



MASTERTON
WHAKAORIORI
DISTRICT COUNCIL

MEETING

of the

Audit and Risk Committee

AGENDA

Time: 1:00 pm
Date: Wednesday, 26 February 2025
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.

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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 PROCUREMENT POLICY

File Number:

Author: Stephanie Frischknecht, Policy Manager

Authoriser: Karen Yates, Acting Chief Executive

PURPOSE

The purpose of this report is to seek endorsement of the Procurement Policy (Attachment 1).

RECOMMENDATIONS

That the Audit and Risk Committee:

1. **notes** that the Executive Leadership Team (ELT) approved the Procurement Policy on 13 February 2025.
2. **endorses** the Procurement Policy (Attachment 1).

CONTEXT

The purpose of the Procurement Policy (the Policy) is to provide a framework to ensure that a consistent procurement practice is applied across all Council procurement activities in alignment with the Council's vision, strategic priorities, and community outcomes. It does not supersede the New Zealand Government procurement policies and guidelines. For example, activities funded through the National Land Transport Programme will follow the Waka Kotahi New Zealand Transport Agency procurement procedures.

The Policy articulates how Council seeks to maximise the overall benefits that can be delivered through its procurement activity, enabling the Council to deliver value for money as well as advancing the social, cultural, environmental, and economic wellbeing of the Masterton district and its community.

Procurement covers all aspects of purchasing and delivering goods, services and works. It starts with identifying the needs, then planning the best way to meet them; continues through sourcing the goods/services/works then managing the contract; and ends with expiry of either the contract or the asset's useful life.

A review of the Policy was last completed in 2022. Through this review, consideration was given to ensuring the importance of supporting Wairarapa businesses, with a commitment to seek opportunities to involve Wairarapa businesses, with a particular focus on Māori, Pasifika, and social enterprises.

The Procurement Policy is an internal policy that is approved by the Executive Leadership Team (ELT) and monitored and endorsed by the Audit and Risk Committee.

The Policy is supported by a Procurement Procedure which provides a clear process for all staff undertaking procurement on behalf of the Council. The Procurement Procedure is being updated concurrently, led by the Infrastructure and Assets unit due to their expertise with procurement activity at the Council.

ANALYSIS AND ADVICE

MDC has committed to reviewing the Policy every three years. The review was completed in February 2025. As part of the review process, staff frequently involved in procurement were provided an opportunity to provide feedback; and desktop research was undertaken to compare MDC's policy to that of other councils. Staff also reviewed the outcomes of recent service delivery reviews which are a requirement under section 17A of Local Government Act 2002. The policy was also reviewed against central government guidance and relevant legislation.

As part of the 2022 review, a detailed review was completed. The 2025 review has not identified any issues or further drivers for change. The scan across other councils showed that MDC's policy is in line with others.

Given no issues or drivers for change have been identified, it is recommended that the committee endorse the policy with minor editorial amendments. We will schedule the policy review again in three years' time (February 2028), noting that it can be brought forward if a reason for change is identified sooner.

OPTIONS CONSIDERED

A summary of the options considered is included in the table below.

Option	Advantages	Disadvantages
1 Recommended Option – Endorse the Procurement Policy	<ul style="list-style-type: none"> - Policy is in line with other councils, and relevant legislation, the current Government Procurement Framework and associated policies and guidelines. 	<ul style="list-style-type: none"> - No disadvantages identified.
2 Alternative Option – Endorse an amended Procurement Policy	<ul style="list-style-type: none"> - Advantages would be dependent on extent of changes. 	<ul style="list-style-type: none"> - Disadvantages would be dependent on extent of changes. - This option may delay endorsement.
3 Alternative Option – Do not endorse the Procurement Policy	<ul style="list-style-type: none"> - No advantages identified. 	<ul style="list-style-type: none"> - The existing Policy would remain in place and be overdue for review. - Does not take advantage of opportunities to make minor required updates (e.g. formatting).

RECOMMENDED OPTION

Option 1 is recommended. The Policy is in line with other councils, and relevant legislation, the current Government Procurement Framework and associated policies and guidelines.

SUMMARY OF CONSIDERATIONS

Strategic, Policy and Legislative Implications

The Policy reflects the associated legal frameworks regarding procurement, and the most recent frameworks as set out by Government.

Significance, Engagement and Consultation

The Policy does not trigger criteria under the Significance and Engagement Policy to require community engagement or consultation. It is an internal Policy.

Financial Considerations

There are no specific financial considerations associated with endorsing the Policy.

In implementing the Policy, the procurement value will guide the procurement method as outlined in the Policy.

Implications for Māori

The Policy includes the principle of 'Value Wairarapatanga' that is focused on including a Wairarapa Māori lens in procurement planning, including who should be providing that expertise, and supplier diversity.

Communications/Engagement Plan

A Communications/Engagement Plan is not required for endorsement of this Policy.

Environmental/Climate Change Impact and Considerations

The Policy is guided by the New Zealand Government Procurement Framework that includes a paradigm for sustainable procurement.

The 'Plan and manage for great results' principle includes council focusing on minimising any environmental impacts by encouraging and promoting e-procurement.

The Policy also includes council making decisions that consider broader outcomes, including environmental outcomes that can be achieved throughout the procurement process.

One of the objectives of the Policy is environmental sustainability and councils procurement activity recognising proactive strategies that deliver better outcomes for the environment.

NEXT STEPS

Following endorsement from the Audit and Risk Committee, the Procurement Policy and associated procedural documentation will be promulgated to staff.

ATTACHMENTS

1. **Procurement Policy** [↓](#)

Procurement Policy

Endorsement

Applicable to:	All employees
Issued by:	Executive Leadership Team Endorsed by Audit and Risk Committee
Policy Number:	MDC011
Review Date:	February 2028
Contact Person:	General Manager Finance

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Purpose

The purpose of this Policy is to provide a framework to ensure that a consistent procurement practice is applied across all Council procurement activities in alignment with the Council's vision, strategic priorities, and community outcomes. This Policy does not supersede the New Zealand Government procurement policies and guidelines.

The Procurement Policy articulates how Masterton District Council (Council) seeks to maximise the overall benefits that can be delivered through its procurement activity, enabling the Council to deliver value for money as well as advancing the social, cultural, environmental, and economic wellbeing of the Masterton district and its community.

Context

Procurement covers all aspects of purchasing and delivering goods, services and works. It starts with identifying the needs, then planning the best way to meet them; continues through sourcing the goods/services/works then managing the contract; and ends with expiry of either the contract or the asset's useful life.

Activities funded through the National Land Transport Programme will follow the Waka Kotahi New Zealand Transport Agency procurement procedures.

This document should be read in conjunction with Council's Procurement Procedure (MDC011A).

Scope

This Policy applies to all contracting and procurement activities at Council and is binding upon councillors, council staff and suppliers engaged by Council.

This Policy applies to the procurement of:

- goods and services of any kind (e.g., refurbishment, new construction works); and
- goods or services supplied by non-commercial entities such as iwi, volunteer and other community organisations.

This Policy does not apply to:

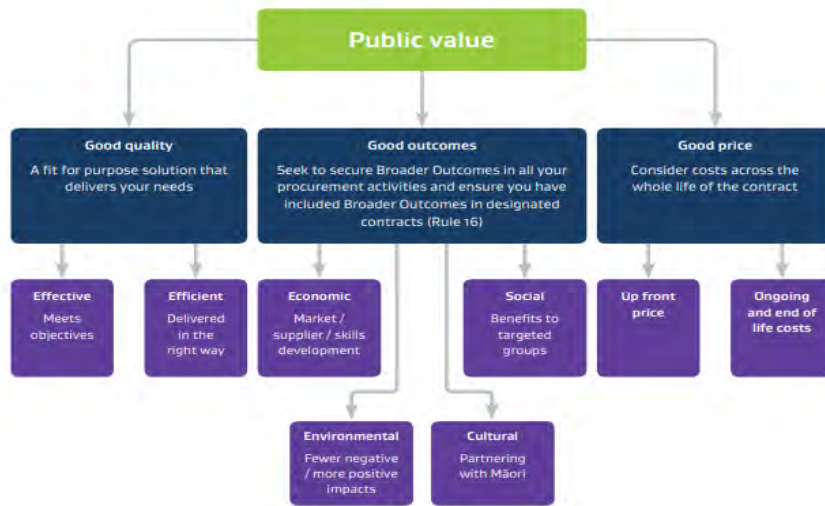
- the employment of staff (staff are not defined as contractors and consultants to supply services);
- the acquisition or lease of land or buildings (excluding the design, construction, or refurbishment of Council-owned buildings);
- disposals and sales of Council assets;
- investments, loans, guarantees, or other financial instruments;

- koha, gifts, donations, and grants including time/labour or services in kind;
- non-contractual agreements between public sector agencies, such as memorandums of understanding and shared services agreements; or
- statutory, governance or ministerial appointments.

The New Zealand Government Procurement Framework

The New Zealand Government Procurement Framework has been used to guide this Policy as it provides a paradigm for sustainable and inclusive procurement. This framework is designed to be used for a range of procurement activity from simple and low-risk to complex and high-risk activity. It aims to drive consistent and balanced procurement decisions that create public value (Figure 1).

Figure 1: Adopted from the Government Procurement Rules



Principles of Procurement

This Policy adopts the five principles of Government Procurement with the addition of a Wairarapatanga principle. These principles provide the foundations of good procurement practice. The six principles are:

1. Plan and manage for great results.
2. Be fair to all suppliers.
3. Value Wairarapatanga.
4. Get the right supplier.
5. Get the best deal for everyone.
6. Play by the rules.

1. Plan and manage for great results

The Council will plan and manage procurement effectively by identifying the need, including what broader outcomes should be achieved. It should be clear what is being procured and why, before approaching the market.

The Council will include suppliers early and in a timely manner, and work with them to get the best possible outcomes.

The Council will choose the right approach to procurement that will depend on the value, complexity and any risks involved.

The Council will focus on minimising any environmental impacts by encouraging and promoting e-procurement (for example, tenders sent by email).

2. Be fair to all suppliers

The Council will create transparent and effective competition and encourage capable suppliers to respond to achieve the most effective procurement outcome.

The Council will seek opportunities to involve Wairarapa businesses, with a particular focus on Māori¹, Pasifika, and social enterprises.

Clear criteria will be set ahead of commencing procurement. The criteria will be used to evaluate proposals and determine which proposal satisfies the specific procurement requirements and provides value for money over the procurement life cycle.

The Council will provide a clear explanation on how proposals will be assessed so that the suppliers know what to focus on.

The Council will provide feedback to the successful and unsuccessful suppliers on their proposals.

3. Value Wairarapatanga

There are two key aspects of this principle:

a) Including a Wairarapa Māori lens in procurement planning

Procurement planning requires advice and input with a Wairarapa Māori lens that first and foremost utilises our internal expertise, and when appropriate, external expertise on advice of the Pou Ahurea Māori. A Wairarapa Māori lens will consider things such as Māori cultural knowledge, te reo Māori (Māori language), mātauranga Māori (Māori understanding, knowledge and skill), tikanga Māori (procedures, customs, and practices) and kawa (protocols).

¹ Māori businesses are defined by Te Puni Kōkiri as a Māori authority (as classified by the Inland Revenue Department) or a minimum 50% Māori ownership.

b) Supplier diversity

- Ensuring local Māori businesses have opportunities to tender for works and services, in line with the Government's work to increase the diversity of suppliers and improve Māori participation in the economy²;
- Support business and employment prosperity of local Māori businesses; and
- Enable and support all of our suppliers to be more informed of appropriate Māori cultural practices as part of their work/services (e.g. if works/services involves disruption of land and accidental discovery of taonga Māori – that appropriate people are contacted to conduct the necessary tikanga and kawa).

4. Get the right supplier

Our procurement process will apply sound ethical considerations to provide an equitable and fair opportunity for procurement.

The Council will seek innovative and sustainable approaches from the market as part of our procurement processes.

The Council will identify relevant risks and manage them effectively.

5. Get the best deal for everyone

Our procurement process will actively promote best public value. This means getting the best possible result from procurement, using resources effectively, economically and without waste, and taking into account: the total costs and benefits of a procurement (total cost of ownership), and its contribution to the results being sought.

The Council will make balanced decisions considering broader outcomes: social, environmental, economic effects and cultural outcomes and how those could be achieved throughout our procurement process.

This means we will focus on:

- value over the whole of life, rather than just the initial cost;
- avoiding unnecessary consumption, manage demand and minimise waste;
- minimising environmental impacts over the whole of life of the goods/services/works;
- increase opportunities to support transition to low carbon economy; and
- using procurement to encourage and support continuous improvement, skills development, adherence to health and safety rules by our suppliers, and support job creation in the Masterton District.

² www.tpk.govt.nz/en/a-matou-whakaarotau/maori-economic-resilience/progressive-procurement

The Council will have clear performance measures to monitor and manage supplier performance.

6. Play by the rules

Section 14 of the Local Government Act 2002 (LGA)³ details the principles relating to local authorities. These principles apply to all work within local government including this Policy.

All individuals and groups that the Policy applies to are expected to conduct themselves to the highest standards of fairness, honesty, and with integrity throughout the procurement process. Employees and suppliers will adhere to these standards, all applicable laws, and avoid all perceptions of conflict of interest and impropriety.

The Council will ensure procurement processes are transparent and reasonable through procurement procedures and plans, ensuring accountability for any decisions that are made.

Commercially sensitive information, intellectual property, and conflicts of interest will be identified and managed. Any breaches will be reported immediately to the responsible Executive Leadership Team member or Project Sponsor, with the appropriate management steps put in place.

Ensuring probity of action is everyone's responsibility when conducting procurement activities. This means:

- undertaking due process;
- obtaining appropriate approvals;
- documenting decisions, and reasons for decisions as appropriate.

The Council will openly advertise on the Government Electronic Tenders Service (GETS):

- if the maximum total estimated value of the procurement meets or exceeds the relevant value threshold;
- when there is no exemption from open advertising.

If the procurement is exempt from open advertising, the Council will use either a closed competitive process (with a limited number of known suppliers) or a direct source process (with a known supplier).

³ www.legislation.govt.nz/act/public/2002/0084/latest/DLM171810.html

Objectives of this Policy

The objectives of this Policy are for Council's procurement activity to promote achievement of:

1. **Value for money** – provide the best value for money, considering whole of life costs and benefits, and sustainable outcomes.
2. **Transparency** - follow procurement procedures and guidelines and have open, easily accessible, and transparent procurement processes.
3. **Accountability** – Council takes an active role in monitoring and managing supplier performance.
4. **Council's strategic vision** – ensure procurement principles and process are aligned to the Council's vision and strategic priorities and promote efficient and effective delivery of Long-Term Plan and Annual Plan work programmes and levels of service.
5. **Social responsibility** - Council is committed to promoting improved outcomes across the community. A focus is placed on those who are underrepresented and people with less opportunity, to help build more resilient communities. Where possible, Council will explore opportunities to engage social enterprises to provide works, goods, and services, while ensuring that the principles of this Policy are met.
6. **Environmental sustainability** - Council's procurement activity will recognise proactive strategies that deliver better outcomes for the environment. The Council is committed to exploring opportunities through procurement that conserve resources, save energy, minimise waste, protect human health and enhance environmental safety, while ensuring the principles of this Policy are met. Focus will be given to improving energy and water efficiency, reducing and recycling, and minimising greenhouse gas emissions.

Financial Thresholds		
Procurement Value (excluding GST)	Procurement Method	Conditions and exemptions
Up to \$20,000	Direct Procurement	Purchase directly from preferred suppliers.
\$20,000 to \$250,000	Staff may use Closed Competition or Open Competition.	For the avoidance of doubt Open Competition is still possible at these amounts, and the higher the value, the more consideration should be given to Open Competition (in accordance with the principles of this Policy). Staff should also consider workload and impact on the supplier market when considering use of Open Competitive processes for lower value procurements.
\$250,000 to \$1,000,000	Open Competition is required unless approved by the Chief Executive.	The use of Direct or Closed procurement must meet one or more of the valid exceptions to open competition listed in this Policy.
Total value greater than \$1,000,000	Open Competition is required unless approved by Council.	Council (or a subordinate Council decision-making body delegated authority for approving financial expenditure) may determine the use of Direct Procurement or Closed Competition. The use of Direct or Closed procurement must meet one or more of the valid exceptions to open competition listed in this Policy.
N/A	Waka Kotahi NZ Transport Agency Subsidies	For contracts where the cost will be part-funded by a Waka Kotahi NZ Transport Agency subsidy, the procurement decision must follow NZTA guidelines.

Exemptions from Open Competition

1. Emergency procurement

The Council will from time to time need to react efficiently and effectively to genuinely unforeseen urgent circumstances which may result in injury, loss of life or critical damage to property or infrastructure. These situations may require the need for rapid procurement and may mean it is not possible or prudent to satisfy all requirements of this Policy.

The Council will take all practical efforts to document and account for all emergency procurement activity and to uphold transparency. These will be recorded in an emergency procurement register.

Appropriate authorisation should be gained from the relevant delegated authority before any emergency procurement is made.

2. Other exemptions

A closed competitive process or direct source process to procure goods, services and works may be used if:

- a) Following an open competitive process:
 - the contract opportunity was openly advertised in the last 12 months;
 - the core procurement requirements have not substantially changed;
 - the first time the opportunity was advertised it did not receive any responses.
- b) Secondary procurement:
 - when using a pre-approved panel of suppliers or purchasing under an All-of-Government contract.
- c) Only one supplier:
 - if the goods, services, or works can be supplied by only one supplier and for technical reasons there is no reasonable alternative or substitute.

How Council will operate a Panel of Suppliers

For regular purchases of specific type of good, service or works, the Council will set up a panel of suppliers. The panel of suppliers will be reviewed two-yearly.

A panel of suppliers is a list of suppliers who have been pre-approved by Council and who have agreed to the terms and conditions for supply. Before engaging a preferred supplier, it must be confirmed that the supplier has been tested against the market within the last two years.

Establishing a panel of suppliers will follow the procedures set out in the Council procurement panel.

Responsibilities

The Executive Leadership Team is responsible for developing and implementing this Policy and ensuring minimum standards are met in managing procurement activities.

All staff are responsible for complying with this Policy and other related guidance and procedural documentation.

Monitoring and Evaluation

The Council will measure success of this Policy by evaluating the following:

- Consistent and transparent procurement practice across the organisation;
- How a Wairarapa Māori lens is applied in procurement planning;
- Increasing our procurement with Māori-owned businesses, Pasifika-owned businesses and social enterprises;
- Reduced environmental impacts over the whole of life of the goods/services/works including GHG emissions impact.

Review of Policy

This Policy will be reviewed every three years. The Policy review shall also consider timing and outcomes of any Section 17A reviews.

Section 17A Requirements

Service delivery reviews are a legislative requirement under Section 17A of the Local Government Act 2002 (LGA). Section 17A of the LGA requires Council to regularly review the cost effectiveness of current arrangements for providing local infrastructure, services and regulatory functions at regular intervals, which informs decisions to insource or outsource services or deliver as a shared service.

Any contracts for services will be reviewed in accordance with section 17A of the LGA. The triggers for these reviews are:

- when considering significant changes to service levels;
- within two years of expiration of a contract or other binding agreement to deliver a service;
- the passing of six years since the last review under section 17A.

There are two statutory circumstances where a review is not necessary (even when triggers have been activated):

- there is a contract or other agreement in place that cannot reasonably be changed within two years;
- it can be justified that the costs of doing the review outweigh the benefits.

The Executive Leadership Team will approve when service delivery reviews are required.

Definitions

Broader Outcomes: The secondary benefits which are generated due to the way goods, services or works are produced or delivered. They include economic, environmental, social, and cultural outcomes.

Competition: Rivalry between suppliers for sales, profits and market share. Competitive tension in the market and can produce innovation, better-quality goods or services, better value and better pricing.

Commercially Sensitive Information: Information that, if disclosed, could prejudice a supplier's commercial interests (e.g. trade secret, profit margin or new ideas).

Conflict of Interest: A conflict of interest is where someone's personal interests or obligations conflict, or have the potential to conflict, with the responsibilities of their job or position or with their commercial interests. It means that their independence, objectivity, or impartiality can be called into question. For more information see www.procurement.govt.nz.

Evaluation Criteria: The criteria that are used to evaluate responses. These include measures to assess the extent to which competing responses meet requirements and expectations (e.g. criteria to shortlist suppliers following a Registration of Interest or criteria to rank responses in awarding the contract).

New Zealand Government Procurement Framework: Government framework to drive a consistent and flexible procurement process. It includes the five Principles of Government Procurement, Government Procurement Charter, Government Procurement Rules (the Rules) and other good practice guidance.

Goods: Items which are capable of being owned. This includes physical goods and personal property as well as intangible property such as Intellectual Property (e.g., a software product).

Panel of Suppliers: A list of suppliers Council has pre-approved to supply goods or services and who have agreed to Council's terms and conditions for supply.

Probity: Means that the procurement will be carried out in a transparent, accountable, impartial, and equitable way. Its principles are fundamental to how the public sector is expected to carry out procurement. Officers need to be able to

demonstrate the integrity of the process in the event of challenge. These principles include accountability, openness, value for money, lawfulness, fairness, and integrity.

Procurement: Procurement covers all aspects of purchasing and delivering goods, services and works (including refurbishment and new construction). It starts with identifying the needs, then planning the best way to meet them; continues through sourcing the goods/services/works then managing the contract; and ends with expiry of either the contract or the asset's useful life. This is called the procurement lifecycle.

Procurement Plan: A plan to analyse the need for specific goods, services or works and the outcome the agency wants to achieve. It identifies an appropriate strategy to approach the market, based on market research and analysis, and summarises the proposed procurement process. It usually includes the indicative costs (budget), specification of requirements, indicative timeline, evaluation criteria and weightings and an explanation of the broader outcomes an agency will seek to achieve through the procurement.

Public Value: Public value means getting the best possible result from your procurement, using resources effectively, economically and without waste, and considering: the total costs and benefits of a procurement (total cost of ownership), and its contribution to the results you are trying to achieve.

Purchasing: Transactional processes concerned with acquiring goods and services, including payment of invoices. It is a narrower term than procurement, describing reactive, tactical processes. Typically purchasing processes are triggered by the development of a request to purchase by a user.

Services: Acts or work performed for another party, e.g., accounting, legal services, cleaning, consultancy, training, medical treatment, or transportation.

Supplier: A person, business, company, or organisation that supplies or can supply goods or services or works to an agency.

Te Ao Māori lens: The Māori world view (te ao Māori) acknowledges the interconnectedness and interrelationship of all living and non-living things.

Wairarapatanga: A Wairarapa Māori lens. Wairarapatanga is about the whenua, te reo Māori, tikanga, kawa, wai, natural resources, sites of significance, mana whenua (Ngāti Kahungunu ki Wairarapa and Rangitāne o Wairarapa), marae, and hapū.

Related Documents

Legislation and Central Government Guidance

- Office of the Auditor-General: Procurement guidance for public entities, June 2008
- Construction Contracts Act 2002
- Contract and Commercial Law Act 2017

- Commerce Act 1986
- Health and Safety at Work Act 2015
- Privacy Act 2020
- Applicable legislation, including the Local Government Act 2002, Fair Trading Act 1986, Official Information Act 1982, and Local Government Official Information and Meetings Act 1987
- Any other such government policies on procurement which are applicable to local authorities.

Council Policies

- Acceptable Use and Information Security Standard
- Conflict of Interest Policy
- Delegations Register
- Fraud, Dishonesty and Corruption Control Policy
- Our Tikanga
- Risk Management Policy
- Sensitive Expenditure Policy Manual
- Workplace Health and Safety and Staff Wellbeing Policy

Council Strategies

- Rooding Procurement Strategy
- He Hiringa Tangata, He Hiringa Whenua - Wellbeing Strategy
- Financial Strategy
- Infrastructure Strategy

References

- [New Zealand Government Procurement Charter](#)
- [New Zealand Government Procurement Principles](#)
- [Government Procurement Rules: Rules for sustainable and inclusive procurement](#)
- [Guide to Procurement](#)
- [Guide 1 to Sustainable Procurement](#)

Version Control			
Version	Date	Summary of Amendments	Approved By
	February 2022	<ul style="list-style-type: none"> - Commitment to seek opportunities to involve Wairarapa businesses, with a focus on Māori, Pasifika and social enterprises. - New objectives and principles including 'Value Wairarapatanga', 'Get the best deal for everyone' and 'Play by the rules.' - New monitoring and evaluation section. 	<p>Strategic Leadership Team</p> <p>Endorsed by Audit and Risk Committee</p>
	13 February 2025	<ul style="list-style-type: none"> - 'Policy Owner' and 'Compliance' sections combined into new Responsibilities Section - Minor required updates made (e.g. SLT updated to ELT) 	Executive Leadership Team

6 REPORTS FOR INFORMATION

6.1 MINUTES OF THE PREVIOUS MEETING HELD ON 13 NOVEMBER 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 13 November 2024.

EXECUTIVE SUMMARY

The minutes of the Committee held on 13 November 2024 were confirmed by Council at its meeting on 11 December 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 13 November 2024.

ATTACHMENTS

- 1. Minutes of the Audit and Risk Committee Meeting 13 November 2024** [↓](#)



MINUTES

Audit and Risk Committee Meeting **Wednesday, 13 November 2024**



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MINUTES OF MASTERTON DISTRICT COUNCIL
AUDIT AND RISK COMMITTEE MEETING
HELD AT THE WAIATA HOUSE, 27 LINCOLN ROAD, MASTERTON
ON WEDNESDAY, 13 NOVEMBER 2024 AT 1:00 PM

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

IN ATTENDANCE: Chief Executive, General Manager Finance, General Manager Strategy and Development, Chief Advisor, General Manager Community, General Manager Corporate, General Manager Infrastructure and Assets, Strategic Policy Manager, Economic Development Lead, Corporate Planning Lead, Environmental Lead, Planning and Consents Manager, Building Control Services Manager, and Governance Team Leader.

1 CONFLICTS OF INTEREST

No conflicts were declared.

2 APOLOGIES

There were no apologies.

3 PUBLIC FORUM

There was no public forum.

4 ITEMS NOT ON THE AGENDA

There were no late items.

5 REPORTS FOR DECISION

5.1 CHANGES TO ARATOI REGIONAL TRUST KEY RESULT AREAS

The report seeking 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 was presented by the General Manager Community.

COMMITTEE RESOLUTION 2024/38

Moved by Councillor B Johnson
Seconded by Councillor C Bowyer

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



AUDIT AND RISK COMMITTEE MEETING MINUTES
13 NOVEMBER 2024

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.

CARRIED

6 REPORTS FOR INFORMATION

6.1 MINUTES OF THE PREVIOUS MEETING HELD ON 14 AUGUST 2024

The minutes of the previous meeting held 14 August 2024 were included for the Audit and Risk Committee's information.

COMMITTEE RESOLUTION 2024/39

Moved by Councillor M Tuuta
Seconded by Councillor C Bowyer

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

CARRIED

6.2 SERVICE PROVISION REPORT - ARATOI REGIONAL TRUST

The report providing the Committee with the first quarter report for 2024/25 on the key result indicators for Aratoi Regional Trust was taken as read. The Director, Aratoi, spoke to the report.

COMMITTEE RESOLUTION 2024/40

Moved by Councillor B Johnson
Seconded by Councillor S Lennox

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.

CARRIED

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

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



COMMITTEE RESOLUTION 2024/41

Moved by Councillor C Bowyer

Seconded by Councillor B Johnson

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

CARRIED

6.4 NON-FINANCIAL PERFORMANCE 2024/25 QUARTER 1 REPORT

The report advising the Audit and Risk Committee of performance against non-financial measures year to date, for the period from 1 July 2024 to 30 September 2024, was presented by the Corporate Planning Lead.

A request was made for information about why there had been an increase in the amount of waste sent to landfills.

COMMITTEE RESOLUTION 2024/42

Moved by Councillor C Bowyer

Seconded by Councillor T Hullena

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.

CARRIED

6.5 EMISSIONS REDUCTION PLAN: IMPLEMENTATION PLAN TO DECEMBER 2025

The report providing the Audit and Risk Committee with an update on the implementation of the Corporate Carbon Emissions Reduction Plan through to 31 December 2025 was presented by the Strategic Planning Manager and the Environmental Lead.

The Chair asked for the consequences and risks of not achieving the Plan to be reported in the next report.

In response to a question from the Chair, the General Manager Finance advised that proposed financial reporting standards would require Council to include information in future Annual Reports on the impact the organisation has on the environment.

COMMITTEE RESOLUTION 2024/43

Moved by Councillor B Johnson

Seconded by Councillor C Bowyer

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



CARRIED

6.6 HEALTH AND SAFETY QUARTERLY REPORT

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

In relation to the number of contractors audited the Chair asked for reporting against targets for the number of audits to be undertaken and the number of random audits to be undertaken.

COMMITTEE RESOLUTION 2024/44

Moved by Councillor C Bowyer
Seconded by Councillor M Tuuta

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).

CARRIED

6.7 THREE MONTHS TO DATE FINANCIAL REPORT 2024/25

The report providing the Audit & Risk Committee with financial reporting for the three months to 30 September 2024 was presented by the General Manager Finance.

In relation to the graph on page 83 it was clarified that while the dollar value of rates unpaid had increased, the percentage was the same as the previous year. The dollar value of rates unpaid had increased in relation to the additional MDC and GWRC rates struck in 2024/25 year.

COMMITTEE RESOLUTION 2024/45

Moved by Councillor B Goodwin
Seconded by Councillor D Holmes

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

CARRIED

6.8 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.

COMMITTEE RESOLUTION 2024/46

Moved by Councillor C Bowyer
Seconded by Councillor S Lennox

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

CARRIED



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6.9 2023/2024 ANNUAL REPORT

The report providing the draft pre-audited 2023/2024 Annual Report was presented by the General Manager Finance. It was noted that the report would come to Council for adoption on 27 November 2024.

[Note to minutes: the Annual Report was adopted at the Extraordinary Council Meeting held on 4 December 2024]

COMMITTEE RESOLUTION 2024/47

Moved by Councillor B Goodwin
Seconded by Councillor B Johnson

That the Audit and Risk Committee:

1. receives the draft (pre audited) Annual Report for 2023/24; and
2. notes the final Annual Report for 2023/24 will be considered for adoption by Council on 27 November 2024.

CARRIED

7 PUBLIC EXCLUDED

RESOLUTION TO EXCLUDE THE PUBLIC

COMMITTEE RESOLUTION 2024/48

Moved by Councillor B Goodwin
Seconded by Councillor C Bowyer

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</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>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 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>	
<p>7.2 - 2024/25 Quarter 1 Risk Management Report</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</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>

	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	
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
7.5 - Chief Executive Update on Risk	<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</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



AUDIT AND RISK COMMITTEE MEETING MINUTES
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	<p>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>	
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CARRIED

The Meeting moved into public excluded at 2.14pm

The Meeting moved out of public excluded at 2.58pm

The Meeting closed at 2.58 pm

The minutes of this meeting were confirmed at the Council meeting held on 11 December 2024.

6.2 SERVICE PROVISION REPORT ARATOI REGIONAL TRUST

File Number:

Author: Corin Haines, General Manager Community

Authoriser: Kym Fell, Chief Executive

PURPOSE

This report provides the Audit and Risk Committee with the second quarter report for 2024/25 on the key result areas for Aratoi Regional Trust.

RECOMMENDATION

That the Audit and Risk Committee receives the Service Provision Report for Aratoi Regional Trust, covering the summary results of the key result areas for the quarter 1 October – 31 December 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 this service provider was 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 areas is a measure to ensure that Taonga Māori is displayed and an ongoing relationship between the Trust 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 impact considerations arising out of the reports provided.

ATTACHMENTS

1. **Aratoi Regional Trust - 2024-2025 Quarter 2 Report** [↓](#)

Aratoi Regional Trust – 2024/25 Quarter 2 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 25% of total revenue. ▪ Resident and visitor satisfaction with Aratoi services. <ul style="list-style-type: none"> ➢ <i>[Baseline for 2024/25; 80% (4 or 5 stars)]</i> 	<p>In Progress</p> <p>Achieved</p>	<p>For the six months of 1 July - 31 December 2024, 33% of Aratoi’s income was from sources other than Masterton District Council and Masterton Trust Lands Trust.</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"> ➢ <i>[Baseline: established in 2019/20, then no decreases based on the previous year]</i> ▪ Taonga Māori display held annually. <ul style="list-style-type: none"> ➢ <i>[Baseline: two or more per annum]</i> ▪ Exhibition held that tells the stories of our local history and heritage. <ul style="list-style-type: none"> ➢ <i>[Baseline: two or more per annum]</i> 	<p>In Progress</p> <p>Achieved</p> <p>Achieved</p>	<p>Artists in exhibitions and programmes including:</p> <ul style="list-style-type: none"> ▪ Breadcraft Wairarapa Schools Art 2024 ▪ Wairarapa Market Gardens ▪ Mickey, a Pennant and a Wedding ▪ Keren Chiaroni, Emily Efford and Cathrine Lloyd: <i>Dream Gardens</i> ▪ King Street Artworks ▪ Hèlène Carroll: <i>Lacuna</i>. <p>25+ local artists represented in the shop.</p> <ul style="list-style-type: none"> ▪ <i>Whiriwhiri</i>: Taonga from the Collection ▪ <i>Mickey, a Pennant and a Wedding</i>: A selection of recent acquisitions ▪ <i>In Recognition</i> ▪ Other exhibitions in development. <p>Exhibitions include <i>In Recognition, Mickey, a Pennant and a Wedding</i> and more 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> <ul style="list-style-type: none"> ▪ Aratoi’s monthly radio programme with Arrow FM <i>Ara Toi</i>: Pathway to Art highlights artists and creatives in Wairarapa ▪ Weekly articles in Wairarapa Midweek with assistance from Aratoi educators and Friends of Aratoi.

6.3 DESTINATION WAIRARAPA QUARTERLY REPORT (1 OCTOBER 2024 TO 31 DECEMBER 2024)**File Number:****Author: Matt Steele, Economic Development Lead****Authoriser: Karen Yates, Acting Chief Executive****PURPOSE**

The purpose of this report is to provide the Audit and Risk Committee with the second quarter (1 October 2024 – 31 December 2024) progress report on key deliverables for Destination Wairarapa.

RECOMMENDATION

That the Audit and Risk Committee receives the second quarter report (1 October 2024 – 31 December 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 reviewing 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>Not Achieved</p> <p>Accommodation Data for this period does not reflect growth.</p> <p>Spending data is down for domestic visitors and up for international visitors in comparison to the same time last year.</p>	<p>Accommodation Data¹, Nov 24:</p> <p>Total guest nights: 22,200 (Nov 23 – 23,700)</p> <p>Average nights stayed: 1.9 (Nov 23 – 1.9)</p> <p>Wairarapa saw a 6.3% decrease in total guest nights when compared to November 23. This decline in bed nights was entirely in the domestic market as international bed nights were unchanged. Part of this decrease can be attributed to Toast Martinborough being moved from its traditional November date.</p> <p>Another factor is the car accident that happened on the morning of the 2nd November closing the Remutaka Hill for many hours preventing attendees and exhibitors from getting to the Martinborough Round the Vines event, Wairarapa A&P show and the Rathkeale Christmas Fete</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 November 24 was \$12.5m, 5.3% down on November 23.</p> <p>International visitors spend for November 24 was \$1.5m, an 7.1% increase on November 24. 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"> • Taste Wairarapa • Bookshop Hop

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"> • Tulip Festival • Festival of Fire • Stoked • Yarns in Barns • Martinborough Round the Vines • Wairarapa A&P Show • Rathkeale Christmas Fete • Pukaha Garden Tour (and other member gardens) • Wairarapa Country Music Festival • Toast Martinborough • Rose in the Roses • Wairarapa Film Festival • Apple Blossom Festival
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 https://wairarapanz.com/collections/whats-on
Represent the Wairarapa in the Inbound market in partnership with suitable venues and activities.	Achieved	Worked with Wellington Airport on their Love Local Love Summer giveaway series. Worked with Motorhome Caravan Destination magazine on Wairarapa specific content. Developed the Wairarapa Visitor Guide 2025. Spaces in this were quick to fill this

Key Deliverables	Result	Assurance (How Achieved)
		year, with new activity operators featuring well.
Host the Wairarapa core economic development information around “Buy & Invest”, “Live & Work” and “Study” on the Destination Wairarapa website.	Achieved	Accessible on the following website link: https://wairarapanz.com/live-work
To provide a balanced budget.	Achieved	The Quarter 2 General Manager’s and Marketing Board report ended December 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 2 General Manager’s and Marketing Board Report ended December 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 Taste Wairarapa, Yarns in Barns, Rathkeale Christmas Fete, Wairarapa Film Festival and the Pukaha Garden Tour.

Media:

Earlier in 2024 Destination Wairarapa hosted Jo Percival (Digital Travel Manager) from AA Travel. This resulted in a story in their magazine and features on their social media. There was also a promotion featuring prizes from the region, which was AA Travel’s most successful promotion ever with 17,145 entries.

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

- Content creators Hayley and Jarrad (Couple of Foodies) before Taste Wairarapa at the new Chambers accommodation in Martinborough. They created social content which helped preview the new taste Wairarapa weekend.
- A freelance writer working on updating Lonely Planet content.

Product Development:

With the departure of Chrissy Cummings, this work is being undertaken by the Marketing Manager when they have the capacity to do so. This is currently focused on working with existing tourist businesses as they look to move up the value chain

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. Discussions on the future of the MOU will commence shortly.

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 BUSINESS WAIRARAPA HALF-YEARLY REPORT (1 JULY 2024 TO 31 DECEMBER 2024)

File Number:

Author: Matt Steele, Economic Development Lead

Authoriser: Karen Yates, Acting Chief Executive

PURPOSE

The purpose of this report is to provide the Audit and Risk Committee with the first half-year (1 July 2024 – 31 December 2024) progress report on key deliverables for Business Wairarapa.

RECOMMENDATION

That the Audit and Risk Committee receives the first half-year report (1 July 2024 – 31 December 2024) from Business Wairarapa.

CONTEXT

Business Wairarapa is the Wairarapa region-wide Chamber of Commerce and is one of the 30 chambers that make up the New Zealand Chambers of Commerce and Industry (NZCCI), whose network represents over 20,000 businesses around the country.

Four of the towns in Wairarapa have their own sub regional business groups that are part of Business Wairarapa. These groups are:

- Tupu Ana Masterton
- Go Carterton
- Featherson Business Engine
- Martinborough Business Association.

The three Wairarapa District Councils and Business Wairarapa each have a Funding Agreement that sets out key deliverables to be met by Business Wairarapa in alignment with council funding and investment. Masterton District Council entered into a three-year funding arrangement with Business Wairarapa, for \$30,000 per annum as part of the 2024-2027 Long-Term Plan process. Previous to this, funding was considered on an annual basis.

The following table outlines the key deliverables of Business Wairarapa as set out in the funding agreement. Achievements against each deliverable are detailed in the attached report (attachment 1). Of particular note from a Masterton perspective is the establishment of Tupu Ana Business Wairarapa, Masterton's own representative body.

Area	Key Deliverable
Continuation of Joint Council Partnership (Business as Usual)	<ul style="list-style-type: none"> • A comprehensive events schedule of at least one training/capability event and one networking and/or advocacy event per month - facilitated by local and

Area	Key Deliverable
	national trainers, leaders and speakers <ul style="list-style-type: none"> • Facilitation of business development initiatives as funded by Government (MBIE, MPI) • Opportunities for businesses to engage with and speak to local and national political leaders • Facilitation of business-to-business introductions and mentorship • Supply of a region-wide Business App that includes a collaborative events calendar and business-to-business benefits.
Commitment to WaiHost Wairarapa Skills Training	Business Wairarapa continues to host the WaiHost training programme
Expansion of Business Helpline	Delivery of an 0800 helpline to support businesses
Region wide events	Delivery of Annual Business Awards Delivery of Annual Business Summit
Contribution to region wide initiatives	Business Wairarapa leads, or contributes to, region wide initiatives that support businesses and growth
Long-term Partnership	Monitor the overall health, vibrancy, and growth of the local business sector by tracking key economic indicators, such as job creation, business expansion, and business retention, and adjust strategies as needed to achieve mutually agreed-upon goals.

SUMMARY OF CONSIDERATIONS

Strategic, Policy and Legislative Implications

The work undertaken by Business Wairarapa supports Council's community outcome of *A thriving and resilient economy*; the 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*; and aligns with Wairarapa Economic Development Strategy (WEDS) priorities.

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 Business Wairarapa is subject to a Funding Agreement considered as part of the 2024-27 Long-Term Plan. MDC provides \$30,000 annually.

Implications for Māori

Business Wairarapa supports Māori business members of Business Wairarapa, who are focused on empowering successful Māori business endeavours and relationships in the Wairarapa Region.

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

1. **Business Wairarapa Report 1 September - 31 December** [↓](#)
2. **Business Needs Survey Results** [↓](#)



BUSINESS WAIRARAPA LONG TERM / ANNUAL PLAN SUBMISSION 2024-2027 REPORTING

2024-25 Funding received:

- Masterton District Council - \$30,000
- Carterton District Council - \$15,000
- South Wairarapa District Council - \$15,000

SUMMARY JANUARY 2025

Business Wairarapa has made significant strides in fostering economic growth and business development across the Wairarapa region in 2024.

Key achievements for 2024 include:

- Establishment of Tupu Ana Business Masterton and the Featherston Business Engine - strengthening local business communities and business representation
- High engagement and participation in cross-district surveys, such as the Hood Aerodrome survey, demonstrating Business Wairarapa's effective representation and deep database.
- Expansion of the Business Wairarapa Board in November 2024, welcoming new members with strong community ties and strategic skills
<https://wairapachamber.co.nz/wairarapa-business-leadership/>

Business Wairarapa's commitment to fostering a vibrant business ecosystem is further exemplified by the successful 2024 Business Summit and the Spark Business Hub Wairarapa Awards , which showcased the region's diverse and innovative enterprises.

JANUARY 2025 – REPORTING ON BUSINESS WAIRARAPA INITIATIVES 2024-2027

Continuation of Joint
Council Partnership
(Business as Usual)

- A comprehensive events schedule of at least one training/capability event and one networking and/or advocacy event per month - facilitated by local and national trainers, leaders and speakers
From July to December 2024, we designed and facilitated 18 training and networking events (3 per month), and a total of 40 cross-district events Jan-Dec 2024.
- Facilitation of business development initiatives as funded by Government (MBIE, MPI)
July – Dec 2024, Business Wairarapa co-designed and facilitated 3 ‘one-to-some’ Regional Business Partners Programme (RBP) MBIE co-funded workshops in leadership, communication skills, and governance.
- Opportunities for businesses to engage with and speak to local and national political leaders
In early October 2024, Business Wairarapa hosted ACT party leader David Seymour who spoke directly with our sub-regional business partner representatives, community groups such as Y2WW, and larger businesses. A large part of the conversation addressed issues around Wairarapa’s resilience in the form of access and the Remutaka Hill.
- Facilitation of business-to-business introductions and mentorship
With 26% of Wairarapa’s total workforce in self-employment, B2B introduction and networking plays an integral part in connection, advocacy and growth. Business Wairarapa continues to work ever closer with our sub-regional partners to maximise these opportunities through co-hosted Business after 5 and capability events.
- Supply of a region-wide Business App that includes a collaborative events calendar and business-to-business benefits
The Business Wairarapa Member App has 559 registered IDs

One of the most significant achievements of 2024 was the establishment of Masterton’s own representative body – Tupu Ana Business Masterton. Business Wairarapa led creation, lending support and resources so that Tupu Ana Business Masterton could stand on its own as a connected and engaged body with sound leadership. Equally, in South Wairarapa, Featherston Business engine was established due to partnership with Featherston Community Centre, and all memberships cross-district are growing – directly, and via the Business Wairarapa website.

- Database reach = 1,833

Commitment to WaiHost Wairarapa Skills Training	<p>Business Wairarapa held to its commitment to continue the WaiHost training programme, designing and facilitating five workshops to a total of 100 attendees.</p> <p>To make this programme accessible, we've identified a 'sweet spot' price of \$99 per attendee for a half-day workshop, which has proven effective for our SMEs. However, achieving this price point requires co-funding. Securing co-funding through community groups has been challenging, as businesses are often excluded from their funding narratives. While we've had some success with WEDS / WellingtonNZ and the RBP, we frequently need to adapt the programme to align with these funding streams' requirements.</p>
Expansion of a Business Helpline	<p>The 0800 Helpline continues to be utilised – and the service has expanded to include monthly HR and Employment Advice delivered via the Business Wairarapa newsletter – which has led to higher engagement between member businesses and the Helpline providers.</p>
Contribution to the Annual Business Summit	<p>Held in July 2024 at Carterton Events Centre, the Wairarapa Business Summit drew a full house of 240 attendees who gained valuable insights from speakers such as Brad Olsen speaking on Wairarapa-specific economic data, and Nadia Lim who spoke about the Agri-Tourism opportunity for the region.</p>
Contribution to the Annual Business Awards	<p>The Business Awards held in November 2024, was a resounding success, with a record 75 entries and a sold-out crowd of 330 participants. Held at Matahiwi Estate north of Masterton with Hilary Barry as MC, the Awards demonstrated a united Wairarapa, as businesses, sponsors, community groups, iwi and councils came together to celebrate a thriving district-wide, economic community.</p>
Contribution to Region Wide Initiatives'	<p>A highlight of the year was the MONOPOLY - Wairarapa Edition project, designed and led by Business Wairarapa. The project engaged over 60 businesses and showcased Wairarapa nationally and internationally as a united region while generating revenue for the continuation of Business Wairarapa's products and services.</p>
Long Term Partnership	<p><i>Monitor the overall health, vibrancy, and growth of the local business sector by tracking key economic indicators, such as job creation, business expansion, and business retention, and adjust strategies as needed to achieve mutually agreed-upon goals.</i></p> <p>In December 2024, Business Wairarapa conducted a Business Needs Survey (APPENDIX #1).</p>

This information cements the importance of supporting a largely SME region through tangible products and services. From this report, Business Wairarapa is designing a skills training programme – that along with independent business sponsorship, will be accessible cross-district, as a year-long calendar of workshops.

Infometrics' Brad Olsen will be returning to the Wairarapa Business Summit in 2025 with an analysis of Wairarapa-specific data, challenges and opportunities which will be shared with Wairarapa businesses and Councils.

Business Wairarapa
Business Support Needs Survey
 Dec 24 - Jan 25



Background

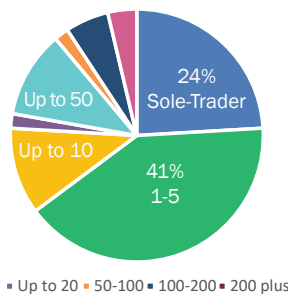
Wairarapa's economy is fundamentally driven by small businesses, with 18.6% of its 6,400 business units having five or fewer employees, and just 33 businesses employing more than 50.

However, these SMEs often miss out on crucial workplace capability and training opportunities due to financial constraints, time limitations, and lack of scale in the region. This skills gap limits their growth potential and impacts the region's overall economic performance.

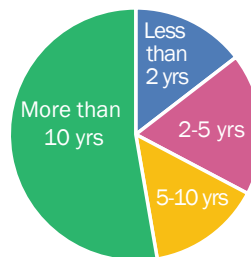
To address this, Business Wairarapa conducted a district-wide Business Needs Survey (December 2024 – January 2025), identifying five key capability areas:

- 1. Digital Mastery:** Leveraging AI, enhancing online presence, and using social platforms for growth.
- 2. Marketing & Customer Engagement:** Attracting and retaining clients, boosting online sales, and improving branding.
- 3. Leadership & Team Development:** Strategic planning, team motivation, talent attraction, and conflict resolution.
- 4. Practical Business Essentials:** Financial literacy, compliance support, business systems, recruitment, and accessing grants.
- 5. Networking & Professional Skills:** Effective networking, identifying new markets, and converting leads to customers.

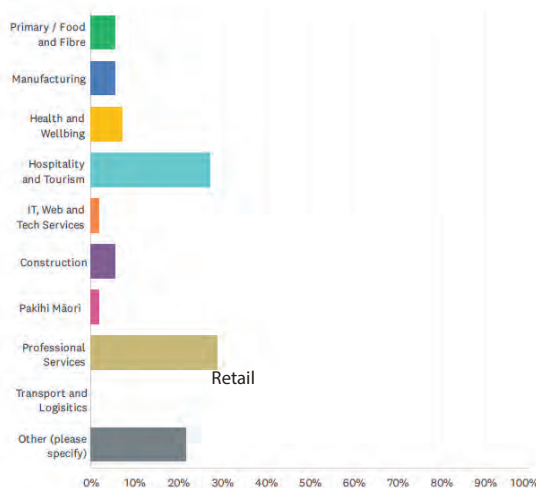
How many employees does your business have?



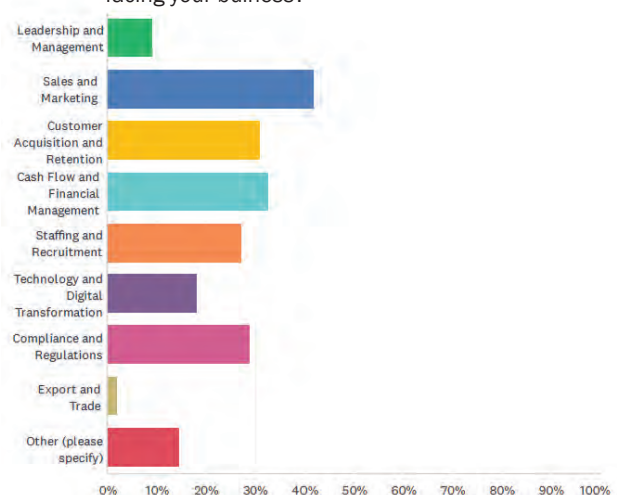
How long has your business been operating in the Wairarapa region?



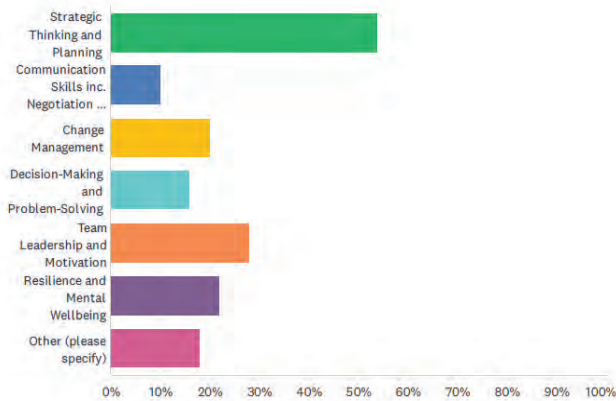
What industry is your business in?



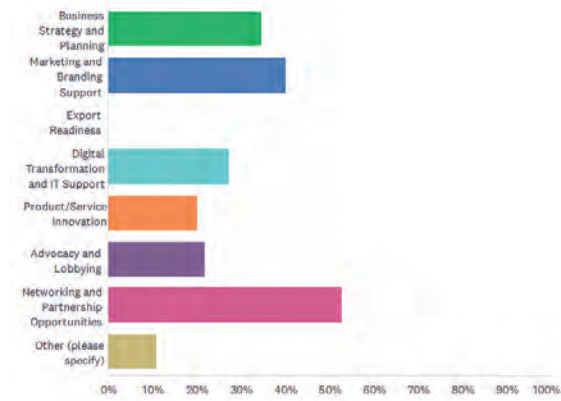
What are the biggest challenges currently facing your business?



What areas of development would most benefit your business?



What type of support do you need most for your business?



What new opportunities would you like to see in Wairarapa that could support your business growth?

1. Business Development and Networking

- Encourage locals to shop locally
- Organise business coaching and guest speaker events
- Facilitate stronger partnerships between businesses and charities
- Create focus group events for specific business fields (e.g., tourism, finance)
- Offer digital marketing and e-commerce workshops
- Promote AI training and technological advancements
- Host visiting tech experts for web and security talks

2. Infrastructure and Transport

- Improve road and rail connections to Wellington
- Upgrade water infrastructure and sewer systems
- Enhance electricity supply and EV fast charging stations
- Reinstate airport services to major cities

3. Government and Community Relations

- Strengthen connections with government representatives
- Streamline local government (consider consolidating councils)
- Increase support for regional economic development
- Encourage more residential development
- Promote forward-thinking district plans
- Open up more land for development, especially in South Wairarapa towns

How can Business Wairarapa better support your business?

- Facilitate more networking events and opportunities
- Connect businesses with local community organisations

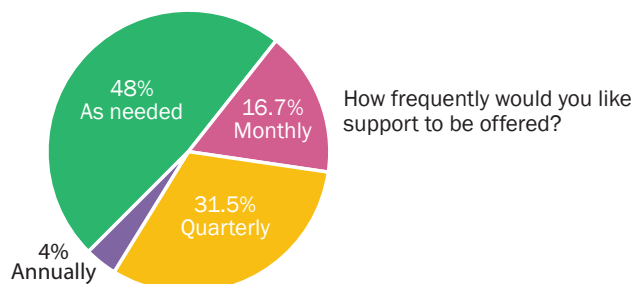
Training and Development

- Offer training for staff similar to other Chambers
- Offer workshops on digital skills, marketing, and financial management
- Offer digital support for e-commerce and online marketing
- Provide access to business mentors and experts
- Host support groups for business owners to share ideas
- Spotlight local businesses in newsletters and social media
- Support tourism campaigns to attract visitors

Advocacy and Representation

- Explore the potential for a "Business Wairarapa 2.0" reset
- Share market insights and industry data
- Provide information on funding opportunities and grants
- Lobby for infrastructure improvements (sewer system, EV charging)
- Advocate for policies benefiting small businesses
- Represent business interests to local and central government

Many respondents expressed satisfaction with Business Wairarapa's current efforts, suggesting that maintaining and expanding existing services would be beneficial.



How frequently would you like support to be offered?

6.5 NON-FINANCIAL PERFORMANCE 2024/25 QUARTER 2 REPORT

File Number:

Author: Tania Madden, Strategic Planning Manager

Authoriser: Karen Yates, Acting 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 31 December 2024.

EXECUTIVE SUMMARY

This is the second 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. There are 35 measures available to report in Quarter 2 of 2024/25.

At 31 December 2024 nearly all (34/35) measures were reported as being on track or achieved, with the remaining measure (Percentage of resource consents processed within statutory timeframes) just falling short of the target due to consistency of reporting to one decimal point – the result was 89.9% against a target of 90%. It is likely to be reported as “Achieved/on track” from next quarter onwards. This is a slight improvement from what was reported last quarter, and from the same time last year (34/36). Further information is provided in Attachment 1.

Q2 Results – Current year vs previous year

	Q2 2024/25 (current year)	Q2 2023/24 (previous year)
Achieved/On track	82.9% (34)	79.1% (34)
Not achieved/On track to achieve at Year End	2.4% (1)	-
Not achieved/Not on track	-	4.7% (2)
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 Q2 2023/24 year:

Number of Measures Achieved:	Q2 2024/25 (current year)	Q2 2023/24 (previous year)
Roads (6 measures – 4 reported annually)	2	2
Water Supply (9 measures – 2 reported annually)	7	5
Wastewater (6 measures)	6	6
Stormwater (5 measures)	5	5
Solid Waste (3 measures)	3	3
Community Facilities & Activities (4 measures*)	4	5
Regulatory (8 measures)	7	8
Total:	34	34

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

RECOMMENDATIONS

That the Audit and Risk Committee receives the Quarter 2 non-financial performance report for the 2024/25 financial year (Year 1 of the 2024-34 LTP).

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 second 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 2 include:**Roading**

The two measures available to report, concerning response to customer service requests, are on track to be achieved.

All 57 urgent customer service requests received in Quarter 2 were responded to within two days. Year to date, there have been 119 urgent requests. This is an increase on the same period last year (91) but fewer than the equivalent period of 2022/23 when we received 158 urgent requests.

Year to date, there has been a reduction in the number of non-urgent requests (397) compared to same period in the previous two years (452 last year and 540 in 2022/23).

Water Supply

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

The number of complaints received about drinking water in Q2 (5) is similar to the number received in Q2 of the previous two years (4 and 6). Year to date results (15 complaints) are tracking above last year (9) but similar to the previous year (13).

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)*.

Wastewater

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

The number of complaints received year to date (41) is comparable with the same period last year (40). One port-a-loo was provided in Q2 (two year to date), also comparable with the same period last year.

There were no consent breaches resulting in abatement notices, infringement notices, enforcement orders or convictions, resulting in 100% compliance.

Stormwater

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

Consistent with last year, there have been no flooding events or consent breaches so far; and the number of complaints year to date (9) is fewer than the same period last year (19).

Solid Waste

All solid waste measures were achieved this quarter.

There was one call-back to collect an official rubbish bag this quarter. Year to date we have had fewer call backs (1) than in the same period in the previous two years (8 and 5).

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 (0.424 tonne annualised) is less than the same period last year (0.483 tonne); and is currently tracking to exceed our target of 3.3% reduction by year end.

As noted in Attachment 1, the figure for waste transferred to landfill reported in Quarter 1 was overstated and has been corrected after further analysis.

Community Facilities and Parks

All Community Facilities and Parks measures are on track to be achieved at year end. This is consistent with last quarter.

Overall library and archive usage in Quarter 2 is slightly down compared to the same period last year (82,172 vs 85,376), but tracking above the 2022/23 year (80,294). Overall library and archive visits in Quarter 2 are also down compared to the same quarter last year (71,645 vs 87,736), but are similar to Q2 in the 2022/23 year (71,457). The lower number of housebound visits year to date (504) compared to the same period in the past two years (656 and 636) reflects a change in January 2024 to three weekly rather than fortnightly visits.

There were more urgent customer service requests for parks and open spaces this quarter, with 32 classified as “urgent” compared to 23 in the first quarter. Results are not comparable to previous years due to a different classification of “urgent”. We will continue to monitor results in the current year under the new classification.

Trust House Recreation Centre overall usage is up slightly in this quarter compared to Q2 last year (42,207 vs 40,087). An increase in groups hiring the pool in October and November for end of year parties, and an increase in Swim School and Gym memberships has contributed to this. Year to date, usage is up from 73,780 last year to 79,344 this year.

Regulatory

It was a positive quarter for Regulatory Services. Nearly all measures are on track or achieved, with the remaining measure (Percentage of resource consents processed within statutory timeframes) falling just short of the target due to consistency of reporting to one decimal point (89.9% vs 90% target).

In Quarter 1 the percentage of resource consents processed within statutory timeframes was just below target (87.8% compared to a target of 90%) due to staff requiring additional time to assess against two District Plans. In Quarter 2 staff were more familiar with assessing applications under the operative and proposed district plans, resulting in 44 out of 48 (92%) resource consents being processed within statutory timeframes. Year to date however, this equates to 89.9% (80 out of 89) resource consents assessed within statutory timeframes. This measure is expected to be reported as “on track / achieved” from next quarter onwards.

Within animal services, all Priority 1 urgent call outs were attended within one hour (up from 97% last quarter). There were also two more educational/engagement events in Quarter 2 bringing the year-to-date total to five. At the same time last year, there had been one event.

Within the Building Team, year to date, 311 consents have been processed compared to 321 for the same period last year and 355 the year before that; while the number of code compliance certificates has increased compared to last year (287 vs 270) but is lower than the previous year (339).

The number of building consents processed within statutory timelines has improved compared to Q1 of this year (97.2% in Q2 vs 93.3% in Q1); and compared to Q2 last year (92.5%). A similar pattern has emerged with Code of Compliance Certificates.

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 no 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.

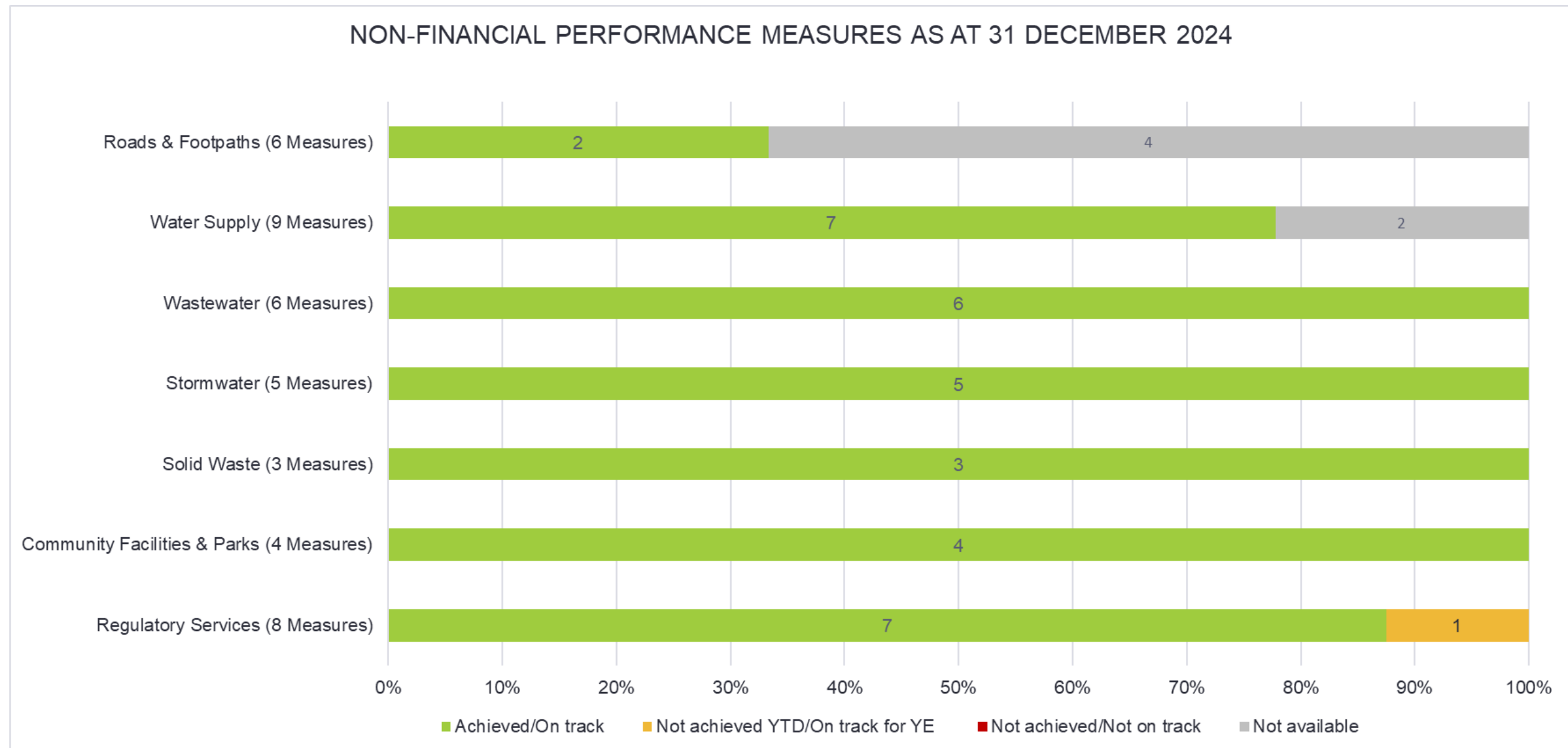
ATTACHMENTS

1. **Non-Financial Performance Measures for 2024/25 Quarter 2** [↓](#)

ATTACHMENT 1: Non-Financial Performance Measures for 2024/25 Quarter 2

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

- have been achieved/on track as at 31 December 2024 (green);
- have not been achieved/not on track as at 31 December 2024 (red);
- are not applicable and/or information is not available as at 31 December 2024 (grey).



2024/25 Quarter 2 Non-Financial Performance Measure Results

MEASURE	CURRENT 2024/25 RESULTS			COMMENTARY	PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Q2 Result as at 31/12/2024 (Year 1 of 2024-34 LTP)	Status at 31/12/2024		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).

MEASURE	CURRENT 2024/25 RESULTS		Status at 31/12/2024	COMMENTARY	PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)			
	2024/25 Annual Target	Q2 Result as at 31/12/2024 (Year 1 of 2024-34 LTP)			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>Percentage of urgent customer service requests responded to within 2 days.</p> <p>(Mandatory Measure)</p>	95% within specified timeframe	96.6%	Achieved/On track	<p>YTD: 96.6%</p> <p>115 out of 119 urgent requests have been responded to within specified timeframes.</p> <p>2024/25 Quarterly results:</p> <p>Q1: 93.5% (58/62)(was previously 60/62)*</p> <p>Q2: 100% (57/57)</p> <p>*Some slight adjustments were made to Q1 results when analysing Q2 results. This is due to the timing of service requests arriving and the reconciliation at the end of the quarter.</p>	95.1%	<p>175 out of 184 urgent requests have been responded to within specified timeframes.</p> <p>2023/24 Quarterly Results:</p> <p>Q1: 97.5% (39/40)</p> <p>Q2: 100% (51/51)</p> <p>Q3: 90.0% (45/50)</p> <p>Q4: 93.0% (40/43)</p>	98.9%	<p>270 of 273 urgent requests were responded to within two days.</p> <p>Q1: 100% (96/96)</p> <p>Q2: 100% (62/62)</p> <p>Q3: 97.3% (72/74)</p> <p>Q4: 97.6% (40/41)</p>
<p>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.</p> <p>(Mandatory Measure)</p>	70% within specified timeframe	79.4%	Achieved/On track	<p>YTD: 79.4%</p> <p>315 out of 397 non-urgent requests have been responded to within specified timeframes.</p> <p>2024/25 Quarterly results:</p> <p>Q1: 81.7% (183/224) (was previously 200/224)*</p> <p>Q2: 76.3% (132/173)</p> <p>*Some slight adjustments were made to Q1 results when analysing Q2 results. This is due to the timing of service requests arriving and the reconciliation at the end of the quarter.</p> <p>The variability in results from Q1 to Q2 for non-urgent requests responded to on time reflects the broad variety and often complex nature of requests in this category.</p>	86.4%	<p>746 out of 863</p> <p>Q1: 82.4% (215/261)</p> <p>Q2: 88.5% (169/191)</p> <p>Q3: 83.5% (174/208)</p> <p>Q4: 92.6% (188/203)</p>	82.9%	<p>978 out of 1167.</p> <p>Q1: 81.5% (276/340)</p> <p>Q2: 87.5% (175/200)</p> <p>Q3: 79.2% (240/303)</p> <p>Q4: 88.6% (287/324)</p>

MEASURE	CURRENT 2024/25 RESULTS				PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Q2 Result as at 31/12/2024 (Year 1 of 2024-34 LTP)	Status at 31/12/2024	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)
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	1.46 complaints/1000 connections Q2 Complaints: 5 YTD Complaints: 15	Achieved/On track	YTD: 1.46 complaints / 1000 connections YTD: Actual complaints: 15 2024/25 Quarterly results: Q1: 0.97/1000 (10 complaints) Q2: 0.49/1000 (5 complaints)	2.58 complaints/1000 connections Actual Complaints: 26 Q1: 0.50/1000 (5) Q2: 0.40/1000 (4) Q3: 0.89/1000 (9) Q4: 0.79/1000 (8)	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 (from notification to arrival on site) (Mandatory Measure)	60 minutes or less	21 minutes	Achieved/On track	YTD: 21 minutes 2024/25 Quarterly results: Q1: 20 minutes Q2: 41 minutes	28 minutes Q1: 23 minutes Q2: No urgent calls Q3: 20 minutes Q4: 37 minutes	50 minutes Q1: 50 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	66 minutes	Achieved/On track	YTD: 66 minutes 2024/25 Quarterly results: Q1: 83 minutes Q2: 56 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	81 minutes	Achieved/On track	YTD: 81 minutes 2024/25 Quarterly results: Q1: 74 minutes Q2: 200 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

MEASURE	CURRENT 2024/25 RESULTS				PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Q2 Result as at 31/12/2024 (Year 1 of 2024-34 LTP)	Status at 31/12/2024	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)
d) resolution of non-urgent call outs (from notification to confirmation of resolution) (Mandatory Measure)	3 months or less	84 minutes	Achieved/On track	YTD: 84 minutes 2024/25 Quarterly results: Q1: 79 minutes Q2: 150 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	YTD: 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> . Q1: Masterton – compliant, Tinui – compliant Q2: Masterton – compliant, Tinui – compliant	<i>a) 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 non compliances have been determined since the last report.	<i>a) part 4 of the Drinking Water Standards (bacteria compliance criteria)</i> Fully compliant
Taumata Arowai Treatment Rules - T3 Rules (Protozoal compliance criteria) (Mandatory Measure)	Fully compliant	<u>Masterton</u> Compliant <u>Tinui</u> Compliant	Achieved/On track	YTD: 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> . Q1: Masterton – compliant, Tinui – compliant Q2: Masterton – compliant, Tinui – compliant	<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	<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.

MEASURE	CURRENT 2024/25 RESULTS			COMMENTARY	PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Q2 Result as at 31/12/2024 (Year 1 of 2024-34 LTP)	Status at 31/12/2024		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)
					now installed. Note - No additional non compliances have been determined since the last report.	
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
Wastewater						
Number of complaints received about sewerage odour, system faults, system blockages, MDC's response to issues with its sewerage system.	Less than or equal to 8 complaints/1000 connections.	4.06 complaints/1000 connections YTD Actual Complaints: 41 Q2 Actual Complaints: 20	Achieved/On track	YTD: 4.06 complaints/1000 connections YTD Actual Complaints: 41 2024/25 Quarterly results: Q1: 2.08/1000 (21 complaints) Q2: 1.98/1000 (20 complaints)	Year End: 6.56 complaints/1000 connections Actual Complaints: 65 Q1: 2.83/1000 (28) Q2: 1.21/1000 (12) Q3: 1.01/1000 (10)	26.56 complaints/1000 connections Actual Complaints: 257 Q1: 14.16/1000 (137) Q2: 4.3/1000 (42) Q3: 4.44/1000 (43)

MEASURE	CURRENT 2024/25 RESULTS			COMMENTARY	PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Q2 Result as at 31/12/2024 (Year 1 of 2024-34 LTP)	Status at 31/12/2024		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)					Q4: 1.51/1000 (15)	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	24.5 minutes	Achieved/On track	YTD: 24.50 minutes 2024/25 Quarterly results: Q1: 21 minutes Q2: 25 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	116 minutes	Achieved/On track	YTD: 116 minutes 2024/25 Quarterly results: Q1: 134 minutes Q2: 112 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 (Mandatory Measure)	Less than or equal to 2/1000 connections	0.40/1000 connections YTD Actual Complaints: 4 Q2 Actual Complaints: 1	Achieved/On track	YTD: 0.40 complaints/1000 connections YTD Actual: 4 complaints 2024/25 Quarterly results: Q1: 0.30/1000 (3 complaints) Q2: 0.10/1000 (1 complaints)	1.01/1000 connections Actual: 10 complaints Q1: 0.40/1000 (4) Q2: 0.10/1000 (1) Q3: 0.20/1000 (2) Q4: 0.30/1000 (3)	0.41/1000 connections Actual: 4 complaints Q1: 0.10/1000 (1) Q2: 0.10/1000 (1) Q3: 0.10/1000 (1) Q4: 0.10/1000 (1)

MEASURE	CURRENT 2024/25 RESULTS			PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)		
	2024/25 Annual Target	Q2 Result as at 31/12/2024 (Year 1 of 2024-34 LTP)	Status at 31/12/2024			COMMENTARY
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	Achieved/On track	YTD: 100% compliant / No consent breaches 2024/25 Quarterly results: Q1: 100% compliant / No consent breaches Q2: 100% compliant / No consent breaches	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	0.20/1000 connections YTD: 2 port-a-loos provided Q2: 1 port-a-loo provided	Achieved/On track	YTD: 0.20/1000 connections 2024/25 Quarterly results: Q1: 0.1/1000 connections (1 required) Q2: 0.1/1000 connections (1 required)	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) Results are more comparable with results prior to the February 2022 rain event.	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 in Q1 were primarily due to issues with the wastewater network resulting from groundwater tables remaining high following the heavier than usual rainfall through, before and during Q1. Conditions and heavy rainfall continued to impact through the year.
Stormwater:						
Number of flooding events that occur in the district	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	5 Flooding Events Q1: 3 flooding events Q2: 2 flooding events

MEASURE	CURRENT 2024/25 RESULTS		Status at 31/12/2024	COMMENTARY	PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Q2 Result as at 31/12/2024 (Year 1 of 2024-34 LTP)			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)				Q2: No Flooding events	Q3: No Flooding events Q4: No 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 - no habitable floors affected	Achieved/On track	YTD: No Flooding Event/1000 connections N.A. - No habitable floors affected. 2024/25 Quarterly results Q1: N.A. No habitable floors affected Q2: N.A. 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	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% - No consent breaches Q2: 100% - No consent breaches	100% - no consent breaches	100% - no consent breaches
Number of complaints received about the performance of MDC's stormwater system (Mandatory Measure)	No more than 3/1000 connections	1 complaint/1000 connections YTD: 9 actual complaints Q2: 7 actual complaints	Achieved/On track	YTD: 1.0 complaints/1000 connections YTD Actual: 9 complaints 2024/25 Quarterly results Q1: 0.22/1000 (2 complaints) Q2: 0.78/1000 (7 complaints)	3.22 complaints/1000 connections Actual: 29 complaints Q1: 1.56/1000 (14) Q2: 0.56/1000 (5) Q3: 0.56/1000 (5) Q4: 0.56/1000 (5) The number of complaints received over Q2-4 is	10.11 complaints/1000 connections Actual: 91 complaints Q1: 3.44/1000 (31) Q2: 1.33/1000 (12) Q3: 2.22/1000 (20) Q4: 3.11/1000 (28) The higher number of complaints are primarily

MEASURE	CURRENT 2024/25 RESULTS		Status at 31/12/2024	COMMENTARY	PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Q2 Result as at 31/12/2024 (Year 1 of 2024-34 LTP)			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)
					comparable with results prior to the February 2022 rain event.	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 Q2: 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.	1 call-back	Achieved/On track	YTD: 1 call-back 2024/25 Quarterly results Q1: No call-backs Q2: 1 call-back	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	Q2 Result as at 31/12/2024 (Year 1 of 2024-34 LTP)	Status at 31/12/2024	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	<p>A reduction in the total quantity of waste sent to class 1 landfills (baseline 0.462 tonne per head of population in 2023/24):</p> <p>Year 1 – 3.3% reduction by 30 June 2025</p> <p>Year 2 – 6.6% reduction by 30 June 2026</p> <p>Year 3 – 10% reduction by 30 June 2027</p>	<p>0.424 tonne per head of population (annualised) – 6,293 tonnes of waste transferred</p> <p><i>Results are based on estimated population of 29,700 as at 30/6/24.</i></p>	Achieved/On track	<p>YTD: 0.424 tonne per head of population 6,293 tonne of waste transferred</p> <p>2024/25 Quarterly results</p> <p>Q1: 0.439 tonne per head of population (annualised), 3,263 tonne of waste transferred (4.6% reduction compared to Q1 2023/24) (<i>previously reported as 0.474 tonne per head of population, 3,546 tonne of waste transferred</i>)*</p> <p>Q2: 0.424 tonne per head of population (annualised), 6,293 tonne of waste transferred (10.2% reduction compared to Q2 2023/24)</p> <p>We are currently on track for achieving our target in a reduction of waste transferred to the landfill.</p> <p>*Further analysis of waste transferred to the landfill in Quarter 1 has resulted in an update to the results.</p>	<p>0.462 tonne per head of population (annualised) – 13,391 tonne of waste transferred</p> <p>Q1: 0.472 tonne per head of population (annualised) – 3,420 tonne of waste transferred</p> <p>Q2: 0.483 tonne per head of population (annualised) – 7,009 tonne of waste transferred</p> <p>Q3: 0.469 tonne per head of population (annualised) – 10,193 tonne of waste transferred</p> <p>Q4: 0.462 tonne per head of population (annualised) – 13,391 tonne of waste transferred</p> <p><i>Results are based on estimated population of 29,000 as at 30/6/23.</i></p>	<p>0.513 tonne per head of population (annualised)</p> <p>14,882 tonnes of waste transferred ex Masterton</p> <p><i>Results are based on estimated population of 29,000 as at 30/6/22.</i></p>
Urban and rural transfer stations, recycling, composting facilities and landfills operate within approved resource consent conditions	100% compliance	100% compliance	Achieved/On track	<p>YTD: 100% compliance</p> <p>2024/25 Quarterly results</p> <p>Q1: 100%</p> <p>Q2: 100%</p>	100% compliance	100% compliance

MEASURE	CURRENT 2024/25 RESULTS				PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Q2 Result as at 31/12/2024 (Year 1 of 2024-34 LTP)	Status at 31/12/2024	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)
Community Facilities and Parks						
Number of people using our library and archive reflected by overall library usage	<p>Library Usage:</p> <p>No less than 5 year average for overall library usage</p> <p>Usage consists of:</p> <ul style="list-style-type: none"> Physical issues Digital issues Computer/ Wi-Fi sessions 	<p>YTD usage: 166,127 made up of:</p> <ul style="list-style-type: none"> Physical issues: 93,652 Digital issues: 24,323 Computer/Wi-Fi sessions: 48,152 	Achieved/On track	<p>YTD Library Usage: 166,127 made up of:</p> <ul style="list-style-type: none"> Physical issues: 93,652 Digital issues: 24,323 Computer/Wi-Fi sessions: 48,152 <p>The 5 year average for Library Usage is: 282,977 (this equates to a quarterly average of 70,744)</p> <p>Usage consists of:</p> <ul style="list-style-type: none"> Physical issues: 194,416 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>Q2: Usage 82,172 made up of:</p> <ul style="list-style-type: none"> Physical issues: 45,103 Digital issues: 13,368 Computer/Wi-Fi sessions: 23,701 <p>The library is on track to meet the 5 year average for usage.</p>	<p>Year End Library Usage: 353,800</p> <ul style="list-style-type: none"> Physical issues: 193,727 Digital issues: 60,068 Computer/Wi-Fi sessions: 100,005 <p>The 5 year average for Library Usage was: 277,238 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>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 	<p>Year End Library Usage: 324,662</p> <ul style="list-style-type: none"> Physical issues: 187,344 Digital issues: 52,431 Computer/Wi-Fi sessions: 84,887 <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>

MEASURE	CURRENT 2024/25 RESULTS		STATUS	COMMENTARY	PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Q2 Result as at 31/12/2024 (Year 1 of 2024-34 LTP)			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"> Computer/Wi-Fi sessions: 27,814 Q4 Library Usage: 89,796 <ul style="list-style-type: none"> Physical issues: 50,022 Digital issues: 13,363 Computer/Wi-Fi sessions: 26,411 	<ul style="list-style-type: none"> Physical issues: 47,839 Digital issues: 14,317 Computer/Wi-Fi sessions: 26,339
Number of people using our library and archive reflected by number of visits to the library and archive.	Library and Archive Visits: No less than 5-year average for number of visits to the library and archive Visits consists of: <ul style="list-style-type: none"> In Person Visits Digital Housebound Note: Digital visits include website, OPAC and social media. The 5 year average for Library and Archive Visits is: 273,952 (this equates to a quarterly average of 68,488) Visits consists of: <ul style="list-style-type: none"> In Person Visits: 113,292 Digital: 159,666 Housebound: 994	YTD Library & Archive Visits: 155,098 made up of: <ul style="list-style-type: none"> Library In-person: 66,331 Archive In Person: 509 Library Digital: 81,597 Archive Digital: 6,157 Housebound: 504 	Achieved/On track	YTD Library & Archive Visits: 155,098 made up of: <ul style="list-style-type: none"> Library In-person: 66,331 Archive In Person: 509 Library Digital: 81,597 Archive Digital: 6,157 Housebound: 504 The 5 year average for Library & Archive Visits is: 273,952 (this equates to a quarterly average of 68,488) Visits consists of: <ul style="list-style-type: none"> In Person Visits: 113,292 Digital: 159,666 Housebound: 994 2024/25 Quarterly results Q1: Library Visits – 83,453 made up of: <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 Q2: Library Visits – 71,645 made up of: <ul style="list-style-type: none"> Library In-person: 31,499 Archive In-person: 239 Library Digital: 37,010 Archive Digital: 2,620 	YTD Library Visits: 271,519 <ul style="list-style-type: none"> In Person: 117,847 Digital: 152,808 Housebound: 864 The 5-year average for Library Visits was: 245,616 made up of: <ul style="list-style-type: none"> In Person Visits: 113,191 Digital Visits: 131,524 Housebound Visits: 901 Q1 Library Visits: 82,374 <ul style="list-style-type: none"> In Person: 39,027 Digital: 43,123 Housebound: 224 Q2 Library Visits: 87,736 <ul style="list-style-type: none"> In Person: 36,201 Digital: 51,103 Housebound: 432 Q3 Library Visits: 101,409 <ul style="list-style-type: none"> In Person: 42,619 Digital: 58,582 Housebound: 208 Q4 Library Visits: 83,626	Library Visits: 329,929 <ul style="list-style-type: none"> In Person: 99,132 Digital: 229,709 Housebound: 1,088 The 5-year average for Library visits was: 233,332 made up of: <ul style="list-style-type: none"> In Person Visits: 128,351 Digital Visits: 104,178 Housebound Visits: 803 Q1 Library Visits: 59,240 <ul style="list-style-type: none"> In Person: 24,748 Digital: 34,168 Housebound: 324 Q2 Library Visits: 71,457 <ul style="list-style-type: none"> In Person: 23,405 Digital: 47,740 Housebound: 312 Q3 Library Visits: 78,484 <ul style="list-style-type: none"> In Person: 24,021 Digital: 54,249 Housebound: 214 Q4 Library Visits: 98,216

MEASURE	CURRENT 2024/25 RESULTS				PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Q2 Result as at 31/12/2024 (Year 1 of 2024-34 LTP)	Status at 31/12/2024	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"> Housebound: 277 <p>The library is on track to meet the 5-year average for visits.</p>	<ul style="list-style-type: none"> In Person: 43,995 Digital: 39,427 Housebound: 204 <p>Note: Digital visits include website, OPAC and social media.</p>	<ul style="list-style-type: none"> In Person: 26,709 Digital: 71,269 Housebound: 238
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 YTD: 50 out of 55 urgent requests received were responded to within 4 hours.	Achieved/On track	<p>YTD: 91% responded to within 4 hours</p> <p>50 out of 55 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>Q2: 90% (29/32 urgent requests)</p> <p>113 Service Requests were recorded for Quarter 2 with 32 classified as urgent and 29 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)</p> <p>Q2: 100% (4/4)</p> <p>Q3: 100% (4/4)</p> <p>Q4: 100% (7/7)</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>The 5 year average for Trust House recreation Centre usage is:</p> <p>124,493 (equating to a quarterly average of 31,123). This consists of:</p> <ul style="list-style-type: none"> Swim: 84,651 Gym: 27,962 	<p>YTD Usage: 79,344</p> <ul style="list-style-type: none"> Swim: 56,562 Gym: 18,000 Stadium Sports: 2,781 Stadium Events: 2,001 	Achieved/On Track	<p>YTD Usage: 79,344</p> <ul style="list-style-type: none"> Swim: 56,562 Gym: 18,000 Stadium Sports: 2,781 Stadium Events: 2,001 <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> <ul style="list-style-type: none"> Swim: 84,651 Gym: 27,962 Stadium Sports: 3,112 Stadium Events: 8,768 <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>Year End Usage: 150,349</p> <ul style="list-style-type: none"> Swim: 101,382 Gym: 34,843 Stadium Sports: 4,402 Stadium Events: 9,722 <p>The 5 year average was: 123,364. This consists of:</p> <ul style="list-style-type: none"> Swim: 82,366 Gym: 28,383 Stadium Sports: 3,844 Stadium Events: 8,771 <p>Q1 Usage 33,693</p> <ul style="list-style-type: none"> Swim: 22,878 Gym: 8,729 Stadium Sports: 1,579 Stadium Events: 507 <p>Q2 Usage 40,087</p> <ul style="list-style-type: none"> Swim: 28,985 	<p>Usage: 152,095:</p> <ul style="list-style-type: none"> Swim: 106,191 Gym: 27,687 Stadium Sports: 5,830 Stadium Events: 12,387 <p>The 5 year usage was: 121,703. This consists of:</p> <ul style="list-style-type: none"> Swim: 79,983 Gym: 30,152 Stadium Sports: 3,367 Stadium Events: 8,202 <p>Q1 Usage: 34,476</p> <ul style="list-style-type: none"> Swim: 24,333 Gym: 6,244 Stadium Sports: 1,775 Stadium Events: 2,124 <p>Q2 Usage: 39,272</p> <ul style="list-style-type: none"> Swim: 28,490 Gym: 6,715

MEASURE	CURRENT 2024/25 RESULTS				PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Q2 Result as at 31/12/2024 (Year 1 of 2024-34 LTP)	Status at 31/12/2024	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"> Stadium Sports: 3,112 Stadium Events: 8,768 			<p>Q2 Usage: 42,207</p> <ul style="list-style-type: none"> Swim: 31,165 Gym: 8,633 Stadium Sports: 1,385 Stadium Events: 1,024 <p>The Q2 2024/2025 result of 42,207 is an increase on overall usage compared to the same quarter in previous years. This is due to increased pool group hire numbers in October and November 2024 (given end of year parties) and a small overall increase in Swim School and Gym memberships.</p>	<ul style="list-style-type: none"> Gym: 8,263 Stadium Sports: 890 Stadium Events: 1,949 <p>Q3 Usage 44,788</p> <ul style="list-style-type: none"> Swim: 28,208 Gym: 9,592 Stadium Sports: 1,067 Stadium Events: 5,921 <p>Q4 Usage 31,713</p> <ul style="list-style-type: none"> Swim: 21,311 Gym: 8,259 Stadium Sports: 866 Stadium Events: 1,345 	<ul style="list-style-type: none"> Stadium Sports: 1,137 Stadium Events: 2,930 <p>Q3 Usage: 44,213</p> <ul style="list-style-type: none"> Swim: 28,728 Gym: 7,972 Stadium Sports: 1,760 Stadium Events: 5,753 <p>Q4 Usage: 34,134</p> <ul style="list-style-type: none"> Swim: 24,640 Gym: 6,756 Stadium Sports: 1,158 Stadium Events: 1,580
Regulatory:						
Response time to attend Priority 1 urgent call outs (e.g. dog attacks).	90% attended within one hour	98.2% YTD: 57/58 attended on time	Achieved/On track	YTD: 98.2% (57/58) attended on time) 2024/25 Quarterly results Q1: 97.1% (33/34 attended on time) Q2: 100% (24/24 attended on time)	Year End: 90.85% (139/153 attended on time) Q1: 86.4% (38/44) Q2: 97.29% (36/37) Q3: 100.00% (36/36) Q4: 80.55% (29/36)	Year End: 95.3% 162/170 attended on time Q1: 93.54% (29/31) Q2: 90.39% (47/52) Q3: 100% (48/48) Q4: 97.5% (38/39)
Response time to attend noise control call outs.	90% attended within one hour	96.5% YTD: 327/339 attended on time	Achieved/On track	YTD: 96.5% (327/339 attended on time) 2024/25 Quarterly results Q1: 98.5% (136/138 attended on time) Q2: 95.0% (191/201 attended on time)	Year End: 95.2% 594/625 attended on time Q1: 93.8% (122/130) Q2: 97.4% (189/194) Q3: 93.55% (145/155) Q4: 94.4% (136/144)	Year End: 93% 573/616 attended on time Q1: 95.83% (115/120) Q2: 91.38% (159/174) Q3: 89.1% (139/156) Q4: 96.4% (160/166)

MEASURE	CURRENT 2024/25 RESULTS				PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Q2 Result as at 31/12/2024 (Year 1 of 2024-34 LTP)	Status at 31/12/2024	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 animal control community education and engagement activities.	A minimum of 6 per annum related to high priority issues or concerns	5 animal control community education and engagement activities	Achieved/On track	<p>YTD: 5 education/engagement events have been held.</p> <p>2024/25 Quarterly results</p> <p>Q1: 3 education/engagement events</p> <p>Q2: 2 education/engagement events</p>	<p>Year End: 17 education/engagement</p> <p>Q1: No education/engagement activities</p> <p>Q2: 1</p> <p>Q3: 1</p> <p>Q4: 15</p>	<p>Year End: 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%	95.2% YTD: 296 out of 311 consents were issued within statutory timeframes.	Achieved/On track	<p>YTD: 95.2%</p> <p>296 out of 311 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>Q2: 97.2% (141/145) / 14.7 working days</p> <p>The Building Team has stabilised over the past three years, with minimal staff turnover. This has allowed staff to deepen their knowledge and enhance their competencies, resulting in increased efficiency in processing and completing work.</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 days</p> <p>Q2: 92.5% (136/147) / 15 days</p> <p>Q3: 93.8% (106/113) / 13 days</p> <p>Q4: 93.7% (119/127) / 14 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> <p>Q2: 77% (124/161) / 19 days</p> <p>Q3: 94% (130/138) / 15 days</p> <p>Q4: 92% (143/156) / 15 days</p>

MEASURE	CURRENT 2024/25 RESULTS		Status at 31/12/2024	COMMENTARY	PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Q2 Result as at 31/12/2024 (Year 1 of 2024-34 LTP)			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 code compliance certificates processed within statutory timeframes	90%	97.2% YTD: 279 out of 287 code compliance were processed within statutory timeframes.	Achieved/On track	YTD: 97.2% 279 out of 287 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 Q2: 96.6% (112/116) / 10.8 working days The team have focused on issuing code compliance certificates as quickly as possible. Staff proactively advise customers regarding all the information that must be submitted to enable the issue of certificates.	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.
Percentage of resource consents processed within statutory timeframes	90%	89.9% YTD: 80 out of 89 resource consents were issued within statutory timeframes.	Not Achieved YTD/On Track for Year End	YTD: 89.9% 80 out of 89 resource consents were issued within statutory timeframes. The average processing time was 18 working days 2024/25 quarterly results Q1: 87.8% (36/41) / 18 working days Q2: 91.7% (44/48) / 18 working days In Quarter 2 the team are more familiar with assessing applications under the operative and proposed district plans. This has resulted in 44 out of 48 (91.7%) resource consents being processed within statutory timeframes.	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)	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)

MEASURE	CURRENT 2024/25 RESULTS				PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Q2 Result as at 31/12/2024 (Year 1 of 2024-34 LTP)	Status at 31/12/2024	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 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.	100% reviewed within 20 days of the due date.	Achieved/On track	<p>YTD: 100% reviewed within 20 days of the due date</p> <p>2024/25 quarterly results</p> <p>Q1: 93% - 100 BWOFs were due in Q1, 7 were overdue.</p> <p>Q2: 89.3% - 75 BWOFs were due in Q2, 8 are currently overdue.</p> <p>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.</p>	<p>Year End: 100% reviewed within 20 days of the due date.</p> <p>Q1: 92% - 101 BWOFs were due in Q1 – 8 are overdue.</p> <p>Q2: 89% - 80 BWOFs were due in Q2 – 9 are overdue.</p> <p>Q3: 94% - 68 BWOFs were due in Q3 – 4 are overdue.</p> <p>Q4: 85% - 115 BWOFs were due in Q4 – 17 are overdue.</p>	<p>100% reviewed within 20 days of the due date.</p> <p>Q1: 100%</p> <p>Q2: 100%</p> <p>Q3: 100%</p> <p>Q4: 100%</p> <p>98% compliance across 398 Building Warrant of Fitness.</p>
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>	<p>26.7%</p> <p>194 inspections over 175 pools, out of 656 pools recorded in our database</p>	Achieved/On track	<p>YTD: 194 inspections over 175 pools out of 656 pools recorded in our database (26.7%).</p> <p>Q1: 91 inspections undertaken over 77 recorded pools (11.7% of recorded pools in our database). 61 out of 77 pools (79%) compliant, 16 (21%) pools identified as non-compliant and a "Notice to Fix" issued to pool owners.</p> <p>Q2: 103 inspections undertaken over 98 recorded pools (14.9% of recorded pools in our database). 79 out of 98 pools (81%) compliant, 19 (19%) pools identified as non-compliant and a "Notice to Fix" issued to pool owners.</p>	<p>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>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 =</p>

MEASURE	CURRENT 2024/25 RESULTS		Status at 31/12/2024	COMMENTARY	PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Q2 Result as at 31/12/2024 (Year 1 of 2024-34 LTP)			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)
					Q2: 131 inspections undertaken over 71 pools = 68% of total pools inspected and 56% of total pools compliant 60 pools were removed from the database Q3: 65 inspections undertaken over 29 pools = 91% of total pools inspected and 76% of total pools compliant 36 pools were removed from the database Q4: 54 inspections undertaken over 53 pools = 96% of total pools inspected and 82% of total pools compliant 33 pools were removed from the database <i>*Note: Some pools are decommissioned following inspection and/or the pool is confirmed as no longer existing when staff visit the site.</i>	48% inspected and 39% of total pools compliant.
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.						

6.6 EMISSIONS REDUCTION PLAN - RISKS

File Number:

Author: Tania Madden, Strategic Planning Manager

Authoriser: Karen Yates, Acting Chief Executive

PURPOSE

The purpose of this report is to provide the Audit and Risk Committee with responses to questions raised at its November 2024 meeting related to the implementation of the Corporate Carbon Emissions Reduction Plan through to 31 December 2025.

RECOMMENDATION

That the Audit and Risk Committee receives the Emissions Reduction Plan Risks Report.

CONTEXT

At its November 2024 meeting, the Audit and Risk Committee discussed the implementation priorities through to December 2025 for the Corporate Carbon Emissions Reduction Plan (the Plan). The Committee requested more information on the risks and consequences of not achieving the implementation plan.

There was also discussion of external reporting requirements. This report provides further information on XRB (the External Reporting Board Te Kāwai Pūrongo Mōwaho) reporting standards.

DISCUSSION

Risks of the not delivering on the implementation plan

The Committee has asked for more information on the risks of not delivering on the implementation Plan through to 31 December 2025.

The principal risks associated with not implementing the Plan are as follows:

1. failure to deliver the actions to reduce emissions
2. impact on Council's reputation or image
3. legal action against Council
4. reduced capacity to take future opportunities
5. not realising financial savings.

Under standard risk management practice, there are three components to assessing the risk:

- the likelihood of not delivering
- the impact that has on desired or expected outcomes
- the mitigation of this risk and the residual risk remaining.

Likelihood

The Plan is well-established, regularly considered by the Executive Leadership Team, and budgets and resources have been assigned to deliver the actions. In this context, the likelihood of non-delivery should be minimal.

There is a growing incidence of legal tort cases being pursued, arguing that community and other leaders are not doing enough to reduce emissions within their organisations and in the community. Complaints include organisations not doing what they say they will do, acknowledging it's a risk but not doing anything about it, or simply not doing enough. The likelihood of legal action in Masterton District is considered low.

There are increasing opportunities from banks and the Local Government Funding Agency for "green" finance, with lower interest rates, that require a demonstration of climate action, such as action plans and emissions reporting. The organisation therefore needs to position itself to take advantage of these opportunities, but there is a cost to do so. It is worth noting these opportunities are unlikely to be available forever. The likelihood of lost opportunities would be more than minor.

Consequence

Projects to lower emissions may have costs, but emissions are usually associated with energy use and therefore have potential cost savings (e.g. energy efficiency assessments, regenerative turf study, LED lights, street trees). If such projects are not delivered, financial savings from potential changes and improvements may not be realised.

If projects are not delivered, sustainable and healthy environment outcomes may not be realised (e.g. Mākōura Stream planting and fish passage project, street trees).

The Plan is referenced in the Long-Term Plan as part of "achieving our potential", responding to climate change, and building resilience. Other projects that have been identified as "achieving our potential", responding to climate change, and building resilience include water resilience work programmes, street tree strategy review, coastal management plan, and regional adaptation plans.

If projects to reduce emissions are not delivered, stakeholders' perceptions and expectations of Council may be impacted, and therefore its reputation and image.

Risk mitigation

The risks related to the implementation of the Plan are primarily project management risks and will be managed through standard management processes. The likelihood and consequence of these risks are minor.

However, if a planning document includes an outcome or action related to carbon emissions, Council needs to ensure that the appropriate actions are planned for and resourced, so that legal and reputational risks are minimised. If this is done, the residual risk will be minor.

External reporting

The other matter raised at the last Audit and Risk Committee meeting related to external climate reporting requirements. Here is some more information on these requirements.

Internationally, there has been significant movement in climate reporting requirements. In 2023, the International Sustainability Standards Board released a new standard for climate-related disclosures (IFRS S2), which are now in effect. It requires significant disclosures in financial statements about an organisation's climate-related risks and opportunities, and its overall strategy

for how it plans to transition towards a lower-carbon economy, as well as specific targets and actions about how it plans to reduce its greenhouse gas emissions.

However, the effective date of IFRS S2 in Aotearoa New Zealand is determined by the External Reporting Board Te Kāwai Pūrongo Mōwaho (or XRB). The XRB sets reporting standards under the Financial Reporting Act 2013 and has developed a climate-related disclosure framework.

Currently, the three Aotearoa New Zealand Climate Standards apply to *climate reporting entities* that are required under the Financial Markets Conduct Act 2013 to prepare *climate standards*. The climate reporting entities include:

- listed issuers with debt or equity securities valued at more than \$60 million
- registered banks, licensed insurers, credit unions, and building societies with total assets exceeding \$1 billion or annual premium revenue exceeding \$250 million.

Masterton Whakaoriori District Council does not meet these criteria. It is likely that the climate reporting entities will be extended and the climate standards become more onerous some time in the future to move towards the requirements of the international standard IFRS S2.

Future reporting on the Emissions Reduction Plan (ERP)

In the 2024/25 financial year all ELT groups have started providing activity reports to Council. Given that, rather than report to Audit & Risk, updates on projects included in the ERP will be reported by the project owner through their group report; and the Strategic Planning Team will provide an annual update to Council on overall progress with the ERP and priorities for the following 12 months.

SUMMARY OF CONSIDERATIONS

Strategic, Policy and Legislative Implications

The Emissions Reduction Plan is our internal plan to reduce our climate pollution as an organisation. There is alignment between actions in the Emissions Reduction Plan and the externally focussed Climate Action Plan.

Significance, Engagement and Consultation

Providing more information on the implementation plan for the Emissions Reduction Plan does not trigger the requirements for consultation under the Significant and Engagement Policy. This plan reflects decisions made through the 2024-34 Long-Term Plan process.

Financial Considerations

Other than the financial risks identified above, there are no further financial considerations. The Emissions Reduction Plan is due for review in 2025/26 and a revised implementation plan will be developed and resourcing 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 Emissions Reduction Plan. This discussion on risks related to the implementation of the Emissions Reduction Plan has not identified any specific issues to highlight for iwi and mana whenua.

Communications/Engagement Plan

The discussion on risks related to the implementation of the Emissions Reduction Plan has not identified the need for any specific communications or engagement. However implementation will include communications and engagement with the community where appropriate to highlight internal emission reduction successes arising from planned actions.

Environmental/Climate Change Impact and Considerations

The delivery of actions under the Emissions Reduction Plan will reduce organisational emissions and have a positive environmental benefit to the Masterton District and contribute to climate change mitigation.

ATTACHMENTS

Nil

6.7 KEY POLICIES MONITORED BY THE AUDIT AND RISK COMMITTEE

File Number:

Author: Stephanie Frischknecht, Policy Manager

Authoriser: Karen Yates, Acting Chief Executive

PURPOSE

The purpose of this report is to provide a status update of policies that are monitored by the Audit and Risk Committee.

RECOMMENDATION(S)

That the Audit and Risk Committee:

- 1. notes** that the following policies are monitored by the Audit and Risk Committee:
 - Asset Management Policy
 - Dangerous and Insanitary Buildings 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.

CONTEXT

Masterton District Council (Council) has an approved Terms of Reference for the Audit and Risk Committee that were approved at the inaugural council meeting on 26 October 2022. Key functions of the Audit and Risk Committee include:

- enhancing the governance framework, risk management practices, and the controls Council uses to monitor achievements; and
- providing the Council with assurance of the integrity and reliability of Councils internal control framework.

The Audit and Risk Committee also has delegation to recommend draft policies and strategies associated with Council's risk management, compliance, and internal control functions to the Council for adoption. The monitoring of these policies aligns with the function and delegated authority of the Audit and Risk Committee Terms of Reference.

For example:

- The Workplace Health and Safety and Staff Wellbeing Policy aligns with the Audit and Risk Committee’s responsibility for oversight of Council’s health, safety and wellbeing responsibilities;
- The Significance and Engagement Policy, Revenue and Financing Policy, and Treasury Management Policy aligns with the Audit and Risk Committee’s responsibility of oversight for Councils legislative compliance; and
- The Sensitive Expenditure Policy Manual and Fraud, Dishonesty and Corruption Control Policy aligns with the Audit and Risk Committee’s responsibility for processes to report and manage sensitive expenditure, conflict of interest and fraud.

ANALYSIS AND ADVICE

There are ten policies that are monitored by the Audit and Risk Committee. The Dangerous and Insanitary Buildings Policy, Procurement Policy and Risk Management Policy are due for review. All remaining policies are current.

Table 1: Status update of policies monitored by the Audit and Risk Committee

Policy	Status	Date Approved	Approval by	Comments
Asset Management Policy	Current	November 2023	Executive Leadership Team and endorsed Audit and Risk Committee	Next review due November 2026
Dangerous and Insanitary Buildings Policy	Review due	December 2018	Council	A review is underway. Council adopted a draft Dangerous, Affected and Insanitary Buildings Policy and Statement of Proposal for community consultation on 19 February 2025. The draft Policy includes changes to take account of legislative requirements, improve transparency and consistency, and to clarify how the policy is applied within the Council’s broader strategic context. Consultation is open until 21 March. A final policy is due to be adopted by Council in May 2025.
Fraud, Dishonesty and Corruption Control Policy	Current	June 2024	Endorsed by Audit and Risk Committee and adopted by Council	Next review due June 2027
Workplace Health and Safety and Staff Wellbeing Policy	Current	October 2023	Executive Leadership Team and endorsed by Audit and Risk Committee	Next review due October 2026
Procurement Policy	Review	February 2022	Executive Leadership	A review is underway. The

Policy	Status	Date Approved	Approval by	Comments
	due		Team and endorsed by Audit and Risk Committee	Executive Leadership Team approved the Policy on 13 February 2025. Audit and Risk Committee endorsement of the Policy is sought through a separate report at this meeting.
Revenue and Financing Policy	Current	April 2024	Council	A revised policy was confirmed in December 2024 following community consultation on the proposed water meter charging approach. Next review due April 2027
Risk Management Policy	Review due	September 2022	Audit and Risk Committee	An update on risk is provided in a separate report to the Audit and Risk Committee at this meeting.
Significance and Engagement Policy	Current	December 2023	Council	Next review due December 2027
Sensitive Expenditure Policy	Current	June 2024	Endorsed by Audit and Risk Committee and adopted by Council	Next review due June 2027
Treasury Management Policy (includes the Liability Management Policy and Investment Policy)	Current	May 2023	Council	Next review due May 2026.

Update on wider policy programme

Other policies that are either currently under review or in development include:

- Dog Control Policy and Bylaw Review – Council adopted a Statement of Proposal (including a draft Dog Policy and Control of Dogs Bylaw) for community consultation on 19 February 2025. Consultation is open until 21 March. The review is planned for completion by May 2025.
- Wairarapa Consolidated Bylaw Review – review underway with the Carterton and South Wairarapa District Councils. The Wairarapa Policy Working Group (WPWG) met in December to consider an amended bylaw. The bylaw is currently undergoing a legal review. The WPWG will next meet in March to consider endorsing a Statement of Proposal (including the draft Bylaw) for consultation. The review is planned for completion by August 2025.

- Alcohol Control Bylaw Review – a review recently commenced. Staff are currently undertaking background research and engaging with key stakeholders (e.g. Police). The review is planned for completion by August 2025.
- Policies in development to support the Cultural Competency Framework, including the Cultural Competency Policy and Bilingual Signage Policy. Te reo me ōna Tikanga Policy is also being revised due to the flow on effects of the development of the Cultural Competency Framework.
- Appointments to Council Organisations Policy – a review of this policy, adopted under section 57 of the Local Government Act 2002, is scheduled for completion by August 2025. The scope of the Policy is planned to be broadened as part of the review to include external appointments to committees.

Other policies programmed for review in 2025 include the Enforcement Policy and Road and Street Naming Policy.

Policies adopted or approved in the past six months

- Acquisition and Disposal Policy – this policy establishes principles, policies and processes for the Acquisition, Retention, and Disposal of Property. It was endorsed by Council on 30 October 2024.
- Wairarapa Local Alcohol Policy – the revised policy was adopted by Council on 11 December 2024 following community consultation. The policy came into force on 1 February 2025 (excluding changes to maximum trading hours which come into force on 1 April 2025).
- Revenue and Financing Policy and Rates Remission Policy – revised policies were confirmed by the Council in December 2024 following community consultation on the proposed water meter charging approach. The confirmed water meter charging approach will commence from 1 July 2025.

SUMMARY OF CONSIDERATIONS

Strategic, Policy and Legislative Implications

Policy reviews that are programmed for review will consider alignment with other relevant Council strategies, plans, bylaws and policies.

Significance, Engagement and Consultation

Monitoring the policies listed in this report is procedural in nature and has therefore been assessed as not significant against the Council's Significance and Engagement Policy.

Financial Considerations

There are no financial implications for the status update of policies monitored by the Audit and Risk Committee. Any reviews planned to be undertaken in 2024/25 will be met from within existing budgets.

Implications for Māori

There are no implications for Māori arising from the status update of policies monitored by the Audit and Risk Committee.

Communications/Engagement Plan

A Communications/Engagement Plan is not required for the status update of policies monitored by the Audit and Risk Committee.

Environmental/Climate Change Impact and Considerations

There are no environmental/climate change impacts or considerations arising from the status update of policies monitored by the Audit and Risk Committee.

NEXT STEPS

Progressing the work outlined in the Analysis and Advice section of this Report.

ATTACHMENTS

Nil

6.8 HEALTH AND SAFETY QUARTERLY REPORT

File Number:

Author: Ben Jessep, General Manager Corporate

Authoriser: Karen Yates, Acting 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.

RECOMMENDATION

That the Audit and Risk Committee notes the content and receives the Health and Safety Report for the quarter: (1 October 2024 to 31 December 2024).

EXECUTIVE SUMMARY

Over the last quarter of 2024, employee fatigue of Masterton District Council (MDC) workforce was evident. This was mainly due to significant organisational change processes, various departmental continuous improvement programs, and enterprise projects such as the annual plan preparation, and water reform activities all on top of business-as-usual activities. The two-week close down period over the summer break will support addressing this organisational fatigue by enforcing most employees to have a sustained break. However, it is already apparent from early year work program planning that 2025 is going to be a very busy year for all our business groups operationally.

During the last quarter our MDC engagement survey was completed, and results were positive. This survey is a key indicator of the health of the MDC organisation. The MDC engagement score has increased consistently since the 2021 score of 53% to a score of 75% in 2024. In the last year alone, MDC engagement score has increased by 11% - clear evidence that despite the challenges of 2024 which resulted in significant workforce change, the MDC team has continued to strive to function in an engaged and professional fashion. We believe the key rationale for the positive result was due to the growth in the capability of MDC's leadership cohort and a renewed focus on organisational wellbeing and culture programs.

In the last quarter, the MDC wellbeing program has been acknowledged and named a finalist in the 2025 HRNZ Awards. MDC is a finalist for the Wellness Programme Award. MDC's Health and Safety culture workstreams focus on promoting continuous improvement in the health and safety function and the positive outcomes these have generated was a key reason for reaching the awards final. Improvements were demonstrated via the development of an enterprise well-being program, the implementation of a new health and safety information system, and several employee capability and process improvements projects.

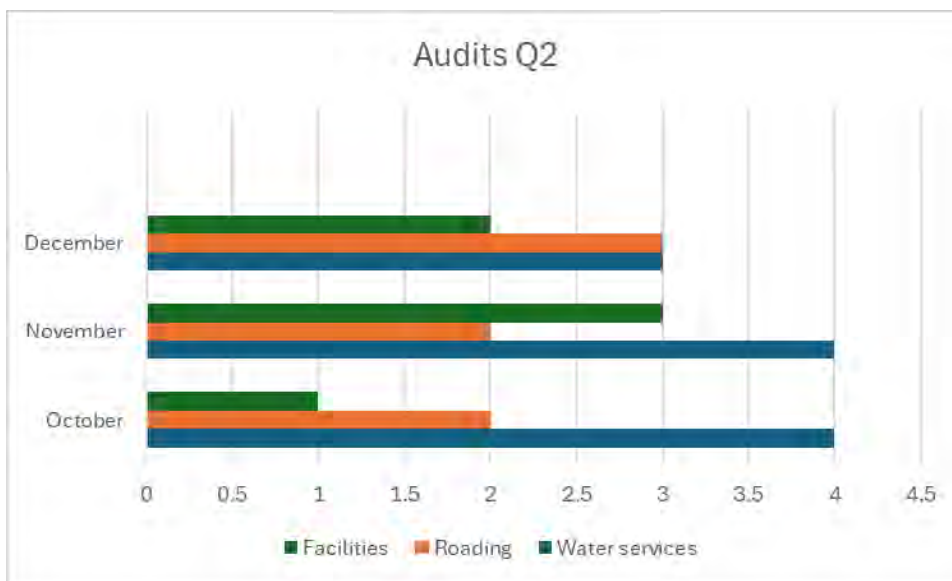
Whilst the 2024 year for Health and Safety was focused on initiating and setting the framework for change, 2025 will focus on embedding this change into MDC work culture and practises; adding additional value by building and strengthening capability within the Health and Safety function here at MDC.

Key Updates for the Quarter

1. Contractor Audits

After a delayed development period, a broad contractor audit form was trialled and finalised. Members from a wide span of varying departments were engaged to create an initial base solution form that is useful, workable and applicable; enabling MDC to complete regular audits of contractors working in and on MDC sites and projects.

To date, teams have begun the transition to implement and utilise the new audit form, from previous methods. This transition will be monitored and feedback regularly sought to ensure its success in practical terms and implementation regarding better business MDC practices and accountability of contractors.



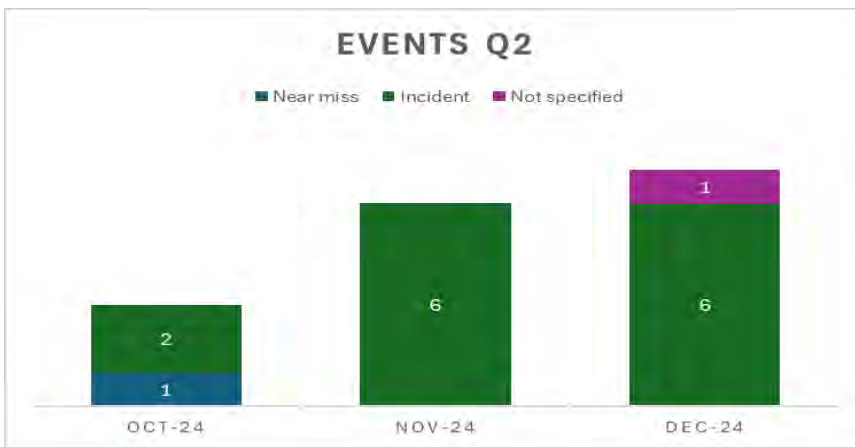
2. Business improvements

Continued improvement of business processes across the organisation were actioned this quarter, including organisation of training to develop and refresh staff communication skills. The Advanced Communication Training organised with WARN International will be structured to acknowledge and align with the varied situations our staff are regularly encountering during their work. Expansion into business units that previously have not often engaged in such training (usually because they encompass areas deemed non frontline staff) will provide education to all staff that communicate with members of the public. This training seeks to guide and engage our staff to have the tools to identify situations that may become unsafe as well as methods and solutions to safeguard themselves from negative experiences and effects on their wellbeing.

3. Water Services Processes Review

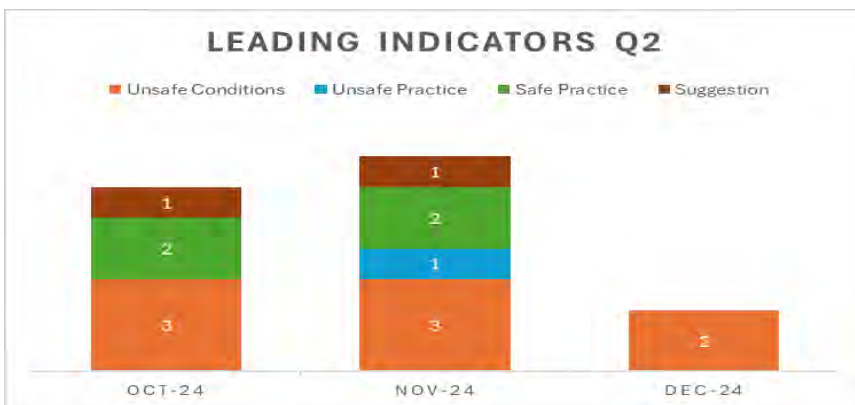
An external contractor has been engaged to complete a full review of all procedures and processes at our water treatment sites. They will develop a workplan which increases resilience of current procedures and processes and elevate these to the required standards. This work will result in a suite of documents to be available for staff on the mobile Assura app and lead to process workflows in Assura for high-risk work such as – confined spaces, hazardous substances via a permit to work system.

Whilst this programme of work focusses on a specific business unit here at MDC, results and solutions garnered will be able to be used in wider applications across other business units once embedded and tested.



Events displayed in the diagram for October to December 2024, continue to be a majority (81% or ratio 13/16) of behaviour events of external parties towards council staff. Training in advanced communication, taking place in February, will equip our staff with skills to deal with these situations and the effects that such events can trigger. Other events that took place were physical incidents requiring first aid or no treatment.

Leading Indicators



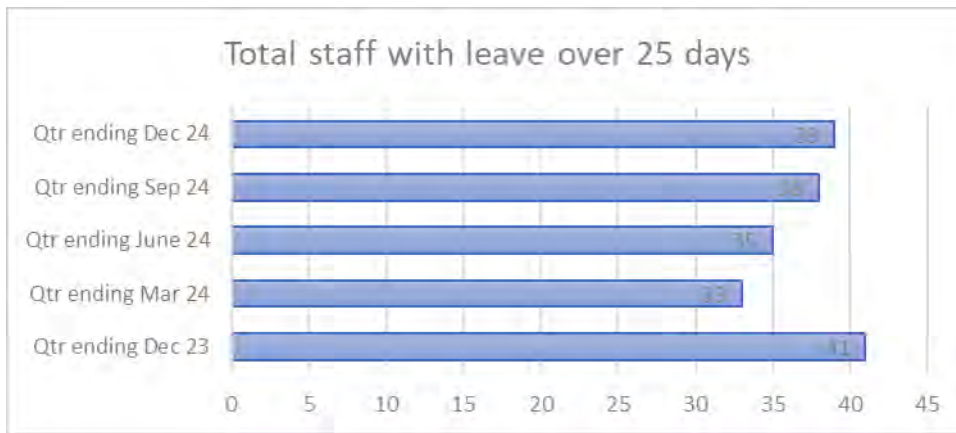
The Lead Indicators diagram depicts continued input from the organisation using the safety observation function of Assura. The capture of unsafe conditions, unsafe practice and suggestions allows mitigations to be found to reduce, minimise or eliminate potential harms. Over the quarter,

13 actions were taken to reduce potential harm or risk using this reporting method. This displays the culture of MDC as an organisation taking action to reduce harm and the embedded position of Health and Safety practice at MDC.

People and Culture Leave Metrics

Metrics are exported from the MDC Human Resources Information System (HRIS). Data is 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 previously accrued annual leave and the on-going current year leave entitlement. The number of employees with excessive leave balances has seen a small decrease from the same quarter in the last year. The challenge MDC now faces with a smaller workforce than the previous year, is to ensure leave management is aligned with business improvement initiatives; ensuring MDC workforce has the capacity to take leave entitlement.

Annual Leave



Annual Leave usage is consistent with the corresponding quarter last year. There is a leadership opportunity to support proactive leave management planning and support smoothing of the MDC leave profile across the year and enhance organisational effectiveness. This will also enable 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 lower than last year. There is no significant risk at this point, but it will continue to be monitored as MDC manage long-term sick leave through robust return to work plans.

Due Diligence Summary

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

MDC TOP HEALTH AND SAFETY RISKS

Description of risk	Controls and reduction measures	Update
Contractor Management	<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 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"> A third-party contractor pre-qualification system is utilised to ensure all contractors fulfil their H&S obligations prior to engagement by MDC. Exempt contractors are processed and manually entered into Sitewise. These contractors are a small proportion of the database. Contractors are required to prove they have robust, and operational H&S systems. Regular auditing of contractors by staff monitoring projects and works via the new contractor audit form on Assura. <p>Following contractor engagement on any high risk or longer-term projects, daily or weekly site visits will be conducted, including health</p>

		and safety checks. For smaller low risk projects monitoring on an as needed basis will occur.
Vehicles, Roads, Driving (1) Driver risk factors (2) Journey risk factors (3) Vehicle risk factors (4) Working with/near vehicles risk factors.	<ul style="list-style-type: none"> • Driver training. • Fleet maintenance. • Hazard identification. • Fatigue Management practice 	Driver training for 4x4 vehicles. 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.
Stressors Fatigue (physical & mental), workforce capacity, time pressure, bullying, harassment, mental health.	<ul style="list-style-type: none"> • Employee Assistance Programme (EAP). • Leadership support. • Staff engagement. • Staff Surveys. • Workforce Planning activities • Well-being programme 	MDC's uses employee assistance provider Vitae to provide independent counselling support. People leaders communicate the opportunity for any staff to contact Vitae via online/app based or direct contact to access appropriate services. 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. Continued focus on well-being programmes including organising professional advice for employees on mental health, financial well-being, and southern cross medical care.
Community Behaviours	<ul style="list-style-type: none"> • Training • Procedures • Relationships with support organisations. I.e. Police 	Training occurs regularly for Customer facing staff, this has been expanded to more departments to supply knowledge for teams that interact regularly with public. Next scheduled training to occur in February 2025. Procedures reviewed and improved as needed. Regular meetings with Police and GMs and Team leaders to maintain relationships and share information.
Lone worker	<ul style="list-style-type: none"> • Procedures • Training • Location devices 	Procedures under review by HSW Committee, any recommendations will be elevated to ELT. Review of current devices and services in 2025.

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	Assura is generating improved data and detail on HSW events, incidents and safety observations, the next step is continuing to develop more functionality and deliver more efficiency to out teams in the field. 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.
Staff inductions	All new staff have been inducted following MDC established H&S induction process. 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. The development of an MDC induction handbook has been completed.
Wellbeing initiatives	The Employee Assistance Program (EAP) contracted onsite visits have ceased, allowing changes in Wellbeing delivery to be implemented. Lunchbox sessions are being planned to provide information to our staff via a different method of delivery.

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.	

6.9 SIX MONTHS TO DATE FINANCIAL REPORT 2024/25 (COVERING REPORT)

File Number:

Author: David Paris, General Manager Finance

Authoriser: Karen Yates, Acting Chief Executive

EXECUTIVE SUMMARY

This document acts as a 'placeholder' for the report 'Six Months to Date Financial Report 2024/25 (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.

6.10 AUDIT REPORT FOR THE YEAR ENDED 30 JUNE 2024**File Number:****Author: David Paris, General Manager Finance****Authoriser: Karen Yates, Acting Chief Executive****PURPOSE**

To provide the Committee with the auditor's report to governors on the audit of the Annual Report for the year ended 30 June 2024. The report was adopted by the Council on 4 December 2024 and this auditor's report is provided at the earliest opportunity.

EXECUTIVE SUMMARY

The Council's auditors, Audit New Zealand, undertook their audit spanning the months of October and November 2024. They were able to conduct their work with a combination of on-site and off-site work with information exchanged via an AuditDashboard cloud software tool.

The audit work was completed on 4 December 2024 when the Annual Report was adopted. That adoption date was outside the statutory deadline for adoption which was 31 October 2024. The delays with the preparation of the report and final audit were noted in reports to the Council in October and November 2024. The principal reason for the late adoption relates to insufficient internal resourcing at key times to prepare all aspects of the supporting information prior to the audit commencing. By delaying the audit, Council has ensured our audit costs are minimised due to audit staff being efficient and not subject to delays while waiting for information.

The auditor's report notes the issuing of an unmodified audit opinion. They have noted the Council's disclosure of information is sufficient, in relation to the uncertainty of impacts and developments relating to the water services reform programme.

The auditor's report includes four new recommendations. The body of the document where these recommendations are discussed, includes management responses. None of the issues are flagged by the auditor as 'urgent'. The issue marked as 'Sensitive expenditure policy and practice' will require further discussion with the auditors around the practicalities of what they are suggesting in terms of the review of this type of expenditure.

The Auditor's Report is attached as Attachment 1.

RECOMMENDATION

That the Audit and Risk Committee **receives** the Auditor's Report to the Council on the audit of Masterton District Council for the year ended 30 June 2024.

ATTACHMENTS

1. **Audit Report for the year ended 30 June 2024** [↓](#)

AUDIT NEW ZEALAND
Mana Arotake Aotearoa

**Report to the
Masterton District
Council on the audit of**

Masterton District Council

For the year ended 30 June 2024

Contents

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Key messages

We have completed the audit for the year ended 30 June 2024. This report sets out our findings from the audit and draws attention to areas where Masterton District Council (the District Council) is doing well and where we have made recommendations for improvement.

Audit opinion

We have issued an unmodified audit opinion dated 4 December 2024.

Our audit opinion was issued subsequent to the statutory deadline of 31 October, attributable to a Council decision. This decision was enacted to afford management the requisite time to prepare the annual report and to ensure appropriate supporting documentation was available for audit.

Overview

This report covers specifically matters that we consider influence the ability of the District Council to provide accountability. Our role as your auditor is to provide independent assurance that the presentation, structure and content of the financial statements and statement of service performance including disclosures fairly represent the underlying transactions and events of the District Council.

To fulfil our role, we review the management control environment and internal controls relevant to the audit to design appropriate audit procedures.

Matters identified during the audit

In our Audit Plan we identified areas that we consider to be a significant risk or specific areas of audit focus for the 2023/24 audit. We conclude on these areas in the section of this report.

Thank you

We would like to thank the Council, management and staff for their assistance in completing the engagement and their willingness to engage with us throughout the year.

Karen Young

Karen Young
Appointed Auditor
21 February 2025

1 Recommendations



Our recommendations for improvement and their priority are based on our assessment of how far short current practice is from a standard that is appropriate for the size, nature, and complexity of your business. We use the following priority ratings for our recommended improvements.

Priority	Explanation
Urgent	Needs to be addressed <i>urgently</i> These recommendations relate to a significant deficiency that exposes the Local Authority to significant risk or for any other reason need to be addressed without delay.
Necessary	Address at the earliest reasonable opportunity, <i>generally within six months</i> These recommendations relate to deficiencies that need to be addressed to meet expected standards of best practice. These include any control weakness that could undermine the system of internal control.
Beneficial	Address, <i>generally within six to 12 months</i> These recommendations relate to areas where the Local Authority is falling short of best practice. In our view it is beneficial for management to address these, provided the benefits outweigh the costs.

1.1 New recommendations

The following table summarises our recommendations and their priority.

Recommendation	Reference	Priority
Fair value asset assessments prepared by management Where management performs any fair value assessments, ensure they are peer reviewed.	4.1	Necessary
Sensitive expenditure policy and practice To ensure that the District Council’s sensitive expenditure policy and practice follows accepted good practice, we recommend: <ul style="list-style-type: none"> The Sensitive Expenditure Policy be updated to prohibit circular approvals. Mayor and Chief Executive’s sensitive expenditure be reviewed by the Audit and Risk Committee. 	4.2	Necessary
Information systems access controls Implement a robust role-based access control system.	4.3	Necessary

Recommendation	Reference	Priority
Review of fraud and Code of Conduct policies Review and update its fraud and Code of Conduct policies.	4.4	Beneficial

1.2 Status of previous recommendations

Set out below is a summary of the action taken against previous recommendations. Appendix 2 sets out the status of previous recommendations in detail.

Priority	Priority			
	Urgent	Necessary	Beneficial	Total
Open	-	6	2	8
Implemented or closed	-	1	-	1
Total	-	7	2	9

2 Our audit report

2.1 We issued an unmodified audit report



We issued an unmodified audit report on 4 December 2024. This means we were satisfied that the financial statements and statement of service performance present fairly the District Council's activity for the year and its financial position at the end of the year.

In forming our audit opinion, we considered the following matters. Refer to sections 3 and 4 for further detail on these matters.

2.2 Uncorrected misstatements

The financial statements are free from material misstatements, including omissions. During the audit, we have discussed with management any misstatements that we found, other than those which were clearly trivial. The misstatements that have not been corrected are listed below along with management's reasons for not adjusting these misstatements are set out in the representation letter. We are satisfied that these misstatements are individually and collectively immaterial.

2.3 Corrected misstatements and disclosure deficiencies

Detail of misstatements and disclosure deficiency

Based on our audit work and review of the draft annual report provided by management, there were several misstatements and disclosure deficiencies that were identified which required to be correct.

The corrections were agreed to by the finance and operational teams (for non-financial information) and promptly corrected.

Individually, the misstatements were both quantitatively and qualitatively immaterial, however there is always a risk that in aggregate, the misstatements could be seen as qualitatively material.

Some key corrected misstatements, among consistency issues included:

- Errors in the cashflow statement
- Updating some key accounting policies and notes to the financial statements
- Appropriate split of land and buildings valuation movements
- Correction of Prudence Benchmarks
- Correction of disclosures for non-financial information reporting

2.4 Quality and timeliness of information provided for audit



Management needs to provide information for audit relating to the annual report of the District Council. This includes the draft annual report with supporting working papers. We provided a listing of information we required to management. This included the dates we required the information to be provided to us.

Overall, we were happy with the delivery of required information by management. The information provided by the District Council was of good quality and generally on time as agreed between the Council and us.

3 Matters raised in the Audit Plan



In our Audit Plan, we identified the following matters as the main audit risks and issues:

Audit risk/issue	Our audit response
Revaluation of revalued assets – land and buildings	
<p>The District Council’s policy is to revalue its land and buildings every three years. The last revaluation was completed for the year ended 30 June 2021.</p> <p>Council will revalue its land and buildings for the year ending 30 June 2024.</p>	<p>We have:</p> <ul style="list-style-type: none"> assessed relevant controls that management has put in place to support the integrity of the underlying data and schedules supplied to the valuers; assessed the quality of the underlying data; evaluated the qualifications, competence and expertise of the external valuers used; reviewed the method of valuing and assessed that the applicable methods used are in line with the financial reporting framework and valuation standards; engaged with the valuers to assess the reasonableness of the assumptions used; and reviewed the appropriateness of the accounting entries and the fixed asset register to ensure the values are correctly updated. <p>While we found some errors in the underlying information supporting the valuation, these were addressed promptly by management and the independent valuer.</p> <p>We were satisfied that land and buildings were appropriately valued and reflected in the annual report.</p>
Valuation of revalued assets – infrastructural assets in a non-revaluation year	
<p>Under the accounting standard PBE IPSAS 17: Property, Plant and Equipment, the carrying value of revalued assets is required to be assessed at each reporting date to ensure it is not materially different to the fair value of the assets. If there is a material movement, a full revaluation is required.</p>	<p>We reviewed the reasonableness of the District Council’s assessment including the appropriateness of the assumptions used in the assessment. As part of our work we:</p> <ul style="list-style-type: none"> obtained and review the assessments for reasonability with reference to processes, assumptions and inputs used; and

Audit risk/issue	Our audit response
<p>The District Council last revalued its infrastructure asset classes on 30 June 2023. 2023/24 is a non-revaluation year, the District Council will need to formally assess whether the carrying value of the applicable assets fairly reflect its fair value at 30 June 2024. Where the estimated difference is significant, a revaluation may be necessary.</p> <p>An assessment should:</p> <ul style="list-style-type: none"> • (where applicable) factor in local cost information; • utilise relevant and reliable price movement indicators; and • involve consulting with valuers, if necessary. <p>The District Council is engaging valuers to assist in preparing a fair value assessment. It is prudent that the District Council makes this assessment at an early stage, as a full valuation, if required, takes a significant time to complete.</p>	<ul style="list-style-type: none"> • review the basis for each assessment to ensure that it complies with generally accepted accounting practice. <p>Based on management assessment, and our review of that assessment, we concur the movement in fair value of the assets since the last revaluation was not material.</p> <p>During our audit, we asked management to reperform their fair value assessment for the year under review because the original assessment did not include sufficient and appropriate analysis and information. This was the first year where management did not engage an expert to assist management with performing the fair value assessment.</p> <p>Management subsequently reperformed the fair value assessment which then included auditable indices and data, and we were satisfied that the carrying value was not materially misstated.</p> <p>When management prepared the fair value assessment, we have recommended it be peer reviewed and evidence as such – refer to section 4.1.</p>
Performance measure: Water quality performance measure	
<p>The Non-Financial Performance Measures Rules 2013 required local authorities to report their compliance with the bacterial and protozoal contamination criteria of the New Zealand Drinking Water Standards 2005. However, these standards have been superseded by the Water Services (Drinking Water Services for New Zealand) Regulations 2022. Therefore, local authorities should report against the bacterial and protozoal requirements of the Water Services (Drinking Water Services for New Zealand) Regulations 2022, and explain, in the annual report, the information provided and why it has chosen to provide it. We will provide management with the recommended disclosure for inclusion in the annual report.</p>	<p>The District Council engaged an independent drinking quality water expert to provide assurance over its compliance with the water standards, we used the work of the expert procedures in obtaining sufficient appropriate audit assurance over the reliability of the reported performance measures.</p>

Audit risk/issue	Our audit response
<p>The District Council intends to engage an independent external expert to assess its compliance with water standards to report its compliance against the measures in the annual report.</p>	
<p>Performance measure: Water loss calculation</p>	
<p>Last year, the District Council have adopted the minimum night flows approach in calculating its water loss and have used a single minimum flow, rather than an average, to calculate the result.</p> <p>The issue with the District Council’s approach is it is unclear whether the approach taken to calculate its water loss meets the intent of the Water Loss Guidelines 2010, and we recommended the District Council review how it measures and calculates water loss going forward.</p> <p>The District Council advised us that for the year 2023/24 Annual Report the Council will better align its methodology for measuring water loss to the Water Loss Guidelines 2010 and use multiple samples and report averaged data.</p>	<p>We have reviewed the way in which the District Council accounts for water loss and confirmed that it meets the intent and definition set out in the Water Loss Guidelines 2010.</p>
<p>Local Water Done Well programme</p>	
<p>In February 2024, the Government passed legislation that repealed the affordable waters reform legislation passed into law by the previous Government.</p> <p>The Government intends implementing its “Local Water Done Well” programme through the passing of two further bills through Parliament.</p> <p>The first bill will set out provisions relating to council service delivery plans and transitional economic regulation. It will also provide for streamlining the establishment of council-controlled organisations to deliver water should councils desire to do so.</p> <p>A second bill will set out provisions relating to long-term requirements for financial sustainability, provide for a complete</p>	<p>Our audit response to this risk included:</p> <ul style="list-style-type: none"> • reviewing the District Council’s assessment of the impact of the legislative change on the annual report, to ensure that any accounting or disclosure implications are considered; and • assessment as to whether we include information, in our audit report, to draw a readers’ attention to the District Council’s disclosure about the programme. <p>The annual report included sufficient and appropriate disclosures on this matter in the subsequent events note in the financial statements</p>

Audit risk/issue	Our audit response
<p>economic regulation regime, and a new range of structural and financing tools, including a new type of financially independent council-controlled organisation.</p> <p><i>The first and second bills are expected to be passed by mid-2024 and mid-2025 respectively.</i></p> <p><i>Until the content of the bills is known, the impact on the Council and on the 30 June 2024 annual report is unclear.</i></p> <p>The Council should ensure the annual report includes sufficient disclosure on the impact of the programme (to the extent that the impact is known)</p>	
The risk of management override of internal controls	
<p>There is an inherent risk in every organisation of fraud resulting from management override of internal controls. Management are in a unique position to perpetrate fraud because of their ability to manipulate accounting records and prepare fraudulent financial statements by overriding controls that otherwise appear to be operating effectively. Auditing standards require us to treat this as a risk on every audit.</p>	<p>Our audit response to this risk included:</p> <ul style="list-style-type: none"> • testing the appropriateness of selected journal entries; • reviewing accounting estimates (including for revaluation of land and buildings, and fair value assessment of infrastructure assets) for indications of bias; • review of any changes in the District Council's accounting policies; and • evaluating any unusual or one-off transactions, including those with related parties. <p>We did not identify any instances of management override of controls.</p>

4 Current year recommendations

4.1 Fair value asset assessments prepared by Management

This was the first year that management performed its own internal fair value assessment of infrastructural assets and did not engage an expert or peer reviewer. The initial assessment provided by management for audit did not include sufficient information at the level required to provide any assurance about the fair value of the assets. As a result, we required management to prepare a new assessment at a disaggregated asset level with auditable information.

If management continues to elect to prepare its own fair value assessments, **we recommend** that the assessment is peer reviewed by an independent expert to ensure that the assessment is appropriate and incorporates the right assumptions and estimates to determine the indicative fair value.

Management comment

The Council takes responsibility for its asset information and is best placed to undertake a fair value assessment of its assets but accepts that an independent peer review would give readers of the financial statements greater assurance of the accuracy of the valuations.

4.2 Sensitive expenditure

The Council's sensitive expenditure policy allows for a circular approval i.e. the Chief Executive reviews and approves the Mayor's expenses, and the Mayor reviews and approves the Chief Executive's expenses.

To ensure that the District Council's sensitive expenditure policy and practice follows accepted good practice, **we recommend**:

- The Sensitive Expenditure Policy be updated to prohibit circular approvals.
- Mayor and Chief Executive's sensitive expenditure be reviewed by the Audit and Risk Committee.

Management comment

This recommendation has yet to be discussed with Council's independent chairperson of the Audit and Risk Committee, particularly with respect to risk versus efficiency. A dollar value cut-off may be in order to avoid inefficiencies associated with approval and/or review of low value transactions.

4.3 Information systems access controls

During our review of the District Council’s information technology environment, we identified that user access within the system is not reviewed by department heads and that the user access are not necessarily mapped to user roles.

This lack of review and mapping may result in users having access privileges that are not aligned with their job responsibilities.

The absence of role-based access control can lead to several risks, including:

- Unauthorised access to sensitive information.
- Increased potential for fraud or misuse of data.

We recommend implementing a robust role-based access control system. This should include:

- Defining roles based on job functions and responsibilities.
- Mapping user access to these roles.
- Regularly reviewing and sign off by department heads.
- updating roles and access privileges to ensure they remain appropriate.

Management comment

The Technology Services department is actively working with our suppliers to implement a new model to map user permissions and then implement regular reviews of those permissions by department heads.

4.4 Review and update fraud and Code of Conduct

During our review of the District Council’s policies relevant to our audit, we noted the following:

- Fraud policy – To fully comply with Office of the Auditor-General’s good practice guidelines in this area, the fraud policy should be updated to include implementation of a system for undertaking regular review of transactions, activities or locations that may be susceptible to fraud. This is an important risk assessment and detection tool.
- Code of Conduct - “Our Tikanga” – We noted this policy is overdue for review. It was scheduled to be reviewed during December 2023.

We recommend that management review and update its fraud and Code of Conduct policies.

Management comment

These policies will be reviewed as resources allow.

5 Public sector audit



The District Council is accountable to their local community and to the public for its use of public resources. Everyone who pays taxes or rates has a right to know that the money is being spent wisely and, in the way, the District Council said it would be spent.

As such, public sector audits have a broader scope than private sector audits. As part of our audit, we have considered if the District Council has fairly reflected the results of its activities in its financial statements and non-financial information.

We also consider if there is any indication of issues relevant to the audit with:

- compliance with its statutory obligations that are relevant to the annual report;
- the District Council carrying out its activities effectively and efficiently;
- waste being incurred as a result of any act or failure to act by the District Council;
- any sign or appearance of a lack of probity as a result of any act or omission, either by the District Council or by one or more of its members, office holders, or employees; and
- any sign or appearance of a lack of financial prudence as a result of any act or omission by the District Council or by one or more of its members, office holders, or employees.

We have nothing to report to you in this regard.

Appendix 1: Status of recommendations from prior years

Recommendation	First raised	Status
Necessary		
<p>Performance measure: Water loss calculation</p> <p>The District Council review how it measures and calculates water loss.</p>	2022/23	<p>Closed.</p> <p>The recommendation has been implemented.</p>
<p>Lack of segregation of duties in expenditure system</p> <p>Review expenditure process and implement segregation of duties as far as practicable to ensure the person approving the invoice and/or confirming receipt of goods and services is different to the persons authorising payment of the related invoice.</p>	2021/22	<p>Open</p> <p>Due to competing priorities, the review has yet to take place.</p> <p>Management comment</p> <p><i>The expenditure approval system is structured around the delegations and provides for approval levels based on the need for segregation of duties.</i></p>
<p>Sensitive expenditure approvals not within delegation or does not align with good practice</p> <p>Review sensitive expenditure policies against OAG good practice guidelines and review process around approval of sensitive expenditure to ensure compliance with policies and delegations.</p>	2021/22	<p>Open</p> <p>Due to competing priorities, the review of sensitive expenditure policies against current accepted good practice in the public sector has yet to take place.</p> <p>Management comment</p> <p><i>Confident good practice is being followed.</i></p>
<p>Frequency of review of useful lives of fixed assets not compliant with standards</p> <p>Review the useful lives of assets at least annually as required by the accounting standards to ensure assets are depreciated over the period which the assets are expected to be available for use by the District Council.</p>	2021/22	<p>Open</p> <p>Due to competing priorities, the review has yet to take place.</p> <p>Management comment</p> <p><i>Compliance with the accounting standard is difficult for underground network assets with varying years of construction and where physical inspection is not possible on an annual basis – hence it is impractical to review every asset’s remaining life every year, so best estimates will be used.</i></p>

Recommendation	First raised	Status
<p>Review of journals</p> <p>The Finance team should ensure that the process for independent review of journals and the evidence of this review is adequately documented.</p>	2020/21	<p>Open</p> <p>Lack of evidence of independent review of manual journals remains. The Manager Finance conducts periodic review of Senior Accountants journals and Senior Accountants review and post Manager Finance's journals.</p> <p>The review control is not sufficiently robust - the Manager Finance ideally should not prepare journals as reviews should be completed by someone more senior than the preparer.</p> <p>Management comment</p> <p><i>Resourcing of the Finance team is such that the GM Finance does need to prepare journals at times and the review of those journals by other Finance staff may not be sufficiently "arm's length" but is considered practical to suit the organisational size and resourcing.</i></p>
<p>Recommendations from revaluation of property, plant and equipment</p> <p>The independent valuer has raised recommendations for the District Council to work through for future valuations. These recommendations should be implemented and monitored to ensure the valuations remain appropriate.</p>	2019/20	<p>Open</p> <p>The District Council continue to work on improving the data and implementing the recommendations as part of the District Council's asset management plan improvement programme.</p> <p>Management comment</p> <p><i>The next revaluation will take account of the independent valuer's recommendation.</i></p>
<p>Procurement</p> <p>The District Council maintains appropriate documentation, proportionate to the value and risk of each procurement, to support evaluation of pre-conditions, and to demonstrate that conflict of interest management processes followed. Appropriate documentation is important to demonstrate that a robust process was followed, which supports accountability.</p>	2019/20	<p>Closed</p> <p>An update of the Procurement Policy and Delegations policy was completed during 2021/22.</p> <p>The scope of our audit for the current year did not include a follow up procurement and contract management review. We will review progress in a future audit.</p> <p>Management comment</p> <p><i>Procurement Policy is being reviewed and a procedure document is close to finalisation.</i></p>

Recommendation	First raised	Status
<p>Procurement Policy – staff training Staff receive training on the updates to the Procurement Policy and policy requirements as soon as practicable.</p>	2016/17	<p>Open The updated policy has been developed with staff that regularly procure services, so there is good understanding of the new policy, but procurement-specific training across the organisation has yet to be implemented due to competing priorities. Management comment <i>See comment re Procurement Procedure above.</i></p>
Beneficial		
<p>Contract management Improve contract management and reporting processes by implementing a standardised approach to contract management.</p>	2016/17	<p>Open On the District Council’s work programme. Management comment <i>Implementation of a new asset management system is underway and it will incorporate contract management.</i></p>
<p>Timeliness of reconciliations Review of monthly bank, debtors and creditors reconciliations should occur before the end of the next month.</p>	2016/17	<p>Open Through our testing of reconciliations, we have found that most reconciliations have been prepared and reviewed before the end of the next month. However, there were instances where this was not the case. Management comment <i>Resourcing pressures will continue to result in some reconciliations or reviewing of reconciliations to not be as timely as desired.</i></p>

Appendix 2: Mandatory disclosures

Area	Key messages
Our responsibilities in conducting the audit	<p>We carried out this audit on behalf of the Controller and Auditor-General. We are responsible for expressing an independent opinion on the financial statements and performance information and reporting that opinion to you. This responsibility arises from section 15 of the Public Audit Act 2001.</p> <p>The audit of the financial statements does not relieve management or the Council of their responsibilities.</p> <p>Our Audit Engagement Letter contains a detailed explanation of the respective responsibilities of the auditor and the District Council.</p>
Auditing standards	<p>We carried out our audit in accordance with the Auditor-General's Auditing Standards. The audit cannot and should not be relied upon to detect all instances of misstatement, fraud, irregularity or inefficiency that are immaterial to your financial statements. The Council and management are responsible for implementing and maintaining your systems of controls for detecting these matters.</p>
Auditor independence	<p>We are independent of the District Council in accordance with the independence requirements of the Auditor-General's Auditing Standards, which incorporate the independence requirements of Professional and Ethical Standard 1: <i>International Code of Ethics for Assurance Practitioners</i>, issued by New Zealand Auditing and Assurance Standards Board.</p> <p>In addition to our audit of the audited information and our report on the disclosure requirements, we have performed a limited assurance engagement related to the District Council's Debenture Trust Deed. Other than these engagements, we have no relationship with, or interests in, the District Council.</p>
Fees	<p>The audit fee for the year is \$179,543 plus GST, as agreed in our Audit Proposal Letter.</p> <p>Other fees charged in the period are audit fees for:</p> <ul style="list-style-type: none"> • Council's long-term plan 2024/34 audit of \$92,900 as agreed in our engagement letter. • Debenture Trust Deed limited independent assurance of \$6,750 as agreed in our engagement letter.
Other relationships	<p>We are not aware of any situations where a spouse or close relative of a staff member involved in the audit occupies a position with the District Council that is significant to the audit.</p> <p>We are not aware of any situations where a staff member of Audit New Zealand has accepted a position of employment with the District Council during or since the end of the financial year.</p>

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7 PUBLIC EXCLUDED

RESOLUTION TO EXCLUDE THE PUBLIC

RECOMMENDATIONS

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 13 November 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 - 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>	<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>
7.3 - Technology and Information Quarterly Risk Report	<p>s7(2)(j) - the withholding of the information is necessary to prevent the disclosure or use of official information for improper gain or improper advantage</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>
7.4 - 2024/2025 Quarter 2 Risk Management Update	<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>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>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>
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