

A G E N D A

Council Meeting

**Council Chambers
36 Weld Street
Hokitika**

**Thursday
26 May 2016
commencing at 9.00 am**

His Worship the Mayor, M.T. Havill (**Chairperson**)
Cr. J.H. Butzbach, Cr. P.M. Cox, Cr. M.S. Dawson,
Cr. D.G. Hope, Cr. L.J. Martin, Cr. M.D. Montagu,
Cr A. P. Thompson, Cr. C.A. van Beek



COUNCIL MEETING

NOTICE IS HEREBY GIVEN THAT AN ORDINARY MEETING OF THE WESTLAND DISTRICT COUNCIL WILL BE HELD IN THE COUNCIL CHAMBERS, 36 WELD STREET, HOKITIKA ON THURSDAY 26 MAY 2016 COMMENCING AT 9.00 AM

Tanya Winter
Chief Executive

20 May 2016

COUNCIL VISION

Westland District Council will facilitate the development of communities within its district through delivery of sound infrastructure, policy and regulation.

This will be achieved by:

- Involving the community and stakeholders.
- Delivering core services that meet community expectations and demonstrate value and quality.
- Proudly promoting, protecting and leveraging our historic, environmental, cultural and natural resource base to enhance lifestyle and opportunity for future generations.

Purpose:

The Council is required to give effect to the purpose of local government as prescribed by section 10 of the Local Government Act 2002. That purpose is:

- (a) To enable democratic local decision-making and action, by and on behalf of, communities; and
- (b) To meet the current and future needs of communities for good-quality local infrastructure, local public services, and performance of regulatory functions in a way that is most cost-effective for households and businesses

Health & Safety Briefing

Health & Safety Snapshot

	Accidents	Incidents	Near Misses
November 2015	0	1	0
December 2015	0	0	0
January 2016	0	1	0
February 2016	0	0	0
March 2016	1	0	0
April 2016	0	1	0
To 20 th May 2016	0	1	0

1 MEMBERS PRESENT, APOLOGIES AND INTEREST REGISTER:

1.1 Apologies & Leave of Absence

1.2 Interest Register

2 CONFIRMATION OF MINUTES

2.1 Confirmation of Minutes of Meetings of Council

2.1.1 Ordinary Council Minutes – 28 April 2016

(Pages 5-15)

3 PUBLIC FORUM

The public forum section will commence at the start of the meeting.

4 BUSINESS

4.1 Mayor's Report

4.2 Update from Councillors

4.3 Presentation of Community Service Award

Morning tea at 10:30am

- 4.4 **Quarterly Performance Report to 31 March 2016** (Pages 16-101)
- 4.5 **Residents Survey 2016** (Pages 102-194)
- 4.6 **Adoption Of Document 'West Coast Minerals'** (Pages 195-217)

Lunch at 12:30pm

5 **MATTERS TO BE CONSIDERED IN THE 'PUBLIC EXCLUDED SECTION'**

Resolutions to exclude the public: Section 48, Local Government Official Information and Meetings Act 1987.

Council is required to move that the public be excluded from the following parts of the proceedings of this meeting, namely:

- 5.1 **Confidential Minutes**
- 5.2 **Risk Register**
- 5.3 **Road Maintenance Contract**

The general subject of the matters to be considered while the public are excluded, the reason for passing this resolution in relation to each matter and the specific grounds under Section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of the resolution are as follows:

Item No.	Minutes/ Report of	General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under Section 48(1) for the passing of this resolution
5.1	Minutes	Confidential Minutes	Good reasons to withhold exist under Section 7	Section 48(1)(a) & (d)
5.2	Risk Register	Confidential Report	Good reasons to withhold exist under Section 7	Section 48(1)(a) & (d)
5.3	Road Maintenance Contract	Confidential Report	Good reasons to withhold exist under Section 7	Section 48(1)(a) & (d)

Date of Next Ordinary Council Meeting
23 June 2016
Council Chambers

MINUTES OF AN ORDINARY MEETING OF THE WESTLAND DISTRICT COUNCIL, HELD IN THE HARI HARI COMMUNITY HALL, MAIN ROAD, HARI HARI ON THURSDAY 28 APRIL 2016 COMMENCING AT 8.57 AM

1. MEMBERS PRESENT, APOLOGIES AND INTEREST REGISTER

His Worship the Mayor, M.T. Havill (**Chairperson**)

Deputy Mayor P.M. Cox

Cr J.H. Butzbach, Cr. M.S. Dawson (from 10.00 am), Cr D.G. Hope, Cr. L.J. Martin, Cr M.D. Montagu, Cr A.P. Thompson, Cr. C.A. van Beek.

Staff in Attendance

T.L. Winter, Chief Executive; G.L.J. Borg, Group Manager: Corporate Services; V. Goel, Group Manager: District Assets; J.D. Ebenhoh, Group Manager: Planning, Community and Environment; and D.M. Maitland, Executive Assistant.

1.1 Health and Safety Briefing

The Chief Executive provided a Health and Safety Briefing for all those in attendance.

1.2 Apologies and Leave of Absence

Cr. M.D. Dawson (for lateness).

1.3 Interest Register

The Interest Register was circulated and no amendments were noted.

2 CONFIRMATION OF MINUTES

2.1 Confirmation of Minutes of Meetings of Council

2.1.1 Ordinary Council Minutes – 31 March 2016

Moved Cr Montagu, seconded Cr Thompson and **Resolved** that the Minutes of the Ordinary Meeting of Council, held on the 31 March 2016 be confirmed as a true and correct record of the meeting subject to the following amendments:

Page 11

Item 4.2 iv)

“Attended the OSPRI field day at Atarau”.

Page 12

Item 4.3 – Financial Performance: January 2016, add the following:

“A discussion was held regarding the production of a balance sheet and reporting on the month immediately past. Staff advised that due to resourcing, the work on the implementation of the purchase order system had been delayed, and this had impacted on the ability to report in a more timely manner and to produce the balance sheet. Councillors also asked the debt report actual be compared with the LTP budget.”

3 PUBLIC FORUM

The following members of the public spoke in the “Public Forum Section” of the meeting:

3.1 John Caygill and Karen Hamilton, West Coast Tobacco Free Coalition:

- Congratulated Council for adopting a Smokefree Environments Policy in 2011 and supported the review of the policy to include outdoor dining on Council-controlled land such as footpaths throughout Westland.
- Encouraged Council to adopt the proposed Smokefree Environments Policy.
- Offered to provide advice and assistance to Council and owners and managers of cafes, bars and restaurants with outdoor dining areas, including signage (to be provided at no cost to Council).

3.2 Pavel Bares, Coordinator, Community Relations West Coast Cancer Society of New Zealand Canterbury-West Coast

Mr. Bares thanked Council for the opportunity to speak to the submission from the Cancer Society of New Zealand Canterbury-West Coast Division Inc.

- The Cancer Society congratulated the Council on proposing to extend its Smokefree Environments policy to cover outdoor dining venues and endorsed the submission made by the West Coast Tobacco Free Coalition.

3.3 Lindsay Molloy

Mr. Molloy took the opportunity to welcome everyone to the new Community Facility in Hari Hari and spoke regarding the following:

- Asked that Council support increasing the budget for the maintenance of public toilets.
- Lack of mobile phone coverage in Hari Hari and South Westland.
- Hari Hari Coastal Walkway has been rated by Department of Conservation as one of the top 40 walks in New Zealand.
- Concerned regarding the refuse collection service in Hari Hari.
- Noted the LoveNZ bins were removed from Hari Hari.

3.4 Brian Manera

- Noted there is increased use of the new toilet facility at Hari Hari due to more tour buses stopping at this location.

3.5 John McIntosh

- Concern regarding the amount of refuse left behind after the whitebait season.
- Asked Westland District Property Limited to increase the licence to occupy fee to accommodate a rubbish skip, which could be emptied once a fortnight during the whitebait season.

3.6 Neville Adamson, Chairman of the Hari Hari Cemetery Committee

- Asked that the strainer post at the Hari Hari Cemetery be reinstated.
- Asked that some tree stumps left in the township from the aftermath of Cyclone Ita be removed and tidied up.

3.7 Shirley Black

- Concerned regarding refuse disposal and public toilets as there is not the infrastructure to deal with those issues and asked that some work be done, noting that the issue is not confined to Hari Hari.
- Asked that the Hari Hari Community and Council work together on finding a solution for waste disposal at Hari Hari.

3.8 Anthea Keenan

- Congratulated Hari Hari for speaking up regarding matters that affect their community.
- Spoke regarding the restoration and relocation of the Pioneer Monument, and questioned the existence of formal arrangements with the contractor, and advocated for the revoking of the Council resolutions.
- Advised that a petition has been sent out to the descendants of Sarah and John Havill.
- Advised that she will circulate to the Councillors photos of the Pioneer Monument.

3.9 Nancy Prangnell

- Concerned regarding the Pioneer Monument and the proposed relocation of the Havill Family Light.

3.10 Max Dowell

- Concerned regarding the quality of Westroads work, and noted that in particular there is an area at the top of Pine Tree Road that needs fixing, and the grading of Neilson Road.
- Concerned regarding the price and necessity of the Rolleston Street stormwater pump replacement.

3.11 Tihou Messenger Weepu

- Gave a Powerpoint Presentation and showed a video on the Tuia Programme which is a leadership development programme and is a long term, intergenerational approach to develop the leadership capacity of young Māori in communities throughout New Zealand.
- The programme has been run successfully in Westland and His Worship the Mayor Mike Havill has been involved in mentoring attendees.

Cr Dawson attended the meeting at 9.52 am.

- Mr Messenger Weepu thanked Council for supporting the Tuia Programme and for the confidence that it gives the participants.

His Worship the Mayor thanked members of the public for attending the meeting and speaking to Council.

4 BUSINESS

4.1 Mayor's Report

Mayor Havill provided the following update:

- Noted the opening of the Hari Hari Community Facility was the highlight of the month. Advised it is a great community asset, purpose built and a facility that the community can be very proud of.
- Eight New Zealand Citizens attended a ceremony in the Council Chambers on the 27 April 2016 and took their Affirmation and/or Oath of Allegiance.
- Spoke to the combined PROBUS Group in Hokitika after their annual meeting.
- Indoor and outdoor market groups.
- Congratulated Agfest.
- Attended to usual Council business.

4.2 Update from Councillors

Councillors were provided with the following updates:

i) Deputy Mayor Cox

- Attended Consultation on the Annual Plan.
- Endorsed the Mayor's comments regarding Agfest and participated on the Council stall.
- Attended the official opening of the Hari Hari Community Hall and congratulated the community on the wonderful facility.

ii) Cr Martin

- Attended Consultation on the Annual Plan.

- Endorsed the previous comments regarding Agfest and also participated on the Council stall.
- Provided an update from the Heritage Hokitika meeting, including the Richard Seddon and Charlie Douglas celebrations, and the Pioneer Statue update received from Jacquie Grant.

iii) **Cr Thompson**

- Busy with Agfest. Thanked the community for their support and also Council for making facilities available for the event.
- Noted that Agfest was a great opportunity for farmers to participate in the day.

iv) **Cr Butzbach**

- Endorsed the comments made regarding Agfest.
- Attended a PHO meeting.
- Attended the Anzac Parades in Ross and Hokitika.

v) **Cr Montagu**

- Kumara and Ross Community Meetings.
- Congratulated the Hari Hari on their new facility.
- Represented Council at the New Zealand Farm Forestry Conference.
- Attended consultation meetings.
- Endorsed comments made regarding Agfest.

vi) **Cr van Beek**

- Attended the official opening of the Hari Hari Community Facility.
- Attended two Annual Plan Consultation Meetings.
- Endorsed the comments made regarding Agfest and participated in the OSPRI stand.
- Safer Community Council Meeting on 29 April 2016.

Moved Cr Dawson, seconded Cr Martin and **Resolved** that the verbal reports from the Mayor and Councillors be received.

The following items were taken out of order to the agenda paper.

4.5 Amendment to Smokefree Environments Policy on Council Buildings and Public Spaces to include outdoor dining areas

The Community Development Advisor spoke to this report.

Moved Cr Dawson, seconded Deputy Mayor Cox and **Resolved** that:

- A) Council has considered all the verbal and written submissions on the Amendment to Smokefree Environments Policy on Council Buildings and Public Spaces to include outdoor dining areas; and
- B) Council extends the Smokefree Environments Policy on Council Buildings and Public Spaces to include “no smoking” in outdoor dining areas on Council-controlled land as follows:

“Council Owned Buildings and Vehicles

All Council workplaces are smokefree work environments, including Council vehicles.

All Council owned enclosed public facilities, such as public halls, are smokefree, including their entrances/exits and surrounds. Appropriate signage will be clearly displayed outside buildings and in vehicles.

Council Owned Swimming Pools, Sport and Leisure Centres and Surrounds

All Council owned swimming pools and sport and leisure centres are designated smoke free areas, including the outdoor areas surrounding them. Appropriate signage will be displayed at the entrance to each facility and inside the grounds.

Council owned Playgrounds and Parks

The public will be asked to refrain from smoking in Council-owned playgrounds and parks. Signage will be displayed at the entrance to parks and beside playgrounds asking people to refrain from smoking. Messages on the signage will be positive rather than punitive.

Outdoor Dining Areas on Council-Controlled Land

Outdoor dining areas, such as table and chairs outside cafes, restaurants and bars that are on Council-controlled land will be smoke free. Appropriate signage will be displayed. Ashtrays will not be provided."

4.4 2016 Hokitika Wildfoods Festival

The Hokitika Wildfoods Festival Coordinator spoke to this report.

Cr Martin asked if the surplus funds from the Wildfoods Festival could be earmarked against Wildfoods for 2017 as seed funding. The Group Manager: Corporate Services advised he will report back regarding this matter.

Moved Cr Montagu, seconded Cr Butzbach and **Resolved** that the report on the result of the 2016 Wildfoods Festival be received and thanks be extended to the Wildfoods Festival Coordinator and his team for a successful festival.

4.3 Community Service Award

His Worship the Mayor then invited Nikki Kazakos and Francina Glass of Hari Hari to come forward and they both spoke regarding the Community Service Award being presented to Ms. Glass and also Joseph Rood in recognition of their outstanding service to the Hari Hari community.

It was noted that Mr. Rood was unable to attend the meeting to receive his award in person.

The meeting adjourned for morning tea at 10.23 and reconvened at 11.03 am.

4.8 Renewal of Licences to Occupy Legal Road (Baches)

Mrs Marion Smith, the General Manager of Westland District Property Limited spoke to this report.

Moved Cr Hope, seconded Cr Butzbach and **Resolved** that:

- A) Council maintain the status quo of renewing all Deeds of Licence to Occupy Legal Road for a period of 5 years only from 1 July 2016; and
- B) Council review the Policy for Baches and Other Occupations on Unformed Legal Road prior to the 30 September 2016.

4.9 Sale of Surplus Property: 32 Moorhouse Street, Ross

Moved Cr Dawson, seconded Deputy Mayor Cox and **Resolved** that the property at 32 Moorhouse Street, Ross, Lot 2 DP 904, be offered for sale by Westland District Property Ltd at or about market value.

Cr van Beek recorded his vote against the motion.

*Moved Cr Martin, seconded Cr Butzbach and **Resolved** that the meeting be adjourned at 12.04 pm for two hours, to enable an address by representatives of the Local Government Commission, a break for lunch, and then an informal meeting with representatives of the Bruce Bay Community and also a representative of the Okarito Community Association. The meeting then reconvened at 2.18 pm.*

4.4 Financial Performance: February 2016

Moved Cr Montagu, seconded Cr Dawson and **Resolved** that the Financial Performance Report to 29 February 2016 be received.

4.7 Elected Members Remuneration from 1 July 2016 to 30 June 2017

Deputy Mayor Cox and Cr Dawson, Chair of the Executive Committee, declared a pecuniary interest in this item and left the meeting at 2.32 pm.

Moved Cr Hope, seconded Cr van Beek and **Resolved** that:

- A) The Mayor's remuneration for 2016/2017 be submitted to the New Zealand Remuneration Authority at \$72,100.
- B) The Deputy Mayor's Salary be submitted to the New Zealand Remuneration Authority at \$22,655.
- C) The Executive Committee Chairperson's Salary be submitted to the New Zealand Remuneration Authority at \$22,655.
- D) Remuneration for the remaining Elected Member's for 2016/2017 be submitted to the New Zealand Remuneration Authority at \$17,098 each.

Cr Martin recorded his vote against the motion.

Deputy Mayor Cox and Cr Dawson returned to the meeting at 2.37 pm.

4.10 Health and Safety Snapshot

The Chief Executive spoke to this item and the information was noted.

	Accidents	Incidents	Near Misses
November 2015	0	1	0
December 2015	0	0	0
January 2016	0	1	0
February 2016	0	0	0
March 2016	1	0	0

5. MATTERS TO BE CONSIDERED IN THE 'PUBLIC EXCLUDED SECTION'

Moved Cr Dawson, seconded Deputy Mayor Cox and **Resolved** that Council exclude the public in accordance with Section 48, Local Government Official Information and Meetings Act 1987 at 2.47 p.m.

Council is required to move that the public be excluded from the following parts of the proceedings of this meeting, namely:

5.1 Confidential Minutes

5.2 Risk Register

5.3 Tourism West Coast Board Representative

The general subject of the matters to be considered while the public are excluded, the reason for passing this resolution in relation to each matter and the specific grounds under Section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of the resolution are as follows:

Item No.	Minutes/ Report of	General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under Section 48(1) for the passing of this resolution
5.1	Minutes	Confidential Minutes	Good reasons to withhold exist under Section 7	Section 48(1)(a) & (d)
5.2	Risk Register	Confidential Report	Good reasons to withhold exist under Section 7	Section 48(1)(a) & (d)

Item No.	Minutes/ Report of	General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under Section 48(1) for the passing of this resolution
5.3	Tourism West Coast Board Representative	Confidential Report	Good reasons to withhold exist under Section 7	Section 48(1)a & (d)

This resolution is made in reliance on Section 48(1)(a) and 48(2)(a)(i) and (ii) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by Section 6 or 7 of that Act which would be prejudiced by the holding of the whole or relevant part of the proceedings of the meeting in public are as follows:

No.	Item	Section
5.1, 5.3	Protection of privacy of natural persons/organisations.	Section 7(2)(a)
5.2	Protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information; and also to maintain legal professional privilege	Section 7(2)(b)(ii) Section 7(2)(g)

Moved Cr Butzbach, seconded Cr Dawson and **Resolved** that the business conducted in the "Public Excluded Section" be confirmed and accordingly the meeting went back to the open part of the meeting at 2.54 pm.

MEETING CLOSED AT 2.54 PM

Confirmed by:

Mike Havill
Mayor

Date

Date of Next Ordinary Council Meeting
26 May 2016
Council Chambers

Report



DATE: 26 May 2016

TO: Mayor and Councillors

FROM: Corporate Planner, Finance Manager

QUARTERLY PERFORMANCE REPORT TO 31 MARCH 2016

1. SUMMARY

- 1.1 The purpose of this report is to inform Council of its financial and service delivery performance for the 9 months ended 31 March 2016 (Q3).
- 1.2 This issue arises from a requirement for a local authority to demonstrate accountability and exercise financial prudence in delivering on its commitments to the community.
- 1.3 Council seeks to meet its obligations under the Local Government Act 2002 and the achievement of the District Vision adopted by the Council in September 2014, which will be set out in the next Long Term Plan 2015-25. These are stated on Page 2 of this agenda.
- 1.4 This report concludes by recommending that Council receives the Quarterly Performance Report to 31 March 2016, attached as **Appendix 1**.

2. BACKGROUND

- 2.1 In addition to a monthly financial report Council receives a more extensive quarterly report that is used as a progress check against the wider objectives contained in the Long Term Plan.

3. CURRENT SITUATION

- 3.1 The quarterly report examines Council's progress in delivering municipal services within its prescribed financial framework.
- 3.2 This quarterly report measures performance against year 1 of the Long Term Plan 2015-25.

3.3 This quarterly report contains the following information:

3.3.1 Whole of Council Financial Summary.

3.3.1.1 NEW: Balance Sheet

3.3.2 Statements of Service and Financial Performance for each group and activity.

3.3.2.1 The KPIs reported also reflect the results of the residents' survey, conducted in March 2016.

3.3.3 Projects and Carry Overs.

3.3.4 Treasury.

3.3.5 Reserve Funds.

4. OPTIONS

4.1 Council can decide to receive or not receive the report.

5. SIGNIFICANCE AND ENGAGEMENT

5.1 This report is for information only.

5.2 The decision to receive the report is of low significance and requires neither consultation nor assessment of options.

6. RECOMMENDATION

A) **THAT** Council receives the Quarterly Performance Report to 31 March 2016 attached as **Appendix 1**

Lesley Crichton
Finance Manager

Karen Jury
Corporate Planner

Appendix 1: Quarterly Performance Report to 31 March 2016



QUARTERLY PERFORMANCE REPORT TO 31 MARCH 2016



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Whole of Council Financial Summary

WESTLAND DISTRICT COUNCIL	Year to March			Full year 2015-2016	
	Actual	Budget	Variance	Forecast	Budget
Operating revenue					
Rates (includes targeted rates and metered water)	9,915,822	9,867,997	47,826	14,109,986	14,033,643
User fees and charges	1,849,117	1,577,727	271,390	2,119,621	1,988,303
Grants and Subsidies	4,845,008	2,384,219	2,460,789	5,555,419	3,171,625
Other income	773,469	584,498	188,972	1,181,938	910,430
Overhead recoveries	4,043,511	4,739,005	(695,494)	5,623,179	6,318,673
Total revenue (A)	21,426,927	19,153,445	2,273,482	28,590,144	26,422,674
Operating expenditure					
Personnel costs	2,414,666	2,664,558	(249,892)	3,296,210	3,536,405
Administrative costs	366,737	449,154	(82,417)	521,128	549,224
Operating costs	7,001,204	7,189,760	(188,556)	10,530,591	9,498,013
Grants and donations	387,042	385,758	1,284	522,888	518,500
Overheads	4,048,924	4,739,005	(690,081)	5,631,406	6,318,673
Total operating expenditure (B)	14,218,572	15,428,234	(1,209,662)	20,502,222	20,420,815
Net operating cost of services - surplus/(deficit) (A - B)	7,208,355	3,725,211	3,483,144	8,087,922	6,001,859
Other expenditure					
Interest and finance costs	634,530	661,855	(27,325)	849,257	882,473
Depreciation	3,936,223	4,101,058	(164,835)	5,168,077	5,468,077
(Gain)/loss on investments	2,191	0	2,191	2,191	0
(Gain)Loss on swaps	349,216	0	349,216	372,976	0
(Gain)Loss on disposals	(2,515)	0	(2,515)	(2,515)	0
Total other expenditure (C)	4,919,644	4,762,913	156,731	6,389,986	6,350,550
Total expenditure (D = B + C)	19,138,216	20,191,147	(1,052,930)	26,892,207	26,771,366
Net cost of services - surplus/(deficit) (A - D)	2,288,711	(1,037,702)	3,326,412	1,697,936	(348,691)

Revenue

User Fees and Charges:

- Building Control Inspection and Processing fees are \$57k above budget, these are slowing down now due to both the slow economy and seasonal nature.
- Museum visitor numbers remain higher than anticipated with a positive variance over budget of \$12k, and strong retail sales continuing with a positive variance of \$15k.
- Hokitika refuse site fees is based on tonnage and positive variance includes an additional \$193k for asbestos removal.

Grants and Subsidies:

- \$209k subsidy received, budgeted in 2014-15 financial year for the Haast Water upgrade.
- \$600k MDI and lottery funding for the Harihari Community facility.
- NZTA subsidy is now closer to budget with timely claims completed and submitted.
- An accrual of \$1.6m has been made for West Coast Wilderness Trail for an expected claim for funding.

Other Income:

- \$160k Progress payment recovered for the RSA building, and \$34k capital contributions made.

Expenditure

Operating costs:

- Operating costs for maintenance lower than budget at present, however costs are due before year end and are expected to meet budget. Operating costs contain unbudgeted \$385k for replacement water treatment membranes that were irrecoverable.

Personnel Costs:

- Positive variances to budgets due to unfilled budgeted vacancies.

Other expenditure:

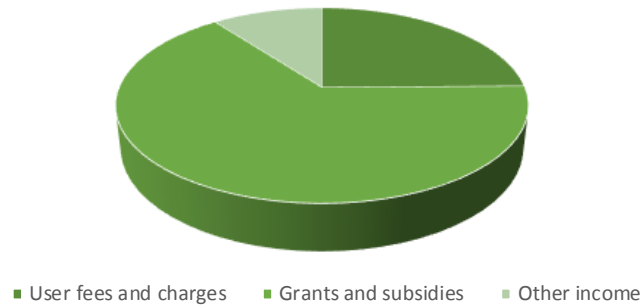
Swaps:

- Treasury advisors PwC have provided an amended year end forecast loss based on current yield curve predictions.

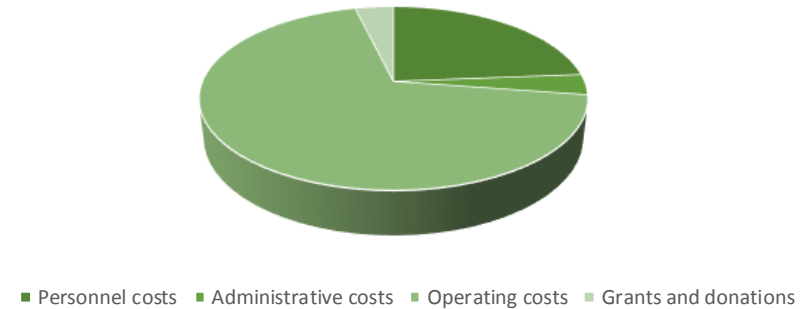
Depreciation:

- The depreciation charge has been estimated based on valuations as at 1 July 2015. The asset lives and depreciation rates are under review and when this work is complete the depreciation charge will be finalised by year end.

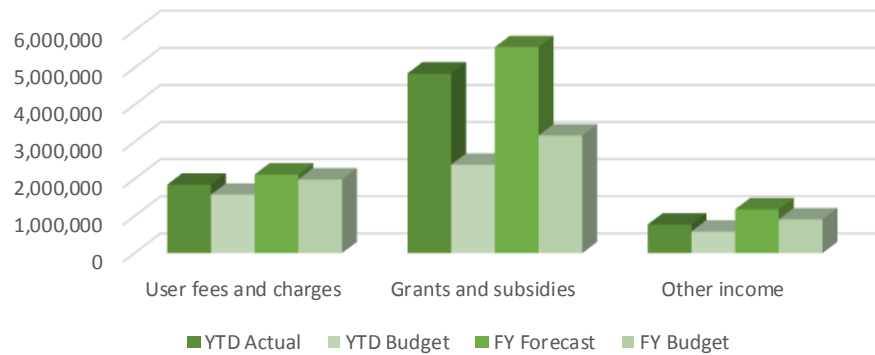
Operating revenue
Actual year to March



Operating expenditure
Actual year to March

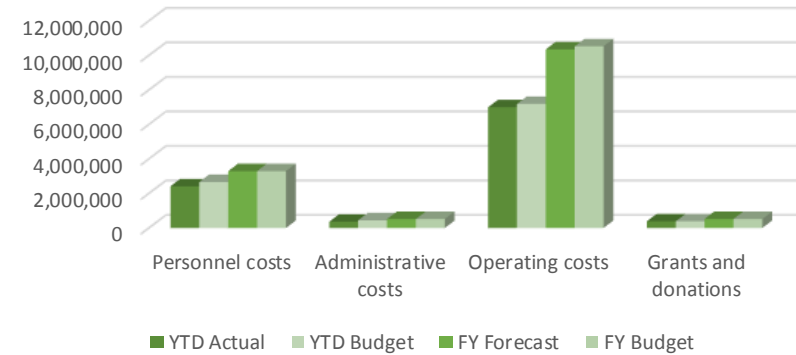


Operating revenue



	User fees & Charges	Grants & Subsidies	Other Income
Actual YTD	1,849,117	4,845,008	773,469
Budget YTD	1,577,727	2,384,219	584,498
Variance	271,390	2,460,789	188,972
Forecast FY	2,119,621	5,555,419	1,181,938
Budget FY	1,988,303	3,171,625	910,430

Operating expenditure



	Personnel	Administration	Operating	Grants & subsidies
Actual YTD	2,414,666	366,737	7,001,204	387,042
Budget YTD	2,664,558	449,154	7,189,760	385,758
Variance	(249,892)	(82,417)	(188,556)	1,284
Forecast FY	3,296,210	521,128	10,350,853	522,888
Budget FY	3,296,210	521,128	10,530,591	522,888

Balance Sheet as at 31st March 2016		Council	
	Actual	Budget	Actual
	Mar-16	Jun-16	Jun-15
	\$'000	\$'000	\$'000
Assets			
Current assets			
Cash and cash equivalents	3,039	2,582	3,936
Debtors and other receivables	3,373	2,238	3,301
Other financial assets	998	1,320	1,000
Inventory	0	0	0
Work in progress	0	0	0
<i>Total current assets</i>	7,410	6,140	8,237
Non-current assets			
Property, plant and equipment	402,254	389,065	399,595
Intangible assets	89	46	89
Derivative financial instruments	0	160	0
Council Controlled Organisations	8,695	8,695	8,695
Other Financial Assets	41	59	42
Investment property	0	0	0
Term inventory	0	0	0
Assets under construction	3,811	0	2,227
<i>Total non-current assets</i>	414,891	398,025	410,648
Total assets	422,300	404,165	418,884
Liabilities			
Current liabilities			
Creditors and other payables	595	2,271	3,522
Derivative financial instruments	0	0	29
Borrowings	6,750	1,712	0
Employee entitlements	296	236	296
Provisions	0	0	0
Tax payable	3	3	3
Other current liabilities	442	193	198
<i>Total current liabilities</i>	8,086	4,415	4,048
Non-current liabilities			
Derivative financial instruments	735	135	356
Borrowings	12,811	16,472	16,660
Employee entitlements	29	52	29
Provisions	1,588	1,666	1,588
Deferred Tax	30	90	30
<i>Total non-current liabilities</i>	15,192	18,415	18,663
Total liabilities	23,278	22,830	22,711
Net assets	399,023	381,335	396,173
Equity			
Retained earnings	155,334	152,759	152,292
Restricted reserves	3,895	3,734	4,087
Revaluation reserves	239,731	224,842	239,731
Other comprehensive revenue and expense reserve	64	0	64
Net assets	399,023	381,335	396,173

Performance by Activity

Leisure Services and Facilities Group

Library

Swimming Pools

Museum

Public Toilets

i-SITE

West Coast Wilderness Trail

Land and Buildings

Elderly Housing

Parks and Reserves

Cemeteries

Events

	LEISURE SERVICES AND FACILITIES ACTIVITY GROUP SUMMARY					
	Forecast	Budget	Actual	Budget	Variance	
	FYR	FYR	YTD	YTD		f/(u)
	\$	\$	\$	\$	\$	
Revenue	5,218,968	2,803,535	4,614,071	2,196,165	2,417,906	f
Expenditure	3,357,857	2,878,562	2,404,947	2,251,513	153,434	(u)
Surplus/(Deficit)	1,861,112	(75,027)	2,209,125	(55,348)	2,264,473	f

Library

	Library					
	Forecast	Budget	Actual	Budget	Variance	f/(u)
	FYR	FYR	YTD	YTD		
	\$	\$	\$	\$	\$	
Revenue	556,198	553,878	418,649	415,409	3,240	f
Expenditure	533,093	553,878	390,966	416,784	(25,817)	f
Surplus/(Deficit)	23,105	-	27,683	(1,375)	29,058	f

Commentary

The favourable expenditure variance is mainly due to depreciation. As we continue to update the fixed asset register this may revise depreciation further.

Activity	Level of Service	Key Performance Measures	Last Year's performance (2014/15)	Annual Performance Target Years 1-3	Progress @ 31 March 2016	Explanation
Westland District Library	Provide quality library services in the District	% of residents satisfied	A Resident Survey was not undertaken	95%	81%	<p>A survey of <i>library customers</i> was undertaken in November 2015 which indicated 95% customer satisfaction.</p> <p>A Resident Survey was completed in March 2016 which resulted in 81% of the residents surveyed stating they are satisfied with the library services offered.</p> <p>ALSO REFER TO THE FURTHER COMMENTS BELOW.</p>
		% of residents who are library members	40%	42%	43%	The total figure reduces each year in January when inactive borrowers (those who have not used card for 2 years) are removed.

The 2016 Resident Survey also found that 64% of the residents surveyed said they, or a member of their household, have used or visited a public library in the District in the last 12 months. Of these users/visitors 98% are satisfied.

Museum

	Museum					
	Forecast	Budget	Actual	Budget	Variance	f/(u)
	FYR	FYR	YTD	YTD		
	\$	\$	\$	\$	\$	
Revenue	421,306	385,190	336,274	288,893	47,382	f
Expenditure	359,992	371,979	256,785	278,984	(22,200)	f
Surplus/(Deficit)	61,314	13,211	79,490	9,908	69,581	f

Commentary

Favourable revenue variance includes \$12k positive for admission fees as visitor numbers remain higher than anticipated, strong retail sales continue with \$15k positive, the favourable revenue also contains \$16k donations carried over from 2014-15. Favourable expenditure variance is due to the Collections Assistant vacancy that was not filled till March, however was budgeted for the full year.

Activity	Level of Service	Key Performance Measures	Last Year's performance (2014/15)	Annual Performance Target Years 1-3	Progress @ 31 March 2016	Explanation
Hokitika Museum	A quality museum experience	Visitor numbers are showing an upward trend	13,753	An increase of 5% each year	Increase of 27.5%	Tourism West Coast data shows that visitor numbers on the West Coast have been very good this summer. This influences visitor numbers at the museum.
		% of residents satisfied with their museum experience	New measure	85%	99%	Residents survey

Increased museum visibility (advertising, Luminaries spinoff etc.) is also playing a part in the increased visitor numbers.

The Museum had an excellent response to a temporary exhibition based on their successful *Hokitika Pictorial* publication. This coincided with a visit from Her Excellency Lady Mateparae who attended an afternoon tea for heritage volunteers at the Museum.

Swimming Pools

	Swimming pools					
	Forecast	Budget	Actual	Budget	Variance	f/(u)
	FYR	FYR	YTD	YTD		
	\$	\$	\$	\$	\$	
Revenue	261,980	256,846	197,768	192,634	5,134	f
Expenditure	333,449	276,928	264,217	207,696	56,521	(u)
Surplus/(Deficit)	(71,470)	(20,082)	(66,449)	(15,062)	(51,387)	(u)

Commentary

The unfavourable expenditure variance is due to timing differences of the management contract and also the depreciation charge. The asset register is under review due to better understanding of asset lives and depreciation rates, and there may be an adjustment to the depreciation charge by year end.

Activity	Level of Service	Key Performance Measures	Last Year's performance (2014/15)	Annual Performance Target Years 1-3	Progress @ 31 March 2016	Explanation
Swimming Pools	A quality swimming or exercise experience at the Hokitika Pool	% of residents satisfied	New measure	85%	58%	REFER TO THE COMMENTS BELOW
		Maintain Pool Safe Accreditation	100%	100%	The pool is 100% compliant with PoolSafe. Our certificate at March 2016 is still valid.	

In the 2016 Resident Survey a large percentage were unable to comment about the Hokitika swimming pool as they had not visited the pool in the last 12 months. Reasons for not visiting the pool included “it needs to be upgraded”, “it is too cold”, “it’s no good for competitive swimming as it’s not even 25 metres”.

Of those surveyed that do use the pool, 91% were satisfied.

i-SITE

	i-SITE					
	Forecast	Budget	Actual	Budget	Variance	f/(u)
	FYR	FYR	YTD	YTD		
	\$	\$	\$	\$	\$	
Revenue	395,944	336,332	319,811	252,249	67,562	f
Expenditure	434,669	347,890	352,889	261,543	91,346	(u)
Surplus/(Deficit)	(38,725)	(11,558)	(33,078)	(9,294)	(23,784)	(u)

Commentary

The gross variances reflect a redeployment of resources from finance to the Customer Service Centre. This is recovered via an overhead charge. Part of the remainder is due to seasonality, while the remainder is offset against a favourable variance within corporate services admin.

Activity	Level of Service	Key Performance Measures	Last Year's performance (2014/15)	Annual Performance Target Years 1-3	Progress @ 31 March 2016	Explanation
i-SITE	A quality customer experience	i-SITE NZ and Qualmark standards are met	80%	80%	83%	Assessment due June 2016. AA NZ Mystery Shopper was conducted in November 2015.
	Increase resident population knowledge about what the i-SITE has to offer locals	Bookings made by local population	Increase of 5%	Maintain or Increase	i-SITE decrease of 5% AA NZ increase of 6%	This excludes Wildfoods Festival ticket sales. ALSO REFER TO COMMENT BELOW

Council has been advertising on the radio about what the i-SITE has to offer for locals. We have just enrolled in a programme called “Customer radar” which will help us to get more defined information about the type of customers we receive at the i-SITE and the type of services they use.

The Centre is open 7 days per week, Mon-Fri 8.30am-5pm, Sat, Sun and Public Holidays 10am-4pm for all Council enquiries, renewal of Library books, paying of invoices and rates and dog registration. The team can book any bus, train, accommodation, activity bookings throughout New Zealand. Fishing licences can be purchased, locator beacons and all terrain wheelchairs can now be hired from the Centre.

The AA Centre is also located is the CSC open Mon-Fri 9am-4.30pm where customers can get driver and motor vehicle licences renewed and pay their AA membership.

Community Events go onto the local notice board, Hokitika i-SITE's Facebook page, the local community calendar and on Monday and Wednesday mornings Coast FM chats with Dave.

Wildfoods Festival

	Hokitika Wildfoods Festival					
	Forecast	Budget	Actual	Budget	Variance	
	FYR	FYR	YTD	YTD		f/(u)
	\$	\$	\$	\$	\$	
Revenue	360,442	374,057	343,444	374,057	(30,613)	(u)
Expenditure	341,137	376,148	155,754	365,540	(209,786)	f
Surplus/(Deficit)	19,305	(2,091)	187,690	8,517	179,173	f

Commentary

Results were finalised in April 2016 and reported separately to Council.

Activity	Level of Service	Key Performance Measures	Last Year's performance (2014/15)	Annual Performance Target Years 1-3	Progress @ 31 March 2016	Explanation
Hokitika Wildfoods Festival	A quality attendee experience	% of attendees satisfied (post event satisfaction survey)	New measure	85%	90%	Festival Feedback survey
		Growth is experienced annually (to a limit of 10,000)	8,200	8,500	6,620 Festival 1,270 Afterparty	Sales from Eventfinda

The Hokitika Wildfoods Festival will make a profit this year, for the first time in five years. A profit is a significant improvement, in comparison with an \$81,042 loss two years ago. The survey of attendees produced a glowing response with 90% stating they were very satisfied. Primarily the dissatisfied comments related to the cost of attending the festival.

Parks and Reserves

	Parks and Reserves					
	Forecast	Budget	Actual	Budget	Variance	
	FYR	FYR	YTD	YTD		f/(u)
	\$	\$	\$	\$	\$	
Revenue	308,766	247,742	246,831	185,807	61,024	f
Expenditure	342,238	258,810	270,261	194,107	76,153	(u)
Surplus/(Deficit)	(33,472)	(11,068)	(23,430)	(8,301)	(15,130)	(u)

Commentary

Favourable revenue variance wholly attributable to reserves contributions from developers. The unfavourable expenditure mainly relates to the current maintenance contract which exceeds budget and a reserves distribution to Fox Glacier community group \$15.5k, approved by Council in previous years as part of township maintenance funding.

Activity	Level of Service	Key Performance Measures	Last Year's performance (2014/15)	Annual Performance Target Years 1-3	Progress @ 31 March 2016	Explanation
Parks and Reserves	Reserves are pleasant, enjoyable and safe places	% of residents satisfied with parks and reserves	90%	90%	87%	REFER TO COMMENTS BELOW

The 2016 Resident Survey results reflect comments made about a number of specific parks and reserves around the District, rather than an overall reflection of the entire service.

Some respondents had issues with 'other' services within these parks, such as lack of rubbish bins, dog park facilities etc. Another issue raised is the charges that are sometimes made for organised events to be held at some of the reserves, in particular Cass Square.

Cemeteries

	Cemeteries					
	Forecast	Budget	Actual	Budget	Variance	f/(u)
	FYR	FYR	YTD	YTD		
	\$	\$	\$	\$	\$	
Revenue	190,151	186,878	145,099	140,158	4,941	f
Expenditure	149,636	159,233	101,653	119,424	(17,771)	f
Surplus/(Deficit)	40,515	27,645	43,446	20,734	22,712	f

Commentary

The favourable expenditure variance is due to lower maintenance costs than budgeted, however it is likely that these costs will meet budget by year end.

Activity	Level of Service	Key Performance Measures	Last Year's performance (2014/15)	Annual Performance Target Years 1-3	Progress @ 31 March 2016	Explanation
Cemeteries	Cemeteries have sufficient capacity	Each cemetery has at least 12 months capacity ahead	Hokitika 100% Kumara 100% Ross 100%	Hokitika 100% Kumara 100% Ross 50%	Hokitika 100% Kumara 100% Ross 100%	There has been little pressure on the Ross cemetery resource during the last 9 months
	Burials adhere to relevant legislation	Standards for burial are adherence to Cemeteries & Cremations Act 1964	New measure	100%	100%	

Elderly Housing

	Elderly Housing					
	Forecast	Budget	Actual	Budget	Variance	
	FYR	FYR	YTD	YTD		f/(u)
	\$	\$	\$	\$	\$	
Revenue	18,162	-	18,162	-	18,162	f
Expenditure	73,286	43,760	62,346	50,982	11,364	(u)
Surplus/(Deficit)	(55,124)	(43,760)	(44,184)	(50,982)	6,798	f

Commentary

Favourable revenue variance is due to insurance premium recoveries which offset in full in expenditure, the unfavourable expenditure variance relates to depreciation. The asset register is under review due to better understanding of asset lives and depreciation rates, and there may be an adjustment to the depreciation charge by year end.

Activity	Level of Service	Key Performance Measures	Last Year's performance (2014/15)	Annual Performance Target Years 1-3	Progress @ 31 March 2016	Explanation
Elderly Housing	A safe and efficient service	Occupancy is maximised	100% Occupancy	100%	100%	
		% tenants satisfied with the service	>95% Satisfaction	>95%	100%	Annual interviews were last undertaken in August 2015.

Land and Buildings

	Land and Buildings					
	Forecast	Budget	Actual	Budget	Variance	f/(u)
	FYR	FYR	YTD	YTD		
	\$	\$	\$	\$	\$	
Revenue	754,970	140,854	717,423	105,640	611,783	f
Expenditure	139,236	141,651	80,851	106,238	(25,387)	f
Surplus/(Deficit)	615,734	(797)	636,572	(598)	637,170	f

Commentary

There are no non-performance financial measures for this activity.

Favourable revenue variance is due to MDI and Lottery funding totalling \$612k for the Harihari Community facility. The favourable expenditure variance is due to budget phasing for maintenance that is expected increase and meet budget by year end.

Public Toilets

	Public Toilets					
	Forecast	Budget	Actual	Budget	Variance	f/(u)
	FYR	FYR	YTD	YTD		
	\$	\$	\$	\$	\$	
Revenue	243,599	243,599	182,699	182,699	-	
Expenditure	242,785	247,870	132,617	174,903	(42,286)	f
Surplus/(Deficit)	814	(4,271)	50,083	7,796	42,286	f

Commentary

Favourable expenditure variance due to timing differences between actual repairs and maintenance costs and budget; work is planned and costs are expected to meet budget by year end.

Activity	Level of Service	Key Performance Measures	Last Year's performance (2014/15)	Annual Performance Target Years 1-3	Progress @ 31 March 2016	Explanation
Public Toilets	Provide public toilets throughout the district	% of residents satisfied with the service	Not measured	100%	66%	Notably residents who stated they are not satisfied with the local public toilets are predominantly in the Southern Ward. These toilets receive the highest amount of visitor usage.
		Facilities are available for use during the day	100%	100%	100%	Maintenance has been undertaken without compromising service.

West Coast Wilderness Trail

	West Coast Wilderness Trail					
	Forecast	Budget	Actual	Budget	Variance	
	FYR	FYR	YTD	YTD		f/(u)
	\$	\$	\$	\$	\$	
Revenue	1,707,450	78,159	1,687,911	58,619	1,629,292	f
Expenditure	408,336	100,415	336,609	75,311	261,298	(u)
Surplus/(Deficit)	1,299,114	(22,256)	1,351,302	(16,692)	1,367,994	f

Commentary

The Favourable revenue variance is attributable to a revenue accrual of \$1.6m for outstanding funding which is expected to be claimed during Q4, and unbudgeted Cycle partner contributions. The expenditure variance includes the depreciation expense being higher than budgeted \$174k, depreciation is only funded on the structures on the cycle trail which amounts to approximately 17%, and unbudgeted consents and maintenance costs amounting to \$87k.

Activity	Level of Service	Key Performance Measures	Last Year's performance (2014/15)	Annual Performance Target Years 1-3	Progress @ 31 March 2016	Explanation
West Coast Wilderness Trail	The cycle trail is well used	Numbers using the trail as measured by trail counters	Not measured	10,000 per annum	Trail counters are in place.	Trail counters have experienced problems and are still not recording accurate data at some sites.

Community Services Group

Community Development and Assistance

Community Halls

Townships (the development fund & improvement projects)

	COMMUNITY SERVICES ACTIVITY GROUP SUMMARY					
	Forecast	Budget	Actual	Budget	Variance	
	FYR	FYR	YTD	YTD		f/(u)
	\$	\$	\$	\$	\$	
Revenue	1,148,633	955,067	1,043,174	844,566	198,608	f
Expenditure	1,270,761	1,003,591	928,693	755,599	173,094	(u)
Surplus/(Deficit)	(122,128)	(48,524)	114,481	88,967	25,515	f

Community Development and Assistance

	Community Development and Assistance					
	Forecast	Budget	Actual	Budget	Variance	f/(u)
	FYR	FYR	YTD	YTD		
	\$	\$	\$	\$	\$	
	425,368	423,329	462,430	445,762	16,668	f
Revenue						
Expenditure	432,697	429,805	320,106	334,759	(14,653)	f
Surplus/(Deficit)	(7,328)	(6,476)	142,323	111,003	31,321	f

Commentary

There are no non-performance financial measures for this activity.

The favourable expenditure variance is mainly due to timing differences between actual and budgeted grants and donations within Community Assistance.

Applied for Safe Community Accreditation with the Safe Communities Foundation and attended their Induction Course for Pre-accreditation 22 February.

Community Halls

	Community Halls					
	Forecast	Budget	Actual	Budget	Variance	f/(u)
	FYR	FYR	YTD	YTD		
	\$	\$	\$	\$	\$	
	310,771	131,626	268,280	98,720	169,560	f
Revenue						
Expenditure	322,949	137,090	246,047	102,817	143,230	(u)
Surplus/(Deficit)	(12,178)	(5,464)	22,232	(4,098)	26,330	f

Commentary

The favourable revenue variance is due to MDI funding of \$160k for the RSA building. This is offset by the unfavourable variance in expenditure \$143k for the costs incurred for the RSA building.

Activity	Level of Service	Key Performance Measures	Last Year's performance (2014/15)	Annual Performance Target Years 1-3	Progress @ 31 March 2016	Explanation
Community Halls	Provide safe and useful community halls	% of residents satisfied with the standard of their local hall	Not measured	80%	67%	Of those that have used a community hall in the last 12 months, 82% were satisfied with the standard of the hall. REFER TO THE ADDITIONAL COMMENTS BELOW

The 2016 Resident Survey has raised a number of issues for Council to consider (or, re-consider). The verbatim responses indicate that residents do not know and/or understand the role of Council with regard to many community halls. Ownership, management, maintenance and funding arrangements are questioned.

Township Development

	Township Development					
	Forecast	Budget	Actual	Budget	Variance	f/(u)
	FYR	FYR	YTD	YTD		
	\$	\$	\$	\$	\$	
	412,493	400,112	312,465	300,084	12,381	f
Revenue						
Expenditure	515,115	436,696	362,539	318,022	44,517	(u)
Surplus/(Deficit)	(102,622)	(36,584)	(50,074)	(17,938)	(32,136)	(u)

Commentary

Unfavourable expenditure variance due to higher than expected maintenance spend and footpath resealing.

There are no non-performance financial measures for this activity.

Planning and Regulatory Group

Inspections and Compliance

Resource Management

Animal Control

Emergency Management & Rural Fire

	PLANNING, COMMUNITY & ENVIRONMENT ACTIVITY GROUP SUMMARY					
	Forecast	Budget	Actual	Budget	Variance	f/(u)
	FYR	FYR	YTD	YTD		
	\$	\$	\$	\$	\$	
Revenue	1,850,023	1,781,345	1,434,444	1,357,634	76,810	f
Expenditure	1,825,348	1,805,918	1,273,663	1,359,888	(86,226)	f
Surplus/(Deficit)	24,675	(24,573)	160,781	(2,255)	163,036	f

Inspections and Compliance

	Inspections & Compliance					
	Forecast	Budget	Actual	Budget	Variance	
	FYR	FYR	YTD	YTD		f/(u)
	\$	\$	\$	\$	\$	
Revenue	865,014	790,900	694,935	593,175	101,760	f
Expenditure	917,109	814,440	695,280	612,030	83,250	(u)
Surplus/(Deficit)	(52,095)	(23,540)	(345)	(18,855)	18,510	f

Commentary

Favourable revenue variance mainly consists of higher than expected building control inspections and processing fees, which are expected to slow down over the next quarter due to both the economy and the seasonal nature, and higher than expected liquor licence fees. The unfavourable expenditure variance is mainly due to higher staff and contractor costs in the building control area to manage the current workload and address some backlogs.

Activity	Level of Service	Key Performance Measures	Last Year's performance (2014/15)	Annual Performance Target Years 1-3	Progress @ 31 March 2016	Explanation
Inspections and Compliance	Timely processing of Building Consents	% of building consents processed within 20 working days as per the requirements of the Building Act	99%	100%	98 %	183 processed with an average of 11 processing days; 180 were completed on time.
	Provide appropriate advice to customers	% of users satisfied with the quality of the advice provided on building consent, environmental health and Liquor Licensing matters	New measure	85%	User survey not completed yet.	The 2016 Resident Survey did not cover this activity. Instead a customer satisfaction survey is being conducted. The results will be available for the Annual Report.
	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	New measure	100%	65% of food premises have been inspected.	This is a YTD figure and is expected to be 100% by year-end.

Good progress made in visiting food premises for education about new food control plans (all food premises required to have food control plans by 1 March 2017 or they can't trade). Liquor licensing hearing on 23/5 for new off licence.

Resource Management

	Resource Management					
	Forecast	Budget	Actual	Budget	Variance	f/(u)
	FYR	FYR	YTD	YTD		
	\$	\$	\$	\$	\$	
Revenue	672,036	652,882	485,898	489,662	(3,763)	(u)
Expenditure	573,999	653,884	342,955	490,413	(147,458)	f
Surplus/(Deficit)	98,037	(1,002)	142,944	(751)	143,695	f

Commentary

Favourable expenditure variance consists of lower consultant costs due to the district plan review not progressing, and the budgeted senior planner vacancy not having been filled yet.

Activity	Level of Service	Key Performance Measures	Last Year's performance (2014/15)	Annual Performance Target Years 1-3	Progress @ 31 March 2016	Explanation
Resource Management	Resource consents processed in accordance with the Resource Management Act	% of resource consents processed within statutory timeframes	82%	100%	100%	
	Provide appropriate advice to customers	% of users satisfied with the quality of the advice provided on resource management matters	New measure	85%	A user survey has not yet been undertaken.	The 2016 Resident Survey did not cover this activity. Instead a customer satisfaction survey is currently being conducted. The results will be available for the Annual Report.

Animal Control

	Animal Control					
	Forecast	Budget	Actual	Budget	Variance	f/(u)
	FYR	FYR	YTD	YTD		
	\$	\$	\$	\$	\$	
	188,639	179,894	167,568	159,920	7,648	f
Revenue						
Expenditure	172,127	180,309	126,228	135,232	(9,004)	f
Surplus/(Deficit)	16,511	(415)	41,340	24,689	16,651	f

Commentary

Revenue is higher than anticipated due to an increase in registered dogs resulting in part from increased dog control patrols.

Activity	Level of Service	Key Performance Measures	Last Year's performance (2014/15)	Annual Performance Target Years 1-3	Progress @ 31 March 2016	Explanation
Animal Control	Keep the public safe from dogs and wandering stock	% of residents satisfied with the protection provided	New measure	90%	72%	This result is on par with other similar Councils and with the national average for dog control, though our measure includes stock control as well as dog control.

Procedures for dog control nearly complete. A record number of previously unknown dogs have been located.

Emergency Management

	Emergency Management					
	Forecast	Budget	Actual	Budget	Variance	f/(u)
	FYR	FYR	YTD	YTD		
	\$	\$	\$	\$	\$	
Revenue	124,334	157,669	86,042	114,876	(28,834)	(u)
Expenditure	162,112	157,285	109,200	122,214	(13,014)	f
Surplus/(Deficit)	(37,778)	384	(23,158)	(7,337)	(15,821)	(u)

Commentary

The unfavourable revenue variance is due to some costs of responding to the June 2015 flooding not being recoverable. So the expected revenue was reversed.

Activity	Level of Service	Key Performance Measures	Last Year's performance (2014/15)	Annual Performance Target Years 1-3	Progress @ 31 March 2016	Explanation
Emergency Management	Effective natural hazard readiness	Suitable emergency response training has occurred - Emergency Management personnel meet CIMs 4 and EOC standards - Volunteers are offered at least 2 training opportunities per annum - Number of trained volunteers increases by 10%	Staff training achieved Low volunteer turn-out to training	100%	Not recorded	The Civil Defence Officer position is currently vacant. A temporary contractor is working 8 hours per week.

Activity	Level of Service	Key Performance Measures	Last Year's performance (2014/15)	Annual Performance Target Years 1-3	Progress @ 31 March 2016	Explanation
	Suitable response systems are in place	Community emergency response plans are in place for all Westland townships	70% (Plans are in place for Hokitika, Ross, Harihari, Whataroa, Franz Josef and Fox)	90 - 100%	Response plans are in place for Ross, Harihari, Whataroa, Franz Josef and Fox Glacier. Response and flooding plans are being developed for Hokitika. Plans have also been developed and in addition to the targets outlined a CD core group established in Kumara, work is ongoing to establish the same for the Haast area.	
Rural Fire	Appropriate emergency response to rural fires	WDC Rural Fire provides support to partner agencies as requested	100%	100%	100%	
	Provide fire permit service	Fire permit requirements are publically advertised	Not done	At beginning of fire season and prior to the at Christmas holiday break	The Principal Rural Fire Officer regularly places adverts in the local newspapers.	

Transportation Group

Water Supply Group

Waste Water Group

Stormwater Group

Solid Waste Management Group

Transportation Group

	TRANSPORTATION					
	Forecast	Budget	Actual	Budget	Variance	
	FYR	FYR	YTD	YTD		f/(u)
	\$	\$	\$	\$	\$	
Revenue	4,810,811	4,809,476	3,597,611	3,607,107	(9,496)	(u)
Expenditure	5,706,049	5,818,439	4,144,949	4,363,829	(218,881)	f
Surplus/(Deficit)	(895,238)	(1,008,963)	(547,337)	(756,722)	209,385	f

Commentary

Favourable expenditure variance is due to timing differences of the non-subsidised maintenance and contractors costs, these costs are expected to meet budget by year end.

Activity	Level of Service	Key Performance Measures	Last Year's performance (2014/15)	Annual Performance Target Years 1-3	Progress @ 31 March 2016	Explanation
Transportation	The transportation network is safe for all users in Westland District	Road safety: The change from the previous financial year in the number of fatalities and serious injury crashes on the local road network, expressed as a number	19	Less than the previous year	No known fatalities to date.	Council does not typically receive data directly from NZ Police or other Agencies on serious injury. Can be extracted from RAMM at end of year
	The surface condition of roads in Westland is of good quality	Road condition: The average quality of ride on a sealed local road network, measured by smooth travel exposure	96%	>90%	NAARA index not measured recently so the trend shown for last year is the most recent.	Typically only get data refreshed about every 2 years.
		Residents are satisfied with the standard and safety of Council's unsealed roads	New measure	50% of residents are satisfied with Council's unsealed roads	70%	As recorded by the 2016 Resident Survey
	The surface condition of roads in Westland is maintained to a high standard	Road maintenance: The percentage of the sealed local road network that is resurfaced	8%	>7%	Target met	Our total network reseal was 29km of 374km. This equates to 7.75%.

Activity	Level of Service	Key Performance Measures	Last Year's performance (2014/15)	Annual Performance Target Years 1-3	Progress @ 31 March 2016	Explanation
	Footpaths are maintained in good condition and are fit for purpose	<p>Footpaths:</p> <p>The percentage of footpaths within a territorial authority district that fall within the level of service or service standard for the condition of footpaths that is set out in the territorial authority's relevant document (such as its annual plan, activity management plan, asset management plan, annual works program or long term plan)</p>	New measure	90%	<p>Measure not yet determined.</p> <p>No known exceedances for deliverable standards.</p>	Audit inspection required and data to be transferred to AssetFinda
	Response to service requests are dealt with promptly	<p>Customer service requests:</p> <p>The percentage of customer service requests relating to roads and footpaths to which the territorial authority responds within the time frame specified in the long term plan.</p>	New measure	100%	No known timeline exceedances for response from NCS database.	

Water Supply Group

	WATER SUPPLY					
	Forecast	Budget	Actual	Budget	Variance	
	FYR	FYR	YTD	YTD		f/(u)
	\$	\$	\$	\$	\$	
Revenue	4,077,180	3,857,955	2,527,919	2,321,768	206,151	f
Expenditure	3,315,902	3,164,034	2,605,609	2,373,025	232,583	(u)
Surplus/(Deficit)	761,278	693,921	(77,689)	(51,257)	(26,432)	(u)

Commentary

The favourable revenue variance is due to receiving a subsidy for the Haast Water upgrade project \$209k. This project was completed in 2014/15.

The unfavourable expenditure variance is due to \$385 costs for failure of membranes, which is offset by timing differences on maintenance expenditure expected to meet budget by the end of the year.

Activity	Level of Service	Key Performance Measures	Last Year's performance (2014/15)	Annual Performance Target Years 1-3	Progress @ 31 March 2016	Explanation
Water Supply	Council supplied potable water is safe to drink	<p>Safety of drinking water:</p> <p>The extent to which the local authority's drinking water supply complies with:</p> <p>(a) part 4 of the drinking-water standards (bacteria compliance criteria), and</p> <p>(b) part 5 of the drinking-water standards (protozoal compliance criteria).</p>	<p>New measure –</p> <p><i>Note: There are 9 drinking water supplies throughout the district. As at 1 July 2015 the following water supply schemes have been upgraded to meet parts (a) and (b) of the key performance measure: Hokitika, Ross, Harihari and Franz Josef. A budget for a feasibility study about Council's role in continuing to provide the Arahura scheme is included in Year 1. After that a decision will be made about Council's role in the future provision of the Arahura scheme.</i></p>	<p>Years 1-3</p> <p>These drinking water schemes will comply with parts (a) and (b) of the key performance measure: Hokitika, Ross, Harihari, Franz Josef, Haast</p> <p>Years 2-3</p> <p>These drinking water schemes will comply with parts (a) and (b) of the key performance measure: Kumara, Whataroa</p> <p>Years 2-3</p> <p>These drinking water schemes will comply with parts (a) and (b) of the performance measure: Fox, the Arahura scheme if it is continued as a Council service</p>	<p>(a) 8 out of 9 supplies compliant with bacterial compliance criteria.</p> <p>(b) 1 out of the 9 supplies fully comply with protozoal compliance</p>	<p>(a) Hokitika non-compliant in bacterial compliance due to sample not being taken on correct day, which means that there where a maximum of 12 days in between samples and not 11 as per DWS. While compliance is achieved with bacterial criteria overall compliance is not achieved due to customers not being notified twice yearly of the plumbosolvency risk as per DWS.</p> <p>(b) The other 3 supplies that are currently capable of meeting full compliance have failed due to FAC readings being below the DWS and a sample being missed. Haast WTP will not comply within this reporting year due to the timeframe it was commissioned. It will be reported on fully in the 16-17 year.</p>

Activity	Level of Service	Key Performance Measures	Last Year's performance (2014/15)	Annual Performance Target Years 1-3	Progress @ 31 March 2016	Explanation
	Requests for service are dealt with promptly	<p>Fault response times:</p> <p>Where the local authority attends a call-out in response to a fault or unplanned interruption to its networked reticulation system, the following median response times measured:</p> <p>(a) attendance for urgent call-outs: from the time that the local authority receives notification to the time that service personnel reach the site, and (2 hours)</p> <p>(b) resolution of urgent call-outs: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption. (12 hours)</p> <p>(c) attendance for non-urgent call-outs: from the time that the local</p>	New measure –To be measured from reticulation failure record sheets	<p>(a) 100%</p> <p>(b) 100%</p> <p>(c) 100%</p> <p>(d) 100%</p>	<p>(a) 100%</p> <p>(b) 100%</p> <p>(c) 90%</p> <p>(d) 90%</p>	<p>(a) One urgent call out during this reporting period. This call out was for low water reservoir levels in Haast. This was attended on time.</p> <p>(b) One urgent call out during this reporting period. This was resolved on time.</p> <p>(c) and (d) 62 requests for service in this reporting period. 56 have been attended on time. Due to a technical issue with signing off service requests some have not been signed off and are classed as overdue. This has now been sorted and will be in place for the next reporting period.</p>

Activity	Level of Service	Key Performance Measures	Last Year's performance (2014/15)	Annual Performance Target Years 1-3	Progress @ 31 March 2016	Explanation
		<p>authority receives notification to the time that service personnel reach the site, and (24 hours)</p> <p>(d) resolution of non-urgent call-outs: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption. (72 hours)</p>				
	Council supplied water is reliable	<p>Maintenance of the reticulation network: The percentage of real water loss from the local authority's networked reticulation system (including a description of the methodology used to calculate this).</p>	Not measured	Council does not intend to measure this as it will impose an unreasonable cost	Will not be measured	
		<p>Demand management: The average consumption of drinking water per day per resident within the territorial authority district.</p>	New Measure	The average water consumption per person per day is < 500l/day	Not measured this quarter	Inaccuracy with meters recording outflow from reservoirs requires to be addressed before this measure can be accurately reported on

Activity	Level of Service	Key Performance Measures	Last Year's performance (2014/15)	Annual Performance Target Years 1-3	Progress @ 31 March 2016	Explanation
	Customers are generally satisfied with the Council supplied water	<p>Customer satisfaction:</p> <p>The total number of complaints received by the local authority about any of the following:</p> <ul style="list-style-type: none"> (a) drinking water clarity (a) drinking water taste (b) drinking water odour (c) drinking water pressure or flow (d) continuity of supply, and (e) the local authority's response to any of these issues <p>Expressed per 1000 connections to the local authority's networked reticulation system.</p>	New measure	Type and number of complaints received (25 per 1000 connections)	Met	<p>Total number of service connections = 2682</p> <ul style="list-style-type: none"> (a) 2 (b) 1 (c) 2 (d) 2 (e) 0 <p>Total number of complaints = 7</p> <p>Complaints per 1000 connections = 3</p>

	WASTE WATER					
	Forecast	Budget	Actual	Budget	Variance	
	FYR	FYR	YTD	YTD		f/(u)
	\$	\$	\$	\$	\$	
Revenue	1,039,404	1,005,115	794,679	743,176	51,504	f
Expenditure	1,082,475	1,035,660	874,349	776,745	97,604	(u)
Surplus/(Deficit)	(43,071)	(30,545)	(79,669)	(33,569)	(46,100)	(u)

Commentary

The favourable revenue variance is mainly due to increased connections and capital contributions to the Kaniere scheme.

Unfavourable expenditure variance is mainly due to depreciation, the asset register is under review due to better understanding of asset lives and depreciation rates, and there is expected be an adjustment to the depreciation charge by year end.

Activity	Level of Service	Key Performance Measures	Last Year's performance (2014/15)	Annual Performance Target Years 1-3	Progress @ 31 March 2016	Explanation
Wastewater	Council wastewater systems are managed without risk to public health	System and adequacy: The number of dry weather sewerage overflows from the territorial authority's sewerage system, expressed per 1000 sewerage connections to that sewerage system.	Measured by reticulation failure record sheets	Number: 10 per 1000	Met	Total number service connections = 2001 No dry weather overflows reported for this reporting period
	Council wastewater systems are safe and compliant	Discharge compliance: Compliance with the territorial authority's resource consents for discharge from its sewerage system measured by the number of: <ul style="list-style-type: none"> (a) abatement notices (b) infringement notices (c) enforcement orders, and (d) convictions, received by the territorial authority in relation those resource consents.	New measure - Type and number of notices from WCRC	100%	(a) 0 (b) 0 (c) 3 (d) 0	(In August 2015 the WCRC issued WDC with an enforcement court order for the Franz Josef, Fox Glacier and Haast WWTP's for continuation of breach of consent conditions. A resolution was agreed between both parties for future action to resolve these issues). No further notices issued in this reporting period.

Activity	Level of Service	Key Performance Measures	Last Year's performance (2014/15)	Annual Performance Target Years 1-3	Progress @ 31 March 2016	Explanation
	Customer are generally satisfied with the Council wastewater systems	<p>Fault response times:</p> <p>Where the territorial authority attends to sewerage overflows resulting from a blockage or other fault in the territorial authority's sewerage system, the following median response times measured:</p> <p>(a) attendance time: from the time that the territorial authority receives notification to the time that service personnel reach the site, and (2 hours)</p> <p>(b) resolution time: from the time that the territorial authority receives notification to the time that service personnel confirm resolution of the blockage or other fault. (4 hours)</p>	New measure – Measured by reticulation failure record sheet	100%	<p>(a) 100%</p> <p>(b) 100%</p>	No reports of overflows resulting from blockage or other reported in this reporting period
		Customer satisfaction:	New measure -	25 per 1000		
		The total number of complaints received by the territorial authority about any of the following:	Type and number of service requests received			

Activity	Level of Service	Key Performance Measures	Last Year's performance (2014/15)	Annual Performance Target Years 1-3	Progress @ 31 March 2016	Explanation
		(a) sewage odour (b) sewerage system faults (c) sewerage system blockages, and (d) the territorial authority's response to issues with its sewerage system, Expressed per 1000 connections to the territorial authority's sewerage system.			(a) 1 (b) 0 (c) 3 (d) 100%	(a) Hokitika WWTP

	STORMWATER					
	Forecast	Budget	Actual	Budget	Variance	
	FYR	FYR	YTD	YTD		f/(u)
	\$	\$	\$	\$	\$	
Revenue	530,345	530,345	397,759	397,759	-	
Expenditure	809,716	596,518	670,714	447,388	223,326	(u)
Surplus/(Deficit)	(279,371)	(66,173)	(272,955)	(49,629)	(223,326)	(u)

Commentary

Unfavourable expenditure variance is mainly due to depreciation, the asset register is under review due to better understanding of asset lives and depreciation rates, and there is expected be an adjustment to the depreciation charge by year end.

The variance also contains unbudgeted consultants costs for floodwater investigations.

Activity	Level of Service	Key Performance Measures	Last Year's performance (2014/15)	Annual Performance Target Years 1-3	Progress @ 31 March 2016	Explanation
Stormwater	Council Stormwater systems have the capacity to resist major storms and flooding events.	System adequacy: (a) The number of flooding events that occur in a territorial authority district. (b) For each flooding event, the number of habitable floors affected. (Expressed per 1000 properties connected to the territorial authority's stormwater system.)	New measure – Measured by insurance claims to Council	(a) 2 (b) 10 per 1000	(a) 0 (b) 0	Council is not aware of any stormwater claims
	Requests for service are dealt with promptly	Response times: The median response time to attend a flooding event, measured from the time that the territorial authority receives notification to the time that service personnel reach the site. (1 hour)	New measure - measured by service request	100%	Friday 8 January event <1hr	Any other flooding has been confined to the road way.

Activity	Level of Service	Key Performance Measures	Last Year's performance (2014/15)	Annual Performance Target Years 1-3	Progress @ 31 March 2016	Explanation
		<p>Customer satisfaction:</p> <p>The number of complaints received by a territorial authority about the performance of its stormwater system, expressed per 1000 properties connected to the territorial authority's stormwater system.</p>	New measure - measured by service request	10 per 1000	Met	<p>Total number of stormwater connections = 455</p> <p>Total number of complaints/request for this reporting period = 8</p> <p>=4 per 1000</p>
	Council stormwater systems protect the natural environment	<p>Discharge compliance:</p> <p>Compliance with the territorial authority's resource consents for discharge from its stormwater system, measured by the number of:</p> <p>(a) abatement notices (b) infringement notices (c) enforcement orders, and (d) convictions,</p> <p>Received by the territorial authority in relation those resource consents.</p>	New measure measured by type and number of notices received from WCRC	100%	<p>100%</p> <p>(a) 0 (b) 0 (c) 0 (d) 0</p>	No notices received or reported.

Solid Waste Management Group

	SOLID WASTE					
	Forecast	Budget	Actual	Budget	Variance	
	FYR	FYR	YTD	YTD		f/(u)
	\$	\$	\$	\$	\$	
Revenue	2,471,775	2,369,056	1,161,403	1,042,110	119,292	f
Expenditure	2,259,691	2,316,192	1,342,096	1,762,269	(420,173)	f
Surplus/(Deficit)	212,083	52,864	(180,693)	(720,158)	539,465	f

Commentary

Favourable revenue variance is due to higher waste fees for the removal of asbestos from the Westland High School fire event.

Favourable expenditure variance due to timing differences of maintenance and collection costs which are expected to meet budget by the end of the year.

Activity	Level of Service	Key Performance Measures	Last Year's performance (2014/15)	Annual Performance Target Years 1-3	Progress @ 31 March 2016	Explanation
Solid Waste	A reliable refuse and recycling collection service is provided	% of residents that receive the service are satisfied	100%	100%	88%	This percentage satisfied is similar to the comparison Councils rate and national readings
	A reliable transfer station service	% of residents satisfied	95%	100%	64%	This percentage satisfied is above the comparison Councils rate and national readings
	Solid waste is managed appropriately	All necessary consents for solid waste activities and capital projects are applied for, held and monitored accordingly	100%	100%	Consents in place = 100% Monitoring = 100% Butlers = Not complete for other sites	Some of the older consents have not been monitored in this quarter period
	Education about waste minimisation is provided to the community	Number of visits to schools and community groups	1 School per annum	3 schools, 3 groups per annum	3 different school groups have been taken to the transfer station and landfill. Handouts and informative narrative undertaken.	The Enviro schools programme is now in place and education for waste minimisation is being rolled out.

Leadership Group

Democracy

Corporate Services

	LEADERSHIP ACTIVITY GROUP SUMMARY					
	Forecast	Budget	Actual	Budget	Variance	
	FYR	FYR	YTD	YTD		f/(u)
	\$	\$	\$	\$	\$	
Revenue	7,646,895	8,248,909	5,820,751	6,556,450	(735,698)	(u)
Expenditure	7,920,336	7,999,712	5,651,270	6,053,902	(402,632)	f
Surplus/(Deficit)	(273,441)	249,197	169,482	502,548	(333,066)	f

Commentary

Council is currently working with the community to identify suitable projects for the “District Economic Development Fund” of \$1 million that it will receive from Development West Coast.

The IT network has been improved in the last 3 months; the servers are backed up nightly and then copied to a separate network storage device with incremental backups being copied to a Cloud server located in Auckland. We previously had an issue with the Hokitika Library server and this has been addressed by these changes.

Democracy

	Democracy					
	Forecast	Budget	Actual	Budget	Variance	f/(u)
	FYR	FYR	YTD	YTD		
	\$	\$	\$	\$	\$	
Revenue	969,060	968,678	727,005	726,634	371	f
Expenditure	893,428	968,678	638,159	727,258	(89,099)	f
Surplus/(Deficit)	75,631	-	88,845	(625)	89,470	f

Commentary

Favourable expenditure variance mainly due to lower overhead charges and some timing differences in expenditure.

Activity	Level of Service	Key Performance Measures	Last Year's performance (2014/15)	Annual Performance Target Years 1-3	Progress @ 31 March 2016	Explanation
Democracy	Responsible leadership	% of residents satisfied with Council's leadership	New measure	65%	31%	This percentage of the residents surveyed rated the performance of the Mayor and Councillors over the past year as very or fairly good. A further 35% rate the performance as just acceptable.
	The community understands what Council does	% of residents who understand how Council makes decisions	New measure	50%	69%	The residents that said they understand how Council makes decisions were more likely to be satisfied with the way Council involves the public in its decision-making.

Corporate Services

	Corporate Services					
	Forecast	Budget	Actual	Budget	Variance	f/(u)
	FYR	FYR	YTD	YTD		
	\$	\$	\$	\$	\$	
Revenue	6,628,590	7,230,986	5,093,747	5,829,816	(736,069)	(u)
Expenditure	6,947,231	6,983,730	4,985,762	5,266,886	(281,124)	f
Surplus/(Deficit)	(318,641)	247,256	107,984	562,930	(454,946)	(u)

Commentary






Unfavourable revenue variance due to lower overhead recoveries.



















Activity	Level of Service	Key Performance Measures	Last Year's performance (2014/15)	Annual Performance Target Years 1-3	Progress @ 31 March 2016	Explanation
Corporate Services	Provide accountability about Council activities	Legally compliant financial plans and reports adopted	Annual Report 2013-14 adopted late	Annual Plans & Annual Report adopted on time	The Annual Report 2014/15 was adopted on time (2 November 2015)	
	A comprehensive Customer Service Centre	% of residents satisfied with the service they receive	Not measured	75%	94%	
	Effective engagement of the community during public decision-making opportunities	% of residents that believe they have been consulted appropriately	New measure	60%	57%	The 2016 Resident Survey found that 29% of the residents surveyed are very satisfied/satisfied and 28% were neutral

Projects
















As at 31/03/2016

Carryover for 2016/17

			Legend - Key
Forecast on Budget			Project Delayed - Will not be completed by 30th June 2016
Forecast over Budget			Project on-Track - Will be completed by 30th June 2016
			Project Complete - 100% Progress

Project / Activity	YTD exp	2015-16	Forecast	Budget Track	Progress / Track	Progress comments
	\$0	\$0	\$0			
Museum						
Research Development Centre	-	22,000	0			Project will not start in this financial year.
Retail Development	-	30,000	30,000			not yet begun, Expecting a carry-over???
<i>Total</i>	-	52,000	30,000			
Corporate Services						
Shelving for Council records and archives	11,517	10,000	11,517			Complete
WATER SUPPLY						
Mains Upgrade (on-going) - Hokitika	46,236	100,000	100,000			Work-in-progress. Mains upgrade is complete and new air-valves are to be installed. This will be delayed.
Replace Water meters (on-going)	0	200,000	200,000			Council split budget with Franz Josef. Some likely carry forward.
Mains Upgrade (on-going) - Ross	0	80,000	80,000			Scope revisited. Project feasibility to be reassessed. May not be needed now.
Permanent Generator in Harihari	20,673	30,000	25,000			Works are complete. Expenditure yet to be finalised.
Water supply service assurance	99,559	100,000	100,000			Water tanks are in. Expenditure yet to be finalised.
Replacement of Water Meters	19,950	50,000	50,000			Fox Glacier meters procured. Installation in progress. WIP- Carryover
<i>Total</i>	186,418	560,000	555,000			






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













WASTEWATER						
West Dr Pump & Electrics Upgrade	-	40,000	40,000			Works complete. Expenditure yet to be finalised.
WWTP Improvements at Franz	36,685	50,000	50,000			Committed. Spending on design and build for new WWTP>
<i>Total</i>	<i>36,685</i>	<i>90,000</i>	<i>90,000</i>			
STORMWATER						
Mobile Generator	28,964	50,000	28,964			Generator received and being utilised. Expenditure yet to be finalised.
SOLID WASTE						
Landfills - Hokitika	327,525	350,000	350,000			Initial works are complete. Carryover is requested for the balance monies.
Landfills - Butlers Site Shed - Hazardous Washdown Facility	-	15,000	15,000			Not started. Need to determine scope and drawings & water source.
Intermediate Capping for Butlers	-	50,000	50,000			Carry over required for 2016-2017
Landfill- Haast - Digout new Cell	-	10,000	10,000			Carry over required for 2016-2017 previous cell receiving less waste.
Haast intermediate cap current cell	-	10,000	10,000			Carry over required for 2016-2017 previous cell receiving less waste.
Shed - Hazardous Facility - HAAST	4,480	5,000	5,000			Works are complete
<i>Total</i>	<i>332,005</i>	<i>440,000</i>	<i>440,000</i>			
CEMETERIES						
Hokitika Cemetery - Building Improvements	585	20,000	20,000			WIP. Security related, doors, fascia, roofing. Will be under budget
Hokitika Cemetery - Improvements	-	10,000	10,000			Scheduled for May - New Concrete Berms on northern side.
Berm Development	-	10,000	10,000			Complete. Awaiting invoice
<i>Total</i>	<i>585</i>	<i>40,000</i>	<i>40,000</i>			
Community Halls and Buildings						
Ross Hall - Upgrade/Replacement	52,710	90,000	90,000			Kitchen works completed in October -- remainder WIP- Earthquake Strengthening. ETA May 2016
Carnegie Building - Improvements	-	20,000	20,000			For exhibition lighting renewals. Work in progress. ETA May 2016
<i>Total</i>	<i>52,710</i>	<i>110,000</i>	<i>110,000</i>			

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As at 31/03/2016

Carryover for 2016/17


















			Legend - Key
Forecast on Budget			Project Delayed - Will not be completed by 30th June 2016
Forecast over Budget			Project on-Track - Will be completed by 30th June 2016
			Project Complete - 100% Progress

Project / Activity	YTD exp	2015-16	Forecast	Budget Track	Progress / Track	Progress comments
	\$0	\$0	\$0			
Community Township Development						
Footpath - Sale street	-	10,000	10,000			In progress - Preparation completed Gibson Q to Weld St - ETA May 2016
Footpath Tiles replacements	-	12,000	12,000			Fox. Business area. Not started. Community Association advised not to proceed, then re-scoped as winter job.
Footpath Tiles replacements	-	6,000	6,000			Fox. Business area. Not started - As above
New Footpath	11,527	15,000	17,000			Done - Repaired - Sealed. - Works completed in Jan 2016. Variance expected at 2K over budget
Upgrade footpaths and driveways over next three years	-	5,000	5,000			Kumara. Liaising with community representatives. Waiting on 4th Street works to complete first and then do minor repairs along with this job
<i>Total</i>	<i>11,527</i>	<i>48,000</i>	<i>50,000</i>			
Elderly Housing						
Pensioner Housing	-	45,000	45,000			Complete. Property Company
Information Services						
IT equipment Renewals	10,945	30,000	30,000			WiFi setup \$7000 - Fibre \$8000 April/May. When Kotui is up and running we will reconfigure Libsrvr
Inspection and Compliance						
Noise Meter	7,819	10,000	7,819			Complete
Land & Buildings						
Improvements in Hokitika - Car Parks	-	15,000	15,000			Primary School Pedestrian refuge works. St Mary's School speed calming devices to be funded from this cost centre. Park St and calming device to follow
Parks & Reserves						
Cass Square - Turf Improvements	-	120,000	120,000			Defer to after rugby season ie October 2016 with WCRFU agreement
Upgrade of Playground equipment	7,291	45,000	45,000			Lazar Park. Lions Club overseeing project. No progress since Dec.
						Condition assessments on 4 large statues completed. Workshop held in April -

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As at 31/03/2016

Carryover for 2016/17

				Legend - Key		
		Forecast on Budget			Project Delayed - Will not be completed by 30th June 2016	
		Forecast over Budget			Project on-Track - Will be completed by 30th June 2016	
					Project Complete - 100% Progress	
Project / Activity	YTD exp	2015-16	Forecast	Budget Track	Progress / Track	Progress comments
	\$0	\$0	\$0			
Repair to Statues	-	5,000	-			Condition assessments on 4 large statues completed. Workshop held in April - Richard Seddon cleaned. Using c/f from previous years first. Unlikely this budget will be spent.
Marks road reserve improvements	-	10,000	10,000			Haast toilets and reserve. Scope to be defined.
Hokitika Waterfront Developments	-	30,000	30,000			Beachfront. Beachfront development planning & implementation.
<i>Total</i>	7,291	210,000	205,000			
Transportation						
Seal 4th Street Kumara	-	140,000	140,000			Works completed. Awaiting invoice claim and payment.
Vehicle Operations						
Replacing pool vehicle	27,687	33,000	27,687			Complete Ford Focus Wagon
New Vehicle -	27,934	38,000	27,934			Complete Civil Defence vehicle
<i>Total</i>	55,621	71,000	55,621			
Total	742,087	1,921,000	1,853,921			

Carry Over Schedule to 2015-16

Activity	Detail	Funded by	Approved \$	Actual \$	Forecast \$	Balance \$	Approved variance in 2016	Status
Museum	Museum Donations - for Exhibitions	Donations	- 11,167	-11,167	- 11,167	-	Favourable income	Complete
Museum	Museum Donations - for Exhibitions	Donations	- 5,000	- 5,000	- 5,000	-	Favourable income	Complete
		Donations Total	- 16,167	- 16,167	- 16,167	-		
Community Development	Creative New Zealand	External Grant	- 5,403	- 5,403	- 5,403	-	Favourable income	Complete
		External Grant Total	- 5,403	- 5,403	- 5,403	-		
Wastewater	Haast WTP	Subsidy (\$240k) & Depreciation (\$160k)	73,732	10,690		63,041	Capital	Complete
		Subsidy/Depreciation Total	73,732	10,690	10,691	63,041		
Wastewater	Franz Josef WWTP	Loan	99,474	5,690	99,474	-	Capital	Committed - Being used for Franz prelim designs and scopes
Wastewater	Haast WWTP Improvements	Loan	35,167	8,094	8,094	27,073	Capital	Complete
Land & Buildings	Council HQ re-roofing	Loan	125,000	107,844	125,000	-	Capital	Complete
Solid Waste	Franz Josef Landfill	Loan	25,000	-	25,000	-	Capital	Works delayed. Rescoping required in consultation with WCRC
		Loan Total	284,641	121,628	257,568			
Building Control	Builder's Accreditation	Rates YE 2014	20,000	16,203	16,203	3,797	Operating adverse	Complete
Cemeteries	Hokitika Cemetery Capital Development	Rates YE 2015	10,000	-	10,000	-	Capital	Stage 1 completed. On schedule for completion and budget

Continued over page

Carry Over Schedule to 2015-16

Parks & Reserves	Cass Square Statues	Rates YE 2014	10,000	-	6,000	4,000	Capital	Spend likely to be \$6,000 in 2015-16. C/f \$4,000
Parks & Reserves	Cass Square Statues	Rates YE 2015	5,000	-	-	5,000	Capital	Will not be needed - carry forward
Leadership	CCO review	Rates YE 2015	6,988	5,920	6,988	-	Operating adverse	This will be complete - Simpson Grierson doing final work on Management Agreement with WDPL
Solid Waste	Kumara CAP	Targeted Rates YE 2015	5,712	-	5,712	5,712	Capital	Complete
		Rates Total	57,700	22,123	44,903	18,509		
Wastewater	Hokitika WWTP Resource Consent	Renewal reserve - Depreciation	29,552	76,387	79,552	50,000	Capital	Resource consent received. Works are complete. Expenditure yet to be finalised.
Land & Buildings	Upgrade fire-alarm system - Museum	Renewal reserve - Depreciation	30,000	-	30,000	-	Capital	Stage 1 Fire Engineer reviewing system. Stage 2 Physical works likely to be carry forward
Water Supply	Rural Water supply	Renewal reserve - Depreciation	49,475	68,368	49,475	-	Capital	Complete
		Renewal reserve - Depreciation Total	109,027	144,755	159,027	50,000		
Community Halls	Hari Hari Community Facility	\$100k Reserves Development fund, \$190k Hari Hari Community complex reserve fund	225,972	1,024,406	225,972	-	Capital	Complete- Financials yet to be updated.
Franz Josef Cycle Trail	Franz Josef Cycle Trail	Reserves	48,000	-	-	48,000	Operating adverse	Will be a carry forward.

Continued over page

Carry Over Schedule to 2015-16

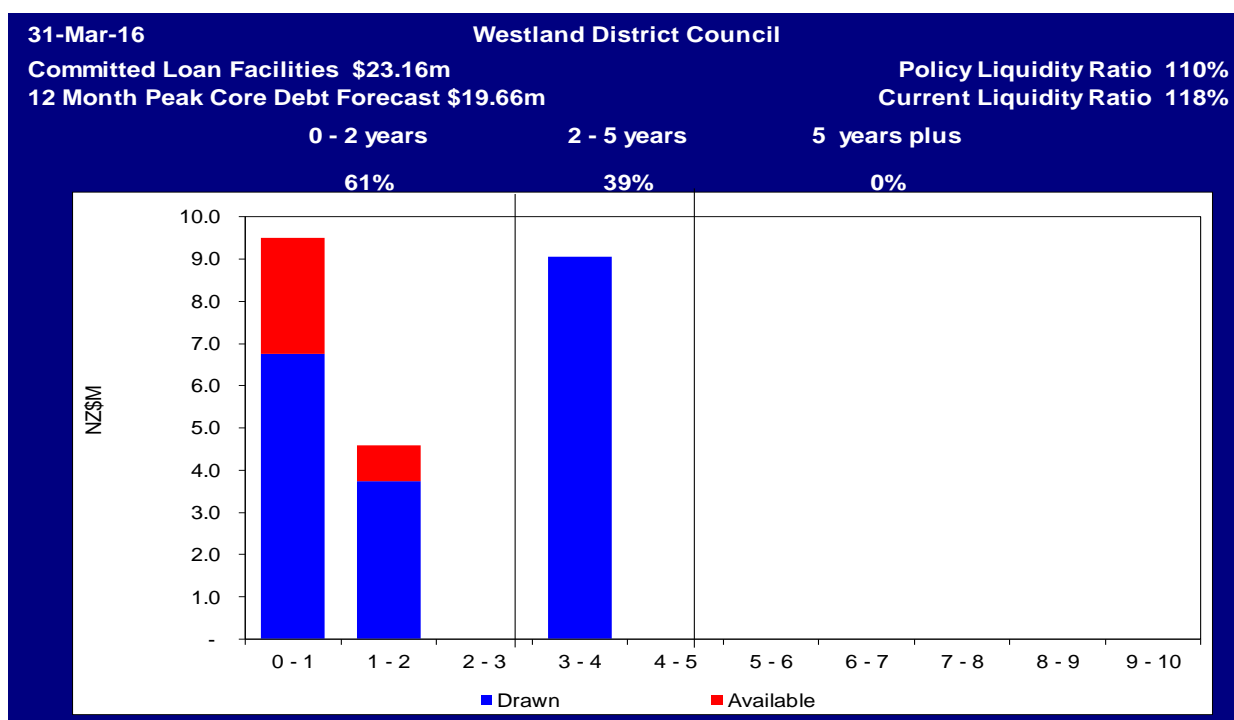
Township Development	Franz Josef Urban Revitalisation plan	Reserves	100,000	-	100,000	-	Capital	Requires further carryover due to wait for findings and direction of Council / community working party on Franz Josef / Waiau Future Planning.
Community Halls	Fox Glacier Community Centre	Reserves	100,000	100,000	100,000	-	Capital	Complete
Township Development	Hari Hari Township Development fund	Reserves	14,000	14,000	14,000	-	Operating adverse	Complete
		Reserves Total	487,972	1,138,406	439,972	- 48,000		
West Coast Wilderness Trail	Cycle Trail - Partner Programme Revenue	Stakeholder Contribution	- 21,125	- 21,125	-	- 21,125	Appropriation / operating	Unlikely this will be transferred before 30 June 2016
West Coast Wilderness Trail	Cycle Trail - Partner Programme Revenue	Stakeholder Contribution	- 6,808	- 6,808	-	- 6,808	Appropriation	Unlikely this will be transferred before 30 June 2016
			- 27,933	- 27,933	-			
			963,569	1,388,099	890,590	- 16,449		

1.0 Summary

- 1.1 The purpose of this report is to provide an update on Council's Treasury Position as at 31 March 2016.
- 1.2 This report shows the Council's position for the following items:
 - 1.2.1 Loans
 - 1.2.1.1 Other Borrowings (if any)
 - 1.2.1.2 Swaps
 - 1.2.2 Internal borrowing
 - 1.2.3 Cash Investments
 - 1.2.3.1 Deposits
 - 1.2.3.2 Bonds
 - 1.2.4 Debtors
- 1.3 Council has contracted PWC as an independent treasury adviser.

2.0 Loans

- 2.1 This chart illustrates the Council's position in relation to the debt facility :



- 2.2 Council's policies require that we have liquidity cover of 110% of forecast debt. There are now three facilities in place, one with a borrowing limit of \$9.5m, a second has a borrowing limit of \$4.6m, and the third has a borrowing limit of \$10m, providing a total facility of \$24.1m. The forecast debt for the current year is \$19.66m with liquidity coverage at 118%. Council policy also specifies that no more than 50% of public debt should mature within a 12 month period. At 31 March no maturity exceeds this.

- 2.3 As at 31 March, the Money Market Lending Statement shows:

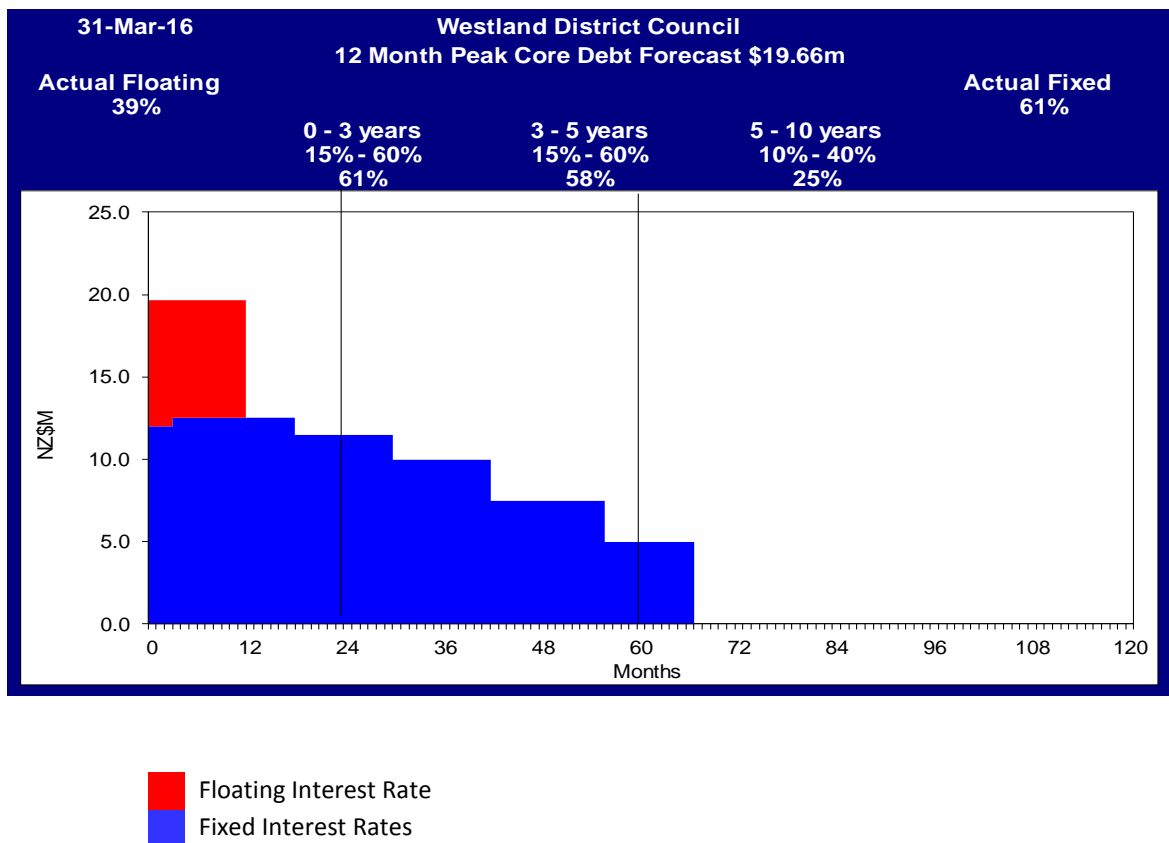
MOCL facilities

Amount	Rate	Maturity	Margin	Total
\$6,743,352	2.55%	1/07/2016	0.90%	3.45%
\$3,750,000	2.35%	7/07/2017	1.00%	3.35%
\$1,100,000	2.30%	1/07/2019	1.10%	3.40%
\$7,957,000	2.35%	1/07/2019	1.10%	3.45%
\$19,550,352	Total			

- 2.4 During Q3 Council has negotiated interest cost savings through reduced margins 0.9% to 1.00%. This pricing will take effect in Q4. Combined with previous refinancing measures taken this year, Council has achieved reductions in finance costs of 110 basis points, which equates to annualised savings in excess of \$200,000 at current debt levels. Substantially, these savings were anticipated in the budget and consequently the variance to date is \$27k favourable.
- 2.5 With the medium term outlook for bank lending rates to increase, the Westpac MOCL maturing 01/07/2016 has been refinanced to 01/07/2018, and the term of the MOCL with a maturity of 01/07/2019 has been extended to 01/07/2020. The amounts have remained unchanged. The extensions will take effect in Q4.
- 2.6 To remain policy compliant, Council is required to increase the fixed rate percentage hedging to at least policy minimum amounts, and to ensure a spread of swap maturity dates, two further swaps were transacted with start dates of 17/06/2016: \$1m maturity 26/10/2017 and \$1.5m maturity 21/10/2018.
- 2.7 Swaps in place to protect against fluctuating interest rates are as follows:

Amount	Rate	Maturity
\$2,000,000	4.520%	17/06/2016
\$2,500,000	3.550%	17/11/2020
\$5,000,000	4.100%	01/10/2021
\$2,500,000	4.770%	17/09/2019
\$1,000,000	2.278%	26/10/2017
\$1,000,000	2.347%	21/10/2018
\$500,000	2.347%	21/10/2018
\$14,500,000	Total	

- 2.8 The following shows our current debt position and the amount of debt protected by interest rate swaps:



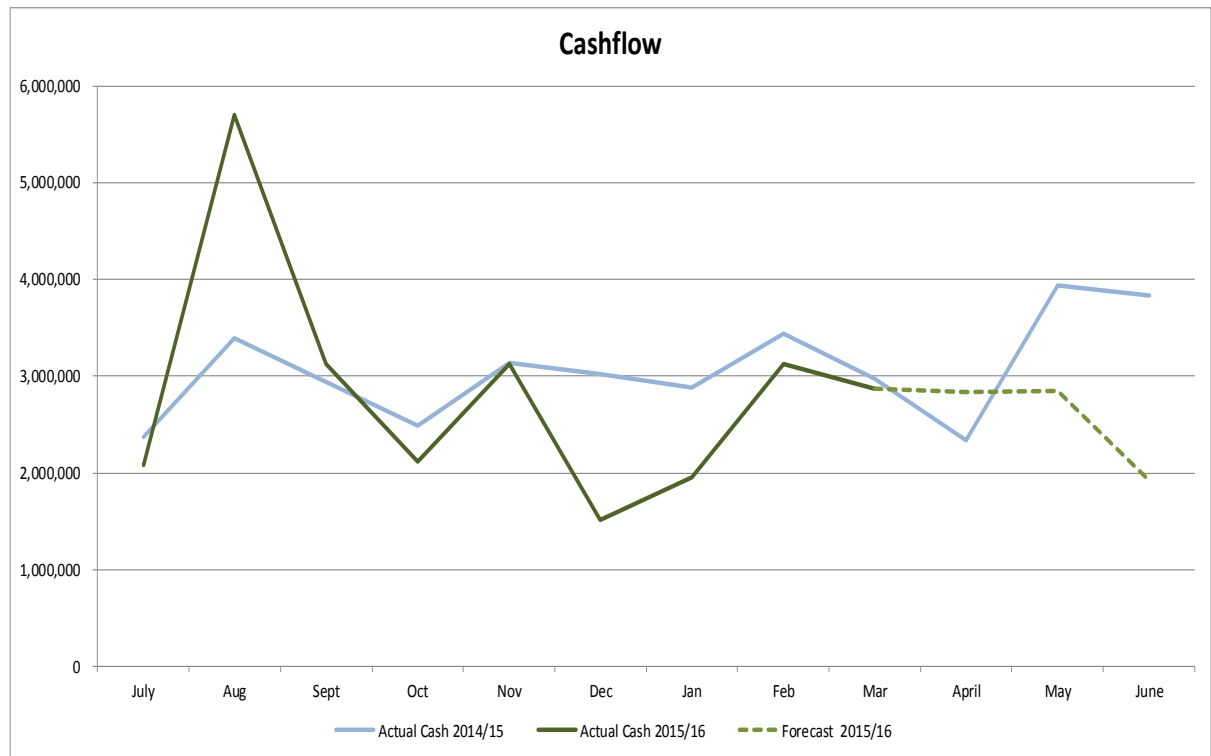
- 2.9 Council policy requires interest rate risk management within the ranges specified in the chart.

3 Cash Investments

3.1 Cash Deposits as at 31 March 2016

Cash flow is managed on a weekly basis. Spend increased after December due to projects being carried out during the summer months.

- 3.1.1 The following analysis excludes bond monies.
- 3.1.2 Closing balance of WDC Operational Account: \$876,648
- 3.1.3 Savings account balance of: \$1,488,807
- 3.1.4 Term Deposit: \$500,000



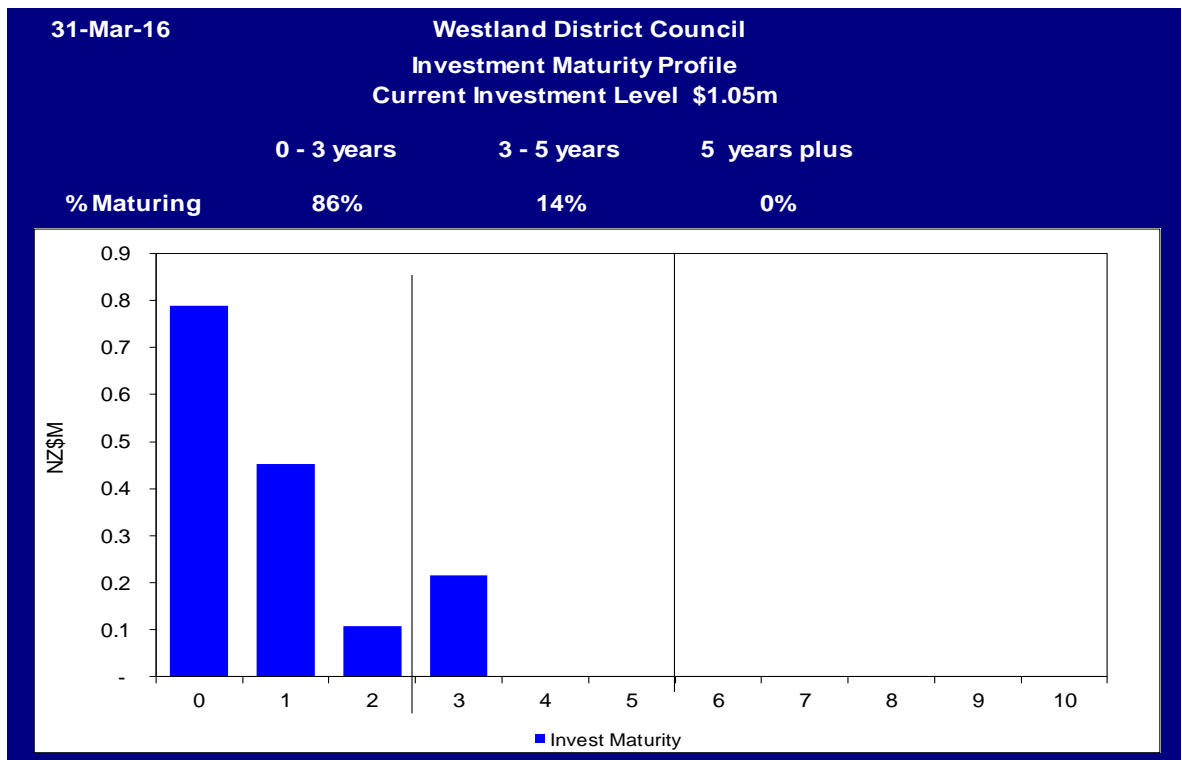
Bonds

3.2 WDC Westpac Bond Portfolio valued at \$1,063,956 as at 31 March 2016. This is made up of \$0.97m in bonds and \$0.096m in cash from matured bonds.

Westland District Council Investment Counterparty Credit Limits				
Minimum Credit Rating is A-1/A (A+ for corporates)				
Counterparty Credit Risk	Credit Rating	Policy Limits NZD\$m	Counterparty Exposure NZD\$m	Policy Compliance
ANZ	AA-	1.00	0.10	Y
ASB	AA-	1.00	0.00	Y
Auckland Council	AA	1.00	0.11	Y
Auckland Int Airport	A-	1.00	0.19	N
BNZ	AA-	1.00	0.22	Y
Rabobank	BBB	1.00	0.25	N
Rabobank	A+	1.00	0.00	Y
Westpac	AA-	1.00	0.70	Y
TOTAL			1.56	

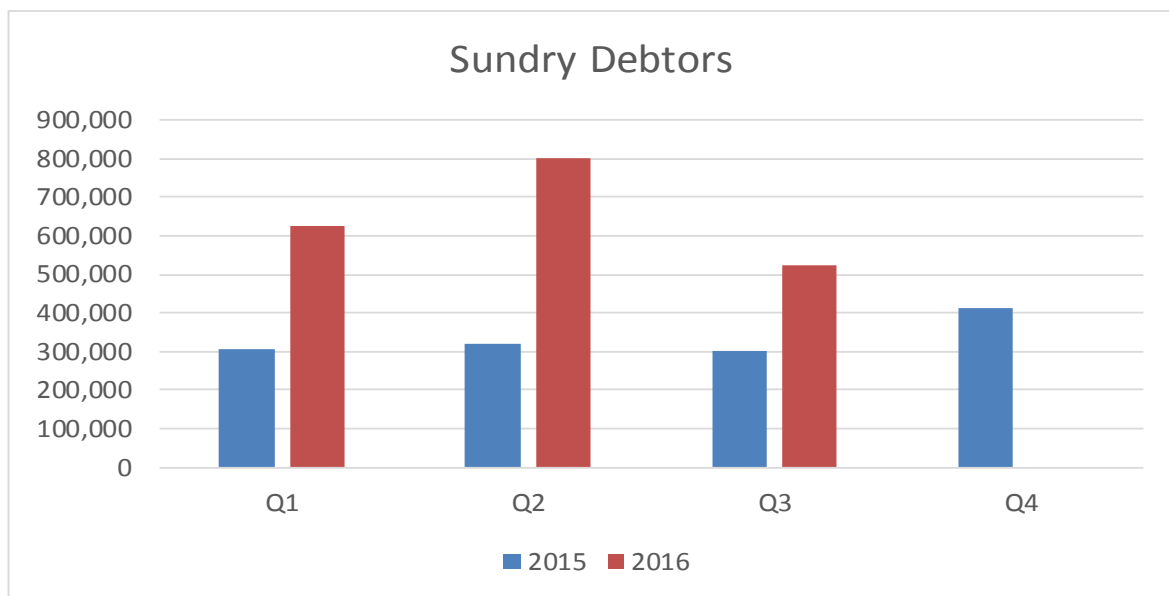
3.3 The policy requires that bond investments are with parties that have a credit rating of S&P A or better. Two bonds have rating below this limit. Council resolution decided to retain the bonds in the portfolio until maturity due to the high yields. The policy also has a limit of \$1m exposure per entity; all exposures are within this limit.

3.4 The following chart illustrates the maturity profile of the WDC investment portfolio:

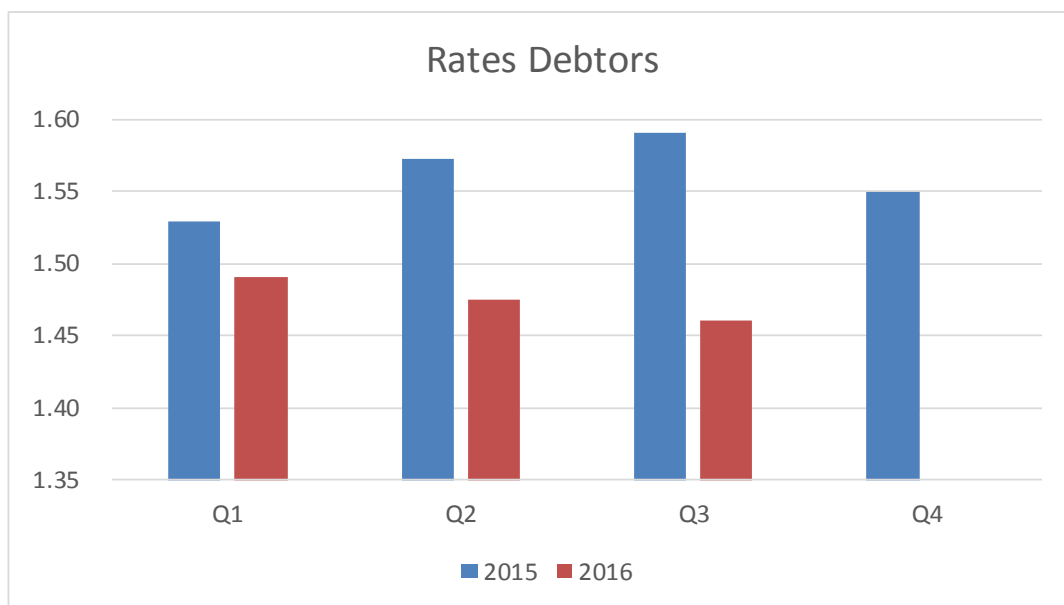


4 Debtors

4.1 Outstanding Sundry debtors as at 31 March 2016 total \$522,293 of which 50% is current. The balance includes the asbestos removal invoice (\$221k).



4.2 At 31 March 2016, rates debtors figure is \$1,457,219 which is 8.2% less than Q3 2015, and 5.8% less than at 30 June 2015.



4.3 The total rates debt has been aged among financial years as at March 2016.

Rates debt - Aged

Financial Year	Amount
Pre 2013	207,340
2013-14	178,915
2014-15	323,069
2015-16	747,896
	1,457,220

5 Debt Collection

5.1 Prior to the end of the quarter, final demands were sent out and a total of \$122k debt was referred to credit recoveries. Further notices are to be sent at the beginning of Q4.

5.2 Credit Recoveries performance as at 31 March for active debt:

Credit Recoveries Table

Active debt

Date Debt Sent	Original Debt	Collected	Recovery Rate
Pre-2013	258,693.00	82,700.00	32%
2013	79,148.00	22,263.00	28%
2014	102,430.00	63,098.00	62%
2015	136,968.00	22,428.00	16%
2016	81,341.00	5,150.00	6%

- 5.3 Another list of debts will be passed to Credit Recoveries in Q4.
- 5.4 The recovery rate for credit recoveries is averaged at 28.8%. The average collection rate in NZ is 15%.
- 5.5 A new process has been put in place where reminders and referrals are being dealt with more quickly. It is expected that the recovery rate will rise when new debts are actioned.
- 5.6 Automated Debt Recovery system will make the collection of debts and timely handling of delinquent debts more efficient.
- 5.7 Where ratepayers make automated payments to Council, the amounts of these payments are being reviewed and ratepayers are being informed of the increases required to ensure the current rates are paid in full by year end.

Reserve Funds Report

1.0 Summary

1.1 Reserves are divided into two categories:

- Restricted Reserves: These reserves can only be used for the purpose as set out in either legislation, deed or by the funder.
- Council Created Reserves: These reserves exist solely at the discretion of Council, and are primarily used to support community projects or the funding of longer term infrastructure projects, assuring intergenerational equity.

1.2 Financial Management Principles for Reserve Funds

- There are no reserves that are required to be represented by specific cash funds. Council therefore takes a portfolio approach to treasury management.
- Reserves are funded by interest income from investments and available borrowing capacity.
- Reserve balances will grow by interest calculated at the weighted average 90 day bill rate, transferred quarterly into the reserve.
- During 2015/16 new depreciation reserves will grow quarterly. Interest will be earned on those reserves calculated based on the average 90 day bill rate. This will be funded from external interest revenue (or deficit reserves – internal borrowing) for 2015/16.
- Interest will be charged on any reserve in deficit at Council's weighted average cost of asset term debt.
- No funds shall be withdrawn from the Westpac Bonds or any reserve unless provided for in the Annual Plan or by Council resolution.

1.3 Reserve Funds

- The reserve development fund has received \$63,000 contributions to the year ended March 2016.
- Payments out of this fund are Hari Hari Community Centre \$100,000, Fox Glacier Community Centre \$200,000 and Fox Glacier Community Group \$15,500
- Several of the Township funds are showing negative balances, this is due to the timing around funding and the expenditure occurred. These are expected to become nil or positive balances by year end.
- The negative balance on the Transportation asset renewal is the timing difference between the depreciation funding which is calculated monthly and the expenditure. This balance will be zero by year end.

Reserve Funds

Restricted Reserve Funds

Reserve	Purpose of each reserve fund	Balance 1-July 2015	Transfers into fund	Transfers out of fund	Balance 31-Mar 2016
		\$000	\$000	\$000	\$000
Offstreet Parking	Collected from developments in town to pay for off-street parking. Imposed by RMA/District Plan	30	1	0	31
Reserve Development	Monies collected from developments. Imposed by RMA/District Plan	785	76	(316)	546
Museum Assistance Fund	Originally the Museum Bequest Fund (\$8,458) & Carnegie Furnishings (\$3,929)	19	0	0	20
Kumara Endowment Fund	Proceeds from sale of Endowment land. Our brief research has not identified the specific terms of the endowment.	470	10	0	480
Euphemia Brown Bequest	Interest earned on funds administered by Public Trust Offices for the estates of Euphemia & William E Brown.	22	0	0	22
Mayors Trust Funds	Contributions from James & Margaret Isdell Trust; Coulston Herbert Trust;	22	1	(4)	19
Three Mile Domain	To fund three mile domain costs.	193	4	(2)	195
Ross Endowment Land	Various endowment land parcels in Ross sold over time.	137	3	0	140
Big Brothers Big Sisters	Grant funding Received	(1)	0	0	(1)
Community Patrol	Grant funding Received	(0)	0	0	(0)
Graffiti	Grant funding Received	1	0	(0)	1
Taxi Chits	Grant funding Received	1	3	(2)	1
Hokitika War Memorial		23	0	0	23
Total Restricted Reserves		1,703	99	(325)	1,477

Reserve	Purpose of each reserve fund	Balance 1-July 2015	Transfers into fund	Transfers out of fund	Balance 31-Mar 2016
		\$000	\$000	\$000	\$000
2016					
Kumara Township Fund	Township funding for the purpose of community related projects	0	10	(14)	(3)
Harihari Township Fund	Township funding for the purpose of community related projects	29	11	(31)	9
Whataroa Township fund	Township funding for the purpose of community related projects	2	10	(14)	(2)
Ross Township Fund	Township funding for the purpose of community related projects	0	10	(14)	(3)
Haast Township Fund	Township funding for the purpose of community related projects	(3)	11	0	8
Franz Township Fund	Township funding for the purpose of community related projects	1	26	(16)	11
Fox Township Fund	Township funding for the purpose of community related projects	1	26	(35)	(8)
Kokatahi/Kowhitirangi Community Rate	Allowing the community to have funds for various community related projects	0	6	(8)	(2)
Foreshore Protection Fund	Foreshore Protection for groin replacement on the foreshore.	26	1	0	26
Glacier Country Promotions	Targeted rates collected from Glacier Country to provide funding for marketing projects.	(3)	0	2	(1)
The Preston Bush Trust	Mr Preston donated the reserve to Council. This fund was for the community to beautify the bush with tracks and interpretation boards.	7	2	(1)	8
Harihari Community Complex	The Harihari Pony Club land was sold and the funding was to go towards a new community complex. (Another \$100,000 is allocated from the Reserve Development Fund.)	308	7	0	315
Guy Menzies Day	Surplus from Guy Menzies Day Event.	1	0	0	1
Cycleway	Road Reserve sold to Westland Diaries allocated to fund towards construction of Wilderness Trail.	258	5	0	264
Cycle Partner Contributions	Contributions from commercial partners towards upkeep of the Wilderness Trail	29	1	0	30
Emergency Contingency Fund	Rates collected to support Westland in a Civil Defence emergency.	48	1	0	49
Transportation Asset Renewal	For funding the renewal of roads and bridges.	0	377	(792)	(415)
Water Renewal	For funding the renewal of water supplies networks	610	430	(255)	785
Waste Water Renewal	For funding the renewal of sewerage and sewage networks	451	281	0	732
Stormwater Renewal	For funding the renewal of stormwater systems	379	222	(29)	572
Solid Waste Renewal	For funding the renewal of Refuse transfer Stations and landfills.	0	0	0	0
Parks Renewal	For funding Parks, Reserves, Public Toilets, Ross Pool and Cemeteries Asset Renewal	32	57	(19)	69
Buildings Renewal	For renewal of all Council operational buildings.	163	83	0	247
Administration Renewal	For renewal of office equipment, furniture, technical equipment, vehicles and technology	49	110	(20)	139
Library Book Renewals	To replace library books	(3)	92	(34)	55
Total Council created reserves		2,386	1,780	(1,280)	2,885
Total Reserves		4,088	1,879	(1,605)	4,362

Report



DATE: 26 May 2016

TO: Mayor and Councillors

FROM: Corporate Planner: Corporate Services

RESIDENTS SURVEY 2016

1 SUMMARY

- 1.1 The purpose of this report is to provide elected members with a full copy of the Resident Survey results for 2016, attached as **Appendices 1 & 2**.
- 1.2 Council undertakes a comprehensive survey of residents in order to obtain information for its performance reporting. A survey will be undertaken every 2-years, as has been approved by Audit New Zealand.
- 1.3 Council seeks to meet its obligations under the Local Government Act 2002 and the achievement of the District Vision adopted by Council as part of the Long Term Plan 2015-25. These are stated on Page 2 of this agenda.
- 1.4 This report concludes by recommending that Council receive the Residents Survey information.

2 BACKGROUND

- 2.1 Key Performance Indicators (KPIs) are included in Councils Long Term Plan. These indicators require information to be collected in a variety of ways, in order to measure the performance of Council across its services against expected outcomes and service levels.
- 2.2 Results for many of the KPIs can be empirically measured and is collected from operational data e.g. water quality, percentage of residents who are library members, consent processing times. The remainder of the KPI's are measured in the form of resident feedback. The 2-yearly comprehensive independent survey fulfils this requirement.

- 2.3 The last recorded survey was conducted in 2011, and the absence of this information in recent annual reports has been cited by Audit New Zealand.

3 CURRENT SITUATION

- 3.1 Council accounts for the KPI's in its quarterly and annual reports as part of its Statements of Service Performance.
- 3.2 A survey of residents of the Westland District was undertaken in March 2016. This was undertaken by telephone. The sample size was 403 residents and sampling and analysis was based on the three wards, with the interviews spread as follows:

Northern	150
Hokitika	129
Southern	<u>124</u>
	<u>403</u>

- 3.3 The telephone survey method was selected for 2016 as it is currently the most efficient method for ensuring representative sampling across the District.
- 3.4 This method was more economical than a postal survey and was expected to be more effective. If a selected party did not wish to participate in the telephone survey then a replacement was called. This level of proportionate sampling could not occur with a postal survey.
- 3.5 Council is currently building its online presence with its "Westland Matters" subscriber newsletter. The subscriber database can provide Council with location details, facilitating representative sampling. It is anticipated that an online survey may be an appropriate method in 2018.
- 3.6 The cost of the telephone survey and independent analysis of results was \$11,500.
- 3.7 The results were received in April and have been included in the third Quarterly Report for 2016, which is also part of this May 2016 agenda.
- 3.8 The report includes statistical analyses of the results, comparisons to benchmarks [**Appendix 1**] and verbatim comments from respondents [**Appendix 2**].

4 OPTIONS

- 4.1 Receive the report

5 SIGNIFICANCE AND ENGAGEMENT

- 5.1 Council's policy on Significance and Engagement refers to the need for Council to seek feedback about, and report on, its own performance. Conducting the survey and analysing the results satisfies this requirement.
- 5.2 However the decision to receive the report is administrative and is of low significance, requiring no engagement.

6 ASSESSMENT OF OPTIONS (INCLUDING FINANCIAL IMPLICATIONS)

- 6.1 Due to the administrative nature of this decision, no analysis of options is necessary.
- 6.2 Council is invited to provide feedback on the content and format of the report. The results will be used to assist Council's assessment of its service delivery performance and as a planning tool for setting future service levels.

7 PREFERRED OPTION AND REASONS

- 7.1 The preferred option is to receive the report

8 RECOMMENDATION

- A) **THAT** Council receives the Resident Survey 2016 attached as **Appendices 1 & 2**.

Karen Jury
Corporate Planner

Appendix 1: Westland DC Resident Survey Report
Appendix 2: Westland DC Survey Appendices

**WESTLAND DISTRICT COUNCIL
COMMUNITRAK™ SURVEY
MARCH 2016**

COMMUNITRAK™ SURVEY

PUBLIC PERCEPTIONS AND INTERPRETATIONS OF COUNCIL SERVICES & REPRESENTATION

PREPARED AS PART OF THE PUBLIC FEEDBACK PROGRAMME FOR:

WESTLAND DISTRICT COUNCIL

MARCH 2016



**National Research Bureau Ltd
PO Box 10118, Mt Eden, Auckland, New Zealand
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

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 July / August 2009 and March 2016.

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

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

* * * * *

B. COMMUNITRAK™ SPECIFICATIONS

Sample Size

This Communitrak™ survey was conducted with 403 residents of the Westland District.

The survey was framed on the basis of the Wards as the elected representatives are associated with a particular Ward.

Sampling and analysis was based on the three Wards and the interviews spread as follows:

Northern	150
Hokitika	129
Southern	124
	<u>403</u>

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 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, with the sample also stratified according to Ward. Sample sizes for each Ward were determined to ensure a sufficient number of respondents within each Ward, so that analysis could be conducted on a Ward-by-Ward basis.

A target of interviewing approximately 100 residents, aged 18 to 44 years, was also set.

Households were screened to ensure they fell within the Westland 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 last 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 Ward, gender and age group proportions in the area as determined by the 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 Westland 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 4th March to Sunday 13th March 2016.

Comparison Data

Communitrak™ offers to Councils the opportunity to compare their performance with those of Local Authorities across all New Zealand as a whole and with similarly constituted Local Authorities.

The Communitrak service includes ...

- comparisons with a national sample of 1,003 interviews conducted in November 2014,
- comparisons with provincial, urban and rural norms.

The survey methodology for the comparison data is similar in every respect to that used for 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.

Comparisons With National Communitrak™ Results

Where survey results have been compared with Peer Group and/or National Average results from the November 2014 National Communitrak™ Survey, NRB has used the following for comparative purposes, for a sample of 400 residents:

above/below	±7% or more
slightly above/below	±5% to 6%
on par with	±3% to 4%
similar to	±1% to 2%

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 400 respondents, at a reported percentage of 50%, is plus or minus 5%.

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 400 respondents is 7%, 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 Westland District Council residents and ratepayers to the services and facilities provided for them by their Council and their elected representatives.

The Westland 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



86% of residents are satisfied with the District parks and reserves.



27% are not very satisfied with the standard and safety of Council's unsealed roads.



Of those residents who have contacted the new *i*-Site/Customer Service Centre, 76% are very satisfied with the service received.



In general, 69% of residents understand how Council makes decisions.

COUNCIL SERVICES/FACILITIES

a. Satisfaction With Services/Facilities

	Very/fairly satisfied %	Not very satisfied %	Don't know/ unable to say %
Parks and reserves	86	11	3
Library services	81	1	18
Protection from dogs and wandering stock provided	72	24	4
Standard and safety of Council's unsealed roads	70	27	3
Standard of community halls	67	16	17
Public toilets	66	24	10
Reliability of the transfer station service	64	20	16
Hokitika Pool	58	5	37

b. Percent Not Very Satisfied - Comparison Summary

The percent not very satisfied is **higher/slightly higher** than the Peer Group and National Averages for ...

	Westland %	Peer Group %	National Average %
• public toilets	24	15	19
• reliability of the transfer station service	20	*9	*11
• standard of community halls	16	**6	**6
• parks and reserves	11	3	4

* figures based on the ratings for refusal disposal in general (ie, landfill sites).

** figures based on the ratings for public halls in general.

However, the comparison is **favourable** for Westland District for ...

• Hokitika Pool	5	9	10
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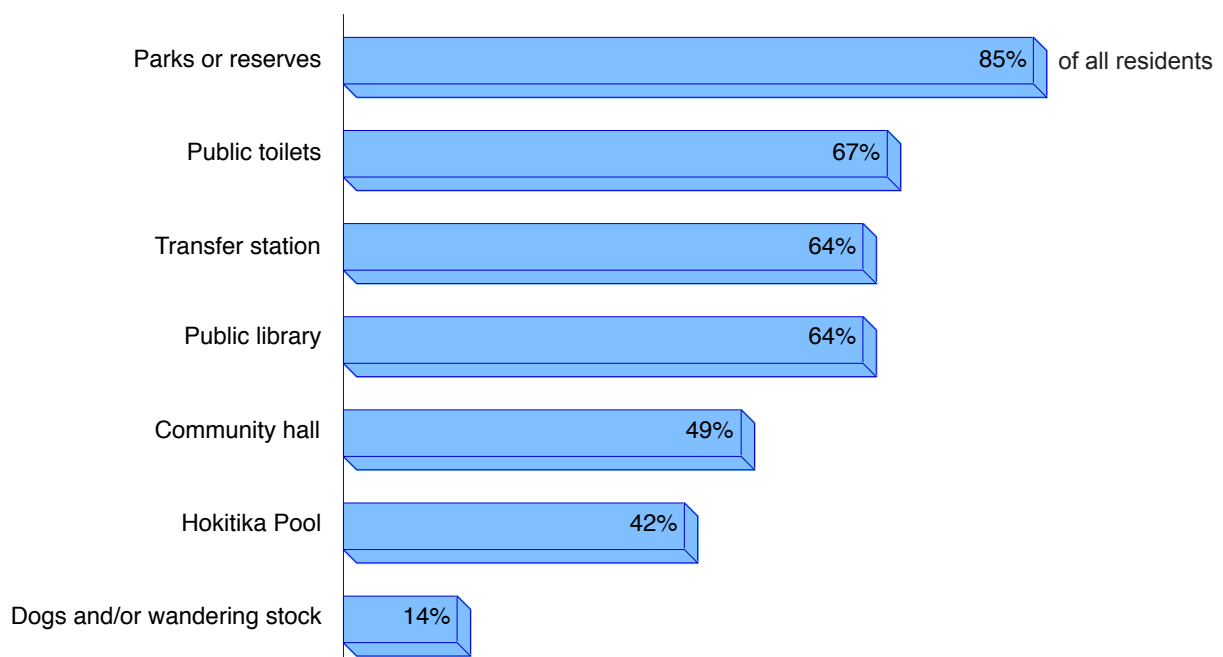
For the remaining services or facilities for which comparative data is available, Westland District performs **on par with/similar to** other like Local Authorities and Local Authorities nationwide on average for the following ...

• protection provided from dogs and wandering stock	24	+22	+20
• library services	1	3	2

† Peer Group and National Average readings refer to dog control only.

c. Frequency Of Household Use - Council Services And Facilities

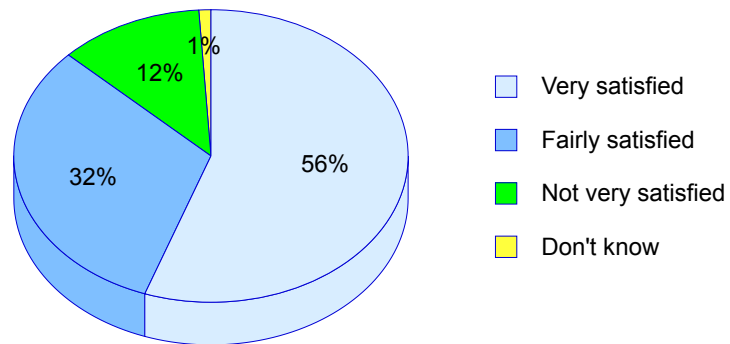
Percentage Of Households Who Have Used/Visited The Following Services/Facilities In The Last Year ...



Refuse And Recycling Collection Service

77% of residents are provided, where they live, with a regular refuse and recycling collection service, by Council.

*Satisfaction With Service Received:
Regular Refuse And Recycling Collection Service Provided By Council*



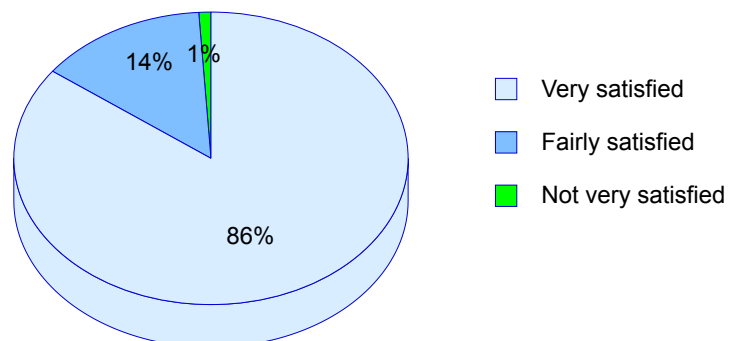
Base = 307
(Does not add to 100% due to rounding)

The percent not very satisfied is similar to the Peer Group and National Averages for **rubbish collection** (service provided).

Hokitika Museum

In the last 12 months, 44% of residents, or a member of their household, have visited the Hokitika Museum.

Visitors



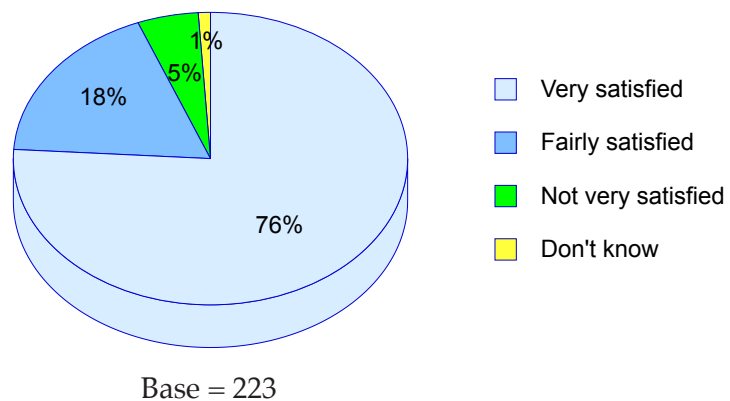
Base = 174
(Does not add to 100% due to rounding)

The percent not very satisfied is similar to the visitor Peer Group and National Averages for **museum in general**.

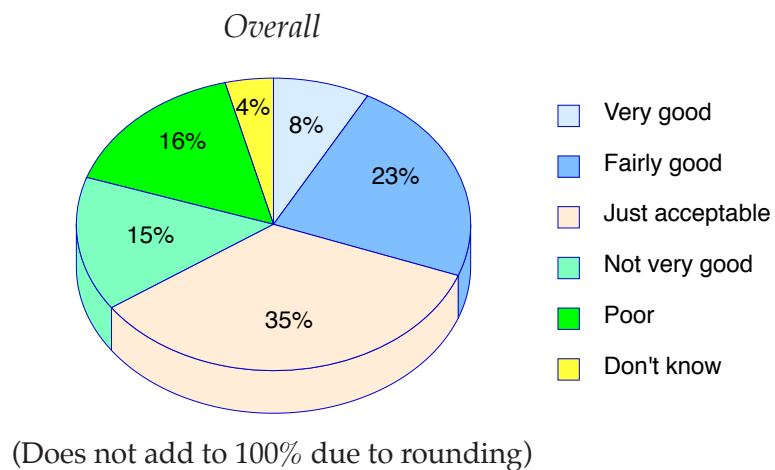
***i*-SITE/Customer Service Centre**

55% of residents say they, or a member of their household, have contacted the new *i*-SITE/ Customer Service Centre, either in person, by phone and /or by email.

*Satisfaction With Service Received:
Contacted i-Site/Customer Service Centre*



Performance Of Mayor/Councillor In Last Year

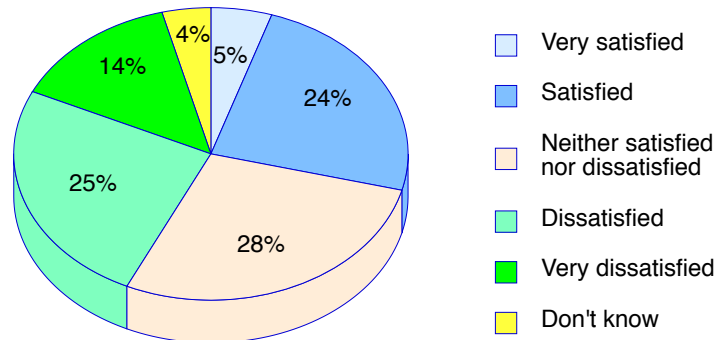


LOCAL ISSUES

Council Consultation and Community Involvement

In general 69% of residents understand how Council makes decisions.

*Satisfaction With The Way Council Involves The Public In The Decisions It Makes:
Overall*



* * * * *

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 Westland 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.

Included in this Peer 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
Southland District Council
South Wairarapa District Council
Stratford District Council
Tararua District Council
Tasman District Council
Waikato District Council
Waimakariri District Council
Waimate District Council
Wairoa District Council
Waitaki District Council
Waitomo District Council
Western Bay of Plenty District Council

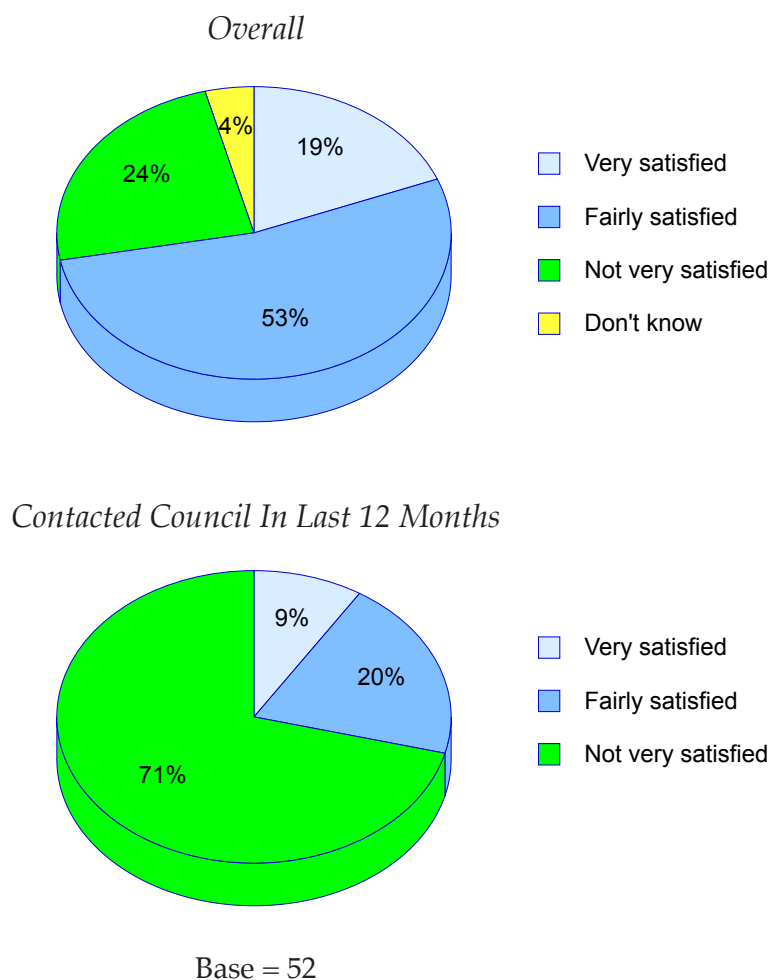


1. COUNCIL SERVICES/FACILITIES

A. RESIDENTS OVERALL

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. *Protection Provided From Dogs And Wandering Stock*



72% of residents are satisfied with the protection provided from dogs and wandering stock, while 24% are not very satisfied.

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

14% of residents have contacted Council about dogs or wandering stock in the last 12 months. Of these, 29% are satisfied and 71% are not very satisfied.

Residents more likely to be not very satisfied are ...

- residents aged 45 years or over,
- residents who live in a one or two person household.

Satisfaction With The Protection Provided From Dogs And Wandering Stock

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall					
Total District 2016	19	53	72	24	4
2009*	20	30	50	42	8
Contacted Council	9	20	29	71	-
Comparison*					
Peer Group Average (Rural)	30	41	71	22	7
National Average	32	41	73	20	7
Ward					
Northern	18	58	76	20	4
Hokitika	20	52	72	27	1
Southern [†]	21	47	68	26	5
Age					
18-44 years	24	58	82	15	3
45-64 years [†]	13	52	65	31	5
65+ years	22	47	69	29	2
Household Size					
1-2 person household	21	47	68	28	4
3+ person household	17	61	78	19	3

% read across

* 2009 reading and Peer Group and National Average readings refer to dog control only

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

The main reasons* residents are not very satisfied with the protection provided from dogs and wandering stock are ...

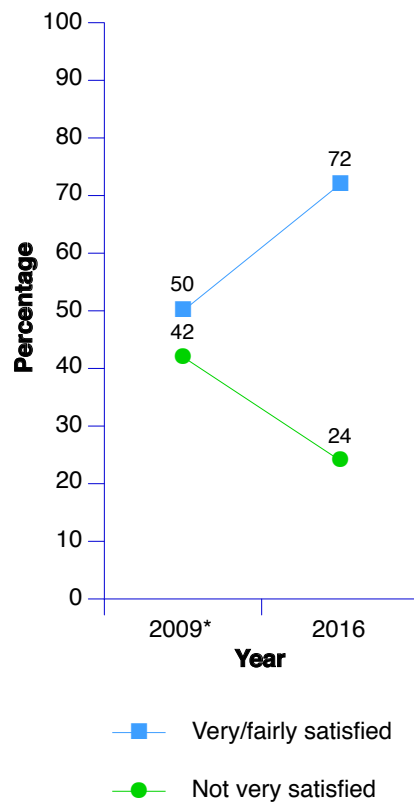
- dogs wandering / roaming / not under control,
- need more control / more enforcement / need to be stricter,
- poor service from dog control / poor response to complaints,
- danger to people and other animals.

Summary Table: Main Reasons* For Being Not Very Satisfied With The Protection Provided From Dogs And Wandering Stock

	Total District 2016 %	Ward		
		Northern %	Hokitika %	Southern %
Percent Who Mention ...				
Dogs wandering / roaming / not under control	15	12	17	17
Need more control / more enforcement / need to be stricter	7	7	7	7
Poor service from dog control / poor response to complaints	5	3	6	7
Danger to people and other animals	4	4	6	2

* multiple responses allowed

Protection Provided From Dogs And Wandering Stock

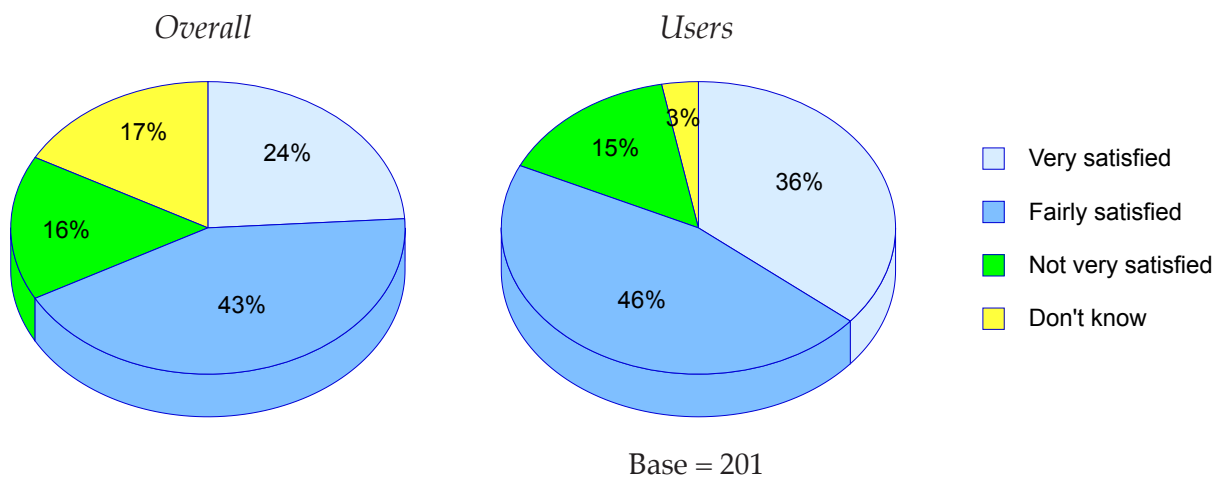


* 2009 reading refers to dog control only
NA from 2010-2015

Recommended Satisfaction Measures For Reporting Purposes:

Total District = 72%
Contacted Council = 29%

ii. *Standard Of Community Halls*



67% of residents are satisfied with the standard of community halls, while 16% are not very satisfied.

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

17% are unable to comment and this is probably because 51% of households have **not** used a community hall in the District in the last 12 months. Of those who have used a community hall, 82% are satisfied and 15% are not very satisfied.

Men are more likely to be not very satisfied, than women.

Satisfaction With Standard Of Community Halls

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall					
Total District 2016	24	43	67	16	17
2009*	20	34	54	17	29
Users	36	46	82	15	3
Comparison*					
Peer Group Average (Rural)	30	44	74	6	20
National Average	25	38	63	6	31
Ward					
Northern	25	39	64	17	19
Hokitika	18	50	68	12	20
Southern†	31	37	68	21	10
Gender					
Male	20	41	61	22	17
Female†	28	44	71	11	17

% read across

* 2009 reading and Peer Group and National Average readings refer to public halls in general

† does not add to 100% due to rounding

The main reasons* residents are not very satisfied with the standard of community halls are ...

- old/rundown/need upgrading/replacing,
- don't have one/no Council owned hall/need one,
- lack of maintenance.

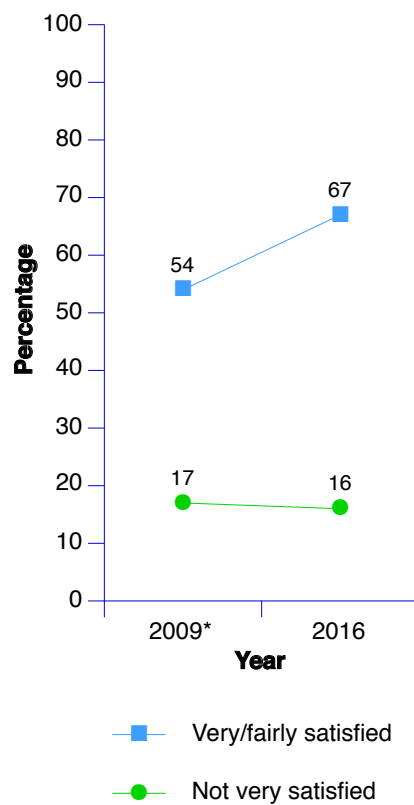
Summary Table:

Main Reasons* For Being Not Very Satisfied With The Standard Of Community Halls

	Total District 2016 %	Ward		
		Northern %	Hokitika %	Southern %
Percent Who Mention ...				
Old/rundown/need upgrading/replacing	5	6	1	10
Don't have one/no Council owned hall/need one	5	5	8	-
Lack of maintenance	4	5	1	6

* multiple responses allowed

Standard Of Community Halls

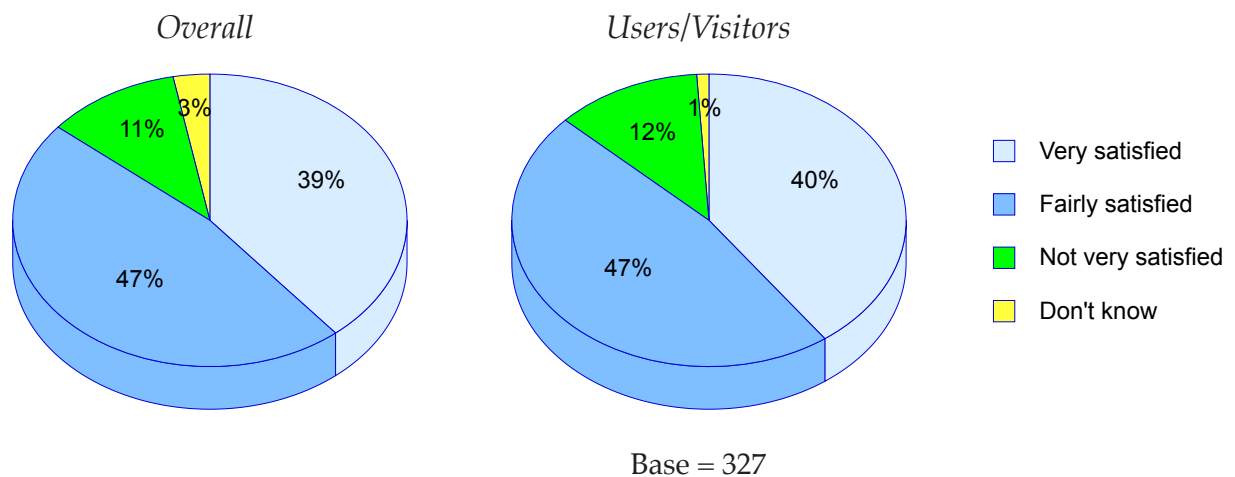


* 2009 reading and Peer Group and National Average readings refer to public halls in general (NA 2010-2015)

Recommended Satisfaction Measures For Reporting Purposes:

Total District	=	67%
Users	=	82%

iii. Parks And Reserves



86% of residents are satisfied with parks and reserves, including 39% who are very satisfied. 11% are not very satisfied, and 3% are unable to comment.

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

85% of households have used or visited a park or reserve in the last 12 months. Of these "users/visitors", 87% are satisfied with the District's parks and reserves and 12% are not very satisfied.

Men are more likely to be not very satisfied with the District's parks and reserves, than women.

Satisfaction With Parks And Reserves

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall					
Total District 2016	39	47	86	11	3
2009	37	46	83	9	8
Users/Visitors	40	47	87	12	1
Comparison					
Peer Group Average (Rural)	54	38	92	3	5
National Average	62	31	93	4	3
Ward					
Northern [†]	42	47	89	11	1
Hokitika	44	46	90	10	-
Southern	30	48	78	13	9
Gender					
Male	35	49	84	15	1
Female [†]	43	45	88	7	4

% read across

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

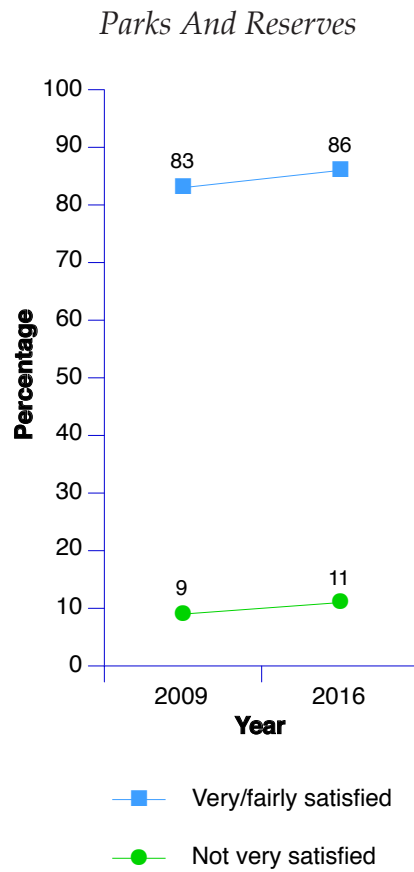
The main reasons* residents say they are not very satisfied with District parks and reserves are ...

- not looked after / need better maintenance,
- poor standard / improvements needed,
- Cass Square not available for rugby / sports,
- don't have any parks / not enough / need more,
- changes to use Cass Square / should be free.

Summary Table: Main Reasons* For Being Not Very Satisfied With Parks And Reserves

	Total District 2016 %	Ward		
		Northern %	Hokitika %	Southern %
Percent Who Mention ...				
Not looked after / need better maintenance	2	3	1	3
Poor standard / improvements needed	2	4	1	2
Cass Square not available for rugby / sports	2	3	3	1
Don't have any parks / not enough / need more	2	1	2	4
Changes to use Cass Square / should be free	2	2	3	1

* multiple responses allowed



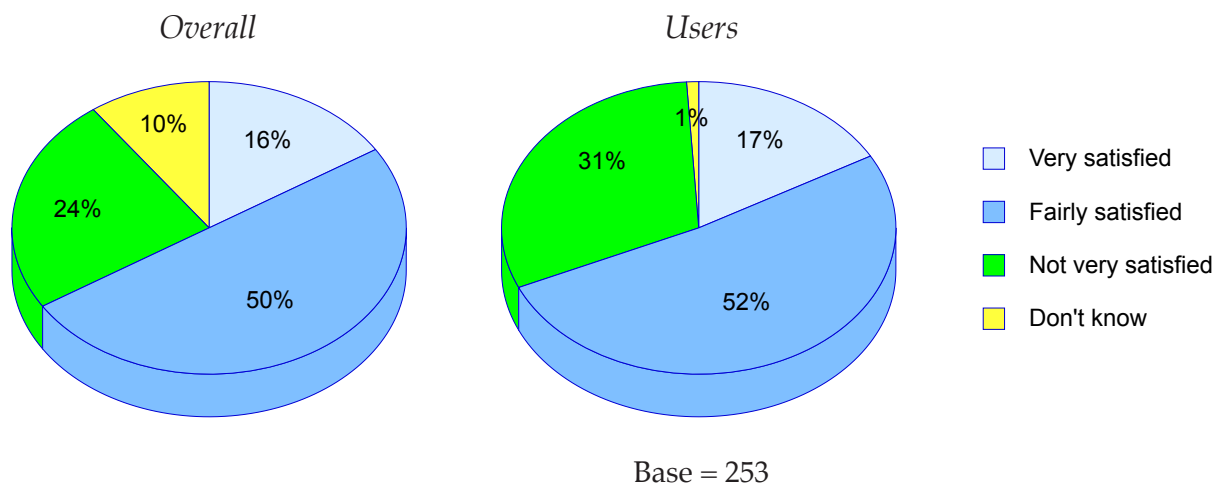
(NA 2010-2015)

Recommended Satisfaction Measures For Reporting Purposes:

Total District = 86%

Users / Visitors = 87%

iv. Public Toilets



66% of Westland District residents are satisfied with public toilets in the District, while 24% are not very satisfied and 10% are unable to comment.

The percent not very satisfied is above the Peer Group Average and slightly above the National Average.

67% of households have used a public toilet in the District in the last 12 months. Of these, 69% are satisfied and 31% are not very satisfied.

Residents more likely to be not very satisfied with the public toilets are ...

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

Satisfaction With Public Toilets

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall					
Total District 2016	16	50	66	24	10
2009	27	38	65	16	19
Users [†]	17	52	69	31	1
Comparison					
Peer Group Average (Rural)	33	41	74	15	12
National Average [†]	22	44	66	19	15
Ward					
Northern	21	52	73	18	9
Hokitika [†]	16	48	64	20	15
Southern	10	50	60	35	5
Household Size					
1-2 person household	17	44	61	28	11
3+ person household [†]	15	58	73	18	10

% read across

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

The main reasons* residents are not very satisfied with public toilets are ...

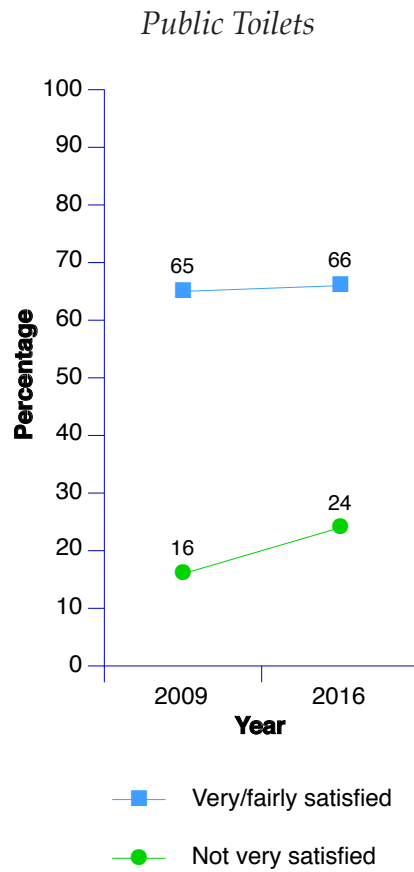
- need more toilets/not enough for tourist numbers,
- dirty/smelly/need cleaning more often,
- outdated/poorly maintained/need upgrading.

Summary Table: Main Reasons* For Being Not Very Satisfied With Public Toilets

	Total District 2016 %	Ward		
		Northern %	Hokitika %	Southern %
Percent Who Mention ...				
Need more toilets/not enough for tourist numbers	13	10	9	23
Dirty/smelly/need cleaning more often	6	3	6	10
Outdated/poorly maintained/need upgrading	6	6	5	6

* multiple responses allowed

NB: no other reason is mentioned by more than 2% of all residents



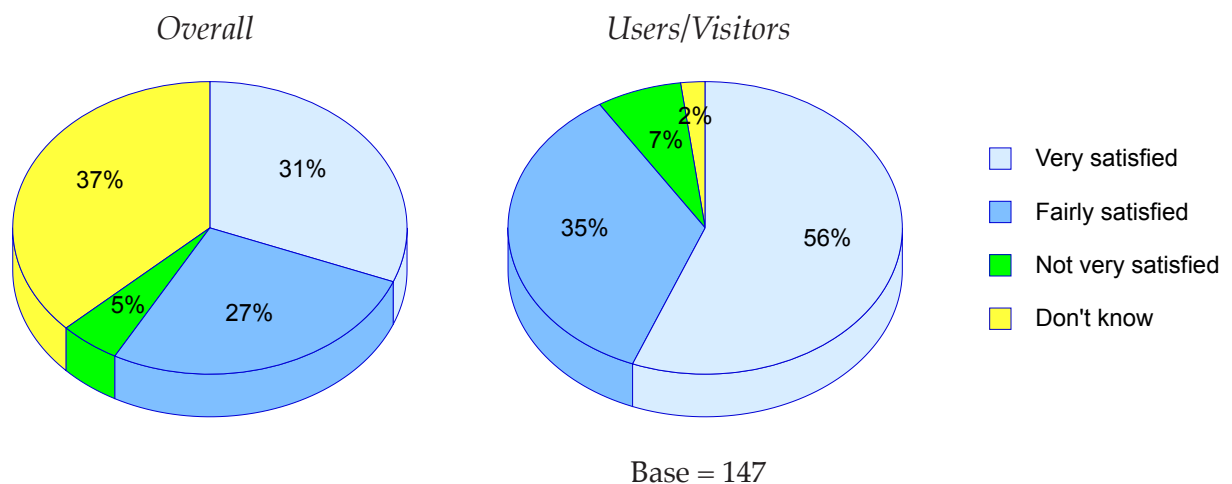
(NA 2010-2015)

Recommended Satisfaction Measures For Reporting Purposes:

Total District = 66%

Users = 69%

v. Hokitika Pool



58% of residents are satisfied with town planning, including 31% who are very satisfied, while 5% are not very satisfied.

The percent not very satisfied is on par with the Peer Group Average and slightly below the National Average for swimming pools.

A large percentage (37%) are unable to comment and this is probably due to only 42% of households using / visiting the Hokitika Pool in the last 12 months. Of these 'users / visitors', 91% are satisfied and 7% are not very satisfied.

There are no notable differences between Wards and between socio-economic groups in terms of those residents not very satisfied with the Hokitika Pool.

Satisfaction With Hokitika Pool

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall					
Total District 2016	31	27	58	5	37
Users	56	35	91	7	2
Comparison					
Peer Group Average (Rural)	37	28	65	9	26
National Average	38	31	69	10	21
Ward					
Northern	29	25	54	9	37
Hokitika	39	40	78	2	19
Southern	24	13	37	1	62

% read across

+ does not add to 100% due to rounding

The main reasons* residents are not very satisfied with the Hokitika Pool are ...

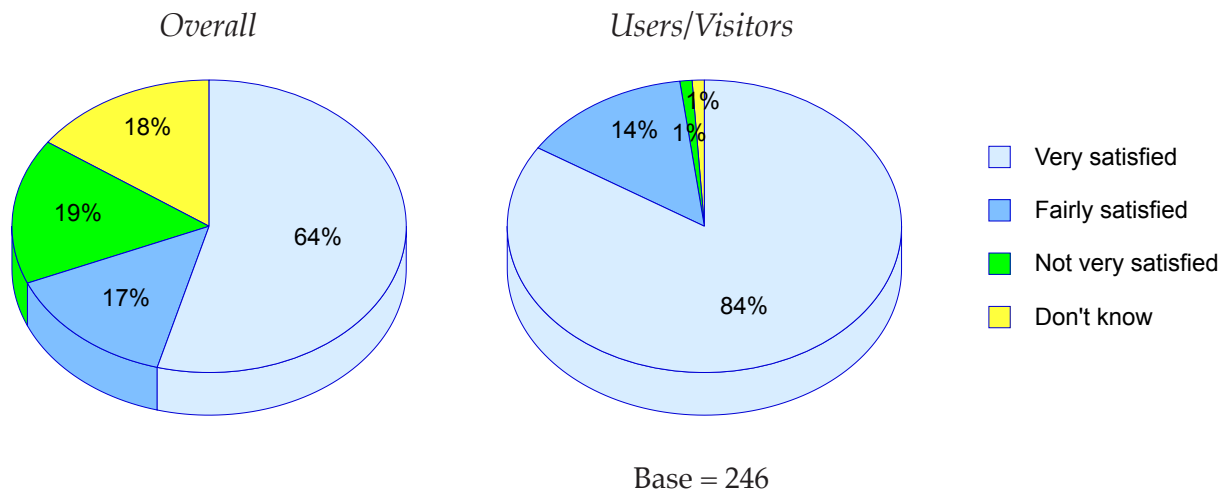
- old/outdated/needs upgrading, mentioned by 3% of all residents,
- too cold/needs heating/not heated enough, 2%.

* multiple responses allowed

Recommended Satisfaction Measures For Reporting Purposes:

Total District = 58%
Users/Visitors = 91%

vi. The Library Services



81% of residents are satisfied with the library services, including 64% who are very satisfied. 1% are not very satisfied and 18% are unable to comment.

The percent not very satisfied (1%), is similar to the Peer Group and National Averages.

64% of residents say they, or a member of their household, have used or visited a public library in the District, in the last 12 months. Of these "users/visitors", 98% are satisfied.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents who are not very satisfied.

The main reason* residents are not very satisfied with the library service is ...

- more books/new books/bigger selection, mentioned by 1% of all residents.

* multiple responses allowed

Satisfaction With The Library Services

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall					
Total District 2016	64	17	81	1	18
Users/Visitors	84	14	98	1	1
Comparison					
Peer Group Average (Rural)	62	23	85	3	12
National Average	69	21	90	2	8
Ward					
Northern	62	18	80	1	19
Hokitika	79	10	89	-	11
Southern	48	25	73	1	26

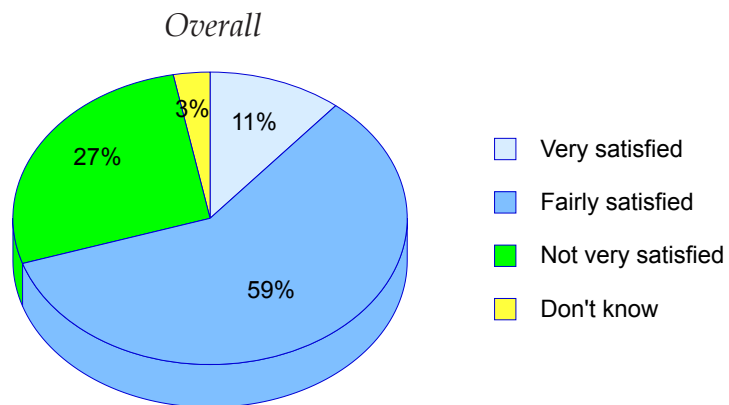
% read across

+ does not add to 100% due to rounding

Recommended Satisfaction Measures For Reporting Purposes:

Total District = 81%
Users/Visitors = 98%

vii. Standard And Safety Of Council's Unsealed Roads



70% of residents are satisfied with the standard and safety of Council's unsealed roads, while 27% are not very satisfied.

There are no comparative Peer Group and National Averages for this reading.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents not very satisfied with the standard and safety of Council's unsealed roads.

Satisfaction With The Standard And Safety Of Council's Unsealed Roads

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall					
Total District 2016	11	59	70	27	3
Ward					
Northern	13	55	68	30	2
Hokitika	12	61	73	22	5
Southern	8	60	68	30	2

% read across

The main reasons residents are not very satisfied with the standard and safety of Council's unsealed roads are ...

- poor condition/need upgrading,
- dust problems/need sealing,
- potholes/rough/uneven/bumpy/corrugations,
- poorly maintained/need better maintenance/slow to repair.

Summary Table: Main Reasons* For Being Not Very Satisfied With The Standard And Safety Of Council's Unsealed Roads

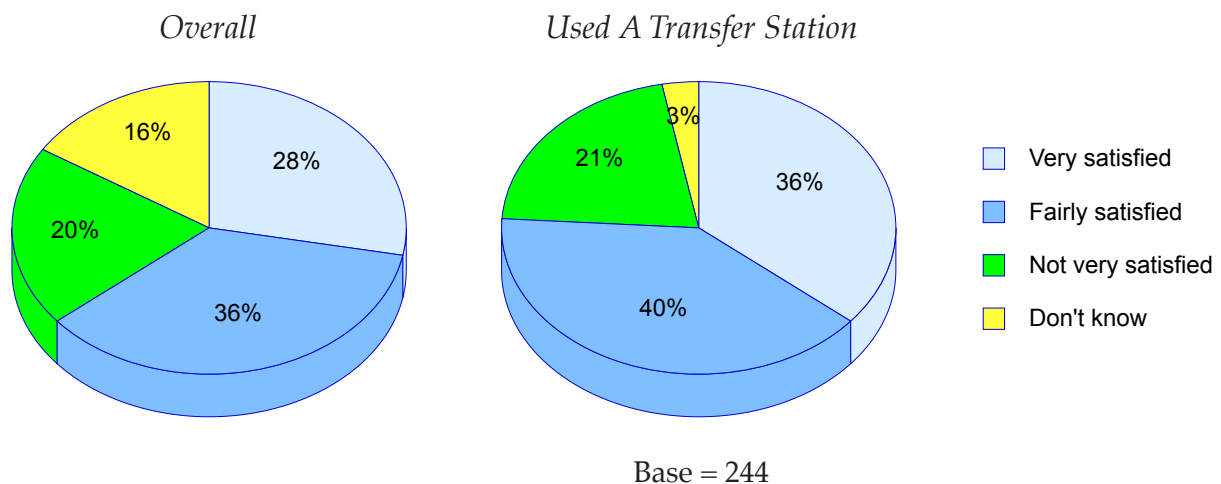
	Total District 2016 %	Ward		
		Northern %	Hokitika %	Southern %
Percent Who Mention ...				
Poor condition/need upgrading	8	10	5	9
Dust problems/need sealing	8	11	6	6
Potholes/rough/uneven/bumpy/corrugations	8	8	6	8
Poorly maintained/need better maintenance/ slow to repair	7	7	8	5 8

* multiple responses allowed

NB: no other reason is mentioned by more than 2% of all residents

Recommended Satisfaction Measures For Reporting Purposes:
Total District = 70%

viii. Reliable Transfer Station Service



64% of Westland District residents are satisfied with the reliability of the transfer station service, including 28% who are very satisfied. 20% are not very satisfied and 16% are unable to comment.

The percent not very satisfied is above the Peer Group and National readings for **refuse disposal**.

64% of households say they have used a transfer station in the last 12 months. Of these "users", 76% are satisfied and 21% are not very satisfied.

Residents more likely to be not very satisfied with the reliability of the transfer station service are ...

- Southern Ward residents,
- men.

Satisfaction That Transfer Station Service Is Reliable

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall					
Total District 2016	28	36	64	20	16
Users	36	40	76	21	3
Comparison*					
Peer Group Average (Rural) [†]	31	34	65	9	25
National Average	29	37	66	11	23
Ward					
Northern	29	38	67	19	14
Hokitika	34	40	74	14	12
Southern	17	29	46	30	24
Gender					
Male	28	36	64	24	12
Female	28	36	64	16	20

% read across

* Peer Group and National Average readings are ratings for refuse disposal in general (ie, landfill sites)

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

The main reasons* residents are not very satisfied with the reliability of the transfer station service are ...

- too expensive / pay rates and pay to dump / paying twice,
- limited opening hours,
- need better recycling.

Summary Table:

Main Reasons* For Being Not Very Satisfied That Transfer Station Service Is Reliable

	Total District 2016 %	Ward		
		Northern %	Hokitika %	Southern %
Percent Who Mention ...				
Too expensive / pay rates and pay to dump / paying twice	9	7	15	16
Limited opening hours	3	3	1	4
Need better recycling	3	3	-	5

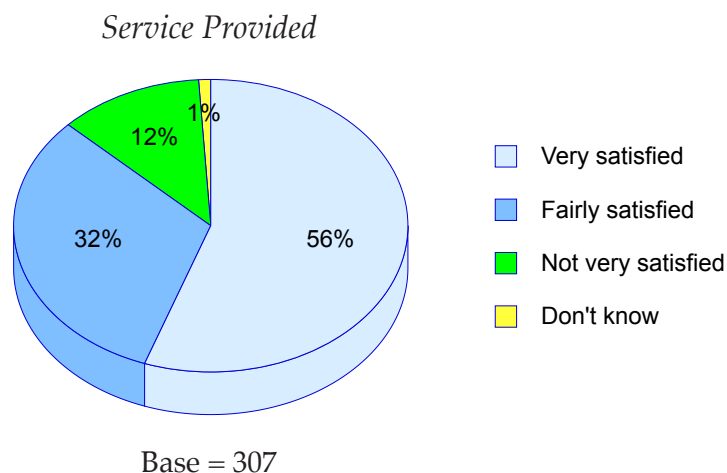
* multiple responses allowed

Recommended Satisfaction Measures For Reporting Purposes:

Total District = 64%
Users = 76%

B. SERVICE PROVIDED/USERS

i. Refuse And Recycling Collection Service



77% of residents say Council provides them with a regular refuse and recycling collection service. Of these, 88% are satisfied and 12% are not very satisfied.

The percent not very satisfied is similar to the Peer Group and National Averages for **rubbish collection** (service provided).

There are no notable differences between Wards and between socio-economic groups, in terms of those residents* not very satisfied with refuse and recycling collection.

* the 77% of residents who say Council provides them with a regular refuse and recycling collection service

Satisfaction With Refuse And Recycling Collection Service

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Service Provided 2016 [†]	56	32	88	12	1
Comparison**					
Peer Group Average (Rural)	55	34	89	9	2
National Average	60	28	88	10	2
Ward					
Northern	62	27	89	11	-
Hokitika	52	34	86	13	1
Southern	53	40	93	6	1

Base = 307

% read across

** Peer Group and National Average readings relate to satisfaction with rubbish collection for those provided with the service

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

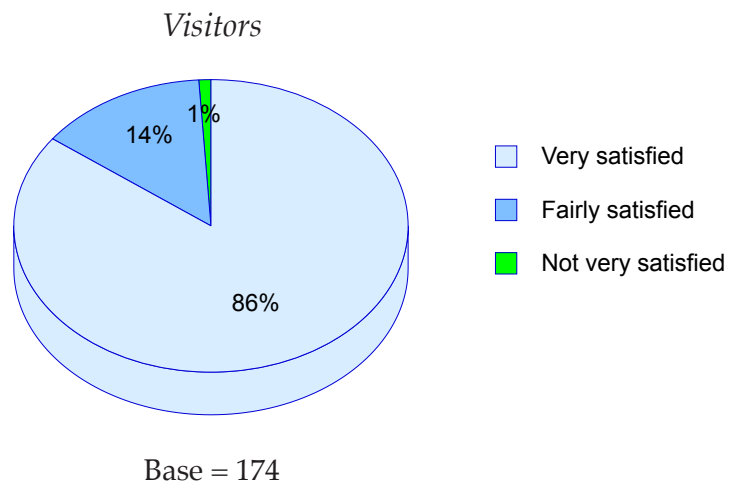
The main reasons* residents are not very satisfied with refuse and recycling collection service are ...

- fortnightly collection/ should be weekly, mentioned by 5% of residents who say they are provided with a regular refuse and recycling collection service,
- bins too small/ need bigger bins/ swap bins,
- should recycle glass/ provide separate bin for glass.

* multiple responses allowed

Recommended Satisfaction Measures For Reporting Purposes:
Service Provided = 88%

ii. Hokitika Museum Experience



44% of households have visited the Hokitika Museum in the last 12 months. Of these, 99% are satisfied with the experience, including 86% who are very satisfied, and 1% are not very satisfied.

The percent not very satisfied is similar to the visitor Peer Group and National Averages for museum in general.

There are no notable differences between Wards and between socio-economic groups in terms of those residents* not very satisfied.

* the 44% of households who have visited the Hokitika Museum in the last 12 months

Satisfaction With Hokitika Museum Experience

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Visitors 2016 [†]	86	14	100	1	-
Comparison^{†*}					
Peer Group Average (Rural)	57	23	80	2	17
National Average	72	21	93	3	3
Ward					
Northern	85	15	100	-	-
Hokitika	87	12	99	1	-
Southern ^{**}	82	18	100	-	-

Base = 174

% read across

* Peer Group and National Averages refer to visitor satisfaction with museums in general

** caution: small base (N=26)

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

The reason* the one resident is not very satisfied with the experience is ...

"Photographs of early settlers are hard to access."

"Disappointed, exhibits seem to have shrunk by about 50%, ie, stage coaches gone."

* multiple responses allowed

Recommended Satisfaction Measures For Reporting Purposes:

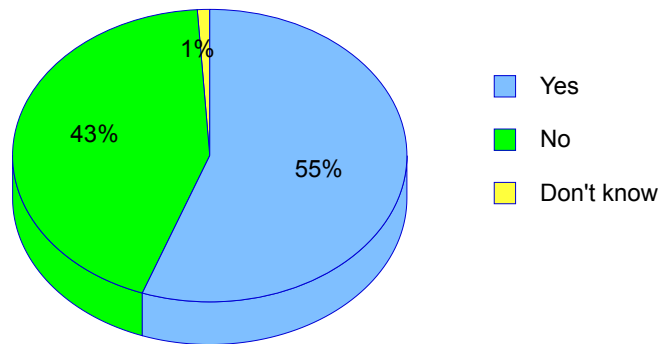
Visitors = 100%

2. CUSTOMER SERVICE CENTRE

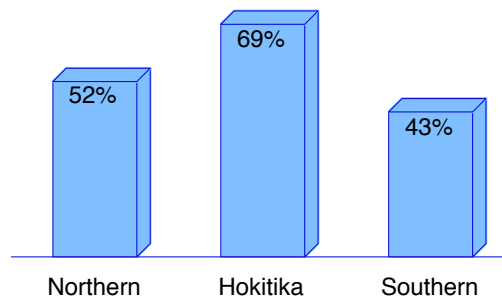
A. I-SITE/CUSTOMER SERVICE CENTRE

i. Contacted?

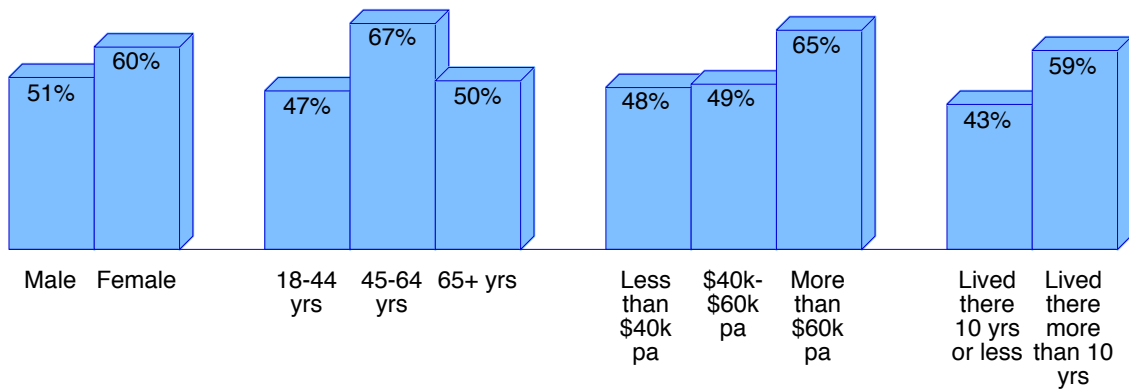
Overall



Percent Saying 'Yes' - By Ward



Percent Approving - Comparing Different Types Of Residents



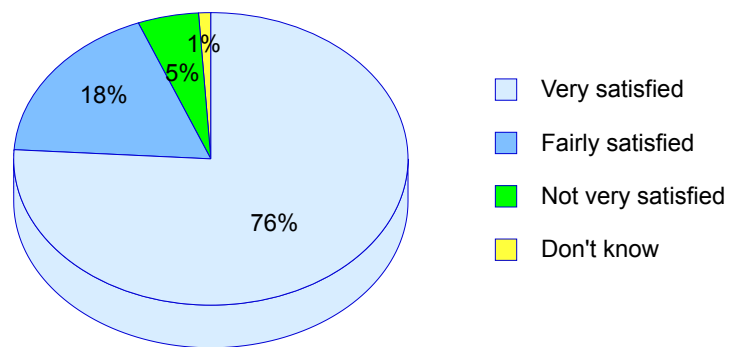
55% of residents say they, or a member of their household, have contacted the new *i*-SITE / Customer Service Centre, either in person, by phone and /or by email.

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

- Hokitika Ward residents,
- women,
- residents aged 45 to 64 years,
- residents with an annual household income of more than \$60,000,
- longer term residents, those residing in the District more than 10 years.

ii. Level Of Satisfaction

Contacted i-SITE/Customer Service Centre



Base = 223

94% of residents* are satisfied with the service they received, including 76% who are very satisfied. 5% are not very satisfied and 1% are unable to comment.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents* who are not very satisfied.

* the 55% of residents who say they, or a member of their household, have contacted the new i-SITE/Customer Service Centre

Satisfaction With Service

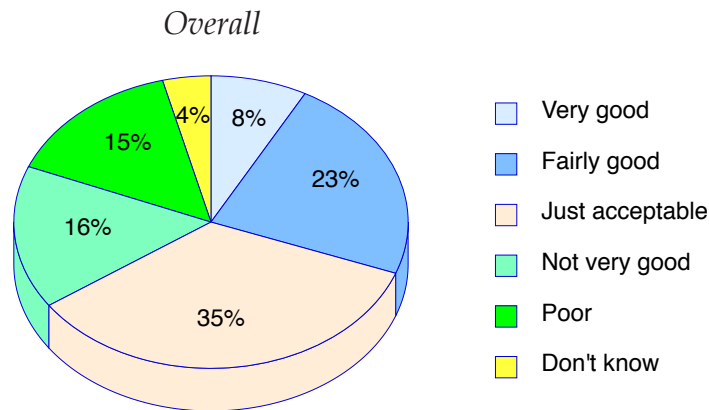
	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Contacted <i>i</i> -SITE / Customer Service Centre	76	18	94	5	1
Ward					
Northern	76	20	96	4	-
Hokitika	77	17	94	5	1
Southern	73	18	91	9	-

Base = 223

% read across

3. PERFORMANCE

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



31% of Westland District residents rate the performance of the Mayor and Councillors over the past year as very or fairly good, while 35% rate their performance as just acceptable. 31% rate the performance of the Mayor and Councillors as not very good/poor and 4% are unable to comment.

Westland District residents rate the performance of the Mayor and Councillors below the Peer Group and National Averages, in terms of their performance being very / fairly good.

Women are more likely to rate the performance of the Mayor and Councillors over the past year as very / fairly good, than men.

It appears that Hokitika Ward residents are **slightly less likely**, than other Ward residents, to feel this way.

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 2016 [†]	31	35	31	4
Comparison				
Peer Group Average (Rural) [†]	62	21	11	7
National Average	49	30	16	5
Ward[†]				
Northern	37	31	29	2
Hokitika	23	39	35	4
Southern	33	35	26	7
Gender[†]				
Male	27	32	38	2
Female	35	38	23	5

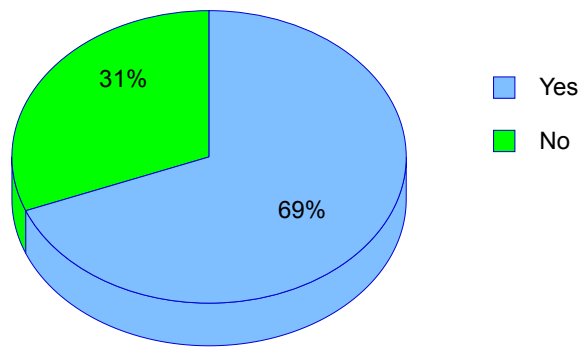
% read across

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

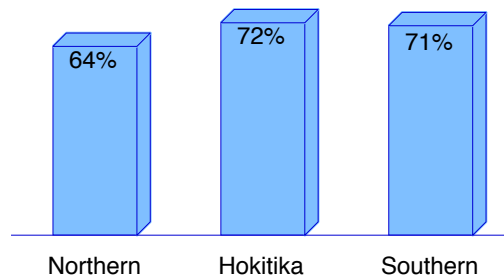
4. CONSULTATION AND COMMUNITY INVOLVEMENT

A. DO RESIDENTS UNDERSTAND HOW COUNCIL MAKES DECISIONS

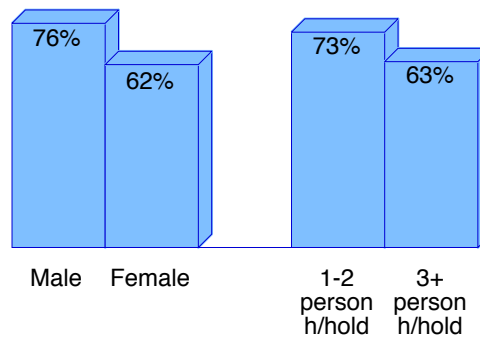
Overall



Percent Saying 'Yes' - By Ward



Percent Saying 'Yes' - Comparing Different Types Of Residents

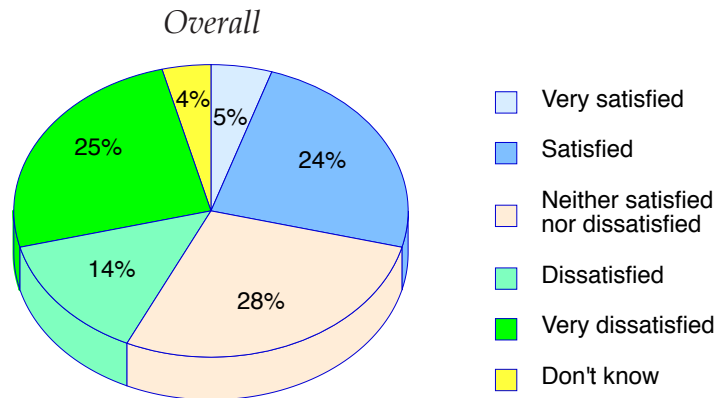


69% of Westland District residents say that in general, they understand how Council makes decisions.

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

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

B. SATISFACTION WITH THE WAY COUNCIL INVOLVES THE PUBLIC



29% of residents are very satisfied/satisfied with the way Council involves the public in the decisions it makes, while 39% are dissatisfied/very dissatisfied. 28% are neither satisfied nor dissatisfied and 4% are unable to comment.

The very satisfied/satisfied reading (29%) is below the Peer Group and National Averages.

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

- men,
- residents aged 45 years or over,
- ratepayers.

Residents who say they understand how Council makes decisions are more likely to be **very satisfied/satisfied**, than those who said they didn't.

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 2016	29	28	39	4
2009	53	22	22	3
Comparison				
Peer Group Average (Rural)	52	28	16	4
National Average	41	35	21	3
Area				
Northern	33	19	43	5
Hokitika [†]	26	29	40	6
Southern [†]	31	38	31	1
Gender				
Male [†]	27	25	45	4
Female	33	30	32	5
Age				
18-44 years	35	30	29	6
45-64 years	23	27	48	2
65+ years	30	26	40	4
Ratepayer?				
Yes	29	26	41	4
No [†]	37	37	23	4
Understand How Council Makes Decisions?				
Yes	35	25	39	1
No	17	33	38	12

% read across

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

* * * * *

E. APPENDIX

Base By Sub-sample

		Actual residents interviewed	*Expected numbers according to population distribution
Ward	Northern	150	148
	Hokitika	129	145
	Southern	124	110
Gender	Male	201	199
	Female	202	204
Age	18-44 years	99	164
	45-64 years	157	159
	65+ years	146	80
(1 respondent refused to give details of their age)			

- * 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 5.

* * * * *

**WESTLAND DISTRICT COUNCIL
COMMUNITRAK SURVEY APPENDICES
MARCH 2016**

WESTLAND DISTRICT COUNCIL

COMMUNITRAK SURVEY

APPENDICES OF VERBATIM RESPONSES TO THE OPEN-ENDED QUESTIONS

MARCH 2016



National Research Bureau Ltd
PO Box 10118, Mt Eden, Auckland, New Zealand
P (09) 6300 655, www.nrb.co.nz

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Q2a Reasons why not very satisfied with
"protection provided from dogs and wandering stock"

Dogs wandering / roaming / not under control

- *"Lots of dogs roaming in Hokitika."*
- *"I'm not happy with dogs coming onto the property on Rolleston Street."*
- *"Too many wandering dogs."*
- *"Too many stray dogs in Hokitika."*
- *"Roaming dogs are a problem in Whataroa."*
- *"Many dogs around Ross, not tied up and wander onto our property and elsewhere."*
- *"Downtown Hokitika, dogs wandering."*
- *"Here in Kumara there are dogs roaming everywhere."*
- *"Dogs are wandering south of the railway line."*
- *"Lot of stray dogs in Awatuna Valley."*
- *"Dogs wandering, Hall Street."*
- *"Hoffman Street lots of dogs roaming."*
- *"Lots of roaming dogs generally."*
- *"Park Street, too many dogs roaming."*
- *"Dogs are wandering at night time."*
- *"I see lots of dogs running around in town, no stock, just dogs."*
- *"Kokatahi area lots of roaming dogs."*
- *"Lot of dogs wandering around here, Whitcombe Valley Road, it cost me money when my car hit one."*
- *"Too many dogs wandering in Hokitika."*
- *"There are a couple in my street, Murray Street."*
- *"Hokitika and Kaniere, quite a few dogs which are not on leashes."*
- *"Dogs running free."*
- *"Wandering dogs in the district."*
- *"Seem to be a heck of a lot roaming around, everywhere."*
- *"There is a problem in the town with wandering dogs, in Tui Street in particular."*
- *"Wandering dogs in Ross day and night."*
- *"Dogs wandering in Harihari."*
- *"Dogs on the beach."*
- *"Fitzherbert Street, stray up the driveway."*

Dogs fouling

- *"Dog poo all over the township, always."*
- *"A lot of faeces around the place."*
- *"There are faeces everywhere."*
- *"A lot of dog faeces on Weld Street."*
- *"Dog droppings, Hokitika."*
- *"Dogs mess on footpath in Ross."*
- *"Lots of dog mess on my lawn."*
- *"Hokitika in general, I live in Sewell Street, but when we go out for a walk in the mornings the footpaths are a real mess, dogs fouling footpaths when owners let them out overnight."*
- *"Dogs are doing their business on the streets, they should have disposable bins for dog waste."*

Dogs barking

- *"Hoffman Street, a lot of barking dogs all day and night."*
- *"Ross area, dogs barking all the time."*
- *"Too many barking dogs around, generally can't walk down the street in Hokitika."*
- *"Too many stray barking dogs in Hokitika."*
- *"Kumara, barking dogs."*
- *"Dog too noisy, barking all the time in Hokitika town area."*

Danger to people and other animals

- *"I am a part time postie and have been chased quite a few times, Cass Square, all over town."*
- *"Animals from next door chasing people down our driveway, main road into town."*
- *"Dogs killing sheep in area."*
- *"Our dog got attacked three times, O'Leary Place and Neils Beach Road."*
- *"Too many aggressive looking dogs wandering in Hokitika area."*
- *"Sometimes dogs leap out onto streets as you are walking by, Hokitika."*
- *"Kumara, snarling dogs chasing people."*
- *"A couple of months ago there was a dog biting incident and it was the 3rd by the same dog."*
- *"I'm scared of roaming dogs, they are everywhere."*
- *"Dogs wandering around the village in Ross, I don't feel safe on the streets."*
- *"There has been a problem with dogs killing sheep."*
- *"Going for walks in Blue Spur Road, a number of vicious roving dogs that are hostile."*
- *"I know someone who was bitten on the beach, North Beach at Hokitika, just outside town."*
- *"A relation of mine got attacked by a bull mastiff dog, two months ago."*
- *"Fitzherbert Street, stray up driveway harassing 20 year old cat."*
- *"Dog attack on sheep, Arahura Valley Road."*

Dogs get into rubbish

- *"We get a lot of wandering dogs in our area ripping up the rubbish, Hokitika, Weld St/Jolly Street."*
- *"At Barrytown, have a problem at night with a large sheepdog type of dog wandering around and getting into rubbish, belongs to a local farmer."*

Owners not responsible

- *"Dogs come with tourists visitors and they let the dogs out of the car and don't care about them."*
- *"Owners do nothing about their dogs ripping up rubbish in our area, Hokitika, Weld St/Jolly Street."*
- *"Dogs are doing their business on the streets and no one is clearing up after them."*
- *"Too many dogs here in holiday time and the visitors let their dogs run wild, about 40% of them. We are trying to protect bird life on the beaches North and South Beach Okarito."*
- *"Some residents allow dogs to poo everywhere, on the grass verge."*
- *"Fitzherbert Street, people walking dogs fail to pick up excrement."*

Need more control / more enforcement / need to be stricter

- *"Davie Street, problem dogs not being controlled, this also exists around the town."*
- *"There is no enforcement action in South Westland, Franz Josef."*
- *"People's personal animals are not policed as much as farm animals but there's not much the Council can do."*
- *"Kumara dog control needs to come out here and clean up our town."*
- *"Animals get on the road and no one acts on it."*
- *"Hokitika town needs to pick up stray dogs, Kaihinu area also."*
- *"Don't see any dog people around in the Waitaha Valley."*
- *"There is wandering stock on the road all the time down here and the Council never address it, all over the State Highway Greens Road."*
- *"Dog Control not doing their services, especially in the town."*
- *"Lots of wandering dogs in Hokitika, dog control not doing their job."*
- *"We need the dog control down here a bit more."*
- *"In Kumara you cannot go for walks without encountering wandering dogs something has to be done."*
- *"There is no protection, they could do with a stock control officer. Can't think of anywhere specific just in the country."*
- *"Dog biting incident and it was the 3rd by the same dog, the dog should have been put down after the first incident."*
- *"Always stray dogs in Hokitika, should make owners show their responsibilities."*
- *"I know people who should have been prosecuted for wandering stock on the public highway repeated and were not."*
- *"We don't have a proper Dog Control officer in town."*
- *"We had stock wandering the other day and the Council didn't know who to contact."*
- *"Not happy, SPCA is useless as Dog Control, always dogs on the road, no one cares."*
- *"The dog control officers need to come to Ross more often far more than they do."*
- *"Owners allowed to have more dogs of the same breed."*
- *"Council don't do anything in Ross. Dogs don't have to be tied up, they need to be controlled and the Council doesn't enforce anything."*
- *"Lots of unregistered dogs in the Southern Ward and they are not policed well and they need to be."*
- *"Dog control is not as it should be."*
- *"Problem dogs not being dealt with, in Hokitika area. A relation of mine got attacked by a bull mastiff dog. Council admitted they knew about it but no proper action was taken, two months ago."*
- *"Many wandering dogs, and stock sometimes get onto main roads at night in Ross. Have a dog ranger but not the manpower to effectively deal with it."*
- *"Same dogs roam around Hokitika streets day after day and nothing done about, all over, no particular streets."*

Poor service from Dog Control / poor response to complaints

- *"Not good enough service."*
- *"We have dogs and the ranger is meant to come and check every two years and we have seen only one ranger in at least 20 years."*
- *"Council does not follow up after complaint."*
- *"As a property owner we are having a lot of stray dogs coming on our property. We have talked to Council and had no resolution."*
- *"See the odd wandering dog and very hard to get hold of dog control, SPCA not doing a good job with this contract, not good or helpful."*
- *"We complained about the noise that our neighbour's dogs make but nothing is ever done about it."*
- *"Pay lots of money but no service, stray dogs in Kaniere area."*
- *"There are many issues around town that aren't been dealt with. I made a number of complaints about the vicious roving dogs in Blue Spur Road but it took a local petition before something happened. Problem finally sorted."*
- *"Dogs attacking sheep and Animal Control won't come out."*
- *"Arahura Valley Road, dog attack on sheep, no support from Council or Police."*
- *"Hard to get hold of Dog Control."*
- *"Arahura resident, not happy, cannot contact Dog Control, see dogs running around the road all the time."*
- *"A dog came into my property and I had to chase it off. (I've got chickens and we have many dogs in Kaniere). The last incident was on 5 March. I have rung the Council before, but the problem continues. They just say "We'll look into it"."*
- *"The simple fact that there are dogs and wandering stock, in Harihari, contact Council and they do nothing about it."*
- *"About a month ago there was a dog in our chook run, when I went to chase it, it went for me, there was nothing done. There is no one we can turn to and there are dogs wandering all the time in the Haast township."*
- *"Dog getting into rubbish at Barrytown, given up reporting it as nothing done about it."*
- *"Wandering dogs in Ross, contacted dog control, Hokitika, got no response from SPCA Dog Control to come to Ross. SPCA Dog Control put in a tender, tender to cover all areas, they can't respond so not enough money in there to cover the whole area."*
- *"Dogs killed sheep, contacted SPCA Dog Control, nothing happened. SPCA didn't get back to us. Unhappy with dog control, Council should not give them contract again. Dogs have been back on property."*
- *"Dogs running the streets, constant barking and keeping people awake, nothing been done about it. People who wrote letters to the paper who I talked to are getting no satisfaction."*
- *"Certain dogs that roam come onto our property, have contacted dog control, nothing happens. Dog Control contract should go elsewhere."*
- *"Arahura Valley Road dog attack on sheep, no support from Council or Police."*
- *"Dog barking all the time in the Hokitika town area, contracted Dog Control or Noise Control, got no response."*

Wandering stock

- *"Kumara town, wandering sheep on roads."*
- *"Lot of wandering stock, Awatuna Valley."*
- *"Dangerous to have wandering stock, experienced this on Kaniere Road. They now seem to have this under control."*
- *"Whataroa District stock."*
- *"There is wandering stock on the road all the time down here, all over the State Highway Greens Road."*
- *"Neighbour's bounty fence not keeping animals in, working dogs, stock on flat road, just off the main road."*
- *"Stock wander around the area, especially in whitebait season, always wandering around the street most days."*
- *"Some of the fences in our district are ineffective especially on the Haast Pass. There is a three wire electric fence and cattle walk straight through it which is extremely dangerous and the Police will only come to call outs about it if they have nothing else to do. The cattle should be taken out of the Haast Valley because they can't keep them in the paddocks. This applies in the winter time."*
- *"Stock have been part of the village has been for years."*
- *"Sheep wandering on roads."*
- *"Wandering stock in Harihari."*

Unregistered dogs

- *"There are lots of unregistered dogs in the Southern Ward. One of the local Councillors dogs was unregistered for a time."*
- *"There are too many unregistered dogs wandering around the village in Ross."*
- *"Many dogs unlicensed."*

Others

- *"The Council needs to review costs involved with stock control."*
- *"Whataroa has a badly behaved dog."*
- *"Chap in Hokitika has wild rabbits running all over the place. Contacted SPCA dog control, haven't done anything about this. These need to be controlled."*
- *"Fox Glacier area."*
- *"Dog registration and get nothing for it."*

**Q2b Reasons why not very satisfied with
"standard of community halls"**

Don't have one / no Council owned hall / need one

- *"We don't have a community hall, it fell down years ago in Woodstock."*
- *"Kaniere community hall money from hireage was not used for upkeep and has now been demolished."*
- *"I don't think Council owns any halls."*
- *"Don't have one at Ruatapu. Really important for community. Have to go to Hokitika. Why go to Hokitika for a school or local community matter."*
- *"All the halls in our area have been pulled down."*
- *"All seem to be being demolished. No long term view taken regarding the needs of the communities. No research being done into how the halls are being used and the view of the residents. More needs to be done to establish this before action is taken to knock them down."*
- *"Hokitika doesn't have one."*
- *"We don't have a community hall, that is not satisfactory."*
- *"Lack of them."*
- *"There don't seem to be too many, the ones there are run by voluntary organisations, Hokitika in general."*
- *"They all seem to be owned by schools, churches, boys brigade sports clubs, there are no Council community halls, Brickfield."*
- *"We need a community hall in Hokitika asap."*
- *"Kaniere School needs a community hall."*
- *"I actually don't even know where the community halls are."*
- *"We don't even know that they have them."*

Old / rundown / need upgrading / replacing

- *"Whataroa still in disrepair and needs a lot doing to it."*
- *"Whataroa town hall dilapidated."*
- *"They are not up to earthquake standard. We are trying to get resource consent to rebuild but it takes so long, so many people mucking around. Some staff very lax in their job, Silver Street."*
- *"Fox Glacier, very bad state of repair, has a sign which reads "enter at own risk"."*
- *"Haast township hall needs a lot of work, mold in the ceiling."*
- *"Not earthquake proof, Kumara town."*
- *"Freezing cold in the community halls, kitchen facilities and toilets are awful. Not enough space."*
- *"There are no decent ones, they are all too old, Woodstock."*
- *"Ross Centennial Hall very bland and feels unwelcoming, its dingy."*
- *"Okuru hall roof is leaking."*
- *"Rundown and needs lots of work, Kokatahi and Kowhitirangi in particular."*
- *"In Haast it's the hub of the community, needs an upgrade, pretty shabby."*
- *"There are a few bit run down."*
- *"Needs a fair bit of work done on it in Kumara."*
- *"Kumara needs painting."*
- *"Many halls now need rebuilding."*
- *"They need upgrading but the Council hasn't got any money."*
- *"I actually think we need a bigger hall or some sort of Civic Centre in Hokitika."*
- *"Kaniere Hall needs to be replaced."*

Lack maintenance

- *"Not well maintained."*
- *"They are not prepared to spend money on anything. They are going backwards, the maintenance is not kept up. A lot of work is done by the community itself."*
- *"Some of the community halls haven't been upkeep well."*
- *"Most halls in the district have been neglected."*
- *"Ross Hall has taken far too long to get the roof fixed, especially engineers reports."*
- *"The Council is not keeping them up, Hokitika."*
- *"The local hall at Haast is bloody disgusting with moss growing on the roof, it needs a good clean up. I maintain the lawns when the local Councillor is paid to do so."*
- *"I am trying to think of any community halls in Hokitika that the Council maintains."*
- *"The Whataroa hall needs to be repaired to support the community activities, it's really important to us. Community pays high rates and we are not getting what we need, especially the hall repaired."*
- *"The Council don't give the maintenance of the halls a priority, really needs a higher priority."*
- *"Not maintained, not tidy."*
- *"The halls are falling behind with maintenance."*
- *"Our local one in Whataroa needs a lot of maintenance."*
- *"It seems to take a long time for things to happen. Our hall needs maintenance done on it, the Ross hall."*
- *"We have been fighting for years to get Ross hall roof fixed."*
- *"Fox Glacier needs more maintenance."*

Lack of funding / funding issues

- *"Lack of funding and support."*
- *"Council needed to get behind with some funding for Kaniere School community hall."*
- *"Do not contribute to Waitaha Hall."*
- *"Bruce Bay, lack of funding."*
- *"Couldn't get funding for a school or community hall at Ruatapu."*
- *"We have a place at Bruce Bay and the Council wouldn't pay the rates on the community hall there. They are not interested in the smaller communities. We pay large rates there."*
- *"Trying to get money has been too drawn out, not a common sense approach."*
- *"Have to do lots of community fundraising."*
- *"Fox Glacier is getting money but others are not."*
- *"Our community hall is funded by residents fundraising, Kumara hall. At the moment we are fundraising to earthquake proof, we have to raise \$100,000."*
- *"The community funded for some painting in Haast but Council needs to put money into it."*
- *"The funding for Kumara hall, needs a fair bit of work done on it."*
- *"Happy that the Whataroa hall was fixed after wind damage by insurance payout but very unhappy that the Council is not prepared to pay the cost of re-piling."*
- *"They could pay something towards them and be more proactive."*

Wasting money / overspending on halls

- *"They've built a new community hall in Harihari which was unnecessary as they've got others that they could have used."*
- *"Building for new community hall in Fox Glacier."*
- *"They waste money."*
- *"The Council built a hall but it cost too much."*
- *"We have too many halls, should put money into a fewer number."*

Others

- *"Nothing gets done in Haast."*
- *"Cost of using the Regent is far too high, especially now the high school hall not being available."*
- *"The public built the hall and can't use it."*

Q2c Reasons why not very satisfied with "parks and reserves"

Don't have any parks / not enough / need more

- *"We don't have any parks at all."*
- *"There is no park here for children to play in."*
- *"There aren't enough, the ones we have are not being used properly."*
- *"We need a few more around."*
- *"Very few parks."*
- *"Some are fine, some have been turned into swamp, not good for tourists."*
- *"We shifted from a town that had a lot and the one I can think of is not that suitable, Dixon Park."*
- *"I'm a subdivider and when I sell a property, on average, \$2,000 goes back to the community for parks and reserves. When the Council went bankrupt several years ago the money disappeared. It would be nice for the community if that money was now redistributed for the use of parks and reserves."*

Poor standard / improvements needed

- *"Kumara Park, rundown football ground."*
- *"More work required on these."*
- *"Wadeston needs a lot of attention."*
- *"Not very imaginative ones."*
- *"The paddling pool in the reserve in Kumara could be made more usable, lots of toddlers around here."*
- *"They could do a lot more with Cass Square. Could do what Greymouth has done."*
- *"Need a bit more beautification."*
- *"Park at Harihari Park could do with more equipment, tourists use it as well."*
- *"Cass Square drainage problem not sorted."*

Not looked after / need better maintenance

- *"Not upkeeping Cass Square."*
- *"Outlying areas are overlooked in parks upkeep."*
- *"Don't do enough to maintain them, empty rubbish tins and that sort of thing."*
- *"I look out at a reserve here and the grass is so tall you can't actually see cars parked on the other side of the road. There is no upkeep in the reserves here."*
- *"The reserve land opposite our town hall in Haast has been maintained to a high standard by me in the past but the Council has now let it go and it averages 600mm high."*
- *"Not much work done here, they are overgrown."*
- *"The reserves around here could do with a bit of looking after, a general tidy up, the reserve in Kumara."*
- *"Most parks and reserves are looked after by DOC. The local park in Ross is maintained by locals."*
- *"Not enough rubbish bins, none at Lake Kaniere."*

Charges to use Cass Square / should be free

- *"Cass Square should be free to community groups."*
- *"They are charging people to use parks. Preschool is holding triathlon and the Council charged them \$200 to use the park. That makes fundraising harder. A wedding had to pay for the venue, then they were charged \$500 plus to have someone come and check the tent/marquee they put up."*
- *"Charging Kindy kids for riding their bikes around a tarseal road."*
- *"Cass Square should be free especially to children."*
- *"Not happy with charges for Kindys etc to hire and use."*
- *"Cass Square donation box WRONG, should be paid by Council."*
- *"Not satisfied with Cass Square, kids getting charged to use."*

Cass Square not available for rugby / sports

- *"No rugby to be played on it soon."*
- *"Stopping rugby on Cass Square."*
- *"Access to the reserves and facilities are terrible this year, Cass Square, they charged plenty for it but this winter the sports clubs can't use it, they have always had the use of it."*
- *"Cass Square, not allowing sports, our kids not allowed to play rugby there."*
- *"Cass Square is out of action and no suitable alternative available."*
- *"They are kicking the sporting teams off the ground, rugby has used Cass Square for 50 years and they are now more important for Wild Foods Festival."*
- *"Cass Square, every year come the rugby season they seem to close for senior and junior rugby."*

Others

- *"No access for dogs in parks."*
- *"Need places to walk dogs in Hokitika."*
- *"Reserved forest in the area, had no rate decrease, virgin forest and Council not happy as owners of this property."*
- *"The Heritage Park, you can't do anything, rules and regulations, can't go possuming or deer shooting without consent."*
- *"The 1080 that has been spread by DOC, I can't let my dog out on the West Coast."*
- *"The poison aspect of 1080, the fact that most of the bush walks on DOC land are subject to 1080 drops, it's always on your mind, it's not a good look, just not right, Goldborough."*
- *"There is no hockey turf."*
- *"Being made into a Chinese garden which we are against but it is being railroaded through."*
- *"Cass Square not the best park, some land had been donated to Council and put into parks and Council sold them off, and now being built on. Seaview was sold for nothing, all the land given to the use of the Hokitika area left to go to waste now."*
- *"Object to the kindergarten to use Cass Square, shouldn't be charged to some society especially kids who are not on the field, are around the outside."*
- *"Disappointed with Cass Square, they should use the racecourse more instead of so many sporting grounds."*

**Q2d Reasons why not very satisfied with
"public toilets"**

Need more toilets / not enough for tourist numbers

- *"Not enough of them."*
- *"Need more."*
- *"Not enough toilets in Haast, high tourist area."*
- *"There are two public toilets in Franz Josef, with tourists there can be 3,000 people, not satisfactory. Need more toilets for tourists."*
- *"None where I live south of Fox Glacier."*
- *"Not enough in Hokitika considering it's a tourist town."*
- *"Lack of toilets in Westland area considering it's a high tourist area."*
- *"Need more in Hokitika."*
- *"Need more where freedom campers are known to stop."*
- *"Insufficient, people just relieve themselves anywhere. Only two public toilets in town."*
- *"Need more toilets for tourists."*
- *"We need more. We have a problem with freedom campers but if there's no toilet for 300 kms what can they do?"*
- *"There are not enough of them. Haast, in particular, needs another toilet."*
- *"There are only two in Hokitika central."*
- *"Not enough, high tourist area, Fox Glacier."*
- *"So many tourists and not enough toilets in Ross."*
- *"The number of toilets is pathetic in Harihari."*
- *"There could be more toilets especially down by the river, where it meets the sea."*
- *"With the huge influx of tourists during summer and there aren't enough toilets, leading to people using the bush which is destroying the pristine nature of our environment."*
- *"Should be more of them."*
- *"We need some more everywhere."*
- *"Not enough, they have only got one which is near a little hall. With all the tourists in town, it is not very good."*
- *"Not enough of them for freedom campers in general."*
- *"There should be a few more spread up and down the highways. When you stop on the side of the road you can sometimes find human faeces in the scrub which indicates that there is a lack of public toilets."*
- *"Just not enough of them on South Westland, human waste where it shouldn't be."*
- *"Need more in the South Westland areas."*
- *"There is only one. There needs to be one down by the tip head. People use the area a lot and as there are no public toilets they just do it anywhere."*
- *"Need more toilets between towns on laybys because of tourists."*
- *"Now taken toilets away in Harihari, how do the tourists get on, it's not right."*
- *"We need more and particularly at the Guy Menzies Park because they've taken them away, this is in Harihari."*
- *"Not enough en route to Greymouth and Christchurch."*
- *"Need more toilets for tourist population."*
- *"Lack of public toilets on the coast between Greymouth and Westport, goodness knows what the hordes of tourists do, probably have to go in the bushes."*
- *"Not enough toilets around so businesses that tourist goods and services have to provide toilets."*

Often locked / need to be open longer

- *"Not open long enough in Hokitika."*
- *"They lock it at a certain time of night. We get a lot of tourists and they need bathroom facilities."*
- *"In Hokitika they are shut on weekends and evenings."*
- *"The one down by the beach is often closed earlier than it should be."*

Outdated / poorly maintained / need upgrading

- *"Not kept to a good standard, they let the town down."*
- *"The Council needs to provide more well designed and modern toilets for travellers throughout Westland."*
- *"Not good, need new ones."*
- *"Not in the best condition for visitors and tourists."*
- *"Most toilets need more frequent maintenance."*
- *"Not well looked after."*
- *"No seats on the toilets at the beach, no running water."*
- *"Need maintaining, not satisfied, old and rundown."*
- *"The old ones could be tidied up."*
- *"Need new toilets in better condition for tourists."*
- *"Toilets could be better, Ross."*
- *"Toilets in Hokitika are horrible, not maintained enough."*
- *"Need toilets like Springfield."*
- *"Need upgrading at the Museum."*
- *"The one by the Museum needs modernising."*
- *"Toilets in Hokitika are terrible, need modern toilets."*
- *"The toilet at Lake Lanthe is still a long drop."*
- *"When cyclone Isla went through the public toilets needed repairs. The cost was exorbitant and the job was shabby."*
- *"Could be improved greatly."*
- *"The ones in Ross are maintained by the local shops."*
- *"Greymouth not great, not maintained well, Womens Centre."*
- *"Fox Glacier toilets are not maintained."*
- *"The main public toilets by the library in Hokitika, one of the female toilets has been leaking the last two months, that I know of."*

Dirty / smelly / need cleaning more often

- *"Generally not clean, not a good look for tourists."*
- *"Toilets in Hokitika need cleaning."*
- *"Toilets in tourist spots need to be cleaned more regularly."*
- *"Toilet in Franz Josef is very dirty."*
- *"Downtown Hokitika not clean."*
- *"They don't clean them often enough especially in summer with huge numbers of people."*
- *"Not cleaned often enough."*
- *"Fox Glacier toilets need cleaning."*
- *"Not clean, Weld Street and beach access one down the lane, Tancred Street."*
- *"Shakespeare Street toilet needs cleaning."*
- *"Hokitika toilets are smelly. Toilet paper on the floor, not kept well."*
- *"Yucky, they are not cleaned regularly and they smell."*
- *"The two toilets near the museum in Tancred Street in Hokitika are always very dirty."*

continued ...

Dirty / smelly / need cleaning more often (continued)

- *"One by the Museum is not clean."*
- *"Tancred Street toilet, dirty, not cleaned for a while."*
- *"One near Dixon Park is not cleaned regularly. Twice recently I have gone in there and it was absolutely disgusting and not fit to use."*
- *"In the summer season not particularly clean."*
- *"Fox Glacier and Franz Josef are disgusting."*
- *"The main public toilets by the library in Hokitika, are not cleaned enough."*
- *"Public toilets are shocking, dirty, not a good look for tourists in the area. Complaints daily about the public toilets in Franz Josef, Whataroa and all South Westland area toilets."*

Hard to find / need better signage

- *"People don't know where they are, people camp here and use the bushes in Woodstock."*
- *"Can't find one."*
- *"Need better signposting. Tourists relieve themselves in the bushes as they don't know where the toilets are."*
- *"The public don't know where they are in South Westland."*

Poorly cited / inaccessible

- *"They are in the wrong places. They are not in the main thoroughfare, Hokitika, Ross."*
- *"Toilets are quite far way, Cass Square, especially with young children."*

No toilet paper / need servicing more often

- *"One near Dixon Park, never any toilet paper."*
- *"Fox Glacier and Franz Josef not serviced regularly."*
- *"The two public toilets in Franz Josef only serviced twice a day and when bus loads of tourists visit they need servicing more often."*

Others

- *"A lady in our community cleans them. Council needs to do more for public toilets in Franz Josef."*
- *"People in campervans stop and crap anywhere they like."*
- *"Toilets get abused."*
- *"Need toilets that they have to pay to use for freedom campers and other essential items for them. They spend money in the area but should not be at detriment cost to the environment."*

**Q2e Reasons why not very satisfied with
"Hokitika pool"**

Old / outdated / needs upgrading

- *"Antiquated."*
- *"Needs to be upgraded."*
- *"Pool needs upgrading."*
- *"Need an upgrade."*
- *"It's old and needs updating."*
- *"The Hokitika pool needs an upgrade. It's no good for competitive swimming as it's not even 25 metres."*
- *"Pool is outdated."*
- *"It's not very good, it been upgraded but it needs more. The changing rooms are not flash."*
- *"Very old, need a new pool. I have kids in swimming club and we compare badly with other pools."*
- *"Old and dated."*

Too cold / needs heating / not heated enough

- *"Not heated to a suitable level."*
- *"Needs to be heated."*
- *"The pool is too cold."*
- *"Heating problems."*
- *"The slightly colder water."*

Others

- *"It smells."*
- *"Skin problems, chlorine is too strong for me. I wouldn't like to use it."*
- *"Not vibrant."*
- *"Our local one in Ross, the community raised money to put solar panels on and the contractor put the panels in the wrong place."*
- *"Pool needs to be shifted, but we do still need a pool."*
- *"We go to Greymouth, it's not big enough."*
- *"Too small."*
- *"When you get out of the pool you can't even have a slightly warm shower, not able to get warm in the shower."*
- *"It's not always available."*

**Q2f Reasons why not very satisfied with
"library services"**

More books / new books / bigger selection

- *"Not enough books."*
- *"They could do with a few more new books."*
- *"There needs to be a better selection of books in non fiction, 100 books on embroidery but only two on boat building."*

Others

- *"Should be user pays."*
- *"For education with free internet services, unnecessary cost to ratepayers."*
- *"Not much spent on Harihari library, yet we pay lots of rates. Lots more spent on Hokitika. We need more spent in Harihari."*

Q2g Reasons why not very satisfied with
"standard and safety of Council's unsealed roads"

Poor condition/need upgrading

- "Old Christchurch Road needs a major upgrade."
- "Pine Tree Road not up to standard."
- "Need more work on these roads."
- "They are in a pretty shocking state."
- "Jackson Bay Road."
- "Old Christchurch Road needs a lot of upgrading. GPS systems instruct tourists to go through there."
- "I'm unhappy with damage done to my car due to the poor state of Goldsborough Road."
- "Butler Road not good at all."
- "There's nowhere near enough money put into West Coast Roads. The further south you go the worse it gets. The roads between Franz Josef and Ross are particularly bad and after Ferguson Bush is pretty bad too. We need some money from North Island roading to be used here."
- "The road near Seaview hospital needs upgrading."
- "South Westland Haast needs an upgrade urgently."
- "We have a lot more tourists coming through the area, Hokitika Gorge has approximately 200 people per day and the road is not up to standard."
- "Link Road should be upgraded."
- "A friend was complaining about the one up to Blackball from Greymouth being very bad, I haven't used it."
- "We live up a valley and the road is pathetic, need passing bays for trucks to pass, it's about 12 kms."
- "Sanctuary Place not good."
- "Second Street is poor."
- "Doughboy Road."
- "Gillespies Beach Road."
- "Bottom end of Beach Road."
- "Franz Josef area."
- "These should be upgraded as was the plan a few years ago."
- "Pretty bad around Kumara, need some serious work to upgrade them."
- "Roading everywhere is getting worse as vehicles are getting bigger and bigger."
- "Could do better, Blackball Road, roads never seem to get finished, just do bits of them. Need more careful planning."

Potholes/rough/uneven/bumpy/corrugations

- "Cement Lead Road is potholed."
- "Blue Spur Road very badly potholed."
- "Potholes on Whataroa Road."
- "Often are rough and dangerous, eg, Old Christchurch Road."
- "Arahura Valley Road has potholes."
- "Wanganui Flat Road, a tourist road, has potholes, very poor for tourists."
- "All potholes."
- "Roads are uneven, Ross to Hokitika."
- "Rough and undulating with potholes in general."
- "Roads are uneven, right through from Ross to Hokitika."

continued ...

Potholes / rough / uneven / bumpy / corrugations (continued)

- *"Jackson Bay Road, all bumpy."*
- *"Kaniere Bridge Road is pretty rough."*
- *"Keogans Road and Welles Street are rough."*
- *"Many rough, eg, Kaniere Tram Road and out at Hokitika Gorge and the Old Christchurch Road."*
- *"South Turnbull Road is rocky and has potholes, ruined two of our cars."*
- *"Huge holes in the road."*
- *"Corrugations in the road."*
- *"When it's wet trucks leave big ruts."*
- *"Rough surface on Kokatahi and Kowhitirangi roads."*
- *"Potholes on Canary Tram Road."*
- *"Potholes in roads around Whataroa."*
- *"Road towards Lake Kaniere goes around the lake, a lot of bad potholes."*
- *"Roads very bumpy."*
- *"Gravel road outside our farm has lots of potholes, Neilson Road, Kowhitirangi, dangerous."*
- *"Old Christchurch Road corrugated."*
- *"Quite a few potholes, Cement Lead Road."*
- *"Very rutted, eg, Old Christchurch Road, Humphries Gully Road and Hau Hau Road."*

Dust problems / need sealing

- *"Roads are dusty and need sealing."*
- *"Not enough sealed roads."*
- *"Ross to Hokitika, dusty roads."*
- *"Link Road should be sealed."*
- *"Old Christchurch Road needs to be sealed."*
- *"Stafford Loop Road should be sealed."*
- *"Keogans Road needs seal at the back end, lots of houses there, very dusty."*
- *"Cement Lead Road is dusty."*
- *"Some roads need tarsealing, especially in the country areas."*
- *"Old Christchurch Road needs sealing, high use of heavy traffic."*
- *"Old Christchurch Road needs sealing on part of it."*
- *"Unsealed roads need to be sealed, I don't use them because I have a walker."*
- *"Need to be tarsealed, Karuwhaka Road has many accidents. GPS directs tourists onto that road as it's the shortest route and many accidents by tourists who haven't ever driven on gravel roads."*
- *"Top end of Keogans Road, a lot of houses there now so the rest of the road needs sealing."*
- *"Dust when you visit people. Approach to subdivisions often unsealed. Keogans Road needs sealing, Burtons Road too, lots of traffic, it's appalling."*
- *"South Westland, Haast, need more seal on roads."*
- *"The rest of Stafford Loop Road should be sealed."*
- *"Council retarsealed roads that didn't need doing when many unsealed roads are very dangerous, especially when it rains, eg, Mehrstens Road and Bird Road and need tarsealing."*
- *"Kowhitirangi, Arthur Road, always very dusty for residents, really need sealing. Daughter on the corner has to keep the windows shut because of dust from traffic. Same with the road that connects with the gorge."*
- *"Need sealing especially Okarito and through Kakapoiti."*

continued ...

Dust problems / need sealing (continued)

- *"The road down to the airstrip is unsealed, needs sealing as there are businesses there, also the road by the medical centre. I'm with St Johns and we have to hose the unsealed roads outside the medical centre to Franz Josef to keep the dust down when the Westpac helicopter comes to pick up patients."*
- *"Link Road gets a lot more traffic now and needs to be sealed, also Keogans Road to Mehrstens Road."*
- *"Keogans Road, partly sealed and partly unsealed. We are experiencing major dust pollution, can't open the windows, polluting the water and my family is getting from the dust."*

Poorly maintained / need better maintenance / slow to repair

- *"Poor maintenance, Waita River."*
- *"Not well maintained, south Westland."*
- *"Travel shingle roads daily, never maintained, lucky to see them once every two years. Locals have complained."*
- *"Insufficient maintenance, eg, Waitaha Valley Road, road going to Kaiwaka, going to Old Christchurch Road."*
- *"Not kept well. The further away from Hokitika the less serviced they are, eg, Old Christchurch Road, dangerous in bad weather. More traffic there now there's a cycle trail."*
- *"Some of the roads are poorly maintained."*
- *"Slow to repair, Ross to Hokitika."*
- *"Waitaha Road, do not maintain it at all."*
- *"Whataroa Road maintenance should be a lot better."*
- *"Not enough maintenance done on them, Milltown Road."*
- *"Corrugation are not fixed."*
- *"Length of time to fix things up, up to five months to repair Hau Hau bridge."*
- *"Haast misses out on road repairs, not maintained like they used to be."*
- *"The road near Seaview hospital is poorly maintained."*
- *"Totara Valley needs to be cleared of slips more and better maintained."*
- *"Snowy River Road not very well maintained."*
- *"Bold Head Road neglected."*
- *"They get maintained but it is very slow."*
- *"Huge holes that don't get fixed."*
- *"Nothing's been done about potholes in gravel road outside our farm, dangerous, Neilson Road. Needs more regular servicing, Kowhitirangi."*
- *"It only gets done when I ask for it to be done, Waitangitona Road."*
- *"Gallium Village, Cement Lead Road, needs grading."*
- *"They put a grader over it every now and again."*

Narrow road / need widening

- *"Roads are too narrow."*
- *"Cement Lead Road too narrow."*
- *"Keogans Road and Burton Road need widening."*
- *"Keogans Road is quite dangerous, essentially 100 kms but it isn't wide enough, I have pulled multiple cars out of drains. No communication back from submission to Council, they seem to bury their heads."*
- *"There isn't room for two cars to pass on the actual road, if someone is coming towards you, you have to pull over onto the grass which is boggy, Bold Head Road, south of Ross."*
- *"Narrow roads, south Westland."*
- *"Narrow roads, eg, Waitaha Valley Road."*
- *"Waitaha Road, single lane."*
- *"Narrow roads around Hokitika."*

Road markings

- *"Council roads need reflective pegs."*
- *"Kokatahi, Kowhitirangi roads, poor markings to warn tourists to keep left."*
- *"Lack of signage on Stafford Loop Road."*

Poor quality of work / materials used / patching

- *"Repairs are often poor, Ross to Hokitika."*
- *"As soon as roads are graded they get potholes, the worst one is Old Christchurch Road, followed by Canary Tram Road."*
- *"Council grade them every year but fail to put more gravel on, ie, Glenn Road in Barrytown."*
- *"Roads getting patched up."*
- *"Where the unsealed roads meet the sealed roads the blending is rough and the transition needs to be smoother and longer."*
- *"Gravel stones too big, Hokitika."*
- *"Roads are of poor standard because Council's contractor is poor, eg, West Roads (Council owned company). No one else gets an opportunity to do the work as Council gives all the work to West Roads."*
- *"Milltown Road graded the wrong way."*
- *"They don't grade them well."*

Roadsides need attention

- *"The verges are never trimmed or cleared, Cement Lead Road."*
- *"Nothing mowed in the last nine months. There has been a change of contractors, we pay high rates and get very little."*
- *"Scrub along sides of roads around Whataroa needs cutting, impairs vision and adds to lack of safety."*
- *"It's the location, the start of the cycleway on Tram Road, I can look out my window and see there is broom about six foot high, blackberry and gorse. It is not a good impression for visitors to the area, it is by the carpark. They used to mow every couple of months and now it doesn't get attended to. It's a fire hazard. It would be a good place to have a park for cars."*

Poor condition of footpaths

- *"Footpaths needed urgently, Hannahs Clearing, Haast."*
- *"Footpaths terrible in Hokitika."*
- *"Cowper Street footpath is shocking."*
- *"Footpaths need to be improved."*

Others

- *"All the gravel roads don't have enough camber on them."*
- *"Camber of roads."*
- *"There is poor visibility on some corners on our unsealed roads, Jacksons Cascade Road, in particular."*
- *"South Turnbull Road quite often has cows on it."*
- *"Street lighting need urgently, Hannahs Clearing, Haast."*
- *"Other influences like mining and farming tearing roads up."*
- *"Paper roads that go through farming, you go through and come out covered in farm effluent all over your car, Kokatahi."*
- *"Traffic is far too fast along Kaniere Road, speed limit should be lowered. Too dangerous for cyclists."*
- *"There is a speed limit of 30 kph on McLeods Road south of Ross. This is the correct speed and safe but it is largely ignored and this problem needs to be addressed."*
- *"People speeding and driving on the wrong side of the road, people seem to race along these roads, instead of using the main road, in an unsafe manner especially where the milk tankers travel, people are totally unaware of that fact."*
- *"Works truck parked on the corner, main road in Rapahoe, blocking line of sight for traffic, dangerous. I had to ask them to move."*
- *"We had to pay to get a road in at our bach and we have to look after it."*
- *"There is generally not enough money to spend everywhere."*

Q2h Reasons why not very satisfied with
"the reliability of the transfer station service"

Too expensive / pay rates and pay to dump / paying twice

- *"Too expensive."*
- *"Extraordinarily expensive, the price is exorbitant."*
- *"Far too expensive."*
- *"Price too high."*
- *"Too expensive for services provided."*
- *"It's very expensive."*
- *"Costs too much to dump your rubbish."*
- *"It's very expensive, don't really use it unless we have a lot to dump."*
- *"Too expensive to use."*
- *"Price is too dear."*
- *"Refuse station needs to lower costs to use."*
- *"The amount of illegal dumping shows it's not working, it is too expensive."*
- *"The cost is huge compared to other areas."*
- *"Haast very expensive."*
- *"Ross far too expensive."*
- *"Hokitika station too costly. People go and dump rubbish in the bush because of the cost."*
- *"We have to pay full charges at transfer station and pay rates. Should be free, it's totally unfair."*
- *"The Council buries our waste in large holes and we get charged for it. We pay twice in the Southern ward. We pay for a station and then we pay to dump our rubbish."*
- *"We pay for refuse in our rates and then we have to pay to dump our rubbish."*
- *"Pay twice for this service, pay rates and at the gate."*
- *"Have to pay to travel from Jackson Bay to Haast to dump my rubbish and then I have to pay dump fees. It should be free of cost because it's not local and I have to pay to get there."*

No facilities locally / have to travel far / some have closed

- *"No service in our area."*
- *"We don't have one so it's unsatisfactory."*
- *"It's near non existent here, have closed all the small dumps, which the community have looked after anyway."*
- *"We don't have a facility. We are two hours away from Hokitika so get no services at all."*
- *"It's not local."*
- *"It's a 80 km journey."*
- *"I have to drive 25 minutes to Hokitika."*
- *"No dump. Otira needs a dump because there are lots of tourists in this area. They took away skips as well."*
- *"Forced on us by central government who closed our local dumps. The service is too far away for us to use."*

Limited opening hours

- *"The hours are not good, only open on Wednesday for one hour and on Saturday from 2pm-5pm."*
- *"It's not open enough."*
- *"The opening hours could be a little earlier."*
- *"The opening hours are ridiculous."*
- *"The hours of opening, only open for an hour, it is not convenient for tourists to drop their rubbish."*
- *"Always closed on public holidays."*
- *"Opening hours too restricted."*
- *"They are not open many hours."*
- *"Not open long enough. Needs to be open till 8pm especially in the summer, some of us work long hours."*
- *"They are not open enough hours. Should be open on public holidays because that's when people want to do work around home."*
- *"The days it is open are not really suitable for people who work. It should be open on a Saturday."*

Need better recycling

- *"Better recycling would be great to have."*
- *"Recycling is not being done."*
- *"All the recycling needs more attention."*
- *"Quite often they say they are not taking recycling, we have too much, or don't want your cardboard or plastic, almost every time we go there."*
- *"McLeans pit recycling is like in the 'too hard' basket, don't know where to put things, make it too hard to leave things so encouraging people to give up and encouraging fly tipping. Invercargill's got a great model, staffed by IHC workers, perhaps Council could adopt something similar."*

No glass recycling

- *"Glass not recycled."*
- *"Not having glass recycling, need a pick up service."*
- *"Glass is not being recycled, it just goes in with rubbish."*
- *"Need glass recycling bins."*
- *"Bottle recycling not adequate, we separate them but they're not actually being recycled."*
- *"We have no glass collection service so we need to dispose of it ourselves and other parts of the region don't. This doesn't seem fair."*
- *"Not happy that bottles have to go to the transfer station instead of being collected at home."*

Poor standard of facilities/poor accessibility

- *"Ross station, very bad smells, including from the roadside. Need better management."*
- *"Haast is a mess."*
- *"Facility is shocking."*
- *"Not happy with bar in front of pit."*
- *"Road is not sealed, have to back uphill, can't see where you drop rubbish. Poorly designed system."*
- *"It's by the sea and it's flooded sometimes so it's not in very good condition at those times."*
- *"Difficulty of accessing."*
- *"Appalling road up to it, Whataroa."*

Overall service not good / could be improved

- *"Overall service is not good."*
- *"Could be improved."*
- *"Haast not very good."*
- *"You don't get treated with a lot of respect from the rubbish men."*
- *"The service is not consistent. The contractor from the transfer station offers a door to station service for some residents and other residents have to take their bins to the main road. Century Place is one of the streets where the thorough service is not offered in Kumara Junction."*
- *"Outsourced so has a lot less services available."*

Pay for private rubbish collection service

- *"Pay private company to collect my rubbish."*
- *"We have to pay for our rubbish to be taken away."*
- *"Have to pay for private contractor."*
- *"We have to pay for rubbish collection."*

No rubbish collection / refuse service

- *"We get nothing down here so we have to use the dump, we don't have a choice."*
- *"We get no rubbish collection at all."*
- *"Don't get refuse service."*
- *"Don't get a Council collection."*

Others

- *"Don't know that they are the most economically run."*
- *"We don't need one. We maintain our own green waste."*
- *"We need bigger bins."*
- *"Size of rubbish bins too small."*
- *"Rubbish collection needs to be every week."*
- *"The fact that you've got to pay to dump green waste is wrong."*
- *"Take green waste there, very expensive, that's what I'm paying rates for."*
- *"I have concerns with the selling of the mulched waste in regards to legionella. I recently bought some and it has pieces of shredded metal in it, not handled properly."*
- *"There has been zero contact from Council regarding liaison group for Butlers landfill affected parties since it has been established, virtually zero communication which was a factor of resource consent."*

**Q5 Reasons why not very satisfied with
"refuse and recycling collection service"**

Fortnightly collection / should be weekly

- *"In the summer time the rubbish should be collected weekly."*
- *"They only do it once a fortnight, should be more for rubbish. We see bins on the side of the road overflowing."*
- *"We need a weekly collection, not a fortnightly one."*
- *"It only gets collected fortnightly so that makes the random dumping even worse."*
- *"Some people would like a weekly collection."*
- *"Only collect refuse once a fortnight."*
- *"The collection is only fortnightly and the food rubbish becomes putrid in summer so my daughter has to get hers collected weekly at her own expense."*
- *"When you have a family it should be collected weekly."*
- *"We have to pay for an additional pick up as one every two weeks is not sufficient for our family of four."*
- *"Need to pick up weekly instead."*
- *"Rubbish needs to be collected weekly."*

Bins are too small / need bigger bins / swap bins

- *"House bins are not big enough."*
- *"Park Street bins not big enough for a family."*
- *"The household rubbish bin is too small so people dump randomly to remove the rubbish."*
- *"Bins are too small."*
- *"Need bigger bins."*
- *"Some people would like a bigger bin."*
- *"Rubbish bins could be bigger."*
- *"Slightly bigger rubbish bins."*
- *"The recycling bin and the rubbish bin need to be both changed because I have more household waste than recycling. The recycling bin is too big and the household bin is too small."*
- *"Rubbish bin and recycling bin should be opposite sizes because of the fortnightly collection."*
- *"System would work better if bins were swapped around, would save smell in hot weather."*

Should recycle glass / provide separate bin for glass

- *"Glass should be recycled."*
- *"Need something for recycling glass. Many people put it in general collection. Shouldn't have to take it to the transfer station, a separate container for glass should be provided."*
- *"Better recycling of glass, separate rubbish bin for glass to be collected."*
- *"I'm not very happy with the recycling because they won't take glass."*
- *"We can't put glass in the recycling, we need to have glass included. We pay high rates and need more services."*
- *"More could be done in collecting glass etc instead of having to go to the dump."*

Others

- *"Could be better."*
- *"Lake Kaniere is very average service, they haven't catered to the needs of the community."*
- *"No set time for collection, dogs get into rubbish."*
- *"Not regular enough, Ruatapu."*
- *"Recycling needs to be more efficient."*
- *"No recycling of whiteware."*
- *"Would like there to be more recycling such as soft plastics."*
- *"Not clear about what you need to put in the bin."*
- *"Often messy collection, rubbish dropped during collection, Kaniere."*
- *"Need a green bin for our garden waste."*
- *"Pay rates yearly and all I get is rubbish collection, no water, no sewerage."*
- *"I'm not happy that I have to pay to have my rubbish collected here in Harihari."*

**Q8 Reasons why not very satisfied with
"Hokitika Museum"**

100% Handtabs

- *"Photographs of early settlers are hard to access."*
- *"Disappointed, exhibits seem to have shrunk by about 50%, ie, stage coaches gone."*

Report



DATE: 26 May 2016

TO: Mayor and Councillors

FROM: Chief Executive

ADOPTION OF 'WEST COAST MINERALS'

1 SUMMARY

- 1.1 The purpose of this report is to formally adopt the document '*West Coast Minerals*.'
- 1.2 This issue arises from public consultation now being complete on this document, and agreement by the West Coast Mayors and Chair Forum that the document be formally adopted by each individual West Coast council.
- 1.3 Council seeks to meet its obligations under the Local Government Act 2002 and the achievement of the District Vision adopted by Council as part of the Long Term Plan 2015-25. These are stated on Page 2 of this agenda.
- 1.4 This report concludes by recommending that Council adopts '*West Coast Minerals*' attached as **Appendix 1**.

2 BACKGROUND

- 2.1 The development of the '*West Coast Minerals*' document is an initiative born of the West Coast Economic Development Plan (2014 - 2030). It is one of the 11 action points and is intended to be a 'community document' owned by the West Coast Mayors and Chair Forum. It outlines the region's view on the opportunities and challenges relating to minerals exploration and development on the West Coast, as well as the role of various agencies including local government.
- 2.2 The document was made available for public feedback on 2 November 2015. A total of 29 individuals and organisations provided feedback by the closing date of 11 December 2015.

- 2.3 The Mayors and Chair Forum have reviewed the feedback received, making several changes to the original document. The key changes include highlighting the contribution current operators provide to our communities and the development of a set of actions which will be overseen by the Mayors and Chair Forum.

3 CURRENT SITUATION

- 3.1 At their meeting on 9 May 2016 the Mayors and Chair Forum endorsed the document '*West Coast Minerals*' and agreed it would be tabled at each council's meeting to be formally adopted.

4 OPTIONS

- 4.1 The options are to either adopt or not adopt the document.

5 SIGNIFICANCE AND ENGAGEMENT

- 5.1 The decision to adopt the document '*West Coast Minerals*' is administrative and assessed as being low significance.
- 5.2 Community engagement has already taken place, and this was led by Development West Coast and the West Coast Regional Council.

6 ASSESSMENT OF OPTIONS (INCLUDING FINANCIAL IMPLICATIONS)

- 6.1 Adopting the document demonstrates Westland District Council's commitment to this action item in the Economic Development Plan that was endorsed by Council in 2014. This is important for regional collaboration, as well as encouraging investment and job creation through marketing to the extraction industry.
- 6.2 '*West Coast Minerals*' is a document that needs support and endorsement across the region, so not adopting it could undermine its perceived validity and therefore its influence. It could also place Council in the position of being the only one to take that approach, which could undermine efforts towards greater regional collaboration in a broader sense.

7 PREFERRED OPTION AND REASONS

- 7.1 The preferred option is that Council adopts the document '*West Coast Minerals*'. The reasons for this are:

- It is a further demonstration of Council's commitment to regional collaboration
- It shows to current and future investors that Council is "open for business" in terms of the extraction industry
- It could provide greater unity and 'clout' for advocacy to central government on issues relating to the mining sector, eg. RMA, minerals royalties, etc.

8 RECOMMENDATION

- A) **THAT** Council adopts the document '*West Coast Minerals*' attached as **Appendix 1**.

Tanya Winter
Chief Executive

Appendix 1: '*West Coast Minerals*'

WEST COAST MINERALS

PRESENTING THE WEST COAST AS A MINERALS EXTRACTION DESTINATION

See inside for:

- › The Region's economic development aspirations;
- › Our vision and objectives for our future;
- › Opportunities and challenges of doing business on the West Coast;
- › The community's expectations of mining companies.

A Message from the

WEST COAST'S MAYORS AND CHAIRS

The West Coast has a long and proud mining heritage. We are excited about the prospects that the region has to offer to global investors. The West Coast has abundant mineral resources and is an attractive location to invest in. The four Councils and Development West Coast are all committed to welcoming new investors and new business to our region, working with Poutini Ngāi Tahu (the first people of the West Coast).

The minerals extraction industry is a significant contributor to the West Coast economy. It also provides important raw materials to develop infrastructure and other industries both locally, and nationally. However, commodity price fluctuations have meant job losses in the mining industry on the West Coast. We believe this trend will change in the future.

The West Coast can no longer rely solely on a small number of key industries. Diversification has to come - not only in increasing the number of industry sectors in the region, but also by diversifying the types of minerals extracted as well. The four Councils and Development West Coast strongly support this diversification.

Together we have agreed to adopt a new philosophy of “red carpet not red tape”. This

means that the Councils’ regulatory arms will be assisting businesses to quickly and efficiently gain the necessary consents and permits. Our desire as community leaders is to see increases in local employment; steady population growth; a clean, healthy environment; and stronger, more resilient communities as a result. If we can achieve this, then the future of the West Coast is bright.

We are seeking to attract further investment in the development of our mineral resources from mining companies with a demonstrated commitment to environmental and cultural best practice, who can also make a contribution to our communities, while protecting our exceptional and stunning natural environment and unique built heritage. We are also committed to working alongside those investors who have already seen the potential here and are now operating in the region. Their contribution to our economy, and communities, is a major part of our sustainable and resilient future.

On the West Coast there is potential to identify new coal, gold and other mineral deposits, develop new industries and further in-region processing of the resource to produce high value goods and commodities. The time to start your investigation is now.

The West Coast has an exciting future ahead of it. We look forward to sharing it with you.

BACKGROUND

The West Coast has a rich mineral resource. The extraction of minerals has been a source of wealth and employment throughout our 150 year history. Prior to European settlement and the discovery of gold, pounamu (greenstone) was fundamental to the Poutini Ngāi Tahu economy and is still an active part of tribal wealth generation. Throughout the region, modern practice interacts with this long and varied extractive history.

The region has experienced significant employment fluctuations in the minerals sector. Diversification of the minerals sector, as well as development of other new industry sectors, is sought to create an environment in which communities remain resilient and grow into the future.

West Coast Minerals provides both a voice for West Coast communities as well as sending an invitation to potential investors. Key to the development of this document has been the input provided by our local communities. Generally welcoming towards businesses in the minerals extractive sector, the aspirations for the future of our communities, as well as the expectations of what doing business in this region entails, have been articulated. Wider support for the minerals sector has been evident in the collaborative development of *West Coast Minerals* with key partners

including Poutini Ngāi Tahu, industry groups, the Government, and other interested parties.

Growth throughout regional New Zealand is sought by local and central Government to increase employment, national GDP and revenue. This can be achieved in part through leveraging off the natural resources available to each region. The West Coast is rich in the natural resources it has to offer. Geological surveys indicate that there is a wealth of minerals throughout the region (refer to the Aeromagnetic Survey Data - see page 10 for details on how to access this information).

The Economic Development Plan for the West Coast recognises the critical importance of the minerals sector in this region and the opportunities that can be developed by making this natural resource available to those with initiative and capability. *West Coast Minerals* recognises that a long term strategic view of investment on the West Coast is required. We know that the retrenching of the minerals sector and consequent employment decline since 2011 is due in part to the change in international markets and supply and demand influences. These are not factors that we can change. What we can do however, is ensure that we are ready in the future to help facilitate the development of new opportunities, while working alongside those doing business here right now.

West Coast

ECONOMIC DEVELOPMENT PLAN

West Coast Minerals has been developed by the Mayors and Chairs Group. This Group is made up of the Mayors of the Buller, Grey and Westland District Councils, and the Chairs of the West Coast Regional Council and Development West Coast. The Group recognises that through working collaboratively, with a region-wide vision and direction, we can achieve more.

The West Coast Economic Development Plan was signed by the Mayors and Chair Group in mid-2014. The Plan was prepared following an Economic Summit in December 2013 (see www.wcrc.govt.nz for a copy).

The Plan includes 11 action areas for achievement by 2017, including the development of this Minerals Strategy.

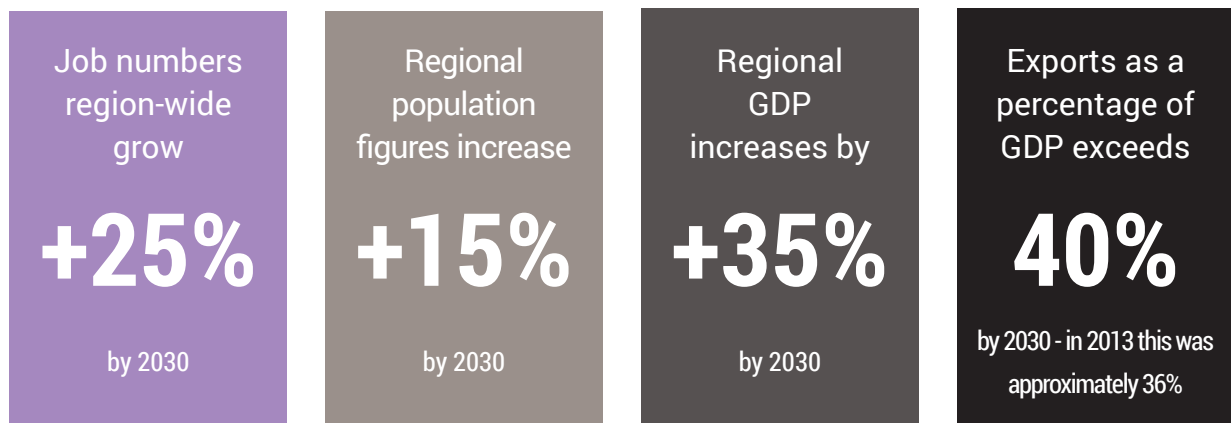
The Plan's vision is that:

"In 2030 the West Coast is a busy, vibrant community, with a diverse economy underpinned by the three cornerstones of Farming, Mining and Tourism. The region is politically unified and well organised, with a single vision and direction.

There is a sustainable and independent future for our residents; who have embraced steady growth in employment, welcoming the changes that come with new businesses being encouraged to develop locally.

West Coasters continue to treasure our unique natural and built heritage but simultaneously seek to stay near the forefront of modern living, communications, transport and technology trends. We welcome growth, diversity and innovation."

ASPIRATIONAL TARGETS FOR 2030 INCLUDE:



VISION FOR THE FUTURE

In the short term, the West Coast strengthens its position as New Zealand's leading minerals extraction region and diversifies from the traditional coal and gold mining, by broadening the types of mineral resources being extracted. This will provide further local employment and assist in building resilient, sustainable communities.

In the long term, the West Coast is New

Zealand's leading minerals extraction region.

The West Coast continues to seek investment from the wider global marketplace in its mineral extraction sector with a focus on steady growth in employment; encouraging operations that employ staff that live within the region.

Over time, our minerals industry has diversified with a range of different minerals being extracted and a greater number of secondary processing operations undertaken locally.



OBJECTIVES

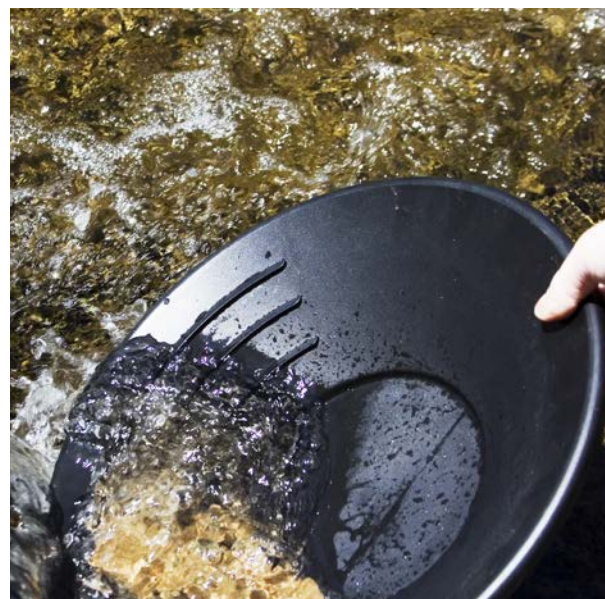
West Coast Minerals seeks to:

- Promote the West Coast as the ideal New Zealand location for mining exploration and investment;
- Ensure the long term viability of the mineral extraction sector by facilitating continued mineral survey, exploration, and development; and diversification within the sector toward extracting new mineral types.
- Enable the industry to grow, and contribute to economic, export and employment growth in the region;
- Ensure current and future generations of workers and communities benefit from mineral extraction, while still providing a fair return to companies who invest in our region;
- Clearly articulate the expectations of the West Coast community when inviting investment within the region. We welcome investors and in doing so expect our exceptional and stunning natural environment and unique built heritage to be protected, environmental and cultural best practices to be observed, and a fair return to the community;
- Promote opportunities for maximising secondary processing operations to be performed within our region.

ACTIONS

Several actions to underpin the Objectives will be progressed by the Mayors and Chairs Group. These include:

- ✓ Facilitating a link between what the West Coast has to offer and potential investors;
- ✓ Improving the quality of information on the potential mineral resources of the region;
- ✓ Improving the regulatory environment by ensuring Regional and District resource management plans provide for a streamlined and efficient approach, reducing unnecessary regulation;
- ✓ Promoting the implementation of the 'red carpet not red tape' philosophy across the West Coast Councils; and
- ✓ Undertaking continued investment within our communities to ensure they retain their vibrancy and character, making them attractive places for people to not only invest in, but to live in as well.



OPPORTUNITIES AND CHALLENGES

The West Coast is a unique region. Sparsely populated, long and narrow and wedged between the Southern Alps and the Tasman Sea, some of these characteristics lend themselves to opportunities for doing business here while others present challenges to overcome.

OPPORTUNITIES

- The West Coast community, and its leaders, are welcoming of new investment that will contribute to steady growth in employment, improving the economic and social wellbeing of our communities.
- The large geographical area and diverse geology of the West Coast means that there is tremendous potential for new mineral finds. The Government has illustrated its commitment to assisting the minerals extraction industry by undertaking an Aeromagnetic Survey. This provides information to investors on the potential of the region. Further work in this area to assist potential investors is being investigated.
- The West Coast region has a large proportion of land administered by the Department of Conservation. As some of this land is classified as Schedule 4, meaning it has high conservation values where mineral extraction cannot take place, it provides an additional safeguard to society that large tracts of the beautiful and valuable environment of the West Coast will continue to be protected and preserved. However, there are large areas classified as stewardship land, where conservation values may not be as significant, where extraction activities can be undertaken.
- Opportunities exist for investors in all areas of the minerals sector. There are a wide range of minerals on the West Coast, such as titanium, ilmenite, gold, base metals, coal and coal seam gas, rare earths, garnet, tungsten, zircon, dimension stone, industrial minerals, quarry materials and others. Further investigation and exploration is required to unlock this potential.
- Regional and District Councils are able to assist with the processing of consents in a timely manner. The Councils are taking steps to remove unnecessary regulation, providing streamlined and efficient processes to help businesses and investors. A 'red carpet not red tape' philosophy has been adopted across the four Councils where key projects will be case managed

through their regulatory processes to avoid any unnecessary delay. A new proposed Regional Policy Statement has been released which provides a more balanced environmental framework for managing the West Coast's natural and physical resources.

- Robust road and rail transport networks to link to export ports already exist. There is also potential to develop links through the regional ports in Greymouth and Westport with new facilities having already been developed at Westport.
- There is potential to develop secondary processing facilities within the region. There is a real willingness, and new capacity at the Councils and Development West Coast, to encourage and assist with the development of these initiatives.
- Local and regional engineering sectors are well developed and knowledgeable in providing services to the minerals extraction industry. There is a high degree of innovation shown within these service sectors to cater to the needs of the industry.
- Guidance on the West Coast Regional Council website for the rehabilitation of land provides the ability for investors to make the calculation for environmental bonds more straightforward www.wcrc.govt.nz/minerehab2014. The Centre for Minerals Environmental Research, a consortium of Landcare Research, the Universities of Canterbury and Otago, CRL Energy and O'Kane Consultants provide current state-of-the-art research information to the sector www.cmer.nz
- The West Coast is a vibrant and appealing location to attract new employees to, with moderate house prices, a mild climate,

a safe family friendly community, a wealth of outdoor recreation opportunities at your doorstep, and the ability to live a quality of life that many can only dream of.

CHALLENGES

- On conservation land, miners may require approvals under as many as six different pieces of legislation covering the environment and heritage: Resource Management Act 1991, Conservation Act 1987, Crown Minerals Act 1991, Wildlife Act 1953, Animal Welfare Act 1999, and the Heritage New Zealand Pouhere Taonga Act 2014. It is envisaged that the 'Red Carpet' philosophy adopted by the Councils will assist investors to navigate through this legislative labyrinth.
- Mineral deposits require deeper exploration below ground or in remote areas of the region. Further information in the Aeromagnetic survey can assist with identifying potential deposits.
- The West Coast is a relatively remote region, dependent on alpine transport links being maintained for optimal connections to other centres. Nevertheless these links are generally very reliable and network resilience is constantly improving.

COMMUNITY EXPECTATIONS

In developing *West Coast Minerals*, we have sought the input of our local communities. In welcoming investment to the West Coast, the community has three expectations of business to ensure a fair return to the region.

These are:



SOCIAL AND LABOUR PLANS

International studies have shown that around 65% of a mines income is spent within the region in which it mines. This spending is on such things as employment, plant and equipment, construction, maintenance, and transport. While the following points cannot be mandated, it is strongly encouraged that future operations would:

Require workers to reside in the region

Previously the Districts have supported the employees of mineral extraction businesses and their families. It is strongly encouraged that employees take up residence in the region thereby avoiding what are known as “fly in/fly-out” scenarios. Promoting employees to reside in the region helps our local communities to become more resilient and contributes to the social fabric of what a community is. Councils will assist with facilitating affordable housing opportunities within the region.

Consider secondary processing

Given the remoteness of the region, secondary processing of product locally will reduce the volume needing to be transported. Establishing secondary processing facilities provides further local employment. Proposals of this nature are strongly encouraged and will be supported by the Councils through various initiatives.

Invest in the community

An agreement is sought to invest a percentage of production back into the community by way of community sponsorship and support. The manner of community sponsorship and support is to be decided on a case by case basis, scaled to the size of the operation. Past sponsorship has included the Solid Energy Centre Stadium in Westport, support of the rescue helicopter and the Great Spotted Kiwi Recovery Project.



COMMUNITY DEVELOPMENT

It is envisaged that new mineral extraction operations would:

- Facilitate the employment and development of people within the region; or if necessary import new skilled employees and their families into the region and assist them to integrate into the community.
- Support local businesses and industries when making procurement decisions.
- Support local schools and community groups as appropriate and assist workers to be involved in community roles (e.g. volunteer fire-fighter, trustee on school board, sports club coaching role).
- Structure shift rosters that are family friendly.
- Show commitment to excellence in Health and Safety, promoting the long term wellbeing of workers, their families and the communities they live in.
- Work with education providers promoting industry scholarships and internships.



ENVIRONMENTALLY RESPONSIBLE MINING

All mining and exploration activities must be conducted in a manner that is sensitive to and respectful of the local environment including Poutini Ngāi Tahu and local communities. All activities must comply with the rules set out in the Regional and District Plans developed under the Resource Management Act 1991. Environmental bonds will be established to safeguard against long term damage. Compensation packages will be negotiated with the Department of

Conservation to ensure fair compensation for the loss of conservation values when mining or exploration activities are undertaken on public conservation land. Robust monitoring and enforcement of operations will take place to enforce the conditions of each operation, and the compliance staff of the relevant Councils can be expected to work closely with mine operators to ensure full compliance with environmental laws, permits, and resource consents.

FOR MORE INFORMATION

West Coast Minerals communicates the West Coast Region's desire to welcome investors and investment; as well as setting out the expectations of what doing business here entails. There are other resources which sit alongside *West Coast Minerals* that provide further information. These include:

West Coast Aeromagnetic Survey Data

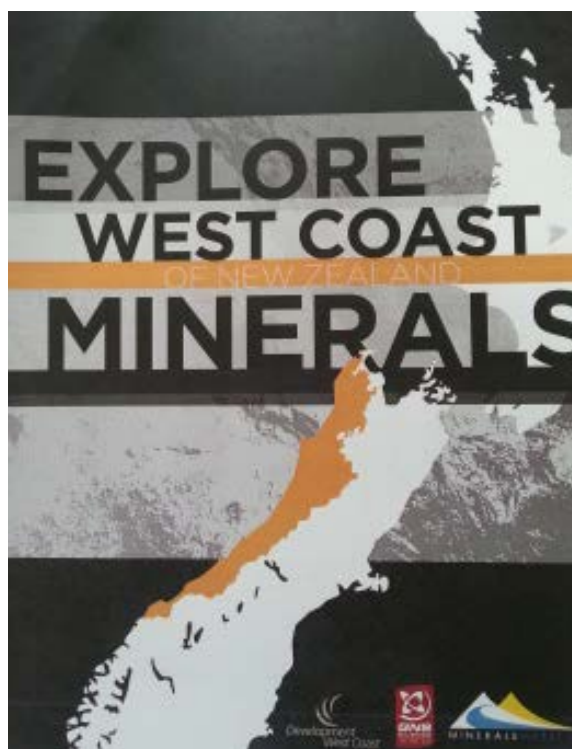
Commissioned by New Zealand Petroleum & Minerals, the survey, which includes aeromagnetic and radiometrics, was undertaken by Australian firm Thomson Aviation using local helicopters. The flight line direction was 110-290 degrees; and flight line spacing 200 metres with tie line spacing at two kilometres. The survey provides valuable information on the subsurface geology of the West Coast. The data also has a wide range of applications in fields such as geological mapping, geothermal exploration, forestry, agriculture, horticulture, geological hazard assessment, and engineering and construction investigations. All land listed under Schedule 4 of the Crown Minerals Act 1991 as unavailable for mining has been excluded from the gridded data.

The West Coast Aeromag Data Pack can be ordered via the Online Exploration Database: www.nzpam.govt.nz/cms/about-nzpam/news/archive/2013/west-coast-aeromagnetic-survey-data-available

Explore West Coast Minerals

This publication provides an overview of the geology, minerals, rights to land and minerals (permitting) and the business environment. It also provides a background to the West Coast region and the social and infrastructure services that support it.

<http://www.mineralswestcoast.co.nz/PDF/Explore%20West%20Coast.pdf>



Mineral Resource Assessment of the West Coast Region

Compiled by GNS in 2010, this Report provides information on the types of minerals that can be found on the West Coast and their current extraction activity. The Report also identifies other minerals and presents information on their potential value.

<http://www.mineralswestcoast.co.nz/PDF/The-West-Coast-minerals-resource.pdf>

ORGANISATIONS WHO CAN PROVIDE FURTHER ASSISTANCE AND INFORMATION:



Development West Coast

54 Tainui St, Greymouth
+64 3 769 0140
www.dwc.org.nz



West Coast Regional Council

388 Main South Rd, Greymouth
+64 3 768 0466
www.wcrc.govt.nz



Minerals West Coast

64 High St, Greymouth
+64 3 768 5600
www.mineralswestcoast.co.nz



Grey District Council

105 Tainui St, Greymouth
www.greydc.govt.nz
+64 3 769 8600



Westland District Council

36 Weld St, Hokitika
+64 3 756 9010
www.westlanddc.govt.nz



Buller District Council

6-8 Brougham St, Westport
+64 3788 9111
www.bdc.govt.nz



Department of Conservation

10 Sewell St, Hokitika
+64 3 756 9100
www.doc.govt.nz



Te Rūnanga o Ngāi Tahu

15 Show Pl, Addington, Christchurch
+64 3 366 4344
www.ngaitahu.iwi.nz



NZ Petroleum & Minerals

15 Stout St, Wellington
+64 3 962 6179
www.nzpam.govt.nz



Heritage New Zealand

Antrim House,
63 Boulcott St, Wellington
+64 4 499 0669
www.heritage.org.nz



Worksafe

Level 6
86 Customhouse Quay
Wellington
+64 4 897 7699
www.business.govt.nz/worksafe



Overseas Investment Office

Level 7, Radio NZ House
155 The Terrace, Wellington
+64 4 462 4490
www.linz.govt.nz/worksafe

APPENDIX 1

THE FIRST PHASE: PROSPECTING AND MINERAL EXPLORATION

Prospecting is the first phase in the discovery and development of a mine. Occurring over large areas of land, prospecting activities include aerial surveying; evaluation of current maps and data; review of historical mining records; and sampling, though the technique used may differ depending on the mineral being sought. These activities have a limited, if any, effect on the environment.

Healthy levels of exploration activity are essential in order to sustain mining in the long term through new discoveries. Carried out in areas identified during prospecting, it is more intensive with a smaller footprint.

Minerals exploration is a high risk, potentially high reward venture. Many well-run exploration projects in areas of high mineral potential do not discover economic mineral deposits, but a single discovery can bring wide ranging benefits to companies, communities and the region.

Mineral exploration is dependent on the availability of capital and there is intense competition for investment funds in a world-wide market. Global exploration spending is driven largely by commodity prices but the share directed to a given jurisdiction is dependent on the attractiveness of its investment climate as well as its mineral potential.

On the West Coast, exploration is carried out at a variety of levels:

- Grass-roots prospectors form an important



Exploration drill rig, the Barrytown mineral sands deposit north of Greymouth.

part of the exploration community, especially in the discovery and marketing of prospects for further exploration.

- Junior exploration companies drive exploration in the region, exploring at the grass-roots level as well as having the resources to conduct more costly programmes, including geophysical and geochemical surveys, and drilling.
- Major companies mostly become involved in advanced exploration, as a discovery moves towards becoming a mine.

In order to attract investment in mineral exploration, a jurisdiction must be competitive with other alternate investment destinations.

A company or investor will consider numerous factors, including mineral potential, regulatory regime; taxation; status of indigenous land-claims; protected areas; infrastructure; benefits agreements; political stability; geoscience database; security; labour regulations and labour supply.

Currently, there is active exploration on the West Coast for a wide range of commodities including titanium, ilmenite, gold, base metals, coal and coal seam gas, rare earths, garnet, tungsten, zircon, dimension stone, industrial minerals, quarry materials, and others.

COMMENCEMENT OF MINING

Moving from success in exploration to mining is a complex and costly process.

Once a deposit is identified, exploration, geoscience, engineering and metallurgical work is required to define the size and quality of the resource, and to provide sufficient information for decisions to be made as to its technical and economic viability. Feasibility studies, ranging from scoping level to bankable, are done in order to attract financing. Baseline environmental studies and consultations with local communities may be carried out in anticipation of the requirements of the environmental assessment process under the Resource Management Act. Early contact with Poutini Ngāi Tahu is recommended ahead of statutory processes.

Access agreements negotiated with land owners and a Mining Permit obtained from



Gold Mining at Reefton (Globe Progress)

the Government are required before any mine site construction can begin. RMA consents are normally also required. Other regulatory requirements associated with overseas investment, heritage, building and other construction, hazardous substances and health and safety will also need to be addressed.

Detailed mine development, rehabilitation and closure plans are prepared simultaneously, such that closure can be incorporated into mine planning. Finally, financial assurance is put in place.

The next stage needs a major investment to construct the mine infrastructure required to extract and process the ore and to produce and transport the final product.

Many jobs involving workers with a wide range of skills are created, and, once mining starts, significant economic benefits are realised.

Progressive rehabilitation and environmental monitoring takes place during operations to minimise possible environmental impacts.

Once the deposit is exhausted, or economic conditions are such that the mine cannot operate profitably, the mine may be closed or placed under care and maintenance.

The procedure in the case of closure consists of rehabilitating the mine, demolition of infrastructure, remediation of any environmental problems and reclamation of the land, restoring it as close as is reasonably possible to a natural state. Site rehabilitation can also refer to the conversion of the land into a new state, or an enhanced state, depending on resource consent conditions.

This phase may last years, with ongoing monitoring of conditions to ensure minimal environmental impact.

PERMITS AND LAND ACCESS

Before land may be prospected, explored or developed for Government-owned and administered minerals, a number of steps need to be taken. A mineral explorer or developer needs:

- A permit from Government under the Crown Minerals Act 1991;
- Any necessary land access arrangement from the landowner and occupier; and
- Any necessary resource consent(s) from the relevant District Council and/or the Regional Council under the Resource Management Act 1991.

Further steps may need to be taken before mineral development can take place when a permit area falls in proximity to an historic place, an area of significance to Maori or for legal roads.

PERMITS

In order to look for or develop Government-owned and administered minerals, a person first needs to be granted a permit by the Government in accordance with the provisions of the Crown Minerals Act 1991, and associated minerals programme and regulations.

The granting of a permit gives exclusive right to the mineral set out in the permit. However, such permits do not give property right over the land described in the permit (the permit area) or an automatic right of access to that land.

There are three different kinds of permits:

- Prospecting permits
- Exploration permits
- Mining permits

Permits granted under the Crown Minerals Act 1991 do not address environmental effects.

Before a permit holder is able to proceed with any prospecting, exploration or mining activity, they must obtain any necessary resource consents from the relevant local authority under the Resource Management Act 1991.

LAND ACCESS ARRANGEMENTS

A permit does not give its holder an automatic right to go onto any land other than for minimum impact activities, before a permit holder is able to do any prospecting, exploration or mining, a land access arrangement is needed.

A land access arrangement is an agreement between the permit holder and each owner and occupier of the land, which allows the permit holder to access the land to carry out agreed prospecting, exploration or mining activities in the permit area. On private land, permission is required for most mineral activities (by private arrangement). For Government owned land, access arrangements are administered under the Crown Minerals Act 1991 from the Department of Conservation or Land Information NZ, as appropriate.

Note that mining is prohibited within areas listed in Schedule 4 of the Crown Minerals Act 1991, for example national parks as well as land designated as World Heritage lying outside of national parks, as these have a de facto prohibition placed on them (as per an exercise of discretion by the Minister of Energy and Resources under the Crown Minerals Act 1991).

The West Coast region has a large proportion of land administered by the Department of Conservation; therefore, it is possible that access to public conservation land is required to undertake exploration or mining.

The target processing timeframe for access arrangement applications are:

- 44 working days for low impact applications;
- 88 working days for medium impact applications; and,
- 176 working days for high impact applications.

Applications for significant mining activities must be publicly notified. If public notification is required there will be additional processing timeframes.

An access arrangement application must include a detailed description of the proposal, an assessment of environmental effects including safeguards against any likely adverse effects, compensation for the adverse effects and the direct net economic and other benefits of the proposal.

Below is a link to the department of Conservation's website for further information on how to obtain an access arrangement from the Department: www.doc.govt.nz/get-involved/apply-for-permits/mining/

POUNAMU MANAGEMENT ARRANGEMENTS

There are pounamu management areas within the West Coast where Poutini Ngāi Tahu have exclusive rights to pounamu (greenstone). The stone can often be extracted as a by-product of mining activity.

Permits from the Government do not cover pounamu, so it is necessary when working in these areas to enter a pounamu management arrangement with Poutini Ngāi Tahu. These arrangements take a common form and are not difficult to establish. Each rūnanga has a pounamu management plan which provides more detail.

Note that for clarity Pounamu/greenstone is also referred to as nephrite. This is not to be mistaken with jade.

MINIMUM IMPACT ACTIVITIES

A permit holder does not need a land access arrangement for minimum impact activities on the land under the permit, but 10 working days' notice of entry must be given to each landowner and occupier (Refer section 2 of the Crown Minerals Act for a definition of minimum activities).

Examples of minimum impact activities include undertaking geological or geophysical surveys of the land, or taking samples of minerals by hand or hand-held methods.

For certain classes of land, land owner and occupier consent is also needed for minimum impact activities. These land classes include: wahi tapu land, public conservation land, land less than 4.05 hectares in size, land under crop, and land situated near buildings.

There are specific requirements when undertaking activities with minimal impacts on Maori land.

To undertake minimum impact activities on public conservation land you will need to apply for minimum impact activity consent from the Department of Conservation. The target processing timeframe is up to 10 working days for straight forward applications and up to 20 working days for complex applications. The above link contains further information on how to obtain a minimum impact activity consent from the Department.

HISTORIC PLACES

The protection given to historic places under the Heritage New Zealand Pouhere Taonga Act 2014 may also need to be considered before mineral related activity can be undertaken. The purpose of this Act is to promote the identification, protection, preservation, and conservation of the historical and cultural heritage of New Zealand.

The Act sets up a Register, which records four types of sites: historic places, historic areas, wāhi tapu, and wāhi tapu areas. For further information on historic places and their protection, as well as details of the New Zealand Historic Places Trust's national and regional offices, see www.historic.org.nz.

PROCESS FOR ACCESS TO PRIVATE LAND

The Crown Minerals Act sets out a process for reaching a land access arrangement. The process starts when a permit holder notifies each landowner and occupier in writing of their intention to seek an access arrangement.

The Act also sets out some of the matters that should be contained in an access arrangement – it should include provisions dealing with compensation and how the environment will be protected.

For petroleum (sections 53 and 63), if an access arrangement cannot be settled between a permit holder and a landowner or occupier within 60 days (and in the case of a geophysical survey, 30 days), the permit holder may request that an arbitrator be appointed and must give notice to each owner and occupier. If the parties cannot agree on an arbitrator, then either party may apply to the Chief

Executive of the Ministry of Business, Innovation and Employment to make the appointment.

The arbitrator then holds a hearing to make an informed decision on the access arrangement. The costs of the arbitration are to be met by the permit holder.

As soon as practicable after conducting a hearing, the arbitrator shall determine an access arrangement giving the permit holder access to the land on fair and reasonable conditions. The arbitrator will also specify the compensation payable (section 70). Arbitration is considered to be very much a matter of last resort by the industry and is used very infrequently.

For minerals other than petroleum, the only route to arbitration is where an Order in Council is made by the Governor-General (section 66). This process has never been used and would only occur if there was a very significant public interest in the exploration or development taking place.

INFORMATION FOR LANDOWNERS AND OCCUPIERS

When approached by a permit holder, a landowner or occupier may wish to seek legal advice and know what their rights are. Each agreement will have clauses unique to the landowner or occupier, but should make provision for basic criteria set out in the Crown Minerals Act. Under section 76 of the Act, the owner and occupier are entitled to compensation for detrimental effects or damage suffered, or likely to be suffered. Compensation may include reimbursement for:

- all reasonable costs and expenses incurred in respect of the land access;
- negotiations (including legal costs);

- loss of income;
- a sum for loss of privacy and amenities; and
- for all reasonable costs incurred to comply with and monitor the access arrangement.

An owner or occupier is entitled to and may claim full compensation should they suffer loss, injury or damage as a result of a permit holder's activity. In many areas of New Zealand, access to land for exploration and development is access to farm land. In the early 1990s, Federated Farmers developed a Land Access Code with the petroleum industry, to guide development of land access arrangements. Contact Federated Farmers for the latest version.



Direct Vegetation Transfer, Stockton Mine, northern Buller District.

LEGISLATIVE REQUIREMENTS

The Resource Management Act 1991 (RMA) sets out a series of restrictions on the use of land, the use of the beds of lakes and rivers, the use of water and the discharge of contaminants. Generally, unless a rule in a relevant plan permits an activity, or appropriate resource consent is held, the activity is not allowed.

Mining is treated no differently to other activities that have the same impact. The RMA applies to both private and Government owned minerals.

District Councils manage the use of the land and may or may not require land use consents to allow an applicant to undertake a prospecting,

exploration or mining activity. This depends on the rules in the relevant District Plan. Generally hand held minimum impact prospecting work on rural land does not require a land use consent. The same applies to exploration; however mining generally does require a land use consent.

Matters relating to water, the use of the beds of rivers and lakes, and the discharge of contaminants to land, air or water may require a resource consent from the Regional Council depending on the criteria set out in the Regional Plan. These include take water permits, water discharge permits, air discharge permits, coastal permits and land use consents for disturbance to the surface of the land. Again the low impact operations on rural land generally do not need resource consents but larger scale mining generally does.

Note that other resource consents may be required from the relevant District or Regional Council depending on the nature and scale of activity to take place. Council staff are available to discuss these requirements.

In order to undertake any prospecting, exploration or mining in New Zealand an applicant must first ascertain if the following consents are required:

Table 1: Types of Consent required for prospecting, exploration and mining.

TYPE OF CONSENT	PROSPECTING	EXPLORATION	MINING
Mineral permit under CMA if Crown owned minerals	yes	yes	yes
Minerals permit under CMA if private minerals	no	no	no
Access Arrangement or private agreement with landowner and occupier	sometimes	yes	yes
Land Use consent from District Council under RMA	rarely	sometimes	generally
Land Use consent from Regional Council under RMA	No	sometimes	generally

Other environmental approvals may include:

- Concessions under the Conservation Act 1987, for activities on public conservation land, in respect to ancillary operations occurring outside the area of the mining permit, for example an access road.
- Wildlife permit under the Wildlife Act 1953, in the event of having to move or relocate wildlife as defined under the Act. Administered by the Department of Conservation.
- Animal Ethics Committee Approval under the Animal Welfare Act 1999, may be relevant to the exercise of a wildlife permit. Administered the Ministry of Primary Industries.

The Heritage New Zealand Pouhere Taonga Act 2014 makes it unlawful for any person to modify or destroy, or cause to be modified or destroyed,

the whole or any part of an archaeological site without the prior authority of Heritage New Zealand. If you wish to do any work that may affect an archaeological site you must obtain an authority from Heritage New Zealand before you begin.

This is the case regardless of whether the land on which the site is located is designated, or the activity is permitted under the District or Regional Plan or a resource or building consent has been granted. Note that heritage can form part of

the matters to be considered in a District Plan and may be covered in the context of a resource consent application.

Other legislation which may be applicable includes:

- Hazardous Substances and New Organisms Act 1996 – relevant, for example, for the management of explosives. Administered by the Environmental Protection Authority.
- Building Act 2004 – for the construction of structures. Administered by the relevant District Councils on behalf of the Ministry of Business, Innovation and Employment.
- Health and Safety at Work Act 2015 – for ensuring the health and safety of employees. Administered by Worksafe New Zealand.
- Overseas investment Act 2005 – for overseas investment approvals. Administered by the Overseas Investment Office.

West Coast South Island New Zealand

BULLER DISTRICT

Karamea •

GREY DISTRICT

Westport •
Punakaiki •

Reefton

Greymouth •
Hokitika •

WESTLAND DISTRICT

Fox Glacier • Franz Josef •

Haast •