

Quarterly Performance Report

Quarter 4

1 April to 30 June 2023



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This quarterly performance report provides a summary of Hutt City Council's progress made against the Long Term Plan, Annual Plan and Chief Executive's KPIs/strategic focus areas for Quarter 4, 2022/23.


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Section one

Community wellbeing update

This section provides an overview of our city with data on population, education, employment, health, and housing

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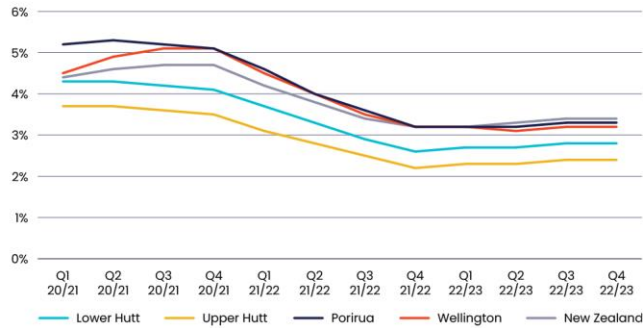
Quarterly wellbeing update

Te Awa Kairangi Lower Hutt

Employment



Unemployment Rate

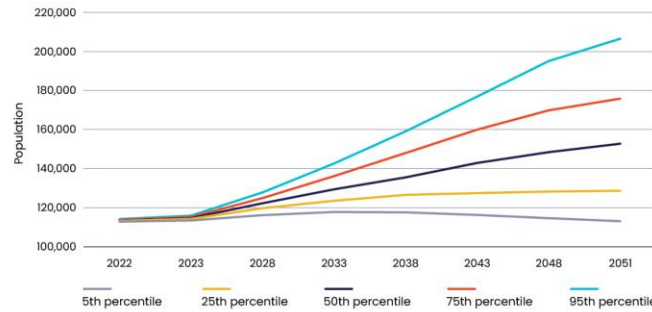


Source: Infometrics

Population



Population Projection

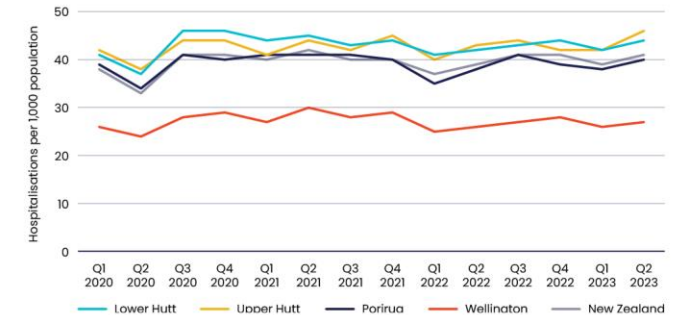


Source: Sense Partners
 Percentile: the probability that the actual result is lower than the percentile. For example, the 75th percentile indicates an estimated 75% probability that the actual result will be lower, and a 25% probability that the actual result will be higher.

Health



Hospital admissions



Source: Health NZ Capital Coast and Hutt Valley District, Hutt hospital

Business confidence as at June 2023



Source: Hutt Valley Chamber of Commerce

Ethnicity



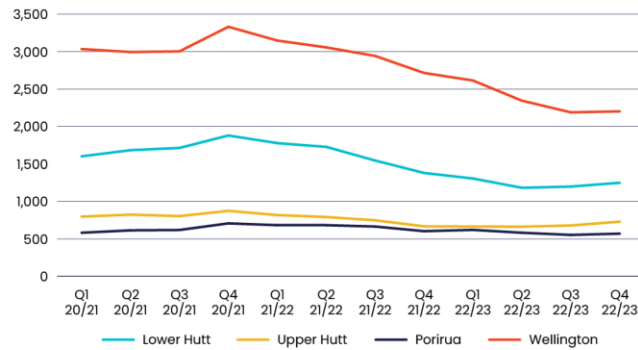
MELAA: Middle Eastern, Latin American, and African.
 Total % is more than 100% as people can identify as more than one ethnicity.
 Source: Stats NZ, Census 2018



Housing

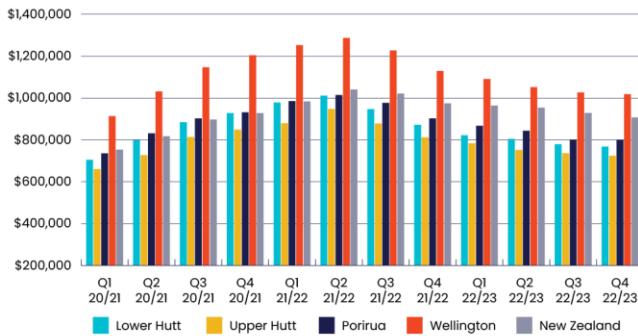


House sales



Source: Infometrics

House values



Source: Infometrics

Wā Kāinga Tākiri Mai te Ata

April - June 2023

November 2019 - June 2023

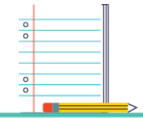
Whānau/households who have been supported under the Homelessness Prevention Service

23

298*

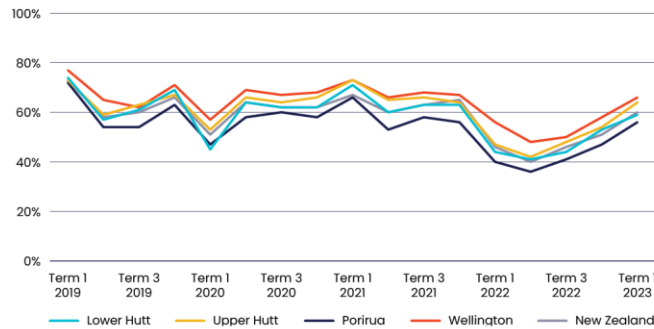
*Total number of people supported since the service began.

Education



Attendance rate

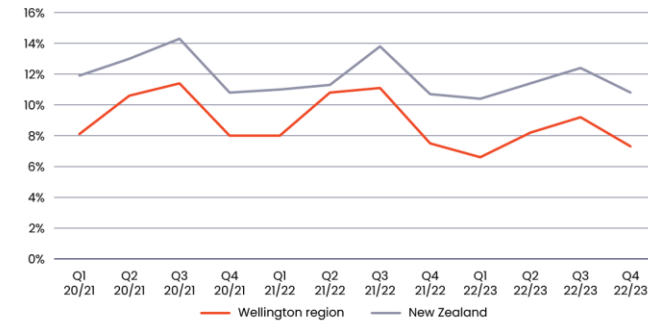
State primary and secondary schools
Percentage of students attending 90% or more of the time



Source: Education Counts (Ministry of Education)

NEET Rate

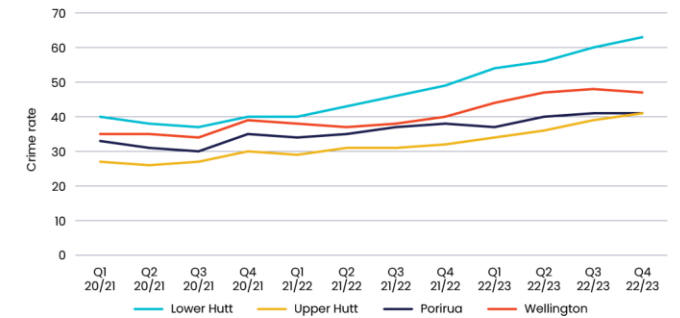
Percentage of 15-24 year olds not in education or employment



Source: Stats NZ

Other

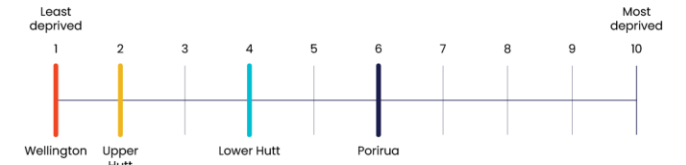
Crime rate



Crime rate = average victimisations per 10,000 population over the last 12 months
Source: NZ Police via DOT Loves Data

Deprivation index

An area-based measure of socioeconomic deprivation based on nine Census variables




Source: DOT Loves Data as of June 2023



Section one

Highlights and challenges

This section summarises our performance, with a focus on things we achieved, key highlights, and challenges we're facing

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Highlights

Annual Plan 2023–2024

Elected members approved the 2023–24 Annual Plan at the end of June 2023. We had consulted on the proposed changes in the draft Annual Plan earlier this year and the feedback was considered when making final decisions on the Annual Plan. The summary of feedback is available on council's website: [Engagement Feedback on the draft Annual Plan](#)

Mana whenua combined quarterly hui

The first combined Mana Whenua quarterly hui was held June 2023 and attended by Te Rūnanganui o Te Āti Awa, Taranaki Whānui ki te Upoko o Te Ika (Port Nicholson Block Settlement Trust) and Te Rūnanga o Toa Rangatira. This was a new stage in council's partnership with Mana Whenua signalling that we are committed to engaging in a more effective and collaborative way.

Recognition for working in partnership

Takai Here Tāngata, an innovative partnership to provide quality housing in Taitā for whānau in high housing stress won Hutt City Council a national award for "Collaborative Government Action" and the overall Supreme Award at the Taituarā Local Government Excellence Awards on 8 June. Another partnership was also recognised as an entrant in the awards – Te Awa Kairangi Kai Collective, which has improved food security for Lower Hutt's most vulnerable residents.

Climate action and waste reduction

The 12-month review of council's kerbside service reported a range of positive outcomes, including an increase in recycling volume collected, a reduction in emissions, improvements to health and safety, and that 72% of residents were satisfied or very satisfied with council's kerbside collection services.

Work to reduce emissions from council owned facilities has continued. We are phasing out gas at our facilities, and a heating plant change at Huia Pool was completed in 22/23. Emissions associated with electricity use have reduced to lower emissions associated with electricity production (e.g. an increased share of renewables such as hydro and wind).

Improvements to our resource consents statutory timeframes

The focus on improving statutory timeframes through the Consenting Improvements Board continued in Q4 and there has been ongoing and steady improvements over the quarter.

Highlights

Leading Emergency Management

We led a successful emergency management exercise in May with approximately 50 participants, including Emergency Services. This was followed by exercises in support of the New Zealand Defence Force and the Greater Wellington Regional Council (GWRC) Harbourmaster. As a result of these activities, as well as the courses we have run for staff and volunteers, we've exceeded the training targets of the Joint Committee (Wellington CDEM Group governance committee that all regional mayors participate in) for the first time in several years.

HCC's Digital Learning Platform

Phase 1 of the implementation of our digital learning platform was completed in June. The platform provides an improved and streamlined onboarding process for new staff. It contains modules providing important context about our organisation and practical things staff need to know about working at Hutt City Council.

Residents Satisfaction Survey

The Resident Satisfaction Survey was conducted over a period of 5 weeks from March 15 to April 25. We received 2,028 responses with 1,739 being valid responses (complete or semi-complete) compared to 603 in 2021 and 940 in 2022. This is the highest response rate in history of the survey.

Non-financial KPIs

- Significant progress has been made throughout the year in processing resource consents. The number of consents processed within statutory timeframes has increased every quarter throughout the 2022/23 year (from 28% in Q1 to 65% in Q4).
- The percentage of noise control complaints investigated within 45 minutes increased from 68% in Q3 to 84% in Q4.

Council partners with three organisations to implement the Homelessness Strategy: Tākiri Mai te Ata Whānau Ora Collective; Tuatahi Centre; and Community Law Hutt Valley. The measures presented in this report reflect the outcomes reported by our partner organisations.

- 50 households were assisted into more settled accommodation in 22/23 through the Homelessness Strategy
- 94 households were provided with legal housing advice and advocacy in 22/23.
- 93 households were assisted in 22/23 by the homelessness prevention programme that we fund and partner with.

Challenges

Wellington Water performance results

Wellington Water are reviewing and will verify their data for response times for both urgent and non-urgent works. There are a number of duplicates in the system and these need to be removed and median times recalculated.

We are addressing the recommendations from HCC and WWL as a result of the slip at Point Howard in March and making steady progress to improve our customer experience offerings and internal processes.

Meeting building consents statutory timeframes

Building consent processing has been consistently good across the year with the percentage of consents being processed within statutory timeframes, regularly in the 90-100% range. However legislative changes which came into effect in the fourth quarter resulted in a significant uplift in the number of consents being submitted as customers sought to submit consents prior to the requirement of complying to the new regulations.

This resulted in an almost doubling in the number of consents received (approximately 227 for Q3 and 416 for Q4) and significantly affected the BCA's ability to meet statutory timeframes for the final quarter. This has resulted in a national shortage in capacity for processing building consents, and whilst the HCC BCA is taking all practicable steps, we expect our statutory performance to continue to be impacted into the 1st quarter of the 2223/24 financial year.

Non-financial KPIs

- Average drinking water consumption missed target by 36 litres per resident per day, down from 61 litres in Q3.
- WWL and HCC received four infringement notices in Q4 – two for discharge of non-compliant effluent water and two for discharge of odour. WWL has addressed the discharge of non-compliant effluent quality from the Seaview Wastewater Treatment Plant, which occurred due to component failures in the UV system. Those failures were rectified and temporary chemical dosing was undertaken to inhibit algal growth. To address the odour issue, WWL has contracted two independent odour experts, has conducted a 5-day odour survey and has begun a continuous hydrogen sulphide monitoring programme.
- 69% of Community Resilience Plans were more than 24 months old in Q4 (target = 0%).
- An increase in applications for building consents (prior to legislated changes that came into effect in Q4) resulted in consents processed within timeframes to drop from 91% in Q3 to 54% in Q4.
- The social and cultural wellbeing indicators missed 77% of their targets in Q4. Most visitor number targets for Libraries, pools, museums and hubs in Q4 and at year-end were not met. Visitor numbers overall are slowly increasing but have yet to return to pre-COVID-19 levels, in part due to behaviour change.

Section two

Strategic focus areas

This section provides a progress summary on council's strategic focus areas



Pou Tāhū

Our Long Term Plan is delivered, enabling our city and communities to thrive.

Focus area	Quarter 4 update (1 April – 30 June 2023)
Our delivery of key LTP 2021 to 2031 initiatives	<p>Assets review</p> <ul style="list-style-type: none">• We held a workshop with elected members in April that identified core assets to confirm budgets into the LTP and develop draft principles for the approach to budgeting for other assets. Asset Management Plans will go to the AP/LTP Committee in August alongside a paper with choice of budget levels, draft principles and any decisions. <p>Climate action and waste reduction</p> <ul style="list-style-type: none">• The 12-month review of council's kerbside service was reported back to elected members in May. The review found that the new service resulted in a range of positive outcomes, including an increase in recycling volume collected, a reduction in emissions, improvements to health and safety, and that 72% of residents were satisfied or very satisfied with council's kerbside collection services.• We continued to progress the development of the Management of Residential and Commercial Food Waste business case. Completion of an Options Report is scheduled for July 2023.• Contamination has reduced during the year to an average of 14.6% for Q4. This compares to 18.1% in the same quarter in 2022. Contamination of recycling in the kerbside service continues to trend down as we continue to look at different ways to encourage residents to recycle correctly.• A report on the feasibility of decarbonising landfill operations was completed, and work commenced on implementation for operational emission reductions at the landfill. <p>Resource Management Reform</p> <ul style="list-style-type: none">• In November 2022 the government released new bills for legislation that would repeal and replace the Resource Management Act (RMA). We've reviewed the bills and provided advice to councillors and Mana Whenua on the proposed legislation and the potential impacts.• The Environment Committee has completed the Select Committee process for the new bills.

Pou Tāhū

Our Long Term Plan is delivered, enabling our city and communities to thrive.

Focus area	Quarter 4 update (1 April – 30 June 2023)
Our collaboration on key regional priorities	Emergency management <ul style="list-style-type: none">• We led a successful emergency management exercise in May with approximately 50 participants, including Emergency Services. We practiced running our Emergency Operations Centre, and enacted governance through the Offices of the Mayor and Chief Executive. This was followed by exercises in support of the New Zealand Defence Force and the Greater Wellington Regional Council (GWRC) Harbourmaster.• As a result of these activities, and the courses we've run for staff and volunteers, we've exceeded the training targets of the Joint Committee (Wellington CDEM Group governance committee that all regional mayors participate in) for the first time in several years.

Pou Tuarongo & Whenua

Our communities and our Mana Whenua partners, their voices and priorities are at the core of our work, our policies and practices.

Focus area	Quarter 4 update (1 April – 30 June 2023)
Our relationship with Mana Whenua	<p>Hui with Mana Whenua</p> <ul style="list-style-type: none">• The first combined Mana Whenua quarterly partnership hui took place in Q4.• This marked a new stage in council’s partnership with Mana Whenua by signalling that we are committed to engaging in a more effective and collaborative way.• Key strategic topics discussed included council’s Annual and Long Term plans, the Representation Review, and the proposed approach to establishing a Māori Outcomes Framework for council. <p>Kāhui Mana Whenua</p> <ul style="list-style-type: none">• The first Kāhui Mana Whenua hui occurred this quarter, with a total of four hui held in total.• Topics of engagement spanned across all four directorates at council, including the District Plan, Ethics Policy, Speed Management Plan, Indigenous Biodiversity Strategy and Urban Design. <p>District planning</p> <ul style="list-style-type: none">• Mana Whenua are engaged in both Plan Change 56 and the full District Plan review processes.• Ngāti Toa Rangatira provided their perspective of council’s approach, at the Plan Change 56 hearing in April.• The first of two Mana Whenua appointments were made to the District Plan Review Committee. <p>Urban Design projects</p> <ul style="list-style-type: none">• Mana Whenua are being engaged on a design process that will inform appropriate engagement with our partners on the usage of their narratives across council’s Urban Design projects. This is being trialled through the Williams Park Redevelopment Project. <p>Delivering Māori outcomes</p> <ul style="list-style-type: none">• Throughout the year, we’ve engaged with Mana Whenua and other key stakeholders, on how best to develop a framework to demonstrate the delivery of outcomes for Māori. To ensure consistency of approach across the rohe, we’ve also reviewed strategies established by Wellington City Council and GWRC and met with staff in those councils. During the first quarter of 2023/24, we will develop a draft framework for review.

Pou Tuarongo & Whenua

Our communities and our Mana Whenua partners, their voices and priorities are at the core of our work, our policies and practices.

Focus area	Quarter 4 update (1 April – 30 June 2023)
Our relationships with stakeholders	<p>Strategic relationships</p> <p>We've continued to engage with our key strategic partners and stakeholders this quarter, including:</p> <ul style="list-style-type: none">• Working with Housing and Urban Development (HUD) and Ministry of Social Development (MSD) on supply and support opportunities to improve emergency housing in the region• Liaising with Te Whatu Ora on their plans, and with Justice, Police and Kāinga Ora• Meeting with Te Pūkenga and the new co-executive directors• Exploring opportunities for collaboration with GNS and Callaghan Innovation in Gracefield• Liaising with Te Puni Kōkiri regarding funding to marae for emergency resourcing funding• Ongoing work with Taituarā and Department of Internal Affairs (DIA) on water reform and the Future For Local Government (FFLG) reform• Connecting with Ministry of Business, Innovation and Employment (MBIE) regarding their regulatory role. We also provided information for a review into accommodation following the Loafer's Lodge fire. <p>Recognition for working in partnership</p> <p>Takai Here Tāngata, an innovative partnership to provide quality housing in Taitā for whānau in high housing stress won Hutt City Council a national award for "Collaborative Government Action" and the overall Supreme Award at the Taituarā Local Government Excellence Awards on 8 June.</p> <ul style="list-style-type: none">• The partnership between Kahungunu Whānau Services, Te Rūnanganui o Te Āti Awa, Hutt City Council and Council subsidiary, Urban Plus Ltd, has meant 34 people in 19 whānau moved into brand new, fully furnished homes at Te Ara o Takapū, Taitā, Lower Hutt last December.• We also entered two other initiatives in the awards – Te Awa Kairangi Kai Collective, that has improved food security for Lower Hutt's most vulnerable residents, and our Wellbeing Programme Enhancements that have helped make Hutt City Council an even better place to work.

Pou Tuarongo & Whenua

Our communities and our Mana Whenua partners, their voices and priorities are at the core of our work, our policies and practices.

Focus area	Quarter 4 update (1 April – 30 June 2023)
<p>Our relationships with stakeholders</p>	<p>Business engagement</p> <ul style="list-style-type: none"> WellingtonNZ.com was refreshed in this quarter and is now an integrated regional destination website featuring content that was on HuttValleyNZ.com and input from all neighbouring councils. This will be enhanced with further promotion of businesses and experiences across Lower Hutt. We now have representation on the regional economic development plan steering group and we're continuing with regional meet ups with economic development staff on sharing best practice. Work is underway to gather insights on business types, needs and to build a database/network to communicate with Lower Hutt city centre's commercial stakeholders and engage on mitigating construction impacts to enhance economic resilience. Insights will be reported back in Q1 23/24 and will inform city centre activation, RiverLink and future infrastructure projects.
<p>Our customer and regulatory services</p>	<p>Customer Advisory Group</p> <ul style="list-style-type: none"> The first joint building and planning Customer Advisory Group was held in Q4, bringing stakeholders together from across the building sector in Lower Hutt to share information, gain feedback and work together on solutions to improve outcomes across the development industry. <p>Connecting with our customers</p> <ul style="list-style-type: none"> In June we released the latest Kaihanga, a joint newsletter by our Building Consent/Resource Consent and Engineering teams to provide updates and useful information to customers. <p>Statutory timeframes</p> <ul style="list-style-type: none"> There has been steady improvement in resource consents being processed on time. In June, 73% of resource consents were processed on time which is the highest in 12 months. An increase in building consent applications occurred prior to legislative changes that came into effect in Q4 (approx. 277 in Q3 and 416 in Q4), resulting in a drop in consents processed within timeframes. As a result, 91% were processed in Q3 and 54% in Q4.

Pou Tokomanawa

Our environment and culture provides a positive employee experience that enables our people to thrive.

Strategic focus area	Quarter 4 update (1 April – 30 June 2023)
<p>Our Improvements in Council Customer Services</p>	<p>Centralised Customer Excellence Services (Phase 1)</p> <ul style="list-style-type: none"> In Q4, our external partner, Merkle Aotearoa, worked with staff to deliver a detailed report on customer services and recommendations. This work is forming the basis for the next phase of Te Kohao (Go Digital) programme, which has a significant focus on customer service-related investments. It also supports council to invest in systems and technology in a coordinated and appropriately sequenced way. We've analysed the recommended actions and created a roadmap for systems implementation that was agreed by CLT in June. <p>Centralised Customer Excellence Services (Phase 2)</p> <ul style="list-style-type: none"> The project is taking a phased approach to implementing a new CRM and is initially focusing on delivering a new Request for Services ticketing system and a new Bookings and Facilities Management system. Procurement planned to commence in August 2023 to implement a solution in 2024. <p>Improving our customer service offering</p> <ul style="list-style-type: none"> A short-term Customer Services Improvement Project was established and quickly delivered outcomes including an initial draft of the Customer Access Strategy to outline task ownership, preferred channels, communications and service levels across the business. We've identified improvements in Contact Centre training, performance measurement and quality of service, and implementation of these improvements is underway. Development of a Customer Services knowledgebase for council staff to share important information and knowledge is also in progress. Improvements to the WWL prioritisation framework to enhance capture of customer interactions, minimise duplications and improve response times was met with approval from the Audit and Risk Subcommittee. The new google analytics platform was further developed and configured to drive a continuous website improvements roadmap. We also started work on implementing a design system to help integrate the pools and library websites.

Pou Tokomanawa

Our environment and culture provides a positive employee experience that enables our people to thrive.

Strategic focus area	Quarter 4 update (1 April – 30 June 2023)
Our culture and leadership	<p>People and Capability</p> <ul style="list-style-type: none">• A key focus this quarter has been the collective bargaining with council's union partners – Amalgamated Workers Union (AWUNZ) and the Public Services Association (PSA). We met regularly with union organisers and staff delegates from February to June to discuss both parties claims and to agree changes to our Collective Employment Agreement.• Implementation of phase 1 of our digital learning platform was completed in June which provides an improved and streamlined onboarding process for new staff. These modules give important context about our organisation and practical things they need to know about working here.• Phase 2 will see all other staff invited to access the system and learning pathways have been developed to support capability development in key areas.• Our focus on leadership development continued and a webinar was held in Q4 with a Leadership Development Specialist. The webinar focused on the art of mastering priorities and workload as a leader.• An all-staff webinar was also held, presenting several tools and strategies to help manage time, energy and priorities more effectively.• Work to develop our leadership capability framework also started this quarter. <p>Te Ao Māori Capability Programme (TAM) and inter-working group</p> <ul style="list-style-type: none">• The TAM was delivered to 109 staff across eight cohorts (two per quarter) between 15 March 2022 and 22 March 2023.• The TAM was paused in Q4 so that we could comprehensively evaluate the programme, including positive outcomes and shortcomings within the structure of the programme sessions. This also included an analysis of qualitative and quantitative survey feedback collected from participants. In response to this evaluation, the programme has been slightly revised and will recommence next quarter.• While no internal kaupapa Māori workshops were held this year, this quarter an intra-council working group across Te Tira Māori, Communications and Engagement, and Neighbourhoods and Communities was established. The group also includes a Mana Whenua representative from Te Āti Awa Taranaki Whānui. Work included coordinating and facilitating this years' Matariki events and activities, including the council-led Matariki Puanga community event.

Pou Tokomanawa

Our environment and culture provides a positive employee experience that enables our people to thrive.

Strategic focus area	Quarter 4 update (1 April – 30 June 2023)
<p>Our culture and leadership continued...</p>	<p>Employee attrition across the region</p> <ul style="list-style-type: none"> • Turnover has decreased slightly this quarter, following a significant downward trend over the last 12 months. While we don't yet have Q4 data from our neighbours in the region, Q3 saw us at very similar levels to Upper Hutt City Council and Porirua City Council. <p>Waiora Engagement Survey</p> <ul style="list-style-type: none"> • Our full Waiora Engagement Survey was run in April with a good participation rate of 85% and improvements across all but one (no change) engagement questions compared to last year's results. • There was an 8% increase in favourable responses about council being a great place to work (57% compared to last year's result of 49%), and an increase of 9% (49% to 58%) of staff feeling as though they have opportunities to develop their bicultural skills and knowledge. • An action plan has been completed at an organisation level to continue to support staff engagement. <p>Promoting Hutt City Council as an employer</p> <ul style="list-style-type: none"> • The labour market has continued to show signs of loosening up and we're experiencing positive interest in working at council. • We participated in several career expo events around the motu during this quarter, including at the Wainuiomata Community Hub, the Chamber of Commerce Career and Pathways Event for students at local secondary schools, and the Wellington Careers Expo. • We've also registered to attend the annual Vic Uni Trimester 2 Careers Expo in July. • We made 76 permanent, fixed term and casual job offers in Q4. 11 of the roles offered were to internal candidates.
<p>Our systems and processes</p>	<p>HRIS and payroll projects Te Kōhao (Go Digital programme)</p> <p>The HRIS/Payroll project is still on hold due to the delay of a software release. The software contains a feature that is required for council and to ensure the system is compliant with the NZ Holidays Act. Updates have been reported to the Audit and Risk Subcommittee.</p>

Section three

Programme and project summary

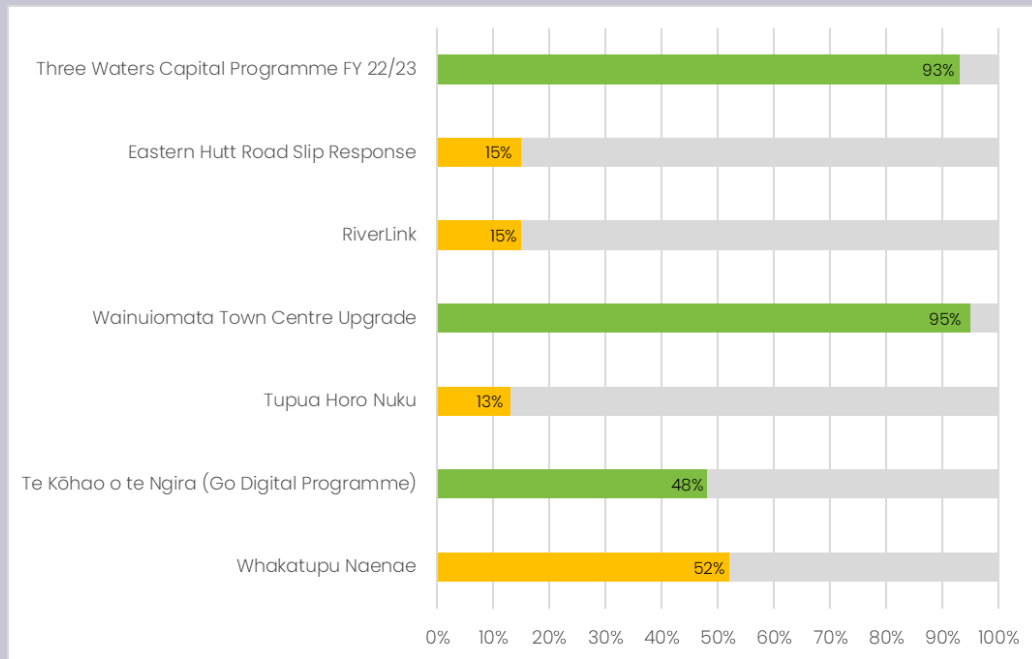
This section provides an overview of the major programmes and projects currently delivering services, assets or improvements across the organisation and wider community

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Major Projects in Hutt City

As at 30 June 2023

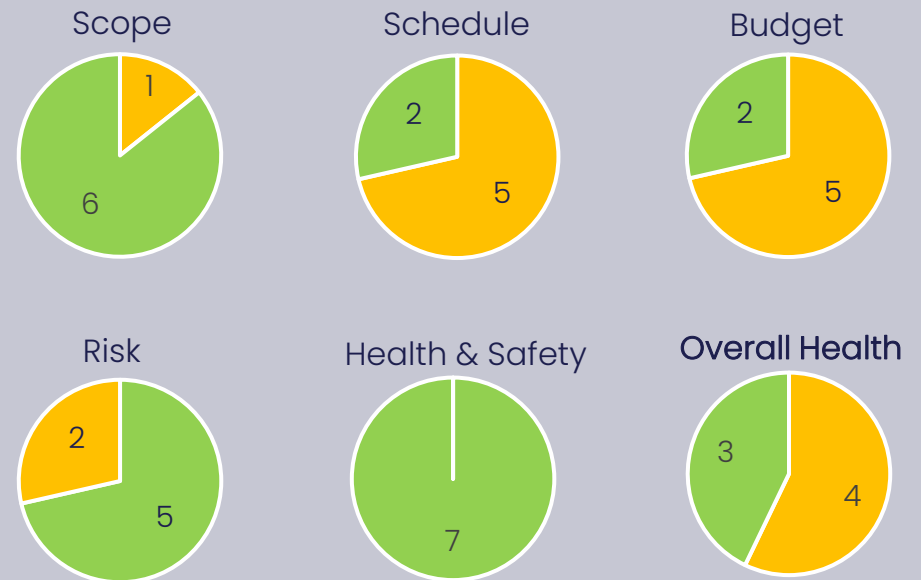
Overall Project Health and Percentage (%) complete



Overall Portfolio Health

A

Project RAG indicators



The overall portfolio health is reporting AMBER this period for the seven major projects being delivered across council. A detailed summary for each project is provided on pages 18-21.

Project RAG Status Key:

R = Red
A = Amber
G = Green

On track: minimal or no significant risk

Delayed/at risk: some challenges, actively monitor

Off track: significant risk, escalation required

PROGRAMME AND PROJECT INFORMATION				QUARTERLY UPDATE – as at 30 June 2023		
Project title	Strategic alignment	Upcoming Milestones over the next 12–18 months:		Indicator	RAG	Progress update
Three Waters Capital Programme	Environmental wellbeing	<ul style="list-style-type: none"> 15 kms of renewal work completed 	Jun 2024 (FY 23/24)	Scope	➡	<p>The final financial results for the 22/23 Capital Delivery Programme was \$70.1M. This is \$3.0M more than forecast at the end of Q3 and was mostly due to increased spend on both the drinking water watermain renewals and the wastewater main renewals, as well as some cost escalations. Unplanned works at Pt Howard, Queen Street, Wainuiomata and Sunshine Bay have contributed to the overall spend, as has bringing forward replacement of galvanised water pipes.</p> <p>At the end of Q4, the Barber Grove to Seaview Wastewater trunk main project was 93% complete. Total project cost is expected to be \$31.5m which is \$4m above the original project budget. This is due to general cost escalations and poorer ground conditions than expected. However, this will not impact the overall 3-year programme budget.</p>
				Schedule	➡	
				Budget	➡	
		<ul style="list-style-type: none"> Eastern Hills Reservoir project detailed design completed 	Jun 2024 (FY 23/24)	Risk	➡	
				Health & Safety	➡	
				Overall Confidence	➡	
Eastern Hutt Road Slip Response	Environmental wellbeing	<ul style="list-style-type: none"> Physical works completion 	Q1 2024	Scope	➡	<p>The overall health of the project at the end of Q4 was reporting as AMBER. Physical works contractors completed initial pricing, and this is being reconciled against the engineer estimate. The current pricing is within the project budget.</p> <p>Project scope continues to remain focused on remediating the three slip sites. The slope re-profiling at 46 Holborn Drive was done in May 2023 and with the gradient of the slope now improved, containers are being removed and temporary fencing installed.</p>
				Schedule	➡	
				Budget	➡	
				Risk	➡	
				Health & Safety	⬆	
				Overall Confidence	➡	

Project RAG Status Key:

R = Red
A = Amber
G = Green

On track: minimal or no significant risk

Delayed/at risk: some challenges, actively monitor

Off track: significant risk, escalation required

⬆ Improvement
➡ No Change
⬇ Decline

PROGRAMME AND PROJECT INFORMATION				QUARTERLY UPDATE – as at 30 June 2023		
Project title	Strategic alignment	Upcoming Milestones over the next 12–18 months:		Indicator	RAG	Progress update
RiverLink	Economic wellbeing	<ul style="list-style-type: none"> Completion of IPAA – scope and price setting phase Construction start on site (Alliance contract) Newly relocated Melling Station & Pedestrian Cycle Bridge complete 	Oct 2023	Scope	↓	<p>The Riverlink project continues to report AMBER at the end of Q4.</p> <p>The procurement process was complete, and the alliance team have made a slower than expected start to the IPAA phase (scope and pricing) due to the complexity of the project and the lack of resource availability. Current indications are that the IPAA completion may be approximately six weeks later than originally planned (i.e November 2023). The options and implications of this are currently being considered.</p> <p>The consenting phase is now complete, and the project is progressing with the necessary work in order to meet our consenting conditions. Management plans for the demolition works were submitted to the regulators for review and approval.</p> <p>On 17 April, Mana Whenua gifted the project name Te Wai Takamori o Te Awa Kairangi – The soothing waters of Te Awa Kairangi.</p>
			Late 2023	Schedule	→	
				Budget	→	
				Risk	→	
				Health & Safety	→	
			2024	Overall Confidence	→	
Wainuiomata Town Centre Upgrade	Economic wellbeing	<ul style="list-style-type: none"> Project closure report 	Sep 2023	Scope	→	<p>The overall health of the project is reporting GREEN and has reached contractual completion. The project is looking to reintroduce some minor scope activities that was previously removed, with concept design being worked through to understand final costs.</p> <p>Schedule continues to report AMBER due to the long lead items (such as lighting and seating). This has not impacted the opening of all areas up to the public which is complete.</p> <p>There are currently no reported variances to the projects budget. It is expected that the full budget, including the \$0.5m contingency will be spent.</p>
	Schedule	→				
	Budget	→				
	Risk	→				
	Health & Safety	→				
	Overall Confidence	→				

PROGRAMME AND PROJECT INFORMATION				QUARTERLY UPDATE – as at 30 June 2023 *		
Project title	Strategic alignment	Upcoming Milestones over the next 12-18 months:		Indicator	RAG	Progress update
Tupua Horo Nuku	Economic wellbeing	<ul style="list-style-type: none"> Construction complete – Ma Koromiko/Windy Point Construction complete – Sunshine Bay 	Aug 2023	Scope	↑	<p>The project has faced several challenges over the quarter and is reporting AMBER.</p> <p>There was a known delay of two weeks after adverse weather and poor tides. Controls are being embedded to ensure the project remains on track.</p> <p>Construction has progressed well at Ma-Koromiko with foundations completed. Construction was started at Sunshine Bay and excavation commenced. A review of sequencing for the remaining four bays was undertaken to balance available resources with community need and has been proposed by Te Ara Tupua Alliance.</p> <p>Council confirmed additional funding of \$24.6m at the meeting on 7 June. Waka Kotahi Board have since approved funding on the condition that CIP commit an additional \$15m. This has now been approved by the Minister of Finance.</p>
			Feb 2024	Schedule	→	
				Budget *	→	
				Risk	↑	
				Health & Safety	→	
				Overall Confidence	→	
Te Kōhao o te Ngira (Go Digital Programme)	Economic wellbeing	<ul style="list-style-type: none"> Embedding Te Pataka - project closure CCX Business Case sign off for implementation phase 	Aug 2023	Scope	↑	<p>Overall confidence in the programme is now GREEN to reflect the completion of several key projects and the work in the Centralised Centrix Systems Project (CCX) to date.</p> <p>The CCX project has been established to deliver the procurement of a CRM and development of a 'My Hutt City' self-service portal. Procurement is planned to commence in August 2023, and a solution implemented in 2024.</p> <p>20 projects have been completed to date. Currently there are eight live projects within the Te Kōhao/Go Digital Programme with five of these in the project closure phase.</p>
			Oct 2023	Schedule	→	
				Budget	→	
				Risk	→	
				Health & Safety	↑	
				Overall Confidence	↑	

PROGRAMME AND PROJECT INFORMATION				QUARTERLY UPDATE – as at 30 June 2023		
Project title	Strategic alignment	Upcoming Milestones over the next 12-18 months:		Indicator	RAG	Progress update
Whakatapu Ngaengae	Economic wellbeing	Naenae Pool				<p>The overall health at the end of Q4 has decreased to AMBER. Progress continues at a pace consistent with a July 2024 works completion. It is anticipated that some time will be required beyond practical completion to be ready for opening to the public for staff training, maintenance contractor familiarisation and building services tuning.</p> <p>Naenae Pool and Fitness Centre: The project is forecasting a spend of \$66.8m for the pool, leaving \$1.2m for contingencies and risk. This represents 4% of the development cost to complete and considered adequate. Local market conditions are buoyant with high demand on sub-contractors across the region to service other projects. Alternative tender strategies are being pursued and we are assisting the supply chain with payments for off-site and in some cases offshore materials and deposits.</p> <p>Te Ngaengae Community Centre The main contractor is behind with the first phase of the refurbishment (seismic upgrade) by one month. We are confident the pace will be picked up in the second phase (building services and fitout) and the project is aimed to finish on time in early 2024. Confidence is high that the community centre will still open over Easter 2024.</p>
		• Foundations and structure	Sep 2023	Scope	→	
		• Internal works	Mar 2024	Schedule	↓	
		• Fit out and commissioning	Jul 2024	Budget	→	
		• Practical completion	Jul 2024	Risk	→	
		• Pool operational	Jul-Dec 2024	Health & Safety	→	
		Community Centre				
• Demolition, seismic strengthening	Aug 2023					
• Building services & internal finished	Jan 2024					
• Practical completion	Feb 2024					
• Community centre opening	Apr 2024					

Section four

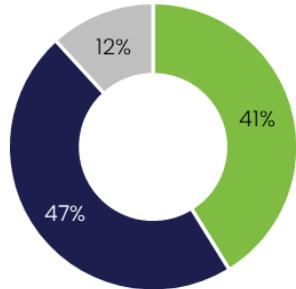
Non-financial key performance indicators

A summary of our performance over the quarter according to our Annual Plan key performance measures

The bottom right corner of the slide features several thick, light blue wavy lines that flow from the bottom left towards the right edge, creating a sense of movement and modern design.

Overview

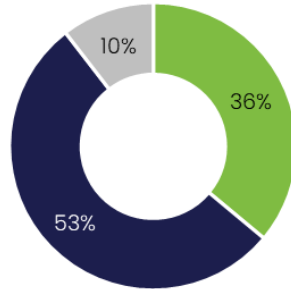
Hutt City Council
Targets met vs not met
Q4 22/23



Quarter 4

- 50 Annual Plan KPIs
- 20 met | 22 not met
- 8 data unavailable

Hutt City Council
Targets met vs not met
YE 22/23



Year End

- 86 Annual Plan KPIs
- 31 met | 44 not met
- 11 data unavailable

Legend for the charts



Legend for the tables

Target columns

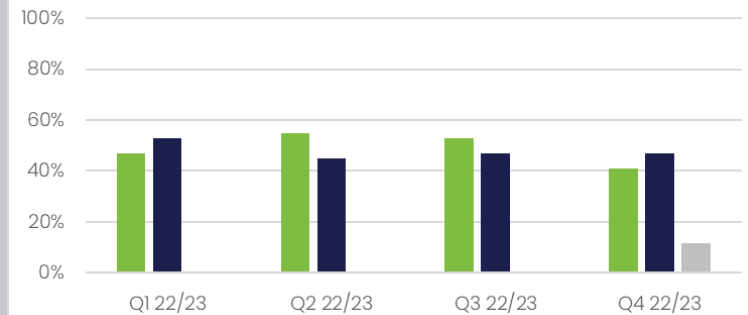
≥	Target is greater than or equal to the number specified
≤	Target is less than or equal to the number specified

Variance columns

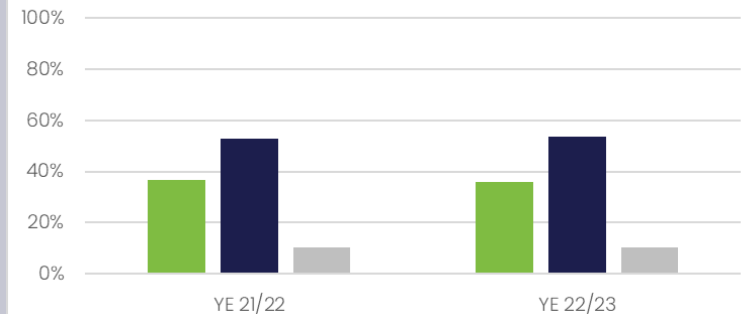
45%	Numbers in green indicate the target was met or exceeded
45%	Numbers in red indicate the target was not met

Trends

Hutt City Council
Targets met vs not met - 22/23



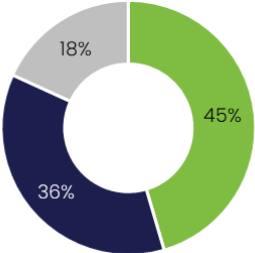
Hutt City Council
Targets met vs not met



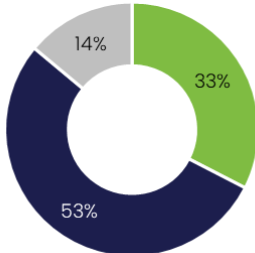
Note: There are 86 indicators in the Annual Plan/LTP, 51 of these are reported on quarterly. The remaining 35 are reported on annually and are included in year-end figures and charts

Overview

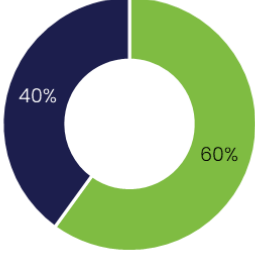
Environmental wellbeing
Targets met vs not met
Q4 22/23



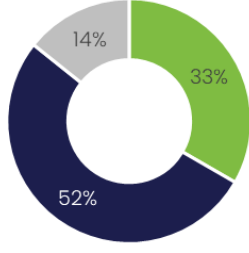
Environmental wellbeing
Targets met vs not met
YE 22/23



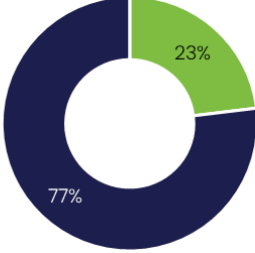
Economic wellbeing
Targets met vs not met
Q4 22/23



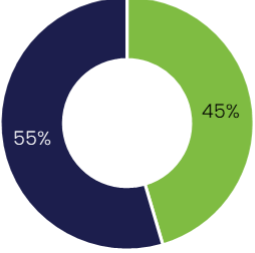
Economic wellbeing
Targets met vs not met
YE 22/23



Social & cultural wellbeing
Targets met vs not met
Q4 22/23



Social & cultural wellbeing
Targets met vs not met
YE 22/23



Legend



Environmental wellbeing

Q4

- 33 Annual Plan KPIs
- 14 met | 11 not met
- 8 data unavailable

Year End

- 43 Annual Plan KPIs
- 14 met | 21 not met
- 8 data unavailable

Economic wellbeing

Q4

- 5 Annual Plan KPIs
- 3 met | 2 not met

Year End

- 21 Annual Plan KPIs
- 7 met | 11 not met
- 3 data unavailable

Social & cultural wellbeing

Q4

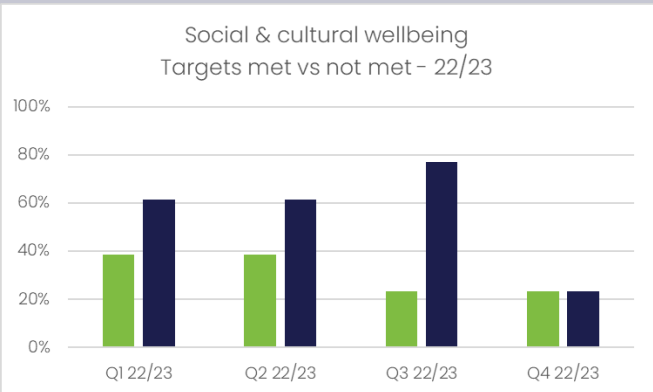
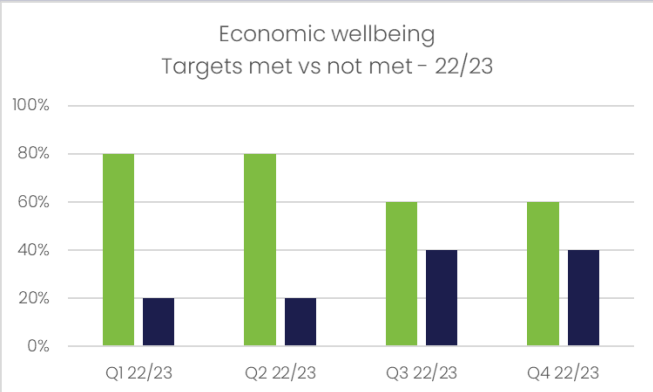
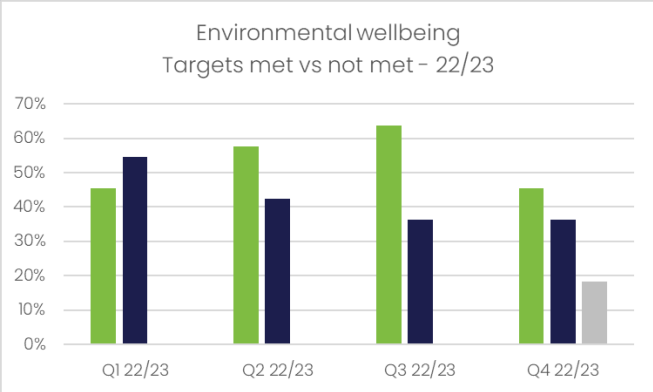
- 13 Annual Plan KPIs
- 3 met | 10 not met

Year End

- 22 Annual Plan KPIs
- 10 met | 12 not met

Overview

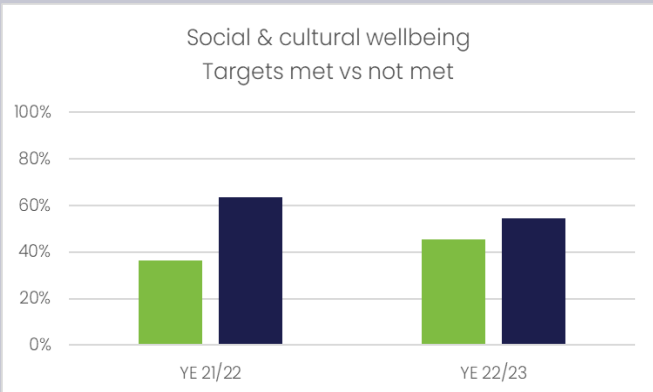
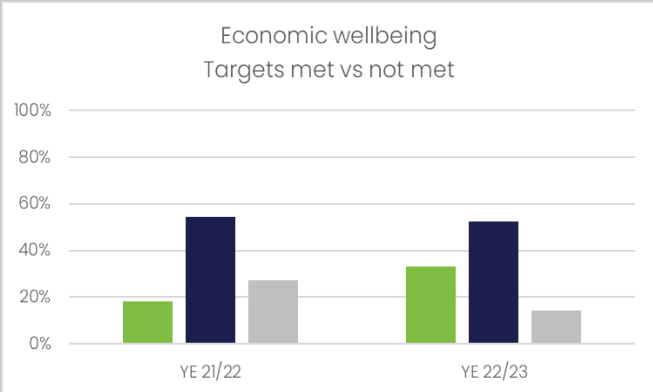
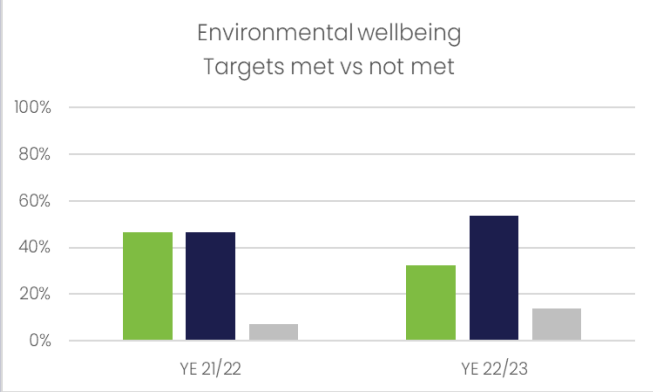
Quarterly Trends



Legend

	Targets met
	Targets not met
	Data unavailable

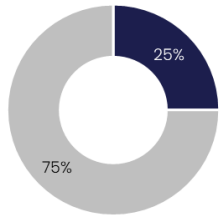
Annual Trends



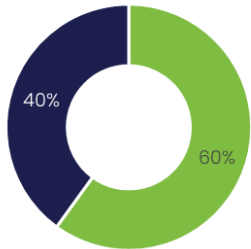
Three waters

Quarter 4

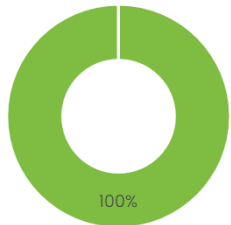
Water Supply
Targets met vs not met
Q4 22/23



Wastewater
Targets met vs not met
Q4 22/23

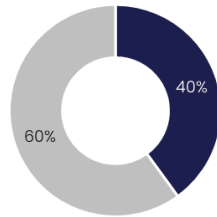


Stormwater
Targets met vs not met
Q4 22/23

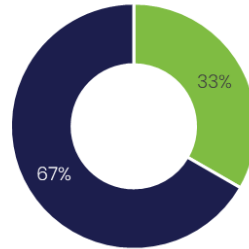


Year End

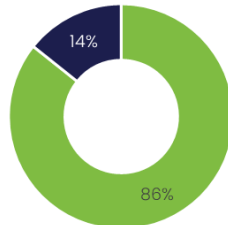
Water Supply
Targets met vs not met
YE 22/23



Wastewater
Targets met vs not met
YE 22/23



Stormwater
Targets met vs not met
YE 22/23

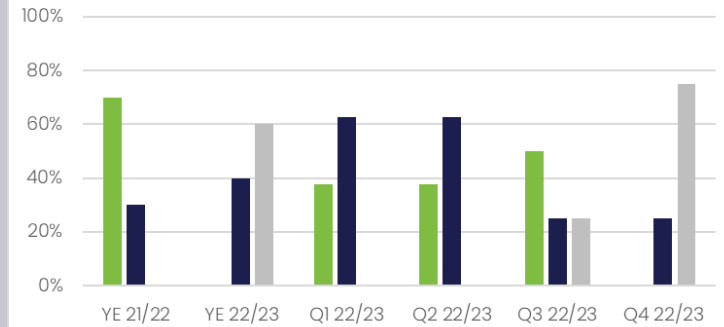


Legend

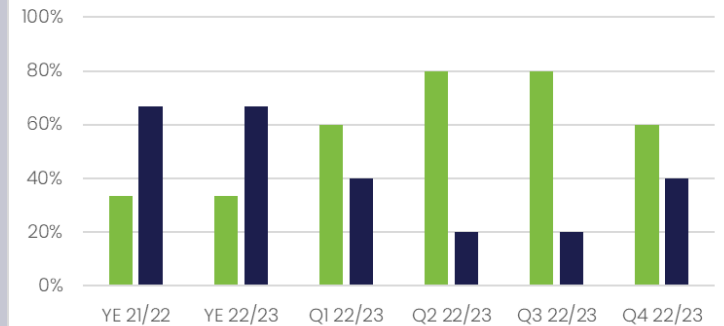


Trends

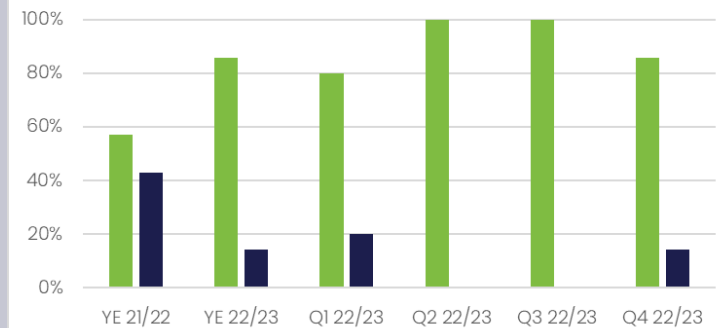
Water Supply
Targets met vs not met



Wastewater
Targets met vs not met



Stormwater
Targets met vs not met



Water supply

Indicator	21/22 Actual	Q4 22/23 Target	Q4 22/23 Actual	Q4 Variance	22/23 Target	22/23 Actual	22/23 Variance	Commentary
Drinking water supply complies with part 4 of the drinking-water standards (bacteria compliance criteria)	100%	100%	Not available	Not available	100%	Not available	Not available	New compliance rules took effect in November 2022, meaning Wellington Water Limited (WWL) are no longer able to report against these standards
Drinking water supply complies with part 5 of the drinking-water standards (protozoal compliance criteria)	100%	100%	Not available	Not available	100%	Not available	Not available	New compliance rules took effect in November 2022, meaning WWL are no longer able to report against these standards
Number of complaints for drinking water per 1000 connections	24.3	≤5	7.4	2.4	≤20	26.1	6.1	The network is ageing with pipes in need of repair, and fault volumes are increasing
Attendance for urgent callouts: from the time the local authority receives notification to the time that service personnel reach the site	66 mins	≤90 mins	Not available	Not available	≤90 mins	Not available	Not available	WWL yet to provide data
Resolution of urgent callouts: from the time the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption	3 hrs	≤8 hrs	Not available	Not available	≤8 hrs	Not available	Not available	WWL yet to provide data

Water supply

Indicator	21/22 Actual	Q4 22/23 Target	Q4 22/23 Actual	Q4 Variance	22/23 Target	22/23 Actual	22/23 Variance	Commentary
Attendance for non-urgent callouts: from the time the local authority receives notification to the time that service personnel reach the site	92.4 hrs	≤72 hrs	Not available	Not available	≤72 hrs	Not available	Not available	WWL yet to provide data
Resolution of non-urgent callouts: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption	3 working days	≤20 working days	Not available	Not available	≤20 working days	Not available	Not available	WWL yet to provide data
Average drinking water consumption (litres per resident per day)	381 litres	≤385 litres	421 litres	36 litres	≤385 litres	410 litres	25 litres	Consumption across councils has increased due to leaks and high residential use. Investment in water loss activities, network renewals, and smart metering to manage increasing supply and balancing risk
Percentage of real water loss from networked reticulation system	20%	N/A	N/A	N/A	≤20%	37%	17%	There have been challenges in estimating water loss in the Wellington region mainly due to lack of metering. Small meters have been installed which assists in better accessing the loss
Residents' satisfaction with the water supply service they receive	83%	N/A	N/A	N/A	≥90%	73%	-17%	* Some residents have raised concerns about the lack of effective communication during water outages

*Commentary is a summary of the Residential Satisfaction Survey results.

Wastewater

Indicator	21/22 Actual	Q4 22/23 Target	Q4 22/23 Actual	Q4 Variance	22/23 Target	22/23 Actual	22/23 Variance	Commentary
Dry weather wastewater overflows per 1000 connections	3.6	≤5	0.6	-4.4	≤20	5.3	-14.7	
Number of complaints per 1000 connections	20.6	≤7.5	5.3	-2.2	≤30	22.1	-7.9	
Sewerage system attendance time: from the time that the territorial authority receives notification to the time that service personnel reach the site (minutes)	196 mins	≤90 mins	Not available	Not available	≤90 mins	Not available	Not available	WWL yet to provide data
Sewerage system 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 (hours)	20.3 hrs	≤8 hrs	Not available	Not available	≤8 hrs	Not available	Not available	WWL yet to provide data
Compliance with resource consents for discharges from wastewater system	3	0	4	4	0	6	6	(0 = no enforcement action) WWL and HCC received four infringement notices in Q4 – two for discharge of non-compliant effluent water and two for discharge of odour
Residents' satisfaction with the City's wastewater service	78%	N/A	N/A	N/A	≥90%	72%	-18%	* Some residents reported fear that the wastewater system might fail during extreme weather events, pointing to previous instances of leaks in the streets

*Commentary is a summary of the Residential Satisfaction Survey results.

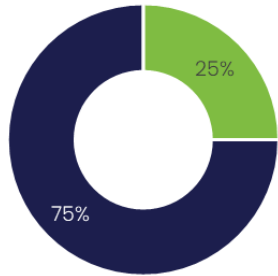
Stormwater

Indicator	21/22 Actual	Q4 22/23 Target	Q4 22/23 Actual	Q4 Variance	22/23 Target	22/23 Actual	22/23 Variance	Commentary
Number of flooding events (where stormwater enters a habitable floor)	2	≤0.5	0	-0.5	≤2	0	-2	
Number of habitable floors affected by flooding events (per 1000 connections)	0.27	≤0.06	0	-0.06	≤0.24	0	-0.24	
Number of complaints about stormwater system performance (per 1000 connections)	14.3	≤5	4.2	-0.8	≤20	18.2	-1.8	
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 (hours)	71 hrs	≤8 hrs	0 hrs	-8 hrs	≤8 hrs	0 hrs	-8 hrs	
Compliance with resource consents for discharges from stormwater system (number of abatement notices, infringement notices, enforcement orders and convictions)	0	0	0	0	0	0	0	(0 = no enforcement action)
Achieve water quality at main recreational beaches	100%	N/A	N/A	N/A	100%	100%	0%	
Residents' satisfaction with the City's stormwater service	60%	N/A	N/A	N/A	≥70%	51%	-19%	* Residents expressed concern about the existing stormwater system's ability to handle extreme weather events, citing instances of overflowing and leaking in the streets during heavy rain

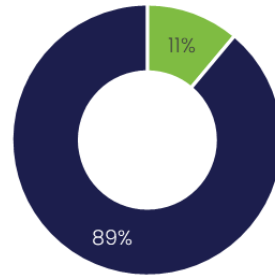
*Commentary is a summary of the Residential Satisfaction Survey results.

Solid waste

Solid Waste
Targets met vs not met
Q4 22/23



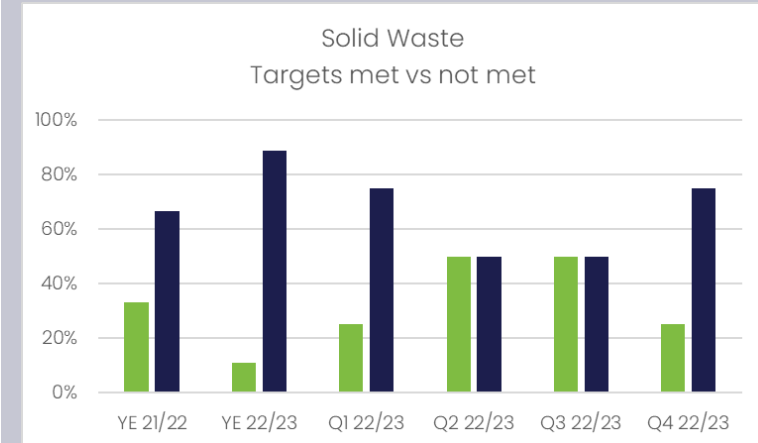
Solid Waste
Targets met vs not met
YE 22/23



Legend



Trends



Indicator	21/22 Actual	Q4 22/23 Target	Q4 22/23 Actual	Q4 Variance	22/23 Target	22/23 Actual	22/23 Variance	Commentary
Tonnes of waste to landfill (tonnes per person)	19,735 / 113,559 = 0.17	≤4,933 / 113,559 = 0.04	5,191 / 113,559 = 0.05	258 / 113,559 = 0.002	≤19,735 / 113,559 = 0.17	21,431 / 113,559 = 0.19	1,696 / 113,559 = 0.02	The amount of waste disposed is the result of a range of factors, including the consumption of products by households
Percentage of kerbside recycling that is contaminated and diverted to landfill	18%	≤10%	14%	4%	≤10%	16%	6%	Council instigated a programme to support behaviour change to reduce contamination. Contamination is trending down, and proactive work will continue during 23/24
Tonnes of kerbside recycling collected	5,778	≥1,473	1,306	-167	≥5,893	5,865	-28	The amount of recycling collected has increased and is within 1% of the target
Number of litter incidents resulting in a complaint	405	<91.1	90	-1.1	<364.5	372	7.5	The number of litter and illegal dumping complaints has reduced compared to the previous two years. The result is within 2% of the target and not significant.

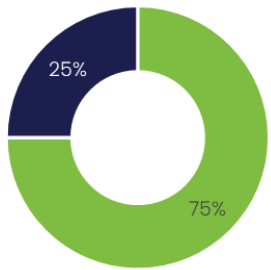
Solid waste

Indicator	21/22 Actual	Q4 22/23 Target	Q4 22/23 Actual	Q4 Variance	22/23 Target	22/23 Actual	22/23 Variance	Commentary
Number of resource consent-related infringement notices received from GWRC	0	N/A	N/A	N/A	0	0	0	
Residents' satisfaction with Council's kerbside recycling collection	75%	N/A	N/A	N/A	≥90%	77%	-13%	* Some residents report feeling that recycling should include more different numbered soft plastics. There are also concerns that recycling might end up in landfills. This will be addressed in an education campaign.
Residents' satisfaction with Council's kerbside rubbish collection	76%	N/A	N/A	N/A	≥90%	78%	-12%	* Some residents expressed dissatisfaction with the early collection time of the red bin service (before 7am). There are concerns about tall wheelie bins tipping over in the wind, and bins being returned to the wrong location
Residents' satisfaction with Council's kerbside green waste collection	59%	N/A	N/A	N/A	≥90%	58%	-32%	* Some residents reported that the service is not frequent enough during certain months. Some found it challenging to opt into the service
Overall residents' satisfaction with Council's waste collection services	73%	N/A	N/A	N/A	≥85%	72%	-13%	* Some residents are satisfied with services and happy to do their part with recycling. Some suggested glass crates could be better utilised if they were strengthened, and the frequency of service could be increased to meet their family's needs. Others feel having large bins frequently emptied encourages waste-generating habits and that their rates are subsidising those creating more waste

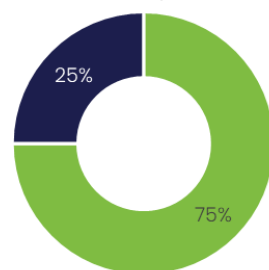
**Commentary is a summary of the Residential Satisfaction Survey results.*

Sustainability and resilience

Sustainability & Resilience
Targets met vs not met
Q4 22/23



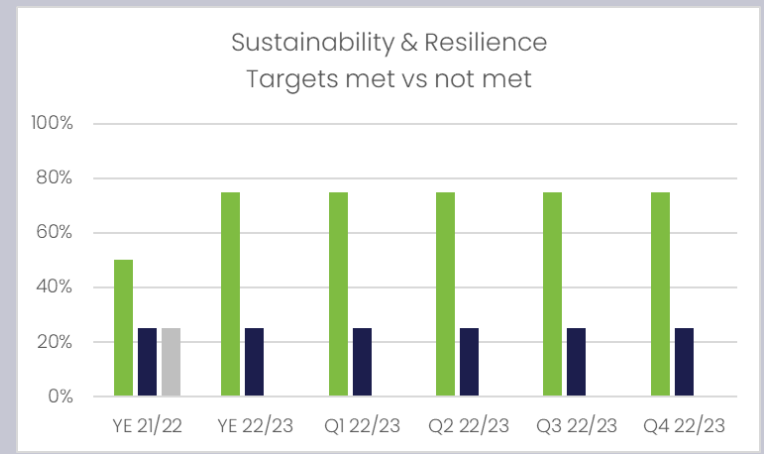
Sustainability & Resilience
Targets met vs not met
YE 22/23



Legend



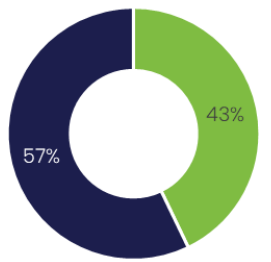
Trends



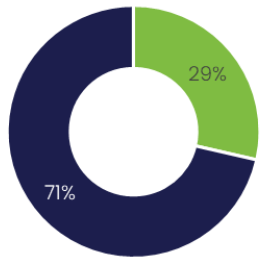
Indicator	21/22 Actual	Q4 22/23 Target	Q4 22/23 Actual	Q4 Variance	22/23 Target	22/23 Actual	22/23 Variance	Commentary
Percentage of Community Resilience Plans that are more than 24 months old	60%	0% (none)	69%	69%	0% (none)	60%	60%	There are insufficient resources available to meet current targets. WREMO is proposing to rationalise the number and location of Community Emergency Hubs across the region
Emissions from council owned facilities (tCO2-e)	2,698	≤573	511	-62	≤2,293	2,230	-63	Note: emissions data for 21/22 has been updated to reflect periodic and retrospective updates to emission factors, published by the Ministry for the Environment
Percentage of council owned vehicle fleet that is electric	42%	≥45%	58%	13%	≥45%	58%	13%	
Emissions from council owned fossil fuel vehicles (tCO2-e)	106	≤23.5	15	-8.5	≤94.2	79	-15.2	Emissions have reduced in line with the increased electrification of Council's vehicle fleet Note: emissions data for 21/22 has been updated to reflect periodic and retrospective updates to emission factors, published by the Ministry for the Environment

Regulatory services

Regulatory Services
Targets met vs not met
Q4 22/23



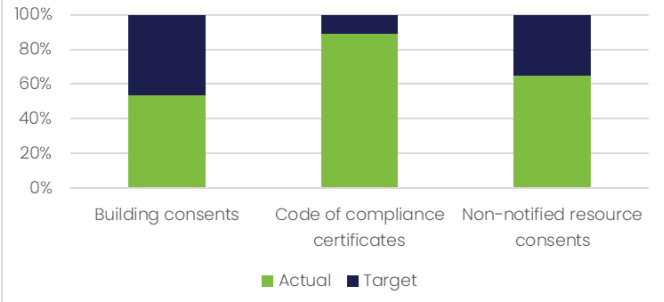
Regulatory Services
Targets met vs not met
YE 22/23



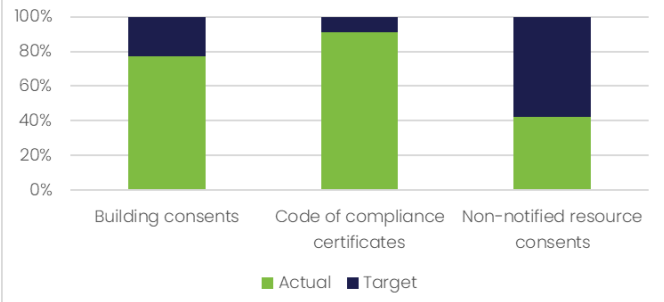
■ Targets met ■ Targets not met

■ Targets met ■ Targets not met

Percentage of regulatory services processed within statutory timeframes - Q4 22/23

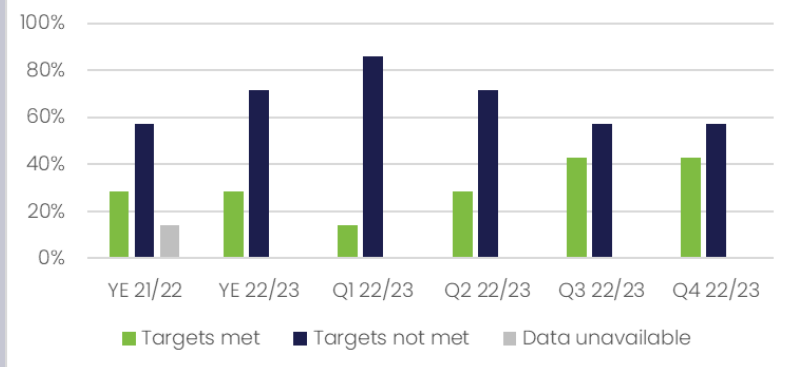


Percentage of regulatory services processed within statutory timeframes - YE 22/23

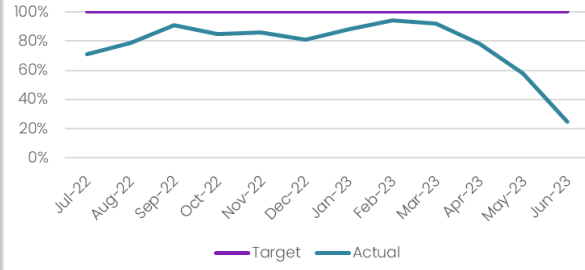


Trends

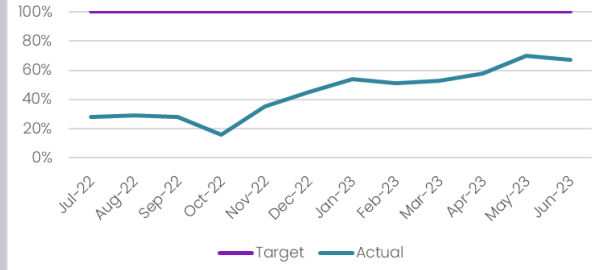
Regulatory Services
Targets met vs not met



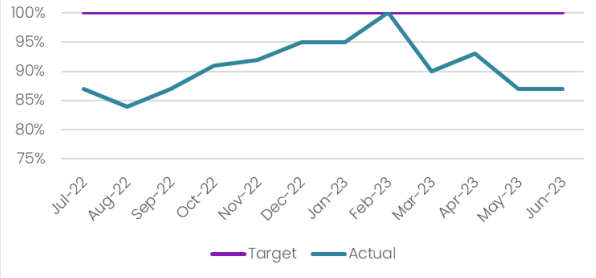
Percentage of building consents issued within statutory timeframe



Percentage of non-notified resource consents issued within statutory timeframe



Percentage of code of compliance certificates issued within statutory timeframe

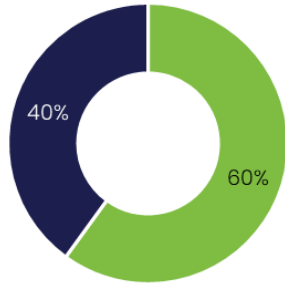


Regulatory services

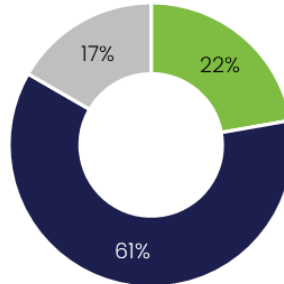
Indicator	21/22 Actual	Q4 22/23 Target	Q4 22/23 Actual	Q4 Variance	22/23 Target	22/23 Actual	22/23 Variance	Commentary
Percentage of building consents processed within statutory timeframe	65%	100% within 20 days	54%	-46%	100% within 20 days	77%	-23%	Applications increased prior to legislated changes that came into effect in Q4 (approx. 277 in Q3 and 416 in Q4). After a period of high staff turnover, recruitment and training, the team is now nearly fully staffed
Code of compliance certificates issued within the statutory timeframe	88%	100% within 20 days	89%	-11%	100% within 20 days	91%	-9%	Target not met due to issues with resourcing, GOGET, and the current platform
Percentage of non-notified resource consents processed within statutory timeframes	28%	100% within 20 days	65%	-35%	100% within 20 days	42%	-58%	Target not met due to high volume of consents received and capacity issues. Resourcing constraints are being addressed
Existing food premises verified within time frames	7%	95% by due date	96%	1%	95% by due date	47%	-48%	Results have picked up significantly in the last 2 quarters of the year e.g. 81% in Q3 and 97% in Q4 and achieved 100% for 4 out of the last 6 months.
Sale and supply of liquor (high risk premises) inspected	99%	95% checked	97%	2%	95% checked	100%	5%	
Noise control complaints (%) investigated within 45 minutes	94%	≥85%	84%	-1%	≥85%	79%	-6%	Contractor had availability issues. Due to underwhelming performance, a new contractor starts from July 2023
Number of animal management community education programmes carried out	17	≥4.25	8	3.75	≥17	38	21	

Transport

Transport
Targets met vs not met
Q4 22/23



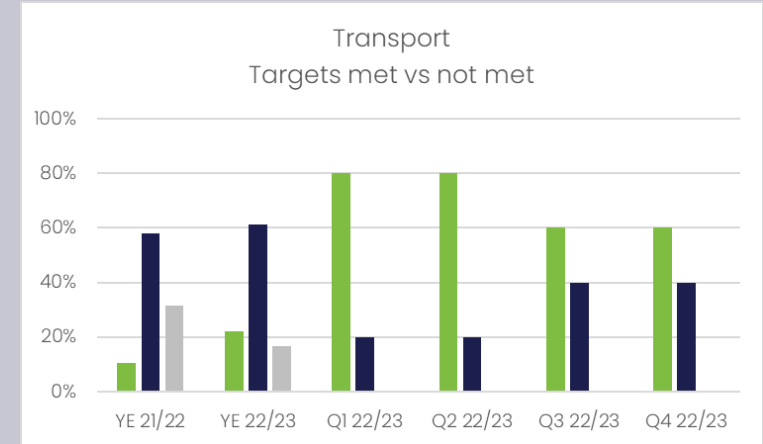
Transport
Targets met vs not met
YE 22/23



Legend



Trends



Indicator	21/22 Actual	Q4 22/23 Target	Q4 22/23 Actual	Q4 Variance	22/23 Target	22/23 Actual	22/23 Variance	Commentary
The number of fatalities and serious injury crashes on the local road network	25	≤6.19	5	-1.19	≤24.75	24	-0.75	
Audit of contracts – physical work (number of contracts audited this quarter)	90%	≥7	4	-3	≥7	5	-2	Target not met due to staff being reprioritised onto dealing with severe weather events.
Audit of contracts – percentage of contracts meeting contractual obligations	90%	≥90%	80%	-10%	≥90%	79%	-11%	Target not met due to staff being reprioritised onto dealing with severe weather events.
Total length of cycleways	Not available	21.3 km	21.3 km	0 km	21.3 km	21.3 km	0 km	This indicator was reported incorrectly in Q1-Q3
Total length of shared paths	Not available	71.4 km	71.4 km	0 km	71.4 km	71.4 km	0 km	This indicator was reported incorrectly in Q1-Q3

Transport

Indicator	21/22 Actual	Q4 22/23 Target	Q4 22/23 Actual	Q4 Variance	22/23 Target	22/23 Actual	22/23 Variance	Commentary
The average quality of ride on a sealed local road network, measured by smooth travel exposure	78%	N/A	N/A	N/A	≥78%	70%	-8%	Overall increase in traffic volumes and sustained wet weather over the last two seasons contributed to the decline in road surface conditions
Percentage of sealed local road network that is resurfaced annually	3.2%	N/A	N/A	N/A	≥2%	1.8%	0.2%	Previous sealing contractor did not deliver the agreed programme for 22/23. Our intention is to complete the missed seal sites with a new contractor in 23/24
Percentage of footpaths that fall within the service standard for footpath condition	91%	N/A	N/A	N/A	≥98%	89%	-9%	Council prioritises the available funding to fix the worst of the ageing footpaths. Significant investment would be required to bring the level of service to an acceptable standard
Percentage of customer service requests relating to roads and footpaths which are responded to within the timeframe (48 hours)	87%	N/A	N/A	N/A	≥94%	Not available	Not available	Impacted by system issues, resulting in the indicator being dropped
Road risk rating – percentage that have a high collective / high personal rating	Not available	N/A	N/A	N/A	≤5%	1.6%	-3.4%	
Travel time on key routes	69 mins	N/A	N/A	N/A	≤70 mins	Not available	Not available	Data not available for this period
Travel time reliability (buffer time index)	22%	N/A	N/A	N/A	≥22%	Not available	Not available	Data not available for this period
Road condition index which measures the condition of the road surface	3	N/A	N/A	N/A	≤3	4	1	Overall increase in traffic volumes and sustained wet weather over the last two seasons contributes to the decline in road surface conditions

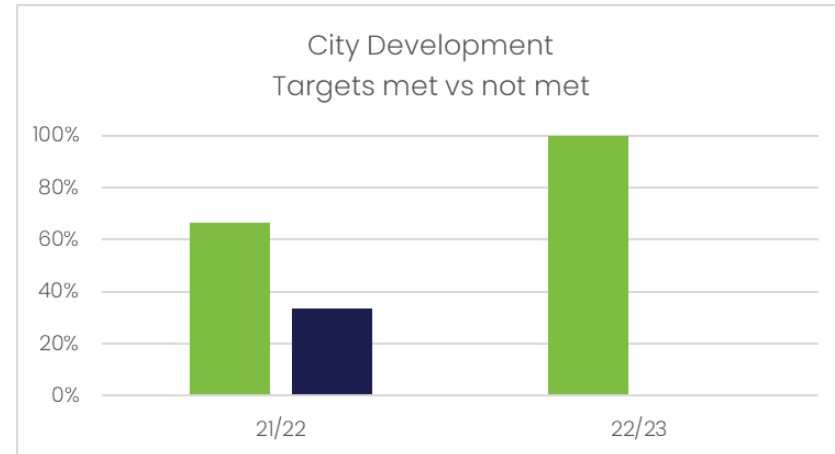
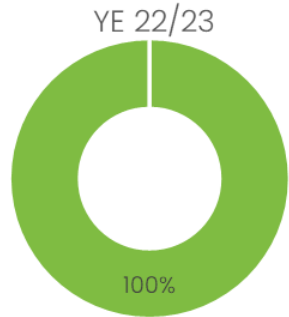
Transport

Indicator	21/22 Actual	Q4 22/23 Target	Q4 22/23 Actual	Q4 Variance	22/23 Target	22/23 Actual	22/23 Variance	Commentary
Residents' satisfaction with the condition of their local roads	42%	N/A	N/A	N/A	≥80%	35%	-45%	*Some residents felt that road repairs were obstructive and inadequate
Residents' satisfaction with footpath condition	37%	N/A	N/A	N/A	≥80%	45%	-35%	*Residents noted that footpaths were often cracked and uneven, and gutters needed more frequent sweeping to prevent flooding
Residents' satisfaction with on road cycleway condition	20%	N/A	N/A	N/A	≥80%	36%	-44%	*Some residents are advocating for more or improved cycleways. Others expressed dissatisfaction and called for redirecting funding and council attention away from cycleways
Residents' satisfaction with shared path condition	43%	N/A	N/A	N/A	≥80%	45%	-35%	*Concerns were raised about shared paths being dominated by cyclists, prompting calls for more education on responsible dog ownership and leash usage on these paths
Residents' satisfaction with the availability of car parking to access services and facilities	Not available	N/A	N/A	N/A	≥75%	45%	-30%	*Residents reported increasingly limited parking options, particularly affecting parents and mobility park users

*Commentary is a summary of the Residential Satisfaction Survey results.

City Development

City Development
Targets met vs not met

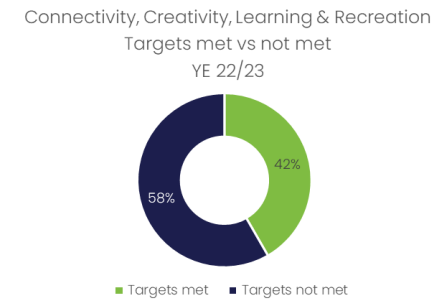
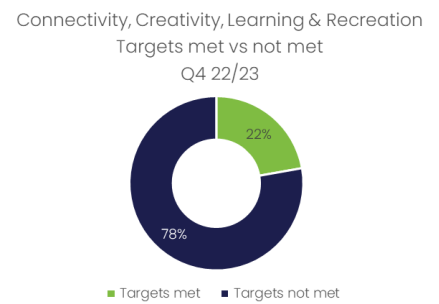
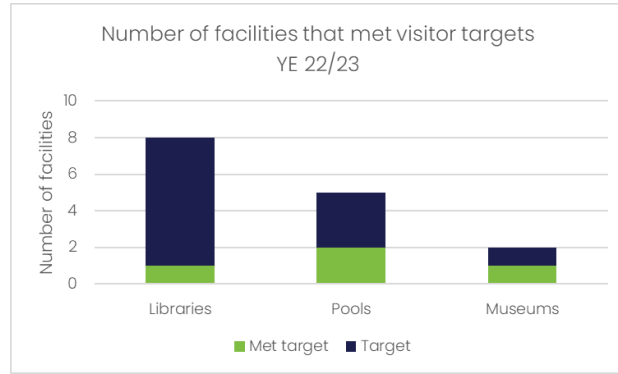
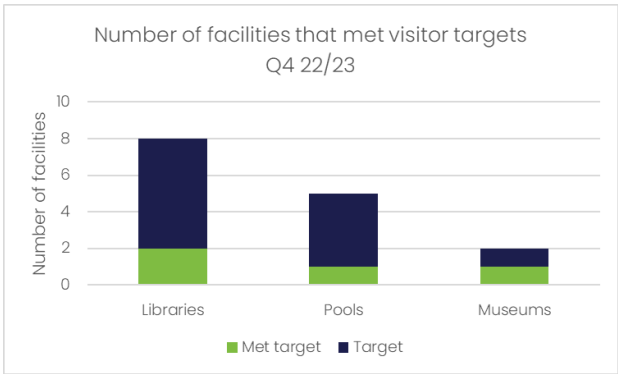


Legend

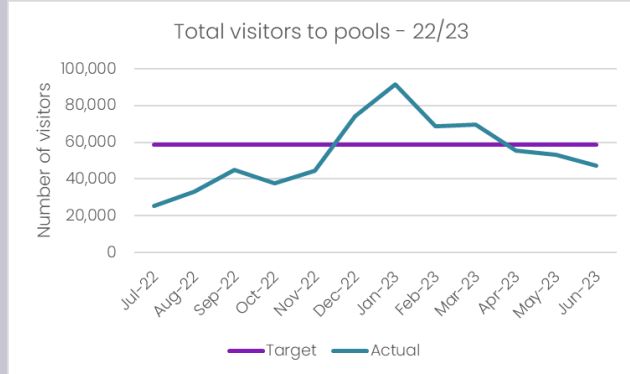
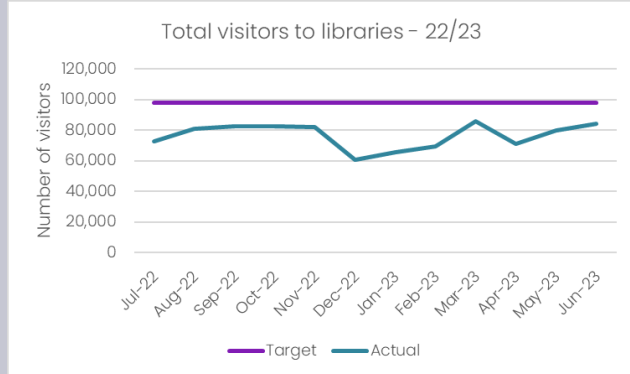
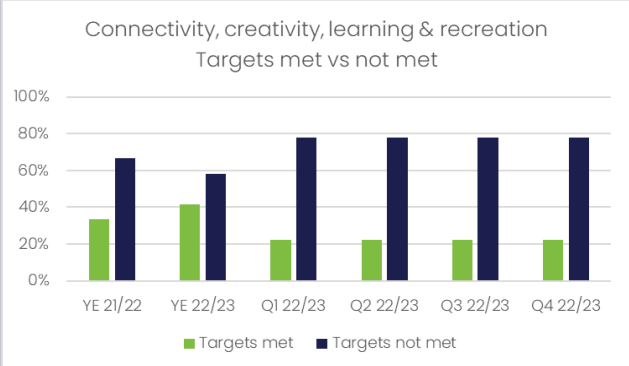


Indicator	21/22 Actual	Q4 22/23 Target	Q4 22/23 Actual	Q4 Variance	22/23 Target	22/23 Actual	22/23 Variance	Commentary
Number of Te Awa Kairangi Lower Hutt households assisted into more settled accommodation	92	N/A	N/A	N/A	≥50	50	0	
Number of households provided with legal housing advice and advocacy	127	N/A	N/A	N/A	≥80	94	14	
Number of households assisted by the homelessness prevention programme	75	N/A	N/A	N/A	≥80	93	13	

Connectivity, creativity, learning and recreation



Trends



Connectivity, creativity, learning and recreation

Indicator	21/22 Actual	Q4 22/23 Target	Q4 22/23 Actual	Q4 Variance	22/23 Target	22/23 Actual	22/23 Variance	Commentary
Number of libraries that met visitor number targets	1 of 7	8 of 8	2 of 8	-6 of 8	8 of 8	1 of 8	-7 of 8	Visitor numbers overall are slowly increasing but have yet to return to pre-COVID-19 levels, in part due to behaviour change
Number of physical loans from libraries	712,932	≥197,500	181,193	-16,307	≤790,000	715,127	-74,873	While physical loans did not meet target, they are 0.33% higher than last year. There is a noticeable shift towards digital loans, which are not captured in this reporting
Number of physical loans from libraries via the home delivery service	4,390	≥1,253	864	-389	≤5,012	4,602	-410	Previously on target up until December. The volume is low; 412 items over the year - 1 or 2 avid readers
Number of electronic loans from libraries	157,187	≥25,850	57,622	31,772	≥103,400	177,361	73,961	21/22 Actual has been updated (increase of 41,866) after a review of digital collections identified several other products which could be included in this measure
Number of people using the wifi at libraries and community hubs	233,944	≥73,350	71,431	-1,919	≥293,400	253,364	-40,036	Missed target might signal a positive shift towards diverse digital access, despite initial challenges with the new technology
Use of council computers at libraries and community hubs	52,412	≥18,750	17,786	-964	75,000	63,791	-11,209	Missed target might signal a positive shift towards diverse digital access, despite initial challenges with the new technology
Number of pools that met visitor number targets	0 of 5	5 of 5	1 of 5	-4 of 5	5 of 5	2 of 5	-3 of 5	Visitor numbers overall are slowly increasing but have yet to return to pre-COVID-19 levels, in part due to behaviour change. Weather conditions impacted summer pools
Number of fitness suite members	1,232	≥1,400	1,691	291	≥1,400	1,569	169	
Number of museums that met visitor number targets	0 of 2	2 of 2	1 of 2	-1 of 2	2 of 2	1 of 2	-1 of 2	Some areas were unavailable, including the main event function rooms due to the renovation of the Collection Store. This meant less events were held, resulting in less visitors

Connectivity, creativity, learning and recreation

Indicator	21/22 Actual	Q4 22/23 Target	Q4 22/23 Actual	Q4 Variance	22/23 Target	22/23 Actual	22/23 Variance	Commentary
Residents' satisfaction with libraries	83%	N/A	N/A	N/A	≥80%	91%	11%	
Residents' satisfaction with pools	81%	N/A	N/A	N/A	≥80%	88%	8%	
Residents' satisfaction with museums	80%	N/A	N/A	N/A	≥80%	92%	12%	

Connectivity, creativity, learning and recreation

Indicator	21/22 Actual	Q4 22/23 Target	Q4 22/23 Actual	Q4 Variance	22/23 Target	22/23 Actual	22/23 Variance	Commentary
* Total number of visitors to libraries	666,408	≥310,000	234,830	-75,170	≥1,240,000	916,071	-323,929	Visitor numbers overall are slowly increasing but have yet to return to pre-COVID-19 levels, in part due to behaviour change
* Number of visitors to Eastbourne Community Library	52,388	≥16,962	16,425	-537	≥67,849	62,661	-5,188	Visits for Q4 are 89% of target but 80% more than Q4 last year. Visitor numbers at year-end are 13.2% below target but 50.7% better than last year
* Number of visitors to Wainuiomata Community Library	138,771	≥51,000	36,330	-14,670	≥204,000	163,317	-40,683	Visits for Q4 are 60% of target but 10% more than Q4 last year. Year-end numbers are 21% below target but 21.7% better than last year
* Number of visitors to Moera Community Library	18,771	≥8,913	8,223	-690	≥35,650	29,519	-6,131	Visits for Q4 are 93% of target and 10% less than Q4 last year. Year-end numbers are 16.3% below target and 71% of pre-COVID-19 levels
* Number of visitors to Petone Community Library	111,440	≥32,263	27,534	-4,729	≥129,050	134,778	5,728	Visits for Q4 are 17% above target and 29% more than Q4 last year
* Number of visitors to Taita Community Library	83,339	≥65,788	46,039	-19,749	≥263,150	136,098	-127,052	Visits for Q4 are 70% of target and 59% more than Q4 last year. Year-end numbers are 48% below target but 63% better than last year
* Number of visitors to Naenae Community Library	69,795	≥32,263	24,668	-7,595	≥129,050	77,164	-51,886	Visits for Q4 are 77% of target. Year-end numbers are 40% below target and 53% of pre-COVID-19 levels
* Number of visitors to War Memorial Library	191,904	≥83,863	75,611	-8,252	≥335,450	312,534	-22,916	Visits for Q4 are 90% of target and 14.5% more than Q4 last year. Year-end numbers are 6% below target but 64% better than last year
* Number of visitors to Maungaraki Library	N/A	N/A	2,271	N/A	N/A	4,046	N/A	Baseline year, target not set

* Items are contributory measures to the Annual Plan KPIs, included to provide CLT with visibility of location-based results

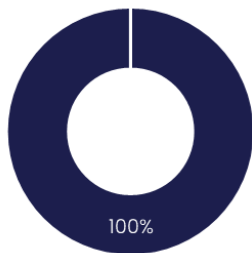
Connectivity, creativity, learning and recreation

Indicator	21/22 Actual	Q4 22/23 Target	Q4 22/23 Actual	Q4 Variance	22/23 Target	22/23 Actual	22/23 Variance	Commentary
* Total number of visitors to council swimming pools	490,857	≥246,000	156,567	-89,433	≥702,500	646,578	-55,922	Visitor numbers overall are slowly increasing but have yet to return to pre-COVID-19 levels, in part due to behaviour change
* Number of visits to Stokes Valley Pool	66,794	≥29,000	21,191	-7,809	≥90,500	93,863	3,363	Pool was closed for three weeks in Q4 for annual maintenance
* Number of visits to Huia Pool	348,611	≥135,000	135,376	376	≥500,000	452,539	-47,461	It took time to return to our pre-COVID-19 visitor numbers but performed well in the second half of the year
* Number of visits to Eastbourne Summer Pool	13,360	0	0	0	≥17,920	17,334	-586	Pool closed for winter
* Number of visits to McKenzie Summer Pool	21,083	0	0	0	≥31,360	33,106	1,746	Pool closed for winter
* Number of visits to Wainuiomata Summer Pool	41,009	0	0	0	≥62,720	49,726	-12,994	Pool closed for winter
* Total number of visitors to council museums	125,180	≥50,000	39,312	-10,688	≥200,000	143,337	-56,663	Target not met due to main function room not being available for hire at the Dowse. This meant less events were held, resulting in less visitors
* Number of visitors to the Dowse Museum	116,605	≥47,500	36,008	-11,492	≥190,000	130,212	-59,788	Some areas were unavailable, including the main event function rooms due to the renovation of the Collection Store. This meant less events were held, resulting in less visitors
* Number of visitors to the Petone Settlers Museum	8,575	≥2,500	3,304	804	≥10,000	13,125	3,125	

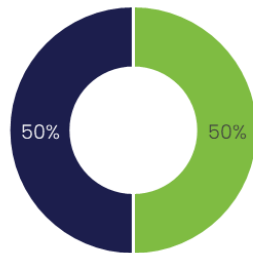
* Items are contributory measures to the Annual Plan KPIs, included to provide CLT with visibility of location-based results

Community partnering and support

Community partnering & support
Targets met vs not met
Q4 22/23



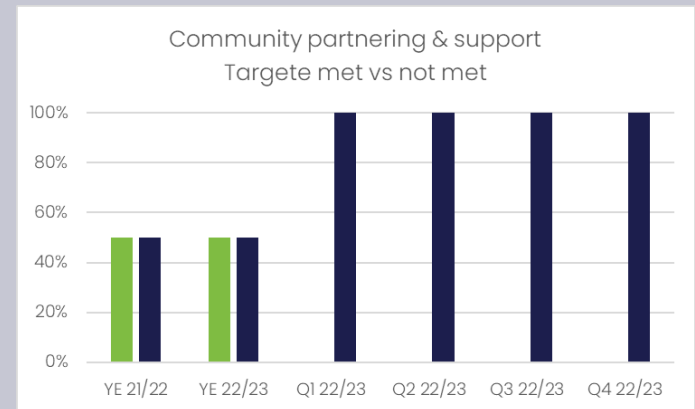
Community partnering & support
Targets met vs not met
YE 22/23



Legend



Trends



Indicator	21/22 Actual	Q4 22/23 Target	Q4 22/23 Actual	Q4 Variance	22/23 Target	22/23 Actual	22/23 Variance	Commentary
Number of hubs that met visitor number targets	0 of 3	3 of 3	0 of 3	-3 of 3	3 of 3	0 of 3	-3 of 3	Visitor numbers overall are slowly increasing but have yet to return to pre-COVID-19 levels, in part due to behaviour change
Residents' satisfaction with community hubs	83%	N/A	N/A	N/A	≥80%	91%	11%	

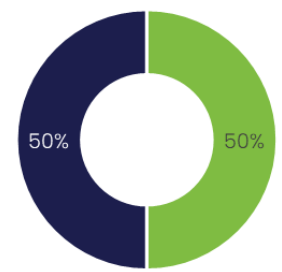
Community partnering and support

Indicator	21/22 Actual	Q4 22/23 Target	Q4 22/23 Actual	Q4 Variance	22/23 Target	22/23 Actual	22/23 Variance	Commentary
* Total number of visitors to community hubs	753,772	≥325,000	290,863	-34,137	≥1,300,000	956,035	-343,965	Visitor numbers overall are slowly increasing but have yet to return to pre-COVID-19 levels, in part due to behaviour change
* Number of visits to Walter Nash (excluding Library)	466,762	≥187,500	234,520	47,020	≥750,000	739,195	-10,805	Visits for Q4 are 25% above target and 34% better than Q4 last year. Year-end numbers are 1.4% below target and 60% better than last year
* Number of visits to Wainuiomata Community Hub (excluding Library)	174,140	≥75,000	13,433	-61,567	≥300,000	61,163	-238,837	Visits for Q4 are 18% below target but 30% better than Q4 last year
* Number of visits to Korounui Stokes Valley Community Hub (including Library)	112,870	≥62,500	42,910	-19,590	≥250,000	155,677	-94,323	Visits for Q4 are 70% below target but 38% more than Q4 last year

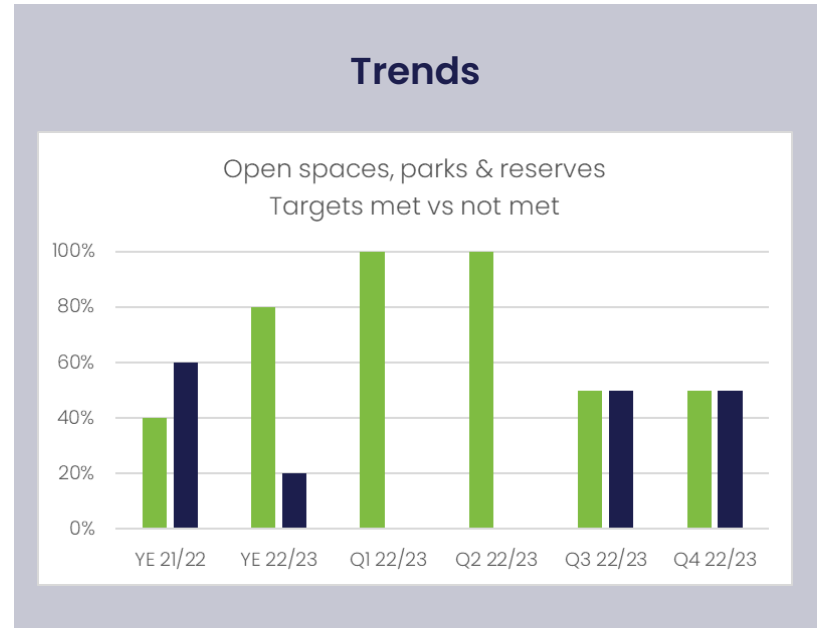
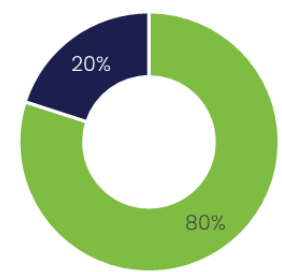
* Items are contributory measures to the Annual Plan KPIs, included to provide CLT with visibility of location-based results
Note: charts do not include contributory measures

Open spaces, parks and reserves

Open spaces, parks & reserves
Targets met vs not met
Q4 22/23



Open spaces, parks & reserves
Targets met vs not met
YE 22/23



Legend



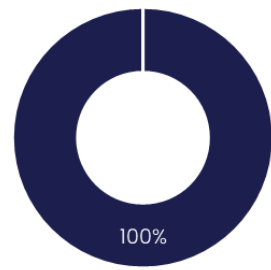
Indicator	21/22 Actual	Q4 22/23 Target	Q4 22/23 Actual	Q4 Variance	22/23 Target	22/23 Actual	22/23 Variance	Commentary
Number of days council grass sport fields are closed (due to maintenance or drainage issues)	15 days	≤5 days	17 days	12 days	≤20 days	23 days	3 days	Inadequate drainage systems. Drainage at Hutt Park was impacted by a large event
Number of days council owned/maintained artificial turf sports fields are closed (due to maintenance or drainage issues)	0 days	≤2.5 days	0 days	-2.5 days	≤10 days	3 days	-7 days	

Open spaces, parks and reserves

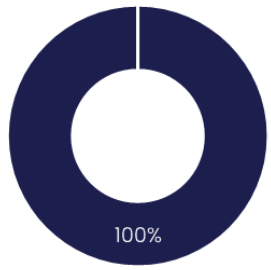
Indicator	21/22 Actual	Q4 22/23 Target	Q4 22/23 Actual	Q4 Variance	22/23 Target	22/23 Actual	22/23 Variance	Commentary
Residents' satisfaction with sports fields	75%	N/A	N/A	N/A	≥80%	86%	6%	
Residents' satisfaction with parks and reserves	77%	N/A	N/A	N/A	≥80%	85%	5%	
Residents' satisfaction with playgrounds	71%	N/A	N/A	N/A	≥80%	82%	2%	

City Governance

City Governance
Targets met vs not met
Q4 22/23



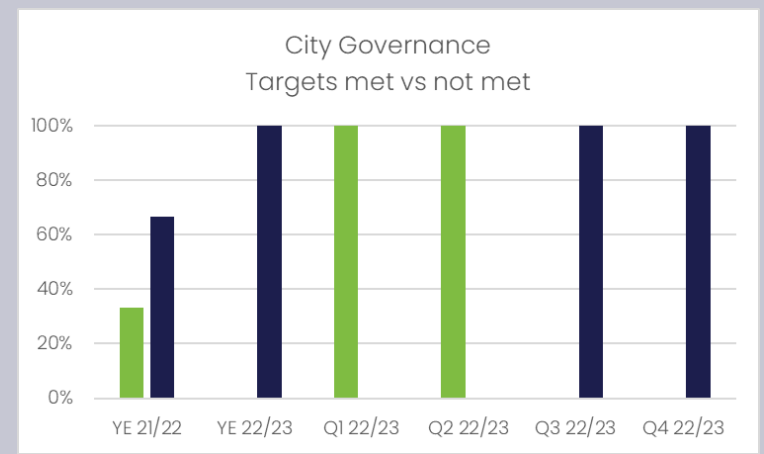
City Governance
Targets met vs not met
YE 22/23



Legend



Trends




Indicator	21/22 Actual	Q4 22/23 Target	Q4 22/23 Actual	Q4 Variance	22/23 Target	22/23 Actual	22/23 Variance	Commentary
Meeting and committee agendas made available to the public within statutory time frames	100%	100%	98%	-2%	100%	99%	-1%	Reports received late for two of the agendas, resulting in Democratic Services being unable to meet the publishing deadlines.
Residents' satisfaction with access to decision making process	40%	N/A	N/A	N/A	≥80%	41%	-39%	* Some residents feel consultations close too quickly, leaving them with insufficient time to engage with proposals or delve into matters
Residents feel they have enough information to participate in the democratic process	47%	N/A	N/A	N/A	≥80%	51%	-29%	* Some residents feel the amount of information on HCC website is overwhelming, others feel it lacks details

*Commentary is a summary of the Residential Satisfaction Survey results.

Section five

Financial summary

This section summarises our financial performance, including net operating and capital results for the quarter

The bottom right corner of the slide features several thick, light blue wavy lines that create a sense of movement and depth against the dark blue background.

Executive summary

Operating performance results

The year-end net operating result including rates revenue is \$6.4M (20.5%) favourable compared to revised budget.

Key favourable variances are:

- \$6.6M in Solid Waste mainly due to additional landfill revenue
- \$2.7M in City Development mainly due to rephasing (Development Stimulus, District Plan and Te Wai Takamori o Te Awa Kairangi)
- \$0.7M increase in rates revenue collected mainly due to growth

Key unfavourable variances are :

- \$1.6M in Regulatory Services due to increased costs
- \$1.2M in Transport due to reduced subsidies offset partly by reduced costs
- \$0.7M in Corporate Services mainly due to due to higher IT infrastructure costs

Other

- \$3.2M of favourable variance is attributable to a reduction in depreciation

Capital investment performance results

Year-end capital spend is \$158.5M compared to a revised budget of \$169.7M. The spend of \$158.5M is \$92.5M more and 141% higher than the prior year.

Key underspend variances are summarised below and are largely due to project delivery delays for a range of reasons:

- \$1.1M Silverstream Landfill Stage 2 Design and Construction, Landfill Transfer Station and Asbestos Cell, all due to delays and to be carried over to 2023/24.
- \$2.4M City Development including Wainuiomata Queens Street and Te Wai Takamori o Te Awa Kairangi, both due to delays and to be carried over to 2023/24.
- \$3.3M Open Spaces, Parks & Reserves, mainly due to delays with unspent budgets to be carried over to 2023/24.
- \$5.0M Naenae Pool Rebuild, due to change in workplan but still on target to be completed on time with underspend to be carried over to 2023/24.

Financial performance results

Detail financial performance results to 30 June 2023

\$Million	Full Year Actuals	Revised Budget	Variance	%		Annual Plan Budget
Operating Revenue	73.0	66.2	6.8	10.2%	●	62.5
Operating Expenditure	(238.0)	(236.9)	(1.1)	(0.5%)	●	(237.5)
Net Operating Before Rates Income	(165.0)	(170.7)	5.7	3.3%	●	(174.9)
Rates Income	140.3	139.6	0.7	0.5%	●	139.6
Net Operating	(24.7)	(31.1)	6.4	20.5%	●	(35.3)
Capital Contributions	40.0	24.1	15.9		●	51.2
Net Surplus/(Deficit)	15.3	(7.0)	22.3			15.9
Other Adjustments (Note 1)	(1.2)	-	(1.2)			-
Net Surplus/(Deficit) After Gains/(Losses)	14.1	(7.0)	21.1			15.9

Key:

- Favourable or minimal variance
- Moderate variance
- High variance

Note 1: other adjustments of \$1.2M net loss, include accounting (non-cash) adjustments made up of fair value losses of \$2.8M on revaluation of Emissions Trading Units, \$1.6M loss on revaluation of Decommissioned Landfills, and \$0.4M loss on the disposal of assets, mostly offset by a \$3.6M gain on the revaluation of financial instruments.

Net operating results

Net operating results by activity
(excludes rates income, internal rates, support costs and capital contributions)

\$Million	Full Year Actuals	Revised Budget	Variance	%		Annual Plan Budget
Environmental Wellbeing						
Water Supply	(22.5)	(20.6)	(1.9)	(9.2%)	●	(20.6)
Wastewater	(20.2)	(23.2)	3.0	12.9%	●	(23.2)
Stormwater	(9.6)	(9.1)	(0.5)	(5.5%)	●	(9.1)
Solid Waste	5.1	(1.5)	6.6	438.1%	●	(1.5)
Sustainability & Resilience	(1.8)	(1.4)	(0.4)	(28.6%)	●	(1.4)
Regulatory Services	(2.9)	(1.3)	(1.6)	(123.1%)	●	(0.9)
Environmental Wellbeing	(51.9)	(57.1)	5.2	9.1%	●	(56.6)
Economic Wellbeing						
Transport	(28.8)	(27.6)	(1.2)	(4.3%)	●	(24.8)
City Development	(9.1)	(11.8)	2.7	22.9%	●	(16.6)
Economic Wellbeing	(37.9)	(39.4)	1.5	3.8%	●	(41.4)

Key:

- Favourable or minimal variance
- Moderate variance
- High variance

Net operating results

Net operating results by activity
(excludes rates income, internal rates, support costs and capital contributions)

\$Million	Full Year Actuals	Revised Budget	Variance	%		Annual Plan Budget
Social & Cultural Wellbeing						
Community Partnering & Support	(8.3)	(9.2)	0.9	9.8%	●	(8.6)
Open Spaces, Parks & Reserves	(17.5)	(17.0)	(0.5)	(2.9%)	●	(17.5)
Connectivity, Creativity, Learning & Recreation	(17.9)	(17.4)	(0.5)	(2.9%)	●	(17.4)
Governance Strategy & Partnerships	(3.2)	(3.3)	0.1	3.0%	●	(3.3)
Corporate Services	(28.3)	(27.6)	(0.7)	(2.5%)	●	(30.2)
Social & Cultural Wellbeing	(75.2)	(74.5)	(0.7)	(0.9%)	●	(76.9)
Totals	(165.0)	(170.7)	5.7	3.3%	●	(174.9)

Key:

- Favourable or minimal variance
- Moderate variance
- High variance

Net operating results (after rates income and before capital contributions)

Year-end actual compared to revised budget is favourable by \$6.4M (20.5%)

Key variance explanations:

Favourable

- Three Waters is \$0.6M favourable to budget at year end, mainly due to a reduction in depreciation costs of \$0.9M, higher subsidies and user charges of \$0.5M. This is offset by higher costs of \$0.6M due to increased leak detection and increased cost of contractors providing leak repair services as a result of the ageing infrastructure.
- Solid Waste is \$6.6M favourable to budget at year end, mainly due to additional revenue from increased commercial volumes at Silverstream Landfill \$7.8M, adjustment to the provision for Emissions Trading Units (ETU) purchases \$2.1M, offset by an increase in related landfill and contractor operational costs \$1.9M, and an increase in the MFE waste levy charge \$1.4M.
- City Development is \$2.7M favourable to budget at year end, mainly due to the Development Stimulus project being underspent by \$1.9M due to a slow-down in the construction market, \$1M underspend in the District Plan programme, and \$0.4M due to delays in Te Wai Takamori o Te Awa Kairangi demolition works. This is offset by higher resourcing costs \$0.8M largely for subdivision engineering work. Development Stimulus and District Plan budgets are to be carried over to 2023/24.
- Community Partnering & Support is \$0.9M favourable to budget at year end, mainly due to \$0.4M underspend in grants including the Naenae Community Resilience fund to be carried over to 2023/24, and other various underspends.

Rates Income

- Rates income is \$0.7M higher than budget mainly due to higher general rates and targeted rates \$0.5M from greater than expected growth in the rating base, and reduced remissions and rates refunds.

Net operating results (after rates income and before capital contributions)

Unfavourable

- Regulatory Services is \$1.6M unfavourable to budget at year end, mainly due to higher resourcing and compliance costs to aid in processing consent applications received.
- Transport is \$1.2M unfavourable to budget at year end, mainly due to a reduction in Waka Kotahi operating subsidies of \$2.7M. This was due to some subsidised operating works not being completed during the year and increased operating costs of \$0.4M driven by reactive storm maintenance. This is offset by a reduction in depreciation costs of \$1.3M, and higher fees and user charges \$0.7M.
- Open Parks, Spaces & Reserves is \$0.5M unfavourable to budget at year end, mainly due to \$0.7M increased cost of repairs and maintenance and \$0.3M increase in contract costs caused by reactive works. This is offset by \$0.6M in reduced depreciation.
- Connectivity Creativity Learning & Recreation is \$0.5M unfavourable to budget at year end, mainly due unavoidable contract cost increases in insurance \$0.3M, site cleaning and site maintenance \$0.2M, and \$0.2M higher employee costs. This is mostly due to a need to meet the lifeguard attendance requirements at the pools. This is offset by reduced depreciation of \$0.6M.
- Corporate Services is \$0.7M unfavourable to budget at year end, mainly due to Information Services \$1.3M higher resourcing costs and IT infrastructure costs, such as licences and Cloud storage. This is offset by operational savings within Strategy and Engagement, and staff salary savings due to delays in filling several vacancies.

Depreciation:

Depreciation is under budget by \$3.2M. This is mainly due to the asset revaluation across council which resulted in a lower increase to the value of council assets than anticipated. The estimated increase was between 5% - 10%, but the actual increase was closer to 3%. Due to the lower asset base, depreciation costs are under budget with the most significant reductions in:

- Transport - \$1.3M
- Three Waters - \$0.9M
- Open Parks, Spaces & Reserves - \$0.6M
- Connectivity, Creativity, Learning & Recreation - \$0.6M

Capital Contributions

Capital contributions are over budget by \$15.9M mainly due to an increase in Development Contributions \$1.6M, Reserve Contributions \$4.2M, increase in vested assets \$8.2M mainly in Three Waters, and an increase in capital subsidies and grants \$1.9M mainly for transport projects.

Capital investment results

Capital results by activity

\$Million	Full Year Actuals	Revised Budget	Variance	%	Annual Plan Budget
Environmental Wellbeing					
Water Supply	18.2	15.6	(2.6)	(16.7%)	9.2
Wastewater	47.6	48.4	0.8	1.7%	29.2
Stormwater	3.7	3.1	(0.6)	(19.4%)	3.4
Solid Waste	3.9	5.0	1.1	22.0%	7.7
Sustainability & Resilience	0.7	0.9	0.2	22.2%	0.6
Regulatory Services	-	-	-		-
Environmental Wellbeing	74.1	73.0	(1.1)	(1.5%)	50.1
Economic Wellbeing					
Transport	25.8	24.3	(1.5)	(6.2%)	52.3
City Development	19.6	22.0	2.4	10.9%	25.7
Economic Wellbeing	45.4	46.3	0.9	1.9%	78.0

Capital investment results

Capital results by activity

\$Million	Full Year Actuals	Revised Budget	Variance	%	Annual Plan Budget
Social & Cultural Wellbeing					
Community Partnering & Support	0.6	1.6	1.0	62.5%	1.5
Open Spaces, Parks & Reserves	4.9	8.2	3.3	40.2%	8.2
Connectivity, Creativity, Learning & Recreation	31.8	38.0	6.2	16.3%	35.5
Governance Strategy & Partnerships	-	-	-		-
Corporate Services	1.7	2.6	0.9	34.6%	4.2
Social & Cultural Wellbeing	39.0	50.4	11.4	22.6%	49.4
Totals	158.5	169.7	11.2	6.6%	177.5

Capital results by expenditure type

Capital expenditure is sorted into three categories to consider the renewal or replacement of assets, the improvements in service levels and to respond to the growth of the city

\$Million	Full Year Actuals	Revised Budget	Variance	%	Annual Plan Budget
Replacements	70.4	69.9	(0.4)	(0.6%)	54.4
Improvements	87.5	96.3	8.8	9.2%	116.5
Growth	0.5	3.5	2.9	84.8%	6.6
Totals	158.5	169.7	11.2	6.6%	177.5

Capital results

Year-end capital spend of \$158.5M, which is under budget by \$11.2M (6.6%)

Underspend

- Solid Waste is underspent by \$1.1M at year end, mainly due to Silverstream Landfill Stage 2 design and construction being delayed and underspend on Silverstream Landfill Transfer Station and the Asbestos Cell projects. These underspent projects will be carried over to complete the work in 2023/24.
- City Development is underspent by \$2.4M at year end, mainly due to \$1.1M in Wainuiomata Queen Street as the project reviews additional scoped requirements, \$0.6M in Te Wai Takamori o Te Awa Kairangi as the Alliance resourcing has restricted the project progress and expenditure, \$0.4M Petone 2040 and \$0.3M Naenae Town Centre. These unspent budgets projects will be carried over to complete the work in 2023/24.
- Community Partnering & Support is underspent by \$1M at year end, mainly due to the condition of the Walter Nash roof being better than expected, resulting in savings of \$0.8M, and other savings across a number smaller projects \$0.2M.
- Parks & Reserves is underspent by \$3.3M at year end, mainly due to delays in the Parks Capital Renewals \$0.9M, Valley Floor Implementation Review \$0.7M, Williams Park improvements \$0.4M, and other Park projects of \$1.1M. These projects have experienced delays due to council and contractor resourcing capacity. Carryovers of \$2.2M are required for these projects with \$0.9M as savings in Parks Capital Renewals.
- Connectivity, Creativity, Learning & Recreation is underspent by \$6.2M at year end, mainly due to a change in the workplan of the Naenae Pool and Fitness Centre rebuild resulting in an underspend this year of \$5M, although the overall project costs and completion date remains unchanged. \$0.3M of works replacing McKenzie Pool heating is delayed until 2023/24, and \$0.3M of the underspend is savings within Aquatics. \$0.6M of underspend is spread across smaller projects at community facilities.
- Corporate Services is underspent by \$0.9M mainly due to a reduction in Activity-Based Working project plan to offset council wide cost escalations as part of the Annual Plan 2023/24 process.

Capital results

Overspend

Three Waters is over budget by \$2.4M. The total spend in the Three Waters activities is \$69.5M compared to a revised budget of \$67.1M.

- The total revised budget includes \$65.3M managed by WWL. Compared to the approved budget, an additional \$19.3M was approved in February 2023 and a further \$5M relating to Barber Grove to Seaview works and Howard Road Watermain renewals, was approved at the 17 May 2023 LTP/Annual Plan Subcommittee meeting.
- The total actual spend managed by WWL was \$68.3M. The additional spend compared to the revised budget was due to an additional \$3M spent on Water Supply Network Renewals mainly due to better progress on renewals work including replacement of galvanised pipes and unplanned watermain work due to the Point Howard slip.
- There was a further \$1.8M budget also approved on 17 May 2023, with an actual spend of \$1.2M for water infrastructure renewals associated with Queen Street Wainuiomata work, Tupua Horo Nuku and Gracefield subdivision development, and a further \$0.1M on Valley Floor Infrastructure work with the balance being carried over to 2023/24.

Transport is over budget by \$1.5M. The total spend in transport is \$25.8M compared to a revised budget of \$24.3M.

- Some projects have experienced delays due to availability and performance of contractors and internal resourcing constraints to project manage the transport workplan. Other projects have exceeded budgets due to favourable weather, supply and management, resulting in better progress being made on several projects.
- Overspent projects will likely result in budgets reduced in future years, so the costs do not exceed the lifetime budget. Underspent projects are proposed to have budgets carried over to future years..
- Significant overspends include \$3.2M Tupua Horo Nuku, \$0.9M Micromobility, \$0.5M Pavement Surfacing.
- Significant underspends include \$1M Eastern Hutt Road Resilience, \$0.8M Area Wide Pavement Treatment, \$0.8M Traffic Safety Improvements, \$0.3M Cross Valley Connections.

Annual Plan vs Revised Budget

The LTP 2021-2031 was approved on 30 June 2021. The budgets included in the 2022/23 Annual Plan were based on the latest financial information and estimates available at the time of preparation of the Annual Plan, which was approved by council on 30 June 2022.

A revised budget for 2022/23 was created to reflect the budget updates required to improve the accuracy of budgets and the associated reporting of variances. Like 2021/22, the focus of performance monitoring is on financial results compared to the revised budget, as this is the most meaningful from a performance perspective.

The following table provides a summary view of the budget changes and includes decisions made at various council meetings. These changes are reflected in the revised budgets.

\$Million	Net Surplus 2022/23	Capital investment 2022/23	Meeting date reference
Annual Plan 2022/23	15.9 Surplus	177.5	
Resource Consents Statutory Timeframes Improvement	(0.5)	0.0	
Carry overs from 2021/22 including the Development Stimulus fund and Naenae Pool & Fitness rebuild etc	(1.2)	1.7	Council meeting 22 Nov 2022
Budget adjustment related to Eastern Hutt Road slip response	(2.7)	0.0	Council meeting 22 Nov 2022
Rephasing including Naenae Pool rebuild, Eastern Hutt Road network resilience, Petone Wharf etc	(1.8)	0.7	Council meeting 20 Dec 2022
Budget adjustment including removal of the Activity Based Working project, and adjustment to the Valley Floor Three Waters project etc.	(1.0)	(0.3)	Council meeting 20 Dec 2022
Budget adjustments for the reduction of the Eastern Hutt Road capital subsidy and the increase of the Micromobility capital subsidy	(0.2)	-	Council meeting 23 Feb 2023
Budget adjustments approved at 23 February meeting of Council for an increase in the Three Waters revised budgets to reflect the forecast	-	19.3	Council meeting 23 Feb 2023
Budget adjustment deferral of Dowse heat pump projects moved to 2023/24	-	(0.6)	Council meeting 23 Feb 2023
Budget adjustment deferral of Petone Wharf demolition costs deferred to later years	0.2	-	Council meeting 23 Feb 2023
Revised budget 2022/23 as at Q3 Reporting Date	8.8 Surplus	198.3	

Annual Plan vs Revised Budget

\$Million	Net Surplus 2022/23	Capital investment 2022/23	Meeting date reference
Revised budget 2022/23 as at Q3 Reporting Date	8.8 Surplus	198.3	
Budget adjustments approved for an increase in the Three Waters revised budgets to reflect the forecast expenditure	(0.7)	5.2	Council meeting 17 May 2023
Budget adjustment bringing forward Te Wai Takamori o Te Awa Kairangi capital expenditure and delay of demolition operating costs	3.7	2.5	Council meeting 17 May 2023
Naenae Pool carryover including deferred capital contribution	(8.1)	(5.7)	Council meeting 17 May 2023
Tupua Horo Nuku carryover and deferred subsidy and capital contribution	(7.9)	(10.4)	Council meeting 17 May 2023
Carryover of operational projects Go-Digital and Development Stimulus	4.6	-	Council meeting 17 May 2023
Carryover of budgets other Transport, Parks and council wide projects including associated subsidies	(6.7)	(18.0)	Council meeting 17 May 2023
Areawide Pavement carryover of capital & associated subsidies	(1.2)	(2.2)	Council meeting 17 May 2023
Other minor operational carryovers including Naenae activation and business support funds.	0.5	-	Council meeting 7 June 2023
Final Revised budget 2022/23	(7.0) Deficit	169.7	

Note: The operating performance results on earlier slides exclude capital contributions. The revised budget net operating position includes a significant reduction in the amount of capital contributions as a result of the revised capital budget changes.

Balanced Budget

The LTP 2021-2031 (LTP) includes a Financial Strategy that outlines important principles that provide the foundation for prudent sustainable financial management. This includes achieving a balanced budget and ensuring that everyday costs are paid for by everyday income. The LTP projected that a balanced budget would not be achieved until 2028-29.

The council's balanced budget target is defined by the Local Government (Financial Reporting and Prudence) Regulations 2014 definition, modified to exclude from the definition of revenue Waka Kotahi's capital improvement subsidies, Infrastructure Acceleration Fund grants and central government COVID-19 Response and Recovery co-funding for Naenae Pool and Tupua Horo Nuku.


With the actual variances as reported above, the actual balanced budget position for 2022/23 has been changed compared to what was in the 2022/23 Annual Plan, as reflected in the table below.

\$Millions	Year End Actual	Revised Budget	Variance	Annual Plan Budget
Balanced budget (projected deficit)	(25.9)	(27.3)	6.3	(29.4)

Section six

Treasury management summary

This section provides an overview of how Hutt City Council is complying with Treasury Risk Management Policy limits and performance of treasury activities against plans



Treasury Report

Treasury Report for the twelve months ending 30 June 2023

The focus of treasury management activity has been on:

- Managing interest rate risk and minimising funding costs,
- Monitoring cash flow and liquidity,
- Managing debt requirements and the maturity profile.

Key highlights include:

- An average cost of funds of 3.53% has been achieved for the financial year, which is in line with budget. However, this average rose from 3.15% in July 2022 as a result of market conditions.
- Interest costs were un-favourable to budget by \$0.44M, mainly due to higher debt levels during the period (pre-funding) and higher market interest rates. This however is off-set by interest earned as detailed below.
- Interest earned on cash holdings were favourable to budget by \$0.43M, primarily due to higher cash holdings from pre-funding activities and higher market interest rates.

	<u>Actual YTD</u>	<u>YTD Budget</u>	<u>Variance</u>
Average cost of funds	3.53%	3.53%	(0.00%)
Interest expense – borrowings	(\$11.05M)	(\$10.61M)	(\$0.44M)
Interest earned	\$1.84M	\$1.41M	\$0.43M
Fair value gain on derivatives	\$3.61M	-	-

Debt portfolio performance

- Net debt increased from \$277.8M (31 March 2023) to \$306.8M as at 30 June 2023, whilst gross debt increased from \$346.4M to \$370.7M over the same period.
- We completed \$60M of debt issuance in the three months to 30 June 2023:
 - \$10M maturing April 2025 for on-lending to Urban Plus Limited,
 - a \$10M Green, Social and Sustainability Loan (GSS) for the Naenae Pool rebuild project maturing September 2029,
 - \$20M maturing April 2029 to fund council's capital investment programme, and;
 - \$20M maturing May 2028 to pre-fund council's Three Waters debt maturing in April 2024.
- No debt matured during the three-month period to 30 June 2023.
- On 30 Mar 2023 Local Government Funding Authority (LGFA) approved council as a Climate Action Loan ("CAL") issuer for all new debt issuance going forward that is not categorised as a Green Social and Sustainability Loan (GSS). The benefit to council is a 0.02% per annum rate discount on each debt issue. We qualified for this LGFA initiative as we have an Interim Carbon Reduction and Climate Resilience Plan (2021-2031) in place.
 - The 0.02% discount is designed to encourage NZ councils to consider Carbon Reduction and Climate impacts for the work/projects that we seek funding for.
- Both revolving credit facilities, LGFA (\$35M) and Westpac (\$10M), remained undrawn as at 30 June 2023.

The council has a range of interest rate swap agreements in place to manage interest rate risk and to provide some certainty of future interest costs. Due to fluctuations in the interest rate market the overall mark-to-mark value of these agreements is constantly changing.

The fair value gain of the swap portfolio (derivatives) year-to-date, as at 30 June 2023, was \$3.61M. This is an accounting adjustment required to be recorded and there are no cash flow implications.

Policy compliance and risk controls

Policy compliance

<u>Measures</u>	<u>Policy</u>	<u>Actual</u> <u>30 June 2023</u>	<u>Compliant</u>
Net external debt/total revenue	Maximum 250%	125.70%	Yes
Net interest on external debt/total revenue	Maximum 10%	3.77%	Yes
Net interest to annual rates income	Maximum 20%	6.57%	Yes
Liquidity ratio	Minimum 110%	115.31%	Yes

Funding risk control limits

<u>Period</u>	<u>Minimum %</u>	<u>Maximum %</u>	<u>Actual gross debt</u> <u>Not including</u> <u>Revolving Credit</u> <u>Facility (\$45M)</u>	<u>Actual %</u> <u>30 June 2023</u>	<u>Compliant</u>
0 to 3 years	15%	60%	\$190.7M	51%	Yes
3 to 7 years	25%	85%	\$165.0M	45%	Yes
7 years plus	0%	60%	\$15M	4%	Yes
		<u>Total</u>	<u>\$370.7M</u>	<u>100%</u>	

Funding maturity and interest rate risk

Funding maturity profile

Month

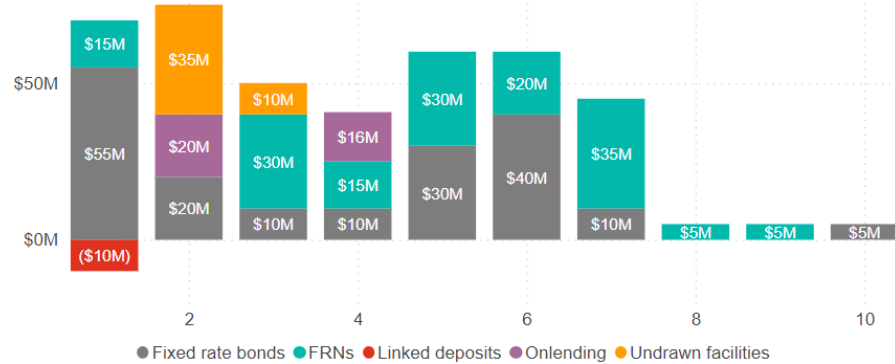
Currency

Liquidity summary

115.31%
 Liquidity ratio (liquid deposits)

110%
 Liquidity ratio policy

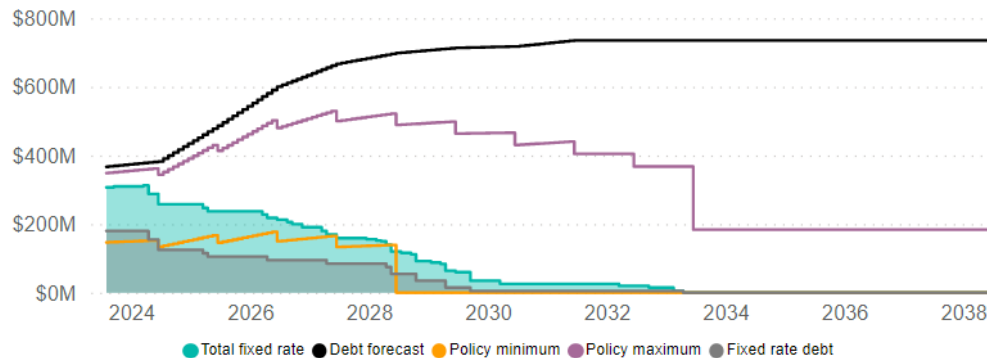
Funding and liquidity risk timeline



Interest rate risk control limits

Interest rate risk is managed through the risk control limits. The graph that follows shows the level of fixed rate cover in place within the minimum and maximum limits of the treasury risk management policy.

Interest rate risk profile



After overlaying interest rate swaps, the split between fixed and floating debt is as follows:

