) of rural residents rate the performance of the Board as neither good nor poor and 4% rate the Board’s performance as poor. Notably, 54% of rural residents are unsure how to rate the Board’s performance which is an 18% increase from last year’s result.

2010 - 2022 Performance of the Rural Community Board Trend Results



Q: When you think about the overall performance of the Rural Community Board over the last year in terms of its role to represent and act as an advocate for the interests of the rural

Appendices



Appendix

Appendix 1: Final Verbatim Comments

At the end of the survey residents were asked if they had any further comments they wished to include. These comments have been broadly post coded by their key theme and are shown below. The comments are in a respondent's own words and have not been edited.

Customer Service/Followup

- Council staff were initially responsive but have not followed up when I was seeking information.
- Dealing with some of the council staff is hard work.
- Took repeat emails with no answer for some time to sort out a cremation plot for family member.
- The property department at council is bad, they do not respond to numerous inquiries and complaints laid - either in person, via email, or Antenna. I have been told countless times, of people and organisations trying to contact them to get issues resolved and being completely ignored.
- Council staff have not been as available to the public since Covid began and this reflects very poorly in service levels. Projects the council undertakes seem to be very secretive for the public to access considering the use of ratepayer assets.
- Covid has been a massive barrier to communicating with the council. When I go to the building I'm literally shooed away. So, I call on the phone and I am told someone will get back to me and they don't.
- My mother contacted council six weeks ago in relation to a matter on her property - she has yet to be called back.
- Some of the staff, are not very pleasant to deal with. Rates, why do you get charged penalty fees if you have a payment plan set up. Times are tough for families these days! Our council building needs a makeover.

Cycleways

- More kid-friendly cycleways need to be installed so that parents can feel safe letting their kids cycle to school. Most of the traffic congestion appears to be parents doing the school run. Cycling has become my main form of transport and it is not a safe way for kids in Whanganui to get around. The pedestrian and cycling lights should have priority in the traffic light system. Whanganui has the makings of a great cycle city. We won't be able to solve the traffic problem by making cars more convenient. Cycleway behind Whanganui Intermediate is great and well used. The bridge footpaths and footpaths in general are too narrow. The Victoria Ave bridge footpath is well used but I see people shy away from it because there isn't enough space for bikes, walkers, dogs, or prams to cross each other.
- Significant input into making cycling a safe option is required to future proof our city and make it attractive to younger people. Shared paths are not the answer - they make it unsafe for pedestrians, dogs, and cyclists. Kerbside recycling is a must to bring our city into the 21st century.

Mayor and Councillors/Decision Making

- Council staff are great. Councillors and Mayor don't seem to be taking us very far fast. The port development is crawling along.
- A feeling of not wanting the local people involved in decision making, or when involved not following through with what most local people prefer.
- More online presence from the Mayor.
- If the council is really concerned I would be looking long and hard at the housing complex across from

McDonalds in Victoria Ave, surely no one can be happy with what is going on there.

- The wealthier suburbs get far more attention and time spent on presentation. The only park with dog poo bags is St Johns Hill. Castlecliff needs more council input. You have to take toilet paper from the doorway into the cubicles at the beach which is ridiculous.
- Councillors are not very visible.
- I think there need to be some changes in our council members. Some are not engaging with the community.
- Council staff need to be more approachable. They treat us like suspects in a crime when we ring to notify them of a problem.
- Wouldn't it be great to see the elected Councillors and Mayor 'out there' in the public arena hands on?
- The last 12 months have not been representative of the general functioning of council because of Covid. I understand that it has been difficult to keep on top of critical information and there have been reduced opportunities for public forums/events.
- There is a lack of feedback when submissions are made or emails sent.
- The Mayor needs to make his presence known.
- Council decisions must be based on the voice of Whanganui.
- I have contacted the Mayor twice in the last 6 months and have had no reply. Rates are going up all the time with increases in rates and new builds why are the services and roads not improving?
- It would be nice to be informed regarding the results of the numerous surveys the council undertakes.
- Council and Mayor and council staff need to remember they work for the rate payers and need to

Appendix

- *be more approachable.*
- *I would like more information and involvement with our council.*
- *I doubt the council will take this into consideration.*

Freedom Campers

- *The freedom campers that are permanent campers on Anzac Parade be removed. It is our entrance to our city and some of the caravans are a disgrace. They should be at camping grounds. A lot of these people around that area are intimidating.*
- *The freedom camping by law is an unenforced joke. The standard of mowing maintenance has slipped considerably.*

Homelessness

- *Homelessness in Whanganui is a big issue that needs some solutions. Council working with local charities/churches/organisations could provide a centre for these people to go to store their goods, charge their phones, eat a good meal and find some shelter. There are plenty of empty buildings in Whanganui. A brainstorming on this - with activation by relevant parties after the brainstorming would provide a solution to a major problem in Whanganui. Council can't keep ignoring this problem. Collective working together is the solution.*
- *Can the council take into consideration having an overnight service for the homeless in our town? A service similar to other shelters in regions like Counties. Where mental health and healthcare services can provide basic services. Underground car park opened from 2200 - 0600 with portaloos/shower service. Even if it can only house 5 males per night. We have so many vulnerable people sleeping in tents and cars isolating themselves.*

- *I think the council in the last 12 months has been too quiet on Covid and the impact of mandates. For example, the poor and homeless are already disadvantaged and the mandates exacerbated the situation when I feel they needed council voice, support, most (whether you agreed with the mandates or not).*

Maintenance of Trees/Gutters/Parks and Gardens

- *Not enough money is being spent on maintaining the city, i.e., streets being swept for leaves and silt in the gutters. Especially when there is only one truck that is used. There should be at least two, especially in the autumn months.*
- *The grounds and mowing maintenance have dropped significantly in the last 12 months to the point our city is looking very scruffy.*
- *I do not have a burning issue, but a friend complains that trees need trimming at a local green area maintained by the council, off Kakaho Drive. I just want to send a virtual bouquet to the council staff who over the years assisted with the removal of various farm animals from a neighbouring property! We have managed to remain on speaking terms with said neighbours, thanks to the council staff's handling of the issue. Well done!*
- *The contractors should do a better job of mowing the berms around the city.*
- *Council neglects mowing our parks often now and they look disgraceful, especially the reserve off Montgomery road-causing rats, mice, ducks, and rabbits to increase. Why should we have to pay for the recycling/food waste to be collected if we don't want it to be? Should be an opt in as we have a perfectly good recycling centre that won't be used by the public*

much. More community events and community facilities families can do together, it's getting boring and same old here. Three waters is rubbish! Listen to your community.

- *In general maintenance of streets and gutters seems to have deteriorated recently.*
- *Frustration regarding HUGE council trees.*
- *I get the feeling that the council are cash strapped and that there are areas, say local parks, that could be much improved and tended to.*
- *Living in Victoria Avenue it is so disappointing to see the number of leaves in businesses and properties that they have to clean up and if they don't, it just makes the main street look neglected and uncared for.*
- *I generally think our Parks maintenance has gone backwards lawn mowing poor, broken trees, weeds, etc.*
- *Park maintenance is disgusting, with no weed eating being done when lawns are mowed. Walked around Virginia Lake and the edges were 300mm high, hadn't been cut for weeks. Same around trees all around the city. No flower gardens anymore, all lawns. Gardens are what attracted people to the city. Appears to be no supervision of contractors engaged in maintenance of parks.*
- *Need to obtain a new contractor to keep our parks and reserves maintained. Money is being wasted on poor service provided by current contractor. Also need to install more rubbish bins at parks and reserves and sports grounds. The rubbish left lying around at these places is disgusting and unnecessary. Springvale Park is always targeted with graffiti and broken bottles and rubbish. The bike park facilities are vandalised regularly and rubbish everywhere.*
- *Mowing of lawns on areas adjacent to entrances needed better attention. Durie Hill entrance to town*

Appendix

still has old Wanganui signage. Main streets need better surfacing and better night lighting, e.g., Victoria Ave.

Playgrounds/Family Friendly Activities

- Castlecliff playground grounds need to be cleaned up around the base of the trees. Also, there's no soap in the toilets.
- Playgrounds need a major upgrade. No rubbish bins on the beach. Difficult to access beach. Abolish parking fees in town.
- It would be nice to have an upgraded park for tamariki or even an outdoor waterpark for them.
- We need a safe usable park for our children in Aramoho. Also, can we have Te Mana Park sports ground mowed. Unsafe for our children to kick a ball around in.
- It would be awesome to see more family activities available for people of all ages, we lack it majorly in this town. Rather than travelling to Palmerston North, it would be great to see money spent locally.
- I would love to see an upgrade for the Castlecliff beach playground. They have a smaller kid's playground and one for older kids but not much for the in-between aged kids. And when compared to many other playgrounds around NZ, it doesn't live up to the same standard. It is a big space, and it would be cool to see it upgraded for all the local kids in the area who probably don't get to go to Kowhai Park often.
- We need more playgrounds - needs to be one by the hospital.
- Heaps more good playgrounds, including stuff that's fun for older kids.
- More good playgrounds with native plants that are looked after. Restrictions on driving on the beach

please, plants are getting destroyed.

- My toddler can't play on anything at Kowhai Park! The swings are so low to the ground their legs get in the way. You need more toddler/baby activities at the park and update the splash pad. The swings are the only thing you have there that they can play on, Palmerston Memorial Park is miles better! Also, the train is so boring going in a quick circle. Be much better if it goes through the forest area behind or even around the park!
- Need up grading of playgrounds e.g., play equipment to challenge kids.

Promote Whanganui

- I'd like to see the council more involved in promoting Whanganui as a destination with a theme of possibly old worldly things e.g., buildings, art, steam boats, etc.
- I'd like to see our council and business community reaching out to business franchises, family restaurants and trying to attract them to Whanganui. Our population has grown, and our demographics have changed, to continue growth we need to meet demand or local money will be spent elsewhere.

Rates/Too High/Spent Poorly

- Way too much money is wasted on things like the art gallery etc., rather than improving infrastructure.
- Why are residential rates charged for properties in a rural zone? We live in a zone that is zoned rural production, but because our property is just under two hectares (1.72), we pay residential rates, yet get only water supplied; no streetlights or footpaths.
- Our rates are way too high, and the town looks rundown in lots of places.
- Our rates are higher than other towns and cities that offer more. Our outdoor spaces are outdated and

poorly maintained. A lack of tourism opportunities and entertainment for locals. Nothing for teens to do besides sport, skate parks, and drug use. Take one visit to another town or city of similar size or population and see the difference with your own eyes.

- Stop spending my money.
- Prioritise spending to fund essentials before the 'nice to haves'. Rates are too expensive with the general rate increasing \$300 to \$400 each year. Special targeted rates seem to last forever.
- I think the Mayor and council had a completely misplaced focus during the covid pandemic and showed no independence of vision during that period. I also think the Mayor got it completely wrong in three waters and was fortunately brought into line by council members. Also think the council should review rate levels and rate caps, as my rates in Gonville are more expensive than a house almost twice the value of mine on St John's Hill.
- Stop spending money on flashy stuff that people don't want and/or that only rich people who come into town ever see. Our rates are way too high, makes it hard to afford to stay here.
- Dissatisfied with cost of living.

Recycling/Kerbside/Wheelie Bins/Longer Opening Hours at Recycling Centre

- Lack of public consultation about recycling and the additional costs unsatisfactory. I don't want to have to pay for food recycling.
- I want recycling at my kerb, wheelie bins.
- River rubbish bins by the market need extra emptying on Saturdays. They are always overflowing early on in the day and it looks terrible.
- Should be doing more with recycling/rubbish collections.

Appendix

- *The rubbish around the Awa is embarrassing when visitors are around especially towards the river mouth. I am disabled and would like more chances to sit around Castlecliff parks when walking, other parks have good seating.*
- *I feel we could do with more foodie emphasis, excellent brunch venues, good cheap eats, vegetarian, vegan, Malaysian food, etc. Also I walk around central a lot and feel there could be more rubbish collection along the streets, e.g., bottom end of Wicksteed (between Liverpool and Dublin) and along the stairs up to the elevator. But thank-you! I love it here.*
- *I think council needs to implement a couple of free kerbside rubbish pickups a year to minimise dumping of rubbish along country roads and riverbanks. The number of roaming dogs and dangerous dogs is becoming a problem in the city, and crime is on the rise with people thinking they can just steal whatever they like. Would like to see a nicer entry to Whanganui via the New Plymouth side, State Highway 3. The entrance from Marton side near Whikitoria is lovely, it's needed up the other end now. Would love to see more live bands for our youth.*
- *Instead of foisting a hefty recycling charge on individuals how about getting industries to change their packaging. In Germany customers are allowed to unpack their goods BEFORE they leave the store, thus putting the onus for recycling on the store.*
- *Please start the recycling programme! Also love the Youth Council - they are awesome. I would like to see more events back, but I know it's not anyone's fault - just Covid. We also desperately need a youth hub, please prioritise this!*

Roading/Safety/Repair

- *Fix the street surfaces. Tear out stupid traffic islands*

that are impeding traffic flow. Don't be involved in climate change things, stick to the basics!

- *In a lot of instances, street signage for road works in an area can be obstructive and excessive.*
- *Whanganui needs smooth paths and roads (rather than cheap patches). The drains need more regular clearing of leaves, etc. I would like to see recycling bins everywhere there is a public rubbish bin (including supermarkets) as we have seen in other NZ towns / cities and overseas. Thank you.*
- *Council needs to up their game in terms of keeping the community maintained, e.g., road sweeping*
- *Attend to people speeding in cars down narrow suburban streets, running over neighbourhood pets, and putting children and adults at risk. Stop them doing burnouts and leaving massive amounts of rubber on roads and waking entire suburbs. Find a way to make dumping our green waste cheaper - the cost is horrific and what you are charged depends on the individual serving you. I put my waste into a fadge because I don't want to use plastic bags. I'm old, so consequently my fadge holds about a rubbish bag full, or I cannot move it but then because it's in a fadge, I'm charged a fadge regardless of what's in it - ridiculous!!!*
- *Yes, we have been onto the council now for three years about car's speeding up and around the Puriri Street/ Harper Street areas and asked for them to fix the problems but still nothing. We only have one camera on the lower part of Puriri Street that council put up some years ago but it's not good quality as the police have tried using footage of it and not able to because it's too grainy. We have asked for more cameras to be put up in the Puriri Street and Harper Street areas to stop crime, but council don't care about crime in our areas. This would help us to also stop the boy racers*

because police would be able to look at footage, only if the cameras were high tech.

- *It takes a very long time for our roads to be fixed. They are terrible.*
- *Rural roads are a disgrace. Upokongaro as a gateway to Whanganui is derelict i.e., hall, reserve, no street lighting! Horrocks Park does not exist. It is called Macnab Domain. Please update records...*
- *Our city needs to stop catering to the arts so much and focus more on upgrading our paths, roads, mainstream is becoming derelict, our parks and playgrounds are not interactive enough and there's absolutely nothing for teens to do. Our city is not productive.*
- *Maintenance of roads, public spaces, lawns, and gardens is very poor and very disappointing. Weeds, overgrown shrubs, potholes, graffiti, broken glass, etc. Have all become worse in the last 3 years and council maintenance is extremely poor.*
- *To make sure dogs are always leashed when out on walks. Crossroads are well marked for drivers with clear indications on the road and brightly lit too.*
- *Contractors take an incredibly long time to complete road works and repair water leaks. Montgomery Road is getting busier and no works have been undertaken from a safety perspective even though heavy vehicles are regularly using this road.*
- *Roading repair standards are by far the most obvious issues that everyone notices. Contractor's work is obviously to the lowest specs required and it readily shows in just about every roading reseal or repair. Everyone just thinks you pick the lowest tender price and whether that's true or not, that's what everyone thinks! The quality is terrible!*
- *The council needs to take action on all of Whanganui's roads, including rural roads as they are terrible and*

Appendix

honestly becoming unsafe to drive on in certain conditions.

- Installing a mirror or something at the corner of Drews Ave and Ridgeway Street would be great, it is very hard to see any oncoming traffic when you are trying to cross in a car.

Safety in Community

- Yes, I am really dissatisfied with the rising crime, car break ins, damage to property and cars by gangs, rising gang profiles, increase in Whanau Ora cheap in fill state housing for new migrants in Gonville, increase in boy racers in Gonville and Springvale area, despite many requests to police, remain high profile and a real nuisance. Something needs to be done, such as cameras in Puriri Street, speedbumps all down Puriri street, and impound boy racer and gang cars.

Satisfied (general mention)

- I love living in Whanganui, the people are friendly and helpful.
- Lovely city to live in. I think I need to get out and visit some community places.
- I am now retired and hope to attend more activities and meetings.
- Generally speaking, very happy that this wonderful city is being cared for so very well. I have lived here all my life and can't think of a better place to live.
- Whanganui is a beautiful city. I was born here and lived here for over 80 years. We that live here are very blessed.
- Whanganui is a great place to live. The past year or so has been a bit overwhelming and it has been a stretch too far to be more involved in my community.
- Love the cycle paths.

- We live in a great city, and I know they are looking into things that can make this place better so am looking forward to what is next.
- No, I think our Councillors and Mayor do a fantastic job and I would not consider living in any other district.
- Enjoy living in Whanganui, I believe it has everything I need and has facilities to suit all ages and interests.
- Reported obstacle on riverbank pathway which resulted in a friend's bike crash = smashed hip, needing hip replacement.
- Whanganui is a pretty town and I love the heritage aspect, especially the way the older buildings are being renovated. Great access to the river also, with boardwalks and such.
- Council service a wide range of people, so they won't get it correct every time.
- Overall, I think we are served well. But there is always room for improvement for instance bring back inorganic rubbish collection.
- Thanks, I think Whanganui is going well. Keep up the good work and keep the momentum going.
- I haven't lived here for long enough to have any strong views, but the council seems to be doing a reasonably good job.
- I appreciate the opportunity to have 'My Say'.
- Generally, I love Whanganui and life by the Awa - good people with time and smiles to share and great art scene. I did go to council about unsafe parking on our street, they referred me to the contractor who came quickly, over a year ago, but have done nothing since.
- I really like the trees on Victoria Avenue, especially in winter.
- My involvement with property and regulatory staff has been very positive.
- Through being involved in the community I have

had more engagement with the council, attended a submission, completed surveys, and attended advisory board meetings.

- Town planner very helpful. Kowhai Park needs a major upgrade, Marton Park is a great example. Love the murals and art in the city.
- No, but generally the council does the best it can, and I am very satisfied with the council's attention to the heritage of the city of Whanganui.
- Generally satisfied.
- Whanganui is a city with a lot of potential, and all it will take is a period of concerted effort and elbow grease, plus a bit of cash to be used wisely, for us to be a shining jewel of a regional city.
- Well done.
- Moved to Auckland a few years for studying which opened my eyes to how beautiful and friendly Whanganui is. Council can't do everything as a lot of responsibility is on our people here. I commute to Palmerston daily for work so miss a lot of stuff unless it's on in the weekend. Wanting to buy a house and knowing Whanganui is affordable compared to other places is a huge deal. The city has had a glow up. Thankful for Horizons staff out clearing roads in the crazy weather (given I'm up and out early to commute). Aramoho cemetery is kept nice.
- Everything is as good as it can be.

Three Waters

- Disappointed that the council has not firmly objected to the proposed Three Waters reform.
- The council don't listen to what the majority want. They let us down with Three Waters. Our rates are very expensive, much more than lots of other towns. Living in Whanganui is expensive, and crime is high.
- Rates are incredibly expensive. Council needs to stop

Appendix

doing so many fluffy things and focus on driving rates down especially now we have massive cost of living increases, and are also going to have water bills from Three Waters? It's essential that council rates go down by at least as much as the new water bills.

- No to Three Waters!

Transport

- Find that there is a lot more traffic using the street that I live on, which indicates to me that Castlecliff is no longer just a quiet suburb but has become more vibrant due to the demographic of the people who now live there
- Would like a shuttle bus that runs from Trafalgar Square to the top of town that runs regularly.
- Please complete the cycleway from top of the Ave (behind Bula Burre) to the river. It should follow the train tracks, but it has stopped at the intermediate school.
- A place for all boy and girl racers to be able to go instead of speeding around our streets and any offenders should be made to spend at least four weekends with the Army.
- I want to clarify that my satisfaction on roads and cycleways means fewer car parks, more focus on cycle parks and paths please.
- Parking is becoming a big issue. I wonder about how things will go when the gallery is complete. Many parking spaces in the library/museum area are taken now by people working in town. They take the spaces up all day. Time for the council to consider an alternative space. The maintenance of plants on walkways and some public spaces is very untidy. E.g., The space on Ridgeway St where the Cherry trees grow is nothing like it was when Whanganui/ Ridgeway St was voted most beautiful. Public parks

also look uncared for, Bason Park is often neglected, same for Lake Virginia surrounds. Contracted services are getting lazy! Who monitors them?

- Crime and car racing activity/burnouts has significantly worsened over the last 12 months. Road design facilitates poor and illegal behaviour; combined with a lack of local deterrents (speed calming measures, CCTV) has resulted in a significant worsening of quality of life and wellbeing.

Vaccine Mandates

- It's sad that our council chose to ban unvaxed people from their facilities, there was no rates rebate for this either. The museum continued to ban people far longer than other facilities.
- My responses were scored lower than normal due to the council's decisions to use vaccine passes in council facilities. These were implemented with no consultation, they were not necessary and violated any sense of belonging to community, while they were implemented
- Mandating vax passport for council facilities funded by ratepayers was very disappointing. Discriminating against those in the community was disgusting. .

Velodrome

- Poor process with regards the velodrome development.
- Roof the Velodrome.

Walkways and Footpaths - Repairs/Maintenance

- Uneven footpaths. Three Waters - strongly oppose.
- As older citizens who like to walk a lot, we have difficulty with the condition of some of the walkways and footpaths which are broken up by council and residential tree roots. With less physical stability and

poorer eyesight it's becoming more hazardous for us to walk in some areas, especially upper Victoria Ave, and Campbell St (where we live), with vegetation overhanging, drains blocked by uncut grass or piles of lawn clippings (when the residents do cut their front berms).

- Recreational parks and walkways are in an appalling condition and some pride needs to be shown with these amazing assets. Gardens and lawns are shocking and a poor reflection of Whanganui.
- Dog Control: Good service, my issue should not have taken so long to remedy but fixed now. Pathways: very poor service and action from CSRS. It was a public health issue, and they did not care or attempt to show any empathy. Council staff management of community owned assets: extremely disappointing. Poor Management.
- Footpath edges are not at all maintained. I walk for the blind and too many paths are reduced to 'single file' because of lack of edge maintenance attention!
- I feel unsafe using public walkways in Whanganui East where freedom camping is available due to the large amount of people living out of their cars. Walking past people smoking and drinking, barking dogs locked in or tied to cars - or sometimes roaming. Feels unsafe as a young woman. I am also dissatisfied with the lack of recycling and rubbish collections arranged by council.

Water Quality

- Get the bad water fixed! Racing cars are rampant down my street. Needs more road humps. Children are at risk of these cars. Open the recycling centre much earlier, it should be open from 7am!
- Hard water, I have never used fabric softener before moving to Whanganui.

Appendix

Website/Hard to Navigate/No Information/Needs to be User Friendly

- Council website was useless when I was looking for information on the new parking meters. As usual, they weren't organised and didn't have their ducks in a row before they put the new meters in. The person I spoke to was rude and dismissive of my questions which were being asked for a group of seniors who wanted more information about how the meters worked. Council, as usual, sucked.
- Council website could be more user-friendly and easier to navigate and search.
- Digital first drive by council is disgusting, you are now actively seeking to exclude those in society that you do not want to hear from. The Facebook page is a mess, website is a rabbit warren that provides you a document from 10 years ago, but you can't find an agenda. PDF's everywhere, are both huge data eaters and inaccessible. I can't believe this survey is only online.
- Website is difficult to navigate.

Youth Hub

- It would be good to have more affordable youth activities indoor/venues for the 13–17 year age group especially in the winter.

Other Single Mentions

- Feel there may be too much focus on what greenies want.
- This survey made no mention of accessibility for the disabled and that is poor. We just don't count apart from our nuisance issues.
- Segregation, favouring one human over another i.e., council response to Covid. My 12-year-old being turned away abruptly and rudely from library was

disgusting behaviour. Supporting arbitrary rules to 'protect' others has been proven to be unfounded.

- The council staff are very responsive to requests and information. However, finding funding for projects and getting things started is a protracted chore.
- Better plan for large loose stock i.e., cattle. Suggest various farms within areas offering stockyards where animal control could put beasts until sorted-animals are not loose very often-doesn't warrant specially built yards.
- Would love for council and Horizons to be merged and accept ownership of regional waterways. We have had dealings with Regional Council engineers, and it feels like they run to their own agenda rather than provide the required service. There is a willingness to allow sections of the town to flood as they are only deemed a minority rather than address problems in water catchment areas within the city region.
- Covid restricted provision of events at Opera House, heritage celebrations, etc. that we would have attended. People were/are nervous to attend events. Makes a difference to survey results I would think.
- I think all new house owners should be given a brochure on responsibilities of home ownership and being good neighbours i.e., building too near fence lines and making noise after dark repeatedly.
- We need a limit on Councillors tenure in office.
- Can do better in publicity drive and banners display to show up and coming event.
- Descriptions of items on display at the library need to be numbered so it is easier to work out which item refers to which object. Now you must spend quite a bit of time working out from left to right which object relates to the description. The descriptions themselves are fine, just lack a decent numbering system.
- I was hoping for a place to register the need to do up

the crematorium. Both funeral directors have a vested interest in it remaining drab. The mourning public, (the majority of users) are not likely to complain or be thinking they should talk to someone about it. We need an attractive and modern warm building-compared with other cities facilities, it is like a time warp!

- I want to see the climate change work move from fine words to more action. I want to see Māori participation more prominent. I want WDC to celebrate our world leading Te Awa Tupua legislation more practically.
- Yes, I strongly feel that some of our Councillors have been in their positions for too long some new forward-thinking people required NOW.
- I do think that the council needs to include the outer suburbs in its vision of who Whanganui is to really include and celebrate the diversity of people, ages, and cultures. It does often seem that projects are centred only on the centre with the outer suburbs looking very run down and uninspiring. Whanganui is full of artists so there could be more initiatives to invite them to contribute and energise the local shops of all outer suburbs, these are the places people live. Less people can afford to drive cars, i.e., into the city to enjoy the abundance of facilities. A way to include people of all abilities, and those with limited access, would be to celebrate and build up our local shopping areas. This would mean thinking of greening these spaces, adding murals, sculpture, seating, skateboard /roller skating or other areas for play so people can be proud and frequent, rest and meet in their local shopping areas, as they would have in the past.
- Concerned at the increasing creep of central government and co-governance, for the first time ever I will be closely monitoring what each Councillor has

Appendix

to say on this/these subjects.

- *This survey appears to be a yes/no format which can be effective when splitting people into groups for later analysis. This approach can skip people out of surveys as well. In this instance, Māori and other minorities. It is biased and builds a picture of prejudice against these people.*
- *Survey seems heavily weighted towards the CBD. Without giving the ability to give more definitive and detailed answers. Follow up questions around use of facilities were good but no such in depth questions around the CBD. In that regards it felt like more of the same as the parking survey. Designed to lead people a certain way. Disappointing in that regard but unsurprising.*
- *More Christmas decorations need to go up this year please.*
- *You do well keeping all those consultations in front of us.*

Nothing/Not Sure

- *I have only lived here 4 months.*
- *I am expecting to live out my retirement elsewhere.*
- *We have only lived here 6 months.*

Appendix

Appendix 2: 2022 Questionnaire

Whanganui Community Views Survey 2022

Thanks for participating!

This survey is being run by Versus Research, an independent research company hired by Whanganui District Council to carry out this work.

The survey should take around 10 minutes to complete, and there will be an opportunity at the end of the survey to enter the draw to win one of three \$100 grocery vouchers.

It doesn't matter whether you have had any contact with the council or not, if you live in Whanganui we want to hear your views. All of your answers are anonymous, and no individual responses will be supplied to the council.

If you have any questions, please contact natalie@versus.co.nz or freephone 0800 837787.

1) Do you, or does anyone in your household, work for or contract to the Whanganui District Council?*

Yes

No

2) Which area best describes where you live? *

Aramoho

Castlecliff

Gonville

Bastia Hill / Durie Hill

St John's Hill / Otamatea

Springvale

Whanganui Central

Whanganui East

Blueskin-Pākaraka / Kai-Iwi / Westmere

Marybank / Fordell

Somewhere else (please specify): _____ *

Recreational and Cultural Activities

3) Have you, or anyone else in your household, undertaken any of the following activities in the last 12 months in the Whanganui district..*

Attended a Māori arts or cultural event

Visited the Regional Museum

Attended a performance or event at the Royal Whanganui Opera House

Visited the Sarjeant on the Quay (formerly Sarjeant Gallery)

Attended the theatre, e.g. Amdram or Repertory

Visited NZ Glassworks

Used the libraries

Visited an historic site

Been actively involved in a community organisation

Participated in, including performed or just attended, any arts or cultural activities or performances.

Visited or used the Whanganui airport

None of these

Creativity

4) How creative do you think Whanganui is? *

Very creative

Creative

Slightly creative

Neither creative or uncreative

Not creative

Don't know

Appendix

Recreational Activities

5) Have you, or has anyone else in your household, undertaken any of the following recreational activities in the last 12 months in the Whanganui district...*

- Used or visited a Premier Park (Kowhai Park, Pukenamu Queens Park, Majestic Square, Bason Botanic Gardens, Castlecliff Domain, Rotokawau Virginia Lake)
- Used or visited a neighbourhood park
- Used or visited a playground
- Used or visited a public sports ground for sport or recreational activities, excluding Cooks Gardens (Gonville Domain, Horrocks Park, Laird Park, Landon Park, Spriggens Park, Springvale Park, Victoria Park, Wembley Park, Whanganui Ball Park, Williams Domain, Fordell Baths)
- Used a cycleway or cycle lane
- Visited a beach
- Undertook activities on the Awa
- Used a river or park walkway
- Used, visited, or attended an event at Cooks Gardens
- None of these

Physical Activity

6) On average, how many days a week do you engage in physical activity for at least 30mins? *

- 6-7 days
- 3-5 days
- 1-2 days
- 0 days

Emergency Planning

7) Does your household have an emergency survival kit?*

- Yes
- No
- Don't know

Checking Kit

Logic: Hidden unless: #7 Question Emergency Planning
 Does your household have an emergency survival kit?" is one of the following answers ("Yes")

8) When did you, or someone else in your household, last check this kit?*

- Last month
- 3 months ago
- 6 months ago
- 12 months ago or more
- Have never checked
- Don't know

External Assistance

9) How long do you think your household could go for without outside assistance?*

- More than one week
- At least one week
- At least 3 days
- Less than 3 days
- Don't know

Appendix

Perceptions of Safety

10) For each place please indicate how safe you feel.*

	All of the time	Most of the time	Some of the time	Seldom	Never
In the CBD during the day time	()	()	()	()	()
In the CBD during the evening	()	()	()	()	()
In your home during the day time	()	()	()	()	()
In your home during the evening	()	()	()	()	()

Wellbeing

11) Wellbeing is a broad term used to describe feelings of being happy, healthy and prosperous. With this in mind, how would you rate your current level of wellbeing? Would you say that it is...*

- () Very high
- () High
- () Moderate
- () Low
- () Very low
- () Don't know
- () Prefer not to answer

Belonging

12) A strong sense of belonging means feeling that you are part of a community. With this in mind, how would you rate your current sense of belonging? *

- () Very strong
- () Strong
- () Moderate
- () Weak
- () Very weak
- () Don't know
- () Prefer not to answer

Neighbourhood

13) Now, talking specifically about your neighbourhood, how strongly do you agree with the following statement: I feel a sense of pride with how my neighbourhood looks and feels?*

- () Strongly agree
- () Agree
- () Neither agree nor disagree
- () Disagree
- () Strongly disagree

Living in Whanganui

14) When you think about your standard of living, how would you currently rate it?*

- () Extremely good
- () Good
- () Neither good nor poor
- () Poor
- () Extremely poor
- () Don't know

Appendix

Satisfaction With Living In Whanganui

15) When you think generally about living in Whanganui, are you...*

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Don't know

Quality Of Life

16) When you think about your general quality of life that Whanganui district provides, do you think it is better, the same, or worse than last year?*

- Much better
- Better
- The same
- Worse
- Much worse
- Don't know
- Did not live here last year

What Whanganui Provides To People

17) When you think about the Whanganui district, and what it provides to people, do you think the district is better, the same, or worse from last year?*

- Much better
- Better
- The same
- Worse
- Much worse
- Don't know
- Did not live here last year

Town Centre Contribution

18) When you think about Whanganui's town centre, how satisfied or dissatisfied are you with the contribution it makes to the image of Whanganui? Please note this refers to the physical environment of the CBD and not the mix of shops. *

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Don't know

Satisfaction with Council Facilities and Services

19) If you have used the following council facilities in the past 12 months, how satisfied or dissatisfied are you with them. If you haven't used them, click 'didn't use'.*

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know	Didn't use
War Memorial Centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks and reserves	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sports grounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cooks Gardens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Regional Museum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Royal Whanganui Opera House	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Toilet facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Appendix

adequate to meet user needs (location/layout/accessibility)							
Standard of toilet facilities (cleanliness/general maintenance)	()	()	()	()	()	()	()
Maintenance and presentation of open spaces	()	()	()	()	()	()	()
Playgrounds	()	()	()	()	()	()	()

Council Facility Use NON USER SATISFACTION

20) Even though you did not use these facilities in the past 12 months, how satisfied or dissatisfied are you with the availability of them.*

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know
War Memorial Centre	()	()	()	()	()	()
Parks and reserves	()	()	()	()	()	()
Sports grounds	()	()	()	()	()	()
Cooks Gardens	()	()	()	()	()	()
Libraries	()	()	()	()	()	()
Regional Museum	()	()	()	()	()	()
Royal Whanganui Opera House	()	()	()	()	()	()
Toilet facilities	()	()	()	()	()	()
Maintenance and presentation of open spaces	()	()	()	()	()	()
Playgrounds	()	()	()	()	()	()

Appendix

Roads

22) How satisfied or dissatisfied are you with the following?*

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know
Shared pathways and footpaths in the city	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cycleways and cycle lanes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How easy it is to get around the Whanganui district (think of all ways you travel, e.g. walking, cycling, driving, etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local roads (not state highways)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Performance Of Council

23) In the past 12 months, how well do you think council has responded to community needs and issues?*

- Very well
- Well
- Neither well nor poorly
- Poorly
- Very poorly
- Don't know

Council Performance

24) How would you rate the overall performance of the Mayor and Councillors over the last year?

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Don't know

Council Contact

Logic: Show/hide trigger exists.

25) In the past 12 months, have you had any contact with a council staff member (excluding the Mayor and Councillors)?*

- Yes
- No
- Don't know

Logic: Hidden unless: #25 Question " In the past 12 months, have you had any contact with a council staff member (excluding the Mayor and Councillors)?" is one of the following answers ("Yes")

26) What did you have contact with council staff for?*

Appendix

Rating Of Contact With Council

17) How would you rate the performance of council staff over the last 12 months (excluding the Mayor and Councillors)?*

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Don't know

Access To Information

Logic: Show/hide trigger exists.

28) Which of the following ways have you accessed / obtained information from the council in the past 12 months?*

- Council website
- News media
- Community Link page in the Midweek newspaper
- Print advertising
- Radio advertising
- Council Facebook page
- Council Twitter page
- Email (Community Panel)
- Phone
- In-person at the council building
- Community events / public meetings
- Antenna
- Other, please specify: _____*
- I haven't accessed any information

Website Use

Logic: Hidden unless: QUESTION NOT FOUND! is one of the following answers [NO OPTIONS SET]

29) You indicated that you have visited the council website in the past 12 month, can you please tell me what this was for?*

Logic: Hidden unless: #28 Question "Access to Information

Which of the following ways have you accessed / obtained information from the council in the past 12 months?" is one of the following answers ("Council website")

30) Given you used the council website in the past 12 months, how strongly do you agree or disagree that you were easily able to find what you were looking for?*

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know

Satisfaction With Access To Council Information

31) How satisfied or dissatisfied are you with the ease of accessing council information?*

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Don't know

Appendix

Decision Making Involvement

32) In which of the following ways have you been involved in decision-making processes for the district in the past 12 months? *

- Attended a public meeting
- Spoke to council staff at a consultation event
- Filled out online submission form
- Filled out an online survey (apart from this one)
- Presented at a council meeting
- Other: _____ *
- I haven't been involved

Satisfaction With Decision Making Involvement

Page exit logic: Skip / Disqualify LogicIF: #2 Question "Which area best describes where you live? " is one of the following answers ("Aramoho", "Castlecliff", "Gonville", "Bastia Hill / Durie Hill", "St John's Hill / Otamatea", "Springvale", "Whanganui Central", "Whanganui East", "Somewhere else (please specify)") THEN: Jump to [page 36 - Final feedback](#)

33) How satisfied or dissatisfied are you with your ability to be involved in council decision-making processes?*

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Don't know

Rural Community Board

34) How familiar are you with the Rural Community Board's role and their activities over the past 12 months?*

- Very familiar with their role and activities
- Familiar
- Somewhat familiar
- Have heard of the Board but unfamiliar
- Have not heard of the Board / very unfamiliar with their role and activities
- Don't know

RCB: Satisfaction

35) When you think about the overall performance of the Rural Community Board over the last year in terms of its role to represent and act as an advocate for the interests of the rural community, would you say the Board's performance has been...*

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Don't know

RCB: Property Size

36) Is the size of your property...*

- Less than 2 hectares
- Between 2 and 10 hectares
- 10 or more hectares

Final Feedback

37) Are there any other general comments or feedback you would like to provide?

Appendix

Demographics

38) Which gender do you identify with?*

Age

39) Which of the following age groups do you belong to?*

- Under 18
- 18 to 29
- 30 to 39
- 40 to 49
- 50 to 59
- 60 and over
- Prefer not to say

Ethnicity

40) What is your ethnicity?*

- New Zealand European
- Māori
- Pacific
- Asian
- Middle Eastern / Latin American / African
- Other: _____*
- Prefer not to say

Prize draw

Logic: Show/hide trigger exists.

41) Would you like to go in the draw for one of three \$100 grocery vouchers?*

- Yes
- No

Logic: Hidden unless: #41 Question "Would you like to go in the draw for one of three \$100 grocery vouchers?" is one of the following answers ("Yes")

42) Please enter your contact details below.

Name: _____

Email address: _____

Postal address: _____

Mobile Phone: _____

Further research

If you are interested in taking part in further research about your experience with Whanganui District Council and are happy for us to contact you, please provide your name and email address details below.*

- Yes - I would like to take part in further research: _____*
- No - I would not like to take part in further research

Thank You!

Thank you for taking our survey. Your response is very important to us.



Whanganui District Council

Community Views Survey

September 2022

ADDITIONAL APPENDICES



Appendix

Appendix 1: Results by Area

Cultural Activities Undertaken

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Whanganui Central	Whanganui East	Blueskin-Pākaraka / Kai-Iwi / Westmere	Marybank / Fordell
Used the libraries	40%	57%	40%	68% ↑	60%	49%	59%	43%	51%	36%
Visited or used the Whanganui airport	25% ↓	57% ↑	23% ↓	40%	40%	50% ↑	38%	34%	33%	35%
Been actively involved in a community organisation	36%	29%	35%	62% ↑	35%	28%	49%	36%	26%	18%
Visited the Regional Museum	26%	13% ↓	19%	37%	43% ↑	25%	49% ↑	26%	26%	25%
Visited the Sarjeant on the Quay (formerly Sarjeant Gallery)	22%	23%	39%	41%	33%	14% ↓	52% ↑	19% ↓	23%	33%
Visited NZ Glassworks	27%	29%	28%	44% ↑	32%	22%	35%	22%	25%	13%
Visited an historic site	27%	39%	10% ↓	37%	30%	28%	44% ↑	21%	12% ↓	18%
Participated in, including performed or just attended, any arts or cultural activities or performances	18%	27%	28%	36%	25%	17%	36% ↑	17%	14%	18%
Attended a performance or event at the Royal Whanganui Opera House	12%	17%	11%	28%	32% ↑	12%	29% ↑	12%	13%	18%
Attended a Māori arts or cultural event	14%	24%	7%	15%	21%	9%	18%	13%	9%	7%
Attended the theatre, e.g. Amdram or Repertory	7%	6%	10%	20%	14%	7%	19%	13%	7%	18%
None of these	18%	7%	16%	5% ↓	13%	24%	11%	25%	25%	45% ↑

Appendix

Whanganui Creativity

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Whanganui Central	Whanganui East	Blueskin-Pākaraka / Kai-Iwi / Westmere	Marybank / Fordell
Very creative	22% ↓	23%	49% ↑	39%	40%	27%	43%	29%	34%	56%
Creative	63% ↑	48%	28% ↓	50%	39%	44%	38%	48%	41%	20%
Slightly creative	9%	23%	18%	11%	14%	18%	11%	19%	21%	9%
Neither creative or uncreative	3%	2%	0%	0%	5%	8%	7%	1%	3%	15% ↑
Not creative	2%	2%	0%	0%	1%	0%	1%	2%	0%	0%
Don't know	0%	2%	5% ↑	0%	0%	3%	0%	1%	0%	0%

Appendix

Recreational Activities Undertaken

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Whanganui Central	Whanganui East	Blueskin-Pākaraka / Kai-Iwi / Westmere	Marybank / Fordell
Used or visited a premier park	80%	88%	75%	89%	88%	75%	83%	80%	84%	73%
Visited a beach	68%	86%	85%	93% ↑	73%	81%	80%	72%	95% ↑	60%
Used other river or park walkways	65%	73%	62%	87% ↑	70%	73%	87% ↑	71%	87%	56%
Used or visited a neighbourhood park	43%	66%	46%	51%	73% ↑	60%	61%	52%	61%	27%
Used or visited a playground	46%	55%	51%	52%	54%	51%	27% ↓	48%	46%	36%
Used or visited a public sports ground for sport or recreational activities excluding Cooks Gardens	35%	41%	34%	51%	39%	50%	42%	49%	79% ↑	31%
Used a cycleway or cyclelane	35%	39%	31%	42%	41%	34%	47%	42%	44%	31%
Undertook activities on the Awa	19%	26%	14%	35% ↑	9% ↓	11%	19%	21%	37% ↑	20%
Used, visited, or attended an event at cooks gardens	19%	19%	10%	19%	22%	31% ↑	22%	11%	21%	7%
Played sport on an informal or casual basis	1%	0%	2%	0%	1%	14% ↑	7%	7%	2%	0%
Played an organised sport	1%	7%	3%	0%	1%	6%	1%	3%	2%	0%
None of these	4%	4%	6%	0%	4%	4%	0%	7%	0%	11%

Appendix

Physical Exercise

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Whanganui Central	Whanganui East	Blueskin-Pākaraka / Kai-Iwi / Westmere	Marybank / Fordell
0 days	6%	3%	17%	10%	6%	11%	10%	17%	7%	9%
1-2 days	37%	19%	22%	38%	24%	41%	27%	33%	18%	37%
3-5 days	27%	52%	39%	33%	46%	31%	43%	26%	50%	25%
6-7 days	30%	27%	22%	20%	24%	16%	20%	24%	25%	29%

Emergency Survival Kit

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Whanganui Central	Whanganui East	Blueskin-Pākaraka / Kai-Iwi / Westmere	Marybank / Fordell
Yes	39%	48%	49%	42%	53%	45%	42%	35%	32%	64%
No	57%	50%	48%	51%	39% ↓	52%	53%	64% ↑	55%	27%
Don't know	4%	2%	3%	6%	8%	4%	4%	1%	14%	9%

Checking of Emergency Kit

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Whanganui Central	Whanganui East	Blueskin-Pākaraka / Kai-Iwi / Westmere	Marybank / Fordell
Last month	21%	16%	19%	15%	18%	14%	17%	33%	0%	28%
3 months ago	29%	29%	18%	30%	17%	34%	19%	22%	47%	41%
6 months ago	23%	6%	34% ↑	12%	13%	27%	20%	17%	24%	10%
12 months ago or more	19%	29%	29%	20%	45% ↑	22%	22%	29%	8%	10%
Have never checked	0%	11%	0%	14%	6%	2%	0%	0%	0%	0%
Don't know	8%	8%	0%	8%	0%	0%	21% ↑	0%	21%	10%

Appendix

Duration of Coping

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Whanganui Central	Whanganui East	Blueskin-Pākaraka / Kai-lwi / Westmere	Marybank / Fordell
Less than 3 days	11% ↑	7%	9%	6%	1%	2%	4%	4%	3%	0%
At least 3 days	32%	8% ↓	20%	11% ↓	27%	28%	25%	31%	20%	17%
At least one week	38%	42%	40%	55% ↑	32%	32%	35%	33%	44%	26%
More than one week	15% ↓	39%	29%	29%	36%	33%	31%	30%	33%	56%
Don't know	4%	5%	2%	0%	3%	4%	5%	2%	0%	0%

Perceptions of Safety (All of the time/ most of the time)

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Whanganui Central	Whanganui East	Blueskin-Pākaraka / Kai-lwi / Westmere	Marybank / Fordell
In your home during the day time	96%	98%	90% ↓	100%	96%	100%	99%	98%	100%	100%
Your home during the evening	93%	87%	83% ↓	100%	94%	97%	99%	97%	100%	100%
The CBD during the day time	90%	83% ↓	92%	91%	91%	93%	99% ↑	97% ↑	89%	85%
In the CBD during the evening	64%	53%	51%	55%	58%	60%	70%	57%	54%	40%

Community Wellbeing

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Whanganui Central	Whanganui East	Blueskin-Pākaraka / Kai-lwi / Westmere	Marybank / Fordell
Very low	3%	3%	2%	0%	1%	0%	0%	2%	0%	0%
Low	6%	18% ↑	9%	1% ↓	4%	14%	4%	4%	11%	7%
Moderate	47%	32%	43%	46%	48%	26% ↓	46%	39%	42%	51%
High	32%	36%	37%	44%	31%	50%	41%	39%	36%	43%
Very high	12%	10%	7%	9%	13%	7%	9%	16%	11%	0%
Don't know	0%	0%	3%	0%	1%	4%	0%	0%	0%	0%

Appendix

Sense of Belonging

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Whanganui Central	Whanganui East	Blueskin-Pākaraka / Kai-Iwi / Westmere	Marybank / Fordell
Very weak	4%	3%	5%	5%	3%	4%	5%	9%	0%	7%
Weak	5%	14%	15%	4%	7%	10%	8%	9%	29% ↑	9%
Moderate	49%	45%	38%	47%	40%	39%	30%	38%	46%	60%
Strong	33%	26%	27%	34%	37%	37%	28%	32%	19%	13%
Very strong	8%	9%	9%	10%	14%	7%	28% ↑	8%	6%	11%
Don't know	0%	3%	6% ↑	0%	0%	2%	0%	3%	0%	0%

Pride in my Neighbourhood

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Whanganui Central	Whanganui East	Blueskin-Pākaraka / Kai-Iwi / Westmere	Marybank / Fordell
Strongly agree	11%	9%	11%	9%	25% ↑	15%	19%	14%	23%	18%
Agree	39%	49%	43%	41%	61% ↑	56%	40%	50%	34%	55%
Neither agree nor disagree	24%	19%	20%	39% ↑	8% ↓	23%	28%	24%	40%	27%
Disagree	18%	21% ↑	12%	11%	6%	4%	12%	9%	2%	0%
Strongly disagree	7%	2%	15% ↑	0%	0%	2%	1%	2%	0%	0%

Appendix

Standard of Living

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Whanganui Central	Whanganui East	Blueskin-Pākaraka / Kai-Iwi / Westmere	Marybank / Fordell
Extremely good	20%	16%	5% ↓	29%	32%	13%	28%	21%	36%	18%
Good	60%	49%	66%	56%	53%	69%	60%	55%	62%	67%
Neither good nor poor	14%	27% ↑	19%	11%	12%	11%	10%	17%	2% ↓	15%
Poor	2%	7%	8%	4%	3%	4%	1%	6%	0%	0%
Extremely poor	4% ↑	0%	4% ↑	0%	0%	0%	1%	1%	0%	0%
Don't know	0%	0%	0%	0%	0%	2% ↑	0%	0%	0%	0%

Living in Whanganui

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Whanganui Central	Whanganui East	Blueskin-Pākaraka / Kai-Iwi / Westmere	Marybank / Fordell
Very dissatisfied	0%	0%	3%	0%	3%	1%	1%	5%	0%	0%
Dissatisfied	9%	8%	8%	5%	4%	3%	1%	5%	11%	0%
Neither satisfied nor dissatisfied	8%	24% ↑	13%	9%	7%	18%	5%	10%	6%	15%
Satisfied	54%	48%	45%	58%	48%	55%	51%	57%	67%	42%
Very satisfied	28%	19%	31%	28%	38%	23%	41% ↑	24%	17%	43%
Don't know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Quality of Life

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Whanganui Central	Whanganui East	Blueskin-Pākaraka / Kai-Iwi / Westmere	Marybank / Fordell
Much better/ Better	19%	23%	19%	11%	23%	13%	27%	14%	25%	9%
The same	61%	49%	56%	63%	61%	69%	51%	66%	67%	56%
Worse/ Much worse	17%	22%	22%	20%	14%	16%	18%	18%	7%	27%
Don't know	3%	7%	3%	6%	1%	2%	4%	2%	0%	9%

Appendix

Whanganui District Overall

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Whanganui Central	Whanganui East	Blueskin-Pākaraka / Kai-Iwi / Westmere	Marybank / Fordell
Much better/ Better	11%	20%	21%	10%	25%	17%	29% ↑	17%	17%	0%
The same	74%	48%	67%	58%	61%	67%	56%	61%	76%	65%
Worse/ Much worse	14%	26%	10%	26%	13%	16%	12%	20%	7%	20%
Don't know	1%	7% ↑	2%	6%	1%	0%	3%	2%	0%	15% ↑

CBD Contribution to Lifestyle and Image

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Whanganui Central	Whanganui East	Blueskin-Pākaraka / Kai-Iwi / Westmere	Marybank / Fordell
Very dissatisfied	3%	2%	2%	2%	2%	0%	0%	0%	2%	7%
Dissatisfied	6%	13%	9%	17% ↑	11%	7%	4%	4%	2%	0%
Neither satisfied nor dissatisfied	19%	30%	19%	10%	22%	27%	9% ↓	18%	22%	31%
Satisfied	59%	41%	51%	61%	45%	55%	62%	59%	66%	51%
Very satisfied	13%	15%	14%	11%	20%	10%	26% ↑	18%	7%	11%
Don't know	0%	0%	5% ↑	0%	0%	1%	0%	0%	0%	0%

Appendix

Facilities Provided by Council (Users)

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Whanganui Central	Whanganui East	Blueskin-Pākaraka / Kai-Iwi / Westmere	Marybank / Fordell
Libraries	86%	86%	69% ↓	82%	94%	86%	87%	84%	88%	100%
Regional Museum	73%	75%	71%	92%	69%	82%	86%	73%	92%	43%
Royal Whanganui Opera House	81%	76%	52% ↓	96% ↑	84%	62%	73%	70%	68%	100%
Parks and reserves	82%	68%	77%	85%	72%	74%	87%	81%	84%	88%
War Memorial Centre	63%	88%	61%	77%	90%	75%	92% ↑	73%	71%	100%
Cooks Gardens	81%	77%	52% ↓	71%	72%	84%	75%	81%	81%	100%
Playgrounds	74%	70%	76%	67%	73%	75%	71%	76%	91%	100%
Standard of toilet facilities	69%	54%	65%	71%	80%	56%	74%	67%	66%	70%
Sports grounds	67%	65%	59% ↓	80%	65%	80%	84%	82%	87%	100%
Maintenance and presentation of open spaces	70%	60%	65%	64%	68%	55%	74%	67%	82%	100% ↑
Toilet facilities adequate to meet user needs	75%	49%	71%	50%	71%	51%	68%	65%	61%	80%

Appendix

Facilities Provided by Council (Non-Users)

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Whanganui Central	Whanganui East	Blueskin-Pākaraka / Kai-Iwi / Westmere	Marybank / Fordell
Parks and reserves	90%	76%	100%	79%	100%	45% ↓	100%	100%	-	100%
Libraries	65%	40%	50%	44%	67%	51%	77%	77%	84%	57%
Royal Whanganui Opera House	68%	47%	58%	63%	58%	50%	74%	72%	51%	63%
Playgrounds	75%	59%	46%	31% ↓	64%	48%	66%	82%	87%	88%
Sports grounds	72%	37% ↓	49%	52%	56%	34% ↓	76%	74%	81%	80%
Cooks Gardens	69%	40% ↓	74%	47%	69%	49% ↓	90% ↑	70%	42%	83%
Regional Museum	72%	44%	55%	41%	78%	50%	80%	60%	64%	82%
War Memorial Centre	68%	42%	44%	48%	48%	52%	69%	67%	53%	51%
Toilet facilities	59%	60%	9% ↓	26%	57%	21% ↓	87% ↑	55%	62%	60%

Appendix

Services Provided by Council

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Whanganui Central	Whanganui East	Blueskin-Pākaraka / Kai-Iwi / Westmere	Marybank / Fordell
Presence and maintenance of public art	71%	54%	70%	81%	64%	63%	74%	69%	78%	69%
Standard of the presentation in the town centre	84%	66%	73%	75%	79%	72%	86%	76%	89%	85%
Availability of on-street parking	58%	38% ↓	63%	57%	55%	52%	59%	56%	51%	63%
Opportunities for disposal of waste and recycling	37%	40%	42%	46%	41%	37%	43%	29% ↓	55%	55%
Control of litter in streets and public places	58%	47%	54%	53%	58%	55%	64%	47%	53%	58%
Animal control	38%	39%	43%	32%	40%	47%	47%	43%	53%	53%

Travelling around Whanganui (Satisfied/ Very Satisfied Results)

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Whanganui Central	Whanganui East	Blueskin-Pākaraka / Kai-Iwi / Westmere	Marybank / Fordell
Local roads (not state highways)	34% ↓	54%	51%	46%	56%	54%	76% ↑	42%	49%	53%
Shared pathways and footpaths in the city	51%	49%	56%	52%	51%	54%	81% ↑	60%	53%	58%
How easy it is to get around the Whanganui district	71%	61% ↓	78%	70%	80%	79%	92% ↑	84%	88%	93%
Cycleways and cycle lanes	49%	51%	50%	35%	44%	49%	68% ↑	44%	47%	63%

Appendix

Council Response to Community Needs and Issues

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Whanganui Central	Whanganui East	Blueskin-Pākaraka / Kai-Iwi / Westmere	Marybank / Fordell
Very well	7%	2%	2%	2%	4%	1%	7%	1%	0%	11%
Well	25%	23%	28%	24%	35%	34%	33%	29%	28%	24%
Neither well nor poorly	33%	39%	25%	42%	43%	31%	32%	37%	46%	38%
Poorly	16%	19%	15%	10%	13%	8%	11%	13%	16%	9%
Very poorly	9%	11%	10%	11%	3%	8%	8%	7%	2%	0%
Don't know	10%	6%	20%	11%	3% ↓	18%	9%	13%	7%	18%

Performance of Mayor and Councillors

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Whanganui Central	Whanganui East	Blueskin-Pākaraka / Kai-Iwi / Westmere	Marybank / Fordell
Very good	6%	7%	4%	4%	9%	4%	8%	2%	0%	0%
Good	33%	20%	28%	15%	31%	19%	35%	19%	6% ↓	38%
Neither good nor poor	32%	32%	25%	29%	34%	41%	35%	43%	51%	47%
Poor	13%	30% ↑	15%	20%	20%	18%	4% ↓	20%	22%	15%
Very poor	4%	5%	10%	15%	6%	2% ↓	14%	11%	3%	0%
Don't know	12%	6%	18%	17%	0% ↓	15%	4%	5%	18%	0%

Appendix

Contacting Council

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Whanganui Central	Whanganui East	Blueskin-Pākaraka / Kai-Iwi / Westmere	Marybank / Fordell
Yes	45%	30%	39%	66% ↑	45%	32%	42%	43%	46%	61%
No	51%	55%	54%	32% ↓	53%	59%	54%	54%	54%	39%
Don't know	4%	15% ↑	8%	2%	2%	9%	4%	4%	0%	0%

Contacting Council (Reason)

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Whanganui Central	Whanganui East	Blueskin-Pākaraka / Kai-Iwi / Westmere	Marybank / Fordell
Rates information	21%	0%	23%	11%	9%	17%	25%	17%	0%	38%
Regulatory information	21%	6%	22%	14%	15%	6%	10%	19%	11%	30%
Request for service	10%	29%	5%	0% ↓	37% ↑	16%	0%	25%	5%	0%
Consent information/ advice and application	10%	10%	13%	20%	15%	11%	10%	11%	31%	11%
Roading and road safety	4%	0%	18%	6%	0%	0%	10%	14%	0%	22%
Check property information	7%	17%	0%	7%	3%	16%	0%	0%	0%	0%
Planning and LTP info, strategies	2%	0%	4%	0%	2%	4%	0%	2%	47% ↑	0%
Paid fines	0%	24% ↑	4%	0%	7%	11%	0%	0%	0%	0%
Facilities service information	6%	14% ↑	0%	12% ↑	0%	0%	0%	2%	0%	0%
Homeless and housing	7%	11%	0%	9%	0%	0%	4%	2%	0%	0%
To get contact information	0%	0%	0%	3%	0%	0%	23% ↑	0%	0%	0%
Household service information	0%	0%	0%	14% ↑	0%	7%	0%	2%	0%	0%
Information on an event	3%	0%	0%	2%	2%	0%	6%	0%	0%	0%
Something else	3%	0%	3%	0%	6%	9%	7%	6%	0%	0%
No comment/ NA	7%	0%	8%	7%	2%	4%	6%	0%	5%	0%

Appendix

Performance of Council Staff

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Whanganui Central	Whanganui East	Blueskin-Pākaraka / Kai-Iwi / Westmere	Marybank / Fordell
Very good	9%	6%	5%	6%	8%	9%	15%	11%	9%	11%
Good	27%	28%	34%	38%	42%	24%	30%	24%	30%	29%
Neither good nor poor	30%	39%	21%	31%	29%	31%	29%	39%	39%	37%
Poor	13%	7%	5%	9%	5%	10%	3%	7%	13%	15%
Very poor	3%	3%	12% ↑	5%	1%	1%	4%	4%	0%	0%
Don't know	18%	16%	23%	11%	15%	24%	19%	15%	9%	7%

Appendix

Accessing Information

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Whanganui Central	Whanganui East	Blueskin-Pākaraka / Kai-Iwi / Westmere	Marybank / Fordell
Council website	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
News media	32%	40%	49%	35%	47%	36%	45%	32%	37%	20%
Council Facebook page	42%	50%	39%	45%	49%	23%	46%	54%	32%	15%
Community Link page in the Midweek newspaper	30%	46%	30%	27%	32%	40%	28%	29%	18%	20%
Phone	40%	43%	34%	46%	24%	10% ↓	37%	36%	4% ↓	51%
In-person at the council building	28%	39%	19%	35%	32%	32%	26%	25%	15%	39%
Antenno:Access to Information	8%	20%	30%	19%	39%	13%	21%	14%	6%	0%
Print advertising	21%	14%	26%	17%	33%	12%	13%	16%	15%	20%
Email (Community Panel)	30%	20%	16%	20%	26%	9%	24%	25%	23%	11%
Community events /public meetings	14%	31%	20%	30%	20%	6%	5% ↓	9%	26%	0%
Radio advertising	5%	15%	9%	13%	8%	10%	8%	16%	4%	0%
Council Twitter page	0%	0%	0%	0%	0%	0%	2%	2%	0%	0%
Other, please specify	5%	0%	7%	0%	0%	0%	2%	5%	0%	0%
I haven't accessed any information	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Appendix

Reasons for Accessing Website

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Whanganui Central	Whanganui East	Blueskin-Pākaraka / Kai-iwi / Westmere	Marybank / Fordell
Rates information	17%	18%	17%	14%	20%	22%	26%	23%	15%	20%
Information (unspecified)	7%	21%	31%	22%	10%	17%	16%	7%	15%	11%
Regulatory information	8%	15%	9%	19%	6%	10%	0%	9%	5%	20%
Facilities service information,	9%	3%	11%	0%	4%	8%	12%	13%	11%	15%
Household service information,	5%	16%	7%	13%	20%	0%	9%	4%	4%	0%
To get contact information	7%	12%	4%	7%	5%	0%	5%	14%	0%	0%
Check property information	0%	3%	16%	3%	3%	12%	10%	4%	26% ↑	15%
Roading and parking information	8%	3%	0%	3%	4%	13%	0%	6%	0%	0%
Planning and LTP info, strategies	5%	7%	0%	4%	9%	6%	0%	0%	11%	20%
Information about COVID	2%	0%	5%	0%	3%	0%	4%	5%	0%	0%
Request for service	0%	0%	0%	0%	4% ↑	0%	0%	0%	4%	0%
Information on projects	2%	3%	0%	4%	0%	0%	3%	0%	0%	0%
Information on an event	2% ↑	0%	0%	0%	0%	0%	0%	0%	0%	0%
Consent information/ advice and application	2%	0%	0%	3%	0%	0%	3%	0%	4%	0%
Information on jobs	0%	0%	0%	3%	0%	0%	2%	0%	0%	0%
Paid fines	0%	0%	0%	0%	0%	0%	0%	2% ↑	0%	0%
Something else	8%	0%	0%	0%	7%	9%	8%	6%	4%	0%
No answer/ NA	19% ↑	0%	0%	7%	5%	3%	2%	7%	0%	0%

Appendix

Ease of Website Navigation

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Whanganui Central	Whanganui East	Blueskin-Pākaraka / Kai-Iwi / Westmere	Marybank / Fordell
Strongly agree/ Agree	63%	63%	66%	46% ↓	70%	82%	70%	63%	83%	89%
Neither agree nor disagree	27%	33%	19%	17%	24%	6% ↓	19%	14%	8%	0%
Disagree/ Strongly disagree	10%	4%	16%	37% ↑	6%	13%	12%	23%	8%	11%
Don't know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Access to Information

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Whanganui Central	Whanganui East	Blueskin-Pākaraka / Kai-Iwi / Westmere	Marybank / Fordell
Very dissatisfied	1%	2%	2%	5% ↑	0%	0%	1%	1%	0%	0%
Dissatisfied	5%	3%	10%	23% ↑	4%	10%	11%	9%	3%	13%
Neither satisfied nor dissatisfied	42%	38%	21%	29%	26%	34%	21%	38%	22%	25%
Satisfied	41%	50%	48%	42%	57%	42%	51%	39%	61%	42%
Very satisfied	4%	5%	1% ↓	0%	11%	8%	13%	6%	13%	11%
Don't know	7%	2%	18% ↑	1%	2%	6%	2%	7%	0%	9%

Appendix

Involvement in Decision Making

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Whanganui Central	Whanganui East	Blueskin-Pākaraka / Kai-Iwi / Westmere	Marybank / Fordell
Filled out an online survey (apart from this one)	23%	36%	19%	37%	20%	19%	34%	25%	13%	15%
Filled out online submission form	23%	20%	10%	35% ↑	17%	13%	27%	17%	20%	13%
Spoke to council staff at a consultation event	4%	4%	2%	15% ↑	4%	5%	1%	2%	12%	0%
Attended a public meeting	4%	19% ↑	2%	1%	8%	5%	2%	9%	7%	0%
Presented at a council meeting	1%	0%	3%	6%	1%	3%	8% ↑	2%	0%	7%
Other	3%	3%	2%	13% ↑	3%	2%	4%	4%	0%	0%
I haven't been involved	56%	51%	73% ↑	41% ↓	61%	70% ↑	44% ↓	58%	66%	78%

Satisfaction with Involvement in Decision Making

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Whanganui Central	Whanganui East	Blueskin-Pākaraka / Kai-Iwi / Westmere	Marybank / Fordell
Very dissatisfied	1%	5%	3%	7%	3%	2%	7%	5%	2%	0%
Dissatisfied	15%	11%	9%	13%	4%	15%	6%	12%	16%	7%
Neither satisfied nor dissatisfied	41%	32%	34%	42%	44%	29%	39%	40%	34%	33%
Satisfied	17%	35%	25%	24%	29%	27%	26%	25%	36%	40%
Very satisfied	4%	0%	0%	4%	8%	4%	10%	4%	0%	11%
Don't know	22%	17%	29% ↑	9%	12%	23%	13%	14%	12%	9%
I haven't been involved	56%	51%	73% ↑	41% ↓	61%	70% ↑	44% ↓	58%	66%	78%

Appendix

Appendix 2: Results by Age and Gender

Cultural Activities Undertaken	Under 29 years old	30 to 39 years old	40 to 49 years old	50 to 59 years old	60 years old and over	Female	Male
Used the libraries	59%	54%	50%	46%	50%	53%	48%
Visited or used the Whanganui airport	30%	32%	46%	45%	37%	32% ↓	45% ↑
Been actively involved in a community organisation	24%	33%	33%	43%	41%	36%	38%
Visited the Regional Museum	21%	44% ↑	33%	30%	22% ↓	30%	28%
Visited the Sarjeant on the Quay (formerly Sarjeant Gallery)	19%	16% ↓	29%	33%	37% ↑	33% ↑	24% ↓
Visited NZ Glassworks	14% ↓	27%	24%	38% ↑	29%	29%	27%
Visited an historic site	45% ↑	28%	33%	30%	20% ↓	22% ↓	34% ↑
Participated in, including performed or just attended, any arts or cultural activities or performances	16%	26%	36% ↑	28%	19% ↓	22%	26%
Attended a performance or event at the Royal Whanganui Opera House	18%	14%	9%	24%	20%	18%	18%
Attended a Māori arts or cultural event	23%	21%	15%	12%	8% ↓	13%	15%
Attended the theatre, e.g. Amdram or Repertory	14%	5%	7%	13%	16%	13%	10%
None of these	29%	13%	18%	16%	16%	16%	19%

Appendix

Whanganui Creativity	Under 29 years old	30 to 39 years old	40 to 49 years old	50 to 59 years old	60 years old and over	Female	Male
Very creative	17% ↓	23%	18% ↓	51% ↑	41% ↑	42% ↑	25% ↓
Creative	40%	52%	50%	38%	43%	43%	46%
Slightly creative	32% ↑	22%	20%	9% ↓	10% ↓	11% ↓	21% ↑
Neither creative or uncreative	10%	1%	7%	1% ↓	4%	2% ↓	6% ↑
Not creative	2%	1%	4% ↑	0%	0%	1%	1%
Don't know	0%	1%	1%	2%	1%	1%	1%

Appendix

Recreational Activities Undertaken	Under 29 years old	30 to 39 years old	40 to 49 years old	50 to 59 years old	60 years old and over	Female	Male
Used or visited a premier park	87%	92% ↑	79%	83%	74% ↓	82%	81%
Visited a beach	89%	91% ↑	79%	76%	72% ↓	78%	80%
Used other river or park walkways	85%	82%	81%	78%	60% ↓	76%	71%
Used or visited a neighbourhood park	69%	59%	64%	48%	52%	55%	58%
Used or visited a playground	57%	72% ↑	54%	34% ↓	36% ↓	48%	46%
Used or visited a public sports ground for sport or recreational activities excluding Cooks Gardens	69% ↑	53%	51%	50%	28% ↓	45%	45%
Used a cycleway or cyclelane	48%	46%	46%	45%	26% ↓	36%	43%
Undertook activities on the Awa	38% ↑	25%	21%	24%	7% ↓	20%	19%
Used, visited, or attended an event at cooks gardens	40% ↑	20%	10% ↓	26%	12% ↓	16%	21%
Played sport on an informal or casual basis	2%	12% ↑	2%	4%	3%	1% ↓	8% ↑
Played an organised sport	0%	4%	7%	2%	2%	1% ↓	5% ↑
None of these	0%	0% ↓	5%	2%	8% ↑	5%	3%

Appendix

Physical Exercise	Under 29 years old	30 to 39 years old	40 to 49 years old	50 to 59 years old	60 years old and over	Female	Male
0 days	6%	12%	9%	9%	12%	9%	12%
1-2 days	24%	34%	38%	26%	29%	28%	33%
3-5 days	38%	35%	35%	43%	34%	40%	33%
6-7 days	32%	19%	18%	22%	25%	23%	22%

Emergency Survival Kit	Under 29 years old	30 to 39 years old	40 to 49 years old	50 to 59 years old	60 years old and over	Female	Male
Yes	31%	29% ↓	46%	45%	53% ↑	44%	43%
No	50%	67% ↑	52%	54%	43% ↓	53%	51%
Don't know	19% ↑	3%	2%	1% ↓	3%	3%	6%

Checking of Emergency Kit	Under 29 years old	30 to 39 years old	40 to 49 years old	50 to 59 years old	60 years old and over	Female	Male
Last month	21%	23%	24%	13%	19%	21%	17%
3 months ago	21%	30%	24%	31%	23%	26%	26%
6 months ago	5%	20%	12%	23%	23%	19%	20%
12 months ago or more	16%	18%	33%	27%	28%	26%	27%
Have never checked	5%	9%	5%	0%	3%	2%	6%
Don't know	31% ↑	0%	2%	6%	4%	6%	5%

Appendix

Duration of Coping	Under 29 years old	30 to 39 years old	40 to 49 years old	50 to 59 years old	60 years old and over	Female	Male
Less than 3 days	3%	5%	7%	7%	4%	6%	4%
At least 3 days	22%	36% ↑	36% ↑	19%	16% ↓	17% ↓	31% ↑
At least one week	38%	29%	35%	43%	39%	44% ↑	29% ↓
More than one week	29%	25%	21%	27%	40% ↑	29%	33%
Don't know	8%	5%	1%	3%	1%	3%	3%

Perceptions of Safety (All of the time/ most of the time)	Under 29 years old	30 to 39 years old	40 to 49 years old	50 to 59 years old	60 years old and over	Female	Male
In your home during the day time	98%	99%	93%	97%	97%	98%	97%
Your home during the evening	92%	97%	90%	93%	96%	95%	94%
The CBD during the day time	79% ↓	98% ↑	90%	91%	95%	93%	92%
In the CBD during the evening	52%	60%	60%	62%	56%	54%	63%

Community Wellbeing	Under 29 years old	30 to 39 years old	40 to 49 years old	50 to 59 years old	60 years old and over	Female	Male
Very low	0%	1%	2%	2%	1%	1%	2%
Low	14%	10%	5%	8%	6%	9%	7%
Moderate	36%	42%	46%	39%	40%	39%	42%
High	41%	34%	34%	42%	41%	41%	37%
Very high	3% ↓	12%	12%	8%	13%	10%	11%
Don't know	5% ↑	1%	0%	2%	0%	0%	2%

Appendix

Sense of Belonging	Under 29 years old	30 to 39 years old	40 to 49 years old	50 to 59 years old	60 years old and over	Female	Male
Very weak	8%	3%	7%	8%	3%	3%	7%
Weak	16%	18% ↑	12%	7%	5% ↓	8%	12%
Moderate	38%	36%	49%	34%	46%	44%	37%
Strong	29%	30%	23%	38%	31%	31%	31%
Very strong	10%	8%	10%	11%	14%	12%	11%
Don't know	0%	4%	0%	2%	1%	1%	2%

Pride in my Neighbourhood	Under 29 years old	30 to 39 years old	40 to 49 years old	50 to 59 years old	60 years old and over	Female	Male
Strongly agree	5% ↓	14%	13%	24% ↑	14%	14%	16%
Agree	41%	49%	47%	35% ↓	56% ↑	47%	47%
Neither agree nor disagree	38% ↑	19%	17%	27%	23%	27%	21%
Disagree	16%	13%	14%	11%	6% ↓	9%	12%
Strongly disagree	0%	5%	10% ↑	3%	1% ↓	3%	4%

Appendix

Standard of Living	Under 29 years old	30 to 39 years old	40 to 49 years old	50 to 59 years old	60 years old and over	Female	Male
Extremely good	21%	23%	18%	23%	20%	20%	22%
Good	49%	61%	50%	55%	67% ↑	61%	57%
Neither good nor poor	29% ↑	9%	18%	18%	10% ↓	14%	15%
Poor	2%	5%	10% ↑	3%	3%	3%	5%
Extremely poor	0%	2%	2%	1%	1%	2% ↑	0% ↓
Don't know	0%	0%	2% ↑	0%	0%	0%	1%

Living in Whanganui	Under 29 years old	30 to 39 years old	40 to 49 years old	50 to 59 years old	60 years old and over	Female	Male
Very dissatisfied	3%	3%	3%	1%	1%	1%	2%
Dissatisfied	11%	2%	9%	9%	2% ↓	5%	6%
Neither satisfied nor dissatisfied	26% ↑	11%	18%	9%	7% ↓	10%	13%
Satisfied	51%	72% ↑	56%	43% ↓	48%	50%	56%
Very satisfied	9% ↓	12% ↓	14% ↓	39% ↑	43% ↑	34% ↑	22% ↓
Don't know	0%	0%	0%	0%	0%	0%	0%

Quality of Life	Under 29 years old	30 to 39 years old	40 to 49 years old	50 to 59 years old	60 years old and over	Female	Male
Much better/ Better	31% ↑	16%	11%	22%	17%	19%	18%
The same	54%	67%	55%	50% ↓	67% ↑	61%	60%
Worse/ Much worse	13%	12%	29% ↑	26% ↑	13%	16%	20%
Don't know	2%	6%	4%	2%	3%	4%	2%

Appendix

Whanganui District Overall

	Under 29 years old	30 to 39 years old	40 to 49 years old	50 to 59 years old	60 years old and over	Female	Male
Much better/ Better	25%	12%	9% ↓	19%	23%	18%	18%
The same	56%	69%	64%	56%	64%	64%	61%
Worse/ Much worse	16%	14%	25%	22%	12% ↓	14%	20%
Don't know	3%	5%	2%	2%	1%	4% ↑	1% ↓

CBD Contribution to Lifestyle and Image

	Under 29 years old	30 to 39 years old	40 to 49 years old	50 to 59 years old	60 years old and over	Female	Male
Very dissatisfied	0%	1%	0%	4% ↑	1%	2%	1%
Dissatisfied	6%	4%	19% ↑	7%	6%	6%	9%
Neither satisfied nor dissatisfied	29%	19%	20%	19%	18%	16% ↓	24% ↑
Satisfied	60%	65%	43%	50%	55%	57%	52%
Very satisfied	5% ↓	9%	18%	18%	19%	18%	12%
Don't know	0%	2%	0%	2%	0%	1%	1%

Appendix

Facilities Provided by Council (Users)	Under 29 years old	30 to 39 years old	40 to 49 years old	50 to 59 years old	60 years old and over	Female	Male
Libraries	84%	80%	75%	84%	92% ↑	87%	82%
Regional Museum	61%	92% ↑	69%	77%	78%	77%	79%
Royal Whanganui Opera House	43% ↓	70%	45% ↓	87% ↑	84% ↑	80% ↑	66% ↓
Parks and reserves	60% ↓	75%	69%	87% ↑	86% ↑	82%	75%
War Memorial Centre	67%	89%	49% ↓	84%	81%	81%	74%
Cooks Gardens	78%	88%	57% ↓	82%	68%	72%	79%
Playgrounds	56% ↓	79%	69%	76%	80%	78%	70%
Standard of toilet facilities	29% ↓	62%	59%	69%	82% ↑	70%	63%
Sports grounds	76%	81%	68%	75%	74%	73%	77%
Maintenance and presentation of open spaces	66%	70%	51% ↓	63%	73% ↑	71%	62%
Toilet facilities adequate to meet user needs	43% ↓	58%	53%	71%	70% ↑	68% ↑	56% ↓

Appendix

Facilities Provided by Council (Non-Users)	Under 29 years old	30 to 39 years old	40 to 49 years old	50 to 59 years old	60 years old and over	Female	Male
Parks and reserves	50%	100%	68%	100%	80%	93% ↑	64% ↓
Libraries	20% ↓	52%	66%	66%	75% ↑	70% ↑	54% ↓
Royal Whanganui Opera House	36% ↓	48%	54%	67%	77% ↑	67%	55%
Playgrounds	52%	57%	76%	60%	69%	68%	61%
Sports grounds	11% ↓	67%	41%	74% ↑	62%	62%	56%
Cooks Gardens	54%	44% ↓	46% ↓	68%	78% ↑	68%	58%
Regional Museum	40% ↓	26% ↓	67%	70%	75% ↑	69% ↑	50% ↓
War Memorial Centre	41%	36% ↓	46%	57%	73% ↑	57%	55%
Toilet facilities	42%	58%	50%	48%	53%	41%	60%

Appendix

Services Provided by Council

	Under 29 years old	30 to 39 years old	40 to 49 years old	50 to 59 years old	60 years old and over	Female	Male
Presence and maintenance of public art	63%	67%	64%	75%	69%	76% ↑	61% ↓
Standard of the presentation in the town centre	70%	76%	72%	79%	81%	82% ↑	72% ↓
Availability of on-street parking	38% ↓	55%	55%	52%	61% ↑	55%	55%
Opportunities for disposal of waste and recycling	43%	25% ↓	21% ↓	38%	55% ↑	44%	35%
Control of litter in streets and public places	46%	65%	44%	61%	51%	53%	56%
Animal control	46%	44%	48%	46%	37%	44%	41%

Travelling around Whanganui (Satisfied/ Very Satisfied Results)

	Under 29 years old	30 to 39 years old	40 to 49 years old	50 to 59 years old	60 years old and over	Female	Male
Local roads (not state highways)	43%	53%	48%	45%	57% ↑	50%	52%
Shared pathways and footpaths in the city	65%	56%	55%	60%	54%	58%	56%
How easy it is to get around the Whanganui district	84%	71%	63% ↓	81%	87% ↑	82%	75%
Cycleways and cycle lanes	44%	56%	48%	54%	45%	51%	47%

Appendix

Council Response to Community Needs and Issues

	Under 29 years old	30 to 39 years old	40 to 49 years old	50 to 59 years old	60 years old and over	Female	Male
Very well	2%	3%	2%	2%	5%	4%	2%
Well	33%	20%	19%	35%	34%	28%	30%
Neither well nor poorly	33%	33%	41%	28%	40%	37%	34%
Poorly	10%	19%	14%	14%	10%	12%	14%
Very poorly	13%	9%	10%	10%	3% ↓	6%	10%
Don't know	10%	15%	15%	11%	9%	13%	10%

Performance of Mayor and Councillors

	Under 29 years old	30 to 39 years old	40 to 49 years old	50 to 59 years old	60 years old and over	Female	Male
Very good	5%	4%	0%	6%	7%	6%	4%
Good	17%	14% ↓	12% ↓	30%	33% ↑	26%	23%
Neither good nor poor	33%	29%	52% ↑	26% ↓	40%	37%	34%
Poor	19%	24%	13%	19%	14%	15%	20%
Very poor	5%	9%	12%	11%	4% ↓	5% ↓	11% ↑
Don't know	21% ↑	19% ↑	11%	8%	2% ↓	10%	9%

Appendix

Contacting Council	Under 29 years old	30 to 39 years old	40 to 49 years old	50 to 59 years old	60 years old and over	Female	Male
Yes	21% ↓	43%	44%	52% ↑	41%	37% ↓	48% ↑
No	70% ↑	52%	43%	44%	55%	59% ↑	44% ↓
Don't know	10%	5%	13% ↑	3%	3%	4%	7%

Contacting Council (Reason)	Under 29 years old	30 to 39 years old	40 to 49 years old	50 to 59 years old	60 years old and over	Female	Male
Rates information	0%	4% ↓	5%	23%	24% ↑	21%	11%
Regulatory information	0%	14%	21%	13%	17%	17%	13%
Request for service	0%	12%	7%	9%	23% ↑	12%	16%
Consent information/ advice and application	0%	18%	19%	19%	6% ↓	7% ↓	19% ↑
Roading and road safety	7%	6%	17% ↑	3%	6%	6%	8%
Check property information	0%	6%	2%	7%	5%	2%	7%
Planning and LTP info, strategies	7%	10%	2%	1%	4%	5%	4%
Paid fines	0%	16% ↑	0%	1%	1%	3%	5%
Facilities service information	0%	10% ↑	4%	2%	1%	4%	3%
Homeless and housing	0%	0%	5%	3%	5%	5%	2%
To get contact information	55% ↑	0%	0%	1%	0%	1%	5%
Household service information	0%	0%	5%	5%	2%	1%	4%
Information on an event	0%	2%	5%	2%	0%	2%	1%
Something else	15%	2%	2%	7%	2%	8% ↑	1% ↓
No comment/ NA	15%	4%	6%	3%	2%	6%	2%

Appendix

Performance of Council Staff

	Under 29 years old	30 to 39 years old	40 to 49 years old	50 to 59 years old	60 years old and over	Female	Male
Very good	3%	9%	3% ↓	16% ↑	10%	8%	10%
Good	11% ↓	36%	19% ↓	32%	35%	31%	29%
Neither good nor poor	53% ↑	20% ↓	31%	31%	33%	30%	34%
Poor	3%	11%	14%	8%	5%	8%	8%
Very poor	0%	6%	11% ↑	2%	1% ↓	3%	5%
Don't know	30% ↑	18%	21%	10% ↓	15%	20%	14%

Appendix

Accessing Information	Under 29 years old	30 to 39 years old	40 to 49 years old	50 to 59 years old	60 years old and over	Female	Male
Council website	3%	24%	17%	28%	28%	50%	50%
News media	1%	28%	14%	26%	30%	42%	58%
Council Facebook page	5%	28%	22%	28%	17% ↓	55%	45%
Community Link page in the Midweek newspaper	1%	21%	11%	32%	35%	48%	52%
Phone	2%	19%	16%	41% ↑	22%	47%	53%
In-person at the council building	1%	22%	14%	31%	32%	49%	51%
Antenno:Access to Information	0%	19%	35%	35%	11%	49%	51%
Print advertising	4%	22%	15%	17%	42% ↑	59%	41%
Email (Community Panel)	5%	34%	18%	28%	15% ↓	31% ↓	69% ↑
Community events /public meetings	7%	28%	16%	32%	18%	57%	43%
Radio advertising	4%	31%	29%	25%	11% ↓	44%	56%
Council Twitter page	0%	0%	100% ↑	0%	0%	100%	0%
Other, please specify	0%	0%	0%	25%	75% ↑	67%	33%

Appendix

Reasons for Accessing Website	Under 29 years old	30 to 39 years old	40 to 49 years old	50 to 59 years old	60 years old and over	Female	Male
Rates information	0%	15%	25%	23%	20%	21%	18%
Information (unspecified)	13%	18%	17%	12%	13%	11%	18%
Regulatory information	25%	18% ↑	9%	6%	3%	12%	6%
Facilities service information	0%	12%	3%	7%	9%	9%	7%
Household service information	13%	6%	2% ↓	10%	12%	9%	7%
To get contact information	0%	1%	19% ↑	5%	5%	5%	8%
Check property information	13%	6%	13%	6%	5%	5%	9%
Roading and parking information	0%	5%	2%	6%	5%	5%	4%
Planning and LTP info, strategies	13%	3%	0%	4%	9% ↑	4%	6%
Information about COVID	0%	1%	2%	3%	3%	2%	2%
Request for service	0%	0%	2%	0%	2%	1%	0%
Information on projects	25% ↑	0%	0%	1%	1%	2%	1%
Information on an event	0%	0%	0%	1%	0%	1%	0%
Consent information/ advice and application	0%	1%	0%	2%	1%	2%	1%
Information on jobs	0%	0%	0%	2% ↑	0%	1%	0%
Paid fines	0%	0%	0%	1%	0%	1%	0%
Something else	0%	6%	7%	3%	5%	4%	6%
No answer/ NA	0%	6%	2%	9%	5%	3%	8%

Appendix

Ease of Website Navigation

	Under 29 years old	30 to 39 years old	40 to 49 years old	50 to 59 years old	60 years old and over	Female	Male
Strongly agree/ Agree	63%	67%	71%	65%	68%	63%	71%
Neither agree nor disagree	25%	21%	15%	19%	17%	21%	16%
Disagree/ Strongly disagree	13%	12%	14%	17%	15%	15%	13%
Don't know	0%	0%	0%	0%	0%	0%	0%

Access to Information

	Under 29 years old	30 to 39 years old	40 to 49 years old	50 to 59 years old	60 years old and over	Female	Male
Very dissatisfied	0%	2%	0%	3% ↑	0%	2%	0%
Dissatisfied	16%	9%	12%	9%	6%	7%	12%
Neither satisfied nor dissatisfied	28%	28%	35%	28%	34%	33%	28%
Satisfied	35%	46%	45%	48%	50%	45%	48%
Very satisfied	6%	9%	5%	8%	6%	6%	8%
Don't know	14% ↑	6%	3%	5%	4%	7%	4%

Appendix

Involvement in Decision Making

	Under 29 years old	30 to 39 years old	40 to 49 years old	50 to 59 years old	60 years old and over	Female	Male
Filled out an online survey (apart from this one)	19%	31%	41% ↑	25%	17% ↓	24%	26%
Filled out online submission form	8%	27%	25%	30% ↑	10% ↓	15% ↓	24% ↑
Spoke to council staff at a consultation event	3%	4%	4%	7%	4%	3%	6%
Attended a public meeting	6%	6%	4%	9%	6%	6%	7%
Presented at a council meeting	6%	2%	4%	1% ↓	3%	2%	4%
Other	2%	2%	9% ↑	4%	3%	3%	4%
I haven't been involved	65%	56%	47%	49% ↓	68% ↑	63% ↑	53% ↓

Satisfaction with Involvement in Decision Making

	Under 29 years old	30 to 39 years old	40 to 49 years old	50 to 59 years old	60 years old and over	Female	Male
Very dissatisfied	8%	4%	7%	5%	1% ↓	3%	5%
Dissatisfied	6%	22% ↑	9%	9%	8%	8% ↓	15% ↑
Neither satisfied nor dissatisfied	31%	26% ↓	47%	40%	39%	38%	36%
Satisfied	31%	30%	16% ↓	25%	29%	25%	28%
Very satisfied	0%	1% ↓	3%	8%	6%	3%	6%
Don't know	23%	17%	19%	13%	17%	22% ↑	11% ↓





















4.3 GOVERNMENT CONSULTATION UPDATE - FEBRUARY 2023

Author: Elise Broadbent - Policy Manager

Louise Davies - Policy & Risk Support Officer

Authoriser: Lance Kennedy - Deputy Chief Executive

- References:**
1. **Submission Development Matrix**  
 2. **2023 - Submission on the Inquiry into the 2022 Local Elections**  
 3. **2023 - Submission on the Sale and Supply of Alcohol (Community Participation) Amendment Bill**  
 4. **2023 - DRAFT Submission on the Water Services Legislation Bill**  
 5. **2023 - DRAFT Submission on the Natural Built Environment and Spatial Planning Bills**  
 6. **2022 - Submission to Waka Kotahi's Interim State Highway Speed Management Plan 2023-2024**  
 7. **2022 - Submission on Pricing agricultural emissions**  
 8. **2022 - Submission on the Inquiry into the future of inter-regional passenger rail**  
 9. **2022 - Submission to the Sale and Supply of Alcohol (Exemption for Race Meetings) Amendment Bill**  

Recommendation

That the Strategy and Policy Committee receive the report – Government Consultation Update - February 2023 .

Executive summary

The purpose of this report is to:

- Provide an update on consultations being undertaken by Central Government and other organisations which have the potential to impact on council and/or the Whanganui District;
- Note the submissions attached, including those still in draft and those completed, prior to a reporting cycle.

Background

1. The purpose of the consultation update is to keep the council informed of opportunities to provide feedback on legislation, inquiries, and other consultations undertaken by central government and public organisations, which have the potential to affect the operation of council or the wider Whanganui district. Attached is the submission development matrix which provides a guide for officers when assessing consultation opportunities (Attachment 1).
2. This year, Council has submitted/will submit on the following Government consultations:

Consultation	Closing Date
1. Completed: Inquiry into the 2022 Local Elections (Attachment 2)	Closed 14 February
2. Completed: The Sale and Supply of Alcohol (Community Participation) Amendment Bill (Attachment 3)	Closed 12 February
3. Draft: Water Services Legislation Bill (Attachment 4)	Closed 17 February
4. Draft: Natural and Built Environment (NBE) Bill and the Spatial Planning (SP) Bill (Attachment 5)	Closed 19 February
5. Future For Local Government Review (not yet completed)	28 February

3. The following consultations are upcoming:

• Climate Change Adaptation Bill	Dates not available yet
• Building Amendment Bill	Dates not available yet
• Civil Defence Emergency Management Bill	Dates not available yet

Key Issues

Inquiry into the 2022 Local Elections

4. The Justice Committee has initiated an inquiry into the 2022 local elections in New Zealand.
5. The committee is interested in hearing about issues arising from the most recent local elections, and has therefore initiated this inquiry. The committee will examine the law and administrative procedures for the conduct of the 2022 local elections, with particular reference to:
 - Low voter turnout
 - The provision of election services by private organisations
 - The age of eligible voters (with reference to lowering the age of eligible voters to 16 years).

6. Our submission (refer to Attachment Two) is summarised as follows:

Council **supports** the following topics being included in the terms of reference for the inquiry into the 2022 local elections:

- We **support** the inclusion of **low voter turnout in the inquiry**. As part of the inquiry, we suggest investigating options to educate voters on how the process works and exploring more creative ways to engage all sectors of society.
- We **support** the inclusion of the **provision of election services by private organisations**, and we suggest extending the inquiry to include councils who

provided their own election services for the 2022 elections if applicable. We used a private organisation for the first time in 2022.

The Sale and Supply of Alcohol (Community Participation) Amendment Bill

7. The Justice Committee is calling for submissions on the Sale and Supply of Alcohol (Community Participation) Amendment Bill. The bill aims to improve communities' ability to influence alcohol regulation in their area by making targeted changes to the alcohol licensing process provided for in the Sale and Supply of Alcohol Act 2012.
8. Proposed changes include:
 - Amending the Act so that parties can no longer appeal provisional local alcohol policies.
 - Allowing district licensing committees to decline to renew a licence if they consider that the licence would be inconsistent with conditions on location or licence density in the relevant local alcohol policy.
 - Changing who can object to licensing applications.
 - Changing the way that licensing hearings are conducted.
9. Our submission (refer to Attachment Three) is summarised as follows:

The Council **supports** the prioritisation of the community's interests in whether or not alcohol licences are granted, and **supports** the removal of appeals against proposed local alcohol policies.
10. However, we are **concerned** that the primary sources for the sale and supply of alcohol in the community remain in place, contrary to the community's wishes and against the purpose of the Sale and Supply of Alcohol Act 2012. Specifically, these are the ability for licensing authorities to grant and renew licences contrary to relevant local alcohol policies, and internet sales of alcohol licensed being transacted in one area of New Zealand but delivered in another.

Three Waters - Water Services Legislation Bill

11. This is the second bill in a suite of legislation to reform water services delivery in New Zealand. The single broad policy for this bill is to establish and empower water services entities by setting out their functions, powers, obligations, and oversight arrangements.
12. The committee is also considering another bill to establish a regulatory framework for the new entities, and provide for independent oversight of them. The Commerce Commission would be the regulator.
13. Our submission (refer to Attachment Four) is summarised as follows:

We remain **concerned** about the loss of local control of local assets which have been built through local investment and underpin local growth and economic development and protect Te Awa Tupua o Whanganui.

14. We are very **concerned** to read in the Water Services Legislation Bill that Crown entities are exempt from infrastructure contribution charges and Water Services Entities (WSEs) do not appear to be liable for rates. We **oppose** these exemptions outright – Crown entities should pay their fair share toward any growth costs via infrastructure contribution charges, and WSEs should be liable for rates – if the latter is not intended by the legislation then this needs urgent clarification.
15. We **strongly oppose pass-through billing** (s336 – 338) – this will cause confusion as to who is providing the services, and Councils would be placed in the difficult position of charging consumers for services that they do not control. It is concerning that WSEs will not be set up to complete this charging on day one.
16. We are also **concerned** that the WSEs are not required to consult or engage with customers before setting charges. We **submit** that customer consultation on pricing must be required of the entities, as it is of councils currently. We further **submit** that affordability should be specifically noted as a factor for consideration by the WSEs when setting charges.
17. We remain **concerned** about stormwater which has significant overlaps with other territorial authority activities such as land-use planning, roading, parks and civil defence.
18. We are **concerned** about the pace at which this reform and other wide-reaching reforms are being pushed through

Natural and Built Environment (NBE) Bill and the Spatial Planning (SP) Bill

19. In February 2021, the Government announced it intends to repeal the Resource Management Act 1991 (RMA) through three bills. Two bills are now at the select committee stage; the Natural and Built Environment Bill and the Spatial Planning Bill.
20. The Natural and Built Environment Bill (NBE Bill) aims to protect and restore the environment while better enabling development, and as the primary replacement for the RMA. The NBE Bill would provide for a National Planning Framework (NPF) that would replace existing pieces of national direction. Regions would be required to prepare natural and built environment plans (NBE plans).
21. Our submission (refer to Attachment Five) is summarised as follows:

The Council **understands** the need for reform to the Resource Management Act 1991 (RMA) and the proposed shift from effects management to a focus on outcomes. We acknowledge that these reforms are needed and have been sought for decades.
22. In terms of the proposed changes to the RMA, we **strongly oppose** the regionalisation of planning and the introduction of Regional Planning Committees (RPCs). We also **strongly oppose** the requirement for our council to both jointly fund and give effect to these new

regional plans, on the basis that this will negatively impact our long term planning, budget and rates, and because the proposed RPC system does not meet our standards for democratic input.

23. We also have **significant concerns** about the amount of resource these large scale reforms will consume, the pace at which they are being moved and the number of other wide-reaching government reforms occurring alongside them. We highly recommend that the RMA reforms be matched with enough time to build a sustainable and appropriately trained workforce to implement them. We also recommend that they be aligned with other government reforms in order to avoid uncertainty, gaps and overlap. If the reforms cannot be adequately resourced and aligned then their implementation may be highly unsuccessful.

Future for Local Government Review

24. The Review into the Future for Local Government was established in April 2021 as an independent, two-year Ministerial Review.
25. The purpose of the review is to identify how the current system of local democracy and governance needs to evolve over the next 30 years, to improve the wellbeing of New Zealand communities, the environment, and to actively embody Te Tiriti partnership.
26. The review process is phased in three stages to reflect the three key deliverables: an interim, draft and final report. The draft report has now been published. The Future of Local Government Review Panel notes this report reflects the panel's thinking to date, and acts as a provocation posing questions that, with further input from others, will help shape the final report that is due in June 2023.
27. Submissions on the 'draft' report close on 28 February.

Completed Submissions

28. Due to the election period we drafted a number of submissions last year which we have not yet had the opportunity to formally report back on, these include submissions on:
- Interim State Highway Speed Management Plan 2023-2024 – Waka Kotahi –14 December 2022 (refer to Attachment 6).
 - The Government's agricultural emissions pricing consultation – 17 November 2022 (refer to Attachment 7).
 - Inquiry into the Future of Inter-Regional Passenger Rail in New Zealand – 19 October 2022 (refer to Attachment 8).
 - Sale and Supply of Alcohol (Exemption for Race Meetings) Amendment Bill – 21 July 2022 (refer to Attachment 9).

Next Steps

29. If the council wishes to make a submission on any of the open consultations, where sufficient time allows, the draft submission will be tabled for approval at a Strategy and Policy meeting.

30. In the event that the timing of the consultation period does not allow for this process, the draft submission will be circulated to councillors for comment, with the Mayor approving the final submission under delegation. The final submission will then be reported to the next available Strategy and Policy meeting.

Submission Development Matrix

The following matrix provides guidance to officers in determining whether Council drafts a submission on a proposed consultation opportunity; and if Council decides to draft a submission, the form of the submission (letter, full submission etc.)

Criteria	Details	Score
Does this proposal impact on a role, service or activity undertaken by WDC?	Given the scope of WDC’s current responsibilities and functions will this proposal have any impact or bearing? Is this to a primary activity as per the purpose of local government or a secondary function? Consideration should be given if there is a likely impact to our agreed levels of services.	Out of 7
Is the proposal significant ?	Is what is being proposed likely to have a significant impact? This could be through our Significance and Engagement Policy as well as through other factors.	Out of 7
Does this proposal align with our strategic intentions ?	Is there a relationship between what is being proposed and our Leading Edge Strategy? What about other key strategies? Will this positively contribute or be a detrimental factor?	Out of 5
Are we a lead agency?	Are we one of the lead agencies that should submit or can we provide feedback or support to another submitter (e.g. as part of a sector response)?	Out of 3
Do we have the staff capacity ?	What is the capacity of the policy team and / or technical experts? Low capacity may mean a letter is drafted rather than a full submission.	Out of 3

Key

Score	Details
0-9	Council should not prioritise this, unless a specific reason defaults matrix scoring, make a submission.
10-18	Council can consider making a submission, but it is recommended low levels of engagement and staff capacity are applied.
19-25	Council should make a submission.

15 February 2023

Justice Committee

By email: justice.submissions@parliament.govt.nz

Re: Inquiry into the 2022 Local Elections

Council **supports** the following topics being included in the terms of reference for the inquiry into the 2022 local elections:

1. We **support** the inclusion of **low voter turnout in the inquiry**. In 2022, only 45.6% of eligible New Zealanders voted in the 2022 election.¹ In the Whanganui district, 46.44% of eligible residents casted their vote, this was an increase on the 2019 election (44.1%), but overall we have seen a downward trend in voter turnout across the last five elections. As part of the inquiry, we suggest investigating options to educate voters on how the process works and exploring more creative ways to engage all sectors of society.
2. We **support** the inclusion of the **provision of election services by private organisations**, and we suggest extending the inquiry to include councils who provided their own election services for the 2022 elections if applicable. We used a private organisation for the first time in 2022 and found it worked well for our local circumstances.

Specific issues:

- *Special voting:* We **support** the inclusion of special voting in the terms of reference.
 - *Provision of ballot papers:* We **support** the inclusion of the provision of ballot papers in the terms of reference.
 - *Complaint processes:* We **support** the inclusion of complaint processes in the terms of reference.
 - *Accountability for local elections:* We **support** the inclusion of accountability for local elections in the terms of reference.
 - *Postal voting:* We **support** the inclusion of postal voting in the inquiry and **suggest** investigating alternatives to postal voting as part of the inquiry. We found NZ Post were unable to meet the demands of the voting process. There were delays in receiving voting papers, and some voters had to do special votes to ensure their vote met the timeframes. In addition, we received some votes after election day – including voting papers as late as three weeks after the election date even though they were postmarked before the closing date. During the election period staff had inquiries from members of the public asking why online voting is not possible.
3. We **support** the inclusion of the age of eligible voters being considered in the terms of reference, however we note that last year when we surveyed the Whananui community on this question there was low support for the proposal to lower the voting age to 16, receiving only 14% support from the community at the time. Rather than focusing on lowering the voting age

¹ [Final voter turnout results - Vote 22 | Pōti 22 \(votelocal.co.nz\)](#) last accessed 27 January 2023. "Average" turnout rate of all councils, calculated by averaging the "Total" percentages.

alone, we suggest including in the terms of reference how **to support younger age groups** (those under 35 years) to participate in local body elections as a broader question for the inquiry.

In addition, we **suggest** investigating central government support for local government elections, including **investigating the centralised delivery of some electoral functions**. For example, we received votes for other councils that could not be sent to their correct councils in time to be counted. A national counting system may help counteract this issue. We also suggest investigating central government collaboration with local government and support from central government to engage voters in local body elections.

Yours sincerely



Andrew Tripe
Mayor
Whanganui District



David Langford
Chief Executive
Whanganui District Council



Date

Justice Committee

Via email: justice.submissions@parliament.govt.nz

Re: Sale and Supply of Alcohol (Community Participation) Amendment Bill

The Whanganui District Council (Council) **supports** the prioritisation of the community's interests in whether or not alcohol licences are granted, and **supports** the removal of appeals against proposed local alcohol policies. However, we are concerned that the primary sources for the sale and supply of alcohol in the community remain in place, contrary to the community's wishes and against the purpose of the Sale and Supply of Alcohol Act 2012 (the Act). Specifically, these are the ability for licensing authorities to grant and renew licences contrary to relevant local alcohol policies, and internet sales of alcohol licensed being transacted in one area of New Zealand but delivered in another.

We are **concerned** that the proposed amendment to section 133 retains the ability for a licensing committee to grant an alcohol licence contrary to the terms of a relevant local alcohol policy. Section 105(1)(c) of the Sale and Supply of Alcohol Act 2012 only requires a licensing authority to have **regard to any relevant local alcohol policy**, which empowers the licensing authority to grant a licence contrary to such a policy if they choose. Bearing in mind both the expectations and interests of the community, as well as the purpose of the Act to reduce alcohol harm, we believe licences should only be granted when aligned with local alcohol policy.

Therefore, we **recommend** a further amendment to require a licensing authority to give effect to an applicable local alcohol policy when considering an application to grant a licence.

We are also **concerned** that these amendments do not address another source of local alcohol sales contrary both to the wishes and interests of our community and the purpose of the Act, that being online sales. Online sales have become significantly more common since the Act was passed in 2012 and particularly since the beginning of the COVID pandemic. There are numerous issues with online sales, which we believe could be covered by the Act. These include, but are not limited to, online sales with contactless delivery where alcohol is brought directly to a customer's home sometimes within an hour of purchase and there is no checking of ID on delivery, and many of these stores being licensed in one region of New Zealand for operational purposes and then selling alcohol online in regions where they are not licensed.

We **recommend** that the Bill should amend the Act to explicitly refer to and impose controls on online sales within New Zealand, requiring delivery services to check ID on delivery and requiring a **retailer to be licensed in each district they provide alcohol**, rather than just the district of their head office or operations.

We **support** the amendments to sections 102 and 128 of the Act, allowing the general public to object to an application for the grant or renewal of a licence. The presence of alcohol stores impact on the entire community, and Council **supports** the community's interest being recognised and empowered by legislation.

We **support** the new section 81 of the Act which removes the ability of a submitter on a draft local alcohol policy to appeal against any element of that policy.

Te Tiriti o Waitangi

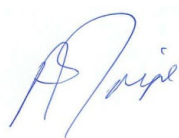
Currently there are no specific references to Te Tiriti o Waitangi (Te Tiriti) within the Act. This means that often District Licencing Committee appointments and decisions, and Local Authority decisions are made with no reference to or consideration of Te Tiriti and without giving a voice to local iwi and mana whenua. This creates and entrenches inequities in alcohol-related harm and fails to meet the requirements of Te Tiriti.

In order to prevent this from being overlooked, we **recommend** an explicit clause containing procedural requirements and practical guidance on how Local Authorities and District Licencing Committees should give effect to Te Tiriti. We also **recommend** that this clause be developed in partnership with Māori and mana whenua.

We also **recommend** that section 78(4) of the Act be amended to require a Local Authority to consult with mana whenua before producing a draft policy, in tandem with the existing requirements to consultation with Police, licensing inspectors and Medical Officers of Health.

While Council **supports** the removal of cross-examination, we note that this reduces the ability for iwi and mana whenua to have their interests represented in hearings. We therefore **recommend** that the membership guidelines for District Licencing Committees are reviewed and mana whenua are included in appointments.

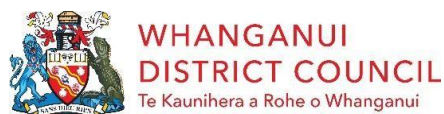
Yours sincerely



Andrew Tripe
Mayor
Whanganui District



David Langford
Chief Executive
Whanganui District Council



10 January 2023

Finance and Expenditure Committee

Via email: fe@parliament.govt.nz

Re: Water Services Legislation Bill

WORKING DRAFT version 2

The Whanganui District Council (“the Council”) continues to **oppose the compulsory amalgamation** of territorial authorities’ water services.

We remain **concerned** about the loss of local control of local assets which have been built through local investment and underpin local growth and economic development and protect Te Awa Tupua o Whanganui.

We are very **concerned** to read in the Water Services Legislation Bill that Crown entities are exempt from infrastructure contribution charges and Water Services Entities (WSEs) do not appear to be liable for rates. We **oppose** these exemptions outright – Crown entities should pay their fair share toward any growth costs via infrastructure contribution charges, and WSEs should be liable for rates – if the latter is not intended by the legislation then this needs urgent clarification.

We are **concerned** that the bill does not set out clearly how the WSEs must consult with their territorial authority owners. We seek increased provisions in the bill to clearly set out expectations of how the WSEs will be required to engage with and respond to feedback from their local authority owners in a manner befitting of their ownership status.

We remain particularly **concerned** about stormwater which has significant overlaps with other territorial authority activities such as land-use planning, roading, parks and civil defence. The recent flooding events in Auckland for example have only highlighted the need for local councils to be able to manage stormwater and civil defence issues hand-in-hand. Removing the water function, alongside the changes to the Resource Management Act, will significantly undermine local councils ability to set local planning priorities, to take action on climate change, to support community wellbeing, and respond appropriately to weather events and emergencies.

We remain **concerned** that the bill provides for the WSEs to bill territorial authorities for stormwater until 1 July 2027. This places Councils in the unfair position of having to bill ratepayers for a service over which they have no influence or control.

We also wish to highlight our **strong opposition to pass-through billing** (s336 – 338) – this will cause confusion as to who is providing the services, and Councils would be placed in the difficult position of being involved in billing consumers for services that they do not control. If the new water entities are not in a position to be able to undertake the relatively simple task of billing their customers on day one, then we are highly concerned that they will not be up for the job of managing our water services.

Government has insisted on these reforms and repeatedly failed to listen to the concerns being raised by local Councils. If these reforms proceed, we find it unacceptable for Local Government to be used to mop up the shortcomings in the reforms proposal and its implementation

We are also **concerned** that the WSEs are not required to consult or engage with customers before setting charges. We **request** that customer consultation on pricing must be required of the entities, as it is of councils currently. We further **request** that affordability should be specifically noted as a factor for consideration by the WSEs when setting charges.

We also wish to note our **opposition** to property owners providing security for the WSE in the event of default. We request the Act is amended to require the Crown to provide security in the event of WSE default.

We remain **concerned** by the siloed approach to reforms being pushed through by central government and wish to see a more considered, systems design approach to the various reforms including: the resource management reform, the Review into Future of Local Government, the Three Waters Reform, and the Climate Change work programme. We suggest these reforms can be slowed down and better coordinated to ensure greater alignment between them and importantly, coordination on the issues they are trying to resolve. In addition, the current sequencing of reforms creates unnecessary cost, uncertainty and gaps, risking policy failure and capacity (staffing) risks for all local councils.

We **support** the “Entity B Council submission on WSL Bill” on the technical and legal aspects of the bill (attached).

Specific issues we wish to raise or to highlight further:

- We **oppose** geographic price averaging (s334).
- We **oppose** the provision for WSEs to invoice Councils for stormwater until 1 July 2027 (Schedule 1 clause 63) – this places Councils in the unfair position of having to charge consumers for a service over which they have no control.
- We **oppose** pass-through billing (s336 – 338) – this may cause confusion with consumers as to who is providing the services, and Councils will be placed in the position of charging consumers for services that they do not control. Consideration will also need to be given to how funds are applied between the WSE and territorial authorities if part-payments are made. As such, we **request** that water services charges to be assessed and invoiced separately from territorial authorities be included within the bill.
- We **oppose** the non-rateability of WSE land (if this is what the Bill is intending). The same land is currently rateable for Councils and there is no reason to change this. Further, WSE infrastructure located on someone else’s land is proposed to be non-rateable - this is different to any other form of network infrastructure e.g. gas or electricity pipes or telecommunications infrastructure. We **oppose** WSE infrastructure and land being non-rateable. WSEs are intended to be financially independent from Councils and therefore they should be fully rateable.
- We **oppose** the Crown exemption for infrastructure contribution charges (s348) – Crown entities should pay their fair share toward any growth costs they necessitate.
- On rating and charging, specifically we **request** that:
 - WSEs should contribute towards preparing district valuations rolls (s319), with costs to be apportioned based on s43 of the Rating Valuations Act 1998.

- WSEs should be required to consult on proposed charges before setting them.
- WSEs should be required to consider affordability in setting charges.
- Provision should be made for volumetric charging of wastewater based on volume of water supplied.
- Regarding trade waste, we **request** that:
 - allowance be made for trade waste plans (s270) to differ across the WSE's service area to accommodate local dynamics e.g. treatment plant capacity, receiving environment etc.
 - that the focus of trade waste plans (s270) is amended from types of activities to types of discharges.
 - that provision is made to allow for trade waste agreements.
 - that provision should be made for existing trade waste agreements to transfer to the WSEs.
- Regarding engagement and consultation, we **request** that:
 - increased provisions in the bill to clearly set out expectations of how the WSEs will be required to engage with their local authority owners in a manner that benefits their WSE ownership status.
 - the Act clarifies how the WSEs are required to respond to feedback provided via consultation.
- We **request** that the Act clarifies that the dispute process provided for in Schedule 1, s44 can also apply to any dispute over the amount of three waters debt to be paid by the WSE to the territorial authority under Schedule 1, s54.
- We **oppose** property owners providing security for the loans and debt of the WSE in the event of the WSE defaulting (s137A). The Crown should provide security in this event.

We wish to reiterate our **concern** about the pace of the mandatory reforms and particularly the pressure this places on the organisation as we are required to respond to the Water Services Reform process while still undertaking our critical services for our community.

We also wish to speak to our submission.

Yours sincerely

Andrew Tripe
Mayor
Whanganui District

David Langford
Chief Executive
Whanganui District Council



09 February 2023

Environment Committee

Via email: en@parliament.govt.nz

Re: Spatial Planning and Natural and Built Environment Bill

The Whanganui District Council understands the need to reform the resource management system but notes that, as with the Resource Management Act 1991 (RMA), the key success factor for the reform will lie in effective implementation throughout the system, with sufficient funding and investment for change and local community engagement.

Reform of the RMA has been sought for many decades. Despite significant amendments to the Act, the resource management system is perceived as restrictive, complex, costly and time consuming. Our environment is under pressure with biodiversity and wider environmental decline compounded by the present and future impacts of climate change. As such, we support a shift from effects management to a focus on outcomes.

We are pleased to understand that Te Awa Tupua (Whanganui River Claims Settlement) Act 2017 will be covered and addressed by: Schedule 2 Transitional, savings, and related provisions for upholding Treaty settlements, NHNP Act, and other arrangements.

We are also pleased to see that built heritage continues to be an important consideration in the Natural and Built Environment Bill (NBE) as part of 'broader cultural heritage' - which is an important consideration for Whanganui.

However, Whanganui District Council does have a number of **strong oppositions and concerns** regarding the RMA reforms in their current state. Our primary concerns are as follows:

- **Regionalisation of planning:** The regionalisation of planning and the creation of Regional Planning Committees (RPCs) will significantly reduce democratic and local decision making. RPCs disconnect planning from its implementation and undermine our ability to placemake and set local specific priorities for the district and local community. Smaller districts like Whanganui risk inequity in outcomes, as plans may favour options better suited to other districts in our region.
- **Funding and implementation:** We strongly oppose the idea that council will have to both fund and give effect to plans which have not met our standards for democratic input and may not always represent our local community preference. RPCs are not democratically accountable to communities and have only limited mechanisms for local community input. Despite this, funding and responsibility for their implementation falls on local government. This will significantly impact our Long-Term Plan and subsequent budgets and rates.
- **Alignment with other reforms:** With a number of other wide-reaching government reforms currently underway, and the fact the National Planning Framework (on which the new system

will hinge) is not yet completed, these reforms risk unnecessary duplication, complexity and uncertainty. It is concerning that there is little alignment and integration between the reform of the resource management system and these other significant programmes. In addition, the current sequencing and pace of the programmes creates uncertainty and risks gaps and overlap.

- **Strain on the workforce/scale of reforms:** The sheer scale of the RMA reforms and the level of planning required will significantly deplete the critical mass of councils. The new RPC system in particular, is complex, bureaucratic and likely to consume significant resource. As of yet, there has been a considerable lack of consultation by the Ministry for the Environment (MfE) regarding the potential impacts these reforms will have on existing staff. For example, an obvious minimum impact might be the requirement for staff to relocate to regional offices, changing their place of work, commute – or potentially moving house.

In light of this, we suggest a more rigorous consultation with affected staff, councils and unions on how any changes will be navigated – the Department of Internal Affairs consultation on Three Waters Reform might serve as a good model for this. In addition, we strongly suggest the reform of the RMA be matched with enough time to build a sustainable and appropriately trained workforce to implement it. If the reforms cannot be adequately resourced and aligned then implementation may be highly unsuccessful.

These points are discussed and elaborated on further in our submission below.

Regional Planning and Regional Planning Committees

Whanganui District Council's primary concern and opposition relates to the establishment of RPCs and regional plans. Our concerns are summarised in more detail below:

- Through RPCs, planning will be separated from implementation, monitoring, democratic input, accountability and contributing functions such as science, consenting, compliance, infrastructure and community development.
- The decoupling of planning from these other functions risks inefficiencies – such as duplication of effort. Ultimately it will lead to a less streamlined approach, particularly for smaller councils where teams are often only one or two staff members.
- The scale of plans is often inversely proportional to community engagement – community input is thus likely to be smaller in regional, rather than district plans.
- Existing regional boundaries cover significant variations; the Whanganui context is specific, and what works for our neighbouring districts, may not work here.
- RPCs will be required to make value judgements and weigh up competing interests on behalf of communities – despite having no accountability to them or responsibility to implement any of their decisions.
- The community has already spent considerable amounts of money on plan making and may not wish to spend more on this function – particularly for plans they may consider unnecessary or where benefits accrue more to other districts.
- RPCs may make it more difficult for us to guarantee sufficient funding being allocated through our long-term plans.

- With the use of the National Planning Framework, National Planning Standards and a centrally provided e-Plan platform, several of the objectives of the RPCs could be achieved at a district level without the need to remove local decision making.
- The proposed approach to RPCs may lead to district councils making lengthy and costly proposals for regional plans, in order to avoid having to pick up the costs for their implementation.

We understand that at this stage in the process the introductions of RPCs is unlikely to change. Therefore we support the following points from Taituara's submission to ensure the proposals are more workable:

1. Appointees to RPCs should have a responsibility to report back to their appointing bodies and should be assisted in doing this throughout the development of the strategy and plan process. This could mitigate any conflict between local and regional obligations by providing an outlet for local obligations. The Secretariat could support this activity.
2. Careful thought needs to be given to how to deal with situations where communities do not support the level of funding that is needed from their constituent local authority to enable the secretariat to function.
3. Guidance on estimated costs, inclusion in Long Term Plans (LTPs) and example cost-sharing models will be essential, especially for circumstances where costs exceed estimates (and therefore allocated funding).
4. Government should amend schedule 8, clause 38 to align with LTP processes and timeframes by requiring annual Statement of Intents to be submitted in early December, and require a detailed financial plan for the first year and indicative funding requirements for the next two years.

With regard to funding of RPCs, we support the following recommendations:

1. Central government should attempt to address the significant cost burden on the already stretched budgets of many local authorities by funding the establishment of RPC's, especially for the first iteration of Natural and Built Environment Bill (NBEA) plans and Regional Spatial Strategys (RSSs).
2. Central government should commit significant funding to training and culture in the secretariat.
3. Central government funding will be necessary to enable iwi and hapū to build their own capacity to actively participate in the new system. We are strongly of the view that mana whenua participation in RPCs and secretariats should be funded by the Crown as the Treaty partner, enabling Treaty compliance.

We support many elements of the Taituara submission which has been shared with all councils.

For ease of reference we have grouped and paraphrased some additional salient points for Whanganui District Council below:

<p>Summary of relevant Taituara submission points</p> <p><i>Resourcing the reforms</i></p> <p>The shift from 100 planning documents to 14 regional plans is a significant undertaking. The new NBEA plans will undoubtedly be huge, complex and difficult to prepare. The scale of work</p>

required to achieve these RMA reforms will put significant stress on already resource strained councils. Recent data from NZIER indicates that there is currently a 20% vacancy rate for planners across councils. This problem will be compounded by the expected 50% increase in planners required to make regional plans under the new system (based on Auckland Unitary Plan). Other areas of expertise (project management, risk analysts, economists, scientists, Te Ao Māori and mātauranga Māori, engineering, transport, communications and engagement specialists, legal, and governance support) will also be required in the development of regional plans.

Our recommendation, is that if central government desires a more efficient and effective system, building the capacity and capability of local authorities and iwi/hapū should be a priority action. To build sustainable capacity within the workforce will take time and we strongly suggest that the reform of the RMA be matched with enough time to ensure the workforce is in place and appropriately trained to implement it. Options such as immigration settings and expanded training options should also be explored to build capacity within the system. Guidance and training to support existing staff transition to the new system will also be needed. A workforce plan is needed to ensure there is sufficient capacity, capability and training available to implement the new system.

Alignment with other reforms

The RMA reform programme closely links with and is occurring alongside other government review, reform and policy programmes, including: Three Waters Reform, the Future for Local Government Review, the work on climate change (including the introduction of National Adaptation and Emissions Reduction Plans and Climate Adaptation Act), the introduction of New Zealand's first Infrastructure Strategy, the Building Consent Review and the Emergency Management System Reform. It is concerning that there is little alignment and integration between the reform of the resource management system and these other significant programmes. In addition, the current sequencing and pace of the programmes creates unnecessary cost and uncertainty and risks gaps and overlaps, and we are certain there is insufficient capacity (and capability) to carry them all out effectively, risking policy failure.

While we appreciate that government has no appetite to slow the pace of RMA reform and create space for the review and reform of local government to catch up, we strongly suggest doing so – as it would allow time for the future direction of the local government reforms to become clear so that the current proposals can be assessed against the desired future structure, functions, and funding for local government. This would also avoid unnecessary complexity, uncertainty and the consequential risks that go with these, not least of which is the further exodus of the range of professionals from local government that will be needed to make the system work. Perversely, slowing down may speed up the overall transition to the new resource management system.

Staged approach to implementation

Central Government has indicated that the new system will be implemented in tranches, based on regional groupings, over a ten year period. A process for allocating regions to particular time periods is provided for in the Spatial Planning Bill, with all regions being required to have a Regional Spatial Strategy within the next seven years. However, the Natural and Built Environment Bill does not provide for the staged approach and councils are currently unsure which tranche they will be in and indeed whether the tranche approach will be used. This uncertainty is concerning, especially for those who may end up in the first tranche and need to incorporate funding changes into their next LTP and start developing workforce capacity and capability quickly. It is also concerning given the sheer amount of work that is already occurring

under the current system and knowing when to switch focus. This lack of certainty makes it difficult for councils to make informed workforce programme plans. Accordingly, we recommend that MfE provide guidance for local authorities on when they should stop work on existing RMA plan changes and prepare for the transition.

In addition to this lack of certainty there is a lack of clarity of how parts of the NBEA, which have specified timeframes in the legislation, will interact and fold into the RMA. For example, provisions relating to water, air, soil, protecting indigenous biodiversity or cultural heritage will have immediate legal effect but there is no guidance provided on how these provisions will impact on existing RMA consenting if at all. This will be particularly concerning regarding consenting during the transition period. Consents will not be able to be bundled across both systems and we consider it inefficient and impractical to assess activities across two acts and their resulting plans. We believe by not having a clear demarcation between the RMA and the new system, the current issues with proposed and operative plans will be exacerbated and confuse the consent applicant. To avoid this unnecessary complexity and confusion we suggest that all elements of the NBEA plan come into legal effect at the same time. If this is not possible, we request guidance on how decision makers should deal with RMA documents which still have legal effect once the new system is enacted.

National Planning Framework

The National Planning Framework (NPF) will sit at the top of the hierarchy of planning documents and is intended to provide integrated management of the environment and system outcomes, direction to help resolve (inevitable) conflicts, and set environmental limits, targets, and strategic directions. The first NPF will be a good opportunity to resolve existing conflicts between the objectives of existing national direction. Importantly, the NPF needs to include guidance not only on how to resolve conflicts between the outcomes, but also guidance on how to resolve any conflicts between environmental limits and outcomes, including where trade-offs may be appropriate. Increasing the use of mandatory national direction should help provide consistency and certainty on matters of national significance and where national approaches are desirable. But the NPF also needs to recognise that the priorities will be different depending on the location and significance. We recommend that the NPF allow decision makers for the RSS and NBE plans to take into account local circumstance.

Despite the importance of the NPF, it is yet unseen. We are aware that its first iteration will only constitute an amalgamation of existing national direction with some gap filling and conflict resolution. While we welcome the removal of existing conflicting direction and believe it should be applied across both councils transitioning to the new systems and those in waiting – we are concerned with the ad hoc approach to development here. Where conflicts are left to RPCs to resolve, costly and time-consuming litigation seems inevitable. It would be preferable to take time at the outset to get the NPF right, and to enable co-production with local authorities and iwi/hapū/Māori experts and subsequent engagement and consultation. After all, everything hangs off the NPF.

Thank you for considering our recommendations.

We wish to speak to our submission at the Select Committee Hearings.

Yours sincerely,

Andrew Tripe
Mayor
Whanganui District

David Langford
Chief Executive
Whanganui District Council

DRAFT



WHANGANUI
DISTRICT COUNCIL
Te Kaunihera a Rohe o Whanganui

14 December 2022

Waka Kotahi NZ Transport Agency

Provisional submission form submitted 12 December 2022 via: [Have your say](#)

Submissions due 12 December 2022

Re: Interim State Highway Speed Management Plan 2023-2024

Council **supports** the development and implementation of the 2024-27 State Highway Speed Management Plan in a fully integrated manner and with a holistic approach. It agrees that the Interim State Highway Speed Management Plan (ISMP) is a useful approach to identify high-risk locations using a whole-of-network approach.

Council also **supports** all schools on the state highway having safe and appropriate speeds around them, making it safer and more enjoyable for our children to walk, cycle and scooter to and from home. Council reiterates its support of the 10-year vision to create a safer state highway network with the goal of reducing deaths and serious injuries by 40%.

In principle, the Council **supports** the concept of using both infrastructure improvements and the setting of appropriate speed limits to reduce serious injuries or deaths. A study¹ on the effectiveness of 30km/h variable speed limits in Saskatoon, Canada, indicated that motorist compliance is reduced in the absence of any enforcement or traffic calming measures.

Council remains **primarily concerned** that ongoing under-investment in the regional roading network will lead to a disproportionate reliance on reductions in speed limits on state highways – which are crucial for connecting regional New Zealand to our markets and services. Council notes that increasing the time to travel to the regions may impact on the government's aim to drive economic development and access for regional communities.

We **support** the complementary measures required to reduce accidents, such as education and awareness (including behaviour change and campaigns on issues such as cellphone use), infrastructure investment and importantly smart engineering solutions – rather than speed limits in isolation.

Regional implementation programme

Council **supports in principle** the proposed variable speed limit (30km/h to 60km/h) for the schools located in the Whanganui District and as identified in the ISMP's regional programme. In reality, the use of variable speed limits reduce the impacts to the local roading network, and upon motorists, due to the nature of their use i.e. they are imposed only at high-risk times. There is also an obvious safety imperative that a large proportion of the community will endorse. As noted, any variable speed limit changes would need to be supported by enforcement or other traffic calming measures.

Council is **concerned** on the implementation of the proposed school zone 30km/h variable speed limit changes for the Whanganui School Cluster, namely Whanganui High School, St George's School, Whanganui Collegiate School and Carlton School.

¹ <https://www.roadsafety-dss.eu/#/reference/586>.

Whilst these schools are serviced by the state highway network and will be subject to variable 50/30 speed limit under the proposed ISMP, it is unclear if the local roads that encircle each of the school zones will also require their speed limits to be addressed for both safety and consistency-sake.

It is also unclear as to whether Waka Kotahi are proposing to undertake the *entirety* of the consultation for speed limit changes to *all the roads* within the respective school zones on Council's behalf, and the how the implementation costs will be met. We appreciate a response on this query.

With a further two schools that lie within the local road network, but whose school zones are connected with one of the schools in the Whanganui School Cluster through an overlapping zone, it is essential that Waka Kotahi and Council liaise and align its thinking as to how a lowered speed limit may be consistently applied and signposted to all six schools and their associated local roads.

Council questions the rationale used to determine the permanent 40km/h speed limit in Upokongaro urban, when a 50km/h could be more appropriate.

The main areas of concern are:

- Consistency – the proposed permanent 40km/h limit, with a 30km/h variable speed limit operating for the Upokongaro School, is inconsistent with other similar corridors of state highway with schools. This is a lower permanent limit than proposed at Bulls (50/30), Sanson (50/30), Turakina (70/30) and Kai Iwi (100/60). Schools within Whanganui will also be combinations of 50/30.

The inclusion of this segment of highway for a permanently reduced speed limit would suggest that traffic and safety issues at Upokongaro are significantly more challenging than the other areas listed above, however crash plot data only indicates four fairly minor crashes in ten year, none of which involved a pedestrian or cyclist.

Although it appears that the community supports a lower speed limit, from a roading perspective, and to maintain consistency, a 50/30 limit would be more acceptable.

- Active transport – it is possible that Waka Kotahi regards the risks to walkers and cyclists (using the Mountains to Sea cycleway and/or Whanganui City to Upokongaro shared pathway) as justification for the lower proposed limit. It is noted however, that the new Upokongaro Bridge leads to an underpass which provides safe access across the state highway. Improvement of the footpath between the bridge and the local shopping area could improve this further. Council would welcome Waka Kotahi investment in safety footpaths.
- Limitations of existing infrastructure – single-sided development, wide road corridor and setback to properties all contribute to environmental signals of appropriateness of the speed limit. If these fundamentals are not addressed, compliance issues will arise.
- Infrastructure investment – achieving compliance with low speed limits typically involves additional traffic management controls such as safety platforms, narrow road corridors, kerb extensions, speed thresholds, and pedestrian infrastructure such as road-crossing points, havens, and footpaths. Absence of these suggests to drivers that it is a rural, not urban, environment. Investment is therefore needed to change the environment otherwise the speed limit will simply not be supported.
- Compliance – speed limits typically rely on achieving a level of willing compliance by motorists where the vast majority accept the limit and generally drive within fairly close compliance with it. It is untested whether drivers will willingly comply with a limit as low as 40km/h on a rural state highway such as Upokongaro when many fail to comply with the current 70 km/h limit, and

particularly when the proposed permanent speed limit is inconsistent with other similar rural villages in the wider region.

Consultation

The ISMP consultation document notes that Waka Kotahi will be working closely with schools to agree what the appropriate design and operating parameters will be. As a Road Controlling Authority, an obligation also exists to consult with Māori affected by any proposed changes under Clause 3.9 (6) of the Land Transport Rule: Setting of Speed Limits 2022 however this is not explicit in the consultation document.

It is noted that State Highway 4 runs parallel to the Whanganui River, and as such, intersects with its catchment area. Accordingly, it is recommended that the RCA recognise that specific consultation may be required under the Te Awa Tupua Act (Whanganui River Claims Settlement) Act 2017 with Iwi/hapu. At the very least, Council **recommends** that Waka Kotahi clarifies and provides guidance as to which aspects of the consideration of speed limits are likely to affect Māori interests with specific regard to the Upokongaro urban stretch of State Highway 4.

Funding

It is Council's experience that introducing lower speed limits around schools is far less effective than engineering treatments. Examples of this in Whanganui are outside Castlecliff School on Polson Street, and Marcellin School in Totara Street where black on yellow 40 km/h speed limit signs were set up. These signs had little impact on the operating speeds along these streets and the schools continued to complain about high speeds of vehicles travelling along these streets, even when the School Patrol Kea crossing was in operation. It was not until the Council installed speed humps and kerb extensions for the kea crossing that there was any change in operating speeds along Polson Street.

Speed limits outside schools with no other reinforcement are unlikely to be effective on their own. Council **recommends** that Waka Kotahi fund appropriate engineering methods for reducing speeds outside of schools. Engineering solutions could be complemented by education and awareness.

Yours sincerely



Andrew Tripe
Mayor
Whanganui District



David Langford
Chief Executive
Whanganui District Council



Submission from Whanganui District Council on the Government's agricultural emissions pricing consultation

Updated 17 November 2022

Whanganui District Council wishes to provide feedback on the Government's proposal for pricing agricultural emissions.

We support the environmental aspirations of the plan and recognise and support the need to increase the resilience of our communities to climate change, while improving our waterways and managing overall emissions in New Zealand responsibly.

Whanganui District Council is committed to climate change action. We have a responsibility to reduce our emissions and to support the transition to a long-term sustainable and low emissions economy. However, we wish to raise some concerns from our community about the pricing structure on agricultural emissions and its potential impact on the local economy and rural communities.

The Whanganui district's emissions profile is similar to New Zealand's at large, with fifty one percent of our emissions coming from agriculture – predominantly sheep and beef. Whanganui has 79% of its farmland class 6-7, which has sheep/beef and forestry as the main use.

We urge the Government not to underestimate the significant economic effects of the proposal on communities such as Whanganui which has both a large rural population and high socio-economic deprivation. Our economy relies heavily on the farming and food production sectors and many local businesses will be affected by increased costs and reduced stock levels which will have flow on effects to other parts of our economy.

The Manawatu-Whanganui region also has the highest concentration of stock numbers in New Zealand, largely made up of sheep and beef, therefore the anticipated 20% reduction in stock could have a significant impact on the regional economy. Potential effects could include a reduction in the need for veterinarians, stock and station agents, and suppliers of fertilisers, trucking firms, pest eradication, and aerial sprayers. This could mean fewer jobs, and could particularly impact two of Whanganui's largest employers, the tannery and freezing works.

We would like to highlight the need for supportive transition planning that helps our local communities to adapt to any change and invests in high quality rural employment opportunities. Innovation is needed here as our hill country terrain has limited ability to adapt successfully to other uses other than forestry. Adapting to horticulture production is possible in some areas, but water consents are becoming increasingly complex to gain approval for.

We encourage the Government to clarify what local government's role should be in supporting our community through this transition and the specific funding available to Whanganui if the proposal

proceeds. We also urge you to also ensure appropriate engagement with Iwi/hapū, particularly in relation to Te Awa Tupua (Whanganui River Claims Settlement) Act 2017.

We would like to pass on the following feedback from our farming community:

1. Farmers request to see a base level limit on emissions established first, and for any pricing structure to adhere to a baseline level.
2. The Paris Agreement states that measures to mitigate climate change should not impact on food production. The proposed tax will impact food production with an estimated reduction in animals of 20%. Overall stock numbers in New Zealand have already been falling.¹
3. If stock continues to fall, New Zealand will have less product to export which could reduce overall world food supply if other countries are unable to replace our production.
4. New Zealand farming practices are highly efficient in terms of emissions produced and farmers are concerned that if New Zealand produces less meat, other countries will then be required to produce more meat and less efficiently.
5. The proposal as it stands could accelerate the conversion of farmland to forestry as carbon farming becomes more financially attractive in comparison to sheep and beef farming. This will impact on our rural communities as population declines and services are reduced. For example, if fewer people are living on farms, then rural schools may close.
6. Farmers are under pressure from rising costs in all areas of their businesses, along with high inflation. These additional costs will be passed onto consumers, and farmers are concerned that this will further increase the cost of food for all New Zealanders.
7. Farmers would like to receive recognition for land that is naturally forested with native bush and shelter belts. The current proposal only recognises large blocks of forest, when the cumulative sequestration ability of trees spread over farmland can be considerable.
8. There are a number of by-products of the meat industry, including wool and pelts that are biodegradable and can be used in manufacturing – an excellent alternative to high emission producing and polluting plastic products and synthetic carpets. Whanganui is home to a number of businesses including Cavalier Carpets and Tasman Tanning which exports high quality leather worldwide. The complete list of animal by-products is extensive including bones and flesh which are also used in a wide number of food ingredients – any reduction in these will then have a flow on effect to other manufacturing in New Zealand and these have not been quantified.

In summary, we urge the Government to carefully consider the economic impact of this proposal on provincial districts like Whanganui and the knock on impacts for consumers. We would like to see a clear plan and funding channelled through to the most vulnerable communities and those who will be most impacted.

The proposal could also give more weight to stimulating job creation in rural and provincial areas to mitigate any negative economic effects of the proposal. As well as considering what other

¹ https://www.ehinz.ac.nz/assets/Factsheets/Released_2021/Livestock-Numbers-Density-2021.pdf

Total NZ livestock numbers declined by 27% between 2002-2020. Dairy cattle increased 20% but this is offset by decreases of sheep by 34%, deer by 50%, beef cattle by 13.5%. Sheep outnumber all other livestock types by 3 to 1. The Manawatu-Whanganui region has the greatest concentration of livestock, possessing 403.2 animals per square kilometer of farmland.

complementary measures and potential revenue sources could be supported such as native planting, renewable energy, horticulture (where possible) etc to offset the increase in costs in the proposal.

Yours sincerely,

Whanganui District Council

Whanganui Rural Community Board Chair



19 October 2022

Committee Secretariat
Transport and Infrastructure Committee
Parliament Buildings
Wellington

Dear Committee Members,

Submission from Whanganui District Council on the Inquiry into the Future of Inter-Regional Passenger Rail in New Zealand

Whanganui District Council welcomes the opportunity to provide feedback on the Transport and Infrastructure Committee's Inquiry into the future of inter-regional passenger rail in New Zealand (the Inquiry).

We would like to see more active involvement of central government in investigating and improving an inter-regional passenger rail network. There is an opportunity for passenger rail to play an important role in transporting people safely and efficiently, while reducing emissions from transport.

We would note, as the Horizons Regional Council's submission does, that the Manawatū-Whanganui region has strong potential for passenger rail. Many of our urban areas developed around railway lines and are still well-situated around these assets.

Support for other submissions

We support many of the points made in the submissions of Horizons Regional Council, Manawatū District Council, and Anthonie Tonnon, public transport advocate.

The points that we would particularly like to emphasise in these submissions are:

- Whanganui has a growing population and there is interest in the potential for rail to connect Whanganui up to other centres, as shown recently by the public submissions from Whanganui residents to Horizons' Regional Public Transport Plan (RPTP), 2022-2032. Submitters wanted to see alternative and safe options for travel between regions other than by car.
- We support the Lower North Island Integrated Mobility proposal because the increased frequency of rail between Wellington and Palmerston North would improve accessibility for Whanganui, particularly as the RPTP plans to investigate increasing connecting bus services from railway stations to regional towns. We agree with Horizons that implementing this proposal is critical to achieving the region's transport

goals, and that doing so would provide a vital community link, improve road safety, and decrease carbon emissions from transport.

- We recommend that the Inquiry investigates how communities and small councils might be supported to develop plans for new services, as the process required by Kiwirail is time and resource intensive.
- We support the feasibility study on a potential Wellington to Auckland public transport focused train and recommend that it is advanced as a priority. We disagree that the Northern Explorer be viewed as a tourist service and believe this train would add high value to our region as a public transport service, with Whanganui residents being able to board the train in Marton.
- We support the Horizons submission which seeks an investigation and feasibility study into passenger rail services between Manawatū-Whanganui and the Taranaki and Hawke's Bay regions.

Climate change and reduction of transport emissions

Whanganui District Council is committed to climate change action. Transport accounts for 27% of the District's emissions and is a key area of focus in our Climate Change Strategy.

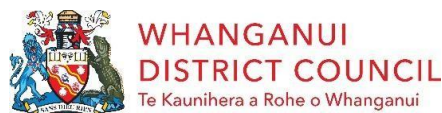
An inter-regional passenger rail service would play a key role in reducing transport emissions from the Manawatū-Whanganui region. There is community interest in having rail travel directly to Whanganui and this would have the most impact on emissions reduction, though we should not underestimate the emissions reduction potential for the region as a whole from an increased service frequency from Palmerston North to Wellington. This increase would enable far more people from Whanganui and other regional towns to travel to Palmerston North to connect with a rail service instead of using road transport for their entire journey.

Providing more transport options beyond private vehicle travel is a critical part of reducing transport emissions and we need to be planning now and for the long-term and taking bold steps to achieving our collective goals.

Yours sincerely,



David Langford
Chief Executive
Whanganui District Council



21 July 2022

Governance and Administration Committee

Via email: ga@parliament.govt.nz

Re: Sale and Supply of Alcohol (Exemption for Race Meetings) Amendment Bill

Whanganui District Council (Council) **opposes** the Sale and Supply of Alcohol (Exemption for Race Meetings) Amendment Bill as it doesn't promote the purpose of the Supply of Alcohol Act which is to promote safe and responsible consumption of alcohol while reducing harm.

Within our local context, Whanganui has one racing club which so far has kept strict controls on BYO at racing events, including hiring guards to search bags and manage presentation of alcohol into its venue. Council **does not consider that there is a demonstrated need for the legislative change** as an operator that wishes to have BYO at an event, and can demonstrate it can be appropriately managed, can include this as part of their alcohol licence.

Council has several concerns about the impact this amendment may have on alcohol safety in our community including:

- the normalisation of alcohol at events where an entire family might be encouraged to come down for a picnic,
- the issues that arise when people who have been consuming alcohol at events with little oversight are then discharged onto the street once the event has ended, and
- rural race events where there is no accessible public transport or taxi service.

As proposed, the bill contains no additional measures to promote the safety of or protect attendees (whether with or without alcohol), venues or community members that might have to deal with intoxicated attendees once the events are closed.

Yours sincerely

Hamish McDouall
Mayor
Whanganui District

David Langford
Chief Executive
Whanganui District Council