



Purpose

The annual report is our report to the community on the progress we have made toward our outcomes and our overall delivery and performance for the year.

It is a legislative requirement and we also see it as an important opportunity to inform residents about how we're using rates funding and our stewardship of the district's assets. It's also a record of the year's achievements which reflect on the contribution of many in our community.

This annual report for 2018/19 is the first against our Toitū Kāpiti Long Term Plan 2018-38 so the key activities we discuss follow the priorities we agreed with the community when we formed the plan.

Our Council was established in the local government reorganisation of 1989. At that time the Kāpiti Coast district was expanded to include Waikanae and Ōtaki which had been part of the former Horowhenua County. We are part of the Wellington Region.

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Statement of compliance and responsibility

1 July 2018 to 30 June 2019

Compliance

The elected members and management of Kapiti Coast District Council confirm that all statutory requirements of sections 98 and 99 of the Local Government Act 2002 have been complied with.

Responsibility

We accept responsibility for the preparation of the annual financial statements and the judgements used in them, and for establishing and maintaining a system of internal control that provides reasonable assurance as to the integrity and reliability of our financial reporting.

In our opinion, the annual financial statements for the year ended 30 June 2019 fairly reflect the financial position and operations of the Council.

K. Gurunathan

Mayor
Kāpiti Coast District

26 September 2019

Wayne Maxwell

Chief Executive

26 September 2019

Sean Mallon

Deputy Chief Executive
Group Manager, Infrastructure Services

26 September 2019

Foreword from the mayor and chief executive

Kia ora and welcome to this Annual Report for our district for 2018/19. We are presenting this report together as it falls at the end of the 2016-2019 electoral term.

2018/19 was year one of our Toitū Kāpiti Long Term Plan 2018-2038 so this is the first full-year progress report on our plan. We got underway on all the key areas agreed in the plan and made good progress towards our outcomes. Highlights of what we've delivered for our focus outcomes are discussed next, with all the details of the year's work in the activities and services section (page 23) and financials (page 88).

Strengthening our finances to fund infrastructure

Our first two outcomes – doing better with our finances and prioritising infrastructure for our district's future resilience have been a major focus. We finished the year with a surplus slightly higher than projected and a good improvement in reducing our borrowings and funding depreciation.

Close management of our finances and an emphasis on reducing debt is essential to put us in a really strong financial position for when we need to borrow for major infrastructure replacement in future years. The effectiveness of our financial management was recognised with our latest credit rating. Standard & Poor's completed their year's review of the Council's financial strength and credit worthiness and just after year end advised they had increased our rating two places from A+ to AA.

Our careful approach to spending also helps us in the here and now. For example, during the year we encountered some serious issues, such as the very poor state of the Waikanae Library. We needed to work rapidly to leave that space and set up an alternative while we plan for a permanent new facility. Being on top of our budget meant we could do that. And it's not just responding to a problem where our improved financial position helps. We have been reviewing our whole property portfolio and decided that we should prioritise upgrades to our older persons housing; which we did, investing over twice as much on improvements in 2018/19 compared to the original budget.

We've also continued investment in our water infrastructure to ensure drinking water supplies are in good shape right across the district with upgrading on the Waikanae water treatment plant begun in 2018/19. We have geared up for improvements to our stormwater network that will benefit properties most at risk of flooding. We also started comprehensive condition assessments which are showing us where there are small problems that we can fix to prevent flooding.

Moving on issues facing our community

Affordable housing in Kāpiti is becoming a pressing issue and it is one of the areas we began work on in the 2018/19 year and will move on in the

next. Likewise, climate change which was discussed in our long term plan process and is one of our priority outcomes. We had some encouraging achievements during the year with converting most of our street lights to LED – reducing both our carbon emissions and electricity costs.

We have been working hard to lower emissions over the past eight years and it was gratifying that our efforts were recognised again with the Council recently receiving the Enviro-Mark Solutions¹ award for 'Excellence in Climate Action' for a medium organisation. Doing even more in this area is going to need some real creativity and before our next long term plan we will be investigating options and inviting community input.

Responding to concerns about services

Improving how we deliver our core day-to-day services is key to achieving our outcomes. We've been looking particularly at how we can make it easier for people to deal with us and use our services. We've made some improvements that have been well received such as simplifying dog registration. There have been other areas where residents' survey results indicate people are not as satisfied as we aim for, such as with the condition of footpaths. We gave this particular attention during the year and it was good to see the last round of survey results showing people feeling more positive,

¹ Enviro-Mark Solutions Ltd is the leading carbon-certifying organisation in New Zealand.

though there's more we need to do across our services.

Celebrating our Kāpiti lifestyle

Our outcomes include a focus on celebrating and promoting the district which so many of you feel passionately about. A range of positive and innovative events took place during the year with support from the Council – from the iconic Māoriland Film Festival, community garden parties that brought people together, and our pop-up business school fostering emerging enterprises.

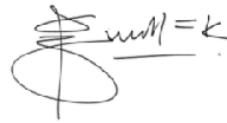
Advocating for our district

It has been a full-on year in terms of our work with our regional colleagues and our advocacy to central government on behalf of the district. Those aspects of Council's role are increasingly important and will be very significant for us dealing with social needs such as housing pressures and the massive challenge of mitigating and planning for climate change.

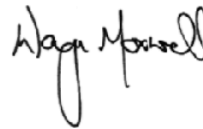
Partnering and collaboration within our community, and with our neighbours, will also be the path for building a future that brings opportunities and benefits across Kāpiti. This is what people envisioned through our long term plan development and our first year of delivery has started us positively along that journey.

Our thanks to Council staff, elected representatives on Council and community boards, our iwi and all the community groups and organisations we work with. We acknowledge all the residents of Kāpiti whom we

serve. Toitū te whenua, toitū te wai, toitū te tāngata.
Toitū Kāpiti!



K Gurunathan JP, MA
Mayor
Kāpiti Coast District



Wayne Maxwell
Chief Executive



Message from tāngata whenua

Me huri whakamuri, ka titiro whakamua – Utilising our past to inform our future

As kaitiaki and tāngata whenua of the district, our focus is on ensuring that our footsteps in the environment have a positive influence for our future generations. Our traditional practice of kaitiakitanga has developed from centuries of observation and experience and knowledge handed down from our ancestors.

The Toitū Kapiti 2018-38 Long Term Plan reflects the vision of kaitiakitanga and sustainability that we embrace for our district and there have been positive steps made on that journey in the year just past.

Since 1994, we have committed to a partnership with the Council that recognises our dual roles in the management of the district and our responsibility to plan wisely for the future. Together, we have worked alongside each other to embed our respective knowledge bases to achieve the best outcomes for our community.



For tāngata whenua and iwi – Te Āti Awa ki Whakarongotai, Ngāti Raukawa ki te Tonga and Ngāti Toa Rangitira – there have been a wide range of contributions and achievements during 2018/19.

Iwi were part of several working parties including town centres, water management, the district plan, the treatment of bio-solids and the development of cultural impact assessments.

We made grants from Māori economic development funds to four recipients and allocated the annual marae maintenance and development fund.

Matariki was celebrated across the rohe with a range of activities in June and July 2018 and Te Wiki o Te Reo Māori was promoted through the community with a short video encouraging the correct pronunciation of some of our place names.

In March 2019 we marked 25 years of partnership between iwi and the Council. In the coming years we will be moving towards a post-Treaty settlement era and looking at increasing opportunities to foster



Māori economic development, to embed matāuranga Māori and to work together to improve opportunities for tāngata whenua across the activities of the Council.

Rupene Waaka

Tumuaki, Te Whakaminenga o Kāpiti

Whatungarongaro te tāngata toi tu te whenua

As man disappears from sight, the land remains



Our year – highlights of 2018/19

This section presents highlights from our activities during the past year, from 1 July 2018 to 30 June 2019, which was the first year of our Toitū Kāpiti Long Term Plan 2018-38. It includes major work progressed, initiatives we got underway and some of the issues we dealt with during the year.

Details of all our work – what we delivered, how we did against our performance measures and how much we spent, are in the following sections: Our activities and services (page 23) and Our finances (page 88).

Delivering on our agreed direction

The direction we've set in our long term plan is illustrated in the 'our plan on a page' graphic opposite.

We are presenting these highlights by outcome to reflect the direction agreed with the community in developing the plan. As with our whole direction, the outcomes were shaped through early discussions with the community about the most important things the Council needed to do.

The outcomes we determined came out of looking at where we want to be – our vision of a thriving environment, vibrant economy and strong communities – and reflecting on our challenges, particularly affordability, the need to grow our economy, the importance of kotahitanga – community

and being connected, and the threats to our environment.

We have 11 outcomes in total. When we finalised the long term plan we expected that in the first three years we would be able to make the most progress toward the top five outcomes. Those five outcomes mean that by 2021, and earlier if possible, we want to have made real progress towards:

- a strong financial base
- infrastructure that helps our district to be resilient and manage growth smoothly
- everyone in our community being able to get involved, have a say and use our services easily
- action on climate change and ways of doing things that are more sustainable, and
- recognition of all that our district has to offer.

With the other six outcomes we expect it will take longer than three years to make substantial progress. However, we'll be working on them wherever we have the opportunity and, even in this

first year, we have made some good progress, particularly with initiatives to improve our environment. This links to our climate change outcome so we've grouped our highlights on those together. A number of the outcomes connect like this, so work we do in one area helps us move forward on several outcomes.

At the end of this section, we've included some examples of initiatives in the past year that contribute toward the longer term outcomes.



Progress towards our outcomes

Improving our financial position and investing in infrastructure

Our first two outcomes are focused on improving our financial position and investing in infrastructure – doing better with our money and spending on the right things. These outcomes are closely linked and reinforce each other and our approach is consistent with the Office of the Auditor General's recommendation that councils combine their financial and infrastructure strategies.

Improving our financial position means we'll:

- reduce borrowing to bring down our debt
- fully fund depreciation within five years, so we can afford to replace facilities such as roads and pipes, and
- spend less by prioritising what is most important so we can keep rates increases down.

Our infrastructure focus means we'll:

- plan for growth and invest in the right things at the right time to support the needs of our communities.

Over the past five years, we've been focusing on living within our means – spending less so we can pay back more in preparation for the major infrastructure replacements required in the future. This approach has been successful in improving our bottom line and we maintained our close financial management in 2018/19.

As shown in the plan on a page (page 9), our financial strategy is focused on achieving a balance between delivering affordable rates; minimising

borrowings; and optimising capital spending. In the 2018/19 year, we came in under all the limits we had set in our strategy for rates, debt and capital spending.

Keeping rates affordable

Our average rates increase for 2018/19 was 4.8% which was in line with our projections in the Toitū Kāpiti Long Term Plan 2018-38. As our finances improve, our increases should be able to come down. Our district is very dependent on rates because we don't have other income-generating assets that some local authorities do such as ports or funds from the sale of local power suppliers.

We made good progress in dealing with unpaid property rates. At the end of the financial year, rates outstanding amounted to \$1.87 million compared with \$2.30 million the previous year. We also reduced overdue water rates by 36% compared with the previous year.

Optimising spending

During the year, we reprioritised capital spending while completing urgent and priority work. This included spending more on improving our older persons' housing. Essentially, we are not spending where we don't need to and we are spreading the work when that is possible.

We spent 76% of our capital expenditure budget and our final capital spending for 2018/19 was \$22.2 million. We will carry over \$5.0 million into next year and \$1.3 million into future years. That amount is for work we've rescheduled or where timing has changed such as our contribution to the Kāpiti College performing arts centre. All details are shown in note 15 of the financial statements (page 112).

We will review our capital spending again after the first quarter of 2019/20, to ensure that our work programme is still deliverable and that the work planned reflects priority needs.

We recorded a rates surplus of \$1.7 million. This is mostly due to partnering well with New Zealand Transport Agency (NZTA) to optimise funding, reducing our energy costs through the LED streetlight conversion, and less spending and more water use in our water activity.

Council has a separate water account to make sure water rates recover the costs of providing safe drinking water. We are working to gradually balance the costs of providing water with the revenue from water rates. We are on track to do that over the next couple of years, which is earlier than planned.

Minimising borrowings

We have continued to reduce our borrowings and fund depreciation.

Over the last two years we have managed to reduce our net borrowings by 7% from what was indicated in the long term plan and we are now steadily on track with our 'green-line' strategy which aims to keep borrowings below 200% of our operating income.

For 2018/19, our borrowing was \$147.6 million or 180% of our operating income – well beneath the 'green line' limit as shown in the diagram.

We are taking a multi-faceted approach to reducing debt: limiting capital spending, using our rates surpluses to pay back borrowings, and using all of the funding from developers to contribute towards the costs of providing infrastructure. This frees up funds to pay back debt earlier which, in turn, will

enable us to borrow in the future to replace infrastructure when it reaches the end of its life.

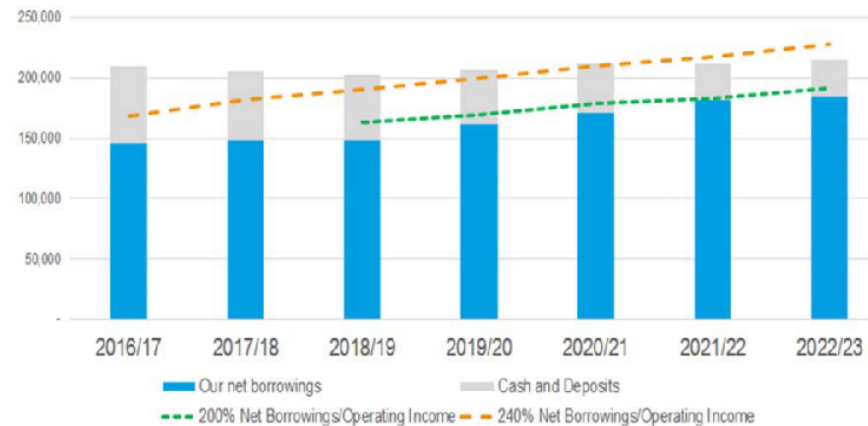
While we could borrow more, we are choosing to limit borrowing. As for any organisation or individual, our level of borrowing against our income shows how well placed we are to handle and repay debt in the future. It is one of the key measures used by Standard and Poor's to assess our credit worthiness.

We also reduced unfunded depreciation by \$1.3 million. Our unfunded depreciation is down from \$5.1 million to \$3.9 million and we are on track for our target of fully funding depreciation by 2022/23. Increasing the level of depreciation funding helps bring down overall debt and interest costs.

Council credit rating lifted two grades

As they do annually, Standard and Poor's reviewed our financial performance during 2018/19 and our financial plans. In July 2019, they raised our credit rating two places from A+ to AA. This puts us among the top tier of councils in New Zealand.

The AA rating means the community can be confident the Council is managing its finances well and that we're planning effectively for future borrowing requirements. Our district benefits from our high credit rating because it means we can borrow at lower rates. We borrow from the Local Government Funding Agency and our enhanced credit rating will reduce the costs of new borrowing even further.



Council efficiency confirmed

As well as carefully managing our capital spending, we focus on operating as efficiently as possible to make the best use of ratepayers' money. For the 2015/16 and 2016/17 years, we demonstrated our efficiency with the second lowest operating spending per ratepayer among all New Zealand councils. Operating spending includes all our day-to-day costs for providing services and all maintenance. We don't have the result for 2017/18 yet (or 2018/19) but our own evaluation indicates we have continued to be very efficient.

Cost of services

This table shows the costs of all the services Council provides worked out as a cost per resident, per week. It is based on what Council spent in 2018/19 and on the forecast population* for the district of 52,762.

The majority of these activities and services were funded mainly by rates.

Activity	Cost per resident per week	Activity	Cost per resident per week
Access and transport	\$4.93	Parks and open space	\$2.54
Water	\$2.92	Community facilities and community support	\$1.85
Wastewater	\$2.94	Economic development	\$0.97
Stormwater	\$1.45	Regulatory services	\$2.85
Coastal management	\$0.39	Districtwide planning	\$0.91
Solid waste	\$0.47	Governance, tāngata whenua and corporate	\$1.63
Recreation and leisure	\$4.05		

*Population forecast by .id.

Progressing priority infrastructure work

Water supply

Our focus on improving the district's water supply for the past eight years has meant we've been able to turn around long-standing problems with water access in Kāpiti. This has been a really good investment. It also means that we don't have to do any further major work on securing our water supply for the next 30 years.

That outcome has been reinforced with the strong reduction in water usage that followed the introduction of volumetric charging, which also led to a significant increase in leak detection and repair. Average daily water use in 2012/13, prior to water meters, was 537 litres per person and has since fallen 48.8% to 302 litres per person in 2018/19.

The Office of the Auditor-General reviewed the water supply and demand management practices of four councils in the lower North Island and their final report in September 2018 strongly endorsed our integrated approach to water management. In particular, it endorsed the investment in improving data and management systems to inform decision making, the use of financial and non-financial measures and our focus on actively managing both supply and demand.

Our more recent work on the River Recharge with Groundwater scheme has been recognised for its excellent management and compliance. We have received 'green' four star ratings from the Greater Wellington Regional Council for three years running – the highest rating achievable. Most pleasingly, residents' satisfaction with quality of the water supply has continued its steady increase from its low of 51% in 2014/15, reaching 85% in 2018/19.

Drinking water safety

Drinking water safety is a top priority for Council. The results from the Drinking Water Assessors this year underlines an acute focus on demonstrable drinking water compliance and concludes that we have work to do.

We've been aware for some time that we don't meet Part 5 of the standards (for protozoal compliance) for some of our smaller supplies and have taken steps to remedy that by installing new micro-filters for the Paekākāriki supply this year and have upgrades planned for Ōtaki and Hautere supplies over the next three years.

One aspect of the result was unexpected in that it advised we hadn't met our duty to keep records under the Health Act and so weren't compliant with Part 4 of the standards. This was due to the corruption of a day's compliance data in September 2018. Our other supplementary records show no non-compliance. We have investigated the matter and have put in additional data back-up equipment to avoid this happening in future.

Stormwater improvements

With more than a quarter of Kāpiti properties at risk of being flooded, our approach to stormwater management is of high importance. This was a key issue raised in the long term plan engagement and through the LTP the Council added \$400,000 per year to undertake proactive assessments.

In 2018/19, we assessed six out of 34 catchments and in 2019/20 we expect to do another 12 which will complete the Paraparaumu network. We'll then progressively assess the rest of the district. While we previously had good information about capacity to inform our major upgrade projects, these

assessments give us information about condition of pipes so we can make better decisions about which maintenance to prioritise. This is likely to fix some flooding issues as we can remove blockages and fix cracked pipes. We are already acting on what we have found in the assessments and seeing benefits.

For major upgrades we have a 45-year prioritised programme of work. In that programme, our approach is to focus first on protecting properties where homes are at risk of flooding above floor level. In 2018/19, we made progress on all the high priority locations identified. For six of those (Amohia [Stage 1], Moa Road, Raumati Road [Area 1], Sunshine Avenue, Titoki and Riwai) the detailed designs have been completed and they've moved to the resource consent application phase. Our plan is to start construction on these in 2019/20.

Stormwater also impacts significantly on the quality of our waterways. In response to a request from iwi, we have begun a two-year programme monitoring stormwater quality for effects on mahinga kai and Māori customary use.

Sea walls

Over 2018/19 we did the bulk of the detailed design for the replacement Paekākāriki sea wall – the concrete, timber and rock concept agreed with the community. In the 2018-38 Long term plan it was decided to defer the rebuild until 2021/22 – with minor repairs until then as required. The rebuild is budgeted at \$17.7m and the rescheduling was part of reprioritising spending.

We finished strengthening the Wharemauku block wall, built following storm damage in 2016, and completed initial design for the long-term solution

for the area. Work on that is programmed for 2024/25 to 2026/27.

Footpath upgrades

Until this year, we had not been able to undertake as much work as we would have liked on our footpaths due to budget constraints, and the condition of our footpaths has been a concern for residents. We put a bid in to NZTA for a subsidy in late 2017 and shortly after that the new Government Policy Statement on Land Transport was issued and NZTA advised they would be subsidising council footpath budgets from 2018/19 onwards.

We decided to combine the subsidy and our own budget to make major improvements. This gave us \$637,600 for work in 2018/19 up from around \$220,000 in previous years. Council's share of this was \$312,400 with the remainder funded by NZTA. As a result, we renewed around 6,586 m² of footpaths – more than twice the 3,147 m² of the previous year. This significant increase in work has helped us improve accessibility and mobility for residents.

Waikanae East emergency access

An emergency access across the rail line in Waikanae was substantially completed in June 2019 with 51% of the cost funded by NZTA. The accessway, just north of the railway station between SH1 and Pehi Kupa Street, ensures that emergency vehicles can still get to properties in eastern Waikanae to respond to incidents if the main rail crossing is blocked.

Affordable housing

We began investigating options for Council's role in the supply of affordable housing as our district is experiencing similar housing pressures to other

communities. We have undertaken work in 2018/19 to look at housing issues and options for Council. The next step involves gathering data and input from stakeholders including iwi and the Kāpiti Coast Communities Housing Taskforce.

Older persons' housing

Council's current social housing comprises our 118 units for older persons. During the year we completed a full upgrade of twelve units, when they became vacant, and made minor refurbishments to others. This work means we are able to provide better living conditions for our tenants.

Making it easier to get involved and use our services

This outcome is about making it easier for people to:

- use all the services and amenities the Council provides because we've considered and done as much as we can about barriers such as cost, transport and physical accessibility
- know what's happening and have a say, and
- get things done with the different parts of the Council.

The Council is responsible for a wide range of services and we want to make it as easy as possible for people to enjoy using our recreational facilities and find it simple and easy to deal with us on day-to-day matters. We recognise that some people may not be able to use services as readily as we would like, so we try to improve accessibility as far as possible. We also want our services, and especially any new developments, to reflect the community's preferences.

Otaraua Park and Maclean Park

Two of our big recreational development projects are Otara Park and Maclean Park.

We presented the draft development plan for Otara Park for community consultation in July and August 2018. It attracted over 400 submissions and work was undertaken with key stakeholders, submitters and iwi to decide how the park could best be used in the future. The revised plan was adopted by Council in December 2018. During the year we completed work to improve drainage of the sports fields. From 2020–22 we will move on to building a utility block and associated services at an estimated cost of \$1.5 million.

After extensive engagement, the draft management plan and development plan for Maclean Park was adopted by Council late in 2017. We got underway on the first stage of development in 2018/19, including removing the pond, relocating the keyhole basketball court, and building a scooter track and barbeques. The next stage of development – landscaping and more work on the central path – is scheduled for 2021/22.

Waikanae Library

In late November 2018, the Council made the decision to close the Waikanae library building after the discovery of toxic mould that could not be remedied. Council moved to take a two-fold approach: to find an alternative site as soon as possible; and to thoroughly investigate what had happened.

An interim pop-up library service was opened in the cleansed library entrance foyer in December 2018, and then relocated in February 2019 to Mahara Gallery. A medium term solution was prioritised and a lease secured in May 2019 in Mahara Place which keeps the library at the heart of the town centre. A fit-out was done over May/June 2019 and the library opened in the new location in early July 2019. We will now explore options for a permanent home for the library.

Council took advice from external specialists on how to strengthen our asset management practices and procedures. This advice included putting greater emphasis on risk when making decisions on property investment and maintenance. We will apply this across our property portfolio.

Responding to the issues with our library building and setting up the interim cost approximately \$107,000 and we also invested \$173,000 in the medium term facility.

Te Newhanga Kāpiti Community Centre

At the beginning of the financial year, the Council began directly managing the Te Newhanga, Kāpiti Community Centre. We have taken an open for business approach, and our emphasis has been on keeping the range of spaces within the Centre available for hire and expanding the activities provided to help strengthen community connectedness. The rooms were well-used throughout the year – averaging 40 bookings per week.

The centre building has also been investigated for moisture issues and while tests have not indicated a health risk we are looking at options.

Performing Arts Centre

We are making improvements in services while keeping spending down by finding creative ways to support new facilities for the district. The Council is putting \$1.6 million towards the development of the performing arts centre at Kāpiti College. Our contribution will ensure the centre is available for community use up to 300 days each year. In response to their construction schedule our planned payment for 2018/19 has been deferred to 2019/20.

Supporting youth development

We have continued to work with our district's young people to support youth development and encourage our young people to become involved.

More young people have participated in the youth development centre activities and events – at the

base in Paraparaumu and through satellite services and activities in different parts of the district. Our successful establishment of the centre saw the Council named a finalist in the Local Government New Zealand award for social well-being.

In August 2018, our youth council presented three sessions at the national youth development conference on the journey of the youth development centre from 2010 to 2018. They had made a short documentary reflecting the many people in our community who supported the centre from conception to launch.

Supporting our older residents

The Council is participating in an evaluation of the strengths and challenges of community-led age-friendly activities and projects. The initiative is led by the University of Auckland in partnership with the Office of Senior Citizens and we are one of three pilot communities along with New Plymouth and Hamilton. Findings will inform countrywide approaches by central government to age-friendly initiatives in the coming year, and we will also be able to use the findings directly and consider where we can make further improvements.

Community input on speed limits

We completed stage 2 of the speed limit review with community consultation. New speed limits on 47 rural roads and in the three village centres (Paekākāriki, Raumati South and Raumati Beach) are now in place.

Animal management

In 2018/19 we used the last of the funding we'd received in 2016/17 as part of the Government's initiative to reduce dog attacks through neutering of menacing dogs. We have been using the money to

work with dog owners to register, neuter, and microchip certain breeds of dogs. We also continued our 'dogs online' portal for dog registration which gives people options for how they can register their dogs each year.

Moving on climate change and sustainability

In this section, we're highlighting work on the two linked outcomes for climate change and our environment.

Our outcomes to respond effectively to climate change in Kāpiti and to improve our environment and biodiversity through sustainable practices means we:

- use the information, policies and strategies coming from central and regional government
- increase our positive impact and reduce our negative impact, and
- work on Council's direct impact and support the community with what they can do.

Our district faces significant environmental challenges and we need a response that ensures we both reduce, and adapt, to the impacts of climate change. This work needs to be driven by central government so it is cohesive, but there are aspects that are suited for a regional or local response.

In May 2019 the Council declared a climate change emergency. Our district is facing prohibitive costs to manage the impacts of climate change and we formally called on the Government and Greater Wellington Regional Council to increase action and funding.

We are already working with Greater Wellington Regional Council on a strategy for responding to changes on our coastline over the long term and will be developing this in collaboration with the community.

Reducing emissions

Over the last eight years, we have been working hard to reduce the Council's carbon footprint with some encouraging progress. For 2016/17 Council ranked as the top carbon reducer out of all New Zealand organisations in the Certified Emissions Measurement and Reduction Scheme (CEMARS). Furthermore, due to our continued strong audited results in 2017/18 we recently won the 'Excellence in Climate Action' Award for a medium organisation at Enviro-Mark Solutions' annual awards. Additionally, our Council was cited as an example of best practice climate change (and carbon emissions) reporting in a research paper published in 2018 by sustainability experts McGuinness Institute based on our CEMARS reporting.

It is positive to have this recognition, but we're conscious that it is challenging to find further substantial reductions. We have set a target of reducing emissions by 80% by 2021/22 compared with the 2009/10 baseline year. Early in 2018/19 our carbon footprint result for 2017/18 was verified by audit as 3,017 tonnes of CO₂ equivalent, 76% below the 2009/10 level. This is only a marginal improvement on the 3,112 tonnes of CO₂ equivalent emissions reported for the 2016/17 year. Further modest reductions in emissions are expected for 2018/19 and 2019/20 following our LED streetlight upgrade.

During 2018/19, we did some initial work to identify further ways we could reduce emissions, however significant further work is required to fully assess the costs and benefits and we want to engage further with the community as we look at options.

Upgrading our streetlights to LED

The most significant thing we've done recently to bring down emissions has been our LED streetlight replacement programme. We started the conversion programme in the 2017/18 year and by the end of 2018/19 we had converted 4,440 lights to LED. All streetlights in the district will be LED by 2019/20. Conversion costs were 85% subsidised by NZTA.

Together with work undertaken in earlier years there have now been a total of 4,700 LED luminaires added to the local road lighting network. The combined energy saving of these lights is around 60% compared with conventional technology. This has resulted in around \$130,000 of power savings over the last two years.

Dealing better with waste

In terms of waste management, we have some major work to do particularly diverting waste from landfill. To help tackle our challenges with waste, in March 2019 we set up a Waste Minimisation Taskforce. The taskforce is investigating options including incentives to reduce organic waste and building waste which are major contributors to our total waste – as is the case across the country. The taskforce is due to report to Council by October/November 2019.

We've maintained our community work supporting waste minimisation with zero waste education in schools, advice on recycling, support of zero waste events and waste-free parenting and waste-free living workshops. We also used some funds from the waste levy to make grants for initiatives including coffee grounds collection and a worm farm project.

Water conservation improving

Our water conservation is getting progressively better. We have a peak-day target of less than 490 litres per person per day (l/p/d) and we were well within that in 2018/19 with peak day water use of 399 l/p/d. Average daily water use has also fallen markedly since the introduction of volumetric charging in 2014. We had set a target level of at or below 325 l/p/d in the long term plan and our 2018/19 result was 302 l/p/d. Water losses from leaks continued to decrease with losses for the past year down to an estimated 2,440 m³/day (18%) from 3,089 m³/day (20.5%) in the previous year.

Solutions needed for biosolids

Our work continued on the complex and sensitive area of biosolids management. We are part of the Lower North Island Collective Biosolids Strategy Study funded by the Ministry for the Environment to explore options. The management of our wastewater, and, in particular, the impact on land and water is of significant interest to tāngata whenua. Considerable work has been carried out to develop an iwi engagement process that will provide for kaitiakitanga and we are keen to take this further as alternative options including reuse or alternative disposal for our biosolids could provide long-term benefits for our environment.

Wastewater plan

Over the last couple of years, we have been looking at how to optimise the land treatment and disposal area (the wetland where wastewater can be safely discharged) at the Ōtaki wastewater treatment plant. We submitted our proposed upgrades to the Greater Wellington Regional Council in October 2018 and they were approved in March 2019.

Community input to planting

Our combined Council and community efforts to replant key areas continued with a total of 18,000 eco-sourced native seedlings planted to restore bush, riparian margins, wetlands and dunes across the district. As Kāpiti has such a long stretch of coastline we have an annual programme of coastal restoration where our Council staff work alongside community volunteers. In 2018/19 we planted over 1,500 native sand-binding species on the fore-dunes between Paraparaumu and Ōtaki which help restore the natural environment and prevent erosion.

Supporting sustainability

We continued work on a broad range of initiatives to promote and encourage sustainability.

There are now five electric vehicle fast chargers across the district – two in Paraparaumu and one each in Paekākāriki, Raumati Beach, and Waikanae Beach and comparable chargers north in Horowhenua. These were installed through our partnership with Horowhenua District Council, Electra Ltd and ChargeNet NZ with costs match-funded by EECA (Energy Efficiency and Conservation Authority).

We kept up our promotion of walking, cycling and public transport use. This included maintaining our network of walkways and cycleways and supporting the national Go by Bike and Walk to Work days in March 2019.

We also supported the No. 8 wire workshops, a repair café and other community events to encourage building and sharing of skills for sustainability – from fixing bikes to making compost.

Celebrating Kāpiti and boosting our economy

This outcome, about generating a positive response to our district identity, covers:

- Identifying and promoting what's special about Kāpiti; and
- encouraging residents to be proud ambassadors for our district so that more people see Kāpiti as a great place to visit, live, work and start new businesses.

Connecting residents

Several initiatives in 2018/19 highlight our focus on celebrating and encouraging connections within our community.

For the fifth year running, we supported the 'Over the Fence Cuppa' project as part of the **Neighbours Day Aotearoa** initiative. Over March and April 2019 almost 900 households took part in 47 events. The focus of the initiative is to provide support for people to meet and get to know their neighbours and so build community awareness and resilience. The evaluation found that 89% of hosts felt their neighbourhoods were friendlier and more connected following the events.

In March 2019, we began **community garden parties** to strengthen community connections and build resilience with a sustainability component. Our community gardens are places where skills and resources are shared, social connections are made, and local food production and resilience is nurtured so they were a natural location for a celebration. Events took place in gardens and orchards from Paekākāriki to Ōtaki and more are planned for the coming year.

In June 2019, our **Kāpiti Coast Multicultural Council** had their official launch to become part of the New Zealand Federation of Multicultural Councils. The creation of a council in our district had been enthusiastically championed by a number of new Kāpiti residents who worked with us through the year to achieve this milestone. The council provides an opportunity to address the challenges facing our residents from different cultures and to celebrate their unique contribution to our communities.

We celebrated and honoured our community with **ceremonies and events**, including the community and civic awards recognising contributions of our people; the Electra business awards; and six citizenship ceremonies, one of which was hosted at Raukawa Marae in Ōtaki. The Council hosted our 2019 commemoration of Waitangi Day at the Ramaroa heritage centre in Queen Elizabeth Park which included an exhibition focusing on the local signatories of Te Tiriti o Waitangi and a documentary featuring stories from their descendants.

Contributing to events that draw visitors

Major events help promote a vibrant district. In 2018/19, our events fund of \$160,000 supported five major events. For four of these events – Māoriland Film Festival, Ōtaki Kite Festival, Coastella Music Festival and the Kāpiti Food Fair – it was the third year of our three-year funding commitment. The fifth event, FFFLAIR, is an international horticultural festival planned to debut in Kāpiti in 2020 and funding went toward a feasibility study.

In the second half of 2018/19 we reviewed the fund, developing new criteria and increasing funding. The Council approved a budget increase to \$200,000 so that larger events could be considered and feasibility

studies could be conducted for potential new events. The goal is to build a diverse calendar of events that attract visitors, add vibrancy to our communities and provide a return on investment for the local economy.

Enhancing our town centres

Promoting our distinct district identity includes enhancing the individual characteristics of our towns and villages. A major focus for the past few years, continuing in this long term plan, is using the opportunities created by the expressway to transform our Waikanae and Paraparaumu town centres to be places where people want to spend time and can access the services they need safely and easily.

In 2018/19 several projects were progressed or completed. In Paraparaumu we completed the Coastlands-Civic Precinct project and continued to work with NZTA on the Revocation of SH1 including how we connect the town to the transport hub in Paraparaumu. We confirmed our design for the final piece of the Kapiti Road shared path.

In Waikanae, we finished work on the cultural thread project integrating Whakarongotai Marae into the town centre, and, in May, started our upgrade of Mahara Place which was completed in August 2019.

Economic development strategy

Boosting our economy is multi-faceted and collaboration and partnering in setting direction are vital.

During 2018/19 we began a refresh of the economic development strategy which has been in place since 2015. Work will continue into 2019/20 to gather stakeholders' ideas, with the updated strategy going to Council in February 2020. *Telling the Kāpiti Story*

is one piece of the project which will help us articulate our identity. We are working with Wellington Regional Economic Development Agency on this.

Closure of i-SITE

Despite progress made in 2017/18 on rationalising costs and improving operational efficiency, a decision was made in February 2019 to close the i-SITE.

Low volumes of customer visits and use of services meant the cost of each customer interaction was extremely high. Our experience is consistent with i-SITEs of a similar size in other parts of the country. i-SITE New Zealand's annual audit, carried out by Deloitte, shows average in-person, phone and email visitors continue to decline.

Our visitor information is now available at a range of locations and booking services are handled at the Coastlands Mall customer service counter. The closure will save \$247,000 annually and allow some of that budget to be reassigned to the events fund and other projects.

Supporting the local air service

Council worked vigorously in the first half of 2018 to attract a new airline to provide flights from Kāpiti to Auckland, following Air New Zealand's withdrawal. That work paid off with Air Chathams commencing services between Kāpiti and Auckland in August 2018. Council has committed to supporting the service get established over its first three years. This is funded from existing budget.

Exploring opportunities for the provincial growth fund

Just after year end, the Government announced that two Kāpiti organisations would receive support from the provincial growth fund which was great news for the district. Council also received funding toward a provincial growth fund programme manager role. This will enable us to continue supporting further applications from Kāpiti enterprises and Council.

Proposed District Plan appeals resolution progressing

As at 30 June 2019, we had made significant progress resolving the 18 appeals on the Proposed District Plan with four appeals fully resolved, four were withdrawn, three appeals partially resolved and all remaining appeals making substantial progress towards resolution. We are on track to have our District Plan operational in mid to late 2020, which will simplify the planning rules for the district.

Progress on other outcomes

As you can see in the plan on a page (page 9), we have 11 outcomes in total. As described, most of our work programme for the past year resulted in contributions to the first five and the outcome to improve our environment and biodiversity. However, we have contributed, to some degree, to all the outcomes. Below are some highlights of our progress on the other outcomes. You can read more in the Activities and services section.

Delivering acceptable services

Overall satisfaction with our services was 76% for 2018/19 according to our Residents' Opinion Survey which we undertake quarterly to check in with the community. We want to improve on that as satisfaction was 82% in 2016/17 and 80% in 2017/18, so we know we're capable of better. As described in the outcome highlights above, we've been working on a couple of key areas that people weren't happy with including ease of getting around the district and options for reducing waste.

Encouraging a range of businesses

The national Police Digital and Communications Centre opened in Paraparaumu in November 2018 meaning a key central government service is now based in our district. By the end of 2019, the Centre is expected to employ over 300 people.

Advocating to help resilience

Council continued to support the Kāpiti Health Advisory Group who are working on better access to tertiary health services for Kāpiti residents. We are contributing \$2,000 toward the group's costs and helping with administrative support including hosting meetings and secretarial support.

Supporting community-led initiatives

2018/19 was the first year of our social investment programme addressing priorities determined with input from the not-for-profit community sector in Kāpiti. Council awarded three-year contracts from the fund of \$345,000 to nine organisations to work on specific initiatives. We offered capacity building support for the whole sector with a series of

workshops to build skills and resources and foster collaboration and connections.

Our Youth Council redesigned the youth development grants combining the best aspects of the Youth2u dollars and ThinkBig programmes. The new ThinkBig model supports young people to lead their own projects that lift wellbeing for the district's rangatahi.

Being prepared for emergencies

We work to the levels of service for emergency preparedness set by Wellington Regional Emergency Management Office. We met those again for 2018/19. We were fortunate that there were no extreme weather events during the year. It was good to see our residents' opinion survey results showing that 70% of our households have an emergency plan and kit to cover at least three days though we would like this to be higher. With WREMO, we also hosted workshops for local organisations about providing welfare support during emergencies.

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Our activities and services

This part of the annual report details the achievements and performance of the Council across all its activities and services.

We organise our work in the community into four clusters:

- Infrastructure
- Community services
- Planning and regulatory services, and
- Governance and tāngata whenua.

In each cluster there are a number of specific services and activities. For each one we've outlined what has been achieved in 2018/19 and set out the results for our key performance indicators against the targets that were set in the 2018-38 Long term plan.



Infrastructure

Infrastructure is the single biggest area of spending across the Kāpiti district.

It includes many of the essential services we provide to residents, businesses and schools – supplying clean drinking water, ensuring there are systems for removing wastewater and stormwater, and managing local roading. Infrastructure also covers coastal management and solid waste.

Our infrastructure spending is a mix of service delivery, maintenance, replacement and renewals, and new construction.

Our 30-year infrastructure strategy was revised in 2018 as part of the Long term plan 2018-38, and can be found on the Your Council/Planning sub-pages of our website www.kapiticoast.govt.nz

In this section you'll find:

- Stormwater
- Access and transport
- Coastal management
- Water
- Wastewater
- Solid waste

Stormwater – wai āwhā

Council provides a stormwater system to manage surface water run-off from the district's urban catchments while protecting the receiving environment, ensuring water quality and reducing risks to human life and health from flooding.

The stormwater management activity manages a network of streams, open drains, pipes and retention ponds in the main urban areas to protect residents from stormwater flooding.

Expected climate change impacts are incorporated into the Council's management and design of stormwater infrastructure assets and all new flood plain management work.

GWRC is responsible for flood protection associated with the major rivers.

Stormwater work programme

As a result of the significant flooding experienced during the May 2015 heavy rainfall event, the Council undertook a major review of the stormwater work programme

At the end of that review we had a re-prioritised work programme, which gave first priority to areas that had been most heavily affected by flooding to dwellings and lower priority to other types of flooding.

Subsequent weather events in early 2017 added further projects to the work programme. By the time we went to consultation in April 2018 on the 2018-38 long term plan there were a total of 240 projects in the stormwater work programme.

Detailed investigations of all 240 projects had been completed by end 2017/18 and they were expected to cost \$489 million. A key outcome of the long term plan consultation was that the Council decided to

proceed with their preferred option of undertaking this programme of work over the next 45 years.

Throughout 2018/19 the focus was on undertaking detailed designs for the high priority major stormwater upgrade projects, as well as undertaking construction work on some of the minor upgrade projects.

Steady progress on major projects

Progress was made on all the high priority major stormwater projects in the past year. For six of those (Amohia [Stage 1], Moa Road, Raumati Road [Area 1], Sunshine Avenue, Titoki and Riwai) the detailed designs have been completed and they've moved on to the resource consent application phase. The plan is to start construction on these projects in 2019/20.

For the remainder of the major projects the detailed designs are well advanced and due for completion in the next 2-6 months. These include the Karaka Grove, Alexander Bridge, and Kākāriki projects.

Detailed designs for the under capacity network in Kena Kena were completed in December 2018. However, Greater Wellington Regional Council (GWRC) required us to do additional work to investigate alternative discharge options via the Kena Kena wetland. We are aiming to submit a resource consent application for this alternative option by December 2019.

Stormwater management includes the following services and programmes:

- identifying flood-prone areas and/or reviewing known trouble spots
- designing possible solutions and setting priorities for works (based on greatest benefit for least cost) to protect property, public health and the environment
- maintenance of the existing stormwater system – pipes, streams and storage facilities
- undertaking capital works projects – upgrading or renewing the existing system or building new systems
- managing stormwater effects on water quality, by treating and disposing of stormwater run-off in urban areas
- undertaking flood hazard modelling, incorporating the effects of climate change impacts and the increased risk of heavy rainfall events, and
- reviewing stormwater management solutions and providing advice for greenfield developments, including major roading projects in the district.

Detailed designs for the renewals of parts of the network in Kena Kena that is not under capacity, and doesn't require resource consent, was completed in April 2019. The physical works were tendered in May 2019 and we plan to complete the physical works in the 2019/20 financial year.

Progress on minor projects

There were a variety of projects in the minor stormwater works programme. Progress on these is outlined below:

- o completed Phase 2 of the minor stormwater improvements at Charnwood Grove in September 2018;
- o completed the 95–117 Riwai Street stormwater extension project in October 2018;
- o asset renewals, sump upgrades, overland flow paths and network extensions were completed in 14 locations in Paraparaumu and Waikanae which had been subjected to frequent flooding; and
- o commenced stormwater improvements at William street, Waikanae, in May 2019. This work should be completed in September 2019.

Asset condition assessment underway

In 2017/18, we commenced a districtwide stormwater asset condition assessment programme which was continued into 2018/19. To date we have completed work in six of 34 catchments. Work is in progress in six other catchments.

Water quality

Over 2018/19 we continued with districtwide water quality monitoring in our district's stream as part of the GWRC consent granted in June 2016.

Open drain maintenance and gravel extraction

Vegetation removal and gravel extraction in open drains helps open water courses regain their original capacity, which assists in minimising the flooding of properties due to drain/stream overflowing.

The following tasks were undertaken in 2018/19:

- o continued with the removal of sediments and gravel from Mazengarb Stream and tributaries of Wharemauku Stream
- o completed removal of vegetation and cleaning 12km of open drains and streams (30% of 40km network); and
- o commenced work related to gaining a global maintenance consent from GWRC.

Updating flood hazard models

Our flood hazard models need updating to incorporate updated climate change parameters, the effects of recent major roading projects, and the impacts of recent stormwater network improvement works.

The following tasks were undertaken in 2018/19:

- o we continued with the stormwater survey to determine how and where each property is discharging stormwater. This started in 2017/18 and to date work has been completed in 28 out of 34 catchments; and
- o we completed an assessment of asset data to determine any gaps and compiled missing asset data.

We plan to start updating the flood hazard models in the 2019/20 financial year.

Updating stormwater strategy and related works

Our stormwater strategy needs updating to incorporate what we've learnt through implementing the current strategy - in particular, lessons in regard to hydraulic neutrality. That strategy update needs to include consideration of climate change parameters and the forthcoming whaitua process. Alongside this work we will be developing a stormwater education programme and investigating the need for a stormwater bylaw. In regard to these objectives the following tasks were undertaken in 2018/19:

- we commenced with identification of gaps in the current stormwater strategy;
- we gathered data to help draft the bylaw
- we inspected stormwater assets owned by private property owners (including 280 ponds) and gathered information for the education programme. Developed draft educational material.



Stream mouth 'cutting' at Peka Peka in May 2019 to improve stream flow

Performance measures

Contribution to outcomes	Performance measures	Target	Result	Comment
We minimise risks to human life and health from flooding by responding efficiently and effectively to flooding issues and we maintain, repair and renew major flood protection and control works	Median response time to attend a flooding event from notification to attendance on-site <i>(DfA mandatory measure)</i>	Urgent (less than or equal to 24 hours)	Achieved (less than 24 hours)	There were no urgent building flooding requests this year. The median response time was less than 24 hours for 86 other urgent requests.
		Non-urgent (less than or equal to 5 days)	Achieved (3 days)	Median response time was 3 days for 243 non-urgent flooding requests.
	Percentage of all buildings that have been inundated due to minor flooding that are visited within four weeks	90%	Achieved (100%)	There were three building flooding requests this year, all were garages. They were all visited in less than 3 days.
	Number of complaints received about the performance of the district's stormwater system <i>(DfA mandatory measure)</i>	Less than 30 per 1,000 properties connected to the council's stormwater system	Achieved (14.8 complaints per 1,000 connections)	There were 332 service requests related to flooding (and we are counting all of these as complaints). This translates to 14.8 complaints per 1,000 connections (there are 22,390 connections). (2017/18 result was 30.2 per 1,000)
	Major flood protection and control works are maintained, repaired and renewed to the key standards as defined in the Council's activity management plan. <i>(DfA mandatory measure)</i>	Achieve	Achieved	A number of minor projects have been completed and all have been done following the key standards. No major flood protection construction works were undertaken in 2018/19.
	Number of buildings (habitable floors) reported to be flooded as a result of a less than 1-in-50 year rain event <i>(DfA mandatory measure)</i>	Less than 3 per 1,000 properties connected to the council's stormwater system	Achieved (none per 1,000 properties)	There were no flooding events this year that affected habitable floors.
We comply with our resource consent conditions and our stormwater systems do not harm the downstream receiving environment	Measure compliance with the Council's resource consents for discharge from its stormwater system, by the number of: a) abatement notices b) infringement notices c) enforcement orders d) successful prosecutions, received by the council in relation to those resource consents <i>(DfA mandatory measure)</i>	None	Achieved (provisional)	We have received provisional confirmation from GWRC that there were no recorded incidents of non-compliance with Council's resource consents for discharge from its stormwater system. The final determination on this measure is made by GWRC in response to our Stormwater Compliance Report for the year (due September 2019). That assessment is expected around February/March 2020.

Access and transport – putanga me te waka

The Council aims to enhance community connectedness through the creation of a well-planned physical transport system that allows for the reliable, efficient and safe movement of people and goods.

Council's strategic goal for access and transport is to 'create a physical transport system that is attractive, affordable, connected, responsive, safe and offers effective mode choice so that it enables people to act in a sustainable way'. All renewals, upgrades and new projects are approached with this in mind.

Roading improvements

Road reconstruction and sealed road resurfacing

Failure of chipseal sites had occurred in Mazengarb Road and Guildford Drive in April 2018. Remedial work was undertaken at the contractor's expense but failed to adequately remedy the failure. Council agreed with the contractor that the affected roads would be resealed with asphalt. This work was completed in January 2019.

The annual reseal programme was completed in accordance with NZ Transport Agency (NZTA) requirements. A total of 21.3 kilometres of chip seal and asphalt was resurfaced, just over the 5% target for the 415km network.

Emergency rail crossing in Waikanae

An emergency access across the rail line in Waikanae, just north of the railway station between SH1 and Pehi Kupa Street, was substantially completed in June 2019.

Minor improvements

We have undertaken a range of relatively minor road and intersection improvements across the district, which have included traffic calming, increased safe crossing points, lighting improvements and installation of new road signs and road markings. For example, safety improvements were undertaken at the intersection of Gray Avenue and Beachwater Grove in Paraparaumu, and at the intersection of Te Moana Road with both Waimea Road and Ono Street in Waikanae.

District footpath renewal

It had been recognised that footpath maintenance had been underfunded for some time due to budget constraints and this prompted Council's bid for a footpath subsidy from NZTA in late 2017.

Before we received a response to that bid the new Government Policy Statement on Land Transport was issued and NZTA decided to subsidise footpath budgets from 2018/19 onwards. Together with our own plans to increase spending on footpaths this enabled us to increase the footpath renewal budget to \$637,600 for 2018/19, from around \$220,000 in previous years. Council's share of this was \$312,400 with the remainder funded by NZTA.

As a result, we renewed 6,586 m² of footpaths across the district in 2018/19, a substantial increase from 3,147 m² in the previous year.

Access and transport includes the following services and programmes:

- management of assets: roads, footpaths, street lighting, road signs, street furniture, walkways and cycleways
- replacement of assets to ensure long-term sustainability
- delivery of road safety improvement projects, in conjunction with NZ Police, NZTA and other road safety partners
- promotion of active travel modes and public transport
- design and construction of road corridors to accommodate a range of transport options
- providing safe cycleways, walkways and bridleways to promote active transport in Kāpiti
- upgrades to footpaths and shared paths
- advocacy for public transport services
- planning and design, linked to wider district development projects, and
- traffic and transport enforcement by regulations, standards and bylaws.

Road design and planning

During the 2018/19 year, expert roading advice was provided for 114 resource consents and the proposed district plan hearings process.

The 'programme' business case for the East-West Connectors project was finalised in October 2017. This is a programme of projects which aim to resolve congestion issues and future-proof Kapiti Road. We are required to update the programme business case to reflect the Government's Policy Statement on Land Transport and were successful in 2018/19 in applying for NZTA funding for this work. If that revised programme business case is endorsed, we can then move on to developing the detailed business case we need to get funding for the Kapiti Road relief route.

Emergency works

No severe weather events of any significance were recorded in 2018/19, but a number of small slips and wind-blown trees were dealt with as part of emergency maintenance activities.

School traffic safety

The following projects to improve traffic safety around local schools were completed:

- o kerb and footpath realignment work in Arnold Grove (Kena Kena School) was completed in early 2019;
- the two Police School Education Officers for Kāpiti-Mana have progressively updated the training of all 10 primary schools and one intermediate school operating school patrol crossings; and
- o cycle safety training was delivered at Kenakena, Te Ra Waldorf and Kapanui schools this year.

Road safety

The Council, jointly with the NZ Police and GWRC, supported a road safety campaign targeting key risk areas for Kāpiti: drink driving, motorcycle safety, cyclists and older drivers.

The fourth annual *Shiny Side Up* Bike Fest Regional Motorcycle event, organised by NZTA, ACC and GWRC, was attended by 2,000 motorcyclists at the Southward Car Museum in February 2019. This event aims to educate motorcyclists on how to ride safely and improve their skills

A RYDA Road Safety Education course was held at the Southward Car Museum in May 2019, with 100 senior college students from Kapiti College attending. This provided an education programme based around a teenager's individual responsibility when driving a motor vehicle.

Cycleways, walkways, bridleways (CWB)

As part of the Council's Stride 'n Ride programme during the 2018/19 year the following work has been undertaken:

- o construction of the shared path on Kapiti Road from Golf Road to Maclean Park;
- o construction of the shared path on the south side of Ngaio Road in Waikanae;
- o the Mazengarb Road shared path extension west of Guildford Drive has made good progress; and
- o around half (700m) of the shared path on Tasman Road, Ōtaki has been completed.

Speed limit review

Stage 2 of the speed limit review and public consultation was completed. New speed limits were set for 47 rural roads and in the three village centres (Paekākāriki, Raumati South and Raumati Beach).

These new speed limits took effect when the new speed signs were installed in late July 2019.

Low-energy streetlights

The LED streetlight replacement programme was completed this year with the installation of the last 2,447 lights in Paraparaumu and Raumati. The costs were 85% subsidised by NZTA again this year.

Together with work undertaken in earlier years there have now been a total of 4,700 LED luminaires added to the local road lighting network. The combined energy saving of these lights is around 58% compared with conventional technology. This is projected to result in around 1.05 million kWh in avoided electricity use per year from the end of 2018/19 onwards.

This has already resulted in around \$130,000 of power savings over the past two years and is expected to produce even higher savings in each future year, against the pre-installation baseline, as the full impact of this year's installations takes effect.



The LED streetlight upgrade project is expected to save Council around \$130,000 per annum

SH1 Revocation

The NZ Transport Agency were later than expected in starting their part of the SH1 revocation works, so we have held back on starting our physical works programme to ensure it aligns with theirs.

Council has, to date, been providing design review to NZTA to ensure that this becomes a fit for purpose and future-proof local road, and working through the agreement on takeover of NZTA assets on the old SH1. We will commence our SH1 Revocation construction work in 2019/20.

Supporting sustainable transport

As part of the Council's commitment to support the use of sustainable transport modes we provide footpaths, shared paths, on-road cycle lanes and off-road cycleways that connect well throughout our local network and with public transport infrastructure. We also encourage walking, cycling and the use of public transport.

In 2018/19 this, included the following:

- the Council supported the national *Go by Bike* day, in March 2019 which saw cyclists attend a breakfast event at the Paraparaumu library function room; and
- we supported the national *Walk to Work* day in March 2019, with health checks carried out in Coastlands Mall by Whitireia Polytechnic nursing students and their supervising tutor.

Expressway projects

The Council continued its design review, monitoring, consenting and liaison role in the expressway projects that were underway or in development in the district in 2018/19. The construction work is the responsibility of NZTA and, in the case of the Transmission Gully project, the Wellington Gateway Partnership.

Peka Peka to Ōtaki

The Council has been involved in the Peka Peka to Ōtaki Expressway, both as consenting authority in the development of the required construction management plans and as road controlling authority in the detailed design.

Physical works started in late 2017 with an estimated completion date of 2021.

Transmission Gully

The Transmission Gully project is being undertaken by the Wellington Gateway Partnership under a public-private partnership consortium.

Council has provided input on the MacKay's intersection to ensure a smooth and safe connection into the Kāpiti local roading network. Transmission Gully is expected to be operational by 2020.

Ōtaki to Levin

The NZTA restarted the Ōtaki to Levin Expressway project and the Council took part in a stakeholder's forum meeting in May 2017. Following the change of government and the new Government Policy Statement for Land Transport, it has been announced that this section of the Roads of National Significance project is being reconsidered.

Performance measures

Contribution to outcomes	Performance measures	Target	Result	Comment
Our transport network allows for the safe and efficient movement of people and goods	Residents that agree that the existing transport system allows easy movement around the district	80%	Not achieved (75%)	The Resident Opinion Survey reported 75% satisfaction, down a little on the previous year. (2017/18 result was 78%)
	Number of serious and fatal crashes on district roads is falling (excludes SH1) <i>(DIA mandatory measure)</i>	5-year rolling average reduces each year <i>(it was 9.8 crashes for the 2014-18 FY period)</i>	Not achieved	There have been 9 serious injury or fatal crashes (1 fatal and 8 serious) in 2018/19 (down from 15 the previous year) contributing to an average of 10.2 for 2015-19; which is higher than for the previous 5 years.
	Residents that are satisfied with street lighting	85%	Achieved (85%)	The Resident Opinion Survey reported 85% satisfied. (2017/18 result was 86%)
Our transport network is affordable and reliable and users can easily get around the district by their preferred means	Percentage of the sealed local road network that is resurfaced <i>(DIA mandatory measure)</i>	5%	Achieved (5.1%)	Council resurfaced 21.3km of the local road network, which is 5.1% of the total 415km network. (2017/18 result was 4%).
	Residents that are satisfied with the condition of the road and footpath network	Roads 70%	Achieved (72%)	The Resident Opinion Survey reported 72% satisfied. (2017/18 result was 80%)
		Footpaths 65%	Achieved (66%)	The Resident Opinion Survey reported 66% satisfied. (2017/18 result was 69%).
	Roads that meet smooth roads standards <i>(DIA mandatory measure)</i>	Overall smooth travel exposure is above 85%	Achieved (87%)	NZTA's ONRC database shows a total smooth travel exposure of 87% for 2018/19. (2017/18 result was 90%)
	Average cost of the local roading per kilometre is comparable with similar sized districts in New Zealand	Achieve	Achieved	NZTA's ONRC data shows that our 'Overall Network cost' is comparable to our NZTA Peer group. (2017/18 result was 'Achieved')
	Percentage of service requests relating to roads and footpaths responded to within 3-5 hrs (urgent), 15 days (non-urgent). <i>(DIA mandatory measure)</i>	Roads 85% Footpaths 85%	Not achieved	Indicative data from NZTA's RAMM database shows 77% of urgent roading requests were responded to within time, while other roading requests were 95% on time. Footpath requests were 100% on time (urgent) and 87% (other). ¹
	Percentage of footpaths that fall within the level of service or service standard for the condition of footpaths as set out in the activity management plan. <i>(DIA mandatory measure)</i>	40% <i>(target increases over the next three years)</i>	Achieved (94%)	The recently completed footpath survey for 20% of the network reported that 94% of the network is good or better. The remaining 80% of the network will be surveyed over the next 4 years. (2017/18 result was 'Not achieved')

1. There is a larger window for error for this measure due to underlying data integrity issues between NZTA's RAMM database and Council's own database.

Coastal management – whakahaere takutai

A major ongoing focus for the Council and the community is determining how to respond to the effects of increased sea levels as a result of future climate change impacts and storm intensity on Kāpiti's coast.

The Council's priority in this activity is on the sustainable management of the coastal environment and the protection of publicly-owned roads and public health infrastructure by maintaining Council-owned sea walls as long as is practical and through facilitating beach protection projects.

We are committed to providing beach and coastal areas that support a wide range of activities. Improving accessibility, the enhancement of the ecological and amenity values of our coastal environment and ensuring safety are functions the Council participates in through beach patrols, monitoring and signage. We also ensure that beach accessways are maintained to a usable level.

Coastal maintenance

The council carried out the following coastal maintenance activities during 2018/19:

- regular cleaning of beach outlets;
- minor repairs to seawalls; and
- monitoring coastal assets.

Paekākāriki sea wall

In the 2018-38 Long term plan it was decided to delay the start of construction of the Paekākāriki sea wall until 2021/22, with completion planned for 2022/23. The community was kept informed of the revised implementation programme.

Over 2018/19 the focus has been on advancing the detailed design of the planned concrete, timber and rock wall. The detailed design was completed by the end of June 2019.

Wharemauku block wall and Marine Parade rock revetment project

In May 2018, the Council gained resource consent from Greater Wellington Regional Council (GWRC) to carry out the strengthening work required on the Wharemauku Block wall. That work got underway in March 2019 and was completed in June 2019.

Preliminary designs for the long-term solution for the Wharemauku block wall area and the modifications to the existing Marine Parade rock revetment were also completed in 2018/19. Physical works are now programmed for the period between 2024/25 to 2026/27 with a budget of \$2.6 million.

The Old Coach Route issue

There is a long-standing unresolved ownership issue with regard to the Old Coach Route which created delays in gaining a resource consent for the Wharemauku block wall strengthening work. In 2018/19 Council engaged specialists to advise us on the best way to pursue a resolution of the ownership issue. This resolution process is ongoing.

Coastal management includes the following services and programmes:

- upgrading and maintenance of existing Council-owned coastal assets including sea walls
- protection of publicly-owned infrastructure located in the coastal areas
- beach protection projects such as planting
- coastal surveys
- maintenance of beach accessways, and
- routine inspections to identify upgrade/renewal and maintenance requirements of coastal assets.

Raumati Seawall

This 3.1km long seawall was built by central government and beach property owners in the 1970's when the area was subject to heavy coastal erosion. The agreement reached at that time was that Council would carry out required maintenance work following the construction.

Condition assessments completed in 2016 concluded that parts of the wall were in poor condition and would soon need replacing. Consequently, we engaged specialists this year to advise us on the

Council's responsibility in regard to re building the wall, so that we can prepare a programme of work incorporating community engagement, consenting, designs and project management.



Realigning blocks and placing rock to strengthen the footing of the temporary Wharemauku block wall

Renewal of other coastal assets

In 2018/19, we completed the detailed designs for asset renewals and replacements at Raumati Beach Launching Ramp, Willow Grove, and Rosetta Road. We have awarded the contracts for these works and construction will be undertaken in 2019/20.

We completed the design options for replacement of the retaining wall situated on the southern bank at the Wharemauku Stream mouth. This project will also get underway in 2019/20.

Coastal restoration

We have an ongoing programme of coastal restoration work. Degraded dune ecosystems are being restored by controlling weeds and planting local native plants, which serve the dual purpose of

enhancing biodiversity while providing the best protection against erosion. Fore-dune restoration with native sand-binding plants is continuing wherever dunes are accreting. Where the current trend is erosion of dunes the effort focuses on to the back-dunes to reduce weed dominance, restore native species and build resilience.

We work closely with community volunteers who help plant and maintain dunes in their areas. As part of the coastal dune restoration programme around 1,500 native sand-binding plants are planted each year on the fore-dunes between Paraparaumu and Ōtaki focussing on blow-outs and areas where native plants were not established and marram grass predominated.

An additional 4,000 native trees, shrubs and sedges were planted in back-dune areas between Ames Street Reserve in Paekākāriki and the Waitohu Estuary in Ōtaki to improve biodiversity and replace controlled weeds such as boxthorn, pampas and lupin.

Performance measures

Contribution to outcomes	Performance measures	Target	Result	Comment
We respond promptly to sea wall or rock revetment failure and repair where applicable	Respond within 48 hours to urgent requests to repair sea walls or rock revetments	90%	Achieved (100%)	There were 27 requests in total this year. Four of these were urgent and all were responded to within 24 hours. (2017/18 result was 100%)
We keep our stormwater beach outlets clear to avoid flooding	Stormwater beach outlets are kept clear	80%	Achieved (100%)	All beach outlets were regularly cleaned and kept clear. (2017/18 result was 100%)

Water – wai

Water is our lifeline and the protection of public health is a number one priority. The Council provides potable water for the health of the community, for commercial and industrial enterprises, and ensures an adequate water supply and pressure for fire-fighting.

The Council maintains 640 kilometres of water pipes, five water treatment plants, seven pump stations and eight groundwater bores throughout the district.

We have been taking significant steps over recent years to secure the long-term water supply for Kāpiti and move toward ensuring the supply is as safe as we can make it.

He taonga te wai – water is precious

A secure water supply solution

The need to secure a sustainable, consentable, and cost effective long-term water supply solution led to the Council's commitment to the River Recharge with Groundwater scheme

River recharge scheme monitoring

The required three years of baseline environmental monitoring was completed in 2017 and Council used the data from that monitoring to prepare four Ongoing Mitigation Plans (OMPs) and submitted those to Greater Wellington Regional Council.

Two of those OMPs had already been approved by GWRC before the end of 2017/18. The third OMP was approved early in 2018/19 and the final one in early 2019.

With the transition from the extensive three years baseline monitoring regime to the approved OMP monitoring regime completed, the management and reporting of this complex water supply solution has

been substantially streamlined. The focus now shifts to its operation under the OMPs for the next eleven years, at which time a comprehensive performance review is required.

River recharge operations

With all four ongoing mitigation plans approved we are able to use the full capacity of the first stage of the river recharge scheme to replace the water we extract from the river.

The river recharge scheme was operated for 10 days between February and April 2019.

Water conservation – using only what we need

It has been announced previously that the installation of water meters and introduction of volumetric charging led to significantly improved water conservation and private leak detection and repair across the district.

The peak day water use target of 490 litres per person per day (l/p/d) has been consistently met since 2014/15 with peak day water use ranging between 369 - 417 l/p/d. The target was met again in 2018/19 with peak day water use of 399 l/p/d.

In addition, average daily water use has also fallen markedly since the introduction of volumetric charging. In 2018/19 it was 302 l/p/d, meeting the target of being 'at or below 325 l/p/d' set in the 2018–38 Long term plan

Water management includes the following services and programmes:

- supply of potable (treated) water to urban areas
- management of water reticulation and treatment assets
- delivering and managing the river recharge with groundwater scheme
- managing the installation, maintenance and reading of water meters
- detection and repair of leaks on the Council's supply network
- establishing benchmark water loss estimates and tracking improvements against these
- education and promotion of responsible water use to meet water consumption targets
- monitoring the quality of on-site supply systems, and
- promotion of, and funding assistance for, non-potable supply systems.

Leak detection

The 2018/19 leak detection programme surveyed 5 zones, covering 23.4% of the length of the network. Surveys detected no major breaks and it was

observed that around 90% of service pipe repairs this year came from calls from the community rather than being picked up through the survey.

Water losses continue to drop this year and the calculated losses for 2018/19 were down to an estimated 2,440m³/day (18%) from 3,089m³/day (20.5%) in 2017/18.

The other key results for 2018/19 include:

- 637 leak repairs were made across the water network;
- 194 new homes were built and all included water saving measures as required under the district plan; and
- 328 properties received a credit on their water account for water saved by fixing leaks, with cost waivers equating to \$201,200 of water.

Audit by OAG

The Office of the Auditor-General undertook an audit in mid-2018 reviewing the water supply and demand management practices of four councils in the lower North Island. The final report in September 2018 strongly endorsed our integrated approach to water management. In particular, it endorsed the investment in improving data and management systems to inform decision making, the use of financial and non-financial measures and our focus on actively managing both supply and demand.

Safe drinking water is paramount

Council is committed to providing safe drinking water to our communities. Our water comes from a range of sources including groundwater bores and rivers that can contain organisms that can be harmful to people's health if not treated. In Kāpiti, all of our public water supplies are treated using a multi-barrier approach. All treatment plants use high-

intensity ultraviolet light and disinfection with chlorine to make it safe to drink.

Drinking water safety & resilience

To achieve safe drinking water supplies requires that Council ensures that our main Waikanae water treatment plant is maintained at its current high standard and that other smaller supplies are also maintained or brought up to standard as necessary.

Waikanae water treatment plant upgrade

The planning and design of the Stage 2 upgrade to the Waikanae Water Treatment Plant commenced in 2018/19. The three-year programme of work started with detailed design work and high priority activities, such as interim repairs to provide ongoing reliability of the existing clarifier while a new one is built.

In the first half of the year considerable work was put into the selection of a Water Professional Service Panel. This panel of consultants will work with Council through the steps identified in our planning and risk study of 2016/17 in regard to the potential risks to the ongoing performance of the Waikanae water treatment plant and the consequences of any failures. They will help manage the required renewals and upgrades identified in that planning and risk study as part of the Stage 2 upgrade and renewal of the water treatment plant.

Now that the panel is in place work will get underway in 2019/20 with the design and procurement for construction of a new clarifier and other process renewals.

Paekākāriki water treatment plant

New micro-filtration units and control equipment for the Paekākāriki water treatment plant were installed and commissioned in early 2018/19 to enable complete compliance with drinking water standards at this plant.

As this new plant was commissioned after the start of 2018/19 we do not expect to receive full compliance with drinking water standards for the 2018/19 year. We expect to hear back from the Drinking Water Assessors in the near future as to whether the plant is now fully compliant for future years.



New micro-filters installed at the Paekākāriki water treatment plant

Ōtaki water treatment plant

Our assessment of the Ōtaki water treatment plant is that it achieves compliance requirements of the NZ drinking water standards 97-99% of the time each year. It is not compliant when turbidity spikes in the raw water exceed values that assure the effectiveness of the UV treatment process. Bringing this supply up to 100% compliance is part of our work programme for the next two years.

Hautere/Te Horo water supply

In June 2018 residents on this supply were notified that during prolonged flooding Council could not be 100% confident that this treatment plant would kill all the micro-organisms that could be in the water. In that event a 'Boil Water' notice would be issued.

The strategy to improve the safety and resilience of this supply are programmed to be investigated in the next two years.

Maintaining and strengthening our water network

Water mains renewal

The pipe renewal contract for Ames Street in Paekākāriki, having been initially deferred from 2017/18, was completed in February 2019 with the renewal of 286 metres of that main.

Water lateral renewals continue

Over the 2018/19 financial year some 34 service laterals were replaced. The replacement of water service laterals (local residential connection pipes) is ongoing and focuses on pipes that fail early due to poor pipe materials and/or ground conditions.

We're taking a 'three strikes' approach where laterals are repaired the first two times they fail and replaced the third time. It is not possible to predict which laterals will fail in the future, but this process is building an evidence base to support analysis for a future proactive renewals programme.

Water meter replacements

Over the year 11 meters were replaced due to damage or vandalism, including vehicle related damage (33 meters were replaced in 2017/18). In many cases this occurred on new subdivision sites under development. The Annual Plan now includes the extension of the developer's bond (protecting Council's assets from damage during building construction) to repair/replace damaged water supply equipment such as meters.

A new Zone Meter was installed in Ngaio Road in late 2018/19. This allows improved pressures and levels of service to be achieved in the Waikanae CBD. This is

part of ongoing service level improvement projects in the 2018 long term plan.

The water account explained

The water account is a mechanism that records the total cost of supplying drinking water, including the cost of treatment and reticulation, as well as the revenue from water rates. The aim is that the total cost of supplying drinking water is recovered by fixed and metered water supply rates.

The water account is a closed account, with any surpluses held within the account to fund the future costs of providing water; any deficits will need to be recovered from future water charges.

Districtwide water meter charging for all residential properties commenced in July 2014 and water usage, as expected, is taking a number of years to settle into a steady pattern. Therefore, the Council is carefully monitoring usage trends to best determine the level of charging necessary to fully recover the costs of providing drinking water.

The water account deficit

The water account is currently in deficit. The Council plans to gradually increase the annual water supply rates to a level that recovers the full cost of providing this service across the district within the next five (or so) years. The water account made a surplus (\$0.9m) in the 2018/19 financial year.

The table below outlines the current water account position. This illustrates a neutral position on the water account by end year 2020/21 based on current forecasting. This is two years earlier than originally expected.

Water account	2016/17 Actual \$m	2017/18 Actual \$m	2018/19 Actual \$m	2019/20 Budget \$m	2020/21 Budget \$m
Cost of providing water	8.5	8.3	8.0	8.7	9.6
Water rates revenue	7.8	8.6	8.9	9.1	9.7
Annual surplus/(deficit)	(0.7)	0.2	0.9	0.4	0.1
Balance of water account	(1.6)	(1.4)	(0.5)	(0.1)	(0.0)

Note: The above figures are rounded to the nearest \$0.1 million. This can make some of the difference calculations appear to be incorrect but that is simply a result of combined rounding effects

Performance measures

Contribution to outcomes	Performance measures	Target	Result	Comment
We provide a continuous potable water supply that meets New Zealand drinking water standards	Median response times to a fault or unplanned interruption to our water network measured by attendance time (from the time Council receives notification to the time that staff are on-site) <i>(DIA mandatory measure)</i>	Urgent = less than or equal to 1 hour	Achieved (15 minutes)	Median attendance time was 15 minutes for 61 urgent water interruptions.
		Non-urgent = less than or equal to 3 days	Achieved (3 hours 27 min)	Median attendance time was 3 hours and 27 minutes for 546 non-urgent water faults.
	Median response times to a fault or unplanned interruption to our water network measured by resolution time (from the time that Council receives notification to the time that staff confirm resolution) <i>(DIA mandatory measure)</i>	Urgent = less than or equal to 5 hours	Achieved (1 hour 38 min)	Median resolution time was 1 hour and 38 minutes for 61 urgent water interruptions.
		Non-urgent = less than or equal to 4 days	Achieved (25 hrs 2 min)	Median resolution time was 25 hours 2 minutes for 546 non-urgent water faults.
	Measure the extent to which the district's drinking water supply complies with: a) Part 4 of the drinking water standards (bacteria compliance criteria), and b) Part 5 of the drinking water standards (protozoal compliance criteria) <i>(DIA mandatory measure)</i>	a) Achieve 100%	c) Not achieved	Sporadic turbidity spikes ¹ and monitoring data corruption ² resulted in non-compliance of four out of five water supply plants. Improvements have already been made to data storage, and further improvements are being made under the water safety and resilience project to address the remaining issues.
		b) Achieve 100%	d) Not achieved	a) 2017/18 result was 'Achieved' b) 2017/18 result was 'Not achieved'

1. Tasman Road (Otaki) and Hautere/Te Horo Water treatment plants experienced sporadic turbidity during the year. Turbidity can inhibit the effectiveness of the ultra violet light (UV) treatment process.
2. Monitoring data for 1 and 8 September 2018 for the Hautere / Te horo, Waikanae and Paekakriki water treatment plants became corrupted and was only able to be recovered for the 1st and partially for the 8th. While there were no transgressions on these days the detailed data was not able to be fully provided resulting in a non-compliance determination for parts 4 and 5 of the New Zealand Drinking Water Standards and a failure to keep records and to make them available under Section 69ZD Health Act.

Contribution to outcomes	Performance measures	Target	Result	Comment
We provide a continuous potable water supply that meets New Zealand drinking water standards	Residents who are satisfied with the quality of Council's water supply (taste, odour, clarity)	80%	Achieved (85%)	The Resident Opinion Survey result for the 2018/19 year continued to show improvement with 85% satisfaction with the quality of the Council's water supply. (2017/18 result was 80%)
	Measure the total number of complaints received by the Council, per 1,000 connections, to council's networked reticulation system, about any of the following: a) drinking water clarity b) drinking water taste c) drinking water odour d) drinking water pressure or flow e) continuity of supply, and f) council's response to any of these issues. <i>(DIA mandatory measure)</i>	At or below 6.2 complaints per 1,000 connections	Achieved (5.56 per 1,000)	A total of 130 'complaints' were logged for the year (27 water quality complaints, 47 water pressure complaints and 56 valid complaints ⁴ in regard to continuity of supply). With a total of 23,364 connections this equates to 6.25 complaints per 1,000 connections (2017/18 result was 6.84 per 1,000)
We encourage the sustainable use of potable water and aim to reduce water loss from our water network	Peak water consumption in litres per person per day (l/p/d)	At or below 490 l/p/d	Achieved (399 l/p/d)	Peak day water use was 399 l/p/d in 2018/19, again well below the 490 l/p/d target. (2017/18 result was 417 l/p/d)
	Average water consumption in litres per person per day (l/p/d) <i>(DIA mandatory measure)</i>	At or below 325 l/p/d	Achieved (302 l/p/d)	Average water use was 302 l/p/d, slightly down on recent years. (2017/18 result was 311 l/p/d)
	Percentage of real water loss ¹ from the Council's networked reticulation system <i>(DIA mandatory measure)</i>	At or below 23.6%	Achieved (18%)	The percentage real water loss ⁵ from the Council's network in 2018/19 was calculated at 18% (2,440m ³ /day); down from 20.5% in 2017/18 (3,089m ³ /day). This further reduction in losses reflects our continued diligence in monitoring the network and prompt action to resolve leaks as they are identified.

3. There were a total of 72 service requests related to continuity of water supply. However, 14 of these were found to be private issues (private leaks or toby's turned off for plumbing repairs and not turned back on) and two were service requests where the water had been shut off for planned and pre-notified maintenance. These 16 service requests were not judged to be valid 'complaints' about the Council's water network. Excluding those there were 56 valid complaints for the year.

4. 'Real water loss' is reported here as defined by the Department of Internal Affairs' *real losses through leaks in the network and apparent losses through metering inaccuracies and (assumed) water theft*. The industry standard definition does not include apparent losses.

Wastewater – wai para

Council provides wastewater (sewerage) infrastructure that protects public health and the natural environment and provides for continuity of service for the Kāpiti community.

Protecting public health and the environment

We are committed to ensuring receiving natural environments are not damaged by effluent discharge and are enhanced where possible and that the impact on the environment from discharged contaminants is minimised.

Consenting of the Paraparaumu wastewater treatment plant (WWTP)

The five resource consents for the Paraparaumu WWTP is due to expire in March 2022. While still some years away, the application process for such a significant plant will take some time to complete.

A key first step was taken in the May 2018 with the appointment of a Professional Services Consultant to implement the consenting works programme. The professional services contract will support the Council to deliver the works programme including engaging with iwi, environmental studies, public consultation through to preparation and submission to GWRC of the consent application.

Some limited initial sampling and analysis of the receiving environment and project planning has been completed.

Land and water hold particular significance for tāngata whenua and it is considered this project is of significant interest. Ongoing efforts are being made to find mechanisms to meaningfully engage tāngata whenua in the re-consenting of the Paraparaumu WWTP.

Ōtaki wastewater treatment plant discharge consent renewal

The new 20-year resource consent for operating the Ōtaki wastewater treatment plant was issued by GWRC in October 2016. In accordance with the consent, a study to optimise the land treatment and disposal area (discharge wetland) was started to identify any optimisation improvements and to work with iwi to prepare a future improvement plan.

That study proposing various upgrades was submitted to GWRC for approval in October 2018 and approved in March 2019. Consultants have been engaged for this work and the draft design is under review.

Revised Trade Waste Bylaw adopted

The Trade Waste Bylaw was reviewed and consulted on in 2018 and a new bylaw was adopted in early 2019. The new bylaw is the key instrument to manage commercial and industrial wastewater discharges to minimise the risk to public and staff health, minimise the risk of impacts on our wastewater system and manage ongoing compliance of our treatment processes and discharges to the environment.

Wastewater management includes the following services and programmes:

- managing the operation and maintenance of the existing wastewater system – collection, reticulation and treatment facilities
- managing the nature and impact of any discharges into the environment – air, water and land
- investigations and planning of renewals and upgrades to meet the wastewater service requirements, and
- delivery of capital works projects – to maintain the performance of the existing system and upgrade the system to improve performance and service growth.

An effective and efficient wastewater service now and into the future

Waikanae duplicate rising main

The existing pumped sewer (rising) main from Waikanae to the Paraparaumu wastewater treatment plant is nearing its rated design capacity and further capacity is needed to meet future growth and provide back up to that single sewer main servicing all of Waikanae.

The first section of the duplicate rising main alongside the M2PP Expressway was completed prior to the opening of the expressway.

The completion of the remaining length of the rising main in the expressway corridor has been delayed due to unresolved discussions between NZTA and landowners about the location of the rising main. Council has recently engaged directly with landowners to work towards a resolution.

It is hoped that this direct approach will lead to an agreement so that the resource consent may be secured with GWRC. This would then enable Council to complete the remaining connection in the expressway alignment and move forward with confidence to complete the balance of the works. These works have been deferred to 2020/21.

Wastewater pumping stations

To maximise the value of limited budgets a contract was let for pumping station renewal works across the 2017/18 and 2018/19 financial years.

Over the two years three pump stations had their wet well and valve chamber pipework upgraded.

The programme of wastewater pumping station condition assessments started in 2016/17 has continued through 2017/18 and 2018/19 as planned.

Pipe renewals

Pipeline renewal works had been deferred from 2015/16 and 2016/17 to provide funding to bring forward work on the Waikanae duplicate rising main. That deferred work got underway in 2017/18 and was completed in 2018/19.

Around 177 metres of wastewater mains were replaced throughout the district in the following locations in Paraparaumu: Riwai Street (60 metres), Mamaku Street (60 metres), and Epiha Street (57 metres). In addition, 65 metres of laterals (connection

pipes from household boundaries to the main sewer pipe) were renewed on Riwai and Mamaku Streets.



A new, pre-assembled valve chamber being installed at the Puriri Road wastewater pumping station

Paraparaumu WWTP – renewals and upgrades

A condition and capacity study was undertaken in 2016, which examined the state of the main process units in the treatment plant and considered the scope and timing of future renewals or upgrades.

Power supply renewals

A major power distribution board was successfully replaced, supplying power reticulation resilience to around half of the plant process equipment. This mitigates an increasing risk of process failure at the Paraparaumu WWTP.

Aeration process

The condition and capacity study identified that the aeration process units needed complete renewal which was deferred to 2021/22 in the 2018 Long term plan. That study also recommended specialist

inspections to assess the risk of delaying the renewal.

Those subsequent inspections confirmed the imminent failure risk of two of the three blower units. These were replaced in 2018/19 to maintain performance until the complete aeration process renewal is undertaken.

Inlet works

The Paraparaumu WWTP inlet works project was also an outcome of the condition and capacity study. The concept design and procurement approach for the inlet works was completed in 2017/18.

This project was deferred to allow council to stay within the annual capital spending constraints. As a result, the detailed design and construction of these works has been deferred to 2020/21.

Balancing investment, risk and resilience

Paraparaumu WWTP – 2016 condition and capacity study

The 2016 condition and capacity study has set the groundwork for all the renewal and upgrade projects that have since been undertaken at the plant and those planned for the next few years.

However, that study recommended more detailed specialist inspections for some processes at the plant, to accurately determine specific renewal timing (a case in point being the more detailed inspection of the aeration process units). Progressing with these specialist inspections provides confidence that the plant will continue to maintain its level of performance and meet its consent requirements protecting the environment and public health.

Biosolids management

The sewage sludge produced by the Paraparaumu WWTP is stabilised via thermal drying. The plant

produces an average of four cubic metres of dried biosolids per day.

Since late 2015 the Council has been disposing of dried biosolids from the Paraparaumu wastewater treatment plant at the Silverstream landfill. This landfill has the advantage of a very high gas capture and destruction rate which has significantly reduced Council's carbon emissions from disposal of sewage sludge.

There are potential opportunities for the beneficial reuse or alternative disposal for our biosolids that could provide long-term benefits to the environment and our communities.

Council is participating in the Lower North Island Collective Biosolids Strategy Study, which received significant MfE funding, to explore and develop such alternative options. A considerable amount of work on a strategy has been undertaken over the last two years.

The management of wastewater in our District (and, in particular, the impact on land and water) is of significant interest to tāngata whenua. Considerable work has been carried out to develop an iwi engagement process that will provide for kaitiakitanga. This has proven challenging and efforts

are continuing. Until such time that a mechanism to meaningfully engage iwi is agreed, the Biosolids Strategy cannot progress further.

Performance measures

Contribution to outcomes	Performance measures	Target	Result	Comment
Our wastewater system management practices ensure that we respond efficiently and effectively to wastewater system blockages, faults and overflow issues	Median response times to sewage overflows resulting from a blockage or other fault measured by attendance time (from the time the Council receives notification to the time that staff are on-site) <i>(DIA mandatory measure)</i>	Less than or equal to 1 hour	Achieved (20 minutes)	Median attendance time was 20 minutes, for 77 blockages or faults attended in the year. (2017/18 result was 27 minutes for 115 blockages or faults).
	Median response times to sewage overflows resulting from a blockage or other fault measured by resolution time (from the time that the Council receives notification to the time that staff confirm resolution) <i>(DIA mandatory measure)</i>	Less than or equal to 5 hours	Achieved (2 hrs 29 mins)	Median resolution time was 2 hours and 29 minutes for 77 blockages or faults resolved in the year. (2017/18 result was 2 hours and 6 minutes for 115 blockages or faults).
	Number of complaints received by the Council about any of the following: a) sewage odour b) sewerage system faults c) sewerage system blockages, and d) council's response to issues with the sewerage system <i>(DIA mandatory measure)</i>	Less than 7.2 complaints per 1000 connections to Council's sewerage system	Achieved (4.8 complaints per 1,000)	97 complaints were received this year. With a total of 20,292 connections this equates to 4.8 complaints per 1,000 connections (2017/18 result was 6.5 per 1,000).
We comply with our resource consent conditions and our receiving natural environments are not damaged by effluent discharge and are enhanced where possible	Number of dry weather sewerage overflows <i>(DIA mandatory measure)</i>	At or below 2 per 1000 connections to Council's sewerage system	Not achieved (2.56 overflows per 1,000 connections)	There were 52 dry weather overflows from the wastewater system this year (only one of which was notifiable). Given a total of 20,292 connections this equates to 2.56 overflows per 1,000 connections. (2017/18 result was 'Achieved').
	Compliance with Council's resource consents for discharge from its sewerage system measured by the number of: a) abatement notices b) infringement notices c) enforcement orders, and d) convictions, received by council in relation to those resource consents <i>(DIA mandatory measure)</i>	None	Achieved (provisional)	We have received provisional confirmation from GWRC that there were no recorded incidents of non-compliance with Council's resource consents for discharge from its sewerage system. The final determination on this measure is made by GWRC in response to our Wastewater Compliance Report (due Sept/Oct 2019). Their assessment is expected to be received in December 2019.

Solid waste – para ūtonga

We provide accessible, effective and efficient waste management options, encourage waste minimisation, and provide landfill management that meets legal requirements and best practice guidelines.

Kerbside collection services

Council continued monitoring the delivery of kerbside collections of rubbish and recycling by private companies to ensure these services are delivered in accordance with the collectors' licence requirements.

The quarterly residents opinion surveys conducted for 2018/19 confirmed that residents remain very satisfied with the operation of the kerbside rubbish and recycling service. Over the full year the result was that 88% of residents were satisfied with kerbside collection services.

Ōtaki resource recovery centre

EnviroWaste has been leasing and operating the resource recovery centre at Riverbank Road in Ōtaki since December 2013. EnviroWaste sets the gate fees and provides all recycling and disposal services at the centre. There has been no change to opening hours.

Waikanae recycling centre

The Council continued to contract the management of the recycling drop-off station in Waikanae to Composting New Zealand (CNZ). CNZ manages the greenwaste drop-off and sets the greenwaste fees.

Paraparaumu greenwaste

CNZ continued to set greenwaste fees at the Otaihanga facility and to process greenwaste from throughout the district.

Wellington regional waste management and minimisation plan

Council established a Waste Minimisation Taskforce in March 2019. The taskforce has started to investigate how actions from the Wellington regional waste minimisation and management plan, adopted in late 2017, may be implemented to achieve the most cost-effective reduction in the volume of waste materials in the district.

They are expected to report back to Council on this by October/November 2019.

Waste minimisation

The Council continued to implement its waste minimisation and education action plan with a number of Council-facilitated waste minimisation activities. This included zero waste education in schools, recycling education visits and advice, zero waste in Council's offices, support of zero waste events, and regional education actions such as waste-free parenting and waste-free living workshops.

The Zero Waste Education programme was delivered to 810 students in total, across Te Horo, Raumati Beach, Paraparaumu Beach and Paraparaumu schools.

The Council hosted a waste-free parenting workshop and a waste-free living workshop that were delivered by an external presenter in September 2018 and May 2019. The waste team also supported a series of

Solid waste includes the following services and programmes:

- promoting effective and efficient waste management, as required by the Waste Minimisation Act 2008
- licensing of waste collectors and operators
- monitoring of compliance with licence and bylaw requirements
- enabling and monitoring the provision of resource recovery facilities in Otaihanga and Ōtaki, including asset management
- providing a greenwaste and recycling drop-off centre in Waikanae
- managing the (partially-closed) Otaihanga landfill
- working with GWRC to ensure the landfill operation and aftercare development (capping) meets environmental requirements
- initiating, developing and encouraging waste minimisation activities and education, and
- implementation of the Wellington RWMMP.

presentations by a local presenter on plastic free shopping.

A number of event organisers were supported in their zero waste efforts through advice and loan of waste station bin hoods and other equipment. These events included the Airport Open Day, the Vegan Expo, the Raumati South School Gala, the Big Bang Adventure Race, the Ōtaki Kite Festival, and the Waitangi Day commemoration.

Several presentations were given on the importance of recycling and waste minimisation to scout and community groups and to the Enviroschools Hui. The team also facilitated four workshops as part of the No8 Wire Week programme focussed on reducing food waste and packaging.

The Waste Minimisation Advisor, funded by Waste Levy funds from the Ministry for the Environment, continued to deliver waste minimisation advice to elderly residents and lower income communities. This work included regular visits to Transfer Stations to inform customers on waste diversion options and support for community organisations and their members with advice on waste minimisation practices.

Waste levy funding

The Council allocated a total of \$60,430 of waste levy grant funding in 2018/19. The first tranche of just over \$12,900 in grant funding was allocated in November 2018 to seven community projects.

These community projects included a coffee grounds collection initiative, composting and worm farming projects, event waste minimisation, the running of two repair cafes and the upskilling of a community group in resource recovery. These projects were carried out by early childhood centres, community groups and a consultancy.

The second tranche of grant funding was allocated in May 2019 for New Technologies and Seed Funding projects. A total of \$47,500 was allocated to two successful applicants (Bufuels Ltd and Astara Technologies Ltd).

The Council continued to part-subsidise the recycling costs of TVs and CRT monitors dropped off at the Otaihangā and Ōtaki resource recovery facilities.

Continued support was provided to the SeatSmart programme which diverts expired or damaged car seats from the landfill.



Final capping underway at the closed Otaihangā landfill

Otaihangā landfill

The Otaihangā landfill is closed to general material, but continues to accept cleanfill on a restricted basis, which is used to contour the landfill surface and for final capping. The contouring assists stormwater run-off over the capped surface.

Work is ongoing to complete the capping of the landfill, with around 17.15 Ha of the landfill now capped.

Work commenced in March 2019 on development of expanded wetland areas at the landfill to assist with the treatment of landfill leachate and stormwater. This wetland development work, including planting of the wetland and surrounds, was completed in June 2019.

After the capping work is completed the next step will be consideration by Council of options for future use of this site.

Performance measures

Contribution to outcomes	Performance measures	Target	Result	Comment
Otaihanga, Ōtaki and Waikanae facilities are open seven days a week and we license kerbside collection services for our urban areas	Disposal facilities are open 357 days per year	357 days per year	Achieved	Facilities met opening targets. (2017/18 result was Achieved)
	Licensed collectors are compliant with licence requirements	Achieve	Achieved	No official warnings were issued. (2017/18 result was Achieved)
	Residents who are satisfied with the standard of kerbside collections	85%	Achieved (88%)	The Residents Opinion Survey reported 88% satisfaction. (2017/18 result was 88%).
We remove illegally dumped waste	Illegally dumped waste is removed within two working days	85%	Achieved (89%)	There were 310 service requests, of which 276 were resolved within two days. (2017/18 result was 85%)
We encourage waste minimisation and provide education information and advice	Residents who are satisfied with the waste minimisation education, information and advice available	75%	Not achieved (64%)	The Resident Opinion Survey reported 64% satisfaction in 2018/19. This measure reported a sharp fall following the cessation of Enviro Waste's plastic bag collection service in early 2018 from levels of 77% to 71% by year end. Verbatim comments from respondents report general dissatisfaction with the Council's approach to waste minimisation when the control of waste collection services, and the range of collection options offered (as well as their cost), is determined by the private sector. (2017/18 result was 71%).

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Community services

The community services cluster covers a range of Council activities that enhance life for Kāpiti residents and visitors.

Council looks after more than 500 hectares of parks and sports grounds which provide opportunities for diverse recreation activities, and maintains 47 playgrounds. Kāpiti also has an extensive network of cycleways, walkways and bridleways.

We provide several swimming pools and library facilities across the district and support various arts and heritage activities that are important to our community.

We maintain community facilities such as halls and meeting spaces throughout the district and provide resources to the community for capacity building and social service provision. We provide grants to a range of local community organisations and other groups.

Council also has a role in enabling sustainable economic growth and over recent years we have implemented a visitor-attraction plan and a major events fund, as well as supported the PopUp Business School and Startup weekend.

This cluster includes our critical responsibilities for civil defence emergency management and encouraging preparedness across the community.

In this section you'll find:

- Parks and open space
- Recreation and leisure
- Community facilities and community support
- Economic development

Parks and open space – ngā papa rēhia me ngā waahi māhorahora

The Council maintains a wide range of parks, reserves and open space on behalf of the community. We facilitate barrier-free access on our network of cycleways, walkways and bridleways.

Council aims to maintain a rich and diverse network of open spaces that protect the region's ecology and support the identity, health, cohesion and resilience of the district's communities.

To this end, the following major projects were progressed or completed in the 2018/19 year.

Developing our parks and reserves

Maclean Park

The draft management plan and development plan for Maclean Park were adopted by the Council in late 2017. The first stage of the development plan got underway in 2018/19 with the removal of the kiosk, the filling in of the pond and grassing of that area, an improved half basketball court further from the road, installing a covered BBQ space, installing terraced steps, the start of the central path, landscaping and new seating, and a modest refurbishment of the toilet facilities.

The next stage of development at Maclean Park will be in 2021/22. This will involve further development of the central path and landscaping.

Otaraua Park development plan

The draft Otara Park development plan was presented for community consultation in July/August 2018. It attracted 413 submissions and work was

undertaken with key stakeholders, submitters and iwi to decide how best to address the issues raised in submissions. The plan was adopted by Council in December 2018.

Further development works were undertaken in 2018/19. Secondary drainage on the current playing fields was completed in early 2019 resulting in a high quality playing surface. Some initial realignment of the central access road to avoid the power pylons and to improve access through the park was undertaken in June 2019. This work was done by Transpower with a modest contribution from Council.

Upgrading Mazengarb Reserve

The drainage upgrade of the Mazengarb Reserve sports fields started in February 2019 and was completed in March 2019, in time for the winter playing season.

A lighting upgrade was also undertaken to provide a dedicated training area for winter evenings. This work was completed in June 2019.

Rahui Grandstand upgrade

The upgrade of the Rahui Grandstand got underway in early 2019 and involved refurbishment of the steel structure and replacement of the ceiling and windows. The work was completed in June 2019.

Parks and open space includes the following services and activities:

- provision and management of park assets, including sports fields, playgrounds, reserves and cycleways, walkways and bridleways
- providing facilities for community benefit such as events, socialisation and other community interaction
- supporting and promoting environmental initiatives for the protection of indigenous biodiversity and significant natural landscapes
- promoting economic benefits through support of the recreation industry and boosting the tourism industry
- providing health benefits to the wider community
- recognising and promoting cultural benefits
- delivering educational opportunities in respect of heritage and cultural diversity, and
- delivering facilities for both active and passive recreation.

Other developments

To increase awareness of the district's parks the Council held a series of Parks Week events in March 2019. Events were held every day through the week. The most popular of these was the 'Park to Path' fun run which attracted over 300 participants.

The 'How to Park' video series had over 20,000 views, and The 'Walks with Rob' series of educational videos about our local reserves have also been very well received. The Barry Hadfield Nikau Reserve video received over 2,000 views.



The increasingly popular Waikanae River cycleway, walkway and bridleway

Upgrading playgrounds

Council has a playground renewals/upgrade programme based on condition assessments of the equipment in each playground. Upgrades were undertaken at Pohutakawa Park and Matthews Park in 2018/19, following community consultation on these parks in the previous year. Pohutakawa Park now includes Kāpiti's first nature play area.

Review of Open Space Strategy

Recent changes to the Resource Management Act require a change to the way Council collects reserve contributions for new subdivisions. This, together with significant changes since the 2012 strategy was written, necessitated a comprehensive review of our Open Space Strategy.

This review commenced in 2018/19, including consultation with key stakeholders and the community. It will take 18 months to complete and will inform the Development Contributions Policy and the next long term plan.

Cycleways, walkways and bridleways

The Council continues to focus on improving the connectivity and experience of recreational cycling, walking and bridleway routes in the district through coordination with partnering organisations and landowners.

In the last year, we supported the delivery of the following:

- the access to the Te Arawai Bridge on the Waikanae River Trail was improved to make it more accessible,
- a new path was constructed at Waimanu Lagoon,
- an additional track was built back from Waikanae River on the northern bank to futureproof against river erosion,
- a new track was built to link Milne Drive to the expressway network,
- the first stage of an access track at Ngāwhakangutu Reserve,
- development of a directional signage bollard standard that will be rolled across the network
- the upgrade of the track over Kapiti Airport land in partnership with the airport to enhance the access from Paraparaumu to the beach.

Environmental restoration

More than 180 community restoration group representatives from throughout the Wellington region attend a 'Restoration Day' held in Kāpiti. Guest speakers, workshops and field trips showcased restoration projects from Ōtaki to Paekākāriki.

A total of 18,000 eco-sourced native plants were planted to restore bush, riparian margins, wetlands and dunes across the district.

Cemeteries

The RSA gardens were rebuilt at Awa Tapu Cemetery and a new access road was built to provide better walking and hearse access.

The road junction at Ōtaki cemetery was improved late in 2018/19.

Kāpiti Primary School Sports Programme

The Primary School Sports Coordinator delivered a number of sports competitions and events, including:

- a seven-week basketball competition that was co-hosted with Kapiti Basketball Association - seven schools attended with a total of 17 teams, approximately 140 boys and girls participating,
- the Junior and Senior Winter Tournaments,
- a weekly Futsal competition,
- a Softball event with 1,861 students participating from eleven schools across Kāpiti.
- the Junior Interschool Athletics were delivered with nine schools and 238 students attending,
- the Senior Interschool Athletics were delivered with 11 schools and 203 students attending, and
- the schools' triathlon with 250 children participating.

Performance measures

Contribution to outcomes	Performance measures	Target	Result	Comment
Parks and open space				
Our residents in urban areas live reasonably close to a recreation facility and a range of active recreation facilities is available throughout the district	Residential dwellings in urban areas are within 400 metres of a publicly-owned open space	85%	Achieved (99.4%)	103ha out of 18,452ha (0.6%) of the total District Plan residential area is not within 400m of a publicly-owned open space. (2017/18 result was 99.4%)
	Sportsgrounds are open (scheduled hours and weather dependent)	85%	Achieved (97%)	Sportsgrounds were open 97% of the year. (2017/18 result was also 97%).
	Residents (%) who are satisfied with the current availability of facilities	85%	Achieved (100%)	The annual Park Users' survey in February 2019 reported 100% satisfaction. (2017/18 result was 97%).
	Residents (%) who are satisfied with the quality of Council parks and open space	85%	Achieved (100%)	The annual Park Users' survey in February 2019 reported 100% satisfaction. (2017/18 result was 92%).
	Residents (%) who are satisfied with the quality and range of recreation and sporting facilities in the district	85%	Achieved (100%)	The annual Park Users' survey in February 2019 reported 100% satisfaction. (2017/18 result was 95%).
	Residents (%) who are satisfied with Council playgrounds	85%	Achieved (100%)	The annual Park Users' survey in February 2019 reported 100% satisfaction, 2017/18 result was 90%).
Cemeteries				
We provide well maintained cemeteries and we want to ensure that most family members can access the interment site and records are available online	Users who are satisfied with the cemeteries' appearance and accessibility	85%	Achieved (100%)	The annual Park Users' survey in February 2019, reported 100% satisfaction. (2017/18 result was 98%).
	All available records will be on the Council's website within four weeks of interment	100%	Achieved (100%)	All records have been available within four weeks of interment. (2017/18 result was 100%)
We measure burial capacity across the district and anticipate future needs	At least a 10-year burial capacity is maintained across the district	Achieve	Achieved	There is an estimated total of 56 years' capacity across the three cemeteries (based on 2013 Census data and allowing for projected population growth and age profile). (2017/18 result was 'Achieved')

Contribution to outcomes	Performance measures	Target	Result	Comment
Cycleways, walkways and bridleways				
A range of cycleway, walkway and bridleway networks including low carbon alternatives are available throughout our district and the quality and range increase over time	Users who are satisfied with council cycleways, walkways, and bridleways	85%	Achieved (94%)	The Residents Opinion Survey for 2018/19 reported 94% satisfaction. (2017/18 result was 96%).
Our beach accessways are maintained and are in a usable condition	Residents (%) who are satisfied with access points to beaches	85%	Achieved (92%)	The Residents Opinion Survey for 2018/19 reported 92% satisfaction. (2017/18 result was 91%).

Recreation and leisure – hākinakina

The Council provides facilities, services and programmes for recreation and leisure activities in the district.

We aim to provide affordable and safe aquatic facilities, services and programmes for the health and wellbeing of our community and a districtwide library service with libraries in Ōtaki, Waikanae, Paraparaumu and Paekākāriki. Council also provides a website that gives continuous access to library services and online resources, and supports the arts.

Libraries

Waikanae Library developments

Waikanae library was closed indefinitely in late November 2018 after confirmation of toxic mould in the building. An interim pop-up library service was opened in the cleansed library entrance foyer in December 2018, before it relocated in February 2019 to Mahara Gallery.



Waikanae pop-up library in January 2019

A medium term solution for Waikanae Library was found and a lease secured in May 2019. The fit-out of the new location at 9 Mahara Place took place over May/June 2019 and the library opened in the new location on 1 July 2019.

Overview

Overall, our libraries had another successful year with a range of services, programmes and events bringing high numbers of people into the libraries.

Our standard services remained in high demand:

- more than 613,000 items were borrowed from the four district libraries over the course of the year;
- more than 88,000 items were reserved free of charge across the district;
- 17,858 eBooks were issued;
- just over 56,000 sessions were logged on the libraries' free internet computers, and 58,672 free Wi-Fi sessions were logged; and
- 17,226 new items were added to the collection, including 888 eBooks.

Customer satisfaction

The annual library customer satisfaction survey undertaken in May 2019 received 471 responses (522 last year), and again reported very high levels of satisfaction with the library services provided (98.5% of respondents were 'satisfied' or 'very satisfied'). This is despite the issues with Waikanae Library.

Recreation and leisure includes the following services and programmes:

- operation and management of the district's three swimming pools
- providing access to information for leisure, entertainment, research, education and career development across the district
- delivering events and programmes for children, young people and adults
- promoting and supporting arts activities through initiatives such as the annual Kāpiti Arts Trail and Creative Communities funding schemes
- supporting the development and delivery of the public art programme throughout the district
- supporting local heritage through relationships with historical groups, museums, and initiatives such as the Kāpiti Heritage Trail
- supporting museums to promote their collections and increase visitor numbers, and
- working collaboratively with other SMART libraries in Masterton, Hutt City and Porirua, and WelTec and Whitireia Polytechnics, to provide a regional library service for our community.

Programmes and events

A range of popular programmes and events were offered in various library locations across the district, with more than 8,398 attendees in total:

- The library continued to run a regular suite of programmes for varying age groups from the Tamariki Story-times, Lego Club, Tween Book Club through to popular adult book, craft and social programmes including Tea and tales, Time for a Yarn and a number of book groups;
- We collaborated with Upper Hutt, Hutt City and Wellington City Libraries to run a region-wide "Beyond the Page" literary festival in the July 2018 school holidays. Over 600 people attended the Kāpiti events;
- Regular programmes continued to be run through each school holiday period alongside regular programmes celebrating Matariki and Te Wiki o Te Reo Māori in September 2018;
- The sixth annual 'If You're a Poet, We Want to Know It' poetry competition, attracted 75 entries. Over 80 people attended the Open Mic night on August's National Poetry Day;
- We held the annual literary Mastermind competition was held in August 2018, with over 100 children from local schools reading and being tested on the books that were finalists in the New Zealand Book Awards for Children and Young People;
- The library further supported the New Zealand Book Awards by participating in the Hells Pizza Reading Challenge;
- The library continued to offer a range of digital literacy programmes including a regular afterschool Minecraft Club, Self-publishing author workshops and the Stepping Up programme of free digital workshops delivered at the Paraparaumu, Waikanae and Ōtaki

Libraries focused on practical digital literacy skills;

- We celebrated Te Wiki o Te Reo Māori in September with Te Wiki Tea & Tales, Te Reo Tamariki Time, Tumeke kapa haka and Paraparaumu School kapa haka performances, with over 300 people attending these events.
- Over 90 individuals participated in the Adult/Teen Reading Challenge which is an opportunity to encourage families to read together;
- Mystery in the Library, celebrating the Ngaio Marsh Book Awards was held in April 2019, with four local crime authors presenting to over 35 audience members; and
- A regular Justice of the Peace service was provided through the Paraparaumu and Ōtaki libraries. Across the year it supported over 2,200 people.

Arts and museums

The 2018 Kāpiti Arts Trail was held over two weekends, on 27/28 October and 3/4 November 2018, with 112 listings in the Kāpiti Arts Guide from artists, galleries and hubs. The Arts Trail continues to be a major community event for Kāpiti and, increasingly, an attraction for out-of-town visitors from the Greater Wellington region, neighbouring and more distant regions, and overseas.

Other activities over the year were:

- following advice from the Public Arts Panel, Council has approved a programme for public art installations over the coming years;
- work has commenced on an integrated artwork to be included in the MacLean Park redevelopment;
- the Council administered two rounds of the Creative Communities Scheme, with over

\$44,000 of funding distributed to 23 arts projects for the local community;

- the Council supported museums in the district in holding a "Discover Kāpiti Heritage" week in January 2019; and
- exhibition art spaces at Paraparaumu, Waikanae and Ōtaki Libraries were fully booked, with 37 exhibitions held in total over the year.



Artist Hannah Shand working at Artel Gallery - Kāpiti Arts Trail 2018

Mahara Gallery

The architect for the redevelopment of the Mahara Gallery was selected in late 2018. Substantial progress had been made on the developed design by June 2019. Council applied for Resource Consent before year end in order that the Mahara Gallery Trust could approach funding agencies with a confirmed gallery design.

The Council is on track to start the redevelopment work. The existing public toilets alongside the gallery will first be replaced by a new 'Exeloo' style facility to be built in 2020/21.

The gallery extension is planned for 2021 with a budget allocation of \$5.2 million, with the Council committed to providing one-third of the funds. Commencement of construction is, of course, dependent on the Mahara Gallery Trust completing the fundraising for its two-thirds share of the cost.

Swimming pools

The key priorities of the district swimming pools are to cater for all ages and abilities, for overall attendance to remain high or increase, and to provide affordable opportunities for children to learn to swim.

Over the district, a total of 256 children took part in the SwimBegin reduced price, summer holiday learn-to-swim lessons.

In addition, swimming lessons were delivered to over 1,441 children through school learn-to-swim lessons.

Over 928 people took part in the AquaEase or AquaYoga programmes (up from 331 in the previous year). A casual admission pass was introduced at Ōtaki pool with an additional 371 attendees using this service. These programmes have been very successful for those with medical conditions or limited mobility.

Kāpiti Coast Aquatics was awarded merit in the aquatic innovation award presented at the annual WAVES Conference for the recycling of the entry wrist bands.

Waikanae pool

Visitor numbers were again relatively high at the open air Waikanae pool, with 47,975 visit in 2018/19. Visitor numbers can drop to as low as 38,500 in a poor summer, as they last did in 2016/17.

Dogs in Togs was held at Waikanae Pool at the end of the summer season, on Sunday 24 March, attracting 170 dogs.

Ōtaki pool

The Ōtaki Pool has been popular since the 2017 rebuild. A total of 55,994 visitors in the 2018/19 year with many enjoying the free splash pad and BBQ's.

The accessible and family changing rooms were upgraded. A bronze award was achieved from Be Accessible.

Ōtaki Pool hosted a Canoe Polo Tournament in June which had approximately 100 competitors and saw 500 people through the door over the three days.

Coastlands Aquatic Centre

The Coastlands Aquatic Centre had 189,669 visitors in the 2018/19 year, its sixth year of operation.

Over the course of this year Coastlands Aquatic Centre has hosted the following events:

- Wellington Regional Long Distance Championships on 21 July 2018,
- Surf Lifesaving NZ Capital Coast Pool Champs held on 29 July 2018, which saw 172 competitors participating,
- Matson Trophy Swimming Meet in August 2018,
- Samuel Marsden College held their school swimming sports on 21 March, with 137 swimmers participating.
- the Primary Schools Swim Sports interschool was held at the Coastlands Aquatic Centre in March 2019 with 420 students competing, and
- the Gold Coast Zone Swimming Competition, held on 7 April 2019.



An artist's impression of the Mahara Gallery design

Performance measures

Contribution to outcomes	Performance measures	Target	Result	Comment
Aquatics				
We provide clean and safe aquatic facilities that are well used by residents and visitors and are satisfying the needs of the community	Council will maintain PoolSafe accreditation	Achieve	Achieved	Annual PoolSafe accreditation was retained for Coastlands Aquatic Centre, Waikanae Pool and Ōtaki Pool. (2017/18 result was 'Achieved')
	Users who are satisfied with the pools' services and facilities	85%	Achieved (96%)	Resident Opinion Survey for 2018/19 reported 96% satisfaction with the services and facilities at swimming pools in the district (2017/18 result was 93%).
	Visits to swimming pools in the district	At or above 290,000 annual admissions	Achieved	293,638 combined swims in the year. (2017/18 result was 298,452)
	Learn-to-swim registrations	At or above 3,200 annual registrations	Achieved	3,344 registrations for the year to date. (2017/18 result was 2,986 registrations)
Arts and museums				
We provide the community with funding to support their artistic and cultural initiatives	Total value of applications received relative to the total amount of funding in each grant allocation round.	Ratio is > 1	Achieved (1.58 : 1)	In the two rounds of the Creative Communities Scheme 2018/19, 34 applications were received by the Grants Allocation Committee for a total amount of \$70,126. The total amount available was \$44,500 with the full amount being allocated. This gives a ratio of 1.58 to 1. (New measure, no prior result)
Libraries				
We provide the community with a range of library services, materials and spaces to meet their needs and preferences	Users who are satisfied with the library services	85%	Achieved (95%)	Resident Opinion Survey for 2018/19 reported 95% satisfaction with library services. (2017/18 result was 99%)
	Users who are satisfied with library spaces and physical environments	85%	Achieved (90%)	The annual library users survey undertaken in May 2019 gave a result of 90% satisfied from a total of 438 responses received. (2017/18 result was 99%).
	Total visits to libraries	At or above 300,000 annually	Not achieved (253,978)	Total visits for the year were 253,978, significantly down on the target largely due to a 53% drop in visits to Waikanae Library resulting from its closure in November 2018 and the opening on an interim pop-up library in mid-December and through the second half of the year. (2017/18 result was 'Not achieved')

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Contribution to outcomes	Performance measures	Target	Result	Comment
We provide the community with a range of library services, materials and spaces to meet their needs and preferences	Collections are refreshed in accordance with New Zealand public library standards	Maintain 350 new items (including renewals) per 1,000 population	Not achieved (331)	There were 17,226 items added to the library collections in 2018/19. Based on a population of 52,000 that equates to 331 items per 1,000 of population. This outcome was strongly affected by the issues with Waikanae Library. (New measure, no prior result available)
	Number of items borrowed per annum (including renewals)	650,000	Not achieved (613,190)	There were 613,190 items borrowed (including renewals) in the year. This is below target, as expected following the closure of the Waikanae Library for a month and its replacement with a smaller pop-up library for the second half of the year. (New measure, but in 2017/18 over 639,000 items were borrowed)

Community facilities and community support – whakaurunga hāpori me ngā hāpai hāpori

We provide resources to the community for capacity building and service provision focused on community priorities, as well as support for community initiatives that promote diversity, resilience and connectedness.

One of the Council's principal roles is to provide affordable and resilient core services for a healthy, active and involved community. This includes the operation and maintenance of property assets through which some of those services are delivered. It also includes the more direct forms of support we provide for the community and community groups.

The 2018/19 work programme has included the following activities and developments.

Community facilities

Earthquake-prone building management approach

The Council identified seven council-owned buildings that it intends to seismically remediate over the next eight years. Initial remediation of the Paekākāriki Memorial Hall started in April 2019 and will be completed in early July 2019, but this work is short of a full seismic upgrade which will be undertaken later.

Remediation design work for the Paraparaumu Memorial Hall was also started in 2018/19, but construction work has been deferred while a broader strategic consideration of required property renewals is undertaken.

Housing for older persons

Much of the Council's stock of housing for older person's has reached a certain age and is need of renewal. In light of that, Council made a decision to increase spending on renewals this year beyond the allocated budget and renew units that required it as they became vacant throughout the year.

As a result, twelve units were fully renewed as part of the annual renewals programme which includes an interior repaint, bathroom and kitchen replacement, carpet and floor coverings replaced and wiring and pipe work updated as required. In addition, five other full renewals were started later in the year but not completed until July 2019, while two further units received bathroom renewals. Some units received targeted minor refurbishment, such as interior painting and flooring replacement.

The total spend on renewals for 2018/19 was just over \$733,000, compared to the initial budget of \$276,400 set in the long term plan.

Housing for older persons achieved an occupancy rate of 99.3% for the year, despite reasonably high turnover, with 22 units becoming vacant during the year. Only 16 of these units were re-let to new tenants in 2018/19 as five were still being renewed at

Community facilities and community support

includes the following services and programmes:

- maintaining community halls and civic buildings and public toilets
- managing housing for older persons and other rental housing
- providing general community group support and development
- development of formal partnerships with central and regional government agencies which have a significant role in the district
- supporting youth development through the relationship with Zeal
- implementing Council's new social investment programme and managing relationships with community providers
- administration of community and youth development grants.
- working with Kāpiti Coast Youth Council and Kāpiti Coast Older Persons' Council on projects and initiatives
- advancing the Council's community sustainability and resilience initiatives.

30 June 2019 and one was being withheld for management purposes.

A number of applicants on the Housing Applicant Register had either lost touch with us in the past few years or had found accommodation. This prompted a revalidation of the register in early 2019 which saw the number of valid applicants drop from 100 to 48. There were 46 on the register as at 30 June 2019.

Te Newhanga Community Centre

Since July 2018, Council has been developing a management plan for the Te Newhanga Community centre. This included a detailed condition assessment of the building. Preliminary results showed a heightened moisture levels in some parts of the building but results were inconclusive.

Council then commissioned more 'intrusive' testing which concluded that significant remediation work is required. Staff are developing options for ongoing community centre needs, including contingency options. However, as at the end of June 2019 air quality testing did not identify elevated mould readings and the levels of mould found would be unlikely to result in health issues. This is very much a watching brief at present while options are developed for consideration.

New facilities

The installation of the new toilet facility at the Ōtaki River Estuary was completed in early 2019. The cost of installation was shared equally between Council and Greater Wellington Regional Council (GWRC). In addition to this is the cost of the supplied toilet was paid for out of fundraising by the *Friends of the Ōtaki River*.

Ownership of the toilet has passed to the Council with ongoing operating costs being shared between Council and GWRC.

Waikanae library closure

In late November 2018, the Council made the decision to close the Waikanae library building after the discovery of toxic mould that could not be remedied. In February 2019, we engaged external consultants to investigate and provide advice to Council to ensure a similar issue did not happen again. That investigation found that a number of factors had combined to contribute to this situation, including:

- a history of uncertainty around the joint future redevelopment of the Waikanae Library building and Mahara Gallery, which had been deferred repeatedly since 2009;
- a culture of trying to live within allocated budgets and not ask for additional funding, which led to a failure to escalate risk to senior management due to perceived financial constraints;
- and a breakdown of asset management practises, procedures and risk-based decision making.

The consultants noted that this situation was not unique to Kāpiti as property management generally takes a 'back seat' to major infrastructure asset management in most councils.

Council accepted the recommendations in full and has already started the process of implementing them by initiating a review of our existing asset management practice and commissioning a building condition and risk assessment survey across all our properties. At the conclusion of the planned programme of work we will have a much clearer view of the condition and life cycle of our properties, a plan for expected property investment over the next 10-20 years on a par with our Infrastructure Strategy and asset management practises that are aligned with best practice.

Community support

Achievements in youth development

The Council has renewed its contract with Zeal Education Trust for Youth Development services including the running of the Kāpiti Youth Development Centre. Council has now entered into year four of a six-year contract which has a right of renewal for a further three years.

The youth development centre has continued to provide social, developmental and recreation opportunities for young people. Zeal's contract with the Council also requires it to provide satellite services in communities around the district. Over the past year, Zeal has delivered the following initiatives:

- gateway barista courses in Kāpiti and Ōtaki Colleges providing senior students with workplace learning;
- over 3,000 college students have participated in and/or attended eight large events that provided opportunities to perform, learn skills and connect with youth workers.
- a comprehensive holiday programme was run in October 2018 from the youth development centre, with different activities daily;
- the 'Music Box', a popular performance and rehearsal space, has been located at Māoriland Hub engaging Ōtaki young people;
- monthly Musician's Lounge events, with 60-80 young people attending regularly;
- an art club, young women's group and 'Phat Chats' for young men, have been running weekly, initiated by young people and supported by the Zeal youth workers; and
- the centre also runs art, graphic design, barista, and photography courses.

Young people supported by Zeal have led a range of events over the summer months including a Zeal stage at Books at the Beach in Paraparaumu Beach and a skate event at Maclean Park which over 400 young people attended.

Council's role in youth development has been recognised and was announced as a finalist in the Local Government NZ awards for excellence in Social Wellbeing.



The public toilets in Otaihangā Domain were substantially improved by the new mural

Supporting young people

The Council continues to work with young people in the following ways to implement youth development projects:

- In August 2018, the youth council presented three sessions at the national youth development conference in Wellington on the journey of the youth development centre from 2010 to 2018. They showed a short documentary video they had developed, which includes footage of former and current youth council members, councillors and mayors.

- The Kāpiti Coast Youth Council reviewed and redesigned the Youth development grants. They have combined the best aspects of the Youth2u dollars and Think Big programmes in their new 'ThinkBig' model going forward. The new ThinkBig 2019 funding scheme will enable young people delivering youth led projects to apply for funding. The reboot of the fund saw nine projects receive a grant to develop initiatives within local communities and secondary schools.
- The Youth Council delivered a 'Youthween' event with the Zeal youth volunteer team to support the youth development centre and strengthen their partnership with Zeal Kāpiti.
- The Youth Council have engaged young people interested in art to develop a mural series for the district that will appear on Council assets. Designs were developed and have been considered by the Public Arts Panel and Te Whakaminenga o Kāpiti. The final designs were tweaked and approved by Te Atiawa ki Whakarongotai with murals now in place at Otaihangā Domain.

Supporting older people

The Council continues to support the Kāpiti Coast Older Persons' Council and contributed funds for a local older persons' of the year event. Council also supported the *'Grandparents Raising Grandchildren'* initiative in Kāpiti.

Council has had a funding and advisory role in supporting Age Concern Kāpiti's social isolation project called *Kapiti Connect*.

Grey Power Kāpiti has been successful in receiving funding to partner with Council to develop a local Age Friendly Strategy.

Planning continues for a major community event called 'All Ages on the Go Expo' planned for September 2019.

Supporting people with disabilities

The Council continues to work with the Kāpiti Accessibility Advisory Group to provide specialist input into Council's plans and policies. The group have also partnered with Council to prepare for the 'All Ages on the Go' Expo.

Well-Able (formerly Kāpiti Disability Information and Equipment Centre) and the Accessibility Advisory Group continued to deliver disability responsiveness training to all Council staff.

Community health advocacy

Council has provided secretarial support and hosted meetings of the Kāpiti Health Advisory Group in 2018/19. They are working through priorities for advocacy to support better access to tertiary health services for Kāpiti residents.

Te Newhanga Community Centre

On 1 July 2018, Council began directly managing the operations of Te Newhanga, Kāpiti Community Centre. Council continued the room hire function and started to embed council-driven community initiatives that aim to build social capital and resilient neighbourhoods. Over the past year the centre has become an increasingly busy hive of activity with over 2,115 bookings for the year.

The Centre is an essential place for a number of community services and events, including:

- Dementia Wellington;
- an educational programme led by the Ministry of Education to pilot a Te Reo Māori initiative;
- the reinstatement of the Breast screening mobile service.
- the now regular NZ Blood Service booking for those who want to make blood donations; and
- Midwifery and Ministry of Social Development (Work and Income) block courses.

In April 2019 the Centre became a distribution point for visitor information and in May 2019 it supported the Kāpiti Start-Up Weekend.

Following the moisture and dampness issues identified with the centre its future depends on a strategic review of options.

Neighbours Day Aotearoa

The 'Over the Fence Cuppa' project was again supported by Council as part of the Neighbours Day Aotearoa initiative in late March and early April 2019.

Overall, an estimated 890 households took part in 47 events across the district. The focus of the initiative is to provide support for residents in Kāpiti to meet and get to know their neighbours and so build community awareness and resilience. Evaluation surveys reported that 89% of hosts indicated that their neighbourhood felt more friendly and connected following the events.

Community garden parties

The Community Garden Party programme commenced in March 2019 and, as with the 'Over the Fence Cuppa' project, also aims to strengthen community connections and build resilience.

Community gardens are places where skills and resources are shared, social connections are made, and local food production and food resilience is nurtured. A total of six events took place in Community Gardens and Orchards from Paekākāriki to Ōtaki. Over 380 people attended these garden party workshops.

Social investment funding

Council introduced its new contestable funding approach to supporting the provision of community services in 2017/18. That approach was based on priorities and principles agreed by Council.



The Community Garden Party at Paekākāriki's organic garden on the edge of Tilley Reserve

In June 2018, after a robust procurement process, Council invested a total of \$345,000 per annum for nine projects and programmes. This included the following organisations: Age Concern Kāpiti; Volunteer Kāpiti; Kāpiti Impact Trust (Challenge for Change); Māoriland Charitable Trust; Kāpiti Youth Support; and Energise Ōtaki;

Ongoing financial support for emergency and life saving services was provided. This includes community contracts with Surf Life Saving NZ, Wellington Free Ambulance and a grant provided to the LifeFlight Trust. Funding for these essential services totalled \$89,000 per annum.

Supporting the community sector

To build on the Social investment programme a number of workshops were held including for the community sector and social contract holders.

Approximately 180 participants have attended a range of workshops for the community and social sector.

These have included:

- Raising my organisations profile – a community workshop to enhance social media and communication use which was very popular. Another session is planned for 2019/20;
- Treaty voyages – a workshop held in March 2019 to help understand the Treaty of Waitangi in today's context. Those who completed the evaluation rated this as very good or excellent;
- Festival Refuel- an end of year celebration for community organisations and a session with capacity building experts.
- Connections and Collaboration – a workshop with specialists in community-led development which provided skills, practise models and resources on building collaboration and connections.

Council also provided tailored support for CAB Ōtaki, CAB Kāpiti, A Safe Kāpiti and WellAble Kapiti. This Council-sponsored support is an ongoing commitment to previous community contract holders and concentrates on helping these organisations develop income streams and strengthen their organisational capabilities.

Te Ara Korowai, RSA Ōtaki and Kāpiti Coastguard have also received expert funding and capacity building advice through Council.

Community grants

In August 2018, as part of its community financial support, the Council awarded a total of \$33,500 in community grants across 20 community groups and organisations that provide a social service in the district. Recipients included: Kāpiti Community Foodbank, Te Ara Korowai, Whirlwind, Adult Literacy, The Shed Project, Parent to Parent and other organisations that improve social outcomes for communities in the district.

Welfare response in emergencies

A joint initiative between Council and Wellington Regional Emergency Management Office (WREMO) is underway. The initiative aims to support Civil Defence welfare response in an emergency event.

In September 2018, 20 people took part in a workshop which explored the roles, responsibilities and practicalities of setting up an Emergency Assistance Centre at Te Newhanga, Kāpiti Community Centre. Participants were a mix of Red Cross, Council staff, Oranga Tamariki and Housing New Zealand.

Other community initiatives

The Council supported a Kapiti Multi-Cultural Council shared dinner in July 2018. The evening had approximately 60 people attend from a range of ethnicities. It provided an opportunity for different cultures to come together with their traditional food and share and learn more about other cultures.

The Council, Kapiti Impact Trust, Zeal and local community patrols collaborated on a Police-led community safety initiative in August and September 2018. Two community engagement events were held, one in Paraparaumu East and one in the Makarini Street area. These events provided an opportunity to engage with residents about their safety needs. The information gathered will inform a community safety programme.

Council worked with the wider community to honour the muslim community and commemorate the tragic events of the Christchurch shootings in March 2019. A range of activities occurred including a public address by the Governor General, Dame Patsy Reddy at Kāpiti College followed by a simultaneous haka by secondary schools in the district. Council also worked with Zeal, local police and kaumātua to support a vigil event organised by a group of young people. The

evening vigil was held in March at Kāpiti Primary school. An estimated 200 people attended.

Council supported the official launch of the Kāpiti Multi-Cultural Council in June 2019 with an event at the Council Chambers. Guest speakers included the President of the Multi-Cultural Council of New Zealand, Pancha Narayanan, the Under-Secretary for Ethnic Communities, Michael Wood, Deputy Police Commissioner, Wally Haumaha, Mayor Gurunathan and Amelia Longuet, the chair of the of the Kāpiti Multi-Cultural Council.

Enviroschools

Five local schools and four early childhood education centres are part of the Enviroschools programme, which is supported by the Council. A total of 70% of all schools in Kāpiti have connected with the programme. This year Enviroschools has provided guidance and mentoring for student leaders. There has been a focus on empowering secondary schools with supporting a student-led Eco Action Group that has been instrumental in taking action to address environmental issues.

Supporting sustainability

The Council supports and undertakes a range of initiatives to promote and encourage sustainability in the district. This year the main effort was focused on establishing five electric vehicle (EV) fast-charging stations throughout Kāpiti.

In last year's Annual Report, we noted that a trans-regional partnership had been formed between the Council, Horowhenua District Council, Electra Ltd, and ChargeNet NZ to improve the EV charging infrastructure in the Kāpiti/Horowhenua region.

That partnership submitted a proposal to the EECA Low Emission Vehicle Contestable fund to install nine 50kW DC Fast Chargers in five townships in Kāpiti and Horowhenua. In August 2018, the Energy



The launch event for our new fast charging stations at Raumati Beach

Efficiency and Conservation Authority (EECA) announced their decision to match-fund the installation of those EV fast charging stations.

As a result, five fast chargers were installed in Kāpiti, including two in Paraparaumu and one each in Paekākāriki, Raumati Beach, and Waikanae Beach.

The installations were launched with an Electric Vehicle Road show event at Raumati Beach in March 2019.

Carbon management

The Council has a target of reducing greenhouse gas emissions by 80% by 2021/22 compared to the 2009/10 baseline year. Early in 2018/19 the Council's carbon footprint result for 2017/18 was verified by audit as 3,017 tonnes of CO₂ equivalent, 76% below its 2009/10 level of nearly 12,500 tonnes..

This is only a marginal improvement on the 3,112 tonnes of CO₂ equivalent emissions reported for the 2016/17 year. Further modest reductions in emissions are expected for 2018/19 and 2019/20 following the completion of the LED streetlight upgrade across the district.

Council has undertaken some initial steps to identify further emissions reductions options to enable achievement of the 80% reduction target by 2021/22, however significant further work is required to fully assess the costs and emission reduction benefits of these options.

In further recognition of our emission reduction efforts since 2009/10 the Council won the 'Excellence in Climate Action Award' (medium organisation) at the Enviro-Mark Solutions Ltd Awards on 8 August 2019.

This isn't the first time the Council has been recognised by Enviro-Mark Solutions for reducing its carbon footprint. In 2017, Council received the Overall Award for Outstanding Performance in Carbon Management and in 2018, was confirmed as the leading certified CO₂ equivalent emission reducer in the Certified Emissions Measurement and Reduction

Scheme (CEMARS) managed and audited by Enviro-Mark Solutions.

Performance measures

Contribution to outcomes	Performance measures	Target	Result	Comment
Council-owned property				
We provide a good standard of comfort, convenience, quality and usability of the library buildings	Users (%) who are satisfied with the standard of the library building facilities	85%	Achieved (90%)	Result from the annual library users survey undertaken in May 2019, with a total of 438 survey responses received, was 90% satisfied. (2017/18 result was 99%).
Council hall hirers are satisfied that the halls meet their needs	Users (%) who are satisfied with halls	80%	Achieved (92%)	Result from the annual Hall Hirers survey undertaken in May 2019 was 92% satisfied. (2017/18 result was 96.9%).
Our housing for older persons' rents are fair and reasonable, the service and facilities are of a good standard and our high occupancy rates are maintained	Occupancy rate of available ¹ housing for older persons units	97%	Achieved (99.3%)	Occupancy rate for 2018/19 was 99.3%. (2016/17 result was 98.7%).
	Housing for older persons tenants (%) who rate services and facilities as good value for money	85%	Achieved (100%)	Result from housing for older person's survey undertaken in May 2019 was 100% rated the services as good value for money. (2016/17 result was 100%).
	Housing for older persons tenants (%) who are satisfied with services and facilities	85%	Achieved (97.4%)	Result from housing for older persons survey undertaken in May 2019 was 97.4% satisfied. (2017/18 result was 96.9%).
We ensure that council-owned buildings are fit for purpose	Percentage of council-owned buildings that have a current building 'warrant of fitness' (where required)	100%	Achieved (100%)	All council-owned buildings have a current building warrant of fitness. (2017/18 result was 100%)
Our toilets are clean, feel safe, and are well maintained	Residents (%) who are satisfied that public toilets are clean, well-maintained and safe	75%	Achieved (82%)	The Residents Opinion Survey 2018/19 reported 82% were satisfied. (2017/18 result was 85%).
	Urgent requests in regard to public toilet facilities that are responded to within four hours	98%	Not achieved (97.8%)	There were 139 service requests received in the year, with 136 meeting the 4-hour target. (2017/18 result was 98.6%)

¹ Where 'available' units exclude those flats that are unavailable due to renewals or maintenance work being carried out.

Contribution to outcomes	Performance measures	Target	Result	Comment
Community support				
We provide resources to the community for capacity building and service provision focused on community priorities and we provide the youth council, older persons' council and the accessibility advisory group with opportunities to influence the content of council strategies, policies and project planning	Youth Development Centre opens and Youth development programme deliverables are achieved	Achieve	Achieved	Zeal have reported to Council with all Year 3 contract deliverables achieved. The Year 4 – 6 contract with Zeal has been put in place. (New measure, no prior result)
	Council's social investment programme enables services to deliver on community priorities	Achieve	Achieved	Contract deliverables have been agreed and will be monitored to assess performance. Report backs due in September 2019. (New measure, no prior result)
	Participants from the social and community sector are satisfied with the learning opportunities and workshops provided by Council.	85%	Achieved (85%)	85% of survey participants agreed that Council's support was relevant to their organisation's needs. Workshop evaluations indicate a high level of satisfaction with Council-funded workshops and training opportunities. (New measure, no prior result)
	The youth council, older persons' council and accessibility advisory group are satisfied or very satisfied with opportunities provided to influence the content of Council strategies, policies and project planning	Satisfied	Achieved	Council supported groups are satisfied that they have had the opportunity influence Council's plan through: the Mahara Town centre project; Creative Communities Grants Committee; Road Safety Advisory Group; and Accessibility advice on projects. (2017/18 result was 'Achieved')
	Residents (%) who are satisfied with the Council's community support services	85%	Achieved (90%)	Residents opinion survey result was 90% for 2018/19. (2017/18 result was 88%).
We provide support for community measures that promote diversity and connectedness	Community connectedness and diversity projects and initiatives planned for the year are progressed or completed	85%	Achieved	Support provided for the Kāpiti Multi-Cultural Council events. Support for the inaugural Kāpiti Settlement Network meeting and ongoing bimonthly meetings. Workshops on applying the Treaty of Waitangi have been held for social investment contract holders and the wider not-for-profit sector. The No.8 Wire week will have some sessions in Te reo Māori for the first time. (2017/18 result was 'Achieved')
We provide opportunities for the community to participate in activities and events that encourage community resilience	Estimated attendance at community and environmentally focussed activities and events	There is no target as we will use this for monitoring	Monitor only	Over 890 households participated in Neighbour's Day event – over the fence cuppa week. Around 150 young people attended the Think Big Conference in Ōtaki. Over 350 people attended Community Garden Party events around Kāpiti.