

MASTERTON DISTRICT COUNCIL

AGENDA

AUDIT AND RISK COMMITTEE

WEDNESDAY 18 AUGUST AT 2.00PM

MEMBERSHIP OF THE COMMITTEE

Philip Jones (Chairperson)

Her Worship the Mayor

Cr B Gare

Cr G McClymont

Cr T Nelson

Cr T Nixon

Cr C Peterson

Iwi representative T Te Tau

Quorum: Four

Notice is given that the meeting of the Masterton District Council Audit and Risk Committee will be held on Wednesday 18 August 2021 at Waiata House, 27 Lincoln Rd, Masterton commencing at 2.00pm.

**RECOMMENDATIONS IN REPORTS ARE NOT TO BE CONSTRUED AS COUNCIL
POLICY UNTIL ADOPTED**

13 August 2021



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AGENDA ITEMS

1. CONFLICTS OF INTEREST (Members to declare conflicts, if any)
2. APOLOGIES
3. PUBLIC FORUM
4. LATE ITEMS
5. **MINUTES OF PREVIOUS MEETING TO BE RECEIVED** (090/21) Pages 401-407

FOR INFORMATION

6. **SERVICE PROVISION REPORT: ARATOI REGIONAL TRUST and NUKU ORA**
(143/21) Pages 411-417
7. **SERVICE PROVISION REPORT: DESTINATION WAIRARAPA** (144/21)
Pages 418-422
8. **NON-FINANCIAL PERFORMANCE 2020/21 YEAR END REPORT** (145/21)
Pages 423-445
9. **HEALTH AND SAFETY QUARTERLY REPORT** (147/21) Pages 446-453
10. **TREASURY MANAGEMENT REPORT** (148/21) Pages 454-459
11. **RATES RECEIVABLE REPORT** (149/21) Pages 460-462
12. **DRAFT CAPITAL EXPENDITURE REPORT 2020/21** (150/21) Pages 463-469
13. **EXTERNAL PROJECT FUNDING** (151/21) Pages 470-473
14. **INSURANCE REPORT** (152/21) Pages 474-475

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MATTERS TO BE TAKEN WITH THE PUBLIC EXCLUDED

Moved by

Seconded by

Under section 48 (1) of the Local Government Official Information and Meetings Act 1987 the following matters will be taken with the public excluded :-

Minutes of the previous meeting

15. Receive the Minutes of the previous meeting held with the public excluded 12 May 2021.

General Business

16. Cyber Security Update
17. Litigation Update
18. SLT Risk Discussion.

The general subject of the matters to be considered while the public is excluded, the reason for passing this resolution in relation to the matter, and the specific grounds under section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution is 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(1) for the passing of this resolution
Minutes of Previous Meeting held 12 May 2021	See pages 406-407	s48(1)(a)(i) That the public conduct of the whole or 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.
Cyber Security Update	(7)(2)(h) – Enable any local authority holding the information to carry out, without prejudice or disadvantage, commercial activities. (7)(2)(j) – Prevent disclosure or use of official information for improper gain or improper advantage. Ground(s) Under Section 48(1) for the Passing of the Resolution 7(2)(b)(ii) – Protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information.	s48(1)(a) That the public conduct of the whole or 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. Where the local authority is named or specified in the First Schedule to this Act, under section 6 or section 7 except section 7(2)(f)(i) of this Act.

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Litigation Update

7(2)(i) The withholding of the information is necessary to enable the local authority to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations)

s48(1)(a)

That the public conduct of this item would be likely to result in the disclosure of information for which good reason for withholding would exist under Section 7

s7(2)(g) To maintain legal professional privilege.

SLT Risk Discussion

7(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.

s48(1)(a)

That the public conduct of the whole or 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.

7(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 to damage the public interest.

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090/21

REPORT OF THE AUDIT & RISK COMMITTEE MEETING HELD AT WAIATA HOUSE, LINCOLN ROAD, MASTERTON ON WEDNESDAY 12 MAY AT 1.00 PM

PRESENT

Philip Jones (Chair), Mayor L Patterson, Councillors B Gare, G McClymont, T Nixon, T Nelson, and C Peterson (from 1.05pm) and Tiraumaera Te Tau (from 1.20pm).

IN ATTENDANCE

Chief Executive, Manager Finance, Manager Strategic Planning, Manager Assets and Operations, Manager Community Facilities and Activities, Acting Communications and Marketing Manager, People and Capability Manager, Health and Safety Advisor and Governance Advisor.

CONFLICT OF INTEREST

No conflicts were declared.

LATE ITEMS FOR INCLUSION UNDER SECTION 46A(7) OF THE LOCAL GOVERNMENT OFFICIAL INFORMATION AND MEETINGS ACT 1987

There were no late items.

APOLOGIES

There were no apologies.

MINUTES OF PREVIOUS MEETING TO BE RECEIVED (030/21)

Moved by Councillor T Nixon

That the minutes of the previous meeting of the Audit and Risk Committee held 3 March 2021 be received.

Seconded by Councillor B Gare and CARRIED

AUDIT PLAN FOR THE YEAR ENDING 30 JUNE 2021 (068/21)

The report providing the Audit Plan for the year ending 30 June 2021 was presented by the Manager Finance. Council's Audit Manager was in attendance by zoom and spoke to the plan.

(Councillor Peterson joined the meeting at 1.05pm)

In relation to the timing of the Audit, Masterton had requested the audit be completed earlier. The Auditor advised that staff resourcing at Audit NZ was done centrally and the request had been made but hadn't been confirmed yet.

A request was made for the management report to be available for the November meeting of the Audit and Risk Committee.

The Chair advised that any concern over whether Audit NZ could complete the audit in a timely manner should be raised in writing when responding to the audit letter. It was noted that Council was committed to Audit NZ to undertake Council's audits until 2022.

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Moved by Councillor T Nixon

That the Audit and Risk Committee

- i. **reviews and endorses the Audit Plan for the year ending 30 June 2021 and**
- ii. **requests that the Chief Executive Officer (or her delegate) continues to ask for an earlier audit date and final audit opinion date.**

Seconded by Tiraumaera Te Tau and CARRIED

CIVIC FINANCIAL SERVICES LTD ANNUAL GENERAL MEETING (070/21)

The report seeking endorsement of the Committee to cast a proxy vote on resolutions at the Civic Financial Services Ltd AGM to be held on 18 June was presented by the Manager Finance.

Moved Councillor B Gare

That the Audit and Risk Committee endorses the Council's proxy vote being cast in favour of Jo Millar, Louise Edwards and Bevan Killick at the Civic Financial Services Limited Annual General Meeting being held on 18 June 2021.

Seconded by Councillor C Peterson and CARRIED

SERVICE PROVISION REPORT: ARATOI REGIONAL TRUST (066/21)

The report providing the Committee with the third quarter progress report against key result areas for Aratoi Regional Trust was presented by the Acting Manager Community Facilities and Activities.

It was noted that the reporting from service providers had been revised – the reporting was now focused on the KPIs which Council set with Aratoi in the Memorandum of Understanding. Financial information was no longer included as Aratoi had their own Board who were responsible for the Trust's finances. It was noted that Council would like a KPI relating to the long term financial sustainability of the organisation to be included when the KPIs were next reviewed.

Moved by Councillor T Nixon

That the Audit and Risk Committee receives Service Provision Report 066/21, which covers the summary of results for Aratoi Regional Trust's key result areas for the third quarter, 1 January – 31 March 2021.

Seconded by Philip Jones and CARRIED

SERVICE PROVISION REPORT: DESTINATION WAIRARAPA (074/21)

The report providing the Committee with the third quarter progress report on key deliverables of Destination Wairarapa (DW) was presented by the Chief Executive.

In response to a question about the next service agreement with DW it was advised that the discussions about the Wairarapa economic development review were still continuing.

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A question was asked about the group's engagement with Māori. The CE advised that would be something that could be raised with the DW Chief Executive.

Moved by Councillor T Nelson

That the Audit and Risk Committee receives Service Provision Report 074/21 that includes a summary of results of key deliverables for the third quarter, 1 January – 31 March 2021, from Destination Wairarapa.

Seconded by Councillor T Nixon and CARRIED

NON-FINANCIAL PERFORMANCE 2020/21 THIRD QUARTER REPORT (065/21)

The report advising the Committee of performance against non-financial measures reported at 9 months was presented by the Manager Strategic Planning, who noted that the next quarter's report would be the last report on those measures as they would change in the Long Term Plan.

Moved Tiraumaera Te Tau

That the Audit and Risk Committee receives the Quarter 3 non-financial performance report for the 2020/21 financial year and notes the positive achievements shown in the quarter.

Seconded by Councillor B Gare and CARRIED

NINE MONTHS TO DATE FINANCIAL REPORT 2020/21 (069/21)

The report providing the Audit and Risk Committee with the year to date financial report for the nine months to 31 March 2021 and the Council's forecast position at year end was presented by the Manager Finance who advised that the result year to date is close to the plan.

Matters discussed included the increase in solid waste revenue and the increase in the waste levy which was coming, rates arrears (which were anticipated to be at the same level as last year by the end of June) and the year to date result which was noted to be good, given the impact of COVID-19.

Moved by Philip Jones

That Audit & Risk Committee receives the 9 months to date financial report and commentary, including the Operating and Capital Expenditure Statements contained in Report 069/21.

Seconded by Councillor B Gare and CARRIED

HEALTH AND SAFETY QUARTERLY REPORT (078/21)

The report providing information to assist elected members to carry out their roles as officers under the Health and Safety at Work Act was presented by the Senior Health and Safety Advisor.

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Moved Mayor Lyn Patterson

The Audit and Risk Committee notes the content and receives the Health and Safety Report for the third quarter (1 February 2021 to 31 March 2021).

Seconded Tiraumaera Te Tau and CARRIED

EXCEPTION TO PROCUREMENT POLICY (067/21)

The report advising the Audit and Risk Committee of an exception to the Procurement Policy was taken as read.

Moved by Councillor T Nelson

That the Audit and Risk Committee notes an exception to the Procurement Policy in relation to the development of artistic impressions of the proposed Civic facility, prepared for the 2021-2031 Long-Term Plan consultation document.

Seconded by Councillor B Gare and CARRIED

LOCAL GOVERNMENT FUNDING AGENCY QUARTERLY REPORT (071/21)

The report providing the Committee with the Local Government Funding Agency's Quarterly report was taken as read.

Moved by Councillor C Peterson

That the Audit and Risk Committee receives the Local Government Funding Agency's Quarterly Report to Shareholders – March Quarter 2021.

Seconded by Councillor G McClymont and CARRIED

EXTERNAL PROJECT FUNDING (076/21)

The report providing the Committee with an update on three externally funded projects, including expenditure to date, funding confirmed, funding received to date and project timelines was presented by the Manager Finance, who advised that each of the projects was at a different stage. It was noted that the water stimulus funding needed to be spent by the end of April 2022 (rather than 30 June 2022 as noted in Report 076/21 on page 518 of the agenda).

Whether the water stimulus package would be completed by April 2022 was discussed. It was advised that Council should be able to complete all projects within the timeframe however completion did rely on matters outside Council's control like supply and contractor availability. Staff would report back if there were any issues.

Moved Mayor L Patterson

That the Audit & Risk Committee receives the report and notes the information regarding the Council's externally funded projects.

Seconded by Councillor G McClymont and CARRIED

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INSURANCE REPORT (077/21)

The report providing the Audit and Risk committee with an update on the insurance cover Council has in place and the cover to be sought for the 2021/2022 year was presented by the Manager Finance.

Moved Councillor B Gare

That the Audit & Risk Committee receives the report and notes the information regarding the Council's insurance programme for 2021/22.

Seconded by Philip Jones and CARRIED

MATTERS TO BE TAKEN WITH THE PUBLIC EXCLUDED

Moved by Councillor T Nixon

Under section 48 (1) of the Local Government Official Information and Meetings Act 1987 the following matters will be taken with the public excluded :-

Minutes of the previous meeting

17. Receive the Minutes of the previous meeting held with the public excluded 3 March 2021.

General Business

18. Cyber Security

19 SLT Risk Discussion.

The general subject of the matters to be considered while the public is excluded, the reason for passing this resolution in relation to the matter, and the specific grounds under section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution is 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(1) for the passing of this resolution
Minutes of Previous Meeting held 3 March 2021	See page 404-406	s48(1)(a)(i) That the public conduct of the whole or 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.

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Cyber Security	<p>(7)(2)(h) – Enable any local authority holding the information to carry out, without prejudice or disadvantage, commercial activities.</p> <p>(7)(2)(j) – Prevent disclosure or use of official information for improper gain or improper advantage.</p> <p>7(2)(b)(ii) – Protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information.</p>	<p>s48(1)(a)</p> <p>That the public conduct of the whole or 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.</p>
SLT Risk Discussion	<p>7(2)(c)(i)</p> <p>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>7(2)(c)(ii)</p> <p>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</p>	<p>s48(1)(a)</p> <p>That the public conduct of the whole or 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.</p>

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	enactment, where the making available of the information would be likely to damage the public interest.	
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AND That Karl Dudley is permitted to remain at this meeting after the public has been excluded because of his knowledge of the agenda item relating to Cyber Security.

Seconded by Mayor L Patterson and CARRIED

The public was excluded at 2.31pm

The meeting returned to open session at 2.52pm

The meeting concluded at 2.52pm

To:	Audit and Risk Committee
From:	Corin Haines, Acting Manager Community Facilities and Activities Deanna Elwin, Personal Assistant
Endorsed by:	David Hopman, Acting Chief Executive
Date:	18 August 2021
Subject:	Service Provision Report
FOR INFORMATION	
Recommendation:	
That Council receives Service Provision Report 143/21, which covers:	
(a) the summary results of the key result areas for the quarter 1 April – 30 June 2021 from Aratoi Regional Trust	
(b) the summary results of the key initiatives for the six months 1 January – 30 June 2021 from Nuku Ora	

Purpose

The purpose of this report is to provide the committee with the quarterly report against key result areas for Aratoi Regional Trust, and the six-month report against key initiatives for Nuku Ora (previously known as Sport Wellington Wairarapa).

Context

The Aratoi Regional Trust and Nuku Ora provide Council with reports for funding they respectively receive, and agreements made through a Provision of Service Agreement and Memorandum of Understanding, and a Partner Plan.

Funding for these service providers was confirmed via the 2020/21 Annual Plan.

Aratoi Regional Trust

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

A three-year term (1 July 2018 to 30 June 2021) Provision of Services Agreement and Memorandum of Understanding is in place between the Aratoi Regional Trust, Masterton Trust Lands Trust and Masterton District Council.

Nuku Ora

Nuku Ora provides a community public service to support council's outcome "*An Engaged and Empowered Community*".

A Partner Plan was established in April 2018 between the Chief Executive, Masterton District Council and Chief Executive Officer, Nuku Ora. This is reviewed annually.

Aratoi Regional Trust

Key Result Areas	Result	Assurance (How Achieved)
<p>A sustainable and thriving organisation:</p> <ul style="list-style-type: none"> ▪ Revenue from other sources (other than Masterton District Council and Masterton Trust Lands Trust) is greater than or equal to 20% of total revenue ▪ Increases in self-generated revenue <ul style="list-style-type: none"> ➤ <i>[Baseline: increase on 2019/20 result]</i> ▪ Resident and visitor satisfaction with Aratoi services <ul style="list-style-type: none"> ➤ <i>[Baseline: to be established, then an increase on the previous year result]</i> 	<p>Achieved</p> <p>In progress</p> <p>In progress</p>	<p>44% of Aratoi's income was from other sources for the period April to June 2021</p> <p>Self-generated income streams for the quarter were 49% above budget due to commissions received from exhibitions, venue hire and donations</p> <p>Baseline yet to be established</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: to be established in 2019/20, then no decreases based on the previous year]</i> 	<p>Achieved</p>	<p>Over 25 local artists represented the shop</p> <p>Over 780 visual artists in exhibitions including:</p> <ul style="list-style-type: none"> ▪ <i>Kotahitanga</i> – Coming together ▪ Yellow – Pop-up exhibition ▪ Paint August Yellow ▪ Lions Peace Posters ▪ Breadcraft Wairarapa Schools Art ▪ Wairarapa Teachers Art ▪ Mayors for Peace ▪ Little Jewels ▪ Crystal Chain Gang ▪ Terri Te Tau ▪ Andree de Latour ▪ Angela Busby ▪ Dennis Handyside ▪ Madeleine Slavick ▪ Jason Burns ▪ Helene Carroll ▪ Masterton Art Club ▪ Pukana ▪ Astro photographers ▪ The Disappearing Woman

Key Result Areas	Result	Assurance (How Achieved)
<ul style="list-style-type: none"> ▪ Taonga Māori display held annually <ul style="list-style-type: none"> ➢ [Baseline: 1 or more per annum] ▪ Exhibition held that tells the stories of our local history and heritage <ul style="list-style-type: none"> ➢ [Baseline: 1 or more per annum] 	<p>Achieved</p> <p>Achieved</p>	<ul style="list-style-type: none"> ▪ <i>Toi Raranga – The Art of Weaving</i> ▪ Terri Te Tau – <i>Whakatau Miromiro</i> ▪ For You and Yours: Recent Acquisitions ▪ <i>Pukana: Te Kura o Te Ika – Moments in Māori Performance</i> <ul style="list-style-type: none"> ▪ <i>Toi Raranga – The Art of Weaving</i> ▪ Roarr! – Aratoi’s Animal Kingdom ▪ For You and Yours: Recent Acquisitions ▪ <i>Pukana: Te Kura o Te Ika – Moments in Māori Performance</i>
<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</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"> ➢ [Baseline: annual reporting] ▪ Key partnerships are offered to contribute towards key projects/initiatives led by Aratoi <ul style="list-style-type: none"> ➢ [Baseline: annual reporting] 	<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><i>Pukana: Te Kura o Te Ika – Moments in Māori Performance</i> developed in partnership with the local Māori community</p> <ul style="list-style-type: none"> ▪ Lions Club ▪ Hedley’s Booksellers ▪ Kokomai ▪ Cancer Society ▪ Alexander Turnbull Library

Nuku Ora

Key Initiatives	Result	Assurance (how achieved)
<p>1. Participation Opportunities: <i>Customer Insights</i> - ensure a thorough understanding of current and potential participants and share information to support informed, evidence-based decision making</p>	<p>Achieved</p>	<p><u>Greater Wellington Region Physical Activity Insights</u></p> <p>These insights aim to support the delivery and development of more active communities. Being physically active improves mental and physical health, quality of life and individual wellbeing.</p> <p>Physical activity, including play, active recreation, and sport, will be vital to our region’s social and economic recovery from the COVID-19 pandemic.</p> <p>The insights captured relate to:</p> <ul style="list-style-type: none"> ➤ Young people ➤ Adults ➤ Older people ➤ Disability ➤ Women and girls ➤ Ethnicity ➤ Attitudes ➤ Activities <p>Just under half of NZ’s young people need to sit less, move more, and sleep more. Individuals aged between 15 – 17 years old typically undertook the smallest number of activities for the least amount of time than other age groups.</p>
<p>2. Participation Opportunities: <i>Integration of Physical Literacy Approach</i> – take a holistic view of the participant and ensure that delivery meets participant needs and inspires ongoing participation</p>	<p>Achieved</p>	<p>Over the past six-months Green Prescription delivery has offered various movement, healthy eating, and wellbeing opportunities to the Wairarapa community. Programmes delivered over this time acknowledged the needs of the community and responded to these.</p> <p>Group Programmes:</p> <ul style="list-style-type: none"> ➤ Walking – around Henley Lake ➤ Pilates via Zoom <p>Family Activities:</p> <ul style="list-style-type: none"> ➤ Pedal Ready – bike confidence ➤ Wairarapa Kids Triathlon ➤ Healthy Kai and Wellbeing

Key Initiatives	Result	Assurance (how achieved)
<p>3. Participation Opportunities: <i>Low Participant Group Initiatives</i> – work alongside low participation communities to develop targeted programmes and services which reduce barriers and increase participation in sport and physical activity</p>	<p>Achieved</p>	<ul style="list-style-type: none"> ▪ Classes: <ul style="list-style-type: none"> ➤ Live Stronger for Longer ➤ Steady As You Go ➤ Tai Chi ➤ Come and Try – strength and balance ▪ Collaboration with Age Concern Wairarapa and the Positive Ageing Strategy Coordinator have made progress in establishing an inaugural Senior Regional Games for the Wairarapa region, for early 2022. Trust House Recreation Centre will host venue.
<p>4. Spaces and Places: Regional Facilities Plan – develop an integrated network of local and regional places and spaces that provide more people in the region</p>	<p>Achieved</p>	<ul style="list-style-type: none"> ▪ Living Well Strategy <ul style="list-style-type: none"> ➤ With the completion of the new Strategic Plan (Strategy 2032) Living Well has been positioned as a key tactical response to our third strategic priority – a connected and effective regional physical activity system. ➤ Developed a web presence ➤ Created an evaluation plan to ensure it is achieving its ends and providing a framework for reporting back to stakeholders

Key Initiatives	Result	Assurance (how achieved)
<p>5. Workforce Excellence: Improving Sports and Clubs Capability – support sports and clubs to grow their capability and deliver high quality sport and active recreation opportunities to participants</p>	<p>Achieved</p>	<ul style="list-style-type: none"> ▪ Leading Leaders – meeting with LEAD, Not-for-Profit Governance and Leadership who work with individuals, boards, and entire organisation to ensure not-for-profit organisations are well managed and led. Organisations and community groups that are well governed are better able to thrive no matter what. ▪ Sport Leaders – a networking group has been established through the RSO Collective and involves CEO’s and General Managers from the collective’s members. This group are sharing best practice and are exploring a Quality Mark review specifically targeting operational functions.
<p>6. Strategic Investment: Aligned Investment – ensure investment into sport and recreation is aligned and targeted to provide best return and support increased participation</p>	<p>Achieved</p>	<ul style="list-style-type: none"> ▪ Masterton District Council COVID-19 Sports Grant: <p>Twelve applications were received, three were successful;</p> <ul style="list-style-type: none"> ➤ Wairarapa Cricket Assn with \$10,000 ➤ Masterton Squash Club with \$1,000 ➤ YMCA Central Incorporated with \$10,000 <p>Follow up with the unsuccessful applicants have been completed. Seven have received support to progress their projects forward and one declined further assistance.</p>

Key Initiatives	Result	Assurance (how achieved)
7. Budget – provide balanced budget	Achieved	<ul style="list-style-type: none"> ▪ Profit and Loss provided in the Sport Wellington Wairarapa 6 Month Report for the period 1 January - 30 June 2021

SUPPORTING INFORMATION

Strategic, Policy and Legislative Implication

Both service providers contribute towards Council's community outcomes and key strategies: in particular *He Hiringa Tangata, He Hiringa Whenua*, the revised 2019-24 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 Council's Significance and Engagement Policy and is of no significance as there is no decision that impacts on any matters identified in the assessment of significance.

Financial Considerations

Funding to the service providers for this final quarter of 2020/21 was via the 2018-28 Long-Term Plan and as stated in the Provision of Services Agreement, Memorandum of Understanding and Partner Plan.

Treaty Considerations/Implications for Māori

There are no Treaty considerations/Implications for Māori arising out of the reports provided.

Communications/Engagement Plan

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

Environmental/Climate Change Impact and Considerations

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

To:	Audit and Risk Committee
From:	Nerissa Aramakutu, Policy Manager
Endorsed by:	David Hopman, Acting Chief Executive
Date:	18 August 2021
Subject:	Service Provision Report: Destination Wairarapa
FOR INFORMATION	
Recommendation:	That the Audit and Risk Committee receives Service Provision Report 144/21 that includes a summary of results of key deliverables for the fourth quarter, 1 April – 30 June 2021, from Destination Wairarapa.

Purpose

The purpose of this report is to provide the Audit and Risk Committee with the fourth quarter (1 April – 30 June 2021) progress report on key deliverables of Destination Wairarapa.

Context

Destination Wairarapa is a regional tourism organisation 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 that sets out key deliverables to be met by Destination Wairarapa in alignment with funding and investment from the Councils. A three-year term (1 October 2019 to 30 September 2022) Memorandum of Understanding is in place.

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

Key Deliverables	Result	Assurance (How Achieved)
To increase the number of visitors to the Wairarapa, the length of time they stay in the region and the amount they spend.	Data reflects continued growth trend	Accommodation Data ¹ , June 2021: <ul style="list-style-type: none"> Total guest nights: 16,300 (Q3-25,900) Average nights stayed: 1.9 (Q3-2)

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)
Specifically, Destination Wairarapa are tasked with delivering 3% growth in domestic and 6% in international visitor spend per annum and in line with the Tourism Industry Aotearoa's Tourism Beyond 2025 framework. 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>Tourism Electronic Card Transactions for Masterton District²: \$89m in 2021 (\$74m in 2020)</p> <p>High season vs low season 2021 employment earnings data reflects an increase. For example, monthly employment earnings in accommodation and food beverage services have increased from \$4.13m (Dec 2019) to \$4.35m (Jun 2021).</p> <p>NOTE: the data provided may not fully capture the information needed to track the progress for this performance indicator.</p>
Represent the Wairarapa in the Business Events market in partnership with suitable venues, activities and other services	In progress	<p>Capability building:</p> <ul style="list-style-type: none"> The third and final events workshop/mentor programme was held during this quarter. <p>Events support:</p> <ul style="list-style-type: none"> Partnership and marketing support for Booktown.
Destination Management Plan	In progress	<ul style="list-style-type: none"> Presentation held on the draft plan to the Destination Wairarapa Board. A further amended draft plan will be presented to stakeholders in quarter 1 of 2021/22.
To provide an online Wairarapa events calendar and a PDF downloadable version of major events	Achieved	<ul style="list-style-type: none"> On the website
Represent the Wairarapa in the Inbound market in partnership with suitable venues and activities	Achieved	<ul style="list-style-type: none"> Contributed to revisiting of regional content as a response to the initial announcement of the trans-Tasman travel bubble.

² Interim data methodology, Tourism Electronic Card Transactions (TECTs), was used due to the COVID-19 disruptions. It is solely based on physical electronic card transactions and does not include any other form of spending such as cash, pre-purchases or online spend.

Key Deliverables	Result	Assurance (How Achieved)
Host the Wairarapa core economic development information around “Buy & Invest”, “Live & Work” and “Study” on the Destination Wairarapa website	Achieved	Accessible on website link https://wairarapanz.com/live-work
To provide a balanced budget	Achieved	The Quarter 4 General Manager’s and Marketing Board report for 3 months ended June 2021 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 4 General Manager’s and Marketing Board Report has been received and reported on in this report.

1. Other activities undertaken during this reporting period

a) Examples of promotion:

- Placement of Wairarapa Lifestyle magazines in Koru Club Lounges
- Continued investment to enrich our image library with shoots providing new landscape content and Dark Sky tours
- Attended the Wellington Wedding show, which was supported by huge numbers
- Featured in the WGTNZ Wild Weekend campaigns
- Involved in trade update to the TNZ Trade team (Wellington based)
- Involved in virtual trade expo featuring operators and RTOs from across the country.

b) Continuous improvement:

- Transitioned from BOOKIT travel booking platform which sat inside the Destination Wairarapa website, to a newly developed external side by side website. This occurred because of a major upgrade of the system by them, which wasn’t compatible with the previous system. This created a tremendous amount of work for both the marketing and i-SITE teams.

c) Media hosting:

- Hosted leading travel writer Sharon Stephenson (Air NZ Kia Ora magazine) and four Australian travel writers.

d) Examples of social media reach:

- 3 April 2021, easter wishes, e.g., 23,155 people reached, 15 comments
- 15 April 2021, promotion of Queen Elizabeth Park, e.g., 17,245 people reached, 52 comments.
- 7 May 2021, promotion of the Soldiers Memorial Park on Kuratawhiti Street, Greytown, e.g., 15,820 people reached, 20 comments.

e) Funding

- a. Trust House awarded Destination Wairarapa \$50,000 during the fourth quarter.
- b. Destination Wairarapa receives funding from the Ministry of Business, Innovation and Employment (MBIE) via the Strategic Tourism Assets Protection Programme to deliver a Destination Management Plan, capability building and domestic marketing.

2. Other relevant updates

a) Regional Events Fund:

- In September 2020, the Regional Events Fund was developed as part of the New Zealand Government's Tourism Recovery Package in response to COVID-19's impact on international tourism.
 - \$3.5 million was made available to the Wellington region to invest in events. The purpose of the Wellington Regional Events Fund is to support events that will drive domestic visitation and spend to the Wellington region; encouraging expenditure missed by international visitors.
 - Since the opening of the fund, there have been 18 expressions of interest's for events to be held in the Wairarapa – with two successfully gaining funding to date. The Festival of Christmas in Greytown, and the 121 Music Festival at Tauherenikau.
- b) Product development and capability building:
- Utilising the work completed to date by Marie Claire Andrews and Bridget Gardiner, Martin Jenkins Consultancy have been engaged to look at the feasibility of developing either Dark Skies tourism product or Agri tourism product (or both) in the region.

SUPPORTING INFORMATION

Strategic, Policy and Legislative Implication

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.

Treaty Considerations/Implications for Māori

Destination Wairarapa have been working with Wairarapa iwi with regard to the Destination Management Plan.

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.

To:	Audit and Risk Committee
From:	Angela Jane, Manager Strategic Planning
Endorsed by:	David Hopman, Acting Chief Executive
Date:	18 August 2021
Subject	Non-Financial Performance 2020/21 Year End Report
INFORMATION	
Recommendation:	
That the Audit and Risk Committee receives the Quarter 4/Year end non-financial performance report for the 2020/21 financial year.	

PURPOSE

The purpose of this report is to advise the Audit and Risk Committee of performance against non-financial measures that are reported at year end. The figures in this report are for the period from 1 July 2020 to 30 June 2021.

EXECUTIVE SUMMARY

This is the final non-financial performance report for Year 3 (2020/21) of the 2018-28 Long-Term Plan (LTP).

Results against performance measures are reported for nine activity areas in this third quarter report. The activity areas are:

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

Of the 70 measures that were applicable/available to report, 71.4% (50 measures) were achieved and 28.6% (20 measures) were not achieved. Seventy-six measures were scheduled for reporting at year-

end, however six are no longer applicable, or data is not available yet. Further information is provided in Attachment 1.

CONTEXT

The Local Government Act 2002 requires Councils to include performance measures and targets for activity areas in its Long-Term Plan. This is the final non-financial performance report for Year 3 of the 2018-28 Long-Term Plan (LTP).

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 our performance measure framework.

Council are required to report on progress against these measures and targets at least annually. Where data is available more frequently, measures are reported quarterly or six monthly. For measures that are reported annually, interim reports are provided where there has been some relevant information or activity that Council should be aware of.

The performance measure framework was reviewed and revised as part of the 2021-31 Long-Term Plan process. The measures that were adopted as part of the 2021-31 Long-Term Plan apply from 1 July 2021.

HIGHLIGHTS

Water Activities

Our water infrastructure activities performed well against annual targets as at the end of the 2019/20 year. This has continued into 2020/21 with wastewater, stormwater and water supply services achieving over 90% of applicable measures.

Building

The target for building consents processed within statutory timeframes was not achieved which is a reflection of increasing demand in the sector. The building team have had a 23% increase in the number of applications received. There has been a positive change in the proportion of commercial buildings with current compliance schedules up from 64% in 2019/20 to 86% in 2020/21 after a dedicated focus on improving these results.

COVID-19 Implications

The flow-on effects of COVID-19, and changes in Alert Levels through 2020/21, have influenced some results. For example:

- Alert Level 2 restrictions in 2020/21 resulted in 41 programmes being cancelled in the Library and 'click and collect' services being implemented for 30 days, reducing the number of people using the Library and attending programmes. These restrictions also impacted activities and events in the War Memorial Stadium, and are also thought to have impacted activities and events in Council's parks and sportgrounds.

- Participation in the Learn to Swim programme has been improving each quarter this year, but year-end results are still lower than previous years. This is associated with flow on effects of COVID-19 impacts last year and alert level changes this year, and the resulting impact on school curriculum priorities in 2020/21.
- Environmental Health Inspections carried forward from 2019/20 due to COVID-19 Alert Level 4 restrictions meant the team had additional inspections to undertake in the 2020/21 financial year. All 2019/20 inspections rescheduled due to COVID-19 last year have been completed. Level 2 restrictions in the current year also delayed two inspections in 2020/21.

SUPPORTING INFORMATION

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.

Treaty Considerations/Implications for Māori

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

Communications/Engagement Plan

Not applicable.

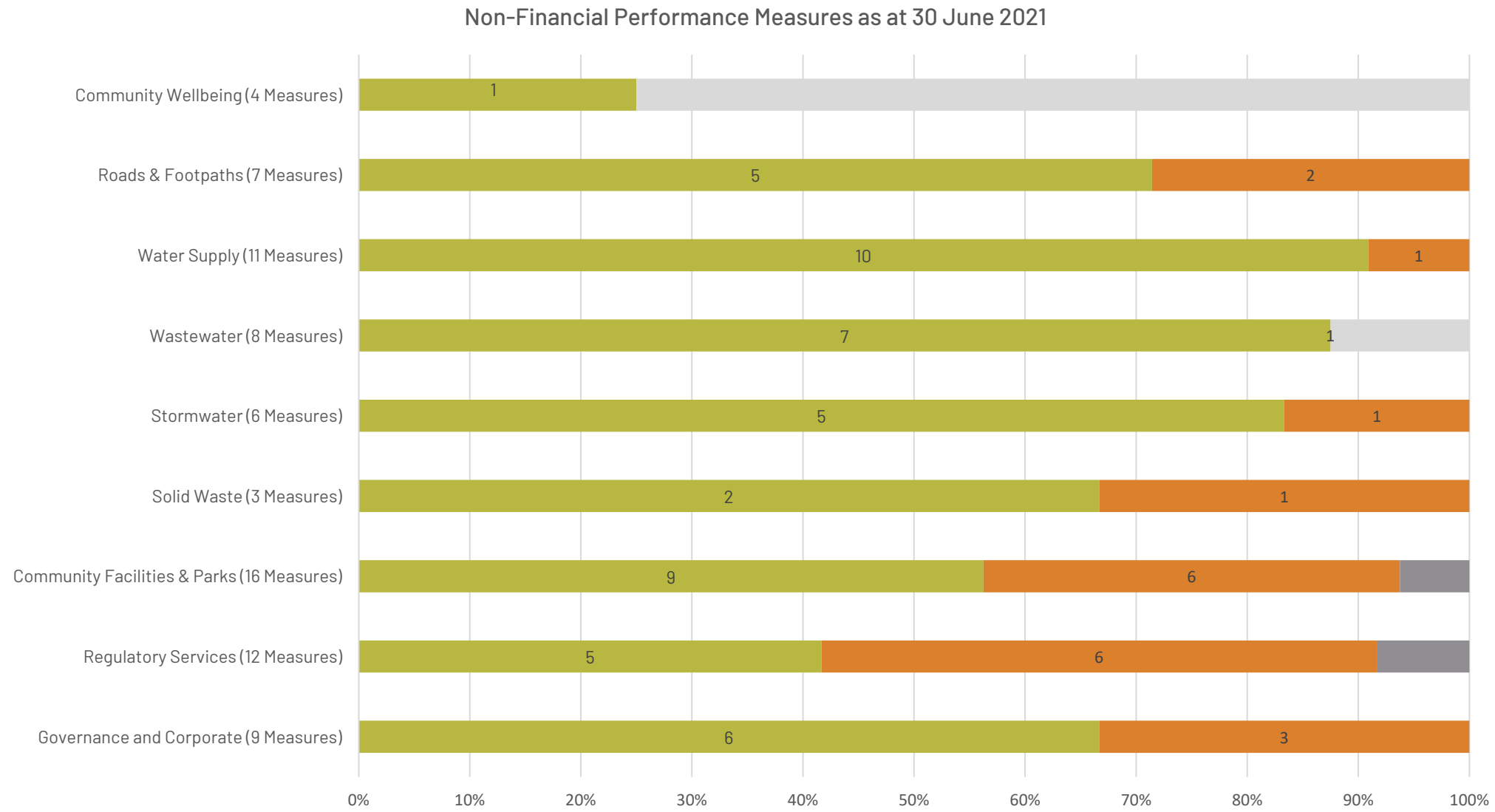
Environmental/Climate Change Impact and Considerations

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

ATTACHMENT 1: Non-Financial Performance Measures for 2019/20 Year End

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

- have been achieved as at 30 June 2021;
- have not been achieved as at 30 June 2021; or
- data is not available for reporting yet, or the measure is no longer applicable at 30 June 2021.



2020-21 Quarter 4 (Year End) Non-Financial Performance Measure Results

MEASURE	CURRENT YEAR END RESULTS			PREVIOUS YEAR END RESULTS		COMMENTARY
	2020/21 Annual Target	Current Year End Result as at 30/06/21 (Year 3 of 2018-28 LTP)	Status at 30/06/21	2018/19 Year End Result (Year 1 of 2018-28 LTP)	2019/20 Year End Result (Year 2 of 2018-28 LTP)	
Community Wellbeing						
Number of air quality exceedances	Reduction in the number of exceedances, compared to the previous year	Three exceedance days were recorded in the 2020 calendar year, which is two breaches of the NES-AQ (National Environmental Standard for Air Quality) standard. One day per 12 month period is known as a 'permissible exceedance'.	Achieved	Not Achieved Six exceedance days were recorded in the 2018 calendar year, which is five breaches of the NES-AQ standard. One day per 12 month period is known as a 'permissible exceedance'.	Not Achieved Eight exceedance days were recorded in the 2019 calendar year, which is seven breaches of the NES-AQ standard. One day per 12 month period is known as a 'permissible exceedance'.	There were three days in the 2020 calendar year where monitored sites at Herbert and Pownall Streets recorded air pollution levels greater than the limits set in the National Environmental Standards for Air Quality (NES-AQ). That is less than what was recorded in 2018 and 2019, meaning we achieved our target of reducing the number of exceedance days compared to the previous year. However, this is still above the NES (National Environmental Standard) of no more than one exceedance per year by 2021. We knew achieving this would be a challenge. Our geography and climate exacerbate winter air quality issues, particularly on cold still nights when smoke from wood fires accumulates. We continue to work with Greater Wellington Regional Council (GWRC) to take steps to improve Masterton's winter air quality.
CO2 emissions per head of population	Annual reduction in CO2 emissions per head of population	Unable to report as transitioning to a new system for measuring our carbon emissions. We will report to Council on our emissions as soon as the new system is operational.	Not Applicable	Achieved 0.029 (tCO2e) per head of population <i>(based on population estimate of 25,700)</i>	Achieved 0.168 (tCO2e) per head of population for 2019/20. <i>(based on estimated population as at 30/6/20: 26,800)</i> There was a slight reduction of 0.006 (tCO2e) compared to the 2018/19 year.	In the 2018-28 LTP, we acknowledged the importance of taking action on climate change and have been working to minimise our environmental impact. Data for carbon emissions reporting for 2018/19 and 2019/20 was sourced from the Toitū, previously CEMARS (Carbon Emission Management and Reduction) audit. In 2020 Council changed to a new system for measuring Council's carbon emissions. We are in the process of transitioning to the new system and will report back to council on our emissions as soon as the system is operational. We have continued to progress work to reduce our emissions. A Corporate Climate Change Action Plan (CCAP) was approved in early 2021. A community working group was also established to assist Council to develop an equivalent plan for our community. This is expected to be completed in 2021/22.
Percentage of staff that have completed <i>He Korowai Wairua</i> (MDC's introductory Māori language and tikanga Māori programme)	Annual increase in the proportion of staff who have completed the programme.	<i>He Korowai Wairua was discontinued. He Hiringa Akotanga.</i>	Not Applicable	19% (20 of 105 permanent staff)	16% (19 of 117 permanent staff) had completed <i>He Hiringa Akotanga</i> , a new programme launched in 2019. 29% (34 of 117 permanent staff) had completed <i>He Hiringa Akotanga</i> , the previous programme <i>He Korowai Wairua</i> or both.	Variation to Measure: Due to a change in staff the <i>He Korowai Wairua</i> programme was discontinued. A new programme, <i>He Hiringa Akotanga</i> , ran over 2019/20 and is being developed further, including exploring the potential for online modules.

MEASURE	CURRENT YEAR END RESULTS			PREVIOUS YEAR END RESULTS		COMMENTARY
	2020/21 Annual Target	Current Year End Result as at 30/06/21 (Year 3 of 2018-28 LTP)	Status at 30/06/21	2018/19 Year End Result (Year 1 of 2018-28 LTP)	2019/20 Year End Result (Year 2 of 2018-28 LTP)	
Masterton Gross Domestic Product (GDP) percentage change relative to Wellington region GDP	GDP is equal to or greater than Wellington region average.	Data not available at time of reporting due to release date for source report.	Not Available at time of Report	Achieved GDP growth estimate of 2.3% for Masterton, compared to 2.1% for the Wellington region.	Achieved GDP growth estimate of -0.5% for Masterton, compared to -1.5% for the Wellington region.	Data for GDP growth is sourced from the Infometrics annual report which is scheduled for release on approximately 20 August 2021. The result will be available for inclusion in the Annual Report (scheduled for adoption 27 October 2020).
Roads and Footpaths						
Number of fatalities and serious injury crashes on the local road network.	Reduction in fatalities and serious injury crashes compared to previous year	No fatalities and twelve serious injury crashes.	Not Achieved	Two fatalities and eight serious injury crashes.	One fatality and nine serious injury crashes.	There has been a reduction in fatal accidents (by one) but an increase in serious injury crashes (from 9 to 12). The combined number of fatal and serious injury crashes (12) is higher than the previous two year-end results.
Average quality of ride on a sealed local road network, measured by smooth travel exposure.	Maintain or improve on 90%	91% network smooth travel exposure (as at 30/06/21).	Achieved	94% network smooth travel exposure (as at 12/7/19).	92% network smooth travel exposure (as at 30/6/20).	This measure has been trending down but is still within the target range. The calculation for the measure draws on data from a 'roughness survey' undertaken every 2 years (due in the coming year) and is calculated using network length and traffic counts (vehicle kilometres travelled or VKT) which have increased for the period of analysis. We will continue to monitor trends.
Percentage of sealed local road network that is resurfaced.	Maintain within 5-7%	5% Resurfaced 26.4km of the total 532.5km sealed local road network.	Achieved	6.3% Resurfaced 34.1km of the total 538km sealed local road network.	6.5% Resurfaced 34.4km of the total 529.5km sealed local road network.	The 2020/21 result is lower than the past two years with fewer kilometres (km) of road resurfaced. A combination of factors influenced this year's result including contract rates, traffic management costs and more AC (asphaltic concrete) versus chip seal. AC seal offers a higher quality finish but is more expensive per km.
Percentage of footpaths where the condition falls within the level of service defined in MDC's Asset Management Plan	97% of footpaths are rated excellent, good or fair	92% 181.6km of 198.2km of the footpath network surveyed to June 2021 is condition rated excellent, good or fair.	Not Achieved	93% 150km of 161.3km of the footpath network surveyed between 2016 and 2018 is condition rated excellent, good or fair.	94% 182.5km of 195km of the footpath network surveyed to June 2020 is condition rated excellent, good or fair.	Council now has an accelerated footpath renewal programme to improve the state of footpaths in the district. Footpaths that are assessed as less than 'fair' are useable and do not present any health and safety risks. Work on these is prioritised and repairs programmed. Any health and safety related matters that are identified are addressed urgently.
Percentage of urgent customer service requests responded to within 2 days. (Mandatory Measure)	95%	98.5% 67 of 68 urgent requests were responded to within two days.	Achieved	Year End Result: 98% 421 of 430 urgent requests were responded to within two days. 2018/19 Quarterly Results: Q1: Not Available Q2: 97% Q3: 97% Q4: 98%	Year End Result: 100% 347 of 348 urgent requests were responded to within two days. 2019/20 Quarterly Results: Q1: 100% (107/107) Q2: 99.1% (110/ 111) Q3: 100% (70/70) Q4: 100% (60/60)	Year End Result: 99.7% 360 out of 361 urgent requests have been responded to within specified timeframes. 2020/21 Quarterly Results: Q1: 100% (128/128) Q2: 100% (103/103) Q3: 100% (62/62) Q4: 98.5% (67/68) Year to date there have been thirteen more urgent requests than for the same period last year. Almost 100% were responded to on time. In the final quarter one urgent request was not responded to within the two mandatory days.

MEASURE	CURRENT YEAR END RESULTS			PREVIOUS YEAR END RESULTS		COMMENTARY
	2020/21 Annual Target	Current Year End Result as at 30/06/21 (Year 3 of 2018-28 LTP)	Status at 30/06/21	2018/19 Year End Result (Year 1 of 2018-28 LTP)	2019/20 Year End Result (Year 2 of 2018-28 LTP)	
Percentage of non-urgent customer service requests responded to within the timeframes specified in MDC's Asset Management Plan and placed on appropriate maintenance programme. Specified response times for non-urgent requests vary by category, ranging from 7 days to 30 days. (Mandatory Measure)	80%	92.4%	Achieved	Year End Result: 76% 595 out of 785 2018/19 Quarterly Results: Q1: Not Available Q2: 82% Q3: 84% Q4: Not Available	Year End Result: 69% 515 out of 749 2019/20 Quarterly Results: Q1: Not Available Q2: 62.4% (128/205) Q3: 70.6% (161/228) Q4: 76% (75/99)	Year End Result: 91.3% 705 out of 772 non-urgent requests have been responded to within specified timeframes. 2020/21 Quarterly Results: Q1: 92.2% (200/217) Q2: 90.7% (165/182) Q3: 89.6% (146/163) Q4: 92.4% (194/210) The 2020/21 Q4 result continues the trend of improved response times for non-urgent requests compared to the same period last year. Overall there was a big improvement compared to previous years.
Number of cyclists using our urban roading network	Increase on previous year	191 counted during the annual survey conducted in November 2020	Achieved	176 counted during the annual survey conducted between 16-25 October 2018	164 counted during the annual survey conducted in November 2019	In 2020 twenty-seven more cyclists were recorded than in 2019. This is 16% increase. Trends will continue to be monitored.
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	2.45 complaints/1000 connections Actual Complaints at Year End: 23 Q4 Complaints: 6	Achieved	Year End Result: 3.2 complaints/1000 connections Actual Complaints: 29 2018/19 Quarterly Results: Q1: 1/1000 (9) Q2: 1.2/1000 (11) Q3: 0.65/1000 (6) Q4: 0.33/1000 (3)	Year End Result: 3 complaints/1000 connections Actual Complaints: 27 2019/20 Quarterly Results: Q1: 1/1000 (9) Q2: 0.89/1000 (8) Q3: 0.89/1000 (8) Q4: 0.22/1000 (2)	Year End Result: 2.45 complaints/1000 connections Year End: Actual Complaints: 23 2020/21 Quarterly Results: Q1 Result: 0.42/1000 (4) Q2 Result: 0.53/1000 (5) Q3 Result: 0.85/1000 (8) Q4 Result: 0.64/1000 (6)
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	34 minutes	Achieved	Year End: 24 minutes 2018/19 Quarterly Results: Q1: 25 minutes Q2: 29 minutes Q3: 14 minutes	Year End: 15 minutes 2019/20 Quarterly Results: Q1: 12.5 minutes Q2: 40 minutes Q3: 16 minutes Q4: N/A - none	Year End: 34 minutes 2020/21 Quarterly Results: Q1: N/A – no call outs Q2: 20 minutes Q3: 43 minutes Q4: 6 minutes
b) resolution of urgent call outs (from notification to confirmation of resolution) (Mandatory Measure)	480 minutes or less	102 minutes	Achieved	Year End: 231 minutes 2018/19 Quarterly Results: Q1: 213 minutes Q2: 245 minutes Q3: 165 minutes	Year End: 25 minutes 2019/20 Quarterly Results: Q1: 22.5 minutes Q2: 342 minutes Q3: 28.5 minutes Q4: N/A - none	Year End: 102 minutes 2020/21 Quarterly Results: Q1: N/A – no call outs Q2: 49 minutes Q3: 111 minutes Q4: 104 minutes

MEASURE	CURRENT YEAR END RESULTS			PREVIOUS YEAR END RESULTS		COMMENTARY
	2020/21 Annual Target	Current Year End Result as at 30/06/21 (Year 3 of 2018-28 LTP)	Status at 30/06/21	2018/19 Year End Result (Year 1 of 2018-28 LTP)	2019/20 Year End Result (Year 2 of 2018-28 LTP)	
c) attendance at non-urgent call outs (from notification to arrival on site) (Mandatory Measure)	7 days or less	119 minutes	Achieved	Year End: 60 minutes 2018/19 Quarterly Results: Q1: 14 minutes. Q2: 84 minutes Q3: 73 minutes	Year End: 47 minutes 2019/20 Quarterly Results: Q1: 15 minutes Q2: 63 minutes Q3: 55 minutes Q4: 26 minutes	Year End: 119 minutes 2020/21 Quarterly Results: Q1: 665 minutes Q2: 21 minutes Q3: 73 minutes Q4: 88 minutes Average time from notification to arrival on site has increased compared to the past two years. This is primarily influenced by the Q1 result. Staff have been working on the installation of water meters as well as responding to call outs. While response times are longer than last year, they are still well within target.
d) resolution of non-urgent call outs (from notification to confirmation of resolution) (Mandatory Measure)	3 months or less	172 minutes	Achieved	Year End: 115 minutes 2018/19 Quarterly Results: Q1: 60 minutes Q2: 21 hours (1267 minutes) Q3: 118 minutes	Year End: 86.5 minutes 2019/20 Quarterly Results: Q1: 81 minutes Q2: 112 minutes Q3: 104 minutes Q4: 46 minutes	Year End: 172 minutes 2020/21 Quarterly Results: Q1: 704 minutes Q2: 43 minutes Q3: 93 minutes Q4: 132 minutes Average time from notification to arrival on site has increased compared to the past two years. This is primarily influenced by the Q1 result. Staff have been working on the installation of water meters as well as responding to call outs. While average response times year to date are longer than last year, they are still well within target.
Council's drinking water supply complies with:						
a) part 4 of the Drinking Water Standards (bacteria compliance criteria). (Mandatory Measure)	Fully compliant	Fully Compliant	Achieved	Fully compliant	Fully compliant	Year End: Fully Compliant
b) part 5 of the Drinking Water Standards (protozoal compliance criteria). (Mandatory Measure)	Fully compliant	Fully Compliant	Achieved	Fully compliant	Fully compliant	Year End: Fully Compliant
Percentage of real water loss from MDC's reticulation system (calculated using minimum night flow). (Mandatory Measure)	Reduction on previous year	34%	Achieved	37%	37%	There has been a small reduction in water leakage. The water meters being installed will assist Council and the community to identify potential leaks so these can be investigated / remedied to reduce water loss.

MEASURE	CURRENT YEAR END RESULTS			PREVIOUS YEAR END RESULTS		COMMENTARY
	2020/21 Annual Target	Current Year End Result as at 30/06/21 (Year 3 of 2018-28 LTP)	Status at 30/06/21	2018/19 Year End Result (Year 1 of 2018-28 LTP)	2019/20 Year End Result (Year 2 of 2018-28 LTP)	
Average consumption of drinking water per day per resident within the district. (Mandatory Measure)	Reduction on previous year	639 litres/person/day	Not Achieved	609 litres/person/day	601 litres/person/day	The rainfall events over summer were less frequent than the previous year resulting in slightly higher garden watering demand.
Alternative water supply is provided when shutdown exceeds 24 hours.	Less than or equal to 1/1,000 connections	No shutdown exceeded 24 hours.	Achieved	No shutdown exceeded 24 hours.	No shutdown exceeded 24 hours.	
Percentage of water pipe renewals completed.	90% of planned work	100% of planned water pipe renewals were completed.	Achieved	80% of planned water pipe renewals were completed.	90% of planned water pipe renewals were completed.	
Wastewater						
Number of complaints received about sewerage odour, system faults, system blockages, MDC's response to issues with its sewerage system. (Mandatory Measure)	Less than or equal to 8 complaints/ 1000 connections.	7.34 complaints/ 1000 connections Actual Complaints at Year End: 69	Achieved	Year End: 5.44 complaints/ 1000 connections. Actual complaints 49 2018/19 Quarterly Results: Q1: 1.33/1000 (12) Q2: 1.33/1000 (12) Q3: 1.33/1000 (12) Q4: 1.44/1000 (13)	Year End: 5.22 complaints/ 1000 connections Actual Complaints: 47 2019/20 Quarterly Results: Q1: 2.11/1000 (19) Q2: 1.56/1000 (14) Q3: 1/1000 (9) Q4: 0.56/1000 (5)	Year End: 7.34 complaints/1000 connections Actual Complaints: 69 2020/21 Quarterly Results: Q1: 3.09/1000 (29 complaints) Q2: 2.02/1000 (19 complaints) Q3: 0.64/1000 (6 complaints) Q4: 1.60/1000 (15 complaints)
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	27 minutes	Achieved	Year End: 34 minutes 2018/19 Quarterly Results: Q1: 31 minutes. Q2: 26 minutes. Q3: 31 minutes.	Year End: 32 minutes 2019/20 Quarterly Results: Q1: 31 minutes Q2: 33 minutes Q3: 33 minutes Q4: 32 minutes	Year End: 27 minutes 2020/21 Quarterly Results: Q1: 27 minutes Q2: 23 minutes Q3: 21 minutes Q4: 46 minutes
b) resolution (from time of notification to the time service personnel confirm resolution) (Mandatory Measure)	12 hours or less	139 minutes	Achieved	Year End: 170 minutes 2018/19 Quarterly Results: Q1: 111 minutes. Q2: 165 minutes. Q3: 146 minutes.	Year End: 143 minutes 2019/20 Quarterly Results: Q1: 190 minutes Q2: 149.5 minutes Q3: 143 minutes Q4: 97 minutes	Year End: 139 minutes 2020/21 Quarterly Results: Q1: 153 mins Q2: 63 mins Q3: 146 minutes Q4: 219 minutes

MEASURE	CURRENT YEAR END RESULTS			PREVIOUS YEAR END RESULTS		COMMENTARY
	2020/21 Annual Target	Current Year End Result as at 30/06/21 (Year 3 of 2018-28 LTP)	Status at 30/06/21	2018/19 Year End Result (Year 1 of 2018-28 LTP)	2019/20 Year End Result (Year 2 of 2018-28 LTP)	
Number of dry weather sewerage overflows from MDC's sewerage system (Mandatory Measure)	Less than or equal to 2/ 1000 connections	0.96/1000 connections (9 complaints)	Achieved	Year End: 0.33/1000 connections 2018/19 Quarterly Results: Q1: None Q2: None Q3: 0.1/1000 connections Q4: Result not reported.	Year End: 1.22/1000 connections Actual Complaints: 11 2019/20 Quarterly Results: Q1: 0.44/1000 (4 complaints) Q2: 0.33/1000 (3 complaints) Q3: 0.22/1000 (2 complaints) Q4: 0.22/1000 (2 complaints)	Year End: 0.96 complaints/1000 connections Actual: 9 complaints 2020/21 Quarterly Results: Q1: 0.53/1000 (5 complaints) Q2: 0.21/1000 (2 complaints) Q3: 0/1000 (no complaints) Q4: 0.21/1000 (2 complaints)
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% - no consent breaches	Achieved	100% - no consent breaches	100% - no consent breaches	
Alternative system provided where loss of service exceeds 24 hours	Less than or equal to 1/1000 connections	0.64/1000 connections (6 portaloos provided)	Achieved	0.22/1000 connections (2 portaloos provided)	0/1000 connections (No portaloos provided) No loss of service exceeded 24 hours.	Three portaloos were deployed on 10 November 2020 and three were deployed on 21 June 2021, both due to heavy rain causing a sewer back up in Cockburn Street and Colombo Road.
Percentage of wastewater pipe renewals completed	90% of planned work	230%	Achieved	80%	90% 1.7km of sewer main was renewed in the financial year, compared to 1.8km of planned renewals.	4.6km of sewer main was renewed in the financial year, compared to 2km of planned renewals.
Recreation quality of the Ruamāhanga River water, downstream of Homebush Wastewater Treatment Plant (known as the Cliffs)	Long-term improvement trend, with no decline in water quality from baseline (Suitability of Swimming Grade: Low Risk)	Suitability of Swimming Grade: Suitable for Swimming 91% 10 out of 11 samples were categorised as "good". One sample was categorised as "fair".	Not Applicable	Suitability of Swimming Grade: Low Risk	Suitability of Swimming Grade: Low Risk	The way that suitability for swimming data is reported has changed. The most recent data for the 2020/21 summer (from October 2020 to April 2021) shows that the Ruamāhanga River water downstream of Homebush Wastewater Treatment Plant (known as the Cliffs) was suitable for swimming 91% of the time. The long term grade (based on 5 years data) is "Good".

MEASURE	CURRENT YEAR END RESULTS			PREVIOUS YEAR END RESULTS		COMMENTARY
	2020/21 Annual Target	Current Year End Result as at 30/06/21 (Year 3 of 2018-28 LTP)	Status at 30/06/21	2018/19 Year End Result (Year 1 of 2018-28 LTP)	2019/20 Year End Result (Year 2 of 2018-28 LTP)	
Stormwater:						
Percentage of stormwater renewals complete	90% of planned work	100% of planned stormwater renewals completed	Achieved	30% Planned renewal works were not completed due to a lack of contractor availability given increased subdivision works in the private sector.	100% of planned stormwater renewals completed. All 5 planned stormwater upgrade sites were completed.	All planned stormwater upgrade sites were completed.
Number of flooding events that occur in the district (Mandatory Measure)	10 events or less	2 events reported	Achieved	Year End Result: No events All Quarters: No events	Year End Result: No events All Quarters: No events	Year End: 2 Flooding Events Q1: No events Q2: One flooding event Q3: No events Q4: One flooding event
For each flooding event, the number of habitable floors affected (Mandatory Measure)	Less than or equal to 1/1000 connections	0.22/1000 connections 2 habitable floors affected	Achieved	Year End result: No habitable floors affected as no events All Quarters: No habitable floors affected as no events	Year End result: No habitable floors affected as no events All Quarters: No habitable floors affected as no events	Year End: 0.22/1000 connections. Two habitable floors affected Q1: No events Q2: One habitable floor affected Q3: No events Q4: One habitable floor 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% - no consent breaches	100% - no consent breaches	Achieved	100% - no consent breaches	100% - no consent breaches	
Number of complaints received about the performance of MDC's stormwater system (Mandatory Measure)	Less than or equal to 2/1000	2.33 complaints/ 1000 connections Actual Complaints: 21	Not Achieved	Year End: 1.33 complaints/ 1000 connections Actual: 12 complaints 2018/19 Quarterly Results: Q1: 0.2/1000 (2) Q2: 0.8/1000 (7) Q3: 0.11/1000 (1) Q4: 0.2/1000 (2)	Year End: 0.67 complaints/ 1000 connections Actual: 6 complaints 2019/20 Quarterly Results: Q1: 0.11/1000 (1) Q2: 0/1000 (None) Q3: 0.55/1000 (5) Q4: 0/1000 (None)	Year End: 2.33 complaints/1000 connections Actual: 21 complaints 2020/21 Quarterly Results: Q1: 0.44/1000 (4 complaints) Q2: 0.56/1000 (5 complaints) Q3: 0.33/1000 (3 complaints) Q4: 0.99/1000 (9 complaints) The number of complaints has increased compared to the previous two years exceeding Council's target. Results vary given factors such as the weather. Council is developing a stormwater strategy to prioritise work to improve the stormwater network.

MEASURE	CURRENT YEAR END RESULTS			PREVIOUS YEAR END RESULTS		COMMENTARY
	2020/21 Annual Target	Current Year End Result as at 30/06/21 (Year 3 of 2018-28 LTP)	Status at 30/06/21	2018/19 Year End Result (Year 1 of 2018-28 LTP)	2019/20 Year End Result (Year 2 of 2018-28 LTP)	
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	22 minutes	Achieved	Year End Result: 28 minutes 2018/19 Quarterly Results: Q1: 49 minutes. Q2: 60 minutes. Q3: 41 minutes	Year End: No flooding events N/A No flooding events occurred through the year.	Year End: 22 minutes Q1: No flooding events Q2: 30 minutes Q3: No flooding events Q4: 14 minutes
Solid Waste						
Number of call backs due to non-collection of official rubbish bag in each weekly collection	Improvement on previous year (29 Call Backs)	26 call backs	Achieved	Year End: 29 Call Backs 2018/19 Quarterly Results: Q1 Result: 7 Q2 Result: 10 Q3 Result: 2 Q4 Result: 10	Year End: 49 Call Backs 2019/20 Quarterly Results: Q1 Result: 4 Q2 Result: 15 Q3 Result: 18 Q4 Result: 12	Year End: 26 Call Backs 2020/21 Quarterly Results: Q1 Result: 2 Q2 Result: 10 Q3 Result: 6 Q4 Result: 8
Tonnage of waste transferred to landfill per head of population	Reduction on previous year (0.56 tonne per head of population in 2018-19)	0.527 tonne per head of population <i>(estimated population as at 30/6/20: 27,500)</i> 14,480 tonnes of waste transferred (25.9% increase on previous year)	Not Achieved	0.560 tonne per head of population. <i>(est. population as at 30/6/19: 25,700)</i> 14,264 tonnes of waste transferred (0.9% increase on previous year)	0.429 tonne per head of population <i>(est. population as at 30/6/20: 26,800)</i> 11,505 tonnes of waste transferred (19.3% decrease on previous year)	Full year result: 0.527 tonne per head of population is the annualised figure of waste transferred to landfill from Masterton district (last year 0.429). The target is to achieve a reduction on the previous year. This reduction has not been achieved. The 2019/20 waste tonnages were affected by the COVID-19 lockdown and the increased competition between waste collection contractors, some of whom take waste directly to Wellington landfills. <i>Note: The 30 June 2020 and 30 June 2021 results both refer to population as at 30 June 2020 but the estimated population is different. That is because the estimated population as at 30 June 2020 was revised after the 2019/20 results were published. If the revised population was used as the basis for the calculation, the tonnage per head of population in 2019/20 would be less than reported. This would not change the not achieved result in 2020/21.</i>

MEASURE	CURRENT YEAR END RESULTS			PREVIOUS YEAR END RESULTS		COMMENTARY
	2020/21 Annual Target	Current Year End Result as at 30/06/21 (Year 3 of 2018-28 LTP)	Status at 30/06/21	2018/19 Year End Result (Year 1 of 2018-28 LTP)	2019/20 Year End Result (Year 2 of 2018-28 LTP)	
Urban and rural transfer stations, recycling, composting facilities and landfills operate within approved resource consent conditions	100% compliance	100% compliance	Achieved	100% compliance	Two non-compliance conditions. The Greater Wellington Regional Council compliance report gave MDC 2 stars out of 4 stars for compliance. The non-compliance conditions were a result of not turning windrows monthly and failing to seek advice when a minor exceedance occurred with a COD (Chemical Oxygen Demand) reading. Action has been taken to ensure these matters are addressed and do not result in future non-compliance.	
Community Facilities and Parks						
Number of library and archive engagements with our community	Increasing over time, and at least baseline of 280 activities/ events.	Number of Structured activities and events: 635 (Library 620 / Archive 15)	Achieved	Structured activities and events: 708	Structured activities and events: 496 (Library 480 / Archive 16)	Due to COVID-19 and level 2 restrictions 41 programmes were cancelled, and the library operated a click and collect service for 30 days of the year, lowering the number of people using the library space and attending programmes.
	Increasing over time, and at least baseline of 181,957 people using the library space	Number of people who used the library space: 94,672 (Library 93,158 / Archive 1514)	Not Achieved	People who used the library space: 158,867	Number of people who used the library space: 130,693 (Library 128,924 / Archive 1769)	However, there were still a good number of activities and events, and more than the baseline of 280.
	Increasing over time, and at least baseline of 91,779 website visits	Number of website visits: 63,812	Not Achieved	Website visits: 51,524	Number of website visits: 33,630	The number of website visits is well below the baseline figure. When the baseline was established the OPAC (public catalogue) figures were included. During the last 12 months OPAC has changed and statistics for use are no longer accessible. There has been an increase over 30K visits over the prior year.
Number of literacy programmes offered (including library promotions and digital literacy)	Increasing over time, and at least baseline (224)	353 programmes	Achieved	612 programmes.	480 programmes 2019/20 Q1 & Q2 result: 274 programmes 2019/20 Q3 & Q4 result: 206 programmes	2020/21 Q1 & Q2 result: 248 programmes 2020/21 Q3 & Q4 result: 105 programmes Despite interruptions with programming at the start of the 2020/21 year, programming steadily increased. The baseline had been exceeded by the end of Q2. The annual result is well above the baseline target of 224, but below last year's result of 480 programmes as Level 2 restrictions prohibited us from having programmes.

MEASURE	CURRENT YEAR END RESULTS			PREVIOUS YEAR END RESULTS		COMMENTARY
	2020/21 Annual Target	Current Year End Result as at 30/06/21 (Year 3 of 2018-28 LTP)	Status at 30/06/21	2018/19 Year End Result (Year 1 of 2018-28 LTP)	2019/20 Year End Result (Year 2 of 2018-28 LTP)	
Number of children participating in the Summer Reading Programme	Increasing over time, and at least baseline (317)	353 participants	Achieved	314 participants.	394 participants	This is a decrease of 41 participants compared to the previous year, which can be attributed to the COVID-19 climate.
Number of people using free online services per head of population	Free online sessions increasing over time, and at least baseline (3.8)	1.26 free online sessions per head of population (33,793 total sessions)	Not Achieved	1.2 free online sessions (31,076 total sessions)	1.9 free online sessions (50,062 total sessions)	This is a decrease on the previous year and is below baseline. While online services are growing in general, there was a surge in the prior year due to being closed due to COVID-19. Additionally, in Level 2 there was no computer access.
	Free Wai-Fi sessions increasing over time, and at least baseline (1.2)	1.06 free Wai-Fi sessions per head of population (28423 total sessions)	Not Achieved	1.2 free online sessions (31,076 total sessions)	1.4 free Wai-Fi sessions (37,487 total sessions)	There was a small decrease in wifi sessions this year. We have provided over 165 families in Masterton with Skinny Jump low cost internet modems this year, which would decrease their need of visiting the library to access the wifi.
Number of archive feature stories/publications (media and online)	Average of 1 per month/12 per annum	46 stories = average of 3.8 per month	Achieved	126 stories = average of 10.5 per month The large scale of publications for the 2018/19 year was due to the 100 years 100 lives project.	40 stories = average of 3.333 per month	2020/21 Q1 & Q2 result: 25 stories = 4.2 per month 2020/21 Q3 & Q4 result: 21 stories = 3.5 per month The target of 1 per month has been exceeded. The Archive continues to develop as a place that tells the communities stories.
Cemetery records accessed online	Maintain baseline (7,447)	10,090 cemetery records accessed online.	Achieved	9,667 cemetery records accessed online. Not reported Quarterly in 2018/19	10,242 cemetery records accessed online. 2019/20 Quarterly Results: Q1 & Q2: 5,039 Q3 & Q4: 5,203	10,090 cemetery records accessed online. 2020/21 Quarterly Results: Q1 & Q2: 4,807 Q3 & Q4: 5,283

MEASURE	CURRENT YEAR END RESULTS			PREVIOUS YEAR END RESULTS		COMMENTARY
	2020/21 Annual Target	Current Year End Result as at 30/06/21 (Year 3 of 2018-28 LTP)	Status at 30/06/21	2018/19 Year End Result (Year 1 of 2018-28 LTP)	2019/20 Year End Result (Year 2 of 2018-28 LTP)	
Number of structured activities/events in MDC's parks and sportsgrounds	Increasing utilisation over time (359 in 2018/19).	313 structured activities/events in MDC parks and sportsgrounds	Not Achieved	Year End: 359 Activities/Events Not reported Quarterly in 2018/19	Year End: 236 Activities/ Events 2019/20 Quarterly Results: Q1: 89 Q2: 99 Q3: 46 Q4: 2	Year End: 313 Activities/Events 2020/21 Quarterly Results: Q1: 19 Q2: 134 Q3: 57 Q4: 103 Numbers this year were down in Q1 compared to the same period last year, but there have been more activities/events in Q2, Q3 and Q4 than last year. Q4 results equated to 407 hours of activities/events, increased due to more participation in junior sport resulting in additional fields being utilized, and winter croquet on the oval. This measure has not achieved the year-end target of more than 359 activities/ events, but has exceeded 2019/20 results, noting 2019/20 was impacted by COVID-19 Alert Level 4 lock down from late Q3. Alert level changes in 2020/21 are likely to have also impacted results this year. <i>Note: The Q1 report stated that we had 11 activities/events in Q1. There were actually 19 bookings through the contractor.</i>
Number of people using the recreational trails that are part of our parks and reserves network	Increasing utilisation over time (312,440 in 2018-19).	Unable to report due to issues with data loggers and data collection.	Not Applicable	Year End: 312,440 Not reported Quarterly in 2018/19	Year End: 266,783 2019/20 Q1 & Q2 result: 148,309 2019/20 Q3 & Q4 result: 118,474 There were issues with data loggers in 2019/20 that impacted results. Given that, the actual results in 2019/20 are likely to be higher than the reported result.	Year End: unable to report due to issues with data loggers and data collection. Additional loggers are now in the process of being ordered to better capture the data. <i>Note: In the Q1 report the result for Q1 was stated as 137,184. Staff have since identified an error in the data capture. The Q1 result has been revised to correct this.</i>
Number of structured activities/events that have been run in the War Memorial Stadium	Increasing utilisation over time (52 in 2018/19 vs Baseline of 19)	Year End: 186 Activities/Events	Achieved	Achieved Year End: 52 Activities/Events Not reported Quarterly in 2018/19	Achieved Year End: 75 Activities/Events 2019/20 Quarterly Results: Q1: 43 Q2: 7 Q3: 20 Q4: 5	Year End: 186 Activities/Events 2020/21 Quarterly Results: Q1: 27 Q2: 55 Q3: 67 Q4: 74 There were 74 activities/events in Q4 compared to 5 activities/ events for the same period last year. Year to date results exceed both 2018/19 and 2019/20.

MEASURE	CURRENT YEAR END RESULTS			PREVIOUS YEAR END RESULTS		COMMENTARY
	2020/21 Annual Target	Current Year End Result as at 30/06/21 (Year 3 of 2018-28 LTP)	Status at 30/06/21	2018/19 Year End Result (Year 1 of 2018-28 LTP)	2019/20 Year End Result (Year 2 of 2018-28 LTP)	
						<p>B-Legends daily afternoon play is now included in the reporting results and will be a key contributor to the increase.</p> <p>In addition to B-Legends there were two community events (Kids Conference/community consultation); seven birthday parties; 36 group fitness activities and 22 community group marching team practices. There were also two community-group run fight nights.</p> <p>Alert Level 2 COVID-19 restrictions were in place for 5 weeks of Q1; twice in Q3 and for 7 days in Q4. Very few sports groups were training, or community groups organising events, during this period impacting results. The NZ Golden Shears event was cancelled due to COVID -19 Level 2 status in March.</p> <p>The NZ general election organisers used the stadium foyer for 14 days as a voting place in November 2020. It was the second highest voting place in Masterton.</p>
Number of landings at Hood Aerodrome	Increasing over time and at least baseline (7,821)	12,757	Achieved	Achieved 10,890	Achieved 10,406 Q1&Q2: 5,333 Q3&Q4: 5,073 The number of landings at Hood Aerodrome was impacted by COVID-19 Alert Levels 3 and 4 restrictions, but still exceeded the baseline of 7,821.	<p>Year End: 12,757 landings</p> <p>Q1&Q2: 6,428 landings Q3&Q4: 6,329 landings</p> <p>There has been a continuing annual incremental increase in landing activity at the aerodrome.</p>
Number of new hangars at Hood Aerodrome	Increase in hangars over time	3 new hangars	Achieved	Not Achieved No increase	Achieved One new hangar was built. Four more were signed off for development.	<p>Three new hangars constructed. One site was delayed by the operator, and we have asked they now wait for the new Masterplan.</p>

MEASURE	CURRENT YEAR END RESULTS			PREVIOUS YEAR END RESULTS		COMMENTARY
	2020/21 Annual Target	Current Year End Result as at 30/06/21 (Year 3 of 2018-28 LTP)	Status at 30/06/21	2018/19 Year End Result (Year 1 of 2018-28 LTP)	2019/20 Year End Result (Year 2 of 2018-28 LTP)	
Ratio of average MDC senior housing weekly rent compared to average private sector rent	Maintain senior housing rentals at no more than 60% of the market rental for a 1-bed flat	52% of market rent Median MDC Rent: \$104 Median Market Value Rent: \$200	Achieved	Achieved 47% of market rent	Achieved 59.4% of market rent Median MDC Rent: \$104 Median Market Value Rent: \$175	<p>The median rent for an MDC senior housing 1 bedroom flat for 2020/21 was \$104 with the range being \$106-\$113.</p> <p>An independent appraisal of the market rent value of MDC pensioner housing units assessed the median rent as \$200 with a range of \$200-\$225.</p> <p>The tenancy tribunal average rent for 2020/21 for a 2-bedroom flat (there were no 1 Bedrooms on the website) was \$378 with a range of \$370-\$396 based on 33 bonds lodged.</p>
Number of under-12s enrolled in Learn to Swim programmes	Annual increase (Baseline of 589 enrolments)	342 swim school enrolments	Not Achieved	Not Achieved Year End Result: 465 Enrolments Not reported Quarterly in 2018/19	Not Achieved Year End Result: 475 Enrolments 2019/20 Quarterly Results: Q1: 119 Q2: 180 Q3: 176 Q4: 0 There were no 'Learn to Swim' lessons held between April and June 2020.	<p>Year End: 342 Enrolments</p> <p>2020/21 Quarterly Results: Q1: 0 Q2: 24 Q3: 101 Q4: 217</p> <p>There were no participants in Q1 and only one school participated in Q2. Interest from schools was impacted by academic pressures following the COVID-19 lockdown.</p> <p>Five schools (approximately 300 students) were booked in for Q3 but only three schools participated. One school cancelled due to COVID-19 impact and another due to clashes with another school. Two rural schools have committed 37 students to 5x40 minute lessons.</p> <p>Numbers have been tracking up each quarter, but annual targets have not been achieved due to continuing impacts of COVID-19, alert level changes, and the resulting impact on school curriculum priorities in 2020/21.</p>

MEASURE	CURRENT YEAR END RESULTS			PREVIOUS YEAR END RESULTS		COMMENTARY
	2020/21 Annual Target	Current Year End Result as at 30/06/21 (Year 3 of 2018-28 LTP)	Status at 30/06/21	2018/19 Year End Result (Year 1 of 2018-28 LTP)	2019/20 Year End Result (Year 2 of 2018-28 LTP)	
Regulatory Year End Result:						
Number of dog attacks (on people and stock) in our district	Reducing over time and no more than baseline 65 attacks	68 Attacks (21 attacks on people / 47 on stock or animals).	Not Achieved	Achieved 63 attacks (24 attacks on people / 39 attacks on stock, domestic animals or poultry)	Achieved 86 Attacks (14 attacks on people / 72 on stock or animals). Q1 & Q2 Result (1 July - 31 December): 35 Attacks (4 attacks on people, 31 on stock or animals). Q3 & Q4 Result (1 January - 30 June): 51 Attacks (10 attacks on people, 41 on stock or animals).	2020/21 Q1 & Q2 Result (1 July - 31 December): 34 attacks (7 on people and 27 on stock or animals). 2020/21 Q3 & Q4 Result (1 January - 30 June): 34 Attacks (14 attacks on people, 20 on stock or animals). There have been more attacks on people this year (21 compared to 14 last year) but fewer on animals (47 compared to 72 last year). While the total number of attacks is down compared to last year, there were still 3 more than the baseline. Given that, the result is not achieved.
Number of 'responsible owners' of dogs	Increasing number of 'responsible owners'	216 with RDO (responsible dog owner) status	Achieved	Achieved 94 Breakdown by quarter not available.	Achieved 180 with RDO (responsible dog owner) status Q1 & Q2 Result: 59 new responsible dog owners = 124 total with RDO status Q3 & Q4 Result: 56 new responsible dog owners = 180 total with RDO status	2020/21 Q1 & Q2 result (1 July - 31 December): 7 new owners with RDO status = 184 total with RDO status. 2020/21 Q3 & Q4 result (1 January to 30 June): 32 new owners with RDO status = 216 total with RDO status. This policy was new in 2018. The majority of dog owners who wanted to seek RDO status have now applied. We therefore expected the number of new owners applying each year to decline. We have had a net increase of 36 owners over 2020/21.
Number of pet/working dogs reunited with their owner or rehomed	Increasing over time and at least baseline (207)	208 (164 returned to their owners and 19 have been rehomed by MDC or the SPCA)	Achieved	Achieved 209 (191 returned to owners, 18 rehomed by MDC or the SPCA) Breakdown by quarter not available	Not Achieved 175 (152 returned to their owners and 23 have been rehomed by MDC or the SPCA) Q1 & Q2 Result: 114 Q3 & Q4 Result: 61	2020/21 Q1 & Q2 Result (1 July - 31 December): 95 2020/21 Q3 & Q4 result (1 January to 30 June): 113

MEASURE	CURRENT YEAR END RESULTS			PREVIOUS YEAR END RESULTS		COMMENTARY
	2020/21 Annual Target	Current Year End Result as at 30/06/21 (Year 3 of 2018-28 LTP)	Status at 30/06/21	2018/19 Year End Result (Year 1 of 2018-28 LTP)	2019/20 Year End Result (Year 2 of 2018-28 LTP)	
Proportion of known food premises scheduled for assessment or verification in the current financial year that were assessed or verified of safe sale and/or service	At least one inspection per known premises scheduled for assessment or verification in that year	94.6% (141 of 149 scheduled verifications completed) <i>Note: previously we have reported as number of scheduled verifications completed rather than registered food sites. Reporting of scheduled verifications requires more manipulation of data. Given time restraints for this report the denominator differs.</i>	Not Achieved	Not Achieved 92% (129 of 140 scheduled verifications completed)	Not Achieved 73% (99 of 135 scheduled verifications completed) Q1 & Q2 Result: 46/66 verifications (inspections) due by 31 December 2019 had been completed. 2019/20 Year End Result: 99/135 verifications (inspections) due by 30 June 2020 had been completed. 36 verifications were not completed and were rescheduled to the 2020/21 financial year.	2020/21 Q1 & Q2 Result: 70 scheduled verifications completed. 2020/21 Year End result: 71 scheduled verifications completed. 8 verifications were not completed. Reasons for this included: <ul style="list-style-type: none"> • 2 cancellation of registration processes initiated • 2 delayed due to COVID-19 Level 2 restrictions (re-booked for July 2021) • 2 verifications booked for July 2021 • 2 registrations surrendered in July 2021 COVID-19 lockdown impacted the team's ability to complete all the scheduled verifications by the end of June 2020. There were no implications for businesses as a result of rescheduling. The remaining inspections were prioritised for July/August 2020. Carrying forward 36 verifications from the previous year meant increased workloads at the beginning of the current financial year. All the verifications carried forward due to COVID-19 were completed.
Proportion of known personal services (hair, beauty etc) premises scheduled for assessment or inspection in the current financial year that were assessed or verified of safe sale and/or service	At least one inspection per known premise scheduled for assessment in that year	98.6% (73 out of 74 required inspections completed)	Not Achieved	Not Achieved 84% (43 of 51 required inspections completed) Breakdown by quarter not available.	Not Achieved 84.8% (56 out of 66 required inspections completed) Q1 & Q2 Result: 30/67 annual health licence inspections had been completed. Year End Result: 56/66 annual health licence inspections had been completed. 10 inspections were not completed.	2020/21 Q1 & Q2 Result: 25/68 annual health licence inspections completed. 2020/21 Q3 & Q4 Result: 73/74 annual health licence inspections completed. COVID-19 lockdown impacted the team's ability to complete all the scheduled inspections by the end of June 2020. There were no implications for businesses as a result of this. The remaining inspections were prioritised in July 2020. Carrying forward 10 inspections from the previous year meant increased workloads at the beginning of the current financial year. One hairdresser inspection carried forward and booked for July 2021.
Proportion of known licensed premises assessed or inspected of safe sale and/or service	At least one inspection per known premise scheduled for assessment in that year	100% All premises that required assessment in 2020/21 were completed.	Achieved	Achieved 100% All 32 premises that required assessment in 2018/19 were completed.	Achieved 100% All 31 premises that required assessment in 2019-20 were completed. Q1 & Q2 Result: 24/76 alcohol licenses had been inspected and one Controlled Purchase Operation. Year End result: 31/74 alcohol licences had been inspected. One additional Controlled Purchase Operation was undertaken by Police.	2020/21 Q1 & Q2 Result (as at 31/12/20): 25/75 alcohol licenses had been inspected, and there was 1 Controlled Purchase Operation. 2020/21 Q3 & Q4 Result (as at 30/06/21): 44/79 alcohol licenses had been inspected. There were 2 Controlled Purchase Operations and 2 joint compliance visits with Regional Public Health. Not all premises are required to be assessed annually. Inspections were undertaken for all premises where this was required.

MEASURE	CURRENT YEAR END RESULTS			PREVIOUS YEAR END RESULTS		COMMENTARY
	2020/21 Annual Target	Current Year End Result as at 30/06/21 (Year 3 of 2018-28 LTP)	Status at 30/06/21	2018/19 Year End Result (Year 1 of 2018-28 LTP)	2019/20 Year End Result (Year 2 of 2018-28 LTP)	
Percentage of consents processed within statutory timeframes	99%	78% (664 of 851 consents issued were processed within statutory timeframes)	Not Achieved	Not Achieved 96% (729 of 761 building consents received were processed within statutory timeframes).	Not Achieved 91.4% (635 of 695 consents received were processed within statutory timeframes)	In total, 851 building consents were issued. The average processing time was 17 working days. There has been a 24% increase in applications received compared to the prior year.
		98% (202 of 207 resource consents received were processed within statutory timeframes)	Not Achieved	Achieved 100% All 195 resource consents received were processed within statutory timeframes	Not Achieved 97.5% 116 of 119 resource consents received were processed within statutory timeframes.	In total there were 207 resource consents consisting of: 89 land use consents, 97 subdivision consents and 21 permitted boundary activity consents. Staff Shortages through the 2 nd half of 2020 and early 2021 combined with a rise in the number of consent applications from the previous year affected ability to meet 99% target for consents within statutory timeframes
Percentage of planning and building consent applicants that were satisfied with consent process and customer service received	Improving over time, and at least baseline	No building consent applicants completed the survey in the year ending 30 June 2021.	Not Applicable	Achieved 87.5% of respondents rated their overall experience at least 3/5 and 12.5% rated this less than 3/5. 58.3% of building consent applicants who completed the survey were 'very happy', rating their overall experience of dealing with the building team 5/5. This result establishes the baseline. <i>There was an error in the report at the 2018/19 year end. The result was recorded as: 79% of building consent applicants were satisfied with the process and service received. This has been revised to reflect the overall rating.</i>	Achieved 100% of building consent applicants who completed the survey were 'very happy', rating their overall experience of dealing with the building team 5/5. There were only 2 responses to the feedback survey for building consents. Both rated their overall experience of dealing with Council's building team (consent process and interactions with staff) 5 out of 5. Both rated the service/ interactions with staff 5/5. One rated the consent process 4/5.	There were no responses to the feedback survey for building consents in 2020/21. Response rates over the three years that this measure has been in place have been low.

MEASURE	CURRENT YEAR END RESULTS			PREVIOUS YEAR END RESULTS		COMMENTARY
	2020/21 Annual Target	Current Year End Result as at 30/06/21 (Year 3 of 2018-28 LTP)	Status at 30/06/21	2018/19 Year End Result (Year 1 of 2018-28 LTP)	2019/20 Year End Result (Year 2 of 2018-28 LTP)	
	Improving over time, and at least baseline (established in 2019/20).	100% of resource consent applicants who completed the survey were 'very happy' rating their overall experience of dealing with the planning team 5/5.	Achieved	Not Achieved No data from planning consent applicants due to survey error. Baseline to be established on 2019-20 results.	Achieved 66.7% of resource consent applicants who completed the survey were 'very happy' rating their overall experience of dealing with the planning team 5/5. 100% rated the service at least 3 out of 5. There were 6 responses to the satisfaction survey for resource consents. All 6 rated their overall experience of dealing with Council's planning team (consent process and interactions with staff) at least 3 out of 5. Four of the six (66.7%) rated the service/interactions with staff 5/5. This result establishes the baseline.	There was only one response to the feedback survey for resource consents. That person rated their overall experience of dealing with Council's planning team (consent process and interactions with staff) 5 out of 5. Response rates over the three years that this measure has been in place have been low.
Percentage of commercial buildings that have a current Building Warrant of Fitness (BWOFF)	At least 80%	86% (324 of 375 active compliance schedules are current)	Achieved	Not Achieved 67% (267 of 398 active compliance schedules are current) Note: In 2018/19 this measure was reported as: 267 of 398 BWOFFS were received and correct. The phrasing of this measure has been revised so that it is technically correct.	Not Achieved 64% (224 of 352 active compliance schedules are current)	Since January 2021 we have had two FTEs working on this resulting in a notable improvement in the number of current active compliance schedules.
Percentage of notified potentially Earthquake-Prone (EQP) priority buildings where the owners have responded to advise action or have remediated the EQP status of their building	Annual increase, with 100% by the legislative deadline of 2025	No Change in 2020/21 19% Owners that have received a potentially earthquake prone building notice: 21 Owners that have either strengthened or demolished: 4	Not Achieved	Achieved 17%	Achieved 19% Owners that have received a potentially earthquake prone building notice: 21 Owners that have either strengthened or demolished: 4	The owners of these priority buildings that have been notified have until 2025 to remediate (through strengthening or demolition) the earthquake prone status of their buildings. Note: This measure focuses on priority buildings only – there are other non-priority buildings that also require assessment, and if confirmed as earthquake prone, will also require remediation.

MEASURE	CURRENT YEAR END RESULTS			PREVIOUS YEAR END RESULTS		COMMENTARY
	2020/21 Annual Target	Current Year End Result as at 30/06/21 (Year 3 of 2018-28 LTP)	Status at 30/06/21	2018/19 Year End Result (Year 1 of 2018-28 LTP)	2019/20 Year End Result (Year 2 of 2018-28 LTP)	
Governance and Corporate Services						
Annual staff turnover (excluding FTAs)	Within 5-15%	11.5%	Achieved	Achieved 12.3%	Achieved 13.9%	
Ratio of compliments to complaints as a reflection of customer satisfaction with the service received from our frontline teams	Improving over time and at least baseline (1.15:1)	5.6 compliments:1 complaint (79 compliments/14 complaints)	Achieved	Achieved 4.2 compliments:1 complaint (104 compliments/25 complaints)	Achieved 8.1 compliments:1 complaint (73 compliments/9 complaints)	
Percentage of rates invoices emailed (instead of posted)	Increase over time	33% 4,191 of 12,888 rated properties	Achieved	Achieved 15.5% 1,974 of 12,704 rated properties	Achieved 22.4% 2,844 of 12,703 rated properties	
Transactions completed electronically (via our website)	Increase over time, with no decline from baseline (83.5%)	90.7%	Achieved	Achieved 85.5%	Achieved 88%	This measure was intended to focus on electronic transactions and should be phrased: Transactions completed electronically (<u>including</u> via our website). Only 0.1% of transactions are completed via the website. With another increase in direct debit payments over the last year, over half our transactions are now by direct debit.
Number of learning opportunities (training sessions/forums/conferences) elected members have attended	Increase over time and at least maintain the baseline (17 learning opportunities)	20 learning opportunities attended by elected members	Achieved	Achieved 17 learning opportunities attended by elected members (this result establishes the baseline).	Not Achieved 16 learning opportunities attended by elected members. In addition to the external learning opportunities reported, an internal Induction Programme was run for elected members post the 2019 election. Two learning opportunities that elected members had registered for were deferred due to COVID-19 lockdown impacting this result.	
Proportion of policies in our register that are current	Annual improvement, with 95% by Year 3	45% of policies in our register are current	Not Achieved	Achieved 56%	Achieved 59% of policies in our register are current	There are 67 policies recorded in the Policy Register. Of these, 30 (45%) are current and 16 (24%) are overdue. The remaining policies are under review (5 or 7%), in development (7 or 10%) or have been identified for development (9 or 13%).

MEASURE	CURRENT YEAR END RESULTS			PREVIOUS YEAR END RESULTS		COMMENTARY
	2020/21 Annual Target	Current Year End Result as at 30/06/21 (Year 3 of 2018-28 LTP)	Status at 30/06/21	2018/19 Year End Result (Year 1 of 2018-28 LTP)	2019/20 Year End Result (Year 2 of 2018-28 LTP)	
Media coverage of MDC decisions and activities	Improve the ratio of positive to negative media coverage over time, and at least maintain the baseline.	1 negative: 1 positive (28 positive / 28 negative)	Not Achieved	<p>Achieved</p> <p>2.5 positive:1 negative (76 positive/30 negative). This result sets the baseline.</p> <p><i>Note: The 2018/19 annual result was reported as 1.2 positive to 1 negative (104 positive/ 87 negative). This result included letters to the editor which should have been excluded. The correct result was 2.5 positive to 1 negative (76 positive/30 negative). This has been amended in the 2018/19 annual result column.</i></p>	<p>Not Achieved</p> <p>1.1 negative:1 positive (32 positive / 29 negative)</p> <p>There was more 'mixed/neutral' media coverage this year (714 items compared to 481 in 2018/19), with much of the 'neutral coverage' related to COVID-19.</p>	There were a large number of neutral articles through 2020/21, with a spike of negative articles in the last quarter relating to the civic centre/town hall.
The diversity of people who had their say on MDC's Annual or Long-Term Plan	Increase in the percentage of respondents who identify as Māori or Other (baseline 22%).	17.4% identified as Māori, Asian or Other.	Not Achieved	<p>N/A - consultation was not undertaken on the 2019-20 Annual Plan</p> <p>For the 2016/17 Annual Plan (the baseline for this measure): 78% identified as European, 17% as Māori and 5% as Other.</p>	<p>Not Achieved</p> <p>14.9% identified as Māori, Asian or Other.</p> <p>For the 2020/21 Annual Plan consultation: 241 submitters indicated their ethnicity. The majority of those submitters identified as NZ European (85.1%), followed by Māori (8.7%), Other (5%) and Asian (1.2%). No submitters identified as Pasifika.</p>	<p>For the 2021-31 Long Term Plan consultation: 155 submitters indicated their ethnicity. The majority of those submitters identified as NZ European (82.6%), followed by Māori (5.8%), Other (10.3%) and Pasifika (1.3%). No submitters identified as Asian.</p> <p>The number of submitters identifying as NZ European aligns with Masterton's demographic profile (84.7%), but other ethnic groups are under-represented: Māori are 21.3% of our population, Pasifika 4% and Asian 3.9% (Census, 2018).</p>
	Increase in the percentage of respondents aged under 50 (baseline 9%).	36.1% were aged under 50.	Achieved	<p>N/A - consultation was not undertaken on the 2019-20 Annual Plan</p> <p>For the 2016/17 Annual Plan (the baseline for this measure): 9% were aged under 50.</p> <p>55% were aged 65+; 36% were aged 51-65; 7% were aged 36-50 and 2% were aged under 35.</p>	<p>Achieved</p> <p>42.4% were aged 44 or under and 17.8% were aged 45-54.</p> <p>For the 2020/21 Annual Plan consultation: 241 submitters indicated their age: 42.4% were aged 44 or under 17.8% were aged 45-54; and 39.9% were aged 55+.</p> <p>The age brackets did not align with the measure so we cannot report exact figures for under 50s, but the results do show that there has been an increase in the proportion of younger submitters.</p>	For the 2021-31 Long Term Plan consultation: 158 submitters indicated their age. 36.1% were aged under 50; 28.5% were aged 50-64 and 35.4% were aged 65+.

To:	Audit and Risk Committee
From:	Julie Wallace, Senior Advisor, Health and Safety Peter Rickman, HR Consultant
Endorsed by:	David Hopman, Acting Chief Executive
Date:	18 August 2021
Subject:	Health and Safety Quarterly Report
FOR INFORMATION	
Recommendation:	
The Audit and Risk Committee notes the content and receives the Health and Safety Report for the fourth quarter (1 April 2021 to 30 June 2021).	

PURPOSE

Under the Health and Safety at Work Act 2015, all elected members are deemed 'officers' and must exercise a duty of due diligence in relation to health and safety.

These quarterly reports provide information to assist elected members to carry out that role.

EXECUTIVE SUMMARY

Work continues as normal in the knowledge that extra awareness is necessary owing to the continuing presence of Covid 19. There has been little change to all aspects of the report owing to the departure of the People and Capability Manager, the Senior Human Resource Advisor, and the Senior Advisor, Health and Safety.

KEY UPDATES FOR THE QUARTER**Covid Vaccinations**

With the rollout of Covid Vaccinations in New Zealand, work was done with South Wairarapa District Council and Carterton District Council to assess whether any Council roles were at a higher risk of contracting Covid, with the potential of infecting others. This exercise identified no roles that were at additional risk of contracting Covid. The exercise also identified roles which were required to provide essential services throughout Covid alert levels, and who were required to assist with the running of the EOC.



The need to provide essential services, both on a day-to-day basis and through all alert levels, highlighted the importance of staff getting vaccinated.




Remote, isolated, lone workers

Work was done with Managers and the Health and Safety Committee to identify staff who work alone or in remote, isolated locations to see what risks they encounter, what controls we currently have in place, and what additional controls need to be put in place to keep our people safe when they are out serving our community. A solution for monitoring and communication remotely, currently being trialled by the Environmental Services team, in order to assess the needs of all teams more accurately, and assess the effectiveness of this solution, prior to rolling it out across Council.

DUE DILIGENCE SUMMARY

There has been no change to the traffic light reporting below 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 SLT meeting. Currently, requests and issues from the H&S committee are escalated via rotating SLT rep. Each SLT 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	<p>Top organisational risks continue to be reviewed and assessed with each work group to identify specific work group risks (ongoing). The hazard & risk register is being updated as we work on these with each work group.</p> <p>Our Health and Safety Committee have continued to undertake worksite safety inspections of current sites, and are assessing new and temporary sites for risks, with actions for Managers to address any issues.</p>	

	Objectives	Status	Rating
Resource	Ensure the person running the Council has appropriate resources and processes to manage risks to health and safety	<p>The Senior Advisor, H&S has resigned from Council. Once a new People and Capability Manager has commenced their role, a replacement will be considered.</p> <p>Action items are addressed on a priority basis.</p> <p>The current Health and Safety reporting system is scheduled for update to meet the requirements of the organisation. We are working with our current provider, Working Wise, on upgrades to our GOSH reporting system, with the project scheduled to commence when there has been an appointment of a People and Capability Manager.</p>	
Monitor	Ensure there are appropriate reporting and investigation processes in place	<p>The H&S system ensures work group managers are in copy of and act in conjunction with the People and Capability team.</p> <p>We are upskilling our people leaders and the Health and Safety Committee to ensure that Investigations are completed for all reported incidents, accidents and near misses.</p> <p>We have developed a H&S Incident Investigation handbook, and report to compliment the training and assist in undertaking incident investigations.</p>	
Comply	Ensure the Council has and implements processes for complying with duties under the HSWA Act 2015	<p>Processes are being reviewed across all work groups in consultation with H&S Committee and subject matter experts.</p> <p>The ongoing message to staff and managers is that 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.</p>	

TOP HEALTH AND SAFETY RISKS ORGANISATION-WIDE

Description of risk	Controls and reduction measures	Update
<p>COVID-19</p> <p>Global pandemic</p> <p>Public health risk</p>	<ul style="list-style-type: none"> • Workplace H&S plans • Hygiene protocols • Contact tracing 	<p>MDC continues to support and encourage contact tracing. H&S Discussions at SLT are focused on the need to remain vigilant and the need to be prepared for potential community transmission in future.</p> <p>MDC Covid plans, and Workplace plans have been reviewed and updated.</p> <p>A risk matrix has been developed to assist in identifying roles where Covid vaccination would be required. That matrix does not identify any staff member who would require a Covid vaccine in the current Alert Level in order to continue their role.</p> <p>Due to a surplus, Council staff were offered Covid Vaccinations ahead of schedule.</p>
<p>Vehicles, Roads, Driving</p> <p>(1) Driver risk factors</p> <p>(2) Journey risk factors</p> <p>(3) Vehicle risk factors</p> <p>(4) Working with/near vehicles risk factors.</p>	<ul style="list-style-type: none"> • Driver training • Fleet maintenance • Hazard identification 	<p>The updated RT base unit has been installed in Waiata House (vehicles have RT units), but support is required to work through some technical issues. Training has yet to be delivered, and we are working with Teletronics on training design and delivery.</p> <p>Driver training options are currently being explored.</p>
<p>Interacting with customers</p> <p>Violence, mental health issues, conflict</p>	<ul style="list-style-type: none"> • De-escalation training • Personal safety training • Leadership support for staff 	<p>Aggressive and/ or abusive customer events continue to be reported.</p> <p>Each specific incident continues to be investigated by the department manager and procedures updated, and training provided where appropriate.</p> <p>Extensive training for personal safety and conflict de-escalation took place in September 2020. There are plans to provide the same training by a different provider again so it</p>

Description of risk	Controls and reduction measures	Update
		<p>so it provides a different approach, and the content doesn't risk becoming stale.</p> <p>Free mental health training funded by the Ministry of Health was offered, and some staff in customer facing roles have yet to undertake this training.</p>
<p>Stressors</p> <p>Fatigue (physical & mental), time pressure, bullying, harassment, mental health</p>	<ul style="list-style-type: none"> • Employee Assistance Programme (EAP) • Leadership support • Staff engagement 	<p>MDC's Employee assistance programme (EAP) provider Vitae proactive services continues. People leaders communicate the opportunity to for any staff to contact Vitae to speak to counsellors.</p> <p>MDC has developed a flexible working policy to support staff and their work/ life balance. This is yet to be approved.</p> <p>Wellbeing programme continues to be developed.</p>
<p>Personal safety</p> <p>Knowing where people are, that they are accounted for, tracking when out of the office for safety purposes, after hours, working alone</p>	<ul style="list-style-type: none"> • Sign in/ out kiosks • Lone worker tracking system review • MiCollab / Outlook • Regular communication in teams • Personal safety training 	<p>Each work group has their own system, given that their circumstances vary (e.g. call outs for animal control). Options for lone/remote worker tracking systems are still being explored and a pilot proposed for Environmental Health.</p>
<p>Contractor Management</p>	<p>Regular communication between contractors and MDC relationship managers</p>	<p>Contractors need to satisfy us they have robust H&S systems in place.</p> <p>Work has commenced to audit contractor compliance and provide support as required.</p>
<p>Consultation, cooperation, coordination and monitoring</p>	<ul style="list-style-type: none"> • Quarterly/ annual reporting 	<p>Our contractor process and forms have been redesigned for rollout to staff and Contractors. A video is being produced to assist with technical role inductions.</p>

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Lag indicators

These indicators measure our performance in the form of past statistics.

All incidents that have been notified via the H&S system are reviewed by the appropriate manager as well as the H&S Committee, who must be satisfied that appropriate action has been taken to reduce the likelihood of future incidents.

Incident type	Q1 Sept 20	Q2 Jan 21	Q3 March 21	Q4 June 21
Serious Harm / Lost time injury	0	0	0	0
Medical Treatment Injury (beyond First Aid)	0	3	0	2

Both accidents are work related and resulted in an injury to the staff member's back in one case and in the other an existing knee injury was aggravated. Both visited their medical professional with one being referred directly to a Physiotherapist and the other to ACC.

Lead indicators

Lead indicators are proactive in nature and look at regular activity carried out to prevent accidents, injuries and/or incidents and control risk.

Lead Indicators	
H&S committee meetings	Meetings continue to be held every six weeks. As a result of H&S Committee members completing a questionnaire about how the H&S Committee meetings/role could be improved, the focus of the agenda continues to shift to bring a more pro-active focus to items such as the review of
Lead Indicators	
	incidents, accidents, hazards, risks, and updates on action items. Part of this is developing a charter for the committee. Resignations in the People and Capability team have required the appointment of a new Chair to the Committee. The Hood Safety Group continue to meet with actions feeding to MDC as appropriate.

<p>H&S training</p>	<p>First Aid training: several staff members have been signed up for refresher first aid training, or for their initial first aid certificate training.</p> <p>The H&S Committee is looking at getting all members trained to a minimum of H&S rep training Level 2.</p>		
<p>Staff awareness/communication</p>	<p>Training sessions have built awareness across the organisation of the importance of everyone's role in H&S.</p> <p>Q2 Behaviour / Culture Workshops have built an awareness of appropriate and inappropriate behaviours and the bullying policy and procedures. People Leaders are being upskilled in championing a good working culture and managing issues.</p>		
<p>Staff inductions</p>	<p>All new staff have been inducted following our established H&S induction process.</p> <p>The Health and Safety Committee will be conducting the generic H&S inductions with new staff.</p>		
<p>Wellbeing initiatives</p>	<p>Employee Assistance Program (EAP) contracted onsite visits continue to occur, with the representative ensuring coverage of MDC workplaces.</p> <p>Work is underway on a structured, branded Wellbeing Program.</p>		
<p>Good catch: A good catch is action oriented; staff recognise a situation or condition with potential to cause an incident but didn't because of corrective action and/or timely intervention by the employee.</p>	<p>All incidents notified via the H&S system are reviewed by the appropriate manager who must be satisfied that appropriate action has been taken to reduce the likelihood of future incidents.</p>		
<p>Near miss Event not causing harm, but potential to.</p>	<p>All incidents notified via the H&S system are reviewed by the appropriate manager who must be satisfied that appropriate action has been taken to reduce the likelihood of future incidents.</p>		
<p>Good catch summary</p>			
<p>Q1 Sept 20</p>	<p>Q2 Jan 21</p>	<p>Q3 March 21</p>	<p>Q4 June 21</p>
<p>0</p>	<p>2</p>	<p>0</p>	<p>0</p>

WELLBEING

Our Values

People leaders have run workshops across all of Council to get all staffs feedback into a refresh of our organisational values. This is still ongoing.

SUPPORTING INFORMATION

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, so 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 the work we do.

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.

Treaty Considerations/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.

To:	Audit and Risk Committee
From:	David Paris, Manager Finance
Endorsed by:	David Hopman, Acting Chief Executive
Date:	18 August 2021
Subject:	Treasury Management Report
FOR INFORMATION	
Recommendation:	That the Committee receives the Treasury Management Report as at 30 June 2021 (Report 148/21).

Investments & Borrowing Report to 30 June 2021

Purpose

The purpose of this report is to provide Council with detailed information on 30 June 2021 position with respect to the Councils investments and debt.

Executive Summary

At 30 June 2021 the Council had \$26.31 million (last year \$23.84 million) of investment funds held in a range of financial instruments. Some \$5.4 million of that is working funds that are held in call accounts and on short term deposits. \$9.02 million is held in sovereign and high-grade bond funds (managed by ANZ Investments Ltd). Of the balance of \$11.9 million, 93% is invested in term deposits.

The Bond Fund investments produced a negative return of -1.5% for the year after interest rate markets moved higher and the bond portfolio value decreased. Average interest earnings on the term deposits was 1.53%.

External term debt was \$48.5 million at 30 June 2021. During the year \$7.0 million was repaid and \$4.4 million was added. No new debt has been needed to fund the capital works programme, as the value of the programme was below the level where taking out a new bond was necessary. Internal loan funding has been used instead. The Council's debt portfolio is managed within policy limits and as at 30 June 2021 all indicators show compliance with the policy.

The following pages provide detailed information of the investments, investment returns, debt and the costs of that debt versus the Plan and policy limits.

Investments Report

For the Year to 30th June 2021

The table below reports the changes in the balance of investment funds held by the Council and the return that has been achieved on those funds. The following page lists in detail the investments by type.

Investment Funds	Internally Managed Investments	ANZ Investments Fixed Interest Bond Funds
(excluding internal loans, shares and working funds on deposit)		
Opening Balance as at 1 July 2020	5,989,534	9,159,786
Gross Interest to 30 June 2021	136,814	
Bond funds interest income		197,477 2.15%
Unrealised gains/(losses)		(335,708)
Net Investment Income to 30 June 2021	136,814 1.53%	(138,231) -1.48%
Capital additions/(withdrawals)/(transfers)	5,765,816	-
Balance as at 30th June 2021*	\$ 11,892,164	\$ 9,021,556
Working funds (short term deposits and call a/c)	5,400,000	
Total funds invested (managed internally)	\$ 17,292,164	
Total funds invested (incl externally managed)	\$ 26,313,720	
	Funds management fees	(22,850) -0.25%
	% return on funds over 12 mths	-1.73%
		after fees
	Market Index for 12 mths to 30 June 2021	-2.02%

Investment Returns Commentary

Only one corporate bond (Fonterra) continues to be held directly by the Council. Bank term deposits have been the principal means of gaining a return on the approx \$11.0m of funds held and managed internally. These investment funds returned 1.53% while 'working' funds on call were only achieving 0.25% returns.

The ANZ-managed investment is in two bond funds - the Sovereign Bond Fund and High Grade Bond Fund. Bond market yields stayed at very low levels through most of the year. Interest returns were 2.15%, but forward projections of an upward move in interest rates, the existing portfolio lost value. The fund still managed to out-perf the market index. Mark-to-market returns from these investments were -1.73% for the year (after fees). That is better than the market index return of -2.02%

Investment Policy Compliance

The policy compliance information below refers to the investment and working funds managed in-house.

	<u>Policy (% of internal portfolio)</u>		as at 30 June 21
LGFA bonds	<35%	Met	4.6%
Bank deposits	0 - 100%	Met	81.3%
Total deposits no more than \$6m with any one bank		No met	WPC = \$7.4m
Corporate & Bank Bonds	<35%	Met	0.3%
Corporate Bonds rated BBB	no more than 5%	Met	0.3%
	no more than \$0.5m with single issuer	Met	
	no bonds less than BBB	Met	
Externally managed funds	< \$12m	Met	\$9.02m
Wairarapa Building Society (WBS)	< 15%	Met	13.9%
WBS	no more than \$2.5m	Met	\$ 2.4m

The following page provides detail of all of the financial assets held by the Council as at 30 June 2021

INVESTMENTS HELD

DATE: 30 June 2021

DISTRICT FUND INVESTMENTS

Short Term Bank Deposits

	\$	Yield/ Interest Rate	Remaining Term	Original Term
Westpac	2,000,000	0.00%	call	<3mths
ANZ - call a/c	700,000	0.25%	call	<3mths
ANZ deposit (call rate)	2,500,000	0.25%	call	28 days
WBS - Wainuioru Water Supply	200,000	1.95%	35 days	12 mths
Total District Fund Investments	\$ 5,400,000			

SPECIAL FUNDS INVESTMENTS

Short Term Bank Deposits

WBS - term deposit	1,200,000	1.15%	348 days	12 mths
WBS - term deposit	1,000,000	1.25%	139 days	12 mths
Westpac - term deposit	2,400,000	1.00%	201 days	292 days
Westpac - term deposit	3,000,000	1.00%	195 days	274 days
ASB - term deposit	2,000,000	0.95%	111 days	182 days
ASB - term deposit	450,000	0.85%	227 days	12 mths
ASB - term deposit	1,000,000	1.05%	232 days	12 mths
	\$ 11,050,000			

Corporate Bonds (market value)

	Instrument Credit Rating			
Fonterra (A-) perpetual bond	BBB	55,200	2.47%	perpetual
NZ LGFA Borrower notes	AA	786,964	0.69%	9.5 mths - 6.8 yrs
		\$ 842,164		

ANZ Investments - Fund Managers

(valued at market value)

		Performance	Market Index
High Grade Bond Fund	4,666,117	0.15%	-0.45%
Sovereign Bond Fund	4,355,439	-3.18%	-3.57%
	\$ 9,021,556	-1.48%	

Total Special Funds Investments

\$ 20,913,720 1.70% Average Yield

Shares

Civic Financial Services Ltd	\$ 122,141	No dividend
NZ LGFA (LG Funding Agency)	\$ 100,000	3.51%

Total Investments Under Management

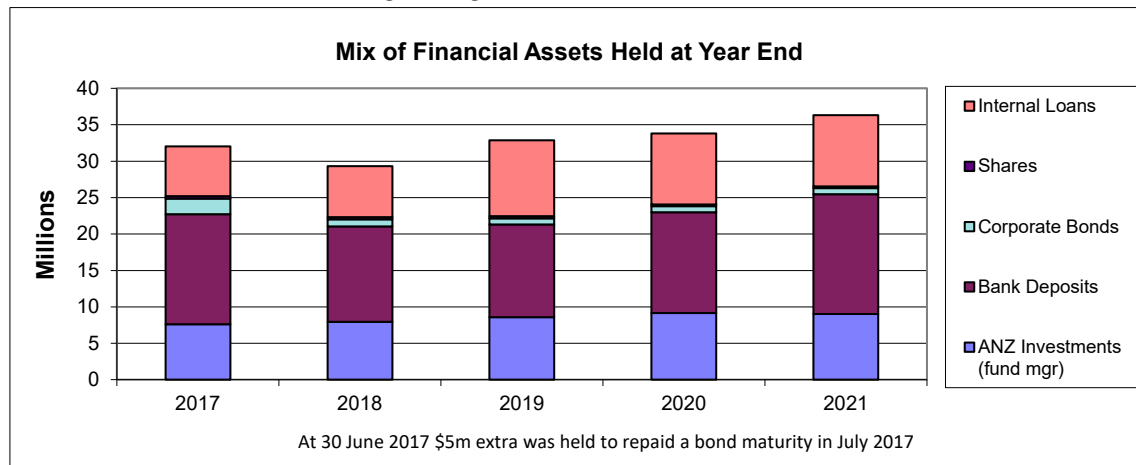
\$ 26,535,861 Average Interest Rate at 30/6/21
(excl internal) 1.70%

Internal Loans/Investments	(estimated)	\$ 9,773,390	2.14%
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Analysis of Investment Terms

All Funds (excl internal loans)			Funds managed by MDC			Policy	Within Policy
20%	5,400,000	Current (less than 3 months)*	5,400,000	31%	30% - 80%	yes	
42%	11,172,804	Short term (3 months to 1 Yr)	11,172,804	64%	20% - 70%	yes	
1%	201,664	Term (1 year - 3 years)	201,664	1%	0% - 50%	yes	
36%	9,539,252	Term (3 years plus)	517,696	3%	0% - 20%	yes	
1%	222,141	Shares	222,141	1%			
100%	26,535,861		17,514,305	100%			

*including working funds of \$2.6m



Loans/Borrowing Report

For the Year to 30th June 2021

The 2020/21 Annual Plan (LTP year 3) included new borrowing for capital projects of \$5.824m. This was expected to be externally sourced debt. Due to a number of those projects not progressing as expected, only \$0.88m loan funding has been needed and has been borrowed internally.

A \$7.0m LGFA bond maturity in Apr-21 was repaid on time. It was funded by \$4.4m that had been pre-drawn and held on deposit and \$2.6m of funding that was budgeted from revenue and applied to debt repayment.

A new floating rate bond of \$4.4m was drawn in Nov 2020, with a maturity in April 2028, at a margin of 0.765%

The 2020/21 Annual Plan forecast external debt at 30 June 2021 to be \$54.3m. Actual external debt is \$48.5m.

The Council has undrawn bank loan facilities with Westpac and ANZ of \$5m each and is a shareholder in, and borrower from, the NZ Local Government Funding Agency (NZ LGFA). Margins on the LGFA debt, above the 90 day bank bill rate, average 0.732% over 12 separate floating rate bonds.

Swap contracts with ANZ and Westpac are used to fix interest rates for terms of up to 6.5 years. This provides greater certainty of interest expense over the medium term - reduced risk of interest rate volatility impacting on Council's costs. Advice around the use of the various debt and interest rate hedging strategies is received from PwC. At 30th June 2021, 82% of the external debt was subject to fixed interest rates. By Dec 2021, that reduces to 75%.

The following table summarises the Council's external Debt/Borrowing at 30 June 2020 and 2021:

		30 June 2020	Bond Margin	30 June 2021
			above 90 day rate	
Wpac	Multi-Option Credit Line (\$5m MOCL)	-		-
ANZ	Cash Advance Facility (\$5m CAF)	-		-
NZ LGFA	LGFA stock - maturity May 2021	7,000,000	0.847%	-
	LGFA stock - maturity Apr 2022	8,000,000	0.637%	8,000,000
	LGFA stock - maturity Apr 2023	8,000,000	0.825%	8,000,000
	LGFA stock - maturity Apr 2024	5,100,000	0.726%	5,100,000
	LGFA stock - maturity Jul 2024	5,000,000	0.775%	5,000,000
	LGFA stock - maturity Apr 2025	4,000,000	0.780%	4,000,000
	LGFA stock - maturity Apr 2025	2,200,000	0.740%	2,200,000
	LGFA stock - maturity Jul 2025	5,000,000	0.808%	5,000,000
	LGFA stock - maturity Apr 2026	2,800,000	0.810%	2,800,000
	LGFA stock - maturity Apr 2027	4,000,000	0.655%	4,000,000
	LGFA stock - maturity Apr 2028		0.765%	4,400,000
	Total external debt	\$ 51,100,000	Ave 0.732%	\$ 48,500,000
	Total internal debt	\$ 9,759,390		\$ 9,773,390
		\$ 60,859,390		\$ 58,273,390

Cost of Debt Servicing		
	Interest expense (on external debt)	2,111,341
	Interest expense (on internal debt)	212,469
	Principal repayments (on external debt)	2,600,000
	Principal repayments (on internal debt)	717,725
		\$ 5,641,535

	Policy Max.	Actual*	Plan
Net External Debt to Operating Revenue*	150%	41.8%	77.9%
Net Interest expense as % of Rates Revenue	15%	5.4%	4.9%
Net Interest expense as % of Operating Revenue*	10%	3.3%	3.1%
Average Interest rate paid on external debt		4.0%	4.1%
Average return on funds invested		1.7%	3.2%

*Note: using estimated revenue figures

Interest rate risk position

Masterton District Council

Month

June 2021

1. Debt Forecast - LTP

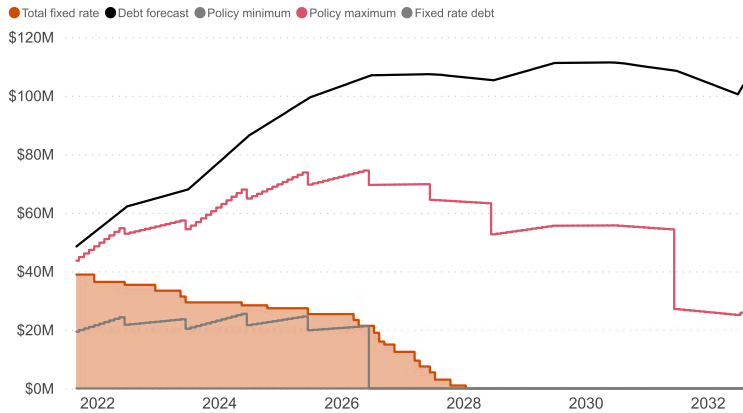
2. Debt Forecast - LTP ex. Water

3. Debt forecast - 80% LTP

Interest rate summary

#	Bucket	Min	Max	Actual
1	0 - 1	40%	90%	76%
2	1 - 12	40%	90%	70%
3	12 - 24	35%	85%	53%
4	24 - 36	30%	80%	39%
5	36 - 48	25%	75%	30%
6	48 - 60	20%	70%	24%
7	60 - 72	0%	65%	13%
8	72 - 84	0%	60%	1%
9	84 - 96	0%	50%	0%
10	96 - 108	0%	50%	0%
11	108 - 120	0%	50%	0%
12	120 - 132	0%	25%	0%
13	132 - 144	0%	25%	0%

Interest rate risk timeline



76%

Current fixed rate hedging

3.67%

Current WA fixed rate

\$36,900,000

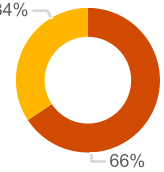
Total fixed rate instruments

4.32

WA term of fixed rate instruments (y...)

Derivative counterparties

- ANZ
- Westpac
- ASB



List of instruments

Instrument	Counterparty	Notional (\$)	Start date	Maturity date	Interest rate
Swap	Westpac	2,000,000	24 September 2012	22 September 2021	4.57%
Swap	ANZ	1,500,000	24 December 2012	24 December 2021	4.41%
Swap	Westpac	1,000,000	30 September 2015	30 December 2021	4.50%
Swap	ANZ	1,000,000	22 September 2019	22 June 2022	2.87%

Funding and liquidity risk position

Masterton District Council

Month

June 2021

Liquidity summary

110%

Liquidity ratio (liquid deposits)

110%

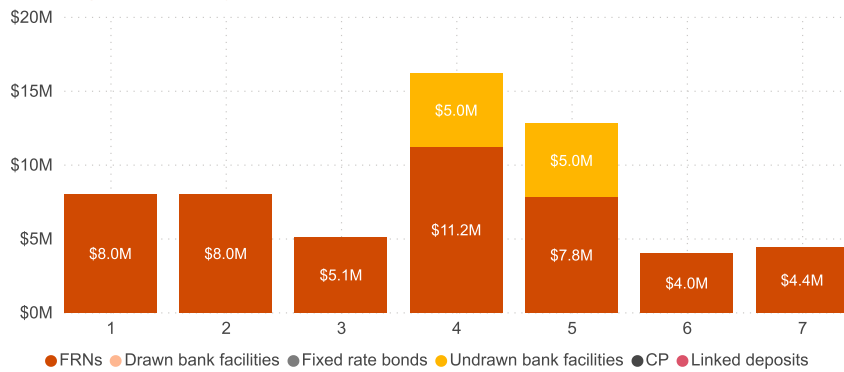
Liquidity ratio policy

LGFA liquidity summary

129%

Liquidity ratio (LGFA)

Funding and liquidity risk timeline



\$48,500,000

Gross external debt, less prefunding

\$10,000,000

Undrawn and unlinked bank facilities

\$0

Liquid assets

\$0

Linked deposits

3.31

WA term of debt (years)

Funding summary

Bucket (years)	Maturing in period (\$)	Policy	Actual
0 - 3	21,100,000	15% - 60%	36%
3 - 7	37,400,000	25% - 85%	64%
7 - 12	0	10% - 60%	0%
Total	58,500,000		100%

List of instruments

Instrument	Counterparty	Drawn (\$)	Limit (\$)	Maturity	Margin	Commitment fee	Interest
Floating Rate Note	LGFA	5,000,000	5,000,000	15 April 2022	0.70%		
Floating Rate Note	LGFA	3,000,000	3,000,000	15 May 2022	0.60%		
Floating Rate Note	LGFA	8,000,000	8,000,000	15 April 2023	0.80%		
Floating Rate Note	LGFA	4,000,000	4,000,000	15 April 2024	0.70%		
Floating Rate Note	LGFA	1,100,000	1,100,000	15 April 2024	0.74%		
Revolving Cash	ANZ	0	5,000,000	1 July 2024	1.20%	0.32%	

To:	Audit and Risk Committee
From:	David Paris, Manager Finance
Endorsed by:	David Hopman, Acting Chief Executive
Date:	18 August 2021
Subject:	Rates Receivable Report
FOR INFORMATION	
Recommendation:	That the Audit and Risk Committee receives the Rates Receivable Report (149/21) to 30 June 2021.

Purpose

The purpose of this report is to provide the Audit and Risk Committee with detailed information on 30 June 2021 position with respect to rates collection and arrears.

Executive Summary

67% of the Council's revenue is sourced from property rates. The Council also collects the Greater Wellington Regional Council's rates levied on Masterton District properties. In 2019/20 \$41.1 million was levied as rates. This includes GST, GWRC rates and penalties.

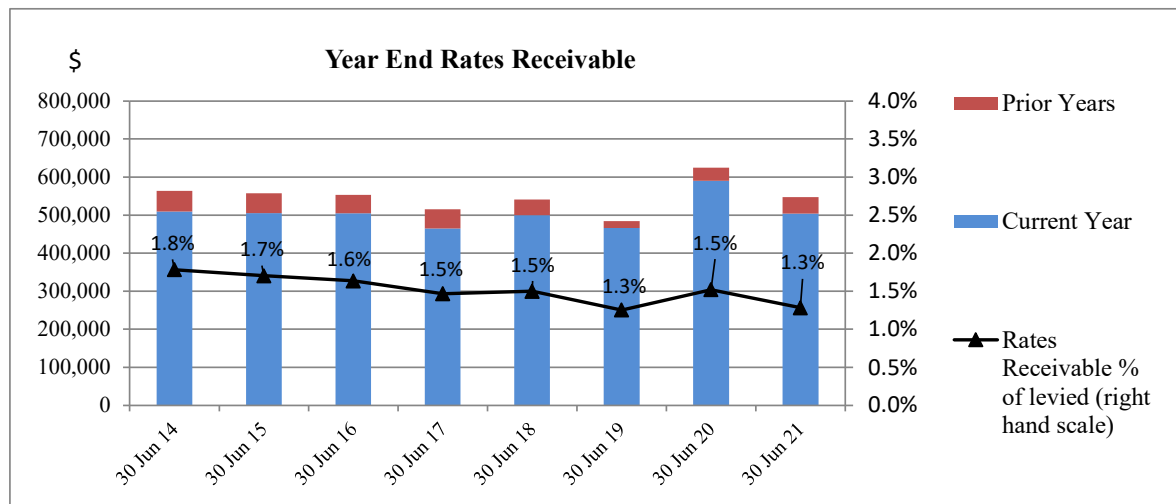
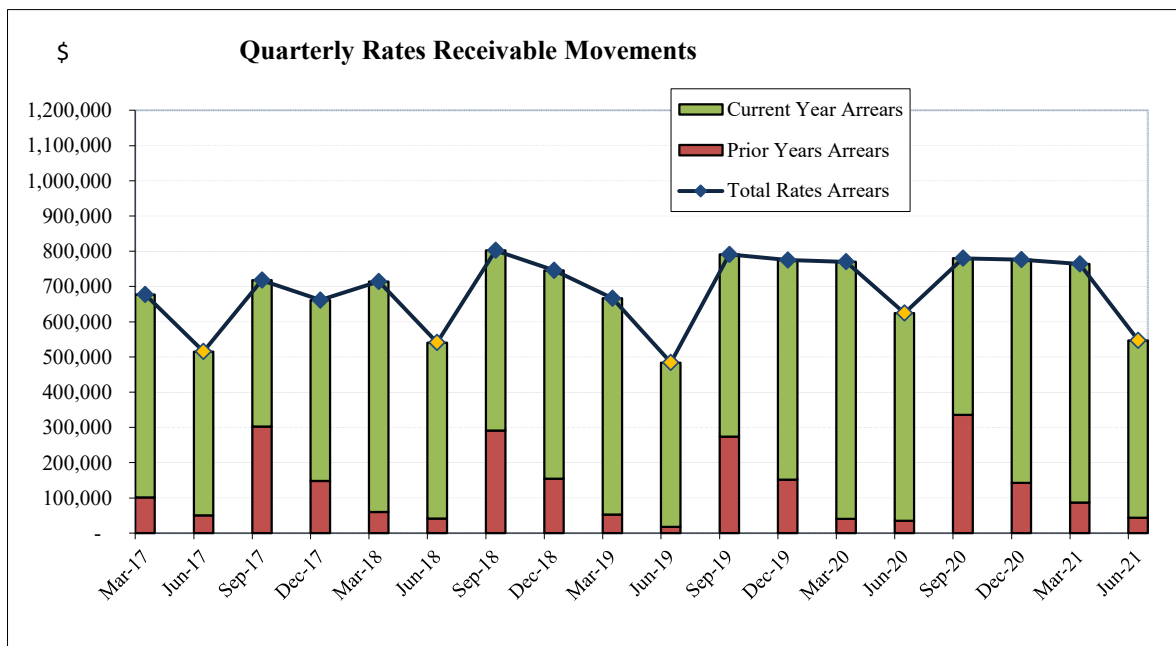
At the 30 June 2021 \$546,952 was unpaid. This is 1.3% of the value of rates levied, down from 1.5% a year ago, and back at the level achieved in 2019. The dollar value of arrears has decreased 12.4% from last year. The graphs show a very stable level of rates arrears over the last four years.

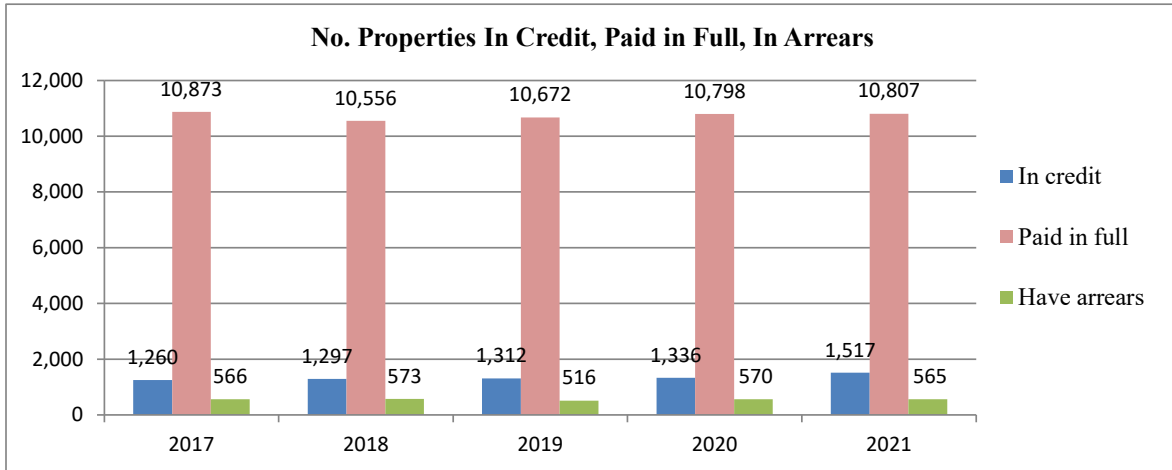
This reducing level of arrears is a positive result and reverses the increase in the prior year which was likely to have been the result of ratepayers taking advantage of the no penalty relief that the Council provided in the Covid-19 recovery phase. The number of properties with an overdue balance at the 30 June has still decreased increased from 570 last year (4.5% of properties) to 565 at 30 June 2021 (4.4% of properties).

Other information in the attached tables relates to the percentage of properties paying rates by Direct Debit, the number of properties receiving emailed rates notices and the number of ratepayers receiving the Government rates rebate (8.06% of all rateable properties).

Rates Receivable Report to 30 June 2021

	As At 30 June 2021	Target	As At 30 June 2020	
Gross Rates Levied (Incl GST, GWRC & penalties)	\$42,604,695		\$41,097,565	3.7%
Prior Years rate arrears unpaid	\$43,312		\$34,862	
Current Year rates unpaid	\$503,640		\$589,584	
Total Rates Receivable	\$546,952		\$624,446	
Rates receivable as % of levied	1.3%	<2%	1.5%	
% of current year rates instalments collected	98.8%	>97%	98.6%	
% of prior years rate arrears collected	93.1%	>90%	92.8%	
Value of rates paid in advance of current instalment	837,942		726,704	
Penalties charged (after penalty remissions)	149,294		167,040	
Rates remissions given (per policies)	(186,529)		(182,310)	





Over the last five years, the percentage of properties paid in full or in credit has stayed consistently around 95.5% Rates arrears value is 1.3% of total rates levied as at 30 June 2021 (including GST & GWRC rates).

By number, a total of 565 properties (4.4%) have upaid rates of \$10 or more (last year 570, 4.5%).

The average rates levied (including GWRC & GST) was \$3,305 (last year \$3,235) up 2.16% from 2019/20.

The average rate arrears is \$968 (last year \$1,096).

The annual sending of mortgagee demands for properties with arrears will be actioned next week - we hold back until after the 1st instalment due date. Legal processes are currently underway with 6 properties.

Arrears value	+\$7000	\$3001-\$7000	\$2001-\$3000	\$1001-\$2000	\$301-\$1000	\$ 10-\$300
No. of properties (2021)	5	30	56	87	153	234
No. of properties (2020)	7	29	56	111	175	192
No. of properties (2019)	2	20	52	91	158	195
Arrears value (2021)	\$43,411	\$125,072	\$138,889	\$121,521	\$93,552	\$24,286
Ave. arrears value (2021)	\$ 8,682	\$ 4,169	\$ 2,480	\$ 1,397	\$ 611	\$ 104
Ave. arrears value (last yr)	\$ 12,196	\$ 3,968	\$ 2,526	\$ 1,425	\$ 595	\$ 105
Trend in average arrears	-29%	5%	-2%	-2%	3%	-1%

Properties: 12,889 properties were rated in 2020/21. This is 185 more than the prior year (+1.5%)

Direct Debits: 6,121 ratepayers are paying their rates via direct debit which is 47.5% (last yr 46%)

Email Notices: 4,238 ratepayers are receiving emailed rates notices which is 32.9% (last yr 23%)

Rates Rebates: During 2020/21, 1,039 ratepayers applied and were eligible for rate rebates under the criteria established by the Dept of Internal Affairs.

A total of \$630,230 rates were paid by the Government on behalf of qualifying ratepayers.

The average rebate received was \$606.57 (last year \$593.22)

To:	Audit and Risk Committee
From:	David Paris, Manager Finance
Endorsed by:	David Hopman, Acting Chief Executive
Date:	18 August 2021
Subject:	Capital Expenditure Report 2020/21 (Draft)
FOR INFORMATION	
Recommendation:	
That Audit & Risk Committee receives the draft capital expenditure report and commentary for the 12 months to 30 June 2021.	

PURPOSE

To provide the Audit and Risk Committee with the draft report on capital expenditure projects for the financial year ended 30 June 2021.

EXECUTIVE SUMMARY

Staff are currently working on the reconciliation of the Council's financial performance and position for the year ended 30 June 2021, but at this stage these statements are not ready to bring to the Audit & Risk Committee, even in draft. However, the capital expenditure result can be reported on, in draft. The tables on the following pages provide a summary level and full detail of planned capital projects versus actual spend. Where there are significant variances from the planned expenditure, commentary has been provided.

A separate report is included on three projects that have received external funding. These are reported on separately in order to show the extent of spending to date and the carried forward funding.

Summary Statement of Capital Expenditure				
	Actual 12 Months \$000s	Plan 12 Months \$000s	Variance (over)/under \$000s	Comments
Roading	7,327	9,360	2,033	Masterton revamp \$1.4m project not progressed as planned, Gordon Street upgrade \$400k part completed, Essex St carpark part completed.
Water Services	1,968	4,150	2,182	Water meter install project \$0.5m spent of \$1.8m budget. Retic renewals \$1.1m spent of \$1.8m budget.
Wastewater Services	3,001	2,055	(946)	Sewer renewal contracts \$2.7m vs budget of \$1.3m due to contracts c/fwd from 2019/20 completed this year.
Stormwater Services	327	402	75	
Solid Waste Services	22	90	68	Landfill capping underspent
Parks, Reserves & Sportsfields	1,534	3,175	1,641	Skate park project underway but spent \$0.42m of \$1.35m budget, rec trails budget of \$250k, unspent of \$208k c/fwd for bridge, Memorial Park grandstand upgrade \$500k not able to be progressed.
Wellbeings (Amenities)	97	120	23	
Other Property	718	1,416	698	Various property projects partially completed, incl Civic facility design, cemetery extension and Bentley St asbestos removal .
Recreation Centre	198	280	82	
Housing for the Elderly	66	266	200	More work done redecorating, which is not capitalised, electrical & heat pump installs dependent on supplier availability.
Library & Archive	265	566	301	Provisions allowed for library upgrade designs and archive shelving were delayed, pending Civic facility decisions.
Airport	487	1,810	1,323	Provisions for runway development & lights have been on hold pending Hood Development Plan outcomes.
Regulatory Services	192	510	318	Animal shelter project stage 1 not progressed as quickly as expected, EM/CD radios upgrade not progressed.
Corporate Services	425	216	(209)	IT hardware upgrades, records management software upgrade and records digitisation project investment all required more funding than budgeted.
TOTAL COUNCIL	\$ 16,627	\$ 24,417	\$ 7,789	
% spent of full year Plan	68%			

CAPITAL EXPENDITURE STATEMENTS

CAPITAL EXPENDITURE	Actual	Plan	Variance	
Full Year to 30 June 2021	\$	\$	under/(over)	
Department / Project				Comments
Roading				
<u>Subsidised Roothing</u>				
Roothing renewals - rural	2,741,921	2,694,160	(47,761)	
Roothing renewals - urban	1,847,305	1,747,429	(99,876)	
Bridge renewals	12,707	-	(12,707)	
Footpath upgrading (incl reseals)	544,783	672,000	127,217	
Bridge - Waipoua river eastern bridge design	2,172	285,000	282,828	Deferred to 2021/22
Rural/Urban minor improvements	1,419,834	1,264,400	(155,434)	
Cycleways	4,080	70,000	65,920	
<u>Non- Subsidised Roothing</u>				
Car park seal renewals	241,649	407,206	165,557	Essex St, work in progress at 30 Jun
Under verandah lighting	192,767	180,000	(12,767)	
Gordon Street upgrade	1,152	400,000	398,848	Work underway, no claim to date
Millard Ave - design	12,914	50,000	37,086	
CBD Recycling Bins	-	10,000	10,000	
Masterton revamp	259,189	1,400,000	1,140,811	Masterton revamp project on hold
Neighbourhood projects - provision	-	120,000	120,000	No projects identified
Carpark Lighting - safety initiative	42,432	60,000	17,568	
Survey Equipment	4,163	-	(4,163)	
Total Roothing	7,327,069	9,360,195	2,033,126	

CAPITAL EXPENDITURE	Actual	Plan	Variance	
Full Year to 30 June 2021	\$	\$	under/(over)	
Department / Project				Comments
Water Services				
Water reticulation renewals	1,082,638	1,800,000	717,362	Contractor availability has delayed a number of contracts
Water connection replacements	65,749	50,000	(15,749)	
WTP equipment renewals	86,049	80,480	(5,569)	
Water meters - installation project	515,750	1,800,000	1,284,250	Meter rollout is 90% complete, budget allowed in 2021/22 to complete the more problematic properties.
Wainuioru water supply	10,629	50,000	39,371	
WTP - sludge handling upgrades	69,112	200,000	130,888	Low cost solution implemented
Castlepoint water supply upgrades	3,433	-	(3,433)	no budget
Opaki race consent renewal	-	50,000	50,000	No capital expenditure required
Emergency package plant	45,841	100,000	54,159	Partially completed
Millard Ave - design	1,050	20,000	18,950	
WTP - SCADA & electrical upgrades	74,745	-	(74,745)	3 waters stimulus project
Waipoua pump station upgrade	6,584	-	(6,584)	3 waters stimulus project
Nikau Heights Water storage upgrade	3,458	-	(3,458)	3 waters stimulus project
Bulk Tanker Water supply Terminal Construction	3,143	-	(3,143)	3 waters stimulus project
Total Water Services	1,968,180	4,150,480	2,182,300	
Wastewater Services				
Network Investigations	-	50,000	50,000	Spend above plan due to carried over contracts from last year
Wastewater renewals	2,680,218	1,300,000	(1,380,218)	
WWTP equipment	239,946	310,000	70,054	
Homebush farm - irrigation	11,360	300,000	288,640	Not progressed
Riversdale Beach - scheme renewals	39,392	70,000	30,608	
Castlepoint - scheme renewals	22,912	5,000	(17,912)	Pump renewals needed
Millard Ave - design	2,400	20,000	17,600	
Chapel St telemetry	5,168	-	(5,168)	
Total Wastewater Services	3,001,395	2,055,000	(946,395)	
Stormwater Services				
Stormwater renewals	315,819	330,000	14,181	Various project work completed
Stormwater consent	9,209	52,000	42,791	Not progressed as planned for
Urbanisation of Millard Ave	1,750	20,000	18,250	
Total Stormwater Services	326,778	402,000	75,222	
Solid Waste Services				
Landfill capping	-	40,420	40,420	No work undertaken, cleanfill continues to be deposited
Transfer station renewals	22,329	50,000	27,671	Further repairs to be done
Total Solid Waste Services	22,329	90,420	68,091	

CAPITAL EXPENDITURE	Actual	Plan	Variance	
Full Year to 30 June 2021	\$	\$	under/(over)	
Department / Project				Comments
Community Facilities/Activities				
<u>Parks, Reserves & Sports fields</u>				
Q E Park - renewal project	69,647	90,250	20,603	
Kidz Own Junior playground area	3,358	-	(3,358)	
Upgrade structures incl playgrounds	86,551	275,000	188,449	Waiting on completion of POSS work
Henley Lake - Buildings upgrades	170,569	140,000	(30,569)	Over-run on sewer upgrading contract
Henley Lake - consent & upgrading	29,591	80,000	50,409	
Recreation Trails	-	124,200	124,200	Allocation transferred to Waipoua bridge
Parks & Open spaces - signage	-	4,042	4,042	
Street trees additions & replacements	18,476	16,750	(1,726)	
Recreational trails - extensions	40,631	124,462	83,831	McJorow trail extension completed. Balance to bridge project
Percys Reserve up-grade	45,795	50,000	4,205	
Henley lake overflow carpark - regrass	32,918	30,000	(2,918)	
Castlepoint seawall handrails	43,518	30,000	(13,518)	
Memorial Park upgrades	59,445	500,000	440,555	Major refurb project has been delayed
Sports facilities building	307,921	250,000	(57,921)	Douglas Villa building upgrade over-run
Colin Pugh Sports Bowl	143,129	110,000	(33,129)	Building upgrade over-run
Mauriceville Domain	5,523	-	(5,523)	
Other Reserves	8,075	-	(8,075)	
Skatepark upgrade	421,136	1,350,000	928,864	Contractor started on site in May 2021
Waipoua Cycle & pedestrian bridge	47,053	-	(47,053)	Design work on Waipoua bridge - from trails budgets
	1,533,514	3,174,704	1,641,190	
<u>Conveniences</u>				
Public conveniences	11,053	20,000	8,947	
Castlepoint Toilet Upgrade	266,291	250,000	(16,291)	Complete. Payment of \$111K received from MBIE.
	277,344	270,000	(7,344)	
<u>Recreation Centre</u>				
Various renewals	198,101	280,000	81,899	
<u>Cemeteries</u>				
Cemetery Renewal & extension	58,080	268,900	210,820	Archer St ash berms completed
	58,080	268,900	210,820	

CAPITAL EXPENDITURE	Actual	Plan	Variance	
Full Year to 30 June 2021	\$	\$	under/(over)	
Department / Project				Comments
<u>District Building</u>				
Office equipment & systems	11,360	20,000	8,640	
Building upgrades	40,107	55,000	14,893	
Civic Centre - stage one design	112,348	250,000	137,652	Project became major part of LTP consultation
Queen street - leasehold improv.	-	15,000	15,000	Moved into 2021/22
Queen street - furn & fittings	2,109	7,000	4,891	
	165,924	347,000	181,076	
<u>Housing for the Elderly</u>				
Interior equipment renewals	17,384	70,000	52,616	Supplier availability - electrical & heat pumps
Window upgrades	-	50,000	50,000	
Replace/renew roofs Panama	6,678	51,050	44,372	
Upgrades and renewals	41,967	95,000	53,033	Delay on ventilation install
	66,029	266,050	200,021	
<u>Other Properties</u>				
Rental property upgrades	55,670	35,000	(20,670)	Refurbishment work over-ran budget
Earthquake Strengthening	40,606	50,000	9,394	
Rural halls upgrades	10,251	60,000	49,749	Rolled into 2021/22
Asbestos removal - provision	89,927	320,000	230,073	Not all work completed
Mawley Park - upgrades	12,323	65,000	52,677	Issues with electrical supplier availability
Rural Halls water treatment project	8,135	-	(8,135)	3 waters stimulus funding
	216,913	530,000	313,087	
<u>Library & Archive</u>				
Library - book stock renewals	203,071	180,000	(23,071)	
Library - computer & equipment replacement	24,136	45,750	21,614	
Library - renewal furniture/fittings	10,050	11,000	950	
Library - Building upgrade - design	11,152	204,500	193,348	Upgrade on hold, combine with Civic facility
Library - Learning Centre	14,501	-	(14,501)	Late landscaping costs not allowed for in budget
Archive - extension (incl. shelving)	2,279	125,000	122,721	Shelving extension on hold
	265,188	566,250	301,062	
<u>Airport</u>				
Airport - runway light replacement	-	150,000	150,000	Deferred - pending runway project
Airport - runway development	12,579	1,160,000	1,147,421	Deferred - pending runway project
Airport regulatory (fencing misc.)	33,603	80,000	46,397	
Hanger area expansion incl services	440,645	420,000	(20,645)	
	486,826	1,810,000	1,323,174	
TOTAL Community Facilities/Activities	3,267,919	7,512,904	4,244,985	

CAPITAL EXPENDITURE	Actual	Plan	Variance	
Full Year to 30 June 2021	\$	\$	under/(over)	
Department / Project				Comments
Wellbeings				
Economic Development & Promotion				
Christmas decorations	11,455	20,000	8,545	
Flag Trax	50,605	40,000	(10,605)	Flagtrax project
Security camera renewals	34,949	50,000	15,051	CCTV server upgraded
Street History Signage	-	10,000	10,000	Rolled forward to 2021/22
	97,009	120,000	22,991	
Community Development				
Youth Hub	9,295	-	(9,295)	budget in next year
	9,295	-	(9,295)	
Regulatory Services				
Animal Control - equipment	11,650	20,000	8,350	Dog poo bins
Animal Control - animal shelter (stage 1)	162,182	400,000	237,818	Slower progress than expected
Animal & Bylaws Signage	-	10,000	10,000	
Building Control - equipment	2,255	14,000	11,745	
EM/CD Radios upgrade	2,106	58,000	55,894	Dependent on WREMO decisions
Env. Health - equipment	10,536	8,000	(2,536)	
Parking meter replacements	2,838	-	(2,838)	
	191,567	510,000	318,433	
Corporate Services				
IT equipment replacement	146,688	90,000	(56,688)	Server replacement and more mobile devices than anticipated
Computer Programs/Software	12,000	-	(12,000)	New HR software
GIS - aerial photography	25,030	25,525	495	Project completed
Pool Vehicle replacement	72,582	100,000	27,418	Delays in delivery of 3rd vehicle
Digitisation equipment - back-capture project	110,691	-	(110,691)	Scanner hardware for digitisation project
Records mgmt & intranet system development	57,891	-	(57,891)	Investment in software & configuration - driver is compliance with Records Act
	424,883	215,525	(209,358)	
Total	\$16,636,424	\$24,416,524	\$7,780,100	

To:	Audit and Risk Committee
From:	David Paris, Manager Finance
Endorsed by:	David Hopman, Acting Chief Executive
Date:	18 August 2021
Subject:	External Project Funding
FOR INFORMATION	
Recommendation:	
That the Audit and Risk Committee receives the report and notes the information regarding the Council's externally funded projects.	

Purpose

The purpose of this report is to provide the Audit and Risk Committee with an update on three externally funded projects, including expenditure to date, funding confirmed, funding received to date and project timelines.

Executive Summary

The Council has had external funding confirmed for three major projects and this report will provide detail of each project's progress to date, including the funding received and the expected timing of expenditure. The projects are:

- 3 waters stimulus funding projects
- Hood Aerodrome upgrade and
- Skatepark upgrade

3 Waters Stimulus Funding (ex DIA)

The Council has been allocated \$4.4 million to be spent on a list of approved projects over the 18 month period ending 30 April 2022. The period included six months of the financial year to 30 June 2021, but none of the projects or income were allowed for in the current 2020/21 Annual Plan.

The Council has received the first half (\$2,200,000) of the 3 Waters stimulus funding. As per the report on the following page, Council has spent \$279,564 to 30 June 2021. The initial expectation was that a total of \$515,000 would have been able to be spent by 30 June 2021. Some work has been rescheduled to summer months, there have been delays in procuring resources and designing of some components of the work. Despite this, staff forecast that Council remains on track to spend the funds on the approved projects. There is currently \$2.5m of contracted work signed up and the balance of \$1.6m is in various stages of procurement processes.

The LTP (year 1) included an estimate of the programme of work, but has since been revised based on the actual spending to 30 June 2021. The unspent portion of the stimulus funding (\$1.92m) will be carried forward in the balance sheet (as a cash asset and a matching liability - income in advance).

The table below shows the list of projects, the funds spent to 30 June 2021 vs the original proposal, the LTP Year 1 and the revised projection for expending the funds by 30 April 2022.

3 Waters Stimulus Funding - Projects	Indicative				Comments
	YTD	Spend	LTP	Revised Project	
Activity / Project	\$ 30 June 2021	\$ 2020/21	Year 1 2021-22	2021-22	
External funding of \$4.4 million, with approved project list below					
Urban Water Supply					
Wairarapa eng lifelines investigation		60,000		60,000	underway
Professional Services	30,000	30,000	-	0	completed
Water intake - syphon bridge painting	64,360	80,000	60,000	75,640	done, balance to be reallocated
Water reticulation - Nikau Heights storage	3,458	-	796,500	796,542	in progress
Water reticulation renewals	-	-	600,000	600,000	in contract
WTP SCADA & electrical upgrades	83,895	-	60,000	36,105	done, balance to be reallocated
Water Intake improvements - fish inlet	-	-	70,000	70,000	in progress
Bulk Tanker water terminal construction	3,143	-	82,000	81,857	investigating
Urban Wastewater					
Sewer lateral renewals	81,947	-	500,000	418,053	in contract
Homebush generator upgrade	-	45,000	45,000	45,000	switched to sewer I/I investigation
Homebush aerators upgrade	-	-	450,000	450,000	ordered
Stormwater					
Stormwater	-	100,000	100,000	200,000	scheduled for this summer
Rural Water Supplies					
Wainuioru water supply - treatment upgrade	-	100,000	680,000	780,000	scope to be confirmed this month
Rural Halls - water treatment	8,135	-	120,000	111,865	design to be linked to below
Mauriceville Village water supply	4,626	100,000	300,000	395,374	Underway, design being progressed
	\$ 279,564	\$ 515,000	\$ 3,863,500	\$ 4,120,436	
	E	A	C	D	
		A+C	\$ 4,378,500		
		D+E	\$ 4,400,000	\$ -	

Hood Aerodrome (PGF funding)

The Council was successful in securing a Provincial Growth Fund subsidy for a project to upgrade Hood Aerodrome. Broadly the subsidy is \$10m over five years, and dependent on Council's own investment of \$7m over that same timeframe. There are several stages identified and funding is not released for the next stage if the previous stage has not been completed.

An initial project commencement payment of \$500,870 (excl GST) has been received.

The table below shows a spend of \$486,826 in the year to 30 June 2021. We intend using \$386,826 of the PGF funding and \$100,000 from reserve funds. Some \$114,044 of PGF funding will be carried forward as income in advance.

The Long Term Plan included an updated project programme of expenditure and funding. That programme is included in the table below.

Hood Aerodrome redevelopment	Actual	Annual Plan	LTP	Revised
	\$	\$	Year 1	Year 1
	30 June 2021	2020/21	2021-22	2021-22
External funding approved = \$10m over five years				
Council funding = \$7m over five years				
Project Spend				
Professional services, internal project mgmt	119,449	160,000	200,000	200,000
Infrastructure services	182,056	420,000	260,000	260,000
Security fencing & roading	69,943	80,000	39,000	39,000
Plant & equipment	11,286	-	15,000	15,000
Runway lighting	-	150,000	-	-
Airport development - stage 1	112,132	1,000,000	3,109,750	3,109,750
Airport development - stage 2	-	-	3,249,723	3,249,723
	\$ 486,826	\$ 1,810,000	\$ 6,873,473	\$ 6,673,473
Funding				
PGF grant (\$500,870 received to date)	386,826	1,115,000	3,399,563	3,399,563
Loan	-	420,000	3,419,990	3,419,990
Reserves	100,000	275,000	54,000	54,000
	\$ 486,826	\$ 1,810,000	\$ 6,873,553	\$ 6,873,553

Masterton Skatepark

The skatepark project was granted \$1.3m (plus GST) from MBIE's Provincial Development Unit (PDU) in October 2020. The Council had a provision in its 2020/21 Annual Plan to spend \$1.35m on the project, with \$0.675m of that assumed to be sourced externally. The project costs have been revised as it has been developed in conjunction with community consultation.

A contract for the construction of the upgraded skatepark has been let and the project budget for the original scope remains at \$1.35m. Construction was scheduled to start in May 2021, with completion targeted before Christmas. A project commencement payment of \$577,028 has been received and PDU funding will be paid in instalments in Sept, Dec and Feb subject to meeting accountability requirements.

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As at 30 June 2021, \$421,136 had been spent on the project, including one month contract claim. The Capital budget in the LTP anticipated more of the project expenditure in the year to 30 June 2021, hence the lower capital provision. The revised project cost is included in the right hand column.

The \$155,892 of PDU funds the Council is holding at 30 June will be carried forward in the balance sheet (cash asset and matching liability - income in advance).

Skate Park	YTD	Annual Plan	LTP	Revised
	\$	\$	Year 1	
	30 June 2021	2020/21	2021-22	2021-22
External funding approved = \$1.3m				
Prof Services	69,193	130,000	65,000	65,000
Lighting & street furniture	5,259	120,000	-	115,000
Construction & Design	346,684	1,100,000	900,000	700,000
Additional features (incl pump track)		-	-	450,000
	\$ 421,136	\$ 1,350,000	\$ 965,000	\$ 1,330,000
Funding				
Shovel ready grant (\$577,028 received to date)	121,136	675,000	965,000	1,178,864
Loan	-	375,000	-	
Reserves	300,000	300,000	-	151,136
	\$ 421,136	\$ 1,350,000	\$ 965,000	\$ 1,330,000

To:	Audit and Risk Committee
From:	David Paris, Manager Finance
Endorsed by:	David Hopman, Acting Chief Executive
Date:	18 August 2021
Subject:	INSURANCE UPDATE
FOR INFORMATION	
Recommendation:	
That the Audit & Risk Committee receives the report and notes the information regarding the Council's insurances.	

Purpose

The purpose of this report is to provide the Audit and Risk Committee with confirmation that all insurance cover has been renewed from 1 July 2021 and provide information about the cost increases of that insurance.

Executive Summary

The Council carries insurance cover to mitigate a number of risks to the assets and activities of the Council. This report follows on from the report to the May 2021 committee meeting with a summary of the costs of the main insurance policies.

Overall insurance premiums have increased 19% over the previous year. The graph on the following page shows those premium cost escalations. The reasons for the large increases are combinations of the following:

1. increasing premiums from insurers due to the increasing number of events and claims they are seeing
2. increasing asset values that we are insuring – we insure for replacement values (in most cases) and these values are increasing at much faster rates than general inflation
3. liability claims against Councils are increasing and insurers are increasing premiums as a result

Across the three policies included in the graph over the page, the premium cost has increased from \$713,750 to \$852,500. The percentage increases are listed on the graph. Increases of close to these levels were allowed for when preparing the Long Term Plan. These increases have been one of the factors in rates revenue increasing for the 2021/22 financial year.

