

Appendices

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Quality Assurance Statement

The quality of Council's activities during the year was demonstrated by:

1. Level of Community Satisfaction

A number of the performance measures contained within the Annual Report are based on measures of opinions expressed by members of the public in the annual community survey.

The professionally-designed survey was conducted among randomly selected members of the community. The survey has a statistical accuracy of plus or minus 5.5%. The questionnaire was prepared by the National Research Bureau, who also carried out the telephone interviews and analysed the results.

The community survey satisfaction targets recorded within this report are expressed as a percentage of the total number of persons surveyed who both responded to the particular question and expressed an opinion. Benchmarks have been established from prior surveys.

The survey is a valuable and reliable tool in identifying the community's views on the quality of the various services provided by Council. This helps Council to plan for future activities and improvements to the services it provides.

The survey was conducted in accordance with the Quality Assurance Programme below.

2. Quality Assurance Programme

The essential elements of this programme followed by Council Officers to ensure that work is carried out to required standards are:

a) **Materials**

The quality of materials is achieved by ensuring that qualified staff in a particular field are involved. At times, it may be necessary for the goods to be inspected, tested and certified at the factory. This is to ensure that they comply with appropriate NZ standards.

(b) **Supervision**

The work is supervised by a person with relevant qualifications. The work is checked while in progress and upon completion to ensure that it is carried out in accordance with drawings and specifications.

The progress payments are prepared, certified by the supervisor and verified by the Divisional Manager that the work has been carried out to the standard required.

(c) **Inspectoral Functions**

Inspectors with relevant qualifications certify that the work has been carried out in accordance with Statutory Requirements, Council Bylaws and other relevant Codes and Regulations.

Equal Employment Opportunities

Equal Employment Opportunities (EEO) refers to the operation of the principle that no employee or applicant for employment, who is appropriately skilled and qualified, may be discriminated against on employment related matters due to some irrelevant personal characteristic, belief or association.

Policy

The Upper Hutt City Council affirms its commitment to the principle of Equal Employment Opportunities with a view to:

- Eliminating discrimination and ensuring the continued absence of discrimination in employment on the grounds of age, race, colour, ethnic or national origins, sex, disability, religious, ethical or political belief, employment, marital or family status, sexual orientation, political opinion, or other personal characteristic that does not relate to skills or qualifications.
- Promoting Equal Opportunity in all aspects of employment including recruitment, promotion, remuneration and training.

Goals	Performance Measure	Achievements as at 30 June 2009
1 Eliminate discrimination and ensure the continued absence of discrimination in employment.	<p>Eliminate discrimination and ensure the continued absence of discrimination in employment.</p> <p>Provide procedures where by any aggrieved employee can seek to have a review of any policy, practice or action which is perceived to be contrary to the Council's policy on Equal Employment Opportunities.</p> <p>Continue to provide training for members of the Equal Employment Opportunities Committee in matters relating to Equal Employment Opportunity principles and programmes.</p>	<p>Council continues to operate in accordance with the Human Rights Act, Employment Relations Act and all EEO related policies. Council approved enhancements to the Flexible Hours policy to include a nine day fortnight and working from home.</p> <p>The EEO Committee continued to be available to deal with any complaints in accordance with the procedures outlined in its EEO related policies.</p> <p>EEO material and action learning opportunities were provided to members of the EEO Committee.</p>
2 Promoting Equal Opportunity in all aspects of employment including recruitment, promotion, remuneration and training	<p>Hold a minimum of four meetings of the Equal Employment Opportunities Committee.</p> <p>Provide and encourage training for management staff in matters relating to Equal Employment Opportunity principles and programmes.</p> <p>Make available Equal Employment Opportunities promotional material to staff.</p>	<p>The EEO Committee met on a regular basis during 2008/09.</p> <p>An action learning project is being undertaken by two members of the EEO Committee in terms of different language skills possessed by staff with a view to assisting new staff and customers.</p> <p>EEO material was provided in Induction Packs and the Staff Manual. EEO material is also included as a component of the induction programme for new employees.</p>

Borrowing and Investments

BORROWING AND INVESTMENT RATIOS

	Actual Year ended 30-Jun-09	Actual Year ended 30-Jun-08	LTCCP Forecast 30-Jun-09
Total interest expense on net public debt will not exceed 10% of annual rates	5.63%	5.43%	6.20%
Ratio of net external public debt to annual rate and levies will not exceed 150%	46.07%	43.07%	58.60%
External public debt per ratepayer properties will not exceed \$2,500 (properties based on 2008/2009 rateable assessments)	\$1,127.58	\$1,122.00	\$1,259.00
External public debt to exceed 15% of total equity	3.44%	3.5%	5.0%
External public debt per ratepayer will not exceed \$1,000 (Ratepayers based on 2001 Provisional Census)	\$469.45	\$462.23	\$516.00
External public debt will not exceed 3% of total land value	0.59%	1%	1%
External public debt will not exceed 1% of total capital value	0.27%	0.42%	0.49%
Quick Ratio - council ability to pay off short term obligations	1.11 :1	1.06 :1	1.2:1
Debt Ratio - Total debt to total assets	3.4%	4.76%	5.8%
Average Collection Period in Days - Average length of time Council must wait after making a charge before receiving a payment	32 days	32 days	22 days

Performance against Year 3 of the 2006-16 Long Term Council Community Plan

Specific objectives and targets

A comparison of the Council's achievements as a parent in respect of some key targets established in the Long Term Community Council Plan (LTCCP) are as follows. Also included are details of specific areas where there have been significant variations:

	LTCCP		LTCCP	
	Actual 30 June 09 (\$000)	Forecast 30 June 09 (\$000)	Actual 30 June 08 (\$000)	Forecast 30 June 08 (\$000)
Key Targets				
Total Income	39,575	33,948	41,376	32,505
Total Expenditure	41,298	33,650	36,517	32,721
Operating Surplus / (Deficit)	(1,723)	298	4,859	(216)
Total Equity / Net Assets	524,857	396,005	502,965	375,407
Public Debt	18,074	19,883	17,796	18,680
Capital Expenditure	6,770	7,550	8,099	7,174
Specific Activities (Net Funding)				
Leadership	1,659	1,689	1,656	1,639
Economic Development	654	785	651	738
Community Services	618	563	346	480
Activation	102	61	0	80
Parks and Reserves	1,922	1,955	1,786	1,845
H ² O Xstream	1,448	1,087	1,159	982
Library	1,824	1,877	1,766	1,785
Expressions	618	594	578	588
Property Services	(128)	(97)	(149)	(95)
Cemetery	14	(7)	22	(8)
Emergency Management	473	470	450	444
Regulatory Services	634	252	75	243
City Planning	938	669	764	648
Land Transport	3,685	3,790	3,514	3,675
Water Supply	3,851	4,240	3,604	3,860
Wastewater	4,967	5,373	5,572	5,084
Stormwater	2,020	1,657	1,543	1,729
Solid Waste	(204)	(203)	(188)	(211)

Performance against Year 3 of the 2006-16 Long Term Council Community Plan

Actual Versus Long Term Community Council Plan (LTCCP)

Total Income

Total Income variance is caused by a number of items. The major variance are as follows:

Vested Assets	3,971,000	More than expected in the LTCCP
Roading income	1,098,000	Increases in Subsidies for project recognised in this years work programme
Regulatory Income	(\$233,000)	Decrease in building activity
City Planning	749,000	Increased subdivision activity for the Reserve Fund Contribution
Activation	326,000	Grant money received for funding for Activation
Community Grant Money	255,000	Received grant money for community projects
	6,166,000	

Total Expenditure

The following are the major variances which have caused the variance as at 30 June 2009:

Loss on disposal of assets	457,000	Normal disposals of infrastructural assets during the pipeline renewal programme
Activation	427,000	New discretionary Projects funded by Community Grants and Subsidies
Wastewater depreciation	1,521,000	Depreciation for the Hutt Valley Wastewater Project
Depreciation of Library books	205,000	Actual depreciation is higher due to the revaluation of books being more than expected in the LTCCP
Derivative Expenses	1,151,000	Recession impact on derivative has been higher than expected in the LTCCP
Extraordinary Maintenance and H ² O Xstream Closure	839,447	Retiling of the pool was preformed in 2008/09
Trentham Memorial Park expenditure	105,000	Received external funding to do discretionary project work at Trentham Memorial Park
City Planning	457,000	Urban Growth Strategy and Scheme Review and consultants higher than expected
Land Transport	1,210,000	Land Transport depreciation and extra projects
	6,372,447	

Total Equity / Net Assets

The variance for this item is due to the accumulation of vested assets over the past two years and the revaluation of all Council assets over the various years since the LTCCP 2006 Revaluation reserves up by \$89.750M

Public Debt

Public Debt is lower than forecast due to the fact that several capital projects are behind schedule e.g. Wastewater Project and CBD project.

CBD Project and Bridge Refurbishment	1,206,164
Akatarawa Road Upgrade	346,125
Wastewater Project	303,071
Additional Repayment of Water Loans	(72,000)
	1,783,360

Performance against Year 3 of the 2006-16 Long Term Council Community Plan

Restricted Reserves

The major variations in Restricted Reserves has related to increased subdivision activity increasing the Reserve Fund Contribution and assigning sale proceeds and surpluses to the new Library Development Fund

Reserve Fund Contribution	907,000
Library Development Fund	1,292,000
Rationalisation of the old Hillary Commission Funds	253,000
	2,452,000

Capital Expenditure

Capital Expenditure has fluctuated in accordance with projects mentioned above and variations in other budgeted works over the past three years. Also there were several projects carried over from years 2007/08 to 2009/10 with their funding.

Project and carry over into the following year:

Parks and Reserves	26,625
CBD Project	1,169,591
Wastewater Project	204,544
Expressions Toilet and storage	76,275
	1,477,035

New projects not anticipated in the LTCCP for the past three years:

Trentham Memorial Park Upgrade	112,000	External funding allowed for work to be done in this park
Revitalisation of the Library	210,000	Investigating the option of extending the existing library
	322,000	

LTCCP Project that have been stopped or delayed:

Akatarawa Road Upgrade	346,000	Need to have approval from NZTA
Rural road upgrades	340,000	Capital work will only occur if enough funding has come in from roading levies.
	686,000	

Funding Policy Summary

Significant Activity	General Rates		Separate Rates		User Contributions, Subsidies, Loans, Special funds and Other sources	
	Policy	Actual	Policy	Actual	Policy	Actual
Leadership	95% - 100%	97%			0 - 5%	3%
Economic Development	95% - 100%	95%			0% - 5%	5%
Community Services	Up to 100%	58%			Up to 100%	42% 1
Activation	15% - 25%	24%			75% - 85%	76%
Parks & Reserves	90% - 100%	76%			0 - 10%	24% 2
H ² O Xtreem	45% - 65%	44%			35% - 55%	56% 2
Library	85% - 95%	87%			5% - 15%	13% 2
Expressions	100%	93%				7% 2
Property					100%	100%
Akatarawa Cemetery	* Balance	7%			Up to 100%	93% 3
Emergency Management	85% - 100%	94%			0% - 15%	6% 2
Environmental Services						
Dog Control					100%	100%
Building Control	0% - 30%	44%			70% - 100%	56% 2
Environmental Health	70% - 85%	78%			15% - 30%	22%
Parking Enforcement	0% to 15%				85% - 100%	100%
Liquor Licensing	0% - 20%	10%			80% - 10%	90%
City Planning	65% - 80%	73%			20% - 35%	27% 2
Land Transport	50% - 70%	48%			30% - 50%	52%
Water Supply			80%	62%	20%	38% 2
Wastewater			90% - 100%	75%	0 - 10%	25%
Stormwater			90% - 100%	58%	0 - 10%	42%
Solid Waste					100%	100%

1 One off projects/expenses

2 In addition to the policy ranges up to 100% of Capital Projects can be funded from other sources for these activities

3 Balance of Development Costs from general rates

Elected Members



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Wayne Guppy, JP**

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Organisation Chart

CHIEF EXECUTIVE
Max Pedersen



INFRASTRUCTURE SERVICES



DIRECTOR
Lachlan Wallach

- Engineering Emergency Response
- ROADING MANAGER**
Horace Parker
 - Passenger Transport
 - Traffic
 - Footpaths
 - Roading/Land Transport
 - Road Safety
 - Fleet Management
 - Road Asset Management
- ENGINEERING CONSENTS TEAM LEADER**
Jeffrey Haste
 - Subdivisions
 - Contract Safety
 - Solid Waste
- Drainage and Water Supply Services**
(Contracted Externally)

ENVIRONMENTAL SERVICES



DIRECTOR
Richard Harbord

- PLANNING MANAGER**
Mike Hurley
 - Resource Management Act
 - Administration and Compliance
 - Regulation of Brothels
 - District Plan Reviews
 - Monitoring
- COMPLIANCE SERVICES MANAGER**
Glen Wood (acting)
 - Animal Control
 - Parking Enforcement
 - Abandoned Vehicles
 - Environmental Health (Contracted Externally)
 - Environmental Health Act – Compliance and Administration
 - Noise Control

- BUILDING CONTROL SERVICES MANAGER**
Leo Pirini
 - Building Consents
 - Building Act Compliance
 - Land Information Memoranda
 - Project Information Memoranda

CORPORATE SERVICES



DIRECTOR
Ian Johnson

- Insurances
- INFORMATION SYSTEMS MANAGER**
Steve Lock
 - Computer Services
 - Telecommunications
- FINANCE MANAGER**
Leanne Frew
 - Financial Reporting
 - Management Reporting
 - Treasury
 - Revenue Collection
 - Salaries and Wages
 - Accounts Payable
 - Purchasing
 - Statutory Reports
 - Rating
- ADMINISTRATION MANAGER**
Wendy Lewin (acting)
 - Electoral Officer
 - Records and Archives
 - Cafeteria Services
 - Corporate Services Administration
 - Civic Functions
 - Executive Support Services
- CITY SOLICITOR**
Andrea Hilton
 - Legal Services
 - Official Information Act Requests

- HUMAN RESOURCES ADVISOR**
Rebecca Staunton
 - HR Policies
 - Recruitment
 - OSH – Occupational Health and Safety
 - Learning and Development
 - Diversity Policies

- DEMOCRATIC SERVICES ADVISOR**
Kate Glanville
Committee Services

BUSINESS AND LEISURE SERVICES



DIRECTOR
Chris Upton

- Business Development
- BUSINESS LIAISON MANAGER**
Paul Lambert
 - City Promotion
 - Business Liaison
- LIBRARY MANAGER**
Debbie Duncan
 - Library
 - Mobile and Branch Libraries
- PARKS AND RESERVES MANAGER**
Brett Latimer
 - Parks and Reserves
 - Cemetery
 - Sportsgrounds and Amenities
 - Property
- RECREATION SERVICES MANAGER**
Alison Law
 - Pool Facilities
 - Events
 - Activation
- EMERGENCY MANAGEMENT/RURAL FIRE**
(Contracted to Hutt City Council)

COMMUNITY SERVICES



MANAGER
Andrea Curtis

- Community Development and Support

POLICY AND REPORTING



MANAGER
Tamsin Somerville

- Strategic Planning
- Annual Planning
- Reporting
- Gaming Policy
- Corporate Policy
- Corporate Communications

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All Departments

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Website:	www.upperhuttcity.com
Civic Administration Office Hours:	8.00am to 5.00pm

Additional Telephone Numbers

Akatarawa Cemetery	(04) 526 7030
City Library	(04) 527 2169 or (04) 527 2117
Pinehaven Branch Library	(04) 528 2208
Visitor Information Centre	(04) 527 2141
H ² O Xtream	(04) 527 2113
Expressions Arts and Entertainment Centre	(04) 527 2168