

Opotiki District Council 2012-13 Summary Annual Report



Background

This document provides an overview of Council's financial and operational performance for the 2012-13 financial year.

Disclaimer

This Summary Annual Report was authorised for issue by the Chief Executive Officer on 30 October 2013. The specific disclosures included in this report have been extracted from the full Annual Report adopted by Council on 11 October 2013. The Summary Annual Report cannot be expected to provide as complete an understanding as provided in the full Annual Report of the financial and service performance, financial position and cash flows of Council. The Summary Annual Report has been audited for consistency with the full Annual Report and a copy of the Summary Unqualified Audit Report is included in this document.

A copy of the Opotiki District Council 2012-13 Annual Report is available from Council's Office, 108 St John Street, Ōpōtiki, at the Ōpōtiki District Library or from the Council website www.odc.govt.nz/publications/council-reports

For more information on the Opotiki District Council please visit www.odc.govt.nz

Produced by Opotiki District Council
October 2013
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From the Mayor and Chief Executive

A significant event after balance sheet date was the announcement that Ōpōtiki District Council had been successful in securing \$18m from the BOPRC Regional Infrastructure fund. We had been working hard towards this goal for a number of years, and this year had completed a detailed business case, including a risk assessment, for that application. We are fortunate to have been well supported financially in the harbour project over the last year by the Baytrust and the Bay of Plenty Regional Council. Toi-Eda also assisted with our business case.

It was with some pride that we opened our new Memorial Park Sports Pavilion, completed with the assistance of a grant from the NZ Lottery Grants Board and the Eastern Bay Energy Trust. After his many years of service on Council it was fitting that Cr Robbie Petersen formally opened the facility. Along with the Pakowhai bridge, the pavilion makes Memorial Park an icon of Ōpōtiki.

The celebration of the first year of operation of the Mōtū Trails was accompanied by data showing we have exceeded the usage expectations that were set when the funding was awarded. Our new I-Site also showed a 20% increase in visitor numbers.

It was also pleasing to see progress with civil defence warning sirens installed at four sites across the district, with the wider Bay of Plenty now taking a similar approach.

Regulatory activities have seen an improvement with additional work in compliance, enforcement and animal control.

In the roading activity we saw Gaskills Road sealed, and upgrades in Wharf and Grey Streets. We were fortunate not to have the storm damage of previous years but we are seeing a reduced financial assistance rate for our roading costs.

Overall we have ended the year with an operating surplus of \$117,000.



John Forbes
Mayor of Ōpōtiki



Aileen Lawrie
Chief Executive Officer

Report from Audit New Zealand

AUDIT NEW ZEALAND
Mana Aotake Aotearoa

Independent Auditor's Report

To the readers of Ōpōtiki District Council's Summary Annual Report for the year ended 30 June 2013

The summary annual report was derived from the annual report of the Ōpōtiki District Council (the District Council) for the year ended 30 June 2013. We have considered whether the summary annual report represents, fairly and consistently, the information regarding the major matters dealt with in the annual report.

The annual report included full audited statements, and the summary annual report includes summary statements. We have audited the following summary statements reported in the summary annual report on pages 7 to 51:

- the summary statement of financial position as at 30 June 2013;
- the summaries of the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year ended 30 June 2013;
- the notes to the summary financial statements that include accounting policies and other explanatory information; and
- the summary statements of service provision (referred to as Levels of Service) of the District Council.

We expressed an unmodified audit opinion on the District Council's full audited statements in our report dated 11 October 2013.

Opinion

In our opinion:

- the summary annual report represents, fairly and consistently, the information regarding the major matters dealt with in the annual report; and
- the summary statements comply with FRS-43 (PBE): Summary Financial Statements.

Basis of opinion

Our audit was carried out in accordance with the Auditor-General's Auditing Standards, which incorporate the International Standards on Auditing (New Zealand), and in particular with the International Standard on Auditing (New Zealand) 810: Engagements to Report on Summary Financial Statements. These standards require us to carry out procedures to confirm whether the summary annual report contains the information necessary, and at an appropriate level of aggregation, so as not to be misleading.

The summary statements and the full audited statements from which they were derived, do not reflect the effects of events that occurred subsequent to our report dated 11 October 2013 on the full audited statements.

The summary statements do not contain all the disclosures required for full audited statements under generally accepted accounting practice in New Zealand. Reading the summary statements, therefore, is not a substitute for reading the full audited statements in the annual report of the District Council.

Responsibilities of the Council and the Auditor

The Council is responsible for preparing the summary annual report so that it represents, fairly and consistently, the information regarding the major matters dealt with in the annual report. This includes preparing summary statements, in accordance with FRS-43 (PBE): Summary Financial Statements. The Council is also responsible for the publication of the summary annual report, whether in printed or electronic form.

We are responsible for expressing an opinion on whether the summary annual report represents, fairly and consistently, the information regarding the major matters dealt with in the annual report and whether the summary statements comply with FRS 43 (PBE): Summary Financial Statements.

Other than in our capacity as auditor we have no relationship with, or interest in, the District Council.



B H Halford,
Audit New Zealand
On behalf of the Auditor-General
Tauranga, New Zealand
30 October 2013

Summary Statement of Comprehensive Income

OPOTIKI DISTRICT COUNCIL SUMMARY STATEMENT OF COMPREHENSIVE INCOME For the Year Ended 30 June 2013

	Actual 2013 \$000	Budget 2013 \$000	Actual 2012 \$000
Income			
Rates revenue (excluding targeted water)	7,510	7,638	7,162
Fees, charges and targeted rates for water supply	1,516	1,459	1,481
Development and financial contributions	(1)	105	68
Subsidies and grants	1,637	1,524	3,142
Financial Income	78	108	102
Other revenue	1,345	1,575	622
Gains/(losses)	0	53	0
Total Income	12,085	12,462	12,577
Expenditure			
Personnel costs	2,760	2,876	2,653
Depreciation and amortisation	2,219	2,324	2,157
Finance costs	245	333	336
Losses / (Gains)	407	0	296
Transfer of DOC portion of Mōtū Trails	48	0	1,291
Other expenses	6,289	6,352	5,630
Total operating expenditure	11,968	11,885	12,363
Surplus / (deficit)	117	577	214
Other comprehensive income			
	0	0	0
Total comprehensive income	117	577	214

Actual Surplus of \$117 thousand versus budget surplus of \$577 thousand

An unfavourable variance of \$460 thousand.

Total revenue of \$12.085 million was \$0.377 million under budget made up as follows:

Rates Revenue	a	(128)
Fees, Charges and targeted rates for water supply		57
Development and financial contributions	b	(106)
Subsidies and grants	c	113
Financial Income		(30)
Other Revenue	d	(230)
Gains/(Losses)		(53)
		(377)

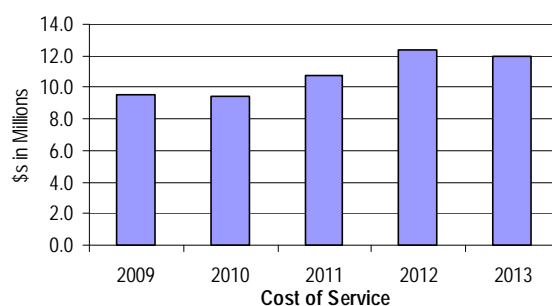
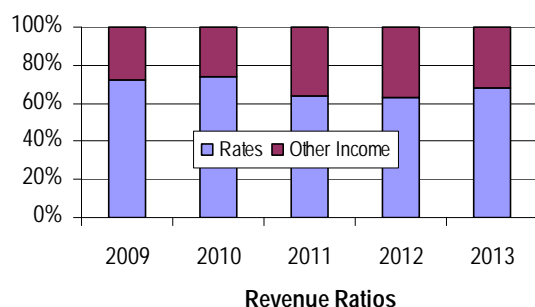
SUMMARY STATEMENT OF COMPREHENSIVE INCOME CONTINUED...

For the Year Ended 30 June 2013

Total Expenditure of \$11.968 million was \$0.083 million over budget as set out below:

Personnel costs	e	116
Depreciation and Amortisation	f	105
Finance costs		88
Losses/(Gains)	g	(407)
Transfer of DOC portion of Motu Trails	h	(48)
Other Expenditure	i	63
		(83)
		<u>(460)</u>

- a. Rates Revenue is under budget due to higher remissions than budgeted.
- b. Development and financial contributions are lower due to less than forecast development contributions on new developments.
- c. Subsidies and grants are higher than budget due to additional grants for Memorial Park Pavilion.
- d. Other revenue is lower due to reduced sealing program resulting in lower contributions of \$235k.
- e. Personnel costs were lower as a result of a non-replacement of staff vacancies in planning and outside staff.
- f. The charge for depreciation and amortisation is lower than budgeted due to the decrease in the infrastructural assets.
- g. Losses/(Gains) is higher than budgeted due to the disposal and write-off of infrastructural assets.
- h. The transfer of DOC portion of Mōtū Trails asset is to transfer the asset to DOC.



Summary Statement of Financial Position

SUMMARY STATEMENT OF FINANCIAL POSITION

As at 30 June 2013

	Actual 2013 \$000	Budget 2013 \$000	Actual 2012 \$000
Assets			
Total current assets	6,086	5,577	6,685
Total non-current assets	181,262	182,570	180,481
Total Assets	187,348	188,147	187,166
Liabilities			
Total current liabilities	5,198	3,280	3,564
Total non-current liabilities	4,105	5,611	5,674
Total Liabilities	9,303	8,891	9,238
Net Assets	178,045	179,256	177,928
Equity	(178,045)	(179,256)	(177,928)

Actual net equity of \$178.045 million versus budget of \$179.256 million, variance of \$1.211 million.

An analysis of the major variances are set out below:

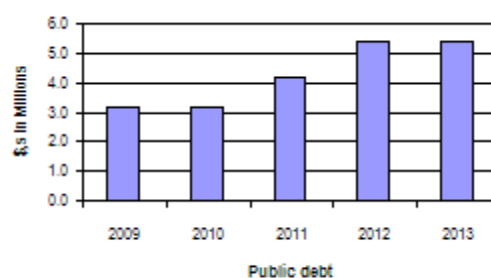
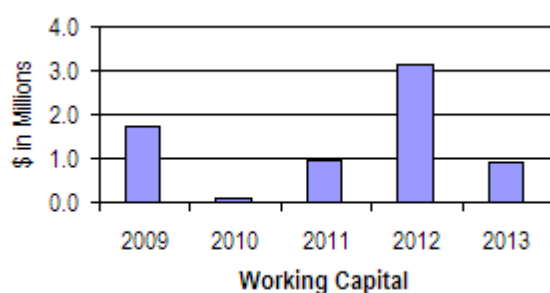
An increase in debtors and other receivables	j	477
A decrease in Property, Plant and Equipment	k	(1,810)
An increase in Investment Property	l	497
An increase in creditors and other payables	m	(284)
		<u>(1,120)</u>

j. The increase in debtors and other receivables is due to an increase in rates debtors of \$80k, Transit New Zealand subsidies accrued of \$100k, water debtors of \$50k and sundry debtors and accruals of \$132k.

k. The decrease in Property, Plant and Equipment is as a result of the correction of an error in the value of infrastructural assets, plus postponement of capital projects for Tirohanga section of Mōtū Trails and reduction in seal extension.

l. The increase in Investment Property is due to the addition of the Scout Hall and higher valuation than budgeted for other investment assets.

m. The increase in creditors and other payables is due to a higher level of trade creditors than budgeted.



Summary Statement of Changes in Equity

SUMMARY STATEMENT OF CHANGES IN EQUITY For the Year Ended 30 June 2013

	Actual 2013 \$000	Budget 2013 \$000	Actual 2012 \$000
Balance at 1 July	177,928	178,679	177,714
Total comprehensive income previously reported	117	577	214
Total recognised revenue and expenditure for the year	117	577	214
Balance at 30 June	178,045	179,256	177,928

Equity is made up of the following Reserves:

Retained Earnings	125,753	126,973	125,625
Council created reserves	2,224	2,132	2,166
Asset revaluation reserve	50,068	50,151	50,137
Total Equity	178,045	179,256	177,928



Summary Statement of Cash Flows

SUMMARY STATEMENT OF CASH FLOWS For the Year Ended 30 June 2013

	Actual 2013 \$000	Budget 2013 \$000	Actual 2012 \$000
Cash flows from operating activities			
Total operating cash provided	11,966	12,314	12,849
Total operating cash applied	(9,314)	(9,460)	(8,529)
Net cash from operating activities	2,652	2,854	4,320
Cash flows from investing activities			
Total investing cash provided	331	670	246
Total investing cash applied	(3,491)	(3,802)	(5,238)
Net cash from investing activities	(3,160)	(3,132)	(4,992)
Cash flows from financing activities			
Total financing cash provided	0	42	2,526
Total financing cash applied	0	0	(1,275)
Net cash from financing activities	0	42	1,251
Net increase / (decrease) in cash, cash equivalents and bank overdrafts	(508)	(236)	579
Cash, cash equivalents and bank overdrafts at the beginning of the year	3,086	3,119	2,507
Cash, cash equivalents and bank overdrafts at the end of the year	2,578	2,883	3,086

2013 actual movement was a decrease in cash held of \$0.508 million versus a budgeted decrease in cash of \$0.236 million.

Net cash flow from operating activities was \$2.652 million against a budget of \$2.854 million.

The unfavourable variance is due to the lower receipts from other revenue of \$0.400 million.

Net cash flow from investing activities was (\$3.160) million versus a budget of (\$3.132) million.

The favourable variance is due to the purchase of fixed assets being \$0.384 million less than planned partly offset by lower proceeds from sale of investments of \$0.092 million.

Net cash flow from financing activities was \$nil versus a budget of \$0.042 million

The unfavourable variance is due to council not repaying the \$0.042 million of borrowings.

Reconciliation of net surplus / (deficit) to net cash flow from operating activity

	Actual 2013 \$000	Actual 2012 \$000
Surplus / (deficit)	117	214
Add / (less) non-cash items:		
Depreciation and amortisation	2,219	2,157
Impairment charges	0	108
Vested assets	(2)	(1)
Add / (less) items classified as investing or financing activities		
(Gains) / losses on disposal of property, plant and equipment	530	5
(Gains) / losses on revaluation of Investment Property	(90)	291
(Gains) / losses on fair value adjustment to other financial assets	0	(12)
(Gains) / losses Derivative financial instruments	(32)	59
Transfer of DOC share of Mōtū Trails to DOC	0	1,291
Add / (less) movements in working capital items		
Accounts receivable	(187)	(242)
Accounts payable	(24)	353
Non-current assets for sale	0	41
Provisions	134	27
Employee benefits	(13)	29
Net cash inflow / (outflow) from operating activities	<u>2,652</u>	<u>4,320</u>



Summary Statement of Accounting Policies

REPORTING ENTITY

Opotiki District Council (ODC) is a territorial local authority governed by the Local Government Act 2002 and is domiciled in New Zealand.

The primary objective of ODC is to provide goods or services for the community or social benefit rather than making a financial return. Accordingly, ODC has designated itself as a public benefit entity for the purposes of New Zealand equivalents to International Financial Reporting Standards (NZ IFRS).

The financial statements of ODC are for the year ended 30 June 2013. The financial statements were authorised for issue by Council on 11 October 2013.

BASIS OF PREPARATION

Statement of compliance

The financial statements of ODC have been prepared in accordance with the requirements of the Local Government Act 2002, which includes the requirement to comply with New Zealand generally accepted accounting practice (NZ GAAP). They comply with NZ IFRS and other applicable Financial Reporting Standards, as appropriate for Public benefit entities.

These summary Financial Statements have been prepared in accordance with Financial Reporting Standard 43: Summary Financial Reports.

Measurement base

The financial statements have been prepared on a historical cost basis, modified by the revaluation of land and buildings, certain infrastructural assets, investment property and financial instruments.

Functional and presentation currency

The financial statements are presented in New Zealand dollars and all values are rounded to the nearest thousand dollars (\$'000). The functional currency of ODC is New Zealand dollars.

Changes in accounting policies

There have been no changes in accounting policies during the financial year.

Events after Balance Sheet Date

Ōpōtiki District Council was advised on 21 August 2013 that it was allocated \$18 million towards the Harbour Development Project from the Bay of Plenty Regional Council Regional Infrastructure Fund.

Capital Commitments and Operating Leases

Capital commitments

Capital expenditure contracted for at balance date but not yet incurred for property, plant and equipment

Actual 2013 \$000	Actual 2012 \$000
-------------------------	-------------------------

0 774

Operating commitments

Operating expenditure for future years contracted on non-cancellable contracts at balance date but not yet incurred.

Not later than one year

Later than one year and not later than five years

Later than five years

2,049	1,748
1,788	1,748
261	0
0	0
2,049	1,748

Actual 2013 \$000	Actual 2012 \$000
-------------------------	-------------------------

Non-cancellable operating leases as lessor

Not later than one year

Later than one year and not later than five years

Later than five years

Total non -cancellable operating leases

1 1

1 2

0 0

2 3

No contingent rents have been recognised in the statement of financial performance during the period.

Operating leases as lessee

ODC leases property plant and equipment in the normal course of business. These leases have a non- cancellable term of 36 to 60 months. The future aggregate minimum lease payment under non-cancellable operating leases are as follows:

Actual 2013 \$000	Actual 2012 \$000
-------------------------	-------------------------

Non-cancellable operating leases as lessee

Not later than one year

Later than one year and not later than five years

Total non -cancellable operating leases

1 2

4 5

5 7

Contingencies

Contingencies

Contingent liabilities

A provision of \$27,000 (2012: \$27,000) has been recognised for a weathertightness claim, whereby Council is aware of a specific potential future claim. Council may also be exposed to potential future claims which may not have yet been lodged, up until the statutory limitation period expires. The amount of potential future claims is not able to be reliably measured and is therefore unquantifiable. Claims must be made within 10 years of construction or alteration of the dwelling in order for the claims to be eligible under the Act, but other statutory limitation period could also affect claims.

Council reported a contingency in 2012 for \$27,000 relating to the decontamination of the saleyards property at Wellington Street. This has been recognised as a provision in this years financial statements as Council has agreed to remove the contaminated soil.

ODC has a contingent liability relating to the Local Authority Protection Program Disaster Fund (LAPP) of \$162,400. This scheme is a mutual risk pool set up for local authorities to protect underground assets should a natural disaster strike. Cover is provided by the disaster fund created from member contributions, top up reinsurance, and mutual reinsurance. Should the cost of one claim across the district exceed \$15 million, the LAPP fund would levy each member up to four times their annual contributions, which is \$81,200 for ODC. The maximum number of calls is two in each year, so therefore the maximum liability applicable to ODC is \$162,400 per annum.

Contingent assets

Club room buildings on reserves

ODC operates a scheme whereby sports clubs are able to construct facilities (eg club rooms) on reserve land. The clubs control the use of these facilities and ODC will only gain control of the asset if the club vacates the facility. Until this event occurs these assets are not recognised as assets in the Statement of Financial Position. As at 30 June 2013 there are 2 facilities having an approximate value of \$330,000 (2012: 2 facilities: \$330,000). This estimate has been based on valuations of similar facilities in the area.

Waihou Bay toilet advance

ODC advance the funding required for the construction of a toilet facility at Waihou Bay by Tamatari Enterprises. The toilet is to be operated by Tamatari Enterprises and open to the public for a term of twenty five years. Should this arrangement continue for the complete term then no repayment of the advance is required. In the event of Tamatari Enterprises withdrawing from the arrangement then the advance is repayable on a prorata basis of the unexpired portion of the term. At 30 June 2013 this amounted to \$30,352 (2012 : \$32,240).



Related Party Transactions

Related party transactions

Key management personnel

During the year Councillors and key management, as part of a normal customer relationship, were involved in minor transactions with ODC (such as payment of rates, purchase of rubbish bags etc).

During the year ODC contracted with Waitohi Contractors Ltd, in which Councillor Petersen is a shareholder and Company Director. The value of the contract works totalled \$307,680 (2012 \$618,391) and was negotiated on normal commercial terms. There is a balance of \$5,287 (2012 \$18,919) outstanding for retentions and a balance of \$34,127 (2012 \$13,048) outstanding for unpaid invoices at year end.

During the year ODC contracted with NZ Walking Access Commission, in which mayor John Forbes is Chairperson. The value of the contract works totalled \$1,523 (2012 \$nil) and was negotiated on normal commercial terms. There is a balance of \$nil (2012 \$nil) outstanding for unpaid invoices at year end.

During the year ODC contracted with Local Government New Zealand, in which mayor John Forbes is Vice President. ODC received services to the value of \$11,997 (2012 \$nil) and was negotiated on normal commercial terms. There is a balance of \$nil (2012 \$nil) outstanding for unpaid invoices at year end.

During the year ODC contracted with Opotiki Junior Rugby, in which Councillor Barry Howe is President. ODC received services to the value of \$1,600 (2012 \$nil) and was negotiated on normal commercial terms. There is a balance of \$nil (2012 \$nil) outstanding for unpaid invoices at year end.

During the year ODC contracted with Richard Howe Builder, a son of Councillor Barry Howe. ODC received services to the value of \$100,505 (2012 \$nil) and was negotiated on normal commercial terms. There is a balance of \$nil (2012 \$nil) outstanding for unpaid invoices at year end.

During the year ODC contracted with Sam Howe Plumber, a son of Councillor Barry Howe. ODC received services to the value of \$9,081 (2012 \$nil) and was negotiated on normal commercial terms. There is a balance of \$nil (2012 \$nil) outstanding for unpaid invoices at year end.

During the year ODC contracted with the Fibre and Fleece Trust, in which Selby Fisher is trustee. ODC received services to the value of \$20,014 (2012 \$nil) and was negotiated on normal commercial terms. There is a balance of \$nil (2012 \$nil) outstanding for unpaid invoices at year end.

During the year ODC contracted with Opotiki Packaging and Coldstore Ltd, in which Selby Fisher is a shareholder. ODC received services to the value of \$56.11 excluding GST (2012 \$nil) and was negotiated on normal commercial terms. There is a balance of \$nil (2012 \$nil) outstanding for unpaid invoices as at year end.

During the year ODC contracted with Art Society Opotiki, in which His Worship the Mayor's wife is a member and office-holder. The value of the contracts totalled \$608 (2012: \$600) and was negotiated on normal commercial terms. There is a balance of \$nil (2012 \$nil) outstanding for unpaid invoices at year end.

During the year ODC contracted with Ocean Seafoods, in which Councillor Barry Howe is the owner. The value of contracts totalled \$239 (2012: \$419) and was negotiated on normal commercial terms. There is a balance of \$nil (2012 \$nil) outstanding for unpaid invoices at year end.

No provision has been required, nor any expense recognised for impairment of receivables for any loans or other receivables to related parties (2012 \$nil).

Key management personnel compensation

	Actual 2013 \$000	Actual 2012 \$000
Salaries and other short term employee benefits	828	801
Post employment benefits	0	0
Other long term benefits	0	0
Termination benefits	0	0

Key management personnel include the Mayor, Councillor's, Chief Executive and other senior management personnel.

Related Party transactions with subsidiaries, associates or joint ventures

Council has an interest in a Council Controlled Organisation, holding a one eighth shareholding in Bay of Plenty Local Authority Shared Services Ltd (BOPLASS). Council also has an interest in Toi-EDA the Eastern Bay of Plenty Development Agency set up by the three local authorities (Kawerau, Opotiki and Whakatane District Councils) working together with local Iwi. This organisation has been exempted as a Council Controlled Organisation under section 7 of the Local Government Act 2002.

	Actual 2013 \$000	Actual 2012 \$000
<u>BOPLASS</u>		
Annual contribution	2	5
Services provided	13	19
<u>Toi-EDA</u>		
Annual contribution	31	31
Services provided	10	6



2012 – 2013 Performance Overview

Overall Council has achieved an operating surplus of \$117,000 for the year against a budgeted surplus of \$577,000. The main reason for the operating surplus being less than budget is that actual operating revenue received during the year was less than forecast.

Operating revenue for the financial year was \$377,000 less than expected due to an increase in the provision of doubtful debts (an amount put aside for debts that are unlikely to be recovered by Council), an increase in the number of properties receiving rate remission (particularly uneconomic Māori Freehold Land) and Council receiving the Ministry of Health Subsidy for the Te Kaha Water supply upgrade during the 2011-12 financial year.

Overall operating expenditure was marginally more than budget by \$83,000 over the financial year.

The following table show how Council has performed against key financial performance indicators/policy limits established by the 2012-2022 Long Term Plan.

Measure:	Policy Target/Limit:	2012/2013 Forecast:	2012/2013 Actual:
Increase in total Rate Revenue	5.4%	4.9%	3.8%
Ceiling on Public Debt	\$20,500,000	\$5,478,000	\$5,436,000
Net Interest Bearing Debt/Total Revenue	< 120%	20.8%	23.7%
Net Interest Expense/Total Revenue	< 10%	1.8%	1.4%
Net Interest Expense/Rates Revenue	< 15%	2.7%	2.0%
Net Cash Flows from Operating Activities/Net Interest Expense	> 2.0	12.7	15.88

The table demonstrates that Council has operated well within the financial parameters established by the 2012-2022 Long Term Plan and very close to forecasts for the 2012-2013 financial year.

Council has not only managed its finances in a prudent manner but has also met a number of key milestones throughout the financial year. Some of the highlights include:

Leadership:

Opportunities for Māori to contribute to our decision making process

- Council has continued throughout the year to establish and maintain mechanisms for Māori to contribute to its decision making processes. The Coast Community Board held its meeting on 29 November 2012 at the Tōrere Marae with the Ngāi Tai Iwi Authority and members of Ngāi Tai Iwi. Annual Plan consultation meetings were also held in Te Kaha in April 2013 and the Tōrere Marae in May 2013.

Community Facilities:

- The construction and opening of the Memorial Park Sports Pavilion, which was officially opened in March 2013, with the assistance of grant funding from the New Zealand Lotteries Board. Along with the Pakowhai Bridge, the pavilion makes Memorial Park an icon of Ōpōtiki
- The drafting of Coastal and Sports Reserve Management Plans for consultation with the Community.

Economic Development:

- Harbour Redevelopment Project (assisted by grant funding from BOPRC and Baytrust)
 - Flood and Salinity Modelling for the Redevelopment of the Ōpōtiki Harbour complete and presented to the Ōpōtiki Marine Advisory Group
 - Completion of an economic benefit assessment
 - Completion of an independent Risk Assessment
 - Development and lodgement of an application for funding to the Bay of Plenty Regional Infrastructure Fund, and completion of subsequent due diligence process
- The drafting of an Economic Development Strategy for consultation with the Community

Wastewater:

- Completion of draft assessment of options for addressing Wastewater Reticulation problems in Ōpōtiki Township.

Water Supply:

- The comprehensive upgrade of the Te Kaha Water Supply resulting in it being fully compliant with Ministry of Health drinking water standards for both bacterial and protozoa treatment.

Land Transport:

- Seal Extension (1.7km) on Gaskill Road completed in January 2013
- Wharf and Grey Streets upgraded in March 2013
- New and replaced footpaths (275m) on Ford, St John, King, Wharf and Grey Streets
- Continued road maintenance programme despite reduction in the financial assistance rate from New Zealand Transport Agency.

Regulation and Safety:

- Installation of Emergency Sirens with the assistance of MCDEM Resilience fund
- An increase of approximately 500 registered dogs in the District

Whilst after balance date, a key outcome from efforts throughout the 2012-2013 (and prior financial years) was the announcement that Ōpōtiki District Council had been successful in securing a grant of \$18M from the BOPRC Regional Infrastructure fund towards the Ōpōtiki

Harbour Redevelopment Project, with an invitation to apply for a further \$2M in a subsequent annual plan process.

Council has been working hard towards this goal for a number of years, and in the 2012-13 financial year completed a detailed business case, including independent risk assessment, in support of the application to the Regional Council.

Of the total 86 Key Performance Indicators (KPI's) contained in the 2012-13 Annual Plan 81 were relevant for that financial year. Of those 69% (or 56) were achieved by Council. Some of those not achieved were as a result of Council resolution (e.g. deferring Water Supply project until 2013/14) and other matters outside of Council control (e.g. Bay of Plenty Regional Council funding decisions being deferred).

Many of Council's KPI's are based on customer satisfaction and are reliant on a survey of customers. A customer satisfaction survey was conducted and completed in February 2013. The survey was undertaken by National Research Bureau (an independent organisation) with a sample size of 301 (randomly contacted) with a margin of error of +/- 6%.

Council has met established standards of customer satisfaction for most of its significant activities. For those where the targets have not been met, the level of customer satisfaction has improved since the previous survey, suggesting perhaps that in some cases the self-established targets may have been ambitious and perhaps require review.

A system/treatment issue exists where it is not possible to demonstrate that all after hour calls (as they relate to KPI's) have been logged in to Council's Customer Contact Centre. Whilst Council is confident that all relevant after hour calls have been captured this is an area that has been identified for process review/improvement.

Whilst technically 'not achieved' most of the KPI's have been achieved in part with the majority of service requests being responded to within established timeframes and projects part complete, for example the development of a Draft Economic Development Strategy for consultation.

A continual challenge for Council is finding the right balance between service levels and affordability. Service levels are often mandatory. A constantly changing legislative environment coupled with a need to understand and meet customer expectations around service levels within an affordability envelope will always be a challenge for Council. Council is of the view that the 2012/2013 performance results (financial and non-financial) indicate that the current mix is not that far off the mark. Council will continue to monitor its performance over time; adjusting service level targets to more accurately reflect customer expectations. Council will continue to pursue growth and development for the Ōpōtiki District and Communities. Council is of the view that the Harbour Transformation Project coupled with the developing local Aquaculture Industry provides the key to economic development, growth in the rating base and population and in turn the creation of scale, off which service level expectations can be realised in to the future.

In summary it has been an excellent year for Council from an overall performance perspective. Council continues to hit its financial targets demonstrating financial prudence and stewardship, achieving its non-financial performance targets meaning that the operational side of the business continues to perform while making excellent progress on important components of the Harbour Transformation Project. The latter being well demonstrated by the Bay of Plenty Regional Council agreeing to pledge \$18m from its Regional Infrastructure Fund to this important economic and social development initiative.

A Guide to the Groups of Activities

This section explains the Council's significant activities and how they contribute to the future of the district. Council services have been banded together into groups of activities. An example of this is Stormwater, Resource Management, Wastewater; all of these activities come under the group Environmental Sustainability. There are three groups with a total of 12 activities. Each group is introduced and then the activities that make up that group follow.

Council groups of activities

Community and Cultural Sustainability

Leadership

Community Facilities

Community Development

Economic Development

Regulation and Safety

Environmental Sustainability

Solid Waste Management

Stormwater

Resource Management

Wastewater

Economic Sustainability

Water Supply

Land Transport

Investments

Community and Cultural Sustainability

Why we provide this group of activities:

The group of activities promotes outcomes that help build a strong and cohesive community within the Ōpōtiki District. Council provides a range of services and facilities to the various communities in the Ōpōtiki District in order to achieve this.

Significant Activities Comprised in this Group:

Leadership, Community Facilities, Community Development, Economic Development, Regulation and Safety

Leadership

What we do and Why:

This Activity includes the preparation of advice, strategies and policies to inform Council decision making. It includes the development of statutory and non-statutory policies and plans and reports and includes the facilitation of gaining community input to decision making.

Opportunities for Maori to contribute to our decision making process

Council works to maintain and enhance mutually beneficial relationships with Tangata Whenua so that their views are represented both directly and indirectly through Council forums. Meeting with Tangata Whenua also provides both parties with an opportunity to identify and address issues of mutual concern and encourages involvement in democracy. Council also encourages and partners with Iwi in special projects.

This Significant Activity is important to enable Council to discharge its statutory role as well as ensure that it is satisfactorily discharging its governance role by accurately reflecting community needs and desires in decision making processes.

Activities included in this Significant Activity include:

Representation, Strategic Planning and Policy Development, Cultural Liaison, Monitoring and Reporting

Levels of Service:

Level of Service	Key Performance Indicator	Data Source	LTP Target for 2012/13	Actual Performance for 2012/13	Commentary
Council will provide representation and leadership at a local, regional and national level.	Council will hold a minimum of 8 meetings throughout the year	Internal database	8	Achieved	9 Ordinary Council meetings, 6 Extra Ordinary Council meetings and 7 Coast Community Board meetings held in 2012-13 year.
	Improvement with community satisfaction with Council leadership	Customer satisfaction survey	77%	Not achieved	65% of respondents in 2013 rated performance of Mayor and Councillors as very good or fairly good which is the same percentage as the 2011 survey. This rating is on par with the national average.

Level of Service	Key Performance Indicator	Data Source	LTP Target for 2012/13	Actual Performance for 2012/13	Commentary
Council will provide representation and leadership at a local, regional and national level.	Decision making in compliance with the Local Government Act 2002.	Council meeting minutes Annual audit by Audit NZ	No successful challenges to Council decision making process	Achieved	There have been no challenges to Council decision making process in the 2012/2013 year.
	The Annual Plan is adopted in accordance with the Local Government Act 2002 on or before 30 June each year.	Council resolution – meeting minutes	100%	Achieved	Exceptions Annual Plan 2013-14 was adopted at Extra Ordinary Council Meeting 28 June 2013.
	The Annual Report will be published in accordance with the Local Government Act 2002 within four months of the end of each financial year.	Council resolution – meeting minutes	100%	Achieved	The Annual Report 2011-12 was adopted at an Extra Ordinary Council meeting on 30 October 2012.



Community Facilities

What we do and Why:

This Activity includes the provision of Parks and other recreation/amenity services to the people of the Ōpōtiki District. These services provide lifestyle opportunities to residents and visitors of the Ōpōtiki District. They provide opportunities for recreation, beautification, conservation of the natural environment and public access. Such facilities promote a range of public good outcomes around health and wellbeing which are becoming increasingly desirable to New Zealanders and visitors alike.

Activities included in this Significant Activity include:

Parks and Recreation (Airport, Cemeteries, Public Toilets, Parks and Reserves, Playgrounds, District Library and Cycle Way)

Levels of Service:

Strategic Goal: The Council will provide quality parks and recreation facilities that meet community expectations for outdoor recreation, a pleasant townscape, protection of the environment and access to the coast.

Level of Service	Key Performance Indicator	Data Source	LTP Target for 2012/13	Actual Performance for 2012/13	Commentary
Planned development of quality parks and recreation facilities.	Management Plans that include facility development plans adopted for principal reserves.	Council resolution – meeting minutes	Management Plans completed for coastal, sports and neighbourhood reserves.	Not achieved	Deliberations on Draft Coastal and Sports Reserve Management Plans held on 11 June, amended plans adopted by Council in Aug 2013. Process delayed due to conflicting consultation on Freedom Camping Act.
High quality parks and recreation facilities provided and accessible to the community.	% of community satisfied with the quality of recreation facilities in annual surveys.	Customer satisfaction survey	>75%	Achieved	78% of those surveyed in 2013 responded that they are very/fairly satisfied with the quality of recreation facilities.

Level of Service	Key Performance Indicator	Data Source	LTP Target for 2012/13	Actual Performance for 2012/13	Commentary
High quality parks and recreation facilities provided and accessible to the community.	Appropriate response to all service requests within ten working days.	Service request system	95%	Not achieved	9 Service requests received for 2012-13 year. 6 responded to within 10 days (60%) and 3 longer than 10 days (30%). Council will continue to monitor the nature of complaints and target may require review.
Playgrounds comply with NZSS 5828 (2004).	% of play equipment compliant with NZSS 5828.*	Playground Audit conducted every two years	>50%	Not achieved	Playground audit scheduled for 2013/14 year.

- or subsequent update / replacement of this NZ standard.

Strategic Goal: Ensure that amenity facilities are maintained to a high standard for the residents and visitors to the Ōpōtiki District.

Level of Service	Key Performance Indicator	Data Source	LTP Target for 2012/13	Actual Performance for 2012/13	Commentary
Public toilets are clean, safe and operational.	% of community satisfied with the quality of toilet facilities in annual surveys.	Customer satisfaction survey	>80%	Not achieved	63% of those surveyed in 2013 responded that they are very/fairly satisfied with the quality of toilet facilities.
	Valid service requests are responded to within 24hrs.	Service request system	100%	Not achieved	1 service request/complaint received. Council responded (actioned) that request within timeframe. Response to customer not within 24 hour period.

Level of Service	Key Performance Indicator	Data Source	LTP Target for 2012/13	Actual Performance for 2012/13	Commentary
Cemeteries maintained to a high standard; accurate records maintained and accessible.	90% of community satisfied with the provision of cemetery services and maintenance of grounds.	Customer satisfaction survey	>90%	Not achieved	71% of those surveyed in 2013 responded that they are very/fairly satisfied with the quality of cemetery services and maintenance of grounds. Satisfaction with cemetery services was last measured in 2005 when only 66% were very/fairly satisfied.
	Complaints regarding cemetery records.	Service request system	< 12 per year	Achieved	No complaints regarding Cemetery records received in 2012-13 year.

Strategic Goal: Library services that inspire learning and celebration of our culture.

Level of Service	Key Performance Indicator	Data Source	LTP Target for 2012/13	Actual Performance for 2012/13	Commentary
Provision of a comprehensive community library service for the community.	Percentage of the community satisfied with the library facility and service.	Customer satisfaction survey	>70%	Achieved	71% of those surveyed in 2013 responded that they are very/fairly satisfied with the library facility and service.
	Number of new issues each year.	Quarterly Library report	1,000	Not Achieved	The number of new issues has decreased from 47,968 to 45,312 to the year ended 30 June 2013. This is a trend being experienced across the Country.

Key Achievements for the Community Facilities Activity for the 2012-13 year include:

- Construction and opening Memorial Park Sports Pavilion
- Mōtū Trails celebrates first operating year
- Coastal and Sports Reserve Management Plans drafted for consultation
- New play equipment installed at Memorial Park and Upton Park
- New seats installed in the CBD
- Stage 2 Ōhiwa walkway consented and tendered for construction.

Ōpōtiki District Council wishes to acknowledge and thank the New Zealand Lottery Grants Board for their support of the Memorial Park Sports Pavilion project. The funding they provided of \$250,000 enabled the project to be completed which has benefited the Ōpōtiki community immensely.

Community Development

What we do and Why:

The Community Development Activity is one where Council, in a number of ways, is involved in helping the community help itself. This activity enables the Council to assist the community to work towards community outcomes that on its own it may not be able to achieve. In many ways similar to the Leadership Activity this is about the Council being connected and partnering with its community and other stakeholders within the community in working towards common objectives.

Functions included in this Significant Activity include: Community Support, including Community Grants and Healthy and Active Communities.

Levels of Service:

Strategic Goal: To help assist the development of an inclusive community that provides a healthy, safe and friendly place to live, work and visit.

Level of Service	Key Performance Indicator	Data Source	LTP Target for 2012/13	Actual Performance for 2012/13	Commentary
Provide assistance for community support activities.	Grants for the maintenance of the 22 district Urupa will be distributed by 31 December each year.	Financial records	100%	Achieved	100% - All 22 Urupa grants paid on 7 December 2012.
Provide assistance for community support activities.	Service level agreements and/or memorandum of understandings for community grants will be reviewed every three years.	Council meeting minutes Electronic document management system	50%	Not Achieved.	Draft Memorandum of Understanding developed and circulated to relevant community groups in August 2013.

Level of Service	Key Performance Indicator	Data Source	LTP Target for 2012/13	Actual Performance for 2012/13	Commentary
Enhance community Safety.	Routine maintenance checks of CCTV cameras and related systems.	Maintenance reports	Quarterly	Achieved	Service undertaken by Independent Security Consultants and reports returned to Council on 4 October 2012, 9 January 2013, 10 April 2013, and 11 July 2013.
	Number of reported outages of CCTV system.	Service request system	<4 per annum	Achieved	No CCTV system outages reported for 2012-13 year.



Economic Development

What we do and why:

This significant activity looks to support the development and growth of the Ōpōtiki District by investigating and promoting business development; promoting the district as a tourism destination; operation of an i-SITE service in Ōpōtiki Township and facilitating new events. Key components of this Significant Activity are the economic growth opportunities associated with Ōpōtiki Harbour Transformation project and the developing Aquaculture Industry which is considered central to our future well-being. Economic Development is seen as an essential element to growing a more thriving and cohesive community as it will:

- Impact positively on the overall social, economic and cultural well-being of the Ōpōtiki Community and the Eastern Bay of Plenty
- Promotes investment, industry and employment in the district
- Enhance recreation opportunities and public access to the coast
- Capitalise on opportunities from the Aquaculture Industry already under development off shore from Ōpōtiki
- Assist in flood mitigation for the Ōpōtiki Township and surrounding area and
- Achieve a long standing community aspiration and in doing so take a significant step forward to realising the community's vision for the area.

Activities included in this Significant Activity include:

Investigation, promotion and support of new initiatives that contribute growth of the local economy, with a particular focus on tourism and the Ōpōtiki Harbour Transformation Project.

Levels of Service

Strategic Goal: To create a sustainable economic future by broadening the District's economic and therefore employment base.

Level of Service	Key Performance Indicator (KPI)	Data Source	LTP Target for 2012/13	Actual Performance for 2012/13	Commentary
Redevelopment of the Ōpōtiki Harbour Entrance.	Finalise future harbour ownership maintenance model to support funding agreements.	Council meeting minutes	Concept developed and agreed – 100%	Not Achieved	Background work underway. To be considered formally following BOPRC Regional Infrastructure Fund (RIF) decision. This has been delayed into the 2013-14 financial year.

Level of Service	Key Performance Indicator (KPI)	Data Source	LTP Target for 2012/13	Actual Performance for 2012/13	Commentary
Redevelopment of the Ōpōtiki Harbour Entrance.	Flood Modelling Updated with recent data.	Modelling report	100%	Achieved	Flood and salinity modelling completed and presented to the Ōpōtiki Marine Advisory Group in June 2013. Final documents will be received in the 2013-14 financial year.
	Development of secure funding agreements with agreed funding partners based on finalised business case and social impact assessment.	Council meeting minutes Agreement document	Negotiation and development of draft funding agreements	Not achieved	Application lodged to BOPRC RIF in February 2013 and decision from BOPRC has been delayed until the 13-14 financial year.
Investigate and promote investment in a range of economic development opportunities.	Prepare and implement an Economic Development Strategy.	Council meeting minutes Twice yearly monitoring report	Strategy adopted by Council, published and implemented	Not Achieved	Draft Strategy adopted by Council on 4 June 2013 and Strategy adopted by Council on 8 October 2013.
	Maintain a current database of business contacts and communicate regularly with business sector groups.	Database	Achieved	Achieved	Database maintained. Email communication and cluster group meetings facilitated.

Level of Service	Key Performance Indicator (KPI)	Data Source	LTP Target for 2012/13	Actual Performance for 2012/13	Commentary
Promote the district as a tourism destination; support tourism operators and events.	Maintain and evaluate visitor numbers to i-SITE quarterly.	Twice yearly i-SITE report	Achieved	Achieved	Statistics collated and reported to Council in October and March
	Number of facilitated community events per year.	Actual events held	Two event per year	Achieved	Summer Festival & Picnic in the Parks completed.
	Maintain a current database of business operators and regular communication with tourism and events sector groups.	Database	Database revised quarterly, 4 bulletins posted per annum	Achieved	Database maintained and updated, bulletins posted to operators in July, November 2012 & March, May 2013.

Key Achievements for the Economic Development Activity for the 2012-13 year include:

Economic Development:

- Economic Development Strategy drafted for consultation
- First full year in new i-SITE building saw a 20% increase in visitor numbers

Harbour Redevelopment:

- Commissioned & completed an economic assessment (Sapere)
- Commissioned & completed a risk assessment
- Lodged an expression of interest in Bay of Plenty Regional Council Regional Infrastructure Fund (RIF)
- Prepared and lodged comprehensive application for RIF
- Succeeded in short-listing for RIF
- A significant event after balance sheet date was the announcement that Ōpōtiki District Council had been successful in securing \$18m from the BOPRC Regional Infrastructure fund.

Regulation and Safety

What we do and why:

The Regulation and Safety Significant Activity works towards ensuring a healthy and safe environment for residents and visitors to the Ōpōtiki District. This Significant Activity includes a range of functions that are required of Council by legislation and also the administration of a range of bylaws designed to ensure a health and nuisance free District for residents and visitors alike. Further to the legislative requirements behind many of these services, there is a public expectation that the Council will regulate behaviours in public places in a manner that is in the interest of the community at large. The Regulation and Safety Activity is required to assist in maintaining community safety and to enhance community well-being.

Activities included in this Significant Activity include:

Regulation (Environmental Health, Noise Control, Animal Control, Building Control Services and Liquor Licencing) Safety (Emergency Management and Rural Fire).

Levels of Service:

Strategic Goal: To ensure that public health and safety is protected and enhanced through the effective and efficient implementation of legislation (Environmental Health, Liquor and Noise Control) and fit for purpose bylaws.

Level of Service	Key Performance Indicator	Data Source	LTP Target for 2012/13	Actual Performance for 2012/13	Commentary
The Council will provide and maintain a quality service to meet statutory requirements and community expectations.	Liquor Licence applications are processed in accordance with the Sale of Liquor Act 1989 within 5 working days after receipt of all required reports.	Internal database	100%	Achieved	100%. A total of 83 Licences were issued within timeframes.
	Health – Registered premises are inspected a minimum of once per year for compliance with all statutory requirements.	Internal database	100%	Achieved	100%. All 57 registered premises have been inspected at least once in the 2012-13 year.

Strategic Goal: To protect the interest of public health, safety, infrastructure and ensure the welfare of animals through the delivery of animal (particularly dog) control.

Level of Service	Key Performance Indicator	Data Source	LTP Target for 2012/13	Actual Performance for 2012/13	Commentary
The Council will provide and maintain a quality service to meet statutory requirements and community expectations.	An increase in the number of registered dogs in the District.	National Dog Database	1,350	Achieved	1554 dogs were registered.
	All animal control complaints of an aggressive or threatening nature are responded to within 1 hour from receipt of complaint.	Service request system	100%	Not achieved	54 complaints of an aggressive or threatening nature received. 31 complaints (57.40%) responded to within 1 hour and 23 complaints (42.59%) not responded to within 1 hour.
	% of Residents satisfied with animal control services.	Customer satisfaction survey	>60%	Not Achieved	55% of those surveyed in 2013 responded that they are very/fairly satisfied with animal control services.

Strategic Goal: To ensure the development of sustainable buildings that protect current and future users through the administration of the Building Control Act 2004 and relevant regulations.

Level of Service	Key Performance Indicator	Data Source	LTP Target for 2012/13	Actual Performance for 2012/13	Commentary
The Council will provide and maintain a quality service to meet statutory requirements and community expectations.	% of time building consents are issued within the statutory timeframes.	Internal database	100%	Achieved	100%. A total of 139 Building Consents were issued within statutory timeframes in the 2012-13 year.

Level of Service	Key Performance Indicator	Data Source	LTP Target for 2012/13	Actual Performance for 2012/13	Commentary
The Council will provide and maintain a quality service to meet statutory requirements and community expectations.	% of Customer satisfaction with level of service (as measured by the annual BCA survey).	Survey form sent out with Bldg consent summarised in Building Control Authority Annual Report	>75%	Achieved	100% of customers surveyed where satisfied with the level of service.
	Minimum number of public educational activities to keep the community informed on changes to the Building Act 2004 and compliance documents.	Actual Events	4	Achieved	4 newsletters were prepared and circulated.

Strategic Goal: To ensure that both the Council and the Community are prepared for a Civil Emergency or Rural Fire Event.

Level of Service	Key Performance Indicator	Data Source	LTP Target for 2012/13	Actual Performance for 2012/13	Commentary
The Council will provide an emergency management service that meets statutory requirements and community expectations.	The rural fire plan and the civil defence plan are updated in accordance with legislation and are available for operation on an ongoing basis.	Resolution of Council for fire plan and Bay of Plenty CDEM Group resolution for Civil Defence Plan	100%	Achieved	Rural Fire Plan approved – 2011. Next scheduled review is late 2013. Civil Defence Plan approved – 2005 and has bi annual review the last undertaken January 2013.

Level of Service	Key Performance Indicator	Data Source	LTP Target for 2012/13	Actual Performance for 2012/13	Commentary
The Council will provide an emergency management service that meets statutory requirements and community expectations.	Civil Defence refresher training courses are undertaken by staff on basis of one shift group for the Emergency Operating Centre per annum.	Internal database	90%	Achieved	A full general refresher training session was held for all staff on 26 September 2012 on same day as national 'Stop, Drop and Hold' exercise. 2nd training session held on 18 April 2013 for all staff to detail CD roles.
	Rural Fire fighters meet response times provided in contract specification.	Principal Rural Fire Officer database	100%	Achieved	100% as recorded in Ōpōtiki firefighting log.
	Number of public educational activities undertaken per year to raise awareness of emergency management procedures.	Internal database and financial records	2	Achieved	2 exercises carried out: In conjunction with national programme, "Stop, Drop and Hold" public exercise undertaken and media information provided for local newspaper.

Key Achievements for the Regulation and Safety Activity for the 2012-13 year include:

- Warning control infrastructure installed in Ōpōtiki and Waihou Bay Fire Stations so that fire sirens are now available for emergency warning activity
- Two new sirens installed. One each at Ohiwa Harbour site and Island View Camp ground
- The target of increasing the number of registered dogs has been exceeded with 1554 dogs being registered for the 2012/13 year

Environmental Sustainability

Why we provide this group of activities:

The Environmental Sustainability Group of Activities works towards those community outcomes that promote environmental well-being. Communities have an impact on our natural environment in many ways. This group of activities works towards mitigating and managing those impacts so that future generations can enjoy our Districts' pristine natural environment.

Significant Activities Comprised in this Group:

Solid Waste Management, Stormwater, Resource Management and Wastewater.

Solid Waste Management

What we do and Why:

This Significant Activity provides for the minimisation, collection, management and disposal of Solid Waste in the Ōpōtiki District. The provision of solid waste services is vital to both environmental and public health.

Activities included in this Significant Activity include:

Solid Waste and Recyclables Collection (Kerbside Collection)

Solid Waste Management (Resource Recovery Facilities, Waste Minimisation, Litter Control and the management and monitoring of closed landfills within the District).

Council is responsible under the Waste Minimisation Act 2008 for preparing and implementing a waste management and minimisation plan and for overseeing and promoting effective and efficient waste minimisation and management. The following minimisation and management hierarchy drives Council's philosophical approach to Solid Waste Management and provides context for the Resource Recovery Facilities within the District:

- Reduction
- Reuse
- Recycling
- Recovery
- Treatment
- Disposal

Levels of Service:

Strategic Goal: Ensure the environmentally safe collection and disposal of waste.

Level of Service	Key Performance Indicator	Data Source	LTP Target for 2012/13	Actual Performance for 2012/13	Commentary
The kerbside collection of bagged refuse and recyclables where the service is provided is efficient and effective. (Note: service provided in Ōpōtiki township, Hikutaia /Woodlands)	Number of service complaints in any one month regarding the quality of the kerbside refuse / recycling collection service. (Note: service conditions outlined on brochure mailed annually)	Service request system	<3	Not achieved	10 complaints received in total for the 2012-13 year. Every month <3 complaints per month except for July 2013 where 3 complaints were received.

Level of Service	Key Performance Indicator	Data Source	LTP Target for 2012/13	Actual Performance for 2012/13	Commentary
The network's recycling facilities are in good condition and 'fit for purpose'.	Number of complaints per month regarding Council's three recycling facilities.	Service request system	<2	Achieved	No complaints received for the 2012-13 year regarding any of Council's three recycling facilities.
Provision of effective waste service for the community.	Customer satisfaction rating of waste transfer stations good or better.	Customer satisfaction survey	60%	Achieved	91% of respondents rated the waste transfer stations as good or excellent.
Comply with the Resource Management Act 1991 (RMA) for closed landfill at Woodlands Road.	Percentage compliance with resource consent conditions at closed landfill.	Regional Council return	100%	Achieved	100% - No advice from BoPRC on non-compliance.

Strategic Goal: Minimise the creation of waste within the District.

Level of Service	Key Performance Indicator	Data Source	LTP Target for 2012/13	Actual Performance for 2012/13	Commentary
Waste minimisation education reduces household waste and good recycling practices.	Number of public education activities completed.	Internal database and financial records	3	Achieved	8 schools visited and education activities completed. These were at Te Whanui Apanui, Maraenui, Whangaparora, Waiotaha, Ōpōtiki Primary, Omaio, Kutarere and Waioeka
Service provided keeps residual waste to minimum quantity.	Residual waste per year is reduced by 10% by 2018 over the 2010 year result (1062 tonnes).	Landfill weight records and financial records	1049 tonnes	Achieved	Residual waste transported to Tirohia landfill 1 July to 30 June 2013 was 983 tonnes.

Key Achievements for the Solid Waste Activity for the 2012-13 year include:

- Very high rating of resource recovery centres (91%) by customers
- 100% consent compliance
- Residual waste transport figure 6.3 % better than target
- Operations cost under annual budget.

Stormwater

What we do and why:

This Significant Activity provides for the collection and disposal of stormwater predominantly in the urban environment. Stormwater drainage systems are provided in the Ōpōtiki Township and the Waiotahi Drifts subdivision with a view to mitigate surface flooding following rainfall. Council is involved in this activity to fulfil its legal obligations for the control of stormwater systems and to ensure the protection of public health and property.

Activities included in this Significant Activity include:

Stormwater collection and disposal.

The Local Government Act 2002 empowers Council to be involved in the ownership of stormwater assets and the provision of such services.

Levels of Service:

Strategic Goal: To protect public health and property.

Level of Service	Key Performance Indicator	Data Source	LTP Target for 2012/13	Actual Performance for 2012/13	Commentary
The urban stormwater activity is managed to protect people and property from the impacts of flooding.	Annual incidence of inundation of habitable buildings in urban areas from big storm events. (>50 year return)	Service request system	0	Achieved	No reports of inundation of habitable buildings in urban area received in 2012-13 year.
	The number of complaints of surface water flooding in urban areas in any event.	Service request system	<10	Achieved	Only one report received in the 2012-13 year. Actually private property system issue not Council infrastructure.
A reliable service is provided.	Failure of drainage system due to poor condition or lack of maintenance.	Contractor / Service provider report	0	Achieved	No failures reported by Contractor /service provider up to 30 June 2013.

Level of Service	Key Performance Indicator	Data Source	LTP Target for 2012/13	Actual Performance for 2012/13	Commentary
Service requests and complaints are processed as they come in.	Response times to complete works following requests and complaints for each incidence.	Service request system	<7days	Achieved	There were six Stormwater service requests and complaints received in the 2012-13 year and all completed within 1-2 days.

Strategic Goal: To protect the environment from the adverse effects of stormwater.

Level of Service	Key Performance Indicator	Data Source	LTP Target for 2012/13	Actual Performance for 2012/13	Commentary
Stormwater water quality will be managed effectively for 365 days of the year.	Response time for investigation and setting up response plans of reported pollution incidents is less than 12 hours for each incidence.	Service request system and internal database	<12 hours	Achieved	No reported pollution incidents were recorded in the 2012-13 year.

Strategic Goal: To enable economic development by encouraging growth and development with quality of life benefit.

Level of Service	Key Performance Indicator	Data Source	LTP Target for 2012/13	Actual Performance for 2012/13	Commentary
Overflow stormwater drainage available to all new urban properties where a Council operated stormwater system is provided.	Percentage of new customers within defined urban stormwater drainage areas that can connect to the network.	Planning records	100%	Achieved	Two buildings, one in St John Street and one in King Street required connection and agreement reached for these.

Key Achievements for the Stormwater Activity for the 2012-13 year include:

- New 200 litres/sec pump station in Forsyth Street completed
- No reports received of flooding of habitable buildings and no reports of pollution incidents.

Resource Management

What we do and why:

The purpose of the Resource Management Significant Activity is to provide a framework for managing future growth and land use activities in order that they provide a high quality environment for present and future generations. Council's principal document for the delivery of this significant activity is the District Plan and Council has a statutory responsibility under the Resource Management Act 1991. Under this Significant Activity Council develops appropriate land use controls for the Ōpōtiki District, fosters good working relationships with Tangata Whenua and other stakeholders and monitors and enforces rules and policies.

Activities included in this Significant Activity include: District Planning (reviewing and amending the District Plan as appropriate)

District Plan Implementation (issuing of resource consents for land use and subdivision and monitoring of consents for compliance with conditions).

Levels of Service:

Strategic Goal: To assist the development of a safe and sustainable environment through the administration of the Ōpōtiki District Plan and the Resource Management Act 1991.

Level of Service	Key Performance Indicator	Data Source	LTP Target for 2012/13	Actual Performance for 2012/13	Commentary
The Council will provide and maintain a quality service to meet statutory requirements.	% of time resource consents are issued within the statutory timeframes.	Internal database	100%	Achieved	100%. A total of 21 resource consents were issued within statutory timeframes
	Number of successful appeals of Council decisions.	Internal database	100%	Achieved	No appeals were lodged.

Key Achievements for the Resource Management Activity for the 2012-13 year include:

- The number of LIM applications has increased by 19 applications (or 50%) over the previous year.

Wastewater

What we do and Why:

This Significant Activity provides for the environmentally safe collection, treatment and disposal of the District's sewage wastes. Council operates two schemes. One serves the township of Ōpōtiki and the Waiotahi Drifts while the other serves a small subdivision at Waihau Bay. Both schemes discharge primary treated effluent to field soakage systems. All other dwellings in the District are serviced by privately owned septic tank systems.

Council is involved in the Wastewater Significant Activity as the collection, treatment and safe disposal of human and commercial/trade wastes are essential for the protection of public health and environmental outcomes in urban areas.

Activities included in this Significant Activity include:

Reticulation, Treatment and Disposal (Ōpōtiki and Waihou Bay).

The Local Government Act 2002 empowers Council to be involved in the ownership of wastewater assets and the provision of services.

Levels of Service:

Strategic Goal: To protect public health and property from sewage overflows.

Level of Service	Key Performance Indicator	Data Source	LTP Target for 2012/13	Actual Performance for 2012/13	Commentary
A reliable removal and treatment service is provided in areas serviced by Council operated sewerage systems.	Number of notified sewage overflow events for the Ōpōtiki scheme.	Service request system	<10	Achieved	There were three complaints in the 2012-13 year regarding possible blockages but none of these led to overflow events.
	Number of notified sewage overflows for the Waihou Bay scheme.	Service request system	<2	Achieved	There were no notified sewage overflow events for the Waihou Bay Scheme in the 2012-13 year.
Service requests and failures are responded to as they come in.	Response time for requests for service do not exceed 4 hours.	Service request system	90%	Not achieved	Six requests for service received in the 2012-13 year with four being responded to within four hours (66%) and two responded to within 1-2 days (33%).
Sewage is managed without risk to public health.	Number of sewage overflows into habitable buildings due to faults in the wastewater system.	Service request system	0	Achieved	There were no notified sewage overflows into habitable buildings due to faults in wastewater system recorded for the 2012-13 year.

Level of Service	Key Performance Indicator	Data Source	LTP Target for 2012/13	Actual Performance for 2012/13	Commentary
Service provides social benefits to the whole of the community.	Percentage of connected residents at each Wastewater scheme who are satisfied there are no indicators of environmental pollution from each scheme.	Customer satisfaction survey	100%	Not Achieved	85% of those surveyed in 2013 responded that they are very/fairly satisfied there are no indicators of environmental pollution from each scheme.

Strategic Goal: To enable economic development by encouraging growth and development with quality of life benefit.

Level of Service	Key Performance Indicator	Data Source	LTP Target for 2012/13	Actual Performance for 2012/13	Commentary
Wastewater connections are available within areas serviced by a Council operated service.	Percentage of ratepayers within each serviced area who can connect to the network. Ōpōtiki scheme Waihou Bay scheme	Planning records	100% 100%	Achieved Achieved	Achieved. 2 new applications approved. Nil applications made.

Strategic Goal: To protect the environment from the adverse effects of wastewater.

Level of Service	Key Performance Indicator	Data Source	LTP Target for 2012/13	Actual Performance for 2012/13	Commentary
The quality of effluent leaving the treatment plant is of a standard required by consents.	All test results meet consent conditions.	Bay of Plenty Regional Council compliance report Council's monitoring regime	100%	Achieved	Compliance demonstrated by field sheets

Level of Service	Key Performance Indicator	Data Source	LTP Target for 2012/13	Actual Performance for 2012/13	Commentary
The quality of effluent leaving the treatment plant is of a standard required by consents.	Water sampling results in the environment meet consent conditions	Council's monitoring regime	100%	Achieved	Refer records.
Effluent is disposed to land without adversely affecting the quality of the adjacent river, estuary and coastline features.	Number of complaints regarding overflows of effluent outside the land disposal area.	Service request system	0	Achieved	There were no complaints received for overflows of effluent outside the land disposal area for the 2012-13 year.

Key Achievements for the Wastewater Activity for the 2012-13 year include:

- Ōpōtiki Township Sewerage Investigation Report completed. This addresses options available for replacing/upgrading the reticulation as outlined in the 2012-22 LTP
- Bypass reticulation for Ford Street rising main completed to relieve overflow effects on one of most stressed area of township north of Ford Street
- No reports of sewage overflow events in Ōpōtiki township and serviced area of Waihou Bay for the year.



Economic Sustainability

Why we provide this group of activities:

The Economic Sustainability Group of Activities are those that provide infrastructure that enables the community to grow and prosper. The Ōpōtiki District relies on reliable infrastructure to support business and industry development. By way of example primary industries depend on a reliable transport network to enable them to get produce to market. The developing Aquaculture Industry will need a secure and reliable potable water supply for processing its products.

Significant Activities Comprised in this Group:

Water Supply, Land Transport and Investments.

Water Supply

What we do and why:

The Water Supply Significant Activity provides for the environmentally safe collection, treatment and reticulation of potable water supply to certain parts of the community. A reliable and safe Water Supply is provided to approximately 5,750 of the Ōpōtiki District population in Te Kaha, Ōpōtiki, Hikutaia, Waiotahi Drifts and Ōhiwa. Efficient, safe and sustainable water supplies are essential for the social, economic and environmental well-being of the District. Reliable drinking water supports public health outcomes, industry growth and development and community safety by way of providing fire fighting capacity in urban areas.

Activities included in this Significant Activity include: Extraction, Treatment and Reticulation of potable water.

The Local Government Act 2002 empowers Council to be involved in the ownership of Water Supply assets and the provision of services.

Levels of Service:

Strategic Goal: Safe drinking water in accordance with NZ Drinking Water Standards.

Level of Service	Key Performance Indicator	Data Source	LTP Target for 2012/13	Actual Performance for 2012/13	Commentary
Pleasant tasting and looking drinking water is provided from Council operated supplies.	Measure of customers who are satisfied with the quality of their drinking water.	Customer satisfaction survey	80%	Achieved	80% of those surveyed in 2013 responded that they are very/fairly satisfied with the quality of their drinking water.
	Compliance with NZ Drinking Water Standards 2005 (revised 2008).	Ministry of Health Annual Report	100%	Not achieved	Two non-compliance issues – one at source and one in distribution for Hikutia-Woodlands scheme. Follow up tests confirmed compliance.

Level of Service	Key Performance Indicator	Data Source	LTP Target for 2012/13	Actual Performance for 2012/13	Commentary
Pleasant tasting and looking drinking water is provided from Council operated supplies.	Public Health Risk Management Plans adopted and implemented.	Ministry of Health compliance letter	Not available due to new schemes	Not achieved	Achieved for Te Kaha as per legislation. Plans underway for Ōpōtiki, Hikutia-Woodlands and Ohiwa. Completion required by 2014/15.

Strategic Goal: Reliable water supplies, minimising supply disruptions through improved maintenance and meeting peak water supply demands.

Level of Service	Key Performance Indicator	Data Source	LTP Target for 2012/13	Actual Performance for 2012/13	Commentary
Where Council provides a water supply that is reliable.	Measure of customers served by Council supply who are satisfied with the reliability of their water supply services.	Customer satisfaction survey	80%	Achieved	95% of those surveyed in 2013 responded that they are very/fairly satisfied with the reliability of their water supply services.
Failures and service requests are responded to promptly.	Number of incidents a year where restoration of service exceeds 4 hours.	Service request system	0	Not achieved	7 requests received for failure of supply in 2012-13 year. 6 restored within 4 hours and 1 restored within 5 hours. N.B. Of the 6 requests restored within 4 hours, 2 have the date but not the actual time of restoration recorded. Reporting system adjusted to rectify in future.

Level of Service	Key Performance Indicator	Data Source	LTP Target for 2012/13	Actual Performance for 2012/13	Commentary
Water resources are used efficiently and sustainably.	Average daily water consumption per connection at each scheme area where measured. (Applies at Ōpōtiki and Te Kaha schemes).	Internal databases	800 litres	Not achieved	Achieved in first and last quarters for both schemes but not achieved in second and third for both schemes due to drought conditions. Overall for annual figure target not achieved.
Water supply is adequate for fire fighting purposes.	Percentage of serviced properties within each scheme area having an operational fire hydrant within distance specified by Fire Service.	NZ Fire Service Code of Practice and ODC GIS	80%	Not achieved	All hydrants identified within the Ōpōtiki service zone are plotted on Council records. Te Kaha scheme does not comply due to low pressure of water supply.
Water supply is adequate for fire fighting purposes.	Minimum of six fire hydrants tested and meeting tri-annual compliance test with fire fighting standards.	Service request system	6	Achieved	Minimum of 9 hydrants tested and meeting tri-annual compliance test with fire fighting standards.

Strategic Goal: Cost effective operation, maintenance of and improvements to water supply systems including treatment facilities, pumping stations, reservoirs and piped reticulation.

Level of Service	Key Performance Indicator	Data Source	LTP Target for 2012/13	Actual Performance for 2012/13	Commentary
The services are managed at the lowest possible all of life cycle cost for the required level of service.	Percentage of customers who are satisfied that the water supply cost and service is fair and reasonable.	Customer satisfaction survey	75%	Achieved	75% of those surveyed in 2013 responded that they are very/fairly satisfied that the water supply cost and service is fair and reasonable.
	Percentage of capital and renewal projects as set out in the LTP implemented on time and within budget so that level of pressure and flow are not affected by decline in service and growth.	Financial reports	100%	Not achieved	Preparation underway for MoH subsidy application for replacement of Waioeka R crossing for Ōpōtiki scheme. Council approved to defer works to 2013/14 year. Te Kaha capital project 100% complete at 31 December 2012.

Key Achievements for the Water Supply Activity for the 2012-13 year include:

- The Te Kaha water treatment plant underwent a comprehensive upgrade which included the installation of new filters and ultra violet light equipment. The supply is now fully compliant with MoH requirements for both bacterial and protozoa treatment. Works were completed in November 2012
- Notification was received from MoH that the Ōpōtiki supply is the only local authority supply in the Eastern Bay and Taupo sub-region that has reached secure source status.

Land Transport

What we do and why:

Council provides on-going management, development and maintenance of the District Land Transport Network. The Land Transport Network in the Ōpōtiki District enables the safe and efficient movement of people and goods and services that avoids damage to the environment. The Land Transport Network contributes to the social and economic development of the District Community.

An efficient, safe and reliable Land Transport Network is essential for the economic well – being of our District. Roads provide access to properties, the passage of traffic and the transportation of goods and services.

Activities included in this Significant Activity include:

Subsidised Roothing

Unsubsidised Roothing

Levels of Service:

Strategic Goal: The transport network supports the economic and lifestyle needs of the District through provision of access to properties, passage of through traffic, and effective transportation of goods and services.

Level of Service	Key Performance Indicator	Data Source	LTP Target for 2012/13	Actual Performance for 2012/13	Commentary
The surface of the roading network is maintained in good condition and is 'fit for purpose'.	The number of service complaints in any one month regarding the condition of the roading surface.	Service request system	<20	Achieved	A total of 12 complaints or requests for service were received in the 2012-13 year. The maximum number of complaints in any one month was three.
The transportation system is reliable and travel times are predictable.	Percentage of persons who rate the reliability of the District's roading network as good or excellent in the Customer satisfaction survey.	Customer satisfaction survey	65%	Achieved	78% of those surveyed in 2013 rated the reliability of the District's roading network as good or excellent.

Level of Service	Key Performance Indicator	Data Source	LTP Target for 2012/13	Actual Performance for 2012/13	Commentary
Road users find the road environment predictable and the road safe to use.	Percentage of persons who as users rate the safety of the District's roads as good or excellent in the Customer satisfaction survey.	Customer satisfaction survey	70%	Achieved	76% of those surveyed in 2013 rated the safety of the District's roading network as good or excellent.
Traffic services (street lighting, roadside vegetation, road signs, road markings) are visible and accurate.	Percentage of road users satisfied that traffic services on the network are accurate and visible in the Customer satisfaction survey.	Customer satisfaction survey	70%	Achieved	84% of those surveyed in 2013 responded that they are very/fairly satisfied that traffic services on the network are accurate and visible.
Road Corridor users (pedestrians, joggers, disabled persons etc) are able to use the road corridors in a safe and convenient manner.	The number of users who agree the standard of footpaths is good or excellent in the Customer satisfaction survey.	Customer satisfaction survey	70%	Not achieved	67% of those surveyed in 2013 agreed the standard of footpaths is good or excellent.

Key Achievements for the Land Transport Activity for the 2012-13 year include:

- 1.7 kilometres of seal extension (Gaskill Road) completed in January 2013
- 245 metres of urban upgrade (Wharf and Grey Streets) completed in March 2013
- 11 kilometres of reseal renewal works completed
- 275 metres of new/replaced footpath completed (Ford St, St John St, King St, Wharf St and Grey St sections)
- Despite lower than expected subsidy and reduced budget, expenditure on operations, maintenance, minor safety and renewals all completed below Council budget.

Investments

What we do and why:

The Investment Activity provides for Council's ownership stake in Council Controlled Organisation namely BOP LASS Ltd (Bay of Plenty Local Authority Shared Services) and TOI-EDA (Eastern Bay of Plenty Regional Economic Development Agency). Council has an investment stake in these organisations as by doing so it can leverage outcomes that are important to the Ōpōtiki District that it may not be able to achieve on its own. By having an ownership stake in these organisations Council is partnering with other units of Local Government within the Bay of Plenty Region to achieve common objectives.

Activities included in this Significant Activity include:

BOP LASS Ltd

Established in 2007/08 BOP LASS was created to foster shared services between participating Council's. It provides a vehicle to investigate, procure, develop and deliver shared services where a clear benefit (in terms of quality of service or cost) exists for member local authorities. There has been no change in the nature and scope of the activities undertaken by BOP LASS Ltd.

TOI-EDA

Toi-EDA is the Eastern Bay of Plenty regional Economic Development Agency established by the three territorial authorities (Kawerau, Ōpōtiki and Whakatāne) working together with local Iwi. Toi-EDA has a strong focus on its vision of enhancing the Eastern Bay of Plenty's economic growth and resultant social and economic wealth for its communities. There has been no change in the nature and scope of the activities undertaken by TOI-EDA.

Levels of Service:

Strategic Goal: Council investments contribute to the social and economic well-being of the District.

Level of Service	Key Performance Indicator	Data Source	LTP Target for 2012/13	Actual Performance for 2012/13	Commentary
Shared Services.	Investigate and implement shared services.	BOPLASS performance report	Initiate at least one shared service each year and no less than two shared services successfully implemented within three years	Achieved	Shared IT infrastructure developed through the appointment of external hosting provider (data centre), 2012/13.
Shared Services.	Communication.	BOPLASS performance report	Communicate with each shareholding Council at appropriate levels with at least one meeting with each Executive Leadership Team	Achieved	Appropriate communication with each shareholding Council undertaken as required throughout the year.

Level of Service	Key Performance Indicator	Data Source	LTP Target for 2012/13	Actual Performance for 2012/13	Commentary
Shared Services.	Financial Sustainability.	BOPLASS performance report	Ensure sufficient income is available from activities to sustain a viable company	Achieved	Council contributions levied, activity groups levied, contributions received from activities producing savings.
Toi-EDA.	Implementation of agreed Strategic Direction.	Toi-EDA Strategic Plan	Review and implement Economic Development Plan on an annual basis Implement key actions annually from the Toi-EDA Strategic Plan	Achieved. Toi-EDA fully or partially achieved 80 per cent of the actions planned for the year to June 2013, and substituted additional actions for those items that had become less relevant. A significant additional action was the organisation of the Grow Eastern Bay Business and Economic Development Forum in December, the first sub-region-wide forum of its kind. The output from the Forum provided the basis for Toi-EDA's strategic plan for the period 2013-15.	Highlights for the year included: support for the Ōpōtiki Harbour Transformation initiative and; expansion of Toi-EDA's Asia-readiness capability via the sharing of Ōpōtiki's Tourism & Economic Development Officer Simon Appleton.

Key Achievements for the Investment Activity for the 2012-13 year include:

Over the period under report BOP LASS has been working with member Councils to facilitate shared services, add value via joint procurement and to pursue best practice and minimise risk as per Council's Strategic Objectives for its investment in BOPLASS. Important work has been progressed in the area of Inter Council Network and Geographical Information Services. Progress against Key Performance Indicators is reported above.

Map of the District

