



# Finance and Performance Committee

## *Te Komiti Pūtea Mahi*

Thursday, 29 February 2024  
*Rāpare, 29 Hui-tanguru 2024*

Totara Room, Whakatāne District Council  
14 Commerce Street, Whakatāne  
1:00 pm

Chief Executive: Steph O'Sullivan  
Publication Date: 23 February 2024



**Live Streaming the Meeting - *Ka whakapāho mataora te hui***

**Live Streaming the Meeting - *Ka whakapāho mataora te hui***

**PLEASE NOTE**

The **public section** of this meeting will be Live Streamed via YouTube in real time.  
The live stream link will be available via Council's website.

All care will be taken to maintain your privacy however, as a visitor in the public gallery, your presence may be recorded. By remaining in the public gallery, it is understood your consent is given if your image is inadvertently broadcast.

The opinions or statements expressed during a meeting by individuals are their own, and they do not necessarily reflect the views of the Whakatāne District Council. Council thus disclaims any liability with regard to said opinions or statements.

**A Membership - *Mematanga***

**A Membership - *Mematanga***

Mayor Dr V Luca

Councillor J C Jukes - Chairperson

Deputy Mayor L N Immink - Deputy Chairperson

Councillor T Boynton

Councillor G L Dennis

Councillor A V Iles

Councillor W B James

Councillor T O'Brien

Councillor J W Pullar

Councillor N S Tánczos

Councillor N Rangiaho



**B Delegations to the Finance and Performance Committee - *Tuku Mahi ki te Komiti*****B Delegations to the Finance and Performance Committee - *Tuku Mahi ki te Komiti***

To monitor the financial and non-financial performance of Council and provide governance oversight to organisational development.

- a. To monitor the implementation of Council's organisational performance framework.
- b. To monitor financial and non-financial performance of Council against the Long-Term Plan and Annual Plan.
- c. To develop and recommend to the Council the adoption of the Annual Report.
- d. To monitor financial and non-financial performance of CCOs and CCTOs to which Council is a member or shareholder.
- e. To develop and recommend to Council the adoption of the Half Yearly and Full Year Annual Report of the Whakatāne Airport.
- f. To monitor the implementation of Council's Financial Strategy.
- g. To monitor organisational capacity and capability of underlying systems and resources required to deliver on Council's Long-Term Plan and Annual Plan obligations.
- h. To monitor organisational development projects and initiatives.
- i. To monitor Council participation in local government excellence programmes such as LGNZ CouncilMARK, and PWC/SOLGM Performance Excellence Programme.
- j. To provide governance oversight and monitoring of councils external funding and financing sources.

## TABLE OF CONTENTS

<b>1</b>	<b>Apologies - <i>Te hunga kāore i tae</i></b> .....	<b>7</b>
<b>2</b>	<b>Acknowledgements / Tributes - <i>Ngā Mihimihi</i></b> .....	<b>7</b>
<b>3</b>	<b>Conflicts of Interest - <i>Ngākau kōnatunatu</i></b> .....	<b>7</b>
<b>4</b>	<b>Public Participation- <i>Wānanga Tūmatanui</i></b> .....	<b>7</b>
<b>4.1</b>	<b>Public Forum - <i>Wānanga Tūmatanui</i></b> .....	<b>7</b>
<b>4.2</b>	<b>Deputations - <i>Nga Whakapuaki Whaitake</i></b> .....	<b>7</b>
<b>5</b>	<b>Confirmation of Minutes - <i>Te whakaaetanga o ngā meneti o te hui</i></b> .....	<b>8</b>
<b>6</b>	<b>Reports - <i>Ngā Pūrongo</i></b> .....	<b>9</b>
<b>6.1</b>	<b>Financial Performance Report Q2 December 2023</b> .....	<b>9</b>
<b>6.2</b>	<b>Financial Forecast Report Q2 to 30 June 2024</b> .....	<b>18</b>
<b>6.3</b>	<b>Procurement - BOPLASS Savings and Benefits</b> .....	<b>23</b>
6.3.1	Appendix 1: BOPLASS Savings for WDC 2023 .....	24
6.3.2	Appendix 2: BOPLASS Savings and Benefits 2008-2023 .....	28
<b>6.4</b>	<b>Resident Survey: Six-Month Summary</b> .....	<b>40</b>
6.4.1	Appendix 1: Whakatāne District Council, 2023-24 Resident Survey Tracking (Quarter two summary), SIL Research. ....	43
<b>6.5</b>	<b>Long-Term Plan Non-Financial Performance Reporting, Quarter 2 2023/24</b> .....	<b>56</b>
6.5.1	Appendix 1: Non-Financial Performance Measure results, Quarter 2 2023/24 .....	60
6.5.2	Appendix 2: Compliance with New Zealand Drinking Water Quality Assurance Rules, Quarter 2 2023/24 .....	64
<b>6.6</b>	<b>Organisation Performance Report - Quarter 2 2023/24</b> .....	<b>68</b>
6.6.1	Appendix 1 - Organisation Performance Q2 Report 2023/24 .....	69
<b>6.7</b>	<b>Health, Safety &amp; Wellbeing Report - November 2023 to January 2024</b> .....	<b>91</b>

## **1 Apologies - *Te hunga kāore i tae***

### **1 Apologies - *Te hunga kāore i tae***

No apologies have been received at the time of compiling the agenda.

### **2 Acknowledgements / Tributes - *Ngā Mihimihi***

An opportunity for members to recognise achievements, to notify of events, or to pay tribute to an occasion of importance.

### **3 Conflicts of Interest - *Ngākau kōnatunatu***

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

The Elected Member Register of Interest is available on the Whakatāne District Council website. If you wish to view the information, please click this [Register link](#).

### **4 Public Participation- *Wānanga Tūmatanui***

#### **4.1 Public Forum - *Wānanga Tūmatanui***

The Committee has set aside 30 minutes for members of the public to speak in the public forum at the commencement of each meeting. Each speaker during the forum may speak for five minutes. Permission of the Chairperson is required for any person wishing to speak during the public forum.

With the permission of the Chairperson, Elected members may ask questions of speakers. Questions are to be confined to obtaining information or clarification on matters raised by a speaker.

#### **4.2 Deputations - *Nga Whakapuaki Whaitake***

A deputation enables a person, group or organisation to make a presentation to Committee on a matter or matters covered by their terms of reference. Deputations should be approved by the Chairperson, or an official with delegated authority, five working days before the meeting. Deputations may be heard at the commencement of the meeting or at the time that the relevant agenda item is being considered. No more than two speakers can speak on behalf of an organisation's deputation. Speakers can speak for up to 5 minutes, or with the permission of the Chairperson, a longer timeframe may be allocated.

With the permission of the Chairperson, Elected members may ask questions of speakers. Questions are to be confined to obtaining information or clarification on matters raised by the deputation.

**5 Confirmation of Minutes - *Te whakaaetanga o ngā meneti o te hui***

**5 Confirmation of Minutes - *Te whakaaetanga o ngā meneti o te hui***

The minutes from the Finance and Performance Committee meeting held 1 December 2023 can be viewed by clicking the link below:

Click on the link below in order to view the 'unconfirmed minutes'.

- [Finance and Performance Committee Meeting | 1 December 2023](#)

## 6 Reports - *Ngā Pūrongo*

### 6 Reports - *Ngā Pūrongo*

#### 6.1 Financial Performance Report Q2 December 2023



---

To: **Finance and Performance Committee**

Date: **Thursday 29 March 2024**

Author: **Gary Connolly – CFO and GM Business Partnering**

Authoriser: **Steph O’Sullivan – Chief Executive**

Reference: **A2618956**

---

#### 1. Reason for the report - *Te Take mō tēnei rīpoata*

To provide the Finance and Performance Committee with the management Financial Performance Reporting for the period ending 31 December 2023, the second quarter (Q2) of the 2024 financial year.

#### 2. Recommendation/Actions - *Tohutohu akiaki*

**THAT** the Finance and Performance Committee **receive** the financial performance report for the period ending 31 December 2023.

#### 3. Background - *He tirohanga whakamuri*

This report is presented to the Finance and Performance Committee as a snapshot of management financial performance as at 31 December 2023, the second quarter of the 2024 financial year. This provides an indication of financial performance year to date and insights on any key variances to performance which have been identified.

##### 3.1. Financial Performance Summaries

The major financial KPI indicators are summarised as follows:

- a **Surplus of Operating Activities** of \$3.2m which aligns with budget; this reflects a \$1.9m benefit associated with the timing of payments to supplier costs for operational projects against original budget phasing resulting in lower direct costs incurred to date, offset by matching timing of associated subsidies.
- a **Deficit of Net Capital Expenditure before Borrowings** of \$10.4m compared with the revised budget of \$13.8m; reflecting timing of capital expenditure, predominately on projects, against original budget phasing resulting in lower capital expenditure incurred year to date. Q2 forecasts indicates approx. \$30m of the current years’ budget of \$89m is unlikely to be spent this financial year and pushed out into future years.

**6.1 Financial Performance Report Q2 December 2023(Cont.)**

- a **Reported Accounting Operating Deficit** of \$(1.8)m is \$(3.5)m less than the revised budget Reported Operating Surplus of \$1.7m, driven by the lower capital subsidies.
- a **Reported Accounting Deficit from all Activities** of \$(3.7)m is \$(6.2) less than the revised budget surplus of \$2.4m, again driven by the lower capital subsidies plus shifts in other surplus/(deficit) derivative revaluations.

**4. Issue/subject – Kaupapa**

The financial reporting presented in this paper covers the period to 31 December 2023. The information presented depicts financial impacts of Operating and Capital Expenditure at a summary level along with explanations of material variances.

**4.1. OPERATING PERFORMANCE:**

Financial Performance For the 6 Months ending 31 December 2023	\$000			
	Actual YTD	Revised Budget YTD	Variance YTD	Revised Budget Full Year
<b>OPERATIONAL</b>				
Sources of Operating Funding				
Revenue from Rates	29,488	30,179	(691)	60,260
User Fees and Charges	6,420	6,761	(340)	11,594
Subsidies and Grants for Operating Purposes	3,537	4,582	(1,045)	8,374
Other Operating Income	1,499	1,011	487	2,047
<b>Total Sources of Operating Funding</b>	<b>40,945</b>	<b>42,533</b>	<b>(1,588)</b>	<b>82,275</b>
Applications of Operating Funding				
Payment to Staff	12,276	12,245	(30)	27,086
Payment to Suppliers	21,583	23,042	1,459	43,229
Financing Costs	3,845	4,079	234	8,281
<b>Total Applications of Operating Funding</b>	<b>37,704</b>	<b>39,366</b>	<b>1,663</b>	<b>78,597</b>
<b>Internal Income and Expenditure</b>	<b>550</b>	<b>453</b>	<b>97</b>	<b>998</b>
<b>Surplus (Deficit) of Operating Activities</b>	<b>3,241</b>	<b>3,166</b>	<b>75</b>	<b>3,679</b>
<b>CAPITAL</b>				
Sources of Capital Funding				
Subsidies and Grants for Capital Purposes	7,976	12,307	(4,331)	29,190
Development Contributions	89	213	(124)	426
Gain (Loss) on Disposal of Assets	0	0	0	0
<b>Total Sources of Capital Funding</b>	<b>8,065</b>	<b>12,520</b>	<b>(4,455)</b>	<b>29,616</b>
Applications of Capital Funding				
Capital Expenditure	18,459	26,361	7,902	89,260
Increase (Decrease) of Investments	0	0	0	4,100
<b>Total Applications of Capital Funding</b>	<b>18,459</b>	<b>26,361</b>	<b>7,902</b>	<b>93,360</b>
<b>Surplus (Deficit) of Net Capital Expenditure</b>	<b>(10,394)</b>	<b>(13,841)</b>	<b>3,447</b>	<b>(63,744)</b>
<b>OTHER ACTIVITIES</b>				
Non-Operating Activities				
Depreciation	13,135	14,007	872	28,014
Gain (Loss) on Revaluation - Derivatives	(1,958)	684	(1,274)	1,368
Gain (Loss) on Revaluation - Property, Plant & Equipment	0	0	0	4,176
Future loss on sale - investment property	0	0	0	(888)
<b>Surplus (Deficit) of Other Activities</b>	<b>15,093</b>	<b>13,323</b>	<b>(402)</b>	<b>21,582</b>
<b>FUNDING SUMMARY</b>				
Surplus (Deficit) of Operating Activities	3,241	3,166	75	3,679
Surplus (Deficit) of Net Capital Expenditure	(10,394)	(13,841)	3,447	(63,744)
<b>Net Operating and Capital Cash Utilisation</b>	<b>(7,153)</b>	<b>(10,674)</b>	<b>3,521</b>	<b>(60,065)</b>
<b>Funding (Debt) Movements</b>	<b>7,200</b>	<b>11,000</b>	<b>(3,800)</b>	<b>64,000</b>
<b>Reserves Funding Balance (Equity/Working Capital)</b>	<b>(47)</b>	<b>(326)</b>	<b>279</b>	<b>(3,935)</b>
<b>Balance of Borrowings (Net of Deposits on Call and on Term)</b>	<b>117,400</b>	<b>121,200</b>	<b>(3,800)</b>	<b>174,200</b>

Surplus from operating activities of \$3.2m aligns with the budgeted operating surplus of \$3.2m.

**6.1 Financial Performance Report Q2 December 2023(Cont.)**

**Operating Revenue (Sources of Operating Funding)** is within range of budget overall (4%) at the end of December 2023, the second quarter of the 2024 financial year.

Fees and Charges are less than budget by \$340k (5%), this variance is predominantly reflected across compliance activities; Resource Consents, Building Inspection, Animal Control and Parking Enforcement. Fees and charges variance by Activity is shown in the table below:

Significant Fees and Charges Variances December 2023	Actual YTD \$000	Revised Budget YTD \$000	Variance YTD \$000	Variance %	Full Year Budget \$000	Comment
<b>Strategy &amp; Futures</b>						
Economic Development and Regeneration	2,198	2,152	46	2%	2,568	
<b>Community Experience</b>						
Arts & Culture	4	5	(3)	(49%)	20	
Community Facilities	237	238	(1)	(0%)	449	
Ports and Harbour	116	114	2	2%	213	
Aquatic Centres	469	575	(106)	(18%)	1,190	Predominantly Gym Membership and Pool Hire
Parks Reserves Gardens & Sportsfields	72	80	(8)	(10%)	198	
Whakatane Holiday Park	451	403	47	12%	962	
<b>Community Safety</b>						
Building Control	510	665	(155)	(23%)	1,331	Impacted by drop off in building activity
Licensing Liquor/Gambling	64	81	(17)	(21%)	162	
Regulation Monitoring	-	-	0	0%	1	
Environmental Health	120	131	(11)	(8%)	261	
Animal Control	412	497	(85)	(17%)	604	Impacted by resourcing, should see improvement in second half of financial year with additional resource from December
Resource Management - Consents	151	232	(80)	(35%)	463	Reduced activity
<b>Transport &amp; Network Systems</b>						
Transport & Network Systems	75	65	10	15%	128	Predominantly Corridor Access Requests (CAR)
Parking Enforcement	136	211	(76)	(36%)	422	Impacted by resourcing, should see improvement in second half of financial year with additional resource from December
<b>Sewage Treatment &amp; Disposal</b>	31	68	(37)	(54%)	135	Timing of Trade Waste revenue
<b>Water Supply</b>	68	86	(18)	(21%)	173	Connections \$59k
<b>Waste Management and Minimisation</b>	1,137	1,039	98	9%	2,088	Related to additional volume at Transfer Station, offset with additional expenditure. This benefit is at risk with an overdue debt currently being pursued.
<b>Council Controlled Activities</b>	149	98	51	52%	197	Timing
<b>Corporate &amp; District Activities</b>	20	19	1	6%	30	
<b>Total User Fees and Chages</b>	<b>6,252</b>	<b>6,643</b>	<b>(392)</b>	<b>(6%)</b>	<b>11,368</b>	

Subsidies and Grants for Operating Purposes are less than budget by \$1.0m (23%), this variance mainly relates to the MBIE subsidies for the Tourism Development Plan project (\$460k), and Better Off Funded projects (\$440k) and is timing related.

Other Operating Revenue at \$1.5m is \$490k higher than budget of \$1.0m; predominantly owing to interest revenue \$255k higher than budgeted. Treasury advice was to prefund loans due in April 2023. The pre-funding has been put on term deposit until April 2024 leading to more interest revenue than originally anticipated.

**4.2. Operating Expenditure (Applications of Operating Funding) is \$37.7m which is \$1.7m (4%) less than budget of \$39.4m.**

Payment to Suppliers is less than budget by \$1.5m (6%); this variance is largely related to the timing of project expenditure as outlined below:

**6.1 Financial Performance Report Q2 December 2023(Cont.)**

Significant Operating Project Variances December 2023	Actual YTD \$	Revised Budget YTD \$	Variance YTD \$	Comment
<b>Economic Development &amp; Regeneration</b>				
E10004 - Tourism Product Development	2,030	53,870	51,840	General Rate funded.
E10006 - Town Regeneration	59,582	296,078	236,496	50% General Rate funded, 50% Harbour Funded.
E20001 - Investment Strategy	200,065	412,798	212,733	Budgeted to be funded from Harbour Fund
E20003 - Tourism Development Plan (MBIE funded)	59,587	532,060	472,473	Funded by MBIE subsidy
<b>Total Economic Development &amp; Regeneration</b>	<b>321,264</b>	<b>1,294,806</b>	<b>973,542</b>	
<b>Resource Management - Policy</b>				
Y50043 - Landslide District Plan change	10	200,000	199,990	Anticipated carry forward unspent balance
Y50044 - Coastal Hazards Review	-	215,480	215,480	Anticipated carry forward unspent balance
Y50045 - Minimum Floor Level Consenting	47	100,000	99,953	Anticipated carry forward unspent balance
Y50047 - NPS Implement Updates & Change	-	120,383	120,383	Anticipated carry forward unspent balance
<b>Total Resource Management - Policy</b>	<b>57</b>	<b>635,863</b>	<b>635,806</b>	
<b>Better Off Funded Projects</b>				
L10501 - Collective Iwi Hub	5,550	258,080	252,530	Anticipated carry forward unspent balance
Y50050 - Southern Districts Regeneration (Murupara/Minginui)	-	300,000	300,000	Anticipated carry forward unspent balance
<b>Total Better Off Funded Operating Projects</b>	<b>5,550</b>	<b>558,080</b>	<b>552,530</b>	
<b>Total YTD variance</b>	<b>326,871</b>	<b>2,488,749</b>	<b>2,161,878</b>	

Financing Costs of \$3.8m are \$245k under budget year to date (\$4.1m). Expenditure is reflecting lower than budgeted loan drawdown owing to lower capital expenditure incurred versus budget year to date. When combined with the better than budget performance in interest revenue based on loan prefunding, this reflects a total financing and interest benefit to budget of \$500k.

**4.3. CAPITAL PERFORMANCE:****4.4. Sources of Capital Funding are \$8m which is \$4.5m less than budget of \$12.5m.**

Capital Subsidies are significantly under budget (\$4.3m); with the variance reflecting timing predominantly related to transport and Better Off Funded projects, which is reflective of the lower application of capital funding detailed below.

**4.5. Applications of Capital Funding are \$18.5m which is \$7.9m less than budget of \$26.4m.**

This variance is mainly related to the timing of capital expenditure. Q2 forecasts indicate around \$30m of capital expenditure budget will be rephased to future years. Q2 forecast details are provided in a separate paper in this agenda.

**4.6. OTHER FINANCIAL PERFORMANCE:****Depreciation and Non-Operational Activities.**

Gain on Derivatives: An overall loss on derivatives is reported to the end of December. It is anticipated that this position will change to be slightly favourable by year end. It is difficult to forecast gains and losses on derivatives as interest rates will be impacted by the next Official Cash Rate review on 28 February 2024. The budget was set conservatively due to the uncertainty and instability of interest rates.

Depreciation: Depreciation of \$13.1m is \$870k (6%) less than budget of \$14m. Many of the Council owned assets went through Fair Value Assessments or full valuations during the 2023 financial year. Together with some capital projects not progressing in 2023, this has resulted in some activity variances. This combined with the lower application of capital funding detailed above results on the depreciation variance.



**6.1 Financial Performance Report Q2 December 2023(Cont.)****4.7. Accounting Surplus / (Deficit)**

The Financial Report for Quarter Two (December) of the 2024 financial year reflects an overall deficit of \$3.8m, against a surplus budget of \$2.4m this represents an overall below budget position of \$6.1m.

**4.8. SUNDRY ACCOUNTS RECEIVABLE (NON-RATES)**

Sundry Accounts Receivable (non-rates) as at 31 December 2023							
Activity	Current	Overdue 30 days	Overdue 60 days	Overdue 90+ days	Total 31 December 2023	Total 31 December 2022	Total 30 June 2023
Airport	1,409,808.49	655.00	-	191,868.41	1,602,331.90	213,686.58	202,268.27
Animals	-	-	-	23,819.35	23,819.35	17,962.36	25,709.11
Building Consents	59,056.35	18,515.23	17,307.76	55,805.53	150,684.87	157,955.27	135,591.79
Refuse Transfer Station	195,933.77	7,134.44	8,436.57	38,886.85	250,391.63	273,035.16	124,490.38
Halls	12,769.92	536.00	233.75	8,439.82	20,907.49	29,394.09	20,260.71
Harbour Ground Lease	738,460.32	14,415.09	2,926.00	44,489.99	800,291.40	725,729.73	328,201.90
Leases/Rental (non Harbour)	50,650.29	(2,446.48)	(875.15)	20,483.67	67,812.33	110,820.99	86,801.18
Licences	9,712.41	2,326.25	1,910.00	44,860.94	58,809.60	56,859.52	80,429.82
Resource Consents	25,075.69	(472.53)	2,532.01	195,111.95	222,247.12	177,656.62	213,208.01
Roading	65,999.96	4,857.15	928.44	53,402.69	125,188.24	59,901.11	287,991.33
Sundry debtors	101,868.26	4,775.27	7,600.77	270,218.09	384,462.39	259,267.51	366,081.73
Trade Waste	62,880.12	158.25	(16.42)	16,321.09	79,343.04	86,134.15	16,041.74
Aquatic Centre	11,358.06	1,690.00	117.75	7,117.12	20,282.93	15,428.29	20,477.88
Moorings/Hardstand/Berthage	23,721.65	-	-	38,057.62	61,779.27	8,602.20	37,408.09
Liquor Licensing	-	-	172.50	4.40	176.90	1,364.50	1,640.45
Cemetery	41,185.00	50,495.00	1,255.00	3,370.43	96,305.43	46,518.83	39,583.43
<b>Total</b>	<b>2,808,480.29</b>	<b>101,566.67</b>	<b>42,528.98</b>	<b>1,012,257.95</b>	<b>3,964,833.89</b>	<b>2,240,316.91</b>	<b>1,986,185.82</b>
	71%	3%	1%	26%	100%	100%	100%

\* Sundry debtors reported above includes sponsorship invoicing, invoicing for pest control, invoicing to recover costs, and other invoicing that does not fit under other categories.

Analysis of the Sundry Accounts Receivable Overdue 90+ days reflects the following:

**4.8.1. Major Outstanding Amounts:****MBIE \$230k**

Sundry debtors - Invoicing associated with Whakatāne Regeneration programme milestone. The invoice was raised in advance of the supporting claims documentation, which is now being provided, therefore though recorded above as overdue it is not yet technically due. The amount reflects TRONA activity under the programme which has not been invoiced by or paid to TRONA, therefore though appearing on the Sundry Accounts Receivable listing report above it does not represent any exposure for WDC.

**Ministry of Transport \$190k**

Airport - This outstanding amount is for contribution to runway renewals capital expenditure. Through the CE we have established contact with senior staff at MOT with whom to arrange settlement of this, as well as the outstanding Airport JV Contributions for the 2020-2023 year which has now been invoiced in December 2023 for \$1.35m and we are working with their senior responsible staff to arrange payment this quarter.

**MMS GP Ltd \$85k**

Resource consents – This amount relates to activity associated with property at 77 Bunyan Road, Piripai, referenced as the Piripai Block or also at times as the Ōpihi Block. Accounts Receivable are not actively pursuing collection pending resolution of other commercial issues associated with that property.

**6.1 Financial Performance Report Q2 December 2023(Cont.)**

**4.8.2. Other Outstanding Amounts:**

The overdue 90+ days beyond the major accounts is reflective of the fact that we do not currently have an effective good practice approach to the writing-off of aged uncollectable debt in place. Approximately \$380k of the balance is greater than 12 months old, but of that \$240k is 3 years overdue or greater.

This is reducing the effectiveness of the insights from this reporting as it is distorting insights associated with the management of the 90+ balance. We are reviewing the approach to write offs under an accounts receivable write off policy and expect to have the policy and revised processes in place by March 2024. We anticipate at the point, though the write off process is one of management under delegations, we will still be including quarterly write off trend, not detail, in this report for this committee's oversight.

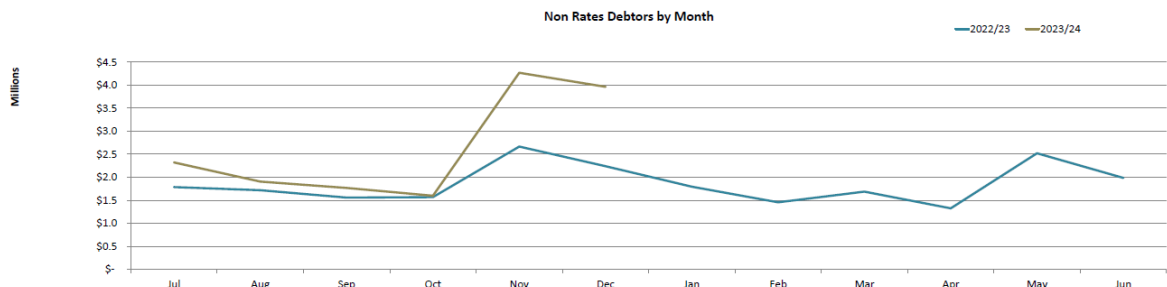
That said we also recognise the need for improved collection approach to maximise the collection of sundry receivables on behalf of the community and avoid the debt becoming uncollectable. We are currently reviewing the process for active collection on sundry receivables, including improvements around earlier and more effective escalation through activity managers, General Managers and the CFO, which is likely to include a more active and structured data driven approach to collection enforcements while still balancing the need to protect council reputation.

**Inactive sundry accounts over \$500 and Greater than 12 months overdue - \$300k (190 Accounts avg. debt \$1,800) - \$180k greater than three years:**

Over the next quarter the Finance Transactional Services Manager will be reviewing each of these accounts to identify latest and potential additional collection steps to maximise the collection of these receivables, or identify where it is considered uncollectable, and make appropriate recommendations to the CFO.

**Inactive sundry accounts under \$500 and Greater than 12 months overdue - \$90k (450 Accounts avg. debt \$215) - \$60k greater than three years:**

We are currently reviewing the process for active collection on sundry receivables and the accounts receivable write off policy. The majority of this amount reflects the accumulation of debts over time and are uneconomical and unlikely to be collected.



**Explanation of Graph – How are debt levels tracking between this year and last year?**

- Total debt for December 2023 has increased by \$1.7M compared with December 2022. \$1.35m of this is due to invoices being raised for the Ministry of Transport's contribution to the Whakatāne Airport. The invoices relate to 50% of the net losses and 50% of capital projects incurred for the 2020 – 2023 financial years.

**6.1 Financial Performance Report Q2 December 2023(Cont.)**

- Roading has increased by \$66K in 2023. This is due to a large invoice for the Matahi seal extension project.
- 90-day debt for November 2023 has increased slightly by \$78K (2023: \$1.01m; 2022 \$933K).

**4.9. RATES DEBTORS**

The total land rates debt as at 31 December 2023 is \$7.84 million (31 December 2022: \$7.85 million).

The percentage of invoiced rates collected for the 2023 financial year as at 31 December is 96.05%, this compares to 96.48% collection at the same time last year. Collection has remained relatively static despite the annual increase in rates and increased cost-of-living pressures across our communities, but a downward trend is becoming more evident.

The percentage of quarterly rates invoicing collected at the reporting date is shown in the following table:

<b>Percentage Collected</b>	<b>2024</b>	<b>2023</b>	<b>2022</b>
Q1 as at 30 September	94.76%	95.74%	95.30%
Q2 as at 31 December	96.05%	96.48%	96.69%
Q3 as at 31 March		96.86%	96.94%
Q4 as at 30 June		97.23%	97.28%

**Rates Rebates**

Reflecting the increased focus on what we can do to support our community in managing rates payment due current more difficult economic conditions it is positive to see an increase of 7.4% to the end of September 2023 (967 in comparison to last years 900) for rates rebates processed on behalf of our community allowing them to offset some of the costs through central government support.

The Rates team continue to encourage low-income ratepayers to submit applications to check if they qualify for the increased rebate amount of up to \$750. Application forms sent with 1st instalment invoices to all customers who claimed last year as well as newsletter and website updates. We continue to work with Communications and Community Partnerships to further raise awareness.

## 6.1 Financial Performance Report Q2 December 2023(Cont.)

Rates Team

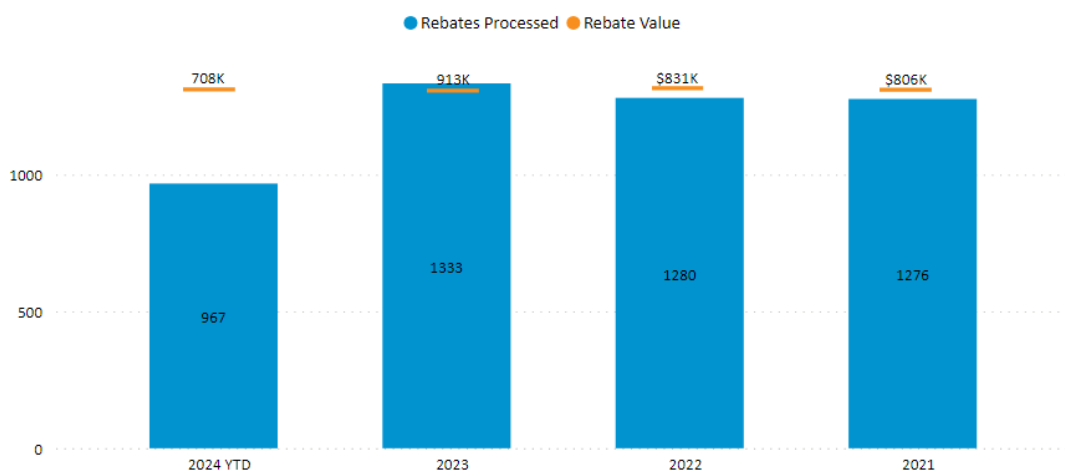
Organisation Performance Committee

2024 Q2 Reporting



### Rates Rebates, Email opt-ins and Direct Debits

#### Rates Rebates Processed 2021-2024



#### 5. Options analysis - *Ngā Kōwhiringa*

No options have been identified relating to the matters of this report.

#### 6. Significance and Engagement Assessment - *Aromatawai Pāhekoheko*

##### 6.1. Assessment of Significance

The recommendations of this report are assessed to be of low significance in accordance with the Council's Significance and Engagement Policy.

##### 6.2. Engagement and community views

Due to the low significance of the matters of this report, public participation is not required to inform decision-making, as set out in Section 6.1(a) of the Council's Significance and Engagement Policy.

#### 7. Considerations - *Whai Whakaaro*

##### 7.1. Financial/budget considerations

There are no budget considerations associated with the recommendations of this report other than as addressed within the analysis.

##### 7.2. Strategic alignment

This report serves to assure council that financial performance is in alignment with the 2023-24 Annual Plan in support organisational strategies.

**6.1 Financial Performance Report Q2 December 2023(Cont.)**

**7.3. Climate change assessment**

The matters of this specific report do not have an impact on the District biodiversity and ecology.

Based on this assessment, the decisions and matters of this report are assessed to have low climate change implications and considerations, in accordance with the Council's Climate Change Principles.

**7.4. Risks**

The ratios in comparison to policy and debenture trust deed requirements demonstrate that the loan portfolio is low risk and is comfortably within all ratio requirements.

## 6.2 Financial Forecast Report Q2 to 30 June 2024

### 6.2 Financial Forecast Report Q2 to 30 June 2024



To: **Finance & Performance Committee**

Date: **Thursday, 29 February 2024**

Author: **Gary Connolly - CFO and GM Business Partnering**

Authoriser: **Steph O'Sullivan - Chief Executive**

Reference: **A2618993**

#### 1. Reason for the report - *Te Take mō tēnei rīpoata*

Financial forecasts have been prepared at the end of Quarter Two (Q2) of the 2023-24 financial year, this is to give the Council an updated indication (from Quarter One) as to the projected financial impacts for the 2024 financial year.

#### 2. Recommendations/Actions - *Tohutohu akiaki*

1. **THAT** the projected Q2 Financial Forecast to 30 June 2024 report be received.
2. **THAT** the Q2 Financial Forecast be approved, reflecting:
  - a projected **Surplus of Operating Activities** of \$5.2m against a revised budget of \$3.7m [Q1 Fcst \$4.5m]
  - a projected net **Capital Cash Expenditure before Borrowings** of \$37m against a revised budget of \$63.7 [Q1 Fcst \$45.3m]
  - a projected **Reported Operating Surplus** of \$2.2m against a previous revised budget Reported Operating Surplus of \$5.3m [Q1 Fcst Deficit \$(2.1)m].
3. **THAT** it be noted the impact of the Q2 projected deficit being line with Q1, and Q2 projected Net Capital Expenditure being lower than Forecast Q1 means projected borrowings are now forecast at \$33.9m; being less than previously approved by Council at \$40m in the Q1 Forecast.

#### 3. Background - *Tuhinga o mua*

The Council approved the 2024 Annual Plan in June 2023. The assumptions for setting the budgets for the 2024 Annual Plan were based in principle on the financial projections of year 3 of the 2021-2031 Long Term Plan (LTP) plus adjustments to recognise the significant interest rate and inflation increases since the LTP financial forecasts. The Council also approved an increase in rates revenue, from what was forecast in the LTP, however recognising that there was a shortfall in revenue that would need to be adjusted for across the years of the subsequent 2024-2034 LTP.

**The revised Forecast 2024 Q2 remains largely unchanged for the approved Forecast 2024 Q1, with the exception of capital expenditure forecast lower (\$9.5m), the majority of which is now expected to carry forward into the 2024-25 year or beyond.**

## 6.2 Financial Forecast Report Q2 to 30 June 2024(Cont.)

4. Financial Forecasts 2024 - *Matapae Putea*

Q2 Financial Forecast For the year ending 30 June 2024	\$000		
	Q2 Forecast Full Year \$000	Revised Budget Full Year \$000	Forecast YE Variance
<b>OPERATIONAL</b>			
Sources of Operating Funding			
Revenue from Rates	60,075	60,260	(185)
User Fees and Charges	11,087	11,594	(507)
Subsidies and Grants for Operating Purposes	6,474	8,374	(1,900)
Other Operating Income	2,619	2,047	572
<b>Total Sources of Operating Funding</b>	<b>80,255</b>	<b>82,275</b>	<b>(2,021)</b>
Applications of Operating Funding			
Payment to Staff	27,086	27,086	0
Payment to Suppliers	39,816	43,229	3,413
Financing Costs	8,175	8,281	106
<b>Total Applications of Operating Funding</b>	<b>75,077</b>	<b>78,596</b>	<b>3,519</b>
<b>Internal Income and Expenditure</b>	<b>1,045</b>	<b>998</b>	<b>1,499</b>
<b>Surplus (Deficit) of Operating Activities</b>	<b>5,178</b>	<b>3,679</b>	<b>1,499</b>
<b>CAPITAL</b>			
Sources of Capital Funding			
Subsidies and Grants for Capital Purposes	23,718	29,190	(5,472)
Development Contributions	177	426	(249)
Gain (Loss) on Disposal of Assets	0	0	0
<b>Total Sources of Capital Funding</b>	<b>23,895</b>	<b>29,616</b>	<b>(5,721)</b>
Applications of Capital Funding			
Capital Expenditure	56,887	89,260	32,372
Increase (Decrease) of Investments	4,100	4,100	0
<b>Total Applications of Capital Funding</b>	<b>60,987</b>	<b>93,360</b>	<b>32,372</b>
<b>Surplus (Deficit) of Net Capital Expenditure</b>	<b>(37,092)</b>	<b>(63,744)</b>	<b>26,651</b>
<b>OTHER ACTIVITIES</b>			
Non-Operating Activities			
Depreciation	26,860	28,014	1,154
Gain (Loss) on Revaluation - Derivatives	500	1,368	(868)
Gain (Loss) on Revaluation - Property, Plant & Equipment	4,176	4,176	0
Future loss on sale - investment property	(888)	(888)	0
<b>Surplus (Deficit) of Other Activities</b>	<b>21,296</b>	<b>21,582</b>	<b>286</b>
<b>FUNDING SUMMARY</b>			
Surplus (Deficit) of Operating Activities	5,178	3,679	1,499
Surplus (Deficit) of Net Capital Expenditure	(37,092)	(63,744)	26,651
<b>Net Operating and Capital Cash Utilisation</b>	<b>(31,914)</b>	<b>(60,065)</b>	<b>28,150</b>
<b>Funding (Debt) Movements</b>	<b>33,500</b>	<b>64,000</b>	<b>30,500</b>
<b>Reserves Funding Balance (Equity/Working Capital)</b>	<b>(1,586)</b>	<b>(3,935)</b>	<b>2,350</b>
<b>Balance of Borrowings (Net of Deposits on Call and on Term)</b>	<b>143,700</b>	<b>174,200</b>	<b>(30,500)</b>

The forecasts are based on actual results during the period ending 31 December 2024, which have been presented to the Council as a separate agenda item, and therefore reflect six months actual financial results and six months of forecast financial results.

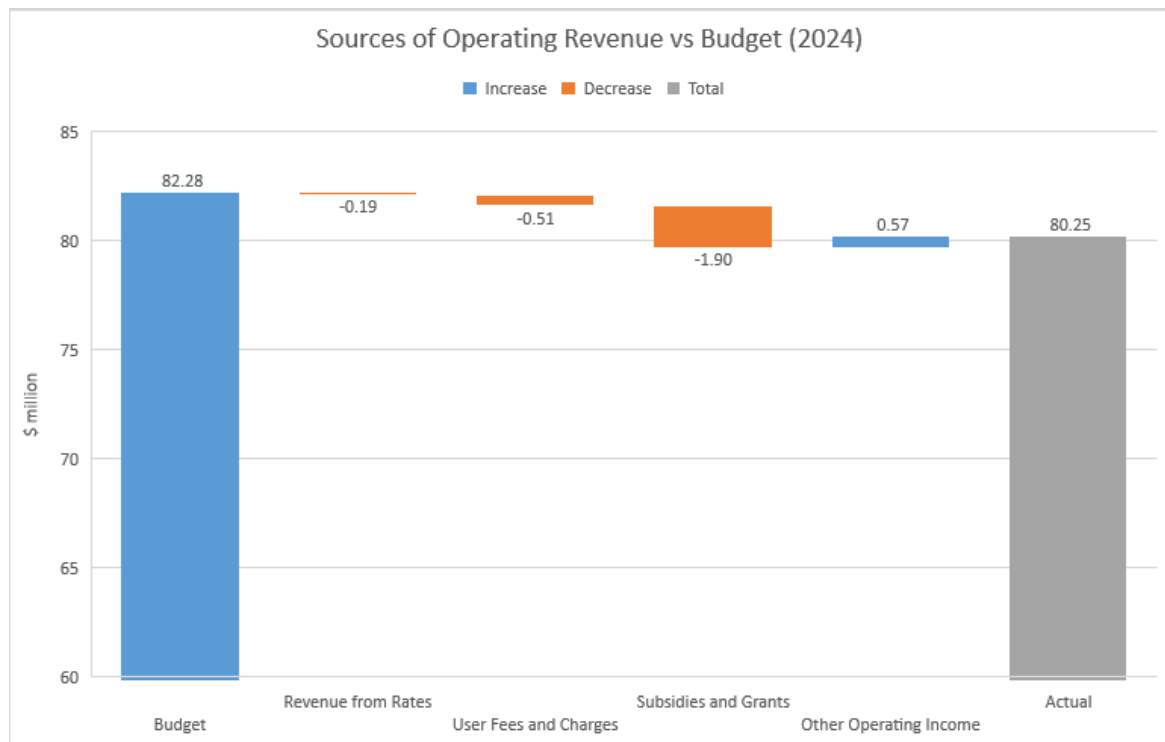
**6.2 Financial Forecast Report Q2 to 30 June 2024(Cont.)**

The financial forecasts show an overall surplus of \$6m, against a budget of \$9.9m this represents a surplus that is less than budget by \$3.9m. Quarter Two forecasts are largely consistent with those presented to Council in December (Quarter One forecasts); the surplus is slightly less than that presented in December, a movement of \$748k, and is largely timing related.

**OPERATIONAL:**

The forecast surplus for operating activities of \$5.2 is \$1.5m less than budgeted operating surplus of \$3.7m, a negative movement of \$0.79m compared to Q1 forecasts. The main driver of this variance are operational subsidies for projects no longer anticipated this financial year.

**4.1. Operating Revenue (Sources of Operating Funding) is forecast to align with budget overall at the end of the 2024 financial year; the forecast of \$80.3m is \$2m less than the budget of \$82.3. Forecast movement by revenue classification is reflected in the following graph.**



Revenue classes are all reporting within 10% of budget overall except Subsidies for Operating Purposes and Other Operating Income.

Subsidy revenue is forecast at \$1.9m less than budget:

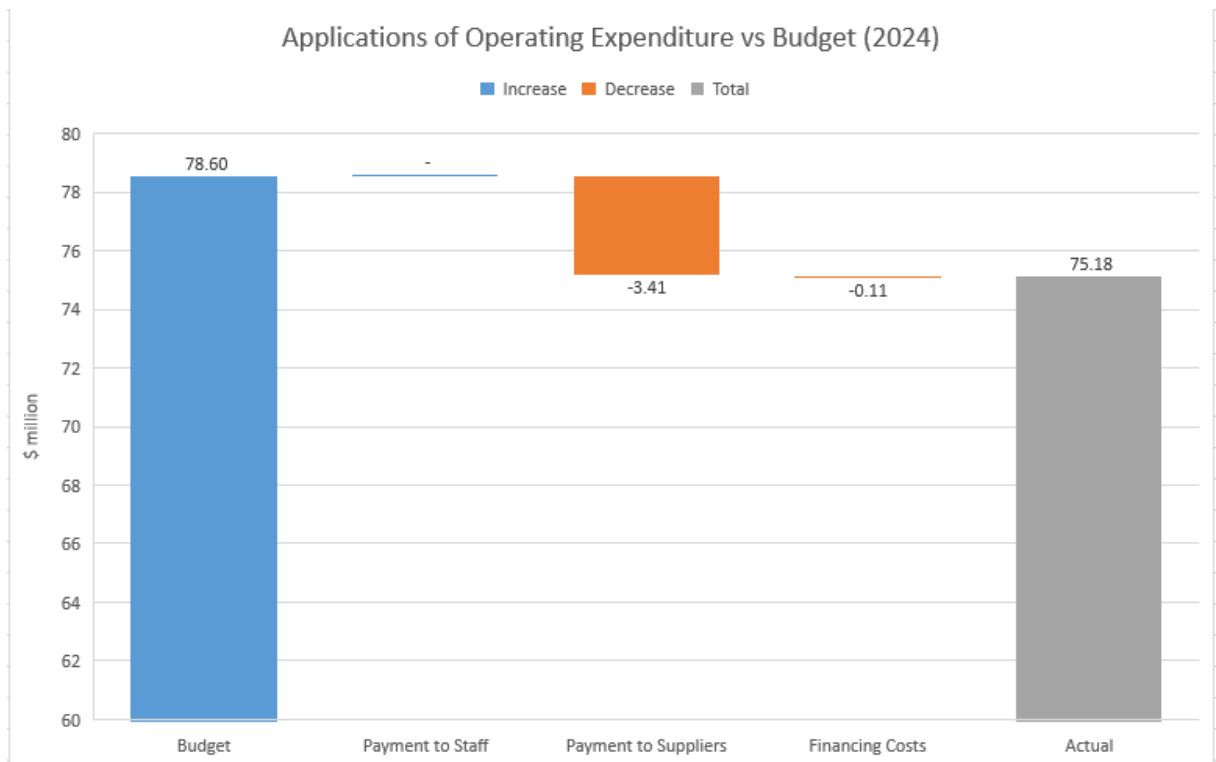
- Some Better Off Funded projects and associated subsidy will now extend into the 2025 financial year: Southern Districts Regeneration \$300k, Collective Iwi Policy Hub \$650k.
- Budgeted subsidy revenue associated with Three Water Reform \$600k is no longer anticipated.

Other Operating Revenue is forecast higher than budget \$0.57m largely owing to unbudgeted interest revenue on prefunding loan.



**6.2 Financial Forecast Report Q2 to 30 June 2024(Cont.)**

**4.2. Operating Expenditure (Applications of Operating Funding) is forecast to be \$75.1m at the end of June, which is \$3.5m less than budget (4%). Forecast movement by expenditure classification is reflected in the following graph.**



Expenditure class forecast variances:

Payment to Suppliers is forecast less than budget by \$3.4m (8%); most of this variance is related to operational project expenditure.

- Budgeted expenditure of \$1.1m has not been forecast for the Three Water Transition project, this is offset by subsidy revenue of \$600k which has not been f
- Various operational projects are anticipated to be behind schedule at year end including the Better Off Funded projects already outlined.

**CAPITAL:**

**4.3. Sources of Capital Funding are forecast to be \$23.7m which is \$5.8m less than budget.**

Capital Subsidies are forecast significantly under budget (\$5.5) with the variance predominantly relating to transport projects which aren't expected to progress this year (\$5.1m).

**4.4. Applications of Capital Funding are forecast to be \$61m which is \$32m less than budget.**

**4.5. This forecast variance is related to the timing of capital expenditure. The Q2 forecast for capital expenditure is \$9.9m less than Q1 forecasts reflecting updated projections for project timing.**

The increase of investments is the Council equity contribution to the Boat Harbour and is forecast to align with budget.

**6.2 Financial Forecast Report Q2 to 30 June 2024(Cont.)**

5. Options analysis - *Ngā Kōwhiringa*

No options have been identified relating to the matters of this report.

6. Significance and Engagement Assessment - *Aromatawai Pāhekoheko*

**6.1. Assessment of Significance**

The recommendations of this report are assessed to be of low significance in accordance with the Council's Significance and Engagement Policy.

**6.2. Engagement and community views**

Due to the low significance of the matters of this report, public participation is not required to inform decision-making, as set out in Section 6.1(a) of the Council's Significance and Engagement Policy.

7. Considerations - *Whai Whakaaro*

**7.1. Financial/budget considerations**

There are no budget considerations associated with the recommendations of this report other than as addressed within the analysis.

**7.2. Strategic alignment**

This report serves to assure council that financial performance is in alignment with the 2023-24 Annual Plan in support organisational strategies.

**7.3. Climate change assessment**

The matters of this specific report do not have an impact on the District biodiversity and ecology.

Based on this assessment, the decisions and matters of this report are assessed to have low climate change implications and considerations, in accordance with the Council's Climate Change Principles.

**7.4. Risks**

The ratios in comparison to policy and debenture trust deed requirements demonstrate that the loan portfolio is low risk and is comfortably within all ratio requirements.

### 6.3 Procurement - BOPLASS Savings and Benefits

## 6.3 Procurement - BOPLASS Savings and Benefits

---



To: **Finance and Performance Committee**

Date: **Thursday, 29 February 2024**

Author: **G Connolly - CFO & GM Business Partnering**

Authoriser: **S O'Sullivan - Chief Executive**

Reference: **A2618996**

---

### 1. Reason for the report - *Te Take mō tēnei rīpoata*

To table with the committee a report from BOPLASS presenting estimated savings from the BOPLASS procurement arrangement between 2008-2023 with summary of associated benefits.

### 2. Recommendation - *Tohutohu akiaki*

**THAT** the committee **receive** the BOPLASS reports ***Joint Procurement - Estimated Savings for Whakatāne District Council 2022-23*** and ***Joint Procurement – Estimated Savings 2008-2023***.

### 3. Background - *He tirohanga whakamuri*

BOPLASS Ltd is a CCO owned by nine councils, being Whakatāne District Council along with Bay of Plenty Regional Council, Rotorua Lakes Council, Western Bay of Plenty District Council, Kawerau District Council, Tauranga City Council, Ōpōtiki District Council, Taupō District Council and Gisborne District Council.

The CCO was formed to investigate, develop and deliver Joint Procurement and Shared Services projects where delivery is more effective for any combination of some or all of the councils.

### 4. Issue/subject - *Kaupapa*

As part of its service level agreement BOPLASS provides regular reporting to its member councils through its tri-annual statement of intent (last issued for 2022-25), and other reporting including updates in joint procurement savings.

We have attached the recently received reports, provided in the appendix, which identifies estimated savings in the year ended June 2023 for Whakatāne District Council of approx. \$290k, and total estimated savings from 2008-2023 of \$3.0m.

The major area of procurement savings in the 2022-23 year has come from insurances negotiations \$190k.

### 6.3.1 Appendix 1: BOPLASS Savings for WDC 2023

#### 5. Options analysis - *Ngā Kōwhiringa*

No options have been identified relating to the matters of this report.

#### 6. Significance and Engagement Assessment - *Aromatawai Pāhekoheko*

##### 6.1. Assessment of Significance

The recommendations of this report are assessed to be of low significance in accordance with the Council's Significance and Engagement Policy.

##### 6.2. Engagement and community views

Due to the low significance of the matters of this report, public participation is not required to inform decision-making, as set out in Section 6.1(a) of the Council's Significance and Engagement Policy.

#### 7. Considerations - *Whai Whakaaro*

##### 7.1. Financial/budget considerations

There are no budget considerations associated with the recommendations of this report other than recognising the benefit of savings achieved.

##### 7.2. Strategic alignment

This report serves to assure council that procurement activity and cross council collaboration activities are occurring to support the achievement of the organisational strategies especially with respect to support a fit for organisation.

##### 7.3. Climate change assessment

The matters of this specific report do not have an impact on the District biodiversity and ecology.

Based on this assessment, the decisions and matters of this report are assessed to have low climate change implications and considerations, in accordance with the Council's Climate Change Principles.

##### 7.4. Risks

The matters of this specific report do not have an impact on enterprise risk.

#### Attached to this report:

- Appendix 1: BOPLASS Savings for WDC 2023
- Appendix 2: BOPLASS Savings and Benefits 2008-2023

### 6.3.1 Appendix 1: BOPLASS Savings for WDC 2023

## 6.3.1 Appendix 1: BOPLASS Savings for WDC 2023(Cont.)



TOTAL SAVINGS TO DATE  
**\$3.0 MILLION**

## Joint Procurement – Estimated Savings\* for Whakatāne District Council

	BENEFITS SUMMARY	2022-2023	TOTAL SAVINGS
Insurance	Better insurance cover with updated contracts. Material Damage renewed on rolling subscription. Continued full coverage for all councils in all categories, incl Material Damage, Business Interruption and Motor covers, following major events and hardening markets. Increased loss limits and coverage.	\$135,044	\$1,309,801
Core Record System	Cost savings across participating councils with consistent data format allowing direct downloading of Cadastral information. Not required 2012 >	-	\$14,400
Office Supplies	Overall reduction in cost of supplies plus initiation of better ordering process online with minimum order values reduces hidden invoicing and courier costs. 2015, councils encouraged to move to AoG contract after review completed by BOPLASS.	-	\$54,773
Unimarket Electronic Purchasing	Electronic purchasing and invoicing reduce handling costs, provide supplier management options and better control of goods and services receipting. It also provides a strong information base for joint procurement. Savings based on comparison with non BOPLASS pricing. Full implementation and operation would bring additional savings. Not fully implemented by majority of councils. Service cancelled 2013.	-	\$47,300
ESRI GIS Licencing	A single licence agreement for all Councils has provided quality software previously unaffordable to some councils, allowed for a combined training budget, and provided access to specialist modules where required. 2019 new 3-year enterprise agreement. 2022 - some councils moved price bands due to the introduction of a 5th band and population adjustments.	\$20,000	\$260,000
SOPHOS Antivirus	Financial savings are for all users. Discount guaranteed going forward. Now provided under ALGIM.	-	\$15,722
Internal Audit	2010-2012, Use of a single consultant to do Internal audits across councils with resultant learning circulated in form of summaries to councils. RFP and new agreement 2015. Savings in audit costs and annual insight meetings. Cost benefits limited to those who have so far undertaken audits. 2023 contract expired.	-	\$30,000
Aerial Imagery	Agreed programme achieving better quality, consistency and planned coverage bringing savings on cost, or extended coverage for same expenditure. LiDAR capture undertaken in conjunction with LINZ including PGF contribution.	\$5,943	\$61,755
Print Advertising	Contract for print advertising cost reduction through procurement and some common processes. 3-year contract protects savings. Contract expired 2016.	-	\$46,980
Fuel	Review of Fuel pricing identified savings opportunities consistent with accessibility. GSB contract. 2015 BOPLASS facilitated participation in Defence Forces syndicated contract for some councils (est \$5k p.a. saving).	\$26,799	\$110,739
N3 Membership	Group membership to GSB providing discounts above individual council membership rates and access to GSB contracts.	\$1,500	\$17,040
Video Conferencing	Combined approach from 7 councils results in significant reduction in cost through negotiation plus savings from reduced travel and meeting times. 3-year contract locks in operational savings. Group licensing established 2021.	\$240	\$34,535
Telephony	Significant savings achieved through joint procurement, free calling within councils, provision in contract for collaboration in services over time. 3-year contract locked in savings; final savings subject to calculation based on use. Renegotiated rates Feb 2013. BOPLASS recommendation for all councils to move to AoG 2015.	-	\$188,760

## 6.3.1 Appendix 1: BOPLASS Savings for WDC 2023(Cont.)



	BENEFITS SUMMARY	2022-2023	TOTAL SAVINGS
Geocortex Software	Significant reduction in Year 1 cost through combined approach to purchase. Additional ongoing licence and maintenance savings. TDC stopped using Geocortex products in 2021/22 with allocations for remaining councils increasing.	\$342	\$11,844
XTools Software	GIS advanced data processing and analysis software. Single BOPLASS licence provides savings to councils and simplifies purchase and upgrades. Service cancelled by BOPLASS in 2022 as supplied by Russian company.	\$2,120	\$23,110
NZAA	ArchSite NZ Archaeological Association membership. Single BOPLASS licence covering all councils. Discounted membership and full data access for all councils.	\$540	\$5,940
MFD Devices	Collaboration in purchasing provided discounts in TCO, print costs, equipment optimisation and integration with EDMS workflows. Common technology platform established for integration of future services. RFP and new agreement Jan 2017. No lease costs - extremely beneficial during COVID lockdown and continuing periods of low print volumes.	\$23,000	\$341,070
Postal & Courier	Combined approach on behalf of BOPLASS, Waikato, and MWLASS councils resulted in significant reduction in courier costs, additional courier services, reduction in mail charges and introduction of business centric mail product. Contract locks in discounted fixed rates. 2022 - DX Mail appointed as preferred supplier; WBOPDC, BOPRC joined DX Mail contract. Balance of councils moving to new BOPLASS/DX agreement.	\$5,177	\$56,945
Media Monitoring	Single portal provides media monitoring and reporting services - print, radio, TV, social media - to all councils with heavily discounted rates. Significant resource savings for councils.	\$1,660	\$14,940
FME Software	Joint purchasing of GIS software resulted in reduction of number of licences required and reduced annual maintenance fees. 2022/23 - significant price increase avoided by negotiating 3-year extension of current terms.	\$375	\$3,375
Infrastructure Insurance	Underwritten by Lloyds of London syndicates. Improved levels of cover, significantly reduced premiums. 2020-2023: Able to secure full placements for all councils in a very hard market only because of existing relationships and dilution of risk through the collective scheme.	\$53,001	\$257,912
PMCA	Print and media copyright licences. Councils paying approximately 50% of their previous costs for individual licenses while, in many cases, also receiving enhanced licences.	\$943	\$8,487
EFTPOS	Improved pricing through collective agreement. Account moved to key account with Eftpos NZ with councils now on premium customer tier including dedicated account management and improved service levels.	\$680	\$5,440
H&S Pre-Qual	Reduced cost in design and development of the service through collaboration between BOPLASS and Waikato LASS. Annual resource savings for councils through standardisation and automation of the process.	\$6,000	\$56,200
Retrolens	Single storage repository and delivery process for large imagery datasets - developed in conjunction with other NZ councils. Significant savings in development and ongoing operation. Ensures readily accessible historic aerial imagery by public, councils and businesses. No charge for service from 2022	-	\$60,000
Occupational Health	Collective contract with Waikato Occupational Health Consultancy providing discounted rates and consistent service delivery across BOPLASS & WLASS councils. Contract renewed in 2021 in conjunction with Co-Lab and extended until 2024.	\$2,000	\$8,000
Standards NZ	Group licence agreement providing access to full AS/NZS online catalogue. Previously individual councils had limited access. 2020/21 councils saved 50% of individual costs. 2021/22 a fixed fee was negotiated to reflect councils' actual usage.	\$3,680	\$11,525

6.3.1 Appendix 1: BOPLASS Savings for WDC 2023(Cont.)



	BENEFITS SUMMARY	2022-2023	TOTAL SAVINGS
Cyber Insurance	Collective cyber insurance negotiated securing favourable terms and an increased policy limit. Key benefit has been the ability to secure cyber cover by leveraging off the greater group. We have been advised by our brokers that if councils were standalone clients, it is unlikely, they would get cover.	\$550	\$550
<b>TOTAL SAVINGS FOR WHAKATĀNE DISTRICT COUNCIL</b>		<b>\$287,474</b>	<b>\$3,057,142</b>

*\*Estimations based upon market rates or amounts paid/available to councils prior to joint procurement. Savings do not include or recognise:*

- Significant financial and resource savings made by running a single procurement process across multiple councils.
- Long-term savings achieved through the central management of contracts.
- Ongoing savings achieved through the sharing of information or expertise across councils.

**6.3.2 Appendix 2: BOPLASS Savings and Benefits 2008-2023**

**6.3.2 Appendix 2: BOPLASS Savings and Benefits 2008-2023**



6.3.2 Appendix 2: BOPLASS Savings and Benefits 2008-2023(Cont.)



“COUNCILS PARTNERING FOR VALUE AND SERVICE”

**Joint Procurement - Estimated Savings 2008-2023**

**Estimated savings achieved as at June 2023 with summary of associated benefits.**

Estimations based upon amounts paid by councils/available to councils prior to joint procurement

**Savings do not include or recognise:**

Financial and resource savings made by running a single procurement process.  
 Long-term savings achieved through central management of contracts.  
 Ongoing savings achieved through the sharing of information or expertise across councils.

	BOPRC	Gisborne	Kawerau	Opotiki	Rotorua	Taupo	Tauranga	WBOPDC	Whakatane	TOTAL
<b>INSURANCE</b>										
Insurance 09/10	80,809	127,863	32,108	31,950	162,643	226,058	193,617	104,727	140,547	1,100,322
Insurance 10/11	99,044	179,753	37,752	39,733	334,457	178,747	363,125	125,268	162,575	1,520,454
Insurance 11/12	41,438	72,566	10,603	6,689	164,180	48,313	183,400	41,284	44,457	612,930
Insurance 12/13 est	41,438	72,566	10,603	6,689	164,180	48,313	183,400	41,284	44,457	612,930
Insurance 13/14	51,316	92,564	15,501	9,612	179,132	48,313	198,364	49,236	62,454	706,492
Insurance 14/15	73,542	156,056	21,700	13,303	426,224	139,999	458,571	67,763	55,890	1,413,048
Insurance 15/16	38,162	133,658	19,229	12,101	338,153	113,998	439,022	64,182	44,323	1,202,829
Insurance 16/17	53,027	67,978	15,150	7,824	171,562	67,373	174,424	42,748	43,311	643,398
Insurance 17/18	47,725	61,180	13,635	7,042	141,318	60,635	156,982	38,473	38,980	565,971
Insurance 18/19	88,645	124,647	28,721	24,510	243,580	137,855	338,124	77,993	107,625	1,171,700
Insurance 19/20	99,524	141,986	33,664	28,296	246,221	143,405	398,477	94,408	114,656	1,300,637
Insurance 20/21	250,808	220,160	50,620	35,780	362,802	173,296	690,114	138,494	196,999	2,119,073
Insurance 21/22	49,695	114,698	21,747	28,340	59,180	134,960	510,107	98,014	118,483	1,135,224
Insurance 22/23	56,214	128,584	23,849	31,354	61,433	150,686	567,046	109,757	135,044	1,263,967
<b>Insurance TOTAL</b>	<b>1,071,388</b>	<b>1,694,260</b>	<b>334,882</b>	<b>283,223</b>	<b>3,055,066</b>	<b>1,671,951</b>	<b>4,854,773</b>	<b>1,093,632</b>	<b>1,309,801</b>	<b>15,368,975</b>

**Benefits Summary** Better insurance cover with updated contracts. Material Damage renewed on rolling subscription. Continued full coverage for all councils in all categories, incl Material Damage, Business Interruption and Motor covers, following major events and hardening markets. Increased loss limits and coverage.

<b>CORE RECORD SYSTEM UPDATES (Cadastral Land Information)</b>										
CRS Updates 09/10	3,544				2,531			4,799	4,800	15,674
CRS Updates 10/11	3,544				2,531			4,799	4,800	15,674
CRS Updates 11/12	3,544				2,531			4,799	4,800	15,674
<b>CRS TOTAL</b>	<b>10,632</b>				<b>7,593</b>			<b>14,397</b>	<b>14,400</b>	<b>47,022</b>

**Benefits Summary** Cost savings across participating councils with consistent data format allowing direct downloading of Cadastral information. Not required 2012 >

6.3.2 Appendix 2: BOPLASS Savings and Benefits 2008-2023(Cont.)

	BOPRC	Gisborne	Kawerau	Opotiki	Rotorua	Taupo	Tauranga	WBOPDC	Whakatane	TOTAL
<b>OFFICE SUPPLIES CONTRACT</b>										
Est savings 10/11	5,840	4,569	683	3,667	9,892	7,620	14,154	10,137	9,581	66,143
Est savings 11/12	6,424	5,026	751	4,034	5,440	8,382	15,569	11,151	10,539	67,316
Est savings 12/13	7,420	5,840	784	4,324	5,440	8,742	16,130	12,333	11,551	72,564
Est savings 13/14	7,420	5,840	784	4,324	5,440	8,742	16,130	12,333	11,551	72,564
Est savings 14/15	7,420	5,840	784	4,324	5,440	8,742	16,130	3,700	11,551	63,931
Est savings 15/16	7,420	-	392	2,162	-	8,742	12,904	-	-	31,620
Est savings 16/17	7,420	-	-	-	-	8,742	-	-	-	16,162
Est savings 17/18	6,159	-	-	-	-	5,245	-	-	-	11,404
<b>Office Supplies TOTAL</b>	<b>55,521</b>	<b>27,115</b>	<b>4,180</b>	<b>22,835</b>	<b>31,652</b>	<b>64,959</b>	<b>91,017</b>	<b>49,653</b>	<b>54,773</b>	<b>401,705</b>

**Benefits Summary** Overall reduction in cost of supplies plus initiation of better ordering process online with minimum order values reduces hidden invoicing and courier costs. 2015, councils encouraged to move to AoG contract after review completed by BOPLASS.

<b>UNIMARKET ELECTRONIC PURCHASING SYSTEM</b>										
Unimarket implementation	3,500	11,750	15,875	15,875	3,500			11,750	11,750	74,000
Unimarket monthly/11	8,700	11,850	13,425	13,425	8,700			11,850	11,850	79,800
Unimarket monthly 11/12	8,700	11,850	13,425	13,425	8,700			11,850	11,850	79,800
Unimarket monthly 12/13	8,700	11,850	13,425	13,425	8,700			11,850	11,850	79,800
<b>Electronic Purchasing TOTAL</b>	<b>29,600</b>	<b>47,300</b>	<b>56,150</b>	<b>56,150</b>	<b>29,600</b>	<b>0</b>	<b>0</b>	<b>47,300</b>	<b>47,300</b>	<b>313,400</b>

**Benefits Summary** Electronic purchasing and invoicing reduces handling costs, provides supplier management options and better control of goods and services receipting. It also provides a strong information base for joint procurement. Savings based on comparison with non BOPLASS pricing. Full implementation and operation would bring additional savings. Not fully implemented by majority of councils. Service cancelled 2013.

<b>ESRI GEOGRAPHIC INFORMATION SYSTEMS LICENCING</b>										
ESRI Licences 10/11		1,625	5,000	5,000	3,250	1,625		20,000	20,000	56,500
ESRI Licences 11/12		1,625	5,000	5,000	3,250	1,625		20,000	20,000	56,500
ESRI Licences 12/13		1,625	5,000	5,000	3,250	1,625		20,000	20,000	56,500
ESRI Licences 13/14		1,625	5,000	5,000	3,250	1,625		20,000	20,000	56,500
ESRI Licences 14/15		1,625	5,000	5,000	3,250	1,625		20,000	20,000	56,500
ESRI Licences 15/16		1,625	5,000	5,000	3,250	1,625		20,000	20,000	56,500
ESRI Licences 16/17		1,625	5,000	5,000	3,250	1,625		20,000	20,000	56,500
ESRI Licences 17/18		1,625	5,000	5,000	3,250	1,625		20,000	20,000	56,500
ESRI Licences 18/19		1,625	5,000	5,000	3,250	1,625		20,000	20,000	56,500
ESRI Licences 19/20		1,625	5,000	5,000	3,250	1,625		20,000	20,000	56,500
ESRI Licences 20/21		1,625	5,000	5,000	3,250	1,625		20,000	20,000	56,500
ESRI Licences 21/22		1,625	5,000	5,000	3,250	1,625		20,000	20,000	56,500
ESRI Licences 22/23		1,625	5,000	5,000	3,250	1,625		20,000	20,000	56,500
<b>ESRI TOTAL</b>		<b>21,125</b>	<b>65,000</b>	<b>65,000</b>	<b>42,250</b>	<b>21,125</b>	<b>0</b>	<b>260,000</b>	<b>260,000</b>	<b>734,500</b>

**Benefits Summary** A single licence agreement for all Councils has provided quality software previously unaffordable to some councils, allowed for a combined training budget, and provided access to specialist modules where required. 2019 new 3-year enterprise agreement. 2022 - some councils moved price bands due to the introduction of a 5th band and population adjustments.

6.3.2 Appendix 2: BOPLASS Savings and Benefits 2008-2023(Cont.)

	BOPRC	Gisborne	Kawerau	Opotiki	Rotorua	Taupo	Tauranga	WBOPDC	Whakatane	TOTAL
<b>SOPHOS ANTIVIRUS AND ENDPOINT SECURITY SOFTWARE</b>										
Sophos licences 10/11		3,360				7,861	10,690			21,911
Sophos licences 11/12 est	10,690	3,360	1,680	1,680	0	7,861	10,690	7,861	7,861	51,683
Sophos licences 12/13	10,690	3,360	1,680	1,680	0	7,861	10,690	7,861	7,861	51,683
<b>SOPHOS TOTAL</b>	<b>21,380</b>	<b>10,080</b>	<b>3,360</b>	<b>3,360</b>	<b>0</b>	<b>23,583</b>	<b>32,070</b>	<b>15,722</b>	<b>15,722</b>	<b>125,277</b>

**Benefits Summary** Financial savings are for all users. Discount guaranteed going forward. Now provided under ALGIM.

<b>AFTER HOURS TELEPHONE SERVICE</b>										
2010 - 2016										

**Benefits Summary** Initial service negotiated with PNCC for four councils. Service now provided as a shared service by TCC. Used by 3 councils. Significant increase in service levels for similar cost with aim of providing ability to resolve 80% of any normal queries after hours. Unable to confirm financial savings.

<b>INTERNAL AUDIT JOINT CONSULTANCY CONTRACT</b>										
Internal Audit 2010/11					8,000		8,000	8,000		24,000
Internal Audit 2011/12					8,000		8,000	800		16,800
Internal Audit 2015/16	20,000		3,000				20,000	15,000		58,000
Internal Audit 2016/17	20,000		3,000				20,000	15,000	5,000	63,000
Internal Audit 2017/18	20,000		3,000				20,000	15,000	5,000	63,000
Internal Audit 2018/19	20,000		3,000				20,000	15,000	5,000	63,000
Internal Audit 2019/20	20,000		3,000				20,000	15,000	5,000	63,000
Internal Audit 2020/21	20,000		3,000				20,000	15,000	5,000	63,000
Internal Audit 2021/22	20,000		3,000				20,000	15,000	5,000	63,000
Internal Audit 2022/23										0
<b>Internal Audit TOTAL</b>	<b>140,000</b>	<b>0</b>	<b>21,000</b>	<b>0</b>	<b>16,000</b>	<b>0</b>	<b>156,000</b>	<b>113,800</b>	<b>30,000</b>	<b>476,800</b>

**Benefits Summary** 2010-2012, Use of a single consultant to do Internal audits across councils with resultant learning circulated in form of summaries to councils. RFP and new agreement 2015. Savings in audit costs and annual insight meetings. Cost benefits limited to those who have so far undertaken audits. 2023 contract expired.

<b>AERIAL PHOTOGRAPHY CONTRACT FOR PLANNED PROGRAMME</b>										
Savings Est 2011/12	79,301	48,000	1,000	1,000	78,603		34,934	22,707	24,454	289,999
Copyright 2013	3,333	3,333	1,000	1,000	3,333		3,333	3,333	3,333	21,998
2014/15 (est)	16,000		1,000	1,000			8,000	6,000	6,000	38,000
2015/16 (est)	26,000		1,000	1,000	12,000		8,000	6,000	6,000	60,000
2016/17 (est)		12,000	1,000	1,000	5,000		8,000			27,000
2017/18 (est)										0
2018/19 (est)	35,659	8,915	1,783	1,783	44,573		17,829	8,915	4,458	123,915
2019/20 (est)	38,806	9,701	1,940	1,940	48,507		19,403	9,701	4,851	134,849
2020/21 (est)	53,731	13,433	2,687	2,687	67,164		26,866	13,433	6,717	186,718
2021/22 (est)	61,194	15,299	3,060	3,060	76,493		30,597	15,299		205,002
2022/23 (est)	14,200		1,176	1,524	16,154		19,615	12,387	5,943	70,999
<b>Aerial photography TOTAL</b>	<b>328,224</b>	<b>110,681</b>	<b>15,646</b>	<b>15,994</b>	<b>351,827</b>	<b>0</b>	<b>176,577</b>	<b>97,775</b>	<b>61,755</b>	<b>1,158,479</b>

**Benefits Summary** Agreed programme achieving better quality, consistency and planned coverage bringing savings on cost, or extended coverage for same expenditure. LiDAR capture undertaken in conjunction with LINZ including PGF contribution.

6.3.2 Appendix 2: BOPLASS Savings and Benefits 2008-2023(Cont.)

	BOPRC	Gisborne	Kawerau	Opotiki	Rotorua	Taupo	Tauranga	WBOPDC	Whakatane	TOTAL
<b>PRINT ADVERTISING</b>										
Est annual spend	150,000	45,000	20,000	20,000	200,000	150,000	250,000	200,000	87,000	
Est Savings @ 9% 2010/11	13,500	4,050	1,800	1,800	18,000	13,500	22,500	18,000	7,830	100,980
2011/12	13,500	4,050	1,800	1,800	18,000	13,500	22,500	18,000	7,830	100,980
2012/13	13,500	4,050	1,800	1,800	18,000	13,500	22,500	18,000	7,830	100,980
2013/14	13,500	4,050	1,800	1,800	18,000	13,500	22,500	18,000	7,830	100,980
2014/15	13,500	4,050	1,800	1,800	18,000	13,500	22,500	18,000	7,830	100,980
2015/16	13,500	4,050	1,800	1,800	18,000	13,500	22,500	18,000	7,830	100,980
<b>Print Advertising TOTAL</b>	<b>81,000</b>	<b>24,300</b>	<b>10,800</b>	<b>10,800</b>	<b>108,000</b>	<b>81,000</b>	<b>135,000</b>	<b>108,000</b>	<b>46,980</b>	<b>605,880</b>
<b>Benefits Summary</b>	Contract for print advertising cost reduction through procurement and some common processes. 3-year contract protects savings. Contract expired 2016.									

<b>FUEL</b>										
2010/11	5,736	7,597	1,825	2,304	25,333	7,208	5,547	4,606	5,067	65,223
2011/12 est	5,736	7,597		2,304	25,333	7,208	5,547	4,606	5,067	63,398
2012/13	4,405	6,224		3,324	42,031	9,623	5,011	5,515	7,187	83,320
2013/14 (est)	4,405	6,224		3,324	42,031	9,623	5,011	5,515	7,187	83,320
2014/15	5,145	5,692		3,443	38,242	6,196	4,115	4,851	6,981	74,665
2015/16	4,361			3,187	31,564	4,532	5,000	3,521	7,493	59,658
2016/17 (est)	4,361			3,187	31,564	4,532	5,000	3,521	7,493	59,658
2017/18 (est)	4,361			3,187	31,564	4,532	5,000	3,521	7,493	59,658
2018/19 (est)	4,361			3,187	31,564	4,532	5,000	3,521	7,493	59,658
2019/20 (est)	4,361			3,187	31,564	4,532	5,000	3,521	7,493	59,658
2020/21 (est)	4,361			3,187	31,564	4,532	5,000	3,521	7,493	59,658
2021/22 (est)	4,361			3,187	31,564	4,532	5,000	3,521	7,493	59,658
2022/23	11,381			3,634	11,647		5,000	5,000	26,799	63,461
<b>Fuel TOTAL</b>	<b>67,335</b>	<b>33,334</b>	<b>1,825</b>	<b>40,642</b>	<b>405,565</b>	<b>71,582</b>	<b>65,231</b>	<b>54,740</b>	<b>110,739</b>	<b>850,993</b>
<b>Benefits Summary</b>	Review of Fuel pricing identified savings opportunities consistent with accessibility. GSB contract. 2015 BOPLASS facilitated participation in Defence Forces syndicated contract for some councils (est \$5k p.a. saving)									

<b>N3 MEMBERSHIP</b>										
2011/12	900	330	150	150	900	750	300	405	540	4,425
2012/13	1,800	100			1,800	2,900	400	600	1,500	9,100
2013/14	1,800	100			1,800	2,900	400	600	1,500	9,100
2014/15	1,800	100			1,800	2,900	400	600	1,500	9,100
2015/16	1,800	100			1,800	2,900	400	600	1,500	9,100
2016/17	1,800	100			1,800	2,900	400	600	1,500	9,100
2017/18	1,800	100			1,800	2,900	400	600	1,500	9,100
2018/19	1,800	100			1,800	2,900	400	600	1,500	9,100
2019/20	1,800	100			1,800	2,900	400	600	1,500	9,100
2020/21	1,800	100			1,800	2,900	400	600	1,500	9,100
2021/22	1,800	100			1,800	2,900	400	600	1,500	9,100
2022/23	1,800	100			1,800	2,900	400	600	1,500	9,100
<b>N3 Membership TOTAL</b>	<b>20,700</b>	<b>1,430</b>	<b>150</b>	<b>150</b>	<b>20,700</b>	<b>32,650</b>	<b>4,700</b>	<b>7,005</b>	<b>17,040</b>	<b>104,525</b>
<b>Benefits Summary</b>	Group membership to GSB providing discounts above individual council membership rates and access to GSB contracts.									

6.3.2 Appendix 2: BOPLASS Savings and Benefits 2008-2023(Cont.)

	BOPRC	Gisborne	Kawerau	Opotiki	Rotorua	Taupo	Tauranga	WBOPDC	Whakatane	TOTAL
<b>VIDEO CONFERENCING</b>										
Purchase per unit		5,347				5,347		5,347	5,347	21,388
Access 2011/12	3,397	3,397		3,397		3,397	3,397	3,397	3,397	23,779
Access 2012/13	3,397	3,397		3,397		3,397	3,397	3,397	3,397	23,779
Access 2013/14	3,397	3,397		3,397		3,397	3,397	3,397	3,397	23,779
Access 2014/15	3,000	3,000		3,000				3,000	3,000	15,000
Access 2015/16	3,000	3,000		3,000				3,000	3,000	15,000
Access 2016/17	3,000	3,000		3,000				3,000	3,000	15,000
Access 2017/18	3,000			2,000		2,000		1,000	2,000	10,000
Access 2018/19	3,000			2,000		2,000		1,000	2,000	10,000
Access 2019/20	3,000			2,000		2,000			2,000	9,000
Access 2020/21	2,753			874					2,966	6,593
Access 2021/22	2,372			791					791	3,954
Access 2022/23	3,400			1,030					240	4,670
<b>Video Conferencing TOTAL</b>	<b>36,716</b>	<b>24,538</b>	<b>0</b>	<b>27,886</b>	<b>0</b>	<b>21,538</b>	<b>10,191</b>	<b>26,538</b>	<b>34,535</b>	<b>181,942</b>
<b>Benefits Summary</b>	Combined approach from 7 councils results in significant reduction in cost through negotiation plus savings from reduced travel and meeting times. 3-year contract locks in operational savings. Group licensing established 2021.									

<b>TELEPHONY</b>										
2011/12 Approx. savings	70,650	21,600	5,250	4,950	18,000	79,500	200,000	27,300	27,000	454,250
2012/13	82,450	21,600	13,650	4,950	138,000	123,100	86,200	52,900	55,880	578,730
2013/14	82,450	21,600	13,650	4,950	138,000	123,100	86,200	52,900	55,880	578,730
2014/15	40,000	10,000	6,500	2,500	70,000	60,000	40,000	25,000	25,000	279,000
2015/16	40,000	10,000	6,500	2,500	70,000	60,000	40,000	25,000	25,000	279,000
<b>Telephony TOTAL</b>	<b>315,550</b>	<b>84,800</b>	<b>45,550</b>	<b>19,850</b>	<b>434,000</b>	<b>445,700</b>	<b>452,400</b>	<b>183,100</b>	<b>188,760</b>	<b>2,169,710</b>
<b>Benefits Summary</b>	Significant savings achieved through joint procurement, free calling within councils, provision in contract for collaboration in services over time. 3-year contract locked in savings, final savings subject to calculation based on use. Renegotiated rates Feb 2013. BOPLASS recommendation for all councils to move to AoG 2015.									

<b>GEOCORTEX SOFTWARE - ESSENTIALS AND ANALYTICS</b>										
2012/13	18,163	9,111	4,432	4,432	18,163	9,111	18,163	9,111	9,111	99,797
2013/14	436	248			436	248	436	248	248	2,300
2014/15	436	248			436	248	436	248	248	2,300
2015/16	436	248			436	248	436	248	248	2,300
2016/17	436	248			436	248	436	248	248	2,300
2017/18	436	248			436	248	436	248	248	2,300
2018/19	436	248			436	248	436	248	248	2,300
2019/20	436	248			436	248	436	248	248	2,300
2020/21	501	313			501	313	501	313	313	2,755
2021/22	579	342			579		579	342	342	2,763
2022/23	579	342			579		579	342	342	2,763
<b>Geocortex Software TOTAL</b>	<b>22,874</b>	<b>11,844</b>	<b>4,432</b>	<b>4,432</b>	<b>22,874</b>	<b>11,160</b>	<b>22,874</b>	<b>11,844</b>	<b>11,844</b>	<b>124,178</b>
<b>Benefits Summary</b>	Significant reduction in Year 1 cost through combined approach to purchase. Additional ongoing licence and maintenance savings. TDC stopped using Geocortex products in 2021/22 with allocations for remaining councils increasing.									

6.3.2 Appendix 2: BOPLASS Savings and Benefits 2008-2023(Cont.)

	BOPRC	Gisborne	Kawerau	Opotiki	Rotorua	Taupo	Tauranga	WBOPDC	Whakatane	TOTAL
<b>X-TOOLS Software</b>										
2012/13	2,159	2,439			2,159	2,439	2,159	2,439	2,439	16,230
2013/14	2,104	2,411			2,104	2,411	2,104		2,411	13,547
2014/15	2,050	2,384			2,050	2,384	2,050		2,384	13,304
2015/16	2,015	2,366			2,015	2,366	2,015		2,366	13,144
2016/17	1,980	2,349			1,980	2,349	1,980		2,349	12,984
2017/18	2,009	2,307			2,009	2,307	2,009		2,307	12,947
2018/19	2,009	2,307			2,009	2,307	2,009		2,307	12,947
2019/20	2,009	2,307			2,009	2,307	2,009		2,307	12,947
2020/21	2,120				2,120		2,120		2,120	8,480
2021/22	2,120				2,120		2,120		2,120	8,480
<b>X-Tools</b>	<b>20,573</b>	<b>18,870</b>	<b>0</b>	<b>0</b>	<b>20,573</b>	<b>18,870</b>	<b>20,573</b>	<b>2,439</b>	<b>23,110</b>	<b>125,008</b>

**Benefits Summary** GIS advanced data processing and analysis software. Single BOPLASS licence provides savings to councils and simplifies purchase and upgrades. Service cancelled by BOPLASS in 2022 as supplied by Russian company.

<b>NZAA</b>										
2012/13	3,618	540	1,000	1,000	540	540	540	540	540	8,858
2013/14	3,618	540	1,000	1,000	540	540	540	540	540	8,858
2014/15	3,618	540	1,000	1,000	540	540	540	540	540	8,858
2015/16	3,618	540	1,000	1,000	540	540	540	540	540	8,858
2016/17	3,618	540	1,000	1,000	540	540	540	540	540	8,858
2017/18	3,618	540	1,000	1,000	540	540	540	540	540	8,858
2018/19	3,618	540	1,000	1,000	540	540	540	540	540	8,858
2019/20	3,618	540	1,000	1,000	540	540	540	540	540	8,858
2020/21	3,618	540	1,000	1,000	540	540	540	540	540	8,858
2021/22	3,618	540	1,000	1,000	540	540	540	540	540	8,858
2022/23	3,618	540	1,000	1,000	540	540	540	540	540	8,858
<b>NZAA</b>	<b>39,798</b>	<b>5,940</b>	<b>11,000</b>	<b>11,000</b>	<b>5,940</b>	<b>5,940</b>	<b>5,940</b>	<b>5,940</b>	<b>5,940</b>	<b>97,438</b>

**Benefits Summary** ArchSite NZ Archaeological Association membership. Single BOPLASS licence covering all councils. Discounted membership and full data access for all councils.

<b>GPS FLEET MANAGEMENT</b>										
2012/13	6,000									6,000
2013/14	1,000						6,000			7,000
2014/15	1,000						1,000			2,000
2015/16	1,000						1,000	4,000		6,000
2016/17							1,000	1,000		2,000
2017/18										0
2018/19										0
<b>GPS Fleet Mgmt TOTAL (Est)</b>	<b>9,000</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>9,000</b>	<b>5,000</b>	<b>0</b>	<b>23,000</b>

**Benefits Summary** Combined approach to purchasing provided substantial discounts. Utilised by councils on a requirements base. No data available to demonstrate accurate savings.



6.3.2 Appendix 2: BOPLASS Savings and Benefits 2008-2023(Cont.)

	BOPRC	Gisborne	Kawerau	Opotiki	Rotorua	Taupo	Tauranga	WBOPDC	Whakatane	TOTAL
<b>MULTI-FUNCTION DEVICES</b>										
2012/13		48,476	27,260	27,088		168,413	165,776	52,856	57,481	547,350
2013/14		31,476	10,260	10,089		168,413	50,136	47,856	40,481	358,711
2014/15 (est)		31,476	10,260	10,089		168,413	50,136	47,856	40,481	358,711
2015/16 (est)		31,476	10,260	10,089		168,413	50,136	47,856	40,481	358,711
2016/17	25,000	19,850	6,686	6,571	5,412	84,207	31,694	26,834	23,573	229,827
2017/18	25,000	19,850	6,686	6,571	5,412	84,207	31,694	26,834	23,573	229,827
2018/19	20,000	15,000	6,000	6,000	5,000		30,000	25,000	23,000	130,000
2019/20	20,000	15,000	6,000	6,000	5,000		30,000	25,000	23,000	130,000
2020/21	20,000	15,000	6,000	6,000	5,000		30,000	25,000	23,000	130,000
2021/22	20,000	15,000	6,000	6,000	5,000		30,000	25,000	23,000	130,000
2022/23	20,000	15,000	6,000	6,000	5,000		30,000	25,000	23,000	130,000
<b>Multi-Function Devices TOTAL</b>	<b>150,000</b>	<b>257,604</b>	<b>101,412</b>	<b>100,497</b>	<b>35,824</b>	<b>842,066</b>	<b>529,572</b>	<b>375,092</b>	<b>341,070</b>	<b>2,733,137</b>
<b>Benefits Summary</b>	Collaboration in purchasing provided discounts in TCO, print costs, equipment optimisation and integration with EDMS workflows. Common technology platform established for integration of future services. RFP and new agreement Jan 2017. No lease costs - extremely beneficial during COVID lockdown and continuing periods of low print volumes.									

<b>POSTAL AND COURIER SERVICES</b>										
2012/13 (est)	10,111	4,999	1,500	1,500	8,470	5,743	12,391	8,191	5,177	58,082
2013/14	10,111	4,999	1,500	1,500	8,470	5,743	12,391	8,191	5,177	58,082
2014/15	10,111	4,999	1,500	1,500	8,470	5,743	12,391	8,191	5,177	58,082
2015/16	10,111	4,999	1,500	1,500	8,470	5,743	12,391	8,191	5,177	58,082
2016/17	10,111	4,999	1,500	1,500	8,470	5,743	12,391	8,191	5,177	58,082
2017/18	10,111	4,999	1,500	1,500	8,470	5,743	12,391	8,191	5,177	58,082
2018/19	10,111	4,999	1,500	1,500	8,470	5,743	12,391	8,191	5,177	58,082
2019/20	10,111	4,999	1,500	1,500	8,470	5,743	12,391	8,191	5,177	58,082
2020/21	10,111	4,999	1,500	1,500	8,470	5,743	12,391	8,191	5,177	58,082
2021/22	12,639	4,999	1,500	1,500	8,470	5,743	12,391	9,010	5,177	61,429
2022/23 (est based on old contract)	12,639	4,999	1,500	1,500	8,470	5,743	12,391	9,010	5,177	61,429
<b>Postal and Courier TOTAL</b>	<b>116,277</b>	<b>54,991</b>	<b>16,500</b>	<b>16,500</b>	<b>93,166</b>	<b>63,175</b>	<b>136,303</b>	<b>91,741</b>	<b>56,945</b>	<b>645,598</b>
<b>Benefits Summary</b>	Combined approach on behalf of BOPLASS, Waikato, and MWLASS councils resulted in significant reduction in courier costs, additional courier services, reduction in mail charges and introduction of business centric mail product. Contract locks in discounted fixed rates. 2022 - DX Mail appointed as preferred supplier; WBOPDC, BOPRC joined DX Mail contract. Balance of councils moving to new BOPLASS/DX agreement.									

6.3.2 Appendix 2: BOPLASS Savings and Benefits 2008-2023(Cont.)

	BOPRC	Gisborne	Kawerau	Opotiki	Rotorua	Taupo	Tauranga	WBOPDC	Whakatane	TOTAL
<b>MEDIA MONITORING</b>										
2014/15	1,660					1,660	1,660	1,660	1,660	8,300
2015/16	1,660					1,660	1,660	1,660	1,660	8,300
2016/17	1,660					1,660	1,660	1,660	1,660	8,300
2017/18	1,660					1,660	1,660	1,660	1,660	8,300
2018/19	1,660					1,660	1,660	1,660	1,660	8,300
2019/20	1,660					1,660	1,660	1,660	1,660	8,300
2020/21	1,660					1,660	1,660	1,660	1,660	8,300
2021/22	1,660					1,660	1,660	1,660	1,660	8,300
2022/23	1,660					1,660	1,660	1,660	1,660	8,300
<b>Media Monitoring TOTAL</b>	<b>14,940</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>14,940</b>	<b>14,940</b>	<b>14,940</b>	<b>14,940</b>	<b>74,700</b>

**Benefits Summary** Single portal provides media monitoring and reporting services - print, radio, TV, social media - to all councils with heavily discounted rates. Significant resource savings for councils.

<b>FME SOFTWARE</b>										
2012/13	300	300	100	100	300		300	300	300	2,000
2013/14	300	300	100	100	300		300	300	300	2,000
2014/15	300	300	100	100	300		300	300	300	2,000
2015/16	300	300	100	100	300		300	300	300	2,000
2016/17	300	300	100	100	300		300	300	300	2,000
2017/18	300	300	100	100	300		300	300	300	2,000
2018/19	300	300	100	100	300		300	300	300	2,000
2019/20	300	300	100	100	300		300	300	300	2,000
2020/21	300	300	100	100	300		300	300	300	2,000
2021/22	300	300	100	100	300		300	300	300	2,000
2022/23	375	375	1,332	1,332	375		375	375	375	4,912
<b>FME Software TOTAL</b>	<b>3,375</b>	<b>3,375</b>	<b>2,332</b>	<b>2,332</b>	<b>3,375</b>	<b>0</b>	<b>3,375</b>	<b>3,375</b>	<b>3,375</b>	<b>24,912</b>

**Benefits Summary** Joint purchasing of GIS software resulted in reduction of number of licences required and reduced annual maintenance fees. 2022/23 - significant price increase avoided by negotiating 3-year extension of current terms.

<b>INFRASTRUCTURE INSURANCE</b>										
2014/15	8,792	22,645	4,269	2,268	12,295		12,747	5,843	16,503	85,362
2015/16	42,734	38,003	4,641	2,532	30,693		25,406	10,357	17,156	171,523
2016/17 (2 yr agreement)	55,740	49,570	6,053	2,771	40,035		33,139	13,509	22,377	223,194
2017/18	45,335	40,317	4,923	22,750	32,562		26,953	10,987	18,200	202,027
2018/19	88,798	40,823	6,611	5,030	42,825		73,150	12,125	26,173	295,535
2019/20	143,793	49,856	8,672	6,068	49,996		87,066	15,088	30,541	391,080
2020/21	179,742	58,534	12,971	6,404	68,141		151,196	25,879	34,209	537,076
2021/22	113,771	52,153	9,588	10,753	77,714		177,636	30,672	39,751	512,038
2022/23	151,694	69,538	12,785	14,337	103,618		236,848	40,897	53,001	682,718
<b>Other TOTAL</b>	<b>830,399</b>	<b>421,438</b>	<b>70,513</b>	<b>72,913</b>	<b>457,879</b>	<b>0</b>	<b>824,141</b>	<b>165,358</b>	<b>257,912</b>	<b>3,100,552</b>

**Benefits Summary** Underwritten by Lloyds of London syndicates. Improved levels of cover, significantly reduced premiums. 2020-2023: Able to secure full placements for all councils in a very hard market only because of existing relationships and dilution of risk through the collective scheme.



6.3.2 Appendix 2: BOPLASS Savings and Benefits 2008-2023(Cont.)

	BOPRC	Gisborne	Kawerau	Opotiki	Rotorua	Taupo	Tauranga	WBOPDC	Whakatane	TOTAL
<b>PMCA</b>										
2014/15	1,459	1,326	463	463	651	1,686	1,387	1,733	943	10,111
2015/16	1,459	1,326	463	463	651	1,686	1,387	1,733	943	10,111
2016/17	1,459	1,326	463	463	651	1,686	1,387	1,733	943	10,111
2017/18	1,459	1,326	463	463	651	1,686	1,387	1,733	943	10,111
2018/19	1,459	1,326	463	463	651	1,686	1,387	1,733	943	10,111
2019/20	1,459	1,326	463	463	651	1,686	1,387	1,733	943	10,111
2020/21	1,459	1,326	463	463	651	1,686	1,387	1,733	943	10,111
2021/22	1,459	1,326	463	463	651	1,686	1,387	1,733	943	10,111
2022/23	1,459	1,326	463	463	651	1,686	1,387	1,733	943	10,111
<b>PMCA TOTAL</b>	<b>13,131</b>	<b>11,934</b>	<b>4,167</b>	<b>4,167</b>	<b>5,859</b>	<b>15,174</b>	<b>12,483</b>	<b>15,597</b>	<b>8,487</b>	<b>90,999</b>
<b>Benefits Summary</b>	Print and media copyright licences. Councils paying approximately 50% of their previous costs for individual licenses while, in many cases, also receiving enhanced licences.									
<b>EFTPOS SERVICES</b>										
2015/16	320		80	80			722		680	1,882
2016/17	320		80	80			722		680	1,882
2017/18	320		80	80			722		680	1,882
2018/19	320		80	80			722		680	1,882
2019/20	320		80	80			722		680	1,882
2020/21	320		80	80			722		680	1,882
2021/22	320		80	80			722		680	1,882
2022/23	320		80	80			722		680	1,882
<b>Eftpos Services TOTAL</b>	<b>2,560</b>	<b>0</b>	<b>640</b>	<b>640</b>	<b>0</b>	<b>0</b>	<b>5,776</b>	<b>0</b>	<b>5,440</b>	<b>15,056</b>
<b>Benefits Summary</b>	Improved pricing through collective agreement. Account moved to key account with Eftpos NZ with councils now on premium customer tier including dedicated account management and improved service levels.									
<b>CONTRACTOR H&amp;S PRE-QUALIFICATION</b>										
2016/17	28,000	17,200	13,600	13,600	28,000		28,000	17,200	17,200	162,800
2017/18	15,000	9,000	7,000	7,000	15,000		15,000	9,000	9,000	86,000
2018/19	10,000	6,000	5,000	5,000	10,000		10,000	6,000	6,000	58,000
2019/20	10,000	6,000	5,000	5,000	10,000		10,000	6,000	6,000	58,000
2020/21	10,000	6,000	5,000	5,000	10,000		10,000	6,000	6,000	58,000
2021/22	10,000	6,000	5,000	5,000	10,000		10,000	6,000	6,000	58,000
2022/23	10,000	6,000	5,000	5,000	10,000		10,000	6,000	6,000	58,000
<b>TOTAL</b>	<b>93,000</b>	<b>56,200</b>	<b>45,600</b>	<b>45,600</b>	<b>93,000</b>	<b>0</b>	<b>93,000</b>	<b>56,200</b>	<b>56,200</b>	<b>538,800</b>
<b>Benefits Summary</b>	Reduced cost in design and development of the service through collaboration between BOPLASS and Waikato LASS. Annual resource savings for councils through standardisation and automation of the process.									

6.3.2 Appendix 2: BOPLASS Savings and Benefits 2008-2023(Cont.)

	BOPRC	Gisborne	Kawerau	Opotiki	Rotorua	Taupo	Tauranga	WBOPDC	Whakatane	TOTAL
<b>RETROLENS</b>										
2016/17	10,000	10,000	5,000	5,000	10,000		10,000	10,000	10,000	70,000
2017/18	10,000	10,000	5,000	5,000	10,000		10,000	10,000	10,000	70,000
2018/19	10,000	10,000	5,000	5,000	10,000		10,000	10,000	10,000	70,000
2019/20	10,000	10,000	5,000	5,000	10,000		10,000	10,000	10,000	70,000
2020/21	10,000	10,000	5,000	5,000	10,000		10,000	10,000	10,000	70,000
2021/22	10,000	10,000	5,000	5,000	10,000		10,000	10,000	10,000	70,000
<b>RetroLens TOTAL</b>	<b>60,000</b>	<b>60,000</b>	<b>30,000</b>	<b>30,000</b>	<b>60,000</b>	<b>0</b>	<b>60,000</b>	<b>60,000</b>	<b>60,000</b>	<b>420,000</b>
<b>Benefits Summary</b>	Single storage repository and delivery process for large imagery datasets - developed in conjunction with other NZ councils. Significant savings in development and ongoing operation. Ensures readily accessible historic aerial imagery by public, councils and businesses. No charge for service from 2022									
<b>OCCUPATIONAL HEALTH SERVICES</b>										
2018/19	5,000				3,000	2,000	5,000			15,000
2019/20	5,000				3,000	2,000	5,000		2,000	17,000
2020/21	5,000				3,000	2,000	5,000		2,000	17,000
2021/22	5,000				3,000	2,000	5,000		2,000	17,000
2022/23	5,000				3,000	2,000	5,000		2,000	17,000
<b>OHS TOTAL</b>	<b>25,000</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>15,000</b>	<b>10,000</b>	<b>25,000</b>	<b>0</b>	<b>8,000</b>	<b>83,000</b>
<b>Benefits Summary</b>	Collective contract with Waikato Occupational Health Consultancy providing discounted rates and consistent service delivery across BOPLASS & WLASS councils. Contract renewed in 2021 in conjunction with Co-Lab and extended until 2024.									
<b>ANTENNO</b>										
2019/20	6,150			516		5,388	13,920	7,980		33,954
2020/21	2,460			1,022		3,041	5,568	3,199		15,290
2021/22	2,460			1,022		3,041	5,568	3,199		15,290
2022/23	2,460			1,022		3,041	5,568	3,199		15,290
<b>Antenno TOTAL</b>	<b>13,530</b>	<b>0</b>	<b>0</b>	<b>3,582</b>	<b>0</b>	<b>14,511</b>	<b>30,624</b>	<b>17,577</b>	<b>0</b>	<b>79,824</b>
<b>Benefits Summary</b>	Common platform across multiple councils. Ease of use for communities. Discounted group pricing.									
<b>STANDARDS NZ</b>										
2020/21	1,394	1,120	100	1,326		750	9,380	3,423	3,756	21,249
2021/22	1,394	1,120	0	1,532		380	9,920	3,423	4,089	21,858
2022/23	1,255	1,008	0	1,379		342	8,928	3,081	3,680	19,672
<b>STDS NZ TOTAL</b>	<b>4,043</b>	<b>3,248</b>	<b>100</b>	<b>4,237</b>	<b>0</b>	<b>1,472</b>	<b>28,228</b>	<b>9,927</b>	<b>11,525</b>	<b>62,779</b>
<b>Benefits Summary</b>	Group licence agreement providing access to full AS/NZS online catalogue. Previously individual councils had limited access. 2020/21 councils saved 50% of individual costs. 2021/22 a fixed fee was negotiated to reflect councils' actual usage.									
<b>CYBER INSURANCE</b>										
2022/23	1,719	1,097		214	774	713	2,552	832	550	8,451
<b>Cyber Insurance TOTAL</b>	<b>1,719</b>	<b>1,097</b>	<b>0</b>	<b>214</b>	<b>774</b>	<b>713</b>	<b>2,552</b>	<b>832</b>	<b>550</b>	<b>8,451</b>
<b>Benefits Summary</b>	Collective cyber insurance negotiated securing favourable terms and an increased policy limit. Key benefit has been the ability to secure cyber cover by leveraging off the greater group. We have been advised by our brokers that if councils were standalone clients it is unlikely they would get cover.									

6.3.2 Appendix 2: BOPLASS Savings and Benefits 2008-2023(Cont.)

	BOPRC	Gisborne	Kawerau	Opotiki	Rotorua	Taupo	Tauranga	WBOPDC	Whakatane	TOTAL
<b>Total Estimated Savings</b>	<b>3,598,264</b>	<b>2,985,504</b>	<b>845,239</b>	<b>842,004</b>	<b>5,316,517</b>	<b>3,432,109</b>	<b>7,802,339</b>	<b>2,907,522</b>	<b>3,057,142</b>	<b>30,786,640</b>
2009/10	87,853	139,613	47,983	47,825	168,674	226,058	193,617	121,276	157,097	1,189,996
2010/11	136,364	218,151	60,485	65,929	410,163	221,908	424,016	208,007	227,050	1,972,073
2011/12	244,280	179,401	39,659	44,429	332,937	170,536	484,337	174,160	167,795	1,837,534
2012/13	217,483	199,810	82,234	79,709	414,365	405,307	530,390	250,509	249,893	2,429,701
2013/14	181,857	175,375	49,595	45,096	399,503	388,556	403,909	219,116	218,956	2,081,964
2014/15	189,833	250,282	54,376	49,790	587,698	413,637	632,363	215,285	205,988	2,599,252
2015/16	217,896	231,692	54,965	46,514	517,872	385,954	643,819	230,189	184,697	2,513,598
2016/17	228,232	191,084	58,632	51,096	309,000	181,604	331,073	166,084	165,351	1,682,156
2017/18	198,292	151,792	48,387	61,693	253,311	173,329	285,473	148,088	147,601	1,467,966
2018/19	307,176	216,830	64,258	60,653	407,997	163,096	528,948	192,826	225,103	2,166,887
2019/20	382,347	243,988	71,419	66,150	421,743	174,034	618,711	219,970	238,895	2,437,257
2020/21	582,138	333,450	93,521	75,423	575,303	198,086	983,145	277,286	331,372	3,449,725
2021/22	324,742	223,502	61,538	72,828	290,661	159,067	833,927	244,313	249,869	2,460,447
2022/23	299,772	230,534	58,185	74,869	227,291	170,936	908,611	240,412	287,474	2,498,084

## 6.4 Resident Survey: Six-Month Summary

### 6.4 Resident Survey: Six-Month Summary

---



To: **Finance and Performance Committee**

Date: **Thursday, 29 February 2024**

Author: **Holly Allison / Strategic Policy Analyst**

Authoriser: **Leny Woolsey / Manager Strategy and Performance**

Reference: **A2616206**

---

#### 1. Reason for the report - *Te Take mō tēnei rīpoata*

The purpose of this report is to provide the Finance and Performance Committee (the Committee) with the Resident Survey results for the first half of the 2023/24 financial year (1 July 2023 - 31 December 2023).

The full Residents Survey report is attached as **Appendix 1**.

#### 2. Recommendation - *Tohutohu akiaki*

**THAT** the Resident Survey: Six-Month Summary report be received.

#### 3. Background - *He tirohanga whakamuri*

Whakatāne District Council has commissioned a Resident Survey to determine the levels of satisfaction and perceptions of Council's services, communications, and management. The purpose of this survey is to identify opportunities for improvement and is an important part of the feedback loop to Council.

This cover report summarises the first two quarters of the 2023/24 year to 31 December 2023.

The latest quarterly residential satisfaction survey (attached in **Appendix 1**) contains 15 Long-Term Plan measures. In the column "Is it a LTP measure?", the cells are coloured accordingly to show how we are tracking on our Long-Term Plan measures.

- **Green** - performance is above target.
- **Orange** - performance is on par.
- **Red** - performance is below par.
- **Pink** - performance is below the target but within the margin of error.

Within the on-going development of the 2024-2034 Long-Term Plan, staff are currently in the process of reviewing our performance measures and welcome feedback on the current resident satisfaction performance measures and suggest any improvements that could be made.

**6.4 Resident Survey: Six-Month Summary(Cont.)****4. Issue/subject - *Kaupapa***

From this year, the survey results also include an Eastern Bay of Plenty benchmark alongside the New Zealand benchmark. This is to provide Council and understanding of how we are tracking in comparison to other Councils within the Eastern Bay of Plenty. It is also important to note that the year-to-date (YTD) measures is a moving average for the four most recent quarters (covering Q3-Q4 2023 and Q1-Q2 2023). This allows for the tracking results to be reported with a smaller margin of error.

Overall satisfaction for year-to-date is tracking slightly behind compared to last year (60% vs 61%); it is worth noting, however, that this difference is within the margin of error (4%).

Regarding Council's Long-Term Plan targets, eight out of 15 services were below target; however, six of these results were within the margin of error.

**4.1. Areas that are tracking well**Arts and culture community facilities, and recreation facilities

Levels of satisfaction with arts and culture Libraries, Whakatāne Library and Exhibition Centre, and Whakatāne Museum and Research Centre) remains high (85%). With an increase over the last two quarters of 14%.

Stormwater

Satisfaction with stormwater has received a great result for Q2 with satisfaction at 72% - an increase of 18% since last quarter. This has meant that the year-to-date result of 66% is almost on par with what was achieved in previous years and higher than the NZBS of 56%.

Dog control and noise control

Dog control and noise control, which are usually our lowest scoring measures, have increased the past two quarters and our year-to-date results are now tracking higher than previous years. Year-to-date for dog control has increased 6% on the previous year, with a 7% increase for noise control.

**4.2. Areas to monitor**Community facilities, and recreation facilities

Year-to-date satisfaction with parks and reserves, sports fields, and playgrounds has decreased slightly to 75% in comparison to the previous year's result of 78%. Boat ramps and wharf facilities saw the largest decrease of 8% from the previous year.

Satisfaction with community facilities (73%) has slightly decreased in comparison to the last two previous years. The measure is slightly below our LTP target for this year; however, this is within the margin of error. Satisfaction with public halls and toilets have dropped over the last two quarters which has resulted in a lower year-to-date result that does not meet target. Public halls satisfaction has dropped 14% compared to the previous year, with public toilets falling 7%.

Roads and Three waters services

## **6.4 Resident Survey: Six-Month Summary(Cont.)**

Satisfaction with drinking water services is at 67%, just below the LTP target of 70%. This level of satisfaction is similar to previous years: 69% in 2021-22, and 72% in 2022-23. Quality of drinking water has decreased by 5% compared to the previous year, with a year-to-date satisfaction of 62%.

Satisfaction with Council roads (48%) is below the LTP target of 57%. However, is on par with the result from the previous year.

### Tourism and Business promotion

Satisfaction with tourism promotion (54%), efforts to enable and promote events (57%) and business promotion (53%) are all tracking below LTP targets (63%, 60%, and 56% respectively). All these measures, however, are within the margin of error (5%).

## **5. Significance and Engagement Assessment - *Aromatawai Pāhekoheko***

### **5.1. Assessment of Significance**

The decisions and matters of this report are assessed to be of low significance, in accordance with the Council's Significance and Engagement Policy.

### **5.2. Engagement and community views**

The report attached is a result of engagement with Whakatāne District's residents to determine levels of satisfaction and perceptions of Council's services.

At the end of the financial year, the final survey report, following the Council meeting in which the final report will be presented, will be made available on the Council's website, allowing for public access to the results.

## **6. Considerations - *Whai Whakaaro***

### **6.1. Financial/budget considerations**

There are no budget considerations associated with the recommendations of this report.

### **6.2. Strategic alignment**

A portion of the non-financial performance measures being reported in the survey are set in the Long-Term Plan 2021-31 and will be reported in the Annual Report 2023/24.

### **6.3. Climate change assessment**

Based on the climate change assessment, the decisions and matters of this report are assessed to have low climate change implications and considerations, in accordance with the Council's Climate Change Principles.

### **6.4. Risks**

There may be a minor reputational risk associated with several of the year-to-date results being lower than the results in 2022-23.

**6.4.1 Appendix 1: Whakatāne District Council, 2023-24 Resident Survey Tracking (Quarter two summary), SIL Research.**

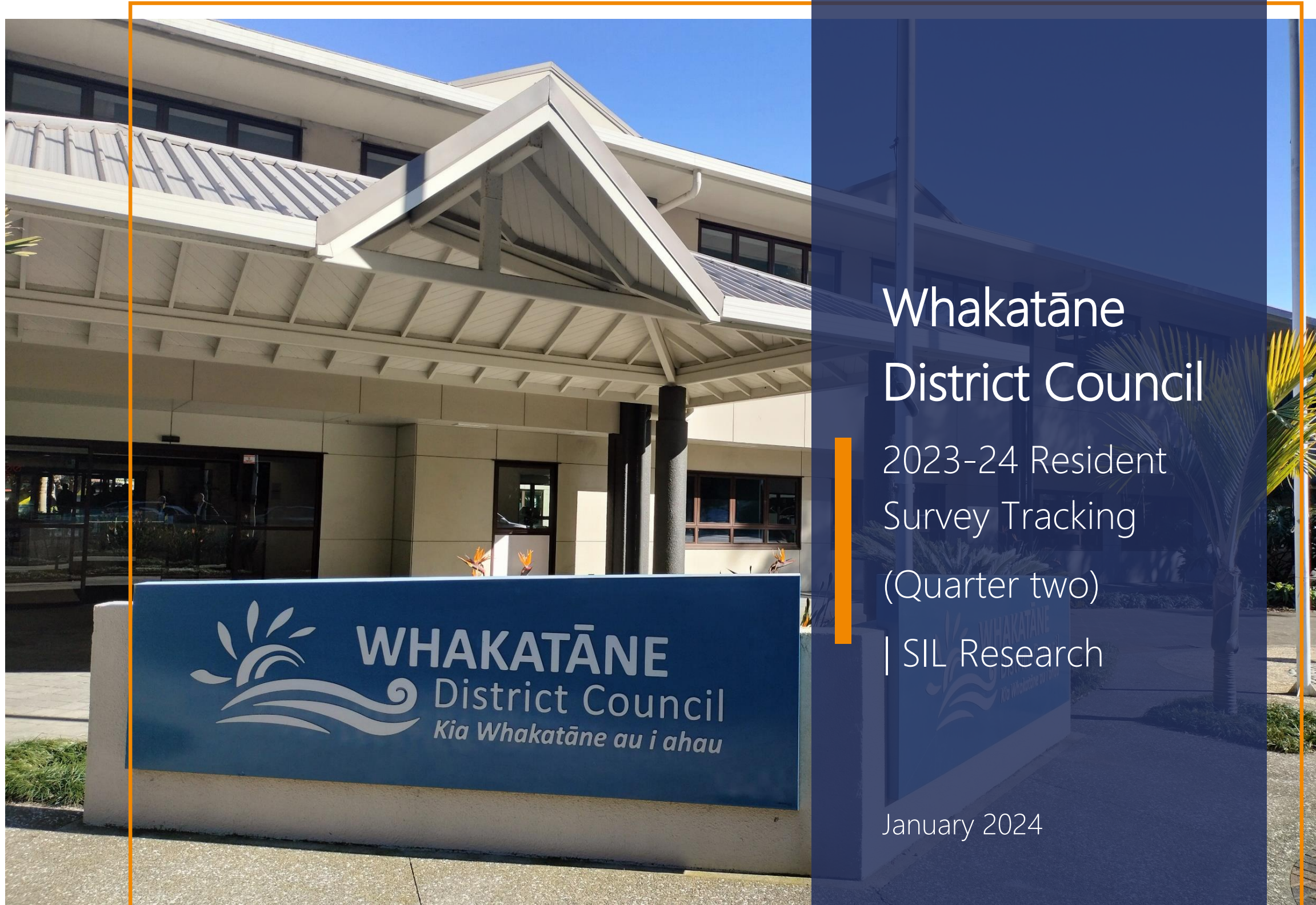
**Attached to this report:**

- Appendix 1: Whakatāne District Council, 2023-24 Resident Survey Tracking (Quarter two summary), SIL Research.

**6.4.1 Appendix 1: Whakatāne District Council, 2023-24 Resident Survey Tracking (Quarter two summary), SIL Research.**



6.4.1 Appendix 1: Whakatāne District Council, 2023-24 Resident Survey Tracking (Quarter two summary), SIL Research.(Cont.)



# Whakatāne District Council

2023-24 Resident  
Survey Tracking  
(Quarter two)

| SIL Research

January 2024



**6.4.1 Appendix 1: Whakatāne District Council, 2023-24 Resident Survey Tracking (Quarter two summary), SIL Research.(Cont.)**

Contact: Dr Virgil Troy 06 834 1996 or [virgiltroy@silresearch.co.nz](mailto:virgiltroy@silresearch.co.nz)

Research is undertaken to the highest possible standards and in accord with the principles detailed in the RANZ Code of Practice which is based on the ESOMAR Code of Conduct for Market Research. All research processes, methodologies, technologies and intellectual properties pertaining to our services are copyright and remain the property of SIL Research.

Disclaimer: This report was prepared by SIL Research for the Whakatāne District Council. The views presented in the report do not necessarily represent the views of SIL Research or the Whakatāne District Council. The information in this report is accurate to the best of the knowledge and belief of SIL Research. While SIL Research has exercised all reasonable skill and care in the preparation of information in this report, SIL Research accepts no liability in contract, tort, or otherwise for any loss, damage, injury or expense, whether direct, indirect, or consequential, arising out of the provision of information in this report.

**SIL RESEARCH**  
Strategy | Insights | Leverage



6.4.1 Appendix 1: Whakatāne District Council, 2023-24 Resident Survey Tracking (Quarter two summary), SIL Research.(Cont.)

# SATISFACTION WITH SERVICES AND FACILITIES

The purpose of this research is to survey Whakatāne District residents to determine levels of satisfaction with, and perceptions of, Council’s services, communications and management to identify opportunities for improvement. This report is a quarterly tracking survey summary for 2023-24 Q2. This information is for indicative tracking purposes only. Fieldwork was conducted between 11 December 2023 – 15 January 2024. A total of n=300 surveys were used in the Q1-Q2 interim analysis. Further methodology details and contextual information are provided on page 10-12 of this report. Note: a small sample size results in a higher margin of error; margins may vary between quarters. **The year-to-date (YTD) measure is a moving average for the four most recent quarters (covering Q3-Q4 2023 and Q1-Q2 2024). This measure allows for the tracking results to be reported with a smaller margin of error.** Some services/facilities were combined into related groups for reporting an overall average satisfaction score within each group (Roads, Water, Community facilities, Recreation facilities and Art and Culture services).

Note: tracking results are compared to the 15 LTP targets for the year 2023/24: **green** – performance is above the target, **orange** – performance is on par, **red** – performance is below the target, **pink** – performance is below the target but within the margin of error. NZBS = New Zealand Benchmark Survey n=400. The reported results are rounded; tracking differences are calculated on actual (not rounded) values. EBOP = Eastern Bay of Plenty benchmarking.

	2021-22 survey	2022-23 survey	NZBS	'Users' satisfaction tracking 2023-24				YTD margin of error (+/-)	Tracking difference (2022-23 vs. YTD)	LTP target			EBOP 2022-23
				Q1	Q2	Q3	YTD (Q3-Q4 2023 and Q1-Q2 2024)			Is it a LTP measure?	2023-24 target	YTD difference with target	
<b>Services and facilities</b>													
Recreation facilities (index result)	83%	78%		73%	76%		75%		-3%	Yes	77%	-2%	
▪ Parks and reserves	87%	81%	82%	79%	84%		81%	4%	1%				
▪ Sports fields	88%	76%	82%	72%	79%		75%	5%	-1%				
▪ Playgrounds	77%	77%		74%	71%		74%	5%	-3%				
▪ Boat ramps and wharf facilities	78%	79%		67%	69%		71%	5%	-8%				
Walking and cycling facilities in the District	75%	75%	67%	66%	77%		76%	4%	1%				
Public swimming pools	81%	81%	69%	73%	77%		76%	6%	-5%	Yes	75%	+1%	
Community facilities (index result)	74%	79%		60%	70%		73%		-7%	Yes	74%	-1%	
▪ Cemeteries overall	84%	82%	79%	67%	71%		78%	7%	-4%				85%
▪ Whakatāne crematorium facility	86%	88%		70%	88%		87%	9%	-1%				
▪ Public halls	72%	87%		62%	68%		73%	8%	-14%				
▪ Public toilets	56%	59%	67%	41%	52%		52%	5%	-7%				61%
Street lighting	73%	74%	67%	65%	72%		71%	4%	-3%				

6.4.1 Appendix 1: Whakatāne District Council, 2023-24 Resident Survey Tracking (Quarter two summary), SIL Research.(Cont.)

	2021-22 survey	2022-23 survey	NZBS	'Users' satisfaction tracking 2023-24				YTD margin of error (+/-)	Tracking difference (2022-23 vs. YTD)	LTP target			EBOP 2022-23
				Q1	Q2	Q3	YTD (Q3-Q4 2023 and Q1-Q2 2024)			Is it a LTP measure?	2023-24 target	YTD difference with target	
Art and Culture services (index result)	82%	84%		78%	92%		85%		1%	Yes	77%	+8%	
▪ District libraries	87%	82%	87%	73%	95%		82%	6%	0%				88%
▪ Te Kōputu a te Whanga a Toi - Whakatāne Library and Exhibition Centre	88%	87%		84%	93%		91%	4%	4%				
▪ Te Whare Taonga o Taketake - Whakatāne Museum and Research Centre	69%	82%		78%	89%		82%	11%	0%				
Water (index result)	69%	72%	73%	67%	56%		67%		-4%	Yes	70%	-3%	
▪ Water supply overall	73%	76%		71%	60%		72%	4%	-4%				
▪ Quality of drinking water	65%	68%		62%	51%		62%	4%	-5%				
Stormwater services	70%	69%	56%	54%	72%		66%	5%	-2%				
Sewerage system	74%	77%	74%	74%	79%		75%	4%	-1%	Yes	75%	0%	
Dog control	37%	38%	63%	52%	41%		44%	12%	6%				35%
Noise control	36%	43%		60%	50%		50%	18%	7%				
Kerbside waste collection service	88%	88%	73%	83%	91%		88%	3%	0%	Yes	85%	+3%	
Refuse transfer station facilities	86%	82%	66%	85%	75%		83%	4%	0%	Yes	82%	+1%	79%
Footpaths	63%	63%	60%	44%	59%		58%	4%	-5%				61%
Roads (index result)	57%	48%	43%	45%	48%		48%		0%	Yes	57%	-9%	50%
▪ Safety of Council roads	59%	48%		47%	48%		50%	4%	1%				
▪ Council roads overall	55%	48%		44%	48%		47%	4%	-1%				
Parking in Whakatāne	59%	62%	57%	52%	56%		58%	4%	-4%				
Tourism promotion	62%	60%		47%	56%		54%	5%	-6%	Yes	63%	-9%	
Efforts to enable and promote events	56%	60%	72%	58%	51%		57%	5%	-3%	Yes	60%	-3%	
Business promotion	56%	53%		48%	58%		53%	5%	0%	Yes	57%	-3%	

6.4.1 Appendix 1: Whakatāne District Council, 2023-24 Resident Survey Tracking (Quarter two summary), SIL Research.(Cont.)

	2021-22 survey	2022-23 survey	NZBS	'Users' satisfaction tracking 2023-24				YTD margin of error (+/-)	Tracking difference (2022-23 vs. YTD)	LTP target			EBOP 2022-23
				Q1	Q2	Q3	YTD (Q3-Q4 2023 and Q1-Q2 2024)			Is it a LTP measure?	2023-24 target	YTD difference with target	
Keeps people informed	49%	53%	57%	50%	55%		55%	4%	3%				
Provides sufficient opportunities for people to have their say	44%	49%	51%	41%	53%		49%	4%	0%				53%
Makes it easy for people to interact and engage with them	46%	47%	51%	39%	47%		46%	4%	-1%				
Listens to and acts on the needs of the people	35%	35%	42%	27%	32%		35%	4%	-1%				
Makes it easy for people to transact with Council	47%	48%		43%	43%		46%	4%	-2%				
Leadership of Mayor	47%	47%	55%	43%	40%		49%	5%	2%				
Leadership of councillors	44%	44%	50%	39%	39%		44%	5%	0%				
Strategies for developing prosperity and wellbeing	41%	40%	49%	39%	35%		40%	5%	0%				
Efficiency and effectiveness	39%	42%	47%	27%	37%		39%	4%	-4%				
Value for money	34%	34%	39%	24%	28%		31%	4%	-3%				44%
Trust to make good spending decisions	31%	32%	43%	22%	22%		28%	4%	-4%				
Managing finances well	30%	31%	38%	23%	21%		27%	4%	-4%				
Managers and staff doing a good job	51%	49%	54%	46%	47%		51%	5%	2%				60%
Continual performance improvement	40%	38%	47%	28%	37%		38%	5%	0%				
Working with other councils where relevant	45%	46%	56%	39%	39%		46%	6%	0%				
Skills and expertise to manage community affairs	45%	44%	51%	30%	34%		39%	5%	-5%				
Safety	72%	69%	58%	64%	64%		67%	4%	-2%				
Quality of life	71%	68%		59%	62%		64%	4%	-4%				
As a place to live (Net Promoter Score)	7%	3%		-19%	-10%		-4%		-6%				
Holiday destination (Net Promoter Score)	24%	20%		1%	8%		11%		-9%				
Customer Service Front Desk	77%	75%		73%	70%		73%	6%	-2%	Yes	76%	-2%	

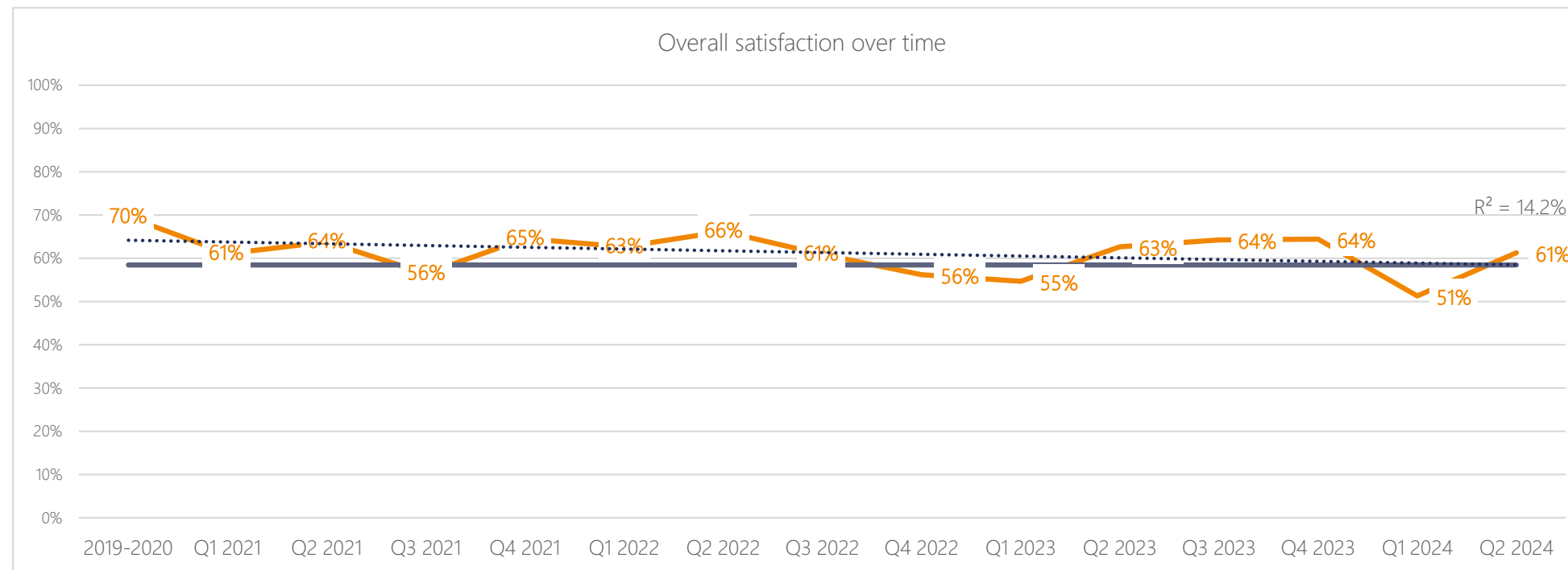
6.4.1 Appendix 1: Whakatāne District Council, 2023-24 Resident Survey Tracking (Quarter two summary), SIL Research.(Cont.)

	2021-22 survey	2022-23 survey	NZBS	'Users' satisfaction tracking 2023-24				YTD margin of error (+/-)	Tracking difference (2022-23 vs. YTD)	LTP target			EBOP
				Q1	Q2	Q3	YTD (Q3-Q4 2023 and Q1-Q2 2024)			Is it a LTP measure?	2023-24 target	YTD difference with target	

Overall performance	61%	61%	58%	51%	61%		60%	4%	-1%	Yes	58%	+2%	
Overall performance in communication	46%	45%	51%	36%	47%		45%	4%	0%	Yes	45%	0%	
Overall performance in terms of Council leadership	45%	44%	53%	42%	41%		46%	5%	2%				56%
Overall performance in managing day-to-day business	48%	46%	49%	36%	38%		42%	4%	-4%				

6.4.1 Appendix 1: Whakatāne District Council, 2023-24 Resident Survey Tracking (Quarter two summary), SIL Research.(Cont.)

 KEY HIGHLIGHTS



In Q2 2023-24, 61% of respondents reported satisfaction with Council services, increasing from Q1 2024 and on par with 2022-2023 results.

The YTD results (a moving average of the four most recent quarters, covering Q1-Q2 2024 and Q3-Q4 2023) for most tracking services remained within the margins of error, with only 6 areas showing a decline: public halls, boat ramps/wharf facilities, public toilets, tourism promotion, footpaths, and quality of drinking water.

However, on average, the most recent Q2 2024 results showed an improvement compared to the first quarter. The largest improvements were observed for all arts and culture services (92% in Q2 2024),

stormwater (72%), footpaths (59%), walking and cycling facilities (77%), public toilets (52%), and business promotion (70%).

Dog control (41%), noise control (50%), refuse transfer station (75%), and water services (56%) saw the largest declines in Q2, compared to Q1 2024.

7-of-15 LTP targets were met or exceeded; results for the remaining 6 services were close to target and their margins of error. The only LTP areas that potentially may track down were roads and tourism promotion.

Open-ended comments continued to highlight a significant concern about the financial burden on ratepayers, with calls for responsible spending and a halt to rate increases (e.g. "Work within a budget, stop increasing rates,

**6.4.1 Appendix 1: Whakatāne District Council, 2023-24 Resident Survey Tracking (Quarter two summary), SIL Research.(Cont.)**

*time for a reduction, town pool is becoming to expensive needs reduced fees for entry", "Look at your actual demographic; quite a number of people just cannot afford to have another rates hike whether young families/middle/one income and or elderly. My rates have tripled since I came here, my income did not. Love it here. Just do your best job to spend our rates very carefully and prioritise actual benefits; climate change action/clean and drinkable water for the rates we pay /free green waste and recycling bins/plant community food gardens in the reserves and parks", "Keep spending to improve essential services only a keep rates low until the economy improves so people can afford to pay their mortgages").*

For community engagement, the need for more direct communication channels and community involvement in decision-making was emphasised (e.g. *"Start listening to people instead of saying that you have consulted people and then do the opposite of it", "To involve all ratepayers in decision making . Sending information in ratepayers letterboxes and email rather than posting stuff on social media and newspapers. People are often too busy to checking those but they will ready emails send directly to them and letter posted to them.", "I feel we are losing touch with our people by promoting and doing woke projects that do not enhance our district but ticks a box.", "all councilors more visible")*).

Dog control management emerged as a specific issue that residents would like to see addressed more effectively (e.g. *"The roaming dog issue needs harsher penalties for those without collars and tags", "Actually control dogs and not request the public do it. It's not about the money. It's about competence!")*).

Despite concerns, there was praise for specific services and staff, indicating that certain aspects of the Council's work are appreciated (e.g. *"Thank you for everything you guys do with the resources, funds and knowledge you have.", "Flowers on major traffic islands always look fantastic. Nice. Good surveillance makes me feel safer", "Customer service contacts are always AAA+++. Your staff on the frontline there and dog control are amazing.")*).

The specific concerns and/or requests are cited below.

Table 1 Other comments (verbatim)

Overall they do a good job. Council buildings - bit too luxurious and no mention of the Early Settlers, European. Only one ethnic group represented.
Mowing lawns more often around playgrounds. Clean up the town. Roading around bridge is very poor. Ruts in the road. Mayor is no good. Rates are too high. Sewege ponds need upgrading.
Why are our local pools so costly! Kawerau has an amazing FREE facility. Our people cannot afford food let alone to pay to swim in a hot stuffy chemical smelling pool area. Also please fix our water. Alot of us but drinking water and it's just not right. Water rates are expensive, too expensive!!! Think about the disadvantaged people in this town. Make a huge community garden. Have free family events more often.
Whakatāne library is increasingly making rentals a larger space & is making free books a smaller space
The Ohoee wharf needs more matting to the end of the jetty. It's so slippery and dangerous. We gave seen multiple people slip and whack their head.
Suckiest town to promote family events. This is one of the most expensive places to live in NZ, why is that?
Stop pandering to gang funerals
Spent more on children's areas, skate parks and playgrounds.
Spend more on rodent control, rats and mice. Bush reserve, heaps of rats there. Council won't help. Water quality needs improving.

**6.4.1 Appendix 1: Whakatāne District Council, 2023-24 Resident Survey Tracking (Quarter two summary), SIL Research.(Cont.)**

Please upgrade the toilet in boon str maybe to a automated one like the one at the hub...how about a bowling alley some thing. Our district is wonderful in summer with the outdoors but in the winter it's dead ..something needs to be done about this area of our town! Tourism in summer great in winter not so much!
Please think of the people that aren't qualified in anything, people that don't have work experience and especially parents who can't find jobs to suit their children's school/day care hours. Every year you're bringing middle class, higher class into town and then all these prices are going up! At the end of the day it's the lower income households that suffer and nothing will be done about it if you don't make changes. The government doesn't care but I do, and I hope this reaches you too. We also need an institution for kids who drop out of school, a safe place where they can be themselves and won't be judged but also learn and achieve certificates. Create more work experience opportunities for everyone. I am grateful to see Whakatane is so beautiful, but when you look deeper into the eyes of Whakatane, you will see a lot of struggling families that rely on welfare and that's because they don't have the opportunities to make a better pathway for themselves. I am 21 and I've seen struggle everywhere, I even struggled finding a job and I've only just found the right job for me. A lot of business owners communicate with one another and I feel as if their businesses are corrupt and they don't hire certain types of people to which it seems to be racially motivated but we don't need to get into that. Find the funding and be the first council to make a change in the community and not just to the town. Thank you all for your services.
Please encourage more for families to do especially for rainy days And PLEASE A BOWLING ALLEY And arcade or something
Motorbikes roar through Warren Park. Council won't control it. Told to ring the police.
Look at sustainable future as one community no segregated between maori and pakiha
Look after the entire district and the other towns, not just whakatane main township.
Local performances and musicians Especially around xmas and the new year period at the parks near the beach. Recycling- Have a food waste bucket. And take no 4-5 plastics. Look at the raglan model for this. More things to do for the kids in winter time.
Less rate exemptions, everyone should pay rates if they own property in the district. The rate percentage of property value should be the same for everyone.
It's sad Murupara kids don't have a decent park we have lots of kids keen to play and a lot don't have much they deserve a park and would improve the lives of 100s and 100s of kids
Help people feel a sense of belonging to their community. Shared community facilities, such as the libraries/sports fields/ reserves and parks/pool need to continue at the same level of service or be better funded as low cost ways for Council to gain great return investment for the residents and visitors/tourists. I might not use the sports fields or library regularly but I know the civic duty to provide them for all to access is paramount. Encouraging businesses that tackle climate issues and encourage circular economies would advance our collective response to climate change and devastating weather events rather than promoting businesses and projects that may only bring further wealth to those who are already in powerful positions in the district. Many people would accept (low) double digit rates rises IF they know the money is going to projects and council services that benefit the majority of its population and to keep frontline levels the same while tighten backend budgets.
Get the hub sorted with better facilities there's no supermarket or gas station
Get another Bridge and build the marina.
Fight the government housing projects
Don't close the town down for gang funerals
Do proper background checks on hiring staff Especially managers.
Build a new bridge and stop being red tape when it comes to home owners getting consents - tiny homes aren't an issue



**6.4.1 Appendix 1: Whakatāne District Council, 2023-24 Resident Survey Tracking (Quarter two summary), SIL Research.(Cont.)**

## METHODOLOGY

### RESEARCH GOAL

As a part of its consultation process, Whakatāne District Council (WDC) has commissioned a Resident Satisfaction Survey every year. The purpose of this research was to consultatively engage with Whakatāne District residents to determine levels of satisfaction with and perceptions of Council's services, communications and management, to identify opportunities for improvement.

This report is a '*quarter two*' (Q2) tracking summary for the 2023-2024 Resident Survey.

### QUESTIONNAIRE AND PROJECT SPECIFICS

From 2019-20, the Resident Survey has been conducted by SIL Research, and from 2020-21 data collection has been administered four times a year (quarterly) to allow for seasonal variations to be tracked using a 1-10 Likert scale, which provides more robust options for residents to express their views.

For the 2023-24 survey year, the data is being collected from September (retrospectively covering the Jul-Sep quarter) to June (covering the Apr-Jun quarter) to align with WDC's annual reporting period of 1 July to 30 June.

With the change to quarterly fieldwork cycles, the recall window for respondents has also been adjusted since 2020. Previously, respondents had been asked to indicate which services/facilities they had used or visited in '*the last 12 months*'. From 2021 Q1, respondents were instead asked about the services/facilities they used/visited in '*the last 3 months*'. While representing a shift from the previous method, moving forward the use of a narrower recall window should result in more accurate responses (easier

to recall behaviour over the previous 3 months than a longer 12-month period), while providing more sensitive measures of seasonal variations across quarterly cycles.

### DATA COLLECTION

Fieldwork for Q2 was conducted between 11 December 2023 – 15 January 2024. A total of n=300 (Q1+Q2) surveys were used in the analysis.

Multiple data collection methods were utilised to ensure residents are represented. A mixed methods approach included:

- (1) Telephone survey. Respondents were randomly selected from the publicly available telephone directories within specified territorial units;
- (2) Social media (available via SIL Research social media platforms, such as Facebook). The invitation advertisement was randomly promoted to District residents within specified territorial units;
- (3) Postal survey. Survey forms were sent to randomly selected Whakatāne District households.

### DATA ANALYSIS

Surveys were conducted proportional to the population in each of Whakatāne District's community boards.

Responses were also statistically weighted (post-stratification) to reflect the gender, age and ethnicity group proportions as determined by the Statistics New Zealand 2018 Census.

**6.4.1 Appendix 1: Whakatāne District Council, 2023-24 Resident Survey Tracking (Quarter two summary), SIL Research.(Cont.)**

SIL Research ensured quality control during the fieldwork period. In addition, a quality control check was performed using follow-up calls across randomly selected respondents (10% of those who agreed to the follow up) to verify the key responses.

Further checks included, but were not limited to, removal of incomplete responses and responses coming from outside of Whakatāne District.

**NOTES ON REPORTING**

Quarterly results are presented for indicative tracking only.

The rationale behind quarterly data collection is to improve the quality of overall results (e.g. mitigating seasonal bias) based on the full sample (n=600), and to allow for seasonal variations to be tracked.

Also, emerging trends of current and new issues are tracked so that they may be considered in Council decision making when these issues arise, rather than after they have happened.

The specific margins of error are reported with the results.

Higher proportions of *'Don't know'* and non-user responses reduce the limited sample sizes further and result in a larger margin of error.

*'Satisfaction'* percentages presented in this report are aggregated 6-10 responses on a 1-10 scale.

**ENVIRONMENTAL FACTORS**

When reading this report, it is important to note that factors such as the timing of unusual or one-off events can affect the ratings that residents give, particularly if they occur close to the time when the survey data is being gathered.

Factors that may have influenced public perception of the Council's performance in 2023-24 include:

Q1 2023-24:

- 1 In July-August 2023, following damage from recent rainfall in the past 12 months, several roads underwent repair, including culvert work on Braemar Road and Tāneatua Road.
- 2 In late July 2023, Waka Kotahi NZ Transport Agency conducted works on SH30, causing significant disruptions to travel in and out of Whakatāne town, which resulted in expressed vocal disappointment from the local community.
- 3 The Council initiated major renovation work on the main western entrance roundabout to the township, with road closures advised between September and December 2023, leading to traffic delays. The new Landing Road roundabout was open on 15 December.
- 4 Following an increase in costs due to high rates of inflation, rising interest rates and other national and global factors, the Council has undertaken a review of its fees and charges for 2023-2024. This review was open for the public consultation, with the fees and charges set to change from 1 December 2023.
- 5 In September 2023, the Council engaged with the community to gather input on draft redevelopment plans for the Rex Morpeth Recreation Hub, with the aim of creating community spaces for activities including sports, recreation, arts, culture, events, and overall well-being.
- 6 The 2023 New Zealand general election took place on October 14 2023, with advance voting beginning at the start of October. Nationwide political campaigns were conducted throughout the country before the election. General elections can have a significant impact on people's perceptions of local council services, shaping residents' views regarding the quality and effectiveness of the services provided by their local councils.

**6.4.1 Appendix 1: Whakatāne District Council, 2023-24 Resident Survey Tracking (Quarter two summary), SIL Research.(Cont.)**

Q2 2023-24:

7. In October 2023, the Council initiated a community newsletter for the Rangitāiki Ward, providing community members with information about local events, council projects, news from community groups, and more.
8. The Council also continued road works and maintenance throughout the District during summer months. Additional road realignment works and watermain installation along a section of Thornton Road commenced in November.
9. In November 2023, the Council announced the installation of water meters on all connected properties within the Matatā water scheme boundary. This initiative aimed to enhance the identification of leaks, contributing to a more effective and efficient water management system.
10. December 2023 witnessed an increased Police presence in Whakatāne due to the large gang presence during two Black Power member funerals.
11. Additionally in December, the Council introduced community safety cameras, deploying a total of 80 cameras across the Whakatāne District. An independent security firm was engaged to monitor these cameras 24/7.
12. Residents of Whakatāne and Ōhope experienced a change in water quality in December 2023, attributed to ecosystem changes in the Whakatāne River resulting from warmer temperatures and increased algae growth.
13. In January 2024, the District welcomed its first international cruise ship visitors at Otuawhaki Wharf.
14. Concerns arose in Whakatāne after reports of pets being killed by dogs, leading to the initiation of a petition urging the Whakatāne District Council to enhance its dog control activities in January 2024.

## 6.5 Long-Term Plan Non-Financial Performance Reporting, Quarter 2 2023/24

### 6.5 Long-Term Plan Non-Financial Performance Reporting, Quarter 2 2023/24

---



To: **Finance and Performance Committee**

Date: **Thursday, 29 February 2024**

Author: **Ayla Naidoo / Strategic Policy Analyst**

Authoriser: **Leny Woolsey / Manager Strategy and Performance**

Reference: **A2605624**

---

#### 1. Purpose for the report - *Te Take mō tēnei rīpoata*

The purpose of this report is to provide the Finance and Performance Committee with the Long-term Plan non-financial performance results for Quarter 2 of the 2023/24 financial year (1 October – 31 December 2023).

#### 2. Recommendation - *Tohutohu akiaki*

**THAT** the Long-Term Plan Non-Financial Performance Report for Quarter 2 2023/24 be received.

#### 3. Background - *He tirohanga whakamuri*

Within the Long Term Plan (LTP), Councils must include activities and outcomes which state what the council is trying to achieve, what its activities are and how it will measure its performance. On 14 July 2021, the Council adopted the current LTP 2021-31 including an updated set of performance measures and targets to monitor levels of service delivery and financial performance. The Council adopted the following groups of activities:

- Leadership and Community
- Strategy and Futures
- Transport Connections
- Water Supply
- Sewage Treatment and Disposal
- Stormwater Drainage
- Waste Management and Minimisation
- Community Safety
- Community Experience
- Corporate services
- Whakatāne Airport

Within these activities, Council set a total of 69 measures of which 33 are mandatory. This quarterly report provides Council the opportunity to see how we are tracking against 39 non-financial measures, with all 69 measures reported on in the Annual Report at the end of the financial year.

## 6.5 Long-Term Plan Non-Financial Performance Reporting, Quarter 2 2023/24(Cont.)

### 4. How we are performing

Figure 1 below indicates Council’s progress towards the LTP 2021-31 non-financial performance measures for the second quarter of the 2023/24 financial year (1 October – 31 December 2023). The 2023/24 financial year is the third year of reporting against the current LTP and will use targets set for year three in the LTP.

Of the 39 non-financial performance measures reported quarterly, 33 are on track to be achieved, three are at risk and three are known not to have met the year-end target.

*Figure 1: End of year forecast of non-financial performance measures at end of Quarter 2*



#### 4.1. Performance measures with result that will not be achieved by end of financial year

##### 4.1.1. Preparation of the Future Development Programme

<b>Strategic Priority</b>	Preparing for population growth and housing demand
<b>Activity</b>	Leadership and Community
<b>Annual Target</b>	District Plan changes to implement the Eastern Bay Spatial Plan and Future Development Strategy
<b>Quarter 2 result</b>	Not achieved
<b>Year to date (1 July to 31 December 2023)</b>	Not achieved
<b>Comment</b>	Preparation of the Eastern Bay of Plenty Spatial Plan is continuing. Work is underway to look at how much of the project can be developed in-house, to limit the external costs of the project partners. The spatial plan is not going to be completed this year but is on track to be completed in accordance with the revised project plan, subject to changes associated with the structure of the project team and decisions around timing to meet available budgets. Due to revisions taking place after the adoption of these measures and targets, this measure will not meet target.

##### 4.1.2. The extent to which Council's drinking water supplies comply with Part 4 of the Drinking Water Standards (bacteria compliance criteria)

<b>Strategic Priority</b>	Improving the safety, security, and resilience of infrastructure
<b>Activity</b>	Water supply

**6.5 Long-Term Plan Non-Financial Performance Reporting, Quarter 2 2023/24(Cont.)**

<b>Annual Target</b>	All schemes compliant
<b>Quarter 2 result</b>	3 schemes compliant out of 9
<b>Year to date (1 July to 31 December 2023)</b>	Not achieved
<b>Comment</b>	Refer to Appendix 2, which outlines compliance with the New Zealand Drinking Water Quality Assurance Rules by scheme in more detail.

**4.1.3. The extent to which Council's drinking water supplies comply with Part 5 of the Drinking Water Standards (protozoal compliance criteria)**

<b>Strategic Priority</b>	Improving the safety, security and resilience of infrastructure
<b>Activity</b>	Water supply
<b>Annual Target</b>	8 schemes compliant out of 9
<b>Quarter 2 result</b>	1 scheme compliant out of 9
<b>Year to date (1 July to 31 December 2023)</b>	Not achieved
<b>Comment</b>	Refer to Appendix 2, which outlines compliance with the New Zealand Drinking Water Quality Assurance Rules by scheme in more detail.

**4.2. Performance measures with result that are at risk of not meeting target at the end of financial year****4.2.1. Percentage of emergency customer service requests relating to roads and footpaths responded to within 2 hours**

<b>Strategic Priority</b>	Improving the safety, security, and resilience of infrastructure
<b>Activity</b>	Transport Connections
<b>Annual Target</b>	90%
<b>Quarter 2 result</b>	69.2%
<b>Year to date (1 July to 31 December 2023)</b>	82.15%
<b>Comment</b>	During quarter 2, the transport team experienced a shortage of staff due to vacancies in the team and extended leave. As a result of this, staff have not had the capacity to update the response time of RFS logged into the system to reflect the actual work carried out. Now that

**6.5 Long-Term Plan Non-Financial Performance Reporting, Quarter 2 2023/24(Cont.)**

	vacancies have been filled, staff will update the data and we should see a better and more accurate result next quarter and for the Annual Report.
--	--

**4.2.2. Percentage of all other customer service requests relating to roads and footpaths responded to within 7 days**

<b>Strategic Priority</b>	Improving the safety, security, and resilience of infrastructure
<b>Activity</b>	Transport Connections
<b>Annual Target</b>	95%
<b>Quarter 2 result</b>	87.7%
<b>Year to date (1 July to 31 December 2023)</b>	89.90%
<b>Comment</b>	During quarter 2, the transport team experienced a shortage of staff due to vacancies in the team and extended leave. As a result of this, staff have not had the capacity to update the response time of RFS logged into the system to reflect the actual work carried out. Now that vacancies have been filled, staff will update the data and we should see a better and more accurate result next quarter and for the Annual Report.

**4.2.3. Total guest-nights in the Whakatāne Holiday Park.**

<b>Strategic Priority</b>	Improving the safety, security and resilience of infrastructure
<b>Activity</b>	Community Experience
<b>Annual Target</b>	Above 29,000
<b>Quarter 2 result</b>	7,988
<b>Year to date (1 July to 31 December 2023)</b>	12,849
<b>Comment</b>	The Whakatāne Holiday Park target was set when we had a number of full-time residents on site which increased the total number of guest nights. The park is only falling slightly short of this but a busy January and February will bring it closer to the target. It is important to note that the park is exceeding revenue targets. Staff currently reviewing this measure and target for the new LTP.

### **6.5.1 Appendix 1: Non-Financial Performance Measure results, Quarter 2 2023/24**

Appendix 1 sets out the LTP KPIs at risk in more detail, including comparisons with the last financial year. Appendix 2 sets out the Council's compliance with Parts 4 and 5 of the New Zealand Drinking Water Quality Assurance Rules by scheme.

## **5. Significance and Engagement Assessment - *Aromatawai Pāhekoheko***

### **5.1. Assessment of Significance**

The decisions and matters within this report are assessed to be of low significance, in accordance with the Council's Significance and Engagement Policy.

### **5.2. Engagement and community views**

Engagement on this matter is not being undertaken in accordance with Section 4.2 of the Council's Significance and Engagement Policy. This states that the Council will not consult when there is already a sound understanding of the views and preferences of the persons likely to be affected or interested in the matter.

## **6. Considerations - *Whai Whakaaro***

### **6.1. Financial/budget considerations**

There are no budget considerations associated with the recommendations of this report.

### **6.2. Strategic alignment**

No inconsistencies with any of the Council's policies or plans have been identified in relation to this report.

### **6.3. Climate change assessment**

The decisions and matters of this report are assessed to have low climate change implications and considerations, in accordance with the Council's Climate Change Principles.

### **6.4. Risks**

The Committee will note the measures set out in section 4.1 and 4.2 which are at risk of not meeting the end of year target or are known at this stage to not be achieved for 2023/24.

#### **Attached to this report:**

- Appendix 1: Non-Financial Performance Measure results, Quarter 2 2023/24
- Appendix 2: Compliance with New Zealand Drinking Water Quality Assurance Rules, Quarter 2 2023/24

### **6.5.1 Appendix 1: Non-Financial Performance Measure results, Quarter 2 2023/24**



6.5.1 Appendix 1: Non-Financial Performance Measure results, Quarter 2 2023/24(Cont.)

**Appendix 1: Quarter 2 Non-Financial Performance Measure results 2023/24**

The table below presents the non-financial performance measure results for 1 October - 31 December 2023.  
 The 'end of year forecast' box is based on the year to quarter end result (1 October - 31 December 2023).  
 The previous year result is provided for comparison.  
 Mandatory performance measures are indicated by a (M) in the comments column.  
 39 total measures / 26 mandatory



Key
On track to achieve
Year end risk
Not achieved
Result not available

Leadership and Community							cross-reference with Annual Report
Key Performance Indicator	Annual Target	Q1 Result	Q2 Result	Year to Date (quarter end)	End of year forecast	Comments	Previous year result
Percentage of users of the Whakatane.govt.nz website that remain engaged	77%	88.20%	88.70%	88.45%			87.00%
Strategy and Futures							
Key Performance Indicator	Annual Target	Q1 Result	Q2 Result	Year to Date (quarter end)	End of year forecast	Comments	Previous year result
Preparation of the Future Development Programme	District Plan changes to implement the Eastern Bay Spatial Plan and Future Development Strategy.	On going	On going	On going		Preparation of the Eastern Bay of Plenty Spatial Plan is continuing. Work is underway to look at how much of the project can be developed inhouse, to limit the external costs of the project partners. The spatial plan is not going to be completed this year, but is on track to be completed in accordance with the revised project plan, subject to changes associated with the structure of the project team and decisions around timing to meet available budgets. Due to the revised project plan and timeline after the adoption of these measures and targets, this measure will not meet target.	Not achieved
Progress made to develop the District Plan changes	Develop plan changes to ensure the District Plan remains responsive to local issues and is consistent with the requirements of the broader planning framework.	On going	On going	On going			Achieved
Transport Connections							
Key Performance Indicator	Annual Target	Q1 Result	Q2 Result	Year to Date (quarter end)	End of year forecast	Comments	Previous year result
Percentage of emergency customer service requests relating to roads and footpaths responded to within 2 hours	90%	95.10%	69.20%	82.15%		During quarter 2, the transport team experienced a shortage of staff due to vacancies in the team and extended leave. As a result of this, staff have not had the capacity to update the response time of RFS logged into the system to reflect the actual work carried out. Now that vacancies have been filled, staff will update the data and we should see a better and more accurate result next quarter and for the Annual Report.	90.50%
Percentage of all other customer service requests relating to roads and footpaths responded to within 7 days	95%	90.10%	87.70%	88.90%		During quarter 2, the transport team experienced a shortage of staff due to vacancies in the team and extended leave. As a result of this, staff have not had the capacity to update the response time of RFS logged into the system to reflect the actual work carried out. Now that vacancies have been filled, staff will update the data and we should see a better and more accurate result next quarter and for the Annual Report.	95.70%
Water Supply							
Key Performance Indicator	Annual Target	Q1 Result	Q2 Result	Year to Date (quarter end)	End of year forecast	Comments	Previous year result
The extent to which Council's drinking water supplies comply with Part 4 of the Drinking Water Standards (bacterial compliance criteria)	All schemes compliant	2 out of 9	3 out of 9	Not achieved		(M) Refer to Appendix 2, which outlines compliance by scheme in more detail.	3 schemes compliant
The extent to which Council's drinking water supplies comply with Part 5 of the Drinking Water Standards (protozoal compliance criteria)	8 schemes compliant out of 9	1 out of 9	1 out of 9	Not achieved		(M) Refer to Appendix 2, which outlines compliance by scheme in more detail.	1 scheme compliant
Number of complaints, per 1,000 connections, received by the Council about any of the following: drinking water clarity, drinking water taste, drinking water odour, water pressure or flow, continuity of supply.	Less than 30 overall	3.09	3.01	6.10		(M)	16.30

Finance and Performance Committee - AGENDA

6.5.1 Appendix 1: Non-Financial Performance Measure results, Quarter 2 2023/24(Cont.)

Median response time to attend urgent call-outs for areas supplied by Council from the time that the local authority receives notification to the time that service personnel reach the site	Less than 1 hour	0.42	0.43	0.42		(M)	0.60
Median response time to resolve urgent call-outs for areas supplied by Council from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption	Less than 8 hours	2.25	1.75	1.95		(M)	2.92
Median response time to attend non-urgent call-outs for areas supplied by Council from the time that the local authority receives notification to the time that service personnel reach the site	Less than 24 hours	3.63	11.67	4.72		(M)	16.73
Median response time to resolve non-urgent call-outs for areas supplied by Council from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption	Less than 48 hours	6.80	17.25	13.13		(M)	20.28
<b>Sewage Treatment and Disposal</b>							
Key Performance Indicator	Annual Target	Q1 Result	Q2 Result	Year to Date (quarter end)	End of year forecast	Comments	Previous year result
Total number of complaints received per 1,000 connections about any of the following: - sewage odour - sewerage system faults - system blockages - the Council's response to any of these issues	Less than 40	2.72	2.31	5.03		(M)	10.88
Median response time to attend a sewage overflow resulting from a blockage or other fault in the Council's sewerage system, from the time that the Council receives notification to the time that service personnel reach the site	Less than 2 hours	0.65	0.58	0.58		(M)	0.67
Median response time to resolve a sewage overflow resulting from a blockage or other fault in the Council's sewerage system, from the time that the Council receives notification to the time that service personnel confirm resolution of the blockage or other fault	Less than 8 hours	10.42	4.08	4.08		(M)	3.75
Number of dry weather sewage overflows from the Council's sewerage system per 1,000 connections to that sewerage system	Less than 3 overflows	0.16	0.33	0.49		(M) The result for this measure is subject to change as results are cross-referenced with data collected for BOPRC. However, BOPRC has not fully updated their Q2 results on rainfall so not all measures could be cross-referenced. This information will become available soon and will be updated for the next quarter and for the Annual Report.	0.86
Number of abatement notices received by the Council in relation to the resource consents for discharge from our sewerage systems	Zero	Zero	Zero	Zero		(M)	Zero
Number of infringement notices received by the Council in relation to the resource consents for discharge from our sewerage systems	Zero	Zero	Zero	Zero		(M)	Zero
Number of enforcement orders received by the Council in relation to the resource consents for discharge from our sewerage systems	Zero	Zero	Zero	Zero		(M)	Zero
Number of convictions received by the Council in relation to the resource consents for discharge from our sewerage systems	Zero	Zero	Zero	Zero		(M)	Zero
<b>Stormwater Drainage</b>							
Key Performance Indicator	Annual Target	Q1 Result	Q2 Result	Year to Date (quarter end)	End of year forecast	Comments	Previous year result
Number of flooding events* in the District	Less than 3	No flooding events	No flooding events	No flooding event		(M)	No flooding events
For each flooding event, the number of habitable floors affected (per 1,000 properties connected to the Council's stormwater system)	Less than 10	No flooding events	No flooding events	No flooding event		(M)	No flooding events
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	Less than 3 hours	No flooding events	No flooding events	No flooding event		(M)	No flooding events
Number of complaints received about the performance of the stormwater system, expressed per 1,000 properties connected to the territorial authority's stormwater system	Less than 10	1.24	1.05	2.29		(M)	8.50
Number of abatement notices received by the Council in relation to the resource consents for discharge from our stormwater system	Zero	Zero	Zero	Zero		(M)	Zero
Number of infringement notices received by the Council in relation to the resource consents for discharge from our stormwater system	Zero	Zero	Zero	Zero		(M)	Zero

6.5.1 Appendix 1: Non-Financial Performance Measure results, Quarter 2 2023/24(Cont.)

Number of enforcement notices received by the Council in relation to the resource consents for discharge from our stormwater system	Zero	Zero	Zero	Zero		(M)	Zero
Number of convictions received by the Council in relation to the resource consents for discharge from our stormwater system	Zero	Zero	Zero	Zero		(M)	Zero

\* A 'flooding event' is defined by the Department of Internal Affairs as 'an overflow of stormwater from a territorial authority's stormwater system that enters a habitable floor'. Measure is calculated by the number of RFS logged.

Waste Management and Minimisation							
Key Performance Indicator	Annual Target	Q1 Result	Q2 Result	Year to Date (quarter end)	End of year forecast	Comments	Previous year result
Amount of waste sent to landfill per person each year.	Below 70% of the national average amount*	14.73%	15.76%	215.61Kg 30.49% of national average (707kg)			52.80%

Community Safety							
Key Performance Indicator	Annual Target	Q1 Result	Q2 Result	Year to Date (quarter end)	End of year forecast	Comments	Previous year result
User satisfaction with Council's resource consent process	60%	63.00%	84.00%	73.50%			65.00%
User satisfaction with Council's building consent process	60%	69.00%	83.00%	76.00%			69.00%
Percentage of complaints relating to abandoned cars, litter and general bylaw offences responded to within 2 working days	90%	94.90%	88.70%	91.80%			96.40%
Percentage of after-hours excessive noise complaints responded to promptly	90%	92.00%	90.00%	91.00%			98.00%
Percentage of environmental health complaints (excluding noise) responded to within two working days	90%	100.00%	98.00%	99.00%			93.00%
Percentage of licensed premises inspected at least once per year, excluding special licenses	100%	100.00%	100.00%	100.00%			88.00%
Percentage of aggressive/threatening dogs and roaming stock complaints responded to within one hour	90%	90.90%	94.00%	92.50%			89.70%
Percentage of all other animal control complaints responded to within two working days	90%	99.10%	97.70%	98.40%			98.90%
The change from the previous year in the number of fatalities and serious injury crashes on the local road network, expressed as a number	Fewer crashes than last year	8	5	13			25.00

\*'Promptly' is defined as responding to excessive noise complaints within the following timeframes:

Area and Definition	Time
Area 1 - Ōhope, Whakatāne, Tāneatua, Coastlands, Awakeri, Thornton Road to Golf Links Road	<60 minutes
Area 2 - Edgecumbe, Matatā, Otamarakau, Otakiri, Onepū, Te Teko, Te Mahoe and Wainui to Ōpōtiki intersection	<100 minutes
Area 3 - Murupara, Galatea and environs	<120 minutes

Community Experience							
Key Performance Indicator	Annual Target	Q1 Result	Q2 Result	Year to Date (quarter end)	End of year forecast	Comments	Previous year result
Total guest-nights in the Whakatāne Holiday Park	Above 29,000	4,861	7,988	12,849		The holiday park target was set when we had a number of full time residents on site which increased the number of guest nights. The park is only falling slightly short of this but a busy January and February will bring it closer to the target. It is important to note that the park is exceeding revenue targets. Staff are looking at a new measure and target for the holiday park for the new LTP.	25,115

**6.5.2 Appendix 2: Compliance with New Zealand Drinking Water Quality Assurance Rules, Quarter 22023/24****6.5.2 Appendix 2: Compliance with New Zealand Drinking Water Quality Assurance Rules, Quarter 22023/24**

In November 2021, the role of drinking-water regulator shifted from the Ministry of Health to Taumata Arowai. New Drinking Water Quality Assurance Rules (DWQAR), Water Services (Drinking Water Standards for New Zealand) Regulations 2022 (DWSNZ), and aesthetic values took effect from 14 November 2022. Suppliers were expected to comply with the new sampling and compliance reporting requirements by 1 January 2023.

The DWQAR primarily impose requirements relating to drinking water supplier duties to:

1. Supply safe drinking water
2. Ensure that drinking water complies with the DWSNZ.

The DWQAR are structured as 'modules', with the main modules covering general rules, source water, treatment systems and distribution systems. Source water, treatment system, and distribution system rules have three complexity levels dependant on the size of the supply.

The DWQAR include rules for bacterial and protozoal compliance in treatment systems, and monitoring free available chlorine (FAC) and microbial water quality in distribution systems. Protozoal treatment of water is typically achieved through filtration and/or ultraviolet (UV) disinfection. However, if treatment is interrupted during the reporting period (for example due to power outages or flood events that cause periodic high turbidity issues), protozoal compliance will not be achieved. As such, some Council schemes do not meet the criteria to demonstrate compliance for the reported period. To ensure a safe drinking water supply if treatment is interrupted, all Council water supplies are monitored with alarm systems which alert staff or automatically shut down the water supply if necessary, for cases of high turbidity or low levels of free available chlorine.

Water in the distribution zones is monitored for FAC and the presence of *E. coli* and total coliforms. The DWSNZ set a maximum acceptable value of less than 1 *E. coli* per 100 ml sample, on the basis that this best represents the water quality as received by consumers. The Council notifies Taumata Arowai if a non-compliant test result is received.

The following table presents compliance with rules for treatment systems (T) and distribution systems (D) by drinking water supply scheme for the period 1 October to 31 December 2023. **Note the results are provisional, pending completion of an independent assessment of compliance which will be completed at the end of the financial year.**

The Council is still required to provide results for the following measures that are set by DIA, despite the new requirements that came into effect on the 1 January 2023.

Mandatory measures:

1. The extent to which Council's drinking water supplies comply with Part 4 of the Drinking Water Standards (bacteria compliance criteria)
2. The extent to which Council's drinking water supplies comply with Part 5 of the Drinking Water Standards (protozoal compliance criteria).

**6.5.2 Appendix 2: Compliance with New Zealand Drinking Water Quality Assurance Rules, Quarter 22023/24(Cont.)**

Results for compliance with the old Part 4 of the Drinking Water Standards are assessed using outcomes against the DWQAR treatment plant bacterial rules and distribution system rules. Results for compliance with the old Part 5 of the Drinking Water Standards are assessed using outcomes against DWQAR treatment plant protozoal rules.

Water supply scheme	Component	DWQAR rule type	Overall outcome
Matatā	Awakaponga water treatment plant (WTP)	T3 Bacterial	Met
		T3 Protozoal	Not met – due to an instance of low UV and lack of continuous UVT monitoring.
	Matatā zone	D3 Disinfection	Met
		D3 Microbiological	Met
Murupara	Murupara WTP	T3 Bacterial	Not met – the water was untreated until December <sup>1</sup>
		T3 Protozoal	Not met – no protozoal treatment.
	Murupara Zone	D3 Disinfection	Not met – the water was untreated until December.
		D3 Microbiological	Met
Otumahi	Paul Rd WTP	T3 Bacterial	Met
		T3 Protozoal	Not met – no protozoal treatment.
	Te Teko WTP	T3 Bacterial	Met
		T3 Protozoal	Not met – due to lack of continuous UVT monitoring.
	Otumahi Zone	D3 Disinfection	Met
		D3 Microbiological	Met
Rangitāiki Plains	Braemar WTP	T3 Bacterial	Unable to be assessed <sup>2</sup>
		T3 Protozoal	Unable to be assessed.
	Johnson Rd WTP	T3 Bacterial	Not met – due to instances of low FACe and the required chlorine C.t value not being achieved.
		T3 Protozoal	Not met – no protozoal treatment.

**6.5.2 Appendix 2: Compliance with New Zealand Drinking Water Quality Assurance Rules, Quarter 22023/24(Cont.)**

Water supply scheme	Component	DWQAR rule type	Overall outcome
	Rangitāiki Plains Zone	D3 Disinfection	Met
		D3 Microbiological	Met
Rūātoki	Rūātoki WTP	T3 Bacterial	Not met – due to instances of high turbidity and low UV.
		T3 Protozoal	Not met – due to instances of high turbidity and low UV and lack of continuous UVT monitoring.
	Rūātoki Zone	D3 Disinfection	Met
		D3 Microbiological	Met
Tāneatua	Tāneatua WTP	T3 Bacterial	Not met – due to instances of low FACe and minimum chlorine contact time not being achieved.
		T3 Protozoal	Not met – due to lack of continuous UVT monitoring.
	Tāneatua Zone	D3 Disinfection	Met
		D3 Microbiological	Met
Whakatāne	Whakatāne WTP	T3 Bacterial	Met
		T3 Protozoal	Met
	Whakatāne Zone	D3 Disinfection	Met
		D3 Microbiological	Met
	Ōhope Zone	D3 Disinfection	Met
		D3 Microbiological	Met
Te Mahoe	Te Mahoe WTP	T3 Bacterial	Not met – due to lack of continuous FAC, pH, and turbidity monitoring after the reservoir.
		T3 Protozoal	Not met – the water is chlorinated and filtered however there is no UV treatment.
	Te Mahoe Zone	D2	Met

**6.5.2 Appendix 2: Compliance with New Zealand Drinking Water Quality Assurance Rules, Quarter 22023/24(Cont.)**

Water supply scheme	Component	DWQAR rule type	Overall outcome
Waimana	WaimanaWTP	T3 Bacterial	Not met – due to lack of continuous FAC, pH, and turbidity monitoring after reservoirs.
		T3 Protozoal	Not met – due to lack of continuous UVT monitoring.
	Waimana Zone	D2	Met

---

<sup>1</sup> Chlorination was installed at the Murupara WTP in December 2023\*

<sup>2</sup> Data from the Braemar WTP is being monitored outside of the Council's supervisory control and data acquisition (SCADA) system while the plant is being commissioned, therefore a compliance report is unable to be produced.

## 6.6 Organisation Performance Report - Quarter 2 2023/24

### 6.6 Organisation Performance Report - Quarter 2 2023/24

---



To: **Finance and Performance Committee**

Date: **Thursday, 29<sup>th</sup> February 2024**

Author: **Ayla Naidoo / Strategic Policy Analyst**

Authoriser: **Leny Woolsey / Manager Strategy and Performance**

Reference: **a2598265**

---

#### 1. Reason for the report - *Te Take mō tēnei rīpoata*

The purpose of this report is to provide the Committee with the Organisation Performance Report for Quarter 2 of the 2023/24 financial year (1 October– 30 December 2023).

#### 2. Recommendation - *Tohutohu akiaki*

**THAT** the Organisation Performance Q2 2023/24 Report be received by the Committee.

#### 3. Background - *He tirohanga whakamuri*

The purpose of the report is to provide Council with an overview of how we are performing across a wide range of high-level measures including: service performance, financial performance, the Council's preparedness to meet current and future obligations, and the health of the organisation. The report provides a holistic view of performance across multiple indicators so that collective decisions can be made about where and how improvements can be progressed.

The four quadrants for the performance indicators in the Organisational Performance Report are:

- Service Performance: Focuses on the effectiveness, efficiency, and the quality of Council services.
- Financial Performance: Measures the soundness of financial management practices, trends, and forecasting abilities.
- Organisational Preparedness: The capacity of the organisation to meet current and future obligations as required.
- Organisational Health: Focuses on culture, leadership, staff, internal processes, and relationships.

#### 4. Analysis - *Ngā Kōwhiringa*

The report itself is a high-level overview on Council's performance. Our Satisfaction with Council is sitting above the national benchmark; as well as our service request completion percentages above target as well.

Across all performance measures Council is tracking in line with previous results. The following highlights should be noted - energy efficiency continues to improve; preparedness has increased mainly due to two key appointments; performance in processing of requests for service is high;



**6.6.1 Appendix 1 - Organisation Performance Q2 Report 2023/24**

building and resource consent volumes are lower than in previous years; year to date operating expenditure, fees and charges revenue and rates debtors variance percentages are lower than target; and 70% of the Council's Business Plan Programmes are on track.

**5. Significance and Engagement Assessment - *Aromatawai Pāhekoheko*****5.1. Assessment of Significance**

The decisions and matters within this report are assessed to be of low significance, in accordance with the Council's Significance and Engagement Policy.

**5.2. Engagement and community views**

Engagement on this matter is not being undertaken in accordance with Section 4.2 of the Council's Significance and Engagement Policy. This states that the Council will not consult when there is already a sound understanding of the views and preferences of the persons likely to be affected or interested in the matter.

**6. Considerations - *Whai Whakaaro*****6.1. Financial/budget considerations**

The recommendations of this Report do not have any financial implications.

**6.2. Strategic alignment**

No inconsistencies with any of the Council's policies or plans have been identified in relation to this report.

**6.3. Climate change assessment**

The decisions and matters of this report are assessed to have low climate change implications and considerations, in accordance with the Council's Climate Change Principles.

**6.4. Risks**

The committee should note measures that are tracking negatively.

**Attached to this report:**

- Appendix 1 - Organisation Performance Q2 Report 2023/24.

**6.6.1 Appendix 1 - Organisation Performance Q2 Report 2023/24**

**6.6.1 Appendix 1 - Organisation Performance Q2 Report 2023/24(Cont.)**

WHAKATĀNE DISTRICT COUNCIL

# ORGANISATION PERFORMANCE REPORT Q2

Q2 2023/2024

1<sup>ST</sup> OCTOBER – 30 DECEMBER

**Te Pūrongo  
Aroturukitanga Mahi  
a Te Kaunihera ā-rohe  
o Whakatāne Q2**

## Contents

Purpose of the report.....	2
Organisation health measures.....	3
Service performance measures .....	6
Finance performance measures .....	10
Preparedness performance measures.....	11
Business Plan.....	13
How our measures are calculated.....	17



**6.6.1 Appendix 1 - Organisation Performance Q2 Report 2023/24(Cont.)**

## Purpose of this Report

### *Te take o tēnei pūrongo*

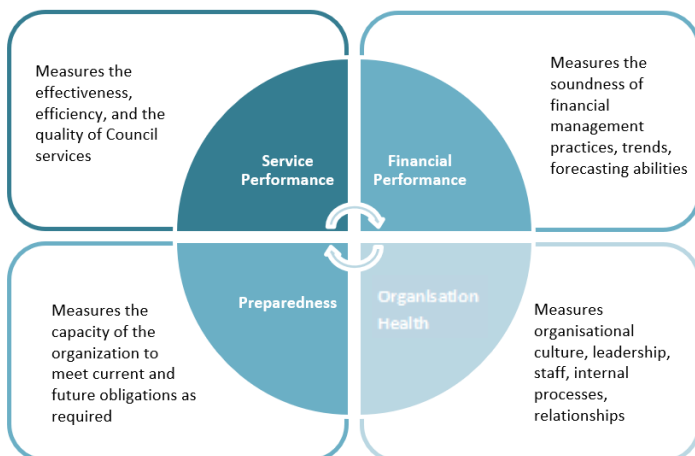
This Organisation Performance Report is a quarterly report presented to Council and covers quarter 2 of the 2023/24 financial year: 1 October – 30 December.

The purpose of this report is to provide Council with an overview of how we are performing across a wide range of high-level measures including service performance, financial performance, the Council's preparedness to meet current and future obligations and the health of the organisation. This report provides a high-level holistic view of performance, so that collective decisions can be made about where and how improvements can be progressed. More detailed information on the measures of performance can be found in specific topic-based reports provided to the Council regularly.

## Performance Measurement Themes

### *Ngā Kaupapa inenga mahi*

The performance measures have been categorised into four themes, outlined below.



**6.6.1 Appendix 1 - Organisation Performance Q2 Report 2023/24(Cont.)**

## Quarterly Summary

### Organisation Health

Cultural and Leadership People Survey results, which provide a gauge on how people are feeling working for WDC, has slightly decreased from the Q1 result to 60%, which is on par with previous years. These scores align closely with the Staff Engagement Survey which was completed in November 2023. Work is currently underway to review the results of that survey and work through identifying and prioritising actions.

### Service Performance

Satisfaction with Council services has increased this quarter and is sitting above the national benchmark. The end of year Resident Satisfaction Survey resulted in four out of 15 LTP measures meeting target. Of the requests for service received in the second quarter, 95% were completed or scheduled, showing an increase from the previous quarter.

### Financial Performance

Year to date operating expenditure is 4.2% lower than the 2023/24 budget. This is predominantly related to payment to suppliers' expenses being under budget (\$1.9M); relating to operational expenditure and timing. Capital expenditure is behind schedule compared to budget at the end of the second quarter of 2023/24 financial year, predominantly owing to timing of project expenditure. A full review of capital expenditure is anticipated to continue into the 2025 financial year, with detail presented to the Committee with the Q2 forecast report. Revenue from fees and charges is lower than budgeted for Q2 of 2023/24, with the main variances in Aquatics and the compliance activities. Other revenue is less than budget for the quarter, which can be largely attributed to capital subsidies which are linked to project expenditure which is behind schedule. Debt is less than budget at the end of the second quarter, once again impacted by the timing of capital projects, and Rates debtors levels are slightly below the 5% threshold at the end of the second quarter.

### Preparedness Performance

In our Emergency Operations Centre we currently have a full roster with 91 staff, of which 30 are trained at an intermediate level. We have also welcomed a new Emergency Preparedness Officer to the organisation this quarter.

Toi Kotuia has also onboarded a new staff member this quarter. Te Kahupapa has been reviewed and a new suite of training will be rolled out this year including Te Puawaitanga o te Reo, Noho Marae, Treaty training, engagement training and more, key to delivering on Te Toi Waka Whakarei. The team is reviewing the scope of its work and is working on ensuring the organisation can meet its legislative obligations to Iwi, hapū and whānau as well as ensuring our policies, processes and frameworks are fit for purpose.

### Business Plan

The Whakatane District Council Business Plan provides an overview on progress against the Council's work programme as set out in the Council's Business Plan for the 2023-24 financial year. There are considerably more projects this year than last year and within Q2 there are two high-risk projects identified.

**6.6.1 Appendix 1 - Organisation Performance Q2 Report 2023/24(Cont.)**

# Organisation Health Measures

## Ngā inenga hauora o te tōpūtanga

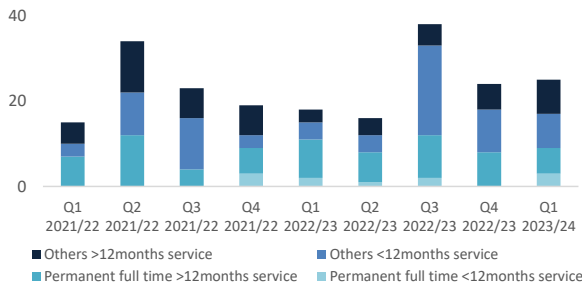
The following indicators give an overview of the organisational culture, leadership, staff, internal process, and relationships.

**Employee count (as at 31 December 2023)**

**336** employees **+2.8%** vs previous quarter **+0.3%** vs previous year

**247** full time permanent staff **+2.9%** vs previous quarter **+7.9%** vs previous year

**Staff turnover**



During the quarter, 22 staff (6.66%) exited the organisation. Five of these were full time permanent staff. The remaining 17, were part-time, fixed term and casual. Of the permanent staff exiting, one had been employed for less than 12 months.

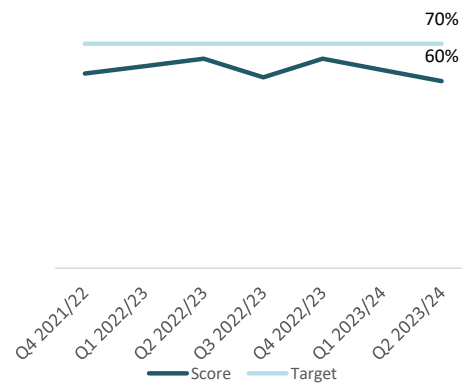
The rolling 12-month turnover for this quarter is 15.29%. This is a decrease from the previous three quarters.

Target: 14%

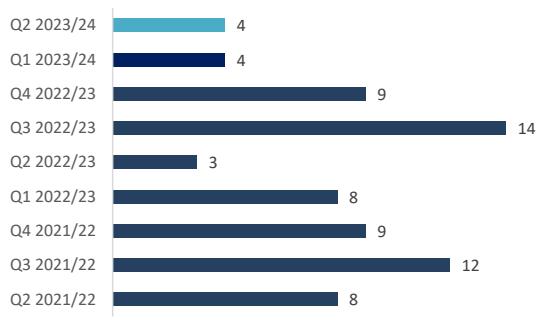
**Cultural and Leadership people survey**

55 staff completed the survey this quarter, resulting in a score of 60%.

These scores align closely with the Staff Engagement Survey which was completed in November 2023. Work is currently underway to review the results of that survey and work through identifying and prioritising actions.



**6.6.1 Appendix 1 - Organisation Performance Q2 Report 2023/24(Cont.)**



A total of four people have accessed EAP services this quarter, all were staff members; these four people received a total of 11 sessions. This uptake is the same as the previous quarter but it significantly lower than what we've seen in previous quarters.

We continue to advertise our EAP service provider, OCP Services, and receive regular information and marketing products that are available for staff.

**Health & Safety**

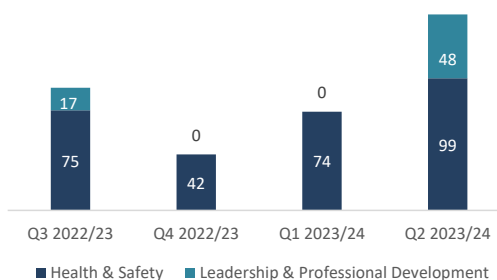
**46** Health and safety incidents      **18** Near misses

Additional information can be found in our Health and safety report.

**Number of staff participating in development training**

A number of training events were completed at the end of 2023. A range of Health & Safety training was held which included First Aid, Fire Extinguisher, Elevated Work Platforms and Traffic Management.

In November, we held a two-day leadership training session with senior leaders which focused on understanding who we are as leaders and how we lead our teams. This time together generated excellent conversations and we've seen an increase in collaboration across different groups as a result of better understanding each other.



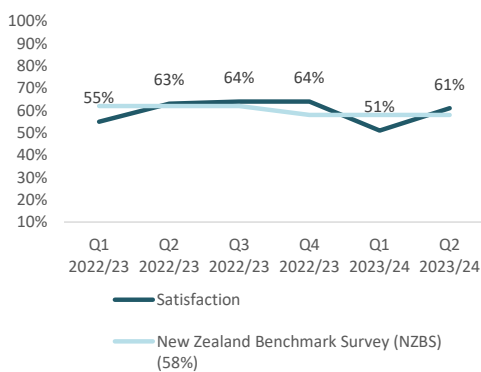
**6.6.1 Appendix 1 - Organisation Performance Q2 Report 2023/24(Cont.)**

# Service Performance Measures

## Ngā inenga ratonga Kaunihera

The following indicators have been identified to measure the effectiveness, efficiency, and the quality of Council services.

### Overall resident satisfaction with Council services

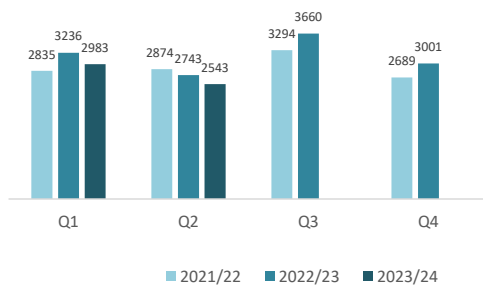


This quarter, we received an overall resident satisfaction result of 61%. Satisfaction increased from our Q1 result of 51% and is in line with trends seen in previous years.

Within the Residents Satisfaction Survey for this quarter, four of 15 of Council's Long-Term Plan targets were met which aligns with previous data. Please refer to the Resident Satisfaction Survey and Non-Financial Performance Measures for further information.

Target: Equal or above the NZ benchmark

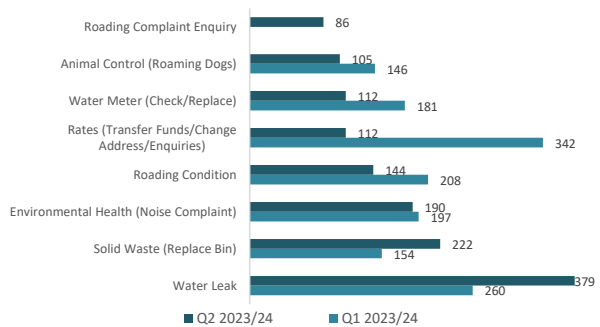
### Number of requests for service to customer service centre



There were 331 fewer RFS' logged into Ozone than for the same period last year. This could be a direct result of the decrease in phone calls over this time compared to last year.

Last Oct/Nov/Dec was very wet and we had some weather events which may explain the reduction in RFS and phone calls overall. We have had a dry summer this year which lessens certain types of calls and issues.

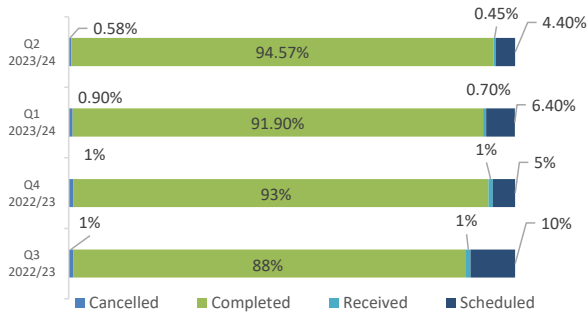
### Top 8 categories for service requests



All subtypes (bar one) are in the top 8 this year as per previous year. The only difference is Roading – Blocked Road from 2022/2023 has been replaced with Roading – Complaints and Enquiries. With last year's extremely wet summer and increased weather events creating more slips/downed trees/blocked roads.

**6.6.1 Appendix 1 - Organisation Performance Q2 Report 2023/24(Cont.)**

**Percentage of request for service completed**



**7,446** calls received by customer service

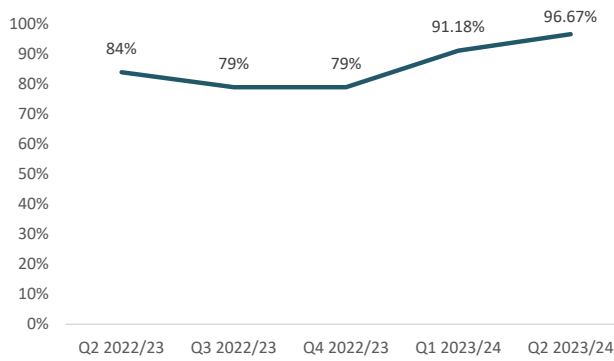
**90.76%** of calls answered within 30 secs Target: 85%

Of the 2,543 requests for services that were received this quarter, 95% of these have been completed or scheduled as of 25 January 2023 when information extracted from Ozone.

Some RFS are sent to a 3rd party contractor for action, and therefore have been 'completed' within our systems.

Target: 90% completed and scheduled

**Percentage of building consents processed within statutory timeframes**



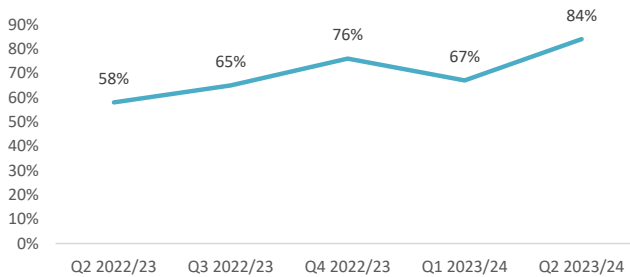
**117** Building consents processed in Quarter 2 2023/24

149 same time last year

Target: 60%

There is about a 20% decrease in consent number applications which has been declining over the last few financial years.

**Percentage of resource consents processed within statutory timeframes**



**38** Resource consents processed in Quarter 2 2023/24

55 same time last year

Target: 60%

The downturn was wholly expected as a result of the gradual downturn in activity resulting from high interest rates as well as a slight time lag.



6.6.1 Appendix 1 - Organisation Performance Q2 Report 2023/24(Cont.)

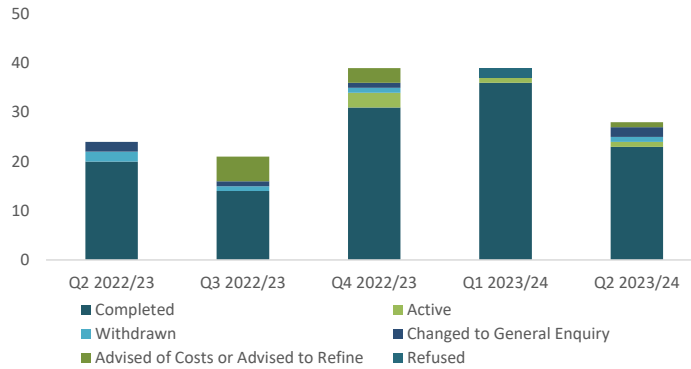
LGOIMA Received

89%

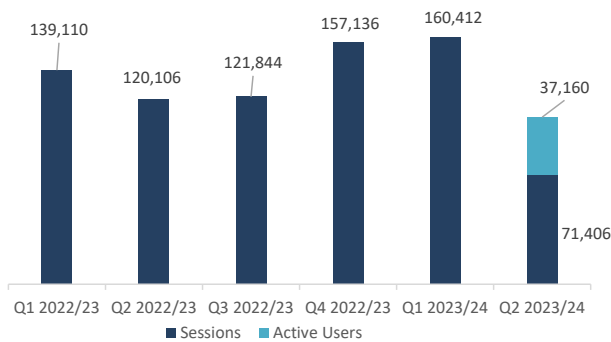
LGOIMA processed within 20 days (statutory timeframe)

Target: 100%

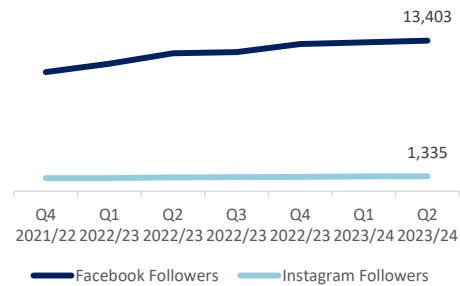
\*One request for a transfer was made from another agency but we didn't hold the information so we advised them that we couldn't accept the transfer.



Number of website page visits



Number of followers on Facebook and Instagram



\*Please note as of Q2 2023/24 website data is being reported differently; now categorised into Sessions and Active Users.

Reporting remains as New Zealand Traffic Only.

**Sessions:** A session is a period of time during which a user interacts with our website.

**Active Users:** The number of unique individuals who have engaged with our website within the specified timeframe (October 1 – 31 December 2023).

12,312 WDC Facebook Likes Q2 2023/24

### 6.6.1 Appendix 1 - Organisation Performance Q2 Report 2023/24(Cont.)

#### 58 Campaigns delivered during Q2 2023/24 including:

- [Ko Konei - October/November/December](#)
- [Murupara Community Board newsletter - October/December](#)
- [Rangitāiki Community Board newsletter - October/December](#)
- [Raumati in the Rohe Summer Campaign](#)
- [Solid Waste - various](#)
- [Community Grants and Funding Policy review consultation](#)
- [Whakatāne Youth Awards](#)
- [Community safety camera \(CCTV\) project](#)
- [Over 80's morning tea](#)
- [ERP project](#)
- [Road Safety - various](#)
- [Council meeting live streaming](#)
- [Service desk portal](#)
- [Friends of the Spatial Plan](#)
- [Climate Change](#)
- [Plan Change 8](#)
- [Matatā water pipe replacement](#)
- [Matatā water metres](#)
- [Matatā Wastewater project drop in day](#)
- [Matatā Wastewater Co Design hui](#)
- [Fees and Charges](#)
- [Biodiversity Credit System](#)
- [Annual Report](#)
- [Murupara Water](#)
- [Long Term Plan](#)
- [Three Waters BAU – water shutdowns, water taste](#)
- [Where does your water come from diagram](#)
- [Animal Control – dogs](#)
- [Project Future Proof](#)
- [Natural Hazard maps and modelling](#)
- [Economic Development – Rebel Business School](#)
- [Reusable cup initiative](#)
- [Tiny Houses](#)
- [Annual Report](#)
- Signage at Whakatāne Refuse Transfer Station
- Peace Street Stormwater and Road Safety Upgrade
- Stay up with the play campaign
- Campaign monitor templates
- Tsunami blue zone campaign
- Te Kōputu / Murupara summer holiday programmes
- Tame Iti exhibition
- Kōpeopeo Service Lane collateral
- Kotahitanga 2023
- LWFF 2024
- isite graphics
- Tourism flags
- Summer like this campaign
- Discover Whakatāne Guide
- Summer at Wharfside
- District entrance signs – Whakatāne, Matatā and Rotoma
- Landing Road roundabout
- Draft Arts, Culture and Creativity Strategy consultation
- Rex Morpeth Recreation Hub consultation
- Summer road works campaign
- Free Reusable Produce Bag campaign
- Annual garden bed planting information campaign
- Wainui Road Closure information campaign

6.6.1 Appendix 1 - Organisation Performance Q2 Report 2023/24(Cont.)

## Finance Performance Measures

### *Ngā inenga mahi ahumoni*

The measures below provide an overview of Council's financial management practices, trends, and forecasting ability. Variances that are outside the target range are shown as red.

#### Operating expenditure

	ACTUAL	BUDGET	VARIANCE %	Target
2023/24 YTD	\$37.70M	\$39.37M	4.2%	At or within 5% of budget

#### Capital expenditure

	ACTUAL	BUDGET	VARIANCE %	Target
2023/24 YTD	\$18.46M	\$26.36M	30.0%	At or within 5% of budget

#### Fees and charges revenue

	ACTUAL	BUDGET	VARIANCE %	Target
2023/24 YTD	\$6.42%	\$6.76M	5.0%	At or within 5% of budget

#### Other revenue

	ACTUAL	BUDGET	VARIANCE %	Target
2023/24 YTD	\$42.59M	\$48.29M	11.83%	At or within 5% of budget

#### Debt as a proportion of Annual Plan forecast

	ACTUAL	FORECAST	VARIANCE %	Target
	\$143.5M	\$181M	21%	Within 5% of forecast debt

#### Rates debtors

	PERCENTAGE COLLECTED	VARIANCE %	Target
	96.05%	3.95%	Within 5% of total rates

**Operating expenditure** has reduced from Quarter 1 and is 4.2% less than the revised 2023/24 budget. This is predominantly related to payment to suppliers' expenses being under budget (\$1.9M); relating to operational expenditure and timing.

**Capital expenditure** is behind schedule compared to budget at the end of the second quarter of 2023/24 financial year, predominantly owing to timing of project expenditure. A full review of capital expenditure is anticipated to continue into the 2025 financial year, with detail presented to the Committee with the Q2 forecast report.

**Fees and charges revenue** is less than budget for Q2 of 2023/24, with the main variances related to Aquatics and compliance activities (e.g. Resource Consents, Building, Animal Control, Parking).

**Other revenue** is less than budget for the quarter, this is largely related to capital subsidies which are linked to project expenditure which is behind schedule.

**Debt** is less than budget at the end of the second quarter and is also impacted by the timing of capital projects.

**Rates debtors** is less than the 5% threshold at the end of the second quarter, which is in line with prior years.

**6.6.1 Appendix 1 - Organisation Performance Q2 Report 2023/24(Cont.)**

## Preparedness Performance Measures

### *Ngā inenga mahi whakaritenga*

The following measures show the capacity of the organisation to meet current and future obligations as required.

#### **Emergency Operations Centre**

There are currently 91 staff on the Emergency Operations Centre (EOC) roster (90 required). The 90 staff required on the roster are made up of 10 Managers + 20 staff. 30 staff per shift, 3 shifts. 30 of the required 90 rostered EOC staff are Intermediate level trained. This number includes those who have completed function specific training.

WDC has welcomed new EMO Justin Young to the organisation. Justin joins the team with a strong operational background in the aviation sector. He's previously served 10 years in the Royal New Zealand Air Force as a Navigator / Air Warfare Officer on the P3 Orion Maritime Patrol Aircraft carrying out search and rescue operations and other multi-agency surveillance operations throughout the South Pacific. During this time Justin also spent three years in an operational planning role at Headquarters Joint Forces New Zealand (HQJFNZ).

More recently Justin has been working as a full time CIMS tutor for Land Search and Rescue, helping staff from local government and other agencies and community groups throughout the country grow their capability and capacity for emergency response. Justin has hit the ground running already working on EOC audit and capability development requirements.

#### **Number of staff attending Māori development training programmes**

This reporting period highlights significant movement forward for our team in terms of resourcing and work programming. We now have 4 dedicated staff, after onboarding our Senior Advisor Kaupapa Māori. This has allowed time and space for dedicated and strategic work planning for the upcoming year

Te Kahupapa (cultural capability framework) has been reviewed and a new suite of training will be rolled out this year. These will include Te Puawaitanga o te Reo, Noho Marae, Treaty training, engagement training and more. We have indicated timeframes and set milestones for specific projects that are key to delivering on Te Toi Waka Whakareī and work is now underway on some of those projects.

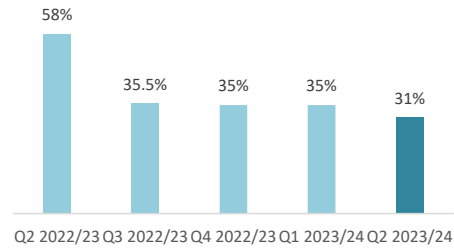
We anticipate this quarter will consist of planning and ensuring the scope of our work is manageable while ensuring the organisation has the support to meet its legislative obligations to Iwi, hapū and whānau. The team is currently reviewing the scope of its work and is working on ensuring the organisation can meet its legislative obligations to Iwi, hapū and whānau as well as ensuring our policies, processes and frameworks are fit for purpose. This will become evident through future planning (LTP, Annual planning) and collaborative work undertaken with Iwi and Hapū.

**6.6.1 Appendix 1 - Organisation Performance Q2 Report 2023/24(Cont.)**

**Percentage of staff who have completed cyber security training**

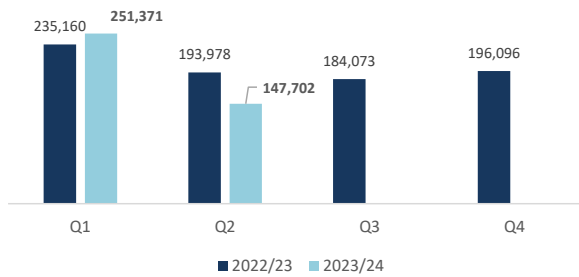
In Q2, 7 module trainings were provided from provider KnowBe4 including topics such as Restricted Intelligence (Social Media), Social Engineering, Oversharing, Travel and Information Security. 35% of staff completed these.

Target: 50%



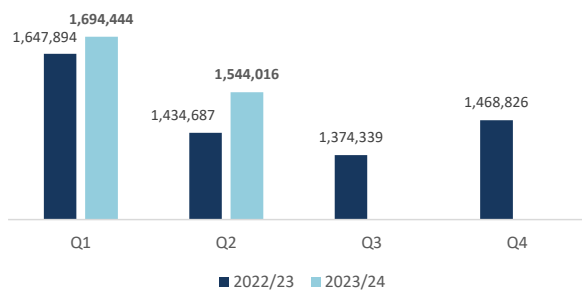
**Emission reductions through the energy management programme**

Total CO2e(Kg)



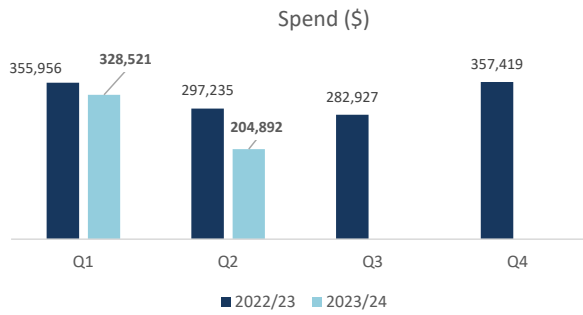
Energy emissions have reduced this quarter. Gas usage has fallen at the Aquatic Centre, with heat pumps being used again and plant equipment repaired. Significant headway in reducing emissions can be seen at the Te Koputu Library with their reduction in gas use, and the Water Treatment Plant which has been consistently tracking below its baseline over the past 18 months.

Energy use (KwH)



Energy use has fallen against the previous quarter but was 7.6% higher when compared to the same period last year. Reasons for the increase in energy use include staff being back in the Civic Building, the instalment of new filters at the Braemar Road Pump Station that use 20% more electricity, and increased electricity usage at the Ōhope Oxidation Ponds.

**6.6.1 Appendix 1 - Organisation Performance Q2 Report 2023/24(Cont.)**



Energy spend has continued to decline, a reflection of where the electricity futures market was at the time of signing a contract with the retailer (Mercury). Pricing will continue to drop for Q3.

## Progress Report against the Council Business Plan 2023-24

### Introduction:

The following information provides an overview of progress against the Whakatāne District Council's work programme as set out in the Council's Business Plan for the 2023-24 financial year. This report represents the status of the work programme at the end of quarter two of the financial year (as at 31 December 2023). The Business Plan illustrates Council's work programme for a 'one-year' period and supports implementation of Council's Long-Term Plan 2021-31 which sets out Council's direction, priorities, projects, activities and indicative budget for a 'ten year' period.

### Overview of progress against the Business Plan as at quarter 2:

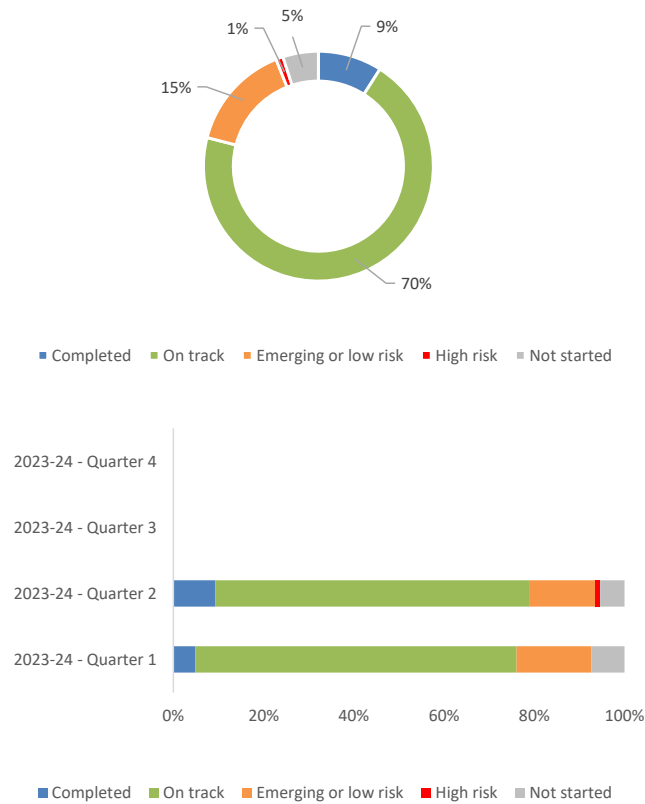
- There are a total of 205 items listed in the Business Plan for the 2023-24 year (as at 31 December 2023).
- Of these items 79% are either completed or on track at the end of quarter 2.
- As we are in year three of our current LTP, there are a large number of items due for completion by end of the financial year.
- Work programme delivery risks have been reported to the executive team for management, with eight project risks brought forward for Council information.
- Of the 24 high profile "key projects" in the Business Plan, six are reporting 'low or emerging risk', and one item has not yet started\*
- Two projects (not key projects) report high risk at quarter two\*

\* *These nine projects risks are included in the table later in this report.*

6.6.1 Appendix 1 - Organisation Performance Q2 Report 2023/24 (Cont.)

How we are tracking against the full business plan:

As at quarter two, the Council Business Plan reports against 205 programmes, projects, services and initiatives. At the end of the second quarter of the 2023/24 financial year the work programme is tracking overall as follows.

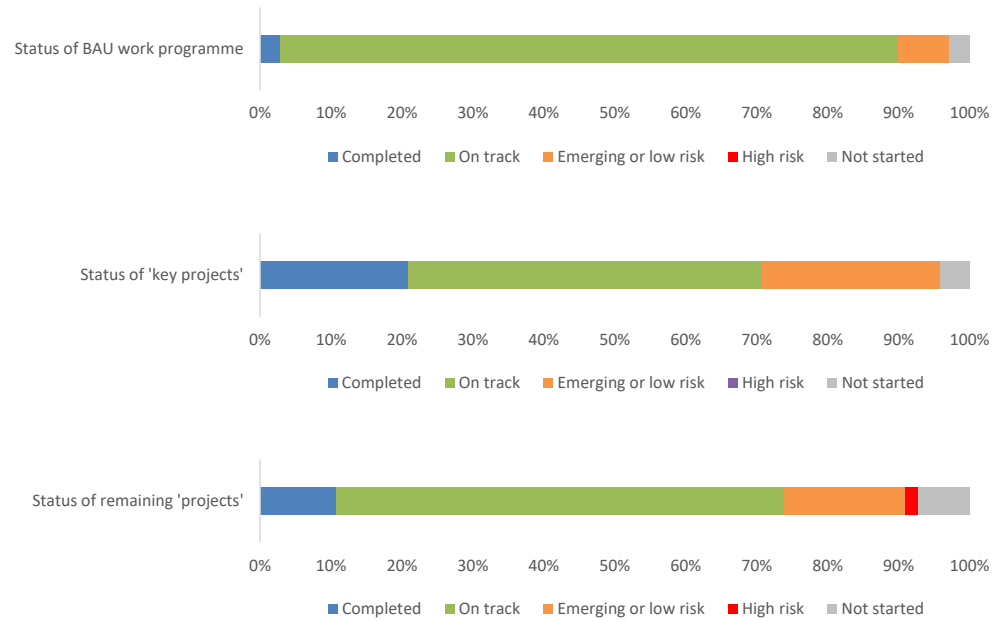




6.6.1 Appendix 1 - Organisation Performance Q2 Report 2023/24(Cont.)

How we are tracking against BAU versus projects

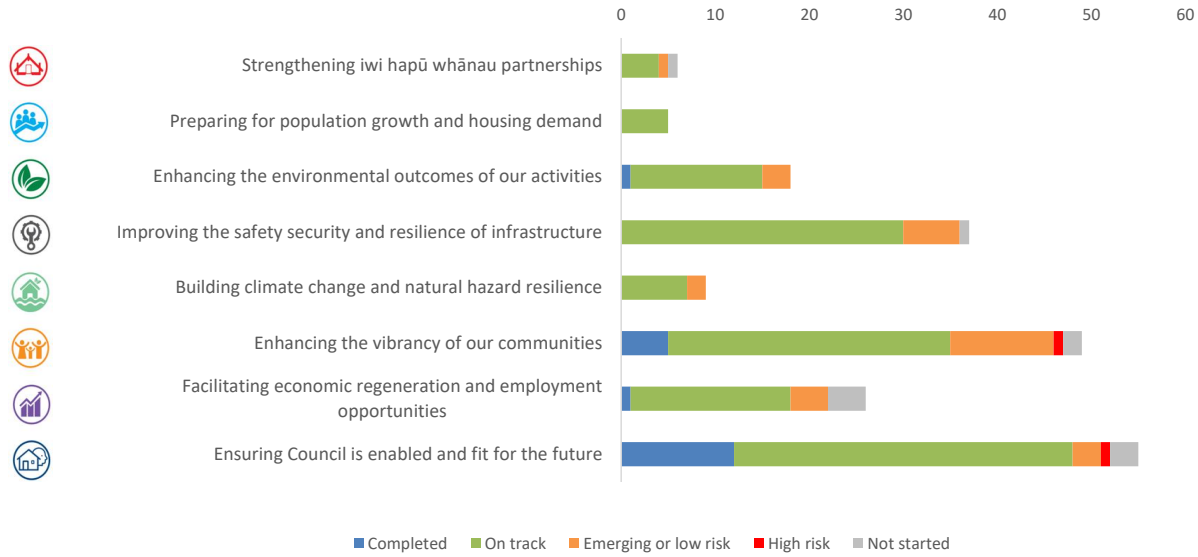
These charts show progress against various subsets of our work programme including the status of our ongoing service delivery work compared to projects. Our current Business Plan reports against 205 items including 111 BAU items, 24 key projects, and 70 remaining projects.



6.6.1 Appendix 1 - Organisation Performance Q2 Report 2023/24 (Cont.)

How our work programme is tracking against the strategic goals in our Long-Term Plan (LTP)

Our 2021/31 LTP sets out eight strategic goals that the organisation is working towards on behalf of the community with Council is progressing numerous projects, initiatives and work programmes to work towards these priorities. The information on this chart illustrates progress against the full work programme arranged by each of Council’s strategic goals.



6.6.1 Appendix 1 - Organisation Performance Q2 Report 2023/24 (Cont.)

Overview of what is 'at risk' in the Business Plan

The table below sets out nine items in the work programme that are elevated to the Committee due to their risk status. These have been selected according to the following risk classification:

- Any 'Key projects' in the work programme that identified any level of risk, or were due to start but have not yet started .
- Any items in the work programme that identified 'high risk'.

Business Plan 2023-24 – project risks as at quarter 2:

Ref#	GM sponsor(s)	Project/Item	Item type	Intended completion (FY)	Q2 Status	commentary
Items that identify a 'high risk'						
1.3.05	GM:People & Engagement	Finalise communications strategy and commence implementation.	Project	2024	High risk	A Strategy has been approved by Executive with a session for Councillors and project implementation currently being developed. Risk is associated with the scope of implementation being subject to funding and resources.
3.1.10	GM:Infrastructure	Shaw Rd to Landing Rd Bridge shared use path and Awatapu causeway to Cutler Cres shared use path (Transport Choices projects).	Project	2025	High risk	The newly elected Government have confirmed funding will not progress for these two projects. These two projects are now on hold indefinitely until alternative funding options can be sourced.
'Key projects' that identify any level risk						
2.4.04	GM:Strategy & Transformation	Manage Boat Harbour project workstreams and shareholder reporting to Council.	Key project	ongoing	Emerging or low risk	Soil report about potential contaminants has been received and implications of PFASS being worked through.
2.4.05	GM:Strategy & Transformation	Reset town centre riverfront project (Te Ara Hou).	Key project	2025	Emerging or low risk	Waiting on direction from Kanoa. Following the general election and change in Government this is likely to be delayed.
2.4.06	GM:Strategy & Transformation	Review Town Centre vision document.	Key project	2025	Not started	The Chief Executives 'Future Whakatane Group' have held an initial session to discuss existing and planned works in the Town Centre Area.
4.1.06	GM:Infrastructure	Navigating three waters reform and transition to new delivery model.	Key project	2024	Emerging or low risk	We are reviewing our position and the impacts of the change in Government on the LTP. It is likely we will need to fully reinstate three waters within our planning, funding, and service responsibilities.

**6.6.1 Appendix 1 - Organisation Performance Q2 Report 2023/24(Cont.)**

Ref#	GM sponsor(s)	Project/Item	Item type	Intended completion (FY)	Q2 Status	commentary
4.1.07	GM:Development & Environment GM:Infrastructure	Planning for upcoming consent renewal requirements for waste-water systems and drinking-water systems.	Key project	2025	Emerging or low risk	The legislation creating the entities to deliver Waters has now been repealed with Councils likely to now retain Three Waters. Additional resourcing is being sought through the LTP to support this process.
4.1.10	GM:Development & Environment	Complete planning for Matatā wastewater project ahead of 3W transition.	Key project	2025	Emerging or low risk	This is progressing well and land application sites are now being investigated. The project is unlikely to be completed by original date in July 2024 and the completion date will be moved to 2025. Other emerging risks include increasing costs and the need to secure external funding to complete this project.
7.4.07	GM:Community Experience	Acquire land and subject to acquisition, develop plan for new cemetery.	Key project	2025	Emerging or low risk	We continue to look for appropriate land.

**6.6.1 Appendix 1 - Organisation Performance Q2 Report 2023/24(Cont.)**

## How our measures are calculated

**Overall resident satisfaction with Council services** – Results are provided from the quarterly Residents Satisfaction Survey provided by SIL research. The overall score includes all survey questions relating to the satisfaction with Council services. The New Zealand Benchmark is calculated at the end of the financial year and compares how we have performed, against other Councils. Our target will change every year based on this result and will report against the previous year's benchmark.

**Requests for Service** – is the service delivery process that supports any request (job) received by the public that is formally recorded. The request is then referred to the appropriate department for further action and closed once completed. A Request for Service enables our community to notify Council of any problems/concerns in our District that need to be brought to our attention for necessary action such as animal control, water, or rates etc. There are multiple ways a Request for Service can be logged such as telephone, email, website or in person.

**Emergency Operations Centre (EOC) Training Requirements** – 90 staff are required to be on the EOC roster, with 60% of these staff to have completed intermediate level training. This measure ensures that we are prepared to effectively manage and respond to an emergency.

**Culture and Leadership Survey** – This is sent to 100 randomly selected staff members to participate in quarterly. The survey has a total of 25 questions (11 relating to workplace culture, 7 relating to leadership, and 7 relating to performance development) to help us understand staff perception of our culture and leadership.

**LGOIMA** – This is a request for information under the Local Government Official Information and Meetings Act 1987. These requests must be completed within 20 days of being received.

**Emission reductions** – Council undertook an energy audit in 2018 in collaboration with the Energy Efficiency and Conservation Authority (EECA) and with the support of Council's energy management contractor, EMSOL. Since September 2019, an energy management programme has been underway to identify, implement, and monitor opportunities for energy savings and emission reductions. Council continues to monitor specific sites and facilities of interest, which contribute towards the majority of Council's energy use. The emission reduction metric, reports on the carbon dioxide equivalent (Co2e) emitted from the 14 sites included in the energy management program. CO2e is calculated from electricity and natural gas usage. Reduction in energy usage and switching of source contributes to a reduction in our total carbon dioxide emissions.

**6.6.1 Appendix 1 - Organisation Performance Q2 Report 2023/24(Cont.)**



WHAKATĀNE DISTRICT COUNCIL ORGANISATION PERFORMANCE REPORT Q2

1 OCTOBER – 30 DECEMBER 2023

Te Pūrongo Aroturukitanga Mahi a

Te Kaunihera ā-rohe o Whakatāne 1

**6.7 Health, Safety & Wellbeing Report - November 2023 to January 2024**

6.7 Health, Safety & Wellbeing Report - November 2023 to January 2024

---



To: **Finance & Performance Committee**

Date: **Thursday, 29 February 2024**

Author: **Sandy Barns-Lack, Senior Health, Safety & Wellbeing Advisor**

Authoriser: **Emlyn Hatch / GM People and Engagement**

Reference: **A2610417**

---

1. Reason for the report - *Te Take mō tēnei rīpoata*

The purpose of this report is to provide an update on the health, safety and wellbeing activity for the period November 2023 to January 2024.

2. Recommendation - *Tohutohu akiaki*

**THAT** the Health, Safety & Wellbeing Report: November 2023 to January 2024 be received.

3. Executive Summary

Elected members joined staff and Contractor representatives for a due diligence visit to the Landing Road construction site. Commentary on the visit is explained in more detail below. The due diligence schedule for 2024, including visits for elected members, has been finalised.

Our reporting of near miss events continues at a steady pace and while the majority require no action we are beginning to see reporting on issues of more significance which is a positive step forward. This is a reflection of work undertaken in the last 12 months to upskill our staff on the importance of near miss reporting. This allows us to undertake corrective actions which prevent more significant incidents occurring.

Work on the critical operational risks we agreed to complete in 2023/24 has continued with three of the four having had their initial Risk Control Group sessions to identify threats, preventative and recovery controls. The 4<sup>th</sup> group are scheduled to meet in February.

Four existing risks have been added to the Risk Register with work underway to ensure adequate mitigations are in place. Two of these risks, "Amusement Devices" and "Use of Drones" have clear operating guidance from both WorkSafe and CAA so it is important we have correct procedures in place to ensure compliance.

**6.7 Health, Safety & Wellbeing Report - November 2023 to January 2024(Cont.)****4. Health & Safety Culture****4.1. HSW team 2024 work programme**

The HSW team will be working with the new People and Capability Manager to determine the work programme for the team for 2024. We need to consider the most important issues to address and how to effectively balance proactive work with day-to-day requests for assistance or support.

One item that has been identified for completion in the first quarter is the review and revision of the content of this report. Work has begun on identifying what changes could/should be made and it is proposed to hold a Workshop with Council to discuss this in more detail.

**4.2. Events & Trends**

There were 37 events (injury, illness, incident or near miss) for the report period the same number as the 2022/23 period. One event relates to a risk already identified in Vault – “Air Temperature & Humidity – Thermal Comfort.” Staff, and members of the public have reported very hot, and particularly humid, indoor conditions at the Aquatic Centre. This is principally a result of one of the Air Handling Units needing repair. Work is in progress to repair the unit however supply chain issues and the need for a part to be sent from Germany means that the repair will still take some time yet. In the meantime, a number of mitigations are already in place and during those really hot and humid summer days some new measures have been introduced such as reducing pool temperatures, providing water to elderly customers, repositioning staff locations next to fans and cooling towels.

There were five events that resulted in injuries to staff for the period. 1 needed no treatment, 3 required first aid and 1 required medical treatment. The medical treatment injury was for a lumbar sprain from manual handling and resulted in the staff member being off work for 14 days. They are now fully recovered.

There were 10 near misses reported for the period and the majority were of a minor nature and have been investigated and dealt with. A report of unsafe and non-compliant storage was identified at the Reticulation depot and was investigated and actions taken to remedy. Further work is ongoing to ensure full compliance for this risk.

**4.3. Worker Engagement**

The Health & Safety Committee held two meetings for the period. Representation continues to be sporadic for some Reps and this will be addressed with them this year. Rep training has been provided for all Reps and training for this year is being considered. Two rep vacancies are in the process of being filled.

**5. Wellbeing****5.1. Staff health monitoring**

Our health monitoring of staff exposed to work related health risks has recommenced for the year. Testing for the period was conducted for 19 employees, including 14 that were for pre-employment.



## **6.7 Health, Safety & Wellbeing Report - November 2023 to January 2024(Cont.)**

### **5.2. Covid-19**

Covid has again affected staff and we have rolled out our previous measures of asking staff to stay home when sick, providing RAT tests, reminding staff of good hygiene practices, providing spray/wipes and extra cleaning of work stations and communal areas.

## **6. Critical risks**

### **6.1. Critical Operational risks**

Work has continued on assessing three of the four critical operational risks that we identified to undertake for 2023/24, these being:

- Working on the Road
- Driving on the Road
- Psychological Wellbeing

The appointed Risk Controls Groups (RCG) for the above risks have met and identified the threats and possible mitigations, some of which are existing and others are new suggestions. The HSW team are collating all the information and the RCG's will meet again to determine the final draft document prior to it being presented to the Executive.

The RCG for Confined Space has been scheduled to meet to commence work on this risk in February 2024.

The Psychological Wellbeing risk is the most advanced at this point and is being used as the template to ensure consistency across each of the 10 critical risks. Once this risk has been reviewed by the Executive, we will provide additional detail to Council.

### **6.2. Staff training**

During the period the following training was conducted: first aid (14 staff), first aid aquatics (1 staff), Temporary Traffic Management (TTM) Worker (8 staff), Traffic Management Operative (TMO) Worker (15 staff), Site Traffic Management Supervisor (STMS) Refresher (4 staff), Wheels/Tracks/Rollers (1 staff), Situational Safety (16 staff).

### **6.3. Remote/lone worker devices**

As one of the mitigations for staff working alone, or remotely, Council has devices allocated to Transportation, Reticulation, Building and Community Regulation to provide emergency communication if needed in an emergency. A training session was held with the suppliers to ensure we are using the devices correctly and to understand how we can customise them for each teams specific messaging requirements. As with most devices there are limitations with this technology so it is not the only means of mitigation used by teams.

### **6.4. New risks**

During the period the following risks were added to Vault:

- Inflatable amusement devices at public events – WorkSafe NZ has great guidelines around this activity and it is also on the Due Diligence schedule for 2024. Assessment of the guidelines against our current practice is underway.

**6.7 Health, Safety & Wellbeing Report - November 2023 to January 2024(Cont.)**

- Storage of ammunition – Animal Control. This relates specifically to the storage now that the team have moved back to the Civic Centre and has been assessed and closed.
- Use of drones – a number of teams use drones and there are some clear guidelines and requirements, including CAA, that need to be considered. This risk has been allocated to the Comms team for review however the expectation is that the controls will apply to all teams once developed.
- Illegal parking at Aquatic Centre, Whakatāne – this has been an ongoing issue for sometime. This was not previously added to Vault so adding it now allows us to capture any future incidents and relate them back to the hazard.

**7. Due diligence****7.1. Landing Road construction site visit**

In November 2023 a due diligence visit was conducted at the Landing Road roundabout construction site. Attendees included elected members, Council staff and Contractor representatives. Some great questions were asked of the contracting team and it is clear they have good processes in place and a good understanding of the risks associated with the work they were undertaking. Three suggestions, not corrective actions, were identified around process and these have been passed to the contractor.

**7.2. 2024 due diligence schedule**

The schedule of due diligence activities and the corresponding critical risk (CR) has been developed for Executive members and Council for 2024. Future quarterly reports will update progress against this schedule.

The first visit for elected members is scheduled for 28 February 2024 and details on timings and any PPE required will come from the relevant GM. This risk has been chosen to give assurance to elected members that Council has systems in place to ensure we operate safely when towing trailers. In October 2023 WorkSafe NZ issued a media release on a fatality relating to poor maintenance practices on a trailer.

<https://www.worksafe.govt.nz/about-us/news-and-media/runaway-trailer-involved-in-road-fatality/>

Date/time	Location	Work to be reviewed	Responsible GM
<b>Visit to include elected members</b>			
27/03/24	Water Treatment	Towing of trailers <i>(CR – Driving on the Road)</i>	Bevan Gray
22/05/24	Te Koputu	Managing social issues and our psychological wellbeing <i>(CR – Psychological Wellbeing)</i>	Georgina Fletcher
28/08/24	Aquatic Centre	Balance tank – confined space	Georgina Fletcher

**6.7 Health, Safety & Wellbeing Report - November 2023 to January 2024(Cont.)**

		<i>(CR – Confined Space)</i>	
20/11/24	E m e r g e n c y Management	Managing staff out in the field during an emergency  <i>(CR – Driving on the Road, Excavations, Energy, Psychological Wellbeing etc)</i>	David Bewley
<b>Visit to include two GM's and appropriate staff</b>			
March	Customer Services	Bomb threat  <i>(CR – Psychological Wellbeing)</i>	Emlyn Hatch
March	Tourism & Events	H&S in Event Management  <i>(CR – Energy, Work at Height etc)</i>	Steve Perdia
June	Reticulation	Asbestos management  <i>(CR – Hazardous substances)</i>	Bevan Gray
October	Transportation	Contractor management  <i>(CR – Excavations, Energy etc)</i>	Bevan Gray

**8. Significance and Engagement Assessment - Aromatawai Pāhekoheko****8.1. Assessment of Significance**

The decisions and matters of this report are assessed to be of low significance, in accordance with Council's Significance and Engagement Policy.

**8.2. Engagement and community views**

There is no requirement to consult on the Health, Safety & Wellbeing activity within Council.

Engagement on this matter is not being undertaken in accordance with Section 6.1 of the Council's Significance and Engagement Policy. This states that the Council will not consult when the matter is not of a nature or significance that requires public engagement.