



COMMITMENT TO OUR ENVIRONMENT

Hutt City Council is committed to ensuring the city's environment is clean, healthy, attractive and sustainable. Council's commitment to the environment embraces the environmental outcomes that the city's residents identified as essential. Council has a number of city-wide and local initiatives that impact directly and indirectly on the environment. Some activities are focused towards providing community services and others involve regulatory responsibilities. These activities can also affect the environment beyond the city's boundaries, for example, the water quality of Wellington Harbour.

Greater Wellington Regional Council, the Ministry for the Environment, the Department of Conservation, environmental groups, and other organisations also play a pivotal role in making sure the city's environment is maintained to a high standard. All activities are undertaken with a view to enhancing the environment, controlling the adverse effects of refuse disposal, wastewater, invasive animals and plants, and ensuring delivery of Council's services in a manner consistent with safeguarding public health and the sustainable management of resources. Council will continue to monitor and report on the social, economic, cultural and environmental impacts of these activities on a regular basis. In carrying out Council's activities a commitment will be given to protect and enhance the city's indigenous biodiversity.

WASTEWATER

Now that the new wastewater treatment plant is operating and the discharge has been removed from the Wainuiomata River, Council is continuing to improve the level of service by reducing the wet weather loading of the wastewater system and increasing system reliability. A \$10m wastewater storage tank has been completed at Silverstream, and major works on the Private Drains Project are ongoing in the Waiwhetu area; both projects are designed to minimise wastewater overflows into rivers or streams.

WASTE AND WASTE MINIMISATION

Significant effort will be directed towards minimising waste within Hutt City. This will include education and other programmes to promote the recovery, reuse, and recycling of materials, as well as a review of the current Waste Management Plan.

Development of a new stage of Silverstream Landfill is underway, and will provide a facility for disposal of residual waste, with an expected life of around 50 years. The new facility is expected to open in 2008.

URBAN ENVIRONMENTAL ENHANCEMENT

Further physical enhancements are planned for the inner city and suburban areas. The focus will be on managing and designing a more attractive, safe, and vibrant urban environment. Where there is reconstruction planned for sections of kerb, channels and footpaths, environmental enhancements are also undertaken. This work generally involves the installation of trees, small garden areas and decorative lights. Consultation with residents ensures community input into final plans.

BIODIVERSITY

There are ongoing programmes aimed at protecting rare and endangered plants, and eliminating pest plant species within the city. Native plants are used to revegetate sites that have been invaded by pest species. Residential reserve boundaries will continue to be cleared of gorse and blackberry. Cleared areas are replanted with more fire-resistant, bird-attracting native plants. Council is also committed to the eradication of animal pests, which helps protect key ecosystems. This includes the continuation of the award winning "Possum Busters" programme.



ENVIRONMENTAL EDUCATION

There are ongoing programmes and projects designed to raise awareness of environmental issues within a specific context. Council undertakes programmes, projects and campaigns such as the EnviroSchools sustainability programme for schools, and business sustainability programmes. Council also supports and undertakes environmental projects in conjunction with schools and environmental groups. Council provides co-ordination and support for its communities with projects to improve and beautify community areas. This is done through programmes such as: Keep Hutt City Beautiful, Graffiti in Our City and Drains to Streams. A city-wide clean-up is also undertaken during Keep Hutt City Beautiful/Clean Up New Zealand week.

ENERGY

Council is continuing to work towards becoming more energy efficient, having recently completed stage 1 of an energy audit of its major facilities.



COMMITMENT TO THE TREATY OF WAITANGI – TE TIRITI O WAITANGI

Council is committed to the principles of the Treaty of Waitangi – Te Tiriti O Waitangi – and to maintain and improve opportunities for Maori to contribute to local government decision-making processes. Council also recognises and provides for the special relationship that Maori have with their culture, traditions, land and taonga.

The obligation to consult with Maori includes recognising those who have mana whenua, or inherited rights of land ownership. Within Hutt City these are represented by Nga Tekau o Poneke – the Wellington Tenth Trust. Council also recognises Te Runanganui o Taranaki Whanui ki te Upoko o te Ika a Maui as Mana Whenua. Both these groups represent Te Atiawa and the Taranaki tribes within the Wellington region.

This obligation will also extend to urban Maori now resident in Hutt City, including (but not limited to) Te Taurahere o Te Awakairangi and the seven Marae within Hutt City.

KEY PRINCIPLES

- Take into account the principles of the Treaty of Waitangi – Te Tiriti O Waitangi.
- Continue with the established contractual agreements with Te Atiawa.
- Continue to work alongside established and develop relationships with other Maori organisations.
- Pursue Council's statutory obligations under Part II of the Resource Management Act 1991 and Section 4 of the Local Government Act 2002.

GOALS

- Provide opportunities for Maori to contribute to Council decision-making processes.
- Enable greater information flows on activities of mutual interest to both Maori and Council.
- Foster the cultural life of the city in which Council and Maori will each play their part in a bi-cultural partnership.

PROGRAMME

- Ongoing promotion of Memoranda of Understanding between Council and key Maori stakeholders.
- Work to maintain long-standing relationships with Te Runanganui o Taranaki Whanui ki te Upoko o te Ika a Maui, Nga Tekau o Poneke – the Wellington Tenth Trust, Te Taurahere o Te Awakairangi and Hutt City Marae.
- Work to maintain existing and developing relationships with other Maori community organisations.
- Ensure that all parties are kept informed of Council's developments and are given the opportunity to take part in Council's affairs.
- Quality advice and support for capacity and capability strengthening.

JOINT INITIATIVES

Te Whiti Park is jointly managed by Te Runanganui o Taranaki Whanui ki te Upoko o te Ika a Maui and Council.

Owhiti Urupa

Te Puni Street Urupa

The prow of a Maori waka was discovered at the Opahu Pumping Station construction site in 2006. It is undergoing a preservation process as a cooperative venture between Nga Tekau o Poneke – the Wellington Tenth Trust, Hutt City Council and the Ministry of Culture and Heritage.

MARAE GRANTS

Council grants to each of the seven City Marae.

COMMITMENT TO OUR CUSTOMERS

‘EASY TO DO BUSINESS’

Because we believe the Hutt City is a great place to live, work and play, we take pride in providing high-quality services and helping you in any way we can. We want to make it easy for you to do business with us by providing the right information at a place and time convenient to you. We gain the greatest satisfaction from putting our customers first. This means achieving and maintaining service excellence through ongoing improvements in delivering services, and providing value for money.

Participating in business excellence awards enables Council to assess overall performance. Gaining recognition in the NZ Business Excellence Awards endorses the hard work and commitment by staff at all levels of the organisation in our commitment to providing high-quality services.

It is our goal over the current financial year to continue to provide Hutt City residents with excellent service and to deliver ongoing improvements of which we can all be proud. We want to build on our relationships with our customers. We will listen to our customers’ (that’s you) needs and expectations. We will find out what is important and what you value, and take these into account when delivering our services. Our aim is to create a culture where staff make a difference, leading to more effective and efficient services.

CUSTOMER STRATEGY

- Work together to provide a seamless delivery of service.
- Wherever possible have first point of contact resolution.
- Recognise that the customers’ experience is the most important aspect.
- Provide exceptional service and value for money.
- Involve and inform customers.
- Listen to our customers and learn to continuously enhance our services.

QUALITY SERVICE

Quality initiatives will include internal monitoring, coaching, customer surveys and benchmarking to ensure best practice.

Council recognises the importance of customer feedback as a critical element in making decisions regarding service delivery. We conduct regular surveys which measure customers’ needs, wants and expectations so that in the end we can design a system which will ensure a consistent service that meets your needs.

We will continue to maintain a successful and resourceful organisation that is responsive, responsible and accountable to the community.

OUR COMMITMENT TO YOU

We will:

- Go the extra mile
- Be knowledgeable, accurate and informative
- Be interested, fair, professional and friendly
- Be easy to contact
- Make realistic promises
- Do it right first time, on time, every time
- Measure ourselves against the best
- Take ownership.