



WHANGANUI DISTRICT COUNCIL

Te Kaunihera a Rohe o Whanganui

AGENDA

Strategy and Finance Committee Meeting 6 October 2020

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

Date: Tuesday, 6 October 2020

Time: 1.00pm

**Location: Council Chamber
101 Guyton Street
Whanganui**

**Kym Fell
Chief Executive**

Strategy and Finance Committee**Membership**

Cr Kate Joblin (Chair), Cr Josh Chandulal-Mackay (Deputy Chair),
Mayor Hamish McDouall, Crs Charlie Anderson, Philippa Baker-Hogan,
James Barron, Helen Craig, Brent Crossan, Jenny Duncan,
Hadleigh Reid, Alan Taylor, Rob Vinsen, Graeme Young.
Whanganui Rural Community Board Appointee: David Wells

Terms of Reference

The Strategy and Finance Committee has been delegated the following responsibilities by the Council:

- To develop and recommend strategies, plans and policies to the Council that advance the Council's vision and goals, and comply with the purpose of the Local Government Act, with the exception of policies concerning areas of responsibility held by other committees of Council.
- Develop and recommend bylaws to Council.
- To approve draft strategies, draft plans, draft policies and draft bylaws for consultation.
- Develop and approve submissions to government, local authorities and other organisations
- To monitor the Council's financial and non-financial performance against the Long-term Plan and Annual Plan
- To write off outstanding accounts no greater than \$10,000
- To monitor social and community related matters
- Oversight of the Safer Whanganui programme

Items of business not on the agenda which cannot be delayed

Items not on the agenda may be brought before the meeting through a report from either the chief executive or the Chairperson. The meeting must resolve to deal with the item and the Chairperson must explain at the meeting, when it is open to the public, the reason why the item is on the agenda and the reason why the discussion of the item cannot be delayed until a subsequent meeting. Refer to Standing Order 9.11

Note: nothing in this standing order removes the requirement to meet the provisions of Part 6, LGA with regard to consultation and decision-making.

Discussion of minor matters not on the agenda

A meeting may discuss an item that is not on the agenda only if it is a minor matter relating to the general business of the meeting and the Chairperson explains at the beginning of the public part of the meeting that the item will be discussed. However, the meeting may not make a resolution, decision or recommendation about the item, except to refer it to a subsequent meeting for further discussion. Refer to Standing Order 9.12

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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 CONFIRMATION OF MINUTES

4.1 MINUTES OF THE STRATEGY AND FINANCE COMMITTEE MEETING HELD ON 25 AUGUST 2020

Author: Karyn Turner - Senior Governance Services Officer

Authoriser: Kate Barnes - Senior Democracy Advisor

References: 1. [Minutes of the Strategy and Finance Committee Meeting held on 25 August 2020](#) ↓

Significance of decision – In terms of the Significance and Engagement Policy 2018, the recommended decision is not significant.

Recommendation

That the minutes of the Strategy and Finance Committee Meeting held on 25 August 2020 are confirmed as a true and correct record.

The agenda for this meeting can be viewed at:

<https://www.whanganui.govt.nz/files/assets/public/agendas-amp-minutes/strategy-and-finance-committee-25-august-2020-agenda.pdf>



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

MINUTES

**Strategy and Finance Committee Meeting
25 August 2020**

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**MINUTES OF THE STRATEGY AND FINANCE COMMITTEE MEETING
HELD IN THE COUNCIL CHAMBER, 101 GUYTON STREET, WHANGANUI
ON 25 AUGUST 2020 AT 1.03PM**

PRESENT: Cr Kate Joblin (Chair), Cr Josh Chandulal-Mackay, Cr Charlie Anderson, Cr Philippa Baker-Hogan, Cr James Barron, Cr Helen Craig, Deputy Mayor Jenny Duncan, Mayor Hamish McDouall, Cr Hadleigh Reid, Cr Alan Taylor, Cr Rob Vinsen, Cr Graeme Young, WRCB Member David Wells.

APOLOGIES: Cr Brent Crossan.

IN ATTENDANCE: WRCB Member Peter Oskam, Kym Fell (Chief Executive), Stephanie Macdonald-Rose (Policy and Governance Manager), Mike Fermor (General Manager Finance), Bryan Nicholson (Chief Operating Officer), Mark Hughes (General Manager Infrastructure), Kate Barnes (Senior Democracy Advisor), Karyn Turner (Senior Governance Services Officer), Lauren Tamehana (Community Wellbeing Manager), Harriet McKenzie (Community Activator), Justin Walters (Senior Policy Analyst), Wiehan Labuschagne (Management Accountant), Damien Wood (Development Engineer).

1 OPENING KARAKIA AND WAIATA

Cr Josh Chandulal-Mackay read a karakia. Members sang the waiata *E rere Te Awa Tupua*.

2 APOLOGIES

Apology

Committee Resolution SFC/2020/36

Moved: Cr Kate Joblin

Seconded: Mayor Hamish McDouall

That the apology received from Cr Crossan be accepted and leave of absence granted.

CARRIED

3 DECLARATIONS OF INTEREST

Item 5.2 - Crs Chandulal-Mackay, Joblin, and Barron noted connections to various Community Contracts funding recipients.

4 CONFIRMATION OF MINUTES

4.1 MINUTES OF THE STRATEGY AND FINANCE COMMITTEE MEETING HELD ON 9 JUNE 2020

Author: Karyn Turner - Senior Governance Services Officer

Authoriser: Kate Barnes - Senior Democracy Advisor

Significance of decision – In terms of the Significance and Engagement Policy 2018, the decision is not significant.

Committee Resolution SFC/2020/37

Moved: Cr Kate Joblin

Seconded: Cr Josh Chandulal-Mackay

That the amended minutes of the Strategy and Finance Committee Meeting held on 9 June 2020 are confirmed as a true and correct record.

CARRIED

5 REPORTS TO COMMITTEE

5.1 LINE ITEM ANNUAL REPORTING SUMMARY

Author: Lauren Tamehana – Community Wellbeing Manager

Authoriser: Stephanie Macdonald-Rose - Policy & Governance Manager

Discussion

In reply to Cr Chandulal-Mackay's questions, Mrs Tamehana said there was not a policy on determining line item funding. Other than the Whakawhanake Waitangi Day funding line item agreed in 2019/20 Annual Plan deliberations, all other line items had been in place for a number of years providing support to the community. All would have gone through the Annual Plan process at some point. Unless an organisation was unable to commit to the agreed work or were no longer in existence, contracts rolled over each year. A review was undertaken approximately four years ago.

Cr Baker-Hogan referred to accountable transparency and considered a regular review was needed. In reply to her query whether the Long-Term Plan framework would be an opportunity to undertake a review, Chief Executive Kym Fell agreed line items should be regularly reviewed and the Long-Term Plan process would be the time to do this.

Cr Craig believed this needed careful thought. The Council needed to ensure stability to organisations receiving line funding and organisations would need to know well in advance that a review was to be undertaken.

Committee Resolution SFC/2020/38

Moved: Cr Kate Joblin

Seconded: Cr Charlie Anderson

That the Strategy and Finance Committee receive the report – Line Item Annual Reporting Summary.

CARRIED

5.2 COMMUNITY CONTRACTS ANNUAL REPORTING

Author: Lauren Tamehana – Community Wellbeing Manager

Authoriser: Stephanie Macdonald-Rose - Policy & Governance Manager

Discussion

The Community Wellbeing Manager advised a report had now been received from the organisation that had not reported on time.

Committee Resolution SFC/2020/39

Moved: Mayor Hamish McDouall

Seconded: Cr Josh Chandulal-Mackay

That the Strategy and Finance Committee receive the report – Community Contracts Annual Reporting.

CARRIED

5.3 HOUSING STRATEGY UPDATE

Author: Lauren Tamehana – Community Wellbeing Manager

Authoriser: Bryan Nicholson - Chief Operating Officer

Stephanie Macdonald-Rose - Policy & Governance Manager

Discussion

Lauren Tamehana (Community Wellbeing Manager), Damien Wood (Development Engineer) and Hamish Lampp (Planning Manager) responded to questions.

- The working group to investigate the development of a Strategic Housing Investment Plan would be established within the next month. Its first meeting was proposed to be held in September 2020.
- Outcomes had not been received from Whanganui & Partners' meetings with housing developers (kitset and pre-fab) to discuss establishing a Whanganui market.
- A number of sections had been identified by the Property team that had potential for housing development. Some land had also been identified in Castlecliff and if available this would need to go through the public works 'offer-back' process. This work had started but there was still a lot to be done. Cr Joblin suggested that as this progressed with more likely

scenarios of where land might be available, a Council workshop be held to enable Elected Members' feedback on the subject. While the whole process was not confidential it would be inappropriate to report publicly while working through issues.

- Proposals for infill housing subdivisions were going well. To determine whether developers were facing issues with the subdivision infill process, surveys were sent to applicants on every consent issued. Responses received had all been positive.
- While Council's Building and Property teams were working with developers as part of their ongoing work to facilitate residential conversion of under-utilised town centre buildings, there currently was nothing specific to report in this area.
- Chief Executive Kym Fell referred to the Council's business friendly group that met regularly with developers and others in the community with under-utilised buildings to determine whether a change to residential was possible and could be undertaken. There had also been good dialogue with Housing Urban Development who were looking at opportunities in Whanganui for new land on which to build social housing.
- Housing the homeless – Whanganui People's Centre was undertaking considerable work around homeless people to ensure people were picked up, put into some type of accommodation, supported and if not already, linked with Ministry of Social Development. Mrs Tamehana advised Whanganui People's Centre reported to Safer Whanganui's Housing Reference Group and Councillors were welcome to attend as observers at these meetings to hear 'first hand' the issues being dealt with. Cr Baker-Hogan suggested it would good to include a snapshot of homeless people in a future report.
- Currently the overall working group responsible for monitoring the Housing Strategy goals was Safer Whanganui Social and Emergency Housing Reference Group. The Housing Strategy had been developed from the housing snapshot undertaken by this reference group. This group however was specific to social emergency housing and its membership would change as the Housing Strategy moved forward. An additional staff resource was to be recruited to oversee implementation of the housing strategy.

Responding to a number of comments that some opportunities had not been progressed, Chair Cr Joblin said further progress would be seen on these issues once the new staff resource was recruited. Mr Fell said he expected this role would be filled within the next four to six weeks and the Council would then have the resources to deliver the outcomes.

Committee Resolution SFC/2020/40

Moved: Deputy Mayor Jenny Duncan

Seconded: Cr Hadleigh Reid

That the Strategy and Finance Committee receive the report – Housing Strategy update.

CARRIED

5.4 WELCOMING COMMUNITIES ACCREDITATION

Author: Lauren Tamehana - Manager Safer Whanganui

Authoriser: Bryan Nicholson - Chief Operating Officer

Stephanie Macdonald-Rose - Policy & Governance Manager

Discussion

Lauren Tamehana, Community Wellbeing Manager, introduced the Council's new Community Activator, Harriet McKenzie. Part of this role would be overseeing Welcoming Communities.

Ms McKenzie said the main point of her report showed the commitment to being welcoming and provided the framework and support to those who had been in the programme.

Significance of decision – In terms of the Significance and Engagement Policy 2018, the decision is not significant.

Committee Resolution SFC/2020/41

Moved: Cr Kate Joblin

Seconded: Deputy Mayor Jenny Duncan

The Strategy and Finance Committee recommends:

That Whanganui District Council apply for Stage Two Welcoming Communities Accreditation in February 2021.

CARRIED

5.5 REVIEW OF PSYCHOACTIVE SUBSTANCES: LOCALLY APPROVED PRODUCTS POLICY

Author: Justin Walters – Senior Policy Analyst

Louise Davies - Policy & Risk Support Officer

Authoriser: Stephanie Macdonald-Rose - Policy & Governance Manager

Discussion

Council's Senior Policy Analyst said the Council was required to review policies within five years of formal adoption. It was recommended that this policy roll over with minor changes to include the Council's current strategic framework and the updated definition of residential areas to match the District Plan.

Cr Baker-Hogan said while this was a good policy she had concerns about the 'black market' and queried the effectiveness of the policy. In response, Mr Walters referred to the review of the Psychoactive Substances Act 2013 and said there was no avenue to approve a substance under the Act, there had not been any applications to approve psychoactive substances and until there was an appropriate alternative to animal testing, psychoactive products would be unlikely to be approved or licensed. If there was a change to the Act, the Council's policy was in place providing a framework from which the Council could make decisions.

In reply to a further question, Mr Walters said the Psychoactive Substances Act expressly excluded Class 1, 2 and 3 controlled drugs. This included methamphetamine and cannabis. The Council had only broad parameters regarding the upcoming referendum on cannabis legalisation, and therefore it was a 'wait and see'.

Responding to a request from the Chair, Lauren Tamehana, Community Wellbeing Manager, said from a methamphetamine perspective, a working group was currently looking at a project and applying for funding to start some work in the community.

Significance of decision – In terms of the Significance and Engagement Policy 2018, the decision is not significant.

Committee Resolution SFC/2020/42

Moved: Deputy Mayor Jenny Duncan

Seconded: Cr Philippa Baker-Hogan

That the Strategy and Finance Committee:

- (a) Adopt the amended Psychoactive Substances: Locally Approved Products Policy and statement of proposal for public consultation.

CARRIED

5.6 STRATEGY AND FINANCE COMMITTEE WORK PROGRAMME

Author: Stephanie Macdonald-Rose - Policy & Governance Manager

Authoriser: Bryan Nicholson - Chief Operating Officer

Discussion

In reply to a question, Justin Walters (Senior Policy Analyst) said the review of the Dog Control Policy and Bylaw was on track to come to the Committee this year. Council workshops were to be scheduled and it needed to be ensured that the Whanganui Rural Community Board was also included in these workshops.

Committee Resolution SFC/2020/43

Moved: Cr Kate Joblin

Seconded: Cr Graeme Young

That the Strategy and Finance Committee receive the report – Strategy and Finance Committee Work Programme .

CARRIED

5.7 COUNCIL CONTROLLED ORGANISATIONS' EXEMPTION

Author: Mike Fermor - General Manager Finance

Authoriser: Kym Fell - Chief Executive

Discussion

Mike Fermor (General Manager Finance) responded to questions of clarification regarding criteria for Council Controlled organisations' exemption.

Significance of decision – In terms of the Significance and Engagement Policy 2018, the decision is not significant.

Committee Resolution SFC/2020/44

Moved: Cr Rob Vinsen

Seconded: Cr Charlie Anderson

That the Committee recommends the Council exempts the following organisations from Council Controlled Organisation Status from 1 July 2020 for the next three years:

- Manawatu-Whanganui LASS Limited;
- Manawatu Whanganui Regional Disaster Relief Fund Trust;
- Sarjeant Gallery Trust Board;
- Whanganui Port Limited;
- Whanganui & Partners Limited;
- Whanganui River Enhancement Charitable Trust.

CARRIED

5.8 FINANCIAL COMMITMENTS: MAY - JULY 2020

Author: Lana Treen - Senior Procurement Officer

Authoriser: Mike Fermor - General Manager Finance

Committee Resolution SFC/2020/45

Moved: Deputy Mayor Jenny Duncan

Seconded: Cr Charlie Anderson

That the Strategy and Finance Committee receive the report – Financial Commitments: May - July 2020.

CARRIED

5.9 TWELVE MONTH FINANCIAL REPORT FOR PERIOD ENDING 30 JUNE 2020

Author: Wiehan Labuschagne - Management Accountant

Authoriser: Mike Fermor - General Manager Finance

Simon Manville - Senior Finance Officer

Discussion

Wiehan Labuschagne (Management Accountant) summarised the 12-month financial report and said this report was draft as Council still had to go through the annual report audit process. While Government legislation enabled councils to push out the timeline for adoption of annual reports to the end of December 2020, the Council was on track to meet the October 2020 deadline. The ongoing impact of COVID-19 remained uncertain. The Council would be kept updated on the impact as this became clear.

Mayor McDouall left the meeting at 2.14pm.

Mr Labuschagne and Mike Fermor (General Manager Finance) responded to questions. This item, which included the 'carryovers' would be included within the Committee minutes that go through to the next Council meeting for information. Compared to what other councils had lost through COVID-19, at this stage Whanganui District Council was in a good position.

In response to Cr Vinsen's query whether there was confidence in the 2020/21 wastewater treatment plant operational budget, Mark Hughes (General Manager Infrastructure) said this year's figures were based on the 10-Year Plan. This was the last year of these estimates and with the review of the long-term plan, these figures would be updated.

Mayor McDouall rejoined the meeting at 2.25pm.

Committee Resolution SFC/2020/46

Moved: Cr Kate Joblin

Seconded: Cr Josh Chandulal-Mackay

That the Strategy and Finance Committee receive the report – Twelve Month Financial Report for period ending 30 June 2020.

CARRIED

6 MOTION TO EXCLUDE PUBLIC**RESOLUTION TO EXCLUDE THE PUBLIC**

Section 48, Local Government Official Information and Meetings Act 1987.

Committee Resolution SFC/2020/47

Moved: Deputy Mayor Jenny Duncan

Seconded: Cr Kate Joblin

That the public be excluded from the following parts of the proceedings of this meeting, namely items listed overleaf.

Reason for passing this resolution: good reason to withhold exists under section 7. Specific grounds under section 48(1) for the passing of this resolution: Section 48(1)(a).

CARRIED

Note

Section 48(4) of the Local Government Official Information and Meetings Act 1987 provides as follows:

“(4) Every resolution to exclude the public shall be put at a time when the meeting is open to the public, and the text of that resolution (or copies thereof):

- (a) Shall be available to any member of the public who is present; and
- (b) Shall form part of the minutes of the local authority.”

This resolution is made in reliance on Section 48(1)(a) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by Section 6 or Section 7 of that Act which would be prejudiced by the holding of the whole or relevant part of the proceedings of the meeting in public are as follows:

Strategy and Finance Committee Meeting Minutes

25 August 2020

ITEM NO.	GENERAL SUBJECT OF EACH MATTER TO BE CONSIDERED	SECTION	SUBCLAUSE AND REASON UNDER THE ACT	PLAIN ENGLISH REASON	WHEN REPORTS CAN BE RELEASED
7.1	Public Excluded Minutes of the Strategy and Finance Committee Meeting held on 9 June 2020			Refer to the public excluded reasons in the agenda for the 9 June meeting.	
8.1	Rates Remission	s7(2)(a)	Privacy	Keep confidential named individuals	
8.2	Financial Commitments - Confidential: May - July 2020	s7(2)(b)(ii), s7(2)(h), s7(2)(i), s7(2)(j)	Commercial Position, Commercial Activities, Negotiations, Improper Gain or Improper Advantage	Commercially and financially confidential contract information.	

Committee Resolution SFC/2020/48

Moved: Deputy Mayor Jenny Duncan

Seconded: Cr Kate Joblin

That Peter Oskam be permitted to remain at this meeting, after the public has been excluded, because of his knowledge of the Whanganui Rural Community. This knowledge, which will be of assistance in relation to the matter to be discussed, is relevant to that matter because he is a member of the Rural Community Board

.CARRIED

Strategy and Finance Committee Meeting Minutes

The meeting reopened to the public at 3.08pm.

Cr Josh Chandual-Mackay recited a karakia.

The meeting closed at 3.09pm.

The minutes of this meeting were confirmed at the Strategy and Finance Committee Meeting held on 6 October 2020.

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CHAIRPERSON

5 REPORTS TO COMMITTEE

5.1 COMMUNITY VIEWS SURVEY RESULTS 2020

Author: Will Johnston - Policy Advisor

Authoriser: Stephanie Macdonald-Rose - Group Manager - Corporate
Jasmine Hessell - Team Leader Policy

References: 1. Whanganui District Council Community Views Survey 2020 (under separate cover)

Significance of decision – In terms of the Significance and Engagement Policy 2018, the recommended decision is not significant.

Recommendation

That the Council Officers use the results of the Community Views Survey to inform the Long Term Plan.

Executive summary

The purpose of this report is to relay the results of the 2020 Community Views Survey (**Ref 1**).

Background

The Community Views Survey is delivered on an annual basis and primarily measures satisfaction with Council services and facilities while also assessing perceptions on residents' general quality of life, community engagement, and wellbeing.

The 2020 Community Views Survey was undertaken by Versus Research on behalf of the Council. It was intended to be undertaken between March and April 2020, however interviewing scheduled for the end of March and the entirety of April was postponed due to the National state of emergency declared on 25 March 2020. Phone interviewing was undertaken between 12 March and 25 March 2020, and online interviewing was undertaken between 2 June and 10 June 2020. It canvassed a total of 500 residents with a margin of error of +/- 4.38%.

A mixed method approach was used, with both telephone (n=270) and online (n=230) interviewing. The results from both forms of interviewing were combined and analysed as a single dataset.

The survey methodology is set out in the attached research report.

Strategic Context

This survey is a key monitoring tool with results largely contributing to our performance framework, set in the Long Term Plan and reported in the Council's Annual Report. However, these results also identify areas for service improvement, contribute to the development and measurement of strategies and policies, demonstrate trends through our internal database of performance indicators, and help inform appropriate levels of service.

The results also help us assess the perceived reputation of Whanganui, and any areas that we need an increased focus on. In particular, quality of life, sense of belonging, and community safety perceptions are key areas where local government has an influence. These results also enable us to promote positive Whanganui stories.

It is worth specifically noting in this context that, while survey results are expected to be as reliable as they have been in previous years, the national emergency around COVID-19 likely has impacted the results in several areas.

The highlights – key results and what they say

While positive responses in several areas dropped compared to 2019, the results overall were not uniformly negative. Key highlights include:

- 81% of residents stated they were either satisfied or very satisfied with regard to living in Whanganui;
- 80% of residents rated their standard of living as good or extremely good;
- 97% of respondents reported feeling safe at home during the day all or most of the time, with 93% reporting feeling safe all or most of the time at night; and
- 93% of respondents felt safe all the time in the CBD during the day.

In addition, another area which was likely directly impacted by COVID-19 was emergency preparedness.

- Only 44% of respondents had an emergency survival kit, a statistically significant drop from 2019, although there was a significant increase among those whose survival kits included important personal documents;
- 44% of respondents felt they were prepared for an emergency, an increase from last year; and
- 38% of respondents felt they could survive more than a week without outside assistance, a further increase from last year.

Overview of results

Activity	Target 2019/20	Result ¹ 2019/20	% Dissatisfied ² 2019/2020	Previous year result
PARKS & RECREATION				
Presentation of open spaces	85%	73% ³	7%	73%

¹ Percentage of respondents who answered either satisfied or very satisfied, agree or strongly agree, etc.

² Percentage of respondents who answered either dissatisfied or very dissatisfied, disagree or strongly disagree, etc.

³ Red boxes mean the result was below the LTP target, green boxes mean the result was above the LTP target, grey boxes mean there was no LTP target.

Use of walkways (used the Whanganui riverbank walkway/other walkways along the river*/other walkways around the city)	90%	81% +	-	73%
Residents who used a walkway along the river other than the river walkway (NEW)	-	65%	-	-
Satisfaction with standard of public toilets*	70%	54% + ⁴	9%	50%
Satisfaction that toilet facilities meet user needs	70%	50% -	12%	53%
Satisfaction with sportsgrounds (users)	85% (community)	74% -	4%	85%
Residents who used a sportsground	-	42% +	-	41%
Residents who used a playground	-	51% -	-	55%
Satisfaction with playgrounds*	-	69% -	4%	75%
Residents who have used, visited or attended an event at Cooks Gardens	46%	30% --	-	37%
Activity	Target 2019/20	Result 2019/20	% Dissatisfied 2019/2020	Previous year result
COMMUNITY & CULTURAL				
Use of the Libraries	70%	52% +	-	51%
Satisfaction with libraries (users)	90%	84% -	3%	89%
Use of Sarjeant Gallery	38%	26% -	-	31%
Residents who attended the Royal Whanganui Opera House	33%	30% -	-	34%
Satisfaction with Royal Whanganui Opera House (users)	68% (community)	85% -	4%	88%

⁴ The minus and plus signs denote the pattern of performance in relation to previous years – i.e. a double plus sign (++) indicates sustained positive growth over two years while a single minus sign (-) reflects a decrease on the previous year.

Satisfaction with the War Memorial Centre	66%	53% --	2%	61%
Activity	Target 2019/20	Result 2019/20	% Dissatisfied 2019/2020	Previous year result
COMMUNITY FACILITIES & SERVICES				
CBD contribution to image of Whanganui	70%	71% +	8%	62%
Standard of presentation of the town centre	90%	78% -	5%	81%
Satisfaction with cleanliness of the CBD	-	78% --	4%	81%
Feeling of safety at night in the CBD	70%	58%	10%	58%
Emergency management ⁵	>80%	86% -	-	81%
Satisfaction with animal control services	52%	49% --	13%	56%
Satisfaction with availability of on-street parking	80%	52% --	15%	61%
Satisfaction with public art	65%	66% -	21%	67%
Satisfaction with waste and recycling opportunities (NEW)	-	41%	25%	-
Activity	Target 2019/20	Result 2019/20	% Dissatisfied 2019/20	Previous year result
CORPORATE				
Performance of Council staff	70%	72% +	6%	71%
Satisfaction with ease of accessing Council information	60%	49% --	12%	51%
Ease of website navigation	75%	46% -	21%	64%
Responsiveness of Council	60%	45% --	22%	49%
Performance of Mayor and Councilors	60%	47% --	22%	54%

⁵ 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

Leadership provided by Council (NEW)	-	47%	20%	-
Performance of the Rural Community Board	60%	24% -	8%	29%

Many results from this round of the Community Views Survey were below their Long Term Plan targets for this year. Currently the Long Term Plan is up for review, and the feedback from the survey will be incorporated into the performance targets and strategies going forward.

Activity ⁶	Satisfaction 2019/20	% Dissatisfied 2019/20	Previous year result
SERVICES			
Control of litter	60% - -	18%	62%
Public Art	66% -	21%	67%
FACILITIES			
Cooks Gardens	64% - -	23%	70%
Whanganui Regional Museum	63% +	5%	59%
TRANSPORTATION			
Satisfaction with roads	51% -	20%	52%
Satisfaction with footpaths	63% +	15%	54%
Ease of travelling around Whanganui	75% + +	9%	74%
PERCEPTIONS			
Safety in the CBD during day	93%	1%	93%
Safety at home at night	93% -	0%	96%
Safety at home during day	97%	0%	97%
Property security when away	82% -	6%	86%
Quantity of information	41% - -	22%	45%
Standard of Living	80% -	7%	82%
Satisfaction with living in Whanganui	81% -	7%	89%
Quality of life	85% - -	15%	89%
Sense of belonging	51% - -	8%	55%
Sense of wellbeing	60% +	5%	58%
Sense of pride in neighbourhood	67% +	12%	66%
Pride with community	67% -	11%	72%

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

Key observations and proposed actions

Key observations	Action/ Comments
COVID	
<p>While it is reasonable to assume that the level 4 lockdown had an impact on the experiences of everybody living in Whanganui, that impact is not easily identifiable. The division between interviews taken before level 4 and those taken after will likely have impacted how respondents answered certain questions, although the exact effects are not measured by the survey.</p>	
<p>Further, it should be specifically noted that nearly all of the 60+ demographic – a highly vulnerable group – were interviewed by phone. These interviews were largely done with awareness of the growing spread of COVID but before the shift to alert level 3 and then 4.</p>	
QUALITY OF LIFE	
<p>85% of residents rated their quality of life as the same as or better than last year. 80% of rated their standard of living as either good or extremely good.</p>	<p>Quality of life has consistently decreased for the past two years, and is the lowest it has been since 2013, although it has not deviated more than 6% from its current level in that time.</p>
<p>81% of residents were either satisfied or very satisfied with living in Whanganui. 60% rated their wellbeing as high or very high. Residents from Castlecliff and residents between 30 and 39 were significantly more likely to rate their wellbeing as very low.</p>	<p>Residents from the ages of 18 to 29 and 30 to 39 were significantly⁷ less likely to be very satisfied with living in Whanganui, with those in the 60+ range significantly more likely to be very satisfied.</p> <p>This area is likely to be impacted by COVID and the split nature of the survey, although the exact effect is difficult to quantify.</p>
PARKS, RECREATION & PROPERTY	
<p>Use of playgrounds dropped from 55% to 51% this year.</p>	<p>Playgrounds were closed for levels 3 and 4, with general messaging encouraging people not to use them. Other than that, there were no unusual events over the year that should have impacted their use.</p> <p>There is also an ongoing project to add water fountains to parks and other public grounds around the district, increasing convenience.</p> <p>People in the 60 and over age bracket were significantly less likely to engage in a number of recreational activities, including visiting beaches, using various walkways, visiting playgrounds, and using cycleways. Use of the Riverbank Walkway for various reasons was significantly lower among this bracket. These results follow last year's survey when the same</p>

⁷ In this report, “significantly” is only used to refer to statistical significance. If a result is described as a “significant” change, that means that it was beyond the margin of error.

	group were significantly less likely to use Cooks Gardens, cycleways or cycle lanes.
Usage of sports grounds remained stable at 42%. There was an increase in playing casual sport from 29% to 32%, and organised sport remained stable at 27%.	Organised sports were cancelled at alert level 4 and have remained restricted since re-entering level 2. Casual sports have also been against the rules around social distancing for that period. These are the primary use of sports grounds. There are plans to upgrade the lights at Springvale Park, making it easier to use for night training. This is expected to increase use.
There was a significant decrease in the usage of Cooks Gardens, from 37% in 2019 to 30% this year.	Cooks Gardens has been extremely restricted by COVID. The primary uses of the grounds are sports-related, and the restrictions on sporting events have a strong impact. There is some ongoing usage, including for casual sports, but it is expected that Cooks Gardens will take longer to recover from the alert levels than other public grounds, and usage will likely be down over the next year.
COMMUNITY AND CULTURAL	
Libraries remain the most popular cultural activity, with attendance remaining stable at 52%, although usage has steadily declined since 2010. The Long Term Plan target for library usage is 70%. Residents from Bastia Hill and Durie Hill, and those between the ages of 30 and 39 were most likely to use libraries, with Gonville residents being the least likely.	According to our statistics library usage was actually rising and expected to be an increase over last year up until levels 3 and 4. Numbers of non-member users have been dropping since lockdown. This may be to do with services providing cheap access to modems and limited home data making library wi-fi less necessary. Mobile libraries and the library home service, programmes intended to increase accessibility were also closed during levels 3 and 4. Recovery of visitor numbers was stalled by the return to level 2. Many regular events, both organised by the library itself and by local community groups, were put on hold. Potential barriers to use and satisfaction are that libraries are under the recommended standard for space and collection size. Current plans include expanding the Davis library, and user surveys to guide future engagement.
The target for usage of the Royal Whanganui Opera House was 33%, and is currently measured at 30%, which is a decrease from last year. Bastia Hill, Durie Hill, St John's Hill, and Otamatea residents, and residents in the 60+	The Royal Wanganui Opera House was tracking to have improved usage over last year until alert level 4 forced it to close. It wasn't closed under level 2, with staff proactively working to keep shows running while following social

<p>age bracket were the greatest users of the Opera House.</p>	<p>distancing. Attendance is expected to increase next year.</p>
<p>Use of the Sarjeant Gallery dropped from 31% last year to 26% this year. The current Long Term Plan target for use of the Gallery is 38%. Those in the 60+ age bracket were significantly more likely to visit the Gallery.</p>	<p>The Sarjeant Gallery redevelopment at Pukenuamu/Queens Park is well underway. Usage at the Sarjeant on the Quay had been above what was anticipated this year until level 4 lockdowns forced closure. In particular, this interrupted the Pattillo Arts Review and the Annual Artists' Open Studio, both of which were expected to bring in significant outside interest.</p> <p>Usage increased on the first return to level 1, attributed to an uptick in domestic travel.</p> <p>The Sarjeant's independent visitor data shows that numbers were not significantly impacted by the return to level 2 on 12 August, and are in the process of recovering from level 4. It also shows that around 55% of visitors were from elsewhere in New Zealand.</p>
<p>There were decreases in attending arts events or cultural performances, from 38% last year to 34% this year.</p> <p>The Long Term Plan target for residents engaging in creative pursuits is 75%. 34% of residents were engaged in cultural activities or performances, either as an audience member or a creator.</p>	<p>The decrease is largely attributed to the level 4 lockdowns, which forced the cancelation of the Artist Open Studios, Whanganui Walls, and the Walls of Sound events. All galleries were closed during levels 3 and 4, and some remained closed for level 2 also.</p>
<p>Feelings of safety at home during the day and in the CBD during the day remained high at 97% and 93% respectively. Safety in the CBD during the night has also remained static at 58%. Safety at home in the evening has dropped but is still high, going from 96% to 93%. Feeling that your property is safe when away from home has also dropped, from 86% to 82%.</p> <p>Feelings of safety in the CBD at night were impacted most by people loitering (30%), aggressive youth (26%), and gangs (25%).</p> <p>The Long Term Plan target for feeling safe in the CBD at night was 70%.</p>	<p>It is unclear why the feeling of safety in the CBD at night has remained static. Crime in the area is stable, and nearly every reason for feeling unsafe had decreased. In addition, projects like the Town Centre Regeneration Project and adding fairy lights in the trees were expected to give better illumination and a more friendly appearance to the area.</p> <p>The Safe as Houses programme had to be stopped over lockdowns, and has started again now that alert levels have lowered. This is expected to increase feelings of safety at home.</p>

<p>Sense of belonging decreased to 51%, continuing a trend from last year. Pride in the community decreased from 72% to 67%. Residents with pride in their neighbourhood increased to 67%.</p>	<p>Sense of belonging has only increased once, in 2018. Residents aged 18 to 29 were significantly less likely to have a strong sense of belonging, while those aged 60+ were significantly more likely to. Those who identified as male were significantly more likely to have a very weak sense, while those who identified as female were significantly less likely to.</p> <p>Almost half of residents from the ages of 18 to 29 neither agreed nor disagreed that they had pride in their community, and none strongly agreed. Nearly half of residents age 60+ strongly agreed, with almost none disagreeing.</p> <p>Pride in the neighbourhood has stayed within the same 5% range since the question was introduced in 2016. Residents between 30 and 39 were significantly less likely to strongly agree, while residents 60+ were significantly more likely to. Residents from Aramoho were significantly less likely to strongly agree.</p>
TRAVELLING AND GETTING AROUND WHANGANUI	
<p>Satisfaction with the ease of traveling around Whanganui remained stable at 75%. Participants who identified as male were significantly less likely to be satisfied with the ease of travelling around, while those who identified as female were significantly more likely to.</p> <p>Satisfaction with the quality of the roads decreased but remains in the same range it has been in since it was introduced, at 51%.</p>	<p>Several sets of traffic lights have been upgraded which allows for more fine-tuned control of traffic flow, and plans for upgrading the Dublin St Bridge are ongoing.</p>
<p>Use of walkways increased, 6% for the Riverbank Walkway, 5% for other walkways around the city, and 5% for cycleways and cycle lanes. In a new question, 65% of respondents had used other walkways along the river than the Riverbank Walkway.</p> <p>Walkway usage was at 81%, a significant increase from last year's 73%.</p> <p>When asked about the lifestyle benefits offered by Whanganui, the most common answer was that it was a good size and easy to get around.</p>	<p>According to stats from walkway usage counters, use spiked during the period of the lockdowns, in one case rising as high as a 93% increase.</p> <p>The Let's Go/Mā Ake programme is ongoing, encouraging a long-term, incremental behaviour change through schools and workplaces. This is parallel to work improving connectivity and signposting of shared pathways and cycle lanes. Both are expected to increase usage and satisfaction.</p>

	<p>There remain areas where work is ongoing. The signalled crossing between Te Tuaiwi and Glasgow Street has been fully connected. This and the connection to the Great North Road Shared Pathway are expected to increase usage and satisfaction.</p>
<p>FACILITIES AND SERVICES</p>	
<p>General satisfaction with animal control dropped from 56% to 49% - continuing a trend from the year before. The Long Term Plan target for satisfaction with animal control is 52%.</p> <p>Satisfaction with on-street parking is at 52%, a significant decrease from last year and following a downward trend from the year before.</p>	<p>Animal control has been reviewed recently, improving resourcing, implementing leadership strategies, and prioritising case management. CRM structure response times were also improved. With the construction of the new pound and an ongoing focus on education, satisfaction is expected to increase next year.</p> <p>A planned upgrade to parking meters has been moved to this year. It is expected to improve satisfaction with parking. CBD parking is also currently under review.</p>
<p>Satisfaction with litter collection has decreased for two years, and is currently at 60% approval. Several verbatim comments suggest that rubbish bins aren't emptied enough, and that more people have been depositing litter on the streets and out of car windows.</p> <p>There were some complaints about the increasing prices for kerbside pickup and that there was no option for kerbside recycling.</p> <p>In a new question, respondents were asked how they felt about the waste and recycling opportunities in the district. 41% were satisfied or very satisfied, with 42% dissatisfied or very dissatisfied. People over 60 years of age were significantly more likely to be satisfied and significantly less likely to be very dissatisfied.</p>	<p>The maximum littering fine has increased to \$400 as of December 2019, although difficulties remain around enforcement.</p> <p>Illegal waste dumping has been increasing. An Illegal Waste strategy has recently been introduced, with initiatives including increased signage, cameras, and community involvement through the <i>Snap Send Solve</i> program.</p> <p>The litter team's remit has expanded over time which, along with rising dumping costs, has resulted in more funding.</p> <p>Prices for dumping are set to rise this year. This may cause a greater shift towards recycling and/or an increase in non-tagged rubbish bags being left on the kerb, which would contribute to litter-related issues.</p> <p>The Waste Management and Minimisation Plan is currently being reviewed. This is considering increased service provision, kerbside recycling, and purchasing a transfer station.</p> <p>Public recycling bins have been implemented in several spots. This has been less helpful than anticipated because they are often used as</p>

	<p>general waste bins, which contaminates the recycling.</p>
<p>Satisfaction with public art remained stable at 66%. Aside from last year, approval is higher than it has been since the question was introduced in 2012. The Long Term Plan target for satisfaction with public art was 65%.</p>	<p>The reimagining of Majestic Square and Whanganui Walls were both put on hold. They will go ahead once alert levels have stabilised.</p> <p>Approval of public art is expected to improve in future. The Drews Avenue Streetscape, is still on the horizon, and the bus stop at Taupo Quay is expected to be finished soon.</p> <p>There are planned improvements to art in pedestrian walkways and alleys with a focus on the river and Whanganui's unique cultural identity, incorporating direct Iwi involvement.</p>
<p>Approval of the presentation of the town centre had a slight drop from last year, and is currently at 78%, compared with 81% in 2019. The target for satisfaction with its presentation for this year was 90%.</p> <p>Contrary to this, satisfaction with the CBD's contribution to the lifestyle and image of Whanganui has significantly increased from 62% last year to 71% this year. The Long Term Plan target for this is 70%.</p>	<p>The Victoria Avenue lights were implemented just as the survey was underway, and approval is very high anecdotally. Other projects include earthquake strengthening, the Heritage Façade Scheme, the Orient Toilets upgrade, and a review of the hanging baskets.</p> <p>There are planned improvements to pedestrian access and convenience, including structural work. Another planned project is a walking audio tour of the city, highlighting the specific identity of Whanganui and encouraging pedestrian traffic from both locals and visitors.</p> <p>General perception of the town centre is expected to improve over the next year.</p>
<p>Approval of parks and reserves as well as open spaces stayed steady at 82% and 73% respectively.</p> <p>Satisfaction with playgrounds significantly decreased, from 75% to 69%.</p> <p>Approval of sports grounds dropped to 63%, compared with 71% last year.</p> <p>Satisfaction with Cooks Gardens significantly dropped, from 70% last year to 64% this year. This also followed a trend from the year before. Currently approval of Cooks Gardens is lower than it has been in the past 10 years.</p>	<p>Monthly audits are currently carried out on cleaning and maintenance providers to ensure that contract specifications are met. Council staff will review with the provider to make sure standards are being upheld.</p> <p>Several verbatim comments mentioned the lack of playground equipment for a broad range of ages. The current priority is to have playground space easily accessible by all suburbs. While there are destination parks, generally the neighbourhood parks are smaller. The Parks and Open Spaces Strategy is currently being reviewed and will include a focus on facility provision and accessibility.</p>

	The general parks survey has been suspended. This will be resumed once a new provider is found.
<p>Feeling that toilet facilities meet user needs dropped to 50% from 53%. Most comments under this heading were regarding the number of toilets available, and there were several comments about toilets always being locked.</p> <p>Satisfaction with the standard of toilet facilities overall improved from 50% to 54%.</p>	The feeling that toilets were always locked was likely impacted by COVID. During level 4, the government required public toilets to be closed. New toilets are planned to be installed by the market area before Christmas, and the Orient toilets are to be upgraded in the 2021 financial year.
The Sarjeant Gallery measures user satisfaction independently. The target for user satisfaction is 90%.	Gallery statistics between March 2019 and 2020 show over 90% of users were satisfied, with less than 5% stating they were dissatisfied. A common complaint was that the gallery should be larger. This will be remedied when the Sarjeant moves into its new premises.
<p>Community satisfaction with the war memorial centre has dropped from 61% to 53%. The target for community satisfaction is 66%.</p> <p>Residents from 30 to 39 were the least likely to be satisfied, and verbatim comments on the survey suggest a feeling that it is underutilised.</p>	Anecdotal feedback for the War Memorial Centre itself is positive. The feeling of underutilisation may be due to a lack of marketing, a perception of it being too expensive, and its usage tending towards private gatherings, rather than events. An advertising campaign is intended to improve its visibility and usage.
<p>Community satisfaction with the Royal Wanganui Opera House remained stable at 62%. The Long Term Plan target for this is 68%.</p> <p>Comments suggest that the bar needs more employees and more payment methods.</p>	Feedback from verbatim comments has been taken on board and will be used to make events more convenient for users.
Community satisfaction with libraries increased from 69% to 71%, while user satisfaction decreased from 89% to 84%. Since 2010 community satisfaction has stayed between 69% and 79%, while user satisfaction has remained between 80% and 95%. The Long Term Plan target for user satisfaction this year is 90%.	The New Zealand Public Library Standards recommend 70 square metres of space and 3.5 books per 1,000 people. Whanganui libraries are only reaching 63% of these standards. An increase in floor space and collection could have a positive impact on overall satisfaction.
EMERGENCY PLANNING AND PREPAREDNESS	
<p>The number of people who had emergency survival kits significantly decreased to 44%, continuing a downward trend.</p> <p>Contained in survival kits, there was a decrease in first aid kits (89%), while battery powered radios stayed stable (72%). There was an increase in dried or tinned food (87%). There</p>	There are no current plans or strategies focusing on emergency response kits. The decrease in first aid kits may be due to them expiring. The increases in food and personal documents could be connected to COVID, with the need to limit grocery trips and awareness of the importance of medical documents.

<p>was an almost 20% increase in important personal documents (45%).</p> <p>There was a significant increase to 86% in the number of respondents who felt they could survive for at least three days with no outside assistance. There was also an increase in preparedness for an emergency, rising to 77%, and in people who had a household emergency response plan, which rose to 62%.</p>	<p>The increase in estimated survival for three days may relate to the fact that respondents answering before level 4 were preparing for isolation, and those after level 4 had experienced isolation.</p> <p>Usual operations were suspended over lockdowns as the emergency response team focused on community management. They have resumed since level 2 was announced and events are still planned to go ahead though planning is difficult with alert levels changing.</p> <p>Our COVID response has been positive overall. In Whanganui the response phase was handled directly with the DHB, which allowed more direct coordination. More targeted engagement with communities e.g. Pasifika would have been ideal. Although the direct collaboration with the WDHB improved work in practice, there was some confusion in the community that Council wasn't managing the response.</p>
CORPORATE	
<p>In a new question, 47% rated the Council's leadership as good or very good, with 20% voting it as poor or very poor. Residents from 30 to 39 were significantly less likely to rate it as very good.</p>	<p>There is currently no baseline for this statistic, but we will monitor to see how it develops, particularly once Whanganui has left the response and recovery stage of COVID.</p>
<p>In a significant decrease and following a downward trend, 47% felt the Mayor and Councillors' performance was good or very good, with 22% reporting it as poor or very poor.</p> <p>Residents aged 40 to 49 were significantly less likely to rate it as very good. Residents who identify as male were significantly more likely to rate it as either very good or very poor, with residents identifying as female significantly less likely to rate it as either very good or very poor.</p> <p>The target for the performance of the Mayor and Councillors is 60%.</p>	<p>This result is expected given the short time between local elections and the onset of COVID. It may have been impacted by the reliance on the DHB to lead the response, giving the impression that Council was less involved.</p> <p>Council is currently in the process of rolling out its induction programme, as well as increasing its focus on the provision of ongoing professional development opportunities.</p>

<p>46% of residents had contact with Council staff over the previous year. Of those, 72% rated the performance of Council staff as either good or very good, an increase on last year, and 16% voted it as poor or very poor. The current target for staff performance is 70%.</p>	<p>The Municipal Building has had standalone terminals recording satisfaction since January⁸ which show that satisfaction has been regularly high.</p> <p>A possible reason for the increase in performance could be related to the increase in online services which have been provided recently.</p> <p>Other reasons for the increase could be to do with the implementation of measures such as the Customer Request Management system. This is an ongoing approach and is expected to further increase satisfaction in future.</p>
<p>Following downward trends, there were decreases in public opinion of the Council’s responsiveness to community needs and issues from 49% last year to 45% this year. People from 30 to 39 were significantly less likely to feel that Council was responding well. The Long Term Plan target for satisfaction with Council’s responsiveness to needs and issues is 60%.</p> <p>Satisfaction with the quantity of information Council supplies went from 45% last year to 41% this year, with significant increases in people who felt there was not enough or hardly any information provided.</p> <p>There was a decrease in satisfaction with access to information from 56% in 2018, 51% last year, to 49% this year.</p>	<p>This will likely have been impacted by COVID as a significant portion of public functions had to pivot to focus on community management.</p> <p>New online engagement modules are intended to allow the community to have faster and more effective contact with Council, as well as creating more transparency and more proactive community engagement. The Long Term Plan is also under review this year, which involves a lot of local engagement regarding performance and strategic aims.</p> <p>New initiatives such as <i>Snap Send Solve</i> are aimed at increasing and improving the consistency and value of community engagement with Elected Members and Council as an organisation.</p>
<p>40% of residents accessed the Council’s website, of which 46% agreed or strongly agreed that it was easy to navigate, a significant decrease from 64% last year. The Long Term Plan target for website navigability is 75%.</p>	<p>The Whanganui District Council website was completely rebuilt on an Open Cities platform in 2019. This has significantly improved the functionality of the site and introduced additional features that have been designed with local government in mind. Online services, for the most part, have been improved, but are hosted separately from the main site – and we can’t tell from the survey whether it is the online services or the website content itself that people have responded to. We are, however, using website analytics to inform</p>

⁸ This data is limited to those who visit the Municipal Building in person and is anonymous and voluntary, but provides another perspective on satisfaction with staff performance.

	continuous improvements to the website experience for our users and would expect that, as people get used to the new website, they will find it easier, more interactive and more informative than it was in the past.
RURAL COMMUNITY BOARD	
Awareness of the rural community board increased, with those who were familiar with them going from 28% last year to 41% this year.	The Rural Community Board is engaging with the communications team to work on improving visibility within the community.
Approval of their performance decreased from 29% to 24%. The majority of respondents felt their performance was neither good nor poor.	
OVERALL	
The results this year have been mixed, with a lot of decreases and results below Long Term Plan targets. COVID is likely to have impacted all areas of the survey in various ways. Staff are working on areas that had been noted for improvement before lockdowns occurred, or otherwise undertaking reviews to identify areas for improvement.	Officers will work to address the areas of concern that have been raised by the community views survey, a lot of which will be encompassed by COVID recovery. All estimates for future developments are dependent on alert levels remaining low. The Community Views Survey 2020 will be publicly communicated.

Next Steps

The results of the Community Views Survey will be shared with Council staff, and will be used to inform forward work plans.

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 individual team work programmes. Obtaining information on the satisfaction and wellbeing of the community also assists Council to deliver on its Leading Edge commitments – particularly in terms of being a deeply united community.

[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 early opportunity to identify and respond to any emerging trends or issues.

[Risk Management Policy](#)

Policy implications

There are no policy implications as a result of these recommendations. However, there may be policy implications as a result of using this information to inform service delivery and activity planning. Any implications will be reported through to Council as necessary.

Internal discussions on these results has occurred with senior staff.

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 2018](#)

Engagement

N/A. However, this information will now be made publicly available.

[Significance and Engagement Policy 2018](#)

5.2 DISTRICT PLAN - NATIONAL PLANNING STANDARDS ALIGNMENT

Author: Leayne Huirua - Planning Administrator

Authoriser: Hamish Lampp - Group Manager - Regulatory & Planning

References: Nil

Significance of decision – In terms of the Significance and Engagement Policy 2018, the recommended decision is not significant.

Recommendation

That the Strategy and Finance Committee recommends:

That the Council:

- a) Adopts the amended Whanganui District Plan, consistent with the National Planning Standards and including any consequential amendments
- b) Produces the Whanganui District Plan in electronic form (ePlan)
- c) Publicly notifies the Whanganui District Plan (ePlan) within five (5) working days of approval.

Executive summary

The National Planning Standards (NPS) standardises all district and regional plans. It is a national mandatory direction requiring adoption by 3 May 2024. It is recommended that the District Plan is amended to comply with the NPS, including an electronic interactive version (ePlan). NPS alignment is policy neutral, to be undertaken without public notification (inviting submissions, hearing etc.).

Background

District and regional plans prepared under the Resource Management Act 1991 (RMA) are inconsistent in their format, functionality and accessibility. Councils have generally developed their plans and policy statements independently of each other and without a common structure or format.

The NPS, released by the Minister for the Environment and which came into force on 3 May 2019, seeks to address this issue. The NPS standardises the format of district and regional plans by providing a nationally consistent approach to the structure, format, definitions and electronic functionality/accessibility.

The NPS do not alter the effect or outcomes of plans. The reformatting of plans to align with the NPS is therefore a policy neutral undertaking.

Councils must implement the NPS by 3 May 2024, five years from the date the NPS came into force.

The District Plan is currently accessed online, via Council's website. Each chapter of the District Plan is available in static PDF format, with no keyword search functionality.

The District Plan map ('Mapstore') is already electronic and interactive, enabling viewers to search a specific property and display the District Plan provisions applying to the selected property. The District Plan map displays a very high level of compliance with the NPS, such as the prescribed zone colour palette, symbol representation and links to relevant District Plan provisions.

Key issues

The majority of the NPS is made up of 'mandatory directions'. Mandatory directions are compulsory, they cannot be disregarded or amended. Reformatting of plans to comply with mandatory directions must be undertaken without public notification, known as the RMA Schedule 1 process. Councils may also make consequential amendments, required as a result of implementing the standards, without public input.

The NPS directs that plans must be in an electronic interactive format (ePlan), including keyword search functionality.

The amendments to a Plan required to implement the NPS mandatory directions must be notified to the public once completed, no later than five working days after the amendments are made pursuant to s58I(3)(e) of the RMA.

Options

Option 1 (preferred)

Amend the District Plan to comply with the NPS.

As noted above, the District Plan is already partially compliant with the NPS insofar as the District Plan map is in an electronic interactive format. It is a logical and complementary step to now amend the District Plan structure/format/functionality to align with the NPS.

The current District Plan format is readily transferable to the NPS format with limited consequential amendments required and there is currently capacity in Policy Planning to facilitate the change.

Some Councils are not aligning their operative plans with the NPS, but instead aligning their proposed plans that are currently being developed with the NPS. Council does not have that option owing to the current rolling review. The next review of the District Plan may also be a rolling review.

Adoption of the NPS supports and implements the following 'Creativity' action in the *Leading Edge Strategy 2018*:

Work on innovative digital opportunities to support Council's service delivery – including in relation to the 'internet of things' and making sure that our infrastructure is future-ready.

Adoption of the NPS supports and implements the following strategies of the *Whanganui: Digital by Design - Digital Strategy 2019*:

4.1 Enhance Council's digital engagement, support and online services (including the use of interactive online tools) so that anyone can interact with Council whenever, and wherever they are.

4.2 Grow the transparency and accessibility of Council information and establish guidelines for open data approaches.

A more user friendly District Plan will significantly raise planning customer service standards.

An ePlan offers a far more effective and efficient version control system, particularly for plan changes (private and Council initiated).

Option 2

Defer amending the District Plan to comply with the NPS to a date no later than 3 May 2024.

There are no advantages to retaining the non-conforming NPS District Plan format other than avoiding, in the short term only, officer time and cost. These are however inevitable expenditures given the mandatory requirement to implement the NPS within five years. This approach is also inefficient given the high level of interdependency between the ePlan and the Plan format required by the NPS. This option is contrary to the Leading Edge Strategy and Digital Strategy.

Next Steps

Work has already commenced on the reformatting of the District Plan text and a specialist ePlan consultant engaged to assist with a transition to the ePlan format. It is anticipated that this work will be completed within the next three months (prior to end of 2020).

Once the NPS compliant District Plan is complete, public notification will be undertaken in accordance with s58I of the RMA. Notification to regular planning customers will be undertaken and promotion of the NPS compliant District Plan undertaken accordingly. Regular planning customers have already been advised of the imminent changes proposed to the District Plan in order to comply with the NPS.

Summary of Considerations

Fit with purpose of local government

Compliance with the NPS is a mandatory government direction.

[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 type="checkbox"/>
Economic Development Strategy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Policies or Plans -	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Adoption of the NPS expressly supports the actions and strategies contained in the Leading Edge Strategy and Digital Strategy, as referenced in the body of the report.

[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](#)

Policy implications

Financial considerations

Costs associated with NPS adoption have been budgeted for in the Annual Plan. There are no internal resource implications as the project is managed via existing resourcing arrangements.

Nil

Approved in LTP / AP

Unbudgeted \$

Legislative considerations

As prescribed in the Resource Management Act 1991 (s58I).

Significance

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

[Significance and Engagement Policy 2018](#)

Engagement

No engagement has been undertaken as the adoption of the NPS is policy neutral.

[Significance and Engagement Policy 2018](#)

5.3 REVIEW OF GAMBLING VENUES POLICY

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Justin Walters - Senior Policy Analyst

Authoriser: Jasmine Hessel - Team Leader Policy

Stephanie Macdonald-Rose - Group Manager - Corporate

References: 1. [2020 Social Impact Assessment of Gambling in the Whanganui District](#) ↓
2. [Statement of Proposal](#) ↓

Significance of decision – In terms of the Significance and Engagement Policy 2018, the recommended decision is not significant.

Recommendation

That the Strategy and Finance Committee:

- (a) Adopt the amended Gambling Venues Policy and statement of proposal for public consultation.

Executive summary

The purpose of this report is to review the Gambling Venues Policy (the Policy).

Under the Gambling Act 2003 (the Act), Council is required to review the Gambling Venues Policy every three years and undertake a social impact assessment (**Ref 1**).

The main social benefits from class 4 gambling are employment, GST, entertainment, and community grants funding, while the main harm from class 4 gambling relates to problem gambling and loss of income. Class 4 venues within Whanganui are located within areas of higher social deprivation.

During 2019 player losses from gambling within Whanganui totalled \$11.3 million. Under the Act, at least 40% (\$4.52 million) of class 4 gaming intake needs to be contributed to community causes. During the same period, only \$1.26 million (28%) of funding could be identified as going to community organisations within the Whanganui District.

Officers have conducted a review of the policy. The sinking lid policy has been largely effective, with a decrease in the number of venues and an overall reduction of gaming machines. However, gaming proceeds have continued to rise and venues remain within Whanganui's higher deprivation areas.

Officers consider that the existing policy continues to be fit for purpose, though some minor changes are proposed to improve its clarity and usability, including in relation to the criteria for relocations and mergers.

An amended Policy is provided for consideration for public notification via the special consultative procedure under the Local Government Act 2002 (**Ref 2**).

Background

The Act was enacted to prevent and minimise gambling harm, to provide a framework for territorial authorities to control gambling within their districts, and to ensure that gambling proceeds are returned to the community. It requires authorities to create gambling venue policies and review them every three years.

The Policy relates to the establishment of class 4 venues, mergers of clubs with class 4 venues, relocation of class 4 venues, TAB venues, the procedure for consent applications, and the decision-making process on applications being made. It currently operates as a “sinking lid” policy, preventing or restricting new class 4 venues from being operated, with the intention that numbers of machines and venues will reduce over time.

The Policy prevents new venues from being licenced. It also prevents existing licenced venues from merging unless they reduce their machine numbers by at least one third. Venues may only relocate when they are unable to continue operating in their current premises.

In addition, venues may not relocate to within 100 metres of the legal boundary of:

- (a) an early childhood centre,
- (b) primary or secondary school,
- (c) marae,
- (d) place of worship,
- (e) playground, or
- (f) any other licenced class 4 premises.

The Policy also deals with TAB venues. Only one TAB venue may operate within the district. The same location restrictions apply to a TAB venue as to class 4 premises.

The main social benefits from class 4 gambling are employment, GST, entertainment, and community grants funding.

According to the Department of Internal Affairs, player loss on class 4 machines in Whanganui District is up to \$11.3 million for the period from January 2019 to December 2019. Under the Act, at least 40% of class 4 gaming intake needs to be contributed to community causes⁹. If the full quantum of class 4 gaming proceeds was to be contributed to community organisations within Whanganui this would equate to \$4.52 million. However, during the same period, only \$1.26 million¹⁰ (28%) of funding could be identified as going to community organisations within the Whanganui District.

In May 2020, the PGF Group, Hāpai Te Hauora and the Salvation Army produced a white paper highlighting an ongoing concern that community causes are largely, or entirely, supported by money taken from those in the most deprived parts of the community. It raises the issue that, despite the

⁹ This provision does not apply to the financial years ending 2020 and 2021, however societies must still distribute all available proceeds.

¹⁰ DIA, Problem Gambling Foundation

law requiring gambling proceeds to be contributed back into the community, it is often not going back to those who spent it. The white paper suggests that a central government grant system with clear funding criteria would be a better method of supporting local community organisations¹¹. Any changes to the funding of community organisations would need to happen at a national level.

The main harm from class 4 gambling relates to problem gambling and loss of income. While it is noted that gambling is a legitimate form of recreation, at least half of class 4 machines in New Zealand are located in high deprivation areas. People from high deprivation areas are more likely to suffer from gambling harm from themselves or others around them, contribute more to gambling loss in total, and spend more per person on class 4 gambling. Research conducted on behalf of the Department of Internal Affairs in 2017¹² showed that there was a positive correlation between the number of venues and expenditure.

Until 2020, spend on gaming machines was increasing year-on-year in spite of the sinking lid policy, although since 2016 the number of venues has only dropped by two, and the number of machines has only dropped by 24.

Problem gambling rates have also remained relatively constant over the last few years. Problem gamblers, by definition, contribute more than non-problem gamblers to gambling revenue on an individual basis. Estimates put their total contribution at anywhere from 10%¹³ to 60%¹⁴ of total revenue. At least half of class 4 gaming machines across New Zealand are located in high deprivation areas, with all but one venue in Whanganui situated in a decile 9 or 10 deprivation area.

Key issues

Under s102 of the Act, Council is required to adopt a Gambling Venues Policy and must review the policy every three years. In considering the gambling policy Council must undertake a Social Impact Assessment. Where Council decides to amend or replace the policy this must be undertaken in accordance with the Special Consultative Procedure under the Local Government Act 2002.

Officers have conducted a review of the policy. The sinking lid policy has been largely effective, with a reduction in the number of venues, and a reduction of 24 gaming machines. However, gaming proceeds have continued to rise and venues remain within Whanganui's higher deprivation areas.

As a result, officers consider that the existing policy continues to be fit for purpose and that the findings of Whanganui's Social Impact Assessment sufficiently warrants the retention of a restrictive policy on class 4 and TAB gambling.

Some minor changes are proposed to the existing policy to improve its clarity and usability, including the criteria for relocations and mergers. This will close an existing gap and ensure that any relocations or mergers are in keeping with the purpose of the policy.

¹¹ By way of comparison, Council currently contributes around \$800,000 to community and sports groups through community grants or line item funding.

¹² Berl (2017) Research into Influences on Class 4 Gaming Machine Proceeds

¹³ True, J. & Cheer, M., (2020). Gaming Machine Gambling Statistics and Research Paper – Information for Territorial Authorities.

¹⁴ PGF Group, Hāpai Te Hauora, The Salvation Army Oasis. (2020). *Ending community sector dependence on pokie funding* [White Paper]

Options

Option 1 – Retain the Gambling Venues Policy (Status Quo)

Under this option, the Council would retain the existing sinking lid policy with no changes to the Gambling Venues Policy.

Advantages	Disadvantages
<ul style="list-style-type: none"> • A Gambling Venues Policy enables the Council to restrict and control the prevalence and location of class 4 gambling venues within the district, limiting the social impacts of problem gambling. • A sinking lid policy contributes to the reduction of harm. 	<ul style="list-style-type: none"> • The clarity of drafting of the existing policy could be improved, with minor changes to the drafting and amendments to the criteria for relocations and mergers. • A sinking lid policy limits the potential growth in gaming proceeds, which is used to provide grants funding.

Option 2 – Amend the Gambling Venues Policy (Recommended)

Under this option, the Council would retain the existing sinking lid policy but would amend the Gambling Venues Policy to improve its clarity and usability, including the criteria for relocations and mergers.

Advantages	Disadvantages
<ul style="list-style-type: none"> • A Gambling Venues Policy enables the Council to restrict and control the prevalence and location of class 4 gambling venues within the district, limiting the social impacts of problem gambling. • The amendments to the drafting will improve clarity – including the requirements in the criteria for relocations and mergers. • A sinking lid policy contributes to the reduction of harm. 	<ul style="list-style-type: none"> • A sinking lid policy limits the potential growth in gaming proceeds, which is used to provide grants funding.

Option 3 – Amend the Gambling Venues Policy and Remove the Existing Sinking Lid Policy

Under this option, the Council would remove the existing sinking lid policy.

This option would require substantive changes to the Gambling Venues Policy and a redrafted policy would be brought back to the committee for consideration for public notification.

Advantages	Disadvantages
<ul style="list-style-type: none">The removal of the sinking lid policy would enable more class 4 gambling venues and gaming machines to be established and enhance the available gaming proceeds pool from which grants are made. However, it is noted that in 2019 less than 30% of gaming proceeds required to be returned to community organisations in Whanganui was spent within Whanganui.	<ul style="list-style-type: none">A sinking lid policy contributes to the reduction of harm.

Next steps

If the Committee adopts the Statement of Proposal on the Gambling Policy, public consultation will run from 14 October until 20 November 2020.

Summary of Considerations

Fit with purpose of local government

Reviewing this policy ensures that Council is promoting the wellbeing of the community by proactively managing potential harms.

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

Fit with strategic framework

	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"/>
Safer Whanganui Strategy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The Gambling Venues Policy contributes to the Safer Whanganui Strategy by promoting a reduction in harm from problem gambling. It also supports achievement of the following action from the Leading Edge Strategy: '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](#)

Policy implications

There are no further policy implications.

Financial considerations

There are minimal financial considerations involved in developing this policy. Such costs are primarily internal and relate to officer time researching and developing this policy and Council time in hearing submissions. The only external costs are those relating to public notification of the policy inviting public submissions as required by the SCP.

Nil

Approved in LTP / AP

Unbudgeted \$

Legislative considerations

Amendments and replacements must follow the special consultative procedure from s83 of the Local Government Act 2002. Notice of a review must be given to every corporate society holding a class 4 venue licence for a venue within the district, and any organisations representing Māori within the district. An authority may also give notice to any other population group within the district.

In determining a policy around the establishment, location of, and restrictions on a class 4 venue, an authority can consider:

- (a) the characteristics of the district and its parts;
- (b) the location of kindergartens, early childhood centres, schools, places of worship, and other community facilities;
- (c) the number of gaming machines that should be permitted to operate at any venue or class of venue;
- (d) the cumulative effects of additional gambling opportunities within the district;
- (e) the distance that should be permitted between venues; and
- (f) the primary activities at any venue.

Significance

The recommended decision to consult on an amended policy is considered not significant as per Council's Significance and Engagement Policy.

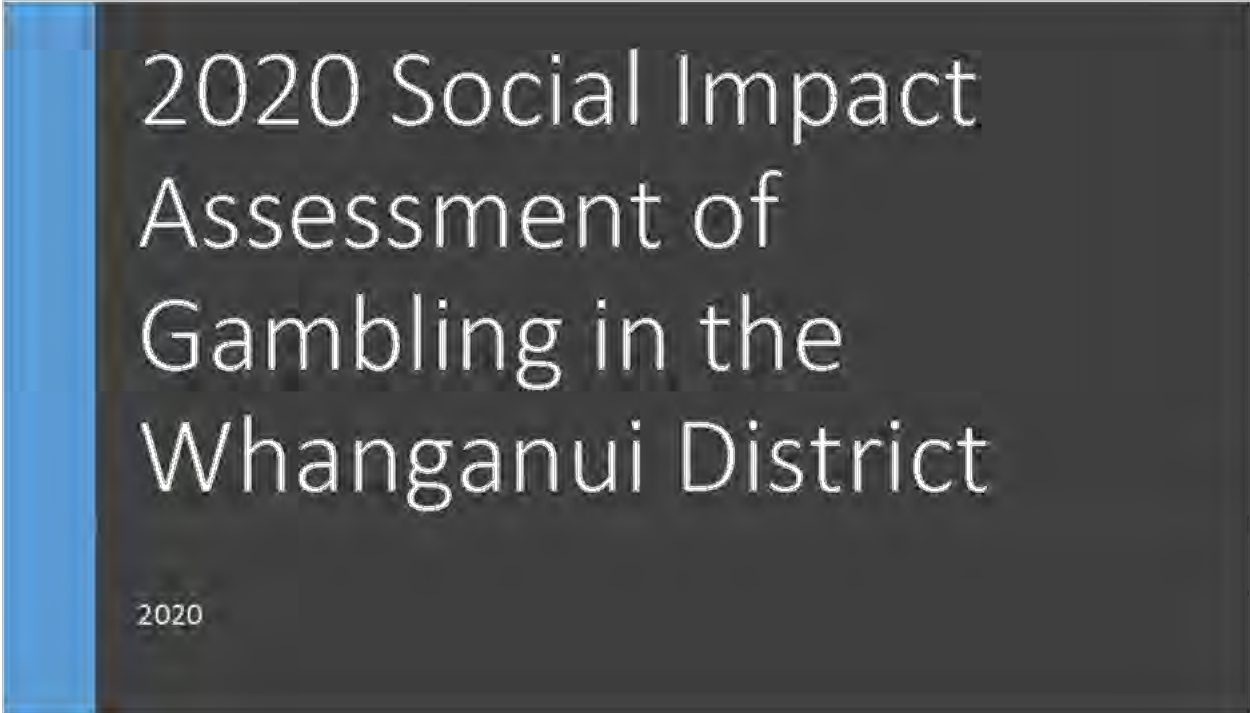
[Significance and Engagement Policy 2018](#)

Engagement

As part of the review of this policy, feedback was sought from a broad range of stakeholders including venues, charitable trusts, problem gambling service providers and Safer Whanganui. While no adverse feedback was raised at this time, in 2018 NZCT raised concerns that the sinking lid policy was preventing development - affecting the viability of pubs/venues and limiting the money available for community grants.

[Significance and Engagement Policy 2018](#)

PRE-ENGAGEMENT Community groups / stakeholders	Date / Status	Techniques to engage
Safer Whanganui	8 July	Emailed
Problem Gambling Foundation New Zealand	9 July	Consultation form submitted and emailed
Hapai Te Hauora	9 July	Emailed
Salvation Army New Zealand	9 July	Emailed
Gaming Machine Association New Zealand	9 July	Emailed
New Zealand Community Trust	9 July	Emailed
Class 4 Venues Whanganui	8 & 9 July	Forms submitted and emailed
Te Runanga o Tamaupoko		Advised
Te Runanga o Tupoho		Advised
Sport Whanganui	8 July	Form submitted
New Zealand Community Foundation	8 July	Form submitted



2020 Social Impact Assessment of Gambling in the Whanganui District

2020

1. Executive summary

This Social Impact Assessment of Gambling in the Whanganui District identifies trends in class 4 gaming machine and TAB gambling in Whanganui and the social impacts on communities for the review of Council's existing Gambling Venues Policy 2017 (incorporating both class 4 gambling venues and TAB venues).

- Whanganui District residents are at risk of problem gambling and gambling-related harm due to: all but one of the class 4 venues are located in high deprivation areas, and 26% and 3.6 percent of residents identify as Māori and Pasifika respectively.
- Total number of pokies have decreased since 2013 from 257, to 208 as of June 2020; Whanganui has one standalone TAB venue and 14 class 4 venues.
- Whanganui District has a total of 1 electronic gaming machine for every 218 people, slightly higher than the national average of 1 electronic gaming machine per 338 people.
- Gamblers in New Zealand spent \$2,402 million dollars on the four main forms of gambling in the 2019 financial year, 1.2 percent less than last year, once adjusted for inflation. Gaming machines outside of casinos saw the greatest share of spend.
- For Whanganui, Gaming Machine Proceeds (GMP - total pokie revenue generated minus payouts) totalled \$10,735,860 in 2019. This is an increase of \$270,796 (2.5%) on the total in 2018.
- GMP per class 4 gaming machine has risen steadily since 2015 in Whanganui despite a decrease in machine numbers, which could be attributed to more people partaking in class 4 gambling, or people who normally gamble doing so at a higher frequency.
- Negative social impacts of gambling include -
 - Decrements to physical and mental health (both morbidity and mortality);
 - Emotional or psychological distress;
 - Financial harm;
 - Reduced performance at work or education;
 - Relationship disruption and harm to others, including parenting issues and domestic abuse;
 - Criminal activity; and
 - Alcohol and other addiction.
- Gambling harm is often hidden, but when recognised can manifest itself as crime, violence and violent crime. It can lead to issues with physical and mental health, negatively impact relationships, and result in the loss of productive employment or study.
- Nationally, 0.2% of the adult population are estimated to be problem gamblers; applied to Whanganui this is 91 people. However research has suggested that reducing the issue of gambling to 'problem' categories is inadequate to accurately capture harmful gambling behaviour.
- A 2014 local non-representative study found 18% of respondents said gambling had a negative effect on their lives.

- Total clients residing in Whanganui who have accessed gambling harm intervention services reached a total of 51 in 2017/18; a sharp increase from 2016/17 (27) and above the previous highest number, 42 in 2014/15.
- Whanganui lost \$56.88 per head for the 2019 June quarter. This is the 21st highest loss out of 66 territorial authorities.
- GMP by June 2020 was at \$1,422,993, a nearly 50% decrease on the same period in 2019. This is likely to do with all venues being closed for around eight weeks due to COVID-19 restrictions, which could, in turn, connect the availability of gambling venues to gambling spend and other forms of gambling harm.
- Positive social impacts of gambling include:
 - Entertainment;
 - Job creation; and
 - Funding sports groups and community services.
- In 2019, \$1,236,935.60 was granted to community groups and organisations in the Whanganui District from GMP.
- International and domestic visitors spent a total of \$2,580,646 on cultural, recreation, and gambling services in 2018.

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2. Introduction

2.1. Purpose

The purpose of this Social Impact Assessment report (SIA) is to provide necessary information on gambling-related trends and harm within the Whanganui District to be considered as part of the review of Whanganui District Council's Gambling Venues Policy.

2.2. Scope

The scope of this report aligns itself with the requirements made under s101(2) and 96(4) of the Gambling Act 2003 and Racing Industry Act 2020 respectively in that a territorial authority must have regard to the social impact of gambling within the territorial authority district.

The SIA looks at the following:

- Characteristics of the district;
- The proximity of kindergartens, early childhood centres, schools, places of worship, and other community facilities to Gambling venues and the standalone TAB venue;
- Gambling venue locations and socioeconomic deprivation;
- The number of Class 4 gaming machines;
- National and local gambling trends;
- Social impacts of gambling – Costs; and
- Social impacts of gambling – Benefits.

3. BACKGROUND

3.1. Legislative framework

3.1.1. Gambling Act 2003 and the Racing Industry Act 2020

Both the Gambling Act 2003 and the Racing Industry Act 2020 allow communities, through territorial authorities, to place permissive or restrictive controls on class 4 and TAB related gambling.

According to s101(3) of the Gambling Act 2003, a territorial authority's Gambling Venue Policy:

- a) must specify whether or not class 4 venues may be established in the territorial authority district and, if so, where they may be located;
- b) may specify any restrictions on the maximum number of gaming machines¹ that may be operated at a class 4 venue; and
- c) may include a relocation policy.

In determining the contents of its policy, s101(4) of the Gambling Act allows territorial authorities to have regard to relevant matters including:

- a) the characteristics of the district and parts of the district;
- b) the location of kindergartens, early childhood centres, schools, places of worship, and other community facilities;
- c) the number of gaming machines that should be permitted to operate at any venue or class of venue;
- d) the cumulative effects of additional opportunities for gambling in the district;

¹Gaming machines or class 4 gaming machines as referred to in this report are defined in the Gambling Act 2003 as a device, whether totally or partly mechanically or electronically operated, that is adapted or designed and constructed for the use in gambling. Also commonly known as 'pokies'.

- e) how close any venue should be permitted to be to any other venue; and
- f) what the primary activity at any venue should be

Section 96(1) of the Racing Industry Act 2020 states a territorial authority's TAB venue policy must specify whether or not new TAB venues² may be established in the territorial authority district and, if so, where they may be located. Similarly to the s101(3) of the Gambling Act 2003, s96(4) of the Racing Industry Act 2020 allows territorial authorities to consider relevant matters including:

- a) the characteristics of the district and parts of the district;
- b) the location of kindergartens, early childhood centres, schools, places of worship, and other community facilities; and
- c) the cumulative effects of additional opportunities for gambling in the district.

4. METHODOLOGY

Council officers sourced and reported on data collated from the Department of Internal Affairs, Statistics New Zealand, and various other resources that are referenced through this report.

5. Results

5.1. Demography of the district's residents

5.1.1. Population highlights

2018	Number
Total population	45,309
Median age	43.0
Average household size	2.36
	% of total population
Households owned or partly owned or in a trust	67.2%
Households renting	32.8%
Higher degree & qualification	9.4%
Māori descent	26.3%
Median income	\$24,400
Unemployed	5.1%

Table 1: Whanganui District population highlights-2018³

² Premises that are owned or leased by TAB New Zealand and where the main business carried on at the premises is providing racing betting or sports betting services under this Act.

³ Statistics NZ

5.1.2. Population

According to 2018 Census data, the total population of Whanganui is 45,309 (Table 2).

Population	Number (2018)	% of total population
Population (excluding O/S visitors)	45,309	100.0
Females	23,397	51.6
Males	21,912	48.4

Table 2: Whanganui District population- 2018⁴

Area	Number (2018)	% of total population
Balgownie	120	0.3
Bastia-Durie Hill	2,130	4.7
Brunswick-Papaiti	1,371	3.0
Castlecliff East	1,917	4.2
Castlecliff West	1,593	3.5
College Estate	1,284	2.8
Cornmarket	1,350	3.0
Gonville North	2,565	5.7
Gonville South	2,004	4.4
Gonville West	1,707	3.8
Kaitoke-Fordell	1,770	3.9
Laird Park	2,247	4.9
Lower Aramoho	1,869	4.1
Mowhanau	1,293	2.8
Otamatea	1,731	3.8
Putiki	666	1.5
Springvale East	1,452	3.2
Springvale North	348	0.7
Springvale West	1,572	3.5
St Johns Hill East	1,173	2.6
St Johns Hill West	2,202	4.9
Titoki	2,943	6.5
Upper Aramoho	2,097	4.6

⁴ Ibid.

Upper Whanganui	1,155	2.5
Wembley Park	1,695	3.7
Whanganui Central	606	1.3
Whanganui East – Riverlands	2,184	4.8
Whanganui East – Williams Domain	2,277	5.0

Table 3: Whanganui District population by census area- 2018⁵

6.5% of Whanganui's population normally resides in the Titoki statistical area, followed by Gonville North (5.7%), and Williams Domain, St Johns Hill West, Laird Park, Riverlands and Bastia-Durie Hill, each of which contain almost 5% of the District's population.

5.1.3. Service age groups

Whanganui's population is usually aged between 45 to 74 years (27.2%) followed by those under 15 years of age (19.7%).

Age group (years)	Number 2013	% of total population	Number 2018	% of total population	
Under 15 years	8,517	20.2	8,937	19.7	↑
15-24 years	5,070	12.0	5,154	11.4	↓
25-34 years	3,999	9.5	4,872	10.7	↑
35-44 years	4,884	11.6	4,743	10.5	↓
45-54 years	6,027	14.3	5,970	13.2	↓
55-64 years	5,556	13.2	6,324	14.0	↑
65-74 years	4,191	9.9	5,112	11.3	↑
75-84 years	2,769	6.6	2,958	6.5	↓
85 years and over	1,146	2.7	1,242	2.7	↔
Total	42,153	100	45,309	100.0	

Table 4: Whanganui District usually resident population by age group – 2013 & 2018⁶

5.1.4. Ethnicity

79.2% of residents identified themselves as European, 26.3% as Māori, and 3.6% as Pacific peoples.

Ethnic group - multi-response	Number	% of total population 2013	% of total population 2018	
European	35,874	81.8	79.2	↑
Māori	11,910	23.0	26.3	↑
Pacific peoples	1,617	2.8	3.6	↑
Asian	1,872	2.9	4.1	↑
Middle Eastern/Latin American/African	213	0.4	0.5	↑

⁵ Statistics NZ

⁶ Statistics NZ – totals may differ from the sum of column entries due to rounding.

Other ethnicity	555	2.0	1.2	↓
Total	45,309			

Table 5: Whanganui District population by ethnicity - 2018⁷

A key population highlight is the proportion of Māori and Pasifika, particularly Māori who represent 26% of the district's population. A national study showed Māori and Pasifika are disproportionately affected by problem gambling that tend to occur alongside other issues including hazardous drinking and smoking.⁸

5.2. Class 4 gambling venues

5.2.1. Number of class 4 gaming machines.

Table 6 and Figure 1 demonstrate the number of class 4 gaming machines for the Whanganui District for the years 2012 through to March 2020.

Between 2012 and 2020 there has been a reduction of 49 electronic gaming machines (EGMs). Numbers of EGMs decreased again in following years, with a further reduction of 18 EGMs between 2018 and 2019. Changes to numbers of EGMs could be explained by a venue housing EGMs having closed or relocated.

Note: Not all Class 4 gambling venues are currently operating the number of gaming machines they 'may operate'. They may be operating fewer gaming machines than their notified number, or fewer gaming machines than the number specified on the territorial consent issued for the venue; or they may have applied to the Department of Internal Affairs for permission to cease operating gaming machines for a specified period. Any venue voluntarily operating fewer machines than they 'may operate' can increase to the number they 'may operate' *without territorial consent*.⁹

Year	2012	2013	2014	2015	2016	2017	2018	2019	2020
total number of EGMs	257	257	235	235	232	225	225	207	208

Table 6: Number of class 4 gaming machines for Whanganui from 2012 to March 2020¹⁰

⁷ Ibid.

⁸ Thimasarn-Anwar, T., Squire, H., Trowland, H. & Martin, G. (2017). *Gambling report: Results from the 2016 Health and Lifestyles Survey*. Wellington: Health Promotion Agency Research and Evaluation Unit.

⁹ Ministry of Health (2009). *Problem Gambling Resource for Local Government*.

¹⁰ Department of Internal Affairs

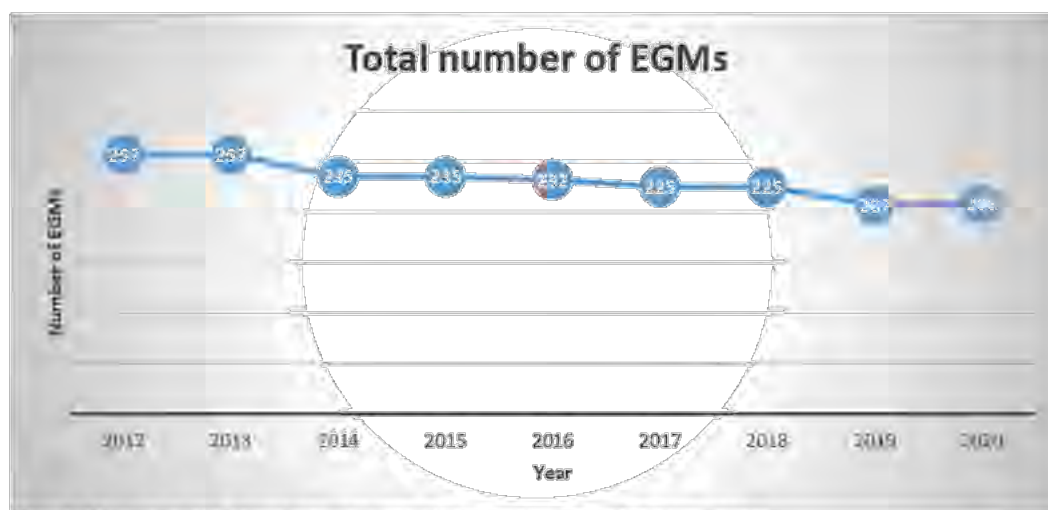


Figure 1: Number of class 4 gaming machines for Whanganui from 2012 to March 2020¹¹

5.2.2. Location of class 4 gambling venues.

Table 7 presents all 14 currently licenced class 4 venues in the Whanganui District by society name, venue name, physical address, and the number of EGMs.

Society Name	Venue Name	Venue Physical Address	Number of Gaming Machines
Infinity Foundation Limited	Barracks Sports Bar	170 St Hill Street Whanganui 4500	18
New Zealand Community Trust	Caroline's Boatshed	181 Somme Parade Whanganui 4540	12
Castlecliff Club Inc	Castlecliff Club Inc	4 Tennyson Street Castlecliff, Whanganui 4501	15
New Zealand Community Trust	Castlecliff Hotel	1 Polson Street Castlecliff, Whanganui 4540	17
Wanganui Cosmopolitan Club Inc	Club Metro	13 Ridgway Street Whanganui 4540	15
New Zealand Community Trust	Red Lion Inn	45-47 Anzac Parade Whanganui 4540	9
New Zealand Community Trust	Shotz	75 Guyton Street Whanganui 4540	18
The Lion Foundation (2008)	Sportz Bar	197 Victoria Avenue Whanganui 4540	14
St John's Club Inc	St John's Club	158 Glasgow Street Whanganui 4500	18
New Zealand Community Trust	Stellar Bar	2 Victoria Street Whanganui 4540	18
Racing Industry Transition Agency	TAB Wanganui	5b Puriri Street Gonville, Whanganui 4501	9
New Zealand Community Trust	Tandoori Spice Bar	88 Guyton Street Whanganui 4540	18

¹¹ Ibid.

The Lion Foundation (2008)	The Grand Hotel	99 Guyton Street Whanganui 4540	9
Wanganui East Club Inc	Wanganui East Club	101 Wakefield Street Whanganui East, Whanganui 4540	18
TOTAL			208

Table 7: Location of class 4 gambling venues in Whanganui- March 2020¹²

Figure 2 maps information in the table above.

As presented in the map below (Figure 2), the majority of class 4 venues are located within the town centre.



Figure 2: Location of class 4 gambling venues in Whanganui 2020

Figures 3 and 4 examine the distance between class 4 venues and sensitive sites, the latter defined as a school (secondary and primary), preschool, marae, and church. Currently no class 4 venues are determined to be within 100 metres of a sensitive site, but there are five class 4 venues within 200 metres of a sensitive site.

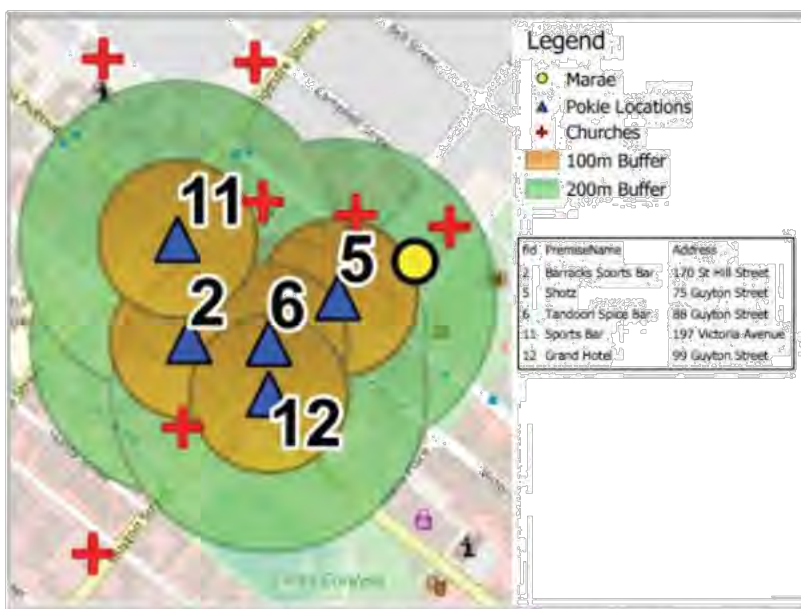


Figure 3: Location of class 4 gambling venues within 200m of sensitive sites- town centre

¹² Department of Internal Affairs



Figure 4: Location of class 4 gambling venues within 200m of sensitive sites- Gonville

5.2.3. Density

It is generally considered that the greater the availability of class 4 gaming machines for a population or density of electronic gaming machines (EGMs), the greater the risk of problem gambling prevalence and gambling related harm. A meta-analysis of surveys of problem gambling conducted by Storer et al. found strong statistical evidence that every one increase of an EGM in an area results in an increase of 0.8 problem gamblers. There was no evidence of plateauing of problem gambling prevalence when EGM density increased.¹³ The study also reported populations displayed adaptation to EGMs with problem gambling prevalence declining over time.¹⁴

For Whanganui, class 4 gaming machines are concentrated within the town centre. Based on the total amount of the district’s population who are 18 and over, Whanganui District has a total of 1 EGM for every 166 people, slightly higher than the national average of 1 EGM per 230 people.¹⁵

5.3. TAB venues

At present, there is only one standalone TAB venue located in the Whanganui District and its location is presented in Figure 5 below.

¹³ Storer, J., Abbott, M., & Stubbs, J. (2009). Access or adaptation? A meta-analysis of surveys of problem gambling prevalence in Australia and New Zealand with respect to concentration of electronic gaming machines. *International Gambling Studies*, 9(3), 225-244.

¹⁴ Ibid.

¹⁵ These figures were worked out by dividing the total population who identified as 18 and over at the 2018 census by the total amount of EGMs in June 2018.



Figure 5: Location of standalone TAB venue in Whanganui- 2020

Under the Racing Industry Act 2020, territorial authorities are only empowered to permit or restrict the establishment and location of TAB venues that are standalone. Other TAB venue types are exempt from these controls.

5.4. Gambling venue locations and socioeconomic deprivation

Research indicates a relationship between a person's likelihood to participate in gambling activity is higher if the person is socioeconomically deprived.¹⁶ Research focusing on the distribution of EGMs across areas of New Zealand showed that the ratio of EGMs to people in higher socio-economic areas were 1 to 465 compared to 1 to 75.5 in poorer areas of the community.¹⁷

Evaluating deprivation and its connection with gambling harm, the New Zealand 2012 National Gambling Study assessed whether individuals had gone without quality food or home heating. It was found that almost 75 per cent of people who said they were experiencing problems with gambling purchased cheaper food in the past twelve months compared to the remaining 25 per cent.¹⁸

Data analysis shows that gambling spend in decile 10 communities (highest deprivation) is more than 3 times the spend in decile 1 communities¹⁹ (lowest deprivation).

¹⁶ Shore. (2008). Assessment of the Social Impacts of Gambling in New Zealand. Auckland: Ministry of Health.

¹⁷ Wheeler, B. W., Rigby, J. E., & Huriwai, T. (2006). Pokies and poverty: problem gambling risk factor geography in New Zealand. *Health & place*, 12(1), 86-96

¹⁸ Abbott, M., Bellringer, M., Garrett, N., & Mundy-Mcpherson, S. (2014a). New Zealand 2012 National Gambling Study: Gambling harm and problem gambling. Report number 2. Auckland: Auckland University of Technology, Gambling and Addictions Research Centre.

¹⁹ Dot Loves Data Dashboard – Gambling – Accessed 25 September 2020

<https://products.dotlovesdata.com/dashboards/report/62ae8967-1244-430d-bed5-38dc7dc80a51>

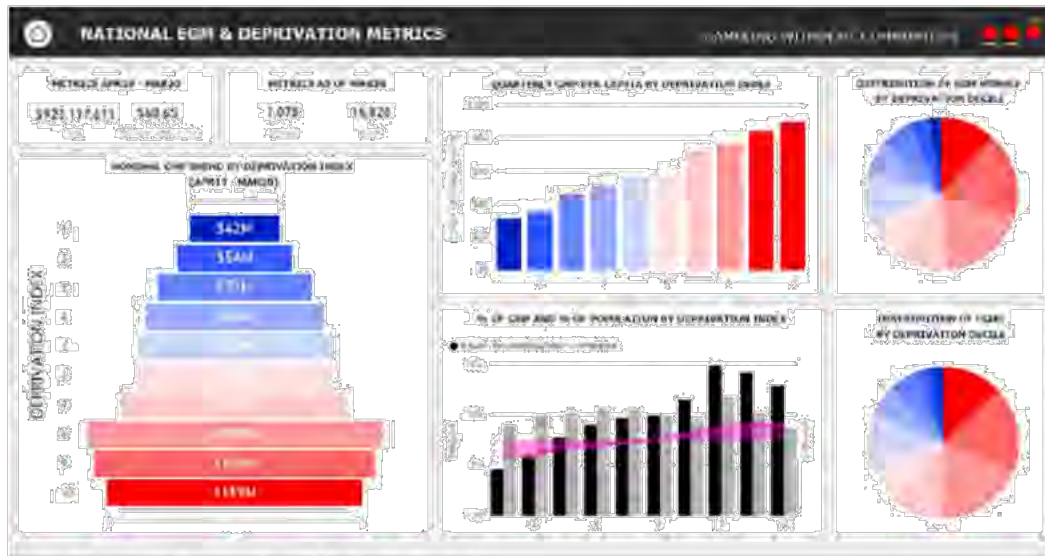


Figure 6: EGM prevalence and spend by deprivation index

In New Zealand, socioeconomic deprivation is calculated by the Department of Public Health of the University of Otago. The 2018 Deprivation Index combines nine variables from the 2018 census which reflect eight dimensions of deprivation. A deprivation score is calculated for each statistical area and its constituent meshblocks (the smallest geographical units defined by Statistics New Zealand), and generally contain between 100 and 200 people.

This is done by assessing meshblocks against a set of nine variables which are then scaled from 1 to 10, with 10 being the highest and 1 the lowest (through to nil deprivation). The nine variables are tabled below in Table 8.

Dimension of deprivation	Description of variable
Communication	People with no access to the Internet at home
Income	People aged 18-64 receiving a means tested benefit
Income	People living in equivalised* households with income below an income threshold
Employment	People aged 18-64 who are unemployed
Qualifications	People aged 18-64 without any qualifications
Owned home	People not living in their own home
Support	People aged <65 living in a single parent family
Living Space	People living in equivalised* households below a bedroom occupancy threshold
Living Conditions	People living in dwellings that are always damp and/or always have mould greater than A4 size

Table 8: Socioeconomic deprivation dimensions²⁰

*equivalisation: methods used to control for household composition.

²⁰ Adapted from Table 1: Variables included in NZDep2018 found in *NZDep2018 Index of Deprivation* (December 2019), University of Otago.



Figure 7: Location of class 4 venues vs deprivation

When we examine the location of class 4 venues against highly deprived areas (defined as a deprivation score between 8 and 10), we find that 13 out of the 14 class 4 venues are located in highly deprived areas (Table 9).

Venue	Deprivation score
Barracks Sports Bar	9
Caroline's Boatshed	10
Castlecliff Club Inc	9
Castlecliff Hotel	9
Club Metro	9
Red Lion Inn	5
Shotz	9
Sportz Bar	9
St John's Club	9
Stellar Bar	9
TAB Wanganui	10
Tandoori Spice Bar	9
The Grand Hotel	9
Wanganui East Club	10

Table 9: Location of class 4 gaming and TAB venue vs deprivation score

Additionally, as much as 69% of Wanganui's population live in the highest deprivation, decile 8 – 10 areas.²¹

²¹ Dot Loves Data Dashboard – Gambling – Accessed 28 September 2020
<https://products.dotlovesdata.com/dashboards/report/93b02fd7-ac3d-4373-85e9-8354f02c0966>

5.5. National gambling trends

Gamblers in New Zealand spent \$2,402 million dollars (inflation adjusted) on the four main forms of gambling in the 2018/19 financial year, a decrease of 1.2 per cent from the previous year.²² Gaming machines (outside of casinos) saw the greatest share of spend over the same period.

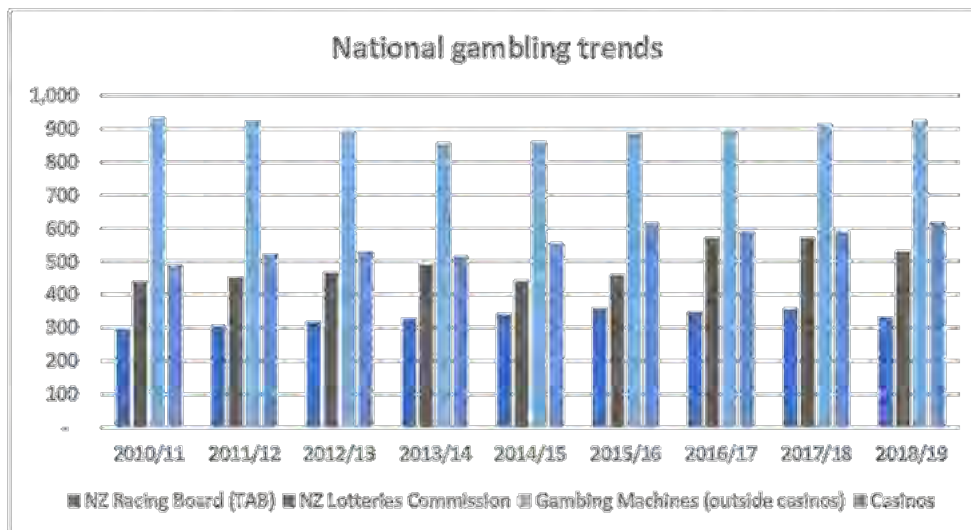


Figure 8: National gambling trends- FY 2010/11 to 2018/19

- TAB saw a progressive increase in spend since 2013/14, with a decline in 2016/17 and again in 2018/19.
- Spend on lottery products saw a marginal decline in 2014/15, rising again in subsequent years with another decline in 2018/19.
- Casinos have seen an increase in spend since 2013/14 with a marginal decline in 2016/17 before rising again in subsequent years.
- Gaming machines have seen progressive increases in spend since 2013/14.

In summary, the total reported expenditure over the four main forms of gambling has seen progressive increases since 2011/12. TABs, Lottery products, and at Casinos have seen fluctuations in spend in differing years but all have had an overall increase in spend between 2011/12 and 2018/19. Gaming Machines (outside of casinos) spend has not fluctuated in consecutive years and has seen spend progressively increase since 2013/14.

An estimated \$241 million was distributed to a variety of community purposes from gambling proceeds in 2019. This amounts to 26% of the \$919 million lost on class 4 gambling in that same year.²³

- TAB gave over \$19 million nearly \$15 million of which was returned to the racing industry;
- The Lottery Grants Board distributed \$178 million across a range of sectors.

5.6. Gaming Machine Proceeds

Gaming Machine Proceeds from class 4 gaming machines for Whanganui are presented in Table 10.

²² The Department on Internal Affairs. Summary of gambling expenditure for FY 2018/19

²³ PGF Group, Hāpai Te Hauora, The Salvation Army Oasis. (2020). *Ending community sector dependence on pokie funding* [White Paper]

Year	2015	2016	2017	2018	2019	2020 1 st and 2 nd Qtr
WHANGANUI DISTRICT	\$9,537,327	\$10,022,391	\$10,144,537	\$10,465,064	\$10,735,860	\$3,830,919

Table 10: Class 4 gaming machines proceeds for Whanganui

Table 10 shows that Gaming Machine Proceeds (GMP) generated from Whanganui District class 4 machines in 2019 totalled \$10,735,860. This is an increase of \$270,796 (2.5%) compared to the total GMP in 2018, and an increase of \$591,323 (5.8%) compared to total GMP generated in 2017. As of third quarter 2020, GMP looks set to be below the amount from 2019. This would be the first time GMP has decreased in over 5 years.

Figure 9 below presents the total amount of GMP from class 4 gaming machines in the Whanganui District in comparison to all of NZ for the years 2015 to the first and second quarters of 2020. Changes in the total GMP collected in Whanganui for the years 2015 to 2020 broadly mirror year on year GMP from New Zealand in terms of trends.

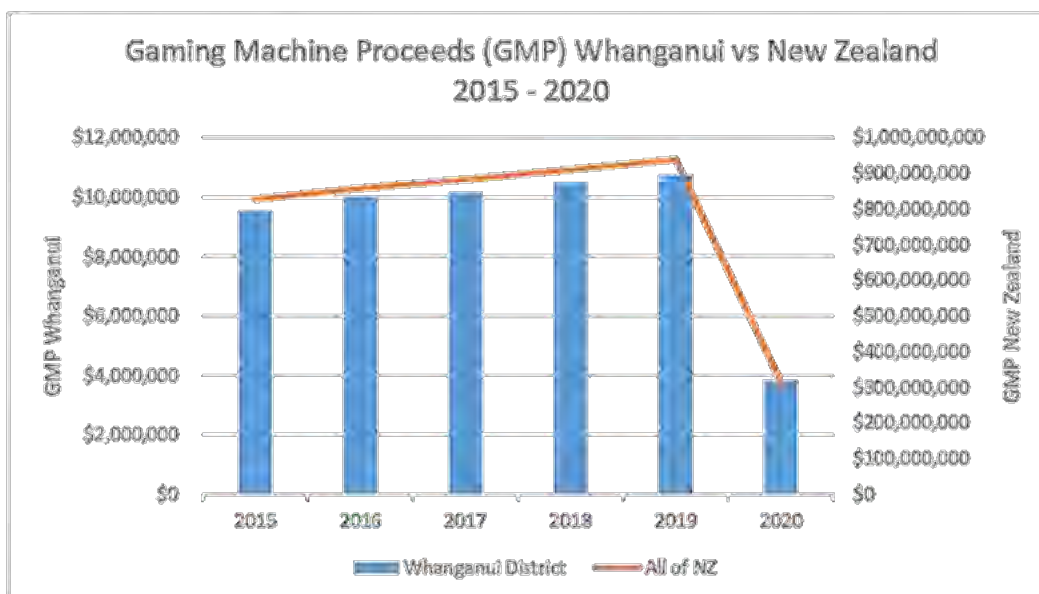


Figure 9: Gaming machine proceeds Whanganui vs New Zealand- 2012 to 2020

Table 11 below expands on the information presented in Figure 9, demonstrating the amount of GMP per gaming machine. Looking at the GMP/EGM in the Whanganui District, GMP spread equated to \$51,864 per machine in 2019. This saw a significant drop in GMP per EGM in 2020, but a steady rise every other year. This rise in GMP per EGM despite decreasing accessibility might be attributed to more people partaking in class 4 gambling, or persons who normally gamble doing so at a higher frequency.

Year	2015	2016	2017	2018	2019	2020 1 st and 2 nd Qtr
GMP - Whanganui District	\$9,537,327	\$10,022,391	\$10,144,537	\$10,465,064	\$10,735,860	\$3,830,919
GMP - All Of NZ	\$828,026,639	\$858,236,950	\$883,384,865	\$910,679,549	\$939,075,153	\$315,399,898
EGMs - Whanganui District	235	232	225	225	207	208
EGMs - All of NZ	16,614	16,274	16,031	15,490	15,118	14,828
GMP/EGM - Whanganui District	\$40,584	\$43,200	\$45,087	\$46,511	\$51,864	\$18,418
GMP/EGM - All of NZ	\$49,839	\$52,737	\$55,105	\$58,791	\$62,116	\$21,271

Table 11: Gaming Machine Proceeds (GMP) and Electronic Gaming Machines (EGMs)

5.7. Social impacts of gambling - Costs



Figure 10: Social impacts of problem gambling²⁴

Figure 10 depicts the social costs of gambling.

Taken from *Measuring the Burden of Gambling Harm in New Zealand*²⁵, social impacts of gambling can be grouped as follows:

- Decrements to health (both morbidity and mortality);
- Emotional or psychological distress;
- Financial harm;
- Reduced performance at work or education;
- Relationship disruption and harm to others; and
- Criminal activity.

It should be noted gambling harm is often considered as hidden. This includes the fact that people who engage in problem gambling may be disinclined to say or unaware that they have a gambling

²⁴ Problem Gambling Foundation. (2011). Fact Sheet no. 5. Accessed from: https://www.pgf.nz/uploads/7/1/9/2/71924231/fs05-social_impacts_of_problem_gambling.pdf

²⁵ Browne, M., Bellringer, M., Greer, N., Kolandai-Matchett, K., Rawat, V., Langham, E., Rockloff, M., Palmer Du Preez, K. and Abbott, M., (2017). *Measuring the burden of gambling harm in New Zealand*. New Zealand Ministry of Health.

problem, but indicators of gambling harm are often difficult to distinguish or be solely attributed to gambling as a root cause²⁶.

Before delving into specifics of gambling harm, key findings from 2017's *Measuring the burden of gambling harm in New Zealand*²⁷ are provided below to add further context:²⁸

- The study estimates that the total burden of harms occurring to gamblers is greater than common health conditions (such as diabetes and arthritis) and approaches the level of anxiety and depressive disorders.
- Both qualitative and quantitative results suggest that this burden of harm is primarily due to damage to relationships, emotional/psychological distress, disruptions to work/study and financial impacts.
- The most critical result from the research is regarding absolute scale of harms from gambling to the New Zealand population. There was an estimated 161,928 years of life lost to disability as a result of harms from gambling in 2012. Within this number 67,928 years were attributed to gamblers themselves and 94,729 to people who were effected by someone else's gambling. This represents a substantial level of harm compared to other issues. In addition this calculation does not include harms experienced beyond a 12 month period, meaning that it is likely to be conservative.
- Although some of this 'burden of harm' was concentrated in problem gamblers, the results suggested that at a population level the majority of harm may not be accruing to those who are problem gamblers.

This paper has recently been challenged by the Gaming Machine Association for errors and selection biases, with a view to having it officially withdrawn or an official caution against its use.²⁹ As a ruling has not been made and it is still available via the Ministry of Health, and since its results are mostly relied on for context, it is relied on as a source in this assessment.

5.7.1. Decrements to health

Most harm to an individual's health in relation to gambling exposure is related to increased levels of stress or anxiety³⁰. Comorbidities, when one or more additional diseases or disorders are co-occurring with a primary disease or disorder, have also been associated with gambling including mental health

²⁶ Bond, K. S., Jorm, A. F., Miller, H. E., Rodda, S. N., Reavley, N. J., Kelly, C. M., & Kitchener, B. A. (2016). How a concerned family member, friend or member of the public can help someone with gambling problems: a Delphi consensus study. *BMC psychology*, 4(1), 6; & Downs, C., & Woolrych, R. (2010). Gambling and debt: the hidden impacts on family and work life. *Community, Work & Family*, 13(3), 311-328.

²⁷ Browne, M., Bellringer, M., Greer, N., Kolandai-Matchett, K., Rawat, V., Langham, E., Rockloff, M., Palmer Du Preez, K. and Abbott, M., (2017). *Measuring the burden of gambling harm in New Zealand*. New Zealand Ministry of Health.

²⁸ Officers would like to thank the authors of *Measuring the burden of gambling harm* which have provided a framework and evidence used in this report's assessment of social costs from gambling.

²⁹ True, J. & Cheer, M., (2020). *Gaming Machine Gambling Statistics and Research Paper – Information for Territorial Authorities*.

³⁰ Browne, M., Bellringer, M., Greer, N., Kolandai-Matchett, K., Rawat, V., Langham, E., Rockloff, M., Palmer Du Preez, K. and Abbott, M., (2017). *Measuring the burden of gambling harm in New Zealand*. New Zealand Ministry of Health.

and age related impairments.³¹ The New Zealand 2012 National Gambling Study³² noted that reported good health decreased with increasing risk of problem gambling and that those experiencing or at risk of developing a gambling problem had higher rates of tobacco and substance abuse, including alcohol and higher smoking prevalence.³³

5.7.2. Emotional or psychological distress.

Gambling has also been identified to cause harm in terms of emotional or psychological distress as experiences of guilt, anxiety, and helplessness; as well as shame, stigma, grief, and self-hatred.³⁴ On a similar note, the 2014 phase of the New Zealand national gambling study showed 4% of those who gambled in past 12 months expressed feelings of guilt.³⁵

5.7.3. Financial harm

Financial harm can include escalating harms such as the erosion of savings, juggling or failure to pay bills, borrowing money, or a decline in the standard of living.³⁶ As reported by Browne et al (2017) deprivation can occur where individuals go without necessities as a result of increasing or perpetual gambling behaviours, and that this process (from loss of discretionary consumer items to deprivation to crisis) differs on other factors such as socio-economic status, income, lifestyle, and severity of the gambling problem.³⁷

Individuals experiencing gambling problems were more likely to experience higher levels of deprivation, with close to three-quarters reporting they were forced to purchase cheaper food during the past twelve months compared to a quarter of adults generally.³⁸

The Salvation Army's 2005 investigation of Foodbank clients showed that 37% of the people accessing Foodbank services were either affected by the problem gambling of others or were problem gamblers themselves.³⁹ One of the findings from a more recent 2010 study was that a higher density of gaming

³¹ Lorains, F. K., Cowlishaw, S., & Thomas, S. A. (2011). Prevalence of comorbid disorders in problem and pathological gambling: Systematic review and meta-analysis of population surveys. *Addiction*, 106(3), 490-498.

³² Abbott, M., Bellringer, M., Garrett, N., & Mundy-Mcpherson, S. (2014a). New Zealand 2012 National Gambling Study: Gambling harm and problem gambling. Report number 2. Auckland: Auckland University of Technology, Gambling and Addictions Research Centre.

³³ Ibid.

³⁴ Raisamo, S., Halme, J., Murto, A. & Lintonen, T. (2013). Gambling-related harms among adolescents: a population-based study. *Journal of Gambling Studies / co-sponsored by the National Council on Problem Gambling and Institute for the Study of Gambling and Commercial Gaming*, 29(1), 151-159. doi: 10.1007/s10899-012-9298-9

³⁵ Abbott, M., Bellringer, M., Garrett, N., & Mundy-Mcpherson, S. (2014a). New Zealand 2012 National Gambling Study: Gambling harm and problem gambling. Report number 2. Auckland: Auckland University of Technology, Gambling and Addictions Research Centre.

³⁶ Browne, M., Bellringer, M., Greer, N., Kolandai-Matchett, K., Rawat, V., Langham, E., Rockloff, M., Palmer Du Preez, K. and Abbott, M., (2017). Measuring the burden of gambling harm in New Zealand. New Zealand Ministry of Health.

³⁷ Ibid.

³⁸ Abbott, M., Bellringer, M., Garrett, N., & Mundy-Mcpherson, S. (2014a). New Zealand 2012 National Gambling Study: Gambling harm and problem gambling. Report number 2. Auckland: Auckland University of Technology, Gambling and Addictions Research Centre.

³⁹ Salvation Army & Abacus Counselling & Training Services Ltd. (2005). Salvation Army Social Services Project Final Report. Manukau City: Salvation Army.

machines were associated with a higher number of food parcels being given out by the Salvation Army.⁴⁰

5.7.4. Reduced performance at work or education

Preoccupation with gambling can impair studying or working relationships which can negatively impact work performances.⁴¹ Absenteeism and theft of resources to support gambling activities are other manifestations of gambling related problems.⁴²

5.7.5. Relationship disruption, and harms to others

Problem gambling has a strong connection with the breakdown of family and personal relationships. Research indicates that people experiencing problems with gambling are more likely to be separated or divorced, and also experiencing higher levels of conflict in other personal relationships.⁴³

Estimates from Australia's Productivity Commission indicate that one person's gambling problem typically affects five to 10 people.⁴⁴

The New Zealand 2012 National Gambling Study found around one in 12 participants were of the view that they had been affected personally by another person's gambling.⁴⁵ Persons surveyed said they were affected by adverse financial impacts, relationship break-ups, stress to family, loss of trust, anger, frustration, and resentment. Furthermore, approximately one in 33 adults reported an argument about gambling in their household during the past 12 months and around one in 36 reported that their family or household had gone without something they needed or that bills were not paid because of gambling.⁴⁶

Research also suggests that Māori and those who live in high deprivation areas suffer the greatest impacts from the gambling of others.⁴⁷ This compounds with the higher gambling rate and higher problem gambling rate among these demographics, making them significantly more susceptible to gambling harm.

5.7.6. Link between gambling and family violence.

In a 2016 New Zealand study, 370 gamblers and 84 affected others accessing national problem gambling treatment services took part in a survey on gambling and family/whānau violence and abuse (454 total participants).⁴⁸ Of this sample, the main modes of problematic gambling reported by

⁴⁰ Wall, M., Peter, M. You, R., Mavoa, S., & Witten, K. (2010). *Problem Gambling Research: A study of community level harm from gambling Phase one Final Report*. Auckland: Centre for Social and Health Outcomes Research and Evaluation.

⁴¹ Griffiths, M. (2009). Internet gambling in the workplace. *Journal of Workplace Learning*, 21 (8), 658-670.

⁴² Browne, M., Bellringer, M., Greer, N., Kolandai-Matchett, K., Rawat, V., Langham, E., Rockloff, M., Palmer Du Preez, K. and Abbott, M., (2017). *Measuring the burden of gambling harm in New Zealand*. New Zealand Ministry of Health.

⁴³ Ibid.

⁴⁴ Productivity Commission. (1999). *Australia's Gambling Industries: Inquiry Report*. Canberra: Commonwealth of Australia.

⁴⁵ Abbott, M., Bellringer, M., Garrett, N., & Mundy-Mcpherson, S. (2014a). *New Zealand 2012 National Gambling Study: Gambling harm and problem gambling*. Report number 2. Auckland: Auckland University of Technology, Gambling and Addictions Research Centre.

⁴⁶ Ibid.

⁴⁷ Theramasarn-Anwar, T., Squire, H., Trowland, H. & Martin, G. (2017). *Gambling report: Results from the 2016 Health and Lifestyles Survey*. Wellington: Health Promotion Agency Research and Evaluation Unit.

⁴⁸ Bellringer, M., Palmer du Preez, K., Pearson, J., Garrett, N., Koziol-McLain, J., Wilson, D., & Abbott, M. (2016). *Problem gambling and family violence in help-seeking populations: Co-occurrence, impact and coping*.

gamblers and affected others⁴⁹ were pub electronic gaming machines (EGMs) (37% and 35% respectively), casino table games (23%, 20%), casino EGMs (15%, 8%) and horse or dog race betting (7%, 16%). The main findings of this study are presented in Box 1.⁵⁰

The most common abuse was verbal:

- 37% 'screamed or cursed at' another person and 41% were victims of this
- 34% 'insulted or talked down to' another person and 40% were victims of this.

Physical abuse was less common:

- 7% caused physical harm and 9% were victims of physical harm
- 9% threatened physical harm and 12% were threatened with physical harm
- No participants reported sexually abusing someone but 4% were sexually abused.

More affected others reported committing and being victims of violence and abuse (except for financial abuse) than gamblers:

- 57% of affected others committed violence/abuse compared with 41% of gamblers
- 66% of affected others were victims of violence/abuse compared with 47% of gamblers.
- About three-quarters of the family/whānau violence/abuse was to, or from, a current or ex-partner; the other family members were sons or daughters, and other family/whānau members.

Box 1: Problem gambling and family violence in help-seeking populations: Co-occurrence, impact, and coping-key findings

5.7.7. Criminal activity

In compiling this social impact assessment, officers made contact with Police NZ with regards to gambling related crime. At present, Police NZ do not code offences in association to gambling or gambling harm. Regardless, studies tend to support a relationship between problem gambling and criminal behaviour.

Bellringer et al. suggests a relationship exists between gambling and crime that is somewhat complex, in that sometimes crimes are committed to pay gambling related debts while in other cases crimes are the cause of gambling.

In Bellringer et al.'s investigation, a sample of 32 gamblers (26 being classified as problem gamblers) were interviewed to provide insight into the links between gambling and crime in New Zealand. Almost two-thirds of participants reported their gambling behaviours were associated with, contributed to, and/or caused the crimes they had committed.⁵¹

Auckland University of Technology, Gambling and Addictions Research Centre and Centre for Interdisciplinary Trauma Research.

⁴⁹ Affected others reported the main mode of problematic gambling for the problem gambler they knew.

⁵⁰ Bellringer, M., Palmer du Preez, K., Pearson, J., Garrett, N., Koziol-McLain, J., Wilson, D., & Abbott, M. (2016). Problem gambling and family violence in help-seeking populations: Co-occurrence, impact and coping. Auckland University of Technology, Gambling and Addictions Research Centre and Centre for Interdisciplinary Trauma Research.

⁵¹ Bellringer, M., Abbott, M., Coombes, R., Brown, R., McKenna, B., Dyal, L., & Rossen, F. (2009). Formative investigation of the links between gambling (including problem gambling) and crime in New Zealand. Auckland: Auckland University of Technology Gambling and Addictions Research Centre and the University of Auckland Centre for Gambling Studies.

Browne et al. also accounts that there is substantial unreported crime, a large proportion of which is likely to be related to gambling.⁵²

5.7.8. Problem gambling

Problem gambling refers to gambling that significantly interferes with a person's life, especially with their finances, their job, and their relationships with partners, family, and friends.

While exact numbers are difficult to reach, it is suggested that 0.2% of the adult population are problem gamblers (10,000 people), 1.5% were moderate-risk gamblers (about 76,000 people), 3.3% were low-risk gamblers (about 168,000 people) and 70% were non-problem gamblers.⁵³

When extrapolated to Whanganui's population:

- 91 persons could be identified as problem gamblers.
- 680 persons could be identified as moderate-risk gamblers.
- 1495 persons could be identified as low-risk gamblers.
- 31716 persons could be identified as non-problem gamblers.

Outlined in a 2014 New Zealand gambling study, factors for moving towards risky gambling or remaining at risk included higher gambling frequency or expenditure, casino or pub pokie machine gambling, having a lower quality of life, experiencing significant life events, having higher levels of mental distress and using cannabis. Protective factors were gambling with other people, having a higher household income and not using illegal drugs.⁵⁴ Being Māori or Pasifika was associated with moving towards risky gambling and remaining at risk.⁵⁵ Being a problem gambler is significantly associated with living closer to gambling venues.⁵⁶

It should also be noted that 'problem gambling' as a framework has been criticised, with suggestions that it is not sufficient to accurately capture the level of harm suffered by gamblers as a whole. With the focus being on categories of gambler, it fails to consider nuances such as the level of harm suffered by those in lower categories – suggestions being that 'low-risk' gamblers suffer as much as 50% of gambling-related harm – and the harm suffered by those classified as non-problem gamblers⁵⁷.

5.7.9. Regressive tax effect and economic regional output leakage

A negative consequence of gambling can be attributed to the manner gambling expenditure is collected and redistributed as a regressive tax. A regressive tax is defined when the collection of

⁵² Browne, M., Bellringer, M., Greer, N., Kolandai-Matchett, K., Rawat, V., Langham, E., Rockloff, M., Palmer Du Preez, K. and Abbott, M., (2017). Measuring the burden of gambling harm in New Zealand. New Zealand Ministry of Health.

⁵³ Theramasarn-Anwar, T., Squire, H., Trowland, H. & Martin, G. (2017). *Gambling report: Results from the 2016 Health and Lifestyles Survey*. Wellington: Health Promotion Agency Research and Evaluation Unit.

⁵⁴ M, Abbott; M, Bellringer; N, Garrett; & S, Mundy-McPherson. (2014). New Zealand National Gambling Study: Wave 3 (2014) - report number 5; Ministry of Health, Wellington.

⁵⁵ Ibid.

⁵⁶ Ministry of Health. (2008). Raising the Odds? Gambling behaviour and neighbourhood access to gambling venues in New Zealand. Wellington: Ministry of Health.

⁵⁷ Browne, M., Bellringer, M., Greer, N., Kolandai-Matchett, K., Rawat, V., Langham, E., Rockloff, M., Palmer Du Preez, K. and Abbott, M., (2017). Measuring the burden of gambling harm in New Zealand. New Zealand Ministry of Health.

revenue comes from a higher portion of persons who have lower incomes/experiencing higher deprivation than those who do not.⁵⁸

A regional impact analysis measuring the economic impact of electronic gaming machines in regional areas of Australia found that the distribution of gambling revenue leads to poor relative performance of the sector and large leakages out of the regional economy which, in turn, negatively impacts levels of regional output, income and employment.⁵⁹

Given that \$10,735,860 of proceeds were collected from class 4 gaming machines in the Whanganui District in 2019, this money could be better spent otherwise and more beneficially to gamblers, in terms of return (social, cultural, economic capital etc), when taking into account that people who are more likely to partake in gambling activities are usually deprived.

Estimates suggest that problem gamblers contribute between 30 and 60% of GMP per year, which would mean that most, if not all, of yearly community grants are made entirely by problem gamblers.⁶⁰

Furthermore, it can be argued gaming proceeds redistributed back to communities via community grants are likely to provide marginal benefit to gamblers and their families, who are usually socioeconomically less off than others, and that benefits would be greater if the gambler spent this money differently.

5.7.10. Class 4 gambling loss per head

The financial loss per head to pokie machines was calculated from the expenditure figures released by the DIA divided by the adult population. Whanganui lost \$81.98 per head for the year of 2019. This is the 21st highest loss out of 66 territorial authorities.

⁵⁸ Livingstone, C., & Adams, P. J. (2011). Harm promotion: observations on the symbiosis between government and private industries in Australasia for the development of highly accessible gambling markets. *Addiction*, 106(1), 3-8.

⁵⁹ Pinge, I. (2000). Measuring the economic impact of electronic gaming machines in regional areas-Bendigo, a case study. Centre for Sustainable Regional Communities, La Trobe University.

⁶⁰ PGF Group, Hāpai Te Hauora, The Salvation Army Oasis. (2020). *Ending community sector dependence on pokie funding* [White Paper]

		LPH - Adult			LPH - Adult
Territorial Authority	Quarterly GMP	Population	Territorial Authority	Quarterly GMP	Population
1 KAWERAU DISTRICT	\$ 678,670.55	132.45	34 CHRISTCHURCH CITY	\$ 19,917,811.07	68.10
2 WAIROA DISTRICT	\$ 716,777.61	124.09	35 RANGITIKEI DISTRICT	\$ 757,473.91	67.00
3 ROTORUA DISTRICT	\$ 6,506,105.74	123.62	36 TARARUA DISTRICT	\$ 877,525.75	65.63
4 THAMES-COROMANDEL DISTRICT	\$ 2,734,929.55	111.75	37 WESTLAND DISTRICT	\$ 450,915.76	65.01
5 WHAKATANE DISTRICT	\$ 2,912,878.05	111.62	38 ASHBURTON DISTRICT	\$ 1,643,702.08	64.79
6 OPOTIKI DISTRICT	\$ 717,175.86	109.26	39 WAIKATA DISTRICT	\$ 1,667,582.58	63.93
7 NAPIER CITY	\$ 5,088,977.04	107.20	40 WELLINGTON CITY	\$ 10,367,328.90	63.55
8 SOUTH WAIKATO DISTRICT	\$ 1,871,359.21	106.61	41 AUCKLAND CITY	\$ 73,583,992.83	61.51
9 INVERCARGILL CITY	\$ 4,197,502.32	100.99	42 MASTERTON DISTRICT	\$ 1,184,074.17	60.65
10 GORE DISTRICT	\$ 910,201.73	98.90	43 CENTRAL OTAGO DISTRICT	\$ 1,030,018.14	59.80
11 LOWER HUTT CITY	\$ 7,676,819.21	96.75	44 MACKENZIE DISTRICT	\$ 231,252.14	59.68
12 HOROWHENUA DISTRICT	\$ 2,508,989.77	96.62	45 STRATFORD DISTRICT	\$ 412,366.08	58.54
13 TAURANGA DISTRICT	\$ 9,657,057.60	92.83	46 KAPITI COAST DISTRICT	\$ 2,397,755.09	56.54
14 WAITOMO DISTRICT	\$ 622,831.34	91.46	47 HAMILTON CITY	\$ 6,700,179.16	56.70
15 GREY DISTRICT	\$ 938,297.30	91.40	48 WAIPA DISTRICT	\$ 2,201,555.90	55.07
16 HAURAKI DISTRICT	\$ 1,391,083.80	89.68	49 CENTRAL HAWKE'S BAY DISTRICT	\$ 579,939.99	53.95
17 PORIRUA CITY	\$ 3,608,405.84	88.66	50 SOUTH WAIRARAPA DISTRICT	\$ 476,704.84	51.20
18 GISBORNE DISTRICT	\$ 2,938,528.24	86.29	51 TASMAN DISTRICT	\$ 2,030,306.52	49.82
19 TAUPŌ DISTRICT	\$ 2,427,088.33	86.14	52 WAIKARI DISTRICT	\$ 864,242.31	49.69
20 FAR NORTH DISTRICT	\$ 4,112,395.89	84.76	53 WAIMAKARIRI DISTRICT	\$ 2,140,163.35	46.92
21 WHANGANUI DISTRICT	\$ 2,827,180.95	81.98	54 DUNEDIN CITY	\$ 4,752,385.22	46.73
22 UPPER HUTT CITY	\$ 2,727,177.38	81.06	55 HURUNUI / KAIKŌURA DISTRICT	\$ 596,418.93	46.27
23 BULLER DISTRICT	\$ 621,137.00	80.85	56 WAIKATO DISTRICT	\$ 2,481,939.34	45.16
24 PALMERSTON NORTH CITY	\$ 5,142,927.50	79.79	57 MANAWATU DISTRICT	\$ 947,967.87	41.80
25 RUAPĀHU DISTRICT	\$ 705,881.37	77.15	58 CLUTHA DISTRICT	\$ 559,003.07	41.27
26 HASTINGS DISTRICT	\$ 4,602,124.27	76.43	59 WESTERN BAY OF PLENTY DISTRICT	\$ 1,638,982.32	41.17
27 MARLBOROUGH DISTRICT	\$ 2,780,129.02	74.13	60 CHATHAM ISLANDS DISTRICT	\$ 22,102.44	40.93
28 SOUTH TARANAKI DISTRICT	\$ 1,439,108.56	73.61	61 KAIPARA DISTRICT	\$ 641,153.01	36.42
29 TIRARANGA DISTRICT	\$ 2,590,733.07	71.38	62 OROHANGA DISTRICT	\$ 241,793.74	32.70
30 CARTERTON DISTRICT	\$ 505,014.54	71.12	63 QUEENSTOWN-LAKES DISTRICT	\$ 956,620.34	30.19
31 NEW PLYMOUTH DISTRICT	\$ 4,290,014.52	70.20	64 WAIMATE DISTRICT	\$ 186,839.31	30.13
32 NELSON CITY	\$ 2,761,156.89	69.18	65 SOUTHLAND DISTRICT	\$ 647,397.68	27.95
33 WHANGAREI DISTRICT	\$ 4,688,276.01	68.53	66 SELWYN DISTRICT	\$ 1,110,584.23	24.87

Figure 11: Class 4 gambling loss per head

5.7.11. Local evidence of harm from gambling

In 2014, the Māori Problem Gambling team at Nga Tai O Te Awa did a research project around the impact gambling may have on individuals, their whanau and community in the Whanganui region.

The project involved the administering of a survey, collecting key local information on gambling within the Whanganui District. A total of 273 individuals responded to the survey with the following presenting key highlights:⁶¹

- Most respondents identified as female (217 female; 56 male); most respondents were aged 25-34 (21%), followed by 35-44 and 65 and above (20% respectively); and 54% of respondents identified as Māori and 43% as New Zealand/ European.
- 57% of respondents said that they participated in a form of gambling.
- The top three forms of gambling respondents said they participated in were lotto (42%), scratchies (23%), and pokies (9%); 7% said they participated in TAB/sports betting.
- When asked if gambling has had a negative effect, “no” had the highest frequency of responses at 64%. Of those respondents who were affected 18% said financial neglect/hardship, followed by mental or physical health (6%), domestic violence (5%), employment (4%) and crime/theft (4%).

⁶¹ Provided by Nga Tai O Te Awa, 2017.

- 82% of those who participated in a gambling activity said that on an average week they spent between \$10-\$25.

5.7.12. Gambling harm intervention services

One of the Ministry of Health’s obligations under the Gambling Act 2003 is the provision of high-quality, effective and accessible services to prevent and minimise gambling harm.⁶² Accordingly, the Ministry continues to fund a toll-free helpline offering both referrals to face-to-face services and intervention services for those without access to face-to-face services or those who prefer a helpline service.⁶³

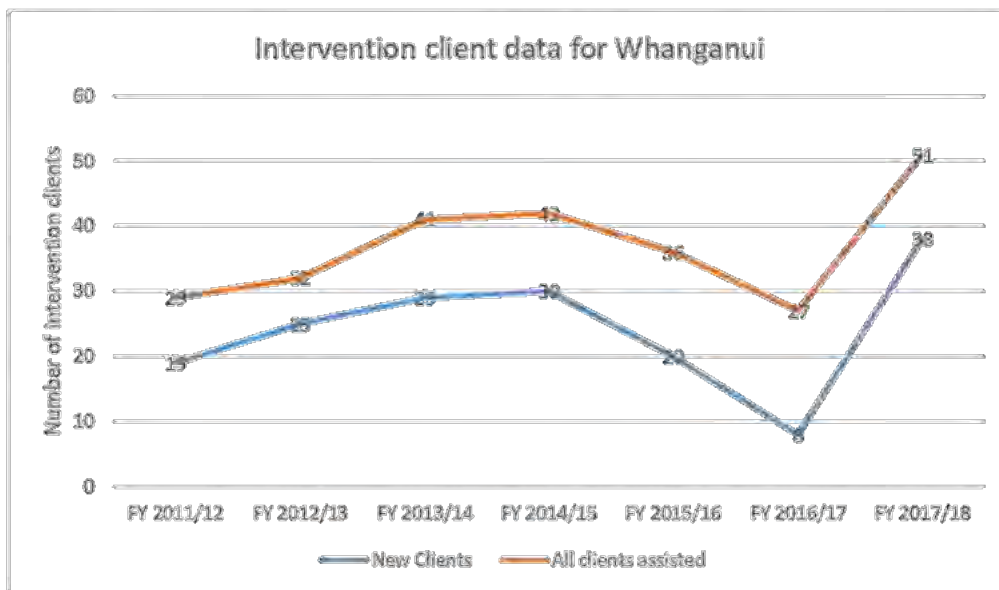


Figure 12: Gambling intervention service client data for Whanganui- FY2011/12 to FY2017/18

Figure 13 presents a comparison of new clients and the total number of clients (“all clients assisted”) who have accessed gambling harm intervention services determined to reside in the Whanganui District over each financial year from 2011/12 to 2017/18. There tends to be an increase of new clients from 2011/12 onwards with an all-time low for the past 6 years in 2016/17, which then spikes in 2017/18, taking it to its highest measured point.

All clients assisted followed a similar curve, with a drop between 2014/15 and 2016/17, followed by a spike upwards in 2017/18.

As clients accessing these intervention services are self-selective, and not neglecting those clients that were encouraged to access these services by a relative, a gambling venue as part of the gambling Act’s regulations, or a public health professional, the numbers presented likely under-represent the number of persons experiencing gambling harm. A final note on gambling harm intervention services, is that they do not discriminate the form of gambling practiced by clients. Clients assisted by gambling harm services presented in Figure 13 captures clients experiencing harm from all forms of gambling including online, class 4 machines, etc.

⁶² Ministry of Health. (2020). Strategy to Prevent and Minimise Gambling Harm 2019/20 to 2021/22. Wellington: Ministry of Health.

⁶³ Ibid.

It is difficult to determine the exact impact Council's class 4 and TAB venue policies has had on the intervention numbers. One could assume that, from 2011 to 2016, lower intervention numbers in tandem with lower machine numbers has reduced the level of problem gambling overall. However, this must be weighed against the fact GMP has only continued to increase, and that intervention services are only provided to those who seek them. Additionally, the increase in services provided in 2017/18 has no immediate explanation. While Whanganui was not alone in this result, it occurred in less than half of the reporting districts.

5.8. Social impacts of gambling - Benefits

The main benefit of gambling is realised through the distribution of profits from gaming machines and Lotto back into the community.⁶⁴ Schools, sport clubs and other not for profit and community based organisations are increasingly reliant on gambling as a source of funding. Many grant recipients would prefer not to be dependent on gambling proceeds for funding due to the fact that the money that goes into grants is largely or entirely drawn from vulnerable problem gamblers.⁶⁵ There is also the issue that, unlike public funding, transparency and appeal requirements are very limited.⁶⁶

In addition to distribution of gaming machine proceeds a number of positive social impacts have been identified:

- Entertainment
- Job creation
- Funding community groups and services

5.8.1. Distribution of class 4 Gaming Machine Proceeds

The gaming industry puts money back into the community by way of grants administered through various trusts that operate gaming machines at the gaming venues. These grants provide financial support to local and national clubs, charities and community organisations.

All corporate societies licensed to operate Class 4 gambling must apply or distribute their net proceeds to "authorised purposes". Under the Gambling Act 2003 Authorised purposes mean:

- Charitable purposes;
- Non-commercial purposes beneficial to the whole or a section of the community; and
- Promoting, controlling, and conducting race meetings under the Racing Industry Act 2020, including the payment of stakes.

The minimum amount for a corporate society that is a licence holder to give to authorised purposes, is an amount equivalent to 40% of its gross proceeds.⁶⁷ In 2018, between grant funds (\$276 million) and New Zealand Racing Board funding (\$71 million), an amount in the vicinity of \$347 million was provided in funding⁶⁸, of the \$911 million total GMP reported by the DIA for that year.

The Gambling (Class 4 Net Proceeds) Amendment Regulations 2020 was recently enacted which creates an exemption for the 40% minimum for any financial years that end in 2020, or 2021.

⁶⁴ Abbott, M., Bellringer, M., Garrett, N., & Mundy-McPherson. (2015). New Zealand 2012 National Gambling Study: Attitudes Towards Gambling. Report Number 3. Gambling & Addictions Research Centre.

⁶⁵ PGF Group, Hāpai Te Hauora, The Salvation Army Oasis. (2020). *Ending community sector dependence on pokie funding* [White Paper]

⁶⁶ Ibid

⁶⁷ Gambling (Class 4 Net Proceeds) Regulations 2004, r10.

⁶⁸ True, J. & Cheer, M., (2020). Gaming Machine Gambling Statistics and Research Paper – Information for Territorial Authorities.

Trust	Sum of Amount	Date to
Lion Foundation (2008)	\$ 578,844.00	31/12/2019
New Zealand Community Trust	\$ 352,760.00	31/12/2019
Infinity Foundation Ltd - Now part of Grassroots 28/7/20	\$ 206,581.43	31/07/2019
New Zealand Racing Board (TAB)	\$ 50,755.17	31/07/2019
Trillian Trust	\$ 49,995.00	31/12/2019
Pub Charity	\$ 27,000.00	31/12/2019
Grand Total	\$ 1,265,935.60	

Figure 13: Grants made by pokie trusts

Figure 14 shows the amount class 4 trusts donated to the Whanganui territorial authority.

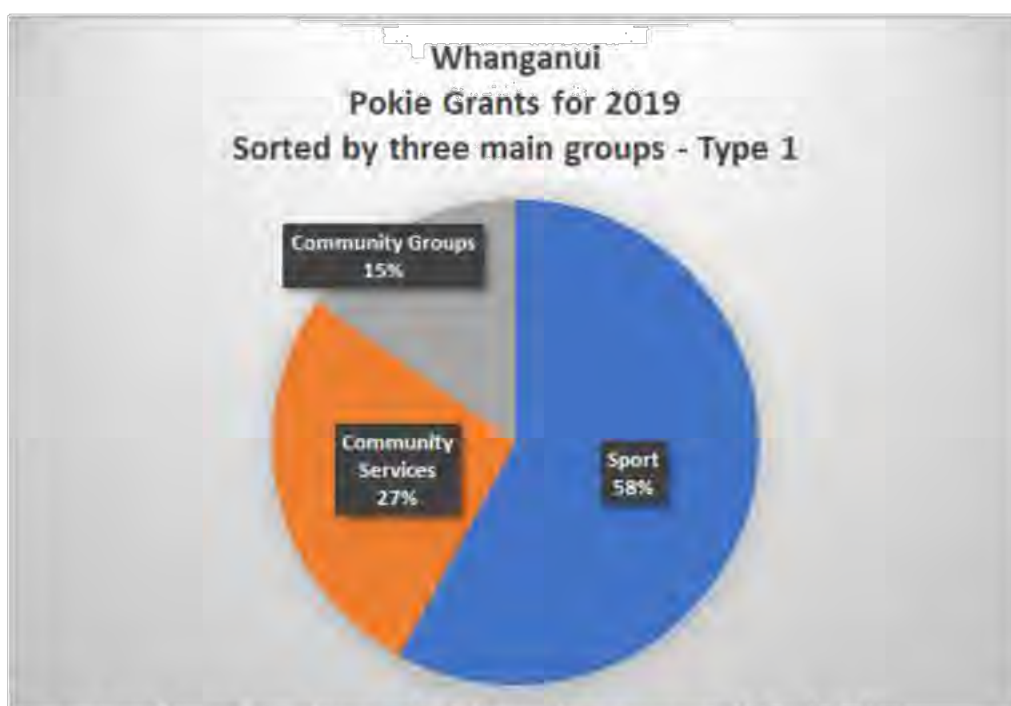


Figure 14: Grants from gaming machine proceeds to Whanganui by main categories: 1/1/19 – 31/12/19

The top five grants distributed from GMP in the Whanganui District for 2019 were other sports⁶⁹, education, community services, community groups, and water sports (Figure 16).⁷⁰

⁶⁹ Sports Clubs come under the 'Other sports' category where they cover a range of sports and yet not specific to any one sport.

⁷⁰ Grant information was provided for by the Problem Gambling Foundation of New Zealand. This information was sourced from gaming society websites, and the reader is cautioned as there may be inaccuracies in this information due to inaccuracies carried over from gaming society websites, the information is not regularly audited, and the assignment of categories.

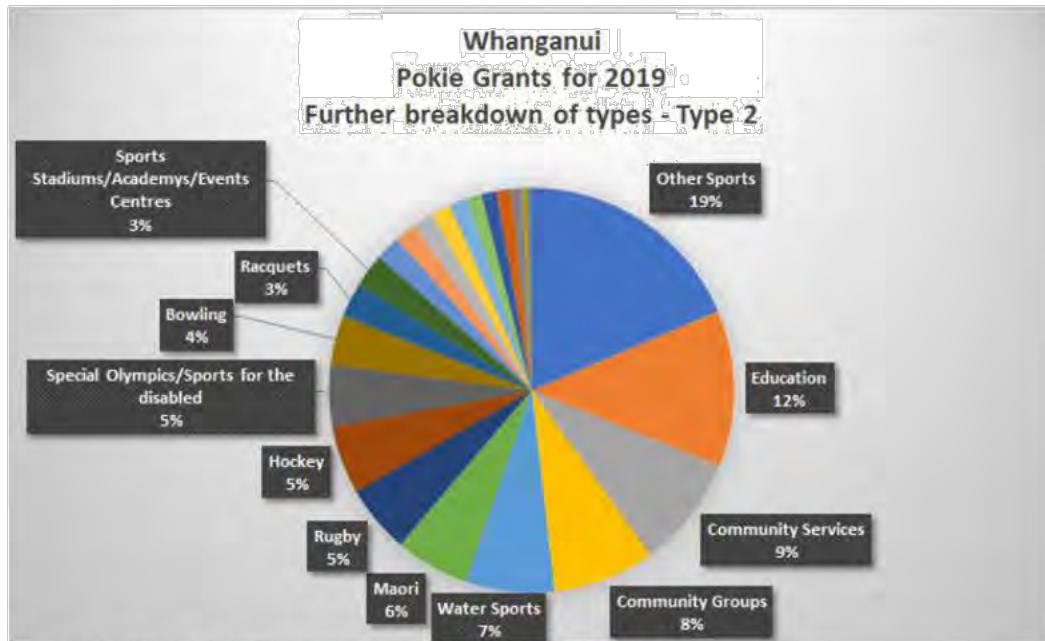


Figure 15: Main recipients of grants distribution from GMP 1/1/2018 – 31/3/2020

A representation of total grants distributed from 2018 to 2020 by trusts is displayed in Figure 17.

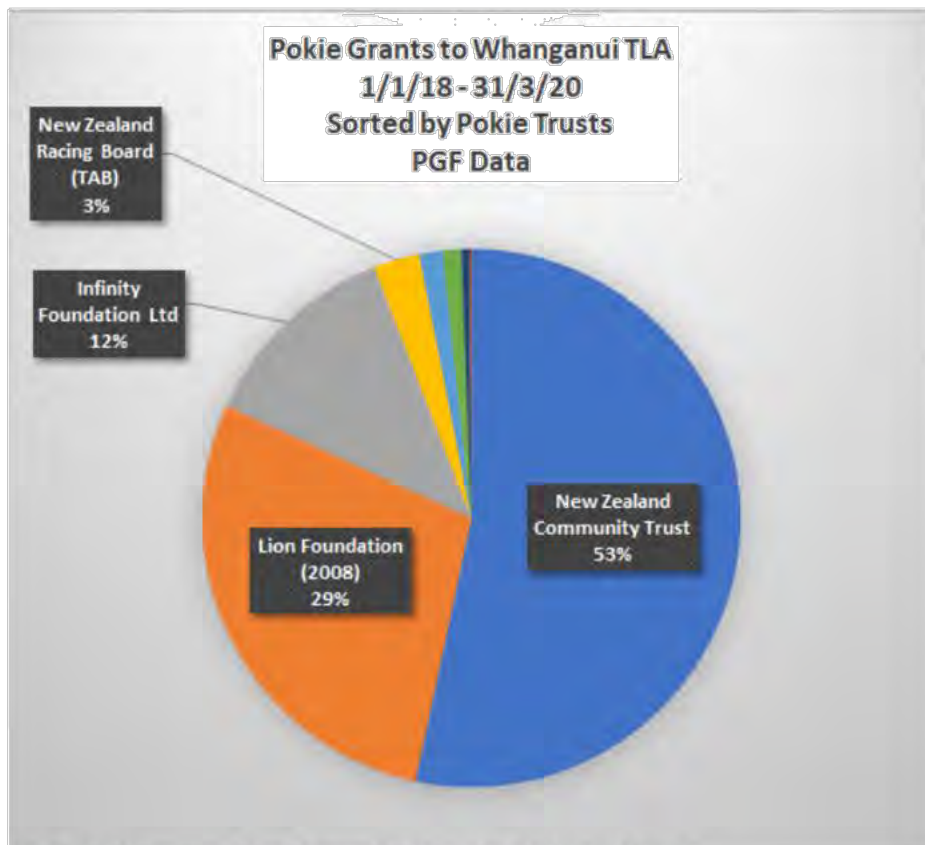


Figure 16: Pokie trusts and share of grants distributed for 1/1/2018 – 31/3/2020

NZ Community Trust made 53% of all pokie grants distributed in Whanganui over 2018 to 2020, followed by Lion Foundation (2008) and the Infinity Foundation Ltd.

Taken from NZ Community Trust and Lion Foundation (2008) websites⁷¹, Box 2 shows a selection of various community organisations and trusts who received grants for the 2019/20 financial year.

<ul style="list-style-type: none"> • Wanganui Sports Foundation • Tamaupoko Community Led Trust • Wanganui Pirates Rugby Football Club Inc • Wanganui Darts League Inc • Wanganui Enterprises Trust • Kai Iwi School • Wanganui Tech Cricket Club Inc 	<ul style="list-style-type: none"> • Wanganui Sports Foundation • Arahunga Special School • Mosston School • Wanganui Enterprises Trust • Hockey Wanganui Inc • Hospice Whanganui • KidsCan Charitable Trust • Life Education Trust Wanganui and Districts • Wanganui Boys & Girls Gym Club Inc • Wanganui Community Education Services Inc • Wanganui Multiple Sclerosis Soc Inc • Wanganui Rowing Assn Inc • Whanganui District Council
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Box 2: Selection of GMP grant recipients from NZ Community Trust and Lion Foundation (2008)

These various community groups/ trusts who received funding from pokie generated grants presented in Box 2 serve to illustrate the scale of various communities and activities that have benefited from receiving this revenue.

5.8.2. Economy and Employment

There are 14 class 4 gambling venues in the Whanganui District, all of these operating out of a bar or club, and while the existing class 4 machines do not solely contribute to the running of these establishments, they do provide these businesses with revenue which can support staffing and operational costs. This rationale can similarly be applied to the one standalone TAB venue.

For the year 2018, International and domestic visitors spent a total of \$2,580,696 on cultural, recreational, and gambling services.⁷²

5.8.3. Entertainment

Gambling when undertaken in a responsible manner can be considered as a form of pastime or entertainment. Most people gamble in the hope of winning money or a prize but for some people it is a form of entertainment.⁷³ This entertainment might be through a gaming machine, betting on a sports game, playing cards or bingo at a community group centre.

⁷¹ Rather than presenting every grant provided, which are readily available at corresponding websites, officers have selected the two largest grant providers.

⁷² Taken from Ministry of Business, Innovation, and Employment's *The New Zealand Tourism Dashboard* located here: https://mbienz.shinyapps.io/tourism_dashboard_prod/#tab-2655-1

⁷³ Browne, M., et al. (2017). *Measuring the Burden of Gambling Harm in New Zealand*. Central Queensland University and Auckland University of Technology. Gambling & Addictions Research Centre.

6. Conclusion

The findings of this social impact assessment indicate that the Whanganui District has current and potential levels of gambling harm sufficiently warranting the adoption of a restrictive policy on class 4 and TAB gambling.

Whanganui's population profile increases the likelihood for communities to experience or be subjected to gambling harm. Profile factors such as 26.3% of the population identify themselves as Māori and 68% of the population living in high deprivation areas make Whanganui District more prone to experiencing gambling harm.

A 2014 local study demonstrated 37% of respondents who participated in a gambling activity said that it negatively impacted their lives.

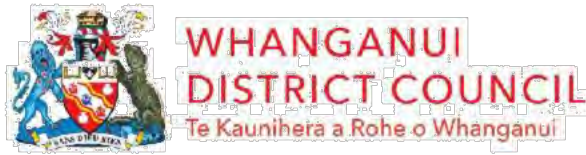
The number of clients who were recorded as residing in Whanganui that accessed a gambling harm intervention service decreased between 2014/15 and 2016/17, but experienced a significant spike in 2017/18.

Furthermore when applying national estimates to Whanganui, 91 people could be identified as problem gamblers and 680 as moderate- risk gamblers. The likelihood is that actual gambling harm and the total amount of problem gamblers could be higher than what is extrapolated from the aforementioned national study, based on the district's population profile, location of gambling venues in high deprivation areas, and the higher amount of EGMs per population compared to the national average.

On the other hand, the report makes evident positive social impacts to Whanganui District. Positive social impacts stemming from gambling include being a source of funding, job creation, and as a source of entertainment.

As discussed above, the range of differing local community organisations who received grants from gaming machine proceeds is inclusive, and as signalled by the snapshot provided in this report, demonstrates gaming proceeds support a range of local organisations and communities.

In concluding, Council should consider rolling over its existing Gambling and TAB venue policies, with possible amendments to improve clarity and consistency. Based on the findings of this report, Council's existing gambling and TAB venues policies are determined to strike a sound balance between the negative and positive impacts of gambling, namely the need to promote the district's health by minimising the harm to communities caused by gambling, and to continue to provide access to community organisations, premises relying on class 4 proceeds, and support responsible gambling practices.



Statement of Proposal

Review of Gambling Venues Policy

Gambling Venues Policy

Review of Gambling Venues Policy**1. SUMMARY OF INFORMATION**

Whanganui District Council ('the Council') is seeking feedback on the review of the Gambling Venues Policy. The Council is proposing changes to the drafting of the policy to improve its clarity and usability; and give effect to the intent of the policy.

2. INTRODUCTION

In 2004, the Council adopted a Gambling Venues Policy and is required to review its policy within three years of the date on which it was made and every subsequent review.

The Council has reviewed the policy and is proposing to retain the existing policy with changes to the drafting to improve its clarity and usability. The proposed changes to the drafting of the policy include minor grammatical fixes; clarification of existing rules; closing minor gaps; and adding a definition of "new venue" and "existing venue".

3. REASONS FOR PROPOSAL**Background**

The Gambling Act 2003 ('Act') came into force 18 September 2003 and required territorial authorities to implement policies on class 4 gambling venues. They are required to consider the social impact of gambling within the district, must specify whether and where class 4 venues may be established, and may also provide restrictions on the number of machines in any venue and include a policy on relocation. The Gambling Venues Policy does provide for relocation, but does not provide a specific limit on gaming machines.

Class 4 gambling is gambling that has and follows set rules, where a set proportion of the proceeds are contributed to community groups and causes, and which involves gaming machines. A venue is required to have a licence from the territorial authority under that authority's class 4 gambling policy before it can provide class 4 gambling.

Under the Gambling (Class 4 Net Proceeds) Regulations 2004 ('Regulations') the set proportion is usually 40%, but this rule has been relaxed for 2020 and 2021. Currently there is no minimum amount of proceeds that must be contributed.

In 2004, the Council adopted its Gambling Venues Policy, and is required to review its policy within three years of the date on which it was made and within 3 years of each subsequent review.

The Council has reviewed the policy and is proposing to retain the existing policy with changes to the drafting to improve its clarity and usability.

Review of Gambling Venues Policy

The proposed changes to the drafting of the policy include:

- spelling and grammatical fixes;
- clarification of existing rules;
- closing minor gaps; and
- including a definition for “new venue” and “existing venue”.

The Gambling Venues Policy operates as a “sinking lid”, allowing existing venues to continue operating, but not allowing for new licences to be issued. Venues may relocate under very limited circumstances, and can merge together provided the merging venues reduce their machine numbers by a third.

The existing policy allows for no new licences to be issued, but also states that an application for clubs to merge is to be treated as a new licence application. This has been clarified by allowing no new licences to be issued except under the rule allowing clubs to merge.

Under the existing policy, if a venue relocated or clubs merged under the policy, the licence for its existing venues would be valid for a further 6 months, per the Gambling Act 2003. This created a gap where a new club could open under the existing licence, increasing the number of venues in Whanganui. As this was contrary to the purpose of the policy, the proposed amendment requires clubs applying for a licence by relocating or merging to surrender their existing licences.

 Review of Gambling Venues Policy

Options**Option 1 – Retain the Gambling Venues Policy (Status-quo)**

Under this option, Council would retain the existing Gambling Venues Policy.

Advantages	Disadvantages
<ul style="list-style-type: none"> A Gambling Venues Policy complies with the Act and enables Council to restrict venue licencing, relocation, and merging. 	<ul style="list-style-type: none"> The drafting of the existing policy could be improved to make the policy clearer and more consistent.

Option 2 – Amend the Gambling Venues Policy (Preferred)

Under this option, Council would amend the Gambling Venues Policy to make minor changes, and include a definition of “new venues” and “existing venues”.

Advantages	Disadvantages
<ul style="list-style-type: none"> A Gambling Venues Policy complies with the Act and enables Council to restrict venue licencing, relocation, and merging. The amendments to the drafting of will bring the policy into line with Council’s current strategic framework and increase the clarity and consistency of the policy. 	<ul style="list-style-type: none"> None

Note: effectively this option includes any other amendments to the existing policy

Review of Gambling Venues Policy**4. CONSULTATION AND SUBMISSION**

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

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

Submissions can be made online at <http://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. Submitters can indicate whether they would like to speak to their submission and include contact details. People who wish to be heard by Council will be given the opportunity to do so. The time and venue for the hearing of submissions is yet to be confirmed.

For any queries please contact William Johnston, Policy Adviser on (06) 349 0001.

The period for making submissions is from **14 October to 20 November 2020**.

5. ATTACHMENTS

Attachment 1 – Gambling Venues Policy



Gambling Venues Policy

Whanganui District Council
As at ##/##/2020 (Resolution 2020/##)

Gambling Venues Policy

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1.0 Executive Summary

- 1.1. The Gambling Venues Policy (this policy) outlines Whanganui District Council's (the Council) policy on class 4 venues and TAB venues, specifically, where these venues are permitted to locate, when they are permitted to merge, and total gaming machines allowed.
- 1.2. The purpose of this policy is to minimise the harm to our communities caused by gambling by continuing to set a sinking lid on class 4 venues and gaming machines, a limit of one standalone TAB venue, allows for the relocation of existing class 4 venues within conditions, and allows clubs to merge class 4 licences provided total gaming machines are reduced.

2.0 Background

- 2.1. The Council adopted its first Gambling Venues Policy in April 2004, and since then the policy has had several iterations and reviews.
- 2.2. The Gambling Act 2003 and Racing Industry Act 2020 provide tools for territorial authorities to limit the impact of gambling harm on communities through controlling the number of gambling venues and their locations, and gaming machine numbers.
- 2.3. The Council recognises not all gambling behaviour is harmful and that gambling can be a form of entertainment when responsibly undertaken. Some proceeds from class 4 gambling are redistributed through community grants.
- 2.4. The Council has conducted a social impact assessment of gambling which presents the current setting for this policy. Key findings from the social impact assessment are as follows:
 - a) Gaming Machine Proceeds (total pokie revenue generated minus payouts) totalled \$10,736,000 in 2019 and has been steadily rising since 2014.
 - b) A total of \$1,266,000 was distributed as community grants generated from Gaming Machine Proceeds for the period 2019.
 - c) International and domestic visitors spent a total of \$2,580,000 on cultural, recreation, and gambling services in 2018.
 - d) Total number of pokies have decreased since 2013 from 257 to 208 as of June 2020; Whanganui has one standalone TAB venue.
 - e) Gambling harm is often hidden, but can be recognised in poverty and loss of savings, damage to mental health, susceptibility to other addictive behaviours, crime, violence, broken down relationships, and poor performance in study or at work.
 - f) Nationally, 0.2% of the adult population are estimated to be problem gamblers¹; applied to Whanganui this is 91 people.

¹ Abbott, M., Bellringer, M., & Garrett, N. (2018). *New Zealand National Gambling Study: Wave 4 (2015). Report number 6*. Auckland: Auckland University of Technology, Gambling and Addictions Research Centre.

- g) A 2014 local non-representative study found 18% of respondents said gambling had had a negative effect on their lives.
- h) While there are no class 4 venues in high socio-economic areas in Whanganui, the ratio of gaming machines to people in middling socio-economic areas were 1 to 394, compared to 1 to 136 in poorer areas of the community.² For Whanganui, all gambling venues bar one are located in high deprivation areas.
- i) Gambling makes positive contributions to our local economy, and can be a form of entertainment.

3.0 Strategic Context

- 3.1. The Gambling Act 2003 and Racing Industry Act 2020 require territorial authorities to adopt a class 4 venues and TAB NZ venues policy, and review those policies every 3 years.
- 3.2. The Gambling Venues Policy covers both class 4 venues and TAB NZ venues.
- 3.3. This policy has been developed with regard to the social impact of gambling within the Whanganui District and serves the purpose of contributing to the prevention and minimisation of harm from gambling through the regulation of class 4 gambling and TAB NZ venues.
- 3.4. This policy supports the goal of Council's Leading Edge Strategy in improving health targets, pursuing actions to support the welfare of the community, and in securing a district that works for everyone.

4.0 Purpose of the Policy

- 4.1. The policy objectives are to:
 - a) Control the growth of gambling;
 - b) Contribute to the minimisation of harm caused by gambling in the Whanganui District; and
 - c) Ensure community involvement in decisions about the provision of gambling.

5.0 Application and Scope

- 5.1. This policy is made under section 101 of the Gambling Act 2003 and section 96 of the Racing Industry Act 2020 and applies to ALL applications to the Council for a licence to operate a class 4 gambling venue or standalone TAB venue within the Whanganui District from the date that this policy comes into force.
- 5.2. With relation to class 4 gambling, under section 101(3) of the Gambling Act 2003, this policy:

² Dot Loves Data info on population numbers combined with DIA information on machine numbers and locations

- a) specifies whether or not class 4 venues may be established in the Whanganui District and, if so, where they may be located;
 - b) specifies any restrictions on the maximum number of gaming machines that may be operated at a class 4 venue; and
 - c) includes a relocation policy.
- 5.3. Section 101(3)(b) of the Gambling Act 2003 also allows territorial authorities to set conditions on the number of gaming machines at a venue when two or more clubs merge.
- 5.4. As per section 96(3) of the Racing Industry Act 2020, this policy specifies whether or not new TAB NZ venues may be established within the district and, if so, where they may be located.
- 5.5. This policy does not cover any class 4 gaming machine or TAB NZ venues licenced on or before 17 October 2001.

Definitions

TAB NZ Venue means a premises that is owned or leased by TAB NZ and where the main business carried on at the premises is providing racing better or sports betting services under the Racing Industry Act 2020.

Class 4 Venue means a place used to operate class 4 gaming machines (or pokies).

Class 4 Venue Licence means:

- a) a licence granted under section 67; or
- b) a site approval

Club as defined under the Gambling Act 2003 means a voluntary association of persons combined for a purpose other than personal gain.

Existing Venue means any venue that holds a current licence to operate a TAB or gambling machines from.

Gaming Machine as defined in the Gambling Act 2003 means a device, whether totally or partly mechanically or electronically operated, that is adapted or designed and constructed for use in gambling. Also commonly known as 'pokies'.

New Venue means a venue that is proposed as a venue to operate gaming machines from under the relocation provision or the merging provision.

6.0 Establishment of Class 4 Venues and Machine Numbers

- 6.1. The Council will not grant consent for the establishment of any additional class 4 venues except as provided for in section 7 of this policy.
- 6.2. The Council will not grant consent for any venue or club to operate additional gaming machines.

7.0 Mergers of Clubs which hold Class 4 Venue Licences

- 7.1. Applications to continue operating gaming machines where two or more existing clubs combine will be considered a new application for consent.
- 7.2. The Council will issue a consent where two or more existing clubs combine, provided the total number of gaming machines in the new venue does not exceed two thirds of the combined original total of machines permitted under the merging venue licences.
- 7.3. Any application for consent for the mergers of clubs which hold class 4 venue licences is required to provide information as detailed in section 11.1 of this policy, and in addition:
 - a) The street address of the new venue; and
 - b) Copies of the class 4 venue licences held by all the proposed merging clubs, confirming the current number of machines licenced to be operated in the existing venues.
- 7.4. A consent will only be granted where all applicants surrender any licences for existing venues.

8.0 Relocation of Class 4 Venues

- 8.1. The Council will only consider granting consent for the relocation of a class 4 venue if the premises cannot continue to operate at the existing venue. Examples include, but are not limited to:
 - a) Expiration of the existing venue's lease;
 - b) The existing venue becoming unfit to continue operation due to a natural disaster or fire;
 - c) The existing venue being acquisitioned under the Public Works Act 1981; and
 - d) The existing venue's site undergoing redevelopment.
- 8.2. Other exceptional circumstances consistent with this policy may be considered in determining relocation consent.
- 8.3. The Council will not grant consent for a class 4 venue to relocate if the proposed new venue:
 - a) Is within 100 metres of the legal site boundary of an early childhood centre, primary or secondary school, marae, place of worship, or playground; or
 - b) Is within 100 metres of the legal site boundary of any other licenced class 4 venues at the time of application.

- 8.4. The Council will only grant consent for a class 4 venue to relocate if the applicant surrenders any class 4 licences held for the existing venue.
- 8.5. When determining an application, the Council will consider the levels of deprivation that the population residing within the geographic location of the new venue is experiencing.
- 8.6. A new venue licence for a relocating venue may not permit more gaming machines to operate than the licence for the existing venue does.

9.0 Establishment of TAB Venues

- 9.1. The Council will permit only one standalone TAB venue in the Whanganui District at any one time.

10.0 TAB Venue Locations

- 10.1. In accordance with section 9 of this policy, the Council will only consider granting consent for a new standalone TAB as per the criteria set out under sections 8.3 and 8.4 of this policy.

11.0 Consent Applications

- 11.1. Applications for Council consent for the relocation of an existing class 4 venue or merge of two or more existing class 4 venues must be made to the Council and include:
 - a) The name and contact details of the applicant(s);
 - b) The names of management staff for the existing venue and new venue;
 - c) The street address of the existing venue and new venue;
 - d) Any prescribed fees; and
 - e) Any other information that may be reasonably required to allow proper consideration of the application, including how the applicant will encourage responsible gambling practices.
- 11.2. All applications will incur a fee which will be prescribed by the Council pursuant to section 150 of the Local Government Act 2002 and shall include the cost of processing the application, including any consultation or hearings involved.

12.0 Decision Making

- 12.1. A decision whether to grant consent for relocation of existing class 4 venues, or for mergers of clubs holding class 4 licences, will be made by the Council's Compliance Team Leader or Chief Alcohol Licencing Inspector.

5.4 LEADING EDGE STRATEGY UPDATE - OCTOBER 2020

Author: Stephanie Macdonald-Rose - Group Manager - Corporate

Authoriser: Bryan Nicholson - Chief Operating Officer

References: 1. [Leading Edge Strategy Update Report](#) ↓

Recommendation

That the Strategy and Finance Committee receive the report – Leading Edge Strategy Update - October 2020.

Executive Summary

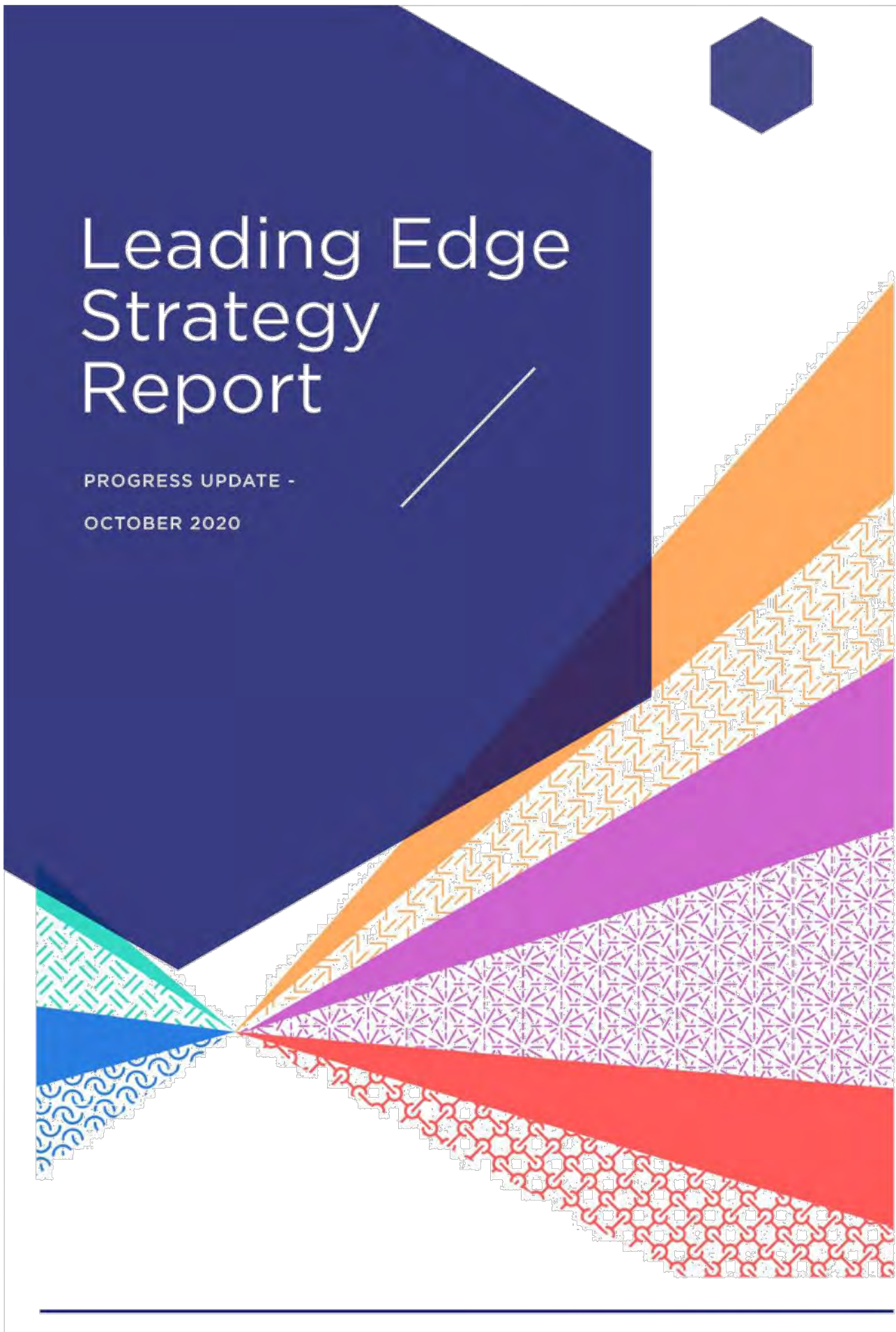
The purpose of this report is to provide an update on the Leading Edge Strategy's progress.

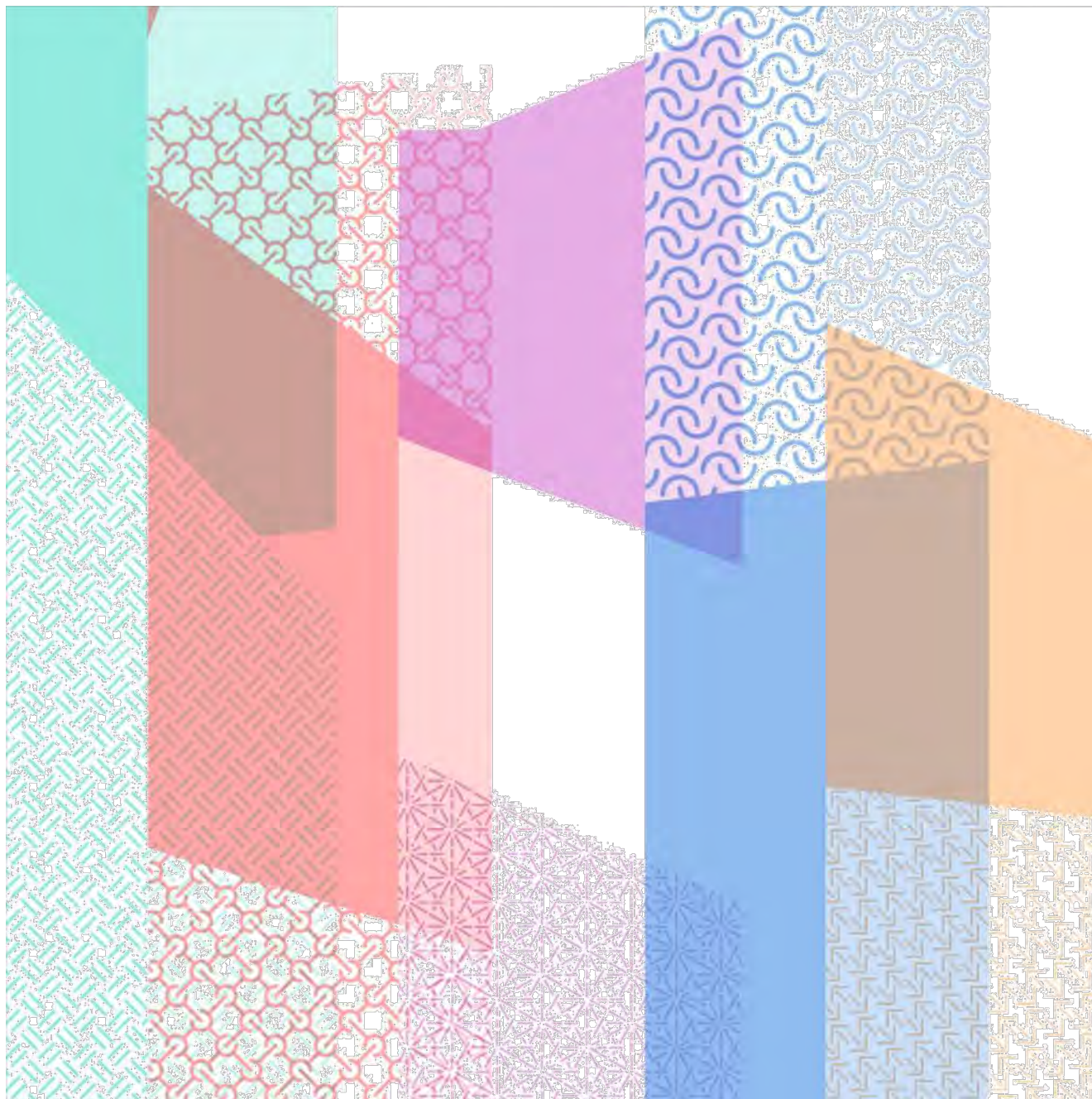
Key information

The Leading Edge Strategy update report (Ref 1) highlights a number of achievements under each strand. This includes delivery of youth voter engagement initiatives, progression of Whanganui's Destination Marketing Plan, construction commencing on the Sarjeant Gallery redevelopment, receipt of funding through Waka Kotahi's innovating streets programme and the launch of a Youth Employment Success platform.

In addition, the strategic framework review is progressing, with pre-engagement now underway. This includes a particular focus on the relationship of the Community Outcomes to the Leading Edge Strategy and ensuring that each strand is committed to, and delivering on, the right things.

Enhancements to the framework, and stronger commitments to priorities, will also have an impact on the way strategy progress is reported through to Council. It is intended that the implementation of key strategic documents be improved, with this work given greater visibility and structure.





Where we've come from

The Leading Edge Strategy was adopted in 2014 following an extensive period of community consultation.

Revision and updating was undertaken in 2018 to maintain its relevancy and deliver some necessary 'tidy ups'.

We are now considering a 'best fit' strategic framework to ensure that Council's priorities are as clear, well aligned and deliverable as possible.

This work will run alongside the Long-Term Plan process and was supported by a 'Big Picture' workshop in February 2020.

Refinement of the Community Outcomes will also form part of this - with the following having been identified for focus:

Community Outcomes

1. QUALITY OF LIFE

2. CONNECTIONS TO EACH OTHER, OUR PLACE AND THE WORLD

3. COMMUNITY PRIDE IN OUR UNIQUE IDENTITY

a deeply united community

goal:

Working in partnership - shaping a district that celebrates and champions its cultural and social diversity, as well as its community spirit.

highlights + points to note

- A Safe as Houses event was run in the Harrison Street area on 19 September. A follow up BBQ is planned for 11 October.
- Pre-engagement is now underway on the Long-Term Plan - this includes a particular focus on Community Outcomes.
- A Housing Strategy Advisory Group has been established to progress the Housing Strategy. The first meeting will be held on 29 September.
- Work is underway to scope options for a possible Youth Hub.
- Council confirmed its commitment to pursue Welcoming Communities accreditation.
- A 'Masks for Good' project has been launched to sew and donate masks to our vulnerable communities.
- A refreshed Youth Committee has been appointed, with recent engagement participation including involvement in a climate change workshop and feedback on the Dog Control Policy review.
- The Kai Ora Collective has kicked off. This is a collaborative approach to the provision of sustainable food sources - one of these initiatives is a community fridge.
- The Youth Committee ran a series of young voter engagement events with Nga Tai o Te Awa and the Electoral Commission.

COMMUNITY

actions:



THREE actions are complete.



ONE action is in progress.



SIX actions are ongoing.



ONE action is on hold or has not yet started.

COMPLETE:
 Welcoming Communities Plan.
 Receipt of Safe Community accreditation.
 Sport and Recreation Strategy.

IN PROGRESS:
 Whole of River Strategic Plan.

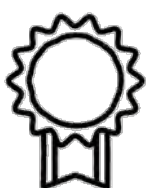
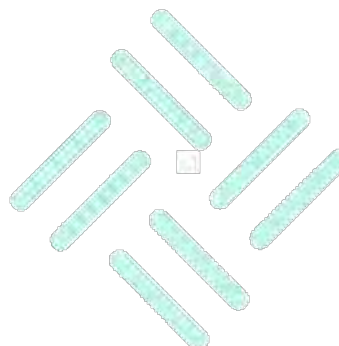
ONGOING:
 Partnering with Iwi on projects (e.g. PGF).
 Committing to partnership approaches.
 Restorative Cities.
 Neighbourhood connectedness and suburb revitalisation
 Health, wellbeing and regulatory functions.
 Engaging with our distinct communities of interest.

ON HOLD OR NOT STARTED:
 Development of hapu / marae / community plans.

COMMUNITY

a deeply united community

indicator progress



achieved or on track

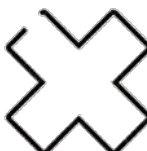
Restorative practices training has been delivered and a framework will be developed.

We maintained accreditation as a safe city.

Feelings of wellbeing were higher.

We are becoming more culturally diverse.

CouncilMARK assessment has been completed.



not achieved or not yet started

Levels of community pride dropped - but pride within neighbourhoods increased.

Hapu / marae / community plans have not progressed.

The Ministry of Health has stopped publicly reporting on national health targets.

The community's sense of belonging dropped.

Council's leadership was measured for the first time.

connected

goal:

A dynamic, broadly connected district that is accessible, linked in and known for it.

highlights + points to note

- A new module was added to the website to provide more tailored and interactive opportunities for engagement.
- The Fitzherbert Avenue to Mosston Road project is now out for tender - this road connection will provide quicker access to the Mill Road industrial area for people on the other side of town.
- Online forms are being integrated into our website to provide a seamless approach, all on a central platform.
- Resourcing for implementation of the Digital Strategy and 'smart community' approaches is underway.
- Whanganui presented via an online forum to over 90 international education agents from North and South America, Europe and Asia.
- A "Talent Connect Whanganui" app was developed to help skilled people in Whanganui make connections into new job opportunities - this will be launched in October.
- We participated in Tech Week 2020, with this moving online due to pandemic restrictions.
- He Iere Rangtahi (the digital platform for the youth sector) is progressing, with the first prototypes developed.
- Development of Whanganui's Destination Marketing Plan has begun. 18 meetings have been held with various stakeholders across the community and the draft plan will be ready for consultation in October.

CONNECTIVITY

actions:



TWO actions are completed.



ONE action is in progress.



THIRTEEN actions are ongoing.



ONE action is on hold or has not yet started.

COMPLETE:
Digital Strategy.
Mill Road upgraded and extended.

IN PROGRESS:
Fitzherbert Avenue extension - beginning September 2020.

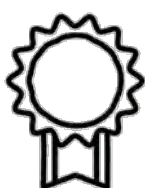
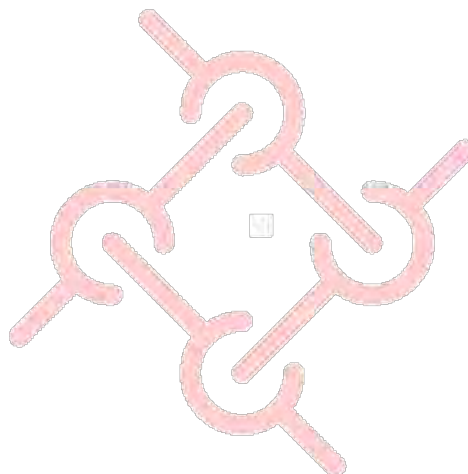
ONGOING:
Leveraging international relationships.
Supporting W&P with connectedness work (e.g. digital, education, business and tourism).
Marketing, branding and promotion.
Reputation management initiatives.
Promotion as a digital destination of choice.
Enhancing walk and cyclability.
More bike parking.
Shared service opportunities.
Growing education and training options.
Pursuing international accreditation.
Having a greater online presence.
Improving open space linkages.
Developing identifiable people, products, proposals.

ON HOLD OR NOT STARTED:
Downriver section of the Mountains to Sea trail (tenders being reviewed)

CONNECTIVITY

connected

indicator progress



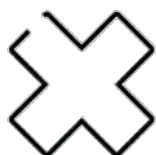
achieved or on track

We have received international recognition for our achievements.

We now have more people with tertiary qualifications than we did at the 2006 Census.

Use of our walkways increased.

More people were satisfied that Whanganui is easy to get around.



not achieved or not yet started

Satisfaction with roading decreased.

Fewer people considered Whanganui to be a tourism destination.

Visitor numbers can no longer be tracked in the same way. However, our yearly tourism spend was up by 1.9%.

The Digital Strategy has now been developed but tracking has not started.

Perceptions of the district were not as positive - however, there were some changes in data collection methodology.

innovative and creative

goal:

A knowledge economy, driven by innovation and humming with cultural personality.

highlights + points to note

- Funding has been obtained for the Sarjeant Gallery redevelopment and construction has begun - this is expected to be completed in 2023.
- Research is underway on the requirements to become a UNESCO City of Design.
- Whanganui has been featured as a case study by Heritage New Zealand in their new national toolkit - 'Saving the Town'. This document helps highlight locally facilitated approaches to heritage retention, preservation and reuse in urban areas. It will be launched at the Heritage Planners Forum in Whanganui in October.
- A new stained glass window was installed as part of the larger 'Whanganui Story'. The Taylor-Watt image is the 23rd window and tours will be hosted during Heritage Month to highlight the recent addition.
- \$22,934 was distributed to community art events and activities through the Creative Communities Scheme - recipients included a free puppet show for schools, a new arts guide and wananga to teach rangatahi how to create hinaki using traditional and contemporary materials.
- A new bus shelter with engraved glass depictions of flora and fauna along Castlecliff's dunes was installed in Rangiora Street. This was officially launched on 4 July and was made possible through the Public Art Fund and Horizons Regional Council.

CREATIVITY



TWO actions are completed.



TWO actions are in progress.



NINE actions are ongoing.



No actions are on hold or have not yet started.

COMPLETE:
Establishing suburban library hubs.
Development of an Arts and Culture Strategy.

IN PROGRESS:
Working with industry on training needs.
Implementing an interactive arts and heritage walkway.

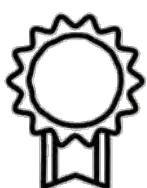
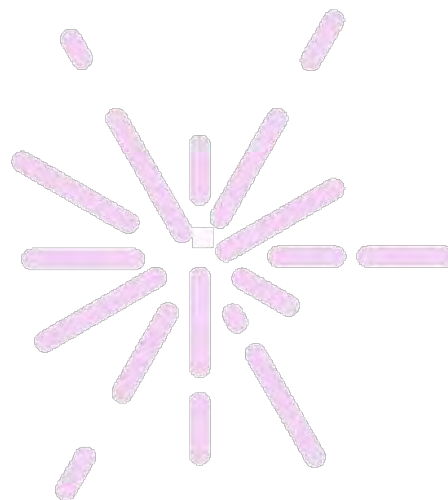
ONGOING:
Fostering literacy and learning.
Encouraging innovation and start-ups through the IQ.
Growing business, investment and innovation through digital technologies.
Supporting the Sarjeant Gallery as an arts anchor.
Selling our success stories and looking for new opportunities
Entering awards.
Looking for innovative digital approaches to enhance Council's service delivery.
Implementing the Public Arts Strategy.
Delivering events.



CREATIVITY

innovative and creative

indicator progress

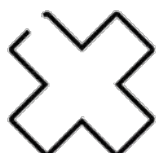


achieved or on track

We have seen growth in jobs which will support a knowledge economy (by 2.3%).

There were more social infrastructure and placemaking activities in our district.

The Arts and Culture Strategy has been completed and implementation is underway.



not achieved or not yet started

Fewer people perceived Whanganui as an arts hub.

The NEET rate dropped by 3.6%.

The Ministry of Education no longer collects trades training numbers.

Fewer people were engaged in our arts and cultural events.

safeguarding our place

goal:

A district that safeguards its natural resources and provides an environment with a sense of place, identity and vitality.

highlights + points to note

- A successful application was made to Waka Kotahi NZ's 'innovating streets' fund - this will be used to enhance Drews Avenue by creating thriving pedestrian activity between our key cultural areas.
- Collaboration on regional climate issues is underway - with a Regional Climate Change Risk Assessment being prepared and a Whanganui Community Carbon Footprint report finalised in August 2020.
- A review of Council's Waste Management and Minimisation Plan has commenced.
- Whanganui was announced as a finalist in the Keep New Zealand Beautiful Awards for the second year in a row for 'Most Beautiful City' and 'Best Street'.
- Alternative options are being explored in relation to the recycling of fibre and certain grades of plastics.
- A replacement programme of around 200 street trees has been rolled out.
- The E3 (Environmental Education Expo) has been organised for all education institutes to attend on 16 October.
- A successful waste-free parenting seminar was held.
- There continue to be more consents for residential infill - consolidating a compact city rather than a greenfield approach.
- Council's Heritage Strategy is progressing - with a heritage survey to be rolled out during Heritage Week.
- An earthquake strengthening funding application was lodged with the Ministry of Culture and Heritage on behalf of local building owners - \$388,733 was granted to ten buildings.

ENVIRONMENT



ONE action is complete.



FOUR actions are in progress.



TWELVE actions are ongoing.



No actions are on hold or have not yet started.

COMPLETE:

Signatory to the urban design protocol.

IN PROGRESS:

Develop and implement a coastal plan.
Climate change responses.
Rural Enterprise Project.
Town Centre Regeneration.

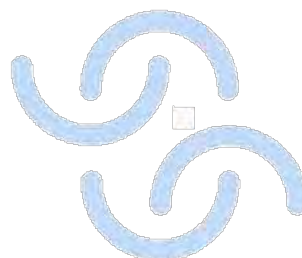
ONGOING:

Working with Iwi on Te Awa Tupua aspirations.
Revitalise and beautify the town centre.
Green tech approaches and responsible waste management.
Positive and innovative EQPB approaches.
Support for the Whole of River Strategic Plan.
Place-based planning approaches for development.
Innovative partnerships to value resources and eliminate waste.
Responsible and sustainable asset management.
Protection of soil and rural assets / activities through the DP.
Castlecliff rejuvenation efforts.
Risk-based approach to asset management.
Promote environmentally sustainable practices.

ENVIRONMENT

safeguarding our place

indicator progress

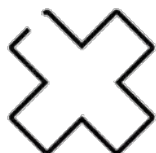


achieved or on track

The Town Centre Regeneration Strategy is well underway with some good gains achieved.

We are achieving the targets in our Waste Management and Minimisation Plan.

A sustainable approach to resource management has been maintained in line with our District Plan.



not achieved or not yet started

We have not completed State of the Environment Monitoring yet. This will be progressed in conjunction with other environmental policy work.

Corporate environmental monitoring has started but will be further considered alongside our Climate Change work.

works for everyone

goal:

An easy-living place of choice for all - flourishing with employment and development opportunities.

highlights + points to note

- There is continued growth in subdivision and infill applications.
- 100 businesses now endorse 100% SWEET and the Work Ready Passport (up from 89 in the last report).
- The Youth Employment Success Platform has been launched. This showcases local work opportunities and experiences for young people aged 16-24 - there are currently 14 businesses on the platform.
- An International Student Employability Framework has been developed, with the first stage (the student component) delivered in partnership with CEDA and Venture Taranaki. The business component will be rolled out next.
- The port employment precinct project received \$1.5M Te Ara Mahi funding and is now being developed to support education, training and business innovation related to Te Puwaha.
- Our Whanganui-Rangitikei Local Skills and Talent Working Group secured funding from the Ministry of Education to run several vocational road trips. These took over 200 students, teachers, career advisors and Principals on a tour of local businesses within the manufacturing, construction and agricultural sectors.
- Massey University has signed a Memorandum of Understanding with Whanganui 8 Partners to continue progressing opportunities for programme development in Whanganui. The Massey EMBA programme is confirmed to run again in Whanganui in 2021.
- Tourism spend was up 30% when compared to the previous July.

ECONOMY



ONE action is complete.



TWO actions are in progress.



SEVEN actions are ongoing.



No actions are on hold or have not yet started.

COMPLETE
Economic Development Strategy.

IN PROGRESS:
Port redevelopment.
Opportunities through the Provincial Growth Fund.

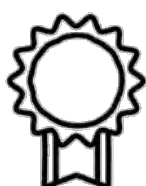
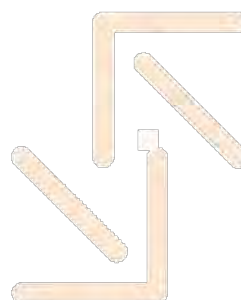
ONGOING:
Accelerate 25 opportunities.
100% SWEET initiative.
Recognition of Maori economic aspirations.
Promotion of education options to international students.
Partnering with social support and health agencies.
Cluster opportunities in our industrial precinct.
Change of land use opportunities.



ECONOMY

works for everyone

indicator progress



achieved or on track

There was a 2% growth in job numbers and a 0.7% increase in the number of business units.

Our median income increased - from \$19,800 to \$23,500 between the 2006 and 2013 Census.

We have had an increase in population based on current forecasts.

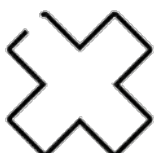
The % of students with NCEA Level 2 increased by 0.5% (from 81.3% to 81.8%). Release of new results has been delayed.

The most recently available data revealed that Whanganui now has more international students.

Our tourism spend increased by 1.9% (NZ's rate of growth was 1.4%)

Whanganui's affordability rating was 3.16 (it is 6.16 for NZ).

Monitoring of the Economic Development Strategy is underway.



not achieved or not yet started

Satisfaction with standard of living declined slightly.

Fewer people had positive perceptions of the lifestyle benefits in Whanganui.

5.5 STRATEGY AND FINANCE COMMITTEE WORK PROGRAMME - OCTOBER 2020

Author: Stephanie Macdonald-Rose - Group Manager - Corporate

Authoriser: Bryan Nicholson - Chief Operating Officer

References: Nil

Recommendation

That the Strategy and Finance Committee receive the report – Strategy and Finance Committee Work Programme - October 2020.

Executive Summary

The purpose of this report is to present the Committee’s work programme for noting.

The work programme will be on every agenda to ensure that the key issues covered in the Committee Terms of Reference will be covered and to enable forward planning.

Key information

There is one remaining scheduled meeting for the Strategy and Finance Committee on:

- 17 November 2020

Reporting programme for the Strategy and Finance Committee

Items	2020 meetings						
	25 Feb	7 Apr	9 June	7 Jul	25 Aug	6 Oct	17 Nov
STRATEGY ITEMS		CANCELLED		CANCELLED			
Annual Committee Work Programme	✓		✓		✓	✓	✓
Prioritised Policy Work Programme	✓						
Quarterly Policy Work Programme Update			✓			✓	
Welcoming Communities Six Monthly Update	✓				✓		
Parks and Open Spaces Strategy Review							
Non-Financial KPI Results	✓				✓		✓

Items	2020 meetings						
	25 Feb	7 Apr	9 June	7 Jul	25 Aug	6 Oct	17 Nov
Environmental Monitoring Update	✓						
Leading Edge Strategy Update			✓			✓	
Community Views Survey Results						✓	
Community Contracts Annual Reporting					✓		
Community Line Item Contracts Annual Reporting					✓		
Housing Strategy update					✓		✓
Age Friendly Communities Plan update							✓
Climate Change Strategy							✓
Street Infrastructure Bylaw	Went to Council meeting held on 15 September 2020						
Keeping of Animals, Poultry and Bees Bylaw	✓						
Development Contributions Policy						On hold	
Dog Control Policy and Bylaw							✓
Local Approved Products Policy Review (LAPP)					✓		
Gambling Venues Policy						✓	
FINANCE ITEMS							
Debtors Report	✓					✓	✓
Financial Commitments	✓		✓		✓	✓	✓
Activity Report – Including Treasury Report	✓		✓			✓	✓
Quarterly Financial Results	✓		✓		✓		✓
Annual Report			✓				

Changes:

- Timeframes for the Parks and Open Spaces Strategy have now been confirmed. Work will commence shortly and the draft strategy will be presented to the Committee in March 2021.

- The Age Friendly Communities Plan update has been postponed to the November 2020 meeting. The Positive Ageing Forum will have its first meeting on 30 September 2020.
- The Dog Control Policy and Bylaw has been postponed and the Gambling Policy has been brought forward to this meeting.
 - The Climate Change Strategy is progressing well and has been a collaborative exercise. A draft strategy will be available for the November 2020 meeting.
 - The Development Contributions Policy remains on hold.

Ad-hoc Reports:

- Rates remission
- Debt write-offs
- Council Controlled Organisation (CCO) exemptions
- Regional or national submissions

5.6 QUARTERLY POLICY WORK PROGRAMME UPDATE - OCTOBER 2020

Author: Stephanie Macdonald-Rose - Group Manager - Corporate

Authoriser: Bryan Nicholson - Chief Operating Officer

References:

1. [Policy Team Work Programme Update](#) ↓
2. [In Person Engagement Schedule](#) ↓

Recommendation

That the Strategy and Finance Committee receive the report – Quarterly Policy Work Programme Update - October 2020.

Executive Summary

The purpose of this report is to present the Policy team's work programme (Ref 1). This itemises the current and upcoming programmes of work the Policy team lead, or contribute to. It is prioritised based on legislative requirements as well as strategic commitments and available resources.

Key information

Points to note include:

- The Priority A work streams are the ones currently underway and have the most urgent timeframes with regards to legislative reviews or requirements, for example bylaws must be reviewed and in place to avoid current bylaws lapsing. Priority B are significant pieces of work which Council is currently committed to but which may be put on hold, dependent on other demands. Priority C projects are on the work programme but are restricted due to team resources and non-essential review timing. These will be incorporated into other pieces of work as appropriate. Projects identified as Priority D will not be delivered this year.
- The Long-Term Plan (and its associated work streams) continues to dominate the policy team's work programme. Despite the impact of the pandemic lockdown, solid progress is being made and a strong focus on pre-engagement will be evident throughout the rest of the year. Elected members will be contacted for their participation at 'in-person' events between September and November (Ref 2).
- Variation to the programme was flagged at the last Strategy and Finance Committee meeting to reflect time delays as a result of the COVID-19 response and recovery efforts. All strategy development has now resumed.

POLICY TEAM WORK PROGRAMME

KEY	
■	Legislatively driven
■	Currently committed to
■	Not essential
■	No capacity currently

2020/21 PROJECTS

STRATEGY AND POLICY WORK

PRIORITY	PROJECT	STATUS	10%	20%	30%	40%	50%	60%	70%	80%	90%	100%	TIMFRAME	COMMENT
■	Long Term Plan	Underway											By June 2021	This project is well underway. Pre-engagement is the current focus for the policy team and will run through until November. Asset management plans are being updated, workshops are running with elected members and draft budgets are being prepared.
■	Reg Control Policy and Bylaw	Underway											By June 2021	Pre-engagement has been undertaken and the policy and bylaw is currently being drafted. This is expected to be taken to the Strategy and Finance Committee in November 2020.
■	Street Infrastructure Bylaw	COMPLETED											Completed	The amended bylaw came into force on 5 October 2020.
■	Asset Management Policy development and supporting AMP delivery	Underway											By November 2020	A policy has been drafted and is currently being reviewed.
■	Activity Plan development	Underway											By June 2021	Activity plan templates have been set up and are being populated with existing information.
■	Infrastructure Strategy	Underway											By June 2021	Drafting is underway.
■	Local Approved Products Policy (LAPP)	Underway											By October 2020	Consultation on the draft policy closes on 5 October 2020 and hearings and deliberation are scheduled for 29 October.
■	Development Contributions Policy review	On hold											On hold	The policy team has completed much of its input and will assist again once this is ready for notification. The infrastructure team have had to re-prioritise this work as a result of COVID-19.

	LTP - Environmental Scan	COMPLETED																		This overview provides critical information for the development of the LTP - outlining possible factors affecting the community's future. It was presented to Council in July 2020.
	LTP - Leading Edge Strategy 'check-in'	Underway																	By June 2021	Focus sessions have been held internally and discussions with Iwi are underway. Pre-engagement is due to start shortly.
	LTP Policy Reviews	Underway																	By June 2021	A review of all related policy documents (e.g. rates policies) must be undertaken as part of the LTP. This is a comprehensive suite of documents.
	Gambling Venues Policy	Underway																	By December 2020	The draft policy is included as part of this agenda.
	Keeping of Animals, Poultry and Bees Bylaw	COMPLETED																	Completed	This was adopted by Council in August 2020.
	Cemeteries Bylaw	Underway																	By late 2021	The substantive part of this project will commence in late 2020, however, timing of the completion of the project will depend on the Ministry of Health review of the Burial and Cremation Act 1964.
	Monitoring Framework	Underway																	By late 2021	Development of an integrated monitoring framework forms an important aspect of the LTP work programme and will provide an overarching guide for other monitoring requirements. The current priority is to review KPIs for the LTP - this will be occurring through October 2020. We are also investigating programmes available to support a stronger delivery of monitoring.
	Business Planning Framework	COMPLETED																	100%	This framework was rolled out to the entire organisation to ensure that consistent and high quality business planning is undertaken to feed into our annual planning processes.
	Strategic Review	Underway																	By June 2021	This is about taking a more focussed and streamlined approach as part of a prioritised strategic framework. It involves review of Council's large number of existing documents to identify improvement / alignment opportunities.
	Climate Change Strategy	Underway																	End of March 2021	Development of this strategy is well underway. This is a co-drafting approach in conjunction with Iwi to ensure that a Maori lens is reflected in the intent and display of the document. Four joint workshops have been held, a discussion with the rural sector is programmed and a final joint workshop will be held before the end of the year.

A	Regional Climate Change	Undersway	0%																		Ongoing through 2020/21	A Regional Climate Change Joint Action Committee has been established and is being formalised. The Regional Climate Change Risk Assessment is underway to support identifying risks and enabling prioritisation. A District community carbon footprint for Whanganui Greenhouse Gas Emissions has been completed in collaboration with Horizons, this sets a baseline for targets moving forward. The Regional Climate Action Plan 2020 has been completed as a further baseline document.
B	Parks and Open Spaces Strategy	Undersway	0%																		Due approx. May/June 2021	This was due for review some time ago but has been on hold as a result of other priorities and resourcing issues. Work is now progressing. It is intended to broaden the scope of this strategy to absorb other related documents and provide a more streamlined and comprehensive approach.
C	CPTEQ principles	On hold										0%									TBC	This work was fairly well advanced but has been re-prioritised as a result of the demands of the recovery and response work and associated backlogs.
C	Physical Activity Strategy review	Undersway – as part of the Parks and Open Spaces Strategy review	0%																		Due approx. May/June 2021	This strategy is overdue for review. It will be incorporated into the revised Parks and Open Spaces Strategy.
C	Shared Pathways Strategy review	Likely to be considered as part of the Parks and Open Spaces Strategy review																			TBC	This strategy is overdue for review. It may be incorporated into the revised Parks and Open Spaces Strategy.
C	Film Friendly Guidelines	Undersway	0%																		By November 2020	The Policy and Communications teams have worked with Whanganui & Partners on these. These replace the Film Friendly Policy.
D	Growth Strategy	No capacity – not started																				The need for a Growth Strategy has been floated for a number of years. Recent pressures have elevated this strategy's priority and it has been expressly referenced as an action in the Housing Strategy and Economic Development Strategy. However, there is no current capacity for the team to lead or support this.
D	Youth Strategic Plan	No capacity – not started																				The need for this document emerged through the Youth Committee Working Party review. It was recommended that this identify high level commitments to youth wellbeing. There is no current capacity for the team to lead or support this.
D	Urban Design Plan	No capacity – not started																				Development of this document is identified as an action in the Housing Strategy to "enhance our streetscapes and urban reserves". There is no current capacity for the team to lead or support this.
E	Vehicle Crossing Policy review	COMPLETED	100%																			The policy was revoked on 5 October 2020.

Freedom Camping Bylaw	Underway	10%													TBC	Discussions around the need for a Freedom Camping Bylaw have been underway for a couple of years. Focus has been applied to collecting data on the extent of this issue. It is possible that Council may identify a need to progress with this, however, this work is not currently accounted for. A recent workshop was held to understand the appetite for further development of a bylaw. Agreement was reached that discussions with Iwi were a priority. These have been signalled with Iwi and they are interested in participating in discussions.
Drones review	Not started															Council's policy on drones will be reviewed once the Parks and Open Spaces Strategy has been completed.

IMPLEMENTATION WORK AND POLICY SUPPORT

IMPLEMENTATION	STATUS	10%	20%	30%	40%	50%	60%	70%	80%	90%	100%	OFFICER	COMMENT AND RESOURCE COMMITMENT
Digital Strategy	Recruitment underway											TBC	Recruitment is underway to resource the implementation of this strategy.
Housing Strategy	Underway	10%										TBC	Initial work is underway and a paper has been presented to Council. The Housing Steering Group has now been formed and recruitment is underway to appoint a Housing and Community Advisor.
Age-Friendly Communities Plan	Underway	10%										Lauren	Appointment of the Community Activator and resumption of the Positive Aging Forum will see implementation of this plan kickstarted.
Pensioner Housing Policy review	Underway	10%	10%									Will	This work has now resumed. Policy support is being provided to the Property team to complete this review.
Welcoming Communities Plan	Underway	10%	10%	10%	10%	10%						Nanjet	Officers are continuing to implement the 2018/19 Welcoming Communities Plan with the Welcoming Communities Advisory Group. The Advisory Group met in September 2020 (the first meeting since February 2020) and will reassess and update the plan in the new year as needed.
UNESCO City of Design	Underway	10%										Sandy	A report will be presented to Council on this programme on 27 October. Policy is contributing to this work in conjunction with Whanganui & Partners and the Heritage Officer.

Heritage Strategy	Undeveloped																				Scott	This work is underway and engagement is ongoing. A Community Heritage Survey will go live during Heritage Month to help identify community and stakeholder priorities in the heritage space and support development of the strategy.
Annual Plan 2020/21 shadowing	COMPLETED																				Jasmine	The Annual Plan project was shadowed in readiness for the Policy Team resuming control of the LTP.

BUSINESS AS USUAL

ONGOING PROJECTS	TIMEFRAME	10%	20%	30%	40%	50%	60%	70%	80%	90%	100%	OFFICER	COMMENT
Submissions	Ongoing											Justin	Although attempts are made to manage this through use of a matrix so that only key submissions are prepared, the reality is that a large number of submissions are still compiled. This takes a significant amount of time to research, coordinate and write. With other resourcing demands taking precedence this year it is likely that fewer submissions will be able to be developed.
Annual Report	By the end of October 2020.											Justin	Non-financial performance information is compiled by the team.
Community Views Survey	Approx. July COMPLETED											Will	There were interviewing and preparation delays as a result of COVID-19 and team resourcing demands. The results of the Community Views Survey are included as part of this agenda.
In-house survey development/ engagement	Ongoing											Sandy	It has been intended to produce guidelines to support teams in this work and reduce the resource impact on Policy, however, this has not progressed. Appointment of a new policy advisor will support these efforts. There are a number of surveys conducted throughout the year on a wide range of issues.
Research	Ongoing											All	There is increasing demand on the team for research support and data analysis. This will be a significant requirement in the development of the LTP.
Other surveys	Ongoing											Sandy	These include quarterly satisfaction surveys and the Community Outcomes Survey.
Perceptions Survey												Sandy	The next survey will be delivered in 2021.
Comms Strategy	Ongoing											Justin + Louise	Maintenance of the system and delivery of KPI reports is an ongoing process.
Legislative update	Ongoing											Justin	Active monitoring of central government work programmes is undertaken throughout the year. This is used to determine submission requirements and keep elected members, as well as officers, up to date.
Development of remits	This work will be complete in July. COMPLETED											Stephanie	Remit preparation begins in February for presentation to the LGNZ AGM in July. This work will peak at various points throughout this period.

Business planning	At the beginning of the new financial year. COMPLETED																				Stephanie	This involves consideration of the previous year's achievements / opportunities as well as development of a work programme for the coming year. It sets the scene for the team's areas of focus.	
Committee and Board support	Ongoing																					All	This includes the preparation of policy updates to the Youth Committee, Rural Community Board, Strategy and Finance Committee and local working parties as well as additional research and support as required.
Online Community Panel / Viewpoint	Ongoing																					Sandy	Ongoing engagement and conversation opportunities are provided through our panel as well as online. A new 'one-stop-shop' approach for engagement has been developed through the website. This includes enhanced abilities to connect through polls etc.
Policy and strategy templates update	Currently on hold																					All	This work has been underway for some time but not completed as a result of other priorities. It supports other initiatives around streamlining strategy / policy development and recording / monitoring existing work. It is hoped to resume this work and have it completed by the end of the year.
Project evaluation tools	On hold																						This work can not progress this year as a result of other priorities.
Development of a research framework	On hold																						The intention is to provide a 'one-stop-shop' for research requirements and completed research papers (where appropriate). However, this work can not progress this year as a result of other priorities.
Policy inventory	COMPLETED																					Jurgen	A log of all external policies / strategies / plans has been developed as well as a centralised list of all internal documents.
Strategic monitoring and prioritisation framework	In line with the long Term Plan																					Stephanie	This aligns with the review of Council's Strategic Framework.
Engagement tools	By October																					Louise	A logo has been created and collateral identified. This is now being ordered. A business case has been developed to consider opportunities in relation to a dedicated vehicle.
Engagement channels	As time allows.																					Sandy + Louise	Documentation of all engagement channels - existing as well as new opportunities - is underway. This will be completed as time allows.

LTP In-Person Engagement Activities Schedule

Week beginning	In-person activities	Dates	No. of staff	Staff
28/09	Davis Central (main) Library Contact: Pete Gray	Tues 29 th Sept, 10am-2pm (approx.)	2	Sandy Lee, Kirsty Earle
28/09	Hakeke Street Library Book Sale Contact: Pete Gray	Sat 3 rd Oct, 10am-2pm	2	Sandy Lee, Gaylene Holly
05/10	Whanganui River Market Book: info@whanganuirivermarket.nz	Sat 10 th Oct, 8am-1pm	3	Sandy Lee, Justin Walters, Kirsty Earle
12/10	Fest of Cultural Unity, Majestic Square Org committee: Hellen Puhipuhi	Sat 17 th Oct, 10am-3pm	4 (shifts)	Sandy Lee, Jasmine Hessel, Harriet McKenzie, Stephanie Macdonald-Rose
19/10	Gonville Library Contact: Kat Schroyens	Wed 21 st Oct, 10am-2pm? TBC	2	Sandy Lee, Lauren Tamehana
26/10	Whanganui Home & Lifestyle Show Jubilee Stadium, Springvale	Sat 31 st Oct, 10am-5pm	4 (shifts)	Sandy Lee, Justin Walters, Will Johnston, Kirsty Earle Shared with Civil Defence
02/11	Aramoho Shopping Centre	Wed 4 th Nov (TBC), 11am-3pm (approx.)	2	Sandy Lee, Stephanie Macdonald Rose
09/11	Castlecliff library hub	Sat 14 th Nov, 10am-2pm (approx.)	2	Jasmine Hessel, Gaylene Holly, Sandy Lee
16/11	CBD, Majestic Square	Wed 18 th Nov, 11:30am-2pm (approx.)	2	Sandy Lee, Lauren Tamehana Stephanie Macdonald-Rose (backup)

5.7 FINANCE ACTIVITY REPORT - OCTOBER 2020

Author: Mike Fermor - Chief Financial Officer

Authoriser: Kym Fell - Chief Executive

References: Nil

Recommendation

That the Strategy and Finance Committee receive the report – Finance Activity Report - October 2020.

Executive Summary

The purpose of this report is to provide an update on activities within Finance.

Key information

This report provides an update on the following:

- Rates instalments and rebates
- Annual report
- Borrowings and Investment activity
- Debt position to year end forecast

Rates

The due date for 2020/21 instalment 2 is Wednesday, 25 November 2020. Rates invoices are due to be sent out on Monday, 2 November 2020 for this instalment period.

Rates rebate scheme

The Government Rates Rebate Scheme has been reviewed for the 2020/21 financial year, coming into effect from 1 July 2020. The income abatement threshold is \$26,150 and the maximum allowable rates rebate is \$655.00.

For the 2020/21 financial year as at 18 September 2020, Council has granted 1,795 rebates for the amount of \$1,090,113. This time last year Council had granted 1,826 rebates for the amount of \$1,087,299.

COVID-19

Since 24 March 2020, Council has received 53 rates postponement/relief requests for properties financially affected by COVID-19. Of these, 16 are commercial properties and are predominately in the CBD area. Thirty-seven requestors have since met their payment obligation for the instalment 4 period for 2019/20. Five rates postponement/relief applications have been received for residential properties. The applicants are seeking postponement for both instalment 4 of the 2019/20 year and

postponement for the 2020/21 year, however, further information is required before applications can be processed for consideration.

Letters and applications were sent to 11 property owners on 23 August 2020, who had informed Council during Alert Levels 4 and 3 of their circumstances. To date, no further applications have been received.

Annual Report

Since the end of the financial year the Finance and Policy teams have been preparing end of year annual reports. The annual reports for a number of Council entities are still being finalised, and will need to be consolidated into Council's own annual report prior to final adoption. These entities include: Whanganui Airport Joint Venture, Sarjeant Gallery Trust, GasNet Ltd, NZ International Commercial Pilot Academy Ltd and WDC Holdings Ltd.

The final audit of Council's annual report commenced 7 September 2020.

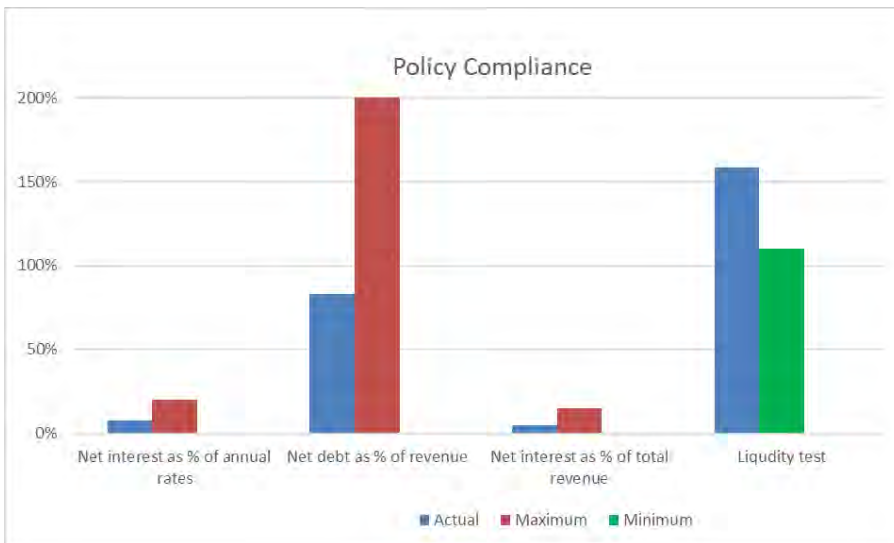
Council's draft annual report is due to be presented, for adoption, at the Council meeting 27 October 2020. Audit NZ will be present to answer questions.

While Officers consider the above timeline for adoption of Council's annual report is achievable, it is noted that for the 2020 financial year central government has passed legislation extending statutory timelines for completion of CCO and Local Authority annual reports. This extension is in recognition of the potential impact COVID-19 may have on meeting existing timelines. Legislation passed has resulted in statutory timelines for CCOs being extended to 30 November 2020 (previously 30 September 2020), and for Local Authorities extended to 31 December 2020 (previously 31 October 2020).

Whanganui District Council
Borrowings and Investments Management Report
 As at 18 September 2020

Investments	Maturity	Interest rate	Amount \$	
Short term call investments			15,223,000	
Term Deposits			17,649,792	
			32,872,792	
Borrowings				
Tax deductible Council debt			11,258,240	
Non tax deductible Council debt			100,991,760	
			112,250,000	
Net borrowings			79,377,208	
Current wholesale weighted average cost of borrowings			3.80%	
Average borrower margin			0.51%	
Total cost of borrowings			4.31%	
Fixed / floating borrowings				
Fixed rate borrowings			19,000,000	
Floating rate borrowings			93,250,000	
Active Swaps in place			70,000,000	
Floating rate debt not covered by swaps			23,250,000	
Percentage of debt on a fixed rate (including debt fixed by swaps)			79.29%	
Borrowing activity (since last report)	Interest rate	Maturity	Status	Principal
LGFA WAN 584 WG0428LF73	1.16%	15/04/2028	Drawdown	5,000,000
LGFA WAN 583 WG0426LF73	1.03%	15/04/2026	Drawdown	5,000,000
New Swaps (since last report)				
Nil				
Per Liability management policy limits				
Net interest as a percentage of annual rates <20%				7.95%
Net debt as a percentage of income <200%				83.09%
Net interest as a percentage of income <15%				4.74%
Liquidity ratio (ratio of available funds to short term commitments) >110%				158.37%

Policy Compliance and debt forecast

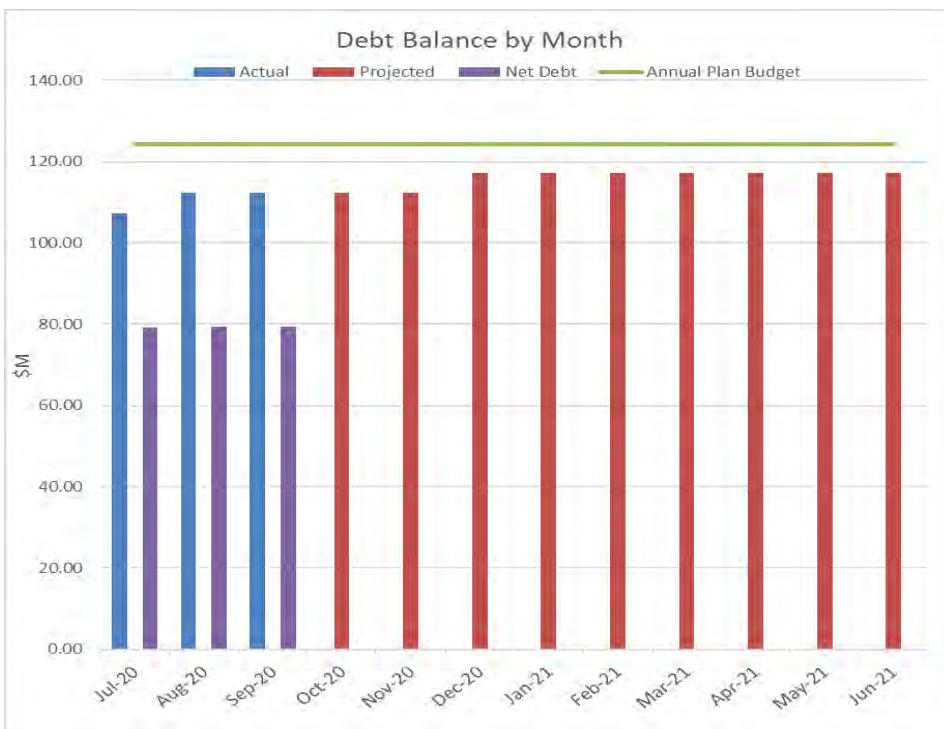


Council’s debt to forecast debt

The following graph shows the Council’s actual monthly borrowings versus the borrowings that the Council has approved, in addition it also shows Council’s net debt position (gross debt less funds held on deposit). The graph also includes projected monthly debt balances to the end of the financial year.

Council is holding significant funds on term deposit. These include:

- Approximately \$13 million for the Sarjeant re-build,
- \$10 million of debt prefunding,
- Funds from the first rates instalment.



5.8 FINANCIAL COMMITMENTS - AUGUST 2020 TO SEPTEMBER 2020

Author: Lana Treen - Senior Procurement Officer

Authoriser: Mike Fermor - Chief Financial Officer

References: Nil

Recommendation

That the Strategy and Finance Committee receive the report – Financial Commitments - August 2020 to September 2020.

Financial Commitments – Including Contract Extensions - August 2020 to September 2020

Contract	In Annual Plan?	Nº. of Tenders Received	Range for Conforming Tenders \$	Contract's Current Cost \$	Awarded Price \$	Contractor
1884: Cemetery Services	Y	3	1,082,097 - 2,000,841	996,483	1,082,097	Fulton Hogan Ltd
1889: Rural Bags Collection	Y	N/A	73,452	31,150	73,452	Waste Management NZ Ltd
1890: Rural Bins Collection	Y	N/A	121,560	109,000	121,560	Waste Management NZ Ltd

Note:

- All pricing is exclusive of GST.
- 1889 & 1890: Direct negotiation with incumbent for an additional one-year stand-alone contract.

Contract Extensions

Contract	In Annual Plan?	Term of Contract	Contract's Current Cost p.a. \$	Term of Contract Extension	Awarded Extension Price p.a. \$	Total New Award \$	Contractor
1737: Road Transport Corridor Maintenance - Whanganui Alliance 2018-2028	Y	1+1+6+2 years	\$14M	6 years	\$13M	\$78M	Downer NZ Ltd

Note:

- All pricing is exclusive of GST.
- 1737: Please note: This has been reported via the Tenders Board.

5.9 ACTIONS ARISING

Author: Karyn Turner - Senior Governance Services Officer

Authoriser: Kate Barnes - Senior Democracy Advisor

References: Nil

Recommendation

That the Strategy and Finance Committee receive the report – Actions Arising.

Nº	Meeting	Item Title	Resolution	Officer	Action Note	% Complete
	Strategy and Finance Committee 25-Aug-20	Review of Psychoactive Substances: Locally Approved Products Policy	That the Strategy and Finance Committee: (a) Adopt the amended Psychoactive Substances: Locally Approved Products Policy and statement of proposal for public consultation.	Justin Walters	Consultation closes on 9 October with hearings and deliberations scheduled for 29 October 2020.	70%

6 MOTION TO EXCLUDE PUBLIC

RESOLUTION TO EXCLUDE THE PUBLIC

Section 48, Local Government Official Information and Meetings Act 1987.

Recommendation

That the public be excluded from the following parts of the proceedings of this meeting, namely items listed overleaf.

Reason for passing this resolution: good reason to withhold exists under section 7. Specific grounds under section 48(1) for the passing of this resolution: Section 48(1)(a)

Note

Section 48(4) of the Local Government Official Information and Meetings Act 1987 provides as follows:

“(4) Every resolution to exclude the public shall be put at a time when the meeting is open to the public, and the text of that resolution (or copies thereof):

- (a) Shall be available to any member of the public who is present; and
- (b) Shall form part of the minutes of the local authority.”

This resolution is made in reliance on Section 48(1)(a) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by Section 6 or Section 7 of that Act which would be prejudiced by the holding of the whole or relevant part of the proceedings of the meeting in public are as follows:

ITEM NO.	GENERAL SUBJECT OF EACH MATTER TO BE CONSIDERED	SECTION	SUBCLAUSE AND REASON UNDER THE ACT	PLAIN ENGLISH REASON	WHEN REPORTS CAN BE RELEASED
7.1	Public Excluded Minutes of the Strategy and Finance Committee Meeting held on 25 August 2020			Refer to the public excluded reasons in the agenda for 25 August 2020 meeting.	
8.1	Debtors Report - October 2020			Protect the identity of named individuals and entities	
8.2	Financial Commitments – Confidential - August to September 2020	s7(2)(b)(ii), s7(2)(h), s7(2)(i), s7(2)(j)	Commercial Position, Commercial Activities, Negotiations, Improper Gain or Improper Advantage	Commercially and financially confidential contract information.	
8.3	Actions Arising - Confidential	s7(2)(a)	Privacy	Refer to the previous public excluded reasons in the agenda for this meeting	