

SHAPING OUR CITY

ANNUAL REPORT 2014-2015



HUTT CITY
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Rejuvenating Hutt City: Key project updates	2	Group Economy	62
Our Four Key Strategies	4	Highlights	62
Our Community Goals	6	Performance and Financial Summary	64
Hutt City Council	8	Funding Impact Statement	65
Key Performance Indicators	10	Local Urban Environment	66
		Economic Development	69
Group People	12	Group Organisation	71
Highlights	12	Highlights	71
Performance and Financial Summary	15	Performance and Financial Summary	72
Funding Impact Statement	16	Funding Impact Statement	73
Libraries	17	Elected Members	74
Museums	20	Advice and Support	76
Aquatics and Recreation	22	Managing Services	78
Parks and Reserves	24	Council-Controlled Organisations and Associate	81
City Safety and Community Funding	27	Partnerships with Maori	86
Community Facilities Development	29	Our Finances	87
Group Utility Services	31	Independent Auditor's Report	87
Highlights	31	Statement of Compliance	89
Performance and Financial Summary	33	Financial Statements	90
Roading and Traffic	34	Notes to the Financial Statements	95
Water Supply	38	Reserve Funds	141
Wastewater	38	Prudence Reporting	142
Stormwater	42	Appendices	146
Solid Waste	46	Our Profile	146
Group Environment	54	Definitions	147
Highlights	54	Source of Information for Level of Achievement	148
Performance and Financial Summary	55	Contact Details	149
Funding Impact Statement	56		
Environmental Management	57		
Emergency Management	60		

REJUVENATING HUTT CITY: KEY PROJECT UPDATES

We are proud to present our Annual Report for the 2014-15 financial year. This report covers one of the most ambitious programmes of revitalisation for Lower Hutt in many years, which was set out in our Annual Plan for 2014-15.

In last year's Annual Report, we talked about the development of four key strategies to guide us in delivering our vision of Lower Hutt as a great place to live, work and play. These four strategies have now been finalised and adopted, you can read a summary of these overleaf.

We are committed to investing in the rejuvenation of Lower Hutt and our sound financial management has allowed us to do this. We are managing these significant investments with some of the lowest rates increases in New Zealand. Our increased debt is well within forecast; our Long Term Plan 2015-2025 shows net debt will not exceed \$125 million in 2020 and 2025. Over the same period, our operating revenue is forecast to rise from \$150 million to \$194 million, despite limiting rates increases to inflation. Our total assets are also forecast to increase in value, from a current value of \$1.4 billion to over \$1.8 billion by 2025.

This programme of work is progressing well and it is fantastic to see some of the key projects completed. We're pleased to update you on the significant projects of this past financial year.



THE REDEVELOPMENT OF OUR CIVIC PRECINCT IS A LARGE PROJECT FOR LOWER HUTT.

A new events centre will cater to both community and commercial events, and is expected to provide growth to the local economy. The centre is set for completion in early 2017, the historic Town Hall is being strengthened and restored, and a new staff administration building is being constructed, which we expect to move back into in March 2016.

Set in close proximity to the Dowse Art Museum, the Riddiford Gardens, the War Memorial Library and Little Theatre, these new and improved buildings will greatly enhance the heart of Lower Hutt's CBD.



THE WALTER NASH CENTRE OPENED ITS DOORS TO THE PUBLIC ON 16 OCTOBER 2015.

The \$12 million project came in on time and within budget. It includes five indoor courts, 11 outdoor netball courts, a new library, multi-purpose meeting rooms and activity spaces and a fitness centre.

The Walter Nash Centre is an important part of our commitment to investing in our communities in the north-east.



IN OUR ANNUAL PLAN 2014-15, COUNCIL COMMITTED AN ADDITIONAL \$6 MILLION TO ADVANCING FRASER PARK SPORTSVILLE.

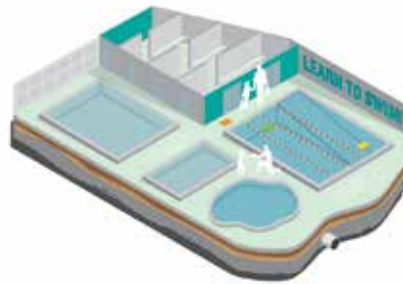
Work on stage one of the two-stage project is completed and includes an artificial football and rugby turf with floodlights, and a major upgrade of the softball diamonds on which we have received very positive feedback from clubs and the general public alike. Stage two is the construction of a multi-purpose, recreational hub including indoor training areas, squash courts, social spaces, meeting rooms, office areas and a restaurant and café.

When completed, Fraser Park Sportsville will be a regionally and nationally significant precinct for sport, recreation and other community activities, catering for seven diverse sports clubs.



ANOTHER IMPORTANT PROJECT IS THE REDEVELOPMENT OF AVALON PARK, A POPULAR REGIONAL AMENITY.

A total of \$5 million has been allocated to the project that began with a new entrance and pathways at Taita Drive in 2014. The next phase beginning in October 2015 will be to create a new play area for those under five including a large sandpit, a twin flying fox, climbing walls, giant bird's nest swing and sound play equipment. There will be extensive landscaping done with more pathways connecting to the main internal walking and cycle routes, additional BBQ units and seating between Avalon Pavilion and the playground.



THE HUIA POOL PROJECT IS ON TRACK TO COMMENCE EARLY IN 2016.

The project will incorporate a dedicated learn to swim pool, a hydrotherapy pool and a fitness suite co-joined along a central spine allowing for a shared access ramp and a single filtration and heating system. The learn to swim pool will have specialised equipment and teaching benches, freeing up the current pools for greater recreational use by the general public.



We would like to thank the community for their interest and involvement in these significant projects, and the staff at Council and our partners who have been so committed to delivering this exciting programme of work for Lower Hutt.



Ray Wallace

Ray Wallace
MAYOR OF LOWER HUTT



Tony Stallinger

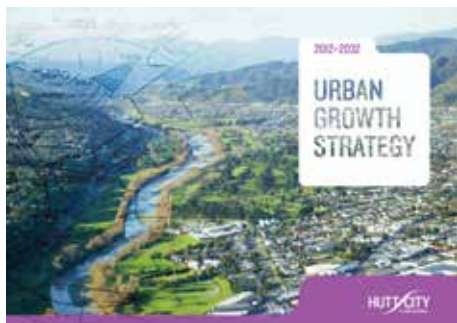
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OUR FOUR KEY STRATEGIES

Our strategies guide our vision of making Lower Hutt a great place to live, work and play.



URBAN GROWTH STRATEGY

Our *Urban Growth Strategy* promotes sustainable growth and development of the city and its economy. It focuses on how much we want the city to grow, where new homes and businesses will be accommodated, and what will be done to encourage this development.

The key areas we are working on improving are:

- Population – aiming for a population increase in Lower Hutt of 0.6 per cent per year
- Housing – aiming to achieve 250 new homes built per year over the next five years, increasing to 300 new homes built in each of the following five years
- Employment – more opportunities through improved economic conditions

This strategy was developed to address the low population growth, ageing population and falling number of working-age people in the city that was projected in the 2006 and again in the 2013 Census.

The strategy recognises that the current level of housing growth will not be enough to provide for the increasing number of smaller households as a result of the population ageing. Reversing this trend and encouraging economic growth that embraces new technology will offset the affordability issues that could arise from these changes.

Examples of the strategy in action, in the past year:

- Council processed approximately 1200 building consents, with a total value of \$185 million – a \$42 million increase from the previous year
- The inaugural Science Technology Engineering Mathematics and Manufacturing (STEMM) Festival was held in June, with more than 30 events over the course of five days
- By June this year, approximately 80 of the 109 planned houses in the new subdivision in Pomare had been sold with 65-70 already completed and occupied



LEISURE AND WELLBEING STRATEGY

Our *Leisure and Wellbeing Strategy* promotes the development of sustainable community facilities, and provision of services that promote wellbeing, particularly in the northern and eastern suburbs of the city.

The key areas of focus are:

- Delivery of the best core services
- Renewal, revitalisation and integration of Lower Hutt's network of community facilities
- Improvement in the quality of life and wellbeing of residents

The 2014-15 Annual Plan saw the community commit to a raft of new projects, including the upgrade of sporting facilities, parks, swimming

pools and community centres to ensure these facilities are fit for purpose for our community, now and well into the future. We've also partnered with other organisations and businesses to start delivering some great programmes for school-age children in the northern and eastern suburbs, and have exciting plans to extend these initiatives.

Examples of the strategy in action, in the past year:

- Completed the Walter Nash Centre in Taita
- Over 27,000 people attended the three Wellington Phoenix games at Hutt Recreation Ground during summer
- Council was selected as the lead provider for the new government initiative Healthy Families, aimed at improving people's lives and preventing chronic disease in Lower Hutt
- The Magic Card Pilot was launched, in partnership with schools in our north-east. A Magic Card breaks down the barrier of cost to participation, providing free access to all Lower Hutt pools and libraries



ENVIRONMENTAL SUSTAINABILITY STRATEGY

Our *Environmental Sustainability Strategy* promotes the sustainability of our natural environment.

It provides short, mid and long-term solutions for change, including:

- Council taking increased responsibility for environmental stewardship and sustainability of our city
- Working in partnership with the community and local businesses to use resources efficiently and to minimise pollution
- The city as a whole beginning to actively improve our environment
- Managing our own role to control and respond where there could be adverse effects on the environment. These include pollution, waste, water usage, stormwater, sewage, transport and urban development

This strategy recognises that our dependence on the environment is fundamental to many aspects of our lives, and that proper care is essential if the city and our communities are to prosper.

Examples of the strategy in action, in the past year:

- Over 500 people attended the second annual Eco-Fashion Week in June, showcasing more than 35 designers of sustainable, ethical and cutting edge fashion from New Zealand and abroad
- Using the latest in sustainable technologies in our new facilities, for example the Walter Nash Centre exceeds the highest standards for insulation and is double glazed
- Naenae Primary won Council's Bright Sparks Challenge, securing funding for solar roofing panels



INFRASTRUCTURE STRATEGY

Infrastructure underpins the quality of life we value and includes essential services that are often taken for granted such as water, sewerage, stormwater, flood protection, roads and footpaths.

Our *Infrastructure Strategy* identifies four key issues that will affect our infrastructure over the next 30 years:

- Natural hazard risks including landslip, flooding, earthquake and tsunamis: While the risk of a natural hazard

event changes little over time, the exposure of property and infrastructure increases. Council carries out projects on bridges, roads, and water mains, to ensure we manage risks from natural hazards. Over \$23 million is budgeted between 2015 and 2045 for seismic upgrades of water supply pipelines and reservoirs. Works have been prioritised based on the criticality and remaining lives of the assets. Further work is planned to ensure Council is well prepared to deal with potential effects of natural hazards on our infrastructure.

- Climate change including changing temperatures and rainfall patterns, the likelihood of more intense storms and sea level rise: These are all likely to place increased pressures on our infrastructure, including the increased likelihood of flooding. Some existing or proposed projects such as upgrading of the Hutt River stopbanks between Boulcott and Ewen Bridge, the Cross Valley Link roading work, and initiatives led by NZTA around SH58 and Petone to Grenada will increase our resilience. But more work is needed to determine the likely impacts and the cost and benefits of options.
- Pressure on the environment arising from the construction or operation of infrastructure: Achieving a balance between infrastructure provision, cost and sound environmental management can be challenging. Council has requirements to contain and minimise adverse environmental effects arising from Council projects.
- Population and demographic change: Statistics New Zealand indicates an ageing population will slow population

growth, but there will be more households. Much of our infrastructure demand is driven by the number of households rather than from the total population. Council will work to quantify the likely effects of an ageing population on rates income and long term expenditure, to ensure we are prepared to deal with the potential effects of population changes on infrastructure.

Examples of the strategy in action, in the past year:

- The Wellington region merged their water services, renaming themselves Wellington Water Limited
- Our earthquake resiliency programme for water networks continued including a number of seismic assessments across the region
- Council was one of the first recipients of a grant from the newly formed Urban Cycleway Fund, receiving funding for several cycling and walking networks in Lower Hutt

OUR COMMUNITY GOALS

Our vision is to make Lower Hutt a great place to live, work and play. To help us achieve this vision residents have identified the following high level goals. Since June 2012, there have been a number of notable improvements under each goal:

A SAFE COMMUNITY

We live in a safe city, free from crime and injury. Our city is prepared for emergencies.

Community safety continues to be a priority for Council. Over the last three years in particular we have worked on strengthening existing programs and have introduced a number of new initiatives to support these such as Hutt Safe City, increased surveillance, graffiti prevention, animal education and an in-house Road Safety Coordinator. This has seen an increase in residents' sense of safety in the city to 98%, a 5% increase in households' preparedness for an emergency, an ongoing decline in local road crashes resulting in injury and a sharp increase in the number of attendees to animal awareness classes at local schools.

A STRONG AND DIVERSE ECONOMY

A city that grows existing businesses and attracts new business activity, with a focus on the research and development sector. All members of our community benefit from a strong economy, and we attract increasing numbers of visitors.

A lot of work goes on behind the scenes at Council to encourage new businesses to establish themselves here. Since June 2012

we have welcomed 375 new businesses to Lower Hutt, including 46 high and medium technology businesses between 2014 and 2015 along with 592 new employees in the sector. We offer a diverse calendar of events throughout the year for residents and visitors and are pleased to announce a jump from 78,500 attendees to major events during 2013-14 to 133,720 during 2014-15.

AN ACCESSIBLE AND CONNECTED CITY

A city that is easy to move about with well-designed roads, cycleways and footpaths. Members of our community are connected to the digital world.

We want to ensure that parking in and around the city is accessible and affordable for those wanting to take advantage of the amenities available. There was an increase of 11% in resident satisfaction with our parking provision between 2014 and 2015, now at 85%, which is a very positive result.

HEALTHY PEOPLE

We live healthy lives, and our city's services help to protect our health and our environment.

Improving outcomes in the northern and eastern parts of Lower Hutt is a key focus in our Leisure and Wellbeing Strategy, with youth being the primary target. We are

very proud to have this year launched our Magic Card Pilot in partnership with schools in Taita, providing free access to all Lower Hutt pools and libraries including access to collections, programmes, photocopying, scanning, printing and the internet.

A HEALTHY NATURAL ENVIRONMENT

We value and protect the natural environment and promote a sustainable city. Resources are used efficiently and there is minimal waste and pollution.

We are continuing to introduce new ways to reduce our waste and promote sustainability across the city. Our amount of waste to our landfills has dropped from 31 tonnes to 20 over the last three years. This is a pleasing result and reflects a community-wide commitment to a greener lifestyle.

ACTIVELY ENGAGED IN COMMUNITY ACTIVITIES

Members of our community participate in arts, cultural, sports and other recreational and leisure activities. The city provides for and encourages participation in these activities.

As a Council we want to be more proactive in improving our residents' health and general lifestyle. We were fortunate enough

this year to have been chosen as the lead provider of a new government initiative called Healthy Families that supports this. A dedicated group have since been formed who are working with schools, early childhood education centres, workplaces and sports clubs to encourage healthier choices across the Hutt Valley.

STRONG AND INCLUSIVE COMMUNITIES

People feel a sense of belonging and are included in the community. Our city is built on strong communities that value diversity and support newcomers.

A lot of time and thought is spent ensuring a variety of books and media are available to the public at our seven libraries across the city. There is also a range of activities, events and programmes offered to complement this. In 2012 we had 4733 new library members, this year we had 6524 new members enrol. Similarly, the number of participants in library programmes and events increased from 29,449 in 2012 to 36,243 in 2015.

A HEALTHY AND ATTRACTIVE BUILT ENVIRONMENT

Our built environment enhances our quality of life. Our city is vibrant, attractive, healthy and well-designed. We promote development that is sustainable, and that values and protects our built heritage and the natural environment.

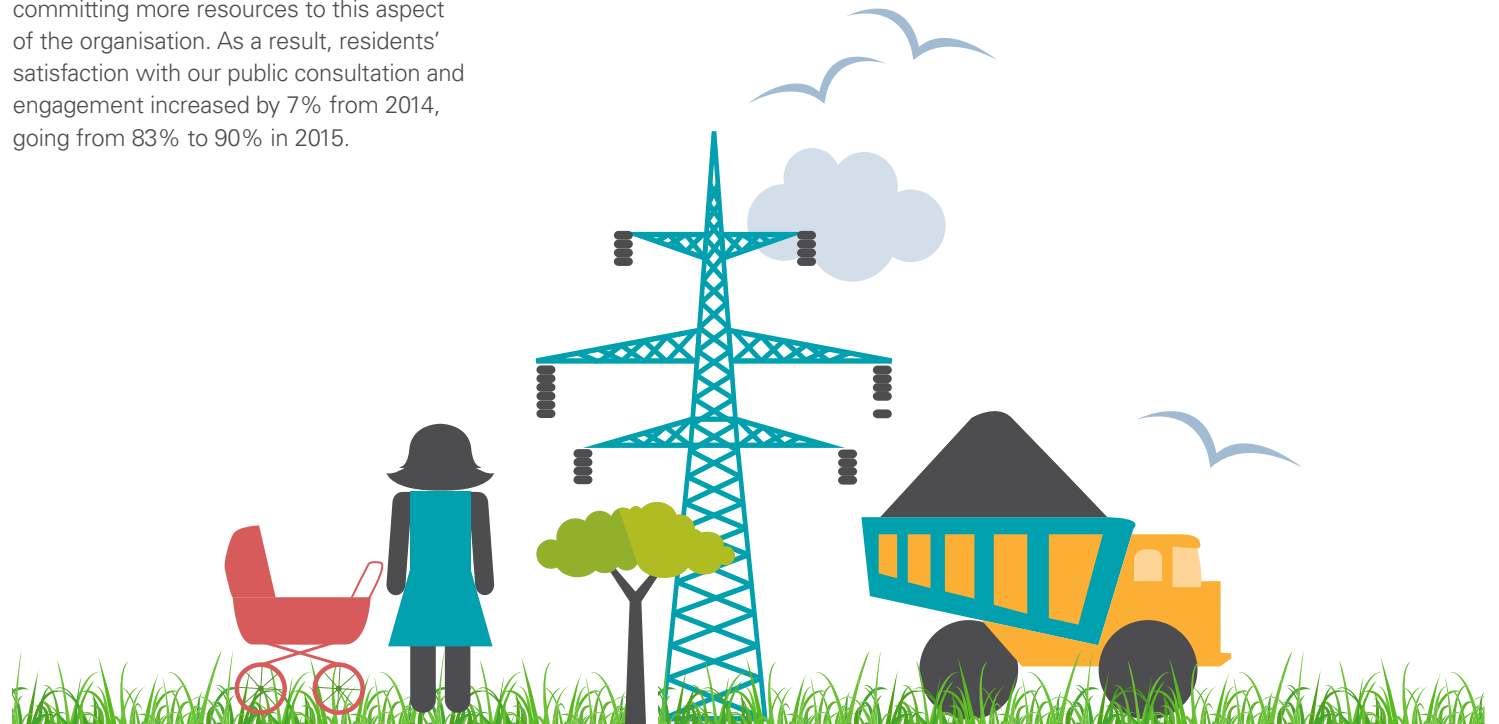
It is important to feel safe in your own home and we continue to be available to respond to neighbourhood disturbances if they arise. Over the last two years, the

number of noise complaints we have received has dropped dramatically – from 4703 to 2419 to June 2015. Heritage in our city is highly valued and we are pleased to report that we have retained the number of listed protected buildings, archaeological and cultural sites and trees.

A WELL-GOVERNED CITY

All members of our community are empowered to participate in decision-making and to contribute to society. Their values and ideas are reflected in the decisions Council makes.

Community engagement is critical within local government. We aim to capture a diverse range of groups' and individuals' opinions as part of our decision-making process and have made a point of committing more resources to this aspect of the organisation. As a result, residents' satisfaction with our public consultation and engagement increased by 7% from 2014, going from 83% to 90% in 2015.



HUTT CITY COUNCIL

Hutt City Council was established in 1989 through the amalgamation of the former Lower Hutt City, Eastbourne Borough, Petone Borough and Wainuiomata District Councils, and the Hutt Valley Drainage Board. Its jurisdiction covers the city of Lower Hutt.

Its purpose is:

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

Its role is to have particular regard to the contribution that the following core services make to its communities:

- (a) network infrastructure
- (b) public transport services
- (c) solid waste collection and disposal
- (d) the avoidance or mitigation of natural hazards
- (e) libraries, museums, reserves, recreational facilities, and other community infrastructure.

COUNCIL GOVERNANCE

Hutt City Council is governed by a mayor and 12 councillors, with the mayor elected on a city-wide basis and the councillors elected to represent their respective wards, though also required to exercise their powers in the best interests of the city as a whole. There are six wards - Northern, Eastern, Central, Western,

Harbour and Wainuiomata – each with two councillors.

COMMUNITY BOARDS AND COMMUNITY COMMITTEES

Council also works with three community boards covering Eastbourne, Petone and Wainuiomata, and four community committees covering the Northern, Eastern, Central and Western wards.

Each community board has six members elected by the community, plus two councillors from that ward appointed by Council. The only exception is Eastbourne Community Board, which has agreed to have only five elected members.

The role of a community board is to:

- Represent and act as an advocate for the interests of its community.
- Consider and report on any matter referred by Council and any issues of interest.
- Make an annual submission to Council on projects and expenditure in the community.
- Maintain an overview of services provided by Council within the local community.
- Be a channel of communication between the community and Council.
- Undertake any other responsibilities delegated by Council.

The community committees appointed by Council are non-statutory bodies with similar roles to those of community boards. Each committee has four members appointed from the community plus the two ward councillors. Members are appointed according to their skills and experience, including their ability to support existing residents' associations and similar community groups in their areas and engage positively with Council.

COUNCIL'S MANAGEMENT STRUCTURE

The elected members of Council set the broad strategic direction and policies for the chief executive and staff to implement, and audit the results.

The chief executive is the sole employee of the elected members of Council, and in turn is the employer of all other council staff members. He is responsible to Council for:

- Implementing its decisions.
- Advising Council, community board and community committee members.
- Ensuring all functions delegated to staff are carried out.

Council monitors the chief executive's performance through a series of performance measures and the chief executive is accountable to Council through a quarterly reporting process.

In the past year, Council's Strategic Leadership Team focused on three priority areas:

PRIORITY AREA	ORGANISATIONAL OBJECTIVES
The best local government services	Providing local government services is what we do. We want Hutt City Council to be the best at doing this so that we can provide services at the highest standard for customers, make it easier for them to do business with us and have staff who know they are doing a great job and are part of a successful organisation.
New world-class community facilities	Our current facilities are tired and dated. Accessible world-class community facilities drive greater participation and foster pride. Our facilities will enhance wellbeing through physical achievement, creativity, learning, social interaction and community development.
Economic and social development	The Hutt must do better, both economically and socially. We can make this an exciting place for businesses and people to work. We can improve people's lives and make a difference to them.

CUSTOMER SERVICES

Customer service continues to be a priority with ongoing initiatives to enhance the quality and cost-effectiveness of how our customers deal with us. Council's strategic programme continues to add value to customers with online services and the use of social media such as Facebook to keep our customers informed. We are constantly looking for ways to enhance our services and make improvements in line with our three big customer commitments:

- **Work with you** – by making it happen and keeping our promises
- **Take accountability** – by owning our enquiries and continuously improving
- **Make it easy** – by offering choices and keeping things simple

This year we have introduced a group to champion a service transformation programme across Council with a focus on going from great to legendary service.

So far this group has:

- reviewed our written communications to customers
- moved from “what works for us” to “what works for the customer and us”
- gone from being an enforcer and regulator of rules to supporting the community to understand and successfully meet our legal obligations.

This year the Contact Centre answered 129,310 calls, 18,642 emails and logged 18,969 requests for service (RFS) jobs. The areas we received the highest volume of calls and emails are as follows:

Customer Services	15,386
Building Officers and Administration	12,414
Animal Services	9659
Libraries	8914
Rates General	8710
Roading and Traffic	7915
Parking Services	6177
Three Waters Services	5368
Environmental Health	4808
Parks and Reserves	4121
Resource Consent/Planners	3464
Booking Inspections	2707
Leisure Active	1924
Urbanplus - property maintenance	1719
Rates Arrears	1116

In the year ending 30 June 2015, 12,073 customers had used our online services, including infringements, rates, and Land Information Memoranda.

