

Tuesday, 27 July 2021

Te Hui o Te Kaunihera ā-Rohe o Heretaunga

Hastings District Council

Operations and Monitoring Committee Meeting

Kaupapataka

Agenda

Te Rā Hui:
Meeting date: **Tuesday, 27 July 2021**

Te Wā:
Time: **1.00pm**

Te Wāhi:
Venue: **Council Chamber
Ground Floor
Civic Administration Building
Lyndon Road East
Hastings**

Te Hoapā:
Contact: **Democracy and Governance Services
P: 06 871 5000 | E: democracy@hdc.govt.nz**

Te Āpiha Matua:
Responsible
Officer: **Group Manager: Corporate - Bruce Allan**

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HASTINGS DISTRICT COUNCIL
207 Lyndon Road East, Hastings 4122 | Private Bag 9002, Hastings 4156
Phone **06 871 5000** | www.hastingsdc.govt.nz
TE KAUNIHERA Ā-ROHE O HERETAUNGA

Operations and Monitoring Committee – Terms of Reference

Fields of Activity

The purpose of the Operations and Monitoring Committee is to ensure consolidated and complete reporting and monitoring of all financial and non-financial information and performance measures against the Annual Plan, Long-Term Plan and Council Strategies, Goals and Priorities.

Membership

- (Mayor and 14 Councillors).
- Chair appointed by Council.
- Deputy Chair appointed by Council.
- 1 Heretaunga Takoto Noa Māori Standing Committee Member appointed by Council.

Quorum – 8 members

Delegated Powers

- 1) Authority to exercise all of Council's powers, functions and authorities (except where prohibited by law or otherwise delegated to another committee) in relation to all matters detailed in the Fields of Activity.
- 2) Authority to exercise all of Council's powers, functions and authorities (except where prohibited by law) at any time when the Chief Executive certifies in a report that;
 - the matter is of such urgency that it requires to be dealt with
 - the matter is required to be dealt with, prior to the next ordinary meeting of the Council.
- 3) Monitor the performance of Council in terms of the organisational targets set in the Long Term Plan and Annual Plan – both financial and nonfinancial.
- 4) Monitor operational performance and benchmarking.
- 5) Undertake quarterly financial performance reviews.
- 6) Develop the Draft Annual Report and carry forwards.
- 7) Monitor and review the performance of Council Controlled Organisations and other organisations that Council has an interest in.
- 8) Monitor and review tender and procurement processes.
- 9) Monitor major capital projects.
- 10) Recommend to Council on matters concerning project decisions where these are identified as a result of the committee's project monitoring responsibilities.
- 11) Writing off outstanding accounts for amounts exceeding \$6,000 and the remission of fees and charges of a similar sum.
- 12) Settlement of uninsured claims for compensation or damages where the amount exceeds the amounts delegated to the Chief Executive.
- 13) Guarantee loans for third parties such as local recreational organisations provided such guarantees are within the terms of Council policy.
- 14) Authority to exercise the Powers and Remedies of the General Conditions of Contract in respect of the Principal taking possession of, determining, or carrying out urgent repairs to works covered by the contract.
- 15) Grant of easement or right of way over Council property.
- 16) Approve insurance – if significant change to Council's current policy of insuring all its assets.

Tuesday, 27 July 2021

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Hastings District Council

Operations and Monitoring Committee Meeting

Kaupapataka

Agenda

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	<i>Koromatua</i>
	Chair: Councillor Geraldine Travers
	<i>Ngā KaiKaunihera</i>
	Mayor Sandra Hazlehurst
<i>Mematanga:</i>	Councillors: Councillors Bayden Barber, Alwyn Corban, Malcolm Dixon,
Membership:	Damon Harvey, Tania Kerr (Deputy Chair), Eileen Lawson, Simon Nixon,
	Henare O’Keefe, Peleti Oli, Ann Redstone, Wendy Schollum, Sophie Siers
	and Kevin Watkins
	Mike Paku - Heretaunga Takoto Noa Māori Standing Committee
	appointee
<hr/>	
<i>Tokamatua:</i>	
Quorum:	8 members
<hr/>	
<i>Apiha Matua</i>	Group Manager: Corporate – Bruce Allan (Lead)
Officer Responsible:	Group Manager: Asset Management - Craig Thew
	Group Manager: Strategy & Development – Craig Cameron
	Financial Controller – Aaron Wilson
	Chief Information Officer – Andrew Smith
<hr/>	
<i>Te Rōpū Manapori me te</i>	
<i>Kāwanatanga</i>	
Democracy &	Christine Hilton (Extn 5633)
Governance Services:	
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Te Rārangi Take

Order of Business

1.0 Opening Prayer – *Karakia Whakatūwheratanga*

2.0 Apologies & Leave of Absence – *Ngā Whakapāhatanga me te Wehenga ā-Hui*

An apology from Mike Paku has been received.

At the close of the agenda no requests for leave of absence had been received.

3.0 Conflict of Interest – *He Ngākau Kōnatunatu*

Members need to be vigilant to stand aside from decision-making when a conflict arises between their role as a Member of the Council and any private or other external interest they might have. This note is provided as a reminder to Members to scan the agenda and assess their own private interests and identify where they may have a pecuniary or other conflict of interest, or where there may be perceptions of conflict of interest.

If a Member feels they do have a conflict of interest, they should publicly declare that at the start of the relevant item of business and withdraw from participating in the meeting. If a Member thinks they may have a conflict of interest, they can seek advice from the General Counsel or the Manager: Democracy and Governance (preferably before the meeting).

It is noted that while Members can seek advice and discuss these matters, the final decision as to whether a conflict exists rests with the member.

4.0 Confirmation of Minutes – *Te Whakamana i Ngā Minitī*

Minutes of the Operations & Monitoring Committee Meeting held Thursday 13 May 2021.

(Previously circulated)

5.0 Hastings City Business Association 2021 presentation and update

7

6.0 Health & Safety Quarterly Report

27

7.0 Requests Received under the Local Government Official Information and Meetings Act (LGOIMA) Update

35

8.0	Proposed Amendment to 2021 Meeting Schedule	41
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9.0	Operations & Monitoring Report 2020-2021 Quarter 4	43
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10.0	Minor Items – <i>Ngā Take Iti</i>	
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11.0	Urgent Items – <i>Ngā Take Whakahihiri</i>	
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Tuesday, 27 July 2021

Item 5

Te Hui o Te Kaunihera ā-Rohe o Heretaunga

Hastings District Council: Operations & Monitoring

Te Rārangi Take

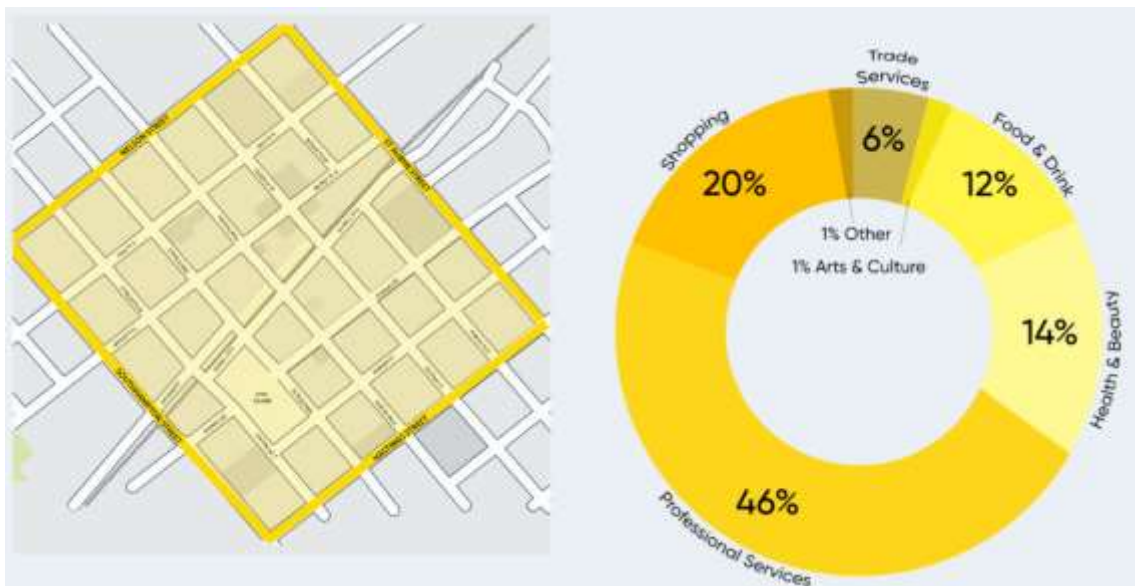
Report to Operations and Monitoring Committee

Nā:
From: Kevin Carter, Community Grants and Partnerships Advisor

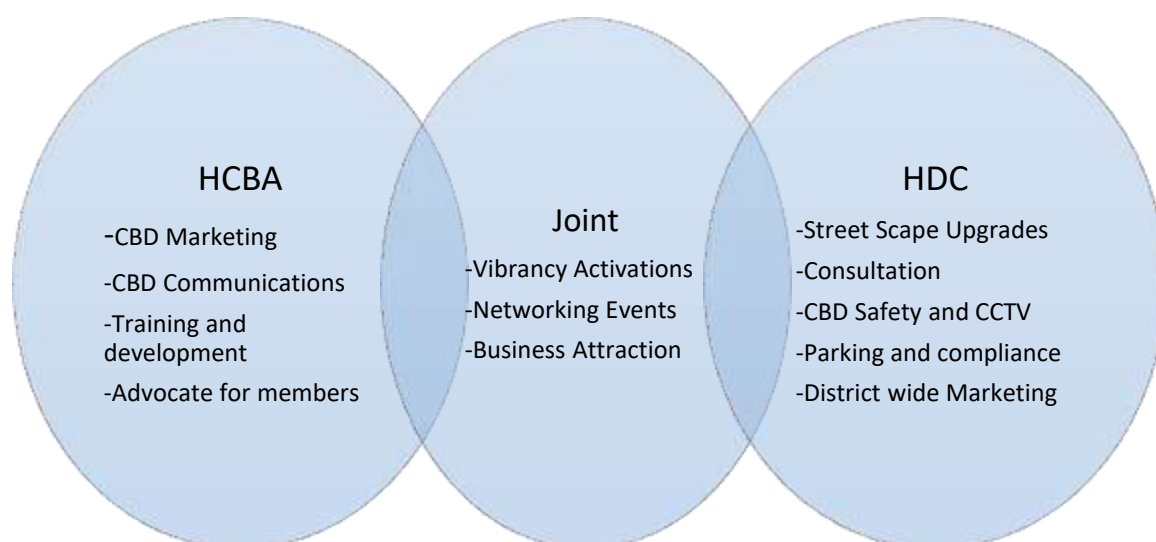
Te Take:
Subject: Hastings City Business Association 2021 presentation and update

1.0 Purpose and summary - *Te Kaupapa Me Te Whakarāpopototanga*

- 1.1 The Purpose of this report is for the Hastings City Business Association to present their 2021/2022 Annual Plan (**Attachment 1**) and 2020/2021 Annual Report (**Attachment 2**) for the Council to receive and endorse.
- 1.2 Lucinda Perry, General Manager of the Hastings City Business Association will be in attendance to present the report and speak to the attachments.
- 1.3 The Hastings City Business Association (HCBA) is a Business Improvement District (BID) which is a partnership between a local authority and a defined local business community to develop projects and services that benefit the trading environment and which align with the local authority's objectives.
- 1.4 A BID is supported by a targeted rate, levied on and collected from non-residential properties within the defined boundary, as per the BID Policy.
- 1.5 The HCBA represents over 500 businesses within the Central Business District (CBD), with the membership including retail, hospitality, trade, professional and service businesses, including landlords and tenants. The targeted rate boundary for the Hastings City Business Improvement District and current make up of members is:



- 1.6 In 2021/2022 the BID Targeted Rate will be \$289,000. In previous years the HCBA has also applied and been successful for other smaller Council grants and funding to enable additional community events and activations. The 2021/2022 Annual Plan (**Attachment 1**) outlines how the Association plans to spend this targeted rate.
- 1.7 In June 2020, the HCBA was provided with an additional one off grant of \$100,000 from the COVID Recovery Contingency budget to support the CBD Recovery. The 2020/2021 Annual Report (**Attachment 2**) outlines how the Association used this additional funding.
- 1.8 The HCBA has two staff members (1.8 fte) and is ultimately accountable to its members and Board. It is also accountable to the Council for the use of the targeted rate and alignment with the BID Policy. It is important that, when the HCBA sets its Annual Plan, it is a consultative process with its members and Council representatives on the board, ensuring that the activities and actions planned are compatible and aligned with each organisation's roles and responsibilities.
- 1.9 Below is a high level diagram of each party's main responsibilities:



- 1.10 Councillor Harvey and Councillor Schollum support the HCBA Board as Council appointed advisors alongside the Community Grants and Partnerships Advisor.

- 1.11 There are no significant changes to the 2021/2022 Annual Plan (**Attachment 1**) compared to the previously approved, aims, initiatives, budgets and outcomes.
- 1.12 The new aim in the Annual Plan to 'Promote and Market the Hastings CBD locally and nationally as a place to invest' incorporates Business Attraction for the CBD and also general mass marketing digital campaigns. HCBA recognises there is not dedicated resourcing and budget for Business Attraction, but is committed to working with Council departments and being a conduit between interested vendors, landlords, Council and real estate agents, with a focus on:
- Providing connections to available spaces for new business that can't be accommodated within the Municipal Buildings
 - Attempting to engage with landlords of empty and suitable buildings
 - Aligning the HCBA Discover Hastings (Business Attraction) section of the website to include HDC business attraction information
- 1.13 As per the 2020/2021 Annual Report (**Attachment 2**), the HCBA has achieved their KPI's.

Recommendations - *Ngā Tūtohunga*

- A) That the Operations and Monitoring Committee receive the report titled Hastings City Business Association 2021 presentation and update dated 27 July 2021.
- B) That the Committee receive and endorse the Hastings City Business Association 2021/2022 Annual Plan.
- C) That the Committee receive the Hastings City Business Association 2020/2021 Annual Report.

Attachments:

- | | | |
|----|------------------------------------|-------------------|
| 1↓ | DRAFT HCBA Annual Plan 2021-2022 | COP-01-02-21-1050 |
| 2↓ | DRAFT HCBA Annual Report 2020-2021 | COP-01-02-21-1049 |



Draft Plan 2021/2022

Hastings City Business Association

Aims

- Enable members to facilitate new growth through training, workshops and mentoring.
- Advocate for members as a collective voice to Council and other relevant organisations.
- Work collaboratively with Hastings District Council to promote Hastings CBD locally and nationally as a place to invest.
- Execute mass marketing strategies to promote our members, their services and products.
- Focus on regular quality networking groups and information sharing.



Initiatives

Networking Series

Evolve the Hive after 5 series to meet needs of members.

Celebration awards

To be held in August 2021; a chance for businesses to come together after a tumultuous 2020 and celebrate success.

Marketing campaign 'Discover Hastings' to evolve and leverage Tourism Hawke's Bay marketing

- International Food Tour
- Shop, Dine, Discover

AGM

September 2021



Initiatives Continued

Street art vibrancy campaign showcasing local artists

To partner with Arts Heretaunga for Arts Festival on window decals, footpaths, murals.

Christmas Promotion

Retail shop & win

Summer 2021/2022

CBD activation – bumper boats

January 12 - 15 2022

Website

Enhance pages based on viewer behaviour

E-book development

To be more of a 'shop, dine, discover' guide rather than a directory

- Advertised spots
- More images

Digital training library evolution

- Increase engagement of existing workshops
- Consider more workshops and increase engagement of full-suite

Professional services events

November: Lance Burdett? Peter Beck?

Feb/March: Female, diversity of thought, panel?

Crime prevention forum

City Assist, Hastings Police, Council Security Team

Social Media temporary takeover for members

E.g Café Kaos on H

Business attraction

Target 2-3 buildings and work with HDC and key commercial brokers to find relevant tenants. E.g. iSite, Utopia, old Margarets building.

2021/2022 Budget

Operating Expenses

Administration

Office Rental / Insurance etc	38,000
Accountancy/ Audit & AGM / Depreciation	15,000
IT / Computer / Website	5,000
Meeting expenses / functions	3,000
General office expenses	2,000
Wages	50,000

113,000

Economic Development & Marketing

Digital training library (new content)	8,000
Professional services guest speaker evenings x 2	30,000
Advertising / marketing (Radio, HB today, Profit)	45,000
E Book maintenance	1,500
Social media	5,000
Wages	50,000

139,500

Vibrancy and events

CBD shop & win	10,000
Christmas Cracker campaign	2,000
Bay plaza shop & win	4,000
Hive after 5 series	1,000
Vibrancy Street Campaign	10,000
Activations (mini-golf)	5,000
Business awards	24,000
Wages	55,000

111,000

Safety / Security

Crime meetings x 2	500
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Total Expenditure

364,000

Income

BID Targeted rate	289,000
Professional services ticket sales	30,000
Awards Sponsorship	10,000
Carry over	30,000
Vibrancy Funding	5,000

Total Income

364,000

ANNUAL PLAN 2020/2021 REPORT



Executive Summary

The Hastings City Business Association achieved a tremendous amount in what was a tumultuous year for many business owners and operators.

The 2020-2021 year saw us hit with a global pandemic, forcing businesses to temporarily or permanently close down or quickly refine their strategies and find new ways of doing business. We quickly developed a Covid-19 Recovery Strategy and were granted \$100,000 funding from HDC to execute the plan.

The success of our Covid Strategy initiatives, combined with the Ice Rink activation, Sherlock Escape Room and our new Professional Services Series have lifted the profile of the CBD business community both locally and nationally, while providing a programme of entertainment, creating a dynamic vibrancy within the Hastings CBD.

The results, as outlined in this report, showcase the positive shift and economic benefit we delivered for our members and the Hastings community more broadly.

We refreshed our team structure, moving from three members to two, and I was privileged to take on the role of General Manager. We shifted to focus our attention predominantly on supporting CBD business owners, appointing a new Board who continue to support and encourage continuous improvement for our members.

I'm proud of the work we achieved in a year that had many highs and lows. Despite the unprecedented times, very few businesses in Hastings CBD had to close their doors and have rallied together, found strength in crisis and continue to provide world leading products and services to our local community and visitors from around New Zealand.

Lucinda Perry
General Manager



Completed Initiatives

-  **Hastings CBD e-book**
Revamp of the printed food and wine guide into an e-book, marketing all sectors within our membership to a larger audience. Online at [Hastingscity.co.nz](https://hastingscity.co.nz) for members and general public to view. Scan stations set up at the library, art gallery, iSite and Council reception for easy access for Hastings CBD guide.
-  **Website overhaul**
Update of website to align with the overall look and feel of the e-book. Emphasis on improving content for members as opposed to community. Can be viewed at hastingscity.co.nz.
-  **Social media**
Highlighted members and what their business offers through regular posts; short promotional videos; improved engagement through likes, comments, act and WIN campaigns.
-  **Networking and support**
Member access to business mentoring one on one; replaced monthly upskill sessions to 4-week training courses. Online training workshops for Facebook for Business; HR; Sales & Strategy.
-  **Sherlock Homes Escape Room**
A great success for 8 weeks in the CBD, drawing people from all over the region creating vibrancy and business attraction. We were successful in on-selling it as a Hastings based permanent business.
-  **Ice Rink activation**
A huge hit for Hastings CBD, creating vibrancy and increased foot traffic, bringing the greater Hawkes Bay community into the CBD to support local businesses.
-  **AGM**
A good turn out of members to hear the new annual plan, which was warmly received. A new board was appointed.

Completed Initiatives Continued



Bay Plaza Family Fun Day

Provided family friendly fun whilst encouraging shopping at Bay Plaza. Included: Fairy doing magic tricks and balloon animals; face painter; live music; two bouncy castles; chalk drawing; hula hoop competition and ice-cream giveaway. It was fun and the retailers recorded a small increase in sales, although the cost of this type of event is high (hurricane fencing, cable covers, road signs, traffic management etc).



Blossom Festival

Supported by investing in shop window artwork, by Dahli, and a competition requiring members of the public to find things within the window artwork to enter. This created movement within the city and highlighted the businesses within the CBD.



Professional Networking Series

SIR JOHN KEY

Our first guest speaker event was held at Toitoti – Hawke's Bay Arts and Events Centre with 160 attendees. The event space was perfect for this event. Sir John made himself available to all and was genuinely humble, intelligent, and engaging. Feedback from attendees was 100% positive and all members that attended wanted to see more.

RAELENE CASTLE

The event itself went really smoothly. We had attendance of 115 guests and there was nothing but positive feedback on Raelene as a speaker, being very personable and taking the time to go around the room after dinner, talking to each table of guests.

Covid-19 Recovery Strategy: Post Implementation Report 'Who's Hastings?' Campaign

Campaign period: 1 July – 31 December 2020

- July, August: Shop & WIN promotion
- October: Tag & WIN promotion
- July–December: Digital and social advertising, signage, office decals

Additional Funding

- \$100,000k – refer to budget for allocation of spend.


Target Audience

- Hastings and Hawkes Bay locals
- National NZ travellers, digital advertising targeting Wellington, Taupo, Palmerston North
- Ages 18 – 50
- Broad cultural range

What we set out to achieve

"Our aim was to drive regional and local awareness for what Hastings City can offer, to encourage spend and support locally. Through our integrated campaign, we promoted Hastings as a place to visit, shop, and do business."

We set out to create awareness for Hastings City, and generate revenue through relevant promotional activity. 'Who's Hastings?' contributed to our ongoing goal of shifting misplaced perception of Hastings from lacking personality and soul to the vibrant and eclectic city it is and continues to evolve into.



**Campaign name:
Who's Hastings?**

"We combined all our marketing tactics through one umbrella campaign: 'Who's Hastings?' which successfully brought the story of Hastings to life.

Our main video talent, LJ Crighton, asked the question and then proceeded to uncover exactly what Hastings is through visiting different stores and talking to business owners."

The concept allowed us to tell stories of the businesses that are the backbone of our city and was received extremely well by our members, and the local public, across multiple media channels.

How we achieved it

We completed an integrated campaign across multiple channels, including:

- Video
- digital and print advertising (billboards, tvnz on demand, YouTube, newspapers)
- social media
- billboards
- local activations (container break, ice rink)
- email
- e-brochure
- incentive marketing: giveaway car and holiday package (see details below)
- decals for empty office vacancies & i-site window, promoting the "Shop in Hastings & Win" to brighten the CBD
- website refresh

We allocated our budget by reach and relevance to get our best return on investment. The campaign covered promotion of each sector: hospitality, retail and services – to encompass all HCBA members.



Marketing Tactics effectively delivered via the campaign

Videos

1. **Main campaign video:** 90s video introducing local business owners through the eyes of the LJ Crichton from Project Prima Volta. Executed via TradeMe, TVNZ on Demand, Facebook and Instagram our main campaign video was a huge success. The reach and engagement we achieved far exceeded our expectations and created a very positive effect for Hastings CBD awareness and customer spend (see measures of success).
2. **Secondary video:** Leveraged LJ's brand again, but a deeper dive into businesses and what they offer, and to introduce Tag & WIN campaign. This allowed us to include many more local businesses to ensure we conveyed the diversity and eclectic vibe that Hastings has to offer.
3. **Shorter 'I'm Hastings' series of videos for HCBA social media.**

"The reach and engagement we achieved far exceeded our expectations and created a very positive effect for Hastings CBD awareness and customer spend."



→ Incentive Marketing Campaign

Incentive marketing

- **Shop & WIN promotion – July & August 2020**

We ran the promotion during July and August, enticing people to spend \$50 or more in Hastings to go into the draw to win a brand new 2020 Mitsubishi Mirage XLS worth \$19,999 plus on road costs or 1 of 2 \$1k Hastings CBD shopping sprees. We marketed the promo via The Hits radio. We also announced the winner on The Hits

- **Tag & WIN promotion – October 2020**

Watch our video and tag your favourite Hastings Business for your chance to win 2 nights luxury glamping for up to 4 people including dinner at Craggy Range Winery.

Print Advertising

- **Newspaper – Hawkes Bay Today and Hastings Leader**

- **Decals on store windows**

- **E-Book**

New E-book to replace previously costly printed brochure. Housed on our website with live tracking to gauge success. We installed scan stations in iSite, Hastings District Council, Hastings Library, Art Gallery, and Hastings HIVE for members of the public to easily access our ebook.

- **Activations**

The ice rink in City Mall was planned prior to the CBD recovery funding, but was executed during our campaign period. This initiative contributed to our campaign success, directly meeting our overall objective to drive regional and local awareness of Hastings CBD and encourage spend and support locally.

Added benefits of our marketing initiatives

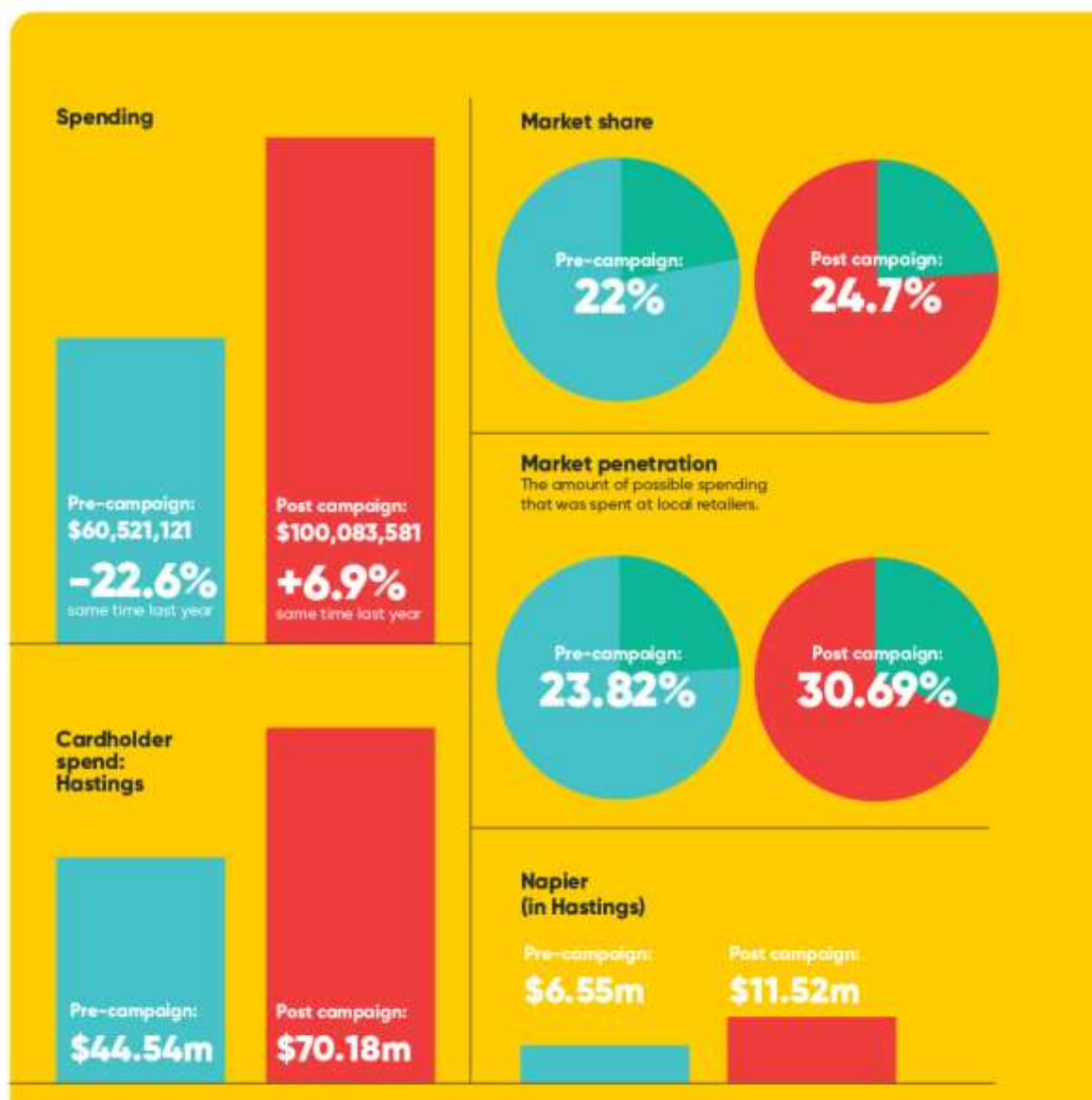
- Google analytics re-instated for our website to capture ongoing marketing success
- Anecdotal positive feedback received from members of public and HCBA members

Measure of success overview

Retail statistics: Source: Hastings District Council Quarterly Report

Pre-campaign: Period ending June 2020:

Post campaign: Period ending December 2020:



**"All members rated the campaign
'great' or 'excellent'."**

Measure	Pre-campaign	Post campaign
Focus Group (public) Completed a focus group with 8 members of Hastings public to gauge response on campaign and gather feedback on what's great about Hastings CBD and what can be improved.	Previously HCBA hasn't implemented focus groups to measure success.	All members rated the campaign 'great' or 'excellent'. Common themes for feedback about Hastings CBD improvements included: <ul style="list-style-type: none"> • Better use of empty buildings, i.e. low cost holiday programs/pop-up businesses. • More covered 'green' areas to hang out in the CBD.
E-book readership stats over campaign period	Previously a printed brochure, distributed via iSite. 2019 brochures: Total print/design cost \$10,350 In 2020, 7 boxes leftover unused and out of date.	Design/development cost: \$2k Ongoing maintenance: \$200 pa Cost saving of \$8,350 E-Book views: 677 (70% mobile 21.1% desktop tablet 8.9%) 439 via social, 238 via website including businesses in our membership.
TradeMe targeted advertising July 2020	HCBA has not advertised on TradeMe previously.	Targeted impressions: 206, 983
TVNZ on Demand Aug 2020	HCBA has not advertised on TVNZ On Demand previously.	Impressions: 98, 686 Reach: 51, 539
Website traffic July - Dec Top page viewed	HCBA did not previously track and measure web traffic.	Our campaign 9,936 visits (4,995 direct) Home page 7,598 views Who's Hastings Campaign page (3 months) 6,260 views
Facebook followers		31.85% increase in followers Sep quarter
Facebook reach		32.8% July - December 2020

Budget

We came in under budget for the 6 month campaign period (July – Dec 2020) by 15% and met our budget requirements for the 2020/2021 year. Our shift to a more digital focus allowed us to measure spend more effectively to further leverage for the year ahead.

Summary

Overall, we are extremely proud of the execution and results our 'Who's Hastings' campaign achieved. We were able to deliver a mass market campaign with the \$100k funding, alongside our other annual plan deliverables. Despite the horrific circumstances of the year, we were able to deliver huge success for CBD business owners, and will continue the momentum through the course of the 2021/2022 year and beyond.

Our members advocated for the Who's Hastings campaign, the public engaged and shared it, and we were able to set the ball rolling in shifting the negative perception of the Hastings CBD. Its important for us to keep up relevant and engaging content and continue to make a significant impact for our beautiful city.

Tuesday, 27 July 2021

Item 6

Te Hui o Te Kaunihera ā-Rohe o Heretaunga
**Hastings District Council: Operations &
Monitoring Committee Meeting**

Te Rārangi Take

Report to Operations and Monitoring Committee

Nā:
From: Jennie Kuzman, Health and Safety Manager

Te Take:
Subject: Health & Safety Quarterly Report


1.0 Executive Summary – *Te Kaupapa Me Te Whakarāpopototanga*

- 1.1 The purpose of this report is to inform and update the Committee about Health and Safety at Hastings District Council.
- 1.2 The Health and Safety at Work Act 2015 (HSWA) requires HSWA Officers (Elected members and the Chief Executive) to exercise due diligence by taking reasonable steps to understand the organisation's operations and Health and Safety risks, and to ensure that they are managed so that Council meets its legal obligations.
- 1.3 The attached report covers the third Quarter of the 2020/2021 financial year (**Attachment 1**). The report provides information to enable Elected Members to undertake due diligence, by providing leading and lagging statistical information in relation to Health and Safety for the period 1 January to 30 March 2021. The fourth and final quarterly report for the 2020/2021 year will be provided to the Committee at the next Committee meeting in September 2021.
- 1.4 Monthly Snapshot reports are also provided monthly on the Hub, these monthly reports provide information on proactive health and safety risk management initiatives.

2.0 Recommendations - *Ngā Tūtohunga*

That the Operations and Monitoring Committee receive the report titled Health & Safety Quarterly Report dated 27 July 2021.

Attachments:

- 1  HR-03-8-2-21-177 Human Resources (NO PERSONAL INFORMATION) - Health and Safety - Injury Reporting & Recording - Information - HDC Health ~ 2020 2021 CG-16-4-00136



Hastings District Council Health and Safety Report: Quarter 3 - 2020/2021

1 January – 31 March 2021

This report contains information that was reported during the period 1 January to 31 March 2021 and
is current as at 19th May 2021

A. ORGANISATIONAL OBJECTIVES

Organisational Health and Safety objectives were set at the beginning of 2019 and we extended through to the end of 2020. These objectives had a strong focus on the promotion of Health and Safety through greater active leadership and engaging with contractors to further develop a Health and Safety culture that encompasses all workers whom undertake work for Council. These objectives provide useful measures for reporting of leading indicators. Good progress was made towards these objectives as indicated below, however largely due to COVID-19 not all objectives were completed. Objectives are currently being reviewed for 2021-2022.

1. Promote Health & Safety through active leadership

- ✓ Develop a Health & Safety orientation programme for Team Leaders and Managers aimed at ensuring people in leadership roles have sufficient knowledge and resources to lead Health and Safety within their teams.
- ✓ Set targets for staff engagement activities (observations, conversations, inspections) and track the % of Managers meeting these targets.
- ✓ Utilising the recognition reward system, track the number of recognition awards given to staff by Senior Managers (LMT & Third Tier) for excellence in Health and Safety.

2. Continue to drive a culture of early reporting in order to prevent workplace injuries and illnesses

- ✓ Track non-injury incident (hazard Identification, near miss and property damage) rates across the year.
- ✓ Report on the % of non-injury incidents compared to total incidents reported.
- ✓ Analyse non-injury incidents by hazard category.

3. Establish a wellbeing programme for Council staff in order to proactively manage the Mental Health and wellbeing risks associated with work tasks, activities and pressures.

- ✓ Develop a Mental Health and Wellbeing Policy and Guidance material for staff.
- ✓ Develop a Wellbeing Programme that has a monthly focus topic.
- ✓ Undertake staff engagement surveys at 6 months and 12 months to gauge effectiveness of the programme.

4. Engage with contractors to development a Health and Safety culture that encompasses all workers whom undertake work for Council

- ✓ Identify ten term contracts (minimum 6 months duration) which have significant health and safety risk to council (i.e. those involving critical health and safety risks), and track the Health and Safety Performance on these contracts.
- ✓ Set targets for contractor engagement activities (observations, inspections, audits) and track the % of Staff completing these targets
- ☒ Track the % of corrective actions arising from contractor observations, inspections and audits that are completed on time. **Carry Forward to 2021/2022**
- ☒ Provide a 6 monthly newsletter for contractors **Carry Forward to 2021/2022**

B. LEADING INDICATORS

1. Indicator Measures

Leading Indicator	Q3	Q2	YTD Total
Hazards reported	69 ↑	40	393
Health and Safety Discussions held	76 ↓	107	350
Health and Safety Observations completed	198 ↓	213	743
Health and Safety Recognitions	6	2	11

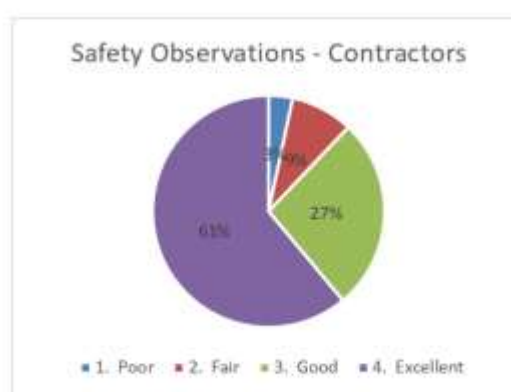
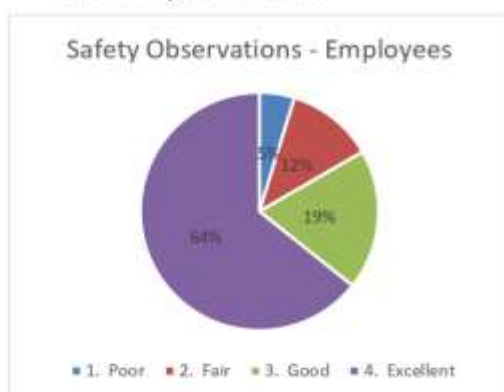
Note: Due to COVID-19 interruptions, H&S observation targets were not able to be achieved and are therefore not reported in this report

2. Health & Safety Observation Analysis

2.1 Health & Safety Observations Completed

Group	Employee Observations	Contractor Observations	Public Observations	Total
Asset Management (AM)	11	128	3	142
Community Wellbeing & Services (CW&S)	3	1	4	8
Corporate (C)	0	1	0	1
Office of Chief Executive and Other (CE)	0	0	0	0
Marketing & Communications (M)	0	0	0	0
People & Capability (P&C)	15	14	0	29
Planning & Regulatory Services (P&R)	13	5	0	18
Strategy & Development (S&D)	0	0	0	0

2.2 Analysis of Results



C. LAGGING INDICATORS

1. Reported Incidents – Quarter 3 – 2020/2021

1.1 Employee Incidents

Indicator	Q3	Q2	YTD Total
Near Miss	22	28	81
Property Damage	9	11	33
EAP/ Mental Health Referrals	17	16	55
First Aid Injuries	8 ↓	13	31
Medical Treatment Injuries	2 ↓	7	13
Lost Time Injuries	0	1	4
WorkSafe Notifiable Events	0	0	1

1.2 Contractor Incidents

Indicator	Q3	Q2	YTD Total
Near Miss	14	15	58
Property Damage	28 ↑	7	44
First Aid Injuries	4	1	6
Medical Treatment Injuries	3	1	8
Lost Time Injuries	3	0	3
WorkSafe Notifiable Events	0	0	0

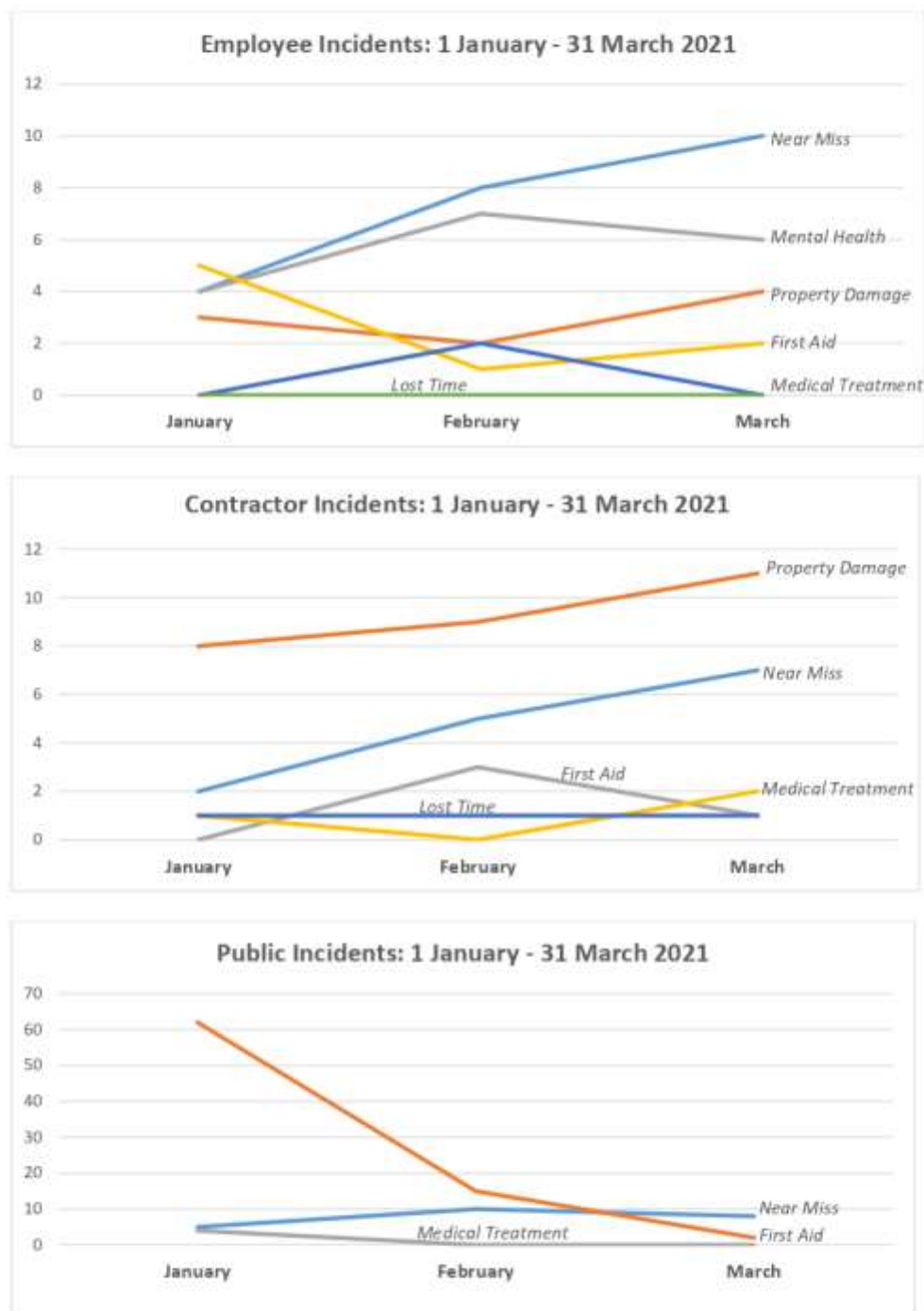
Note: There has been an increase in property damage reported by contractors, which is partially due to the campaign that has been underway to increase reporting.

1.3 Public Incidents

Indicator	Q3	Q2	YTD Total
Near Miss	23 ↑	14	50
First Aid Injuries	82 ↑	30	116
Medical Treatment Injuries	4	3	5
WorkSafe Notifiable Events	0	1	1

Note: There has been an increase in first aid injuries in this third quarter, this is expected due to the large numbers of people visiting Council's seasonal aquatic facilities during this time.

2. Incident Analysis



GLOSSARY OF TERMS

Leading Indicators

- **Hazards Reported** – reports of newly identified hazards (in HDC facilities/worksites).
- **Health and Safety Observations** - documented conversations/ or task observations undertaken by Managers/Supervisors with HDC employees or Contractors.
- **Health and Safety Discussions** – documented meetings in which health and safety matters are discussed with HDC employees in attendance (e.g. Monthly team meetings).
- **Health and Safety Recognition** - documented recognition of excellence by HDC in regards Health and Safety.

Lagging Indicators

- **Significant Incidents** - refer to any incidents which required medical treatment or resulted in significant property damage or WorkSafe notifiable events
- **Near Misses** - Close call events - i.e. no injury or property damage sustained.
- **Property Damages** – reported damage to HDC property/plant/equipment.
- **Employee Assistance Programme (EAP) / Mental Health Referrals** - employees self-referring/ referred for mental health / counselling assistance.
- **First Aid Injuries** - Injuries treated onsite by HDC Employees and no further treatment required.
- **Medical Treatment Injuries** - Injuries treated by Registered Medical Professionals e.g. nurse, doctor, physiotherapist, dentist.
- **Lost Time Injuries** - Injuries resulting in time off work.
- **WorkSafe Notifiable Events** - Any incidents which were legally required to be reported to WorkSafe NZ.

Tuesday, 27 July 2021

Item 7

Te Hui o Te Kaunihera ā-Rohe o Heretaunga
**Hastings District Council: Operations &
Monitoring Committee Meeting**

Te Rārangi Take

Report to Operations and Monitoring Committee

Nā: Vicki Rusbatch, Acting Manager Democracy and Governance
From: Services

Te Take: Requests Received under the Local Government Official
Subject: Information and Meetings Act (LGOIMA) Update

1.0 Executive Summary – Te Kaupapa Me Te Whakarāpopototanga

- 1.1 The purpose of this report is to inform the Council of the number of requests under the Local Government Official Information Act (LGOIMA) 1987 received in May and June 2021.
- 1.2 This issue arises from the provision of accurate reporting information to enable effective governance.
- 1.3 This is an administrative report to ensure that the Council is aware of the number and types of information requests received and to provide assurance the Council meeting its legislative obligations in relation to the Local Government Official Information and Meetings Act (LGOIMA).
- 1.4 This report concludes by recommending that the LGOIMA requests be noted.

2.0 Recommendations – Ngā Tūtohunga

- A) That the Operations and Monitoring Committee receive the report titled Requests Received under the Local Government Official Information and Meetings Act (LGOIMA) Update dated 13 May 2021.
- B) That the LGOIMA requests received in May and June 2021, as set out in Attachment 1 (CG-16-4-00137) of the report be noted.

3.0 Background – *Te Horopaki*

- 3.1 The LGOIMA allows people to request official information held by local government agencies. It contains rules for how such requests should be handled, and provides a right to complain to the Ombudsman in certain situations. The LGOIMA also has provisions governing the conduct of meetings.

Principle of Availability

- 3.2 The principle of whether any official information is to be made available shall be determined, except where this Act otherwise expressly requires, in accordance with the purposes of this Act and the principle that the information shall be made available unless there is good reason for withholding it.

3.3 Purpose of the Act

- 3.4 The key purposes of the LGOIMA are to:

- Progressively increase the availability of official information held by agencies, and promote the open and public transaction of business at meetings, in order to:
- enable more effective public participation in decision making;
- promote the accountability of members and officials;
- so enhance respect for the law and promote good local government;
- protect official information and the deliberations of local authorities to the extent consistent with the public interest and the preservation of personal privacy.

- 3.5 City, district and regional councils, council controlled organisations and community boards are subject to LGOIMA and official information means any information held by an agency subject to the LGOIMA.

- 3.6 It is not limited to documentary material, and includes material held in any format such as:

- written documents, reports, memoranda, letters, notes, emails and draft documents;
- non-written documentary information, such as material stored on or generated by computers, including databases, video or tape recordings;
- information which is known to an agency, but which has not yet been recorded in writing or otherwise (including knowledge of a particular matter held by an officer, employee or member of an agency in their official capacity);
- documents and manuals which set out the policies, principles, rules or guidelines for decision making by an agency; and
- the reasons for any decisions that have been made about a person.

- 3.7 It does not matter where the information originated, or where it is currently located, as long as it is held by the agency. For example, the information could have been created by a third party and sent to the agency. The information could be held in the memory of an employee of the agency.

What does a LGOIMA request look like?

- 3.8 There is no set way in which a request must be made. A LGOIMA request is made in any case when a person asks an agency for access to specified official information. In particular:

- a request can be made in any form and communicated by any means, including orally;
- the requester does not need to refer to the LGOIMA; and
- the request can be made to any person in the agency.

- 3.9 The Council deals with in excess of 14,000 service requests on average each month from written requests, telephone calls and face to face contact. The LGOIMA requests dealt with in this report are specific requests for information logged under formal LGOIMA procedure, which sometimes require collation of information from different sources and/or assessment about the release of the information requested.

Key Timeframes

- 3.10 An agency must make a decision and communicate it to the requester 'as soon as reasonably practicable' and no later than 20 working days after the day on which the request was received.
- 3.11 The agency's primary legal obligation is to notify the requester of the decision on the request 'as soon as reasonably practicable' and without undue delay. The reference to 20 working days is not the de facto goal but the maximum unless it is extended appropriately in accordance with the Act. Failure to comply with time limit may be the subject of a complaint to the ombudsman.
- 3.12 The Act provides for timeframes and extensions as there is a recognition that organisations have their own work programmes and that official information requests should not unduly interfere with that programme.

4.0 Discussion – *Te Matapakitanga*

Current Situation

- 4.1 Council has requested that official information requests be notified via a monthly report.

5.0 Options – *Ngā Kōwhiringa*

Not applicable

Attachments:

1 [↓](#) LGOIMA Report May and June 2021

CG-16-4-00137

Summary of Considerations - *He Whakarāpopoto Whakaarohanga*

Fit with purpose of Local Government - *E noho hāngai pū ai ki te Rangatōpū-ā-Rohe*

The Council is required to give effect to the purpose of local government as set out in section 10 of the Local Government Act 2002. That purpose is to enable democratic local decision-making and action by (and on behalf of) communities, and to promote the social, economic, environmental, and cultural wellbeing of communities in the present and for the future.

Link to the Council's Community Outcomes – *Ngā Hononga ki Ngā Putanga ā-Hapori*

N/A

Māori Impact Statement - *Te Tauākī Kaupapa Māori*

N/A

Sustainability - Te Toitūtanga

N/A

Financial considerations - Ngā Whakaarohanga Ahumoni

N/A

Significance and Engagement - Te Hiranga me te Tūhonotanga

N/A

Consultation – internal and/or external - Whakawhiti Whakaaro-ā-roto / ā-waho

N/A

Risks: Legal - Ngā Tūraruru: Ngā Ture

Opportunity: N/A

REWARD – Te Utu	RISK – Te Tūraruru
[State the benefit, opportunity, innovation of the outcome & whether it benefits; Safety (public/ staff/ contractors), Finances, Service Delivery, Legal compliance, Reputation.]	[State the significant risks or threats (4 or 5 max) to the objective & whether they affect; Safety (public/ staff/ contractors), Finances, Service Delivery, Legal compliance, Reputation.]

Rural Community Board – Te Poari Tuawhenua-ā-Hapori

N/A

IRB-2-01-21-2458

LGOIMA – Report to Operations & Monitoring Committee – May & June 2021

	Requests Received	Responses to requests	Responses with information fully released	Responses with information partially withheld	Responses with information fully withheld	Average number of working days to respond	Requests resulting in a complaint to Ombudsman
May & June 2021	19	15	8	6	1	11	0

Requests received since last reported to Council

Month	From	Subject
May	Bay Buzz	Water Credentials
	The Data Govt NZ Team	Data for retail industry, Hastings District
	L Worthington	Drug and alcohol testing at HDC
	J Talbot	Noise complaints in certain areas
	Bay Buzz	Hawke's Bay 'shovel-ready' projects
	D Chaplin	Cornwall Park bird aviary
	O Francis	Psychometric testing
	Radio NZ	Grants via Class 4 Gaming Sector
	D Bergloff-Howes	Information regarding complaint
	J Dewar	Information regarding complaint
June	A Burke	Boy racers Grays Rd and Fitzroy Ave
	L McKinnon	Oak tree bordering a property

Month	From	Subject
	NZ Taxpayers' Union	Closed Council meetings
	Name withheld	Dog complaint
	G Cleary	Definition of menacing dog barking
	TVNZ	Recycling information
	Heaney & Partners	Employment query
	J Roil	Geotech Review
	Bay Buzz	Non-Financial Performance information

Tuesday, 27 July 2021

Item 8

Te Hui o Te Kaunihera ā-Rohe o Heretaunga

Hastings District Council: Operations & Monitoring Committee Meeting

Te Rārangi Take

Report to Operations and Monitoring Committee

Nā:
From: Nigel Bickle, Chief Executive

Te Take:
Subject: Proposed Amendment to 2021 Meeting Schedule

1.0 Purpose and summary - *Te Kaupapa Me Te Whakarāpopototanga*

- 1.1 The purpose of this report is to recommend that the Council Meeting currently scheduled for Thursday, 12 August 2021 be postponed for one week until 19 August 2021. The matter is being put to the Operations and Monitoring Committee as it is required to be dealt with prior to the next ordinary meeting of Council.
- 1.2 At its meeting on 13 July 2021 the Council resolved to add the 12 August Council Meeting to the 2021 Meeting Schedule. The purpose of this meeting is for the Council to determine its initial proposal on representation arrangements for the 2022 local elections.
- 1.3 It is now proposed to postpone the meeting for one week, to 19 August 2021, to allow a more reasonable amount of time for the representation review pre-engagement process being undertaken by the Communications and Marketing Group.
- 1.4 The consultants have agreed to the one week postponement and will amend their timeline accordingly.

2.0 Recommendations - *Ngā Tūtohunga*

- A) That the Operations and Monitoring Committee receive the report titled Proposed Amendment to 2021 Meeting Schedule dated 27 July 2021.
- B) That the Council Meeting scheduled for Thursday, 12 August 2021 be postponed until Thursday, 19 August 2021.

Attachments:

There are no attachments for this report.

Tuesday, 27 July 2021

Item 9

Te Hui o Te Kaunihera ā-Rohe o Heretaunga
**Hastings District Council: Operations &
Monitoring Committee Meeting**

Te Rārangi Take

Report to Operations and Monitoring Committee

Nā:
From: Bruce Allan, Group Manager: Corporate

Te Take:
Subject: Operations & Monitoring Report 2020-2021 Quarter 4

1.0 Purpose and summary - *Te Kaupapa Me Te Whakarāpopototanga*

- 1.1 The purpose of this report is to present the Operations and Monitoring Report for the quarter ended 30 June 2021.
- 1.2 The Operations and Monitoring Report is attached as **Attachment 1** and is a comprehensive overview of Council's activities.
- 1.3 There is a large amount of information presented in this report and officers would recommend to Councillors that if they have questions that they would like answered during the meeting that those questions be put to the writer of this report prior to the meeting so that they can be satisfactorily answered in the meeting.
- 1.4 Included in the attached report is a detailed listing of all council infrastructure projects currently underway. This is intended to be a high level overview of what is currently being delivered in terms of meeting the objectives of the 2020/21 Annual Plan. Note that supporting all this is an extensive amount of information that monitors the performance of contractors and consultants which is held and used to enhance project performance in the future.
- 1.5 It should also be noted that the delivery of the 2020/21 Annual Plan is being done so in the context of significant reform that is being formulated through Central Government which will likely have ongoing ramifications for Local Government. Reform is occurring with the Resource Management Act, Three Waters, Local Government Act and officers are keeping abreast of this reform programme and the potential impacts on the delivery of Council's functions.

2.0 Recommendations – *Ngā Tūtohunga*

That the Operations and Monitoring Committee receive the report titled Operations & Monitoring Report 2020-2021 Quarter 4 dated 27 July 2021.

Attachments:

1 ➡	Performance & Monitoring Report Quarter 4, 2021	CG-16-4-00134	Under Separate Cover
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