

## JOINT REPORT FROM HIS WORSHIP THE MAYOR AND THE CHIEF EXECUTIVE

Welcome - this report summarises, for each of Upper Hutt's seven Community Outcomes (listed below), the contributions Council has made towards achieving the City Vision 'Upper Hutt – A Great Place to Live'.

1. Upper Hutt is the city of choice for people from all walks of life
2. Upper Hutt has a vibrant city heart
3. The economy is robust, innovative and growing
4. Upper Hutt offers a 'green' and attractive living environment
5. The community is safe, healthy and strong
6. Leisure opportunities are outstanding
7. Upper Hutt is connected with the world

This report also covers key highlights of Council's performance, both in financial terms and using other quantitative and qualitative measures over the past year.

### Community Outcome 1:

#### **Upper Hutt is the city of choice for people from all walks of life**

To ensure the city remains the city of choice – for new and long-standing members of the community – the Council recently reviewed the Community Outcomes. The Community Outcomes were first identified by the community in 2002/03, and have been used to guide Council's activities over the past five years. In late 2007, Council undertook extensive consultation on the Outcomes to ensure that we were still heading in the right direction prior to shaping future work programmes.

In summary, the community feedback noted that the three most important issues for Upper Hutt City over the next 20 years would be the environment, business and economic development matters and access to local health services. Furthermore, community feedback recommended some specific amendments to the Community Outcomes and highlighted key issues and aspirations going forth. As a result, the current Community Outcomes have been amended. Proposed amendments include six new sub-outcomes, six amended sub-outcomes and one sub-outcome to be removed. None of the high level outcomes were altered.

Prior to reviewing the Community Outcomes, Council produced a Monitoring Report on the progress the community had made towards achieving them. In summary, Upper Hutt City is generally in good shape and people rate the city highly as a place to live. There

are signs of positive economic growth, a diverse and growing population, an environment which locals rate highly and a valued cultural, sports and recreational sector. Progress is being made towards improving the city centre; however, this remains the most important local issue.

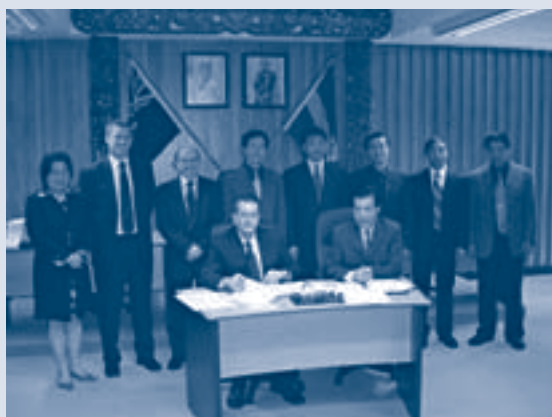
During the 2007/08 year Council held four citizenship ceremonies. At which, Upper Hutt City Council welcomed 138 candidates from countries such as the Netherlands, Sudan, Vietnam, Britain, Russia, Zimbabwe, Pakistan, Samoa, Nepal, South Africa, India, America, Cambodia, the Philippines, China, Oman, Guyana, Kenya, Poland, Fiji, and Australia.

To welcome new migrants the Council provided a free Orientation Bus Tour, which visited local parks, the Upper Hutt Library, H<sup>2</sup>O Xtream and specific places related to finding information about living in Upper Hutt. New migrants and refugees also took the opportunity to have their views heard at the 'Meet the Mayor Forum'.

The Cultural Diversity Work placement programme within Council has been successful, with the cadets finishing their year-long programme in December 2007. Two of the cadets have gained further employment with Council.

The Council continues to mail out a 'welcome pack' to all new residents and those moving within the city, an initiative which has been very well received.

The Mayor has hosted a number of delegations during the year, including an afternoon tea for 21 Japanese students, and a delegation from regional and city government departments from Changzi in China. The delegation (featured below) visited Riverstone Terraces, Wellington Racing Club, the Alexander Road development site and Expressions.





#### The launch of the June 2008 Heritage Month at Trentham Army Camp.

From left to right - Lieutenant Colonel Stephen Piercy - Commanding Officer at Trentham Military Camp, Peter Cooke - guest speaker and independent historian specialising in NZ military and engineering history, Mayor Wayne Guppy, and Philip Vallance - Chairman of the Wellington Regional Promotion Council.

### Community Outcome 2:

#### Upper Hutt has a vibrant city heart

Upper Hutt residents have had a wonderfully active and vibrant year, with many of the city's events being very well attended. Including the overwhelmingly popular Seniors Day at the Cossie Club, the Christmas Parade, the 50 year Vintage Car Club celebration and rally, the Highland Gathering, the 22nd Karapoti Classic, Movies in the Park, the Community Awards, the stone carving symposium, the Summer Carnival and the very successful Rimutaka Spring Festival – to name just a few!

The Mayor and Councillors have also had strong involvement in numerous other events during the year including the Anzac Day ceremony, the Waitangi Day celebrations and the launch of the June 2008 Heritage Month at the Trentham Army Camp, which was themed 'Military Heritage'.

The Expressions Arts and Entertainment Centre strongly contributed to the vitality of the city centre with almost 40 different performing arts events added to the city social calendar. Some of the local performances included the Lifeboat (a major international production), Aesop's Fables, the New Zealand Piano Quartet, Mr Fungus, the New Zealand High Schools Jazz Orchestra and MovieFest 2007.

The Council's Activation team supported and attracted a number of sports and recreation events to the city, including the multi-ethnic soccer tournament and the Youthtown Family Fun Day.

To keep our city centre looking attractive, Council planted colourful gardens in the summer and winter

bedding displays. Council also erected new directional signage, constructed new footpaths and upgraded street lighting. The Maidstone Park Lookout, offering spectacular views of Upper Hutt, Riverstone, Totara Park, the Whitemans and Mangaroa Valley's was also completed.

### Community Outcome 3:

#### The economy is robust, innovative and growing

Council is committed to supporting the growth of the local business community. Some of the ways it does this are through liaison and provision of information to potential investors, promotion of the city, facilitation services and networking. This has proven to be very successful in recent times with the establishment of the big-box retail development in Park Street. The focus however is not only on retail growth. Discussions have also taken place with a number of companies considering relocating to the industrial parks in Alexander Road.

The Council uses a number of mechanisms to support local economic growth. For example, Council recently updated and redistributed the Upper Hutt City Profile, a promotional booklet supplied to investors and developers to encourage local economic activity. Council in partnership with Experience Upper Hutt and the Leader newspaper organised the very successful inaugural Upper Hutt Business Awards. Experience Upper Hutt has also launched the 'Upper Hutt X Card', which will be exclusive to Upper Hutt and works in a similar way to 'Fly Buys'. This is designed to build loyalty for local businesses.

Council is very pleased to report that we have had some large retail openings, including Mitre 10 Mega, Briscoes and the Ascot Theatre. Furthermore, our local businesses are flourishing, as shown by having six finalists in the Wellington Region Gold Awards. Of those, Wedglock Global Attachments and ACMA Industries Ltd were the overall winners of their respective categories. The local Community Awards also recognised many outstanding businesses, with EarthLink Inc being the Overall Supreme Winner.

Local businesses are expanding, changing with the times and leveraging off niche elements, as indicated by resource consents being granted for the redevelopment of the Broadway shops, the subdivision of the South Pacific Tyres site, the establishment of a new childcare centre, a revised scheme of subdivision for the former General Motors site at Alexander Road and a historic railway station with a heritage, tourism and educational feature. In total 271 resource consents were granted for the year.

Community Outcome 4:

**Upper Hutt offers a green and attractive living environment**

The year has been full of building and upgrading Upper Hutt’s active outdoor areas. There has been the development of playgrounds at Riverstone and Pinehill Crescent and the upgrade of playgrounds at Heretaunga and Harcourt Parks. Two walkways have been constructed - the Twin Bridge Underpass Walkway and the Gentian Reserve Walkway. In addition, park paths have been extended throughout the area and the planting of large specimen trees continues. The parks and public gardens have been maintained at a high standard and the native forest management



programme continues.

In partnership with key stakeholders, Council officially opened the Hulls Creek site in Silverstream, which included a planting session with the Mayor. Council also provided free guided tours of Bartons Bush.

The Akatarawa Cemetery continues to be presented at a very high standard. An agreement has recently been signed between Upper Hutt and Hutt City Councils; as a result the cemetery will now be used for burial of people from throughout the Hutt Valley. Most recently, the area adjacent to the Cemetery exit has been planted with lovely cherry trees.

Infrastructure services are essential for living and running a business. Fifteen years ago, the Council recognised that it would need to substantially increase its investment in maintenance of its water and drainage services. It has gradually extended its programme of renewing the water supply, wastewater and stormwater pipes and in the past year has invested nearly \$2.3 million in renewals.

Prompt response times and ongoing systems surveillance has enabled Council to reduce water leakage significantly, resulting in considerable cost savings for the affected rate payers.

Our leak detection programme has resulted in our city experiencing the lowest minimum night flow in Upper Hutt since we initiated the monitoring programme in the late 1990’s. This focus on leak detection has allowed us to decrease our average minimum night flow to well below the 2007/08 benchmark of 75 litres per second (L/s) to an average of 61.1 L/s for the year.

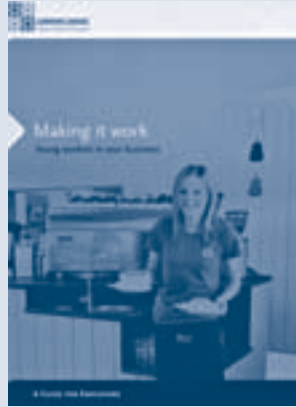
Waste minimisation received increased promotion throughout the city in the past year resulting in very favourable results. Council is very pleased to announce that this year there was a 9.5% reduction in the weight of refuse bags collected per average household. This is well in excess of the reduction target of 2.5%. As a consequence of less solid waste, recycling increased. An average of 145 kilograms of recyclable waste was collected per household for the year, which is well above the 110 kilogram target.

Community Outcome 5:

**The community is safe, healthy and strong**

Council has made a positive impact on city safety through utilising the principles of Crime Prevention through Environmental Design (CPTED), installing CCTV cameras in the CBD and upgrading the subway between the CBD and the new Mitre 10 Mega retail development.

Council provided a number of support programmes for the community, including the new youth programme 'Luv 2 C U Afta 3' and the Youth Café, known as 'The Grind'. The youth programme launch also included the release of a resource entitled 'Making It Work: A Guide for Employers of Young People'. Excitingly, the 'Making It Work' toolkit has been sought after throughout the region by a number of central government agencies.



Other Council initiatives that have proven to be very successful include the Family Violence Intervention project and the In-School Barista Training project, which were both selected as finalists in the National Community Development Awards. Council was also asked to present the Family Violence Intervention project to the Regional Crime Prevention Unit Training Day. Furthermore, Council presented and showcased the 'Timberlea Project' at the World Town Planning Day. The Timberlea project also resulted in a successful Education and Employment Expo being held at the Community House and has resulted in a number of government and non-government agencies providing services from Timberlea.

'The Exchange', a multi-agency response to social service delivery in Upper Hutt has been launched, with six agencies initially signing up. Work is underway on a communications initiative to support the work of delivery agencies. Furthermore, the regular community forums (for groups such as seniors, youth, people with disabilities, migrants and refugees, and community safety) continue to be well attended.

The Council's Activation team has been very busy this year by providing numerous events and programmes to enhance the health and wellbeing of Upper Hutt people. Some of the initiatives in the 2007/08 year include:

- providing support for the Green Prescription Group
- administering before and after school fitness programmes in five schools
- running the GOLD (Growing Old, Living Dangerously) programme for older adults

- running events and programmes for the community and sports clubs, such as the Women's Run Swim event
- providing support for the Push Play activities.

To ensure our city's infrastructure remains safe and strong, Council supported a number of road safety initiatives and undertook key infrastructure safety improvements, such as the development of the Camp Street railway pedestrian crossing and bridge refurbishments. Council also undertook footpath and street drainage maintenance, as well as road marking, signage and resealing.

## Community Outcome 6:

### Leisure activities are outstanding

Our attractions continue to be high class. H<sup>2</sup>O Xtream won the New Zealand Recreation Association 2007 Outstanding Pool of the Year Award. While Expressions Arts and Entertainment Centre continued to attract large crowds to the numerous festivals, exhibitions, performing art shows, conferences, floor talks, recreational events, children activities and award nights. Events such as the Queens Birthday Jazz and Blues Festival were also highly successful in attracting regional audiences to the city.

Another record year for the library!

The library has once again proved its popularity amongst the Upper Hutt community with record numbers of items borrowed and visitors for the year ended 30 June 2008.

A total of 604,223 items were issued. This represents the Library's total collection being issued six times within the year!

307,591 people have visited, almost eight times the city's population. This means an average of 871 people



Upper Hutt Spinners and Weavers Club, showing their skills at the Library's regular Creative Crafting Programme for Adults.

<sup>1</sup> The 'Timberlea Project' refers to the delivery of an ICT suite and Community House in Timberlea.



The Vintage Car Club Rally, held in November 2007, was the Wellington Vintage Car Club's 50th anniversary. 180 cars travelled from Upper Hutt to Lower Hutt.



The Rimutaka Trust Spring Festival, held in September 2007 attracted over 30,000 people to the city.

visited the Library on each of the 353 days of the year that it was open. As well as borrowing books, DVD's, magazines etc. many people visit the library to use the Internet or attend one of the many great activities on offer. In June alone 1321 people attended library programmes.

In addition to visiting the library, 85,928 people logged on to the library's website [www.upperhuttlibrary.co.nz](http://www.upperhuttlibrary.co.nz) for information, to renew books or just to check out what's on at the Library.

In order to increase community participation, Council worked with numerous events to enhance promotion, event content and overall publicity. During the year support was provided to the Rimutaka Trust Spring Festival, Poetry Day, the Upper Hutt Family Speedway, the Wellington Racing Club, the Wellington Vintage Car Club Rally, the Upper Hutt Summer Carnival, Touch NZ, Children's Day 2008 and to the Friends of Upper Hutt Heritage Trust to enable their launch.

The Council's Activation team partnered with community groups to get almost 25,400 people active in leisure opportunities. Examples include the Youthtown after school and holiday programme (4190 participants), Kev the Kiwi Walks (815 participants), and Bike the Trail (1852 participants). Furthermore, in partnership with Youthtown, Council supported the Youthtown Family Fun Day and the Upper Hutt Sports Expo, at which over 15,000 people attended.

### Community Outcome 7:

#### Upper Hutt is connected with the world

In order to increase awareness about Upper Hutt, Council promotes the city in brochures such as the AA Guides, Jasons - What's On and the Wellington Official Visitor Guide. Upper Hutt also has a partnership with Positively Wellington Tourism for the Wellington

Region International Marketing Alliance. This project coordinates offshore tourism marketing for the Region.

Another key element to ensure that Upper Hutt is connected to the world is via our transportation links. To increase fluid and safe access from State Highway 2 to the city, upgrades at the intersections of Whakatiki St/SH2, Moonshine/SH2 and Moonshine Hill/SH2 roads are in progress. With regard to public transport and the wider road network, Council will continue to actively participate in discussions to ensure that the city's interests are heard by regional and central government decision-makers.

Our telecommunication links with the world have been enhanced due to the rollout of Smartlinx3 fibre loop within the CBD. This project, which is nearing completion, has been enabled through the successful application for funding through the Broadband Challenge fund.

On a different note, photographs of every plaque and headstone at Akatarawa Cemetery are currently being taken. This will enable people from around the world to locate and obtain a view of each memorial upon searching a database on the Council website.

### Measures of Council Performance

#### Key Financial Measures

The Council successfully achieved most of its financial targets for the 2007/08 financial year.

At year end, the Council had generated an \$820,000 rate funding surplus after carryovers and the operating result [operating income less expenditure] was a surplus of \$4,859,000 against a budget deficit of \$375,000. The much better than expected operating result was primarily caused by two factors. Assets vested in Council were \$6.2M more than estimated.

The largest component of this was roading assets which comprised of 73% of the total and were primarily from the developments from Riverstone. A higher than anticipated level of activity meant Reserve Fund Contributions were \$715,000 above budget. These two items were partially offset by a number of non-cash expenses which were not budgeted for. The two largest were loss on disposal of infrastructural assets and higher depreciation on Council's share of the Hutt Valley Wastewater project.

The Council's emphasis continues to be placed on financial stability. While external debt increased by a net amount of \$787,000 through capital improvements and investments, total external debt remained at a manageable \$17,796,000 at year end – June 2008.

The current operating financial position remains steady with the current ratio [current assets: current liabilities] being 1.06:1, as compared to 1:1 in 2006/07.

### Non Financial Measures

Council successfully achieved 83 out of the 104 non-financial performance targets for the year.

The Council is particularly pleased to report that the community generally seems well satisfied with services being delivered, as shown from the Annual Community Survey, a statistically valid telephone survey of 400 residents.

With 95% or more of the city's residents expressing an opinion of being satisfied or very satisfied with Council's performance, outstanding community satisfaction was achieved in the following areas:

- Council's presentation of the City's public garden areas – 98.2%
- Council's support of community recreation events and programmes – 91.5%
- Level of fun and excitement at H<sup>2</sup>O Xtream – 97.2%
- Elected Council's Performance – 97%
- Provision of Information on Council Affairs – 96%
- Meeting the public's recreation needs within the parks – 96.2%
- Range and number of arts opportunities in the City – 96.4%
- City's road markings – 96.7%
- The way they were greeted when they phoned or visited Council offices – 96.9%
- Reticulated wastewater disposal services – 98.3%
- Facilities and services provided at the Akatarawa Cemetery – 99.6%

- Performance ratings for the City's directional signage increased from the previous years figure of 95.5% to 97.2%

The Upper Hut library had a very successful year, as shown by the following satisfaction results:

- The level of children's services provided at the library – 98.8%
- The level of personal service received from the library staff – 98.5%
- The level of service provided by the Mobile Library – 97.4%
- The service at the Pinehaven Branch of the library – 96.9%
- The relevance and currency of print and electronic information services – 96.4%

With regard to performance measures not achieved, these areas have now been reviewed and action has been taken where possible.

One area that stood out where more work needs to be done was emergency services. This showed that only 57.9% of persons surveyed were prepared for a Civil Defence Emergency and only 64.3% of persons surveyed stored enough drinking water for three days.

### Revaluation of the City

In 2007 the triennial revaluation of all rating units in the city took place. It showed that:

- Upper Hutt's overall capital value increased by 54%;
- Upper Hutt's overall land value increased by 103%;
- in general, the increase in residential values were higher in the north of the City; and
- trends showed higher percentage increases for lower valued properties.

Following the revaluation Council undertook a review on how it impacted the Council's whole rating system. Consequently, Council amended two components of the Long Term Council Community Plan (LTCCP) - these being the Revenue and Financing Policy and Part 1 of the Rates Relief Policy - as part of the 2008/2009 Annual Plan process.

### Get involved

With so many activities occurring throughout Upper Hutt, residents may find it difficult to find time to get involved in the decision making for our city's wellbeing. In order to encourage further public involvement Council offers a range of consultation mechanisms to enable residents to gain information and have their views heard. For example, Upper Hutt City Council

holds Full Council meetings each month – to which the public are very welcome to attend. Meeting times, agendas and reports can be found on the ‘Your Council’ page on our website [www.upperhuttcity.com](http://www.upperhuttcity.com) or call (04) 527 2169.

Other consultation mechanisms include the Annual Community Telephone Survey, the month long consultation on the Annual Plan each April/May,

the regular community forums, the quarterly ‘Valley News’ newsletter, the regular ‘Chatter’ newsletter and specific consultation for items such as District Plan amendments. For details on upcoming consultation, please see the ‘Consultation’ page on our website [www.upperhuttcity.com](http://www.upperhuttcity.com)

Thank you for reading this summary, we greatly appreciate your interest.



Wayne Guppy  
MAYOR



Max Pedersen  
CHIEF EXECUTIVE