

# HAWKE'S BAY REGIONAL COUNCIL

## Organisational Performance Report

**Quarter 4: 1 April to 30 June 2020**

Drought in Central Hawke's Bay's and Heretaunga, alongside the effects of COVID-19 restrictions gave a unique and sombre twist to the last quarter of the year.



Prepared on 21 August 2020

## Contents

Executive Summary.....	3
PART 1: SIGNIFICANT EVENTS AND PROGRAMMES THIS QUARTER.....	5
1.1 COVID-19.....	5
1.2 Drought.....	6
1.3 Climate Change.....	6
PART 2: BUSINESS IMPROVEMENT MEASURES.....	7
2.1 People & Capability.....	7
2.2 Health & Safety (H&S).....	8
2.3 Marketing and Communications (MarComms).....	9
2.4 Media.....	10
2.5 Local Government Official Information Management Act (LGOIMA) Summary.....	11
2.6 Customer Feedback.....	12
2.7 Risk.....	13
2.8 ICT Operations.....	13
2.9 Facilities and Fleet.....	14
3.0 Procurement.....	15
PART 3: GROUPS OF ACTIVITIES.....	17
3.1 Governance and Partnerships.....	18
3.2 Strategic Planning.....	24
3.3 Integrated Catchment Management (ICM).....	32
3.4 Asset Management.....	54
3.5 Regulation.....	68
3.6 CDEM.....	75
3.7 Transport.....	80
Appendix 1.....	84
Accidents/Incidents Log – April - June 2020.....	84
Appendix 2.....	85
LGOIMA Log – April - June 2020.....	85

## Executive Summary

This Organisation Performance Report provides Council with the information it needs to understand the situation-specific factors affecting performance. It reports on how well we are performing across a number of corporate-wide measures and uses the Groups of Activities from the current 2018-28 Long Term Plan to present actual financial and non-financial performance against planned at the worksteam level. A separate financial report covers aggregated financial performance by Group of Activity as well as council wide results, revenue breakdown and assessment of carry forward requests.

This information is used by the Chief Executive, Executive team and staff to ensure alignment of council's work programmes across different groups and teams to achieve the Council's strategic plan outcomes and to ensure a steadfast focus on performance and accountability.

This report covers the period of 1 April to 30 June 2020. The report covers:

- Significant events and programmes this quarter
- Business improvement metrics
- Groups of Activities:
  - Governance and Partnerships
  - Strategic Planning
  - Integrated Catchment Management (ICM)
  - Asset Management
  - Consents and Compliance
  - Emergency Management
  - Transport

### *Highlights for quarter 4 and year-end*

- Hawkes' Bay CDEM Group distributed more than \$1M of welfare aid during the COVID-19 response.
- A drought relief fund was set up and three lifestyle feed runs were held in June to support farmers and small block owners impacted by the region's worst ever drought.
- 600 businesses were supported in the region during this period by the Regional Business Partner team.
- Productivity and staff well-being maintained during Level 4 lockdown and between levels, staff scored the organisations response to COVID-19 as 8.5 out of 10. In particular staff noted in ranked order ICT and helpdesk support, great communication and working from home experience.
- Climate. Smart. Recovery plan developed to guide Council's response to COVID-19 and the extended drought.
- Refreshed 5-yearly Strategic Plan adopted on 24 June 2020.
- Preparation and consultation of the 2020-21 Annual Plan resulting in a 0% rates revenue increase for 2020-21 and the establishment of a \$1 million Recovery Fund.
- TANK plan was publicly notified on 2 May 2020.
- Unprecedented volume of central government resource management-related proposals driving statutory advocacy activity.
- 11 Ecosystem Prioritisation sites had works completed over the year.
- Approx. \$120,000 Envirolink funding was secured from HBRC contribution of \$10,000.

### *Lowlights for quarter 4 and year-end*

- 5% rate of return on investments became unachievable for the FY20 year.
- Revenue income for consents and compliance is substantially under recovered for the reporting year.

- Substantially reduced use of public transport during lockdown impacted annual targets for bus patronage, passenger kilometres travelled and proportion of total costs covered by bus fare.
- The 5-year rolling average of deaths and serious injuries in road crashes has increased this year.
- The performance measures for erodible land planted in trees and stream length protected were below target for the year, however both were up from last year (666ha and 27km respectively).

## PART 1: SIGNIFICANT EVENTS AND PROGRAMMES THIS QUARTER

### 1.1 COVID-19

As the lead agency in the Hawke's Bay for the response to COVID-19 the Hawkes' Bay CDEM Group achieved the following:

#### **What we did:**

##### Coordination and Planning

- Activated the Group Emergency Coordination Centre with a hybridised 'virtual' staff pool
- Produced multi-agency response plans for COVID-19 and Drought
- Established a new contractual arrangement to run in/outbound calling for response with The Development Hub
- Piloted the 'Joint Intelligence Group' initiative in Hawke's Bay (adapted)
- Operated/responded under the first ever 'All of New Zealand' declaration of emergency
- Over 350 external coordination meetings

##### Network of Networks

- Established network of networks around key populations (12)
- Worked in partnership with Māori, Pasifika, and other ethnic groups

##### Public Information

- Inclusive of the drought response the public information team published 31 media releases
- Established regular newsletters (8) which were circulated internally and externally
- Coordinated 6 media interviews with the Group Controller
- Published 213 posts to social media since 12 March including 10 video interviews with Mayors/staff, resulting in 1516 more followers since the first response post (27,702 total)
- Initially focusing on mainly COVID-19 content then pivoting mid-response to support the drought response efforts

#### **What was delivered?**

- 170 Staff from HB councils working for the GECC
- 50 Welfare assessors (additional)
- 12 Network groups stood up
- 70 Key network contacts established
- 48 Group Situation Reports released
- 12 Action or Contingency Plans produced
- 82 Days in response (20<sup>th</sup> March – 1<sup>st</sup> July)
- 33 Days - longest consecutive stretch
- 6 new tools/software systems rolled out during response 'on-the-fly'
- 34 households in TAS accommodation
- 54 homeless persons accommodated
- 168 clothing or blanket requests processed
- 7,000+ inbound & outbound phone calls
- 419 calls processed on the peak day (17<sup>th</sup> April)
- ~1,600 welfare parcels delivered by HBCDEM
- ~8,400 welfare parcels delivered by the community
- \$940,000 Claimable spend on Household Goods and Services

## 1.2 Drought

The drought persisted and deepened over April and May, and then drought-breaking rain came in late June.

Until then, the Hawkes' Bay CDEM Rural Advisory Group (RAG), supported by HBRC Catchment Management and communications staff were heavily involved in the response.

Satellite teams were set up covering feed, logistics, water, Māori relations, mental health, and animal welfare, and they engaged landowners, particularly important over the COVID-19 lockdown given the isolation of the farmers.

The Council created a dashboard to visually capture the essence of the drought situation and to inform decision makers. The RAG conducted regular phone surveys of landowners which gave a picture of how people were coping and the hardest hit areas, and this was inputted into the dashboard.

A drought crisis hub was established on the Hawke's Bay Regional Council website, a fortnightly Rural Advisory Group newsletter, regular spreads in local newspapers, and media coverage of the event with commentary from the RAG.

Given the protracted nature of the drought, there was a critical feed deficit, and in response, a drought relief fund was set up by local government leaders, and administered by the RAG, to help with the cost of transporting feed to the farm.

The RAG, with the support of Catchment Management, organised three lifestyle feed runs in June to support small block owners.

## 1.3 Climate Change

Climate change is a significant programme of work for Council that draws resources from across the business. In the previous quarter (January – March 2020), an interim climate change working group had been formed to assist staff in shaping a regionally coordinated programme for responding to climate change. The priority areas identified by the working group slowed considerably since the working group's initial meeting. This was due to staffing commitments to the COVID-19 pandemic and drought response efforts.

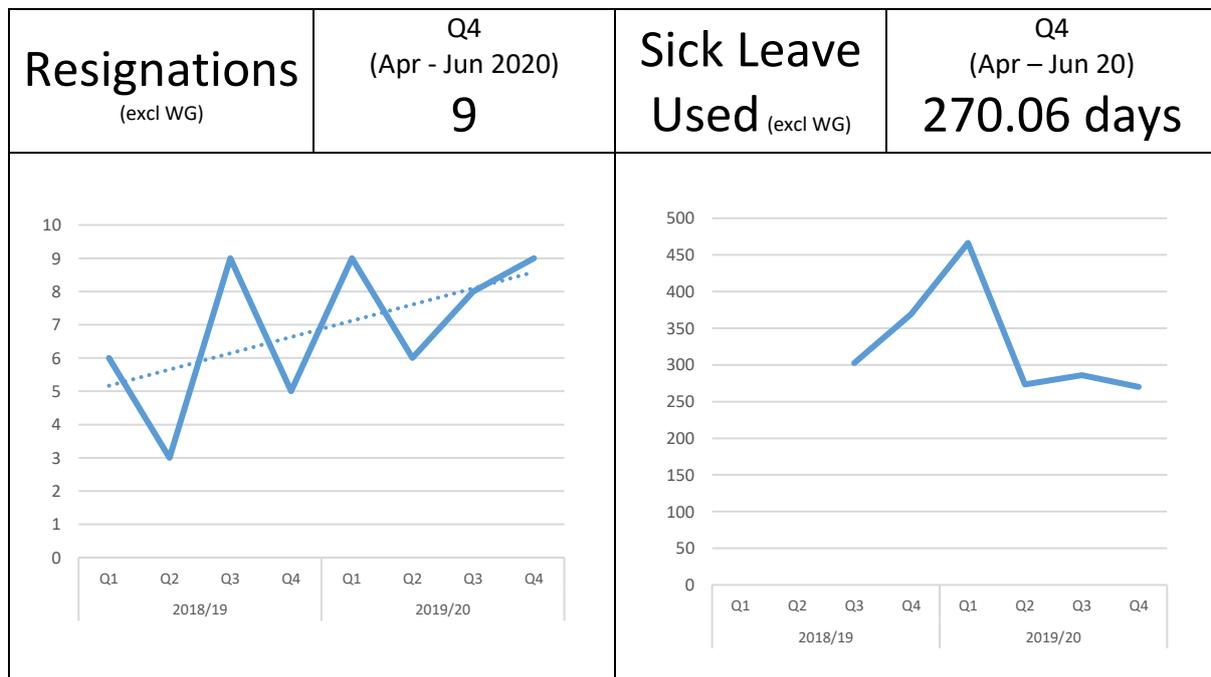
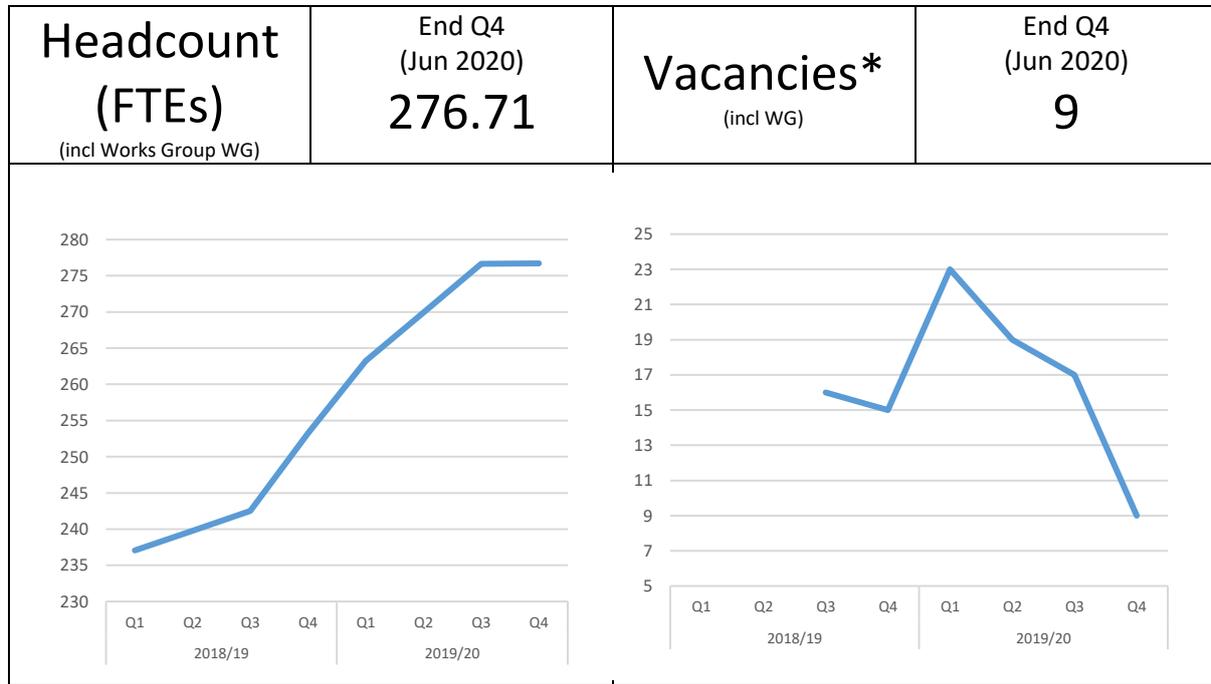
In response to COVID-19 and the drought, the Executive developed a Climate. Smart. Recovery plan to guide council decision-making during the crisis. Its purpose was to ensure that each decision made in response to COVID-19 is carefully considered and aligns to a climate-smart future.

In June 2020, the Council adopted a refreshed 2020-25 Strategic Plan. The most significant change to the Strategic Plan resulting from the refresh is a greater focus on climate change. Councillors agreed that climate change is a pervasive driver across of the Regional Council's activities and is now more explicitly reflected in the Vision and Focus Areas. Notably, one of the Strategic Goals was revised to reduce the deadline for the Regional Council to confirm it is carbon zero. That goal now reads: *"By 2025, HBRC is carbon zero and plays a leadership role in the region's goal of net zero greenhouse gases by 2050."*

## PART 2: BUSINESS IMPROVEMENT MEASURES

### 2.1 People & Capability

**Purpose:** To monitor key People and Capability measures.



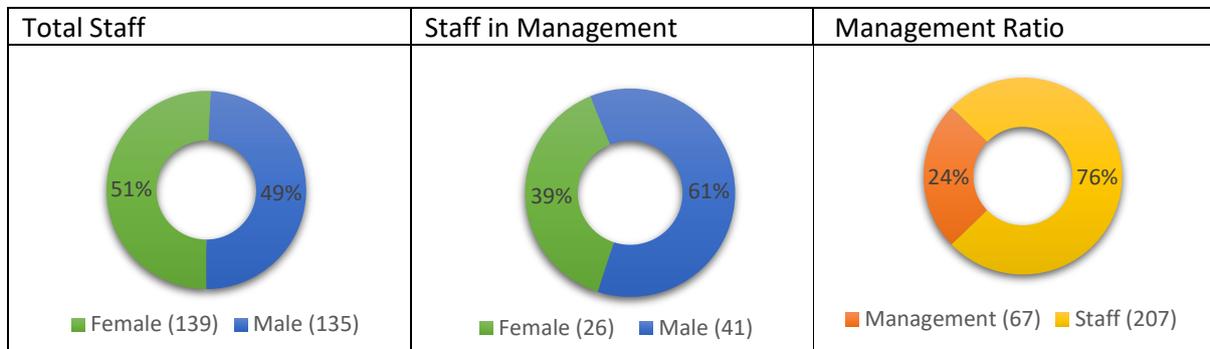
**Key finding:** Workforce was more stable than usual, likely due to COVID-19. Likewise, sick leave taken this quarter is down 26.9% compared to Q4 2018-19.

**Commentary:** Vacancies dropped sharply reflecting a decision by the Exec to adopt a soft freeze on replacing vacancies due to cost saving.

Attraction and retention of candidates has improved in this quarter and the number of applications received for vacancies has significantly increased. Hiring Managers are focusing on having a robust short-listing process to narrow down the candidate pool.

### Staff Ratios

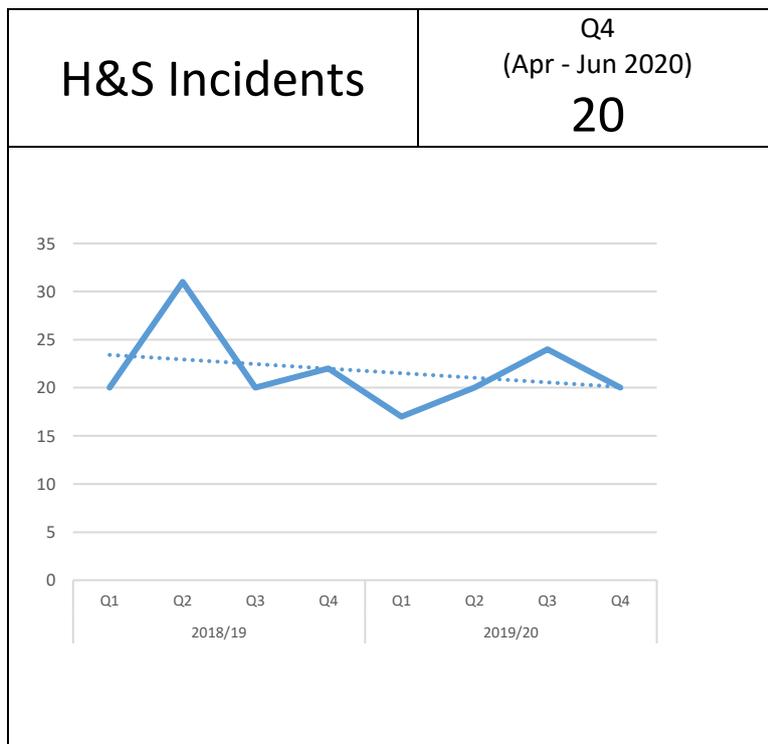
The following graphs show the current ratio of male and female staff as known at 30 June 2020.



## 2.2 Health & Safety (H&S)

**Purpose:** To measure the amount of incidents and accidents occurring at HBRC.

**Key Finding:** Accidents and incidents were down this quarter compared to the previous quarter, incidents and accidents have trended down slightly over the last 24 months.



**Commentary:** We had 20 incidents over this period; 5 were accidents with no time off work, 3 accidents requiring time off work, 5 public complaint and 7 were related to property damage.

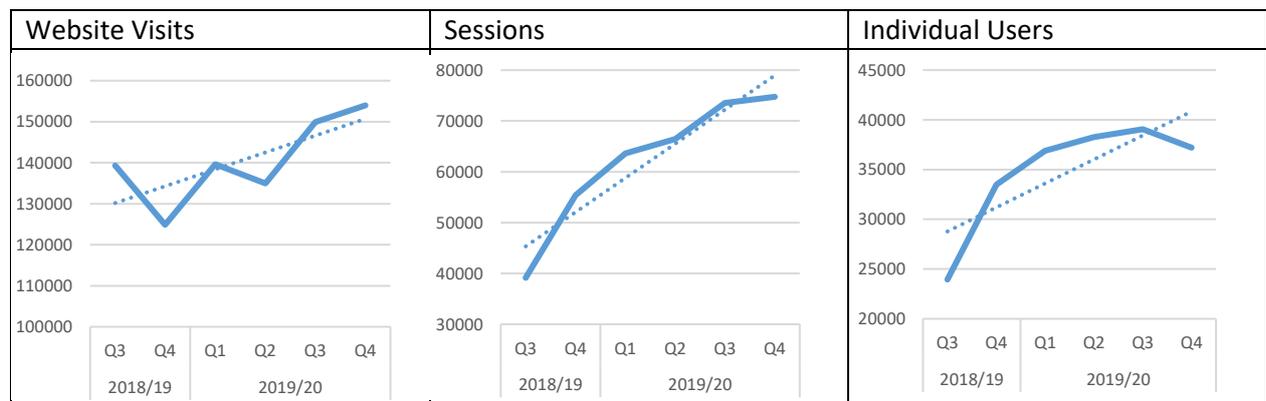
The primary focus was the response to COVID-19 and the move between Level 4 and level 3 and then subsequently the return of all staff back to the business in Level 2. An organisational pandemic plan was developed with an update for all staff at Level 2. Considerable effort and time was spent co-ordinating and delivering orientation to the business. Flu injections were provided to 153 staff across the organisation

**Results:** An appendix of incidents is attached at Appendix 1

## 2.3 Marketing and Communications (MarComms)

### Website

**Purpose:** To measure the customer utilisation of our website.



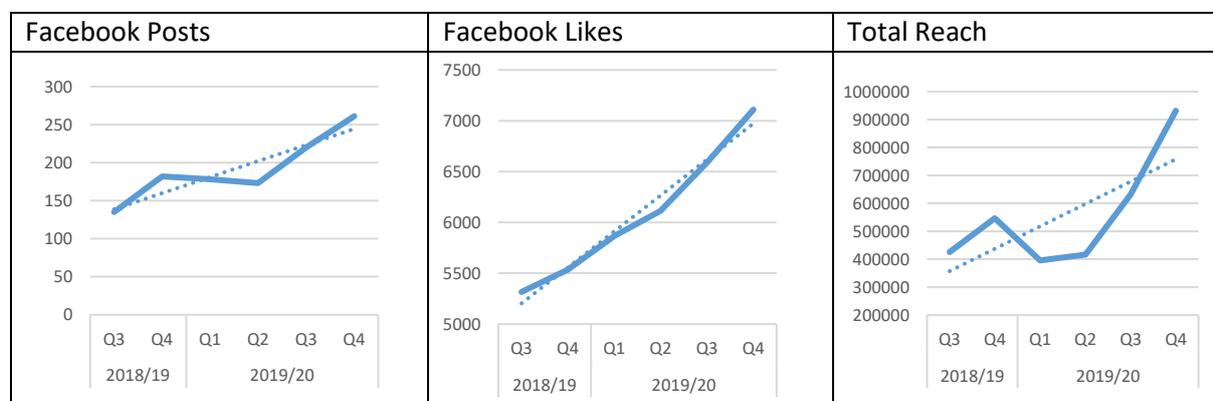
**Key finding:** Growth in web use slowed. This was due to reduced public activity and enquiry, related to COVID-19 level 4-3 constraints.

**Result:** Top Pages in Apr – June

- River Levels
- Rainfall
- Drought Crisis Hub

### Facebook

**Purpose:** To measure the volume of posts, likes and reach as an indicator of MarComms effectiveness.



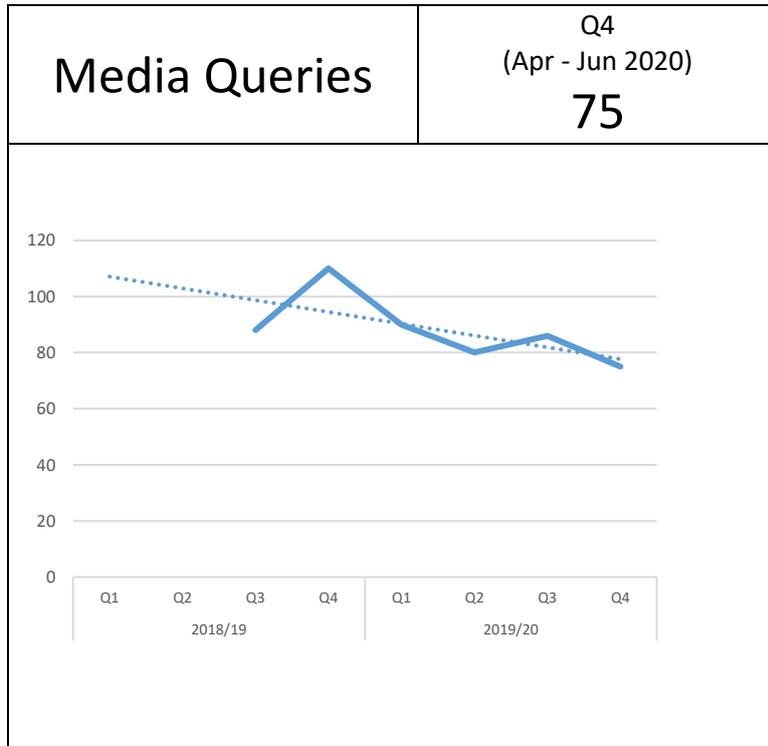
**Key finding:** Facebook reach increased markedly, directly related to COVID-19 physical restrictions and an active programme of posting over the period.

**Results:**

Top Facebook Posts	Reach
Motorcyclist hooning down Awatoto	22,467
Give a little page 'Digging deep for our farmers in drought' launched	19,209
Lifestyle Feed Run	19,186

## 2.4 Media

**Purpose:** To track the number and nature of all media queries.



**Key Finding:** Media queries for Q4 were down on Q3 by 12%. We received 331 media queries for the 2019- 2020 year, 90 in Q1, 80 in Q2, 86 in Q3 and 75 this quarter.

**Commentary:** Most media queries in April-June 2020 were from local journalists, with interest in the drought, COVID-19, winter burning and water security. There were 20 calls from Stuff and 15 from HB Today.

Media calls logged in April were 50% down as the Comms team was working in the CDEM COVID-19 and drought response.

We received follow up calls on media releases including drought, water security and winter burning.

The drought received national media interest. Also of note was HBRC response to COVID-19, climate change mitigation unit, Mahanga wetland, CHB nitrogen levels, air quality and water bottling consents.

**Metric:** All media enquiries and are logged when they are received.

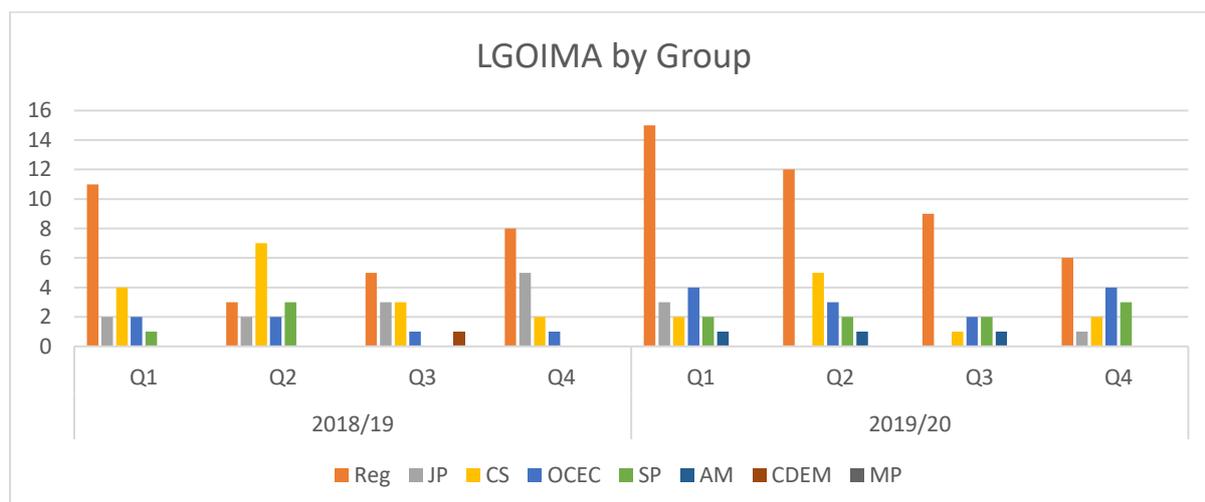
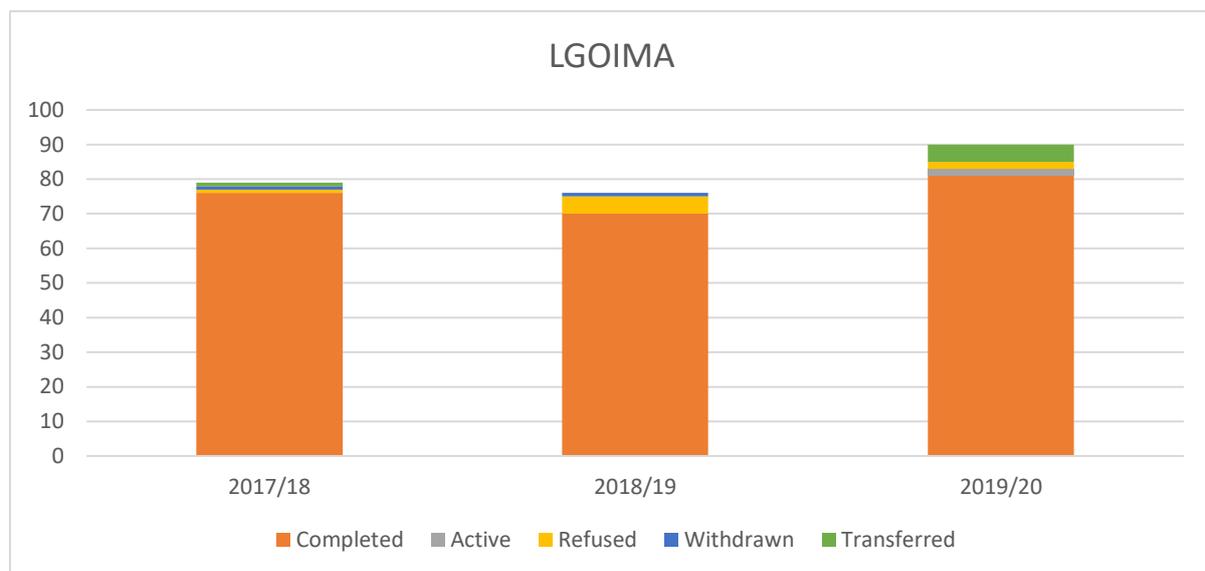
## 2.5 Local Government Official Information Management Act (LGOIMA) Summary

**Purpose:** To track the number and nature of requests to monitor impact on staff time as well as to ensure HBRC meets its statutory responsibilities.

**Key Finding:** There was a 17% increase in the number of LGOIMA requests this year compared to 2018/19. With the exception of Q2 last year the Regulation group has received the most LGOIMA requests each quarter.

**Metric:** All LGOIMA requests are entered into the councils LGOIMA log and updated

**Commentary:** In Q4 we had 18 LGOIMA requests to respond to, of which three were transferred. All LGOIMA requests received during Q4 were completed within required timeframes and there were no complaints made to the Office of the Ombudsman against HBRC responses to requests.



\*JP stands for James Palmer.

**Results:** The LGOIMA log is as Appendix 2.

## 2.6 Customer Feedback

**Purpose:** To track the number and nature of feedback to monitor impact on staff time as well as to improve staff responsiveness.



**Key finding:** 93% of items (79 of 85) in Q4 were responded to within the required timeframe of <4 business days, compared to 42% last quarter. 4 complaints were received, these complaints were related to work undertaken without consent (2), public walking on the stopbank and council vehicle parking.

**Commentary:** The key categories of feedback were Pest Control/Biosecurity (18), Heatsmart (16), Water (8) and Parks/Trails/Open Spaces (8).

**Metric:** The customer feedback reported on here is feedback received via the Regional Council's website only. Customers select whether their feedback is a comment, compliment or a complaint. All feedback received via this system is required to be responded to within four business days

**Results:** Feedback received in the period of this report were:

Year	Quarter	Feedback Received
2018/19	Q1	
	Q2	
	Q3	76
	Q4	103
2019/20	Q1	72
	Q2	56
	Q3	74
	Q4	85

**Results:** The Customer Feedback Register is available on request.

## 2.7 Risk

HBRC like all organisations is faced with operating in a challenging and rapidly changing world. The changing external business environment brings increased uncertainties and therefore amplified risks to an organisation's strategy. Changes to the business landscape include; stakeholder expectations (social, cultural), regulations and legislation, technology, environmental, third party reliance, and political. Recognising the increasing rate of change and therefore increasing organisational risks the Corporate and Strategic Committee at the 10 June 2020 meeting endorsed a roadmap to mature HBRC's risk management system. The longer-term vision for maturity of HBRC's risk system is to establish risk intelligent decision making that is embedded consistently throughout Council.

To achieve this the risk maturity roadmap has a four phased approach with the first three phases being implemented over 12 months to July 2021.

Phases one to three include:

- Developing a standardised risk management policy and framework for use throughout HBRC
- Implementing risk processes as outlined in the risk management framework
- Improved risk reporting that over the long term will contain key risk indicators
- Formalising HBRC risk appetite
- Structuring HBRC's control environment, and
- Improved risk assurance

During this reporting period New Zealand's COVID-19 global pandemic response resulted in the activation of alert level four or full lockdown. As a result, HBRC activated and successfully operated under its business continuity arrangements. Most of HBRC's staff worked remotely from home, while staff that support HBRC's 'essential services' were mobilised using 'safe' pandemic practices.

During the quarter HBRC's internal auditors 'Crowe' initiated the following internal audit reviews:

- Risk Management Maturity Assessment
- Internal Audit - Follow-up Audit
  - Procurement and Purchasing – May 2018
  - Contracts Management – May 2018
  - Health and Safety – September 2018, and
  - Water Management Follow-up – May 2018
- Data Analytics

These audit reports will be provided to the Finance, Audit and Risk Sub-Committee on 12 August 2020.

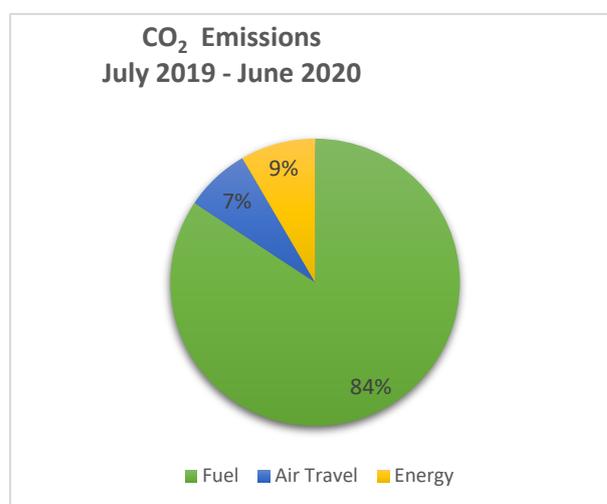
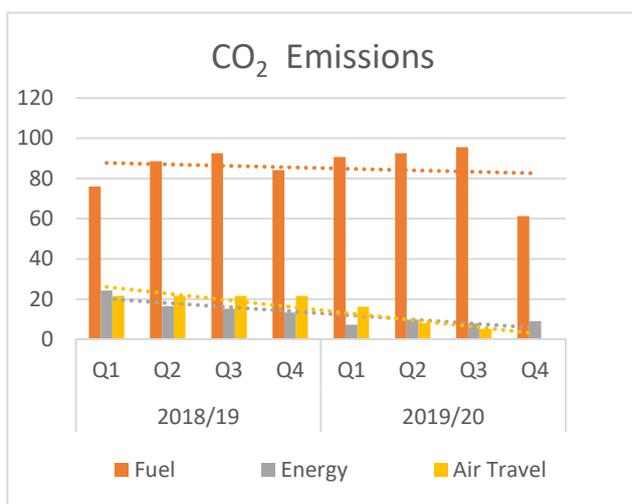
## 2.8 ICT Operations

No data provided

## 2.9 Facilities and Fleet

### Corporate Sustainability

**Purpose:** To monitor progress towards reducing Council's carbon footprint.



\*Please note that energy use is for Dalton Street offices only

**Key finding:** CO<sub>2</sub> emissions from all three sources are trending in the right direction. Emissions from Air Travel and Fuel Use have both reduced this quarter while Electricity Use has increased. The increase in Electricity Use could reflect the return of staff to the office following COVID-19 lockdown.

#### Results:

##### Air travel

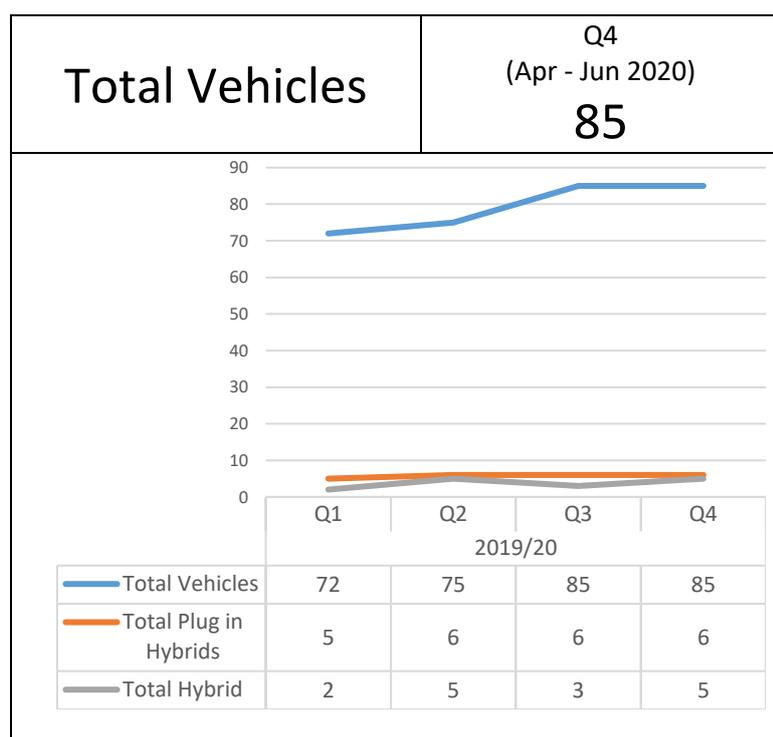
Year	Quarter	Total travel distance (Km's)	CO <sub>2</sub> emissions (tonnes)	Approx. Cost to offset
2018/19	Q1	79250*	21.5*	
	Q2	79250*	21.5*	
	Q3	79250*	21.5*	
	Q4	79250*	21.5*	
2019/20	Q1	118,268	16.14	\$347.33
	Q2	59,417	8.1	\$188.00
	Q3	37,470	5.1	\$127.39
	Q4	981	0.1	\$3.86

\*Annual figure averaged over the four quarters of 2018/19

##### Energy Use

Year	Quarter	Electricity Use (Kw/h)	Gas Use (Kw/h)	CO <sub>2</sub> Emissions (Electricity + Gas)	% Change CO <sub>2</sub>
2018/19	Q1	74478	72605	24.3	
	Q2	80089	27971	16.4	-32.5%
	Q3			15.1	-7.9%
	Q4			13.3	-7.5%
2019/20	Q1	69201	47040	7.2	-45.9%
	Q2	69813	14993	9.8	36%
	Q3	76278	3398	7.9	-19%
	Q4	42855	24359	8.9	12.7%

## Vehicles



Commentary: Vehicles have been replaced but the number of vehicles remain at 85 until vehicles sold (retained for some new roles)

## Fuel use

Year	Quarter	Petrol(litres)	Diesel (litres)	Quarterly Spend	CO <sub>2</sub> Emissions (Tonnes)	% Change CO <sub>2</sub>
2018/19	Q1	4391	23828	\$36,691	76	
	Q2	5836	27618	\$43,215	88.5	16.4%
	Q3	6386	28327	\$41,390	92.5	4.5%
	Q4	7355	24356	\$41,299	84.12	-9%
2019/20	Q1	7322	26685	\$43,968	90.64	7.8%
	Q2	7611	27238	\$46,578	92.58	2%
	Q3	7459	28445	\$43,196	95.50	3%
	Q4	3715	19175	\$19,859	61.19	-36%

## 3.0 Procurement

The procurement hub was launched in July 2019 and training is cascaded by group. Procurement information is now available 'live' at organisation and group level utilising the Power BI Dashboard. Further levels of drill down detail are available at group, service and contract manager levels. On average, one contract is being generated across the organisation every day, with the contract being one part of a three stage (planning, sourcing and managing including evaluation) process.

### Procurement activity reporting 2019-20

Procurement reporting to FARS for the period 1 July 2019 to 30 June 2020

- 212 contracts were created
- 15 contracts were awarded with a value of \$100k+, 6 contracts were valued at \$75k-\$100k, and 9 contracts valued at \$50-\$75k were awarded.
- 150 contracts (70%) were assessed by the contract owners as being low risk, 54 contracts (25%) were assessed as being medium risk, and 8 contracts (3.7%) assessed as high risk

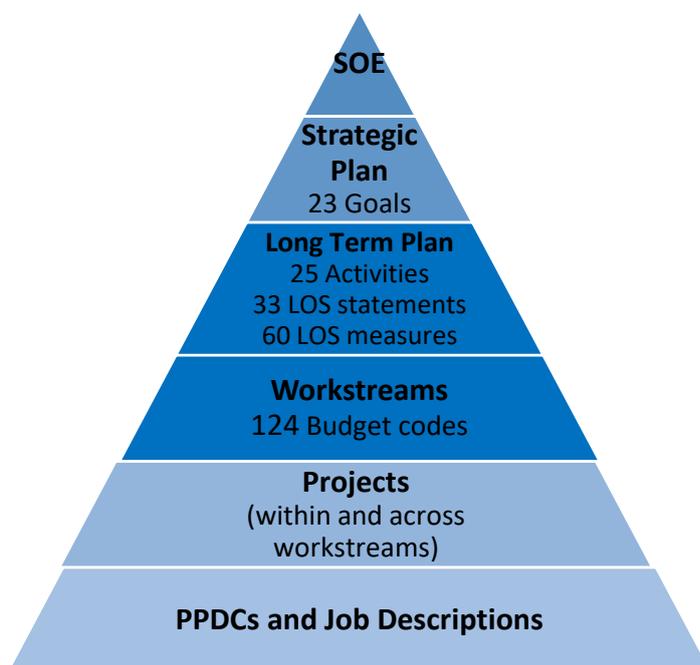
- Of the 32 contracts with a value greater than \$50,000 9 completed an RFP/RFQ process, 19 considered local suppliers, and 14 confirmed living wage payments.
- There are 27 contracts expiring in the next three months that will be subject to post contract evaluation.

## PART 3: GROUPS OF ACTIVITIES

Under the Local Government Act 2002 the Regional Council is required to present its financial and non-financial information in groups of activities for ease of understanding. In the 2018-28 Long Term Plan the Regional Council aggregated its activities into seven Groups of Activities (GOAs), being:

1. Governance and Partnerships
2. Strategic Planning
3. Integrated Catchment Management
4. Asset Management
5. Consents and Compliance
6. Emergency Management
7. Transport

The seven GOAs are made up of 25 activities, 33 levels of service and 124 budget codes (as per Opal3). This report covers layers 3 and 4 of the pyramid below.



The following tables' links level of service<sup>1</sup> performance results to the resources required (3-digit budget codes). It uses a traffic light reporting approach. Financial information covers labour hours and external costs such as contractors and legal costs. Capital expenditure will be provided for the first time next quarterly report.

Non-financial status	<span style="color: green;">●</span> <b>NF</b>	Achieved or On Track
	<span style="color: yellow;">●</span> <b>NF</b>	Off Track
	<span style="color: red;">●</span> <b>NF</b>	Not Achieved or Off Track
	<span style="background-color: black; color: white;">●</span> <b>NF</b>	Not measured this year
Financial status	<span style="color: red;">●</span> <b>F</b>	Actual results are > 10% or \$30,000 over or under budget
	<span style="color: yellow;">●</span> <b>F</b>	Actual results are between 5-10% and \$15,000-\$30,000 over or under budget
	<span style="color: green;">●</span> <b>F</b>	Actual results are within 5% and \$15,000 over or under budget

<sup>1</sup> Levels of service statements on what we aim to achieve, for who and why. These are effectively our commitment to our community.

### 3.1 Governance and Partnerships

There are two activities within Governance and Partnerships Group of Activities (GOA):

- Community Representation and Leadership
- Tāngata Whenua Partnerships and Community Engagement

Activity: Community Representation and Leadership

Level of Service Statement	Level of Service Measure	Status	Commentary	Budget Code + Name	Status	Commentary
HBRC will make transparent decisions, deliver cost-effective infrastructure and services and engage the community in activities and decision-making processes, with clear expectations for participation.	<p>Council meetings are conducted in compliance with statutory requirements and Standing Orders.</p> <p>Target: Achieved</p>	<b>NF</b>	<p><b>Achieved.</b></p> <p>All Council and Committee meetings were advertised, conducted and minuted in accordance with relevant Local Government Act and Local Government Official Information &amp; Meetings Act requirements.</p> <p>All meetings in Q4 met statutory requirements as amended by the COVID-19 Response (Further Management Measures) Legislation Act 2020. This enabled meetings of Governance bodies to be held while restrictions on public meetings were in force and the Pandemic Notice in effect. Committee meetings were suspended during April and May 2020 and weekly online Regional Council meetings held instead. Public meetings in the HBRC Council Chamber recommenced 10 June 2020.</p>	840 - Community Representation & Regional Leadership	<b>NF</b> <b>F</b>	<p>In response to COVID-19, councillors and staff worked from home and in the virtual environment for a 10 week period from 1 April 2020. Central Government amended the LGA and LGOIMA to enable virtual meetings to proceed, with provisions to override the requirement for members to be physically present to count toward a quorum and to allow 'live streaming' or broadcasting of meetings to provide the means for the public to attend. During this time 8 Regional Council, 1 Regional Planning Committee and 7 workshops were held virtually, using Zoom software. Meetings in the Council Chamber resumed 10 June 2020.</p> <p>Significant overspend on staff</p>

	<p>LTPs and annual reports receive "unmodified" audit opinions</p> <p>Target: Achieved</p>	<p><b>NF</b></p>	<p><b>Partially Achieved</b></p> <p>This measure relates to current documents. The amended 2018-28 Long Term Plan received a clear audit opinion. An unmodified audit opinion was received on the Council and group's other audited information for the 2018/19 Annual Report. A qualified audit opinion was received on the Council's group financial statements for the 2018/19 Annual Report. The basis of the qualified audit opinion was due to the group financial statements including the statements of the Council's subsidiary, Port of Napier Limited for the year ended 31/3/2019 rather than for the year ended 30/6/19.</p>			<p>internal time, mainly attributed to additional Executive, Governance and Project Management resources required to support meetings and Long Term/ Annual plan development processes. Initial work has started on the LTP for 21-31 but work on this was delayed due to the impact of COVID-19 on staff time for work on the LTP.</p>
	<p>Percentage of surveyed residents who perceive "acceptable to very good" value of services from HBRC rates (source: 2-yearly SIL perception survey).</p> <p>Target: No survey this year</p>	<p><b>NF</b></p>	<p><b>Not Measured this year</b></p> <p>The most recent SIL perception survey was undertaken between May – June 2019 and reported in the 2018-19 financial year.</p>			

<p>HBRC will make sound investment decisions to grow its assets and generate investment incomes to fund council projects, programmes and activities.</p>	<p>Rate of returns on investment as set out in council's Investment Policy are met.</p> <p>Target: Achieved</p>	<p><b>NF</b></p> <p><b>Not Achieved.</b> As the COVID-19 crisis unfolded, the 5% required rate of return became unachievable for the FY20 year. In Quarter 4 there was a vigorous bounce back to near Quarter 2 levels, however the return for the FY20 year is 1.6%.</p>	<p>880 - HBRIC Costs</p>	<p><b>NF</b> <b>F</b></p>	<p>Napier Port IPO was achieved with a successful launch on the NZ Stock Exchange. Expenditure was higher than budgeted due to the Napier Port IPO mail-outs taking place in 19/20. No further costs have been incurred since the IPO.</p>
			<p>881 - Holding Company Support</p>	<p><b>NF</b> <b>F</b></p>	<p>Project is on track. The finance team employed a management accountant at the start of quarter 4 whose primary focus is the provision of financial support to HBRIC. The management accountant has been performing daily accounting functions and producing the required reporting to the HBRIC board and management. Expenses were down for quarter 2 and 3 as HBRIC were paying for accounting support directly with an external company. Quarter 4 and ongoing, HBRIC pay a fixed monthly amount for accounting support from the HBRC finance team resulting in the surplus.</p>
			<p>971 - Restricted Leasehold Property</p>	<p><b>NF</b> <b>F</b></p>	<p>Delays to freeholding and transfers due to COVID-19 lockdowns. On budget.</p>
			<p>975 - Property Investment</p>	<p><b>NF</b> <b>F</b></p>	<p>The project records the income from the Wellington Leasehold property portfolio with no non-financial performance measures.</p>

						The project is on track except income is down slightly due to rent relief given to one leaseholder as a result of COVID-19 impacts to their business.
--	--	--	--	--	--	---

Activity: Tāngata Whenua Partnerships & Community Engagement

Level of Service Statement	Level of Service Measure	Status	Commentary	Budget Code + Name	Status	Commentary
HBRC engages in strategic relationships to better achieve its vision and purposes.	Annual reporting to council on performance of strategic relationships  Target: Achieved	NF	<p><b>Not measured</b></p> <p>Performance of strategic relationships was not measured and therefore not reported prior to the Annual Report. A methodology for measuring performance is under development.</p> <p>Strategic Relationships relates to the operation of Māori Committee, Regional Planning Committee (RPC) and bi-laterals with Post Settlement Governance Entities. Q4 was impacted by COVID-19. During this time the Māori Committee met once on 6 May and the RPC met once on 3 June, both via Zoom. No bi-laterals were scheduled or held.</p>	876 - Contingency Funding Support	NF F	Financial result is showing as red as it is a contingency fund and non-use indicates sound budgeting.
				895 - Community Engagement & Communications	NF F	MarComms team supported COVID-19 response, drought recovery and Annual Plan consultation during Q4. Maintained constant delivery using full resource allocation, somewhat diverted to COVID-19 response. On track with spending to year end. COVID-19 led to sustained communications delivery, but redirected activities to a response focus.
				896 - EnviroSchools	NF F	Planting at Harakeke Walkway with Marewa School, Napier Central School became an EnviroSchool, Te Māhia School joined in the Dung Beetle release - received national coverage. All 16 Heretaunga Kindergarten Association kindergartens are now part of the

						<p>Enviroschools Hawke's Bay community.</p> <p>Concluded year end on budget. Financial spend not affected by non-physical delivery of environmental education programme for a period of 4-weeks, due to work-arounds using enhanced digital delivery, i.e. Zoom.</p>
<p>HBRC has the internal capability and capacity to engage effectively with Tāngata Whenua.</p>	<p>An annual programme to improve cultural competency for staff and councillors is resourced, developed and implemented.</p> <p>Target: Achieved</p>	<p><b>NF</b></p>	<p><b>Achieved</b></p> <p>This year the Māori Partnerships Team worked with EIT to provide Te Reo Māori classes to staff. The team initiated a region-wide five council collaboration over Q4 with plans to cost-share on cultural competency tools, frameworks and support. COVID-19 had little effect on progress with remote operating.</p>	<p>874 - Tangata Whenua Engagement</p>	<p><b>NF</b></p> <p><b>F</b></p>	<p>Māori Partnerships team consists of 3 FTEs. Strategic alliances primarily are through two committees (RPC and Māori) and bi-laterals with PSGEs on matters outside of RPC/RMA. Staff vacancies impacted on productivity, internally and externally through Q3 and Q4. The most significant impact however on Q4 productivity was COVID-19 Alert level 4 lockdown. Adjustments to remote operating (Zoom and MS Teams) enabled small recovery April/May. No bi-laterals were held Q4. RPC met 6 June and Māori Committee 6 May 2020.</p> <p>Internal Time variance was due to 2 staff vacancies not being filled until Feb and April 2020. Variance (-36%) in External Time was due to, (1) No Māori Committee meetings following triennium between Aug 2019 and Feb 2020, (2) COVID-19 impacting all tangata whenua</p>

						meetings in Q4, (3) technical adviser resignation.
				913 - Systems Integration Project	 	No data provided
				843 - Corporate Sustainability	 	No data provided
				889 - Interest Group Liaison	 	Costs to be journalled to PRJ 874, and code closed

\***Investment Performance Objectives** [excerpt from Statement of Investment Policy and Objectives (SIPO)] Council's Fund is targeted to earn a return at least equal to a real return (after inflation and fees) of 4.5% in Year 1 and 5.0% per annum in Year 2 and beyond. All returns are assessed in NZD.

## 3.2 Strategic Planning

There are three activities within Strategic Planning Group of Activities (GOA):

- Strategy
- Planning
- Sustainable Regional Development

Activity: Strategy

Level of Service Statement	Level of Service Measure	Status	Commentary	Budget Code + Name	Status	Commentary
HBRC will keep informed about organisational, local, regional, national and international issues and trends, periodically develop a high quality and relevant Strategic Plan and align the organisation to deliver on strategic outcomes.	Annual reporting to council on the development and/or implementation of the Strategic Plan to maintain its currency and relevance.  Target: Achieved	NF	<b>Achieved</b> A refreshed Strategic Plan was adopted by Council on 24 June 2020. The five-year strategy is a non-statutory document that sets the scene and prioritises funding for the 2021-31 Long Term Plan. Leading up to its adoption the focus areas, outcomes and timebound goals were workshopped by the Council and Māori Committee between February - June 2020. A small number of amendments were made to reflect current circumstances and new priorities, in particular climate change is more explicitly referenced and targets realigned to national timeframes.	190 - Strategic Development and Execution	NF F	COVID-19 forced a major change to the Strategy and Projects team's Q4 work programme. Two of the four Strategy and Projects team were seconded to CDEM during level 4 lockdown. This combined with the decision to consult on the Annual Plan impacted on LTP preparations and planned improvements to the PMO hub, project sponsor and project management essentials training. COVID-19 also resulted in re-work and the delayed adoption of the Strategic Plan from April to June. The Organisational Performance Report Q3 was produced as planned. The Snr Reporting Analyst role remains vacant. The budget is yellow as it was underspent in external costs due to project training put on hold as a result of COVID-19. Project Sponsor and Essentials Training is co-facilitated by Tregaskis-Brown and the Strategy and Projects Team.
				376 - Future Farming	NF F	The Future Farming Trust made its annual presentation to Council on 29 July 2020. There was a carry forward from the 2019/20 year to ensure the full funding allocation for this project was made available to the Trust. The carry

						forward was necessary as a result of the time it took to formally establish and constitute the Trust as an entity separate from HBRC.
				994 - Napier-Gisborne Rail	NF	This Target is now incorporated into KiwiRail's performance under a loan agreement that recorded the repayment terms of HBRC's advance to KiwiRail to support the reinstatement of log freight service between Napier and Wairoa
				995 - Regional Water Security Scheme	NF	The Regional Water Security project, anchored around the Regional Water Assessment, has the objective of ensuring that the region has long term, climate resilient and secure supplies of freshwater, for all. The programme ambition is to build a detailed understanding about our sources and uses of water across the region using natural capital and resource accounting frameworks. This will inform future supply and demand scenarios and help identify intervention and investment priorities on both sides of that equation. Parallel community scale water storage investigations will identify viable sites that could support an integrated package of solutions.

Activity: Planning

Level of Service Statement	Level of Service Measure	Status	Commentary	Budget Code + Name	Status	Commentary
HBRC develops and maintains clear and appropriate policies that promote the sustainable management of the region's natural and physical resources and protects the community from resource management related risks.	Compliance with statutory timeframes for RMA planning documents  Target: Achieved	NF	<b>Achieved</b> No known failures to comply with statutory timeframes relating to preparation and review of RMA planning documents. Under Code 192 both PC7 (Outstanding Waterbodies) and TANK Plan (PC9) were publicly notified with extended submission periods which will compress timeframes for completion of the hearing and decision-making milestones (legal maximum is decisions to be issued within two years after plan change public notification date).	191 - Regional Coastal Plan	NF F	Draft RCEP Effectiveness report received 23 October 2019. Staff peer review completed, albeit delayed due to other resource management project commitments and staff redeployment to CDEM duties as a result of the COVID-19 pandemic. Meanwhile, work continued on the Clifton to Tangoio Coastal Hazard Management Strategy. A planning consultant has been appointed to undertake the review and reporting of policy and consenting implications of the Strategy's preferred options as the Policy and Planning team have been significantly under-staffed. A watching brief is being maintained on that work.  This project is red as it was underspent at the end of the financial year. The outsourced planning consultancy work has been supported via Clifton to Tangoio budget not the 191 budget.
				192 - Strategy & Planning	NF F	PC7 (OWB) & TANK (PC9) continue to be the principal focus of the policy work programme. 42 submissions were received on proposed Outstanding Waterbodies plan change (with 901 submission points) were being summarised in parallel to

					<p>arrangements being made for short-listing and appointment of hearing commissioners. Proposed TANK Plan was publicly notified in May 2020, and submission period was extended to 14 August. Staff have commenced a 'gap analysis' of the RRMP. The COVID-19 pandemic event did delay work on the projects within this workstream. All members of the Planning Team were deployed to assist for some time in the CDEM Group COVID-19/drought response event.</p> <p>Delays to proposed TANK Plan notification and the extended submission period resulted in the budget being off-track, associated costs (communications, IT, staff input etc) will be pushed into 2020/21. Hearings have also been delayed in TANK Plan (RPC decision making and COVID-19) and Outstanding Waterbodies proposed plan change (6 month consultation) resulting in significant costs rollover to 2020/21 (est. \$800,000). A new submissions database was purchased to support accurate management of public submissions on plans. The senior planner vacancy was filled in April.</p>
--	--	--	--	--	--

				194 - Response to Climate Change	 	<p>An independent research company was commissioned to undertake a survey on climate change community and business perceptions in the region. Staff made some progress on three key actions that had been prioritised by the Climate Change Working Group formed in March. However, progress on those priorities had been delayed by the COVID-19 pandemic because key planning staff were deployed to assist with the CDEM event response. Overspend primarily due to commissioning of a climate change community and business perceptions survey. Staff had also contributed to a public event launching Climate Action HB in association with the 3R Group, plus increased community engagement on climate change matters.</p>
HBRC will proactively work with territorial authorities to achieve alignment on policies, plans and strategies.	Planning managers from HBRC and territorial authorities meet at least twice each year to discuss and identify integration issues; and improvements to content and/or processes for regional and district plans.		<p><b>Partially Achieved</b></p> <p>Regular communications with the TLAs' planning managers is maintained. During 2019/20, that also involved development of joint submissions on various central government proposals, including freshwater reform, air quality regulations, and national policy statements for urban development, highly productive land, and indigenous biodiversity. It was intended to</p>	196 - Statutory Advocacy	 	<p>2019/20 was an unprecedented year for central government proposals relating to resource management matters. Liaison with MFE in particular during Q4 involved some planning staff providing sector feedback on draft freshwater NPS and regulations. A joint submission with other HB Councils was drafted on proposed amendments to air quality regulations. Planning staff coordinated preparation of evidence from HBRC's experts on Environment</p>

	Target: Achieved		hold a meeting of HB Council Policy Managers' in April however the COVID-19 pandemic and CDEM response deferred that.			Court proceedings for the Ngaruroro/Clive Rivers WCO. Environment Court WCO proceedings have encountered delays due to COVID-19. Evidence was prepared for first tranche of High Court proceedings on Marine & Coastal Area (Takutai Moana) Act applications.
HBRC will regularly submit on national direction, plan and consenting matters.	Number of submissions made to local and central government per annum.  Target: Maintain three year rolling average. Baseline: 5.67 (3 years to 2017)	NF	<b>Achieved.</b> 12 (3-year rolling average) Nineteen submissions lodged during the year - with four submissions made in Q4. All submissions are recorded on HBRC website (#hbrcsubmissions). 2019/20 was unprecedented year of activity from central government on resource management-related proposals. Submissions on several local consent proposals, district plans, but most notably, a high number of submissions on Bills and a variety of other central government proposals (e.g. climate change proposals, freshwater reform, national policy statements on indigenous biodiversity, urban development and highly productive land, national regulations for air quality and outdoor tyre storage). 2019/20 was an unprecedented year of activity from central government on resource management-related proposals.			Staff time was within budgets, but external expenditure was significantly over budget. The additional external expenses are primarily due to the commissioning of evidence from HBRC's experts on Environment Court proceedings for the Ngaruroro/Clive Rivers WCO, plus associated legal services in same proceedings. Legal expenses were also incurred for the unbudgeted work to prepare evidence for first tranche of High Court proceedings on Marine & Coastal Area (Takutai Moana) Act applications.

Activity: Sustainable Regional Development

Level of Service Statement	Level of Service Measure	Status	Commentary	Budget Code + Name	Status	Commentary
HBRC will co-invest in regional economic development organisations for the benefit of the Hawke's Bay economy.	<p>Funding contracts with approved performance targets and reporting requirements are in place for HB Tourism, Matariki REDs and the Regional Business Partners Programme.</p> <p>Target: Achieved</p>	<b>NF</b>	<p><b>Achieved</b> Contracts were in place for all 3 entities. KPIs were exceeded by the Regional Business Partner team resulting from COVID-19.</p>	179 - Economic Development	<b>NF</b> <b>F</b>	<p>During this quarter the RBP team were active supporting local businesses impacted by COVID-19. Additional funding was provided by NZTE which enabled increased staff resourcing and capability voucher spend. Over 600 businesses were supported in the region during this period. Further funding was requested. HB Tourism also played a key role supporting the sector during this period as well as stranded visitors (in collaboration with the CDEM team). Both RBP and HBT presented to Council to keep elected members up to date on COVID-19 business impacts. There was increased spend by the RBP team for staff resourcing, IT equipment as well as considerable financial expenditure on capability vouchers for businesses impacted by COVID-19. Due to the immediate need caused by COVID-19, HBRC approved the voucher payments which were sent on to NZTE to reimburse (causing a small delay in reconciliation). Business HB</p>

						sought additional funding from Councils but this is pending an independent ED review and the LTP process.
--	--	--	--	--	--	---

### 3.3 Integrated Catchment Management (ICM)

There are three activities within Integrated Catchment Management Group of Activities (GOA):

- Science and Information
- Catchment Management
- Biodiversity and Biosecurity

Activity: Science and Information

Level of Service Statement	Level of Service Measure	Status	Commentary	Budget Code + Name	Status	Commentary
HBRC will monitor and provide accurate and timely information to decision makers and the community on the State of the Environment (SOE) for Hawke's Bay.	A 5-yearly State of the Environment Monitoring Report is produced along with annual scorecards and monthly updates. Results are made available primarily through digital media.  Target: Achieved	NF	<b>Partially Achieved</b> Monthly updates have been completed as scheduled. Fourteen 5-yearly SOE technical reports are published. A summary Key Issues report has been drafted and going to Council in August 2020 prior to publication. This will complete the SOE reporting.	153 - State of the Environment Reporting	NF F	The entire Science section produced fourteen 5-yearly SoE technical reports and a Summary report in August 2019. A 5-yearly Synthesis report is ready for publication following presentation to the Regional Planning Committee in August 2020. Overspent internal time due to focussed effort from the entire Science section.
	SOE monitoring programmes are in place and results are published on HBRC and LAWA websites for Climate and Air Quality, Surface Water, Groundwater, Land Science, The Coast	NF	<b>Achieved</b> SoE monitoring programmes ran to schedule and relevant data was captured and uploaded to relevant websites. Some backlog created by COVID-19 was able to be addressed.	315 - Surface Water Quality	NF F	Routine monthly monitoring of 92 river sites and 5 lakes by the water quality and ecology team was completed by the water quality and ecology field team. Freshwater quality and ecology scientists completed annual reporting for Tutira, and provided support for the Whakaki and Tutira FIF workstreams. Work undertaken in this programme contributed to 6

	Target: Achieved				<p>river water quality technical reports (project 153). The ecosystem health programme was successfully completed for its first complete year, and results were utilized for a paper in a scientific journal. Workstreams were satisfactorily completed despite some disruption and missed sampling due to COVID-19. Minor underspend reflects missed sampling runs during the lockdown. It was not appropriate to carry some costs forward, if the work could not be undertaken the following year (i.e. can't go back in time to sample March 2020). Most sites only lost 1 month of data, a small number of sites lost 2 months' worth.</p>
				320 - Surface Water Quantity	<p><b>NF</b> <b>F</b></p> <p>Monitoring completed and data collected on time and to relevant standards for the SoE water quantity programmes. Team is now fully staffed and relevant training is taking place. Any gaps caused by COVID-19 lock down have been largely filled. Controllable costs largely on track, i.e. Internal time close to budget and external cost slightly under spent as not able to use contractors or get equipment serviced during COVID-19 lock down. Financial result is showing as</p>

						red as Income from Section 36 charges are well below budget.
				325 - Ground Water Quality	 	Hydrology and Hydrological Science Team. The Team Leader resigned and left Council end of April during lockdown. A new staff member joined the Team and started in April during lockdown. BAU was disrupted during this period with the loss of a senior surface water hydrology scientist from the Team and the induction of a new staff member in the role of Senior Surface Water Hydrologist to the Team. BAU was also disrupted with the transition from the outgoing Team Lead to the induction and secondment of an Acting Team Lead for Hydrology and Hydrological Science Team. Underspend. The groundwater quality budget included funds for groundwater quality sample analysis for all groundwater monitor wells. However not all monitor wells are being sampled, due to site set-up, lack of appropriate pumping equipment and staffing resources. Therefore, sampling expected was not undertaken.
				330 - Ground Water Quantity	 	The groundwater quantity project is responsible for monitoring groundwater level status within regionally significant groundwater

					resources. This project mainly involves time from Resource technicians to measure and process data, and time from Scientists to analyse and report on data. Groundwater levels have continued to be measured over the Q4 quarter with no disruptions caused by the COVID-19 situation. There have been some delays in processing of automatic recorders. These delays are not anticipated to greatly affect the project. Groundwater level reporting has continued on track as per normal. The over expenditure in this project is primarily driven by costs associated with staff time. This comes from both Scientist time and Enviro info time. Enviro Info time has been under budgeted for many years.	
				331 - Coastal Quality	<p>NF</p> <p>F</p>	Project outcomes were met and expenditure was on budget.
				339 - Land Science Research & Investigations	<p>NF</p> <p>F</p>	All programs within the 339 work streams have tracked as expected and are ongoing into the next financial year as expected. An additional program (339-204 - LiDAR) was added to the 339 workstream midway through the FY. This did get underway but has now stopped and contractors returned to Australia due to

					<p>COVID-19.</p> <p>The under-spend was due mainly to a combined under-spend of 'Overhead charges' and 'Internal time'. The internal time was lower for this project but higher for its sister project 340 that meant between the two projects the overall spend was balanced.</p>
				340 - Land Monitoring	<p>NF</p> <p>F</p> <p>In the last quarter Land science has completed a new regional land use map for the region, completed a new point analyses survey for the Whakaki catchment, completed the wetland inventory survey and produced technical report, updated and reviewed a new version of SedNetNZ, began exploring ways to monitor slow moving land slips, provided a new model locking at risk identification of event based land sliding and reviewed report, project managing roll out of new ISCO sediment monitoring programme. Other work is detailed in 339 work-stream. Only partial completion of objectives was due to soil quality monitoring being restricted (COVID-19).</p> <p>The 340 work stream wetland programme required more staff time than was originally thought, but this will be balanced by the reduction in expected staff time utilised in the other Land Science</p>

						work stream (339). This has resulted in higher staff costs than expected for this work stream. However, the soil quality monitoring job within this work-stream had to be postponed due to COVID-19 which in turn caused an under spend in external costs.
	Council maintains its International Organisation for Standardisation (ISO) 9001-2015 accreditation for data collection, analysis and storage.  Target: Achieved	<b>NF</b>	<b>Achieved.</b> Annual external audit completed on 20-21 January 2020. Accreditation maintained.			All ISO accredited staff maintained their efforts towards the Quality Management System (QMS) during the Level 4 lockdown. No changes to the QMS have been made in Q4.
HBRC will undertake targeted science research and investigations on matters relevant to policy development to inform the Council and stakeholders.	The Science team develops and implements an annual work programme in line with plan change requirements  Target: Achieved	<b>NF</b>	<b>Achieved</b> The Council's Science Strategy was refreshed in January 2020 and sets out the Science team's contribution to plan changes. This year's focus has been supporting plan change processes for TANK and Mohaka catchments. With Policy staff, preparation is underway for a region-wide plan change to meet timeframes of NPS-FM 2020.	182 - Unspecified Research & Grants	<b>NF</b> <b>F</b>	Approximately \$120,000 Envirolink funding was secured from HBRC contribution \$10,000 to the initiative. The funding provided technical advice from research organisations on matters relating to resource management in Hawke's Bay. This workstream supports the University of Waikato Professorial Chair position. Overspent internal time due to significant effort from Environmental Information section providing data and services to LAWA. The largest budget issue was a correction to s36 charging

						that appeared as a \$40,000 expense.
				310 - Regional Groundwater Research	NF F	New models for Ruataniwha surface water and groundwater systems are almost complete. These will be used to inform decisions for implementation of the Tukituki sub-regional plan and regional water security initiatives. Modelling and technical support was delivered to support the TANK plan change. SkyTEM survey was completed, as the basis for the regional 3D aquifer mapping initiative. Workstream was on budget
				311 - Regional Surface Water Research & Investigations	NF F	The staffing changes (as noted above in 325) impacted on BAU. The MBIE Braided River Hawke's Bay Case Study for the Ngaruroro River undertaken by Lincoln Agritech (that the Regional Council had agreed to support in-kind and financially) required payment. This took our finance over budget for this quarter.
				312 - Freshwater Ecology Investigations (Projects)	NF F	Data collection for the planned investigations were largely completed by the water quality and ecology field team, with the exception of some workstreams (e.g. faecal source tracking, Tukipo characterisation and Whakaki investigations) which were delayed due to COVID-19 and have been

					<p>carried forward into 2020/2021. Freshwater quality and ecology provided science support for the TANK plan change, Mohaka plan change and Tukituki implementation workstreams. This project was underspent because some routine monitoring workstreams were budgeted under 312, but were moved to 315 to tidy up project structures. The budget did not reflect this, but the discrepancies largely balance out when looking between 312 and 315 (the two freshwater quality and ecology codes combined). With the remaining discrepancy reflecting COVID-19 disruption, some of which has been requested as carry forward to complete investigative work.</p>
				313 - Coastal Water Quality Research & Investigations	<p>NF F</p> <p>Internal time is largely underspent. This reflects an FTE that was assigned to 313 in year 2 of the LTP to support coastal data needs that has not been undertaking work aligned to this project at the expected level. End of year level for Environmental Information was at 20% of budgeted amount, however some of this time was spent within the coastal SOE project (331) which was 43% over budget for Environmental Information time. External</p>

						expenditure was on track for this project, as was the Science time. Large underspend reflects the internal time difference in the Environmental Information area.
HBRC will reduce harmful air pollution and comply with the National Environmental Standard (NES) for Air Quality.	Number of exceedances of PM10 in the Napier and Hastings Airsheds  Target: Napier 1; Hastings 3	NF	<b>Achieved.</b> Hastings and Awatoto had one exceedance during the FY while Napier had no exceedances.	341 - Air Quality	NF F	The Winter 2020 air emissions inventory is complete, although a section on orchard burning has been deferred and will be produced separately because the sector couldn't provide the information required until later in the year. PM10 monitoring in the Napier, Hastings and Awatoto airsheds has met the performance objectives of 95% data capture and 75% valid data. Monthly PM10 reporting and data processing are complete for the FY. External costs were on budget and the COVID-19 lockdown had no impact on the financial result. Internal science staff time is over budget because 40 weeks of science time should have been allocated to 341 at the start of the FY rather than spread over 341 and 153.
	Number of clean heat systems installed annually under financial assistance programme	NF	<b>Achieved</b> 11,881 total between 2009 - 30 June 2020 2019-20: 678	342 - Healthy Homes Initiatives	NF F	The Heatsmart programme provided 200 insulation loans, 119 clean heat loans and 359 grants - giving a total of 678 assistance packages valued at \$1,013,997; The sustainable homes programme has provided assistance with an

	Target: 1000		The target of 10,000 clean heat installations over 10 years (1000/year) has been achieved.			additional 725 assistance packages to the value of \$3,129,662. The programme shows an increase in demand and borrowing beyond budgeted expectation for sustainable homes. All borrowing is recovered via a voluntary targeted rate. The operational costs for the scheme will be reviewed as part of the LTP budget round.
HBRC will encourage efficient and effective water use to maximise the benefits of the water allocated and comply with regulations under the RMA for measuring and reporting water takes	Percentage of consent holders with water meters operating using telemetry or web/text systems  Target: 90%	<b>NF</b>	<b>Achieved</b> 94.6%.  As at 30 June 2020 84.3% of consents were reporting using web or telemetry. Adding in consents where the take is tamper tagged of 10.3% giving a total of 94.6%.  Note: 10.3% of consent holders have wells with a security seal (tamper tag) fitted. These wells are not in use. The security seal allows us to confirm that they have not been used.	395 - Water Information Services	<b>NF</b> <b>F</b>	The WIS team have met targets for telemetry and web reporting. The Technical Advisor position has been filled but the six months without that position has meant notifications for re verifications of meters was slower. Work transferring from Daisy to Iris and training the new Technical Advisor was impacted by COVID-19. WIS income is billed at end of the financial year. Estimate of income at end of financial year is \$355900 once all accounts are paid. Planned software development not yet expended.
	Total water consented as a percentage of the allocation limit for each significant water resource (Tukituki).*	<b>NF</b>	<b>Achieved</b> 99% for Surface water in Tukituki 53% for Groundwater stream depleting takes in Tukituki.  Surface water is allocated to the limit. (Note allocation set by PC6 and measured as L/s rather than	314 - Water Efficiency	<b>NF</b> <b>F</b>	One 0.4 FTE involved in this work. Last quarter held 3rd of 3 hort sector group meetings for the financial year. Alongside policy team worked with Aqualinc to complete contracted calibration works to the Irricalc model and extended this work to better assess properties with a high water table.

	<p><u>Note:</u> Additional rivers will be added as allocation regimes are set through catchment based plan changes to give effect to NPS FM&gt;</p>	<p>m3/week). Consents are expiring and allocation rates and volumes are being reviewed. This may free up water. Applications have been made in anticipation of this.</p> <p>Tukituki is the only catchment with a rule-based limit set since the NPS-FM came into effect and is less than or equal to 100% for the total catchment for surface water and groundwater stream depleting takes (see table below).</p> <p>The TANK Plan Change, now notified, will address how the allocation, particularly from stream depleting groundwater, is to be counted in the next catchment to come under the NPS-FM. In the meantime, no more water will be allocated from the surface low flow allocation block or groundwater from over allocated catchments.</p>		<p>Assisted with water user consultation in preparation for the TANK Plan Change notification and organised Ngaruroro Irrigation Society meeting to discuss TANK. Assisted Tukipo catchment irrigators during drought.</p>
--	---	--	--	--

Activity 3.2 Catchment Management

Level of Service Statement	Level of Service Measure	Status	Commentary	Budget Code + Name	Status	Commentary
HBRC will partner with Tāngata Whenua and community groups in identified priority areas to achieve land and water outcomes.	Annual reporting to council on engagement, actions and impacts within priority areas.  Target: Achieved	<b>NF</b>	<b>Partially Achieved</b> Reporting to council on engagement delayed due to COVID-19. This will be reported at the next Māori Committee.  Staff have been engaging individual land owners in priority areas as part of the wider Erosion Control Scheme but momentum and focus in priority areas has slowed as a more regional approach to scheme delivery has been taken. Work is still happening in priority areas with wetland creation for nitrogen management meetings being held in the Tukipo, and through both Freshwater Improvement Fund projects multiple engagement with the community in the Tutira and Whakaki priority areas. Work is underway to look at a coordinator for the Ahuriri project. Q4 was impacted on by the COVID-19 lockdown and restrictions to engagement.			
HBRC will work with farmers, growers and industry to transfer knowledge on environmental risks and impacts,	Percentage of land area (by catchment) that operates under a Farm Environment Management Plan or an	<b>NF</b>	<b>Partially Achieved</b> 99% (by land area) The Tukituki latest GIS analysis identified that there are < 20 small land parcels left to lodge a low intensity form with the council and 12 property > 10 ha identified as requiring the FEMP to be verified. The	378 - FEMPs	<b>NF</b> <b>F</b>	Focus areas are FEMP auditing in the Tukituki and the re-submission of all Tukituki FEMPs prior to the 31 May 2021 deadline.
				351 - Te Waiu o Tutira	<b>NF</b> <b>F</b>	The Project is experiencing significant delays as we proceed with stakeholder engagement relating to certain high cost project

<p>and support the adoption of good management practice on-farm to achieve smart, sustainable land use.</p>	<p>independently audited industry good management practice framework as required under the RRMP.</p> <p>Target: Tukituki – 100%</p>		<p>compliance team are currently investigating these properties.</p>			<p>deliverables. The viability of the project is at significant risk due to this. An increased expenditure of this budget was achieved in the last quarter in delivering on-ground project works (planting, fencing etc.).</p> <p>Under spent. We are considering the viability of carrying forward a large portion of this budget. Please note that Council is in Deed with MfE for this project, we have committed this money as part of the Freshwater Improvement Fund project. If we agree to continue the project we will need to carry forward any unspent funds to ensure we can still deliver this project.</p>
				<p>352 - Ahuriri Estuary Protection &amp; Enhancement</p>	<p>NF F</p>	<p>All identified deliverables for the Ahuriri Protection and Enhancement Project were completed on time and within budget including but not limited to - fencing and planting for biodiversity enhancement and erosion control, hydrology mapping and an engineering assessment of Wharerangi Stream.</p>
				<p>353 - Lake Whatuma Protection &amp; Enhancement</p>	<p>NF F</p>	<p>We have not progressed the sale and purchase of a large portion of the lake which has stalled protection and enhancement actions and budget spend.</p> <p>Under spent. No actions, hence no</p>

						budget spend. Carry forward will be requested to leverage funding from other funders for this project.
				354 - Whakaki Lake Protection & Enhancement	 	<p>The Project is experiencing delays as we proceed with stakeholder engagement relating to certain high cost project deliverables which we hope to resolve in the near future. An increased expenditure of this budget was achieved in the last quarter in delivering on-ground project works (planting, fencing etc.).</p> <p>Under spent. We will need to carry forward a large portion of this budget. Please note that Council is in Deed with MfE for this project, we have committed this money as part of the Freshwater Improvement Fund project. We need to carry forward any unspent funds to ensure we can still deliver this project.</p>
				355 - Marine Protection & Enhancement	 	<p>No internal time is allocated to this project. Internal time is under 313. Project objectives were met within the expenditure allocated to this project.</p>

<p>HBRC will encourage through subsidy, education, working with industry and recording and reporting riparian planting and fencing, wetland protection and afforestation to improve soil conservation and water quality.</p>	<p>Additional area of highly erodible land planted in trees (ha).</p> <p>Target: 2000Ha of land under cover</p>	<p><b>NF</b></p>	<p><b>Not Achieved</b></p> <p>666 ha of erodible land in trees this financial year, the second year of Erosion Control Scheme (ECS). 225 ha of erodible land in trees in Q4 which included COVID-19 period (source: CRM). This compared to 94 ha of erodible land in trees last financial year (1st year of ECS).</p>	<p>379 - Erosion Control Scheme</p>	<p><b>NF</b></p> <p><b>F</b></p>	<p>Land purchase for Aramoana of \$204k has been capitalised and not visible in this financial result. Overall between 379 and 379c and the land purchase the net of the ECS is under spend of circa \$300k. Which relates to work on the ground that is planned but has yet to be completed.</p>
				<p>306 - Erosion Control Scheme Booster</p>	<p><b>NF</b></p> <p><b>F</b></p>	<p>This project provides 'booster' funding to the Erosion Control Scheme. COVID-19 impacted on the ability to make farm visits and hold scheduled workshops and slowed down work on the installation of Sediment Monitors. Office based work related to Erosion Control Plans and general planning and workshop development did continue. There was a data cleanup exercise instigated under this project that related to the Collector Tool used for all ECS work (and this project) however this has yet to be extended to the CRM data which may impact on reporting accuracy related to works on the ground. The surplus in this project relates to external funding received for capital expenditure. This funding will be requested to be carried forward, for the continuation of the sediment monitor purchase and installation</p>

					<p>that will be completed in 20/21. This is a self-funded project (with in-kind contribution contributed by HBRC). The potential total funding available was not claimed due to unmet milestones as a result of COVID-19. MPI is yet to confirm whether Treasury will approve 'roll-over' of the unspent funds to 20/21 but indication is positive.</p>
				380 - Wairoa/ Mohaka Catchments	<p><b>NF</b> <b>F</b></p> <p>During Q4 staff have initiated 23 ECP's and carried out 42 farm visits. Wider engagement has been held with the McRae Trust, Ohuka Discussion Group, meeting with Mahia landholders, a Farm Planning workshop has been held and a number of wider community events attended. This is a good effort given all the interruptions through the COVID-19 lockdown and delays to the work program while the full contingent of staff have been employed for the Wairoa Office. The team is still being challenged by on-farm transportation and shortage of planting materials - which is being rectified. The project is significantly over budget. This was primarily the result of the employment of contractors to fill the gaps and keep the work program progressing in key areas while we were recruiting new staff to undertake the role internally.</p>

				381 - Soil Conservation Nursery	<p>NF</p> <p>F</p>	<p>Pole harvest has begun. We attempted to create a Request for Quote to undertake the harvest to achieve procurement and health and safety goals which was unsuccessful. Instead hired the harvest crew on student contracts this delayed the start of harvest (exacerbated by COVID-19). We have had unbudgeted capex approved to replace the nursery tractor and the harvest chainsaws which were at the end of their lives. The current nursery manager has tendered his resignation and Works Group are going to manage this position going forward.</p> <p>Over budget. Internal time is up as additional help was needed to assist the nursery manager with harvest. Historically this assistance has been coded elsewhere. External cost is lower because we carried stock forward.</p> <p>Income is down due to poor pole numbers in Q1. Despite the income from the 2020 harvest sales being recorded in Q4 of 2019/2020 when it occurred</p>
--	--	--	--	---------------------------------	--------------------	---

				382 - Central Catchments	 	<p>The central catchment team has been impacted by several events in the last quarter. This has led to some planned work being partially achieved and other unplanned work being undertaken. 45 Erosion control plans were completed out of a target of 70. Erosion control scheme work outputs are reported elsewhere alongside job 379. Events that impacted on and changed work achieved were: One team member at reduced capacity due to non-work related injury, COVID-19 lockdown preventing farm visits and reducing ECP progress for some time, more team input required at the nursery and significant drought response and lifestyle feed run work done by the team.</p> <p>Under spend. External budget is on budget and Internal staff time is underspent. This is due in part to vacated admin role not being replaced within the team. Also some staff time has been coded to nursery and hotspot codes</p>
				383 - Tukituki/Southern Catchments	 	<p>Working to budget for external costs, internal time needs sorting by Finance to find out why actuals are greater than they should be.</p>
				303 - Tagasaste SFF Project	 	<p>Monitoring has continued throughout the COVID-19 lockdown period. This has been possible even</p>

						without the science team due to the availability of local labour and by making small compromises. However the data collected has been of high quality and value. The data from the May monitoring round has not been analysed yet. Initial results are similar to last years, therefore making the measurements of autumn patterns more robust. Analysis of significant data has been presented in the M-06 report. A small over spend has occurred (approx 2%).
	Additional kilometres of riparian margin protected annually to reduce sediment, nutrient and/or bacterial contamination of water  Target: 100km	<b>NF</b>	<b>Not Achieved</b> 27 km this financial year (2nd year of ECS). 15.8 km of stream protected in Q4. This compared to 8 km last financial year (1st year of ECS). Catchment team is reinforcing where these actions can be funded to get greater uptake.	384 - Riparian Planting Programme	<b>NF</b> <b>F</b>	This code is to monitor riparian plant cost and has no budget.

Activity 3.2 Biodiversity and Biosecurity

Level of Service Statement	Level of Service Measure	Status	Commentary	Budget Code + Name	Status	Commentary
HBRC will work with partners and stakeholders to implement the HB Biodiversity Strategy and Action Plan so biodiversity is enhanced, healthy and functioning.	Additional number of targeted priority sites where biodiversity is actively managed.  Target: 1-2	NF	<b>Achieved</b> The Biosecurity/Biodiversity team delivered works at 11 Ecosystem Prioritisation sites. This included deer fencing, planting, pest plant and pest animal control. This has been made possible through partnering both internally and externally with other groups/organisations. COVID19 and drought has resulted in the deer fencing of one site being delayed.	662 - Biodiversity	NF F	The Biosecurity/Biodiversity team delivered works at 11 Ecosystem Prioritisation sites this year. This included deer fencing, planting, pest plant and pest animal control. This has been made possible through partnering both internally and externally with other groups/organisations. COVID-19 and drought has resulted in the deer fencing of one site being delayed. Budget 662 (Biodiversity) is broken into two budgets, being 662-001 (OPEX) and 662-080 (Community Capital). The Community Capital budget is underspent. The overall combined budget for 662 is 101%.
				338 - Biodiversity Strategy	NF F	Endangered species database development (stage 2) is in progress. Tier 2 biodiversity monitoring framework development underway, funded by Envirolink and Biodiversity Working Group with Landcare Research being service provider. High resolution aerial image capturing over frost flats led by BOPRC is completed, but image processing has been delayed due to COVID-19 affecting service provider (South Africa base). Wilding pine mapping in HB frost flats is in progress. Budget on track.

<p>HBRC will undertake research, and implement and review regional pest management plans that improve biodiversity, human health and economic prosperity.</p>	<p>Maintain and implement current Regional Pest Management Plan.</p> <p>Target: Achieved</p>	<p><b>NF</b></p>	<p><b>Achieved</b> Regional Pest Management Plan review has been completed. Plan became operative Feb 2019. The Biosecurity team have implemented this plan, which contains 23 pest animals, 2 marine pests, 5 horticulture pests and 33 pest plants. A legal review has been undertaken on Notices of Direction, amendments to documents incorporated by reference and staff Biosecurity Act warrants.</p>	<p>650 - Plant Pest Control</p>	<p><b>NF</b> <b>F</b></p>	<p>The pest plant team completed almost all field operations this FY. In the last quarter this involved the management of 11 different pest plants. These pest programmes are outlined in the Regional Pest Management Plan. Two programmes could not be completed due to the COVID-19 lockdown (old man's beard aerial control and Australian sedge spraying). The urban woolly nightshade programme was completed but some properties could only be inspected from the footpath due to COVID-19 Level 2 and 3 restrictions. Woolly nightshade articles were published in local newspapers. Over/under recoveries have resulted in the budget being overspent by 19%</p>
<p>HBRC will provide effective pest management programmes that improve regional biodiversity, human health and economic prosperity.</p>	<p>Percentage of monitored Possum Control Areas (PCAs) with a 5% or less trap catch.</p> <p>Target: 90%</p>	<p><b>NF</b></p>	<p><b>Partially Achieved</b> Due to COVID-19 the PCA Education Monitoring Programme is behind schedule. 91% of the results have been processed. We are waiting on results from the remaining 183 monitoring lines (due 14 August).  We are on track to achieve the LOSM of 5% or less trap catch of monitored possum control areas. The average RTCI of the results to date is currently 2.9%.</p>	<p>660 - Regional Animal Pest Control</p>	<p><b>NF</b> <b>F</b></p>	<p>The pest animal and Predator Free Hawke's Bay teams have completed almost all pest animal programmes, including rabbits, rooks, feral goats and predators. Good progress has been made in the Whakatipu Mahia possum eradication programme with milestones on track. COVID-19 has delayed the completion of the PCA monitoring programme. This is due to be completed by the 14th Aug 2020. The Pest Animal budget came in slightly under-spent this FY. The 8%</p>

<p>Decreasing trend (based on previous 5-year average) in the number of active rook nests.</p> <p>Target: Achieved</p>	<p><b>NF</b></p>	<p><b>Achieved</b> 247 5-year average The annual rook programme has been completed with 141 nests treated. This is tracking downwards, the 5 year average being 247 active nests treated</p>			<p>overspend is due to over/under recoveries</p>
<p>Percentage of animal pest enquiries responded to within target timeframe. (5 days for rabbits).</p> <p>Target: 100%</p>	<p><b>NF</b></p>	<p><b>Achieved.</b> 100% A total of 66 rabbit inquiries have been responded to over this financial year all within the required 5 day time frame</p>	<p>689 - Pest Management Strategies</p>	<p><b>NF</b> <b>F</b></p>	<p>The Regional Pest Management Plan has completed its review and is operational. An online Pest Hub has been launched in partnership with the Comms team where the public can gain information and report the sighting of pests in the Hawke's Bay region. A LGA section 17a efficiency and effectiveness review has been undertaken of a range of Biosecurity operations within the RPMP to make sure they are effective and fit for purpose. Legal advice has been sought on Notices of Direction and amending Incorporation by Reference documents within the RPMP. Budget was on track.</p>
<p>Percentage of plant pest inspections and actions completed within target timeframes (see schedule for specific plant pests).</p> <p>Target: 100%</p>	<p><b>NF</b></p>	<p><b>Achieved</b> 100% 130 rural properties and 380 urban properties were visited during this period. The following pest plants have been managed: African feather grass, Goats rue, Phragmites, Cathedral bells, Spiny emex, Old man's beard, Climbing spindleberry, Chilean needle grass, Wilding conifers, Woolly nightshade, Privet. The Calamint biocontrol SFF project funding has been completed</p>			

### 3.4 Asset Management

There are three activities within Asset Management Group of Activities (GOA):

- Flood Protection and Control Works (Rivers, Drainage & Small Schemes)
- Flood Risk Assessment and Warning
- Open Spaces

Activity: Flood Protection and Control works; (a) Rivers, (b) Drainage and (c) Small Schemes

Level of Service Statement	Level of Service Measure	Status	Commentary	Budget Code + Name	Status	Commentary
HBRC will maintain an effective flood control network that provides protection from frequent river flooding to communities and productive land within designated flood protection schemes in the Heretaunga Plains and Ruataniwha Plains				250 - Investigations and Enquires	 	Many ratepayer enquiries dealt with by all team members of Regional Assets. \$40k over budget. Additional costs incurred: Computer services - assistance from control of report filing etc. +\$6000, legal and property advice +\$15,000 - eg. Mangarau Dam easement, Rissington flood issue, Te Awanga Downs subdivision, time from regional assets + \$19,000
				251 - Subsidised Investigations & Minor Projects	 	Schemes Team (Regional Assets) managing project, tree work carried out by Works Group and various local contractors. Tree work delayed due to COVID-19. Additional work carried out beyond that budgeted, predominantly tree removal in CHB and Wairoa areas. Expenditure \$58k over budget.
				255 - Consultancy Services	 	Minor work for Bridge hydraulic analysis for GDC. Decision made by Executive to discontinue offering hydraulic modelling consultancy for external parties.

				261 - River and Lagoon Opening	 	<p>Schemes Team (Regional Assets) managing project, works carried out by local contractors as required. Increased surveillance and precautions taken during COVID-19 isolation. Opening cost and frequency trending upwards over 2010 to 2020 potentially due to increased investment, awareness and responsiveness combined with environmental factors (river flow, swell, and sea level). \$50k over budget. River mouths opening carried out as required.</p>
<p>The major flood protection and control works that are maintained, repaired and renewed to the standards defined in the relevant scheme Asset Management Plan and annual works program.</p> <p>Target: Achieved</p>		<p><b>Partially Achieved</b></p> <p>The renewal programme have had some delays due to COVID-19 as resources and outside contractors been committed to COVID-19 response.</p>	265 - Upper Tukituki Scheme	 	<p>Schemes Team (Regional Assets) managing project, maintenance contract carried out by Works Group and various local contractors. Delay to some works due to COVID-19. Underspent because various work was not required, due to work carried out as subsidised work (251) and gravel (369).</p>	
			286 - HPFCS - Rivers Maintenance	 	<p>Schemes Team (Regional Assets) managing project, maintenance contract carried out by Works Group and various local contractors as per Asset Management Plan. Reduced Operations Group and Contractor expenditure than budgeted due to work not required. Capital underspend due to Heretaunga Plains Flood Control Level of Service being in design phase</p>	

	Changes to flood levels of protection are consulted on with the affected communities and delivered within agreed timeframe.		<b>Not Achieved</b> From a capital delivery perspective the upgrade to the level of service to Heretaunga Plains Flood Control Scheme is behind the schedule indicated in the 2018 LTP. Resources have now been engaged to undertake the planning and concept design phases of this project. The communication plan is now being submit to steering group for discussion. All other aspects of the project are on track. The project is already being consulted with iwi groups and other affected parties. Ongoing updates to council and third parties including Fish and Game and DOC.	287 - HPFCS - Flood & River Control	 	Level of services review is underway with great progress. All other capital works planned for this FY is progressing well, we are working on prioritisation work and failure risk and consequence for each river. We are spending only on internal and professional services. No physical work have started this FY.	
	*Current levels of protection are 1%AEP (1:100 year return period) for both Heretaunga Plains and Upper Tukituki Schemes.			288 - HPFCS - Special Projects		 	The overspend is due to more time spent on condition assessments, level of services hydrology modelling and ecological management plans reviews.
	Target: Heretaunga Plains: Phased design and construction. Upper Tukituki: Subject to consultation outcome			369 - Gravel Management		 	Actual exceeds forecast due to the ongoing external costs in processing the new consent.
				370 - River Cross Sections		 	Waipawa, Kopuawhara completed. Wairoa on hold until after lockdown. Survey of Wairoa River deferred due to movement restrictions during COVID-19. Missed survey is planned for coming year 20/21. \$125k underspend. Some staff time was incorrectly booked against gravel study Job code 369. (\$17k)
HBRC will protect and enhance the scheme's riparian land and	The ecological function of urban streams is maintained or enhanced		<b>Not Measured</b> Ecological management plans for rivers are currently being reviewed	364 - Regional Pathways	 	Some budgeted expenditure was not carried out due to work scheduling and reduced levels of maintenance due to COVID-19. COVID-19 response costs under 287-014	

<p>associated waterways administered by the Regional Council for public enjoyment and increased biodiversity.</p>	<p>(source: 6-yearly rolling review and Ecological Valuations of River Ecological Management and Enhancement Plans (EMEP).  Target: Achieved</p>			<p>363 - Public Access to Rivers</p>	<p>NF F</p>	<p>Schemes Team (Regional Assets) managing project, maintenance contract carried out by Works Group and various local contractors as required. Services of First Security and other contractors have been reduced with new HBRC Ranger. Increased surveillance and precautions taken during COVID-19 lockdown. \$182k over budget. Extra rubbish collection (\$100K), upgrade to public access areas, fencing, and repairs undertaken. Public Access and Security Review in progress. Demand from public for increased level of service.</p>
<p>HBRC will maintain an effective drainage network that provides drainage outlet for rainfall runoff for communities and productive land within the drainage scheme.</p>	<p>Number of reported incidences of out- of- channel flooding lasting more than 24 hours for the design rainfall runoff and lesser events.  Target: Zero</p>	<p>NF</p>	<p><b>Achieved.</b> Water level remained within mainstem channel sections.</p>	<p>290 - HPFCS - Drain and Pump Assets</p>	<p>NF F</p>	<p>Schemes Team (Regional Assets) managing project, maintenance contract carried out by Works Group and various local contractors as per Asset Management Plan. Minor delay to works due to COVID-19. Under spent due to less Contractor and Flood provision expenditure than budgeted due to work not required.</p>
				<p>291 - HPFCS - Npr/Meeanee/Puke</p>	<p>NF F</p>	<p>Majority of the operational maintenance activities were completed as per contract with some of provision sums not spent due to work not required Significant renewals programme undertaken including: Plantation Pump Station renewal in progress. Kenny Rd Pump Station new pump.</p>
				<p>292 - HPFCS - Brookfields/Awato</p>	<p>NF F</p>	<p>The majority of the regular operational activities were completed as per annual maintenance contract. The provisional sum in the contract was underspent due</p>

						to work not required this FY.
				293 - HPFCS - Pakowhai	 	<p>Schemes Team (Regional Assets) managing project, maintenance contract carried out by Works Group and various local contractors as required. \$37k under budget. Less Operations Group and Contractor maintenance expenditure than budgeted due to work not required.</p>
				294 - HPFCS - Muddy Creek	 	<p>Schemes Team (Regional Assets) managing project, maintenance contract carried out by Works Group and various local contractors as required. Minor delay to works due to COVID-19. Under spent. Less Operations Group and Contractor maintenance expenditure than budgeted due to work not required. Capital budget for new flood outlet pipe not spent due to installation delay.</p>
				295 - HPFCS - Haumoana	 	<p>Schemes Team (Regional Assets) managing project, maintenance contract carried out by Works Group and various local contractors as required. New pump installed. Under spent. Additional renewals budget spent due to urgent work required to pump station repairs and enhancement to Haumoana lagoons. The capital budget of \$66,000 hasn't been executed this FY due to other renewals taking priority.</p>
				296 - HPFCS - Karamu	 	<p>Schemes and Open Space Teams (Regional Assets) managing project, maintenance contract carried out by Works Group and various local contractors as required. Minor delay to</p>

						works due to COVID-19. Maintenance work carried out as required Under spent. The Budget for this FY was set for both Karamu scheme operational work and Karamu enhancement and capital work. Some of the work was coded incorrectly into 282 Karamu Enhancement.
				297 - HPFCS - Raupare/Twyford	 	Schemes Team (Regional Assets) managing project, maintenance contract carried out by Works Group and various local contractors as required. Work carried out as required. Less Operations Group and Contractor maintenance expenditure than budgeted due to work not required.
				298 - HPFCS - Tutaekuri/Motero	 	Schemes Team (Regional Assets) managing project, maintenance contract carried out by Works Group and various local contractors as required.
				299 - HPFCS - Puninga	 	Schemes Team (Regional Assets) managing project, maintenance contract carried out by Works Group and various local contractors as required. Under spent. No renewal work was completed this year as the assets are still in good condition so this was deferred. Less Contractor maintenance expenditure than budgeted due to work not required

<p>HBRC will maintain an effective flood control and drainage network that provides protection from frequent flooding to communities and productive land within designated Scheme areas, including:</p> <ul style="list-style-type: none"> <li>- Makara Flood Control</li> <li>- Paeroa Drainage</li> <li>- Porangahau Flood Control</li> <li>- Ohuia – Whakaki Drainage</li> <li>- Esk River</li> <li>- Whirinaki Drainage</li> <li>- Maraetotara</li> <li>- Te Ngarue</li> <li>- Kopuawhara Flood Control</li> <li>- Poukawa</li> </ul>	<p>Flood protection and drainage networks are maintained, repaired and renewed to the key standards defined in the Scheme Asset management plan and annual works program.</p> <p>Target: Achieved</p>		<p><b>Achieved.</b> Planned maintenance and works have been executed for all schemes except Opoho. The Opoho pump station is currently out of service. We are working with the scheme participants (three) to determine the most efficient and effective way forward. The scheme participants have expressed a desire not to invest in overhauling the existing pump station and are fully informed. Given the relative size of Opoho therefore status is green.</p>	240 - Makara Flood Control Scheme	 	<p>Schemes Team managing project, maintenance contracted carried out by Works Group. Under spent. Additional future finance may be required following engineering inspections.</p>
				241 - Paeroa Drainage Scheme	 	<p>Schemes Team managing project, maintenance contracted carried out by Works Group and local contractors. Minor delay to works completed due to COVID-19. Staff vacancy in Wairoa role has reduced work completed in quarter. \$24k under budget. Less Operations Group maintenance expenditure than budgeted due to work not required.</p>
				242 - Porangahau Flood Control Scheme	 	<p>Schemes Team managing project, maintenance contract carried out by Works Group as per schedule. The maintenance programme completed. Silt extraction occurring at Tauretaikai Stream-Wanstead Swamp, Porangahau Road and working with CHBDC. Scheme operating to forecast expenditure/income.</p>
				243 - Poukawa Drainage Scheme	 	<p>Schemes Team (Regional Assets) managing project, maintenance contract carried out by Works Group and local contractors. Minor delay to works completed due to COVID-19. Channel excavation carried out in May 2020 in coordination with marae and landowners. Scheme operating to approx. forecast expenditure/income.</p>

Drainage - Kairakau				244 - Ohuia - Whakaki Drainage Scheme	 	Schemes Team (Regional Assets) managing project, maintenance contract carried out by Works Group and local contractors. Minor delay to works completed due to COVID-19. The maintenance programme complete but some of the provision sum in the contract not spent due to work not required. Energy expenditure less than budgeted. Budget carried forward for pump station repairs.
				245 - Esk River Control Scheme	 	Schemes Team (Regional Assets) managing project, maintenance contract carried out by Works Group. Working on enhancement planting with Esk River Care Group. Under Spent. Minor delay to works completed due to COVID-19.
				246 - Whirinaki Drainage Scheme	 	Schemes Team (Regional Assets) managing project, maintenance contract carried out by Works Group. Working on enhancement planting with Esk River Care Group. Scheme operating to forecast expenditure/income.
				247 - Maraetotaroa River Control Scheme	 	Schemes Team (Regional Assets) managing project, maintenance contract carried out by Works Group and local contractors. Lower burn piles carried out to support Maraetotara enhancement planting group. Scheme operating to forecast expenditure/income.

				248 - Te Ngarue River Control Scheme	 	Schemes Team (Regional Assets) managing project, maintenance contract carried out by Works Group. Scheme operating to forecast expenditure/income.
				249 - Kopuawhara River Control Scheme	 	Schemes Team (Regional Assets) managing project, maintenance contract carried out by Works Group. Tree work delayed due to COVID-19. Scheme operating to forecast expenditure/income.
				266 - Opoho River Control Scheme	 	The maintenance programme is in progress as per schedule for pump station which is currently decommissioned due to safety concerns. Spraying completed. Review of scheme currently being undertaken to confirm best solution.
				276 - Kairakau Community Scheme	 	Schemes Team (Regional Assets) managing project, maintenance contract carried out as required. Agreement of work programme with community to be reviewed. Mangakuri River mouth opening undertaken during COVID-19 Alert Level 4 (9 Apr). Review of scheme objectives and work programme is required. No issues to report.
				277 - Wairoa Rivers and Streams Scheme	 	Schemes Team (Regional Assets) managing project, maintenance contract carried out by Works Group and various local contractors as required. Significant additional work currently undertaken at marae projects. Work postponed due to COVID-19 and started

						in May. Yacht Club retaining wall completed. Wairoa Marae Te Ruahina (LB Wairoa river) battering and planting completed
				278 - Central & Southern Area Rivers & Streams Scheme	 	Schemes Team (Regional Assets) managing project, maintenance contract carried out by Works Group and various local contractors as required. Significantly less Internal Staff time expenditure than budgeted (This code is 30% planned and 70% reactive). The underspend is due to work not being required or identified through the year. Additional tree work for Te Waiohinga (Esk) River Care Group completed (\$4k). Burn piles Maraetotara.
				264 - Westshore Coastal Works	 	Renourishment completed. The contract was delivered under budget. Cost varies each year depending on market conditions and actual erosion rate.
				322 - Coastal Processes Invgs	 	Joint Coastal Strategy on track. Additional modelling was required due to increased scope and peer review feedback. Coastal technical resources are subsidised by HBRC so impact to HBRC greater than impact to Joint Coastal Strategy Project approximately \$30k over budget.

Activity: Flood Risk Assessment and Warning

Level of Service Statement	Level of Service Measure	Status	Commentary	Budget Code + Name	Status	Commentary
HBRC provides reliable warning of flooding from the region's major rivers to at risk communities in the Wairoa, Tutaekuri and Ngaruroro and Tukituki areas	Percentage of time that priority telemetered rainfall and river level sites are operational throughout the year.  Target: 98%	NF	<b>Achieved</b> 98% target has been met.	715 - Flood Risk Assessment	NF F	Staff time on this project was used to perform analysis, liaise with TLA's, answer queries to do with flood issues (note 250 General Enquiries) or the risks associated with flooding. Includes responses to severe weather events, flood forecasting, responding to queries from communications section (from media). \$60k under budget. Our section was understaffed for portion (50%) of the year, so a portion of the budget was not spent (all internal time).
				718 - Flood Warning System	NF F	The flood warning and river level monitoring system has worked well. COVID-19 didn't really impact on this project Budget was on target.
Council provides accurate and timely flood forecasting information online to advise the community on likely rainfall and flooding	Percentage of the region at risk of flooding from large rivers, covered by a flood forecasting model.  Target: 70%	NF	<b>Achieved</b> Flood forecasting models cover 70% of the region by area. The target is to cover 70%, and this has been 100% achieved. The area of these catchments cover about 70% of the entire region (see map below). Flooding from the rivers in these catchments could cause large economic loss. Modelling is focused on the lower reaches of these major river systems.	719 - Flood Forecasting & Hydrological Flow Management	NF F	Catchment reviews, hydrodynamic modelling for flood hazard planning, mapping. Staff worked on Esk flood model as part of that scheme review.

Activity: Open Spaces

Level of Service Statement	Level of Service Measure	Status	Commentary	Budget Code + Name	Status	Commentary
HBRC will maintain, develop, and provide public access to existing Council owned regional parks and investigate affordable new opportunities for public enjoyment of open space for multi-purpose benefits	Regional parks are managed to the key standards defined in Individual Park Plans (IPPs) where present and / or the HBRC Regional Park Network Plan.  Target: Achieved	NF	<b>Achieved</b> Service levels for all Regional Parks met. New Asset Management Plan being developed for better management and operation of all Regional Parks assets (including forests and trails).	362 - Regional Park Network	NF F	All Regional Parks are managed as per plan and operations contract with Works Group. (Te Mata Park, Hawea Park, increased LoS for Pekapeka). Open Spaces increased their contribution to the Te Mata Park Trust for its operation. All this has increased the demand on resourcing. The overspend on maintenance work (WG) is due to additional work required (outside of contract) replacing and fixing vandalised assets within the park. Internal time is overspent due to higher demand and increased enquires on regional parks networks from public. Increase in contribution for the Te Mata Park trust for the operation from 0.6 FTE to 0.8FTE
				281 - Raupare Enhancement Scheme	NF F	The work has been completed as per winter planting schedule.
				282 - Karamu Enhancement Scheme	NF F	Maintenance work on existing plants completed per contract for the year. Staff time was higher than anticipated to complete work offsetting external vendor requirements. Internal time is overspent due to some additional work required (extra maintenance work and coordinating

						work) The capital expenditure is overspent as no budget was allocated, but this was part of the Karamu Strategy Plan development work. Budget for this was not coded correctly and allocated to 296 but has been rectified through clear expectations on clarity on job coding. Specific focus will be placed on Karamu Operations and Enhancement to ensure actuals are accurately captured.
				988 - HBRC Forestry Estate	 	Managed by team Open Spaces Ongoing forest maintenance (ie plant and animal pests control, silviculture, fence repairs, track clearing), harvest preparation, native planting (Tutira manuka plantation, Waipukurau Forest), draft forest estate management plan for consultation completed. Highlights: Silviculture being done in house by Works Group staff in their winter off-season providing security of scarce labour and with obvious benefit to them also Lowlights: Delay in start of harvest. Significant income variation as harvest was delayed another year due to Kahikanui bridge and sediment trap not being ready.
				893 - Regional Infrastructure	 	This is a debt repayment tracking project for debt funded works performed in prior years. The project is on track.

				<p>373 - Tangoio Soil Conservation Reserve</p>	<p>NF F</p>	<p>Managed by the Open Spaces team. Forestry felling delayed due to COVID-19 impact on log price. Management Plan (draft for consultation) and budget for next LTP period, track cutting for pest control access, silviculture of commercial trees, forest harvest preparation, ongoing plant and animal pest control, Maungaharuru Tangitu (MTT) youth employment and training, 3x new MTT youth employed on casual contracts          Lowlights: High possum numbers in northern end of Reserve          Highlights: Tracks cut and intensive possum control carried out to ensure low numbers from now on          Contracted forestry crew who had been financially affected by COVID-19 layoffs through MSD for silvicultural work.          Variance in internal time as summer student requirements were less than originally anticipated.</p>
				<p>374 - Maungaruru Tangitu</p>	<p>NF F</p>	<p>The funds for this project must be spent on a work programme we have agreed with MTT and we have been unable to complete this process. Underspent. Funds accumulating in reserve fund for use once work programme confirmed</p>

### 3.5 Regulation

There are three activities within Regulation Group of Activities (GOA):

- Consents
- Compliance and Pollution Response
- Maritime Safety

Activity: Consents

Level of Service Statement	Level of Service Measure	Status	Commentary	Budget Code + Name	Status	Commentary												
HBRC will process resource consent applications in a timely manner	Percentage of resource consents processed within statutory timeframe in Resource Management Act.  Target: 100%	<b>NF</b>	<b>Not Achieved</b> 99.8%  All but one application has been processed within statutory time frames.	402 - Resource Consents	<b>NF</b> <b>F</b>	At year end within 5% of expenses but under recovered in terms of income by \$300,524. Recovered 66% of costs compared to target of 80%. Running at around 77% prior to under recovery figure of \$288,978 added in. This cost doesn't become evident until the end of year and may be partly attributable to costs associated with COVID-19. Overall still a good achievement by the Consents Team.  <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Performance Measure</th> <th>Jul 19- Jun 20</th> </tr> </thead> <tbody> <tr> <td>Consents in process</td> <td>533</td> </tr> <tr> <td>Applications Received</td> <td>597</td> </tr> <tr> <td>Consents Issued</td> <td>539</td> </tr> <tr> <td>Consents processed within Timeframe</td> <td>99.8%</td> </tr> <tr> <td>Cost recovery to date</td> <td>66%</td> </tr> </tbody> </table>	Performance Measure	Jul 19- Jun 20	Consents in process	533	Applications Received	597	Consents Issued	539	Consents processed within Timeframe	99.8%	Cost recovery to date	66%
Performance Measure	Jul 19- Jun 20																	
Consents in process	533																	
Applications Received	597																	
Consents Issued	539																	
Consents processed within Timeframe	99.8%																	
Cost recovery to date	66%																	

				446 - Appeals and Objections	 	Underspent. This is a contingency for legal costs. Costs have been incurred for Te Mata Mushrooms and for Tukituki Plan Change implementation. But not to the extent anticipated.
				470 - Building Act Implementation	 	Central Government has not enacted the dam legislation and there is still no published timetable for doing so. Waikato invoiced 4th quarter for administering the scheme on behalf of North Island Councils. Invoice was for \$8870 + GST. This included an IANZ audit (Maintain BCA accreditation) which occurs every 2 years. Audit bill split between the 8 Councils.
Policy Implementation				465 - Policy Implementation - Regulation	 	<p>The Policy Implementation team has been focussing mainly on Tukituki implementation. The 31/05/20 deadline was delayed due to the COVID-19 lockdown. Industry providers were unable to meet with landowners to update FEMPs and Nutrient budgets or assist with the completion of application forms. An interim process had to be established which allowed landowners to submit a pre-application as a placeholder for a full application. The prolonged drought also played a significant part in the decision making. A streamlined plan change to update Table 5.9.1D was approved by the RPC on 18/03/20.</p> <p>Internal time has exceeded budget. Significant time has been spent on plan change 6A including by the consents team, who have used the 465 code. This was not budgeted for at the start of the year. External costs were below budget.</p>

Activity: Compliance and Pollution Response

Level of Service Statement	Level of Service Measure	Status	Commentary	Budget Code + Name	Status	Commentary
HBRC will monitor consent holders to ensure compliance with the resource consent conditions imposed to protect the environment and human health	Percentage of programmed inspections/reports completed each year as per the adopted risk-based Compliance Monitoring Strategy.  Target: 100%		<p><b>Not Achieved</b></p> <p>Percentage Monitored: <b>93.07%</b></p> <p>Consents to be monitored =3,554 Consents Monitored=3,308</p> <p>8656 consents are current within the HBRC database for active consents. Of these consents many are bore permits or structures that are no longer monitored so approximately 3554 consents were programmed to be monitored in the 2019/2020 period. Of these 3554 consents, HBRC monitored 3308 or 93.07%. This is an improvement on the previous year due to slightly increased resources however we have been unable to achieve the 100% target in our LOSM. Potential reasons for not achieving our target include increased monitoring of permitted activities, increased enforcement and COVID-19 restrictions limiting audits of low risk sites.</p>	450 - Compliance Programmes		During COVID-19 Level 4 Compliance staff were fully utilised and able to catch up on compliance monitoring reports, desktop returns, administration and support the pollution response team. With a return to Level 3 staff undertook compliance visits for the higher-risk activity sites who had operated during Level 4 as essential services and other industries including forestry, wineries (vintage) and low flow monitoring, including proactive engagement with farmers who were suffering as a result of the drought. With a return to Level 2 normal BAU monitoring was resumed. Revenue income for the compliance programme is substantially under recovered for the reporting year. We recovered better than expected (\$135,000 against the forecast \$115,000) for the 4th quarter. However, we were substantially under recovered approximately \$860,000. This was mainly due to a significant increase in overheads for the year (approximately \$450,000 from \$250,000 last financial year). A large portion of administration we currently do not charge for and the unachievable s36 revenue target. A review of s36 compliance monitoring charges, and percentage recovery targets set in the R&F policy is been undertaken for the LTP.

	<p>Percentage of monitored consents which receive and overall grade of full compliance.</p> <p>Target: 95%</p>		<p><b>Not Achieved</b></p> <p>Full Compliance = <b>90.9%</b>  Low Risk Noncompliance = 4.2%  Moderate Noncompliance =4.2%  Significant Noncompliance= 0.8%  Incomplete (work in process)=0.11%</p> <p>These are approximate values and will be confirmed in the annual CME report to Council. A change in how Council grades compliance with consents is largely responsible for this increase in low risk non-compliance. Council escalates its regulatory response on a case-by-case basis according to the risk to the environment and human health, the seriousness of the non-compliance, the apparent attitude to compliance, and the compliance history and frequency of issues arising.</p>			<table border="1"> <thead> <tr> <th>Performance Measure</th> <th>YTD (Jul 19 – Jun 20)</th> </tr> </thead> <tbody> <tr> <td><b>Total Number of Consents Monitored</b></td> <td><b>3308</b></td> </tr> <tr> <td>Consents monitored</td> <td>3275</td> </tr> <tr> <td>Forestry Consents monitored</td> <td>33</td> </tr> <tr> <td>Bore security reports received and assessed</td> <td>124</td> </tr> <tr> <td>Forestry Permitted Activities monitored</td> <td>38</td> </tr> <tr> <td>Contaminated Land Queries</td> <td>237</td> </tr> <tr> <td>Hazardous waste queries</td> <td>43</td> </tr> </tbody> </table>	Performance Measure	YTD (Jul 19 – Jun 20)	<b>Total Number of Consents Monitored</b>	<b>3308</b>	Consents monitored	3275	Forestry Consents monitored	33	Bore security reports received and assessed	124	Forestry Permitted Activities monitored	38	Contaminated Land Queries	237	Hazardous waste queries	43
Performance Measure	YTD (Jul 19 – Jun 20)																					
<b>Total Number of Consents Monitored</b>	<b>3308</b>																					
Consents monitored	3275																					
Forestry Consents monitored	33																					
Bore security reports received and assessed	124																					
Forestry Permitted Activities monitored	38																					
Contaminated Land Queries	237																					
Hazardous waste queries	43																					
<p>HBRC will provide a pollution response service for public complaints,</p>	<p>Maintain a 24-hour/7 day a week duty management/pollu</p>		<p><b>Achieved</b></p> <p>Appropriately qualified staff operate the 24/7 duty management and pollution response system.</p>	<p>445 - Environmental Incident Response</p>	 	<p>Pollution Response: Total number of pollution calls = 983  Calls by type:  Air = 628  Coastal = 27</p>																

reports of environmental incidents and unauthorised activities	tion management response system.  Target: Achieved					Groundwater = 9 Land = 185 Surface water = 133 Nav Safety = 1 Enforcement: Abatement Notices issued = 21 Formal Warnings = 11 Infringement Notices = 88 Enforcement Order = 1 Prosecutions = 12 Over spent. Additional afterhours charging against 445 by compliance staff contributed to the financial result showing as red.
HBRC will investigate and manage contaminated sites to ensure public health and safety and environmental protection.	A Hazardous Activities & Industries List (HAIL) database of potentially and confirmed contaminated sites is maintained.  Target: Achieved	NF	<b>Achieved.</b> HAIL database is approx. 20% transferred into the new IRIS system. Anticipated end of year for full transferal. Efficient systems now in place to reduce expected staff hours required responding to HAIL requests. Undertaking more specific review of landfill vulnerability.	151 - Hazardous Waste/ Substance Management	NF F	The hazardous waste and contaminated land team is a function that sits within the compliance and enforcement team but is 100% rates funded. We experienced a decrease in collections of hazardous chemical over COVID-19 restrictions but an annual increase overall. A paper was put to Council to determine the future of the program which will now focus on only higher risk chemicals from residential sources to enable our funding to go further during the year. Internal staff time was reduced this year due to other demands on FTE from the enforcement and compliance programme functions. Expenditure was within anticipated levels for the financial year. Slight over spend of 10% was forecast at end Q2 and 15K was requested from the risk and audit committee to cover the additional costs of increased collections. Staff internal time

						cost was reduced as FTE were required to undertake 445 and 450 cost centre functions as a priority.
HBRC will respond to oil spills within the Hawke's Bay Coastal Marine boundary and maintain a Tier 2 Oil Spill Response Plan, which identifies priority areas in HB for protection in the event of a major spill.	An operative Tier 2 Oil Spill Plan and a trained and qualified oil spill response team is in place at all times.  Target: Achieved	NF	<b>Achieved</b> The T2 plan is currently being fully reviewed (as required on a 3-year basis). The second oil spill exercise scheduled for March 2020 did not happen due to COVID-19 restrictions. The first of two exercises for this year is scheduled for mid September. A response team is in place at all times. The number of responders is currently under review with the potential for two new team members.	720 - Marine Oil Spill	NF F	The Tier 2 oil spill plan is being maintained. A full review and update of the plan is currently being undertaken with completion anticipated next financial year (2020-2021). Training and exercising has been interrupted due to COVID-19. Future scheduled training has been prepared, the next training scheduled for September 2020.  The budget for exercising is from Maritime NZ. Due to COVID-19 there are less vessels entering NZ ports hence the budget for training (and other oil spill response costs) have been reduced. Spending to date is in line with current budget allocations.

#### Activity: Maritime Safety

Level of Service Statement	Level of Service Measure	Status	Commentary	Budget Code + Name	Status	Commentary
HBRC will provide local navigation safety control of shipping and small craft movements and provide navigation aids to ensure the region's	Maintain a Maritime New Zealand accredited Hazard Identification/Risk Assessment and Safety Management System for the Napier Pilotage Area.  Target: Achieved	NF	<b>Achieved</b> This is regularly updated and reviewed by the Harbour Master and senior port of Napier staff.	460 - Navigational Aids & Regulations	NF F	The lockdowns during level 3 and level 4 meant there was no recreational boating or school visits. Hence the Harbour Master budget was 4% underutilised.

<p>navigable waters are safe for people to use</p>	<p>Number of maritime incidents occurring per year reported to Maritime New Zealand in accordance with regulations.</p> <p>Target: Maintain or decreasing trend. Baseline = 43 (3 years to June 2018)</p>	<p><b>NF</b></p>	<p><b>Not Achieved</b> 79 (3-year rolling average)</p> <p>There were 50 incidents reported compared to 105 in 2018-19, 82 in 2017-18 and 33 in 2016-17.</p> <p>This year's result is an improvement but likely to be due to maritime inactivity due to COVID-19.</p>			
--	---	------------------	--	--	--	--

### 3.6 CDEM

There are two activities within CDEM Group of Activities (GOA):

- Hawke’s Bay CDEM Group
- HBRC Emergency Management

Activity: Hawke’s Bay CDEM Group

Level of Service Statement	Level of Service Measure	Status	Commentary	Budget Code + Name	Status	Commentary
The HBCDEM Group will educate people about hazards, increase natural hazards knowledge through research and provide this information for risk reduction measures including land use planning, asset management, and infrastructure.	A 5-yearly Hazard Research Plan is approved by and reported on annually to the CDEM Group Coordinating Executives Group.  Target: Achieved	<b>NF</b>	<b>Achieved</b> Current Hazard Research Plan was adopted in 2015 and last reported to the GCEC in late 2019. Focus this year on identification of landslide risk from earthquakes, commissioned in accordance with the 10 Year Hazard Research Plan. GNS Bluff Hill earthquake induced landslide forecast and hazard assessment received April 2020, and Region-wide earthquake induced landslides risk assessment report published August 2020.	709 - East Coast Lab	<b>NF</b> <b>F</b>	East Coast Life At the Boundary (ECLAB) has supported several science projects including MBIE Hikurangi/ Seismogenesis Hikurangi Integrated Research Experiment (SHIRE) research. Promoted Tsunami Hikoi 9-15 March 2020 and Shakeout drills. The inter-regional Hikurangi Response Planning project was concluded 30 June 2020, with a Toolbox published on the website for five partner CDEM Groups and NEMA. All costs fully recovered.
	Percentage of surveyed residents that identify earthquake, flooding and tsunami as major	<b>NF</b>	<b>Not measured this year.</b> The most recent SIL perception survey was conducted between May – June 2019 and was reported in the 2018-19 Annual Report. Next survey due 2021.	711 - Hazard Ident. & Mitigation	<b>NF</b> <b>F</b>	In line with 10-year Hazard Research Plan, focus this year was on identification of landslide risk from earthquakes, GNS Bluff Hill earthquake induced landslide forecast and hazard assessment received April 2020, and Region-wide earthquake induced landslides risk

	<p>hazards in Hawke's Bay (source: 2-yearly SIL perception survey).</p> <p>Target: Same or better result than last survey (86%; 58%; 45%)</p>					<p>assessment report published August 2020.</p> <p>This project met project deliverables for the year with external costs on budget, but internal time under spent due to COVID-19.</p>
<p>The HB CDEM Group will increase readiness, and ensure a coordinated and appropriate response and recovery from a civil defence emergency to reduce the impact on people and property.</p>	<p>An operative Group Plan under the CDEM Act 2002 is in place, reported on annually and reviewed within statutory timeframes by the Joint Committee.</p> <p>Target: Achieved</p>	<p><b>NF</b></p>	<p><b>Achieved</b></p> <p>A project plan to review existing Group Plan was developed and agreed to by the CEG and Joint Committee late last year. Work had commenced on hazard risk review. Due to the response to COVID-19 commencing in February and current work on planning for COVID-19 resurgence the CEG has determined that the review is not priority at this time. This will be discussed at the next Joint Committee meeting in August. Whatever the priority, this project will need to be re-evaluated and project plan adjusted. The current Plan remains operative until replaced.</p>	<p>712 - Readiness &amp; Response</p>	<p><b>NF</b></p> <p><b>F</b></p>	<p>This work program was significantly impacted by the COVID-19 response. However on a positive note a number of response infrastructure and processes were tested. Due to the urgency of the COVID-19 response a number of lesser priority response infrastructure and processes were developed and implemented.</p> <p>The overspend in this project is largely a result of the purchase and distribution of emergency welfare aid during the COVID-19 response. The operational costs of this response also contributed to the overspend. Just under \$1mil of welfare costs have been claimed from central government and will be accrued into 2019/20 once the exact amounts accepted are known. This overspend needs to be balanced against the other projects funded by the regional</p>

					CDEM rate which are generally underspent (as a result of reduced activity in these areas during the COVID-19 response) and the existing \$371k CDEM reserves.
A Group Work Programme implementing the Group Plan objectives is approved and reviewed 6 monthly by the Coordinating Executives Group.  Target: Achieved	<b>NF</b>	<b>Achieved.</b> A Group work programme is in place and has been agreed to by the Coordinating Executives Group and reviewed quarterly at their meetings. However due to the response to COVID-19 commencing in February with activation occurring on 20 March this plan was re-evaluated by CEG and objectives adjusted accordingly. Priority has been placed on post COVID-19 response reviews, implementing lessons learnt and planning for re-emergence. It is likely that the ongoing response and future recovery to COVID-19 will impact on existing work programmes for the next 12-18 months.	713 - Civil Def & Emerg Mgmt Coord	<b>NF</b> <b>F</b>	Most of the projects and work in this project were suspended during the COVID-19 response. Some have been resumed however the work programme has been delayed and will be reviewed over the next few months. There is likely to be continued disruption in work related to this project as staff are involved in planning for the re-emergence of COVID-19. Prior to the COVID-19 response there was significant expenditure in this project on central government funded resilience projects. Most of this expenditure has been claimed. However there is under expenditure in this project with regards to staff time and the suspension of some projects due to the COVID-19 response. The under expenditure of \$77k helps to balance the over expenditure in project 712.
Overall percentage score from the Ministry of CDEM assessment of the Hawke's Bay CDEM Group's capability (source: 5-yearly assessment).  Target: 80%	<b>NF</b>	<b>Not measured this year.</b> The national monitoring and evaluation programme run by the National Emergency Management Agency (NEMA) is currently suspended. The last evaluation for Hawke's Bay was conducted in 2015 with a score of 60%. The Group self-initiated an evaluation in support of the Group Plan review in early 2019. This was carried out using the same evaluation tool as used in 2015 and an independent review panel. The review was conducted			

			by a consultant and two NEMA staff and a score of 72.2% was assessed.			
	Percentage of surveyed residents prepared to cope for at least three days or more on their own (source: 2-yearly perception survey).  Target: Increasing trend	<b>NF</b>	<b>Not measured this year</b> The most recent SIL perception survey was conducted between May – June 2019 and was reported in the 2018-19 Annual Report.  Next survey due 2021.			

Activity: HBRC Emergency Management

Level of Service Statement	Level of Service Measure	Status	Commentary	Budget Code + Name	Status	Commentary
As the HB CDEM Group's Administering Authority, HBRC will provide an agreed budget and support to enable the Group to achieve the CDEM outcomes agreed to in the Group Plan	HBRC provides support to the HB CDEM Group in accordance with a service level agreement.  Target: Achieved	<b>NF</b>	<b>Achieved</b> HBRC as the administrative authority for the Hawke's Bay CDEM Group has provided support to the Group in accordance with the agreed roles and responsibilities matrix. This matrix and levels of service were due to be reviewed in May 2020. However due to the response to COVID-19 commencing in February with activation occurring on 20 March this plan will need to be re-evaluated and objectives adjusted accordingly. HBRC have fully supported the	710 - Response Management	<b>NF</b> <b>F</b>	This project shows a significant overspend, as the Council does not budget for emergency response, and the HBRC's response to COVID-19 was managed under this project, costing the Council \$464,096. The budgeted expenditure was within budget and delivered on project deliverables as outlined.

			Group response to COVID-19 both with staff physically in the Group Emergency Coordination Centre and working virtually in teams from home.			
HBRC will ensure it has capability and capacity to respond and manage its assets during a civil defence emergency	Maintain established team, training, procedures including Emergency Operations Centre Manual and Business Continuance Plan.  Target: Achieved	NF	<b>Achieved</b> HBRC's emergency response capability has been maintained for the year. 55 new staff received CDEM induction training, and procedures are being updated following the 2019 regional exercise. The HBRC Incident Room was maintained for the provision of a Council response to emergencies when the need arises, including maintenance of pre-established Standard Operating Procedures. HBRC Business Continuance Plan approved by Finance, Audit and Risk Committee on 11 February 2020.	714 - Local Emergency Management	NF F	Most of the projects and work in this project were suspended during the COVID-19 response. Some have been resumed however the work programme has been delayed and will be reviewed over the next few months. There is likely to be continued disruption in work related to this project as staff are involved in planning for the resurgence of COVID-19. As a result of the COVID-19 response there was significant under expenditure in this project with regards to staff time and the suspension of some projects. There were also three vacancies in this area since the start of the financial year and there was some under expenditure due to vacancies not being filled immediately. One of these vacancies was not filled prior to the COVID-19 response. All of the staff resources in this area were redeployed to project 712 as part of the response. The under expenditure of \$204k helps to balance the over expenditure in project 712.
	24-hour duty management system in place.  Target: Achieved	NF	<b>Achieved</b> An effective 24-hour duty management system, supported by PNCC afterhours, has been operated with 468 calls managed & logged by the duty managers for the year. 162 warnings or watches or severe weather, tsunami warnings, or other events have been effectively managed.			

### 3.7 Transport

There are three activities within the Transport Group of Activities (GOA):

- Transport Planning and Road Safety
- Passenger Transport
- Regional Cycling

Activity: Transport Planning and Road Safety

Level of Service Statement	Level of Service Measure	Status	Commentary	Budget Code + Name	Status	Commentary
HBRC will develop and implement the region's transport planning documents to promote improved integration of all transport modes, land use and efficient movement of freight.	Adopted Regional Land Transport Plan (RLTP), Regional Public Transport Plan (RPTP) and Regional Cycling Plan in place.  Target: Achieved	NF	<b>Achieved</b> The Regional Land Transport Plan was adopted in June 2018 in accordance with statutory timeframes. The next review commenced in late 2019 and is due for completion in 2021. The Regional Public Transport Plan 2015 was reviewed during the 2018-19 year and was adopted by Council in June 2019. The Regional Cycle Plan 2015 is in place but under review during 2020.	797 - Regional Land Transport Strategy	NF F	The main activity for the year has been the procurement and development of the Hawke's Bay Transport Study, which is a joint project with the territorial authorities and NZTA. The outcomes of this will feed into the review of the Regional Land Transport Plan, due to be completed in April 2021. This activity is over budget largely due to the allocation of \$22k overhead at year end. NZTA subsidy for this overhead could not be attributed to the 19-20 financial year.
				798 - Regional Cycling Activity	NF F	We have clarified the regional activities and budget commitments from HBRC council to the regional projects and all activities are now confirmed as per ownership of the assets. Internal time is overbudget due to increased resourcing for the Bay View Whirinaki project planning and initiation.

<p>HBRC will coordinate and implement sustainable regional road safety initiatives so that Hawke's Bay roads and pathways are safe and accessible, and the emotional and financial costs of road traffic crashes are reduced.</p>	<p>Incidence of fatal and injury crashes in our region (5 year rolling average).</p> <p>Target: Decreasing trend</p>	<p><b>NF</b></p>	<p><b>Not Achieved</b></p> <p>2019: 113 (5-year rolling average of fatal and injury crashes for the Hawke's Bay region).</p> <p>Statistics for the five year rolling average of fatal and injury crashes are no longer being updated by Ministry of Transport and NZTA. Therefore reporting is on the five year average of deaths and serious injuries in road crashes (combined).</p>	<p>786 - Regional Road Safety</p>	<p><b>NF</b></p> <p><b>F</b></p>	<p>All planned activities were undertaken until March 2020 when the effects of the COVID-19 emergency and lock-down had a significant effect on community road safety activities. One major event which could not take place was the Road Safety Expo, which is usually attended by almost all Year 11 students in Hawke's Bay. Instead of the usual community activities, the road safety team carried on with planning and development work for activities for the post-lockdown period.</p> <p>The overspend in this workstream is due to the allocation of under recovery of \$77,216 as at 30 June. This has resulted from higher than budgeted overhead costs added to the Transport Cost Centre D81.</p>
---	--	------------------	--	-----------------------------------	----------------------------------	---

Activity: Passenger Transport

Level of Service Statement	Level of Service Measure	Status	Commentary	Budget Code + Name	Status	Commentary
<p>HBRC will provide an accessible, integrated bus service and work with the relevant territorial authority to ensure appropriate service infrastructure</p>	<p>Annual patronage on the Hawke's Bay bus services.</p> <p>Target: Maintain or increasing trend</p>	<p><b>NF</b></p>	<p><b>Not Achieved</b></p> <p>2019-20: 512,397 trips taken.</p> <p>5-year rolling average to Jun 2020: 641,372.</p> <p>From July to February, patronage declined by 3% overall, however numbers were showing a positive trend in Jan-Feb. Some of the</p>	<p>790 - Subsidised Passenger Transport</p>	<p><b>NF</b></p> <p><b>F</b></p>	<p>All activities were undertaken as planned until late March. COVID-19 substantially reduced use of public transport, including Total Mobility. Patronage of bus services recovered to about 80% of usual by end June, while Total Mobility numbers were higher than usual in June as services were free.</p>

<p>within and between the Napier, Hastings and Havelock North urban areas to meet the transport needs of the people of Hawke's Bay.</p>			<p>longer services (between Napier and Hastings) maintained or increased patronage, but most suburban services were showing significant declines. From March, patronage was severely affected by COVID-19, with 5% of usual patronage during Level 4, when only essential trips were permitted. By June, patronage was 80% of normal levels.</p>		<p>The Subsidised Passenger Transport activity was over budget due to significantly higher cost and lower revenues than budgeted, as well as the allocation of \$81,000 overhead at year end. The cost of the bus contract rose substantially due to 1. increased indexation rates 2. The legal requirement to pay bus drivers for ten minute breaks every two hours (the Employment Relations Amendment Act) 3. lower fare revenues from declining patronage.</p>
	<p>Annual passenger kilometres travelled on the Hawke's Bay bus services.</p> <p>Target: Maintain or increasing trend</p>	<p><b>NF</b></p>	<p><b>Not Achieved</b>  2019-20: 5,563,303 passenger kilometres travelled.  5-year rolling average to June 2019: 6,820,792 km.</p> <p>Passenger kilometres were down by 2% for the year from July to Feb overall, however showing an upswing in January and February. However March figures sat at only 5% of usual levels due Level 4 COVID-19 restrictions and numbers were severely affected through the remainder of the COVID-19 emergency to June.</p>		
	<p>Proportion of total service costs that is covered by fares.</p> <p>Target: Maintain or increasing trend</p>	<p><b>NF</b></p>	<p><b>Not Measured this year</b>  2019-20: Cannot provide a meaningful number</p> <p>The proportion of total costs that is covered by fares continued to decline due to significantly higher</p>		

			costs and lower patronage. From July - to February the recovery was approximately 32%. From March 24 through to 30 June, bus services were free due to the COVID-19 emergency and therefore a meaningful calculation cannot be made for the full year.			
	<p>Percentage of residences and businesses in Napier within 500m (under normal conditions) and 600m (in low density/outer areas) walking distance of a bus stop within existing bus routes.</p> <p>Target: 90% Hastings; 75% Napier</p>	NF	<p><b>Achieved</b></p> <p>90% Hastings 90% Napier</p> <p>A re-calculation exercise conducted using Napier and Hastings district plan maps has shown that 90% of residential and commercial business are now within 500m of a bus stop. Low density/outer urban areas were not able to be calculated using this method. Based on current urban growth rates, this performance indicator is unlikely to change significantly</p>			

## Appendix 1

### Accidents/Incidents Log – April - June 2020

<b>Incident Type</b>	<b>Hazard Type</b>
<b>Accident - No Time Off Work</b>	Load/Unloading. (WG)
<b>Accident - No Time Off Work</b>	Operating a chainsaw.
<b>Accident - No Time Off Work</b>	4WD vehicle driving
<b>Accident - No Time Off Work</b>	Office Activities
<b>Accident - No Time Off Work</b>	4WD vehicle driving
<b>Accident - Time off Work</b>	Manual Handling i.e. (WG Yard) lifting/bending/stretching/pushing/pulling.
<b>Accident - Time off Work</b>	Office Activities
<b>Accident - Time off Work</b>	Office Activities
<b>Property Damage</b>	Driving a motor vehicle
<b>Property Damage</b>	Small boats.
<b>Property Damage</b>	Mechanical-Mowing/Drain work
<b>Property Damage</b>	Cleaning repairing and/or maintenance of machinery (WG Wshop)
<b>Property Damage</b>	Fire - grass or vegetation
<b>Property Damage</b>	Nil. Theft of equipment
<b>Property Damage</b>	Driving a motor vehicle
<b>Speeding/traffic violation/public complaint</b>	Visitors and members of the public (WG)
<b>Speeding/traffic violation/public complaint</b>	Visitors and members of the public (WG)
<b>Speeding/traffic violation/public complaint</b>	Driving a motor vehicle
<b>Speeding/traffic violation/public complaint</b>	Driving a motor vehicle
<b>Speeding/traffic violation/public complaint</b>	Hazardous chemicals.

## Appendix 2

### LGOIMA Log – April - June 2020

Request Subject	Response Due	Action Date	Request Status
Grants assistance for farmers	25/06/2020	10/07/2020	Completed
Voluntary pay cuts	18/05/2020	26/08/2020	Completed
Inaugural Council Minutes	9/06/2020	15/05/2020	Completed
Hawkes Bay Proteins enforcement documents	4/06/2020	11/05/2020	Completed
Unconsented dwellings and buildings	3/06/2020	6/05/2020	Transferred
Records management policy	29/05/2020	5/05/2020	Completed
Puketitiri Road Subdivision	28/05/2020	5/05/2020	Transferred
Te Pou Whakarae position	29/05/2020	4/05/2020	Completed
Apollo consent application	29/05/2020	4/05/2020	Completed
3 waters bid to central government	21/05/2020	26/05/2020	Completed
Communications relating to Ruby Princess	7/05/2020	17/04/2020	Transferred
Arthur D Riley and Co Ltd and Associated Companies	17/04/2020	5/04/2020	Completed
Nitrates in drinking water	15/04/2020	5/04/2020	Completed
Wastewater treatment plant compliance reports	1/05/2020	1/04/2020	Completed
Lowe's Pit	22/04/2020	5/05/2020	Completed
Runanga 2D Flooding and Damage	10/04/2020	16/03/2020	Completed
CEO Twitter account	6/04/2020	17/04/2020	Completed
Wateruse for Plantation Rd Dairies	3/04/2020	13/03/2020	Completed