

# **A G E N D A**

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

**Council Chambers  
36 Weld Street  
Hokitika**

**Thursday 26 April 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, R.W. Eatwell, D.M.J. Havill ONZM,  
J.A. Neale, G.L. Olson, D.C. Routhan.



## FINANCE, AUDIT AND RISK COMMITTEE

AGENDA FOR A MEETING OF THE FINANCE, AUDIT AND RISK COMMITTEE OF WESTLAND DISTRICT COUNCIL, TO BE HELD IN THE COUNCIL CHAMBERS, 36 WELD STREET, HOKITIKA ON THURSDAY 26 APRIL 2018 COMMENCING AT 9.30 AM

*26 April 2018*

### COUNCIL VISION

Westland District Council will facilitate the development of communities within its district through delivery of sound infrastructure, policy and regulation.

This will be achieved by:

- Involving the community and stakeholders.
- Delivering core services that meet community expectations and demonstrate value and quality.
- Proudly promoting, protecting and leveraging our historic, environmental, cultural and natural resource base to enhance lifestyle and opportunity for future generations.

#### **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**

Cr D.L. Carruthers.

**1.2 Interest Register**

**2. CONFIRMATION OF MINUTES:**

**2.1 Finance, Audit and Risk Committee Meeting – 22 March 2018** Pages 4-7

**3. REPORTS FOR INFORMATION:**

**3.1 Quarterly Performance Report to 31 March 2018** Pages 8-76

**4. ITEMS FOR DISCUSSION:**

**4.2 Finance, Audit and Risk Committee Rolling Workplan** Page 77

**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 – Finance, Audit and Risk Committee**

**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:

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
5.1	Minutes	Confidential Minutes – Finance, Audit and Risk Committee	Good reasons to withhold exist under Section 7	Section 48(1(a) & (d)
5.2	Risk Register	Confidential Update	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 22 MARCH 2018 COMMENCING AT 9.30AM

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

### 1.2 Members Present

Deputy Mayor Cr L.J. Martin (Chair)

His Worship the Mayor R.B. Smith

Crs R.W. Eatwell, D.M.J. Havill (ONZM), J.A. Neale, G.L. Olson, D.C Routhan,  
Cr D.L Carruthers

### Apologies & Leave of Absence

Deputy Mayor Lash

Cr G.L. Olson

### Leave of Absence – 26 April 2018 Council Meeting

Cr Carruthers noted his leave of absence for the 26 April 2018 Council Meeting.

Moved Cr Neale, seconded Cr Eatwell and **Resolved** that the apologies from Deputy Mayor Lash and Cr Olson, and the Leave of Absence for Cr Carruthers be received and accepted.

### Staff in Attendance:

S.R. Bastion, Chief Executive; L.A. Crichton, Group Manager: Corporate Services; D. Inwood, Group Manager: District Assets; D.M. Maitland, Executive Assistant.

### 1.2 Interest Register

The Chair Deputy Mayor Martin circulated the Interest Register and no amendments were noted.

## 2. CONFIRMATION OF MINUTES:

### 2.1 Confirmation of Minutes – Finance, Audit and Risk Committee Meeting - 22 February 2018

Moved Cr Routhan, seconded Cr Havill and **Resolved** that the Minutes of the Finance, Audit and Risk Committee Meeting held on the 22 February 2018 be confirmed as a true and correct record of the meeting, subject to the following amendment:

#### Page 5 – Apologies

Cr J.A. Neale

Moved Cr Eatwell, seconded Cr Carruthers and **Resolved** that the apology from Cr Neale be received and accepted.

## 3. ACTION LIST

The Chair confirmed to the Finance Audit and Risk Committee that there were no items currently on the action list.

## 4. REPORTS TO COUNCIL

### 4.1 Financial Performance – 28 February 2018

The Acting Finance Manager spoke to the report which provided an indication of Council's financial performance for one month to 28 February 2018.

Moved Cr Neale, seconded Cr Eatwell and **Resolved** that the Financial Performance Report to the 28 February 2018 be received.

### 4.2 Westland Holdings Limited: Half Year Report to 31 December 2017

The Group Manager: Corporate Services spoke to the report which presented the Westland Holdings Ltd (WHL) half year report to 31 December 2017.

Moved Cr Neale, seconded His Worship the Mayor and **Resolved** that:

- A) The Committee receives the Westland Holdings Ltd half year report to 31 December 2017.

- B) That the Committee makes recommendations to the Chair of WHL as to the content of future reports as follows:
- The provision of regular and informative reporting of financial and non-financial information.
  - That the half -yearly reports be received from the subsidiaries.

## 5. FINANCE AUDIT AND RISK COMMITTEE ROLLING WORKPLAN

The March Workplan was reviewed and the Group Manager: Corporate Services provided an update on the process for the Consultation Document and the Long Term Plan:

- Extraordinary Council Meeting is planned for the 18 April 2018.
- Elected representatives will lead the roadshows planned for around the District.
- Submissions will be collated and hearings held.
- Any changes resulting from the hearings will go into the draft document, re-auditing of the document would then be required.
- Back to Council for re-adoption.

Moved Cr Havill, seconded Cr Routhan and **Resolved** that the Rolling Workplan be received.

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

Moved Cr Neale, seconded Cr Carruthers and **Resolved** that Council confirm that the public were excluded from the meeting in accordance with Section 48, Local Government Official Information and Meetings Act 1987 at 10.00 am.

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

### 6.1 Confidential Minutes – 22 February 2018

### 6.2 Potential Risks - Update

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	Minutes/	General subject of	Reason for passing this	Ground(s) under Section
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No.	Report of	each matter to be considered	resolution in relation to each matter	48(1) for the passing of this resolution
6.1	Confidential Minutes – 22 February 2018	Confidential Minutes – Finance, Audit and Risk Committee	Good reasons to withhold exist under Section 7	Section 48(1)(a) & (d)
6.2	Verbal Update – Potential Risks	Potential Risks	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)
6.2	Protect the privacy of natural persons, including that of deceased natural persons.	Section 7(2)(a)

Moved Cr Neale, seconded Cr Routhan and **Resolved** that the business conducted in the “Public Excluded Section” be confirmed and accordingly the meeting went back to the open part of the meeting at 10.15 am

**MEETING CLOSED AT 10.15 AM**

Confirmed by:

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

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

# Report



DATE: 26 March 2018  
TO: Mayor and Councillors  
FROM: Finance Manager

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## QUARTERLY PERFORMANCE REPORT TO 31 MARCH 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 31 March 2018 (Q3).
- 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 2015-25. These are stated on Page 2 of this agenda.
- 1.4 This report concludes by recommending that Council receives the Quarterly Performance Report to 31 March, 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 third quarterly report for the 2017/18 financial year.



3.3 This quarterly report contains the following information:

3.3.1 Whole of Council Financial Summary.

3.3.2 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 31 March 2018 attached as **Appendix 1**.

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

**Appendix 1:** Quarterly Performance Report to 31 March 2018



2017/18  
QUARTERLY PERFORMANCE REPORT #3:  
AS AT 31 MARCH 2018



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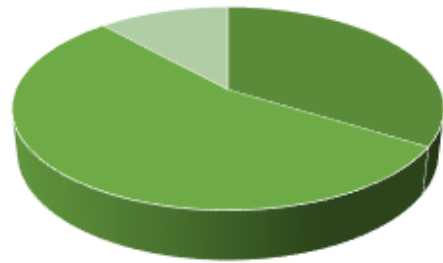
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## Whole of Council Financial Summary

WESTLAND DISTRICT COUNCIL	Year to March			Full Year 2017-2018	
	Actual	Budget	Variance	FY Forecast	Budget
<b>Operating revenue</b>					
Rates (includes targeted rates and metered water)	11,448,584	11,474,657	(26,072)	15,307,533	15,204,697
User fees and charges	1,555,349	1,926,162	(370,814)	1,887,593	2,418,583
Grants and Subsidies	2,505,107	3,592,983	(1,087,876)	4,642,029	4,746,309
Other income	537,777	534,097	3,679	1,070,326	1,238,334
Overhead recoveries	4,857,461	5,382,248	(524,786)	6,651,547	7,176,333
<b>Total revenue (A)</b>	<b>20,904,277</b>	<b>22,910,147</b>	<b>(2,005,869)</b>	<b>29,559,028</b>	<b>30,784,256</b>
<b>Operating expenditure</b>					
Personnel costs	2,677,247	3,024,330	(347,083)	3,667,343	4,023,177
Administrative costs	527,038	492,681	34,357	707,776	638,727
Operating costs	7,941,398	7,062,733	878,665	10,676,072	9,484,130
Grants and donations	407,378	471,017	(63,639)	555,036	521,300
Overheads	4,825,954	5,379,254	(553,300)	6,618,425	7,172,293
<b>Total operating expenditure (B)</b>	<b>16,379,015</b>	<b>16,430,015</b>	<b>(51,000)</b>	<b>22,224,653</b>	<b>21,839,627</b>
<b>Net operating cost of services - surplus/(deficit) (A - B)</b>	<b>4,525,262</b>	<b>6,480,132</b>	<b>(1,954,869)</b>	<b>7,334,375</b>	<b>8,944,629</b>
<b>Other expenditure</b>					
Interest and finance costs	541,315	583,199	(41,884)	735,710	777,593
Depreciation	4,559,221	4,355,904	203,317	6,212,204	5,807,919
(Gain)/loss on investments	0	0	0	0	0
(Gain)Loss on swaps	(13,908)	(131,638)	117,730	(57,787)	(175,517)
(Gain)Loss on disposals	(47,848)	0	(47,848)	(47,848)	0
<b>Total other expenditure (C)</b>	<b>5,038,780</b>	<b>4,807,465</b>	<b>231,316</b>	<b>6,842,279</b>	<b>6,409,995</b>
<b>Total expenditure (D = B + C)</b>	<b>21,417,795</b>	<b>21,237,480</b>	<b>180,315</b>	<b>29,066,932</b>	<b>28,249,622</b>
<b>Net cost of services - surplus/(deficit) (A - D)</b>	<b>(513,518)</b>	<b>1,672,667</b>	<b>(2,186,185)</b>	<b>492,096</b>	<b>2,534,634</b>

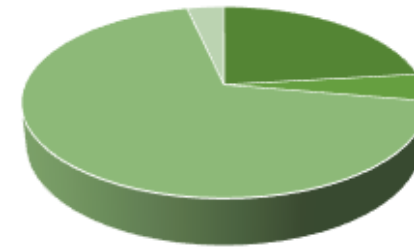
<b>Operating Revenue</b>	
Rates revenue	Metered water rates are lower than budget year to date due water restrictions and timing issues (quarterly charging, summer water usage) the variance is reducing and this is still expected to meet budget
User fees and charges	Building Control consents and fees \$147k lower than budget year to date. Processing figures are tracking at the same level as the previous FY and Inspection fees are only 22k lower than the previous year, with consent and compliance fees also being down
	Hokitika trade waste fees are also significantly lower than budget year to date but tracking exactly the same as previous financial year
Grants and Subsidies	NZTA subsidy \$700k lower than budgeted year to date. Most of this is for the NZTA portion of Whitcombe Valley Road, the income for this project will most likely be received in April or May the forecast has been reduced to reflect the fact that we may not receive all of this funding
	WCWT cycle trail budgeted grant contribution of \$479k from MBIE was not able to be claimed as at February 2018. Entire WCWT cycle trail grant contribution of \$479k budgeted in September 2017.
<b>Operating Expenditure</b>	
Personnel costs	Positive variance due to budgeted unfilled staff vacancies, in District Assets, Museum, Building Control and IHPS.
Operating costs	Ross water silt contamination \$41k (55K over budget all up) and Franz Josef water repairs & maintenance over budget by \$76k, Electricity 35k and insurance 30K expenses higher than budget overall areas. Hari Hari water costs over by \$35, Fox \$10, Kumara 13K and Arahura 11K. Nearly all repairs and maintenance budgets have been exceeded. There has been some recoveries \$41K for Ross and \$19K in Hokitika, 13K Franz Josef
Grants and Donations	Community Assistance and Public Toilet grants are still down compared to budget, however these are expected to be claimed in the current financial year
<b>Other Expenditure</b>	
Depreciation	This has increased as assets are capitalised, including unbudgeted capital expenditure
(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 March



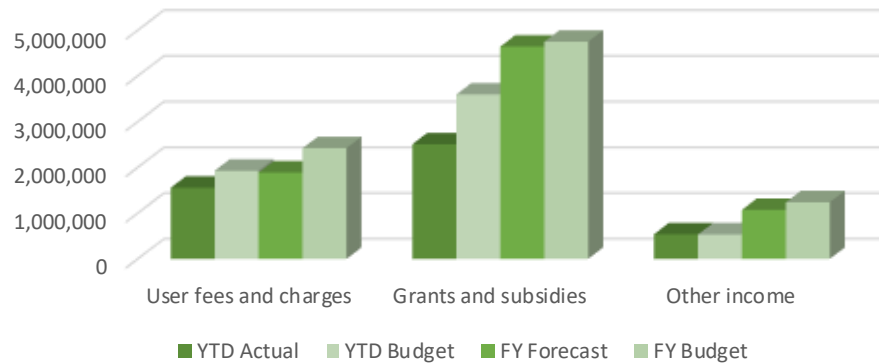
■ User fees and charges ■ Grants and subsidies ■ Other income

Operating expenditure  
Actual year to March

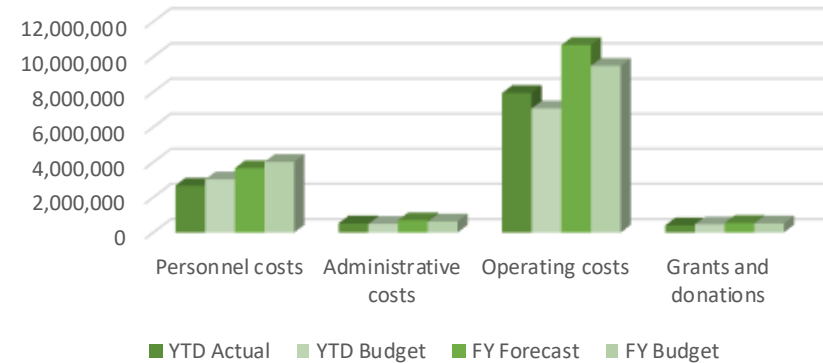


■ Personnel costs ■ Administrative costs ■ Operating costs ■ Grants and donations

Operating revenue



Operating expenditure



	User fees & Charges	Grants & Subsidies	Other Income
Actual YTD	1,555,349	2,505,107	537,777
Budget YTD	1,926,162	3,592,983	534,097
Variance	(370,814)	(1,087,876)	3,679
FY Forecast	1,887,593	4,642,029	1,070,326
FY Budget	2,418,583	4,746,309	1,238,334

	Personnel	Administration	Operating	Grants & donations
Actual YTD	2,677,247	527,038	7,941,398	407,378
Budget YTD	3,024,330	492,681	7,062,733	471,017
Variance	(347,083)	34,357	878,665	(63,639)
FY Forecast	3,667,343	707,776	10,676,072	555,036
FY Budget	4,023,177	638,727	9,484,130	521,300

## Projects: Carryovers

Activity	Detail	Approved \$	Actual \$	Forecast \$	Balance \$	Status
Township Development	Upgrade footpaths and driveways over next three years	5,000	0	5,000	5,000	Community project.
Township Development	Repairs and Maintenance to Hokitika Statues	5,000	0	5,000	5,000	Discussion with contractor and Heritage Hokitika has occurred. Currently low priority.
Water Supply	Replace Water meters (on-going) - Hokitika	190,000	915	190,000	189,085	Now in detailed scoping. The budget is for Hokitika and Franz Josef. Currently Fox Glacier is in progress on meters replacement.
Corporate Services	Council HQ - Roof over skylights	20,000	0	20,000	20,000	Completion expected in Feb 2018
Corporate Services	Council website	13,250	8,267	13,250	4,983	
Water Supply	Kumara - Water treatment plant - seismic valves	30,000	0	30,000	30,000	
Water Supply	Hokitika - Pumps Replacement	50,000	0	50,000	50,000	
Water Supply	Whataroa - Water treatment plant	216,895	5,424	216,895	211,471	Contract now awarded, project completion approximately 26 weeks.
Water Supply	Whataroa - Seismic valves	20,000	0	20,000	20,000	
Wastewater	Hokitika - Mains upgrade	138,854	0	138,854	138,854	
Wastewater	Haast - Mains upgrade	20,000	0	20,000	20,000	
Wastewater	Haast - De-sludge oxidation ponds	150,000	0	150,000	150,000	
Cemeteries	Cemetery - Hokitika improvements	8,170	6,934	6,934	1,237	Completed
Township Development	New footpaths - Franz	25,000	0	25,000	25,000	
Township Development	Footpath upgrades - Hokitika	27,000	0	27,000	27,000	
Township Development	Footpath upgrades - Kumara	5,000	0	5,000	5,000	
Township Development	Footpath upgrades - Franz	15,000	0	15,000	15,000	
Wildfoods Festival	Replacement of promotional assets	19,434	6,640	19,434	12,794	Flags Purchased, Replacement Fencing
Land & Buildings	Land & Buildings - car parking	15,000	0	15,000	15,000	
Parks & Reserves	Reserves - Cass Square - Repairs to Statues	5,000	0	5,000	5,000	
Parks & Reserves	Reserves - Cass Square - Playground equipment upgrade	25,000	0	25,000	25,000	
Stormwater	Hokitika - Tancred, Bealey and Rolleston street upgrades	307,689	352,176	352,176	(44,487)	Completed Stage one
<b>Depreciation Funded</b>		<b>1,311,292</b>	<b>380,355</b>	<b>1,354,543</b>	<b>930,937</b>	
WCWT	Completion of Trail	339,241	472,748	339,241	(133,507)	Existing spend work in progress.
<b>Subsidy Funded</b>		<b>339,241</b>	<b>472,748</b>	<b>339,241</b>	<b>(133,507)</b>	

Solid Waste	Landfills - Butlers Site Shed - Hazardous Washdown Facility	15,000	0	15,000	15,000	
Solid Waste	Intermediate Capping for Butlers	50,000	0	50,000	50,000	
Solid Waste	Landfill- Haast - Digout new Cell	3,740	0	3,740	3,740	
Solid Waste	Haast intermediate cap current cell	10,000	0	10,000	10,000	
Solid Waste	Franz Josef Landfill	25,000	0	25,000	25,000	
Corporate Services	Information Management - DMS	200,000	0	0	200,000	Project re-scoped within LTP - Not to be progressed 2017-2018 FY
Water Supply	Kumara - Water treatment plant	418,595	24,876	418,595	393,720	
Wastewater	Franz Josef - New WWTP	89,943	0	89,943	89,943	
Wastewater	Fox Glacier - WWTP upgrade	100,000	0	0	100,000	Project re-scoped within LTP - Not to be progressed 2017-2018 FY
Transportation	Hokitika Gorge & Whitcombe Valley Road - Upgrade Of Existing Toilet Facilities, Carparks, Road Widening, Seal & Extension.	500,000	0	500,000	500,000	Whitcombe Valley Project budget is \$500,000, unsubsidised by NZTA. 2016-2017, spent Keogans Road, unsubsidised seal extension, \$81,087, ( \$100,000 Budget approved by Council ) Approval granted from NZTA for 58% subsidy ( \$500,000 + \$690,000 = \$1,190,000 ) for the Whitcombe Valley Project
<b>Loan Funded</b>		<b>1,412,278</b>	<b>24,876</b>	<b>1,112,278</b>	<b>1,387,403</b>	
Township Development	Franz Josef Urban Revitalisation Plan	100,000	0	100,000	100,000	Awaiting further study / work with community, regional council and central government on a "master plan" for the township before this streetscape / revitalisation work takes place.
Waterfront carry forward	Hokitika Waterfront Development	10,007	10,000	10,000	7	No large procurement process will take place- this funding is now being set towards redevelopment work around Sunset Point.
Township Development	Hari Hari Township Development fund	9,000	0	9,000	9,000	To be held until Hari Hari decides what they want to allocate funds to.
Reserves	Reserves - Marks Road Reserve	10,000	0	10,000	10,000	
Reserves	Reserves - Hokitika Waterfront Development	100,000	12,722	100,000	87,278	
Reserves	Reserves - Hokitika Heritage Trail signs	3,500	0	3,500	3,500	
<b>Reserve Funded</b>		<b>232,507</b>	<b>22,722</b>	<b>232,500</b>	<b>209,785</b>	
		<b>3,295,318</b>	<b>900,701</b>	<b>3,038,562</b>	<b>2,394,617</b>	



## Projects: Current

### Capital Projects 2017-18







As at 31/03/2018













Project / Activity	YTD Exp \$0	2017-18 \$0	Forecast \$0	Budget Track	Progress / Track	Progress Comments
<b>LEADERSHIP</b>						
Council HQ Refurbishment	28,770	150,000	150,000			
IT Equipment Renewals	42,770	130,000	130,000			
Civil Defence Laptops	175	-	4,000			
Dog control Laptop	1,735	-	1,735			
Information Management - Shelving	-	10,000	0			On hold, shelving was to be constructed in Drummond Hall for storage, but with Museum closure this doesn't make sense at this stage unless Council files need to be shifted urgently.
	<b>73,450</b>	<b>290,000</b>	<b>285,735</b>			



<b>LIBRARY</b>						
Library - Chromebooks For Children's Code Club	4,162	5,000	4,162			Completed - \$838 under budget
Library - iPad Pro For Digital Literacy Classes	1,293	1,200	1,293			Completed - \$93 over budget
Library - Whiteboard For Digital Literacy Classes	511	600	511			Completed - \$89 under budget
Library - Book Trolleys	627	850	627			Completed - \$223 under budget
Library - Book Display Holders	344	800	344			Completed - \$456 under budget
Library - Website Upgrade	7,085	8,000	9,500			Completed - \$1500 over budget
Library - Audio/Visual Resource	3,020	4,000	4,000			On track.
Library - Free Adult Books	12,492	15,000	15,000			On track.
Library - Adult Non Fiction	14,073	15,500	15,500			On track.
Library - Junior Publications	9,510	11,500	11,500			On track.
Library - Large Print Books	3,797	6,000	6,000			On track.
	<b>56,913</b>	<b>68,450</b>	<b>68,437</b>			



<b>WATER SUPPLY</b>						
Arahura - Replacment Pump	5,813	-	5,813			
Hokitika - River Water Intake Upgrade	415,949	-	500,000			Loan funded by WMP
Hokitika - Water Treatment Plant Improvements	-	420,000	0			Project rescoped within LTP - Not to be progressed 2017-2018 FY
Hokitika - Mains Upgrades	-	100,000	100,000			
Ross - Water Treatment Plant - Seismic Valves	-	30,000	30,000			
Whataroa - Pump Upgrades	-	35,000	35,000			
Fox Glacier - Water Treatment Plant Upgrade	-	450,000	50,000			Project rescoped within LTP - First phase only in 2017-2018 FY
Fox Glacier - Seismic Valves	-	30,000	30,000			
	<b>415,949</b>	<b>1,065,000</b>	<b>745,000</b>			



<b>WASTEWATER</b>						
Hokitika - WWTP Upgrade	90	300,000	300,000			
Franz Josef - New WWTP - Floodwall	1,228,151	-	1,235,000			Floodwall Emergency works to protect settling ponds required to
Franz Josef - New WWTP	-	1,500,000	0			Tourism Infrastructure Funding \$1,985,800, WDC loan funded contribution \$265,000, Rescoped within the LTP - Not to be
Fox Glacier - WWTP upgrade	-	100,000	100,000			First phase of the WWTP
	<b>1,228,241</b>	<b>1,900,000</b>	<b>1,635,000</b>			
<b>CEMETERIES</b>						
Cemetery - Hokitika Upgrade & Expansion	-	10,000	10,000			
	<b>0</b>	<b>10,000</b>	<b>10,000</b>			
<b>SWIMMING POOLS</b>						
Hokitika Swimming Pool - Earthquake Strengthening	30,000	30,000	30,000			Project complete.
Hokitika Swimming Pool - Ventilation Compliance	15,696	16,000	15,696			Project complete.
	<b>45,696</b>	<b>46,000</b>	<b>45,696</b>			
<b>COMMUNITY SERVICES DEVELOPMENT</b>						
Community Halls - Custom House Roof Replacement	-	18,000	18,000			Scheduled to be completed in April
Township Maintenance - Kumara Rubbish Bins	-	3,000	3,000			
Township Maintenance - Hokitika Rubbish Bins	-	7,000	7,000			
Township Maintenance - Fox Rubbish Bins	-	3,000	3,000			
Township Maintenance - Haast Rubbish Bins	-	2,000	2,000			
	<b>0</b>	<b>33,000</b>	<b>33,000</b>			
<b>ELDERLY HOUSING</b>						
Elderly Housing - Roof Repairs	45,253	50,000	50,000			Roof repairs completed previous financial year. Funds to be spent on double glazing under capital requirements.
	<b>45,253</b>	<b>50,000</b>	<b>50,000</b>			
<b>OFFICE EQUIPMENT</b>						
i-SITE/CSC - Replacement Television Screens	5,438	4,125	5,438			Project complete.
Laminator	861	-	861			Replacement of broken Corporate Services laminator
Ibis Pro Rates Modelling	13,757	-	13,757			Ibis Pro Rates Modelling software upgrade to assist with the LTP
Customer Service Centre	1,030	-	1,030			Purchase of bar code scanners, wireless headset, keyboards and mice, printer and switch due to change of Customer Service Centre location.
	<b>21,086</b>	<b>4,125</b>	<b>21,086</b>			

<b>MOTOR VEHICLES</b>						
Pool Vehicle	36,444	31,000	36,444			Arrived
Ford Ranger XL Double Cab	38,895	-	38,895			Replacement vehicle for Ford Ranger Ute. <i>Cost \$38,039 insurance payment \$23,913</i>
Ford Escape Ambiente	29,778	-	29,778			Replacement vehicle for Hyundai Santa Fe. <i>\$29,778 trade in \$12,174</i>
	<b>105,118</b>	<b>31,000</b>	<b>105,118</b>			

<b>NEW TOILET &amp; ASSOCIATED FACILITIES</b>						
Kapitea Reservoir	89,439		14,769			Tourism Infrastructure Funding \$74,670, WDC loan funded contribution \$14769. Project came in under budget so contributions have been reduced
Okarito	605		32,715			Tourism Infrastructure Funding \$204,435, WDC loan funded contribution \$32,715.
Fox Glacier	123,380		25,125			Tourism Infrastructure Funding \$136,125, WDC loan funded contribution \$25,125.
Franz Josef	416,574		88,452			Tourism Infrastructure Funding \$463,068, WDC loan funded contribution \$88,452.
Bruce Bay	-		23,024			Tourism Infrastructure Funding \$117,216, WDC loan funded contribution \$23,024.
Haast Township- New Toilet Facilities, Dump Station, Shelter, Bus Depot & Carpark	-		262,880			Tourism Infrastructure Funding \$394,320, WDC loan funded contribution \$262,880.
Sunset Point - New Toilets, Shelter & Carparks	-		500,000			Tourism Infrastructure Funding \$485,325, WDC loan funded contribution \$500,000.
	<b>629,998</b>	<b>0</b>	<b>946,965</b>			

<b>SOLID WASTE</b>						
Haast - Toilet Office building	-	32,000	-			Project rescoped within LTP - Not to be progressed 2017-2018 FY
	<b>0</b>	<b>32,000</b>	<b>0</b>			

<b>LAND &amp; BUILDINGS</b>						
Land & Buildings - Car Parking	-	15,000	15,000			
	<b>0</b>	<b>15,000</b>	<b>15,000</b>			

<b>MUSEUM</b>						
Hokitika Museum Upgrade & Future Development Options	-		75,000			Preparation of construction drawings and assistance with the tender process for the strengthening of the Carnegie Building.
	<b>0</b>	<b>0</b>	<b>75,000</b>			

<b>PARKS &amp; RESERVES</b>						
Reserves - Cass Square - Repairs To Statues	-	5,000	5,000			
Reserves - Cass Square - Playground Equipment Upgrade	-	20,000	20,000			
Reserves - Cass Square - Playground Rubber Matting	-	20,000	20,000			Contractors to confirm costing scope.
Reserves - Lazar Park Upgrade	-	45,000	45,000			This is currently being held awaiting community input (Lions and Rotary).
	<b>0</b>	<b>90,000</b>	<b>90,000</b>			

<b>TRANSPORTATION</b>						
Sealed Paving Maintenance	33,553	-	33,553			
Environmental Maintenance	29,270	-	29,270			
Network & Asste Management	302	-	302			
Unsealed Road Metalling	108,912	270,000	270,000			Contract item.
Sealed Road Resurfacing	414,853	782,000	782,000			Currently out to joint tender GDC/WDC.
Maintenance - Drainage Renewals	46,975	150,000	150,000			Replacement for old/failed culverts. Drainage.
Structures Component Replacement	86,483	200,000	200,000			Structural report - repairs and ongoing reports HPMV 50 max.
Traffic Services Renewals	-	120,000	120,000			Streetlights. Road marking.
Maintenance - Drainage Renewals	1,406	-	1,406			
Sealed Road Pavement Rehabilitation	-	100,000	100,000			Preseal works. Special Purpose Roading (SPR).
Associated Improvements	-	1,500,000	-			Project rescoped within LTP - Not to be progressed 2017-2018 FY
Sealed Road Resurfacing	58,900	159,000	159,000			SPR Road.
Drainage Renewal	-	27,000	27,000			SPR Culverts.
Structures Component Replacement	27,694	53,000	53,000			SPR Structures.
Traffic Services Renewals	-	11,000	11,000			SPR Signs Road marking.
Minor Improvements	147,100	190,000	190,000			Local Roads. Minor safety improvements.
Minor Improvements	29,500	29,000	29,500			SPR Minor safety improvements
Footpath Upgrades	-	45,000	45,000			Business area Hokitika. Tile extension.
	<b>984,948</b>	<b>3,636,000</b>	<b>2,201,031</b>			
<b>Total</b>	<b>3,606,653</b>	<b>7,270,575</b>	<b>6,327,068</b>			

# Treasury Report

## Summary

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

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

- Loans

  - Other Borrowings (if any)

  - Swap

- Internal borrowing

  - Cash Investments

  - Deposits

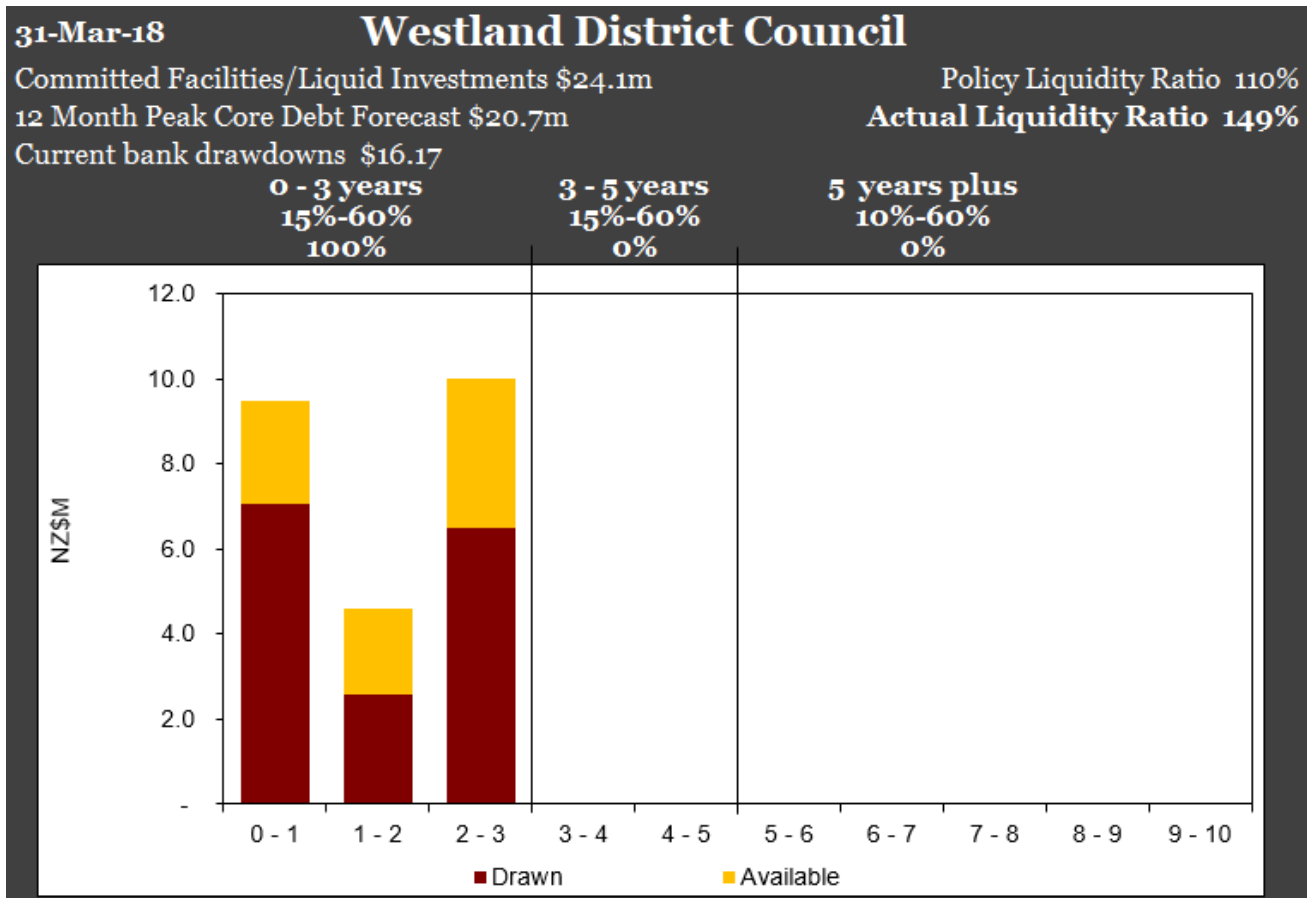
  - Bonds

  - 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 there is liquidity cover of 110% of forecast debt. There are now three facilities in place, one with a borrowing limit of \$9.5m, a second has a borrowing limit of \$4.6m, and the third has a borrowing limit of \$10m, providing a total facility of \$24.1m. The forecast debt for the current financial year is \$19.55m, with a 12-month peak forecast of 20.7m with liquidity coverage at 149%. From the start of Q4 the loan structure will change, as Council will start funding through the Local Government Funding Agency.

As at 31 March, the Money Market Lending Statement shows:

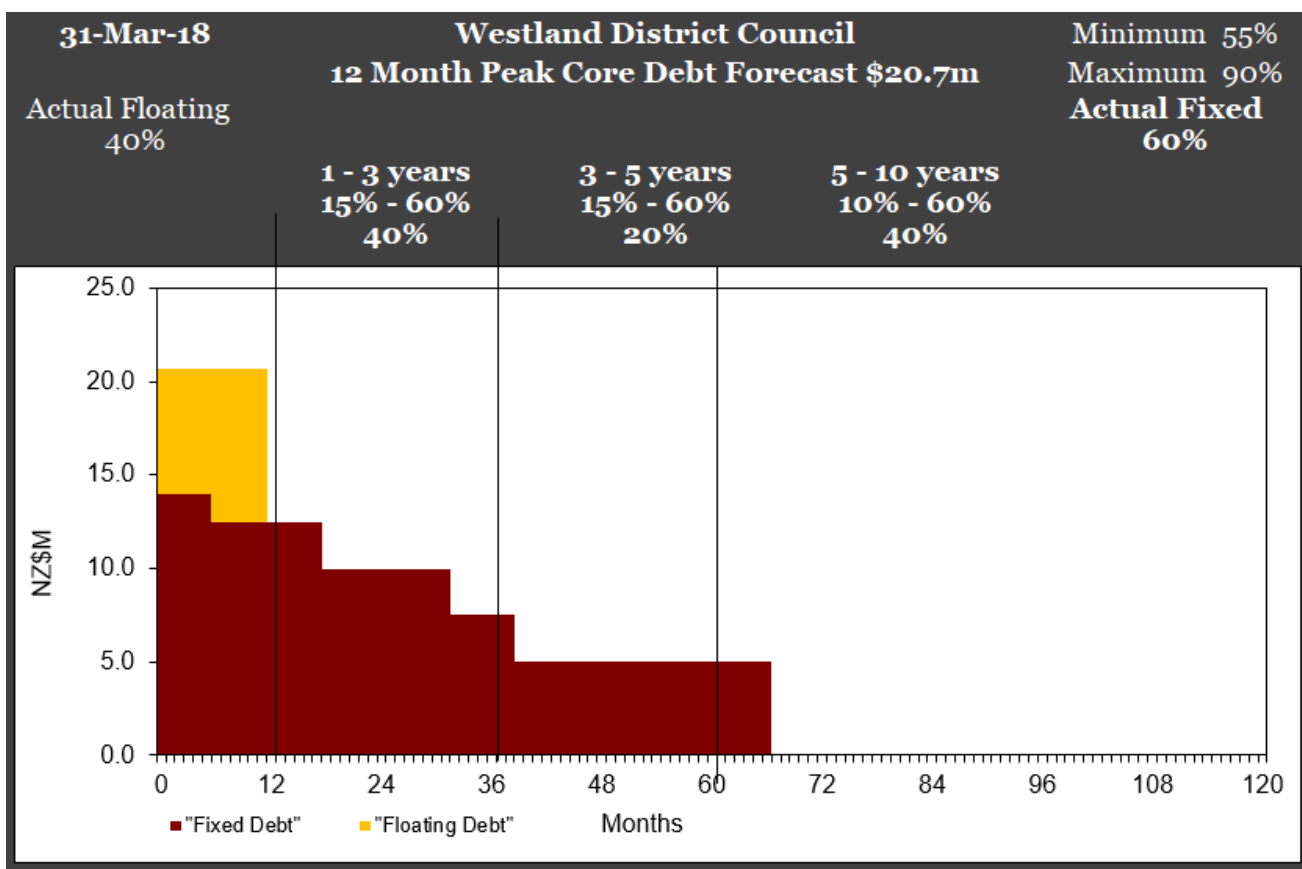
Amount	Rate	Maturity
\$7,063,352	1.90%	1/07/2018
\$2,596,000	1.90%	1/07/2019
\$6,507,000	1.90%	1/07/2020
<b>\$16,166,352</b>	<b>Total</b>	

*This does not include the 0.9% to 1.05% margins charged by the bank*

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

Amount	Rate	Maturity
\$1,500,000	2.35%	17/09/2018
\$2,500,000	4.77%	17/09/2019
\$2,500,000	3.55%	17/11/2020
\$2,500,000	3.01%	18/06/2021
\$5,000,000	4.10%	2/10/2023
<b>\$14,000,000</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

## Internal Borrowing

Kaniere Sewerage \$130,425.

## Cash Investments

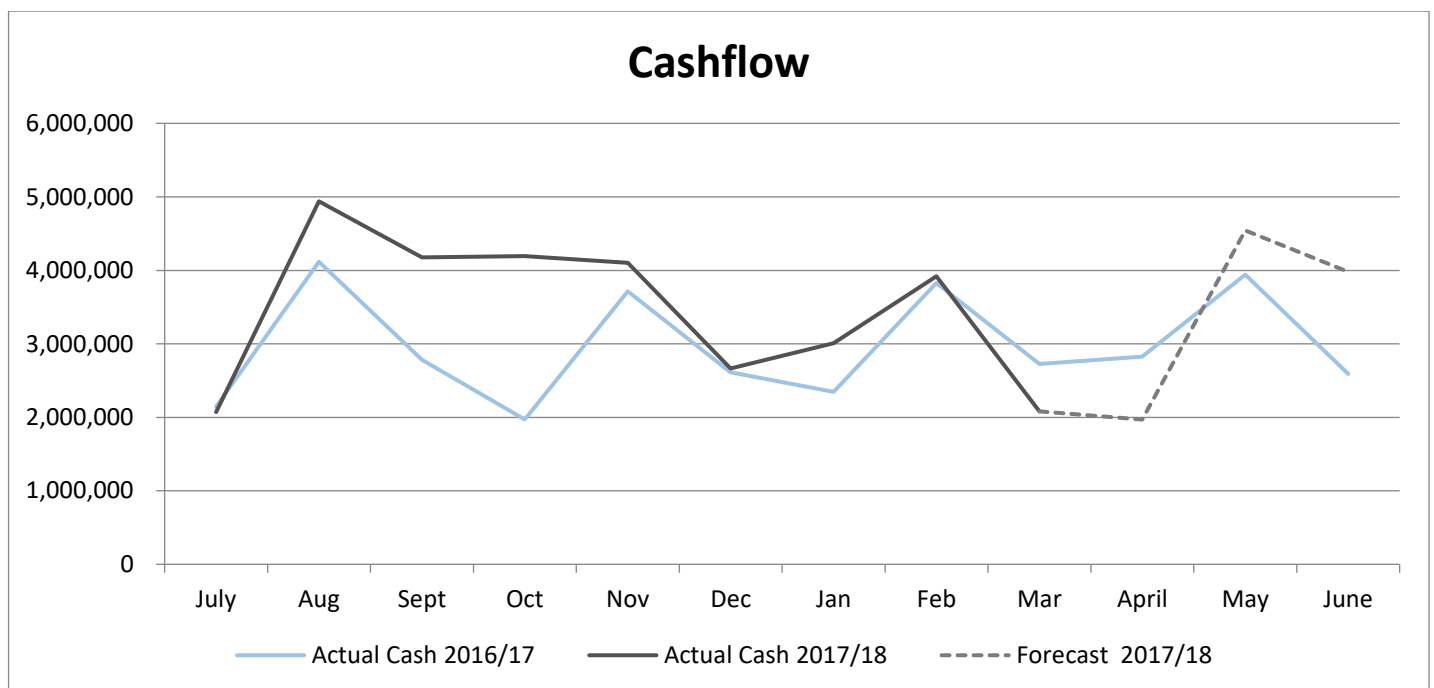
### Cash Deposits as at 31 March 2018

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

The following analysis excludes bond monies.

Closing balance of WDC Operational Account: \$1,039,829

Term Deposit Account balances of: \$1,041,141



### Bonds

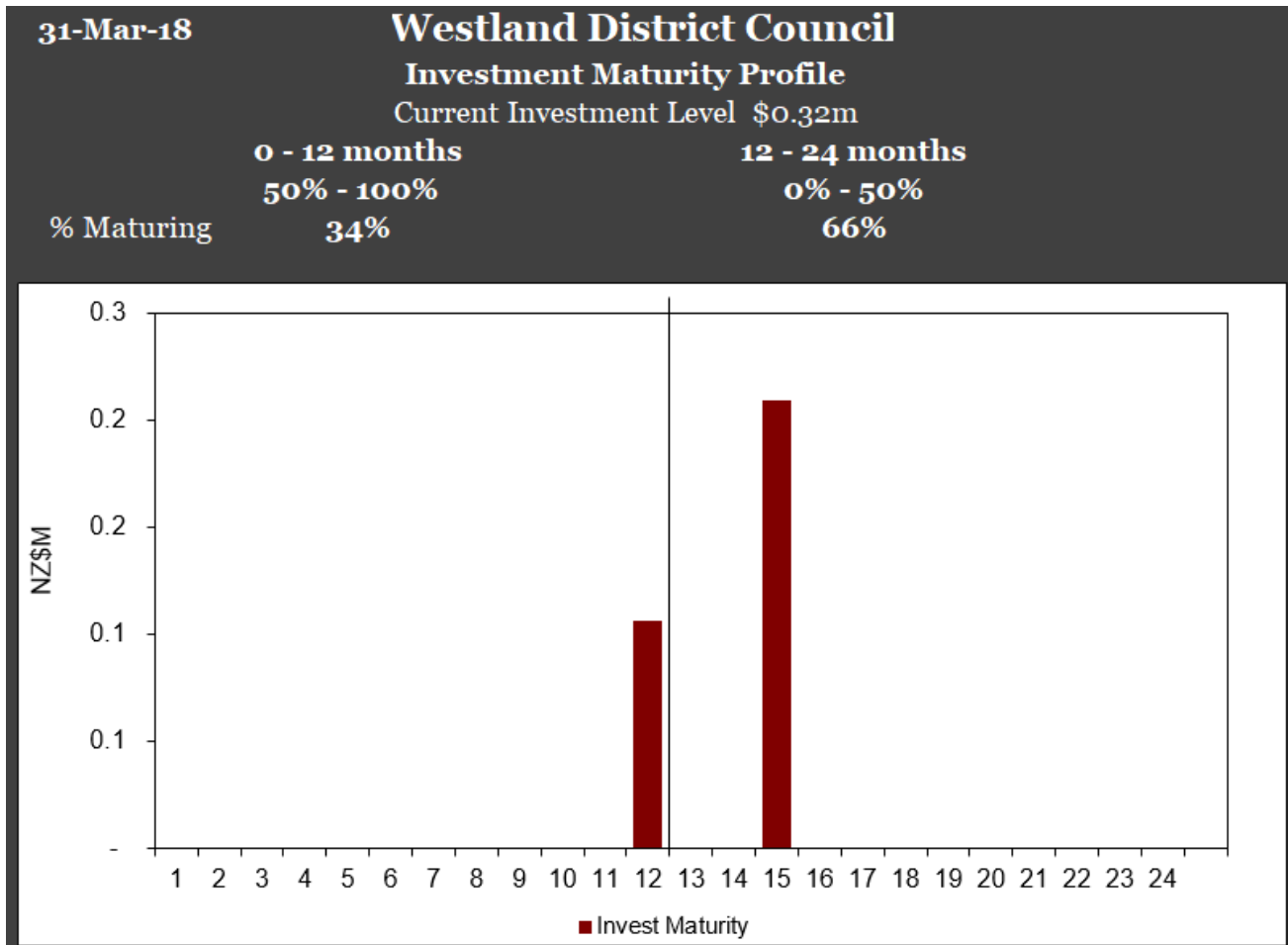
WDC Westpac Bond Portfolio valued at \$329,222 as at 31 March 2018. This is made up of \$0.313m in bonds and \$0.015m in cash from matured bonds.

Westland District Council Investment Counterparty Credit Limits				
Minimum Credit Rating is A-1/A (A+ for corporates)				
		Policy Limits	Counterparty Exposure	
Counterparty Credit Risk	Credit Rating	NZD\$m	NZD\$m	Policy Compliance
LGFA	AA+	30.00	0.00	Y
BNZ	AA-	2.00	0.21	Y
Rabobank	A+	2.00	0.11	Y
<b>TOTAL</b>			<b>0.32</b>	



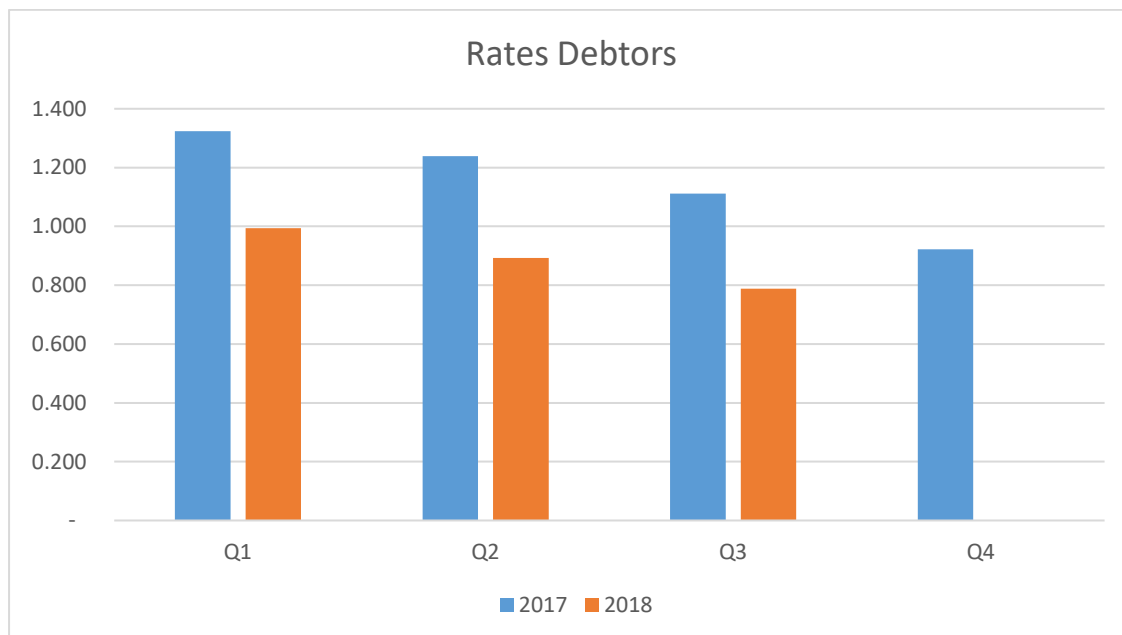
The Investment policy requires that bond investments are with parties that have a long-term Standard & Poor's, (S&P) credit ratings (or equivalent Fitch or Moody's rating) being A and above and/or short term rating of A-1 or above. One bond has a rating below this limit. Council resolution decided to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



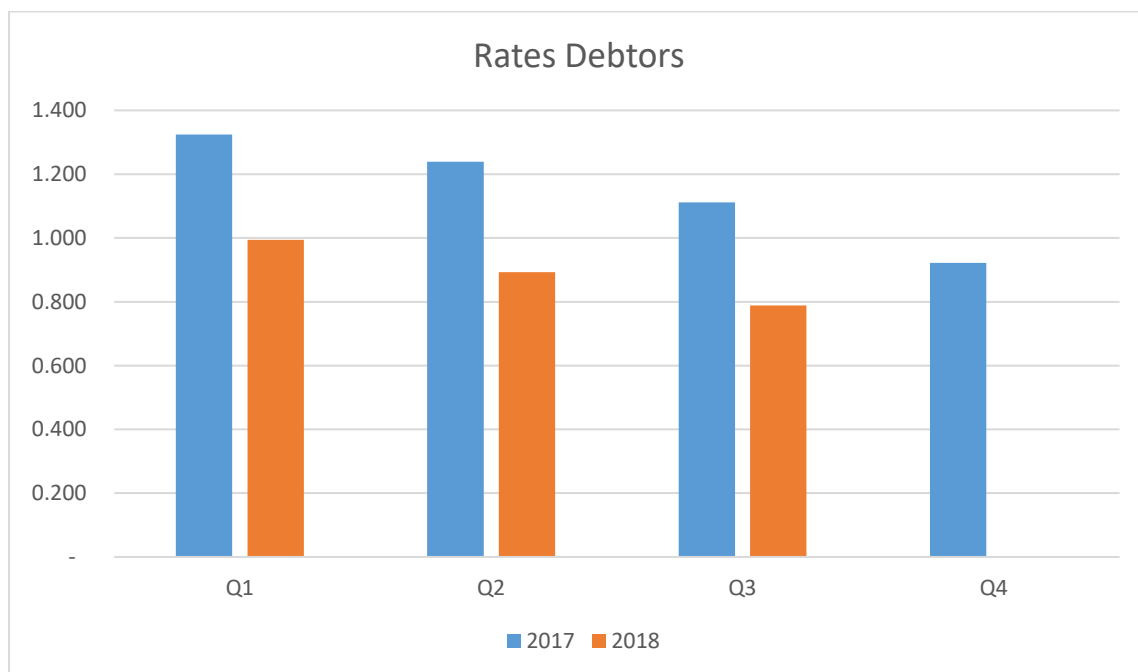
## Debtors

Outstanding Sundry debtors as at 31 March 2018 total \$355,534, which is 53.7% lower than Q3 2016/17 financial year.



## Rates Debtors

At 31 December 2017, rates debtors figure total \$789,989, which is 29.1% less than Q3 2016/17 financial year.



## Debt Collection

No debt has been referred to Credit Recoveries during the January to March quarter.

Credit Recoveries performance as at 31 March for active debt:

<b>Date Debt Sent</b>	<b>Original Debt</b>	<b>Collected</b>	<b>Recovery Rate</b>
2014-2015 and prior	373,280	202,008	54%
2015-2016	22,941	14,068	61%
2016-2017	100,297	72,981	73%
2017-2018	47,533	16,448	35%
<b>Total</b>	<b>544,052</b>	<b>305,506</b>	<b>56%</b>

Processes were implemented in the last financial year, where reminders and referrals are being dealt with in a timelier manner. It is expected that the recovery rate will rise as new debts are received, however the rates officer is pursuing debt more actively, therefore less 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.

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 2017/18 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 2017/18.
- 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 2017	Transfers into fund	Transfers out of fund	Balance 31 March 2018
		\$000	\$000	\$000	\$000
<b>2017</b>					
Kumara Township fund	Township funding for the purpose of community related projects	0	10	(14)	(3)
HariHari township	Township funding for the purpose of community related projects	20	11	0	31
Whataroa township	Township funding for the purpose of community related projects	2	11	(5)	7
Ross township	Township funding for the purpose of community related projects	0	11	0	11
Haast township	Township funding for the purpose of community related projects	(3)	11	0	8
Franz township	Township funding for the purpose of community related projects	1	26	(35)	(7)
Fox township	Township funding for the purpose of community related projects	1	26	(35)	(8)
Kokatahi community fund	Township funding for the purpose of community related projects	0	6	0	6
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	49	(26)	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.	14	5	(7)	11
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.)	128	2	0	130
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.	51	1	0	51
Transport renewals	For funding the renewal of roads and bridges.	(0)	1,077	(849)	228
Water renewal	For funding the renewal of water supplies networks	1,430	848	(5)	2,273
Waste water renewal	For funding the renewal of sewerage and sewage networks	1,163	406	0	1,569
Stormwater renewal	For funding the renewal of stormwater systems	770	160	(544)	385
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	0	150	(33)	117
Building renewals	For renewal of all Council operational buildings.	399	157	(45)	511
Administration renewals	For renewal of office equipment, furniture, technical equipment, vehicles and technology	240	196	(186)	250
Library renewals	To replace library books	65	128	(57)	137
<b>Total Council created reserves</b>		<b>4,303</b>	<b>3,290</b>	<b>(1,842)</b>	<b>5,751</b>

Restricted Reserve Funds

Reserve	Purpose of each reserve fund	Balance 1 July 2017	Transfers into fund	Transfers out of fund	Balance 31 March 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	-	32
Reserve Development	Monies collected from developments. Imposed by RMA/District Plan	583	79	-	661
Museum Assistance Fund	Originally the Museum Bequest Fund (\$8,458) & Carnegie Furnishings (\$3,929)	20	0	-	20
Kumara Endowment Fund	Proceeds from sale of Endowment land. Our brief research has not identified the specific terms of the endowment.	340	5	-	345
Euphemia Brown Bequest	Interest earned on funds administered by Public Trust Offices for the estates of Euphemia & William E Brown.	23	0	-	23
Mayoral Relief Funds	Contributions from James & Margaret Isdell Trust; Coulston Herbert Trust;	17	1	(2)	16
Three Mile Domain	To fund three mile domain costs.	200	3	-	203
Ross Endowment Land	Various endowment land parcels in Ross sold over time.	64	1	-	65
Big Brothers Big Sisters	Grant funding Received	(1)	-	-	(1)
Community Patrol	Grant funding Received	(0)	-	-	(0)
Graffiti	Grant funding Received	4	0	(0)	4
Taxi Chits	Grant funding Received	(3)	2	(2)	(3)
Hokitika War Memorial	Contributions from RSA parking lease	24	0	(24)	0
<b>Total Restricted Reserves</b>		<b>1,304</b>	<b>91</b>	<b>(28)</b>	<b>1,367</b>
<b>Total reserves</b>		<b>5,606</b>	<b>3,382</b>	<b>(1,870)</b>	<b>7,118</b>

### 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 2015 -2025.

#### **Note:**

Where a LOS performance measure is "% of residents satisfied", Council holds results from the last survey of residents which was carried out in March 2016. The next survey of residents will be undertaken in January/February 2018.

A full explanation of the 2016 Resident Survey results is contained in Council's Annual Report 2015/16 and the survey itself can be obtained from the Council.

## 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
Pest Control	Request was extended and clarification of the request has been sought.	Requestor written to seeking clarification of request. Awaiting response.
Request 1 – Average Residents Costs Request 2 – Ratepayer numbers Request 3 – Staff Numbers Request 4 – Code of Conduct Request 5 – Mayoral Staff Request 6 – CEO Remuneration Request 7 – Elected Officials Remuneration Request 8 – Chamber of Commerce Subscriptions Request 9 – Council Owned Housing Request 10 – Audit and Risk Oversight	Requestor was written to advising that there would be a charge for the information.	Awaiting response from requestor.
Asbestos in Water Supply	Completed	18 days
Entertainment, gifts, Council Events, catering	Completed	20 days
Request 1 – Average resident costs Request 2 – Absenteeism – Staff and Councillors Request 3 – Membership to External Groups	Completed	20 days
Property Details	Completed	20 days
Communications	Completed	13 days
Resource Consent	Completed	16 days
Ballot and Voting Order 2016	Completed	17 days
Organisational Staff Structure	Completed	17 days
Unformed Legal Road	Completed	20 days
Haast Public Road Reserve	Completed	19 days
CCO, Directors and Dividends	Completed	1 day
Parking Tickets	Completed	2 days



## Corporate Services

The i-SITE is a part of the Corporate Services function. The commentary and service performance tables for this activity are however included in the “Leisure Services & Facilities” section of this report, along with those for the Customer Services Centre.

## *Information Technology*

Council’s IT staff contributed skills and expertise towards the West Coast’s very own Civil Defence Emergency Management (CDEM) website which went live in the first week of November. Westland District Council’s Information Systems Support Officer, John Stowell, helped boost the functionality of the website by implementing mapping tools and an offline-capable app that allows data to be collected and plotted to help paint the picture about the impact of an emergency event. This can be utilised to provide behind-the-scenes intelligence to support the response efforts of a range of services such as Police, Defence Force, Fire and Emergency New Zealand, St John, Department of Conservation and Community Public Health. During February the West Coast suffered two ex-cyclones within a short period, the Emergency Operations Centre (EOC) was operational during both ex-cyclones. Immediate feedback from the first ex-cyclone was that dedicated equipment was required for the EOC staff during deployment. The IT staff very quickly sourced the appropriate equipment and had this in place ready for use during the following ex-cyclone.

The Information Technology team also ordered 10 new Chromebooks for Westland District Library as part of a managed solution. The Chromebooks will be used for the Code Club for children at the library and for teaching residents a wide range of computer skills. The devices will also have barcodes attached to them so that they can be loaned out for community use.

Other technology improvements this quarter have included upgrading the media players which power the Hokitika i-SITE’s digital screens which display signage and advertising.

Finally, Council have 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. Currently, this email signature is encouraging the public to provide their thoughts for Council’s Long Term Plan. 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.

## Corporate Services

Level of Service	Key Performance Measures	Last Year's performance (2016/17)	Annual Performance Target Years 1-3	Progress @ 31 March 2018	Explanation about any variances
Provide accountability about Council activities	Legally compliant financial plans and reports adopted	100%	Annual Plans & Annual Report adopted on time	100%	
A comprehensive Customer Service Centre	% of residents satisfied with the service they receive	Not measured	75%	78%	This is above target
Effective engagement of the community during public decision-making opportunities	% of residents that believe they have been consulted appropriately	New measure	60%	46%	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 (2016/17)	Annual Performance Target Years 1-3	Progress @ 31 March 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%  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%	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 10.  Westroads achieved 4 of 4  Hokitika Airport Limited achieved 2 of 4	Information will not be available until the next half yearly 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 2017 to 31 March 2018 Consents issued = 177

Consents over the Statutory 20 Days = 6

January	BC =12	100%	within timeframes
February	BC =13	92.31 %	within timeframes 1 x BC @ 1 day over
March	BC=21	95.24 %	within timeframes 1 x BC @ 1 day over

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

All available BCA staff attended a training for new version of Objective Trapeze 10 on 16<sup>th</sup> January; this software program is used for document management when processing, stamping and viewing documents

- On 8th February (in response to ex-Cyclone Fehi), BCA staff supported the Westland civil defence team by providing assessments for flood damaged properties in the Hokitika CBD, Okarito Township, Hunts Beach, KwitchaTown Neil's Beach and Jackson Bay. The team utilised the National rapid assessment forms. Valuable data was obtained during this exercise - information that can be saved in property files for future reference.
- WDC BCA staff currently are still supporting Grey District council by providing Comm 3 inspections capacity and peer reviews.
- During March a significant project nearing completion was Stopforth Motels.
- Significant projects currently underway are the Beachfront Hotel expansion.
- Tuffy Investments campground (Davie Street, Hokitika) soon to proceed.

##### *Food Premises:*

A number of premises were visited as part of auditing Food Control Plans, and to prepare other businesses for lodging their Food Control Plans by 31 March. A total of 30 food premises and 16 liquor premises were inspected between January and 31st March, 2018.

##### *Alcohol:*

A number of licences and managers' certificates were issued, as per normal. One District Licensing Committee hearing was held, regarding renewal of the Bottle-O Off Licence in Hokitika, and the renewal was granted.

## Resource Management

The planning team has had a change of staff this quarter with an overlap achieved between the outgoing Planner and incoming Planner for training purposes. This has resulted in a seamless transition with no drop in work output or quality. In response to LGC's current consultation on the proposal for one District Plan across the region, we intend to hire a policy planner. This will be funded using our District Plan Review funds.

Statutory timeframes for resource consents have been met, with 100% compliance with processing timeframes for this quarter.

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

- the extension of accommodation at Beachfront Hotel,
- subdivision of industrial land being Aratuna Freighters Hau Hau Road yard,
- Heliport at Fox River for Hokitika Airport Ltd.

6 of the consents granted were subdivisions.

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

- three dwellings at Mikonui,
- a commercial helicopter operation approximately 2km from Hokitika Gorge,
- a 10 Lot subdivision at Keogans Road,
- variation of Griffin Creek Hydro powerhouse location,
- telecommunication structure at Haast for mobile coverage
- 3 Lot subdivision of 505 ha of dairy land.

## Animal Control

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

- Infractions issued in the past quarter = 11
- Registered dogs = 1736
- No new menacing or dangerous dogs in the last quarter.

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

Busy start to the year!

It was a busy start to the year for emergency management with surface flooding in January for Hokitika and Ex-tropical cyclones Fehi and Gita causing disruption across the region in February. The Council's Emergency Operating Centre (EOC) was activated on all three occasions with a number of staff providing support. Following the recent events, Claire Brown has moved in to the role of Group Welfare Manager with Oliver Varley joining the group as Emergency Management Officer for Westland until June.

#### *Strengthening our Emergency Operating Centre (EOC)*

Laptops are now in place to support the set-up of the EOC when required. Arrangements for role specific cell phones in the EOC have also been made. Both these additions will improve the efficiency of the EOC when activated. Following the completion of the group-wide response training review, EOC specific training will be arranged for EOC staff.

#### *Community Development*

Six Civil Defence Centres (CDC) throughout the district are being provided with CDC kits, which are for use during emergency events. The kits include a range of items that will enable the centres to function during an event. Handheld radios are also being delivered to Whataroa, Fox and Haast to improve communication across the district. Monthly communications checks will also be undertaken on the first Thursday of every month.

## Inspections and Compliance

Level of Service	Key Performance Measures	Last Year's performance (2016/17)	Annual Performance Target Years 1-3	Progress @ 31 March 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	New building consents lodged in Alpha One: 99% completed within 20 working days. Amendments to existing building consents (processed manually): 93% completed within 20 working days	100%	Consent numbers were steady for reporting period 1 July 2017 _ 31 March 2018 Consents issued = 177  96.63 %	Performance fell slightly in the past quarter due to delays in finding replacement staff for a Building Control Officer who retired in January.
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: 79% user satisfaction  Result for Environmental Health: 100%  Result for Liquor Licensing: 88%	85%	Last year's data is the most recent data available.	The survey will be undertaken again in June/July for input to the 2017/18 Annual Report.
Encourage compliance with health standards by undertaking inspections so that all food, liquor and other licensed premises comply with the relevant legislation	All licensed and registered premises are inspected at least annually	89% of Food premises inspected; and  100% of Liquor premises inspected	100%	30 food premises and 16 liquor premises were inspected between January and 31st March, 2018	

## Resource Management

Level of Service	Key Performance Measures	Last Year's performance (2016/17)	Annual Performance Target Years 1-3	Progress @ 31 March 2018	Explanation about any variances
Resource consents processed in accordance with the Resource Management Act	% of resource consents processed within statutory timeframes	77%	100%	99%	One consent was overtime in July 2017. 100% timeframe targets have been met since July. Ensuring that this target continues to be met is a high priority within the team.
Provide appropriate advice to customers	% of users satisfied with the quality of the advice provided on resource management matters	72%	85%	Not yet available	A survey will be undertaken in June/July for input to 2017/18 Annual Report

## Animal Control

Level of Service	Key Performance Measures	Last Year's performance (2016/17)	Annual Performance Target Years 1-3	Progress @ 31 March 2018	Explanation about any variances
Keep the public safe from dogs and wandering stock	residents satisfied with the protection provided	Not measured	90%	39% ( <i>note: from residents who had contact with Council on an animal control matter</i> )	<i>The comparative measure (from residents who had contact with Council on an animal control matter) for 2016 was 29%, so this is an improvement. No measure was undertaken this year about overall resident satisfaction</i>



## Emergency Management

### Civil Defence:

Level of Service	Key Performance Measures	Last Year's performance (2016/17)	Annual Performance Target Years 1-3	Progress @ 31 March 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>	100%	100%	Training to be provided in accordance with the group-wide training review.	
Suitable response plans are in place	Community emergency response plans are in place for all Westland townships	50% Response plans are in place for Ross, Hari Hari, Whataroa, Franz Josef and Fox Glacier (5 out of 10 plans).	90-100%	Work continues on Community Response Plans (CRPs) with the development of a region-wide template.	

## 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. Calling for community nominations for the Creative Communities Local Assessment Committee.
2. Processing MDI applications from Kumara Residents Trust, Haast Promotions Group, Whataroa Community Association and Westland High School with Development West Coast.
3. The establishment of welfare centres following February's cyclone events with follow up discussions with Fox Glacier, Okarito, Franz Josef and Haast communities.
4. Advertising the Trustpower Community Awards.
5. Planning the Cycling with Confidence course.
6. Discussions with Kumara Residents Trust about the control of the Chinese Miners Memorial Reserve.
7. Discussion with the Woodstock Domain Board about freedom camping.
8. Seeking funding for the proposed skateboard park extension at Cass Square.

#### Safe Community Coalition:

Safe Community Coalition accreditation has been maintained with a community meeting in January that focussed on local alcohol issues. The main speaker was Cathy Bruce from the Health Promotion Agency.

One of the questions in the Residents Survey undertaken late last year was "Is Westland generally a safe place to live?" 68% said yes definitely, 31% said yes mostly and 1% said not really." This is the first time this question has been asked therefore there are no comparative results.

#### West Coast Te Rito Violence Prevention Network:

This group was updated on progress with the Community Champions Project. The CDA assisted in interviewing applicants for the role of the Community Champions Coordinator. Local personality Stephen Brassett was appointed as Coordinator.

#### CACTUS Programme at Westland High School and South Westland Area School Term 1, 2018:

Advice and support was given to this programme so that the Youth Development Programme could continue under WestREAP's umbrella with funding from Westland District Council and the Ministry of Youth Development.

#### Hokitika Reserves and Environs Community Group:

This group met in February to discuss issues and concerns about local reserves.

#### West Coast Disability Action group:

This group met in February to further advance a proposed strategy for West Coast District Councils.

#### West Coast Community Response Forum:

Feedback was provided at this forum about the welfare response to the February cyclones and the confusion received from the community about the number of tourists and local people who never received access codes for the census in South Westland.

#### Heartlands Partners Meeting:

A community meeting was called to discuss “Loneliness” in the wider community with the view of further promoting Council’s list of community groups on the website to encourage people to participate more in local groups.

#### Community Halls

Whataroa and Haast Community Halls were used as welfare centres during the second cyclone.

#### Townships Funding & Improvement Projects:

Funding uplifted in the quarter was:

- Half Price Taxi Chits for seniors who have voluntarily given up driving \$486 (from local charities)
- Westland Community Centre additional grants of \$20,000
- Tourism West Coast quarterly grant \$21,500
- Driftwood and Sand \$5,000
- Franz Josef Township Development Funding \$35,000 towards the Franz Josef hall upgrade.
- Franz Josef Christmas decorations \$198

Level of Service	Key Performance Measures	Last Year's performance (2016/17)	Annual Performance Target Years 1-3	Progress @ 31 March 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	The last Residents survey did not adequately record satisfaction levels and this will be addressed in the next Residents survey.

## 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 started to the RSA plots especially RSA number 1 with the assistance of \$40,000 of Veterans Affairs funding. This will be used to lift, level and tidy up the rock walls and rock furniture and conduct painting and other maintenance. This work will be ongoing through quarter 3. The RSA No 1 has been lifted with 80% of works completed. Costs to date are \$20k. It is intended to carry out further works on the surface and furniture in both RSA No 1 and RSA No 2 within the next two months depending on weather conditions.

There was an act of vandalism during this period to the boundary fence at Hokitika cemetery that connects with the East and Northern boundaries shared with Seaview. Costs have been incurred because of this act of vandalism and this matter has been referred to the Police. The costs of repair to the vandalised fence was unbudgeted \$960 expenditure. A gate has been installed and there has been no further damage reported.

A growing rabbit population has emerged at Hokitika cemetery and this population is causing damage to the grass surfaces and burrowing under headstones. A pest control company is to be commissioned to attempt to address this however, there are challenges relating to this location being in close proximity to houses and pets.

No notable matters regarding Kumara or Ross cemeteries have occurred during this period but they continue to operate as business as usual. All other cemeteries in Westland and run by community groups not Council.

## Elderly Housing

*This information has been supplied by Westland District Property Limited:*

Council's stock of pensioner housing is 55 units with 100% occupancy and an active waitlist of over 40 people. Strategic options for development are being considered.

## Hokitika Museum

### GENERAL

Collections expert, Judith Taylor, is currently providing collections advice to Museum staff as part of an Expert Knowledge Exchange scheme through National Services *Te Paerangi* Te Papa Tongarewa, at no cost to the Museum. Staff are enjoying learning from Judith about the existing system of collection management, and ideas for future developments. She will be re-joining the museum team during the week of 16th-20<sup>th</sup> April 2018.

Museum staff have been using the Service Request application from mid-January. Utilising Service Requests aligns the museum closer to Council systems and will facilitate the provision of KPI's. While there have been a few issues to address, generally the system is working well.

The position of Collections Assistant has recently been filled by internal appointment of Frosty Theron, leaving a gap in researching facilitation. Frosty is going through a training period which parallels in with her Museum Studies, but it has been slowed by the ongoing requests for research.

### RESEARCH

The research centre has been busy with enquiries from descendants of early townspeople including bank manager and goldfields artist Thornhill Cooper; John Hudson, who set up the first store in Hokitika in 1864 with James Price; and a well-known local solicitor, James Park, who served as Crown Prosecutor for Westland in the early 1900s.

Museum staff have processed 103 Service Requests (SR's) in the last quarter. A large part of these SR's are requests for research assistance either remotely or making an appointment for in-person research, and ordering photographs from the Museum's collection.

Museum staff are receiving an increasing number of cemetery enquiries. Some are simple gravesite enquiries where staff can direct people to the online database, some will require database updates, previously performed by IT. As research must be done to ascertain correctness prior to any changes, the museum staff are now performing this task and have been given access to update the database.

### COLLECTION

A collection of slides from the Bryant Family, who have long been influential members of the community have been offered to the Museum. A donation of Rotary Club items has been received including photographs, documents, books etc, which need to be appraised and catalogued. In addition, the Museum has been given approximately 1600 slides relating to the history of Franz Josef & Fox Glacier. The number of items being donated has dropped off significantly compared to the same period last year.

With the recent appointment of Frosty as Collections Assistant, training is being provided, when curatorial time is available, and when research requests allow. Staff are working on scheduling time to make training a priority and to share the workload of enquiries. A summary of queries for the quarter:

Collection	20
General	17
Photographs	21
Public Programmes	2
Research/Genealogy	69
WW100	3
TOTAL	132

#### PHOTOGRAPHS

Photograph orders have been steady, and include a number of historic photographs supplied for the documentary series 'Coast' featuring Neil Oliver and Hamish Campbell, which is expected to start screening on 22 April. The process of scanning and cataloguing photographs has been slowed by the need for the Photographs Curator to provide management services (attending meetings, providing reports etc.)

#### INCOME

Research income is mainly from research enquiries and photograph sales.

Retail income is the sales of items that remain from the Museum shop. The most consistent seller is the 'Hokitika Pictorial' that is still purchased in-house or ordered online via the Museum website.

#### Total Revenue:

GL	Jan	SR's	Feb	SR's	Mar	SR's	Total
5200150 Research	\$852.91	3	\$1377.34	33	\$598.48	54	\$1081.07
5200136 Retail	\$516.20		\$843.01		\$201.45		\$1560.66
5200 116	\$16.00		\$166.00		\$0.00		<b>\$2828.73</b>

#### PUBLIC PROGRAMMES

A display of captioned historic images was installed in the VIP tent at the Wildfoods Festival that included 18 x A3 photos, two larger photos and a large panorama of Hokitika from the fire watchtower, taken in the early 1920s. The panorama is now on public display in the window of the old Renton's Building.

#### Hokitika Swimming Pool

*This information has been supplied by Westland District Property Limited:*

The Hokitika Swim School got off to a great start with 3 qualified tutors working with over 150 students. During the December/January period the Board approved free swim initiative for children 12 and under resulted in 3,407 children enjoying the pool for free, this was an increase of over 130% on previous admissions. Landscaping of the entrance to pool is currently being developed.

### Hokitika Wildfoods Festival

A Wildfoods Manager for the 2018 Hokitika Wildfoods Festival was appointed at the end of October, and The Wildfoods Advisory Group in preparation for the festival. This group met weekly on a Thursday evening in the Council Chambers. A Wildfoods Event Assistant was appointed in November on a fixed-term contract.

Discounted Coasters' tickets were made available to purchase for West Coast residents, and these were available at the main West Coast i-SITEs and the Karamea Visitor Information Centre. In Hokitika i-SITE alone, Coasters Ticket sales increased by 11%.

Stallholders at the 2018 Festival totalled 40 stalls with high satisfaction reported in an email survey of Stallholders.

Entertainers engaged for the 2018 Festival including Sons of Zion (headline act), The River Jesters, My Baby, The Slacks, Dee May and the Saints, Hokitika District and Country Music Club and the New Zealand Army Band. The Slacks generously allowed Wildfoods to use one of their songs as background to a video promoting Wildfoods 30<sup>th</sup> Anniversary Festival 2019. Hokitika Homegrown stage had local and West Coast acts, the Westland Brass, the Kokatahi Band, Laura Sonneveldt and the Cool Little Band.

Sponsorship was received from Air Rescue and Community Services, Air New Zealand, Westland Milk Products, Grey Ford, Monteiths, and Montana Wines. Wildfoods received substantial product sponsorship for the Festival and the Feral Fashion Competition from many local and West Coast sources.

High engagement has been maintained with a Post-Festival Photo Competition being used to promote Wildfoods Festival 30<sup>th</sup> Anniversary. There has also been a high level of engagement with posts using Wildfoods Archive Photos.

Design and sale of merchandise were handled in-house in 2018. High levels of satisfaction were reported in terms of design control, profit margin and team recognition.

### Customer Service Centre and i-SITE

January at the i-SITE was quieter for sales than anticipated albeit at levels above last years. This experience was shared by i-SITES throughout the top of the South Island. New fixed term and casual staff were hired and trained to join the i-SITE team, following the secondment of members of staff to Council Customer Service and the early departure of fixed term staff.

February saw the i-SITE play a key welfare role during two weather events. In the first two days of February, the staff supported over 6,000 visitors with travel, bookings and welfare arrangements. Council staff supplemented the i-SITE team during these emergencies.

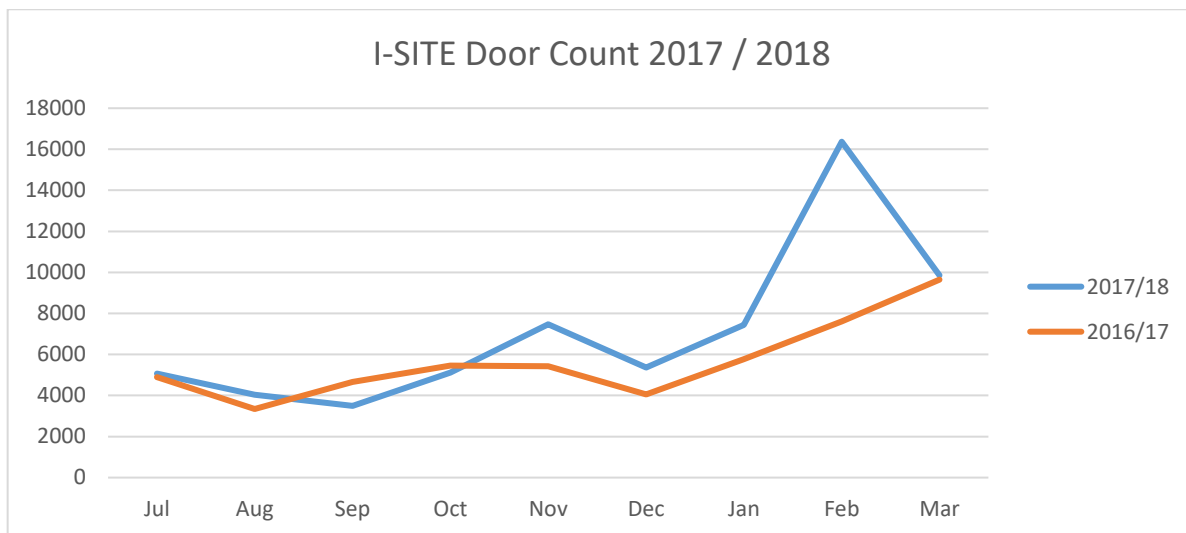
Chinese New Year was on 16<sup>th</sup> February, and this put huge pressure on availability during the month throughout the South Island. This implied that sales could not be made as accommodation was unavailable (fully booked).

The i-SITE was an agent to sell tickets to the Canterbury vs Hurricanes match in Greymouth and also sold discounted Coasters' Hokitika Wildfoods Festival tickets.

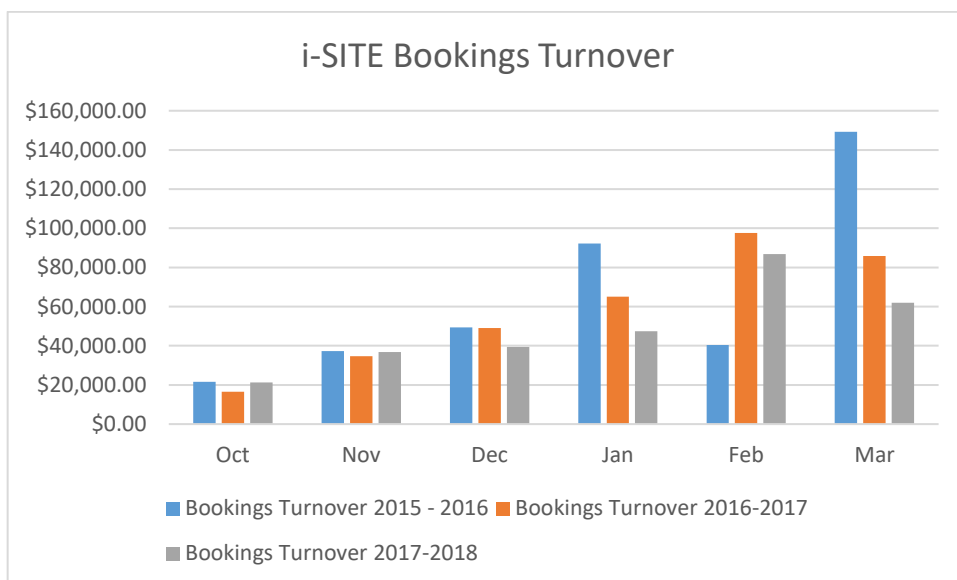
The West Coast is having a very strong tourist season. There is an increase not only in tourist numbers but also in associated turnover and employment. Tourism New Zealand reported that growth for Westland was 12% for the last quarter.

Despite not having Council Customer Services foot traffic, the door count figures at the i-SITE reflect a very busy season with a large peak in February.

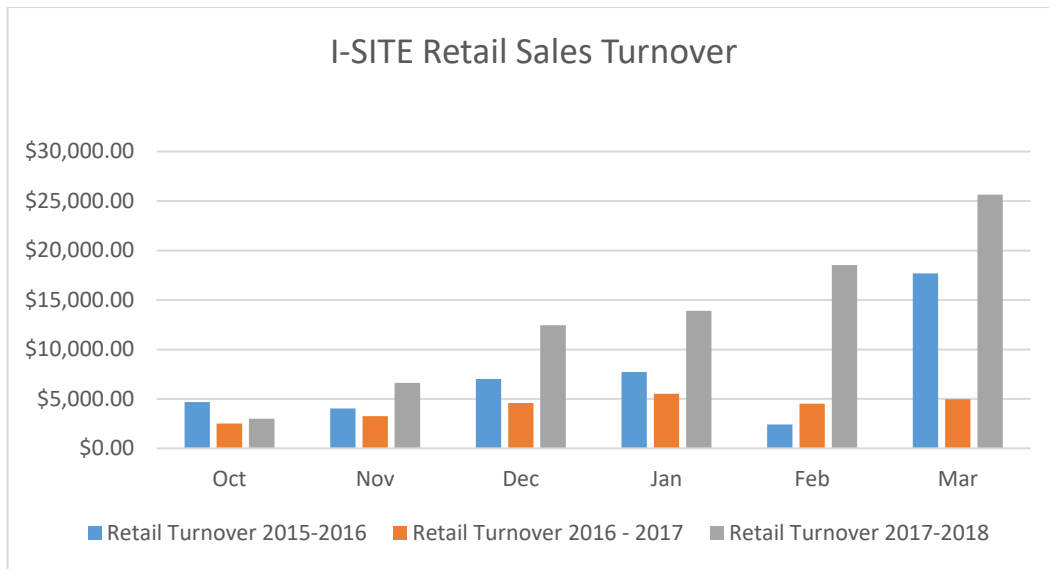




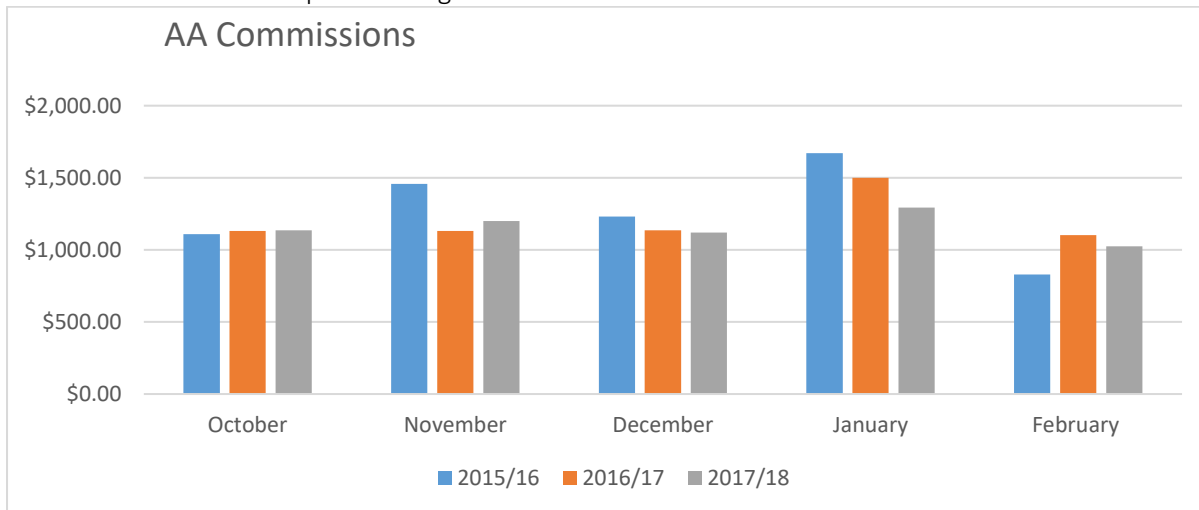
Operator bookings show a decline that is not proportional to previous years due to the change in Wildfoods ticket categorization:



Retail sales included Rugby Ticket and Wildfoods Tickets, adding to the increase in sales turnover



AA commissions have decreased slightly during the period, reflecting a change in customer practice to online services. This is an anticipated change.



#### Land and Buildings

WDC office building received a partial paint on the exterior of the Weld street façade, an opportunity taken while there was scaffolding installed to erect Tourism West Coast signage.

Also during this quarter, the office area at the Weld street entrance was renovated to provide two meeting areas.

The Kokatahi pavilion roof was torn off in cyclone Gita and the building requires serious remedial works.

#### Parks and Reserves

Cass Square’s surface condition remains in very good condition – both the playing field surface and the gardens. During the extreme dry spell this quarter, Cass Square needed irrigation and this was conducted by Westroads on Council’s behalf. After the “Kids day out” event and Wild foods festival, compaction relief was completed including seeding and fertilising. Total costs for that activity are \$11k. The surface will be usable for rugby by 21<sup>st</sup> of April 2018 for the local rugby derby. Rugby posts and line marking are an additional \$500.

Prossers Bush track is to have the boardwalk removed and the track finished with gravel. This will be completed before the end of June 2018.

#### Public toilets

A twin pan public toilet was installed at Fox glacier.

#### West Coast Wilderness Trail

Construction of the bridges for the Kaniere Tram has been completed and this section of the trail is open. Progress continues with the construction of the Mahinapua Creek section of the trail. In conjunction with DOC construction refurbishment and maintenance work began on the historic Mahinapua bridge.

Installation of three government supplied trail counters has proved successful providing reliable and accurate data on the trail usage.

#### Westland District Library

Recruitment for a replacement Library manager has begun.

Working in conjunction with Hairy Lemon (web developers), the major project for this quarter has been the re-fresh of the library website which launched successfully in March. The aim is to connect more with library users in the digital space and encourage them to use their online library more, feedback from staff and customers has been positive.

We have been working with Buller and Grey District Libraries as a consortium to launch a new digital service, PressReader. This is now providing access to over 7000 quality newspapers and magazines from over 120 countries, to our library members, visitors using the APNK network and staff using the Council network.

The beginners computing Stepping Up classes have resumed and have been fully booked. Bookings for the next block of sessions is going well with some classes already oversubscribed. Code Club for children is similarly well supported. Both classes are utilising the new Chromebooks and the iPad Pro is proving very popular for demonstration and promotion of our digital services.

Our Summer Reading Challenge was successfully completed by 212 children, a 5% increase on last year's entries. Funding from The Lion Foundation, the West Coast Community Trust and the Westland District Council enabled us to provide fantastic prizes, which were much appreciated by the children and their families. Two members of staff attended the annual Children's Day in Cass Square with Sarah, incognito in the popular 'Clifford the Big Red Dog' Costume. As a result of a promotional push our attendance figures for our weekly Story-time have doubled.

The evening Library Talks programme has been well attended, with talks by Robin Long from the West Coast Penguin Trust and Sue Asplin talking about her travels in Morocco.

The quarterly supply of books to the eight Community Libraries has taken place with very positive reports from their borrowers.

At present Council have six volunteers who contribute a total of 18 voluntary hours each week to assist staff in providing excellent library services to the District.

## Cemeteries

Level of Service	Key Performance Measures	Last Year's performance (2016/17)	Annual Performance Target Years 1-3	Progress @ 31 March 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 50%	Last year's data is most recent available.	

## Elderly Housing

Level of Service	Key Performance Measures	Last Year's performance (2016/17)	Annual Performance Target Years 1-3	Progress @ 31 March 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	100%	>95%	100%	

## Hokitika Museum

Level of Service	Key Performance Measures	Last Year's performance (2016/17)	Annual Performance Target Years 1-3	Progress @ 31 March 2018	Explanation about any variances
A quality museum experience	Visitor numbers are showing an upward trend	2,266 as at 22 September 2016, when the museum staff relocated to temporary premises in Hokitika due to seismic concerns about the Carnegie Building.	An increase of 5% each year	N/A since museum closure	
	% of residents satisfied with their museum experience	Not measured.	85%	Not yet measured	This will not be re-measured until a full Museum experience is available again.

## Hokitika Wildfoods Festival

Level of Service	Key Performance Measures	Last Year's performance (2016/17)	Annual Performance Target Years 1-3	Progress @ 31 March 2018	Explanation about any variances
A quality attendee experience	% of attendees satisfied (post event satisfaction survey)	90%	85%	Positive Entertainers 100% Stallholders 90% Attendees Ticketing Agency would not release email addresses of	local agencies, business owners, stallholders, community groups and festival attendees were extremely positive.

Level of Service	Key Performance Measures	Last Year's performance (2016/17)	Annual Performance Target Years 1-3	Progress @ 31 March 2018	Explanation about any variances
				ticket holders to allow survey	
	Growth is experienced annually (to a limit of 10,000)	170 Warm Up 5,888 Festival 1,176 After party	8,500	8,221 Festival 2,378 After Party	

## i-SITE

Level of Service	Key Performance Measures	Last Year's performance (2016/17)	Annual Performance Target Years 1-3	Progress @ 31 December 2017	Progress @ 31 March 2018	Explanation about any variances
A quality customer experience	i-SITE NZ and Qualmark standards are met	Pass  Hokitika i-SITE continued to meet the i-SITE NZ Standards, although no formal assessment was held in 2016-17.  Qualmark have moved away from scoring i-SITEs on a percentage basis and are instead rating them as pass/fail.	80%	Last year's data is most recent available.	Last year's data is most recent available.	
Increase resident population knowledge about what the i-SITE has to offer locals	Bookings made by local population	i-SITE bookings made by the local population have increased by 5% from last year; whereas AA NZ bookings have decreased by 5%.	Maintain or Increase	Last year's data is most recent available.	Wildfoods ticket sales made to locals increased by 11%. AA use is slightly down	

Level of Service	Key Performance Measures	Last Year's performance (2016/17)	Annual Performance Target Years 1-3	Progress @ 31 December 2017	Progress @ 31 March 2018	Explanation about any variances
					(an anticipated decrease).	

## Parks and Reserves

Level of Service	Key Performance Measures	Last Year's performance (2016/17)	Annual Performance Target Years 1-3	Progress @ 31 March 2018	Explanation about any variances
Reserves are pleasant, enjoyable and safe places	% of residents satisfied with parks and reserves	Not measured	90%	94%	

## Public Toilets

Level of Service	Key Performance Measures	Last Year's performance (2016/17)	Annual Performance Target Years 1-3	Progress @ 31 March 2018	Explanation about any variances
Provide public toilets throughout the district	% of residents satisfied with the service	Not measured.	100%	80%	80% is a significant increase on the 2016 data.
	Facilities are available for use during the day	100%	100%	100%	

## Swimming Pool

Level of Service	Key Performance Measures	Last Year's performance (2016/17)	Annual Performance Target Years 1-3	Progress @ 31 March 2018	Explanation about any variances
A quality swimming or exercise experience at the Hokitika Pool	% of residents satisfied	100%	85%	The last satisfaction survey was undertaken in August 2017 and had a 100% satisfaction rating.	Next satisfaction survey will be undertaken in June 2018.
	Maintain PoolSafe Accreditation	100%	100%	The pool has PoolSafe certification	



## Westland District Library

Level of Service	Key Performance Measures	Last Year's performance (2017/16)	Annual Performance Target Years 1-3	Progress @ March 2018	Explanation about any variances
Provide quality library services in the District	% of residents satisfied	Not measured.	95%	99%	
	% of residents who are library members	46%	42%	47%	

## West Coast Wilderness Trail

Level of Service	Key Performance Measures	Last Year's performance (2016/17)	Annual Performance Target Years 1-3	Progress @ 31 March 2018	Explanation about any variances
The cycle trail is well used	Numbers using the trail as measured by trail counters	Average annual usage of 8,647 users across accumulation of counts at four counter locations (excluding Grey District).	10,000 per annum	Average monthly trail usage is 330 trail riders.	Figure consistent with last quarter but staff believe that this figure is significantly undervalued due to faults with trail counters. New trail counters arriving in February.

## Transportation Group

### Commentary

Council secured \$1.19 million of funding from NZTA towards Whitcombe Valley Road (this is inclusive of Council's own contribution towards the project of \$500,000). This project was awarded to Westroads as the successful tenderer and the project is currently underway with completion still intended for June 2018 (weather and all other circumstances permitting).

Council officers have met with NZTA officials and discussed the options for Haast-Jacksons Bay Special Purpose Road (SPR). The NZTA Board have directed that all SPR's are handed back to their relevant Road controlling Authorities by 2024 so a detailed report has been created by Rationale Group for various options for the "handover". The final solution is still in negotiation and subject to NZTA Board and Council final approval once a potential solution has been formalised. At this stage the negotiation is steering 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 likely still retain a 100% FAR. This however is all still provisional and under negotiation with an option to be presented to the respective Council some time later this year.

The Reseal Contractor has finally completed the contracted works and only has a couple of minor defect areas that need to be remedied before the end of the defects liability period. Staff will continue to work with the contractor to remedy these areas.

Two Significant storm events in February have caused in excess of \$150k of damage to local roads and \$800k on the Haast-Jacksons Bay Road. An application for emergency funding assistance from NZTA has been made with the final amount yet to be entered for approval. Works within Jacksons Bay itself to remedy erosion in front of the Cray Pot was surprisingly encouraged by the NZTA and staff are currently working to source a contractor to carry out this work urgently. This will be used to assist in formulating the final response and detailed cost estimates for the remainder of the emergency repair works along this road. Interim repairs were carried out to reopen the road and make it safe for traffic at the time. Many of the native trees that came down in these storms have been able to be recovered and sold for milling with monies coming back to Council.

Council staff are about to obtain pricing for various footpath renewal/repair works around the district. In areas where footpaths are chip sealed it is intended to progressively renew these with Concrete which while more costly at the start will incur lower costs over the life of the Asset.

Level of Service	Key Performance Measures	Last Year's performance (2016/17)	Annual Performance Target Years 1-3	Progress @ 31 MARCH 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	NZTA data for local roads showed 2 x serious injuries and zero fatalities resulting from two separate incidents: one in Hokitika township and one on Lake Kaniere Road	Less than the previous year	Data contained within the NZTA CAS system is only current to 30 September 2017.	The last data received from NZTA (up to 30 September 2017) showed no serious injury crashes and no fatalities.
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	96%	>90%	Year to date data from NAARA index shows 96%. Target met.	
	Residents are satisfied with the standard and safety of Council's unsealed roads	Not measured	50% of residents are satisfied with Council's unsealed roads	74%	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	7.5%	>7%	Reseals have been completed with 7.3% of our sealed network being resurfaced this year.	
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 footpaths that is set out in the territorial authority's relevant	Measure not yet determined.  No known exceedances for deliverable standards.	90%	The process of transferring footpath data to AssetFinda software has commenced. Delays in the implementation of this have been due to difficulties in ascertaining the most	Once this importation of data is complete, all footpaths will be assigned a condition rating of 1-5. Council intends to have no condition 4 or 5 footpaths within the next 5 years.

Level of Service	Key Performance Measures	Last Year's performance (2016/17)	Annual Performance Target Years 1-3	Progress @ 31 MARCH 2018	Explanation about any variances
	document (such as its annual plan, activity management plan, asset management plan, annual works program or long term plan).			accurate data set to transfer and import.	
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.	No known timeline exceedances for response from NCS database.	100%	Council believe roading and footpath requests are being addressed within correct time frames, however, service requests are not being correctly closed and signed off, thus creating the appearance that many requests are overdue.	This does not accurately reflect response times but does highlight a need to correctly update our system once jobs have been completed.

## Water Supply Group

### Commentary

There were 70 water related service requests recorded between 1 January 2018 and 31 March 2018. Results are continued to demonstrate a downward trend from the previous two quarters results.

TYPE	QUARTER 1: 1 July - 30 September 2017	QUARTER 2: 1 October – 31 December 2017	QUARTER 3: 1 January 2018 – 31 March 2018	YEAR-TO- DATE
Leaks	29	25	29	83
Toby faults (including leaking tobies)	5	12	13	30
Water Quality, or Pressure Complaint (including no water)	70	45	13	128
Other Complaints	1	0	2	3
New Water Connections & Service Location Requests	5	10	4	19
General Enquiry	5	6	9	20
TOTAL ISSUES	115	98	70	283

Council had boil water notices in place in Kumara and Whataroa for part of January after positive e.Coli test results. The Hari Hari water supply experienced complications in January due to a pump breakdown and a delay in sourcing a replacement pump.

A significant weather bomb event related to Cyclone Fehi caused saltwater contamination to the Arahura water supply. 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 Marae for this additional supply are in preparation.

The same storm event caused Fox Glacier to also be placed on a boil water notice for a short period of time.

The long-awaited chemical clean of the Ross water treatment plant was carried out in early March. The plant is now operating at expected delivery levels.

*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 (2016/17)	Annual Performance Target Years 1-3	Progress @ 31 March 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) 4 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 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 These drinking water schemes will comply with parts (a) and (b) of the key performance measure: Kumara, Whataroa</p> <p>Years 2-3 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 contractor programme has been received for both the Kumara and Whataroa projects with a proposed start date of mid-April. The planned operational start is September 2018.</p> <p>A new design and location proposal is in hand for the Arahura scheme. Investigation and design work for componentry is underway. Logistics of the site and negotiation with landowner yet to be undertaken.</p>	
Requests for service are dealt with promptly	<p>Fault response times:</p> <p>Where the local authority attends a call-out in response to a fault or unplanned interruption to its networked reticulation system, the following median response times measured:</p> <p>(a) attendance for urgent call-outs: from the time that the local authority receives</p>	<p>The response time for urgent callouts (under 2 hours):</p> <p><i>Council had 2 requests for service that were assigned an emergency/critical priority rating of 3 hours</i></p>	<p>(a) 100%</p> <p>(b) 100%</p> <p>(c) 100%</p> <p>(d) 100%</p>	<p>Council and contractor teams remain focused on urgent response times for critical customer call outs. Year to date these targets are being met.</p>	

Level of Service	Key Performance Measures	Last Year's performance (2016/17)	Annual Performance Target Years 1-3	Progress @ 31 March 2018	Explanation about any variances
	<p>notification to the time that service personnel reach the site, and (2 hours)</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 service personnel reach the site, and (24 hours)</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>	<p>The resolution of urgent callouts (under 12 hours): <i>Council does not have a 12 hour response field in our service request system and therefore had zero requests for service logged with a 12 hour response timeframe</i></p> <p>The response time for non-urgent callouts (under 24 hours): <i>Council had one request for service that was logged as priority 2 (24 hours)</i></p> <p>The resolution of urgent callouts (under 72 hours): <i>Council had five requests that were logged as priority 3 (2 working days)</i></p>		<p>Council staff are working alongside contractors to review the Service Request process and system to ensure it is fit for purpose.</p>	



Level of Service	Key Performance Measures	Last Year's performance (2016/17)	Annual Performance Target Years 1-3	Progress @ 31 March 2018	Explanation about any variances
Council supplied water is reliable	Maintenance of the reticulation network: The percentage of real water loss from the local authority's networked reticulation system (including a description of the methodology used to calculate this).	Not measured.	Council does not intend to measure this as it will impose an unreasonable cost		
	Demand management: The average consumption of drinking water per day per resident within the territorial authority district.	Initial calculations conducted on our behalf by Calibre Group (exclusive of Westland Milk Products' commercial water consumption) shows a winter water usage of 253 litres per head per day increasing to 480 litres per head per day in summer. This is within acceptable limits.	The average water consumption per person per day is < 500l/day	The District Assets team are targeting excessive network user by metered installations and conversion of billing methods where appropriate.	
Customers are generally satisfied with the Council supplied water	Customer satisfaction: The total number of complaints received by the local authority about any of the following:  (a) drinking water clarity (a) drinking water taste (b) drinking water odour (c) drinking water pressure or flow (d) continuity of supply, and (e) the local authority's response to any of these issues	(a) 0 (b) 4 (2 of these are also reported in water odour below) (c) 2 (these service requests were joint water odour & water taste issues) (d) 3 (e) 0  Based on the total number of service connections =	Type and number of complaints received (25 per 1000 connections)	Within target range. District Assets team are continually working towards improvement.  Customer satisfaction & feedback is greatly effected by drought / flooding situations which are beyond our control. Year to date information should be views as a positive situation.	

Level of Service	Key Performance Measures	Last Year's performance (2016/17)	Annual Performance Target Years 1-3	Progress @ 31 March 2018	Explanation about any variances
	Expressed per 1000 connections to the local authority's networked reticulation system.	2620  Total number of complaints = 13  Complaints per 1000 connections = 5			

## Wastewater Group

### Commentary

There were 15 wastewater related service requests recorded between 1 January 2018 and 31 March 2018.

	QUARTER 1 1 Jul - 30 Sept 2017	QUARTER 2 1 Oct – 31 Dec 2017	QUARTER 3 1 Jan – 31 Mar 2018	YEAR-TO-DATE
General Enquiries	5	3	3	11
Service Locate	0	0	0	0
Private Issues	0	0	0	0
Complaint	0	1	0	1
New Sewer Connections	0	1	0	1
Odour Complaints	0	8	5	13
Blockages	3	2	4	9
Overflow	1	3	3	7
<b>TOTAL ISSUES</b>	<b>9</b>	<b>18</b>	<b>15</b>	<b>42</b>

District Assets staff met with representatives from Westland Milk Products during this period to make progress regarding the shared ocean outfall project. This involved mapping of pipework into the WDC roading network. Further progress on this project is now with Westland Milk Products and their consultants.

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.
- Design and build of an outfall gallery at the Waste Water Treatment Plant site to temporarily manage treatment & consent shortfalls.
- A specialist consultant has been engaged to compile tender documents and to get the new plant underway.

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

Districts Assets staff are working closely with contractors to address closing of outstanding Service Requests. Current results are not a true reflection of work progression as there continue to be some administrative issues (which are being addressed) in closing off Service Requests.

Level of Service	Key Performance Measures	Last Year's performance (2016/17)	Annual Performance Target Years 1-3	Progress @ 31 March 2018	Explanation about any variances
Council wastewater systems are managed without risk to public health	<p>System and adequacy:</p> <p>The number of dry weather sewerage overflows from the territorial authority's sewerage system, expressed per 1000 sewerage connections to that sewerage system.</p>	<p>Council has had a total of three sewerage overflows in total (dry and wet weather combined due to difficulty separating them out). This gives a ratio of 1.5 per 1000 which is significantly under the performance target.</p> <p>Total number service connections = 2052</p>	Number: 10 per 1000	No data.	Development of a reporting system is required to accurately measure dry weather over flows.
Council wastewater systems are safe and compliant	<p>Discharge compliance:</p> <p>Compliance with the territorial authority's resource consents for discharge from its sewerage system measured by the number of:</p> <ul style="list-style-type: none"> <li>(a) abatement notices</li> <li>(b) infringement notices</li> <li>(c) enforcement orders, and</li> <li>(d) convictions,</li> </ul> <p>Received by the territorial authority in relation those resource consents.</p>	<ul style="list-style-type: none"> <li>(a) 1</li> <li>(b) 0</li> <li>(c) 1</li> <li>(d) 0</li> </ul>	100%		<p>The West Coast Regional Council dispatched an order for non-compliance at the Franz Waste Water Treatment Plant.</p> <p>River flood levels severely impacted on the areas ability to filter&amp; disperse waste in the expected manor.</p>

Level of Service	Key Performance Measures	Last Year's performance (2016/17)	Annual Performance Target Years 1-3	Progress @ 31 March 2018	Explanation about any variances
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, and (2 hours)</p> <p>(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>	Unable to measure accurately using information in our existing service request system.	100%	No reliable data	Current results are not a true reflection of work progression as there continue to be some administrative issues (which are being worked on) in closing off Service Requests.
	<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</p> <p>(b) sewerage system faults</p> <p>(c) sewerage system blockages, and</p> <p>(d) the territorial authority's response to issues with its sewerage system,</p>	<p>(a) 3</p> <p>(b) 2 (the 2 faults relate to sewerage overflows as a result of pump issues)</p> <p>(c) 2</p> <p>(d) 0</p> <p>Key performance measure has been met:</p> <p>Total number of complaints = 7</p> <p>Total number service connections = 2052</p>	25 per 1000	Target met	Exemplary performance considering the impact that 2 cyclone events had on the network, and the high level of service requests logged for contractors to action.

Level of Service	Key Performance Measures	Last Year's performance (2016/17)	Annual Performance Target Years 1-3	Progress @ 31 March 2018	Explanation about any variances
	Expressed per 1000 connections to the territorial authority's sewerage system.	Complaints per 1000 connections = 3.4			

## Stormwater Group

### Commentary

There were 85 stormwater related service requests recorded between 1 January and 31 March 2018. This was a very busy time for Council staff and contractors as a result of two cyclonic weather bomb events occurring within a two week period in February. Given the severity of the heavy rainfall, Council's Stormwater systems coped much better than in a similar event in 2015. However, these events were useful in identifying streets in Hokitika where further Stormwater improvements may be needed in the future. Council contractors responded to a large number of Service Requests in relation to these events and their efforts should be viewed very positively.

Unfortunately, the two cyclone events (classified as 1 in 50 year events) during February severely effected the Key Performance Indicator results which were skewed beyond recognisable comparisons. This has made the data meaningless to report on.

Level of Service	Key Performance Measures	Last Year's performance (2016/17)	Annual Performance Target Years 1-3	Progress @ 31 March 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>	<p>(a) 0</p> <p>(b) 0</p>	<p>(a) 2</p> <p>(b) 10 per 1000</p>	No Data available.	
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 during reporting period.	100%	No Data available.	
	<p>Customer satisfaction:</p> <p>The number of complaints received by a territorial authority about the performance of its stormwater system, expressed per 1000 properties connected to the territorial authority's stormwater system.</p>	<p>Key performance measure condition has not been met:</p> <p>Total number of connections = 508</p> <p>Total number of complaints = 11</p>	10 per 1000	No Data available.	



Level of Service	Key Performance Measures	Last Year's performance (2016/17)	Annual Performance Target Years 1-3	Progress @ 31 March 2018	Explanation about any variances
		Complaints per 1000 connections = 21.7			
<p>Key performance measure condition has not been met:</p> <p>Total number of connections = 508</p> <p>Total number of complaints = 11</p> <p>Complaints per 1000 connections = 21.7</p>	<p>Discharge compliance:</p> <p>Compliance with the territorial authority's resource consents for discharge from its stormwater system, measured by the number of:</p> <p>(a) abatement notices  (b) infringement notices  (c) enforcement orders, and  (d) convictions,  Received by the territorial authority in relation those resource consents.</p>	<p>(a) 0  (b) 0  (c) 0  (d) 0</p>	100%	No Data available.	

# Solid Waste Management Group

## Commentary

### *Butler's landfill:*

Butler's landfill has compliance monitoring completed by the West Coast Regional Council. Previous monitoring company VCS is no longer operational & staff from this company now work directly for WCRC.

### *Surrender of consents:*

No consents have been surrendered during this period.

### *Refuse and recycling collection service:*

This continues to run mostly very smoothly. There have been complaints received from residents of Racecourse Terrace and Ballarat Terrace due to the residents having to walk their bins down to the collection point. The process has begun to allocate new pick up points and signage for Sanctuary Place and Ballarat Terrace.

### *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.

### *Glass recycling receptacles:*

Glass recycling receptacles were installed along the Hokitika beachfront in December and feedback to these has been positive.

Level of Service	Key Performance Measures	Last Year's performance (2016/17)	Annual Performance Target Years 1-3	Progress @ 31 March 2018	Explanation about any variances
A reliable refuse and recycling collection service is provided	% of residents that receive the service are satisfied	No data available due to residents' survey not being undertaken in this period.	100%	90%	This percentage is similar to the National Average.
A reliable transfer station service	% of residents satisfied	No data available due to residents' survey not being undertaken in this period.	100%	86%	Residents' survey suggest that satisfaction levels are lower due to having to pay for the service (mentioned by 62% of respondents) and not being satisfied with service (19%).
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%  Monitoring of Butlers now being completed by external company.	100%	A review is underway of the compliance and monitoring for all other sites.	

Level of Service	Key Performance Measures	Last Year's performance (2016/17)	Annual Performance Target Years 1-3	Progress @ 31 March 2018	Explanation about any variances
Education about waste minimisation is provided to the community	Number of visits to schools and community groups	3 different school groups have been taken to the transfer station and landfill. Handouts and informative narrative undertaken.	3 schools, 3 groups per annum	EnviroSchools programme continues to run and results in a significant amount of material being diverted from the landfill.	

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

Item	April-18	May-18	June-18	July-18	Aug-18	Sept-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
<b>External Audit</b>			Interim Audit 2017/18		Interim Audit Management Report 2017/18		Audit Annual Report 2017/18				Audit Management Report 2018/19  Meet Audit Director if necessary	
<b>Financial Reporting</b>	Quarterly Report to March 2018	Review LTP consultation document for recommendation to Council for approval		Review final LTP document for recommendation to Council for approval			Review Annual Report 2017/18  Quarterly Report to September 2018			Quarterly Report to December 2019		
<b>CCO's</b>		Codes of Conduct  Constitutions	Final WHL Statement of Intent 2018/19			Full Year Reports 2018/19			WHL AGM 2017/18 To check			Half Year Reports 2018/19  WHL Draft Statement of Intent 2019/20
<b>Insurance</b>		Valuation Information	Renewal									
<b>Risk Management Framework</b>	Review Risk Register	Update on Health & Safety Legislation	Review Risk Register			Review Risk Register			Review Risk Register			Review Risk Register
<b>Internal Control Framework</b>		Review Current Policies and set Action Plan	Update – Internal Audit			Update			Update		Review Current Policies and set Action Plan	Update