

UPPER HUTT CITY

# Annual Report 2016 – 2017 Summary

1 JULY 2016 – 30 JUNE 2017





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# Upper Hutt City Council

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# Foreword

## FROM HIS WORSHIP THE MAYOR AND THE CHIEF EXECUTIVE

Welcome to Upper Hutt City's Annual Report for 2016 – 2017. We are proud of our achievements this year—particularly our momentum toward our city vision of Life. **Leisure. Live it!** This framework has continued to focus our efforts and strengths, enabling us to respond to our communities' needs and to deliver quality leadership, infrastructure, and support services to our residents and businesses.

Our most visible achievement this year has been the completion of the replacement bridge at Birchville. Despite the project experiencing some delays, we were able to deliver a fantastic result for the residents of Bridge Road. NZTA funding, insurance, and project efficiencies all contributed to this project being completed under budget.

We were also pleased to begin the recycling drop-off point trial. Although the trial is set to run for 12 months, there's no mistaking its success to date. Demand for additional capacity for paper and cardboard saw us installing extra cages. To date, Waste Management has collected 113.5 tonnes of recycling through this channel.

One source of frustration to all of us has been the continually delayed work around Upper Hutt Station and Princes Street. There were a number of factors causing the delay, not least of which was the wettest seasons we've had in some years. This frustration has been felt throughout the community, and we'd like to thank you all for your patience over this time. Once the works are complete, we will be able to enjoy the benefits that the improved route to Main Street will bring—and a change to the face of our city, particularly for those arriving at the station. Subsequent phases of the overall project are also now being completed with much greater efficiency.

Business investment in our city is continuing to grow. We've had over 30 businesses get started in Upper Hutt during the financial year. Significant private investment continues to improve retail in our city. Following almost 12 months of increased activity, retail spending was up 7.9% during May – June, compared with the same period last year.

Finally, we'd like to acknowledge our Councillors who, after the local body elections in 2016, came together and have really gelled as a team. We are proud of all we've achieved and of a Council that is continuing to make decisions in the best interests of the community.



  
**Wayne Guppy** | MAYOR

  
**Chris Upton** | CHIEF EXECUTIVE



# Our vision

## PRIORITY AREAS FOR OUR CITY

### Environment

We're immersed in natural beauty, we love our river, our stunning parks, and we feel alive in our great outdoors.



**We're Upper Hutt**

We're a scenic playground.

### Community

We celebrate our heritage, culture, heroes, and uniqueness. We're a caring, safe and healthy community.



**We're Upper Hutt**

We're family.

### City Centre

Our city centre is alive, attractive, and vibrant.



**We're Upper Hutt**

We're a centre for opportunity.

### Economy

We attract new investment and offer opportunities for people and businesses to prosper.



**We're Upper Hutt**

We're enabling growth and success.

### Infrastructure

Built on stable foundations we have reliable and efficient networks supporting growth opportunities.



**We're Upper Hutt**

We're connected.

# LIFE. LEISURE. *LIVE IT!*

## MEASURING OUR VISION/OUTCOMES

Our vision statements are focussed on goals and aspirations, whilst also providing direction. They inform and guide the development of the Long Term Plan. The vision is embodied through the services, initiatives and projects in Council's nine major activity areas. Key projects and initiatives undertaken by Council in 2016 – 2017 are identified under each of the five strategic priority areas.

## Environment

We're immersed in natural beauty, we love our river, our stunning parks, and we feel alive in our great outdoors.

*We're Upper Hutt. We're a scenic playground.*



### ENHANCING OUR ENVIRONMENT

#### Cycleways/walkways

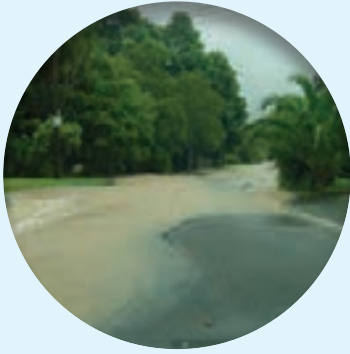
Council is committed to developing an extensive network of cycling/walking trails that connect through the length of the city, through Maidstone Park, over into the valley, and through to Cross Creek in the Wairarapa. This will include part of the Rimutaka Cycle Trail. An investigation is in progress to identify the development of these trails.

The existing Hudson Avenue to Totara Park Road cycleway has now been extended further along the river to the suspension bridge near Harcourt Park, increasing the length of the sealed off-road cycle network by 1.5km. The North – South section along the west side of the river is also trialling a new form of asphalt which includes recycled rubber from waste tyres.

#### Riparian planting continuing for Mangaroa River

Council's Sustainability Strategy identifies riparian planting as one way of improving the water quality of the Mangaroa River. The Mangaroa River Restoration Project is a partnership with Forest & Bird and assists local land owners in planting out riparian strips along the Mangaroa River. According to one local farmer, "Apart from just being the right thing to do, it has had huge benefits in preventing erosion."





### **District plan change**

In March, Council consulted the public on Plan Change 42 Mangaroa and Pinehaven Flood Hazard Extents. The plan change identified and addressed the risk from flooding within the Managroa River and Pinehaven Stream catchments. The plan change seeks to avoid development in the high hazard areas and avoid or minimise the risk from flooding in the lower hazard areas.



### **Recycling drop-off point**

In response to public demand, the recycling drop-off point in Park Street opened on 31 January 2017. The trial has initially been set for 12 months and use of the recycling station will be monitored to gauge uptake and effectiveness. The trial is proving to be a huge success and additional cardboard cages have been supplied to accommodate the demand. A security camera has also been installed to monitor activities at the station.



### **Bagless August 2016 shopping promotion**

In support of Council's waste minimisation and sustainability efforts, and to encourage more retail activity Council promoted a bagless August. Printed with artwork by local artist Pip McKay, the bags were distributed free of charge to local retailers for use throughout August in place of plastic bags. The bags have proved to be very popular and can be seen by shoppers on a regular basis. One has recently been spotted in Croatia, and another on a cruise ship in Tonga!



## Community

We celebrate our heritage, culture, heroes, and uniqueness.  
We're a caring, safe, and healthy community.

*We're Upper Hutt. We're family.*



### STRENGTHENING OUR COMMUNITY

#### Upper Hutt City Library

The library is continuing to provide residents with a wide-range of factual, interactive, informative, and educational activities. We've highlighted a couple of key initiatives below.

#### **BACK IN THE DAY: UPPER HUTT IN THE 1960S POP-UP MUSEUM,**

Hosted by Arkwrights Empire second-hand store, a temporary exhibition was held on their premises by the library's heritage team. Photos, artefacts, home movies, and information panels were on display covering various aspects of life in Upper Hutt during the 1960s. The pop-up museum attracted 2,216 visitors during the two weeks it was open.

#### **UPPER HUTT HERITAGE CALENDAR**

Inspired by the city's 50th Anniversary celebrations, a project group from the library produced a 2017 calendar featuring historical images from the library archives.

#### **CHANGES TO THE CENTRAL LIBRARY**

The central library had a makeover this year, providing a completely new look. In response to customer feedback, the space has been reorganised to provide an improved customer experience.





## Community initiatives

The Community Development team have again worked tirelessly in helping our community. The team have been involved in several initiatives which demonstrate Council's commitment to a number of national and local initiatives such as *Positive Aging Week*, *White Ribbon family fun day*, *Elder Abuse Awareness Week*, *Youth Week* and *Youth Civic Awards*, *Lifhack: Oro—Upper Hutt* (for youth wellbeing), *Painted Environment*—continuation of Council's collaborative anti-graffiti project.

## Activation

Activation has had an extremely busy timetable this year out in the community, working with colleges, sports groups, families, and more. Activation's aim is to get "more Upper Hutt people, more active, more often" which, in today's world of fast-food and inactivity, is a great thing to encourage.



- **ADAPT:** Council's inclusive recreation programme for local residents who have any sort of impairment or disability.
- **ALIVE:** breaking down the barriers that prevent people from participating in regular active recreation.
- **Recycle project:** in conjunction with Upper Hutt Cycle Centre, Department of Corrections, Heretaunga Rotary Club, and prison volunteers, donated bikes are restored and distributed to families who wouldn't normally have access to a bike.
- **Breakaway Festival of Cycling:** A month of cycling events.



## H<sup>2</sup>O Xtream

H<sup>2</sup>O Xtream celebrated its 20th Anniversary on 12 December 2016. The milestone was celebrated with an exciting month of fun events that catered for pool users of all ages.



## City Centre

Our city centre is alive, attractive and vibrant.

*We're Upper Hutt. We're a centre for opportunity.*



### SUPPORTING OUR CITY CENTRE

#### City centre events

Council has facilitated a number of events again this year that have brought more people into our city centre such as Little City Big Bash, the very popular March Madness, and the children's favourite, Upper Hutt Santa Parade.



#### Working with retailers

##### LUCKY CHRISTMAS SHOPPER

Council is heavily reliant on the support from local businesses in promoting Upper Hutt's retail offering. This relationship was demonstrated by the huge generosity shown by retailers who donated gifts to the value of \$10,000 for the Lucky Christmas Shopper competition during December 2016.

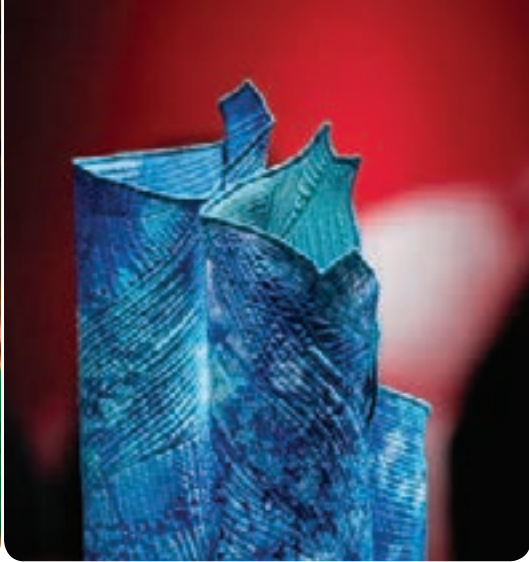


#### Sculpture trail

Several new sculptures, gifted by Ernie Cosgrove (of Efil Doog), have appeared in and around the city centre throughout the year with a couple of the older ones having moved location. *The File*, having spent a number of years on the corner of Russell and Main Streets, now guides commuters from the train station towards the city centre under the watchful eye of *Motherhood*.

#### Expressions Whirinaki Arts and Entertainment Centre

The team at Expressions Whirinaki has provided a bar-setting programme of exhibitions and events including fashion, painting, photography, LEGO installations, African masks, textile tents, and a showcase of emerging artists. Their performing arts programme ranged from children's shows to award-winning drama, comedy, and dance. The Professionals Recreation Hall hosted a full spectrum of events, including the Wellington Regional Business Awards, the annual Poultry show, a national bowling competition, several large weddings, and the annual Rotary Book Fair.







## Economy

We attract new investment and offer opportunities for people and businesses to prosper.

*We're Upper Hutt. We're enabling growth and success.*

### ENHANCING OUR ECONOMY



#### Business expos

Council attended business expos, including the Wellington Business Expo at Westpac Stadium and the Brewers Guild Conference in Auckland in mid-September 2016. Both events provided an opportunity to profile and promote the Upper Hutt business and lifestyle opportunities, raising awareness of what we have to offer as a city.

#### Economic Development Stimulus Policy

There is no doubt that the implementation of the Economic Development Stimulus Policy has had a significantly positive effect in the city centre and surrounding areas by assisting new businesses into Upper Hutt and relocating others around the city centre over the last two years. The majority of submissions for the Annual Plan 2017 – 2018 supported the proposal to continue funding the Economic Development Stimulus Policy \$250,000 for a further 12 months.



#### Development of South Pacific Industrial Park

Council has continued to work towards Upper Hutt becoming a destination for lovers and brewers of craft beer. Panhead Custom Ales in the former South Pacific Industrial Park, and Kererū Brewing Co, just 800 metres away in Maidstone Terrace started the ball rolling a few years ago. This year Te Aro Brewing Company, recently moved from Wellington to Upper Hutt, and Boneface Brewing Co. has also set up shop in the vicinity.

#### Wellington Regional Business Excellence Awards

On Friday 4 November 2016 Expressions Whirinaki Arts and Entertainment Centre hosted the annual Wellington Region Business Excellence Awards in conjunction with the Hutt Valley Chamber of Commerce. It was the first time this glamorous event was held in Upper Hutt. The venue looked spectacular, thanks to the very talented staff at Expressions, showcasing just what a beautiful venue we have to offer.



## Infrastructure

Built on stable foundations we have reliable and efficient networks supporting growth opportunities.

*We're Upper Hutt. We're connected.*



### SUPPORTING INFRASTRUCTURE OBJECTIVES

#### Bridge Road bridge replacement

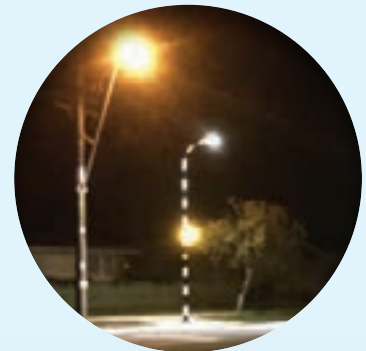
After 18 months of waiting, the residents of Bridge Road were finally able to use the new bridge at Birchville following the official opening on 24 June 2017. Inclement weather, fish spawning season, technical issues, and equipment malfunctions were all challenges that needed to be overcome. It was a marathon accomplishment to demolish the old bridge, and design and re-build a new bridge in such a short space of time.



#### Road safety improvements

##### LED UPGRADE OF STREETLIGHTS AND PEDESTRIAN CROSSINGS

LED streetlights are not only more efficient but also emit a much brighter light. Council has continued with its programme to upgrade existing streetlight fittings on residential streets to LED along with floodlights at all pedestrian crossings around the city. NZTA funding is now allowing the upgrade to be completed much sooner than originally anticipated.



##### SPEED HUMPS

In response to requests from concerned residents in Clouston Park Road and Cruickshank Road, speed humps have been installed to reduce excessive speed.

##### WHITEMANS VALLEY ROAD SAFETY IMPROVEMENTS

To make our rural roads safer, work has continued on widening and sealing sections of Whitemans Valley Road.





### Upper Hutt Station to Main Street via Princes Street

Although this major reconstruction has unfortunately run behind schedule for completion, no one can deny that the new layout is raising the bar for our city centre. The new direction, the modern pavement tiles and the colourful planters will all contribute to making the transition from the train station to Main Street a more pleasant experience. Even the relocation of *The File* (the brass line of walkers), has added a whimsical feel to the area, while being overlooked by our very much loved *Motherhood* sculpture.



### General infrastructure

A significant portion of our rates (48%) goes towards keeping our water supply and wastewater pipelines, roads, footpaths, and bridges in good order. A portion of the work involves replacing existing assets such as resealing roads and footpaths, street drainage, pipeline renewals, and reservoir upgrades, while other work involves capital works to improve the current level of service such as sealing and widening the Hutt River Trail cycleway/walkway, the LED street lighting upgrade, and the Pinehaven Stream capacity upgrade. Often infrastructure work is carried out as joint projects with the New Zealand Transport Agency (NZTA) or Greater Wellington Regional Council (GWRC).

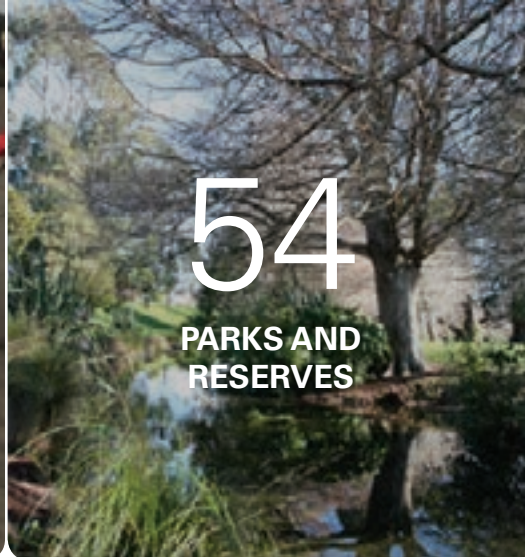








**SCHOOL HOLIDAY  
CYCLE SKILLS COURSE**



**54  
PARKS AND  
RESERVES**



**SPEARHEAD  
LEADERS**



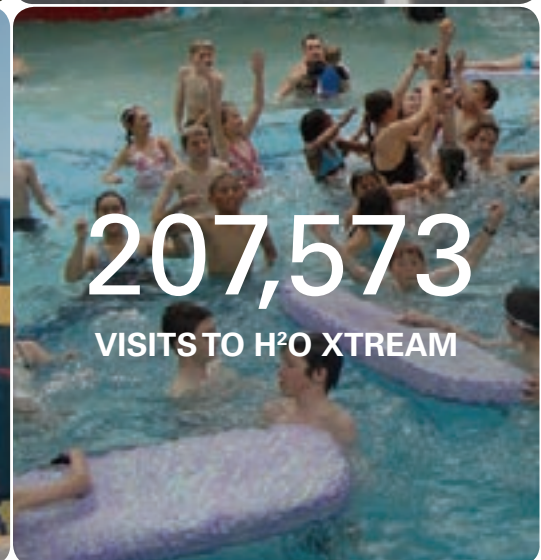
**30**

**NEW BUSINESSES  
OPENED IN 2016 – 2017**



**NEW**

**RECYCLING  
DROP-OFF POINT**



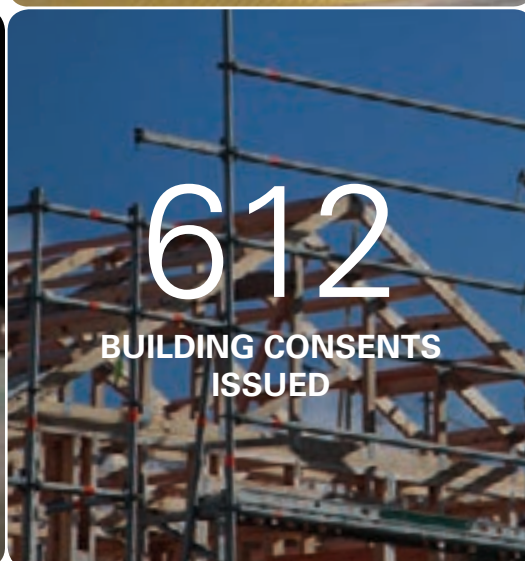
**207,573**

**VISITS TO H<sup>2</sup>O XTREAM**



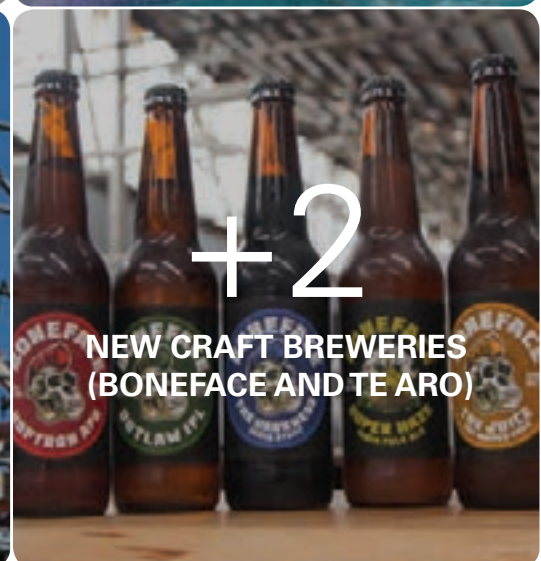
**5**

**YOUNG ACHIEVERS  
(YOUTH CIVIC AWARDS)**



**612**

**BUILDING CONSENTS  
ISSUED**



**+2**

**NEW CRAFT BREWERIES  
(BONEFACE AND TE ARO)**



**NEW**

**CHILDREN'S PLAY  
AREA AT TMP**



**252**

**PEOPLE FROM 24 COUNTRIES  
BECAME NZ CITIZENS**



**79,100**

**SQUARE METRES OF  
LOCAL ROADS RESURFACED**



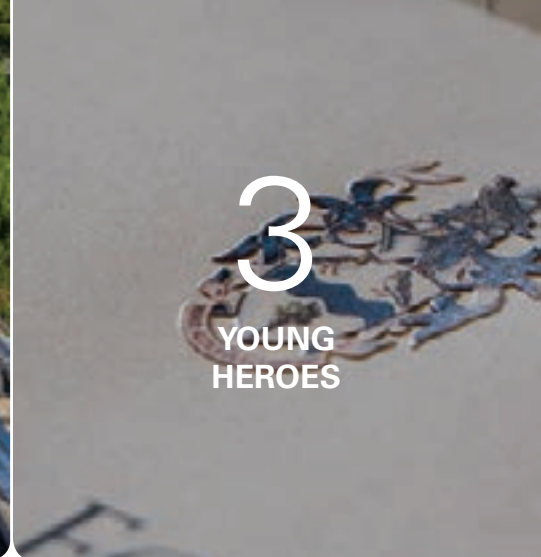
42,381

UPPER HUTT POPULATION  
FORECAST FOR 2017



NEW

BRIDGE ROAD  
BRIDGE

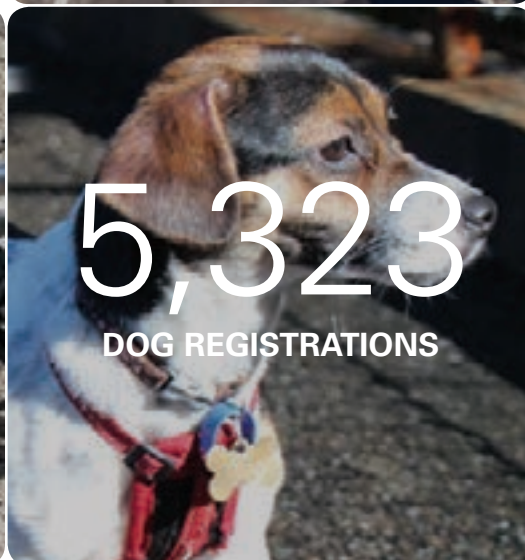


3

YOUNG  
HEROES

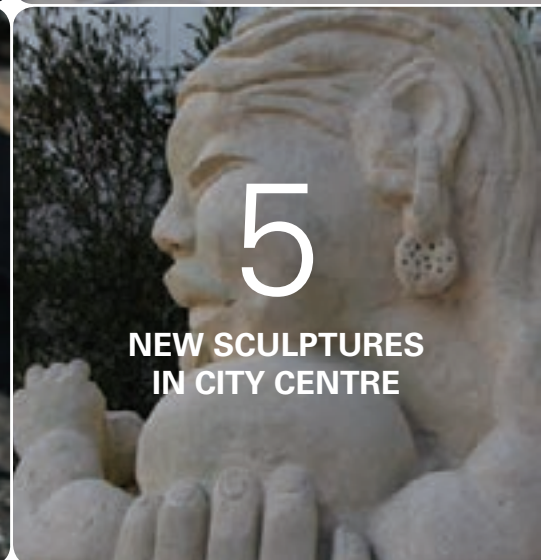


BIKE RECYCLE  
PROJECT



5,323

DOG REGISTRATIONS



5

NEW SCULPTURES  
IN CITY CENTRE

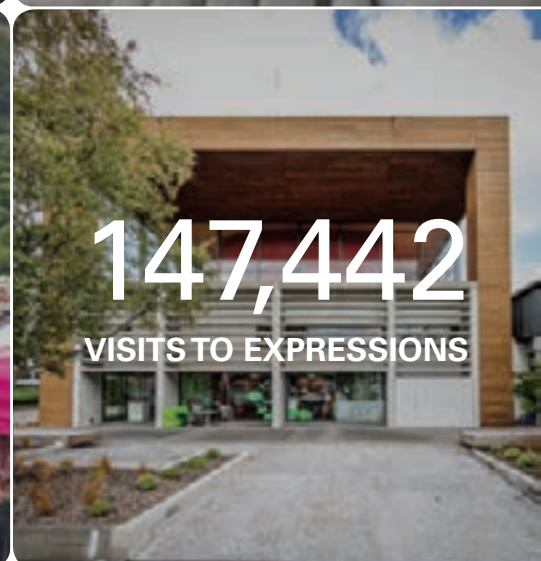


52%

OF WORKING RESIDENTS  
EMPLOYED OUTSIDE THE CITY



MARCH  
MADNESS



147,442

VISITS TO EXPRESSIONS



3

CIVIC  
AWARDS



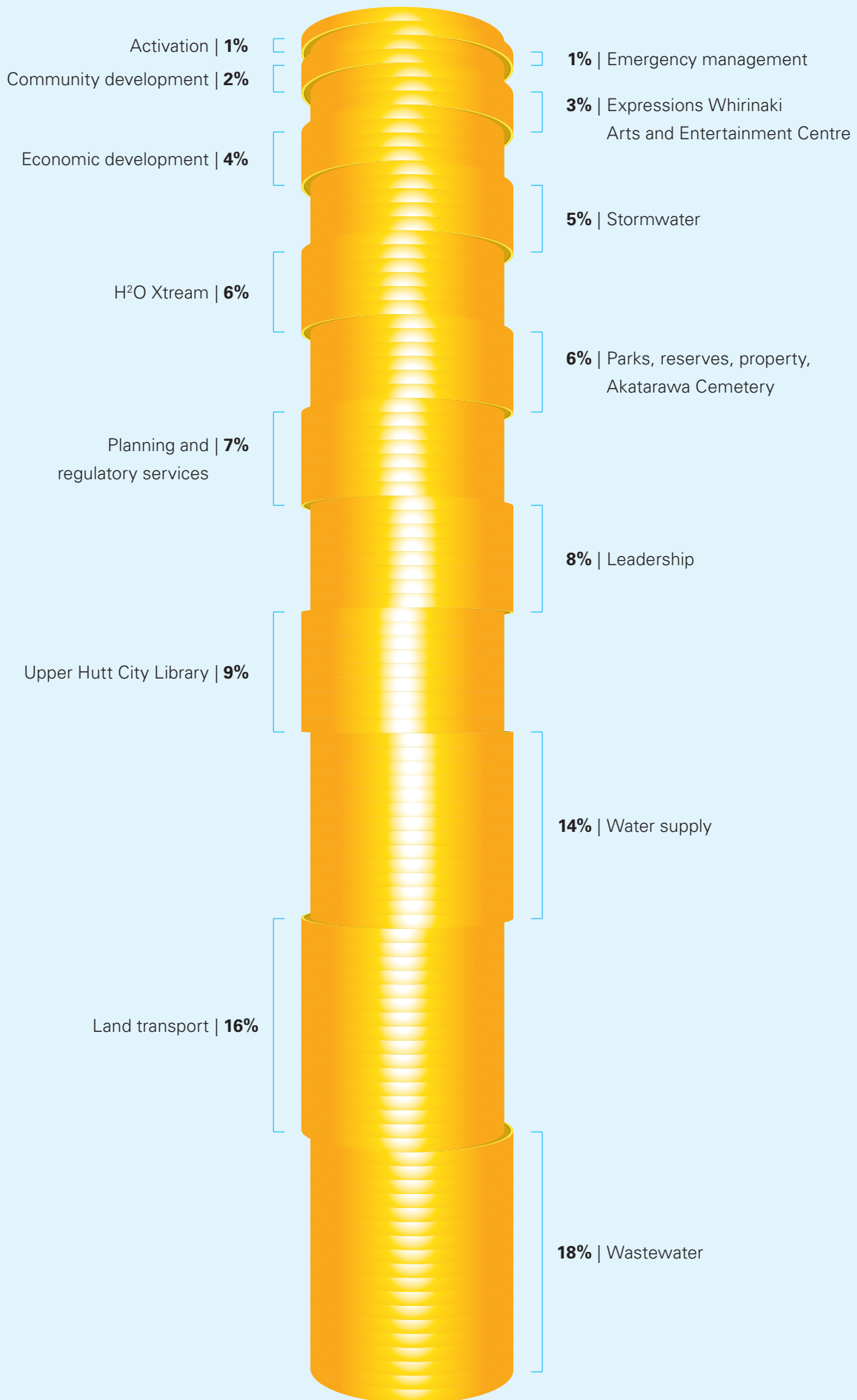
LAND USE STRATEGY  
ADOPTED



10

PUBLIC ENGAGEMENT  
CONSULTATIONS

## WHERE YOUR RATES MONEY GOES





# Measuring performance

## **FINANCIAL LEVELS OF SERVICE OBJECTIVES AND PERFORMANCE MEASURES**

The overall rates funding requirement for the year was a surplus of \$1.522 M. After allowing for approved funding carryovers from the previous year to the current year, and carryovers from the current year to the next year, the effective result is a surplus of \$2.128 M.

The operating surplus (operating income less expenditure) was \$470 K compared to a budgeted surplus of \$3.368 M an unfavourable variance of \$2.898 M.

Operating income was \$2.527 M less than estimated. There were several components to this increase: fees and charges were below estimate by \$2.423 M with the main components being metered water charges up by \$220 K, other income down \$3.743 M due to no progress on the sale of Maidstone Terrace properties, Library income down \$113 K, and vested asset income down by \$652 K.

Subsidies and grants were down by \$624 K due to the following variances: NZTA subsidy for the bridge carryover was less \$142 K, other grants budgeted for \$596 K were not received.

Development and financial contributions were up by \$253 K covering increased subdivisions due to market conditions.

Operating expenditure was \$371 K above estimate due to the following variances: depreciation was \$165 K higher than budget, \$605 K loss on disposal reflecting write-down of park assets, increase in staffing due to excess of building consents being received. Finance costs for interest expenses were lower than budget by \$476 K due to lower interest rates and not all loan funding for projects was used due to project delays.

Term debt was less than expected, \$3.45 M, compared to the budgeted \$39.716 M. This resulted from several projects not being completed in the 2015 – 2016 period and being carried forward into 2016 – 2017. The current ratio (current assets:current liabilities) of 1.06:1 is positive compared to the previous financial year (in 2016 it was 0.69:1).

## **NON-FINANCIAL LEVELS OF SERVICE OBJECTIVES AND PERFORMANCE MEASURES**

Council is legally obligated to have a system that ensures Council's performance is regularly monitored and reported on. A number of performance measures, with associated targets, are determined and agreed to at the time of developing the Long Term Plan. Key achievements and the performance results are then reported to Councillors throughout the year.

Performance targets are measured via a combination of the Annual Community Survey, internal monitoring and third party assessments.

Traditionally, the Community Survey had been carried out in February/March of each year. The new trend with local government, which Upper Hutt City Council adopted this year, is to interview residents on a quarterly basis (four times a year). Responses are collected from approximately one hundred residents each round, with the responses consolidated into the final Community Survey report at the end of the financial year. The main advantage of this process is the ability to smooth out any highs or lows during the course of the year (such as seasonal variations, temporary or one-off issues that can influence responses).

Council engaged an external survey company to measure the satisfaction of businesses actively engaged with the economic development team. A Business Survey and a Retailers Survey were carried out in June 2017.

Council has 62 performance measures. This year Council was unable to report on the Solid Waste measure to 'Promote recycling within Upper Hutt with the goal of increasing the participation rate of households' as data from the recycling providers was incomplete.

The results that we are presenting show that 46 of 61 non-financial performance targets were achieved (75.4%) when omitting the Solid Waste measure noted above.

## Performance measure results

Context has been provided in the table below in relation to each of the performance measures that were not met.

To see how the remaining performance targets are measured please see the 'Activities' section of the Annual Report.

### LEADERSHIP

Council is meeting a high proportion of its performance measures

**Target:** 80% of all performance targets are met at year end



**Performance:** 75.4% of Council's performance measures were met—*not achieved*

Community satisfaction with the ease of accessing Council information<sup>1</sup>

**Target:** 80% of the community agree that Council information is easy to access



**Performance:** 82% respondents were satisfied or very satisfied—*achieved*

Community satisfaction with the ease of navigating and using the Council website<sup>1</sup>

**Target:** 80% of the community agree the Council website is easy to navigate and use



**Performance:** 80% of respondents were satisfied or very satisfied—*achieved*

### LAND TRANSPORT

Community satisfaction with the street lighting throughout the city<sup>1</sup>

**Target:** 90% of respondents rate street lighting as satisfactory or better



**Performance:** 84% satisfaction—*not achieved*

*City street lighting is currently being upgraded using LED technology and by the end of the 2017-2018 all existing street lights will have been replaced. The new lights will provide a significant improvement in both performance and reliability.*

Community satisfaction with the cleanliness of the city's streets<sup>1</sup>

**Target:** 90% of respondents rate street cleanliness as satisfactory or better



**Performance:** 90% satisfaction—*achieved*

Road safety—the change from the previous financial year in the number of fatalities and serious injury crashes on the local road network, expressed as a number

**Target:** Zero change from the previous year



**Performance:** Zero change in the number of fatalities and serious injury crashes

2016 – 2017: 11 serious crashes resulting in fatalities or serious injury

2015 – 2016: 6 serious crashes resulting in fatalities or serious injury—*not achieved*

*The number of crashes in 2016 – 2017 is higher than the previous year, but is within the range of normal variation observed over the past 20 years, and is consistent with an increase in the number of crashes nationally for the last two years.*

Road conditions—the average quality of ride on a sealed local road network, measured by smooth travel exposure

**Target:** 84%



**Performance:** 86%—*achieved*

### NOTES

1. Performance measures that are directly related to the results of the 2016 – 2017 Community Survey.

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Road maintenance—the area of the sealed local road network that is resurfaced

**Target:** 110,000 m<sup>2</sup>

**Performance:** 79,107 m<sup>2</sup>—*not achieved*



*A change was required to the originally planned road surfaces in order to provide the required level of service. The higher cost of the selected treatments meant that it was necessary to adjust the quantity of work carried out to match the budget.*

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Footpaths—the percentage of footpaths within Upper Hutt that fall within the level of service or service standard for the condition of footpaths that is set out in the Council's relevant document (such as its Annual Plan, Long Term Plan, activity management plan, asset management plan or annual works programme)

**Target:** 94%

**Performance:** 98% of footpaths fall within the level of service or service standard—*achieved*



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Response to service requests—the percentage of customer service requests relating to roads and footpaths to which Council responds within the timeframe specified in the Long Term Plan

**Target:** 90% of requests are initially responded to within 3 days

**Performance:** 96% compliant—*achieved*



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## WATER SUPPLY

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Safety of drinking water (section 69A Health Act 1956)—the percentage to which the local authority's drinking water supply complies with part 4 and 5 of the drinking-water standards—bacteria compliance criteria and protozoal criteria

**Target:** 100% bacterial compliance

**Performance:** 100%<sup>2</sup>—*achieved*



**Target:** 100% protozoal compliance

**Performance:** 100%<sup>2</sup>—*achieved*



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Maintenance of the reticulation network—the percentage of real water loss from the local authority's networked reticulation system

**Target:** Less than 17%

**Performance:** 12.7%—*achieved*



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Fault response times—where the local authority (LA) attends a call-out in response to a fault or unplanned interruption to its networked reticulation system, the following median response times measured from the time notification is received to the time that service personnel reach the site

**Target A:** Attendance to urgent call-outs—60 minutes

**Performance:** 35 minutes—*achieved*



**Target B:** Resolution of urgent call-outs—4 hours

**Performance:** 2.57 hours—*achieved*



**Target C:** Attendance for non-urgent call-outs—36 hours

**Performance:** 29 hours—*achieved*



**Target D:** Resolution of non-urgent call-outs—15 days

**Performance:** 2 days—*achieved*



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## NOTES

2. The results for this measure are based on provisional results from the drinking water assessment. We do not expect the final results to be different.



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Customer satisfaction—the total number of complaints received about drinking water clarity, taste, odour, pressure or flow, or continuity of supply (expressed per 1,000 connections)

**Target:** ≤ 140 complaints per 1,000 connections

**Performance:** 7.11 complaints per 1,000 connections—*achieved*

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Demand management—the average consumption of drinking water per day per resident

**Target:** 335 litres per person per day

**Performance:** 345 litres per person per day—*not achieved*

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*Water consumption was above target this year due to high network leakage in the first quarter. Proactive leak detection and repairs have progressively reduced consumption through the year and night flows are now tracking below their target levels. Summer water conservation programmes are in place and leak detection work will continue to manage water demand.*

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Interruptions to the water supply

**Target:** The number of unplanned supply cuts per 1,000 connections < 4

**Performance:** 1.13 unplanned supply cuts per 1000 connections—*achieved*

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## WASTEWATER

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System and adequacy—the number of dry weather sewerage overflows from the TA's sewerage system expressed per 1,000 sewerage connections to the sewerage system

**Target:** Zero dry weather sewerage overflows

**Performance:** Nil—*achieved*

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*There was one dry weather overflow due to a blocked main in a residential area. Once identified, the blockage was immediately cleared, the discharge cleaned up and disinfected and odour control undertaken.*

---

Discharge compliance—breaches of resource consents for discharge from its sewerage system

**Target A:** Zero abatement notices for discharges from wastewater system (section 322 of RMA 1991)

**Performance:** Zero abatement notices—*achieved*

**Target B:** Zero infringement notices for discharges from wastewater system (issued under 343C of RMA 1991)

**Performance:** Zero infringement notices—*achieved*

**Target C:** Zero enforcement orders for discharges from wastewater system

**Performance:** Zero enforcement orders—*achieved*

**Target D:** Zero convictions for discharges from wastewater system (of an offence under section 343C of RMA 1991) received by the Council in relation to the resource consents

**Performance:** Zero convictions—*achieved*

---



Fault response times—where the Council contractor attends to sewerage overflows, resulting from blocked or other faults in the sewerage system, the following median response times will be measured:

**Target A:** Median attendance time ≤ 60 minutes (from the time that notification is received to the time that service personnel reach the site)

**Performance:** 37 minutes—*achieved*

**Target B:** Median resolution time ≤ 6 hours (from the time that notification is received to the time that service personnel confirm resolution of the blockage or other fault)

**Performance:** 2.7 hours—*achieved*

---



---

Customer satisfaction—the total number of complaints received about, sewage odour, sewerage system faults, sewerage system blockages, and Council’s response to the sewerage system issues

**Target:** ≤ 30 complaints per 1,000 connections to Council’s sewerage system

**Performance:** 16.17 complaints—*achieved*

---



## STORMWATER

---

System adequacy—(A) the number of flooding events that occur and, (B) for each flooding event, the number of habitable floors affected (expressed per 1,000 properties connected to the stormwater system)

**Targets A, B:** Trend yet to be determined (Wellington Water Limited Statement of Intent target: zero)

**Performance:** Zero flooding events—*achieved*

**Performance:** Zero habitable floors affected—*achieved*

---



Discharge compliance—compliance with the Council’s resource consents for discharge from its stormwater system

**Target A:** Zero abatement notices received by Council in relation those resource consents

**Performance:** Zero abatement notices—*achieved*

**Target B:** Zero infringement notices received by Council in relation those resource consents

**Performance:** Zero infringement notices—*achieved*

**Target C:** Zero enforcement orders received by Council in relation those resource consents

**Performance:** Zero enforcement orders—*achieved*

**Target D:** Zero convictions received by Council in relation those resource consents

**Performance:** Zero convictions—*achieved*

---



Response times—Number of complaints along with the median response time to attend a flooding event

**Target A:** ≤ 50 complaints per 1,000 stormwater connections

**Performance:** 6.36 complaints—*achieved*

**Target B:** Median response time ≤ 60 minutes (from the time that Council received notification to the time that service personnel reach the site)

**Performance:** 40 minutes—*achieved*

---



## SOLID WASTE

---

Promote the reduction of waste collected and sent to the local landfill

**Target:** Achieve an annual reduction in the waste collected from the Council refuse bags collections

**Performance:** Total tonnage of refuse collected from Council bags has reduced from 754 tonnes in the 2015 – 2016 year to 552 tonnes in the 2016 – 2017 year—*achieved*

---



Promote recycling within Upper Hutt with the goal of increasing the participation rate of households

**Target:** Promote recycling with a goal of increasing the number of participating households who recycle on a regular basis

**Performance:** Unable to report data

---

*Data from Waste Management Limited for recycling contracts and the recycling drop-off point indicates an increase in recycling participation. Council is no longer able to obtain data from other recycling service providers due to commercial sensitivity. We are therefore unable to report conclusively on this measure.*

---

## PLANNING AND REGULATORY SERVICES

---

Process resource consents within the statutory timeframes

**Target:** 100% of resource consents will be processed within the statutory timeframes



**Performance:** 100% — *achieved*

---

Community satisfaction with Council's current resource management practices<sup>1</sup>

**Target:** 75% of respondents are satisfied or very satisfied with the resource management service



**Performance:** 53% satisfaction — *not achieved*

---

*Satisfaction levels are often impacted by legislatively enforced processes and controversial planning projects, including plan changes, which attract differing views leading to decreased satisfaction.*

---

Community satisfaction with Council's building and compliance services provided<sup>1</sup>

**Target:** 92% satisfaction with the building consenting service



**Performance:** 85.5% satisfaction — *not achieved*

---

*Satisfaction levels are closely linked to the speed of Council response to requests for building consents. An increase in the number of building consent requests and the size of some of the projects (reflected by a substantial increase in values) impacts on service delivery timeframes.*

---

**Target:** 85% satisfaction with the control of dog nuisances in the city<sup>1</sup>



**Performance:** 82% of respondents were satisfied or very satisfied — *not achieved*

---

*Enforcement of Dog Control Act requirements often involves opposing parties and is frequently complex and controversial.*

---

**Target:** 90% satisfaction with the enforcement of parking requirements within the city centre<sup>1</sup>



**Performance:** 85% of respondents were satisfied or very satisfied — *not achieved*

---

*Enforcement of parking requirements in the city is an activity that is inherently likely to attract more negative than positive comment as the most visible outcome is the issuing of infringements.*

---

Process building consents within the statutory timeframes

**Target:** 100% of building consents will be processed within statutory timeframes



**Performance:** 95.42% — *not achieved*

---

*Year-on-year building consents for 2016 – 2017 were up 13% compared to 2015 – 2016. Building consent values increased by 20% for 2016 – 2017. The need for extra staff was forecast in September 2016, approved in October 2016 and recruitment commenced November 2016. Due to a lack of capacity in the building control sector nationally we were not able to find and secure experienced building control staff until June 2017.*

---

Process LIMs within the statutory timeframes

**Target:** 100% of LIMs will be processed within statutory timeframes



**Performance:** 88% processed within statutory timeframes — *not achieved*

---

*The pattern of LIM applications received was of peaks and troughs. More than twice the number of applications that could be processed within a day would be received. This meant that the team was consistently in catch-up mode.*

---

### NOTES

1. Performance measures that are directly related to the results of the 2016 – 2017 Community Survey.

Timeliness of food and hairdresser premises inspections

**Target:** Complete annual inspection of 100% of premises requiring health inspection for the future year by 30 June



**Performance:** All premises have been inspected under the old Food Act and now premises will transition to the new Food Act—*achieved*

---

Timeliness of response to complaints of excessive noise

**Target:** Respond within one hour to 90% of excessive noise reports being confirmed



**Performance:** After an initial 30-minute stand down period, all noise complaints were attended within one hour—*achieved*

---

Timeliness of initial response to reported dog attacks

**Target:** 100% of reported dog attacks will receive an initial response within two hours of the complaint being received



**Performance:** There is often a delay in reporting attacks, but we achieved 100% for those reported—*achieved*

---

## COMMUNITY SERVICES

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Satisfaction with the level of community group engagement by the Community Development team

**Target:** 90% satisfaction



**Performance:** 98% of respondents were satisfied or very satisfied—*achieved*

---

Community satisfaction with the level of customer service provided by library staff<sup>1</sup>

**Target:** 95% of respondents are satisfied or very satisfied



**Performance:** 97% of respondents were satisfied or very satisfied—*achieved*

---

Visits to library facilities in the 12 months to 30 June 2016

**Target:** Minimum of 350,000 visitors



**Performance:** 269,990 visitors—*not achieved*

---

*In June 2016 new gates were installed that provided more accurate visitor counts than previously recorded. A test in March 2017 indicated that there was an error rate of approximately 20% over-count prior to June.*

---

Level of digital engagement with the library in the 12 months to 30 June

**Target:** Minimum of 700,000 digital connections made



**Performance:** 1,158,334 digital connections made—*achieved*

---

Satisfaction with the quality of library programmes delivered

**Target:** 95% of respondents are satisfied or very satisfied



**Performance:** 100% of respondents are satisfied or very satisfied—*achieved*

---

Our community is increasingly prepared for a civil defence emergency<sup>1</sup>

**Target:** 80% of households are prepared for a civil defence emergency



**Performance:** 79% of households are prepared for a civil defence emergency—*not achieved*

---

*Whilst the target was missed by 1%, sales of water tanks during the year (354) were significantly greater than the previous year (256) suggesting that households are continuing to improve their preparedness for a civil defence emergency.*

---

## NOTES

1. Performance measures that are directly related to the results of the 2016 – 2017 Community Survey.

## RECREATION

---

Community satisfaction with the range of high quality aquatic leisure opportunities provided for people of all ages and abilities by H<sup>2</sup>O Xstream<sup>1</sup>

**Target:** 95% of respondents are satisfied or very satisfied

**Performance:** 92% satisfaction—*not achieved*

---

*The recent appointment of a full-time Team Leader Aquatics will provide more resource to this area.*

---

H<sup>2</sup>O Xstream will meet or exceed all required compliance standards for swimming pool operation

**Target:** PoolSafe Accreditation

**Performance:** PoolSafe Accreditation maintained—*achieved*

---

H<sup>2</sup>O Xstream annual attendance figures

**Target:** At least 230,000 people visit over the year

**Performance:** 207,573—*not achieved*

---

*H<sup>2</sup>O Xstream had restricted hours for public in October 2016 to allow the roof to be repaired. This had significant effect on the overall attendance.*

---

Community satisfaction with the range and quality of events and exhibitions provided at Expressions Whirinaki Arts and Entertainment Centre<sup>1</sup>

**Target:** 90% of respondents are satisfied or very satisfied

**Performance:** 94% satisfaction—*achieved*

---

Number of visitors to Expressions Whirinaki Arts and Entertainment Centre

**Target:** 95,000 visitors per annum

**Performance:** 147,442—*achieved*

---

Community satisfaction with the level of provision of open space, amenities, and gardens<sup>1</sup>

**Target:** 95% of respondents are satisfied or very satisfied

**Performance:** 95% satisfaction—*achieved*

---

Level of satisfaction with the range and quality of local initiatives and programmes delivered by Activation to meet the needs of the Upper Hutt community

**Target:** 80% of programme participants rate the initiatives as being satisfactory or better at meeting the specific needs of the community. (5 key programmes will be evaluated)

**Performance:** 95.6% satisfaction—*achieved*

---

### NOTES

1. Performance measures that are directly related to the results of the 2016 – 2017 Community Survey.

## ECONOMIC DEVELOPMENT

---

Engaged business: satisfaction with the level of Council support in relation to economic development

**Target:** 75% of respondents are satisfied or very satisfied



**Performance:** 90% of respondents were satisfied or very satisfied with Council's support in relation to economic development—*achieved*

---

City centre retailers' satisfaction with the level of support provided to build vibrancy in our city centre

**Target:** 85% of respondents are satisfied or very satisfied



**Performance:** 78% of respondents were satisfied or very satisfied with the level of support from Council in building a vibrant city centre—*not achieved*

---

*This resulting satisfaction level is primarily attributed to the appearance of some of our vacant and tenanted retail stores. Council is working to improve this vibrancy through the Economic Development Stimulus Policy and working with various landlords to improve the presentation of their properties.*

---

# Financial statements summary

The following information is a summary of the Upper Hutt City Council's financial statements that has been extracted from the Council's Annual Report 2016 – 2017.

The Statement of Financial Position (Table 1) is a summary of what the Parent (Council) and Group (Council controlled organisations such as Expressions) owns and what it owes to other parties as at 30 June 2017.

The Statement of Comprehensive Income (Table 2) is a summary of the financial performance of the Parent and Group for the 2016 – 2017 year.

Tables 1 and 2 also provide a comparison with the 2015 – 2016 year that ended on 30 June 2016.

Table 5 provides a summary of the Council's 5-year financial performance, and table 6 provides a summary of Council's 5-year financial statistics.

Please refer to the main component of the Annual Report 2016 – 2017 for full financial details, including disclosure of accounting policies and notes to the accounts.



## TABLE 1: STATEMENT OF FINANCIAL POSITION—SUMMARY

AS AT 30 JUNE 2017	Actual Parent 30 Jun 2017 (\$000)	Actual Parent 30 Jun 2016 (\$000)	Budget Parent 30 Jun 2017 (\$000)	Actual Group 30 Jun 2017 (\$000)	Actual Group 30 Jun 2016 (\$000)
Assets					
Current assets	17,224	11,917	14,159	17,638	12,315
Non-current assets	722,150	704,343	739,170	722,272	704,451
<b>Total assets</b>	<b>739,374</b>	<b>716,260</b>	<b>753,329</b>	<b>739,910</b>	<b>716,766</b>
Liabilities					
Current liabilities	17,118	17,128	9,495	17,316	17,299
Non-current liabilities	29,355	27,258	37,083	29,355	27,258
<b>Total liabilities</b>	<b>46,473</b>	<b>44,386</b>	<b>46,578</b>	<b>46,671</b>	<b>44,557</b>
<b>Net assets/equity</b>	<b>692,901</b>	<b>671,874</b>	<b>706,751</b>	<b>693,239</b>	<b>672,209</b>

## TABLE 2: STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSE—SUMMARY

YEAR ENDED 30 JUNE 2017	Actual Parent 30 Jun 2017 (\$000)	Actual Parent 30 Jun 2016 (\$000)	Budget Parent 30 Jun 2017 (\$000)	Actual Group 30 Jun 2017 (\$000)	Actual Group 30 Jun 2016 (\$000)
Total operating revenue	52,523	53,802	55,050	52,980	54,168
Total operating expenditure <sup>1</sup>	52,053	52,083	51,682	52,507	52,401
<b>Net operating surplus/(deficit)</b>	<b>470</b>	<b>1,719</b>	<b>3,368</b>	<b>473</b>	<b>1,767</b>
Increase/decrease in asset revaluation reserves	20,557	(2,898)	12,830	20,557	(2,873)
<b>Total comprehensive income as restated</b>	<b>21,027</b>	<b>(1,179)</b>	<b>16,198</b>	<b>21,030</b>	<b>(1,106)</b>

### NOTE

1. Finance cost – interest	1,674	1,535	2,150	1,674	1,535
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**TABLE 3: STATEMENT OF CASH FLOWS—SUMMARY**

YEAR ENDED	Actual Parent	Actual Parent	Budget Parent	Actual Group	Actual Group
30 JUNE 2017	30 Jun 2017	30 Jun 2016	30 Jun 2017	30 Jun 2017	30 Jun 2016
	(\$000)	(\$000)	(\$000)	(\$000)	(\$000)
Net cashflow from operating activities	13,022	9,639	15,089	13,049	9,653
Net cashflow from investing activities	(14,527)	(13,559)	(17,064)	(14,556)	(13,550)
Net cashflow from financing activities	2,044	104	1,909	2,044	104
<b>Net cashflow (outflow) for the year</b>	<b>539</b>	<b>(3,816)</b>	<b>(66)</b>	<b>537</b>	<b>(3,793)</b>

**TABLE 4: STATEMENT OF CHANGES IN EQUITY—SUMMARY**

AS AT	Actual Parent	Actual Parent	Budget Parent	Actual Group	Actual Group
30 JUNE 2017	30 Jun 2017	30 Jun 2016	30 Jun 2017	30 Jun 2017	30 Jun 2016
	(\$000)	(\$000)	(\$000)	(\$000)	(\$000)
Equity at the start of the year	671,874	673,053	690,553	672,209	673,315
Total comprehensive income	21,017	(1,179)	16,198	21,030	(1,106)
<b>Equity at the end of the year</b>	<b>692,901</b>	<b>671,874</b>	<b>706,751</b>	<b>693,239</b>	<b>672,209</b>

**TABLE 5: FIVE-YEAR FINANCIAL PERFORMANCE SUMMARY**

	<b>Actual 2016 – 2017 (\$000)</b>	<b>Actual 2015 – 2016 (\$000)</b>	<b>Actual 2014 – 2015 (\$000)</b>	<b>Actual 2013 – 2014 (\$000)</b>	<b>Actual 2012 – 2013 (\$000)</b>	<b>Budget 2016 – 2017 (\$000)</b>
Rates	36,285	34,394	33,112	31,850	30,352	35,984
Net surplus/(deficit)	470	1,719	(6,920)	(1,919)	(2,850)	3,368
Working capital	106	(5,211)	(22)	1,102	(14,561)	4,664
Public debt	34,500	32,456	30,549	25,427	24,587	39,716
Total net assets	739,374	716,260	714,220	679,074	671,224	706,751

**TABLE 6: FIVE-YEAR COUNCIL FINANCIAL STATISTICS**

	<b>Actual 2016 – 2017 (\$000)</b>	<b>Actual 2015 – 2016 (\$000)</b>	<b>Actual 2014 – 2015 (\$000)</b>	<b>Actual 2013 – 2014 (\$000)</b>	<b>Actual 2012 – 2013 (\$000)</b>	<b>Budget 2016 – 2017 (\$000)</b>
Proportion of rates to total income	69.08%	63.93%	77.9%	72.62%	73.18%	65.4%
Average rates per rateable property	\$2,135	\$2,045	\$1,985	\$1,910	\$1,841	2,142
Total interest expense on net public debt	4.9%	4.7%	4.6%	5.2%	6.0%	5.4%
External net public debt to annual rates	95.1%	94.4%	92.3%	79.8%	81.0%	110.4%
External net public debt per rateable property	\$2,030	\$1,930	\$1,831	\$1,524	\$1,491	\$2,364
External net public debt to total equity	5.0%	4.8%	4.5%	3.9%	3.9%	5.6%

## COMPLIANCE INFORMATION

- 1 The Annual Report 2016 – 2017 (which includes the Council’s full financial statements) and the Annual Report 2016 – 2017 Summary (which contains the summary financial statements) will both be adopted by the Upper Hutt City Council at an Extraordinary Council meeting on 31 October 2017.
- 2 The full financial statements of Upper Hutt City Council have been prepared in accordance with the requirements of Local Government Act 2002: Part 6, section 98 and Part 3 of Schedule 10, which include the requirement to comply with New Zealand’s generally, accepted accounting practice (NZ GAAP).

These financial statements have been prepared in accordance with NZ GAAP. They comply with NZIFRS, and other applicable Financial Reporting Standards, as appropriate for public benefit entities, in accordance with Tier 1 PBE accounting standards.

- 3 The summary financial statements cannot be expected to provide as complete an understanding as provided by the full financial statements.
- 4 A copy of the Annual Report 2016 – 2017 (which includes the Council’s full financial statements) may be obtained from Upper Hutt City Council at:

838 – 842 Fergusson Drive,  
Upper Hutt 5140

or online at [www.upperhuttcity.com](http://www.upperhuttcity.com)

- 5 The full financial statements have been audited by Audit New Zealand and an unmodified opinion issued.
- 6 The presentation currency of this summary report is New Zealand dollars.
- 7 Between year-end (30 June 2017) and the signing of the financial statements (31 October 2017) there was nil subsequent events.

# Statement of compliance and responsibility

## Compliance

The Council and management of the Upper Hutt City Council confirm that all the statutory requirements of Sections 98 and 99 and Part 3 of Schedule 10 of the Local Government Act 2002, have been complied with.

## Responsibility

The Council and management of Upper Hutt City Council accept responsibility for the preparation of the annual financial statements and the judgements used in them.

The Council and management of Upper Hutt City Council accept responsibility for establishing and maintaining a system of internal control designed to provide reasonable assurance as to the integrity and reliability of financial reporting.

In the opinion of the Council and management of Upper Hutt City Council, the annual financial statements for the year ended 30 June 2017 fairly reflect the financial position and operations of Upper Hutt City Council as at 31 October 2017.



W N Guppy  
MAYOR

C B Upton  
CHIEF EXECUTIVE

I Johnson  
DIRECTOR OF  
CORPORATE SERVICES

# Independent audit report

AUDIT NEW ZEALAND  
Mana Arotake Aotearoa

## Independent Auditor's Report

### To the readers of Upper Hutt City Council's summary of the annual report for the year ended 30 June 2017

The summary of the annual report was derived from the annual report of the Upper Hutt City Council (the City Council) for the year ended 30 June 2017.

The summary of the annual report comprises the following summary statements on pages 20 and 33:

- the summary statement of financial position as at 30 June 2017;
- the summaries of the statement of comprehensive revenue and expense, statement of changes in equity and statement of cash flows for the year ended 30 June 2017;
- the notes to the summary financial statements that include accounting policies and other explanatory information; and
- the summary performance measure results.

### Opinion

In our opinion:

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

### Summary of the annual report

The summary of the annual report does not contain all the disclosures required by generally accepted practice in New Zealand. Reading the summary of the annual report and the auditor's report thereon, therefore, is not a substitute for reading the full annual report and the auditor's report thereon.

The summary of the annual report does not reflect the effects of events that occurred subsequent to the date of our auditor's report on the full annual report.

### The full annual report and our audit report thereon

We expressed an unmodified audit opinion on the information we audited in the full annual report for the year ended 30 June 2017 in our auditor's report dated 31 October 2017.

### Council's responsibility for the summary of the annual report

The Council is responsible for preparing the summary of the annual report which includes preparing summary statements, in accordance with PBE FRS-43: Summary Financial Statements.

### **Auditor's responsibility**

Our responsibility is to express an opinion on whether the summary of the annual report represents, fairly and consistently, the information regarding the major matters dealt with in the full annual report and whether the summary statements comply with PBE FRS 43: Summary Financial Statements.

Our opinion on the summary of the annual report is based on our procedures, which were carried out in accordance with the Auditor-General's Auditing Standards, which incorporate the Professional and Ethical Standards and the International Standards on Auditing (New Zealand) issued by the New Zealand Auditing and Assurance Standards Board.

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



Mari-Anne Williamson  
Audit New Zealand  
On behalf of the Auditor-General  
Wellington, New Zealand  
31 October 2017





**Upper Hutt City Council**

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