

MEETING – AGENDA –

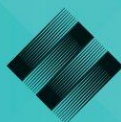
Ngā Take



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

Order Of Business

1	Present	5
2	In Attendance	5
3	Apologies	5
4	Consideration of Late Items	5
5	Declarations of Interest	5
6	Public Excluded Items	5
7	Public Forum.....	5
8	Presentations	5
9	Reports	6
9.1	Group Manager Finance and Technology Services' Report.....	6
9.2	Schedule of Payments for the Months of June and July 2021	58
9.3	Establishment of CCTV Working Party and Delegations	59
9.4	Civil Defence Emergency Management Update	61
9.5	Operational Risk Report August 2021	63
10	Information for Receipt.....	67
11	Resolution to Exclude the Public	67
11.1	Council Contracts Awarded or Renegotiated for the months of June and July 2021	67
11.2	Operational Risk Report August 2021 Confidential.....	67

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 (Datascape) Project	Implementation of Datacom's Datascape 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

Non Financial
Financial

MET

90 – 100% met

Within -15% to 3%

PARTIAL MET

75 – 89% met

Within -25% to 5%

NOT MET

0 – 74% met

<-25% or >5%

Attachment 1

Leadership - Representation**Community Outcome:**

- Elected leaders represent the views of residents and make effective decisions which improve our communities and environment, now and for the future.

Representation	Work Programme	Financial
<p>District Representation</p> <p>Non-financial:</p> <p>Council & Community Boards: The governance team have made effective use of support tools, InfoCouncil and Stellar Library to deliver a high level of service to elected members in terms of meeting support. 99% or 82 of 83 agendas published met KPI 96% or 75 of 78 minutes published met KPI (District Plan, District Licensing & Hearings are excluded for this KPI)</p> <p>Relationships with Maori: Following the decision by Te Arawa members of the Tauranga Moana/Te Arawa ki Takutai Partnership Forum to discontinue their participation (as a result of the SmartGrowth member vote), both Tauranga Moana and Te Arawa tangata whenua members have taken the opportunity to reflect on the nature of the relationship they wish to have with Council. Te Arawa are at a point of presenting the Kawenata to Council as the foundation for the relationship Te Arawa wishes to have with Council, while Tauranga Moana representatives continue to meet to further shape the terms of reference before presenting to Council.</p> <p>Legislative compliance: Council continues to receive a steady stream of LGOIMA enquiries and have received a total of eight Ombudsman complaints this financial year. None of the Ombudsman complaints have been upheld and there is currently only one pending a response. New processes have been created this year in response to new Privacy Act requirements. Staff are proactive in notifying any potential breaches with just one requiring a report to the commissioner.</p> <p>Financial: Community Representation; expenditure as expected for all Community Boards. District Representation; significant underspend Partnership Forum (due to lack of meetings), other underspends in the areas of Advertising, Civic Receptions, Conferences and Miscellaneous.</p>		

Attachment 1

Treasury Management**Non-financial:**

Council's cash reserves are steady, pending the 2022 rates strike in August 2021. External debt continues to trend downwards. All key performance measures met for the quarter ending 30 June 2021.

Financial:

Council repaid \$20m of external debt in April 2021 and has sufficient cash on call to fund the business's immediate needs. Council's hedging profile is currently geared towards policy minimums, however the potential for rising interest rates may mean repositioning our mixture of fixed and floating debt.

Financial Summary

Full Yr Budget \$'000	Full Yr Revised Budget \$'000	Representation	Actual YTD \$'000	Revised Budget YTD \$'000	Variance +/-	
					\$'000	%
(2,062)	(2,212)	Operating Costs	(1,920)	(2,212)	292	13%
(3,353)	(3,504)	Total Costs	(3,126)	(3,504)	378	11%
423	423	Total Direct Income	431	423	8	2%
(2,931)	(3,081)	Net Cost of Service	(2,695)	(3,081)	386	13%
0	0	Capital expenditure	0	0	0	

Attachment 1

Leadership – Planning for the Future**Community Outcome:**

- In consultation with our communities and guided by our sustainable development approach, we plan for the future.

Planning for the Future	Work Programme	Financial
Resource Management Planning <p>Non-financial: Quarter 4 was very busy with the Omokoroa structure plan, in particular, community engagement, ongoing refinement of the structure plan and associated rules, and preparing an application to the Minister for the Environment to use the Streamlined Planning Process. There are several large subdivisions being proposed by developers (as well as many small ones) and the package of Plans process is proving critical in terms of improving urban outcomes. These will continue for some time yet. SmartGrowth continues to be busy at the technical level with the preparation of a Joint Spatial Plan, input to the Priority Development Areas (from UFTI), of which Omokoroa has been a key growth area. Government legislation has been in the spotlight and likely to be for some time. Particular aspects for this period were the review of the RMA and the Government Policy Statement for Housing and Urban Development. The mapping of rural flooding areas has been completed and will be released to the 8-9,000 affected landowners in August.</p> <p>Financial: Overall the programme was within budget, though there were some overs and unders internally.</p>		
Policy & Planning <p>Non-financial: Policy and planning work during 2020/21 was generally progressed in accordance with the work programme. The most significant project was the completion of the Long Term Plan 2021-31, including pre-engagement and consultation phases to inform the deliberations on a final plan. Additionally, a range of key policy and planning projects ran concurrently with the Long Term Plan. Five bylaw review/development processes were concluded in 2020.</p> <p>Financial: The activity is partially underspent. The salary budget is underspent due to new staff being on less than 100%, and one role being vacant for three months. Some budgets will be proposed for carry forward into 2021/22 as the matters are still ongoing. The Te Ara Mua implementation budget was largely unspent, due to the review of Te Ara Mua being put on hold while wider Maori representation considerations were made. The Reserve Management Plan budget will be expended in 2021/22, in time with the planned review of the Te Puke/Maketu Ward Reserve Management Plan. Long Term Plan costs have been journalled across a range of operational cost centres, although this is not showing in the financial reporting outputs at this time.</p>		

Attachment 1

Financial Summary

Full Yr Budget \$'000	Full Yr Revised Budget \$'000	Policy & Planning	Actual YTD \$'000	Revised Budget YTD \$'000	Variance +/-	
					\$'000	%
(1,023)	(1,156)	Operating Costs	(963)	(1,156)	193	17%
(1,573)	(1,706)	Total Costs	(1,470)	(1,706)	235	14%
13	13	Total Direct Income	13	13	(0)	-1%
(1,560)	(1,693)	Net Cost of Service	(1,458)	(1,693)	235	14%
0	0	Capital expenditure	0	0	0	
		Resource Management Planning				
(834)	(856)	Operating Costs	(818)	(856)	39	5%
(1,249)	(1,271)	Total Costs	(1,253)	(1,271)	18	1%
0	0	Total Direct Income	0	0	0	
(1,249)	(1,271)	Net Cost of Service	(1,253)	(1,271)	18	1%
0	0	Capital expenditure	0	0	0	

Attachment 1

Building Communities - Communities**Community Outcome:**

- Social infrastructure (the community facilities, services and networks that help individuals, families, groups and communities) meets the diverse needs of communities; communities are strong and can influence their future.

Communities	Work Programme	Financial
Community Development Non-financial: Good work over the period across Community Development, this has resulted in solid impact across the District. Financial: All contracts and activities on track.		
Community Facilities Non-financial: Pensioner Housing - staff have spent significant time in managing expectations and consultation around the section 17 A review Halls - staff have met each hall committee at least once and communicated a further two times through letter. This has been done to encourage maintenance of the halls and to keep Hall Committees informed regarding the LTP processes. Cemeteries - staff have undertaken consultation with stakeholders regarding capital works and have planning underway. Financial: Pensioner Housing – Income more than budget as occupation of tenancies near 100% for 12 months. Capital works; overspend due to \$50k from 2019/20 not carried forward and funds required to comply with Healthy homes requirements. Cemeteries - Fee income received more than budget and expenditure lower than budget. Capital underspend due to delays in planning and consultation.		
Emergency Management Non-financial: Community Empowerment: Work has commenced on the review and update of Civil Defence Centres (CDC's) 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. To date Ben has met with the 3 Waihi Beach teams, Te Puke, Pukehina Beach, Katikati, Kauri Point, Omokoroa, & potentially new ones in Otamarakau, and Rangiuru.		

Attachment 1

Communities	Work Programme	Financial
<p>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 may have a leading and coordinating 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.</p> <p>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 Haumaru which was held at Te Papa Tongarewa in Wellington from 25 - 27 May. 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 EOC Controllers, Eric Newman and Phillip Martelli received recognition for their long and valued service to Civil Defence Emergency Management.</p> <p>Our rosters remain full with lots of interest from incoming staff and existing staff continue to take training opportunities as they arise.</p> <p>Organisational Excellence: With our Community Resilience Advisor, Ben Wilson, coming on board in April the support we are able to provide to our Communities to build and strengthen community partnerships has already been evident.</p> <p>We are in the planning stages of developing a one stop EM website along the lines of Wellington City Council 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 and will provide links to other important information. The WEOC, which was a joint EOC between Tauranga City Council and Western Bay of Plenty District Council, 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 EM outcomes for our communities.</p> <p>Understanding and Managing our Hazard Risks: While there are also some 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.</p> <p>These include -</p> <ul style="list-style-type: none"> • 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, Omokoroa 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. <p>Financial:</p> <p>Second position has now been filled. There is a component for the Annual contribution to Regional Council which is no longer paid as the contract has ended and Emergency Management obligations are being met in house.</p>		
<p>Libraries and Service Centres</p> <p>Non-financial:</p> <p>Customer Services - All KPIs were met or exceeded for the 2020-2021 year with a 24% increase in email/web traffic and a 296% increase in the uptake of our Antenna app by customers, which correlates with the introduction of Council's new Kerbside Rubbish & Recycling Service. We continue to receive positive</p>		

Attachment 1

Communities	Work Programme	Financial
<p>feedback from customers relative to the high level of service received at our 'front counters' from both customer staff and other staff teams across the organisation.</p> <p>Libraries & Service Centres - A total of 237,655 visitors through our doors for the 2020-2021 year, accessing council services, attending events and activities, borrowing library materials (+21% in issues comparative 2019-2020), and making good use of our spaces to socialise, study and learn together. Collections sizes (for hard copy materials) have increased very slightly and demand for electronic materials continues to grow. Our regional consortia now provides electronic access to over 31,000 library titles and our customers have read over 28,000 online articles in 116 different magazines via our online application Press Reader. Demand for Local History/Archival collections is growing, with 4,500 items now catalogued and available electronically to the community. A noticeable difference in the use being made of facilities as communities adapt following the changes and impact of COVID-19.</p> <p>Public Libraries NZ published their new Strategic Framework 2020-2025 and introduced a new statistical data collection methodology. Due to the quality of that data (for 2019/20) we have been unable to produce a Benchmarking report.</p> <p>There has been some disruption to shipping in terms of hard copy library materials arriving in NZ due to COVID-19, and extensions to publishing dates have also affected timely delivery.</p> <p>Financial: Financial expenditure as expected with modest operating underspend for Waihi Beach Library & Service Centre due to COVID reduction in rental. District Libraries capital expenditure is underspent due to economical pricing of new RFID solution for Ōmokoroa Library & Service Centre</p>		

Attachment 1

Financial Summary

Full Yr Budget \$'000	Full Yr Revised Budget \$'000	Community Development & Grants	Actual YTD \$'000	Revised Budget YTD \$'000	Variance +/-	
					\$'000	%
(1,850)	(2,044)	Operating Costs	(1,540)	(2,044)	504	25%
(2,291)	(2,485)	Total Costs	(1,963)	(2,485)	522	21%
30	30	Total Direct Income	157	30	127	428%
(2,262)	(2,455)	Net Cost of Service	(1,806)	(2,455)	649	26%
0	0	Capital expenditure	0	0	0	
		Emergency Management				
(204)	(204)	Operating Costs	(71)	(204)	133	65%
(422)	(422)	Total Costs	(283)	(422)	138	33%
0	0	Total Direct Income	(43)	0	(43)	
(422)	(422)	Net Cost of Service	(327)	(422)	95	22%
0	0	Capital expenditure	0	0	0	

Attachment 1

Full Yr Budget \$'000	Full Yr Revised Budget \$'000	Information Centres	Actual YTD \$'000	Revised Budget YTD \$'000	Variance +/-	
					\$'000	%
(2,285)	(2,285)	Operating Costs	(2,434)	(2,285)	(149)	-7%
(3,723)	(3,723)	Total Costs	(4,018)	(3,723)	(295)	-8%
1,836	1,836	Total Direct Income	2,004	1,836	168	9%
(1,887)	(1,887)	Net Cost of Service	(2,014)	(1,887)	(127)	-7%
(377)	(473)	Capital expenditure	(567)	(473)	(94)	-20%
		Cemeteries				
(81)	(81)	Operating Costs	(117)	(81)	(36)	-45%
(241)	(241)	Total Costs	(204)	(241)	37	15%
75	75	Total Direct Income	107	75	32	43%
(166)	(166)	Net Cost of Service	(96)	(166)	70	42%
(75)	(120)	Capital expenditure	(47)	(120)	73	61%
		Community Halls				
(440)	(440)	Operating Costs	(396)	(440)	44	10%
(546)	(546)	Total Costs	(473)	(546)	73	13%
349	349	Total Direct Income	293	349	(56)	-16%
(197)	(197)	Net Cost of Service	(180)	(197)	18	9%
0	0	Capital expenditure	0	0	0	

Attachment 1

Full Yr Budget \$'000	Full Yr Revised Budget \$'000	Pensioner Housing	Actual YTD \$'000	Revised Budget YTD \$'000	Variance +/-	
					\$'000	%
(389)	(389)	Operating Costs	(382)	(389)	6	2%
(622)	(622)	Total Costs	(676)	(622)	(54)	-9%
420	420	Total Direct Income	466	420	46	11%
(202)	(202)	Net Cost of Service	(210)	(202)	(8)	-4%
(50)	(50)	Capital expenditure	(88)	(50)	(38)	-76%

Attachment 1

Building Communities – Recreation & Leisure**Community Outcome:**

- Recreation and leisure facilities are well planned and safe to meet the diverse and changing needs of our community.

Recreation and Leisure	Work Programme	Financial
Coastal and Marine Structures <p>Non-financial: A number of coastal and marine improvements have been implemented e.g. re-decking of Ōmokoroa pontoon access way. Contractor availability has caused delays to some projects e.g. Pukehina Boatramp renewal. These works will occur in the 2021/22 financial year. Ōmokoroa geological monitoring has been ongoing with monitoring results showing that the new chimney and horizontal drilling have proved to be effective.</p> <p>Financial: Operational costs are within financial tolerances. Capital costs are under expended due to contractor availability and supply chain supply issues in the case of the Ōmokoroa Playground.</p>		
Recreation Reserves and Facilities <p>Non-financial: A number of capital works projects have been completed. e.g. Moore Park sportsfield extension, various playgrounds, and cycleway. The reserves maintenance contract is delivering on specified outcomes. There have been several opportunity based land purchases being 109 Clark Road Te Puna and 294 Beach Road Katikati undertaken this year. A number of concept plans have been adopted e.g. Waitekohekohe. A significant amount of work has been undertaken in the 2021/31 Long Term Plan process, with the Recreation and Leisure Strategy and Levels of Service, along with the Spaces and Places Strategy having been reviewed.</p> <p>Financial: District Reserves - Operational costs are 25% (\$1.18M) over budget. This is attributed to the reclassification of capital costs to operational cost e.g. the earthworks associated with Moore Park sportsfield cannot be capitalised. There is a corresponding under expenditure in the Capital works budgets. Capital costs are 35% (\$1.2M) over budget. The primary reason for this overspend relates to the unplanned purchase of reserve land (109 Clarke Road, Te Puna and 294 Beach Road, Katikati) These figures include the reclassification of expenditure mentioned in the operational costs above. Motor Camps revenue is 20% (\$27K) higher than anticipated. Reserve Financial Contributions are under recovered by 14.5% (\$320K) as a result of timing of income from developments. Kiwicamp revenue amounted to \$6,700 for the year. Given the reduction in tourism due to Covid -19, this figure has contributed towards the operational costs associated with Kiwicamp. Vested assets equate to \$977K for the year and found assets for the year equate to \$374k. Asset revaluations have also gone up.</p>		

Attachment 1

Recreation and Leisure	Work Programme	Financial
<p>Sub Regional Reserves</p> <p>Non-financial:</p> <p>TECT Park - The Kiwicamp project is now complete and the facilities are in use. The events space has successfully been used for two large scale events, including the Park's 10th anniversary celebration. CCTV cameras and automatic gates have now been installed at the Park's main entrance which has seen a decline in out-of-hours incidents in the main body of the Park. Planting is now complete and preparations are underway for forestry planting in the new financial year following the hand back of further cutting rights areas. There have been a number of improvements made to the park roading network.</p> <p>Huharua Park</p> <p>The toilets have recently been painted. The information boards are planned to be upgraded as a result of some vandalism. There is a steady increase in park users as Huharua Park forms part of the Ōmokoroa to Tauranga cycle way route.</p> <p>Financial:</p> <p>TECT Park - Forestry revenue is higher than expected due to high market return on log sales. This funding is used to pay for capital projects. Capital works budgets are within agreed tolerances.</p>		

Attachment 1

Financial Summary

Full Yr Budget \$'000	Full Yr Revised Budget \$'000	Recreation Reserves & Facilities	Actual YTD \$'000	Revised Budget YTD \$'000	Variance +/-	
					\$'000	%
(3,993)	(3,973)	Operating Costs	(5,658)	(3,973)	(1,685)	-42%
(5,495)	(5,475)	Total Costs	(7,135)	(5,475)	(1,660)	-30%
2,467	2,467	Total Direct Income	3,730	2,467	1,263	51%
(3,028)	(3,008)	Net Cost of Service	(3,405)	(3,008)	(397)	-13%
(2,753)	(3,517)	Capital expenditure	(4,692)	(3,517)	(1,175)	-33%
		Coastal & Marine Structures				
(233)	(233)	Operating Costs	(325)	(233)	(92)	-39%
(929)	(929)	Total Costs	(1,111)	(929)	(183)	-20%
0	0	Total Direct Income	0	0	0	
(929)	(929)	Net Cost of Service	(1,111)	(929)	(183)	-20%
(844)	(1,447)	Capital expenditure	(31)	(1,447)	1,416	98%

Attachment 1

Full Yr Budget \$'000	Full Yr Revised Budget \$'000	Sub-Regional Parks	Actual YTD \$'000	Revised Budget YTD \$'000	Variance +/-	
					\$'000	%
(747)	(747)	Operating Costs	(784)	(747)	(36)	-5%
(1,064)	(1,064)	Total Costs	(1,106)	(1,064)	(42)	-4%
471	471	Total Direct Income	1,742	471	1,271	270%
(593)	(593)	Net Cost of Service	636	(593)	1,229	207%
(1,034)	(697)	Capital expenditure	(862)	(697)	(165)	-24%

Attachment 1

Building Communities – Regulatory**Community Outcome:**

- Regulatory services are delivered through a balanced compliance approach, promoting the safety and well-being of our communities and enhanced sustainability of our built and natural environments.

Regulatory	Work Programme	Financial
<p>Animal Control</p> <p>Non-financial: Another successful registration year with 98% of dogs registered at year end (9578/9751). The total number of known dogs in the District continues to grow, but at a lower rate than the last 3 years with only a 1% growth in total dog numbers for the 2020-21 year. Dog complaints and service requests were down on the previous two years. Dog complaint numbers reduced for barking and roaming dogs, with no clear identified cause for the trend. The number of reported attacks on people and other animals was at lower levels, this is also evident in ACC information for the past 4 years which shows a reduction in dog related claims over this period. Welfare concerns and rushing complaints were the only areas where complaints increased, and were the highest in the past three years. Addressing rushing complaints provides officers an opportunity to educate and address behaviour before it escalates. Adoption queries dropped in the past year, down to 75 enquiries from 125 in 2019-20, this is due to Council's increased rehoming through external agencies due to resourcing constraints for adoptions.</p> <p>Financial: Total operating costs for the dog control activity were \$58K above budget. Increased costs included increased consultants costs for resourcing Council shelters up \$12K due to staff vacancies (with a saving of \$23K in salaries). Overspend also occurred in event expenses (\$5K), and pound operations (\$8K). The biggest contributors were promotional costs and additional shelter works. Further increases were in health and safety needs, which included the purchase and monitoring of lone worker devices. Revenue was down (\$61K) due to \$10K reduction in adoption fees, \$18K reduction in infringement fines and \$36K in dog registration fees. Dog adoptions revenue was down due to our increased use of external rehoming providers. Infringement fees were down due to changes in infringement practices. Dog registration revenue was down due to the reduced growth in dog registration numbers from projected numbers.</p>		
<p>Building Services</p> <p>Non-financial: 1,347 building consents have been received for the financial year 21/22, compared to 1,148 applications received for the previous financial year. This is an increase of 17% over the previous financial year. An average of 88% of building consents were issued within 20 working days. Approximately 55% of RFIs were issued within 15 working days. 14,254 inspections for building consents have been carried out for the financial year compared to 12,515 inspections for the previous financial year. This is an increase of 14% from the previous year. 1,144 code compliance certificates were issued for the year and 98% of them were issued within 20 working days. There were a total of 123 Building Act related CCR's for the year with 115 (94%) of them dealt with within the KPI.</p>		

Attachment 1

Regulatory	Work Programme	Financial
<p>Financial: There is an increase in operating costs in the Applications cost centre (\$351k) and this is mainly attributed to consultant's costs. However, this has been offset by increased revenue (\$517k). There is an increase in consultant's costs in the Inspections cost centre (\$208k) and this is offset by an underspend in salaries (\$28k). There is also increased revenue (\$751k).</p>		
<p>Compliance & Monitoring</p> <p>Non-financial: Parking infringements are down for the year with 1114 infringements issued for parking (2020 was 1626). This was due to staff resourcing, and COVID implications. COVID legislation provided for vehicle owners to have extensions to registration and warranting requirements until October 2020, with 3 months where infringements could not be issued for these offences (Council's most usual reason for issue an infringement). Freedom camping activities for the year resulted in 268 infringements for non compliance.</p> <p>Compliance activities for service requests for District Plan and Bylaw compliance were at a five year high with a 25% increase in service requests from 2019-20 and a 43% increase in service requests from 2018-19 (2020-21- 838, 2019-20 -671, 2018-19 -584). After hours noise complaints were consistent with previous years. Resource consents requiring monitoring were up on previous years with 579 consents being monitored during the year.</p> <p>Alcohol licensing activities were at a 5 year high with the number of applications processed (365 applications). Applications have increased particularly for manager's certificates and special licences following the negative impact of COVID lockdown on these activities. Food licensing and verification activities have been steady through out the year, and following return to business for the food sector following COVID lockdown there has been no discernible reduction in the number of businesses operating in our District.</p> <p>Financial:</p> <p>Parking- total operating costs were down \$49K due to reductions in staff costs (vacancy timing for replacement impacted due to COVID). Total revenue was down \$30K. Overall position at year end was positive.</p> <p>Environmental health - total operating costs were \$6K over budget due to increased salary costs (coding issue). Total revenue was \$3K under budget (overall this cost centre was \$9K over budget).</p> <p>Alcohol Licensing- total operating costs were \$40K under budget due to a reduction in District Licensing Committee costs, as no hearings were held, and reduction in salaries (coding issue). Total revenue was up by \$37K which is reflective of the increase in licence applications for the period.</p> <p>Resource consent monitoring - The total operating costs were \$96K over budget based on additional \$58K for freedom camping monitoring, \$16K increase for legal fees and additional staffing costs (coding issue). Total revenue was up \$42K due to funding from MBIE for freedom camping (\$76k) - final year end invoice still to be sent to MBIE.</p> <p>Public enquiries budget - The total operating costs were down \$66K due to reduced consultants fees (budgeted for freedom camping monitoring that was apportioned to the resource consent budget) and decreases in staffing costs (coding issue). \$13K revenue was received from Court fines associated with Vortac prosecution fines.</p>		

Attachment 1

Regulatory	Work Programme	Financial
<p>Development Engineering</p> <p>Non-financial: The team have responded well to post COVID-19 activity and continue to meet their targets. The Development Code project has slowed as post COVID-19 activity increases and a number of proposed legislation changes have altered key inputs required. There has been a noticeable increase in customers wanting to meet with staff. This is a good thing but does require increased time commitment. Hopefully in time, the increased understanding formed at these meetings will result in increase in application quality.</p> <p>Financial: Nothing to report.</p>		
<p>Resource Consents</p> <p>Non-financial: Land Information Memoranda (LIMs) - 1245 have been received for the financial year to date. All have been processed within the statutory timeframe of 10 days. Project Information Memoranda (PIMs) – 96.1% (1390/1447) were processed within 20 working days. No appeals have been considered at this time. One appeal is currently pre-mediation (G&T Family Trust – Pukehina Parade). Notified and Limited Notified applications - 1/3 (33%) were processed within 20 working days. Land Use Applications – 85.34% (198/232) were processed within 20 working days. Subdivision Consents – 90.3% (149/165) were processed in 20 working days. Section 223 survey plan approvals achieved 85.7% (54/63) in 10 working days.</p> <p>Financial: Resource Consents - operating expenditure is above budget. Consultants are being used to assist with processing higher consent volumes. This has been covered by an increase in revenue received from fees which is more than budget. It is noted that fees for engineering plan approvals and s.223/s.224 certificates is below budget. Land Information Memoranda (LIMs) and Project Information Memoranda (PIMs) - operating expenditure is marginally over budget due to resourcing costs. This is compensated by income received from LIMs and PIMs which exceeds budget by \$212k.</p>		

Attachment 1

Financial Summary

Full Yr. Budget \$'000	Full Yr. Revised Budget \$'000	Regulatory - Resource Consents	Actual YTD \$'000	Revised Budget YTD \$'000	Variance +/-	
					\$'000	%
(1,230)	(1,230)	Operating Costs	(1,628)	(1,230)	(398)	-32%
(2,486)	(2,486)	Total Costs	(2,896)	(2,486)	(409)	-16%
1,609	1,609	Total Direct Income	2,158	1,609	550	34%
(878)	(878)	Net Cost of Service	(737)	(878)	141	16%
0	0	Capital expenditure	0	0	0	
		Regulatory - Building & Health				
(3,277)	(3,277)	Operating Costs	(3,841)	(3,277)	(563)	-17%
(4,830)	(4,830)	Total Costs	(5,368)	(4,830)	(537)	-11%
3,345	3,345	Total Direct Income	4,531	3,345	1,186	35%
(1,485)	(1,485)	Net Cost of Service	(837)	(1,485)	648	44%
0	0	Capital expenditure	0	0	0	

Attachment 1

Full Yr Budget \$'000	Full Yr Revised Budget \$'000	Regulatory – Animal Control	Actual YTD \$'000	Revised Budget YTD \$'000	Variance +/-	
					\$'000	%
(745)	(754)	Operating Costs	(818)	(754)	(64)	-8%
(1,225)	(1,235)	Total Costs	(1,320)	(1,235)	(85)	-7%
705	705	Total Direct Income	644	705	(61)	-9%
(521)	(530)	Net Cost of Service	(676)	(530)	(146)	-28%
0	0	Capital expenditure	0	0	0	
		Regulatory - Compliance				
(1,105)	(1,105)	Operating Costs	(1,112)	(1,105)	(7)	-1%
(1,628)	(1,628)	Total Costs	(1,618)	(1,628)	10	1%
511	511	Total Direct Income	691	511	180	35%
(1,118)	(1,118)	Net Cost of Service	(927)	(1,118)	191	17%
0	0	Capital expenditure	0	0	0	
		Regulatory - Development Engineering				
(606)	(706)	Operating Costs	(607)	(706)	99	14%
(25)	(125)	Total Costs	(4)	(125)	121	96%
0	0	Total Direct Income	4	0	4	
(25)	(125)	Net Cost of Service	0	(125)	125	
0	0	Capital expenditure	0	0	0	

Attachment 1

Building Communities – Stormwater Network**Community Outcome:**

- Stormwater networks are designed and managed to meet community and environmental needs.

Stormwater Network	Work Programme	Financial
Stormwater Network Non-financial: The majority of Councils stormwater Capex program has been delivered. There has been some delays with the 2 Mile Creek erosion protection works due to high costs received during tendering. The design is currently being revised which is expected to reduce costs. The works will be re-tendered in the new financial year. Additional CIP funded stormwater project Ōmokoroa Stormwater bund completed during the financial year' No major flood events experienced through the year. The king tide in May resulted in some properties flooding and coastal erosion. All operational targets met with no issues to report. Financial: All operational budgets underspent. This is linked to the lack of major flood events experienced. Capital budget targets not met due to delays in 2 Mile Creek. Non cash transfers due to revaluations or found assets distort the actual operating income.		

Attachment 1

Financial Summary

Full Yr Budget \$'000	Full Yr Revised Budget \$'000	Stormwater	Actual YTD \$'000	Revised Budget YTD \$'000	Variance +/-	
					\$'000	%
(974)	(999)	Operating Costs	(810)	(999)	189	19%
(3,880)	(3,905)	Total Costs	(3,819)	(3,905)	85	2%
6,296	6,296	Total Direct Income	38,628	6,296	32,332	513%
2,417	2,392	Net Cost of Service	34,809	2,392	32,417	1355%
(5,457)	(2,715)	Capital expenditure	(2,080)	(2,715)	635	23%
		Waihi Beach Coastal Protection				
(57)	(57)	Operating Costs	(16)	(57)	41	72%
(136)	(136)	Total Costs	(92)	(136)	43	32%
105	105	Total Direct Income	109	105	4	4%
(31)	(31)	Net Cost of Service	17	(31)	48	155%
0	0	Capital expenditure	0	0	0	

Attachment 1

Building Communities - Transportation**Community Outcome:**

- Transportation networks are safe, affordable, sustainable and planned to meet our Community's needs and support economic development.

Transportation	Work Programme	Financial
<p>Roading</p> <p>Non-financial: Roothing management costs are below budget due to staffing level. West Roads costs are funded 50% by Waka Kotahi for the contract management role.</p> <p>Financial: Income received is greater than the budget by \$1,479,042. This is party due to projects that are 100% Waka Kotahi funded. Surpluses will support the current account balance.</p>		
<p>Network Development</p> <p>Non-financial: Ōmokoroa Stage 1 urbanisation project is progressing and is a two year project. The Ōmokoroa Road cycleway bridges have been substantially completed ahead of programme and have been included in the Ōmokoroa Rd Stage 2 project as part of the CIP funding. The urban community road projects were all delivered. Structure plan works for Katikati and Ōmokoroa are in the investigation and design phases.</p> <p>Financial: Urban community roading under and over expenditure is within the expected delivery outcomes and supported by their current accounts. The major capex underspend relates to the Ōmokoroa CIP projects where there were delays on the Ōmokoroa Industrial Road due to Waka Kotahi negotiations with the land owner and the Prole Rd design integration with the Ōmokoroa Structure Plan stage 3 process.</p>		
<p>Network Optimisation</p> <p>Non-financial: One network maintenance contract is planned to be extended for two years from 1 November 2021. Some cost increases are expected along with the emergency works risk transfer back to the Council.</p> <p>Financial: The Mountain Road seal extension has been delayed into the new financial year for this multi year programme. The low cost low risk funding allocation for the new 3 year period is not expected from Waka Kotahi until late August 2021. The Maintenance contract extension is predicted to be above budget for 2021/22 due to cost increases and reduced Waka Kotahi funding</p>		

Attachment 1

Transportation	Work Programme	Financial
Transportation Health & Safety Non-financial: Walking and cycling and road safety budgets provide local share funding for low cost low risk projects in an attempt to maximise subsidy income from Waka Kotahi. The joint road safety activity has undertaken the agreed activity. Financial: Low cost low risk project budget is expected to be fully spent once the year end accruals are entered. The unspent walking and cycling funds relate to the final section of the Ōmokoroa to Tauranga cycle trail which is now the responsibility of TCC to manage.		

Financial Summary

Full Yr Budget \$'000	Full Yr Revised Budget \$'000	Transportation	Actual YTD \$'000	Revised Budget YTD \$'000	Variance +/-	
					\$'000	%
(10,197)	(10,247)	Operating Costs	(10,731)	(10,247)	(484)	-5%
(22,906)	(22,956)	Total Costs	(22,876)	(22,956)	80	0%
27,380	27,380	Total Direct Income	30,170	27,380	2,790	10%
4,474	4,424	Net Cost of Service	7,294	4,424	2,870	65%
(15,709)	(20,322)	Capital expenditure	(14,695)	(20,322)	5,627	28%

Attachment 1

Building Communities – Water Supply**Community Outcome:**

- Water supply is provided to our Community in a sustainable manner.

Water Supply	Work Programme	Financial
Council Water Supply Non-financial: Majority of projects delivered as planned. There has been some delays with the bore exploration projects due to the availability of contractors. This project is planned to be continued into the 2021/22 FY. All non-financial operational targets meet. Drinking water meets drinking water standards with no issues to report for the 2020/21 FY. Financial: Overall 80% of CAPEX spent. Underspends experienced particularly in the central supply zone and eastern supply zone due to difficulty with drilling for new water supply bores. These underspends have been balanced by the overspend in Western supply zone, spent on SH2 watermain improvement works. Water operational expenditure as budgeted with a slight overspend in the Western Supply Zone. Additional income received – is reflective of the CIP funding and the accounting treatment for vested assets i.e. treat as income.		

Attachment 1

Financial Summary

Full Yr Budget \$'000	Full Yr Revised Budget \$'000	Western Water Supply	Actual YTD \$'000	Revised Budget YTD \$'000	Variance +/-	
					\$'000	%
(1,770)	(1,770)	Operating Costs	(2,402)	(1,770)	(632)	-36%
(3,875)	(3,875)	Total Costs	(4,716)	(3,875)	(841)	-22%
5,469	5,469	Total Direct Income	7,895	5,469	2,426	44%
1,594	1,594	Net Cost of Service	3,179	1,594	1,585	99%
(674)	(911)	Capital expenditure	(1,758)	(911)	(847)	-93%
		Central Water Supply				
(1,364)	(1,364)	Operating Costs	(1,839)	(1,364)	(475)	-35%
(3,336)	(3,336)	Total Costs	(3,828)	(3,336)	(492)	-15%
3,921	3,921	Total Direct Income	6,302	3,921	2,381	61%
585	585	Net Cost of Service	2,474	585	1,889	323%
(1,359)	(1,698)	Capital expenditure	(1,004)	(1,698)	694	41%
		Eastern Water Supply				
(2,248)	(2,248)	Operating Costs	(5,606)	(2,248)	(3,358)	-149%
(4,965)	(4,965)	Total Costs	(8,646)	(4,965)	(3,681)	-74%
6,574	6,574	Total Direct Income	8,370	6,574	1,797	27%
1,609	1,609	Net Cost of Service	(276)	1,609	(1,885)	-117%
(2,843)	(2,803)	Capital expenditure	(1,485)	(2,803)	1,318	47%

Attachment 1

Protecting the Environment – Natural Environment**Community Outcome:**

- Areas of our natural environment with important environmental, cultural and heritage values are protected.

Natural Environment	Work Programme	Financial
Environmental Protection Non-financial: Council provides good assistance on environmental matters across the District. Relationships are strong and effective. Council's guidance is appreciated by those we work with. Financial: All contracts are on track with no issues to report.		

Financial Summary

Full Yr Budget \$'000	Full Yr Revised Budget \$'000	Natural Environment	Actual YTD \$'000	Revised Budget YTD \$'000	Variance +/-	
					\$'000	%
(912)	(912)	Operating Costs	(943)	(912)	(31)	-3%
(910)	(910)	Total Costs	(929)	(910)	(19)	-2%
749	749	Total Direct Income	677	749	(71)	-10%
(162)	(162)	Net Cost of Service	(252)	(162)	(90)	-56%
0	0	Capital expenditure	0	0	0	

Attachment 1

Protecting the Environment – Waste Management**Community Outcomes:**

- Wastewater services are well planned and maintained to ensure a clean and healthy environment.
- Efficient waste management practices that minimise waste to landfill and encourage efficient use of resources to reduce environmental harm.

Waste Management	Work Programme	Financial
<p>Wastewater</p> <p>Non-financial: The Katikati WWTP experienced compliance issues with high levels of nutrients in the wastewater. This resulted in some delays with the planned capex work and not all target being met. The plant performance is being reviewed and an upgrade at the plant is likely to be required. Funding is available in the LTP for the plant upgrade. Waihi Beach WWTP experienced a major failure in December 2019 with the liner failure. A temporary plant has been built and is operating well. Insurance claim is currently being processed by Councils insurance provider. The capex reflects the current interim treatment which is mainly covered by insurance. Significant funding for CIP projects has been spent in the wastewater activity. CIP projects are tracking well with all projects to be completed by March 2022. All other projects have been delivered with targets met. With no compliance issues at our WWTP (with the exception of KK).</p> <p>Financial: Overall 97% of CAPEX budget spent. Some overspends within the Waihi Beach WW budget due to the treatment plant failure. Wastewater OPEX budgets underspent. This is consistent with no major issues been experienced in the wastewater activity for the 2020/21 FY.</p> <p>Solid Waste</p> <p>Non-financial: New kerbside went live on 1 July and actual 'go live' numbers exceeded initial forecast. Teething issues being worked through. Recycling centres are operating well. Generally other activities within Solid Waste running to plan. Continuation of illegal rubbish being dumped in the District.</p> <p>Financial: District Solid Waste - Operating costs under budget by \$136k due to savings in costs for illegal dumping and the waste education programme. Income \$76k more than budget due to grants and subsidies received were more than budget. Western Solid Waste - Operating costs under budget by \$60k mainly due to savings in maintenance contract costs. Eastern and Ōmokoroa Solid Waste - no issues. Kerbside waste - operating costs were more than budget. This is the net effect of additional network management costs and savings on maintenance and rural recycling. Income received was \$35k more than budget due to unbudgeted income for subsidies received (\$15k) and sale of refuse stickers (\$18k).</p>		

Attachment 1

Financial Summary

Full Yr Budget \$'000	Full Yr Revised Budget \$'000	Waihi Beach Wastewater	Actual YTD \$'000	Revised Budget YTD \$'000	Variance +/-	
					\$'000	%
(1,212)	(1,212)	Operating Costs	(1,096)	(1,212)	117	10%
(2,772)	(2,772)	Total Costs	(2,830)	(2,772)	(58)	-2%
3,321	3,321	Total Direct Income	4,239	3,321	918	28%
548	548	Net Cost of Service	1,409	548	861	157%
(230)	(495)	Capital expenditure	(1,623)	(495)	(1,128)	-228%
		Katikati Wastewater				
(1,136)	(1,136)	Operating Costs	(1,024)	(1,136)	111	10%
(2,226)	(2,226)	Total Costs	(2,165)	(2,226)	61	3%
3,055	3,055	Total Direct Income	3,443	3,055	388	13%
829	829	Net Cost of Service	1,278	829	449	54%
(579)	(576)	Capital expenditure	(124)	(576)	452	78%

Attachment 1

Full Yr Budget \$'000	Full Yr Revised Budget \$'000	Te Puke Wastewater	Actual YTD \$'000	Revised Budget YTD \$'000	Variance +/-	
					\$'000	%
(1,210)	(1,210)	Operating Costs	(1,059)	(1,210)	151	12%
(2,013)	(2,013)	Total Costs	(1,861)	(2,013)	152	8%
3,747	3,747	Total Direct Income	4,230	3,747	484	13%
1,734	1,734	Net Cost of Service	2,369	1,734	636	37%
(1,160)	(1,170)	Capital expenditure	(534)	(1,170)	636	54%
		Omokoroa Wastewater				
(1,154)	(1,154)	Operating Costs	(1,195)	(1,154)	(41)	-4%
(3,879)	(3,879)	Total Costs	(3,921)	(3,879)	(42)	-1%
3,166	3,166	Total Direct Income	5,767	3,166	2,601	82%
(713)	(713)	Net Cost of Service	1,846	(713)	2,559	359%
(896)	(1,042)	Capital expenditure	(594)	(1,042)	448	43%
		Maketu Wastewater				
(613)	(613)	Operating Costs	(912)	(613)	(299)	-49%
(1,501)	(1,501)	Total Costs	(1,900)	(1,501)	(400)	-27%
547	547	Total Direct Income	1,515	547	968	177%
(953)	(953)	Net Cost of Service	(385)	(953)	568	60%
(80)	(80)	Capital expenditure	(71)	(80)	9	11%

Attachment 1

Full Yr Budget \$'000	Full Yr Revised Budget \$'000	Ongare Wastewater	Actual YTD \$'000	Revised Budget YTD \$'000	Variance +/-	
					\$'000	%
(35)	(35)	Operating Costs	(80)	(35)	(45)	-129%
(146)	(146)	Total Costs	(254)	(146)	(108)	-74%
44	44	Total Direct Income	724	44	679	1531%
(101)	(101)	Net Cost of Service	470	(101)	571	564%
0	0	Capital expenditure	(19)	0	(19)	
		District Solid Waste				
(661)	(611)	Operating Costs	(485)	(611)	125	20%
(816)	(766)	Total Costs	(664)	(766)	102	13%
130	130	Total Direct Income	453	130	323	249%
(686)	(636)	Net Cost of Service	(211)	(636)	425	67%
0	0	Capital expenditure	0	0	0	
		Western Solid Waste				
(504)	(504)	Operating Costs	(441)	(504)	63	12%
(646)	(646)	Total Costs	(582)	(646)	65	10%
783	783	Total Direct Income	783	783	(0)	0%
136	136	Net Cost of Service	201	136	65	47%
0	0	Capital expenditure	0	0	0	

Attachment 1

Full Yr Budget \$'000	Full Yr Revised Budget \$'000	Eastern Solid Waste	Actual YTD \$'000	Revised Budget YTD \$'000	Variance +/-	
					\$'000	%
(240)	(240)	Operating Costs	(212)	(240)	27	11%
(354)	(354)	Total Costs	(326)	(354)	28	8%
535	535	Total Direct Income	551	535	16	3%
181	181	Net Cost of Service	225	181	44	24%
0	0	Capital expenditure	0	0	0	
		Omokoroa Solid Waste				
(68)	(68)	Operating Costs	(51)	(68)	17	26%
(97)	(97)	Total Costs	(78)	(97)	19	20%
186	186	Total Direct Income	137	186	(49)	-26%
88	88	Net Cost of Service	58	88	(30)	-34%
(50)	(50)	Capital expenditure	0	(50)	50	

Attachment 1

Supporting our Economy - Economic**Community Outcome:**

- To encourage the sustainable use of local resources in a way which strengthens economic opportunities and improves social outcomes.

Economic	Work Programme	Financial
Economic Development Non-financial: Good performance across the activities, resulting in good impact across the District. Financial: All contracts on track and delivered.		

Financial Summary

Full Yr Budget \$'000	Full Yr Revised Budget \$'000	Economic	Actual YTD \$'000	Revised Budget YTD \$'000	Variance +/-	
					\$'000	%
(666)	(666)	Operating Costs	(689)	(666)	(23)	-4%
(735)	(714)	Total Costs	(728)	(714)	(13)	-2%
324	324	Total Direct Income	321	324	(3)	-1%
(411)	(390)	Net Cost of Service	(406)	(390)	(16)	-4%
(662)	(662)	Capital expenditure	(6)	(662)	656	99%

Attachment 1

Customer Service**Council Outcome:**

- Customers are provided with an environment where their needs are understood, information is accurate and user friendly, and advice and services are provided in a timely and professional manner.

Customer Service	Work Programme	Financial
Service Delivery Processes & Standards Non-financial: Unified Communications - The IT Project Manager has now been appointed for the project. We are currently coordinating with Spark Client Manager to implement new Cloud software for the Contact Centre. Customer Contacts - Customer contacts for 2020-2021 are the highest for 5 years, over 178,000 in total, including phone, counter, email and online channels. The organisation actioned 22,780 CCRs (Service Requests) and responded to over 9,000 individual queries at main office front counter. Top enquiries for the year were Water & Rates, Duty Planner and Animal Services. Work Programme - Slightly changed approach due to Future Ready Organisation process and required alignment with Corporate Plan. Customer Projects being scoped for implementation 2021 onwards. Financial: Complete financial information not available at this time, however we understand that these are all on track.		

Attachment 1

Engagement & Communication**Council Outcome:**

- Residents and all key communities of interest are effectively engaged.

Engagement & Communication	Work Programme	Financial
<p>Communication</p> <p>Non-financial: Final quarter of 2020-2021 highlights are as follows:</p> <ul style="list-style-type: none"> Ongoing communication and implementation of Kerbside Collective service systems: bin delivery period followed by service start - through various platforms including standalone website, collection day calendar and education pack, electronic newsletter and collection day search function. Long Term Plan 2021-2031: Phase Three consultation events promotion and assistance, development and production of decision document and overall LTP document. Council rebrand exercise: development of logo, brand and key messaging in line with Council rebrand (replacement of Portraits of our Place due to proprietary rights lapsing late 2019) Ongoing communications of Ōmokoroa Peninsula Projects to elected members, staff and residents <p>Financial: The 2020-2021 annual budget (\$220,000) was overspent by \$24,000 - total \$244,000. This is primarily due to the costs associated with the Council rebrand exercise.</p> <p>Maori</p> <p>Non-financial: Training and cultural development is on hold until the resourcing of the Takawaenga Team is resolved</p> <p>Financial: Not applicable.</p> <p>Community Relationships</p> <p>Non-financial: Support for events has enabled good support across the District. On top of the financial support the Community team provides good assistance to event managers and the community.</p> <p>Financial: All on track and no issues to report.</p>		

Attachment 1

Internal Processes – Asset Management**Council Outcome:**

- Council's assets are efficiently, effectively and proactively managed.

Asset Management	Work Programme	Financial
Asset Management Non-financial: CIP projects tracking well, short timeframe to complete. Financial: Allocation of costs to activity codes not yet undertaken.		
Corporate Property Non-Financial: Front of house refurb deferred to the new year. A number of initiative progressed, eg refurb of Utilities, start of Te Puke Toilets. Despite delays from COVID Ōmokoroa Library completed on time and on budget. Priest land purchased to facilitate recycling/ Ōmokoroa interchange and structure plan requirements. Two stages of Kaimai Views sold to Classics. Financial: Corporate Property Non rateable - there has been an error in journal entries . Two \$97k debits should have been a \$97k credit from Ōmokoroa Community Board a \$291k reduction in shortfall. Vandalism and harassment at Te Puke office, permanent static guard not budgeted for \$15k. Interest and redemption over budget by \$42k and recoveries for last quarter not done. Strategic Property - Corp summary overstated finance investigating income is only \$45K. Capital expenditure - purchase of Priest land offset by sale of Kaimai Views. Property Management operating costs, final quarter of recoveries not yet run. Capital underspend for 2020/21 not carried forward to new year. 2019/20 vehicles purchased July 020/21 late delivery due to supply issues.		

Attachment 1

Financial Summary

Full Yr Budget \$'000	Full Yr Revised Budget \$'000	Corporate Assets	Actual YTD \$'000	Revised Budget YTD \$'000	Variance +/-	
					\$'000	%
(769)	(769)	Operating Costs	(801)	(769)	(32)	-4%
(1,009)	(1,009)	Total Costs	(845)	(1,009)	164	16%
106	106	Total Direct Income	2,281	106	2,176	2062%
(904)	(904)	Net Cost of Service	1,436	(904)	2,340	259%
(1,119)	(1,080)	Capital expenditure	(1,406)	(1,080)	(326)	-30%

Attachment 1

Internal Processes - Key Business Processes**Council Outcome:**

- Systems and processes represent value for money and meet the business needs of the organisation.

Key Business Processes	Work Programme	Financial
Quality Management Non-financial: The process documentation is continually reviewed and updated. Where possible end to end processes are being developed to document who is involved in key processes, information flows and customer touch points. Internal reviews of all processes are underway and improvement opportunities are being identified and realised. Financial: There is no separate budget for this activity.		
Information Management Non-financial: The last few months have seen some changes in the Information Technology team with the inclusion of a senior service desk analyst and project manager. The team is working well together. We are looking at contractor options for a developer. The solutions team has been focused on supporting and delivering data and integrations for the 3 Waters Collaboration and Kerbside waste collection projects. This has meant there are still a number of projects underway in the IT work programme and they will be continued into the new financial year. These will need to be prioritised with the Future Ready Together initiatives over the next few weeks. There were a number of completed projects even with the demands of these two major projects and these have been the automation of invoices into accounts payable in Ozone and the upgrade to a new online payment module. The GIS team have been involved in both the 3 Waters Collaboration project and the new e-plan implementation. Financial: The operational budget for the information technology activity was overspent in consumables, software maintenance and cloud, internet costs. Some of these costs were under budgeted from the start of the year, in addition there has been a general increase in cloud services replacing capital and overall an increase in users both staff and contractors. The ALOS budget was underspent due to under utilisation of resources and it is expected that these will be picked up in the new financial year. The capital digital services budget was underspent and this budget has been earmarked for projects that were not underway during the year. The GIS activity budget was on track for the year.		
Procurement Non-financial: The procurement activity continues to work with the organisation and building customer relations. Focus is on enforcing sound procurement practices across the organisation and implementing appropriate controls as required.		

Attachment 1

Key Business Processes	Work Programme	Financial
<p>Financial: The procurement activity does not have a separate budget.</p>		
<p>Financial Management</p> <p>Non-financial: The 2021-31 Long Term Plan was adopted by Council on the 29th June 2021. Finance staff are currently processing year end and preparing the 2021 Annual Report, which is scheduled to be adopted in September 2021.</p> <p>Financial: Interest expense was marginally above budget for the full year due to increases in floating rates in the last 4 months of the financial year. Rate income is to budget and final year end financial results will be confirmed through the preparation of year end accounts and through the audit process.</p>		
<p>Continuous Improvement</p> <p>Non-financial: Corporate sustainability initiative is currently not on track to achieve the ECCA target set after the energy audit. This is due to delays in testing at the water / wastewater treatment plants and pump stations caused by staff shortages. Work has continued within the corporate office and energy savings are being realised. The Local Government Performance Excellence Program will commence in July. This collates a variety of corporate information and results and provides a benchmark on this Council's performance against NZ and Australian Councils. The Project Management approach is currently under review as part of the Future Ready Initiative. The timesheet system is working well. Some opportunities for improvement have been identified and specifications provided to the software provider.</p> <p>Financial: Operating costs are underspent due to restructure of the internal audit function. Savings were made in salaries due to delay in appointing to procurement position. The year end journal has not been processed for overheads. Once this has been completed it is anticipated that the variance for Total Operating Costs will reduced considerably.</p>		

Attachment 1

Financial Summary

Full Yr Budget \$'000	Full Yr Revised Budget \$'000	Financial Services	Actual YTD \$'000	Revised Budget YTD \$'000	Variance +/-	
					\$'000	%
(2,161)	(2,161)	Operating Costs	(2,244)	(2,161)	(83)	-4%
(140)	(140)	Total Costs	(182)	(140)	(42)	-30%
605	605	Total Direct Income	777	605	172	28%
465	465	Net Cost of Service	595	465	131	28%
0	0	Capital expenditure	0	0	0	
		Treasury Operations				
(161)	(161)	Operating Costs	(115)	(161)	46	29%
(505)	(505)	Total Costs **	4,142	(505)	4,647	920%
400	400	Total Direct Income	134	400	(266)	-67%
(105)	(105)	Net Cost of Service	4,276	(105)	4,381	4165%
0	0	Capital expenditure	0	0	0	

** refer to page 3 for variance explanation.

Attachment 1

Full Yr Budget \$'000	Full Yr Revised Budget \$'000	Rate appropriation	Actual YTD \$'000	Revised Budget YTD \$'000	Variance +/-	
					\$'000	%
(2,180)	(2,180)	Operating Costs	(2,511)	(2,180)	(331)	-15%
(2,180)	(2,180)	Total Costs	(2,511)	(2,180)	(331)	-15%
28,675	28,675	Total Direct Income	27,711	28,675	(964)	-3%
26,495	26,495	Net Cost of Service	25,200	26,495	(1,295)	-5%
0	0	Capital expenditure	0	0	0	

Attachment 1

Internal Processes – Work Effectively with Others**Council Outcome:**

- Collaboration with other organisations achieves improved community outcomes.

Work Effectively with Others	Work Programme	Financial
Planning & Working in Partnership Non-financial: Relationships maintained with 3 Waters Reform and Sub Regional partnerships. Financial: No budget for this activity		

Attachment 1

Internal Processes – Risk Management**Council Outcome:**

- Risks are identified, minimised or mitigated.

Risk Management	Work Programme	Financial
<p>Risk Management</p> <p>Non-financial: Management of Council's insurance claims is ongoing and the renewal process has commenced for the next financial year. The risk management and internal audit function is being managed until the appointment of the Senior Assurance and Risk Specialist. Risk Management and Internal Audit is a key part of their role and the successful applicant will have the necessary skills to lead this work.</p> <p>Financial: There is no separate budget for this activity.</p> <p>Occupational Safety & Health</p> <p>Non-financial: There were no significant safety events for the quarter ended 30 July. Our hazards and risks have had a full review and are now 90% completed. As a result of the review a number of new standard operating procedures have been developed. Over the last year we have seen an increase in aggressive customer interactions, this is being closely monitored in conjunction with the lone worker safety devices. We have also engaged the services of a security guide throughout the school holiday periods to ensure that the library and service centre staff are safe. The wellness programme has a full programme planned for the next year and staff are taking advantage of all the offerings. The safety team has worked closely with the new kerbside contractor and Downers the new water contractor.</p> <p>Financial: On track</p>		

Attachment 1

Learning & Innovation – Staff Knowledge & Skills**Council Outcome:**

- Knowledgeable and skilled workforce enhances organisational capability and effectiveness.

Staff Knowledge & Skills	Work Programme	Financial
<p>Capacity & Recruitment</p> <p>Non-financial: Council currently employs approximately 260 FTE's. As at 30 June there were 23 vacancies including a number of new LTP roles. The FTE count is expected to reach approximately 285 over the next quarter (plus casuals and fixed term employees). Voluntary turnover (12.24%) and overall staff turnover (14.7%) have increased slightly for the period however remain consistent with local government statistics. The slight increase in staff turnover can be attributed to two retirements for the period. Accrued leave has stabilised following higher than normal levels post-COVID. Succession and workforce planning will continue to be monitored throughout the next financial year. This includes assessing Future Ready, Together capability requirements and analytics such as demographic statistics and trends.</p> <p>Financial: On track</p>		
<p>Clear Accountabilities & Responsibility</p> <p>Non-financial: Performance and development conversations continue to be a key focus for people leaders. End of year performance reviews are currently underway which includes identifying learning and development opportunities for the next quarter. Leadership training opportunities have been provided within the reporting period. The Future Ready, Together strategy provides organisational direction and identifies a number of priority projects and initiatives that will form part of performance and development conversations. The HR team are working on a new framework for managing performance and development which focuses on goal setting rather than reviewing performance against position description accountabilities only. The system will have increased flexibility resulting in the development of more meaningful goals and will significantly reduce HR administration.</p> <p>Financial: On track</p>		

Attachment 1

Staff Knowledge & Skills	Work Programme	Financial
Training & Development Non-financial: Corporate training has increased significantly over the past quarter returning to pre-COVID levels. Training delivered in the last quarter includes; Facilitating Community Led Change, Change Management, Project Management, Leadership Development, Asset Management, LGNZ Financial Acumen, Treaty of Waitangi, Health and Safety, and MS application training. There will be continued emphasis on building leadership capability over the next quarter with the introduction of new initiatives. Financial: Under budget		

Financial Summary

Full Yr Budget \$'000	Full Yr Revised Budget \$'000	Human Resource Services	Actual YTD \$'000	Revised Budget YTD \$'000	Variance +/-	
					\$'000	%
(1,307)	(1,307)	Operating Costs	(1,262)	(1,307)	45	3%
0	0	Total Costs	0	0	0	
0	0	Total Direct Income	0	0	0	
0	0	Net Cost of Service	0	0	0	
0	0	Capital expenditure	0	0	0	

Note: Operating costs for this activity are recovered through overhead allocations, therefore total costs are \$nil.

Attachment 1

Learning & Innovation – Institutional Knowledge**Council Outcome:**

- Institutional knowledge is captured, shared and utilised.

Institutional Knowledge	Work Programme	Financial
<p>Knowledge Management</p> <p>Non-financial: This project will be incorporated into the Future Ready/On boarding process.</p> <p>Financial: No separate financials for this activity.</p>		
<p>Information Utilisation</p> <p>Non-financial: The information services team are working well together and meet expectations for their BAU activity. Additional work over the last six months data cleansing and issuing rural ids to properties, as a result of address requirements from the contractor for both the kerbside waste project and 3 Waters collaboration project is ongoing. Additional licences have been purchased for Objective, council's document management system due to increases in staff numbers. The Information Management Policy has been adopted by the management team and ongoing training for staff on good information management practices is planned.</p> <p>Financial: Sales of digital property files for the year amounted to \$71K, 19% above budget forecast. Operational costs on track for the year.</p>		
<p>Alignment & Monitoring</p> <p>Non-financial: Business Planning for the new financial way is nearing completion. When complete the Insight reporting tool will be updated to enable progress reporting throughout the year. Monthly Operation Reports are provided to Senior Management on a monthly basis.</p> <p>Financial: There is no separate budget for this activity.</p>		

Attachment 1

Financial Summary

Full Yr Budget \$'000	Full Yr Revised Budget \$'000	Information Services	Actual YTD \$'000	Revised Budget YTD \$'000	Variance +/-	
					\$'000	%
(3,763)	(3,911)	Operating Costs	(3,951)	(3,911)	(41)	-1%
(286)	(434)	Total Costs	(289)	(434)	145	33%
62	62	Total Direct Income	78	62	16	25%
(224)	(372)	Net Cost of Service	(211)	(372)	161	43%
(1,033)	(1,128)	Capital expenditure	(861)	(1,128)	267	24%

Attachment 1

Learning & Innovation – Work Environment**Council Outcome:**

- The Council is recognised as a good employer that provides a motivating work environment.

Work Environment	Work Programme	Financial
Motivating Environment Non-financial: Within the quarter ended 30 June, the HR team have reviewed the human resources policies, reviewed the key risks and held a number of leadership, resilience workshops for staff. The rewards and recognition programme continues to provide good incentive for staff who are performing at a level over and above what is expected. Leadership capability and capacity continues to be a key focus for continuous improvement. Financial: On track		
All One Team Non-financial: All activities are on track. The Future Ready Organisation (FRO) initiative is currently being incorporated into work programmes for the 2021/2022 financial year. Financial: The operating costs for all cost centres allocated to this activity are within budget for the 2021 year. Variance due to year end journal to process overheads allocations has not been processed.		
Being Valued Non-financial: There are a number of leadership training and competency processes underway. Over the next quarter, we will be working closely with people leaders to enhance the leadership framework for Council. People leaders will be working on performance reviews for their respective staff in the next quarter, which includes planning for training and development. Financial: On track		

Attachment 1

Financial Summary

Full Yr Budget \$'000	Full Yr Revised Budget \$'000	Corporate Services	Actual YTD \$'000	Revised Budget YTD \$'000	Variance +/-	
					\$'000	%
(8,318)	(8,406)	Operating Costs	(7,959)	(8,406)	447	5%
(922)	(1,009)	Total Costs	(612)	(1,009)	397	39%
395	395	Total Direct Income	23	395	(372)	-94%
(527)	(614)	Net Cost of Service	(590)	(614)	24	4%
(574)	(574)	Capital expenditure	(719)	(574)	(145)	-25%

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	Planned
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	The funding availability and application process will be advertised in the media through Council's usual communication channels. 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. Community Board's will be advised of the outcomes in the next meeting round post decision making.	

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
	\$50,000 has been allocated for installation of CCTV for the 2021 financial year. 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.

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 Rangiuru. 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