

20 March 2019



**OFFICIAL INFORMATION REQUEST**

Thank you for your email of 3 March 2019, in which you made a request for information. This response is issued in accordance with the provisions of the Local Government Official Information and Meetings Act 1987.

In your request you asked for the following information about Waikanae Library and Waikanae River recharge:

- 1. I would also like to know the days dates, that the river recharge system has been operating.**

Kāpiti Coast District Council holds resource consents (WGN130103 [34384], [34399] and [34400]) to operate the river recharge for the Waikanae Water supply scheme. Council reports against the consent conditions annually to Greater Wellington Regional Council. Details of river recharge activity is set out in these reports which can be found here:

<https://www.kapiticoast.govt.nz/services/A---Z-Council-Services-and-Facilities/Water/Water-Supply-Annual-Reports>

**Table 1 Summary of use of the river recharge scheme**

Year	River recharge use	Dates
2017/18	River recharge was used for 24 days during this period	20-25 Dec 2017 30 Dec 2017 – 4 Jan 2018 8/9 Jan 2018 16 Jan 2018 30 Jan 2018 – 1 Feb 2018 6-10 Feb 2018
2016/17	No river recharge occurred in this period.	
2015/16	River recharge was used for 14 days during this period	16-17 Oct 2015 12-15 Mar 2016 20-23 Mar 2016 30 Mar - 2 Apr 2016
2014/15	No river recharge occurred in this period. Construction of the scheme was completed March 2015	
2013/14	No river recharge was possible as the scheme was under construction.	

**2. Is there already a review underway or planned into the Waikanae Library?**

The review is currently underway and Morrison Low and Associates are interviewing staff this week.

**3. When was a decision made to hold a review, and who made the decision?**

The decision to conduct the review was made by the Group Manager Place and Space, after discussion with the Chief Executive in mid-February.

**4. Is it an internal, or independent review?**

It is an independent review which is being undertaken by Morrison Low and Associates.

**5. What are the terms of reference for the review please?**

The Terms of Reference is attached.

Yours sincerely



**James Jefferson**  
Group Manager Place and Space  
Te Kaihautū Takiwā, Waahi hoki

## Kāpiti Coast District Council Waikanae Library Building Mould Review

### Proposal

#### Phase 1

In investigating how Council got to the current point of having to close the Waikanae library due to mould, we will:

- Review council policies, processes, systems and procedures for responding to Requests for Service (RFS) and complaints
- Review of all available RFS / complaints / communications about the building and subsequent responses / actions and recording of responses / actions taken
- Review of any advice / reports (officer, legal, engineering etc.) received regarding the library
- Identify if council processes were followed and;
  - compare these to industry practice
  - if they were followed, why didn't they work?
  - if they were not followed, why not and what was done instead (and how that compares to industry practice)?
  - if Council's Asset Management systems and processes worked or didn't work in the current situation including links to the RFS system.
- Provide context and understanding of maintenance and/or funding decisions made throughout the period under review, and identify any learnings
- Interview key staff and contractors at KCDC offices, including the Property Services Manager and staff, Library Manager and staff, Customer Services staff, selected Group Managers
- High level report of our findings with recommendations, including next steps that will inform the approach and scope of a targeted review of Council's property portfolio.

During any discussions with staff and or stakeholders there are three Morrison Low policies that apply to our interview and investigation.

- **We are where we are**

Our culture demands we look forward to how improvements will assist stakeholders rather than look back to apportion blame for strategies that may have been sensible at the time of implementation but, as a result of circumstances, are no longer appropriate.

- **Every staff member and stakeholder has our undertaking that confidentiality will be maintained**

To allow staff and stakeholders to discuss opportunities openly with us, we undertake that we will ensure that their comments are not traced back to them without their permission.



- **We are not here to judge the competence of anyone**

We feel that competency is generally a management issue, and investigations into this involve completely different processes than those we would use on this project.

Because the level of information to be reviewed and the number of interviews is unknown, we have assumed 2 - 4 days to review information, 2 - 3 days for interviews and 2 - 3 days for analysis of the issues and reporting.

## **Phase 2**

We will use our findings from Phase 1 to inform the approach and nature of a review of the processes, practices and systems for the rest of Council's property portfolio.

We suggest that there be an initial scan across all buildings to identify specific buildings or parts of the portfolio that should be prioritised for further investigation based on factors such as risk, value, age or use. This will allow us to concentrate our resources on the areas of greatest concern first.

Because the findings of Phase 1 heavily influence this next phase of work, Phase 2 will be fully scoped and tailored at the completion of Phase 1 and in association with more information about Council's wider property portfolio.