

OPEN AGENDA



Risk and Assurance Committee

Te Komiti Mōrearea me te Whakaū

Notice is hereby given that an ordinary meeting of the Risk and Assurance Committee will be held in the Council Chambers, Ōtorohanga District Council, 17 Maniapoto Street, Ōtorohanga on **Wednesday, 20 March 2024 commencing at 10.00am.**

Tanya Winter, Chief Executive

14 March 2024

Membership

Independent Chairperson	Peter Stubbs
Deputy Chairperson	Kit Jeffries
His Worship the Mayor	Max Baxter
Councillor	Steve Hughes
Councillor	Cathy Prendergast

Quorum

A majority of members (including any vacancies).

Delegations from Ōtorohanga District Council to the Committee

Power to act:

- a Receive and consider audit reports.
- b Receive and consider staff reports on audit, internal control, and risk management related matters.
- c To approve the Auditors engagement and arrangement letters.
- d To deal with any other matter requested of the Committee by Council or any of its other Committees.

Power to recommend:

Make recommendations to Council on financial, internal control and risk management policy and procedure matters as appropriate.

ORDER OF AGENDA

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No reports.

INFORMATION ONLY REPORTS | NGĀ PŪRONGO MŌHIOHIO ANAKE

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PUBLIC EXCLUDED | TAKE MATATAPU

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WORKSHOPS | HUI AWHEAWHE

Quarterly discussion with the Chief Executive (public excluded)

All attendees at this meeting are advised that the meeting will be electronically recorded (audio and video) for the purpose of webcasting to the Council's YouTube channel. Every care will be taken to maintain individuals' privacy; however, attendees are advised they may be recorded as part of the general meeting proceedings.

OPENING FORMALITIES**Commencement of meeting | Te tīmatanga o te hui**

The Chairperson will confirm the livestream to YouTube is active then declare the meeting open.

Apologies | Ngā hōnea

A member who does not have leave of absence may tender an apology should they be absent from all or part of a meeting. The meeting may accept or decline any apologies. For clarification, the acceptance of a member's apology constitutes a grant of 'leave of absence' for that specific meeting(s).

Should an apology be received, the following recommendation is made: That the Risk and Assurance Committee receive and accept the apology from ... for ... (non-attendance, late arrival, early departure).

Late items | Ngā take tōmuri

Items not on the agenda for the meeting require a resolution under section 46A of the Local Government Official Information and Meetings Act 1987 stating the reasons why the item was not on the agenda and why it cannot be dealt with at a subsequent meeting on the basis of a full agenda item. It is important to note that late items can only be dealt with when special circumstances exist and not as a means of avoiding or frustrating the requirements in the Act relating to notice, agendas, agenda format and content.

Should a late item be raised, the following recommendation is made: That the Risk and Assurance Committee accept the late item ... due to ... with the late item to be heard ...

Declaration of conflict of interest | Te whakapuakanga pānga taharua

Members are reminded to stand aside from decision making when a conflict arises between their role as an elected member and any private or external interest they may have.

Should any conflicts be declared the following recommendation is made: That the Risk and Assurance Committee receive the declaration of a conflict of interest from ... for item ... and direct the conflict to be recorded in Council's Conflicts of Interest Register.

Confirmation of minutes | Te whakaū i ngā meneti

The unconfirmed minutes of the 5 December 2023 meeting is attached on the following page.

Staff recommendation

That the unconfirmed open minutes of the Risk and Assurance Committee meetings held on 5 December 2023, having been circulated, be taken as read and confirmed as a true and correct record of that meeting.



Ōtorohanga

District Council

*Ōtorohanga - where kiwi can fly
A dynamic, inclusive and unique district*

OPEN MINUTES

Risk and Assurance Committee Te Komiti Mōrearea me te Whakaū

Independent Chairperson
Deputy Chairperson and Kāwhia Tihiroa Councillor
His Worship the Mayor
Councillor
Councillor

Peter Stubbs
Kit Jeffries
Max Baxter
Steve Hughes
Cathy Prendergast

Minutes of a meeting of the Risk and Assurance Committee held in the Council Chambers, Ōtorohanga District Council, 17 Maniapoto Street, Ōtorohanga on Tuesday, 5 December 2023 commencing at 1.00pm.

Tanya Winter
CHIEF EXECUTIVE

14 March 2024

ORDER OF BUSINESS

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Declaration of conflict of interest Te whakapuakanga pānga taharua	3
Confirmation of minutes Te whakaū i ngā meneti - (24 October 2023)	3

DECISION REPORTS | NGĀ PŪRONGO WHAKATAU

No reports.

INFORMATION ONLY REPORTS | NGĀ PŪRONGO MŌHIOHIO ANAKE

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PUBLIC EXCLUDED | TAKE MATATAPU

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CLOSING FORMALITIES

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WORKSHOPS | HUI AWHEAWHE

Quarterly discussion with the Chief Executive (public excluded)	6
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ATTENDANCE REGISTER

Elected members present

Independent Chairperson Peter Stubbs, His Worship the Mayor Max Baxter, Deputy Mayor Annette Williams and Councillors Steve Hughes and Cathy Prendergast.

Senior ŌDC staff present for meeting

Chief Executive Tanya Winter, Group Manager Business Enablement Graham Bunn, Group Manager Engineering & Assets Mark Lewis, and Manager Finance Brendan O'Callaghan.

OPENING FORMALITIES**Commencement of meeting | Te tīmatanga o te hui**

Chairperson Stubbs declared the meeting open at 10.05am.

Apologies | Ngā hōnea

There were no apologies as all members were present.

Late items | Ngā take tōmuri

There were no late items.

Declaration of conflict of interest | Te whakapuakanga pānga taharua

There were no declarations made.

Confirmation of minutes | Te whakaū i ngā meneti

RESOLVED R42: That the unconfirmed open minutes of the Risk and Assurance Committee meetings held on 24 October 2023, having been circulated, be taken as read and confirmed as a true and correct record of that meeting.

Chairperson Stubbs | Councillor Prendergast

DECISION REPORTS | NGĀ PŪRONGO WHAKATAU

There were no decision reports.

INFORMATION ONLY REPORTS | NGĀ PŪRONGO MŌHIOHIO ANAKE**Item 38: Health, safety and wellbeing quarterly report**

In response to a query from Chairperson Stubbs, ŌDC's Tanchia Pitts-Brown advised that pre-employment health assessment was now being utilised but random drug and alcohol testing for staff was not being undertaken. She advised that for operational staff, annual health testing was required to ensure any health issues were identified. She noted ŌDC received a summary of the testing rather than a full report. In response to a further query, she confirmed the system used for storing sensitive personal information was secure.

Councillor Hughes commented on the near miss event targets noting it was difficult to account for unplanned events. Ms Pitts-Brown spoke to the near miss events and the measures implemented in response. She advised the staff Health and Safety Committee were continuing to monitor near miss events. ODC's Tanya Winter noted there had been no People and Capability Manager since March 2023 due to unsuccessful recruitment to date but that staff had continued to make considerable progress over the year.

Resolved R43: That the Risk and Assurance Committee receive the 'Health, Safety and Wellbeing' report (document number 727570) from Tanchia Pitts-Brown, People & Capability Administrator.

Chairperson Stubbs | His Worship

Item 39: Capital projects report for the month ending 30 November 2023

ODC's Mark Lewis noted an error in the land transport (bridges) section of the report which stated annual inspections but should read bi-annual inspections with half of ODC's assets being done each year. He noted there were also full structural inspections undertaken every six years.

In response to a query from Chairperson Stubbs, Mr Lewis advised the data was collected in one platform then transferred into another. Staff were currently working to enable the two systems to transfer automatically. ODC's Emma Good advised there were no confirmed timeframes for the resolution of the issue, but the work would commence in early 2024.

Mr Lewis noted recruitment for technical roles was challenging due to the wider three waters uncertainty. Three vacancies were currently being covered by contractors and arrangements were being made to cover the staff member who leaves in early January.

Mr Lewis spoke on the water supply budgets, noting the one of the three schemes in Arohena was now compliant with two remaining non-compliant. Staff were focusing on ensuring the schemes were correctly categorized and reviewed as part of the development of the wider waters program. In response to a query from Chairperson Stubbs, Mr Lewis advised ODC had received a letter from the water regulator advising an enforcement order may be issued. He noted there were difficulties such as UV sensors shutting water supply off if water quality was outside the parameters. This would involve callouts, but these rural plants were very large water consumers and not small domestic supplies, with most water going to livestock. The costs of treating water to the required standard was not economic if being used for livestock.

Resolved R44: That the Risk and Assurance Committee receive the report titled 'Capital Projects Report for the Month Ending 30 November 2023' (document number 727396) from Mark Lewis, Group Manager Engineering and Assets.

Chairperson Stubbs | Councillor Hughes

Item 40: Climate change response plan – Proposed approach

In response to a query from Chairperson Stubbs, ODC's Ross McNeil advised staff were looking at the mitigation space as an asset manager and owner but also as a partner with stakeholders and the community. He noted the delivery of the plan requires substantial ongoing engagement with communities

before an action plan is finalised. Mr McNeil spoke on the vehicle fleet and building emissions noting senior staff were meeting with The Lines Company to discuss options.

In response to a query from Deputy Chairperson Jeffries, Mr McNeil there had been no national decision on who would pay for the managed retreat of low-lying properties.

Resolved R45: That the Risk and Assurance Committee receive the report 'Climate Change Response Plan – Proposed approach' (document number 727367) from Ross McNeil, Chief Advisor.

Chairperson Stubbs | Deputy Chairperson Jeffries

Item 41: Outstanding management letter points from 22/23 Annual Report

In response to a statement from Chairperson Stubbs, ŌDC's Graham Bunn advised staff had proposed alternatives on some recommended actions.

Resolved R46: That the Risk and Assurance Committee receive the report titled 'Outstanding Management Letter Points from 22/23 Annual Report' (document number 727384) from Brendan O'Callaghan, Manager Finance.

Chairperson Stubbs | Deputy Chairperson Jeffries

Item 42: Outstanding debtors quarterly report

In response to a query from Chairperson Stubbs, ODC's Brendan O'Callaghan spoke on the benefits of ratepayers paying by direct debit noting that while improving cash flow, the impact was dependent on the frequency of the payments, for example weekly, monthly or on the due date. Chairperson Stubbs then queried if there were advantages in incentivising direct debit payments. Mr O'Callaghan stated the first rates strike of each financial year contained information on the benefits of direct debit payments. ŌDC's Graham Bunn stated the new website currently under development would make it easier for people to sign up for direct debit and this would be promoted once the website was 'live'. Chairperson Stubbs noted the age to debtor position was improving due to staff negotiating payment arrangements with those in arrears.

In response to a query from Deputy Chairperson Jeffries on why some current debtors were in credit, Mr O'Callaghan stated this was due to deposits for resource consents which can be held for a month or more. He also noted the June figures were higher due to the end of year audit which required a change to treat those deposits as income in advance.

Resolved R47: That the Risk and Assurance Committee receive the report titled 'Outstanding debtors quarterly report' (document number 727385) from Brendan O'Callaghan, Manager Finance.

Chairperson Stubbs | Councillor Prendergast

Chairperson Stubbs adjourned the meeting for a short break at 11.08am and recommenced the meeting at 11.17am.

PUBLIC EXCLUDED | TAKE MATATAPU

Item 43: Resolution to exclude the public for Item PE3: Rating and abandoned land sale process

Resolved R48: That the Risk and Assurance Committee exclude the public from the following parts of the proceedings of this meeting confirming:

- a This resolution is made in reliance on section 48(1)(a) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by section 7 of that Act where a risk of prejudice is minimised by the holding of the whole or the relevant part of the proceedings of the meeting in public; and,
- b The general subject of each matter to be considered while the public is excluded and the reason for passing this resolution in relation to each matter and the specific grounds for the passing of this resolution are as follows:

General subject of each matter to be considered	Ground(s) under section 48(1) for the passing of this resolution	Interest
Item PE3: Rating and abandoned land sale process	9(2)(a)	To protect the privacy of natural persons, including that of deceased natural persons.

Chairperson Stubbs | Councillor Prendergast

CLOSING FORMALITIES

Meeting closure | Katinga o te hui

Chairperson Stubbs declared the meeting closed at 12.23pm.

WORKSHOPS | HUI AWHEAWHE

The quarterly discussion with the Chief Executive was held in a public excluded session.

DECISION REPORTS | NGĀ PŪRONGO WHAKATAU

There are no reports.

INFORMATION ONLY REPORTS | NGĀ PŪRONGO MŌHIOHIO ANAKE

DISCLAIMER: The reports attached to this Open Agenda set out recommendations and suggested resolutions only. Those recommendations and suggested resolutions DO NOT represent Ōtorohanga District Council policy until such time as they might be adopted by formal resolution. This Open Agenda may be subject to amendment either by the addition or withdrawal of items contained therein.

Item 44: Health, safety & wellbeing quarterly report

To: The Chairperson and Members of the Risk and Assurance Committee

From: Tanchia Pitts-Brown, People & Capability Administrator

Date: 20 March 2024

Relevant community outcomes: Thriving Resilient Responsible



1 Purpose | Te Kaupapa

- 1.1 To provide an update on the progress being made toward improving health, safety, and well-being (HSW), as well as current key performance indicators covering December 2023 to February 2024.

2 Executive Summary | Whakarāpopoto Matua

- 2.1 Focus for the next six months will be to review and audit Standard Operating Procedures (SOPs) with operational employees. This is to ensure our procedures are up to date and fit for purpose. This will be conducted with employees who are directly involved to promote consistency, safety and ensure compliance.
- 2.2 Reviewed 'On-Call' processes after it was highlighted that an employee was not aware of the minimum break/rest period between being on-call and returning to work the next day. Sufficient break/rest period between shifts has been clearly communicated within the Water Services team to prevent fatigue.
- 2.3 In an annual wellbeing report from Clearhead, statistics show 44% of staff have accessed the Employee Assistance Programme (EAP). Ōtorohanga District Council (ODC) will be able to use this report to gain a deeper understanding of employee wellbeing changes using data-driven approaches. As this is ODC's first report from Clearhead, it provides a baseline against future reports for comparison and will aid us in developing our annual Wellbeing Plan for staff.

3 Staff recommendation | Tūtohutanga a ngā Kaimahi

That the Risk and Assurance Committee receive the 'Health, Safety and Wellbeing' report (document number 742249) from Tanchia Pitts-Brown, People & Capability Administrator.

4 Discussion | He Kōrerorero

Standard Operating Procedures

- 4.1 Standard Operating Procedures (SOP) are useful tools for communicating the right way to accomplish a task within our organisation. They provide the following at a minimum:

- Consistency – The main reason for procedures is consistency in the way an employee carries out a particular activity or task. The more consistent a process is from employee to employee, the less chance there will be for safety issues.
- Reduction of errors – A written procedure outlines the steps to perform a task. If each employee follows the instructions, errors may be reduced.

4.2 Documentation and instructions provide clarity that makes operations easier and increases productivity for employees.

Rest Breaks Between Shifts

4.3 It is important to note that, although there is no law requiring a minimum interval between shifts, we have a responsibility under the Health and Safety at Work Act 2015 to ensure the health and safety of all workers, including contractors. At the employee's option, there shall be a break/rest period of at least nine consecutive hours between ceasing work and commencing a normal shift on the next working day. Staff will not be financially disadvantaged, and any ordinary time not worked the following day because of such a break/rest period is paid at ordinary time rate.


Employee Assistance Programme




4.4 Since the change of EAP providers in December 2022, we believe employees are utilising the services available with the knowledge of complete privacy. The HSW Committee will be utilising this data to focus on two key indicators, sleep and anxiety, for 2024. Users who reached out to Clearhead for support were affected by a broad range of areas. Refer appendix 1 and 2.

Health, Safety & Wellbeing Committee

4.5 Changes in the Lead indicators for 2024:

- HSW Committee meetings targets were set for one per month. Although meetings are scheduled monthly, our terms of reference stipulate a minimum of one meeting per quarter, this is now reflected in the KPI.
- Site inspections shows a change from green to red. Correspondence to the relevant Group Manager for this KPI highlighted that these targets had not been met. Other contributing factors identified for this change are as follows:
 - The period for this report, December to January. Contractors and staff activities low over this period.
 - Limited staff available to conduct Site Safety Audits with several vacancies waiting to be filled.

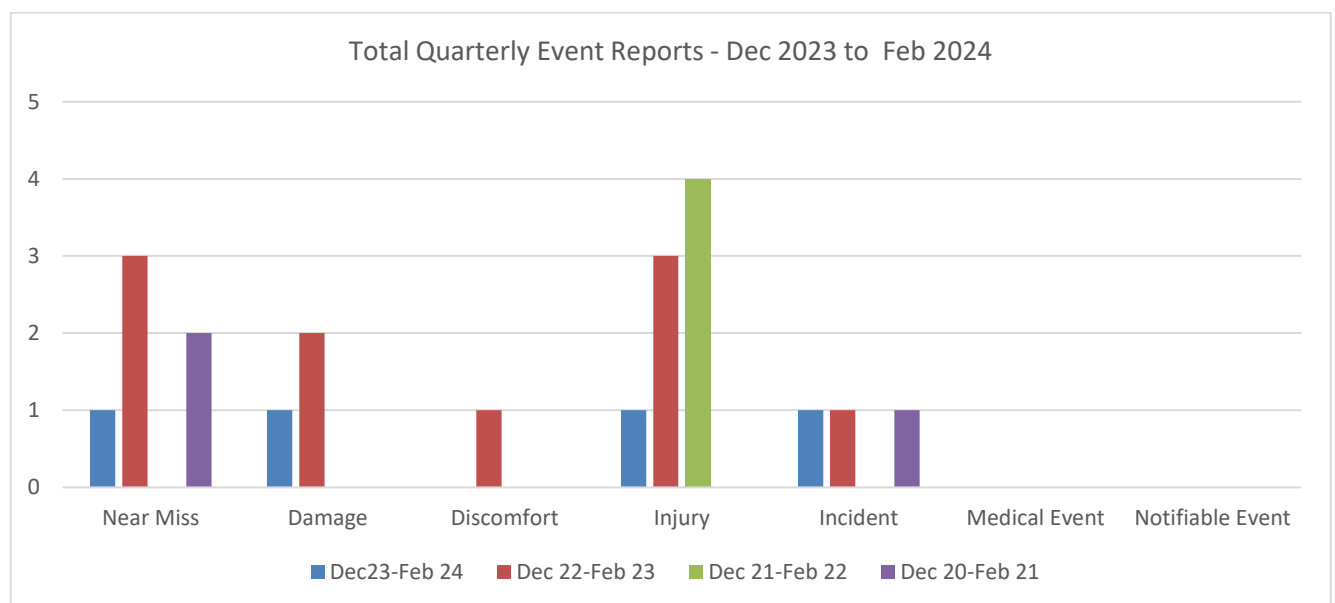
KPI	Target	Status	Action Plan
Health Safety Wellbeing Committee Meetings (Lead)	1 per quarter		On target.

KPI	Target	Status	Action Plan
Near Miss Event Reports (Lead)	2 per month		On target.
Site Inspections (Lead)	5 per month		Refer to point 4.5 (b) above
Workplace Inspections (Lead)	2 per quarter		On target.

5 Appendices | Ngā Āpitihanga

Appendix #	Name
1	Employee Wellbeing Report 1 December 2022 – 31 December 2023
2	Clearhead Therapy Uptake Report
3	Health, Safety and Wellbeing Dashboard December 2023 – February 2024

Appendix 1: Employee Wellbeing Report 1 December 2022 – 31 December 2023



Appendix 2: Clearhead Therapy Uptake Report



CLEARHEAD

Your Employee Wellbeing Report

1st December 2022 - 31st December 2023

Completed by 23 Ōtorohanga District
Council employees



Ōtorohanga
District Council

Ōtorohanga - where kiwi can fly
A dynamic, inclusive and unique district

Report Purpose Statement



This report has been developed by the Clearhead team for Ōtorohanga District Council. The report is intended to assist Ōtorohanga District Council to take a data-driven approach to understanding employee wellbeing challenges. This is the first report and therefore also provides Ōtorohanga District Council with a baseline that future reports can be compared against.

Please note that employee data provided in this report most likely represents those in the organisation who are struggling with their mental health and those who are focused on improving their mental wellbeing.

This report begins by summarising employee engagement with Clearhead during the reporting period. Insights into the wellbeing of Ōtorohanga District Council employees are then provided, drawing on data from users collected via clinically-informed questionnaires and interactions with the digital wellbeing assistant. At the end of this report, you will find tailored recommendations informed by cutting-edge psychological science.

We hope that this report supports Ōtorohanga District Council and its employees.

Ngā mihi nui,

Sam O'Sullivan Clinical Psychologist & Clinical Lead MA, PGDipCIPs

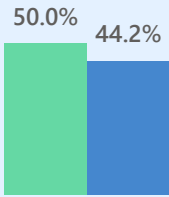
About the team:

The Clearhead team is made up of industry experts, including medical doctors, psychologists, machine learning specialists and software engineers. Our clinicians and subject matter experts hold a combination of medical and PhD qualifications in mental health and digital health. We understand mental health and how technology-supported solutions can drive positive wellbeing outcomes. To learn more about the team, head to myclearhead.com/about-us

Clearhead Engagement

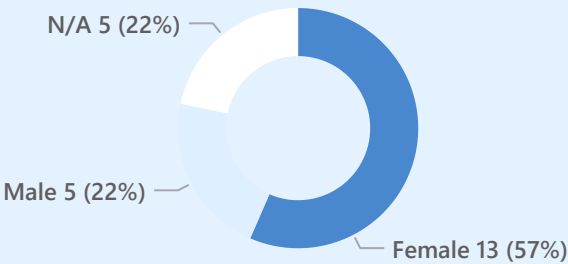
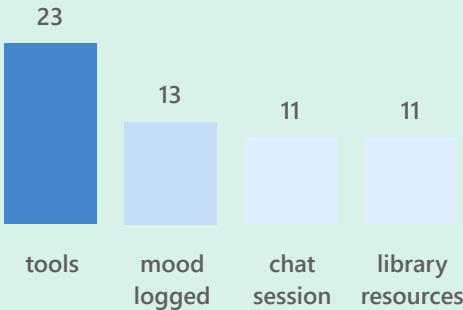


● General Userbase ● Otorohanga District Council

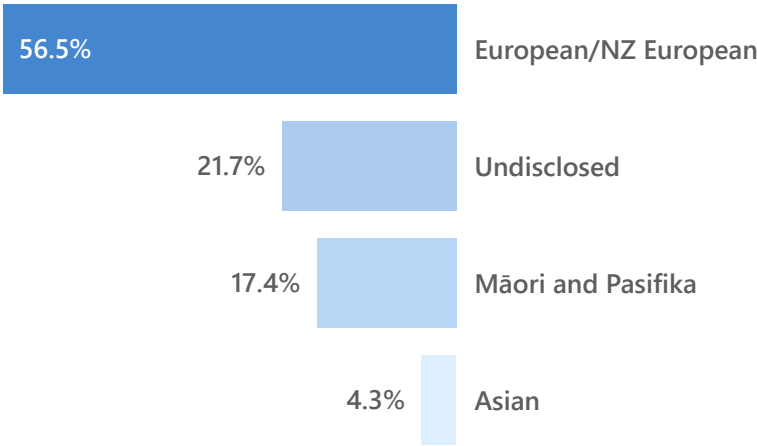
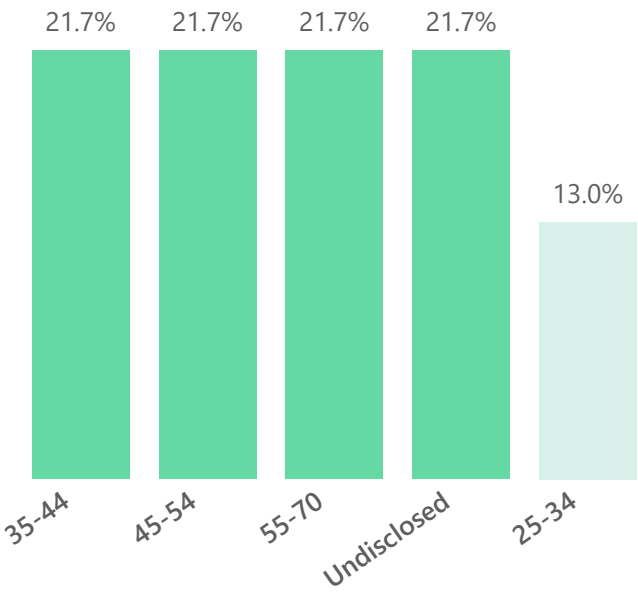


23 employees used Clearhead self-help tools in this reporting period. This is approximately **44.2%** of the organisation, which is lower than Clearhead’s organisational average of **50%**.

It appears our **Self-help tools** has particularly good use, followed by our **Mood Journal** and **Chatbot**. This shows that those who are using Clearhead are engaging well.



A breakdown of engagement by demographic categories is provided in graphs below. It can be useful to compare these to your general employee demographics to ensure Clearhead is being equally accessed across your workplace demographic spread.



Your Employee's Wellbeing

Completed by 11 Otorohanga District Council employees w...



Need Care
1-25



OK
26-50



Healthy
51-75



Flourishing
76-100

● Secure Parking ● General Userbase



Overall Wellbeing:

Healthy: 69.4/100

The overall wellbeing of your employees is greater than the general population of Clearhead users.

This score falls in the high end of moderate wellbeing. This is a good state for employees accessing Clearhead to be in; there will always be some individual variation because challenges in life are inevitable and flourishing wellbeing is difficult to sustain. However, it is good to know when things are going fairly well.

Method

The data in the Employee Wellbeing sections of this report draws on information aggregated from the 11 employees who used Clearhead Mood Journal during the reporting period.

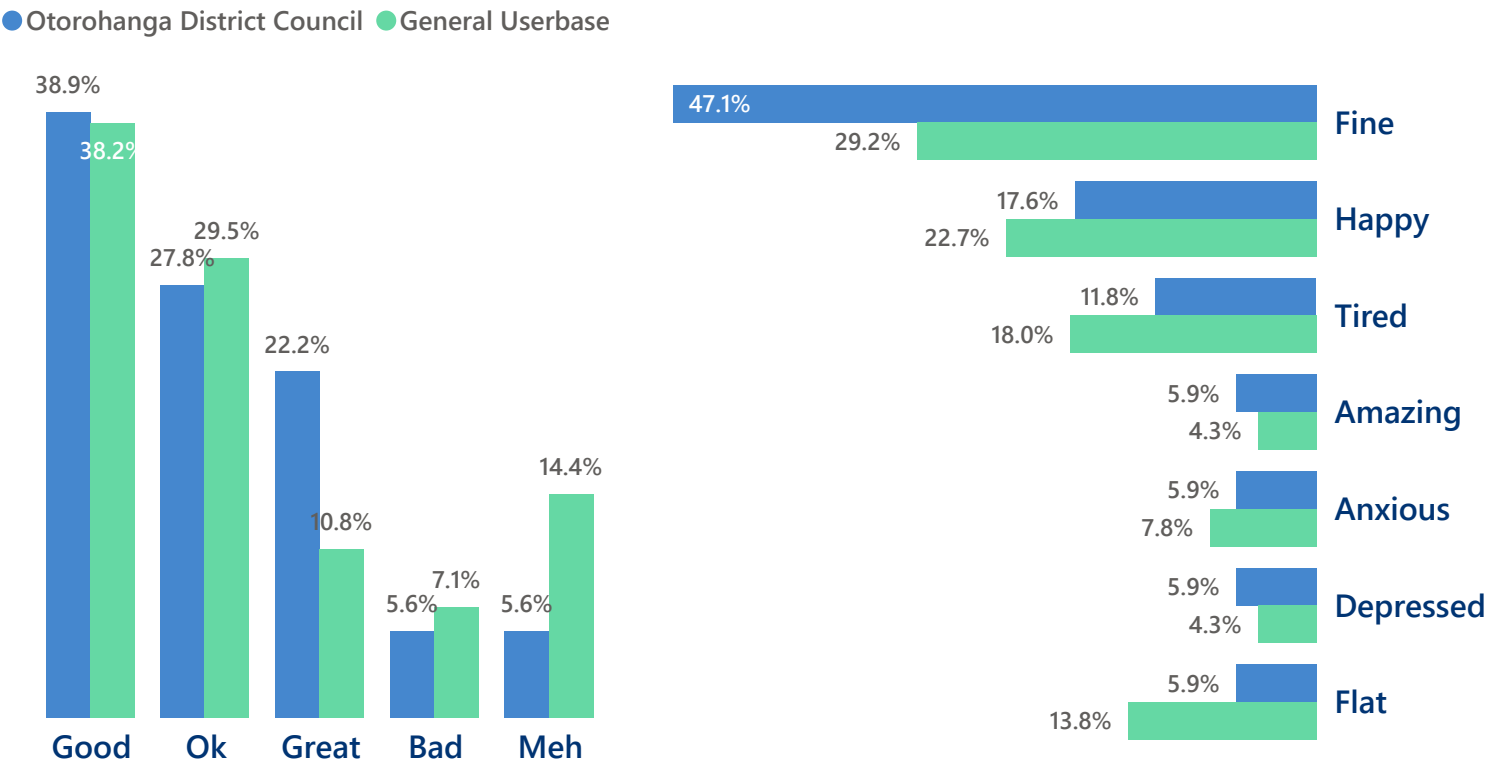
Employees start by logging their overall mood and emotions for the day, followed by activities that may have influenced how they were feeling. They also have the option to write a journal entry. Our intelligent AI powered algorithm, specifically designed for the mental wellbeing context, is able to pick up key aspects of what someone is saying and output them into meaningful categories. On an individual level, the information gathered during this process allows us to recommend relevant tools and resources suited to how someone is feeling. On an organisational level, this information provides a useful snapshot of employee wellbeing. We note that all data is anonymised and unidentifiable, so your employees can be assured that their privacy and confidentiality is protected.

Mood Journal Insights



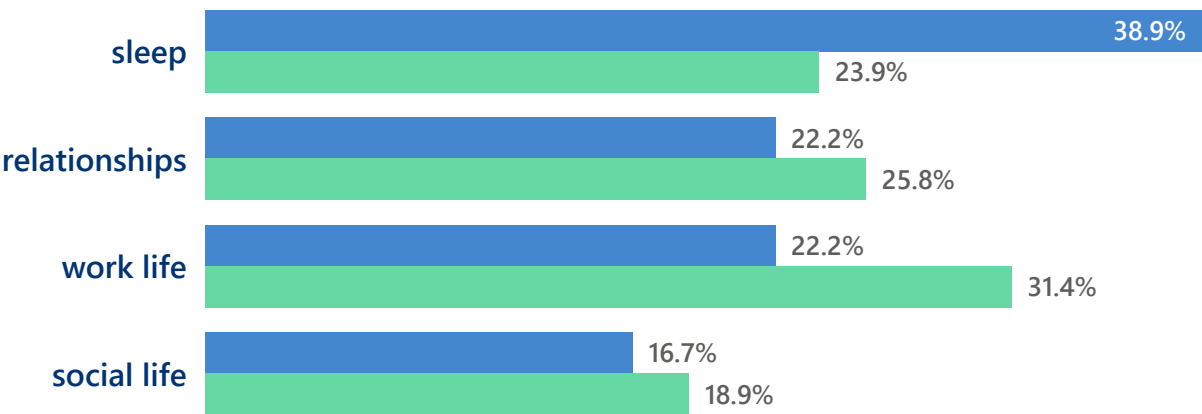
The emotion that was most frequently logged via the mood journal was: **Fine**. Please note that each employee can log their mood many times during the reporting period.

The figure below on the left represents the proportion of times employees who used the Mood Journal rated their mood as "Great", "Good", "Ok", "Meh" or "Bad". The figure on the right represents the proportion of times employees logged specific feelings.



Area of Life Affected

Generally, when users reach out to Clearhead for support, the areas of life affected tend to be broad, with relationships and work life being the most frequently reported. In most life areas, we're able to pick up both positive and negative aspects that are affecting employee wellbeing. For your employees who engaged with Clearhead this reporting period, there were **lower reports of relationships and work life as affected areas and higher reports of sleep** compared to our general userbase benchmark (see graph below).





Employee Engagement:

- 23 out of 52 Ōtorohanga District Council employees engaged with Clearhead during the reporting period, which accounts for approximately 44.2% of the organization, slightly lower than Clearhead’s organizational average of 50%.
- The most widely utilized tools by the employees were the self-help tools, mood journal, and chatbot, indicating good engagement with Clearhead's services.

Employee Wellbeing:

- The overall wellbeing score of the employees was measured at 69.4/100, indicating a healthy state of wellbeing which is greater than the general population of Clearhead users. This score falls in the high end of moderate wellbeing, signaling a good state for employees accessing Clearhead. However, it is noted that challenges in life are inevitable, and flourishing wellbeing is difficult to sustain.
- The most frequently logged emotion via the mood journal was "Fine," indicating a moderate state of emotions among the employees.
- The areas of life affecting employee wellbeing saw lower reports of relationships and work life, and higher reports of sleep compared to the general userbase benchmark, indicating a different focus of concern for the employees during the reporting period.

These insights provide a comprehensive overview of the employee engagement and wellbeing at Ōtorohanga District Council during the 2023Q4. If there are any specific areas of interest or further analysis needed, feel free to provide additional details.

Recommendations



Based on the analysis of the 2023Q4 data for Ōtorohanga District Council, the following detailed recommendations can be made:

Encourage Further Engagement: Although approximately 44.2% of employees engaged with Clearhead during the reporting period, it would be beneficial to increase this engagement to meet Clearhead's organizational average of 50%. To achieve this, the organization can consider conducting awareness campaigns, providing training sessions on the use of Clearhead tools, and highlighting the benefits of mental health support through Clearhead.

Emphasize Work-Life and Relationship Support: While the data indicates lower reports of work life and relationship issues affecting employee wellbeing, it is important for the organization to continue to focus on these areas. Providing specific resources, workshops, or support networks for work-life balance and relationship management can further support employee wellbeing in these key areas.

Address Sleep-Related Concerns: The higher reports of sleep-related issues compared to the general userbase benchmark indicate a notable area of concern for the employees. The organization can consider implementing initiatives to support better sleep hygiene, such as providing educational resources, organizing wellness programs, or offering flexible work arrangements to accommodate diverse sleep patterns.

Promote Emotional Wellbeing: Since the most frequently logged emotion via the mood journal was "Fine," it is crucial to empower employees to strive for positive emotional wellbeing. This can be achieved through promoting mental health awareness, building resilience, and fostering a culture that encourages open discussions about emotions and mental health.

Maintain Wellbeing Monitoring: Continuously monitoring employee wellbeing and engagement with Clearhead is essential. This allows the organization to track progress, detect trends, and identify areas for further support. Regular data analysis will enable the organization to tailor its strategies to effectively meet the evolving needs of its employees.

Ensure Privacy and Confidentiality: It is important to reiterate to employees that all data gathered from the Clearhead tools is anonymized and unidentifiable, ensuring their privacy and confidentiality is protected. Clear communication about data privacy will encourage employees to continue utilizing the available mental health support resources without reservations.

By implementing these recommendations, Ōtorohanga District Council can enhance employee engagement with Clearhead, address specific areas of concern, and foster a supportive environment that prioritizes the mental wellbeing of its employees.



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Appendix 3: Health, Safety and Wellbeing Dashboard December 2023 – February 2024



Therapy Uptake Report

Reporting Period: 1st October 2023 -31st December 2023

Estimated therapy cost

\$1,985.50

12

therapy session completed

Number of employees seen

5

9.62%

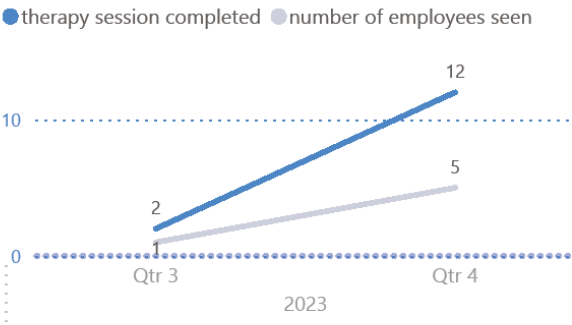
of the org

97% of employees who accessed therapy and provided feedback in this period said that it was helpful

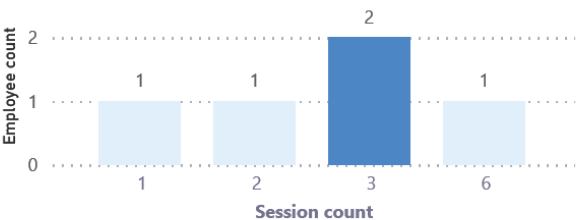
4.6 ☆ therapy sessions were especially highly rated: The average therapist rating was 4.6 out of 5

The figures below and above for therapy usage are an **estimate** of therapy received and invoiced **in the last quarter**, please note this number can therefore **change slightly retrospectively** due to invoices for the quarter that are processed **outside the quarter**.

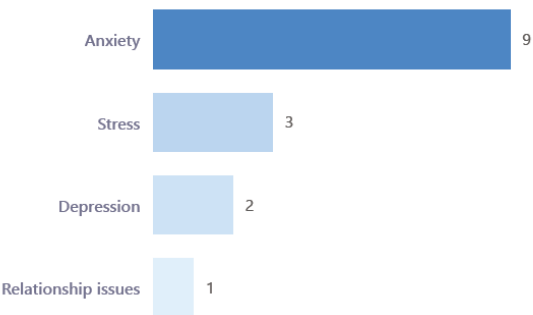
Therapy usage trend across reporting periods



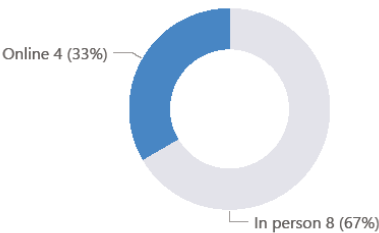
Session count by employee across reporting periods



Reasons for seeking therapy



Online VS In person



Higher uptake is a positive indicator that employees are accessing the right support. It does not necessarily indicate greater levels of unwellness (an exception to this is when you see a spike in numbers around a particularly challenging time). Higher uptake suggests good acceptability of talking therapy, which means that employees will be more likely to access support earlier, i.e., before their situation reaches crisis point.

Talking therapy is a cost-effective method to enhance employee wellbeing and performance, with research- based ROI figures ranging from 2 to 7:1 (Bajorek & Bevan, 2020). This is due to improved productivity, reduced need for sick leave or adjustments to work, and reduced presenteeism, absenteeism, and health-related claims (PWC, 2014).

Item 45: Capital Projects Report for the Month Ending 29 February 2024

To: The Chairperson and Members of the Risk and Assurance Committee

From: Mark Lewis, Group Manager Engineering and Assets

Date: 20 March 2024

Relevant community outcomes: Prosperous Engaged Enduring



1 Purpose | Te Kaupapa

- 1.1 To provide assurance on the delivery of the capital projects programme, outline any material risks that may affect the programme and how the risks are mitigated for the 23/24 financial year. The threshold for this report is projects valued over \$500,000 or where there may be a high level of public interest.
- 1.2 To highlight any other risk areas within the Engineering and Assets activity.

2 Executive Summary | Whakarāpopoto Matua

- 2.1 This financial year there are six individual projects that meet the above threshold currently (refer to Appendix 1).
- 2.2 The year continues as planned with the water main renewal practical programme complete and final documentation being updated in asset databases. The Waipā additional storage, which was carried through from the 22/23 financial year, has one reservoir complete and the second under construction, with the actual tank starting on 18 March 2024 after several delays with getting the contractor back onsite.
- 2.3 The Ōtorohanga Wastewater Upgrade Project is well underway with the first portion almost complete and the second portion on Rangitahi Street under construction. The Rangitahi Street portion has presented some challenges for staff and the contractor and is detailed further within the body of the report.
- 2.4 The Mangamahoe and Turitea roads rehabilitation projects are complete and the reseals programme is due for completion by the end of March.

3 Staff recommendation | Tūtohutanga a ngā Kaimahi

That the Risk and Assurance Committee receive the report titled 'Capital Projects Report for the Month Ending 29 February 2024' (document number 743584) from Mark Lewis, Group Manager Engineering and Assets.

4 Discussion | He Kōrerorero

Three Waters Reform

- 4.1 The Water Services legislation was passed into law in October 2023, and has since been repealed by the new government in February 2024, and for now Ōtorohanga District Council (ŌDC) will continue to deliver water services as normal.
- 4.2 The change in direction resulted in ŌDC having to include ten years of water activities back into the Long Term Plan (LTP) and the Infrastructure Strategy. Fortunately, staff were well placed to do this and with significant investment in the last LTP were able to take a more conservative approach to the renewal programme for the next three years.

Land Transport (Roothing)

- 4.3 Currently ŌDC have delivered \$6.3 million of the \$10 million roading budget, which does not include the reseals claim, of circa \$1 million.
- 4.4 The rehabilitation project on Mangamahoe and Turitea Roads is complete, with a minor cost overrun of \$110k, mainly due to some extra material needed and the winter holding.
- 4.5 The role of Manager Roothing has finally been successfully filled after 18 months of vacancy, and the new Manager started on the 21 February 2024. There will be a transition period over the next few months as the Manager settles into the new role.
- 4.6 Low Cost, Low Risk Budget (Minor Improvements), with only \$1.4 million of the \$3.4 million budget spent, this budget is at risk of under delivery as we fast approach the end of the financial year. Staff have forecast \$1.9 million of work to be completed by end of June and will be endeavouring to complete it but should ŌDC be unable to deliver there is a risk this funding will no longer be available.

Three Waters

- 4.7 It has been two months since the resignation of the Network Engineer and cover is being provided by consultants while recruitment takes place for a new Manager Water. Overall, the activity still has three vacancies with our focus on filling the Manager and Senior Water Operator roles. There has been moderate interest in the Manager role but little interest in the Operator role. Having these roles not filled has added additional work to the existing staff.

Water Supply

- 4.8 Recently ŌDC received direction from Taumata Arowai (Water Regulator) to show how it intends to get two of the district's rural water plants (Huirimu and Kahorekau) up to protozoa compliance.
- 4.9 ŌDC must submit a funding plan by June 2024 to Taumata Arowai on how it intends to deal with this and must have the plants compliant by December 2024.

- 4.10 Currently, staff are investigating solutions with the schemes before it reports back to Taumata Arowai; the first is making sure the rural plants are categorised correctly under the Drinking Water Quality Assurance Rules. Incorrect categorisation can result in having to meet a higher level of treatment than is needed under the new rules, this can also have a significant financial impact.
- 4.11 Once this is determined, a more informed position can be taken before reporting back to Taumata Arowai on the way forward. Currently no budget has been put aside for improvements and the schemes will remain under permanent boil water notices.
- 4.12 The water main renewals are complete with the final information being processed into asset databases. Although there were a lot of variations to this contract, given the nature of the project, the project has finished in line with the budget.
- 4.13 The additional water storage project on the Waipā Rural Water Scheme was late to be awarded and continues to have delays in getting the second tank built. The second tank is now two months behind schedule and due to start on 18 March 2024. Staff will continue to work with the contractor to make sure the programme is adhered to.

Wastewater

- 4.14 The Ōtorohanga Wastewater Upgrade is ongoing with Harper Ave pump station now online and only a small section of relining to be completed on this portion of the contract. The Rangitahi Street portion has not progressed as well with a change in methodology having to be adopted after the directional drilling of the new trunk main was unsuccessful due to ground conditions. This means that approximately 500m of new wastewater trunk main will now need to be open excavated (open cut), which will add time and cost to the overall project, the pipe has also been changed from Polyethylene (PE) to UPVC.
- 4.15 Changing the drilling methodology to open cut is going to add an additional \$450k to the project and will also add to the risk of construction with the deepest part of the excavation being at 4m deep. Although this is adding considerable cost this was the only viable option to achieve the desired outcome for an asset that has a life expectancy of 100 years.
- 4.16 The third portion of the project, Kakamutu Road to Phillips Ave sewer main replacement, is likely to have a scope change as staff continue to be unable to secure permission to cross the railway line.
- 4.17 The change in scope will changing from replacement to relining methodology. Changing the scope will remove the approval process as the existing pipe will be used. It will also help with managing the overall cost of the total project with reduced costs of this portion transferring to Rangitahi Street. This will help staff to remain within existing budgets.
- 4.18 Overall to date this project has had several challenges to overcome, all of which have been worked through and all options considered. With projects of this size and value it is inevitable that changes will have to be made as problems arise. Good lines of communication are key between staff and contractor for a successful outcome.

Ōtorohanga Wastewater Treatment Plant

- 4.19 Although this is not a capital project it is considered a risk to ŌDC. On 29 February 2024, ŌDC was served with an Abatement Notice from Waikato Regional Council (WRC) to stop discharging contaminants from the wastewater treatment plant to the Mangaorongo Stream, as the effluent had exceeded the acceptable limits of several parameters allowable under the Resource Consent. These contaminants being, Total Suspended Solids (TSS) , Ammoniacal - Nitrogen, Total Nitrogen (TN), Total Phosphorus (TP) and E.coli.
- 4.20 The abatement notice relates to the 2022-23 reporting period and more specifically the discharges within June 2022 and June 2023. As part of the resource consent ŌDC is required to sample and test effluent monthly and report to WRC, which forms part of the compliance. ŌDC holds five resource consents for the wastewater treatment plant and have full compliance on the remaining four.
- 4.21 Although the exceedances were periodic in nature, there has been a trend over the last few years that has raised sufficient concern for WRC to move to an abatement notice.
- 4.22 The notice is a level in enforcement action that requires ŌDC to provide a clear plan for improvement moving forward and the notice will remain in place until we have shown a level of compliance. It is important to note that this does not mean ŌDC are not allowed to continue to operate the wastewater plant and discharge effluent, but it does mean that ŌDC shall not continue to exceed the set levels of compliance which are provided for within consented limits.
- 4.23 Staff are currently working through what actions can be taken in both the short term and long term to remedy this. Fortunately, staff have placed budgets in the draft Long Term Plan to help improve the treatment processes, which will form part of the improvements. ŌDC are required to report back to WRC by 31 March on what improvements it intends to make and the implementation timeframes.

Project summary

PROJECT		ACTIVITY	BUDGET	STATUS	ACTUAL	BUDGET FORECAST
1	Mangamahoe Rd & Turitea Rd Rehabilitation	Roading	1,250,000	Completed	1,360,000	
2	Reseal programme 2023/24 FY	Roading	1,500,000	Nearing completion	600,000	1,500,000
3	Low cost – low risk improvements*	Roading	3,400,000	Programmed	1,400,000	3,400,000
4	Water Main Renewals	Water	2,800,000	Complete	2,770,000	2,800,000
5	Waipa Additional Storage	Water	800,000	Construction	680,000	740,000
6	Wastewater Upgrades	Wastewater	4,800,000	Construction	1,680,000	4,800,000

*Previous reports have shown this budget at \$4 million, this has been corrected with the removal of Road to Zero budget of \$600k which is unlikely to be spent this FY.

KEY	DESCRIPTION
RED	Deferred/cancelled
ORANGE	Proceeding, but behind schedule
GREEN	On track or complete

Item 46: Recommendation to adopt the Mayoral Disaster Relief Fund Policy

To: The Chairperson and Members of the Risk and Assurance Committee

From: Andrew Loe, Policy Advisor

Date: 20 March 2024

Relevant community outcomes: Connected Enduring Responsible Resilient



1 Purpose | Te Kaupapa

- 1.1 To provide policy guidelines for the prompt establishment of a Mayoral Disaster Relief Fund which will provide financial support to individuals, families, small businesses, community groups and marae adversely affected by significant natural disasters.

2 Executive Summary | Whakarāpopoto Matua

- 2.1 This Policy (attached as Appendix 1) will provide guidance on the purpose and management of the Mayoral Disaster Relief Fund.
- 2.2 In the immediate aftermath of a natural disaster contributions and donations will be offered to Ōtorohanga District Council (the Council), by the public, community groups and organisations. The Government, through the Minister of Emergency Management, and the Office of the Prime Minister may provide a financial contribution following an emergency event in a district.
- 2.3 To manage these contributions and as measure of sound governance it is a necessary to have policy guidelines and processes in place to administer and disperse these funds.

3 Staff recommendation | Tūtohutanga a ngā Kaimahi

That the Risk and Assurance Committee recommend Ōtorohanga District Council adopt the Mayoral Disaster Relief Fund Policy (document number 741897).

4 Context | Horopaki

- 4.1 Following previous natural disasters councils and emergency management agencies have been offered a range of goods and services by members of the public, companies, and NGOs. While this generosity is always appreciated the appropriateness and timeliness of many goods can be a hindrance and a distraction to the relief effort. There have been many instances where goods had to be warehoused, at a cost to the receiving council only to be finally discarded as they were unable to be utilised in the response or recovery from the event.

- 4.2 The preferred medium for relief assistance is monetary gifts or grants. Easily transferred and applicable to a wide range of actions and requirements, a well-prepared fund can promptly distribute assistance to those in need.
- 4.3 Following a significant natural disaster, the Minister for Emergency Management, together with the Prime Minister and Minister of Finance, may authorise a contribution of up to \$100,000 (GST exclusive) for emergency relief funding. To receive these funds Council must establish a committee and processes to oversee fund expenditure.

5 Considerations | Ngā whai whakaarotanga

Significance and engagement

- 5.1 Adopting the Mayoral Disaster Relief Fund Policy does not trigger any specific consultative requirements.

Impacts on Māori

- 5.2 The adoption of this policy will expedite emergency and relief funding to affected parties including marae as detailed in the policy.

Risk analysis

- 5.3 The Waikato Civil Defence Emergency Management Group has advised all councils to prepare a Disaster Relief Fund Policy as part of their readiness procedures for a major event.
- 5.4 For Council there is a possibility of reputational risk if preparations to receive and distribute donations are not in place, and staff may be diverted from essential duties to complete what is a foreseeable requirement.

Policy and plans

- 5.5 The Policy is not inconsistent with other Council policies and plans.

5.6 Legal

- 5.7 This policy is consistent with the purpose of the Civil Defence Emergency Management Act 2002 section 3 (c) 'provide for planning and preparation for emergencies and for response and recovery in the event of an emergency'.

Financial

- 5.8 The cost of adopting this Policy will be absorbed into current operational budgets.

Recommendation option and rationale

- 5.9 The recommended option is that the Risk and Assurance Committee recommend Ōtorohanga District Council adopt the Mayoral Disaster Relief Fund Policy.

- 5.10 Although Ōtorohanga District does not have a history of significant natural disasters it is wise to have this policy in place to allow for the prompt establishment of a funding committee when resources and effort will be focussed on more pressing issues.
- 5.11 The establishment of a committee and processes to oversee fund spending is a criterion to receive a financial contribution of up to \$100,000 of emergency relief from central government.

8 Appendices | Ngā Āpitihanga

Appendix #	Name	Document #
1	Mayoral Disaster Relief Fund Policy	741897



POLICY

Mayoral Disaster Relief Fund Policy

Approval and review details

Approval authority	Ōtorohanga District Council	Effective date	26 March 2024
Administrator	Policy Advisor	Next review date	26 March 2029

Version History

Date	Version	Changes	By	Date Adopted
26.03.24	1.0	Policy created	Policy Advisor	26.03.24

Purpose

The objective of this policy is to provide guidance on the purpose and management of the Mayoral Disaster Relief Fund.

The Mayoral Disaster Relief Fund can be set up by Council following a significant natural disaster event to provide financial support to those individuals, families, small businesses, community groups and marae adversely affected.

A fund can only be created for a significant event or associated cluster of events, e.g. Cyclone Gabrielle or the Auckland Severe Weather Event, and every fund has a finite lifespan as detailed below.

Contributions to the fund may be made by Council, the public, or other community groups and organisations. The government (Minister of Emergency Management, together with the Prime Minister or Minister of Finance) may provide a financial contribution per emergency event in a district. The financial contribution will need to be applied for following an emergency event.

The funding provided by the government needs to be ring-fenced specifically for those affected by the emergency event. After six months, any unspent funds need to be returned to the Crown.

While Council has in place procedures for covering grants, it is desirable to have a specific policy for the Mayoral Disaster Relief Fund. This will provide coverage for all parties connected to the funds and include provisions for monitoring and reporting.

Scope

This policy sets out the criteria, delegations, and responsibilities for administering the Mayoral Disaster Relief Fund.

The Fund will be managed in line with best practice, observing fairness and equity, and to withstand public scrutiny.

All decisions to grant funding from the Fund shall be conducted in accordance with the policy.

All decisions for funding shall be in accordance with the principles as set out in the Auditor General's "Principles to underpin management by public entities of funding to non-government organisations".¹

Mayoral Disaster Relief Fund Criteria

The Mayoral Disaster Relief Fund may be used to support and meet the needs of affected individuals, families, community organisations, small businesses, and marae. The aim of the fund is to help towards alleviating the emotional and financial stress experienced by the community resulting from a natural disaster event. The fund provides one off assistance for extraordinary circumstances, where a real need can be shown. Each local authority has discretion in setting its own criteria for how the funds are disbursed.

¹ Office of the Auditor-General, "Principles to underpin management by public entities of funding to non-government organisations", June 2006

The Mayoral Disaster Relief Fund is intended to financially support affected individuals/families, community organisations, small businesses, and marae:

- experiencing financial hardship caused by a natural disaster event
- with basic needs, household goods and personal items (uninsured or underinsured)
- with clearing debris from properties that are not insured or are underinsured
- with replacement of structures that are not insured or are underinsured
- by assisting with insurance excess payments

Funds contributed to the Mayoral Disaster Relief Fund must not be used for council's administrative or business costs.

The fund is a last resort measure when other appropriate sources of funding have been exhausted. Disaster relief funds are not intended to replace other existing funding sources, such as:

- welfare - eligible costs are funded separately by the government
- infrastructure - the government will meet some costs of essential infrastructure
- insurance or costs covered by other funding sources
- other response costs – e.g. 60 percent funded by the Government (above the local authority's threshold) and 40 percent funded by the local authority

Implementation

1. Obtain agreement in principle on the content of the policy, from management and the Risk and Assurance Committee.
2. Subject to their agreement, obtain Council approval.
3. Following Council approval, implementation to include:
 - a) Notification to the Mayor and then through future induction processes
 - b) Council officers with delegated authority to set up reporting mechanism for the Risk and Assurance Committee and NEMA
 - c) Inclusion of policy requirements in Council processes.

Responsibilities

Measurement and Review

The effectiveness of the policy shall be measured through feedback from the Risk and Assurance Committee. The policy shall be reviewed at least once every five years, or within 12 months following an event should Council consider a policy review is necessary.

Delegations and Responsibilities

The Mayor will have delegated authority to approve applications to the Mayoral Disaster Relief Fund for grants and financial assistance, within the parameters of the Fund Criteria.

The Mayor is responsible for exercising good judgment in applying the Mayoral Disaster Relief Fund criteria, ensuring that expenditure is appropriate, transparent, and appropriate monitoring processes are in place.

The Group Manager Business Enablement is responsible for providing the Risk and Assurance Committee with a summary of expenditure from the Mayoral Disaster Relief Fund.

The Group Manager Business Enablement is responsible for reporting to the National Emergency Management Agency on the use of the Mayoral Disaster Relief Fund (if funds have been provided by the government).

Delegations to the Mayor for the establishment and management of a Disaster Relief Fund

1. To announce the establishment of a fund and invite applications;
2. To form a panel to assist with the decision making and oversight on the distribution of funds from the Mayoral Disaster Relief Fund;
3. To determine the level of funding per application when setting up a Mayoral Disaster Relief Fund;
4. To receive written applications based on the funding criteria and make a decision on whether to allocate funds;
5. To approve a final report on expenditure outlining how funds were spent and the rationale for distributions

Application Process

Applications for the Mayoral Disaster Relief Fund must be in writing, on an approved application form submitted electronically through:

- Council's website, or
- emailed to Customer Services, or
- posted to Council's postal address or
- handed over the counter at one of Council's offices or public libraries.

Applications will remain open for a set period of time after a significant event as determined by the Mayor.

The Mayor will assess written applications based on the funding criteria and make a decision on whether to allocate funds. Advice may be sought from Council officers and sign-off is required from the Group Manager Business Enablement.

The Mayor will choose to determine the level of funding per application when setting up a Mayoral Disaster Relief Fund after a specific natural disaster event.

The Mayor will form a panel to assist with the decision making and oversight on the distribution of funds from the Mayoral Disaster Relief Fund. Members of the panel will be appointed at the Mayor's discretion. Meetings to determine the allocation of funding will be minuted.

Applicants will be advised in writing of the decision relating to their application.

Council contribution to the Funds in excess of the annual budget is unbudgeted expenditure and requires Council approval.

Reporting

A schedule of grants made under this policy will be reported to the Risk and Assurance Committee within six months of receiving the contribution.

A high-level report on payments made from the Mayoral Disaster Relief Fund (if a government grant has been provided), including the purpose of these payments will be provided to the National Emergency Management Agency (NEMA) within six months of receiving the contribution.

Records management

Staff must retain all records relevant to administering this policy in a recognised Council recordkeeping system.

Sufficient records shall be maintained to show that the funds have been expended in accordance with the Policy.

Conditions

All grants provided must be used for the purpose for which they were given.

Recipients of a Mayoral Disaster Relief Fund grant may be required to meet certain conditions and provide supporting documentation to substantiate their claim.

Related Legislation and Documents

Relevant legislation and other resources include (but are not limited to):

- **Government Policy Guidelines (see Appendix A)**

Appendix A – Government Policy Guidelines

The Minister for Emergency Management, together with the Prime Minister and Minister of Finance, may authorise a contribution of up to \$100,000 (GST exclusive) per event. Government contributions above \$100,000 (GST exclusive) per event will require Cabinet approval. As of April 2022, all contributions are announced as GST exclusive amounts.

Once you receive or are made aware of a Relief Fund contribution

1. Your local authority/CDEM Group will receive a letter from the Director of Civil Defence Emergency Management, detailing the contribution amount and instructions on how to receive funds.
2. You will then be asked to prepare and submit a tax invoice to the Department of the Prime Minister and Cabinet (DPMC) for the contribution amount, plus GST.
3. To receive Government contribution to Relief Funds, local authorities/CDEM Groups are asked to set up a Relief Fund, publicise this and create a committee to oversee fund spending.
4. DPMC will make the payment to the local authority/CDEM Group after receiving the appropriate authorisation from joint Ministers or Cabinet (depending on the value of the contribution) and a tax invoice.

Provide a report on their Relief Fund spending

To enable NEMA to understand local authorities' needs after an emergency and meet obligations regarding taxpayers' funds, local authorities who receive funding are asked to:

1. Report back on their expenditure within six months of receiving this fund. Any unspent monies must be returned to the Crown
2. Provide a high-level report outlining how funds were spent and the rationale
3. Engage with NEMA if there are any unspent monies six months after receiving the fund.

Item 47: Ōtorohanga Climate Change Response Plan – Proposed framework

To: The Chairperson and Members of the Risk and Assurance Committee

From: Ross McNeil, Chief Advisor

Date: 20 March 2024

Relevant community outcomes: Resilient Responsible Sustainable



1 Purpose | Te Kaupapa

- 1.1 To consider the proposed framework (structure) for the Ōtorohanga Climate Change Response Plan.

2 Executive Summary | Whakarāpopoto Matua

- 2.1 The Committee and Council have agreed to the development of a Climate Change Response Plan (CCRP) for Ōtorohanga, with a focus on Council operations, Council infrastructure and community resilience. The CCRP, including actions, will be developed with partners, stakeholders and communities, and is expected to be in place mid-late 2025.
- 2.2 It is important that the CCRP is a useful resource/tool for Council, partners, stakeholders and the wider community – being robust (evidence/science-based) and clear in both purpose and appropriate action. A framework/structure for the CCRP is proposed (Appendix 1).

3 Staff recommendation | Tūtohutanga a ngā Kaimahi

That the Risk and Assurance Committee receive the proposed framework/structure (document number 744139) for developing the Ōtorohanga Climate Change Response Plan.

4 Discussion | He Kōrerorero

- 4.1 Climate Change is one of Council's Top Risks, with the failure to prepare for the expected impacts of climate change seen as a priority area to be addressed. In July 2023 the Committee endorsed (and Council agreed) to the development of a Climate Change Response Plan (CCRP) for Ōtorohanga as a way of responding to and managing/mitigating the local risks/likely impacts associated with climate change.
- 4.2 In December 2023 the Committee endorsed the general scope of the CCRP, being a focus on emissions reduction (mitigation) covering Council operations and a focus on building Council infrastructure resilience (adaptation) and community resilience (adaptation). While emissions reduction across the District is important, it was accepted that this should not be a primary area of focus for Council given the active role other agencies/organisations are already playing in this space and Council's resourcing limitations. Council will, however, remain a general advocate and enabler for emissions reduction in

the District. The Committee accepted that parts of the CCRP involving partner/stakeholder/community engagement were expected to take 12-18 months to finalise (i.e. mid-late 2025). Where it makes sense matters relating to addressing climate change impacts will continue to be progressed before the CCRP is finalised.

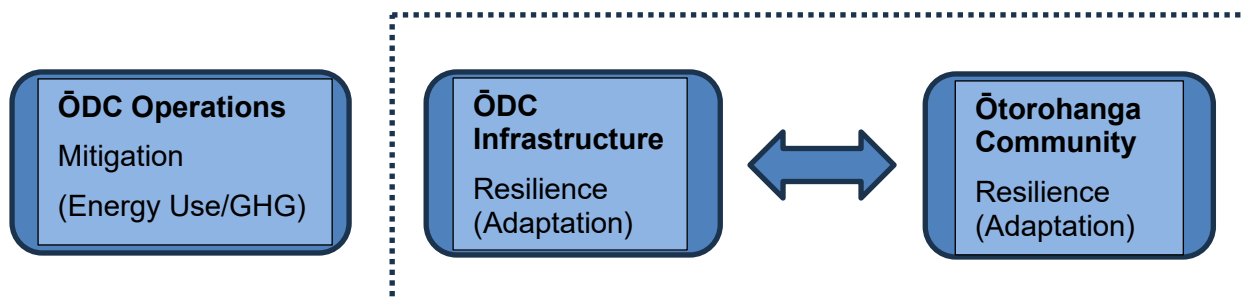
- 4.3 It is important that the CCRP is a useful resource/tool, not just for Council but also partners, stakeholders and the wider community – being robust (evidence/science-based) and clear in both purpose and required action. Other councils that have developed similar plans for their areas have based their approach around the concept of a roadmap – understanding the goal (the destination being community resilience), acknowledging the challenges and opportunities (the starting point and likely journey as we know it now, but accepting there will be twists and turns and additional things to deal with along the way) and we can only be successful by working together. A similar approach is proposed for the Ōtorohanga CCRP.
- 4.4 It is important that the framework/structure of the proposed CCRP reflect the matters above, and present/draw on the most robust information available about the expected local impacts of climate change. In addition, building community resilience to the expected impacts of climate change needs to be considered over a longer term, which means the context for adapting/responding will change over time. While the CCRP will need to be reviewed on a regularly basis to account for any significant changes in context, it also needs to be flexible enough to allow for these changes without itself having to be constantly amended.
- 4.5 The proposed framework/structure for the Ōtorohanga CCRP is presented in Appendix 1. In summary, the CCRP needs to:
- Set out the need for the plan, it's purpose and how it relates to Council's strategic context/direction.
 - Provide the context about climate change, including the expected impacts/risks (globally, nationally, locally).
 - Set out the national policy/response framework.
 - Present data on existing emission levels and trends/commitments – nationally, regionally and locally, including for the Council organisation.
 - Establish the case for a partnership with Iwi/Māori and the importance of engaging with our communities to develop the necessary response plan to build resilience.
 - Focus the response plan on: building the resilience of communities and critical community infrastructure; adaptation in at-risk places; planning, development and service delivery; and how funding and investment needs to enable climate change risk mitigation/adaptation.

5 Appendices | Ngā Āpitihanga

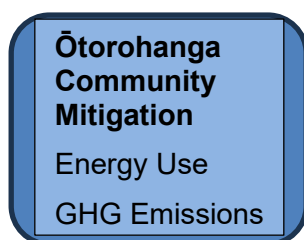
Appendix 1 Proposed Framework (Structure) for developing the Ōtorohanga Climate Change Response Plan

Ōtorohanga Climate Change Response Plan – Proposed Framework/Structure

In Scope



Out of Scope



Support but not proactive (no targets/measures)

Document (Plan) Structure - Roadmap

Background – why the need for a Plan; it's purpose (Climate resilience); Council's strategic direction

Context – what's happening and where do we sit (Projections and Risks)

Global

National

Local (Regional)

Climate Change Risks (coastal inundation; sea level rise; land instability; drought; wildfire; increasing temperatures)

National Response – incl legislative framework

Emissions Reduction Plan

National Adaptation Plan

Legislative Reform

Emissions/Reducing Emissions

New Zealand

Waikato region

Ōtorohanga District

Ōtorohanga District Council

Reducing our footprint – our commitment (focus areas & targets?)

Encouraging community actions – our commitment (focus areas)

Partnership(s) with Iwi/Māori

Context – integrated world view (economy/environment intertwined)

Specific climate change challenges/risks facing Iwi/Māori

Examples of iwi/hapū plans/actions already in place/being implemented

Our commitment (ŌDC) (focus areas)

Engaging with Communities

Context

Adaptation focus – our commitment (focus areas)

Response Plan (Roadmap) Pathways

Water Supply (context; challenges/risks/impacts; how we are responding; our commitment – focus areas)

Roading (context; challenges/risks/impacts; how we are responding; our commitment – focus areas)

Coastal (context; challenges/risks/impacts; how we are responding; our commitment – focus areas)

Community Resilience (context; challenges/risks/impacts; how we are responding; our commitment – focus areas)

Urban Form and Transport (context; challenges/risks/impacts; how we are responding; our commitment – focus areas)

Community Funding and Investment (context; challenges/risks/impacts; how we are responding; our commitment – focus areas)

Consider need for/benefit of a separate section on:

Community Facilities (context; challenges/risks/impacts; how we are responding; our commitment – focus areas)

Item 48: Outstanding Debtors Report

To: The Chairperson and Members of the Risk and Assurance Committee

From: Brendan O'Callaghan, Manager Finance

Date: 20 March 2024

Relevant community outcomes: Engaged Responsible Progressive

**1 Purpose | Te Kaupapa**

1.1 To advise the value of outstanding rates, water, and sundry debtors as at 29 February 2024.

2 Executive Summary | Whakarāpopoto Matua

2.1 Overall outstanding debts at the end of February are \$938k, compared with \$1.13m to October 2023, \$2.37m to the end of June 2023 and \$2.64m to the end of March 2023.

3 Staff recommendation | Tūtohutanga a ngā Kaimahi

That the Risk and Assurance Committee receive the report titled 'Outstanding Debtors Report' (document number 742781) from Brendan O'Callaghan, Manager Finance.

4 Discussion | He Kōrerorero**Overall Debtors Information**

4.1 Overall debtors is down on the end of October, being \$938k compared to \$1.13m at the end of October 2023.

Debtors

4.2 This report details the level of debt relating to the following revenue streams:

- Building Consents
- Resource Consent
- Licences
- Trade waste
- Water and Sewerage Connections
- Other Sundry Invoices

4.3 The 90 days balance can include unpaid building consent and development contribution invoices for projects that may be on-going or on hold.

- 4.4 Overall debtors to the end of February are at \$164k, compared to \$281k at the end of October 2023.
- 4.5 Within the >90 days balance is a number of debtors who have payment arrangements for large invoices, as well as some that have been referred to debt collection agencies for follow up.

Debtors Report as at 29 February 2024				
	Current Month	Comparison of Previous Report	Comparison of Previous Report	Comparison of Previous Report
Aged Analysis report	February	October	June	March
Current	-\$173,353.00	-\$152,351.00	\$254,611.04	\$19,785.50
30 - 60 days	\$237,975.71	\$15,960.00	\$12,825.52	\$61,031.05
60 - 90 days	\$8,442.02	\$15,397.00	\$2,365.50	\$300,139.33
>90 days	\$90,629.69	\$401,616.00	\$453,696.15	\$457,869.08
Outstanding Debtors Closing Balance	\$163,694.42	\$280,622.00	\$723,498.21	\$838,824.96
Debtors Action Report - Debtors over 90 days with Balance >\$250				
	February	October	June	March
With Debt Collection Agency	\$23,663.00	\$21,283.00	\$19,737.46	\$19,737.46
Paying by Arrangement	\$15,572.00	\$342,690.00	\$429,893.69	\$205,774.91
Negotiating Payment Arrangement	\$44,535.00	\$34,100.00	\$0.00	\$230,914.77
Debts in Dispute	\$0.00	\$0.00	\$0.00	\$0.00
Payments since month end taken off above amounts	\$90.00	\$0.00	\$0.00	\$0.00
Sub-Total	\$83,860.00	\$398,073.00	\$449,631.15	\$456,427.14
Various Debtors with Balances <\$250	\$6,769.69	\$3,543.00	\$4,065.00	\$1,441.94
Over 90 days Outstanding Total	\$90,629.69	\$401,616.00	\$453,696.15	\$457,869.08

Rates

- 4.6 A 10% penalty totalling \$69,758 was applied to 509 properties that had not paid their second instalment rates by the due date (23 February). Of these, a number may be paying by automatic payment over the year. These properties are entitled to a remission of any penalties under the Rates Remission Policy, providing they meet the criteria in that policy.
- 4.7 Currently 1,577 ratepayers pay their rates by direct debit, representing 30.4% of rateable properties. The number of direct debits has increased from the previous report, however the percentage has decreased due to the increase in the number of properties with the completion of Stage 1 of the NKC subdivision.

Rate Arrears Aged Balance Report as at 29 February 2024						
Year	Total Arrears (01/07/2023)	Rate Arrears Received Year to Date	Total Arrears (29/02/2024)	Total Arrears (31/10/2023)	Total Arrears (30/06/2023)	Total Arrears (31/03/2023)
2022-2023	\$389,702.84	-\$ 197,784.60	\$191,918.24	\$261,565.41	\$ -	\$ -
2021-2022	\$177,057.62	-\$ 42,421.60	\$134,636.02	\$160,676.99	\$177,057.62	\$199,570.43
2020-2021	\$79,021.84	-\$ 9,559.12	\$69,462.72	\$75,552.55	\$79,021.84	\$83,777.29
2019-2020	\$78,314.99	-\$ 10,162.44	\$68,152.55	\$75,099.25	\$78,314.99	\$83,557.23
2018-2019	\$62,244.22	-\$ 3,699.26	\$58,544.96	\$63,184.68	\$62,244.22	\$66,589.27
2017-2018 & Prior	\$66,160.74	-\$ 31,408.21	\$34,752.53	\$36,863.42	\$66,160.74	\$69,576.44
Total	\$852,502.25	-\$295,035.23	\$557,467.02	\$672,942.30	\$462,799.41	\$503,070.66

- 4.8 Steady progress is being made on getting payment plans in place with ratepayers with outstanding balances, as can be seen from the decrease in rates arrears by \$115k between October and February.
- 4.9 Council has commenced rating sale processes through our debt collection agency. We have reached out for an update but have not heard at the time of writing this report, so a verbal update will be provided during the meeting.

Water

- 4.10 Current water debtors total \$217,102, which is mostly due to the December invoicing for Ōtorohanga township, which had a due date of 23 February.

Water Billing Debtors Report as at 29 February 2024				
	Current Month	Comparison of Previous Report	Comparison of Previous Report	Comparison of Previous Report
Aged Analysis report	February	October	June	March
Current	-\$ 16,270.65	-\$ 48,817.92	\$ 697,873.89	\$ 237,577.42
30 - 60 days	\$ 40.00	\$ 122,973.47	\$ -	\$ -
60 - 90 days	\$ 103,016.62	\$ 190.10	\$ 2.95	\$ 92.55
>90 days	\$ 130,316.18	\$ 103,432.21	\$ 93,103.86	\$ 109,470.54
Outstanding Debtors Closing Balance	\$ 217,102.15	\$ 177,777.86	\$ 790,980.70	\$ 347,140.51
Debtors Action Report - Debtors over 90 days with Balance >\$250				
	February	October	June	March
With Debt Collection Agency	\$ 14,329.00	\$ 4,130.00	\$ 3,879.00	\$ 3,495.00
Paying by Arrangement - excludes Direct Debits	\$ 74,301.00	\$ 38,261.00	\$ 24,156.00	\$ 18,075.40
Negotiating Payment Arrangement	\$ 9,411.48	\$ 53,637.21	\$ 54,462.86	\$ 73,008.85
Debts in Dispute	\$ -	\$ -	\$ -	\$ -
Payments since month end taken off above amounts	\$ 20,212.70	\$ -	\$ -	\$ -
Sub-Total	\$ 118,254.18	\$ 96,028.21	\$ 82,497.86	\$ 94,579.25
Various Debtors with Balances <\$250	\$ 12,062.00	\$ 7,404.00	\$ 10,606.00	\$ 14,891.29
Over 90 days Outstanding Total	\$ 130,316.18	\$ 103,432.21	\$ 93,103.86	\$ 109,470.54

Item 49: Fixed Asset addition and disposal process update

To: The Chairperson and Members of the Risk and Assurance Committee

From: Brendan O'Callaghan, Manager Finance

Date: 20 March 2024

Relevant community outcomes: Engaged Responsible Progressive



1 Purpose | Te Kaupapa

- 1.1 To advise of the progress of work on addressing this identified process improvement.

2 Executive Summary | Whakarāpopoto Matua

- 2.1 ŌDC staff have been working on a process improvement for the addition and disposal of infrastructural assets. A large portion of the work has been undertaken; the integration between departments is the next step of the process.

3 Staff recommendation | Tūtohutanga a ngā Kaimahi

That the Risk and Assurance Committee receive the report titled 'Fixed Asset Addition and Disposal Process Update' (document number 742876) from Brendan O'Callaghan, Manager Finance.

4 Discussion | He Kōrerorero

Background

- 4.1 In the 21/22 and 22/23 financial year reports to the Committee from Deloitte, they have identified an issue around the use of addition and disposal forms for recording movements in fixed assets.
- 4.2 Historically, these forms have been used for the purchase and disposal of items such as plant purchases, or the disposal of surplus items of furniture. Infrastructure assets have been more difficult to use forms for, given the complex nature of the work usually being undertaken as part of the process.
- 4.3 There has also historically been a reasoning that these processes would not add much benefit to those in charge of managing the projects and would primarily be done for the benefit of the finance department around year end processes. Finance has been able to glean the information they have needed direct from contracts without the need to use these forms.

Current situation

- 4.4 Since early 2023, a dedicated Assets Management department has been part of the organisation. Part of the department's role includes ensuring that accurate, up-to-date information is included in ŌDC's

asset management systems. In order for the staff to be able to do this, there is a need to collect information in a timely manner.

- 4.5 There is a significant cross-over between the information required by the Assets Management and Finance departments, so it has made sense to develop a process that will benefit both departments, without being overly onerous on the staff managing projects.
- 4.6 The Assets department has developed an Asset Recognition Form (ARF) which can be filled in either by the project manager or the contractor. This includes information about all the components of the project, as well as existing assets that have been removed. This includes information about materials, quantities, measurements, and locations.
- 4.7 They have also included within the form columns information about unit cost and total cost for the individual components. This information will be used by both Assets and Finance. The ARF also includes a summary sheet where the total costs in the form can be compared to the general ledger, to identify where items may be missing or potential miscoding in the general ledger.

Next Steps

- 4.8 The ARF has been rolled out to project managers for use on all current projects. Uptake at this time has been good, with the form being used in the way intended.
- 4.9 The next step is to develop some reporting from the financial system for the Assets department to enable them to easily get the general ledger balance for a project. Some initial concepts of these reports have been created, and these are in the process of being refined.
- 4.10 There is also the process of getting the information recorded in the finance asset register system. This has been on hold due to a number of other projects being undertaken by the Finance team. However, it is believed that over the next few months prior to the end of the year staff will be able to use the already completed ARF's to input the information.
- 4.11 Once these processes are established, the next logical step will be establishing a monthly reconciliation process between the Finance fixed asset register and the Asset Management systems to ensure that information is being captured in both systems in a timely manner.

Impact on Audit and Reporting to the Committee

- 4.12 Staff believe that the process will be in and working by the time Deloitte arrives for their final audit visit for the 23/24 financial year. This will hopefully mean that this item will be removed from the Deloitte reporting for the 23/24 financial year.
- 4.13 There is potential that as it has not been in for the full financial year, it may still be raised for information purposes to the Committee. Deloitte may also identify potential improvements to the process from their review. In this case staff will update the Committee with the management response and any changes made.

Item 50: Outstanding Management Letter Points from 2022/23 Annual Report

To: The Chairperson and Members of the Risk and Assurance Committee

From: Brendan O'Callaghan, Manager Finance

Date: 20 March 2024

Relevant community outcomes: Engaged Responsible Progressive



1 Purpose | Te Kaupapa

1.1 To provide an update on the actions, and their status, that arose from the 22/23 Annual Report audit.

2 Executive Summary | Whakarāpopoto Matua

2.1 18 items were identified during the 22/23 Annual Report audit. Of these, 9 have been addressed with the remaining 9 in various stages of being addressed.

3 Staff recommendation | Tūtohutanga a ngā Kaimahi

That the Risk and Assurance Committee receive the report titled 'Outstanding Management Letter Points from 2022/23 Annual Report' (document number 742824) from Brendan O'Callaghan, Manager Finance.


4 Discussion | He Kōrerorero

4.1 As part of the audit of the 30 June 2023 Annual Report, ŌDC's auditors issue an opinion and raise recommendations on items that require further action. This report provides management's response to those recommendations and the latest update on the status of the follow up action.


4.2 This report breaks the management recommendations down into three categories using a traffic light system. Green items are those that have been addressed since the previous report and should be removed, subject to approval from Deloitte. Orange items are those that are currently being addressed, and Red items are those where the work has not started, or there is still a large amount of work to be undertaken.

4.3 Overall, a total of 18 items were identified. Of these, ŌDC believes that 5 had been addressed at the last report to the Committee, which have been removed from the tables below.


4.4 Since the last Committee meeting, staff believe 4 more actions have been addressed, 5 are in the process of being addressed and 4 are in the early stages of resolving. The four we believe have been addressed have been listed here to identify what has been done to address them, and they will be removed for the next report.

Matter	Observation	Recommendation	Ōtorohanga Response	Progress
 Items completed since last report (subject to Deloitte sign-off)				
No verifiable evidence of reconciliation and approval of batch payment reports	When management compares the creditor payment report (extracted from MagiQ) to the payment batch report (loaded onto online banking for batch payments) to ensure that they agree, as well as approving the payment batch report, this is communicated verbally. As a consequence, there is no evidence that this control process has taken place.	Deloitte recommends that evidence of the review of reconciliations and approval of batch payment reports is maintained. This may be signatures on the batch payment report or e-mail confirmation.	We acknowledge the recommendation and will put processes in place to resolve this.	<p>We are currently working through the best way to implement this. It is likely to use our electronic signing system, but we are just determining the best process to ensure that the additional work is not onerous on staff. This should be implemented by the end of December 2023.</p> <p>Update March 24: A process has been implemented of printing the payment report and signing by the Manager Finance. These reports are batched monthly and stored in document management for retrieval when required.</p>
Access revoked with a delay	<p>Access for the user Wayne Pu from the MagiQ application was disabled seven working days after his last working day.</p> <p>Due to a system limitation, the MagiQ application does not record the date when a user's access is revoked. Ōtorohanga District Council (ODC) maintains a checklist on their internal messenger (Microsoft Teams) to track exit formalities. We have assessed the design of the access revocation process based on the date within this checklist.</p>	<p>Management should consider outlining the process for revoking a user's access to the MagiQ application in a formal policy and procedure document.</p> <p>The process document should also include the threshold within which access would be revoked for users and the document should be reviewed periodically. This would help streamline the access revocation process and ensure that the IT team revokes access in a timely manner, preventing unauthorized access to the system and associated data.</p>	We agree with this recommendation and will incorporate this into our Employee Entry and Exit processes to ensure that people are removed in time with the guidelines.	<p>Continuous improvement is always being made to our Employee Entry and Exit processes, so we will include this improvement going forward. When our next employee exit occurs, we will review and ensure that the process works as expected, and then adapt the process as required.</p> <p>Updated March 24: With the employees who have exited since the previous report, an effort has been made to check that no delays are occurring. We are happy that this has been resolved but will continue to monitor this with subsequent removals.</p>
Metered water	We noted when completing our understanding of the metered water revenue business process that a comparison is done between the	To evidence when a review is performed over the water meter readings to identify any significant	We acknowledge the recommendation and will put processes in place to better provide evidence of the review.	While a review is happening, there is no evidence of this review recorded. We are currently working on a process to ensure that this evidence is recorded going forward. We

Matter	Observation	Recommendation	Ōtorohanga Response	Progress
	previous and current water meter readings, and any significant variances or anomalies would be investigated with the help of the water services team in order to resolve the issue. However, we noted that there is no audit evidence that a review has occurred or evidence to show the resolution of variances.	variances and also when variances are resolved.		will implement this for the next meters readings in December 23. Update March 24: The December review of the water involved evidence of this review taking place. We are currently working on improving this process using electronic signing going forward.
Sensitive expenditure	In testing sensitive expenditure, we identified; - one instance where expenses were not claimed in a timely manner. Expenses from November 2022 were only claimed in April 2023. The Sensitive Expenditure policy has no set expectation detailing how often expense claims should be submitted. - an expense incurred for a single night of accommodation in Wellington for one person which costs \$600. We understood that the cost was incurred due to the need to spend an additional night in Wellington at short notice but it could be perceived that this spend was excessive. In addition, the cost incurred for the accommodation at this venue for other persons at \$299 per night is at the upper end of what may be considered prudent and reasonable.	Deloitte recommends that there should be a set period where expense claims should be submitted within to ensure that all expenditure is claimed within a timely matter. Best practice is usually for spend to be claimed on a monthly basis. For accommodation spend whilst we understand that there may be mitigating circumstances to the spend being incurred but is important that Council ensure that the principles of the sensitive expenditure policy are adhered to.	Expenditure policy has just been adopted, we will not be amending the policy at this time to reflect that but will include this in the next review. We will look at issuing guidance outside the policy to staff and elected members about the need for timely claiming of expenses. With regards to the adherence to the policy, we will provide some reinforcement to staff and Elected Members about the requirements of the Sensitive Expenditure policies.	We will send reminder emails to staff and elected members about the policies in the new calendar year. In this we will include information about getting expense claims in in a timely manner. We will also remind staff where they can find and read the updated sensitive expenditure policies. New staff are given access to the policy library in our document management system and advised to read all the policies. Update March 24: As part of preparing this report, an email was sent to all staff, with another to elected members, reminding them of their obligations under the Sensitive Expenditure policies. While we believe we have done sufficient to address this issue, we will continue to monitor this on an on-going basis.

Matter	Observation	Recommendation	Ōtorohanga Response	Progress
 Items in progress				
Loan receivable with Ōtorohanga Kiwi House Charitable Trust	<p>In reviewing the recoverability of the loan provided to the Ōtorohanga Kiwi House Charitable Trust we identified matters which may call into question the management of debt by Council, particularly if the debt was not able to be repaid. Based on the original loan agreement between Ōtorohanga District Council and Ōtorohanga Kiwi House Charitable Trust, frequent reporting (at least half yearly) is required to be undertaken to Council. In addition, the Trust must provide a copy of the annual financial statements to the Council no later than 31 August. Based on our discussions with management limited reporting has been provided to date. The lack of reporting affects Council's ability to monitor the performance of the entity and actively manage the debt arrangements and other factors on a timely basis if needed.</p> <p>We also note that one of the conditions to the loan that was agreed in July 2020 is that the Council have the ability to appoint a Trustee to the Trust, of which from our discussion with management, this has not been executed.</p> <p>Furthermore, Finz Audit Limited has issued a qualified opinion on the Trust for the financial year ended 31 May 2021. This is on the basis that the auditors were unable to gain</p>	<p>Due to the current economic environment and the industry that the Trust operates in, it is important that the Council consider more active and timely monitoring of the operations of Trust. The Council should also consider the appointment of Trustee which would enable the Council to timely identify any areas of concern and assist in actively managing the right outcomes for the Council, the Trust and the community.</p>	<p>Management accepts the recommendation and will review the processes in place around monitoring of the operations of the Trust. Management will also discuss with Council around the appointment of a Trustee as permitted within the original loan agreement.</p>	<p>A separate report about the Kiwi House, seeking guidance from the Committee on next steps, is included in this agenda.</p> <p>Update March 24: A separate report about the Kiwi House, seeking guidance from the Committee on next steps, is included in this agenda.</p>

Matter	Observation	Recommendation	Ōtorohanga Response	Progress
	assurance over the wage expense within the statement of financial performance and the wage expense within the work in progress projects. Whilst we do not know the facts and circumstances that resulted in the qualification being issued, it does indicate matters which require further consideration by Council.			
Inputs used in Valuation	<p>In the current year, Deloitte identified while reviewing the inputs of the roading valuation, the significant assumption used for the unit rates escalation factor within the valuation model was incorrect, resulting a material change in the fair value assessment performed by management.</p> <p>It is also noted that the peer reviewer engaged by management did not identify the issue. A similar finding was raised in prior year.</p>	Deloitte recommends that a more rigorous review should be performed by the council and the independent external party to ensure the significant assumptions used are accurate. For example, considering past methods utilised when valuation has been performed or benchmarking against other councils to ensure any significant movement or outliers are addressed.	We agree with the recommendation. While further work was done on checking the outputs of the valuation, Council will ensure additional work is done on reviewing the inputs to the valuation process prior to running the valuation.	<p>Council is currently in the process of implementing a Waikato wide revaluation process for roading through the work that Co-Lab is doing around this space. This will help address these issues for the next revaluation, which is currently scheduled for 3 years.</p> <p>Update March 24: The Waikato wide process is still being developed. Staff will be reviewing the current inputs and their movements for this year for a fair value assessment in the coming months, and if required, will ensure these suggestions are implemented as part of the revaluation.</p>
Utilisation of asset addition and disposal forms	During our review of the fixed assets system, it was noted that fixed asset additions forms and disposal forms are not being utilised. This poses a risk that additions or disposals are not recorded correctly. In addition to this it was noted that all assets are currently captured into a work in progress account during the year and these assets are only capitalised at year end. As a result there is a risk that assets are not capitalised at the	All additions and disposals should be appropriately supported by a fixed asset addition or disposal form. These forms should provide further details on the transaction such as the date of the transaction, depreciation rates and evidence of approval. Assets recorded in work in progress should be capitalised frequently throughout the year. Generally, entities would be expected to capitalise assets on a monthly basis.	We are currently working on the processes around addition and disposal of assets due to the new Fixed Asset Register module in the current year. We expect that this will be fully implemented in FY24.	<p>Asset Recognition Forms have been developed, and an example for a roading project has been completed. The process of getting this information into the financial system is the next step that is required, and work will be undertaken to get this process working early in the new calendar year.</p> <p>Update March 24: This process is being developed. A separate report on this item is included in this agenda.</p>

Matter	Observation	Recommendation	Ōtorohanga Response	Progress
	correct time which may result in errors in depreciation.			
One-up approval process to be followed	As part of our sensitive expenditure testing, Deloitte note that there were instances where the one-up approval process was not followed or approving spend incurred. This was observed in an expenditure associated with the purchase of travel, including flights for the Mayor where the spend has been approved by the Group Manager Corporate. Per the Sensitive Expenditure Policy, all expenditure incurred by the Mayor must be approved by the Deputy Mayor and one other Councillor.	The one-up approval process, in line with the sensitive expenditure policy, should be followed for all spend to ensure that appropriate oversight was in place.	We acknowledge the recommendation, and we will work on identifying an easy way to get these approvals in place, without holding up the payment of creditors, specifically where invoices may cover both elected members and staff.	We will continue to work on determining the best way of addressing this issue. One option being considered is a blanket approval from the Mayor, Deputy Mayor and a Councillor providing the GM Business Enablement with the ability to approve invoices that cover both staff and elected members. With this may be quarterly reporting to the R&A Committee of any expenses incurred for elected members. We will work through the logistics of this and implement it in the new calendar year. Update March 24: No further progress has been made on this issue yet but will be addressed in the next few months.
Classification of bonds	Noted in Bond Deposits that there are several bonds still classified as a bond liability that were paid over 20 years ago.	We recommend that a review should be conducted on all aging bond deposits held to determine if a reclassification to revenue should apply or not. Management should complete a review of the bonds listing to ensure compliance with Unclaimed Money Act 1971.	We agree that several bonds are very old. Council prefers to recognise the potential liability of repayment should this be requested, or they gain the consent or compliance initially bonded for. Work is on-going around this area to refund bonds where possible.	Bonds work is on-going to establish those that could be refunded, and a review against the Unclaimed Money Act 1971. Some of the older identified bonds have been removed as part of this process, and work will continue, focussing on the older bonds first. Update March 24: Work has continued to be done on addressing these older balances. Some balances have been refunded or processed, but work is still going on a number of the older bonds.
 Items in early stages of addressing				
Fomalising the process for identifying and managing legislative matters	Deloitte notes that Ōtorohanga District Council currently does not have a formalised process in order to identify and manage new or existing legislative requirements. Even through Ōtorohanga District Council is	Deloitte recommends that a formal process should be put in place to ensure that all new and existing legislation is considered and managed accordingly.	We acknowledge the recommendation and will investigate potential solutions to this issue that are right-sized for an organisation of our size.	There are a number of options in this space, and we will get in touch with other councils about their processes and determine what would work best for our Council. In the meantime, entities like LGNZ and Taituarā do undertake work to ensure that

Matter	Observation	Recommendation	Ōtorohanga Response	Progress
	a small entity, it is important for the Council to formalise this process moving forward.			Councils are aware of upcoming legislative changes, so while we are investigating, we believe there is not likely to be any significant legislative changes that will be missed. Update March 24: With the appointment of the new Business Improvement Analyst, this project will be given to them to follow up and address. This should happen in the coming months.
Significant users with access to MagiQ database	A significant number of MagiQ Third-party users (68 users) have access to the MagiQ AWS server which could enable them to modify the database, impacting the accuracy, reliability, and security of the financial information stored.	MagiQ should limit the users who have permanent access to the database. The list of users who have access to the MagiQ AWS server should be shared with the Ōtorohanga District Council periodically for visibility. Alternatively, MagiQ could also consider reviewing the activity logs of the users who have access to the MagiQ AWS server periodically. Evidence of the review should be shared with the Ōtorohanga District Council for oversight.	We will include this in an Access policy which will cover both MagiQ and network access guidelines.	We will organise a meeting with MagiQ in the new calendar year to discuss the items raised by Deloitte as part of the management letter. Once we have this discussion then we will look at implementing the access policy. Update March 24: Due to changes in our account manager at MagiQ, we have not yet been able to organise a meeting with them. However, this will be worked on in the coming months.
Lack of testing and approval in the change management process	We selected a sample change (39299) to assess the design and implementation of the change management process and observed that the change was not tested and approved prior to being deployed to the production environment of MagiQ application. In addition, the changes made by the vendor to the MagiQ application are not periodically reviewed or monitored by ODC to evaluate if they	Management should consider implementing the following: <ul style="list-style-type: none">Outline the process for managing changes made to the application in a formal policy and procedure document. This would help streamline the change management process, preventing unauthorized changes from being implemented on the MagiQ's production servers.	We acknowledge this recommendation and will have discussion with MagiQ to ensure additional documentation is provided for changes.	This will also be discussed at our meeting with MagiQ in the new year, and processes and documentation developed out of the results of that meeting. Update March 24: Due to changes in our account manager at MagiQ, we have not yet been able to organise a meeting with them. However, this will be worked on in the coming months.

Matter	Observation	Recommendation	Ōtorohanga Response	Progress
	were adequately tested and approved by the right personnel.	Management should monitor and review the changes implemented by the vendor to the MagiQ application and evaluate whether adequate user acceptance testing was performed and appropriate approvals were obtained prior to implementation to production. Further, Management should retain the evidence of the review performed to supplement audit trails.		
Lack of monitoring on the changes made to the database	Council does not have any process in place to test or monitor changes made to the database by the MagiQ vendor.	Management should consider periodically reviewing the changes made to the database layer and assessing its impact on the data stored within the database, as inappropriate modifications to the database could impact the accuracy, reliability, and security of the financial information stored.	We acknowledge this recommendation and will have discussions with MagiQ around improvements in this area.	<p>We will discuss with MagiQ at our meeting and will make improvements based on the results of that meeting.</p> <p>Update March 24: Due to changes in our account manager at MagiQ, we have not yet been able to organise a meeting with them. However, this will be worked on in the coming months.</p>

Item 51: Building Control department's International Accreditation New Zealand audit

To: The Chairperson and Members of the Risk and Assurance Committee

From: Phil Saunders, Manager Building Control

Date: 20 March 2024

Relevant community outcomes: Enduring Knowledgeable Responsible



1 Purpose | Te Kaupapa

- 1.1 To provide the Committee with an update on progress with implementing the recommendations from the IANZ Audit conducted in September 2023.

2 Executive Summary | Whakarāpopoto Matua

- 2.1 In 2023 the IANZ Assessors were onsite to conduct the audit of Council's Building Consent Authority. A total of 35 non-compliances were identified and this report updates the Committee on those that are still outstanding and the timeline for closing them out.

3 Staff recommendation | Tūtohutanga a ngā Kaimahi

That the Risk and Assurance Committee receive the report titled 'Building Control department's International Accreditation New Zealand audit' (document number 728064) from Phil Saunders, Manager Building Control.

4 Discussion | He Kōrerorero

- 4.1 Between 29 August and 1 September 2023, IANZ auditors were onsite at Ōtorohanga District Council to undertake the biennial audit of the Building Consent Authority (BCA).
- 4.2 On 22 September 2023 Council received the IANZ assessors report. In that report it identified that there were 26 general non-compliances (GNCs) and 9 serious non compliances (SNCs) that needed to be addressed by Council in order to retain Building Consent Accreditation.
- 4.3 Council after discussions and agreement with IANZ was required to submit a plan for addressing the GNCs/SNCs and this was provided to IANZ on 4 December 2023. The plan allows for an extended period of time up until the end of March 2024 to provide evidence to clear the GNCs/SNCs.
- 4.4 Staff, with support from Solutions Team, have been working through the GNCs and have closed out 18 to IANZ's satisfaction. The remaining are listed in the table below and are yet to be completed.
- 4.5 While staff are confident that the GNCs will be completed on time and to the satisfaction of IANZ, it is worth the Committee noting the risk around non-completion is that Council could lose our Building

Consent Accreditation. This is a strategic risk that would impact on service delivery – that is Council’s ability to undertake a building consent service - hence why it is being brought to the Committee’s attention.

GNC number	Short description	Action required to close it out	Status	Expected completion date
GNC 1	Training required for auditing	Training completed and audit schedule developed	Sent to IANZ 16/02/24	31/03/24
GNC 6a	Granting and issuing consents	Provide 4 examples	In process	15/03/24
GNC 7	Making inspection decisions	Training on inspections and provide some inspection records	Sent to IANZ 28/02/24	31/03/24
GNC 8b	Documented procedure	Amend procedure	In process	15/03/24
GNC 8c	Monitoring CCC dates	Amend form and update monitoring procedure	In process	15/03/24
GNC 8d	Producing compliance schedules (CCCs)	Training and application mock CCCs	In process	31 March 2024
GNC 12	Competency assessments	Provide new competency assessments	In process	15/03/24
GNC 14	Recording qualifications and training	Update procedure Recording of training and qualifications	In process	15/03/24
GNC 16	Meeting notes and schedule	Update meeting notes & provide schedule for new items	In process	15/03/24
GNC 17	Technical leader competency	Provide new competency assessments	Sent to IANZ 19/02/24	15/03/24
GNC 20	Filing system appropriateness	Revise document naming and structure	In process	15/03/24
GNC 23	Auditing undertaken incomplete	Create audit schedule and undertake more technical audits	In process	15/03/24
GNC 25	Audit of contractors	New procedure developed	In process	15/03/24
SNC 1	Skills matrix	Training logs update	Sent to IANZ 19/02/24	15/03/24
SNC 2	Provide training logs	Training agenda and complete training	In process	15/03/24
SNC 4	Issuing code compliance certificates	Update procedure and job file checklist	In process	15/03/24
SNC 5	Provide training logs	Training logs update	Sent to IANZ 28/02/24	15/03/24
SNC 6	Competency assessments	New competency assessments provided	In process	15/03/24

GNC number	Short description	Action required to close it out	Status	Expected completion date
SNC 7	Training plans to be revised	Training plans updated and new training planner in place	In process	15/03/24
SNC 8	Provide evidence of training plans	Submit new training plans	In process	15/03/24
SNC 9	Delegations manual missing line	Insert missing line in delegations manual	In process	15/03/24

PUBLIC EXCLUDED | TAKE MATATAPU

DISCLAIMER: The reports attached to this Open Agenda set out recommendations and suggested resolutions only. Those recommendations and suggested resolutions DO NOT represent Ōtorohanga District Council policy until such time as they might be adopted by formal resolution. This Open Agenda may be subject to amendment either by the addition or withdrawal of items contained therein.

Item 52: Resolution to exclude the public for Item PE4: Ōtorohanga Kiwi House loan

To:His Worship the Mayor and Councillors of Ōtorohanga District Council

From:Kaia King, Manager Governance

Date:20 March 2024

Relevant community outcomes:

EngagedEmpoweredResponsible



1 Purpose | Te Kaupapa

1.1 To exclude the public from parts of the proceedings of the Ōtorohanga District Council meeting.

2 Executive Summary | Whakarāpopoto Matua

2.1 All formal meetings are open to the public however, there are some parts of the meeting where the public can be excluded. Council must provide a good reason if to exclude the public from a Council or committee meeting - this also includes the media. A resolution must be made at a time when the meeting is open to the public stating the general subject of each matter, the reason for passing that resolution in relation to the matter, and the grounds on which the resolution is based.

3 Staff recommendation | Tūtohutanga a ngā Kaimahi

That the Ōtorohanga District Council exclude the public from the following parts of the proceedings of this meeting confirming:

- a This resolution is made in reliance on section 48(1)(a) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by section 7 of that Act where a risk of prejudice is minimised by the holding of the whole or the relevant part of the proceedings of the meeting in public; and,
- b The general subject of each matter to be considered while the public is excluded and the reason for passing this resolution in relation to each matter and the specific grounds for the passing of this resolution are as follows:

General subject of each matter to be considered	Ground(s) under section 48(1) for the passing of this resolution	Interest
Item PE4: Ōtorohanga Kiwi House loan	Section 9(2)(b)(ii)	Protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information;

4 Context | Horopaki

- 4.1 Public excluded agendas and minutes are not available to the public. Where possible, Council will release public information which has been considered during the public excluded part of a meeting.

5 Considerations | Ngā whai whakaarotanga

Significance and engagement

- 5.1 No community consultation is required under the Significance and Engagement Policy.

Impacts on Māori

- 5.2 Staff consider this report does not have a direct impact on Iwi/Māori greater than any other member of the public.

Risk analysis

- 5.3 This report seeks to reduce the risks associated with protecting the privacy of a person.

Policy and plans

- 5.4 There are no policies or plans relevant to this report.

Legal

- 5.5 Resolutions to exclude the public are made under Section 48 of the Local Government Official Information and Meetings Act 1987.

Financial

- 5.6 There are no financial impacts resulting from the recommendation.

6 Discussion | He Kōrerorero

Option 1: To exclude the public from the meeting

- 6.1 This option seeks to reduce the risk of commercial information breaches by the holding of the relevant part of the proceedings of the meeting with the public excluded.

Option 2: To decline to exclude the public

- 6.2 This option may potentially expose Ōtorohanga District Council to greater risk of commercial information breaches.

Recommendation option and rationale

- 6.3 To exclude the public for the parts of the meeting outlined in the recommendation.

CLOSING FORMALITIES

Meeting closure | Katinga o te hui

The Chairperson will declare the meeting closed.

WORKSHOPS | HUI AWHEAWHE

There are no workshops scheduled.