



# Finance and Performance Committee

## *Te Komiti Pūtea Mahi*

Thursday, 15 May 2025

*Tāite, 15 Haratua 2025*

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



Chief Executive: Steven Perdia | Publication Date: 9 May 2025

[whakatane.govt.nz](http://whakatane.govt.nz)





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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***

At the time of compiling the agenda there was an apology from Councillor N Rangiaho.

**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, 27 February 2025 can be viewed via the Council website.

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

[Unconfirmed Finance and Performance Committee meeting 27 February 2025](#)

## 7 Reports - Ngā Pūrongo

### 7 Reports - Ngā Pūrongo

#### 7.1 Financial Reporting as at 31 March 2025



To: **Finance and Performance Committee**

Date: **Thursday, 15 May 2025**

Author: **K Farr / Manager Financial Planning and Reporting**

Authoriser: **B Gray / GM Finance and Commercial Services**

Reference: **A2882956**

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

To provide the Finance and Performance Committee with the Financial Reporting to 31 March 2025, the third quarter of the 2025.

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

THAT the Financial Reporting as at 31 March 2025 report be **received** by the Finance and Performance Committee.

#### 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 third quarter (Q3) of the 2025 financial year and provides insights on any key variances to performance which have been identified. The forecast position for the end of the 2025 financial year is also indicated.

##### 3.1. Financial Performance Summaries

The major financial KPI indicators are summarised as follows:

- an actual **Surplus of Operating Activities** of \$4.9m is \$4m higher than the revised budget surplus of \$0.9m. Payments to staff and suppliers less than budget is the significant driver of the favourable result at the end of March.
- The forecast position is also anticipated to be a surplus of \$6.8m which is \$3.6m higher than budget, again the main driver is payments to staff and suppliers less than full year budget.
- The over budget financing costs for both actual (\$1.5m) and forecast (\$1.2m) is largely offset by interest revenue (Other Operating Income) received on prefunded debt at favourable terms.

**7.1 Financial Reporting as at 31 March 2025(Cont.)**

- an actual **Deficit of Net Capital Expenditure** of \$26.9m is \$13.8m less than revised budget of \$40.7m reflecting timing of capital expenditure and associated funding, with 65% capital delivery compared to budget at the end of March.
- The forecast provided by budget managers is for 75% delivery of capital projects by the end of the financial year; an anticipated spend of \$50.3m which is \$16.4m less than the full year budget of \$66.7m.
- an actual **Accounting Deficit including Other Activities** of \$(8.8)m is \$(2.5)m higher than revised budget deficit of \$(6.3)m; the operating surplus of \$4.9m is offset with sources of capital funding less than budget \$(4)m and loss on revaluation of derivatives \$(2.4)m.

**4. Discussion – Kōrerorero****4.1. Financial Performance Overview as at 31 March (Q3)**

The financial reporting presented in this paper covers the period to 31 March 2025. Year-end forecasts are also presented. 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.

## Finance and Performance Committee - AGENDA

## 7.1 Financial Reporting as at 31 March 2025(Cont.)

Financial Performance as at 31 March 2025	\$'000					
	Actual YTD	Revised Budget YTD	Variance YTD	Forecast Full Year	Revised Budget Full Year	Forecast YE Variance
Revenue from Rates	49,917	50,118	(200)	69,995	70,044	(49)
User Fees and Charges	7,030	7,360	(330)	9,097	9,592	(496)
Subsidies and Grants for Operating Purposes	5,942	6,593	(651)	8,650	8,856	(206)
Other Operating Income	4,451	3,423	1,028	5,383	3,971	1,412
<b>Total Sources of Operating Funding</b>	<b>67,341</b>	<b>67,495</b>	<b>(154)</b>	<b>93,124</b>	<b>92,464</b>	<b>661</b>
<b>Applications of Operating Funding</b>						
Payment to Staff	21,726	22,708	982	30,126	31,220	1,094
Payment to Suppliers	33,655	38,305	4,650	47,064	50,163	3,099
Financing Costs	7,091	5,587	(1,504)	9,112	7,906	(1,206)
<b>Total Applications of Operating Funding</b>	<b>62,472</b>	<b>66,601</b>	<b>4,128</b>	<b>86,303</b>	<b>89,290</b>	<b>2,987</b>
<b>Surplus (Deficit) of Operating Activities</b>	<b>4,869</b>	<b>894</b>	<b>3,974</b>	<b>6,822</b>	<b>3,174</b>	<b>3,648</b>
<b>CAPITAL</b>						
<b>Sources of Capital Funding</b>						
Subsidies and Grants for Capital Purposes	7,821	11,783	(3,961)	10,349	14,485	(4,116)
Development Contributions	143	1,073	(930)	172	1,431	(1,259)
<b>Total Sources of Capital Funding</b>	<b>7,964</b>	<b>12,856</b>	<b>(4,892)</b>	<b>10,521</b>	<b>15,915</b>	<b>(5,375)</b>
<b>Applications of Capital Funding</b>						
Capital Expenditure	35,055	53,601	18,546	50,281	66,684	16,403
<b>Total Applications of Capital Funding</b>	<b>35,055</b>	<b>53,601</b>	<b>18,546</b>	<b>50,281</b>	<b>66,684</b>	<b>16,403</b>
<b>Surplus (Deficit) of Net Capital Expenditure</b>	<b>(26,925)</b>	<b>(40,745)</b>	<b>(13,820)</b>	<b>(46,131)</b>	<b>(50,769)</b>	<b>(4,638)</b>
<b>OTHER ACTIVITIES</b>						
<b>Non-Operating Activities</b>						
Depreciation	(19,359)	(20,053)	694	(26,423)	(26,737)	314
Gain (Loss) on Revaluation - Derivatives	(2,432)	0	(2,432)	(2,385)	0	(2,385)
Gain (Loss) on Revaluation - Property, Plant & Equipment	153	0	153	39,938	39,785	153
Gain (Loss) on joint venture associates equity	0	0	0	0	(766)	0
<b>Surplus (Deficit) of Other Activities</b>	<b>(21,638)</b>	<b>(20,053)</b>	<b>(1,584)</b>	<b>11,130</b>	<b>12,282</b>	<b>(1,198)</b>
<b>Accounting Surplus (Deficit) including Other Activities *</b>	<b>(8,805)</b>	<b>(6,303)</b>	<b>(2,502)</b>	<b>28,472</b>	<b>31,371</b>	<b>(3,645)</b>

\* Accounting Surplus (Deficit) line excludes Capital Expenditure

## 4.2. Operating Performance

The surplus for operating activities of \$4.9m is \$4m higher than the budgeted operating surplus of \$0.9m. The forecast is for the operating to remain higher than budget by \$3.6m at the close of the 2025 financial year.

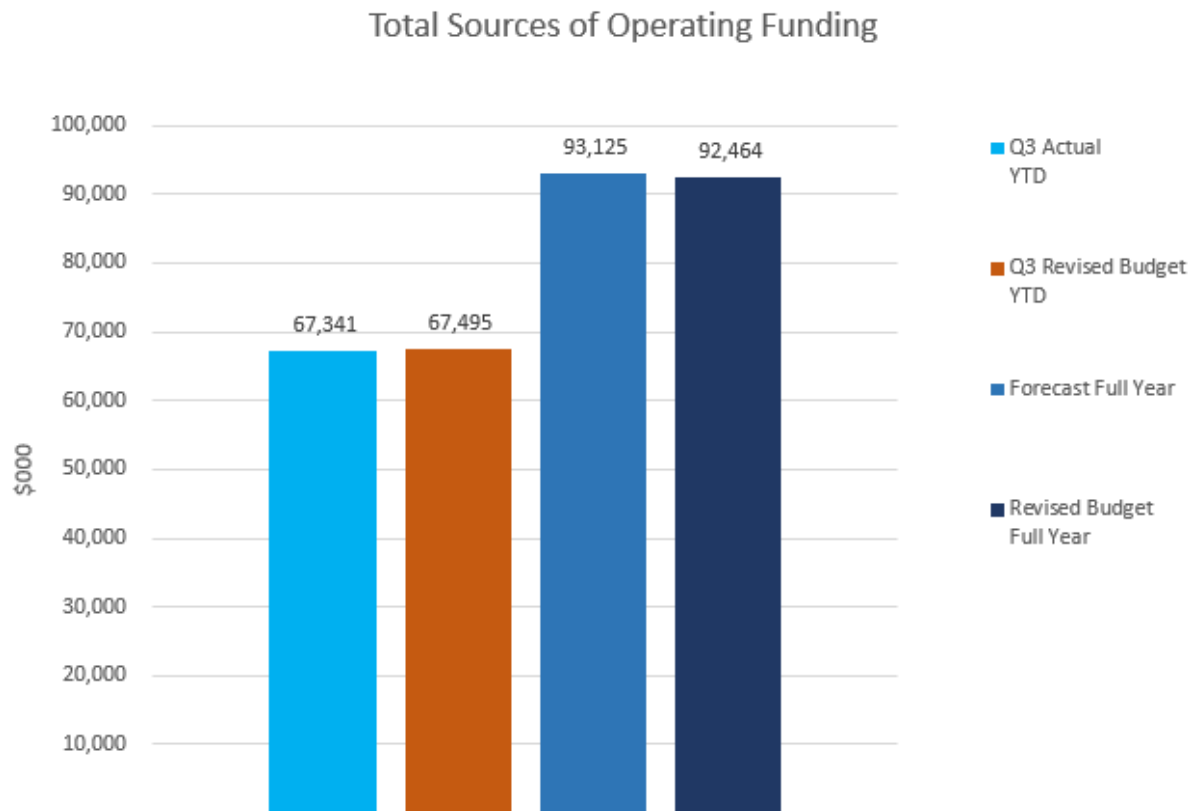
- Actual Operating Revenue (Sources of Operating Funding) of \$67.3m is within range of \$67.5m budget overall.
- Forecast Operating Revenue of \$93m is also within range of full year budget of \$92.5m.
- Actual Operating Expenditure (Applications of Operating Funding) of \$62.5m is \$4.1m (6.2%) less than budget of \$66.6m
- Forecast Operating Expenditure of \$86.3m is \$3.0m (3.3%) less than budget of \$89.3m.

## 4.3. Operating Revenue

Operating Revenue (Sources of Operating Funding) is within range of budget overall at the end of the Quarter Three; actual of \$67.3m aligns with budget of \$67.5m.

**7.1 Financial Reporting as at 31 March 2025(Cont.)**

The forecast is for Operating Revenue to also remain within range of budget at the end of the financial year.



User Fees and Charges align with budget overall at the end of March, reflecting a 4.5% underbudget position. The forecast position is for this variance to increase to 5.2% under budget by year end.

Although aligning with budget overall there are some significant variances within activities:

- Building Inspection forecast less than budget by \$352k (17%)
- Parking Enforcement forecast less than budget by \$65k (62%)
- Holiday Park forecast less than budget by \$153k (17%), reflecting the current economic climate (last year income was \$224k higher at the end of March than current year)
- Waste Management activity forecasts fees higher than budget of \$148k (9%).

Subsidies and Grants for Operating Purposes are less than budget by \$0.7m (9.9%); 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 (2.3%).

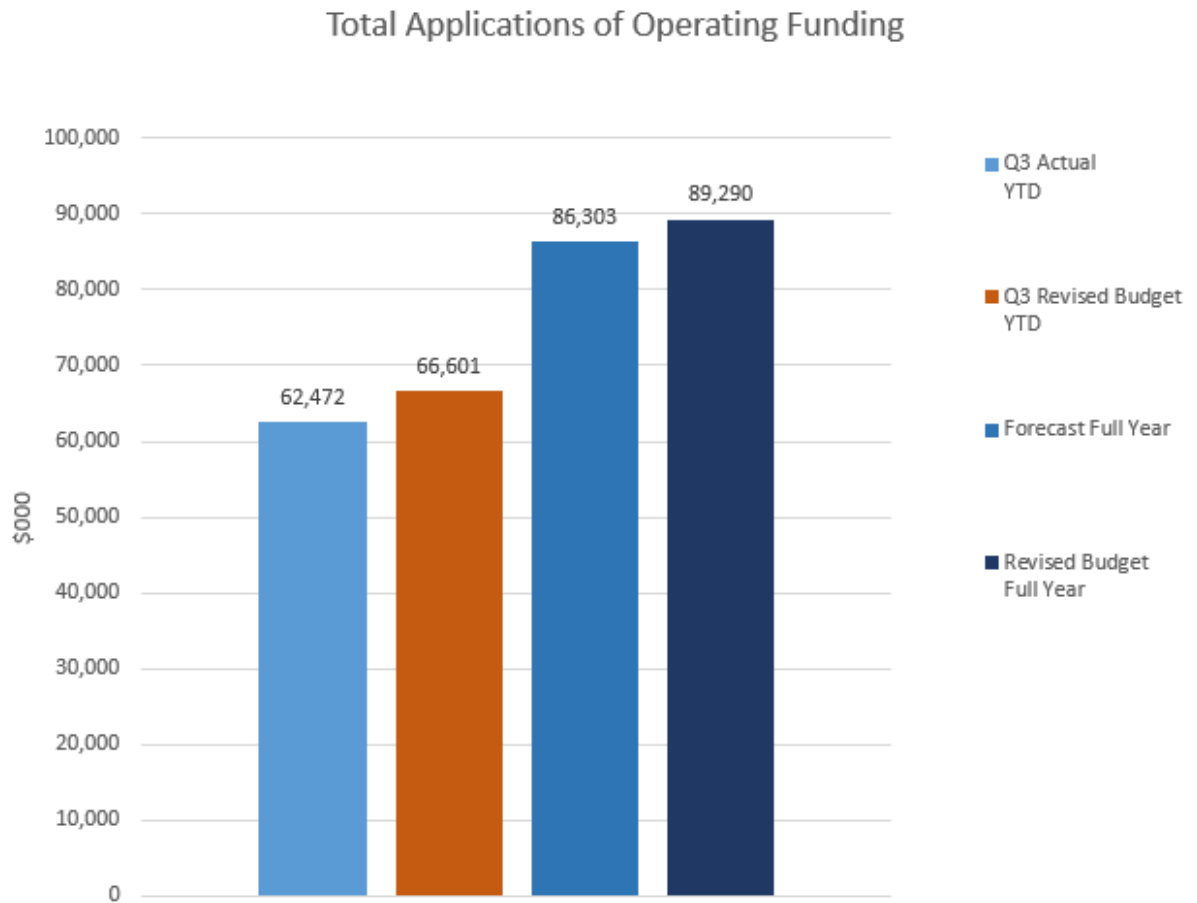
Other Operating Income is higher than budget by \$1.0m (30%); this variance predominantly relates to the receipt of interest revenue of \$0.9m and partially offsets the over budget financing costs.

**4.4. Operating Expenditure**

Operating Expenditure (Applications of Operating Funding) of \$62.5m is \$4.1m (6.2%) lower than budget of \$66.6m.

**7.1 Financial Reporting as at 31 March 2025(Cont.)**

The forecast is for expenditure to remain under budget by \$3.0m (3.3%).



Payments to Staff at \$21.7m is \$0.98m (4%) less than budget of \$22.7m at the end of March predominantly reflecting vacancies at the end of March. The forecast anticipates an under-budget variance to remain at year end (3.5%).

Payment to Suppliers is less than budget by \$4.7m (12%); this is predominantly timing related project expenditure. The forecasts anticipate an under-budget position of 6% and is reflected in the following table:

## Finance and Performance Committee - AGENDA

## 7.1 Financial Reporting as at 31 March 2025(Cont.)

Payment to Suppliers by Group of Activity as at 31 March 2025	Actual YTD \$000	Budget YTD \$000	Variance YTD \$000	Forecast Full Year \$000	Full Year Budget \$000	Forecast Variance \$000	Forecast Variance %	Forecast Variance Comment
AQUATIC CENTRES	646	819	173	893	1,083	190	18%	Electricity forecast significantly under budget \$125k
ARTS AND CULTURE	240	251	11	322	326	5	1%	
BUILDING AND RESOURCE MANAGEMENT	1,418	1,715	297	2,042	2,398	357	15%	Predominantly project timing in the Policy Planning activity including Landslide District Plan change and Coastal Hazards Review projects
CCO - AIRPORTS	478	606	128	715	828	113	14%	Underspend predominantly relates to the Airport Masterplan project
CLIMATE CHANGE AND RESILIENCE	63	37	(26)	76	51	(25)	(50%)	Overspend mainly relates to BOF project and is offset by subsidy \$16k
COMMUNITY FACILITIES	788	888	100	1,029	1,143	113	10%	\$100k budgeted for Tāneatua School Hall refurbish, no forecast currently included for this project although \$69k is confirmed since finalising report
COMMUNITY REGULATION	178	258	80	262	363	101	28%	Various underbudget line items across all activities including advertising and contracts costs for disposal of hazardous materials
CORPORATE SERVICES	6,227	8,734	2,507	8,400	10,999	2,599	24%	ERP project timing \$1.9m, insurance less than budget \$130k. Insurance budget has been adjusted in 2026 Draft Annual Plan
DEMOCRACY	1,083	1,147	64	1,484	1,555	72	5%	Timing of Community Grants \$85k
DISTRICT PARTNERSHIPS	791	1,759	968	1,660	2,209	549	25%	Reorua Project \$57k forecast underbudget, which is anticipated to be carried forward to 2026. Road Safety forecast underbudget \$130k owing to reduced NZTA subsidies
ECONOMIC DEVELOPMENT	890	1,140	250	1,577	1,484	(93)	(6%)	Property Disposal Strategy \$170k (budget for this project was omitted from LTP in error, and is funded by the Asset Divestment Reserve)
EVENTS AND TOURISM	603	959	355	918	1,269	351	28%	Implementation
HOLIDAY PARK	316	282	(35)	389	354	(35)	(10%)	
OTHER	169	131	(38)	719	712	(7)	(1%)	
PARKS AND RESERVES	1,162	1,083	(80)	1,896	1,501	(395)	(26%)	The Valley Road Tree Harvest cost escalations are the main driver of this variance
PORTS AND HARBOURS	771	863	92	1,040	1,061	21	2%	
STORMWATER	1,926	1,484	(442)	2,228	1,749	(479)	(27%)	Additional Costs associated with Local Waters Done Well \$295k and Rates Review, anticipate \$290k DIA funding to offset LWDW costs
TRANSPORTATION CONNECTIONS	5,350	5,684	333	7,870	7,397	(473)	(6%)	
WASTE MANAGEMENT	7,024	7,275	251	9,215	9,695	480	5%	The forecast is showing a \$480k underbudget position overall. Contract costs are anticipated to be around \$1.7m under budget at year end overall (contract costs have been adjusted in 2026 Draft Annual Plan), this excludes the additional costs associated with closed landfills (\$1.2m) as there is no associated rating impact.
WASTEWATER	1,139	1,048	(91)	1,398	1,300	(98)	(8%)	
WATER SUPPLY	2,392	2,142	(250)	2,934	2,687	(247)	(9%)	
<b>Total Payment to Suppliers</b>	<b>33,655</b>	<b>38,305</b>	<b>4,650</b>	<b>47,064</b>	<b>50,163</b>	<b>3,099</b>	<b>6%</b>	

Financing Costs are higher than budget (\$1.5m), these costs are partially offset by interest revenue (\$0.9m) associated with prefunding at favourable rates.

## 4.5. Capital

## 4.5.1. Sources of Capital Funding are \$8.0m which is \$4.9m less than budget of \$12.9m.

Capital Subsidies are under budget (\$4m), predominantly reflected in the Transport Connections activities, with the variance relating to the timing of projects and the reduction of approved NZTA subsidies compared with LTP budget.

Development Contributions are under budget \$0.9m, the forecast is for the under-budget position to remain at year end with an anticipated variance of \$1.3m.

A significant portion of this variance relates to revenue budgeted for the Rex Morpeth project (\$0.7m), the LTP budget spread this revenue evenly over a twenty-year period with the first ten years within the 2024 – 2034 LTP window. We are currently not collecting any revenue for this project as it is not certain that the project will progress, the revenue should have been ramped in to coincide with Stage 2 of the project (2029 onwards) when the decision will be made whether to proceed. On this basis the revenue will be removed from the 2026 Annual Plan.

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 \$35m which is \$18.5m (35%) less than budget of \$53.6m. The forecast is for the variance to be \$16.4m less than budget at year end (25%).

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

## Finance and Performance Committee - AGENDA

## 7.1 Financial Reporting as at 31 March 2025(Cont.)

Capital Expenditure by Group of Activity	Actual March YTD \$000	Revised Budget March YTD \$000	Variance March YTD \$000	Full Year Forecast \$000	Full Year Revised Budget \$000	Full Year Variance \$000	Comment
AQUATIC CENTRES	134	843	709	522	993	471	Timing of renewals expenditure
	333	323	(10)	359	446	86	Better Off Funded Hono Hapori Community Outreach project completed under budget \$91k, DIA approval has been sought to apply to offset remaining subsidy with LWDW expenditure
ARTS AND CULTURE							
CCO - AIRPORTS	105	1,221	1,116	705	1,377	671	Timing; Runway Lighting Navigational Upgrade
	98	314	216	240	463	224	Forecast underspend relates to Better Off Funded (BOF) Community Enhancement and Resilience project, and has been reallocated to Waieue Hall upgrade
CLIMATE CHANGE AND RESILIENCE							
	687	1,476	789	1,467	2,144	677	Timing; Rex Morpeth Preliminary Works, BOF Resilience project (Waieue Hall upgrade)
COMMUNITY FACILITIES							
COMMUNITY REGULATION	13	48	34	13	48	34	Edgcombe Stockyards project completed underbudget
	1,273	1,719	447	2,037	2,915	878	Underspend forecast on fleet replacements \$159k, Museum and Library HVAC upgrades not anticipated to complete this financial year \$520k (timing)
CORPORATE SERVICES							
DISTRICT PARTNERSHIPS	-	-	-	-	42	42	
ECONOMIC DEVELOPMENT	128	1,131	1,003	259	1,520	1,261	Timing; Floodwall Integration project anticipate carry forward
EVENTS AND TOURISM	17	-	(17)	17	-	(17)	
	67	178	111	240	360	121	Timing of Ablution upgrades, anticipate carry forward to complete project
HOLIDAY PARK							
	275	2,104	1,829	1,140	3,502	2,361	Timing; various projects across portfolio for which carry forward budget requests are anticipated
PARKS AND RESERVES							
PORTS AND HARBOURS	655	873	217	744	1,144	400	Timing; Wharfside Landscaping & Buildings
STORMWATER	5,367	6,731	1,365	6,871	7,200	328	Timing; Pump Replacements
TRANSPORTATION CONNECTIONS	11,088	15,064	3,976	14,019	17,878	3,859	Various predominantly related to reduction in NZTA subsidy
WASTE MANAGEMENT	205	225	19	298	240	(58)	
	8,702	5,233	(3,468)	10,267	7,121	(3,147)	Timing; overspend predominantly relates to purchase of land for Matatā WW project
WASTEWATER							
	5,908	16,118	10,210	11,081	19,293	8,211	Timing; Otumahi Water Storage, Murupara Treatment Upgrades, Plains Backflow Preventors, Rōātōki Water Treatment
WATER SUPPLY							
<b>Total Capital Expenditure</b>	<b>35,055</b>	<b>53,601</b>	<b>18,546</b>	<b>50,281</b>	<b>66,684</b>	<b>16,403</b>	

## 4.5.3. Depreciation and Non-Operational Activities.

**Depreciation:** Depreciation of \$19.4m is within range of budget (3.5%) at the end of the third quarter and is forecast to remain so at the close of the financial year.

**Gain/Loss on Derivatives:** An overall loss on derivatives of \$2.4m is reported to the end of March a positive movement of (\$0.7m) compared to Q2.

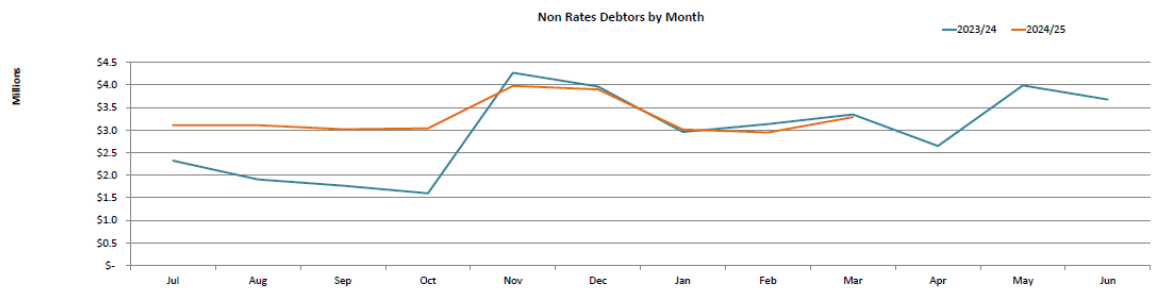
Gain/Loss on Revaluation – Property, Plant and Equipment is forecast per budget for this report.

## 5. Non-Rates Debtors as at 31 March 2025

Sundry Accounts Receivable (non-rates) as at 31 March 2025						
Activity	Current	Overdue 30 days	Overdue 60 days	Overdue 90+ days	Total March 2025	Total March 2024
Airport	20,618.40	900.25	524.20	1,627,509.20	1,649,552.05	1,550,742.21
Animals	-	-	-	7,626.75	7,626.75	23,819.35
Building Consents	63,609.09	(3,299.50)	1,815.32	36,844.95	98,969.86	97,778.44
Refuse Transfer Station	167,890.24	549.94	(795.68)	87,493.27	255,137.77	262,120.43
Halls	10,136.43	913.00	245.49	400.12	11,695.04	32,538.64
Harbour Ground Lease	52,723.84	11,711.58	35,249.69	(50,097.52)	49,587.59	88,803.83
Leases/Rental (non Harbour)	33,776.46	468.75	(1,567.70)	5,624.01	38,301.52	68,391.76
Licences	24,226.55	4,612.75	1,476.67	12,753.33	43,069.30	55,238.15
Resource Consents	12,518.24	1,350.13	14,357.94	305,924.17	334,150.48	223,488.49
Roading	3,135.00	2,090.00	(2,733.85)	46,283.45	48,774.60	145,750.60
Sundry debtors	218,575.51	(2,709.85)	(180.00)	65,020.44	280,706.10	565,379.63
Trade Waste	325,979.09	-	14,375.00	27,669.54	368,023.63	115,184.12
Aquatic Centre	20,427.64	(2,868.75)	(876.98)	(216.00)	16,465.91	46,476.25
Moorings/Hardstand/Berthage	25,593.79	11,435.75	-	11,372.27	48,401.81	22,065.14
Liquor Licensing	4,356.92	-	-	161.00	4,517.92	2,888.66
Cemetery	25,135.00	5,215.00	-	445.43	30,795.43	45,295.43
<b>Total</b>	<b>1,008,702.20</b>	<b>30,369.05</b>	<b>61,890.10</b>	<b>2,184,814.41</b>	<b>3,285,775.76</b>	<b>3,345,961.13</b>
	31%	1%	2%	66%	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).



**7.1 Financial Reporting as at 31 March 2025(Cont.)****Explanation of Graph – How are debt levels tracking between this year and last year?**

Total debt for March 2025 is consistent with March 2024, with the current period showing a slight decrease of \$60k.

- 90-day debt for March 2025 has increased by 46% compared with the same time last year (2025:66%; 2024:20%). The figure for 2025 includes the invoices for the Whakatāne Airport. In 2024 the Airport invoices were still current, so this has created a large variance with the 90-day percentages.
- 90-day debt has reduced across most activities except for Resource Consents, Refuse and Sundry Debtors. Resource Consents have increased by \$120k mainly due to an outstanding invoice which is being managed by the consents team. Refuse has increased by approximately \$70k, due to an outstanding debt which is being managed by the accounts receivable team. 90-day debt for Sundry has increased by \$35k. This is due to council trying to recover a payment through the small claims court.

**6. Total Land Rates Debt**

The total land rates debt as at 31 March 2025 is \$8.66 million (31 March 2024: \$8.05 million).

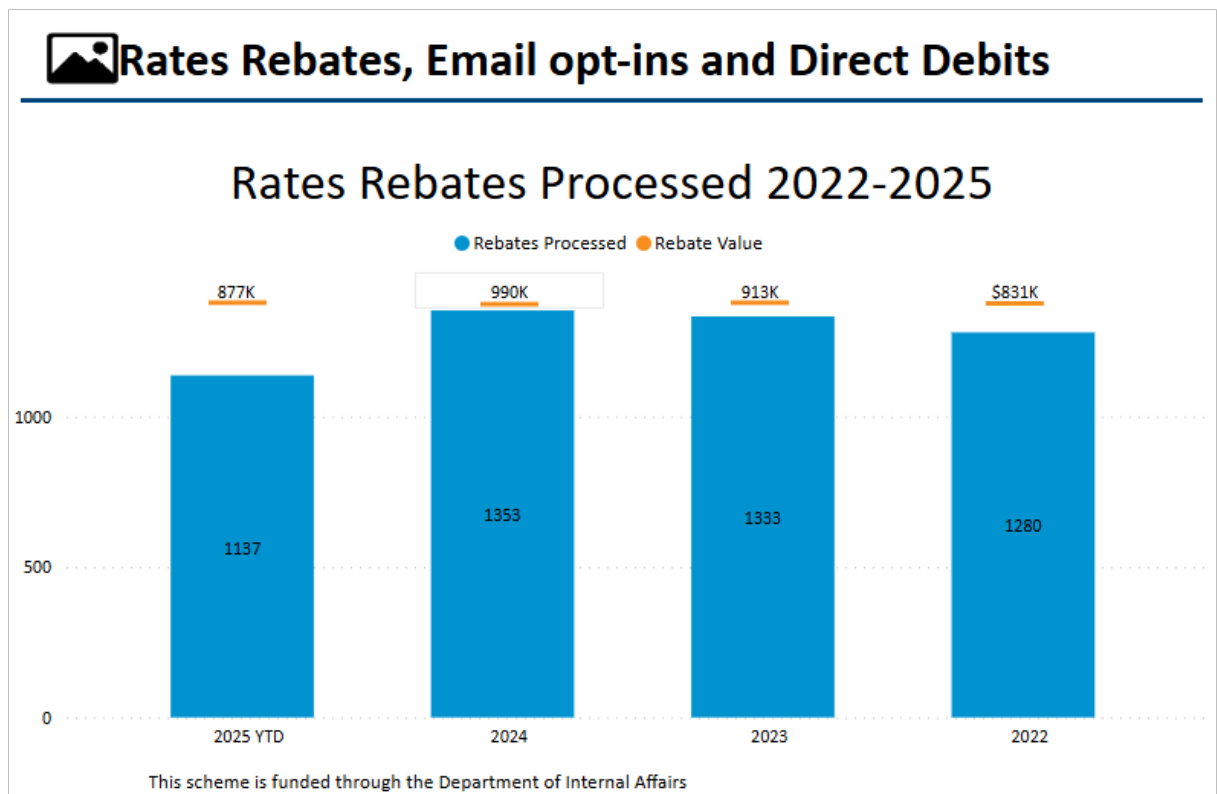
The percentage of invoiced rates collected for the 2025 financial year as at 31 March 2025 is 96.17%, this compares to 96.57% collection at the same time last year.

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	96.17%	96.57%	96.86%
Q4 as at 30 June		96.80%	97.23%

**7.1 Financial Reporting as at 31 March 2025(Cont.)****6.0.1. Rates Rebates**

Rates rebates processed to the end of December has increased 5.3% (1137) in comparison to last year (1080) 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 are being sent with application forms for all customers who claimed last year but not so far this year in their final rates instalment of the financial year. We will continue to look at ways to raise awareness to maximise uptake on this DIA funded initiative, currently we are working with Communications on how we get message out for last 2 months of the year.

**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).

**7.1 Financial Reporting as at 31 March 2025(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.

**7.2 Health, Safety and Wellbeing Report Quarter 3 2024-2025****7.2 Health, Safety and Wellbeing Report Quarter 3 2024-2025**

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To: **Finance and Performance Committee**

Date: **Thursday, 15 May 2025**

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

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

Reference: **A2882510**

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

This report gives metrics, analysis and commentary on the organisation's Health, Safety and Wellbeing activities for the period 1 January to 31 March 2025 with the purpose of providing this committee with assurances around Council's Health, Safety and Wellbeing performance.

Appendix 1 provides an example of the project reporting around 'Whakaora', our project to implement our Health, Safety & Wellbeing Strategy.

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

THAT the Finance and Performance Committee **receive** the Health, Safety and Wellbeing report Quarter 3 2024-2025.

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

A Health, Safety & Wellbeing Strategy for Whakatane District Council was adopted by the Executive Leadership Team in December 2024. 'Whakaora', a project to implement the Strategy, was launched to the organisation in April 2025 following the formation of a formal project team earlier this year.

Reporting metrics in this report will be enhanced over time, as data becomes available within Damstra Technology (Vault), and the Whakaora Project progresses.

**4. Discussion – Kōrerorero****4.1. Key Points**

- The Whakaora project has been established to implement the Health, Safety and wellbeing Strategy, by creating a more consistent, Council-wide approach to safety. The project is resourced and underway, focusing on the top three priorities of Governance/Roles and Responsibilities, Risk Management and Contractor Management. The project will result in this report becoming more comprehensive over time. Updates on the project itself will be part of a 'Key Projects' report to this Committee at date to be confirmed. References to Work in Progress (WIP) indicate

**7.2 Health, Safety and Wellbeing Report Quarter 3 2024-2025(Cont.)**

areas where reporting through Damstra Technology (formerly Vault) requires updates to accurately capture information. These updates form part of the Whakaora Project.

- The Council has engaged a temporary resource in March to support the HSW Team. A new HSW Manager has been recruited to start 26 May 2025.

**4.2. Actions from previous meeting**

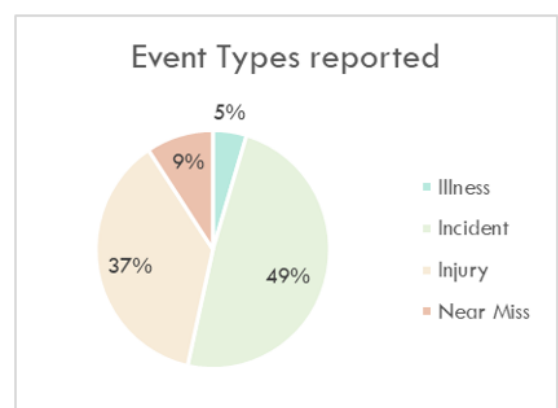
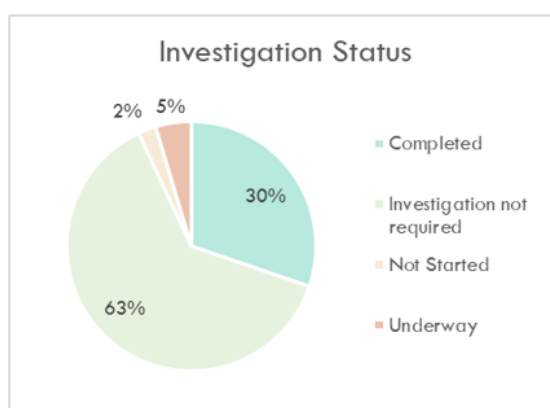
Outstanding actions	Notes	Responsible	Date completed
1.Update on trench incident	Provide an update to the Finance & Performance Committee on the 9 Aug 2024 trench incident.	Emlyn Hatch	COMPLETED Email to Elected Members sent 6 March 2025

**4.3. Performance**

The following includes a summary of key H&S metrics.

Key Health and Safety Metrics	
Key Metrics	Findings
Percentage of events rated as high potential events	WIP
Incidents by potential harm	WIP
Percentage of required investigations completed	79%
Percentage of workers assessed as fully competent	WIP

Note: items listed as Work in Progress (WIP) will be reported on over time, and as information becomes available.



**7.2 Health, Safety and Wellbeing Report Quarter 3 2024-2025(Cont.)**

During this period, there were a total of 43 events reported.

- In this quarter, one notifiable event was reported to WorkSafe on 7 January 2025. The notification was made by one of our contractors, Waiotahi Contractors Ltd in relation to their contracted works for the Hinemoa Stormwater Pump Station Upgrade, where an unplanned fire took place resulting in first aid burns to a contractor worker. A draft investigation report has been completed and will be presented to Executive Leadership Team regarding corrective actions associated with Council's contractor management system.
- This quarter 51% of all events were relating to Aquatics and Recreation services; this was a 10% increase from the previous quarter. Of these events, 38% were related to theft or aggressive members of the public, 42% related to minor events involving Council workers and lastly, 19% of events related to pool users. Corrective actions have been identified and closed out promptly by the Aquatics team.
- Events classified as 'Investigations Not Required' will be reviewed as part of the Whakaora Project to establish clear criteria for when standard or formal investigations are necessary. Currently, Damstra Technology (formerly Vault) does not have an automated escalation process to determine which events require further investigation. The system presently relies on manual follow-up and escalation to managers.
- High potential events are currently not defined and communicated to workers therefore cannot be accurately captured within Damstra Technology (Vault) Software; this will be addressed as part of the Whakaora Project and work has begun on this action.

The following table includes a summary of risk management during the previous 1 January – 31 March 2025.

<b>Risks - Hazard &amp; Risk Management</b>	
<b>Risks</b>	<b>Metrics</b>
New Critical Risk	WIP
Critical Risk Safety Observations conducted as per schedule	WIP
Number of existing Hazards/Risks reviewed / updated	WIP
Percentage of events related to Critical Risk	WIP
Number of events related to a Critical Risk	WIP
% of critical risk events investigated	WIP
# of corrective actions not implemented	WIP

Note: items listed as Work in Progress (WIP) will be reported on over time, and as information becomes available.

**7.2 Health, Safety and Wellbeing Report Quarter 3 2024-2025(Cont.)**

Critical risk management is included within the scope of the Whakaora Project and is currently planned for June/July 2025. This will include a review of how critical risks are captured and managed within our health and safety management system. Damstra Technology (Vault) is not able to capture this information currently.

<b>Assurance / Verification</b>		
<b>Activities</b>	<b>Metrics</b>	<b>Comments</b>
Regular Internal Inspections		
Percentage of planned inspections carried out	WIP	To be established as part of Whakaora Project
Number of improvements identified	WIP	
External Assurance / Verification		
[Type of external verification]	WIP	No external verification currently defined. This will be captured as a component of the Governance Charter.
Learning and Improvement		
Percentage of action status 'completed'	WIP	
Actions raised in response to: Findings	WIP	
Percentage completion against strategic programme	WIP	
Workers who completed required external training	WIP	39 workers received external training this quarter. A training needs analysis is planned as a part of Whakaora Project which will aid overall metrics for required trainings.

Note: items listed as Work in Progress (WIP) will be reported on over time, and as information becomes available.

Assurance and Verification metrics are a work in progress as part of Whakaora Project. Currently no inspections are carried out or captured within a central database.

**7.2 Health, Safety and Wellbeing Report Quarter 3 2024-2025(Cont.)**

<b>Relationships - Worker Participation &amp; Engagement</b>	
<b>Activities</b>	<b>Comments</b>
Health & Safety Committee meeting held as planned	20 February 2025. Next booked 24 June 2025
H&S notices / communications	No new notices published to staff
% of required Health & Safety reps trained ( <i>regulation requires 1 rep/19 workers</i> )	110.5% (21 trained reps / 353 workers)
<b>External Engagement</b>	
Overlapping PCBU management reviews	WIP
External stakeholder feedback	WIP

**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. 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.



**7.2 Health, Safety and Wellbeing Report Quarter 3 2024-2025(Cont.)**

**7.4. Risks**

There are no significant or notable risks associated with the matters of this report. A risk management matrix is in place to support the management of the Whakaora Project.

**8. Next Steps – E whai ake nei**

The project team will continue implementing the project plan with this report evolving as improvements are made and reporting capabilities are improved.

**Attached to this Report:**

Appendix 1 - Whakaora project plan updates

**7.2.1 Appendix 1 - Whakaora project plan updates**

**7.2.1 Appendix 1 - Whakaora project plan updates**

**7.2.1 Appendix 1 - Whakaora project plan updates(Cont.)**

## Appendix 1 - Whakaora project plan updates

The following table includes a summary of the Whakaora Project deliverables and progress.

### Legend for project status updates:















● On track, ● At risk, being managed by the team, ● Significant risk, governance supporting

Deliverables – Planned for delivery 31 <sup>st</sup> May 2025		
Deliverable	Description	Status
Documentation Control Policy and procedure.	Ensuring all HSW policies, procedures, forms, checklists and guidelines are identified, old versions retired, current versions consistently identified and accessible for staff.	●
Health and Safety Reporting – Finance and Performance Committee and ELT reporting.	Exemplar of HSW Reporting, identification of system & data limitations, timing for enhancements. Revise May report for confirmed data.	●
Deliverables – Planned for delivery 31 <sup>st</sup> July 2025		
Governance charter	Agreed governance for HSW, roles and responsibilities, aligned with HSW Policy.	●
Risk Management Definitions	Agreed Council-wide risk definitions, rolled out for all staff to enable consistent HSW data capture and reporting.	●
HS Risk Register reviewed	Review of current entries for consistency with confirmed definitions, housekeeping. Regular review process implemented, responsibility confirmed.	●

Health & Safety System Metrics		
Indicators	Targets	
<b>Leadership</b>		
We have strong health and safety governance.	Governance Charter is implemented.	●
	H&S executive reporting is implemented and effective.	●

## Finance and Performance Committee - AGENDA

## 7.2.1 Appendix 1 - Whakaora project plan updates(Cont.)

Everyone at Council understand their H&S role specific responsibilities.	100% of job descriptions include H&S responsibilities.	
Council Leaders have strong health and safety capability.	100% of people leaders have completed role specific H&S training.	
	85% of WDC employees report that their leader is committed to health and safety.	
<b>Risk Management</b>		
We have a critical risk framework and understand our critical risks.	All critical risks have been identified, assessed and a gap analysis completed.	
	Risk register is up to date, effective and controls are implemented and effective.	
All Council employees have completed risk management training.	100% off all employees have completed risk management training.	
We have strong inhouse investigation capability.	100% of the health and safety team have completed investigation training and have been assessed as being competent at investigation.	
	100% of corrective actions identified in investigations are closed out within 30 days.	
<b>Contractor Management</b>		
We have a robust contractor management policy and procedure.	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.	
Our people are competent to engage and manage contractors.	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.	

## Finance and Performance Committee - AGENDA

## 7.2.1 Appendix 1 - Whakaora project plan updates(Cont.)

Information Supervisor and Training		
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.	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 HSR's have completed HSR training.	●
All our tasks have a safe system of work developed and our people are trained and assessed as competent.	100% of our employees have completed role specific training and are assessed as competent. (SOP's)	●
We have a up to date health and safety training matrix that captures all our training needs.	Health and safety training matrix is implemented and effective.	●
Occurrence Management		
We have clear occurrence definitions and reporting.	100% of occurrences are managed as per the investigation procedure.	●
We have a robust investigation procedure, ensuring the right level of investigation is conducted for scale of occurrence.	100% of level two occurrences are investigated.	●
We have competent investigators and or learning review team.	100% of corrective actions from investigations are closed out within 30 days.	●
We are trained and competent in managing notifiable events.	100% of our people leaders are trained in the different types of occurrences and corresponding procedures.	●
Health Monitoring		
We are focused on work related risks to health.	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.	●

## Finance and Performance Committee - AGENDA

## 7.2.1 Appendix 1 - Whakaora project plan updates(Cont.)

We prioritise high risk workers using an occupational health practitioner.	100% of our psychosocial risks are identified, controlled, and monitored.	●
We receive regular reports on occupational health monitoring and take immediate action if our controls are not adequate.	100% of our health monitoring is conducted as per recommended intervals.	●
<b>Worker Engagement</b>		
We provide meaningful opportunities for workers to engage and participate with health and safety matters. We have a high performing health and safety committee.	100% of HSR's have completed HSR training.	●
	100% of health and safety committee meetings occur as scheduled.	●
	85% of employees agree that WDC are committed to health and safety. (engagement survey)	●
<b>Emergency Management</b>		
We understand the types of emergencies that could occur.	We have developed emergency procedures for all types of emergencies.	●
We are prepared for the types of emergencies that could occur.	100% of checks on emergency response equipment are occurring as per schedule.	●
	100% of emergency drills have been conducted as per schedule.	●
Our people are trained in all our emergency procedures.	100% of our people are trained in emergency procedures.	●
<b>Audit and Review</b>		
We have a robust audit and review framework to ensure our health and safety management system remains fit for purpose and implemented.	100% of internal audits occurring as per schedule.	●
	100% of safety observations on contractors occurring as per schedule.	●
	100% of audit recommendations are completed as per work plan.	●

**7.3 Organisation Performance Report - Quarter 3 2024/25****7.3 Organisation Performance Report - Quarter 3 2024/25**To: **Finance and Performance Committee**Date: **Thursday, 15 May 2025**Author: **H Madden / Strategic Policy Analyst**Authoriser: **L Woolsey / General Manager Strategy and Growth**Reference: **A2882815****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 3 of the 2024/25 financial year (1 January – 31 March 2025).

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

THAT the Organisation Performance Quarter 3 2024/25 Report be **received** by the Finance and Performance Committee.

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

The purpose of the report is to provide Council with an overview of how we are performing across a wide range of high-level measures. It 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 themes for the performance indicators in the Organisational Performance Report (refer Appendix 1) 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 third report of the financial year 2024- 2025.

**7.3 Organisation Performance Report - Quarter 3 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.

- **Service Performance:** The residents survey overall satisfaction has slightly increased from the last quarter. The requests for service were higher this quarter across all of the top 8 categories.
- **Financial Performance:** The operating expenditure and fees and charges revenue align with budget overall at the close of Q3. Capital expenditure remains behind budget.
- **Organisational Preparedness:** EOC roster has slightly increased from the last quarter with 95 staff on the roster. Cyber security training remains the same this quarter with 46% completing the training modules.
- **Organisational Health:** Staff turnover is low, with only 5.17% exiting the organisation in Q3. Employee assistance has continued to be utilised at an increased rate over Q3. Māori development continues with Toi Kōtuia team focused on forward planning and confirming courses.
- **Business Plan:** performance is tracking well with only 9% 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.



**7.3 Organisation Performance Report - Quarter 3 2024/25(Cont.)**

**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 – Organisation Performance Measures Quarter 3 2024/25

**7.3.1 Appendix 1 - Organisation Performance Measures Q2 2024\_25**

**7.3.1 Appendix 1 - Organisation Performance Measures Q2 2024\_25**

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

Whakatāne District Council

# ORGANISATION PERFORMANCE REPORT Q3


Q3 2024/2025

1 January – 31 March 2025

*Te Pūrongo Aroturukitanga Mahi  
a Te Kaunihera ā-rohe  
o Whakatāne Q3*

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**WHAKATĀNE**  
District Council  
*Kia Whakatāne au i ahau*

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

Purpose of this Report

Te take o tēnei pūrongo

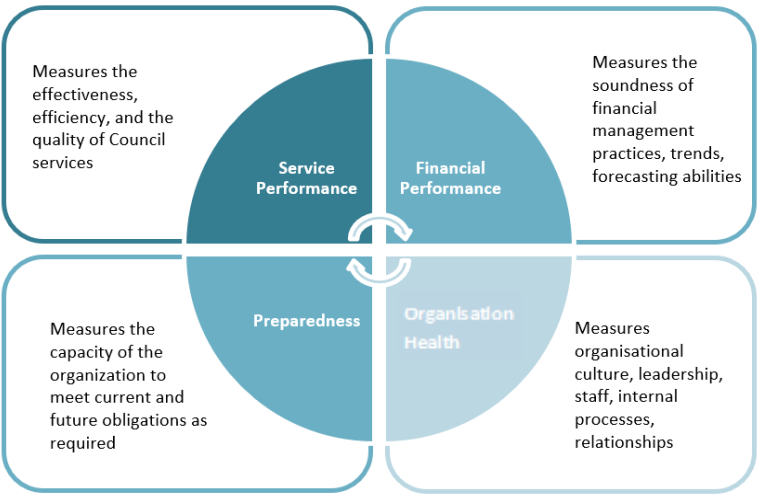
This Organisation Performance Report is a quarterly report presented to Council and covers quarter 3 of the 2024/25 financial year: 1 January – 31 March 2025.

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.



**7.3.1 Appendix 1 - Organisation Performance Measures Q2 2024\_25(Cont.)**

## Quarterly Summary

### Organisation Health

The Cultural and Leadership People Survey provides a gauge on how staff feel about working at WDC. At 68%, the result for cultural related questions in Q3 is a slight increase from the Q2 result of 67% and is sitting just below the local government benchmark. Q3 has seen another high number of staff accessing employee assistance programmes. Turnover remains steady with a rolling 12-month percentage of 13.9%, below the target of 14%.

This quarter the Toi Kōtuitua team focused on forward planning—confirming courses, events, facilitators, and the training calendar. The team also navigated resourcing challenges and ongoing changes while maintaining progress towards programme goals.

### Service Performance

Satisfaction with Council services for this quarter is sitting just below the national benchmark despite a 4% increase for Q3. Of the requests for service (RFS) received in the third quarter, 93% were completed and 5% scheduled. 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 34.6%. Land Rate debt is \$8.66M at end of March 2025 with 96.17% of invoiced rates collected.

### Preparedness Performance

The minimum requirement for a full Emergency Operations Centre (EOC) roster is 90 staff. There are 95 staff available to roster in the WDC EOC, of which 58 were fully trained for their respective position. 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 279 items listed in the Business Plan for the 2024-25 year; of these 82% of items are on track or completed (or 87% if we remove 'non-live' items – e.g. those not yet due to commence, or that have been rescheduled or discontinued).

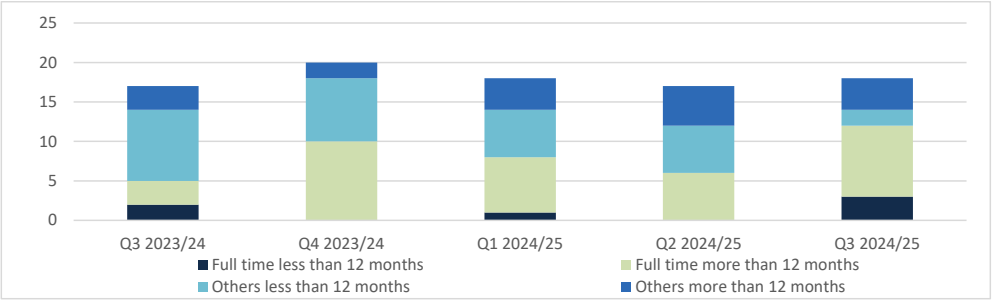
7.3.1 Appendix 1 - Organisation Performance Measures Q2 2024\_25(Cont.)

Organisation Health Measures

Ngā inenga hauora o te tōpūtanga

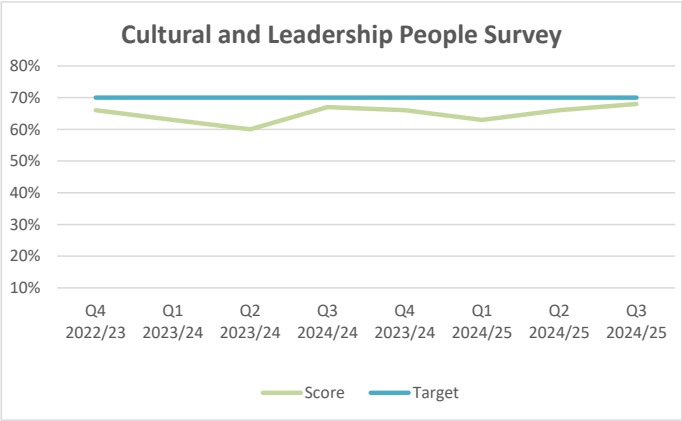
The following indicators give an overview of the organisational culture, leadership, process, and relationships.

358 employees	+2.0% vs previous quarter +3.8% vs previous year	260 full time permanent staff	-.2.3% vs previous quarter +2.8% vs previous year
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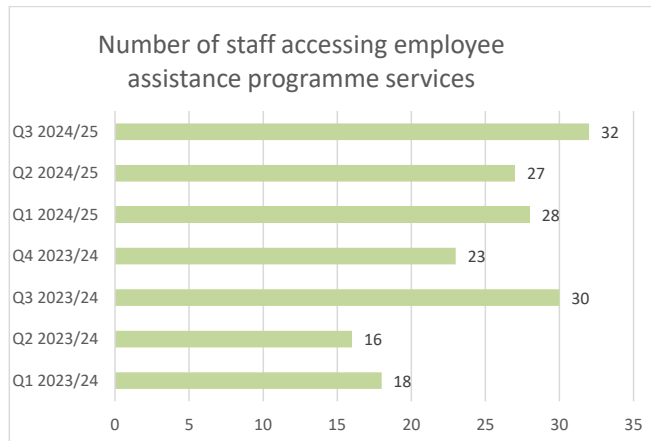
During Quarter 3, 18 employees (5.17%) exited the organisation - 12 of these were fulltime permanent employees and the remaining 6 were part-time, fixed term and casual. Our rolling 12-month turnover of **13.9%** (for full time, permanent staff) remains below our **target of 14%**.

The overall quarterly survey score remains positive with a satisfaction score of **68%**, against a benchmark of **66%**. The participation rate has decreased slightly to a 45% response rate. A number of initiatives are underway to focus on areas that have been highlighted for improvement. A full organisation engagement survey is scheduled for May 2025 which will provide a more comprehensive analysis of staff engagement and areas of focus.



## Finance and Performance Committee - AGENDA

## 7.3.1 Appendix 1 - Organisation Performance Measures Q2 2024\_25(Cont.)



We continue to see good utilisation of our employee assistance services over the past quarter. This includes employees seeking assistance for personal support, alongside those in community facing roles where psychosocial stress has been identified as a hazard and EAP is used as one of the control measures.

**Health and Safety**

**34** Health and safety incidents    **4** Near misses    **10** Injuries    **24** Incidents

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

Several health & safety specific training sessions were conducted in this quarter including First Aid Training and Refresher First Aid, Traffic Management and Heights Refresher training.

WDC's Leadership Development courses are commencing later this year with Leading our People- Communicating Powerfully commencing in May and Growing Greatness commencing in June. Leadership development programmes benefit the organisation in many ways including improving organisational performance, engaging and retaining good employees and building team cohesion and collaboration.



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

**48 staff** participated in cultural competency activities

From January to March 2025, the Toi Kōtuia team focused on planning for the year ahead. This included confirming courses, events, facilitators, and the training calendar. The period has also involved adapting to ongoing changes and addressing some resourcing challenges while continuing to deliver on programme goals.

**Te Kahupapa Programme**

The 2025 Te Kahupapa programme is designed to offer a range of learning opportunities for Council kaimahi. These include different formats and levels to suit learning preferences, accessibility needs, and time availability.

The programme includes training linked to key Māori dates such as Waitangi Day, Matariki, and Te Wiki o te Reo Māori. It also includes focused sessions on Iwi engagement, Te Tiriti o Waitangi, and tikanga.

Practical training sessions are available to support confidence in leading or participating in mihi whakatau, introducing pepeha, and understanding whakapapa.

**2025 Te Kahupapa Programme Calendar**

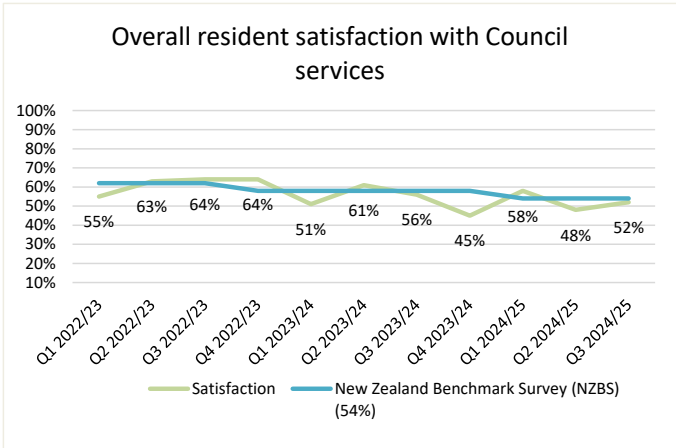
<b>FEB</b> Waitangi Day Kaimahi Quiz	<b>MAR</b> Matatini	<b>APR</b> Kiingitanga Training  Iwi Engagement Training
<b>MAY</b> Noho Marae  Te Puāwaitanga o Te Reo – Te Reo me ōna tikanga	<b>JUN</b> Matariki  Te Puāwaitanga o Te Reo – Te Reo me ōna tikanga  E tū nei au – TRONA	<b>JUL</b> Te Tiriti Training
<b>AUG</b> Cultural Hīkoi	<b>SEP</b> Te Wiki o Te Reo Māori  Mahuru Māori	<b>OCT</b> Te Puāwaitanga o Te Reo – Te Reo me ōna tikanga  Rā Maumahara
<b>NOV</b> Noho Marae	<b>DEC</b> TBC Councillors Haerenga	



7.3.1 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

This quarter, we received an overall resident satisfaction result of 52%, an increase from our Q2 result of 48%.

Within the Residents Survey for this quarter, 4 of 16 of Council’s Long-Term Plan targets were met/exceeded (arts and culture, swimming pools, cemeteries and waste collection). A further 4-out-of-16 were close to target and were within the margin of error.

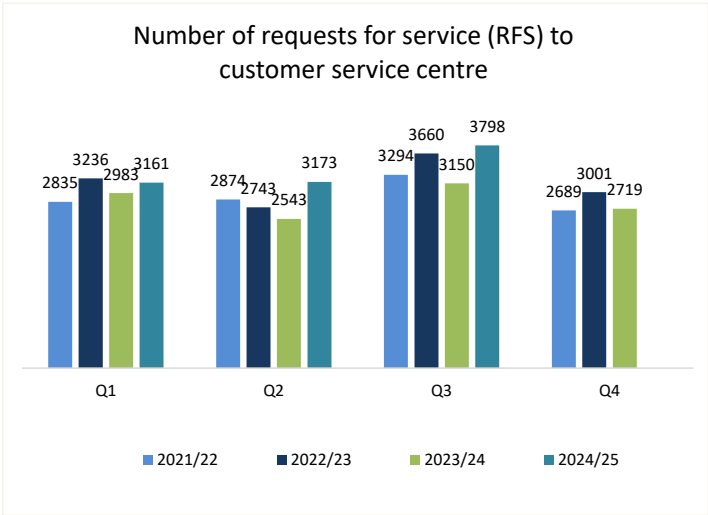
Target: Equal or above the NZ benchmark

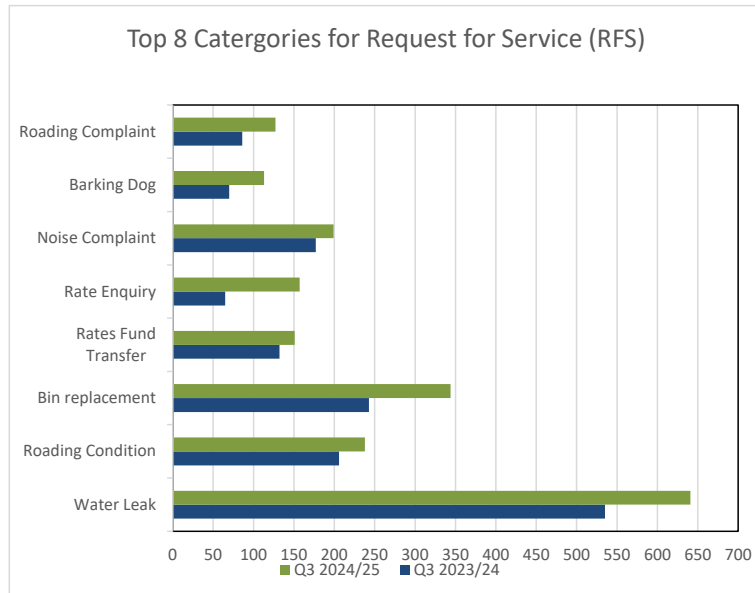
There is a large increase of 648 more request for service (RFS) logged into Ozone compared with the same period last year.

The RFS reporting structure was changed (starting 1 July 2024) to accommodate the request from Audit NZ to log duplicate phone calls for the same issue.

This has mainly affected the water and roading RFS types, with multiple calls regarding the same water leak now being duplicated in Ozone. All calls regarding planned and emergency water shutdowns are now logged as a RFS, rather than being treated as a request for information.

effectiveness, efficiency, and the quality of Council services.

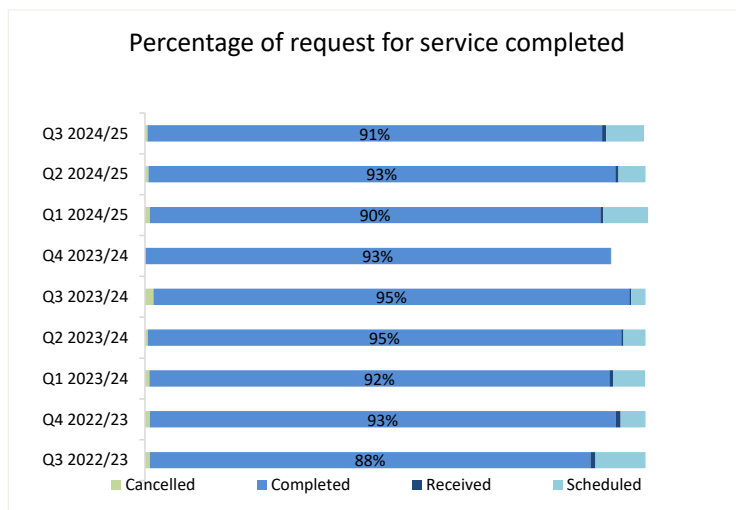


**7.3.1 Appendix 1 - Organisation Performance Measures Q2 2024\_25(Cont.)**

The increase in RFS' due to the change in reporting is also demonstrated in the increase in RFS' across various categories.

Rates enquiries increased this quarter due to the rates team requesting a change of process for monitoring callback enquiries.

Rooding complaints and enquiries RFS' also increased as the transportation team implemented a change in process for monitoring callback requests.



There were 8324 calls received by Customer Services this quarter. Of these **92.11%** of calls were answered within 30 seconds.

Target: **85%**

Of the 3,798 RFS 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.

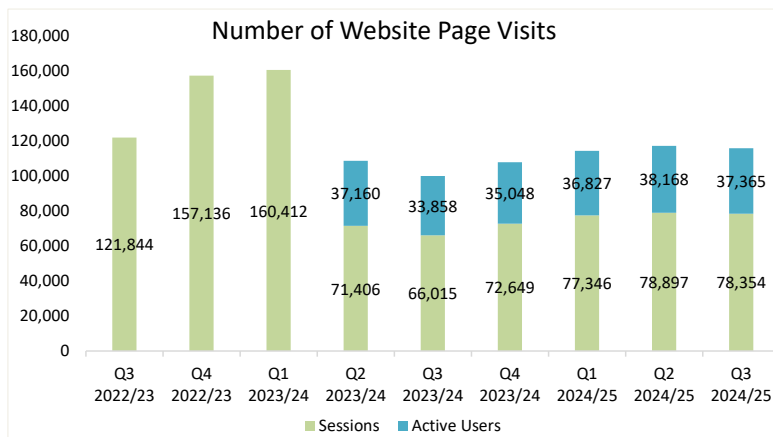
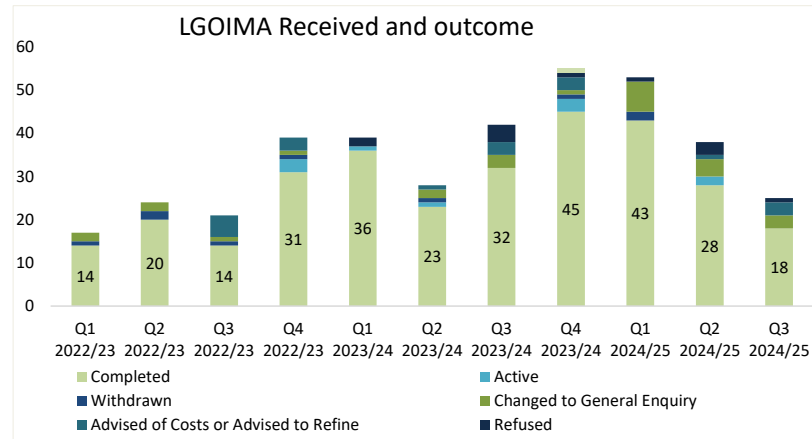
Target: **90%** completed and scheduled.

## Finance and Performance Committee - AGENDA

## 7.3.1 Appendix 1 - Organisation Performance Measures Q2 2024\_25(Cont.)

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

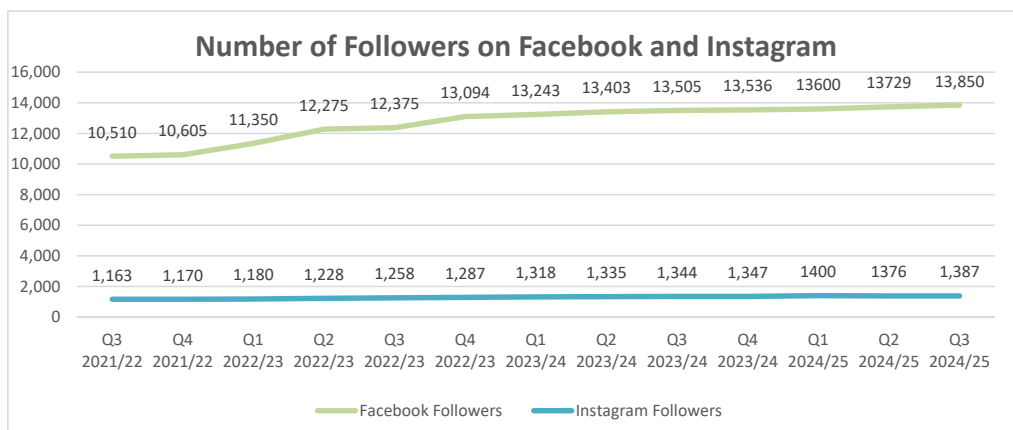
Target: 100%



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

**7.3.1 Appendix 1 - Organisation Performance Measures Q2 2024\_25(Cont.)****88 Delivered:**

Accessible toilet signage  
 Airport Solar Farm  
 Airport terminal consultation  
 Airport upgrade document  
 ANZAC programme  
 Annual Plan  
 Annual Report  
 Annual Report summary  
 Aratakina – ePMO  
 Autumn tourism campaign  
 Awatapu motorbike initial wānanga  
 Backflow prevention  
 Battery recycling campaign  
 Better Together  
 Climate Change  
 Community Grants and Funding  
 Contractor/consultancy onboarding  
 Diversity, Equity and Inclusion Policy  
 Elections 2025  
 Emergency Management vehicle + collateral  
 Exhibitions:

- Toka Tū
- E hoki mai nei ki te ūkaipō
- Kawe Mate
- MMCA 2025

Growth Coordination  
 Health, safety and wellbeing strategy 2024  
 Herepuru Road closure awareness campaign  
 Hinemoa pump station relocation and upgrade education campaign + signage  
 Holiday park rebranding (signage + vehicle branding)  
 Ko Konei x3  
 Local Governance Statement 2025  
 Local Growth Strategy  
 Local Water Done Well consultation document  
 Local Water Done Well pre-engagement presentations  
 LWFF  
 Maraetōtara flying fox  
 Mataatua Reserve signage  
 Matatā CERT  
 Matatā Wastewater  
 Multiple BAU road closure awareness campaigns  
 Murupara facility photography  
 Murupara Hub branding  
 Murupara Newsletter  
 Neurodiversity

Noise brochure  
 Noise control flyer  
 Open Spaces Strategy  
 Parking management trial  
 Parks sign  
 Ports operational plan  
 Pre and post wheels day  
 Procurement Policy  
 Programme Enterprise  
 Property disposals  
 Public holiday hours and closures  
 Rangitāiki Newsletter x2  
 Recruitment Policy  
 Reorua Funding Application form  
 Road Safety campaigns  
 Rugby Park lights funding  
 Safety at School gate campaign  
 Sensitive Capital Expenditure Policy  
 Spatial Plan  
 Standing Orders  
 Staff positions  
 SunAir launch  
 Te Kōputu a Whanga a Toi closure  
 Te Kōputu events promo  
 Te Kōputu signage  
 Te Kōputu wayfinding signage  
 Te Kōputu website  
 Te Whare Taonga o Taketake photography for kura visit  
 Te Whare Taonga o Taketake social media presence  
 Tamariki Foodie Fair  
 Toilet signs  
 Toka Tū  
 Urban Stormwater Modelling  
 Valley Road Tree Harvesting project  
 Various forms  
 Water restrictions awareness campaign  
 Wednesday WIP  
 West Bank Road closure awareness campaign  
 Whakaora Project establishment  
 Whakatāne Aquatic and Fitness Centre group fitness classes restart  
 Whakatāne Aquatic and Fitness Centre March fitness challenge  
 Windows 11 upgrade  
 Youth Council recruitment  
 Youth Development ad

**7.3.1 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
	\$62.47M	\$66.60M	6.2%	At or within 5% of budget

**Capital Expenditure**

2024/25 YTD	ACTUAL	BUDGET	VARIANCE %	Target
	\$35.05M	\$53.60M	34.6%	At or within 5% of budget

**Fees and charges revenue**

2024/25 YTD	ACTUAL	BUDGET	VARIANCE %	Target
	\$7.03M	\$7.36M	-4.5%	At or within 5% of budget

**Other Revenue**

2024/25 YTD	ACTUAL	BUDGET	VARIANCE %	Target
	\$68.27M	\$72.99M	-8%	At or within 5% of budget

**Debt as a proportion of LTP forecast**

ACTUAL	FORECAST	VARIANCE %	Target
\$177.5M	\$173.8M	2.1%	Within 5% of forecast debt

**Rates Debtors**

PERCENTAGE COLLECTED	VARIANCE %	Target
96.17%	3.83%	Within 5% of total rates

**Operating Expenditure YTD:** Operating expenditure is within range of budget overall at the close of Q3.

**Capital Expenditure YTD:** Project delivery to the end of March is behind budget.

**Fees and Charges YTD:** Fees and charges align with budget overall at the close of Q3.

**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 \$177.5M at close of Q3 is \$3.7m higher than full year budget.

**Rates Debtors as a % of Total Rates:** Land Rate debt is \$8.66 M at end of Q3 (this debt relates to prior years as well). Percentage of invoiced rates collected 96.17%

7.3.1 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.

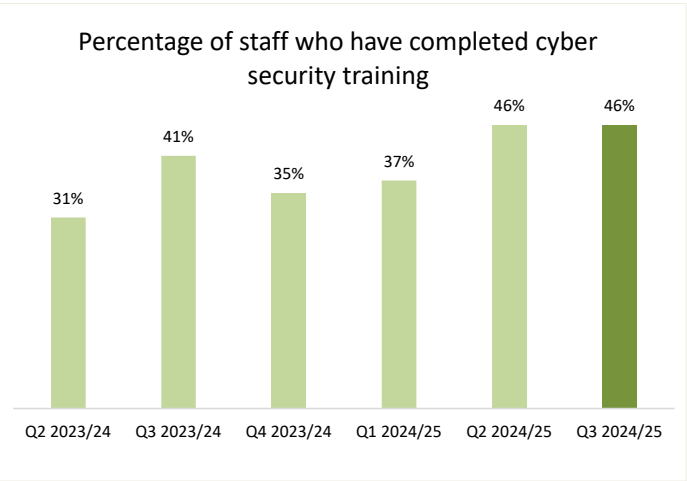
### Emergency Operations Centre

The minimum staffing requirement for a full 24/7 EOC roster is three shifts, with 11 managers and 19 pool staff for each shift. This provides 30 staff per shift with a total of 90 staff needed on the roster. WDC currently has 95 staff on the EOC roster as shown in the table below.

	Minimum required	Appointed
Managers	33	29
Pool Staff	57	66
Total	90	95

Of those, 58 are fully trained for their respective positions, 26 are partially trained, and 9 are yet to start training. Some management staff have an additional requirement to complete function specific training for their role.

### Cyber Security



In Q3, cybersecurity training was provided by our provider KnowBe4. Topics included King of Password, Apps Overshare and social media. 46% of staff completed these.

We continue to encourage staff to complete their training. In Q3 training periods were changed to calendar month periods, from the 1<sup>st</sup> of the month to the end of the month instead of the 15<sup>th</sup> to the 15<sup>th</sup> of the next month.

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

Council Business Plan 2024-25 – Progress Report

Whakatāne District Council Business Plan 2024-25 – Q3 Report (status of work programme as of 31 March 2025)

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 Q3 results

Overall progress:	<ul style="list-style-type: none"><li>As at Q3 the Business Plan reports against 279 items in Council’s work programme for the current financial year.</li><li>82% of items are on track or completed (or 87% if we remove ‘non-live’ items – e.g. those not yet due to commence, or that have been rescheduled or discontinued).</li><li>25 out of 279 items (9%) report as behind schedule as at Q3.</li><li>Of the total items, 64 signal a completion date by or before the end of this financial year (EOFY).</li><li>Of those due for completion by EOFY 70% on track or completed as at Q3 (or 82% if we remove ‘non-live’ items – e.g. those not yet due to commence, have been rescheduled, or have been discontinued).</li></ul>
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## Finance and Performance Committee - AGENDA

**7.3.1 Appendix 1 - Organisation Performance Measures Q2 2024\_25(Cont.)**

<b>Completions:</b>	<ul style="list-style-type: none"> <li>• Completions already on the board from previous quarters: <ul style="list-style-type: none"> <li>○ 4.01.07 Murupara pool heat pump repair (completed ahead of schedule)</li> <li>○ 5.01.02 Move I-site location to allow for BOPRC flood wall work</li> <li>○ 11.01.03 Wairaka Centennial Park River steps and access improvements</li> <li>○ 12.01.09 Develop urban tree strategy</li> <li>○ 20.05.05 Finalise communications strategy and commence implementation</li> <li>○ 20.12.04 Finalise Long Term Plan 2024-34 and transition to implementation</li> <li>○ 12.01.08 Develop People and Places Strategy (formerly Open Spaces Strategy)</li> <li>○ 14.01.14 Smith Rd new bridge (WDC as partner, BOPRC led)</li> <li>○ 19.01.04 Develop Airport Masterplan</li> </ul> </li> <li>• Further 'new' completions at end Q3: <ul style="list-style-type: none"> <li>○ 2.01.07 Establish Hono Hapori out-reach service (BOF project)</li> <li>○ 3.02.06 Develop new Diversity Equity and Inclusion Policy</li> <li>○ 4.01.02 Service delivery for Murupara pool (summer season facility)</li> <li>○ 6.01.06 Progress application to regional infrastructure fund / Kanoa (subject to completion of Regional Econ-Dev-Strategy)</li> <li>○ 8.01.05 Stormwater renewal and upgrade - Whakatane James St and Riverside Drive stormwater improvements</li> <li>○ 8.01.06 Stormwater renewal and upgrade - Construction of Apanui Linear Park</li> <li>○ 9.01.07 Wastewater upgrades - Whakatane wastewater treatment plant upgrade</li> <li>○ 12.01.08 Develop People and Places Strategy (formerly Open Spaces Strategy)</li> <li>○ 14.01.02 Road resurfacing all sites completed for this FY</li> <li>○ 14.01.03 Road rehabilitation all sites completed for this FY</li> <li>○ 16.01.06 Implementation of fees at Murupara waste facility (as 12-month trial)</li> <li>○ 16.02.07 Upgrade Murupara resource recovery centre</li> <li>○ 20.03.04 Depot Buildings renewals</li> <li>○ 20.05.06 Council website replacement and redevelopment</li> </ul> </li> <li>• 20.12.09 Develop Annual Report for previous financial year</li> </ul>
<b>Business Plan variations:</b>	<p>Through quarter three, a small number of variations were made to the work programme. Key changes include:</p> <ul style="list-style-type: none"> <li>• Inclusion of new project: 6.01.11 Develop Whakatane District Growth Strategy.</li> <li>• Removal of project: 15.03.05 Develop Housing Strategy – intentions of project to be progressed through Growth Strategy and District Plan.</li> <li>• Four projects deferred to be considered in the work programme for next year: <ul style="list-style-type: none"> <li>○ 2.02.03 Museum storeroom 3 collections project</li> <li>○ 6.01.07 Development of Whakatane Economic Development Strategy</li> <li>○ 6.02.05 Develop plan for CBD development sites (Walley's, Babinka, Credit-Union)</li> <li>○ 6.02.08 Deliver Kopeopeo town centre capital improvement projects</li> </ul> </li> </ul>
<b>Behind schedule/delivery risk</b>	<ul style="list-style-type: none"> <li>• 25 out of 279 items (9%) report as behind schedule as at Q3.</li> <li>• A total of 37 items identified some element of delivery risk, with one of these identifying high risk to delivery. The item reporting 'high risk' for delivery this year is Keepa Road improvements – with this project awaiting dependency on Boat Harbour project milestones.</li> </ul>



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

Status of high profile items:	<ul style="list-style-type: none"><li>• 19 items are tagged as ‘high profile’ for greater council visibility.</li><li>• Of the 19 items 2 are completed, one is behind schedule, delivery of remaining items reported as on track/ongoing.</li><li>• The high profile item behind track: 7.02.03 climate change adaptation programme development – timeframes impacted by extending the scale of community engagement for this project.</li></ul>
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## 7.3.1 Appendix 1 - Organisation Performance Measures Q2 2024\_25(Cont.)

## Whakatane District Council - Business Plan: Quarterly Reporting Dashboard

### LATEST UPDATE...

**Q.3** 2025 FY

[status of the work programme  
as at 31 March 2025]

### About this dashboard

This dashboard monitors implementation of council's work programme as set out in the Council's Business Plan. This tracks the level of progress we are making against what we had planned to deliver for the year. Monitoring is on a quarterly basis.

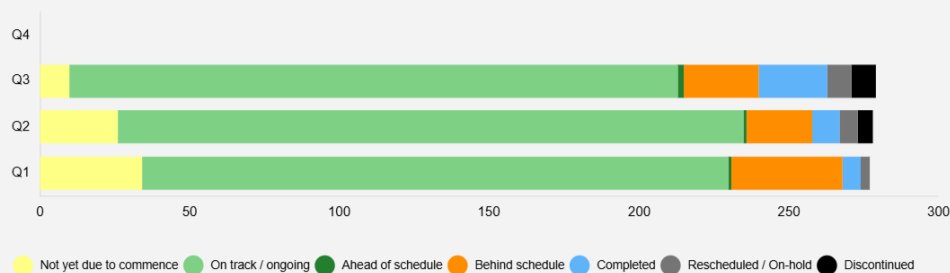
### About the Business Plan

The Business Plan sets out Council's work programme for each financial year\*, summarising what each of our activities intends to deliver. The Business Plan supports annual implementation of Council's Long Term Plan 2021-31 which sets out Council's direction, activities and indicative budget for a ten year period.

\*Council financial year runs 1 July - 30 June of the following year

### 1. Progress of full Business plan

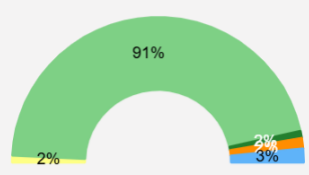
#### Progress on full Business Plan by quarter



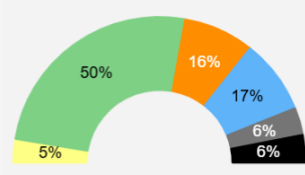
#### Progress of full Business Plan

Not yet due...	4%
On track...	73%
Ahead of schedule	1%
Completed	9%
Behind schedule	8%
Rescheduled...	3%
Discontinued	3%

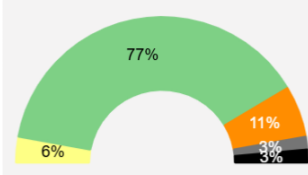
#### Progress on "BAU" items



#### Progress on "Projects"



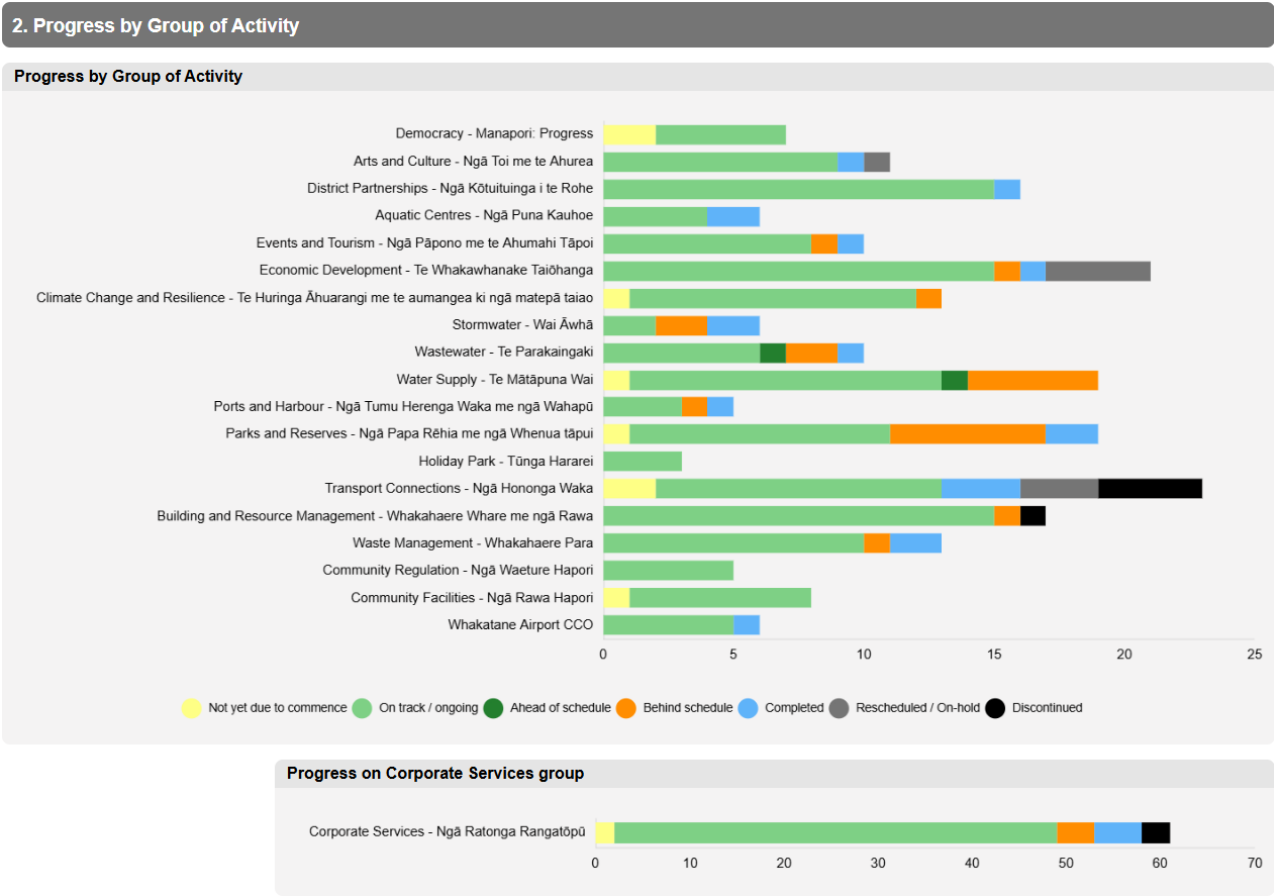
#### Progress on "Programmes"



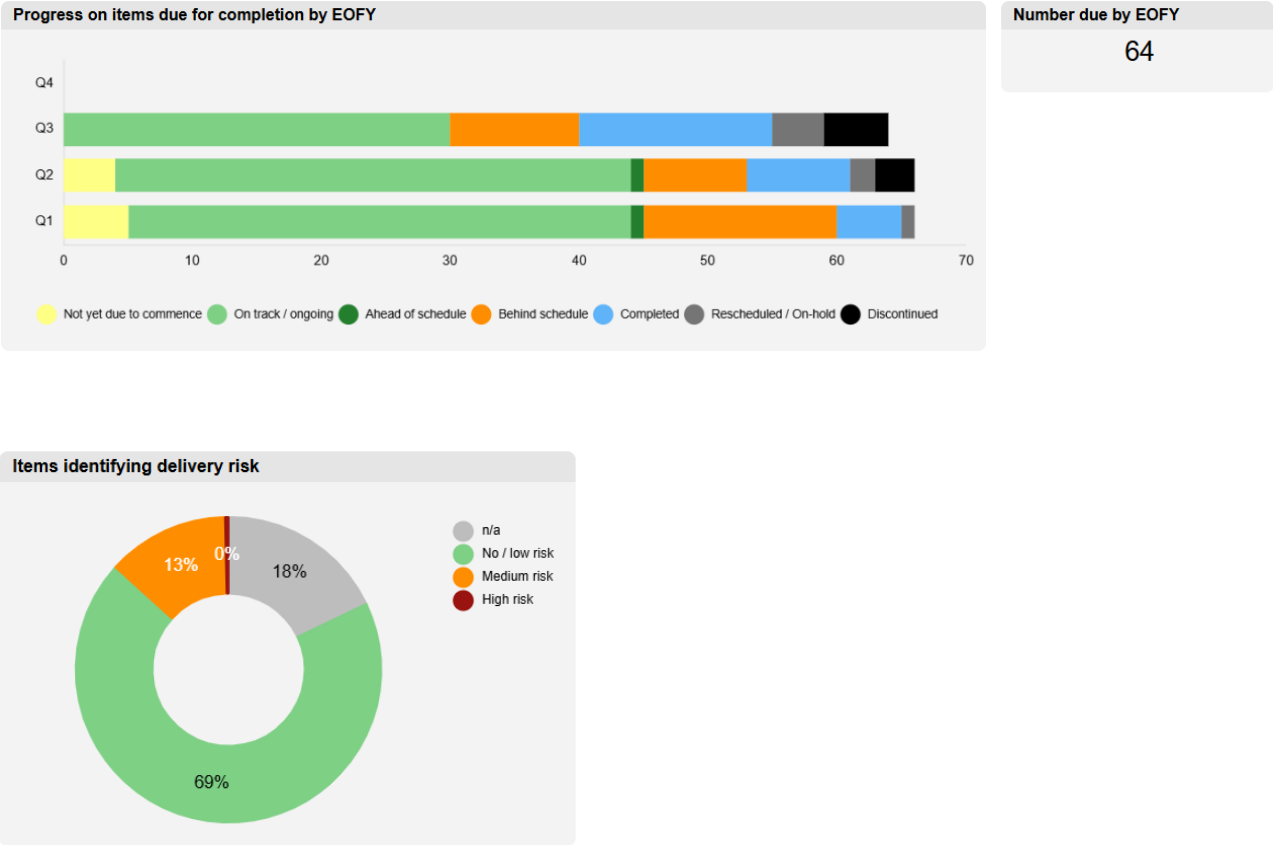
#### Total items in the Business Plan

<b>Total</b>	<b>279</b>
BAU	129
Projects	115
Programmes	35

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



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



## Finance and Performance Committee - AGENDA

## 7.3.1 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 Whakarei (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)	Completed	n/a	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	Medium risk	2028
7.02.03	Climate change adaptation programme development - stage 1: risk assessment	Behind schedule	Medium risk	2025
9.01.09	Wastewater upgrades - Matata wastewater scheme development	On track / ongoing	Low 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	Low 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

**7.3.1 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.

**7.3.1 Appendix 1 - Organisation Performance Measures Q2 2024\_25(Cont.)**



WHAKATĀNE DISTRICT COUNCIL ORGANISATION PERFORMANCE REPORT Q3

1 JANUARY- 31 MARCH 2025

Te Pūrongo Aroturukitanga Mahi a

Te Kaunihera ā-rohe o Whakatāne 3

**7.4 Long-Term Plan Non-Financial Performance Reporting Quarter 3 2024-2025****7.4 Long-Term Plan Non-Financial Performance Reporting Quarter 3 2024-2025**To: **Finance and Performance Committee**Date: **Thursday, 15 May 2025**Author: **A Naidoo / Strategic Policy Analyst**Authoriser: **L Woolsey / General Manager Strategy & Growth**Reference: **A2882783****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 3 (1 January – 31 March 2025) 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 - *Tohutohu akiaki***

THAT the Long-Term Plan Non-Financial Performance Report for Quarter 3 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 third quarter of the 2024/25 financial year (1 January – 31 March 2025). 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, 28 are on track to be achieved, seven are at risk and five are known not to have met the year-end target.



**7.4 Long-Term Plan Non-Financial Performance Reporting Quarter 3 2024-2025(Cont.)***Figure 1: Year-end year forecast of non-financial performance measures as at the end of Quarter 3***4.2. Performance measures that will not be achieved by end of financial year**

As set out below, there are five performance measures that will not be achieved by end of the financial year.

**4.2.1. *Percentage of meeting and committee agendas made available to the public within statutory timeframes***

<b>Strategic Priority</b>	<b>Enhancing the safety, wellbeing, and vibrancy of communities</b>
<b>Activity</b>	Democracy
<b>Annual Target</b>	100%
<b>Quarter 3 result</b>	92.86%
<b>Year to date (1 July– 31 March 2025)</b>	97.62%
<b>Comment</b>	13 out of 14 formal meeting agendas were released within the 2 clear working day legal timeframe. However, the agenda for the Whakatane/Ōhope meeting dated 10 February was released on Wednesday, 5 February 2025. Due to the Waitangi Day public holiday on Thursday, 7 February, only one clear working day was provided. This was partly due to the significant number of applications for the meeting, with several creating processing delays due to not meeting the required submission period criteria.

**4.2.2. *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***

<b>Strategic Priority</b>	<b>Enhancing the safety, wellbeing, and vibrancy of communities</b>
<b>Activity</b>	Wastewater
<b>Annual Target</b>	Less than 8 hours
<b>Quarter 3 result</b>	4.35 hours
<b>Year to date (1 July– 31 March 2025)</b>	10.84 hours

**7.4 Long-Term Plan Non-Financial Performance Reporting Quarter 3 2024-2025(Cont.)**

<b>Strategic Priority</b>	<b>Enhancing the safety, wellbeing, and vibrancy of communities</b>
<b>Comment</b>	One unusual sewerage overflow event resulted in this performance measure not being met for the year. In this instance, the response required specialist equipment and teams, which resulted in a longer timeframe to resolve.

**4.2.3. 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.**

<b>Strategic Priority</b>	<b>Enhancing the safety, wellbeing, and vibrancy of communities</b>
<b>Activity</b>	Water Supply
<b>Annual Target</b>	Less than 24 hours
<b>Quarter 3 result</b>	47.30 hrs
<b>Year to date (1 July– 31 March 2025)</b>	27.36 hrs
<b>Comment</b>	There was a jump in high priority cases being logged this quarter. High Priority cases are prioritised over non-urgent call-outs. A shortage of service workers to assist on these jobs created a back log. Staff have since rectified the issue and are staying on track.

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

<b>Strategic Priority</b>	<b>Building climate change and natural hazard resilience, including our infrastructure</b>
<b>Activity</b>	Water supply
<b>Annual Target</b>	All schemes compliant
<b>Quarter 3 result</b>	2 schemes compliant out of 9
<b>Year to date (1 July– 31 March 2025)</b>	Not achieved
<b>Comment</b>	A not achieved result is due to factors such as: UTV being non-compliant, low instances of UV, lack of continuous FAC, pH, and turbidity monitoring in the required location, high turbidity and a UV treatment system fault. Please refer to Appendix 2 for details relating to results for compliance with Part 4 of the Drinking-water Standards for New Zealand 2005 (revised 2018) which are assessed using outcomes against New Drinking Water Quality Assurance Rules (DWQAR) treatment plant protozoal rules.

**7.4 Long-Term Plan Non-Financial Performance Reporting Quarter 3 2024-2025(Cont.)****4.2.5. The extent to which Council's drinking water supplies comply with Part 5 of the Drinking Water Standards ( protozoal compliance criteria)**

<b>Strategic Priority</b>	<b>Building climate change and natural hazard resilience, including our infrastructure</b>
<b>Activity</b>	Water supply
<b>Annual Target</b>	8 schemes compliant out of 9
<b>Quarter 3 result</b>	2 schemes compliant out of 9
<b>Year to date (1 July– 31 March 2025)</b>	Not achieved
<b>Comment</b>	A not achieved result is due to factors such as: UTV being non-compliant, low instances of UV, no protozoal treatment, high turbidity and a UV treatment system fault. Please refer to Appendix 2 for details relating to results for compliance with Part 5 of the Drinking-water Standards for New Zealand 2005 (revised 2018) which are assessed using outcomes against New Drinking Water Quality Assurance Rules (DWQAR) treatment plant protozoal rules.

Changes to the Non-Financial Performance Measures Rules relating to drinking water were finalised by the Department of Internal Affairs (DIA) in August 2024. The new measures came into effect after the adoption of the LTP and we are currently awaiting guidance from DIA as to how to implement and report on these for the ongoing future of this quarterly report, and annual reports, given this measure is not included in our current LTP. At this stage, advice from DIA recommends taking the same approach as the previous year's Annual Report 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 further guidance, we will provide an overall update on the way we report on this measure. Performance measures with results that are at risk of not meeting target by the end of the financial year.

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

As set out below, there are eight performance measures at risk of not meeting target by the end of the financial year.

**4.3.1. The change from the previous year in the number of fatalities and serious injury crashes on the local road network, expressed as a number**

<b>Strategic Priority</b>	<b>Enhancing the safety, wellbeing, and vibrancy of communities</b>
<b>Activity</b>	District Partnerships
<b>Annual Target</b>	Fewer crashes than the previous year (2023-24 Result: 23 Crashes (4 Fatal and 19 Serious) 2 less than 2021-22)
<b>Quarter 3 result</b>	7 crashes

**7.4 Long-Term Plan Non-Financial Performance Reporting Quarter 3 2024-2025(Cont.)**

<b>Strategic Priority</b>	<b>Enhancing the safety, wellbeing, and vibrancy of communities</b>
<b>Year to date (1 July– 31 March 2025)</b>	22 crashes
<b>Comment</b>	A reduction in available funding from the start of the financial year has meant fewer road safety activities and events could be delivered by Council.

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

<b>Strategic Priority</b>	<b>Enhancing the safety, wellbeing, and vibrancy of communities</b>
<b>Activity</b>	Transport Connections
<b>Annual Target</b>	90%
<b>Quarter 3 result</b>	79.17%
<b>Year to date (1 July– 31 March 2025)</b>	82.14%
<b>Comment</b>	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. Percentage of all other customer service requests relating to roads and footpaths responded to within 7 days**

<b>Strategic Priority</b>	<b>Enhancing the safety, wellbeing, and vibrancy of communities</b> <b>Building climate change and natural hazard resilience including our infrastructure</b>
<b>Activity</b>	Transport Connections
<b>Annual Target</b>	95%
<b>Quarter 3 result</b>	88.88%
<b>Year to date (1 July– 31 March 2025)</b>	89.57%

**7.4 Long-Term Plan Non-Financial Performance Reporting Quarter 3 2024-2025(Cont.)**

<b>Strategic Priority</b>	<b>Enhancing the safety, wellbeing, and vibrancy of communities</b>  <b>Building climate change and natural hazard resilience including our infrastructure</b>
<b>Comment</b>	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.

**4.3.4. Percentage of non-notified resource consents processed within statutory timeframes.**

<b>Strategic Priority</b>	<b>Building climate change and natural hazard resilience including our infrastructure</b>
<b>Activity</b>	Building and Resource Management
<b>Annual Target</b>	90%
<b>Quarter 3 result</b>	88.70%
<b>Year to date (1 July– 31 March 2025)</b>	83.73%
<b>Comment</b>	Although below target, we have seen quarterly improvements since Council has successfully recruited a replacement Development Engineer. This increased resourcing has focused on increased processing of timeframes which has led to steady improvements throughout the year. It should be noted that the very small volume of applications also affects the timeframe result from the perspective that this is a percentage metric based on an average.

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

<b>Strategic Priority</b>	<b>Shaping a green district</b>
<b>Activity</b>	Waste Management
<b>Annual Target</b>	Below 70% of the national average amount
<b>Quarter 3 result</b>	112.88KG, 18.6%
<b>Year to date (1 July– 31 March 2025)</b>	221.09kg, 36.4%
<b>Comment</b>	There is a risk that we will be above 70% of the national average amount at year end, with 54.1% recorded for the first three quarters of the year.

**7.4 Long-Term Plan Non-Financial Performance Reporting Quarter 3 2024-2025(Cont.)**

Strategic Priority	Shaping a green district
	<p>The national amount per person, per annum has decreased due to changes in reporting and more granularity in waste data. This KPI was set when the national amount was 740Kg p.p, p.a. and has decreased to 608Kg p.p, p.a. (Ministry for the Environment). The large decrease in the national average amount affects council's ability to achieve the target (70% of 608KG is 425.60 Kg).</p> <p>It should also be noted that at least 4 waste operators bring in landfill waste from outside our district to our facilities. This amount has yet to be quantified but will affect these results.</p>

- 4.3.6. *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.***

Strategic Priority	Building climate change and natural hazard resilience, including our infrastructure
Activity	Water supply
Annual Target	Less than 30 complaints overall
Quarter 3 result	11.4
Year to date (1 July– 31 March 2025)	27.61
Comment	The rise in complaints relates to water taste and odour. This is largely due to natural seasonal changes that affect the quality of the source water. During warmer periods, elevated temperatures and increased levels of organic material can temporarily affect the taste and smell of drinking water. Despite these changes, the water treatment processes ensure that the water remains safe to drink.

- 4.3.7. *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.***

Strategic Priority	Enhancing the safety, wellbeing, and vibrancy of communities
Activity	Water Supply
Annual Target	Less than 48 hours
Quarter 3 result	51.74 hours

**7.4 Long-Term Plan Non-Financial Performance Reporting Quarter 3 2024-2025(Cont.)**

Strategic Priority	Enhancing the safety, wellbeing, and vibrancy of communities
Year to date (1 July– 31 March 2025)	30.58 hours
Comment	There was a jump in high priority cases being logged this quarter. High priority cases are prioritised over non-urgent call-outs. A shortage of service workers to assist on these jobs created a back log. Staff have since rectified the issue and are staying on track.

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

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

**5.2. Engagement and Community Views**

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

**7.4 Long-Term Plan Non-Financial Performance Reporting Quarter 3 2024-2025(Cont.)**

**6.5. Risks**

The Committee will note the measures set out in section 4.2 and 4.3 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 3 2024/25
- Appendix 2: Compliance with New Zealand Drinking Water Quality Assurance Rules, Quarter 3 2024/25



**7.4.1 Appendix 1 - Non-Financial Performance Measures Q3 2024-25**

**7.4.1 Appendix 1 - Non-Financial Performance Measures Q3 2024-25**

**Appendix 1: Non-Financial Performance Measure results Quarter 3 2024/25**  
The table below presents the non-financial performance measure results for 1 January - 31 March 2025.  
The 'end of year forecast' box is based on the year to quarter end result 1 January - 31 March 2025.  
The previous year result is provided for comparison.



**WHAKATĀNE**  
District Council  
Kia Whakatāne e a i aho

Building and Economic Development									
Year	Key Performance Indicator	Annual Target	Q1 Result	Q2 Result	Q3 Result	Year to Date Result and	End of year Result	Comments	Previous year result
2016-17	User satisfaction with Council's resource consent process	80.00%	80.00%	90.00%	90.00%	80.00%	80.00%		New Measure
2017-18	Percentage of non-ratified resource consents processed within statutory timeframes	90.00%	75.00%	85.00%	88.70%	83.73%			New Measure
2018-19	Percentage of building consent applications processed in line with statutory timeframes	90.00%	94.04%	90.76%	92.25%	92.03%			New Measure
2019-20	User satisfaction with Council's building consent process	80.00%	83.07%	71.60%	78.20%	71.66%			New Measure

Area	Key Performance Indicator	Annual Target	Q1 Result	Q2 Result	Q3 Result	Year to Date (fourth quarter end)	End of year forecast	Comments	Previous year result	Strategic Priority
Waste	Amount of waste sent to landfill per person each year	Below 70% of the national average amount	108.214kg, 17.8%	112.889kg, 18.4%	107.484kg, 17.7%	328.574kg, 54.3% (vs 464kg)		There is a risk that we will be above 70% of the national average amount at year end, with 54.3% recorded for the first three quarters of the year. This 49% was set with the national average was 194kg p.p. a.a. The latest national average is 169kg p.p. a.a. (Ministry for the Environment), meaning 70% of 608kg is 425.60 kg. The high 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 feeding into central government, but originally set the target in 2021. The national amount per person, per annum has decreased due to these changes in reporting and more granularity in waste data. Through recent work we have also discovered that at least 4 waste operators bring in landfill waste from outside our district to our facilities. The amount is not quantified but will affect these results.	57.8% of National Average	Shaping a green district

Community Engagement										
Area	Key Performance Indicator	Annual Target	Q1 Result	Q2 Result	Q3 Result	Year to Date (fourth quarter end)	End of year forecast	Comments	Previous year result	Strategic Priority
Neighbourhood Support	Percentage of complaints relating to abandoned cars, litter and general hygiene offences responded to within 2 working days	90.00%	90.39%	86.30%	91.10%	92.00%			92.71%	Enhancing the safety, wellbeing, and vibrancy of communities
Neighbourhood Support	Percentage of after-hours excessive noise complaints responded to promptly	90.00%	94.00%	90.00%	90.00%	94.00%			91.00%	Enhancing the safety, wellbeing, and vibrancy of communities
Neighbourhood Support	Percentage of environmental health complaints (excluding noise) responded to within two working days	90.00%	100.00%	90.00%	93.00%	100.00%			86.00%	Enhancing the safety, wellbeing, and vibrancy of communities
Neighbourhood Support	Percentage of animal problems responded to at least once per year, including special licences	100.00%	100.00%	100.00%	100.00%	100.00%			100.00%	Enhancing the safety, wellbeing, and vibrancy of communities
Neighbourhood Support	Percentage of aggressive/breawarning dogs and roaming stock complaints responded to within one hour	90.00%	93.00%	94.50%	98.57%	92.71%			90.91%	Enhancing the safety, wellbeing, and vibrancy of communities
Neighbourhood Support	Percentage of all other animal-related complaints responded to within two working days	90.00%	95.00%	93.33%	92.70%	93.70%			91.24%	Enhancing the safety, wellbeing, and vibrancy of communities

\* Promptly is defined as responding to customer service complaints within the following timeframes:

Area and Definition	Timeframe
Area 1 - Dispute Resolution, Complaints, Council Grants, Appeals, Temporary Road to Road Closures	100 minutes
Area 2 - Engineering, Materials, Construction, Council Grants, To Do, To Follow and Other	1,000 minutes
Area 3 - Information, Customer and Services	1,200 minutes

**7.4.2 Appendix 2 - Non-Financial Performance Measures Compliance with DWQAR Quarter 3 2024-25**

**7.4.2 Appendix 2 - Non-Financial Performance Measures Compliance with DWQAR  
Quarter 3 2024-25**

**7.4.2 Appendix 2 - Non-Financial Performance Measures Compliance with DWQAR Quarter 3 2024-25(Cont.)****Appendix 2 – Compliance with the Drinking Water Quality Assurance Rules Q3 2024-25**

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 noncompliant 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 January to 31 March 2025. **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 UVT being non-compliant on 1 day in February.
		T3 Protozoal	Not met – due to UVT being non-compliant.
	Matatā zone	D3 Disinfection	Met
		D3 Microbiological	Met
Murupara	Murupara WTP	T3 Bacterial	Not met – due to instances of low FACe.
		T3 Protozoal	Not met – no protozoal treatment.
	Murupara Zone	D3 Disinfection	Met
		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 on 2 days in March.
		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

## Finance and Performance Committee - AGENDA

**7.4.2 Appendix 2 - Non-Financial Performance Measures Compliance with DWQAR Quarter 3 2024-25(Cont.)**

Water supply scheme	Component	DWQAR rule type	Overall outcome
		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	Met
		T3 Protozoal	Met
	Rūātoki Zone	D3 Disinfection	Met
		D3 Microbiological	Met
Tāneatua	Tāneatua WTP	T3 Bacterial	Not met – due to high turbidity on 1 day in February.
		T3 Protozoal	Not met – due to high turbidity.
	Tāneatua Zone	D3 Disinfection	Met
		D3 Microbiological	Met
Whakatāne	Whakatāne WTP	T3 Bacterial	Met
		T3 Protozoal	Met
	Whakatāne Zone	D3 Disinfection	Met
		D3 Microbiological	Met
	Ōhope Zone	D3 Disinfection	Met
		D3 Microbiological	Met
Te Mahoe	Te Mahoe WTP	T3 Bacterial	Not met – due to UV treatment system fault.
		T3 Protozoal	Not met – due to UV treatment system fault.
	Te Mahoe Zone	D2	Met
Waimana	Waimana WTP	T3 Bacterial	Not met – due to low UV on 1 day in March.
		T3 Protozoal	Not met – due to low UV.
	Waimana Zone	D2	Met