



Finance and Performance Committee

Te Komiti Pūtea Mahi

Thursday, 27 February 2025
Tāite, 27 Huitanguru 2025

Tōtara Room, Whakatāne District Council
14 Commerce Street, Whakatāne
Commencing at 9:00 am



Chief Executive: Steven Perdia | Publication Date: 21 February 2025

whakatane.govt.nz



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

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A Membership - *Mematanga*

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Mayor Dr Victor Luca

Councillor Julie Jukes - Chairperson

Deputy Mayor Lesley Immink - Deputy Chairperson

Councillor Toni Boynton

Councillor Gavin Dennis

Councillor Andrew Iles

Councillor Wilson James

Councillor Tu O'Brien

Councillor John Pullar

Councillor Nándor Tánczos

Councillor Ngapera Rangiaho

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.

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1 Meeting Notices - *Ngā Pānui o te hui***1 Meeting Notices - *Ngā Pānui o te hui*****1. Live Streaming**

The Whakatāne District Council livestreams Council and Standing Committee meetings held in Tōtara Room, within the Council building. The webcast will live stream directly to Council's YouTube channel in real time. The purpose of streaming meetings live is to encourage transparency of Council meetings.

Welcome to members of the public who have joined online and to those within the public gallery.

By remaining in the public gallery, it is understood your consent has been given if your presence is inadvertently broadcast. Please be aware the microphones in Totara Room are sensitive to noise, so please remain quiet throughout the meeting unless asked to speak.

2. Health and Safety

In case of an emergency, please follow the building wardens or make your way to the nearest exit. The meeting point is located at Peace Park on Boon Street.

Bathroom facilities are located opposite the Chambers Foyer entrance (the entrance off Margaret Mahy Court).

2 Apologies - *Te hunga kāore i tae*

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

3 Acknowledgements / Tributes - *Ngā Mihimihi*

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

4 Conflicts of Interest - *Ngākau kōnatunatu***4 Conflicts of Interest - *Ngākau kōnatunatu***

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](#)

Members are reminded of the need 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. Elected Members are also reminded to update their register of interests when changes occur.

Financial Conflict

- Members present must declare any direct or indirect financial interest that they hold in any matter being discussed at the meeting, other than an interest that they hold in common with the public.
- Members cannot take part in the discussion, nor can they vote on any matter in which they have a direct or indirect financial interest, unless with an approved exception.
- Members with a financial interest should physically withdraw themselves from the table. If the meeting is public excluded, members should leave the room.

Non-Financial Conflict

- If a member considers that they have a non-financial conflict of interest in a matter they must not take part in the discussions about that matter or any subsequent vote.
- Members with a non-financial interest must leave the table when the matter is considered but are not required to leave the room.

5 Public Participation- *Wānanga Tūmatanui***5 Public Participation- *Wānanga Tūmatanui*****5.1 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.

Grant and Bronwyn Donaldson - Ōhope Residents - Property Consenting Matters

5.2 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.

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

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

The minutes from the Council meeting meeting held Thursday, 28 November 2024 can be viewed via the Council website.

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

[Unconfirmed Finance and Performance meeting 28 November 2024](#)

7 Reports - *Ngā Pūrongo*

7 Reports - *Ngā Pūrongo*

7.1 Health, Safety & Wellbeing Report: 1 October to 31 December 2024



To: **Finance and Performance Committee**

Date: **Thursday, 27 February 2024**

Author: **M Trudgen / Manager People and Capability**

Authoriser: **E Hatch / General Manager People and Partnerships**

Reference: **A2837465**

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 and performance for the period 1 October to 31 December 2024.

2. Recommendation/s - *Tohutohu akiaki*

THAT the Health, Safety and Wellbeing Report Quarter 2: 1 October to 31 December 2024 report be **received**.

3. Background - *He tirohanga whakamuri*

This report is provided quarterly to keep the Finance and Performance Committee informed of the key Health, Safety and Wellbeing activities within the organisation. It also provides governance with information and metrics to support decision making. As previously discussed with this Committee, there is a significant programme of improvement work ahead, and this will be reported as the project progresses.

4. Discussion – Kōrerorero

4.1. Events and Trends

There were 46 events (injury, illness, incident and near miss) for the report period. This included 15 injuries, 23 incidents and 8 near misses. Of the injuries reported, 9 involved our staff (the remainder were for third parties) and all were minor slips/trips/falls or sprain/strain incidents.

4.2. Health and Wellbeing

The Wellbeing Committee rounded out 2024 with events including a Mystery Bike Tour, Men's event and Kai Koha food donations before Christmas, these boxes were delivered to Toha Kai Aroha ki Murupara. There continues to be good engagement with Wellbeing Committee events. The primary benefit is building connections between people across the organisation and encouraging a sense of belonging.

7.1 Health, Safety & Wellbeing Report: 1 October to 31 December 2024(Cont.)

Engagement with counselling services continues. This is a positive sign; although we don't wish for anyone to be struggling, early intervention with counselling services indicates that staff that need it are seeking help before their challenges escalate further. It indicates a proactive approach to mental health and well-being within our organisation. There is always more that could be done but we are continuing to foster a culture where support is readily accessible and stigma surrounding seeking help is reduced. This not only enhances individual resilience but also contributes to a healthier, more supportive work environment overall.

4.3. Health and Safety project brief

Included for your reference in the Appendices, is a summary of the Project Brief for the Health and Safety Project.

5. Options Analysis - *Ngā Kōwhiringa*

There are no options as this is an information report.

6. Significance and Engagement Assessment - Aromatawai Pāhekoheko**6.1. 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.

6.2. Engagement and Community Views

Engagement on this matter is not being undertaken in accordance with Section 6.0 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.

7. Considerations - *Whai Whakaaro***7.1. Strategic Alignment**

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

7.2. Financial/Budget Considerations

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

7.3. Climate Change Assessment

There are no significant or notable impacts associated with the matters of this report.

7.4. Risks

There are no significant or notable risks associated with the matters of this report.

7.1.1 Appendix A - Summarised Project brief

8. Next Steps – E whai ake nei

Over the coming months, as the Health and Safety project activities increase, the reporting to Council will change to reflect the Key Performance Indicators and Objectives set within the Health, Safety and Wellbeing Strategy.

Attached to this Report:

- Appendix A – Summarised Project brief – Health & Safety project
- Appendix B – Health, Safety and Wellbeing Strategy

7.1.1 Appendix A - Summarised Project brief

7.1.1 Appendix A - Summarised Project brief(Cont.)

Appendix A

Summarised Project Brief

Project Sponsor: Emlyn Hatch
Business Owner: Michelle Trudgen
Project Purpose (Why?). <i>(Problem definition, reasoning for project to be initiated, what will change as a result of this project?)</i>
<ul style="list-style-type: none"> Whakatāne District Council's vision is to foster a culture of safety, health and wellbeing for our communities. We are committed to implementing proactive health and safety measures to ensure the safety of all kaimahi/workers, including our valued employees and contractors. Together, Council strives to create a place where safety is paramount, and everyone feels empowered to contribute to a safe and thriving workplace and community. A Health & Safety System Review, completed by Findex Consultants (June 2024) identified 73 recommendations to improve our health and safety performance. This project will prioritise the implementation of these recommendations to improve health and safety compliance and performance across the organisation in consistent approach.
Objectives / Outcomes <i>(what will this project achieve?)</i>
<ol style="list-style-type: none"> Compliance with health and safety legislation Organisation wide (consistent) use of health and safety processes and procedures, which support Council's health and safety vision and associated Health, Safety and Wellbeing Strategic objectives (2024). All staff have a clear understanding of the health and safety expectations related to their role. Where required, safety related KPI's and performance measure are in place within performance management processes. Reporting, monitoring and action management provides confidence in Council's health and safety management systems and their ability to highlight new risks and issues for attention. All internal stakeholders are aware of the project, the purpose and hold realistic expectations of project outcomes. A repeat Health & Safety Management system review by Findex finds no 'High' risk classifications.
Critical Success Measures <i>(the factors that need to exist to ensure this project successfully delivers required outcomes.)</i>
<ol style="list-style-type: none"> Effective governance and ELT support, including change management follow up to ensure sustained changes are made. Resources – internal and external to support effective delivery. Appropriate level of funding to maintain momentum of the project once initiated. Change Management – integrated with Council's EPMO to manage change and timing for implementation to support staff and enable sustained change to be embedded within the organisation.

Finance and Performance Committee - AGENDA

7.1.1 Appendix A - Summarised Project brief(Cont.)

5. Explore opportunities to collaborate with other councils in developing health and safety artefacts, processes and procedures and reuse existing where available.

Project Scope (What?) List key scope components – required to deliver the objectives/outcomes above

1. Establish Health and Safety Project with appropriate documentation, governance, roles and responsibilities, resource requirements, detailed budget in conjunction with EPMO – manage baselines as agreed.
2. Revise/confirm project plans developed 2024, and confirm scope, priorities and timing with governance.
3. Review/confirm/revise priorities of recommendations integrated with other planned council initiatives and appointment of Health and Safety Manager.
4. Establish communications plan, and execute, providing clear communications for all stakeholders, (including Finance and Performance Committee and ELT), setting realistic expectations, providing clarity of roles and responsibilities, project purpose and progress updates.
5. Appoint required resources, induct and agree scheduled activities.
6. Execute project in accordance with agreed plans – implementing H&S improvements as agreed. Where required processes to be mapped in PROMAP, using structured classifications.
7. Monitor, manage and mitigate risks and opportunities that arise.
8. Review and confirm the consistent use of Vault (H&S Management software system) within current functionality, including review/confirmation of Vault configuration of current licensed Vault software.
- 9 Change Management approach implemented to ensure sustained positive change occurs.
10. Manage second H&S Management System review.
11. Transition project into BAU environment, ensuring appropriate monitoring and reporting mechanisms in place.
12. Lessons learned and Closure report, including list of continuous improvements.

7.1.2 Appendix B - Health, Safety and Wellbeing Strategy

7.1.2 Appendix B - Health, Safety and Wellbeing Strategy

7.1.2 Appendix B - Health, Safety and Wellbeing Strategy(Cont.)



Whakatane District Council's
**Health, Safety and
Wellbeing Strategy**
*Rautaki Hauora,
Tāngata Marutau*

[whakatane.govt.nz](https://www.whakatane.govt.nz)

7.1.2 Appendix B - Health, Safety and Wellbeing Strategy(Cont.)



7.1.2 Appendix B - Health, Safety and Wellbeing Strategy(Cont.)

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7.1.2 Appendix B - Health, Safety and Wellbeing Strategy(Cont.)

A note from the Chief Executive

He kupu nā te Toihautū

Health, safety and wellbeing are priorities for Whakatāne District Council, and define how we work every day.

I have seen first-hand the consequences of a number of accidents and incidents: the impact on individuals, their families, and the ripple effect across teams. It's something no one should ever have to experience, and that's why keeping our people safe and well is not negotiable. We owe it to ourselves, our families and our community to create a workplace where everyone thrives.

This strategy is not just another document or checklist—it's our collective commitment to making safety an ingrained part of our culture. Each of us has a role to play. It's not just about compliance or ticking boxes; it's about caring for the person working next to you, anticipating risks and acting before they become incidents.

Our leadership team is responsible for setting the tone, but we all have the responsibility to hold each other accountable. We need to stay engaged, speak up and make safety part of every decision we make. Together, we will build a culture where everyone goes home safe, every day.

I encourage each of you to fully commit to this strategy. By doing so, we ensure that health, safety and wellbeing are more than words on paper—they become a part of everything we do.

Whakaora - Safer tomorrow, starting today.

7.1.2 Appendix B - Health, Safety and Wellbeing Strategy(Cont.)

Our vision

Te matakite



'Whakaora' isn't just a word—it embodies our mission to protect, heal and restore. Through Whakaora, we strive to create an organisation where every individual - whether employee, contractor or community member - can thrive in a culture that prioritises health, safety and wellbeing.

Our health and safety project is the heart of this mission. We will focus on continuous improvement, proactive risk management and a collective approach to wellbeing. Through Whakaora, we aim to embed safety into every aspect of our work, ensuring it's more than a priority—it's a way of life.

We will achieve this through:

- excellent governance, leadership and advocacy
- strong compliance with relevant legislation and regulations



7.1.2 Appendix B - Health, Safety and Wellbeing Strategy(Cont.)

Priority areas *Ngā wāhi whakaarotau*

Whakatane District Council's Health, Safety and Wellbeing Strategy

Te Rautaki Hauora, Tāngata Marutau o Te Kaunihera ā-rohe o Whakatāne

Within our health and safety management system, we have identified areas that we will review to identify any areas for improvement. The project will take a systematic approach to develop an integrated framework that supports our workers to carry out their day-to-day work safely.



7.1.2 Appendix B - Health, Safety and Wellbeing Strategy(Cont.)**PRIORITY AREA 1****Governance / Roles and responsibilities*****Mana Whakahaere / Ngā tūranga me ngā haepapa***

Strong health and safety leadership across all parts of the organisation is crucial to promote and maintain a strong safety culture.

Whakatāne District Council leaders set the direction for health and safety management and performance by leading by example, driving policy and creating a safe culture. Our leaders are equipped with the skills to lead and manage health, safety and wellbeing.

OBJECTIVES

- 1** We have strong health and safety governance.
- 2** Everyone at Whakatāne District Council understands their health and safety role-specific responsibilities.
- 3** Whakatāne District Council leaders have strong health and safety capability.

KEY PERFORMANCE INDICATORS

- Governance Charter is implemented.
- Health and Safety reporting to the Executive Leadership Team is implemented and effective.
- 100% of job descriptions include health and safety responsibilities.
- 100% of people leaders have completed role-specific health and safety training.
- 85% of Whakatāne District Council employees report that their leader is committed to health and safety.

7.1.2 Appendix B - Health, Safety and Wellbeing Strategy(Cont.)

PRIORITY AREA 2

Risk management

Whakahaere tūraru



Focusing on what will have the biggest impact to keep people healthy and safe.

Understanding the critical risks in our organisation, and the controls that create the highest level of protection against risks to health and safety to Whakatāne District Council workers and other persons who may be put at risk from our work such as visitors, and members of the public. Ensuring we have appropriate resources and processes to eliminate or minimise risks to health and safety.

7.1.2 Appendix B - Health, Safety and Wellbeing Strategy(Cont.)

Whakatāne District Council define hazard, risk and critical risk as follows:

- **Hazard:** Anything that can cause harm, including a person's behaviour where that behaviour has the potential to cause death, injury, or illness to a person.
- **Risk:** The source of potential harm arising from people being exposed to a hazard - 'the thing that can wrong'.
- **Risk rating:** The likelihood and consequence of the risk being realised.
- **Critical risk:** The identification and management of critical risks is a key concept of good health and safety management. Critical risks are risks that have the greatest potential to cause serious harm to a worker.

When assessing what is a critical risk, there is an understanding that not all risks are equal in terms of the potential for causing significant or life-changing injury such as fatality, the loss of function or senses or serious illness, even where that illness is not chronic or long-term. Identifying critical risks is important as it puts a focus on those risks that could cause the greatest harm to workers.

Critical risks at Whakatāne District Council are defined as work-related hazards that are most significant for the organisation. Work-related risks are those that have the potential to cause significant harm, death, or multiple deaths.

(Refer WorkSafe notifiable events as a guide)

Focussing on areas of critical risks will help to inform the Council's health and safety work programme and provides a safer work environment for everyone.

OBJECTIVES	KEY PERFORMANCE INDICATORS
1 We have a critical risk framework and understand our critical risks.	<ul style="list-style-type: none"> • All critical risks have been identified, assessed and a gap analysis completed.
2 All Whakatāne District Council employees have completed risk management training.	<ul style="list-style-type: none"> • Risk register is up-to-date, effective and controls are implemented and effective.
3 We have strong in-house investigation capability.	<ul style="list-style-type: none"> • 100% of all employees have completed risk management training.
	<ul style="list-style-type: none"> • 100% of the health and safety team have completed investigation training and have been assessed as being competent at investigation.
	<ul style="list-style-type: none"> • 100% of corrective actions identified in investigations are closed out within 30 days.

7.1.2 Appendix B - Health, Safety and Wellbeing Strategy(Cont.)

PRIORITY AREA 3

Contractor management

Whakahaere Kaikirimana



Together we can make a greater impact.

We strive to be 'safer together' through developing our contractor management process and implementing and maintaining processes for consulting, cooperating and coordinating with other businesses.

OBJECTIVES

- 1 We have a robust contractor management policy and procedure.
- 2 Our people are competent to engage and manage contractors.

KEY PERFORMANCE INDICATORS

- 100% of our high-risk contractors are pre-qualified.
- 100% of our contractors are inducted.
- 100% of our high-risk contractors have an overlapping duties document in place.
- 100% of our people who engage or manage contractors have successfully completed contractor management training.
- 100% compliance with contractor monitoring schedule.
- 100% of our high-risk contractors have had a review biannually.

7.1.2 Appendix B - Health, Safety and Wellbeing Strategy(Cont.)**PRIORITY AREA 4****Information, supervision and training***Pārongo, whakahaere tikanga,
me ngā whakangungu*

At Whakatāne District Council, our employees complete role-relevant health and safety training to ensure they are equipped and empowered to contribute to a safe and thriving workplace.

OBJECTIVES

- 1** We have a comprehensive health and safety training programme that ensures our people know their health and safety responsibilities and can safely do their jobs.
- 2** All Whakatāne District Council employees have completed risk management training.
- 3** We have an up-to-date health and safety training matrix that captures all of our training needs.

KEY PERFORMANCE INDICATORS

- 100% of our employees have completed a health and safety induction.
- 100% of our employees have completed risk management training.
- 100% of employees who manage contractors have completed contractor management training.
- 100% of our health and safety representatives have completed health and safety rep training.
- 100% of our employees have completed role-specific training and are assessed as competent (SOP's).

7.1.2 Appendix B - Health, Safety and Wellbeing Strategy(Cont.)

PRIORITY AREA 5

Occurrence management

Whakahaere maiki



At Whakatāne District Council, we understand the different types of health and safety events and we know how to respond appropriately.

OBJECTIVES

- 1** We have clear occurrence definitions and reporting.
- 2** We have a robust investigation procedure, ensuring the right level of investigation is conducted for the scale of the occurrence.
- 3** We have competent investigators and a learning review team.
- 4** We are trained and competent in managing notifiable events.

KEY PERFORMANCE INDICATORS

- 100% of our people leaders are trained in the different types of occurrences and corresponding procedures.
- 100% of occurrences are managed as per the investigation procedure.
- 100% of level two occurrences are investigated.
- 100% of corrective actions from investigations are closed out within 30 days.

7.1.2 Appendix B - Health, Safety and Wellbeing Strategy(Cont.)

PRIORITY AREA 6

Health monitoring

Aroturuki hauora

**OBJECTIVES**

- 1** We are focused on work-related risks to health.
- 2** We prioritise high risk workers using an occupational health practitioner.
- 3** We receive regular reports on occupational health monitoring and take immediate action if our controls are not adequate.

KEY PERFORMANCE INDICATORS

- 100% of our work-related hazards have been identified and assessed by an occupational health practitioner.
- 100% of our health monitoring is conducted in relation to work-related hazards.
- 100% of our health monitoring is conducted as per recommended intervals.
- 100% of our psychosocial risks are identified, controlled and monitored.

7.1.2 Appendix B - Health, Safety and Wellbeing Strategy(Cont.)**PRIORITY AREA 7****Worker participation and engagement*****Te kuhukuhu me te pāhekoheko o ngā kaimahi***

At Whakatāne District Council, we recognise that the best health and safety outcomes are achieved through authentic worker engagement and participation practices.

Workers are at the heart of our organisation. Engaging and involving our workers in health, safety and wellbeing is our priority. Learning and growing together will build a strong foundation to support continuous improvement.

OBJECTIVES

- 1** We provide meaningful opportunities for workers to engage and participate with health and safety matters. We have a high performing health and safety committee.

KEY PERFORMANCE INDICATORS

- 100% of health and safety reps have completed health and safety rep training.
- 100% of health and safety committee meetings occur as scheduled.
- 85% of employees agree that Whakatāne District Council is committed to health and safety. (engagement survey)

7.1.2 Appendix B - Health, Safety and Wellbeing Strategy(Cont.)

PRIORITY AREA 8

Emergencies at work

Ngā ohotata mahi



We are emergency ready.

OBJECTIVES

- 1 We understand the types of emergencies that could occur.
- 2 We are prepared for the types of emergencies that could occur.
- 3 Our people are trained in all our emergency procedures.

KEY PERFORMANCE INDICATORS

- We have developed emergency procedures for all types of emergencies.
- 100% of our people are trained in emergency procedures.
- 100% of checks on emergency response equipment are occurring as per schedule.
- 100% of emergency drills have been conducted as per schedule.

7.1.2 Appendix B - Health, Safety and Wellbeing Strategy(Cont.)**PRIORITY AREA 9****Audit monitoring and review*****Te aroturuki me te arotake***

Continuous improvement is a fundamental part of our health and safety management system and we achieve this through a robust audit and review process.

OBJECTIVES

- 1** We have a robust audit and review framework to ensure our health and safety management system remains fit for purpose and implemented.

KEY PERFORMANCE INDICATORS

- 100% of internal audits occur as per schedule.
- 100% of safety observations on contractors occur as per schedule.
- 100% of audit recommendations are completed as per work plan.

7.1.2 Appendix B - Health, Safety and Wellbeing Strategy(Cont.)



7.1.2 Appendix B - Health, Safety and Wellbeing Strategy(Cont.)

WHAKATĀNE DISTRICT COUNCIL

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7.2 Organisation Performance Report - Quarter 2 2024/25**7.2 Organisation Performance Report - Quarter 2 2024/25**To: **Finance and Performance Committee**Date: **Thursday, 27 February 2025**Author: **G Mischefski-Gray/ Strategic Policy Analyst**Authoriser: **L Woolsey / Acting General Manager Strategy and Transformation**Reference: **A2819787****1. Reason for the report - Te Take mō tēnei rīpoata**

The purpose of this report is to provide the Finance and Performance Committee the Organisation Performance Report for Quarter 2 of the 2024/25 financial year (1 October– 31 December 2024).

2. Recommendation/s - Tohutohu akiaki

THAT the Organisation Performance Q2 2024/25 Report be **received**.

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.
- Business Plan: The report also provides an update on the business plan 2024-25 which supports the implementation of our annual work programme, providing greater visibility and accountability for the projects Council is working on for a one-year period.

This is the second report of the financial year 2024- 2025.

7.2 Organisation Performance Report - Quarter 2 2024/25(Cont.)**4. Discussion – Kōrerorero**

The report itself is a high-level overview of Council's performance. Across all performance measures Council is tracking in line with previous results.

- **Organisational Health:** Staff turnover is low, with only 4.87% exiting the organisation in Q2. Employee assistance has continued to be utilised at an increased rate over Q2. Māori cultural competency continues with excellent responses to an organisational survey and a Tikanga focused learning module.
- **Service Performance:** The residents survey overall satisfaction continues the downward trend. The requests for service were higher this quarter across all the top 8 categories.
- **Financial Performance:** The operating expenditure and fees and charges revenue sits within 5% variance of the budget. Capital expenditure (\$26.05M) remains below budget by 26.1%.
- **Preparedness Performance:** EOC roster remains the same and is slightly below target. Cyber security training has seen a significant increase this quarter from 37% to 46% completing the training modules.
- **Business Plan:** performance is tracking well with only 8% of items behind schedule.

5. Options Analysis - *Ngā Kōwhiringa*

There are no options as this is an information report.

6. Significance and Engagement Assessment - Aromatawai Pāhekoheko**6.1. 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.

6.2. Engagement and Community Views

Engagement on this matter is not being undertaken in accordance with Section 6.0 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 (low significance).

7. Considerations - *Whai Whakaaro***7.1. Strategic Alignment**

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

7.2. Legal

The Local Government Act 2002 (LGA 2002) requires Council to demonstrate they are accountable to their communities. Council quarterly reporting, in relation to the LGA 2002, serves as a key process for ensuring transparency, accountability and ongoing performance monitoring.

7.2.1 Appendix 1 - Organisation Performance Measures Q2 2024_25

7.3. Financial/Budget Considerations

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

7.4. Climate Change Assessment

There are no significant or notable impacts associated with the matters of this report.

7.5. Risks

There are no significant or notable risks associated with the matters of this report.

Attached to this Report:

- Appendix A – Organisation Performance Measures Quarter 2024/25

7.2.1 Appendix 1 - Organisation Performance Measures Q2 2024_25

7.2.1 Appendix 1 - Organisation Performance Measures Q2 2024_25(Cont.)

Whakatāne District Council

ORGANISATION PERFORMANCE REPORT Q2

Q2 2024/2025

1st October – 31st December

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

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WHAKATĀNE
District Council
Kia Whakatāne au i ahau

WHAKATĀNE DISTRICT COUNCIL ORGANISATION PERFORMANCE REPORT Q1

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7.2.1 Appendix 1 - Organisation Performance Measures Q2 2024_25(Cont.)

Purpose of this Report

Te take o tēnei pūrongo

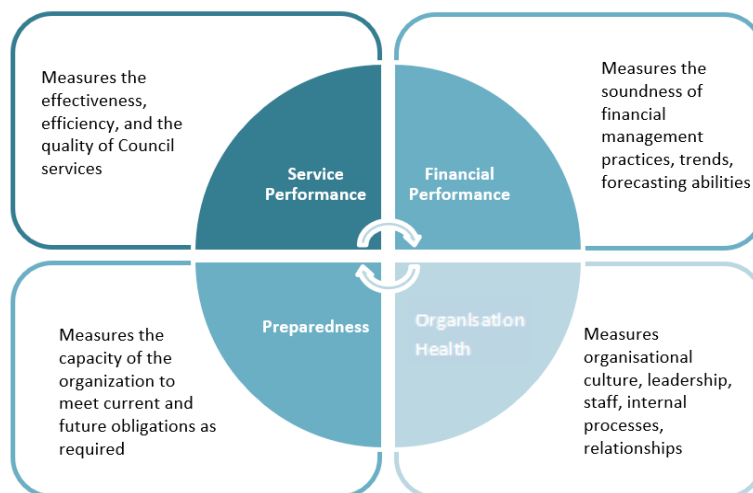
This Organisation Performance Report is a quarterly report presented to Council and covers quarter 2 of the 2024/25 financial year: 1st October – 31st December.

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.



7.2.1 Appendix 1 - Organisation Performance Measures Q2 2024_25(Cont.)

Quarterly Summary

Organisation Health

Cultural and Leadership People Survey results provide a gauge on how staff feel about working at WDC. At 67%, the result for cultural related questions in Q2 is a slight increase from the Q1 result of 63% and is sitting just below the local government benchmark. Quarter 2 has seen another high number of staff accessing employee assistance programmes. Turnover remains steady with a rolling 12-month percentage of 11% below the target of 14%.

This reporting period showcased advancing Māori cultural competency through multiple initiatives like a tikanga Māori courses. A survey was completed to assess the organisational needs and ensure the Te Kahupapa framework is fit for purpose. The results revealed the strengths of the organisation and the areas to develop.

Service Performance

Satisfaction with Council services for this quarter is sitting just above the national benchmark. The Q2 Resident Satisfaction Survey saw a drop of 10% in overall resident satisfaction. Of the requests for service (RFS) received in the second quarter, 93% were completed and 5% scheduled, showing a slight increase from the previous quarter. The RFS categories remained largely the same as the previous quarter relating to this period.

Financial Performance

Overall operating expenditure largely aligns with budget for the 2025 financial year. Capital Expenditure is below budget by 26.1%. Total Debt (163.5M) is also below the forecasted \$173.8M. Land Rate debt is \$8.35M at end of December 2024 with 95.63% of invoiced rates collected.

Preparedness Performance

The minimum requirement for a full Emergency Operations Centre (EOC) roster is 90 staff. There are 85 staff available to roster in the WDC EOC, of which 77% have completed intermediate level training. 46% of staff completed their cyber security training, while still below target (50%), this is a significant improvement from previous quarters.

Business Plan

The Whakatāne District Council Business Plan Reporting provides an overview on progress against the Council's work programme as set out in the Council's Business Plan for the 2024-25 financial year. There are a total of 278 items listed in the Business Plan for the 2024-25 year; of these items, 80% are either completed or on track at the end of quarter 2 or 91% if we remove 'non-live' items – e.g. those not yet due to commence, or that have been discontinued). 19 items are at tagged as high profile and 8% (22 items) are behind schedule.

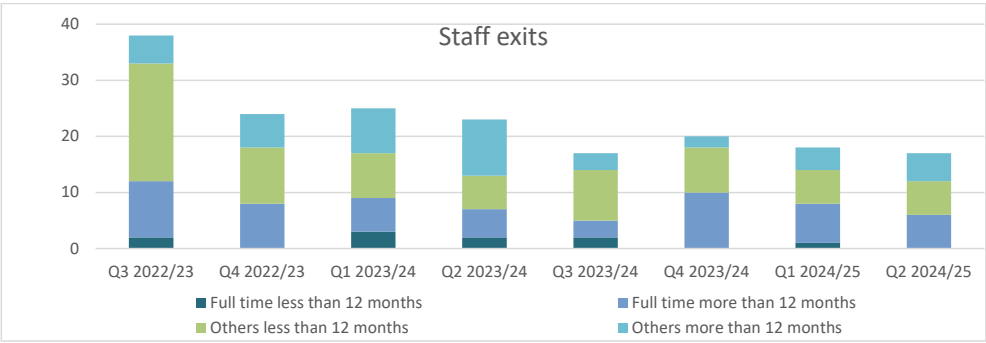
7.2.1 Appendix 1 - Organisation Performance Measures Q2 2024_25(Cont.)

Organisation Health Measures

Ngā inenga hauora o te tōpūtanga

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

351 employees	+4.2% vs previous quarter +5.4% vs previous year	266 full time permanent staff	+2.3% vs previous quarter +8.1% vs previous year
------------------	---	----------------------------------	---



During Quarter 2, 17 employees (4.87%) exited the organisation - six of these were full-time, permanent employees and the remaining 11 were part-time, fixed term or casual. Our rolling 12-month turnover of 11.28% (for full time, permanent staff) remains below our target of 14%. This figure has decreased quarter on quarter for the previous six periods. This is a positive indicator of our retention approaches.

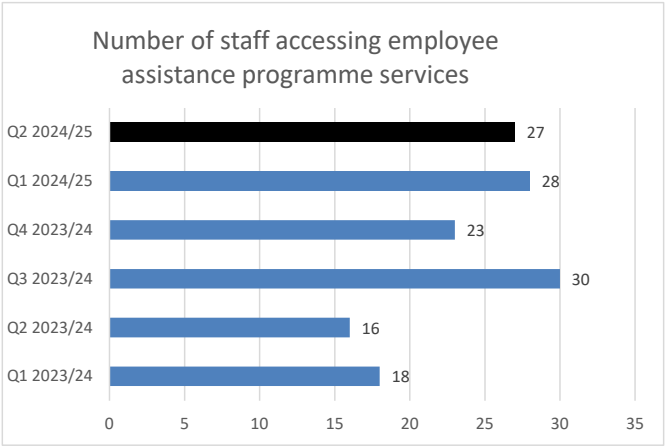


The overall survey score remains in a positive space with a score of 67%. An increase of 4% from Q1.

Participation was at 57%.

Target: 70%.

7.2.1 Appendix 1 - Organisation Performance Measures Q2 2024_25(Cont.)



There has been good utilisation of our employee assistance services in the past quarter. This has included people seeking assistance for personal support alongside those in community facing roles with high levels of conflict, such as Animal Control Officers, completing their routine “warrant of fitness” checks.

Health and Safety

38 Health and safety incidents

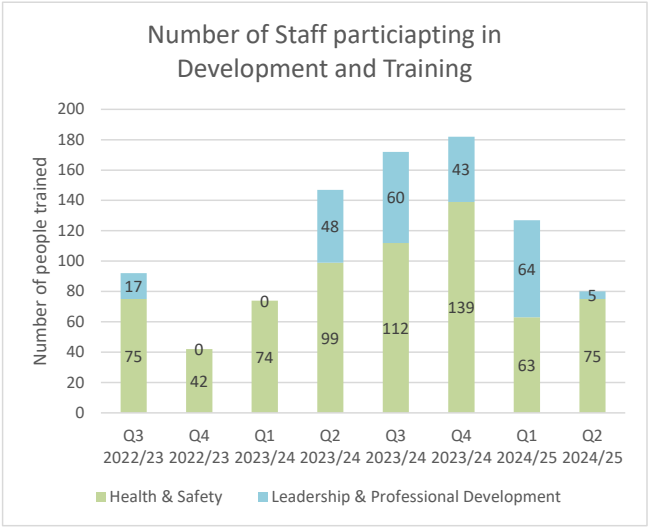
8 near misses

15 injuries

23 Incidents

Additional information can be found in our Health and Safety Report.

The majority of our leadership and professional development training is done during the middle of the calendar year. Over Quarter 2 there has been a range of health and safety training programmes delivered including Situation Safety, Advanced Working at Heights, and First Aid. In addition, 9 staff members attended a two-day workshop on Incident Investigations. Those that attended reported the training to be informative and the practical scenarios were valuable in cementing the learnings.



7.2.1 Appendix 1 - Organisation Performance Measures Q2 2024_25(Cont.)**Organisational Cultural Competency Training**

40 staff attending cultural competency training programmes.

This reporting period highlights the changing environment, challenges and successes for our team in terms of resourcing and our work programme.

Te Ara ki Tua Survey:

In October, the team conducted an organisational survey to assess the needs of the organisation and ensure the Te Kahupapa framework is fit for purpose. The results revealed a strong cultural shift within the organisation, demonstrating a commitment to integrating Te Ao Māori and a deep appreciation for Te Reo Māori and its relevance to staff work. The survey highlighted opportunities to enhance training, with staff expressing a clear desire for further growth and learning in Te Ao Māori, Te Reo Māori, and an understanding of Te Tiriti o Waitangi. This focus on development provides a pathway for continuous learning, fostering more meaningful relationships and a deeper connection with Te Ao Māori.

Te Puāwaitanga o Te Reo - Te Reo me ona tikanga

In response to observations, feedback, and survey results, the November/December Te Puāwaitanga block shifted focus to Tikanga. The programme included four 1.5-hour classroom sessions, and a half-day visit to historical sites and a marae. Smaller group sizes facilitated open discussions and questions. Survey responses were overwhelmingly positive:

"Practices and protocols helped me understand the background and the importance for Māori to know their origins."

"It was a privilege to participate in the takahi whenua and Marae Visit, especially hearing kōrero from Moerangi, Matetu, and Whaea Waitangi."

"Loved the chance to practice hongi in a safe space, ask questions about its practice and history, and understand the concept of breath of life—so valuable!"

Internal Support

We are progressing with the creation of internal policies, templates and guidelines to enable efficiencies, clarity and streamline organisational responsiveness in our daily operations. These projects aim to empower our staff, allowing them to work more comfortably and confidently with Iwi and Hapū on projects specific to their areas of work.

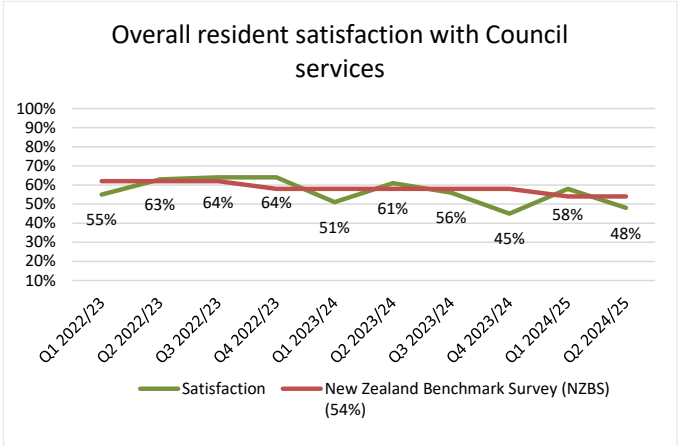
These projects include logged job requests, interim Te Reo Guidelines and Koha Guidelines, Procurement Māori services Guidelines, Cultural Monitoring Guidelines, Te Reo Policy and implementing Reo Rua strategies into usual day to day operations. We have a range of similar projects that we plan to initiate within the next year.

7.2.1 Appendix 1 - Organisation Performance Measures Q2 2024_25(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.

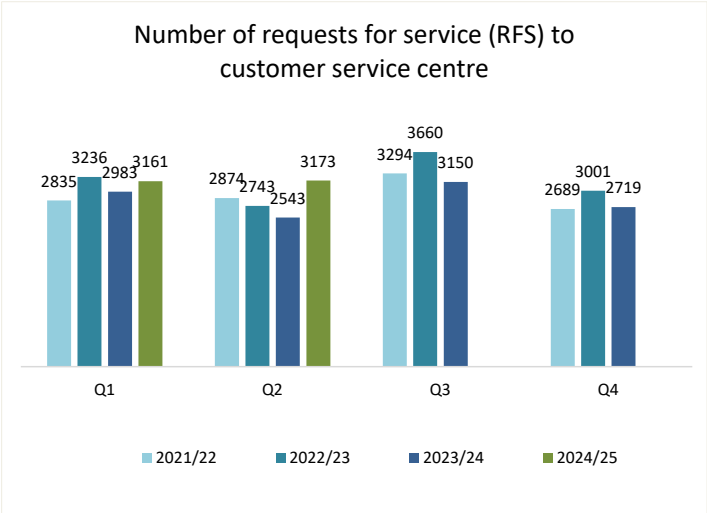


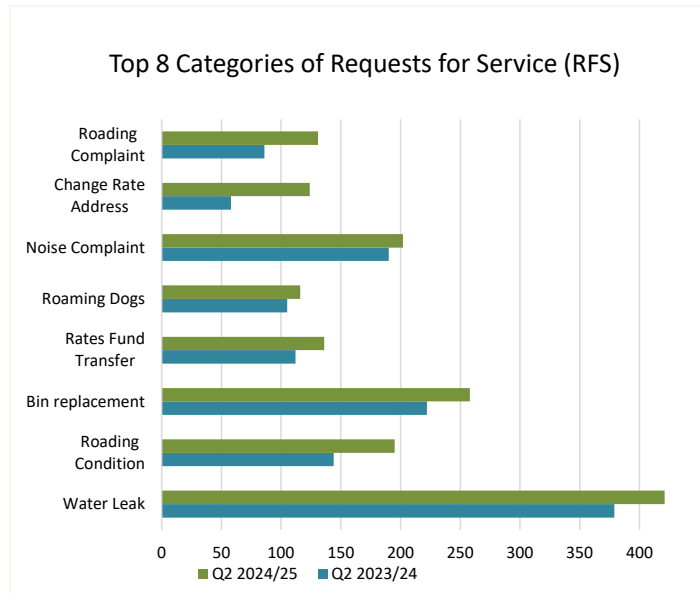
This quarter, we received an overall resident satisfaction result of 48%. Satisfaction had decreased from our Q1 result of 58%. However, the rolling average (The previous 4 quarters) is at 52%.

Within the Residents Survey for this quarter, 4 of 15 of Council’s Long-Term Plan targets were met/exceeded (sewerage, swimming pools, cemeteries and waste collection). 6-out-of-15 were close to target and within their margins of error.

There were 630 more RFS’ logged in Q2 2024 than during the same period last year (Q2 2023).

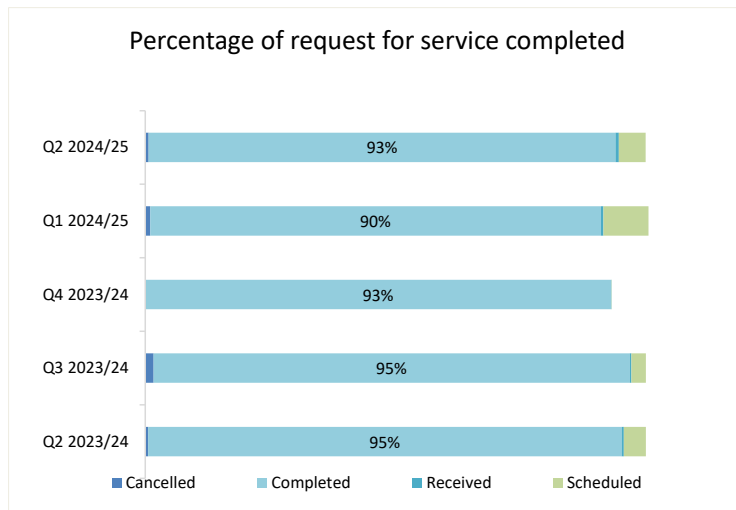
In addition to that, the RFS reporting structure was changed (starting 1st July 2024) to accommodate the request from Audit NZ to log duplicate phone calls for the same issue. This has mainly affected the Water RFS type, with multiple calls regarding the same water leak now being logged for the same issue. All calls regarding planned and emergency water shutdowns are now logged as a Request for Service, rather than treating these queries as a request for information.



7.2.1 Appendix 1 - Organisation Performance Measures Q2 2024_25(Cont.)

All subtypes as the same from Q2 2023/24, but small movement in ranking has occurred. Subtypes that are higher in this quarter are the noise and roading complaints, likely due to the holiday period.

Within this quarter, we experienced the major water line burst affecting the Rangitaiki Plains water supply. This did generate a greater than normal number of waters RFS's that day.



8238 calls received by customer service

90.52% of calls answered within 30 seconds

Target: 85%

Of the 3,173 requests for services that were received this quarter, 93% of these have been completed and 5% scheduled when information extracted from Ozone.

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

Target: 90% completed and scheduled.

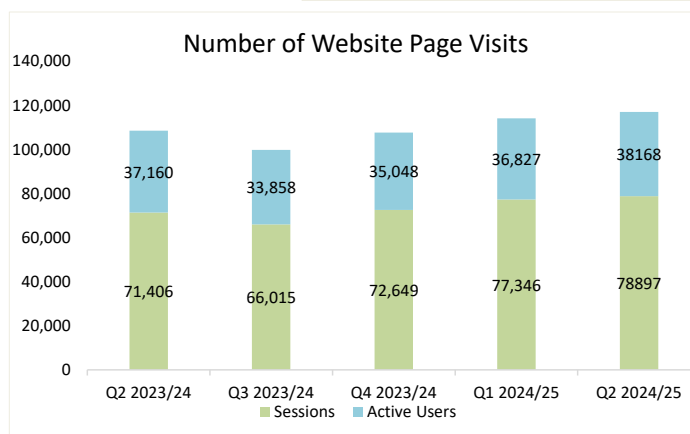
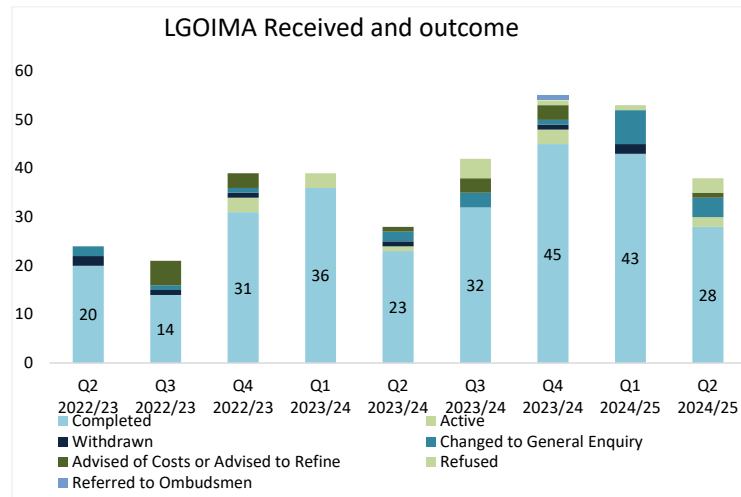
Finance and Performance Committee - AGENDA

7.2.1 Appendix 1 - Organisation Performance Measures Q2 2024_25(Cont.)

100% requests under the Local Government Official Information and Meetings Act (LGOIMA) processed within 20 days (statutory timeframe)

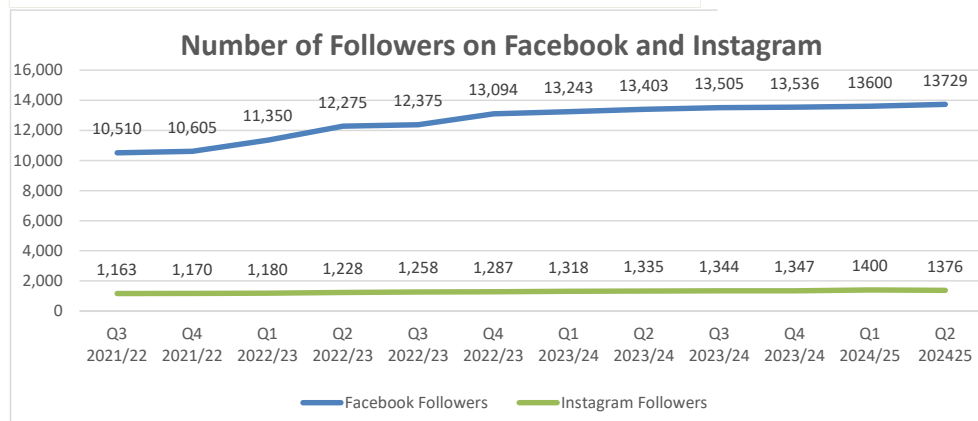
Target: 100%

Of those refused, two were only partially refused.



Reporting remains as New Zealand Traffic Only.

Sessions: a period 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.



Finance and Performance Committee - AGENDA

7.2.1 Appendix 1 - Organisation Performance Measures Q2 2024_25(Cont.)**Campaigns****74 Delivered:**

Agenda covers	Quay Street bus stop closure – Project Futureproof
Annual Plan	Rangitāiki Plains water interruption
Annual Report + Summary	Rates invoice
Aratakina – ePMO	Raumati in the rohe campaign
Boat ramp signs	Resource Recovery Centre signage for Whakatāne and Murupara
Burst water main – Goulstone Road	Road closures – night works
Christmas Parade	Road Naming and Addressing Policy
Climate Change adaptation collateral	Road Safety event promotion
Coastal Hazards	Road Safety Improvements – Ōhope 4 Square
Commerce Street night works	Rubbish and recycling hours
District entrance signs	Solar Farm airport
Diversity, Equity, and Inclusion Policy - Consultation	Spatial Plan engagement
Dredging	Stormwater upgrade – James Street
Edgumbe Shared Pathway	Summer liquor licensing
Endangered shore birds nesting	Summer Pool Safety
Flower removal	Summer road works campaign
Food Control Plan coaching session	Sunair launch
Freedom Camping and Public Places	Sunshine Season guide
Galleries exhibitions: Te Tuangahuru o Ngāti Awa Te Toki - A Vision Realised, Whakapiri ki Rangimaria, Pū Oho	Swings closed – Ocean Playground
Heavy Rain event x2	Thornton West Bank Road Renewal
Hinemoa Stormwater Project	Three Waters Consent Replacement Programme
Honoa Hapori	Tourism - Discover our summer
Hoops in Parks	Tsunami messaging
Increase in parking fees – accessibility parking	Wastewater spill – Orini Canal
Kotahitanga 2024	Waters emergency works – x4
Light Party	Website upgrade
Local Wild Food Festival	Wellbeing Group events and promotion
Matatā Community Vision	Whakaari fifth anniversary events
Matatā Wastewater – land purchase	Whakatāne Airport signs
Mimiha Stream Bridge	Whakatāne Aquatics Centre signs refresh – Stage 1
Mokorua water shutdown	Whakatāne CBD – road works
Newsletters	Whakatāne Holiday Park rebrand and collateral
Ōhope Golf Club tree removal sentencing	Whakatāne Summer Holiday Guide
Olympic Parade	Wharfside promotion and upgrade
Over 80s Morning Tea	Youth Council applications and recruitment
Overnight parking signs update	
Parking infringements campaign	
Planned water shutdowns	

7.2.1 Appendix 1 - Organisation Performance Measures Q2 2024_25(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

2024/25 YTD	ACTUAL	BUDGET	VARIANCE %	Target
	\$43.31M	\$44.78M	-3.3%	At or within 5% of budget

Capital Expenditure

2024/25 YTD	ACTUAL	BUDGET	VARIANCE %	Target
	\$26.05M	\$35.26M	-26.1%	At or within 5% of budget

Fees and charges revenue

2024/25 YTD	ACTUAL	BUDGET	VARIANCE %	Target
	\$4.85M	\$4.81M	0.9%	At or within 5% of budget

Other Revenue

2024/25 YTD	ACTUAL	BUDGET	VARIANCE %	Target
	\$47.28M	\$49.91M	-8%	At or within 5% of budget

Debt as a proportion of Annual Plan forecast

ACTUAL	FORECAST	VARIANCE %	Target
\$163.5M	\$173.8M	6.0%	Within 5% of forecast debt

Rates Debtors

PERCENTAGE COLLECTED	VARIANCE %	Target
95.63%	4.37%	Within 5% of total rates

Operating Expenditure YTD: Operating expenditure is within range of budget overall at the close of Q2.

Capital Expenditure YTD: Project delivery to the end of December is behind budget. Staff are currently reviewing and rephasing capital budgets.

Fees and Charges YTD: Fees and charges align with budget overall at the close of Q2.

Other Revenue YTD: Predominant driver of other revenue under budget is operational and capital subsidies and development contributions, this is related to the timing of projects and the impact of withdrawal of NZTA funding.

Debt as a proportion of LTP forecast: Debt of \$163.5M is less than full year budgeted debt of \$173.8m at close of Q2, full year debt is anticipated to be \$177.5m which is \$3.7m higher than budget at the close of the financial year.

Rates Debtors as a % of Total Rates: Land Rate debt is \$8.35M at end of Q2 (this debt relates to prior years as well). Percentage of invoiced rates collected 95.6%

7.2.1 Appendix 1 - Organisation Performance Measures Q2 2024_25(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.

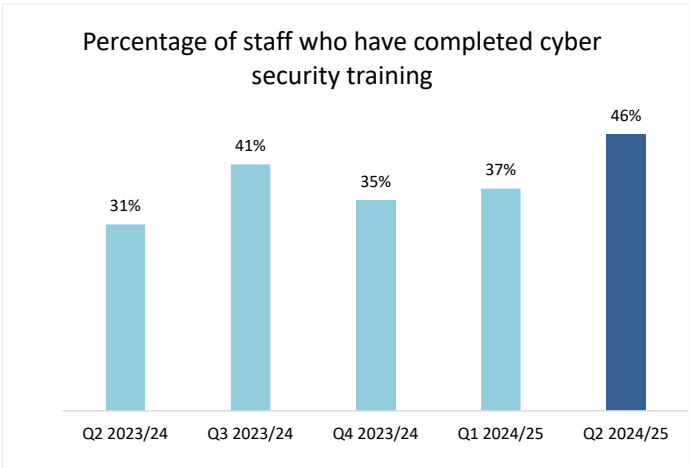
Emergency Operations Centre

The minimum staffing requirement for a full 24/7 EOC roster is three shifts, each comprised of 11 managers and 19 pool staff. This provides 30 staff per shift with a total of 90 staff on the roster. WDC currently has 85 staff on the EOC roster as shown in the table below.

	Minimum required	Appointed
Managers	33	29
Pool Staff	57	56
Total	90	85

77% of rostered staff have completed intermediate level training which is the minimum training requirement for pool staff. Staff leaving at WDC at the end of 2024 are part of this roster. Some management staff have an additional requirement to complete function specific training for their role.

Cyber Security



In Q2, cybersecurity trainings were provided by our provider KnowBe4 including topics such as Safe Securely Online and Spot Bad Email Attachments. 46% of staff completed these. We have continued to give coffee vouchers each month to a random list of 5 staff members who have completed their training in an endeavour to increase participation levels.

In Q2 trainings were only sent out in October and November.

Target: 50%

7.2.1 Appendix 1 - Organisation Performance Measures Q2 2024_25(Cont.)

Council Business Plan 2024-25 – Progress Report

Whakatāne District Council Business Plan 2024-25 – Q2 Report (status of work programme as of 31 December 2024)

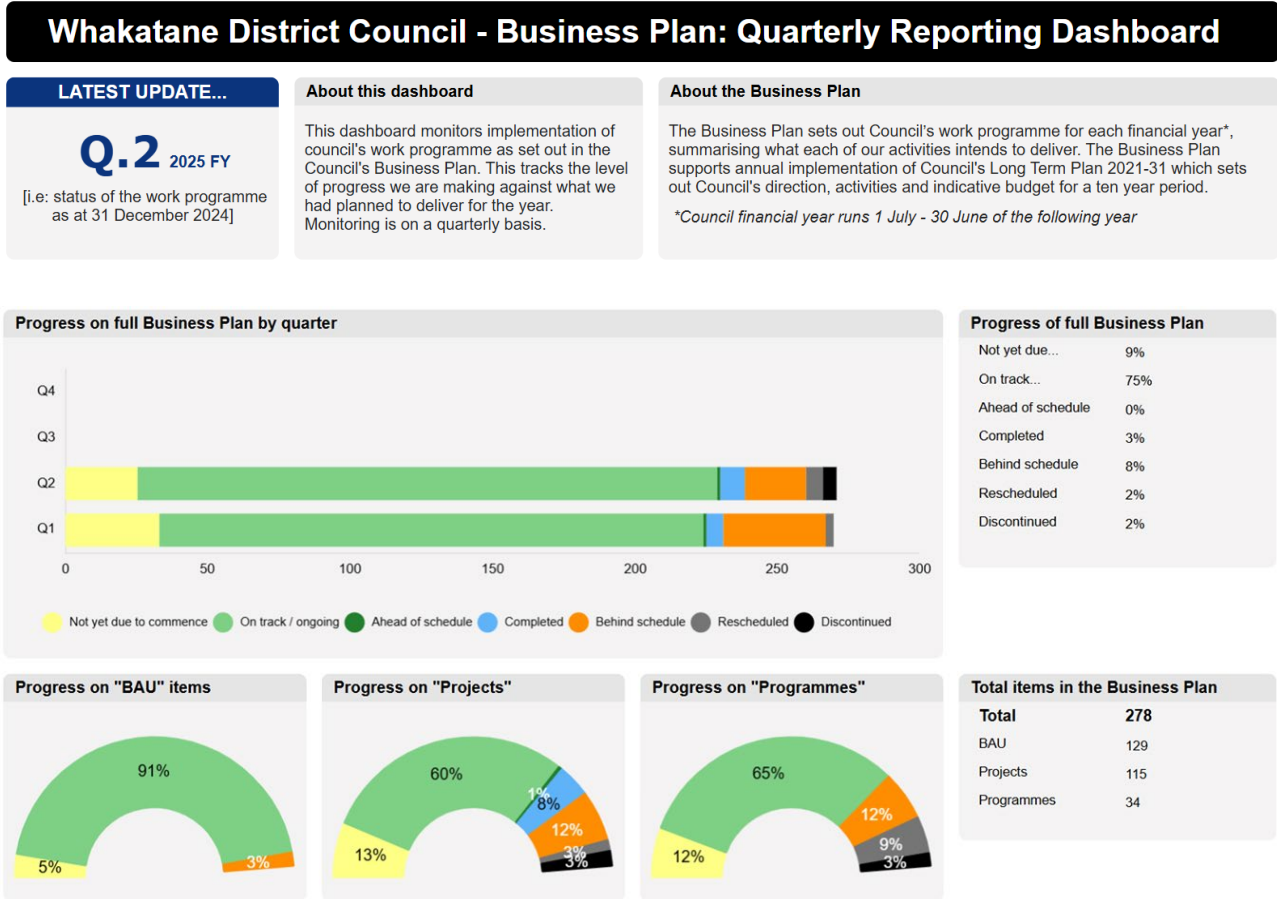
The Business Plan supports implementation of our annual work programme, providing greater visibility and accountability for the things Council is working on for a one-year period. The current Business Plan covers the 2024-25 financial year. Quarterly reporting on the Business Plan keeps us in touch with our intention to 'successfully deliver our intended work programme for the year'. Detailed information and insights are provided to the Executive Team for organisation management purposes, with top line results provided to the Finance and Performance Committee through this report.

Overview of Q2 results

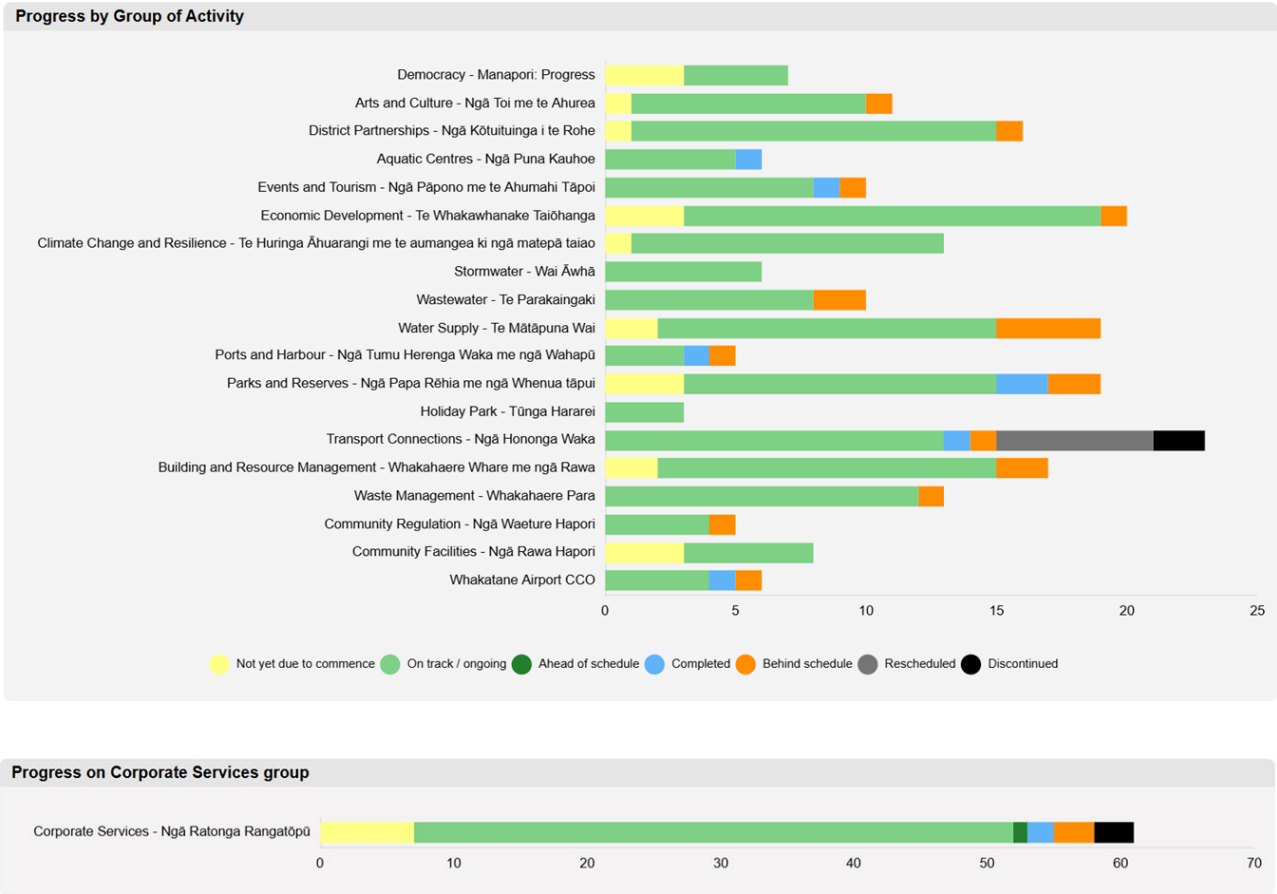
Overall progress:	<ul style="list-style-type: none"> There are 278 items listed in the Business Plan for the current financial year. 80% of items are on track or completed (or 91% if we remove 'non-live' items – e.g. those not yet due to commence, have been rescheduled, or have been discontinued). 66 of the items signal a completion date by the end of this financial year (EOFY). Of those due for completion by EOFY 74% on track or completed as at Q2 (or 86% if we remove 'non-live' items – e.g. those not yet due to commence, have been rescheduled, or have been discontinued).
Completions:	<ul style="list-style-type: none"> Completions already on the board at end Q1: <ul style="list-style-type: none"> 4.01.07 Murupara pool heat pump repair (completed ahead of schedule) 5.01.02 Move I-site location to allow for BOPRC flood wall work 11.01.03 Wairaka Centennial Park River steps and access improvements 12.01.09 Develop urban tree strategy 20.05.05 Finalise communications strategy and commence implementation 20.12.04 Finalise Long Term Plan 2024-34 and transition to implementation Further 'new' completions at end Q2: <ul style="list-style-type: none"> 12.01.08 Develop People and Places Strategy (formerly Open Spaces Strategy) 14.01.14 Smith Rd new bridge (WDC as partner, BOPRC led) 19.01.04 Develop Airport Masterplan
Business Plan variations:	<ul style="list-style-type: none"> 11 items in the Business Plan have been rescheduled out of the current year, or cancelled from the work programme: <ul style="list-style-type: none"> 6 transport projects rescheduled following changes in transport subsidy. 2 active Whakatane projects cancelled following changes in transport subsidy. 3 financial services projects cancelled with new GM reframing of portfolio

7.2.1 Appendix 1 - Organisation Performance Measures Q2 2024_25(Cont.)

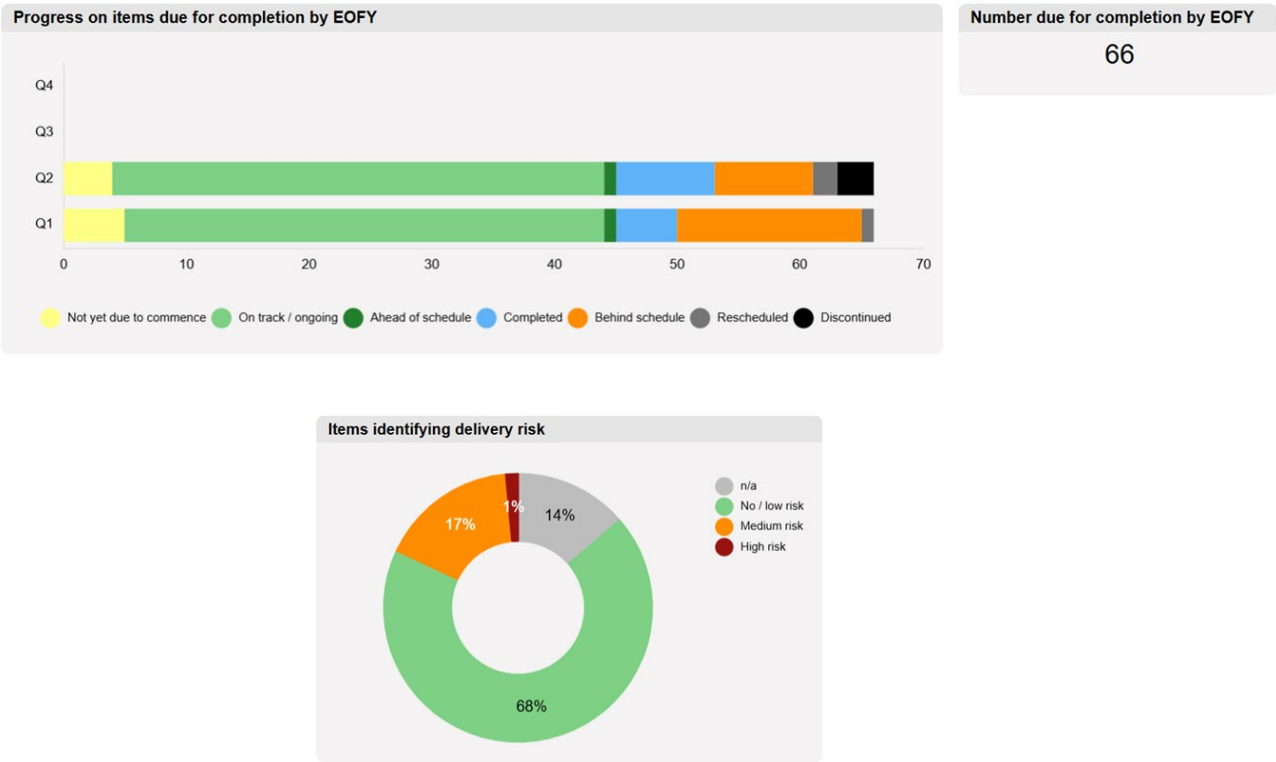
Behind schedule/ delivery risk	<ul style="list-style-type: none"> • 22 out of 278 items (8%) behind schedule as at Q2. • 46 items report medium level delivery risk, 4 items report high level delivery risk. • The four items reporting high delivery risk are: <ul style="list-style-type: none"> ○ 9.01.09 Wastewater upgrades - Matata wastewater scheme development ○ 10.01.07 Water Supply renewals - Telemetry and monitoring equipment renewal... ○ 14.01.17 Improvements for Growth - Keepa Rd improvements ○ 19.01.02 Manage Airport CCO planning, reporting and joint venture relationship
Status of high profile items:	<ul style="list-style-type: none"> • 19 items are tagged as 'high profile' for greater council visibility. • All high-profile items report 'progress' as "on track" except item one that has been completed. • One high-profile item carries "high risk" - 9.01.09 Matatā wastewater project – the main identified risk is uncertainty with project funding.



7.2.1 Appendix 1 - Organisation Performance Measures Q2 2024_25(Cont.)



7.2.1 Appendix 1 - Organisation Performance Measures Q2 2024_25(Cont.)



Finance and Performance Committee - AGENDA

7.2.1 Appendix 1 - Organisation Performance Measures Q2 2024_25(Cont.)

Overview of high profile / high interest Items				
Ref #	Primary	PROGRESS STATUS:	DELIVERY RISK LEVEL:	Intended completion (FY)
3.01.01	Implement and report on Te Toi Waka Whakareī (Māori Relationships Strategy)	On track / ongoing	Low risk	ongoing
6.01.06	Progress application to regional infrastructure fund / Kanoa (subject to completion of Regional Econ-Dev-Strategy)	On track / ongoing	Medium risk	2025
6.01.09	Manage Boat Harbour project workstreams and shareholder reporting to Council	On track / ongoing	Low risk	ongoing
6.01.10	Reset town centre riverfront project funding in negotiation with central government (Te Ara Hou)	On track / ongoing	Low risk	2025
6.02.04	Finalise plan for commercial management of Council commercial property portfolio	On track / ongoing	Low risk	2025
6.02.06	Integrate BoPRC town centre flood management with urban design master planning	On track / ongoing	Low risk	2028
7.02.03	Climate change adaptation programme development - stage 1: risk assessment	On track / ongoing	Medium risk	2025
9.01.09	Wastewater upgrades - Matata wastewater scheme development	On track / ongoing	High risk	2029
10.01.13	Water Supply upgrades - Otumahi reservoir and pipelines	On track / ongoing	Low risk	2025
10.02.01	3W Management - Navigate and implement response to 'local waters done well' reform	On track / ongoing	Medium risk	ongoing
12.01.10	Ngā Tapuwāe o Toi West End trail reinstatement (subject to external funding)	On track / ongoing	Medium risk	2025
15.03.03	Develop Eastern Bay of Plenty Spatial Plan	On track / ongoing	Low risk	2026
15.04.01	Wastewater discharge consent replacements (Equalised schemes)	On track / ongoing	Medium risk	ongoing
18.01.03	Rex Morpeth Park recreation hub - finalise Master plan	On track / ongoing	Low risk	2026
20.02.01	Develop EPMO pathway, project plan, and initial pilot	On track / ongoing	Medium risk	2025
20.09.02	Implement health and safety reset project	On track / ongoing	Medium risk	ongoing
20.10.07	Project Enterprise ERP replacement - Business case and implementation plan	On track / ongoing	Low risk	2025
20.12.04	Corporate planning - Finalise Long Term Plan 2024-34 and transition to implementation	Completed	n/a	2025
20.12.06	Corporate planning - Develop Annual Plan 2025-26	On track / ongoing	Low risk	2025

7.2.1 Appendix 1 - Organisation Performance Measures Q2 2024_25(Cont.)**How our measures are calculated**

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.

Overall resident satisfaction with Council services – Results are 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.

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.

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

7.2.1 Appendix 1 - Organisation Performance Measures Q2 2024_25(Cont.)



WHAKATĀNE DISTRICT COUNCIL ORGANISATION PERFORMANCE REPORT Q1

1 JULY- 30 SEPTEMBER 2024

Te Pūrongo Aroturukitanga Mahi a

Te Kaunihera ā-rohe o Whakatāne 1

7.3 Long-Term Plan Non-Financial Performance Reporting, Quarter 2 2024/25**7.3 Long-Term Plan Non-Financial Performance Reporting, Quarter 2 2024/25**To: **Finance and Performance Committee**Date: **Thursday, 27 February 2025**Author: **A Naidoo / Strategic Policy Analyst**Authoriser: **L Woolsey / General Manager Strategy & Growth**Reference: **A2836994****1. Reason 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 (1 October– 30 December 2024) of the 2024/25 financial year.

This report predominately focuses on the measures that are not met, or at risk of not being met.

2. Recommendation/s - *Tohutohu akiaki*

THAT the Long-Term Plan Non-Financial Performance Report for Quarter 2 2024/25 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 5 August 2024, the Council adopted the current LTP 2024-34 including an updated set of performance measures and targets to monitor levels of service delivery.

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 40 non-financial measures, with all 69 measures reported on in the Annual Report at the end of the financial year.

4. Discussion – Kōrerorero**4.1. How we are performing**

Figure 1 below indicates Council's progress towards the LTP 2024-34 non-financial performance measures for the second quarter of the 2024/25 financial year (1 October – 30 December 2024). The 2024/25 financial year is the first year of reporting against the current LTP and uses the targets set for year one.

Of the 40 non-financial performance measures reported quarterly, 33 are on track to be achieved, five are at risk and two are known not to have met the year-end target.

7.3 Long-Term Plan Non-Financial Performance Reporting, Quarter 2 2024/25(Cont.)*Figure 1: Year-end year forecast of non-financial performance measures as at the end of Quarter 2***4.2. Performance measures that will not be achieved by end of financial year****4.2.1. The extent to which Council's drinking water supplies comply with Part 4 of the Drinking Water Standards (bacteria compliance criteria)**

Strategic Priority	Building climate change and natural hazard resilience, including our infrastructure
Activity	Water supply
Annual Target	All schemes compliant
Quarter 2 result	3 schemes compliant out of 9
Year to date (1 July– 31 December 2024)	Not achieved
Comment	Results for compliance with Part 4 of the Drinking-water Standards for New Zealand 2005 (revised 2018) are assessed using outcomes against the New Drinking Water Quality Assurance Rules (DWQAR) treatment plant bacterial rules and distribution system rules. For details refer to Appendix 2.

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

Strategic Priority	Building climate change and natural hazard resilience, including our infrastructure
Activity	Water supply
Annual Target	8 schemes compliant out of 9
Quarter 2 result	3 scheme compliant out of 9
Year to date (1 July – 31 December 2024)	Not achieved
Comment	Results for compliance with Part 5 of the Drinking-water Standards for New Zealand 2005 (revised 2018) are assessed using outcomes against New Drinking Water Quality Assurance Rules (DWQAR) treatment plant protozoal rules. For details refer to Appendix 2.

7.3 Long-Term Plan Non-Financial Performance Reporting, Quarter 2 2024/25(Cont.)

Following Central Government public consultation in early 2024, changes to the Non-Financial Performance Measures Rules were finalised by the Department of Internal Affairs (DIA).

The mandatory measures included in the LTP 24/34 and mentioned in 4.2.1 and 4.2.2 (safety of drinking water) of this report have been replaced on 21 August 2024 by a new mandatory performance measure: The extent to which the local authority's drinking water supply complies with the following parts of the drinking water quality assurance rules:

- a. 4.4 T1 Treatment Rules;
- b. 4.5 D1.1 Distribution System Rule;
- c. 4.7.1 T2 Treatment Monitoring Rules;
- d. 4.7.2 T2 Filtration Rules;
- e. 4.7.3 T2 UV Rules;
- f. 4.7.4 T2 Chlorine Rules;
- g. 4.8 D2.1 Distribution System Rule;
- h. 4.10.1 T3 Bacterial Rules;
- i. 4.10.2 T3 Protozoal Rules; and
- j. 4.11.5 D3.29 Microbiological Monitoring Rule.

This new performance measure reflects the current Water Services (Drinking Water Standards New Zealand) Regulations 2022 following the transfer of regulatory responsibilities to Taumata Arowai. Council has been reporting against these regulations since 2023. Staff are awaiting further guidance from DIA as to how to implement and report on this new measure for the ongoing future of this quarterly report and Annual Reports given this measure is not included in our current LTP.

For the 2023-24 Annual Report, at this stage, advice from DIA recommends taking the same approach as previous year's Annual Reports by reporting on both the old part 4 and part 5 performance measures and against the Drinking Water Standards until further guidance is given. Once we receive this further guidance, we will provide an overall update on the way we report on this measure.

4.3. Performance measures with results that are at risk of not meeting target by the end of the financial year

4.3.1. *Percentage of emergency customer service requests relating to roads and footpaths responded to within 2 hours*

Strategic Priority	Enhancing the safety, wellbeing, and vibrancy of communities
Activity	Transport Connections
Annual Target	90%
Quarter 2 result	84.38%
Year to date (1 July – 31 December 2024)	83.58%
Comment	During the training period of new staff not all response times have been entered within the allocated time to reflect the actual operational work being carried out. The result has improved from the previous quarter

7.3 Long-Term Plan Non-Financial Performance Reporting, Quarter 2 2024/25(Cont.)

Strategic Priority	Enhancing the safety, wellbeing, and vibrancy of communities
	and is expected to improve as the new staff become more experienced in the processes and procedures. A Standing Operation Procedure has been developed to further assist with this.

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

Strategic Priority	Enhancing the safety, wellbeing, and vibrancy of communities Building climate change and natural hazard resilience including our infrastructure
Activity	Transport Connections
Annual Target	95%
Quarter 2 result	87.38%
Year to date (1 July – 31 December 2024)	88.94%
Comment	During the training period of new staff not all response times have been entered within the allocated time to reflect the actual operational work being carried out. The result is expected to improve as the new staff become more experienced in the processes and procedures. A Standing Operation Procedure has been developed to further assist with this.

4.3.3. User satisfaction with Council's resource consent process

Strategic Priority	Building climate change and natural hazard resilience including our infrastructure
Activity	Building and Resource Management
Annual Target	60%
Quarter 2 result	90%
Year to date (1 July – 30 December 2024)	65%
Comment	In Q2 Council received one Satisfaction Survey back from those who used the consent process, which showed a result of 90% user satisfaction with Council's resource consent process. For both Q1 and Q2 only one result was received, hence the year-to-date result being the average of the one result received each quarter.

7.3 Long-Term Plan Non-Financial Performance Reporting, Quarter 2 2024/25(Cont.)**4.3.4. Percentage of non-notified resource consents processed within statutory timeframes.**

Strategic Priority	Building climate change and natural hazard resilience including our infrastructure
Activity	Building and Resource Management
Annual Target	90%
Quarter 2 result	86.50%
Year to date (1 October – 30 December 2024)	81.25%
Comment	Although below target, the result is expected to improve further as Council has successfully recruited a replacement Development Engineer after an 18-month vacancy. This is expected to assist with more timely assessments regarding interfaces with public assets and specific engineering requirements concerning applications for consent.

4.3.5. Amount of waste sent to landfill per person each year.

Strategic Priority	Shaping a green district
Activity	Waste Management
Annual Target	Below 70% of the national average amount
Quarter 2 result	112.88KG, 18.6%
Year to date (1 October – 30 December 2024)	221.09kg, 36.4%
Comment	<p>There is a risk that we will be above 70% of the national average amount at year end, with 36.4% recorded for the first half of the year.</p> <p>This KPI was set when the national amount was 740Kg p.p, p.a. The latest national average is 608Kg p.p, p.a. (Ministry for the Environment), meaning 70% of 608KG is 425.60 Kg.</p> <p>The large decrease in the national average amount affects council's ability to achieve the target.</p> <p>With new reporting regulations implemented over the past few years, there is more data flowing into central government. We originally set the target in 2021.</p> <p>The national amount per person, per annum has decreased due to these changes in reporting and more granularity in waste data.</p>

7.3.1 Appendix 1 - Non-Financial Performance Measures Q2 2024-25**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 6.0 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. Strategic Alignment**

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

6.2. Financial/Budget Considerations

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

6.3. Climate Change Assessment

Some individual measures in this report such as those related to waste and three waters may have a climate change impact. Impacts on their greenhouse gas emissions and climate change effects are assessed outside of reporting on these measures. There are no significant or notable impacts associated with the matters of this report.

6.4. Legal

The Local Government Act 2002 (LGA 2002) requires Council to demonstrate they are accountable to their communities. Council quarterly reporting, in relation to the LGA 2002, serves as a key process for ensuring transparency, accountability and ongoing performance monitoring.

6.5. Risks

The Committee will note the measures set out in section 4.2 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 2024/25.

Attached to this Report:

- Appendix 1: Non-Financial Performance Measure results, Quarter 2 2024/25
- Appendix 2: Compliance with New Zealand Drinking Water Quality Assurance Rules, Quarter 2 2024/25

7.3.1 Appendix 1 - Non-Financial Performance Measures Q2 2024-25

7.3.1 Appendix 1 - Non-Financial Performance Measures Q2 2024-25(Cont.)

Appendix 1: Quarter 2 Non-Financial Performance Measure results 2024/25

The table below presents the non-financial performance measure results for 1 October - 30 December 2024. The level of year forecast* has been based on the year to quarter end result 1 October - 30 December 2024. The previous year result is provided for comparison. Mandatory performance measures are indicated by a (M) in 40 total measures / 33 mandatory. *Please note the Previous Year Result is subject to the Annual Report Audit and may change.

Key
On track to achieve
Close and still
Result not available



Democracy											
Owner	Key Performance Indicator	Annual Target	Q1 Result	Q2 Result	Q3 Result	Year to Date (quarter end)	End of year forecast	Comments	Previous year result*	Strategic Priority	
Chairman	Percentage of meeting and committee agendas made available to the public within statutory timeframes	100.00%	100.00%	100.00%		100.00%			New Measure	Enhancing the safety, wellbeing, and vibrancy of communities	
Chairman	Percentage of Council meetings publicly livestreamed	90.00%	91.00%	100.00%		95.50%			New Measure	Enhancing the safety, wellbeing, and vibrancy of communities	

Devicis Partnerships											
Owner	Key Performance Indicator	Annual Target	Q1 Result	Q2 Result	Q3 Result	Year to Date (quarter end)	End of year forecast	Comments	Previous year result*	Strategic Priority	
Mayor/Clerk	The change from the previous year in the number of fatalities and serious injuries on the local road network, expressed as a number	Fewer crashes than the previous year	7	6		23			23 Crashes (4 Fatal and 19 Serious) 2 less than previous year	Enhancing the safety, wellbeing, and vibrancy of communities	

Stormwater Drainage											
Owner	Key Performance Indicator	Annual Target	Q1 Result	Q2 Result	Q3 Result	Year to Date (quarter end)	End of year forecast	Comments	Previous year result*	Strategic Priority	
Whakatane Whangarei	Number of flooding events* in the District	Less than 3	Zero	Zero		Zero			No flooding event	Building climate change and natural hazard resilience including our infrastructure	
Whakatane Whangarei	For each flooding event, the number of habitable floors affected (expressed per 1,000 properties connected to the Council's stormwater system)	Less than 10	Zero	Zero		Zero			No flooding event	Building climate change and natural hazard resilience including our infrastructure	
Whakatane Whangarei	The median response time to attend a flooding event, measured from the time that the Council receives notification to the time that service personnel reach the site	Less than 3 hours	Zero	Zero		Zero			No flooding event	Building climate change and natural hazard resilience including our infrastructure	
Whakatane Whangarei	The number of complaints received about the performance of the stormwater system, expressed per 1,000 properties connected to the Council's stormwater system	Less than 10	1.34	3.24		4.48			6.02	Building climate change and natural hazard resilience including our infrastructure	
Joint Initiative	Number of abatement notices received by the Council in relation to the resource consents for discharge from our stormwater system	Zero	Zero	Zero		Zero			Zero	Building climate change and natural hazard resilience including our infrastructure	
Joint Initiative	Number of infringement notices received by the Council in relation to the resource consents for discharge from our stormwater system	Zero	Zero	Zero		Zero			Zero	Building climate change and natural hazard resilience including our infrastructure	
Joint Initiative	Number of enforcement notices received by the Council in relation to the resource consents for discharge from our stormwater system	Zero	Zero	Zero		Zero			Zero	Building climate change and natural hazard resilience including our infrastructure	
Joint Initiative	Number of convictions received by the Council in relation to the resource consents for discharge from our stormwater system	Zero	Zero	Zero		Zero			Zero	Building climate change and natural hazard resilience including our infrastructure	

Wastewater											
Owner	Key Performance Indicator	Annual Target	Q1 Result	Q2 Result	Q3 Result	Year to Date (quarter end)	End of year forecast	Comments	Previous year result*	Strategic Priority	
Whakatane Whangarei	The total number of complaints received by the Council about any of the following: sewage odour, sewerage system faults, sewerage system blockages, and the Council's response to issues with its sewerage system, expressed per 1,000 connections to the Council's sewerage system	Less than 40	1.56	2.80		4.36			6.00	Building climate change and natural hazard resilience including our infrastructure	
Whakatane Whangarei	Median response time to attend sewerage overflows 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	0.33	0.48		0.43			0.51 hours	Building climate change and natural hazard resilience including our infrastructure	
Whakatane Whangarei	Median response time to resolve sewerage overflows 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	2.33	25.63		14.98			4.26 hours	Building climate change and natural hazard resilience including our infrastructure	
Whakatane Whangarei	Number of dry weather sewerage overflows from the Council's sewerage system, expressed per 1,000 sewerage connections to that sewerage system	Less than 3 overflows	0.25	0.49		0.65			1.07 hours	Building climate change and natural hazard resilience including our infrastructure	
Joint Initiative	Number of abatement notices received by the Council in relation to the resource consents for discharge from our sewerage systems	Zero	Zero	Zero		Zero			Zero	Building climate change and natural hazard resilience including our infrastructure	
Joint Initiative	Number of infringement notices received by the Council in relation to the resource consents for discharge from our sewerage systems	Zero	Zero	Zero		Zero			Zero	Building climate change and natural hazard resilience including our infrastructure	
Joint Initiative	Number of enforcement notices received by the Council in relation to the resource consents for discharge from our sewerage systems	Zero	Zero	Zero		Zero			Zero	Building climate change and natural hazard resilience including our infrastructure	
Joint Initiative	Number of convictions received by the Council in relation to the resource consents for discharge from our sewerage systems	Zero	Zero	Zero		Zero			Zero	Building climate change and natural hazard resilience including our infrastructure	

Water Supply											
Owner	Key Performance Indicator	Annual Target	Q1 Result	Q2 Result	Q3 Result	Year to Date (quarter end)	End of year forecast	Comments	Previous year result*	Strategic Priority	
Joint Initiative	The extent to which Council's drinking water supplies comply with Part 4 of the Drinking Water Standards (bacterial compliance criteria)	All schemes compliant	5 schemes out of 9	5 schemes out of 9		5 schemes out of 9			2 schemes compliant	Building climate change and natural hazard resilience including our infrastructure	
Joint Initiative	The extent to which Council's drinking water supplies comply with Part 5 of the Drinking Water Standards (chemical compliance criteria)	8 schemes compliant out of 9	4 schemes out of 9	3 schemes out of 9		4 schemes out of 9			1 scheme compliant	Building climate change and natural hazard resilience including our infrastructure	
Whakatane Whangarei	Total number of complaints received by the Council about any of the following: drinking water clarity, drinking water taste, drinking water odour, drinking water pressure or flow, continuity of supply, Council's response to any of these issues. Expressed per 1,000 connections to the Council's networked reticulation system.	Less than 50 overall	6.59	9.62		16.21			14.18	Building climate change and natural hazard resilience including our infrastructure	
Whakatane Whangarei	Median response time to attend urgent call-outs for a fault or unplanned interruption to Council's networked reticulation system from the time that the Council receives notification to the time that the service personnel reach the site	Less than 1 hour	0.58	0.38		0.43			0.47 hours	Building climate change and natural hazard resilience including our infrastructure	
Whakatane Whangarei	Median response time to resolve urgent call-outs for a fault or unplanned interruption to Council's networked reticulation system from the time that the Council receives notification to the time that the service personnel confirm resolution of the fault or interruption	Less than 8 hours	2.91	3.00		3.05			2.55 hours	Building climate change and natural hazard resilience including our infrastructure	
Whakatane Whangarei	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	17.83	16.96		17.49			15.65 hours	Building climate change and natural hazard resilience including our infrastructure	
Whakatane Whangarei	Median response time to resolve non-urgent call-outs for a fault or unplanned interruption to Council's networked reticulation system from the time that the Council receives notification to the time that the service personnel confirm resolution of the fault or interruption	Less than 48 hours	20.60	19.38		20.32			18.83 hours	Building climate change and natural hazard resilience including our infrastructure	

* 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 RTs logged.

Whakareia Holiday Park											
Owner	Key Performance Indicator	Annual Target	Q1 Result	Q2 Result	Q3 Result	Year to Date (quarter end)	End of year forecast	Comments	Previous year result*	Strategic Priority	
Red Book	Total guest nights in the Whakareia Holiday Park	Above 25,000	5,111	4,002		7,173	22,500	December stays down on last year, possibly due to recessionary pressures	25,472	Marketing plan for Shoulder and Off peak seasons, Review of Abolitions and Recreation space	

Transport Connections											
Owner	Key Performance Indicator	Annual Target	Q1 Result	Q2 Result	Q3 Result	Year to Date (quarter end)	End of year forecast	Comments	Previous year result*	Strategic Priority	

Finance and Performance Committee - AGENDA

7.3.1 Appendix 1 - Non-Financial Performance Measures Q2 2024-25(Cont.)

Just-Itte Heretika, 2H	Percentage of emergency customer service requests relating to roads and footpaths responded to within 2 hours	90.00%	82.80%	84.33%		83.58%		During the training period of new staff not all response times have been entered within the allocated time to reflect the actual operational work being entered into. The result has improved from the previous quarter and is expected to improve as the new staff become more experienced in the processes and procedures. A Standing Operation Procedure has been developed to further assist with this.	84.40%	Enhancing the safety, wellbeing, and vibrancy of communities
Just-Itte Heretika, 1H	Percentage of all other customer service requests relating to roads and footpaths responded to within 7 days	95.00%	92.35%	87.33%		88.94%		During the training period of new staff not all response times have been entered within the allocated time to reflect the actual operational work being entered into. The result is expected to improve as the new staff become more experienced in the processes and procedures. A Standing Operation Procedure has been developed to further assist with this.	90.63%	Enhancing the safety, wellbeing, and vibrancy of communities

Building and Resource Management										
Owner	Key Performance Indicator	Annual Target	Q1 Result	Q2 Result	Q3 Result	Year to Date (quarter end)	End of year forecast	Comments	Previous year result	Strategic Priority
Whakareia	User satisfaction with Council's resource consent process	60.00%	40.00%	90.00%		65.00%		In Q2 Council received one satisfaction survey back from those who used the consent process, which showed a result of 90% user satisfaction with Council's resource consent process. For both Q1 and Q2 only one result was received, hence the year-to-date result being the average of the one result received each quarter.	New Measure	Enhancing the safety, wellbeing, and vibrancy of communities
Whakareia	Percentage of non-notified resource consents processed within statutory timeframes	90.00%	76.00%	85.50%		81.25%		Although below target, the result is expected to improve further as Council has successfully recruited a replacement Development Engineer after an 18-month vacancy. This is expected to assist with more timely assessments regarding interface with public assets and specific engineering requirements concerning applications for consent.	New Measure	Enhancing the safety, wellbeing, and vibrancy of communities
Waikato	Percentage of building consent applications processed in accordance with statutory timeframes	90.00%	94.64%	90.70%		92.70%			New Measure	Enhancing the safety, wellbeing, and vibrancy of communities
Waikato	User satisfaction with Council's building consent process	60.00%	69.67%	71.60%		70.64%			New Measure	Enhancing the safety, wellbeing, and vibrancy of communities

Waste Management										
Owner	Key Performance Indicator	Annual Target	Q1 Result	Q2 Result	Q3 Result	Year to Date (quarter end)	End of year forecast	Comments	Previous year result	Strategic Priority
Ngāwhai	Amount of waste sent to landfill per person each year	Below 70% of the national average amount	108.21kg, 17.8%	112.88kg, 18.6%		221.09kg, 36.4%	(30 days)	There is a risk that we will be above 70% of the national average amount at year end, with 36.4% recorded for the first half of the year. This 49% was set when the national amount was 148kg p.p.a. The latest national average is 608kg p.p.a. (Ministry for the Environment), meaning 70% of 608kg is 425.60 kg. The large decrease in the national average amount affects council's ability to achieve the target. With new reporting regulations implemented over the past few years, there is more data flowing into central government. We originally set the target to 2021. The national amount per person, per annum has decreased due to these changes in reporting and more granularity in waste data.	57.4% of National Average	Shaping a green district

Community Regulation										
Owner	Key Performance Indicator	Annual Target	Q1 Result	Q2 Result	Q3 Result	Year to Date (quarter end)	End of year forecast	Comments	Previous year result	Strategic Priority
Te Kaitake	Percentage of complaints relating to abandoned cars, litter and general refuse offences responded to within 2 working days	90.00%	96.39%	86.30%		91.34%			92.72%	Enhancing the safety, wellbeing, and vibrancy of communities
Whakareia	Percentage of after-hours excessive noise complaints responded to promptly*	90.00%	94.00%	90.00%		94.00%			95.00%	Enhancing the safety, wellbeing, and vibrancy of communities
Whakareia	Percentage of environmental health complaints (excluding noise) responded to within two working days	90.00%	100.00%	90.00%		100.00%			86.00%	Enhancing the safety, wellbeing, and vibrancy of communities
Whakareia	Percentage of licensed premises inspected at least once per year, excluding special licences	100.00%	100.00%	100.00%		100.00%			100.00%	Enhancing the safety, wellbeing, and vibrancy of communities
Whakareia	Percentage of aggressive/breastfeeding dogs and roaming stock complaints responded to within one hour	90.00%	92.00%	94.55%		93.08%			90.37%	Enhancing the safety, wellbeing, and vibrancy of communities
Whakareia	Percentage of all other animal control complaints responded to within two working days	90.00%	95.02%	93.32%		94.20%			97.24%	Enhancing the safety, wellbeing, and vibrancy of communities

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

Area and Definition	Time
Area 1 - Orongoi, Whakareia - Tekehuia, Coastlands, Awakiri, Thornton Road to Golf Links Road	<60 minutes
Area 2 - Edgcomb, Matahihi, Ohemaukahu, Otakiri, Orongoi, Te Kaitake, Te Mahoe and Waimā to Opitahi Intersection	<100 minutes
Area 3 - Marapara, Gairāra and environs	<120 minutes

7.3.2 Appendix 2 - Non-Financial Performance Measures Compliance with DWQAR Quarter 2 2024-25

7.3.2 Appendix 2 - Non-Financial Performance Measures Compliance with DWQAR Quarter 2 2024-25

7.3.2 Appendix 2 - Non-Financial Performance Measures Compliance with DWQAR Quarter 2 2024-25(Cont.)

Appendix 2 – Compliance with the Drinking Water Quality Assurance Rules

Compliance to Taumata Arowai

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 2024. **Note the results are provisional, pending completion of an independent assessment of compliance which will be completed at the end of the financial year.**

Water supply scheme	Component	DWQAR rule type	Overall outcome
Matatā	Awakaponga water treatment plant (WTP)	T3 Bacterial	Not met – due to instances of low UV.
		T3 Protozoal	Not met – due to instances of low UV.
	Matatā zone	D3 Disinfection	Met
		D3 Microbiological	Met
Murupara	Murupara WTP	T3 Bacterial	Not met – due to instances of low FACe and the required chlorine contact time not being achieved.
		T3 Protozoal	Not met – no protozoal treatment.
	Murupara Zone	D3 Disinfection	Met

7.3.2 Appendix 2 - Non-Financial Performance Measures Compliance with DWQAR Quarter 2 2024-25(Cont.)

Water supply scheme	Component	DWQAR rule type	Overall outcome
		D3 Microbiological	Met
Otumahi	Paul Rd WTP	T3 Bacterial	Met
		T3 Protozoal	Not met – no protozoal treatment.
	Te Teko WTP	T3 Bacterial	Not met – due to instances of low UV
		T3 Protozoal	Not met – due to instances of low UV
	Otumahi Zone	D3 Disinfection	Met
		D3 Microbiological	Met
Rangitāiki Plains	Braemar WTP	T3 Bacterial	Met
		T3 Protozoal	Met
	Johnson Rd WTP	T3 Bacterial	Not met – due to lack of continuous FAC, pH, and turbidity monitoring in the required location.
		T3 Protozoal	Not met – no protozoal treatment.
	Rangitāiki Plains Zone	D3 Disinfection	Met
		D3 Microbiological	Met
Rūātoki	Rūātoki WTP	T3 Bacterial	Not met – due to instances of low UV.
		T3 Protozoal	Not met – due to instances of low UV.
	Rūātoki Zone	D3 Disinfection	Met
		D3 Microbiological	Met
Tāneatua	Tāneatua WTP	T3 Bacterial	Not met – due to the flow meter malfunctioning.
		T3 Protozoal	Not met – due to the flow meter malfunctioning.
	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	Met
		T3 Protozoal	Met
	Te Mahoe Zone	D2	Met
Waimana	Waimana WTP	T3 Bacterial	Met
		T3 Protozoal	Met
	Waimana Zone	D2	Met

7.4 Resident Survey: Six-Month Summary**7.4 Resident Survey: Six-Month Summary**To: **Finance and Performance Committee**Date: **Thursday, 28 February 2025**Author: **G Mischefski-Gray / Strategic Policy Analyst**Authoriser: **L Woolsey / General Manager Strategy and Growth**Reference: **A2837573****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 2024/25 financial year (1 July 2024 – 31 December 2024). The full Residents Survey Quarter 2 report is attached as Appendix 1.

2. Recommendation/s - *Tohutohu akiaki*

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

3. Background - *He tirohanga whakamuri*

Whakatāne District Council commissions a Resident Survey every quarter to determine levels of satisfaction with Council's services, communications, and management, and to identify opportunities for improvement. The survey is an important part of the feedback loop for Council and provides results for measures included within our Long-Term Plan.

The survey is conducted quarterly throughout year, with respondents asked to focus their responses on the three months prior. This cover report summarises the first two quarters of the 24/25 year to December 2024. It should be noted that the year-to-date (YTD) measure is a moving average for the four most recent quarters (covering Q3 – Q4 2024 and Q1-Q2 2025), allowing tracking results to be reported with a smaller margin of error.

4. Discussion – *Kōrerorero*

This report aims to highlight Council's overall performance and areas which have had the most significant changes outside of the margins of error, particularly in comparison to the previous years (2023/24) overall score.

Key considerations when reading the report:

- Quarterly surveys allow the Council to reduce the margin of error and account for seasonal differences (as opposed to one annual survey). This results in a "moving average" for the four most recent quarters (covering Q3-Q4 2023/24 and Q1-Q2 2024/25). Therefore, this is the measure which should be given most weight when reading the report.

7.4 Resident Survey: Six-Month Summary(Cont.)

- Due to the small sample size (150 per quarter, 600 in YTD) the margin of error should also be considered.
- Where applicable, results are compared with a New Zealand Benchmark Survey which has a sample size of 400.
- Environmental factors may have influenced public perception of the Council's performance in 2024-25.

4.0.1. Overall Performance

Overall Performance	52% YTD (Q2-4 2023/24 and Q1 2024/25)	54% NZBS	53% 2023/24	4% Margin of error
Comment	Council's performance is within the margin of error and remains largely the same as previous results. An overall trending decline over the past five years is occurring.			

4.0.2. Areas that are tracking well

The following are the areas which tracked well over the last six months:

Swimming Pools	76% YTD (Q2-4 2023/24 and Q1 2024/25)	67% NZBS	73% 2023/24	7% Margin of Error
Cemeteries	83% YTD (Q2-4 2023/24 and Q1 2024/25)	74% NZBS	77% 2023/24	8-9% Margin of Error
Kerbside Rubbish Collection	90% (Q2-4 2023/24 and Q1 2024/25)	67% NZBS	89% 2023/24	3% Margin of Error

4.0.3. Areas to monitor

Business Promotion	44% YTD (Q2-4 2023/24 and Q1 2024/25	52% 2023/24	5% Margin of Error	
This reduction in satisfaction may be due in part to the current slack economic situation. Lower than average business performance is widespread and, although Council continues to promote and work with local businesses, there may be a perception that more could be done during challenging times.				
Dog Control	38% (Q2-4 2023/24 and Q1 2024/25)	66% NZBS	43% 2023/24	11% Margin of Error

7.4 Resident Survey: Six-Month Summary(Cont.)

Business Promotion	44% YTD (Q2-4 2023/24 and Q1 2024/25)	52% 2023/24	5% Margin of Error
<p>There is no obvious explanation for this change. While perception of dog control in the community can be highly variable (high margin of error), it is noted that by the start of Q2, two additional animal control officers were employed, and this has allowed greater presence in the community and the start of focusing on other aspects of dog management (such as education and community messaging).</p> <p>We will be commencing our review of the Dog Policy and Bylaw in the next few months and that will enable further consultation on the approach to managing dog control in the district.</p>			
Noise Control	33% (Q2-4 2023/24 and Q1 2024/25)	50% 2023/24	21% Margin of Error
<p>There is no obvious explanation for this change. While the majority of the noise complaints occur at night, the Council is reliant on its after-hours contractor to respond to complaints and to interact with members of the public. This can lead to dissatisfaction with the speed of response or the outcome. There are also known “hotspots” for noise complaints, and these are often better managed over time through discussions with public agencies such as Kāinga Ora or private landowners (often through rental agencies).</p>			

4.0.3.1. Overall Perception

For the Council overall perception results, most results were a decline as compared with the previous year but within the margin of error. The two significantly outside of their margin of error are:

Managers and staff doing a good job	29% (Q2-4 2023/24 and Q1 2024/25)	47% NZBS	38% 2023/24	4% Margin of Error
Working with other Councils where relevant	26% (Q2-4 2023/24 and Q1 2024/25)	49% NZBS	33% 2023/24	5% Margin of Error

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

7.4.1 Appendix 1 WDC Resident Survey Tracking Report Q2 2024-25**6.2. Engagement and Community Views**

Engagement on this matter is not being undertaken in accordance with Section 6.0 of the Council's Significance and Engagement Policy. This states that the Council will not consult when the Council already has a sound understanding of the views and preferences of the persons likely to be affected or interested in the matter.

7. Considerations - *Whai Whakaaro***7.1. Strategic Alignment**

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

7.2. Legal

No legal requirements have been identified.

7.3. Financial/Budget Considerations

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

7.4. Climate Change Assessment

There are no significant or notable impacts associated with the matters of this report.

7.5. Risks

There are no significant or notable risks associated with the matters of this report.

Attached to this report:

Appendix 1 WDC Resident Survey Tracking Report Q2 2024-25

7.4.1 Appendix 1 WDC Resident Survey Tracking Report Q2 2024-25

7.4.1 Appendix 1 WDC Resident Survey Tracking Report Q2 2024-25(Cont.)



Whakatāne District Council

2024-25 Resident
Survey Tracking
(Quarter Two)
| SIL Research

January 2025

7.4.1 Appendix 1 WDC Resident Survey Tracking Report Q2 2024-25(Cont.)

Contact: Dr Virgil Troy 06 834 1996 or virgiltroy@silresearch.co.nz

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SIL RESEARCH
Strategy | Insights | Leverage



7.4.1 Appendix 1 WDC Resident Survey Tracking Report Q2 2024-25(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 **2024-25 Q2**. This information is for indicative tracking purposes only. Fieldwork was conducted between 2 – 16 December 2024. A total of n=150 surveys were used in the Q2 interim analysis. Further methodology details and contextual information are provided on pages 9-12 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 2024 and Q1-Q2 2025).** 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, Recreation facilities Art & Culture services, Cemeteries & crematorium). Note: Community facilities index removed in 2024-25; ‘Boat ramps & wharf facilities’ removed from Recreation index in 2024-25 Q1.

Note: YTD tracking results are compared to the 16 LTP targets for the 2024-25 year: **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	2023-24 survey	NZBS	'Users' satisfaction tracking 2024-25				YTD margin of error (+/-)	Tracking difference (YTD VS 2023-24)	LTP target			EBOP
					Q1	Q2	Q3	YTD (Q3-4 2024 & Q1-Q2 2025)			Is it a LTP measure?	2024-25 target	YTD difference with target	2022-23
Services and facilities														
Recreation facilities (index result)	84%	78%	75%		73%	78%		75%		0%	Yes	77%	-2%	
▪ Parks and reserves	87%	81%	80%	81%	81%	74%		78%	4%	-2%				
▪ Sports fields	88%	76%	75%	82%	81%	85%		80%	6%	-3%				
▪ Playgrounds	77%	77%	69%		57%	75%		66%	6%	-3%				
Boat ramps and wharf facilities	78%	79%	73%		68%	73%		74%	5%	1%	Yes	77%	-3%	
Walking and cycling facilities in the District	75%	75%	71%	63%	63%	64%		66%	4%	-4%				
Public swimming pools	81%	81%	73%	67%	93%	70%		76%	7%	3%	Yes	77%	-1%	
Public halls	72%	87%	68%		78%	51%		69%	8%	1%	Yes	77%	-8%	
Public toilets	56%	59%	49%	62%	58%	63%		55%	5%	7%	Yes	68%	-13%	61%
Street lighting	73%	74%	71%	72%	74%	68%		72%	4%	1%				
Cemeteries & crematorium facilities (index result)	85%	85%	77%		91%	82%		83%		6%	Yes	77%	+6%	
▪ Cemeteries overall	84%	82%	68%	74%	89%	78%		76%	8%	8%				85%
▪ Whakatāne crematorium facility	86%	88%	85%		93%	85%		90%	9%	5%				

7.4.1 Appendix 1 WDC Resident Survey Tracking Report Q2 2024-25(Cont.)

	2021-22 survey	2022-23 survey	2023-24 survey	NZBS	'Users' satisfaction tracking 2024-25				YTD margin of error (+/-)	Tracking difference (YTD VS 2023-24)	LTP target			EBOP 2022-23
					Q1	Q2	Q3	YTD (Q3-4 2024 & Q1-Q2 2025)			Is it a LTP measure?	2024-25 target	YTD difference with target	
Art and Culture services (index result)	82%	84%	76%		91%	79%		76%		-1%	Yes	78%	-2%	
▪ District libraries	87%	82%	76%	83%	95%	76%		76%	7%	0%				88%
▪ Te Kōputu a te Whanga a Toi - Whakatāne Library and Exhibition Centre	88%	87%	80%		95%	87%		81%	6%	1%				
▪ Te Whare Taonga o Taketake - Whakatāne Museum and Research Centre	69%	82%	73%		82%	75%		69%	12%	-4%				
Water (index result)	69%	72%	62%	71%	78%	56%		66%		3%	Yes	70%	-4%	
▪ Water supply overall	73%	76%	68%		81%	66%		73%	4%	4%				
▪ Quality of drinking water	65%	68%	56%		76%	46%		59%	4%	3%				
Stormwater services	70%	69%	66%	63%	70%	66%		69%	5%	3%				
Sewerage system	74%	77%	74%	78%	81%	74%		75%	5%	0%	Yes	75%	0%	
Dog control	37%	38%	43%	66%	49%	24%		38%	11%	-5%				35%
Noise control	36%	43%	50%		0%	15%		33%	21%	-17%				
Kerbside waste collection service	88%	88%	89%	67%	85%	90%		90%	3%	0%	Yes	85%	+5%	
Refuse transfer station facilities	86%	82%	76%	60%	77%	77%		74%	5%	-1%	Yes	82%	-8%	79%
Footpaths	63%	63%	57%	61%	61%	60%		61%	4%	5%				61%
Roads (index result)	57%	48%	50%	43%	59%	49%		54%		4%	Yes	57%	-4%	50%
▪ Safety of Council roads	59%	48%	52%		60%	50%		56%	4%	4%				
▪ Council roads overall	55%	48%	47%		57%	48%		51%	4%	3%				
Parking in Whakatāne	59%	62%	60%	57%	53%	45%		57%	4%	-1%				
Tourism promotion	62%	60%	52%		58%	52%		54%	5%	2%	Yes	63%	-9%	
Efforts to enable and promote events	56%	60%	56%	71%	51%	51%		55%	5%	-2%	Yes	61%	-6%	
Business promotion	56%	53%	52%		46%	40%		44%	5%	-8%	Yes	56%	-12%	

7.4.1 Appendix 1 WDC Resident Survey Tracking Report Q2 2024-25(Cont.)

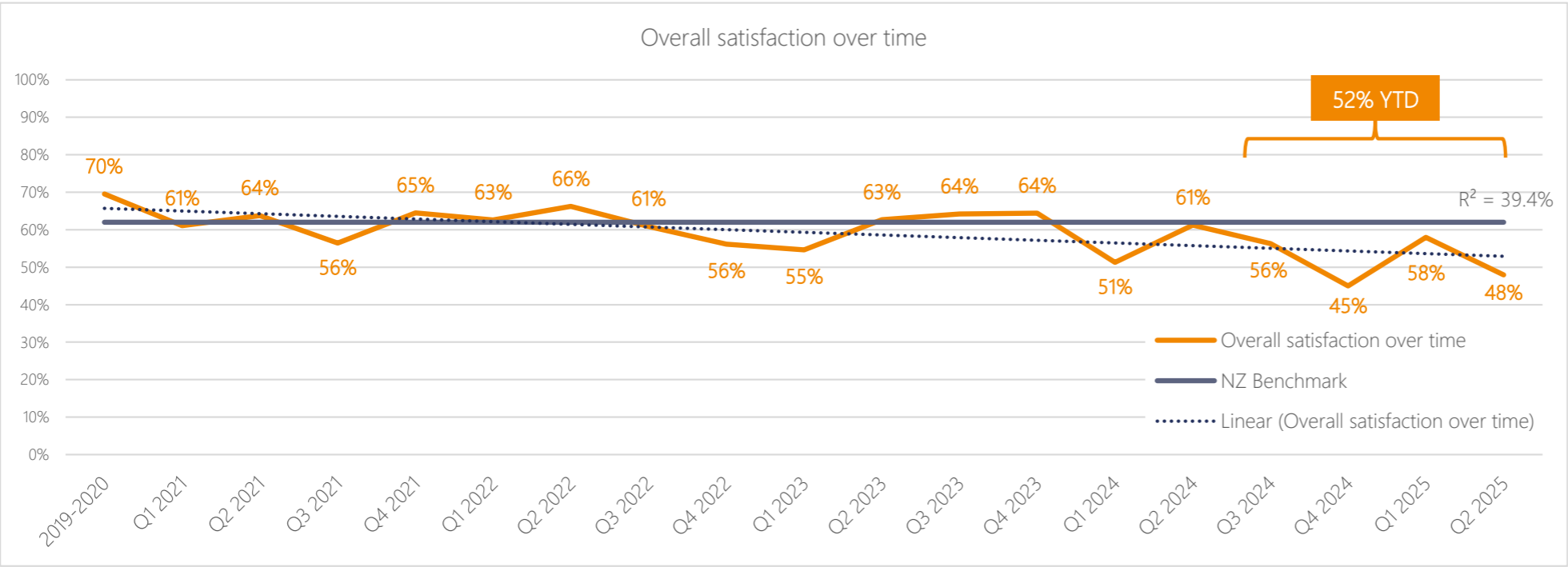
	2021-22 survey	2022-23 survey	2023-24 survey	NZBS	'Users' satisfaction tracking 2024-25				YTD margin of error (+/-)	Tracking difference (YTD VS 2023-24)	LTP target			EBOP
					Q1	Q2	Q3	YTD (Q3-4 2024 & Q1-Q2 2025)			Is it a LTP measure?	2024-25 target	YTD difference with target	2022-23
Communication & engagement														
Keeps people informed	49%	53%	51%	50%	42%	44%		47%	4%	-5%				
Provides sufficient opportunities for people to have their say	44%	49%	47%	44%	32%	42%		42%	4%	-5%				53%
Makes it easy for people to interact and engage with them	46%	47%	44%	45%	30%	39%		40%	4%	-4%				
Listens to and acts on the needs of the people	35%	35%	27%	34%	19%	23%		22%	4%	-4%				
Makes it easy for people to transact with Council	47%	48%	44%		39%	43%		43%	4%	-1%				
Leadership														
Leadership of Mayor	47%	47%	41%	46%	52%	42%		44%	4%	3%				
Leadership of councillors	44%	44%	33%	44%	31%	27%		28%	4%	-5%				
Strategies for developing prosperity and wellbeing	41%	40%	29%	42%	24%	27%		23%	4%	-5%				
Council management														
Efficiency and effectiveness	39%	42%	29%	43%	29%	22%		26%	4%	-3%				
Value for money	34%	34%	23%	33%	13%	20%		18%	3%	-5%				44%
Trust to make good spending decisions	31%	32%	20%	34%	11%	19%		17%	3%	-4%				
Managing finances well	30%	31%	19%	33%	10%	17%		15%	3%	-4%				
Managers and staff doing a good job	51%	49%	38%	47%	26%	30%		29%	4%	-9%				60%
Continual performance improvement	40%	38%	28%	41%	26%	22%		24%	4%	-4%				
Working with other councils where relevant	45%	46%	33%	49%	22%	30%		26%	5%	-7%				
Skills and expertise to manage community affairs	45%	44%	32%	49%	28%	30%		30%	4%	-2%				
Life in the District														
Safety	72%	69%	64%	60%	74%	64%		67%	4%	2%				
Quality of life	71%	68%	59%		65%	52%		58%	4%	-1%				
As a place to live (Net Promoter Score)	+7%	+3%	-18%		-15%	-24%		-22%		-5%				
Holiday destination (Net Promoter Score)	+24%	+20%	+3%		-2%	-7%		-1%		-4%				
Customer Service Front Desk	77%	75%	73%		77%	70%		74%	6%	1%	Yes	76%	-2%	

7.4.1 Appendix 1 WDC Resident Survey Tracking Report Q2 2024-25(Cont.)

	2021-22 survey	2022-23 survey	2023-24 survey	NZBS	'Users' satisfaction tracking 2024-25				YTD margin of error (+/-)	Tracking difference (YTD VS 2023-24)	LTP target			EBOP
					Q1	Q2	Q3	YTD (Q3-4 2024 & Q1-Q2 2025)			Is it a LTP measure?	2024-25 target	YTD difference with target	2022-23
Overall performance														
Overall performance	61%	61%	53%	54%	58%	48%		52%	4%	-2%				
Overall performance in communication	46%	45%	37%	44%	25%	37%		36%	4%	-1%				
Overall performance in terms of Council leadership	45%	44%	35%	45%	33%	31%		30%	4%	-4%				56%
Overall performance in managing day-to-day business	48%	46%	34%	47%	24%	32%		29%	4%	-4%				



KEY HIGHLIGHTS



Overall satisfaction has fluctuated across the four quarters of the last year. In Q2 2024-25, 48% of respondents reported satisfaction with Council services; down from Q1 2025 but on par with Q1/Q4 2024. Amidst this quarterly volatility, the YTD result (a moving average of the four most recent quarters, currently covering Q3-Q4 2024 and Q1-Q2 2025) has shown greater stability, currently at 52% satisfaction (compared to 55% YTD in Q1 2025). Nevertheless, there is now stronger evidence of a downward trend in satisfaction over the last five years, influenced to an extent by the last year’s results (all four quarters below the national benchmark).

Lower satisfaction levels continued to be reflected in residents’ concerns about rates increases and overall Council spending (at least half of all respondents spontaneously expressing negative feedback regarding costs).

Concerns about Council spending and rates also continued to have an observable impact on Council reputation measures, the lowest rated survey areas. In Q2 2025 specifically, the lowest performing attributes (20% or lower satisfaction) (and also impacting YTD results) remained managing finances well (17% Q2, 15% YTD), trust to make good spending decisions (19% Q2, 17% YTD), and value for money (20% Q2, 18% YTD) - all still below 2023-24 results and national benchmarks, despite moving slightly above the corresponding Q1 figures.

7.4.1 Appendix 1 WDC Resident Survey Tracking Report Q2 2024-25(Cont.)

Residents continued to express strong sentiment for more Council financial responsibility and cost control (e.g. *"The majority of councilors voting for the nice-to-haves and therefor saddling the ratepayers with a 17% increase (in the middle of a cost of living crisis) showing their lack of empathy for the community", "15.4 % rate increases every year for three years on going. The councilors have no sense of the difficulty for ratepayers and make decisions on their ideology", "Spending of the council is horrific, overstaffing is ridiculous. Council should have to run it like a business like all the other small business owners have to in town!"*). Spending on specific 'non-essential' projects remain a target of criticism, contributing to feelings of poor value for money (e.g. *"The projects being undertaken are excessive of our needs - they tend to be wants of groups which in my opinion the rate payer money needs to be spent wisely", "All the money spent in Whakatāne on the stupid ramps and roundabout", "Marina - I don't know anyone personally who wants this either"*).

The general performance (and staffing levels) of managers and staff also came in for criticism (e.g. *"No reducing fte or manager numbers. How staff interpret submissions is bias towards the outcome they want", "bureaucrats making excuses", "absolute non response to query; the person at reception is not who I require an appointment with", "stop managers spending to get brownee points for their cv", "Council management wages, too many top level staff"*).

While most YTD results for tracking services remained within the margins of error in 2025 Q2, some statistically significant differences were detected compared to 2023-24. Several declines were measured across communication, leadership and reputation measures; the largest significant declines (more than -5% points) compared to 2023-24 were measured in three areas: managers & staff doing a good job (-9%), business promotion (-8%), and working with other councils (-7%).

In contrast, significant increases in YTD perceptions were measured in two service areas: public toilets (+7%) and footpaths (+5%). Other (non-significant) improvements (+5% points or more) were again identified in two areas: cemeteries (+8%) and crematorium (+5%).

4-of-16 LTP targets were met or exceeded in Q2: cemeteries & crematorium overall, waste collection, sewerage, swimming pools; most results (7-out-of-16) were close to target and within their margins of error. However, the remaining five targets were significantly below target: public toilets, business promotion, tourism promotion, the refuse transfer station and event promotion.

7.4.1 Appendix 1 WDC Resident Survey Tracking Report Q2 2024-25(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 2024-2025 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 2024-25 survey year, the data is again 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 2 – 16 December 2024. A total of n=150 (Q2 2025) surveys were used in the analysis, and incorporated into the year-to-date (YTD) averages (currently covering Q3-Q4 2024 and Q1-Q2 2025) (n=600 responses).

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.

7.4.1 Appendix 1 WDC Resident Survey Tracking Report Q2 2024-25(Cont.)

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.

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 effective 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 2024-25 include:

Q1 2024-25:

- 1 In early July 2024, Councillors adopted 'Our Climate Pathway' — Whakatāne District’s Climate Change Strategy 2024-27 along with the accompanying Climate Change Action Plan. This strategy, developed through a community-led process, marks a significant move towards collective, community-wide action on climate change. The Council’s adoption of the strategy signifies a commitment to supporting and facilitating the actions rather than asserting ownership. The supporting plan includes a broad range of actions from ‘buying local and seasonal’ to ‘active travel to work or school’ which the community can work towards collectively.
- 2 In early August 2024, Whakatāne District Council adopted its Long Term Plan 2024-34 and associated supporting documents at an Extraordinary Council Meeting. The Plan has been described as one of the most challenging in decades as councils throughout New Zealand have grappled with how to manage the impact of deferred rates increases, followed quickly by record-high inflation and interest rates meaning the cost to continue delivering the same services is significantly higher. Council received almost 1,000 submissions from individuals and groups and heard from approximately 80 submitters during public hearings. There was a very clear message from many submitters that ‘times are tough’.

7.4.1 Appendix 1 WDC Resident Survey Tracking Report Q2 2024-25(Cont.)

- 3 In mid-August 2024, Whakatāne District Council unanimously decided to retain Māori Wards for the 2025 triennial elections. The decision means voters in the 2025 Local Elections will be asked to vote on the Mayor, Councillors and three Māori Ward Councillors, whilst at the same time voting on the retention or disestablishment of Māori Wards for the 2028-31 triennium through a binding poll. Council members included a resolution to seek legal advice on what the implications would be if Whakatāne District Council chose not to proceed with the binding poll.
- 4 From late August 2024, Whakatāne District Council implemented changes to its meeting processes to align with recommendations from the Chief Ombudsman's recent report on best practice for council workshops. The Council will adopt several new measures to ensure compliance with legislation and improve transparency, in response to the Chief Ombudsman's investigation into council meeting practices across eight councils, although Whakatāne District Council was not part of this initial investigation.
- 5 In September 2024, the government announced a significant initiative to improve the use of mobility parking spaces and update parking fines, impacting councils nationwide, including Whakatāne District Council. From 1 October 2024, parking fees in the district will increase as part of a government effort to align penalties and fees with inflation. This initiative aims to ensure the parking system remains efficient and fair, address accessibility issues and support local councils in managing parking more effectively.

Q2 2024-25:

- 6 In early October 2024, Council adopted the Whakatāne District Tree Strategy – Ngā Taonga a Tāne; aiming to address the challenges associated with the Council's amenity trees which provide environmental, recreational, and aesthetic value to local streets and parks. The Strategy outlines a comprehensive framework for managing,

- protecting, and growing the district's tree population, recognising the vital role urban trees play in improving the wellbeing of communities.
- 7 In October 2024, applications opened for two key funding opportunities designed to support local community initiatives and water-related projects in the Whakatāne District. The first fund of multi-year grants is designed to provide long-term support to non-profit organisations and charitable trusts offering essential services to the local community. The Te Puaha Fund also opened its second round of applications this year, aimed at supporting non-profit organisations, charitable trusts and individuals working on water-related initiatives.
- 8 In October 2024, Council invited residents to help shape a new service aimed at improving access to Council services for those living in outlying communities. The Honoa Hapori Community Connections Service will feature two specially equipped vans designed to act as mobile hubs of engagement. The project is being externally funded with \$500,000 from the Department of Internal Affairs Better Off Funding.
- 9 In October 2024, Council announced that its ability to deliver on local roading projects has been severely hampered following a decision by Central Government to significantly reduce external funding. This decision will impact the delivery of key improvements and planning activities outlined in the 2024-2027 Long Term Plan. Despite newly announced funding for two local resilience projects, there remains an overall shortfall of \$13.4 million for planned local roading projects.
- 10 In October 2024, the Wharfside upgrade project at Port Ōhope officially commenced. Construction is expected to be completed by December 2024, and will transform Wharfside into a more flexible and appealing venue for both locals and visitors.
- 11 In October 2024, the Council's proposed Our Places – Eastern Bay Spatial Plan to address growth and guide the future of the Eastern Bay of Plenty sub-region was presented for community feedback. The plan will set out where the Eastern Bay wants to head in the next 30-plus

7.4.1 Appendix 1 WDC Resident Survey Tracking Report Q2 2024-25(Cont.)

years and provide a roadmap, or spatial plan, for how to get there.
Community consultation is open through to November 2024.

- 12. In late October, Council took a significant step toward addressing long-standing environmental and public health challenges in Matatā by securing a key piece of land for a centralised wastewater system. The purchase will provide the necessary land for both a treatment plant and the disposal of treated wastewater. This long-term infrastructure investment will help ensure the environmental and public health needs of Matatā are met, while also supporting future growth in the area.
- 13. In November and December 2024, significant road maintenance and improvement works were undertaken on several main streets as part of Council’s ongoing road maintenance programme. The Strand, Kakahoroa Drive Service Lane and Commerce Street were scheduled for road re-sealing, including tree removals and minor parking amendments to CBD disability parking to better cater to community needs.
- 14. In November 2024, the Whakatāne District Tourism and Events announced hopes that a significant amount of work to encourage visitors for the summer and autumn seasons would result in a much-needed boost for local businesses, following a challenging year. Annually visitors to the Whakatāne District spend around \$68 million in the retail sector (excluding fuel and automotive) and approximately \$29 million in hospitality services. Over 1200 people in the district are employed in the tourism sector. Tourism data shows it’s been a challenging winter to attract the visitor dollar, corresponding with a tight economy across the country.

7.5 Financial Reporting as at 31 December 2024**7.5 Financial Reporting as at 31 December 2024**To: **Finance and Performance Committee**Date: **Thursday, 27 February 2025**Author: **K Farr/ Manager Financial Planning and Reporting**Authoriser: **B Gray/ GM Finance and Commercial Services**Reference: **A2835929****1. Reason for the report - *Te Take mō tēnei rīpoata***

To provide the Finance and Performance Committee with the Financial Reporting to 31 December 2024, the second quarter of the 2025 financial year.

2. Recommendation/s - *Tohutohu akiaki*

THAT the Finance and Performance Committee **receive** the Financial Reporting as at 31 December 2024 report.

3. Background - *He tirohanga whakamuri*

The 2025 financial year is the first year of the 2024 – 2034 Long Term Plan (LTP), therefore the budget for this financial reporting is based on year one of the LTP adjusted by carry forward budgets or other revisions as approved by Council (Revised Budget Full Year).

The Financial Report is presented as a snapshot of management financial performance for the second quarter (Q2) of the 2025 financial year and provides 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 \$3.5m is \$1.7m higher than the revised budget surplus of \$1.8m. Other income (predominantly interest received on prefunding) combined with payment to suppliers less than budget are the significant drivers of the favourable result.
- a **Deficit of Net Capital Expenditure** of \$20.7m is \$6.4m less than revised budget of \$27.1m reflecting timing of capital expenditure.
- an **Accounting Deficit including Other Activities** of \$(7.1)m is (\$3.8)m higher than revised budget deficit of \$(3.4)m, largely driven by the timing of capital expenditure with capital subsidies reporting below budget by \$2.8m, and unbudgeted loss on swaps of (\$3.1)m partially offset with the higher than budget surplus of operating activities.

7.5 Financial Reporting as at 31 December 2024(Cont.)**4. Discussion – Kōrerorero****4.1. Financial Performance Overview to 31 December 2024 (Q2)**

The financial reporting presented in this paper covers the second quarter of the 2025 financial year (1 July 2024 – 31 December 2024). The information presented depicts financial impacts of Operating and Capital Expenditure at a summary level along with explanations of material variances. The reporting also includes trends for debtors and rates debtors.

Financial Performance to 31 December 2024 (Q2, 2025)	Actual YTD \$000	Revised Budget YTD \$000	Variance YTD \$000	Revised Budget Full Year \$000
OPERATIONAL				
Sources of Operating Funding				
Revenue from Rates	34,228	34,418	(190)	70,044
User Fees and Charges	4,849	4,807	42	9,592
Subsidies and Grants for Operating Purposes	4,017	4,416	(399)	8,856
Other Operating Income	3,721	2,924	797	3,971
Total Sources of Operating Funding	46,816	46,565	251	92,464
Applications of Operating Funding				
Payment to Staff	14,882	14,256	(626)	31,220
Payment to Suppliers	23,625	26,840	3,215	50,163
Financing Costs	4,798	3,678	(1,119)	7,906
Total Applications of Operating Funding	43,305	44,775	1,470	89,290
Surplus (Deficit) of Operating Activities	3,511	1,791	1,721	3,174
CAPITAL				
Sources of Capital Funding				
Subsidies and Grants for Capital Purposes	5,216	7,434	(2,218)	14,485
Development Contributions	99	715	(616)	1,431
Gain (Loss) on Disposal of Assets	0	0	0	0
Total Sources of Capital Funding	5,316	8,149	(2,834)	15,915
Applications of Capital Funding				
Capital Expenditure	26,052	35,260	9,208	66,684
Increase (Decrease) of Investments	0	0	0	0
Total Applications of Capital Funding	26,052	35,260	9,208	66,684
Surplus (Deficit) of Net Capital Expenditure	(20,736)	(27,110)	6,375	(50,769)
OTHER ACTIVITIES				
Non-Operating Activities				
Depreciation	(12,895)	(13,369)	474	(26,737)
Gain (Loss) on Revaluation - Derivatives	(3,144)	0	(3,144)	0
Gain (Loss) on Revaluation - Property, Plant & Equipment	0	0	0	39,785
Gain (Loss) on share of joint venture/associates equity	105	0	0	(766)
Surplus (Deficit) of Other Activities	(15,933)	(13,369)	(2,669)	12,282
Accounting Surplus (Deficit) including Other Activities*	(7,106)	(3,429)	(3,782)	31,371

* Accounting Surplus (Deficit) line excludes Total Applications of Capital Funding

4.2. OPERATING PERFORMANCE:

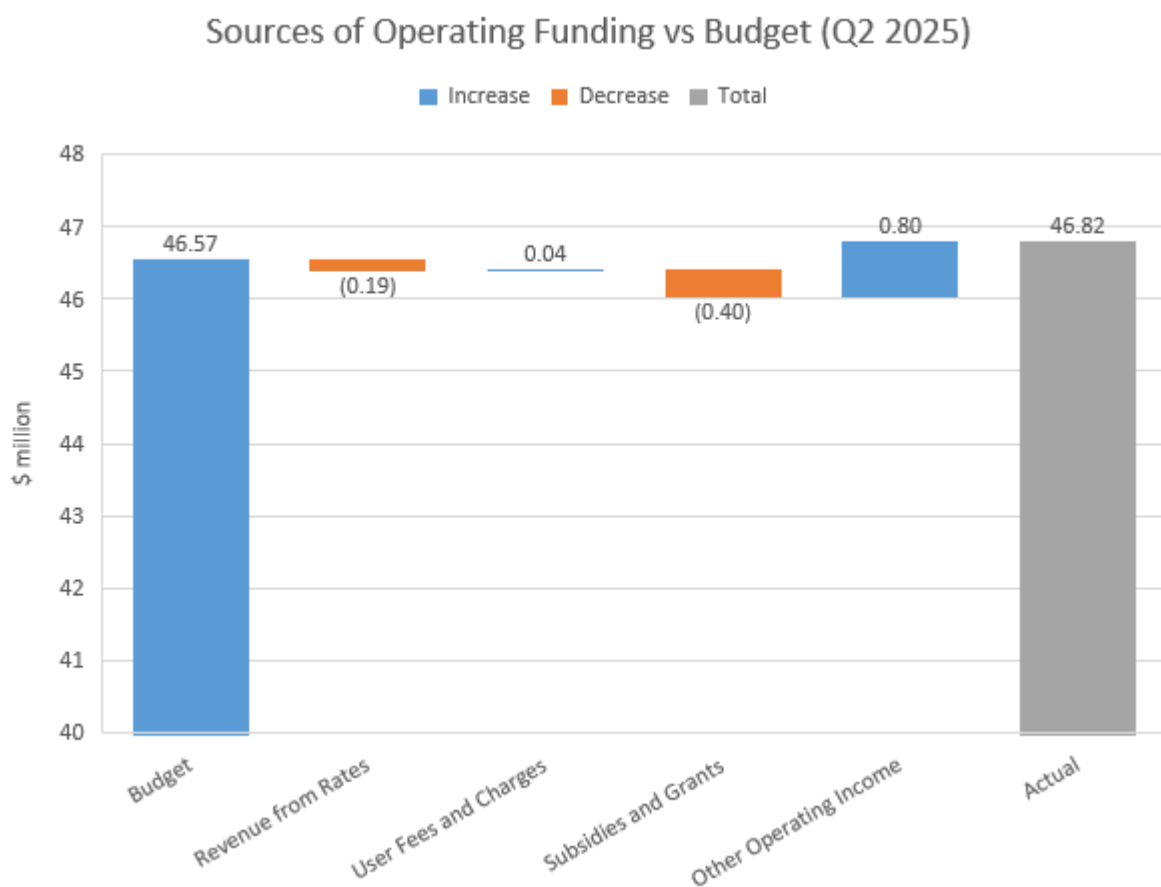
The surplus for operating activities of \$3.5m is \$1.7m higher than the budgeted operating surplus of \$1.8m.

7.5 Financial Reporting as at 31 December 2024(Cont.)

- Actual Operating Revenue (Sources of Operating Funding) of \$46.8m is within range of budget (1%) of \$46.6m
- Actual Operating Expenditure (Applications of Operating Funding) of \$43.3m is \$1.47m (3%) less than budget of \$44.78m

4.3. Operating Revenue

Operating Revenue (Sources of Operating Funding) is within range of budget overall at the end of the Quarter Two; actual of \$46.8m aligns with budget of \$46.6m. Variance to budget by revenue classification is reflected in the following graph.



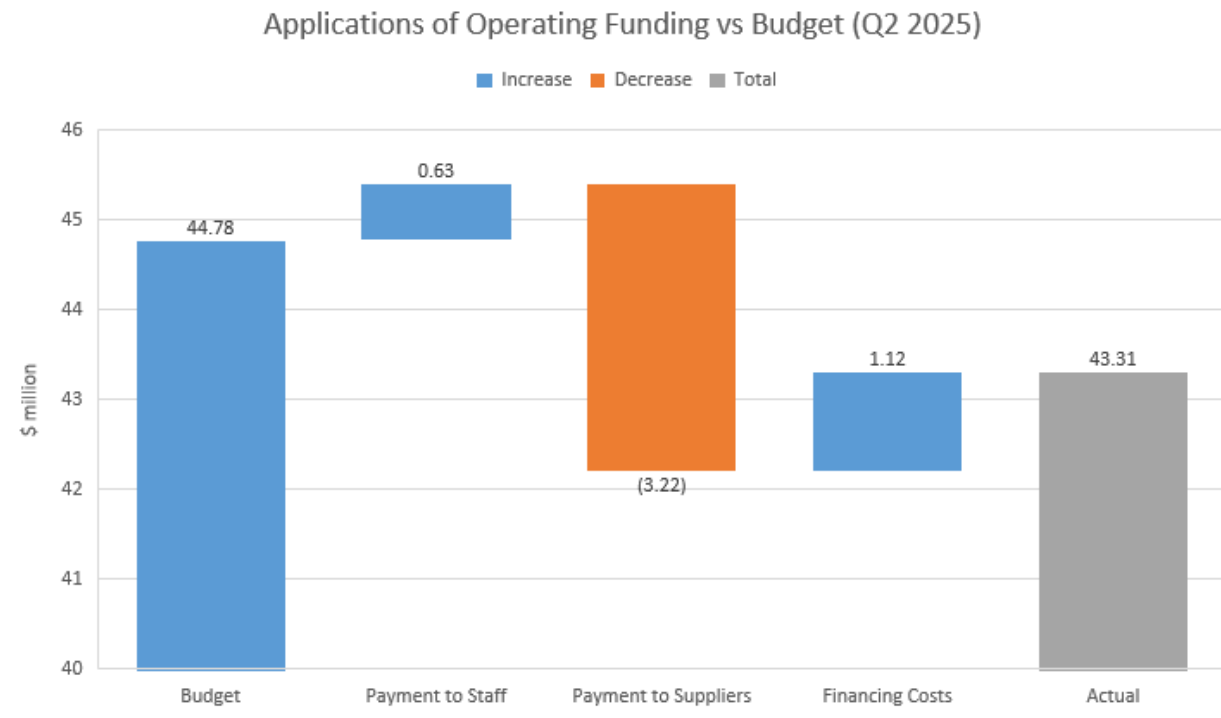
User Fees and Charges align with budget overall; continuing the trend from the 2024 financial year some compliance activities report under budget (Building Inspection, Animal Control and Parking Enforcement) currently offset with higher than budget fees in the Waste Management and Cemeteries activities.

Subsidies and Grants for Operating Purposes are less than budget by \$0.4m (9%); this variance is largely reflected in the Transport Connections activity and is owing to the reductions to NZTA subsidy compared to budget. The forecast expenditure for the year is also anticipated to be less than budget as it has been amended to reflect a reduced spend to align with the updated NZTA approved subsidy.

Other Operating Income is higher than budget by \$0.8m (27%); this variance predominantly relates to the receipt of interest revenue of \$0.7m and partially offsets the over budget financing costs.

7.5 Financial Reporting as at 31 December 2024(Cont.)**4.4. Operating Expenditure**

Operating Expenditure (Applications of Operating Funding) of \$43.3m is \$1.47m (3%) lower than budget of \$44.8m. Actual expenditure classification is reflected in the following graph.



Payments to Staff at \$14.9m is \$0.6m (4%) higher than budget of \$14.3m at the end of December. This variance is predominantly timing related. Original budget phasing was for two fortnightly payment runs in December and three in January, actuals posted are three in December and two in January. The impact of this will be a swing to a favourable position of 4% at the end of January. Higher leave balances are reflected in the December variance, these are anticipated to reduce considerably with staff taking leave over Christmas and summer school holidays.

Payment to Suppliers is less than budget by \$3.2m (12%); this is predominantly timing related and reflected in the following table:

Finance and Performance Committee - AGENDA

7.5 Financial Reporting as at 31 December 2024(Cont.)

Payment to Suppliers by Group of Activity as at 31 December 2024	Actual YTD \$000	Revised Budget YTD \$000	Variance YTD \$000	Full Year Revised Budget \$000	Comment
AQUATIC CENTRES	448	549	102	1,083	R&M under budget YTD \$48k
ARTS AND CULTURE	198	166	(33)	326	Arts Strategy and Implementation includes additional FTE, behind schedule
BUILDING AND RESOURCE MANAGEMENT	1,075	1,089	14	2,398	
CCO - AIRPORTS	361	450	89	828	Timing; Airport Master Plan Document Revamp
CLIMATE CHANGE AND RESILIENCE	42	28	(14)	51	
COMMUNITY FACILITIES	591	650	59	1,143	
COMMUNITY REGULATION	131	189	58	363	Timing; contract for Hazardous substances
CORPORATE SERVICES	4,621	6,507	1,885	10,999	Timing; ERP project timing \$1m, bad debts \$290k, \$315k insurance (timing, anticipate around \$95k underspend at year end)
DEMOCRACY	697	804	107	1,555	Timing of Community Grants \$85k
DISTRICT PARTNERSHIPS	467	1,012	544	2,209	Timing; Better Off Funded Collective Iwi Hub, Iwi Resourcing which are both anticipated to align with budget at close of financial year
ECONOMIC DEVELOPMENT	758	886	128	1,484	Timing; Town Regeneration \$353k behind schedule, partially offset with costs associated with Property Disposal Strategy \$80k (this project was omitted from LTP in error)
EVENTS AND TOURISM	420	654	234	1,269	Predominantly project timing; MBIE Tourism Recovery & Cycleway Planning and Implementation
HOLIDAY PARK	217	211	(6)	354	
OTHER	141	131	(10)	712	
PARKS AND RESERVES	746	774	27	1,501	
PORTS AND HARBOURS	564	611	47	1,061	
STORMWATER	1,471	1,230	(241)	1,749	Additional Costs associated with Local Waters Done Well \$123k
TRANSPORTATION CONNECTIONS	3,588	3,635	47	7,397	
WASTE MANAGEMENT	4,494	4,863	369	9,695	Contract cost underbudget \$900k, anticipated to be around \$1.3m under budget at year end (adjusted in 2026 Annual Plan). Offset with additional costs associated with closed landfill \$540k - no rating impact associated with these costs.
WASTEWATER	922	797	(125)	1,300	Ōhiwa Hardstand Works \$53k incorrectly coded, to be transferred to Capital Expenditure in P7
WATER SUPPLY	1,671	1,606	(65)	2,687	
Total Payment to Suppliers	23,625	26,840	3,215	50,163	

Financing Costs are higher than budget (\$1.1m), these costs are partially offset by interest revenue (\$0.7m) associated with prefunding at favourable rates.

4.5. Capital**4.5.1. Sources of Capital Funding are \$5.3m which is \$2.8m less than budget of \$8.1m.**

Capital Subsidies are under budget (\$2.2m), predominantly reflected in the Transport Connections activities, with the variance relating to the timing of projects and reduction of NZTA subsidies referenced earlier in the report.

Development Contributions are under budget \$0.6m. Development Contribution revenue is transferred to reserves to fund growth related projects, with any shortfall over time meaning there will be less funding available to fund projects.

4.5.2. Applications of Capital Funding

Applications of Capital Funding are \$26m which is \$9.2m (26%) less than budget of \$35.2m.

Variance by Group of Activity is reflected in the table below:

Finance and Performance Committee - AGENDA

7.5 Financial Reporting as at 31 December 2024(Cont.)

Capital Expenditure by Group of Activity as at 31 December 2024	Actual YTD \$000	Revised Budget YTD \$000	Variance YTD \$000	Full Year Revised Budget \$0	Comment
AQUATIC CENTRES	129	316	187	993	Timing of renewals expenditure
ARTS AND CULTURE	245	203	(42)	446	Timing of Better Off Funded Hono Hapori Community Outreach project (ahead of phasing)
CCO - AIRPORTS	71	340	269	1,377	Timing; Runway Lighting Navigational Upgrade
CLIMATE CHANGE AND RESILIENCE	84	164	80	463	Timing of Better Off Funded Community Enhancement and Resilience project
COMMUNITY FACILITIES	473	797	324	2,144	Timing; Rex Morpeth Preliminary Works, BOF Resilience project (Waiewe Hall upgrade)
COMMUNITY REGULATION	13	48	34	48	Edgecumbe Stockyards project completed underbudget
CORPORATE SERVICES	941	1,043	102	2,915	
ECONOMIC DEVELOPMENT	90	742	652	1,520	Timing; Floodwall Integration project
HOLIDAY PARK	61	178	117	360	Timing of Ablution upgrades
PARKS AND RESERVES	143	1,145	1,002	3,502	Timing; New Cemetery Site Development
PORTS AND HARBOURS	252	723	471	1,144	Timing; Wharfside Landscaping & Buildings
STORMWATER	4,257	5,591	1,333	7,200	Timing, Pump Replacements
TRANSPORTATION CONNECTIONS	7,242	9,665	2,424	17,878	Various
WASTE MANAGEMENT	202	210	8	240	
WASTEWATER	7,483	3,580	(3,904)	7,121	Timing; purchase of land for Matatā WW project
WATER SUPPLY	4,365	10,516	6,151	19,293	Timing; Otumahi Water Storage, Murupara Treatment Upgrades, Plains Backflow Preventors, Rūātōki Water Treatment
Total Capital Expenditure	26,052	35,260	9,208	66,642	

4.5.3. Depreciation and Non-Operational Activities.

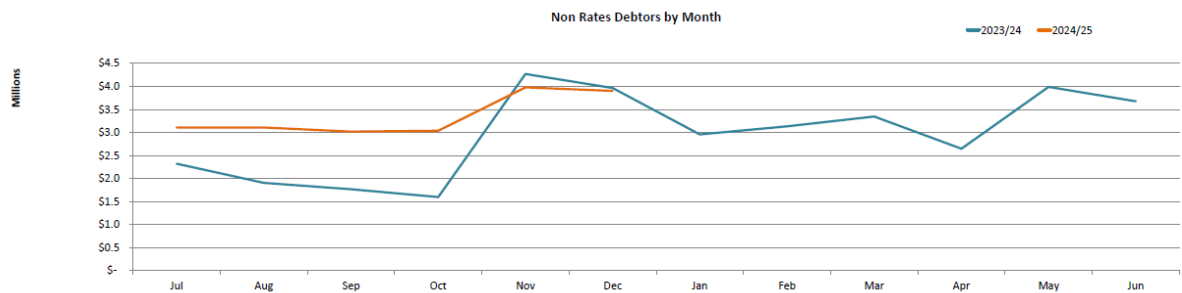
Depreciation: Depreciation of \$12.9m is within range of budget (4%) at the end of the second quarter.

Gain/Loss on Derivatives: An overall loss on derivatives of \$3.1m is reported to the end of December which has changed minimally (\$0.1m) compared to Q1.

5. Non-Rates Debtors as at 31 December 2024

Sundry Accounts Receivable (non-rates) as at 31 December 2024						
Activity	Current	Overdue 30 days	Overdue 60 days	Overdue 90+ days	Total December 2024	Total December 2023
Airport	39,685.73	89,979.43	2,884.20	1,547,985.62	1,680,534.98	1,602,331.90
Animals	-	-	-	(120.00)	(120.00)	23,819.35
Building Consents	60,198.53	8,776.18	14,483.81	38,632.03	122,090.55	150,684.87
Refuse Transfer Station	92,795.82	66,331.07	30,722.43	106,280.58	296,129.90	250,391.63
Halls	9,641.49	3,844.07	550.00	4,064.84	18,100.40	20,907.49
Harbour Ground Lease	823,913.98	303.94	11,917.69	(18,659.08)	817,476.53	800,291.40
Leases/Rental (non Harbour)	28,963.75	(492.11)	11,089.54	15,576.08	55,137.26	67,812.33
Licences	30,325.46	3,694.42	414.90	18,268.02	52,702.80	58,809.60
Resource Consents	38,155.28	23,993.29	1,993.50	303,984.26	368,126.33	222,247.12
Roading	7,690.93	1,215.00	9,617.83	39,684.09	58,207.85	125,188.24
Sundry debtors	210,683.11	314.60	1,022.50	92,427.50	304,447.71	384,462.39
Trade Waste	9,464.90	300.00	-	22,737.32	32,502.22	79,343.04
Aquatic Centre	7,981.60	431.50	2,004.50	1,515.77	11,933.37	20,282.93
Moorings/Hardstand/Berthage	34,009.30	-	11,435.75	3,651.52	49,096.57	61,779.27
Liquor Licensing	477.25	-	-	160.90	638.15	176.90
Cemetery	27,165.00	6,350.00	(50.00)	735.43	34,200.43	96,305.43
Total	1,421,152.13	205,041.39	98,086.65	2,176,924.88	3,901,205.05	3,964,833.89
	36%	5%	3%	56%	100%	100%

* Sundry debtors include sponsorship invoicing, invoicing for pest control, invoicing to recover costs, and other invoicing that does not fit under other categories (including sand extraction, water connection fees and venue hire).

7.5 Financial Reporting as at 31 December 2024(Cont.)**Explanation of Graph – How are debt levels tracking between this year and last year?**

Total debt for December 2024 is consistent with December 2023. There has been a slight decrease of \$63k for the current 2024 period.

- 90-day debt for December 2024 has increased by 30% compared with the same time last year (2024:56%; 2023:26%). The figure for 2024 includes the invoices for the Whakatāne Airport, in 2023 the Airport invoices were still current. Excluding the Airport debt, other 90-day debt has reduced by approximately \$191k compared with December 2023.
- 90-day debt has reduced across most activities except for Resource Consents and Refuse. Resource Consents have increased by \$108k due to an outstanding invoice which is being managed by the consents team. Refuse Transfer Station has increased by approximately \$70k, due to an outstanding debt which is being managed by the accounts receivable team.

6. Total Land Rates Debt

The total land rates debt as at 31 December 2024 is \$8.35 million (31 December 2023: \$7.84 million).

The percentage of invoiced rates collected for the 2024 financial year as at 31 December is 95.63%, this compares to 96.05% collection at the same time last year.

Note: the 1st instalment invoices were delayed by a month in line with LTP adoption so this will impact the reporting the data.

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

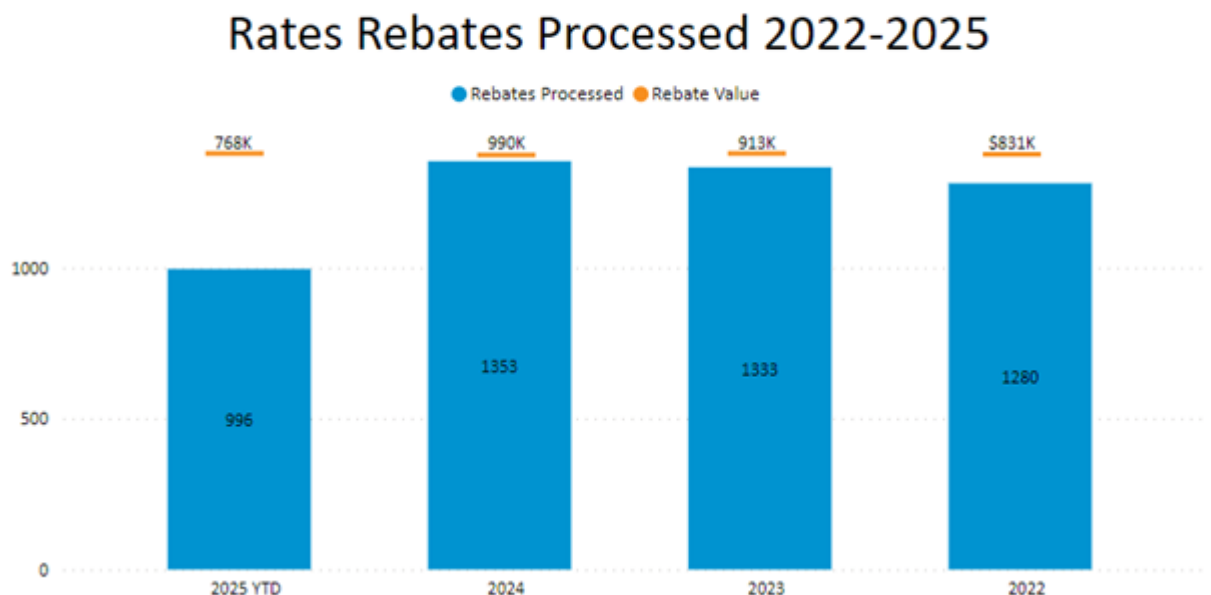
Percentage Collected	2025	2024	2023
Q1 as at 30 September	91.59%	94.76%	95.74%
Q2 as at 31 December	95.63%	96.05%	96.48%
Q3 as at 31 March		96.57%	96.86%
Q4 as at 30 June		96.80%	97.23%

7.5 Financial Reporting as at 31 December 2024(Cont.)**6.0.1. Rates Rebates**

Rates rebates processed to the end of December has increased 3% (996) in comparison to last year (967) at this point. The Rates team continue to encourage low-income ratepayers to submit applications to check if they qualify for the rebate of up to \$790. Reminders were sent with application forms for all customers who claimed last year but not so far this year, this will be repeated around the last instalment period. We will continue to look at ways to raise awareness to maximise uptake on this DIA funded initiative.



Rates Rebates, Email opt-ins and Direct Debits

**7. Options Analysis - Ngā Kōwhiringa**

There are no options as this is an information report.

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 the Council's Significance and Engagement Policy.

8.2. Engagement and Community Views

Engagement on this matter is not being undertaken in accordance with Section 6.0 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 (low significance).

7.5 Financial Reporting as at 31 December 2024(Cont.)

9. Considerations - *Whai Whakaaro*

9.1. Strategic Alignment

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

9.2. Financial/Budget Considerations

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

9.3. Climate Change Assessment

There are no significant or notable impacts associated with the matters of this report.

9.4. Risks

There are no significant or notable risks associated with the matters of this report.