

Summary of Activities for the 2019-2022 Triennium



Chief Executive Presentation - Sep 2022

Agenda



Reflection on the last 3 years worth of activity by department

Not presented as a Q&A presentation – just for council information

Regulatory - Building Department

Last three years stats:



2019/20 Received 250 building consents with a value of \$36.45 million

Issued 248 – 97.35% on time

Code compliance certificates – 203 – 97.54% on time

2020/21 Received 266 building consents with a value of \$45.15 million

Issued 219 – 97.82% on time

Code Compliance certificates – 169 – 98.22% on time

2021/22 Received 303 building consents with a value of \$44.04 million

Issued 276 – 82.35% on time

Code compliance certificates – 147 – 98.64% on time

Building - Ongoing challenges

- Constant Legislation and building code changes across the entire industry
- Recruiting and retaining staff with the relevant qualifications and technical skills
- Nationwide shortage of senior and building control officers
- Ever increasing cost and time to train staff and lack of training providers
- Ongoing red tape to tick all the boxes and record all decisions to demonstrate compliance with the accreditation regulations
- New online consenting software to be released end of this year

Building Key success factors

- Highest number of dwellings being issued for the district in the last financial year – being 94!!
- Recruiting several new staff members to the unit
- Consent numbers remain constantly high despite industry challenges with cost increases, supply chain issues and inflation.
- New more efficient hardware for the inspectors.
- Three staff achieved higher technical levels.

Community Services

Township Development Fund

Westland District Council's initiative of Township Development Funding (TDF) through community rating supports 9 local townships to have autonomy in decision making regarding local projects and meeting local well-being goals.

Each community group is an Incorporated Society enabling them to apply for further funding from other sources for locally based projects. The Community Development Advisor works closely with these communities to assist them to achieve their goals.

TDF Accountability reports have shown priorities and projects over the last three years have focused on community halls, tracks and walks, AED units, plantings, speed indicators, and setting up Community Response Groups



Community Services

Westland Creative Communities Funding

In the last three years Council have allocated funding to 43 local arts projects. There are two funding rounds each year.

2019-2020	\$20,781.90	15 recipients
2020-2021	\$25,872.11	14 recipients
2021-2022	\$25,518.38	14 recipients

In 2020-2021 and 2021-2022 extra funding was received through Creative New Zealand in a Covid Boost payment.

Local arts activities have ranged from art and art exhibitions to workshops, singing, and lantern making for the icon Hokitika Lantern Parade at Sunset Point.

Westland Rural Travel Fund

In the last three years Council have allocated \$9,500 each year to sports groups and clubs Enabling Westland children and young people to participate in sport.

2019-2020	7 recipients
2020-2021	11 recipients
2021-2022	6 recipients



COMMUNITY SERVICES

Mayors Taskforce for Jobs – Community Recovery

Over the last two years the MTFJ has invested \$1.2m in to the Westland Community

Funding allocations have gone towards:

- Small to medium enterprises seeking wage assistance during the wake of Covid-19
- Hard to fill positions
- Youth employment
- Youth employability programmes
- Training opportunities for locals seeking work

Funding included:

- Wage assistance
- Training assistance
- Travel and accommodation
- Inspire to Aspire Careers Event

During fiscals 2020/21 and 2021/22:

- 193 positions supported
- 100 (approx.) training opportunities provided

Funding through MTFJ has refocussed and now a Community Resilience Programme with a core focus on Youth Employability



Hokitika Museum



Vision

Hei whakahaumako te tangata - Enriching today and tomorrow's people

Mission

The Hokitika Museum mission is to tell the stories of Westland, the wider West Coast and its people.

Our collection reflects the life of our communities in the extreme and inspiring place that is Te Tai Poutini-West Coast, New Zealand.

Highlights

- Securing funding from Lotteries, Ministry for Culture, Arts and Heritage and Te Paerangi National Services for various projects.
- New website, Social Media Platforms updates and additions (Twitter, YouTube, Facebook, Instagram, TikTok, LinkedIn)
- Ngā Whakatūranga Project, Te Whata Nui Project (collections and research facility),
- Luminaries BBC Costume Collection,
- Collection Readiness Project,
- Puanga-Matariki Events,
- In the Community videos and initiatives.

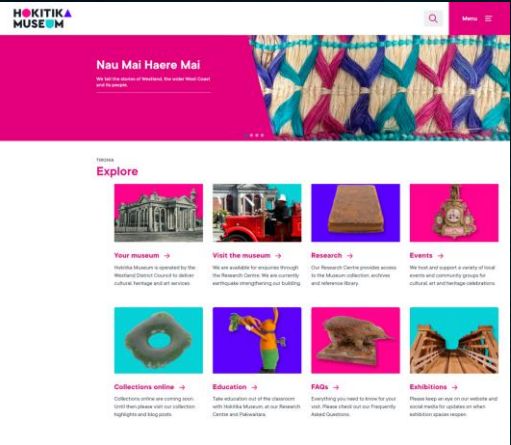
Hokitika Museum

Challenges

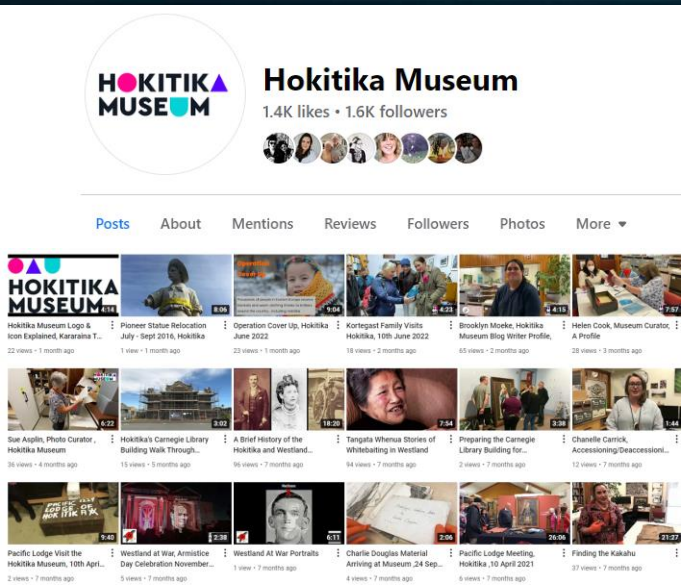
- Limited staffing support (majority of team are part-time).
- Limited OPEX and CAPEX to support BAU and project costs.
- Limited in applying for external funding (especially government funds) due to the Museum no longer having a board and/or trust.

Hokitika Museum

Website



Social Media



Rebranding



Collections

	2021/2022	2020/2021
Number of items catalogued	144	371
Updated Records	1419	995



Collection Highlights

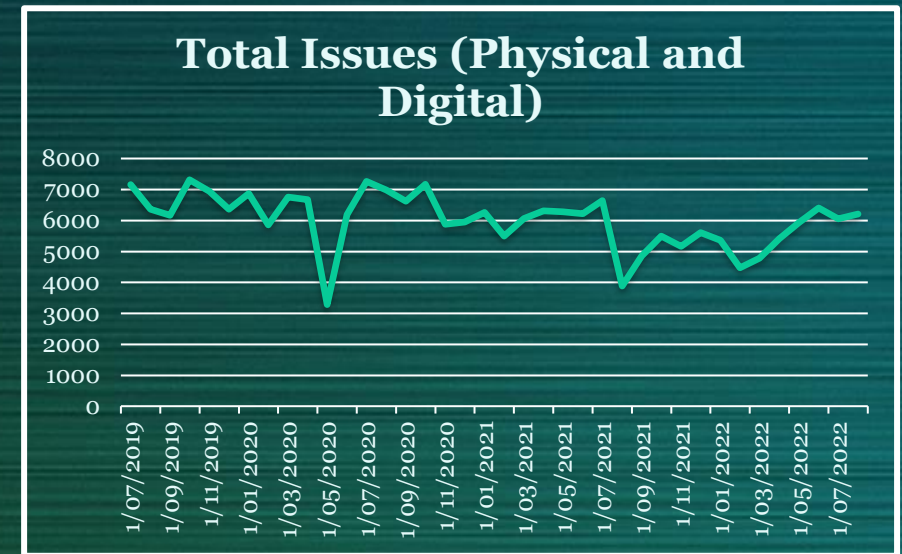
Westland District Library 2019-2022

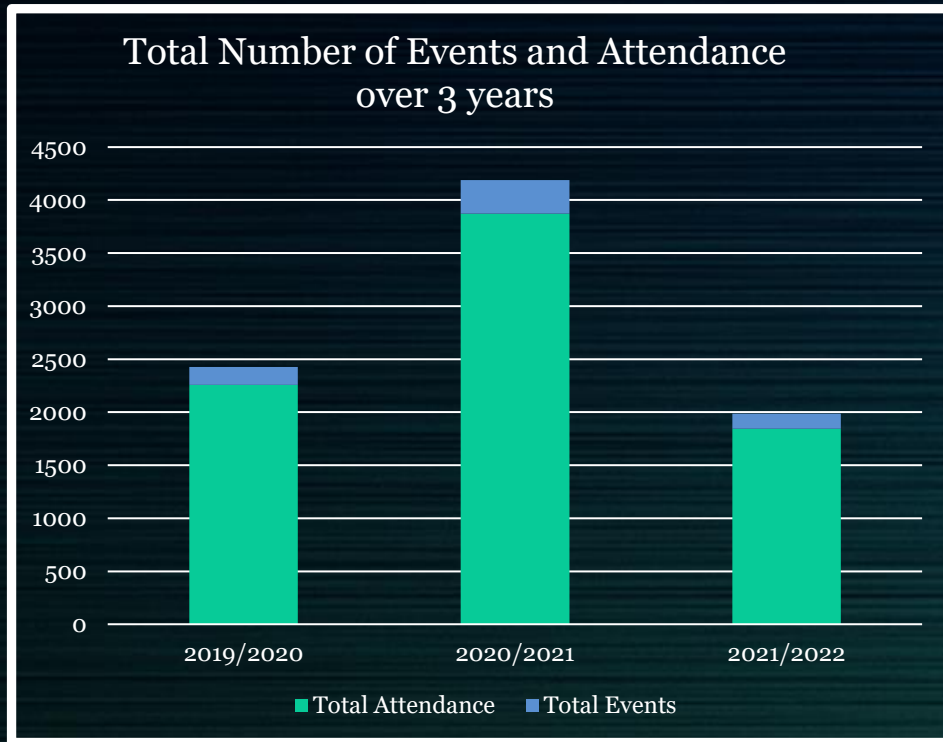


New Zealand Library Partnership Programme COVID Recovery Funding

- \$300,000 for the library to help support community recovery
- 2 FTE staff Digital Discovery and Community Engagement Librarians for 19 months
- Additional equipment and resources for patrons
- Training and upskilling opportunities for all library staff

- Physical issues of items were impacted by the pandemic restrictions
- Although digital resource use increased, not everyone is able to take advantage of these resources



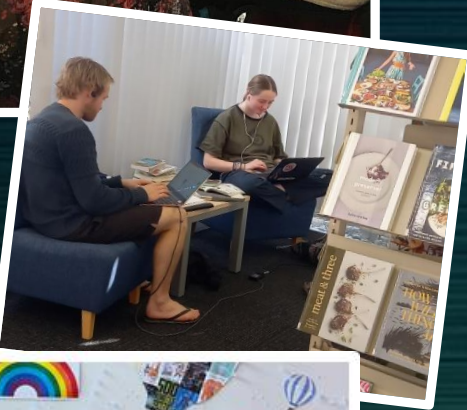


- Additional staff enabled an increase in events and programs with attendance peaking in 2020-21, to fall again as a result of restrictions.
- Customer satisfaction dropped to 91% in February as a result of COVID related restrictions to access but has since risen to over 95%.

Customer comment word cloud from library survey 2022



“An amazing service, however, I think it would be great if you were in a larger building so you can have more room for books and resources, especially focused on young adults!” *Customer Feedback*



- The pandemic changed the way our community used the library, using contactless options or choosing to visit briefly
- As New Zealand is learning to live with COVID in the community we are beginning to see people return to our public spaces
- Our spaces are safe places to work, relax, discover and socialize and used by all sectors of our community
- Our services support community resilience and wellbeing and with investment, will continue to do so

...not just about books!

Corporate Services Group

Information Management

- Online Forms and Do-it-yourself
- Digitisation Project
- Property Files

The screenshot shows the 'WDC Annual Dog Registration - RENEWAL' page. It includes a search bar at the top, a welcome message, and instructions for users. Below the instructions, there are input fields for 'Surname', 'Owner ID', and 'Email'. At the bottom, there is a table titled 'Existing Records' with columns for Dog Name, Breed, Age, Sex, Neutered, Location, and Category. The table shows one record for a dog named 'Picote' with breed 'Chihuahua, Long Coat', age 4, male, neutered, located in 'Urban', and categorized as a 'Pet'.

We have introduced technology (Laserfiche Forms) that allows us to produce 100% electronic application forms and processes. Processes have automation & escalation built in with full audit trails of actions taken.

The volume of forms and processes being completed on line is increasing, and in the first instance this will create improvements in our customer experience and give staff the opportunity to provide more value added activities.

Online Processes by applications				
Last 3 months	June	July	August	Total
Direct debits	9	7	23	87
Dog address changes	0	0	16	16
Dog renewals	0	0	241	241
LIM applications	21	9	24	145
Other (5)	6	8	22	45

Changing the culture to self-service will take time, however the Statistics are looking good and trending upwards.

Information Management cont. Digitisation Project

We have purchased a high quality scanner and trained staff in the digitisation of our extensive paper based property files. This should get underway soon, however should be noted that it is a huge project and will take some time.

We now have the technology to manage documents to modern standards and legislative requirements. Electronic documents are being migrated to this new system.



Appropriate policies, processes and procedures have been developed for handling our information. This is to ensure our compliance with legislation and introduced efficiencies within our systems.

Significant training has been put in place for staff surrounding Privacy, LGOIMA and our responsibilities as managers of council records

Information Technology

- Mobile workforce by moving staff to laptops and mobile phones.
- Zoom phone and meeting systems utilising zoom rooms.
- Staff IT service request system for logging IT issues with service level agreement to manage customer expectations.
- Live streaming Council and Committee meetings using wire-cast software to enhance the experience by showing a running agenda.

Future focus

- IT strategy to focus on future business needs.
- Cloud technology.
- Leading the business continuity planning.



Key Challenges

- IT capability.
- Supply Chain.
- Cybercrime.



Strategy and Communications

Project lead for various projects over the three years.

- Website development, Council, Library and Museum.
- Statutory reporting such as Long Term Plan, Annual Report and Annual Plan.



- Reporting good news stories.
- Media releases.
- Westland Matters newsletter.
- Developing consultation and communications plans.
- Leading the consultation roadshows.
- Managing social media platforms.
- Privacy.
- Facilitating report writing workshops.

Strategy and Communications cont.

Ongoing challenges

- Getting good news stories out to the media to celebrate the good work Council is doing.
- Managing media relations and positive news stories.



Upcoming and future work

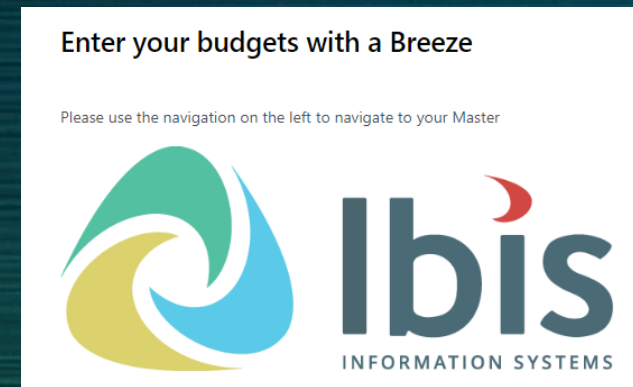
- Improvements to measuring and reporting customer satisfaction across council services.
- Continued improvements in statutory reporting into the future in line with local government reform.
- Growing Social Media platforms.

Finance and Customer Service

- Development of new reporting system IBIS Breeze for all WDC reporting requirements.
- Development of IBIS interactive providing an easy user interface for activity managers to update their budgets.
- All reporting completed within statutory deadlines.
- Unqualified Audit Reports.

Key Challenges

- Staffing.
- 3 Waters and the work involved.
- New Audit firm.



Upcoming and future work

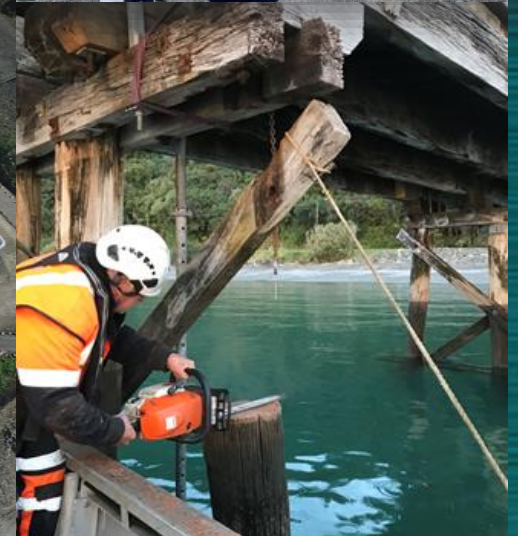
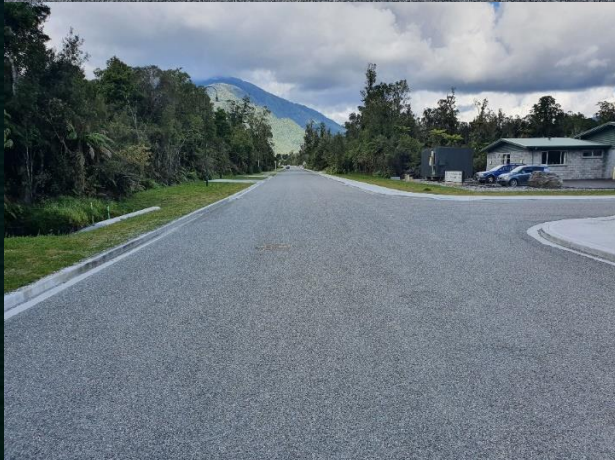
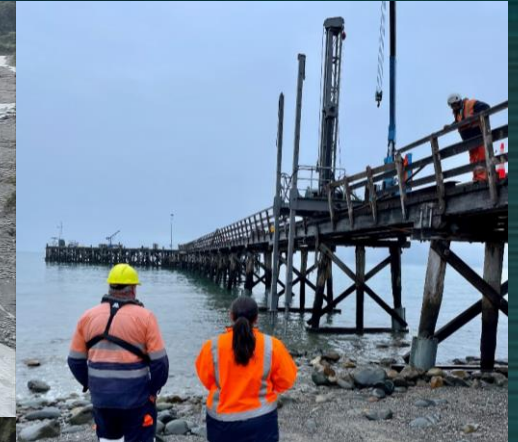
- Continued development of Breeze reporting.
- Enhancing the customer service experience.
- Improving processes to provide more value added activities.

District Assets

Last 3 years

- Shovel Ready Funding - \$12 M
 - Hokitika Swimming Pool – Stage 1 & 2. Stage 1 completed
 - Cron St – Franz Josef - completed
 - Old Christchurch Rd – completed
 - Butlers Landfill & Fox River remediation – completed
 - Jackson Bay Wharf – completed





Cron Street

Old Christchurch Road

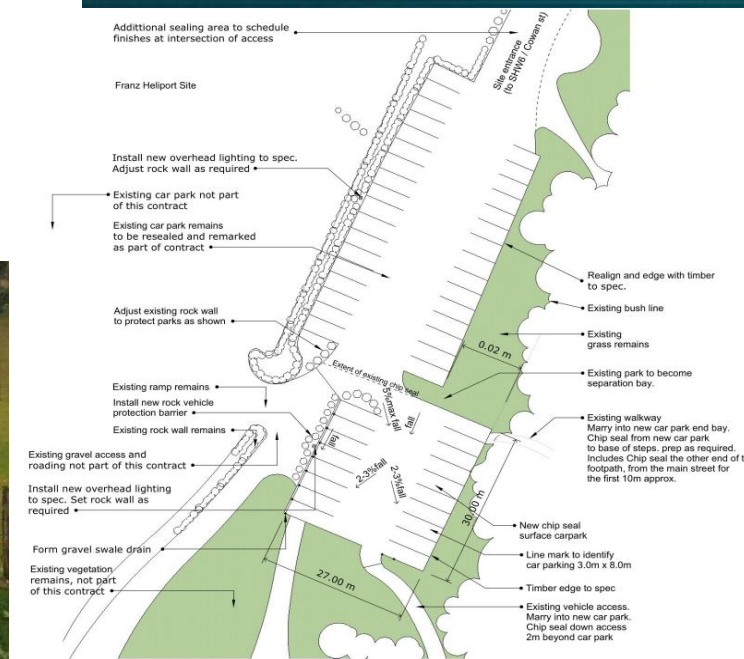
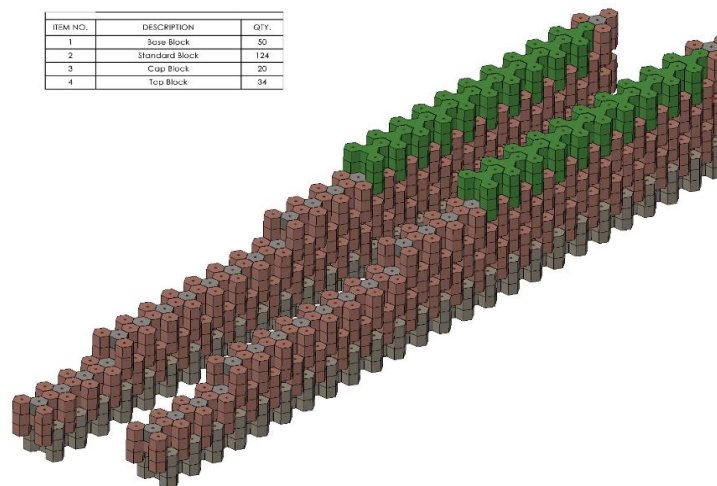
Butlers Landfill

Jacksons Bay Wharf

District Assets

Last 3 years

- Tourism Infrastructure Funding - \$2.4 M
 - New Toilets in Haast, Ross, Kumara & Whataroa
 - Sunset Point upgrade - Upgrades to Sunset Point included a new toilet block, carparks, landscaped redeveloped & new roads installed.
 - Fox Water Treatment Plant and Generator
 - Haast Potable Water Storage Capacity
 - Camper Van dump stations – Franz Josef & Hokitika
 - Franz Josef waste water pump upgrade
 - Jacksons Bay Beach Front - Boat and Trailer Parking
 - Cass Square Toilets
 - Paringa Public Toilets
 - Franz Josef Carparking Upgrade
 - Hokitika Beach Front Enhancement



District Assets

Last 3 years

- WCWT – Major Great Rides Fund - \$1,150K
 - WCWT Operational Funding for Trail Project Management which is passed onto WCWT Trust
 - Emergency Flood Repairs – March 19 & July 21
 - Old Christchurch Road Cycle Trail
 - Lake Kaniere Stage 1
 - Cyclist safety at Old Christchurch Road
 - Kawhaka & Wainihinihi Bridges
 - Business Case Study for Northbank Arahura
 - Kaniere water race, Milltown & Mahinapua works





District Assets

Last 3 years

- PGF Fund- \$1,078K
 - Community Hall Upgrades – Haast, Kumara, Okuru, Bruce Bay, Kokatahi, Waitaha;
 - Greypower Building, Hokitika Band Rooms, Hokitika Cenotaph - First World War Memorial, Hokitika Clock Tower - South African War Memorial, Harihari War Memorial Cemetery Gates
- Lotteries and Culture & Heritage Funds - \$1,294K
 - Carnegie Building - Seismic Strengthening Project





District Assets

Last 3 years

- 3 Waters Reform Stimulus Funding (\$6.9M) & TIF \$1.2M (Franz WWTP)

- 43 projects across the district

Main projects:

- Franz Josef WWTP - New WWTP comprising of screen, series of ponds and disposal field
- Whataroa and Kumara treatment plant upgrades
- Haast WTP & Reservoir Upgrade - New 400m³ treated water reservoir;
- Ross WTP - Replace 1400m (AC) waste water main
- Fox Glacier WW mains upgrades
- CCTV Camera work across the whole region to gauge state of our underground assets



District Assets

Last 3 years and the future

- Council “Other” projects still in progress

Main projects:

- Racecourse – Future Developments for the property
 - Infrastructure Acceleration Fund
 - RSL & Sports Canterbury
- Pakiwaitara Building – future requirements
- Council Building – EQ Strengthening
- Carnegie/Museum Fit Out
- Museum Archives – future requirements
- Emergency Operating Centre
- Hokitika Swimming Pool Stage Two and Three

Chief Executive

Last 3 years

- Big takeaways

- The strong working relationship between Mayor and CE
- COVID-19 – how the team was able to operating and continue its core duties during the ever-changing landscape of the Pandemic
- The major challenges finding technical staff – particularly in the planning and BCA space
- Strong executive that is working well as a team
- The workload is not easing – the future seems more intense that the past particularly with central government reform on fast track
- The teams adoption on a continuous improvement culture
- The district is all working together on being more resilient
- The improvements in project execution – still a long way to go but the foundation has been set
- We need to do more and better in the community engagement space

Chief Executive

Last 3 years

- Councillors & Governance

- Improvements in the councillor Induction program
- Familiarisation of council assets
- Going digital with Microsoft Teams, Zoom meetings, Live Steaming, minute & recording keeping
- Dedicated committee support
- Lift in reporting quality and level of information
- Independent Chair – Audit & Risk
- Meet all statutory reporting requirements
- Fraud training, Risk training offered and delivered.
- Formation of the Hokitika Waste-Water Treatment Plant Project Oversight Committee – co-governance approach with Iwi partners
- Formailed the Wilderness Trail Governance Group
- New and improved CCO boards, constitutions and SOI's

Chief Executive

Last 3 years

- Achievements & Opportunities

- Significant amount of internal and external funded projects
- 3 Waters Reform stimulus funding – 43 projects
- Next stage is the “3 Waters Reform Better off Funding” opportunities – 54 projects identified for Tranche 1
- Shovel Ready funding – applications, project execution and reporting
- TIF Funding, Lotteries and other funding opportunities
- Projects to improvements to IT and Information management functions

Chief Executive

Last 3 years



- Achievements & Opportunities

- Mayors Taskforce for Jobs – great success
- Stewardship Land review underway – joint submission with other WC councils
- National Policy Statement Indigenous Biodiversity – submissions made with other WC councils
- Considerable work on the Three Waters Reform – RFI's, C4LD, NTU work, community engagement
- Responsible Camping Fund – new Bylaw, workshops and submissions
- Te Tai o Poutini Plan (One District Plan)
 - Joint committee formation
 - Project workshops
 - Plan out for submissions in record time
- WC Civil Defence review – 40 recommendation for improvements (most actioned)
- Improvements in community resilience and EOC operations

Chief Executive

Future Focus

- Bedding in and inducting new council
- Challenges with External regulatory changes
- Local Government Reform
- 3 Waters Reform National Transition Unit workload
- Better Off Funding projects – Tranche 1 & 2
- Long Term Plans – Council's future aspirations
- Increased focus on community engagement
- Closer relationships with other local councils
- Improvements in local resilience
- Developing a high performing team

Thanks

- I would like to take this opportunity to thank His Worship and Councillors for the commitment and teamwork over the last 3 years;
- Of particular note is Deputy Mayor David Carruthers who has stood up with the Mayor's absence;
- I believe that this council has worked very hard through the stream of reports, council meetings, committee meetings, workshops and one on ones;
- Thank you Mayor Bruce for your support over the last five years – I have learnt a lot from you and I hope your journey to recovery is a short one.