



NAPIER
CITY COUNCIL
Te Kaunihera o Ahuriri

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PROSPEROUS NAPIER COMMITTEE

Open Attachments Under Separate Cover

Meeting Date: Thursday 18 March 2021

Time: Following the Napier People and Places Committee

Venue: Council Chambers
Hawke's Bay Regional Council
159 Dalton Street
Napier

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Prepared in accordance with the requirements of the Local Government Act 2002

Cover image: Nuit Blanche - Art After Dark (Hawke's Bay Art Festival), October 2020

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This report summarises the Council's progress in the second quarter of 2020/21 towards fulfilling the intentions in the Annual Plan. Quarterly performance is assessed against Income, Total Operating Expenditure, Capital Expenditure and Key Performance Measures.

FINANCIAL PERFORMANCE SNAPSHOT

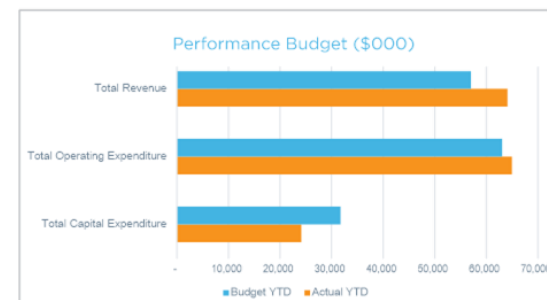
The year to date net operating deficit of \$870k is \$5.2m favourable to the budgeted deficit of \$6.1m. This favourable variance is attributable to a combination of factors as outlined below:

REVENUE

- Finance revenue is \$300k above budget year to date due to more funds invested than anticipated as a result of less than planned capital expenditure
- Financial and Development contribution revenue is \$500k above budget year to date due to the timing of revenue allocated ahead of schedule
- Subsidies and grants are higher than budgeted due to timing of NZTA subsidised works undertaken year to date and receipt of grant funding for animal welfare and maintenance at the National Aquarium
- Other revenue is \$3.6m higher than budget mainly due to higher than expected revenue from Council's tourism activities.

EXPENDITURE

- Depreciation expense is higher than budget by \$1.6m due to a significant uplift in the revaluation of three waters and roading assets
- Other operating expenses are \$380k above budget year to date due to costs relating to the November flooding event, increased building consent volumes and lower than planned recharging of in house labour due to vacancies.



Figures are shown in thousands (\$,000)

All Council	Year to Date Sep 2020				Year End	
	Actual	Revised Budget	Variance *	% Variance	Revised Budget	Annual Plan
Revenue						
Rates Revenue	32,020	32,015	5	0%	64,193	64,193
Finance Revenue	413	109	304	>100%	216	216
Financial and Development Contributions	2,080	1,593	487	31	3,391	3,391
Subsidies and Grants	4,570	1,959	2,611	>100%	17,421	4,911
Other Revenue	25,010	21,356	3,654	17%	47,631	47,631
Other gains/losses	-	(0)	0	100%	1,564	1,564
	64,093	57,032	7,061		134,415	121,905
Expenditure						
Employee Benefit Expense	20,248	20,378	130	1%	40,940	40,910
Depreciation and Amortisation	15,917	14,303	(1,614)	(11)%	28,392	28,392
Finance Costs	-	138	138	100%	275	275
Other Operating Expenses	28,804	28,430	(375)	(1)%	63,630	52,868
Share of associate surplus/deficit	-	(155)	(155)	(100)%	(310)	(310)
Offsetting Expenditure	-	0	0	100%	0	0
	64,969	63,094	(1,875)		132,927	122,135
Net Operating (Surplus) / Shortfall	876	6,062	5,186	86%	(1,488)	230

*Variance Key

Favourable / Underspent
Unfavourable / Overspent

SERVICE PERFORMANCE SNAPSHOT

OCTOBER

Chief Executive Recruitment Advertising

Advertising for Council's new Chief Executive Officer began on 12th October.

Revenue & Financing Policy Consultation

This public consultation opened on 12th October and ran for five weeks. It is the first major overhaul of our rates policies since the 1989 merger with Hawke's Bay County Council. The proposals are about simplifying how Council calculates rates, with the goal of being more consistent and equitable. Some properties may see a slight decrease in their rates, while others may see an increase if the proposals are adopted. Public submission hearings will take place in February.

NOVEMBER

Annual Report 2019/20

Napier City Council's Annual Report was adopted by Council on 2nd November. It shows there has been a significant move from Council's previous financial positions – with NCC recording a deficit of \$2 million for the first time in decades. During lockdown and beyond, Council tourism facilities were either closed or continued to be affected as the country moved between alert levels, contributing to the deficit.

Napier Civic Awards recipients announced

This year's Napier Civic Awards ceremony was held on 5th November at the Napier War Memorial Centre, before an audience of family, friends and colleagues and was hosted by Mayor Wise. Margaret Atkins, June Graham and Gary Macdonald all accepted Citizens' Civic Awards, with the same award also post-humously bestowed on the late Michelle (Minnie) Ratima.

Napier Flood

Napier's flood on 9th November significantly affected the city and many areas of Council's operations. Staff from all over Council were heavily involved in the flood recovery – both in the immediate aftermath and in longer term community welfare and recovery work. Kennedy Park Resort was used as emergency accommodation for flood-affected residents who could not stay in their homes. The Napier City Mayoral Relief Flood Response Fund became available to help people affected by recent flooding in the city. The fund was boosted by a \$100,000 contribution from the New Zealand Government and matched by \$100,000 from HBRC. Council agreed to offer rates remissions to flood-affected ratepayers.

Controlled Water Area Project

Planning for the Controlled Water Area Project began. This will ring-fence Tamatea and Parklands from the rest of the network and supply these suburbs with water only from the Taradale bores, which have lower manganese levels. Lower levels of manganese will help to reduce the number of dirty water instances.

DECEMBER

Land purchase for new reservoir

Three hectares of land on the former Napier Hospital site was purchased for a new drinking water supply reservoir. The Enfield Road reservoir is nearing the end of its life and needs replacing. The planning and construction of the new reservoir has yet to begin; the purchase of the land is the first step with this project, with 2024 being the earliest it could be completed. This project gives Council the chance to build the infrastructure so the site is accessible to the community. It's an ideal spot to tell the story of Mataruahou (Napier Hill). Ngā hapū and Hill residents will be part of any future consultation as the project progresses.

Temporary closure of MTG Hawke's Bay and Napier Library

MTG Hawke's Bay and Napier Library closed on 23rd December for a number of months due to urgent remedial work needed on the building's sprinkler system. Risks have been identified with the sprinkler system's ceiling pipe work, which is at risk of falling in a seismic event or other situation where force is applied, for example if the sprinkler system were to be discharged.

New Council Chief Executive appointed

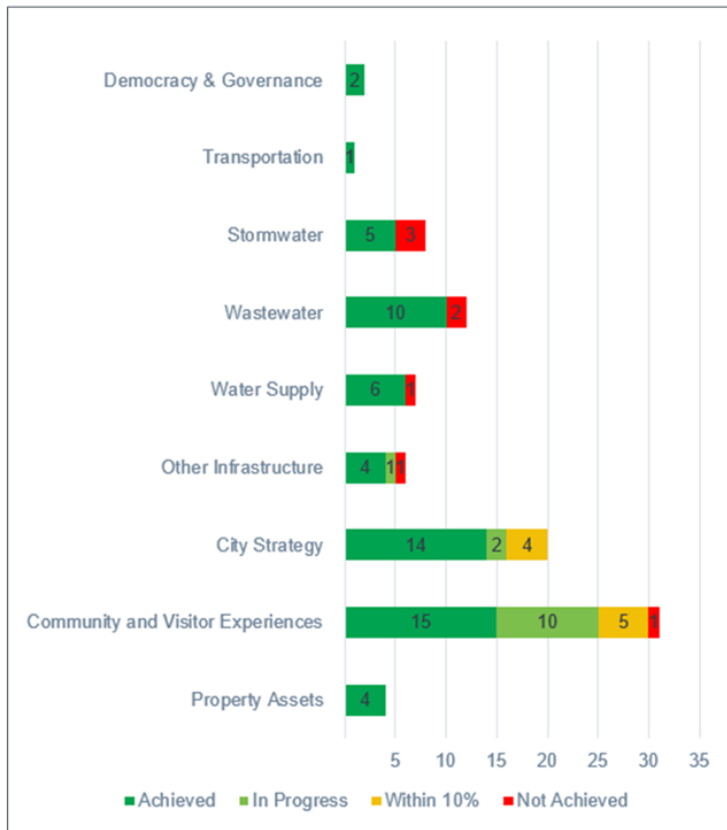
On 17th December, Mayor Kirsten Wise announced the appointment of Dr Stephanie Rotarangi as the new Chief Executive of Napier City Council. Dr Rotarangi starts with NCC in February.

New facilities open at Kennedy Park

New bathroom, kitchen and laundry facilities opened at Kennedy Park Resort. The construction project, which began during the Alert Level 3 portion of the lockdown, was completed on time, ready for the current high season.

SERVICE PERFORMANCE SNAPSHOT KEY PERFORMANCE MEASURES

This quarter, 85% of key performance indicators (74 of 91) measured on a monthly or quarterly basis were achieved, or are in progress and on target to be achieved by year end. Any measures which were not achieved are explained in the activity sections of this report, along with the full list of performance measures and results.



TREASURY MANAGEMENT SUMMARY INVESTMENTS REPORT

INVESTMENT TYPES HELD AT QUARTER-END

			Amount
Call Deposits			0
Term Deposits	S&P Credit Rating	Average 12 Month Int. Rate	
Westpac	AA~	1.88%	6,000,000
ANZ	AA~	N/A	10,000,000
ASB	AA~	2.02%	8,000,000
BNZ	AA~	1.92%	12,000,000
Kiwibank	A	2.44%	7,000,000
			43,000,000
Total Investments as at 31 December 2020			\$43,000,000

MATURITY PROFILE OF INVESTMENTS

Term	Percentage	Lower Limit	Upper Limit	Within Limits
0 - 6 months*	81.4%	30%	80%	No
6 - 12 months*	18.6%	20%	70%	No
1 - 3 years	0.0%	0%	50%	Yes
3 - 5 years	0.0%	0%	20%	Yes

*The current yield curve inversion, starting at around the six months term, disincentivises longer term investments.

RANGE OF INTEREST RATES NEGOTIATED DURING THE QUARTER

	Rate	Date
Call Deposits (lowest)	N/A	All
Call Deposits (highest)	N/A	All
Term Deposits (lowest)	N/A	N/A
Term Deposits (highest)	N/A	N/A

WEIGHTED AVERAGE INTEREST RATE FOR ALL CURRENTLY HELD INVESTMENTS

	Amount	Average Rate
Call Deposits	0	0.00%
Term Deposits	43,000,000	1.10%
	\$43,000,000	
Weighted Average Interest Rate as at 31 December 2020		1.10%
Benchmark Average Interest Rate as at 31 December 2020		0.29%

(Benchmark = average 6-month 'BKBM' mid-rate of today and 6 months ago)

EXTERNAL LOANS REPORT

LOANS RAISED DURING QUARTER

	Amount	Interest Rate
Local Authority Stock - Floating	Nil	N/A
Local Authority Stock - Fixed	Nil	N/A
	\$0	N/A
Average interest rate of loans raised year-to-date		N/A
Total external loans raised year-to-date		Nil
Balance of external loans likely to be raised in the current year		Nil

CUMULATIVE QUARTERLY GRAPHS

Figures shown in thousands (\$,000)

Actual Budget Prior Year

TOTAL REVENUE



TOTAL EXPENDITURE



CUMULATIVE QUARTERLY GRAPHS CONTINUED

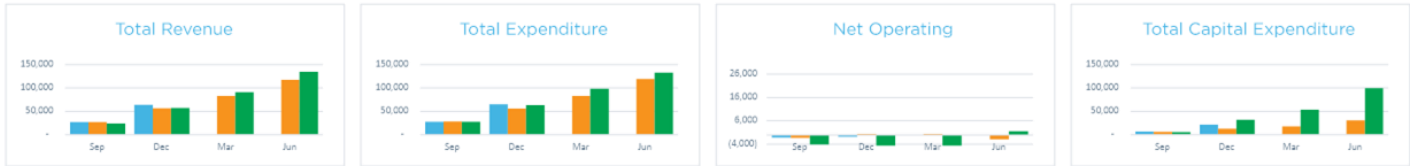
Figures shown in thousands (\$,000)

Actual Budget Prior Year

CAPITAL EXPENDITURE



TOTAL EXPENDITURE



ACTIVITY GROUP FINANCIAL SUMMARY

Figures are shown in thousands (\$,000)

	Year to Date Dec 2020				Year End	
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan
Net Operating Expenditure						
Democracy and Governance	2,342	2,342	-		4,685	3,603
Transportation	3,712	4,892	1,180	24%	8,063	5,612
Stormwater	3,310	2,207	(1,104)	(50)%	4,108	4,064
Wastewater	116	(330)	(446)	<(100)%	(667)	(672)
Water Supply	495	(73)	(568)	<(100)%	505	(570)
Other Infrastructure	1,259	1,746	487	28%	3,418	1,389
City Strategy	3,426	3,821	395	10%	6,924	4,091
Community and Visitor Experiences	13,028	16,895	3,866	23%	35,949	(7,240)
Property Assets	(2,147)	(1,826)	322	18%	(8,337)	(6,610)
Rates and Special Funds	(23,106)	(22,901)	205	1%	(45,758)	(48,276)
Support Units	(1,559)	(711)	848	>100)%	(10,376)	(1,210)
Archived Cost Centres	-	-	-		-	-
Net Operating Expenditure	876	6,062	5,186	86%	(1,488)	(45,819)

* Variance Key

Favourable / Underspent
Unfavourable / Overspent

Figures are shown in thousands (\$,000)

	Year to Date Dec 2020				Year End	
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan
Capital						
Transportation	2,989	3,724	735	20%	13,434	15,048
Stormwater	177	1,126	950	84%	4,876	6,674
Wastewater	1,334	1,953	619	32%	10,278	3,796
Water Supply	13,060	13,585	525	4%	27,184	4,955
Other Infrastructure	1,167	1,255	89	7%	3,478	2,164
City Strategy	23	61	38	>62%	1,629	592
Community and Visitor Experiences	4,215	8,238	4,023	49%	21,029	72,755
Property Assets	345	761	416	<55%	5,484	3,889
Support Units	834	1,009	175	17%	12,173	2,493
Archived Cost Centres	-	-	-		-	-
Total Capital Expenditure	24,143	31,713	7,570	24%	99,564	112,365
Asset Sales	(2,385)	-	2,385		-	-

SUMMARY NET OPERATING EXPENDITURE OF ACTIVITY



ACTIVITY GROUP DETAIL

This section provides further detail on the key performance measures and the financial performance of each of the activities within Council.

The Council activities contribute to the Community Outcomes, as stated in the 2018-28 Long Term Plan. Council considers that meeting its service level targets constitutes a major role as a contributor to the progress of the Community Outcomes.

THE COMMUNITY OUTCOMES FOR NAPIER CITY ARE:



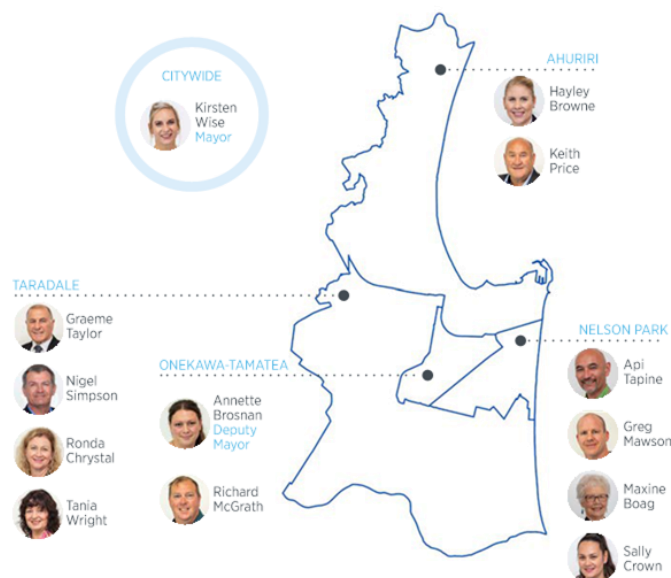
DEMOCRACY & GOVERNANCE

Council's Democracy and Governance Activity provides a democratic and consultative system for governance and decision-making. The activity encompasses the management of:

- The Council meeting and decision making process
- Local elections
- Responses to official information requests

Napier City Council elections are held triennially and following the 2018 representation review determination, the Council is now comprised as follows from the October 2019 election:

- A Mayor elected by the city as a whole and 12 Councillors elected by ward
- Ahuriri Ward - 2 Councillors
- Onekawa-Tamatea Ward - 2 Councillors
- Nelson Park Ward - 4 Councillors
- Taradale Ward - 4 Councillors
- The Council has no Māori Wards or Community Boards



Council's governance function is delivered through a structure of Standing Committees, Joint Committees, Specialist and Sub-Committees and Council Controlled Organisations (CCO). Following the October 2019 election the governance structure for the 2019-2022 triennium must be established by the Mayor and adopted by Council.

The Local Governance Statement provides information on the governance structure and the processes through which Napier City Council engages with the residents of Napier, how the Council makes decisions, and how citizens can participate. This is a public document, and the 2016-2019 Local Governance Statement is available online. Once the 2019-2022 Triennium arrangements have been put in place, and the updated document has been adopted (required within six months of the election) the information will be made available via Council's website.

The overall aims are:

- To ensure the City is developed in a sustainable manner
- To promote economic growth
- To promote tourism
- To foster a safe environment
- To be a guardian of the City's assets and infrastructure
- To engender pride in Napier

A fundamental role of Council is to represent the community, to receive and understand their views, make good decisions for the benefit of the community, and if appropriate explain Council reasoning behind a particular decision or policy, to those who might be interested.

Democracy and Governance stakeholders are all residents of Napier City and the wider region. Consultation with stakeholders is carried out in accordance with the Significance and Engagement Policy.

Council's Māori Consultative Committee provides Māori perspective across all Council business, through the review of Council and Standing Committee's open agendas. The Committee makes recommendations to the Council on these items or any other matters relevant to Council, as it considers necessary.

DEMOCRACY & GOVERNANCE PERFORMANCE SUMMARY

Level of Service	Performance Measures	First Quarter	Second Quarter	Third Quarter	Target 2020/21	Actual 2019/20	Indicator	Performance Measure Comment
Council holds regular Council and Council Committee meetings that are accessible and notified to the local community	Percentage of council meetings for which meeting agenda is made publicly available seven calendar days (internally set) before the meeting date	100%	100%		100%	100%	◆	
Council will comply with legislative requirements	Annual Reports and Long Term Plans receive 'unmodified' audit opinion	End of Year Measure	End of Year Measure		100%	0%	◆	
Council will provide governance that is effective and transparent	Percentage of residents satisfied with the 'Sufficiency of Public Information' in the NRB Public Opinion Survey	End of Year Measure	End of Year Measure		75%	63%	N/A	
Council will respond to information requests in a timely manner	Percentage of LGOIMA requests responded to within statutory time frames	98%	97%		100%	100%	◆	1 of 39 took more than 20 days to complete due to a 2-day delay awaiting third party responses.

Performance Indicators - ◆ - Achieved ◆ - In progress and on target ◆ - Within 10% ◆ - Not achieved, greater than 10%

DEMOCRACY & GOVERNANCE

FINANCIAL SUMMARY

Figures are shown in thousands (\$,000)

	Year to Date Dec 2020				Year End		Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan		
Net Operating Expenditure								
Revenue	-	-	-		-	-		
Expenditure	2,342	2,342	-		4,685	4,685		
Depreciation	-	-	-		-	-		
Net Operating Expenditure	2,342	2,342	-		4,685	4,685		

TRANSPORTATION

We own, maintain and develop the local transportation network. The city's road network provides accessibility to Napier residents and visitors within a safe, clean and aesthetic environment. The activities within this group include the installation and maintenance of the physical components; roads, footpaths, traffic and pedestrian bridges and structures, street lighting, drainage, traffic services and safety (e.g. street furniture, traffic lights, signage), as well as the planning, management and amenity and safety maintenance to ensure the system is clean, safe and able to cope with future needs.

Transportation corridors are a key element of the local environment, supporting the community and economy. It is essential that transportation continues to be delivered to an appropriate standard to achieve national, regional and NCC's strategic objectives and desired outcomes.

We provide the following to the City of Napier:

- 301km of urban roads and footpaths
- 56km of rural roads
- 45km of cycle paths
- 480km of kerb and channel
- 8,616 street lights
- 3,400 amenity lights
- 8 vehicle bridges
- 10 pedestrian bridges
- 61 culverts larger than 900mm in diameter
- 5,441 sumps and manholes
- 1,369 culverts less than 900mm in diameter
- 15,822m of traffic islands
- 9,555m of safety barriers and railings
- 5,902 street trees
- 6,885 street signs
- 24 bus shelters



TRANSPORTATION PERFORMANCE SUMMARY

Level of Service	Performance Measures	First Quarter	Second Quarter	Third Quarter	Target 2020/21	Actual 2019/20	Indicator	Performance Measure Comment
Provide roads well maintained with adequate lighting and cleaning programmes to meet resident expectations	Percentage residents satisfied (very satisfied and fairly satisfied) with "roads" in the NRB Public Opinion Survey	End of Year Measure	End of Year Measure	End of Year Measure	90%	71%	N/A	
Provide well maintained footpaths and cycleways to meet resident expectations	Percentage residents being satisfied (very satisfied or fairly satisfied) with "footpaths" in the NRB public opinion survey	End of Year Measure	End of Year Measure	End of Year Measure	84%	76%	N/A	
Design and construct safety improvements to minimize the number of injury crashes (Mandatory measure 1)	The change from the previous financial year in the number of fatalities and serious injury crashes on the local road network, expressed as a number.	End of Year Measure	End of Year Measure	End of Year Measure	-1	-8	N/A	
Provide roads well maintained (Mandatory measure 2)	The average quality of ride on a sealed local road network, measured by smooth travel exposure.	End of Year Measure	End of Year Measure	End of Year Measure	>85%	92%	N/A	
Provide adequate renewal of road surfacing (Mandatory measure 3)	The percentage of the sealed local road network that is resurfaced annually	End of Year Measure	End of Year Measure	End of Year Measure	7.1%	1.7%	N/A	
Provide well maintained footpaths and cycleways (Mandatory measure 4)	Percentage of footpaths and cycleways rated 4 or 5 (rating 1 best to 5 worst) based on independent survey	End of Year Measure	End of Year Measure	End of Year Measure	≤1%	1.78%	N/A	
The percentage of customer service requests relating to roads and footpaths to which the territorial authority responds within the timeframe specified in the Ten Year Plan. (Mandatory measure 5)	Percentage responded to within 5 working days	100%	100%		90%	100%	◆	

Performance Indicators - ◆ - Achieved ◆ - In progress and on target ◆ - Within 10% ◆ - Not achieved, greater than 10%

TRANSPORTATION FINANCIAL SUMMARY

Figures are shown in thousands (\$,000)

Net Operating Expenditure	Year to Date Dec 2020				Year End		Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan		
Revenue	(4,754)	(2,890)	1,864	64%	(6,928)	(6,928)	[1]	Unbudgeted MBIE Shovel Ready grants, more Financial Contributions received than anticipated from external developments and additional NZTA LED Streetlight revenue.
Expenditure	4,692	4,141	(552)	(13)%	7,673	7,693	[2]	Unbudgeted costs incurred due to the November 2020 flood event.
Depreciation	3,774	3,642	(132)	(4)%	7,319	7,319		
Net Operating Expenditure	3,712	4,892	1,180	24%	8,063	8,083		

TRANSPORTATION

FINANCIAL SUMMARY CONTINUED

Figures are shown in thousands (\$,000)

Capital	Year to Date Dec 2020				Year End		Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan		
Road Capital								
Roading Renewals	882	928	46	5%	2,074	1,609		
N/S Rooding Renewals	178	200	22	11%	410	875		
Gifted/Vested Assets	-	-	-		1,175	1,175		
West Quay One Way	48	67	19	28%	750	750		
Te Awa Structure Plan	136	960	824	8677	2,983	1,400	[1]	Tender let later than initially anticipated.
Ahuriri Masterplan - Associated improvements	-	25	25		100	100		
Ground stabilisation and retaining wall	33	125	91	73%	350	350	[2]	Work programme being re-evaluated in light of the November 2020 flood event.
Major Intersection Improvement Projects	28	360	332	92%	830	50	[3]	Tender let later than initially anticipated.
Intersection Improvement Projects	67	37	(29)	(78)%	94	-		
Intersection Safety Improvement Projects	271	183	(88)	(48)%	1,106	1,106	[4]	Minor safety works undertaken ahead of schedule.
KiwiRail - Level Crossing	-	30	30	100%	90	90		
Local Area Traffic Management Projects	2	-	(2)	(100)%	-	-		
Marine Parade Safety Improvements	117	120	3	3%	168	-		
New Cycle and Walking Tracks	1,056	239	(817)	(100)%	1,112	750	[5]	Includes unbudgeted Shovel Ready project expenditure funded directly from MBIE.
Public transport infrastructure	-	17	17	100%	50	50		
Puketitiri Road Upgrade	3	60	57	95%	500	500	[6]	Professional services progress limited.
Severn St roundabout	-	45	45		500	500	[7]	Project unlikely to go ahead this financial year due to low rate of development.
Urban Corridor Improvement Projects	167	303	136	45	446	135	[8]	Tender advertised later than expected.
Ahuriri Masterplan - Thames Severn Stormwater Management	-	25	25		250	250		
Total Road Capital	2,989	3,724	736	20%	12,987	9,690		
Total Capital Expenditure	2,989	3,724	736	20%	12,987	9,690		
Asset Sales	-	-	-		-	-		

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STORMWATER

The Napier City Council in collaboration with Bay of Plenty Regional Council operates a stormwater collection and disposal system that include both piped and open waterway components within the city to provide stormwater services to the public.

Council has a statutory responsibility to ensure stormwater is managed through ownership and management of its own stormwater drainage network. The Council is a viable provider of this 'public good' service for the well-being of the community. Stormwater is a mandatory group of activities and must be included in the 30-year Infrastructure Strategy as an infrastructure asset.

Council provides and maintains a stormwater disposal system for Napier with the aim to minimise the effects of flooding. The system, serving approximately 97% of the city's population, consists of open drains, stormwater mains, and pump stations with about 75% of Napier reliant on pumped systems for stormwater drainage.

We provide:

- 239km stormwater mains
- 122km open drains (44.4km of major drains and 75.6km of minor drains)
- 10 pump stations
- 3 detention dams
- 5,297 manholes



STORMWATER PERFORMANCE SUMMARY

Level of Service	Performance Measures	First Quarter	Second Quarter	Third Quarter	Target 2020/21	Actual 2019/20	Indicator	Performance Measure Comment
The Stormwater network adequately protects the health and safety of Napier residents and protects property by providing protection against flooding	Number of flooding events that occur per year (Mandatory measure 1)	0	1		≤1	Nil	◆	
	For each flooding event, the number of habitable floors affected per 1,000 properties (Mandatory measure 2)	0	4		≤1	Nil	◆	November rainfall event is believed to be 1 in 250 year rainfall event. The stormwater system is not designed to service such a large event. Therefore, widespread flooding occurred in many areas of the city. The actual number of flooded properties may be higher than recorded in the Council systems.
	Median response time to attending a flood event (notification to personnel being on site) (Mandatory measure 3)	N/A	64		≤2 Hrs	Nil	◆	During the November rainfall event, the number of complaints received by Council was overwhelming and could not be attended quicker.
Stormwater is collected and disposed of in a manner that protects public and environmental health	Compliance with resource consents for discharge from the stormwater system as measured by the number of: (Mandatory measure 4)							
	a) Abatement notices	0	0		Nil	Nil	◆	
	b) Infringement notices	0	0		Nil	Nil	◆	
	c) Enforcement orders	0	0		Nil	Nil	◆	
	d) Convictions received in relation to stormwater resource consents	0	0		Nil	Nil	◆	
Residents are satisfied with Council's Stormwater service	Number of complaints received about performance of stormwater system (per 1,000 properties connected) (Mandatory measure 5)	1.01	4.10		≤5	3.40	◆	Actual number of complaints received during November rainfall event is significantly higher than recorded in the service request
	Percentage of residents satisfied with Stormwater in the NRB Public Opinion Survey	End of Year Measure	End of Year Measure	End of Year Measure	89%	60%	N/A	

Performance Indicators - ◆ - Achieved ◆ - In progress and on target ◆ - Within 10% ◆ - Not achieved, greater than 10%

STORMWATER FINANCIAL SUMMARY

Figures are shown in thousands (\$,000)

Net Operating Expenditure	Year to Date Dec 2020				Year End		Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan		
Revenue	(320)	(273)	47	17%	(805)	(805)	[1]	Increased revenue due to more financial contributions received than anticipated in the first two quarters.
Expenditure	1,562	1,158	(403)	(35)%	2,270	2,270	[2]	Unbudgeted costs incurred due to the November 2020 flood event.
Depreciation	2,068	1,321	(747)	(57)%	2,642	2,642	[3]	Significant increase in the value of Council assets due to the 2019/20 revaluation has resulted in higher depreciation costs than budgeted.
Net Operating Expenditure	3,310	2,207	(1,104)	(50)%	4,108	4,108		

Figures are shown in thousands (\$,000)

Capital	Year to Date Dec 2020				Year End		Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan		
Stormwater								
Upgrading Stormwater Catchments	14	-	(14)	(100)%	44	-		
Stormwater IAR	1	-	(1)	(100)%	-	-		
Pump station minor replacements (mechanical)	5	10	5	50	20	20		
SCADA minor replacements	-	24	24	100%	36	25		
Stormwater pump replacements	-	25	25	100%	75	75		
Stormwater pump station electrical replacements	1	10	9	90%	20	20		
Thames/Tynes pipe and drain upgrades	0	20	20	100%	100	100		
Bay View Pump Station	2	50	48	96	200	200	[1]	Project delayed, however design has commenced and physical works is expected to be completed by the end of the financial year.
Drain Improvements	-	30	30	100%	49	30		
Ahuriri Master Plan stormwater study	38	63	25	40%	123	100		
Ahuriri Master Plan Project 11 - Pandora catchment improvement	19	-	(19)	(100)%	336	200		
Ahuriri Master Plan Project 3 - improve direct outfalls	1	145	144	99	392	200	[2]	Preliminary investigations have commenced, however it is unlikely this project will be completed this financial year.

STORMWATER

FINANCIAL SUMMARY CONTINUED

Figures are shown in thousands (\$,000)

Capital	Year to Date Dec 2020				Year End		Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan		
CBD Stormwater Upgrade	-	200	200	100%	200	150	[3]	Due to changes in the Stormwater Masterplan this project will not proceed this financial year. This has now been included in the proposed new LTP capital programme.
Construction of a hydraulic model and upgrades	50	-	(50)	(100)%	-	-	[4]	This overspend will be funded from savings from other capital projects within the Stormwater Activity.
New pump station and pumping main for Marewa Catchment	3	50	47	94	100	100	[5]	Due to changes in the Stormwater Masterplan this project has commenced, however it is unlikely to proceed further this financial year. This project has been replaced in the proposed new LTP capital programme.
SCADA upgrade project	19	30	11	37%	180	-		
Taradale Stormwater Diversion	-	37	37	100%	37	-	[6]	Minor improvement works not yet identified, however it is expected that this work will be completed by the end of the financial year.
Te Awa Structure Plan	3	200	197	99%	1,973	1,000	[7]	Work is behind schedule, however the tender has now been let. It is anticipated that this project will be completed by the end of the financial year.
Tennyson St outfall improvements	5	100	95	95%	100	50	[8]	Due to changes in the Stormwater Masterplan this project has commenced, however it is unlikely to proceed further this financial year. This project has been replaced in the proposed new LTP capital programme.
Upgrade existing Onehunga pump station	13	33	21	63%	68	68		
Upgrading Dalton St pump station	5	100	95	95%	300	300	[9]	Due to changes in the Stormwater Masterplan this project has commenced, however it is unlikely to proceed further this financial year. This project has been replaced in the proposed new LTP capital programme.
Total Stormwater	177	1,126	949	84	4,353	2,638		
Total Capital Expenditure	177	1,126	949	84%	4,353	2,638		
Asset Sales	-	-	-		-	-		

WASTEWATER

Council provides and maintains a safe, effective and efficient domestic sewage collection, treatment and disposal system to help maintain community health. In addition, we provide for a separate industrial sewage collection and disposal system for selected trade waste customers.

Council provides:

- 51 pump stations
- 388km wastewater mains
- Biological Trickling Filter plant (Awatoto)
- Milliscreen plant (Awatoto)
- 1,500m long marine outfall pipe
- 93% of Napier's population serviced by reticulation system

Under the Local Government Act 2002, the Resource Management Act 1991 and the Building Act 2004, we are obliged to provide a sewerage service, which collects, transports and disposes of household wastewater.

Council aims to protect human health and the environment and by being best placed, they can provide this 'public good' service. Wastewater is a mandatory group of activities and must be included in the 30-year Infrastructure Strategy as an infrastructure asset.



WASTEWATER PERFORMANCE SUMMARY

Level of Service	Performance Measures	First Quarter	Second Quarter	Third Quarter	Target 2020/21	Actual 2019/20	Indicator	Performance Measure Comment
The collection, reticulation and disposal of household wastewater in a manner that protects the environment and public health	System Adequacy - Dry weather overflows (per 1,000 connections) (Mandatory measure 1)	0.04	0		≤0.1	0.04	◆	
	Discharge compliance - Compliance with resource consents: (Mandatory measure 2)							
	a) Abatement Notices	0	0		Zero	1.00	◆	
	b) Infringement Notices	0	0		Zero	Zero	◆	
	c) Enforcement Orders	0	0		Zero	Zero	◆	
	d) Convictions	0	0		Zero	Zero	◆	
	Fault response time - Median response times to sewerage overflows: (Mandatory measure 3)							
	a) Attendance time from notification to staff on site	54 minutes	17.85 hours		≤2 hours	1 hour	◆	Significant rain event. The number of complaints were overwhelming and could not attend quicker
	b) Resolution time from receipt of notification to resolution	2hrs 4 minutes	23.59 hours		≤8 hours	2.49 hours	◆	Significant rain event. The number of complaints were overwhelming and could not attend quicker
Customer Satisfaction	Customer satisfaction with Napier's sewerage system. (Mandatory measure 4)							
	Total number of complaints per 1,000 connections	3.09	6.53		≤36	13.68	◆	

Performance Indicators - ◆ - Achieved ◆ - In progress and on target ◆ - Within 10% ◆ - Not achieved, greater than 10%

WASTEWATER FINANCIAL SUMMARY

Figures are shown in thousands (\$,000)

	Year to Date Dec 2020				Year End		Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan		
Net Operating Expenditure								
Revenue	(4,904)	(4,979)	(75)	(2)%	(10,202)	(10,202)		
Expenditure	2,057	2,253	196	9%	4,744	4,744		
Depreciation	2,962	2,395	(567)	(24)%	4,791	4,791	[1]	Significant increase in the value of Council assets due to the 2019/20 revaluation has resulted in higher depreciation costs than budgeted.
Net Operating Expenditure	116	(330)	(446)	<(100)%	(667)	(667)		

Figures are shown in thousands (\$,000)

	Year to Date Dec 2020				Year End		Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan		
Capital								
Wastewater								
Sewer Pipe Renewal	50	228	178	78%	858	800	[1]	Works programme delayed as a number of these are tied to Transportation projects.
Milliscreen Renewal	12	-	(12)	(100)%	-	-		
Sewer Pump Station Renewal	115	90	(25)	(28)%	486	145		
Treatment Plant Renewal	146	60	(86)	(100)%	200	200	[2]	Renewals work carried out ahead of schedule.
Wastewater Treatment Plant Upgrade	-	200	200	100%	2,000	2,000	[3]	Works behind schedule, however consultants were engaged in December and commenced work January 2021.
Wastewater Outfall IAR	847	835	(12)	(1)%	2,000	2,000		
SCADA Upgrade	91	120	29	24%	603	250		
Advanced Sewerage Treatment	9	-	(9)	(100)%	-	-		
Construction of a hydraulic model and subsequent upgrades	22	-	(22)	(100)%	-	-		
Flow metering	15	60	45	75	176	150	[4]	Work is behind schedule, however it is anticipated that all works will be completed by the end of the financial year.
Guppy Rd pumping main installation	-	15	15	100%	100	-		
Harold Holt wastewater upgrades	1	40	39	98	199	100	[5]	Work is behind schedule, however it is anticipated that all works will be completed by the end of the financial year.
Pandora Industrial Main	4	63	59	94	1,365	950	[6]	Due to the risk and complexity of the options identified, there was a delay to finalise the preferred option report.

WASTEWATER

FINANCIAL SUMMARY CONTINUED

Figures are shown in thousands (\$,000)

Capital	Year to Date Mar 2020				Year End		Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan		
Taradale Wastewater Diversion	8	45	37	82	658	500	[7]	Design and survey work has commenced, and physical works are scheduled in the next proposed new LTP capital programme.
Te Awa Structure Plan - Wastewater	15	197	182	92%	1,000	1,000	[8]	Work is behind schedule, however the tender has now been let. It is anticipated that this project will be completed by the end of the financial year.
Total Wastewater	1,334	1,953	618	32%	9,645	8,095		
Total Capital Expenditure	1,334	1,953	618	32%	9,645	8,095		
Asset Sales	-	-	-		-	-		

WATER SUPPLY

Council provides a water supply system for the supply of safe potable water as well as for firefighting purposes. Water drawn from the Heretaunga Plains aquifer and treated via chlorination prior to being distributed through the network of reservoirs and pipelines. Water is reticulated to the Napier urban area and to Bay View. Council has a programme in place to manage the usage of water, a precious natural resource, to minimise wastage and shortages.

We provide the following to the city of Napier:

- 7 ground water and 8 booster pump stations
- 11 service reservoirs situated on 8 sites
- 482km of water mains (47km of critical mains and 435km of distribution mains)
- 93% of Napier's population is serviced by reticulation system

Under the Local Government Act 2002, Council has an obligation to continue to provide water supply services to those communities already serviced within our territorial boundaries. Under the Health (Drinking Water) Amendment Act 2007, Council must protect public health by maintaining the quality of drinking-water provided to communities. Water supply is a mandatory group of activities and must be included in the 30 year Infrastructure Strategy as an infrastructure asset. We are best placed to deliver this 'public good'.

The ongoing renewal, monitoring and maintenance of the Water Supply network are essential to ensure the Napier public's health and safety.



WATER SUPPLY

PERFORMANCE SUMMARY

Level of Service	Performance Measures	First Quarter	Second Quarter	Third Quarter	Target 2020/21	Actual 2019/20	Indicator	Performance Measure Comment
Safeguard Public Health	Compliance with Part 4 criteria of the Drinking Water Standards (bacteria compliance criteria) (Mandatory measure 1)	Achieved	Achieved		Achieved	Achieved	◆	
	Compliance with Part 5 criteria of the Drinking Water Standards (protozoa compliance criteria) (Mandatory measure 1)	Achieved	Achieved		Achieved	Achieved	◆	
Management of Environmental Impacts	The percentage of real water losses from Council's networked reticulation system as determined through an annual water balance (Mandatory measure 2)	End of Year Measure	End of Year Measure		≤19.8%	17%	N/A	
	Average annual consumption of drinking water per day per resident (Mandatory measure 5)	End of Year Measure	End of Year Measure		<450L	428L	N/A	
	Median response times from time notification received (Mandatory measure 3):							
	a) attendance time for urgent call outs	31 minutes	0.00		≤90 minutes	16.5 minutes	◆	No urgent call outs recorded during the period
	b) resolution time for urgent call outs	1 hour 4 minutes	0.00		≤6 hours	1.15 hours	◆	No urgent call outs recorded during the period
	c) attendance for non urgent call outs	22 hour 10 minutes	2.65 hours		≤8 hours	0.84 hours	◆	Previously this measure was calculated from the time a complaint received by the Council staff to time the operational staff acknowledged the complaint. After clarification from auditors, this is now measured from the time staff received the complaint to the time operational staff arrive at the site.
	d) resolution time of non urgent call outs	25 hours 56 minutes	7.67 hours		≤72 hours	1.57 hours	◆	
Customer Satisfaction	Number of complaints relating to: (Mandatory measure 4)							
	Total number of complaints per 1,000 connections	2.06	7.13		≤2	138.70	◆	This target not met due to ongoing dirty water issues. Capital and operational projects are underway to address this problem.
	Percentage of residents satisfied with Water Supply in the NRB Public Opinion Survey.	End of Year Measure	End of Year Measure		89%	30%	N/A	

Performance Indicators - ◆ - Achieved ◆ - In progress and on target ◆ - Within 10% ◆ - Not achieved, greater than 10%

WATER SUPPLY FINANCIAL SUMMARY

Figures are shown in thousands (\$,000)

	0Year to Date Dec 2020				Year End		Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan		
Net Operating Expenditure								
Revenue	(3,549)	(3,454)	95	3%	(7,209)	(7,209)		
Expenditure	2,385	2,425	39	2%	5,801	5,667		
Depreciation	1,658	957	(702)	(73)%	1,913	1,913	[1]	Significant increase in the value of Council assets due to the 2019/20 revaluation has resulted in higher depreciation costs than budgeted.
Net Operating Expenditure	495	(73)	(568)	<(100)%	505	371		

Figures are shown in thousands (\$,000)

Capital	Year to Date Dec 2020				Year End		Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan		
Water Supply								
IAR Pipes	149	133	(16)	(12)%	265	265		
IAR Pump Stations	7	-	(7)	(100)%	-	-		
IAR Water Meters	4	2	(2)	(80)%	5	5		
New Taradale Bore Field	(44)	222	266	100%	396	200	[1]	Underspend on this project compensates the overspend on the New Bores in Awatoto project. Refer point 5 below. Actual spend and budgets are being closely monitored for both projects.
Replacement of Enfield reservoir	11,408	11,319	(88)	(1)%	11,319	500		
Thompson Reservoir Upgrade	18	-	(18)	(100)%	63	-		
Water Control System minor works	5	2	(2)	(80)%	5	5		
Upgrade Water Supply Ctrl Syst	13	90	77	86%	251	90	[2]	Work is behind schedule due to delays in access to the land, however it is anticipated that all works will be completed by the end of the financial year.
New Reservoir Taradale	26	10	(16)	(100)%	108	-		
De-Chlorinated Station	58	86	29	34%	86	-		
Te Awa Structure Plan	10	45	35	78%	749	500	[3]	Work is behind schedule, however the tender has now been let. It is anticipated that this project will be completed by the end of the financial year.
Dedicated water takes from hydrants	24	-	(24)	(100)%	21	-		
District Modelling Projects	6	-	(6)	(100)%	14	-		
District Monitoring Project	413	366	(48)	(13)%	1,231	808	[4]	This is a Council priority project and is ahead of schedule.

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WATER SUPPLY

FINANCIAL SUMMARY CONTINUED

Figures are shown in thousands (\$,000)

Capital	Year to Date Dec 2020				Year End		Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan		
Improve Bores	44	20	(24)	(100)%	63	-		
New bores in Awatoto	668	462	(206)	(45)%	1,500	1,500	[5]	Refer point 1. above.
New Water Treatment Plant	40	210	170	81%	2,196	2,000	[6]	Project delayed due to finalising the water source.
Reservoir inlets and outlets improvements	14	15	1	7%	676	-		
Awatoto Trunk main extentison	2	-	(2)	(100)%	-	-		
Network access points	-	10	10	100%	164	100		
Borefield No.1 Rising Main	46	400	354	88%	5,000	5,000	[7]	Project delayed due to scope changes. It is unlikely this project will be completed this financial year.
Borefield No.2 Land Purchase	-	30	30	100%	1,500	1,500		
Taradale Falling Trunk Main	3	13	9	72	150	150		
Hospital Hill Falling Trunk Main	6	25	19	76	250	250		
FW2 Fireflow Network Upgrades	136	100	(36)	(36)%	100	100	[8]	Survey and design works are completed. Physical works to be funded from the 3 Waters Reform Programme.
Awatoto Industrial & Phillips Road Bore	4	25	21	84	800	800		
Total Water Supply	13,060	13,585	526	4%	26,914	13,773		
Total Capital Expenditure	13,060	13,585	526	4%	26,914	13,773		
Asset Sales	-	-	-		-	-		

OTHER INFRASTRUCTURE

Activities in Other Infrastructure are:

- Waste Minimisation
- Cemeteries
- Public Toilets

WASTE MINIMISATION

Council provides a domestic refuse collection service for both residential and commercial properties within Napier as follows:

- Residential Properties – once per week
- Commercial (Suburban Shops) – twice per week
- Commercial (Central Business District) – three times per week

Litter bins and drums are located throughout the city and serviced on a daily basis. Our Refuse Transfer Station at Redclyffe accepts most domestic, garden and building waste, and recyclables.

Council provides a kerbside recycling service for residential properties on a fortnightly schedule.

Currently Napier disposes of approximately 17,000 tonnes of refuse annually to the Oamaru landfill from the domestic collection, litter collection and the Transfer Station. The Oamaru Landfill is the final disposal point for waste generated by the combined populations of Hastings District and Napier City. The Hastings District and Napier City Councils jointly own the facility, (63.68% and 36.32% ownership respectively) and Hastings District Council manages the day-to-day operations.

The Waste Minimisation Act 2008 requires councils to adopt a Waste Management and Minimisation plan (WMMP), which must be reviewed every six years. A WMMP is council's waste management and minimisation planning document. The legislation enables councils to use various tools to influence, promote and implement measures to manage and minimise waste.

The Local Government Act 2002 requires Council to provide 'effective and efficient' waste management services. The Waste Minimisation Act 2008 requires us to reduce the environmental impact of waste in New Zealand by encouraging waste reduction. The continued provision of this service is essential to the health of Napier's community and maintaining high environmental standards. Council delivers this 'public good' service.

The main goals for Waste Minimisation are:

- To provide effective and efficient systems for the collection and disposal of refuse and collection of recyclable materials.
- To minimise the quantity and toxicity of waste being generated and disposed of in order to minimise adverse environmental, cultural, social and economic effects of refuse disposal

Over the 10-year life of the LTP, we will continue to deliver waste minimisation services.

The provision of additional litterbins in tourist areas and the increasing recreational facilities are driving an increased level of service in this activity. We are also facing a number of long-term issues to address, such as the reducing capacity of the Oamaru Landfill and challenging recycling commodities markets.

The landfill currently in use will be full by 2025 based on estimations. Together with the joint owner, the Hastings District Council, the Waste Futures study project investigated alternative waste disposal technologies. The result from this study is a decision to develop the landfill further, whilst focussing on diversion of recyclables and organic material. In summary, the alternative waste disposal technologies can have very high diversion rates but come at a higher cost and level of risk.

CEMETERIES

Napier City Council operates and maintains six cemeteries within the territorial boundary of the city. Several of the existing cemeteries within the city have significant historical value.

Hastings District Council owns and operates the crematorium for the Hawke's Bay region. There is also one private crematorium facility in the Otekawa industrial area.

There are no private cemeteries in the Napier City Council area.

Apart from catering to the legal needs and requirements relating to burials and interment of ashes, cemeteries also provide a tangible link to a region's past. Many of the old Napier cemeteries are now popular with visitors wishing to learn more about the history of a region's early residents and to those people undertaking genealogy research.

Council also provides an on line cemetery database allowing access to burial details.

PUBLIC TOILETS

Council provides and maintains public toilet facilities to meet the needs and demands of the community and visitors to the City. Currently the city has 45 operational public toilet facilities.

Public toilets are provided in key areas generally related to tourism (e.g. i-SITE Visitor Centre), recreation (both at sportsgrounds and passive recreation areas) and shopping activities (e.g. Dickens Street and Maraenui Shopping Centre). Council cleans and inspects facilities at least daily with the emphasis on hygiene, safety, discouragement and removal of graffiti.

OTHER INFRASTRUCTURE PERFORMANCE SUMMARY

Level of Service	Performance Measures	First Quarter	Second Quarter	Third Quarter	Target 2020/21	Actual 2019/20	Indicator	Performance Measure Comment
Waste Minimisation								
Council provides a kerbside refuse collection service weekly to city residents to ensure city household waste is removed from the kerbside. This activity also provides a user-pay facility at the Transfer Station for disposal of non-household refuse.	A weekly kerbside refuse collection service is provided 52 weeks per year to City residents	100%	100%		100%	100%	◆	
	Transfer Station open for 362 days per year	100%	100%		100%	96%	◆	
Council provides a fortnightly kerbside recycling collection service to reduce the quantity of waste to landfill. Council promotes waste minimisation activities and responsible solid waste management through education initiatives and a hazardous waste collection programme. Council provides green waste and recycling facilities at the Redclyffe Transfer Station	Waste to Landfill per capita.	65.44kg	87.35Kg		Decrease on previous year	262kg/capita/annum	◆	Based on population of 65,200 and Waste streams managed by Napier City Council only. Q2 higher due to change to wheelie bins and increased waste opportunities, and this was followed by the November 2020 flood event.
	Compliance with Resource Consent conditions	100%	100%		100%	100%	◆	
	Education and waste reduction promotion programmes in place.	0	0		750 students per annum	2,394 students	◆	The Waste Aware Programme is under review. No students participated in Q1 & Q2.
	Percentage of residents satisfied with Refuse Collection in the NRB Public Opinion Survey	End of Year Measure	End of Year Measure		93%	91%	N/A	
	Percentage of residents satisfied with Control of Litter, Graffiti and Vandalism in the NRB Public Opinion Survey	End of Year Measure	End of Year Measure		92%	78%	N/A	
Cemeteries								
Council provides cemetery records that are well maintained and accessible.	An online cemeteries records system is available 90% of the time.	98%	98%		95%	98%	◆	
Public Toilets								
Council provides adequate toilets that are accessible, available and appropriately located for use by the public to safeguard the health of the community through the appropriate disposal of human waste in high use community areas	Percentage of residents satisfied with Public Toilets in the NRB Public Opinion Survey.	End of Year Measure	End of Year Measure		75%	69%	N/A	

Performance Indicators - ◆ - Achieved ◆ - In progress and on target ◆ - Within 10% ◆ - Not achieved, greater than 10%

OTHER INFRASTRUCTURE FINANCIAL SUMMARY

Figures are shown in thousands (\$,000)

Net Operating Expenditure	Year to Date Dec 2020				Year End		Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan		
Revenue	(3,774)	(3,522)	252	7%	(9,992)	(9,992)		
Expenditure	4,565	4,752	187	4%	12,378	12,348		
Depreciation	468	516	48	9%	1,032	1,032		
Net Operating Expenditure	1,259	1,746	487	28%	3,418	3,388		

Figures are shown in thousands (\$,000)

Figures are shown in thousands (\$,000)		Year to Date Dec 2020			Year End		Notes	Comments
Net Operating Expenditure	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan		
Refuse								
Revenue	(2,309)	(2,319)	(10)	(0)%	(7,651)	(7,651)		
Expenditure	2,834	2,983	149	5%	8,710	8,710		
Refuse Total	525	664	140	21%	1,060	1,059		
Public Toilets								
Revenue	(4)	(8)	(4)	(46)%	(14)	(14)		
Expenditure	616	630	14	2%	1,225	1,195		
Public Toilets Total	612	622	10	2%	1,211	1,181		
Transfer Station								
Revenue	(1,296)	(1,033)	263	25%	(2,002)	(2,002)	[1]	Increased revenue due to the November 2020 flood event captured by Transfer Station Receipts
Expenditure	1,123	1,158	35	3%	2,258	2,258		
Transfer Station Total	(173)	125	298	>100%	256	256		
Cemeteries								
Revenue	(164)	(162)	2	1%	(325)	(325)		
Expenditure	460	497	37	7%	1,216	1,216		
Cemeteries Total	296	335	39	12%	891	891		

OTHER INFRASTRUCTURE FINANCIAL SUMMARY CONTINUED

Figures are shown in thousands (\$,000)

Capital	Year to Date Dec 2020				Year End		Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan		
Refuse								
Wheelie Bin Purchases	1,047	1,047	-		1,100	-		
Total Refuse	1,047	1,047	-		1,100	-		
Total Refuse	1,047	1,047	-		1,100	-		
Public Toilets								
Infrastructure Asset Renewal	13	-	(13)	(100)%	223	-		
Total Public Toilets	13	-	(13)	(100)%	223	-		
Transfer Station								
Solid Waste Renewals	75	118	43	36%	165	93	[1]	Seasonal renewals required, including new pit wall and staff accommodation planned. This budget is expected to be fully utilised by the end of the financial year.
Total Transfer Station	75	118	43	36%	165	93		
Cemeteries								
Infrastructure Asset Renewal	5	30	25	83	110	110		
Cemetery Planting	12	-	(12)	(100)%	25	25		
Napier Cemetery Development	-	25	25	100%	125	125		
Wharerangi Building Refurbishment	4	10	6	60%	10	10		
Cemetery Concept Plan Implementation	10	25	15	60%	60	60		
Total Cemeteries	31	90	59	66%	330	330		
Total Capital Expenditure	1,167	1,255	89	7%	1,818	423		
Asset Sales	-	-	-		-	-		

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CITY STRATEGY

Activities in City Strategy are:

- City Development
- Resource Consents
- Regulatory Solutions
- Building Consents
- Animal Control
- Parking

CITY DEVELOPMENT

Council plans and delivers urban and economic growth strategically and sustainably through City Development. This Council activity assesses and decides how to protect and develop our constructed and natural environments, and how best to manage that process. City Development takes into consideration Napier's historic heritage and incorporate design, functionality and aesthetics into all our city projects. We guide our investment in infrastructure so it is efficiently located and caters for the planned growth of the city.

City Development also delivers planning and policy functions by meeting the statutory requirements under the Resource Management Act 1991 (RMA) and other relevant legislation. We provide professional, strategic, clear and frank advice to the Council so they can make informed decisions to benefit our City and community now and in the future.

City Development is an ongoing activity to help citizens and elected officials design and deliver the Vision for Napier City. The City Vision identifies the principles that will achieve the city's vision "A vibrant and sustainable Napier for all". Collaboration and engagement with other government agencies, local businesses, stakeholders and resident groups is also a core function of City Development.

RESOURCE CONSENTS

Resource Consents carries out activities required by legislation and is responsible for the administration and management of the Resource Management Act 1991 by providing the following functions:

- Processing of non-notified Resource Consents
- Preparation of reports for hearings relating to notified Resource Consents
- Management and resolution of subsequent Environment Court appeal processes
- Processing of the planning component of Building Consent applications
- Processing of Resource Consents for the subdivision of land
- Processing of Land Information Memorandums
- Implementation of an annual monitoring programme to gauge the effectiveness of the Council's environmental management policies
- Provision of planning advice and information in relation to resource consents, the

administration of the District Plan, general development advice, heritage planning and conservation

- Enforcement work to ensure compliance with Resource Consent approvals and the operative District Plans
- Encouraging on-going sustainable development and enabling the community to provide for their economic well-being by the use of enabling regulations

REGULATORY SOLUTIONS

Regulatory Solutions are responsible for licencing, monitoring and inspecting a range of services that are provided largely by local businesses, which have the potential to cause harm to the public as governed by various legislations. These businesses include; food premises, camping grounds, hairdressers, mortuaries, wine makers, offensive trades and liquor licencing services.

In addition, Council is responsible for investigating notifiable diseases, investigating and monitoring nuisance to the community, providing a noise control service and monitoring and enforcing freedom camping.

Regulatory Solutions provides advice, education and assistance to individuals and businesses for those starting out and those well established.

BUILDING CONSENTS

The core function of Building Consents is carrying out the requirements of the Building Act 2004: the processing of building consent applications, inspecting building work on site and issuing code compliance certificates at the completion of building work. The Building Consents team also inspect swimming pool barriers, audit building warrants of fitness, investigate complaints, carry out enforcement action when required and provide advice and information to the public on building related issues.



CITY STRATEGY CONTINUED

ANIMAL CONTROL

Animal Control is responsible for the implementation and enforcement of the Dog Control Act 1996 and Council Bylaws relating to the Dog Control Act.

Animal Control manages the registration and control of dogs, promoting responsible dog ownership, reducing nuisance created by dogs, ensuring and reducing risk to public safety from dogs and providing animal education initiatives. Emphasis is placed on responsible dog ownership, education and classification of dogs and owners in line with the provisions of the Dog Control Act 1996.

Animal Control operates an animal shelter caring for any impounded dogs, which cares for on average 500 dogs per year and responds to roaming stock requests.



PARKING

Parking ensures that safe and adequate parking facilities are available to the residents and visitors to Napier City. This is achieved through the provision of sufficient car parking to meet demand for:

- On street parking
- Off street parking
- Leased parking
- Mobility Parking Alternative
- Transport parking, e.g. motorcycles, electric vehicles.

All parking areas under Napier City Council's control are patrolled either regularly or on request by warranted Parking Enforcement Officers. This is to ensure compliance with national legislation and local regulation. This ensures parking circulation occurs and remains available to all members of the public. Parking ensures that vehicles are parked in a safe and compliant manner.



CITY STRATEGY

PERFORMANCE SUMMARY

Level of Service	Performance Measures	First Quarter	Second Quarter	Third Quarter	Target 2020/21	Actual 2019/20	Indicator	Performance Measure Comment
City Development								
Provide the Policy Planning and Strategic functions for Napier City	District Plan reviewed to align with the Napier City Vision document and the Coastal Hazards Strategy.	Achieved	In progress			Achieved	◆	
Provide the Policy Planning and Strategic functions for Napier City	Delivery of the final Ahuriri Estuary and Coastal Edge Strategic document.	Achieved	In progress		Six of the Master Plan projects confirmed by Council and initiated.	Achieved	◆	
Provide for growth areas for the city industrial, commercial and residential development	Reviewed HPUDS Strategy and commence HPUDS Implementation	Achieved	In progress		Research on land available to be developed and serviced is completed. Stakeholder	Not Achieved	◆	High level structure plan greenfield growth in the hills completed. This will feed into HPUDs review.
Provide the strategic economic development function for Napier City	Delivery of the Napier Economic Development Strategy (NEDS)	Not Achieved	In progress		Project Plan for the NEDS	Achieved	◆	Recovery Plan under implementation
Resource Consents								
Council monitors and enforces legislative compliance to protect its citizens and their safety	Process non-notified resource consents (excluding Controlled Activities) and all subdivision consents to approval stage, within the statutory time frames of 20-working days	100% (61 out of 61)	99% (100 out of 101)		100%	99% (193 out of 194)	◆	1 application did not meet 20-day processing timeframe due to the complexity of application and Section 37 extensions not adequately covering excess working days
Council monitors and enforces legislative compliance to protect its citizens and their safety	Process Controlled Activity Resource Consents (excluding subdivision) within 10-working days	100% (1 out of 1)	100% (2 out of 2)		100%	100% (8 out of 8)	◆	
	Process notified Resource Consents within the statutory time frames of 130-working days	0% (0 out of 0)	0% (0 out of 0)		100%	(0 out of 0)	◆	
	Process limited notified Resource Consents within 100-working days	0% (0 out of 0)	0% (0 out of 0)		100%	100% (1 out of 1)	◆	
Performance Indicators - ◆ - Achieved ◆ - In progress and on target ◆ - Within 10% ◆ - Not achieved, greater than 10%								

CITY STRATEGY

PERFORMANCE SUMMARY CONTINUED

Level of Service	Performance Measures	First Quarter	Second Quarter	Third Quarter	Target 2020/21	Actual 2019/20	Indicator	Performance Measure Comment
Council monitors and enforces legislative compliance to protect its citizens and their safety - continued	Land information Memorandums to be processed within the statutory limit of 10-working days	100% (73 out of 73)	100% (76 out of 76)		100%	100% (308 out of 308)	◆	
	All formal complaints are investigated and responded within 3 days of receipt by Council	100% (1 out of 1)	100% (2 out of 2)		100%	100% (43 out of 43)	◆	
Regulatory Solutions								
Council monitors and enforces legislative compliance to protect its citizens and their safety	Percentage of residents satisfied with Council management and enforcement activity of Noise Control in the NRB Public Opinion Survey.	End of Year Measure	End of Year Measure		80%	76%	N/A	
Council monitors and enforces legislative compliance to protect its citizens and their safety	Percentage of Food Act verification audits completed in accordance with the scheduled times in the Food Act 2014.	Maintained	Maintained		100%	95% (275 out of 289 scheduled for audit)	◆	
	Percentage of liquor licenced premises are inspected annually for compliance with their licenced conditions	Maintained	Maintained		50% of licenced premises per annum	84% (178 out of 210 premises)	◆	
	Percentage of very high and high risk liquor licenced premises inspected at least annually	Maintained	Maintained		100%	100% (20 inspections over 10 premises)	◆	
	Percentage of Noise control complaints are responded to within 25 minutes	91%	91%		95%	94%	◆	Contract variation effective from 21.08.2019, 80% of complaints referred to the contractor will have an Officer onsite and action commenced to resolve the complaint within 30 minutes of the call being received.
Building Consents								
Council monitors and enforces legislative compliance to protect its citizens and their safety	Process of building consent applications within the statutory time frame of 20 working days	100% (351 out of 352)	99% (587 out of 589)		100%	100% (1258 out of 1263)	◆	Error with time clocks

Performance Indicators - ◆ - Achieved ◆ - In progress and on target ◆ - Within 10% ◆ - Not achieved, greater than 10%

CITY STRATEGY

PERFORMANCE SUMMARY CONTINUED

Level of Service	Performance Measures	First Quarter	Second Quarter	Third Quarter	Target 2020/21	Actual 2019/20	Indicator	Performance Measure Comment
Council monitors and enforces legislative compliance to protect its citizens and their safety - continued	Percentage of processed code compliance certificates within the statutory time frame of 20 working days	99% (371 out of 373)	99% (653 out of 655)		100%	100% (1123 out of 1123)	◆	Error with time clocks
	Percentage of audits for all buildings requiring building warrants of fitness annually	15% (136 out of 885)	24% (208 out of 885)		20%	22% (194 audits)	◆	
	Inspect a third of registered swimming pools annually	27% (147 out of 535)	67% (361 out of 535)		1/3 of pools	100% (981 inspections)	◆	
	Maintain Building Consent Authority (BCA) accreditation	Maintained	Maintained		Maintained	Maintained	◆	Our 2 yearly BCA accreditation assessment was carried out in November with only 3 outstanding GNC's to close out
Animal Control								
Implement and enforce the requirements of the Dog Control Act 1996	Percentage of residents satisfied with council management and enforcement activity of Animal Control in the NRB Public Opinion Survey	End of Year Measure	End of Year Measure		78%	75%	N/A	
Implement and enforce the requirements of the Dog Control Act 1996	All requests for services are investigated and responded to within 21 days	100%	100%		100%	100%	◆	
Parking								
Provide and manage parking facilities for the city	Percentage of residents satisfied with Parking in the Inner city in the NRB Public Opinion Survey	End of Year Measure	End of Year Measure		60%	48%	N/A	
Provide and manage parking facilities for the city	Percentage of residents satisfied with Parking in the Suburbs in the NRB Public Opinion Survey	End of Year Measure	End of Year Measure		65%	58%	N/A	
	Percentage of CBD parking occupancy rate	End of Year Measure	End of Year Measure		50 - 85%	75%	N/A	
	Percentage of Taradale parking occupancy rate	End of Year Measure	End of Year Measure		50 - 85%	57%	N/A	

Performance Indicators - ◆ - Achieved ◆ - In progress and on target ◆ - Within 10% ◆ - Not achieved, greater than 10%

CITY STRATEGY

FINANCIAL SUMMARY

Figures are shown in thousands (\$,000)

	Year to Date Dec 2020				Year End		Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan		
Net Operating Expenditure								
Revenue	(3,793)	(3,450)	343	10%	(6,907)	(6,907)		
Expenditure	7,073	7,119	46	1%	13,528	12,814		
Depreciation	146	151	6	4%	303	303		
Net Operating Expenditure	3,426	3,821	395	10%	6,924	6,210		

Figures are shown in thousands (\$,000)

	Year to Date Dec 2020				Year End		Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan		
Net Operating Expenditure								
City Strategy Admin								
Revenue	-	-	-		-	-		
Expenditure	209	185	(24)	(13)%	370	370		
City Strategy Admin Total	209	185	(24)	(13)%	370	370		
Regulatory Consents								
Revenue	(279)	(240)	38	16%	(477)	(477)	[1]	Recovery from COVID-19 lockdown better than anticipated
Expenditure	579	588	8	1%	1,165	1,165		
Regulatory Consents Total	301	347	47	13%	688	688		
Planning Policy								
Revenue	-	-	-		(416)	(416)		
Expenditure	1,649	1,891	242	13%	3,408	3,194	[2]	Staff vacancy and timing of payments on District plan
Planning Policy Total	1,649	1,891	242	13%	2,992	2,779		
Environmental Health								
Revenue	(262)	(230)	33	14%	(462)	(462)	[3]	Recovery from COVID-19 lockdown better than anticipated
Expenditure	594	561	(34)	(6)%	1,121	1,121		
Environmental Health Total	332	331	(1)	(0)%	660	660		

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CITY STRATEGY

FINANCIAL SUMMARY CONTINUED

Figures are shown in thousands (\$,000)

Net Operating Expenditure	Year to Date Dec 2020				Year End		Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan		
Building Consents								
Revenue	(1,176)	(804)	372	46%	(1,696)	(1,696)	[4]	Higher than anticipated levels of building consent activity
Expenditure	2,115	1,737	(378)	(22)%	2,978	2,478	[5]	Unbudgeted legal expenses
Building Consents Total	939	933	(6)	(1)%	1,282	782		
Animal Control								
Revenue	(725)	(701)	23	3%	(832)	(832)		
Expenditure	579	649	70	11%	1,305	1,305	[6]	Budget is expected to be fully utilised by year end.
Animal Control Total	(146)	(52)	93	>100%	474	474		
Parking								
Revenue	(1,251)	(1,372)	(121)	(9)%	(2,821)	(2,821)		
Expenditure	1,039	1,171	131	11%	2,378	2,378	[7]	Less car park maintenance court fees have not been incurred yet due to Christmas break
Parking Total	(212)	(201)	11	5%	(443)	(443)		
City & Business Promotion								
Revenue	(100)	(102)	(2)	(2)%	(205)	(205)		
Expenditure	454	489	35	7%	1,105	1,105		
City & Business Promotion Total	355	387	32	8%	901	901		

CITY STRATEGY

FINANCIAL SUMMARY CONTINUED

Figures are shown in thousands (\$,000)

	Year to Date Dec 2020				Year End		Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan		
Capital								
Animal Control								
Agility Tracks	1	-	(1)	(100)%	-	-		
Complex Shelter & Office	12	-	(12)	(100)%	-	-		
ACO Health & Safety Equipment	1	-	(1)	(100)%	-	-		
Stock Control Equipment	-	1	1	100%	2	2		
Minor Capital Items	-	10	10	100%	20	-		
Total Animal Control	14	11	(3)	(27)%	22	2		
Parking								
Additional CBD Parking	(2)	-	2	100%	1,508	1,000		
Alternate Transport Parking	-	15	15	100%	29	10		
Minor Capital Items	-	3	3	100%	5	5		
Parking Equipment Replacement	10	32	22	68%	65	50		
Total Parking	9	50	42	85%	1,607	1,065		
Total Capital Expenditure	23	61	39	64%	1,629	1,067		
Asset Sales	-	-	-		-	-		

COMMUNITY AND VISITOR EXPERIENCES

Activities in the Community and Visitor Experiences Group are:

- Community Strategies
- Community Facilities (Halls)
- Napier Aquatic Centre
- Marine Parade Pools
- Bay Skate
- McLean Park
- Events and Marketing
- Sportsgrounds
- Reserves
- Housing
- Libraries
- MTG Hawke's Bay
- Napier Municipal Theatre
- Napier i-SITE Visitor Centre
- Part2 MiniGolf
- National Aquarium of NZ
- Napier Conferences & Events
- Kennedy Park Resort

COMMUNITY STRATEGIES

The Community Strategies activity encompasses the following main activities:

- Community planning
- Community advice
- Community grants
- Community engagement
- Safer community (including Civil Defence)

Council works alongside our communities to support them to identify and implement solutions to the complex social issues present in our society. The team work both strategically and practically to ensure issues are identified, prioritised and addressed through a collaborative approach.

COMMUNITY FACILITIES (HALLS)

Council provides a range of community facilities that meet the recreational and social needs of the community. They are spaces where people connect, learn, socialise and participate. There are four community halls, four community centres, and one sports centre. The halls are available for hire, with discounted rates for community groups. Use of the community centres vary, but generally, community groups lease the facilities, and halls are either managed directly by Council, or through a third party group or Trust.

NAPIER AQUATIC CENTRE

Situated in the centre of Napier, in the middle of Onekawa Park, the Napier Aquatic Centre is a safe and affordable aquatic facility for everyone. The facility currently provides two 25m pools, a learners' pool, waterslides, spas, spray park and an outdoor area suitable for picnics. A number of services are provided ranging from learn to swim and aqua fitness to birthday parties. A new pool has been included in the plan and will require a change in location due to limitations on site development and contamination.

MARINE PARADE POOLS

Council provides an outdoor complex with four heated outdoor pools and five spa pools. An external contractor manages the day-to-day running of the facility.

BAY SKATE

Bay Skate on Marine Parade is a community facility providing for a range of roller-sport activities and community events. Local roller-sport clubs and groups are actively encouraged to use the facility for training, games and demonstrations.

MCLEAN PARK

Hosting international and national sports events, this facility provides outdoor sportsgrounds and stands, indoor court facility as well as administration and hospitality areas. The park also plays host to trade shows, expos, community events and private functions.

EVENTS AND MARKETING

Events are a key part of the Napier City's social, economic and cultural fabric. Council provides support for event organisers to grow sustainable events in the region.

HOUSING

Community housing is provided for people with special housing needs, low assets and low incomes. We provide support for tenants in our retirement villages on a one to one basis and across the village as a whole. We maintain high occupancy levels (99.5%) through our tenancy management services.

There are 72 units in Council's low cost rental portfolio spread across three villages. Council's retirement portfolio comprises 304 units clustered in nine villages. The smaller villages comprise 4 to 20 units with 28 to 50 units in the larger villages, and one larger village with 80 units.

LIBRARIES

Library services are provided to the community from two locations, Napier City and Taradale, with a variety of collections in multi-media formats and online services. The libraries support a total membership of approximately 34,000, of which some 4,500 members are resident in Hastings District. Membership is free and the majority of lending items are free to borrow.



COMMUNITY AND VISITOR EXPERIENCES

CONTINUED

MTG HAWKE'S BAY

MTG Hawke's Bay is the region's arts and culture facility providing exhibitions of the collection and as loans from other museums, galleries and individuals. The region's collection is housed under a management agreement with the Hawke's Bay Museums Trust. Active participation of the community is encouraged with public programmes, events and learning experiences. The venue includes the 330-seat Century Theatre, and two foyer spaces, which are also available to hire and a small retail shop. The MTG Hawke's Bay building is iconic, representing three distinct eras, 1930's, 1970's and 2010's.

NAPIER MUNICIPAL THEATRE

The Napier Municipal Theatre is a leading theatre in Hawke's Bay for performances, shows, concerts, functions and events. Centrally located, the Theatre combines an elegant Art Deco style with modern theatre facilities. The large auditorium facilities and circular Pan Pac Foyer make it a flexible performance and event and facility.

NAPIER I-SITE VISITOR CENTRE

Napier i-SITE Visitor Centre provides visitor information for the people of Napier, Hawke's Bay and for visitors to the area, both domestic and international. It plays a vital role in the promotion of Napier and surrounding areas. The i-SITE is located within the key Marine Parade tourism precinct of Napier and plays a key role in the support of tourism and the local economy.

PAR2 MINIGOLF

Par2 MiniGolf on Napier's Marine Parade next to Napier i-SITE has two eighteen hole courses, one slightly more challenging than the other. It attracts locals and visitors and is a fun family friendly activity for all ages.

NATIONAL AQUARIUM OF NZ

The National Aquarium of New Zealand is a marine zoo/aquarium/kiwi breeding facility which attracts locals and visitors. This visitor experience is an integral part of the Marine Parade tourist attractions contributing favourably to the economic well-being of the city. The National Aquarium is also a quality provider of educational experiences and provides an affordable after-hours functions venue for Napier citizens and visitors to the region.

NAPIER CONFERENCES & EVENTS

Napier Conferences & Events is located on the northern end of Napier's Marine Parade with views from Mahia Peninsula to Cape Kidnappers, is Hawke's Bay's premiere, high quality full service conference and event venue. Napier Conferences & Events is suitable for a wide range of events and attracts local, national and international conferences.

KENNEDY PARK RESORT

Kennedy Park Resort is located on Storkey Street in Marewa and offers a wide range of affordable accommodation types, including units, tents and non-powered sites. The accommodation and associated facilities also cater for conferences and attract both national and international visitors. Kennedy Park is one of the busiest and most well revisited holiday parks in New Zealand and contributes favourably to the local economy.

SPORTSGROUNDS

Council provides and maintains 16 sports grounds throughout Napier. This equates to an area of 213 hectares of land set aside for sports purposes across the city. Napier's sports grounds range from facilities of regional and national significance to grounds principally serving local club demand.

RESERVES

Council provides, manages and maintains a range of parks, reserves and public gardens of various sizes, designations and purposes, to cater to a wide range of community uses. Council reserves support a large number of events for tourists and locals, delivering highly maintained grounds and gardens ranging in location from coastal foreshore to formal botanical gardens. These areas enjoy a high profile within the city, resulting in high expectations and standards. The Reserves activity also manages the day-to-day maintenance and operation of play equipment located throughout the city.



COMMUNITY AND VISITOR EXPERIENCES PERFORMANCE SUMMARY

Level of Service	Performance Measures	First Quarter	Second Quarter	Third Quarter	Target 2020/21	Actual 2019/20	Indicator	Performance Measure Comment
Community Strategies								
Develop effective strategies, policies and initiatives that support community well-being	Number of local community events per year	2	14		50	41	◆	Impact of COVID-19 Alert Level restrictions
Provide affordable indoor facilities that meet the social, leisure and cultural needs of the community	Number of community training and network meetings facilitated each year	8	8		20	17	◆	
	Percentage of attendees satisfied with community training and network meetings	100%	100%		96%	100%	◆	
Promote safety in response to issues and priorities in the community	Percentage of residents who perceive they are safe or very safe in Napier (source: biannual social monitor survey)	N/A	N/A		95%	86%	N/A	
Support Napier communities to be prepared for and to recover from a civil defence emergency (delivered regionally)	Percentage of residents satisfied with Civil Defence delivery (source: NRB survey) excluding "don't know" responses	End of Year Measure	End of Year Measure		85%	N/A	N/A	
	Number of new community resilience plans developed	N/A	N/A		2	N/A	N/A	HB Civil Defence activity
Support community and other stakeholders to come together to address issues and improve outcomes	Satisfaction score for coalition partners on council's coordination role for Safer Napier (source: annual coalition survey report)	End of Year Measure	End of Year Measure		>4	4.3	N/A	
Community Facilities (Halls)								
Council provides four halls, four community centres and one sports centre to satisfy community needs	Percentage community hireage for halls directly managed by Council	88%	89%		90%	79%	◆	
	Percentage of customers satisfied with hireage of halls directly managed by Council	End of Year Measure	End of Year Measure		95%	100%	N/A	

Performance Indicators - ◆ - Achieved ◆ - In progress and on target ◆ - Within 10% ◆ - Not achieved, greater than 10%

COMMUNITY AND VISITOR EXPERIENCES

PERFORMANCE SUMMARY CONTINUED

Level of Service	Performance Measures	First Quarter	Second Quarter	Third Quarter	Target 2020/21	Actual 2019/20	Indicator	Performance Measure Comment
Napier Aquatic Centre								
Provide aquatic facilities that focus on accessibility and safety	Number of users using the centre each year	22,507	43,587		190,000	115,374	◆	
	Water quality adherence rate to NZ Water Treatment Standards	96%	96%		100%	90%	◆	Higher PH levels of Napier water and a lack of automatic dosing equipment contribute to small fluctuations in results, though within a safe level for customers
	Maintain nationally accredited QSS (Quality Swim School) standard	Accreditation maintained	Accreditation maintained		Maintain accreditation	Accreditation not maintained	◆	
Bay Skate								
Provide a facility to cater for a range of roller sports activities.	Number of visitors	5,185	5,817		26,500	19,072	◆	
McLean Park								
Provides a sport and recreation facility catering for a range of activity	Number of major events hosted	3	7		11	15	◆	
Housing								
Provide affordable and safe housing that meets the needs of tenants	Percentage of tenants satisfied with service	End of Year Measure	End of Year Measure		85%	97%	N/A	
	Percentage of unit inspections (each unit inspected once per year)	10%	9%		100%	79%	◆	Programme interrupted by capacity issues due to Napier Rainfall Event
Maximise the occupancy and use of housing and village halls	Occupancy rate - Retirement	98%	99%		90%	98%	◆	
	Occupancy rate - Rental	97%	100%		90%	99%	◆	
Library								
Council provides library services, literacy support and other programmes for all ages to meet the communities' recreational, social and educational needs	Percentage of library members who are active borrowers (in 24 month period - card use only)	42%	45%		35%	54%	◆	
	Percentage of collection that is actively used	51%	52%		75%	73%	◆	This number increase as the year progresses
	Number of programme sessions delivered for all ages per year (excludes "borrow a librarian")	120	238		350	670	◆	

Performance Indicators - ◆ - Achieved ◆ - In progress and on target ◆ - Within 10% ◆ - Not achieved, greater than 10%

COMMUNITY AND VISITOR EXPERIENCES

PERFORMANCE SUMMARY CONTINUED

Level of Service	Performance Measures	First Quarter	Second Quarter	Third Quarter	Target 2020/21	Actual 2019/20	Indicator	Performance Measure Comment
MTG Hawke's Bay Council provides a quality museum, theatre and art gallery experience for local and visitor use	Visitor numbers per year	40,000	35,042		165,000	254,733	◆	
	Minimum number of new exhibitions per annum	3	1		3	5	◆	
	Percentage of residents satisfied with MTG Hawke's Bay (NRB Public Opinion Survey)	End of Year Measure	End of Year Measure		56%	65%	N/A	
Napier Municipal Theatre Council provides a quality performing arts venue experience for visitor & local use	Maintain Qualmark rating	End of Year Measure	End of Year Measure		Achieved	Achieved	N/A	
Napier i-SITE Visitor Centre Council provides an i-SITE facility for visitors to Napier and Hawke's Bay to deliver tourism information and tour and accommodation services to encourage visitors to stay longer and to re-visit	Maintain Qualmark rating	Maintained	Maintained		Qualmark Enviro Silver	Achieved	◆	
	Visitor numbers per annum	18,714	18,412		240,000	161,748	◆	Visitor numbers down due to COVID-19
Par 2 MiniGolf Council provides a Mini Golf facility as a visitor attraction and for local community use	Maintain Qualmark endorsed criteria Bronze Enviro	Maintained	Maintained		Maintained	Maintained	◆	
	Visitor Admissions per annum	12,217	15,035		43,000	41,293	◆	
	Return on Assets	End of Year Measure	End of Year Measure		25%	12%	N/A	
National Aquarium of NZ Provide an aquarium for visitors and local citizens for recreation and education	Maintain Qualmark endorsement	Maintained	Maintained		Gold maintained	Maintained	◆	
	Number of visitors	33,756	34,637		145,000	113,541	◆	

Performance Indicators - ◆ - Achieved ◆ - In progress and on target ◆ - Within 10% ◆ - Not achieved, greater than 10%

COMMUNITY AND VISITOR EXPERIENCES

PERFORMANCE SUMMARY CONTINUED

Level of Service	Performance Measures	First Quarter	Second Quarter	Third Quarter	Target 2020/21	Actual 2019/20	Indicator	Performance Measure Comment
Napier Conferences & Events								
Council provides a quality conference and events facility which enables events & services to be hosted contributing to the economic well-being of the city	Maintain Qualmark rating	Maintained	Maintained		Achieved	Achieved	◆	
	Number of national and international hires	94	98		290	293	◆	
Kennedy Park								
Council provides Kennedy Park facility with a range of high quality accommodation and related visitor experiences	Maintain Qualmark 5 star Gold Holiday Park rating	Achieved	Achieved		Maintained	Maintained	◆	
	Maintain Qualmark 4 plus star Gold Motel rating	Achieved	Achieved		Maintained	Maintained	◆	
Kennedy Park is managed as a sustainable business and provides services that are value for money	Occupancy rates – visitor nights booked per year	16,153	26,093		66,000	75,378	◆	
	Occupancy rates – room nights booked per year	5,421	9,270		25,875	25,294	◆	
	Return on Assets	End of Year Measure	End of Year Measure		7%	1%	N/A	
Sportsgrounds								
Council provides a sufficient number and range of sports and recreation facilities to satisfy the needs of the community	Sport and recreation parks per 1,000 residents district wide (NZRA guidelines at least 3ha per 1,000)	End of Year Measure	End of Year Measure		>3ha	3.4ha	N/A	
	Percentage of residents satisfied with sports fields in the NRB Public Opinion Survey	End of Year Measure	End of Year Measure		89%	94%	N/A	
	Number of events held each year on sport and recreation	37	59		>50	244	◆	
Reserves								
Provide a sufficient number and range of parks and reserves to satisfy the needs of the Community.	All playgrounds inspected fortnightly (safety and condition)	98%	98%		100%	67%	◆	
Provide a sufficient number and range of parks and reserves to satisfy the needs of the Community.	Percentage of residents satisfied with Public Gardens, Street Beds and Trees in the NRB Opinion Survey	End of Year Measure	End of Year Measure		95%	91%	N/A	

Performance Indicators ◆ - Achieved ◆ - In progress and on target ◆ - Within 10% ◆ - Not achieved, greater than 10%

COMMUNITY AND VISITOR EXPERIENCES FINANCIAL SUMMARY

Figures are shown in thousands (\$,000)

Net Operating Expenditure	Year to Date Dec 2020				Year End		Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan		
Revenue	(8,357)	(4,817)	3,541	74%	(12,026)	(12,026)	[1]	Recovery from COVID-19 better than anticipated for the Tourism facilities.
Expenditure	17,721	17,898	178	1%	40,346	35,160		
Depreciation	3,665	3,813	148	4%	7,629	7,629		
Net Operating Expenditure	13,028	16,895	3,866	23%	35,949	30,763		

Figures are shown in thousands (\$,000)

Net Operating Expenditure	Year to Date Dec 2020				Year End		Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan		
Sportsgrounds								
Revenue	(286)	(260)	26	10%	(507)	(507)		
Expenditure	2,141	2,341	201	9%	9,832	5,832		
Sportsgrounds Total	1,854	2,081	226	11%	9,325	5,325		
McLean Park								
Revenue	(185)	(124)	61	49%	(261)	(261)	[2]	Recovery from COVID-19 lockdown better than expected
Expenditure	343	220	(123)	(56)%	489	489	[3]	Event costs in line with revenue, refurbishments of office spaces and conversion of IT infrastructure from SKY to SPARK
McLean Park Total	158	96	(62)	(65)%	229	229		
Reserves								
Revenue	(318)	(173)	145	84%	(604)	(604)	[4]	Increased revenue due to more Financial Contributions received than anticipated in the first two quarters.
Expenditure	2,756	3,105	349	11%	5,833	5,026	[5]	Underspend due to timing of works, however works on target to be completed by end of the financial year
Reserves Total	2,437	2,932	495	17%	5,228	4,421		

COMMUNITY AND VISITOR EXPERIENCES

FINANCIAL SUMMARY CONTINUED

Figures are shown in thousands (\$,000)

Net Operating Expenditure	Year to Date Dec 2020				187Year End		Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan		
Bay Skate								
Revenue	(141)	(99)	41	41%	(214)	(214)	[6]	Increase in retail and recovery from COVID-19 lockdown better than anticipated
Expenditure	359	359	0	0%	713	713		
Bay Skate Total	218	260	41	16%	499	499		
Grants								
Revenue	(243)	(38)	205	>100%	(65)	(65)	[7]	Mayoral flood relief fund was unbudgeted for but is been offset by expenses
Expenditure	838	731	(107)	(15)%	1,124	1,114	[8]	Mayoral flood relief fund was unbudgeted for but is offset by income
Grants Total	595	693	98	14%	1,059	1,049		
Community Facilities								
Revenue	(31)	(19)	12	63%	(40)	(40)		
Expenditure	199	188	(11)	(6)%	384	384		
Community Facilities Total	168	169	1	1%	344	344		
Community Advice								
Revenue	-	-	-		-	-		
Expenditure	593	736	143	19%	1,476	1,446	[9]	Staff vacancy and Timing issue
Community Advice Total	593	736	143	19%	1,476	1,446		
Emergency Management								
Revenue	(2)	-	2		-	-		
Expenditure	119	123	4	3%	246	246		
Emergency Management Total	117	123	6	5%	246	246		

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COMMUNITY AND VISITOR EXPERIENCES

FINANCIAL SUMMARY CONTINUED

Figures are shown in thousands (\$,000)

Net Operating Expenditure	Year to Date Dec 2020				187Year End		Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan		
Libraries								
Revenue	(92)	(38)	54	>100%	(147)	(147)	[10]	Epic rebate from National Library
Expenditure	1,595	1,673	78	5%	3,300	3,300		
Libraries Total	1,503	1,635	132	8%	3,153	3,153		
Napier Aquatic Centre								
Revenue	(374)	(389)	(16)	(4)%	(846)	(846)		
Expenditure	1,504	1,354	(151)	(11)%	2,708	2,698	[11]	A 76k coding error will be corrected for Jan results. Additional unbudgeted maintenance, signage and contractor expenditure related to December incident. Income phasing over Jan and Feb will address budget balance.
Napier Aquatic Centre Total	1,131	964	(166)	(17)%	1,862	1,852		
Marine Parade Pools								
Revenue	(35)	(26)	9	34%	(52)	(52)		
Expenditure	141	163	22	13%	326	326		
Marine Parade Pools Total	106	137	31	22%	274	274		
National Aquarium of NZ								
Revenue	(1,608)	(922)	686	74%	(2,310)	(2,310)	[12]	Recovery from COVID-19 better than anticipated and funds received from STAPP and WIRF
Expenditure	1,922	1,806	(116)	(6)%	3,731	3,731		
National Aquarium of NZ Total	314	885	571	65%	1,421	1,421		
Par 2 MiniGolf								
Revenue	(221)	(95)	126	>100%	(276)	(276)	[13]	Recovery from COVID-19 better than anticipated
Expenditure	151	121	(29)	(24)%	274	274		
Par 2 MiniGolf Total	(70)	26	96	>100%	(2)	(2)		

COMMUNITY AND VISITOR EXPERIENCES

FINANCIAL SUMMARY CONTINUED

Figures are shown in thousands (\$,000)

Net Operating Expenditure	Year to Date Dec 2020				187Year End		Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan		
Napier Conferences & Events								
Revenue	(465)	(305)	161	53%	(983)	(983)	[14]	Recovery from COVID-19 - tracking better than originally forecast due to more confidence in industry
Expenditure	894	847	(47)	(6)%	1,782	1,782		
Napier Conferences & Events Total	429	542	113	21%	799	799		
Napier Municipal Theatre								
Revenue	(180)	(123)	57	46%	(295)	(295)	[15]	Impact from COVID-19
Expenditure	745	795	50	6%	1,626	1,626		
Napier Municipal Theatre Total	565	672	107	16%	1,331	1,331		
Napier i-SITE Visitor Centre								
Revenue	(128)	(71)	57	80%	(208)	(208)	[16]	Recovery from COVID-19 slightly better than expected
Expenditure	423	453	30	7%	913	913		
Napier i-SITE Visitor Centre Total	295	382	87	23%	705	705		
Kennedy Park								
Revenue	(1,939)	(112)	1,827	>100%	(1,190)	(1,190)	[17]	Recovery from COVID-19 better than anticipated
Expenditure	1,649	1,470	(179)	(12)%	3,081	3,081	[18]	Uplift in cost in line with Revenue
Kennedy Park Total	(290)	1,358	1,648	>100%	1,891	1,891		
Communications & Marketing								
Revenue	-	-	-		-	-		
Expenditure	47	35	(12)	(34)%	12	0	[19]	Personnel changes from part time to full time
Communications & Marketing Total	47	35	(12)	(34)%	12	0		
Events								
Revenue	(51)	-	51		-	-		
Expenditure	409	390	(20)	(5)%	611	611		
Events Total	359	390	31	8%	611	611		

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COMMUNITY AND VISITOR EXPERIENCES

FINANCIAL SUMMARY CONTINUED

Figures are shown in thousands (\$,000)

Net Operating Expenditure	Year to Date Dec 2020				187Year End		Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan		
Marketing								
Revenue	-	-	-		-	-		
Expenditure	119	157	38	24%	329	341	[20]	Delay in spend due to COVID-19 and projects being pushed out to later in the year
Marketing Total	119	157	38	24%	329	341		
MTG Faraday Centre								
Revenue	(48)	(46)	2	5%	(104)	(104)		
Expenditure	96	76	(19)	(25)%	153	153		
MTG Faraday Centre Total	48	31	(17)	(55)%	49	49		
MTG Hawke's Bay								
Revenue	(780)	(694)	86	12%	(1,362)	(1,362)	[21]	Initial recovery from Lockdown better than anticipated
Expenditure	2,570	2,582	12	0%	5,196	5,196		
MTG Hawke's Bay Total	1,789	1,887	98	5%	3,834	3,834		
Housing - Retirement								
Revenue	(978)	(926)	52	6%	(1,852)	(1,852)		
Expenditure	1,431	1,584	153	10%	3,034	2,704		
Housing - Retirement Total	453	658	205	31%	1,182	852		
Housing - Rental								
Revenue	(252)	(356)	(103)	(29)%	(711)	(711)	[22]	Change in rental policy
Expenditure	341	401	60	15%	803	803	[23]	Taking a conservative approach to offset reduction in rental income
Housing - Rental Total	89	46	(43)	(95)%	92	92		

COMMUNITY AND VISITOR EXPERIENCES

FINANCIAL SUMMARY CONTINUED

Figures are shown in thousands (\$,000)

Capital	Year to Date Dec 2020				Year End		Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan		
Sportsgrounds								
Sportsgrounds - Infra Renewal	26	40	14	35%	181	320		
New Pathways	22	-	(22)	(100)%	25	-		
New Shade Areas	13	-	(13)	(100)%	40	20		
Park Island Northern Revelopment	1,372	1,372	-		1,662	-		
Park Island Southern Revelopment	-	-	-		-	100		
Total Sportsgrounds	1,433	1,412	(21)	(1)%	1,908	440		
Reserves								
Infrastructure Asset Renewal	214	250	36	14%	610	610	[1]	Works slightly behind schedule, however it is anticipated that these projects will be completed by the end of the financial year
Coastal Erosion	0	-	-		600	200		
Foreshore Planting	12	-	(12)	(100)%	20	20		
Marine Parade renewals	26	50	24	48%	514	265		
Planting	48	29	(19)	(66)%	70	70		
Riparian Planting	6	-	(6)	(100)%	20	20		
Playground Renewals	3	-	(3)	(100)%	531	200		
Passive Recreation Reserves	4	-	(4)	(100)%	-	-		
Whakarire Ave Rock Revetment	29	-	(29)	(100)%	2,200	2,200		
Hardinge Road Erosion	2	-	(2)	(100)%	-	-		
Urban Growth	60	-	(60)	(100)%	170	-	[2]	Circa \$54K of this spend has been incorrectly posted and will be corrected in Jan 2021.
Western Hill Pathway development	41	-	(41)	(100)%	100	-	[3]	Maggies Way planting project completed and is funded by the Rotary Pathways Trust
Total Reserves	445	329	(116)	(35)%	4,835	3,585		

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COMMUNITY AND VISITOR EXPERIENCES

FINANCIAL SUMMARY CONTINUED

Figures are shown in thousands (\$,000)

Capital	Year to Date Dec 2020				Year End		Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan		
Bay Skate								
Bay Skate Renewals	55	45	(10)	(22)%	68	46		
Park equipment	1	12	12	96%	12	12		
Skate ramps	62	60	(2)	(3)%	60	60		
Bay Skate Ramps	0	0	-		0	-		
Total Bay Skate	118	117	-		140	118		
Community Facilities								
Halls Renewals	164	125	(39)	(31)%	143	35	[4]	Offset minor capital
Maraenui Community Space	3	870	867	100%	1,000	1,000	[5]	Timing issue
Minor Capital Items	6	90	84	93%	120	60	[6]	Offset Renewals
Total Community Facilities	173	1,085	912	84%	1,263	1,095		
Community Advice								
Maraenui Community Centre	6	-	(6)	(100)%	-	-		
Total Community Advice	6	-	(6)	(100)%	-	-		
Libraries								
Library Renewals	-	5	5	100%	10	10		
Library Building Renewals	-	6	6	100%	11	11		
Library Stock	88	259	171	66%	432	360	[7]	Timing of spend has been impacted by the temporary closure of MTG
Robson Collection Donations	-	0	-		1	1		
Napier Library Rebuild	53	639	586	92%	1,599	500	[8]	Vendor now engaged for Master Planning, budget expected to be fully utilised by year end
Taradale Library Minor Work	4	25	21	84%	145	145		
Minor Capital Items	5	5	-		10	10		
Total Libraries	151	939	789	84%	2,208	1,037		

COMMUNITY AND VISITOR EXPERIENCES

FINANCIAL SUMMARY CONTINUED

Figures are shown in thousands (\$,000)

Capital	Year to Date Dec 2020				Year End		Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan		
Napier Aquatic Centre								
Napier Aquatic Centre I.A.R.	24	40	16	40%	319	332		
Napier Aquatic Centre expansion	39	150	111	74%	500	500	[9]	Onekawa site investigations to be completed February. Total budget likely to be underspent
Total Napier Aquatic Centre	64	190	127	67%	819	832		
Marine Parade Pools								
Marine Pde Pools Renewals	8	10	2	20%	37	20		
Ocean Spa Upgrade	4	-	(4)	(100)%	299	-		
Total Marine Parade Pools	12	10	(2)	(20)%	336	20		
National Aquarium of NZ								
Aquarium Renewals	96	668	572	86%	1,336	1,336	[10]	Projects delayed due to COVID-19 related challenges
Building Renewals	2	-	(2)	(100)%	-	-		
Minor Capital Items	3	-	(3)	(100)%	-	-		
General Minor Capital	2	-	(2)	(100)%	-	-		
Total National Aquarium of NZ	103	668	565	85%	1,336	1,336		
Par 2 MiniGolf								
Par 2 MiniGolf Renewals	-	1	1	100%	49	3		
Par2 Building Renewals	-	3	3	100%	13	13		
Minor Capital Items	-	0	-		1	1		
Total Par 2 MiniGolf	-	4	4	89%	63	17		
Napier Conference Centre								
CC Renewals	38	70	32	46%	167	140	[11]	Minimal spending due to COVID-19
CC Building Renewals	5	39	34	87%	117	-	[12]	Minimal spending due to COVID-19
War Memorial	15	674	659	98%	1,502	1,040	[13]	War Memorial Working Group progressing design and Development
Minor Capital Items	5	33	28	85%	63	60		
Total Napier Conference Centre	62	816	753	92%	1,849	1,240		

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COMMUNITY AND VISITOR EXPERIENCES

FINANCIAL SUMMARY CONTINUED

Figures are shown in thousands (\$,000)

Capital	Year to Date Dec 2020				Year End		Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan		
Napier Municipal Theatre								
NMT Renewals	180	245	65	27%	399	172	[14]	Projects delayed due to COVID-19 real challenges
NMT Building Renewals	-	14	14	100%	33	18		
Replace sound system	52	54	2	4%	54	-		
Minor Capital Items	13	30	17	57%	60	60		
Total Napier Municipal Theatre	245	343	98	29%	546	250		
Napier i-SITE Visitor Centre								
Minor Capital Items	3	5	2	40%	79	20		
Total Napier i-SITE Visitor Centre	3	5	2	40%	79	20		
Kennedy Park								
Kennedy Park Renewals	24	93	69	74%	131	131	[15]	Delay in projects, costs yet to be incurred
KP Building Renewals	79	156	77	49%	407	407	[16]	Delay in projects, costs yet to be incurred
Main Ablution Block	1,114	969	(145)	(15)%	969	650	[17]	Overspend due to change in Suppliers.
Minor Capital Items	21	18	(4)	(22)%	23	23		
Plant & Equipment	1	-	(1)	(100)%	-	-		
Total Kennedy Park	1,239	1,236	(4)	(0)%	1,530	1,211		
MTG Faraday Centre								
Faraday Centre Building Upgrade	0	0	-		0	-		
Minor Capital Items	6	8	3	35%	15	15		
Security Cameras	-	25	25	100%	25	-		
Total MTG Faraday Centre	6	33	28	84%	40	15		

COMMUNITY AND VISITOR EXPERIENCES

FINANCIAL SUMMARY CONTINUED

Figures are shown in thousands (\$,000)

Capital	Year to Date Dec 2020				Year End		Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan		
MTG Hawke's Bay								
MTG Renewals	3	43	40	93%	100	60	[18]	Minimal spend due to COVID-19
CC Building Renewals	54	110	57	52%	223	214	[19]	Timing issue expenses to be incurred and Minimal spend due to COVID-19
Minor Capital	2	28	26	92%	73	60		
Total MTG Hawke's Bay	59	182	123	68%	396	334		
Housing - Retirement								
Retirement Housing Renewals	-	625	625	100%	1,485	1,251	[20]	Heat pump program has been delayed
Minor Capital Projects	7	45	37	83%	171	89	[21]	Conservative spending due to drop in revenue
HH Heat pumps	39	-	(39)	(100)%	-	-	[22]	Offsets renewals
Total Housing - Retirement	46	670	623	93%	1,656	1,340		
Housing - Rental								
Rental Housing Renewals	21	181	161	89%	363	206	[23]	Heat pump program has been delayed funding will need to be carried forward into next year
Minor Capital Projects	7	17	11	64%	34	21		
HH Heat pumps	23	-	(23)	(100)%	-	-		
Total Housing - Rental	50	199	149	75%	397	227		
Total Capital Expenditure	4,215	8,238	4,024	49%	19,399	13,118		
Asset Sales	-	-	-		-	-		

PROPERTY ASSETS

Activities in Property Assets are:

- Property Holdings
- Inner Harbour
- Lagoon Farm
- Parklands Residential Development

PROPERTY HOLDINGS

Leasehold Land Portfolio:

Investment Property Portfolio = 74

Residential = 14

This activity is responsible for the management of leases and licences that have been established for parks, reserves, sportsgrounds, and roads, commercial, industrial, and residential properties. The majority of leases within the Leasehold Land Portfolio are perpetually renewable.

It is also responsible for asset management, including maintenance and renewal, of all Council buildings not specifically allocated to other activities.

INNER HARBOUR

Napier Inner Harbour facilities are located in Ahuriri. The Inner Harbour provides Council owned berthage facilities and the Nelson Quay Boat Ramp, for both commercial fishing vessels and recreational vessels and craft including the Sailing Waka. The Inner Harbour also provides the location for the Napier Sailing Club and the Hawke's Bay Sports Fishing Club, both occupy Council-owned land on a lease basis.

The Inner Harbour provides a channel to the open sea that Council is required to dredge to ensure it remains navigable. The waters within the Inner Harbour are also used by a variety of other water-based users from the wider community, while some of the Council wharves and jetties are used by the public for recreational fishing.

Responsibility for managing the Inner Harbour transferred to the Napier City Council as an integral part of local government reorganisation in 1989. Service delivery has been provided in-house by Napier City Council and includes general enquiries, berth allocation, maintenance, and the operation of the pay to use Nelson Quay Boat Ramp.

LAGOON FARM

The Lagoon Farm activity is a commercial farm operated on the former Ahuriri lagoon bed landholding south of the current estuary channel. This activity covers the costs of land retention and wherever possible provides a supplementary revenue stream to Council while providing a number of other ancillary amenities to the general public and community of Hawke's Bay

The farm currently operates as a sheep farm, with some paddocks leased out for hay cropping on a seasonal basis. The area is zoned "Rural" and as such it can only be used for farming activities.

PARKLANDS RESIDENTIAL DEVELOPMENT

The Parklands Residential Development on 120 hectares of former Lagoon Farm land will provide over 350 residential sections for sale during the period 2018-27. The rate of residential development will be driven by market demand.



PROPERTY ASSETS

PERFORMANCE SUMMARY

Level of Service	Performance Measures	First Quarter	Second Quarter	Third Quarter	Target 2020/21	Actual 2019/20	Indicator	Performance Measure Comment
Property Holdings								
Council manages a portfolio of commercial and leasehold land in accordance with legislation, Council policies and individual lease agreements	Review of Council's Investment Property Portfolio completed regularly	End of Year Measure	End of Year Measure		Review every 3 to 5 years	Achieved	N/A	
Council maintains and renews all Council buildings to ensure buildings remain safe, in good condition and fit for purpose	Buildings comply with Building Act and Health and Safety and hold current warrant of fitness certificates, where required	Achieved	Achieved		Achieved	Achieved	◆	
Inner Harbour								
To provide and maintain Inner Harbour facilities to enable the safe berthing of commercial and recreational vessels	Number of permanent berths	98	98		98 (subject to development of the masterplan for the Inner Harbour)	98	◆	
	Dredging is carried out as required so the channel is maintained to a minimum depth of 2.4m at lowest tide (source: depth sound checks)	Achieved	Achieved		Achieved	Achieved	◆	
Parklands Residential Development								
Council develops residential sections for sale and provide an income stream for Council	Number of sections sold and developed	0	31		31	6	◆	Stage 6 (31 lots) were sold during quarter 2. Stage 7 (29 lots) is due to go out to tender on the 15 February 2021 until 26 March 2021. We expect settlement to be towards the end of April 2021 and May 2021.
Performance Indicators - ◆ - Achieved ◆ - In progress and on target ◆ - Within 10% ◆ - Not achieved, greater than 10%								

PROPERTY ASSETS FINANCIAL SUMMARY

Figures are shown in thousands (\$,000)

Net Operating Expenditure	Year to Date Dec 2020				Year End		Variance	Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan			
Revenue	(11,243)	(11,046)	197	2%	(22,730)	(22,730)	(0)		
Expenditure	8,824	8,857	32	0%	13,665	12,165	(1,500)		
Depreciation	271	364	93	25%	728	728		[1]	Significant increase in the value of Council assets due to the 2019/20 revaluation has resulted in higher depreciation costs than budgeted.
Net Operating Expenditure	(2,147)	(1,826)	322	18%	(8,337)	(9,837)	(1,500)		

Figures are shown in thousands (\$,000)

Net Operating Expenditure	Year to Date Dec 2020				Year End		Variance	Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan			
Lagoon Farm									
Revenue	(304)	(399)	(95)	(24)%	(618)	(618)	-	[2]	Lower stock numbers with drought, lower lamb pricing
Expenditure	318	248	(70)	(28)%	636	636	-	[3]	Fertiliser and spraying full year costs have been incurred
Lagoon Farm Total	14	(151)	(165)	<(100)%	18	18	-		
Parklands Area 3									
Revenue	-	-	-	(100)%	-	-	-	-1	
Expenditure	-	-	-	(100)%	-	-	-	-1	
-1	-	-	-	(100)%	-	-	-		
-1									
Revenue	(9,092)	(9,011)	81		(17,431)	(17,431)	-		
Expenditure	4,942	4,868	(74)	(2)%	9,364	9,364	-		
Parklands Area 3 Total	(4,151)	(4,144)	7	0%	(8,067)	(8,067)	-		
-1									
Revenue	-	-	-	(100)%	0	-	(0)	-1	
Expenditure	-	-	-	(100)%	0	-	(0)	-1	
-1	-	-	-	(100)%	0	-	(0)		

PROPERTY ASSETS

FINANCIAL SUMMARY CONTINUED

Figures are shown in thousands (\$,000)

Net Operating Expenditure	Year to Date Dec 2020				Year End		Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan		
-1								
Revenue	-	-	-	(100)%	-	-	-1	
Expenditure	-	-	-	(100)%	-	-	-1	
-1	-	-	-	(100)%	-	-		

PROPERTY ASSETS

FINANCIAL SUMMARY CONTINUED

Figures are shown in thousands (\$,000)

	Year to Date Dec 2020				Year End		Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan		
-1								
Net Operating Expenditure								
Property Support								
-1 Revenue	(9)	(1)	8	>100%	(1)	(1)		
-1 Expenditure	1,325	1,372	46	3%	382	382		
Property Support Total	1,317	1,371	54	4%	381	381		
-1								
Capital	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan	Notes	Comments
Parklands Area 3								
Parklands Area 3	3,039	-	(3,039)	(100)%	-	-		
Area 3 trans to Inventory	(2,913)	-	2,913	100%	-	-		
Total Parklands Area 3	126	-	(126)	(100)%	-	-		
Parklands Area 4								
Parklands Area 4	14	-	(14)	(100)%	-	-		
Area 3A and 4 trans to Inventory	(14)	-	14	100%	-	-		
Total Parklands Area 4	1	-	-	-	-	-		
Property Holdings								
Seismic Strengthening Council Buildings	35	50	15	30%	155	-		
Property Purchase	-	-	-	-	-	1,500		
Assessment & Compliance Projects	174	201	27	13%	1,680	225		
Minor Capital Items	2	-	(2)	(100)%	-	-		
Minor Capital Items - MCL Park Property Reserve	6	-	(6)	(100)%	-	-		
Total Property Holdings	217	251	34	14%	1,835	1,725		
Inner Harbour								
IH Facilities Renewals	1	310	309	100%	391	-	[1]	Delays in procurement for pontoon replacements. Budget expected to be utilised by year end.

Napier City Council - Quarterly Report Q1 2020/21



SUPPORT UNITS

Council has a number of cost centres of a corporate or support nature. These cost centres provide the technical and support services necessary for the function of Council's activities.

Costs of the support services are reallocated to activities either as overheads based on the support each activity receives, or recharged direct on a usage basis.

Support Services include the Services Depot, which provides support for the Utilities and Reserves divisions including a store and mechanical workshop. Design Services provides scientific and technical services to other Council departments ensuring the community receives engineering services of maximum quality and safety.



SUPPORT UNITS FINANCIAL SUMMARY

Figures are shown in thousands (\$,000)

	Year to Date Dec 2020				Year End		Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan		
Net Operating Expenditure								
Revenue	(1,321)	(801)	521	65%	(14,028)	(1,518)	[1]	Unbudgeted revenue received relating to the 3 Waters Reform Programme. This is offset by operational and capital costs associated with the programme.
Expenditure	(1,142)	(1,054)	88	8%	1,617	(1,632)		
Depreciation	904	1,144	240	21%	2,035	2,035	[2]	Significant increase in the value of Council assets due to the 2019/20 revaluation has resulted in higher depreciation costs than budgeted.
Net Operating Expenditure	(1,559)	(711)	848	(100)%	(10,376)	(1,114)		

SUPPORT UNITS

FINANCIAL SUMMARY CONTINUED

Figures are shown in thousands (\$,000)

Capital	Year to Date Dec 2020				Year End		Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan		
Three Waters Reform Programme								
DIA Equipment Purchases & Set Up Costs	119	-	(119)	(100)%	-	-	[1]	Equipment purchases and Office set-up costs for the 3 Waters Reform Programme. This is unbudgeted, however is being funded by the Department of Internal Affairs and these costs are offset by revenue.
Total Three Waters Reform Programme	119	-	(119)	(100)%	-	-		
Services Administration								
Depot General Renewals	5	5	-		10	30		
Depot Building Renewals	30	41	11	27%	83	83		
Lockable storage-more sheds	1	5	4	80%	10	10		
Asset Register Items	26	6	(19)	(100)%	13	13		
Total Services Administration	62	58	(4)	(7)%	115	135		
Plant and Vehicles								
P & V Renewal Purchases	495	525	30	6%	1,050	1,050		
Total Plant and Vehicles	495	525	30	6%	1,050	1,050		
Chief Executive								
Minor Capital Items	-	42	42	99%	92	70	[2]	Budget was phased equally through the year
Total Chief Executive	-	42	42	99%	92	70		
C.I.T.								
Software Replacements and Upgrades	5	116	111	96%	875	495	[3]	Phasing of Projects will start later in the year
Corporate IT Network	13	6	(6)	(92)%	13	13		
Total C.I.T.	18	122	105	86%	888	508		
Finance Leases								
Technology Equipment Minor Capital	140	262	122	47%	1,312	775	[4]	Projects to being later in the year
Total Finance Leases	140	262	122	47%	1,312	775		
Total Capital Expenditure	834	1,009	176	17%	3,458	2,538		
Asset Sales	(116)	-	-		-	-		

RATES AND SPECIAL FUNDS FINANCIAL SUMMARY

Figures are shown in thousands (\$,000)

	Year to Date Dec 2020				Year End		Notes	Comments
	Actual	Revised Budget	Variance	% Variance	Revised Budget	Annual Plan		
Net Operating Expenditure								
Revenue	(22,078)	(21,800)	277	1%	(43,588)	(43,588)		
Expenditure	(1,028)	(1,101)	(72)	(7)%	(2,170)	(2,170)		
Depreciation	-	-	-		-	-		
Net Operating Expenditure	(23,106)	(22,901)	205	1%	(45,758)	(45,758)		

PEOPLE AND CAPABILITY REPORT

HEALTH, SAFETY & WELL-BEING

HEALTH, SAFETY & WELLBEING INITIATIVES

Staff participated in the following health, safety and wellbeing initiatives during the quarter.

- Stress Management workshops
- Stay Safe - working alone and man down

REPORTED INCIDENTS

Reported Incidents - Quarter ended 31 December	Total
Lost time injuries (LTIs):	0
Medically treated injuries (MTIs):	7
Total recordable injuries (MTIs + LTIs):	7
Incidents involving employees	27
Near miss/hit & property damage reporting	18
Incidents Involving Public using our facilities	17
Incidents or Accidents involving Contractors	2

HEALTH & SAFETY TRAINING

147 staff completed the following H&S training during the quarter to 31 December 2020.

Compliance Courses	Total
First Aid	31
Confined Space	6
Working at Heights	6
Heights Refresher	5
Elevated Work Platform	3
Aggressive Customer training	78
Traffic Controller	1

Compliance Courses	Total
Site Safe Civil	6
Fall Arrest	4
Fire Extinguisher	7
Total Staff Trained	147

PEOPLE

LEARNING & DEVELOPMENT

Training focus during the quarter was on Safe Operating Procedures, Safe Work Method Statements, Contractor Management and Risk Awareness. Leadership in Action Cohort 8 commences 2 March 2021.

EMPLOYEE ASSISTANCE PROGRAM

NCC provides a confidential employee assistance program through OCP. The following shows the number of employees who have accessed the service and the total number of sessions used by all employees during the month.

Month	# Employees Accessing Service for the first time	Total Sessions Accessed by all staff
October	4	7
November	6	10
December	3	8

PEOPLE AND CAPABILITY REPORT

PEOPLE CONTINUED

VACANCIES

Recruitment is underway to fill 25 permanent positions and five fixed term roles across Council.

Directorate	Permanent Recruitment	Fixed Term
Chief Executive	1	
City Services	3	1
City Strategy	5	
Comms & Marketing		
Community Services	6	2
Corporate Services	3	1
Infrastructure	6	1
People & Capability		
Total	25	5

VALUES AWARDS

Each quarter, staff nominate work colleagues who they believe demonstrate Napier City Council's core values of Integrity, Community & Customer and Excellence.

8 staff and no teams nominated to receive a values award during Quarter 2.

SERVICE MILESTONES

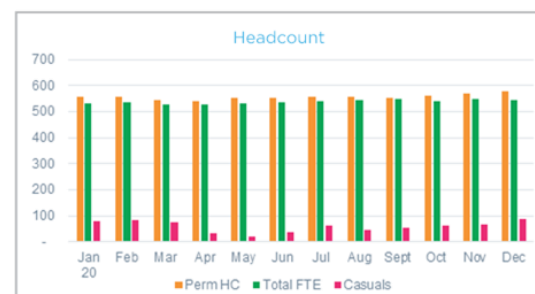
During the quarter, the following reached service milestones:

Years'	Number
5	2
10	1
15	1
20	1
25	
30	1
35	
40	1
45	

EMPLOYEE NUMBERS

Staffing Levels	As at Dec 2020
Permanent Employees (Headcount)	578
Full time equivalent (Permanent)	545
Casual Staff (Headcount)	87

The chart below includes permanent (full time and part time), fixed term and casual staff.



STAFF TURNOVER - PERMANENT STAFF

Year to Date	Q2	Rolling* YTD
Staff Turnover	6%	17.57%
Voluntary Leavers	36	99

For context Local government average voluntary turnover is 13%. Strategic Pay NZ Employment Policies & Practices Report 2020

* Rolling YTD Dec 2019 - Dec 2020

28 people joined Napier City Council in permanent roles and 16 in fixed term positions which included seasonal Housekeepers at Kennedy Park, with 36 permanent staff leaving during the quarter October to December 2020.

Mid Year Staff Stats as at January 2021.
Average Length of service is 7.5 years.
Average age of NCC workers is 46.5 years.

CITY STRATEGY REGULATORY ACTIVITY REPORT

BUILDING CONSENTS

237 Building consents were issued this quarter with an estimated value of \$55,317,382. There were 70 total new dwellings. Year to Date totals show 589 building consents issued with a total estimated value of \$125,985,449 and 183 total new dwellings thus far.

Building processing timeframes: 236 out of 237 consents were issued within the correct timeframe for the quarter, with 587 out of 589 YTD.

RESOURCE CONSENTS

This quarter saw 51 Resource Consents processed (17 subdivision and 34 land use) in comparison to 44 total Resource Consents (22 subdivision and 22 land use) in the same quarter in 2019. YTD totals show there have been 114 Resource Consents processed (48 subdivision and 66 land).

Resource Consent processing timeframes: 39 out of 40 applications were processed within the correct timeframe for the quarter, with 100 out of 101 processed YTD.

PARKING

Infringements Issued: 3,727 infringement notices were issued for the quarter. Of these 1,059 (28.4%) have been paid and 159 (4.3%) have been cancelled. This is a decrease of infringements issued in the same quarter in 2019 which was 4,625. There have been 8,050 infringements issued YTD.

Parkmate: The total transactions for the quarter was 65,296 which is significantly higher from the same quarter in 2019 that saw a total of 51,270 transactions. There have been 125,428 transactions YTD.

ENVIRONMENTAL HEALTH

Noise Complaints

There were 509 noise complaints received this quarter compared to 324 complaints in the same quarter in 2019. Two infringement notices were issued this quarter compared to eight in the same quarter in 2019. YTD a total of 892 noise complaints have been received and 9 infringements issued.

Liquor Licencing

There were 130 applications issued this quarter compared to 192 in the same quarter in 2019. These applications comprised of; 36 special licences, 74 Managers Certificates and 20 premise licences.

YTD there has been 267 applications issued – 63 special licences, 157 Managers Certificates and 47 premise licences.

Freedom Camping

There have been 3,448 recorded freedom camping vehicles which is a decrease compared to 4,393 in the same quarter in 2019. There have been 6,789 recorded nights YTD. There have been 145 infringement notices issued YTD.

ANIMAL CONTROL

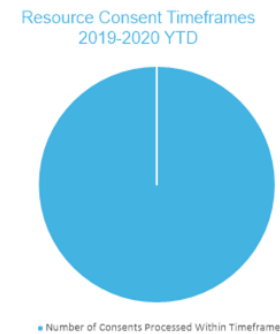
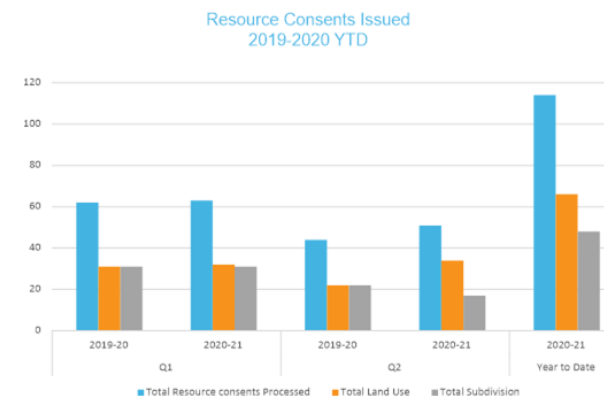
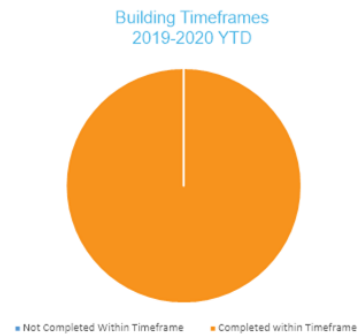
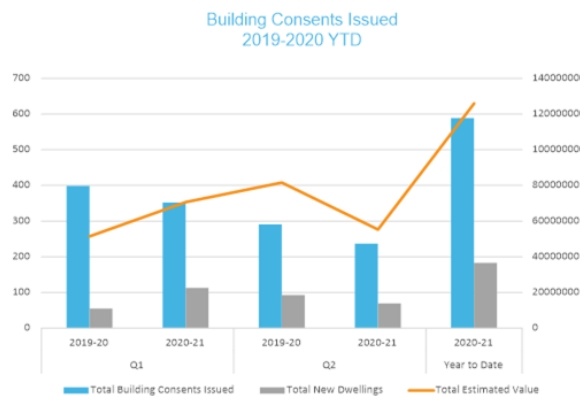
Infringement Notices Issued: 46 infringements were issued this quarter compared to 73 in the same quarter in 2019, with a total of 65 infringements issued YTD. The Animal Control team are continuing to work with owners of unregistered dogs to give them an opportunity to register their dogs rather than infringe. This has resulted in a decrease in the number of infringements issued.

Impounding Activity: 182 dogs were impounded this quarter, With 103 being returned to their owner, 2 rehomed and 33 euthanised.

Dog Attack: Of the reports of dog attacks on humans, 1 was serious and 13 were minor. Each of these were investigated and appropriate action was taken.

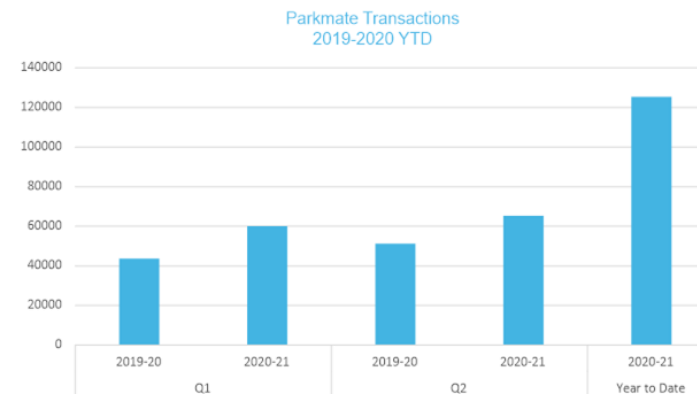
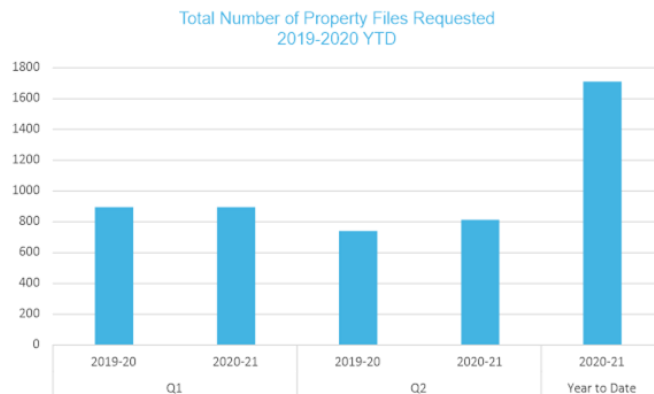
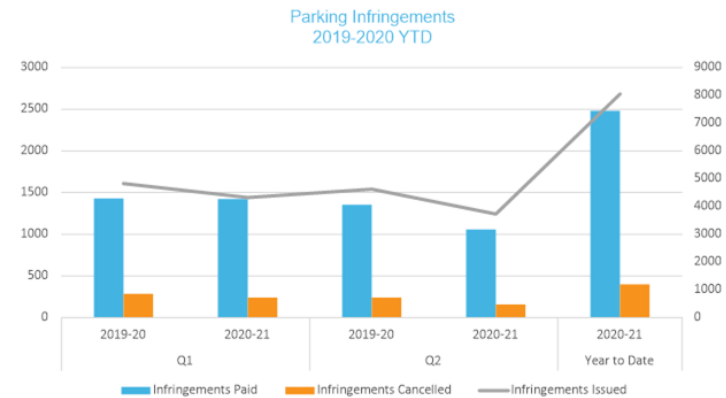
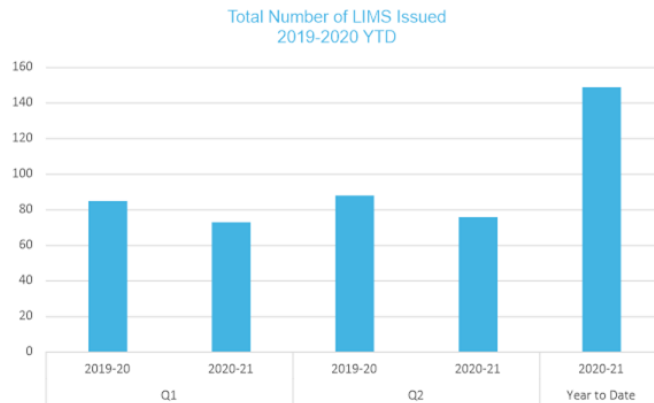
CITY STRATEGY REGULATORY ACTIVITY REPORT

BUILDING AND RESOURCE CONSENTS



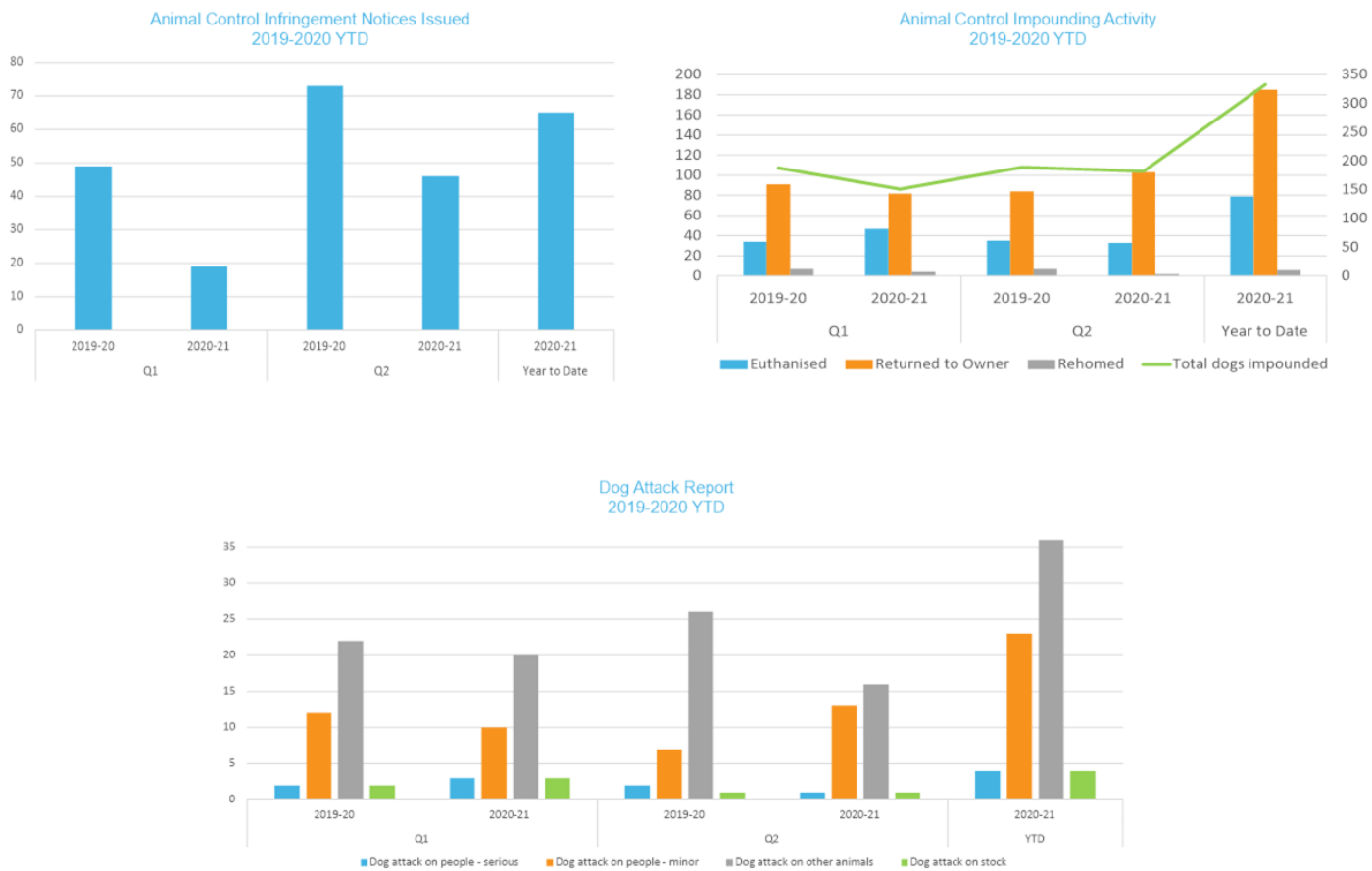
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LIMS & PROPERTY FILES AND PARKING



CITY STRATEGY REGULATORY ACTIVITY REPORT

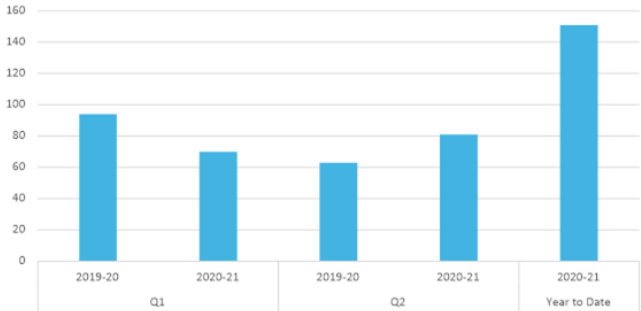
ANIMAL CONTROL



CITY STRATEGY REGULATORY ACTIVITY REPORT

ENVIRONMENTAL HEALTH

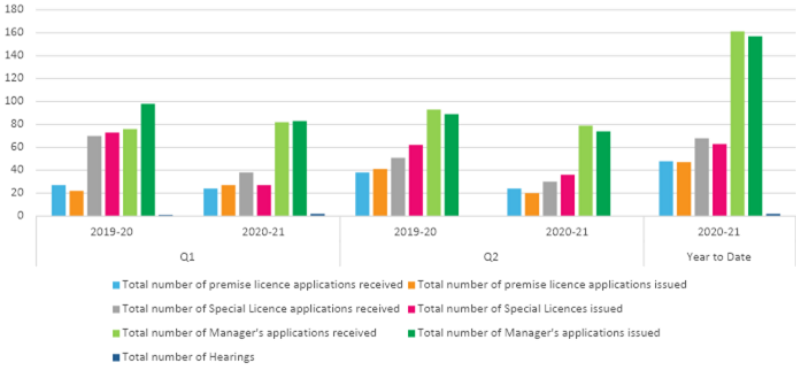
Food Act 2014 Audits Completed
2019-2020 YTD



Noise Complaints and Outcomes
2019-2020 YTD



Liquor Licensing
2019-2020 YTD



CITY STRATEGY REGULATORY ACTIVITY REPORT

ENVIRONMENTAL HEALTH CONTINUED

