

## Supporting Information

### Equal Employment Opportunities Programme

The Otorohanga District Council is committed to supporting the principles of equal opportunity in recruitment, selection, employment, training and promotion.

The policy of the Council is to ensure that no employee, or potential employee, shall gain any advantage or suffer any disadvantage by reason of their race, colour, ethnic or national origin, gender, marital status, sexual preference, age, religious or political beliefs, or personal disability where said disability is irrelevant to an individuals ability to carry out the job.

This policy will remain consistent with:

- Good personnel policy and practices;
- The Human Rights Act 1993;
- Employment Contracts Act 1991;
- Local Government Act 2002; and
- Other relevant legislation as it is enacted.

Council is committed to a programme of action to ensure its activities are carried out without discrimination

## Maori Involvement in Decision Making

### *Council Iwi/Maori Relationship Framework*

Council has made a clear commitment in further developing its work with Iwi/Maori across the Otorohanga District by defining a treaty based Council Iwi/Maori Relationship Framework. This framework sets forth Councils' clear intention in developing and continuing its relationships with Iwi/Maori through defining Councils' commitments to these relationships.

### *Commitment Statement*

The primary objective of the Relationship Framework is defined as Councils' Commitment Statement.

Councils' Commitment Statement is;

- A partnership through respectful engagement and the building of positive relationships between Iwi/Maori and Council for the good of our communities.

### *Principles of the Treaty of Waitangi*

Council recognises the importance of the Treaty of Waitangi as the founding document of New Zealand which sets up a relationship between the Treaty partners, these being Iwi/Maori and the Crown.

Council also recognises that through legislation, such as the RMA and LGA, local government is devolved powers from the Crown for the whole community, as well as specific responsibilities to Iwi/Maori.

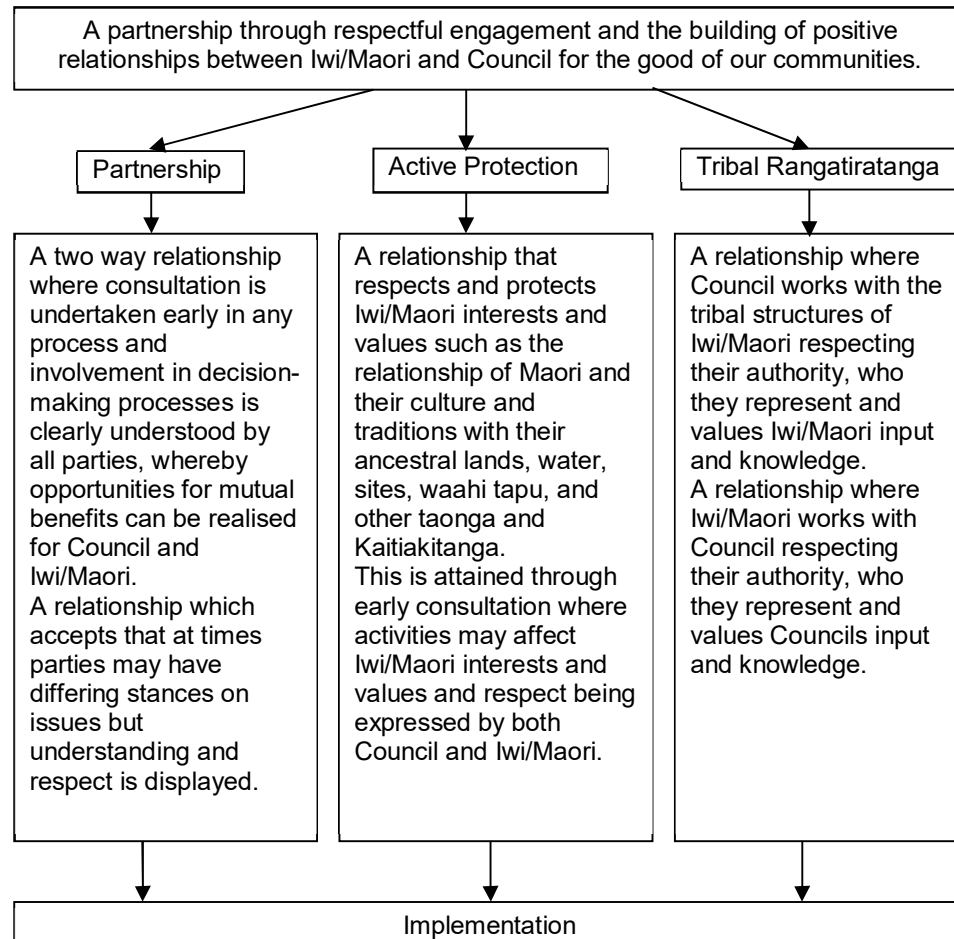
In recognising the primary relationship of the Treaty of Waitangi, the legislative directive to the Principles of the Treaty of Waitangi and guidance from the Parliamentary Commissioner for the Environment (1988). Council has defined its commitment to and interpretation of the Principles of the Treaty of Waitangi as a means to provide certainty and clarity from which greater interaction can be derived.

These commitments also provide the basis for which Council will involve Iwi/Maori in all Council processes.

### *Implementation Mechanisms*

The mechanisms to implement the Statement of Commitment and the Principles as defined above will need to be defined through ongoing discussions with Iwi/Maori Authorities, taking note of the respective aspirations and capacity of these groups.

### Council Iwi/Maori Relationship Framework



## Organisation

### District Personnel

#### OTOROHANGA DISTRICT COUNCIL

		Telephone
<b>Mayor:</b>	Max Baxter	(07) 871 2707
<b>Deputy Mayor:</b>	Deborah Pilkington	(07) 863 5475
<b>Councillors:</b>	Paul McConnell	(07) 873 6264
	Katrina Christison	(07) 873 7779
	Annette Williams	(07) 873 7715
	Roy Johnson	(07) 873 0909
	Ken Phillips	(07) 873 2789
	Robyn Klos	(07) 872 4594

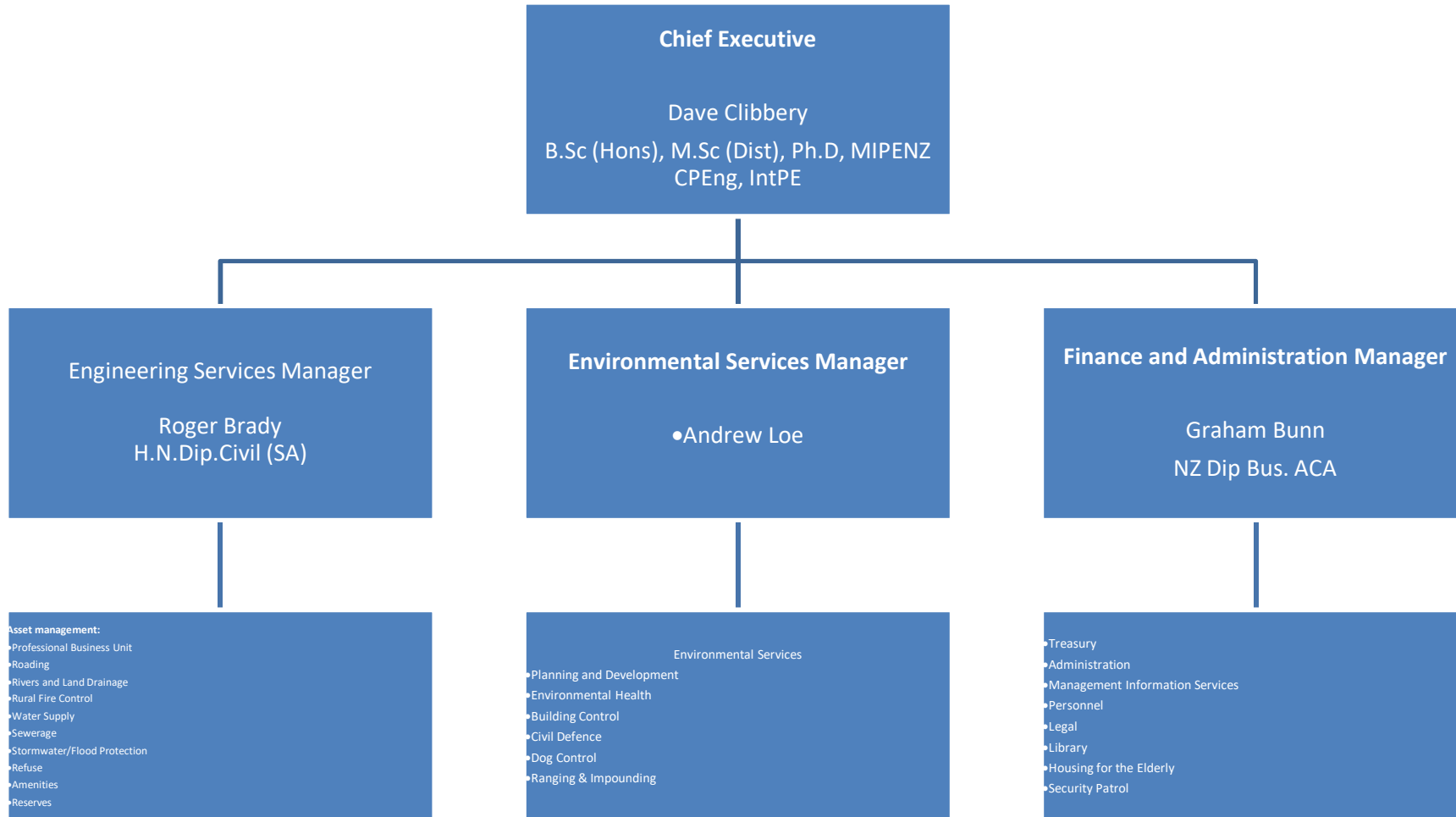
#### OTOROHANGA COMMUNITY BOARD

<b>Chairperson:</b>	Paul McConnell	(07) 873 6264
<b>Members:</b>	Peter Coventry	(07) 873 8982
	Alan Buckman	(07) 873 6535
	Liz Cowan	(07) 873 0849
	Neville Gadd	(021) 192 4933
	Katrina Christison	(07) 873 7779

#### KAWHIA COMMUNITY BOARD

<b>Chairperson:</b>	Kit Jeffries	(07) 871 0891
<b>Members:</b>	Deborah Pilkington	(07) 863 5475
	Alan Rutherford	(07) 871 0533
	Dave Walsh	(07) 871 0552
	George Fletcher	(07) 846 2228

## Management Structure



## Contact Details

Postal Address:	PO Box 11, Otorohanga
Council Chambers:	Maniapoto Street, Otorohanga
Telephone Number:	(07) 873 4000
Free phone, ratepayers only:	0800 734 000
Fax Number:	(07) 873 4300
Email:	<a href="mailto:info@otodc.govt.nz">info@otodc.govt.nz</a>
Website	<a href="http://www.otodc.govt.nz">www.otodc.govt.nz</a>
Bankers:	Bank of New Zealand, Otorohanga
Auditors:	Deloitte, Hamilton
Solicitors	Gallie Miles, Te Awamutu

## Appendices

### Appendix 1 – Level of Service Survey

The survey formally closed on 31 July 2014, with a total of 241 completed survey forms received (out of 3518 distributed), comprising 77 from Otorohanga (out of 1055), 28 from Kawhia (out of 536) and 136 from the rural area (out of 1928).

This level of response (which is extremely similar to that obtained in 2008 when a survey of this type was last conducted) represents an overall return of approximately 7% of forms.

Such a level of response might be considered low, and it is viewed as disappointing that the response achieved in 2008 has not been significantly bettered, as this most recent survey was much better advertised and promoted.

Factors likely to have contributed to the low return include limited desire for change, apathy and that owners of multiple properties are likely to complete only one survey form. Some of these factors are common, and it is believed that a return of 7% for a relatively complex survey such as this is acceptable, with some other councils achieving poorer results.

The results of the basic level of service preference questions are presented in the graphs on the following pages. Details of the standards of service options in the survey are presented in an attachment to the report.

There appears to be very limited desire for change in terms of both the overall package of services provided, and the levels of service for particular activities.

Of indicated desires for change, the following were most significant:

- **Youth Support Programmes:** Two-thirds or more of respondents in all communities indicated a desire for a higher

or much higher standard of service than the current (unsustainable) arrangement.

- **Water Services:** Almost half of the respondents in Otorohanga and Kawhia indicated a desire for slightly higher standards of service in respect of water supply and (Otorohanga only) for wastewater, presumed to have particular emphasis on asset renewal prior to failure.
- **Public Toilets:** Just under one-third of the respondents in Otorohanga indicated a desire for additional public toilets in the community.
- **Unsealed Road Improvements:** Around one-quarter of the respondents in all communities favoured higher (increased extent) or much higher (including sealing) standards of service in respect of unsealed road improvements.

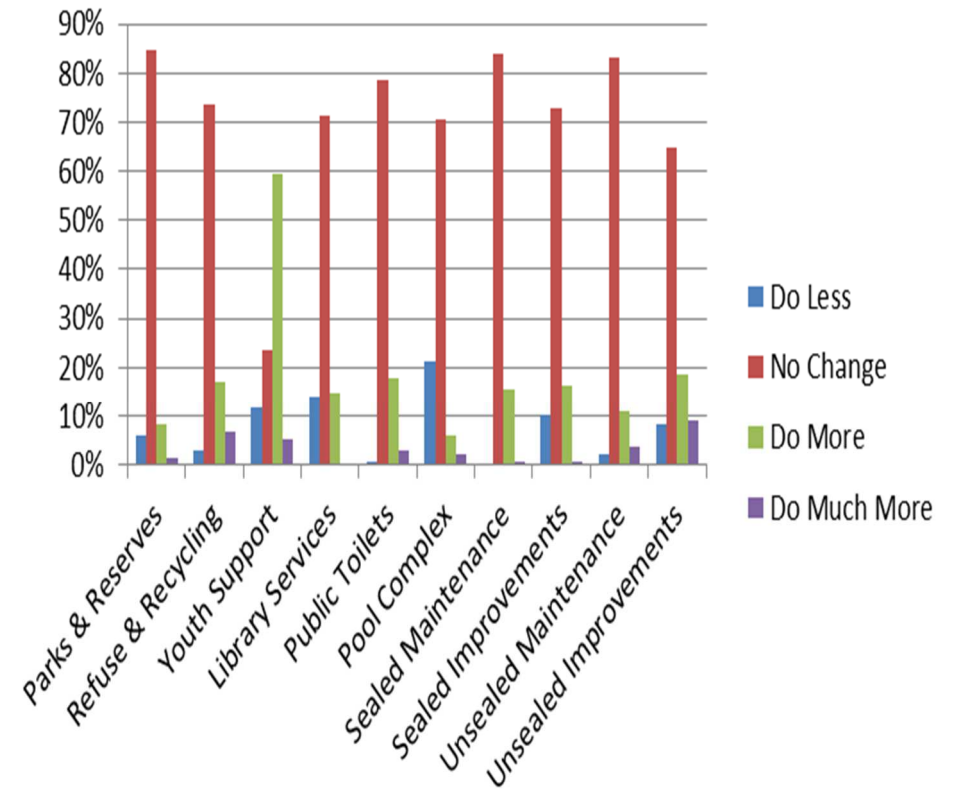
Other indicated desires for change generally had support from 20% or less of respondents, a level which appears insufficient to consider changes to the status quo, given the limited proportion of ratepayers responding to the survey.

The most strongly indicated desire for a reduction of service was in respect of the swimming pool complex, for which 20% of rural respondents (but only 10% of Otorohanga respondents) indicated a desire for a lower standard.

Whilst responses to the 'top four' indicated desires for service standard change warrant consideration, it should also be noted that the overall low level of response, combined with the clear statements in the survey that a lack of response will be interpreted as satisfaction with the status quo, must to some extent diminish the strength of a mandate for change.

It has to be assumed that persons with strong desires for changes to standards or service or other strong opinions in respect of Council would be more likely to respond to the survey than those with more neutral views. As such it has to be assumed that the data from the returned survey forms over-represents the desire for change across the community as a whole.

If for example even just half of those who failed to return the survey did so because of genuine satisfaction with the status quo, then even the strongest signals for change from this survey (for Youth Support) could represent a view held by less than 10% of residents.



**Figure 58 - Rural Responses - Level of Service Survey**



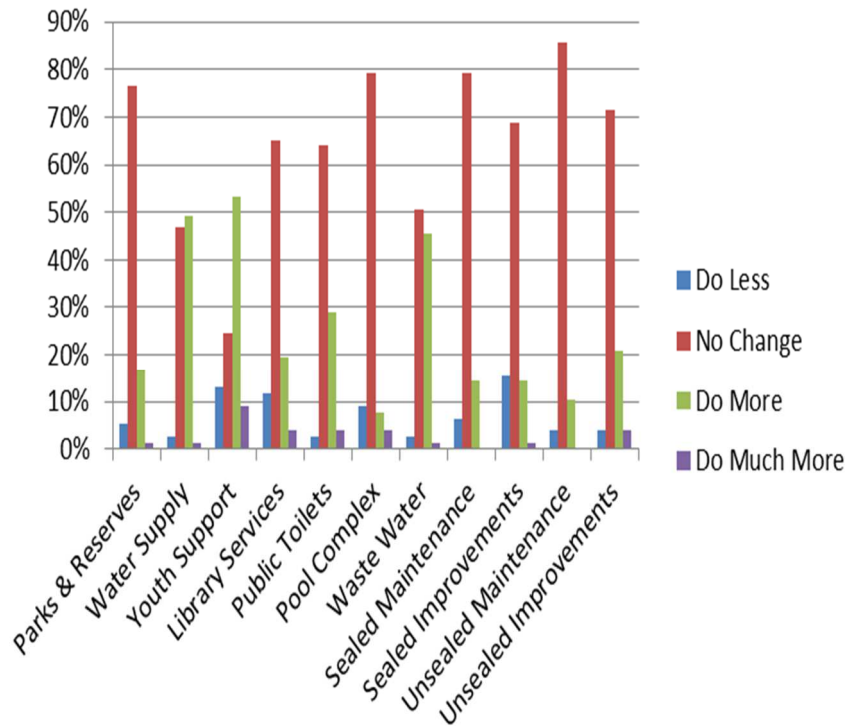


Figure 59 - Otorohanga Community Responses - Level of Service Survey

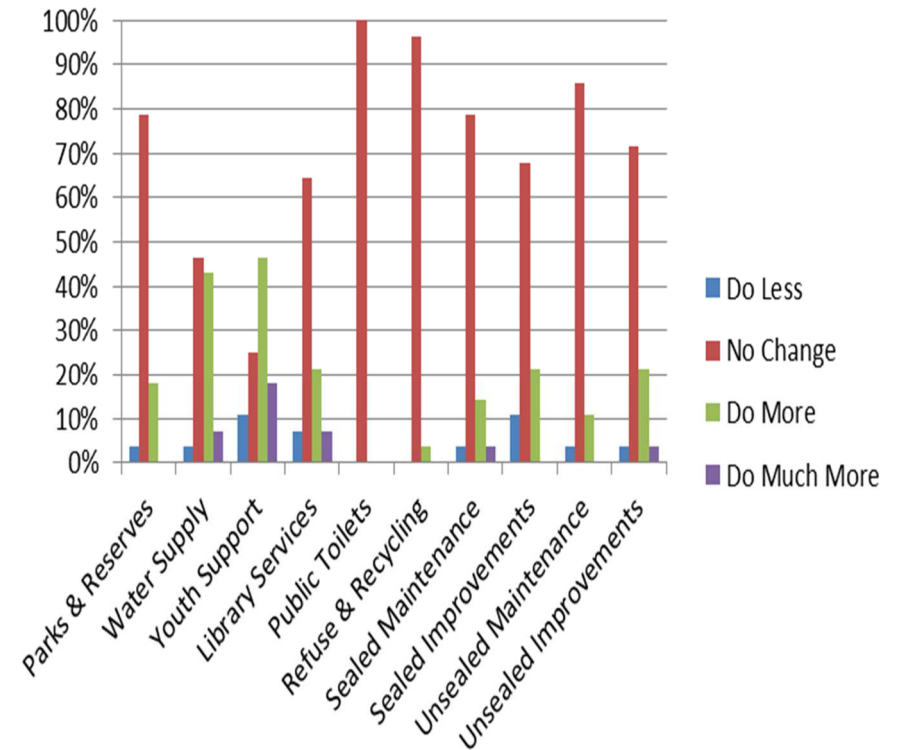


Figure 60 - Kawhia Community Responses - Level of Service Survey

*Potential Responses to Survey Results*

It is of course at the discretion of Council to decide what responses should be provided to the results of this survey, but it is suggested that all of the ‘top four’ indicated desires for change may warrant a response.

Despite the preceding comments in respect of limited mandate validity, and some opposing views expressed in survey comments, it

may be that the positive signal received from survey respondents in respect of Youth Support Programs is as strong as is likely to be obtained through a process of this nature. Obtaining a clear signal of true majority support is always likely to be difficult in an exercise such as this.

The indication in respect of water services is not as strong, but this activity is very much a core business, and putting greater emphasis on planned rather than reactive maintenance is generally acknowledged as being good practice, whilst the acceleration of the additional water reservoir for Otorohanga is also considered as being easily justified.

Similarly the support for an additional public toilet in Otorohanga reflects views previously expressed by some in the Otorohanga community, and the Otorohanga Community Board has recently taken steps towards operation of an additional toilet at Brett Reserve, as described in another report in this agenda.

Increasing the extent of road improvements is also worthy of consideration. Whilst an increase of road improvement activity is already present in future years of Council's Long Term Plan it may be worthwhile to further explore whether this can be accelerated.

In addition some of the specific issues raised in the comments provided with the survey may need to be addressed.

Potential decisions made by Council in favour of significant changes to standards of service would generally be expected to be implemented through the forthcoming Long Term Plan preparation process with a view to having effect from the 2015/16 year, and as such would be subject to public consultation through the LTP process.

### *Standard of Service Options*

Below are the standard of service options that were presented in the surveys. The majority of the options were included in all three survey variations (for the rural, Otorohanga and Kawhia communities).

Where an option was only relevant to a particular community this is identified in the title.

*Parks and Reserves*

Standard of Service Option	1 – Do Less	2 - Current Standard	3 – Do More	4 – Do Much More
Standard of Service Details	No further ratepayer funded reserve improvements. Reduced standards of mowing & garden maintenance	Good standard of mowing and gardening but only essential levels of reserve inspections and other maintenance. Small ongoing improvement programme	More regular inspections of parks and reserves. Greater and/or more rapid improvement of reserves	As for option 3 plus more regular maintenance, quicker repairs and responses to damage / graffiti
Relative cost of Activity to Ratepayers	15% less (average of \$130 per year*)	Average of \$152 per property per year*	10% more (average of \$167 per year*)	25% more (average of \$190 per year*)

*Water Supply (Kawhia only)*

Standard of Service Option	1 – Do Less	2 - Current Standard	3 - Do More	4 - Do Much More
Standard of Service Details	No reduction is considered practical; existing service is at a minimum standard	Essential repairs and maintenance only. Equipment replaced when close to failure or has failed. No further upgrades planned	Attempt to replace equipment before failure is possible	As for option 3 plus more rapid responses to problems such as water leaks
Relative cost of activity to Ratepayers	Not practical	Average of \$402 per property per year*	3% more (average of \$414 per year*)	10% more ((average of \$442 per year*)

*Water Supply (Otorohanga only)*

Standard of Service Option	1 - Do Less	2 - Current Standard	3 - Do More	4 – Do Much More
Standard of Service Details	Don't undertake planned construction of additional water reservoir to improve supply security	Essential repairs and maintenance only. Equipment replaced when close to failure or has failed. Additional water reservoir planned for 2021	Attempt to replace equipment before failure is possible. Bring forward construction of new water reservoir to 2015	As for option 3 plus more rapid responses to problems such as water leaks
Relative Cost of activity to Ratepayers	10% less (average of \$275 per year*)	Average of \$306 per property per year*	5% more (average of \$321 per year*)	10% more (average of \$337 per year*)

*Youth Support Programmes (with particular emphasis on the school to employment transition)*

Standard of Service Option	1 – Do Less	2 - Current Level (NOT SUSTAINABLE)	3 - Do More	4 - Do Much More
Standard of Service Details	No youth support programmes	Limited temporary indirect support of programmes at school, Trade Training Centre and Harvest Centre  NOT SUSTAINABLE	Permanent financial support of existing youth programmes	Permanent financial support of enhanced youth programmes
Relative cost of activity to Ratepayers	100% less (nil)	Average of \$2 per property per year*	500% more (average of \$12 per property*)	1000% more (average of \$22 per property*)

*Library Services*

Standard of Service Option	1 – Do Less	2 - Current Standard	3 - Do More	4 - Do Much More
Standard of Service Details	Freeze book and media budgets at current levels. Delay Otorohanga Library opening until 10.00am. Reduce children’s library programmes	Basic Library services in Otorohanga and Kawhia. Otorohanga open from 9.00am. Limited digital media or resources. Charges for adult fiction books	Increase availability of digital media such as eBooks, eAudio and access to educational/ research computer programmes.	As for option 3 plus; Remove all charges for borrowing, except overdue fines. Subsidised delivery of books and media to rural areas (target fee \$1 per item).
Relative cost of activity to Ratepayers	5% less (average of \$71 per year*)	Average of \$75 per property per year*	5% more (average of \$79 per year*)	20% more (average of \$90 per year*)

*Public Toilets*

Standard of Service Option	1 – Do Less	2 - Current Standard	3 - Do More	4 - Do Much More
Standard of Service Details	No reduction is considered practical; existing service is at a minimum standard	Two toilet facilities in Kawhia, one each at Otorohanga, Aotea and Ocean Beach, Kawhia	One additional single cubicle public toilet in an Otorohanga Reserve	Two additional single cubicle public toilets in Otorohanga, or one additional toilet in the rural area.
Relative cost of activity to Ratepayers	Not Applicable	Average of \$28 per property per year*	20% more (average of \$34 per year*)	40% more (average of \$39 per year*)

*Refuse and Recycling (Kawhia Only)*

Standard of Service Option	1 – Do Less	2 - Current Standard	3 - Do More	4 - Do Much More
Standard of Service Details	No reduction considered practical due to legislative and policy requirements	Kerbside collection of refuse and recycling. Kawhia Recycling Centre open noon to 3.00pm Wednesday, Saturday, Sunday and public holidays	6 hours additional Recycling Centre opening - possibly noon to 3.00pm on Mondays and Fridays	12 hours additional Recycling Centre opening - possibly noon to 3.00pm on Mondays, Tuesdays, Thursdays and Fridays
Relative cost of activity to Ratepayers	Not Applicable	Average of \$249 per property per year*	40% more (average of \$24 per property*)	80% more (average of \$48 per property*)

*Rural Refuse and Recycling (Rural Only)*

Level of Service Option	1 – Do Less	2 - Current Standard	3 – Do More	4 – Do Much More
Level of Service Details	No reduction considered practical due to legislative & policy requirements	Recycling centres at Otorohanga, Kawhia, Maihihi, Ngutunui, Arohena & Korakonui (pending)	Up to 4 additional rural recycling centres, possible locations Hauturu, Oparau, Otewa & Te Kawa.	Roadside collection of recycling (not refuse) from all rural properties
Relative Cost of activity to Ratepayers	Not Applicable	Average of \$24 per property per year*	60% more (Average of \$38 per year*)	400% more (Average of \$120 per year*)

*Waste Water (Otorohanga Only)*

Standard of Service Option	1 - Do Less	2 - Current Standard	3 - Do More	4 - Do Much More
Standard of Service Details	Not practical. Current level is minimum required to meet regulatory requirements	Essential repairs and maintenance only. Equipment replaced when close to failure or has failed. No further major upgrades planned	Attempt to replace equipment before failure is possible	As for option 3 plus more rapid responses to problems such as blockages etc. Additional back-up system for main pumps
Relative cost of activity to Ratepayers	Not applicable	Average of \$341 per property per year*	5% more (average of \$358 per year*)	10% more (average of \$375 per year*)

*Sealed Roads: Routine Maintenance (does not include re-sealing, reconstruction and other essential major works)*

Standard of Service Option	1 – Do Less	2 - Current Standard	3 - Do More	4 - Do Much More
Standard of Service Details	Less frequent road inspections and 20% reduction in repairs. Road will deteriorate	Mix of planned and reactive maintenance works. Occasional delays due to resource constraints	More frequent road inspections and decreased delays in carrying out repairs	Very frequent road inspections and very prompt repairs to all defects
Relative cost of activity to Ratepayers	25% less (average of \$137 per year*)	Average of \$182 per property per year*	25% more (average of \$228 per year*)	50% more (average of \$273 per year*)

*Sealed Roads: Major Improvements (road straightening, widening & new urban footpaths)*

Standard of Service Option	1 – Do Less	2 - Current Standard	3 - Do More	4 - Do Much More
Standard of Service Details	Average of 1.2km of roads improved and 150m of new urban footpaths per year	Road improvements at an average rate of 2.4km per year + 300m of new urban footpaths per year	Average of 3km of roads improved and 400m of new urban footpaths per year	Average of 4km of roads improved and 500m of new urban footpaths per year
Relative cost of activity to Ratepayers	50% less (average of \$66 per year*)	Average of \$132 per property per year*	25% more (average of \$165 per year*)	60% more (average of \$211 per year*)

*Unsealed Roads: Maintenance (road metalling and grading)*

Standard of Service Option	1 – Do Less	2 - Current Standard	3 - Do More	4 - Do Much More
Standard of Service Details	Grade roads on average of 3 times per year. Reduce repairs by 20%, causing progressive deterioration	Roads graded on average 4 times per year (depends on traffic volume). Roads receive additional metal at average of 5 year intervals	Increase grading to average of 6 times per year, and increase repairs budget by 15%, enabling quicker responses	As for option 3 plus reduce average intervals between adding road metal to 3 years.
Relative cost of activity to Ratepayers	20% less (average of \$122 per year*)	Average of \$152 per property per year*	30% more (average of \$198 per year*)	80% more (average of \$274 per year*)



*Unsealed Roads: Major Improvements (road straightening and widening, and – at option 4 only – sealing)*

Standard of Service Option	1 – Do Less	2 - Current Standard	3 - Do More	4 - Do Much More
Standard of Service Details	Average of 0.6km of roads improved each year, only in response to problems	Continue improvements at relatively slow average rate of 1.3km of roads per year	Increase average rate of improvements to around 3km of roads each year	As for option 3, plus resume sealing of unsealed roads at an average rate of 2km per year
Relative cost of activity to Ratepayers	50% less (average of \$10 per year*)	Average of \$20 per property per year*	100% more (average of \$40 per year*)	500% more (average of \$120 per year*)