



**I hereby give notice that
a Finance, Audit & Risk Committee Meeting will be held on:**

Date: Tuesday, 23 May 2017
Time: 1.30pm
**Location: Council Chamber, Wairoa District Council,
Coronation Square, Wairoa**

AGENDA

Finance, Audit & Risk Committee Meeting

23 May 2017

Fergus Power
Chief Executive Officer

The agenda and associated papers are also available on our website: www.wairoadc.govt.nz

For further information please contact us 06 838 7309 or by email info@wairoadc.govt.nz

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- 1 KARAKIA**
- 2 APOLOGIES FOR ABSENCE**
- 3 DECLARATIONS OF CONFLICT OF INTEREST**
- 4 CHAIRPERSON'S ANNOUNCEMENTS**
- 5 LATE ITEMS OF URGENT BUSINESS**
- 6 PUBLIC PARTICIPATION**

A maximum of 30 minutes has been set aside for members of the public to speak on any item on the agenda. Up to 5 minutes per person is allowed.

7 MINUTES OF THE PREVIOUS MEETING

Ordinary Meeting - 11 April 2017

**MINUTES OF WAIROA DISTRICT COUNCIL
FINANCE, AUDIT & RISK COMMITTEE MEETING
HELD AT THE COUNCIL CHAMBER, WAIROA DISTRICT COUNCIL, CORONATION SQUARE, WAIROA
ON TUESDAY, 11 APRIL 2017 AT 1.30PM**

PRESENT: Cr Hine Flood, Cr Jeremy Harker (Chair), Mr Philip Jones

IN ATTENDANCE: Stuart Mutch (Ernest & Young), G Borg (CFO), J Baty (CSM), C Hankey (FPM), J Cox (EM), C Knight (GAPS)

1 KARAKIA

Given by the Corporate Services Manager

2 APOLOGIES FOR ABSENCE

His Worship the Mayor & Cr Eaglesome-Karekare

3 DECLARATION OF CONFLICT OF INTEREST

Cr Harker declared a conflict of interest for the public excluded appendix of item 8.2.

4 CHAIRPERSON'S ANNOUNCEMENTS

None.

5 LATE ITEMS OF URGENT BUSINESS

HB LASS Half yearly report

HB LASS Statement of Intent 2017-18

December Quarter Financial Report

6 PUBLIC PARTICIPATION

None.

7 MINUTES OF THE PREVIOUS MEETING

COMMITTEE RESOLUTION 2017/12

Moved: Mr Philip Jones

Seconded: Cr Jeremy Harker

That the minutes and confidential minutes of the Ordinary Meeting held on 28 February 2017 be confirmed.

CARRIED

8 GENERAL ITEMS

Item - 8.1 Ernst Young Audit Plan 2016/17 Year - has been moved to another part of the document.

8.2 HEALTH & SAFETY REPORT - APRIL 2017**COMMITTEE RESOLUTION 2017/13**

Moved: Cr Hine Flood

Seconded: Cr Jeremy Harker

The Committee receive the report.

CARRIED

8.1 ERNST YOUNG AUDIT PLAN 2016/17 YEAR**COMMITTEE RESOLUTION 2017/14**

Moved: Mr Philip Jones

Seconded: Cr Jeremy Harker

The Committee receive and endorse the proposed audit plan proposed by EY for the 2016/17 financial year.

CARRIED

ADDITION OF LATE ITEMS TO THE AGENDA**COMMITTEE RESOLUTION 2017/15**

Moved: Cr Hine Flood

Seconded: Cr Jeremy Harker

That in accordance with Section 46A (7) of the Local Government Official Information and Meetings Act 1987 the items HB LASS Half yearly report, HB LASS Statement of Intent 2017-18, and the December Quarter Financial Report be considered given the items had not come to hand at the time of Agenda compilation and consideration of this matter is required now in order to respond within the timeframe allowed.

CARRIED

8.4 HB LASS HALF-YEARLY REPORT

COMMITTEE RESOLUTION 2017/16

Moved: Mr Philip Jones

Seconded: Cr Hine Flood

The Committee receives the report

CARRIED

8.5 HB LASS STATEMENT OF INTENT 2017-18

COMMITTEE RESOLUTION 2017/17

Moved: Mr Philip Jones

Seconded: Cr Hine Flood

The Committee receives the report.

CARRIED

8.6 DECEMBER QUARTER FINANCIAL REPORT

COMMITTEE RESOLUTION 2017/18

Moved: Mr Philip Jones

Seconded: Cr Hine Flood

The Committee receive this report and approve its referral to Council with additional information to be added regarding the reason for overspends in areas.

CARRIED

8.3 2016/17 AUDIT MANAGEMENT REPORT

COMMITTEE RESOLUTION 2017/19

Moved: Cr Hine Flood

Seconded: Cr Jeremy Harker

The Committee receive the report.

CARRIED

Cr Harker gave a the closing karakia.

The Meeting closed at 2.40 p.m.

The minutes of this meeting were confirmed at the Finance, Audit & Risk Committee Meeting held on 23 May 2017.

.....

CHAIRPERSON

8 GENERAL ITEMS

8.1 HEALTH & SAFETY REPORT - MAY 2017

Author: James Baty, Corporate Services Manager

Authoriser: Fergus Power, Chief Executive Officer

Appendices:

1. H&S Dashboard Report May 2017 [↓](#)
2. Five Highest Perceived H&S Risks in Council Workplaces [↓](#)

1. PURPOSE

1.1 The purpose of this report is to update the Finance, Audit & Risk Committee on Council's health and safety (H&S) matters. No decisions are required by the Committee at this stage.

1.2 This information only report is a standing agenda item as requested by the Committee.

RECOMMENDATION

The Corporate Services Manager RECOMMENDS that the Committee receive the report.

2. BACKGROUND

2.1 Regular reporting of health and safety compliance ensures that Wairoa District Council recognises its moral and legal responsibility to provide a safe and healthy work environment for its workers (employees, contractors and volunteers). This commitment extends to ensuring its operations do not place the local community at risk of injury, illness or property damage.

2.2 Consideration of this matter contributes to Council's vision of 'Connected Communities; Desirable Lifestyles; Treasured Environments', is also contributes to the following community outcomes:

- A safe and secure community.
- A lifetime of good health and well-being.
- A safe and integrated transport system.
- Strong district leadership and a sense of belonging.
- Safe and accessible recreational facilities.

3. CURRENT SITUATION

3.1 **Hazard Identification/Register/Accident or Near Miss Reports:** Please see the attached dashboard. No incidents have been reported for the period since the Committee's last update on 11 April 2017.

3.2 **SiteWise:** Work on this project continues. We have received a number of enquiries from contractors and we have put them in touch with SiteSafe. We are sending reminder letters out to our database of contractors. As previously reported the two contractor workshops that were held in Wairoa were well attended.

3.3 **Joint procurement:** Joint procurement with neighbouring Councils continues to be investigated, the first of these centres around health monitoring (basically the sharing of a single resource) – four of the five Hawke’s Bay Councils (ourselves included) appear to be on board with this approach, however, we are currently working with the fifth Council on this joint approach. The next area being investigated is joint procurement of PPE and general H&S gear etc.

3.4 **H&S Officer Recruitment:** Council approved via the Annual Plan 2016-2017 budget for a new role reporting to the Corporate Services Manager to assist with health and safety matters across the organisation. After several rounds of recruitment, shortlisting, interviews and reference checks I am happy to report that we have offered the job to a successful candidate and we are currently awaiting acceptance.

3.5 **H&S Committee:**

The H&S Committee met on 10 May 2017 and continues to meet regularly.

The Committee hosted Scott Baylis from WorkSafe who presented on the changes relating to asbestos. The Regulations around working with asbestos have changed considerably. Asbestos is New Zealand’s number one killer in the workplace. Around 170 people die each year from asbestos-related diseases. Due to its strength, durability and resistance to fire and water, asbestos was widely used in building products and materials up until the 1990s. The Asbestos Regulations 2016 are designed to protect as many people as possible from exposure to asbestos fibres. Council must assess its infrastructure for asbestos (complete survey) and from 2018, asbestos removal workers and supervisors will need to sit and pass relevant training courses. This will allow removal businesses to get their workers and supervisors trained in time. Workers doing asbestos-related work (for example a tradesperson who comes across, but does not remove, asbestos) will also require a minimum amount of training to ensure their safety. Operationally we are currently considering our best practice approach and are looking to have officers appropriately trained. A regional Asbestos Liaison Protocol is currently being rolled out.

3.6 **Training/Meetings/Events:**

First Aid Certificates (Red Cross) – various

H&S Committee – 10 May 2017

Regional H&S Partners Meeting s– 27 April 2017

WorkSafe Asbestos Presentation – 10 May 2017

Influenza Vaccinations/Buccaline – April/May (complete, great uptake)

Business Central H&S Presentation – Council Forum – 30 May 2017

3.7 **Health and Safety Reform:** The Health and Safety at Work Act Regulations, supported with information and guidance from WorkSafe New Zealand, are intended to support businesses (particularly small businesses) to understand what they need to do to comply with the general duties of the Act. Information relating to reforms can be found here: <http://www.worksafe.govt.nz/worksafe/about/legislation>

4. CONCLUSION

4.1 The Committee is asked to consider the content of this report and its attachments and advise of any practice or process changes.

Further Information

<http://www.worksafe.govt.nz/worksafe/>

<https://www.sitesafe.org.nz/>

<http://construction.worksafe.govt.nz/guides/acop-management-and-removal-of-asbestos/>



Background Papers

Not applicable.

References (to or from other Committees)

Not applicable.

Signatories

	
James Baty Author	Fergus Power Approved by



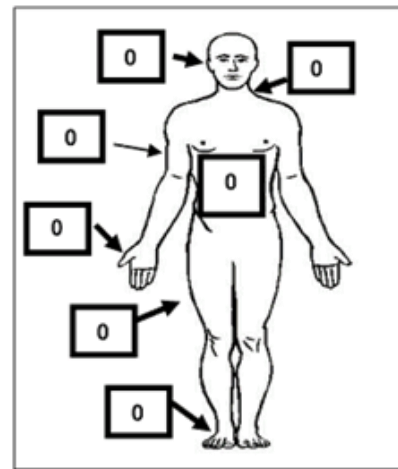
Health & Safety Dashboard

May 2017

Accident / Incidents

Incidents last 6 months	Days since last Serious Harm	Days since the last reported LTI	ACC Claims lodged	Investigations overdue 15+ days	Corrective actions overdue 15+ days
0	315	165	0	0	0
					Not started = 0
					Underway = 0

Staff incidents by body location & treatment type



Incidents	Accidents	Near Miss	Treatments	Total
			No Treatment - Minor Harm	0
			First Aid - Minor Harm	0
			Medical Treatment	0

Incidents by location

Main Office	0	WTP	0
Exchange Building	0	Dog Pound	0
Library	0		
Info Centre	0		
Archives	0		

Accidents/incidents last 6 months:
 • Near miss – zero reported

Incidents by person

Employee	0
Public	0
Contractor	0
Unknown	0

Staff Medical / Health Monitoring

Pre-employment drug testing – under new policy, under review	Post-accident drug/alcohol testing – new policy, under review	Workstation Assessments	Inoculations	RTW programmes underway
0	0	3	0	2

Hazard Management

New hazards identified	Hazard registers reviewed	Registers overdue for review	On-site hazard assessments	Safety Audits conducted	Corrective actions overdue 15+ days
0	0	0	0	2	0
					Not started = 0
					Underway = 0
New/Modified Equip. checks	Haz. Work Notifications to Worksafe NZ				
0	0				

Emergency Management

Existing EAP's reviewed	EAP's overdue for review	New EAP's created	Existing MSDS reviewed	MSDS overdue for review	New MSDS added
0	3	0	4	0	0
Trial evac. completed	Trial evac. overdue	Emerg. Equip checks overdue			
0	0	0			

Contractor Management

Approvals /re-approvals	Removed from scheme	Documentation overdue for review	Inductions completed	Site audits conducted
0	0	0	0	8

Employee participation

H&S Committee meetings held monthly.

H&S Committee	Dept. morning teas	Meetings with teams
1	0	4

Staff / volunteer inductions

Staff full inductions complete	Staff full inductions overdue	Volunteer inductions complete
1	0	0

Training

H&S reps received annual training	H&S reps requiring annual training
0	0

Policy management

Policies created or reviewed	Policies overdue for review
1	2

Procedure management

Procedures reviewed	New procedures created
0	0
Suggestions overdue	Audits conducted on procedures
0	0

Processes overdue for review (priority based)	OSH page procedures overdue for review (priority based)
High = 0	High = 0
Medium = 0	Medium = 0
Low = 0	Low = 0

NOTE: Processes are scheduled for review but depending on priorities/work load they are not always completed in the scheduled month.

Training conducted:

- H&S Rep training (on-going)
- PPE Essentials
- Communicating Safety (complete)
- Leadership: Being Proactive in Safety (complete)
- First aid course complete/on-going (on-going)

Miscellaneous & more projects

- Appointment of H&S Officer.
- Risk Register Review - ongoing
- Investigation of H&S cloud based system
- H&S manual review – continuous/ongoing
- Pillars = H&S values and auditing – almost complete.
- Notifiable Events – new terminology – educate staff – complete
- COPs – started, to complete
- Reporting – ongoing
- Animal Control – education & review policies/SOPs
- Risk Matrix – completed. Education to staff to follow
- Strategic Plan – to be formulated, implemented and monitored
- ACC WSMP accreditation – ongoing.



2017 Objectives

Objective	Measured by	How achieved	Status
5% increase in near miss reporting	• Increase opportunities to identify risk & controls ahead of an event to reduce injuries.	• Review current reporting forms. Involve staff in this process. • Staff awareness campaign on what is a "near miss" and the importance of reporting.	• New forms implemented. • Climate survey or similar to assess. • Near miss reporting increases.
5% increase in internal auditing of sites	• Encourage clear expectations for excellence in H&S.	• New H&S staff employed and train staff to audit. • Education.	• Climate survey or similar to assess. • Training conducted with Supervisors & Managers.
LTI's to reduce by 5%	• Measured by statistics and reporting.	• To promote a healthy work force through the wellness programme. • Encourage staff to engage in the wellness programme.	• Training plan being implemented. • Survey of employee training will commence in February 2017.
5% increase in toolbox / health & safety meetings with employees & contractors	• Measured by auditing toolbox documentation. • Measured by health & safety reporting/auditing reports.	• Auditing by Officers and supported by H&S Officer.	• Find and implement new online safety/risk management system. • Process practice review underway.
5% reduction in RTW injuries on FTEs	• RTW plans and coordination of them from H&S team.	• Promoting RTWs • Promoting healthy workforce	• Currently operational and in place.

2017 Team Projects

Project	Timeframe	Status
Presentations – H&S Council	May	Biz Central to present
Staff health / monitoring	June	TBC
Risk Management	Jan - Aug	Nearing completion
Foundations of Safety Training	May - Jun	Underway
Contractor Management Training	Mar	Completed
Staff H&S inductions – programme review	Feb	Completed
H&S Rep Training	Mar - Apr	Part completed
Contractor Management / Audit Review	Feb - Jun	Underway
SiteWise Contractor Pre Approval System	Feb - Apr	Started. Joint with all Councils in HB
SOP review	Jan - Dec	Underway
HSNO	Mar - Jun	Commenced, awaiting review outcomes, workshop 1 March 2017 (complete)
H&S Software	Apr - May	Underway awaiting input from H&S Officer/regional partners
Event Management	May - Jun	Awaiting regional review. Nearing completion.
I-Auditor software	Apr - May	Underway awaiting input from H&S Officer/regional partners – shown to team on 17 March 2017

5 highest perceived health and safety risks in Council 'workplaces'.

#	Who is exposed	Risk	Initial Risk Rating	Residual Risk Rating	Possible Risk Rating	Controls in place
1	All front line positions, and workers visiting private dwellings and public places	Exposure to aggressive members of the public	Critical	High	Possible Risk Score medium high	<p>In place: Training provided e.g. 'dealing with difficult people', trespassing, reporting encouraged, advice to retreat from situation & work in pairs in high risk situations.</p> <p>Dealing with difficult people training module on: 29 March 2017 (complete) 26 July 2017</p> <p>Panic alarm system in place at main reception and consent reception – tested.</p> <p>Still to do: Development of new procedures underway – looking at regional approach also.</p>
2	Employees throughout council	Working alone, various injuries including death	Critical	High	Med- High	<p>In place: Efforts made where possible to ensure staff are not in work alone situation, communication devices, emergency duress button installed in all vehicles. Afterhours RT in place and monitoring conducted.</p> <p>Still to do: Development of new procedures underway, investigate use of lone worker transmitter and personal locators beacon (PLB). Considering Guardian Angel Security www.guardianangelsecurity.co.nz</p> <p>TrakSafe https://www.smartrak.com/what-we-do/solutions/traksafe</p>

3	Contractors undertaking work for council	Contractors injuring themselves undertaking council work or while at council workplaces & especially risky if uncertified	Critical	Critical	Med- High	<p>In place: Good certification, review, audit and monitoring processes.</p> <p>Safety & Contractor Management Auditing Training on (complete).</p> <p>Still to do: Reduce incidents where staff engage contractors without checking they are certified and have good systems in place. This places us at risk. Regional SiteWise implementation on-going to reduce risk.</p>
4	Employees throughout council	Work overload and long hours leading to potential OOS, stress and fatigue	Critical	High	Possible Med - High	<p>In place: Awareness, some pertinent policies, EAP (Employee Assistance Programme)</p> <p>Still to do: More ease to report might minimise, but perceived stigma attached to reporting stress, development of Fatigue Prevention Policy (draft nearing completion).</p>
5	All staff	Slips and trips on wet or slippery surfaces	High	High	Possible Med -High	<p>In Place: Awareness, signage, mats, safety footwear.</p>

8.2 2016/17 QUARTER THREE (MARCH 2017) FINANCIAL REPORT

Author: Christopher Hankey, Financial Planning Manager

Authoriser: Gary Borg, Chief Financial Officer

Appendices: 1. Finance Report March 2017 (2016/17 Quarter 3) [↓](#)

1. PURPOSE

1.1 To present the March 2017 (FY 2016/17 Quarter Three) quarterly financial report.

RECOMMENDATION

The Financial Planning Manager RECOMMENDS that Committee receive this report and approve its referral to Council.

2. BACKGROUND

- 2.1 Council staff are requested to bring a finance report to Council each quarter.
- 2.2 Financial reports are still in development but have a range of agreed elements.
- 2.3 December's Quarterly report was received by Council on 9th May 2017
- 2.4 This report contributes to the transparency of Council's financial activities for ratepayers.

3. DISCUSSION

- 3.1 There are three items of operational budget risk in the report.
- 3.2 There are three items of capital budget risk in the report.

4. CORPORATE CONSIDERATIONS**What is the change?**

- 4.1 There will be no process or policy changes in Council because of this paper.
- 4.2 This does not trigger a s17A review.

Compliance with legislation and Council Policy

- 4.3 This report complies with Council Policy and the financial reports included comply with financial reporting requirements and the International Public Service Accounting Standards (IPSAS) and the New Zealand equivalent Public Benefit Entity Standards.

What are the key benefits?

- 4.4 Transparency in managing ratepayers' funds.

Who has been consulted?

- 4.5 No public consultation has occurred on this issue.

Maori Standing Committee

- 4.6 This has not been referred to the MSC.

5. SIGNIFICANCE

5.1 The financial reports have seen interest from the public in regards to financial transparency; however, this report does not trigger any standards in the significance and engagement policy that require consultation.

6. RISK MANAGEMENT

6.1 The strategic risks (e.g. publicity/public perception, adverse effect on community, timeframes, health and safety, financial/security of funding, political, legal – refer to S10 and S11A of LGA 2002, others) identified in the implementation of the recommendations made are as follows:



- a. Public perception of good financial management and oversight is critical in the ongoing funding of Council operations. This report represents transparency with this standard and commonality with the reporting of the annual financial reports.

Confirmation of statutory compliance

In accordance with section 76 of the Local Government Act 2002, this report is approved as:

- a. containing sufficient information about the options and their benefits and costs, bearing in mind the significance of the decisions; and,
- b. is based on adequate knowledge about, and adequate consideration of, the views and preferences of affected and interested parties bearing in mind the significance of the decision.

Signatories

	
<p>Christopher Hankey Author</p>	<p>Gary Borg Approved by</p>

MONTHLY FINANCE REPORT

31 March 2017
(2016/17 PERIOD 9)



TE WAIROA
WAIROA DISTRICT

WAIROA DISTRICT COUNCIL MONTHLY FINANCIAL REPORT 31 MARCH 2017



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EXECUTIVE SUMMARY

Overall Financial Health Assessment:  Altman Z-Score: **35.59/2.6** ⁽¹⁾

Cash & Term Deposits on Hand: **\$8.6M**

Council owes a total of **\$9.1M** to other parties

Term Investments Valued at: **\$10.5M**

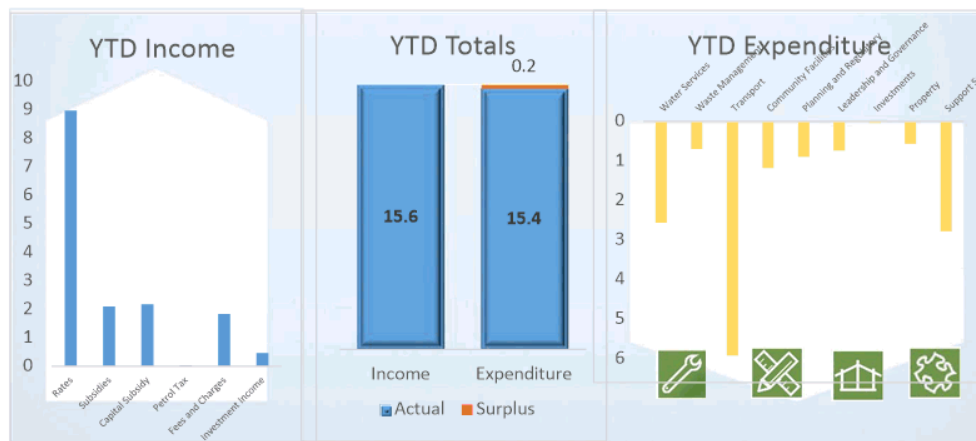
Council is currently worth: **\$262.9M**

Capital spending YTD: **\$3.3M**

Council has total assets of **\$272.0M**



Year to date net surplus of **\$0.23M**, (Budget \$2.22M)

forecasting a net surplus of **\$0.02M** (Budget \$1.97M) for the year, excluding an estimate of \$17M (Budget \$42M) for asset revaluation due as at 30 June 2017.



(All values are in \$M. Comparisons to budget for these items start on page 14 of this report).

Financial Policy Achievement Assessments:

Rates as a Percentage of Income	Cash on Hand	Working Capital	Liquidity	Investment Maturity Policy Measures	Creditor Payment Days	Debt Policy Measures
						

WDC’s achievement YTD against the framework established in approved finance policies.

¹ Anything over a score of 2.6 is considered a safe and healthy organisation

WAIROA DISTRICT COUNCIL MONTHLY FINANCIAL REPORT 31 MARCH 2017



ANALYSIS

This report is for the 2016/17 Financial Year (FY) representing the periods from 1 July 2016 to 31 March 2017, or period 9 of this Financial Year.

Financial Risks are detailed on page 28 of this report and total: \$32.20M. This is split between Operational and Capital Risks as per the following tables. The summary of assessed risk levels for all items at this time is:

Summary of Operational Risks			Summary of Capital Risks		
Crystallised	0	0%	Crystallised	763,000	14%
Low	25,000,000	93%	Low	4,575,710	86%
Considerable	1,856,756	7%	Considerable	0	0%
High	0	0%	High	0	0%
Extreme	0	0%	Extreme	0	0%
Total	26,856,756		Total	5,338,710	

Financial Health

As at the end of the month WDC's cash, liquidity and Working Capital positions were:

Measure	Actual	Annual Plan Target	Prior Year Actual
Other Debtors Collection Period ⁽²⁾	73 Days		91 Days
Rates Debtors Collection Period	124 Days		130 Days
Working Capital	\$9,455,563	\$8,756,096	\$9,797,891
Working Capital Ratio ⁽³⁾	4:1	2.1:1	3.4:1
Liquid Ratio ⁽⁴⁾	4:1	1.6:1	3.2:1

Rates Collection days are significantly influenced by the level of multiple owner Maori Land non-collectable arrears for rates, and the raising of the instalment in the accounts in the month prior to the instalment being due. For Other debtors this is significantly affected by a large disputed account, which has been in negotiation for some time. The debt is still considered collectable at this time. The provision for doubtful debts has not been recalculated.

² The average number of days that it takes a Debtor to pay his/her account

³ Represents the total current assets available to meet each dollar of total current liabilities

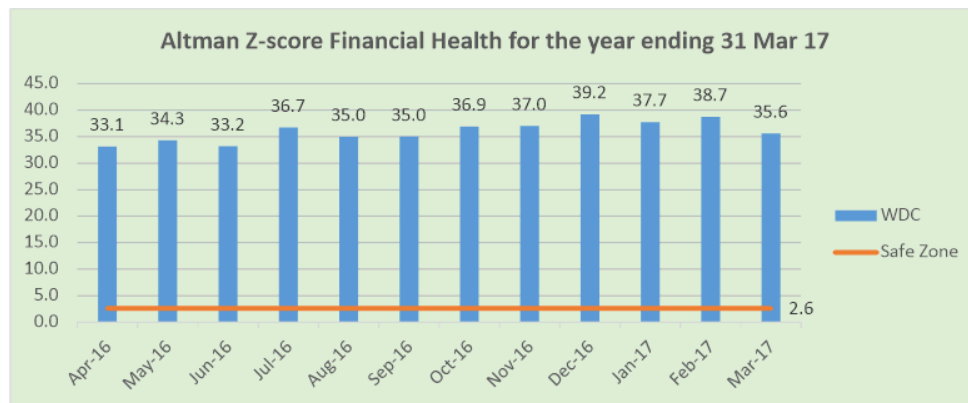
⁴ Represents the cash available to pay each dollar of trade creditors as at the end of the period



Altman Z-score Calculation

This calculation is a measure of financial health that was developed in 1968. It is a system that has multiple calculations based on the type of organisation that is being reviewed. As a review process, it has been proven to be up to 90% accurate in assessing the likelihood of the risk of an entity becoming bankrupt within the next two financial years. This is considered likely where an entity receives a net score that is classed as being in the “in distress” Zone of Discrimination.

WDC’s results for the selected calculation, Non-Manufacturing Business, by month are:



This process has “Zones of Discriminations”, which provide guidance to reviewers of the accounts as to the strength of the business under review. For the selected calculation the zones are:

- Z > 2.6 -“Safe” Zone
- 1.1 < Z < 2.6 -“Grey” Zone
- Z < 1.1 -“Distress” Zone

Accordingly, the Wairoa District Council, on the basis of this calculation has a strong, safe and stable outlook. This score is significantly influenced by the ongoing low level of long-term external debt currently employed by the Council, and as there are no expectations of this changing in the near future, it is expected that this result will continue as the year progresses.

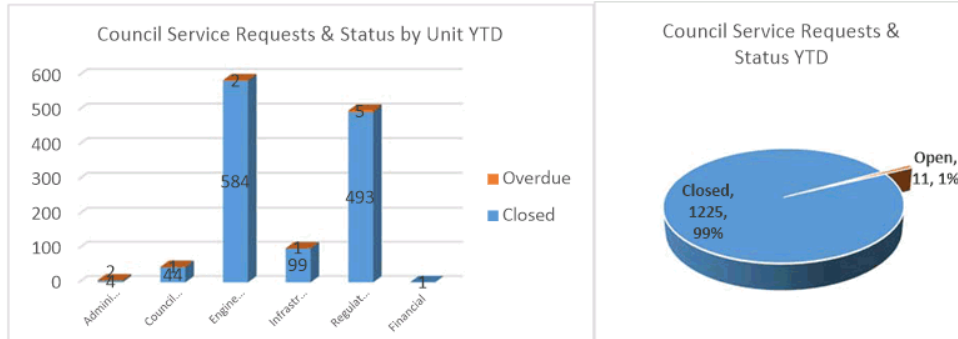
The drop in March is the result of an increase in trade payables, coming from additional costs in engineering contracts as spending increases towards the end of the year.

WAIROA DISTRICT COUNCIL MONTHLY FINANCIAL REPORT 31 MARCH 2017



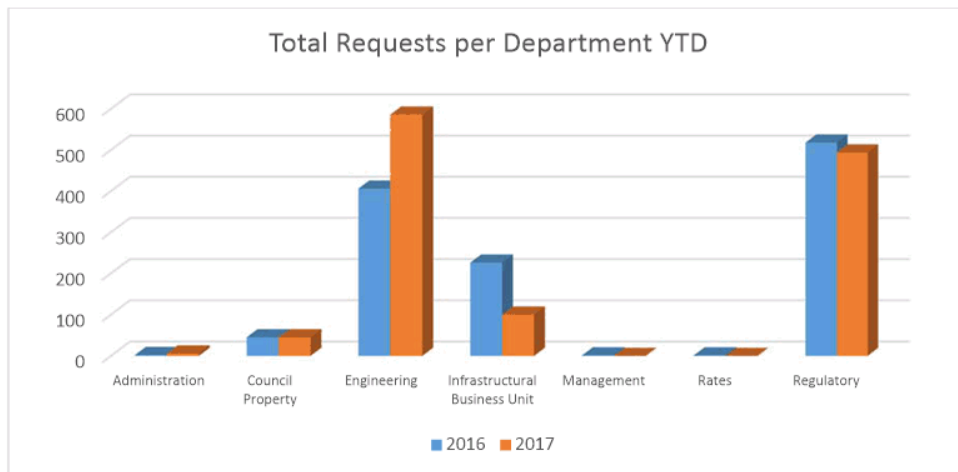
Service Requests

For the year to date 1,236 (Last Year 1,199) CSR's have been received by Council. Analysis of the completed vs outstanding position on requests is:



Status is as recorded on the day of preparation of this report.

The total number of requests received, compared to last financial year to date are:

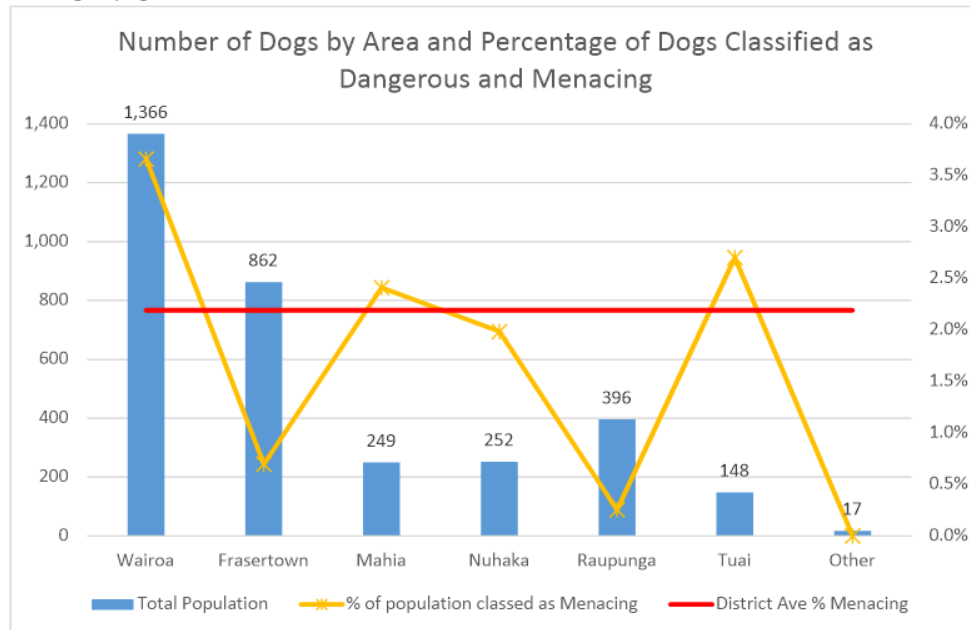


Wairoa District Council Monthly Financial Report 31 March 2017



District Dogs

Wairoa has a total of 3,290 dogs in the district, with 1,379 owners. 72 (2.2%) dogs are classed as dangerous or menacing. This graph shows the locations and total number of dogs as recorded in our systems. Additional analysis of dogs are included in with the Planning and Regulatory results starting at page 22.



Councillor Spending YTD

The Local Authorities (Members Interests) Act 1968 states that an elected member or any related party/entity of that member may not receive more than \$25,000 (including GST) for the provision of services for any financial year, without approval from the Office of the Auditor General. This does not include payment of Councillor Fees.

The following table reflects the known spending, and approved authority limits for each member of Council as at the time of preparation of this report for this financial year:

Councillor	Last Invoice	Invoiced / Paid	PO's Raised Not Complete	Total	Limit	Tendered	Position
Cr Johansen	Oct 2016	14,363.50	0.00	14,363.50	36,540.00	11,540.00	No Breach of Limit
Cr Bird	Sep 2016	17.25	0.00	17.25	25,000.00	0.00	No Breach of Limit
Cr Eaglesome-Karekare	Jan 2013	0.00	0.00	0.00	25,000.00	0.00	No Breach of Limit
Cr Flood	N/A	0.00	0.00	0.00	25,000.00	0.00	No Breach of Limit
Cr Harker	Jan 2013	0.00	0.00	0.00	25,000.00	0.00	No Breach of Limit
Cr Lambert	N/A	0.00	0.00	0.00	25,000.00	0.00	No Breach of Limit
Mayor Little	N/A	0.00	0.00	0.00	25,000.00	0.00	No Breach of Limit

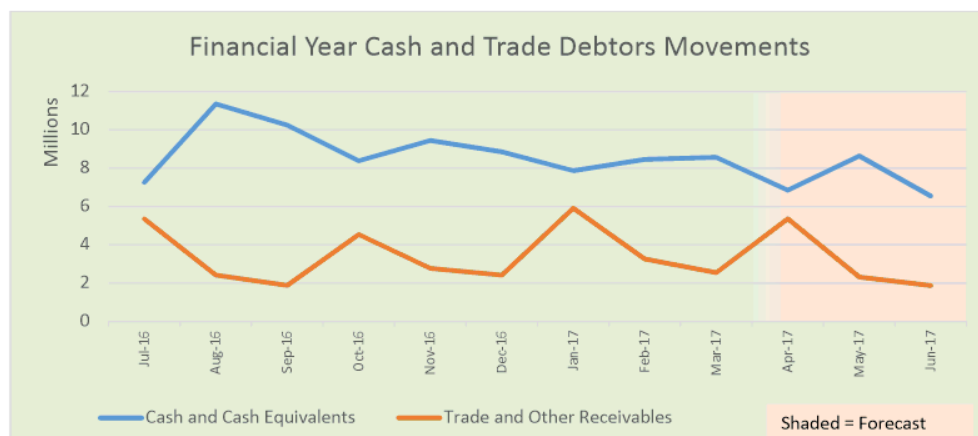
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Financial Position Indicators

Current Assets

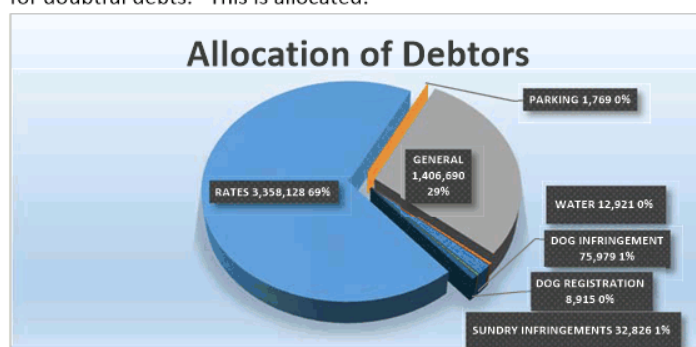
Measure	Actual	Annual Plan Position	Forecast 30 June 2017
Non-Interest Bearing Cash & Equivalents	\$298,515	\$140,775	\$292,566
Interest Bearing Cash on Hand, Term Deposits & Investments due this year	\$9,785,573	\$10,185,236	\$7,804,610
Receivables	\$2,553,547	\$2,757,120	\$1,876,572
Total Current Assets	\$12,641,555	\$13,087,052	\$9,977,668



This graph shows the movements in actual and a forecast of Cash and Cash Equivalents for each month. Peaks in Trade debtors are the charging of quarterly rate instalments. WDC continues to have sufficient cash available to meet its commitments.

Accounts Receivable

Currently WDC has recorded debtors of \$2.6M. Gross receivables are \$4.9M, before the provisions for doubtful debts. This is allocated:

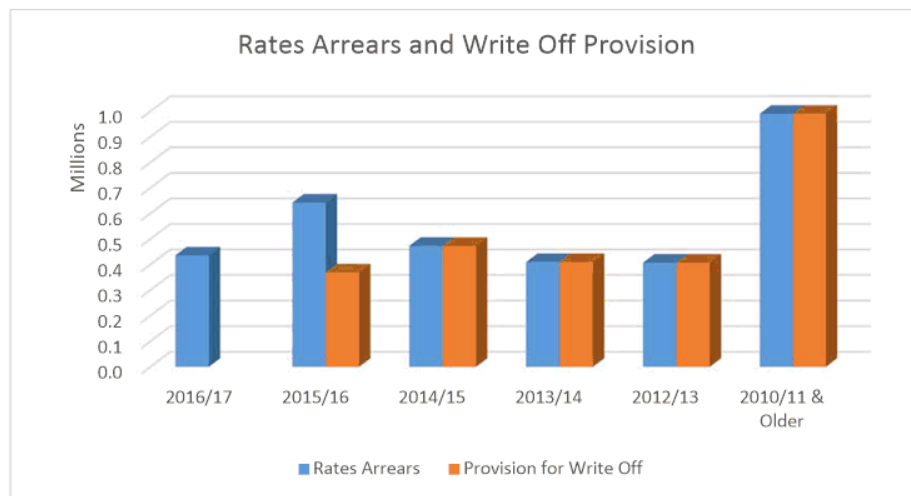


General Debtors is primarily the ongoing water arrears and NZTA claim for February invoiced in April.

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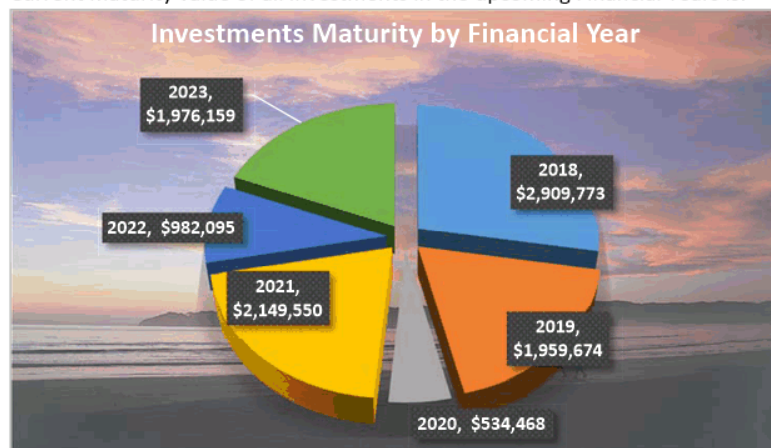
Analysis of rates arrears by financial year is:



Prior year’s rates arrears are primarily the uncollectable amounts on Maori freehold land (unoccupied, unused land, or land subject to a fragmented ownership structure). Rates arrears are written off after 7 years as statute barred rates, however anything younger than this is retained in the debtor’s database for staff to attempt collection. We allow for debt older than 3 years to be uncollectable. The current provision stands at a total of \$2.6M.

Investments

Current maturity value of all investments in the upcoming Financial Years is:



WDC long term cash investments hold a current market value of \$10,511,717, of which \$1,517,653 is due to mature within the next 12 months. The weighted average investment maturity term is 3.14 years or 37.6 months, with a weighted average coupon interest rate of 5.07%.

Investment opportunities have current yields in the 3.5-4% range. A long range risk exists in that investments with a face value of \$2.94M due to mature in the 2018 financial year that hold coupon

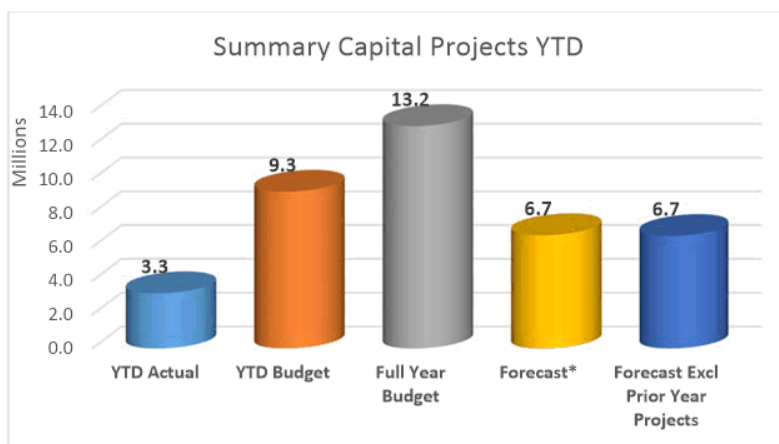


rates of 4.94-6.52% at an average of 5.36%, and for FY2019 \$1.99M at 5.67%. For the two years this is a drop in average income of \$40,025 and \$30,975 respectively, which represents a 0.7% increase in rating requirement in the second year and beyond. By 2021 this is estimated to increase to 0.9%.

Sell-down of the Credit Agricole investment has begun with 300,000 of the notes sold in March. Sale of the notes is being phased on an as demand basis and in such a way as to maintain the current value of the notes as much as possible. No reinvestment options for the sold notes has been considered at this time.

Capital Programs

To the end of March capital and renewal programs report as being within target. Year to date total expenditure of \$3.3M compared with the \$9.3M budget. \$2.18M in capital subsidies have been invoiced, including \$0.5M of subsidies for 2015/16 Tawhara Reservoir costs.

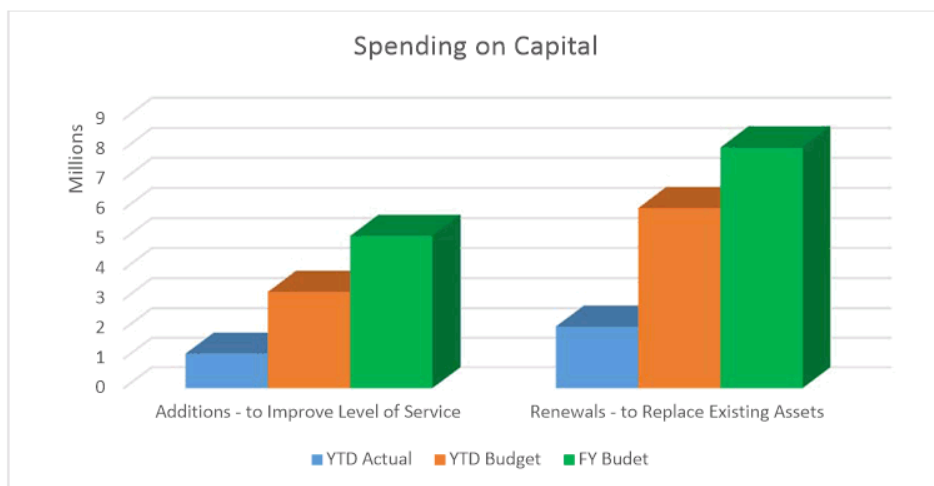
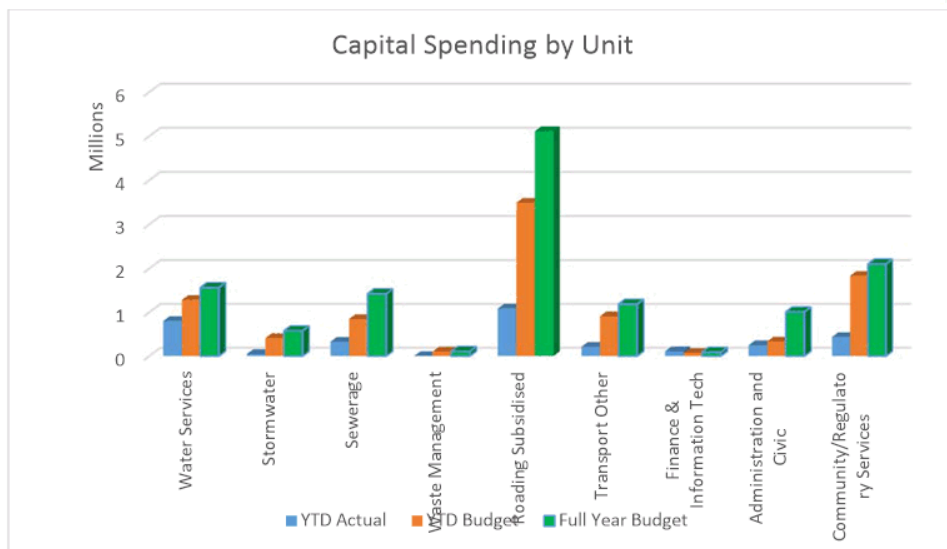


* Forecasted expenditure is actual year to date PLUS budgets for the remainder of the year, PLUS over-spent projects. Assumptions are that; 1 all future planned project costs will be incurred (as phased), 2 underspent projects will not be spent this year

Impactors on the YTD result are:

1. \$0.77M of funding for the Community Pool development project that was included in the Long Term Plan for this year and brought into the annual plan (budget) during the development of the plan. This project was completed last financial year, ahead of the original project plan, and this planned funding will not be spent in the current financial year. This was included in the Community/Regulatory Services budget,
2. \$1.12M of Emergency Works budgets that have not been required for the year to date,
3. \$2.68M from 30 projects that have spent less than planned YTD,
4. \$1.38M from 32 projects that had planned spending by 31 March with no spending YTD.
5. \$0.35M (FY: \$0.46M) from 9 projects originally planned for this year, but are no longer required.

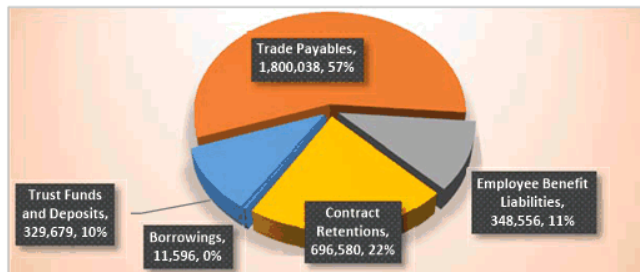
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Current Liabilities

As at the end of the period, the following creditors were due and payable within the next 12 months:

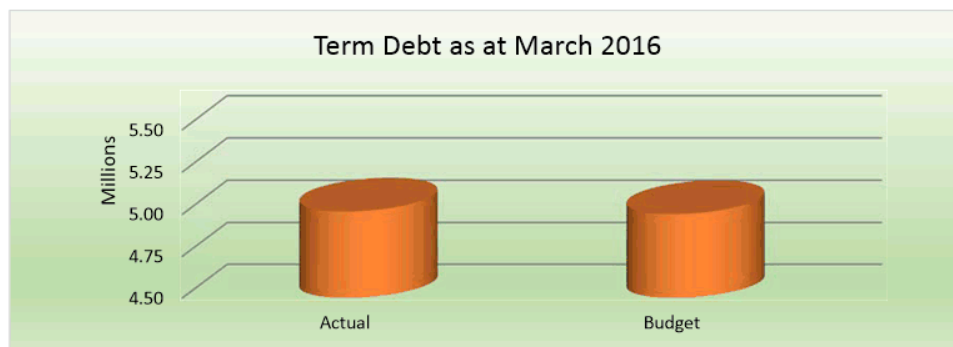


Measure	Actual	Budget or Target	Prior Year Actual
Trade and Employee Liabilities	\$2,148,595	\$4,330,956	\$3,072,410
Contract Retentions	\$696,580	\$NIL	\$696,041
Total Current Liabilities	\$3,185,993	\$4,330,956	\$4,033,825
Creditor Payment Days ⁽¹⁾	29 Days	39 Days	47 Days

(1) The average number of days that it takes a Creditor's invoice to be paid

All measures in this area show that the Council remains within its normal terms of trade with creditors. The time taken to pay creditors has improved as the EPO system becomes more widely and more effectively utilised. Employee Liabilities are the normal Holiday and Sick pay accrued by staff. Council does not budget for contract retentions, on an expectation that all contracts, unless a multiple year project as identified within the LTP, will be complete within the year of spend and all retentions repaid to the contractor.

Term Debt



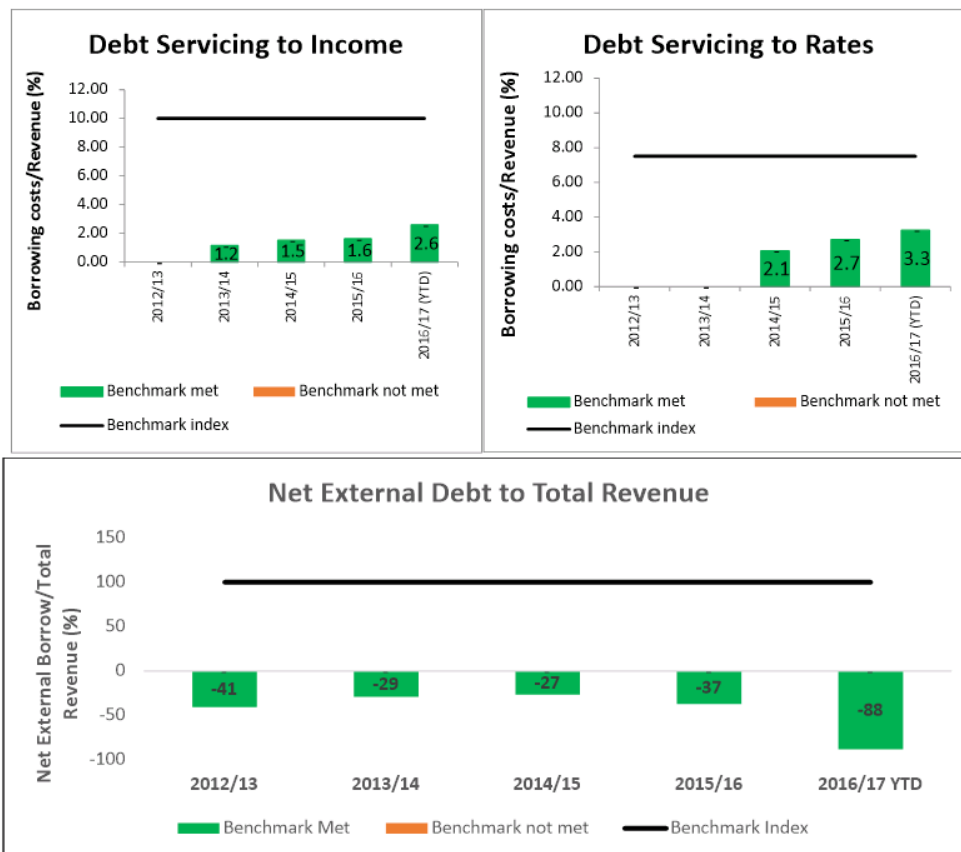
External Borrowing is \$5.0M (budget \$5.0M) for the year. Borrowings are a 5 year fixed term loan at 6.05% interest rate, due for repayment October 2018. No additional external borrowing has been planned for this financial year, with new capital projects funded internally from cash reserves.

Council also holds a \$0.76M (Budget \$0.48M) liability for the Landfill Aftercare requirements. This variance is a result of the timing of the preparation of the budget, being prior to the recalculation of the liability as at the end of the 2015/16 Financial Year. This liability is not recalculated during the year.



Debt Policy Measures

The analysis of debt against the limitations detailed in the Investment and Liability Policy are shown below. Council is well within all control measurements for debt with no expectations that any will be breached in the foreseeable future. The results for the year to date, comparing this to the past five financial years are:



1 Net External Debt is calculated as Term Borrowings plus Current Liabilities; less Cash, Term Deposits and Financial Assets at fair Value. As at 31 March 2016 Net Debt is \$(12.1M), indicating that we have greater cash reserves than external debt.

Calculation of these measures shows that Council currently holds approx. \$2.10 for every dollar of debt owed to external parties. This is not the liquidity measure, this is a measure of the cash on hand as per the Net Debt calculation compared to the debt in this calculation. As the \$5.0M term debt is for a fixed term, Council would not be able to break this loan and repay this from current cash reserves, without an interest penalty, currently costed at \$0.2M.



ACTIVITY ANALYSIS

Comprehensive Income and Expenditure (Operating Results)

For the year to date Council has a net surplus of \$0.23M (Budget: net surplus of \$2.22M), the variance being the under-recovery of expected subsidies. Total income year to date was \$15.6M and application of funds for the year to date has been \$15.4M. Income and expenditure are analysed for the year to date as:

Income has been received from:

Income Type:	YTD Actual (\$ 000)	YTD Budget (\$ 000)	(Under) / Over Recovery	FY Forecast (\$ 000)	FY Budget (\$ 000)	(Under) / Over Recovery
Rates	8,979	8,768	211	11,902	11,691	211
Subsidies	2,102	3,309	-1,207	3,205	4,412	-1,207
Capital Subsidy	2,184	3,930	-1,746	3,495	5,240	-1,746
Petrol Tax	44	49	-5	60	66	-5
Fees and Charges	1,838	1,464	374	2,265	1,891	374
Investment Income	466	1,018	-551	756	1,307	-551
Total Income	15,614	18,538	-2,925	21,682	24,607	-2,925

Subsidy income under-recovery is detailed above and results from work not required for the year to date. The additional Fees and Charges income is provision adjustment made last year. This variance will be reviewed for the April report. The rating over recovery is the charging of penalties after the first instalment was charged for the year.

The variance in Investment income to budget is the movement in capital value of investments, impacted by the maturity of one of the investments during the year. Interest income is behind expectations due to the lower coupon rates than budgeted for new investments.

Expenditure has been incurred in the following service areas:

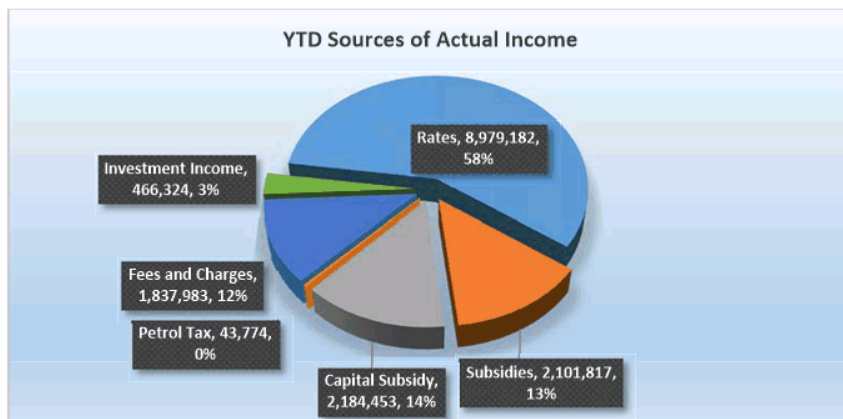
Service Area	YTD Actual (\$ 000)	YTD Budget (\$ 000)	Under / (Overspend)	FY Forecast (\$ 000)	FY Budget (\$ 000)	Under / (Overspend)
Water Services	2,564	2,460	-104	4,093	3,990	-104
Waste Management	703	736	33	1,105	1,138	33
Transport	5,918	6,282	363	9,422	9,785	363
Community Facilities	1,182	1,255	73	1,932	2,005	73
Planning and Regulatory	893	1,011	118	1,714	1,832	118
Leadership and Governance	744	858	115	2,379	2,494	115
Investments	42	38	-4	706	702	-4
Property	564	614	50	639	689	50
Support Services	2,778	3,066	288	285	3	-282
Total Expenses	15,388	16,321	932	22,275	22,638	362

All units expect to be within full year budgets at this time, except Subsidised Roading as detailed above. Support services actual costs are allocated to the core service areas as internal overheads at the end of the year.

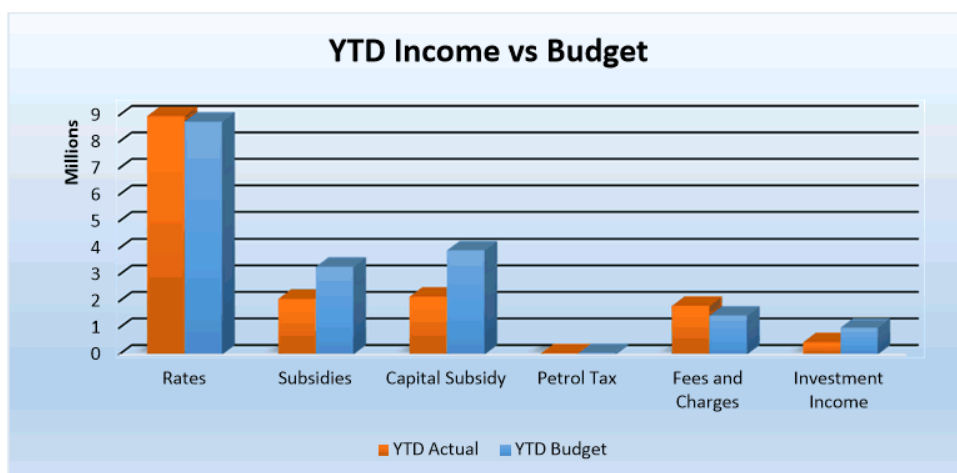
Subsequent to month end an additional \$53,869 in Rural Fire-fighting costs have been advised and will be recorded in the April 2017 results.



Sources of Funds



Rates are 58% of total income (excluding revaluations) over the year and as per our Financial Strategy must not exceed 60% of our total revenue. We are currently within this limitation. Full year forecasted outturn is that rates is estimated to be 55% of total income, on an assumption that all planned subsidies are charged over the balance of the year.



The under-recovery of operating subsidies is due to an under-recovery for NZTA Operational Subsidy for planned and emergency work budget not required to have been spent and therefore recovered. No claim for March has been made/advised at this time and would increase this revenue.

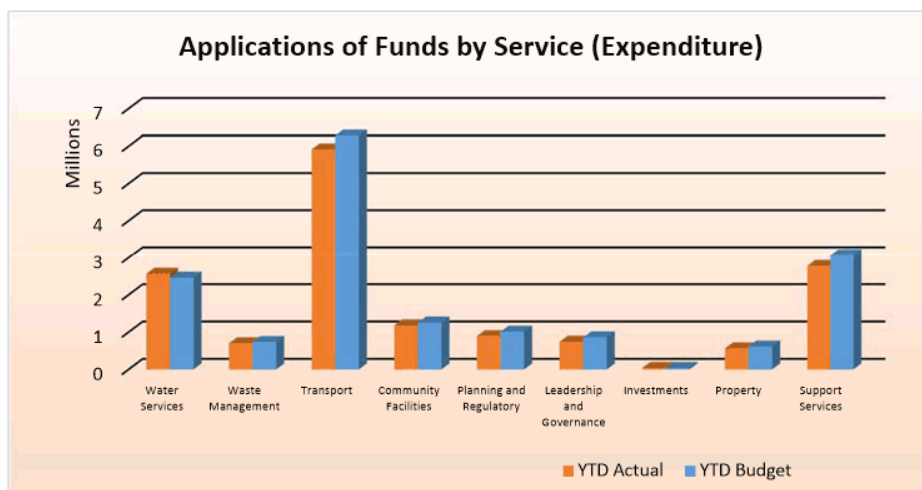
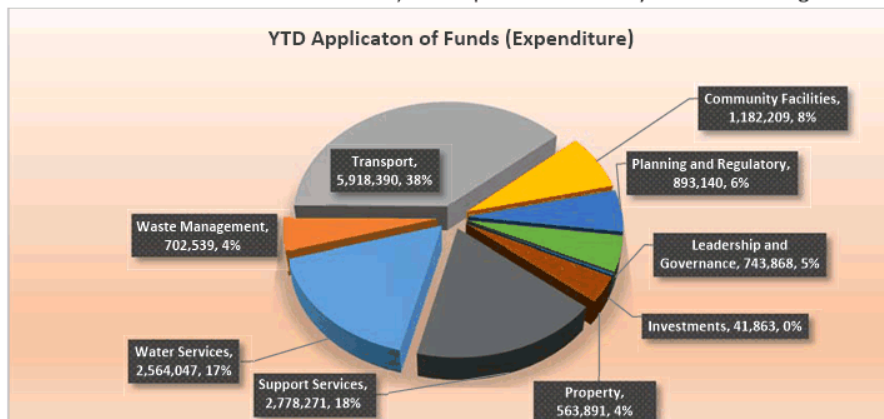
Capital Subsidy income under-recovery is also from the NZTA Capital Subsidy for planned and emergency work budget not having been spent, and therefore recovered against, offset partially by additional YTD \$0.5M Ministry of Health Capital Subsidy for the Tawhara Reservoir.

Subsequent to month end processing, the NZTA subsidy for the March 17 period of \$0.32M (split between operational and capital Subsidies) was calculated and issued to NZTA on 3 May 2017. This will be reflected in the April 2017 results.



Application of Funds (Operating Expenditure)

The Council has used the funds received, in comparison with the year to date budget:



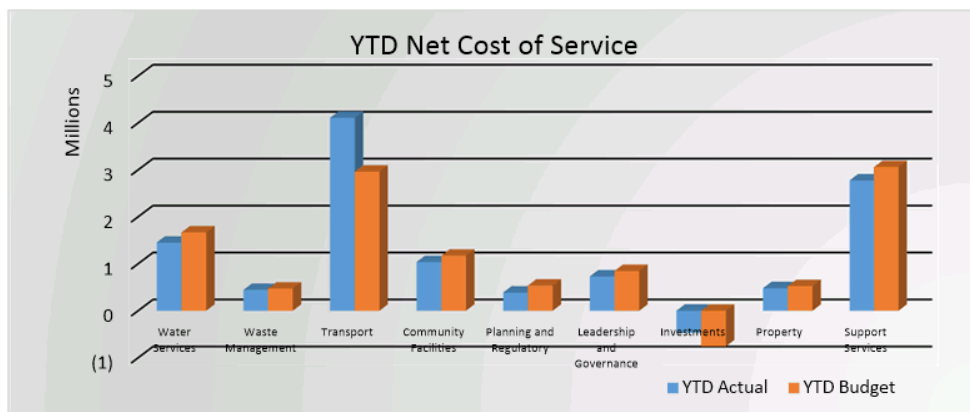
For this report the budgets have been restated to report Support Services costs separately. The core services budgets have been reduced accordingly.

Since the March close off, an additional \$53,864 in costs in the Planning and Regulatory area have been advised for the Mahanga and Pampas' fires. These costs will be recognised in the April month end results.



Council Net Cost of Services

The net cost of service represents the operating costs for the service, less the income generated from the service, excluding Rating income, for the areas of service provision provided by Council to the community. These are summarised as shown below.



The Transport overspend is the combination of the emergency repairs and the under-recovery of NZTA subsidies as mentioned above. All other units are tracking on target for the full year outlook. Individual section reports are included below for further comment.

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Water Services

	Actual 2016/17 (YTD)	Operating Budget 2016/17 (YTD)	Operating Budget 2016/17 (Full Year)	Actual 2015/16 (YTD)	Actual 2014/16 (Full Year)
Sources of Operational Funding					
Source of Operating Funding					
Rates	(1,438,476)	(1,404,688)	(1,872,917)	(1,561,663)	(2,027,155)
Subsidies and grants for operating purposes	-	-	-	-	-
Fees charges and targeted rates for water supply	(989,595)	(807,822)	(1,077,091)	(829,673)	(972,481)
Interest and Dividends from Investments	-	(247,203)	(329,612)	-	-
Local authorities fuel tax fines infringement fees and other receipts	-	-	-	-	-
Total Source of Operating Funding	(2,428,072)	(2,459,713)	(3,279,620)	(2,391,336)	(2,999,637)
Application of Operating Funding					
Payments to staff and suppliers	1,632,476	1,614,711	2,143,718	(382,348)	484,408
Finance costs	223,118	234,342	312,456	213,404	291,308
Internal Charges and Overheads applied	-	-	-	-	-
Other operating funding applications	-	-	-	-	-
Total Application of Operating Funding	1,855,595	1,849,053	2,456,174	(168,944)	775,717
Surplus (Deficit) of Operating Funding	572,477	610,660	823,446	2,560,280	2,223,920
Source of Capital Funding					
Subsidies and grants for capital expenditure	(1,278,972)	(1,113,003)	(1,484,000)	(1,055,000)	(1,325,000)
(Increase) decrease in debt	-	-	-	-	-
Lump sum contributions	(380,847)	(93,222)	(124,293)	2,446,100	2,446,100
Total Source of Capital Funding	(1,659,819)	(1,206,225)	(1,608,293)	1,391,100	1,121,100
Total Sources of capital funding	(1,659,819)	(1,206,225)	(1,608,293)	1,391,100	1,121,100
Application of Capital Funding					
Capital expenditure - to improve the level of service	225,781	269,256	843,526	97,315	84,878
Capital expenditure - to replace existing assets	2,588,880	2,270,919	3,087,351	1,003,586	2,207,985
Increase (Decrease) in Reserves	(582,365)	(723,290)	(1,499,138)	68,279	(1,190,043)
Total Application of Capital Funding	2,232,296	1,816,885	2,431,739	1,169,180	1,102,820
Total application of capital funding	2,232,296	1,816,885	2,431,739	1,169,180	1,102,820
Surplus (Deficit) of Capital Funding	(572,477)	(610,660)	(823,446)	(2,560,280)	(2,223,920)
Funding Balance	-	-	-	-	-
Depreciation and Amortisation	966,897	966,888	1,289,184	768,322	1,024,430

Charges to commercial consumers are well advanced of the annual budget for the year to date period from the provision made at the end of the last financial year. This provision will be re-instated for the April report. Capital Subsidies are in advance of plan from income received from funding charged for Tawhara Reservoir costs incurred in the last financial year invoiced to the Ministry of Health after the end of the year.

Lump Sum Contributions for the Mahia and Opoutama Wastewater schemes are predominately those members of the scheme that have taken us the Early Repayment option available under the policy adopted this year, where payment was due by 31 March 2017. No budgetary provision had been made for the early repayment option. The budgeted amounts relate to the charging Option One members of the scheme on finalisation of the scheme. Actuals for this part of the scheme were charged July 2016.

The interest and dividends budget is the annual calculation on internal loans, calculated and posted at the end of each financial year.

Capital spending includes \$1.6M of work in progress brought forward for the Tawhara Reservoir, which was funded last financial year. This project is nearing completion and is expected to be capitalised this financial year.

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Waste Management

	Actual 2016/17 (YTD)	Operating Budget 2016/17 (YTD)	Operating Budget 2016/17 (Full Year)	Actual 2016/16 (YTD)	Actual 2015/16 (Full Year)
Sources of Operational Funding					
Source of Operating Funding					
Rates	(482,340)	(471,010)	(628,014)	(478,525)	(621,161)
Subsidies and grants for operating purposes	-	-	-	-	-
Fees charges and targeted rates for water supply	(261,645)	(265,032)	(353,369)	(237,109)	(373,513)
Interest and Dividends from Investments	-	-	-	-	-
Local authorities fuel tax fines infringement fees and other receipts	-	-	-	-	-
Total Source of Operating Funding	(743,985)	(736,042)	(981,383)	(715,634)	(994,675)
Application of Operating Funding					
Payments to staff and suppliers	631,286	665,040	893,480	636,062	869,321
Finance costs	-	2,250	3,000	-	-
Internal Charges and Overheads applied	-	-	-	-	-
Other operating funding applications	-	-	-	-	-
Total Application of Operating Funding	631,286	667,290	896,480	636,062	869,321
Surplus (Deficit) of Operating Funding	112,699	68,752	84,903	79,572	125,354
Sources of Capital Funding					
Subsidies and grants for capital expenditure	-	-	-	-	-
(Increase) decrease in debt	-	-	-	-	-
Lump sum contributions	-	-	-	-	-
Total Sources of capital funding	-	-	-	-	-
Application of Capital Funding					
Capital expenditure - to improve the level of service	-	105,250	155,250	18,725	42,323
Capital expenditure - to replace existing assets	-	-	-	-	-
Increase (Decrease) in Reserves	112,699	(36,498)	(70,347)	60,847	83,031
Total Application of Capital Funding	112,699	68,752	84,903	79,572	125,354
Total application of capital funding	112,699	68,752	84,903	79,572	125,354
Surplus (Deficit) of Capital Funding	(112,699)	(68,752)	(84,903)	(79,572)	(125,354)
Funding Balance	-	-	-	-	-
Depreciation and Amortisation	71,253	71,253	95,000	72,232	96,310

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Transport

	Actual 2016/17 (YTD)	Operating Budget 2016/17 (YTD)	Operating Budget 2016/17 (Full Year)	Actual 2015/16 (YTD)	Actual 2015/16 (Full Year)
Sources of Operational Funding					
Source of Operating Funding					
Rates	(1,696,160)	(1,656,319)	(2,208,425)	(1,844,146)	(2,393,839)
Subsidies and grants for operating purposes	(1,926,476)	(3,272,121)	(4,362,823)	(1,737,600)	(4,580,750)
Fees charges and targeted rates for water supply	(27,100)	(48,087)	(64,123)	(667,031)	(832,827)
Interest and Dividends from Investments	-	-	-	-	-
Local authorities fuel tax fines infringement fees and c	-	-	-	-	-
Total Source of Operating Funding	(3,649,736)	(4,976,527)	(6,635,371)	(4,248,777)	(7,807,416)
Application of Operating Funding					
Payments to staff and suppliers	3,865,320	4,385,930	5,859,784	5,294,429	7,449,683
Finance costs	-	15,327	20,434	-	-
Internal Charges and Overheads applied	-	-	-	-	-
Total Application of Operating Funding	3,865,320	4,401,257	5,880,218	5,294,429	7,449,683
Surplus (Deficit) of Operating Funding	(215,585)	575,270	755,153	(1,045,652)	357,733
Source of Capital Funding					
Subsidies and grants for capital expenditure	(905,481)	(2,817,360)	(3,756,478)	(2,721,716)	(1,893,569)
(Increase) decrease in debt	-	-	-	-	-
Lump sum contributions	-	-	-	-	-
Total Source of Capital Funding	(905,481)	(2,817,360)	(3,756,478)	(2,721,716)	(1,893,569)
Total Sources of capital funding	(905,481)	(2,817,360)	(3,756,478)	(2,721,716)	(1,893,569)
Application of Capital Funding					
Capital expenditure - to improve the level of service	535,948	1,151,626	1,663,799	892,570	1,011,189
Capital expenditure - to replace existing assets	1,086,244	3,225,932	4,604,509	1,738,241	2,079,754
Increase (Decrease) in Reserves	(932,295)	(984,928)	(1,756,677)	(954,746)	(839,640)
Total Application of Capital Funding	689,896	3,392,630	4,511,631	1,676,064	2,251,302
Total application of capital funding	689,896	3,392,630	4,511,631	1,676,064	2,251,302
Surplus (Deficit) of Capital Funding	215,585	(575,270)	(755,153)	1,045,652	(357,733)
Funding Balance	-	-	-	-	-
Depreciation and Amortisation	1,873,395	1,873,395	2,497,851	2,497,851	1,910,486

Subsequent to month end processing the NZTA subsidy for the March 17 period of \$0.32M (split between operational and capital Subsidies) was calculated and issued to NZTA on 3 May 2017. This will be reflected in the April 2017 results.

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Community Facilities

	Actual 2016/17 (YTD)	Operating Budget 2016/17 (YTD)	Operating Budget 2016/17 (Full Year)	Actual 2015/16 (YTD)	Actual 2015/16 (Full Year)
Sources of Operational Funding					
Source of Operating Funding					
Rates	(1,204,072)	(1,175,789)	(1,567,719)	(1,190,107)	(1,544,848)
Subsidies and grants for operating purposes	(117,410)	(36,693)	(48,926)	(101,074)	(46,244)
Fees charges and targeted rates for water supply	(28,778)	(45,846)	(61,151)	(36,990)	(56,757)
Interest and Dividends from Investments	-	-	-	-	-
Local authorities fuel tax fines infringement fees and other receipts	-	-	-	-	-
Total Source of Operating Funding	(1,350,260)	(1,258,328)	(1,677,796)	(1,328,172)	(1,647,848)
Application of Operating Funding					
Payments to staff and suppliers	1,064,977	1,106,921	1,529,648	966,263	1,358,998
Finance costs	3,751	44,577	59,430	-	530
Internal Charges and Overheads applied	-	-	-	-	-
Other operating funding applications	-	-	-	-	-
Total Application of Operating Funding	1,068,728	1,151,498	1,589,078	966,263	1,359,528
Surplus (Deficit) of Operating Funding	281,531	106,830	88,718	361,909	288,320
Sources of Capital Funding					
Subsidies and grants for capital expenditure	-	-	-	-	-
(Increase) decrease in debt	-	-	-	-	-
Lump sum contributions	-	-	-	-	-
Total Sources of capital funding	-	-	-	-	-
Application of Capital Funding					
Capital expenditure - to improve the level of service	432,786	549,735	812,975	162,776	418,904
Capital expenditure - to replace existing assets	110,489	200,250	200,250	121,044	118,014
Increase (Decrease) in Reserves	(261,743)	(643,155)	(924,507)	78,089	(248,598)
Total Application of Capital Funding	281,531	106,830	88,718	361,909	288,320
Total application of capital funding	281,531	106,830	88,718	361,909	288,320
Surplus (Deficit) of Capital Funding	(281,531)	(106,830)	(88,718)	(361,909)	(288,320)
Funding Balance	-	-	-	-	-
Depreciation and Amortisation	113,481	113,490	151,318	113,161	150,881

Actual Capital spending includes \$208k of work in progress brought forward and funded last year. No budgets have been brought forward for these items.

Subsidies of \$117,410 includes various grant funds carried forward from last year and represents funds that are available and, where appropriate, have been distributed this year (included in the "payments to suppliers" line of the application of operating funding section. In addition, grants have also been received this year, represented as the expected inflows of funds in the budget. Analysis of receipts and funds brought forward are:

Organisation	Source	Carried Forward from 2015/16	Received This Year	Gross Available to Distribute	YTD Budget	FY Budget
Yroa Ynot	Funding	19,892	2,174	22,066	15,147	20,193
Yroa Ynot	Donations	11,604		11,604	3,789	5,048
SPARC Rural Travel	Grant	11,752	9,500	21,252	6,813	9,087
Safer Communities	Grant	25,586	0	25,586	0	0
Health Promotion Agency	Grant	0	10,000	10,000	0	0
Creative NZ	Grant	7,457	12,323	19,780	7,569	10,096
		76,291	33,997	110,288	33,318	44,424

WAIROA DISTRICT COUNCIL MONTHLY FINANCIAL REPORT 31 MARCH 2017



Planning and Regulatory

	Actual 2016/17 (YTD)	Operating Budget 2016/17 (YTD)	Operating Budget 2016/17 (Full Year)	Actual 2015/16 (YTD)	Actual 2015/16 (Full Year)
Sources of Operational Funding					
Source of Operating Funding					
Rates	(155,899)	(152,237)	(202,983)	(397,195)	(515,589)
Subsidies and grants for operating purposes	(57,930)	-	-	(80,267)	(22,337)
Fees charges and targeted rates for water supply	(447,437)	(475,475)	(572,160)	(446,348)	(484,371)
Interest and Dividends from Investments	-	-	-	-	-
Local authorities fuel tax fines infringement fees and other receipts	-	-	-	-	-
Total Source of Operating Funding	(661,267)	(627,712)	(775,143)	(923,810)	(1,022,297)
Application of Operating Funding					
Payments to staff and suppliers	836,752	964,960	1,353,395	691,582	1,002,833
Finance costs	15,345	5,274	7,035	5,016	10,654
Internal Charges and Overheads applied	-	-	-	-	-
Total Application of Operating Funding	852,098	970,234	1,360,430	696,598	1,013,486
Surplus (Deficit) of Operating Funding	(190,831)	(342,522)	(585,287)	227,212	8,811
Sources of Capital Funding					
Subsidies and grants for capital expenditure	-	-	-	-	-
(Increase) decrease in debt	-	-	-	-	-
Lump sum contributions	-	-	-	-	-
Total Sources of capital funding	-	-	-	-	-
Application of Capital Funding					
Capital expenditure - to improve the level of service	55,339	101,250	101,250	93,418	94,808
Capital expenditure - to replace existing assets	-	5,834	7,000	98,742	98,742
Increase (Decrease) in Reserves	(246,171)	(449,606)	(693,537)	35,052	(184,739)
Total Application of Capital Funding	(190,831)	(342,522)	(585,287)	227,212	8,811
Total application of capital funding	(190,831)	(342,522)	(585,287)	227,212	8,811
Surplus (Deficit) of Capital Funding	190,831	342,522	585,287	(227,212)	(8,811)
Funding Balance	-	-	-	-	(0)
Depreciation and Amortisation	40,986	40,995	54,644	29,678	39,571

The \$57,930 Subsidies and Grants income, is the Grant funds received in a prior year for the Computers in Homes project brought forward from last year.

The underspend in the payments to staff and suppliers is the result of consultancy and planning staff costs in support of the District Plan development not being incurred as expected. This is due to personnel not having been appointed to these roles. These costs were also part of the rates smoothing activity included in the 2015-25 LTP.

Since the March 2017 period close off, \$53,864 of additional costs for the Mahanga and Pampas' fires have been advised. These costs are not included in the values showing above, but will be included in the April 2017 period result.

WAIROA DISTRICT COUNCIL MONTHLY FINANCIAL REPORT 31 MARCH 2017



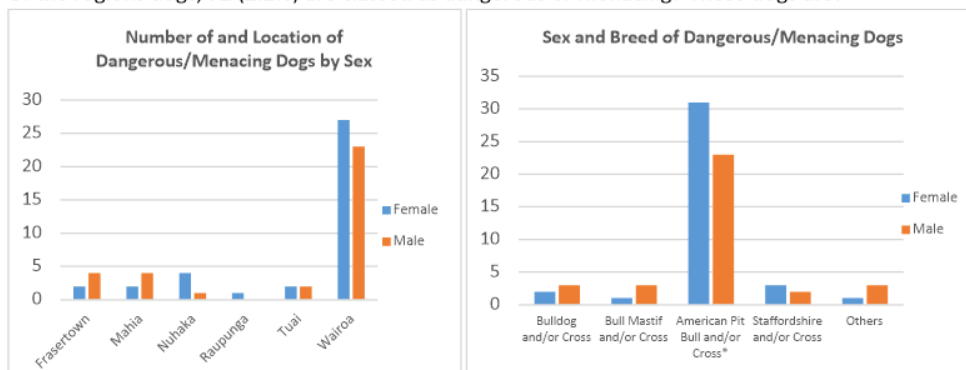
This section is an analysis of Animal Control service performance for the year to date.

Measure	2016/17 Financial Year	Infringements Last 10 Financial Years
Total Number of Dog Owners in District	1,379	
Total Number of Dogs in Region	3,290	
Percentage of Dogs Registered last 12 months	96%	
Number of Dogs Not Microchipped (% of all Dogs)*	497 (15.1%)	
Number of Disqualified Owners in District (Dogs Owned)**	7 (0)	
Number of Menacing or Dangerous Dogs	72 (2.2%)	
Menacing Dogs Confirmed as Neutered (% of Menacing)	5 (6.9%)	
Menacing Dogs Not Microchipped (% of Menacing)	17 (23.6%)	
Total Number of Infringements Issued (% of all Dogs)	51 (1.6%)	873
Number of infringements Issued to Top 10 Offenders	30 (58.8%)	106 (12.1%)
Maximum No of Notices to Top Multiple Offender(s)	4	16
Number of Top Multiple Offender(s)	2	1
Total Number of Owners issued infringements	33 (2.4%)	448

* Excludes exempt dogs

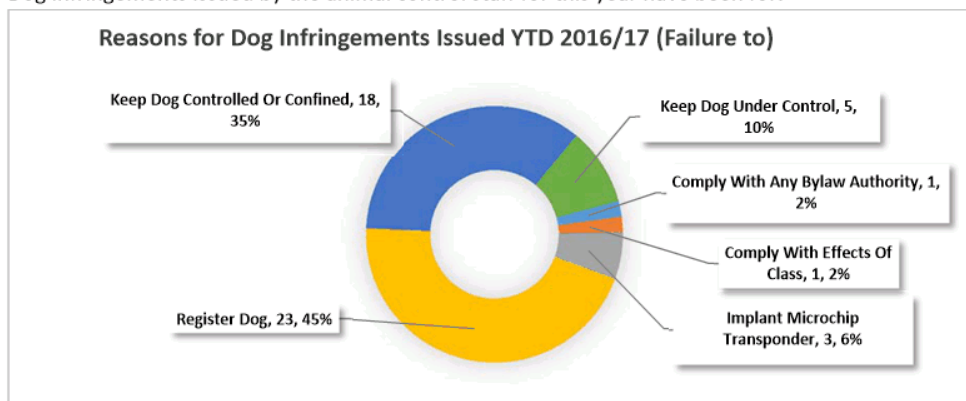
** Not included in (i.e. additional to) the total number of owners in the district. Total number of dogs should = Zero (0)

Of the regions dogs, 72 (2.2%) are classed as dangerous or menacing. These dogs are:



* Where a specified breed of dog is cross-bred with an American Pit Bull, that dog is included in the count for the shown breed of dog.

Dog infringements issued by the animal control staff for this year have been for:



WAIROA DISTRICT COUNCIL MONTHLY FINANCIAL REPORT 31 MARCH 2017



Leadership and Governance

	Actual 2016/17 (YTD)	Operating Budget 2016/17 (YTD)	Operating Budget 2016/17 (Full Year)	Actual 2015/16 (YTD)	Actual 2015/16 (Full Year)
Sources of Operational Funding					
Source of Operating Funding					
Rates	(864,643)	(844,334)	(1,125,778)	(637,929)	(828,079)
Subsidies and grants for operating purposes	-	-	-	(2,000)	(2,000)
Fees charges and targeted rates for water supply	(12,736)	(11,322)	(16,220)	(11,014)	(25,079)
Interest and Dividends from Investments	-	-	-	-	-
Local authorities fuel tax fines infringement fees and other receipts	-	-	-	-	-
Total Source of Operating Funding	(877,379)	(855,656)	(1,141,998)	(650,943)	(855,158)
Application of Operating Funding					
Payments to staff and suppliers	735,992	843,034	1,221,568	592,971	977,723
Finance costs	2,477	378	505	303	1,431
Internal Charges and Overheads applied	-	-	-	-	-
Total Application of Operating Funding	738,468	843,412	1,222,073	593,274	979,154
Surplus (Deficit) of Operating Funding	138,911	12,244	(80,075)	57,669	(123,996)
Sources of Capital Funding					
Subsidies and grants for capital expenditure	-	-	-	-	-
(Increase) decrease in debt	-	-	-	-	-
Lump sum contributions	-	-	-	-	-
Total Sources of capital funding	-	-	-	-	-
Application of Capital Funding					
Capital expenditure - to improve the level of service	59,298	92,000	234,500	6,129	7,231
Capital expenditure - to replace existing assets	-	-	-	1,250	1,250
Increase (Decrease) in Reserves	79,613	(79,756)	(314,575)	50,290	(132,477)
Total Application of Capital Funding	138,911	12,244	(80,075)	57,669	(123,996)
Total application of capital funding	138,911	12,244	(80,075)	57,669	(123,996)
Surplus (Deficit) of Capital Funding	(138,911)	(12,244)	80,075	(57,669)	123,996
Funding Balance	-	-	-	-	-
Depreciation and Amortisation	5,400	5,400	7,200	6,053	8,070

WAIROA DISTRICT COUNCIL MONTHLY FINANCIAL REPORT 31 MARCH 2017



Investments

	Actual 2016/17 (YTD)	Operating Budget 2016/17 (YTD)	Operating Budget 2016/17 (Full Year)	Actual 2015/16 (YTD)	Actual 2015/16 (Full Year)
Sources of Operational Funding					
Source of Operating Funding					
Rates	247,039	241,236	321,648	135,075	175,337
Subsidies and grants for operating purposes	-	-	-	-	-
Fees charges and targeted rates for water supply	(16,575)	(612)	(820)	(1,423)	(3,491)
Interest and Dividends from Investments	(453,314)	(746,178)	(615,293)	(811,569)	(1,067,879)
Local authorities fuel tax fines infringement fees and other receipts	(43,774)	(49,215)	(65,626)	(33,587)	(71,514)
Total Source of Operating Funding	(266,624)	(554,769)	(360,091)	(711,504)	(967,547)
Application of Operating Funding					
Payments to staff and suppliers	29,751	24,137	25,443	19,634	12,802
Finance costs	12,112	13,626	346,648	6,944	387,178
Total Application of Operating Funding	41,863	37,763	372,091	26,578	399,980
Surplus (Deficit) of Operating Funding	224,761	517,006	(12,000)	684,926	567,567
Sources of Capital Funding					
Subsidies and grants for capital expenditure	-	-	-	-	-
(Increase) decrease in debt	-	-	-	-	-
Lump sum contributions	-	-	-	-	-
Total Sources of capital funding	-	-	-	-	-
Application of Capital Funding					
Capital expenditure - to improve the level of service	-	-	-	-	-
Capital expenditure - to replace existing assets	-	-	-	-	-
Increase (Decrease) in Reserves	224,761	517,006	(12,000)	684,926	567,567
Total application of capital funding	224,761	517,006	(12,000)	684,926	567,567
Surplus (Deficit) of Capital Funding	(224,761)	(517,006)	12,000	(684,926)	(567,567)
Funding Balance	-	-	-	-	-
Depreciation and Amortisation	-	-	-	-	-

Interest income from investments are under annual budget due to the lower than expected interest rates for new investments. The main impactor on the result is the reduction on market value from 2015/16 levels, a non-cash adjustment, effectively reducing the overall income received. There is future year income risk on maturing investments over the upcoming years, but the current financial year indicates that we will be on or slightly behind target for interest income.

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Property

	Actual 2016/17 (YTD)	Operating Budget 2016/17 (YTD)	Operating Budget 2016/17 (Full Year)	Actual 2015/16 (YTD)	Actual 2015/16 (Full Year)
Sources of Operational Funding					
Source of Operating Funding					
Rates	(243,963)	(238,233)	(317,644)	(135,568)	(175,977)
Subsidies and grants for operating purposes	-	-	-	-	-
Fees charges and targeted rates for water supply	(84,711)	(90,135)	(120,195)	(69,242)	(94,762)
Interest and Dividends from Investments	-	-	-	-	-
Local authorities fuel tax fines infringement fees and other receipts	-	-	-	-	-
Total Source of Operating Funding	(328,674)	(328,368)	(437,839)	(204,810)	(270,739)
Application of Operating Funding					
Payments to staff and suppliers	191,894	195,886	260,903	251,951	304,319
Finance costs	-	44,955	59,940	-	-
Internal Charges and Overheads applied	-	-	-	-	-
Other operating funding applications	-	-	-	-	-
Total Application of Operating Funding	191,894	240,841	320,843	251,951	304,319
Surplus (Deficit) of Operating Funding	136,780	87,527	116,996	(47,141)	(33,580)
Source of Capital Funding					
Subsidies and grants for capital expenditure	-	-	-	(390,000)	(390,000)
(Increase) decrease in debt	-	-	-	-	-
Lump sum contributions	-	-	-	-	-
Total Source of Capital Funding	-	-	-	(390,000)	(390,000)
Total Sources of capital funding	-	-	-	(390,000)	(390,000)
Application of Capital Funding					
Capital expenditure - to improve the level of service	18,831	768,000	768,000	1,811,703	1,810,212
Capital expenditure - to replace existing assets	131,983	300,736	327,736	104,052	124,141
Increase (Decrease) in Reserves	(14,034)	(981,209)	(978,740)	(1,572,897)	(1,577,933)
Total Application of Capital Funding	136,780	87,527	116,996	342,859	356,420
Total application of capital funding	136,780	87,527	116,996	342,859	356,420
Surplus (Deficit) of Capital Funding	(136,780)	(87,527)	(116,996)	47,141	33,580
Funding Balance	-	-	-	-	-
Depreciation and Amortisation	371,997	371,988	495,989	351,222	468,296

Included in the Pensioner Housing Unit budgets are additional costs from the capital project for the exterior repainting of the Lambert Flats.

The short-fall in capital is the budgeted Community pool project funding that was included in the Long Term Plan for this year and carried over into the Annual Plan. This project was completed last year and this funding will not be required over the balance of this year. This will result in an overall underspend in capital against budget but presents no risk to Council operations or outcome.

WAIROA DISTRICT COUNCIL MONTHLY FINANCIAL REPORT 31 MARCH 2017



Support Services

	Actual 2016/17 (YTD)	Operating Budget 2016/17 (YTD)	Operating Budget 2016/17 (Full Year)	Actual 2015/16 (YTD)	Actual 2015/16 (Full Year)
Sources of Operational Funding					
Source of Operating Funding					
Rates	(3,140,666)	(3,066,895)	(4,089,193)	(2,677,968)	(3,476,202)
Subsidies and grants for operating purposes	-	-	-	-	-
Fees charges and targeted rates for water supply	(2,208)	(6,525)	(8,707)	(1,015)	(12,418)
Interest and Dividends from Investments	-	-	-	-	-
Local authorities fuel tax fines infringement fees and other receipts	-	-	-	-	-
Total Source of Operating Funding	(3,142,875)	(3,073,420)	(4,097,900)	(2,678,983)	(3,488,620)
Application of Operating Funding					
Payments to staff and suppliers	2,637,030	2,894,184	4,009,384	2,463,923	3,637,239
Finance costs	35,518	65,912	87,469	49,148	54,771
Internal Charges and Overheads applied	-	-	-	-	-
Other operating funding applications	-	-	-	-	-
Total Application of Operating Funding	2,672,548	2,960,096	4,096,853	2,513,071	3,692,010
Surplus (Deficit) of Operating Funding	470,326	113,324	1,047	165,912	(203,390)
Sources of Capital Funding					
Subsidies and grants for capital expenditure	-	-	-	-	-
(Increase) decrease in debt	-	-	-	-	-
Lump sum contributions	-	-	-	-	-
Total Sources of capital funding	-	-	-	-	-
Application of Capital Funding					
Capital expenditure - to improve the level of service	158,127	233,647	341,250	33,117	59,983
Capital expenditure - to replace existing assets	36,118	11,400	445,375	48,464	92,175
Increase (Decrease) in Reserves	276,081	(131,723)	(785,578)	84,331	(355,548)
Total Application of Capital Funding	470,326	113,324	1,047	165,912	(203,390)
Total application of capital funding	470,326	113,324	1,047	165,912	(203,390)
Surplus (Deficit) of Capital Funding	(470,326)	(113,324)	(1,047)	(165,912)	203,390
Funding Balance	-	-	-	-	-
Depreciation and Amortisation	105,723	105,723	140,967	114,764	153,018



FINANCIAL RISKS

No Operational Financial Risks have been assessed as the end of the Period.

Area	Risk	Amount	Type	Description	Risk Level	Impact Showing In
Roading Subsidised	Capital Subsidy	\$1,856,756	Under-Recovery	Current underspend in capital works indicates that income will be less than budgeted.	Considerable	Statement of Comprehensive Income, Transport FIS
Revaluation	Reserve movement less than budget	\$25,000,000	Under-Recovery	Current estimates of the change in asset values indicates that the change will be significantly less than budget. There is no cash impact.	Low	Statement of Comprehensive Income
Financial Strategy and Treasury Policy	Breach of Rates to Total Income limitation		Breach of Treasury Limit	Under-recovery of subsidies in particular raise a higher than expected risk that Council could breach the Rates to Total Income (excluding revaluations) limitation of 60%. The estimated under-recovery of NZTA Subsidies brings this calculation to an estimate 55% of total income, if all subsidies are recovered over the balance of the year	Low	

WAIROA DISTRICT COUNCIL MONTHLY FINANCIAL REPORT 31 MARCH 2017



Capital Risks assessed as the end of the Period are:

Area	Risk	Amount	Type	Description	Risk Level	Finance Impact
Community Facilities	Community Pool	\$768,000	Underspend	The development of the community pool was a project completed in 2015/16 that has had budget carried forward into this year.	Crystallised	Interest and capital charges calculated in the budget will not be charged
Engineering	Capital Program	\$460,281	Underspend	9 Projects for replacement of assets identified as no longer being required for this year	Crystallised	Interest and capital charges calculated in the budget will not be charged
All Areas	Capital Program	\$1,560,659	Underspend	32 Projects have no spending YTD despite having budgets phased. Project Managers have indicated that these will be progressed to year end.	Low	Interest and capital charges calculated in the budget will not be charged
Roading Subsidised	Capital Program	\$2,554,770	Underspend	Capital program including \$1.17M of emergency budget allocations not spent this year. The balance of the programmed \$1.4M in spending are subsidised items by NZTA reducing the likely income that Council will receive this year	Low	Interest and capital charges on the net cost to Council calculated in the budget will not be charged. Subsidy income not received



Assessment Key:

Assessing levels of risk is based on the following matrix that has been developed as part of a draft risk policy:

Likelihood	Likely	Considerable	Considerable	High	Extreme	Extreme
	Moderate	Low	Considerable	High	High	Extreme
	Rare	Low	Low	Considerable	High	High
	Very Rare	Low	Low	Considerable	Considerable	Considerable
	Unanticipated	Low	Low	Low	Low	Considerable
		Minor	Moderate	Significant	High	Extreme
		Consequence				

Financial Risk Consequence is defined as:

Category	1. Minor	2. Moderate	3. Significant	4. High	5. Extreme
Financial	Direct loss or increased cost of up to \$10K	Direct loss or increased cost of ~\$10 to \$50K	Direct loss or increased cost of ~\$50K to \$100K	Direct loss or increased cost of ~\$100K to \$1M	Direct loss or increased cost of over \$1M

Likelihood is defined as:

1. Likely	2. Moderate	3. Rare	4. Very rare	5. Unanticipated
<ul style="list-style-type: none"> The event will probably occur in most circumstances; or, Not quarterly but within 6 months. ~70% chance of occurring in the next 12 months. 	<ul style="list-style-type: none"> The event will possibly occur at some time; or, Not within 6 months but at least annually. ~50% chance of occurring in the next 12 months. 	<ul style="list-style-type: none"> The event could occur at some time; or, Not annually but within 3 years. ~20-30% chance of occurring in the next 12 months. 	<ul style="list-style-type: none"> The event may occur only in exceptional circumstances; or, Not every 3 years but at least every 10 years. ~10-20% chance of occurring in the next 12 months. 	<ul style="list-style-type: none"> The event is not expected to occur; or, Not within 10 years. ~2% chance of occurring in the next 12 months.

WAIROA DISTRICT COUNCIL MONTHLY FINANCIAL REPORT 30 SEPTEMBER 2016



FINANCIAL ACCOUNTS

Whole of Council Funding Impact Statement

	Actual 2016/17 (YTD)	Operating Budget 2016/17 (YTD)	Operating Budget 2016/17 (Full Year)	Actual 2015/16 (YTD)	Actual 2015/16 (Full Year)
Sources of Operational Funding					
Source of Operating Funding					
General Rates uniform annual charges rates penalties	(8,979,182)	(8,768,268)	(11,691,024)	(8,788,025)	(11,407,513)
Subsidies and grants for operating purposes	(2,101,817)	(3,308,814)	(4,411,749)	(1,920,941)	(4,651,331)
Fees charges and targeted rates for water supply	(2,195,799)	(1,750,856)	(2,273,836)	(2,299,846)	(2,855,699)
Interest and Dividends from Investments	(453,314)	(993,381)	(944,905)	(811,569)	(1,067,879)
Local authorities fuel tax fines infringement fees and other receipts	(43,774)	(49,215)	(42,319,683)	(33,587)	(71,514)
Total Source of Operating Funding	(13,773,885)	(14,870,534)	(61,641,197)	(13,853,968)	(20,053,937)
Application of Operating Funding					
Payments to staff and suppliers	11,950,493	12,692,280	17,287,227	12,980,567	18,543,425
Finance costs	292,322	426,641	896,917	274,816	745,872
Internal Charges and Overheads applied	0	0	0	0	0
Other operating funding applications	0	0	0	0	0
Total Application of Operating Funding	12,242,816	13,118,921	18,184,144	13,255,383	19,289,298
(Surplus) Deficit of Operating Funding	(1,531,070)	(1,751,613)	(43,457,053)	(598,586)	(764,639)
Source of Capital Funding					
Subsidies and grants for capital expenditure	(2,184,453)	(3,930,363)	(5,240,478)	(4,166,716)	(3,608,569)
Increase (decrease) in debt	(7,556)	0	0	0	34,018
Lump sum contributions	(380,847)	(93,222)	(124,293)	0	0
Total Source of Capital Funding	(2,572,856)	(4,023,585)	(5,364,771)	(4,166,716)	(3,574,552)
Total Sources of capital funding	(2,572,856)	(4,023,585)	(5,364,771)	(4,166,716)	(3,574,552)
Application of Capital Funding					
Capital expenditure - to improve the level of service	1,477,029	3,270,764	4,503,880	3,115,753	121,445
Capital expenditure - to replace existing assets	2,104,138	6,015,071	8,672,221	3,115,379	1
Transfer to/(From) Reserves	522,759	(3,510,637)	35,645,723	(1,465,830)	4,217,745
Total Application of Capital Funding	4,103,926	5,775,198	48,821,824	4,765,302	4,339,191
Total application of capital funding	4,103,926	5,775,198	48,821,824	4,765,302	4,339,191
(Surplus) Deficit of Capital Funding	1,531,070	1,751,613	43,457,053	598,586	764,639
Funding Balance (General Rates)	0	0	0	0	0
Reserves Calculation					
Depreciation and Amortisation	3,549,132	3,549,132	4,732,153	3,333,352	4,340,358

Rates will show above budget throughout the year as the provision for doubtful rates is updated annually rather than on a monthly basis. Overall outturn is expected to be on-budget.

WAIROA DISTRICT COUNCIL MONTHLY FINANCIAL REPORT 31 MARCH 2017



	Actual 2016/17 (YTD)	Operating Budget 2016/17 (YTD)	Operating Budget 2016/17 (Full Year)	Actual 2016/17 (YTD)	Actual 2016/17 (Full Year)
FIS Reconciliation to Statement of Comprehensive Income					
Surplus / (Deficit) from Operations	1,531,070	1,751,613	43,457,053	598,586	764,639
Less Depreciation Charged	(3,549,132)	(3,549,132)	(4,732,153)	(3,333,352)	(4,340,358)
Add Capital Subsidies	2,184,453	3,930,363	5,240,478	4,166,716	3,608,569
Add Lump sum contributions	380,847	93,222	124,293	-	-
Reconciling Surplus/(Deficit)	547,237	2,226,066	44,089,671	1,431,950	32,850
Surplus / (Deficit) per Statement of Comprehensive Income	225,313	2,217,805	44,223,348	1,316,370	57,688

WAIROA DISTRICT COUNCIL MONTHLY FINANCIAL REPORT 30 SEPTEMBER 2016



Whole of Council Activity Statement

	ACTUAL 2016/17 (to date)	2016/17 Operational Plan (YTD)	2016/17 Variance (YTD)	ANNUAL BUDGET 2016/17	Remaining Budget	ACTUAL 2015/16 (to date)
Net Operating Cost of Service						
Net Expenditure/(Revenue)						
Water Services	1,919,259	1,530,332	388,927	2,749,725	830,466	2,195,987
Waste Management	440,894	321,215	119,679	585,163	144,269	469,662
Transport	3,639,799	2,127,076	1,512,724	4,245,781	605,982	4,915,865
Community Facilities	1,036,021	1,018,321	17,701	1,688,857	652,836	950,930
Planning and Regulatory	387,773	206,749	181,024	821,572	433,799	207,134
Leadership and Governance	731,133	(17,796)	748,929	1,324,367	593,234	584,442
Investments	(471,800)	(1,032,511)	560,711	(675,340)	(203,540)	(820,001)
Property	479,180	635,613	(156,433)	718,122	238,942	509,418
Support Services	2,776,063	3,059,294	(283,231)	3,503,965	727,902	2,624,934
Net Operating (Surplus) / Deficit	10,938,322	7,848,293	3,090,030	14,962,212	4,023,890	11,638,372
Rates						
General and Targeted Rates Charged	(8,979,182)	(8,768,268)	(210,914)	(11,691,024)	(2,711,842)	(8,788,025)
Capital Subsidies						
Water Reticulation System	(1,278,972)	(1,113,003)	(165,969)	(1,484,000)	(205,028)	0
Water Treatment Plant	0	0	0	0	0	0
Sewerage	0	0	0	0	0	(1,055,000)
Roading Subsidised	(905,481)	(2,817,360)	1,911,879	(3,756,478)	(2,850,997)	(2,721,716)
Community Centre	0	0	0	0	0	(390,000)
Total Net Cost of Service	(225,313)	(4,850,339)	4,625,026	(1,969,290)	(1,743,977)	(1,316,370)

Support Services budgets are allocated to the Core Services as internal overhead charges in the annual budgets. For the purposes of this report, budgets have been restated to remove Support Services costs from within Activity Areas, and moved to the Support Services report line. This ensures that actual and budget costs are comparable.

WAIROA DISTRICT COUNCIL MONTHLY FINANCIAL REPORT 30 SEPTEMBER 2016



Net Operating Cost of Service by Service Activity

Net Operating Cost of Service	ACTUAL 2016/17 (YTD)	Operating Budget 2016/17 (YTD)	Operating Budget 2016/17 (Full Year)	ACTUAL 2015/16 (YTD)	ACTUAL 2015/16 (Full Year)
Revenue					
Water Services					
Income	(1,032,473)	(1,148,247)	(1,530,996)	(829,673)	(972,481)
Operating Cost	2,938,385	2,653,127	4,246,780	2,999,023	5,090,714
Maintenance Cost	13,346	25,452	33,941	26,637	39,671
Total Water Services	1,919,259	1,530,332	2,749,725	2,195,987	4,157,904
Waste Management					
Income	(261,645)	(265,032)	(353,369)	(237,109)	(373,513)
Operating Cost	702,539	586,247	938,532	706,771	1,111,234
Total Waste Management	440,894	321,215	585,163	469,662	737,720
Transport					
Income	(2,278,591)	(3,320,208)	(4,426,946)	(2,404,631)	(5,413,577)
Operating Cost	2,402,957	1,551,391	3,478,227	2,784,333	5,422,646
Maintenance Cost	3,515,433	3,895,893	5,194,500	4,536,162	5,652,745
Total Transport	3,639,799	2,127,076	4,245,781	4,915,865	5,661,814
Community Facilities					
Income	(146,188)	(82,539)	(110,077)	(138,065)	(103,001)
Operating Cost	909,033	810,655	1,412,014	841,030	1,393,766
Maintenance Cost	273,176	290,205	386,920	247,964	318,591
Total Community Facilities	1,036,021	1,018,321	1,688,857	950,930	1,609,356
Planning and Regulatory					
Income	(505,367)	(475,475)	(572,160)	(526,615)	(506,708)
Operating Cost	884,081	672,189	1,380,355	724,190	1,346,765
Maintenance Cost	9,060	10,035	13,377	9,559	9,559
Total Planning and Regulatory	387,773	206,749	821,572	207,134	849,616
Leadership and Governance					
Income	(12,736)	(11,322)	(16,220)	(13,014)	(27,079)
Operating Cost	743,532	(6,474)	1,340,587	596,951	2,148,089
Maintenance Cost	337	0	0	505	370
Total Leadership and Governance	731,133	(17,796)	1,324,367	584,442	2,121,380
Investments					
Income	(513,663)	(796,005)	(1,011,351)	(846,579)	(1,142,884)
Operating Cost	41,863	(236,506)	336,011	26,578	399,980
Total Investments	(471,800)	(1,032,511)	(675,340)	(820,001)	(742,905)
Property					
Income	(84,711)	(90,135)	(263,256)	(69,242)	(241,045)
Operating Cost	511,969	648,159	877,926	497,445	704,762
Maintenance Cost	51,923	77,589	103,452	81,216	99,764
Total Property	479,180	635,613	718,122	509,418	563,482
Support Services					
Income	(2,208)	(6,525)	(733,855)	(1,015)	(3,845,002)
Operating Cost	2,778,271	3,065,819	4,237,820	2,625,949	3,845,028
Total Support Services	2,776,063	3,059,294	3,503,965	2,624,934	26
Total Net Operating Cost of Service	10,938,322	7,848,293	14,962,212	11,638,372	14,958,394

WAIROA DISTRICT COUNCIL MONTHLY FINANCIAL REPORT 31 MARCH 2017



Statement of Comprehensive Income and Expenditure

	Council 2016/17 Actual (YTD)	Council 2016/17 Operational Plan (YTD)	Council 2016/17 Full Year Forecast	Council 2016/17 Operational Plan (Full Year)	Council 2015/16 Actual (YTD)	Council 2015/16 Actual (Full Year)
Income						
Rates	(8,979,182)	(8,768,268)	(11,901,938)	(11,691,024)	(8,788,025)	(11,407,513)
Subsidies	(2,101,817)	(3,308,814)	(3,204,752)	(4,411,749)	(1,920,941)	(4,651,331)
Capital Subsidy	(2,184,453)	(3,930,363)	(3,494,568)	(5,240,478)	(4,166,716)	(3,608,569)
Petrol Tax	(43,774)	(49,215)	(60,185)	(65,626)	(33,587)	(66,731)
Fees and Charges	(1,837,983)	(1,464,035)	(2,265,332)	(1,891,384)	(1,926,106)	(2,319,286)
Investment Income	(466,324)	(1,017,654)	(755,563)	(1,306,893)	(819,434)	(1,079,610)
Reserves	0	0	0	0	0	0
Other Income	0	0	(17,252,000)	(42,254,057)	0	(4,783)
Total Income	(15,613,532)	(18,538,349)	(38,934,337)	(66,861,211)	(17,654,810)	(23,137,823)
Expenditure						
Water Services	2,564,047	2,460,171	4,093,378	3,989,502	2,659,785	4,605,702
Waste Management	702,539	736,020	1,104,748	1,138,229	706,771	1,111,234
Transport	5,918,390	6,281,680	9,421,966	9,785,256	7,320,496	11,075,391
Community Facilities	1,182,209	1,255,421	1,931,804	2,005,016	1,088,995	1,712,357
Planning and Regulatory	893,140	1,011,229	1,714,316	1,832,405	733,749	1,356,324
Leadership and Governance	743,868	858,379	2,379,213	2,493,724	597,457	2,148,459
Investments	41,863	37,763	705,803	701,703	26,578	399,980
Property	563,891	614,062	639,231	689,402	578,661	658,244
Support Services	2,778,271	3,065,819	(284,922)	2,626	2,625,949	12,444
Total Expenditure	15,388,219	16,320,544	21,705,538	22,637,863	16,338,441	23,080,135
(Surplus) / Deficit	(225,313)	(2,217,805)	(17,228,799)	(44,223,348)	(1,316,370)	(57,688)

Other Income

Included in other income budget was a BERL based estimated fixed asset revaluation of \$42M. Draft indications are that these valuations are estimated at \$17M. The forecasted results shown in the following financial reports have been amended to reflect this lower than budgeted valuation.

WAIROA DISTRICT COUNCIL MONTHLY FINANCIAL REPORT 31 MARCH 2017



Financial Position

	Council 2016/17 Actual as at 31 March 2017	Council 2016/17 Budgeted as at 31 March 2017	Council 2016/17 Forecasted 30 June 2017	Council 2016/17 Annual Plan as at 30 June 2017	Council 2015/16 Actual as at 31 March 2016	Council 2015/16 Actual as at 30 June 2016
Assets						
Current Assets						
Non Interest Bearing Cash & Equivalents	298,515	140,775	292,566	104,826	137,025	643,718
Inventories	3,921	3,921	3,921	3,921	3,921	65,574
Trade and Other Receivables	2,553,547	2,757,120	1,876,572	2,080,145	3,494,046	3,051,652
Financial Assets at Fair Value	9,785,573	10,185,236	7,804,610	8,204,273	11,014,008	10,476,266
Total Current Assets	12,641,555	13,087,052	9,977,668	10,393,165	14,649,000	14,237,210
Non Current Assets						
Property Plant and Equipment	243,366,240	245,520,815	259,432,277	286,586,852	241,792,129	248,764,946
Work in Progress	5,108,873	9,288,856	10,461,237	14,641,220	6,115,551	1
Loans and Other Receivables	60,247	60,247	30,247	60,247	90,247	60,247
Investment Property	277,000	277,000	277,000	277,000	277,000	277,000
Biological Assets	150,380	150,380	150,380	150,380	150,380	150,380
Investments in Subsidiary	1,250,000	1,250,000	1,250,000	1,250,000	1,250,000	1,250,000
Available for Sale Financial Assets	22,992	22,992	22,992	22,992	22,992	22,992
Intangible Assets	121,343	147,109	121,343	147,109	147,109	121,343
Term Financial Assets at Fair Value	8,994,065	6,745,549	8,994,065	6,745,549	9,095,999	7,621,424
Total Non Current Assets	259,351,140	263,462,948	280,739,541	309,881,349	258,941,407	258,268,334
Total Assets	271,992,695	276,550,000	290,717,209	320,274,514	273,590,407	272,505,543
Liabilities						
Current Liabilities						
Trust Funds and Deposits	(329,679)	0	(329,679)	0	(265,374)	(273,735)
Trade Payables	(1,800,038)	(4,330,956)	(2,054,876)	(4,585,794)	(2,744,727)	(2,552,511)
Employee Benefit Liabilities	(348,556)	0	(348,556)	0	(327,684)	(370,731)
Contract Retentions	(696,580)	0	(696,580)	0	(696,041)	(708,481)
Accrued Interest	0	0	0	0	0	0
Current Portion Term Borrowings	(11,139)	0	(11,139)	0	0	(10,260)
Taxation	0	0	0	0	0	0
Total Current Liabilities	(3,185,993)	(4,330,956)	(3,440,831)	(4,585,794)	(4,033,825)	(3,915,718)
Non Current Liabilities						
Trade Payables	0	0	0	0	0	0
Employee Benefit Liabilities	(111,459)	(121,063)	(111,459)	(121,063)	(121,063)	(111,459)
Borrowings	(5,015,323)	(5,000,000)	(5,015,323)	(5,000,000)	(5,000,000)	(5,023,758)
Landfill Aftercare	(755,898)	(478,126)	(755,898)	(478,126)	(478,126)	(755,898)
Total Non Current Liabilities	(5,882,679)	(5,599,189)	(5,882,679)	(5,599,189)	(5,599,189)	(5,891,114)
Total Liabilities	(9,068,672)	(9,930,145)	(9,323,510)	(10,184,983)	(9,633,013)	(9,806,832)
Net Assets	262,924,024	266,619,855	281,393,700	310,089,531	263,957,393	262,698,712
Equity						
Retained earnings						
Restricted Reserves	0	0	0	0	0	0
Unrestricted Reserves	(139,200,123)	(243,471,002)	(139,889,903)	(244,160,782)	(137,091,404)	(139,142,436)
Current Year (Surplus)/Deficit	(225,313)	(2,227,355)	(18,694,992)	(45,697,034)	(1,316,370)	(57,688)
Total Retained earnings	(139,425,436)	(245,698,357)	(158,584,895)	(289,857,816)	(138,407,774)	(139,200,124)
Other Reserves						
Revaluation Reserves	(101,874,443)	0	(101,874,443)	0	(102,371,188)	(101,874,443)
Sinking Fund	0	0	0	0	0	0
Special Funds	(21,624,145)	(20,921,498)	(20,934,362)	(20,231,715)	(23,178,431)	(21,624,145)
Total Other Reserves	(123,498,588)	(20,921,498)	(122,808,805)	(20,231,715)	(125,549,620)	(123,498,588)
Total Equity	(262,924,024)	(266,619,855)	(281,393,700)	(310,089,531)	(263,957,393)	(262,698,712)

Term Financial Assets at Fair Value is investments in bonds that have a maturity date later than 12 months after the date of this report.

WAIROA DISTRICT COUNCIL MONTHLY FINANCIAL REPORT 31 MARCH 2017



Cashflow

	Actual to Date 2016/17	Full Year Budget 2016/17	Remaining Budget 2016/17	Prior Year Actual to Date 2015/16
OPERATING ACTIVITIES				
Cash was provided from:				
Rates received	8,979,182	13,077,245	4,098,063	8,788,025
Other Revenue	7,077,111	12,079,897	5,002,786	11,136,302
	<u>16,056,292</u>	<u>25,157,142</u>	<u>9,100,850</u>	<u>19,924,327</u>
Cash was applied to:				
Payments to Suppliers & Employees	12,160,371	20,555,817	8,395,446	15,416,075
Taxation		-	-	
Interest Paid	292,322	473,078	180,756	274,816
	<u>12,452,694</u>	<u>21,028,895</u>	<u>8,576,201</u>	<u>15,690,891</u>
Net Cash Flow from Operations	<u>3,603,599</u>	<u>4,128,247</u>	<u>524,648</u>	<u>4,233,436</u>
INVESTING ACTIVITIES				
Cash was provided from:				
Decrease in Loans & Other Receivables	-	-	-	-
Sale of Property, Plant & Equipment	-	70,000	70,000	-
Sale of Financial Assets	667,000	1,400,000	733,000	-
	<u>667,000</u>	<u>1,470,000</u>	<u>803,000</u>	<u>-</u>
Cash was applied to:				
Increase in loans & advances	-	-	-	-
Purchase of Intangibles	-	-	-	-
Purchase of Financial Assets	1,348,947	-	1,348,947	8,234,752
Purchase of Property, Plant & Equipment	3,259,299	10,600,149	7,340,850	6,115,551
	<u>4,608,246</u>	<u>10,600,149</u>	<u>5,991,903</u>	<u>14,350,303</u>
Net Cash Flows from Investing Activities	<u>(3,941,246)</u>	<u>(9,130,149)</u>	<u>(5,188,903)</u>	<u>(14,350,303)</u>
FINANCING ACTIVITIES				
Cash was provided from:				
Loans Raised	-	550,000	550,000	-
	<u>-</u>	<u>550,000</u>	<u>550,000</u>	<u>-</u>
Cash was applied to:				
Borrowings Repaid	7,556	2,334,615	-	-
	<u>7,556</u>	<u>2,334,615</u>	<u>-</u>	<u>-</u>
Net Cash Flows from Financing Activities	<u>(7,556)</u>	<u>(1,784,615)</u>	<u>550,000</u>	<u>-</u>
Net Increase/(Decrease)	<u>(345,204)</u>	<u>(6,786,517)</u>	<u>(4,114,254)</u>	<u>(10,116,867)</u>
Plus opening cash & cash equivalents	643,718	6,927,292	6,283,574	10,253,892
Cash & cash equivalents at end of year	<u>298,515</u>	<u>140,775</u>	<u>2,169,319</u>	<u>137,025</u>
Made up of:				
Cash	298,515	140,775	(157,740)	137,025
Short Term Deposits				
Bank Overdraft	-	-	-	-
	<u>298,515</u>	<u>140,775</u>	<u>(157,740)</u>	<u>137,025</u>

Prior year investment "spend" is the transfer of investments to the "Financial Assets" classification, previously showing in the Opening Cash value of \$10.25M.

WAIROA DISTRICT COUNCIL MONTHLY FINANCIAL REPORT 31 MARCH 2017



**RECONCILIATION OF OPERATING SURPLUS WITH NET CASH FLOW
FROM OPERATING ACTIVITIES:
For the period ended March 2017**

	Actual to Date 2016/17
Surplus / Deficit	225,313
Add / (less) non cash items:	
Depreciation and amortisation	3,549,132
Impairment	
Gains on Investments held at fair value	
Add / (less) items classified as investing or financing activities:	
(Gains) / Losses on disposal of property, plant and equipment	
Add / (less) movements in working capital items:	
(Inc) / Dec Accounts receivable	498,105
(Inc) / Dec Prepayments	-
(Inc) / Dec Inventories	61,653
Inc / (Dec) Accounts payable	(730,602)
Inc / (Dec) Income in Advance	-
Inc / (Dec) Accrued Expenses	-
Inc / (Dec) Employee benefits	(2)
Net cash inflow / (outflow) from operating activities	<u>3,603,599</u>

WAIROA DISTRICT COUNCIL MONTHLY FINANCIAL REPORT 31 MARCH 2017



8.3 PUBLIC LIABILITY & PROFESSIONAL INDEMNITY INSURANCES

Author: Gary Borg, Chief Financial Officer
Authoriser: Fergus Power, Chief Executive Officer
Appendices: I

1. PURPOSE

- 1.1 The purpose of this report is to seek the Committee's approval of proposed insurance arrangements for public liability and professional indemnity.

RECOMMENDATION

The Chief Financial Officer RECOMMENDS that the Committee approves the proposed subscription to JLT's Local Government Liability Programme.

2. BACKGROUND

- 2.1 This matter is brought to the Committee because insurance is part of Council's risk management framework.
- 2.2 Previously public liability & professional indemnity insurances had been provided by the Riskpool division of Civic Assurance. As explained in the report 'Civic Financial Services Annual General Meeting' tabled at this Committee meeting, this service has been discontinued.
- 2.3 Insurances are reviewed annually and JLT is Council's appointed broker for material damage and other insurances, excluding underground infrastructure.

3. CURRENT SITUATION

- 3.1 The proposal for the year ended 30 June 2018 is attached as **Appendix 1**.
- 3.2 A comparison to the terms provided for the year ended 30 June 2017 is shown below:

Element	2018	2017
Premium	17,843	19,534
Limit of liability	\$300m	\$200m
Excess PI / PL	\$10k / \$5k	\$10k / \$5k

4. OPTIONS

- 4.1 The options identified are:
- Do not insure
 - Accept the proposal
 - Seek alternative quotes

- a. Territorial Authorities have a broad remit and are accountable to myriad stakeholders. In an increasingly volatile and litigious environment a decision not to insure against potential liabilities would carry a high level of risk.
- b. As detailed in 3.2 the proposal offers more favourable terms than are currently provided. The programme also provides a continuity extension.
- c. No competitive alternatives have been identified, and continuity would not otherwise be available.

4.2 The preferred option is *b. Accept the proposal*. This provides Council with cost effective protection against unforeseen liabilities.

5. CORPORATE CONSIDERATIONS

What is the change?

5.1 This decision relates to a continuation of existing arrangements

Compliance with legislation and Council Policy

5.2 There are no statutory implications or policy considerations

What are the key benefits?

5.3 Insurance is part of Council's risk management framework and provides protection against losses and liabilities that cannot be otherwise fully mitigated.

What is the cost?

5.4 The premium is included in the budget for the draft Annual Plan 2017-18 and year 3 of the LTP 2015-25.

What is the saving?

5.5 A saving of \$1,691 is available.

Who has been consulted?

5.6 This is a business as usual decision that requires no consultation.

Service delivery review

5.7 There is no impact on service delivery

Maori Standing Committee

5.8 This matter has not been referred to the Maori Standing Committee

6. SIGNIFICANCE

6.1 In accordance with Council's Significance and Engagement Policy this matter is assessed as being of low significance.

7. RISK MANAGEMENT

7.1 The strategic risks (e.g. publicity/public perception, adverse effect on community, timeframes, health and safety, financial/security of funding, political, legal – refer to S10

and S11A of LGA 2002, others) identified in the implementation of the recommendations made are as follows:


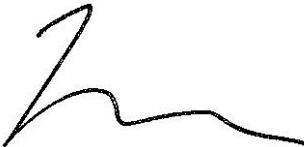
- a. The subject matter of this item relates to protection against financial risks.

Confirmation of statutory compliance

In accordance with section 76 of the Local Government Act 2002, this report is approved as:

- a. containing sufficient information about the options and their benefits and costs, bearing in mind the significance of the decisions; and,
- b. is based on adequate knowledge about, and adequate consideration of, the views and preferences of affected and interested parties bearing in mind the significance of the decision.

Signatories

	
<p>Gary Borg Author</p>	<p>Fergus Power Approved by</p>



5 May 2017

Christopher Hankey
Wairoa District Council
PO Box 54
Wairoa 4160

By email to chris@wairoadc.govt.nz

Dear Christopher

Jardine Lloyd Thompson

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PUBLIC LIABILITY & PROFESSIONAL INDEMNITY INSURANCES

Further to our previous correspondence we now confirm our offer to replace Council's current RiskPool/Civic Liability Pool coverage with insurance via JLT's Local Government Liability Programme.

Below we have set out the benefits of the offer and cost for this for the 30 June 2017 to 30 June 2018 period.

Executive Summary

As Council will be aware, Civic Financial Services has announced that neither RiskPool nor Civic Liability Pool will be offering renewal at 30 June this year. For over twenty years JLT's London market Australasian Local Government Liability Programme has provided Public Liability, Professional Indemnity, Harbourmasters' Liability and Wreck Removal Costs reinsurance to those entities and more recently direct insurance for Councils that wished to access the programme.

At 30 June your Council has the option of directly accessing the programme on the same terms including excesses and sub-limits currently enjoyed by Council. The principal benefits are:

- Continuity of insurers and cover ensuring professional indemnity claims do not "fall between underwriters".
- \$300m limits of indemnity each claim and in the annual aggregate for Public Liability and Professional Indemnity. These limits are for your Council and not shared with other Councils.
- These limits are designed to protect Council from liability claims clustering in one policy period when natural disasters suddenly lay bare historical negligence or when repeated or systemic failures expose Local Government to litigation.
- Claims are handled locally with delegated authority to take all steps necessary in the management of claims or litigation by local experts.
- Due to the scale of the programme, with 536 Councils insured for liability throughout Australasia, we believe it delivers extremely competitive and sustainable premiums.

The 2017-18 premium for Council is **\$17,843** plus GST. This premium includes JLT's fee for arranging this insurance on Council's behalf.

Continuity

Changing Professional Indemnity insurers carries the risk that a known circumstance not reported to an outgoing insurer will likely be declined by a new insurer under a common “prior known claim” exclusion. The former insurer will not accept the claim because it was not notified during the currency of the former policy. By accessing our programme direct, Council will be accessing the same insurers and by the operation of the “Continuity” extension, late notified claims will be accepted (subject to any prejudice).

\$300m Limits of Indemnity for Each Council

Policy limits of indemnity, especially “costs inclusive” limits where the amount available to pay claims is eroded by defence costs, and the Professional Indemnity *annual aggregate* limit of indemnity are particularly important for Councils with regulatory activity under the Building Act and Resource Management Act. The aggregation or clustering of claims into a single policy period can arise from:

- Repeated procedural errors or systemic failures becoming apparent.
- Natural disasters such as the Canterbury and Kaikoura earthquakes, the Manawatu and Edgecumbe floods which have caused, or have the potential to cause many claims arising from years of historical alleged negligence in a very short time-frame against the Councils involved.
- Mass litigation such as the Carter Holt Harvey litigation involving 51 councils and alleged defects in some 660 to 800 school buildings.
- Adverse judicial decisions which encourage new plaintiffs and can take years to over-turn.

Because of the aggregate issue for Local Government liability risk has come sharply into focus, JLT has increased the programme’s maximum limits to \$300m each claim, and in the annual aggregate in the case of Professional Indemnity, in advance of the next aggregating factor occurring or becoming evident at no additional cost to Councils.

Claims and Litigation Management

Because the long-standing underwriters of the JLT programme have confidence in JLT’s local claims management they have delegated authority to completely manage claims locally. This includes the full suite of litigation management by experts based locally in New Zealand. Equally the insurers have the confidence in our ability to identify opportunities to run cases to trial where we see a strategic opportunity to improve the common law for Local Government and, because interests align, also for the market.

Examples of these cases include, with the claim’s value in brackets:

Building Control

Invercargill City Council v Southland Leisure Centre Trust (\$18m)
 No 3 Meade Street v Rotorua District Council (\$650k)
 Te Mata Properties v Hastings District Council (\$1m)

Charterall Trustees v Queenstown Lakes District Council (\$750k) Dicks v Waitakere City Council (\$350k) Hartley v Waitakere City Council (\$500k)
Resource Consents
Bella Vista Limited v Western Bay of Plenty District Council (\$1.3m)
Land Information Memoranda
Altimarloch Joint Venture v Marlborough District Council (\$1.2m) Henry & Ors v Auckland Council (\$1m)
Failure of Council Infrastructure
Atlas Properties & Ors v Kapiti Coast District Council (\$1.3m) Tindall & Ors v Far North District Council (\$12.5m) Easton Agriculture v Manawatu-Wanganui Regional Council (\$1.25m)

The \$18m Southland Indoor Leisure Centre claim best illustrates the success of our approach. When the High Court delivered its judgement find for the plaintiff, we were concerned that the market might respond adversely and exclude claims where Councils relied on third party advice in the performance of their Building Act functions. We worked closely with a number of Councils to provide confidence to the market that Local Government's systems and procedures had changed significantly to address the risk presented by this common reliance. Fortunately the market held steady with cover, and upon our advice the case was successfully appealed in the Court of Appeal. In fact, we believe the appeal significantly advances the common law in favour of Councils in cases involving commissioning owners alleging specific reliance on Councils, when in fact they had engaged their own professionals and explicitly relied on them to control the risks inherent in any construction project.

Programme Strength and Stability

The programme has reinsured local authorities in Australia for over 25 years and in New Zealand for over 20 years. It has withstood a deteriorating litigation environment for Local Government over that time. Its scale means that it can cope with "shock losses" - like the Southland Stadium claim, and the number of liability claims against Councils that arise out of natural disasters - without adverse underwriting measures being required to correct a poor claims experience. We believe that its commitment to Local Government sits well with the long tail and latency of Council liability risk and claims, and therefore Council's liability insurance requirements.

I trust that you will find this offer of interest and look forward to your response.

Yours sincerely



Martin Holden
Wellington Manager - Broking

8.4 MINOR AMENDMENT TO THE REVENUE AND FINANCING POLICY - ALTERATION OF THE WAIROA URBAN RESIDENTIAL RATING DIFFERENTIAL THRESHHOLD

Author: David Doole, Senior Rates Officer

Authoriser: Gary Borg, Chief Financial Officer

Appendices: 1. Wairoa urban residential comparison [↓](#)

1. PURPOSE

- 1.1 The purpose of this report is to seek the approval of the Committee to amend that Wairoa urban residential rating differential 0.55 from a land value of less than \$80,000.00 to a land value of less than \$68,000.00 for the year commencing 1 July 2017.

RECOMMENDATION

The Senior Rates Officer RECOMMENDS that Committee endorses to Council the proposed alteration to the Wairoa urban residential rating differential 0.55 from a land value of less than \$80,000.00 to a land value of less than \$68,000.00 for the year commencing 1 July 2017.

2. BACKGROUND

- 2.1 For the years ending 30 June 2013 to 30 June 2016 rates were assessed using land and capital values from General Revaluation 2012, for the years ending 30 June 2017 to 30 June 2019, rates are assessed using land and capital values from General Revaluation 2015.
- 2.2 General Revaluation 2015 saw a decline in land value of residential properties in the Wairoa District by an average of 6.7%.
- 2.3 There are 42 Wairoa urban residential 0.55 ratepayers and 1665 Wairoa urban residential ratepayers at a differential of 1.0.
- 2.4 The Wairoa urban residential 0.55 applies to general rates and roading rates; it does not apply to recreation or services rates.
- 2.5 General rates and roading rates for residential properties in the Wairoa District are subject to a rating differential of 1.0 for properties with a land value of less than \$80,000.00 and a rating differential of 0.55 for properties with a land value of \$80,000.00 or greater.
- 2.6 For the year ending 30 June 2017 these rates are:
- | | |
|--------------------------------|--|
| General urban residential 1.0 | 0.000431 cents per dollar of land value |
| General urban residential 0.55 | 0.000237 cents per dollar of land value |
| Roading urban residential 1.0 | 0.016676 cents per dollar of land value |
| Roading urban residential 0.55 | 0.0064172 cents per dollar of land value |
- 2.7 When rates assessment notices were issued for the year commencing 1 July 2016 complaints were received from approximately 20 Wairoa urban ratepayers whose land value had fallen below \$80,000.00. These ratepayers incurred disproportionately higher general and roading rates when compared other Wairoa urban residential ratepayers.

Appendix 1 details a typical Wairoa urban residential property where the land value has fallen below \$80,000.00 since General Revaluation 2012.

- 2.8 If no change is made to the Wairoa urban residential 0.55 eighteen ratepayers will be subject to disproportionately higher general urban residential and roading urban residential rates when compared with other general urban residential ratepayers.
- 2.9 A change to the Wairoa urban residential 0.55 to a land value of \$65,000.00 will increase the incidence of rates to Wairoa urban residential 1.0 ratepayers by \$6.70 per rateable property.

3. OPTIONS

- 3.1 The options identified are:
 - a. Leave the Wairoa urban residential 0.55 rates as they are.
 - b. Change the Wairoa urban residential 0.55 rate to take effect to properties with a land value of greater than \$65,000.00 from the year commencing 1 July 2017.
- 3.2 Clarity on rating differentials form part of the Revenue and financing policy. Section 94(3) of the Local Government Act 2002 (the Act) stipulates that a local authority may amend a long-term plan at any time. Section 103(4) of the Act advises that if a local authority amends it's revenue and financing policy under section 93(4), only a significant amendment to the policy is required to be audited in accordance with sections 93D(4) and 94.
- 3.3 The preferred option is to change the Wairoa urban residential 0.55 rate to take effect to properties with a land value of greater than \$65,000.00 from the year commencing 1 July 2017, this meets the purpose of local government as it will help meet the current and future needs of communities in a way that is most cost-effective for households and businesses. It will lead to a more equitable burden of rates.

4. CONCLUSION

- 4.1 An alteration to the Wairoa urban residential 0.55 is not a significant amendment to the revenue and financing policy.
- 4.2 An alteration to the Wairoa urban residential 0.55 will increase the incidence of rates to Wairoa urban residential 1.0 ratepayer by \$6.70 per property or \$11,035.00.

5. CORPORATE CONSIDERATIONS

What is the change?

- 5.1 A change to the Wairoa urban residential 0.55 to a land value of \$65,000.00 will increase the incidence of rates to Wairoa urban residential 1.0 ratepayers by \$6.70 per rateable property.
- 5.2 An alteration to the Wairoa urban residential 0.55 is not a significant amendment to the revenue and financing policy. Only a significant amendment to the policy is required to be audited in accordance with sections 93D(4) and 94 of the Act.

Compliance with legislation and Council Policy

- 5.3 Clarity on rating differentials form part of the Revenue and financing policy. Section 94(3) of the Local Government Act 2002 (the Act) stipulates that a local authority may amend a

long-term plan at any time. Section 103(4) of the Act advises that if a local authority amends its revenue and financing policy under section 93(4), only a significant amendment to the policy is required to be audited in accordance with sections 93D(4) and 94.

What are the key benefits?

5.4 A more equitable distribution of the incidence of rates.

What is the cost?

5.5 A change to the Wairoa urban residential 0.55 to a land value of \$65,000.00 will increase the incidence of rates to 1647 Wairoa urban residential 1.0 ratepayers by \$6.70 per rateable property or \$11,035.00

What is the saving?

5.6 Not applicable

Who has been consulted?

5.7 No consultation has taken place. This is a recurring issue that Council can rectify transparently via a policy amendment. Due to the restricted area of focus, and relatively low impact on affected stakeholders it is assessed that full consultation is not necessary. It is suggested that the proposed amendment be published on Council's website, via social media and at Council offices, inviting feedback from the affected ratepayers.

5.8 Subject to responses from the community, and following the hearing to submissions to the draft annual plan, this matter would then be taken to Council on 20 June 2017.

Service delivery review

5.9 Not applicable.

Maori Standing Committee

5.10 Not applicable.

6. SIGNIFICANCE

6.1 Although this report advocates an amendment to Council's Revenue and Financing Policy, the scope and impact is considered sufficiently narrow and minimal for this matter to be assessed as low significance.

7. RISK MANAGEMENT

7.1 The strategic risks (e.g. publicity/public perception, adverse effect on community, timeframes, health and safety, financial/security of funding, political, legal – refer to S10 and S11A of LGA 2002, others) identified in the implementation of the recommendations made are as follows:

7.2 Section 94(3) of the Local Government Act 2002 (the Act) stipulates that a local authority may amend a long-term plan at any time. Section 103(4) of the Act advises that if a local authority amends its revenue and financing policy under section 93(4), only a significant amendment to the policy is required to be audited in accordance with sections 93D(4) and 94.

- 7.3 A change to the Wairoa urban residential 0.55 to a land value of \$65,000.00 will increase the incidence of rates to 1647 Wairoa urban residential 1.0 ratepayers by \$6.70 per rateable property or \$11,035.00.
- 7.4 If no change is made 18 Wairoa urban residential 0.55 ratepayers will incur disproportionately higher general and roading rates when compared other Wairoa urban residential ratepayers. It is anticipated that these ratepayers would complain about the level of rates assessed.
- 7.5 The main risks to consider are the balancing of unintended rates consequences arising from movements in land values versus the potential assertion that Council has not consulted effectively on an amendment to a statutory policy.

Confirmation of statutory compliance

In accordance with section 76 of the Local Government Act 2002, this report is approved as:

- a. containing sufficient information about the options and their benefits and costs, bearing in mind the significance of the decisions; and,
- b. is based on adequate knowledge about, and adequate consideration of, the views and preferences of affected and interested parties bearing in mind the significance of the decision.

Signatories

	
<p>David Doole Author</p>	<p>Gary Borg Approved by</p>

Wairoa urban residential 0.55 property	Rates assessed 2016	Rates assessed 2017 before alteration to roading rate	Rates assessed 2017 after alteration to roading rate	Proposed rates for 2018	Proposed rates for 2018 after alteration to differential
	Land Value \$81,000.00 Capital Value \$270,000.00	Land Value \$69,000.00 Capital Value \$265,000.00	Land Value \$69,000.00 Capital Value \$265,000.00	Land Value \$69,000.00 Capital Value \$265,000.00	Land Value \$69,000.00 Capital Value \$265,000.00
Uniform Annual Gen Chge (U)	\$ 564.00	\$ 638.00	\$ 638.00	\$ 673.00	\$ 673.00
Water Charge Wairoa (U)	\$ 540.00	\$ 536.00	\$ 536.00	\$ 612.00	\$ 612.00
Sewerage Charge Wairoa (U)*	\$ 196.40	\$ 206.90	\$ 206.90	\$ 153.90	\$ 162.00
Drainage Wairoa Urban (U)	\$ 200.10	\$ 159.60	\$ 159.60	\$ 250.30	\$ 250.30
General Urban 1.00 (L)	\$ 36.20	\$ 2.90	\$ 2.90	\$ 213.00	\$ 91.50
Services Urban 1.00 (C)	\$ 416.70	\$ 386.20	\$ 386.20	\$ 432.10	\$ 394.80
Recreation Urban 1.00 (C)	\$ 396.80	\$ 471.80	\$ 471.80	\$ 560.60	\$ 509.30
Waste Mgmt Urban (U)	\$ 217.70	\$ 219.50	\$ 219.50	\$ 208.40	\$ 208.40
Roading Urban 0.55 (L)	\$ 417.00	\$ 805.00	\$ 442.70	\$ 802.00	\$ 314.00
Total Rates Levied	\$ 2,984.90	\$ 3,425.90	\$ 3,063.60	\$ 3,905.30	\$ 3,215.30

* half charge for sewerage

Wairoa urban residential 1.00 property

	Rates assessed 2016 Land Value \$25,000.00 Capital Value \$235,000.00		Rates assessed 2017 Land Value \$21,000.00 Capital Value \$230,000.00		Proposed rates for 2018 Land Value \$21,000.00 Capital Value \$230,000.00		Proposed rates for 2018 after alteration to differential Land Value \$21,000.00 Capital Value \$230,000.00
Uniform Annual Gen Chge (U)	\$	564.00	\$	638.00	\$	673.00	\$ 673.00
Water Charge Wairoa (U)	\$	540.00	\$	536.00	\$	612.00	\$ 612.00
Sewerage Charge Wairoa (U)*	\$	392.90	\$	413.90	\$	307.90	\$ 307.90
Drainage Wairoa Urban (U)	\$	200.10	\$	159.60	\$	250.30	\$ 250.30
General Urban 1.00 (L)	\$	20.30	\$	0.90	\$	64.80	\$ 64.80
Services Urban 1.00 (C)	\$	362.70	\$	335.20	\$	375.00	\$ 342.70
Recreation Urban 1.00 (C)	\$	321.80	\$	409.50	\$	486.50	\$ 442.60
Waste Mgmt Urban (U)	\$	217.70	\$	219.50	\$	208.40	\$ 208.40
Roading Urban 0.55 (L)	\$	234.00	\$	245.00	\$	244.10	\$ 173.70
Total Rates Levied	\$	2,853.50	\$	2,957.60	\$	3,222.00	\$ 3,075.40

8.5 2017 COMMUNITRAK SURVEY

Author: Christopher Hankey, Financial Planning Manager

Authoriser: Gary Borg, Chief Financial Officer

Appendices:

1. 2017 Communitrak Survey Results [↓](#)
2. 2017 Survey Appendix - Freeform Questions Responses [↓](#)

1. PURPOSE

- 1.1 This report provides information for Committee on the 2017 Communitrak Survey undertaken on behalf of the Council. No decisions are required by Committee at this stage.

RECOMMENDATION

The Financial Planning Manager RECOMMENDS that Committee:

1. Receive the report, and
2. Endorse the report for passing to Council.

2. BACKGROUND

- 2.1 Council engages a number of formats for interacting with the community. National Research Bureau (NRB) have been providing this service continuously from 1995. This is achieved through NRB's Communitrak™ Survey reviews various performance measures as seen by the community and their interaction with council's services and interaction with staff and Councillors. The advantages and benefits of this are twofold:
- 2.1.1. Council has the National Average and Peer Group Average comparisons against which to analyse perceived performance,
- 2.1.2. Council introduced questions reflecting areas of interest to Wairoa District.
- 2.2 The last survey was completed in 2016.
- 2.3 This is the first presentation of the 2017 survey to Council or Committee.

3. OVERVIEW OF THE SURVEY

- 3.1 The Communitrak™ survey summarises the opinions and attitudes of Wairoa District Council residents and ratepayers to the services and facilities provided for them by their Council and their elected representatives.
- 3.2 The Wairoa District Council commissioned Communitrak™ as a means of measuring their effectiveness in representing the wishes and viewpoints of their residents. Understanding residents' and ratepayers' opinions and needs will allow Council to be more responsive towards its citizens.
- 3.3 Communitrak™ provides a comparison for Council on major issues, on their performance relative to the performance of their Peer Group of similarly constituted Local Authorities, and to Local Authorities on average throughout New Zealand.
- 3.4 200 residents of the district responded to the survey, at a response rate of 62.5%. This is higher than previous years. Calls were made between 4.30 and 8.30 weekdays and 9.30am and 8.30pm weekend days between Friday 10th and Sunday 19th March 2017.

- 3.5 The sample of district personnel were selected from the HB telephone directory with eligible person being the male or female, over the aged of 18 who had the next birthday at the location of the call.

4. SNAPSHOT OF KEY FINDINGS

- 4.1 Any additions of all results that do not total 100% is due to rounding.

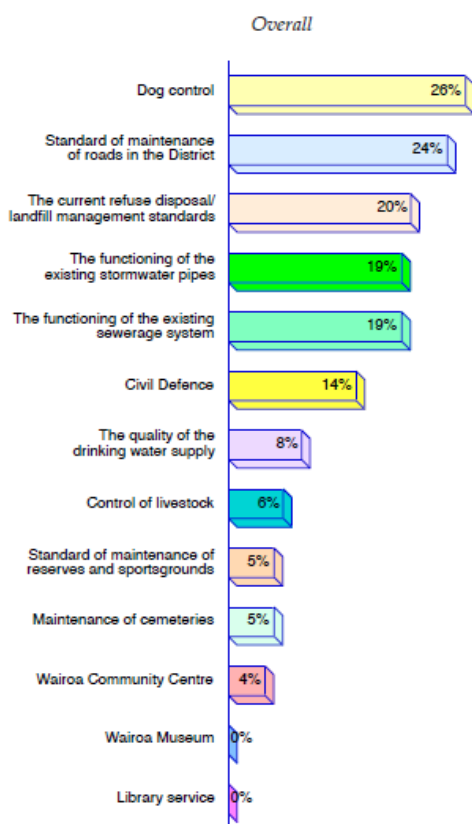
- 4.2 Satisfaction with Services/Facilities

	Wairoa 2017		Wairoa 2016		Wairoa 2015	
	Very/fairly satisfied %	Not very satisfied %	Very/fairly satisfied %	Not very satisfied %	Very/fairly satisfied %	Not very satisfied %
Control of livestock	89 ↑	6 =	79	13	83	8
Library service	86 ↑	- =	73	1	83	-
Wairoa Community Centre	86 =	4 =	82	2	80	5
The Wairoa Museum	77 ↑	- =	69	1	73	-
Cemetery maintenance	71 ↑	5 =	61	2	70	3
Civil Defence Emergency Management	71 =	14 ↑	77	5	70	8
Dog control	71 =	26 =	71	21	63	29

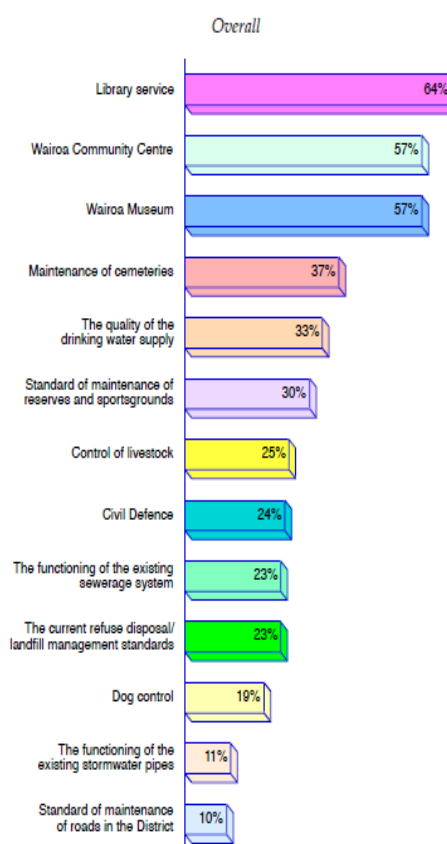
NB: where figures don't add to 100%, the balance is a "don't know" response

4.3 Satisfaction vs. non-satisfied reporting is summarised as:

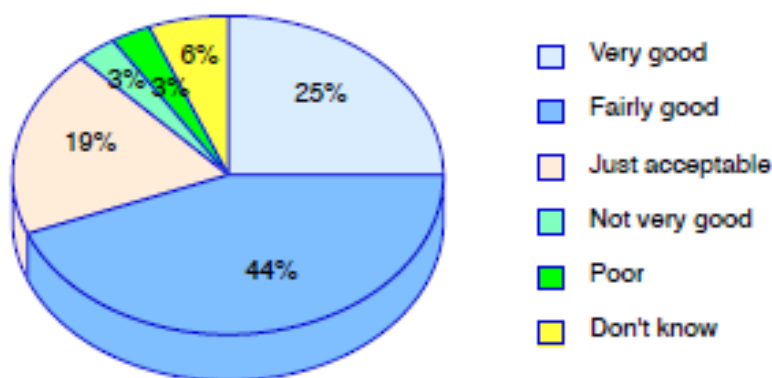
Percent Saying They Are Not Very Satisfied With ...



Percent Saying They Are Very Satisfied With ...

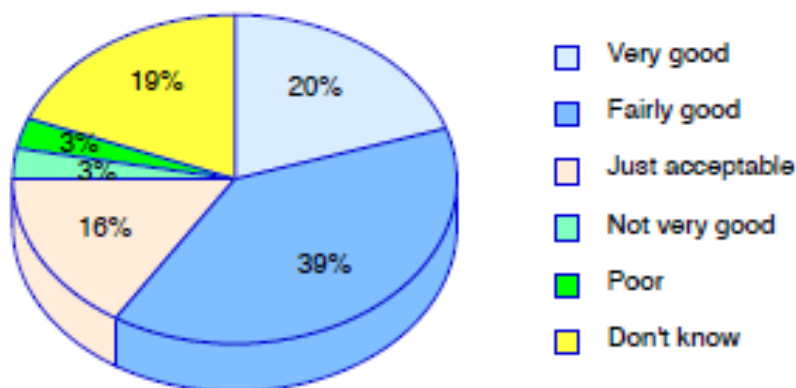


4.4 Performance of the Mayor and Councillors is above both peer group and the national averages for the total of Very and Fairly Good responses. This year is summarised as:



	Very good/ Fairly good %	Just acceptable %	Not very good/Poor %	Don't know %
2017	69	19	6	6
2016	55	32	5	9
2015	57	25	16	3

4.5 Performance of Council Staff is similar to both peer group and the national averages for the total of Very and Fairly Good responses. This year is summarised as:

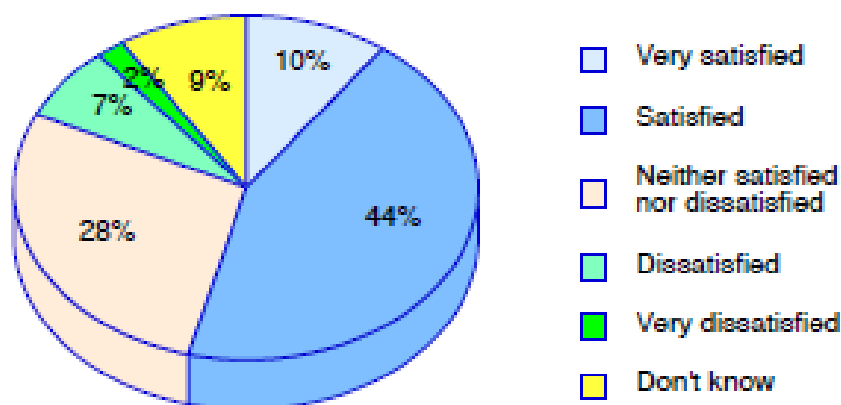


	Very good/ Fairly good %	Just acceptable %	Not very good/Poor %	Don't know %
2017	59	16	6	19
2016	66	19	5	10
2015	55	21	11	12

4.6 35% (2016 39%) of residents think that Wairoa is a better place to live than 3 years ago, with 8% (2016 11%) saying it is worse.

4.7 41% (2016 49%) think Wairoa is generally a safe place to live with 3% (2016 3%) saying that it is not really, or definitely not a safe place to live.

4.8 Public satisfaction with Council’s engagement with the community is summarised as:



	Very satisfied/ Satisfied %	Neither satisfied nor dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
2017	54	28	9	9
2016	54	27	13	7
2015	53	28	16	3

4.9 Consultation with Maori is assessed as:


	More than enough %	Enough %	Not enough %	Nowhere near enough %	Don't know %
2017	26	43	8	4	19
2016	23	43	17	2	15
2015	21	45	13	4	17

4.10 Quality of Life is rated as:

	Very good %	Good %	Fair %	Poor %	Don't know %
2017	46	44	5	5	-
2016	47	39	11	3	-
2015	43	43	11	3	-

4.11 The full survey and the appendix, being the comments received where an open ended, or a “tell us what you think question” is asked.

Signatories

	
Christopher Hankey Author	Gary Borg Approved by

WAIROA DISTRICT COUNCIL
COMMUNITRAK™ SURVEY
MARCH 2017

COMMUNITRAK™ SURVEY

PUBLIC PERCEPTIONS AND INTERPRETATIONS OF COUNCIL SERVICES & REPRESENTATION

PREPARED AS PART OF THE PUBLIC FEEDBACK PROGRAMME FOR:

WAIROA DISTRICT COUNCIL

MARCH 2017



National Research Bureau Ltd
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P (09) 6300 655, www.nrb.co.nz

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NB: Please note the following explanations for this report:

- Figures that are comparably lower than percentages for other respondent types.
 Figures that are comparably higher than percentages for other respondent types.

Arrows, whenever shown, depict a directional trend.

In general, where bases are small (<30), no comparisons have been made. For small bases, the estimates of results are not statistically reliable due to the high margins of error.

Icons used in this report made by Freepik from www.flaticon.com

A. SITUATION AND OBJECTIVES

The vision for Wairoa District Council reads:

"Creating the ultimate living environment. To be a vibrant, attractive and thriving District, by developing sustainable lifestyles based around our unique environment; the envy of New Zealand and recognised worldwide."

"Auaha mutunga kore o te taiao piki kōtuku. Ka kitea te ihi me te ātanga, kia anga whakamua tonu ai ngā mahi i roto i tā tātou rohe, kia whakapūmau tonu ai te āhua noho tōrere i tō tātou taiao ahurei, kia āhua pūhaehae ai o Aotearoa nei me te ao whānui."

Council has engaged a variety of approaches both to seeking public opinion and to communicating its decisions and programmes to residents and ratepayers. One of these approaches was to commission the National Research Bureau's Communitrak™ survey in 1993, 1995-2016 and now again in March 2017.

The advantages, and benefits of this are twofold ...

- Council has the National Average and Peer Group Average comparisons against which to analyse perceived performance,
- Council introduced questions reflecting areas of interest to Wairoa District.

* * * * *

2

B. COMMUNITRAK™ SPECIFICATIONS

Sample Size

This Communitrak™ survey was conducted with 200 residents of the Wairoa District.

Interview Type

All interviewing was conducted by telephone, with calls being made between 4.30pm and 8.30pm on weekdays and 9.30am and 8.30pm weekends.

Sample Selection

The relevant white pages of the Hawke's Bay telephone directory were used as the sample source, with every xth number being selected; that is, each residential (non-business) number selected was chosen in a systematic, randomised way (in other words, at a regular interval), in order to spread the numbers chosen in an even way across all relevant phone book pages.

Quota sampling was used to ensure an even balance of male and female respondents. In addition, proportional ethnic group quotas were used. Please see also Section E (Appendix).

Households were screened to ensure they fell within the Wairoa District Council's geographical boundaries.

Respondent Selection

Respondent selection within the household was also randomised, with the eligible person being the man or woman, normally resident, aged 18 years or over, who had the next birthday.

Call Backs

Three call backs, ie, four calls in all, were made to a residence before the number was replaced in the sample. Call backs were made on a different day or, in the case of a weekend, during a different time period, ie, at least four hours later.

Sample Weighting

Weightings were applied to the sample data, to reflect the actual gender, age group, and ethnic group proportions in the area as determined by Statistics New Zealand's 2013 Census data. The result is that the total figures represent the adult population's viewpoint as a whole across the entire Wairoa District. Bases for subsamples are shown in the Appendix. Where we specify a "base", we are referring to the actual number of respondents interviewed.

Survey Dates

All interviews were conducted from Friday 10th March to Sunday 19th March 2017.

Comparison Data

Communitrak™ offers to Councils the opportunity to compare their performance with those of Local Authorities across all of New Zealand as a whole (National Average) and with similarly constituted Local Authorities (Peer Group Average), through a National Survey of 1,000 residents carried out in July 2016.

Comparisons are made with this data, and with previous readings, when applicable.

The survey methodology for the comparison data is similar in every respect to that used in your Council's Communitrak™ reading.

Where comment has been made regarding respondents more or less likely to represent a particular opinion or response, the comparison has been made between respondents in each socio-economic group and not between each socio-economic group and the total.

Weightings have been applied to this comparison data to reflect the actual adult population in Local Authorities as determined by Statistics NZ 2013 Census data.

It is important to bear in mind that this is a 'yardstick' only to provide an indication of typical resident perceptions. The performance criteria established by Council are of particular relevance, and thus are the emphasis of the survey.

Comparisons With National Communitrak™ Results

Where survey results have been compared with Peer Group and/or National Average results from the July 2016 National Communitrak™ Survey, NRB has used the following for comparative purposes, for a sample of 200 residents:

above/below	±10% or more
slightly above/below	±8% to 9%
on par with	±4% to 7%
similar to	±1% to 3%

Margin Of Error

The survey is a quota sample, designed to cover the important variables within the population. Therefore, we are making the assumption that it is appropriate to use the error estimates that would apply to a simple random sample of the population.

The following margins of error are based on a simple random sample. The maximum likely error limits occur when a reported percentage is 50%, but more often than not the reported percentage is different, and margins of error for other reported percentages are shown below. The margin of error approaches 0% as a reported percentage approaches either 100% or 0%.

Margins of error rounded to the nearest whole percentage, at the 95 percent level of confidence, for different sample sizes and reported percentages are:

Sample Size	Reported Percentage				
	50%	60% or 40%	70% or 30%	80% or 20%	90% or 10%
500	±4%	±4%	±4%	±4%	±3%
400	±5%	±5%	±5%	±4%	±3%
300	±6%	±6%	±5%	±5%	±3%
200	±7%	±7%	±6%	±6%	±4%

The margin of error figures above refer to the **accuracy** of a result in a survey, given a 95 percent level of confidence. A 95 percent level of confidence implies that if 100 samples were taken, we would expect the margin of error to contain the true value in all but five samples. At the 95 percent level of confidence, the margin of error for a sample of 200 respondents, at a reported percentage of 50%, is plus or minus 7%.

Response Rate

The response rate for the 2017 Wairoa District Council was **62%**, which is much higher than seen typically in web or mail-out surveys (often in the 5%-30% range). With a decreasing response rate there is an increasing likelihood that the sample is less and less representative of the District.

Significant Difference

This is a test to determine if the difference in a result between two separate surveys is significant. Significant differences rounded to the nearest whole percentage, at the 95 percent level of confidence, for different sample sizes and midpoints are:

Sample Size	Midpoint				
	50%	60% or 40%	70% or 30%	80% or 20%	90% or 10%
500	6%	6%	6%	5%	4%
400	7%	7%	6%	6%	4%
300	8%	8%	7%	6%	5%
200	10%	10%	9%	8%	6%

The figures above refer to the difference between two results that is required, in order to say that the difference is significant, given a 95 percent level of confidence. Thus the significant difference, for the same question, between two separate surveys of 200 respondents is 10%, given a 95 percent level of confidence, where the midpoint of the two results is 50%.

Please note that while the Communitrak™ survey report is, of course, available to residents, the Mayor and Councillors, and Council staff, it is not available to research or other companies to use or leverage in any way for commercial purposes.

* * * * *



C. EXECUTIVE SUMMARY

This report summarises the opinions and attitudes of Wairoa District Council residents and ratepayers to the services and facilities provided for them by their Council and their elected representatives.

The Wairoa District Council commissioned Communitrak™ as a means of measuring their effectiveness in representing the wishes and viewpoints of their residents. Understanding residents' and ratepayers' opinions and needs will allow Council to be more responsive towards its citizens.

Communitrak™ provides a comparison for Council on major issues, on their performance relative to the performance of their Peer Group of similarly constituted Local Authorities, and to Local Authorities on average throughout New Zealand.

SNAPSHOT



89% of residents are satisfied with the standard of maintenance of reserves and sportsgrounds.



While 26% are not very satisfied with dog control.



97% of residents think Wairoa District is definitely/mostly a safe place to live.



54% of residents are satisfied with the way Council involves the public in the decisions it makes.



74% of residents feel very safe/safe in their home and for their livelihood if a natural disaster strikes.

COUNCIL SERVICES/FACILITIES

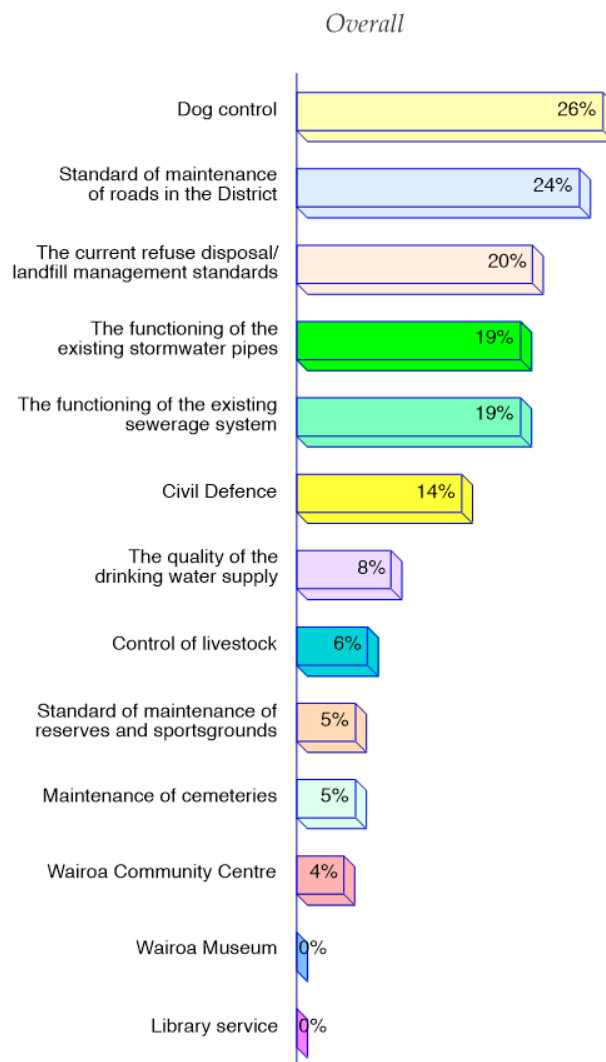
Comparison Table: Satisfaction With Services/Facilities (where applicable)

	Wairoa 2017		Wairoa 2016		Wairoa 2015	
	Very / fairly satisfied %	Not very satisfied %	Very / fairly satisfied %	Not very satisfied %	Very / fairly satisfied %	Not very satisfied %
Control of livestock	89 ↑	6 =	79	13	83	8
Library service	86 ↑	- =	73	1	83	-
Wairoa Community Centre	86 =	4 =	82	2	80	5
The Wairoa Museum	77 ↑	- =	69	1	73	-
Cemetery maintenance	71 ↑	5 =	61	2	70	3
Civil Defence Emergency Management	71 =	14 ↑	77	5	70	8
Dog control	71 =	26 =	71	21	63	29

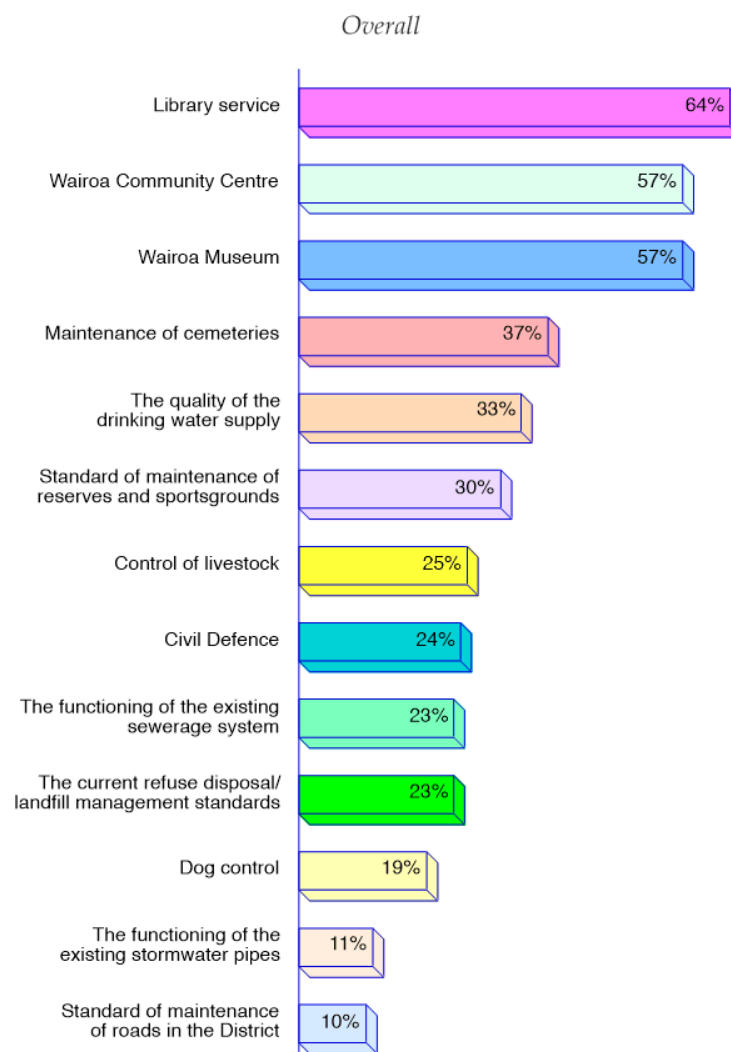
NB: where figures don't add to 100%, the balance is a "don't know" response

Key: ↑ above / slightly above 2016 reading
= similar / on par

Percent Saying They Are Not Very Satisfied With ...



Percent Saying They Are Very Satisfied With ...



Percent Not Very Satisfied Versus Peer Group/National Averages

The percent not very satisfied in Wairoa District is **higher/slightly higher** than the Peer Group Average and/or National Average for ...

	Wairoa %	Peer Group %	National Average %
• the functioning of the existing sewerage system	19	°5	°6

For the remaining services or facilities for which comparative data is available, Wairoa District performs **on par with/similar to** other like Local Authorities and Local Authorities nationwide on average for the following ...

• dog control	26	20	19
• standard and maintenance of roads in the District	24	††23	††25
• current refuse disposal and landfill management standards	20	†13	†17
• functioning of the District's existing stormwater pipes	19	**17	**14
• Civil Defence	14	7	7
• quality of the drinking water supply	8	°°14	°°9
• standard of maintenance of reserves and sportsgrounds	5	*5	*5
• cemetery maintenance	5	°3	°4
• library service	-	3	3
• the Wairoa Museum	-	°3	°3

* figures based on the **averaged** ratings for sportsgrounds and playgrounds, **and** parks and reserves, which were asked separately in the 2016 National Communitrak Survey

** figures based on ratings of stormwater services in general

† figures based on ratings of refuse disposal in general

†† figures based on ratings of roading in general

° figures based on ratings of cemeteries, **including** maintenance

°° figures based on ratings of sewerage system in general

° figures based on ratings of museums in general

°° figures based on ratings of water supply in general

Please note that there are no comparative Peer and National Average figures for livestock control and Wairoa Community Centre.

Frequency Of Household Use - Council Services And Facilities

	Usage in the Last Year		
	Three times or more %	Once or twice %	Not at all %
A landfill in the District	78	4	18
A public library	57	16	27
Wairoa Community Centre	51	21	28
A reserve or sportsground	53	17	30
Wairoa Museum	22	35	43
A cemetery [†]	25	30	44
Council's free WiFi on Marine Parade to access the Internet	21	16	63
Control of dogs	8	14	78
Computers or WiFi in the library to access the Internet	11	6	83
Control of livestock	2	9	89

% read across

[†] does not add to 100% due to rounding

A landfill in the District, 82% (73% in 2016),
a public library, 73% (53% in 2016), and
Wairoa Community Centre, 72% (62% in 2016).

... are the facilities or services surveyed which have been most frequently used by households in the last year.

CONTACT WITH COUNCIL

a. Who They Approach First

Residents were asked who they would approach first when they have a matter that they need to raise with Council. 18% would approach a Councillor first (13% in 2016), while 64% would first approach the Council offices or staff (75% in 2016).

27% of residents say they have contacted a Councillor and /or the Mayor in the last 12 months (23% in 2016).

b. Satisfaction With The Service They Receive When Contacting The Council Offices

Overall, 60% of residents have had contact with the Council offices in the last twelve months. Of these, 93% are satisfied with the overall service received, and 7% who are not very satisfied. These readings are similar to the 2016 results.

In the last 12 months:

42% of residents contacted the Council offices **by phone** (41% in 2016), with 92% of these residents being satisfied.

43% of residents contacted the Council offices **in person** (47% in 2016), with 97% of these residents being satisfied.

3% of residents contacted the Council offices **in writing** (7% in 2016), with 75%* of these residents being satisfied.

11% of residents contacted the Council offices **by email** (10% in 2016), with 96%* of these residents being satisfied.

* caution: small bases

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REPRESENTATION

The success of democracy in the Wairoa District Council depends on the Council both influencing and encouraging the opinions of its citizens and representing these views and opinions in its decision making.

a. Awareness

86% of Wairoa residents can name at least one Councillor correctly, with 15% able to name five or more. These readings are similar to the 2016 results. On average, residents who can name a Councillor, can name three Councillors.

b. Accessibility Of Councillors

81% of residents feel they know how to contact a Councillor and would do so if the situation arose where they wanted to put a viewpoint, problem or issue to a Councillor. This is similar to the 2016 result.

c. Approachability

In terms of how approachable residents feel their Councillors are, 55% believe their representatives welcome questions, comments and requests, so that they would feel comfortable approaching them (58% in 2016). 12% feel Councillors would be reluctant and resistant to approaches (7% in 2016).

Wairoa District residents are slightly above Peer Group residents and residents nationwide, in terms of feeling their Councillors are approachable.

d. Open-mindedness

39% of Wairoa District residents feel that their Councillors give a fair and open-minded hearing when dealing with local community issues (44% in 2016). 15% feel Councillors are defensive and one-sided in these situations (12% in 2106). 39% feel the answer lies somewhere between the two (36% in 2016).

Wairoa District residents are similar to the Peer Group Average and on par with the National Average, in terms of their impressions of the Mayor and Councillors' open-mindedness.

e. Consultation

44% of Wairoa residents want consultation on major issues, and a further 20% wish to be consulted step by step on most issues. 33% want to leave the Mayor and Councillors to get on with the job they were elected for, while keeping the public informed. These readings are similar to the 2016 results.

Wairoa District residents are below Peer Group residents and residents nationwide, in wanting consultation on major issues.

Issues* considered major, that residents want consultation on, are ...

- sewerage issues, mentioned by 11% of all residents,
- expenditure / major spending / overspending, 7%,
- rates issues / increases / spending of rates, 7%,
- water supply issues, 6%,
- roading / footpath issues, 5%.

* multiple responses allowed

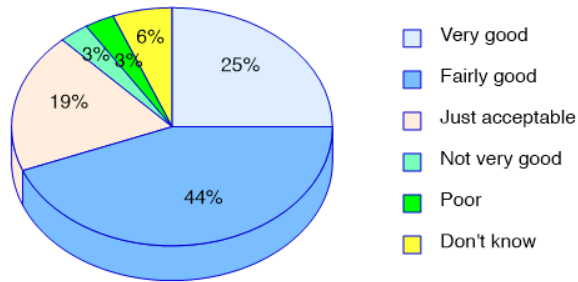
Those† wanting consultation expressed a desire for this to be channelled through ...

- newspapers / newspaper articles, 57% of those wanting consultation on most / major issues,
- public meetings / huis, 42%,
- internet / website pages, 21%,
- newsletters, 13%.

† Base = 127

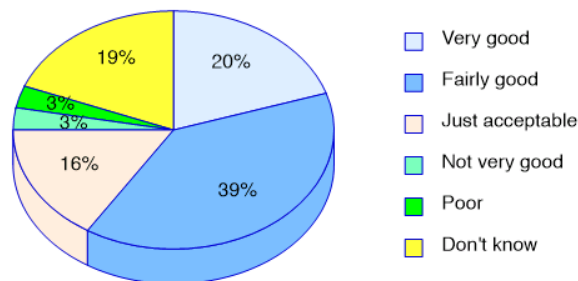
We believe that although a large number suggested meetings as a consultative measure, this cannot be taken to mean that large numbers would attend meetings. Rather, we feel this is the constituency calling for consultation on a more personal basis, with greater interaction and **two-way** communication between the Council and residents. In 2017, 7% of residents said they attended a public meeting in the last six months.

f. Performance Rating Of The Mayor And Councillors



Wairoa District is slightly above the Peer Group Average and above the National Average, in terms of rating the Mayor and Councillors' performance as very / fairly good.

g. Performance Rating Of The Council Staff



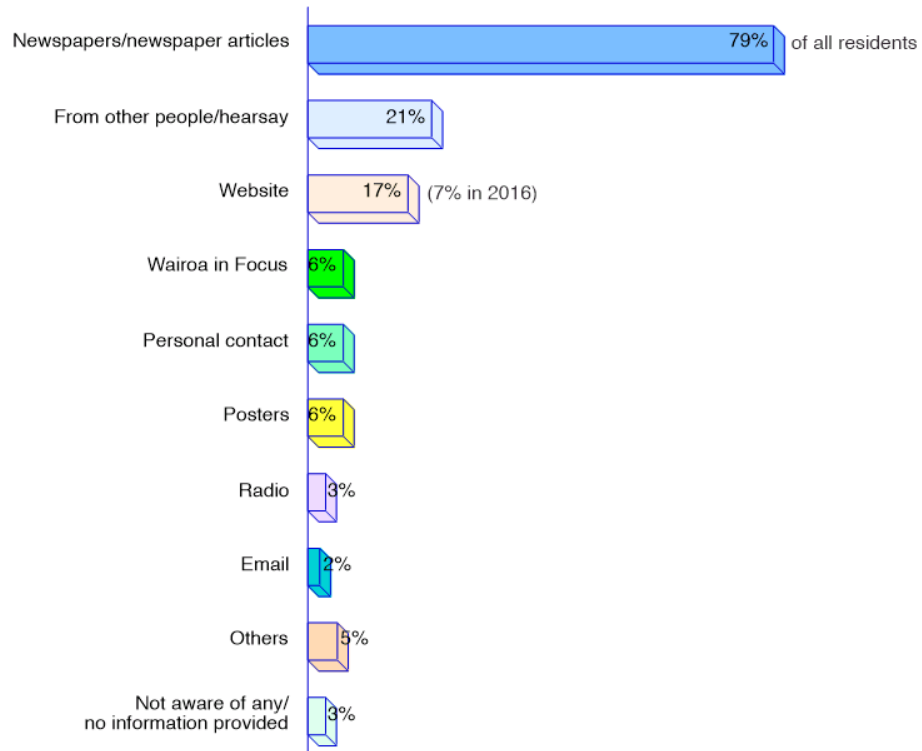
Wairoa District is similar to the Peer Group and National Averages, in terms of rating the performance of Council staff as very / fairly good.

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LOCAL ISSUES

Information

Where*, or from whom, do you see, read or hear about Wairoa District Council news and events?

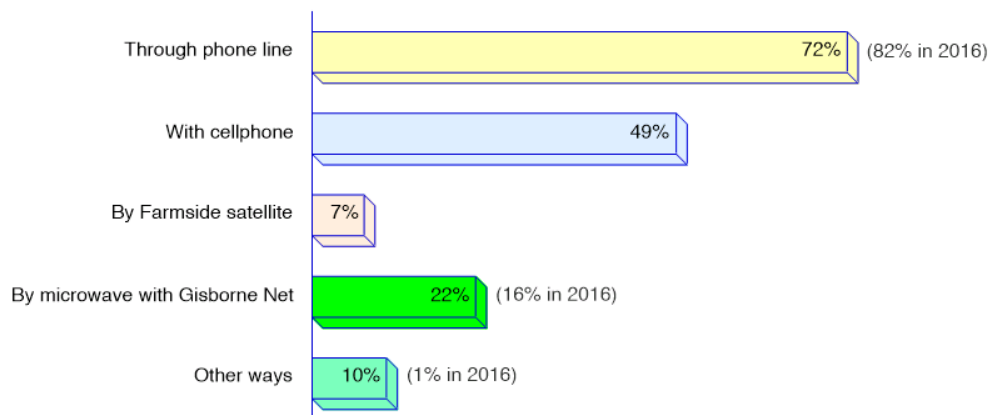


* multiple responses allowed

Internet Access

88% of residents say they have access to the Internet (83% in 2016).

How residents[†] access Internet at home



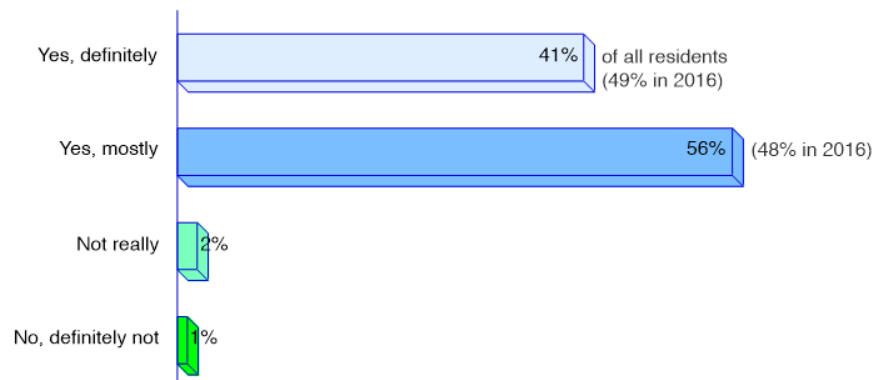
[†] residents who have access to Internet at home
Base = 164

Place To Live

35% of residents think Wairoa District is better, as a place to live, than it was three years ago (39% in 2016), while 52% feel it is the same (44% in 2016) and 8% say it is worse (11% in 2016). 5% are unable to comment.

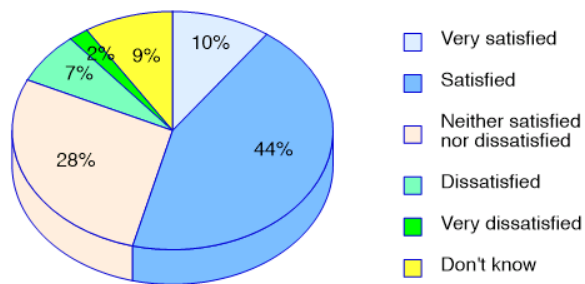
Perception Of Safety

Is Wairoa District generally a safe place to live?



Council Consultation And Community Involvement

Satisfaction with the way Council involves the public in the decisions it makes.



Residents think the Council's level of consultation with Maori in the District is:

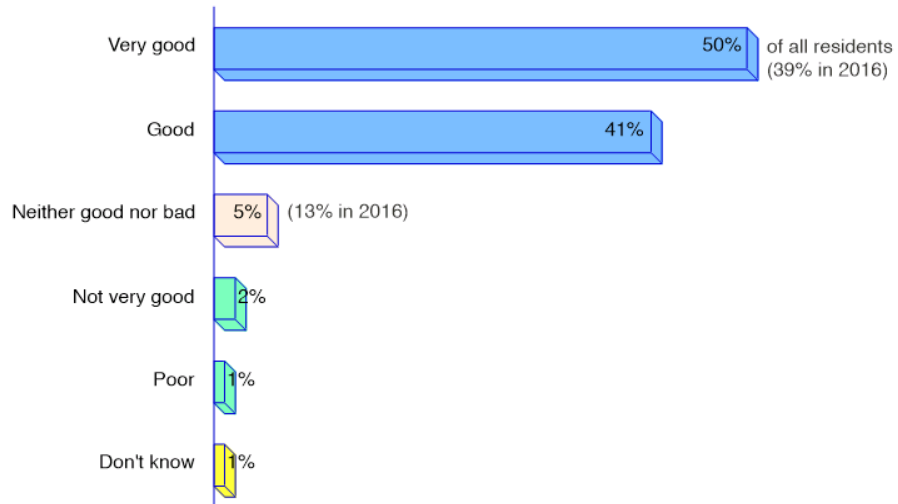
More than enough	26% of all residents
Enough	43%
Not enough	8% (17% in 2016)
Nowhere near enough	4%
Don't know	19% (15% in 2016)

Quality Of Life

Overall, 46% of residents feel the quality of life in Wairoa District is very good, 44% say it is good (39% in 2016), 5% think it is fair (11% in 2016) and 5% say it is poor.

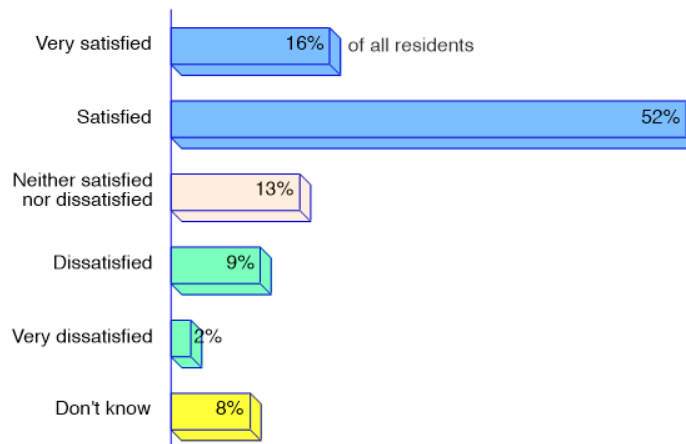
Community Spirit

Residents rate the community spirit of Wairoa District as ...



Natural Environment

Satisfaction that the natural environment in the Wairoa District is being preserved and sustained for future generations ...



Civil Defence/Emergency Management

66% of residents say they are prepared for a Civil Defence emergency, while 34% say they are not.

The Council has an ongoing education programme to encourage residents to prepare for a Civil Defence emergency. 50% of residents say they are aware of this campaign.

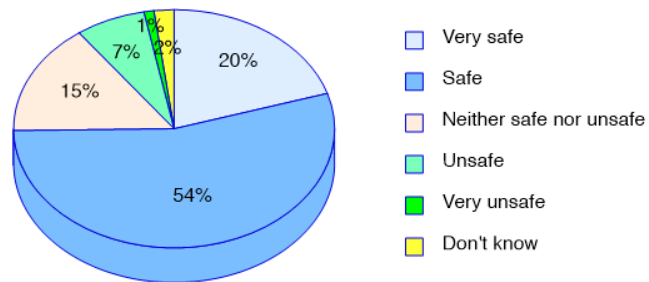
Where or from whom residents get Civil Defence information*:

- visiting a website / the Internet / looking online, mentioned by 43% of all residents (20% in 2016),
- by ringing / visiting the District Council, 39%,
- the phone book, 19% (26% in 2016),
- family / friends / neighbours / other people, 3%,
- phone 111 / emergency services, 3%,
- Civil Defence / Civil Defence staff, 2%,
- police, 2%,
- radio, 2%,
- newspaper, 2%[◊],
- TV, 1%,
- fire brigade, 1%,
- others, 2%,
- don't know, 4%.

* multiple responses allowed

[◊] not mentioned in 2016

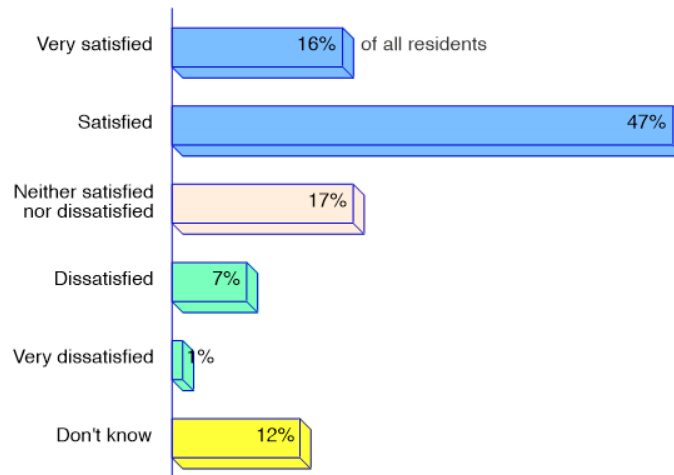
How safe do residents feel in their home and for their livelihood if a natural disaster strikes?:



(does not add to 100% due to rounding)

Community Benefit Organisations

Satisfaction with the value for money Wairoa District is receiving from funding used for supporting community benefit organisations.



* * * * *



D. MAIN FINDINGS

Throughout this Communitrak™ report comparisons are made with figures for the National Average of Local Authorities and the Peer Group of similar Local Authorities, where appropriate.

For Wairoa District Council, this Peer Group of similar Local Authorities are those comprising a rural area, together with a town(s) or urban component.

NRB has defined the **Rural Peer Group** as those Territorial Authorities where less than 66% of dwellings are in urban meshblocks, as classified by Statistics New Zealand's 2013 Census data.

In this group are ...

Buller District Council
 Carterton District Council
 Central Hawke's Bay District Council
 Central Otago District Council
 Clutha District Council
 Far North District Council
 Hauraki District Council
 Hurunui District Council
 Kaikoura District Council
 Kaipara District Council
 MacKenzie District Council
 Manawatu District Council
 Matamata-Piako District Council
 Opotiki District Council
 Otorohanga District Council
 Rangitikei District Council

Ruapehu District Council
 Selwyn District Council
 South Taranaki District Council
 South Wairarapa District Council
 Southland District Council
 Stratford District Council
 Tararua District Council
 Tasman District Council
 Waikato District Council
 Waimakariri District Council
 Waimate District Council
 Waitaki District Council
 Waitomo District Council
 Western Bay of Plenty District Council
 Westland District Council



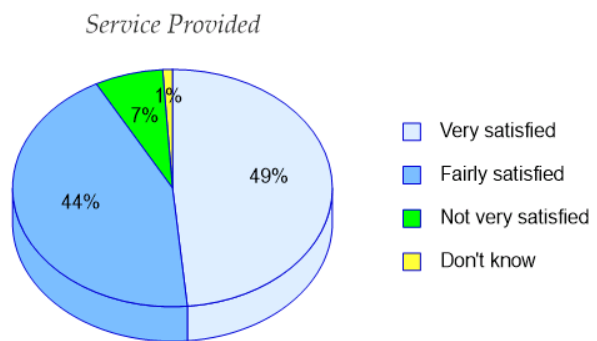
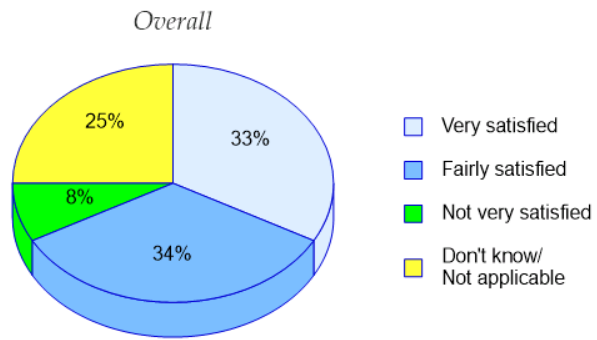
1. COUNCIL SERVICES/FACILITIES

26

A. SATISFACTION WITH COUNCIL SERVICES AND FACILITIES

Residents were read out a number of Council functions and asked whether they are very satisfied, fairly satisfied or not very satisfied with the provision of that service or facility.

i. The Quality Of The Drinking Water Supply



Base = 126

67% of Wairoa District residents are satisfied with their water supply, including 33% who are very satisfied. 8% are not very satisfied and 25% are unable to comment.

The percent not very satisfied is on par with the Peer Group Average and similar to the National Average readings for **water supply in general**.

60% of residents say they receive a piped water supply (65% in 2016). Those with a piped water supply are more likely to be satisfied (93%), than residents overall, while being less likely to be unable to comment (1%).

There are no notable differences between Urban and Rural residents and between socio-economic groups, in terms of those residents not very satisfied with the quality of the drinking water supply.

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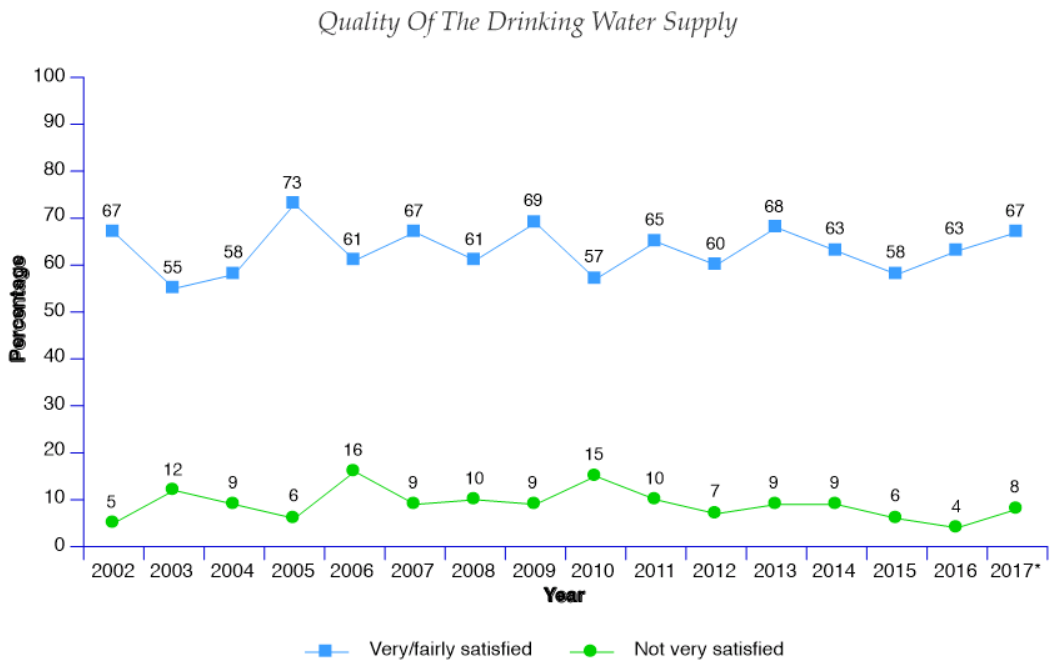
Satisfaction With The Quality Of The Drinking Water Supply

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2017	33	34	67	8	25
2016	35	28	63	4	33
2015 [†]	40	18	58	6	37
2014	41	22	63	9	28
2013	41	27	68	9	23
2012	29	31	60	7	33
2011	35	30	65	10	25
2010	20	37	57	15	28
2009	31	38	69	9	22
2008	27	34	61	10	29
2007	34	33	67	9	24
2006	32	29	61	16	23
2005	43	30	73	6	21
2004	40	18	58	9	33
2003	26	29	55	12	33
2002	35	32	67	5	28
2001	26	31	57	10	33
2000	37	24	61	6	33
Service Provided [†]	49	44	93	7	1
Comparison*					
Peer Group Average (Rural)	29	29	58	14	28
National Average	50	31	81	9	10
Area					
Urban	47	45	92	8	-
Rural	19	23	42	8	50

% read across

* readings prior to 2017 and Peer Group and National Averages refer to water supply in general

[†] does not add to 100% due to rounding



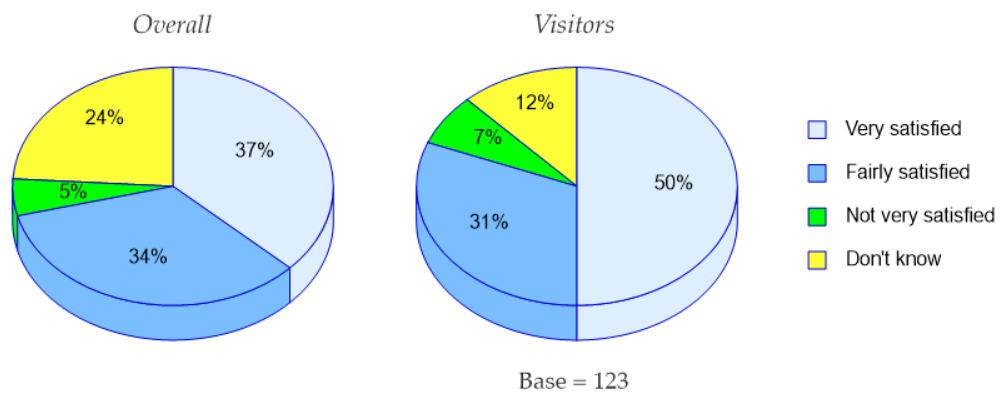
* readings prior to 2017 refer to water supply in general

Recommended Satisfaction Measures For Reporting Purposes:

Total District	=	67%
Receivers of Service	=	93%

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ii. Maintenance Of Cemeteries



71% of residents are satisfied with the maintenance of cemeteries (61% in 2016), including 37% who are very satisfied. 5% are not very satisfied and 24% are unable to comment (37% in 2016).

The percent not very satisfied is similar to the Peer Group and National Averages for **cemeteries, including maintenance of cemeteries**, and the 2016 reading.

56% of households have visited a cemetery in the last 12 months. Of these, 81% are satisfied and 7% not very satisfied.

There are no notable differences between Urban and Rural residents and between socio-economic groups, in terms of those residents not very satisfied with the maintenance of cemeteries.

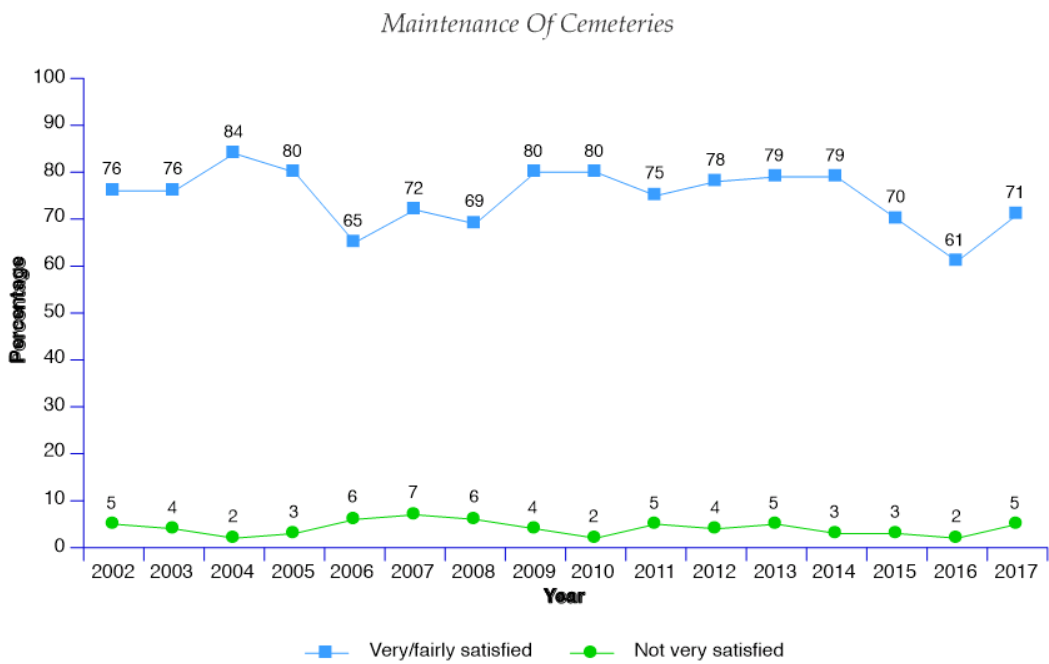
Satisfaction With Maintenance Of Cemeteries

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2017	37	34	71	5	24
2016	39	22	61	2	37
2015	43	27	70	3	27
2014	51	28	79	3	18
2013	45	34	79	5	16
2012	32	46	78	4	18
2011	33	42	75	5	20
2010	32	48	80	2	18
2009	31	49	80	4	16
2008	37	32	69	6	25
2007	28	44	72	7	21
2006	28	37	65	6	29
2005	52	28	80	3	17
2004	58	26	84	2	14
2003	44	32	76	4	20
2002	40	36	76	5	19
2001	37	37	74	2	24
2000	45	29	74	6	20
Visitors	50	31	81	7	12
Comparison*					
Peer Group Average (Rural)	49	27	76	3	21
National Average [†]	41	30	71	4	24
Area					
Urban	45	38	83	3	14
Rural	29	29	58	7	35

% read across

* Peer Group and National Average readings are based on ratings for cemeteries, including maintenance of cemeteries

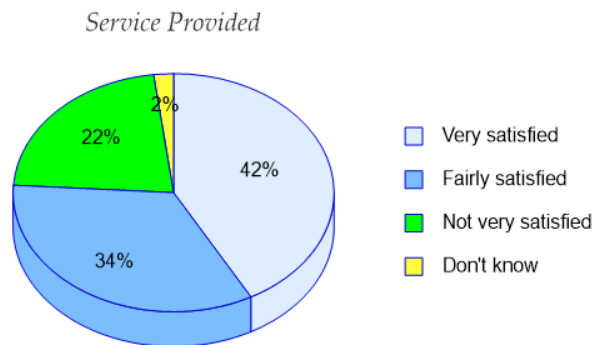
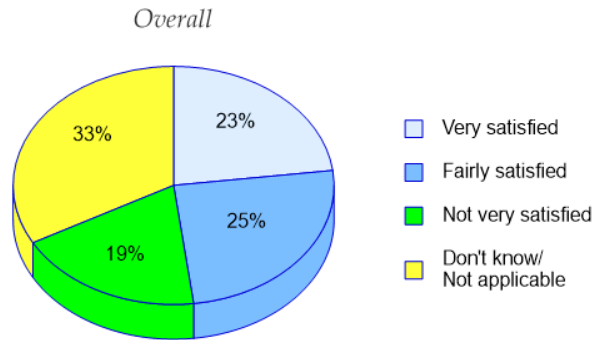
[†] does not add to 100% due to rounding



Recommended Satisfaction Measures For Reporting Purposes:

Total District	=	71%
Visitors	=	81%

iii. The Functioning Of The Existing Sewerage System



Base = 106

48% of residents are satisfied with the functioning of the existing sewerage system, while 19% are not very satisfied. 33% are unable to comment.

The percent not very satisfied is above the Peer Group and National Averages for the **sewerage system in general**.

51% of residents are provided with a sewerage system. Compared to residents overall, they are more likely to be satisfied (76%), less likely to have been unable to comment (2%) and similar in terms of being not very satisfied (22%).

Residents with an annual household income of more than \$50,000 are more likely to be not very satisfied with the functioning of the existing sewerage system, than other income groups.

Satisfaction With The Functioning Of The Existing Sewerage System

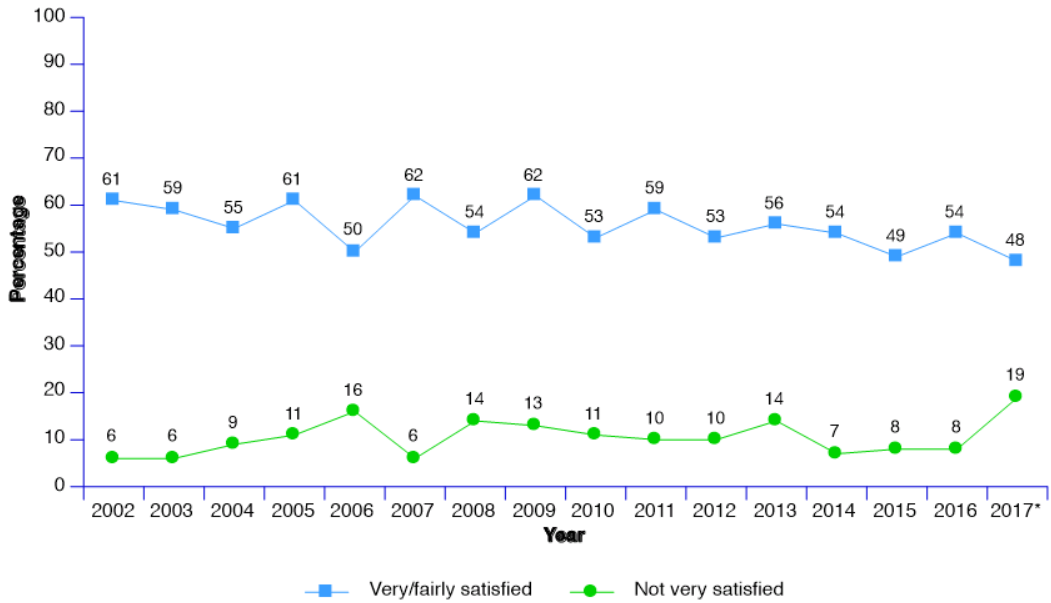
	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2017	23	25	48	19	33
2016 [†]	30	24	54	8	39
2015 [†]	32	17	49	8	42
2014	31	23	54	7	39
2013 [†]	27	29	56	14	29
2012 [†]	20	33	53	10	38
2011 [†]	30	29	59	10	30
2010	20	33	53	11	36
2009	26	36	62	13	25
2008	26	28	54	14	32
2007	29	33	62	6	32
2006	25	25	50	16	34
2005	32	29	61	11	28
2004	34	21	55	9	36
2003	27	32	59	6	35
2002	25	36	61	6	33
2001	19	34	53	7	40
2000	31	26	57	3	40
Service Provided	42	34	76	22	2
Comparison*					
Peer Group Average (Rural)	32	30	62	5	33
National Average	48	33	81	6	13
Area					
Urban	40	36	76	22	2
Rural	6	14	20	16	64
Household Income					
Less than \$30,000 pa	21	50	71	11	18
\$30,000-\$50,000 pa [†]	49	13	62	8	31
More than \$50,000 pa [†]	15	16	31	27	43

% read across

* readings prior to 2017 and Peer Group and National Averages relate to sewerage system in general

[†] does not add to 100% due to rounding

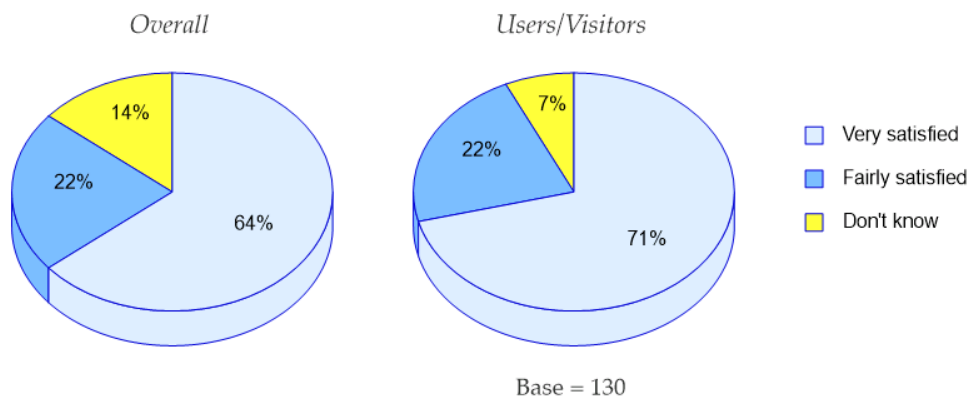
The Function Of The Existing Sewerage System



* readings prior to 2017 refer to sewerage system in general

Recommended Satisfaction Measures For Reporting Purposes:
 Total District = 48%
 Receivers of Service = 76%

iv. Library Service



86% of Wairoa District residents are satisfied with the library service in the District (73% in 2016), including 64% who are very satisfied (53% in 2016). 14% are unable to comment (25% in 2016).

The percent not very satisfied (0%) is similar to the Peer Group and National Averages and the 2016 reading.

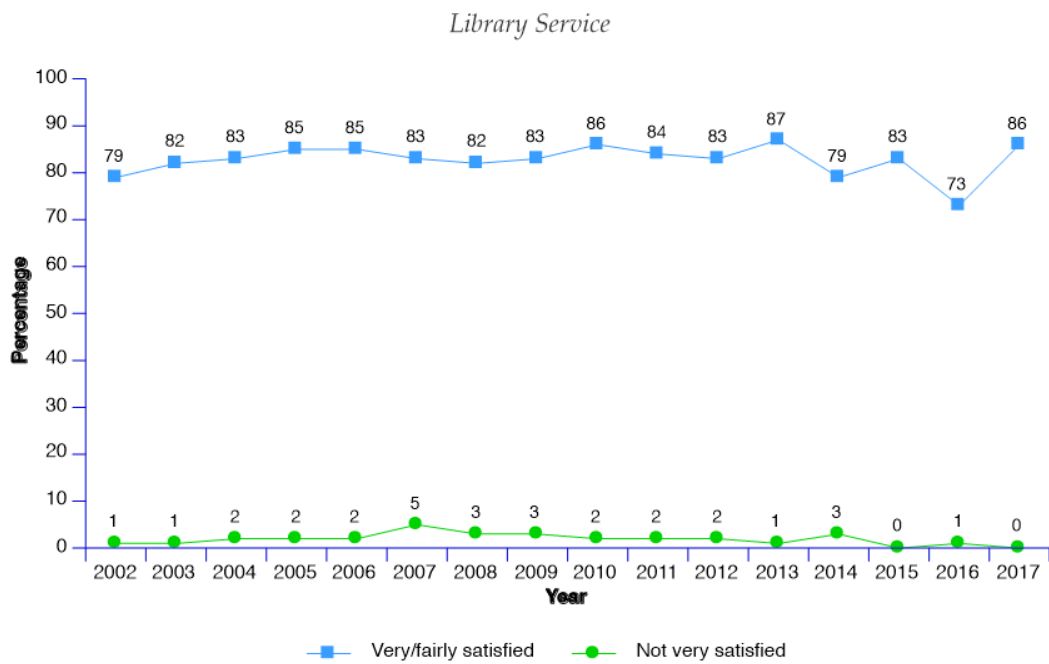
73% of households have used or visited a public library in the District in the last 12 months (53% in 2016). Of these, 93% are satisfied and 7% are unable to comment.

Satisfaction With Library Service

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2017	64	22	86	-	14
2016 [†]	53	20	73	1	25
2015	62	21	83	-	17
2014 [†]	67	12	79	3	17
2013	67	20	87	1	12
2012	59	24	83	2	15
2011	60	24	84	2	14
2010	61	25	86	2	12
2009	51	32	83	3	14
2008	69	13	82	3	15
2007	64	19	83	5	12
2006	66	19	85	2	13
2005	68	17	85	2	13
2004	66	17	83	2	15
2003	54	28	82	1	17
2002	62	17	79	1	20
2001	47	26	73	3	24
2000	56	23	79	5	16
Users/Visitors	71	22	93	-	7
Comparison					
Peer Group Average (Rural)	57	23	80	3	17
National Average	69	17	86	3	11
Area					
Urban	60	28	88	-	12
Rural	67	16	83	-	17

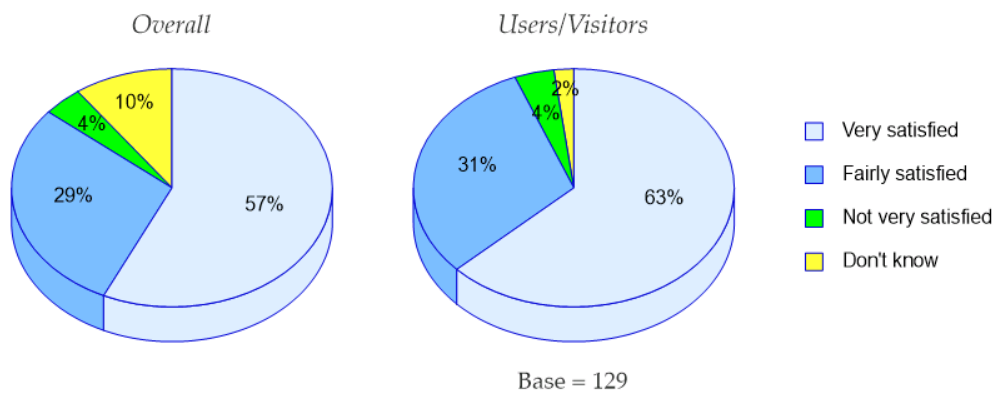
% read across

[†] does not add to 100% due to rounding



Recommended Satisfaction Measures For Reporting Purposes:
 Total District = 86%
 Users/Visitors = 93%

v. Wairoa Community Centre



86% of residents are satisfied with the Wairoa Community Centre (82% in 2016), including 57% who are very satisfied (51% in 2016). 4% are not very satisfied and 10% are unable to comment (16% in 2016).

There are no comparative Peer Group and National Average figures for this reading, however the not very satisfied reading is similar to the 2016 result.

72% of households have used or visited the Wairoa Community Centre in the last 12 months (62% in 2016). Of these "users / visitors", 94% are satisfied and 4% not very satisfied.

There are no notable differences between Urban and Rural residents and between socio-economic groups in terms of those residents not very satisfied with the Wairoa Community Centre.

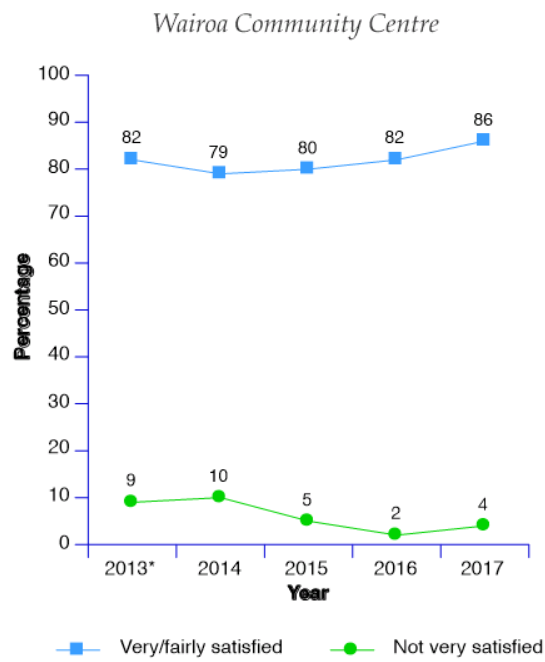
Satisfaction With Wairoa Community Centre

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2017	57	29	86	4	10
2016	51	31	82	2	16
2015 [†]	55	25	80	5	16
2014 [†]	54	25	79	10	10
2013 [*]	52	30	82	9	9
Users/Visitors [†]	63	31	94	4	2
Area					
Urban	57	28	85	6	9
Rural [†]	57	30	87	1	11

% read across

* not asked prior to 2013

[†] does not add to 100% due to rounding

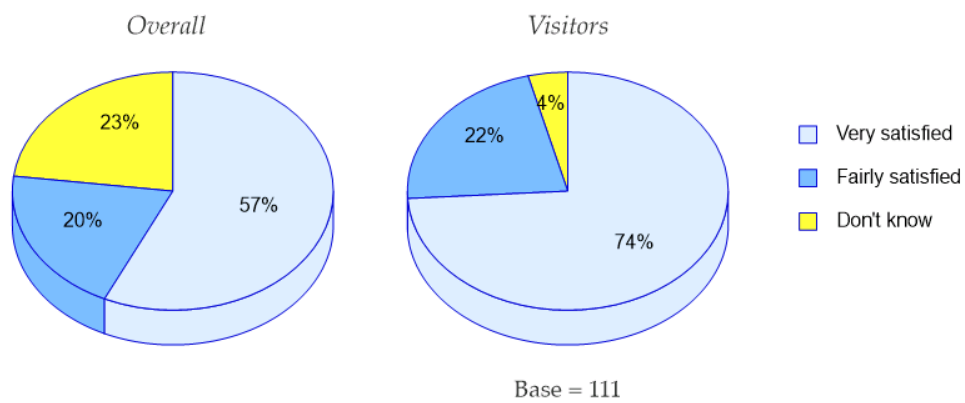


* not asked prior to 2013

Recommended Satisfaction Measures For Reporting Purposes:
 Total District = 86%
 Users/Visitors = 94%

42

vi. Wairoa Museum



77% of residents are satisfied with the Wairoa Museum (69% in 2016), including 57% who are very satisfied (42% in 2016), while 23% are unable to comment (30% in 2016).

The percent not very satisfied (0%) is similar to the Peer Group and National Averages and the 2016 reading.

57% of households have visited the Wairoa Museum in the last 12 months (43% in 2016). Of these, 96% are satisfied.

Satisfaction With The Wairoa Museum

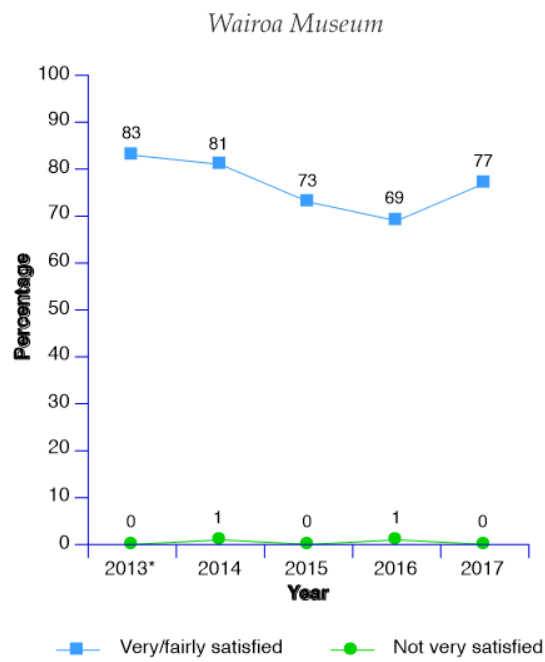
	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2017	57	20	77	-	23
2016	42	27	69	1	30
2015 [†]	56	17	73	-	26
2014	59	22	81	1	18
2013 [*]	53	30	83	-	17
2005	66	16	82	1	17
2004	51	22	73	2	25
2003	44	22	66	2	32
2002	36	12	48	9	43
2001	17	25	42	6	52
2000	21	24	45	6	49
Visitors	74	22	96	-	4
Comparison**					
Peer Group Average (Rural)	30	21	51	3	46
National Average [†]	55	16	71	3	27
Area					
Urban	53	26	79	-	21
Rural	61	15	76	-	24

% read across

* not asked from 2006-2012. Readings from 2000-2005 refer to 'The Museum'.

** Peer Group and National Averages refer to ratings for museums in general

† does not add to 100% due to rounding



* not asked from 2006-2012

Recommended Satisfaction Measures For Reporting Purposes:

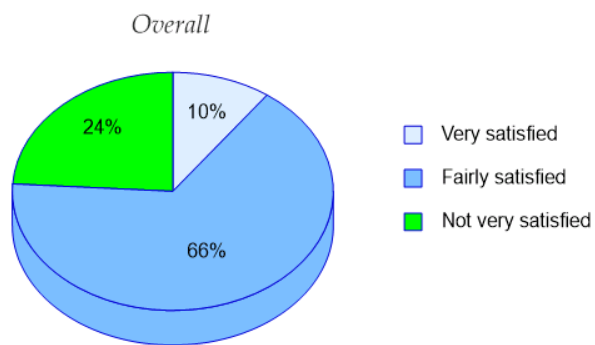
Total District	=	77%
Visitors	=	96%

45

B. SATISFACTION WITH COUNCIL SERVICES/FACILITIES - WITH REASONS FOR DISSATISFACTION

Residents were read out a number of Council functions and asked whether they are very satisfied, fairly satisfied or not very satisfied with the provision of that service or facility. Those residents not very satisfied were asked to say why they felt this way.

i. Standard And Maintenance Of Roads In The District (excluding State Highways 2 and 38, as they are not Council roads)



76% of residents are satisfied with the standard and maintenance of roads in the District, while 24% are not very satisfied.

The percent not very satisfied is similar to the Peer Group and National Averages for roads in the District.

Rural residents are more likely to be not very satisfied with the standard and maintenance of roads in the District, than Urban residents.

Satisfaction With Standard And Maintenance Of Roads In The District

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2017	10	66	76	24	-
2016	12	60	72	27	1
2015	19	61	80	20	-
2014 [†]	12	59	71	27	3
2013	13	62	75	25	-
2012 [†]	13	58	71	28	2
2011	16	53	69	29	2
2010	10	59	69	30	1
2009	10	71	81	17	2
2008	15	53	68	32	-
2007	14	59	73	27	-
2006	10	48	58	41	1
2005	12	55	67	32	1
2004	18	48	66	32	2
2003	23	44	67	32	1
2002	12	54	66	34	-
2001	11	56	67	33	-
2000	24	42	66	33	1
Comparison*					
Peer Group Average (Rural)	17	59	76	23	1
National Average	21	54	75	25	-
Area					
Urban	10	73	83	17	-
Rural	10	58	68	32	-

% read across

* prior to 2006, State Highways 2 and 38 were not specifically excluded. Readings prior to 2017 and Peer Group and National Average refer to roads in general (excluding State Highways)

[†] does not add to 100% due to rounding

47

The main reasons residents are not very satisfied with the standard and maintenance of roads in the District are ...

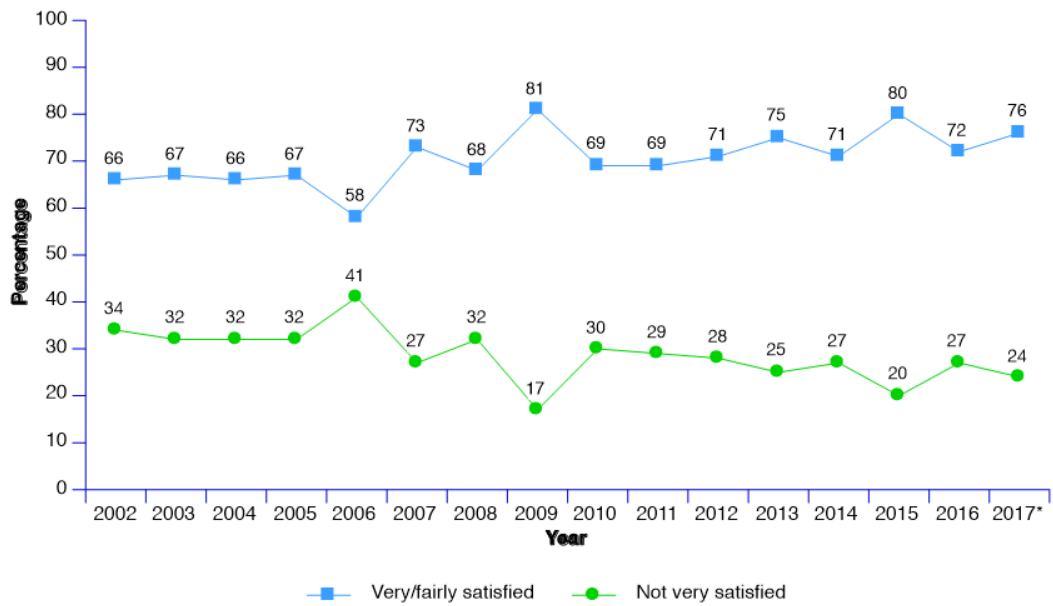
- poor condition/need maintenance/upgrading,
- potholes/rough/uneven/bumpy/corrugations,
- unsealed roads/dust problems/need tarsealing,
- needs more metal.

Summary Table: Main Reasons* For Being Not Very Satisfied With The Standard And Maintenance Of Roads In The District

	Total District 2017 %	Area	
		Urban %	Rural %
Percent Who Mention ...			
Poor condition/need maintenance/upgrading	13	12	14
Potholes/rough/uneven/bumpy/corrugations	7	3	11
Unsealed roads/dust problems/need tarsealing	4	1	7
Needs more metal	3	2	4

* multiple responses allowed

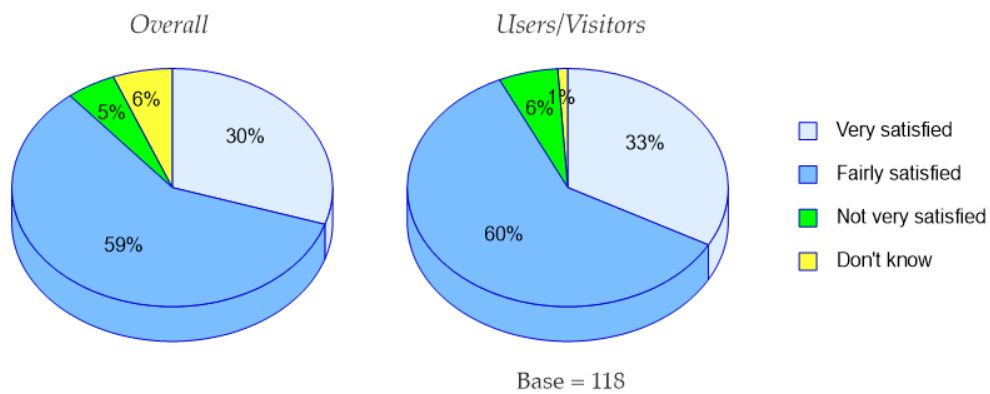
Standard And Maintenance Of Roads In The District



* prior to 2006, State Highways 2 and 38 were not specifically excluded. Readings prior to 2017 and Peer Group and National Average refer to roads in general

Recommended Satisfaction Measures For Reporting Purposes:
Total District = 76%

ii. Standard And Maintenance Of Reserves And Sportsgrounds



89% of Wairoa District residents are satisfied with the standard and maintenance of reserves and sportsgrounds, including 30% who are very satisfied, while 5% are not very satisfied. 6% are unable to comment.

The percent not very satisfied is similar to the **averaged** Peer Group and National figures for **sportsgrounds and playgrounds and parks and reserves**.

70% of households have used or visited a reserve and/or sportsground in the last 12 months (61% in 2016). Of these "users/visitors", 93% are satisfied and 6% are not very satisfied.

There are no notable differences between Urban and Rural residents and between socio-economic groups, in terms of those residents not very satisfied with the standard and maintenance of reserves and sportsgrounds.

Satisfaction With Standard Of Maintenance Of Reserves And Sportsgrounds

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall**					
Total District 2017	30	59	89	5	6
2016	30	52	82	8	10
2015	34	53	87	6	7
2014†	23	48	71	20	10
2013	29	57	86	9	5
2012	23	61	84	7	9
2011	28	54	82	8	10
2010	28	51	79	12	9
2009	22	61	83	12	5
2008	20	54	74	14	12
2007	26	51	77	13	10
2006	22	60	82	10	8
2005	31	45	76	15	9
2004	24	48	72	18	10
2003	32	37	69	15	16
2002	29	41	70	20	10
2001	19	49	68	19	13
2000	32	37	69	22	9
Users/Visitors	33	60	93	6	1
Comparison*					
Peer Group Average (Rural)	53	35	88	5	7
National Average	58	33	91	5	4
Area					
Urban	21	66	87	6	7
Rural	39	52	91	5	4

% read across

* Peer Group and National Average readings are based on the **averaged** ratings for sportsgrounds and playgrounds **and** parks and reserves

** readings prior to 2017 refer to reserves and sportsgrounds

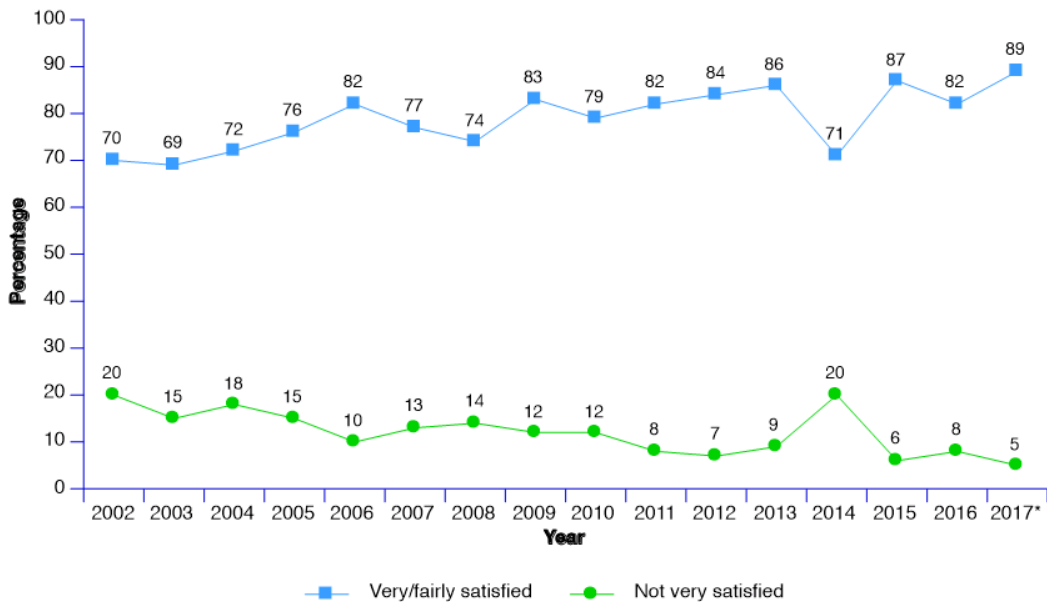
† does not add to 100% due to rounding

The reasons* residents are not very satisfied with the standard and maintenance of reserves and sportsgrounds are ...

- need better upkeep/ more maintenance, mentioned by 3% of all residents,
- others, 3%.

* multiple responses allowed

Standard And Maintenance Of Reserves And Sportsgrounds



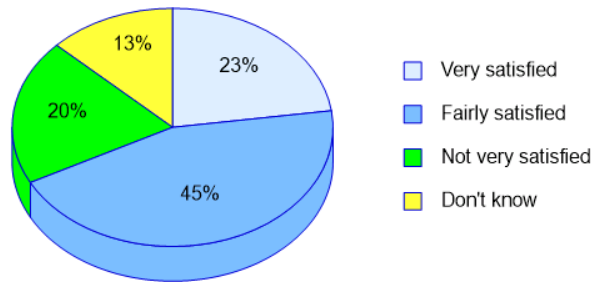
* readings prior to 2017 refer to reserves and sportsgrounds

Recommended Satisfaction Measures For Reporting Purposes:
 Total District = 89%
 Users/Visitors = 93%

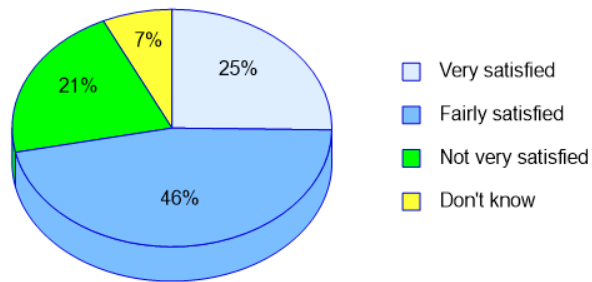
52

iii. Current Refuse Disposal/Landfill Management Standards

Overall

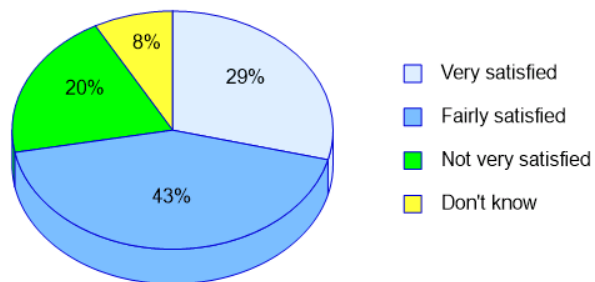


Used A Landfill In The District



Base = 159

Receive A Regular Rubbish Collection



Base = 149

68% of Wairoa District residents are satisfied with current refuse disposal and landfill management standards. 20% are not very satisfied and 13% are unable to comment.

The percent not very satisfied is on par with the Peer Group Average and similar to the National Average for **refuse disposal**.

82% of households say they have used a landfill in the District in the last 12 months (73% in 2016). 71% of these "users" are satisfied and 21% not very satisfied.

67% of residents receive a regular rubbish collection (75% in 2016), with 72% satisfied and 21% not very satisfied.

There are no notable differences between Urban and Rural residents and between socio-economic groups, in terms of those residents not very satisfied with the current refuse disposal and landfill management standards.

54

Satisfaction With Current Refuse Disposal/Landfill Management Standards

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall**					
Total District 2017 [†]	23	45	68	20	13
2016	26	39	65	18	17
2015	32	43	75	15	10
2014	30	37	67	28	5
2013	32	42	74	22	4
2012	22	52	74	18	8
2011	27	42	69	24	7
2010 [†]	21	43	64	30	7
2009	18	48	66	31	3
2008	18	31	49	48	3
2007	14	33	47	49	4
2006	13	34	47	43	10
2005	25	31	56	36	8
2004	25	33	58	34	8
2003	20	29	49	42	9
2002	21	24	45	46	9
2001	12	37	49	37	14
2000	42	31	73	17	10
Used a Landfill in District [†]	25	46	71	21	7
Receive a Regular Rubbish Collection	29	43	72	21	7
Comparison*					
Peer Group Average (Rural)	30	33	63	13	24
National Average	31	33	64	17	19
Area					
Urban	27	44	71	22	7
Rural [†]	18	47	65	17	19

% read across

* Peer Group and National Average readings are based on the ratings for refuse disposal **only**

** readings prior to 2017 refer to refuse disposal and landfill management

† does not add to 100% due to rounding

The main reasons residents are not very satisfied with the current refuse disposal and landfill management standards are ...

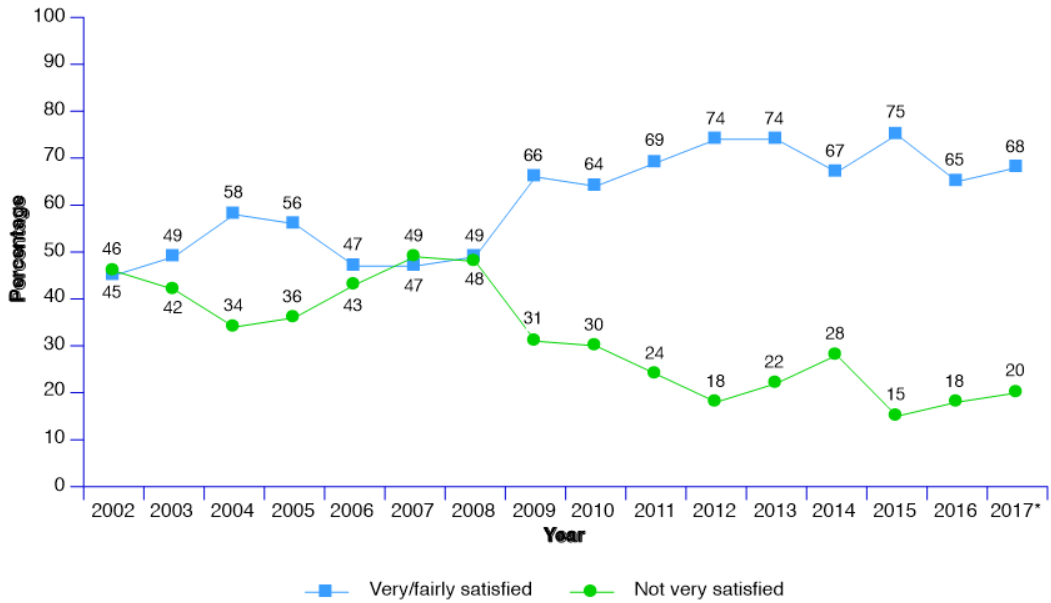
- recycling service,
- cost/too expensive/rates should cover/encourages fly-tipping,
- limited opening hours/not convenient.

Summary Table: Main Reasons* For Being Not Very Satisfied With Current Refuse Disposal/Landfill Management Standards

	Total District 2017 %	Area	
		Urban %	Rural %
Percent Who Mention ...			
Recycling service	5	6	4
Cost/too expensive/rates should cover/encourages fly-tipping	5	2	8
Limited opening hours/not convenient	4	6	12

* multiple responses allowed

Current Refuse Disposal/Landfill Management Standards

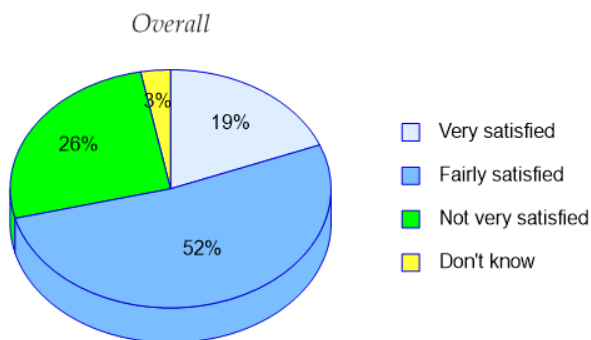


* readings prior to 2017 refer to refuse disposal and landfill management

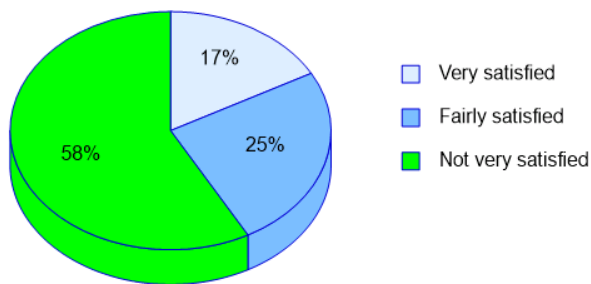
Recommended Satisfaction Measures For Reporting Purposes:	
Total District	= 68%
Users of Landfill	= 71%
Receivers of Rubbish Collection	= 72%

57

iv. Control Of Dogs



Contacted Council In Last 12 Months



Base = 46

71% of residents are satisfied with the control of dogs, while 26% are not very satisfied (21% in 2016) and 3% are unable to comment (8% in 2016).

The percent not very satisfied is on par with the Peer Group and National Averages.

22% of residents have contacted Council about the control of dogs in the last 12 months. Of these, 42% are satisfied (64% in 2016) and 58% are not very satisfied (37% in 2016).

Residents more likely to be not very satisfied with the control of dogs are ...

- Urban residents,
- men.

Satisfaction With Control Of Dogs

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District					
2017	19	52	71	26	3
2016	26	45	71	21	8
2015	16	47	63	29	8
2014	24	47	71	24	5
2013	24	41	65	31	4
2012	15	41	56	36	8
2011 [†]	25	41	66	30	3
2010 [†]	20	36	56	42	3
2009	16	46	62	33	5
2008	16	40	56	36	8
2007*	9	42	51	44	5
2006	13	45	58	38	4
2005	22	38	60	34	6
2004	19	43	62	30	8
2003	13	48	61	35	4
2002	16	43	59	38	3
2001	13	41	54	36	10
2000	22	39	61	37	2
Contacted Council	17	25	42	58	-
Comparison					
Peer Group Average (Rural)	30	40	70	20	10
National Average	32	41	73	19	8
Area					
Urban [†]	22	43	65	33	1
Rural	17	60	77	18	5
Gender					
Male	15	51	66	34	-
Female	23	53	76	19	5

% read across

* readings prior to 2007 are based on satisfaction with dog **and** livestock control

[†] does not add to 100% due to rounding

59

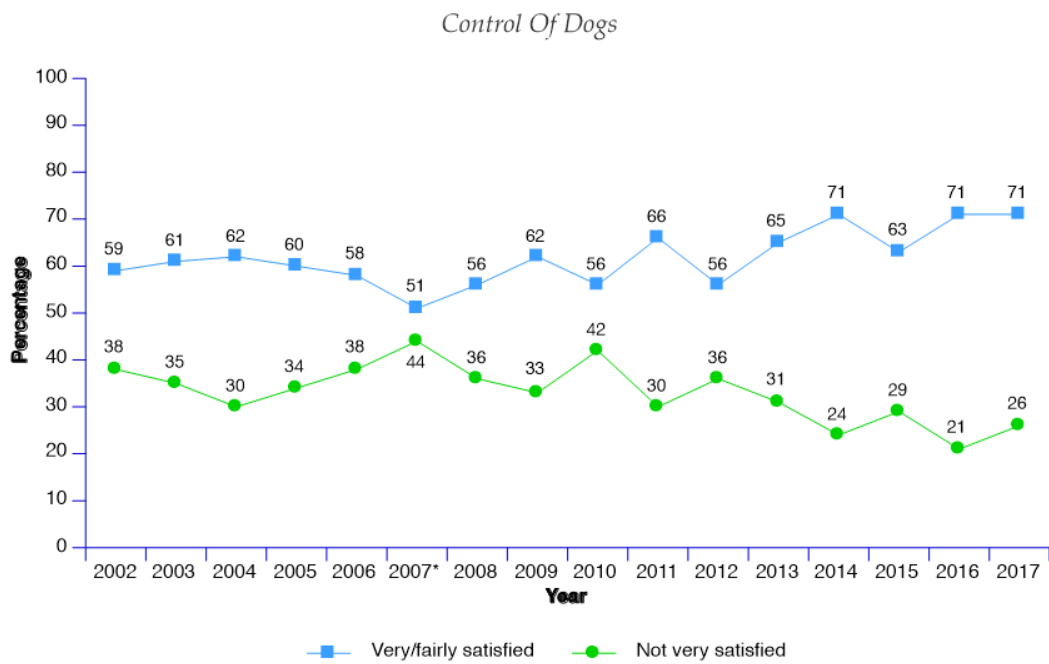
The main reasons residents are not very satisfied with the District's control of dogs are ...

- too many roaming dogs,
- dangerous dogs / danger to people and other animals / feel unsafe,
- owners are not responsible.

Summary Table:
Main Reasons* For Being Not Very Satisfied With The Control Of Dogs

	Total District 2017 %	Area	
		Urban %	Rural %
Percent Who Mention ...			
Too many roaming dogs	19	25	13
Dangerous dogs / danger to people and other animals / feel unsafe	5	6	4
Owners are not responsible	4	5	3

* multiple responses allowed

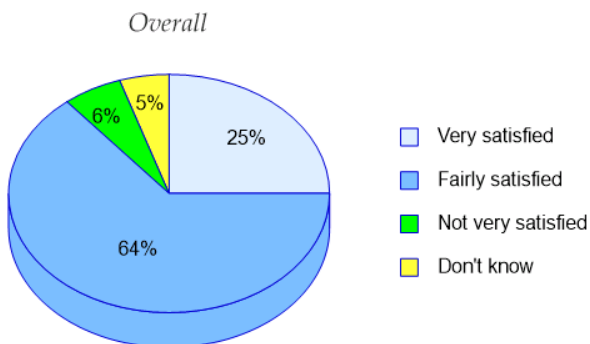


* readings prior to 2007 are based on satisfaction with dog **and** livestock control

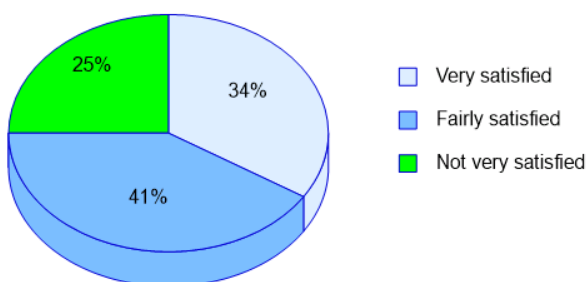
Recommended Satisfaction Measures For Reporting Purposes:
 Total District = 71%
 Contacted Council = 42%

61

v. Control Of Livestock



Contacted Council In Last 12 Months



Base = 22*
* caution: small base

89% of residents are satisfied with the control of livestock (79% in 2016), including 25% who are very satisfied (32% in 2016), while 6% are not very satisfied (13% in 2016). 5% are unable to comment.

11% of households have contacted Council about control of livestock in the last 12 months. Of these, 75% are satisfied and 25% are not very satisfied (caution is required as the base is small, N=22).

There are no notable differences between Urban and Rural residents and between socio-economic groups, in terms of those residents not very satisfied with the control of livestock.

Satisfaction With Control Of Livestock

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2017	25	64	89	6	5
2016	32	47	79	13	8
2015	35	48	83	8	9
2014	34	45	79	10	11
2013 [†]	26	57	83	7	9
2012 [†]	20	64	84	10	7
2011 [†]	32	51	83	11	7
2010	29	49	78	12	10
2009	24	55	79	13	8
2008	18	51	69	20	11
2007	16	59	75	15	10
Contacted Council ^{***}	34	41	75	25	-
Area					
Urban	28	61	89	2	9
Rural	23	66	89	10	1

% read across

* not asked separately prior to 2007

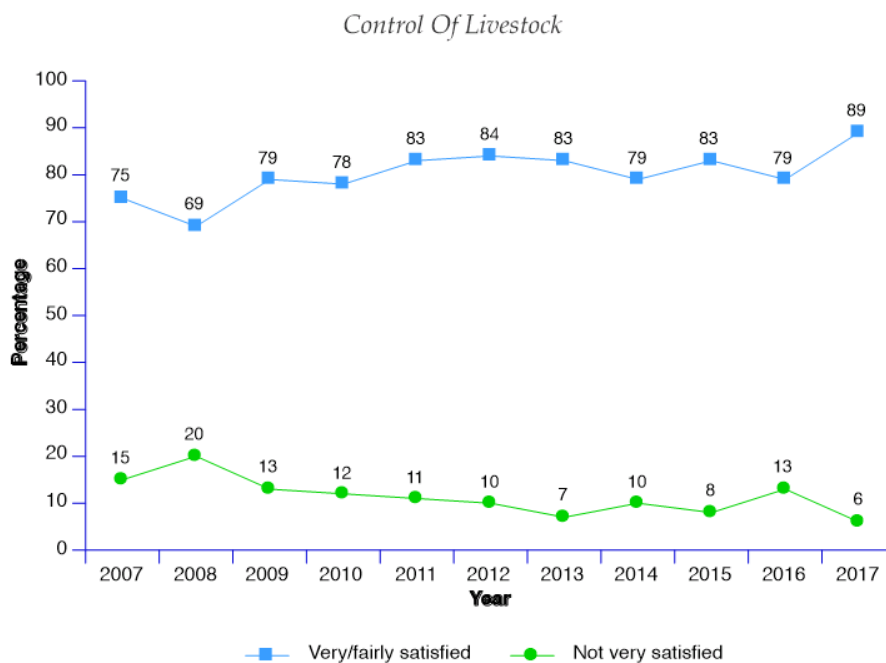
** caution: small base

[†] does not add to 100% due to rounding

The main reasons* residents are not very satisfied with the control of livestock are ...

- stock on the roads/ roaming, mentioned by 3% of all residents,
- should be owners responsibility, 1%,
- goats on the roads/ roaming, 1%,
- horses on the road, 1%.

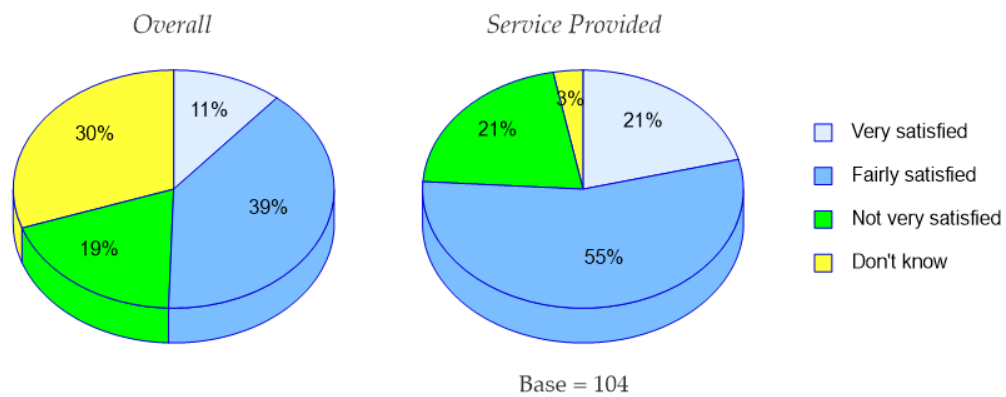
* multiple responses allowed



Recommended Satisfaction Measures For Reporting Purposes:
 Total District = 89%
 Contacted Council* = 75%

* caution: small base

vi. Functioning Of District's Existing Stormwater Pipes



50% of residents are satisfied with the functioning of the District's existing stormwater pipes, while 19% are not very satisfied and 30% are unable to comment.

The percent not very satisfied is similar to the Peer Group Average and on par with the National Average readings for **stormwater services in general**.

49% of residents are provided with stormwater drainage and, of these, 76% are satisfied and 21% are not very satisfied.

Residents more likely to be not very satisfied with the functioning of the District's existing stormwater pipes are ...

- men,
- residents with an annual household income of more than \$50,000.

Satisfaction With The Functioning Of The District's Existing Stormwater Pipes

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2017 [†]	11	39	50	19	30
2016	10	46	56	26	18
2015	21	40	61	24	15
2014	14	39	53	31	16
2013	17	46	63	22	15
2012	11	47	58	25	17
2011	13	41	54	28	18
2010 [†]	16	39	55	38	8
2009	8	49	57	35	8
2008	9	33	42	42	16
2007	12	44	56	29	15
2006	13	33	46	33	21
Service Provided	21	55	76	21	3
Comparison**					
Peer Group Average (Rural)	20	35	55	17	28
National Average	36	39	75	14	11
Area					
Urban	20	54	74	20	6
Rural	3	25	28	18	54
Gender					
Male	11	30	41	26	33
Female	12	48	60	13	27
Household Income					
Less than \$30,000 pa [†]	9	57	66	11	22
\$30,000-\$50,000 pa	18	39	57	12	31
More than \$50,000 pa [†]	9	29	38	27	36

% read across

* not asked prior to 2006. Readings prior to 2017 refer to stormwater drainage

** Peer Group and National Averages refer to stormwater services in general

[†] does not add to 100% due to rounding

66

The main reasons residents who are not very satisfied with the functioning of the District's existing stormwater pipes are ...

- inadequate system/overflows/need improving,
- flooding/surface flooding,
- drains get blocked/need clearing/cleaning out/maintenance.

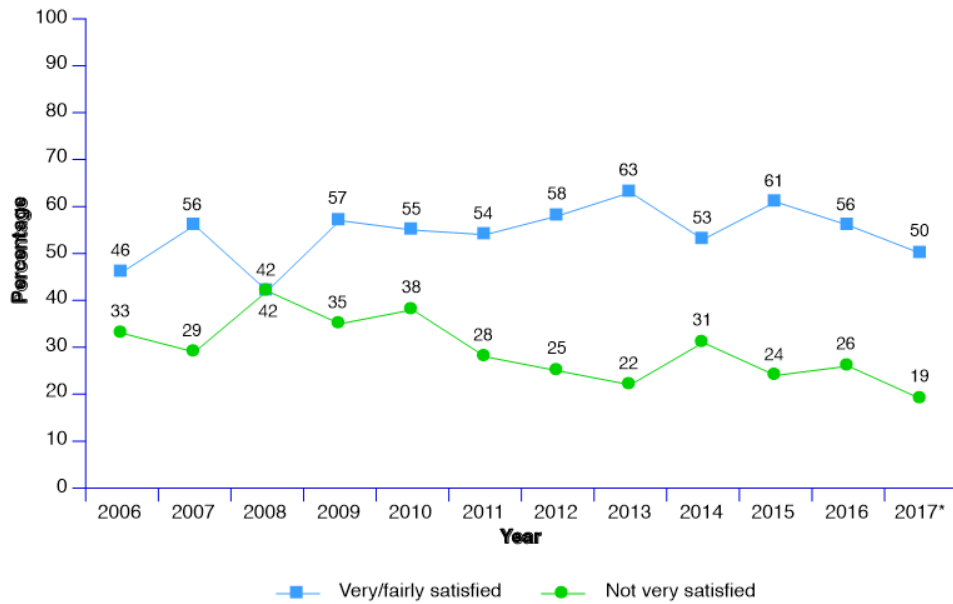
Summary Table: Main Reasons* For Being Not Very Satisfied With The Functioning Of The District's Existing Stormwater Pipes

	Total District 2017 %	Area	
		Urban %	Rural %
Percent Who Mention ...			
Inadequate system/overflows/need improving	9	6	11
Flooding/surface flooding	7	7	7
Drains get blocked/need clearing/cleaning out/maintenance	6	9	3

* multiple responses allowed

NB: no other reason is mentioned by more than 3% of all residents

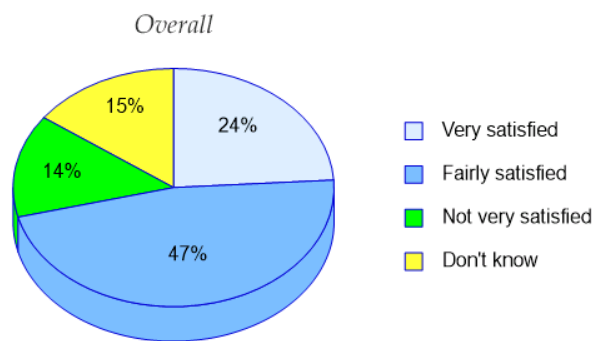
Functioning Of The District's Existing Stormwater Pipes



* readings prior to 2017 refer to stormwater drainage

Recommended Satisfaction Measures For Reporting Purposes:
 Total District = 50%
 Receivers of Stormwater Drainage = 76%

68

vii. Civil Defence, ie, emergency management

71% of residents are satisfied with Civil Defence (77% in 2016), while 14% are not very satisfied and 14% are unable to comment.

The percent not very satisfied is on par with the Peer Group and National Averages and 9% above the 2016 reading.

There are no notable differences between Urban and Rural residents and between socio-economic groups, in terms of those residents not very satisfied with Civil Defence.

Satisfaction With Civil Defence

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2017 [†]	24	47	71	14	14
2016	33	44	77	5	18
2015	38	32	70	8	22
2014	29	38	67	5	28
2013	40	35	75	4	21
2012 [†]	27	45	72	7	22
Comparison					
Peer Group Average (Rural)	34	31	65	7	28
National Average	29	31	60	7	33
Area					
Urban	21	46	67	18	15
Rural	28	48	76	10	14

% read across

* not asked prior to 2012

[†] does not add to 100% due to rounding

70

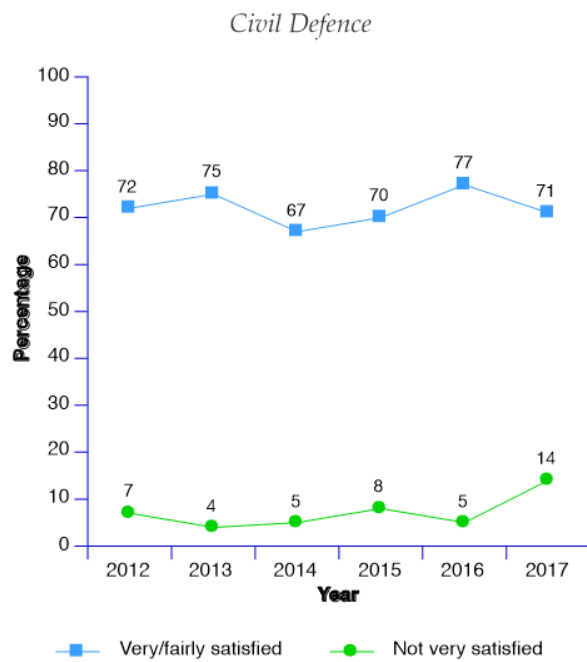
The main reasons residents who are not very satisfied with Civil Defence are ...

- need a warning system to alert citizens,
- don't know what sirens sound like/what they mean,
- nothing in place/not prepared,
- lack of information/don't hear anything/don't know what to do.

Summary Table: Main Reasons* For Being Not Very Satisfied With Civil Defence

	Total District 2017 %	Area	
		Urban %	Rural %
Percent Who Mention ...			
Need a warning system to alert citizens	6	10	2
Don't know what sirens sound like/what they mean	4	7	2
Nothing in place/ not prepared	4	3	5
Lack of information/don't hear anything/don't know what to do	3	3	3

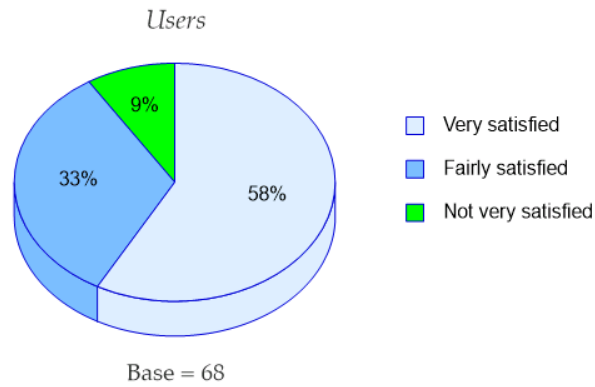
* multiple responses allowed



Recommended Satisfaction Measures For Reporting Purposes:
 Total District = 71%

72

C. USER SATISFACTION: COUNCIL OWNED COMMUNITY HALLS



31% of residents say they, or a member of their household, have used a Council owned community hall in the District, in the last year.

Of these, 91% are satisfied with the community halls, including 58% who are very satisfied. 9% are not very satisfied.

The percent not very satisfied is similar to the Peer Group and National Averages.

There are no notable differences between Urban and Rural residents and between socio-economic groups, in terms of those residents[†] who are not very satisfied with the community halls.

[†] residents whose households have used a community hall in the District, in the last year, N=68

Satisfaction With Council Owned Community Halls

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Users*					
Total District 2017	58	33	91	9	-
2016	57	39	96	3	1
2015	66	27	93	7	-
2014	49	43	92	8	-
2013	67	27	94	6	-
2012	46	49	95	5	-
2011	57	38	95	5	-
2010	61	36	97	2	1
2009	57	36	93	2	5
2005	44	47	91	3	6
2004	52	30	82	7	11
2003	49	36	85	9	6
2002	47	30	77	10	13
2001	39	40	79	15	6
2000	55	31	86	6	8
Comparison°					
Peer Group Average (Rural)	50	33	83	8	9
National Average	39	45	84	9	7
Area					
Urban	43	45	88	12	-
Rural**	79	17	96	4	-

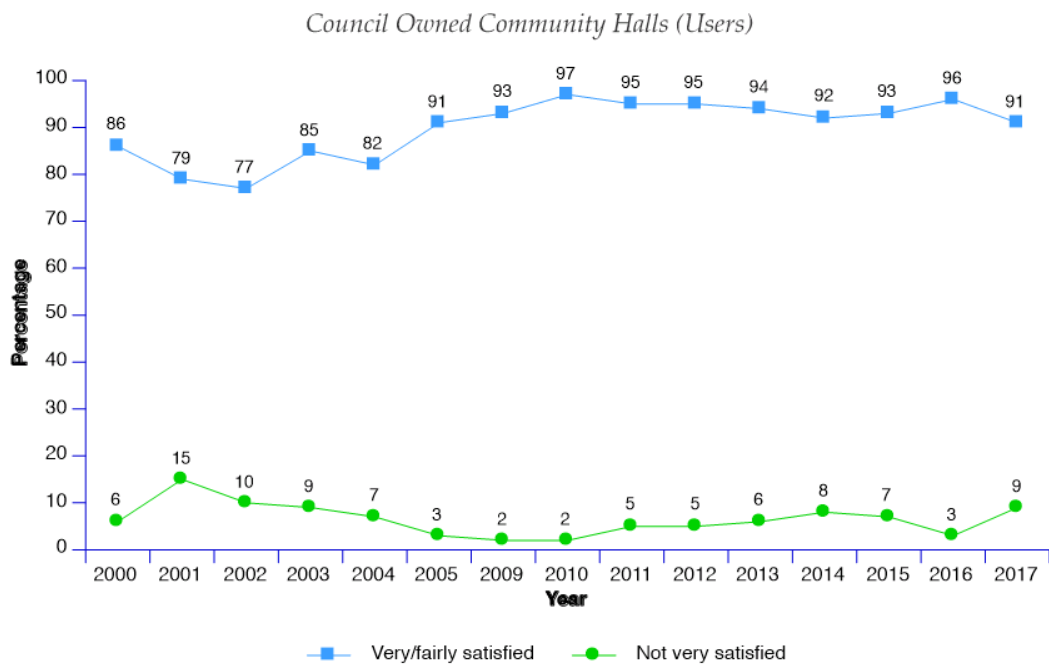
Base = 68

° read across

* not asked in 2006-2008. 2000-2005 readings refer to satisfaction with community halls in Wairoa / Tuai

** caution: small base

° Peer Group and National Average relate to **user/visitor** satisfied with public halls



* readings from 2000-2005 refer to satisfaction with community halls in Wairoa / Tuai

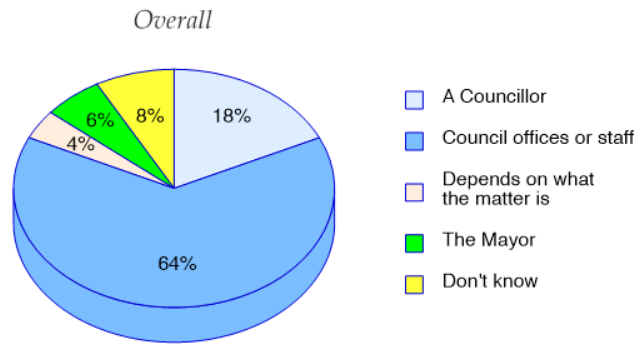
Recommended Satisfaction Measures For Reporting Purposes:
Users = 91%



2. CONTACT WITH COUNCIL

76

A. WHO THEY APPROACH FIRST IF THEY HAVE A MATTER TO RAISE WITH COUNCIL



**Summary Table:
Who They Approach First If They Have A Matter To Raise With Council**

	Total District 2017 %	Total District 2016 %	Total District 2015 %	Total District 2014 %	Area	
					Urban %	Rural %
Percent Who Mention ...						
The Council offices or staff	64	75	72	60	65	63
A Councillor	18	13	18	36	15	21
Depends on what the matter is	4	2	2	2	3	4
The Mayor	6	7	5	1	3	9
Don't know	8	4	3	1	14	3
Total	100	*101	100	100	100	100

† does not add to 100% due to rounding

64% of residents would contact Council offices or staff first if they have a matter to raise with Council (75% in 2016), followed by a Councillor, 18% (13% in 2016).

Residents with an annual household income of less than \$30,000, are more likely to have contacted Council staff or offices, than other income groups.

Residents who say 'it depends on what the matter is', were asked to give examples of what they would contact a Councillor, the offices, or a Community Board member for ...

Contact A Councillor

- "If it was a matter of principle would go to a Councillor."*
- "Anything where my opinion differs from theirs."*
- "About tarsealing of our roads, Lucknow Street."*
- "When I am on Council business, eg, the clean drinking water problem over summer."*
- "Depends on the issue, covers either personal or community problems."*
- "If it was something to do with rate rises."*
- "If I wanted to ask about celebrating the Anzac festival or something like that. I would ask what the Councillor was doing about the celebrations and I would ask a Councillor that I know feels strongly."*
- "If serious go straight to the Mayor."*
- "Would probably contact the Mayor if I had an issue."*
- "I had an incident on a footpath and went straight to the Mayor and told him what happened. I am in contact with the Councillors quite often in the community."*
- "If I wanted support for an idea."*
- "Know them all."*
- "I would talk to Craig directly."*
- "If we needed help with conservation issues and funding where Councillors might be able to target conservation around the Awa and waterways."*

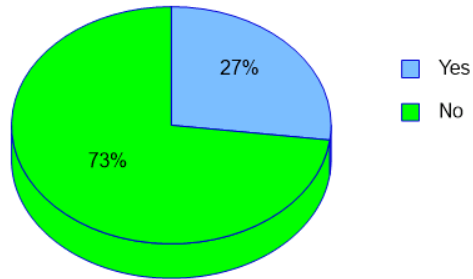
Contact The Offices

- "Party at night, loud noise."*
- "Rates enquiry and building consent."*
- "A dog problem, dogs worrying or something like that."*
- "Rates billing, building permits."*
- "About rubbish on the road."*
- "When I need some local help, enquiry about rates."*
- "Illegal dumping."*
- "For control of dogs or livestock, questions or complaints."*
- "A technical issue like Resource Management Act."*
- "Footpath issue."*

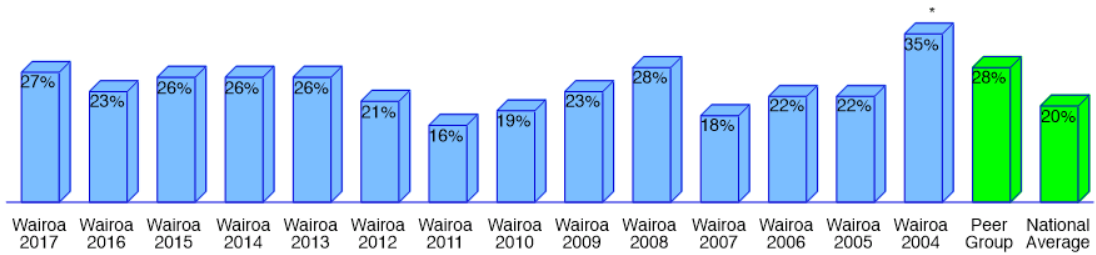
79

B. HAVE RESIDENTS CONTACTED A COUNCILLOR OR THE MAYOR IN THE LAST 12 MONTHS?

Overall

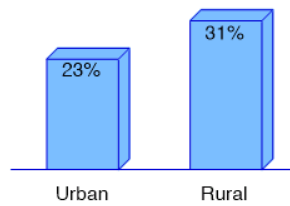


Percent Saying 'Yes' - Comparison

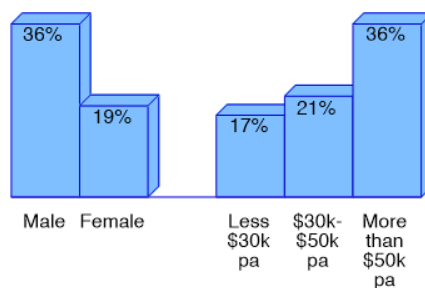


* prior to 2003, percentages relate to those who have spoken to a Councillor or the Mayor

Percent Saying 'Yes' - By Area



Percent Saying 'Yes' - Comparing Different Types Of Residents



27% of Wairoa District residents have contacted a Councillor or the Mayor in the last 12 months (23% in 2016).

This is similar to the Peer Group Average and on par with the National Average.

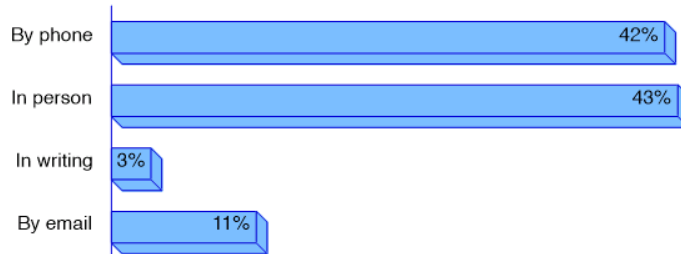
Residents more likely to have contacted a Councillor or the Mayor, in the last 12 months are ...

- men,
- residents with an annual household income of more than \$50,000.

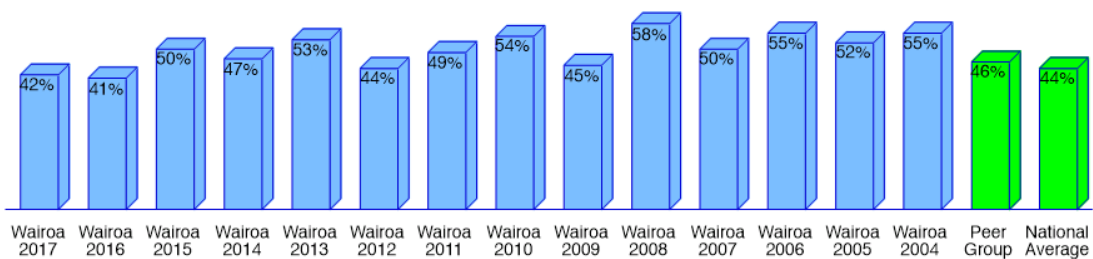
81

C. LEVELS OF CONTACT

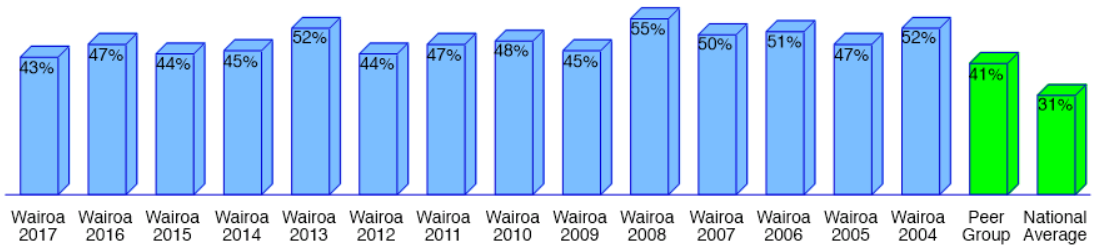
2017 - Yes, Have Contacted ...



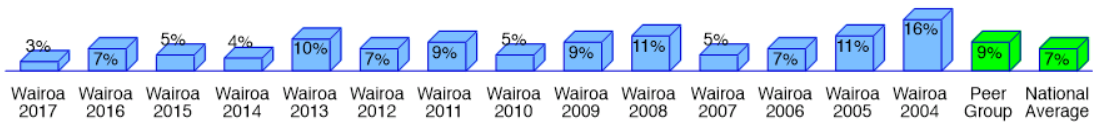
Percent Saying 'Yes - By Phone' - Comparison



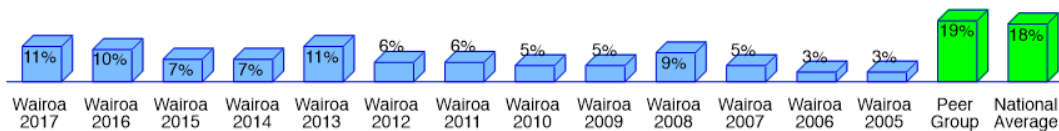
Percent Saying 'Yes - In Person' - Comparison



Percent Saying 'Yes - In Writing' - Comparison



Percent Saying 'Yes - By Email' - Comparison



42% of residents have contacted Council offices by phone in the last year, while 43% visited a Council office in person (47% in 2016), 3% contacted Council in writing (7% in 2016) and 11% by email.

Residents are on par with Peer Group residents and similar to residents nationwide in saying they contacted Council by phone.

Residents are more likely than residents nationwide, and similar to Peer Group residents, to say they contacted Council in person.

Residents are on par with Peer Group residents and residents nationwide in terms of contacting Council in writing.

And residents are slightly below Peer Group residents and on par with residents nationwide in terms of contacting Council by email.

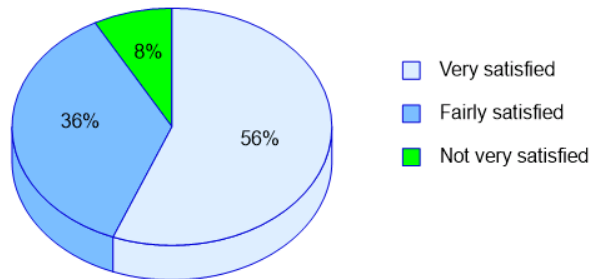
Residents with an annual household income of \$30,000 to \$50,000 are more likely to have contacted Council by **phone**, than other income groups.

There are no notable differences between Urban and Rural residents and between socio-economic groups, in terms of those residents who have contacted Council in **person**.

There are no notable differences between Urban and Rural residents and between socio-economic groups, in terms of those residents who have contacted Council in **writing**.

Rural residents are more likely to contact Council by **email**, than Urban residents.

83

D. SATISFACTION WHEN CONTACTING THE COUNCIL OFFICES BY PHONE

Base = 93
Margin of error $\pm 10.2\%$

92% of residents contacting the Council Offices by phone in the last 12 months are satisfied, including 56% who are very satisfied, while 8% are not very satisfied. These readings are similar to the 2016 results.

The percent not very satisfied is on par with the Peer Group and National Averages.

There are no notable differences between Urban and Rural residents[†] and between socio-economic groups, in terms of those residents[†] who are not very satisfied.

[†] those contacting Council by phone (N=93)

Satisfaction With Contacting Council Office By Phone

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Contacted Council By Phone					
2017	56	36	92	8	-
2016	58	36	94	5	1
2015	45	39	84	16	-
2014	32	58	90	10	-
2013	48	42	90	10	-
2012 [†]	47	45	92	8	1
2011	44	39	83	17	-
2010	54	32	86	13	1
2009	53	38	91	9	-
2008	39	45	84	16	-
2007	39	49	88	12	-
2006	25	49	74	25	1
2005	43	43	86	14	-
2004	41	44	85	15	-
2003	40	33	73	26	1
2002	47	36	83	14	3
2001	41	34	75	25	-
2000	57	33	90	10	-
Comparison					
Peer Group Average (Rural)	51	35	86	14	-
National Average	47	35	82	15	3
Area					
Urban	55	37	92	8	-
Rural	57	35	92	8	-

Base = 93

% read across

[†] does not add to 100% due to rounding

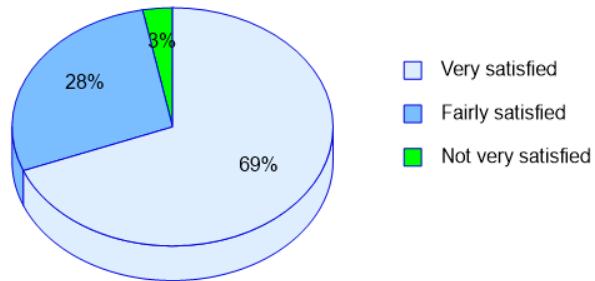
The reasons* residents contacting Council Offices by phone are not very satisfied are ...

- lack of action/no follow-up, mentioned by 3% of residents contacting Council by phone,
- others, 5%.

* multiple responses allowed

86

E. SATISFACTION WHEN VISITING THE COUNCIL OFFICES IN PERSON



Base = 87
Margin of error ±10.5%

97% of residents visiting a Council office in person in the last 12 months are satisfied (91% in 2016), including 69% who are very satisfied (53% in 2016). 3% are not very satisfied (9% in 2016).

The percent not very satisfied is similar to the Peer Group Average and on par with the National Average.

There are no notable differences between Urban and Rural residents[†] and between socio-economic groups, in terms of those residents[†] who are not very satisfied.

[†] those contacting Council in person (N=87)

Satisfaction When Visiting The Council Office In Person

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Contacted Council In Person					
2017	69	28	97	3	-
2016	53	38	91	9	-
2015	50	29	79	21	-
2014	49	39	88	12	-
2013	63	29	92	8	-
2012	51	40	91	8	1
2011	60	32	92	8	-
2010	72	25	97	3	-
2009	56	36	92	8	-
2008	54	34	88	12	-
2007	50	43	93	7	-
2006	43	50	93	7	-
2005	59	32	91	9	-
2004	63	24	87	13	-
2003	53	38	91	9	-
2002	53	35	88	12	-
2001	48	39	87	13	-
2000	69	25	94	6	-
Comparison					
Peer Group Average (Rural)	65	32	97	3	-
National Average	58	31	89	10	1
Area					
Urban [†]	67	32	98	2	-
Rural	71	25	96	4	-

Base = 87

% read across

[†] does not add to 100% due to rounding

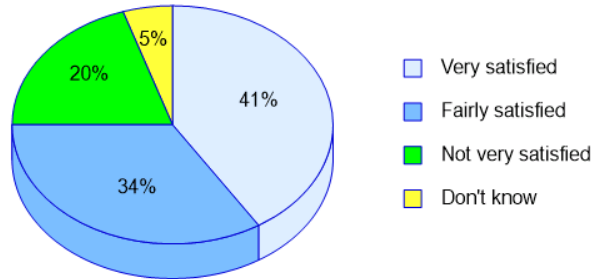
The reasons* residents visiting the Council offices in person are not very satisfied are ...

- staff hard to get hold of/unavailable, mentioned by 1% of residents visiting the Council in person,
- others, 1%.

* multiple responses allowed

89

F. SATISFACTION WHEN CONTACTING THE COUNCIL OFFICES IN WRITING



Base = 11*
 * caution: small base
 Margin of error ≈29.5%

75% of residents contacting the Council offices in writing in the last 12 months are satisfied, while 20% are not very satisfied. Caution is required as the base is small, N=11.

No comparisons have been made with the Peer Group and National Averages, as the base is small (N=11). Also, as the bases for Urban and Rural residents, and all socio-economic groups are small, no comparisons have been made.

Satisfaction When Contacting The Council Office In Writing

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Contacted Council In Writing					
2017	41	34	75	20	5
2016	42	17	59	41	-
2015	37	17	54	46	-
2014	16	60	76	24	-
2013	32	36	68	32	-
2012 [†]	33	52	85	16	-
2011	53	18	71	29	-
2010 [†]	55	30	85	6	10
2009	30	21	51	9	40
2008	39	32	71	29	-
2007	30	36	66	34	-
2006	29	48	77	19	4
2005	31	33	64	33	3
2004	26	27	53	39	8
2003	22	46	68	32	-
2002	35	36	71	29	-
2001	18	37	55	40	5
2000	53	17	70	29	1
Comparison					
Peer Group Average (Rural)	53	27	80	18	2
National Average	30	30	60	38	2

Base = 11*

* read across

* caution: small base

† does not add to 100% due to rounding

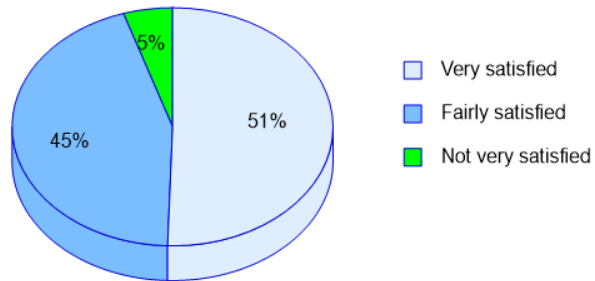
The reasons* residents contacting Council Offices in writing are not very satisfied are ...

*"My written responses were disregarded and my respect, in my opinion."**"Not made to feel welcome to be heard."**"The Mayor does not respond to e-mails so I try writing but they still don't respond."*

* multiple responses allowed

91

G. SATISFACTION WHEN CONTACTING THE COUNCIL OFFICE BY EMAIL



Base = 19**
 ** caution: small base
 Margin of error ±22.5%

96% of residents contacting the Council offices by email in the last 12 months are satisfied, while 5% are not very satisfied. Caution recommended as the base is small (N=19).

As the overall base is small and the bases for Urban and Rural residents and all socio-economic groups are very small, no comparisons have been made.

Satisfaction When Contacting The Council Office By Email

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Contacted Council By Email					
2017 [†]	51	45	96	5	-
2016	77	3	80	10	10
2015	41	46	87	13	-
2014	37	49	86	14	-
2013	57	43	100	-	-
2012	84	12	96	4	-
2011	45	50	95	5	-
Comparison					
Peer Group Average (Rural)	48	36	84	15	1
National Average [†]	39	31	70	26	5

Base = 19*

% read across

* caution: small base

[†] does not add to 100% due to rounding

The reason[†] residents contacting Council Offices by email are not very satisfied is ...

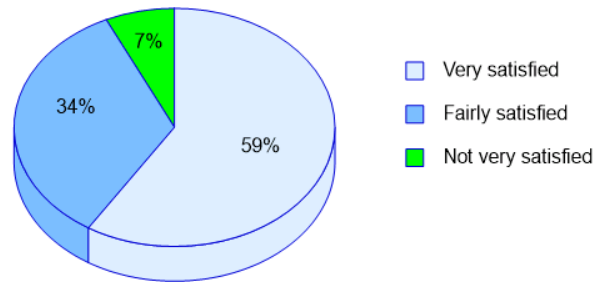
"Not very satisfied because I didn't get a reply."

[†] multiple responses allowed

93

H. SATISFACTION WITH THE OVERALL SERVICE RECEIVED WHEN CONTACTED COUNCIL

Contacted A Council Office In The Last 12 Months



Base = 125

Of the 60% of residents who have contacted the Council offices by phone, in person, in writing and/or by email in the last 12 months, 93% are satisfied with the service they received, including 59% who are very satisfied. 7% are not very satisfied. These readings are similar to the 2016 results.

The percent not very satisfied is similar to the Peer Group Average and on par with the National Average.

There are no notable differences between Urban and Rural residents[†] and between socio-economic groups in terms of those residents[†] not very satisfied with the overall service they received.

[†] those contacting the Council offices in the last 12 months, N=125

Satisfaction With Overall Service Received When Contacted Council

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Contacted Council					
2017	59	34	93	7	-
2016	57	36	93	7	-
2015	53	32	85	15	-
2014	41	46	87	13	-
2013	50	45	95	5	-
2012 [†]	40	51	91	8	-
2011	45	40	85	14	1
2010	52	38	90	10	-
2009	47	47	94	6	-
2008	38	53	91	9	-
2007	34	55	89	11	-
2006	24	57	81	19	-
2005	44	43	87	13	-
2004	44	46	90	10	-
2003	39	49	88	12	-
2002	37	52	89	11	-
2001	42	47	89	10	1
2000	51	40	91	9	-
Comparison					
Peer Group Average (Rural)	46	45	91	8	1
National Average	46	39	85	14	1
Area					
Urban [†]	66	28	94	7	-
Rural	51	42	93	7	-

Base = 125

% read across

[†] does not add to 100% due to rounding

Recommended Satisfaction Measures For Reporting Purposes:

Contacted Council In Last 12 Months	=	93%
Contacted Council By Phone	=	92%
Contacted Council In Person	=	97%
Contacted Council In Writing**	=	75%
Contacted Council By Email**	=	96%

** caution: small bases



3. REPRESENTATION

The success of democracy of the Wairoa District depends on the Council both influencing and encouraging the opinions of its citizens and representing these views and opinions in its decision making. Council wishes to understand the perceptions that its residents have on how easy or how difficult it is to have their views heard. It is understood that people's perceptions can be based either on personal experience or on hearsay.

A. AWARENESS OF THEIR COUNCILLORS

To be able to put a viewpoint to a Councillor, a citizen must first know who their Councillors are.

Number Of Councillors Correctly Identified	2017 %	2016 %	2015 %	2014 %	2013 %	2012 %
Five or more	15	14	31	27	31	18
Four	11	12	9	18	9	11
Three	21	18	11	18	15	18
Two	21	17	16	12	18	21
One	17	23	19	9	16	10
No names correctly identified	14	16	14	16	11	22
Total %	+99	100	100	100	100	100
Base	200	200	202	200	200	203

+ does not add to 100% due to rounding

86% of residents can name at least one Councillor in 2017, with 15% able to name five or more Councillors. These readings are similar to the 2016 results..

On average, Wairoa District residents who are able to name a Councillor, can name three Councillors (two in 2016).

97

B. ACCESSIBILITY OF COUNCILLORS**Summary Table: Accessibility Of Councillors**

		Would know how to make contact and do so %	Wouldn't know how to - would let matter drop %	Don't know %
Overall				
Total District	2017	81	16	3
	2016	81	17	2
	2015	81	17	2
	2014	76	19	5
	2013	87	13	-
	2012	78	21	1
	2011	80	19	1
	2010	83	16	1
	2009	84	15	1
	2008	83	15	2
	2007	75	24	1
	2006	78	21	1
	2005	78	22	-
	2004	90	10	-
	2003	84	16	-
	2002	81	19	-
	2001	77	22	1
	2000	82	18	-
Area				
Urban		76	20	4
Rural		86	13	1
Gender				
Male		76	19	5
Female		86	14	-

% read across

† does not add to 100% due to rounding

Overall, 81% of residents feel they know how to contact a Councillor and would go ahead and do so if the situation arose where they wanted to put a viewpoint, problem, or issue to a Councillor. This is similar to the 2016 result.

There are no notable differences between Urban and Rural residents and between socio-economic groups, in terms of those residents who feel their Councillors are accessible.

However, it appears that residents slightly more likely to feel this way ...

- Rural residents,
- women.

99

C. COUNCILLORS' APPROACHABILITY

Summary Table: Degree Of Approachability

	Welcome comments - be comfortable approaching %	Reluctant/ resistant - have to push hard %	Somewhere between the two %	Don't know %
Overall				
Total District 2017	55	12	23	10
2016	58	7	23	12
2015	56	10	25	9
2014 [†]	68	9	16	6
2013	56	11	30	3
2012	53	11	28	8
2011	53	16	24	7
2010	55	10	27	8
2009 [†]	47	13	33	6
2008	49	13	29	9
2007	41	16	37	6
2006	41	20	33	6
2005	46	8	39	7
2004	58	12	27	3
2003	43	8	41	8
2002	50	11	29	10
2001	32	20	42	6
2000	38	20	34	8
Comparison				
Peer Group Average (Rural) [†]	47	9	30	13
National Average	38	15	35	12
Area				
Urban	58	10	18	14
Rural	52	14	28	6

continued ...

Summary Table: Degree Of Approachability (continued)

	Welcome comments - be comfortable approaching %	Reluctant/ resistant - have to push hard %	Somewhere between the two %	Don't know %
Household Income				
Less than \$30,000 pa	61	9	18	12
\$30,000-\$50,000 pa [†]	66	13	17	5
More than \$50,000 pa	46	15	31	8
Household Size				
1-2 person household	70	7	19	4
3+ person household	42	16	27	15

% read across

[†] does not add to 100% due to rounding

In terms of how approachable residents feel their Councillors to be, 55% believe their elected representatives welcome questions, comments and requests, so that they would feel comfortable approaching them (58% in 2016).

12% believe their Councillors are reluctant and resistant to comments (7% in 2016), while 23% feel the answer lies somewhere between the two.

Wairoa District residents are slightly above the Peer Group residents and above residents nationwide in feeling their Councillors are approachable.

Residents more likely to feel their Councillors are approachable are ...

- residents with an annual household income of \$50,000 or less,
- residents who live in a one or two person household.

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D. PERCEIVED DEGREE OF OPEN-MINDEDNESS OF THE MAYOR AND COUNCILLORS

Summary Table: Degree Of Open-Mindedness

	Give fair and open-minded hearing %	Give defensive one-sided hearing %	Somewhere between the two %	Don't know %
Overall				
Total District 2017 [†]	39	15	39	6
2016	44	12	36	8
2015 [†]	49	11	34	7
2014 [†]	57	8	30	6
2013	37	12	45	6
2012	37	14	42	7
2011	44	12	37	7
2010	44	15	39	2
2009	35	17	42	6
2008	39	15	40	6
2007	30	27	39	4
2006	32	23	39	6
2005	32	14	49	5
2004	47	10	36	7
2003	31	14	47	8
2002	32	11	51	6
2001	27	28	37	8
2000	28	19	48	5
Comparison				
Peer Group Average (Rural)	36	14	40	10
National Average	32	19	39	10
Area				
Urban [†]	37	15	43	6
Rural	41	16	36	7
Household Size				
1-2 person household [†]	47	14	36	4
3+ person household	33	17	42	8

% read across

[†] does not add to 100% due to rounding

39% of Wairoa District residents feel that the Mayor and Councillors give a fair and open-minded hearing when dealing with local community issues (44% in 2016). 15% believe the Mayor and Councillors give a defensive and one-sided hearing, whilst 39% feel the answer is somewhere between the two (36% in 2016).

Wairoa District residents are similar to the Peer Group Average and on par with the National Average in terms of their impressions of the Mayor and Councillors' open-mindedness.

Residents who live in a one or two person household are more likely to feel the Mayor and Councillors are fair and open-minded, than those who live in a three or more person household.

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E. EXPECTED DEGREE OF CONSULTATION

Summary Table: Expected Degree Of Consultation

	Get on with job, keep informed %	Consult on major issues %	Consult on most issues %	No opinion %
Overall				
Total District 2017	33	44	20	3
2016	36	43	21	-
2015	28	50	21	1
2014 [†]	39	43	19	-
2013 [†]	26	45	29	1
2012	20	56	24	-
2011	28	48	23	1
2010	22	53	24	1
2009	26	47	27	-
2008	19	45	35	1
2007	15	43	40	2
2006	24	38	36	2
2005	17	44	38	1
2004	18	56	25	1
2003	23	45	29	3
2002	20	53	27	-
2001	10	49	40	1
2000	19	41	38	2
Comparison				
Peer Group Average (Rural)	16	60	22	2
National Average	16	61	22	1
Area				
Urban [†]	46	35	20	-
Rural	21	53	20	6

continued ...

Summary Table: Expected Degree Of Consultation (continued)

	Get on with job, keep informed %	Consult on major issues %	Consult on most issues %	No opinion %
Household Income				
Less than \$30,000 pa	40	45	14	1
\$30,000-\$50,000 pa	43	16	39	2
More than \$50,000 pa [†]	20	60	16	5
NZ Ethnicity				
NZ European	25	57	13	5
NZ Māori	39	33	27	1

% read across

[†] does not add to 100% due to rounding

When asked how much consultation they would like Council to have with its citizens, 33% opt for leaving the Mayor and Councillors to get on with the job they were elected for, while keeping the public informed. 44% of residents would like to see consultation with people on major issues only, otherwise getting on with the job they were elected to do. 20% of residents wanted consultation on most issues. These readings are similar to the 2016 results.

Wairoa District residents are below Peer Group residents and residents nationwide, in terms of wanting consultation on major issues.

Residents more likely to want **consultation on major issues** are ...

- Rural residents,
- residents with an annual household income of more than \$50,000,
- NZ European residents.

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Those residents who expressed a desire for consultation on major issues, 44% overall, were asked what they considered to be major issues. Main issues* arising were ...

- sewerage issues, mentioned by 11% of all residents,
- expenditure / major spending / overspending, 7%,
- rates issues / increases / spending of rates, 7%,
- water supply issues, 6%,
- roading / footpath issues, 5%.

Other major issues* mentioned by 4% of residents are ...

- major projects / anything major that would affect people,

2% are ...

- rubbish / recycling issues,
- attracting business / employment issues,

1% are ...

- stormwater / drainage issues,
- Rocket Lab,
- environmental issues.

* multiple responses allowed

Summary Table: Main Issues* Residents Would Like To Be Consulted On

	Total District 2017 %	Area	
		Urban %	Rural %
Percent Who Mention ...			
Sewerage issues	11	10	12
Expenditure / major spending / overspending	7	5	9
Rates issues / increases / spending of rates	7	4	10
Water supply issues	6	5	6
Roading / footpath issues	5	1	10

* multiple responses allowed

F. MEANS OF CONSULTATION

Summary Table: Means Of Consultation Suggested*

	Those Who Want Consultation On Most/Major Issues 2017 %	Those Who Want Consultation On Most/Major Issues 2016 %	Those Who Want Consultation On Most/Major Issues 2015 %	Area 2017	
				Urban %	Rural %
Percent Who Mention ...					
Newspapers/ newspaper articles	57	57	56	58	57
Public meetings/huis	42	40	43	38	46
Internet/website pages	21	14	6	20	21
Newsletters	13	12	16	14	13
Surveys	10	2	3	4	14
Pamphlets/brochures/flyers	9	12	18	11	7
Personal contact/personal visit	6	12	10	9	4
Letters	5	15	5	6	4
Radio	4	2	7	1	7
Submissions	3	2	2	-	6
Working parties	1	-	-	3	-
Public notices	1	3	3	2	-
Referendum/public referendum/referenda	1	-	1	1	1
Emails	-	2	-	-	-
Social Media - Facebook	-	7	-	-	-
Others	1	-	-	1	2
Don't know	1	1	5	2	-

(Base = 127)

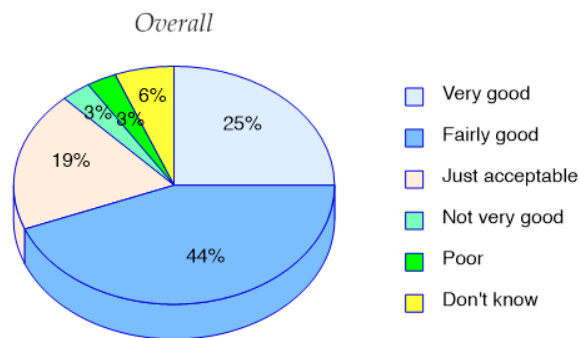
* multiple response

Those residents who wished to be consulted on most issues or major issues were asked what, in their view, would be the best ways for Council to consult with them.

As in previous years, newspapers/newspaper articles and public meetings are seen as the best means by which Council should consult with its residents.

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G. PERFORMANCE RATING OF THE MAYOR AND COUNCILLORS IN THE LAST YEAR



69% of Wairoa District residents rate the performance of the Mayor and Councillors over the past year as very or fairly good (55% in 2016), while 19% rate their performance as just acceptable (32% in 2016). 6% rate the performance of the Mayor and Councillors as not very good/poor and 6% are unable to comment.

Wairoa District residents rate the performance of the Mayor and Councillors slightly above the Peer Group Average and above the National Average, in terms of their performance being very/fairly good.

65% of those who have contacted a Councillor or the Mayor in the last year, rate the performance of the Mayor and Councillors as very or fairly good (58% in 2016).

Residents more likely to rate the performance of the Mayor and Councillors as very/fairly good are ...

- Urban residents,
- women,
- residents with an annual household income of \$50,000 or less.

Summary Table: Performance Rating Of The Mayor And Councillors In The Last Year

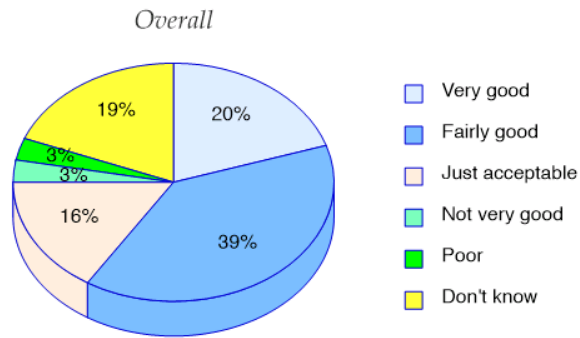
	Rated as ...			
	Very good/ Fairly good %	Just acceptable %	Not very good/Poor %	Don't know %
Overall				
Total District 2017	69	19	6	6
2016 [†]	55	32	5	9
2015 [†]	57	25	16	3
2014	67	18	4	11
2013	63	27	6	4
2012 [†]	69	21	6	5
2011	71	16	8	5
2010	61	28	9	2
2009	59	30	8	3
2008	54	31	9	6
2007	57	30	10	3
2006	46	34	15	5
2005	67	18	11	4
2004	69	21	6	4
2003	59	29	8	4
2002	61	22	9	8
2001	46	31	18	5
2000	49	26	13	12
Contacted the Mayor / a Councillor in last 12 months (N=58) [†]	65	24	11	1
Comparison				
Peer Group Average (Rural)	60	26	8	6
National Average	49	27	17	7
Area				
Urban [†]	77	16	4	4
Rural	61	23	8	8
Gender				
Male [†]	63	22	10	6
Female	75	17	2	6
Household Income				
Less than \$30,000 pa	82	12	3	3
\$30,000-\$50,000 pa	79	17	4	-
More than \$50,000 pa	62	22	8	8

% read across

[†] does not add to 100% due to rounding

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H. PERFORMANCE RATING OF THE COUNCIL STAFF IN THE LAST YEAR



59% of residents rate the performance of the Council staff as very or fairly good (66% in 2016), 16% rate their performance as just acceptable, and 6% say it is not very good or poor. 19% are unable to comment (10% in 2016).

Wairoa District Council staff's performance is similar to staff nationwide and Peer Group Councils' staff, in terms of it being rated very / fairly good.

Residents more likely to rate the performance of Council staff over the past year as very / fairly good are ...

- Urban residents,
- residents with an annual household income of \$50,000 or less, in particular those with an annual household income of less than \$30,000.

Summary Table: Performance Rating Of The Council Staff In The Last Year

	Rated as ...			
	Very good/ Fairly good %	Just acceptable %	Not very good/Poor %	Don't know %
Overall				
Total District 2017	59	16	6	19
2016	66	19	5	10
2015 [†]	55	21	11	12
2014	53	24	11	12
2013	69	20	6	5
2012 [†]	71	14	5	9
2011	70	14	9	7
2010 [†]	65	22	6	8
2009	57	27	7	9
2008	62	22	7	9
2007	57	24	12	7
2006	53	28	11	8
2005	67	15	8	10
2004	66	17	5	12
2003	66	18	5	11
2002	57	22	9	12
2001	65	14	5	16
2000	59	17	7	17
Comparison[†]				
Peer Group Average (Rural)	61	18	9	11
National Average	57	21	10	11
Area				
Urban	68	12	5	15
Rural	49	21	7	23
Household Income				
Less than \$30,000 pa	↑ 85	6	3	6
\$30,000-\$50,000 pa [†]	67	17	6	11
More than \$50,000 pa	43	22	8	27

% read across

[†] does not add to 100% due to rounding

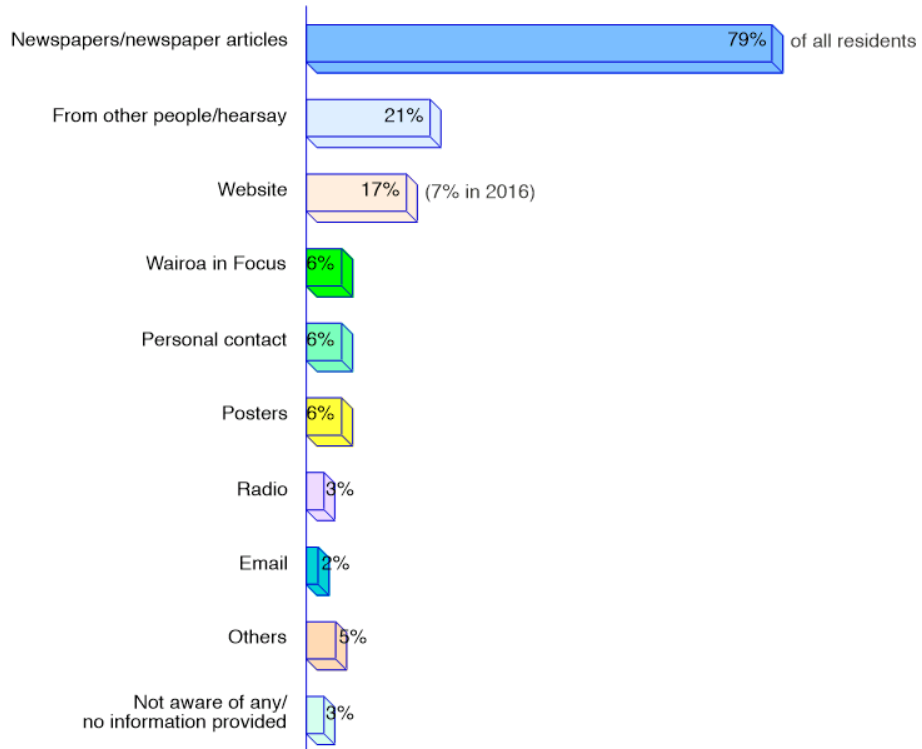


4. LOCAL ISSUES

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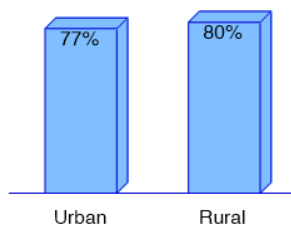
A. INFORMATION

Where*, or from whom, do you see, read or hear about Wairoa District Council news and events?

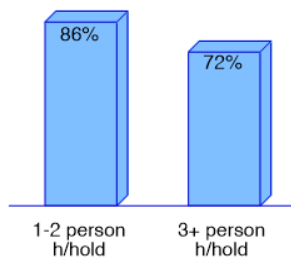


* multiple responses allowed

Percent Mentioning 'Newspapers' - By Area



Percent Mentioning 'Newspapers' - Comparing Different Types Of Residents



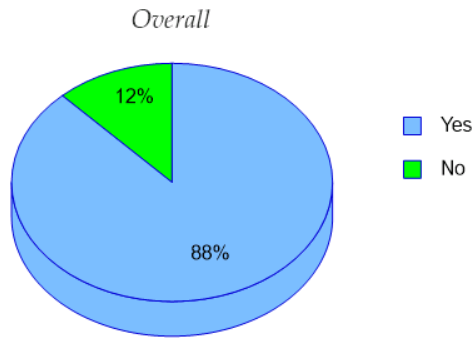
79% of residents say they see, read or hear about Wairoa District Council news and events in newspapers/newspaper articles. This is similar to the 2016 result.

Residents who live in a one or two person household are more likely to mention newspapers, than those who live in a three or more person household.

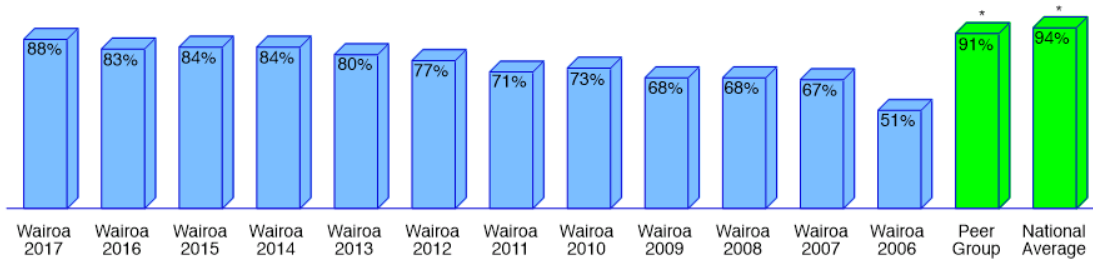
115

B. INTERNET ACCESS

i. Internet Access At Home

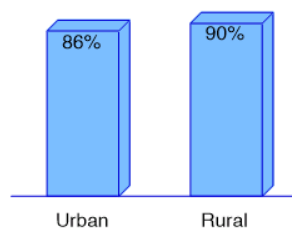


Percent Saying 'Yes' - Comparison

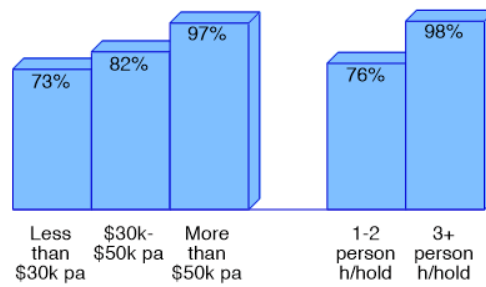


* readings prior to 2015 and Peer Group and National Averages refer to access to Internet in general

Percent Saying 'Yes' - By Area



Percent Saying 'Yes' - Comparing Different Types Of Residents



88% of Wairoa District residents say they have access to the Internet at home (83% in 2016). This is similar to the Peer Group and National Averages.

Residents more likely to say 'Yes' are ...

- residents with an annual household income of more than \$50,000,
- residents who live in a three or more person household.

ii. How Residents[†] Access Internet At Home

	Yes 2017 %	Yes 2016 %	Area	
			Urban %	Rural %
Through phone line	72	82	91	53
With cellphone	49	46	54	44
By Farmside Satellite	7	9	5	8
By microwave with Gisborne Net	22	16	3	40
Other	10	1	11	9

Base = 164

72% of residents[†] say they access the Internet at home through their phone line (82% in 2016), while 49% use their cellphone.

Residents[†] more likely to access their Internet at home **through their phone line** are ...

- Urban residents,
- residents who live in a three or more person household.

[†] residents who have Internet access at home, N=164

The other sources mentioned are ...

"Wairoa Free Wi-Fi."

"Wi-Fi."

"By PC, ipads."

"Wireless."

"Broadband."

"Spark data."

"Satellite phone."

"Evolution Wireless from Gisborne through to Mahia."

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C. PLACE TO LIVE

Residents were asked to think about the range and standard of amenities and activities which Council can influence. With these in mind, they were then asked to say whether they think their District is better, about the same, or worse, as a place to live, than it was three years ago.

	Better %	Same %	Worse %	Unsure %
Overall				
Total District 2017	35	52	8	5
2016 [†]	39	44	11	7
2015	24	52	17	7
2014	28	52	13	7
2013 [†]	27	62	8	4
2012	22	64	6	8
2011	32	53	13	2
2010 [†]	31	54	12	4
2009	38	51	6	5
2008	33	53	8	6
2007	36	49	9	6
2006	39	41	10	10
2005	44	40	10	6
2004	41	46	8	5
Comparison				
Peer Group Average (Rural)	34	53	7	6
National Average	38	45	13	4
Area				
Urban [†]	44	45	7	5
Rural	27	60	9	4
Household Income				
Less than \$30,000 pa [†]	31	60	5	5
\$30,000-\$50,000 pa	53	35	8	4
More than \$50,000 pa [†]	30	59	8	2

% read across

[†] does not add to 100% due to rounding

35% of residents think their District is better than it was three years ago (39% in 2016), 52% feel it is the same (44% in 2016) and 8% say it is worse. 5% are unable to comment.

The percent saying better (35%) is similar to the Peer Group and National Averages.

Residents **more** likely to feel their District is **better** than it was three years ago are ...

- Urban residents,
- residents with an annual household income of \$30,000 to \$50,000.

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D. PERCEPTION OF SAFETY

Is Wairoa generally a safe place to live?...

	Yes, definitely %	Yes, mostly %	Not really %	No, definitely not %	Don't know %
Overall					
Total District 2017	41	56	2	1	-
2016	49	48	3	-	-
2015 [†]	53	41	5	1	1
2014 [†]	52	47	1	1	-
2013	49	49	1	1	-
2012	40	57	2	1	-
2011 [†]	39	50	9	1	-
2010	33	58	6	1	2
2009	36	54	8	-	2
2008	41	50	7	1	1
2007	27	67	4	2	-
2006	31	59	6	3	1
2005	28	54	13	4	1
2004	42	45	10	1	2
Comparison					
Peer Group Average (Rural)	51	45	4	-	-
National Average	36	54	7	2	1
Area					
Urban	44	54	2	-	-
Rural [†]	38	58	3	2	-
Household Income					
Less than \$30,000 pa	35	60	5	-	-
\$30,000-\$50,000 pa	57	41	2	-	-
More than \$50,000 pa	39	57	2	2	-

% read across

[†] does not add to 100% due to rounding

41% of residents feel that generally Wairoa District is definitely a safe place to live (49% in 2016), 56% say it is mostly (48% in 2016). 2% of residents think the District is not really a safe place to live and 1% say it is definitely not.

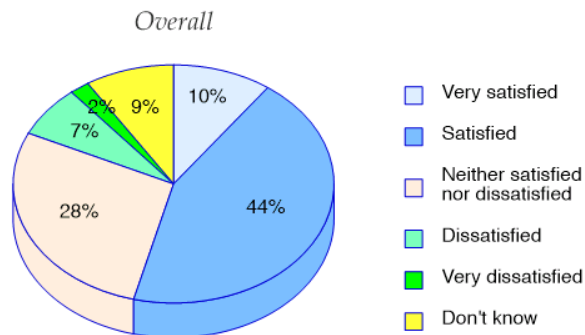
The percent saying 'yes, definitely' (41%) is below the Peer Group Average and on par with the National Average.

Residents with an annual household income of \$30,000 to \$50,000 are more likely to feel that Wairoa District is **definitely** a safe place to live, than other income groups.

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E. COUNCIL CONSULTATION AND COMMUNITY INVOLVEMENT

i. Satisfaction With The Way Council Involves The Public In The Decisions It Makes



54% of residents are very satisfied/satisfied with the way Council involves the public in the decisions it makes, while 9% are dissatisfied/very dissatisfied. 28% are neither satisfied nor dissatisfied and 9% are unable to comment. These readings are similar to/on par with the 2016 results.

The very satisfied/satisfied reading (54%) is slightly above the Peer Group and National Averages.

Residents more likely to be **very satisfied/satisfied** are ...

- men,
- residents who live in a one or two person household.

It also appears that Urban residents are slightly more likely than Rural residents, to feel this way.

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Summary Table: Level Of Satisfaction With The Way Council Involves The Public In The Decisions It Makes

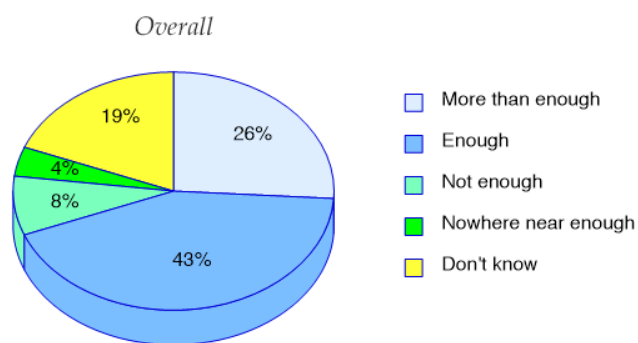
	Very satisfied/ Satisfied %	Neither satisfied nor dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Overall				
Total District 2017	54	28	9	9
2016 [†]	54	27	13	7
2015	53	28	16	3
2014 [†]	60	20	11	8
2013	53	32	10	5
2012	55	33	9	3
2011 [†]	69	14	12	6
2010 [†]	64	21	12	4
2009	54	26	13	7
2008	59	24	16	1
2007	48	25	22	5
2006	53	26	18	3
2005	58	28	11	3
2004	64	23	10	3
Comparison				
Peer Group Average (Rural) [†]	45	31	16	7
National Average	45	28	22	5
Area				
Urban	60	22	5	13
Rural	49	33	14	4
Gender[†]				
Male	68	12	11	10
Female	42	43	8	8
Household Size				
1-2 person household	68	21	7	4
3+ person household	43	34	11	12

% read across

[†] does not add to 100% due to rounding

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ii. Council's Level Of Consultation With Māori In The District



26% of residents think that the Council's level of consultation with Māori is more than enough, while 43% think it is enough. 12% feel there is not enough/nowhere near enough consultation (19% in 2016), and 19% are unable to comment (15% in 2016).

There are no notable differences between Urban and Rural residents and between socio-economic groups, in terms of those residents who think the Council's level of consultation with Māori in the District is **more than enough/enough**. However, it appears that the following residents are slightly more likely to feel this way ...

- NZ European residents,
- residents who live in a one or two person household.

NZ Māori residents are more likely, than NZ European residents, to think the level of consultation is **not enough/nowhere near enough**.

Council's Level Of Consultation With Māori In The District

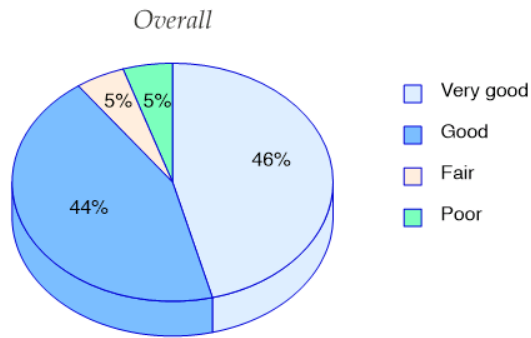
		More than enough %	Enough %	More than enough/ Enough %	Not enough %	Nowhere near enough %	Not enough/ Nowhere near enough %	Don't know %
Overall*								
Total District	2017	26	43	69	8	4	12	19
	2016	23	43	66	17	2	19	15
	2015	21	45	66	13	4	17	17
	2014 [†]	27	43	70	13	4	17	12
	2013 [†]	28	43	71	15	5	20	10
	2012	34	39	73	12	5	17	10
	2011 [†]	29	45	74	10	5	15	12
	2010	32	42	74	9	3	12	14
	2009	27	40	67	16	8	24	9
	2008	25	38	63	14	6	20	17
	2007	24	42	66	14	8	22	12
	2006	23	46	69	13	6	19	12
Area								
Urban		24	44	68	4	3	7	25
Rural		27	42	69	13	4	17	14
Ethnicity								
NZ European		37	37	74	1	1	2	24
NZ Māori		16	48	64	15	5	20	16
Household Size								
1-2 person household		28	46	74	7	4	11	15
3+ person household [†]		24	40	64	9	3	12	23

% read across

[†] does not add to 100% due to rounding

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F. QUALITY OF LIFE



46% of residents think that, overall, the quality of life in their District is very good, while 44% say it is good (39% in 2016), 5% feel it is fair (11% in 2016) and 5% think it is poor.

Wairoa District residents are similar to Peer Group residents and on par with residents nationwide, in rating the quality of life in their District as **very good**.

NZ European residents are more likely to rate the overall quality of life in their District as **very good**, than NZ Māori residents.

Rating The Quality Of Life In The District

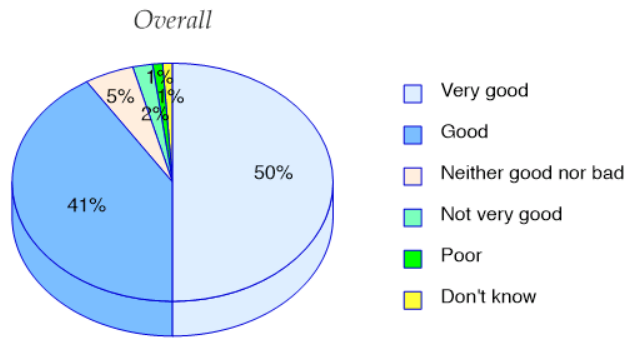
	Very good %	Good %	Fair %	Poor %	Don't know %
Overall					
Total District 2017	46	44	5	5	-
2016	47	39	11	3	-
2015	43	43	11	3	-
2014	51	41	6	2	-
2013	44	47	5	3	1
2012	38	46	12	4	-
2011	37	41	16	5	1
2010	38	44	13	4	1
2009	35	50	13	2	-
2008	38	45	14	3	-
2007	30	56	11	3	-
2006	37	44	16	2	1
2005	42	43	10	5	-
2004	45	42	12	1	-
Comparison					
Peer Group Average (Rural)	44	47	7	2	-
National Average [†]	41	43	14	2	1
Area					
Urban	45	44	6	5	-
Rural	47	44	4	4	1
Ethnicity					
NZ European	57	38	3	2	-
NZ Māori [†]	37	49	7	7	1

% read across

[†] does not add to 100% due to rounding

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G. COMMUNITY SPIRIT



91% of residents rate the community spirit in their District as very good / good (81% in 2016), including 50% who feel it is very good (39% in 2016). 5% say the community spirit is neither good nor bad (13% in 2016), while 3% rate it not very good / poor.

Wairoa District residents are on par with Peer Group residents and above residents nationwide, in rating community spirit as **very good/good**.

There are no notable differences between Urban and Rural residents and between socio-economic groups, in terms of those residents who rate the community spirit in their District as **very good/good**.

Rating Community Spirit In The District

	Very good/ Good %	Neither Good nor Bad %	Not very good/ Poor %	Don't know %
Overall				
Total District 2017	91	5	3	1
2016	81	13	5	1
2015	85	10	5	-
2014	90	7	2	1
2013	86	12	2	-
2012 ⁺	79	14	6	-
2011 ⁺	79	13	7	-
2010	77	17	6	-
2009	82	15	3	-
2008	75	20	3	2
2007	77	17	6	-
2006	79	11	9	1
2005	83	10	7	-
2004	85	11	4	-
Comparison				
Peer Group Average (Rural)	84	11	4	1
National Average	77	15	7	1
Area⁺				
Urban	90	5	2	2
Rural	92	4	3	-

% read across

⁺ does not add to 100% due to rounding

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H. NATURAL ENVIRONMENT

Residents were asked to say how satisfied they are that the natural environment in the Wairoa District is being preserved and sustained for future generations.

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Neither satisfied nor dissatisfied %	Dis- satisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Overall								
Total District								
2017	16	52	68	13	9	2	11	8
2016	17	57	74	14	9	2	11	1
2015	19	48	67	23	8	1	9	1
2014	22	52	74	10	7	6	13	3
2013	17	53	70	18	8	2	10	2
2012 [†]	21	54	75	15	5	3	8	1
2011 [†]	21	56	77	13	7	-	7	2
2010	23	54	77	11	9	1	10	2
2009	23	53	76	9	8	4	12	3
2008	25	46	71	13	13	3	16	-
2007	15	53	68	20	8	4	12	-
2006	20	47	67	13	13	4	17	3
2005	16	56	72	14	10	2	12	2
Comparison								
Peer Group	21	52	73	13	8	3	11	3
National Average	16	51	67	15	12	4	16	2
Area								
Urban	12	58	70	(20)	5	-	5	5
Rural	20	47	67	6	13	3	16	11
Ethnicity								
NZ European	16	46	62	14	9	-	9	(15)
NZ Māori	14	(59)	(73)	13	10	2	12	2
Household Income								
Less than \$30k pa [†]	11	70	81	10	2	-	2	8
\$30k-\$50k pa	19	57	76	13	6	2	8	3
More than \$50k pa	14	45	59	14	15	2	17	10

% read across

[†] does not add to 100% due to rounding

68% of residents are very satisfied/satisfied that the natural environment in the Wairoa District is being preserved and sustained for future generations (74% in 2016). This is on par with the Peer Group Average and similar to the National Average.

11% of residents are dissatisfied/very dissatisfied, while 13% are neither satisfied nor dissatisfied. These readings are similar to the 2016 results.

Residents are more likely to feel **very satisfied/satisfied** are ...

- NZ Māori residents,
- residents with an annual household income of \$50,000 or less.

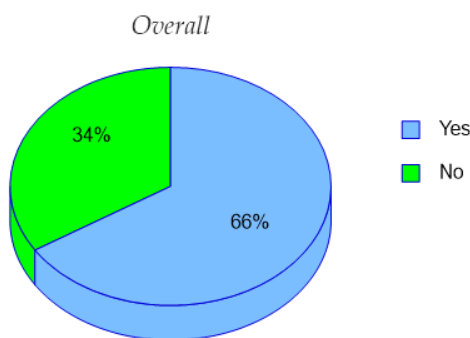
There are no notable differences between Urban and Rural residents and between socio-economic groups, in terms of those residents who feel **dissatisfied/very dissatisfied**. However, it appears that Rural residents are slightly more likely to feel this way, than Urban residents.

132

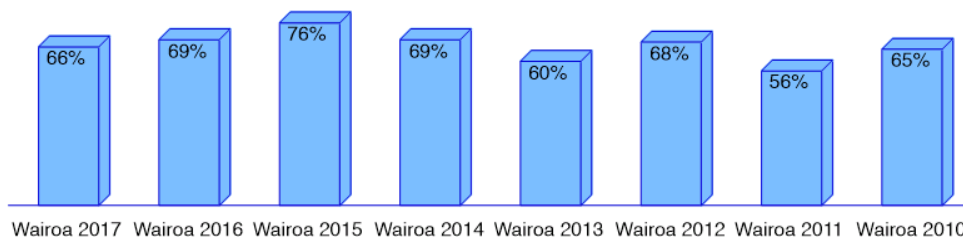
I. EMERGENCY MANAGEMENT

To be prepared for a Civil Defence emergency, households should have an emergency kit, which includes stored food, water, a radio, batteries and a torch, and also have an emergency plan of what to do. Bearing this in mind, residents were asked to say whether their household is prepared for a Civil Defence emergency.

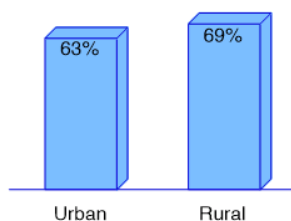
i. Preparedness



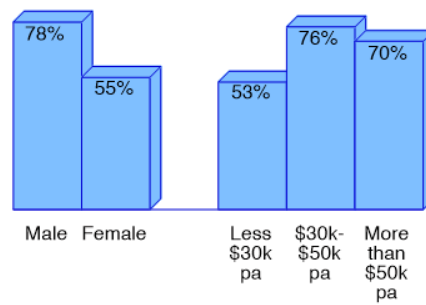
Percent Saying "Yes" - Comparison



Percent Saying "Yes" - By Area



Percent Saying "Yes" - Comparing Different Types Of Residents



66% of residents say their household is prepared for a Civil Defence emergency, while 34% say they are not. These readings are similar to the 2016 results.

Residents more likely to say 'Yes' are ...

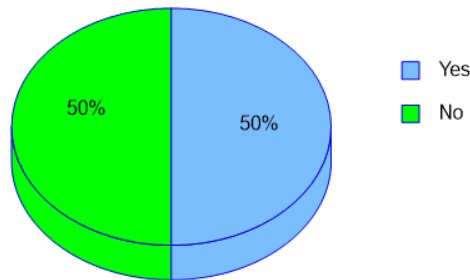
- men,
- residents with an annual household income of \$30,000 or more.

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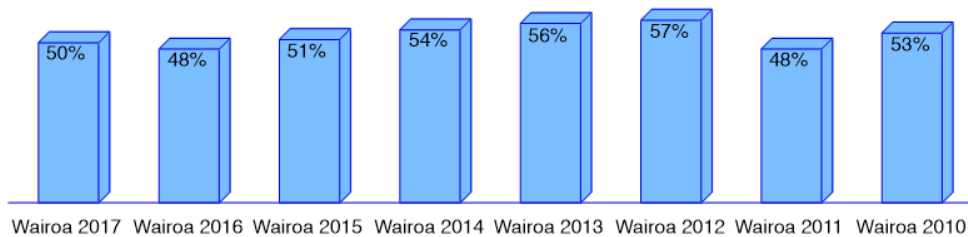
ii. Awareness

The Council has an ongoing education programme to encourage residents to prepare for a Civil Defence emergency. Are residents aware of this campaign?

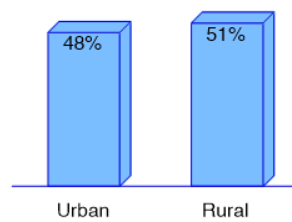
Overall



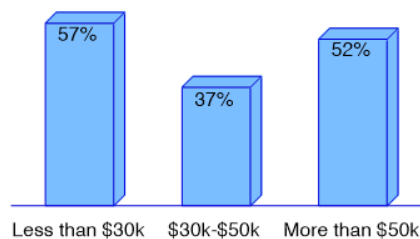
Percent Saying "Yes" - Comparison



Percent Saying "Yes" - By Area



Percent Saying "Yes" - Comparing Different Types Of Residents



50% of residents are aware of Council's campaign, while 50% are not. These readings are similar to last year's results.

Residents with an annual household income of \$30,000 to \$50,000 are **less** likely to say 'Yes', than other income groups.

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iii. Source Of Information

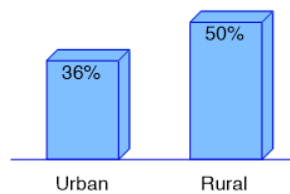
If residents had to get some Civil Defence information right now, where or who would they get this information* from ...

- visiting a website / the Internet / looking online, mentioned by 43% of all residents (20% in 2016),
- by ringing / visiting the District Council office, 39%,
- the phone book, 19% (26% in 2016),
- family / friends / neighbours / other people, 3%,
- phone 111 / Emergency Services, 3%,
- Civil Defence / Civil Defence staff, 2%,
- Police, 2%,
- radio, 2%,
- newspaper, 2%[◊],
- TV, 1%,
- fire brigade, 1%,
- others, 2%,
- don't know, 4%.

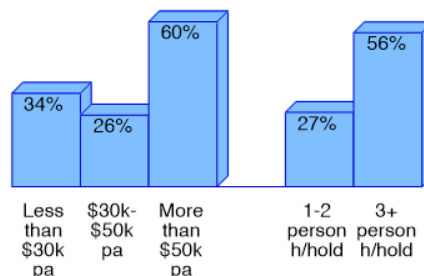
* multiple responses allowed

◊ not mentioned in 2016

Percent Saying 'Visiting A Website/The Internet/Looking Online' - By Area



Percent Saying 'Visiting A Website/The Internet/Looking Online' - Comparing Different Types Of Residents



43% of residents say that if they had to get some Civil Defence information right now, they would get this information by visiting a website / the Internet / looking online, while 39% say they would ring / visit the District Council office.

Residents more likely to say they would **visit a website/the Internet/look online** are ...

- Rural residents,
- residents with an annual household income of more than \$50,000,
- residents who live in a three or more person household.

The other sources mentioned are ...

"Cell phone, social media."

"Library."

"Information Centre."

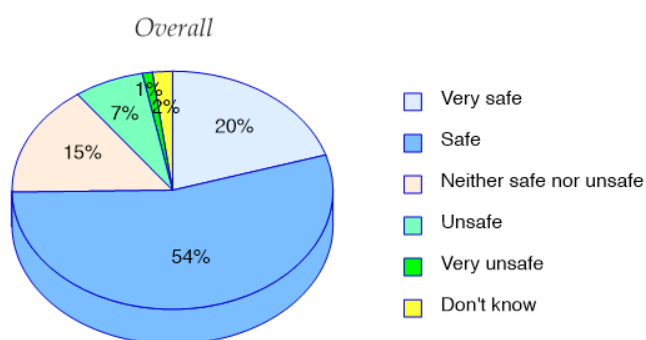
"Search and Rescue."

"Councillor who lives nearby."

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iv. Feeling Of Safety

Residents were asked to say, with respect to the **Wairoa District only**, how safe they feel in their home and for their livelihood if a natural disaster strikes.



74% of residents feel very safe/safe in their home and for their livelihood, if a natural disaster strikes (78% in 2016), while 8% feel unsafe/very unsafe. 15% say they feel neither safe nor unsafe (12% in 2016).

Residents more likely to feel **very safe/safe** are ...

- men,
- NZ European residents.

Summary Table: How Safe Do Respondents Feel?

		Very safe %	Safe %	Very safe/ Safe %	Neither safe nor unsafe %	Unsafe %	Very unsafe %	Unsafe/ Very unsafe %	Don't know %
Overall*									
Total District	2017 [†]	20	54	74	15	7	1	8	2
	2016 [†]	26	52	78	12	5	2	7	2
	2015	20	58	78	18	4	-	4	-
	2014 [†]	24	55	79	12	4	3	7	3
	2013	19	50	69	19	9	-	9	3
	2012 [†]	18	44	62	21	9	2	11	5
	2011	18	49	67	17	9	3	12	4
	2010	20	54	74	13	7	4	11	2
Area									
Urban		15	56	71	19	6	2	8	2
Rural [†]		26	51	77	11	8	1	9	2
Gender									
Male		24	56	80	10	7	1	8	2
Female		17	51	68	20	8	2	10	2
Ethnicity									
NZ European		18	62	80	16	2	1	3	1
NZ Māori		23	45	68	16	13	1	14	2

% read across

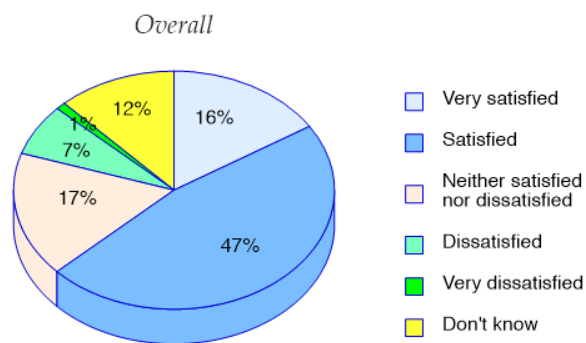
* not asked prior to 2010

† does not add to 100% due to rounding

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J. COMMUNITY BENEFIT ORGANISATION

Wairoa District Council currently spends \$75.47 per rating unit on supporting a range of community benefit organisations like the Museum and the Community Centre, along with various other grants to activities and organisations in the District. Residents were asked to say how satisfied they are with the value for money that Wairoa is receiving from this funding.



63% of residents are very satisfied /satisfied with the value for money Wairoa District receives from funding used for supporting a range of community organisations, while 8% are dissatisfied /very dissatisfied. 17% are neither satisfied nor dissatisfied and 12% are unable to comment.

Residents with an annual household income of more than \$50,000 are more likely to be **very satisfied/satisfied**, than other income groups.

Satisfaction With The Value For Money The District Receives From Funding Used For Supporting A Range Of Community Benefit Organisations

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Neither satisfied nor dissatisfied %	Dis- satisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Overall*								
Total District								
2017	16	47	63	17	7	1	8	12
2016	6	43	49	29	6	2	8	14
2015	4	38	42	41	8	4	12	5
2014	5	37	42	28	15	2	17	14
2013	5	45	50	36	6	1	7	7
2012	4	36	40	38	14	3	17	5
2011	5	46	51	24	13	4	17	8
2010†	8	43	51	24	16	4	20	6
2009	8	42	50	25	13	3	16	9
2008	6	38	44	30	14	6	20	6
2007	4	35	39	25	27	2	29	7
Area								
Urban	16	49	65	17	4	1	5	13
Rural†	16	45	61	17	11	1	12	11
Household Income								
Less than \$30k pa	9	45	54	21	9	-	9	16
\$30k-\$50k pa	15	41	56	28	7	2	9	7
More than \$50k pa†	19	54	73	13	8	1	9	6

% read across

* not asked prior to 2007. Question prior to 2017 read "how satisfied are you with the value for money Wairoa, as a whole, gets for the amount of rates spent on support community facilities and organisations"

† does not add to 100% due to rounding

The 125 residents who are very satisfied/satisfied were asked to give examples of where they believe the District is receiving value for money from their funding. The main mentions* are ...

- Community Centre, mentioned by 56% of residents who are very satisfied/satisfied with the value for money Wairoa District is receiving from this funding,
- library, 27%,
- museum, 24%.

28% of residents† have an example of where they believe Council is **not** receiving value for money. The main examples* mentioned are ...

- unnecessary spending/priorities wrong, mentioned by 30% of residents†,
- parks/playgrounds, 17%,
- rubbish/recycling, 17%.

* multiple responses allowed

† the 140 residents who are either very satisfied/satisfied or dissatisfied/very dissatisfied

* * * * *

E. APPENDIX

Base by Sub-sample

	Actual respondents interviewed	*Expected number according to population distribution
Gender		
Male	99	95
Female	101	105
Age		
18-44 years	26	83
45-64 years	86	75
65+ years	88	42
Ethnicity*		
NZ European	94	96
NZ Māori	100	97
* two respondents identified their ethnicity as Pacific Island, one as Asian, and three respondents specified their ethnicity as 'Other' (unweighted)		

- * Post stratification (weighting) has been applied to adjust back to population proportions in order to yield correctly balanced overall percentages. This is accepted statistical procedure. Please also pages 2 to 4.

* * * * *

WAIROA DISTRICT COUNCIL
COMMUNITRAK™ SURVEY APPENDICES
MARCH 2017

WAIROA DISTRICT COUNCIL
COMMUNITRAK™ SURVEY
MARCH 2017

**APPENDICES OF
VERBATIM RESPONSES TO THE
OPEN-ENDED QUESTIONS**



National Research Bureau Ltd
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Q5b Major issues they feel residents should be consulted onRates issues / rates increases / spending of rates money

- "Rate rises."
- "The rating level is exorbitant, excessive. We pay more than the big cities do on their rates."
- "Rates issue."
- "Rates charges, consult where rates should be used and how much they charge."
- "Rate rises in the back country, the unfairness of some rural rate rises. There has been a big transfer of the burden and it is getting worse and it is not fair. We didn't make a big fuss at the election, we were promised it would be looked into."
- "Rates, any increases or deviation from what they currently are."
- "Unpaid rates, Maori issues, a lot of multiple ownership properties don't have rates collected. I have read this uncollected rates is big dollars."
- "Use of our rates."
- "Distribution of ratepayer money."

Major projects / anything major that would affect people

- "Large projects."
- "Major projects, eg, buildings that may have to come down, but maybe not safe."
- "Changing ways radically which would make a big impact on people."
- "Something major that would affect the majority of the ratepayers."
- "Just anything that is major."
- "Any major works."
- "The major things that affect everyone."

Expenditure / major spending / overspending

- "When spending big should consult."
- "Consultation on the use of reserved funding on big ticket items."
- "Major expenditure."
- "A budget limit, the cost where public money is involved, eg, a velodrome."
- "Spending money on the internet/WIFI."
- "Where there is major expenditure involved."
- "People should be consulted if they are going to spend a large amount of money."
- "When they are spending a large amount of money on a community project."
- "Major expenses that we need to be informed about."

Roading / footpath issues

- "More tarseal on back roads."
- "Roading and the impact forestry has on it."
- "Major road decisions."
- "Country roads need attention, Titirangi Road, a metal road. It was graded before the recent rain, it is now very sloshy and with heavy traffic one has to be very careful otherwise could slide over the bank."
- "District roads would be a major."
- "Roading."
- "Not enough focus on our roads."
- "A major change in the funding formula for roads."
- "Roading, prioritising where road funding goes. We have been left out of road upgrades."
- "Mobility scooters have trouble getting off some of the footpaths. To cross the road there is no plate, they have to get off and lift their scooter down."

Water supply issues

- "Water reticulation."
- "A water problem."
- "Anything to do with water."
- "The resolution of the water problems at Mahanga."
- "Water, would like water out in our area, Nuhaka, would be a great benefit to our district."
- "Drinking water."
- "Any major undertakings to do with water."
- "Water quality especially in the country."
- "Water issues."
- "The water supply."
- "Upgrading the water pipes."
- "Water, putting in new water lines, they are always blowing. I think they should ask people what they think."
- "New water tank on Rutherford Street, Tawhara Valley."

Stormwater / drainage / flooding issues

- "Should consult on stormwater."
- "Closing in drains. There are huge open drains near the hospital and they are disgusting."
- "Upgrading of stormwater pipes."
- "Flooding."

Sewerage issues

- "Sewerage system."
- "Upgrading the sewerage scheme."
- "When it comes to replacing or upgrading the sewerage system."
- "A major upgrade to the sewerage."
- "Get the sewerage system updated, there is sewerage backup after rain, Kabul Street. Let us know how things are being planned."
- "Anything to do with sewerage."
- "Tuai sewerage."
- "Sewerage treatment."
- "Any major undertakings to do with sewerage."
- "Town sewerage."
- "Sewerage problem in Waihere Road, toilet blocks up every time it rains."
- "Not enough focus on sewerage."
- "The wastewater coming up."

Rubbish / recycling issues

- "Recycling."
- "The rubbish and recycling issue."
- "Not enough focus on rubbish."

Environmental issues

- "The river, maintaining the bar and what goes into the river."
- "River was dirty from TrustPower, so silted up. Took to court, settled out of court. We should have been kept informed."
- "One that involves the environment that will require spending ratepayers' money."

Rocket Lab

- "Rocket Lab."
- "Too much focus on Rocket Lab."

Attracting business/employment issues

- "Need to help industries here, ie, forestry."
- "Job development."
- "Employment."

Others

- "Definitely consult on freedom camping."
- "Freedom camping."
- "One thing they should consider is putting more rubbish bins around town so people don't throw their rubbish on the ground. There is a walking track on Kopu Road and there are no rubbish bins."
- "Building permits."
- "Rural issues."
- "The centre of town should have more security lights."
- "The young ones are driving recklessly around town late at night without any consequences."
- "Whether to adopt Maori Wards."
- "A big new playground going in town, we should be consulted first."
- "Tourism."
- "Land issues."
- "Civil Defence Emergency."

Q6 Best ways for Council to consult with residents on District issuesNewspapers/newspaper articlesNewslettersSurveysPollsRadioTVLettersPamphlets/brochures/flyersPublic meetingsPublic noticesSubmissionsPersonal contact/personal visit/phone callInternet/Website page(s)Working partiesReferendum/public referendum/referendaOthers

- *"It depends on the issue. Issues vary so there are different methods to consult."*
- *"Years ago there was a mobile caravan where we could pop in and discuss things over the weekend or evening in the summer. For a Councillor to make themselves available would be good."*

Q11 Reasons why not very satisfied with
a. "the standard of maintenance of roads in the District, excluding State Highways 2 and 38"

Poor condition/need maintenance/upgrading

- *"The roads are shocking, they are third world standard, all country gravel roads particularly the Putere District."*
- *"Condition of Hereheretau Road is poor."*
- *"In Mohaka township road we have massive washouts on bends and it is dangerous especially for the school bus."*
- *"Bridge Street needs some maintenance."*
- *"A significant time since the roads have been done in Mahia area."*
- *"We have the worst roads in the country."*
- *"The road out to Mohaka down to the Village needs to be fixed."*
- *"Applies to a number of rural metal roads, but I think the strategy to maintain roads is that things aren't done until they absolutely have to be."*
- *"I have a small business in town on Freyberg Street and nothing has ever been done on the road in the 5 years I have been there."*
- *"Mahia roads have only just been started to be maintained because of the Rocket launch. Finally put up signs on the road which we've been asking for, for years."*
- *"Most rural roads not maintained to a good standard."*
- *"The road from Nuhaka to Mahia, Opoutama Road needs a big upgrade."*
- *"Ruataniwha Road, Kiwi Road and Waihirere Road need upgrading."*
- *"River Road washed out."*
- *"Ruakituri Road, trees on road, slips, Council not proactive at getting onto the job. Roads should be checked daily."*
- *"Metal roads need attention at Waikaremoana and Tuai area."*
- *"Could be better in Mahia."*
- *"Road to Mohaka Village needs attention, and many country roads."*
- *"Our road, Waihua Valley Road is terrible."*
- *"Most rural roads are not well maintained. Gravel or sealed roads, all poorly maintained."*
- *"The road between Nuhaka and Mahia is appalling, not good for tourists let alone the locals."*
- *"Need more maintenance all over."*
- *"Roads are shocking in Mahia."*
- *"Mahia East Coast Road, a gravel road, condition deteriorating rapidly, Rocket Lab traffic contributing to road deterioration."*

Roads not graded enough/not graded properly

- *"Country roads not graded enough which corrects corrugation, Cricklewood Road."*
- *"I have some niggles about how they grade the road, they could be smarter, they waste a lot of gravel and they make a flat road, a gravel road should be crowned."*

Potholes / rough / uneven / bumpy / corrugations

- "The roads are full of potholes and Council does nothing."
- "The road to from Nuhaka to Mahia is all uneven."
- "Potholes not fixed fast enough."
- "Rural roads, in general, are rough and corrugated, Ohuka Road and Pukemakihī, in particular."
- "Main roads into Mahia are very rough."
- "Waiatai Road is rough."
- "Most of the rural roads (gravel ones) in the district are corrugated."
- "Putere Road area, lots of corrugations and vehicles/trucks getting stuck."
- "Potholes are bad on rural roads."
- "The road between Nuhaka and Mahia is very bumpy."
- "Mahia roads have potholes."
- "Lots of potholes, in general, in all the roads."
- "'Dead man's corner' near Piripaua, lots of corrugations."

Poor quality of work / materials used

- "Maintenance done is short term."
- "Patching roads does not work."
- "Main roads to Mahia, very patchy."
- "The road repairs they do they don't do very well, like the resealing is horrible. By the golf club the sealing of the road is bad."
- "Our road, Brownlie Road, Frasertown, just been done up last week and is already a mess. Seems in a worse state now than before."
- "We have just had our road in Frasertown sealed and it is already starting to break up and patches coming off all the way down the hill."
- "More traction seal on the back roads especially on the steep roads. We've pulled eight stock truck trailers out and the Council has never helped. They need to do something about it."
- "They seem to put patches in rather than do a proper job especially on the main streets."

Need more metal

- "Ruakituri Road, Papuni, the road needs to be metalled on time like now."
- "We need gravel on our road, Waihua Valley Road, now and we need it every year."
- "They need way more metal put on these roads, they are getting really thin. You can see it's going to come at a big cost soon."

Unsealed roads/dust problems/need tarsealing

- *"From Tuai to the Mangapapa Bridge there is 10kms of unsealed road, dust in the houses. The dust gets into their water tanks in Piripaua."*
- *"Need Kiwi Road to be tarsealed to stop the dust."*
- *"Ruataniwha Road, Kiwi Road and Waihirere Road need tarsealing."*
- *"Waiatai Road, a metal road, why is it not tarsealed?"*
- *"I live at Ngamotu, we have gravel roads here and some tarseal on the hill for the trucks that are laden with goods. We have to wash our windows all the time so we would like some tarseal outside our home to keep the dust down."*
- *"I'm on a loose metal road one kilometre in from town and we have logging operations up the road from us."*
- *"We live in Whakaki and they only tarsealed halfway up all the roads that go to the main road. They missed in front of my son's house and all the dust from the machinery going past comes into the house, and they suffer from asthma."*
- *"Mahia East Road, a gravel road, we have issues with dust in the house, gets everywhere. Rocket lab traffic contributes to the dust problem."*

No road markings

- *"Main road to Mahia, there should be more white lines especially on Newcastle Street."*
- *"Would help to have side markers on the roadsides for visibility for the motorists and visitors on the roads."*

Narrow/windy roads/poor camber

- *"'Dead man's corner' near Piripaua, road is too narrow towards the river, very dangerous, even the barriers have been smashed."*
- *"Pretty twisty, windy roads."*
- *"The road from Nuhaka to Mahia, Opoutama Road, camber of the road is very much out of alignment."*

Verges/vegetation overgrown/poor visibility

- *"The visibility, eg, mowing the edges makes a difference."*
- *"Open drain on Mitchell Road is a problem, full of overgrown vegetation and rubbish and not maintained by Council as it is too steep to mow."*

Too many trucks/issues with trucks

- *"Achilles Street is unsafe as I vibrate and is very noisy with trucks."*
- *"The logging flux on Hereheretau Road."*
- *"We live on a road where they have built a place for the Rocket and we put in a complaint for the trucks to slow down on the road."*

Others

- *"Main roads to Mahia should have speed humps especially during holiday times."*
- *"I want to see speed bumps put on the streets to stop the speedsters, Kopu Road and Lahore Street in particular."*
- *"Footpaths in Mahia are shocking, Newcastle Street. Ormond Drive coming into Mahia needs a footpath and also for the hundreds of people who come here for Christmas and the holidays."*
- *"Good footpaths are required in the town for the disabled, walkers and mobility scooters and wheelchairs. Please be wider and smoother, a safety issue, and kerbing at corners in particular, it's very difficult and unsafe to negotiate."*
- *"Footpaths, holes in these in driveways. The footpaths have been neglected especially near driveways."*
- *"Awamate Road, dairy farmer leaves cow shit on the road. This seems acceptable to Council as nothing is done about it."*

Q11 Reasons why not very satisfied with
b. "the standard of maintenance of reserves and sportsgrounds"

Need better upkeep / more maintenance / upgrading

- *"They need upgrading, the one in town needs upgrading."*
- *"Some of them are a bit slap-happy. There is a picnic area coming into Wairoa, it is an eyesore and doesn't encourage people to sit there."*
- *"They don't look after the parks and reserves out of Wairoa township."*
- *"Not really maintained especially the one on the corner of Churchill Road and Mitchell Road."*
- *"Don't do anything for the Mahia sportsgrounds, we do all the work at Mahia."*
- *"There could be more maintenance done on the netball courts in Wairoa, they look a bit rundown and the facilities need replacing."*
- *"The mowing is poor and they are not kept up especially the riverside reserves. They are very poorly maintained and sportsfields are average."*
- *"Some of the reserves, ie, Plantation Reserve at Waikukupu is full of weeds. Need someone to be responsible for the reserves."*

Others

- *"Don't like freedom camping behind toilets in Queen Street."*
- *"We need a new playpark or park that is near our awesome river in the middle of town."*
- *"They need to pay more attention to the children. I don't think there are enough amusements for tiny kids. More play equipment is needed for little kids."*

Q11 Reasons why not very satisfied with
c. "the current refuse disposal and landfill management standards"

Cost/too expensive/rates should cover/encourages fly-tipping

- "Why do they keep raising the cost?"
- "Dump station at Mahia too expensive."
- "Too expensive, don't see why I should pay."
- "We pay twice, on rates and at the time of dumping."
- "Too expensive."
- "We pay for that service to use it, we pay a fee in our rates and we pay to take our own rubbish to the dump, and we also have to pay for the rubbish bags."
- "It's quite expensive to go to the dump."
- "Every few months the charges seem to be going up and it is discouraging people from using it. Too much rubbish being dumped."
- "The cost, pay rates and still have to pay for bags to be picked up. This creates a lot of fly-dumping."
- "The charges are quite expensive to dump rubbish."
- "Costs \$8 to take a rubbish bag to the dump."
- "We have to pay if we take rubbish to the landfill."
- "Quite expensive to go to the dump."

Limited opening hours/not convenient

- "Opening hours of the landfill need looking at."
- "The opening hours are not long enough."
- "The hours of the landfill are not to my standard because I'm a lawn mowing contractor and I have to wait till 11 o'clock for them to open."
- "The hours need to be extended."
- "The hours are shocking, they need to be extended."
- "Better times of opening, more frequent."

Rubbish collection system/too many bins/have to sort rubbish

- "We need too many different containers to comply with the needs at Tuai, too many restrictions and people are not going to comply because it is too complicated. Everyone is using the old dump now as a dumping ground for household refuse, I can already see it is affecting the waterways."
- "We need to have too many bins, people are getting put off using it."
- "Not happy with being told what to do with the sorting as difficult in the country to manage."
- "A better sorting system would be good."
- "They are wanting to put it back onto the actual householder, they want us to separate stuff and the householder has to do it or it's just left out on the road. This is how they want it and I think it's just gone downhill."
- "Our rubbish collection, we need to sort it, we didn't used to do sorting."
- "The idea of putting rubbish bags inside rubbish bags is stupid."

Have to pay for bags/bags too expensive

- "We have to buy the rubbish bags from the Council."
- "The bags are expensive, my elderly mother has to buy a bag to be collected."
- "We have to pay for the rubbish bags, should use the cheaper bags from the supermarkets."
- "We have to buy plastic bags from the supermarket and they are very expensive."
- "Out here to get a rubbish bag it's about \$7."
- "We pay rates and we still have to buy rubbish bags, too expensive when already paying rates."
- "We only get expensive rubbish bags, we have to buy them."

Rubbish bags too small/not strong enough

- "They are not good bags and badly made."
- "Bags are small and not very strong."
- "Bags are not very big."

Recycling service

- "Issue with recycling not being picked up and red stickered. Need explanations please in the paper so citizens understand."
- "Don't take all recycling rubbish, leave it all."
- "More recycling needed."
- "I'm not satisfied with the way the recycling is operated. We are too far away from services to deal with it. The consumables need to go to Wellington or Auckland and it costs more than the value of the items."
- "Too strict on recycling rules for kerbside pickup."
- "Have made recycling so much more difficult for residents, false economy as people will just put it into the rubbish and that goes to the landfill."
- "We are in a local community at Kotemaori, we would rather have one complete recycling station. It could be largely improved like Hastings District Council have."
- "We have to take our recycling to Kaiwairua Road."
- "Recycling needs to be better managed as people are not happy with the present system."
- "I work in town and used to get cardboard and recycling picked up monthly but this service has stopped."
- "We have to go 15kms to do recycling."

No rubbish collection

- "They used to do pick-ups around town and now they don't. It's user pays."
- "We live in the country, Awamate Road and we don't get rubbish collection but we get charged for rubbish."
- "We are rural, outside of having collection at all."

Others

- *"Still see rubbish not picked up on the side of the road, summer holidays, with freedom camping, not allowed for extra help."*
- *"It's pretty hard to get rid of something unless you want to go for an hours trip each way, Mahia."*
- *"Could they not shift the drop-off area so much, it's hard to know where to go."*
- *"The holiday population swells, there is a need for more bins around Mahia Beach area or more collection of rubbish at holiday times as bach owners dump rubbish."*
- *"The existing dump station, they don't look after the venue or their staff."*
- *"In Clyde Road the refuse tip is okay for recycling, when you go through to the dump part people have just chucked their bags over the edges, not very nice."*
- *"I went to a landfill to throw my rubbish, there is a concrete pavement there. I was told by a loader driver to bring the rubbish closer to him. He was grabbing the excavator and telling me to bring the rubbish inside. I didn't have safety shoes to wear inside and that is not allowed. He is not aware of the health and safety issue."*

Q11 Reasons why not very satisfied with
d. "control of dogs"

Too many roaming dogs

- "Too many roaming dogs around the town."
- "There are still dogs roaming around especially at night."
- "Too many roaming dogs in Apatu Street."
- "Too many dogs run onto my property in Onepoto."
- "Roaming at night near the Yacht Club."
- "Roaming dogs all over."
- "Lots of dogs roaming at night in our area."
- "Dogs roaming around at night on Lucknow Street."
- "Roaming dogs, Frasertown."
- "Wandering dogs all over town."
- "Roaming dogs in Collins Street area, frequently."
- "Too many loose dogs in the town area and in Mahia."
- "Roaming dogs in Lahore Street at night and early in the morning."
- "Too many roaming dogs, mainly in the town centre."

Dogs barking

- "Too many barking dogs at night, a car just has to stop here and the dogs next door bark, Lahore Street."
- "Dogs barking at night."
- "Barking dogs are a problem."

Dangerous dogs/danger to people and other animals/feel unsafe

- "My partner got bitten by a dog and had to go to hospital, Karaka Street."
- "Person attacked by a dog in Wairoa last week."
- "I have a dog, an old dog, and I'm dodging roaming pitbulls everyday, Hapitu Street. A month ago it was in Karaka Street."
- "I won't take my dog for a walk because I am absolutely petrified that there will be dogs that are going to attack us. I know I'm not the only one."
- "Wairoa Star reported six attacks on people by dogs, all over town."
- "Roaming dogs come onto my property and annoy my dogs."
- "Dogs attacking people and other dogs constantly."
- "Frasertown Road has had dogs worrying sheep."
- "I see quite vicious dogs wandering the streets when I go to work in the morning."
- "I'm a nurse at the hospital and deal with a lot of dog bites."
- "There are always kids and people and other dogs being attacked/bitten."

Need more control/enforcement/need to be stricter

- "Not enough control, when dogs removed they are easily returned to owners with a slap over the wrist."
- "Should have better dog control in Tuai area."
- "Some dogs should not be allowed in New Zealand, cannot rely on owners."
- "All dogs should be shot."

Owners are not responsible

- *"People do not know how to handle dogs."*
- *"Dogs are out of control in Frasertown."*
- *"Dog owners should keep their dog under control."*
- *"Some of the owners do not take responsibility."*
- *"People are not keeping their dogs on leads."*
- *"The same dog owners create the problems."*
- *"People just leave their dogs roaming around, Campbell Street."*
- *"The locals at Mahia are generally good, but the visitors seem to feel they can do what they want, eg, not having their dogs on leads."*

Unregistered dogs

- *"Too many unregistered dogs still around the Tuai area."*
- *"A lot of dogs around town are not registered."*
- *"Responsible dog owners are paying for irresponsible dog owners with registration."*

Poor ranger service / better service from Council

- *"Dogs roaming at night, no one picks them up, they set everyone else's dogs off."*
- *"Need some night patrols."*
- *"Still need some work, lots of dogs roaming at night in our area."*
- *"There was a major issue with a dog in Mahia and they did not do anything about it."*
- *"I think the dog control officer is biased, he is not fair with dog owners."*

Others

- *"Sometimes there are dog droppings on the lawn at the front."*

**Q11 Reasons why not very satisfied with
e. "control of livestock"**

Goats on the roads/roaming

- *"Sometimes there are goats running around."*
- *"Goats always outside at Mahia and on the State Highway."*
- *"Not sure if they are supporting farmers with their boundary fences, ongoing issue with goats."*

Horses on the roads

- *"People housing horses on the side of the road, and the horses get a fright when cars come past, Apatu Street and Koopu Street."*
- *"Have horses outside my house on East Coast Road, and when I've rung up nobody comes."*

Should be owners responsibility

- *"Cattle get out and feed on the verge and make a mess and the farmers don't clean it up."*
- *"Some of the fences aren't the best in some places and they jump."*
- *"It's taken them two days to get out and shift stock, why?"*

Stock on roads/roaming

- *"Always stock on the road, Ruakituri Road, same person, it's okay for a week or so and reverts back to stock loose again."*
- *"Ruakituri Valley, can be a lot of wandering stock at times, sheep and cattle quite often."*
- *"I have seen a lot of wandering stock on the main roads in Frasertown."*
- *"Stock can escape because the Council are not spraying the side of the road, farmers don't want to put fences up because of the blackberry so the stock get out. I feel Council don't keep their end up."*
- *"My neighbour has stock that gets onto the beach and my property. His fencing is not up to the job, doesn't exist. I'm not sure whether Council can deal with this. Animal control has helped in charging for my time of mustering. Still no prosecution."*

Others

- *"I shoo them."*

**Q11 Reasons why not very satisfied with
f. "the functioning of our existing stormwater pipes"**

Flooding/surface flooding

- "Flooding in areas, eg, Mansfield Street, after heavy rain."
- "Rutherford Street floods."
- "Too much flooding occurs in the same streets, the end of McLean Street and Karaka Street."
- "Flooding through the streets in town after heavy rain."
- "Flooding in our back yards, Lahore Street."
- "Erasertown Road, flooding on properties, no help from Council."
- "Corner of Black and Achilles Streets, flooding on the road when there is a downpour."
- "Flooding in Opoutama Village Road, stream flows through village and is silted up on a regular basis."
- "Flooding on Mahia East Road."

Drains get blocked/need clearing/cleaning out/maintenance

- "Drains not well maintained and constantly blocking up, Clyde Road and Kitchener Street."
- "Drains are blocked, nothing flows."
- "Sometimes the drains need cleaning out, they cause flooding when there is heavy rain."
- "Need to be cleaned, a lot of debris gets into the stormwater system in town."
- "Open drains are not maintained and full of rubbish and bottles in Clyde Road. We have lived here for eleven years and we've never seen the Council clean the drains out at all."
- "Kimberley Street, the drain in front of our house has not been cleaned out and leaves are blocking the drains. It has been like this for a while, would be good to have it cleaned out before winter."
- "Newcastle Street hasn't been cleaned out for years, there is rubbish and green growth in it which would flood very easily under pressure."
- "Too many blocked drains in town after heavy rainfall."
- "Drains needed to be cleared away after spraying, still get blocked, Nuhaka."
- "Open drains, Wairoa east need to be cleaned out regularly."
- "We have a drain on our front lawn and a big downpour blocks it up."

Inadequate system/overflows/need improving

- "When we get a lot of rain everything backs up. The whole system needs to be renewed all over."
- "Pipes keep bursting in Rutherford Street."
- "They overflow all the time, the drainage is shocking in the whole area."
- "They are bursting all over the place, they are too old and need replacing."
- "The whole town has an issue with aging pipes which flood where there is heavy rain."
- "Need some attention, back up problems. The ditch between my neighbours gets full of water from a back up from further down, Lahore Street."
- "Stormwater pipes need looking at in Marine Parade."
- "They don't look after Mahia but happy to take my money for rates."
- "Backup of water after heavy rain in Lahore Street."
- "All areas of Wairoa have collapsing culverts."
- "Mahia East Road, culvert needs to be put in or made bigger."
- "Very bad in Lucknow Street, drainage of stormwater is very poor."
- "Along Frasertown Road, by Awatere Creek Bridge and by Clyde Road."
- "As soon as it rains stormwater backs up very quickly."
- "Rotten Row, towards the Tuai School, there is a problem."

Open drains

- "Too many open drains, eg, Clyde Road and Kitchener Street."
- "I have a metre deep drain outside my house which gets fairly full when there is heavy rain."
- "Too many open drains especially Kitchener Street."
- "We live in Clyde Road and my neighbour and I have an open drain out the front of our properties."
- "All areas of Wairoa have open drains."
- "Children playing in open drains in Lucknow Street."
- "A lot of open drains in the town itself."
- "Open drains in Wairoa east, need to be piped."

Stormwater draining onto our property / problems with run-off

- "The water is running on the roads and the Council does nothing, Onepoto."
- "We get road runoffs in our street."
- "No driveway culverts in our street, so there is no drainage away from the property. Road drains onto my property, Kopu Road."
- "Water coming down in Nuhaka, have not paid Regional Council rates and will not do so until it's fixed."

Others

- "Rotten Row, towards the Tuai School, one-lane road, has dropped, it's been like that for months, land slipping into the water."
- "Stormwater getting into the sewerage pipes."

**Q11 Reasons why not very satisfied with
g. "Civil Defence, ie, emergency management"**

Don't know what sirens sounds like / what they mean

- *"We have no idea what the siren sounds like."*
- *"Could we have our siren for tsunami please so we know what it sounds like?"*
- *"The siren goes off, we can all hear it, what does it mean. It means nothing, I don't know what it's for."*
- *"Nobody would know or hear the siren as we do not know the sound it makes. I suggest we have the two sirens working in conjunction, eg, the Affco siren and the Fire Brigade siren."*
- *"When the siren goes a lot of people are not familiar with what the siren means, it could be fire etc."*
- *"Don't know what the tsunami siren sounds like."*
- *"A siren that is different."*
- *"I don't know what I'd have to listen for. I know what the fire alarm sounds like but if anything really serious happens I have no idea what to listen for."*

Lack of information / don't hear anything / don't know what to do

- *"I don't know what to do."*
- *"Our local marae is the centre for Civil Defence but my concern is that they have not called a meeting in the last ten years. We have no contact about who is in charge from the Council, walkie talkie radios or support."*
- *"Mohaka marae is the local centre but does not get any support, they are expected to do it themselves."*
- *"There have been some conflicting things and people don't really know what's going on."*
- *"No one knew what to do during the last earthquake on the coast."*
- *"Could be better, we live in the country, we have no Civil defence meeting place regarding what to do and where to go in an emergency."*
- *"Need more communication at the local level."*
- *"The Civil Defence out our way, Ngamotu, is not very good. We don't even know who our Civil Defence man is."*
- *"After the November 2016 earthquake we heard nothing about what to do. Had to hear from my neighbour as to what had happened."*

Nothing in place / not prepared

- *"No helicopter at Mahia, when there was an earthquake there was no Civil Defence, we are vulnerable."*
- *"There needs to be a tsunami drill."*
- *"I don't think they are really prepared for a major event. Need to have much more involvement with the community and don't just think it's going to happen. Need better structures in place."*
- *"They need to do practices so the town can learn the sound."*
- *"I think the last one did not go well, they need to plan better."*
- *"Not good in Mahia, need a plan please."*

Need a warning system to alert citizens

- *"Last time there was an emergency no one knew about it."*
- *"There was a tsunami alert around Christmas and we were not notified at all. Slept through it while others were escorted up the hill, Te Mahia."*
- *"No tsunami warnings and everyone rushes to Teuhai Hill and create a traffic jam."*
- *"Did not hear about the last earthquake on the coast."*
- *"What about a tsunami siren warning system."*
- *"There should be a special siren as a warning for evacuation so everybody can hear it."*
- *"I think we could do with a tsunami warning, just a siren."*
- *"Last time I was out of town there was a tsunami warning and no one was told."*
- *"Automatic phone call and text to alert citizens."*
- *"No alarm for people."*
- *"We don't get any warnings, eg, tsunami warnings."*
- *"When we had the last earthquake ten weeks ago, they was a cop in a car telling people to go to higher ground, they missed my street, it was mickey mouse, nobody was prepared."*

Others

- *"If the siren is going and a southerly is blowing we cannot hear it and the siren is not clear."*
- *"Where I am in Frasertown I would not hear the alarms."*

Q16 Who they approach first when they have a matter to raise with Council**Contact a Councillor**

- *"If it was a matter of principle would go to a Councillor."*
- *"Anything where my opinion differs from theirs."*
- *"About tarsealing of our roads, Lucknow Street."*
- *"When I am on Council business, eg, the clean drinking water problem over summer."*
- *"Depends on the issue, covers either personal or community problems."*
- *"If it was something to do with rate rises."*
- *"If I wanted to ask about celebrating the Anzac festival or something like that. I would ask what the Councillor was doing about the celebrations and I would ask a Councillor that I know feels strongly."*
- *"If serious go straight to the Mayor."*
- *"Would probably contact the Mayor if I had an issue."*
- *"I had an incident on a footpath and went straight to the Mayor and told him what happened. I am in contact with the Councillors quite often in the community."*
- *"If I wanted support for an idea."*
- *"Know them all."*
- *"I would talk to Craig directly."*
- *"If we needed help with conservation issues and funding where Councillors might be able to target conservation around the Awa and waterways."*

Contact the offices

- *"Party at night, loud noise."*
- *"Rates enquiry and building consent."*
- *"A dog problem, dogs worrying or something like that."*
- *"Rates billing, building permits."*
- *"About rubbish on the road."*
- *"When I need some local help, enquiry about rates."*
- *"Illegal dumping."*
- *"For control of dogs or livestock, questions or complaints."*
- *"A technical issue like Resource Management Act."*
- *"Footpath issue."*

Q20 Reasons why they were not very satisfied when they contacted Councila. "by phone"Lack of action/no follow up

- *"Mainly to do with roading issue. There has been no follow up from the Council. Am I expected to contact them."*
- *"I'm not satisfied because they still have not cleaned the toilets properly. It's the toilet on the back of the building (Barbs County Flowers). I have complained lots of times but it is still not cleaned properly."*
- *"Nothing gets done, just promises but no action."*
- *"They had other things to do with people that were in a worse situation, but they never got back to me, about flooding in front in Jellicoe Avenue."*

Others

- *"They haven't sorted out the address for us so there is all this confusion about address and location."*
- *"Didn't get a decision I wanted."*
- *"Trying to charge for sewerage in rates when we have a septic tank."*
- *"I can't go straight to the phone lines, it goes to reception and he's busy all the time, I have to make an appointment."*

Q20 Reasons why they were not very satisfied when they contacted Council
b. "in person"

Staff hard to get hold of/unavailable

- *"Always out."*
- *"The staff I needed to see were unavailable."*

Others

- *"Lack of passion."*
- *"Depends on who you talk to, the difficulty of claiming a rates rebate, needs a user friendly system. People who have claimed previously and whose circumstances haven't changed should not be required to gather all the information annually again."*

Q20 Reasons why they were not very satisfied when they contacted Council
c. "in writing"

100% Handtabs

- *"My written responses were disregarded and my respect, in my opinion."*
- *"Not made to feel welcome to be heard."*
- *"The Mayor does not respond to e-mails so I try writing but they still don't respond."*

Q20 Reasons why they were not very satisfied when they contacted Council
d. "by email"

100% Handtabs

- *"Not very satisfied because I didn't get a reply."*

Q22 Where, or from whom, they saw, read or heard about Wairoa District Council news and events

Newspapers/newspaper articles

Radio

Wairoa in Focus

Email

Website

Posters

Personal contact

From other people/hearsay

Not aware of any/no information provided

Others

- "Facebook." (x2)
- "Library."
- "Council newsletters that come out with rates. Also available in supermarkets."
- "In my letterbox, about the activities."
- "Mailbox, local dairies, shops."
- "They send out flyers every now and then."
- "Through our Iwi and marae."

Q24 How they access the internet at homePhone LineCellphoneFarmside SatelliteMicrowave with Gisborne NetOthers

- *"Wairoa Free Wi-Fi."*
- *"Wi-Fi." (x3)*
- *"By PC, ipads."*
- *"Wireless."*
- *"Broadband."*
- *"Spark data."*
- *"Satellite phone."*
- *"Evolution Wireless from Gisborne through to Mahia."*

Q34 If they needed some Civil Defence information right now, where or who they would get this information from

The Phone book

By ringing / visiting the District Council

Visiting a website / the internet / looking online

Police

Fire Brigade

Civil Defence / Civil Defence staff

Family / friends / neighbours / other people

Radio

TV

Phone 111 / Emergency Services

Newspaper

Others

- *"Cell phone, social media."*
- *"Library."*
- *"Information Centre."*
- *"Search and Rescue."*
- *"Councillor who lives nearby."*

Q36b Example(s) of where they believe the District is receiving value for money from the funding used for supporting a range of community benefit organisations

Community Centre

- "The Community Centre is very good."
- "The Community Centre."
- "The Community Centre is well used and is value for money."
- "The Wairoa Community Centre."
- "The Community Centre seems to be well used by the locals kids. Good for teenagers, there is not much else for them to do."
- "The money that they are putting into the Community Centre is probably one of the best things because they support a number of activities that are good for the community."
- "The Community Centre is brilliant."
- "The Community Centre is excellent."
- "The Community Centre is now getting a lot of use."
- "The Community Centre in town on Marine Parade."
- "The Community Centre because lots of people use it so it's a valued part of the community."
- "The Community Centre does a good job."
- "The Community Centre caters for all and services are outstanding."
- "The Community Centre, the facilities offered, the use of buildings for meetings."

Library

- "The library, good value for money."
- "The library is excellent."
- "The library is good."
- "The library, great community asset."
- "The library, they have a great range of books."
- "Holiday programmes at the library."
- "Keeping the local library is a really good idea. I think the infrastructures are taken away from these small towns and they are like the hub of these towns."
- "The library is very good."

Museum

- "The Museum is very active."
- "The Museum."
- "The Museum has gone ahead in leaps and bounds."
- "Wairoa Museum, very worthy."
- "I think what the Museum is doing is amazing, the work they have put into that. Preserving the heritage that could have been lost."
- "The Museum does a good job."
- "The Museum, the effort that has gone into that has provided a beautiful way to tell the Wairoa story."
- "The Museum, quite a lot of tourists go in there."
- "I think the Museum is doing a wonderful job, I take my hat off to them."
- "The Museum attracts a lot of visitors."
- "The Museum, going forwards in the last few years."
- "The Museum, it allows people to see different works by locals, eg, portraits of old ancestors."
- "The Museum, everything they do, they change things often and always interesting."
- "The Museum is awesome. They are maintaining the history of the place."

Sportsgrounds

- *"The rugby grounds are very good."*
- *"The sportsfields have improved a lot recently."*
- *"Sport centres."*
- *"Sportsgrounds."*

Walkways / cycleways

- *"New walkways."*
- *"Walkways."*
- *"The walkway along the river."*
- *"Cycle tracks."*
- *"Access to the beach, Whakamahī, so now we have a walking track and cycle area. It's really nice and great for the district."*
- *"We have got a cycle wave to the river and beach."*

Parks / playgrounds

- *"Keeping the parks up."*
- *"QRS funding for parks and reserves."*
- *"Playground for the kids, skateparks."*

Road / footpaths

- *"Road/footpath cleaning."*
- *"Upgrade of roads, paths in Tuai."*
- *"Keeping up with the roading in rural areas."*

Others

- *"Great pools."*
- *"Lights on lighthouse."*
- *"New amenities being put in."*
- *"The water supply system is very good."*
- *"Activities for the young ones, ie, walkathon."*
- *"Supporting health services."*
- *"Renal health for patients."*
- *"Schools are in marvellous order."*
- *"Budget Advice."*
- *"They support the marae out here for mahi like planting trees."*
- *"Conservation."*
- *"The farming industry."*
- *"Art gallery."*
- *"Tourism."*
- *"Lambton Square."*
- *"They support the cinema."*
- *"The Gaiety Theatre."*
- *"Even though I don't use the facilities I think they are important and they are good for the community."*
- *"The community patrol is funded by the Council in return for security services."*
- *"War Memorial Hall."*
- *"All over."*
- *"Very important to cover the whole district, a benefit for everyone."*

continued ...

Others (continued)

- *"I think it's wonderful they are supporting the town like this. We've been through Ebola and they've been very good through the years."*
- *"We've had a couple of grants out where we are. As long as they are spreading the money around."*

Q36d Example(s) of where they believe the District is not receiving value for money from the funding used for supporting a range of community benefit organisations

High rates/high for services received/not value for money

- "Rates are wicked."
- "I feel the rates are too high for the area, we live outside of town. We don't have the same services and facilities that they have in town yet they charge us the same."
- "We are rural and feel that we hardly use the facilities at all."

Roading

- "Roading, our road is overlooked."
- "Some of the gravel roads. Roads not sealed."
- "Roading contracts could be more open to other outside contractors."
- "They should put more money into traction sealing on the rural roads."
- "The roading."
- "Stick to basics like roading."
- "The worst thing is the roading."

Rubbish/recycling

- "The refuse/recycling area, they could do with some money, and then we don't need to pay for our bags and for our rubbish."
- "Rubbish collection over the holiday period, especially bins in prominent places."
- "Mahia rubbish, with tourists."
- "Rubbish not being cleared during weekends, bins are full."
- "Stick to basics like rubbish."

Youth issues

- "The youth of the district, more attention required."
- "The younger age group."
- "Our youth, 12-18 year olds need some of the community funding towards them, eg, entertainment interests to keep them off the streets."

Specified services/facilities

- "The museum."
- "At Mahanga, only some areas have street lights, there should be more from the entrance to the roundabout."
- "Sewerage."
- "The library could do with an upgrade."

Unnecessary spending / overspending / priorities wrong

- "Rocket Lab, more money spent for outsiders."
- "I believe there is a person who is meant to be policing the freedom campers and the Council is certainly not getting their moneys worth from him. The freedom campaign has not been meeting the brief. Too often they are outside the area and there are too many of them."
- "The new art gallery in town was opened by the Council, they should have put money towards other things such as a playground. The pool project also was a disaster."
- "If this funding is used for foreign students who work in Council then I am not happy. We should be grooming our own kids, New Zealanders before foreigners."
- "They see the ratepayers as a cash cow and a lot of organisations could raise their own funds. I am not happy with how the money flows. The economic development needs help."
- "The library, a lot of money spent and I think it is for very few people."
- "Community Centre, costs too much to run and I doubt if we are getting value for money."

Schools

- "Country schools."
- "The schools need more grants."

Stormwater drainage

- "The drains need to be filled in."
- "The drains outside our place need cleaning out as they are open drains and some money could be spent there."
- "Stormwater."

Parks / playgrounds

- "Some of the parks could do with an upgrade."
- "Better playgrounds."


Community issues / activities

- "Community Centre."
- "Taihoa marae."
- "The marae in general."
- "Manaaki Health for drug and alcohol problems, would be nice to see it continue."
- "Budget Services here need more help."
- "More activities on the parade or on the beach."
- "More activity on the river and needs to be driven."

Others

- "The Power Board is not committing to the Council, we have too many power cuts."
- "The hospital needs upgrading and extra support and strengthening for earthquakes."
- "In terms of a disaster I don't think the Council is up to par in that area."
- "Lambton Square is in need of improvements."

8.6 ANNUAL REPORT 2016-17 TIMETABLE

Author: Gary Borg, Chief Financial Officer
Authoriser: Fergus Power, Chief Executive Officer
Appendices: 1. [Appendix 1](#) 

1. PURPOSE

- 1.1 To present to the Committee the proposed framework for the preparation of the Annual Report for the year ending 30 June 2017.

RECOMMENDATION

The Chief Financial Officer RECOMMENDS that Committee approves the proposed timetable for presentation to Council's auditors.

2. BACKGROUND

- 2.1 At its meeting on 11 April 2017 the Committee received the audit plan for the year ending 30 June 2017 and determined that a timetable for the preparation of the financial statements be presented for consideration.
- 2.2 No framework has previously been prepared for consideration by Council or Committee.

3. CURRENT SITUATION

- 3.1 The proposed timetable is attached as **Appendix 1**. The schedule identifies key milestones and target dates for completion, audit and adoption of the Annual Report. It is dependent on all areas of Council's operations providing the required information within the indicated timeframes. More detailed task lists will be employed as part of the project plan.

4. OPTIONS

- 4.1 The options identified are:
 - a. Approve the proposed timetable for release to Audit
 - b. Do not approve the timetable
- 4.2 This is an administrative matter and its main purpose is for the Committee to consider the associated risks.
- 4.3 The preferred option is that the Committee approves the timetable, this meets the purpose of local government as it provides governance over a critical statutory process in which Council fulfils its obligations with regards to accountability to the community it serves.

5. CORPORATE CONSIDERATIONS

Compliance with legislation and Council Policy

5.1 S98(3) Local Government Act 2002 requires that the Annual Report is adopted within 4 months of the end of the financial year, i.e. by 31 October each year.

What are the key benefits?

5.2 Transparency in Council’s processes for ensuring timely and reliable performance monitoring.

Who has been consulted?

5.3 This relates to a statutory reporting process for which no consultation is required.

Maori Standing Committee

5.4 This matter has not been referred to the Maori Standing Committee

6. SIGNIFICANCE

6.1 In accordance with Council’s Significance and Engagement Policy this matter is assessed as being of low significance.

7. RISK MANAGEMENT

7.1 The strategic risks (e.g. publicity/public perception, adverse effect on community, timeframes, health and safety, financial/security of funding, political, legal – refer to S10 and S11A of LGA 2002, others) identified in the implementation of the recommendations made are as follows:


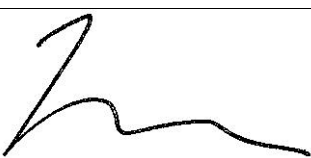
- a. There are no strategic risks associated with this matter.

Confirmation of statutory compliance

In accordance with section 76 of the Local Government Act 2002, this report is approved as:

- a. containing sufficient information about the options and their benefits and costs, bearing in mind the significance of the decisions; and,
- b. is based on adequate knowledge about, and adequate consideration of, the views and preferences of affected and interested parties bearing in mind the significance of the decision.

Signatories

	
Gary Borg Author	Fergus Power Approved by

Appendix – Annual Report Framework

Action	Target Date
Template Statement of Service Performances (Activity Measure) against LTP targets	Mid-June
Regular Year-End Adjustments <ul style="list-style-type: none"> - EPO Creditors - Investment Adjustments - Debtors - Stocks on Hand - Payroll - Grants 	15 July
Creditors Washup <ul style="list-style-type: none"> - Contractual - other Items 	28 July
Draft Account Numbers Available	31 July
Return of Service Performance Reports	15 August
Capital Adjustments (Additions/Deletions/Depreciation & Valuation allocations)	15 August
Overhead Allocations, Reserve Interest and Special Reserve funds allocations	23 August
Draft Financial Statements	5 September
Presentation to Finance Audit & Risk Committee	26 September
Audit on Site	24 September – 5 October
Report finalisation and Audit Opinion	13 October
Adoption of Annual & Summary Report	24 October

8.7 APPROVAL OF VARIANCE - FINANCIAL PLANNING AND MANAGEMENT SYSTEM UPGRADE

Author: Gary Borg, Chief Financial Officer
Authoriser: Fergus Power, Chief Executive Officer
Appendices: Nil

1. PURPOSE

- 1.1 The seek approval for unbudgeted expenditure on a financial system upgrade.

RECOMMENDATION

The Chief Financial Officer RECOMMENDS that the Committee recommend Council approves a variance of \$19,000 to the budget for the year ended 30 June 2017.

2. BACKGROUND

- 2.1 The last Long Term Plan and the past two Annual Plans have been prepared using an integrated spreadsheet. This has been an effective but cumbersome tool, however it was prepared as the MagiQ Long Term Financial Planning Module was not considered ready for market by Council staff at the time of the 2015-25 LTP preparation.
- 2.2 Three years have passed since this assessment and at a presentation to CFO and FPM at the MagiQ offices in April, MagiQ have shown a product that is flexible, easily updatable and usable for both LTP and Annual Plan preparation.
- 2.3 No report on 2018-28 LTP preparation has previously been prepared for consideration by Council or Committee.
- 2.4 Plans, while statutory in nature, support the financial transparency and planning of Council's operations as well as being the framework for the establishment of rating needs for the forthcoming years.
- 2.5 An Annual or Long Term Plan takes significant time and effort on all parts of the organisation to develop the budgets and funding requirements.
- 2.6 In 2014 Council reviewed a product offer from MagiQ that supported the development of the Long Term Plan 2015-25. The assessment at that time was that the product was not ready and would take more resources than what was available at that time within Council to implement and utilise successfully.

3. CURRENT SITUATION

- 3.1 In April 2017 CFO and FPM attended a demonstration of the updated product and it was the assessment of these officers that the development of the product has brought this to a state where it would now add value to the financial operations and the planning needs of the Council.
- 3.2 The product now offers up to 30 years of forward planning (which would align with the Infrastructure Strategy that is a fundamental component of the majority of the Council's

operational and capital spending, and the ability to continuously develop Council's financial plans for future Annual Plans, strategies and LTPs.

- 3.3 The initial work on the planning on the 2017/18 Annual Plan was completed using the MagiQ Budgeting and Reporting (performance product) tool that Council has had in place and Finance utilises to support the Annual and monthly/quarterly reporting.

4. OPTIONS

- 4.1 The options identified are:
- a. Continue to Utilise a spreadsheet based preparation of plans
 - b. Build on the work of this year and move to a computerised planning platform.
- 4.2 The spreadsheet based preparation process has the advantage of being known by the staff, easily understood and amendable by staff to meet any radical changes. The workbook that has been developed has a self-check function, checks for staff that the system produces a balanced Financial Statement Report, reconciles all the statements that need to be reconciled and has been written to be compliant with the current legislative, International Public Sector Accounting Standards (IPSAS) and the International Financial Reporting Standards (IFRS).
- 4.3 The main issue that Council has, is that the person that developed the spreadsheet is no longer part of the Council's staff. While current staff have the ability to maintain the workbooks where necessary, the underlying knowledge base on the interconnectivity of the workbook is lost to Council. Also, this workbook solution is focused and reporting only on a 10 year basis. Longer term strategic planning (e.g, a 20 or 30 year plan) is not part of the workbook and as such does not align with the requirements around the asset management planning that is now part of the LTP process.
- 4.4 Council could continue to operate in this format, however it is limited in the full integration of the budget with Council's accounting software and preparation of future plans.
- 4.5 The Financial Planning Module as presented to staff is an integrated system that will utilise the existing system setup, design and functionality of the General Ledger and BR Reporting account mapping in organising and consolidating budgeting. It has been designed for maximum flexibility for the users, including the length, depth of budgets as well as an integrated method for overhead allocations.
- 4.6 As with any new system there will be a setup and acceptance process that will utilise staff time. With this proposal a mid-September installation, under current planning a point where it is forecast that the preparation of the Annual Report 2016-17 will be substantially complete and sufficiently close to the starting point of developing the 2018-28 LTP to be able to take maximum advantage of the training available to Council by MagiQ staff undertaking the installation.
- 4.7 The preferred option is to move to the integrated planning module as it will provide a consistent integrated financial planning tool that will sustain Council through numerous planning cycles.

5. CONCLUSION

- 5.1 Council Officers are looking to move to a flexible, fit for purpose, integrated strategic and operational planning solution that it is believed the updated MagiQ Financial Planning Module now provides.
- 5.2 In total the acceptance and implementation would give rise to an adverse variance of \$19,000.

6. CORPORATE CONSIDERATIONS

What is the change?

- 6.1 No operations or policies will change with this process.
- 6.2 This will not trigger a S17a review.

What are the key benefits?

- 6.3 Greater integration between Strategic Plans, LTP and Annual Plans and reporting.

What is the cost?

- 6.4 Included in the Annual Plan is a budget of \$15,000 for the implementation of this planning module. We have been advised that the total cost to establish this module, including the first year's licencing cost is in the order of \$34,000. The breakdown of this figure indicates that both capital and operational costs have been included in this quote.

What is the saving?

- 6.5 Reduced time in processing future plans, updates and changes to background options (e.g. BERL reported annual adjustments)

Who has been consulted?

- 6.6 No consultation has taken place on this item.

7. SIGNIFICANCE

- 7.1 In accordance with Council Significance and Engagement Policy this matter is assessed as being of low significance.

8. RISK MANAGEMENT

- 8.1 The strategic risks (e.g. publicity/public perception, adverse effect on community, timeframes, health and safety, financial/security of funding, political, legal – refer to S10 and S11A of LGA 2002, others) identified in the implementation of the recommendations made are as follows:
 - a. There are no strategic risks associated with this item.



Confirmation of statutory compliance

In accordance with section 76 of the Local Government Act 2002, this report is approved as:

- a. containing sufficient information about the options and their benefits and costs, bearing in mind the significance of the decisions; and,

- b. is based on adequate knowledge about, and adequate consideration of, the views and preferences of affected and interested parties bearing in mind the significance of the decision.

Signatories

	
<p>Gary Borg Author</p>	<p>Fergus Power Approved by</p>

9 PUBLIC EXCLUDED ITEMS**RESOLUTION TO EXCLUDE THE PUBLIC****RECOMMENDATION**

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

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

General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under section 48 for the passing of this resolution
9.1 - Civic Financial Services Annual General Meeting	s7(2)(a) - the withholding of the information is necessary to protect the privacy of natural persons, including that of deceased natural persons	s48(1)(a)(i) - the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under section 6 or section 7