



# **A G E N D A**

## **Finance, Audit and Risk Committee**

**Council Chambers  
36 Weld Street  
Hokitika**

**Thursday 24 January 2019  
commencing at 9.30 am**

Deputy Mayor L.J. Martin – Chairperson  
His Worship the Mayor R.B. Smith  
Deputy Mayor Cr H.M. Lash  
Crs D.L. Carruthers, Gray Eatwell, J.A. Neale,  
D.M.J. Havill ONZM, G.L. Olson, D.C. Routhan  
Kw. Francois Tumahai, Te Rūnanga o Ngāti Waewae  
Kw. Tim Rochford, Te Rūnanga o Makaawhio



## FINANCE, AUDIT AND RISK COMMITTEE

AGENDA FOR A MEETING OF THE FINANCE, AUDIT AND RISK COMMITTEE, TO BE HELD IN THE COUNCIL CHAMBERS, 36 WELD STREET, HOKITIKA ON THURSDAY 24 JANUARY 2019 COMMENCING AT 9.30 AM

### COUNCIL VISION

We work with the people of Westland to grow and protect our Communities, our economy and our unique natural environment.

#### **Purpose:**

The Council is required to give effect to the purpose of local government as prescribed by section 10 of the Local Government Act 2002. That purpose is:

- (a) To enable democratic local decision-making and action, by and on behalf of, communities; and
- (b) To meet the current and future needs of communities for good-quality local infrastructure, local public services, and performance of regulatory functions in a way that is most cost-effective for households and businesses.

#### **1. MEMBERS PRESENT, APOLOGIES AND INTEREST REGISTER:**

##### **1.1 Apologies & Leave of Absence**

##### **1.2 Interest Register**

## **2. CONFIRMATION OF MINUTES:**

- 2.1 Finance, Audit and Risk Committee Meeting– 13 December 2018** Pages 4-7

## **3. REPORTS FOR INFORMATION:**

- 3.1 Quarterly Performance Report to 31 December 2018** Pages 8-68

## **4. REPORTS FOR DECISION:**

Nil.

## **5. ITEMS FOR DISCUSSION:**

- 5.1 Finance, Audit and Risk Committee Rolling Workplan** Page 69

## **6. MATTERS TO BE CONSIDERED IN THE 'PUBLIC EXCLUDED SECTION'**

Resolutions to exclude the public: Section 48, Local Government Official Information and Meetings Act 1987.

Council is required to move that the public be excluded from the following parts of the proceedings of this meeting, namely:

- 6.1 Confidential Minutes – 13 December 2018**

- 6.2 Risk Register**

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

<b>Item No.</b>	<b>Minutes/ Report of</b>	<b>General subject of each matter to be considered</b>	<b>Reason for passing this resolution in relation to each matter</b>	<b>Ground(s) under Section 48(1) for the passing of this resolution</b>
6.1	Confidential Minutes – 13 December 2018	Confidential Minutes	Good reasons to withhold exist under Section 7	Section 48(1(a) & (d)
6.2	Risk Register	Confidential Report	Good reasons to withhold exist under Section 7	Section 48(1(a) & (d)



# Finance, Audit and Risk Committee Minutes

MINUTES OF A MEETING OF THE FINANCE, AUDIT AND RISK COMMITTEE OF WESTLAND DISTRICT COUNCIL, HELD IN THE COUNCIL CHAMBERS, 36 WELD STREET, HOKITIKA ON THURSDAY 13 DECEMBER 2018 COMMENCING AT 10.00 AM

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## **1. MEMBERS PRESENT, APOLOGIES AND INTEREST REGISTER:**

### **1.1 Members Present**

Deputy Mayor Cr L.J. Martin (Chair)  
His Worship the Mayor R.B. Smith  
Crs D.M.J. Havill (ONZM), J.A. Neale, G.L Olson, D.C Routhan, Cr Gray Eatwell,  
Cr D.L Carruthers (from 10.01 am)

### **Apologies and Leave of Absence**

Cr D.L Carruthers – apology for lateness (from 10.01 am).  
Deputy Mayor H.M. Lash  
Kw. Francois Tumahai, Te Rūnanga o Ngāti Waewae

Moved Cr Havill, seconded Cr Neale and Resolved that the apologies be received and accepted.

### **Absent:**

Kw. Tim Rochford, Te Rūnanga o Makaawhio

### **Staff in Attendance:**

S.R. Bastion, Chief Executive; L.A. Crichton, Group Manager: Corporate Services;  
D.M. Maitland, Executive Assistant; E. Bencich, Operations Manager.

Cr Carruthers attended the meeting at 10.01 am.

## 1.2 Interest Register

The Chair circulated the Interest Register and one amendment was noted as follows:

### Deputy Mayor Martin

Director – Destination Westland: Addition of the words “Maintenance Contracts with Westland”.

## 2. CONFIRMATION OF MINUTES:

### 2.1 Finance, Audit and Risk Committee Meeting – 22 November 2018

Moved Cr Neale, seconded His Worship the Mayor and **Resolved** that the Minutes of the Finance, Audit and Risk Committee Meeting held on the 22 November 2018 be confirmed as a true and correct record of the meeting.

## 3. REPORTS FOR INFORMATION

Nil.

## 4. REPORTS FOR DECISION:

Nil.

## 5. ITEMS FOR DISCUSSION

### 5.1 Finance, Audit and Risk Committee Rolling Workplan

The Group Manager: Corporate Services provided an update on the Committee Workplan, and the following additional items were discussed:

#### 1. Financial Report

It was noted that there is no financial report on this months’ agenda, and the trial balance is tracking around-about budget with not a lot of variance.

A comprehensive quarterly financial report including Treasury, Balance Sheet, Projects and Carry-over Schedules will be included on the January 2019 Committee Agenda as well as the non-financial information.

## 2. Capital Projects

The Chief Executive spoke to this item and advised that there is good work being done in the Capital Projects area with numerous projects in hand with some projects under duress, however staff are now looking at 2019-2020 already.

Moved Cr Havill, seconded Cr Olson and **Resolved** that the Finance Audit and Risk Committee Rolling Workplan be received.

## 6. MATTERS TO BE CONSIDERED IN THE 'PUBLIC EXCLUDED SECTION'

Moved Cr Neale, seconded His Worship the Mayor and **Resolved** that the Finance, Audit and Risk Committee confirm that the public were excluded from the meeting in accordance with Section 48, Local Government Official Information and Meetings Act 1987 at 10.06 am.

Council is required to move that the public be excluded from the following parts of the proceedings of this meeting, namely:

### 6.1 Confidential Minutes – 22 November 2018

### 6.2 Fraud Framework and Draft Fraud Policy

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

Item No.	Minutes/ Report of	General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under Section 48(1) for the passing of this resolution
6.1	Confidential Minutes 22 November 2018	Confidential Minutes – Finance, Audit and Risk Committee	Good reasons to withhold exist under Section 7	Section 48(1)(a) & (d)
6.2	Fraud Framework and Draft Fraud Policy	Confidential Report – Finance, Audit and Risk Committee	Good reasons to withhold exist under Section 7	Section 48(1)(a) & (d)

This resolution is made in reliance on Section 48(1)(a) and (d) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by Section 6 or 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:

No.	Item	Section
6.1 & 6.2	Protect the privacy of natural persons, including that of deceased natural persons.	Section 7(2)(a)
	Enable any local authority holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations).	Section 7(2)(i)

Moved Cr Neale, seconded Cr Routhan and **Resolved** that the business conducted in the “Public Excluded Section” be confirmed and accordingly the meeting went back to the open part of the meeting at 10.16 am.

**MEETING CLOSED AT 10.16 AM**

Confirmed by:

\_\_\_\_\_  
**Deputy Mayor Latham Martin**  
**Chair – Finance, Audit and Risk Committee**

\_\_\_\_\_  
**Date**

# Report



**DATE:** 24 January 2019

**TO:** Mayor and Councillors

**FROM:** Strategy and Communications Advisor and Finance Manger

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## QUARTERLY PERFORMANCE REPORT TO 31 DECEMBER 2018

### 1 SUMMARY

- 1.1 The purpose of this report is to inform Council of its financial and service delivery performance for the year to date 31 December 2018 (Q2).
- 1.2 This issue arises from a requirement for sound financial governance and stewardship with regards to the financial performance and sustainability of a local authority.
- 1.3 Council seeks to meet its obligations under the Local Government Act 2002 and the achievement of the District Vision adopted by Council as part of the Long Term Plan 2018-28. These are stated on Page 2 of this agenda.
- 1.4 This report concludes by recommending that Council receive the Quarterly Performance Report to 31 December 2018, attached as **Appendix 1**.

### 2 BACKGROUND

- 2.1 Council receives monthly financial reporting so that it has current knowledge of its financial performance and position against targets and objectives adopted in the Long Term Plan 2018-28.

### 3 CURRENT SITUATION

- 3.1 The quarterly report examines Council's progress in delivering municipal services within its prescribed financial framework.
- 3.2 This is the second quarterly report for the 2017/18 financial year.



3.3 This quarterly report contains the following information:

3.3.1 Whole of Council Financial Summary.

3.3.2 Projects Report.

3.3.3 Treasury.

3.3.4 Reserve Funds.

3.3.5 Statements of Service for each group and activity.

#### **4 OPTIONS**

4.1 Council can decide to receive or not receive the report.

#### **5 SIGNIFICANCE AND CONSULTATION**

5.1 This report is for information only and, while feedback is invited from Council in order for staff to continuously improve the quality of information provided, no assessment of significance or consultation and no options analysis is required.

#### **6 RECOMMENDATION**

A) **THAT** Council receives the Quarterly Performance Report to 31 December 2018 attached as **Appendix 1**

**Emma Rae**  
**Strategy and Communications Advisor**

**Lavinia Hamilton**  
**Finance Manager**

**Appendix 1:** Financial Performance December 2018



# WESTLAND DISTRICT COUNCIL

2018/19 QUARTERLY REPORT  
1 OCTOBER TO 31 DECEMBER 2018





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Leadership Group

Planning and Regulatory Group

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Transportation Group

Water Supply Group

Wastewater Group

Stormwater Group

Solid Waste Management Group

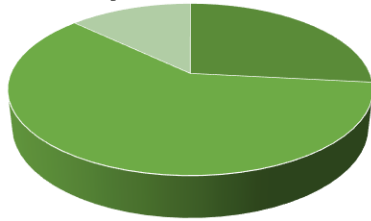
## Whole of Council Financial Summary

WESTLAND DISTRICT COUNCIL	Year to December			Full Year 2018-2019	
	Actual	Budget	Variance	FY Forecast	Budget
<b>Operating revenue</b>	7,842,156	7,869,353	(27,197)	15,706,108	15,706,106
Rates (includes targeted rates and metered water)	1,021,390	1,021,827	(437)	1,895,641	1,945,649
User fees and charges	2,311,828	1,375,132	936,696	7,073,292	5,904,264
Grants and Subsidies	496,907	504,505	(7,598)	1,000,473	1,009,013
Other income	3,393,161	3,587,774	(194,613)	6,980,935	7,175,548
Overhead recoveries	<b>15,065,442</b>	<b>14,358,590</b>	<b>706,852</b>	<b>32,656,448</b>	<b>31,740,580</b>
<b>Total revenue (A)</b>					
<b>Operating expenditure</b>	1,762,204	1,880,920	(118,717)	3,620,115	3,749,231
Personnel costs	381,010	397,983	(16,973)	706,180	638,465
Administrative costs	5,178,192	4,879,250	298,943	10,536,791	9,921,029
Operating costs	234,680	236,551	(1,871)	700,084	656,620
Grants and donations	3,387,515	3,559,440	(171,925)	6,946,209	7,118,134
Overheads	<b>10,943,601</b>	<b>10,954,143</b>	<b>(10,542)</b>	<b>22,509,379</b>	<b>22,083,479</b>
<b>Total operating expenditure (B)</b>	<b>4,121,842</b>	<b>3,404,447</b>	<b>717,395</b>	<b>10,147,069</b>	<b>9,657,101</b>
<b>Net operating cost of services - surplus/(deficit) (A - B)</b>					
<b>Other expenditure</b>	345,802	378,335	(32,533)	724,137	756,670
Interest and finance costs	3,046,272	2,964,408	81,864	5,996,595	5,928,815
Depreciation	-	-	-	-	-
(Gain)/loss on investments	100,982	97,887	3,095	198,868	195,773
(Gain)Loss on swaps	-	-	-	-	-
(Gain)Loss on disposals	<b>3,493,056</b>	<b>3,440,629</b>	<b>52,427</b>	<b>6,919,601</b>	<b>6,881,258</b>
<b>Total other expenditure (C)</b>	<b>14,436,656</b>	<b>14,394,772</b>	<b>41,884</b>	<b>29,428,980</b>	<b>28,964,737</b>
<b>Total expenditure (D = B + C)</b>	<b>628,786</b>	<b>(36,182)</b>	<b>664,968</b>	<b>3,227,468</b>	<b>2,775,843</b>
<b>Net cost of services - surplus/(deficit) (A - D)</b>	7,842,156	7,869,353	(27,197)	15,706,108	15,706,106

## Variance analysis

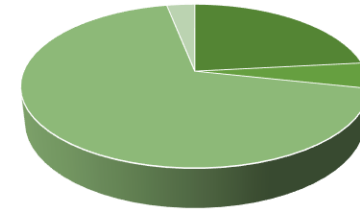
<b>Operating Revenue</b>	
Rates revenue	There is a slight variance with the water rates, this should correct itself over the summer as long as there are no water restrictions required.
User fees and charges	Overall this is on budget, however Animal Control is down by \$27k on budget, there will continue to be collections through the year, however unlikely to meet budget. Refuse is slightly down on budget (\$7K) however this should improve over the next few months and should meet budget.
Grants and Subsidies	There was no subsidy applied for the youth strategy, 20K budget this will be under budgeted, the corresponding expenditure was still used. Reserves contributions are down by \$19k. These are very hard to predict. A Subsidy has been recognised for the Cycle trail claim for current and prior years expenditure \$962K
Other Income	Interest Revenue is below budget (6.6K), this is due to lower cash flow than budgeted, less invested and interest returned.
<b>Operating Expenditure</b>	
Personnel costs	Personnel costs are down due to unfilled vacancies. Some of this is offset by more expenditure on recruitment, contractors, and consultants cost. Several positions have recently been filled so this variance should not increase going forward
Administrative costs	Photocopying and postage costs are down over all departments. This is due to a drive to print less and also increase the number of accounts e-mailed to customers.
Operating costs	Transport operational expenditure over budget YTD, this will be partially offset by NZTA claim \$211K. Stormwaters cost are up (\$44K) due to the storm event in November requiring extra pumping equipment and other costs.
Grants and Donations	These fluctuate due to timing and but are on budget.
<b>Other Expenditure</b>	
Depreciation	Depreciation is above budget. Budgeted depreciation was lowered by Audit through the LTP process. The budgeted depreciation is too low and at this stage we are forecasting depreciation to be above budget at the end of the financial year.
(Gain)/Loss on Swaps	Swap values are based on market factors and are difficult to predict. Any gain or loss on swaps would not materialise unless swaps were cashed in before maturity.

### Operating revenue Actual year to December



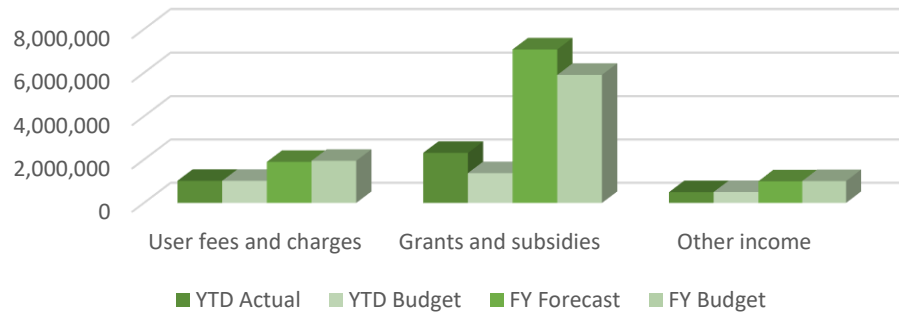
■ User fees and charges ■ Grants and subsidies ■ Other income

### Operating expenditure Actual year to December

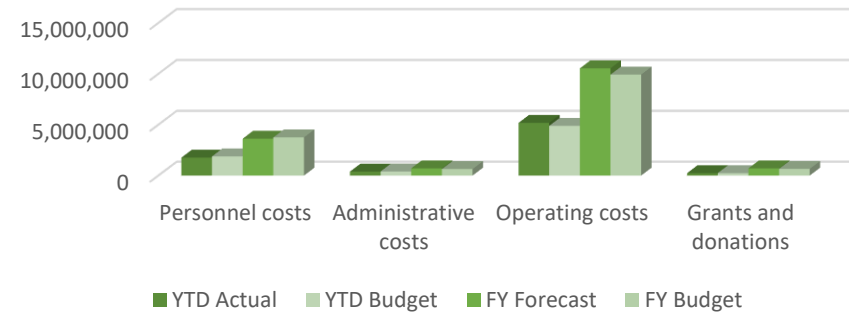


■ Personnel costs ■ Administrative costs ■ Operating costs ■ Grants and donations

### Operating revenue



### Operating expenditure








	User fees & Charges	Grants & Subsidies	Other Income
Actual YTD	1,021,390	2,311,828	496,907
Budget YTD	1,021,827	1,375,132	504,505
Variance	(437)	936,696	(7,598)
FY Forecast	1,895,641	7,073,292	1,000,473
FY Budget	1,945,649	5,904,264	1,009,013



















	Personnel	Administration
Actual YTD	1,762,204	381,010
Budget YTD	1,880,920	397,983
Variance	(118,717)	(16,973)
FY Forecast	3,620,115	706,180
FY Budget	3,749,231	638,465









# Projects: Current

















Capital Projects 2018-19

31/12/2018

		Legend - Key	
Forecast on Budget			Project Delayed - Will not be completed by 30th June 2019
Forecast over Budget			Project on-Track - Will be completed by 30th June 2019
			Project Complete - 100% Progress

Project / Activity	YTD Exp	2018-19 Budget	Forecast	Budget Track	Progress / Track	Progress Comments
<b>LEADERSHIP</b>						
Information Management - DMS	11,962	50,000	50,000			This is a project that spans 2 years, therefore will not be expected to be completed by the end of this financial year. Planning is taking place therefore costs will not materialise till later in the year.
IT Equipment renewals - Annual Network	2,871	32,000	27,000			This should be below budget due to the new servers however there is still some work to be done between the floors
IT Equipment renewals - Upgrades to workstations	12,353	12,000	15,000			Increased the forecast but reduced the network correspondingly
IT Equipment renewals - Webcam replacement		2,500	2,500			Quote received, evaluation options will be purchased before EOY
IT Equipment renewals - Disaster recovery servers	-	40,000	40,000			Delayed this year, due to obtaining suitable offsite location
Council HQ - Refurbishment		100,000	100,000			
IT Equipment renewals - Civil Defence Laptop	-	5,000	5,000			
Civil Defence - Civil defence Kits	5,663	4,800	5,663			
IT Equipment renewals - Councillors Tablets	1,618	-	1,618			
	<b>34,467</b>	<b>246,300</b>	<b>245,163</b>			

<b>LIBRARY</b>						
Library - Electrical upgrade	22,081	29,300	29,300			Almost complete. Charging cabinet & smaller IT purchases outstanding.
Library - Audio/Visual Resource	864	4,324	4,324			
Library - Books	15,687	45,403	45,403			
Library - Large Print Books	2,965	6,486	6,486			
	<b>41,597</b>	<b>85,513</b>	<b>85,513</b>			

<b>WATER SUPPLY</b>						
Kumara - Mains upgrade programme	-	15,000	15,000			
Kumara - Treatment Components upgrade programme	-	2,778	2,778			
Kumara - Disinfection upgrades programme	-	2,222	2,222			
Kumara - Telemetry	-	3,333	3,333			
Arahura - Treatment Components upgrade programme	-	2,778	2,778			
Arahura - Disinfection upgrades programme	-	2,222	2,222			
Arahura - Telemetry	-	3,333	3,333			
Arahura - Water treatment plant	-	365,000	365,000			Investigation work being finalised, design process underway



Hokitika - Mains upgrade programme	-	300,000	300,000			Currently being scoped
Hokitika - Pumps Upgrade Brickfield	-	25,000	25,000			Pumps are on order
Hokitika - Water meter replacements	-	90,000	90,000			Contractor has scoped work, waiting on report expected January
Hokitika - Generator	-	45,000	45,000			On Order
Hokitika - Treatment Components upgrade programme	-	2,778	2,778			
Hokitika - Disinfection upgrades programme	-	2,222	2,222			
Hokitika - Telemetry	-	3,333	3,333			
Ross - Mains upgrade programme		120,000	120,000			Forecast workes are expected in the last quarter
Ross - Building Repairs and Stabilisation	-	15,000	15,000			Work has been scoped and contract has been issued
Ross - Water Source	-	20,000	20,000			Underway
Ross - Treatment Components upgrade programme	-	2,778	2,778			
Ross - Disinfection upgrades programme	-	2,222	2,222			
Ross - Telemetry	380	3,333	3,333			
Hari Hari - Mains upgrade programme	-	15,000	15,000			Currently being investigated, project due to start in February 2019
Hari Hari - Treatment Components upgrade programme	-	2,778	2,778			
Hari Hari - Disinfection upgrades programme	-	2,222	2,222			
Hari Hari - Telemetry	-	3,333	3,333			
Whataroa - Treatment Components upgrade programme	-	2,778	2,778			
Whataroa - Disinfection upgrades programme		2,222	2,222			
Whataroa - Telemetry	3,623	3,333	3,623			
Franz Josef - Mains upgrade programme		90,000	90,000			Consultant has been engaged do the pleminary work
Franz Josef - Raw Water Source	8,802	220,000	220,000			Work nearly complete waiting on invoicing from contractor
Franz Josef - Blower Electricts & SCADA	39,016	32,000	39,016			Complete
Franz Josef - Treatment Components upgrade programme	4,947	2,778	4,947			
Franz Josef - Disinfection upgrades programme		2,222	2,222			
Franz Josef - Telemetry	380	3,333	3,333			
Fox Glacier - Plant upgrade		400,000	400,000			Currently Investigated
Fox Glacier - Mains upgrade programme		80,000	80,000			Currently Investigated
Fox Glacier - Treatment Components upgrade programme		2,778	2,778			
Fox Glacier - Disinfection upgrades programme		2,222	2,222			
Fox Glacier - Telemetry		3,333	3,333			
Haast - Treatment Components upgrade programme		2,778	2,778			
Haast - Disinfection upgrades programme		2,222	2,222			
Haast - Telemetry	380	3,333	3,333			
	<b>57,528</b>	<b>1,907,000</b>	<b>1,916,474</b>			

<b>WASTEWATER</b>						
Hokitika - WWTP upgrade		275,000	275,000			Plant on order, design being finalised
Hokitika - Mains upgrade programme		60,000	60,000			Work in in progress
Hokitika - Pump upgrade		20,000	20,000			
Hokitika - Pump upgrade (Kaniere)		130,000	130,000			
Hokitika - Kaniere Road catchment		50,000	50,000			
Hokitika - WW Network Growth		2,500	2,500			
Franz Josef - WWTP upgrade	450,224	2,250,000	2,250,000			Contract has been let, construction ready to start, costs YTD include land purchase
Franz Josef - WW Network Growth		2,500	2,500			
Fox Glacier - Mains upgrade programme	-	32,000	32,000			Network investigation underway
Fox Glacier - WWTP upgrade	-	100,000	100,000			Aerators and intakes on order
Fox Glacier - WW Network Growth	-	2,500	2,500			
Haast - WW Network Growth	-	2,500	2,500			
	<b>450,224</b>	<b>2,927,000</b>	<b>2,927,000</b>			

<b>STORMWATER</b>						
Hokitika - Mobile generator	23,810	30,000	30,000			Complete
Hokitika - Mains upgrade programme	32,463	25,000	35,000			
Hokitika - Pump upgrade (Tancred)		200,000	200,000			Consultant working on final design
Hokitika - Pump upgrade (Sewell)		100,000	100,000			Pump arrived awaiting installation
Hokitika - Pump upgrade (Rolleston)		20,000	20,000			on order
Hokitika - Pump upgrade (Hoffman)		50,000	50,000			on order
Hokitika - Extension Weld St		130,000	130,000			Consultant scoping project, cctv undertaken to finalise design
Hokitika - Realignment Beach St		20,000	20,000			waiting on construction works
Hokitika - Extension Jollie St	7,035	240,000	240,000			Consultant scoping project, cctv undertaken to finalise design
Hokitika - Mains upgrade new developments		10,000	10,000			
	<b>63,308</b>	<b>825,000</b>	<b>835,000</b>			

<b>SWIMMING POOLS</b>						
Swimming Pool Ross - EQ strengthening	-	10,000	10,000			
Hokitika Swimming Pool ventilation System	20,000	-	20,000			Project moved forward from year 2 of the LTP
	<b>20,000</b>	<b>10,000</b>	<b>10,000</b>			

<b>COMMUNITY SERVICES DEVELOPMENT</b>						
Footpath upgrades - Kokatahi	-	27,000	27,000			
Footpath upgrades - Kumara	12,000	10,000	12,000			
Footpath upgrades - Fox Glacier	-	3,000	3,000			
Footpath upgrades - Kaniere	-	1,000	1,000			
Footpath upgrades - Ross	-	3,000	3,000			
Footpath upgrades - Franz Josef	-	20,000	20,000			
Footpath upgrades - Whataroa	-	1,000	1,000			
Footpath upgrades - Hari Hari	-	1,500	1,500			
Footpath upgrades - Haast	-	1,500	1,500			
	<b>12,000</b>	<b>68,000</b>	<b>70,000</b>			

<b>RESPONSIBLE CAMPING</b>						
Toilets, Motor Vehicles, Refuse & Recycling Bins and Signage	88,506	-	566,000			Installation well underway, three sights operational. Expenditure to be fully subsidised by MBIE
	<b>88,506</b>	<b>0</b>	<b>566,000</b>			

<b>NEW TOILET &amp; ASSOCIATED FACILITIES</b>						
Franz Josef Toilets	55,173		55,173			Finished
Whataroa Toilets	2,092		100,250			Currently being Designed
Ross Toilets	2,092		106,750			Currently being Designed
Kumara Visitor Experience	2,092		61,350			Currently being Designed
Okarito Toilets	9,893		9,893			Finished
Fox Toilets	3,319		3,319			Finished
	<b>74,661</b>	<b>0</b>	<b>336,735</b>			

<b>ANIMAL CONTROL</b>						
Motor vehicles	29,127	-	29,127			
		-	-			
	<b>29,127</b>	<b>0</b>	<b>29,127</b>			

<b>ELDERLY HOUSING</b>						
Elderly Housing - Glazing and insulation	-	20,000	20,000			Project rescheduled for the next financial year
	<b>0</b>	<b>20,000</b>	<b>20,000</b>			



























<b>WCWT</b>						
West Coast Wilderness Trail - Enhancement	143,450	70,000	143,450			
	<b>143,450</b>	<b>70,000</b>	<b>143,450</b>			

<b>SOLID WASTE</b>						
Haast - Preparation for new cell	-	10,000	10,000			
Butlers - Site Shed	-	15,000	15,000			
	<b>0</b>	<b>25,000</b>	<b>25,000</b>			

<b>LAND &amp; BUILDINGS</b>						
Buildings - Greypower windows	-	8,000	8,000			
Carnegie Building Upgrade	26,986	-	26,986			
	<b>26,986</b>	<b>8,000</b>	<b>8,000</b>			

<b>I SITE &amp; MUSEUM</b>						
Museum - Photobooth	-	2,400	2,400			
i-Site - Booking Computers	-	7,500	7,500			
i-Site - Interactive mapping	-	11,780	11,780			
i-Site - Self service computers	-	4,900	4,900			
i-Site - Website development	-	10,000	10,000			
i-Site - Replacements of equipment	-	3,000	3,000			
	<b>0</b>	<b>39,580</b>	<b>39,580</b>			

<b>PARKS &amp; RESERVES</b>						
Reserves - Waterfront development	-	50,000	50,000			
Reserves - Cass Square - Demolish Grandstand	-	15,000	15,000			
Reserves - Cass Square - Building Improvements Pavillion	-	20,000	20,000			
Reserves - Cass Square - Rubber matting	-	20,000	20,000			
Reserves - Haast	-	10,000	10,000			
	<b>0</b>	<b>115,000</b>	<b>115,000</b>			

<b>TRANSPORTATION</b>						
Unsealed Road Metalling (3030)	177,545	286,500	286,500			
Sealed Road Resurfacing (3031)	-	850,000	850,000			
Maintenance - Drainage Renewals (3032)	5,317	159,000	159,000			
Structures Component Replace (3033)	23,337	212,500	212,500			
Traffic Services Renewals (3034)	37,538	127,500	127,500			
Sealed Road Pavement Rehabilitation	40,250	80,000	80,000			
Sealed Road Resurfacing (3070)	-	159,000	159,000			
Maintenance - Drainage Renewals	-	27,000	27,000			
Structures Component Replace (3072)	62	53,000	53,000			
Traffic services renewals	6,583	11,000	11,000			
Sealed Road Pavement Rehabilitation	-	150,000	150,000			
Low Cost Low Risk - Local	-	545,000	545,000			
Low Cost Low Risk - SPR	-	35,000	35,000			
	<b>290,633</b>	<b>2,695,500</b>	<b>2,695,500</b>			
<b>Total</b>	<b>1,332,487</b>	<b>9,041,893</b>	<b>10,067,542</b>			

# Treasury Report

## Summary

The purpose of this section of the Quarterly Report is to provide an update on Council's Treasury Position as at **31 December 2018**.

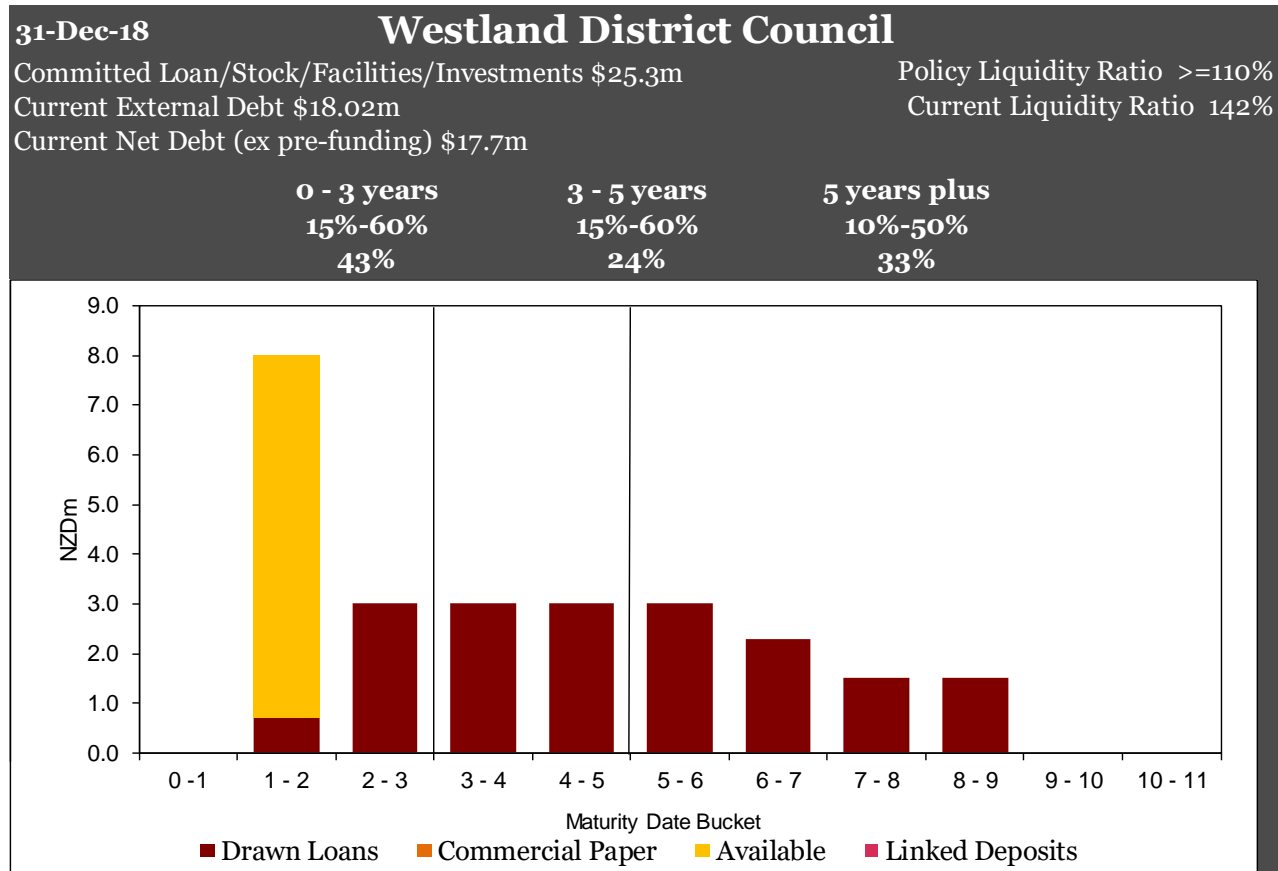
This section shows the Council's position for the following items:

- Loans
- Other Borrowings (if any)
- Swap
- Internal borrowing
- Cash Investments
- Deposits
- Bonds
- Debtors

Council has contracted PWC as an independent treasury adviser.

## Loans

This chart illustrates the Council's position in relation to the debt facility:



Council's policies require that we have liquidity cover of 110% of forecast debt. There are two facilities in place, one with Westpac with a borrowing limit of \$8m, a second with the Local Government Funding Agency has a borrowing limit of \$20m, providing a total facility of \$28m. The forecast debt for the current financial year is \$21.1m, with a 12-month peak forecast of 21.1m with liquidity coverage at 142%.

As at 31 December 2018, the Money Market Lending Statement shows:

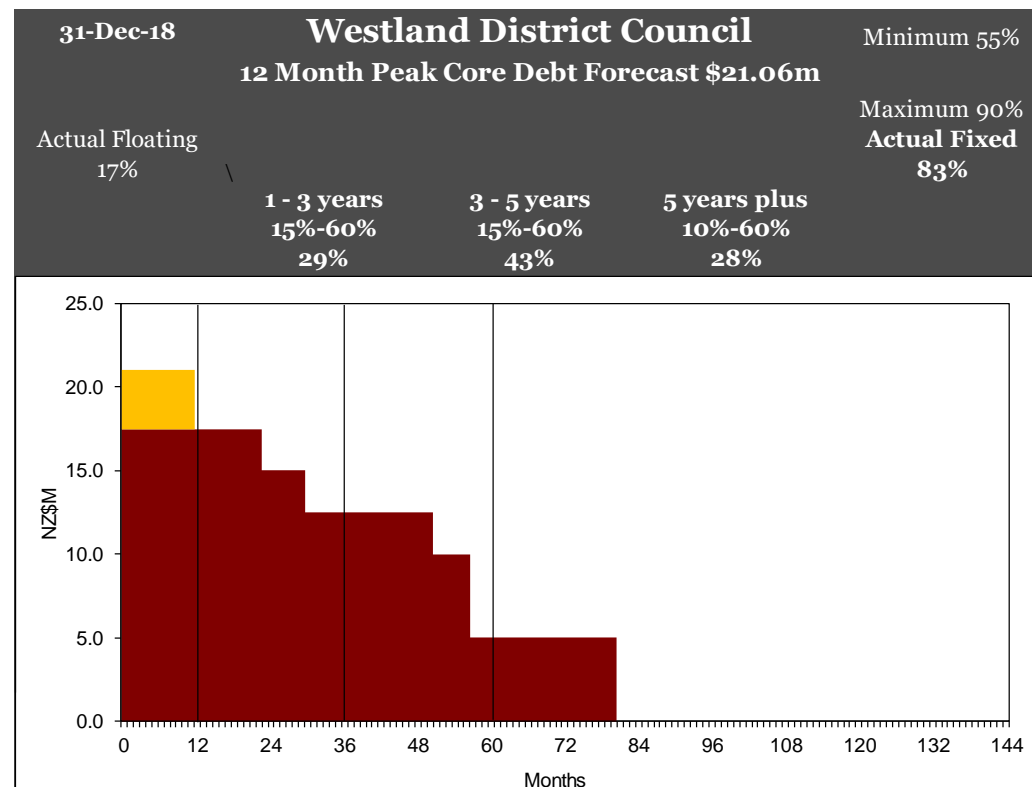
Amount	Rate	Maturity
718,352	1.900%	1/07/2020
3,000,000	1.910%	17/05/2021
3,000,000	1.910%	16/05/2022
3,000,000	1.890%	17/04/2023
3,000,000	1.890%	15/04/2024
2,300,000	1.890%	15/04/2025
1,500,000	1.947%	15/04/2026
1,500,000	3.877%	15/04/2027
<b>\$18,018,352</b>	<b>Total</b>	

*This does not include the 0.6% to 1.0% margins charged by the bank*

Swaps in place to protect against fluctuating interest rates are as follows:

Amount	Fixed interest rate	Maturity date
\$5,000,000	3.67%	2/10/2025
\$5,000,000	3.34%	2/10/2023
\$2,500,000	2.98%	17/03/2023
\$5,000,000	4.10%	1/10/2021
\$2,500,000	4.77%	17/09/2021
\$2,500,000	3.55%	17/11/2020
<b>\$22,500,000</b>	<b>Total</b>	

The following shows our current debt position and the amount of debt protected by interest rate swaps:



Council policy requires interest rate risk management within the ranges specified in the chart



## Interest Rate Risk Position

The interest rate risk position visually represents the Council's interest rate position within approved interest rate control limits as set out in the treasury policy document. The chart takes a snapshot of the risk position as at the reporting date.

The yellow part of the graph shows the amount of debt which is fixed - (this includes fixed rate bonds together with payer swaps) meaning debt which gets repriced in one year's time or later. The top of the red area represents the forecast debt in a year's time. The red area therefore illustrates the amount of debt deemed floating rate and will include any forecast debt that has not been pre-hedged. Any existing loans or financial instruments which will be repriced within the next 12 months are included in the red area.

The key areas of focus are;

### Fixed Rate Percentage Limit: (wholesale interest rate certainty)

The fixed rate percentage calculation is the total amount of fixed rate debt/interest rate hedges over the 12 month forecast net debt amount. Fixed rate is defined as having an interest rate resetting maturity/expiry date of greater than 12 months.

### Fixed Rate Maturity Limits: (spreading of wholesale interest rate maturity risks)

Fixed rate repricing maturity dates are spread based on defined maturity band limits, 1 - 3 years, 3 - 5 years and 5 - 10 years. Minimum and maximum percentage limits within each time band ensure a spread of maturities and reduces the risk of maturity concentrations.

## Internal Borrowing

Kanieri Sewerage \$119,886.22.

## Cash Investments

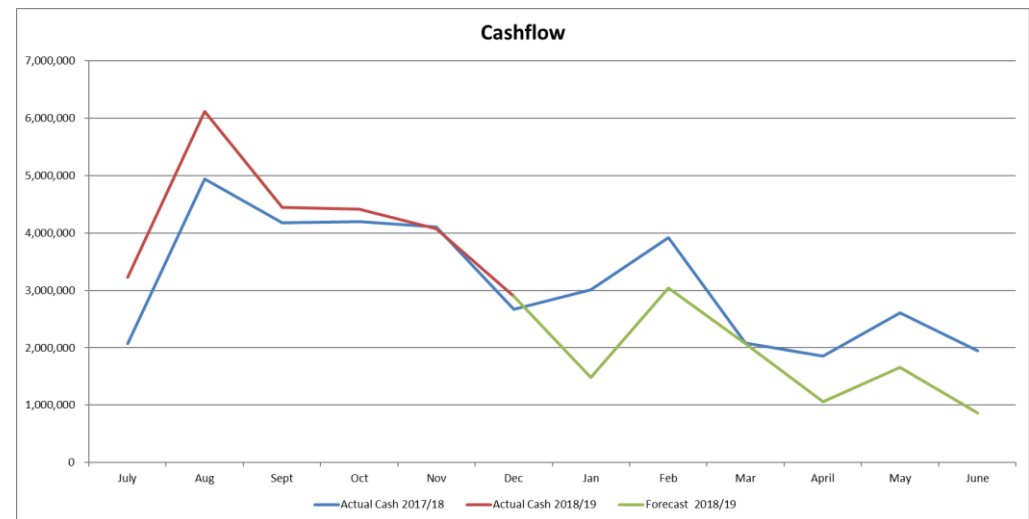
### Cash Deposits as at 31 December 2018

Cash flow is managed on a weekly basis. The highest spend is expected to continue in the next quarter with loan drawdowns occurring later in the financial year as more capital projects take place.

The following analysis excludes bond monies.

Closing balance of WDC Operational Account: \$1,342,256.96

Term Deposit Account balances of: \$1,556,993.88



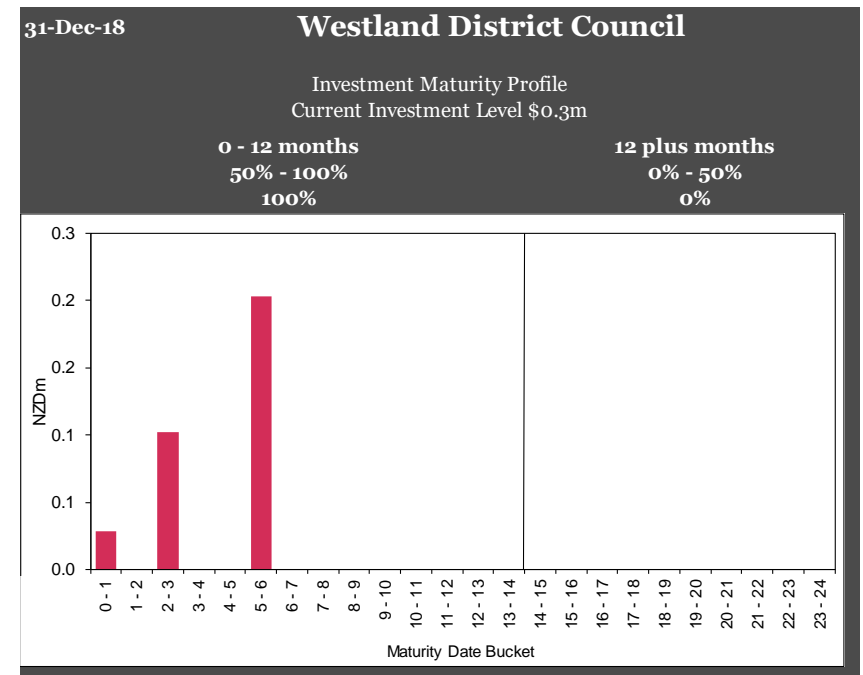
## Bonds

WDC Westpac Bond Portfolio valued at \$334,211 as at 31 December 2018. This is made up of \$0.30m in bonds and \$0.023m in cash from matured bonds.

Westland District Council Investment Counterparty Credit Limits				
Minimum Credit Rating is A-1/A (A+ for corporates)		<b>Policy Limits</b>	<b>Counterparty Exposure</b>	
<b>Counterparty Credit Risk</b>	<b>Credit Rating</b>	<b>NZD\$m</b>	<b>NZD\$m</b>	<b>Policy Compliance</b>
LGFA	AA+	28.00	0.00	Y
BNZ	AA-	2.00	0.20	Y
Rabobank	A+	2.00	0.10	Y
<b>TOTAL</b>			<b>0.30</b>	

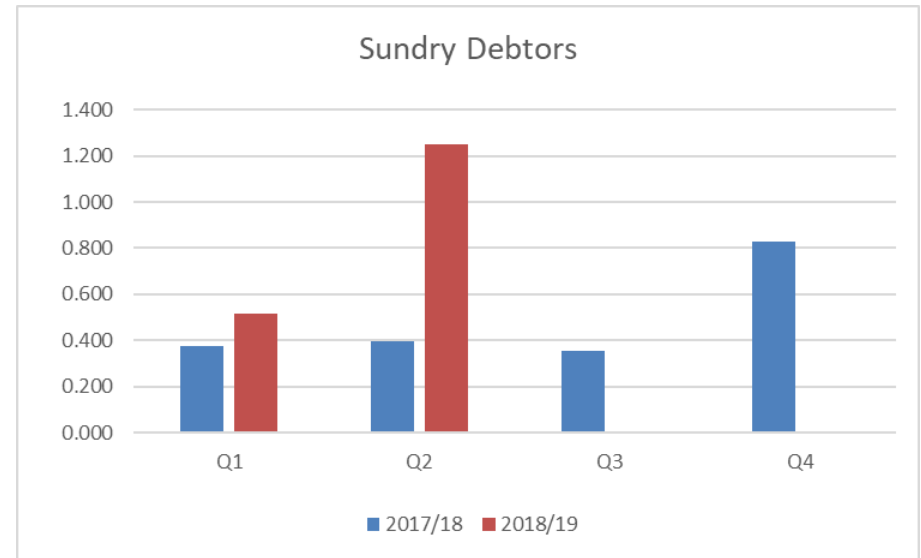
The Investment policy requires that bond investments are with parties that have a long-term Standard & Poor's, (S&P) credit ratings (or equivalent Fitch or Moody's rating) being A and above and/or short term rating of A-1 or above. Limits are spread amongst a number of counterparties to avoid concentrations of credit exposure. The policy also has a maximum limit of \$2m exposure per NZ registered bank and \$1m exposure for local government entities. All exposures are within this limit.

The following chart illustrates the maturity profile of the WDC investment portfolio:



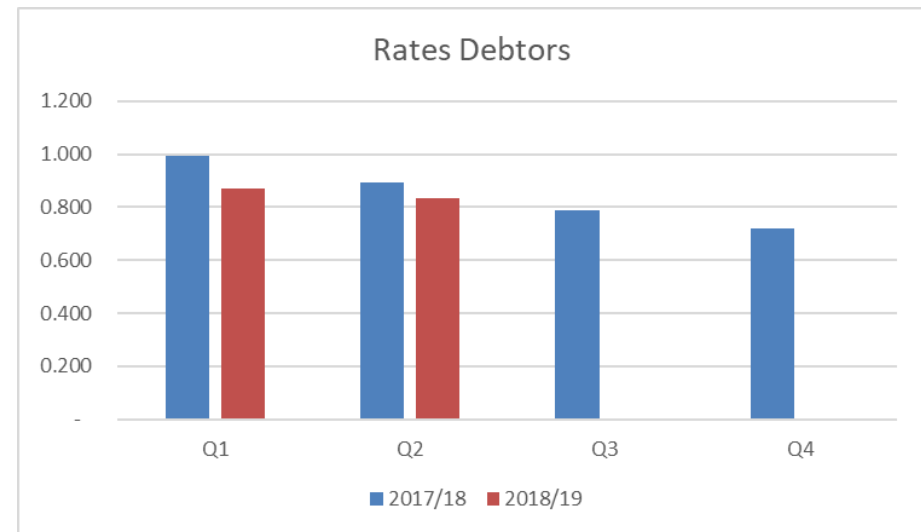
### Sundry Debtors

Outstanding Sundry debtors as at 31 December 2018 total \$1,247,057 which is \$848,851 higher than Q2 2017/18 financial year. This is due to the invoice of the cycle trail subsidy in December for \$1,089,023 (including GST).



### Rates Debtors

At 31 December 2018, rates debtors figure total \$831,660 which is \$61,345 less than Q2 2017/18 financial year. This is due to a reduction in overdue debtors and increase in payments by direct debit and plans.



## Debt Collection

No debt has been referred to Credit Recoveries during the current financial year.

Credit Recoveries performance as at 31 December for active debt:

<b>Date Debt Sent</b>	<b>Debt</b>	<b>Collected</b>	<b>Recovery Rate</b>
Pre-2016	248,158	103,241	42%
2015-2016	25,096	8,838	35%
2016-2017	26,016	10,038	39%
2017-2018	36,130	17,942	50%
2018-2019	73,252	500	1%
<b>Total</b>	<b>408,652</b>	<b>140,560</b>	<b>34%</b>

The relationship between Council and the debt recovery agency is being actively managed with regular meetings and guidance from Finance. This proactive approach has assisted with the success of the debt management process and reduction of overdue debtors.

Further debts will be referred to debt recovery only where internal processes have proven unsuccessful.

# Reserve Funds Report

## Summary

### **Reserves are divided into two categories:**

Restricted Reserves: These reserves can only be used for the purpose as set out in either legislation or by the funder.

Council Created Reserves: These reserves exist solely at the discretion of Council, as a matter of good business practice.

### **Financial Management Principles for Reserve Funds**

- There are no reserves that are required to be represented by specific cash funds. Council therefore takes a portfolio approach to treasury management.
- Reserves are funded by interest income from investments and available borrowing capacity.
- Reserve balances will grow by interest calculated at the weighted average 90 day bill rate, transferred quarterly into the reserve.
- During 2018/19 new depreciation reserves will grow quarterly. Interest will be earned on those reserves calculated based on the average 90 day bill rate. This will be funded from external interest revenue (or deficit reserves – internal borrowing) for 2018/19
- Interest will be charged on any reserve in deficit at Council's weighted average cost of asset term debt.
- No funds shall be withdrawn from the Westpac Bonds or any reserve unless provided for in the Annual Plan or by Council resolution.

Council Created Reserve Funds

Reserve	Purpose of each reserve fund	Balance 1 July 2018 \$000	Transfers into fund \$000	Transfers out of fund \$000	Balance 31 December 2018 \$000
Kumara Township fund	Township funding for the purpose of community related projects	0	7	(14)	(7)
HariHari township	Township funding for the purpose of community related projects	2	7	0	9
Whataroa township	Township funding for the purpose of community related projects	2	7	(14)	(5)
Ross township	Township funding for the purpose of community related projects	1	7	0	8
Haast township	Township funding for the purpose of community related projects	(3)	7	0	4
Franz township	Township funding for the purpose of community related projects	1	18	0	19
Fox township	Township funding for the purpose of community related projects	1	18	0	19
Kokatahi community fund	Township funding for the purpose of community related projects	0	4	0	4
Foreshore	Foreshore Protection for groin replacement on the foreshore.	19	0	0	20
Glacier country promotions	Targeted rates collected from Glacier Country to provide funding for marketing projects.	0	32	(39)	(6)
Prestons bush	Mr Preston donated the reserve to Council. This fund was for the community to beautify the bush with tracks and interpretation boards.	10	0	(0)	10
HariHari community complex	The Harihari Pony Club land was sold and the funding was to go towards a new community complex. (Another \$100,000 is allocated from the Reserve Development Fund.)	78	1	0	79
Guy Menzies trust	Surplus from Guy Menzies Day Event.	1	0	0	1
Cycle partnership contributions	Contributions from commercial partners towards upkeep of the Wilderness Trail	0	0	0	0
Emergency contingency fund	Rates collected to support Westland in a Civil Defence emergency.	52	1	0	52
Transport renewals	For funding the renewal of roads and bridges.	414	514	(119)	808
Water renewal	For funding the renewal of water supplies networks	2,533	437	(269)	2,701
Waste water renewal	For funding the renewal of sewerage and sewage networks	1,680	440	(51)	2,069
Stormwater renewal	For funding the renewal of stormwater systems	439	130	(32)	536
Solid Waste renewal	For funding the renewal of Refuse transfer Stations and landfills.	0	0	0	0
Parks and Reserves renewals	For funding Parks, Reserves, Public Toilets, Ross Pool and Cemeteries Asset Renewal	107	1	(60)	48
Building renewals	For renewal of all Council operational buildings.	490	116	(27)	580
Administration renewals	For renewal of office equipment, furniture, technical equipment, vehicles and technology	263	117	(152)	228
Library renewals	To replace library books	176	46	(42)	180
<b>Total Council created reserves</b>		<b>6,266</b>	<b>1,909</b>	<b>(820)</b>	<b>7,355</b>

Restricted Reserve Funds

Reserve	Purpose of each reserve fund	Balance 1 July 2018 \$000	Transfers into fund \$000	Transfers out of fund \$000	Balance 31 December 2018 \$000
Offstreet Parking	Collected from developments in town to pay for off-street parking. Imposed by RMA/District Plan	32	0	-	33
Reserve Development	Monies collected from developments. Imposed by RMA/District Plan	646	17	(10)	653
Museum Assistance Fund	Originally the Museum Bequest Fund (\$8,458) & Carnegie Furnishings (\$3,929)	20	0	-	21
Kumara Endowment Fund	Proceeds from sale of Endowment land. Our brief research has not identified the specific terms of the endowment.	347	3	-	350
Euphemia Brown Bequest	Interest earned on funds administered by Public Trust Offices for the estates of Euphemia & William E Brown.	23	0	-	24
Mayoral Relief Funds	Contributions from James & Margaret Isdell Trust; Coulston Herbert Trust;	16	0	-	17
Three Mile Domain	To fund three mile domain costs.	204	2	-	206
Ross Endowment Land	Various endowment land parcels in Ross sold over time.	66	1	-	66
Big Brothers Big Sisters	Grant funding Received	(1)	-	-	(1)
Community Patrol	Grant funding Received	(0)	-	-	(0)
Graffiti	Grant funding Received	4	0	-	4
Taxi Chits	Grant funding Received	(3)	1	(1)	(3)
<b>Total Restricted Reserves</b>		<b>1,355</b>	<b>26</b>	<b>(11)</b>	<b>1,370</b>
<b>Total reserves</b>		<b>7,622</b>	<b>1,934</b>	<b>(831)</b>	<b>8,725</b>

## Statements of Service Provision

### The following section of the Quarterly Report contains:

- **Commentary about Councils activity within each Group**
- **Council's non-financial performance for each activity, measured against a set of 'key performance measures' that are in the Long Term Plan 2018 -2028.**

### Note:

Where a LOS performance measure is “% of residents satisfied”, Council holds results from the last survey of residents which was carried out in January 2018. This survey is carried out biannually.

A full explanation of the 2018 Resident Survey results is contained in Council's Annual Report 2017/18 and the survey itself can be obtained from the Council's website:

<https://www.westlanddc.govt.nz/2018-residents-survey-results>.



## Leadership Group

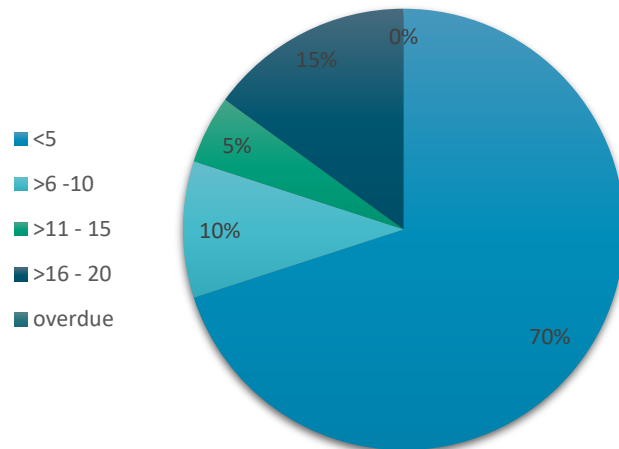
### Democracy

*Local Government Official Information and Meetings Act (LGOIMAs)*

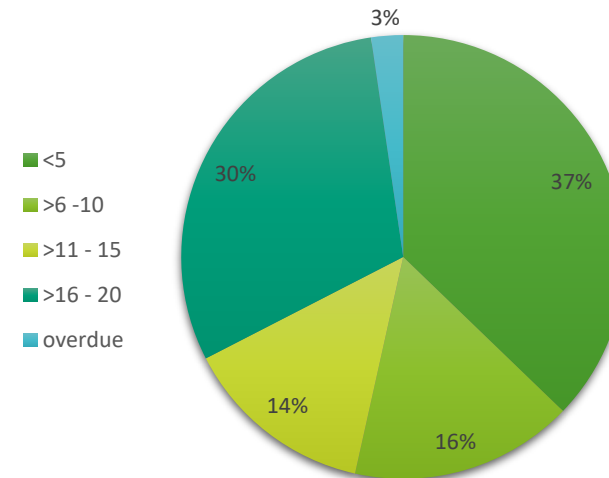
Council received 20 LGOIMA requests in this quarter. 70% of these were completed in less than five days and none were overdue. At the end of the quarter one request required an extension and took 25 days to complete.

Nine requests were received from the NZ Taxpayers Union and the rest were from the press, local members and private citizens.

Number of days taken to complete Q2 LGOIMA



Number of days taken to complete LGOIMA requests 2018/19



	Subject	Status	Working Days to complete
1	Request 1 - Remuneration of council's mayor/chair 2017/18 Request 2 - Ratepayer-funded expenses not part of the remuneration package for mayor/chair 2017/18 Request 3 - Remuneration package chief executive 2017/18 Request 4 - Ratepayer-funded expenses, not part of the remuneration package, chief executive 2017/18 Request 5 - Remuneration package chief executive if changed since June 30, 2018. Request 6 - Mayor or CE credit card Request 7 - FTE staff as at 30 June 2018 Request 8 - Staff costs for YE 30 June 2018 Request 9 - Percentage of staff cost Request 10 - Average cost per FTE employee Request 11 - Number employees employed in each salary band Request 12 - Council's legal expenses for 2017/18 Request 13 - How much legal expenses comprised of council's operating expenses Request 14 - Average cost per rateable property of council's legal bills Request 15 - Cost of professional PR / Communications advice in 2017/18 Request 16 - Cost of professional PR / Communications advice since 30 June 2018 Request 17 - Persons to whom advice provided and in what form	Completed	25
2	Request 1 - Asset Management system / software Request 2 - Web mapping system / software used Request 3 - GIS system(s) / software used Request 4 - Geospatial database used	Completed	1
3	Request 1 - Code of conduct and defamation complaint Request 2 - Cost of lawyers past 5 years and cost of investigation into breach of code of conduct.	Completed	19
4	Request 1 - Kaniere property Request 2 - Information about meetings, inspections etc, regarding the above property	Completed	16
5	Franz Josef sewage systems	Completed	12
6	Regional fuel tax	Completed	5
7	Request 1 - Payment for legal advice Request 2 - Details of legal advice	Completed	4

	Subject	Status	Working Days to complete
8	Request 1 - Payments to residence or ratepayer association Request 2 - What payments were for	Completed	4
9	Request 1 - Payments to various organisations Request 2 - What payments were for	Completed	4
10	Request 1 - Koru Club membership Request 2 - Number and rate Request 3 - Term	Completed	3
11	Request 1 - Cost of hold music Request 2 - Service provider Request 3 - Playlist	Completed	2
12	Request 1 - Bullying complaints Request 2 - Outcome Request 3 - Positions of staff members Request 4 - Year and gender breakdown Request 5 - Sexual harassment complaints Request 6 - Outcome Request 7 - Positions of staff members Request 8 - The same as request 4 Request 9 - Procedures	Completed	7
13	Request 1 - Staff Christmas celebration Request 2 - Cost Request 3 - Change from previous years Request 4 - Cost per person	Completed	2
14	Council vehicles	Completed	3
15	Electricity	Completed	4
16	A4 paper	Completed	3
17	Request 1 - Koha Request 2 - Recipients of Koha Request 3 - Donations Request 4 - Recipients of donations	Completed / Partial transfer	10
18	Request 1 - Positions salary greater than \$200,000 Request 2 - Number of positions by salary bands	Completed	3
19	Request 1 - Resource consent applications - Chicken Egg Laying Request 2 - Resource consent applications - Chicken Meat Bird Farm	Completed	4
20	Request 1 - Swimming pool registrations Request 2 - Pool inspection fee	Completed	3

## Corporate Services

### Finance

Implementation of an integrated financial reporting and budgeting system began in October. This will take around three to four months to implement, however is expected to give Finance significant time benefits once it is up and running and allow more time to be spent on value added activities.

The Annual Plan process began in November with activity managers being asked to look at the long term plan and make any adjustments to the budget for year 2 of the plan. It is not expected that budgets will be much different to the Long Term Plan, however any changes will require consultation with the effected communities.

The Audit period always produces a significant amount of extra work for the finance team and Strategy and Communications Advisor in order to meet the statutory deadline of 31 October. The workload was heavier than anticipated due to the delay in Audit NZ signing off the Annual Report

### Strategy and Communications

The main focus in this period has been to ensure that the Annual Report document was prepared for Audit and for Council to adopt. Planning and developing of content is underway for regular updates of the Westland Matters newsletter. The public are being kept up-to-date with good news stories in the media and through regular updating of the Council website and Facebook page.

### Information Services

Council IS staff are working on a new Information Services strategy.

The IS staff are also currently engaged in an Information management project to implement an EDRMS system to better manage Council information both digitally and physically. This is a major project which will take up to two years to implement. The Council Business Analyst is now designated 50% time to manage this project.

Council computer network is now running on HPE Simplivity servers – a hyperconverged infrastructure. This is the latest server technology with high availability and improves our DR (Disaster Recovery). In the event of one or more of the virtual servers failing, the system automatically switches seamlessly to the mirrored copy, instead of what would have been several days downtime in the past. This is in addition to the existing offsite backup. The system that is run by Council is what is known as a hybrid system with some solutions cloud hosted and vital systems such as finance and the file system hosted internally.

### Library

The library services are now part of the Corporate Services group. They will continue to report under the leisure services and facilities.

## Democracy

Level of Service	Measure / Targets	Progress
Responsible leadership	<b>65%</b> of residents satisfied with Council's leadership.	31/12/2018: No change. 30/09/2018: 58% This is measured under the residents' survey, which was carried out in January 2018 and is carried out every two years.
The community understands what Council does	<b>50%</b> of residents understand how Council makes decisions.	31/12/2018: No change. 30/09/2018: 77% This is measured under the residents' survey, which was carried out in January 2018 and is carried out every two years

## Corporate Services

Level of Service	Measure / Targets	Progress
Provide accountability about Council activities	Legally compliant financial plans and reports adopted <b>on time</b> .	31/12/2018: The Annual Report was adopted on 22 November 2018, which was after the statutory deadline. The Annual Report was late to be adopted due to issues raised by Audit NZ, which have been rectified to their satisfaction. The delay of Destination Westland's Annual Report being adopted was also a contributing factor. The Annual Report is legally compliant and this is reflected in the opinion of Audit NZ, which is contained in the Report. 30/09/18: 100%
A comprehensive Customer Service Centre	<b>75%</b> of residents satisfied with the service they receive.	31/12/2018: No change. 30/09/2018: 78% This is measured under the residents' survey, which was carried out in January 2018 and is carried out every two years.
Effective engagement of the community during public decision-making opportunities	<b>55%</b> of residents that believe they have been consulted appropriately.	31/12/2018: No change. 30/09/2018: 46% (noted is just above the national average of 45%)

Level of Service	Measure / Targets	Progress
		This is measured under the residents' survey, which was carried out in January 2018 and is carried out every two years.

## Council Controlled Organisations

Level of Service	Measures / Target	Progress
CCOs comply with their Statements of Intent	<b>100%</b> performance measures in the CCO Statement of Intent are met, as reported in half yearly and annual reports.	31/12/2018: No change.  30/09/2018: No update has been received for this quarter. Council Controlled Organisations are required through their Statement of Intent to report KPIs half-yearly. This requirement has not been met.

## Planning and Regulatory Group

### Inspections and Compliance

#### Building

Consent numbers were steady for reporting period 1 October 2018 to 31 December 2018. 66 Consents were issued.

One consent was issued 9 days outside of statutory timeframes of 20 Days. BC180122 Amendment 1 exceeded the statutory timeframe due to communications fault. The external contractor email notification to the BCA email inbox was overlooked. Current procedure for checking incoming communications is to be reviewed and improved to prevent any reoccurrence.

The Survey 123 app, a new tool developed for post disaster building evaluations was field tested during the West Coast EOC Exercise. Council building control staff Coast wide attended a two day Survey 123 training exercise on 25 – 26 October at the Seaview site. The app is set up to store information into a centralized data base using tablets and provide up-to-date reporting functions. Preliminary work is well underway to incorporate Earthquake prone building assessments, and the app is now in use for swimming pool inspections.

Policy and procedures are now in place to ensure information from any future post disaster events is compiled and recorded on property files where required.

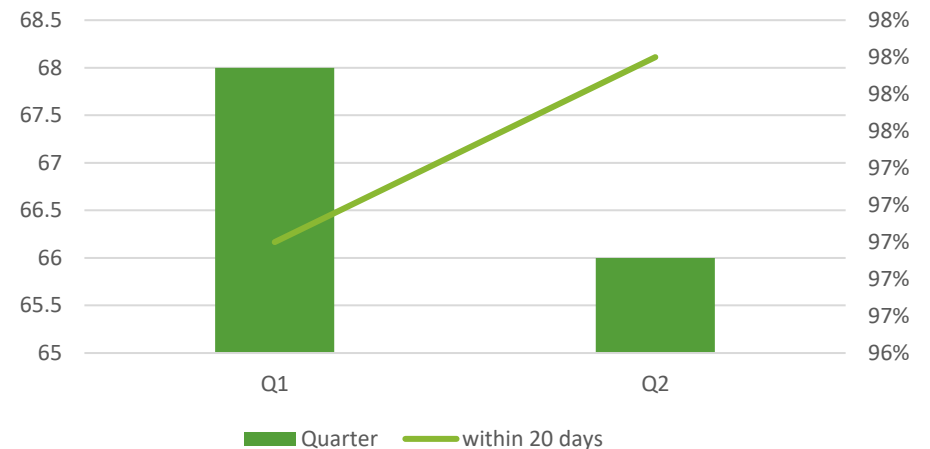
A further Survey 123 training event is planned for quarter 3.

WDC BCA staff currently are still supporting Grey District council by providing Comm 3 inspections & peer reviews.

- Significant projects still underway are:

- Westland Co-operative Dairy Company Limited: stages 1-3 issued, (Stage 3 - Main segregation building) works currently under way for site drainage & Silo bases.
- The Beachfront Hotel expansion: final stage nearing completion, soft opening expected early February.
- Tuffy Investments camp ground (Davie Street, Hokitika) well underway with a projected soft opening date in early April 2019.

Building Consents Issued



#### Food Premises

Not reported

#### Alcohol

Not reported

## Resource Management

During this quarter a Project Manager role was advertised to lead the process of combining Westland, Greymouth and Buller District Plans into a single plan. Recruitment is ongoing for a Policy Planner to assist with this task as well..

The team have been operating with Planning Manager, who is also Acting Regulatory Services Manager, and a Senior Planner. In the absence of a Planner, some work has been contracted out to a consultant where necessary to ensure that the legal timeframes continue to be met 100% of the time. Recruitment is underway for a Planner.

Collaboration continued with other West Coast Councils on potential joint policy review and has led to joint submissions with the West Coast Regional Council, Buller District Council and Grey District Council on national policy reforms.

The resource management and planning team achieved 100% compliance with statutory timeframes for the entire quarter (i.e. processing all non-notified resource consents within the 20 working day timeframe set under the RMA 1991).

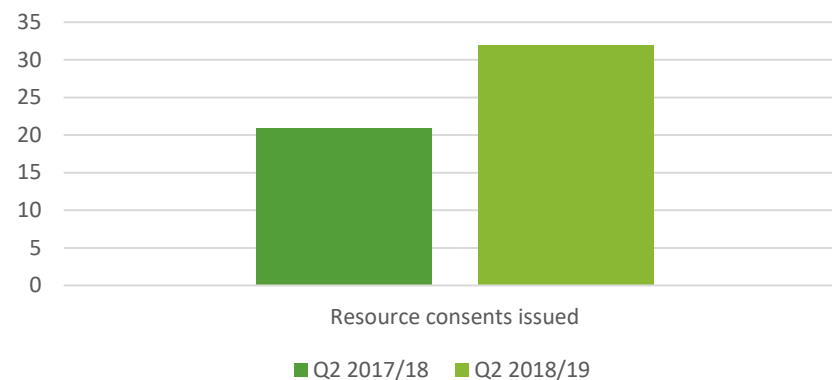
The many changes of the previous quarter have proven invaluable with the public; much praise and thanks have been given for quick turnaround of information and the support and co-operation provided to members of the public.

32 resource consents have been issued in the last quarter up from 21 this time last year. The most significant of these relate to:

- 14 Lot subdivision and land use consents at Seaview
- Commercial fertiliser silos at Kokotahi

- 4 Lot subdivision and landuse consents at Serpentine
- 1 certificate for Haast Pass Highway and 2 Resource Consents at Franz Josef and Okarito for Telecommunication sites.

### Resource Consents Issued Q2



40 resource consent applications were received during this quarter. The most significant applications included:

- 6 telecommunication applications to install cell phone towers
- 8 transmission poles to be replaced between Arahura and Otira.
- Commercial accommodation application Fitzherbert Street

## Animal Control

The council operated dog pound was completed and is fully operational. The department's focus continued to be on unknown, unregistered dogs in the district.

- Infringements issued in the past quarter = 42 (from 3 October 2018)
- Registered dogs = 1631

## Emergency Management/ Civil Defence (CD):

Volunteer training sessions were held with local community civil defence emergency management (CDEM) groups in Haast and Franz Josef during October. The training sessions covered a refresher on the coordinated incident management system (CIMS), how their communities function in an emergency event and the development of community response plans (CRPs). Both sessions were extremely well attended given the population size of the respective communities.

All WDC Building Control Officers (BCO) attended a two-day Rapid Assessment Team training that was co-facilitated by representatives from West Coast CDEM Group and New Zealand Urban Search and Rescue (USAR). Day 1 covered the theory of response to disasters for BCO and Day 2 was a practical exercise at Seaview in Hokitika. The data collected was used by the incoming USAR team for Exercise Arahura.

West Coast CDEM Group ran Exercise Seaview in conjunction with USAR's Exercise Arahura on 30 October at the WDC Chambers / Emergency Operations Centre (EOC). USAR personnel from around New Zealand were deployed to Hokitika as part of a simulated response to a major earthquake. Exercise Seaview ran alongside USAR's response and was well attend by WDC staff. The exercise's collaborative approach helped to strengthen ties for emergency management on the West Coast.

The WDC Emergency Operations Centre (EOC) was activated on 8 and 9 November in response to a significant rainfall event. The event caused road damage, surface floods and high river levels across the Westland District. EOC staff monitored the situation across the district. The Haast, Waiho and Hokitika Rivers all reached alarm levels. The Hokitika River Flood Response Plan was used for the first time in an event and will now go through its first revision phase.

Monthly communication checks and the continued development of the VHF radio network across Westland remain a priority for readiness. With the installation of the Bald Hill repeater the VHF network is able to reach Fox through to south of Haast. This provides a vital communication link to South Westland in a response. A number of radios are still required for some smaller communities in Westland.

Guest speakers from the 2016 Kaikoura earthquake emergency response were hosted by the Franz Josef civil defence community group on 2 November. KD Scattergood (Kaikoura Emergency Management Officer), Ari Boyd (Maori Warden) and Mel Skinner (Economic Recovery Manager) all spoke of their varied experiences and gave valuable insights into their role in emergency management post-earthquake. The event was a great initiative and was well supported by a wide range of local business and agencies.



## Inspections and Compliance

Level of Service	Measure / Target	Progress
Timely processing of Building Consents	<b>100%</b> of building consents processed within 20 working days as per the requirements of the Building Act.	31/12/18: Consents issued = 66 98% issued within 20 day statutory timeframe. BC180122 Amendment 1 exceeded the statutory timeframe due to communications fault 30/09/18: Consents issued = 68 97% issued within 20 day statutory time frame. BC170227 exceeded the statutory timeframe as additional time was needed for correspondence and to recheck the plans.
Provide appropriate advice to customers	<b>85%</b> of users satisfied with the quality of the advice provided on building consent, environmental health and Liquor Licensing matters.	31/12/18: Not measured 30/09/18: 15 education visits to food premises in this quarter.
Encourage compliance with health standards by undertaking inspections so that all food, liquor and other licensed premises comply with the relevant legislation	<b>100%</b> licensed and registered premises are inspected at least annually:	31/12/18: Not measured 30/09/18: 16 Food Audits and 17 Licenced premises inspections.

## Resource Management

Level of Service	Measure / Target	Progress
Resource consents processed in accordance with the Resource Management Act	<b>100%</b> of resource consents processed within statutory timeframes:	31/12/18: No change 30/09/18: 100%
Provide appropriate advice to customers	<b>90%</b> of users satisfied with the quality of the advice provided on resource management matters.	31/12/18: No change 30/09/18: 90%

## Animal Control

Level of Service	Measures / Target	Progress
Keep the public safe from dogs and wandering stock	<b>90%</b> of residents satisfied with the protection provided.	31/12/18: No change 30/09/18: 39% ( <i>note: from residents who had contact with Council on an animal control matter</i> ) as per 2018 Residents' Satisfaction Survey
	<b>98%</b> of known dogs registered by 30 June each year.	31/12/18: No reported change. 30/09/18: 89% of known dogs were registered in this period. Total known dogs in the district is 1831
	Response times to Priority 1 callouts is <b>30 minutes or less (excluding travel time)</b>	31/12/18: 100% 30/09/18: Not measured

## Emergency Management

Level of Service	Measures / Targets	Progress
Effective natural hazard readiness	<b>100%</b> of suitable emergency response training has occurred - Emergency Management personnel meet CIMs 4 and EOC standards - Volunteers are offered at least 2 training opportunities per annum - Number of trained volunteers increases by <b>10%</b>	31/12/18: No training was held in this quarter. 30/09/18: Not Measured
Suitable response plans are in place	<b>90 – 100%</b> of community emergency response plans are in place for all Westland townships.	31/12/18: No communities have a finalised Community Response Plan in the revised format. 30/09/18: Not measured Work is in progress. A revised Community Response Plans (CRP) format has been designed to improve consistency across the region. Existing plans require updating.

## Community Services Group

### Community Development and Assistance:

During this quarter, the Community Development Advisor (CDA) attended meetings with:

1. Ross Community Society
2. Franz Josef Community Council Executive
3. Waitaha Community Office bearers.

The CDA also assisted with:

1. Organisation of:
  - the Annual Trustpower Volunteer Community Awards. The Supreme Award winner was the Lions Club of Hokitika for organising the annual Children's Day Event.
  - the Community-led initiatives and Asset based Community Development Masterclass facilitated by Peter Kenyon.
  - the Sustainable Development Goals Workshop facilitated by the Safe Communities Foundation Community Engagement Staff member.
  - school based mentoring through Westland High School with the Deputy Principal and attended the end of year morning tea with Friends of the School.
  - the first Culture Feast at the Boys Brigade Hall in association with New Coasters.
  - the Big Brothers Big Sisters annual dinner and the Hokitika Community Patrol annual dinner for volunteers.
2. The launch of the Hokitika Community Champions Project.
3. Farewell morning tea for retiring Community Patroller.

4. Planning for the Whataroa Hall Upgrade.
5. Investigating establishing the a safe driving programme In Westland under the umbrella of the Safe Community Coalition.
6. Attended Intercultural Awareness Training in Hokitika, presented by Birte Becker-Steel from New Coasters.
7. Successfully applied for funding for a 2019 multi-cultural festival and a 2019 Waitangi Day celebration
8. Attend meetings at Arahura Marae for organisation of Waitangi Day celebration 2019.
9. Visited Westland Community groups in December 2018, to assist induction of the new Community Development Advisor.

### Council Funding

Funding was uplifted in this quarter by the following groups:

- WestREAP Youth Strategy \$20,000
- A Creative Communities Grant of \$2,554
- Hokitika Taxis for half price taxi fares \$282.05
- Christmas decorations \$2,500
- Franz Josef Community Council for Christmas Decorations \$3,000
- St Mary's Parish for Christmas Decorations \$1,500
- Destination Hokitika for Christmas Decorations \$2,000
- Kokatahi-Kowhitirangi Community Committee insurance claim payment \$26,893.75

## Community Halls

Level of Service	Measure / Target	Progress
Provide safe and useful community halls	<b>80%</b> of residents satisfied with the standard of their local hall.	<p>31/12/18: Not yet measured</p> <p>30/09/18: Not yet measured</p> <p>Community halls were not included in the 2018 residents' survey. Council will be looking for alternative methods for understanding the level of satisfaction with the standard of Community Halls</p>

## Leisure Services & Facilities Group

### Eldery Housing

*This information has been supplied by Destination Westland:*

Destination Westland continues to manage elderly housing on behalf of WDC. Council has 46 flats and Destination Westland has nine flats. Of the flats 33 are bedsits, 19 are single bedroom, 2 are 2 bedroom, and 1 is 3 bedroom.

There were three turnovers during this quarter, all in Sewell Street, which maintained 100% occupancy.

Our policy is that rents be 80% of market and we working towards this goal. Rents are adjusted periodically by annual CPI; the most recent adjustment being from 1 July 2018.

In anticipation of the implementation of the July 2019 Tenancy regulations we have installed 10-year smoke alarms in all flats and have confirmed that insulation in all flats meets the required standard.

### Hokitika Museum

The museum developed and presented a very successful event for Armistice Day. Over 300 people attended the evening light and picture show projected onto the façade of the Carnegie Building, which was very widely appreciated and brought positive publicity for the museum and staff.

The new Director and Museum Services Manager started work in mid-November. Early tasks have included revising and updating museum procedures and processes including for all collection, environmental and facilities management.

The Director is participating in planning for the proposed new museum development.

Several staff have been on extended leave over the reporting period. Routine work continues on collection management and includes identifying the collection preparation and funding needs for future projects. Usual day-to-day work of processing object donations, assisting with research enquiries, supplying photographs, supporting volunteers with their projects, and refreshing and maintaining displays has kept staff very busy.

A short term contract student assistant has joined the team for summer and is digitally copying the well-used and valuable people research files.

The window at the Revell Street Museum Archive Research Centre has been refreshed with new graphics and summer themed images from the collection.

Volunteers are continuing with various projects including: sorting the map collection, WW1 public programme support, indexing, increasing searchability of cemetery records and photocards, and the Revell Street project.

#### RESEARCH

The Research Centre processed 10 extensive enquiries. The fee for this service is dependent on the time spent assisting researchers.

#### COLLECTION

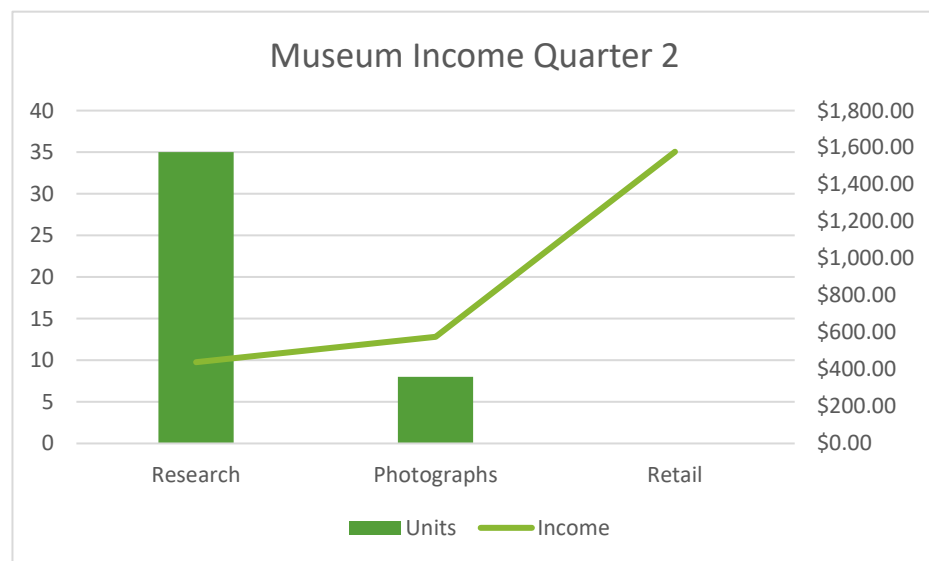
There have been 38 recent donations to the Museum collection including a window from a gold buyers' office at Okarito, books and some photographs of various local subjects including the Seddon Family.

## PHOTOGRAPHS

44 museum photographs have been supplied to 29 enquirers.

Numerous enquiries and photographs were supplied to the production team of 'The Luminaries' mini-series. 25 photographs were supplied to the Anglican Church for their fundraising event.

## INCOME



'Hokitika Pictorial' continues to be our best seller as the Luminaries mini-series gains traction. Remaining stock has been marked down and was available at the Love Hokitika market day on 17 November, and at the i-SITE.

## Hokitika Swimming Pool

*This information has been supplied by Destination Westland:*

The Pool reopened in July 2018. The Swim school continues to thrive. The Free Swim school holiday programme began at the end of December 2018.

## Hokitika Wildfoods Festival

*This information has been supplied by Destination Westland:*

Destination Westland Events and Marketing teams have been working together to promote the 2019 Wildfoods Festival. Ticket sale targets were achieved for October and November, reaching over 1000 sold by 30 November. AirNZ / Grabaseat are hosting a Festival special flight from Auckland/Wellington which sold out within three weeks.

Stall holder applications are closed and we have received a wide variety of offerings.

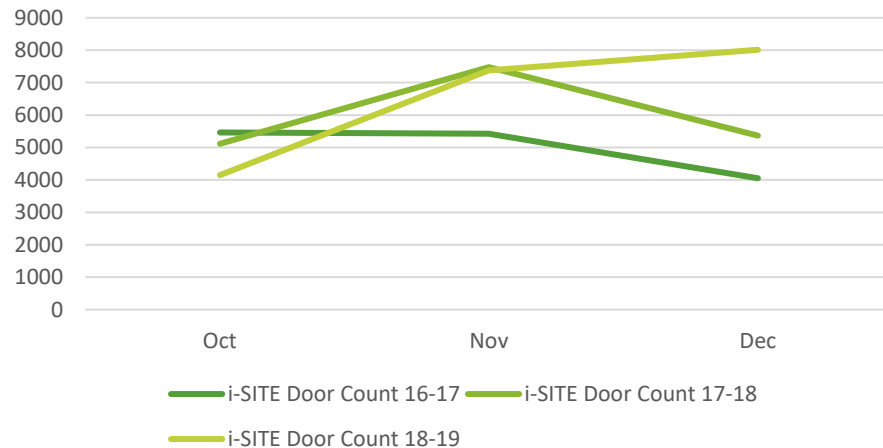
Entertainment by the Topp Twins has been confirmed and AirNZ and NZME are confirmed as festival sponsors

## i-SITE

*This information has been supplied by Destination Westland:*

The i-SITE has increased door count levels for the quarter in real terms with the number of visitors increasing by 1500 people compared to the same quarter in 2017/18.

Door Count i-SITE 2016 - 2018



There have been a number of staff changes during the quarter and the i-SITE is fully staffed for the summer season.

Training is ongoing for NZTA and as of next quarter, NZTA services will resume to a five day service from the current three day provision.

A significant weather event occurred in October 2018. I-SITE staff supported visitor information and bookings as roads were impassable. This caused a surge in visitor traffic of ten times the normal count over two days.

Three local artists approached the i-SITE with a proposal for a pilot scheme to display their work. The artists designed and installed a custom made display cabinet which shows weaving, gold and silver work, and fine art printing. The artists propose to further develop potential tourism related projects including an open studio weekend and a studio trail.

## Famils

Staff participated in a number of famils, which gives staff the opportunity to enjoy tourist activities. These are part of gaining product knowledge which assists with sales. Activities are undertaken with current advertisers.

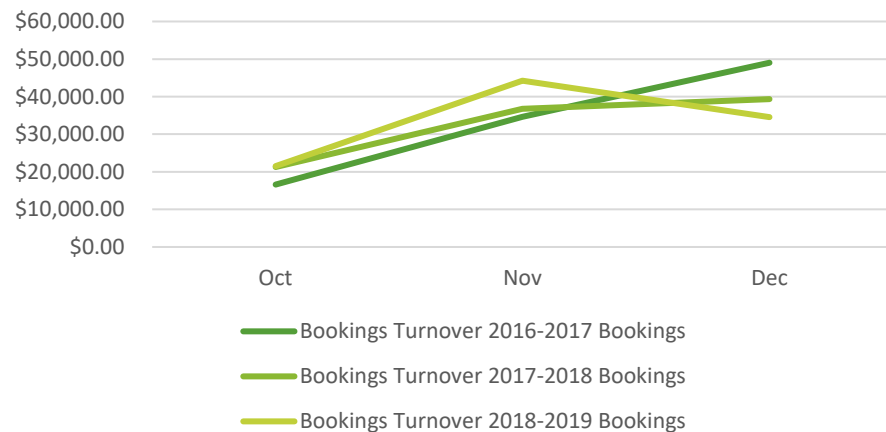
Retail Sales show an increase:

Hokitika i-SITE Retail Sales October to December



Bookings show an increase:

### Hokitika i-SITE Bookings October to December



Please note that these figures represent cash sales for the period. Further income is achieved through referrals and advertising income.

### Land and Buildings

Not reported.

### Parks and Reserves

*Cass Square* – Ongoing fertiliser and weed control continued during the quarter. A diseased tree needed removal along with pruning and seasonal flower bed maintenance. No major works will be undertaken prior to the Wild Foods Festival.

Works to demolish the grandstand, improve the pavilion building and continue replacing playground rubber matting are programmed for the next quarter.

*Hokitika Waterfront Development* -- Works got underway on the Hokitika Waterfront Development site. The historical “Pill Box” was shifted into a new

location and surrounding earthworks & landscaping were completed to a high standard. Hydro-grass seeding is planned for January.

Marks Road Reserve project and Hokitika Heritage Trail signage works are also scheduled to be undertaken in the next quarter.

The regional parks and reserves asset inventory and condition cataloguing project is nearing completion. The database of council information is essentially complete.

### Cemeteries

Works have been completed on the RSA No 1 area and the site has a marked visual improvement. Additional items were required, which were unbudgeted in the original scope of works. Favourable discussions have been had with the NZDF / Returned Services administration team and an application has been submitted to cover the shortfall.

General grounds maintenance continues to be undertaken via West Roads. Spring growth of grassed areas has been challenging to keep in check but a good standard is being maintained.

Internments are being undertaken as and when required across the region with no issues.

### Public toilets

Not reported.

### West Coast Wilderness Trail

Destination Westland (DW) took over the maintenance contract of the West Coast Wilderness Trail in July 2018 and since then has made significant capital investment to be able to maintain the trail to the standard required. DW have employed a maintenance person to work on the trail and are working with an external spraying contractor to ensure the track is free of weeds etc.



DW trail management personnel have built excellent relationships with all stakeholders and are working with WDC to create short term – long term maintenance plans.

The Mahinapua trail section was able to be opened during this quarter with completion of the DoC Rail bridge. It has become a very popular trail section.

Council was successful with two funding applications to Maintaining Great Rides (MGR) and will commence construction on the Waimea Water Race project in

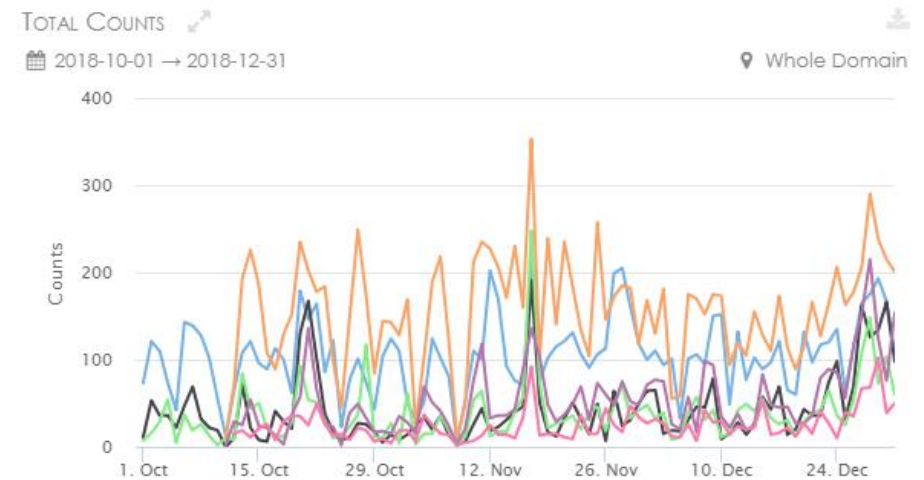
January 2019. The other project, Lake Kaniere Road Stage 1 is expected to be ready for construction in March / April 2019.

Further work and review of the 10 year programme commenced and will be used to seek further funding in the next MGR round, in particular Lake Kaniere Road Stage 2.

Rider surveys have continued with many excellent responses about the trail quality and scenery. The deficiencies identified include lack of eateries and covered outdoor shelters / seating on the trail.

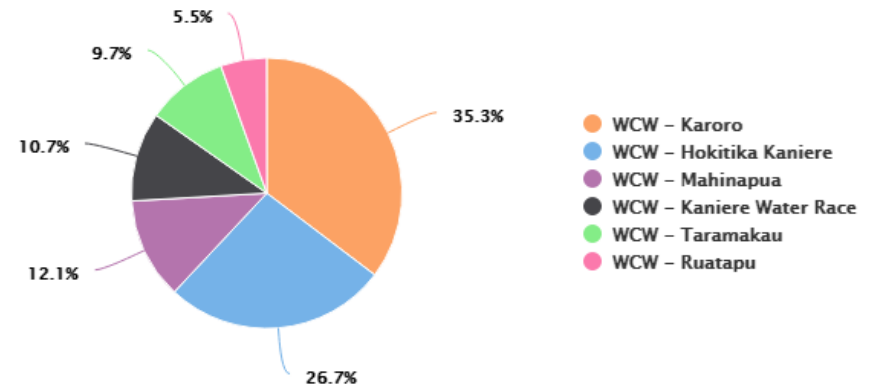
In mid-November the annual trail cycle race was held. The weather was atrocious but riders enjoyed their experience.

Three additional trail counters were installed in October 2018 and now provide more valuable data.



**WCW COUNTERS - TOTAL COUNTS** ↗

📅 2018-10-01 → 2018-12-31 📍 Whole Domain



Data from the counters that were installed in February and October 2018 is accurate and meaningful and this quarter we are again reporting directly from the Eco-vision reporting module.

Note: The October trail data is incomplete for the 3 new counters as they were installed on 12 October 2018.

### MONTHLY COUNTS - TOTAL USERS

📅 2018-10-01 → 2018-12-31

📍 Whole Domain

Time	WCW - Hokitika Kaniere	WCW - Kaniere Water Race	WCW - Taramakau	WCW - Karoro	WCW - Mahinapua	WCW - Ruatapu
	WCW - Hokitika Kaniere	WCW - Kaniere Water Race	WCW - Taramakau	WCW - Karoro	WCW - Mahinapua	WCW - Ruatapu
October 2018	2,995	1,117	955	3,048	690	396
November 2018	3,286	1,014	1,179	5,004	1,577	648
December 2018	3,421	1,751	1,405	4,793	2,133	960

## Westland District Library

Library staff participated in October's Mental Health Awareness Workplace Challenge, using Library Social Media channels to promote Mental Health Awareness Week, participate in the national media campaign and demonstrate how libraries, and library programmes can support mental health and wellbeing.

Two members of staff attended training in the use of the new WorldShare Inter-Library Loan platform being used by New Zealand Libraries from December 2018. The Library Manager attended the annual Kotui Library Managers meeting, a chance to share trends and innovations, ask questions and learn from Public Library Managers from all over New Zealand.

Westland District Library, together with Buller and Grey District Libraries, held initial conversations with Dementia Canterbury, to discuss the need for and feasibility of introducing programmes in libraries for people with dementia and how the three West Coast Libraries can work together to implement the programmes. We are working to improve library services for seniors.

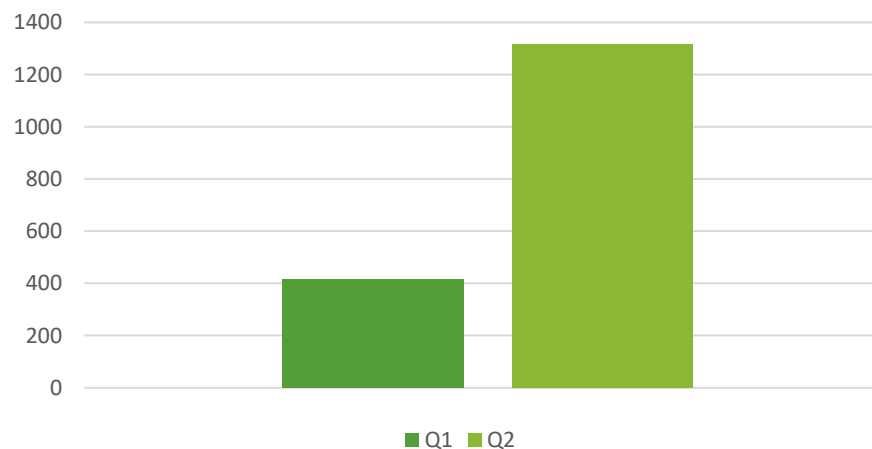
We have recently implemented a new category of library membership - Digital Only Membership. This membership allows access to our Digital Collections (E-books, E-Audiobooks, E-Magazines, E-Newspapers and on-line database subscriptions) only, is open to any Westland District resident and does not require a proof of address, ID or a parent / guardian signature. This will make it easier for some to access library services, e.g. rural residents who visit Hokitika infrequently or seasonal workers with no permanent address.

With the assistance of a new library volunteer, we have started a new drop in programme, Device Advice. This service offers customers help with their own device on a one to one basis, for example, moving photos from their smart phone to the cloud, attaching documents to an email, downloading and using a Library App.

The fixtures and furniture are in place in the Digital Learning Centre and the room is now being used for library functions and programmes. It is available for Community Groups to hire as a meeting space. However, the final completion, which includes the installation of ICT equipment has been delayed until the next quarter. Technology had moved on since the plan was originally drawn up (August 2017) and the original specification has been reviewed and updated.

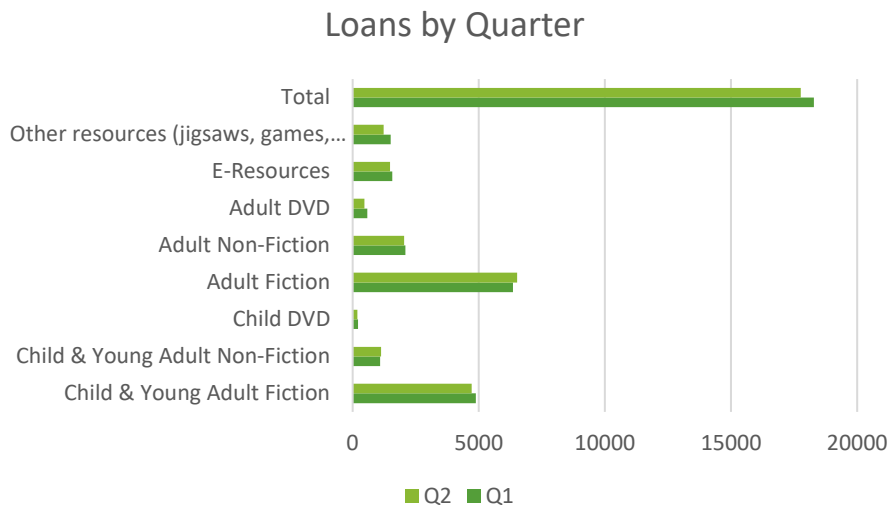
Lego, Children's Book Club, Code Club and Story Time have finished for the school year and will be starting again in February. We have held eight events in the library this quarter, Community Film – An Edible Paradise, Local Author Book Launch - Phil Walsh, Library Talks with Barbara Bull, Community Talk - Mike Higgins from FamilySearch (Co-hosted with Hokitika Museum), Mental Health Awareness Week family craft activities, Mr Yipadee Children's author and entertainer, visit from West REAP Parenting Group and our Christmas Community Celebration.

Event Attendance by Quarter



Our Youth Librarian has visited all the Primary schools in the District and Westland High School, speaking to over 700 pupils about the Summer Reading Challenge that began on 20 December 2018. We have received a grant of \$2500.00 from the Lion Foundation towards the book prizes. Every child who completes the challenge wins a brand new book. In response to customer feedback an Adult Summer Reading Challenge has been implemented this year. We hope this will encourage whole families to participate, resulting in improved literacy levels, improved wellbeing and creating a lifelong habit of reading for pleasure.

Ten volunteers support our Community Libraries which continue to receive regular exchanges of books from Westland District Library. Following a recruitment campaign we have increased the number of volunteers helping at the Westland District Library from six to nine, together, they contribute over 28 hours to the library.



## Elderly Housing

Level of Service	Measure / Target	Progress
A safe and efficient service	Occupancy is maximised to <b>100%</b>	31/12/18: 100% 30/09/18: 100%
	<b>&gt;95%</b> of tenants satisfied with the service.	31/12/18: No change 30/09/18: 98% (Annual Satisfaction Survey August 2018)
	<b>100%</b> of units are safe to live in.	31/12/18: Not reported 30/09/18: Not reported
	<b>100%</b> responsiveness to complaints and requests for maintenance.	31/12/18: Not reported 30/09/18: Not reported

## Hokitika Museum

Level of Service	Measure / Target	Progress
A quality museum experience	Visitor numbers are showing an upward trend - <b>5% increase year on year</b>	31/12/18: Not Measured 30/09/18: Not measured Visitor numbers have not been measured due to reduced service for seismic strengthening
	<b>85%</b> of residents satisfied with their museum experience.	31/12/18: Not Measured 30/09/18: Not measured Visitor satisfaction has not been measured due to reduced service for seismic strengthening

## Hokitika Wildfoods Festival

Level of Service	Measure / Target	Progress
A quality attendee experience	85% of residents satisfied (post event satisfaction survey).	31/12/18: Festival running in March 2019. 30/09/18: Festival running in March 2019.
	7000 (festival), 1500 (afterparty) growth is experienced annually (to a limit of 10,000).	31/12/18: 1000 tickets sold (2019 festival) 30/09/18: 7000 festival tickets sold (2018 festival)

## i-SITE

Level of Service	Measure / Target	Progress
A quality customer experience	i-SITE NZ and Qualmark standards are met. <b>Achieved*</b>	31/12/18: No change 30/09/18: Achieved
Increase resident population knowledge about what the i-SITE has to offer locals	<b>Maintain or increase</b> bookings made by local population.	31/12/18: Not reported 30/09/18: Not reported

\* Due to the i-SITE NZ and Qualmarks standards moving towards a pass or fail system an achieved/not achieved reporting measurement is deemed to be more appropriate than a percentage

## Parks and Reserves

Level of Service	Measure / Target	Progress
Reserves are pleasant, enjoyable and safe places	90% of residents satisfied with parks and reserves.	31/12/18: No change, complaints remain at a minimum. 30/09/18: 94% (as per Residents' Survey 2018)

## Cemeteries

Level of Service	Measure / Target	Progress
Cemeteries have sufficient capacity	Each cemetery has at least 12 months capacity ahead: <b>Target</b>  <b>Hokitika 100%</b>  <b>Kumara 100%</b>  <b>Ross 80%</b>	31/12/18: IT have plot cataloguing / mapping software under development. An alternative to Ross cemetery is still under review.  30/09/18: Not reported  Council is aware that the Ross Cemetery is nearing capacity, and depending on deaths in the area this could be reached within the next 2-3 years. Council is aware of the need to investigate alternatives
Burials adhere to the relevant legislation	Standards for burial adhere to Cemeteries and Cremations Act 1964: <b>Target 100%</b>	31/12/18: Target being met. Minimal internments in quarter.  30/09/18: Not reported

## Public Toilets

Level of Service	Measure / Target	Progress
Provide public toilets throughout the district	<b>100%</b> of residents satisfied with the service.	31/12/18: No change  30/09/18: 80% (as per 2018 Residents Survey)
	<b>100%</b> of facilities are available for use during the day.	31/12/18: Not measured.  30/09/18: 99.7%  Pans may be unavailable during the day due to maintenance. All facilities remain open while maintenance is undertaken

## Swimming Pool

Level of Service	Measure / Target	Progress
A quality swimming or exercise experience at the Hokitika Pool	85% of residents satisfied	31/12/18: No change 30/09/18: Not measured (Not included in the 2018 Residents' Survey)
	Maintain PoolSafe Accreditation <b>Achieved*</b>	31/12/18: Not reported 30/09/18: Not reported

\*Due to the PoolSafe accreditation having a pass or fail system with regards to maintaining accreditation, an achieved/not achieved reporting measurement is deemed to be more appropriate than a percentage.

## West Coast Wilderness Trail

Level of Service	Measure / Target	Progress
The cycle trail is well used	Numbers using the trail as measured by trail counters: <b>10,000 per annum</b>	31/12/18: Trending data is shown in the report and highlights that we have exceed the 10,000 users target.  Annual trending requires data to have been available for 12 months and the first 3 sites will be capable of annual trending in early February 2019.  30/09/18: There was downward trend from the previous quarter where 10,940 counts were recorded over the 3 sites to 8,875 this quarter.  The seasonal downturn over winter is to be expected, but will climb in the next quarter with summer approaching and more tour groups.



## Westland District Library

Level of Service	Measure / Target	Progress
Provide quality library services in the District	95% of residents satisfied with library services	31/12/18: No change 30/09/18: 99% (as per 2018 Residents' Survey)
	42% of residents who are library members	31/12/18: No change 30/09/18: 48%  This figure is based on the number of residents as per the 2013 census as information from the 2018 census is unavailable.

## Transportation Group

The Whitcombe Valley Road and Council's component of the Hokitika Gorge Carpark upgrade have been successfully completed and positive feedback is being received from users of the area.

The reseal contract has been awarded to Fulton Hogan Limited and is a three year term contract. This format provides better stability of supply as well as a wider window of opportunity for sealing works to be carried out. Final seal designs are being reviewed and the contractor is scheduled to start work early in the next quarter, as resurfacing is typically done in the third quarter.

Temporary speed limits as adopted by Council at the 22 November Council meeting are being worked through with a lot of positive feedback from the general public. Signs are being ordered and it is likely they will be installed either late January or early February 2019. Planning for the installation of these new signs has been reasonably significant due to the changes proposed. The full consultation process will continue once the signs are installed.

Staff are currently investigating options for dust suppression / road sealing within the current funding allocation as projects funded under our Low Cost / Low Risk Activity Class. Conversations are being had with NZTA over how best to progress this area.

The DOC National Rooding Manager and the WDC Transportation Manager have carried out a review of all the DOC managed roads in the Westland District. This is part of a DOC project to work with all TA's and look at what services can be offered to the Department for maintenance of these roads. These services will be funded through DOC and NZTA. The first step in the process has been to visually identify all the DOC roads eligible for NZTA funding.

Level of Service	Measure / Targets	Progress
The transportation network is safe for all users in Westland District	Road safety:  The change from the previous financial year in the number of fatalities and serious injury crashes on the local road network, expressed as a number is <b>less than the previous year</b>	31/12/18: Accurate data is not available on a quarterly basis.  30/09/18: Nil DSI crashes within the network.  RAMM data cannot be accurately reported on a quarterly basis as this is updated by external organisations.
The surface condition of roads in Westland is of good quality	Road condition:  The average quality of ride on a sealed local road network, measured by smooth travel exposure is <b>&gt; 90%</b>	31/12/18: No change  30/09/18: Year to date data from NAASRA index shows 96%.
	<b>50%</b> of residents are satisfied with the standard and safety of Council's unsealed roads	31/12/18: No change  30/09/18: 74% (as per 2018 Residents' Survey)
The surface condition of roads in Westland is maintained to a high standard	Road maintenance:  The percentage of the sealed local road network that is resurfaced <b>&gt;7%</b>	31/12/18: No resurfacing was undertaken during this quarter.  30/09/18: No resurfacing was undertaken during this quarter.
Footpaths are maintained in good condition and are fit for purpose	Footpaths:  <b>90%</b> of footpaths within a territorial authority district that fall within the level of service or service standard for the condition of footpaths that is set out in the territorial authority's relevant document (such as its annual plan, activity management plan, asset management plan, annual works program or long term plan).	31/12/18: No progress has been made in this area.  30/09/18: Unable to report accurately on this.
Response to service requests are dealt with promptly	Customer service requests:  <b>100%</b> of customer service requests relating to roads and footpaths responded to within the time frame specified in the Long Term Plan.	31/12/18: No progress to report.  30/09/18: Unable to determine with any real degree of accuracy.  The process of service requests is currently being reviewed by staff and contractors to look for ways to make improvements in reporting.

## Water Supply

There were 50 water related service requests recorded between 1 October 2018 and 31 December 2018.

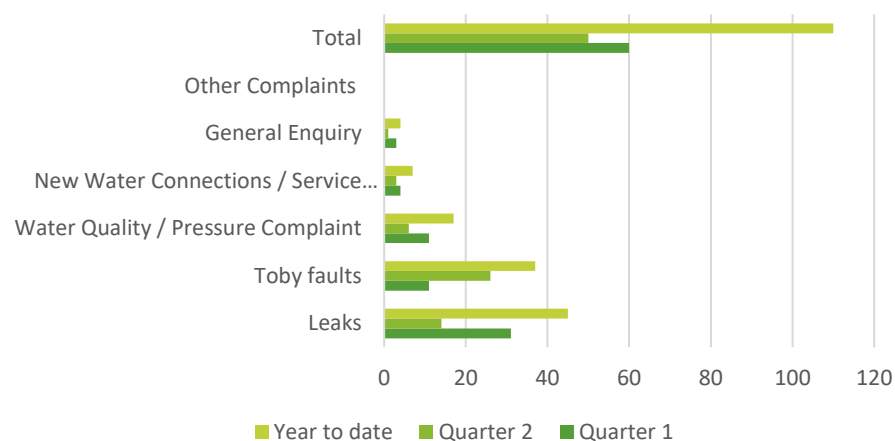
	QUARTER 2 1 October – 31 December 2018
Leaks	14
Toby faults (including leaking tobies)	26
Water Quality / Pressure Complaint (including no water)	6
New Water Connections& Service Location Requests	3
General Enquiry	1
Other Complaints	0
<b>TOTAL ISSUES</b>	<b>50</b>

Arahura remains on a Boil Water Notice pending final investigation and design for a new water intake on the other side of State Highway 6. Negotiation with landowners and the Marae for this additional supply are in preparation.

The Whataroa water treatment plant upgrade is planned to be commissioned by the end of February with a trial period to follow.

*The following service performance table includes a measure about response times for addressing the service requests logged during this period:*

### Water Supply Service Requests by Quarter



Level of Service	Measure / Target	Progress
Council supplied potable water is safe to drink	<p>Safety of drinking water:</p> <p>The extent to which the local authority's drinking water supply complies with both:</p> <p>(a) part 4 of the drinking-water standards (bacteria compliance criteria), and</p> <p>(b) part 5 of the drinking-water standards (protozoal compliance criteria),</p> <p><b>Years 1-3</b></p> <p><b>Hokitika, Ross, Harihari, Franz Josef, Haast</b></p> <p><b>Year 2</b></p> <p><b>Fox, the Arahura scheme if it is continued as a Council service</b></p> <p><b>Years 2-3</b></p> <p><b>Kumara, Whataroa</b></p>	<p>31/12/18: No change</p> <p>30/09/18:</p> <p>(a) To date 8 out of the 9 supplies are fully compliant with bacterial compliance criteria at both the water treatment plant and in the distribution zone.</p> <p>(b) 0 out of the 9 supplies compliant with protozoal compliance criteria</p> <p>The Hokitika water supply does not full comply with bacterial compliance as a sample was missed which resulted in a too longer time frame between samples.</p> <p>Kumara and Whataroa water treatment plant upgrades are expected to be commissioned and running by December 2018.</p>
Requests for service are dealt with promptly	<p>Fault response times:</p> <p>Where the local authority attends a call-out in response to a fault or unplanned interruption to its networked reticulation system, the following median response times measured:</p> <p>(a) attendance for urgent call-outs: from the time that the local authority receives notification to the time that service personnel reach the site (2 hours), <b>100%</b>, and</p> <p>(b) resolution of urgent call-outs: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption. (12 hours) <b>100%</b>, and</p> <p>(c) attendance for non-urgent call-outs: from the time that the local authority receives notification to the time that service personnel reach the site (24 hours) <b>100%</b>, and</p> <p>(d) resolution of non-urgent call-outs: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption (72 hours)<b>100%</b>.</p>	<p>31/12/18:</p> <p>(a) No data for attendance times</p> <p>(b) 21%</p> <p>(c) No data for attendance times</p> <p>(d) 27%</p> <p>Council and contractor teams remain focused on urgent response times for critical customer call outs. The data is reliant on the correct use of the service request system.</p> <p>30/09/18:</p> <p>(a) No data for attendance times</p> <p>(b) 67%</p> <p>(c) No data for attendance times</p> <p>(d) 40%</p> <p>Council staff are working alongside contractors to review the Service Request process and system to ensure it is fit for purpose.</p>

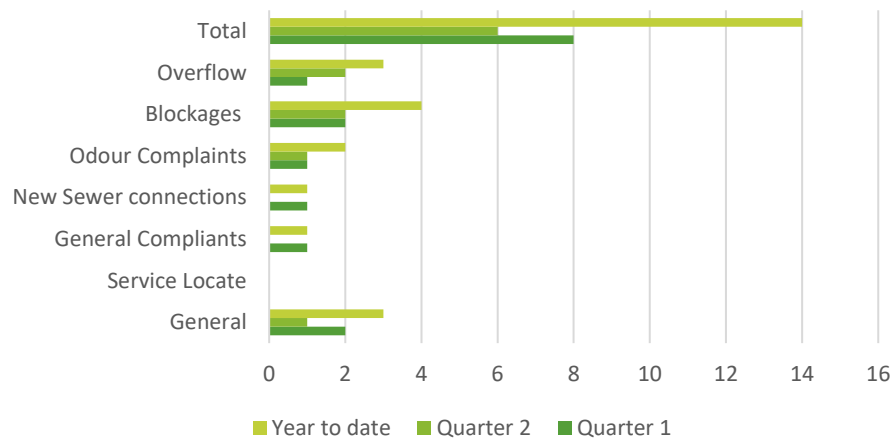
Level of Service	Measure / Target	Progress
Council supplied water is reliable	<p>Maintenance of the reticulation network:</p> <p>The percentage of real water loss from the local authority's networked reticulation system (including a description of the methodology used to calculate this).</p> <p><b>Not currently measured, monitored number of ways including; Telemetry, water meters, repair program, mains replacements and pressure management. This is in context with the Benchloss NZ Manual.</b></p>	<p>31/12/18: No change</p> <p>30/09/18: Budgets have been allocated for improved flow data reporting from the Water Treatment Plants and for water meter installations and upgrades to support</p>
	<p>Demand management:</p> <p>The average consumption of drinking water per day per resident within the territorial authority district <b>is &lt; 500l/day</b></p>	<p>31/12/18: No change</p> <p>30/09/18: Not measured. Analysed on a three yearly basis.</p>
Customers are generally satisfied with the Council supplied water	<p>Customer satisfaction:</p> <p>The total number of complaints received by the local authority about any of the following:</p> <ul style="list-style-type: none"> <li>(a) drinking water clarity</li> <li>(b) drinking water taste</li> <li>(c) drinking water odour</li> <li>(d) drinking water pressure or flow</li> <li>(e) continuity of supply, and</li> <li>(f) the local authority's response to any of these issues</li> </ul> <p>Expressed per 1000 connections to the local authority's networked reticulation system <b>TBC. (2645 connections)</b></p>	<p>31/12/18:</p> <ul style="list-style-type: none"> <li>(a) 9</li> <li>(b) 1</li> <li>(c) 0</li> <li>(d) 3</li> <li>(e) 66</li> <li>(f) 0</li> </ul> <p>Total number of complaints = 79</p> <p>Complaints per 1000 = 30</p> <p>30/09/18:</p> <ul style="list-style-type: none"> <li>(a) 6</li> <li>(b) 0</li> <li>(c) 0</li> <li>(d) 2</li> <li>(e) 34</li> <li>(f) 0</li> </ul> <p>Total number of complaints = 42</p> <p>Complaints per 1000 = 15</p>

## Wastewater Group

There were 6 wastewater related service requests recorded between 1 October 2018 and 31 December 2018.

	QUARTER 2 1 October – 31 December 2018
General Enquiries	1
Service Locate	
Complaint	
New Sewer Connections	
Odour Complaints	1
Blockages	2
Overflow	2
<b>TOTAL ISSUES</b>	<b>6</b>

### Wastewater Service Requests by Quarter



Staff continue to be busy working on a variety of historical, current and future issues relating to the Franz Josef wastewater treatment plant, including:

- Providing information to the Ministry of Business, Innovation and Employment for our Tourism Infrastructure Funding project for Franz Josef wastewater
- Liaising with the West Coast Regional Council regarding compliance issues related to the enforcement order in place for the Franz wastewater treatment plant.
- The Franz Josef WWTP Upgrade contract was awarded to Westroads. WDC is currently working through the consenting process to allow physical works to commence.

We are committed to complying with 14 key project milestones in accordance with the Environment Court order and the West Coast Regional Council requirements. The project must be completed by April 2019.

*The following service performance table includes a measure about response times for addressing the service requests logged during this period:*

Level of Service	Measure / Target	Progress
Council wastewater systems are managed without risk to public health	<p>System and adequacy:</p> <p>The number of dry weather sewerage overflows from the territorial authority's sewerage system, expressed per 1000 sewerage connections to that sewerage system. <b>10 per 1000 connections (2052 connections)</b></p>	<p>31/12/18: 3 complaints in regards to a dry weather sewer overflow.</p> <p>Complaints per 1000 = 1</p> <p>30/09/18: 1 complaint in regards to a dry weather sewer overflow.</p> <p>Complaints per 1000 = 0.5</p>
Council wastewater systems are safe and compliant	<p>Discharge compliance:</p> <p><b>100%</b> Compliance with the territorial authority's resource consents for discharge from its sewerage system measured by the number of:</p> <p>(a) abatement notices  (b) infringement notices  (c) enforcement orders, and  (d) convictions.</p>	<p>31/12/18: 100% compliance in all areas.</p> <p>30/09/18: No data provided</p>
Customers are generally satisfied with the Council wastewater systems	<p>Fault response times:</p> <p>Where the territorial authority attends to sewerage overflows resulting from a blockage or other fault in the territorial authority's sewerage system, the following median response times measured:</p> <p>(a) attendance time: from the time that the territorial authority receives notification to the time that service personnel reach the site (2 hours), <b>100%</b> and  (b) resolution time: from the time that the territorial authority receives notification to the time that service personnel confirm resolution of the blockage or other fault (4 hours) <b>100%</b>.</p>	<p>31/12/18:</p> <p>(a) No change.  (b) 4 complaints were received in relation to sewerage overflows. 1 was completed on time = 25%</p> <p>30/09/18:</p> <p>(c) No reliable data for response times arrival on site.  (d) 4 complaints were received in relation to sewerage overflows. 3 were completed on time = 75%</p>
	<p>Customer satisfaction:</p> <p>The total number of complaints received by the territorial authority about any of the following:</p> <p>(a) sewage odour  (b) sewerage system faults  (c) sewerage system blockages, and  (d) the territorial authority's response to issues with its sewerage system,  Expressed per 1000 connections to the territorial authority's sewerage system. <b>25 per 1000 connections (2052 connections)</b></p>	<p>31/12/18:</p> <p>a) 2  b) 4  c) 4  d) 0  Total number of complaints = 10; Complaints per 1000 = 5</p> <p>30/09/18:</p> <p>a) 1  b) 2  c) 2  d) 0  Total number of complaints = 5; Complaints per 1000 = 3</p>

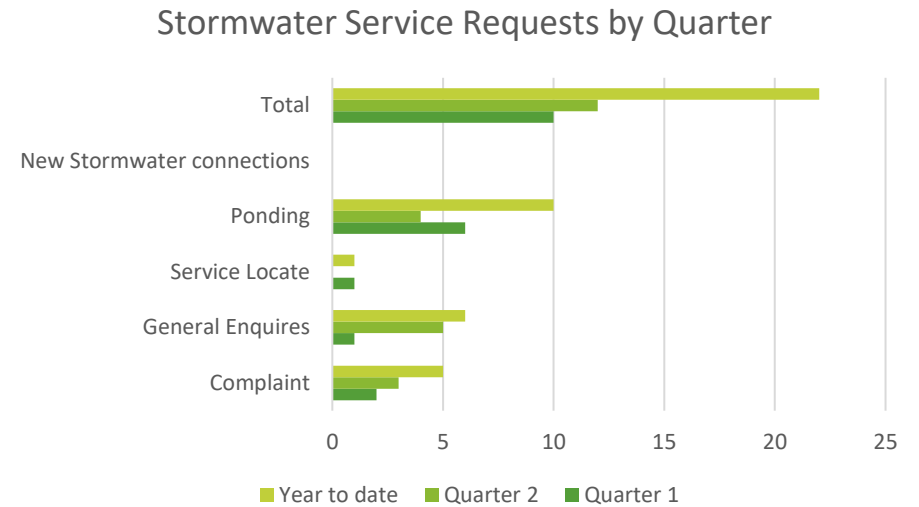


## Stormwater Group

There were 12 stormwater related service requests recorded between 1 July and 30 September 2018.

	QUARTER 2 1 October – 31 December 2018
Complaint	3
General Enquiries	5
Service Locate	0
Ponding (Urban only)	4
New Stormwater Connections	0
<b>TOTAL ISSUES</b>	<b>12</b>

The following service performance table includes a measure about response times for addressing the service requests logged during this period:



Level of Service	Measure / Target	Progress
Council Stormwater systems have the capacity to resist major storms and flooding events.	<p>System adequacy:</p> <p>(a) The number of flooding events that occur in a territorial authority district <b>2 events</b></p> <p>(b) For each flooding event, the number of habitable floors affected. Expressed per 1000 properties connected to the territorial authority's stormwater system. <b>10 per 1000 connections (414 connections)</b></p>	<p>31/12/18: No change.</p> <p>30/09/18: No flooding events to date.</p>
Requests for service are dealt with promptly	<p>Response times:</p> <p>The median response time to attend a flooding event, measured from the time that the territorial authority receives notification to the time that service personnel reach the site. (1 hour) <b>100%</b></p>	<p>31/12/18: No change.</p> <p>30/09/18: No flooding events to date</p>
	<p>Customer satisfaction:</p> <p>The number of complaints received by a territorial authority about the performance of its stormwater system, expressed per 1000 properties connected to the territorial authority's stormwater system. <b>10 per 1000 connections (414 connections)</b></p>	<p>31/12/18:</p> <p>Total number of complaints = 15</p> <p>Complaints per 1000 = 36</p> <p>30/09/18:</p> <p>Total number of complaints = 8</p> <p>Complaints per 1000 = 19</p>
Council storm water systems protect the natural environment	<p>Discharge compliance:</p> <p><b>100%</b> Compliance with the territorial authority's resource consents for discharge from its stormwater system, measured by the number of:</p> <p>(a) abatement notices</p> <p>(b) infringement notices</p> <p>(c) enforcement orders, and</p> <p>(d) convictions</p>	<p>31/12/18: No change.</p> <p>30/09/18: 100% compliance in all areas.</p>

## Solid Waste Management Group

### *Butler's landfill:*

A public tender has been released for the operations and management of Butler's landfill and waste transportation from the transfer station to the site. The tender closes at the end of January 2019 and instigation of the new contract is programmed for 1 July.

The LMP (Landfill Management Plan) continues to be a focus. Short term improvements are now complete or in the final stages. Longer term items are being deferred until the new contract is established.

The West Roads team continue to make improvements to the site conditions and management of the general operations. Resource consent testing is compliant and the general welfare of this site is being maintained.

### *Surrender of consents:*

No consents have been surrendered during this period.

### *Refuse and recycling collection service:*

This continues to run well. Plans and alterations required for the festive season were publicised to assist the public and prevent confusion. The focus continues to

be on Blue Spur transfer station maintenance. Items now complete are: additional secure hazardous material storage, Chemical storage locker, and weighbridge clean and service. Gull deterrents and recycling access stairways are programmed for the next quarter.

### *Transfer station fees:*

There has been no change to transfer station fees during this period.

### *Enviro Schools programme:*

Educating children about waste minimisation has continued through the EnviroSchools and Paper 4 Trees programmes. Schools have been approached to confirm the appropriateness of these platforms and for ideas and suggestions to ensure they see value in the funding provided.

### *Glass recycling / "Love bins":*

Glass recycling receptacles are now included in the Responsible Camping programme. To date these are showing a positive result with less glass and litter visible at each site.

Level of Service	Measure / Target	Progress
Solid waste is managed appropriately	All necessary consents for solid waste activities and capital projects are applied for, held and monitored accordingly <b>100%</b>	<p>31/12/18: No change.</p> <p>30/09/18: No breaches in consent conditions related to solid waste activities have been reported.</p> <p>An upgraded maintenance &amp; improvement programme is underway.</p>
Education about waste minimisation is provided to the community	<p>Number of visits to schools and community groups:</p> <p><b>3 schools, 3 groups per annum.</b></p> <p><b>3 x community groups per annum</b></p>	<p>31/12/18 To date no report has been received from EnviroSchools</p> <p>30/09/18: EnviroSchools have not submitted a report in the quarter due to an internal restructure. An overview of YTD activities is expected in November.</p>

**FINANCE, AUDIT AND RISK COMMITTEE ROLLING WORK PLAN**

Item	Jan-19	Feb-19	Mar-19	April-19	May-19	June-19	July-19	Aug-19	Sept-19	Oct-19	Nov-19	Dec-19
<b>External Audit</b>		Audit Management Report 2017/18  Meet Audit Director if necessary				Interim Audit 2018/19			Note - Final Audit Annual Report 2018/19 begins  Interim Audit Management Report 2018/19 – review action to be taken by management			
<b>Financial Reporting</b>	Quarterly Report to December 2018			Quarterly Report to March 2019				Verbal update on year end		Quarterly Report to September 2019 Review Audited Annual Report 2018/19 – for recommendation of adoption to Council		
<b>Insurance</b>											Valuation Information  Renewal	
<b>Risk Management Framework</b>	Review Risk Register			Review Risk Register			Update on Health & Safety Legislation  Review Risk Register			Review Risk Register		
<b>Internal Control Framework</b>		Update – Fraud Control Progress  Review Protected disclosure policy and recommend adoption to Council.	Review conflict of interest policy and recommend adoption to Council.		Update – Fraud Control Progress			Update – Fraud Control Progress			Update – Fraud Control Progress	