



# **A G E N D A**

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

**Council Chambers  
36 Weld Street  
Hokitika**

**Thursday 25 October 2018  
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 25 OCTOBER 2018 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 Minutes – 27 September 2018**

(Pages 4-7)

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

#### **3.1 Quarterly Report**

(Pages 8-79)

### **4. ITEMS FOR DISCUSSION:**

#### **4.1 Finance, Audit and Risk Committee Rolling Workplan**

(Page 80)

### **5. 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:

#### **5.1 Confidential Minutes – 27 September 2018**

#### **5.2 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>
5.1	Confidential Minutes – 25 September 2018	Confidential Minutes	Good reasons to withhold exist under Section 7	Section 48(1(a) & (d)
5.2	Risk Register	Risk Register	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 27 SEPTEMBER 2018 COMMENCING AT 9.30 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  
Kw. Francois Tumahai, Te Rūnanga o Ngāti Waewae

### Apologies & Leave of Absence

Deputy Mayor H.M. Lash  
Cr Gray Eatwell  
Kw. Tim Rochford Te Rūnanga o Makaawhio

Moved Cr Olson, seconded Cr Routhan and **Resolved** that the apologies from Deputy Mayor Lash, Cr Gray Eatwell and Kw. Tim Rochford be received and accepted.

### Staff in Attendance:

S.R. Bastion, Chief Executive; L.A. Crichton, Group Manager: Corporate Services; J. Ebenhoh, Group Manager: Community, Planning & Environment; D.R Inwood, Group Manager: District Assets; V.M Watson, Business Support Officer/Committee Secretary.

### 1.2 Interest Register

The Chair Deputy Mayor Martin circulated the Interest Register and the following amendments were noted:

Cr Olson added Olson Builders Contract tender for Whataroa Community Association.

His Worship the Mayor added Rayce Resources Ltd investor.

## 2. CONFIRMATION OF MINUTES:

### 2.1 Confirmation of Minutes: Finance, Audit and Risk Committee Meeting - 23 August 2018

Moved Kw. Tumahai, seconded Cr Havill and **Resolved** that the Minutes of the Finance, Audit and Risk Committee Meeting held on the 23 August 2018 be confirmed as a true and correct record of the meeting.

## 3. REPORTS FOR INFORMATION

### 3.1 Financial Performance August 2018

The Finance Manager spoke to this report.

- Clarification of forecasting in regards to the TIF funding and contribution funding.
- The Group Manager: District Assets spoke to the operational district programme and plan for the proposed 2018-2019 work schedule, inclusive of reporting and monitoring of projects and procurement process. Acknowledgement to the highly skilled team now in place to complete the workflow programme.

Moved Cr Neale, seconded Cr Olson and **Resolved** that the Financial Performance Report to the 31 August 2018 be received.

### 3.2 LTP Audit Management Report 2018 - 2028

The Group Manager: Corporate Services spoke to this report.

Moved Kw. Tumahai, seconded Cr Neale and **Resolved** that the LTP 2018-28 Audit Management Report be received.

### 3.3 Interim Audit Management Report Year End 30 June 2018

The Group Manager: Corporate Services spoke to this report

- Interim June Audit – Initial Assessment data

Moved Cr Havill, seconded Cr Neale and **Resolved** that Interim Audit Management Report for the year ended 30 June 2018 be received.

### **3.4 Update on Annual Report Result 2017-2018**

The Finance Manager spoke to this report.

- The Operations Manager spoke with clarification in regards to the Butlers Landfill. Underinvestment to date has affected the status. Operational update and maintenance is required.
- The Group Manager: Corporate Services provided clarification around the regulated depreciation and process around the cost factors and projection moving forward to additional years.

Moved Fw. Tumahai, seconded Cr Carruthers and **Resolved** that the Update on Annual Report Result 2017-2018 for the year ended 30 June 2018 be received.

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

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

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

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

Moved His Worship the Mayor, seconded Cr Olson 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 09:24 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 – 23 August 2018**

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 23 August 2018	Confidential Minutes – 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	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 His Worship the Mayor, seconded Cr Carruthers 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 10:26 am.

At the conclusion of the meeting there was an introduction of new operational staff members joining the Finance Team:

- John Kagagi - Accountant
- Emma Rae – Strategy and Communications Advisor

**MEETING CLOSED AT 10:31 AM**

Confirmed by:

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

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

# Report



DATE: 25 October 2018

TO: Mayor and Councillors

FROM: Finance Manager

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## QUARTERLY PERFORMANCE REPORT TO 30 SEPTEMBER 2018

### 1. SUMMARY

- 1.1 The purpose of this report is to inform Council of its financial and service delivery performance for the three months ended 30 September 2018 (Q1).
- 1.2 This issue arises from a requirement for a local authority to demonstrate accountability and exercise financial prudence in delivering on its commitments to the community.
- 1.3 Council seeks to meet its obligations under the Local Government Act 2002 and the achievement of the District Vision which is set out in the Council's 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 30 September, attached as **Appendix 1**.

### 2. BACKGROUND

- 2.1 In addition to a monthly financial report Council receives a more extensive quarterly report that is used as a progress check against the wider objectives contained in the Long Term Plan.

### 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 first quarterly report for the 2018/19 financial year.

3.3 This quarterly report contains the following information:

3.3.1 Whole of Council Financial Summary.

3.3.2 Statements of Service and Financial Performance for each group and activity.

3.3.3 Projects and Carry Overs.

3.3.4 Treasury.

3.3.5 Reserve Funds.

#### 4. OPTIONS

4.1 Receive the report.

#### 5. SIGNIFICANCE AND CONSULTATION

5.1 This report is for information only.

5.2 The decision to receive the report is of low significance and requires neither consultation nor assessment of options.

#### 6. RECOMMENDATION

A) **THAT** Council receives the Quarterly Performance Report to 30 September 2018 attached as **Appendix 1**.

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

**Appendix 1:** Quarterly Performance Report to 30 September 2018



2018/19  
QUARTERLY PERFORMANCE REPORT #1:  
1 JULY TO 30 SEPTEMBER 2018



## Contents

Contents.....	2
Whole of Council Financial Summary .....	3
Projects: Current.....	6
Treasury Report .....	111
Reserve Funds Report.....	19
Statements of Service Provision .....	22
Leadership Group .....	23
Planning and Regulatory Group.....	29
Inspections and Compliance.....	32
Animal Control.....	34
Emergency Management.....	35
Community Services Group .....	36
Leisure Services & Facilities Group.....	39
Transportation Group.....	53
Water Supply Group .....	56
Wastewater Group .....	62
Stormwater Group.....	67
Solid Waste Management Group .....	71

## Whole of Council Financial Summary

WESTLAND DISTRICT COUNCIL	Year to September			Full Year 2018-2019	
	Actual	Budget	Variance	FY Forecast	Budget
<b>Operating revenue</b>					
Rates (includes targeted rates and metered water)	3,964,476	3,950,977	13,500	15,706,204	15,706,106
User fees and charges	495,076	550,060	(54,984)	1,915,260	1,945,649
Grants and Subsidies	601,697	669,020	(67,323)	5,836,767	5,904,264
Other income	67,405	102,252	(34,847)	974,166	1,009,013
Overhead recoveries	2,033,601	1,793,887	239,714	7,415,262	7,175,548
<b>Total revenue (A)</b>	<b>7,162,255</b>	<b>7,066,195</b>	<b>96,060</b>	<b>31,847,660</b>	<b>31,740,580</b>
<b>Operating expenditure</b>					
Personnel costs	893,753	929,342	(35,589)	3,620,644	3,749,231
Administrative costs	286,817	251,406	35,412	762,470	638,573
Operating costs	2,318,354	2,412,499	(94,145)	10,174,938	9,921,209
Grants and donations	177,631	176,925	706	781,370	656,620
Overheads	2,028,712	1,779,534	249,178	7,475,185	7,118,134
<b>Total operating expenditure (B)</b>	<b>5,705,267</b>	<b>5,549,705</b>	<b>155,562</b>	<b>23,030,713</b>	<b>22,083,767</b>
<b>Net operating cost of services - surplus/(deficit) (A - B)</b>	<b>1,456,988</b>	<b>1,516,490</b>	<b>59,502</b>	<b>8,816,947</b>	<b>9,656,813</b>
<b>Other expenditure</b>					
Interest and finance costs	166,347	189,168	(22,821)	733,849	756,670
Depreciation	1,518,526	1,482,204	36,322	5,965,137	5,928,815
(Gain)/loss on investments	-	-	-	-	-
(Gain)Loss on swaps	(80,314)	48,943	(129,257)	66,516	195,773
(Gain)Loss on disposals	-	-	-	-	-
<b>Total other expenditure (C)</b>	<b>1,604,558</b>	<b>1,720,315</b>	<b>(115,756)</b>	<b>6,765,502</b>	<b>6,881,258</b>
<b>Total expenditure (D = B + C)</b>	<b>7,309,825</b>	<b>7,270,019</b>	<b>39,806</b>	<b>29,796,215</b>	<b>28,965,025</b>
<b>Net cost of services - surplus/(deficit) (A - D)</b>	<b>(147,570)</b>	<b>(203,824)</b>	<b>56,254</b>	<b>2,051,445</b>	<b>2,775,555</b>

## Variance analysis

### Operating Revenue

Rates revenue	On target
User fees and charges	Lower than budget, outstanding revenue is due to reduced animal registration fees, there could be some budget timing issues (\$31,000 below budget) and refuse site fees (\$12,000 below budget).
Grants and Subsidies	The NZTA subsidy is lower than budget at this time, it is likely to be budget phasing, as spend is likely to increase in the summer months with better weather, the subsidy will then also increase.

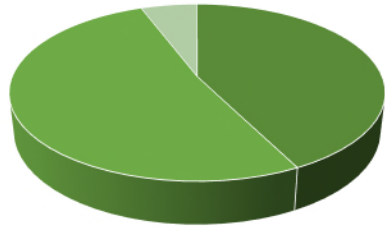
### Operating Expenditure

Personnel costs	Lower than budget, as some full year vacancies have only been filled recently and there are still unfilled vacancies.
Administrative costs	Administrative costs have exceeded budget by \$35,000 due to unbudgeted computer licencing and, HR costs are now accounted for under administration costs as employment has been transferred to WCRC with a recharge back to WDC for 50% of time.
Operating costs	Lower than budget, but are forecast to exceed budget to meet building control, animal control, and contractors costs.
Grants and Donations	Lower than budget due to budget phasing, some of these grants are paid on demand, and it is unclear at the time of budget phasing when this will occur.

### Other Expenditure

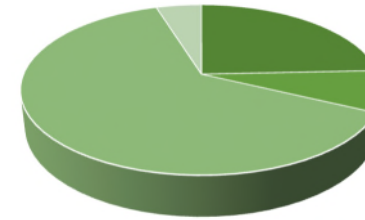
Depreciation	
(Gain)/Loss on Swaps	Swap values are based on market factors and are difficult to predict. Any gain or loss on swaps would not materialise unless swaps were cashed in before maturity.

Operating revenue  
Actual year to September



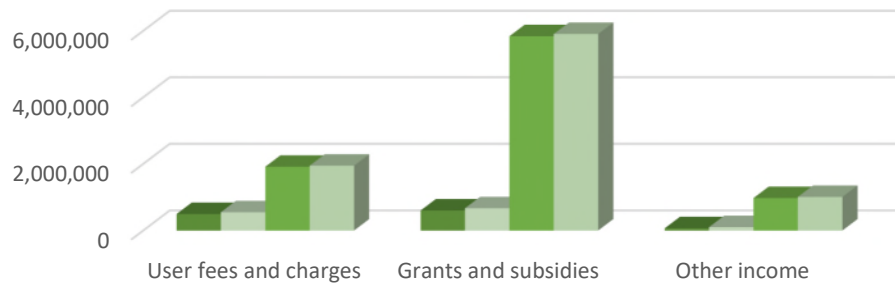
■ User fees and charges ■ Grants and subsidies ■ Other income

Operating expenditure  
Actual year to September



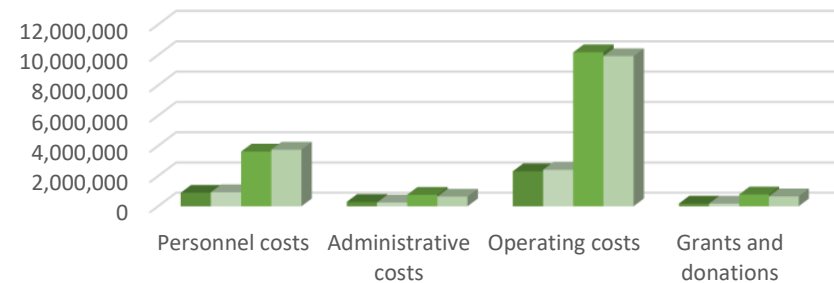
■ Personnel costs ■ Administrative costs ■ Operating costs ■ Grants and donations

Operating revenue



■ YTD Actual ■ YTD Budget ■ FY Forecast ■ FY Budget

Operating expenditure



■ YTD Actual ■ YTD Budget ■ FY Forecast ■ FY Budget

	User fees & Charges	Grants & Subsidies	Other Income
Actual YTD	495,076	601,697	67,405
Budget YTD	550,060	669,020	102,252
Variance	(54,984)	(67,323)	(34,847)
FY Forecast	1,915,260	5,836,767	974,166
FY Budget	1,945,649	5,904,264	1,009,013

	Personnel	Administration	Operating	Grants & donations
Actual YTD	893,753	286,817	2,318,354	177,631
Budget YTD	929,342	251,406	2,412,499	176,925
Variance	(35,589)	35,412	(94,145)	706
FY Forecast	3,620,644	762,470	10,174,938	781,370
FY Budget	3,749,231	638,573	9,921,209	656,620

# Projects: Current

Capital Projects 2018-19





































































30/09/2018

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	Forecast	Budget Track	Progress / Track	Progress Comments
<b>LEADERSHIP</b>						
Information Management - DMS		50,000	50,000			
IT Equipment renewals - Annual Network	1,358	32,000	30,642			
IT Equipment renewals - Upgrades to workstations	3,840	12,000	8,160			
IT Equipment renewals - Webcam replacement		2,500	2,500			
IT Equipment renewals - Disaster recovery servers	12,250	40,000	27,750			
Council HQ - Refurbishment	7,019	100,000	92,981			Project in progress
IT Equipment renewals - Civil Defence Laptop		5,000	5,000			
Civil Defence - Civil defence Kits	3,474	4,800	1,326			
IT Equipment renewals - Annual Network	1,618	-	-1,618			
	<b>27,941</b>	<b>246,300</b>	<b>218,359</b>			

<b>LIBRARY</b>						
Library - Electrical upgrade	3,385	29,300	25,915			Work on electrical upgrade scheduled for September/October
Library - Audio/Visual Resource	215	4,324	4,109			
Library - Free Adult Books	1,181	14,053	12,872			
Library - Adult Non Fiction	1,470	18,918	17,448			
Library - Junior Publications	1,928	12,432	10,504			
Library - Large Print Books	736	6,486	5,750			
	<b>8,914</b>	<b>85,513</b>	<b>76,599</b>			

<b>WATER SUPPLY</b>						
Kumara - Mains upgrade programme	3,557	15,000	11,443			
Kumara - Treatment Components upgrade programme	1,950	2,778	828			
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			Consultation phase

Hokitika - Mains upgrade programme	8,018	300,000	291,982			Project in progress
Hokitika - Pumps Upgrade Brickfeild		25,000	25,000			
Hokitika - Water meter replacements		90,000	90,000			
Hokitika - Generator		45,000	45,000			
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			Project in progress
Ross - Building Repairs and Stabilisation		15,000	15,000			
Ross - Water Source		20,000	20,000			
Ross - Treatment Components upgrade programme		2,778	2,778			
Ross - Disinfection upgrades programme		2,222	2,222			
Ross - Telemetry		3,333	3,333			
Hari Hari - Mains upgrade programme		15,000	15,000			
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		3,333	3,333			
Franz Josef - Mains upgrade programme	1,161	90,000	88,839			Project in progress
Franz Josef - Raw Water Source		220,000	220,000			In progress- consultation with DOC/westoads procuring materials
Franz Josef - Blower Electrics & SCADA		32,000	32,000			
Franz Josef - Treatment Components upgrade programme		2,778	2,778			
Franz Josef - Disinfection upgrades programme		2,222	2,222			
Franz Josef - Telemetry		3,333	3,333			
Fox Glacier - Plant upgrade		400,000	400,000			Project in progress
Fox Glacier - Mains upgrade programme	2,934	80,000	77,066			Project in progress
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		3,333	3,333			
	<b>17,621</b>	<b>1,907,000</b>	<b>1,889,379</b>			



<b>WASTEWATER</b>						
Hokitika - WWTP upgrade		275,000	275,000			Equipment procurement in progress
Hokitika - Mains upgrade programme	12,932	60,000	47,068			
Hokitika - Pump upgrade	2,221	20,000	17,779			
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	12,955	2,250,000	2,237,045			Receiving tenders
Franz Josef - WW Network Growth		2,500	2,500			
Fox Glacier - Mains upgrade programme		32,000	32,000			
Fox Glacier - WWTP upgrade		100,000	100,000			Planned work to desludge pond this financial year
Fox Glacier - WW Network Growth		2,500	2,500			
Haast - WW Network Growth		2,500	2,500			
	<b>28,107</b>	<b>2,927,000</b>	<b>2,898,893</b>			

<b>STORMWATER</b>						
Hokitika - Mobile generator		30,000	30,000			
Hokitika - Mains upgrade programme	11,333	25,000	13,667			Project in progress
Hokitika - Pump upgrade (Tancred)		200,000	200,000			New pump purchase October
Hokitika - Pump upgrade (Sewell)		100,000	100,000			
Hokitika - Pump upgrade (Rolleston)		20,000	20,000			
Hokitika - Pump upgrade (Hoffman)		50,000	50,000			
Hokitika - Extension Weld St		130,000	130,000			
Hokitika - Realignment Beach St		20,000	20,000			
Hokitika - Extension Jollie St		240,000	240,000			
Hokitika - Mains upgrade new developments	6,678	10,000	3,322			
	<b>18,011</b>	<b>825,000</b>	<b>806,989</b>			

<b>SWIMMING POOLS</b>						
Swimming Pool Ross - EQ strengthening		10,000	10,000			
	<b>0</b>	<b>10,000</b>	<b>10,000</b>			

<b>COMMUNITY SERVICES DEVELOPMENT</b>						
Footpath upgrades - Hokitika		27,000	27,000			Work projected to start early 2019
Footpath upgrades - Kumara	22,000	10,000	12,000			
Footpath upgrades -		3,000	3,000			
Footpath upgrades - Kaniere		1,000	1,000			
Footpath upgrades -		3,000	3,000			
Footpath upgrades -		20,000	20,000			
Footpath upgrades -		1,000	1,000			
Footpath upgrades -		1,500	1,500			
Footpath upgrades -		1,500	1,500			
	<b>22,000</b>	<b>68,000</b>	<b>46,000</b>			

<b>ELDERLY HOUSING</b>					
Elderly Housing - Glazing and insulation		20,000	20,000		
	<b>0</b>	<b>20,000</b>	<b>20,000</b>		

<b>WCWT</b>					
West Coast Wilderness Trail - Enhancement	145,677	70,000	75,677		
	<b>145,677</b>	<b>70,000</b>	<b>-75,677</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		
	<b>0</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			Carried over. Awaiting decision
Reserves - Cass Square - Building improvements Pavillion		20,000	20,000			
Reserves - Cass Square - Rubber matting		20,000	20,000			Project completed. Awaiting invoicing
Reserves - Haast		10,000	10,000			
	<b>0</b>	<b>115,000</b>	<b>115,000</b>			

<b>TRANSPORTATION</b>						
Unsealed Road Metalling (3030)	75,312	286,500	211,188			Ongoing work
Sealed Road Resurfacing (3031)		850,000	850,000			Tenders out
Maintenance - Drainage Renewals (3032)		159,000	159,000			
Structures Component Replace (3033)		212,500	212,500			Ongoing work
Traffic Services Renewals (3034)	18,948	127,500	108,552			
Sealed Road Pavement Rehabilitation	212,216.50	80,000	132,217			To align with NZTA
Sealed Road Resurfacing (3070)		159,000	159,000			
Maintenance - Drainage Renewals		27,000	27,000			
Structures Component Replace (3072)		53,000	53,000			
Traffic services renewals	1,275.00	11,000	9,725			
Sealed Road Pavement Rehabilitation		150,000	150,000			Scoping in progress. Pre approval received
Low Cost Low Risk - Local		545,000	545,000			Scoping in progress. New criteria received
Low Cost Low Risk - SPR		35,000	35,000			
	<b>307,751</b>	<b>2,695,500</b>	<b>2,387,749</b>			
<b>Total</b>	<b>576,023</b>	<b>9,041,893</b>	<b>8,465,870</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 **30 September 2018**.

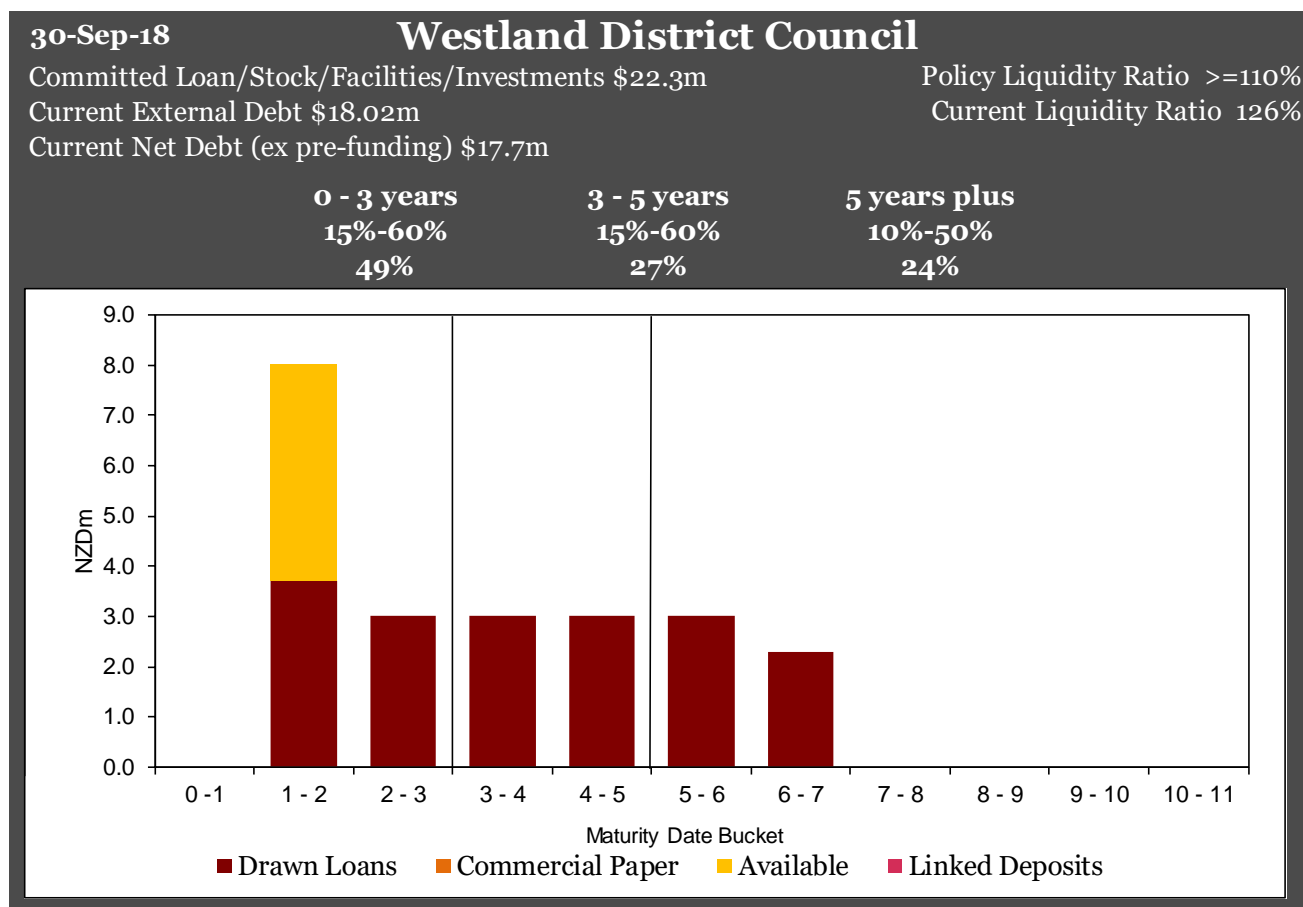
This section shows the Council's position for the following items:

- 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 126%.

As at 30 September 2018, the Money Market Lending Statement shows:

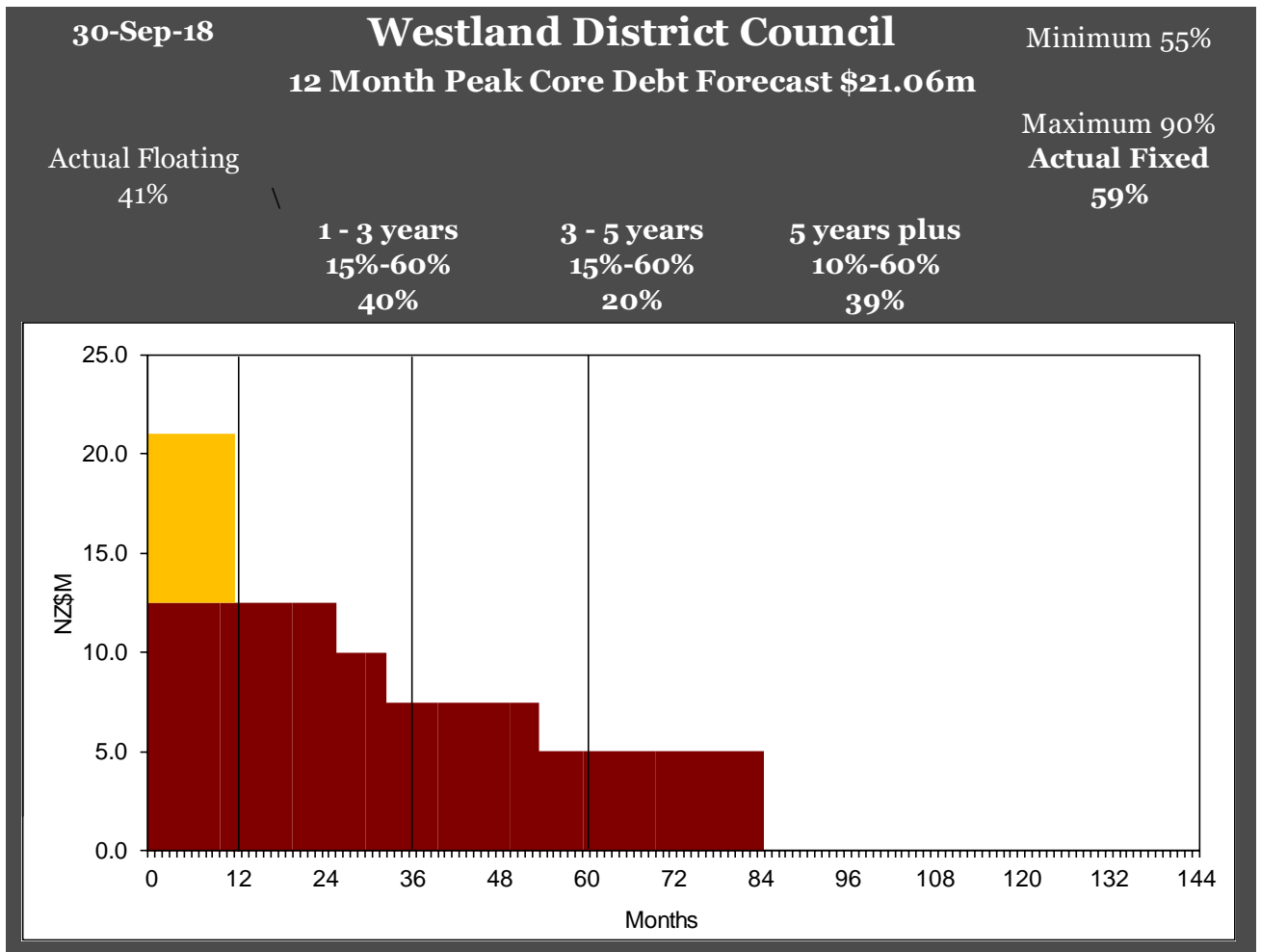
Amount	Rate	Maturity
3,000,000	2.143	16/10/2018
718,352	1.900%	1/07/2020
3,000,000	1.910%	17/05/2021
3,000,000	1.910%	16/05/2022
3,000,000	1.930%	17/04/2023
3,000,000	1.930%	15/04/2024
2,300,000	1.930%	15/04/2025
<b>\$18,018,352</b>	<b>Total</b>	

*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	3.01%	18/06/2021
\$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**

Kaniere Sewerage \$123,460.26.

## Cash Investments

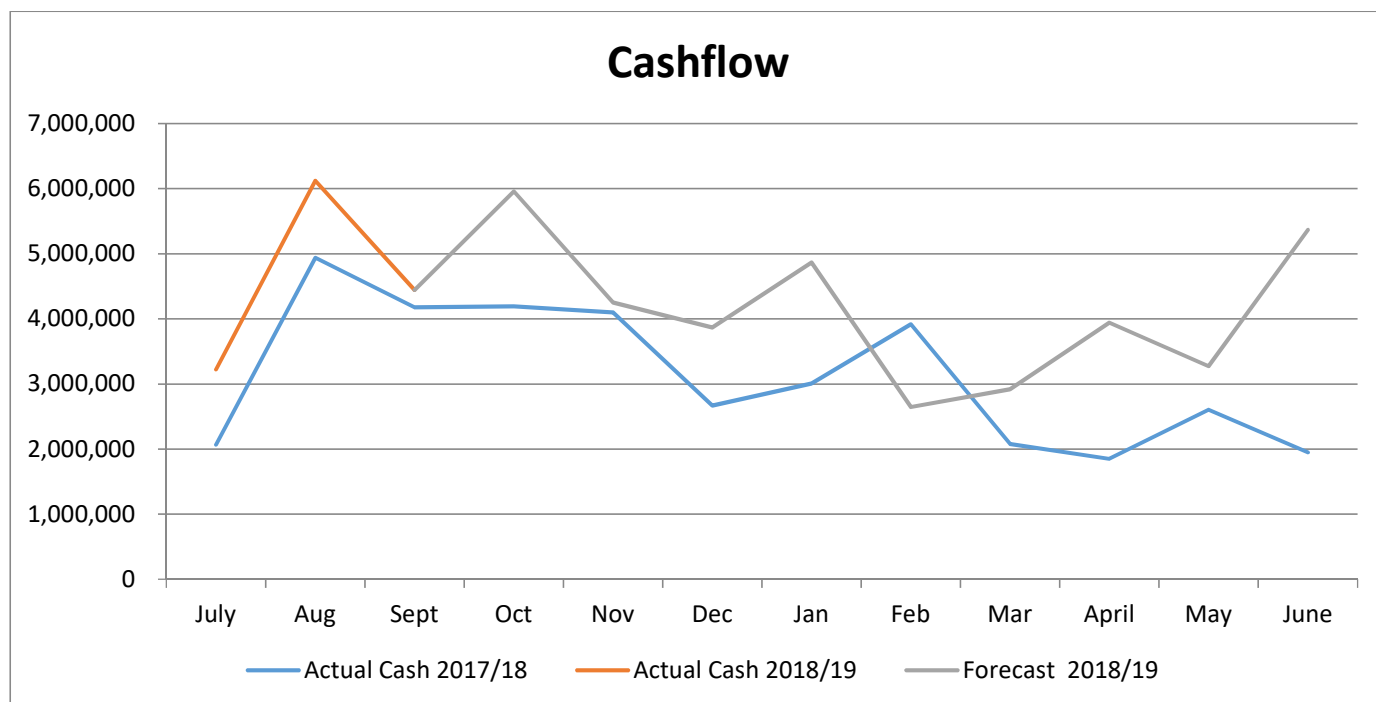
### Cash Deposits as at 30 September 2018

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: \$894,473.02

Term Deposit Account balances of: \$3,548,800.47



### Bonds

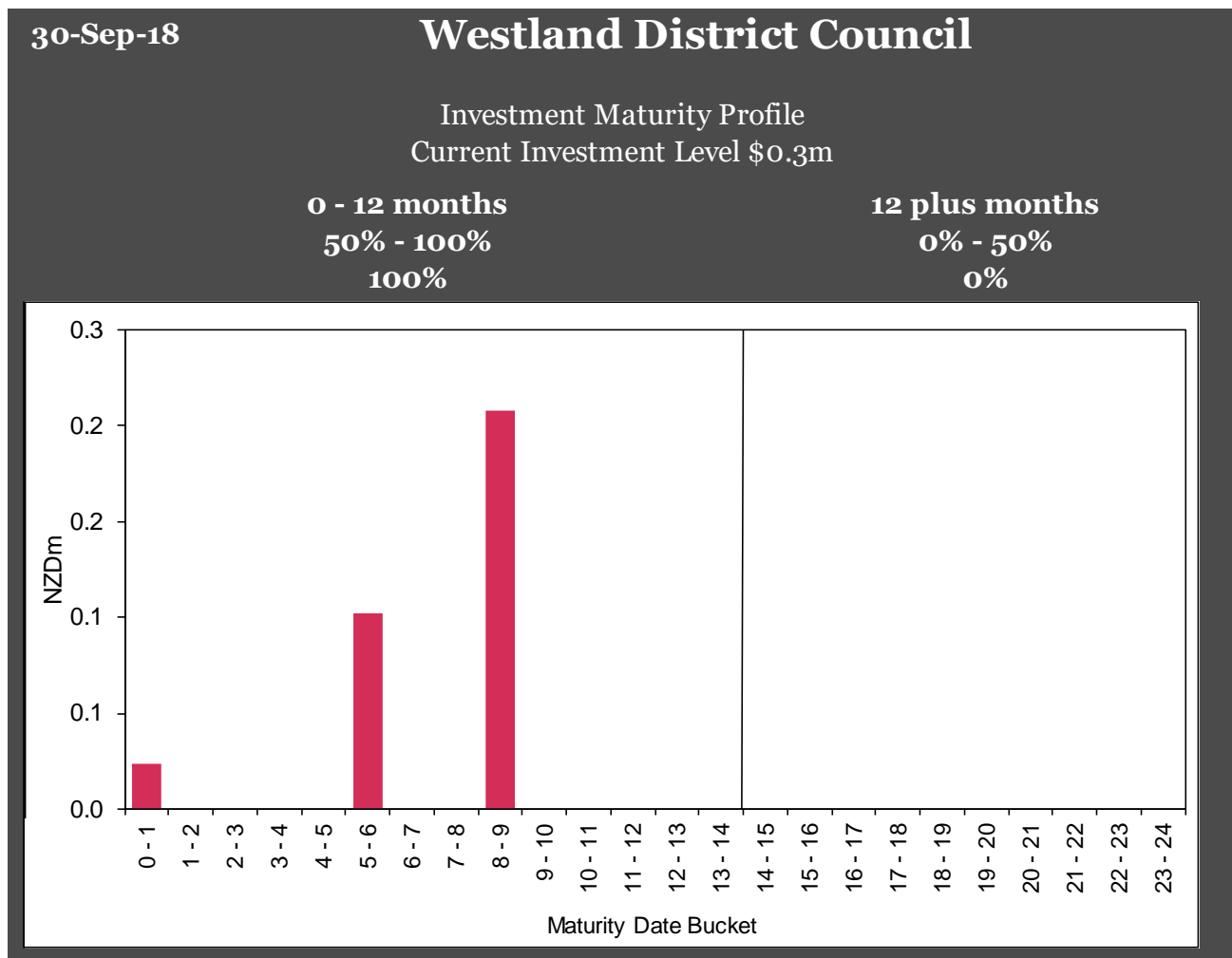
WDC Westpac Bond Portfolio valued at \$332,990 as at 30 September 2018. This is made up of \$0.31m in bonds and \$0.023m in cash from matured bonds.

<b>Westland District Council Investment Counterparty Credit Limits</b>				
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+	30.00	0.00	<b>Y</b>
BNZ	AA-	2.00	0.21	<b>Y</b>
Rabobank	A+	2.00	0.11	<b>Y</b>
<b>TOTAL</b>			<b>0.32</b>	



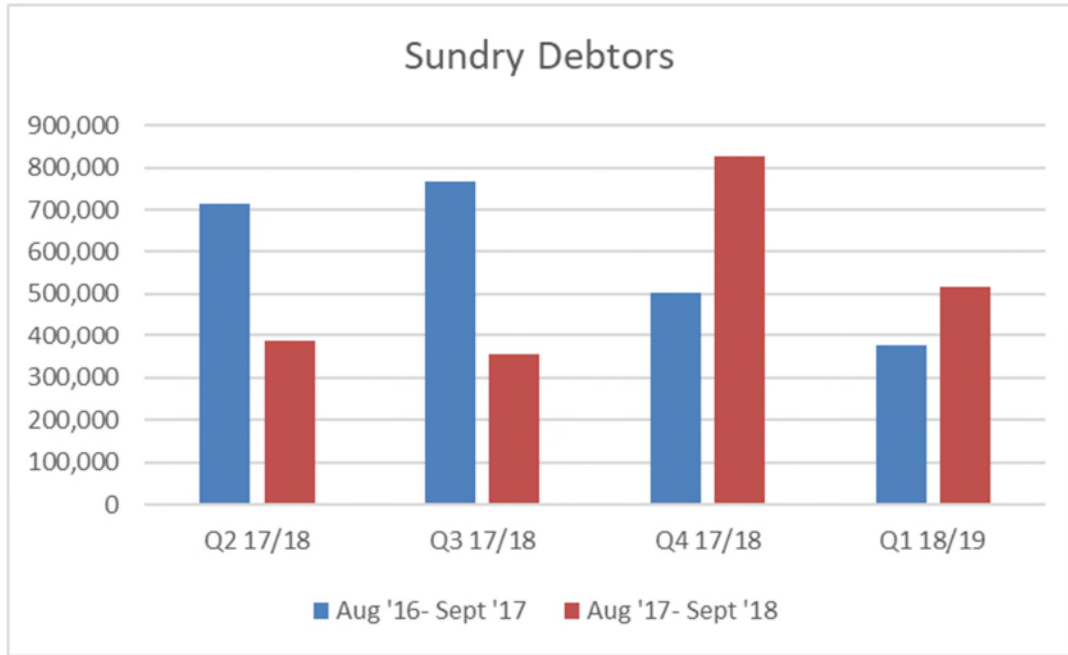
The Investment policy requires that bond investments are with parties that have a long-term Standard & Poor's, (S&P) credit ratings (or equivalent Fitch or Moody's rating) being A and above and/or short term rating of A-1 or above. One bond has a rating below this limit. Council resolution decided to retain the bonds in the portfolio until maturity. 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:



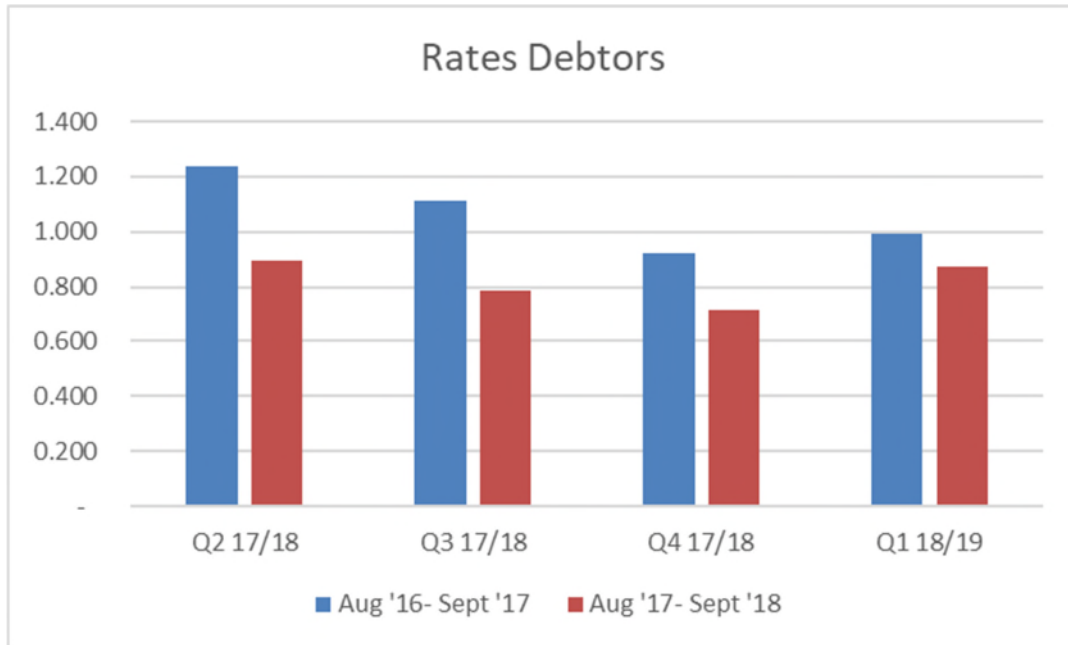
## Debtors

Outstanding Sundry debtors as at 30 September 2018 total \$516,906, which is 38% higher than Q1 2017/18 financial year. This is because of timing issues due to cross-over between invoicing and payment.



## Rates Debtors

At 30 September 2018, rates debtors figure total \$872,553, which is 12% less than Q1 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 30 September for active debt:

<b>Date Debt Sent</b>	<b>Original Debt</b>	<b>Collected</b>	<b>Recovery Rate</b>
Pre-2015	373,280	225,699	60%
2015-2016	22,941	12,496	54%
2016-2017	100,297	79,759	80%
2017-2018	47,533	22,041	46%
2017-2019	-	-	
<b>Total</b>	<b>544,052</b>	<b>339,995</b>	<b>62%</b>

Processes were implemented in the last two years, where reminders and referrals are being dealt with in a timelier manner. The rates officer is pursuing debt more actively, therefore fewer referrals are required.

Automated Debt Recovery system will make the collection of debts and timely handling of delinquent debts more effective and efficient.

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	Transfers into fund	Transfers out of fund	Balance 3 September 2018
		\$000	\$000	\$000	\$000
Kumara Township fund	Township funding for the purpose of community related projects	0	3	(14)	(10)
HariHari township	Township funding for the purpose of community related projects	2	4	0	6
Whataroa township	Township funding for the purpose of community related projects	2	3	(14)	(9)
Ross township	Township funding for the purpose of community related projects	1	4	0	4
Haast township	Township funding for the purpose of community related projects	(3)	4	0	1
Franz township	Township funding for the purpose of community related projects	1	9	0	10
Fox township	Township funding for the purpose of community related projects	1	9	0	10
Kokatahi community fund	Township funding for the purpose of community related projects	0	2	0	2
Foreshore	Foreshore Protection for groin replacement on the foreshore.	19	0	0	19
Glacier country promotions	Targeted rates collected from Glacier Country to provide funding for marketing projects.	0	16	(39)	(23)
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	(1)	9
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	0	0	78
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	0	0	52
Transport renewals	For funding the renewal of roads and bridges.	414	256	(40)	631
Water renewal	For funding the renewal of water supplies networks	2,533	218	(111)	2,640
Waste water renewal	For funding the renewal of sewerage and sewage networks	1,680	219	0	1,899
Stormwater renewal	For funding the renewal of stormwater systems	439	65	0	504
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	32	(22)	117
Building renewals	For renewal of all Council operational buildings.	490	58	(1)	548
Administration renewals	For renewal of office equipment, furniture, technical equipment, vehicles and technology	263	59	(98)	224
Library renewals	To replace library books	176	23	(13)	186
<b>Total Council created reserves</b>		<b>6,266</b>	<b>1,026</b>	<b>(351)</b>	<b>6,941</b>

Restricted Reserve Funds

Reserve	Purpose of each reserve fund	Balance 1 July 2018	Transfers into fund	Transfers out of fund	Balance 30 September 2018
		\$000	\$000	\$000	\$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	27	-	674
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	2	-	349
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	1	-	205
Ross Endowment Land	Various endowment land parcels in Ross sold over time.	66	0	-	66
Big Brothers Big Sisters	Grant funding Received	(1)	-	-	(1)
Community Patrol	Grant funding Received	(0)	-	-	(0)
Graffiti	Grant funding Received	4	-	-	4
Taxi Chits	Grant funding Received	(3)	(0)	(0)	(4)
Hokitika War Memorial	Contributions from RSA parking lease	0	0	-	0
<b>Total Restricted Reserves</b>		<b>1,355</b>	<b>31</b>	<b>(0)</b>	<b>1,386</b>
<b>Total reserves</b>		<b>7,622</b>	<b>1,057</b>	<b>(352)</b>	<b>8,327</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**
- **Corporate Services**
- **Council Controlled Organisations**

### Commentary

#### Democracy

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

Subject	Status	No. of Working Days taken to complete the request
HR file and correspondence search	Complete	9 days
Request 1 - Regional Funds by Central Government Request 2 - CCO Information and Minutes	Complete Partial Transfer (Request 2)	18 days
Council Rates Component's	Completed	7 days
Library Wage Levels	Completed	15 days
Grey Water Recycling systems	Completed	10 days
Audio Hearing King Tiger	Extended with agreement and completed	55 days
Sewer Line 131 Sewell Street	Withdrawn	
Waiho River Flood Management Request 1 – Construction of Heartland Mueller Hotel stop bank Request 2 – Correspondence Request 3 – Control and maintenance agreements Request 4 - Correspondence Request 5 – Works reports Request 6 – Flood management information Request 7 – Correspondence Request 8 – NZTA works Request 9 – NZTA works Request 10 – Correspondence	Completed	19 days
Public Notices	Completed	19 days
Air BNB Commercial Rates PGF	Completed	19 days
Consent Documents Request 1 - Consent ID – 170004 Request 2 - Consent ID – 120024	Completed	3 days
Asbestos Contaminated Waste Request 1 – Cost per tonne contaminated Request 2 – Cost per tonne non-contaminated Request 3 – Definition contamination Request 4 – Which landfill	Completed	17 days
Council Flights Request 1 – Domestic Flights – total spend Request 2 – Domestic Flights – total number Request 3 – International Flights – total spend Request 4 – International Flights – itinerary including reason and class	Completed – partial transfer to CCOs	18 days



Request 5 – International Flights – costs, including expenses Request 6 – International Flights – if domestic partner also travelled		
Council Auditor Request 1 – Name of Council’s auditor for 2015/16 and 2016/17. Does AuditNZ contract the audit Request 2 – Name of the auditor for 2017/18 audit Request 3 - Council’s ‘Borrowing Costs’ Accounting Policy adopted for each of the 2016/17 and 2017/18 financial years Request 4 - Threshold for determining if an asset is a “qualifying asset” under the IPSAS 5 Standard Request 5 - Whether there are different criteria and materiality thresholds for different asset classes.	Completed	17 days
Provincial Growth Fund (PGF) Request 1 – Number of staff involved in applications to the PGF Request 2 – Total time spent on applications to nearest 40 hours Request 3 – Number of contractors employed for applications to PGF and their names Request 4 – Total payments to contractors for applications to PGF Request 5 – Communications about applications to PGF	Completed – Partial transfer to CCOs	16 days
Iwi Representatives Request 1 – Representatives remuneration Request 2 – Payment of travel expenses Request 3 – Reimbursement of Tim Rochford	Completed	10 days
Mayor Vehicle Costs Request 1 – Supply of vehicle to the Mayor Request 2 – Purchase of Mayor’s vehicle Request 3 – Lease of Mayor’s vehicle and cost Request 4 – Fuel allowances for the Mayor Request 5 – Supply of a driver to the Mayor Request 6 – Vehicle log book for 2017 / 18	Completed	14 days
Kumara Water Supply Request 1 – Raw source of water Request 2 – Protection from contamination Request 3 – Testing practices Request 4 – Where testing is carried out Request 5 – Protection methods Request 6 – Chlorination	Completed	10 days
Subterranean Structures	In progress	
Property – 696 Lake Kaniere Road	In progress	
Water Quality	In progress	
Correspondence	In progress	
Electricity Consumption	In progress	
Legal Advice	In progress	

## Corporate Services

Since 3 July 2018 the management of the Hokitika i-SITE has been provided by Destination Westland Limited on behalf of Council. The commentary and service performance tables for this activity are included under the Council Controlled Organisations. The Council customer service centre separated from the i-SITE during the previous financial year and are now part of the Planning team. The commentary and service performance tables will be reported in that section.

## *Finance*

At the time of this quarterly report, finance staff are currently working through audit of the Annual Report, at the same time as continuing to support the business with day to day accounting. The accountant role was filled and the new staff member began at the beginning of September.

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.

## *Strategy and Communications*

The new Strategy and Communications Advisor joined the team at the beginning of September. The main focus has been to ensure that the Annual Report document was prepared for Audit and for Council to adopt. Planning and developing 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, which will detail how Council will use digital services to support business. This will include hardware and software requirements, business continuity and disaster recovery in the event of a significant event.

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 2 years to implement. The Council Business Analyst is now designated 50% time to manage this project.

Council deployed a new email signature, which has the added functionality of being able to display visual banners with "calls to action" which encourage people who receive emails from a Council member to take a type of action. The banners on the email signature can be updated, rotated and changed to display seasonal-specific messages in the future e.g. reminders to purchase Wildfoods tickets or holiday greetings with a link to our holiday hours.

## Democracy

Level of Service	Key Performance Measures	Last Year's performance (2017/18)	Annual Performance Target Years 1-3	Progress @ 30 September 2018	Explanation about any variances
Responsible leadership	% of residents satisfied with Council's leadership	58% satisfaction level (as per the 2018 Residents' Satisfaction Survey).	65%	58% satisfaction level (as per the 2018 Residents' Satisfaction Survey).	This is measured under the resident's survey, which was carried out in January 2018 and is carried out every two years. The measure reported will remain that as at 30 June 2018 until the next residents survey is completed
The community understands what Council does	% of residents who understand how Council makes decisions	77% of residents understand how Council makes decisions (as per the 2018 Residents' Satisfaction Survey).	50%	77% of residents understand how Council makes decisions (as per the 2018 Residents' Satisfaction Survey)	This is measured under the resident's survey, which was carried out in January 2018 and is carried out every two years. The measure reported will remain that as at 30 June 2018 until the next residents survey is completed

## Corporate Services

Level of Service	Key Performance Measures	Last Year's performance (2017/18)	Annual Performance Target Years 1-3	Progress @ 30 September 2018	Explanation about any variances
Provide accountability	Legally compliant financial plans and reports adopted	100%	Annual Plans & Annual Report adopted on time	The majority of work for the Annual Report 2017/18 was	

Level of Service	Key Performance Measures	Last Year's performance (2017/18)	Annual Performance Target Years 1-3	Progress @ 30 September 2018	Explanation about any variances
about Council activities				completed quarter 1, the statutory deadline is 31 October 2018 which is after the date of this report.	
A comprehensive Customer Service Centre	% of residents satisfied with the service they receive	78% (as per the 2018 Residents' Satisfaction Survey)	75%	78% (as per the 2018 Residents' Satisfaction Survey)	This is above target
Effective engagement of the community during public decision-making opportunities	% of residents that believe they have been consulted appropriately	46% (as per the 2018 Residents' Satisfaction Survey)	55%	46% (as per the 2018 Residents' Satisfaction Survey)	Council have not met the performance target, however it is noted that this measure is just above the national average (45%)

## Council Controlled Organisations

Level of Service	Key Performance Measures	Last Year's performance (2017/178	Annual Performance Target Years 1-3	Progress @ 30 September 2018	Explanation about any variances
CCOs comply with their Statements of Intent	All performance measures in the CCO Statement of Intent are met, as reported in half yearly and annual reports	70% (26 of 37) Westland Holdings achieved 12 out of 19 measures (including those that weren't applicable during this financial period) Westland District Property achieved 7 out of 9 Westroads achieved 3 of 4 Hokitika Airport Limited achieved 4 of 5	100%	Not Measured	Council Controlled Organisations are only required through their Statement of Intent to report KPI's half yearly, therefore there is no update for this report.

## Planning and Regulatory Group

- Inspections and Compliance
- Resource Management
- Animal Control
- Emergency Management

### Commentary

#### Inspections and Compliance

##### *Building:*

Consent numbers were steady for reporting period 1 July 2018 to 30 September 2018. 68 Consents were issued.

Two consents were issued 1 & 2 days outside of statutory timeframes of 20 Days. BC170227 exceeded the statutory timeframe as additional time was needed for correspondence and to recheck the plans.

##### ***Capability Building***

Survey 123 app, a new tool developed for post disaster building evaluations is now available for WDC BCA staff to use. This app enables staff to incorporate Earthquake prone building assessments and potentially swimming pool inspections into a centralized data base using tablets. This provides up-to-date reporting functions.

A Survey 123 joint Council training event is planned for October this year.

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.

- WDC BCA staff currently are still supporting Grey District council by providing Comm 3 inspections & peer reviews for Greymouth Hospital expansion. The expected completion date is April 2019
- Significant projects currently still underway are:
  - the Beachfront Hotel expansion.
  - Tuffy Investments camp ground (Davie Street, Hokitika) well underway with a projected soft opening date in December 2018

##### *Food Premises:*

A total of 16 food audits under the Food Act 2014 were completed in the three months between 1 July 2018 and 30 September 2018. In addition there were 15 visits to food premises to ensure that they had a food control plan registered under the Food Act 2014. This involved providing education around the process and options operators had under the Act.

### *Alcohol:*

A total of ten licensed premises were inspected for new on licence and off licence applications and applications for renewal of licence. An additional seven licensed premises were inspected as part of our regular monitoring programme with the NZ Police and the Medical Officer of Health.

Nine reports on special licence applications were provided to the District Licensing Committee (DLC). A total of 23 reports on new manager's certificate applications and 17 reports on renewals of manager's certificate applications were provided to the DLC.

### Resource Management

During this quarter the Local Government Commission announced that the Region would have one District Plan combining Westland, Greymouth and Buller into a single process. The process will be run by West Coast Regional Council and costs covered through their rating system. With National Planning Standards due to be adopted regarding the format and definitions of District Plans, the new Plan will be very different to the current Plan.

The Senior Planner resigned in September resulting in the promotion of Planner to Senior Planner.

In response to the Local Government Commission's announcement on the proposal for one District Plan across the region, we began recruitment to hire a senior policy planner to provide Westland input to this process. This will be funded using our District Plan Review funds and will be in place within the second quarter of the year.

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 managed to achieve 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 Planning Manager attended a feedback group for the Proposed National Standard for Biodiversity. If accepted by Government, it is proposed for the NPS to be released late next quarter.

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

Customer Satisfaction Surveys indicate an increase in satisfaction with the Planning Department for the 2017/2018 financial year, with a result of 90% indicating that they are satisfied with the service, as opposed to the previous year which resulted in 80% satisfaction.

19 resource consents have been issued in the last quarter. The most significant of these relate to:

- 10 Lot subdivision at Keogans Road
- modification of Carnegie Building for earthquake strengthening
- vegetation clearance for access tracks to retrieve windblown timber
- construct, operate and maintain telecommunication site at Waitaha

2 of the consents granted were subdivisions.

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

- commercial freight yard at Keogans Road
- self-service fuel station at Haast
- commercial car charging station at Otira
- 20 Lot subdivision at Kumara Junction Developments

#### Animal Control

Patrols and responses to callouts continued under the contractor who began work in November. The new dog pound on Hau Hau Road, Hokitika is nearing completion.

- Infringements issued in the past quarter = No data available
- Registered dogs = 1631

#### Emergency Management/ Civil Defence (CD):

No update has been received.



## Inspections and Compliance

Level of Service	Key Performance Measures	Last Year's performance (2017/18)	Annual Performance Target Years 1-3	Progress @ 30 September 2018	Explanation about any variances
Timely processing of Building Consents	% of building consents processed within 20 working days as per the requirements of the Building Act	Consent numbers were steady for reporting period 1 July 2017 - 30 June 2018 Consents issued = 259  96.96 % issued within 20 Working days  Total of \$58 million in value for BC issued	100%	Consent numbers were steady for reporting period 1 July 2018 to 30 September 2018 Consents issued = 68  97% issued within 20 day statutory time frames.	BC170227 exceeded the statutory timeframe as additional time was needed for correspondence and to recheck the plans.
Provide appropriate advice to customers	% of users satisfied with the quality of the advice provided on building consent, environmental health and Liquor Licensing matters	Result for Building Consents:  100 % user satisfaction  <b>Result for Environmental Health: 100%</b>  <b>Result for Liquor Licensing: 87%</b>	85%	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	All licensed and registered premises are inspected at least annually	100% of food premises were inspected between 1 July 2017 and 30 June 2018.  A total of 59 liquor premises (100%) were inspected during this period.	100%	16 Food Audits and 17 Licenced premises inspections.	

Level of Service	Key Performance Measures	Last Year's performance (2017/18)	Annual Performance Target Years 1-3	Progress @ 30 September 2018	Explanation about any variances
with the relevant legislation					

## Resource Management

Level of Service	Key Performance Measures	Last Year's performance (2017/18)	Annual Performance Target Years 1-3	Progress @ 30 September 2018	Explanation about any variances
Resource consents processed in accordance with the Resource Management Act	% of resource consents processed within statutory timeframes	100%	100%	100%	
Provide appropriate advice to customers	% of users satisfied with the quality of the advice provided on resource management matters	90%	85%	90%	

## Animal Control

Level of Service	Key Performance Measures	Last Year's performance (2017/18)	Annual Performance Target Years 1-3	Progress @ 30 September 2018	Explanation about any variances
Keep the public safe from dogs and wandering stock	residents satisfied with the protection provided	39% <i>(note: from residents who had contact with Council on an animal control matter)</i>	90%	39% <i>(note: from residents who had contact with Council on an animal control matter)</i> as per 2018 Residents' Satisfaction Survey	
	Percentage of known dogs registered by 30 June each year	New Measure	98%	Total known dogs in the district is 1831. 89% of known dogs were registered in this period.	The total of known dogs in the district includes dogs that were previously registered and but have not re-registered and may have moved out of the district.
	Response times to Priority 1 callouts	New Measure	30 minutes or less (excluding travel time)	Not measured	

## Emergency Management

### Civil Defence:

Level of Service	Key Performance Measures	Last Year's performance (2017/18)	Annual Performance Target Years 1-3	Progress @ 30 September 2018	Explanation about any variances
Effective natural hazard readiness	<p>Suitable emergency response training has occurred</p> <ul style="list-style-type: none"> <li>- Emergency Management personnel meet CIMs 4 and EOC standards</li> <li>- Volunteers are offered at least 2 training opportunities per annum</li> <li>- Number of trained volunteers increases by 10%</li> </ul>	70%	100%	Not reported	
Suitable response plans are in place	Community emergency response plans are in place for all Westland townships	Not available yet	90-100%	Not reported	

## Community Services Group

- Community Development and Assistance
- Community Halls
- Townships (the development fund & improvement projects)

### Commentary

#### Community Development and Assistance:

The Community Development Advisor (CDA) assisted with:

1. Processing the following Creative Communities Grants through the Local Assessment Committee and allocating the Lions Club of Hokitika funding for:
  - National Children's Day \$1,032
  - WestREAP for Art4Me Hokitika \$2,531
  - Neighbourhood Studio for facilitating and providing equipment for community screen print projects \$2,554
  - Connected Media for film making workshop – no grant allocated.
2. Processing the Sport NZ Rural Travel Fund applications with the local Allocations Committee and making the following grants:
  - South Westland Netball \$1,500
  - Westland United Football Club \$1,500
  - Special Olympics West Coast \$1,000
  - Wests Rugby Club \$500
  - Kokatahi-Kowhitirangi Pony Club \$500
  - Hokitika Rugby League \$500
  - South Westland Badminton Club \$760
  - Westland High School Basketball \$500
  - Hokitika Hockey Club \$1,592.20
  - South Westland Rugby Football \$1,500
3. Coordinating the Trustpower Community Awards Judging panel.
4. Discussions with Ngai Tahu about freedom camping.
5. Attending meetings of the Ross Community Society, the Waitaha Community Association, the Hari Hari Community Association and the Whataroa Community Association.
6. Discussion with Aaron Smith, Chair of the Okarito Community Association.
7. Discussion with the Chair of the Kumara Memorial Hall Committee to discuss sources of funding for a hall upgrade.
8. AGM of the Hokitika Community Patrol.
9. Local Welfare Committee meeting, Welfare Function Training and a meeting with the Hokitika Boys Brigade committee to discuss using the Boys Brigade complex as a welfare centre in the event of an emergency.
10. Planning and coordinating a Social Impact Assessment Workshop in conjunction with Community and Public Health to gain community input to assess the possible negative and positive impacts of gambling on the local economy, business and well-being of people in Westland prior to the review of the Class Four Gambling Venues Policy.
11. Four meetings with interested parties to discuss the proposed Multi-Cultural Festival planned for Saturday 10 November.
12. Funding applications for a multi-cultural festival in 2019 and for a Waitangi Day celebration in 2019.

#### Safe Community Coalition

The CDA attended the National Safe Communities Annual Forum in Wellington to give a presentation on the Clued UP Kids Project. Safe Community Coalition accreditation has been maintained. A community meeting was held in August that focussed on planning a Graduated Driver Licence Learners System (GDLLS). A grant of \$15,000 was negotiated with ACC Senior Injury Prevention Specialist, Jennifer Harris. A further three meetings were held with the West Road Safety Coordinator, the West Coast Police Prevention Sergeant, and Community and Public Health to further advance the GDLLS project.

#### West Coast Te Rito Violence Prevention Network

The CDA attended the August monthly meeting to support the Community Champions project.

#### CACTUS Programme at Westland High School and South Westland Area School

This programme is ongoing. A meeting was held with Daisy Lavea, Acting Regional Relationship Manager at the Ministry of Youth Development to discuss where other sources of funding could be resourced for youth development programmes.

#### Hokitika Reserves and Environs Community Group

This group met in August to discuss issues and concerns about local reserves. A policy on monuments, memorials, statues and public art was adopted at the July Council meeting.

#### West Coast Disability Action Group

This group met again in August to further advance a proposed strategy for West Coast District Councils. The strategy was supported and endorsed by Council at their September meeting.

#### Heartlands Partners Meeting

The CDA attended the August meeting to outline the ongoing strategy of the Safe Community Coalition.

#### Funding

Funding uplifted in the quarter was:

- Kumara Residents Trust \$59,041.50 for Stage 2 and \$1086.38 for Stage 3 of the Chinese Miners Memorial Reserve, leaving \$1,100,009 of Major District Initiative (MDI) funding which is currently available to be drawn down for existing commitments.
- Tourism West Coast quarterly grants \$50,000
- Okarito rubbish removal from February floods \$2,632
- Hari Hari Community Association for South Westland Area School pool heating \$9,200
- Okarito Community Association Township Development Funding \$4,685
- Destination Hokitika quarterly grant \$9,750
- Kumara Residents Trust Township Development Funding \$14,000
- Hokitika Taxis for half price taxi chit reimbursements for two months \$396.05
- Sport NZ Rural Travel Fund grants – as above
- Fox Glacier Community Development Officer Position annual grant \$26,000
- Whataroa Community Association Township Development Funding \$9,315

## Community Halls

Level of Service	Key Performance Measures	Last Year's performance (2017/18)	Annual Performance Target Years 1-3	Progress @ 30 September 2018	Explanation about any variances
Provide safe and useful community halls	% of residents satisfied with the standard of their local hall	Not measured	80%	Not yet measured	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

## Leisure Services & Facilities Group

- Cemeteries
- Elderly Housing
- Hokitika Museum
- Hokitika Wildfoods Festival
- i-SITE
- Land and Buildings
- Parks and Reserves
- Public Toilets
- Swimming Pool
- West Coast Wilderness Trail
- Westland District Library

### Commentary

#### Cemeteries

Works have been completed on the RSA No 1 area and the improvement is plain to see. Total cost was close to estimate. The chip seal surface now requires upgrading. Council hopes to obtain funding for that within this financial year.

The boundary fence vandalism issue has been overcome by the installation of gate in fence to Seaview development area.

The rabbit issue appears to have resolved itself with less damage being reported in the last few months.

#### Eldery Housing

*This information has been supplied by Destination Westland:*

Destination Westland manage pension housing on behalf of WDC. Council has 46 units and Destination Westland has 9 units.

Occupancy has been 100% for many years there is currently a wait list of over 50 people. As a result, we have changed the minimum age of applicant to 65 with preference given to those over 70 who are West Coasters.

Our rental policy states rents should be 80% of market and we working towards this goal. Rents are adjusted periodically by annual CPI.

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



## Hokitika Museum

### GENERAL

Now under the management of Destination Westland, the Hokitika Museum has had a low profile over the winter months. However, behind the scenes, major inroads have been made in sorting parts of the collection and identifying future projects. Work continues on the WWI database and staff have been busy processing donations, helping with research enquiries, and supplying photographs.

With the absence of a director for over two years, the position has now been filled by not one, but two people on a part-time basis, who will focus on different aspects of the job. Museum staff, and Destination Westland are delighted to welcome a highly experienced staff member from Motueka as Museum Director, and a new Museum manager. Both are due to start in mid-November, and this will give a great boost to Museum activities.

A new volunteer has joined the team who is assisting with indexing material to make it more accessible in digital searches.

Staff are still mourning the loss of Mort Cruikshank, a talented and knowledgeable Museum volunteer, who was always so generous with his time.

### RESEARCH

The Research Centre at 47 Revell Street has been busy with 35 enquiries. The fee for this service is dependent on the time spent assisting researchers. Casual visitors who call in looking for the Museum are given a friendly welcome and redirected to the Carnegie Building where they can see several Museum displays. Staff also field numerous enquiries by email, phone or in-person that are quickly answered and do not require a research fee.

### COLLECTION

The museum has a number of large donations that have not yet been fully processed, and summary reports are being written to determine future cataloguing projects. The extensive photograph collection has been resorted into numerical order and locations noted of photographs that are stored elsewhere, such as oversized or framed photographs, digital images, slides, photos in albums or stereographs.

Recent donations to the Museum collection include: Wildfoods Festival items – posters, flags and 1994 t-shirt; a collection of items from Hokitika Savings Bank and Westland Savings Bank from Grey Star.

### PHOTOGRAPHS

Museum photographs have been supplied to the Pioneer Hotel who are going for a heritage look as they revamp their premises.

## INCOME

Research income is mainly from research enquiries and photograph sales.

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

### Total Revenue:

GL	@30 September 2018	SR's	Total
2405 Research	\$439.40	35	\$439.40
2405 Photographs	\$577.00	8	\$577.00
2410 Retail	\$1577.50		\$1577.40

## PUBLIC PROGRAMMES

The Museum assisted the Heritage Park in their recent Nostalgia Evening at the Regent Theatre by providing historic photographs shown between movies and at half-time. Museum staff are working on a special event to commemorate Armistice Day in early November, a light and picture show to be projected on the façade of the Carnegie Building.

### WW100

Work continues on populating the WWI database of Westland residents who fought overseas during. We are fortunate to have a staff member for 10 hours a week to assist with our queries.

### Hokitika Swimming Pool

*This information has been supplied by Destination Westland:*

The Pool reopened in July 2018. During the shutdown period a new ventilation system was installed, and the pool hall received a makeover. The school holiday free swim programme continues.

We retained all staff from last season and the Swim school continues to operate.

## Hokitika Wildfoods Festival

*This information has been supplied by Destination Westland:*

Destination Westland took over management of the Wildfoods festival on 3rd July 2018 after appointing a new Events Manager. Together with an Advisory Group we have met monthly to prepare for the 30th anniversary event.

The stallholder application form is available on the Website.

The steering committee have supported changing the festival programme which will now run from 10am until late. For the 30th anniversary event we are focusing on local talent and feral fashion. The New Zealand Army band is coming back!

DB Breweries will again be supporting the festival.

## i-SITE

*This information has been supplied by Destination Westland:*

The i-SITE has maintained door count levels for the quarter in real terms as Council Customer Service is no longer part of business and also AA / NZTA services are reduced temporarily from a five day to a three day service.

In June, AA New Zealand indicated that they wished to withdraw from Hokitika as profit levels were insufficient to allow them maintain the service here. NZTA requested that the agency remain open under their banner, offering Drivers and Motor Vehicle Licencing. We are paid an annual fee as opposed to a commission basis for provision of this service.

Teething problems slowed full transfer happening to 3rd September 2018.

Two staff left the i-SITE and new staff were recruited and trained.

Training is ongoing and with the return of a staff member to the i-SITE, NZTA services will resume to a five day service.

A 'Make a Pitch' night was held on 30th August 2018. Those invited to the meeting were accommodation providers and activity operators throughout the West Coast. Nine participants took part in describing their operations to the rest of the group in a way which was informative and fun. The audience comprised of 25 other business owners (accommodation and activities businesses). The purpose of the meeting was both for networking amongst the group as well as information sharing. It was a form of upskilling or familiarisation with one another's products. It is proposed to have another gathering in May 2019.

## i-SITE Conference

The i-SITE national conference was held on the West Coast this year. Four staff represented the Hokitika i-SITE at an opening night at Arahura Marae, with a stall celebrating Hokitika Gorge, White baiting, the Wilderness Trail and all that the Westland District has to offer. 152 delegates from around NZ were present.

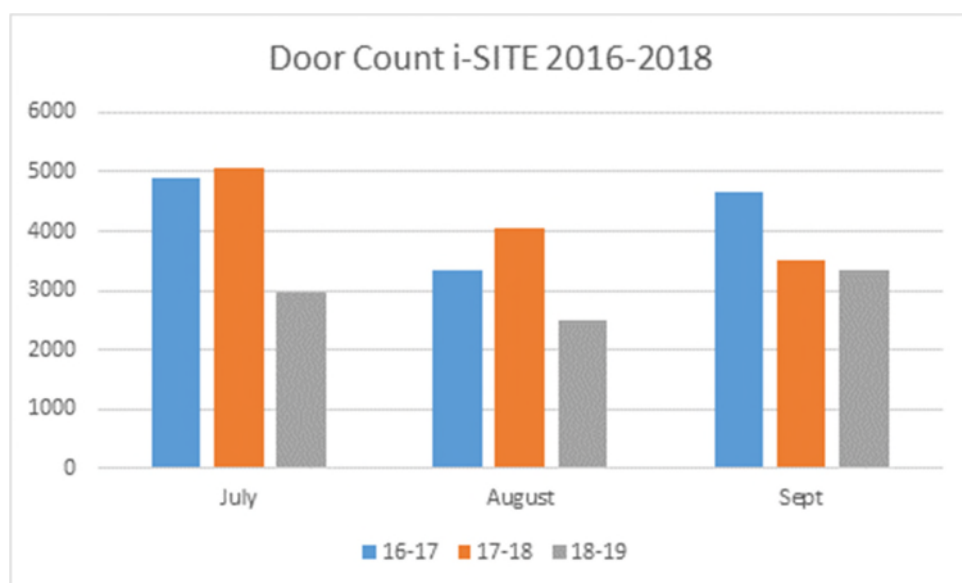
An i-site staff member was Kaikaranga and led the delegates from 81 i-SITES from around New Zealand onto the Marae.

Defence Attache's visit

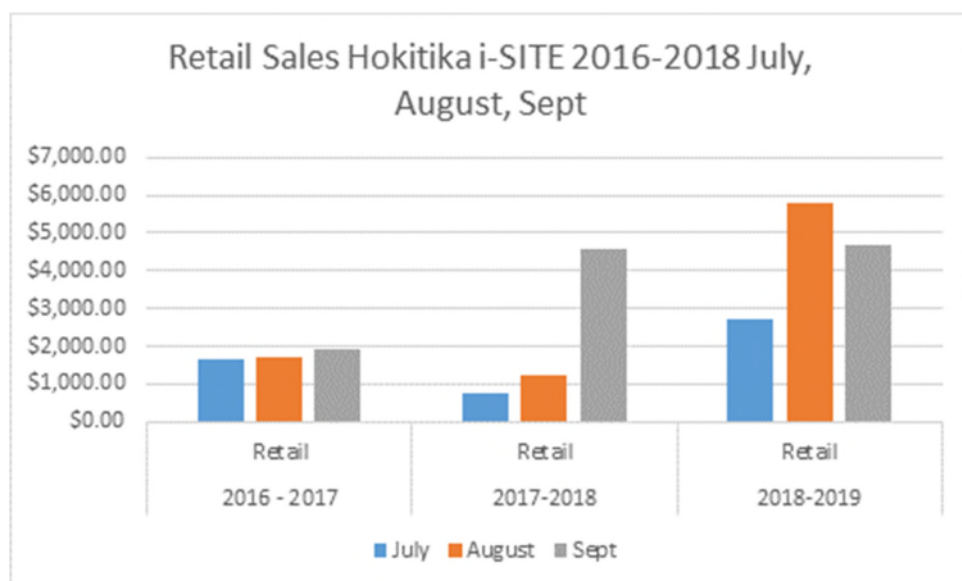
We were contacted by NZDF with a request to assist in the hosting of 35 Defence Attaches from around the globe, who visited Hokitika on 19th September. The Attaches who came from areas including Singapore, China, Saudi Arabia, Australia, London etc were on a tour of the South Island. The i-SITE assisted in organising their accommodation, their welcome onto Arahura Marae, their special Wildfoods menu at Stumpers and a tour of the Mountain Jade. Mayor Bruce Smith attend the special Wildfoods evening and met with the group prior to their departure.

Famils

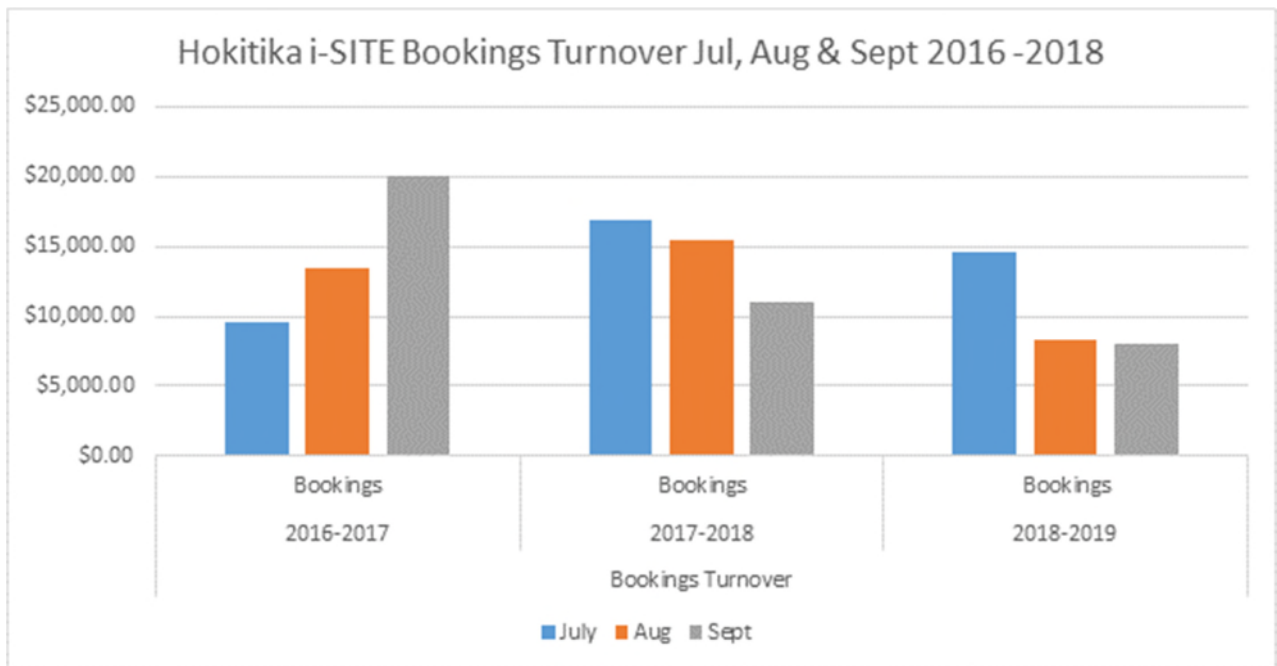
Famils were attended in Greymouth, Kaikoura, Queenstown and Fijordland. These are part of gaining product knowledge which assists with sales. Activities are undertaken with current advertisers. Accommodation is used featuring current advertisers. Further famils will take place in Hokitika, Haast, Fox and Franz in due course.



Retail Sales show a slight increase:



Bookings show a decrease:



### Land and Buildings

Some refurbishment works on the first floor of the Council offices have been done during the last quarter. Works included new wiring, IT cabling, painting, carpet laying and blinds in an effort to bring the office building up to a satisfactory working environment. Upgrade works will continue during the next quarter as the project attempts to minimise staff and operational disruption.

### Parks and Reserves

*Cass Square* – The playing surface survived the rugby season very well thanks largely to the responsible attitude of the local rugby clubs. No 2 ground has proved to handle heavier loadings in terms of playing time on the surface. There is an ongoing need to apply fertiliser and weed control over the next few months. Council will need to manage the surface and irrigate during dry periods to prevent die off of the grass.

*Lazar Park* – The development of this area is being managed by a volunteer group with a program to develop drainage and upgrade of the play equipment.

*Prossers Bush*. Walkway works have been completed

*Prestons Bush*. Boundary fence and walkway track within the area have been identified as requiring upgrade.

*Glow worm Dell*. There is a programme of work to tidy up chip sealed surface and hand rail system

### Public toilets

Council received \$981,300 for toilet infrastructure projects in Kumara, Whataroa, Ross, and Hokitika. These are likely to be completed in the New Year.

### West Coast Wilderness Trail

There has been significant development since the last report with completion of all trail sections that were required to be actioned as part of the Project Completion Plan with MBIE. The only substantial outstanding item is replacement of some piles to enable opening of the Mahinpua DoC rail bridge. This item is the responsibility of DoC and is targeted to be completed in October.

The trail has also been audited by Jonathan Kennett, for the New Zealand Cycle Trail, and there are only a few minor defects that require action before it can be officially signed off. Some of these items are related to NZTA infrastructure and are outside the control of council.

Rider surveys have been completed by the Trail Trust and good statistical analysis is now available for comparison with the earlier survey.

Additional trail counters have been approved by MBIE to supplement our existing three and it is anticipated these will be installed in October.

Data from the counters that were installed in February has been accurate and meaningful and this quarter we are reporting directly from the Eco-vision reporting module.

Destination Westland took over the maintenance of the trail in July 2018 and are currently inspecting the track to programme a maintenance schedule. This programme will be included in an MOU with WDC

#### Westland District Library

The library team is now fully staffed following the appointment of a Senior Library Assistant in August.

Our social media presence has been increased by adding an Instagram account to run alongside our Library Facebook page. This aim is to reach new audiences and increase customer engagement.

Progress is being made on refurbishment of the back store room into the Digital Learning Centre. Painting has been completed, window blinds put in and carpet will be installed at the end of October. We aim to have it available as a basic meeting room and learning space soon after. The final completion date has been delayed until December as technology has moved on since the plan was originally drawn up (August 2017) and the original specification has been reviewed and updated.

September was our E-Reading promotion month, with e-book / e-audio-book readers entered into a prize draw. The promotional campaign resulted in a 21% increase in e-book / e-audio-book issues. The top prize was a Samsung Galaxy Tablet, additional prizes were donated by Mitre 10, Ellerys Hokitika and Westland Pharmacy.

A library amnesty was also held during September to encourage some long overdue books to be returned to the library and to facilitate the renewed use of the library by families with significant charges on their cards. This has successfully recovered many long overdue books or resulted in payment for lost books. With the remaining fines waived this encouraged some families back to the library.

Our Library Talks continue to be popular, with Bevan Hall talking about his travels in Palestine and Kerry-Jane Wilson's tales of Puffins, Guillemots and Vikings. A new adult book group, Café Books, is now up and running on a Saturday morning. The Children's Book Club, Westland High School Book Club and Code Club have had a fantastic term.

Nine volunteers support our Community Libraries which continue to receive regular exchanges of books from Westland District Library. An additional six volunteers contribute over 18 voluntary hours a week to the Westland District Library.

## Cemeteries

Level of Service	Key Performance Measures	Last Year's performance (2017/18)	Annual Performance Target Years 1-3	Progress @ 30 September 2018	Explanation about any variances
Cemeteries have sufficient capacity	Each cemetery has at least 12 months capacity ahead	Hokitika 100% Kumara 100% Ross 80	Hokitika 100% Kumara 100% Ross 80%	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	100%	100%	Not reported	

## Elderly Housing

Level of Service	Key Performance Measures	Last Year's performance (2017/18)	Annual Performance Target Years 1-3	Progress @ 30 September 2018	Explanation about any variances
A safe and efficient service	Occupancy is maximised	100%	100%	100%	Elderly Housing units continue to be fully occupied
	% tenants satisfied with the service	98% (Annual Satisfaction Survey September 2017)	>95%	98% (Annual Satisfaction Survey September 2017)	
	Units are safe to live in	100%	100%	Not reported	
	Responsiveness to complaints and requests for maintenance	100%	100%	No reported	

## Hokitika Museum

Level of Service	Key Performance Measures	Last Year's performance (2017/18)	Annual Performance Target Years 1-3	Progress @ 30 September 2018	Explanation about any variances
A quality museum experience	Visitor numbers are showing an upward trend	Not Measured (Not tracked in 2017/18 due to reduced service for seismic strengthening).	An increase of 5% each year	Not measured	Visitor numbers have not been measured due to reduced service for seismic strengthening.
	% of residents satisfied with their museum experience	Not measured (Not tracked in 2017/18 due to reduced service for seismic strengthening)..	85%	Not measured	Visitor numbers have not been measured due to reduced service for seismic strengthening.



## Hokitika Wildfoods Festival

Level of Service	Key Performance Measures	Last Year's performance (2017/18)	Annual Performance Target Years 1-3	Progress @ 30 September 2018	Explanation about any variances
A quality attendee experience	% of attendees satisfied (post event satisfaction survey)	Not measured for attendees.  Positive feedback from most entertainers and stallholders. Ticketing Agency would not release email addresses of ticket holders to allow survey to be undertaken.	85%	Festival running in March 2019.	
	Growth is experienced annually (to a limit of 10,000)	8,221 Festival 2,378 Afterparty	7000 (festival) 1500 (afterparty)	8,221 Festival 2,378 Afterparty	

## i-SITE

Level of Service	Key Performance Measures	Last Year's performance (2017/18)	Annual Performance Target Years 1-3	Progress @ 30 September 2018	Explanation about any variances
A quality customer experience	i-SITE NZ and Qualmark standards are met	Full certification achieved.	Achieved*	Acheived	
Increase resident population knowledge about what the i-SITE has to offer locals	Bookings made by local population	AA transactions maintained levels.  Bookings by locals decreased.  Overall door count increases by 13.1%	Maintain or Increase	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	Key Performance Measures	Last Year's performance (2017/18)	Annual Performance Target Years 1-3	Progress @ 30 September 2018	Explanation about any variances
Reserves are pleasant, enjoyable and safe places	% of residents satisfied with parks and reserves	94% (as per Residents' Survey 2018)	90%	Not reported	

## Public Toilets

Level of Service	Key Performance Measures	Last Year's performance (2017/18)	Annual Performance Target Years 1-3	Progress @ 30 September 2018	Explanation about any variances
Provide public toilets throughout the district	% of residents satisfied with the service	80% (as per 2018 Residents Survey)	100%	80% (as per 2018 Residents Survey)	
	Facilities are available for use during the day	100%	100%	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	Key Performance Measures	Last Year's performance (2017/18)	Annual Performance Target Years 1-3	Progress @ 30 September 2018	Explanation about any variances
A quality swimming or exercise experience at the Hokitika Pool	% of residents satisfied	Not measured (Not included in the 2018 Residents' Survey)	85%	Not measured (Not included in the 2018 Residents' Survey)	
	Maintain PoolSafe Accreditation	100%	Achieved*	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.

## Westland District Library

Level of Service	Key Performance Measures	Last Year's performance (2017/18)	Annual Performance Target Years 1-3	Progress @ 30 September 2018	Explanation about any variances
Provide quality library services in the District	% of residents satisfied with library services	99% (as per 2018 Residents' Survey)	95%	99% (as per 2018 Residents' Survey)	
	% of residents who are library members	47%	42%	48%	

## West Coast Wilderness Trail

Level of Service	Key Performance Measures	Last Year's performance (2017/18)	Annual Performance Target Years 1-3	Progress @ 30 September 2018	Explanation about any variances
The cycle trail is well used	Numbers using the trail as measured by trail counters	Average monthly trail usage is 1,300 users on the Hokitika Kaniere section and 645 users for Taramakau and Kaniere Water Race. These compare favourably to the previous reporting of 330 users per month.	10,000 per annum	There was downward trend from the previous quarter where 10,940 counts were recorded over the 3 sites to 8,875 this quarter.	<p>The seasonal downturn over winter is to be expected, but will climb in the next quarter with summer approaching and more tour groups.</p> <p>Formal quarterly reporting is now available in the Eco-vision system and has been used for the first time in this report.</p> <p>Minor errors may occur with the Water Race counter as it requires manual downloading and may not be up to date at time of reporting. This period it is 6 days short.</p>

## Transportation Group

### Commentary

Whitcombe Valley Road upgrade has progressed to the stage where Westroads is about to apply for practical completion. Weather has been a significant contributing factor in the delays experienced on this project.

Still underway and nearing completion is the Hokitika Gorge Carpark Extension that was included as a variation to the Whitcombe Valley Road upgrade.

The Haast-Jacksons Bay Transition plan is currently awaiting review by the NZTA agency board. Following a successful board review, it will then be presented to Council for review / adoption. The transition plan steers towards a Cost neutral option to WDC whereby an enhanced Financial Assistance Rate (FAR) is provided to offset normal Maintenance and Renewals operations and therefore have a zero effect on rates. Major replacements such as Bridges and Emergency works will still likely retain a 100% FAR.

The annual reseal contract is currently out for tender. This time it is for a three year term contract consisting of three separable portions (one for each year). Industry feedback last season indicated that a term contract was preferable to a one year fixed term as it provided more certainty for the market and a better ability to plan ahead. It is anticipated that this approach will generate a better level of interest in the works than has been recently experienced.

Significant repair works are currently being carried out on the Kaniere River bridge on the Kaniere-Kowhiirangi Road. Movement in the deck and beams has meant that some holding down bolts have bent which has also compromised the mortar bearing pads. Subsequent investigations also revealed a number of other challenges that need to be worked through as part of the overall repair works. One such "surprise" was the discovery of large volumes of water behind one abutment. This requires drainage to be installed as well as a settlement slab behind the abutment that will also now form part of the remedial works.

Footpath repair / renewal works are currently being planned with an intention to progressively replace older chipsealed paths with Concrete footpaths. Staff will also be looking closely at trip hazards and crossing points with a mind to upgrading / improving where necessary.

It is intended to begin looking at speed limits around the district as part of a wider review. Potentially implementing reduced speeds in some areas as a result of the process.

Level of Service	Key Performance Measures	Last Year's performance (2017/18)	Annual Performance Target Years 1-3	Progress @ 30 September 2018	Explanation about any variances
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	Nil	Less than the previous year	Nil DSI crashes within the network. (2016= 2 serious injuries)	RAMM data with latest CAS update shows no Fatal or serious crashes on the network between 1 July 2018 and 30 September 2018
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	Year to date data from NAASRA index shows 96%.	>90%	Year to date data from NAASRA index shows 96%.	No change as the survey is carried out 2 yearly
	Residents are satisfied with the standard and safety of Council's unsealed roads	<b>74% (as per 2018 Residents' Survey)</b>	50% of residents are satisfied with Council's unsealed roads	74% (as per 2018 Residents' Survey)	This well above target.
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	Reseals have been completed with 7.3% of our sealed network being resurfaced this year.	>7%	No resurfacing was undertaken during this quarter.	
Footpaths are maintained in good condition and are fit for purpose	Footpaths:  The percentage of footpaths within a territorial authority district that fall within the level of service or service standard for the condition of	Footpath data has been loaded into the Assetfinda System. Condition rating	90%	No progress has been made in this area.	

Level of Service	Key Performance Measures	Last Year's performance (2017/18)	Annual Performance Target Years 1-3	Progress @ 30 September 2018	Explanation about any variances
	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).	has yet to be carried out			
Response to service requests are dealt with promptly	Customer service requests:  The percentage of customer service requests relating to roads and footpaths to which the territorial authority responds within the time frame specified in the Long Term Plan.	Unable to determine with any real degree of accuracy.	100%	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 Group

### Commentary

There were 60 water related service requests recorded between 1 July 2018 and 30 September 2018.

TYPE	QUARTER 1: 1 July - 30 September 2018	QUARTER 2: 1 October – 31 December 2018	QUARTER 3: 1 January 2019 – 31 March 2019	YEAR-TO-DATE
Leaks	31			31
Toby faults (including leaking tobies)	11			11
Water Quality, or Pressure Complaint (including no water)	11			11
Other Complaints	0			0
New Water Connections& Service Location Requests	4			4
General Enquiry	3			3
<b>TOTAL ISSUES</b>	<b>60</b>			<b>60</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 Kumara & Whataroa water treatment plant upgrades are on track to be commissioned and running by December 2018.

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



Level of Service	Key Performance Measures	Last Year's performance (2017/18)	Annual Performance Target Years 1-3	Progress @ 30 September 2018	Explanation about any variances
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:</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>(a) 3 out of 9 supplies 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>Years 1-3</p> <p>These drinking water schemes will comply with parts (a) and (b) of the key performance measure: Hokitika, Ross, Harihari, Franz Josef, Haast</p> <p>Years 2-3</p> <p>These drinking water schemes will comply with parts (a) and (b) of the key performance measure: Kumara, Whataroa</p> <p>Year 2</p> <p>These drinking water schemes will comply with parts (a) and (b) of the performance measure: Fox, the Arahura scheme if it is continued as a Council service</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>Work has begun on collecting continuous data for those fully treated supplies so that compliance can be achieved with protozoal compliance criteria.</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</p>	<p>(a) No data for attendance times</p> <p>(b) 60%</p> <p>(c) No data for attendance times</p> <p>(d) 67%</p>	<p>(a) 100%</p> <p>(b) 100%</p> <p>(c) 100%</p> <p>(d) 100%</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 and contractor teams remain focused on urgent response times for critical customer call outs.</p> <p>Council staff are working alongside contractors to review</p>

Level of Service	Key Performance Measures	Last Year's performance (2017/18)	Annual Performance Target Years 1-3	Progress @ 30 September 2018	Explanation about any variances
	<p>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) , 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)</p> <p>(c) attendance for non-urgent call-outs: from the time that the local authority receives notification to the time that</p>				<p>the Service Request process and system to ensure it is fit for purpose.</p>

Level of Service	Key Performance Measures	Last Year's performance (2017/18)	Annual Performance Target Years 1-3	Progress @ 30 September 2018	Explanation about any variances
	<p>service personnel reach the site (24 hours) , 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).</p>				
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>	Not measured.	Council does not currently measure direct loss in any of its 9 schemes. Instead this is monitored a number of ways including; Telemetry, water meters, repair program, mains replacements and pressure management. This is in context with the Benchloss NZ Manual.	Budgets have been allocated for improved flow data reporting from the Water Treatment Plants and for water meter installations and upgrades to support	
	<p>Demand management:</p> <p>The average consumption of drinking water per day</p>	Not measured. Analysed on a three yearly basis.	The average water consumption per person per day is < 500l/day	Not measured. Analysed on a three yearly basis.	

Level of Service	Key Performance Measures	Last Year's performance (2017/18)	Annual Performance Target Years 1-3	Progress @ 30 September 2018	Explanation about any variances
	per resident within the territorial authority district.				
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>(a) drinking water taste</li> <li>(b) drinking water odour</li> <li>(c) drinking water pressure or flow</li> <li>(d) continuity of supply, and</li> <li>(e) 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.</p>	<ul style="list-style-type: none"> <li>(a) No data</li> <li>(b) 48</li> <li>(c) 10</li> <li>(d) 5</li> <li>(e) 57</li> </ul> <p>District Assets team are continually working towards improvement</p>	TBC	<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>To date:</p> <p>Total number of complaints – 42</p> <p>Total number of connections 2645</p> <p>Complaints per 1000 – 15</p>

## Wastewater Group

### Commentary

There were 15 wastewater related service requests recorded between 1 July 2018 and 30 September 2018.

	QUARTER 1 1 Jul - 30 Sept 2018	QUARTER 2 1 Oct – 31 Dec 2018	QUARTER 3 1 Jan 2019 – 31 Mar 2019	YEAR-TO-DATE
General Enquiries	2			2
Service Locate	0			0
Complaint	1			1
New Sewer Connections	1			1
Odour Complaints	1			1
Blockages	2			2
Overflow	1			1
<b>TOTAL ISSUES</b>	<b>8</b>			<b>8</b>

Staff have been 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.
- A tender is currently out for the treatment plant upgrade which includes the construction of a new oxidation pond, Inlet screen with septage receiving ability, the provision of an Aerator and standby generator, raw influent pump station and minor associated equipment.

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	Key Performance Measures	Last Year's performance (2017/18)	Annual Performance Target Years 1-3	Progress @ 30 September 2018	Explanation about any variances
Council wastewater systems are managed without risk to public health	System and adequacy:  The number of dry weather sewerage overflows from the territorial authority's sewerage system, expressed per 1000 sewerage connections to that sewerage system.	<b>Council has had a total of ten sewerage overflows in total.</b> This gives a ratio of 4.7 per 1000 which is significantly under the performance target. <b>While the service request system has been improved for distinguishing overflow types there is still efficient way to differentiate between wet and dry weather overflows.</b> Total number service connections = 2121	Number: 10 per 1000 connections	To date Council has 1 complaint in regards to a dry weather sewer overflow.  Total number of connections – 2052  Complaints per 1000 – 0.001	
Council wastewater systems are safe and compliant	Discharge compliance:  Compliance with the territorial authority's resource consents for discharge from its sewerage system measured by the number of:  (a) abatement notices (b) infringement notices	(a) 1 (b) 0 (c) 1 (d) 0	100%	No data provided	

Level of Service	Key Performance Measures	Last Year's performance (2017/18)	Annual Performance Target Years 1-3	Progress @ 30 September 2018	Explanation about any variances
	<p>(c) enforcement orders, and</p> <p>(d) convictions,</p> <p>Received by the territorial authority in relation those resource consents.</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), and</p>	<p>(a) No reliable data for response time to site</p> <p>(b) Out of the 24 requests relating directly to sewerage overflows 15 were responded to within the timeframe. This equates to 62.5% completed on time</p>	100%	<p>(a) No reliable data for response times arrival on site.</p> <p>(b) 4 complaints were received in relation to sewerage overflows. 3 were completed on time – 75%</p>	Improvements are being investigated to more accurately collect this data in real time.

Level of Service	Key Performance Measures	Last Year's performance (2017/18)	Annual Performance Target Years 1-3	Progress @ 30 September 2018	Explanation about any variances
	(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).				
	<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</p>	<p>(a) 21  (b) 1  (c) 14  (d) 1</p> <p>Total number of complaints = 47  Total number service connections = 2121  Complaints per 1000 connections = 22.2</p>	25 per 1000	<p>a) 1  b) 2  c) 2  d) 0</p> <p>Total number of complaints -5  Total number service connections – 2052  Complaints per 1000 – 2.5</p>	



Level of Service	Key Performance Measures	Last Year's performance (2017/18)	Annual Performance Target Years 1-3	Progress @ 30 September 2018	Explanation about any variances
	territorial authority's sewerage system.				

## Stormwater Group

### Commentary

There were 10 stormwater related service requests recorded between 1 July and 30 September 2018.

	QUARTER 1 1 Jul - 30 Sept 2018	QUARTER 2 1 Oct – 31 Dec 2018	QUARTER 3 1 Jan 2019 – 31 Mar 2019	YEAR-TO-DATE
Complaint	2			2
General Enquiries	1			1
Service Locate	1			1
New Stormwater Connections	0			0
Ponding (Urban only)	6			6
<b>TOTAL ISSUES</b>	<b>10</b>			<b>10</b>

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

Level of Service	Key Performance Measures	Last Year's performance (2017/18)	Annual Performance Target Years 1-3	Progress @ 30 September 2018	Explanation about any variances
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.</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.)</p>	No flooding events for the year 2017/18	(a) 2 (b) 10 per 1000	a) 0 b) 0	No flooding events to date
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)</p>	No flooding events for the year 2017/18	100%	No flooding events to date	

Level of Service	Key Performance Measures	Last Year's performance (2017/18)	Annual Performance Target Years 1-3	Progress @ 30 September 2018	Explanation about any variances
	Customer satisfaction: 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.	Key performance measure condition has not been met:  Total number of connections = 414  Total number of complaints = 11  <b>Complaints per 1000 = 26.6</b>	10 per 1000	Total number of complaints – 8  Total number of connections – 414  Complaints per 1000 - 19	
Council storm water systems protect the natural environment	Discharge compliance: Compliance with the territorial authority's resource consents for discharge from its stormwater system, measured by the number of:  (a) abatement notices (b) infringement notices (c) enforcement orders, and (d) convictions,	(a) 0 (b) 0 (c) 0 (d) 0	100%	a) 0 b) 0 c) 0 0	

Level of Service	Key Performance Measures	Last Year's performance (2017/18)	Annual Performance Target Years 1-3	Progress @ 30 September 2018	Explanation about any variances

# Solid Waste Management Group

## Commentary

### *Butler's landfill:*

An updated LMP (Landfill Management Plan) has been compiled and actions associated with this will be undertaken over the next 12 months. A tender document has also been compiled for the management of this site and is due to be released to tenderers in late November.

West Roads have employed a new supervisor for the Butlers landfill to ensure resource consent conditions and the general welfare of this site is maintained.

### *Surrender of consents:*

No consents have been surrendered during this period.

### *Refuse and recycling collection service:*

This continues to run well. The focus at the Blue Spur transfer station is addressing maintenance items. Gull deterrents, secure additional hazardous material storage, and repairs to building & weighbridge assets are in progress.

### *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 Enviro Schools programme. Preschools and schools in Westland have taken part in the Paper for Trees programme which has diverted paper and cardboard from landfills. The assets team continue to support these initiatives.

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

Glass recycling receptacles have been included in the Responsible Camping programme to be delivered with MBIE funding across various sectors of the Westland District. It is hopeful that collection of glass and other waste from these locations will greatly reduce litter and pollution regionally.

Level of Service	Key Performance Measures	Last Year's performance (2017/18)	Annual Performance Target Years 1-3	Progress @ 30 September 2018	Explanation about any variances
Solid waste is managed appropriately	All necessary consents for solid waste activities and capital projects are applied for, held and monitored accordingly	Consents in place = 100%	100%	No breaches in consent conditions related to solid waste activities have been reported. An upgraded maintenance & improvement programme is underway.	
Education about waste minimisation is provided to the community	Number of visits to schools and community groups	5 x school; Educational programmes undertaken internally within these schools. EnviroSchools manage these services and they will be submitting a forward educational programme imminently.	3 schools, 3 groups per annum. 3 x community groups per annum.	EnviroSchools have not submitted a report in the quarter due to an internal restructure. An overview of YTD activities is expected in November.	

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

Item	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	April-19	May-19	June-19	July-19	Aug-19	Sept-18
<b>External Audit</b>					Audit Management Report 2017/18  Meet Audit Director if necessary				Interim Audit 2018/19			Note - Final Audit Annual Report 2017/18 begins  Interim Audit Management Report 2018/19 – review action to be taken by management
<b>Financial Reporting</b>	Quarterly Report to September 2018  Review Audited Annual Report 2017/18 – for recommendation of adoption to Council			Quarterly Report to December 2018			Quarterly Report to March 2019				Verbal update on year end	
<b>Insurance</b>		Valuation Information	Renewal									
<b>Risk Management Framework</b>	Review Risk Register			Review Risk Register			Review Risk Register	c		Update on Health & Safety Legislation  Review Risk Register		
<b>Internal Control Framework</b>		Review Current Policies and set Action Plan – still awaiting final document from PwC			Update – Internal Audit			Update			Update	