

MEETING
– AGENDA –

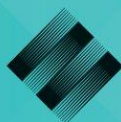
Ngā Take



**PERFORMANCE AND
MONITORING
COMMITTEE**

Komiti Whakahaere

PM21-6
Tuesday, 31 August 2021
Council Chambers
Barkes Corner, Tauranga
9.30am



Western Bay of Plenty
District Council

Performance and Monitoring Committee

Membership

Chairperson	Cr Don Thwaites
Deputy Chairperson	Cr Murray Grainger
Members	Cr Grant Dally Cr Mark Dean Cr James Denyer Cr Monique Gray Cr Anne Henry Cr Kevin Marsh Cr Margaret Murray-Benge Deputy Mayor John Scrimgeour Cr Allan Sole Mayor Garry Webber
Quorum	6
Frequency	Six weekly

Role:

- To monitor and review the progress of the Council's activities, projects and services.

Scope:

- To monitor the operational performance of Council's activities and services against approved levels of service.
- To monitor the effectiveness of Council, community and agency service agreements / contracts.
- To monitor the implementation of Council's strategies, plans, policies and projects as contained in the Long-Term Plan or Annual Plan.
- To monitor Community Service Contract performance, set service delivery requirements and receive annual reports from service delivery contractors.
- To review and monitor agreements between Tauranga City Council and Western Bay of Plenty District Council and recommend to the respective Councils any changes to agreements, as appropriate.
- To monitor performance against the Priority One approved contract.
- To monitor performance of Council Controlled Organisations (CCO's) against their Statement of Intent, including Tourism Bay of Plenty's Statement of Intent and make recommendations to Council on matters relating to CCO's.
- To monitor the on-going effectiveness of implemented joint projects, plans, strategies and policies with Tauranga City Council.
- To monitor performance against any Council approved joint contracts with Tauranga City Council and/or other entities.
- To monitor performance and outcomes relating to:
 - seal extensions and unsealed road maintenance
 - community halls and facilities.
- To report to Council financial outcomes and recommend any changes or variations to allocated budgets.

Power to Act:

- Subject to agreed budgets and approved levels of service, to make decisions to enable and enhance service delivery performance.

Power to Recommend:

- To make recommendations to Council and/or any Committee as it deems appropriate.

Power to sub-delegate:

The Committee may delegate any of its functions, duties or powers to a subcommittee, working group or other subordinate decision-making body, subject to the restrictions on its delegations and provided that any sub-delegation includes a statement of purpose and specification of task.

Notice is hereby given that an Performance and Monitoring Meeting will be held in the Council Chambers, Barks Corner, Tauranga on:
Tuesday, 31 August 2021 at 9.30am

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1 PRESENT**2 IN ATTENDANCE****3 APOLOGIES****4 CONSIDERATION OF LATE ITEMS****5 DECLARATIONS OF INTEREST**

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

6 PUBLIC EXCLUDED ITEMS**7 PUBLIC FORUM**

A period of up to 30 minutes is set aside for a public forum. Members of the public may attend to address the Board for up to five minutes on items that fall within the delegations of the Board provided the matters are not subject to legal proceedings, or to a process providing for the hearing of submissions. Speakers may be questioned through the Chairperson by members, but questions must be confined to obtaining information or clarification on matters raised by the speaker. The Chairperson has discretion in regard to time extensions.

Such presentations do not form part of the formal business of the meeting, a brief record will be kept of matters raised during any public forum section of the meeting with matters for action to be referred through the customer contact centre request system, while those requiring further investigation will be referred to the Chief Executive.

8 PRESENTATIONS

9 REPORTS

9.1 GROUP MANAGER FINANCE AND TECHNOLOGY SERVICES' REPORT

File Number: A4304610

Author: Kumaren Perumal, Group Manager Finance and Technology Services

Authoriser: John Holyoake, Chief Executive Officer

EXECUTIVE SUMMARY

The purpose of this report is to inform Elected Members on important issues relating to Council's finances.

RECOMMENDATION

That the Group Manager Finance and Technology Services' report dated 31 August 2021 titled 'Group Manager Finance and Technology Services' Report be received.

KEY FINANCIAL ISSUES AND KEY PERFORMANCE INDICATOR REPORTS (JUNE 2021)

The Finance team are currently progressing work on the 30 June 2021 Annual Report. An Audit and Risk Committee workshop has been scheduled early September 2021 to present the draft 30 June 2021 Annual Report. As a result of this commitment, there are no financial reports prepared for the 12 months ended 30 June 2021 for the Committee to consider.

TECHNOLOGY UPDATE

CIO Technology Update

Kerbside Waste Collection Service	Kerbside Waste Collection Service data, provided by 'Automated Integration' (API), is available on the kerbside collective website and includes up to the present collection day and what bins to put out using an address finder. Remaining tasks include publishing API to support exchange of data related to new/changed service connections and managing changes to collection routes/days.
Three Waters Collaboration Project	The Three Waters Collaboration Project is a collaboration between Tauranga City Council, Watercare and Western Bay of Plenty District Council to deliver Watercare's solution platform for the management of the lifecycle of the Three Waters assets. Cycle 2 development (meters/reporting/data migration) and asset financials, are in progress and due for completion by November 2021.
CRM (Datascap) Project	Implementation of Datacom's Datascap CRM module (customer record and service requests) as a pilot. The Project Initiation Document has been prepared and workshops are in progress during August 2021. Timeline for implementation is April 2022.
Account Payable Process Improvements	Automation of scanning invoices to the AP module has been complete. Improvements to the newly implemented process are progressing.

QUARTERLY PERFORMANCE REPORT (ATTACHMENT 1)

The quarterly scorecard performance report for the June 2021 quarter is attached.

ATTACHMENTS

- 1. June 2021 Performance Report**  

Attachment 1



Performance Report

Year ending 30 June 2021

Attachment 1

Results Summary

The following tables provide a high-level summary of Council’s financial and non-financial results for the year ending 30 June 2021.

Long Term Plan

Page	Activity	Non Financial	Financial	Activity Result
Leadership				
3	Representation			
5	Planning for the Future			
Building Communities				
7	Communities			
13	Recreation and Leisure			
17	Regulatory			
22	Stormwater			
24	Transportation			
26	Water Supply			
Protecting the Environment				
28	Natural Environment			
29	Waste Management			
Supporting our Economy				
34	Economic			

Corporate Plan

Page	Activity	Non Financial	Financial	Activity Result
Customer Care				
35	Customer Service			
36	Engagement & Communication			
Internal Processes				
37	Asset Management			
39	Key Business Processes			
43	Work Effectively with Others			
44	Risk Management			
Learning & Innovation				
45	Staff Knowledge and Skills			
47	Institutional Knowledge			
49	Work Environment			

Legend	MET	PARTIAL MET	NOT MET
Non Financial	90 – 100% met	75 – 89% met	0 – 74% met
Financial	Within -15% to 3%	Within -25% to 5%	<-25% or >5%

9.2 SCHEDULE OF PAYMENTS FOR THE MONTHS OF JUNE AND JULY 2021**File Number:** A4304054**Author:** Sarah Bedford, Financial Controller**Authoriser:** David Jensen, Finance Manager**EXECUTIVE SUMMARY**

The purpose of this report is for Elected Members to receive information on payments from ANZ Bank for the months of June and July 2021.

RECOMMENDATION

That the Financial Controller's report dated 31 August 2021 titled 'Schedule of Payments for the Months of June and July 2021' be received.

BACKGROUND

In accordance with the provisions of the legislation, the following payments were made during the months of June and July 2021. Computer printouts listing all the vouchers issued over the period will be available for inspection if required.

Payment Summary - June 2021	
Payment of Accounts	
Direct Credits and Cheques	\$9,212,866.15
Direct Debits (Salary Payments)	\$1,899,875.87
Direct Debits (other accounts)	\$57,584.66
Total	\$11,170,326.68

Payment Summary - July 2021	
Payment of Accounts	
Direct Credits and Cheques	\$13,745,765.82
Direct Debits (Salary Payments)	\$1,253,851.86
Direct Debits (other accounts)	\$289,258.94
Total	\$15,288,876.62

9.3 ESTABLISHMENT OF CCTV WORKING PARTY AND DELEGATIONS

File Number: A4303861

Author: Blaise Williams, Strategic Property Manager

Authoriser: Gary Allis, Deputy Chief Executive & Group Manager Infrastructure Services

EXECUTIVE SUMMARY

The purpose of this report is to establish a Closed Circuit Television Camera (CCTV) Working Party to review CCTV applications in terms of the CCTV Management Plan criteria and allocate annual funding.

RECOMMENDATION

1. That the Strategic Property Manager's report dated 31 August 2021 titled 'Establishment of CCTV Working Party and Delegations' be received.
2. That the report relates to an issue that is considered to be of low significance in terms of Council's Significance and Engagement Policy.
3. That it be recommended to Council:
 - a) That a CCTV Working Party be established comprising:
 - Katikati – Waihi Beach Ward 1 Councillor
 - Kaimai Ward 1 Councillor
 - Maketu – Te Puke Ward 1 Councillor
 - Strategic Property Manager 1 Staff Member
 - New Zealand Police 1 Representative
 - b) That the CCTV Working Party be Delegated Authority to:
 - Advertise for applications to install CCTV cameras
 - To evaluate the applications against the CCTV Management Plan Criteria
 - To allocate the annual funding.

And

 - c) That the following Councillors be appointed to the CCTV Working Party:
 - Katikati – Waihi Beach Ward _____
 - Kaimai Ward _____
 - Maketu – Te Puke Ward _____

BACKGROUND

Council has approved funding and a Management Plan for CCTV within the District.

The proposal is to establish a CCTV Working Party, with decision-making responsibility for approval of funding and location for CCTV. The alternative is for the decision to be made by either the Performance & Monitoring Committee or Council, based on a Working Party recommendation.

The proposal for the CCTV Working Party to make the allocation decisions is consistent with the process established for the Community Matching Fund Working Party.

Council has to approve the purchase of CCTV by Community Boards, when they fund the purchase costs and ongoing operational costs from their budget allocations.

It is therefore proposed that a Working Party, comprising of a Councillor from each Ward, the Strategic Property Manager and a member of New Zealand Police, be established, with final decision making delegated to the Working Party as they relate to funding and location of the CCTV's.

The implementation of the decisions will be managed by staff.

SIGNIFICANCE AND ENGAGEMENT

In terms of the Significance and Engagement Policy, the decision to appoint Councillors to a Working Party with decision-making powers is considered to be of low significance because CCTV has been specifically canvassed within the Long Term Plan (LTP) process and has received significant support from the public. The process is now to implement the agreed policy.

ENGAGEMENT, CONSULTATION AND COMMUNICATION

Interested/Affected Parties	Completed/Planned Engagement/Consultation/Communication	
Name of interested parties/groups	Council General Public	
Council	Towards the end of the year, the Performance and Monitoring Committee will receive a full report on the applications received for CCTV received and all decisions made.	
General Public	<p>The funding availability and application process will be advertised in the media through Council's usual communication channels.</p> <p>Both successful and unsuccessful applicants, through their nominated first contact person, will be advised of the outcomes in writing, within three weeks of the decisions being made.</p> <p>Community Board's will be advised of the outcomes in the next meeting round post decision making.</p>	
		Planned

STATUTORY COMPLIANCE

The recommendation(s) meets Council:

- Current Management Plan for CCTV;
- Legislative requirements/legal requirements;
- Current council plans/policies/bylaws and
- Regional/national policies/plans.

FUNDING/BUDGET IMPLICATIONS

Budget Funding Information	Relevant Detail
	<p>\$50,000 has been allocated for installation of CCTV for the 2021 financial year.</p> <p>In addition, Community Boards have the ability to allocate capital and operational expenditure for the installation of CCTV from their budgets, should they so choose.</p>

9.4 CIVIL DEFENCE EMERGENCY MANAGEMENT UPDATE

File Number: A4315249

Author: Kerrie Little, Operation Manager

Authoriser: Gary Allis, Deputy Chief Executive & Group Manager Infrastructure Services

EXECUTIVE SUMMARY

The purpose of this report is to provide the Performance and Monitoring Committee with an update on Civil Defence and Emergency Management matters.

RECOMMENDATION

That the Operations Manager's report dated 31 August 2021 titled 'Civil Defence Emergency Management Update' be received.

COMMUNITY EMPOWERMENT

Work has commenced on the review and update of Civil Defence Centres (CDCs) within the District.

With Ben Wilson coming on board in the Community Resilience Advisor role, he is actively engaging and/or supporting our Community Response Teams (CRTs). To date, Ben has met with the three Waihi Beach teams, Te Puke, Pukehina Beach, Katikati, Kauri Point, Ōmokoroa and two new potential CRTs in Otamarakau, and Rangiuuru. The next step with these teams will be training and exercises, to ensure the teams are confident in their roles in any emergency event.

Maketu Hauora have appointed Kiharoa Milroy to the role of 'Manu Taiko' Maketu Emergency Response Planner. In the absence of a Community Response Team and response plan – at present, it was suggested that new Emergency Response Planner might have a leading and co-ordinating role in the establishment and development of a local community response team and response plan. We will be working closely with Kiharoa to develop positive outcomes for the Maketu, and surrounding rural communities, in event of an emergency.

OPERATIONAL EXCELLENCE

We joined an estimated 300 emergency management practitioners and stakeholders at the National Emergency Management Conference 2021 - Hui Taumata o Te Uepū Whakahaere Haumarū, which was held at Te Papa Tongarewa in Wellington from 25 - 27 May 2021. A highlight of the conference was the Emergency Management Awards Dinner, which celebrated people, groups or organisations that have made significant contributions to emergency management in New Zealand and are deserving of recognition at a national level. Our own Western Zone 'Emergency Operations Centre' (EOC), Controllers, Eric Newman and Phillip Martelli, received recognition for their long and valued service to Civil Defence Emergency Management.

Our rosters remain full with plenty of interest from incoming staff, and existing staff continue to take training opportunities as they arise.

Recently we deployed Scott Parker (Operations) and Ben Wilson (Welfare) to assist in the West Coast flood emergency. This provided a huge help to the local Emergency Teams and enabled much valued training opportunities for our team.

ORGANISATIONAL EXCELLENCE

With Ben Wilson coming on board in April as our full time Community Resilience Advisor, the support we have been able to provide to our Communities, to build and strengthen community partnerships, has already been evident.

We are preparing to work with Emergency Management Bay of Plenty to develop a one-stop Emergency Management Website, where our ratepayers and community stakeholders can access all information that may be needed in the event of an emergency. The website will be interactive, will provide links to other important information, and will be accessed through the Emergency Management page on our website.

The 'Western Emergency Operations Centre' (WEOC), which was a joint Emergency Operations Centre (EOC) between Tauranga City Council (TCC) and Western Bay of Plenty District Council (WBOPDC), was disestablished on 30 June 2021. This has meant some adjustment for both parties, but we continue to work together and support each other, to achieve positive Emergency Management outcomes for our communities.

UNDERSTANDING AND MANAGING OUR HAZARD RISKS

While there are also some Bay of Plenty Regional Council (BOPRC) projects in progress, which directly affect us, e.g. mapping of liquefaction, tsunami, stability, flooding and coastal inundation, we have also been undertaking specific reviews in the District.

These include:

- WBOPDC is soon to release new flood maps (from extreme rainfall) for our rural areas and small settlements (i.e. those outside of Waihi Beach, Katikati, Ōmokoroa and Te Puke). These new flood maps will show the effects of climate change in these locations for the first time.
- WBOPDC has recently started reviewing the existing coastal erosion maps for Waihi Beach and Pukehina and preparing new coastal erosion maps for Matakana Island, rural areas of Tauranga Harbour, Maketu, Little Waihi and Otamarakau.

9.5 OPERATIONAL RISK REPORT AUGUST 2021

File Number: A4300618

Author: Tracy Harris, Executive Assistant

Authoriser: Gary Allis, Deputy Chief Executive & Group Manager Infrastructure Services

EXECUTIVE SUMMARY

The purpose of this report is to advise the Performance and Monitoring Committee about current items of operational risk, covering capital projects and operations.

If the risk outcome requires Committee or Council direction or approval, there will be a separate decision report for that item.

RECOMMENDATION

That the Executive Assistant Infrastructure Service's report dated 31 August 2021 titled 'Operational Risk Report August 2021' be received.

BACKGROUND

This report has been developed to provide a focus on operational risk and is separate to the risk items identified in reports to the Audit and Risk Committee.

The report does not cover the strategic and litigation risk that is reported to the Audit and Risk Committee.

The operational risk table has been developed to show:

- Project or activity;
- Brief description of the risk and why it has arisen;
- Type of risk (e.g. timing, financial, service delivery); and
- Traffic light system:

Green: Operational item, for information;

Orange: Potential to escalate, Council needs to be aware; and

Red: High risk, Council direction may be required.

Where items are significant or require further explanation, a PowerPoint presentation will be undertaken at the meeting. An update will be provided on current projects at the meeting.

TOPIC AND DESCRIPTION	RISK TYPE	RISK LEVEL
<p>Waihi Beach Wastewater</p> <p>The SAS treatment pond liner has failed due to damage caused by a mechanical failure. The liner had to be removed and needs to be replaced.</p> <p>A temporary plant has been built to allow wastewater from Waihi Beach to continue to be treated while repairs are made to the main pond.</p> <p>The insurers have accepted the claim and paid an initial \$500,000.</p> <p>The first claim has been submitted. The total value of the first claim is \$1.88M (excl. GST). A second claim will be submitted later this year.</p> <p>Tender for the design of the new plant will sent to preferred consultants in August. Construction of the new plant is not expected to commence until later in 2021.</p> <p>The temporary plant continues to operate well.</p>	<p>Environmental breach of consent conditions.</p> <p>Financial.</p>	
<p>Ōmokoroa to Tauranga Cycle trail</p> <p>The issue of pedestrian / cyclist conflicts and cyclist / vehicles at the entranceways on Borell Road and Snodgrass Road has been raised. A safety audit has been completed and remedial options being planned. User numbers on the trail are increasing.</p> <p>The initial improvements are in the design phase.</p> <p>Work to widen a 320mm long section of the path commenced in mid August. The remainder of the path requires design, which is underway.</p> <p>Council has applied to KiwiRail for permission to construct approximately 600m of new 2.5m wide path in rail corridor (between Treholme Lane and Paparoa Road). KiwiRail is currently processing a large quantity of applications, therefore approval is unlikely to be received for 8 - 10 weeks.</p>	<p>Public Reaction</p> <p>Safety</p> <p>Cost</p>	
<p>CIP and Three Waters Reform Projects</p> <p>There are a significant number of new projects for delivery over the next 8 months. Resourcing and consenting is a risk to delivery.</p> <p>Delivery is currently on track. \$2.0M of the \$6.9M work programme has been delivered. Construction will be underway on a large number of wastewater network extensions over the next eight months.</p>	<p>Contractor, consultant & staff resources</p> <p>Consenting & archaeological authority</p>	

<p>Te Puke Wastewater Treatment Plant</p> <p>The plant requires upgrading to meet the consent conditions and to increase capacity for Rangiuru Business Park and local growth. This is the first stage of a 2-stage project. Stage 1 is around \$20M and will be delivered over three years. A Request for Proposal (RFP) for design work is has been issued.</p> <p>The Request for Proposal (RFP) for the design work to the plant has been concluded and Matt MacDonald is the successful consultant. Their contract commenced on 10 May 2021.</p> <p>The design work has commenced. The first deliverable is the Basis of Design. This deliverable will be delayed by about one month due to key input data (quality sampling data; Rangiuru Business Park design flow data) not being available in time.</p> <p>The quality sampling has been done and data supplied to Mott MacDonald. The Basis of Design Report is expected in the next two weeks for review by WBOPDC.</p>	<p>Design Cost Upgrade Cost Physical Works Timing</p>	
<p>Kerbside Collection</p> <p>Kerbside Collection services commenced on 1 July 2021. After a bedding in period, calls and emails received have steadily declined.</p> <p>Some confusion with the application of 'Pay as you Throw' (PAYT) saw Kerbside Coaches following the trucks for the first month to remove incorrect tags and leave education tags in place.</p> <p>Missed delivery complaints were the highest contact type and are being forwarded to EnviroWaste after vetting, these also decreasing.</p> <p>Thirty Four residents have been approved for, and are receiving, assisted service. There has been a single 'put back service' request and 70 'request not to use' applications.</p> <p>Currently 17,704 service connections are in place. EnviroWaste received a further large order of bin sets on 9 August 2021.</p> <p>The delivery of three new trucks on 13 August meant the loan trucks could be replaced and the entire new fleet is in operation.</p> <p>An additional collection day on a Friday has been arranged for the Waihi Beach area during the summer period</p>	<p>Population Timing</p>	
<p>Seal Extension Programme</p> <p>There is a risk to the timing and delivery of the seal extension programme due to the Tangata Whenua feedback. This has affected the Mountain Road and Tirohanga Road delivery timing and costs.</p> <p>Correspondence has been sent to Mr R Rolleston advising him of the Council decision to proceed as planned with the Tirohanga Road Seal Extension. Some Island residents have delivered a petition requesting a Hui to consider seal extension works on the island.</p> <p>A Hui has not yet been arranged.</p> <p>The Mountain Road seal extension design and vegetation clearing methodology was reviewed due to concerns raised by the Iwi representatives who have expressed an interest in the project. The project has commenced with vegetation clearing and recovery but will be impacted by the end of the construction season.</p>	<p>Tangata Whenua Feedback Timing Capex expenditure not being met.</p>	

<p>The current seal extension programme will not be completed in the 2021 financial year as planned.</p> <p>A new programme based on the Councils seal extension policy (initially developed in 1997) has been developed with a draft presented at the 27 April 2021 meeting. This cannot be finalised until the Tirohanga Seal Extension is resolved.</p> <p>A meeting was scheduled in June 2021. A review of the seal extension policy commenced with a scoping workshop in June 2021.</p> <p>Another workshop, responding to Council direction from the June workshop, was held with the Performance and Monitoring committee in July 2021.</p> <p>Another workshop has been requested by the elected members to consider the seal extension investment options. There may be policy implications for the Seal Extension and Maori Roads policy depending on future direction from the elected members.</p>		
<p>Waka Kotahi Funding</p> <p>Waka Kotahi is not able to confirm their level of co-investment for the Low Cost Low Risk improvements funding until late August 2021. This will be approximately 4 months later than usual, two months after the new 3-year funding period has commenced and will affect delivery planning.</p> <p>The provision of funding for operations maintenance and renewals is lower the application.</p>	<p>Financial: O&M&R, Capex Levels of service</p>	

10 INFORMATION FOR RECEIPT**11 RESOLUTION TO EXCLUDE THE PUBLIC****RECOMMENDATION**

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

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

General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under section 48 for the passing of this resolution
11.1 - Council Contracts Awarded or Renegotiated for the months of June and July 2021	s7(2)(b)(ii) - the withholding of the information is necessary to 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 s7(2)(h) - the withholding of the information is necessary to enable Council to carry out, without prejudice or disadvantage, commercial activities	s48(1)(a)(i) - the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under section 6 or section 7
11.2 - Operational Risk Report August 2021 Confidential	s7(2)(h) - the withholding of the information is necessary to enable Council to carry out, without prejudice or disadvantage, commercial activities	s48(1)(a)(i) - the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under section 6 or section 7