

I hereby give notice that an ordinary meeting of the Small Business Advisory Panel will be held on:

Date: Monday, 17 February 2025
Time: 1.00pm
Meeting Room: Room 1, Level 26
Venue: Te Wharau o Tāmaki - Auckland House
135 Albert Street
Auckland

Te Kāhui Tohutohu mō te Pakihi Iti / Small Business Advisory Panel

OPEN AGENDA

MEMBERSHIP

**Chairperson
Members**

Cr Ken Turner
Neville Boyd
Vivike Choudhary
Colin Dunn
Rudd Hughes
Sunny Kaushal
Robson Liang
Natasha McDowall

Andrew Munya
Jo Plant
Semisi Potauaine
Richette Rodger
Ragbir Singh
Dean Stuart
Manawawharepu Udy

**Lexy Turner
Governance Advisor**

12 February 2025

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TERMS OF REFERENCE

(Excerpt – full terms of reference available as a separate document)

The terms of reference set out the purpose, role and protocols of all Auckland Council demographic advisory panels. Panel members abide by the Code of Conduct for members of Auckland Council advisory panels.

Purpose

As one of council's engagement mechanisms with diverse communities, the demographic advisory panels provide advice to the governing body and council staff within the remit of the Auckland Plan on the following areas:

- Auckland Council's regional policies, plans and strategies
- regional and strategic matters including those that Council-Controlled Organisations deal with
- any matter of particular interest or concern to diverse communities.

Outcomes

The panel's advice will contribute to improving the outcomes of diverse communities and social cohesion as set out in the Auckland Plan. The panels will advise through their agreed strategic agenda and detailed work programme.

Strategic agenda and work programme

The panel must develop a work programme and set a strategic agenda for the term. The agendas should be focused and integrated across the panels for collaborative input into shared agendas, particularly in relation to the Auckland Plan, the Long-term Plan and regional policies. The panels should advise on council's operational and organisational strategies relevant to diverse communities.

The panels may also consider whether they wish to choose, shape and support a project they feel passionate about as part of their work programme.

The governing body and council staff should work with the panels for the development of their strategic agendas and work programme. The Planning, Environment and Parks Committee will approve the panel's work programme and any subsequent major changes to it.

Submissions

The panel cannot make formal submissions to Auckland Council on council strategies, policies and plans, for example, the annual plan. However, the panel may be asked for informal feedback during a consultative process.

In its advisory role to the council, the panels may have input to submissions made by the council to external organisations but do not make independent submissions, except as agreed with the council.

This does not prevent individual members being party to submissions outside their role as panel members.

Review

The form and functioning of the panels may be reviewed prior to or after, the end of the panel's term in September 2025.

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1 Ngā Tamōtanga | Apologies

Apologies have been received from Members Natasha McDowall and Raghbir Singh.

2 Te Whakapuaki i te Whai Pānga | Declaration of Interest

Members are reminded of the need to be vigilant to stand aside from decision making when a conflict arises between their role as a member and any private or other external interest they might have.

3 Te Whakaū i ngā Āmiki | Confirmation of Minutes

That the Small Business Advisory Panel:

- a) whakaū / confirm the extraordinary minutes of its meeting, held on [Monday, 4 November 2024](#), as a true and correct record.

4 Ngā Pakihi Autaia | Extraordinary Business

Section 46A(7) of the Local Government Official Information and Meetings Act 1987 (as amended) states:

“An item that is not on the agenda for a meeting may be dealt with at that meeting if-

- (a) The local authority by resolution so decides; and
- (b) The presiding member explains at the meeting, at a time when it is open to the public,-
 - (i) The reason why the item is not on the agenda; and
 - (ii) The reason why the discussion of the item cannot be delayed until a subsequent meeting.”

Section 46A(7A) of the Local Government Official Information and Meetings Act 1987 (as amended) states:

“Where an item is not on the agenda for a meeting,-

- (a) That item may be discussed at that meeting if-
 - (i) That item is a minor matter relating to the general business of the local authority; and
 - (ii) the presiding member explains at the beginning of the meeting, at a time when it is open to the public, that the item will be discussed at the meeting; but
- (b) no resolution, decision or recommendation may be made in respect of that item except to refer that item to a subsequent meeting of the local authority for further discussion.”

Artificial Intelligence: Council work in this space

File No.: CP2025/00581

Te take mō te pūrongo

Purpose of the report

1. Richard Jarrett, Director of Auckland Council Group Shared Services, will be providing an overview of council's initiatives and strategies in the field of artificial intelligence.

Whakarāpopototanga matua

Executive summary

2. At the beginning of its term, the Small Business Advisory Panel identified artificial intelligence as a key area of interest, particularly regarding any initiatives or developments that Council is exploring in this field.
3. Richard Jarrett, Director of Group Shared Services, is a member of Council's Executive Leadership Team. He oversees shared services across Auckland Council, Auckland Transport, Watercare, Tātaki Auckland Unlimited, and Eke Panuku Development Auckland. On behalf of the Chief Executive, Richard is also leading the effort to explore the use and application of artificial intelligence across the organisation.
4. Richard will attend the panel's meeting on 17 February to discuss the topic with members, present demonstrations of ongoing work, and gather feedback from the panel.

Ngā tūtohunga

Recommendations

That the Small Business Advisory Panel:

- a) tuhi ā-taipitopito / note the presentation from Richard Jarrett, Director, Group Shared Services.
- b) kōrero / discuss and share feedback.

Ngā tāpirihanga

Attachments

There are no attachments for this report.

Ngā kaihaina

Signatories

Author	Victoria Wicks-Brown - Principal Advisor Panels
Authorisers	Craig Renshaw - Executive Officer Robert Irvine - General Manager Licensing and Compliance

Update on the compliance approach undertaken by the Licensing and Compliance department

File No.: CP2025/00498

Item 6

Te take mō te pūrongo

Purpose of the report

1. To inform the Small Business Advisory Panel about the steps being taken to improve the way we protect our communities and environment from risk and harm, by focusing on compliance outcomes and providing an improved customer experience.

Whakarāpopototanga matua

Executive summary

2. Licensing and Compliance provides education, licensing and enforcement services to ensure that public and environmental health and safety are promoted and maintained.
3. The department is responsible for exercising many of council's compliance powers including investigations, issuing infringement notices, and undertaking prosecutions. The areas covered by the department include alcohol and food licensing, street trading, noise control, animal management and breaches of the Resource Management Act, the Building Act and council bylaws.
4. Auckland is getting bigger, busier and more complex, with changing customer expectations and an increased demand for licensing and compliance services.
5. The Licensing and Compliance work is important, and we want to improve how we deliver on promoting and maintaining public and environmental health and safety which impacts Aucklanders daily. To do this, we need to continuously review and improve the efficiency and effectiveness of our services.
6. Education through informing and advising our customers of their regulatory responsibilities is a key part of the compliance work. Where this fails, and a breach or non-compliance occurs, our officers will ensure that timely, appropriate, and proportional action is taken.
7. Clear improvement themes have emerged such as a lack of understanding of the regulations, prolonged resolution times, repeat offenders, escalations from elected members and customers, and that our front-line staff are experiencing high workloads.
8. In part, this reflects the statutory framework but there are other areas which are within our control and can be improved.
9. The department is developing a programme of work referred to as "*Shifting the Line of Compliance*" which will deliver a more efficient and effective compliance approach.
10. The programme of Shifting the Line of Compliance has these focus areas:
 - a) Reviewing and updating the existing compliance policy and processes.
 - b) Implementation of quality management principles and a culture of continuous improvement across all processes and operations.
 - c) Providing additional training and support to staff to deliver on the improved compliance approach.
 - d) On-going communication to all stakeholders both internal and external on the changes.

11. Improving council's approach to compliance will result in:
- e) Increasing the effectiveness of the regulatory response which focuses on high risk and high harm matters; ensures that our investigation processes are proportionate and provides real disincentives for non-compliance.
 - f) Improving the customer experience by providing timely and consistent customer interactions; quicker resolution times and reduced harm to people and the environment.

Ngā tūtohunga Recommendations

That the Small Business Advisory Panel:

- a) tuhi ā-taipitopito / note the revised approach to compliance.
- b) tono / request that whenever feasible, distribute the information to industry stakeholders for their awareness.

Ngā tāpirihanga Attachments

There are no attachments for this report.

Ngā kaihaina Signatories

Author	Mervyn Chetty – Manager Licensing and Environmental Health
Authoriser	Robert Irvine - General Manager Licensing and Compliance

Room to Move i te Pokapū Tāone, developing our City Centre Parking Management Plan

File No.: CP2025/00953

Item 7

Te take mō te pūrongo

Purpose of the report

1. To seek feedback and support from the Small Business Advisory Panel on public consultation of the Draft Room to Move i te Pokapū Tāone - the Draft City Centre Parking Management Plan, noting that Auckland Transport (AT) will provide a report after consultation to outline changes and outcomes.
2. We are requesting that information about the public consultation is shared with relevant networks, so that they can participate by providing feedback.

Whakarāpopototanga matua

Executive summary

3. Following adoption of [Room to Move: Tāmaki Makaurau Auckland's Parking Strategy](#), Auckland Transport, working with Council partners and key stakeholders, have developed a draft action plan to deliver the strategy in the City Centre. We now want to engage the public on this draft *Room to Move in the City Centre* action plan.
4. The City Centre is a key pou (pillar) of Tāmaki Makaurau Auckland, and it has a critical role in the region's transport networks. It is vital that roads and streets, being valuable and limited public resources, are run effectively and efficiently to support access, connection and opportunities. The City Centre is always changing, and the roads and streets need to change along with it.
5. Kerbside space is a key sub-section of the broader transport system. It needs to be managed well to support the function and goals of the transport system. [Room to Move: Tāmaki Makaurau Auckland's Parking Strategy](#) outlines the guiding policies and principles on how kerbside space and public parking should be used across the region.
6. The draft *Room to Move in the City Centre* is a ten-year plan that develops these policies into confirmed actions. It is a comprehensive review to ensure these kerbside spaces meet Aucklanders needs today, while considering how to accommodate our communities' and access needs and support delivery of the City Centre Masterplan into the future.
7. *Room to Move in the City Centre* is focused on ensuring that kerbside space and off-street parking areas are allocated to the most beneficial activities, and are utilised in safe and efficient ways, that:
 - Support Auckland's strategic direction for transport and the City Centre.
 - Support local businesses and residents.
 - Benefit the wider community.
8. A primary focus of the joint Auckland Transport and Eke Panuku broader programme, is to ensure that *Room to Move in the City Centre* is seamlessly integrated with wider regeneration efforts, promoting both enhanced mobility and improved urban liveability. This initiative plays a vital role in supporting current access and operations in the City Centre, as well as the long-term vision for a dynamic, accessible, and sustainable City Centre.

9. To date, this plan has been developed through:
 - data collection and analysis (seeing how kerbside space is used, by time of day),
 - significant insight from partners and stakeholders, to hear valuable views, issues and opportunities, and
 - proposed responses to the issues and opportunities, by way of change proposals to kerbsides and broader recommendations around continued operational improvements.
10. The key components of the draft *Room to Move in the City Centre* plan are:
 - A series of change proposals for kerbsides. These are split into short-term or ‘quick-win’ actions (e.g. traffic control, line-marking and signage changes), which we aim to implement before the City Rail Link opens; with more complex changes (e.g. small-scale engineering improvements) following soon after. Longer-term (post 2028) proposals are generally larger-scale initiatives that may not yet have confirmed funding and will need further investigation and design work.
 - Broader recommendations around parking system operational improvements, communications, technology and planning for off-street parking and initiatives for further investigation and development.
11. We have engaged early with a wide range of partners and stakeholders (over 30 interest groups), to gain valuable ‘on the ground’ insight and incorporate their perspectives into the plan. Key themes beyond allocation of space included the importance of parking compliance, the need to progress towards the vision for the City Centre, the need for more dynamic use of kerbside space, and the need for more loading space (for goods and people).
12. Parking and kerbsides are limited spaces, and there are many people (with different ideas and views), meaning it will be a challenge to gain an agreed view on how the space should be used. Our public engagement material will set out the challenges facing the transport system, the plans, strategies and objectives which are guiding our work, and explain the ‘why’ for this project – together with the rationale for the proposed changes.
13. We anticipate more focused interest in short-term. Public consultation is being sought by:
 - seeking views from the community on how kerbside and parking resources should facilitate access and contribute to the community,
 - sharing and asking for feedback on the draft proposals/plans, and
 - engaging more specifically with adjacent landowners, businesses and stakeholders on change proposals in the immediate vicinity.
14. Specifically, AT expect that the Small Business Advisory Panel may have particular interest in the topic of **‘freight, couriers, tradespeople servicing’**, and pose the questions:
 - Have we acknowledged all the key issues for City Centre parking management?
 - Have we have missed anything in our proposed responses; any opportunities to make improvements?
 - Are there are any further locations of specific concern?
 - Any other suggestions.
15. Public consultation starts from Monday 17th February 2025, allowing for all Aucklanders to contribute to the plan, and will help ensure what we deliver is right for the city. We invite you to promote the public consultation through your network and channels.
16. Once we have incorporated public consultation feedback into the plan, we will provide a report to SBAP to set out the feedback received, and how AT have responded to it.

Ngā tūtohunga Recommendations

That the Small Business Advisory Panel:

- a) arotake / review Room to Move i te Pokapū Tāone - City Centre Parking Management Plan.
- b) tuku / provide feedback where appropriate into Room to Move i te Pokapū Tāone - City Centre Parking Management Plan.

Ngā tāpirihanga Attachments

There are no attachments for this report.

Ngā kaihaina Signatories

Author	Claire Covacich – Principal Transport Planner, Auckland Transport
Authorisers	Victoria Wicks-Brown - Principal Advisor Panels Robert Irvine - General Manager Licensing and Compliance

Annual Budget

File No.: CP2025/00279

Te take mō te pūrongo

Purpose of the report

1. To provide an opportunity for discussion on Auckland Council's Annual Budget.

Whakarāpopototanga matua

Executive summary

2. Auckland's next annual plan, also known as the Annual Budget, is due to take effect on 1 July 2025. It sets out what Auckland Council aims to achieve in Auckland over the next financial year and how Auckland Council will fund these plans.
3. The Financial Strategy unit is seeking advice as part of the development of the Annual Budget.
4. Michael Burns, General Manager Financial Strategy, and Mark Reynolds, Manager Financial Stakeholder Relations will provide a presentation speaking to this.

Ngā tūtohunga

Recommendation

That the Small Business Advisory Panel:

- a) tuhi ā-taipitopito / note the update on the Annual Budget and provide input.

Ngā tāpirihanga

Attachments

There are no attachments for this report.

Ngā kaihaina

Signatories

Author	Lexy Turner - Governance Advisor
Authoriser	Victoria Wicks-Brown - Principal Advisor Panels