



MEETING

of the

Audit and Risk Committee

AGENDA

Time: 1:00 pm
Date: Wednesday, 13 November 2024
Venue: Waiata House, 27 Lincoln Road,
Masterton

MEMBERSHIP

Chair Philip Jones (Chairperson)

Mayor Gary Caffell

Councillor Bex Johnson

Councillor Craig Bowyer

Councillor Brent Goodwin

Councillor Marama Tuuta

Iwi Representative Robin Potangaroa

Councillor David Holmes

Councillor Tom Hullena

Councillor Stella Lennox

Councillor Tim Nelson

Iwi Representative Jo Hayes

Values

1. **Public interest:** members will serve the best interests of the people within the Masterton district and discharge their duties conscientiously, to the best of their ability.
2. **Public trust:** members, in order to foster community confidence and trust in their Council, will work together constructively and uphold the values of honesty, integrity, accountability and transparency.
3. **Ethical behaviour:** members will not place themselves in situations where their honesty and integrity may be questioned, will not behave improperly and will avoid the appearance of any such behaviour.
4. **Objectivity:** members will make decisions on merit; including appointments, awarding contracts, and recommending individuals for rewards or benefits.
5. **Respect for others:** will treat people, including other members, with respect and courtesy, regardless of their ethnicity, age, religion, gender, sexual orientation, or disability. Members will respect the impartiality and integrity of Council staff.
6. **Duty to uphold the law:** members will comply with all legislative requirements applying to their role, abide by this Code, and act in accordance with the trust placed in them by the public.
7. **Equitable contribution:** members will take all reasonable steps to ensure they fulfil the duties and responsibilities of office, including attending meetings and workshops, preparing for meetings, attending civic events, and participating in relevant training seminars.
8. **Leadership:** members will actively promote and support these principles and ensure they are reflected in the way in which MDC operates, including a regular review and assessment of MDC's collective performance.

These values complement, and work in conjunction with, the principles of section 14 of the LGA 2002; the governance principles of section 39 of the LGA 2002; and our MDC governance principles:

Whakamana Tangata	Respecting the mandate of each member, and ensuring the integrity of the committee as a whole by acknowledging the principle of collective responsibility and decision-making.
Manaakitanga	Recognising and embracing the mana of others.
Rangatiratanga	Demonstrating effective leadership with integrity, humility, honesty and transparency.
Whanaungatanga	Building and sustaining effective and efficient relationships.
Kotahitanga	Working collectively.

Order Of Business

1	Conflicts of Interest	5
2	Apologies	5
3	Public Forum	5
4	Items not on the Agenda	5
5	Reports for Decision	6
5.1	Changes to Aratoi Regional Trust Key Result Areas	6
6	Reports for Information	11
6.1	Minutes of the Previous Meeting held on 14 August 2024	11
6.2	Service Provision Report - Aratoi Regional Trust	23
6.3	Destination Wairarapa Quarterly Report (1 July 2024 to 30 September 2024)	27
6.4	Non-Financial Performance 2024/25 Quarter 1 Report	33
6.5	Emissions Reduction Plan: Implementation Plan to December 2025.....	58
6.6	Health and Safety Quarterly Report.....	67
6.7	Three Months to Date Financial Report 2024/25.....	76
6.8	Building and Planning Update	85
6.9	2023/2024 Annual Report (Covering report).....	101
7	Public Excluded	102
7.1	Minutes of the Audit and Risk Committee Meeting held with the public excluded on 14 August 2024	102
7.2	2024/25 Quarter 1 Risk Management Report.....	103
7.3	Emergency Management Risk Report.....	103
7.4	Local Government Funding Agency AGM - Election of Directors	103
7.5	Chief Executive Update on Risk	104

1 CONFLICTS OF INTEREST

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

2 APOLOGIES

The Chair invites notice from members of apologies, including apologies for lateness and early departure from the meeting.

3 PUBLIC FORUM

4 ITEMS NOT ON THE AGENDA

The Chairperson will give notice of items not on the agenda as follows:

Matters requiring urgent attention as determined by resolution of the Council

- The reason why the item is not on the agenda; and
- The reason why discussion of the item cannot be delayed until a subsequent meeting.

Minor matters relating to the general business of Council

No resolution, decision or recommendation may be made in respect of the item except to refer it to a subsequent meeting of Masterton District Council for further discussion.

5 REPORTS FOR DECISION

5.1 CHANGES TO ARATOI REGIONAL TRUST KEY RESULT AREAS

File Number:

Author: Corin Haines, General Manager Community

Authoriser: Kym Fell, Chief Executive

PURPOSE

The purpose of this report is to seek approval from the Audit and Risk Committee to change four Key Result Areas (KRAs) that Aratoi Regional Trust report on quarterly as part of their funding agreement with Council.

RECOMMENDATIONS

That the Audit and Risk Committee:

1. receives the changes to Aratoi Regional Trust's Key Result Areas Report
2. agrees to recommend to Council that the Aratoi Regional Trust's Key Result Areas be amended as follows:
 - i. to increase the Revenue from other sources (other than Masterton District Council and Masterton Trust Lands Trust) from greater than or equal to 20% of total revenue to greater than or equal to 25% of total revenue.
 - ii. to remove the Increases in Self-generated Revenue Key Result Area.
 - iii. to increase the baseline for Taonga Māori display held annually from 1 per annum to 2 per annum.
 - iv. to increase the baseline for Exhibition held that tells the stories of our local history and heritage from 1 per annum to 2 per annum.

CONTEXT

In 1997 Masterton District Council (MDC), Masterton Trust Lands Trust (MTLT) and Aratoi Regional Trust (ART) [formerly Wairarapa Cultural Trust] agreed to work together to provide an expanded and improved Arts and History Centre (replacing the former Arts Centre in Bruce Street, Masterton).

In 2022 MDC, MTLT and ART approved the current Memorandum of Understanding and Provision of Services Agreement for a six-year term through to 30 June 2027.

The Aratoi Regional Trust reports to the Audit and Risk Committee for the funding they receive, and agreements made through a Provision of Service Agreement/Memorandum of Understanding. The agreement sees ART reporting to the committee quarterly on its progress against KRAs.

All proposed changes have been socialized with the board of ART and they are comfortable with them.

ANALYSIS AND ADVICE

Revenue from Other Sources and Self-generated Revenue

Aratoi Regional Trust has consistently met these KRA and exceeded them at end of year as a result of other fundraising and sales. Through discussion with the Director of Aratoi we have identified together the opportunity to increase the KRA relating to other sources of income from 20% of total revenue to 25%.

Through discussion we have also reached the conclusion that the KRA relating to self-generated revenue is redundant as long as ART is achieving the required funding levels from sources other than MDC and we have confidence that further demand will not be placed on the ratepayer. As such we are recommending that the KRA relating to self-generating revenue be removed from the reporting.

Taonga Māori

Aratoi Regional Trust has always met its KRA relating to an exhibition displaying Taonga Māori. As a key provider of arts, culture and heritage services that reflect the history and heritage of the Masterton district and wider Wairarapa region, this area is an important delivery area for the institution and the community. Through discussion with the Director of Aratoi we have identified that an increase of the KRA baseline to increase from 1 to 2 displays per year is appropriate. It should also be noted that displays of Taonga require collaboration with iwi and need to be planned in partnership.

Local History and Heritage

As above, Aratoi Regional Trust has a good history of meeting this KRA and it is appropriate that as above this baseline is increased from 1 to 2 to encourage the continued reflection of local history and heritage in ART's annual planning.

SUMMARY OF CONSIDERATIONS

Strategic, Policy and Legislative Implications

Aratoi Regional Trust contributes towards Council's community outcomes and key strategies: *He Hiringa Tangata*, *He Hiringa Whenua*, the Arts, Culture and Heritage Strategy and the Wairarapa Economic Development Strategy.

Significance, Engagement and Consultation

The information contained in this report has been assessed against the Council's Significance and Engagement Policy and is of no significance as there is no decision that impacts on any matters identified in the assessment of significance.

Financial Considerations

Funding to Aratoi Regional Trust was as set in the 2024-34 Long-Term Plan and as agreed in the Provision of Services Agreement/ Memorandum of Understanding.

Implications for Māori

Included in Aratoi Regional Trust's key result indicators are a measure to ensure that Taonga Māori is displayed and an ongoing relationship between the Trust and iwi is maintained and fostered. This report recommends an increase in the requirement for Taonga Māori.

Communications/Engagement Plan

There is no requirement for communication or engagement in the reports provided.

Environmental/Climate Change Impact and Considerations

There are no environmental/climate change impact considerations arising out of the reports provided.

ATTACHMENTS

1. **Aratoi Key Result Areas** [↓](#)

Attachment 1 Proposed Aratoi Regional Trust Key Result Areas

Key Result Areas
<p>A sustainable and thriving organisation:</p> <ul style="list-style-type: none"> ▪ Revenue from other sources (other than Masterton District Council and Masterton Trust Lands Trust) is greater than or equal to 20% 25% of total revenue. ▪ Increases in self-generated revenue: ➤ [Baseline: increase on 2021/22 result] ▪ Resident and visitor satisfaction with Aratoi services. ➤ [Baseline for 2022/23; 80% (4 or 5 stars)]
<p>Provider of arts, culture and heritage services that reflect the history and heritage of the Masterton district and wider Wairarapa region:</p> <ul style="list-style-type: none"> ▪ Number of programmes/events/activities undertaken annually that include local artists (or artists that whakapapa to the Wairarapa region). ➤ [Baseline: established in 2019/20, then no decreases based on the previous year] ▪ Taonga Māori display held annually. ➤ [Baseline: 4 2 or more per annum] ▪ Exhibition held that tells the stories of our local history and heritage. ➤ [Baseline: 4 2 or more per annum]
<p>To professionally manage and maintain all Aratoi assets, including the permanent collection:</p> <ul style="list-style-type: none"> ▪ Collections housed in best practice conditions – adherence to professional museum standards. ▪ Taonga, artworks and heritage objects are managed in line with the Aratoi Collection Policy. ▪ Collections are documented in line with professional museum standards.

Key Result Areas
<p>Genuine partnerships and effective relationships:</p> <ul style="list-style-type: none">▪ Iwi and Māori are offered opportunities to contribute towards key projects/initiatives led by Aratoi.<ul style="list-style-type: none">➤ <i>[Baseline: annual reporting]</i> ▪ Key partnerships are offered to contribute towards key projects/initiatives led by Aratoi.<ul style="list-style-type: none">➤ <i>[Baseline: annual reporting]</i>

6 REPORTS FOR INFORMATION

6.1 MINUTES OF THE PREVIOUS MEETING HELD ON 14 AUGUST 2024

File Number:

Author: Harriet Kennedy, Governance Advisor

Authoriser: Kym Fell, Chief Executive

PURPOSE

For the Audit and Risk Committee to receive the minutes of the previous meeting held 14 August 2024.

EXECUTIVE SUMMARY

The minutes of the Committee held on 14 August 2024 were confirmed by Council at its meeting on 18 September 2024 and are being brought to the Committee for their receipt.

RECOMMENDATION

That the Audit and Risk Committee receives the minutes of the previous meeting held 14 August 2024.

ATTACHMENTS

- 1. Minutes of the Audit and Risk Committee meeting held 14 August 2024** [↓](#)



MINUTES

Audit and Risk Committee Meeting Wednesday, 14 August 2024

Order Of Business

1	Conflicts of Interest	3
2	Apologies	3
3	Public Forum	3
4	Items not on the Agenda	3
5	Reports for Information	3
5.1	Minutes of the Previous Meeting held on 22 May 2024	3
5.2	Service Provision Reports - Aratoi and Nuku Ora.....	4
5.3	Destination Wairarapa Quarterly Report (1 April 2024 to 30 June 2024)	4
5.4	Non-Financial Performance 2023-24 Quarter 4 Report	4
5.5	Key Policies Monitored by the Audit and Risk Committee	5
5.6	Corporate Carbon Emissions Reduction Plan: Revised Timelines.....	5
5.7	Health and Safety Quarterly Report.....	6
5.8	Updated Terms of Reference for the Audit and Risk Committee	6
5.9	Building and Planning Update	7
5.10	Audit Plan for the Annual Report Audit - year ending 30 June 2024	7
5.11	Treasury Management Report.....	7
5.12	Rates Receivable Report for the Year Ended 30 June 2024.....	8
5.13	Insurance Update.....	8
6	Public Excluded	9
6.1	Minutes of the Audit and Risk Committee Meeting held with the public excluded on 22 May 2024	9
6.2	Emergency Management Risk Report.....	10
6.3	SLT Risk Discussion	10

MINUTES OF MASTERTON DISTRICT COUNCIL
AUDIT AND RISK COMMITTEE MEETING
HELD AT WAIATA HOUSE, 27 LINCOLN ROAD, MASTERTON
ON WEDNESDAY, 14 AUGUST 2024 AT 1:00 PM

PRESENT: Philip Jones (Chair), Mayor Gary Caffell, Councillors B Johnson, C Bowyer, B Goodwin, T Hullena, S Lennox, T Nelson and M Tuuta, Iwi Representative Jo Hayes and Iwi Representative Robin Potangaroa

IN ATTENDANCE: Chief Executive, General Manager Finance, General Manager Strategy and Development, Chief Advisor, General Manager Community, General Manager infrastructure and Assets, General Manager Corporate, Pou Ahurea Māori, Strategic Planning Manager, Policy Manager, Building Manager, Health and Safety Advisor, Economic Development Lead, Environmental Lead, Corporate Planner, Technology Services Manager and Governance Team Leader.

1 CONFLICTS OF INTEREST

No conflicts of interest were declared.

2 APOLOGIES

COMMITTEE RESOLUTION 2024/23

Moved by Mayor G Caffell

Seconded by Councillor B Johnson

That apologies from Councillor David Holmes be received and accepted.

CARRIED

3 PUBLIC FORUM

There was no public forum

4 ITEMS NOT ON THE AGENDA

There were no late items.

5 REPORTS FOR INFORMATION

5.1 MINUTES OF THE PREVIOUS MEETING HELD ON 22 MAY 2024

For the Audit and Risk Committee to receive the minutes of the previous meeting held 22 May 2024.

COMMITTEE RESOLUTION 2024/24

Moved by Councillor B Johnson

Seconded by Councillor S Lennox

That the Audit and Risk Committee receives the minutes of the previous meeting held 22 May 2024

CARRIED

5.2 SERVICE PROVISION REPORTS - ARATOI AND NUKU ORA

The report providing the Committee with the fourth quarter report against key result indicators for Aratoi Regional Trust and the six-month report against key initiatives for Nuku Ora was taken as read.

The Director, Aratoi, spoke to the report from Aratoi. The General Manager – Community advised that the key result areas would be brought back to the next Committee meeting for approval and recommendation to Council.

The Wairarapa Partnership Manager, Nuku Ora presented the report from Nuku Ora. She noted that the report was to the end of the previous financial year and that the next report would look different.

A request was made for copies of the regional reports focused on sports fields and indoor court provision referred to in the six-month report [*Note to minutes: reports emailed to elected members 16/09/2024*].

COMMITTEE RESOLUTION 2024/25

Moved by Councillor B Johnson

Seconded by Councillor B Goodwin

That the Audit and Risk Committee receives the Service Provision Reports:

1. Aratoi Regional Trust, covering the summary results of the key result indicators for the quarter 1 April – 30 June 2024, and
2. Nuku Ora, covering the key initiatives for the six months 1 January – 30 June 2024.

CARRIED

5.3 DESTINATION WAIRARAPA QUARTERLY REPORT (1 APRIL 2024 TO 30 JUNE 2024)

The report providing the Audit and Risk Committee with the fourth quarter (1 April 2024 – 30 June 2024) progress report on key deliverables for Destination Wairarapa was presented by the General Manager Destination Wairarapa.

COMMITTEE RESOLUTION 2024/26

Moved by Councillor B Goodwin

Seconded by Councillor S Lennox

That the Audit and Risk Committee receives the fourth quarter report (1 April 2024 – 30 June 2024) from Destination Wairarapa.

CARRIED

5.4 NON-FINANCIAL PERFORMANCE 2023-24 QUARTER 4 REPORT

The report advising the Audit and Risk Committee of performance against non-financial measures year to date was presented by the Strategic Planning Manager. The figures in the report are for the

period from 1 July 2023 to 30 June 2024.

COMMITTEE RESOLUTION 2024/27

Moved by Councillor C Bowyer

Seconded by Councillor B Johnson

That the Audit and Risk Committee receives the Quarter 4/Year-End non-financial performance report for the 2023/24 financial year

.CARRIED

5.5 KEY POLICIES MONITORED BY THE AUDIT AND RISK COMMITTEE

The report providing an update on the policies monitored by the Audit and Risk Committee was presented by the Policy Manager who advised that the next update would include other policies, given the addition of the oversight of Councils Building Control and Planning functions.

COMMITTEE RESOLUTION 2024/28

Moved by Mayor G Caffell

Seconded by Councillor M Tuuta

That the Audit and Risk Committee:

1. **notes** that the following policies are monitored by the Audit and Risk Committee:

- Asset Management Policy
- Fraud, Dishonesty and Corruption Control Policy
- Workplace Health and Safety and Staff Wellbeing Policy
- Procurement Policy
- Revenue and Financing Policy
- Risk Management Policy
- Significance and Engagement Policy
- Sensitive Expenditure Policy, and
- Treasury Management Policy.

2. **notes** the status update for each of these policies in this Report.

CARRIED

5.6 CORPORATE CARBON EMISSIONS REDUCTION PLAN: REVISED TIMELINES

The report providing the Audit and Risk Committee with an update on the review of the timeline for the implementation of the Corporate Carbon Emissions Reduction Plan was presented by the General Manager Strategy and Development.

In relation to electric vehicles and the reference to a fully electric corporate fleet, the General Manager Strategy and Development advised that during the review process there would be discussion on whether the fleet should be fully electric or hybrid and that would be added to the

update column.

Whether air quality should be included was discussed. The General Manager Strategy and Development noted that it had previously been included in the Climate Action Plan but had been removed as it was felt to be Greater Wellington Regional Council's work. Council could undertake education and advocacy and in the past had given away dry wood. If Council wanted to include that now, it would need to be funded. Staff would include air quality as part of the considerations for the work programme and look at what could be done as part of BAU and the ordinary work with GWRC, and either come back to Council to seek approval for any out of budget funding needed or seek to include it in the Annual Plan.

COMMITTEE RESOLUTION 2024/29

Moved by Councillor B Goodwin
Seconded by Councillor M Tuuta

That the Audit and Risk Committee receives this report which provides an update on the review of the Corporate Carbon Emissions Reduction Plan.

CARRIED

5.7 HEALTH AND SAFETY QUARTERLY REPORT

The Health and Safety Quarterly Report was presented by the Health and Safety Advisor.

The Chair requested a report on the number of contract sites that had been audited and how many were compliant as it was important that they were actually audited, rather than just taking their word.

COMMITTEE RESOLUTION 2024/30

Moved by Councillor T Hullena
Seconded by Councillor C Bowyer

That the Audit and Risk Committee notes the content and receives the Health and Safety Report for the quarter: (1 April 2024 to 30 June 2024).

CARRIED

5.8 UPDATED TERMS OF REFERENCE FOR THE AUDIT AND RISK COMMITTEE

The report providing an update on the Terms of Reference for the Audit and Risk Committee, to include oversight of Council's Building Consent and Planning function was presented by the General Manager Strategy and Development.

COMMITTEE RESOLUTION 2024/31

Moved by Councillor B Goodwin
Seconded by Councillor C Bowyer

That the Audit and Risk Committee receives the updated Terms of Reference for the Audit and Risk Committee.

CARRIED

5.9 BUILDING AND PLANNING UPDATE

The report providing the Audit and Risk Committee with an update from the Building Control Team and the Consents and Planning Team was presented by the General Manager Strategy and Development.

A request was made to survey customers who used building and planning services, and for data on building consent processing times to be reported – how many consents are received, how long it takes for them to be processed and how many aren't processed within the required timeframes. The Manager Building Control Services Manager advised that the Ministry of Building Innovation and Employment collected that information and that there were often a number of reasons consents weren't processed within 21 days but that could be reported. A further request was made for information on how many consents weren't progressed after the initial application was lodged. The Building Control Services Manager advised that very few consents weren't progressed but that data, along with data about consents that were vetted and didn't progress, could be provided.

COMMITTEE RESOLUTION 2024/32

Moved by Councillor B Johnson
Seconded by Philip Jones

That the Audit and Risk Committee receives the update from the Building Control Services team and the Consents and Planning team.

CARRIED

5.10 AUDIT PLAN FOR THE ANNUAL REPORT AUDIT - YEAR ENDING 30 JUNE 2024

This report provides the Audit and Risk Committee with a copy of Audit NZ's proposed Audit Plan for their audit of the Annual Report of the year ending 30 June 2024 (see Attachment 1).

Council's Audit Director Karen Young was in attendance to answer any questions.

COMMITTEE RESOLUTION 2024/33

Moved by Mayor G Caffell
Seconded by Councillor T Hullena

That the Audit and Risk Committee reviews and endorses the Audit Plan for the year ending 30 June 2024.

CARRIED

The meeting adjourned from 3.06pm to 3.19pm

Aside from Councillor Holmes who was an apology, all members were present when the meeting reconvened.

5.11 TREASURY MANAGEMENT REPORT

The report providing Council with detailed information on the 30 June 2024 position with respect to the Council's investments and debt was presented by the General Manager Finance.

COMMITTEE RESOLUTION 2024/34

Moved by Councillor C Bowyer
Seconded by Councillor B Goodwin

That the Audit and Risk Committee receives the Treasury Management Report as at 30 June 2024.

CARRIED

5.12 RATES RECEIVABLE REPORT FOR THE YEAR ENDED 30 JUNE 2024

The report providing the Audit & Risk Committee with detailed information on the 30 June 2024 position with respect to rates collection and arrears was presented by the General Manager Finance.

COMMITTEE RESOLUTION 2024/35

Moved by Philip Jones
Seconded by Councillor B Johnson

That the Audit and Risk Committee receives the Rates Receivable Report for the year ended 30 June 2024.

CARRIED

5.13 INSURANCE UPDATE

The report providing the Audit and Risk Committee with updated advice on the renewal of insurance cover from 1 July 2024, providing information about the cost of that insurance and about an opportunity to extend Professional Indemnity cover was presented by the General Manager Finance.

The General Manager Finance drew the Committee's attention to the increases in insurance premiums being significantly more than was allowed in the LTP Year 1 budget, particularly for professional indemnity cover, the increase in the associated excess and reduction in cover.

In response to a question it was clarified that the decision to not take up additional insurance cover was within the Chief Executive's delegation, but that if Council did want to take up the additional \$5m cover the Chief Executive would follow that direction.

Members discussed the option to increase and agreed to maintain the cover the Chief Executive had accepted and not spend the additional money to extend the cover by an additional \$5m.

In response to a question, it was advised that staff were working to make sure Council's processes were as good as they could be to minimise any risk as much as possible.

COMMITTEE RESOLUTION 2024/36

Moved by Mayor G Caffell
Seconded by Councillor B Johnson

That the Audit and Risk Committee

1. receives the information contained in the Insurance Update Report.
2. acknowledges that the insurance market's appetite to offer Professional Indemnity cover to Councils is at an unprecedented low level
3. acknowledges that premium increases for Professional Indemnity will result in budgeted expenditure being exceeded in 2024/25 and
4. acknowledges that the reduced Professional Indemnity cover limits will leave the Council significantly more exposed to risk of adverse financial impacts of litigation.
5. acknowledges that the CE will not take up additional optional Professional Indemnity cover of \$5m due to the excessive cost.

CARRIED

6 PUBLIC EXCLUDED

RESOLUTION TO EXCLUDE THE PUBLIC

COMMITTEE RESOLUTION 2024/37

Moved by Councillor T Hullena

Seconded by Philip Jones

That the public be excluded from the following parts of the proceedings of this meeting.

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

General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under section 48 for the passing of this resolution
<p>6.1 - Minutes of the Audit and Risk Committee Meeting held with the public excluded on 22 May 2024</p>	<p>s7(2)(a) - the withholding of the information is necessary to protect the privacy of natural persons, including that of deceased natural persons</p> <p>s7(2)(c)(i) - the withholding of the information is necessary to protect information which is subject to an obligation of confidence or which any person has been or could be compelled to provide under the authority of any enactment, where the making available of the information would be likely to prejudice the supply of similar information, or information from the same source, and it is in the</p>	<p>s48(1)(a)(i) - the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under section 6 or section 7</p>

	<p>public interest that such information should continue to be supplied</p> <p>s7(2)(c)(ii) - the withholding of the information is necessary to protect information which is subject to an obligation of confidence or which any person has been or could be compelled to provide under the authority of any enactment, where the making available of the information would be likely otherwise to damage the public interest</p> <p>s7(2)(d) - the withholding of the information is necessary to avoid prejudice to measures protecting the health or safety of members of the public</p> <p>s7(2)(e) - the withholding of the information is necessary to avoid prejudice to measures that prevent or mitigate material loss to members of the public</p> <p>s7(2)(i) - the withholding of the information is necessary to enable Council to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations)</p>	
6.2 - Emergency Management Risk Report	<p>s7(2)(a) - the withholding of the information is necessary to protect the privacy of natural persons, including that of deceased natural persons</p> <p>s7(2)(i) - the withholding of the information is necessary to enable Council to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations)</p>	s48(1)(a)(i) - the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under section 6 or section 7
6.3 – Chief Executive Update on Risk	s7(2)(c)(i) - the withholding of the information is necessary to protect information which is subject to an obligation of confidence or which any person	s48(1)(a)(i) - the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good

	<p>has been or could be compelled to provide under the authority of any enactment, where the making available of the information would be likely to prejudice the supply of similar information, or information from the same source, and it is in the public interest that such information should continue to be supplied</p> <p>s7(2)(c)(ii) - the withholding of the information is necessary to protect information which is subject to an obligation of confidence or which any person has been or could be compelled to provide under the authority of any enactment, where the making available of the information would be likely otherwise to damage the public interest</p>	<p>reason for withholding would exist under section 6 or section 7</p>
--	--	--

CARRIED

The Meeting moved into public excluded at 3.55pm

The Meeting moved out of public excluded at 4.26pm

The Meeting closed at 4.26pm.

The minutes of this meeting were confirmed at the Council meeting held on 18 September 2024.

6.2 SERVICE PROVISION REPORT - ARATOI REGIONAL TRUST

File Number:

Author: Corin Haines, Manager Community Facilities and Activities

Authoriser: Kym Fell, Chief Executive

PURPOSE

This report provides the Committee with the first quarter report for 2024/25 on the key result indicators for Aratoi Regional Trust.

RECOMMENDATIONS

That the Audit and Risk Committee receives the Service Provision Report for Aratoi Regional Trust, covering the summary results of the key result indicators for the quarter 1 July – 30 September 2024.

CONTEXT

The Aratoi Regional Trust provides Council with a report for the funding received, and agreements made through a Provision of Service Agreement /Memorandum of Understanding, which is in place for a six-year term through to 30 June 2027.

Funding for Aratoi Regional Trust was confirmed via the 2024-34 Long-Term Plan.

The Aratoi Regional Trust provides community infrastructure and a community service, to support council's outcome "*Pride in our Identity and Heritage.*"

SUMMARY OF CONSIDERATIONS

Strategic, Policy and Legislative Implications

Aratoi Regional Trust contributes towards Council's community outcomes and key strategies: *He Hiringa Tangata*, *He Hiringa Whenua*, the Arts, Culture and Heritage Strategy and the Wairarapa Economic Development Strategy.

Significance, Engagement and Consultation

The information contained in this report has been assessed against the Council's Significance and Engagement Policy and is of no significance as there is no decision that impacts on any matters identified in the assessment of significance.

Financial Considerations

Funding to the service provider was via the 2024-34 Long-Term Plan and as agreed in the Provision of Services Agreement and Memorandum of Understanding.

Implications for Māori

Included in Aratoi's key result indicators is a measure to ensure that Taonga Māori is displayed and an ongoing relationship between the institution and iwi is maintained and fostered.

Communications/Engagement Plan

There is no requirement for communication or engagement in the reports provided.

Environmental/Climate Change Impact and Considerations

There are no environmental/climate change impacts or considerations arising out of the reports provided.

ATTACHMENTS

1. Aratoi Quarter 1 Report [↓](#)

Aratoi Regional Trust – 2024/25 Quarter 1 Report

Key Result Areas	Result	Assurance (How Achieved)
<p>A sustainable and thriving organisation:</p> <ul style="list-style-type: none"> ▪ Revenue from other sources (other than Masterton District Council and Masterton Trust Lands Trust) is greater than or equal to 20% of total revenue. ▪ Increases in self-generated revenue. <ul style="list-style-type: none"> ➢ [Baseline: increase on 2021/22 result] ▪ Resident and visitor satisfaction with Aratoi services. <ul style="list-style-type: none"> ➢ [Baseline for 2024/25; 80% (4 or 5 stars)] 	<p>In Progress</p> <p>In Progress</p> <p>Achieved</p>	<p>For the quarter 1 July to 30 September 2024, 34% of Aratoi’s income was from sources other than Masterton District Council and Masterton Trust Lands Trust.</p> <p>Aratoi’s self-generated income streams for the quarter were 22% below budget.</p> <p>Satisfaction with Aratoi services was achieved as per online ratings:</p> <ul style="list-style-type: none"> ➢ 4.6 stars on Google ➢ 4.4 stars on Facebook ➢ 4.5 starts on TripAdvisor. <p>A new visitor survey is scheduled for Quarter 3.</p>
<p>Provider of arts, culture and heritage services that reflect the history and heritage of the Masterton district and wider Wairarapa region:</p> <ul style="list-style-type: none"> ▪ Number of programmes/events/activities undertaken annually that include local artists (or artists that whakapapa to the Wairarapa region). <ul style="list-style-type: none"> ➢ [Baseline: established in 2019/20, then no decreases based on the previous year] ▪ Taonga Māori display held annually. <ul style="list-style-type: none"> ➢ [Baseline: 1 or more per annum] ▪ Exhibition held that tells the stories of our local history and heritage. <ul style="list-style-type: none"> ➢ [Baseline: 1 or more per annum] 	<p>In Progress</p> <p>Achieved</p> <p>In Progress</p>	<p>Artists in exhibitions and programmes including:</p> <ul style="list-style-type: none"> ▪ Breadcraft Wairarapa Schools Art 2024 ▪ Jacky Pearson: <i>Going with the Flow</i> ▪ Bev Moon: <i>Fortune</i> ▪ Pastimes: <i>Toys and Games</i> ▪ Thresholds ▪ The Wairarapa Art Review. <p>25+ local artists represented in the shop.</p> <p>The display of <i>Whiriwhiri</i>: Taonga from the Collection, <i>In Recognition</i> and other exhibitions are in development.</p> <p>Exhibitions include <i>In Recognition</i>, and more are being developed.</p>

<p>To professionally manage and maintain all Aratoi assets, including the permanent collection:</p> <ul style="list-style-type: none"> ▪ Collections housed in best practice conditions – adherence to professional museum standards. ▪ Taonga, artworks and heritage objects are managed in line with the Aratoi Collection Policy. ▪ Collections are documented in line with professional museum standards. 	<p>Achieved</p> <p>Achieved</p> <p>Achieved (Vernon database)</p>	<p>Housed in best practice conditions with adherence to professional museum standards.</p> <p>Managed in accordance with the Aratoi Collection Policy.</p> <p>Documented in line with professional museum standards.</p>
<p>Genuine partnerships and effective relationships:</p> <ul style="list-style-type: none"> ▪ Iwi and Māori are offered opportunities to contribute towards key projects/initiatives led by Aratoi. <ul style="list-style-type: none"> ➤ <i>[Baseline: annual reporting]</i> ▪ Key partnerships are offered to contribute towards key projects/initiatives led by Aratoi. <ul style="list-style-type: none"> ➤ <i>[Baseline: annual reporting]</i> 	<p>Achieved</p> <p>Achieved</p> <p>Achieved</p>	<p>Two representatives from each of the following iwi are on the Trust Board:</p> <ul style="list-style-type: none"> ▪ Ngāti Kahungunu ki Wairarapa ▪ Rangitāne o Wairarapa. <p>Exhibitions developed with iwi and Māori input (<i>In Recognition, Whiriwhiri</i>: Taonga from the Collection and more being developed).</p> <p>Partnership with Wairarapa Library Services for the Museum Pop-up objects from Aratoi’s collection being displayed in Wairarapa libraries. There are more in development.</p>

6.3 DESTINATION WAIRARAPA QUARTERLY REPORT (1 JULY 2024 TO 30 SEPTEMBER 2024)

File Number:

Author: Matt Steele, Economic Development Lead

Authoriser: Kym Fell, Chief Executive

PURPOSE

The purpose of this report is to provide the Audit and Risk Committee with the first quarter (1 July 2024 – 30 September 2024) progress report on key deliverables for Destination Wairarapa.

RECOMMENDATION

That the Audit and Risk Committee receives the first quarter report (1 July 2024 – 30 September 2024) from Destination Wairarapa.

CONTEXT

Destination Wairarapa is a regional tourism organisation (RTO) servicing the Wairarapa region. Their role is to attract visitors to the region, to help grow tourism revenue, and to support local tourism operators.

The three Wairarapa District Councils and Destination Wairarapa have a Memorandum of Understanding (MOU) that sets out key deliverables to be met by Destination Wairarapa in alignment with council funding and investment. An updated MOU was endorsed by all three Wairarapa District Councils in September 2022, with Masterton and South Wairarapa committing to a three-year funding term with the following commitments:

Masterton - \$282,914 plus GST, plus an adjustment for inflation based on the annual Consumer Price Index (to 31 March each year) to be applied each year via the council's Annual Plan.

South Wairarapa - \$131,950 plus GST, plus an adjustment for inflation based on the annual Consumer Price Index (to 31 March each year) to be applied each year via the council's Annual Plan

Carterton has committed to \$59,712 for the 2024/25 financial year.

The MOU is due for renewal in September 2025. Work has commenced on updating the MOU.

The Wairarapa Destination Management Plan, endorsed by the three Wairarapa District Councils in 2022, further details tourism priorities for the region. This plan is reflected in the Wairarapa Economic Development Strategy (WEDS).

The following table outlines the results against each of the key deliverables of Destination Wairarapa:

Key Deliverables	Result	Assurance (How Achieved)
<p>To increase the number of visitors to the Wairarapa, the length of time they stay in the region and the amount they spend.</p> <p>Specifically, Destination Wairarapa are tasked with delivering growth in domestic and in international visitor spend per annum and in line with the Tourism Industry Aotearoa's Tourism Beyond 2025 framework.</p> <p>In particular this growth needs to be seen across the winter period. This information will be reported as Wairarapa-wide and by TLA where available.</p>	<p>Achieved</p> <p>Accommodation Data for this period reflects growth.</p> <p>Spending data is static for domestic visitors and up for international visitors in comparison to the same time last year.</p>	<p>Accommodation Data¹, Aug 24:</p> <p>Total guest nights: 15,500 (Aug 23 – 14,200)</p> <p>Average nights stayed: 1.9 (Aug 23 – 1.1)</p> <p>Wairarapa saw a 9.2% increase in total guest nights when compared to August 23. Wairarapa was one of only seven regions in NZ to see an increase in total guest nights compared to August 23, and only Tairāwhiti Gisborne saw a bigger year on year increase.</p> <p>The MBIE review of national tourism data, which commenced in October 23, is ongoing. In the interim, the TECT (electronic card data) has been reinstated to fill the gap.</p> <p>Domestic visitors spend for August 24 was \$9.7m, equal to August 23</p> <p>International visitors spend for August 24 was \$849.2K, an 26.3% increase on August 23 (\$672.2K). Of all 31 RTO's, Destination Wairarapa ranked 2nd highest in terms of growth in Aug 24 vs Aug 23.</p>
<p>Represent the Wairarapa in the Business Events market in partnership with suitable venues, activities and other services.</p>	<p>In progress</p>	<p>Provided support and promotion for a wide range of events:</p> <ul style="list-style-type: none"> • Festival of Christmas • Masterton Drags • Wairarapa Garden Fiesta • Jazz in Martinborough • Wellington on a Plate • Wairarapa Wedding Expo

¹ The Accommodation Data Programme replaced Commercial Accommodation Monitor in 2019. This data captures 33 registered accommodation establishments in Wairarapa. This methodology does not capture unregistered establishments.

Key Deliverables	Result	Assurance (How Achieved)
		<ul style="list-style-type: none"> • Carterton Daffodil Festival • World Space Week
Destination Management Plan	Completed	The Wairarapa Destination Management Plan (DMP) has been received and endorsed by all three of the Wairarapa District Councils. It is a plan for the sustainable growth of tourism in the region, and key elements are reflected in the new MOU, as well as the refreshed Wairarapa Economic Development Strategy (WEDS).
To provide an online Wairarapa events calendar and a PDF downloadable version of major events.	Achieved	Available on the Destination Wairarapa website.
Represent the Wairarapa in the Inbound market in partnership with suitable venues and activities.	Achieved	<p>Worked with operators on developing new products and experiences, including:</p> <ul style="list-style-type: none"> • Cycling Tom e-bike tours and bike hire • Urlar Vineyard • Rototawai <p>Developed a “Looking Forward” marketing campaign, themed ‘looking up and looking forward,’ offered 14 really varied prizes from across the region including a night at Parehua Resort, cocktails at The White Swan Country Hotel and voucher for books from Hedleys Books.</p> <p>The campaign had a strong impact, with over 7,500 entries, and reached over 100,000 users across social media.</p>
Host the Wairarapa core economic development information around “Buy &	Achieved	Accessible on the following website link: https://wairarapanz.com/live-

Key Deliverables	Result	Assurance (How Achieved)
Invest”, “Live & Work” and “Study” on the Destination Wairarapa website.		work
To provide a balanced budget.	Achieved	The Quarter 1 General Manager’s and Marketing Board report ended September 2024 has been received.
To report quarterly to the council, including attending council meetings. The report is to cover progress towards all deliverables.	Achieved	The Quarter 1 General Manager’s and Marketing Board Report ended September 2024 has been received and reported on in this report.

Other activities undertaken during this reporting period

Examples of promotion:

Provided support and promotion for a wide range of events including Festival of Christmas, Masterton Drags, Wairarapa Garden Fiesta, Jazz in Martinborough, Wellington on a Plate, Wairarapa Wedding Expo, Carterton Daffodil Festival and World Space Week.

Media:

Destination Wairarapa hosted a number of media during the quarter including:

- Tourism NZs Experience team who organise both trade and media famils (familiarisations).
- Alexia Santamaria a freelance travel writer in conjunction with Wairarapa Wines. She will deliver a spread in Kia Ora magazine.
- Australian journalist from news.com.au via Tourism NZ
- Three famils as a part of Wairarapa’s Stargrazing experience. These famils were a part of the Tourism New Zealand Global PR campaign called ‘Stargrazing’, a high-impact activation to drive international media coverage about Destination New Zealand via food and beverage, and astro-tourism offering. Wairarapa welcomed influencers/content creators from the UK (2), the USA (1) and 6 from Singapore.

Product Development:

A large amount of product development work took place over this period, as detailed in the GM’s report. This included engagement directly with businesses to develop product offerings, including Masterton business Cycling Tom.

Promoted ‘Wairarapa Weekend Away’ accommodation packages developed by the Copthorne Hotel & Resort Solway Park. These linked to events in the regions – one for The Festival of Christmas and another for a weekend combo of Carterton Daffodil Festival and two in house performances being held on the same weekend in the hotel. (Bloom /Amy Winehouse band and Drag Bingo). These packages sold well and demonstrate good potential for more bundling.

Funding:

Destination Wairarapa receives funding through the three Wairarapa district councils, subject to a memorandum of understanding (MOU). The MOU is due to expire on 30 September 2025.

Trade promotion

The key focus for trade promotion this quarter was the media famils that were hosted and detailed above.

Other relevant updates

Website:

The new website was launched on July 1 - <https://wairarapanz.com/>

The feedback received on the site has been positive, reflecting the work that was put in to ensure a quality user experience. Over 60% of users are viewing the site on their phones, with the website optimised for mobile.

SUMMARY OF CONSIDERATIONS

Strategic, Policy and Legislative Implications

The work undertaken by Destination Wairarapa supports Council's community outcome and economic development vision statement in *He Hiringa Tangata, He Hiringa Whenua* (Councils Wellbeing Strategy): *Masterton/Whakaoriori has a strong, sustainable economy that supports our people and places.*

Significance, Engagement and Consultation

The information contained in this report has been assessed against Council's Significance and Engagement Policy. The report does not include any decisions that impact on matters identified in the assessment of significance within the policy.

Financial Considerations

Funding for Destination Wairarapa is part of the Memorandum of Understanding with the three Wairarapa District Councils.

Implications for Māori

Destination Wairarapa secured funding to support the development of a Māori Tourism Strategy. Key to the successful development of this Strategy will be inclusion and support from iwi, hapū, marae and those leading Māori tourism initiatives.

Communications/Engagement Plan

There are no decisions for this report that require either a communication or engagement plan.

Environmental/Climate Change Impact and Considerations

There are no environmental/climate change impacts or considerations arising out of the report provided.

ATTACHMENTS

Nil

6.4 NON-FINANCIAL PERFORMANCE 2024/25 QUARTER 1 REPORT

File Number:

Author: Tania Madden, Strategic Planning Manager

Authoriser: Kym Fell, Chief Executive

PURPOSE

The purpose of this report is to advise the Audit and Risk Committee of performance against non-financial measures year to date. The figures in this report are for the period from 1 July 2024 to 30 September 2024

EXECUTIVE SUMMARY

This is the first non-financial performance report for Year 1 (2024/25) of the 2024-34 Long-Term Plan (LTP).

Results against performance measures are reported for seven activity areas. The activity areas are:

- Roads and Footpaths
- Water Supply
- Wastewater
- Stormwater
- Solid Waste
- Community Facilities and Parks
- Regulatory Services

In total there are 41 measures across the seven activity areas. This is two less measures than last year. Non-financial performance measures were reviewed as part of the development of the 2024-34 Long Term Plan. On 6 March 2024, as part of that review, Council agreed to remove the following measures:

- *The number of people using the recreational trails that are part of our parks and reserves network* due to ongoing challenges with data loggers and the cost to replace them.
- *Compliance with the healthy homes standards for Council owned rental units and houses* as all housing is now compliant with the Standard and this is considered 'business as usual'.

There are 35 measures available to report in Quarter 1 of 2024/25.

Of the 35 measures reported, 33 measures were achieved or on track to be achieved at 30 September 2024, and 2 were not achieved/not on track. The two measures not achieved relate to the tonnage of waste transferred to landfill per head of population; and the percentage of resource consents processed within statutory timeframes, which fell just below the target.

Results for Quarter 1 of the 2024/25 financial year are a slight improvement on last year. Water supply and regulatory activities have seen an increase in the number of measures that have been achieved compared to the equivalent period last year. Further information is provided in Attachment 1.

Q1 Results – Current year vs previous year

	Q1 2024/25 (current year)	Q1 2023/24 (previous year)
Achieved/On track	80.5% (33)	72.1% (31)
Not achieved/Not on track	4.9% (2)	11.6% (5)
Total available to report:	85.4% (35)	83.7% (36)
Not available to report	14.6% (6)	16.3% (7)
Total measures:	41	43

The number of measures achieved/on track compared to Q1 2023/24 year:

Number of Measures Achieved:	Q1 2024/25 (current year)	Q1 2023/24 (previous year)
Roads (6 measures – 4 reported at year end)	2	2
Water Supply (9 measures – 2 to be reported in the Annual Report)	7	5
Wastewater (6 measures)	6	6
Stormwater (5 measures)	5	5
Solid Waste (3 measures)	2	3
Community Facilities & Activities (4 measures*)	4	5
Regulatory (8 measures)	7	5
Total:	33	31

* Two measures previously included have been removed in 2024/25.

RECOMMENDATIONS

That the Audit and Risk Committee

1. Receives the Quarter 1 non-financial performance report for the 2024/25 financial year (Year 1 of the 2024-34 LTP).
2. Notes the target for “Percentage of real water loss from MDC’s reticulation system” has been updated to ‘no more than 45%’ to align with the change in calculating water loss as previously reported. The approach used to determine the target is the same.

CONTEXT

The Local Government Act 2002 requires Councils to include performance measures and targets for activity areas in its Long-Term Plan (LTP). This is the first non-financial performance report for Year 1 of the 2024-34 LTP.

The performance measure framework was recently reviewed and revised as part of the 2024-34 Long-Term Plan process.

There are some mandatory measures identified by the Department of Internal Affairs (DIA) that all Councils must report on. These primarily relate to infrastructure services and have been included in the performance measure framework. They are identified as Mandatory Measures in Attachment 1.

The measures that were adopted as part of the 2024-34 Long-Term Plan apply from 1 July 2024. Council is required to report on progress against the measures and targets at least annually.

Highlights in Quarter 1 include:

Roading

The two measures available to report, concerning response to customer service requests, are on track to be achieved. The number of urgent requests is tracking higher in this quarter, compared to the first quarter of last year (62 vs. 40), while the number of non-urgent requests is lower (224 vs. 261).

Water Supply

All water measures available to report are on track to be achieved.

The number of complaints received about drinking water is twice as many as this time last year (10 vs. 5), however is on par with the last two quarters of the previous year (Q3: 9 complaints, Q4: 8 complaints). Resolution of urgent and non-urgent call outs is faster this quarter than last year.

Council's drinking water supply is fully compliant with *Taumata Arowai Treatment Rules T3 Rules (bacteria and protozoal compliance criteria)* at both treatment facilities, Masterton/Kaituna and Tinui. These rules replace the previous *Drinking Water Standards Part 4 (Bacteria compliance criteria)* and *Part 5 (Protozoal compliance criteria)*. Results for the two treatment facilities have been reported separately as per advice from Audit New Zealand during the 2023-24 end of year audit.

The target percent for the measure concerning water loss has been updated given the change in calculation from the previous year. The same approach to determine the target has been used i.e. "No more than the current rate of water loss", however as the approach to calculate the rate of water loss has changed, the percentage of water loss also changed (from 32.4% to 45%). This changes the target for Year 1 to be "No more than 45% [the percentage of water loss in 2023/24]" using the new calculation rather than 32.4% [the previous calculation].

From Year 2 (2025/26) onwards the target will be established as part of the Annual Plan process taking water meter trial data into consideration.

Wastewater

All wastewater measures are currently on track to be achieved at year end.

Results were comparable to this time last year. There were no consent breaches resulting in abatement notices, infringement notices, enforcement orders or convictions, resulting in 100% compliance. One port-a-loo was provided.

Stormwater

All stormwater measures are currently on track to be achieved at year end.

Fewer complaints about the performance of the MDC's stormwater system were received this quarter compared to the same time last year (2 vs. 14). Consistent with last year so far there have been no flooding events or consent breaches.

Solid Waste

Two out of three solid waste measures are on track to be achieved at year end.

There have been no call-backs due to non-collection of official rubbish bags this quarter. Our urban and rural transfer stations, recycling, composting facilities, and landfills are 100% compliant with resource consent conditions.

The amount of waste transferred to landfill per head of population is slightly higher this quarter compared to the same time last year and is currently not on track for achieving our 3.3% reduction target.

Community Facilities and Parks

Quarter 1 results for community facilities were positive. All four measures were achieved or on track to be achieved at year end. This is comparable to first quarter last year, where all available measures were also achieved/on track. Previously there were six Community Facilities and Parks measures. At the end of 2023/24 two measures that are no longer relevant were removed.

Library usage for physical and digital issues is slightly down from the same time last year, while computer / wi-fi sessions is slightly up. A similar pattern emerges for library visits with in-person visits slightly down in quarter one compared to the same time last year, while digital usage is up. This quarter visits to Archives have been reported separately from library visits (in previous years they were included within library visits).

Trust House Recreation Centre overall usage is up this quarter compared to the same time last year. This is likely to be due to marketing campaigns for the gym, better retention of swim school users over the inter period and more people (particularly those new to Masterton and the refugee population) knowing that the stadium space is available for use.

There were more urgent customer service requests for parks and open spaces this quarter than the same time last year (23 vs. 5), this is due to a different classification of "urgent".

Regulatory

Most regulatory measures were achieved or on track to be achieved at year end.

The percentage of resource consents processed within statutory timeframes fell just below the target with 88% (rather than 90%) of resource consents issued within statutory timeframes. There

are currently two District Plans used to assess applications. This has added additional time for assessment and requiring applicants to address the two District Plans when making an application.

SUMMARY OF CONSIDERATIONS

Strategic, Policy and Legislative Implications

Under legislation, Council is required to identify performance measures and targets for its activity areas and periodically report on these. Council must also report on those measures that are identified as mandatory for all Councils

Significance, Engagement and Consultation

The recommendation to receive this report does not trigger criteria under the significance and engagement policy.

Financial Considerations

There are no specific financial considerations associated with this update.

Implications for Māori

There are considerations or implications specific to Māori arising out of the receipt of this report.

Communications/Engagement Plan

Not applicable.

Environmental/Climate Change Impact and Considerations

There are no environmental/climate change impacts or considerations arising from the receipt of this report.

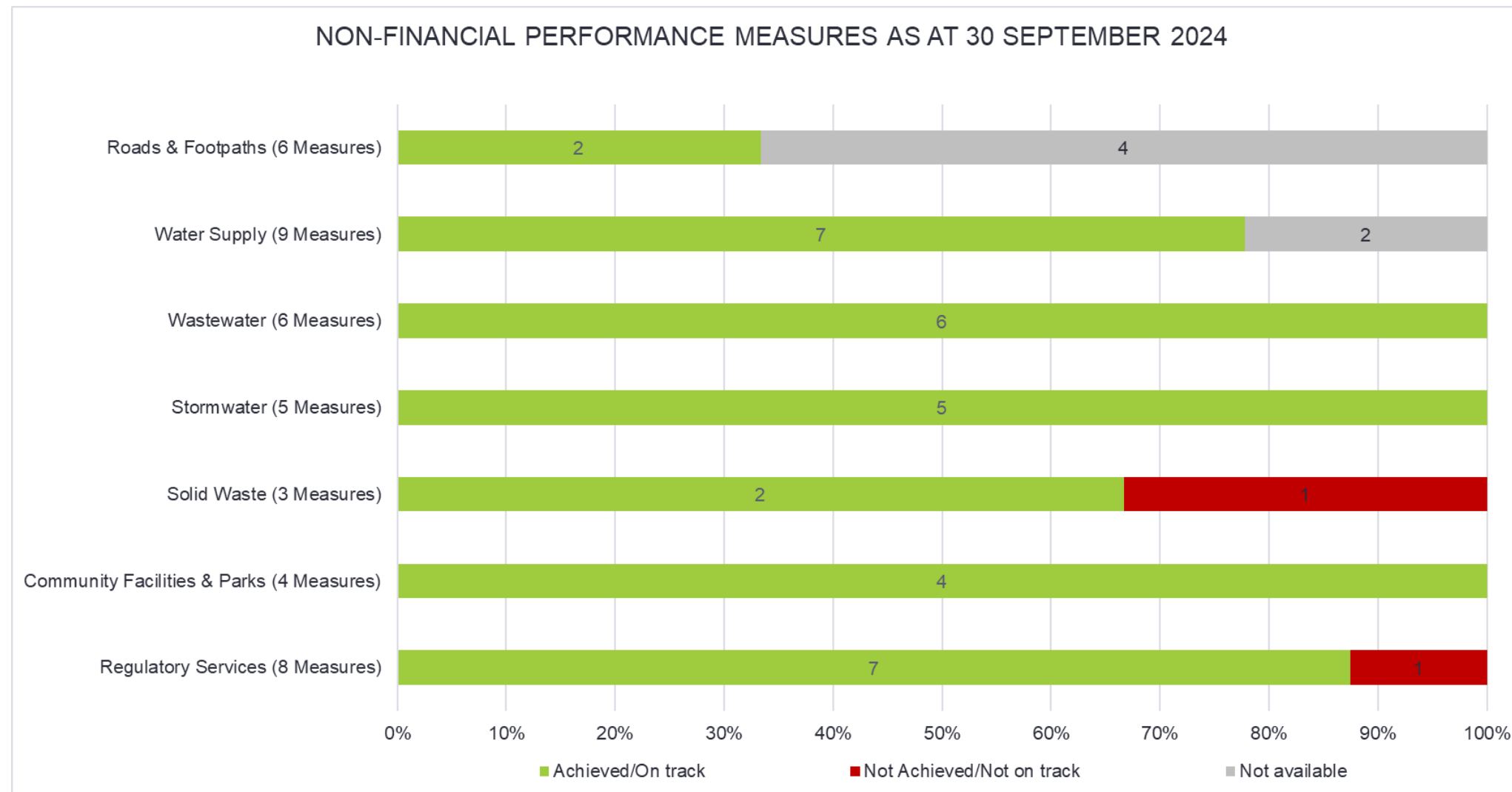
ATTACHMENTS

1. **Quarter 1 Non-Financial Performance Measures 2024/25** [↓](#)

ATTACHMENT 1: Non-Financial Performance Measures for 2024/25 Quarter 1

The graph below shows the percentage of measures against each activity area that:

- have been achieved/on track as at 30 September 2024 (green);
- have not been achieved/not on track as at 30 September 2024 (red);
- are not applicable and/or information is not available as at 30 September 2024 (grey).



2024/25 Quarter 1 Non-Financial Performance Measure Results

MEASURE	CURRENT 2024/25 RESULTS				PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Q1 Result as at 30/9/2024 (Year 1 of 2024-34 LTP)	Status at 30/9/2024	COMMENTARY	Year End Result as at 30/6/24 (Year 3 of 2021-31 LTP)	Year End Result as at 30/06/23 (Year 2 of 2021-31 LTP)
Roading						
Number of fatalities and serious injury crashes on the local road network. (Mandatory Measure)	No more than the 5-year average	This measure relies on data that is published annually at the end of each financial year.	Not available until year end		Two fatalities and seven serious injury crashes.	No fatalities and nine serious injury crashes.
Average quality of ride on a sealed local road network, measured by smooth travel exposure. (Mandatory Measure)	Maintain or improve on 90%	This measure relies on data that is published annually at the end of each financial year.	Not available until year end		92% network smooth travel exposure (as at 30/6/24)	94% network smooth travel exposure (as at 30/6/23)
Percentage of sealed local road network that is resurfaced. (Mandatory Measure)	Maintain within 5-7%	This measure relies on data that is published annually at the end of each financial year.	Not available until year end		5.8% Resurfaced 31.3 km of the total 538 km sealed local road network.	1.9% Resurfaced 10.05 km of the total 535 km sealed local road network.
Percentage of footpaths where the condition falls within the level of service defined in MDC's Asset Management Plan (Mandatory Measure)	90% of footpaths are rated excellent, good or average	This measure relies on data that is published annually at the end of each financial year.	Not available until year end		94.1% 198km of 210km network length of footpath surveyed to June 2024 was rated excellent, good or average. (Other condition ratings are poor, very poor and unknown).	91.7% 196.2km of 214km of the footpath network surveyed to June 2023 was condition rated excellent, good or average. (Other condition ratings are poor, very poor and unknown).
Percentage of urgent customer service requests responded to within 2 days. (Mandatory Measure)	95% within specified timeframe	96.8%	Achieved/On track	60 out of 62 urgent requests have been responded to within specified 2-day timeframes.	95.1% 175 out of 184 urgent requests have been responded to within specified timeframes. 2023/24 Quarterly Results:	98.9% 270 of 273 urgent requests were responded to within two days. Q1: 100% (96/96) Q2: 100% (62/62)

MEASURE	CURRENT 2024/25 RESULTS				PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Q1 Result as at 30/9/2024 (Year 1 of 2024-34 LTP)	Status at 30/9/2024	COMMENTARY	Year End Result as at 30/6/24 (Year 3 of 2021-31 LTP)	Year End Result as at 30/06/23 (Year 2 of 2021-31 LTP)
					Q1: 97.5% (39/40) Q2:100% (51/51) Q3: 90.0% (45/50) Q4: 93.0% (40/43)	Q3: 97.3% (72/74) Q4: 97.6% (40/41)
Percentage of non-urgent customer service requests responded to within the timeframes specified in MDC's Asset Management Plan and placed on appropriate maintenance programme. Specified response times for non-urgent requests vary by category, ranging from 7 days to 30 days. (Mandatory Measure)	70% within specified timeframe	89.3%	Achieved/On track	200 out of 224 non -urgent requests have been responded to within the first quarter.	86.4% 746 out of 863 Q1: 82.4% (215/261) (was previously 220/261)* Q2: 88.5% (169/191) Q3: 83.5% (174/208) (was previously 172/206)* Q4: 92.6% (188/203)	82.9% 978 out of 1167. Q1: 81.5% (276/340) Q2: 87.5% (175/200) Q3: 79.2% (240/303) Q4: 88.6% (287/324)
Water Supply						
Number of complaints received about drinking water clarity, taste, odour, pressure or flow, continuity of supply, or MDC's response to any of these issues. (Mandatory Measure)	Less than or equal to 6 complaints/1000 connections	0.97 complaints/1000 connections Q1 Complaints: 10 YTD Complaints: 10	Achieved/On track	YTD: 0.97 complaints / 1000 connections YTD: Actual complaints: 10 2024/25 Quarterly results: Q1 Results: 0.97/1000 (10 complaints)	2.58 complaints/1000 connections Actual Complaints: 26 2023/24 Quarterly Results: Q1: 0.50/1000 (5 complaints) Q2: 0.40/1000 (4 complaints) Q3: 0.89/1000 (9 complaints) Q4: 0.79/1000 (8 complaints)	4.88 complaints/1000connections Actual Complaints: 48 Q1: 0.711/1000 (7) Q2: 0.61/1000 (6) Q3: 2.03/1000 (20) Q4: 1.52/1000 (15)
Response time to call outs to a fault or unplanned interruption to MDC's networked reticulation system:						
a) attendance at urgent call outs	60 minutes or less	20 minutes	Achieved/On track	YTD: 20 minutes 2024/25 Quarterly results:	28 minutes Q1: 23 minutes	50 minutes Q1: 50 minutes

MEASURE	CURRENT 2024/25 RESULTS				PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Q1 Result as at 30/9/2024 (Year 1 of 2024-34 LTP)	Status at 30/9/2024	COMMENTARY	Year End Result as at 30/6/24 (Year 3 of 2021-31 LTP)	Year End Result as at 30/06/23 (Year 2 of 2021-31 LTP)
(from notification to arrival on site) (Mandatory Measure)				Q1: 20 minutes	Q2: No urgent calls Q3: 20 minutes Q4: 37 minutes	Q2: 54 minutes Q3: 32 minutes Q4: 47 minutes
b) resolution of urgent call outs (from notification to confirmation of resolution) (Mandatory Measure)	480 minutes or less	83 minutes	Achieved/On track	YTD: 83 minutes 2024/25 Quarterly results: Q1: 83 minutes	61 minutes Q1: 177 minutes Q2: No urgent calls Q3: 53 minutes Q4: 81 minutes	113 minutes Q1: 125 minutes Q2: 155 minutes Q3: 85 minutes Q4: 113 minutes
c) attendance at non-urgent call outs (from notification to arrival on site) (Mandatory Measure)	7 days or less	74 minutes	Achieved/On track	YTD: 74 minutes 2024/25 Quarterly results: Q1: 74 minutes	74 minutes Q1: 57 minutes Q2: 91 minutes Q3: 43 minutes Q4: 150 minutes	69 minutes Q1: 102 minutes Q2: 68 minutes Q3: 61 minutes Q4: 59 minutes
d) resolution of non-urgent call outs (from notification to confirmation of resolution) (Mandatory Measure)	3 months or less	79 minutes	Achieved/On track	YTD: 79 minutes 2024/25 Quarterly results: Q1: 79 minutes	140 minutes Q1: 94 minutes Q2: 186 minutes Q3: 93 minutes Q4: 190 minutes	108 minutes Q1: 130 minutes Q2: 188 minutes Q3: 100 minutes Q4: 182 minutes
Council's drinking water supply complies with:						
Taumata Arowai Treatment Rules - T3 Rules (bacteria compliance criteria) (Mandatory Measure)	Fully compliant	<u>Masterton</u> Compliant <u>Tinui</u> Compliant	Achieved/On track	Council's drinking water supply is fully compliant with <i>Taumata Arowai Treatment Rules T3 Rules (bacteria compliance criteria)</i> . These rules replace the previous <i>Drinking Water Standards Part 4 (Bacteria compliance criteria)</i> .	a) <i>part 4 of the Drinking Water Standards (bacteria compliance criteria)</i> Partially Compliant Changes to DWQAR in 2022 have resulted in technical non-compliance. Data is collected but there is a new requirement to now continually monitor parameters. This has required installation of new technology. Systems are now installed. Note - No additional	a) <i>part 4 of the Drinking Water Standards (bacteria compliance criteria)</i> Fully compliant

MEASURE	CURRENT 2024/25 RESULTS				PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Q1 Result as at 30/9/2024 (Year 1 of 2024-34 LTP)	Status at 30/9/2024	COMMENTARY	Year End Result as at 30/6/24 (Year 3 of 2021-31 LTP)	Year End Result as at 30/06/23 (Year 2 of 2021-31 LTP)
					non compliances have been determined since the last report.	
Taumata Arowai Treatment Rules - T3 Rules (Protozoal compliance criteria) (Mandatory Measure)	Fully compliant	<u>Masterton</u> Compliant <u>Tinui</u> Compliant	Achieved/On track	Council's drinking water supply is fully compliant with <i>Taumata Arowai Treatment Rules T3 Rules (Protozoal compliance criteria)</i> . These rules replace the previous <i>Drinking Water Standards Part 5 (Protozoal compliance criteria)</i> .	<i>b) part 5 of the Drinking Water Standards (protozoal compliance criteria)</i> . Partially Compliant Changes to DWQAR in 2022 have resulted in technical non-compliance. Data is collected but there is a new requirement to now continually monitor parameters. This has required installation of new technology. Systems are now installed. Note - No additional non compliances have been determined since the last report.	<i>b) part 5 of the Drinking Water Standards (protozoal compliance criteria)</i> . Fully Compliant for 98.9% of days (361 out of 365 days). There were 4 days where filtered turbidity exceeded the standard for more than 1% of the time.
Percentage of real water loss from MDC's reticulation system (calculated using minimum night flow). (Mandatory Measure)	Year 1: No more than 45%* *This target has been updated to reflect the new approach for calculating water loss. From Year 2: Establish the target as part of the Annual Plan process taking water meter trial data into consideration.	This measure relies on data that is published annually at the end of each financial year.	Not available until year end		45%	47% Previously reported as 32.4% using historic approach
Average consumption of drinking water per day per resident within the district. (Demand management). (Mandatory Measure)	Year 1: No more than 578 litres/person/day From Year 2: Establish the target as part of the Annual Plan process taking water meter trial data into consideration.	This measure relies on data that is published annually at the end of each financial year.	Not available until year end		664 litres/person/day	586 litres/person/day

MEASURE	CURRENT 2024/25 RESULTS				PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Q1 Result as at 30/9/2024 (Year 1 of 2024-34 LTP)	Status at 30/9/2024	COMMENTARY	Year End Result as at 30/6/24 (Year 3 of 2021-31 LTP)	Year End Result as at 30/06/23 (Year 2 of 2021-31 LTP)
Wastewater						
Number of complaints received about sewerage odour, system faults, system blockages, MDC's response to issues with its sewerage system. (Mandatory Measure)	Less than or equal to 8 complaints/1000 connections.	2.08 complaints/1000 connections Actual complaints: 21	Achieved/On track	YTD: 2.08 complaints/1000 connections YTD Actual Complaints: 21 2024/25 Quarterly results: Q1: 2.08/1000 (21 complaints)	Year End: 6.56 complaints/1000 connections Year End Actual Complaints: 65 2023/24 Quarterly Results: Q1: 2.83/1000 (28 complaints) Q2: 1.21/1000 (12 complaints) Q3: 1.01/1000 (10 complaints) Q4: 1.51/1000 (15 complaints)	26.56 complaints/1000 connections Actual Complaints: 257 Q1: 14.16/1000 (137) Q2: 4.3/1000 (42) Q3: 4.44/1000 (43) Q4: 3.62/1000 (35) The higher number of complaints this year were primarily related to a continuation of issues with the wastewater network resulting from groundwater tables that have remained high since the February 2022 heavy rain event.
Median response time to sewerage overflows resulting from a blockage or other fault to MDC's sewerage system:						
a) attendance (from time of notification to the time service personnel arrive onsite) (Mandatory Measure)	6 hours or less	21 minutes	Achieved/On track	YTD: 21 minutes 2024/25 Quarterly results: Q1: 21 minutes	25 minutes Q1: 32 minutes Q2: 22 minutes Q3: 18 minutes Q4: 38 minutes	52 minutes Q1: 75 minutes Q2: 50 minutes Q3: 37 minutes Q4: 35 minutes
b) resolution (from time of notification to the time service personnel confirm resolution) (Mandatory Measure)	12 hours or less	134 minutes	Achieved/On track	YTD: 134 minutes 2024/25 Quarterly results: Q1: 134 minutes	116 minutes Q1: 135 minutes Q2: 84 minutes Q3: 140 minutes Q4: 110 minutes	102 minutes Q1: 159 minutes Q2: 75 minutes Q3: 59 minutes Q4: 136 minutes
Number of dry weather sewerage overflows from MDC's sewerage system	Less than or equal to 2/1000 connections	0.30/1000 connections 3 complaints	Achieved/On track	YTD: 0.30 complaints/1000 connections YTD Actual: 3 complaints 2024/25 Quarterly results: Q1: 0.30/1000 (3 complaints)	1.01/1000 connections Actual: 10 complaints Q1: 0.40/1000 (4) Q2: 0.10/1000 (1)	0.41/1000 connections Actual: 4 complaints Q1: 0.10/1000 (1) Q2: 0.10/1000 (1)

MEASURE	CURRENT 2024/25 RESULTS				PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Q1 Result as at 30/9/2024 (Year 1 of 2024-34 LTP)	Status at 30/9/2024	COMMENTARY	Year End Result as at 30/6/24 (Year 3 of 2021-31 LTP)	Year End Result as at 30/06/23 (Year 2 of 2021-31 LTP)
(Mandatory Measure)					Q3: 0.20/1000 (2) Q4: 0.30/1000 (3)	Q3: 0.10/1000 (1) Q4: 0.10/1000 (1)
Compliance with MDC's resource consents for discharge from its sewerage system, measured by the number of abatement notices, infringement notices, enforcement orders or convictions received by MDC in relation to those consents. (Mandatory Measure)	100% - no consent breaches	100% compliant - no consent breaches resulting in abatement notices, infringement notices, enforcement orders or convictions.	Achieved/On track	YTD: 100% compliant / No consent breaches 2024/25 Quarterly results: Q1: 100% compliant / No consent breaches Minor technical non-compliances occur from time to time, but none of these have triggered a compliance action.	100% compliant Q1: 100% compliant Q2: 100% compliant Q3: 100% compliant Q4: 100% compliant	One abatement notice served. An Abatement Notice was served on MDC on 25/8/22, requiring compliance with consent conditions. This related to a breach of Resource Consent conditions due to occasional high E-Coli results detected in the final treatment pond (not the wastewater discharge).
Alternative system provided where loss of service exceeds 24 hours	Less than or equal to 1/1000 connections	0.099/1000 connections (1 port-a-loos provided)	Achieved/On track	YTD: 0.099/1000 connections 2024/25 Quarterly results: 1 Portaloo Q1: .099/1000 connections	Year End: 0.2/1000 connections (2 port-a-loos required) 2023/24 Quarterly Results: Q1: 0.1/1000 connections (1 required) Q2: 0.1/1000 connections (1 required) Q3: 0/1000 connections (0 required) Q4: 0/1000 connections (0 required) The results at Year End are more comparable with results prior to the February 2022 rain event, noting no port-a-loos have been required in Q3 and Q4.	YTD: 16.53/1000 connections (160 port-a-loos required) 2022/23 Quarterly Results: Q1: 8.37/1000 (81 required) Q2: 2.79/1000 (27 required) Q3: 2.99/1000 (29 required) Q4: 2.38/1000 (23 required) The high number of port-a-loos provided in Q1 were primarily a result of issues with the wastewater network resulting from groundwater tables remaining high following the heavier than usual rainfall through before and during Q1. The groundwater conditions and heavy rainfall continued to impact through the year.
Stormwater:						

MEASURE	CURRENT 2024/25 RESULTS				PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Q1 Result as at 30/9/2024 (Year 1 of 2024-34 LTP)	Status at 30/9/2024	COMMENTARY	Year End Result as at 30/6/24 (Year 3 of 2021-31 LTP)	Year End Result as at 30/06/23 (Year 2 of 2021-31 LTP)
Number of flooding events that occur in the district (Mandatory Measure)	10 events or less	None. No flooding event	Achieved/On track	YTD: No Flooding events 2024/25 Quarterly results Q1: No flooding events	No Flooding Events Q1: No flooding events Q2: No flooding events Q3: No Flooding events Q4: No Flooding events	5 Flooding Events Q1: 3 flooding events Q2: 2 flooding events Q3: No flooding events Q4: No flooding events
For each flooding event, the number of habitable floors affected (Mandatory Measure)	Less than or equal to 1/1000 connections	No Flooding Event/1000 connections N.A habitable floors affected	Achieved/On track	YTD: No Flooding Event/1000 connections N.A. Habitable floors affected. 2024/25 Quarterly results Q1: N.A. Habitable floors affected	0/1000 connections. No habitable floors affected Q1: No habitable floors affected Q2: No habitable floors affected Q3: No habitable floors affected Q4: No habitable floors affected	0/1000 connections. No habitable floors affected Q1: No habitable floors affected Q2: No habitable floors affected Q3: No habitable floors affected Q4: No habitable floors affected
Compliance with MDC's resource consents for discharge from its stormwater system, measured by the number of abatement notices, infringement notices, enforcement orders or convictions received by MDC in relation to those consents. (Mandatory Measure)	100% compliance	100% / No consent breaches	Achieved/On track	YTD: 100% / No consent breaches 2024/25 Quarterly results: Q1: 100% Complaint / No consent breaches Note Council does not hold any stormwater discharge consents at this time. Stage 2 Consent not required by GWRC Natural Resources Plan until 2029.	100% - no consent breaches	100% - no consent breaches
Number of complaints received about the performance of MDC's stormwater system	No more than 3/1000 connections	0.22 complaints/1000 connections 2 actual complaints	Achieved/On track	YTD: 0.22 complaints/1000 connections YTD Actual: complaints 2024/25 Quarterly results Q1: 0.22/1000 (2 complaints)	3.22 complaints/1000 connections Actual: 29 complaints Q1: 1.56/1000 (14) Q2: 0.56/1000 (5)	10.11 complaints/1000 connections Actual: 91 complaints Q1: 3.44/1000 (31) Q2: 1.33/1000 (12)

MEASURE	CURRENT 2024/25 RESULTS				PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Q1 Result as at 30/9/2024 (Year 1 of 2024-34 LTP)	Status at 30/9/2024	COMMENTARY	Year End Result as at 30/6/24 (Year 3 of 2021-31 LTP)	Year End Result as at 30/06/23 (Year 2 of 2021-31 LTP)
(Mandatory Measure)					Q3: 0.56/1000 (5) Q4: 0.56/1000 (5) The number of complaints received over Q2-4 is comparable with results prior to the February 2022 rain event.	Q3: 2.22/1000 (20) Q4: 3.11/1000 (28) The higher number of complaints are primarily related to groundwater tables remaining high following the heavier than usual rainfall since February 2022.
Median response time to attend a flooding event (from time of notification to the time service personnel arrive onsite) (Mandatory Measure)	60 minutes or less	N/A - no flooding events	Achieved/On track	YTD Actual: N/A – no flooding events 2024/25 Quarterly results Q1: No flooding events	N/A - no flooding events 2023/24 Quarterly Results: Q1: No flooding events Q2: No flooding events Q3: No flooding events Q4: No flooding events	21 minutes 2022/23 Quarterly Results: Q1: 47 minutes – 3 flooding events reported Q2: 16 minutes – 2 flooding events reported Q3: N/A – no flooding events reported Q4: N/A – no flooding events reported
Solid Waste						
Number of call backs due to non-collection of official rubbish bag in each weekly collection	No more than 52 call-backs per annum.	No call-backs this quarter.	Achieved/On track	YTD: No call-backs 2024/25 Quarterly results Q1: No call-backs	11 Call Backs Q1: 6 Q2: 2 Q3: 1 Q4: 2	8 Call Backs Q1: 2 Q2: 3 Q3: 3 Q4: 0

MEASURE	CURRENT 2024/25 RESULTS				PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Q1 Result as at 30/9/2024 (Year 1 of 2024-34 LTP)	Status at 30/9/2024	COMMENTARY	Year End Result as at 30/6/24 (Year 3 of 2021-31 LTP)	Year End Result as at 30/06/23 (Year 2 of 2021-31 LTP)
Tonnage of waste transferred to landfill per head of population	A reduction in the total quantity of waste sent to class 1 landfills (baseline 0.462 tonne per head of population in 2023/24): Year 1 – 3.3% reduction by 30 June 2025 Year 2 – 6.6% reduction by 30 June 2026 Year 3 – 10% reduction by 30 June 2027	0.478 tonne per head of population (annualised) – 3,546 tonne of waste transferred <i>Results are based on estimated population of 29,700 as at 30/6/24.</i>	Not achieved/ not on track	YTD: 0.474 tonne per head of population 3,546 tonne of waste transferred 2024/25 Quarterly results Q1: 0.474 tonne per head of population, 3,546 tonne of waste transferred The amount of waste sent to landfills per head of population is slightly above what it was in Q1 last year. Given we're targeting a reduction, we are currently not on track to achieve this measure at year end.	0.462 tonne per head of population (annualised) – 13,391 tonne of waste transferred Q1: 0.472 tonne per head of population (annualised) – 3,420 tonne of waste transferred Q2: 0.483 tonne per head of population (annualised) – 7,009 tonne of waste transferred Q3: 0.469 tonne per head of population (annualised) – 10,193 tonne of waste transferred Q4: 0.462 tonne per head of population (annualised) – 13,391 tonne of waste transferred <i>Results are based on estimated population of 29,000 as at 30/6/23.</i>	0.513 tonne per head of population (Q4 annualised) <i>(est. population as at 30/6/22: 29,000)</i> 14,882 tonnes YTD of waste transferred ex Masterton
Urban and rural transfer stations, recycling, composting facilities and landfills operate within approved resource consent conditions	100% compliance	100% compliance	Achieved/On track	YTD: 100% compliance 2024/25 Quarterly results Q1: 100%	100% compliance	100% compliance
Community Facilities and Parks						
Number of people using our library and archive reflected by overall library usage	Library Usage: No less than 5 year average for overall library usage Usage consists of: <ul style="list-style-type: none">Physical issues	Library Usage is: 83,955 made up of: <ul style="list-style-type: none">Physical issues: 48,549Digital issues: 10,955Computer/Wi-Fi sessions: 24,451	Achieved/On track	YTD Library Usage: 83,955 made up of: <ul style="list-style-type: none">Physical issues: 48,549Digital issues: 10,955Computer/Wi-Fi sessions: 24,451 The 5 year average for Library Usage is: 282,977 (this equates to a quarterly average of 70,744) Usage consists of: <ul style="list-style-type: none">Physical issues: 194,416	Year End Library Usage: 353,800 <ul style="list-style-type: none">Physical issues: 193,727Digital issues: 60,068Computer/Wi-Fi sessions: 100,005	Library Usage: 324,662 <ul style="list-style-type: none">Physical issues: 187,344Digital issues: 52,431Computer/Wi-Fi sessions: 84,887

MEASURE	CURRENT 2024/25 RESULTS				PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Q1 Result as at 30/9/2024 (Year 1 of 2024-34 LTP)	Status at 30/9/2024	COMMENTARY	Year End Result as at 30/6/24 (Year 3 of 2021-31 LTP)	Year End Result as at 30/06/23 (Year 2 of 2021-31 LTP)
	<ul style="list-style-type: none"> Digital issues Computer/ Wi-Fi sessions 			<ul style="list-style-type: none"> Digital issues: 24,148 Computer/ Wi-Fi sessions: 64,413 <p>2024/25 Quarterly results</p> <p>Q1: Usage 83,955 made up of:</p> <ul style="list-style-type: none"> Physical issues: 48,549 Digital issues: 10,955 Computer/Wi-Fi sessions: 24,451 	<p>The 5 year average for Library Usage is: 277,238 (this equates to a quarterly average of 69,310) made up of:</p> <ul style="list-style-type: none"> Physical issues: 202,520 Digital issues: 20,636 Computer/Wi-Fi sessions: 54,082 <p>Quarterly Results:</p> <p>Q1 Library Usage: 87,840</p> <ul style="list-style-type: none"> Physical issues: 50,531 Digital issues: 15,993 Computer/Wi-Fi sessions: 21,316 <p>Q2 Library Usage: 85,376</p> <ul style="list-style-type: none"> Physical issues: 45,046 Digital issues: 15,866 Computer/Wi-Fi sessions: 24,464 <p>Q3 Library Usage: 90,788</p> <ul style="list-style-type: none"> Physical issues: 48,128 Digital issues: 14,846 Computer/Wi-Fi sessions: 27,814 <p>Q4 Library Usage: 89,796</p> <ul style="list-style-type: none"> Physical issues: 50,022 Digital issues: 13,363 Computer/Wi-Fi sessions: 26,411 <p>Physical and digital issues have increased over the previous two years.</p>	<p>The 5 year average for Library usage was: 290,315 made up of:</p> <ul style="list-style-type: none"> Physical issues: 214,591 Digital issues: 16,614 Computer/Wi-Fi sessions: 59,110 <p>Q1 Library Usage: 79,668</p> <ul style="list-style-type: none"> Physical issues: 46,211 Digital issues: 13,369 Computer/Wi-Fi sessions: 20,088 <p>Q2 Library Usage: 80,294</p> <ul style="list-style-type: none"> Physical issues: 46,517 Digital issues: 11,745 Computer/Wi-Fi sessions: 22,032 <p>Q3 Library Usage: 76,205</p> <ul style="list-style-type: none"> Physical issues: 46,777 Digital issues: 13,000 Computer/Wi-Fi sessions: 16,428 <p>Q4 Library Usage: 88,495</p> <ul style="list-style-type: none"> Physical issues: 47,839 Digital issues: 14,317 Computer/Wi-Fi sessions: 26,339

MEASURE	CURRENT 2024/25 RESULTS				PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Q1 Result as at 30/9/2024 (Year 1 of 2024-34 LTP)	Status at 30/9/2024	COMMENTARY	Year End Result as at 30/6/24 (Year 3 of 2021-31 LTP)	Year End Result as at 30/06/23 (Year 2 of 2021-31 LTP)
					Computer and wi-fi sessions are also increasing with the increase heavily related to wi-fi sessions.	
Number of people using our library and archive reflected by number of visits to the library and archive.	<p>Library and Archive Visits:</p> <p>No less than 5-year average for number of visits to the library and archive</p> <p>Visits consists of:</p> <ul style="list-style-type: none"> In Person Visits Digital Housebound <p>Note: Digital visits include website, OPAC and social media.</p>	<p>Library usage is: 83,453 made up of:</p> <ul style="list-style-type: none"> In-person: 35,102 Digital: 48,124 Housebound: 227 	Achieved/On track	<p>YTD Library usage: 83,453 made up of:</p> <ul style="list-style-type: none"> In-person: 35,102 Digital: 48,124 Housebound: 227 <p>The 5 year average for Library and Archive Visits is: 273,952 (this equates to a quarterly average of 68,488)</p> <p>Visits consists of:</p> <ul style="list-style-type: none"> In Person Visits: 113,292 Digital: 159,666 Housebound: 994 <p>2024/25 Quarterly results</p> <p>Q1: Usage – 83,453 made up of:</p> <ul style="list-style-type: none"> Library In-person: 34,832 Archive In-person: 270 Library Digital: 44,587 Archive Digital: 3,537 Housebound: 227 <p>Our Q1 library and archive usage are on track to meet the 5 year average. In person visits are slightly lower than the prior year's Q1 but digital usage is slightly higher.</p>	<p>YTD Library Visits: 271,519</p> <ul style="list-style-type: none"> In Person: 117,847 Digital: 152,808 Housebound: 864 <p>The 5-year average for Library Visits is: 245,616 (this equates to a quarterly average of 61,404) made up of:</p> <ul style="list-style-type: none"> In Person Visits: 113,191 (28,298 per quarter average) Digital Visits: 131,524 (32,881 per quarter average) Housebound Visits: 901 (225 per quarter average) <p>Digital visits include website, OPAC and social media.</p> <p>Quarterly Results:</p> <p>Q1 Library Visits: 82,374</p> <ul style="list-style-type: none"> In Person: 39,027 Digital: 43,123 Housebound: 224 <p>Q2 Library Visits: 87,736</p> <ul style="list-style-type: none"> In Person: 36,201 Digital: 51,103 Housebound: 432 <p>Q3 Library Visits: 101,409</p> <ul style="list-style-type: none"> In Person: 42,619 	<p>Library Visits: 329,929</p> <ul style="list-style-type: none"> In Person: 99,132 Digital: 229,709 Housebound: 1,088 <p>The 5-year average for Library visits was: 233,332 made up of:</p> <ul style="list-style-type: none"> In Person Visits: 128,351 Digital Visits: 104,178 Housebound Visits: 803 <p>Q1 Library Visits: 59,240</p> <ul style="list-style-type: none"> In Person: 24,748 Digital: 34,168 Housebound: 324 <p>Q2 Library Visits: 71,457</p> <ul style="list-style-type: none"> In Person: 23,405 Digital: 47,740 Housebound: 312 <p>Q3 Library Visits: 78,484</p> <ul style="list-style-type: none"> In Person: 24,021 Digital: 54,249 Housebound: 214 <p>Q4 Library Visits: 98,216</p> <ul style="list-style-type: none"> In Person: 26,709 Digital: 71,269 Housebound: 238

MEASURE	CURRENT 2024/25 RESULTS				PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Q1 Result as at 30/9/2024 (Year 1 of 2024-34 LTP)	Status at 30/9/2024	COMMENTARY	Year End Result as at 30/6/24 (Year 3 of 2021-31 LTP)	Year End Result as at 30/06/23 (Year 2 of 2021-31 LTP)
					<ul style="list-style-type: none"> Digital: 58,582 Housebound: 208 <p>Q4 Library Visits: 83,626</p> <ul style="list-style-type: none"> In Person: 43,995 Digital: 39,427 Housebound: 204 <p>Overall visits have increased this year compared to the previous two years. In person have continued to trend up. There has also been an increasing trend in digital visits. Housebound visits remain steady.</p>	
Percentage of Council parks and open spaces urgent customer service requests that are responded to within 4 work hours.	90% responded to within 4 work hours.	91% responded to within 4 hours 21 out of 23 urgent requests received were responded to within 4 hours.	Achieved/On track	<p>YTD: 91% responded to within 4 hours</p> <p>21 out of 23 urgent requests received were responded to within 4 hours.</p> <p>2024/25 Quarterly results</p> <p>Q1: 91% (21/23 urgent requests)</p> <p>95 Service Requests recorded for the Quarter, 23 classified as urgent and 21 responded to within 4 hours.</p>	<p>100% responded to within 4 hours.</p> <p>20 out of 20 urgent requests received were responded to within 4 hours.</p> <p>Q1: 100% (5/5 urgent requests)</p> <p>Q2: 100% (4/4 urgent requests)</p> <p>Q3: 100% (4/4 urgent requests)</p> <p>Q4: 100% (7/7 urgent requests)</p>	<p>93.8% responded to within 4 hours.</p> <p>46 out of 49 urgent requests received were responded to within 4 hours.</p> <p>Q1: 90% (18/20)</p> <p>Q2: 90% (9/10)</p> <p>Q3: 100% (11)</p> <p>Q4: 100% (8)</p>
Number of people using the Trust House Recreation Centre	<p>No less than 5-year average for overall Trust House Recreation Centre usage total</p> <p>Usage consists of:</p> <ul style="list-style-type: none"> Swim Gym Stadium Sports Stadium Events 	<p>Usage: 37,137</p> <ul style="list-style-type: none"> Swim: 25,397 Gym: 9,367 Stadium Sports: 1,396 Stadium Events: 977 	Achieved/On Track	<p>YTD Usage: 37,137</p> <ul style="list-style-type: none"> Swim: 25,397 Gym: 9,367 Stadium Sports: 1,396 Stadium Events: 977 <p>The 5 year average for Trust House recreation Centre usage is: 124,493 (equating to a quarterly average of 31,123). This consists of:</p> <p>Swim: 84,651</p>	<p>Year End Usage: 150,349</p> <p>Swim: 101,382</p> <p>Gym: 34,843</p> <p>Stadium Sports: 4,402</p> <p>Stadium Events: 9,722</p> <p>The 5 year average for Trust House recreation Centre usage is: 123,364. This consists of:</p>	<p>Usage:152,095:</p> <p>Swim: 106,191</p> <p>Gym: 27,687</p> <p>Stadium Sports: 5,830</p> <p>Stadium Events: 12,387</p> <p>The 5 year usage was: 121,703. This consists of:</p> <p>Swim: 79,983</p>

MEASURE	CURRENT 2024/25 RESULTS				PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Q1 Result as at 30/9/2024 (Year 1 of 2024-34 LTP)	Status at 30/9/2024	COMMENTARY	Year End Result as at 30/6/24 (Year 3 of 2021-31 LTP)	Year End Result as at 30/06/23 (Year 2 of 2021-31 LTP)
				<p>Gym: 27,962</p> <p>Stadium Sports: 3,112</p> <p>Stadium Events: 8,768</p> <p>2024/25 Quarterly results</p> <p>Q1 Usage: 37,137</p> <ul style="list-style-type: none"> Swim: 25,397 Gym: 9,367 Stadium Sports: 1,396 Stadium Events: 977 <p>Overall usage in all areas of the Rec Centre is up on the same time last year.</p> <p>This is due to marketing campaigns for the gym (EFYO campaign and Les Mills week), better retention of swim school users over the winter period and word getting out to the community that the stadium space is available for use especially amongst the newly moved to and refugee population in Masterton.</p>	<p>Swim: 82,366</p> <p>Gym: 28,383</p> <p>Stadium Sports: 3,844</p> <p>Stadium Events: 8,771</p> <p>Q1 Usage 33,693</p> <p>Swim: 22,878</p> <p>Gym: 8,729</p> <p>Stadium Sports: 1,579</p> <p>Stadium Events: 507</p> <p>Q2 Usage 40,087</p> <p>Swim: 28,985 (was previously reported as 29,985)*</p> <p>Gym: 8,263</p> <p>Stadium Sports: 890</p> <p>Stadium Events: 1,949</p> <p>Q3 Usage 44,788</p> <p>Swim: 28,208</p> <p>Gym: 9,592</p> <p>Stadium Sports: 1,067</p> <p>Stadium Events: 5,921</p> <p>Q4 Usage 31,713</p> <p>Swim: 21,311</p> <p>Gym: 8,259</p> <p>Stadium Sports: 866</p> <p>Stadium Events: 1,345</p>	<p>Gym: 30,152</p> <p>Stadium Sports: 3,367</p> <p>Stadium Events: 8,202</p> <p>Q1 Usage: 34,476</p> <p>Swim: 24,333</p> <p>Gym: 6,244</p> <p>Stadium Sports: 1,775</p> <p>Stadium Events: 2,124</p> <p>Q2 Usage: 39,272</p> <p>Swim: 28,490</p> <p>Gym: 6,715</p> <p>Stadium Sports: 1,137</p> <p>Stadium Events: 2,930</p> <p>Q3 Usage: 44,213</p> <p>Swim: 28,728</p> <p>Gym: 7,972</p> <p>Stadium Sports: 1,760</p> <p>Stadium Events: 5,753</p> <p>Q4 Usage: 34,134</p> <p>Swim: 24,640</p> <p>Gym: 6,756</p> <p>Stadium Sports: 1,158</p> <p>Stadium Events: 1,580</p>

MEASURE	CURRENT 2024/25 RESULTS				PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Q1 Result as at 30/9/2024 (Year 1 of 2024-34 LTP)	Status at 30/9/2024	COMMENTARY	Year End Result as at 30/6/24 (Year 3 of 2021-31 LTP)	Year End Result as at 30/06/23 (Year 2 of 2021-31 LTP)
					<p>* Q2 swim numbers have been updated from 29,985 to 28,985. This update does not impact the overall result as the correct figure (28,985) was used in all calculations.</p> <p>The 23/24 annual target has been achieved. Overall use at 30 June 2024 has decreased slightly compared to the previous year. Gym usage has increased, offsetting decreases in other categories of use. The decrease in swim use was impacted by the 3-week maintenance shutdown in May. Stadium events and sports usages are also marginally lower.</p>	
Regulatory:						
Response time to attend Priority 1 urgent call outs (e.g. dog attacks).	90% attended within one hour	97.05% 33/34 attended on time	Achieved/On track	<p>YTD: 97.05% (33/34 attended on time)</p> <p>2024/25 Quarterly results</p> <p>Q1: 97.05% (33/34 attended on time)</p> <p>Notes / commentary about result?</p> <p>Q1: 9 of the call outs were for attacks on animals; 3 were for attacks on people. Noted increase in welfare calls outs – 7 this period. All attacks were attended within time.</p>	<p>Year End: 90.85% (139/153 attended on time)</p> <p>Q1: 86.4% (38/44)</p> <p>Q2: 97.29% (36/37)</p> <p>Q3: 100.00% (36/36)</p> <p>Q4: 80.55% (29/36)</p> <p>Priority 1 call outs include dog attacks on people, animals, protected wildlife and stock, as well as rushing's, stock worrying, welfare and police assistance.</p> <p>In Q1: 10 of the 44 call outs were for attacks on people. All these call outs were attended within time.</p> <p>In Q2: 8 of the 37 call outs in Q2 were for attacks on</p>	<p>Year End: 95.3%</p> <p>162/170 attended on time</p> <p>Q1: 93.54% (29/31)</p> <p>Q2: 90.39% (47/52)</p> <p>Q3: 100% (48/48)</p> <p>Q4: 97.5% (38/39)</p>

MEASURE	CURRENT 2024/25 RESULTS				PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Q1 Result as at 30/9/2024 (Year 1 of 2024-34 LTP)	Status at 30/9/2024	COMMENTARY	Year End Result as at 30/6/24 (Year 3 of 2021-31 LTP)	Year End Result as at 30/06/23 (Year 2 of 2021-31 LTP)
					<p>people. All these call outs were attended within time.</p> <p>In Q3: 1 of the 36 call outs in Q3 was for an attack on a person. This was attended within time.</p> <p>In Q4: 4 attacks were on people. All 4 were attended within time.</p>	
Response time to attend noise control call outs.	90% attended within one hour	98.5% 136/138 attended on time	Achieved/On track	<p>YTD: 98.5% (136/138 attended on time)</p> <p>2024/25 Quarterly results</p> <p>Q1: 98.5% (136/138 attended on time)</p>	<p>Year End: 95.2%</p> <p>594/625 attended on time</p> <p>Q1: 93.8% (122/130)</p> <p>Q2: 97.4% (189/194)</p> <p>Q3: 93.55% (145/155)</p> <p>Q4: 94.4% (136/144)</p>	<p>Year End: 93%</p> <p>573/616 attended on time</p> <p>Q1: 95.83% (115/120)</p> <p>Q2: 91.38% (159/174)</p> <p>Q3: 89.1% (139/156)</p> <p>Q4: 96.4% (160/166)</p>
Number of animal control community education and engagement activities.	A minimum of 6 per annum related to high priority issues or concerns	3 animal control community education and engagement activities	Achieved/On track	<p>YTD: 3 education/engagement events have been held.</p> <p>2024/25 Quarterly results</p> <p>Q1: 3 education/engagement events have been held</p> <p>2 Wagging Trails events were held in July.</p> <p>1 Wagging Trails event held in August</p>	<p>Year End: 17 education/engagement events have been held.</p> <p>Q1: No education/engagement activities</p> <p>Q2: 1 education/engagement activity</p> <p>Q3: 1 education/engagement activity</p> <p>Q4: 15 education/engagement activities.</p>	<p>YTD: 8 education/engagement activities</p> <p>Q1: No education/engagement activities</p> <p>Q2: 5</p> <p>Q3: 3</p> <p>Q4: No education/engagement activities</p>
Percentage of building consents processed within statutory timeframes	90%	93.3 % 155 out of 166 consents were issued within statutory timeframes. The average processing time was 14 working days	Achieved/On track	<p>YTD: 93.3%</p> <p>155 out of 166 consents were issued within statutory timeframes.</p> <p>The average processing time was 14 working days</p> <p>2024/25 quarterly results</p> <p>Q1: 93.3% (155/166) / 14 working days</p>	<p>92.5%</p> <p>518 out of 560 consents were issued within statutory timeframes.</p> <p>The average processing time was 14.4 working days.</p> <p>Q1: 91% (158/174) / 14 working days</p>	<p>83%</p> <p>538 of 649 consents issued were processed within statutory timeframes.</p> <p>The average processing time was 16.5 working days.</p> <p>Q1: 73% (141/194) / 17 days</p>

MEASURE	CURRENT 2024/25 RESULTS				PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Q1 Result as at 30/9/2024 (Year 1 of 2024-34 LTP)	Status at 30/9/2024	COMMENTARY	Year End Result as at 30/6/24 (Year 3 of 2021-31 LTP)	Year End Result as at 30/06/23 (Year 2 of 2021-31 LTP)
				The BCA had several team members away sick at the same time during August which contributed to a few consents going over stat time frames. A similar number of inspections were completed compared to Q1 2023.	Q2: 92.5% (136/147) / 15 working days Q3: 93.8% (106/113) / 13.2 working days Q4: 93.7% (119/127) / 13.5 working days Targets for processing consents have been achieved in all quarters this financial year. This can be attributed to BCOs competencies improving but also having the right number of officers for consent applications. Consent numbers in Q4 were up compared to Q3 but still lower than the first two quarters. There is still hesitancy within the building industry given interest rates remain high.	Q2: 77% (124/161) / 19 days Q3: 94% (130/138) / 15 days Q4: 92% (143/156) / 15 days
Percentage of code compliance certificates processed within statutory timeframes	90%	97.6% 167 out of 171 code compliance were issued within statutory timeframes. The average processing time was 11.8 working days	Achieved/On track	YTD: 97.6% 167 out of 171 code compliance were processed within statutory timeframes. The average processing time was 11.8 working days 2024/25 quarterly results Q1: 97.6% (167/171) / 11.8 working days There were a high number of CCCs issued for Q1.	94.1% 490 of 520 code compliance were processed within statutory timeframes. The average processing time was 12.4 working days. Q1: 94% (133/141) / 15 working days Q2: 94.5% (122/129) / 12 working days Q3: 92% (104/113) / 11.3 working days Q4: 95.6% (131/137) / 11 working days	90% 520 of 577 certificates were processed within statutory timeframes. The average processing time was 15 working days. Q1: 83% (130/156)/20.9 days Q2: 87% (159/183) /13 days Q3: 97% (95/98) /16 days Q4: 97% (136/140) /10 days.

MEASURE	CURRENT 2024/25 RESULTS				PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Q1 Result as at 30/9/2024 (Year 1 of 2024-34 LTP)	Status at 30/9/2024	COMMENTARY	Year End Result as at 30/6/24 (Year 3 of 2021-31 LTP)	Year End Result as at 30/06/23 (Year 2 of 2021-31 LTP)
Percentage of resource consents processed within statutory timeframes	90%	88% 36 out of 41 resource consents were issued within statutory timeframes. The average processing time was 18 working days	Not Achieved/Not on track	YTD: 88% 36 out of 41 resource consents were issued within statutory timeframes. The average processing time was 18 working days 2024/25 quarterly results Q1: 88% (36/41) / 18 working days There are currently two District Plans used to assess applications. This has added additional time for assessment; and seeking that applicants address the two District Plans when applications are received.	93.4% (155/166) 155 of 166 resource consents were processed within statutory timeframes Q1: 97.7% (42/43) Q2: 89.6% (43/48) Q3: 94.9% (37/39) Q4: 91% (33/36) While the target was not quite achieved in Q2, the overall year-end result has been achieved. The Q2 result reflects the proposed WCDP being notified and applications having to be assessed against two district plans. An increased number of sub-division applications were also received prior to notification of the proposed plan.	92.2% 142 of 154 resource consents were processed within statutory timeframes Q1: 90% (28/33) Q2: 97.5% (39/40) Q3: 94.1% (32/34) Q4: 91.5% (43/47)
Percentage of commercial Building Warrant of Fitness' (BWOFS) that have been reviewed within 20 days of their due date.	At least 90% of BWOFS have been reviewed within 20 days of their due date.	93% reviewed within 20 days of the due date.	Achieved/On track	YTD: 93% reviewed within 20 days of the due date 2024/25 quarterly results Q1: 93% - 100 BWOFS were due in Q1, 7 were overdue. 7 BWOFS were not provided to Council for review.	Year End: 100% reviewed within 20 days of the due date. Q1: 92% - 101 BWOFS were due in Q1 – 8 are overdue. Q2: 89% - 80 BWOFS were due in Q2 – 9 are overdue. Q3: 94% - 68 BWOFS were due in Q3 – 4 are overdue. Q4: 85% - 115 BWOFS were due in Q4 – 17 are overdue. Overdue means that the building owner (or their agent) has not provided a BWoF in the month of their anniversary date, and MDC are following up.	100% reviewed within 20 days of the due date. Q1: 100% Q2: 100% Q3: 100% Q4: 100% 98% compliance across 398 Building Warrant of Fitness.

MEASURE	CURRENT 2024/25 RESULTS				PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Q1 Result as at 30/9/2024 (Year 1 of 2024-34 LTP)	Status at 30/9/2024	COMMENTARY	Year End Result as at 30/6/24 (Year 3 of 2021-31 LTP)	Year End Result as at 30/06/23 (Year 2 of 2021-31 LTP)
Proportion of known residential swimming pools that have been inspected.	<p>Year 1: 33%</p> <p>Year 2: 66%</p> <p>Year 3: 100%</p> <p>Years 4-10: Cycle to be repeated ensuring 100% of pools have been re-inspected by the end of Years 6 and 9. This reflects councils obligations to inspect all swimming pools every three years.</p>	91 inspections undertaken over 77 recorded pools	Achieved/On track	<p>YTD: 91 inspections undertaken.</p> <p>Q1: 91 inspections undertaken over 77 recorded pools. 16 pools identified as non-compliant and a "Notice to Fix" issued to pool owners.</p> <p>A number of re-inspections have been undertaken as a result.</p>	<p>Year End: 307 inspections undertaken over 180 recorded pools, with a total of 512 of pools remaining on our database* of pools inspected. YTD 162 pools on the database were removed from the database.</p> <p>Q1: 60 inspections undertaken over 27 pools = 53% of total pools inspected and 45% of total pools compliant</p> <p>33 pools were removed from the database</p> <p>Q2: 131 inspections undertaken over 71 pools = 68% of total pools inspected and 56% of total pools compliant</p> <p>60 pools were removed from the database</p> <p>Q3: 65 inspections undertaken over 29 pools = 91% of total pools inspected and 76% of total pools compliant</p> <p>36 pools were removed from the database</p> <p>Q4: 54 inspections undertaken over 53 pools = 96% of total pools inspected and 82% of total pools compliant</p> <p>33 pools were removed from the database</p> <p><i>*Note: Some pools are decommissioned following inspection and/or the pool is confirmed as no longer</i></p>	<p>48% inspected</p> <p>508 inspections undertaken</p> <p>Q1: 233 inspections undertaken over 190 pools = 23% inspected and 13% of total pools compliant</p> <p>Q2: 44 inspections undertaken over 26 pools = 27% inspected and 19% of total pools compliant</p> <p>Q3: 87 inspections undertaken over 87 pools = 37% inspected and 30% of total pools compliant</p> <p>Q4: 144 inspections undertaken over 144 pools = 48% inspected and 39% of total pools compliant.</p>

MEASURE	CURRENT 2024/25 RESULTS				PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Q1 Result as at 30/9/2024 (Year 1 of 2024-34 LTP)	Status at 30/9/2024	COMMENTARY	Year End Result as at 30/6/24 (Year 3 of 2021-31 LTP)	Year End Result as at 30/06/23 (Year 2 of 2021-31 LTP)
					<i>existing when staff visit the site.</i>	
Leadership, Strategy and Corporate Services						
Every year Council produces an Annual Report that informs our community about what has been achieved and how well we performed against the plans and budgets that were set for that year. In addition, there is regular reporting to the Senior Leadership Team and Council on progress with work and projects in this activity group, and once every three years Council undertakes a Community Satisfaction Survey that includes questions about Council's leadership and reputation.						

6.5 EMISSIONS REDUCTION PLAN: IMPLEMENTATION PLAN TO DECEMBER 2025

File Number:

Author: Karen Yates, General Manager Strategy & Development

Authoriser: Kym Fell, Chief Executive

PURPOSE

The purpose of this report is to provide the Audit and Risk Committee with an update on the implementation of the Corporate Carbon Emissions Reduction Plan through to 31 December 2025.

RECOMMENDATION

That the Audit and Risk Committee receives this report, which provides an update on the implementation of the Corporate Carbon Emissions Reduction Plan.

CONTEXT

The last progress report on the Corporate Carbon Emissions Reduction Plan (ERP) was presented to the Audit and Risk Committee in May 2024. The Committee requested an updated timeline for its implementation, which was discussed at the Committee's August meeting. This report provides the implementation priorities through to December 2025.

DISCUSSION

The ERP sets out the deliverables agreed to reduce the carbon emissions of the Council as an organisation.

Now that the 2024–34 Ten-Year Plan (LTP) has been adopted, a detailed ERP implementation plan has been developed for the next 15 months. This plan reflects actions that have been resourced and budgeted for in current work programmes. We will report on progress with delivering the Implementation Plan in quarterly reports to the Audit and Risk Committee.

In the Implementation Plan, actions have been grouped:

- Priority actions - these are actions that have been included in the Long-Term Plan and are fully resourced.
- Business-as-usual - these are actions that have been completed and integrated into work programmes. Although completed, they will still be monitored by ELT to ensure that they are operating and being effective.
- As opportunities arise - these are actions that are not planned for in the next 18 months but can be reconsidered and progressed if opportunities arise. For example, concrete recycling may be investigated if there is a suitable demolition project.
- Actions that have been deprioritised for now - these actions will be reassessed following the GHG Emissions assessment and as part of the review of the ERP in Year 2.

Updates on the latter three groups of actions will only be provided if there is something 'new or different' to report regarding these actions.

The priority actions align with the following key themes. More detail on specific actions is provided in Attachment 1.

- Establishing a baseline to help prioritise future action. We will be undertaking an inventory of Council's greenhouse gas emissions by the end of February 2025 for the year ended 30 June 2024. This will enable us to establish a baseline of our emissions, and inform our priorities for ERP, as well as further monitoring and development work.
- Reducing emissions via energy efficiency/conservation: Emissions of Council activity and delivery will be directly reduced by improving energy efficiency and through energy conservation efforts. Actions to December 2025 include:
 - implementing where viable the energy assessment recommendations for the Recreation Centre
 - undertaking an energy assessment for Waiata House (if supported by the greenhouse gas inventory), and identifying priority actions
 - exploring energy-efficient and low-emission options for new infrastructure and infrastructure facilities as opportunities arise, noting Council will aspire to meeting 5 -star Green Star and 4 -star NABERSNZ standards where these are affordable.
 - ongoing promotion of energy savings behaviour by staff.
- Minimising waste: Actions to minimise waste will align with the Waste Minimisation and Management Plan (WMMP), with a focus on reducing office waste and the promotion of waste minimisation at Council events, and will include the identification of further opportunities to digitise our business systems and develop more online services.
- Adapting our business for future changes: By incorporating more sustainable practices such as progressing planting projects.
- Supporting staff to better enable them to better consider climate action in decision making: This will include the development of guidelines for considering climate implications for decision reports, business cases, project management, and procurement.

In addition to the above actions, other work programmes will deliver co-benefits to our ERP priorities, such as the CAP Implementation Plan, the District Plan, and spatial/growth planning. More details on the links with other work programmes are provided in the attachment.

SUMMARY OF CONSIDERATIONS

Strategic, Policy and Legislative Implications

The ERP is our internal plan to reduce our climate pollution as an organisation. There is alignment between actions in the ERP and the externally focussed CAP.

Significance, Engagement and Consultation

Providing an updated implementation plan for the ERP does not trigger the requirements for consultation under the Significant and Engagement Policy. This plan reflects decisions made through the 2024-34 LTP process.

Financial Considerations

The ERP actions included in the ERP Implementation Plan are currently underway and/or have been resourced within existing budgets. The Strategy Team and Climate Champions Group will work with teams across the business to support project delivery within planned budgets. New actions that are not reflected in the Implementation Plan may require a business case to be considered. We will review the ERP in Year 2 and a revised implementation plan will be developed and resourcing for that considered through the next annual or long-term plan.

Implications for Māori

Items of specific and general interest to iwi and mana whenua are incorporated in the actions under the ERP. This update on priorities for the implementation of the ERP has not identified any specific issues to highlight for iwi and mana whenua.

Communications/Engagement Plan

The ERP has an internal focus. Its implementation will include communications and engagement with the community where appropriate to highlight internal emission reduction successes arising from ERP actions.

Environmental/Climate Change Impact and Considerations

The ERP Implementation Plan highlights where emissions reduction actions are progressing within MDC's operations. Reducing organisational emissions will have a positive environmental benefit to the Masterton District and contributes to climate change mitigation.

ATTACHMENTS

1. **ERP Implementation Plan to 31 December 2025** [↓](#)

Emissions Reduction Plan (ERP) implementation plan to 31 December 2025: priority actions for the next 12-18 months.

Updates on these actions will be reported to A&R each quarter.

Project/Initiative:	ERP Action/s this contributes to:	Key Tasks/Deliverables:	Responsibility
GHG Emissions Assessment	ERP Review Action 8: Secure budget for energy efficiency improvements	<ul style="list-style-type: none"> Undertake a GHG emissions assessment – by 28 February 2025 <ul style="list-style-type: none"> This will enable us to establish a baseline and identify areas of focus/priority actions to inform a review of ERP This will also assist to inform any business cases for energy efficiency improvements. Complete business case/s if required for initial priority actions through the 2025/26 Annual Plan process. 	Strategy Team
		<ul style="list-style-type: none"> Review ERP in Year 2¹ (Complete by 30 June 2026). 	Strategy Team With support from Managers and MDC Champions Group
Trust House Recreation Centre Renewals	Action 1b: Undertake energy assessment for Recreation Centre. COMPLETED. Action 3a: Implement Recreation Centre energy assessment recommendations as practicable Action 9: Investigate investing in fit-for-purpose renewable energy	<ul style="list-style-type: none"> Explore cost of 'future proofing for solar' as part of the upgrade of the THRC roof replacement (Section being replaced covers the toddler's pool; 5 lane pool and Lift Area). Explore cost of pre-wiring roof for solar as part of the THRC Roof replacement. If viable, implement. 	Facilities
Waiata House Actions	Action 7: Prioritise energy-efficient and low-emission options	<ul style="list-style-type: none"> Progress first year of the HVAC refrigerant upgrade (three-year project). 	Facilities
	Action 11: Identify and install LED lights where practicable	<ul style="list-style-type: none"> Ongoing programme to replace lights with LEDs as they need replacement. 	Facilities
	Action 1a: Undertake energy assessment for Waiata House Action 3b: Implement Waiata House energy assessment recommendations as practicable.	<ul style="list-style-type: none"> Undertake an Energy Efficiency Assessment of Waiata House (subject to being supported by the GHG emissions assessment). <ul style="list-style-type: none"> This will enable us to identify priority actions for improvements now and as we progress the expansion. EECA funding is available to support such assessments – potential to recover 30-40 per cent of the total cost. Develop action plan to implement recommendations from the Energy Efficiency Assessment of Waiata House (if that proceeds). 	Strategy Team
Climate Grants	Action 37: Encourage the adoption of innovation, green technology and circular solutions, and support suppliers as they transition to a lower carbon economy.	<ul style="list-style-type: none"> As part of the review of climate grant criteria, consider whether to include provision for businesses to apply – In Progress. If approved, implement in next grant round. 	Strategy Team

¹ In this document Year 1, Year 2, etc refers to that year of the 2024–2034 Long-Term Plan

ERP implementation plan to 31 December 2025

Parks Operations Contract	Action 37: Encourage the adoption of innovation, green technology and circular solutions, and support suppliers as they transition to a lower carbon economy.	<ul style="list-style-type: none"> Explore the cost of a contract modification to require reporting on progress with energy efficiency and reducing emissions. If viable, look to implement in Year 2. Note: Contractors are transitioning to more emission-friendly machinery as items are replaced. 	Facilities
Regenerative Turf Study	Action 26: Integrate connected, nature-based solutions in development planning, such as protecting, restoring, or enhancing natural habitats, or incorporating natural elements into built environment projects, e.g. green infrastructure.	<ul style="list-style-type: none"> Complete study (in progress) to explore moving to more organic/low carbon/more water resilient turf management options - by 31 March 2025. 	Facilities
Darks Skies Light Assessment & Replacements	Action 11: Identify and install LED lights where practicable	<ul style="list-style-type: none"> Complete light emissions assessment – by 31 March 2025. Replace high emitting lights with LEDs – 30 June 2025 	Strategy Team
Coastal Management Plan	Action 25: Ensure the Wairarapa Combined District Plan review futureproofs a long-term management approach for our changing coastline	<ul style="list-style-type: none"> Commence work on Coastal Management Plan scope/plan in Year 1. Progress actions as per scope/plan. The Plan will inform future reviews of the WCDP. 	Strategy Team
Spatial Plan/Growth Strategy	Action 27: Ensure climate change impacts are embedded into MDC spatial planning.	<ul style="list-style-type: none"> Community engagement re what is wanted for the future of Masterton – 2025. Consultation on draft Plan in Year 2. 	Strategy Team
Street Tree Management Review	Action 28: Increase indigenous tree plantings in road corridors, parks and open spaces	<ul style="list-style-type: none"> Street Tree Management Review taking into consideration 'Right Tree, Right Place' principles – scheduled for Year 2. 	Facilities & Policy Team
Review of Council Assets and Opportunities to Divest/Repurpose	<p>Action 28: Increase indigenous tree plantings in road corridors, parks and open spaces</p> <p>Action 29: Plant permanent forest on suitable council land for sequestration and to increase biodiversity</p> <p>Action 38: Identify opportunities to sequester the equivalent carbon through forestry activities</p>	<ul style="list-style-type: none"> Complete the review of Council assets to be divested/repurposed. Identify sites that could be planted as 'micro-forests'. 	Facilities
BOF Eco-Corridor Project	Action 28: Increase indigenous tree plantings in road corridors, parks and open spaces	<ul style="list-style-type: none"> Biodiversity planting (and fish passage work) primarily on the Mākōura Stream – by 30 June 2025. 	Strategy
Procurement Policy Procedure	Action 22: Develop and embed clear criteria and objectives around sustainability and carbon emissions reduction in all our procurement processes including what is required from suppliers/contractors	<ul style="list-style-type: none"> Include guidance on sustainable procurement in the Policy Procedure that is being developed – by 31 March 2025. 	Projects Team Policy Team Strategy Team Finance Team
Waste Audit & Action Plan	<p>Action 12: Improve data on the volume of office waste.</p> <p>Action 13: Improve management of office waste.</p>	<ul style="list-style-type: none"> Complete Council waste audit by 30 June 2025. Develop action plan to reduce waste, informed by the waste audit. Presentation to Council staff. 	Waste Advisor

ERP implementation plan to 31 December 2025

BAU or As Opportunities Arise

These actions have been integrated into work programmes and are now considered BAU and/or will be explored and progressed when opportunities arise. (Updates will only be reported if there is something 'new or different' to report regarding these actions). Monitoring via Climate Champions and ELT.

ERP Action/s:	Key Tasks/Deliverables:	Responsibility
<p>Action 10: Promote energy savings behaviour:</p> <ul style="list-style-type: none"> Maintain an internal optimum temperature for offices between 19°C and 21°C Ensure that heating systems are switched off when not required Only operate offices between the hours of 7am–7pm (unless otherwise required) Ensure building heating systems will run to match office peak occupancy hours, eg between 8am–5pm Where there is sufficient natural light, switch off lights Switch off and unplug any electrical equipment that is not in use Ensure that all external doors and windows are kept closed when heating or cooling systems are in operation Avoid using electrical portable heaters while air con is on 	<ul style="list-style-type: none"> Ongoing. 	<p>Facilities Lead – All Staff</p>
<p>Action 15: Implement and promote waste minimisation at every council event e.g. zero waste, plastic free.</p>	<ul style="list-style-type: none"> Waste minimisation event plans are required for all events including Council run events. Regular updates Ongoing programme to install modern recycling bins in Park spaces to consolidate the number of bins and reduce mixed waste to landfill. 	<p>Community Development Environmental Health Waste Advisor</p>
<p>Action 16: Requirements for catering to be no or only minimal food packaging (no plastic) for Council sponsored/held workshops/meetings</p>	<ul style="list-style-type: none"> Catering guidelines developed. Minimal food packaging prioritised where affordable. Assess further opportunities when the guidelines are next reviewed (after waste audit completed). 	<p>Strategy Team</p>
<p>Action 19: Improve our business systems and develop more online services – electronic purchase orders, data management system, electronic forms, e-signatures for all staff</p>	<ul style="list-style-type: none"> Ongoing continuous improvement as opportunities arise. EDMS installed; all finance systems now complete, including leave and full workflow for purchases. Flowingly being 'rolled out' to assist in automating processes. 	<p>Technology Solutions Operational managers</p>
<p>Action 20: Monitor paper usage</p>	<ul style="list-style-type: none"> Request information from current supplier of photocopy paper and monitor. 	<p>Strategy Team</p>
<p>Action 24: Embed the sustainability principles and incentivise sustainable technologies in the Wairarapa Combined District Plan (e.g. low carbon footprint buildings; energy efficiency; renewable</p>	<ul style="list-style-type: none"> Ongoing through the WCDP review. Opportunities to expand/extend will be considered through the Coastal Management Plan and Spatial Plan workstreams. 	<p>Planning Team Strategy Team</p>

ERP implementation plan to 31 December 2025

energy use in buildings; enhanced green/sustainable urban/subdivision design, blue/green infrastructure) Action 25: Ensure the Wairarapa Combined District Plan review futureproofs a long-term management approach for our changing coastline		
Action 26: Integrate connected, nature-based solutions in development planning, such as protecting, restoring, or enhancing natural habitats, or incorporating natural elements into built environment projects, e.g. green infrastructure	<ul style="list-style-type: none"> • General - Environmentally sensitive solutions are encouraged across all parks and open spaces work. • Playground Renewals - Materials for playground upgrades are eco-sourced/environmentally friendly wherever possible. Bark is preferred as soft fall over rubber in parks where practicable. Where balance is required in play spaces for inclusivity and accessibility, soft pour products will be UV resistant and fully recyclable. • Playground renewals programme prioritises 'right for place' including wilderness spaces where appropriate. 	Facilities
Action 30: Continue to collaborate with local and central government colleagues, in particular work collectively through the Wellington Regional Climate Change Forum	Contributing to the three climate-related projects through the WRLC: <ul style="list-style-type: none"> • the Regional Emissions Reduction Plan • the Regional Adaptation Plan • the Regional Food Systems Project. 	Strategy Team
Action 37: Encourage the adoption of innovation, green technology and circular solutions, and support suppliers as they transition to a lower carbon economy	<ul style="list-style-type: none"> • Ongoing where opportunities arise and in alignment with Procurement Policy. • Consider further actions to strengthen this as part of the next Procurement Policy review. 	Operational Managers
Action 45: Executive Leadership Team demonstrates climate change priority and leadership throughout our business to staff and councillors	<ul style="list-style-type: none"> • Ongoing. 	ELT
Action 46: Executive Leadership Team takes collective responsibility for the overall climate change and emissions reduction actions implementation	<ul style="list-style-type: none"> • Ongoing. 	ELT
Action 47: Climate change and emissions reduction reporting are a regular agenda item at Executive Leadership Team meetings	<ul style="list-style-type: none"> • Progress reported to ELT at least quarterly. 	Strategy Team
Action 48: Establish and support a climate champions group to support, drive and promote implementation of this plan.	<ul style="list-style-type: none"> • Established in 2023. Ongoing. Terms of reference to be reviewed by 31 December 2025. 	Strategy Team Coordinate
Action 50: Celebrate our success and share our story	<ul style="list-style-type: none"> • Promote success stories as they occur. • Include updates in quarterly A&R reports. • Include a case study in the 2024/25 Annual Report to highlight progress with ERP and CAP. 	Strategy Team Communications Operational Managers

ERP implementation plan to 31 December 2025

As opportunities arise:

ERP Action:	Proposed action:	Responsibility:
Action 4: Choose sustainable materials, energy efficient technology and low-emission options when acquiring new office spaces and facilities	Consider for all acquisitions, new builds and major refurbishments.	Facilities
Action 5: Aim for Green Star rating no less than 5 Star 'NZ Excellence'	Consider for all new build and major refurbishments	Project Delivery and Assets
Action 6: Aim for NABERSNZ 4 star 'excellent performance' rating or higher	Consider for all new build and major refurbishments	Project Delivery and Assets
Action 7: Prioritise energy-efficient and low-emission options	Consider when replacing or planning new infrastructure and infrastructure facilities. Future opportunities for solar and low-emission options may arise for library/ archives, town hall, and recreation centre.	Project Delivery and Assets
Action 9: Investigate investing in fit-for-purpose renewable energy	As opportunities arise.	Project Delivery and Assets Facilities
Action 14: Investigate concrete recycling	Opportunities for concrete recycling will be included as projects that involve demolition are undertaken.	Project Delivery and Assets
Action 23: Develop and embed requirements for carbon reduction in all business case and project management processes and frameworks	As processes are reviewed	Project Delivery and Assets
Action 49: Seek opportunities for central government funding and grants.	As opportunities arise and/or projects align.	Strategy Team Operational Managers

DEPRIORITISED FOR NOW

These actions have been deprioritised for now. They will be reassessed following the GHG Emissions assessment as part of the review of the ERP. Updates will only be reported if there is something new or different to report regarding these actions – e.g. if a funding opportunity was identified and we were able to secure funding.

ERP Action:	Rationale for Deprioritising Now:	
Action 2: Identify any other council buildings and facilities that have potential to significantly reduce carbon emissions	<ul style="list-style-type: none"> Actions for key buildings are included in the Implementation Plan or As Opportunities Arise sections – i.e. for Waiata House; and Library/Town Hall development projects. Consider other opportunities once GHG emissions reduction plan is complete. 	
Action 3a: Implement Recreation Centre energy assessment recommendations as practicable – actions relating to gas	<ul style="list-style-type: none"> Investigate opportunities for transitioning away from gas stadium heaters and LPG use for shower water heating, after worlds in March 2026. 	
Action 17: Investigate viability of using shredded office recycled paper for garden mulch	<ul style="list-style-type: none"> Assess current relevance/potential benefit given other changes (such as EDMS; electronic agendas etc) when the CCERP is reviewed in Y2. 	
Action 18: Develop less paper policy/guideline		

ERP implementation plan to 31 December 2025

Action 26: Integrate connected, nature-based solutions in development planning, such as protecting, restoring, or enhancing natural habitats, or incorporating natural elements into built environment projects, e.g. green infrastructure.	<ul style="list-style-type: none"> The upcoming National Engineering Design Standard (NEDS) will set out national requirements in this area – review our approach once these standards are in place. Assess further opportunities in the next review of the Parks & Open Spaces Strategy. 	
Action 31: Investigate how to address high emissions associated with wastewater and wastewater treatment process	<ul style="list-style-type: none"> Reassess once LWDW decision is made. 	
Action 32: Improve our understanding of how to improve the wastewater emissions calculations		
Action 33: Collaborate on a regional study into wastewater emissions if opportunity arises		
Action 34: Develop appropriate procedures and recording for use of refrigerants in MDC buildings/operations	<ul style="list-style-type: none"> Reassess at time of next review. 	
Action 35: Investigate opportunities for partnership with local developers to showcase a green/sustainable village/subdivision	<ul style="list-style-type: none"> Reassess at time of next review. 	
Action 36: Develop a guideline/plan for sustainable practices in parks and gardens.	<ul style="list-style-type: none"> Assess further opportunities in the next review of the Parks & Open Spaces Strategy. 	
Action 39: Adopt a target of a fully electric corporate vehicle fleet by 2030	<ul style="list-style-type: none"> Mature fit-for-purpose technology is not yet available. Maintain watching brief on the EV market. 	
Action 40: Investigate and evaluate options for off-road and high-performance electric vehicles.	<ul style="list-style-type: none"> Reassess at time of next review. 	
Action 44: Allocate responsibility for corporate carbon emissions through cascading KPIs [SMART KPIs] from CE through to SLT and staff	<ul style="list-style-type: none"> Now moved to a competency-based programme vs KPIs. Responsibility for delivering components of the ERP sit with the nominated leads with ELT oversight through reporting. 	

COMPLETED ACTIONS

21 – Improved signage and information for recycling in the office

42 – Incorporate E-bikes into the fleet – trialled and discontinued

43 – Construct MDC car fleet parking compound

6.6 HEALTH AND SAFETY QUARTERLY REPORT

File Number:

Author: Ben Jessep, General Manager Corporate

Authoriser: Kym Fell, Chief Executive

PURPOSE

Under the Health and Safety at Work Act 2015, all elected members are deemed 'officers' and must exercise a duty of due diligence in relation to health and safety. These quarterly reports provide information to assist elected members to carry out that role.

EXECUTIVE SUMMARY

Over the last quarter, Masterton District Council (MDC) has completed a large organisational change process of the Assets and Infrastructure business group. The next key step of this organisational change process will be to embed the core improvement drivers for this organisational change. These include improving Asset Management information, Project Management methodology, and Contract Management practice.

This provides an ideal opportunity to fully imbue each of these critical operational functions with robust and proactive Health and Safety practice. The new asset management system will now include Health and Safety information as part of the overall asset assessment process. Health and Safety information will flow throughout the lifecycle of all projects, with MDC third-party contractors adhering to the same Health and Safety expectations and obligations. The Health, Safety, and Wellbeing Advisor is currently working in partnership with the Assets and Infrastructure team to support these initiatives.

MDC are also implementing a continuous improvement program by reviewing existing processes and adding digitisation tools. This recent Health and Safety culture improvement program has demonstrated not only how MDC staff are open to providing and sharing innovative ideas and helping to implement solutions but also how there is a place for using Health and Safety practices to build momentum as MDC moves towards a culture of continuous improvement.

RECOMMENDATION

That the Audit and Risk Committee notes the content and receives the Health and Safety Report for the quarter: (1 July 2024 to 30 September 2024).

CONTEXT

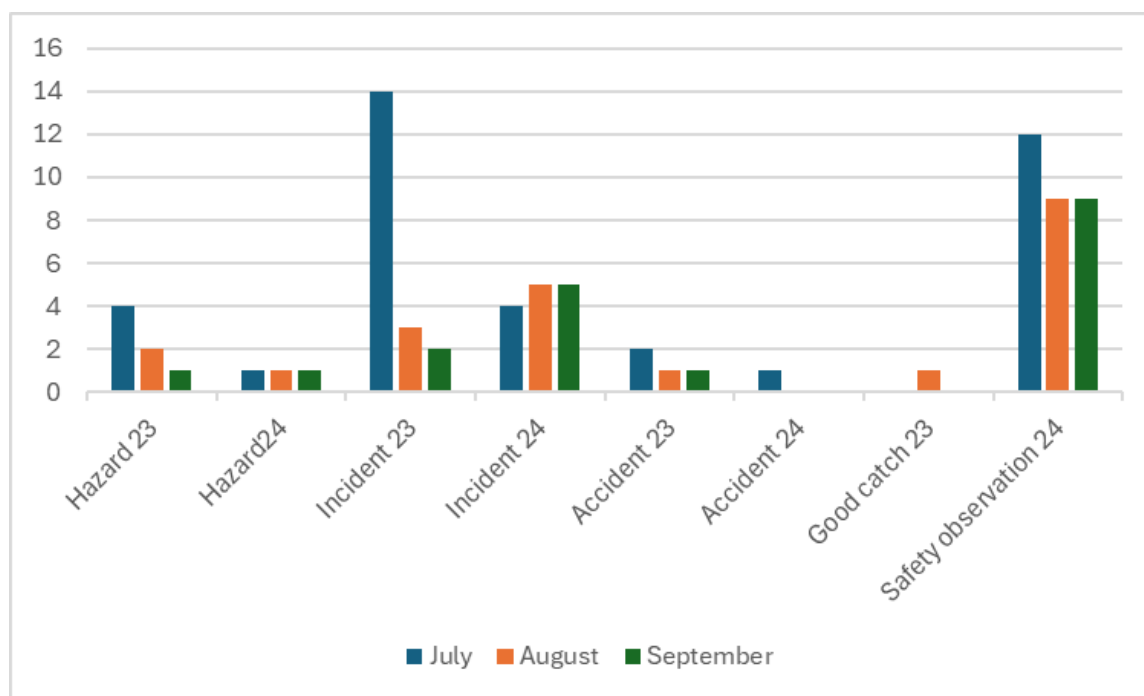
Key Updates for the Quarter

1. Reporting data

This report delivers the first quarter of data since the change in reporting platforms. The graph below clearly demonstrates the significant success of the new Assura Health and Safety reporting tool.

The comparative data displays a drop in the number of hazards and accidents occurring in 2023 and 2024; except for a spike in incidents in August and September 2024. This spike of incidents is due to a continued trend of unacceptable behaviours by community interactions towards our customer facing units. This antisocial behaviour has not been unexpected nor isolated to MDC, appears a national trend and continues to be a stressor for our customer facing teams.

A positive outcome of the Health, Safety and Wellbeing culture refresh, is the substantial increase in safety observations. These safety observations capture data for unsafe conditions, unsafe practice, safe practice, and suggestions. Most safety observations concern unsafe conditions and suggestions; possibly because previously there were inefficient workflows/low priority attitude toward reporting and staff now having a renewed focus and understanding of what hazards are and the importance of capturing hazards or potential harm via early adopters. This demonstrates the proactive measures staff are taking to alert or minimise harm to themselves and others around MDC sites, including highlighting good health and safety practise. In addition, this utilisation of suggestions indicates staff seeking improved ways to operate and continuous improvement solutions for their teams and the wider organisation.



2. Process improvements

The Assura platform continues to develop and is now moving into MDC's operational systems with the digitisation of a variety of Health and Safety forms; enabling staff to complete forms and create actions in real time. Work is currently taking place to add forms for the roading team.

The water treatment sites have significant hazards, and work is underway, reviewing documented procedures and practices, ensuring alignment with best industry practice. This has involved discovery and collation of existing documents, staff interviews regarding process, competency, training, record keeping and site visits to understand the tasks, risks and hazards at each site.

The prequalification platform SiteWise continues to progress. To date, the contractor list shows 91 of 144 contractors are signed on and/or are developing their registration. Contractors currently qualified with SiteWise have an average score of 88%. Further training on this process will be implemented, providing staff with an improved knowledge and understanding of the process and its importance.

3. Wellbeing

A few changes to the wellbeing resources have been made this quarter. Staff now have access to My Everyday Wellbeing; an online resource containing content targeted at mental and physical wellbeing through articles, videos and links to other resources such as podcasts.

The support services of our EAP provider Vitae have extended with the additional module of financial wellbeing support. Staff who have accessed this service and acted on the advice to help improve their financial stability, have provided positive feedback.

MDC are proactively having wellbeing conversations with at-risk staff. At-risk staff include those returning from long term injuries, staff with high sick leave balances, or staff referred by their managers. Some of the tool’s MDC are using to support staff include structured return to work plans, vitae counselling services, onsite one on one meetings with the Health, Safety, and Wellbeing advisor.

People and Culture Leave Metrics

Metrics are exported from the MDC Human Resources Information System (HRIS). Data is at a point in time within the HRIS system and can vary depending on payroll processing times. This can impact alignment between the systems.

Excessive Annual Leave



This report assesses excessive annual leave as an employee who has a total annual leave balance of over 25 days. This includes both accrued annual leave and the on-going leave entitlement which is accrued throughout the year. This sets a lower tolerance than traditional

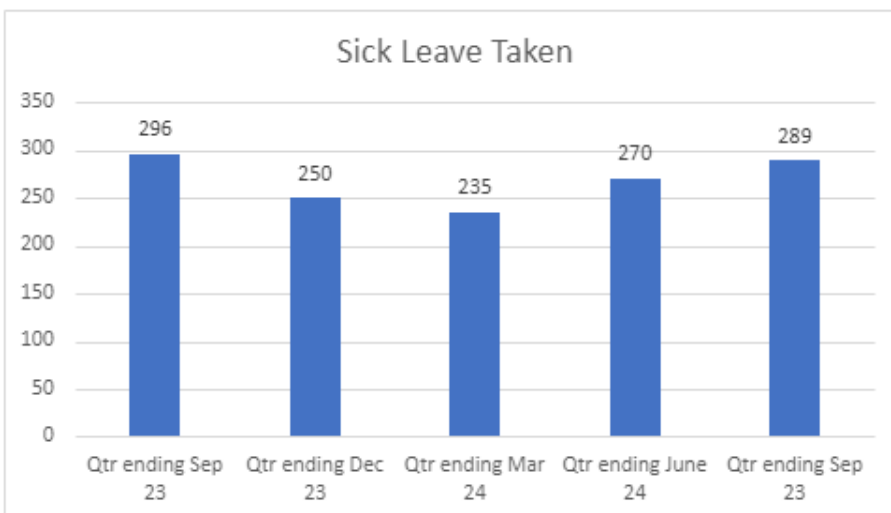
employee excessive leave measures which focus on annual leave accrued from previous entitlement years. Having a lower tolerance for measuring excessive annual is a deliberate strategy for MDC as the intent is all employees should be taking all their annual leave entitlement each year. The number of employees with excessive leave balances has seen a small increase during the traditionally quiet annual leave quarter. This can be viewed as a positive outcome for MDC, indicating leaders are focusing on the right employees in relation to leave plans. This focus will continue for the ELT for the next quarter is ensuring the right people are taking leave over the summer months.

Annual Leave



Annual Leave usage has increased in comparison to the corresponding quarter last year. The rationale for this reduction is difficult to assess but may be due to the significant increase in leave management. This is a leadership opportunity to support proactive leave management planning to support smoothing of the MDC leave profile across the year and enhance organisational effectiveness. In turn, enabling improved workforce planning and a financially sustainable annual leave profile and better wellbeing outcomes for MDC staff.

Sick Leave




MDC sick leave taken profile is consistent to last year. There is no significant risk at this point but will be monitored as MDC continue to manage long-term sick leave through robust return to work plans.

Due Diligence Summary

There has been no change to the traffic light reporting below for this quarter. See Attachment 1 for details.

MDC TOP HEALTH AND SAFETY RISKS

Description of risk	Controls and reduction measures	Update
<p>Contractor Management</p>	<ul style="list-style-type: none"> • Regular communication between contractors and MDC relationship managers. <ul style="list-style-type: none"> • Quarterly/ annual reporting. • Auditing as BaU (business as usual) and exceptions. 	<p>MDC’s Contractor Management approach is a key part of the Health and Safety Review, and updates are to be made over the next quarter.</p> <p>These include:</p> <ul style="list-style-type: none"> • Stage 3 of implementation of a third-party contractor pre-qualification system to ensure all contractors fulfil their H&S obligations prior to engagement by MDC. • Exempt contractors are processed and manually entered Sitewise. These contractors are a small proportion of the database. • Regular auditing of contractors by staff monitoring projects and works. <p>Contractors are required to prove they have robust, and operational H&S systems. Following contractor engagement on any high risk or longer-term projects, daily or weekly site visits will be conducted, including health and safety checks. For smaller low risk projects, only contractors from an approved database will be used and monitored on an as needed basis.</p> <p>The below graph gives a snapshot of audits undertaken by two departments during the quarter. The multiple work sites audited were maintenance work being carried out by our suppliers within</p>

		<p>the urban and rural areas. All audits were passes with no significant safety issues discovered during the audits and any suggestions were discussed with the site manager for action.</p>  <table border="1"> <caption>Audits</caption> <thead> <tr> <th>Category</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Water Services</td> <td>12</td> </tr> <tr> <td>Roading</td> <td>7</td> </tr> </tbody> </table>	Category	Count	Water Services	12	Roading	7
Category	Count							
Water Services	12							
Roading	7							
<p>Vehicles, Roads, Driving</p> <p>(1) Driver risk factors (2) Journey risk factors (3) Vehicle risk factors (4) Working with/near vehicles risk factors.</p>	<ul style="list-style-type: none"> • Driver training. • Fleet maintenance. • Hazard identification. • Fatigue Management practice 	<p>Driver training for 4x4 vehicles.</p> <p>Health, Safety and Wellbeing Committee is reviewing the Motor Vehicle Policy and Lone Worker processes presently with recommendations to be presented to ELT for discussion.</p>						
<p>Stressors</p> <p>Fatigue (physical & mental), workforce capacity, time pressure, bullying, harassment, mental health.</p>	<ul style="list-style-type: none"> • Employee Assistance Programme (EAP). • Leadership support. • Staff engagement. • Staff Surveys. • Workforce Planning activities • Well-being programme 	<p>MDC's uses employee assistance provider Vitae to provide independent counselling support.</p> <p>People leaders communicate the opportunity for any staff to contact Vitae via online/app based or direct contact to access appropriate services.</p> <p>There is a continued commitment to workforce planning mitigations to manage excessive workload risk. This is an on-going risk as recent change processes are embedded. All organisational change will be reviewed regularly to monitor well-being issues.</p> <p>Continued focus on well-being programmes including organising professional advice for employees on mental health, financial well-being, and southern cross medical care.</p>						
<p>Community</p>	<ul style="list-style-type: none"> • Training 	<p>Training occurs regularly for Customer</p>						

Behaviours	<ul style="list-style-type: none"> • Procedures • Relationships with support organisations. I.e. Police 	<p>facing staff, this will be expanded to more departments to supply knowledge for teams that interact regularly with public.</p> <p>Procedures reviewed and improved as needed.</p> <p>Regular meetings with Police and GMs and Team leaders to maintain relationships and share information.</p>
Lone worker	<ul style="list-style-type: none"> • Procedures • Training • Location devices 	<p>Procedures under review by HSW Committee, any recommendations will be elevated to ELT.</p> <p>Review of current devices and services.</p>

Lead Health and Safety Indicators

Lead indicators are proactive in nature and focus upon regular activities used to control risk and prevent accidents, injuries and/or incidents.

Lead Indicators	
H&S committee meetings	Meetings continue to be held every six weeks.
H&S training	The H&S Committee aims to train all members to a minimum of H&S rep training Level 2.
H & S Culture	<p>The culture refresh and launch of Assura has had an immediate impact.</p> <p>Assura is generating improved data and detail on HSW events, incidents and safety observations, the next step is to develop more functionality and deliver more efficiency to out teams in the field.</p> <p>The practice of H&S at MDC is improving continuously and the growth in accessibility and improved performance will be fostered to allow us to support the organisation to achieve the best outcomes.</p>
Staff inductions	<p>All new staff have been inducted following MDC established H&S induction process.</p> <p>The Health and Safety Committee members and team leaders conduct the site H&S inductions with new staff. This Induction includes the physical workplace, intranet HSW site with information and the HSW app and web portal for reporting, Events, Safety Observations and Wellbeing Reports.</p>

	The development of an MDC induction handbook has been completed.
Wellbeing initiatives	The Employee Assistance Program (EAP) contracted onsite visits continue to occur, with the representative ensuring coverage of MDC workplaces.

SUMMARY OF CONSIDERATIONS

Strategic, Policy and Legislative Implications

In accordance with Health and Safety at Work Act 2015, Masterton District Council, as a Person Conducting a Business or Undertaking (PCBU), must ensure, as far as is reasonably practicable, the health and safety of Council's employees, volunteers, or contractors (including their subcontractors), and that other people are not put at risk by our work. This includes visitors to our workplaces and members of the public who could be affected by work done.

Significance, Engagement and Consultation

The recommendation to receive this report does not trigger criteria under the significance and engagement policy.

Financial Considerations

There are financial implications associated with the recruitment and retention of staff, provision of leave, and health, safety, and wellbeing.

Implications for Māori

There are no Treaty considerations or implications for Māori arising out of this report.

Communications/Engagement Plan

Not applicable.

Environmental/Climate Change Impact and Considerations

There are no environmental/climate change impact or considerations arising from this report.

ATTACHMENTS

- 1. Due Diligence Summary** [↓](#)

Attachment 1

Due Diligence Summary:

There has been no change to the traffic light reporting below for this quarter.

MDC OFFICERS H&S DUE DILIGENCE PLAN MONITORING

	Objectives	Status	Rating
Know	Keep up to date with health and safety matters	Health, Safety and Wellbeing is a standing item at each ELT meeting. Currently, requests and issues from the H&S committee are escalated via the HSW Advisor. Each ELT member is also able to escalate requests and issues via this forum.	
Understand	Understand the nature of the Council's business and its hazards and risks	The main organisational risks continue to be reviewed and assessed with each work group identifying their specific work group risks (ongoing). The hazard & risk register is currently being updated in conjunction with each work group. Worksite safety inspections for risks; including actions for Managers to address any issues identified. (This is a regular audit for non-project-based sites also).	
Resource	Ensure H & S person has appropriate resources and processes to manage risks	Action items are addressed on a priority basis. MDC has an on-line reporting tool to record incidents and the relevant actions, mitigations, and controls.	
Monitor	Ensure there are appropriate reporting and investigation processes in place	The H&S system ensures work group managers are aware of investigations and act in conjunction with the People and Culture team. People leaders will be upskilled, and the H & S Committee will ensure that Investigations are completed for all reported incidents, accidents, and near misses.	
Comply	Ensure the Council has, and implements, processes for complying with duties under the HSWA Act 2015	Processes are being reviewed across all work groups in consultation with H&S Committee and subject matter experts. The ongoing message to staff and managers is H&S is everyone's responsibility (not just the committee and P&C) and that all workers and managers are expected to give H&S high priority across all activities carried out by Council.	

6.7 THREE MONTHS TO DATE FINANCIAL REPORT 2024/25

File Number:

Author: David Paris, General Manager Finance

Authoriser: Kym Fell, Chief Executive

PURPOSE

To provide the Audit & Risk Committee with financial reporting for the three months to 30 September 2024.

RECOMMENDATIONS

That the Audit and Risk Committee receives the 3 months to date financial report and commentary.

CONTEXT

The Council sets operating and capital budgets through its Long Term Plan and Annual Plan and reports against those budgets on a quarterly basis.

Revenue from rates is set in June each year, based on the budgets and is collected in four instalments across the financial year. The degree to which the rates revenue has been collected, paid or is still outstanding is reported quarterly to the Council via this report.

DISCUSSION

The financial statements commentary for the 3 months to 30 September 2024 is reported below.

The **Statement of Revenue & Expenditure** (below) shows an accounting deficit of \$1,825k. This is \$669k more than the planned YTD deficit of surplus of \$1,157k. This result is influenced by the following major aspects:

- Operating Revenue in total is \$353k (2%) up on planned.
- Financial Contributions are \$81.3k (20.6%) more than planned, but at \$476k are 25% down on last year to date.
- Fees, charges and other revenue of \$4,161k is \$187k (4.6%) more than planned with building consent fees being the main activity where external revenue has exceeded budget.
- Roading subsidies of \$2,449k are less than planned by \$118k or -4.6% as a result of the lower than planned subsidies on the cyclone damage repair work.
- Personnel costs of \$3,874k year to date are \$256k (7.1%) more than planned largely as a result of organisational restructuring. The additional one-off costs are expected to be offset by savings against planned costs by year end.
- Other Operating expenditure is \$593k (6.1%) more than planned, due largely to \$385k of the cyclone repair work being operating expenditure rather than capital (where it was budgeted). Also, more roading work has been done in the first quarter than the 3 month YTD plan reflects and insurance costs are well above the budget (as reported in August).

Statement of Revenue & Expenditure

3 Months Year to Date					
to 30 Sep 2024	3 months	3 months			
	2024/25	2024/25			Full Year Plan
Revenue	Actual	Plan	Variance		2024/25
Rates Revenue*	10,875,312	10,857,938	17,374	0.2%	45,644,351
Interest Received (external)	427,510	242,375	185,135	76.4%	965,750
Roading Subsidies	2,449,363	2,567,218	(117,855)	-4.6%	13,011,704
Financial Contributions	476,051	394,750	81,301	20.6%	1,643,000
Fees, Charges & Other Revenue	4,161,066	3,974,309	186,757	4.7%	21,314,431
Total Operating Revenue	18,389,302	18,036,590	352,712	2.0%	82,579,236
Expenses					
Personnel Costs	3,874,294	3,618,542	(255,752)	-7.1%	15,492,421
Other Operating Expenditure	10,257,771	9,664,380	(593,392)	-6.1%	30,587,371
Interest Expense	768,201	678,077	(90,124)	-13.3%	2,721,778
Depreciation & amortisation	5,314,483	5,232,366	(82,117)	-1.6%	20,929,378
Total Operating Expenses	20,214,750	19,193,365	(1,021,386)	-5.3%	69,730,948
Operating Surplus/(Deficit)	(\$1,825,448)	(\$1,156,774)	(\$668,674)	57.8%	\$12,848,288

*Rates Revenue excludes rates on Council properties

The **Rates Requirement Summary** to 30 September 2024 (below) shows the Council's net spending of rates funding at \$12.31 million which is 0.8% more than the level planned.

There are activities where income and expenditure levels have varied from the budgets and the main areas are listed below.

The deficit of rates funding year to date (\$620k actual, \$552k plan) reflects a number of costs incurred in the first three months that are to cover the full year (including insurance and rates on Council properties). The Council is able to absorb the cashflow negative of the YTD operating deficit by using its working capital funds.

2024/25 3 Months to 30 Sep2024

2023/24	Rates Requirement Summary	2024/25 Actual	2024/25 Plan	Variance		2024/25 Full Year Plan
\$		\$	\$	\$	%	\$
	RATES REQUIRED BY ACTIVITY					
	Transport					
2,781,229	Roading	2,138,187	2,071,990	(66,199)	-3.2%	10,247,968
	Water Services					
1,375,590	Urban Water supply	1,587,615	1,541,028	(46,587)	-3.0%	5,372,740
94,012	Rural Water supplies & races	110,824	118,139	7,315	6.2%	173,576
	Wastewater Services					
1,552,485	Urban Sewerage system	1,658,889	1,649,754	(9,135)	-0.6%	7,938,525
131,389	Rural Sewerage systems	121,418	134,973	13,555	10.0%	470,778
	Stormwater Services					
316,346	Stormwater	362,259	345,043	(17,216)	-5.0%	1,061,105
	Solid Waste Services					
456,876	Solid Waste Services	429,289	381,899	(47,390)	-12.4%	1,504,335
	Community Facilities/Activities					
1,023,267	Parks, Reserves & Sportsfields	1,090,162	1,103,818	13,656	1.2%	3,856,390
527,064	Trust House Recreation Centre	647,844	615,166	(32,678)	-5.3%	1,624,030
37,696	Cemeteries	44,862	43,755	(1,107)	-2.5%	258,817
703,056	Library & Archive	664,747	760,118	95,371	12.5%	2,939,905
199,381	District Building	186,773	207,121	20,348	9.8%	462,297
200,658	Housing for Elderly	240,506	215,781	(24,724)	-11.5%	204,869
351,454	Other Property	373,437	405,591	32,155	7.9%	1,092,100
68,689	Hood Airport	231,813	175,087	(56,726)	-32.4%	551,546
71,893	Mawley Holiday Park	59,737	66,839	7,102	10.6%	224,204
	Regulatory Services					
344,114	Resource Mgmt & Planning	450,522	437,668	(12,854)	-2.9%	1,436,232
161,800	Building Development	235,350	294,366	59,016	20.0%	1,219,034
193,444	Environmental Services	248,885	240,193	(8,692)	-3.6%	927,288
2,511	Parking Control	(232)	823	1,055		\$3,301
4,618	Animal Services	68,671	68,388	(283)	-0.4%	263,997
74,403	Emergency Management	85,846	88,929	3,083	3.5%	338,712
-	Weather Events Recovery	(353,874)	(353,762)	112	0.0%	-10,000
	Leadership, Strategy & Corporate Services					
200,700	Representation	211,353	237,135	25,782	10.9%	934,534
(40,970)	Internal Functions (net)	356,560	239,628	(116,932)		0
326,968	Community Development	436,486	481,636	45,150	9.4%	1,335,637
137,830	Arts & Culture	130,053	128,048	(2,005)	-1.6%	492,934
234,539	Economic Development	362,907	364,772	1,865	0.5%	1,031,054
106,893	Environmental Initiatives	129,182	149,904	20,722	13.8%	482,643
\$ 11,637,936	Total Rates Requirement	\$ 12,310,069	\$ 12,213,831	(\$96,240)	-0.8%	\$ 46,438,551
	RATES INCOME					
10,416,226	Masterton District Council rates	11,598,181	11,568,388	29,793		46,273,551
140,604	Penalty Income	167,269	140,000	27,269		350,000
(50,516)	Rates Remissions	(75,124)	(46,250)	(28,874)		(185,000)
10,506,314	Net Rates Income	\$ 11,690,325	\$ 11,662,138	\$ 28,187	0.2%	\$ 46,438,551
(\$1,131,622)	Surplus/(Deficit) of Rates	(\$619,745)	(\$551,693)	(\$68,053)	-0.6%	\$ 0

Commentary on significant variances to Rates Requirement after 3 months YTD:

Roading \$2.13m rates required is 3.2% more than the value planned. Repair and recovery work relating to weather events has progressed, with \$1.74m worth of the \$6.18m planned. The subsidy rate on the work done to date had been assumed to be 76%, but some of the work only qualifies for 56%. The Council's LTP allows for it's share of this recovery work to be loan funded.

Urban Water is 3% overspent YTD with higher costs than planned on chemicals, plant maintenance, insurance and software licenses.

Wastewater at \$1.66m YTD the costs of urban wastewater are within 1% of planned.

Stormwater maintenance costs have run 5% above planned YTD.

Solid Waste has external income of \$1.36m being 11.2% less than planned due to lower tonnage of waste being processed through the transfer station than planned. Costs of that waste disposal to landfill are also down by 6% but leaving a deficit of rates required of \$47k.

Community Facilities includes the Trust House Recreation Centre where maintenance costs incurred during the July shutdown were more than planned YTD and insurance costs are more than planned. Housing for the Elderly shows lower rental income as rent increases were not able to be increased until mid July and legal costs associated with the Panama land were more than expected. The Airport operating costs have run ahead of the plan in a number of areas. The Library, Community Development and Environmental Initiatives have all run under the planned rates requirement levels YTD.

Regulatory functions – Building consent fee income of \$493k is 74% ahead of the planned level reflecting a spike in activity. Offsetting this are costs incurred above planned by \$154k due to the unexpected increase in professional indemnity insurance premiums. The Weather Events Recovery Office costs are included for the first time this year, with costs fully covered by cyclone relief external revenue.

Across all Council's asset management and corporate functions there is some \$117k spent more than planned. This is expected to be reversed as the financial year progresses.

Summary Statement of Capital Expenditure (below) shows \$4.914 million spent which is 10% of the full year capital budget total.

Commentary on variances and progress on some items is also included in the Statement.

Summary Statement of Capital Expenditure					Comments on progress
	Actual 3 Months \$	Plan 3 Months \$	Variance 3 Months \$	Plan Full Year 2024/25 \$	
Roading - subsidised	530	549	19	8,754	Minimal spend against local improvement projects due to no NZTA approved funding. Spend to date mainly relates to road metalling in the rural area and structure renewals such as retaining walls and bridges. Minimal spend so far to date on footpaths, road drainage, resurfacing and pavement rehab.
Roading - non-subsidised	296	3	293	73	Spend to date relates to the completion of Gordon and Kitchener Street upgrades. No budget in 24/25.
Roading - Emergency Works	1,355	1,546	191	6,184	Spend to date this financial year relates to Cyclone Gabrielle emergency repair work.
Water Services	854	850	4	5,200	Spend for water services tracking close to budget with underspends on water reticulation renewals offset by overspends for water meter and water connection budgets.
Wastewater Services	395	857	463	2,710	Minimal spend to date for wastewater renewals for both the BAU budgets and BOF budgets however Taranaki St and Queen St work has now started and 4 other projects out for tender.
Stormwater Services	-	78	78	310	No spend to date for stormwater upgrade projects.
Solid Waste Services	29	63	34	250	This budget is for replacing the concrete pad at the transfer station. In order to keep the site operational this project is being done in two halves with the first half now complete. Should be complete before Christmas.
Parks, Reserves & Sportsfields	71	148	77	2,573	Minimal spend so far this year with ongoing investigative and scoping work for the larger projects. Spend to date relates to the Riversdale Northern Reserve Rock Protection project, facility upgrades at South Park softball park, Fernyshade cloth roof replacement at QE park and design work for Henley Lake Playground improvements.
Wellbeings (Amenities)	263	270	7	341	The Youth Hub project is largely completed, which makes up most of the current spend. We have also purchased new Christmas decorations and upgraded security cameras at Trust House Rec Centre.

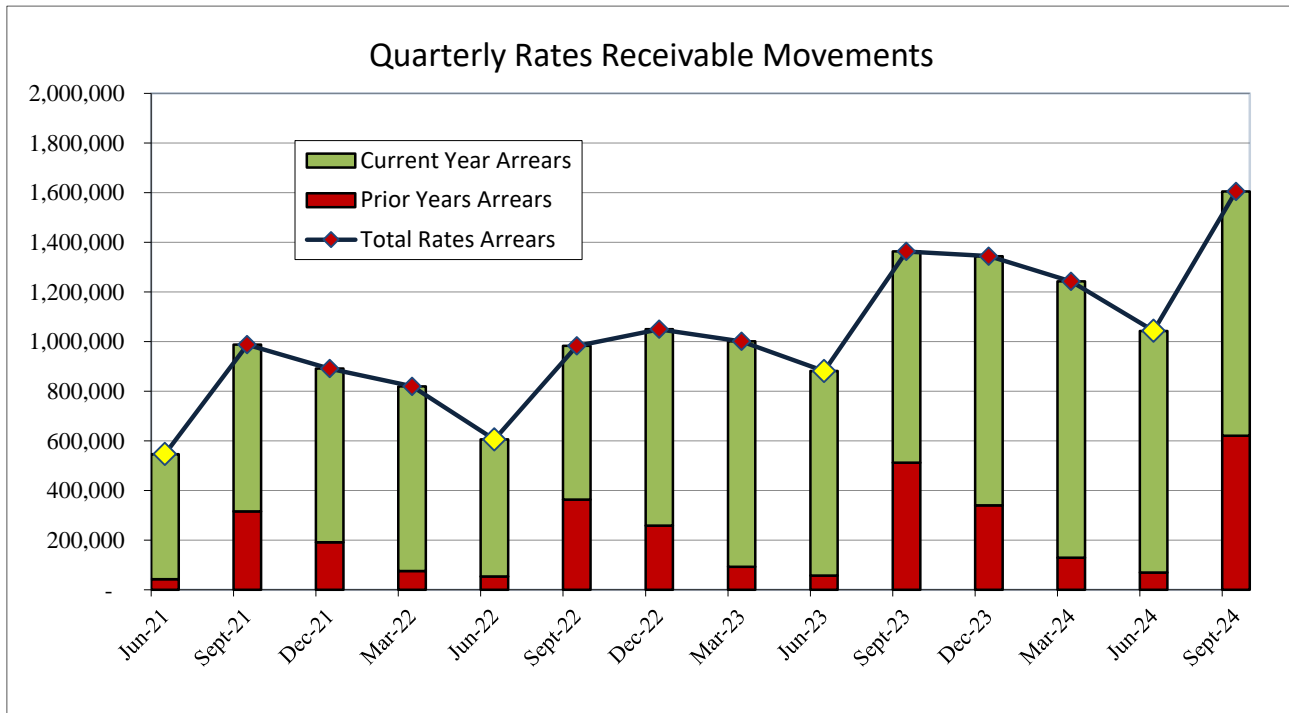
Summary Statement of Capital Expenditure (contd)					Comments on progress
	Actual 3 Months	Plan 3 Months	Variance 3 Months	Plan Full Year 2024/25	
	\$	\$	\$	\$	
Other Property	43	75	32	3,149	This budget covers Mawley Park, cemeteries, public conveniences, rental properties and rural halls. Majority of spend so far relates to upgrades to 63 Manaia Rd. Spend to date relates to Waiata House HVAC upgrades and progressing Town Hall & Waiata House extension projects.
Civic Facility	41	100	59	4,000	
Recreation Centre	37	41	4	885	Minimal spend to date but spend planned on the outdoor dive pool as well as three roof replacements identified in the recent condition assessment report commissioned last year. Spend to date relates to required renovations at Panama Village and Chapel St after tenants have vacated.
Housing for the Elderly	36	52	16	209	
Library & Archive	39	59	20	1,036	WSP appointed as the architects for the Library upgrade. Spend to date relates to consultant assessments on strengthening requirements and asbestos testing.
Airport	473	506	33	8,743	Spend to date relates to services and roading design, runway engineering spend with Siteworx, boundary and site fencing and AECOM design work.
Regulatory Services	282	301	20	2,264	Spend is progressing on the new Animal Shelter build. The majority of the spend to date is with M B Brown on the build.
Corporate Services	170	197	28	1,070	The spend to date relates to IT equipment replacements and upgrade work to the speaker and sound system in the Kiwi meeting room.
TOTAL COUNCIL	4,914	5,695	781	47,751	
% spent of full year Plan	10%				

Rates Receivable

The graphs below provide a picture of the changes in the value of rates receivable by quarter.

At 30th September 2024 the balance of rates unpaid was \$1,605,859. This is 18% more than the same quarter end last year. Arrears from prior years were \$621,162, which is 21% more than the same quarter last year and 59.6% of the balance of total arrears at 30 June 2024, ie 40.4% of the 30 June 2024 arrears had been paid by 30 Sept 2024. This compares to 41.9% at 30 Sept 2023.

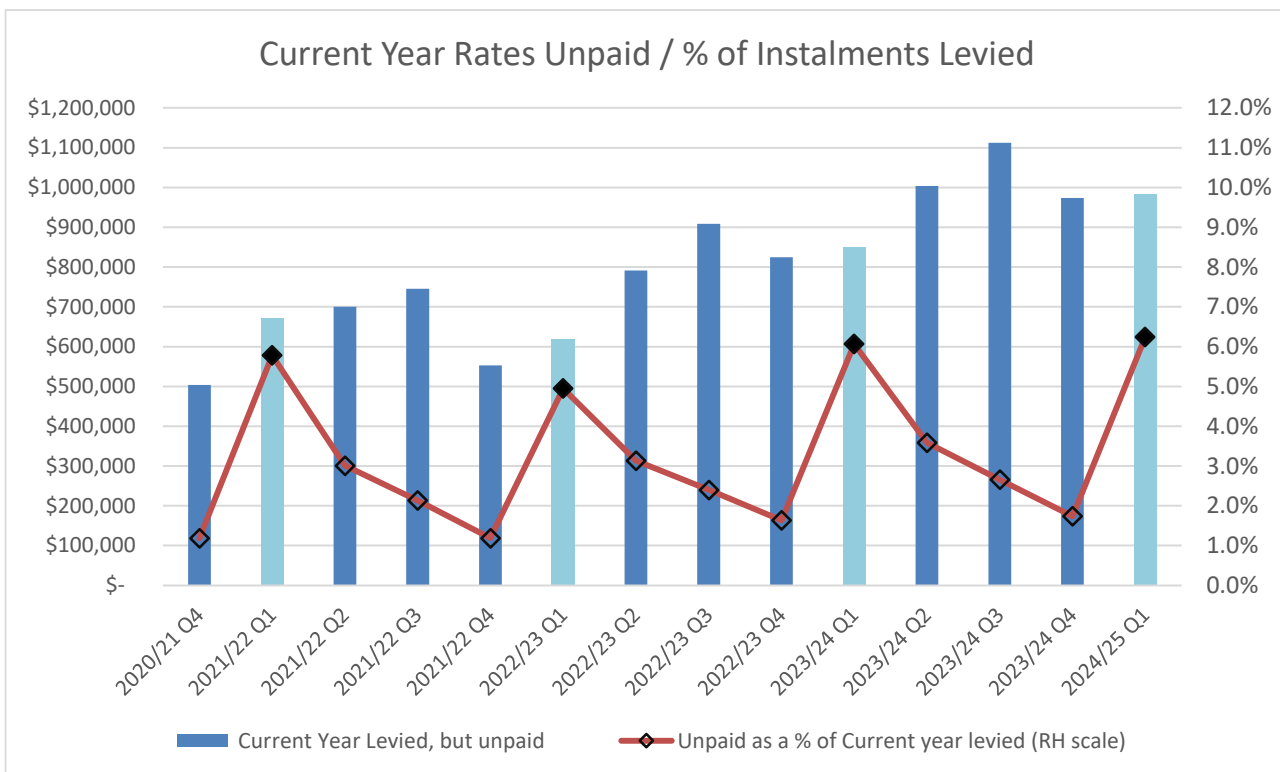
Current year rates unpaid at 30 Sept 2024 were \$984,697 compared to \$851,158 at 30 Sept 2023. This amounts to 6.2% of the value of the first instalment (last 30 Sept = 6.1%).



The increase in rates receivable in the most recent quarter continues the trend of unpaid rates increasing in the first quarter of the financial year. The value of rates levied on the first instalment, but unpaid, was 6.2% of the value levied, which is close to last year. The collection of the prior years arrears over the first quarter has been slightly less than prior year (40% vs 42%). The Council continues to contact ratepayers who are falling behind and looks to work with them to catchup. The reported revenue for rates penalties is 19.5% ahead of planned, but is subject to remissions if ratepayers make (and keep) arrangements to bring their rates up-to-date.

Letters to mortgage-holding banks have been sent to request payment of prior year areas. Ratepayers with arrears but no mortgage will receive legal letters warning that the Council will start legal action to recover the arrears and that they will be liable for the costs of the legal process.

The graph below shows the value of current years rates unpaid at the end of each quarter and that value as a % of the dollars levied progressively through each year. It is noted that the trends are consistent, with the Qtr 1 percentage being consistently between 5% and 6% and tracking down as the year progresses to an average of below 2%.



SUMMARY OF CONSIDERATIONS

Strategic, Policy and Legislative Implications

Any strategic considerations relating to the year to date financial report will be picked up as the Council develops its Annual Plan for 2025-26.

Significance, Engagement and Consultation

It is noted that the quarterly financial reporting is an important element of Council’s accountability to the community.

Financial Considerations

This report includes summary financial information on the Council’s performance versus the Planned position as at 3 months year-to-date. There are no financial considerations beyond the report itself.

Implications for Māori

The adoption of this report does not trigger any Treaty of Waitangi considerations or implications specific to Māori.

Communications/Engagement Plan

The information included in this report is public and will be available with the agenda. No further communications or engagement is planned.

Environmental/Climate Change Impact and Considerations

There are no environmental/climate change impacts or considerations arising from the adoption of this report. Minimal hard copies will be printed.

ATTACHMENTS

Nil

6.8 BUILDING AND PLANNING UPDATE

File Number:

Author: Karen Yates, General Manager Strategy & Development

Authoriser: Kym Fell, Chief Executive

PURPOSE

The purpose of this report is to provide the Audit and Risk Committee with an update from the Building Control team and the Consents and Planning team (see Attachment 1).

RECOMMENDATION

That the Audit and Risk Committee receives the update from the Building Control Services team and the Consents and Planning team.

ATTACHMENTS

- 1. Building and Planning Update** [↓](#)

BUILDING AND PLANNING UPDATE

BUILDING CONTROL SERVICES ACTIVITY

Activity Levels, Staff and Service

July saw a subdued start to this financial year, but activity quickly rose during August and September. To note that during August there was a significant amount of sickness in the team which impacted on issuing all consents within statutory timeframes.

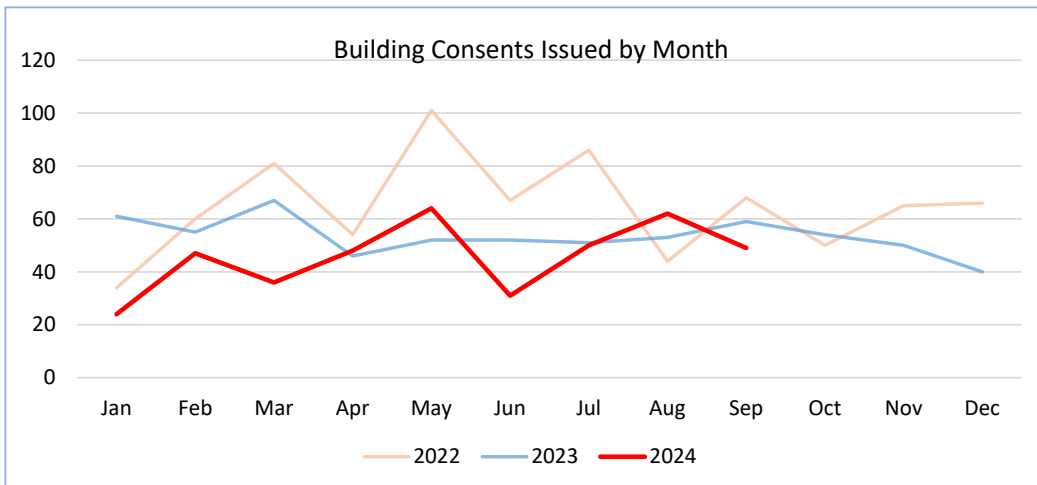
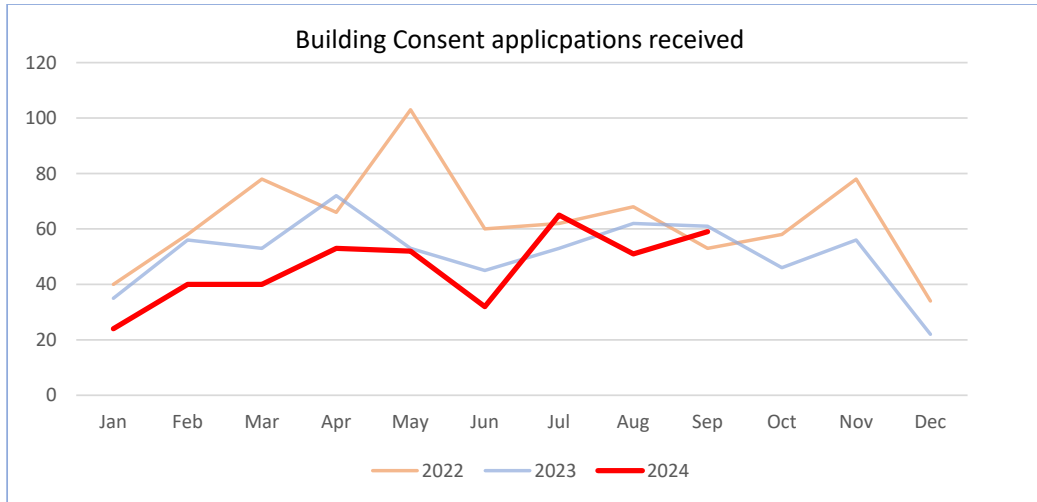
Service	No.	Issued	Exceeded 20 days	Lapsed	Rejected	Comments
Building consents	175	166	11	3	28	<p>Average of 14 working days to issue consents</p> <p>The team was affected by sickness in August resulting in some applications exceeding timeframes.</p> <p>Applications rejected because of lack of information and incorrect details.</p> <p>3 consents lapsed due to work not starting and customers not requesting a time extension.</p>
Code compliance certificates		171	4	n/a	31	<p>Average of 11 working days to issue ccc's.</p> <p>Ccc's refused when work not finished or an extension of time not requested.</p>

Building consent Authority Accreditation

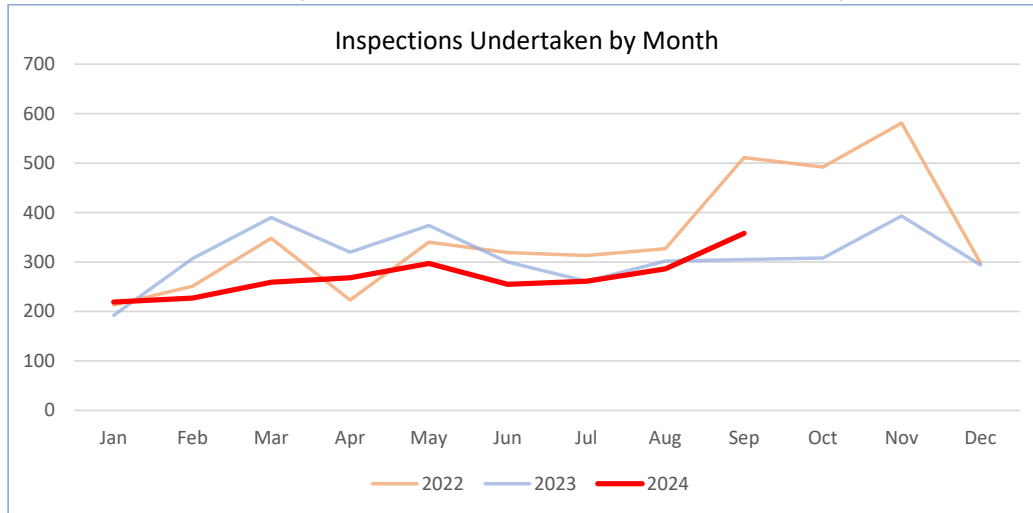
During the month of November International Accreditation New Zealand are auditing Council's Building Consent Authority functions. The audit findings will become available at the end of November, and these will be reported at the next Audit and Risk meeting.

Building Consent Authority Statistics

Numbers of applications have increased during the first quarter of 24/25



Inspections have largely remained steady. The wait time for inspections less than 48hours, with most inspections been undertaken within 24 hours of request.



The number of Code Compliance Certificates issued is elevated compared to the previous two years.

TA Building Functions

Building Warrants of Fitness (BWoF)

Annual BWoF renewals provided to Council are all being reviewed within 20-working days.

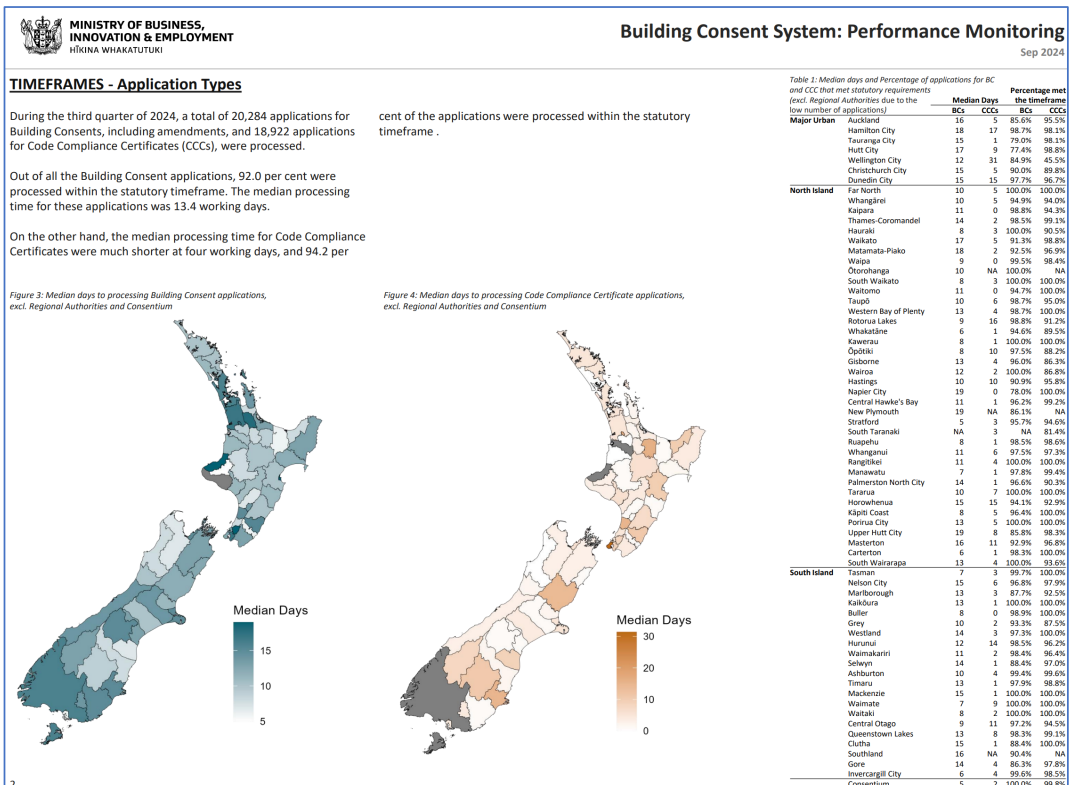
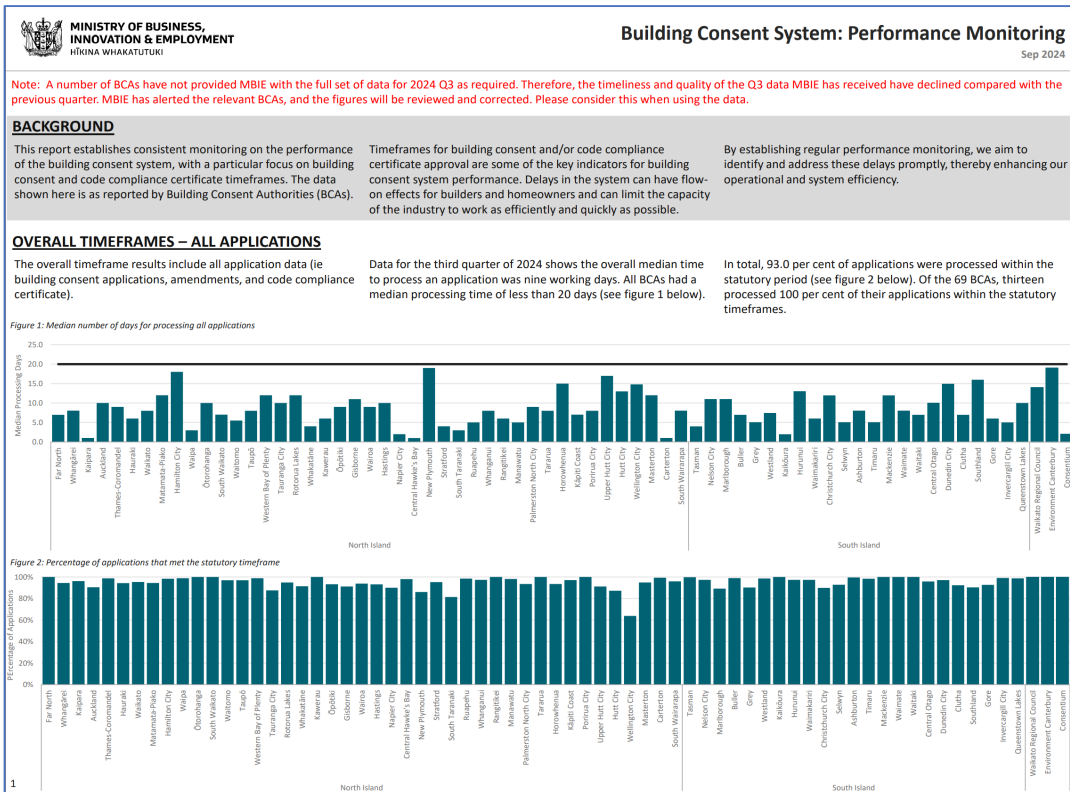
Swimming Pools


Ninety-one pool barrier inspections have been undertaken over 77 pools. Sixteen Notices to Fix have been issued to owners of non-compliant pools.

There are 15 pools requiring inspection that are not accessible to staff. Letters have been sent out to the homeowners requesting they contact the building team to book a suitable time for the inspection. If owners do not provide access to enable staff to undertake an inspection the next step is obtaining a District Court order.

BCA National Trends

The Ministry of Building Innovation and Employment (MBIE) publishes a quarterly report on the statutory performance of Building Consent Authorities. Below is a snapshot of the 24/25 results from the [MBIE website](#):





**MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT**
HIRIKINA WHAKATUTUKI

Building Consent System: Performance Monitoring
Sep 2024

TIMEFRAMES – Building Categories

The median time to process all applications (building consent applications, amendments, and code compliance certificate) was eight days for residential buildings, and 14 days for commercial buildings.

94.7 per cent of residential applications and 84.2 per cent of commercial applications were processed within the statutory timeframe.

Note that most of the application processed (82.6 per cent) were for residential buildings.

Figure 5: Median days to processing applications for residential buildings, excl. Regional Authorities and Consentium

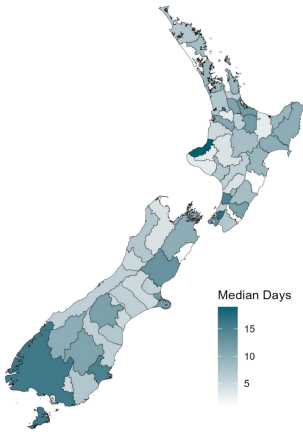


Figure 6: Median days to processing applications for commercial buildings, excl. Regional Authorities and Consentium

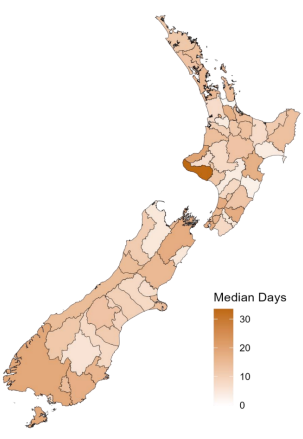


Table 2: Median days and Percentage of applications that met statutory requirements by Building Categories (excl. Regional Authorities due to the low number of applications)

Region	City	Median Days		Percentage met the timeframe		
		Resid.	Comm.	Resid.	Comm.	
Major Urban	Auckland	9	15	93.0%	79.7%	
	Hamilton City	17	18	98.0%	99.6%	
	Tauranga City	7	16	91.2%	75.3%	
	Hutt City	13	18	90.8%	72.2%	
	Wellington City	13	18	69.2%	53.9%	
	Christchurch City	12	14	90.4%	86.7%	
	Dunedin City	15	16	97.7%	94.9%	
	North Island	Far North	7	12	100.0%	100.0%
		Whangarei	8	14	96.4%	76.9%
		Kapara	1	13	96.0%	97.4%
Thames-Coromandel		9	14	99.2%	94.2%	
Hauraki		6	1	96.7%	82.4%	
Waikato		7	8	98.3%	84.3%	
Matamata-Piako		11	17	95.4%	89.3%	
Waipa		3	4	98.9%	99.1%	
Oroangi		11	10	100.0%	100.0%	
South Waikato		6	12	100.0%	100.0%	
Waikato		5	14	96.8%	100.0%	
Tairāpiti		8	13	98.5%	85.7%	
Western Bay of Plenty		12	14	98.7%	100.0%	
Rotorua Lakes		12	14	96.8%	82.9%	
Whakidani		3	8	92.6%	84.1%	
Kawerau		5	10	100.0%	100.0%	
Opihi		9	11	92.4%	100.0%	
Gisborne		10	14	91.4%	90.4%	
Waioa		10	4	92.4%	100.0%	
Hastings		9	17	95.6%	76.1%	
Napier City		2	0	90.8%	87.2%	
Central Hawke's Bay		1	3	99.0%	84.6%	
New Plymouth		19	20	88.1%	73.3%	
Stratford		3	7	96.9%	89.5%	
South Taranaki		3	14	87.2%	75.7%	
Ruapehu		4	8	100.0%	93.8%	
Whanganui		7	12	99.7%	94.5%	
Rangitikei		6	4	100.0%	100.0%	
Manawatu		4	8	98.2%	97.6%	
Palmerston North City		8	12	94.0%	91.6%	
Taranaki	8	13	100.0%	100.0%		
Horowhenua	15	18	96.5%	69.8%		
Kapiti Coast	6	15	98.3%	80.0%		
Porirua City	8	13	100.0%	100.0%		
Upper Hutt City	17	16	92.9%	81.6%		
Masterton	12	18	97.1%	74.4%		
Carterton	1	5	99.3%	100.0%		
South Wairarapa	7	8	96.0%	94.7%		
South Island	Tairāpiti	4	5	99.8%	100.0%	
	Nelson City	10	16	98.2%	93.6%	
	Marlborough	10	18	94.7%	62.5%	
	Kaikōura	1	5	100.0%	100.0%	
	Buller	7	11	98.8%	100.0%	
	Grey	5	15	91.5%	80.0%	
	Westland	6	15	99.2%	95.0%	
	Hairuini	13	15	98.3%	88.5%	
	Waimakariri	6	7	97.4%	96.5%	
	Selwyn	5	8	93.1%	90.6%	
	Ashburton	6	10	99.4%	100.0%	
	Timaru	5	9	98.6%	97.2%	
	Mackenzie	12	13	100.0%	100.0%	
	Waimate	7	11	100.0%	100.0%	
	Waitaki	6	8	100.0%	100.0%	
Central Otago	11	6	95.8%	95.8%		
Queenstown Lakes	10	12	99.4%	94.5%		
Clutha	7	18	95.0%	60.0%		
Southland	16	19	90.7%	89.2%		
Gore	5	14	94.5%	86.5%		
Invercargill City	4	9	99.4%	97.5%		
Consentium	2	6	99.9%	100.0%		

Customer Survey

A customer satisfaction survey was conducted in the first quarter of this financial year, with 10 customers responding. Of these respondents, 9 were either builders or agents.

The survey assessed areas such as *Helpfulness* and *Responsiveness*:

- **Helpfulness:** Feedback was mixed, with 12% rating it as "Very Poor" and the remaining respondents rating it from "Satisfactory" to "Awesome."
- **Responsiveness:** This area received the most positive feedback. Half of the respondents rated the team's responsiveness as "Satisfactory," while the other half rated it between "Good" and "Awesome."

Full results of the survey are found in Appendix 1 to this report

CONSENTS AND PLANNING ACTIVITY

Resource Consents

The Planning Team has processed the following consents for 1 July 2024 to 30 September 2024:

Type of Consent Received	Number of Consents Processed 1 July 2023 – 30 June 2024	Number of Consents Processed 1 July 2024 – 30 Sept 2024	% Within RMA timeframe
Land use	72	19	95%
Subdivision	83	15	87%
Permitted Boundary	20	2	100% (within 10 days)
Outline Plan (Designations)	3	3	100%
TOTAL	178	39	96%

A total of 19 applications were received between 1 July 2024 – 30 September 2024. Five applications are in the process but on hold (waiting further information).

LIMs (Land Information Memorandum)

Period	1 July 2023 - 30 June 2024	1 July 2024–30Sept 2024	% Within Required Timeframe
Number of LIMs Processed	427	79	100%

Planning Enquires - 1 July 2024 to 30 September 2024

Period	Number of Enquiries
July 2024	60
August 2024	42
September 2024	50
Total	152

Proposed Wairarapa Combined District Plan

Hearings for the proposed District Plan have commenced:

- Hearing Stream 1 (General Strategic Direction) - 6-13 August 2024
- Hearing Stream 2 (Urban and Open Spaces) - 26 – 30 August 2024
- Hearing Stream 3 (Rural Zones) - 14-18 October 2024
- Hearing Stream 4 (Māori Purpose Zone) - 11 November 2024
- Hearing Stream 5 (Historic Heritage, Notable Trees and SANSS) - 9-13 Dec 2024

National Monitoring System 2023/2024 (Ministry for the Environment)

Masterton District Council is one of the 78 local councils that have volunteered information annually to the Ministry for the Environment (MfE) since 1997 for various aspects of Council's process under the Resource Management Act 1991. This year the Council has received feedback from the MfE with regard to:

- The proposed Wairarapa Combined District Plan process
- Consultation and cost with iwi consultation
- Resource consent processing times; and
- Enforcement.

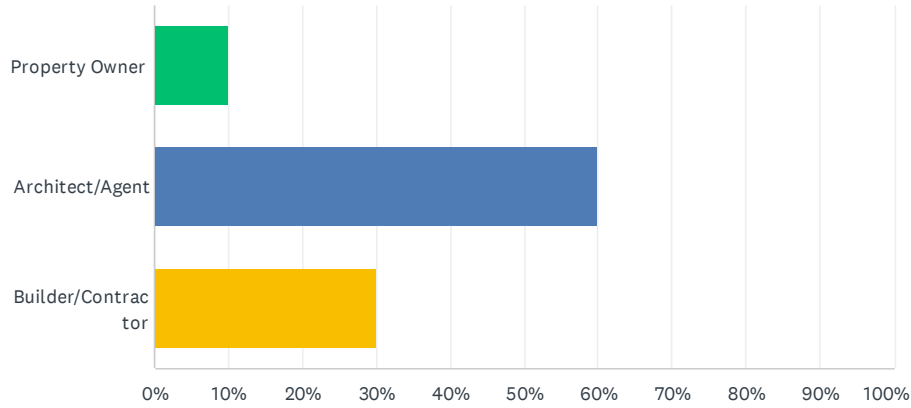
The Council received the feedback on the 25 October 2024 and has till the 30 November 2024 to respond to MfE. Officers will provide an update to the next Audit and Risk Committee.

Building Services Feedback

Appendix 1

Q1 Are you the:

Answered: 10 Skipped: 0

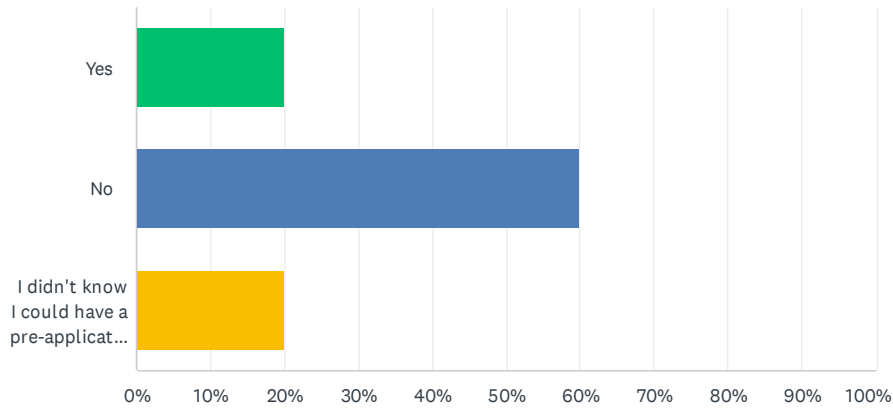


ANSWER CHOICES	RESPONSES
Property Owner	10.00% 1
Architect/Agent	60.00% 6
Builder/Contractor	30.00% 3
TOTAL	10

Building Services Feedback

Q2 Did you have a pre-application meeting with the building team?

Answered: 10 Skipped: 0

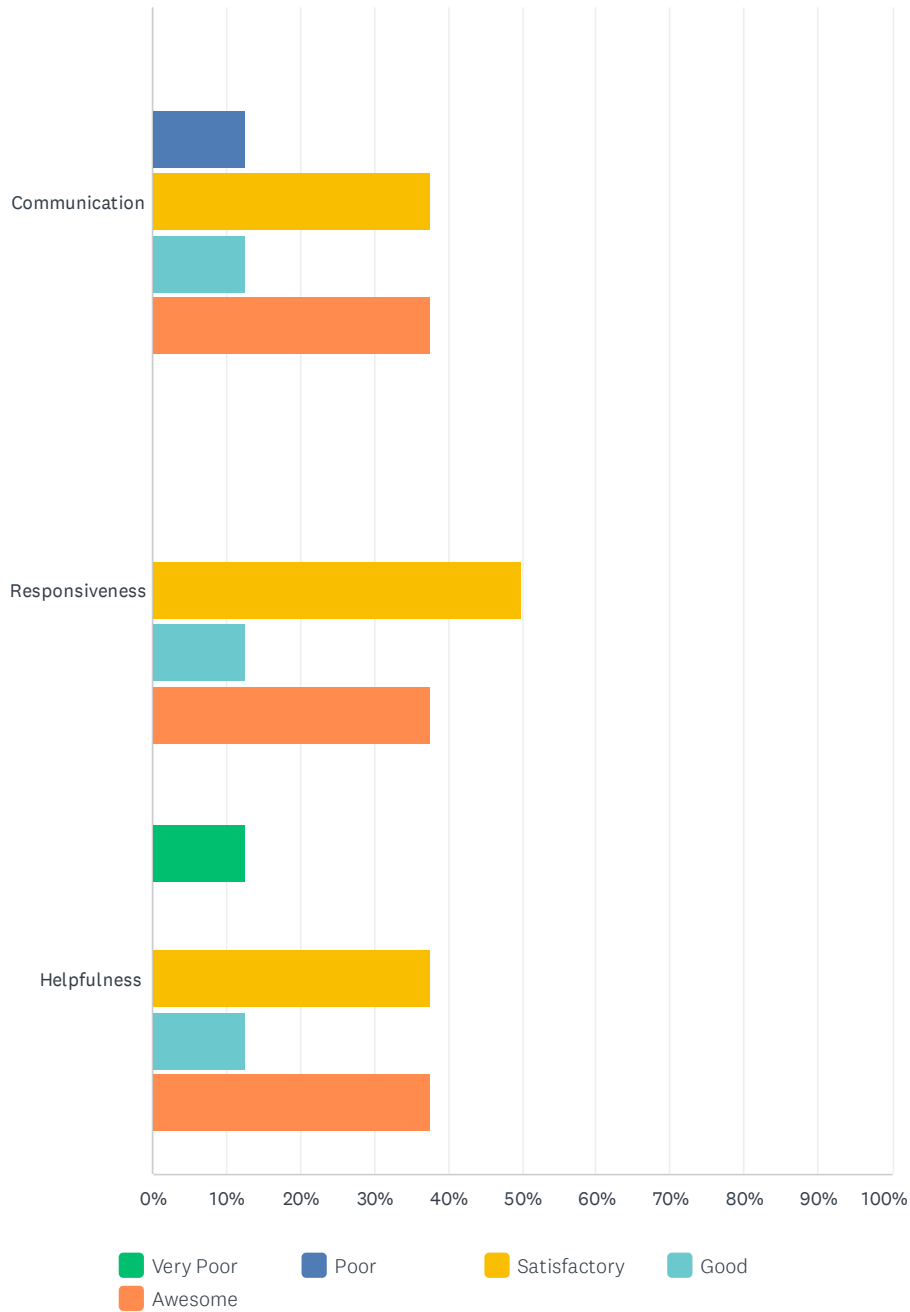


ANSWER CHOICES	RESPONSES
Yes	20.00% 2
No	60.00% 6
I didn't know I could have a pre-application meeting	20.00% 2
TOTAL	10

Planning Services Feedback

Q3 How did you find our

Answered: 8 Skipped: 2



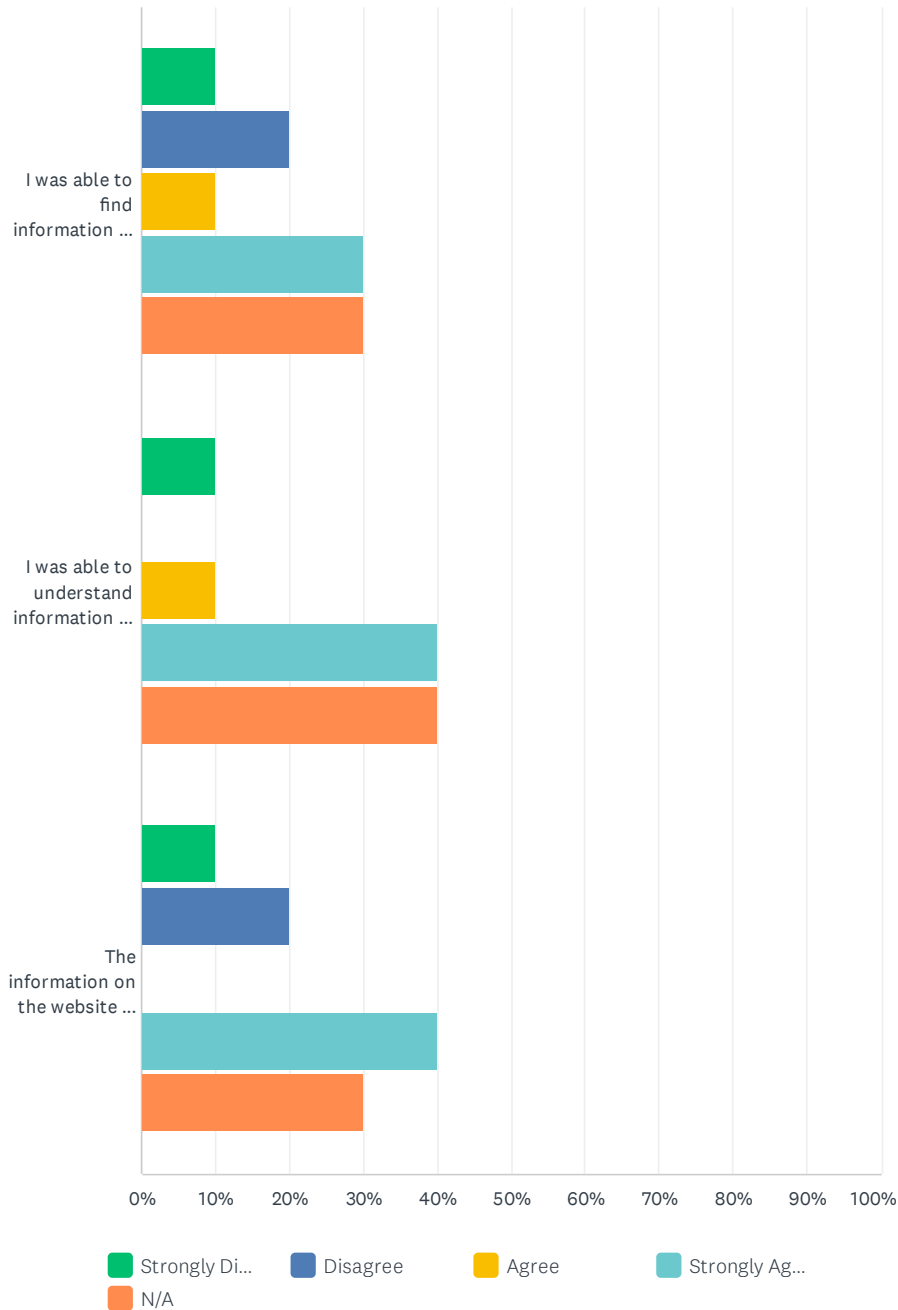
Banking Services Feedback

	VERY POOR	POOR	SATISFACTORY	GOOD	AWESOME	TOTAL	WEIGHTED AVERAGE
Communication	0.00% 0	12.50% 1	37.50% 3	12.50% 1	37.50% 3	8	3.75
Responsiveness	0.00% 0	0.00% 0	50.00% 4	12.50% 1	37.50% 3	8	3.88
Helpfulness	12.50% 1	0.00% 0	37.50% 3	12.50% 1	37.50% 3	8	3.63

Planning Services Feedback

Q4 How good was our public information?

Answered: 10 Skipped: 0



Banking Services Feedback

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	N/A	TOTAL	WEIGHTED AVERAGE
I was able to find information on the website	10.00% 1	20.00% 2	10.00% 1	30.00% 3	30.00% 3	10	3.43
I was able to understand information on the website	10.00% 1	0.00% 0	10.00% 1	40.00% 4	40.00% 4	10	4.17
The information on the website was useful	10.00% 1	20.00% 2	0.00% 0	40.00% 4	30.00% 3	10	3.57

Building Services Feedback

Q5 Overall I would rate my experience:

Answered: 10 Skipped: 0

3.6★

average rating



	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
☆	0.00% 0	30.00% 3	20.00% 2	10.00% 1	40.00% 4	10	3.60

Banking Services Feedback

Q6 Please share any other comments you have below:

Answered: 8 Skipped: 2

6.9 2023/2024 ANNUAL REPORT (COVERING REPORT)

File Number:

Author: David Paris, General Manager Finance

Authoriser: Kym Fell, Chief Executive

EXECUTIVE SUMMARY

This document acts as a 'placeholder' for the report '2023/2024 Annual Report (Covering report)' which was unable to be completed in time for the circulation of the agenda.

The report will be sent out to members under separate cover.

7 PUBLIC EXCLUDED

RESOLUTION TO EXCLUDE THE PUBLIC

RECOMMENDATION(S)

That the public be excluded from the following parts of the proceedings of this meeting.

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

General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under section 48 for the passing of this resolution
<p>7.1 - Minutes of the Audit and Risk Committee Meeting held with the public excluded on 14 August 2024</p>	<p>s7(2)(a) - the withholding of the information is necessary to protect the privacy of natural persons, including that of deceased natural persons</p> <p>s7(2)(c)(i) - the withholding of the information is necessary to protect information which is subject to an obligation of confidence or which any person has been or could be compelled to provide under the authority of any enactment, where the making available of the information would be likely to prejudice the supply of similar information, or information from the same source, and it is in the public interest that such information should continue to be supplied</p> <p>s7(2)(c)(ii) - the withholding of the information is necessary to protect information which is subject to an obligation of confidence or which any person has been or could be compelled to provide under the authority of any enactment, where the making available of the information would be likely otherwise to damage the public interest</p> <p>s7(2)(d) - the withholding of the information is necessary to avoid prejudice to measures protecting the health or safety of members of the public</p> <p>s7(2)(e) - the withholding of the information is necessary to avoid prejudice to measures that</p>	<p>s48(1)(a)(i) - the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under section 6 or section 7</p>

	<p>prevent or mitigate material loss to members of the public</p> <p>s7(2)(i) - the withholding of the information is necessary to enable Council to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations)</p>	
7.2 - 2024/25 Quarter 1 Risk Management Report	<p>s7(2)(c)(i) - the withholding of the information is necessary to protect information which is subject to an obligation of confidence or which any person has been or could be compelled to provide under the authority of any enactment, where the making available of the information would be likely to prejudice the supply of similar information, or information from the same source, and it is in the public interest that such information should continue to be supplied</p> <p>s7(2)(c)(ii) - the withholding of the information is necessary to protect information which is subject to an obligation of confidence or which any person has been or could be compelled to provide under the authority of any enactment, where the making available of the information would be likely otherwise to damage the public interest</p>	s48(1)(a)(i) - the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under section 6 or section 7
7.3 - Emergency Management Risk Report	<p>s7(2)(a) - the withholding of the information is necessary to protect the privacy of natural persons, including that of deceased natural persons</p> <p>s7(2)(i) - the withholding of the information is necessary to enable Council to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations)</p>	s48(1)(a)(i) - the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under section 6 or section 7
7.4 - Local Government Funding Agency AGM - Election of Directors	s7(2)(a) - the withholding of the information is necessary to protect the privacy of natural persons, including that of deceased natural persons	s48(1)(a)(i) - the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under section 6 or section 7

<p>7.5 - Chief Executive Update on Risk</p>	<p>s7(2)(a) - the withholding of the information is necessary to protect the privacy of natural persons, including that of deceased natural persons</p> <p>s7(2)(c)(i) - the withholding of the information is necessary to protect information which is subject to an obligation of confidence or which any person has been or could be compelled to provide under the authority of any enactment, where the making available of the information would be likely to prejudice the supply of similar information, or information from the same source, and it is in the public interest that such information should continue to be supplied</p> <p>s7(2)(c)(ii) - the withholding of the information is necessary to protect information which is subject to an obligation of confidence or which any person has been or could be compelled to provide under the authority of any enactment, where the making available of the information would be likely otherwise to damage the public interest</p> <p>s7(2)(i) - the withholding of the information is necessary to enable Council to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations)</p>	<p>s48(1)(a)(i) - the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under section 6 or section 7</p>
--	---	---