



Appendix 1

MANAGEMENT REPORTS

Council Chambers

**Thursday
23 May 2013
9.00 am**

INDEX FOR MANAGEMENT REPORTS

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Governance

Reporting Report is 1 July 2012 to the 31 March 2013

Service Levels and Performance Measures for Governance

Level of Service	Performance Measure	Information we will use to measure success	Current Performance YTD Q2 2012/13	LTP 2012/13						
The community contributes to decision making.	Public notification of council meetings must be at least 10 working days before each meeting.	Adverts placed in local newspaper.	Achieved.	100%						
The community contributes to decision making.	At least 80% of residents feel they have some influence on decision making.	Resident Satisfaction Survey.	The Resident's Satisfaction survey has not been undertaken.	80%						
Council decision making is open and transparent.	At least 90% of items on the agenda are conducted in open meetings.	Review agendas for council.	<table><tr><th>Committee Meeting</th><th>Agenda Items (General Business and Inward Correspondence)</th><th>Public Excluded Items</th></tr><tr><td>Council</td><td>103</td><td>15</td></tr></table>	Committee Meeting	Agenda Items (General Business and Inward Correspondence)	Public Excluded Items	Council	103	15	
Committee Meeting	Agenda Items (General Business and Inward Correspondence)	Public Excluded Items								
Council	103	15								
Council decision making is open and transparent.	Local Government official information and Meetings Act 1987 (LGOIMA) requests are complied within the 20 working days.	Review of requests and written replies.	<p>From 1 July 2012 to 31 March 2013, 30 Official Information Requests were received; 1 was subsequently withdrawn; and 4 were from the Office of the Ombudsman, 6 acknowledgements/thank you letters were also received from the Office of the Ombudsman.</p> <p>One request was responded to in 24 days and one request was responded to within 61 days due to further work and discussions required. All other requests were responded to within 20 working days.</p>							

Council decision making is open and transparent and promotes accountability.	Elected representatives attend 90% of all meetings and workshops.	Number of meetings attended.	From 1 July 2012 to 31 March 2013, 4 workshops were held and 16 Council/Committee Meetings.					100% compliance	
			Attendees at the Workshops/Meetings were as follows:						
			Committee - Workshop	Date	Present	Apologies	Absent		
			Strategy Workshop	11 July 2012	5 attended.		1 absent.		
			Council	26 July 2012	10 attended.	1 apology.			
			Strategy	15 August 2012	3 attended.	1 apology.	1 absent.		
			Council	23 August 2012	10 attended.	2 apologies (1 for lateness).			
			Performance	27 August 2012	5 attended.	2 apologies.			
			Performance Workshop	27 August 2012	5 attended.	2 apologies.			
			Operations	17 September 2012	5 attended.				
			Council	27 September 2012	11 attended.				
			Strategy	5 October 2012	3 attended.	1 apology.	1 absent.		
			Risk	18 October 2012	5 attended.		1 absent.		
			Council	25 October 2012	11 attended.				
			Council	22 November 2012	10 attended.	1 apology.			
			Council Workshop	22 November 2012	10 attended.	1 apology.			
			Council	11 December 2012	11 attended.	1 apology for lateness.			
			Council	24 January 2013	10 attended.	1 apology			
			Operations	21 February 2013	4 attended.	1 apology			
			Performance	25 February 2013	5 attended.	1 apology (1 did not attend as requested).			
			Council	28 February 2013	11 attended.				
			Council Workshop	20 March 2013	9 attended.	2 apologies			

			Council	28 March 2013	11 attended			
The community understands what Council does.	% of residents who understand how Council makes decisions.	Resident Satisfaction Survey.	The Residents Satisfaction survey has not been undertaken.					50%

Corporate Services
Reporting Period is 1 July 2012 to the 31 March 2013

Service Levels and Performance Measures for Corporate Services

Level of Service	Performance Measure	Information we will use to measure success	Current Performance YTD Q3 2012/13	LTP 2012/13
The community contributes to decision making.	The annual Plan and LTP must be adopted using the special consultative process, within statutory requirements.	Date of council meeting for adoption.	Annual Plan will be adopted in 2013 outside the statutory timeframe.	100%
Council decision making is open and transparent.	The Annual report must be adopted within statutory requirements 31st October.	Date of council meeting for adoption.	2011/12 Annual Report was adopted on 22 November 2012.	0%
Service and information is provided to the Community.	% satisfied with service at front-line of Council.	Resident Satisfaction Survey.	Council has resolved to undertake a Residents Satisfaction survey.	90%
To provide value for money for residents and businesses who pay rates.	% reduction in rates arrears per annum.	Quarterly reports.	(This is unable to be measured at present as we have not yet quantified the appropriate data).	Establish baseline in 2011/2012 year.
To provide value for money for residents and businesses who pay rates and to conduct business in an environmentally sensitive manner.	The number of litres of fuel used per 100 kilometres travelled by all vehicles within the fleet per annum.	Quarterly reports. This information was obtained from the fuel card bill.	(This is unable to be measured at present as we have not yet identified the appropriate data).	Establish baseline in 2011/2012 year.
To provide value for money for residents and businesses who pay rates and to conduct business in an environmentally sensitive manner.	The number of kilowatt hours of electricity used per full time equivalent (fte) per annum.	Quarterly reports. This information was obtained from the electricity bill.	(This is unable to be measured at present as we have not yet identified the appropriate data).	Establish baseline in 2011/2012 year.

To provide value for money for residents and businesses who pay rates and to conduct business in an environmentally sensitive manner.	The kilograms of waste sent to landfill from the main Council office per full time equivalent (fte) in that office, per annum.	Quarterly reports.	(This is unable to be measured at present as we have not yet identified the appropriate data).	Establish baseline in 2011/2012 year.
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COMMUNITY SERVICES GROUP
Reporting Period is 1 January 2013 to the 31 March 2013

Service Levels and Performance Measures for the i-Site

Level of Service	Performance Measure	Information we will use to measure success	Current Performance YTD Q3 2012/13	LTP 2012/13
Increase number of activities and accommodation booked and purchased.	Increase sales of Westland activities and accommodation by 3%	Recorded information from the IBIS booking and sales system used by i-SITE.	New Measure. Gross bookings Jan 13-Mar 13 \$255,078 average spend \$11.35 Jan 12-Mar 12 \$309,911 average spend \$13.89 Jan 11-Mar 11 \$281,728 average spend \$10.58	Establish baseline in 2011/2012 year.
Provide excellent customer service.	Maintain customer satisfaction levels at 90%	Annual mystery shopper assessment. Annual Qualmark Assessment April 2013	New Measure. (This is unable to be measured at present as we have not yet quantified the appropriate data).	90%
Provide business efficiency.	Grow revenue by at least 3%.	End of financial year information.	New Measure. (This is unable to be measured at present as we have not yet quantified the appropriate data).	Establish baseline in 2011/2012 year.
Increase visitor numbers to Westland.	The number of Visitors handled by Hokitika i-SITE Visitor Centre maintained.	Recorded information from i-SITE.	Hokitika i-SITE Jan-Mar 2013 22,455 Jan-Mar 2012 22,296 Jan-Mar 2011 26,606	To respond to 53,470 per year enquiries.

Service Levels and Performance Measures for the Museum

Level of Service	Performance Measure	Information we will use to measure success	Current Performance YTD Q2 2012/13	LTP 2012/13
Users of the Museum visitor service are satisfied with their experience.	% of visitors satisfied with the museum displays and exhibitions.	Resident Satisfaction Survey	Not held in 2012 but in museum visitor survey 88% of those filling out the survey rank the museum a 4 or 5 out of 5.	90%
The Museum environment is comfortable and user friendly.	% satisfied with the museum environment, availability, opening hours and remote access.	Resident Satisfaction Survey	The Residents Satisfaction Survey has not been undertaken. 95% - only five per cent of respondents in museum visitor survey expressed dissatisfaction.	90%
The Museum provides a good quality experience.	Maintain visitor numbers.	Museum visitor records.	New measure. 10,359 visitors y.t.d. (median over last 10 years is 7599 p.a.)	Establish baseline
The Museum reflects the history and character of the people of Westland.	Maintain number of exhibitions and programmes per annum.	Number of exhibitions or programmes that relate to Westland.	New Measure: An exhibition with some West Coast content was on display from 23/12/12 to 12/3/13.	Establish baseline
Research and heritage advisory or related information services are easily accessible.	Requests for service are responded to within 5 working days	Service Request system.	New Measure: Museum not currently on the Service Request System. The Museum enquiries register shows that the initial response to enquiries is currently within 5 working days.	Establish baseline

Collection objects, archives and photographs are cared for to industry standard	Museum Collection is maintained and preserved	Number of objects damaged due to poor climate and pests.	New Measure (This is unable to be measured at present as we have not yet quantified the appropriate data).	0 objects damaged or destroyed by poor climate or pests.
Collection objects, archives and photographs are cared for to industry standard.	Museum Collection is maintained and accessible	Number of objects catalogued per annum.	New Measure So far this year 1,143 items have been donated, approximately 50% of these have been catalogued.	11,803 items donated in 2011/12 of which 685 have been catalogued.
The Museum knows who their visitors are and will develop to meet their needs.	Analyse visitor profiles	Visitor survey.	New Measure Records of visitor origin and a visitor survey are being undertaken.	Completed by June 2013.

Service Levels and Performance Measures for the Library

Level of Service	Performance Measure	Information we will use to measure success	Performance Results 2012/13	Target 2012/13-2015/16
Opening hours are convenient for users of District Library services	% of customers satisfied with opening hours	Resident Satisfaction Survey and Internal Survey	New Measure	90%
Library services are utilised	Number of physical visits to Library	Recorded visitor numbers	74,351	90,000
Library services are utilised	Increased use of Library facilities	Membership Issues	3501(42%) 71,904	3600 88,000
The Library environment is comfortable and user friendly	% of customers satisfied with library environment	Resident Satisfaction Survey	90%	90%
A wide range of up to date material is available in a variety of formats and relevant to the community	% of customers satisfied with the selection of material available in print, E-format, audio/visual and IT services	Resident Satisfaction Survey	86%	90%
A wide range of up to date material is available in a variety of formats and relevant to the community	Increased awareness in the community of availability of material	Hits on website and downloads from E-Service 'Overdrive'	New Measure <u>OverDrive</u> - 972 <u>Website</u> - 20,534	Baseline to be established by the number of hits and downloads to E-Service
The Library meets National Public Library Standards	The Library lending collection is up to date and relevant for the community	Library meets NZ Public Library Standard D 3.1 for issues per capita	10.2	10.4
The Library meets National Public Library Standards	The Library lending collection is up to date and relevant for the community	Library meets NZ Public Library Standard D.3.1 for turnover of lending collections	3.02	4
The Library meets	The Library	Library meets New	11%	20%

Level of Service	Performance Measure	Information we will use to measure success	Performance Results 2012/13	Target 2012/13-2015/16
National Public Library Standards	lending collection is up to date and relevant for the community	Zealand Public Library Standard D.1.3 for % of operating budget allocated for purchase of collection material		

Service Levels and Performance Measures for Events

Level of Service	Performance Measure	Information we will use to measure success	Current Performance YTD Q3 2012/13	LTP 2012/13
Increase visitor numbers to Westland.	Grow the estimated economic impact to the District of major events.	BERL Impact report will not be undertaken in the 2014 year.	New measure. (The Berl Impact Report will not be undertaken in the 2013 year)	Establish baseline in 2011/2012 year.
Increase visitor numbers to Westland.	The number of events and the estimated attendance.	The number of events and the estimated attendance.	New measure. The Wildfoods Festival will be held on Saturday 8th March 2014	Establish baseline in 2011/2012 year.
Provide excellent and well attended events.	% of residents satisfied with events and festivals.	% of residents satisfied with events and festivals.	New measure. (The Residents Satisfaction Survey has not been undertaken). Council has decided not to have a resident satisfaction survey for the 2012/2013 year.	90%

Service Levels and Performance Measures for Community Development – Assistance/Funding

Level of Service	Performance Measure	Information we will use to measure success	Current Performance Q3 2012/13	Target 2012/13 – 2015/16
Funding is available for community projects.	Advertising of grants occurs 4 times year.	Newspaper ads, advertising in Uniquely Westland.	Three (Four is unachievable as we only advertise three).	4 times per year.
Funding is available for community projects.	Number of groups/individual applying.	Number of applications received.	Council has, however Council facilitates the Creative NZ Scheme, and Sport NZ Rural Travel, (Unachievable).	10
Funding is available for community projects.	Funding is made available to all members/groups of the community.	Number of applications approved.	No funding available, however Council facilitates the Creative NZ Scheme, and Sport NZ Rural Travel, (Unachievable).	10
Build capacity in the community to create community projects.	Referrals to external agencies.	Number of referrals recorded.	New Measure. (This is unable to be measured at present as we have not yet quantified the appropriate data). Currently 12 referrals.	Baseline to be established by the recording of referrals in this year.
Consult the community on issues of importance.	Number of consultations per year.	Summary of consultation results over year tabled to Council.	New Measure. 1 Community Consultation RSA.	4

Service Levels and Performance Measures for Community Development – Safer Community Council:

Level of Service	Performance Measure	Information we will use to measure success	Current Performance YTD Q3 2012/13	LTP 2012/13
Build capacity in the community to reduce reported crime.	Maintain low level of family violence, vandalism, and burglary.	Number of reported crimes in Family Violence, vandalism and burglary from NZ Police reports.	Family violence notified cases 44 Burglary reported offences 41 Wilful damage cases 98 (vandalism is a new measure). Two lots of graffiti removed to date. Three of four CCTV security cameras operational.	Family Violence notified cases 70 Burglary reported offences 40 Vandalism 10.
Build capacity in the community to reduce reported crime.	At least three programmes are delivered throughout the year that meet the requirements of the funder.	Number of programmes that meet the requirements of the funder.	New measure. Big Brothers Big Sisters mentoring programme. Hokitika Community Patrol. Restorative Justice. Awatuna Parenting Programme. CACTUS. Victim Support.	Establishing a baseline 2012/13.
Create opportunities for the community through building relationships with outside groups and agencies.	Meetings with the Police and other government agencies regarding prevention and programming.	Number of meetings per annum.	New measure. Four Safer Community Council meetings. Eight Te Rito Family Violence Prevention meetings. 27 Chit books issued to people who have voluntarily given up driving or cannot drive.	Establishing a baseline 2012/13.

			<p>Four Community Patrol meetings for volunteers.</p> <p>43 nominations serviced for Enterprise Hokitika's Service/Retail Excellence Award.</p> <p>Four Strengthening Families meetings facilitated.</p> <p>Eleven Street Appeals approved.</p> <p>Eleven BBBS meetings.</p> <p>Five CACTUS meetings.</p> <p>Three Victim Support meetings.</p> <p>Seven Awatuna Parenting Programmes Trust meetings.</p> <p>Four Restorative Justice Management meetings.</p>	
Protect the environment from littering.			New measure.	Establishing a baseline 2012/13.

COMMUNITY SERVICES SECTION
From 1st – 30th April 2013 (reporting period)

1. COMMUNITY DEVELOPMENT:

- **Creative Funding:**

Rebecca Busch	Before I Die Project	\$807.34
Custom House	Craft Workshops	\$1,400.00
Hokitika Floral Art	ANZAC Day Wreaths	\$700.16
Ingrid Grunner	Lantern Making	\$650.00
Art Club	Art and Craft lessons	\$1,000.00
Westland Arts Inc.	Musical Shows	\$500.00
Hokitika Lions	Children's Day-Craft Tent	\$2,000.00
Whataroa Community Association	Township Sculpture	\$1,635.00
Hokitika Art Group	Tutorials	\$500.00
WestReap Activity	Story Teller – Visit	\$807, 50

Creative NZ administrators met to allocate the Creative NZ funds, 12 Applications were received and 10 were successful, totalling \$10,000. It was good to see so many new applications with such a diverse range of ideas and programmes.

- **Citizenship Ceremony:**

Westland welcomed two new 'Kiwi's' at a recent Citizenship Ceremony and Mayoral reception. This fortunately coincided with the School Holidays as one of the recipients, from South Westland was supported by her Principal and teachers from South Westland Area School in Harihari.

- **WW1 Report:**

The Museum Director and Community Development Officer jointly prepared a report to Council for WW1 Funding from NZ Lotteries; due to austerity measures the report was withdrawn, as there was an expectation from Lotteries for Council to commit to some funding.

- **'Living on the Edge':**

Resources and branding have been developed in a collaborative effort between the Library and the Civil Defence Education Officer to establish a centralised Civil Defence Education Centre on the mezzanine floor of the library. The hour long sessions will run through-out term two, and will have a static display of posters and information, a power-point presentation on Civil Defence awareness, and an interactive session examining volcanos and tornados.

- **Butlers Bus Tours:**

The Waste Minimisation Officer is currently working with Westland High School and South Westland Area School, to organise a three stage session which includes a visit to the transfer station, as we follow the initial disposal of waste, separate the recyclables and its final destination at Butlers Landfill, followed by a class room power-point presentation and Lego Serious Play exercise on sustainability.

- **ANZAC Day:**

Wreaths were organised for Kumara, Hokitika, Ross, Harihari, and Whataroa by the Hokitika Floral Art Group. An Anzac display was set up in the foyer of Council and poppies were sold at the counter.

- **COGS (Community Organisations Grants Scheme):**

Workshops were organised for Community Groups to discuss their communities' priorities, the workshops were held in Franz Josef and Hokitika. These meetings are very valuable as it is important for Council and COGS Administrators to understand and recognise the issues arising from each community.

FRANZ JOSEF - 22/05/13
Social Isolation.
Early Childhood Education/Care.
Transport (Mainly to support children's activities, e.g. sport, guides/scouts, etc.
Services not available that are taken for granted in main centres.
Pursuit of higher learning/tertiary education opportunities for adults, i.e., travel, distance learning, block courses means a lot of disruption to family and working life.
Distance to nearest service centre for grocery and retail, specialist medical (Hokitika closest town – 260km round trip) with general services, with most going through to Greymouth to access more retail opportunities and health services).
Also noted is the Fault Avoidance Rupture Zone that will have serious impacts on the future of Franz Josef township, and business confidence and new investment in the area.
Places to meet and socialise as a community or groups of interest: Fox Glacier fundraising for new community centre. Community Centre in Franz Josef in need of upgrade, EQ strengthening or replacement - Medical Centre only building available for public gatherings, etc., that is up to code and with suitable resources available.
Internet access is "slow".
Frequent power outages.
School role "healthy" with 38 primary school students (5-13 year olds) – some go on to South Westland Area School in Harihari whilst most attend boarding school. Of the current enrolments, approx. 17 students live on the North side of Tatara Bridge, which is considered dangerous to pedestrian and cyclists. Road safety (especially to and from school – advised group that this was Transit NZ/OPUS/Westland District Council business and to refer to them).
Local toy library in the process of starting up – query funding support available as the project will require some funding support for success.

Women's health group supported by the rural nurse who covers Glacier Country.
Plan to start a mother's support/social group to minimise social isolation. Will include most playgroup mothers. Query re-funding available for this type of support network, i.e., costs associated with getting together, etc. Anecdotal evidence that number of families with young children are living in the area.
Franz Josef playgroup has 25 enrolments with over 10 children as casual users. Cost \$50 per week rent (most covered by MoE grant but group still experiences a shortfall in annual funding). One parent going through formal ECE education to support proposed Kidsfirst Kindergarten planned for the future.
Westland REAP has previously provided school holiday programmes in the area at cost of \$25/day. Also programme for 4-year olds at the primary school as introduction to school life.

HOKITIKA - 17/05/13
Capacity and capability building within the community & voluntary sector / professional development for NFP personnel, including volunteer attraction and retention, governance, strategic planning and funding.
Support toward new groups, confirmation of validity of previous year's priorities.
Transport.
Trend in complex needs including physical and mental disabilities.
Increased pressure financial sustainability of groups through grant funding.

2. COMMUNITY SERVICES:

- **Major District Initiative (MDI) Funding Update:**

Work on Donovan's Store Refurbishment at Okarito: During April, an exterior light was attached to the building.

Total Project Cost	\$323,375
MDI Funding approved	\$78,375
MDI Funds spent to date	\$36,794

- **Proposed Harihari Community Centre Lottery Community Facility Grant \$240,000 +GST:**

Correspondence was received from the Lottery Grants Board on 15 April to advise that the Lottery Facilities Fund Committee had approved the request for an extension of the expiry date for the grant and the new expiry date is now 29 June 2014. This will be a final extension.

- **Discussions on the Ministry of Social Development help for South Westland 9 April:**

Family and Community Services Southern are inviting Westland organisations/agencies to update their information on the MSD website or if they have never registered their activities on their website, to do so. When this exercise is completed, MSD would like a link to their website placed on Westland District Council's website so that the public can access help services.

- **Big Brothers Big Sisters of Westland Mentoring Programme:**

Thirteen mentoring matches with volunteers are currently in progress. Eight boys and one girl are on the waiting list. Two team meetings were held with volunteers to keep them up to date with planned activities and for group supervision. The AGM of the Management Board was held on 8 April.

- **Safer Community Council Chit Scheme:**

Three new chit books were issued to senior residents who have voluntarily given up driving and 30 chits from previous books came in for re-imbursement. 23 people are currently on the chit scheme.

- **Hokitika Service/Retail Excellence Award:**

Five nominations were received during April. The winner was Nelson Bradley who was nominated by Fiona Thomas from Westport.

Nominations for May close 31 May.

- **Hokitika Community Patrol:**

The AGM was held on 17 April. One new member joined and one member resigned. An application has been made by six trustees for the patrol to be a charitable trust board, effective 1 July 2013.

Statistics for April:

Vehicle related incidents	1
Patrol kilometres travelled	468kms
Volunteer Patrol hours	40:20hrs

- **Te Rito Family Violence Prevention – Lesley Elliot Meeting 11 April:**

Lesley spoke about her daughter Sophie and “What we missed” to senior students at Westland High School in the morning and to about 90 people in the evening at St. Mary’s School Hall.

- **West Coast Restorative Justice Management Meeting 3 April:**

71% of the contracted numbers for service requirements have been achieved. 80% has to be achieved by 30 June 2013 to meet contractual obligations to enable on-going bulk funding from the Ministry of Justice for 2013/2014.

- **Hokitika Reserves and Environs Community Group meeting 16 April:**

Items for discussion included sea erosion on the beach, 150th celebrations, statue restoration, new walkway signs, kiosk maps of the walkways, need for on-going maintenance on walkways and community service awards for service “above and beyond the call of service.”

- **Safer Community Council meeting 26 April:**

Jan Rogers from the Community Development Division of Anglican Care in Christchurch addressed the meeting and thanked the Safer Community Council for setting up the Chit Scheme for drivers who had voluntarily given up driving but who didn’t qualify for the Total Mobility Scheme.

- **CACTUS End of Term Breakfast 17 April:**

Certificates were presented to participants at their end of term breakfast. The Tindall Foundation, who is a major supporter of CACTUS, is coming to video some sessions for the Tindall website and to take a photo of CACTUS participants for their next year’s calendar.

- **Graffiti removal:**

One lot of graffiti was reported during April.

- **Victim Support:**

The Service Coordinator for the Grey and Westland Districts has resigned and the position is under review.

- **Street Appeals:**

Permission was granted for the Red Cross Annual Appeal on 10 May and the Westpac Helicopter Appeal on 31 May.

- **Fox Glacier and Franz Josef Glacier Community Development Officers Reports for April:**

These reports have been received.

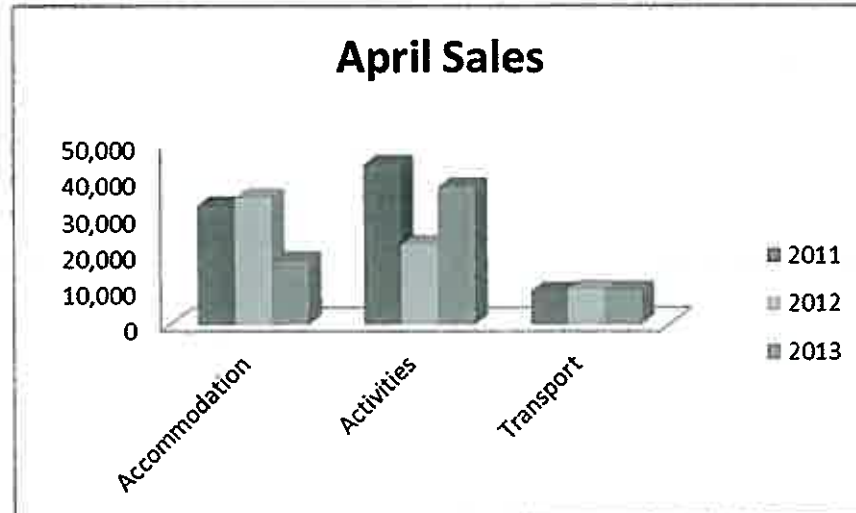
- **Donations/Grants received:**

\$10,000 for BBBS from The Full Gospel Mission Trust.

3. I-SITE

Level of service	Performance measure																																				
Market visitor services	<p>Increase visitor numbers</p> <p><u>Hokitika i-SITE – Visitor numbers</u></p> <p>Visitor numbers through the door</p> <p>Apr 2011 – 3,503</p> <p>Apr 2012 – 3,917</p> <p>Apr 2013 – 4,277</p> <p><u>Hokitika i-SITE – Average spend per visitor – excludes WFF ticket sales</u></p> <ul style="list-style-type: none">▪ 1 – 30 Apr 2011 / Gross bookings – \$85,361▪ 1 – 30 Apr 2011 / Visitor numbers – 3,503▪ Average spend per visitor – \$24.37▪ 1 – 30 Apr 2012 / Gross bookings – \$65,888▪ 1 – 30 Apr 2012 / Visitor numbers – 3,917▪ Average spend per visitor – \$16.82▪ 1 – 30 Apr 2013 / Gross bookings – \$64,264▪ 1 – 30 Apr 2013 / Visitor numbers – 4,277▪ Average spend per visitor – \$15.03 <p>Increase sales of Westland activities and accommodation by 3%</p> <p>Apr 2011 – \$54,461</p> <p>Apr 2012 – \$44,526</p> <p>Apr 2013 – \$42,306</p> <p>Who have we been selling to?</p> <div><p>Country of Origin</p><table><thead><tr><th>Country of Origin</th><th>2012</th><th>2013</th></tr></thead><tbody><tr><td>A Local</td><td>115</td><td>95</td></tr><tr><td>Australia</td><td>55</td><td>55</td></tr><tr><td>Asia</td><td>25</td><td>30</td></tr><tr><td>Canada</td><td>15</td><td>10</td></tr><tr><td>France</td><td>5</td><td>5</td></tr><tr><td>Germany</td><td>20</td><td>25</td></tr><tr><td>Netherlands</td><td>5</td><td>5</td></tr><tr><td>NZ</td><td>30</td><td>70</td></tr><tr><td>UK</td><td>100</td><td>55</td></tr><tr><td>USA</td><td>20</td><td>15</td></tr><tr><td>Other</td><td>30</td><td>15</td></tr></tbody></table></div>	Country of Origin	2012	2013	A Local	115	95	Australia	55	55	Asia	25	30	Canada	15	10	France	5	5	Germany	20	25	Netherlands	5	5	NZ	30	70	UK	100	55	USA	20	15	Other	30	15
Country of Origin	2012	2013																																			
A Local	115	95																																			
Australia	55	55																																			
Asia	25	30																																			
Canada	15	10																																			
France	5	5																																			
Germany	20	25																																			
Netherlands	5	5																																			
NZ	30	70																																			
UK	100	55																																			
USA	20	15																																			
Other	30	15																																			

What has the i-SITE sold?



Provide excellent customer service

Qualmark NZ Endorsement Assessment Report 10/04/2013.

Achieved April 2013 86%.

Need to work on:

- Customer feedback surveys.
- Emergency Kit in the i-SITE as a backup in an emergency.
- Multi lingual information.
- Responsible Tourism Operation, to review environmental impacts of the business.

Achieved April 2011 77%.

4. EVENTS

- **Wildfoods Festival**

Received a lovely photo album from Kate Veale who was our 2013 official Wildfoods Festival photographer.

Contacted by the "Lost Travel magazine", who are interested in obtaining Wildfoods Festival images.

Stallholder, Entertainers and lots of Wildfoods Festival Subscriber requests, and even some enquiries on wanting to purchase tickets for the 2014 Wildfoods Festival Event.

Application declined by Major Events Development Fund for our application for \$200,000 for the 2014 event, in short because we could not demonstrate how we would grow the international visitors to our Festival.

Two enquiries on holding a Wildfoods Festival in Idaho USA, and Invercargill called the Wild South Food Festival.

Arranged for some lovely Hokitika hu hu grubs for the Campbell Live show, and the new Toyota advertising campaign.

- **150th Anniversary Working Group**

Meeting with Heritage Hokitika Committee Members to arrange a public meeting for Monday 20th May at 7.00pm in the Westland District Council Chambers, for people interested in going on the 150th Anniversary Working Group. To date there has been lots of positive feedback with ideas and suggestions on **theming** their existing events e.g. St Andrew Garden Ramble in February have their garden owner dressed up in period costumes.

- **2013 Small Town conference**

The 2013 Small Town Conference is to be held in Clutha in September; Hokitika hosted the Conference in 2011.

5. LIBRARY

- Association of Public Library Managers (APLM): – The District Librarian attended a two day APLM conference.

Speakers included:

Sue Powell, Deputy Chief Executive, Information and Knowledge Services DIA: “E-Government and Public Libraries”.

Maureen Pugh, LGNZ National Council member: “LGNZ and Public Libraries – a Valuable Strategic Alliance”.

Workshops were also held to develop an action plan to progress the national priorities identified in the Public Libraries of New Zealand: A Strategic Framework 2012-2017.

- South Island Library Managers’ meeting: – The District Librarian attended a one day meeting following the APLM meeting. This was a great opportunity to network, discuss issues and share ideas.
- Library shelving units: – Following a recommendation from the Health and Safety Committee castors are being removed from the library shelving units. New lockable castors are being fitted to units that are still required to be moved. Community workers are assisting with this project, but additional volunteers from the community would be very welcome.
- Press Display: – is a large digital newspaper library offering same-day access to more than 2200 newspapers from around the world. Newspapers are available in 54 languages.

Discussions have been held with the New Coasters organisation with regards to sponsorship of this subscription database for the library. New Coasters help new migrants to settle in the region.

- Civil Defence Display: – ‘Living on the Edge’ is the title for the Civil Defence display which will be in the youth space, on the mezzanine floor of the library, for the second school term. The WDC Civil Defence Education Officer will be running fun, interactive and informative sessions for school classes, starting on 15 May.



6. MUSEUM

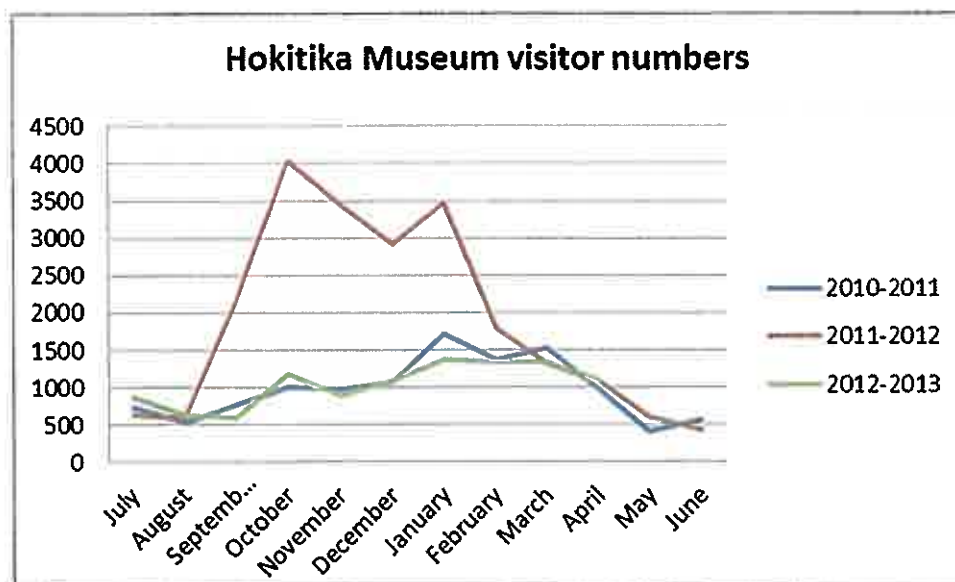
Visitor numbers

April 2012

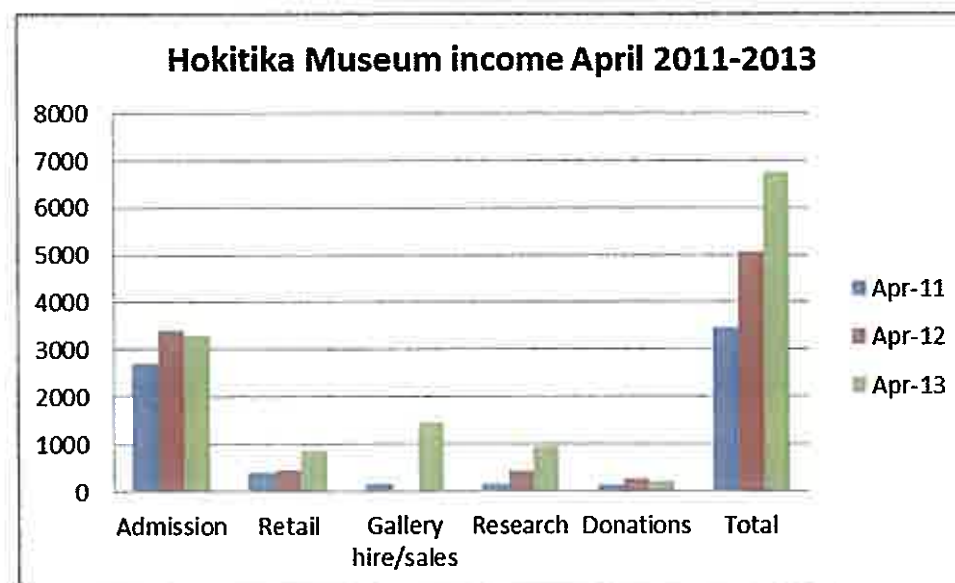
1,071

April 2013

1,093



Museum visitor numbers were similar to those experienced during previous Aprils. Despite only a slight increase in visitor numbers, good retail sales (including from exhibitions in the gallery) and more income from research fees meant that Museum income has continued to improve. Total income has doubled over the last three years and per visitor spend has increased from \$3.55 in April 2011 to \$6.15 in April 2013.



Research centre:

- During April the research centre handled a total of 69 enquiries - 39 in-person and 30 phone or written enquiries. This is 18 more enquiries than during the previous month and works out to an average of 4.3 enquiries for each day that the research centre is open. Some of the researchers require extensive assistance and attempting to keep up with the increase in enquiries while having fewer staff hours is causing problems in terms of being able to

undertake other important work, for example supplying photograph orders within the usual two week time-frame.

Collection:

- A low-cost climate control data logging system was installed in late April. This will provide comprehensive reports on temperature and relative humidity in the collection storage areas. Constant and acceptable levels of temperature and relative humidity are important requirements for safe storage of collection items but until now staff have had no way of accurately monitoring levels and variations, particularly at night or when the area is not visited by staff.
- The following were amongst items donated to Hokitika Museum during April:
 - ♦ A large hand-tinted photo of Henry Charles Douglas (Chip) Gaylor who was killed while fighting in World War 1.
 - ♦ A collection of volumes of the *Picture Post* weekly newspaper, which includes a photograph of Charles Upham and Jack Hinton being presented with the Victoria Cross in England.
 - ♦ Terry Bedford successfully bid on Trademe for a collection of glass jars from Stapleton's Milk-bar and these have been donated to the Hokitika Museum. These will be available via loan for display in the Regent Theatre if requested.



Rifleman Henry Charles Douglas (Chip) Gaylor of Woodstock.

Chip Gaylor left New Zealand on 14 March 1917 and was killed at the Somme (France) on 27 March 1918.
P2013.047.01, donated by Heather Detlaff.

OPERATIONS SECTION
Reporting Period is 1 January 2013 to 31st March 2013

Service Levels and Performance Measures for Transportation

Level of Service	Performance Measure	Information we will use to measure success	Current Performance YTD Q3 2012/13	LTP 2012/13
The transportation network is constructed and maintained so that it is safe and good to use.	Number of Police reported vehicle crashes per year on Council maintained roads involving injury where the contributing factor is "road factor".	NZTA Crash Analysis System.	0 for the year to date. The NZTA Crash Analysis System provides this information per calendar year.	Less than 50
The transportation network is constructed and maintained in a prompt manner.	Contractors respond to and repair faults within timeframes that are specified within the maintenance contract.	Reporting from Contractors.	100%	90% compliance rate
Transportation activities are managed at a standard that satisfies the community.	% satisfied with Council's roading network.	Resident Satisfaction Survey.	The Resident's Satisfaction Survey has not been undertaken	80%
Transportation activities are managed at a standard that satisfies the community.	The number of service requests received regarding roading and transportation assets.	Service Request System.	23	Less than 12
Transportation activities are managed at a standard that satisfies the community and legislation.	Consents are applied for held and monitored.	Compliance with West Coast Regional Council resource consent conditions.	100% - all necessary consents are in place and monitored.	100% compliance

Roads are comfortable to drive on.	Roads in Westland meet the national average according to the Smooth Travel Index Guide. This is the comparison of the condition of roads across New Zealand, measuring smoothness relative to traffic volume and whether the road is rural or urban.	Road Assessment and Maintenance Management system as a requirement by the New Zealand Transport Agency.	96% (National average 86.7%)	Better than the national average
The surface condition of roads in Westland is good quality.	Road surfaces meet the national average according to the surface condition index. This represents surface condition of roads and demonstrates Council is maximising the life of road surfaces.	Road Assessment and Maintenance Management system as required by the New Zealand Transport Agency.	98.5% (National average 97.7%)	Better than the national average.
The transportation network is constructed and maintained so that it is safe and good to use.	The road network is accessible subject to planned or emergency works closure.	Service Request System.	0	0 requests for service.
The transportation network is maintained so that failures are prevented as much as possible.	A customer service system is managed for handling emergency calls after hours promptly and efficiently.	Service Request System.	5	0 requests for service.
Footpaths are maintained and in good condition.	Service requests regarding the state of footpaths.	Service Request System.	12 received and actioned to date.	12 requests for service.

Service Levels and Performance Measures for Water Supply

Level of Service	Performance Measure	Information we will use to measure success	Current Performance YTD Q3 2012/13	LTP 2012/13
Requests for service are dealt with promptly.	% of disruptions to water supply are responded to within 4 hours of reporting.	Monthly reports from contractors.	100% 10 watermain breaks were reported to date.	90%
Council supplied potable water is safe to drink.	The number of illnesses confirmed to be attributed to consuming from Council treated water supplies.	Information provided to Council from the Health Protection Officer, Community Public Health.	0 No illnesses reported.	No illnesses
Council supplied potable water is safe to drink and tastes good.	% satisfied with water supply and quality.	Resident Satisfaction Survey.	The Resident's Satisfaction Survey has not been undertaken	90%
All Council water supply sources are managed in an environmentally sensitive manner.	All necessary consents for maintenance and capital projects are applied for, held and monitored accordingly.	Monthly reports.	100% - all consents are in place and monitored.	100%

Service Levels and Performance Measures for Wastewater

Level of Service	Performance Measure	Information we will use to measure success	Current Performance YTD Q3 2012/13	LTP 2012/13
Requests for service are dealt with promptly.	% of disruptions to the wastewater system are responded to within 2 hours.	Monthly reports from contractors.	88% Eight mains blockages were reported with seven responded to within 2 hours.	90%
Properties that are within the wastewater reticulation system are able to connect to it.	% of properties within urban areas where a reticulated wastewater system is provided by Council have the ability to connect to the system at their boundary.	Number of properties with service laterals to boundary providing the building is no more than 60m away.	100%	90%
Council wastewater systems are managed in an environmentally sensitive manner and are reliable.	No service requests received with regard to odours from Councils wastewater reticulation.	Service Request System.	0 service requests received for odours Numerous odour reports received for Hokitika Oxidation Ponds.	No service requests.
Council wastewater systems are managed affordably and appropriately.	All necessary consents for maintenance and capital projects are applied for, held and monitored accordingly.	Monthly reports.	100% - all consents are in place and monitored.	100%

Service Levels and Performance Measures for Stormwater

Level of Service	Performance Measure	Information we will use to measure success	Current Performance YTD Q3 2012/13	LTP 2012/13
Stormwater systems have the capacity to resist major storms and flooding events.	No flooding of properties will occur in events with a return period of 1 in 20 years. No reports of flooding of properties.	Service Request System.	0 2 January 2013 flood event was in excess of a 1 in 50 year event.	Less than 5.
Requests for service are dealt with promptly.	% of problems with the Council stormwater system investigated within 24 hours of reporting, prioritised and a remedial plan prepared within 48 hours.	Service Request System.	100% 3 requests for service were received.	100%
Council stormwater systems are managed affordably and appropriately.	All necessary consents for maintenance and capital projects are applied for, held and monitored accordingly.	Monthly reports.	100% - all consents are in place and monitored.	100%

Service Levels and Performance Measures for Solid Waste

Level of Service	Performance Measure	Information we will use to measure success	Current Performance YTD Q3 2012/13	LTP 2012/13
A reliable refuse and recycling collection service is provided to customers.	% of customers satisfied – Collection.	Resident Satisfaction Survey.	The Resident's Satisfaction Survey has not been undertaken	100%
A reliable refuse and recycling collection service is provided to customers.	% of customers satisfied – Recycling.	Resident Satisfaction Survey.	The Resident's Satisfaction Survey has not been undertaken	100%
A reliable Transfer Station service is provided to customers.	% of customers satisfied – Opening hours at sites.	Resident Satisfaction Survey.	The Resident's Satisfaction Survey has not been undertaken.	100%
Solid waste is managed affordably and appropriately.	All necessary consents for the solid waste activities and capital projects are applied for, held and monitored accordingly.	Monthly reports.	100% - all consents are in place and monitored.	100%
Waste diversion increases.	Waste diverted from landfill from recycling.	Tonnes recycled.	Baseline: Last year 2011/12 – 717 tonnes 715 tonnes for this period.	Increase 5% per year.
Recycling and diversion of waste increases.	Increased use of recycling and reuse services.	Calculate diversion rate for all waste through Hokitika Transfer Station based on tonnages reported.	Baseline (2011/12) : 44% Current Ratio for this period : 49%	Establish baseline in 2011/2012 year.

Education about waste minimisation is provided to the Community.	Number of visits to schools and community groups.	Monthly reports to Council.	Five school visits to date. One Community Group visit to date (Childrens Day event at Cass Square).	Visits to 6 Schools and 3 Community Groups each year.
Solid waste is managed affordably and appropriately.	Plan available.	Plan Available.	Plan prepared and consulted on.	100%

Service Levels and Performance Measures for Community Township Development

Level of Service	Performance Measure	Information we will use to measure success	Current Performance YTD Q3 2012/13	LTP 2012/13
The community contributes to decision making.	Consultation occurs with each plan and projects completed to schedule.	Management reports to council.	Some consultation has taken place with the Franz, Fox and Kumara communities. A draft plan for further development has been completed by the community.	Consultation occurs through a priority list signed off by Council.
Community township development is understood and the community contributes to the process.	% satisfied with town planning services.	Resident Satisfaction Survey.	The Resident's Satisfaction Survey has not been undertaken.	70%

Service Levels and Performance Measures for Land and Buildings

Level of Service	Performance Measure	Information we will use to measure success	Current Performance YTD Q3 2012/13	LTP 2012/13
Maintain buildings so they are safe for the people who work and visit them.	Buildings get current Warrant of Fitness where required.	Warrant of Fitness issued.	Achieved. 100% All buildings under management and ownership of the council have an up to date WOF.	100%
Requests for service are dealt with promptly.	Service requests are responded to within 3 working days.	Services request support system.	100% compliance.	100% compliance.
Leased buildings or spaces are managed commercially.	Obtain market rental for offices leased.	Market review gained.	Not achieved. There was no market review undertaken for the 2010-11 year as most commercial properties were sold or managed by the Property Company.	100%

Service Levels and Performance Measures for Public Toilets

Level of Service	Performance Measure	Information we will use to measure success	Current Performance YTD Q3 2012/13	LTP 2012/13
Requests for service are dealt with promptly.	Service requests are investigated and responded to within one day.	Service Request System.	1 – 100% achieved.	Under 5 complaints per year and responded to within 1 day.
Public toilets are clean and safe to use.	% residents satisfied with toilet facilities.	Resident Satisfaction Survey.	The Resident's Satisfaction Survey has not been undertaken.	90%

OPERATIONS

From 9 April – 9 May 2013 (reporting period)

Operational works and activities

1. Activities

1.1 Transportation

Reseal Contract

Fulton Hogan have completed the resealing programme for 2012/13. 28 kilometres of carriageway was resealed within this contract.

1.2 West Coast Wilderness Trail

Tracks through private land in Milltown and Larrikins Road Kumara are complete. Construction through Mawhera and Trustpower land is almost complete with only top-coursing of the formation remaining. Fulton Hogan have completed structures between Kumara and Milltown. Westroads Limited have commenced work on the boardwalk through Department of Conservation wetland.



West Coast Wilderness Trail – Lake Kaniere Road Widening



West Coast Wilderness Trail – Mawhera Land Trail Construction

1.3 Water Supply Services

Franz Josef Water Treatment Plant

The Franz Josef Water Treatment Plant upgrade works are complete and final commissioning of the plant has finished.

Filtec have some minor alterations to undertake on the telemetry and alarms system as a result of the commissioning phase. The plant is programmed to be on-line by end of May 2013.



Completed Franz Josef Water treatment Plant



Franz Josef Water Treatment Plant – Operator Training: Tuesday 7 May.

Franz Josef Water Supply Outage

On Sunday 14 April, Staff were contacted with a report that Franz Josef was without water. Upon inspection of the scheme it was found that two of the filters in the treatment plant had failed due to negative pressure causing the plant to stop producing treated water at some stage over the weekend. The plant was last checked by Westroads Staff the Friday prior. Westroads responded immediately and managed to get water flowing back into the reticulation within three hours. The system is being monitored closely. This continues to be the situation until such time as the new treatment plant is up and running with telemetry in place. With telemetry in place the plant can be remotely monitored.

Harihari Water Supply Outage

On 30 April, it was reported to staff that Harihari was without water. An electrical fault resulted in the plant stopping with no alarms being sent to the Maintenance Contractors or Council Staff. An investigation is under way as to how to improve the alarm system and response times to this supply.

1.4 Wastewater

Haast Wastewater Treatment Plant - Abatement Notice

On 12 April West Coast Regional Council (WCRC) issued Westland District Council with an abatement notice for the Haast Wastewater Treatment Plant (HWTP). The reason for the abatement notice was sampling results exceeding parameters identified in the resource consent conditions.

The abatement notice required Council to provide the WCRC with a program of works to be carried out on the HWTP to identify what actions will be taken in order to have the plant operate within its consented limits.

Staff, having identified issues with the HWTP previously, had commissioned an Assessment Report and peer review of the plant late 2012. This report was forwarded to the WCRC in response to the abatement notice requirements. Recommendations from the report support the capital funding request for the 2013/14 Annual Plan.

1.5 Solid Waste

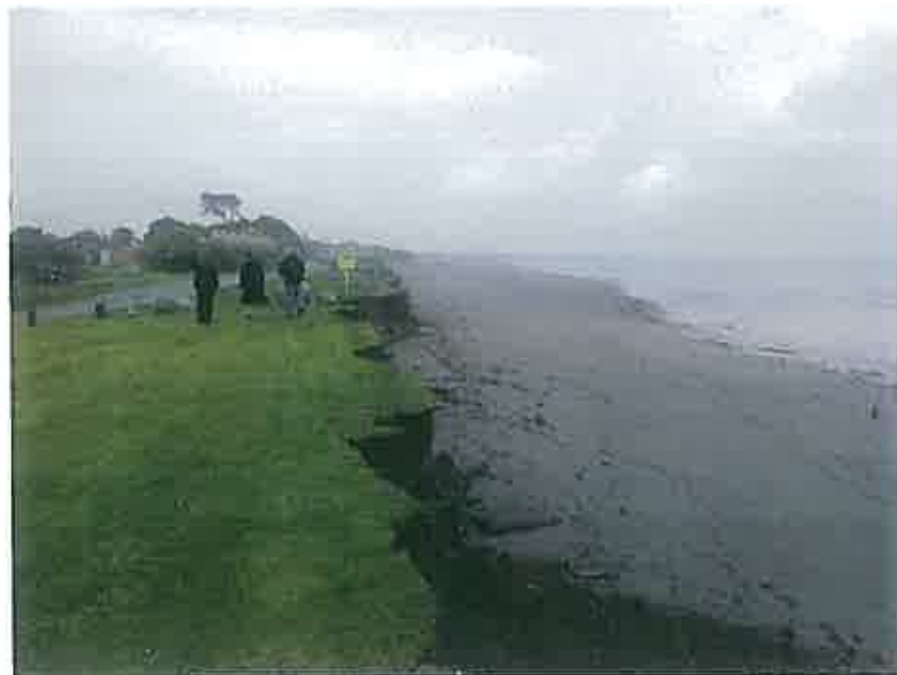
The Franz Josef Landfill is now closed.



Franz Josef Landfill as on 1 May 2013

Changes to Solid Waste services as per proposed will be included in the draft Annual Plan 2013-14.

1.6 Hokitika Beachfront Erosion





Sea Erosion continues to be a problem on the Hokitika Beach Front. The particular area of concern is currently north of the Tambo to Stafford Street with the worse erosion occurring behind Camp Street. On Friday 26 April, Staff instructed Westroads Limited to remove the "Take-a-seat" in the vicinity of the Camp Street intersection as this was threatened by high seas. On Monday 29 April, following an inspection by Council Staff and consultation with Heritage Hokitika Members, a decision was made to remove the "Gun Emplacement" to an area not threatened by the sea. Consultation was also undertaken with Hokitika Soroptomist Members regarding the shelter they donated. Given the current state of this structure and the cost of removal it was decided to allow nature to take its course. Staff continue to monitor the situation.

PLANNING AND REGULATORY
Reporting Period is 1 July 2012 to the 31 March 2013

Service Levels and Performance Measures for Animal Control

Level of service	Performance measure	Information we will use to measure success	Current Performance YTD Q3 2012/13	LTP 2012/13
Requests for service are dealt with promptly.	All service requests are responded to within 1 working day.	Customer complaint form.	Of 45 service requests received, 33 were responded to within one working day.	100%
The public are safe from dogs.	That the public are satisfied with the service.	Resident Satisfaction Survey.	The Resident's Satisfaction Survey has not been undertaken	95%
The public are safe from dogs.	Records will be kept relating to dog numbers, location, sex and breed and in conformity with the National Dog Database (NDDB).	NDDB.	Records are updated to the NDDB every working day and any discrepancies are corrected the next working day. Costs to the Council in maintaining the NDDB are \$1483.26 for the 2013-14 year.	100%

Service Levels and Performance Measures for Building Consents, Environmental Health and Liquor Licensing

Level of service	Performance measure	Information we will use to measure success	Current Performance YTD Q3 2012/13	LTP 2012/13
Process all applications lodged under the Building Act 2004 within the timeframes specified in the Act.	All building consent applications will be processed to a consent within 20 working days.	Monthly Reports.	For the reporting period a total of 99% of Building Consent applications had been determined within the statutory time frames.	100%
Process all applications lodged under the Building Act 2004 within the timeframes specified in the Act.	All Project Information Memoranda applications will be processed within 20 working days.	Monthly Reports	For the reporting period a total of 97% of Project Information Memoranda applications had been determined within the statutory time frames.	100%
Users of the service receive appropriate advice regarding their enquiry.	% of users are satisfied with advice.	Resident Satisfaction Survey.	The Resident's Satisfaction Survey has not been undertaken	100%
Encourage compliance with health standards by undertaking inspections so that all food, liquor and other licensed premises comply with the relevant legislation.	All licensed and registered premises are inspected at least annually.	Monthly Reports/	Of 127 licenced or registered premises, 71 have been inspected for the period 01/07/12 to 30/04/13.	100%
Encourage compliance with health standards by undertaking inspections so that all food, liquor and other licensed premises comply with the relevant legislation.	Work with Police and Community Public Health to reduce the negative impacts of alcohol abuse through collaborative meetings.	Quarterly Report.	A meeting of Police, Health and TA's was held on 29 March 2013.	100%

Service Levels and Performance Measures for Resource Consents

Level of service	Performance measure	Information we will use to measure success	Current Performance YTD Q3 2012/13	LTP 2012/13
Process Resource Consents within statutory timeframes as specified in Resource Management Act 1991.	100% of Resource Consent applications processed within the statutory timeframe.	Monthly Report.	For the reporting period 91% of <u>non-notified</u> Resource Consent applications without a hearing had been determined within the statutory timeframes.	100%
	100% of Resource Consent applications processed within the statutory timeframe.		For the year to date, of 2 consents put in place, 100% of <u>limited notified</u> (no hearing) Resource Consent applications had been determined within the statutory timeframes.	100%
	100% of Resource Consent applications processed within the statutory timeframe.		For the year to date, of 0 consents put in place, 0% of <u>limited notified</u> (hearing held) Resource Consent applications had been determined within the statutory timeframes.	100%
	100% of Resource Consent applications processed within the statutory timeframe.		For the year to date, of 0 consents put in place, 0% of <u>publicly notified</u> (no hearing) Resource Consent applications have been determined within the statutory timeframes.	100%

	100% of Resource Consent applications processed within the statutory timeframe.		For the year to date, of 4 consents put in place, 100% of <u>publicly notified</u> (hearing held) Resource Consent applications have been determined within the statutory timeframes.	100%
Public complaints relating to environment are investigated and responded to within 10 days.	Complaints responded to within 10 days.	Monthly Report.	Nine complaints have received during the reporting period and were responded to within 10 days.	100%
Provide and maintain a District Plan which is reflective of the community.	Work Plan is developed on changes required to the District Plan and these are effected.	Work plan developed and updated annually.	The Strategy Committee has been appraised of work being undertaken and has approved two Plan Changes to proceed to notification. Two other Plan Changes (one private) are proceeding.	Reviewed annually.
Process all applications lodged under section 44A of the Local Government Official Information and Meetings Act within the timeframes specified in the Act.	100% of LIMs processed within 10 working days and for "fast track" applications, within 3 days.	Monthly Reports.	(1) For the reporting period 99% of Land Information Memoranda had been issued within 10 working days. (2) For the reporting period 100% of "fast track" Land information Memoranda had been issued within 3 working days.	100%
Community township development is understood and the community contributes to the process.	% satisfied with town planning services.		The Resident's Satisfaction Survey has not been undertaken.	70%

Service Levels and Performance Measures for Civil Defence and Rural Fire

Level of service	Performance measure	Information we will use to measure success	Current Performance YTD Q3 2012/13	LTP 2012/13
An excellent response to all disasters and emergencies across the District.	Number of exercises held each year.	Monitoring of these measures will be achieved through the management repots at Council's monthly meetings. Two exercises per annum.	Exercise Shakeout – held 26 September 2012. EMIS training for 12 staff within council with four of those people moving onto the next level in regards the use of the system. Exercise Ripahapa is to be held on 29 May. The exercise will involve the establishment of an EOC for a 12 hour period.	2.
	Maintain community awareness.	Management reports at council monthly meetings of school visits.	Yet to be measured.	12.
	Standard Operating Procedures (SOP's) documents are reviewed annually and signed off.	Latest signed documents held on file.	Local SOP has been updated	100%
	Plans updated annually and on Council website.	Reports to Regional Civil Defence Emergency Management group.	All local plans were reviewed prior to 30 November 2012.	Westland Civil Defence Plan is on the website.
	% of residents that believe they are prepared for a civil defence emergency.	Resident Satisfaction Survey.	A report commissioned by the Coordinating Executive Group in February 2012 revealed that in Westland: 23% of residents were fully prepared, 25% were partly prepared and 52% were not prepared.	70%

The public is aware of fire permits and understands how to maintain a controlled fire.	Number of permitted fires that become out of control.	West Coast Rural Fire Authority reports.	Nil.	Nil.
	Number of permits issued.	Number per year.	149.	200.
Fires can be fought and extinguished efficiently and effectively.	Equipment complies with NRFA audits.	Compliance.	Westroads: Complies with audit. Kokatahi/Kowhitirangi: Does not comply with audit. Haast Rural Fire party: Does not comply with audit.	100%
	Number of training sessions is at least two per year.	Number of training sessions recorded.	Westroads. Training – Hot training Nil. Kokatahi Rural Fire Party – Train once per month. Haast Rural Fire Party – Train once per month.	2.

PLANNING AND REGULATORY SECTION

From 1 – 30 April 2013 (reporting period)

1. INSPECTORATE:

1.1 Building:

1.1.1 Statistics for the reporting period:

- Building Consent applications received for processing: 39.
- Building Consents granted: 17.
- Value of granted consents: \$1,626,400.
- Average consent value: \$95,670.
- Number of consents with values in excess of \$5,000.00: 11.
- Of note were consents granted for 3 new dwellings.
- The average number of days for building consent processing for the reporting period was 12 days (the statutory requirement is 20 days). The average number of days for processing for the year ended 30 June 2012 was 7 days (2009 was 9, 2010 was 7, 2011 was 6).

- 1.1.2 There is a statutory duty to deal with all building consent applications within a 20 working day time frame.

The LTP target:	Is to grant 100% of building consent applications within 20 working days.
For the month under review the extent of achievement is:	94%
Reasons for non-achievement.	Workloads in the field limited time in the office and a particular application took longer to complete than was initially assessed.
Actions from previous reports.	Previous actions considered and adopted in April and November 2012.
Actions to be taken.	No additional actions required at this time.

1.1.3 Building Consent Statistics:

Year	No of granted consents	Value	Number and % granted within statutory time frame	Average processing days
2011-2012	246	\$ 23,449,248	242 & 95%	7
Year to date	201	\$21,564,025	198 & 99%	8
April	19	\$1,632,000	18 & 95%	12

2. RESOURCE CONSENTS:

2.1 The following resource consents have been put in place by delegated authority during the period:

Number	Consent Holder	Type of Consent	Location
130008 & 130009	JCA & H Hadland	Discretionary Subdivision and Land use - 3 lots	SH 6, Awatuna
130013	NJ & DM Lord	Controlled Land use – Residential use of Rural area	Mehrtens Road
130017	Air Safaris & Services (NZ) Ltd	Noncomplying land use – Expansion of commercial activity and encroachment of road setback	Waiho Flat Road, Franz Josef
130021	Kaniere Mining Limited	Restricted Discretionary Land use – Mining – 15ha	Kaniere Forest

2.2 Resource Consent Statistics:

Year	Number of consents (subdivision & land use)	Number & % granted within statutory time frame (non-notified/no hearing only)	Average processing days (non-notified/no hearing only)
2011-2012	23 & 76	97 & 98%	17
Year to date	19 & 57	63 & 91%	15
April 2013	1 & 4	3 & 100%	10

2.3 Other matters:

- Resource Consent 120084: A Cameron & H Mathers: Negotiations are continuing between parties in relation to this appeal on this subdivision consent at Pine Tree Road. The Section 223 and 224 certification of the first stage, which allows the consent to proceed to title, was signed on April 22. The District Planner and Planning Engineer submitted their evidence to the Environment Court on May 17. A hearing date will then be set by the Court.
- Resource Consent 120021: Rhett Robinson: This consent to construct commercial storage sheds at Takutai Road was heard by Independent Commissioner Gary Rae on April 23. Further information was sought by Mr Rae at the hearing. This information was received on Thursday May 9. This information has been circulated to all parties and the hearing has now been officially closed. A decision will be released within 15 working days.
- The summary of submissions on Proposed Plan Change 7: Managing Fault Rupture Risk in Westland was notified on April 19. Further submissions, close on May 20. The timeframe for making a submission was doubled under section 37 after discussion between the District Planner and Franz Inc. who sought a longer time period than the 10 working days set within the Resource Management Act.
- District Planner Rebecca Beaumont attended the New Zealand Planning Institute annual conference in Hamilton on May 1- 4. The theme of this year's conference was "Stop, Collaborate and Listen" and keynotes focussed on consultation, combining differing viewpoints and changes and challenges in the current planning framework. Rebecca attended sessions relating to placemaking in smaller towns, intensification in regional centres, planning for resilience, risk based planning, reducing the amount of rules within District Plans, and reporting to the Environment Court.
- The enforcement of Council's bylaw relating to parking restrictions commenced during the month.