



**CENTRAL
HAWKE'S BAY**
DISTRICT COUNCIL



Finance and Infrastructure Committee Meeting Agenda

Thursday, 23 April 2020

09:00 am

To be held via audiovisual link — Zoom

Together we Thrive! E ora ngātahi ana!

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KARAKIA**1 APOLOGIES****1 DECLARATIONS OF CONFLICTS OF INTEREST****2 STANDING ORDERS****RECOMMENDATION**

THAT the following standing orders are suspended for the duration of the meeting:

- 21.2 Time limits on speakers
- 21.5 Members may speak only once
- 21.6 Limits on number of speakers

And that Option C under section 22 General procedures for speaking and moving motions be used for the meeting.

Standing orders are recommended to be suspended to enable members to engage in discussion in a free and frank manner.

3 CONFIRMATION OF MINUTES**RECOMMENDATION**

That the minutes of the Finance and Infrastructure Committee Meeting held on 27 February 2020, as circulated, be confirmed as true and correct.

**MINUTES OF CENTRAL HAWKES BAY DISTRICT COUNCIL
FINANCE AND INFRASTRUCTURE COMMITTEE MEETING
HELD AT THE COUNCIL CHAMBER, 28-32 RUATANIWHA STREET, WAIPAWA
ON THURSDAY, 27 FEBRUARY 2020 AT 09:00 AM**

PRESENT: Brent Muggeridge (Chair)
Alex Walker (Mayor)
Kelly Annand (Deputy Mayor)
Gerard Minehan (Councillor)
Roger Maaka (Dr.)
Jerry Greer (Councillor)
Kate Taylor (Councillor)
Exham Wichman (Councillor)

IN ATTENDANCE: Monique Davidson (CEO)
Bridget Gibson (Governance Support Officer)
Doug Tate (Group Manager, Customer and Community Partnerships)
Peter Eastwood (Asset Strategy and Information Manager)
Joshua Lloyd (Group Manager, Community Infrastructure and Development)
Gina McGrath (Strategy and Governance Manager)

1 APOLOGIES

APOLOGY

COMMITTEE RESOLUTION

Moved: Cr Brent Muggeridge

Seconded: Cr Kate Taylor

That the apologies for absence from Cr Aitken and Cr Chote be accepted.

CARRIED

2 DECLARATIONS OF CONFLICTS OF INTEREST

Cr Brent Muggeridge declared a non-pecuniary conflict of interest in relation to item 5.2— Kairakau Water Upgrade Funding, due to owning a property in the Kairakau area and also as the Treasurer of the Kairakau Development Society.

Councillor Muggeridge would participate in discussion and abstain from voting.

3 STANDING ORDERS

COMMITTEE RESOLUTION

Moved: Mayor Alex Walker

Seconded: Cr Gerard Minehan

THAT the following standing orders are suspended for the duration of the Meeting:

- 21.2 Time limits on speakers
- 21.5 Members may speak only once
- 21.6 Limits on number of speakers

And that Option C under section 22 General procedures for speaking and moving motions be used for the meeting.

Standing orders are recommended to be suspended to enable members to engage in discussion in a free and frank manner.

.CARRIED

4 CONFIRMATION OF MINUTES

Nil. Today's Committee meeting is the inaugural meeting of the Finance and Infrastructure Committee.

5 REPORT SECTION

5.1 FINANCE AND INFRASTRUCTURE COMMITTEE MONITORING REPORT

PURPOSE

The purpose of this report is for the Finance and Infrastructure Committee to receive a report on the progress of key committee priorities.

COMMITTEE RESOLUTION

Moved: Cr Gerard Minehan

Seconded: Deputy Mayor Kelly Annand

That, having considered all matters raised in the report, the report be noted.

CARRIED

5.2 KAIRAKAU WATER UPGRADE FUNDING

PURPOSE

The matter for consideration by the Committee is to approve that funding for the upgrade of the Kairakau water system is brought forward to this financial year.

COMMITTEE RESOLUTION

Moved: Mayor Alex Walker

Seconded: Cr Jerry Greer

That having considered all matters raised in the report:

That the Finance and Infrastructure Committee approves option one to bring forward the funding of \$549,218.00 for the Kairakau water upgrade from fy21/22 to fy19/20 for addressing the matter.

CARRIED

Councillors and Officers discussed the criteria involved in applying for funding from the Tourism and Infrastructure Fund.

Councillors and Officers discussed usage of existing water storage tanks at Kairakau and Officers pointed out they are small, supplementary tanks that cannot meet demand. Furthermore, there are safety risks in combining council water supply with rainwater tanks, concluding that it is preferable not to combine the two for health and safety reasons.

Officers discussed the difficulties involved with installing suitably sized tanks on properties not owned by Council and the logistical and operational challenges this could produce. However, various options would be explored once funding was secured.

Officers outlined the reasons for wanting to bring the funding forward and what they would be asking for from the Tourism fund.

Councillors asked what percentage of the \$549,218.00 would be dedicated to option analysis. Officers determined that approximately 10% may be used for option analysis operations to ensure a fit-for-purpose outcome.

Councillors enquired of the potential complications the new Government drinking standards may present on release. Officers determined that the new standards would influence decision making and operational outcomes.

Councillors asked what future role do you see of governance, at the table, in regards to being included in option analysis and decision making going forward in terms of levels of service and decisions.

It was outlined that Officers recognise there is a potential appetite for discussions around service levels. Options analysis is what the requested funds would be targeted at, and regulatory and compliance risk will be assessed in the option analysis along with water treatment options.

Mayor Walker proposed the following motion —seconded by Councillor Greer:

MOTION

Moved: Mayor Alex Walker
Seconded: Cr Jerry Greer

That the findings of the options analysis, including consideration of other service delivery options, are brought to the Finance and Infrastructure Committee prior to any construction and procurement work commencing.

CARRIED

Chair Mr Muggeridge abstained from voting as per non-pecuniary conflict of interest declared.

5.3 DRAFT ANNUAL PLAN 2020/2021**PURPOSE**

The matter for consideration by the Committee is to endorse and provide feedback on the direction proposed for the Draft Annual Plan 2020/2021.

COMMITTEE RESOLUTION

Moved: Cr Gerard Minehan
Seconded: Deputy Mayor Kelly Annand

That having considered all matters raised in the report:

- a) **That the Draft Annual Plan 2020/2021 report be received.**
- b) **That the Finance and Infrastructure Committee endorse the direction of the draft Annual Plan.**
- c) **That Finance and Infrastructure Committee requests officers between now and April 2020 (when the Annual Plan will be adopted) to continue to refine the Plan for any assumptions that change due to circumstances between now and then.**
- d) **That officers ensure that the Annual Plan meets Council's prudential benchmark for a rates increase below 5.2%**

CARRIED

Councillors requested that the benchmarks of the 5.12% rating impact slides with corresponding explanation be provided for Councillors' perusal.

Deputy Mayor Annand spoke to the motion acknowledging that raising rates has an impact on citizens and that this impact is taken into account by Councillors and Council staff alike in decision making in this area.

10:35 – The Committee adjourned for morning tea.

The meeting resumed at 10:58am.

5.4 FEES AND CHARGES 2020/21

PURPOSE

The matter for consideration by the Committee is the adoption of the Fees and Charges for 2020/21.

COMMITTEE RESOLUTION

Moved: Cr Gerard Minehan

Seconded: Mayor Alex Walker

That having considered all matters raised in the report:

- 1. That the Finance and Infrastructure Committee adopts the Fees and Charges for the financial year dated 2020/21 as set out in Attachment 1.**
- 2. That Council give notice pursuant to Section 103 of the Local Government Act 2002 of its intention to prescribe the fees payable for the period 1 July 2020 to 30 June 2021 in respect of certificates, authorities, approvals, consents, and services given or inspections made by the Council under the Local Government Act 2002, the Building Act 2004, the Building (Infringement Offences, Fees, and Forms) Regulations 2007, the Amusement Devices Regulations 1978, the Resource Management Act 1991, Health (Registration of Premises) Regulations 1966, Sale and Supply of Alcohol (Fees) Regulations 2013, the Gambling Act 2003, the Burial and Cremation Act 1964, and the Central Hawke's Bay District Council Bylaws as set out in the Fees and Charges Schedule 2020/21.**

CARRIED

Mayor Walker spoke to the motion stating that external stakeholders are affected by this schedule and that early adoption of the Fees and Charges Schedule in 2020 gives staff the opportunity to inform external stakeholders of any changes in the schedule before fees and charges are implemented on July 1st 2020.

5.5 HALF YEAR FINANCIAL REPORTING TO DECEMBER 2019

PURPOSE

The purpose of this report is to provide the Committee with a summary of Council's financial performance and highlight the key financials for the first half of 2019/20 financial year.

COMMITTEE RESOLUTION

Moved: Cr Exham Wichman

Seconded: Cr Jerry Greer

That, having considered all matters raised in the report, the report on Council's second quarter financial performance for the 2019/20 financial year be noted.

CARRIED

Mr Chamberlain presented a new recommended approach to the quality of financial report provided to Elected Members. Mr Chamberlain went through this report in some detail given it was the first

time that Council was receiving some of this information. Council agreed that the information was presented in a way which was helpful, and commented on the quality of the report.

Councillors requested a presentation/workshop on the Local Government Funding Agency.

5.6 ADOPTION OF ASSET MANAGEMENT POLICY

PURPOSE

The matter for consideration by the Committee is the adoption of Council's Asset Management Policy.

RECOMMENDATION FOR CONSIDERATION

That having considered all matters raised in the report, the Committee adopts the attached Asset Management Policy.

Mr Lloyd and Mr Eastwood (Asset Strategy and Information Manager) presented the report.

Council highlighted that the policy as currently proposed did not provide sufficient information regarding the strategic context of the policy. This led to discussion on the agreed need for a review of the current governance policy framework which the Chief Executive advised was in the work programme and hoped to be completed before the end of the year.

Mayor Walker proposed and moved the following motion, seconded by Councillor Minehan.

MOTION

COMMITTEE RESOLUTION

Moved: Mayor Alex Walker

Seconded: Cr Gerard Minehan

That Council endorse the Asset Management Principles outlined in the draft asset management policy and that Officers continue further work on the policy and report back to the Committee..

CARRIED

5.7 KEY PROJECT STATUS REPORT - BIG WATER STORY #6

The purpose of this report is to present to the Finance and Infrastructure Committee the key status project report for #thebigwaterstory.

COMMITTEE RESOLUTION

Moved: Deputy Mayor Kelly Annand
Seconded: Cr Exham Wichman

1. That, having considered all matters raised in the report, the report be noted.
2. That the next Big Water Story report be presented in 12 weeks at the 18th June 2020 - Finance and Infrastructure Committee meeting.

CARRIED

The possibility of an odour problem in regards to the 'floating wetlands' (see Agenda page 85) was discussed and whether the public would be notified of any odour issues. Officers confirmed that there is a possibility of odour and that the risk is being mitigated and that issues of odour are minimal.

Councillor Greer queried whether there is the capacity to fill another reservoir from existing bore fields. Officers explained there is evidence of some potential and the option is being explored.

5.8 ELECTED MEMBERS EXPENSES FOR JULY TO DECEMBER 2019

PURPOSE

The purpose of this report is to update the Committee on the Elected Members' Expenses for the six month period of July to December 2019.

COMMITTEE RESOLUTION

Moved: Deputy Mayor Kelly Annand
Seconded: Cr Jerry Greer

That, having considered all matters raised in the report, the Elected Members Expenses for July to December 2019 report be noted.

CARRIED

RESOLUTION TO EXCLUDE THE PUBLIC

COMMITTEE RESOLUTION

Moved: Cr Gerard Minehan
Seconded: Cr Kate Taylor

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

The general subject matter of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under section

48 of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution are as follows:

General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under section 48 for the passing of this resolution
<p>6.1 - Animal Control - Pound Update</p>	<p>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</p> <p>s7(2)(i) - the withholding of the information is necessary to enable Council to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations)</p>	<p>s48(1)(a)(i) - the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under section 6 or section 7</p>

CARRIED

COMMITTEE RESOLUTION

Moved: Cr Brent Muggeridge
 Seconded: Cr Jerry Greer

That Council moves out of Closed Council into Open Council.

CARRIED

6 DATE OF NEXT MEETING

COMMITTEE RESOLUTION

Moved: Cr Brent Muggeridge
 Seconded: Mayor Alex Walker

That the next Meeting of the Central Hawke's Bay District Finance and Infrastructure Committee be held on 23 April 2020.

CARRIED

7 TIME OF CLOSURE

The meeting closed at 12:57.

The minutes of this meeting were confirmed at the Finance and Infrastructure Committee Meeting held on 23 April 2020.

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CHAIRPERSON

4 REPORT SECTION

5.1 FINANCE AND INFRASTRUCTURE COMMITTEE MONITORING REPORT

File Number: COU1-1410
Author: Monique Davidson, Chief Executive
Authoriser: Monique Davidson, Chief Executive
Attachments: Nil

RECOMMENDATION

That, having considered all matters raised in the report, the report be noted.

PURPOSE

The purpose of this report is for the Finance and Infrastructure Committee to receive a report on the progress of key committee priorities.

SIGNIFICANCE AND ENGAGEMENT

This report is provided for information purposes only and has been assessed as not significant.

BACKGROUND

Following the 2019 Triennial Local Body Elections, Council took the time to reset Council priorities, and agree on priorities for Committees.

The role of the Finance and Infrastructure Committee is:

- To assist Council to oversee financial and non-financial performance, including the delivery of the Council's Capital Programme.
- To monitor Council activities and services performance against budget, Annual Plans, the Long Term Plan, Annual Reports and corporate and financial policies.
- The Finance and Infrastructure Committee also receives enforcement and compliance performance activity reporting to ensure financial and non-financial performance oversight of its regulatory functions.
- To provide governance oversight of Council's operational programmes, services, activities and projects related to infrastructural assets.
- To enable the progress of the Council's operational activities, projects and services.

The Finance and Infrastructure Committee has delegations to:

- Develop and adopt plans, projects and policies that advance the Council's vision and goals in relation to its key Financial Strategy and Infrastructure Strategy while complying with the purpose of the Local Government.

- Monitoring the financial and non-financial performance of the organisation with a particular emphasis on the delivery of the capital works programme. Implementation and effectiveness of strategies, plans and policies.
- Specifically monitor and provide oversight of significant projects, including reviewing business cases and agreed on next steps on significant projects.
- The Finance and Infrastructure Committee is responsible for assisting Council in its general overview of procurement and tender activity. The Committee will accept and consider tenders which exceed the Chief's Executive's delegated authority to approve, for projects approved by Council through an Annual Plan or Long Term Plan. The Committee will make a recommendation to Council on the outcome of a tender process for resolution when above delegations.
- The Finance and Infrastructure Committee has delegation to approve or award contracts beyond the Chief Executive's delegated authority within the parameters of approved AP/LTP Budgets up to \$4 million.

The Committee has delegations to establish a special committee, working group or community forum as needed.

DISCUSSION

The monitoring report which provides an update on the key priorities of the committee is below:

Key Priority	Responsible Officer	Progress Update
<ul style="list-style-type: none"> • Lead and monitor the Wastewater Treatment Plan projects for across Central Hawke's Bay. 	Darren de Klerk	A Key Project Status Report was provided to the Finance and Infrastructure Committee meeting on 27 th February, and will be provided again on the 18 th June.
<ul style="list-style-type: none"> • Monitor the implementation of #thebigwaterstory 	Darren de Klerk	<p>A Key Project Status Report was provided to the Finance and Infrastructure Committee meeting on the 27th February, and will be provided again on the 18th June.</p> <p>A Committee Workshop on the Waipukurau Second Supply project will take place on the 23rd April.</p>
<ul style="list-style-type: none"> • Complete and lead the Rates Review 	Brent Chamberlain	2 workshops were held in 2020. 1 st was a recap, and 2 nd was on rating bases and differentials. Council officers have been asked to look at transport differentials and provide some modelling of impact. Officers have details of Wairoa's work in this area and are working through a CHB version.

<ul style="list-style-type: none"> Monitor the implementation and progress of Provincial Growth Fund projects. 	Craig Ireson	<p>Given the significance of the projects, these projects will be reported through Key Project Status Reports in the future. Officers had hoped to be in a position to provide this for the 23 April Committee meeting however given competing priorities with our response to COVID-19 and Drought this has not been possible.</p> <p>A Committee Workshop on the implementation and progress of these projects will take place on the 23 April.</p>
<ul style="list-style-type: none"> Develop a Land Transport Strategic Framework and ensure governance input into the three-year business plan before NZTA submission. 	Josh Lloyd	<p>Workshops with Council have been completed and the development of the Land Transport Strategic Framework is underway. It was hoped to present the Framework for the Committee to adopt however due to competing priorities with our response to COVID-19 and Drought this has not been possible. It is anticipated that this Framework will be presented to the Finance and Infrastructure Committee 18th June meeting for adoption, which still allows the framework to be adopted in advance of the three-year business plan submission which needs to be completed by July 2020.</p>
<ul style="list-style-type: none"> Lead the review of the Financial Strategy and associated policies that input into the Long Term Plan 2021-2031. 	Brent Chamberlain	<p>As part of the LTP planning process, all financial policies will be timetabled to be reviewed in the the second half (H2) of this calendar year.</p>
<ul style="list-style-type: none"> Review the current Treasury Policy – Investment, Debt and Liability Management policies. 	Brent Chamberlain	<p>As part of the LTP planning process, all financial policies will be timetabled to be reviewed in H2 of this calendar year.</p>

<ul style="list-style-type: none"> Monitor the implementation of the non-rateable income strategic framework. 	Monique Davidson	<p>Considerable effort continues to be given to the attraction of non-rateable income.</p> <p>With the Annual Plan 2020/2021 and Long Term Plan 2021-2031 opportunities will be given to align the work of this strategy with that of other projects.</p> <p>The COVID-19 context provides considerable opportunity for Council in the acceleration of capital investment to act as an economic stimulus. Council are actively working with the government on seeking external funding to delivery on Council and community priorities. At the time of writing this report in excess of \$100 million of external funding has been requested via the Crown Infrastructure Partners and Provincial Growth Fund in addition to the funding already secured throughout 2019.</p>
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IMPLICATIONS ASSESSMENT

This report confirms that the matter concerned has no particular implications and has been dealt with in accordance with the Local Government Act 2002. Specifically:

- Council staff have delegated authority for any decisions made;
- Council staff have identified and assessed all reasonably practicable options for addressing the matter and considered the views and preferences of any interested or affected persons (including Māori), in proportion to the significance of the matter;
- Any decisions made will help meet the current and future needs of communities for good-quality local infrastructure, local public services, and performance of regulatory functions in a way that is most cost-effective for households and businesses;
- Unless stated above, any decisions made can be addressed through current funding under the Long-Term Plan and Annual Plan;
- Any decisions made are consistent with the Council's plans and policies; and
- No decisions have been made that would alter significantly the intended level of service provision for any significant activity undertaken by or on behalf of the Council, or would transfer the ownership or control of a strategic asset to or from the Council.

NEXT STEPS

The Finance and Infrastructure Committee will receive an updated monitoring report at its next meeting 18 June 2020.

RECOMMENDATION

That, having considered all matters raised in the report, the report be noted.

5.2 RESOLUTION MONITORING REPORT

File Number: COU1-1410

Author: Monique Davidson, Chief Executive

Authoriser: Monique Davidson, Chief Executive

Attachments: 1. Finance and Infrastructure Committee - Resolution Monitoring Report [↓](#)

PURPOSE

The purpose of this report is to present to the Committee the Finance and Infrastructure Resolution Monitoring Report. This report seeks to ensure the Committee has visibility over work that is progressing, following resolutions from Council.

RECOMMENDATION

That, having considered all matters raised in the report, the report be noted.

PURPOSE

The purpose of this report is to present to the Committee the Finance and Infrastructure Resolution Monitoring Report. This report seeks to ensure the Committee has visibility over work that is progressing, following resolutions from Council.

SIGNIFICANCE AND ENGAGEMENT

This report is provided for information purposes only and has been assessed as not significant.

DISCUSSION

The monitoring report is **attached**.

IMPLICATIONS ASSESSMENT

This report confirms that the matter concerned has no particular implications and has been dealt with in accordance with the Local Government Act 2002. Specifically:

- Council staff have delegated authority for any decisions made;
- Council staff have identified and assessed all reasonably practicable options for addressing the matter and considered the views and preferences of any interested or affected persons (including Māori), in proportion to the significance of the matter;
- Any decisions made will help meet the current and future needs of communities for good-quality local infrastructure, local public services, and performance of regulatory functions in a way that is most cost-effective for households and businesses;
- Unless stated above, any decisions made can be addressed through current funding under the Long-Term Plan and Annual Plan;
- Any decisions made are consistent with the Council's plans and policies; and
- No decisions have been made that would alter significantly the intended level of service provision for any significant activity undertaken by or on behalf of the Council, or would transfer the ownership or control of a strategic asset to or from the Council.

NEXT STEPS

An updated Resolution Monitoring Report will be presented at the next Committee meeting on 18 June 2020.

RECOMMENDATION

That, having considered all matters raised in the report, the report be noted.

Finance and Infrastructure Committee - Resolution Monitoring Report Monitoring Report April 2020

Key					
Completed					
On Track					
Off Track					
Item Number	Item	Council Resolution	Resolution Date	Responsible Officer	Progress Report
5.20	Kairakau Water Upgrade Funding	That the findings of the options analysis, including consideration of other service delivery options, are brought to the Finance and Infrastructure Committee prior to any construction and procurement work commencing.	27/02/2020	Darren De Klerk	On Track Currently working on an options report, and this is expected to be brought to the F&I Committee meeting in June 2020.
5.30	Draft Annual Plan 2020/2021	c) That Finance and Infrastructure Committee requests officers between now and April 2020 (when the Annual Plan will be adopted) to continue to refine the Plan for any assumptions that change due to circumstances between now and then. d) That officers ensure that the Annual Plan meets Council's prudential benchmark for a rates increase below 5.2%	27/02/2020	Brent Chamberlain	On Track A further Council paper was presented on the 9th April, where due to Covid and Drought Council has resolved to amend the draft annual plan to a rates rise of no more than 3.8%.
5.40	Fees and Charges adoption	That the Finance and Infrastructure Committee adopts the Fees and Charges for the financial year dated 2020/21 as set out in Attachment 1.	27/02/2020	Brent Chamberlain	On Track Officers will update the website with the new pricing in May 2020, as well as writing to our regular users of our services to advise them of the change.
5.60	Adoption of Asset Management Policy	That Council endorse the Asset Management Principles outlined in the draft asset management policy and that Officers continue further work on the policy and report back to the Committee..	27/02/2020	Josh Lloyd	On Track Officers continued work on the Policy and will present the amended Policy to the Finance and Infrastructure Committee on 23 April 2020.

5.3 ADOPTION OF ASSET MANAGEMENT POLICY

File Number: COU1-1410

Author: Josh Lloyd, Group Manager - Community Infrastructure and Development

Authoriser: Monique Davidson, Chief Executive

Attachments: 1. Asset Management Policy V2 [↓](#)

PURPOSE

The matter for consideration by the Committee is the adoption of Council's Asset Management Policy.

RECOMMENDATION FOR CONSIDERATION

That having considered all matters raised in the report, the Committee adopts the attached Asset Management Policy.

EXECUTIVE SUMMARY

This report presents a recommendation for the Committee to adopt an Asset Management Policy (the Policy). The Policy is a key part of a new approach officers are leading out internally in formalising a systems approach to asset management. The Policy is simple and brief by design and at its core houses a set of asset management principles, aligned with Council's own values, and designed to shape all future asset management practices in Council. The principles act as cornerstones in asset management decision making and when carrying out physical work on the assets and are an important element in ensuring that asset management outcomes are aligned with the wider intended outcomes and objectives of Council. The Policy also contains key policy statements that further direct action and activity through planning and operations activities on Council assets. The Policy is for internal use, will apply to all Council staff and contractors and does not have any statutory power or require any formal delegations for approval. The Policy is being brought in front of Committee for the second time after feedback was provided on the Policy in February 2020. That feedback has been incorporated into the Policy presented here for approval today.

BACKGROUND

Council manage in excess of \$800,000,000 worth of physical assets spread across the District with the primary component (>\$700,000,000) being roading infrastructure and the bulk of the remainder made up of 3 waters assets. Asset management is defined as the coordinated activities of an organisation to realise value from assets and encompasses all activities that Council and its contractors perform to build, operate, maintain, renew and review assets. Asset management is big and complex and therefore, a 'systems' approach is widely considered best practice. A systems approach acknowledges the importance of each of the many different elements that make up asset management and seeks to improve each one of them as well as the interrelationships between them.

Until recently, Council (like many other organisations) has not formally acknowledged its own asset management system and instead focussed diligently on work on unique and often standalone aspects of asset management. This is not a criticism of the way Council has managed its assets to date and is commonplace in New Zealand. An example of this is Council focussing heavily (and rightfully) on procurement of key contracts to form lasting relationships with suppliers who will be the hands, ears and eyes on Council's assets. This is not a wrong approach but under a systems management structure would be considered in a wider context and would ensure that procurement of key contracts was prioritised and aligned against other asset management actions/interventions.

To more formally acknowledge a systems approach to asset management, Council is now seeking to build some foundational understanding of core asset management principles in the organisation and create some key asset management artefacts/documents. At the top of the list is the creation of an organisation-wide Asset Management Policy (the Policy).



In the hierarchy of asset management documentation, the Policy sits at the top and guides the way the organisation acts with respect to all aspects of asset management. Critically the Policy is the first translation of organisational goals and objectives (non-asset specific) into asset specific principles. Through further documents, these principles are brought to life in the form of asset management objectives and ultimately drive work to be carried out on the assets. At all times the asset management principles provide a golden line of thread between organisational and asset management drivers.

Because of the significance of the Policy, it is commonplace that it is endorsed at the highest level. Following a workshop in November 2019 with Council, and a presentation of a first cut of the Policy to this Committee in February 2020, the Policy attached and presented today has sought to capture Council's drivers for asset management in the form of 15 core principles structured under Council's existing THRIVE values. Following the presentation of the Policy to Committee in February, the Policy presented today has been amended to make clearer the context in which it sits with respect to other policies and plans. The Policy has also been updated to include a set of policy statements that provide clarity to asset managers and the organisation on the expectations for more detailed elements of asset management. These policy statements make the Policy more tangible in its application to asset managers.

The timing is right for Council to create and embed the Policy as Officers progress with updating Asset Management Plans that will feed into the 2021 Long Term Plan.

DISCUSSION

Officers are seeking to implement an Asset Management Policy (the Policy) that will contain a set of asset management principles and policy statements to guide and influence the way that Council manages its assets. The Policy appended to this report contains 15 principles aligned with Council's THRIVE values and based on feedback received from Council at a November 2019 workshop. The Policy also contains a set of policy statements to ensure that asset management activities are carried out at a level expected by Council. The Policy is brief by design and the core elements (the set of principles) can fit on a single page for future distribution and publication.

RISK ASSESSMENT AND MITIGATION

The Policy seeks to reduce long-term risk by aligning the decision making and management processes for assets clearly with Council intent/direction through a set of explicit principles. There is risk that the principles in the Policy may not be aligned with organisational intent/direction and Officers are seeking to clarify this with Elected Members through the adoption of the Policy.

Officers consider that while there may be risk that the principles are misaligned now, or fall out of alignment in the future, having the principles clearly articulated in a Policy provides a better ability to manage the risk than if they were not clearly published and were simply implied or inferred as they have been to date.

There is also risk that the Policy may not be given effect in practice or that the strategic nature of the Policy may be incorrectly translated into action. To mitigate this, a clear set of policy statements have been included in the Policy that can be tested and reported against by operational leaders in the organisation.

FOUR WELLBEINGS

Each of the four wellbeings is represented in the 15 listed principles. This has not been done explicitly but Officers consider there to be good coverage across the wellbeing's as evidenced in examples of principles taken from the Policy below:

- *Fostering a positive and collaborative work environment for staff, community, iwi and contractors.*
- *Recognising that our people are at the core of asset management and therefore developing the capability of people and teams.*
- *Ensuring that our assets are safe, resilient and free from defects and do not impact adversely on the environment. Acting responsibly with public funds and ensuring fit-for-purpose solutions are prioritised for all asset needs. Ensuring that our assets are safe, resilient and free from defects and do not impact adversely on the environment.*

DELEGATIONS OR AUTHORITY

The Policy has no associated budget or decision-making power and therefore is not at a level of delegations formally requiring Council adoption. Officers wish for Council to endorse the Policy in order to ensure that the Policy most accurately represents their views and those of the community.

SIGNIFICANCE AND ENGAGEMENT

In accordance with the Council's Significance and Engagement Policy, this matter has been assessed as of some importance.

OPTIONS ANALYSIS

Three options are presented for consideration. These are;

1. Adopting the attached Policy
2. Adopting the attached Policy with some edits/modifications
3. Not adopting the Policy and providing officers with guidance on next steps or further work that is required.

Financial and Operational Implications

The options do not present significant measurable financial implications. The adoption of a robust policy will support robust and aligned decision making on Council assets over time. The opposite also holds true.

Officers are seeking Council's endorsement of the Policy to support operational decision making and to allow work to progress as planned on the update of asset management plans. Delays in adopting the Policy can be managed operationally by Officers however a Policy is required to be implemented under the current approach by end of April 2020 or Officers will need to review their planned approach to updating the asset management plans for the LTP cycle.

	<u>Option 1</u>	<u>Option 2</u>	<u>Option 3</u>
	That the Committee adopt the attached Asset Management Policy.	That the Committee adopt the attached Asset Management Policy with some edits/modifications.	That the Committee adopt the Policy and provide officers with guidance on next steps or further work that is required.
Financial and Operational Implications	Officers do not foresee any costs with implementing the attached Policy nor do they consider there to be any operational implications of implementing it – other than positive.	Officers can quickly make non-substantive changes to the Policy with incurring financial or operational/time cost.	Officers current project plan to see the update of AMPs for the LTP requires a Policy to be created and implemented by end of March 2020.
Long Term Plan and Annual Plan Implications	The Policy directly supports the creation of improved AMPs that will feed into the LTP.	Revisions to the Policy should be targeted at improving alignment of AM principles and organisational goals to support the delivery of good asset management outcomes through the LTP.	Officers consider that a Policy will greatly benefit the production of effective AMPs for the LTP and that the quality of AMPs may be reduced without a clear Policy.
Promotion or Achievement of Community Outcomes	The drafted Policy is specifically written to reflect targeted community outcomes that can be delivered upon through effective asset management.	Changes to the Policy will be encouraged that further support the achievement of community outcomes through effective asset management.	Officers consider a Policy and clear principles to guide asset management in Council the most effective way to positively influence the impact of asset management on community outcomes.
Statutory Requirements	There are no specific statutory or legislative requirements for this option.	There are no specific statutory or legislative requirements for this option.	There are no specific statutory or legislative requirements for this option.
Consistency with Policies and Plans	This option proposes the creation of a new policy and will have no impact on existing policies or plans.	This option proposes the creation of a new policy and will have no impact on existing policies or plans.	This option has no impact on existing policies or plans.

Recommended Option

This report recommends option 1, That the Committee adopts the attached Asset Management Policy, for addressing the matter.

NEXT STEPS

Should the Committee resolve to adopt options 1 or 2, Officers will continue with the planned work in progress to create improved and updated asset management plans and will incorporate the adopted Policy in decision making going forward. Should option 3 be adopted, then Officers will move forward with creating updated asset management plans and will continue the current approach of using 'understood' but not articulated drivers and principles to direct decision making.

RECOMMENDATION

That having considered all matters raised in the report, the Committee adopts the attached Asset Management Policy.



**CENTRAL
HAWKE'S BAY**
DISTRICT COUNCIL



Asset Management Policy

Adopted: 23rd April 2020

Review Date: 23 April 2022

Together we Thrive! E ora ngātahi ana!

Asset Management Policy

Date Adopted: 23 April 2020	Review Date: 23 April 2022
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DOCUMENT OVERVIEW

Document Status

<u>Draft</u>	In Service	Under Review	Archived
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Document Purpose

The purpose of this Policy is to support Council's vision, goals and objectives through the management of physical assets. The Policy contains Principles, Policy Statements and outlines the framework for Asset Management at Council.

Intended Audience

This Policy applies to all Council staff and contractors.

Document Contributors

Contributor	Name and Title	Approval Date
Creator	Josh Lloyd – GM Community Infrastructure and Development	
Authoriser	Monique Davidson – Chief Executive	
Approver	Finance and Infrastructure Committee	

Related References

Documents Informing Asset Management Strategy and Direction

- Group Business Plans
- Organisational Values
- Project THRIVE Documentation
- Infrastructure Strategy
- Long Term Plan 2018-21

SCOPE

This policy applies to all permanent employees of Central Hawke's Bay District Council and physical assets under their control. 3 Waters, Waste, Land Transport, Parks and Property assets in their management must all adhere to this Policy. This Policy does not apply to IT assets.

POLICY

Vision

Councils Vision is for “Central Hawke’s Bay to be a proud and prosperous district made up of strong, connected people who respect and protect our environment and celebrate our beautiful part of New Zealand”.

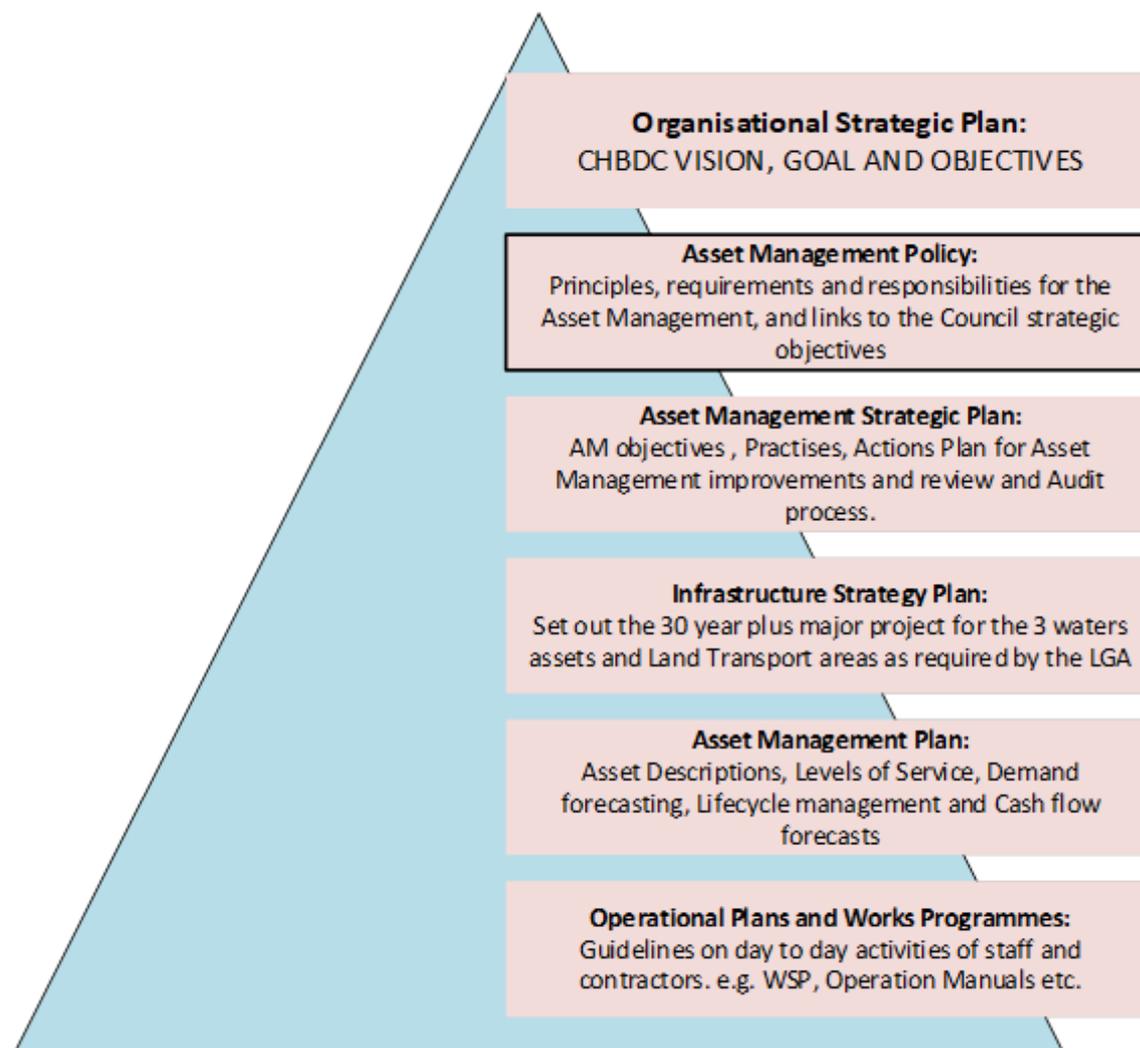
Values

Council intends to deliver on its aspirational vision by adhering to a set of values produced through a consultative piece of work with the community know as Project THRIVE. The values are:

- Trust – we create trust by acting with integrity
- Honesty – we do what is right even when no one is looking
- Respect – we have respect for each other, our community and our stakeholders
- Innovation – we find smarter ways to do things to produce improved and sustainable results
- Valuing People – we are one team, supporting each other to succeed
- Excellence – we deliver exceptional results

Strategic Context

The Policy sits at a governance level and provides strategic direction to Council Officers on how asset management is to be delivered by Council.

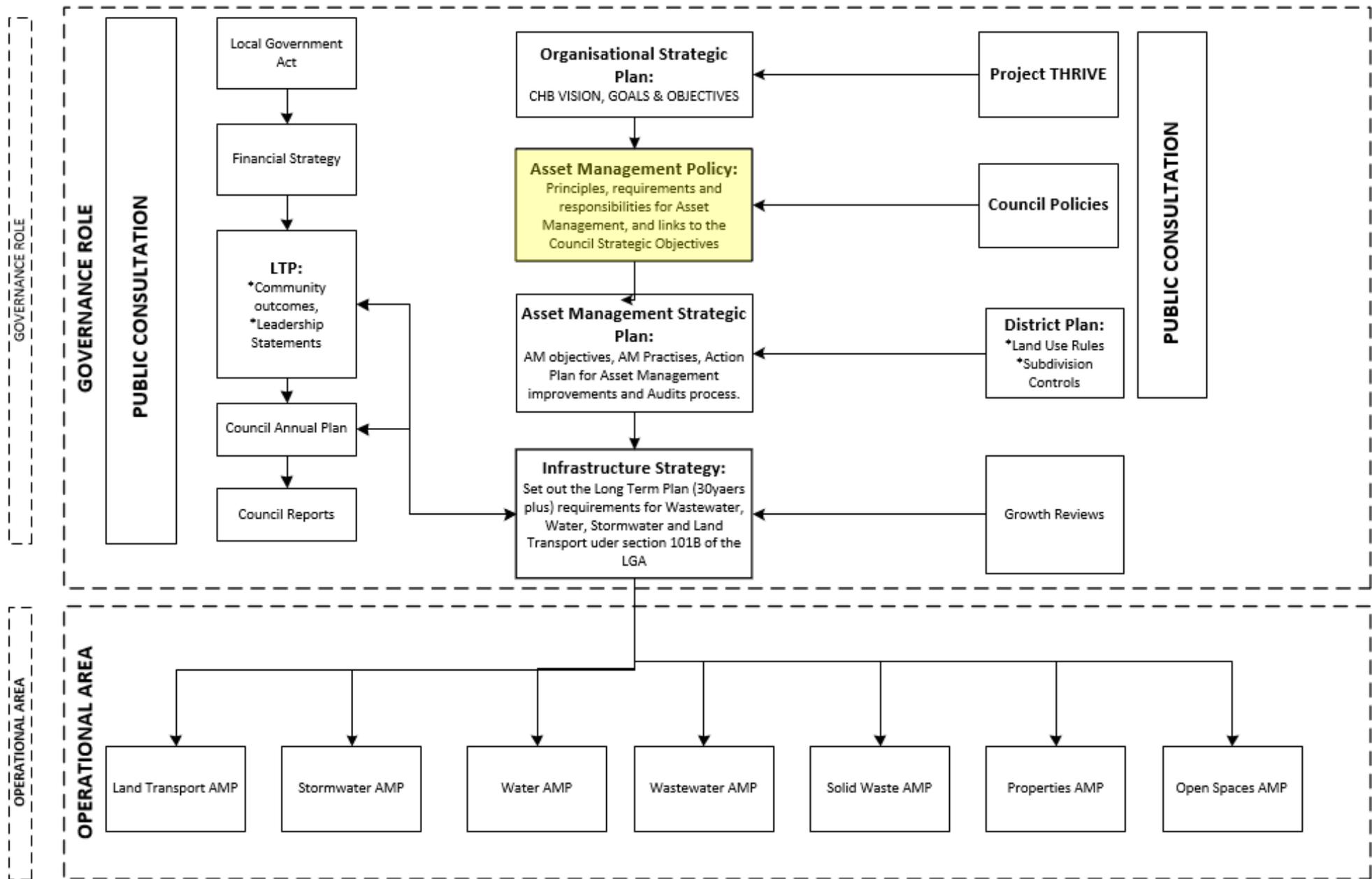


Key related policies, plans or strategies and their relationship to this Policy are described below.

Policy, Plan or Strategy	Relationship to 'the Policy'
Existing Asset Management Policy	The existing Asset Management Policy will be superseded by this document.
Infrastructure Strategy	Subordinate to the Policy and other documents and contains the 30yr strategy for managing key asset classes at a higher level of detail than individual asset management plans
Council Risk Framework	The Risk Framework prescribes in detail the risk approach used by Council. This approach will be used in asset management decision making – as outlined in this Policy.
Finance Strategy	Together with the Policy, and other documents area key feed into Councils Long Term Plan
Strategic Asset Management Plan	To be developed. Will be subordinate to the Policy and will contain Asset Management Objectives and strategic approach to managing assets
Asset Management Plans	Subordinate to the Policy and will highlight work to be performed on the assets, with suitable justification in line with the Policy intent, principles and policy statements.

Asset Management System

The Policy is a primary component of Councils Asset Management System (AMS). The AMS is the encompassing framework that describes how Council carries out all aspects of asset management from decision making and planning through to on-the-ground lifecycle activities and operations on the assets. The AMS can be represented via a documentation hierarchy diagram which illustrates a line of sight from organisational goals and objectives through good asset management to realise intended value from assets. Councils AMS documentation hierarchy, with the Policy highlighted, is depicted below.



Implementation of the Policy

The Policy is set by Governance and delivered operationally. Subordinate aspects of the Asset Management System must align with direction provided by the Policy and it is reasonable for Governance to expect to see these linkages. When Asset Management Plans are developed for example they must demonstrate alignment to the Principles contained within the Policy. When work is carried out on assets in the field, it must also demonstrate alignment to the Policy.

It is good practice for the Policy to be highly visible and is therefore an expectation that this Policy is actively communicated within the organisation and used by asset managers during planning and operational delivery aspects of asset management.

Asset Management Principles

At the core of this Policy are the following set of principles that seek to translate organisational intent into guidance and direction specific to how we manage our physical assets. The principles are logically grouped under each of Councils core values – providing line of sight from organisational to asset management intent.

Asset Management Principles - THRIVE

Trust

- Acting unwaveringly ethically and transparently to gain the trust and confidence of our communities
- Ensuring compliance with all applicable legislative and regulatory requirements and industry and internal standards
- Acting responsibly with public funds and ensuring fit-for-purpose solutions are prioritised for all asset needs.

Honesty

- Council will utilise accepted industry benchmarks of asset management planning sophistication and will publish Asset Management Plans at maturity levels as set out by IIMM
- Council will make publicly available information about its assets, their performance and our asset management practices
- Acknowledging when things go wrong and acting quickly to remedy and prevent all issues caused by our assets.

Respect

- Ensuring that our people take personal responsibility for the safety of themselves, their colleagues, contractors and members of the public
- Ensuring that our assets are safe, resilient and free from defects and do not impact adversely on the environment
- Respecting the past and existing practices but focussing forward and empowering our staff and contractors to continuously question and improve.

Innovation

- Ensuring that our people are empowered to find ways to do things better and continually improve asset management at Council
- Leveraging technology and systems to support our assets and asset management
- Utilising modern and current practices to manage our assets in a way that is intergenerational.

Valuing People

- Recognising that our people are at the core of asset management and therefore developing the capability of people and teams
- Fostering a positive and collaborative work environment for staff, community, iwi and contractors
- Providing appropriate levels of resource to enable asset management objectives to be achieved.

Excellence

- Monitoring, measuring and reporting on asset and asset management performance
- Taking a risk-based approach to managing our assets
- Utilising data and information to inform decision making through agreed, transparent and rigorous decision-making processes.

POLICY STATEMENT/S

The following statements apply to Asset Management practice at Council and must be adhered to. They, by design, give effect to the intent of the Policy and should be enacted in alignment with the Principles.

Asset Management Plans (AMPs)

AMPs will be consistent with other Council strategies and planning documents. Inconsistencies will be highlighted where these are unavoidable. The AMPs should demonstrate the links between the Outcomes, Council's vision, District Plan, Growth Assumptions, and other key documents.

- The AMPs will be drafted by December in the year preceding the delivery of the Council Long Term Plan (3-yearly), after consultation with Council and, if appropriate, the community.
- AMPs will be maintained on an ongoing basis with changes to demand forecasts, levels of service, asset strategies and financial forecasts incorporated into the plan as an appendix as they occur.
- AMPs will be updated completely in the 3-yearly review if there is significant change.
- An improvement plan will be developed for each AMP with the overall coordination of the improvements being led by the Asset managers.

Levels of Service and Performance Management

The levels of service set the performance goals for the documented Assets. They need to be clear, explicit, measurable and sensible to staff and the community.

- A performance management framework linking outcomes, goals, levels of service and Key Performance Indicators will be in place for all activities and approved by Council.
- The performance management framework will specify the frequency and type of reporting.
- The process for determining levels of service and performance targets will be transparent and documented and should incorporate:
 - (a) Customer/stakeholder expectations
 - (b) Strategic and corporate goals
 - (c) Compliance requirements.

Demand Management

Demand forecasts will be included in AMPs. Assumptions will be clearly stated in regard to the basis for the forecasts, source data and confidence levels.

- Demand management initiatives will be stated in the AMPs, along with the rationale, cost and expected achievements.

Risk Management

A risk management framework will be used to identify Council's strategic and asset risks. High or extreme risks will be analysed in more detail and mitigation actions identified and managed.

- Council will identify critical assets in the asset register and have a process for managing these assets and responding to their failure.

Asset Operations and Maintenance

An operations and maintenance strategy and programme will be documented, including asset condition and performance monitoring programmes.

- Council will seek to identify the optimal balance of planned and unplanned maintenance in order to minimise whole-of-life costs.

Asset Investment Decisions

Council will seek to identify the optimal balance of maintenance and renewal in order to minimise whole-of-life costs.

Financial Management

Assets will be revalued generally in accordance with New Zealand Equivalents to International Financial Reporting Standards (NZ IFRS). The methodology will generally be consistent with the NAMS Valuation and Depreciation Guidelines. Any deviations from the standards and the guidelines will be explicitly noted in the AMP.

- Financial forecasts in the AMP will be prepared at the level required for a minimum of ten years with underlying assumptions and confidence levels clearly stated.

Asset Management Systems and Data

Asset registers will be maintained for all Council assets, to an appropriate level of detail and accuracy to achieve the level of maturity defined in this policy.

- Asset management systems will provide the functionality to automate the delivery of the requirements of this policy.
- The information in the asset management systems will reconcile with information in other Council systems.

Asset Management Improvement Planning

AMPs will include an improvement plan that outlines the tasks, resources and deliverables required to achieve or maintain core-plus asset management levels as stated in this policy.

5.4 ADOPTION OF PROJECT CHARTER FOR SECTION 17A REVIEW OF SOLID WASTE**File Number:** COU1-1411**Author:** Harry Robinson, Solid Waste Manager**Authoriser:** Monique Davidson, Chief Executive**Attachments:** 1. Solid Waste Section 17a Project Scope [↓](#)**PURPOSE**

The matter for consideration by the Finance and Infrastructure Committee is the adoption of the Project Charter for the Section 17a of the Local Government Act 2002 review of the Solid Waste activity.

RECOMMENDATION FOR CONSIDERATION

That having considered all matters raised in the report:

- a) That the Finance and Infrastructure Committee adopt the Project Scope for the Section 17a Review of the Solid Waste activity.

COMPLIANCE	
Significance	This matter is assessed as being of some importance.
Options	<p>This report identifies and assesses the following reasonably practicable options for addressing the matter:</p> <ol style="list-style-type: none"> 1. Adopt the Project Scope 2. Reject the Project Scope and make amendments
Affected persons	The persons who are affected by or interested in this matter are urban residents who receive refuse and recycling kerbside collections, rural residents who receive a refuse kerbside collection and rural residents who do not receive a kerbside collection, but who do have access to transfer stations and recycling Drop Off Centres.
Recommendation	This report recommends option one – adopt the Project Scope for addressing the matter.
Long-Term Plan / Annual Plan Implications	No. The review is within scope and budget of the current Annual Plan and Long Term Plan. If significant change is proposed from the Section 17a review, this will require consultation through an Annual Plan or Long Term Plan process.
Significant Policy and Plan Inconsistencies	No. The proposed Section 17a review will be carried out in alignment with relevant plans and policies, most notably the Waste Management and Minimisation Plan and the Environmental and Sustainability Policy.

BACKGROUND

Section 17a of the Local Government Act requires Councils to review the cost effectiveness of its operating arrangements for meeting the needs of communities within its district or region, for good quality local infrastructure, local public services and the performance of regulatory functions.

Council reviewed the Waste Management and Minimisation Plan during 2019. This process was informed by waste data collected through a kerbside, transfer station and landfill survey carried out by Waste Not Consulting Ltd, incorporated into a Waste Assessment produced by Eunomia.

The WMMP action plan included a number of actions relevant to this review:

- Review existing kerbside recycling collections; at least to align rubbish and recycling collection areas. Survey residents to find out why they aren't using it.
- Maintain existing kerbside user-pays rubbish bag collection, with potentially part of the cost of collection covered by general rates, and the remainder by user charges, with the appropriate user pays/rates proportion to be investigated and agreed through the annual fees and charges process.
- Work with and facilitate key local businesses to fill gaps in waste services that integrate with Council's services, such as rural and farm waste collections, green waste collections, and business recycling services.
- Review the charging at the landfill to ensure that this is on a full cost-recovery basis
- Review the cost-benefit of each drop-off point and transfer station and survey customers to ensure best location, number, and material ranges at each
- Proactively identify opportunities to work in partnership with neighbouring authorities and other agencies.

Council now wishes carry out a full review of the waste services, identify potential alternative service provision options, and explore the financial and environmental (i.e. waste diversion) implications of these in detail.

The end goal for Council is to provide an efficient and cost-effective service to the Central Hawkes Bay community that will support the goals in the WMMP; and in particular diversion of waste from landfill.

SIGNIFICANCE AND ENGAGEMENT

In accordance with the Council's Significance and Engagement Policy, this matter has been assessed as of some importance.

OPTIONS

Two options for Council to consider include:

Option 1 **Adopt the Project Scope**

a) Financial and Resourcing Implications

The estimated cost of the project is \$20,875. This will be funded from The Landfill Levy Fund. The project will be led by an external contractor, with support from the Solid Waste team.

b) Risk Analysis

There are no obvious risks with this option.

c) Alignment to Project Thrive and Community Outcomes

This approach supports the outcomes of Project Thrive, including smart growth, durable infrastructure and protecting our special environment.

d) Statutory Responsibilities

The review needs to comply with Section 17a of the Local Government Act 2002. Any significant change will also need to comply with Council Significance and Engagement Policy.

e) Consistency with Policies and Plans

Completing the project will satisfy the outcomes of the most recent Waste Management and Minimisation Plan and give direction for Council's solid waste activities for the next five to six years.

f) Participation by Māori

There are no specific issues for Maori participation in this decision.

g) Community Views and Preferences

Community views will be explored through polls on social media and through a workshop with the Solid Waste Community Stakeholders Reference Group.

h) Advantages and Disadvantages

The obvious advantage is that work on the project can commence. There are no obvious disadvantages from this option.

Option 2 Reject the Project Charter and make amendments

a) Financial and Resourcing Implications

Unless major amendments are proposed to the Project, the estimated cost of the project should not change.

b) Risk Analysis

As with option one, there are no obvious risks with this option.

c) Alignment to Project Thrive and Community Outcomes

Unless the review is rejected outright, the review even if amended should support the outcomes of Project Thrive including durable infrastructure and smart thinking.

d) Statutory Responsibilities

The review needs to comply with Section 17a of the Local Government Act 2002. Any changes to the Project Charter needs to ensure compliance with the Act remains. Any significant change will also need to comply with Council

Significance and Engagement Policy. There is a requirement under the Waste Management Act 2008 to promote effective and efficient waste management and minimisation in our district.

e) Consistency with Policies and Plans

Completing the project will satisfy the outcomes of the most recent Solid Waste Management and Minimisation Plan and give direction for Council's solid waste activities for the next five to six years.

f) Participation by Māori

There are no specific issues for Maori participation in this decision.

g) Community Views and Preferences

Community views will be explored through polls on social media and through a workshop with the Solid Waste Community Stakeholders Reference Group. This option is not materially different in relation to community views and preferences to option one.

h) Advantages and Disadvantages

There are no obvious advantages or disadvantages from this option.

Recommended Option

This report recommends option one - adopt the Project Charter for addressing the matter.

NEXT STEPS

Upon the Finance and Infrastructure Committee adopting the recommendation, a project start up meeting will be established.

RECOMMENDATION FOR CONSIDERATION

That having considered all matters raised in the report:

- a) **That the Finance and Infrastructure Development Committee recommend to Council that the Project Charter for the Section 17a Review of Solid Waste activities be adopted.**



SOLID WASTE SERVICES

SECTION 17A REVIEW

PROJECT SCOPE

1.0 PROJECT DETAILS		
Project Name		
Description	A review of Council’s operational solid waste activities which will determine how the outcomes of the WMMP will be delivered to the district operationally.	
Sponsor	Group Manager : Josh Lloyd	
Project Manager	Solid Waste Manager: Harry Robinson	
Project Team Resources	Names or departments	Project Role
	Solid Waste dept	Technical Review and assistance
	Council comms dept	Project Communications
	Eunomia	Consultant
	Solid waste Reference group	Community Consultation group
PROJECT BUDGET (circle)		
The review was budgeted at \$35,000 and indications are that it will be less than that amount. The review will be solely funded from the National Waste Levy Income.		

2.0 BUSINESS REASONS FOR PROJECT
<p>Council reviewed the Waste Management and Minimisation Plan during 2019. This process was informed by waste data collected through a kerbside, transfer station and landfill survey carried out by Waste Not Consulting Ltd, incorporated into a Waste Assessment.</p> <p>The WMMP action plan included a number of actions relevant to this proposal:</p> <ul style="list-style-type: none"> • Review existing kerbside recycling collections; at least to align rubbish and recycling collection areas. Survey residents to find out why they aren’t using it. • Maintain existing kerbside user-pays rubbish bag collection, with potentially part of the cost of collection covered by general rates, and the remainder by user charges, with the appropriate user pays/rates proportion to be investigated and agreed through the annual fees and charges process. • Work with and facilitate key local businesses to fill gaps in waste services that integrate with Council’s services, such as rural and farm waste collections, green waste collections, and business recycling services. • Review the charging at the landfill to ensure that this is on a full cost-recovery basis

- Review the cost-benefit of each drop-off point and transfer station and survey customers to ensure best location, number, and material ranges at each
- Investigate the feasibility of incorporating C&D and ICI recovery at the district landfill site or Waipukurau RTS, and implement preferred option
- Proactively identify opportunities to work in partnership with neighbouring authorities and other agencies

Council re-tendered waste collection and processing services in 2018, resulting in a change of provider to Smart Environmental Ltd (SEL). Various service issues were noted during the transition, and additional service issues have been noted since – significantly, a poor level of service provided during the 2019/20 holiday period. Council is also obliged to carry out a review of waste services that fulfils the requirements of section 17A of the Local Government Act.

A neighbouring authority, Tararua District Council, are also considering a service review Council is already in discussions about possible joint investigations and service provision.

Council now wishes carry out a full review of its solid waste services as detailed in the WMMP, identify potential alternative service provision options, and explore the financial and environmental (i.e. waste diversion) implications of these in detail.

A successful Section 17A review is essential to this Council for the delivery of an efficient and affordable Solid Waste service.

3.0 PROJECT OBJECTIVES (PURPOSE)

As part of the review of the WMMP and in consultation with the community, Council has produced a set of goals and targets to be achieved during the lifetime of the Plan. The purpose of this project is to decide how those goals and targets will be delivered within the timeframe.

Goals

- 1 – A community committed to minimising waste sent to landfill.
- 2 – A community that considers, and where appropriate implements, new initiatives and innovative ways to assist in reducing, reusing and recycling wastes.
- 3 – Minimise environmental harm and protect public health.
- 4 – Work in partnership with others.

Targets

The first is an aspirational long-term target: To increase diversion from landfill to 70% by 2040.

The second is a target specifically relating to the term of this plan, and the actions proposed: To increase diversion from landfill to 48% by 2025. (The baseline for these two targets is 32% diversion from landfill in 2018/19).

The third is a service-related target: To increase participation in kerbside recycling services to 60% by 2025. (The baseline for this target is 40%).

The proposed review will see a logical stepped approach to a service review that will fulfil the requirements of section 17A of the Local Government Act, assess public opinion relating to several key service delivery issues, and to be positioned to deliver on the outcomes of the WMMP.

4.0 PROJECT SCOPE

The review will:

- Analyse the data relating to waste streams to benchmark performance and identify opportunities for improvement;
- Recommend outline service improvements, and options where appropriate (e.g. kerbside collection services);
- Canvass the views of community, officers and elected members to identify the preferred alternative service options;
- Model the possible outcomes for the alternative preferred option/s;
- Review and report on other service review aspects such as governance and service delivery mechanism.
- Review the solid waste bylaw (along with other solid waste bylaw work required) to ensure alignment with, and support of, new waste services (also not in scope for this proposal).

5.0 REQUIREMENTS (CAPITAL/ OPERATIONAL INTEGRATION)

As the intent of this project is to reduce waste, increase recycling and increase diversion from landfill, under the guidelines of the Waste Minimisation Act 2008, the total cost of the project will be paid from Council's Landfill Levy Fund.

5.0 KEY PROJECT DELIVERABLES

Name	Description
Project kick off and scope refinement	The purpose of the inception process is to ensure clarity and a common understanding of the work that is to be undertaken. During the inception process, key team members from Council and the chosen consultant will meet and provide greater detail in respect of the methodology, highlight practical issues of project management, including on-going communication and review processes, and provide clarification of the exact nature of the project deliverables. Any amendments or additions to the project proposal will then be recorded and signed off by both parties.
Data analysis and report	Data used in the Waste Assessment will be updated and analysed further where possible. Additional data available through Council and/or their contractor relating to transfer stations, drop-off points, kerbside collections, servicing frequencies etc will be analysed.
Public survey	Residents that are eligible for the kerbside collection service will be surveyed to assess the reasons why they are not using the kerbside recycling service; and whether they are instead using the community drop-off centres. This will be surveyed through a number of methods to ensure all aspects are covered.
Workshop with Councillors	A workshop will be held with Councillors. This will include a refresher on basic waste management principles, an outline of the work completed so far, and presentation of the options to improve services. The aim of the workshop will be to secure agreement on and put detail to any options that need to be modelled. Costings for this element include workshop preparations, presentation, and expenses.
Review of landfill charging	A review of the landfill operating and capital costs to ensure that full cost-recovery charges are in place or, if not, can be put in place for the 2020/2021 financial year. Review of all capital and operational costs, and ensuring all costs are included such

	<p>as consenting, monitoring, likely future changes in ETS, levy and data collection implications (such as the cost of carbon), contingencies, depreciation, landfill closure and capping, and aftercare requirements.</p> <p>The implications of variations in future tonnes to landfill will be considered. A simple model will also be built for Council’s use that can calculate the impact of variable tonnes of waste on the per tonne cost of landfilling.</p>
Report	<p>A draft report will be provided setting out the outcomes of the investigation and recommendations. Feedback on the draft will be sought from Council and agreed changes incorporated before a final report is presented.</p>

6.0 MILESTONE DATES		
Item	Major Events / Milestones	Dates
1.	Inception Process	April 2020
2.	Collect and analyse data	April/Early May 2020
3.	Survey of kerbside recycling Service Customers	May 2020
4.	Identify Service Improvement Options	May 2020
5.	Workshop with Councillors	May/Early June 2020
6.	Workshop with Community	May/ Early June 2020
7.	Community Survey	May/ Early June 2020
8.	Landfill full cost recovery review	June 2020
9.	Reporting	June 2020

7.0 KEY ISSUES	
Severity (H, M, L)	Description
M	Covid-19 may have a disruptive influence with some Project engagement aspects e.g. Community workshop
M	Public lethargy
M	Public misconceptions (e.g. all recycling is landfilled anyway)
L	Timelines around project delivery

8.0 RISKS			
Risk Description	Inherent Risk	Control	Residual Risk
Covid-19 may have a disruptive influence with some aspects eg Community workshop	Medium	Normal community engagement will be modified to achieve the most accurate feedback through on-line polls.	
Maintain momentum and sustainability of activities	Low	Set timelines for the delivery of services and activities.	

9.0 PROJECT'S CRITERIA FOR SUCCESS (MUST BE MEASURABLE)

- An efficient and affordable Solid waste Service
- Increased recycling
- Reduction in waste
- Increased kerbside participation
- An efficient and compliant landfill operating with full recovery costs to the benefit of the district
- Deliver project on time and budget

10.0 PROJECT BUDGET (HIGH LEVEL)

Activity	Amount
Inception process	\$350.00
Collect and analyse data	\$3,150.00
Survey of kerbside recycling service customers	\$3,950.00
Identify service improvement options	\$2,100.00
Workshop with Councillors	\$1,750.00
Workshop with Community	\$1,225.00
Community survey	\$1,050.00
Landfill full cost recovery review	\$3,100.00
Reporting	\$4,200.00
Total (excl. GST)	\$20,875.00

5.5 QUARTERLY NON-FINANCIAL PERFORMANCE REPORT JAN - MAR 2020

File Number: COU1-1400

Author: Monique Davidson, Chief Executive

Authoriser: Monique Davidson, Chief Executive

Attachments: 1. **Non-Financial Quarterly Report - April 2020** [↓](#)

PURPOSE

The purpose of this report is to present to the Finance and Infrastructure Committee the quarterly non-financial performance report for the period 1 Jan – 31 March 2020.

RECOMMENDATION

That having considered all matters raised in the report:

That the Quarterly Non-Financial Performance Report 1 Jan – 31 March 2020 Report be received.

SIGNIFICANCE AND ENGAGEMENT

This report is provided for information purposes only and has been assessed as not significant.

BACKGROUND

These reports seek to provide the Committee a quarterly update on non-financial performance measures, as set out in the Long Term Plan 2018-2028.

Non-financial performance measure (often referred to as Statements of Service Performance (SSPs), compare performance on levels of service against benchmarks set by Council when adopting the Long Term Plan (LTP) or Annual Plan (AP).

Some of these SSPs are set by regulations from Central Government and are, therefore, measures that are used throughout New Zealand.

The 2018-2020 Long Term Plan sets out a range of performance measures which Council are required to report on quarterly. Over the course of the annual cycle, these performance measures then form the basis of the Annual Report.

DISCUSSION

The report is **attached**.

IMPLICATIONS ASSESSMENT

This report confirms that the matter concerned has no particular implications and has been dealt with in accordance with the Local Government Act 2002. Specifically:

- Council staff have delegated authority for any decisions made;
- Council staff have identified and assessed all reasonably practicable options for addressing the matter and considered the views and preferences of any interested or affected persons (including Māori), in proportion to the significance of the matter;
- Any decisions made will help meet the current and future needs of communities for good-quality local infrastructure, local public services, and performance of regulatory functions in a way that is most cost-effective for households and businesses;
- Unless stated above, any decisions made can be addressed through current funding under the Long-Term Plan and Annual Plan;
- Any decisions made are consistent with the Council's plans and policies; and

- No decisions have been made that would alter significantly the intended level of service provision for any significant activity undertaken by or on behalf of the Council, or would transfer the ownership or control of a strategic asset to or from the Council.

NEXT STEPS

The fourth quarter non-financial performance measures will be reported to the Finance and Infrastructure Committee as part of the preparation of the Draft Annual Report 2019/2020.

RECOMMENDATION

That having considered all matters raised in the report:

That the Quarterly Non-Financial Performance Report 1 Jan – 31 March 2020 Report be received.

Central Hawke’s Bay District Council		Quarterly Report: 1 January - 31 March 2020		
<p>Leadership and Governance</p> <p>Performance measures intended to be reported in the Annual Report.</p> <p>The following performance targets have been set by Council to meaningfully assess the achievement of levels of service.</p>				
What Customers Want/Customers Value	Customer levels of Service	Performance Measure	Target 2019/20	Achieved level of service
Council that listens to its community, responds efficiently and effectively, communicates well and has a can-do customer services attitude.	Responsive	The percentage of people who consider that Council has responded well or very well to community needs and issues.	65%	On track to be achieved This will be measured later in the year as part of the Residents Satisfaction Survey.
	Compliant	The percentage of formal consultation which follows legislative and policy requirements.	100%	Achieved to date Council is meeting legislative and policy requirements with regards to consultation.
	Responsive	Every time consultation occurs more than 4 engagement methods are used.	>4	Achieved to date No consultation in the reported period took place.
	Compliant	The percentage of Council and committee agendas made available to the public four working days before the meeting.	100%	Achieved to date
	Informative	The percentage of people who consider that Council has communicated well on Council business.	75%	On track to be achieved This will be measured later in the year as part of the Residents Satisfaction Survey.

	Inclusive	Council meets formally with Taiwhenua o Tamatea at least 4 times a year.	4	On Track to achieve No formal meetings have occurred in this quarter. Discussions occurred with Dr Roger Maaka on a new approach to the relationship. The Maori Contribution to Decision Making Policy was adopted by Council on 9 April 2020 appointing Dr Roger Maaka as Kaiārahi Matua.
	Compliant	Documents audited receive an unmodified audit opinion.	100%	Achieved to date The 2018/2019 received an unmodified audit opinion.

Economic and Social Development

What Customers Want/Customers Value	Customer levels of Service	Performance Measure	Target 2019/2020	Achieved level of service
To have a strong Council voice that advocates and leads change in economic and social issues and opportunities for the District.	Participates	Council actively participates in regional collaborative initiatives around economic and social development	Yes	Achieved Council has been an active participant in regional social development initiatives including Hawke's Bay Funders Forum, Hawke's Bay Housing Coalition, Hawke's Bay Safe Communities Forum. Council is an active participant and leader in regional economic development initiatives including Matariki HBRDS, and THINK HB.

	Leads	Council develops and implements a Community Wellbeing and Economic Development Strategy.	Yes	<p>Achieved</p> <p>The Community Wellbeing Strategy is being actively implemented.</p> <p>The Economic Development Action Plan (EDAP) has been adopted by Council and implementation is underway. An economic recovery plan has been developed to respond to the challenges of COVID-19 and drought, and this sits alongside the EDAP in the short-medium term, or as long as necessary.</p>
	Inclusive	The percentage of the Youth Action Plan that is implemented and achieved.	60%	<p>On track to be achieved</p> <p>40% implemented and achieved to date.</p>
	Inclusive	The percentage of the Safer CHB Action Plan that is implemented and achieved.	60%	<p>On track to be achieved</p> <p>55% implemented and achieved year to date.</p> <p>Strategic review of Safer CHB currently underway.</p>
	Inclusive	The percentage of the Older Persons Action Plan that is implemented and achieved.	60%	<p>On track to be achieved</p> <p>55% implemented and achieved year to date.</p> <p>Development of method to more accurately measure progress has been completed.</p>
	Inclusive	The percentage of the Disability Action Plan that is implemented and achieved	60%	<p>On track to be achieved</p> <p>50% implemented and achieved year to date</p> <p>Development of method to more accurately measure progress has been completed.</p>

	Effectiveness	The annual visitor spend increases by \$1m annually.	+\$1m	<p>On track to be achieved</p> <p>For the 12 months ending January 2020, regional visitor spend was at \$38.0m – that’s up \$2m on the previous reporting period. This would be expected due to the current period covering Christmas and early summer. This data is the most recent data set with MBIE’s Monthly regional tourism estimates (MRTEs) running 8 –12 weeks behind the quarter. Clearly the implications of COVID-19 will impact this metric in future reporting for future quarters, and we would not expect this to be achieved again this year.</p>
	Accessibility	The number of participants in events financially supported by Council.	9970	<p>Achieved</p> <p>The Christmas Parade and Carnival attracted approximately 2100 people; therefore, to date there has been 14,070 participants in 16 events. More recently through March, Parks week so approximately 1,500 people participate in activities across the District. Three major events planned for late summer/autumn have been cancelled or postponed due to COVID-19 (Spirited Women, Vantage Age Group Cycling Champs, The Little Easy).</p>
	Effectiveness	Support the creation of net new jobs within the District	50	<p>Not on target for achievement</p> <p>With the exception of Nga Ara Tipuna which is creating several (5-6) short term jobs for mana whenua representatives within the project management team, the ability to measure Council’s intervention in this activity is difficult.</p>
	Quality	The percentage of the community satisfied with the Economic and Social Development activity of Council.	80%	<p>On Track to be achieved</p> <p>This will be measured later in the year as part of the Residents Satisfaction Survey.</p>

District Planning Performance measures intended to be reported in the Annual Report. The following performance targets have been set by Council to meaningfully assess the achievement of levels of service.				
What Customers Want/What Customers Value	Customer Levels of Service	Performance Measure	Target 2019/20	Achieved level of service
The District Plan is kept up to date and relevant to the needs of our community – helping us to maintain a well-designed and sustainable district	Effectiveness	Review of the District Plan is completed within timeframes	District Plan Operational	<p>Not on track to be achieved.</p> <p>Progress with review of the Draft District Plan continues in accordance with the timelines adopted by Council in November 2018 (Plan B.)</p> <p>The Plan B timelines are not aligned to those stated in the 2019/2020 Target, which requires the District Plan to be operational in the 2019/2020 calendar year. As a result, the target will not be achieved.</p> <p>The resourcing and timeframes available to the District Plan Review would make the achievement of the 2020 target for an Operational Plan extremely challenging to achieve. Rather, elected members and staff are aligned with the timeframes adopted by Council in 2018 (Plan B). Plan B timeframes remain subject to adjustment to reflect progress with the 2021 Spatial Planning Assessment.</p> <p>While progress with the review remains on track to be achieved in accordance with option B, the relevant milestones are not those of the 2019/2020 Long Term Plan targets.</p> <p>In the period 1 January – 31 March 2020 progress with the District Plan review has focused on holding the Informal Hearings in February and deliberation meetings, partially held in March 2020.</p> <p>In alignment with the stated Performance Measures work is progressing on completion of the Deliberations and identification of additional technical work required to inform the District Plan Committee to make recommendations on points of submission.</p>

Land Use and Subdivision Consents

Performance measures intended to be reported in the Annual Report.

The following performance targets have been set by Council to meaningfully assess the achievement of levels of service.

What customers want/Customer value	Customer Levels of Service	Performance Measure	Target 2019/20	Achieved level of service
The land use and subdivision consent process is compliant, efficient and user friendly	Timeliness	The percentage of resource consents (non-notified) processed within 20 working days (the statutory timeframe)	100%	<p>On track to achieve</p> <p>75% of consents were processed within the statutory timeframe.</p> <p>This is due to some of the complexity of the consents, as well as low numbers causing large percentage differentiation.</p>
	Customer Service	The percentage of customers satisfied with the land use and subdivision consent services provided	90%	<p>On track to achieve</p> <p>This will be measured later in the year as part of the Residents Satisfaction Survey.</p>

Building Control				
Performance measures intended to be reported in the Annual Report.				
The following performance targets have been set by Council to meaningfully assess the achievement of levels of service.				
What customers want/Customer value	Customer Levels of Service	Performance Measure	Target 2019/20	Achieved level of service
The building consent process is compliant, efficient and user friendly	Timeliness	The percentage of building consents processed within 20 working days (the statutory timeframe)	100%	<p>On target to achieve</p> <p>98.8% consents processed within working days.</p> <p>Processed:</p> <p>85 this quarter. 252 year to date.</p> <p>\$16,095,636 value of consents this quarter.</p> <p>\$40,335,129 value of consents year to date.</p> <p>Comparison with same period last year:</p> <p>94 this quarter. 244 year to date.</p> <p>\$9,465,093 value of consents this quarter.</p> <p>\$24,191,494 value of consents year to date.</p>
	Safety	The maintenance of building consent authority accreditation status	Achieved	<p>Achieved</p> <p>Council regained accreditation in November 2018. Council is now working towards IANZ which will occur late 2020.</p>
	Customer Service	The percentage of customers satisfied with the building consent services provided	90%	<p>On target to achieve</p> <p>This will be measured later in the year as part of the Residents Satisfaction Survey.</p>

Public Health Performance measures intended to be reported in the Annual Report. The following performance targets have been set by Council to meaningfully assess the achievement of levels of service.				
What customers want/Customer value	Customer Levels of Service	Performance Measure	Target 2019/20	Achieved level of service
The public health process is compliant, efficient and user friendly	Health and Safety	The percentage of food and other premises inspected at least once a year	100%	Not on target for achievement We will not achieve this performance measure this financial year. Under legislation and regulations, we are not required to inspect every premise every 12 months. This is a higher level of service than required in legislation and not provided for within current resourcing and budgets. The premises inspected this quarter include: 10 food and other premises inspected this quarter. 46 of 98 of food and other premises have been inspected year to date.
	Health and Safety	Where premises do not meet minimum standards, a corrective plan is put in place to help them within 10 working days	100%	Achieved There have been no corrective plans required this quarter.
	Responsiveness	Complaints received are responded to within 3 working days.	100%	Achieved 100% of complaints have been responded to within the timeframe.
	Customer Service	The percentage of customers satisfied with the public health services delivered	95%	On track to be achieved This will be measured later in the year as part of the Residents Satisfaction Survey.

Animal Control				
Performance measures intended to be reported in the Annual Report.				
The following performance targets have been set by Council to meaningfully assess the achievement of levels of service.				
What customers want/Customer value	Customer levels of service	Performance Measure	Target 2019/20	Achieved level of service
Excellent customer service is provided to our customers and the animal control activity minimises nuisance and makes our community a safer place to live	Compliance	The percentage of known dogs registered	>95%	Achieved 98% We continue to be proactive in this area, following up those that haven't registered and encouraging unknown unregistered dogs.
	Safety	Percentage of serious dog incidences responded to within 2 hours	100%	Not Achieved 90% 20 Rushing/attacks and stock worrying calls were received this quarter, of those 18 were responded to within 2 hours.
	Safety	Response to all stock complaints and requests within 24 hours	100%	Achieved 100% 43 Stock wandering calls were received this quarter and responded to within the timeframe.
	Customer Service	The percentage of users satisfied with the Animal Control service provided	90%	On track to be achieved This will be measured later in the year as part of the Residents Satisfaction Survey.

Compliance and Monitoring Performance measures intended to be reported in the Annual Report. The following performance targets have been set by Council to meaningfully assess the achievement of levels of service.				
What customers want/Customer Value	Customer levels of Service	Performance Measure	Target 2019/2020	Achieved level of service
The compliance and monitoring process is compliant, efficient and user friendly	Safety	Owners, or their agents, advised that their BWOFF has lapsed within one month of expiry	95%	Achieved 100%
	Efficiency	All of PIMs, LIMs, and CCCs issued within the statutory timeframe	100%	On track to be achieved PIMs 100%, LIMs 95% and CCCs 100% 21 LIMs were processed and Two exceeded the time frame by one working day. 0 historical CCC's processed during the quarter 0 historical CCC's processed year to date 0 historical CCC's outstanding.
	Timeliness	Respond to complaints about non-compliance with bylaws within 3 days	100%	Achieved 100%
	Compliance	The percentage of resource consents monitored within two years of being issued	100%	Achieved 100%
	Customer Service	The percentage of users satisfied with the Compliance and Monitoring service provided	90%	On track to be achieved This will be measured later in the year as part of the Residents Satisfaction Survey.

Land Transport

Performance measures intended to be reported in the Annual Report.

The following performance targets have been set by Council to meaningfully assess the achievement of levels of service.

What customers want/Customer value	Customer levels of service	Performance Measure	Target 2019/2020	Achieved level of service
The provisions of a safe and secure local roading network that meets the needs of our community	Safety	The change from the previous financial year in the number of fatalities and serious injury crashes on the local road network, expressed as a number	Reduce total number to 0	Not achieved Fatalities this quarter = no data available Fatalities YTD 2019/20 = 1 Fatalities 2018/19 = 1 Serious Injuries this quarter = no data available Serious Injuries YTD 2019/20 = 3 Serious Injuries 2018/19 = 7
	Quality	The average quality of ride on a sealed local road network, measured by smooth travel exposure	Between 85 & 90%	Achieved 92.5%
	Quality	At least 20% of the footpaths in excellent condition and no more than 10% of the footpaths in poor condition measured annually	Excellent >50% Poor <10%	On Track to be achieved
	Quality	The percentage of the sealed local road network that is resurfaced	Between 6 and 8%	Achieved 6.6%

	Responsive ness	The percentage of customer service requests relating to road and footpaths to which the territorial authority responds within 3 working days	100%	On Track to be achieved 91%
	Customer Service	The percentage of users satisfied with the roading service provided	90%	On Track to be achieved This will be measured later in the year as part of the Residents Satisfaction Survey.

Solid Waste

Performance measures intended to be reported in the Annual Report.

The following performance targets have been set by Council to meaningfully assess the achievement of levels of service.

What customers want/Customer value	Customer levels of service	Performance Measure	Target 2019/2020	Achieved level of service
Council supports and provides incentives for waste reduction, reuse and recycling in line with its Waste Management & Minimisation Plan	Effectiveness	The tonnes of recyclables through the centre each year	>1500 tonnes	On track to be achieved achievement Kerbside/DOC Jan 113.13 T Feb 82.08 T Mar 71.37 T Total YTD 1056.08 T With some of the backlog of recycling figures still to come and the final round up of concrete and glass, we are still hopeful of reaching our target of 1500T.
	Effectiveness	The amount of green waste composted each year	>2,250m3	Not on track to be achieved Q3 - 360 cubic metres Total – 1130 m3 YTD.

	Awareness	The number of schools participating in waste minimisation programmes	75%	On track to be achieved 94.4% of schools participating in waste minimisation programmes
	Awareness	Hold waste minimisation promotional events in the District	4	Achieved Q3 - 1 event: - Composting workshop Total of 5 events YTD
	Customer Service	The percentage of users satisfied with the solid waste service provided	90%	On track to be achieved This will be measured later in the year as part of the Residents Satisfaction Survey.

Water Supply

Performance measures intended to be reported in the Annual Report.

The following performance targets have been set by Council to meaningfully assess the achievement of levels of service.

What customers want/Customer Value	Customer levels of service	Performance measure	Target 2019/2020	Achieved level of service
A continuous supply of water is provided at the right quantity, quality and pressure so that residents and industry can do what they need to do (for example, this should be deleted as we are not here to treat water for irrigation requirement or at least be changed to domestic irrigation, showering and recreation)	Safety	The extent to which the local authority's drinking water complies with part 4 of the drinking water standards (bacteria compliance criteria)	All potable supplies 100%	Achieved Otane 100% Waipawa 100% Waipukurau 100% Takapau 100% Kairakau 100% Porangahau 100%

	Safety	The extent to which the local authority's drinking water supply complies with Part 5 of the drinking water standards (protozoal compliance criteria)	All potable supplies 100% Target 2020	Achieved Otane 100% Waipawa 100% Waipukurau 100% Takapau: 100% Kairakau In progress Porangahau now complete but not recorded for this quarter
	Quality	Percentage of real water loss from the local authority's networked reticulation system	≤ 30%	Not Achieved Work is underway to install meters and conduct night-flow analysis to accurately measure water losses. Currently this cannot be accurately measured.
	Responsiveness	Attendance for urgent callouts; from the time that the local authority received notification to the time that service personnel reach the site	≤ 2 hours	Achieved The median response time for this quarter is 31 minutes
		Resolution of urgent call outs; from the time that the local authority receives notification to the time the service personnel confirm resolution of the fault or interruption	≤ 12 hours	Achieved The median resolution time for the quarter is 3 hours 24 minutes
		Attendance for non-urgent call outs: from the time that the Local Authority receives notification to the time the service personnel reaches the site	≤ 6 hours	Achieved The median response time for this quarter is 2 hours 23 minutes

		Resolution of non-urgent call outs: from the time that the Local Authority receives notification to the time the service personnel confirm resolution of the fault or interruption	≤ 72 hours	<p>Not Achieved</p> <p>The median resolution time for the quarter is 72 hours 24 minutes.</p> <p>There were 148 RFS's processed during the quarter.</p>
	Customer Service	<p>Number of complaints relating to drinking water received (per annum per 1000 connections to the local authority's networked reticulation system)</p> <p>Drinking water clarity, Drinking water taste, Drinking water odour, Drinking water pressure or flow, Continuity of supply, The local authority's response to any of these issues.</p>	≤ 5	<p>Achieved</p> <p>1.47complaints per 1000 connections this quarter.</p> <p>There was a total of 6 complaints for the quarter. These complaints have been resolved.</p> <p>There are currently 4073 water connections to the networked reticulation system.</p>
	Demand Management	The average consumption of drinking water per day per water connection	≤1.80m3	<p>Not Achieved</p> <p>1.85 m³ average consumption of drinking water per day per connection for the quarter</p> <p>There are currently 4073 water connections to the networked reticulation system.</p> <p>Level 3 water restrictions are in place to limit water usage</p>
	Customer Satisfaction	The percentage of users satisfied with the water supply service provided	90%	<p>On track to be achieved</p> <p>This will be measured later in the year as part of the Residents Satisfaction Survey.</p>

Wastewater				
Performance measures intended to be reported in the Annual Report.				
The following performance targets have been set by Council to meaningfully assess the achievement of levels of service.				
What customers want/Customer value	Customer levels of service	Performance measure	Target 2019/2020	Achieved level of service
The sewerage system is convenient, safe and reliable	Quality	Target number of dry weather sewerage overflows (per 1000 connections to the total sewerage system)	≤10	Achieved 1.15 dry weather sewerage overflows (per 1000 connections to the total sewerage system) this quarter. 4reported overflow for quarter There are currently 3463 sewerage connections to the total sewerage systems.
	Quality	Target number of total sewerage overflows (per 1000 connections to the total sewerage system)	≤30	Achieved 1.15 sewerage overflows (per 1000 connections to the total sewerage system) this quarter. 4reported overflow for quarter There are currently 3463 sewerage connections to the total sewerage systems.
	Compliant	Compliance with the territorial authority’s resource consents for discharge from its sewerage system measured by the number of:		Achieved Number of abatement notices received for the quarter: 0 Number of abatement notices received year to date: 0
		abatement notices	0	
		infringement orders	0	Achieved Number of infringement notices received for the quarter: 0 Number of infringement notices received year to date: 0

		enforcement orders and	0	<p>Achieved</p> <p>Number of enforcement orders received for the quarter: 0</p> <p>Number of enforcement orders received year to date: 0</p>
		convictions, received by the territorial authority	0	<p>Achieved</p> <p>Number of convictions received for the quarter: 0</p> <p>Number of convictions received year to date: 0</p>
	Responsive	Median response time for attending sewerage overflows resulting from blockages or other faults (measured from the time that notification is received to the time that the service personnel reach the site)	≤1hr	<p>Achieved</p> <p>The median response time for the quarter is 50 minutes</p>
		Median resolution time for attending sewerage overflows resulting from blockages or other faults (measured from the time that notification is received to the time that service personnel confirm resolution of the blockage or other fault)	≤ 4 hrs	<p>Not Achieved</p> <p>The median resolution time for the quarter is 28 hours 53 minutes.</p> <p>When investigated there a 2 complaints that are not valid, one is for a common private drain which was threatened to be blocked and needed further input from planning, the other is for a blocked toilet public in Kairakau which is not connected to a waste water network. There is a further blockage of a lateral which was jetted and fully replaced, the restoration time is from call received to full replacement was completed.</p>

	Customer Service	Number of complaints received per annum per 1000 sewerage connections about any of the following: Sewage odour, Sewerage system faults, Sewerage system blockages or Council's response to issues with its sewerage systems.	≤ 10	Achieved 4.04 complaints received per 1000 sewerage connections this quarter. There was a total of 14 complaints for the quarter There are currently 3463 sewerage connections to the total sewerage systems.
	Customer Service	The percentage of users satisfied with the wastewater service provided	90%	On track to be achieved This will be measured later in the year as part of the Residents Satisfaction Survey.

Stormwater

Performance measures intended to be reported in the Annual Report.

The following performance targets have been set by Council to meaningfully assess the achievement of levels of service.

What customers want/Customer Value	Customer levels of service	Performance Measure	Target 2019/2020	Achieved level of service
A safe and operational stormwater drainage network for design events	Quality	For each flooding event, the number of habitable floors affected. (Expressed per 1000 properties connected to the territorial authority's stormwater system.)	0	Achieved 0 habitable floors affected in flooding events this quarter (per 1000 properties connected). There are currently 2979 storm water connections to the networked reticulation system.

	Compliant	Compliance with the territorial authority's resource consents for discharge from its stormwater system measured by the number of: abatement notices.	0	Achieved Number of abatement notices received for the quarter: 0
		infringement orders	0	Achieved Number of infringement notices received for the quarter: 0
		enforcement orders; and	0	Achieved Number of enforcement orders received for the quarter: 0
		successful prosecutions, received by the territorial authority in relation to those resource consents	0	Achieved Number of prosecutions received for the quarter: 0
	Responsive	The median response time to attend a flooding event, measured from the time that the territorial authority receives notification to the time that service personnel reach the site.	≤2hr	Achieved The median response time for the quarter is 0 minutes

	Customer Service	The number of complaints received about the performance of the stormwater system (expressed per 1000 properties connected to the stormwater system).	≤ 5	Achieved 0 complaints received per 1000 stormwater connections this quarter. There are currently 2979 storm water connections to the networked reticulation system.
	Customer Service	The percentage of users satisfied with the stormwater service provided.	90%	On the track to be achieved This will be measured later in the year as part of the Residents Satisfaction Survey.

Parks, Reserves and Pools

Performance measures intended to be reported in the Annual Report.

The following performance targets have been set by Council to meaningfully assess the achievement of levels of service.

What customers want/Customer value	Customer levels of service	Performance Measure	Target 2019/2020	Achieved level of service
A range of parks and reserves that are affordable, well maintained and safe that provide for the sporting, cultural and well-being of the community.	Safe	Safety checks on playground equipment are carried out monthly	100%	Not achieved 80% YTD <ul style="list-style-type: none"> • 3rd quarter: 48% 10/21 of inspections were completed due to the timing of the COVID-19 restrictions in March. • 2nd quarter: 100% • 1st quarter: 94%. One playground was missed by a few days.

	Accessible	The percentage of people that have used or visited a park or reserve in the last 12 months	65%	On track to be achieved This will be measured later in the year as part of the Residents Satisfaction Survey.
	Quality	The percentage of people that are satisfied with the park or reserve used or visited in the last 12 months	90%	On track to be achieved This will be measured later in the year as part of the Residents Satisfaction Survey.
Access to good quality swimming pool facilities for fun, recreation and exercise	Accessible	The number of A W Parsons pool users	76,500	Yet to be achieved. This data was not readily available from the Trust at the time of reporting.
	Accessible	The number of Waipawa pool users	3,050	Achieved Total users at 31 March 12,133 Cooler temperatures at beginning of January led to a closure and 2nd week in March led to closing pool early and then COVID 3rd quarter: 8,401(2,601general public & 5,800 school usage) 2nd quarter: 3,732 (972 general public & 2760 school usage) 1st quarter: CLOSED
	Safe	Both pools comply with the lifeguard pool safety standard Requirements	Achieved	On track to be achieved Waipawa Pool complies with pool safety standards. The data is not available to Council for reporting for AW Parsons pools.
	Quality	The percentage of people that are satisfied with the swimming pools used or visited in the last 12 months	65%	On track to be achieved This will be measured later in the year as part of the Residents Satisfaction Survey.

Public Toilets

Performance measures intended to be reported in the Annual Report.

The following performance targets have been set by Council to meaningfully assess the achievement of levels of service.

What customers want/Customer value	Customer levels of service	Performance Measure	Target 2019/2020	Achieved level of service
Facilities are clean, safe, in good working order and meet the needs of our community & visitors	Health and Safety/ Quality	The percentage of the public satisfied with the cleanliness and provision of public toilets	90%	On track to be achieved This will be measured later in the year as part of the Residents Satisfaction Survey.

Retirement Housing

Performance measures intended to be reported in the Annual Report.

The following performance targets have been set by Council to meaningfully assess the achievement of levels of service.

What customers want/Customer Value	Customer levels of service	Performance Measure	Target 2019/2020	Achieved level of service
Safe, well maintained and comfortable community housing for the ageing population in the District living on fixed income	Responsiveness	The percentage of retirement housing units that are occupied	95% Done	Achieved 100% of retirement housing units occupied this quarter.
	Quality	Tenants' overall satisfaction with Council's Retirement Housing service	80%	On track to be achieved This will be measured later in the year as part of a specific survey of tenants.

Libraries Performance measures intended to be reported in the Annual Report. The following performance targets have been set by Council to meaningfully assess the achievement of levels of service.				
What customers want/Customer value	Customer levels of service	Performance measure	Target 2019/2020	Achieved level of service
Our libraries are inclusive places and all people are encouraged to make use of the library's services	Accessibility	The percentage of the Central Hawke's Bay population that use the library services	65%	On track to be achieved This will be measured later in the year as part of the Residents Satisfaction Survey.
	Accessibility	The number of people visiting our libraries measure by: <ul style="list-style-type: none"> Physical visits Online visits 	Physical visits – 117,176 Online visits – 4,272	Not on track to be achieved The cumulative number of physical visits at the end of quarter 3 is 89,162. The library has been closed as a result of COVID-19 at the end of Quarter 3. There has been a recurring fault with a door reader at Waipawa Library. Based on this the current residents recorded as visiting the service is at both libraries is 28,754 during the third quarter. The door counter was repaired in March 2020. There were 5,704 online visits for the quarter. The cumulative number of online visits at the end of quarter 3 is 13516.
	Quality	The percentage of library users satisfied with the service provided	90%	On track to be achieved This will be measured later in the year as part of the Residents Satisfaction Survey.

Theatres, Halls and Museums

Performance measures intended to be reported in the Annual Report.

The following performance targets have been set by Council to meaningfully assess the achievement of levels of service.

What customers want/Customer Value	Customer levels of service	Performance Measure	Target 2018/19	Achieved level of service
Safe, affordable and appropriate facilities that provide for the cultural and social well-being of the communities	Safety	All Community Owned Halls have a current BWOFF	100%	Achieved 100% of community halls that require a BWOFF have a current BWOFF this quarter.
	Accessibility	The number of users of the Memorial Hall	5,100	On target to achieve Estimated participants: 5,036 from 225 bookings 3 rd quarter 61 bookings & 1,380 participants 2 nd quarter 92 bookings & 1,972 Participants 1 st quarter 72 bookings & 1,684 participants
		The number of users of the Civic Theatre	16,830	On target to be achieved Total: 9607 year to date 3 rd quarter not yet reported. Information has been requested not yet available due to lockdown. 2 nd quarter 3,797 1 st quarter 5,810
	Accessibility	The number of bookings of the CHB Municipal Theatre	184	On track to not be achieved Total:105 3 rd quarter 21 (<i>Jan typical quiet month – Feb transfer 1st 2wks – end Mar COVID-19</i>) 2 nd quarter 36 1 st quarter 48
	High Quality	The percentage of hirers that are satisfied with the Memorial Hall	85%	On track to be achieved This will be measured later in the year as part of a specific survey of tenants.

	High Quality	The percentage of hirers that are satisfied with the Civic Theatre	85%	Not achieved Due to the data being unable to be supplied, achievement of the measure cannot be made.
	High Quality	The percentage of hirers that are satisfied with the CHB Municipal Theatre	85%	Not achieved Due to the data being unable to be supplied, achievement of the measure cannot be made.

Cemeteries

Performance measures intended to be reported in the Annual Report.

The following performance targets have been set by Council to meaningfully assess the achievement of levels of service.

What customers want/Customer value	Customer levels of service	Performance measure	Target 2018/19	Achieved level of service
Cemetery grounds provide a special place of remembrance for loved ones amongst attractive and well maintained grounds	Availability	The number of plots available for burial or cremation in the District	500	Achieved 655 plots are available for burial or cremation in the district. During the quarter, there have been 8 burials 3 ashes burial 0 burial plots reserved and 3 ashes plots reserved.
	Quality	The percentage of the community satisfied with cemetery facilities	90%	On track to be achieved This will be measured later in the year as part of the Residents Satisfaction Survey.
	Accessibility	All burial records available to be viewed on the internet	100%	Achieved 100% burial records were available to be viewed on the internet.

Properties and Buildings

Performance measures intended to be reported in the Annual Report.

The following performance targets have been set by Council to meaningfully assess the achievement of levels of service.

What customers want/Customer value	Customer levels of service	Performance Measure	Target 2018/19	Achieved level of service
Ensure safe buildings for public use	Safety	Monthly Building Warrant of Fitness (BWOFF) checks are carried out	Achieved	Achieved 100 % of monthly BWOFF carried out this quarter. 100 % of monthly BWOFF carried out year to date. All required BWOFF checks have been completed.

LGOIMA Requests

Name/ Business	Contact Person	Subject	Date Received	Completed
Radio New Zealand	Harry Lock	Election promotion and spend	28/11/2019	7/01/2020
Andrew Wilson	Andrew Wilson	Raw data of water tests in Waipawa and Tuki Tuki	6/12/2019	5/02/2020
Jaime McSorley	Jaime McSorley	Sport & Recreation Funding	9/12/2019	11/02/2020
David Allan	David A	RM180095 - Correspondence - Consent Process	17/12/2019	15/01/2020
New Zealand Motor Caravan Association Inc.	James Imlach	CHB Freedom Camping areas	20/12/2019	10/12/2020
Soil & Health Association	Steffan Browning	Herbicides use in public places	20/12/2019	3/02/2020
Fairfax Media	Chris Marshall	Rainwater Tank Use and Regulations/Practices	30/01/2020	5/03/2020
Malcolm Rabson	Malcolm Rabson	Disposal of Tyres	4/02/2020	24/02/2020
CLAD Online	Richard Thomas	Fluoride Consultation	6/02/2020	20/02/2020
Stuff/Dominion Post	Andre Chumko	Abductions on Council Facilities	10/02/2020	11/02/2020
Stuff	Felippe Rodrigues	GIS Files - Sea Level Rises	20/12/2020	11/02/2020

Quarterly Activity Reporting

Wastewater Treatment Quality Results for 1 January 2020 to 31 March 2020

Showing number of exceedances in YTD sampling.

5 exceedances are allowed in 12 months.

	pH	cBoD ₅	SS	
Waipawa	0	0	5	✓
Waipukurau	0	0	2	✓
Otane	0	2	1	✓
Porangahau	0	0	4	✓
Te Paerahi	0	0	1	✓
Takapau	0	0	2	✓

SRP	Ammonia	E.Coli	
19	19	14	X
18	19	2	X

Wastewater Treatment Quality Results for the rolling 12 months 1 January 2020 to 31 March 2020

Showing number of exceedances in 12 months of sampling.

5 exceedances are allowed in 12 months.

	pH	cBoD ₅	SS		SRP	Ammonia	E. Coli	
Waipawa	0	0	6	✓	25	26	16	X
Waipukurau	0	0	3	✓	24	26	2	X
Otane	0	4	1	✓				
Porangahau	0	0	4	✓				
Te Paerahi	0	0	1	✓				
Takapau	0	0	2	✓				

Wastewater Flow Volumes for the rolling 12 months from 1 January 2020 to 31 March 2020

	FLOW			
	Limit	Exceedances Allowed	Result	
Waipawa	1,500 m ³ per day	36 days	25 Exceedances	✓
Waipukurau	4,000 m ³ per day	36 days	0 Exceedances	✓
Otane	225 m ³ per day	36 days	1 Exceedance	✓
Porangahau	415 m ³ per day	18 days	Data Not Available	✓
Te Paerahi	190 m ³ per day	18 days	Data Not Available	✓
Takapau	216 m ³ per day	No limit	Data Not Available	✓

5 DATE OF NEXT MEETING

RECOMMENDATION

THAT the next meeting of the Central Hawke's Bay District Finance and Infrastructure Committee be held on 18 June 2020.

KARAKIA

6 TIME OF CLOSURE