



AGENDA

RĀRANGI TAKE

NOTICE OF AN ORDINARY MEETING OF THE

Audit and Risk Committee

to be held on **Thursday, 5th November 2020** commencing at **1.00pm** in the Council Chambers, 36 Weld Street, Hokitika and via Zoom

Chairperson:	R. Dean – Independent Chair	
Members:	His Worship the Mayor	Cr Hart
	Cr Neale	Kw Tumahai
	Kw Madgwick	



In accordance with clause 25B of Schedule 7 of the Local Government Act 2002, members may attend the meeting by audio or audiovisual link.

Council Vision:

We work with the people of Westland to grow and protect our communities, our economy and our unique natural environment.

Purpose:

The Council is required to give effect to the purpose of local government as prescribed by section 10 of the Local Government Act 2002. That purpose is:

- (a) To enable democratic local decision-making and action by, and on behalf of, communities; and
- (b) To promote the social, economic, environmental, and cultural well-being of communities in the present and for the future.

1. NGĀ WHAKAPAAHA APOLOGIES

2. WHAKAPUAKITANGA WHAIPĀNGA DECLARATIONS OF INTEREST

Members need to stand aside from decision-making when a conflict arises between their role as a Member of the Council and any private or other external interest they might have. This note is provided as a reminder to Members to review the matters on the agenda, and assess and identify where they may have a pecuniary or other conflict of interest, or where there may be a perception of a conflict of interest.

If a member feels they do have a conflict of interest, they should publicly declare that at the start of the meeting or of the relevant item of business and refrain from participating in the discussion or voting on that item. If a member thinks they may have a conflict of interest, they can seek advice from the Chief Executive or the Group Manager: Corporate Services (preferably before the meeting). It is noted that while members can seek advice the final decision as to whether a conflict exists rests with the member.

3. NGĀ TAKE WHAWHATI TATA KĀORE I TE RĀRANGI TAKE URGENT ITEMS NOT ON THE AGENDA

Section 46A of the Local Government Official Information and Meetings Act 1987 states:

- (7) An item that is not on the agenda for a meeting may be dealt with at the meeting if
 -
 - (a) the local authority by resolution so decides, and
 - (b) the presiding member explains at the meeting at a time when it is open to the public, -
 - (i) the reason why the item is not on the agenda; and

(ii) the reason why the discussion of the item cannot be delayed until a subsequent meeting.

(7A) Where an item is not on the agenda for a meeting, -

(a) that item may be discussed at the meeting if -

(i) that item is a minor matter relating to the general business of the local authority; and

(ii) the presiding member explains at the beginning of the meeting, at a time when it is open to the public, that the item will be discussed at the meeting; but

(b) No resolution, decision, or recommendation may be made in respect of that item except to refer that item to a subsequent meeting of the local authority for further discussion.

4. NGĀ MENETI O TE HUI KAUNIHERA MINUTES OF MEETINGS

Minutes circulated separately via Microsoft Teams

- **Audit and Risk Committee Meeting Minutes – 6 August 2020**

5. ACTION LIST (Page 5)

6. PŪRONGO KAIMAHI STAFF REPORTS

- **Finance: Quarterly Report Q1 July – September 2020** - (Pages 6 – 43)
Emma Rae, Strategy and Communications Advisor
John Kagagi, Accountant
- **Audit and Risk Committee Rolling Work Plan 2020** - (Page 44)
Lesley Crichton, Group Manager: Corporate Services

7. KA MATATAPU TE WHAKATAUNGA I TE TŪMATANUI RESOLUTION TO GO INTO PUBLIC EXCLUDED

(to consider and adopt confidential items)

Resolutions to exclude the public: Section 48, Local Government Official Information and Meetings Act 1987.

The general subject of the matters to be considered while the public are excluded, the reason for passing this resolution in relation to each matter and the specific grounds under Section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of the resolution are as follows:

Item No.	General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under Section 48(1) for the passing of this resolution
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1.	Confidential Minutes – 6 th August 2020	Good reason to withhold exist under Section 7	That 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 or withholding exists. Section 48(1)(a)
2.	Risk Report	Good reason to withhold exist under Section 7	That 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 or withholding exists. Section 48(1)(a)
3.	Quarterly Report on Whistleblower Services provided by PWC	Good reason to withhold exist under Section 7	That 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 or withholding exists. Section 48(1)(a)

This resolution is made in reliance on sections 48(1)(a) and (d) of the Local Government Official Information and Meetings Act 1987 and the particular interests or interests protected by section 7 of that Act, which would be prejudiced by the holding of the relevant part of the proceedings of the meeting in public are as follows:

Item No.	Interest
1,2,3	Maintain legal professional privilege (Section 7(2)(g)).
1,2,3	Enable any local authority holding the information to carry out, without prejudice or disadvantage, commercial activities (section 7(2)(h)).

**DATE OF NEXT AUDIT AND RISK COMMITTEE MEETING TO BE CONFIRMED
COUNCIL CHAMBERS, 36 WELD STREET, HOKITIKA AND VIA ZOOM**

05.11.20 AUDIT AND RISK COMMITTEE – ACTION LISTING

Date	Item	Action Required	Status	Lead Officer
17.03.20	Terms of Reference – Audit and Risk Committee adopted 17.03.20	Terms of Reference to be included on the action list for review at the November 2020 meeting.	Workshop to be held after A&R Committee meeting.	Group Manager: Corporate Services
17.03.20	Reserve Bank had undertaken community consultation on the use of cash.	Feedback on the outcome of the community consultation to be obtained from the Community Development Advisor.	Work was halted due to COVID. Unknown when this project will resume. Not a Council project therefore no control over it.	Group Manager: Corporate Services
06.08.20	Audit Review Document	The Chair has requested the Audit Review Document from the Auditor General be made available to the committee.	To get clarification over which report is required.	Group Manager: Corporate Services
06.08.20	Risk Management Manual Amendment	Kw Madgwick noted that under section 8 in the Risk Management Manual the Key Stakeholders need to include Te Runanga o Makaawhio.	This has been updated in the draft. Will not be finalised until after risk workshop which has been on hold due to resurgence in COVID.	Group Manager: Corporate Services
06.08.20	Risk Management Workshop	For whole of Council to workshop key factors to be included in the risk manual.	Was on hold due to resurgence in COVID.	Group Manager: Corporate Services

Report to Committee



DATE: 5 November 2020

TO: Audit and Risk Committee

FROM: Strategy and Communications Advisor and Accountant

Quarterly Report Q1 July – September 2020

1. Summary

- 1.1. The purpose of this report is to inform the Committee of Council's financial and service delivery performance for the three months ended 30 September 2020 (Q1).
- 1.2. This issue arises from a requirement for sound financial governance and stewardship with regards to the financial performance and sustainability of a local authority.
- 1.3. Council seeks to meet its obligations under the Local Government Act 2002 and the achievement of the District Vision adopted by the Council in May 2018, which are set out in the Long Term Plan 2018-28. Refer page 2 of the agenda.
- 1.4. This report concludes by recommending that Committee receive the Quarterly Report Q1 - July - September 2020, attached as Appendix 1.

2. Background

- 2.1 The reason the report has come before the Committee is due to the requirement for the Committee to have current knowledge of Council's financial performance. The quarterly report provides information against targets and objectives adopted in the Long Term Plan 2018-28.

3. Current Situation

- 3.1. The current situation is that the Committee receives a quarterly report in a consistent format.
- 3.2. The Quarterly Report Q1 - July - September 2020 is attached as Appendix 1 and contains the following elements:
 - 3.2.1. Sustainability report on Financial Prudence.
 - 3.2.2. Whole of Council Statement of Comprehensive Revenue and Expenditure, including variance analysis.
 - 3.2.3. Capital Expenditure 2020/2021.
 - 3.2.4. Treasury report including loans, internal borrowing, cash investments, and debtors.
 - 3.2.5. Reserve Funds report.
 - 3.2.6. Statement of Service provision.

4. Options

- 4.1. Option 1: The Committee does not receive the Quarterly Report Q1 July 2020 – September 2020.
- 4.2. Option 2: The Committee receives the Quarterly Report Q1 July 2020 – September 2020.

5. Risk Analysis

5.1. Risk has been considered and the following risks have been identified :

- 5.1.1. Financial mismanagement through a lack of awareness of the Council's financial position.
- 5.1.2. Poor activity performance through lack of oversight of how activity groups are tracking to their KPIs.

6. Health and Safety

6.1. Health and Safety has been considered and no items have been identified.

7. Significance and Engagement

- 7.1. The level of significance has been assessed as being low. The report is an administrative document for the Committee's information.
- 7.2. No public consultation is considered necessary; **or**

8. Assessment of Options (including Financial Considerations)

- 8.1. Option 1: If the committee does not receive the report there will be no oversight of the financial position of Council or whether the activity groups are achieving their KPIs.
- 8.2. There are no financial implications to this option.
- 8.3. Option 2: This report is for information only to ensure oversight of Council's financial position and activities. Staff welcome feedback for continuous improvement of the quality of the information provided.
- 8.4. There are no financial implications to this option.

9. Preferred Option(s) and Reasons

- 9.1. The preferred option is Option 2.
- 9.2. The reason that Option 2 has been identified as the preferred option is that the report is administrative in nature and to do nothing would create a financial risk to Council.

10. Recommendation(s)

- 10.1. That the report be received.

Emma Rae
Strategy and Communications Advisor

John Kagagi
Accountant

Appendix 1: Quarterly Report Q1 – July – September 2020



Quarterly Report

Q1 – July 2020 – September 2020

Emma Rae

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Whole of Council Financial Summary

Sustainability report

Total revenue	Total expenditure	Total surplus/(deficit)
\$6.85M	\$5.84M	\$1.01M
Is 17.14% more than the total budget of \$5.84M	Is 5.25% less than the total budget of \$6.16M	Is 414.93% more than the total budget of- \$0.32M

SUSTAINABILITY

Rates to operating revenue **57.23%**

Rates Revenue	\$3.92M
Operating Revenue	\$6.85M

57.23% of operating revenue is derived from rates revenue. Rates revenue includes penalties, water supply by meter and is gross of remissions. Operating revenue excludes vested assets, and asset revaluation gains.

Balanced budget ratio **117.22%**

Operating revenue	\$6.85M
Operating expenditure	\$5.84M

Operating revenue should be equal or more than operating expenditure. Operating revenue excludes vested assets and asset revaluation gains. Operating expenditure includes depreciation and excludes landfill liability and loss on asset revaluations. Year to date revenue is 117.22% of operating expenditure.

Interest to rates revenue (LGFA Cov.) **3.89%**

Net interest and finance costs	\$0.15M
Rates Revenue	\$3.92M

3.89% of rates revenue is paid in interest. Our set limit is 25% of rates revenue. Net interest is interest paid less interest received. Rates revenue includes penalties, water supply by meter and gross of remissions.

Interest to operating revenue **2.22%**

Net Interest and finance costs	\$0.15M
Operating revenue	\$6.85M

2.22% of operating revenue is paid in interest. Our set limit is 10% of operating revenue. Net interest is interest paid less interest received.

Liquidity Risk (LGFA Cov.)**158.64%**

Gross debt	\$19.62M
Undrawn committed facilities	\$3.98M
Cash and cash equivalents	\$7.52M

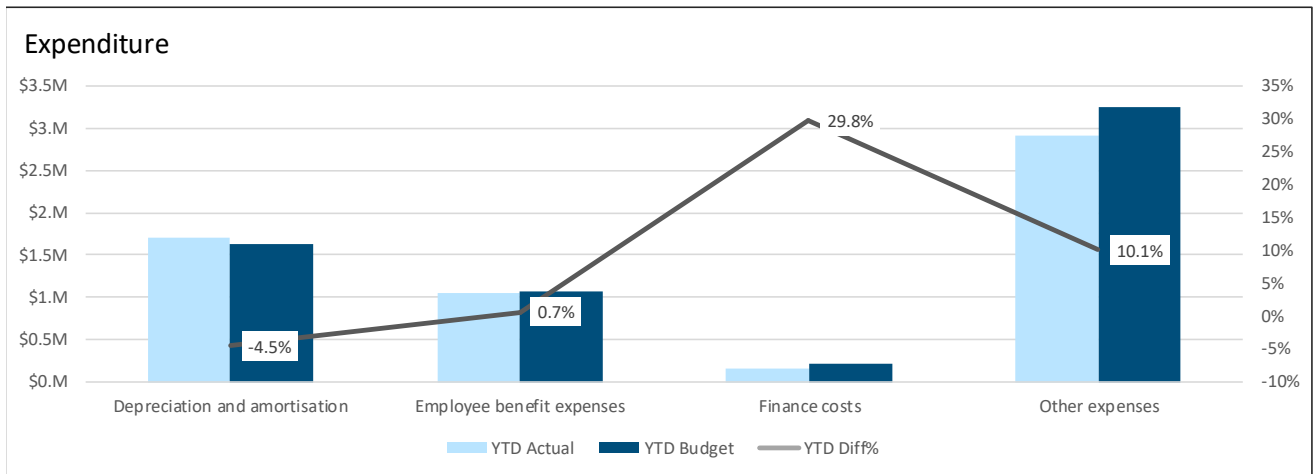
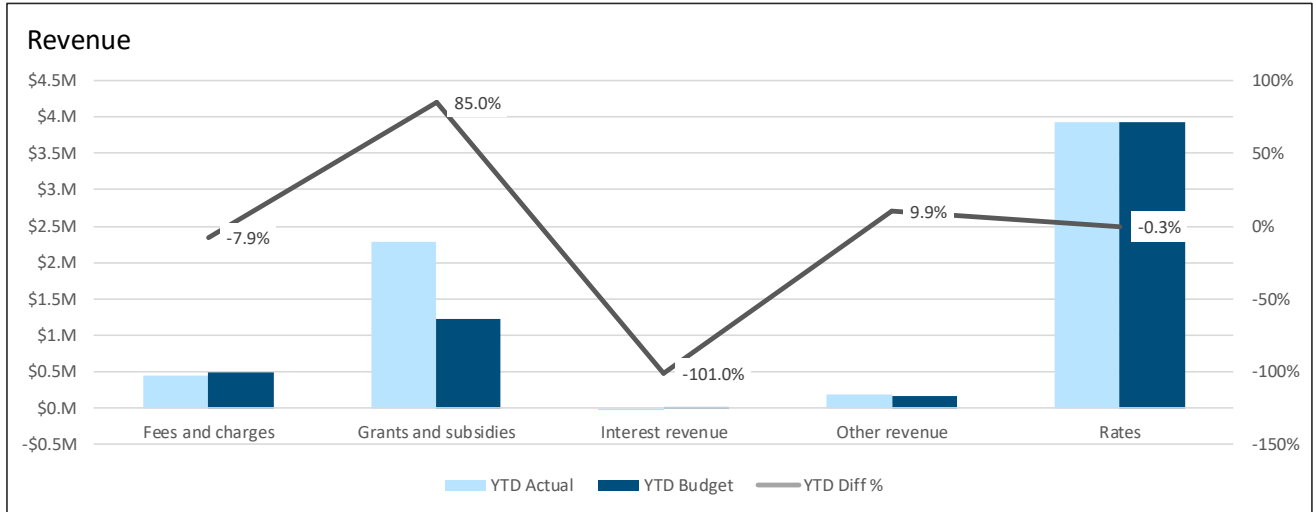
The liquidity risk policy requires us to maintain a minimum ratio of 110% which is also an LGFA covenant. Our current liquidity risk is 158.64%

Essential services ratio**57.36%**

Capital expenditure	\$0.77M
Depreciation	\$1.35M

Capital expenditure should be equal or more than depreciation for essential services, for year to date capex is 56.67% of depreciation. Essential Services are Water Supply, Wastewater, Stormwater, and Roothing. Work on essential services was low in the quarter because of the focus on getting government funded shovel ready projects underway and winter constraints on roading works.

Revenue and Expenditure



Statement of Comprehensive Revenue and Expenditure

Statement of Comprehensive Revenue and Expense							
For the period ended September 2020							
	Notes	Full Year Forecast (\$000)	Full Year Budget (\$000)	YTD Budget (\$000)	Actual YTD (\$000)	Variance YTD (\$000)	Var/Bud %
Revenue							
Rates	01	15,895	15,907	3,930	3,918	(13)	-0.32%
Grants and subsidies	02	6,641	5,593	1,232	2,279	1,047	84.97%
Interest Revenue	03	32	43	11	()	(11)	-101.05%
Fees and Charges	04	1,908	1,947	497	457	(39)	-7.90%
Other revenue	05	1,226	1,209	174	191	17	9.87%
Total operating revenue		25,701	24,700	5,844	6,845	1,002	17.14%
Expenditure							
Employee Benefit expenses	06	4,229	4,236	1,064	1,057	(7)	-0.65%
Finance Costs	07	802	867	217	152	(65)	-29.79%
Depreciation	08	6,619	6,545	1,636	1,711	74	4.54%
Other expenses	09	12,657	12,968	3,246	2,920	(327)	-10.06%
Total operating expenditure		24,307	24,616	6,163	5,840	(324)	-5.25%
Operating Surplus/(Deficit)		1,394	84	(319)	1,006	1,325	-414.93%

Notes to the Statement of Comprehensive Revenue and Expense

Note 1 - Rates							
	Forecast	Annual Plan (000's)	Annual Plan YTD (000's)	Actual YTD (000's)	Variance YTD (000's)	Var/Bud %	Notes
Rates	\$15,895	\$15,907	\$3,930	\$3,918	-\$13	0%	
Total - Rates	\$15,895	\$15,907	\$3,930	\$3,918	-\$13	0%	

Note 2 - Grants and Subsidies							
	Forecast	Annual Plan (000's)	Annual Plan YTD (000's)	Actual YTD (000's)	Variance YTD (000's)	Var/Bud %	Notes
Grants & Contributions	\$4,067	\$2,896	\$584	\$1,755	\$1,171	201%	Unbudgeted grants: Carnegie building \$319k, Mayors Taskforce Jobs Funding \$250k, Community Halls & War Memorials Renovations \$539k, and Haast Potable Water Storage \$122. Offset by NZTA subsidies under budget \$59k.
Capital Subsidies	\$2,573	\$2,697	\$649	\$525	-\$124	-19%	Due to NZTA below budget by \$460k, and no revenue for Convenience Grants (budget \$75k) nor Capital Grants (budget \$117k). Offset by unbudgeted grants Sunset Pt \$128k, and Jacksons Bay Wharf \$400k.
Total - Grants and Subsidies	\$6,641	\$5,593	\$1,232	\$2,279	\$1,047	85%	

Note 3 - Interest Revenue							
	Forecast	Annual Plan (000's)	Annual Plan YTD (000's)	Actual YTD (000's)	Variance YTD (000's)	Var/Bud %	Notes
Interest Revenue	\$32	\$43	\$11	\$	-\$11	-99%	Interest revenue is lower than planned due to declining interest rates in the market.
Total - Interest Revenue	\$32	\$43	\$11	\$	-\$11	-99%	

Note 4 - Fees and Charges							
	Forecast	Annual Plan (000's)	Annual Plan YTD (000's)	Actual YTD (000's)	Variance YTD (000's)	Var/Bud %	Notes
Friends of the Library	\$3	\$2	\$1	\$1	\$	35%	
Inspection Fees	\$170	\$180	\$45	\$35	-\$10	-23%	
Building Accreditation	\$21	\$21	\$5	\$5	\$	1%	
Building Checks	\$4	\$5	\$1	\$	-\$1	-100%	
Building Consents	\$65	\$63	\$16	\$18	\$3	16%	
Burial Fees	\$34	\$34	\$8	\$9	\$	3%	
Cass Square Hire Char	\$8	\$7	\$	\$1	\$1	974%	
Compliance Certificates	\$42	\$42	\$11	\$10	\$	-1%	
Compliance Schedule Fees	\$28	\$28	\$23	\$23	\$	-1%	
DVD Rental	\$6	\$6	\$2	\$1	\$	-16%	
Land Information Memo	\$67	\$54	\$9	\$22	\$13	143%	Higher than expected enquiries due to increase in property sales after national lock down.
Liquor Licenses	\$130	\$132	\$33	\$31	-\$2	-7%	
Monitoring Revenue	\$3	\$5	\$2	\$1	-\$1	-70%	
Photocopying Revenue	\$5	\$5	\$1	\$2	\$	19%	
Plant Hire	\$129	\$130	\$32	\$32	\$	-1%	
Processing Fees	\$160	\$149	\$36	\$47	\$11	30%	
Refuse Site Fees	\$817	\$860	\$215	\$172	-\$43	-20%	This is mainly due to lower than expected refuse fees received from Hokitika (\$9k), Franz Josef (\$30k) and Fox Glacier (\$4k) due to reduced tourism.
Resource Consents	\$73	\$73	\$24	\$24	\$	0%	
Trade Waste Fees	\$99	\$109	\$27	\$17	-\$10	-37%	
Waste Levy	\$38	\$37	\$6	\$7	\$2	27%	
Total - Fees and Charges	\$1,908	\$1,947	\$497	\$457	-\$39	-8%	

Note 5 - Other Revenue

	Forecast	Annual Plan (000's)	Annual Plan YTD (000's)	Actual YTD (000's)	Variance YTD (000's)	Var/Bud %	Notes
Impounding Fees	\$5	\$5	\$2	\$1	\$	-7%	
Interloans	\$1	\$1	\$	\$	\$	62%	
Petrol Tax Income	\$126	\$126	\$32	\$32	\$	0%	
Rental	\$4	\$1	\$1	\$4	\$3	436%	
Reserve Fund Revenue	\$52	\$63	\$16	\$5	-\$10	-67%	
Capital Contributions	\$15	\$14	\$4	\$5	\$1	26%	
Dividends	\$250	\$250	\$	\$	\$	0%	
Dogs Registration	\$113	\$90	\$73	\$96	\$23	32%	
Fines	\$15	\$15	\$2	\$2	\$	-12%	
Food Premises Licences	\$28	\$32	\$8	\$3	-\$5	-58%	
Gain on Swap	\$202	\$202	\$	\$	\$	0%	
Legal Fees Recovered	\$2	\$3	\$1	\$	-\$1	-100%	
LIBRAR - Donations	\$2	\$3	\$1	\$	\$	-61%	
Mobile Shop Licences	\$4	\$3	\$	\$1	\$1	0%	
Recoveries	\$118	\$119	\$27	\$26	-\$1	-3%	
Retail Sales	\$5	\$3	\$1	\$2	\$2	179%	
Sundry Income	\$35	\$31	\$8	\$12	\$4	52%	
Total - Other Revenue		\$969	\$174	\$191	\$17	10%	

Note 6 - Employee Benefit Expenses

	Forecast	Annual Plan (000's)	Annual Plan YTD (000's)	Actual YTD (000's)	Variance YTD (000's)	Var/Bud %	Notes
Salaries & Wages	\$4,095	\$4,092	\$1,023	\$1,026	\$3	0%	
Superannuation	\$124	\$124	\$31	\$31	\$	1%	
ACC Levy	\$10	\$20	\$10	\$	-\$10	-100%	ACC not processing levies due to Covid-19 impact.
Total -Employee Benefit Expenses	\$4,229	\$4,236	\$1,064	\$1,057	-\$7	-1%	

Note 7 - Finance Costs

	Forecast	Annual Plan (000's)	Annual Plan YTD (000's)	Actual YTD (000's)	Variance YTD (000's)	Var/Bud %	Notes
Finance Costs	\$802	\$867	\$217	\$152	-\$65	-30%	This variance is mainly due to lower than expected interest rate prevailing in the market and efficient liquidity management.
Total - Finance Costs	\$802	\$867	\$217	\$152	-\$65	-30%	

Note 8 - Depreciation

	Forecast	Annual Plan (000's)	Annual Plan YTD (000's)	Actual YTD (000's)	Variance YTD (000's)	Var/Bud %	Notes
Depreciation and Amortisation	\$6,619	\$6,545	\$1,636	\$1,711	\$74	5%	Due to higher than expected capitalisation of essential services assets in the 2019/20 FY
Total - Depreciation	\$6,619	\$6,545	\$1,636	\$1,711	\$74	5%	

Other expenses
Note 9 - Other expenses

	Forecast	Annual Plan (000's)	Annual Plan YTD (000's)	Actual YTD (000's)	Variance YTD (000's)	Var/Bud %	Notes
Administrative Expenses	\$649	\$628	\$135	\$156	\$21	16%	
Contractors	\$554	\$637	\$149	\$67	-\$83	-55%	Expenses down across all areas but major reductions include: No expenditure for HR Contractor (budgeted \$40k) now in-house, Conveniences expenditure (\$19k) and Hokitika Minor Works (\$11k) both under budget. Building Inspection Admin are under budget by \$6k due to timing differences.
Electricity	\$396	\$403	\$101	\$94	-\$7	-7%	
Honorarium	\$311	\$309	\$77	\$79	\$2	2%	
Insurance	\$434	\$353	\$	\$81	\$81	0%	Timing difference
Loss on Swaps	\$54	\$	\$	\$54	\$54	0%	Market forces
Maintenance	\$4,257	\$4,303	\$1,041	\$995	-\$46	-4%	
Management Contracts	\$1,890	\$1,899	\$468	\$459	-\$10	-2%	
Other Expenses	\$2,622	\$3,256	\$1,067	\$441	-\$625	-59%	Timing and unspent budget across all areas. Unspent Community grants (\$226k), and Responsible Camping

Projects: Current

CAPITAL EXPENDITURE 2020-2021				
	Full Year Annual Plan (AP)	YTD Actual Expenditure	YTD Spent as a % of AP	Notes
Leadership	371,112	28,580	8%	DMS project is on track but Chambers refurbishment project is on hold pending the office EQ report. IT renewals project is forecasting lower spend due to IT delivery delays post Covid.
Planning & Regulatory Services	6,000	-	0%	
Leisure Services & Facilities - Park & Reserves	772,710	-	0%	These projects on track and remain within budget forecast
Leisure Services & Facilities - Other	1,299,695	9,389	1%	This is mainly due to delays in Civil Defence - EOC project which is planned to start early 2021
Solid Waste	515,000	15,999	3%	The Butlers intermediate capping project has been postponed to 2022 due post Covid stimulus funding received for the Fox Landfill waste to be carted to Butlers Landfill.
Stormwater	1,382,240	-	0%	Mains upgrade programme on track and design works has commenced for works on Livingstone Street. Pump upgrade Tancred complete. All work planned for this year on track.
Transportation	2,749,790	118,589	4%	YTD spending is low due to resealing works to commence early summer. All capital projects will be completed before the year end to include Structures Component Replace project, Sealed Road Pavement Rehabilitation project, Local and SPR Low Cost Low Risk projects.
Wastewater	2,681,156	1,250	0%	Mainly due to the project scope change for the Hokitika WWTP the Outfall structure project has been cancelled to be replaced by the WWTP upgrade projects funded by post Covid stimulus funding.
Water Supply	1,335,550	61,576	5%	YTD actual spending on track to include carryover works delayed due to Covid delays. Mains upgrade programme, Arahura Water treatment plant project and Fox Glacier Plant upgrade project on track and all expected to be completed by year end.
Total Capital Expenditure	11,113,253	235,383	2%	
Total Carryover Capital Expenditure	11,159,877	1,018,439	9%	
Total Unbudgeted Capital Expenditure	3,355,000	399,281	12%	All project works on track to be completed this financial year
Total Capital	25,628,130	1,653,103	6%	

Treasury Report

Summary

The purpose of this section of the Quarterly Report is to provide an update on Council’s Treasury Position as at **30 September 2020**.

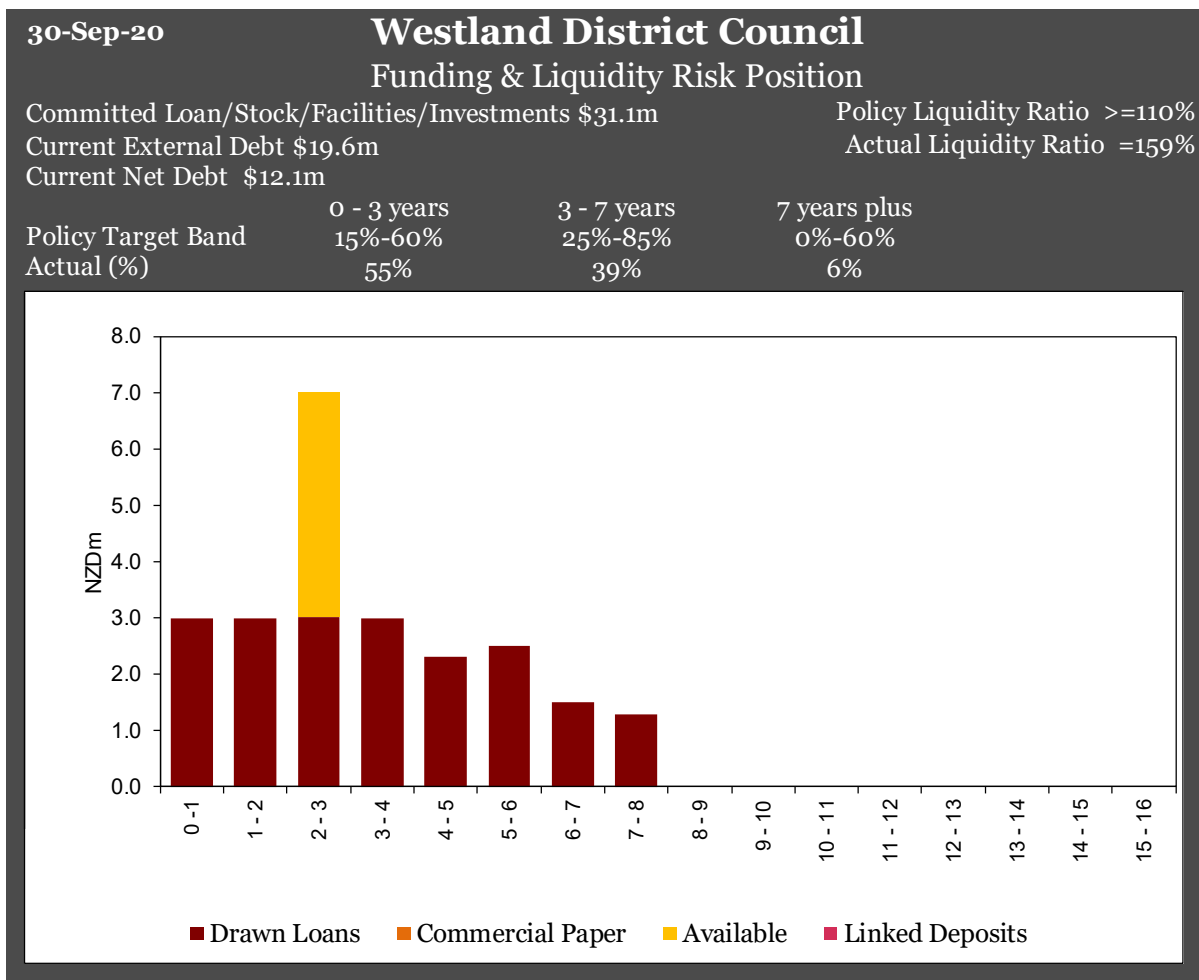
This section shows the Council’s position for the following items:

- Loans
- Other Borrowings (if any)
- Swap
- Internal borrowing
- Cash Investments
- Deposits
- Debtors

Council has contracted PWC as an independent treasury adviser.

Loans

This chart illustrates the Council’s position in relation to the debt facility:



Liquidity and Funding Risk Control Limits:

Maturity band limits were amended in March 2020 to allow the council to have a greater flexibility while continue to enforce a spreading and smoothing approach to debt management. New bands are 0 - 3 years, 3 - 7 years and 7 years plus. Minimum and maximum percentage limits within each maturity band ensure a spread of maturities and reduces the risk of maturity concentrations.

Council's policies require that we have liquidity cover of 110% of current debt. There are two facilities in place, one with Westpac with a borrowing limit of \$4m, a second with the Local Government Funding Agency has a borrowing limit of \$20m, providing a total facility of \$24m. The forecast debt for the current financial year is \$25.63m, with liquidity coverage at 159%.

Borrowing as at 30 September 2020 are as follows:

Amount (\$)	Rate	Maturity
18,352	1.55%	1/07/2023
3,000,000	0.28%	17/05/2021
3,000,000	0.28%	16/05/2022
3,000,000	0.31%	17/04/2023
3,000,000	0.31%	15/04/2024
2,300,000	0.31%	15/04/2025
1,500,000	0.31%	15/04/2026
1,000,000	1.39%	15/04/2026
1,500,000	3.88%	15/04/2027
1,300,000	0.31%	18/04/2028
19,618,352	Total	

Except the first line in the table above rest of the loans are obtained from LGFA. The interest rates shown above for LGFA bonds do not include the 0.6% to 1.1% margins charged by LGFA.

Swaps in place to protect against fluctuating interest rates are as follows:

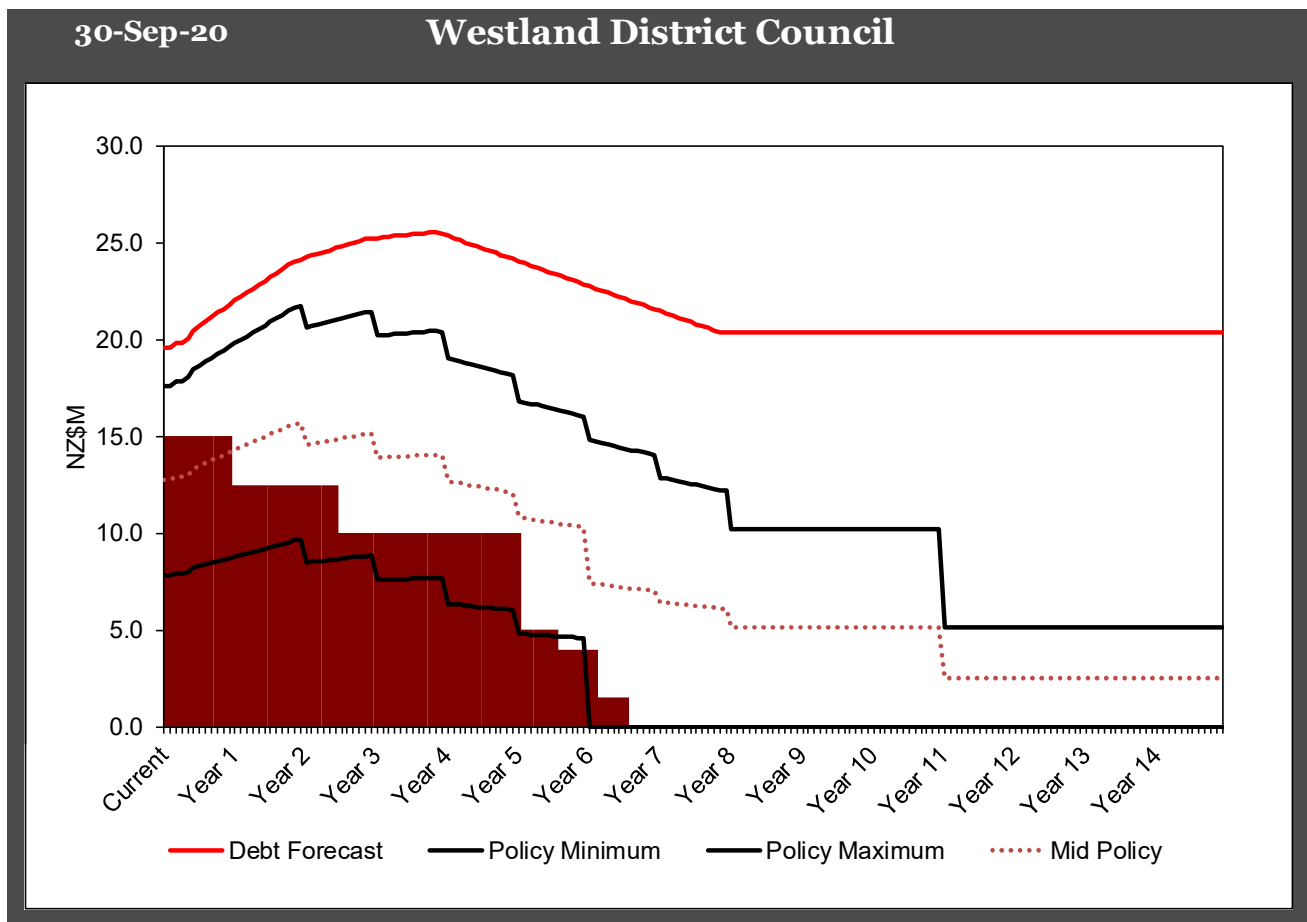
Amount (\$)	Rate	Maturity
2,500,000	0.67%	17/11/2026
5,000,000	3.67%	2/10/2025
5,000,000	3.34%	2/10/2023
2,500,000	2.98%	17/03/2023
5,000,000	4.10%	1/10/2021
2,500,000	3.55%	17/11/2020
22,500,000	Total	

Out of the \$22.5m Swaps portfolio above, \$12.5m Swaps have future effective dates and hence are not considered as live Swaps.

Interest Rate Risk Position

The interest rate risk position visually represents the Council's interest rate position within approved interest rate control limits as set out in Council's Liability Management Policy.

The following chart shows our projected debt position and compliance to the corridor policy implemented by the Audit and Risk Committee at the end of September 2020



The red part of the graph above shows the amount of debt which is fixed - (this includes fixed rate bonds together with payer swaps) meaning debt which gets repriced in one year's time or later. As shown in the above graph council is within the minimum and maximum policy limits as at 30 September 2020.

Internal Borrowing

Kaniere Sewerage \$88,033.

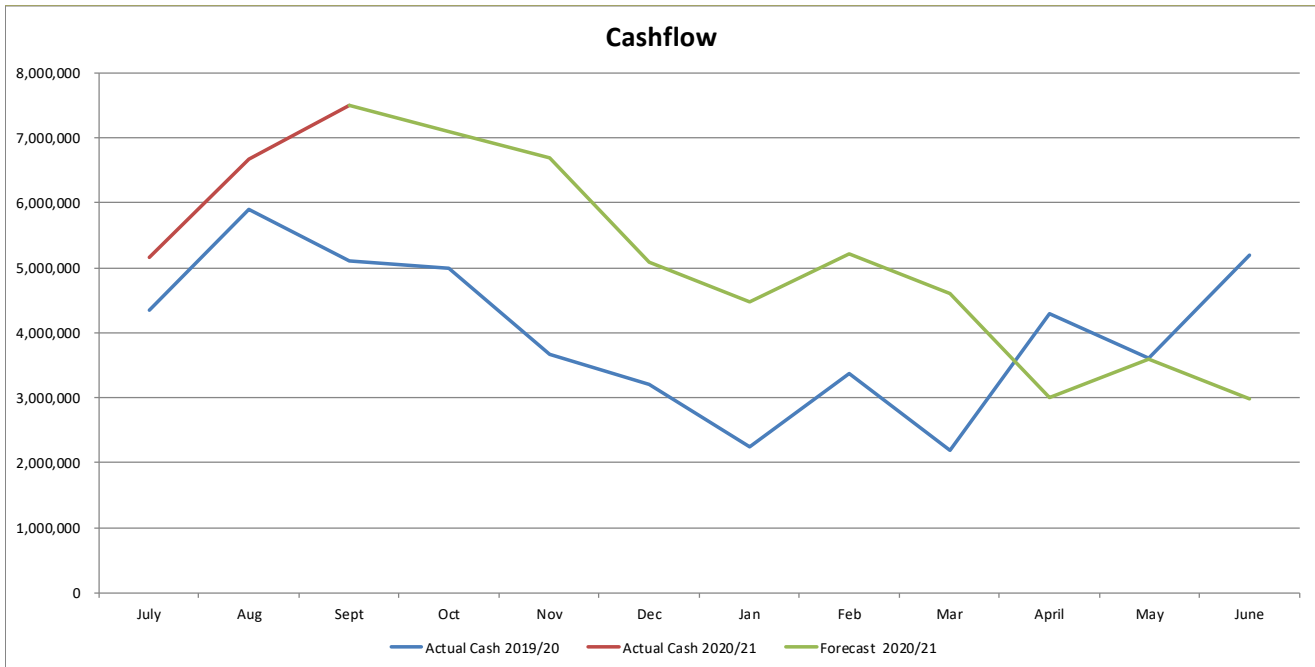
Cash Investments

Cash Deposits as at 30 September 2020

Cash flow is managed on a weekly basis. The highest spend is expected to continue in the next quarter with loan drawdowns occurring later in the financial year as more capital projects take place.

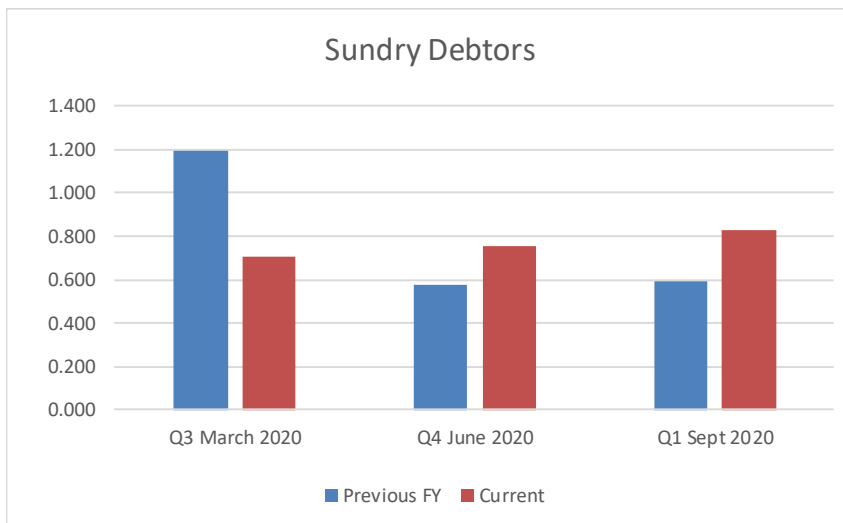
The following analysis excludes bond monies.

Closing balance of WDC Operational Account: \$3,044,626.



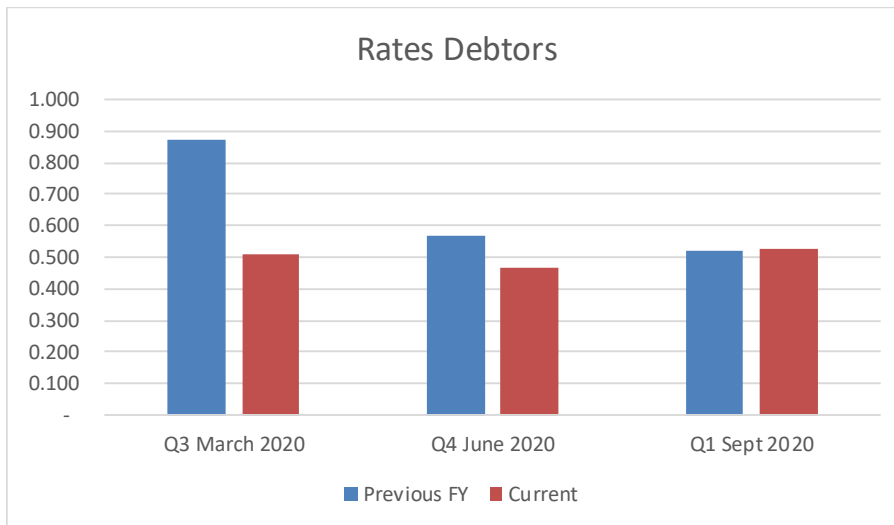
Sundry Debtors

Outstanding Sundry debtors as at 30 September 2020 total \$830,391 which is \$234,493 higher than Q1 2019/20 financial year sundry debtors at \$596,488. Of the 30 September sundry debtors, \$620,000 was for a government grant received in early October.



Rates Debtors

At 30 September, rates debtors figure total \$528,062 which is \$9,582 more than Q1 2019/20 financial year rates debtors at \$518,480.



Debt Collection

Credit Recoveries performance as at 30 September for active debt:

The relationship between Council and the debt recovery agency is being actively managed with regular meetings and guidance from Finance. This proactive approach has assisted with the success of the debt management process and reduction of overdue debtors.

Date Debt Sent	Debt	Collected	Recovery Rate
Pre 2017	74,507	47,266	63%
2017-2018	19,138	14,566	76%
2018-2019	6,829	2,848	42%
2019-2020	3,314	225	7%
Current	1,428	-	0%
Total	105,216	64,905	62%

Further debts will be referred to debt recovery only where internal processes have proven unsuccessful.

Reserve Funds Report

Summary

Reserves are divided into two categories:

Restricted Reserves: These reserves can only be used for the purpose as set out in either legislation or by the funder.

Council Created Reserves: These reserves exist solely at the discretion of Council, as a matter of good business practice.

Financial Management Principles for Reserve Funds

- There are no reserves that are required to be represented by specific cash funds. Council therefore takes a portfolio approach to treasury management.
- Reserves are funded by interest income from investments and available borrowing capacity.
- Reserve balances will grow by interest calculated at the weighted average 90 day bill rate, transferred quarterly into the reserve.
- During 2020/21 new depreciation reserves will grow quarterly. Interest will be earned on those reserves calculated based on the average 90 day bill rate. This will be funded from external interest revenue (or deficit reserves – internal borrowing) for 2020/21
- Interest will be charged on any reserve in deficit at Council's weighted average cost of asset term debt.

No funds shall be withdrawn from the Westpac Bonds or any reserve unless provided for in the Annual Plan or by Council resolution.

Council Created Reserve Funds					
Reserve	Purpose of each reserve fund	Balance 1	Transfers		Balance
		July 2020	into fund	Transfers out of fund	30 Sept 2020
		\$000	\$000	\$000	\$000
Kumara Township fund	Township funding for the purpose of community related projects	-	4	-	4
HariHari township	Township funding for the purpose of community related projects	2	4	-	6
Whataroa township	Township funding for the purpose of community related projects	2	4	- 5	
Ross township	Township funding for the purpose of community related projects	1	3	- 14	- 10
Haast township	Township funding for the purpose of community related projects	- 3	4	-	1
Franz township	Township funding for the purpose of community related projects	2	9	-	10
Fox township	Township funding for the purpose of community related projects	1	9	-	10
Kokatahi community fund	Township funding for the purpose of community related projects	1	2	-	2
Foreshore	Foreshore Protection for groin replacement on the foreshore.	20	-	-	20
Glacier country promotions	Targeted rates collected from Glacier Country to provide funding for marketing projects.	-	65	-	65
Prestons bush	Mr Preston donated the reserve to Council. This fund was for the community to beautify the bush with tracks and interpretation boards.	1	-	-	1
HariHari community complex	The Harihari Pony Club land was sold and the funding was to go towards a new community complex. (Another \$100,000 is allocated from the Reserve Development Fund.)	68	-	-	68
Westland Racing Club	Westland Racing Club transferred the racecourse and \$250k to WDC	250	-	- 6	244
Guy Menzies trust	Surplus from Guy Menzies Day Event.	1	-	-	1
Emergency contingency fund	Fund to support Westland in a Civil Defence emergency.	63	-	-	63
Marks Road reserve fund	Net Sale proceeds of section of Marks Road Reserve to be split between Haast Civil Defence and the Haast Community	168	-	-	168
Transport renewals	For funding the renewal of roads and bridges.	658	338	- 119	877
Water renewal	For funding the renewal of water supplies networks	3,076	295	- 139	3,231
Waste water renewal	For funding the renewal of sewerage and sewage networks	1,828	147	- 61	1,914
Stormwater renewal	For funding the renewal of stormwater systems	771	88	- 8	851
Parks and Reserves renewals	For funding Parks, Reserves, Public Toilets, Ross Pool and Cemeteries Asset Renewal	- 52	113	- 30	31
Building renewals	For renewal of all Council operational buildings.	678	68	- 156	592
Administration renewals	For renewal of office equipment, furniture, technical equipment, vehicles and technology	367	54	- 20	402
Library renewals	To replace library books	211	29	- 9	230
Total Council Created Reserves		8,114	1,234	- 566	8,783

Restricted Reserve Funds					
Reserve	Purpose of each reserve fund	Balance 1	Transfers	Transfers	Balance 30
		July 2020	into fund	out of fund	Sept 2020
		\$000	\$000	\$000	\$000
Offstreet Parking	Collected from developments in town to pay for off-street parking. Imposed by RMA/District Plan	33	-	-	33
Reserve Development	Monies collected from developments. Imposed by RMA/District Plan	317	5	- 30	292
Museum Assistance Fund	Originally the Museum Bequest Fund	21	-	-	21
Kumara Endowment Fund	Proceeds from sale of Endowment land. Our brief research has not identified the specific terms of the endowment.	356	-	-	357
Euphemia Brown Bequest	Interest earned on funds administered by Public Trust Offices for the estates of Euphemia & William E Brown.	24	-	-	24
Mayoral Relief Funds	Contributions from James & Margaret Isdell Trust; Coulston Herbert Trust;	28	-	-	28
Three Mile Domain	To fund three mile domain costs.	74	-	-	75
Ross Endowment Land	Various endowment land parcels in Ross sold over time.	68	-	-	68
Graffiti		4	-	-	4
Big Brothers Big Sisters		- 1	-	-	- 1
Taxi Chits		- 3	-	-	- 3
Total Restricted Reserves		922	6	- 30	898
Total Reserves		9,036	1,240	- 596	9,680
Total Council Created Reserves		8,114	1,234	- 566	8,783

Statements of Service Provision

This section contains:

- Commentary about Council's activity within each Group
- Council's non-financial performance for each activity, measured against a set of 'key performance measures' that are in the Long Term Plan 2018 -2028.

Note:

Where a LOS performance measure is "% of residents satisfied", Council holds results from the last survey of residents which was carried out in February 2020. This survey is carried out biannually.

A full explanation of the 2020 Resident Survey results is contained in Council's Annual Report 2019/2020 and the survey itself can be obtained from the Council's [website](#).

Leadership Group

Democracy

Local Government Official Information and Meetings Act (LGOIMAs)

Council received 23 LGOIMA requests in this quarter. Average processing time for requests was 8.033 days. There were 21 formal and informal requests from the media. Other requests were from lobby groups and private citizens.

Corporate Services

Finance

The finance team provided standard monthly reporting this quarter as well as work on the Annual Report 2019/2020 and the Amendment to the LTP 2018-28.

Strategy and Communications

The Strategy and Communications Advisor (SCA) supported the Finance Team to produce the Annual Report 2019/2020, and the Amendment to the LTP 2018-28, Consultation Document and Supporting information. The SCA also supported the Transportation Manager in the consultation process for the Speed Limit review, supported with LGOIMA and Privacy Act requests and managed the preparation for the Council website refresh project.

Business Analysis

The electronic document and records management project has reached a milestone with a "soft launch" of "Laserfiche Forms" to Council staff. This is a web-based forms server, which will replace all of the internal paper based forms and forms processing. The focus is on usability and transparency of forms and data handling. Feedback from the internal launch will assist in the future launch of a publicly accessible Forms Portal on the website. This will allow our ratepayers to complete and submit application forms online.

The executive team recently approved our new Information Management Policy and a new Physical Files "Standard Operating Procedure". This focusses on managing existing paper based files in a professional and secure manner whilst auditing and controlling the information, and who has access to it.

Information Services

Not reported this quarter.

Library

The library services are now part of the Corporate Services group. They will continue to report under the leisure services and facilities.

Democracy

Level of Service	Measure / Targets	Progress
Responsible leadership	65% of residents satisfied with Council's leadership.	30/09/2020: 41% residents contacted in the bi-annual resident survey were satisfied with Council's leadership.
The community understands what Council does	50% of residents understand how Council makes decisions.	30/09/2020: 77% of residents contacted in the Bi-annual resident survey understood in general how Council makes decisions.

Corporate Services

Level of Service	Measure / Targets	Progress
Provide accountability about Council activities	Legally compliant financial plans and reports adopted on time .	30/09/2020: The Annual Plan was adopted by Council on 30 June 2020, which met the statutory deadline.
A comprehensive Customer Service Centre	75% of residents satisfied with the service they receive.	30/09/2020: 74% of residents contacted in the Bi-annual resident survey were satisfied with service received.
Effective engagement of the community during public decision-making opportunities	55% of residents that believe they have been consulted appropriately.	30/09/2020: 36% of residents contacted in the bi-annual resident survey are very satisfied / satisfied with the way Council engages the community in consultation.

Council Controlled Organisations

Level of Service	Measures / Target	Progress
CCOs comply with their Statements of Intent	100% performance measures in the CCO Statement of Intent are met, as reported in half yearly and annual reports.	30/09/2020: At the time of writing the Annual Report 2019/2020 is still being compiled and the information is not fully available.

Planning and Regulatory Group

Resource Management

Not reported in this quarter.

Inspections and Compliance

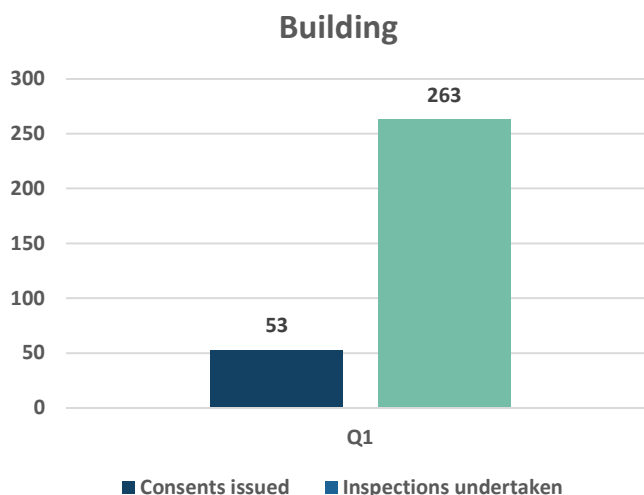
Building

The building team has issued 53 consents, at 98% within 20 working days and an average of 5.93 processing days for the first quarter.

We undertook 263 inspections and issued 59 Code Compliance certificates – 98% within 20 working days and an average of 1.97 days.

The team has taken the opportunity to assist other councils with processing building consents and is working for two other councils around New Zealand to help them meet their statutory deadlines.

We have also issued 11 Notices to Fix, for breaches against the New Zealand Building Act.



Food Premises

Not reported in this quarter.

Alcohol

Not reported in this quarter.

Animal Control

Dog control have continued the usual duties of routine patrols, attendance to pound and facilities and responses to calls or complaints. There have been information sharing practises established for dogs moving between districts to improve the accuracy of the Dog Control Database.

Accounts and Information Services are working with Dog Control to consider implementing an online system for dog registration and payments.

Emergency Management / Civil Defence (CD)

Not reported in this quarter.

Resource Management

Level of Service	Measure / Target	Progress
Resource consents processed in accordance with the Resource Management Act	100% of resource consents processed within statutory timeframes:	30/09/2020: Not reported.
Provide appropriate advice to customers	85% of users satisfied with the quality of the advice provided on resource management matters.	30/09/2020: 99% satisfaction with the quality of advice provided by Planning Staff, based on customer feedback throughout the year. A formal satisfaction survey was not carried out due to time-constraints in the team following the Covid-19 lockdown period.

Inspections and Compliance

Level of Service	Measure / Target	Progress
Timely processing of Building Consents	100% of building consents processed within 20 working days as per the requirements of the Building Act.	30/09/2020: 98% (Average 5.39 processing days).
Provide appropriate advice to customers	85% of users satisfied with the quality of the advice provided on building consent, environmental health and Liquor Licensing matters.	<p>Building Consents</p> <p>30/09/2020: 80% 2019/2020 Building Consent Authority Satisfaction Survey.</p> <p>Environmental Health</p> <p>30/09/2020: 54% residents contacted in the bi-annual resident survey were satisfied with the quality of advice from Environmental Health.</p> <p>Note: a small base of 33 residents.</p> <p>Liquor Licensing</p> <p>30/09/2020: 85% residents contacted in the bi-annual resident survey were satisfied with the quality of advice from Liquor Licensing.</p> <p>Note: a very small base of 9 residents.</p>
Encourage compliance with health standards by undertaking inspections so that all food, liquor and other licensed premises comply with the relevant legislation	100% licensed and registered premises are inspected at least annually:	<p>Food Premises</p> <p>30/09/2020: Not reported.</p> <p>Liquor Premises</p> <p>30/09/2020: Not reported.</p>

Animal Control

Level of Service	Measures / Target	Progress
Keep the public safe from dogs and wandering stock	90% of residents satisfied with the protection provided.	<p>30/09/2020: 64% residents contacted in the bi-annual resident survey were satisfied with the quality of protection from dogs and wandering stock.</p> <p>Note: a small base of 33 residents.</p>

Level of Service	Measures / Target	Progress
	98% of known dogs registered by 30 June each year.	30/09/2020: Not reported, however 220 letters were issued regarding dogs remaining unregistered.
	Response times to Priority 1 callouts is 30 minutes or less (excluding travel time)	30/09/2020: Not reported.

Emergency Management

Level of Service	Measures / Targets	Progress
Effective natural hazard readiness	100% of suitable emergency response training has occurred <ul style="list-style-type: none"> - Emergency Management personnel meet CIMs 4 and EOC standards - Volunteers are offered at least 2 training opportunities per annum - Number of trained volunteers increases by 10% 	30/09/2020: Not reported.
Suitable response plans are in place	90 – 100% of community emergency response plans are in place for all Westland townships.	30/09/2020: Not reported

Community Services Group

Community Development and Assistance:

Westland Communities Contact & Liaison

Westland District Council Social Services Accreditation Level 3

The Community Development advisor worked with People & Capability Manager, Shelley Sutherland, to submit forms and documentation for Westland District Council Social Services Re-accreditation Level 3.

Class 4 Gambling Venue Application

The Community Development Advisor worked through a Gambling Venue Consent Application from Christchurch Earthquake Recovery Trust (CERT) for four Gaming Machines at Hotel Hari Hari, with reference to Westland District Council Class 4 Gambling Venue Policy 2018. Assistance has been provided by Regulatory Services. Westland District Council last approved a Gambling Venue Consent Application in 2004.

Funding

Mayors Taskforce For Jobs – Community Recovery

Westland District Council was successful in obtaining \$500,000 funding from the Mayors Taskforce for Jobs – Community Recovery fund (MTFJ). The first tranche of \$250,00 has been received. To date Westland District Council have contracted Charlotte Bradley-Peni to the position of MTFJ Workforce Co-ordinator, contracted WestREAP to develop and run a Youth Employability Programme, achieved 34 employment outcomes and committed \$192,763.47 of Budget.

Township Development & Community Grants 2020-2021

This activity has progressed well in this quarter. Eighty-five percent of the grants have been completed, with Township Agreements 2020-2021 signed, Accountability Reports received, Purchase Orders sent, and invoices received. Two community groups have yet to begin the process.

Sport NZ Rural Travel Fund 2020-2021

Council received eleven applications for Westland Sport NZ Rural Travel Fund allocation of \$9500.00

Funding was allocated to the following Sports Clubs:

South Westland Netball Association
Westland United Football Club
South Westland Rugby Football Club
Hokitika Hockey Club
Wests Rugby Football Club
Kokatahi-Kowhitirangi Pony Club

Commemorating Waitangi Day Fund 2021

The Community Development Advisor worked with Te Runanga o Ngāti Waewae and Te Runanga o Makaawhio to plan and present a budget for a funding application for commemorating Waitangi Day 2021 at Arahura Marae. Support letters were sourced and received to support this free public event that encourages community and nation building. Funding notification is in early December.

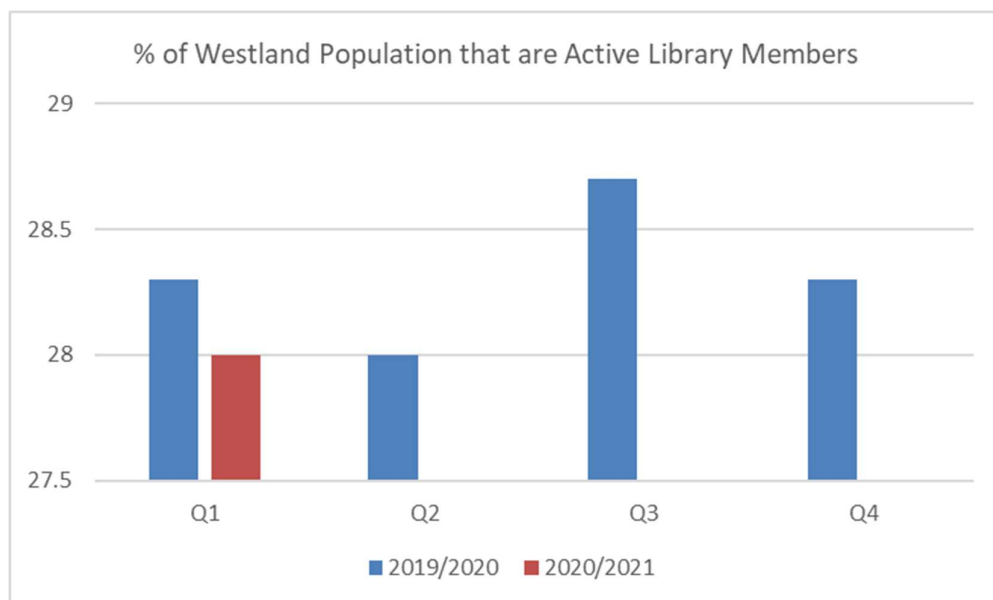
Community Halls

Level of Service	Measure / Target	Progress
Provide safe and useful community halls	80% of residents satisfied with the standard of their local hall.	30/09/2020: 93% residents contacted in the Bi-annual resident survey were satisfied with the standard of their community hall.

Leisure Services & Facilities Group

Westland District Library

Library membership has increased by 15 – 35 members per month, but a similar number discontinue use of the library collections. This measure does not reflect the number of children that share a card or count the significant numbers of people that utilise the library space and services but do not have active library membership.



There has been reduced usage of the collection in this quarter. This should recover in the next quarter if the South Island remains at Alert Level 1.

	Physical Collections	Digital Collections	Physical Collections
Q1	18524	2027	15549
Q2	18741	2728	
Q3	17272	2885	
Q4	11647	4876	

Library Delivery Service

With the help of eight volunteers the library has been able to relaunch a housebound library service. The new Library Delivery Service is for Hokitika area residents who are unable to visit the library regularly due to health or frailty. Library staff prepare the selection and volunteers deliver the books, on a monthly basis.

Events and Programmes

Adult programmes, children’s after-school programmes and holiday activities remain popular and are often fully booked. The library was delighted to host two children’s authors book launches this quarter. This quarter saw a similar number of events held compared to last year with over 1000 event attendances compared to just under 700 last year.

As part of the wider Wikipedian At Large on the West Coast project, the library hosted a series of Wikipedia based workshops for tourism operators, heritage, museum, library staff, and the public. The workshops enabled participants to develop the basic skills and confidence to begin to contribute effectively to a variety of Wikipedia

projects. These projects increase the information available and profile of the West Coast on-line, supporting research and hopefully, contributing to the recovery of the tourism sector as travel restrictions ease.

With travel so restricted, staff are not seeing the tourists that would usually be using the library space, Wi-Fi, computers and printing services.

Land and Buildings

Not reported in this quarter.

Parks and Reserves

Not reported in this quarter.

Cemeteries

Not reported in this quarter.

Public toilets

Not reported in this quarter.

West Coast Wilderness Trail

Not reported in this quarter.

Parks and Reserves

Level of Service	Measure / Target	Progress
Reserves are pleasant, enjoyable and safe places	90% of residents satisfied with parks and reserves.	30/09/2020: 90% residents contacted in the Bi-annual resident survey were satisfied with parks and reserves.

Cemeteries

Level of Service	Measure / Target	Progress
Cemeteries have sufficient capacity	Each cemetery has at least 12 months capacity ahead: Target Hokitika 100% Kumara 100% Ross 80%	30/09/2020: Hokitika 100%, Kumara 100%, Ross 80%. Council is aware that the Ross cemetery is nearing capacity and continues to consider alternative sites.
Burials adhere to the relevant legislation	Standards for burial adhere to Cemeteries and Cremations Act 1964: Target 100%	30/09/2020: 100%

Public Toilets

Level of Service	Measure / Target	Progress
Provide public toilets throughout the district	100% of residents satisfied with the service.	30/09/2020: 80% residents contacted in the Bi-annual resident survey were satisfied with public toilets.
	100% of facilities are available for use during the day.	30/09/2020: Not reported, however, the toilets at Kapitea were shut over Covid-19 Level 4 as they were not on a major route and not considered essential services.

Westland District Library

Level of Service	Measure / Target	Progress
Provide quality library services in the District	90% of residents satisfied with library services	31/09/2020: 99% residents contacted in the Bi-annual resident survey were satisfied with library services.
	44% of residents who are library members	30/09/2020: 28% The definition of a member has been changed, adopting the definition of an 'active user' that the Public Libraries of New Zealand recommend.

West Coast Wilderness Trail

Level of Service	Measure / Target	Progress
The cycle trail is well used	Numbers using the trail as measured by trail counters: 10,000 per annum	30/09/2020: Not reported

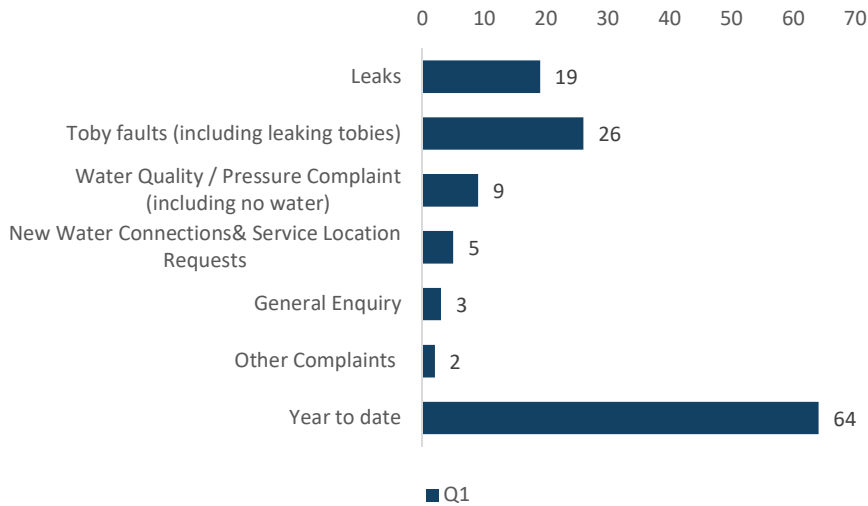
Transportation Group

Not reported in this quarter.

Level of Service	Measure / Targets	Progress
The transportation network is safe for all users in Westland District	Road 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 is less than the previous year	30/09/2020: Not reported
The surface condition of roads in Westland is of good quality	Road condition: The average quality of ride on a sealed local road network, measured by smooth travel exposure is > 90%	30/09/2020: Not reported
	50% of residents are satisfied with the standard and safety of Council's unsealed roads	30/09/2020: 76% residents contacted in the bi-annual resident survey were satisfied with the standard and safety of Council's unsealed roads.
The surface condition of roads in Westland is maintained to a high standard	Road maintenance: The percentage of the sealed local road network that is resurfaced >7%	30/09/2020: Not reported
Footpaths are maintained in good condition and are fit for purpose	Footpaths: 90% of footpaths within a territorial authority district that fall within the level of service or service standard for the condition of footpaths that is set out in the territorial authority's relevant document (such as its annual plan, activity management plan, asset management plan, annual works program or long term plan).	30/09/2020: Not reported
Response to service requests are dealt with promptly	Customer service requests: 100% of customer service requests relating to roads and footpaths responded to within the time frame specified in the Long Term Plan.	30/09/2020: Not reported

Water Supply

There were 64 water related service requests recorded between 1 July 2020 and 30 September 2020.



Nelson-based Process Flow Ltd was awarded the Arahura Water Treatment Plant contract. While work can commence on the pre-fabrication units for the treatment plant, physical site works are delayed until final easement documents are signed.

The Fox Water Treatment Plant is still undergoing tender evaluation. Delays have occurred as tenderers required further information and data to provide a solution for colour issues that affect the current treated water supply.

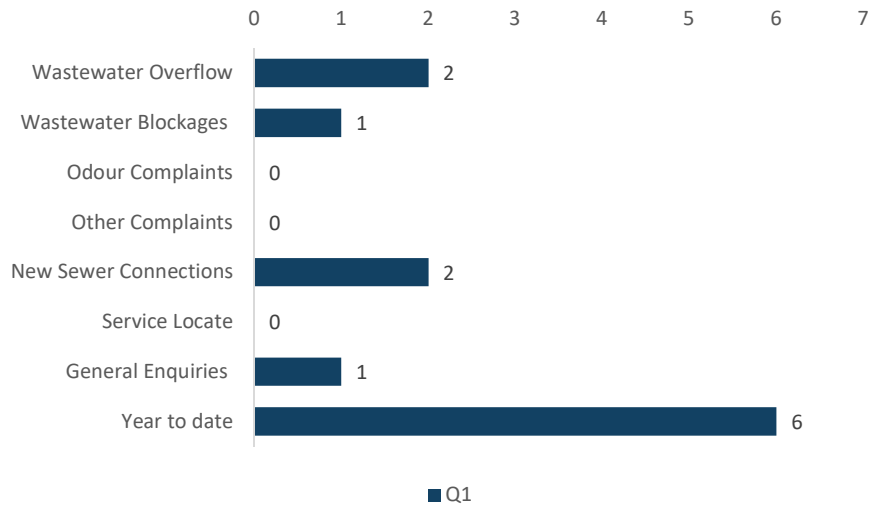
The following service performance table includes a measure about response times for addressing the service requests logged during this period:

Level of Service	Measure / Target	Progress
Council supplied potable water is safe to drink	<p>Safety of drinking water:</p> <p>The extent to which the local authority's drinking water supply complies with both:</p> <p>(a) part 4 of the drinking-water standards (bacteria compliance criteria), and</p> <p>(b) part 5 of the drinking-water standards (protozoal compliance criteria),</p> <p>These drinking water schemes will comply with parts (a) and (b) of the key performance measure:</p> <p>Years 1-3</p> <p>Hokitika, Ross, Harihari, Franz Josef, Haast</p> <p>Year 2</p> <p>Fox, the Arahura scheme if it is continued as a Council service</p> <p>Years 2-3</p> <p>Kumara, Whataroa</p>	<p>30/09/2020:</p> <p>(a) To date 9 out of the 9 supplies are fully compliant with bacterial compliance criteria at both the water treatment plant and in the distribution zone.</p> <p>(b) 1 out of the 9 supplies (Hokitika) may be compliant with protozoal compliance criteria (requires DWA approval.)</p> <p>The Ross WTP had a data logging failure, which has resulted in non-compliance.</p> <p>Out of the remaining 7, Arahura and Fox Glacier treatment plants await upgrades to comply. Kumara, Whataroa, Harihari, Franz Josef and Haast require UV Pro-forma's to be lodged with the Drinking Water Assessor before compliance can be obtained.</p> <p>Council is implementing an external data logging and reporting system, which will provide exception reporting for protozoal compliance.</p>
Requests for service are dealt with promptly	<p>Fault response times:</p> <p>Where the local authority attends a call-out in response to a fault or unplanned interruption to its networked reticulation system, the following median response times measured:</p> <p>(a) attendance for urgent call-outs: from the time that the local authority receives notification to the time that service personnel reach the site (2 hours), 100%, and</p> <p>(b) resolution of urgent call-outs: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption. (12 hours) 100%, and</p> <p>(c) attendance for non-urgent call-outs: from the time that the local authority receives notification to the time that service personnel reach the site (24 hours) 100%, and</p> <p>(d) resolution of non-urgent call-outs: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption (72 hours)100%.</p>	<p>30/09/2020:</p> <p>(a) 80%</p> <p>(b) 60%</p> <p>(c) 63%</p> <p>(d) 44%</p>
Council supplied water is reliable	<p>Maintenance of the reticulation network:</p> <p>The percentage of real water loss from the local authority's networked reticulation system (including a description of the methodology used to calculate this).</p>	<p>30/09/2020: Not reported.</p>

Level of Service	Measure / Target	Progress
	<p>Not currently measured, monitored in a number of ways including; Telemetry, water meters, repair program, mains replacements and pressure management. This is in context with the Benchloss NZ Manual.</p> <p>Demand management: The average consumption of drinking water per day per resident within the territorial authority district is < 500l/day</p>	<p>30/09/2020: Not reported.</p>
<p>Customers are generally satisfied with the Council supplied water</p>	<p>Customer satisfaction: The total number of complaints received by the local authority about any of the following:</p> <ul style="list-style-type: none"> (a) drinking water clarity (b) drinking water taste (c) drinking water odour (d) drinking water pressure or flow (e) continuity of supply, and (f) the local authority's response to any of these issues <p>Expressed per 1000 connections to the local authority's networked reticulation system 25 per 1000 connections (2680 connections)</p>	<p>30/09/2020:</p> <ul style="list-style-type: none"> (a) 1 (b) 0 (c) 0 (d) 1 (e) 11 (f) 2 <p>Total number of complaints = 15 Complaints per 1000 connections = 6</p>

Wastewater Group

There were six wastewater related service requests recorded between 1 July 2020 and 30 September 2020.



Preliminary discussions were held with Stantec regarding the Hokitika wastewater treatment plant upgrade project. Draft project objectives, timeline and milestones will be reviewed and agreed in the second quarter.

The upgraded Franz Josef wastewater treatment plant continues to operate well however visitor numbers in the township are minimal.

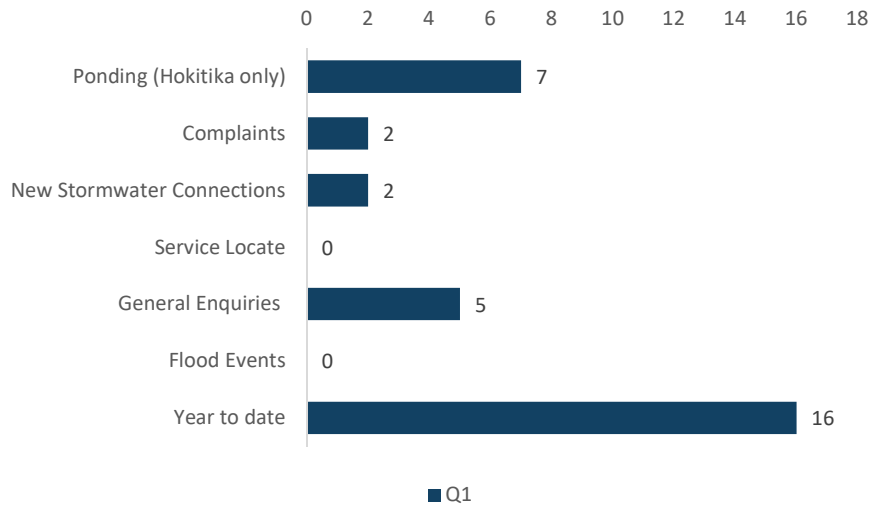
The project to construct a new wastewater pump station in Franz Josef is underway and expected to be completed by the end of November 2020.

The following service performance table includes a measure about response times for addressing the service requests logged during this period:

Level of Service	Measure / Target	Progress
Council wastewater systems are managed without risk to public health	<p>System and adequacy:</p> <p>The number of dry weather sewerage overflows from the territorial authority's sewerage system, expressed per 1000 sewerage connections to that sewerage system. 10 per 1000 connections (2119 connections)</p>	<p>30/09/2020:</p> <p>2 sewerage overflows reported.</p> <p>Complaints per 1000 connections = 0.9</p>
Council wastewater systems are safe and compliant	<p>Discharge compliance:</p> <p>100% Compliance with the territorial authority's resource consents for discharge from its sewerage system measured by the number of:</p> <p>(a) abatement notices (b) infringement notices (c) enforcement orders, and (d) convictions.</p>	<p>30/09/2020:</p> <p>(a) 0 (b) 0 (c) 0 (d) 0</p>
Customers are generally satisfied with the Council wastewater systems	<p>Fault response times:</p> <p>Where the territorial authority attends to sewerage overflows resulting from a blockage or other fault in the territorial authority's sewerage system, the following median response times measured:</p> <p>(a) attendance time: from the time that the territorial authority receives notification to the time that service personnel reach the site (2 hours), 100% and (b) resolution time: from the time that the territorial authority receives notification to the time that service personnel confirm resolution of the blockage or other fault (4 hours) 100%.</p>	<p>30/09/2020:</p> <p>(a) 100% (b) 100%</p>
	<p>Customer satisfaction:</p> <p>The total number of complaints received by the territorial authority about any of the following:</p> <p>(a) sewage odour (b) sewerage system faults (c) sewerage system blockages, and (d) the territorial authority's response to issues with its sewerage system,</p> <p>Expressed per 1000 connections to the territorial authority's sewerage system. 25 per 1000 connections (2119 connections)</p>	<p>30/09/2020:</p> <p>(a) 0 (b) 2 (c) 1 (d) 0</p> <p>Complaints per 1000 connections = 1.4</p>

Stormwater Group

There were 16 stormwater related service requests recorded between 1 July and 30 September 2020.



Staff reviewed the draft project timeline from Stantec for the Livingstone Street stormwater upgrade project.

The Tancred Street stormwater pump station electrical cabinet was upgraded ready for the installation of two new higher capacity pumps. Completion of the work is expected during November.

A high-capacity stormwater collection sump was recently installed on the corner of Tancred and Hamilton streets and is operating well.

Significant vegetation clearance was carried out in the Jollie street catchment, which will improve stormwater flows. Screened wingwalls and scruffy domes were also installed to prevent debris building up and creating blockages.

The following service performance table includes a measure about response times for addressing the service requests logged during this period:

Level of Service	Measure / Target	Progress
Council Stormwater systems have the capacity to resist major storms and flooding events.	System adequacy: (a) The number of flooding events that occur in a territorial authority district 2 events (b) For each flooding event, the number of habitable floors affected. Expressed per 1000 properties connected to the territorial authority's stormwater system. 10 per 1000 connections (434 connections)	30/09/2020: (a) 0 (b) Total habitable floors = 0 Per 1000 connections = 0
Requests for service are dealt with promptly	Response times: 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. (1 hour) 100%	30/09/2020: No flood events
	Customer satisfaction: The number of complaints received by a territorial authority about the performance of its stormwater system, expressed per 1000 properties connected to the territorial authority's stormwater system. 10 per 1000 connections (495 connections)	30/09/2020: Total number of complaints = 9 Complaints per 1000 = 18
Council storm water systems protect the natural environment	Discharge compliance: 100% Compliance with the territorial authority's resource consents for discharge from its stormwater system, measured by the number of: (a) abatement notices (b) infringement notices (c) enforcement orders, and (d) convictions	30/09/2020: (a) 0 (b) 0 (c) 0 (d) 0

Solid Waste Management Group

Not reported in this quarter.

Level of Service	Measure / Target	Progress
Solid waste is managed appropriately	All necessary consents for solid waste activities and capital projects are applied for, held and monitored accordingly 100%	30/09/2020: Not reported.
Education about waste minimisation is provided to the community	Number of visits to schools and community groups: 3 schools, 3 groups per annum. 3 x community groups per annum	30/09/2020: Not reported.

AUDIT AND RISK COMMITTEE ROLLING WORK PLAN

Item	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sept-21	Oct-21
External Audit			Audit Management Report 2019/20				Interim Audit 2020/21 – to be confirmed Update on Management actions on Audit NZ recommendations Audit management report 2019/20			Interim Audit Management Report 2020/21 – review action to be taken by management	Final Audit Annual Report 2020/21 begins Note: (Over month end)	Cont, Final Audit Annual Report 2020/21
Financial Reporting	Quarterly Report to September 2020 LTP project update			Quarterly Report to December 2020 LTP project update			Quarterly Report to March 2021 Review draft LTP 2021-31 for recommendation of adoption to Council			No June quarter financial report		Review Audited Annual Report 2020/21 – for recommendation of adoption to Council
Insurance				Workshop on insurance renewals								
Risk Management Framework	Review Risk Register Health & Safety Report			Review Risk Register Health & Safety Report			Review Risk Register Health & Safety Report			Review Risk Register Health & Safety Report		
Internal Control Framework	PwC quarterly Whistleblower Report			PwC quarterly Whistleblower Report			PwC quarterly Whistleblower Report			PwC quarterly Whistleblower Report		