

ORDER PAPER

FINANCE/PERFORMANCE COMMITTEE MEETING

Date:	Thursday, 27 April 2023
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Time: 9.30am

Venue: Council Chamber Rangitīkei District Council 46 High Street Marton

Chair: Cr Fi Dalgety

Deputy Chair: Cr Jeff Wong

Membership: Cr Jarrod Calkin Cr Brian Carter Cr Dave Wilson Cr Simon Loudon Cr Greg Maughan HWTM Andy Watson

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Notice is hereby given that a Finance/Performance Committee Meeting of the Rangitīkei District Council will be held in the Council Chamber, Rangitīkei District Council, 46 High Street, Marton on Thursday, 27 April 2023 at 9.30am.

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AGENDA

- 1 Welcome / Prayer
- 2 Apologies

3 Public Forum

4 Conflict of Interest Declarations

Members are reminded of their obligation to declare any conflicts of interest they might have in respect of items on this agenda.

5 Confirmation of Order of Business

That, taking into account the explanation provided why the item is not on the meeting agenda and why the discussion of the item cannot be delayed until a subsequent meeting, enter item number be dealt as a late item at this meeting.

6 Confirmation of Minutes

6.1 Confirmation of Minutes

Author: Kezia Spence, Governance Advisor

1. Reason for Report

1.1 The minutes from Finance/Performance Committee Meeting held on 30 March 2023 are attached.

Attachments

1. Finance/Performance Committee Meeting - 30 March 2023

Recommendation

That the minutes of Finance/Performance Committee Meeting held on 30 March 2023 **[as amended/without amendment]** be taken as read and verified as an accurate and correct record of the meeting, and that the electronic signature of the Chair of this Committee be added to the official minutes document as a formal record.



Ms Joanne Manuel, Manager Community Development

Ms Kezia Spence, Governance Advisor

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1 Welcome / Prayer

Cr Dalgety read the prayer and opened the meeting at 9.32am.

2 Apologies

Resolved minute number 23/FPE/015

Apologies were received from Cr Loudon.

Cr F Dalgety/Cr G Maughan. Carried

3 Public Forum

Nil.

4 Conflict of Interest Declarations

Cr Calkin declared a conflict of interest regarding item 8.1 relating to the event sponsorship scheme and the application from South Makirikiri School.

5 Confirmation of Order of Business

No changes were made.

6 Confirmation of Minutes

Resolved minute number 23/FPE/016

That the minutes of Finance/Performance Committee Meeting held on 22 February 2023 **without amendment** be taken as read and verified as an accurate and correct record of the meeting, and that the electronic signature of the Chair of this Committee be added to the official minutes document as a formal record.

HWTM A Watson/Cr J F Wong. Carried

7 Chair's Report

7.1 Chair's Report - March 2023

The tabled report was taken as read.

Resolved minute number 23/FPE/017

That the Chair's Report – March 2023 be received.

Cr F Dalgety/Cr G Maughan. Carried

8 Reports for Decision

8.1 Events Sponsorship Scheme - Consideration of Applications for Round Two of 2022/23

The committee acknowledged their disappointment with the number of applications for the funding scheme and the chair encouraged members to spread the word on funding available.

South Makirikiri Friends of the School

The committee supported the event however there were comments around the lack of promotion and fundraising by the applicant. The benefits of the event will be to attract people into the district who used to attend the school.

Gumboots Brass and Wind Ensemble

The committee highly supported the event and that it meets the criteria of the fund. It was acknowledged that the applicant could also apply for the Creative Communities fund which may have been more appropriate. It was requested staff pass this feedback back to the applicant.

Ms Prince advised the committee that there was concern from applicants around the losses when cancellations have caused by covid and weather events. Staff are reviewing the criteria of the events sponsorship and this will come back to committee.

There was discussion regarding the use of the 'average' recommendation and the majority recommendation from members. Staff will follow up on whether committee members can recommend a higher amount than requested.

Resolved minute number 23/FPE/018

That the report 'Events Sponsorship Scheme – Consideration of Applications for Round Two of 2022/23' be received.

Cr D Wilson/Cr B Carter. Carried

Resolved minute number 23/FPE/019

That the Finance/Performance Committee approve the sponsorship of events listed below, and disperse the Events Sponsorship Scheme as outlined to successful applicants:

- South Makirikiri Friends of the School- \$4,200
- Gumboots Brass and Wind Ensemble-\$1,000

Cr F Dalgety/Cr D Wilson. Carried

8.2 Update on the Adoption of the 2021/22 Annual Report

Mr Tombs highlighted sections of this report and advised there have been some minor changes since the draft annual report was sent to elected members.

Resolved minute number 23/FPE/020

That the 'Update on Adoption of the 2021/22 Annual Report' report be received.

Cr F Dalgety/Cr B Carter. Carried

8.3 Bad Debt Summary

Mr Tombs reminded the committee these are debtors that have been forwarded on to an external organisation.

Resolved minute number 23/FPE/021

That the 'Bad Debt Summary' report be received.

Cr J Calkin/Cr B Carter. Carried

9 Reports for Information

9.1 Financial Snapshot - February 2023

It was noted delays in the completion of some capital projects could be subject to cost escalation.

HWTM flagged another \$200,000 may come in to this budget for the Mayor's Taskforce for Jobs scheme.

Resolved minute number 23/FPE/022

That the report 'Financial Snapshot – February 2023' be received.

Cr F Dalgety/HWTM A Watson. Carried

9.2 Treasury and Debt - February 2023

It was noted that there is underspend in some areas. When these projects completed this may come at a cost.

Mr Tombs clarified that the \$5million debt increase included in the analysis is a nominal figure to demonstrate the comfort levels council currently has with its debt levels.

Resolved minute number 23/FPE/023

That the report 'Treasury and Debt – February 2023' be received, noting the justification in S2.2 for Council having a Current Account Bank Balance higher than that recommended in Council's Treasury Management Policy.

Cr F Dalgety/Cr J F Wong. Carried

9.3 Future Financial Impacts

There were questions regarding the three waters debt and the how debt repayments worked. Mr Tombs responded that the current advice was that there is an initial debt payment and then further payments over time. Mr Tombs also stated that the DIA are on the same page as Council with debt calculations. Council staff continue to work with the DIA.

Resolved minute number 23/FPE/024

That the Future Financial Impacts report be received.

Cr D Wilson/Cr B Carter. Carried

9.4 QV Report

This report was taken as read.

Resolved minute number 23/FPE/025

That the QV Report be received.

Cr J Calkin/Cr B Carter. Carried

9.5 Public Feedback / Performance Report - March 2023

Mrs Gordon confirmed that feedback from the korero mai system can initiate an RFS to Council, if necessary.

Resolved minute number 23/FPE/026

That the Public Feedback / Performance Report – March 2023 be received.

Cr F Dalgety/Cr J F Wong. Carried

10 Public Excluded

The meeting went into public excluded session 10.44am

Resolution to Exclude the Public

23/FPE/027

That the public be excluded from the following parts of the proceedings of this meeting.

1. Request for Approval of Payment of Annual Insurance Cover (AON)

The general subject matter of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under section 48 of the *Local Government Official Information and Meetings Act 1987* for the passing of this resolution are as follows:

General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under section 48 for the passing of this resolution
10.1 - Request for Approval of Payment of Annual Insurance Cover (AON)	s7(2)(b)(ii) - Commercial Position s7(2)(i) - Negotiations	s48(1)(a)(i)

This resolution is made in reliance on Section 48(1) of the Local Government Official Information and Meetings Act 1987 and the particular interests protected by Section 6 or Section 7 of the Act which would be prejudiced by the holding or the whole or the relevant part of the proceedings of the meeting in public as specified above.

Cr D Wilson/Cr B Carter. Carried

11 Open Meeting

The meeting went into open session 10.54am

Resolved minute number

23/FPE/028

That the public excluded meeting move into an open meeting, and the below recommendations be confirmed in the open meeting:

22/RDC/029- 22/RDC/030

.Cr B Carter/HWTM A Watson. Carried

The meeting closed at 10.55am.

The minutes of this meeting were confirmed at the Finance/Performance Committee held on 27 April 2023.

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Chairperson

7 Chair's Report

7.1 Chair's Report - April 2023

Author: Jeff Wong, Deputy Chair

1. Reason for Report

1.1 A verbal or tabled report will be provided during the meeting.

Recommendation

That the Chair's Report – April 2023 be received.

8 Reports for Decision

8.1 Community Initiatives Fund - Consideration of Applications for Round Two of 2022/23

Author: Kezia Spence, Governance Advisor

1. Reason for Report

- 1.1 The 2022/23 budget for the Community Initiatives Fund (CIF) is **\$43,823.68**.
- 1.2 There are two funding rounds each financial year. The previous round was in September 2022 which allocated a total of \$11,500, and left **\$32,323.68** available for distribution in the second round.
- 1.3 Applications made to this round (round two) total **\$35,070** which exceeds the amount of available funds. The Committee needs to consider this when making their assessments.

2. Applications Made for Round 2 – 2022/23

2.1 Thirteen applications have been received for Round Two, and have been individually assessed by the Finance/Performance Committee in the SmartyGrants system:

Applicant	Amount Requested	
Marton & Districts Budget Service	\$2,500	
Wanganui Area Neighbourhood Support Groups Inc	\$1,508	
Rangitikei Toy Library	\$2,500	
Door of Hope Rangitikei Charitable Trust	\$2,500	
Marton Food Pantry	\$3,500	
Taihape Community Development Trust	\$2,500	
-Whānau Hobby Hut		
Marton & Districts Historical Society	\$2,500	
Taihape Musicians Club	\$2,500	
The Koha Shed Taihape	\$2,562.38	
NZ Council of Victim Support Groups Inc- Rangitikei/Whanganui	\$2,500	
Taihape Community Development Trust	\$2,500	
- Taihape Housing Steering Group		
Scotts Ferry Beach Community	\$2,500	
Marton Development Group	\$5,000	
	\$35,070	

2.2 It is a condition of the Community Initiatives Fund that Project Report Forms (for any previous projects that received funding) are returned before further funding can be sought. All applicants for Round Two, 2022/23 are eligible to receive funding as any relevant Project Report Forms have been received except for Taihape Community Development Trust which will provide a tabled report prior to the meeting.

Recommendation 1

That the report 'Community Initiatives Fund – Consideration of Applications for Round Two of 2022/23' be received.

Recommendation 2

The committee noted the Taihape Community Development Trust applications are on behalf of two separate groups.

Recommendation 3

That the Finance/Performance Committee approve the sponsorship of projects listed below, and disperse the Community Initiatives Fund as outlined to successful applicants:

- •

- •
- •
- •

9 Reports for Information

9.1 Events Sponsorship Scheme - Project Report Form

Author: Kezia Spence, Governance Advisor

1. Reason for Report

1.1 Attached, under separate cover are two completed Project Report Forms from previous rounds of funding for the Events Sponsorship Scheme.

Attachments:

- 1. Aquital Form-Arohanui Hospice (under separate cover)
- 2. Aquital Form- Rangitikei Shearing Sports Inc (under separate cover)

Recommendation

That the Events Sponsorship Scheme – Project Report Form be received.

9.2 Community Initiatives Fund - Project Report Forms

Author: Kezia Spence, Governance Advisor

1. Reason for Report

1.1 Attached under separate cover (due to attachment size) are three completed Project Report Forms from previous rounds of funding for the Community Initiatives Fund.

Attachments:

- **1.** Aquital Form-Arohanui Hospice (under separate cover)
- 2. Aquital Form-Parkinson's New Zealand Chairtable Trust (under separate cover)
- 3. Aquital Form- Taihape & District Historical Society (under separate cover)

Recommendation

That the Community Initiatives Fund – Project Report Forms be received.

ITEM 9.3

9.3 Financial Snapshot - March 2023

Author: Hilary Walker, Management and Systems Accountant

Authoriser: **Dave Tombs, Group Manager - Corporate Services**

1. **Reason for Report**

1.1 To provide Committee Members with Council's latest management accounts and related commentary.

2. **Activity Performance Reports**

2.1 The attached Departmental Activity Performance Reports provide commentary on Departmental operational budget variances in excess of \$100k (excluding Depreciation and Overhead Allocations).

3. Depreciation

As previously advised, Depreciation exceeds budget due to the recent asset revaluations 3.1 (this has resulted in proposed Depreciation budget increases for 2023/24).

4. **Capital Expenditure**

Year To Date Summary

4.1 YTD Capital expenditure is \$15.0m compared to a YTD budget of \$23.1m. The attached summary shows the budget variances split by cost centre with the larger budgets (>\$500k) being shown separately.

Funding of Unbudgeted Capital Expenditure

- As previously advised, Capital Expenditure includes unbudgeted Emergency Capital 4.2 Works expenditure (\$1.2m): 84% of this will be funded by FAR with the balance (\$375k) to either be debt funded or offset against underspends in other project budgets. (Note a further \$1.1m of expenditure related to Emergency Response is also currently included in Operating Expenditure)
- 4.3 If the volume of Emergency Works is significant it may result in a deferral of other budgeted Roading projects.
- 4.4 In November 2022 Council approved unbudgeted Capital Expenditure of around \$5m for work associated with the Taihape Wastewater Pump Station.

Other

As reported within the Roading and Footpaths Activity Performance Report (attached) 4.5 the Roading Team is investigating the viability of using \$559k of Other Expense budget (i.e. Operating Expense Budget) for Capital Projects. A Council Report will be provided should any budget changes be sought.

Attachments

1. Financial Snapshot - March 2023 🕹

Recommendation

That the report 'Financial Snapshot – March 2023' be received.

Whole of Council Activity Performance Report For the period ending March 2023

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
	\$000	\$000	\$000		\$000
Total Revenue	(33,175)	(31,998)	1,178	4%	(48,378)
Subsidies and Grants	(9,916)	(8,922)	993	11%	(17,060)
Other Revenue	(2,746)	(2,939)	(193)	-7%	(3,897)
Finance Revenue	(278)	(30)	248	824%	(41)
Gains	(423)	(430)	(7)	-2%	(840)
Rates	(19,814)	(19,676)	138	1%	(26,541)
Total Expense	33,751	32,578	(1,173)	-4%	45,702
Other Expenses	15,747	15,655	(92)	-1%	22,898
Personnel Costs	5,568	5,402	(166)	-3%	7,218
Finance Costs	362	376	14	4%	752
Depreciation	12,073	11,145	(928)	-8%	14,834

Grand Total	576	581	5	(2,676)

0

(0)

(0)

0%

0

Variances > \$100k: Comment

Overhead Allocation

Please refer to each Group for comments.

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Business Units Activity Performance Report For the period ending March 2023

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
Total Revenue	(271)	(427)	(156)	-37%	(790)
Subsidies and Grants	(47)	(47)	0	0%	(47)
Other Revenue	(7)	(20)	(13)	-65%	(23)
Finance Revenue	(267)	(30)	237	788%	(41)
Gains	0	(430)	(430)	-100%	(840)
Rates	(6,141)	(6,035)	107	2%	(8,018)
Rate Apportionment	6,191	6,134	(57)	-1%	8,179
Total Expense	421	445	24	5%	276
Other Expenses	2,280	2,428	148	6%	3,605
Personnel Costs	4,390	4,442	52	1%	5,905
Finance Costs	362	376	14	4%	(140)
Depreciation	403	426	23	5%	541
Overhead Allocation	(7,014)	(7,227)	(213)	-3%	(9,635)
Grand Total	150	18	(132)		(514)

Variances > \$100k: Comments

Finance Revenue	The variance is caused by higher than anticipated interest rates and bank balances.
Gains	The YTD budget variance of \$430k is offset against the YTD Actual variance of \$412k in Community & Leisure Activity, being the profit on sale of assets; this figure will be finalised at year end and may decrease once the related journals are finalised. (The Budget is shown in a different cost centre to where the Actual figures have been recorded).
Rates	YTD rate remissions of \$513k are lower than the associated budget of \$600k, due mainly to a reduction in rate remission requests.
Other Expenses	As previously noted, the YTD favourable Budget variance is the result of a large number of (partially) offsetting budget variances in a number of different cost centres.

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	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
Total Revenue	(4,033)	(3,646)	387	-11%	(4,857)
Subsidies and Grants	(57)	(57)	(0)	-0%	(57)
Other Revenue	(563)	(632)	(69)	-11%	(857)
Gains	(413)	0	413	100%	0
Rate Apportionment	(3,000)	(2,957)	42	1%	(3,943)

Total Expense	3,804	4,136	332	8%	6,334
Other Expenses	1,881	1,832	(49)	-3%	3,046
Personnel Costs	76	61	(15)	-24%	84
Finance Costs	0	0	0	0%	215
Depreciation	935	1,296	362	28%	1,728
Overhead Allocation	912	946	34	4%	1,261
Grand Total	(229)	490	719		1,477

Variances > \$100k: Comments

Gains

The YTD \$413k variance is offset against the YTD Budget \$430k in Business Units and is the profit on sale of assets; this figure will be finalised at year end and may decrease once the related journals are finalised. **ITEM 9.3**

ATTACHMENT 1

Community Leadership Activity Performance Report For the period ending March 2023

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
Total Revenue	(1,110)	(1,059)	52	5%	(1,467)
Other Revenue	(33)	0	33	100%	(55)
Rates	(63)	(63)	(0)	-0%	(84)
Rate Apportionment	(1,015)	(996)	19	2%	(1,328)
Total Expense	1 108	1 153	46	4%	1 507

Total Expense	1,108	1,153	46	4%	1,507
Other Expenses	637	663	27	4%	853
Depreciation	0	1	1	100%	2
Overhead Allocation	471	489	18	4%	652
Grand Total	(3)	95	98		40

Variances > \$100k: Comments

No comments to make.

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Community Wellbeing Activity Performance Report For the period ending March 2023

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
Total Revenue	(1,301)	(972)	329	34%	(1,266)
Subsidies and Grants	(570)	(319)	251	79%	(395)
Other Revenue	(65)	(10)	55	542%	(13)
Gains	(10)	0	10	100%	0
Rate Apportionment	(656)	(643)	13	2%	(857)

Total Expense	1,447	1,422	(25)	-2%	1,861
Other Expenses	789	970	181	19%	1,256
Personnel Costs	279	67	(213)	-319%	91
Depreciation	17	7	(10)	-137%	10
Overhead Allocation	362	379	16	4%	505
Grand Total	146	450	304		595

Variances > \$100k: Comments

Subsidies and Grants	Mayors Task Force for Jobs (MTFJ) Tranche 2 of \$230k has been received, resulting in unbudgeted revenue and associated unbudgeted expenditure.
Other Expenses/Personnel Costs	These variances should be viewed collectively as Officers can offset Budgets between these two categories if necessary (e.g instead of engaging a Contractor, appointing a fixed-term staff member). In total, these budgets are overspent due to the MTFJ as noted above.

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Environmental and Regulatory Activity Performance Report For the period ending March 2023

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
Total Revenue	(2,577)	(2,657)	(80)	-3%	(3,757)
Subsidies and Grants	0	0	0	0%	(302)
Other Revenue	(1,281)	(1,341)	(60)	-4%	(1,700)
Rate Apportionment	(1,296)	(1,316)	(20)	-2%	(1,754)

Total Expense	2,393	2,518	125	5%	3,616
Other Expenses	323	481	158	33%	873
Personnel Costs	823	832	9	1%	1,138
Overhead Allocation	1,247	1,204	(42)	-4%	1,606
Grand Total	(185)	(140)	45		(140)

Variances > \$100k: Comments

Other Expenses

The overall variance mainly relates to the Better Off Funding budget within District Planning with a YTD actual of \$35k against a YTD budget \$137k.

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
Total Revenue	(14,986)	(14,382)	604	4%	(24,182)
Subsidies and Grants	(8,822)	(8,259)	563	7%	(16,018)
Other Revenue	(101)	(114)	(13)	-11%	(152)
Rates	(5,955)	(5,902)	53	1%	(7,869)
Rate Apportionment	(108)	(107)	1	1%	(143)

Total Expense	15,681	14,270	(1,411)	-10%	19,498
Other Expenses	5,633	5,177	(456)	-9%	7,269
Finance Costs	0	0	0	0%	104
Depreciation	7,681	6,605	(1,077)	-16%	8,806
Overhead Allocation	2,367	2,489	122	5%	3,318
Grand Total	694	(112)	(806)		(4,684)

Variances > \$100k: Comments

Subsides and Grants

Other Expenses

This variance mainly relates to the revenue associated with the unbudgeted Emergency Works.

This variance mainly relates to the expenditure associated with the unbudgeted Emergency Works. \$1.1m of expenditure related to Emergency Response is currently included in Operating Expenditure.

The Roading Team is investigating the viability of using \$559k of Other Expense budget (i.e. Operating Expense Budget) to Capital Projects. This would result in unbudgeted Capital Expenditure in 2022/23.

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Rubbish and Recycling Activity Performance Report For the period ending March 2023

Budget
(2,075)
(919)
(1,003)
(154)
_

Total Expense	1,626	1,652	26	2%	2,620
Other Expenses	1,284	1,306	23	2%	2,157
Finance Costs	0	0	0	0%	2
Depreciation	56	50	(7)	-13%	66
Overhead Allocation	286	296	10	3%	394
Grand Total	119	96	(24)		544

Variances > \$100k: Comments

No comments to make.

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
Total Revenue	(7,390)	(7,298)	92	1%	(9,984)
Subsidies and Grants	(420)	(240)	180	75%	(240)
Other Revenue	(66)	(134)	(68)	-51%	(178)
Finance Revenue	(11)	0	11	100%	0
Rates	(6,894)	(6,924)	(30)	-0%	(9,566)

Total Expense	7,272	6,982	(290)	-4%	9,990
Other Expenses	2,922	2,798	(124)	-4%	3,839
Finance Costs	0	0	0	0%	572
Depreciation	2,981	2,761	(220)	-8%	3,681
Overhead Allocation	1,370	1,424	54	4%	1,899
Grand Total	(118)	(316)	(198)		6

Variances > \$100k: Comments

Subsidies and GrantsTwo tranches of the Governments Three Waters Transition Funding of \$88k
have been received.Other ExpensesThe variance mainly relates to expenses associated with District Water:
Officers are currently investigating whether any of these expenses have been
incorrectly coded to Operating Expenses instead of Capital Expenses

ITEM 9.3

ATTACHMENT 1

Capital Expenditure +\$500k projects For Period ending March 2023

Whole of Council	YTD Actuals	YTD Budgets	Full Year Budget	Comments
	15,034,235	23,111,748	33,159,378	

Business Units	YTD Actuals	YTD Budgets	Full Year Budget	Comments
	399,954	1,104,461	1,792,079	
95500701. Motor Vehicle Purchases	49,439	0	500,000	Procurement of vehicles is in underway.

Community and Leisure Assets	YTD Actuals	YTD Budgets	Full Year Budget	Comments
	3,033,193	4,386,383	6,560,713	
4040170601. Building Alterations - Contract	372,200	457,114	565,650	Tracking well, on target to spend by 30 June.
4410170611. Taihape Amenities Detailed Design Construction bf from 20/21	1,889,772	405,453	535,995	Detailed report provided separately to Council as part of PMO Reporting
4410174501. Taihape Amenities Detailed Design & Construction	0	1,812,500	2,900,000	Detailed report provided separately to Council as part of PMO Reporting

Roading and Footpaths	YTD Actuals	YTD Budgets	Full Year Budget	Comments
	6,879,776	9,075,467	13,679,887	
70100745. Marton Rail Hub	824,001	2,096,253	2,795,000	Detailed report provided separately to Council as part of PMO Reporting
70100781. Sealed Road Pavement Rehabilitation (214)	737,896	759,779	1,204,105	Currently tracking close to budget.
70100782. Drainage Renewals (213)	344,219	485,440	749,700	About 46% of the total budget completed. Contractor is still aiming to spend the full budget by end of current FY.
70100783. Structures Components Replacements (215)	210,107	448,362	597,813	Resources have been diverted to Weather Event recovery operations.
70100787. Sealed Road Surfacing (212)	984,686	752,395	1,328,824	Tracking ahead of budget.
70100795. Improvements- Low Cost Low Risk (341)	1,435,507	2,270,908	3,449,092	Resources have been diverted to Weather event recovery operations. Numerous culvert upgrades have been occurring since the start of the FY.
70100797. Emergency Works 2022	1,238,189	0	0	Unbudgeted expenditure. This relates to work undertaken on emergency works of 2021/22. 84% of this will be funded by FAR, the remaining will be either debt funded or offset against underspends in other projects.
7010079601 / 7010079602. Mangaweka Bridge Construction	227,140	422,513	591,616	The Mangaweka Bridge replacement project is nearing completion and is expected to have surplus budget.

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Water, Sewerage & Stormwater	YTD Actuals	YTD Budgets	Full Year Budget	Comments
	4,721,313	8,545,437	11,126,699	
6060174501. 117.1: New Plant	12,590	375,003	500,004	Detailed report provided separately to Council as part of PMO Reporting
6060174503. Marton Water Strategy	951,129	1,383,336	2,000,000	Detailed report provided separately to Council as part of PMO Reporting
6070176210. Marton Wastewater Pipe Bridge	0	500,000	500,000	Detailed report provided separately to Council as part of PMO Reporting
6070176206. Marton to Bulls Centralisation Project	958,875	955,556	1,000,000	Detailed report provided separately to Council as part of PMO Reporting
6070176207. Land Purchase - Marton to Bulls Centralisation Project	0	1,200,000	1,200,000	Detailed report provided separately to Council as part of PMO Reporting
6060176316. Bulls Water Pump Station / Rising Main	455,237	0	0	Offset against Marton to Bulls Centralisation Project
6070177109. Taihape / Papakai Wastewater Pump Station	821,510	805,182	1,068,740	Detailed report provided separately to Council as part of PMO Reporting
6070177111. Ratana Complete Upgrade	167,995	1,314,396	1,750,692	Detailed report provided separately to Council as part of PMO Reporting

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9.4 QV Report

Author:	Dave Tombs, Group Manager - Corporate Services
Authoriser:	Dave Tombs, Group Manager - Corporate Services

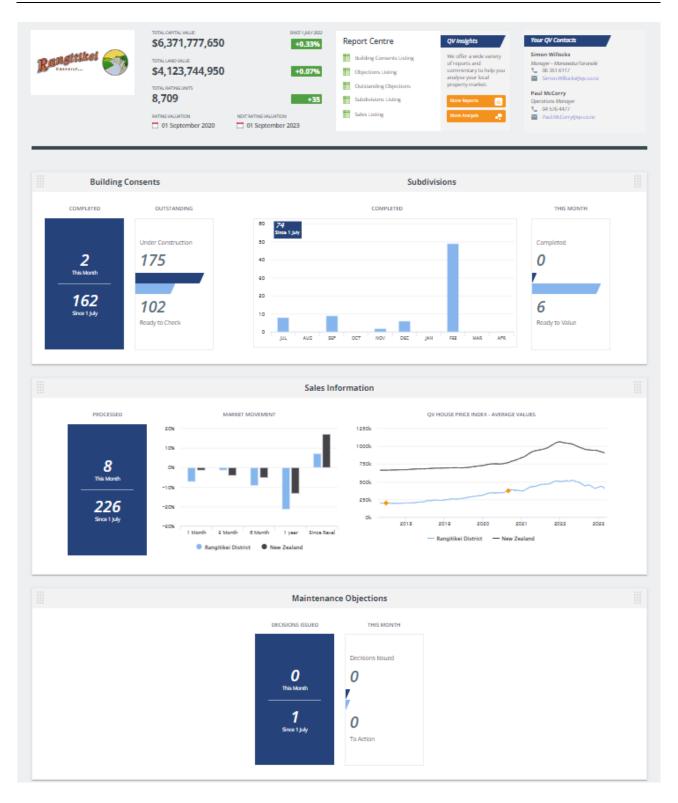
1. Reason for Report

- 1.1 To provide the Finance and Performance Committee with data provided by QV.
- 1.2 Officers provide this data in response to a prior request from members of the Committee. Officers have previously noted that certain market transactions cause apparent anomalies in some of the data included in the attached and emphasise that this raw information is not used for any decision making.
- 1.3 Note that the data included in the following mini-report is 'live' data so is current as at mid-April 2023.

2. Explanations

- 2.1 QV have provided the following explanations for some terminology used in the Building Consents 'Outstanding' section of the attached report. These figures arise from the 'general practice' of QV visiting a property six months after the Building Consent application has been approved (actual timing of the visit is also based on logistical considerations):
 - 2.1.1 Under Construction: the visit reveals that construction has not been completed (QV will schedule a follow up visit); and
 - 2.1.2 Ready to Check: the 'six month waiting period' has lapsed and QV are in the process of scheduling/conducting the inspection visit. On inspection if the property is found to be not ready to value, QV would extend the date for re-inspection and the property will revert to "Under Construction" until the date is met and ready to value again.

27 April 2023



Recommendation

That the QV Report be received.

9.5 Treasury and Debt - 2022/23

Author:Dave Tombs, Group Manager - Corporate ServicesAuthoriser:Dave Tombs, Group Manager - Corporate Services

1. Reason for Report

1.1 To provide the Finance and Performance Committee with an overview of Council's 2022/23 Treasury and Debt position.

2. Discussion

- 2.1 Council's predicted June 2023 Treasury/Debt position has not materially changed from the position that was reported at last month's Committee Meeting. As can be seen from this report, Council is currently (comfortably) within its key Liquidity ratios and LTP-stated debt levels.
- 2.2 Note: the balances included in this report are only those that are relevant when considering Council's current treasury and debt position: other (non-financial) assets and liabilities also exist.

Investments

2.3 As stated in previous months' reports, Council currently earns a higher interest rate on its Current Account than it would earn on term deposits (up to 180 days). Accordingly, Council's Current Account Balance exceeded the limit suggested in our Treasury Management Policy (\$3m).

Council has no other significant financial investments.

Liquidity

2.4 As at 31 March 2023 Council had a strong liquidity position as shown below:

2.4.1 Treasury Assets

Bank/Deposits	\$6.5 million					
Receivables	\$1.4 million					
Prepayments	\$1.3 million					
• Total	\$9.2 million					
2.3.2 Treasury Current Liabilities						
Payables	\$3.6 million					
2.3.3 Net Current Treasury Position	\$5.6 million					

Debt

2.5 Council currently has \$19m of long-term debt, as summarised below:

Amount	Maturity Date	Fixed Rate of Interest
3 million	15/4/2029	3.12%
5 million	14/4/2033	3.68%
11 million	15/4/2027	4.17%

2.6 Council's 22/23 Annual Plan includes a budgeted debt level at 30 June 2023 of \$47.7m.

Liquidity Ratios

- 2.7 At the April 2022 Finance/Performance Committee Meeting, Officers were asked to include Liquidity Ratios in future Treasury and Debt reports.
- 2.8 Council's Long Term Plan (pages 142 and 143) includes two Liquidity Ratio Benchmarks set by the Local Government Funding Agency. Based on Sections 2.2 to 2.3 above, the current performance (using full year forecasts, including assumptions as noted in the analyses below) in relation to these benchmarks is as follows (note these ratios are currently included in a more detailed report that is provided to each Risk and Assurance Committee):
- 2.9 Net Debt/Total Revenue must not exceed 175%:

•	Debt (assume further \$5m is taken out in May/June)	\$24m
•	Bank/Deposits (assume year end balance is \$5m)	\$5m
•	Net Debt	\$19m
•	Budgeted Full Year Revenue	\$48m
	2022/23 Full Year Forecast: Net Debt/Total Revenue	40%

2.10 External Debt plus Committed Facilities plus Liquid Assets (Available Finance) divided by External Debt must be greater than **110%**:

•	External Debt	\$24m
•	Bank/Deposits	\$5m
•	Available Finance	\$29m
	Available Finance divided by External Debt	121%

Recommendation

That the report 'Treasury and Debt – March 2023' be received, noting the justification in S2.2 for Council having a Current Account Bank Balance higher than that recommended in Council's Treasury Management Policy.

9.6 Proposed Reforms - Future Financial Impacts

Author:Dave Tombs, Group Manager - Corporate ServicesAuthoriser:Dave Tombs, Group Manager - Corporate Services

1. Reason for Report

- 1.1 Further to the report provided to the Finance/Performance Committee meeting in December 2022, this report provides an update regarding financial impacts of the Three Waters Reforms.
- 1.2 This report:
 - is intended to be a standing item to Finance/Performance Committee; and
 - provides updates regarding the potential future financial impacts of the Three Waters reforms; and
 - should accordingly be referred to with reference to previous updates; and
 - sets the scene for future reports, with updates being included to reflect new information that arises.

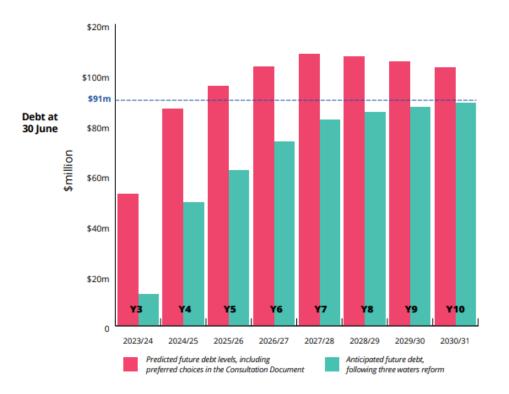
2. Update

<u>Summary</u>

- 2.1 Council has been advised that the timeframe for the introduction of the proposed Three Waters reforms has been deferred by upto two years, to June/July 2026.
- 2.2 Regions may elect to enter the reforms from 1 July 2025 this report assumes Council undergoes the transition in June/July 2026.
- 2.3 At 'a high level', the main financial implications of this deferral are basically a deferral of the associated financial impacts by two years.
- 2.4 Capital expenditure associated with Three Waters for the 2 years ended June 2026 will now be the responsibility of Council.
- 2.5 The relevant Funding Impact Statements (FIS) included in the current LTP *pages 70, 76 and 82* - show the combined budgeted Three Water capital expenditure for these two years is \$3.28m.
- 2.6 These FISs also show that the debt associated with Council's Three Waters activities is budgeted to decrease by \$6.61m during these two years.

<u>Debt</u>

2.7 Page 15 of Council's 2023/24 Annual Plan Consultation Document ('CD') includes the following graph that shows (green bars) Council's *'anticipated future debt, following three waters reform'*.



- 2.8 The figures used to provide the green bars were based on 'the old transfer date' of June 2024.
- 2.9 The recent deferral impacts the green bars as follows:
 - 2023/24: the green bar would match the pink bar
 - 2024/25: the green bar would be slightly below the pink bars due to S2.6 above
 - 2025/26: the green bar would be slightly below the pink bars due to S2.6 above
 - For subsequent years the green bars would essentially be as per the CD Notes:
 - The above points assume that all of Council's debt is repaid around 30 June 2026. Should only, say, \$20m of debt actually be repaid the balance would be offset with a Receivable so the nett balance sheet impact would be the same.
- 2.10 Council's next LTP will no doubt include an amended debt ceiling, based on the Lending Covenants used by Council's main source of debt (LGFA)
 - 2.10.1 It is not yet known to what extent LGFA will amend its Lending Covenants. Currently one of the covenants is based on nett debt being capped at 175% of Total Revenue.

- 2.10.2 One of the key direct financial impacts of the reforms on Councils will be the loss of its Three Waters related revenue
- 2.10.3 Council's current LTP shows that its Year 4 Total Revenue figure (\$46m) less its Three Water related income (\$11m) is \$35m. Assuming a bank balance at 30 June 2024 of \$9m this provides a Debt Limit of \$72m for June 2027.
- 2.10.4 The graph above shows that this requires active management by Council staff

Notes:

- Current rate increases have been higher than those included in the LTP so the Total Revenue (and Debt limit) figures referred to in S2.9.3 are likely to be higher than those stated.
- It must be noted that the 'future debt' figures used in this report and the graph below are as per the current LTP. Council's current debt is around \$22m lower than the figure budgeted in the LTP.

<u>Other</u>

- 2.11 The deferral provides Council with a greater opportunity to plan for the stranded overhead' impact of the proposed reforms.
- 2.12 Officers expect various aspects of these proposed reforms to continue to be discussed and possibly amended in the build up to the next LTP.

3. Impact on Strategic Risks

3.1 The impact of the Three Waters reforms has the potential to impact on most, if not all, of Council's Strategic Risks. Officers continue to assess these impacts.

The financial aspects of this report directly relate to the '*Financial Stability Is Lost'* Strategic Risk. Officers continue to oversee this risk.

4. Mana whenua implications

4.1 The impact of the Three Waters reforms has the potential to have mana whenua implications. Officers continue to monitor these implications.

Recommendation

That the Proposed Reforms - Future Financial Impacts report be received.

9.7 Statement of Service Performance: July - December 2022

Author: Georgia Etheridge, Corporate Planning Advisor

Authoriser: Katrina Gray, Senior Strategic Planner

1. Reason for Report

1.1 The purpose of this report is to present the Statement of Service Performance for the first six months of the 2022/23 financial year, covering 1 July 2022 to 31 December 2022.

2. Background

- 2.1 The Statement of Service Performance (SSP) tracks progress against the levels of service and performance measures for each group of activity identified in the Long-Term Plan 2021-31.
- 2.2 The attached document shows the results (Attachment 1).
- 2.3 Performance measures are indicated as achieved; not achieved; not yet achieved, or not measured.
 - Achieved: 34
 - Not yet achieved: 6
 - Not achieved: 11
 - Not measured: 16

3. Highlights

- 3.1 Council continues to undertake self-assessments and training exercises to ensure preparedness to operate an Emergency Operations Centre when required. Ongoing improvements to equipment and processes are also being implemented.
- 3.2 Council has received positive scores on the HappyOrNot feedback system both across all facilities, and for libraries.
- 3.3 Council's public toilets and playgrounds continue to comply with safety and design guidelines.

4. Areas for Improvement

- 4.1 Council received an infringement notice on 8 December 2022 referring to noncompliance in October 2022 at the Taihape Wastewater Treatment Plant. Council has included budget in the draft Annual Plan 2023/24 to investigate and undertake the improvements necessary to ensure long term compliance.
- 4.2 By 31 December the District had generated over half the annual target for waste to landfill for 2022/23. However, the result of 2,900 tonnes is 335 tonnes lower than the 6-month result at December 2021. Council has employed a Solid Waste Officer who is investigating options to encourage behaviour change to reduce waste. Central Government is also undertaking initiatives to encourage behaviour change including increased waste levies and compulsory recycling schemes.

5. Financial Implications

5.1 This report does not have any financial implications.

6. Impact on Strategic Risks

6.1 There are no relevant strategic risks associated with this report.

7. Mana whenua implications

7.1 There are no significant mana whenua implications.

8. Statutory Implications

8.1 There is no direct statutory implication for the six monthly update on the SSP. The annual report forms part of the Annual Report under the Local Government Act 2002, Schedule 10, Part 3, Section 25.

9. Decision Making Process

9.1 This item is not considered to be a significant decision according to the Council's Policy on Significance and Engagement.

Attachments:

1. Statement of Service Performance July - December 2022 🕹

Recommendation 1

That the report "Statement of Service Performance July - December 2022" be received.

Statement o	of Se	rvice l	Report	for 2022/	23
Roading					
OUR LEVEL OF SERV	/ICE AN	D HOW W	e measur	e progre	SS
Achieved 🔴 N	lot achieved	🦲 Not ye	et achieved	Not measu	ured Not yet measured
PERFORMANCE MEASURE	OUTCOME	2022/23 TARGET	DECEMBER 22 RESULT	2021/22 RESULT	NARRATIVE
Councils intended level of service significance for local communice funding subsidies			5		
*Road condition The average quality of ride on a sealed local road network measured by smooth travel exposure		90% or more	Not measured	95%	This is an annual measurement, planned to be completed in April.
*Road maintenance The percentage of the sealed road network that is resurfaced	•	6% or more	0.6%	5.6%	Maintenance of sealed roads is typically planned to start in January due to weather conditions required. Favourable conditions allowed some work to take place prior to Christmas. Due to weather conditions, some resources have been diverted to emergency works rather than planned maintenance.
The percentage of the unsealed road network which is re-metalled during the year	•	12,000m ³ or more	9400m³ 78%	9186m³ 76%	9400m ³ was placed on the unsealed network within 6 months, against the annual target of 12,000 m3 The amount of metal required depends on factors including weather conditions. The normal application of gravel also is undertaken in different weather to sealed roads – as it is best applied in moderately wet conditions.
*Footpaths The percentage of footpaths within the District that fall within the level of service or service standard for the condition of footpaths that is set out in the Council's relevant document e.g. Annual Plan, Asset Management Plan.	٠	90% of footpaths make up category 1 or 2 ¹	Not measured	CBD 95.3% 93% non-CBD (measurement was for grade 1, 2 and 3)	The footpath survey is planned to be undertaken early 2023.

* Mandatory

^{1 1.} Excellent, 2. Good, 3. Fair, 4. Poor, 5. Very Poor

Statement of Service Report for 2022/23 Roading

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

Achieved N	ot achieved	🦲 Not ye	t achieved	Not measu	red Not yet measured
PERFORMANCE MEASURE	OUTCOME	2022/23 TARGET	DECEMBER 22 RESULT	2021/22 RESULT	NARRATIVE
*Road safety The change from the previous financial year in the number of fatalities and serious injury crashes on the local	•	No fatal crashes on the Council roading network	1	0	Council accesses crash reporting that includes police notes on the accident and possible contributing factors. No crash records indicated poor road condition
road network expressed as a number	•	10 or less serious injury crashes on the Council roading network	4	6	as a contributing factor. Officers monitor crash information for any trends in crashes to identify locations where work could be undertaken to improve safety and ease of navigating roads.

Councils intended level of service is to: Be responsive to community expectations over the roading network and requests for service

The percentage of customer	After hours callouts	95% responded to in 12 hours	100%	98%
service requests relating to roads and	Working hours callouts	95% responded to in 6 hours	100%	97%
footpaths to which the territorial authority responds	Resolution	85% of callouts resolved within one month	91%	97%
within the time frame specified in the Long Term Plan. Results will be presented as the median.	Requests concerning potholes (Target: 95% responded to in 6 hours)	Specified reference to callouts relating to potholes	100%	92%

* Mandatory

Community Leadership

Achiev	ved 🛛 N	ot achieved	🦲 Not ye	et achieved	Not meas	ured Not yet measured
PERFORMANCE	MEASURE	OUTCOME	2022/23 TARGET	DECEMBER 22 RESULT	2021/22 RESULT	NARRATIVE
	ed level of service ted to the commu		lecisions that are	robust, fair, timel	ly, legally compli	ant and address critical issues, and tha
On-time compl substantially ur annual plan act	ndertaken		90% or more Annual Plan Actions completed	Not measured	67.9%	This is an annual measure calculated at the end of the financial year.
Completion of programme	capital	•	85% or more of the planned capital programme	64.8%	49.08%	By 31 December, Council completed 64.8% of the capital spend projected for July- December 2023. Labour markets and contractors remain in high demand, limiting progress on some projects, both in undertaking physical works and strategic planning. Budget set aside for the Marton Rail Hub remains unutilised, awaiting the decision of the Environment Court.
Māori responsiveness framework:	Governance and relationships		80% or more overall satisfaction	Not measured	100%	*This survey is undertaken towards the end of the financial year to capture the year as a whole.
Satisfaction ratings from each member	Culture and identity		-	Not measured	92%	A survey is scheduled to be distributed to TRAK in May 2023.
of Te Roopuu Ahi Kaa	Prosperity and well-being		-	Not measured	67%	_
about the effectiveness of each framework outcome area.				Not measured	75%	
Councils intende	ed level of service	is to: Provid	e a high customer	r experience that	satisfies the need	ls of the community
Customer view experience (bo customer servic provided) with HappyOrNot sy	th the ce and service Council.	•	500 Responses Customer Satisfaction Index: Improvement on previous year	1,853 responses 84% Very happy across all results on all units.	2,265 responses 83% very happy across all results on all units.	Happy Or Not units are available for customers to give feedback at the High Street office in Marton as well as the libraries in Marton and Taihape and Te Matapihi in Bulls.

Water Supply

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

Achiev	ved 📃 N	lot achieved	🦲 Not ye	t achieved	Not meas	ured Not yet measured
PERFORMANCE	MEASURE	OUTCOME	2022/23 TARGET	DECEMBER 22 RESULT	2021/22 RESULT	NARRATIVE
Councils intend	ed level of service	e is to: Provide	e a safe and comp	oliant supply of dr	inking water	
*Safety of drinking water The extent to which the Council's drinking	• part 4 of the drinking water standards (bacteria compliance criteria)		No Incidents of non- compliance with bacteria compliance criteria (6/6)	Compliant (6/6) Based on December reporting only	Compliant (6/6)	All plants and supply networks compliant.
water supply complies with: Council is required to report against the Drinking Water Standards for New Zealand (2018). From January 2023 Council is required to comply with the DWQAR (2022) Drinking Water Quality Assurance Rules, but the reporting requirement remains.	standards (protozoa		No Incidents of non- compliance with protozoa compliance criteria (6/6)	Non- compliant (1/6) Based on December reporting only	Non- compliant (2/6)	Compliance with this measure is challenging as a single short-term incident will render a treatment plant non-compliant for the year. Non-compliance is often caused by data collection issues such as spikes in electricity, and does not indicate that public health was ever at risk. Hunterville Urban WTP was non-compliant in December 2022 due to a 41-minute spike on filters.
Councils intend	ed level of service	e is to: Provide	e reliable and effic	cient urban water	supplies	
*Maintenance of reticulation net The percentage loss from Coun urban reticulati	twork e of real water cil's networked	•	Less than 40%	Not measured	37%	This is an annual measure calculated at the end of each financial year
*Demand Mana The average co drinking water resident within	agement nsumption of per day per	•	600 litres per resident per day	Not measured	559 litres per resident per day	This is an annual measure calculated at the end of each financial year.

* Mandatory

Water Supply

OUR LEVEL	OF SERVICE AND	HOW WE MEASURE	PROGRESS

Achie	eved N	lot achieved	🦲 Not ye	t achieved	Not measu	ured Not yet measured
PERFORMANCE	MEASURE	OUTCOME	2022/23 TARGET	DECEMBER 22 RESULT	2021/22 RESULT	NARRATIVE
Councils intende	ed level of service i	is to: Be respor	sive to reported fa	ults and complair	nts*	
*Where the Council attends a	Attendance for urgent call outs		0.5 hours	0.1 hours	0.1 hours	
call out in response to a fault or	Resolution of urgent call outs		24 hours	0.1 hours	1.4 hours	
unplanned interruption to its networked	Attendance for non- urgent call outs		24 hours	0.9 hours	0.2 hours	
reticulation system, the following median times are measured.	Resolution of non-urgent call outs	٠	96 hours	5.3 hours	3.4 hours	
*Customer sati The total numl complaints (ex 1000 connecti reticulated net by the Council	ber of xpressed per ons to the tworks) received	٠	≤20 complaints per 1000 connections	21.86	67.6/1000	While slightly lower than the 6 monthly results from July-December 2021, Council often receives a higher number of complaints in January, which are not captured in this report. Council is aware of ongoing concerns about the water supply, particularly in Marton. Work has commenced on the Marton Water Strategy to improve the odour and taste of the Marton water supply by the end of 2024.
Councils intend	led level of service	e is to: Mainta	in compliant, reli	able and efficient	t rural water supp	blies
Where the Council	Attendance time: from		48 hours	0.1 hours (normal)	0.2 hours (urgent)	Only two requests were received for rural water supplies, both of

Where the Council attends a call out in response to a fault or unplanned interruption to its water	Attendance time: from the time that the Council receives notification to the time that service personnel reach the site	•	48 hours	0.1 hours (normal)	0.2 hours (urgent) 0.1 hours (normal)	Only two requests were received for rural water supplies, both of which were non-urgent.
supply for rural water schemes, the following median times are measured:	Resolution time: from the time that the Council receives notification to the time that service personnel confirm resolution of the fault of interruption	•	96 hours	0.9 hours (normal)	21.6 hours (urgent) 1.9 hours (normal)	Only two requests were received for rural water supplies, both of which were non-urgent.

* Mandatory

a. drinking water clarity, b. drinking water taste, c. drinking water odour, d. drinking water pressure or flow,

e. continuity of supply, and f. The Council's response to any of these issues

Wastewater and sewerage

Achieved	Not achieve	d 🥚 Not ye	et achieved	Not meas	ured Not yet measured				
PERFORMANCE MEASURE	OUTCOME	2022/23 TARGET	DECEMBER 22 RESULT	2021/22 RESULT	NARRATIVE				
Councils intended level of service is to: Provide a reliable, reticulated disposal system that does not cause harm or create pollution within existing urban areas									
*Discharge compliance Compliance with the Council's resource consents for discharge from its sewerage system measured by the number of a) abatement notices b) infringement notices c) enforcement orders, and d) convictions	ncil's	No abatement notices	0	Achieved	No abatement notices received during the six-month period				
		No infringement notices	1	Achieved	An infringement notice was received on 8 December 2022, referring to non-compliance for the Taihape Wastewater Treatment Plant in October of that year. Council is working to commission a sludge survey which will inform what improvements are necessary, and has included this in the draft Annual Plan 2023-24.				
		No enforcement orders	0	Achieved	No enforcement orders received during the six-month period.				
		No convictions	0	Achieved	No convictions during the six- month period.				
*System and adequacy The number of dry weather sewerage overflows from the Council's sewerage system expressed per 1000 sewer connections to that sewer system	the n, eage	Fewer overflows than 3 per 1000 connections	0.23	1.41	There was one dry weather sewerage overflow reported in the 6-month period.				
Councils intended level of ser	rvice is to: Be respo	onsive to reported fo	ults and complai	nts					
* Fault response time Where the Council attends sewage overflows resultin		Attendance urgent 0.5 hours	0.1 hours	0.1 hours					
from a blockage or other f in the Council's sewerage system, the following mee times are measured:	ault	Attendance non-urgent 24 hours	0.1 hours	0.2 hours					
a. attendance time: from t time that the Council rece notification to the time the	ives 📃	Resolution urgent 24 hours	3.9 hours	1.9 hours					
service personnel reach th site, and b. resolution time: from th time that the Council rece notification to the time th service personnel confirm resolution of the fault or interruption *Mandatory	e ives at	Resolution non-urgent 96 hours	1.7 hours	1.3 hours					

Wastewater and sewerage

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

Achieved N	lot achieved	🦲 Not ye	et achieved	Not measu	ured Not yet measured
PERFORMANCE MEASURE	OUTCOME	2022/23 TARGET	DECEMBER 22 RESULT	2021/22 RESULT	NARRATIVE
*Customer satisfaction The total number of complaints received by the Council about any of the following: a. sewage odour b. sewerage system faults c. sewerage system blockages, and d. the Council's response to issues with its sewerage system Expressed per 1000 connections to the Councils sewerage system.	•	Fewer requests than 6 per 1000 connections	2.67	10.2	Under this measure, all contacts are counted as complaints, including multiple contacts alerting Council to the same issue.

* Mandatory

Stormwater drainage

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

Achieved N	lot achieved	l 🔶 Not ye	et achieved	Not measu	ured Not yet measured
PERFORMANCE MEASURE	OUTCOME	2022/23 TARGET	DECEMBER 22 RESULT	2021/22 RESULT	NARRATIVE
Councils intended level of service	e is to: Provid	le a reliable collect	tion and disposal	system to each p	roperty during normal rainfall
*Discharge compliance Compliance with the Council's resource consents for		No abatement notices	Not measured	Not measured	mandatory measure set by the
discharge from its stormwater system measured by the number of:		No infringement notices	Not measured	Not measured	Department of Internal Affairs therefore must be reported on. However as Council has no stormwater consents the
a. abatement notices b. infringement notices c. enforcement orders, and d. convictions Received by the		No enforcement orders	Not measured	Not measured	measurement in essence can not be measured.
Council in relation to those resource consents.		No convictions	Not measured	Not measured	
*System adequacy The number of flooding events' that occurred in the District. For each flooding event, the number of habitable floors affected (expressed per 1000 properties connected to the Council's stormwater system). Note: This is a District-wide assessment	•	Fewer requests than 5 per 1000 connected properties	0	0	There were no flooding events.
Councils intended level of service	e is to: Be res	ponsive to reporte	d faults and com	plaints	
*Customer satisfaction The number of complaints received by the Council about the performance of its stormwater system, expressed per 1000 properties connected to the Council's stormwater system.	•	Fewer requests than 5 per 1000 connected properties	3.89/1000	10.4/1000	
*Response time The median response time to attend a flooding event, measured from the time that the Council receives notification to the time that service personnel reach the site.	•	Two hours or less	Not measured	Not measured	No flooding events occurred in the reporting period.

* Mandatory

¹ The rules for the mandatory measures define a 'flooding event' as an overflow from a territorial authority's stormwater system that enters a habitable floor

Community and Leisure Assets

Achieved N	lot achieved	🦲 Not ye	et achieved	Not measu	red Not yet measured
PERFORMANCE MEASURE	OUTCOME	2022/23 TARGET	DECEMBER 22 RESULT	2021/22 RESULT	NARRATIVE
Councils intended level of service	e is to: Compl	liance with releva	nt standards		
All swimming pools have poolsafe accreditation	•	Maintain accreditation	Not yet achieved	Poolsafe accreditation received May 2022.	Poolsafe accreditation process underway, with current accreditation valid to May 2023.
Council complies with criteria in rental warrant of fitness programme for community housing	٠	All units (100%) achieve at least 95% compliance	94% of inspected units met compliance standards.	Of the 63 units inspected, 3 units did not meet compliance due to hot water temperatures exceeding 60 degrees.	Of the 70 housing units inspected during October/November 4 units did not meet compliance due to hot water temperatures exceeding 60 degrees. The remaining two units were not inspected due to tenants being unwell.
New public toilet buildings are well designed, safe and visible and Compliance with SNZ4241:1999 and CPTED (safer design guidelines) for new or refurbished toilets	٠	100% compliance	100%	100% compliance	New dry vault toilet was installed at Turakina village which complies with SNZ 4241:1999 and CPTED principles.
Playground compliance with NZ Standards		80% compliance	90% compliance	Council undertake safety audits every 2 months and inspections twice a week. Urgent issues are resolved immediately, while non- urgent needs are scheduled for maintenance.	Staff undertake inspections twice a week and thorough audits every 2 months. Any issues are rectified when identified, as well as any additional requests for maintenance. Staff have undertaken accreditation training but are awaiting confirmation. An independent audit is planned for 23/24.

Community and Leisure Assets

Achieved	Not achieved	🦲 Not ye	et achieved	Not measu	ured Not yet measured
PERFORMANCE MEASURE	OUTCOME	2022/23 TARGET	DECEMBER 22 RESULT	2021/22 RESULT	NARRATIVE
Councils intended level of service	e is to: Library	services are weld	coming and provi	de a space for soc	ial interaction and learning
Customer rating of library facilities	•	Customer Satisfaction Index (provided via the HappyOrNot system): • 90%	93% overall. This consists of: 89% of 260 responses at Te Matapihi 92% of 271 responses at Taihape 93% of 1,197 responses at Marton Library	Te Matapihi 90% of 446 responses at Taihape 94% Of 1,294 responses at	At Te Matapihi we continue to get negative feedback from a member of the public who has been trespassed from the facility for anti-social behaviour in 2022. We have issues with children playing with the feedback units in all of our locations which is increasing our negative response tally. We are looking at the positioning of all three units to try and increase feedback, but also to ensure staff can see if the unit is being played with by smaller children.
The number of library outreach activities and events delivered	•	5 per year for each library	Marton: 2 Bulls: 3 Taihape: 3	Marton Library: 10+ Bulls Library: 10+ Taihape Library: 5+ Plus online story-times	With the lifting of the mask wearing mandate in our facilities we have seen a lift in numbers coming in. All 3 sites have now re-started regular school holiday programmes and regular groups such as lego club, book clubs, and colouring groups. Libraries had a presence at Marton Market Day and held an exhibition in the Taihape Library to celebrate the life and works of local artist Douglas McDiarmid. We are well on track to meet our targets for this year. We still offer click and collect and home delivery and see this as being a permanent service moving forward.
Councils intended level of service	e is to: Provide	e parks and sport	ts fields that are fit	for purpose	
Number of complaints about Council owned parks and sports fields	•	10 or less per year	57 requests were received, but none were escalated to a level two complaint (where a request cannot be resolved by initial staff member, so it is referred to the issues resolution process).	3	It is expected that, in addition to the weekly schedule of cleaning, rubbish collection, and inspections, the community will contact Council with queries or concerns about parks and sports fields. Identifying where these are a complaint, a question, or a request is not an objective assessment, but all calls have been able to be resolved via officer action, rather than requiring escalation, indicating these calls were more likely to be intended as requests for maintenance.

Rubbish and recycling

Achieved N	lot achieved	🦲 Not ye	et achieved	Not measu	ured Not yet measured
PERFORMANCE MEASURE	OUTCOME	2022/23 TARGET	DECEMBER 22 RESULT	2021/22 RESULT	NARRATIVE
	occasions fo	r electronics (e-wo	aste). Council inte	nds to continue t	s for glass, paper, metal, plastics, he operation (under contract) of ape.
Waste to landfill (tonnage)	•	Less than 5,500 tonnes to landfill	2,900 tonnes	5,898 tonnes	Waste to landfill has trended upwards due to higher economic activity and population growth.
Recycling available at Waste Transfer Stations throughout the District.	٠	Bulls, Marton, Taihape, Hunterville, Rātana provide for recycling of; glass, metal, paper, plastics (1-5), cans/ tins.	Outcome met	Outcome met	A recycling drop-off service continues to be available at the Transfer Stations.

Environmental and Regulatory

Achie	ved 🛑 I	Not achieved	🦲 Not ye	t achieved	Not measu	ured Not yet measured
PERFORMANCE	MEASURE	OUTCOME	2022/23 TARGET	DECEMBER 22 RESULT	2021/22 RESULT	NARRATIVE
Councils intend	ed level of servio	e is to: Provide	e a legally compli	ant service		
Timeliness of processing building consents and resource	Building consents		100% processed within statutory timeframes	99%	91.52%	125 out of 126 building consents were processed within timeframes.
consents	Resource consents	•	100% processed within statutory timeframes	97%	Land use consents: 100% Subdivision consents: 95.4%	Only one resource consent was overdue, out of 28 resource consents issued. This consent was signed within timeframes but due to an administrative error was issued one day late.
Animal Control - Timeliness of response (i.e the Request	Response to Priority 1 call outs		90% responded within 0.5 hours	93%	98% responded to in time	
for Service has been acknowledged) and completion (i.e the Request for Service has been signed off	Completion of Priority 1 call outs	•	90% completed within 20 working days	81%	90% completed on time	The time taken to resolve an issue is not always within Council's control, with reliance on factors such as the owner's situation or witness availability. Council seeks to meet the expected resolution times wherever possible.
by officers). Results will be presented as the median • Priority 1's = Any Dog Attack	Response to Priority 2 call outs		90% responded within 24 hours	87% responded to in time	87% responded to in time	Due to the differing urgency of priority 1 and priority 2 callouts, there are times when officers are required to prioritise their time to complete a priority 1 callout. Rostering changes have improved
/ Found Dog / Rushing Dog / Wandering Stock • Priority 2's = Animal Welfare Concern /						staff availability during office hours, but with only 1 officer on call between two districts, it is not always possible to respond to callouts within the timeframe specified.
Barking Dog / Property Inspection / General Enquiry / Lost Animal / Microchip Dog / Multi-dog Inspection / Roaming Dog / Animal Control Bylaw Matter	Completion of Priority 2 call outs	•	90% completed within 20 working days	57% completed on time	72% completed on time	The time taken to resolve an issue is not always within Council's control, with reliance on factors such as the owner's situation or witness availability. Council seeks to meet the expected resolution times wherever possible.

Environmental and Regulatory

Achiev	Achieved Not achieved Not yet achieved			t achieved	Not measured Not yet measured		
PERFORMANCE	MEASURE	OUTCOME	2022/23 TARGET	DECEMBER 22 RESULT	2021/22 RESULT	NARRATIVE	
Environmental health Timeliness	Response to Noise Control call outs		90% responded to in 1.5 hours	94%	98%		
of response (i.e the site has been attended) and	Completion of Noise Control call outs		90% completed in 2 hours	96%	98%		
completion (i.e the Request for Service has been signed off by officers). Results will be presented as	Response to Food Premises call outs	٠	90% responded to in 24 hours	75%	100%	The 75% reflects that only one call out was not responded to on time, as only 4 call outs were received in this period. Council has had some difficulties in sourcing and maintaining a contracted officer for this role.	
the median.	Completion of Food Premises call outs		90% completed in 72 hours	100%	100%		

Community wellbeing

Achieved N	ot achieved	🦲 Not ye	et achieved	Not measu	ured Not yet measured
PERFORMANCE MEASURE	OUTCOME	2022/23 TARGET	DECEMBER 22 RESULT	2021/22 RESULT	NARRATIVE
Councils intended level of service	is to: Ensure	competency in d	ischarging Civil D	efence responsibl	ilities
Timing of self-assessment when the Emergency Operations Centre is activated and of continued civil defence training exercises	gency tre is activated ed civil defence		Achieved	Achieved	Internal debrief held as a result of Surface flooding at Koitiata and Scotts Ferry. Flood pump purchased for future Scotts Ferry response.
	•	At least one exercise undertaken each year	Achieved	Achieved	Small scale 'exercise' held Jan 23, testing Councils Internet Business Continuity Plan utilising the Woi Satellite trailer for 7 days unsupported. Trailer performed very well.
Councils intended level of service	is to: Identify	/ and promote op	portunities for ec	onomic developr	ment in the District.
Implementing actions each year from the Economic Development Strategy and Housing Strategy Action Plans (Annual Work Plans).	•	Greater than 80% of the actions completed for each relevant year.	57% Housing Strategy actions 40% Economic Development Strategy actions	75% Housing Strategy actions 40% Economic Development Strategy actions	All housing actions with KPIs planned for completion by the end of December 2022 (4) have achieved their targets. 55% of economic development actions with KPIs established through the end of December 2022 (21) were achieved. The work plans represent a wide ranging and aspirational list of actions, reflecting the strategies' broad remit. Not all of these are able to progress to completion within this financial year, while others are not able to be measured with the data currently available to Council. Additionally, some targets have achieved a much greater rate than planned, including high numbers of economic development events and meetings held.
District GDP growth compared to national GDP growth.	٠	GDP growth for the Rangitīkei District is within +/-1% of national GDP growth, or better.	Not measured	Achieved	Rangitīkei District GDP growth information is updated annually in June of the following year, so is yet to be updated.

9.8 Public Feedback / Performance Report - April 2023

Author: Gaylene Prince, Group Manager - Community Services

Authoriser: Carol Gordon, Group Manager - Democracy & Planning

1. Reason for Report

1.1 This report provides the Finance/Performance Committee with a regular monthly report from Council's Happy Or Not system; feedback from Korero Mai – Have Your Say; and this month a Complaints Dashboard is also included.

2. Explanation

- 2.1 The Happy or Not report for the month of March 2023, showing results from over the four locations, is attached (Attachment 1).
- 2.2 A total of 526 responses were received during the month from the Marton main office, Te Matapihi, Marton Library and Taihape Library / Information Centre. 90% of the feedback was very positive. You will note that two comments in the open feedback have been redacted, due to offensive language.
- 2.3 This month a Happy Or Not report from the Marton Swim Centre is also attached (Attachment 2). For the month of March 610 responses have been submitted via this portable system at the swim centre. Of these 88% is very positive.
- 2.4 Also attached (Attachment 3) is feedback from the Korero Mai Have Your Say feedback system, via QR codes and the Council website for the period 24 March 20 April 2023. Staff get sent a copy of any suggestion / issue that can be acted on or implemented.
- 2.5 The complaints dashboard for March 2023 is attached (Attachment 4). Customer Service capture this information as part of our Complaints and Issue Resolution process, which is available on Council's website <u>RDC-Complaints-and-Issue-Resolution-Policy-2023 Web.pdf (rangitikei.govt.nz)</u>.
- 2.6 Four areas are covered in the dashboard Priority; Status, Complaint by Department; and Overall Progress, a full explanation of each these is below:

Priority:

- *Monitor* these are complaints that we want to ensure that customers receive an outcome from other staff in a timely manner or that are likely to escalate.
- *Custom* these are complaints that have *high* importance or have been received via the CE's office, that need a response sooner than the standard 15 days.
- Standard these are complaints that are received via Request for Service (RFS), website, phonecall, or via email and will follow the standard complaint process/timeframe.

Status:

- *Escalated* where it has been passed to CE or another ELT member for a final response and is considered closed in this system / dashboard.
- *New* an open complaint however, contact is yet to be made, i.e. it is within the two working day acknowledgment timeframe.

- *Waiting on Cust (Customer)* an open complaint, requiring more information or a response from the person making the complaint.
- *Waiting on Staff* an open complaint, that has been sent to another staff member for information or assistance with the response.

Complaint type:

- shows which complaints relate to which department.

Overall Progress:

- shows how many complaints have been closed, as a number and percentage.

3. Decision Making Process

3.1 This item is not considered to be a significant decision according to the Council's Policy on Significance and Engagement.

Attachments:

- 1. Happy or Not Report March 2023 <u>J</u>
- 2. Happy or Not Report Marton Swim Centre 😃
- 3. Korero Mai Feedback Form Report April 2023 😃
- 4. Complaints Dashboard for March 2023 J

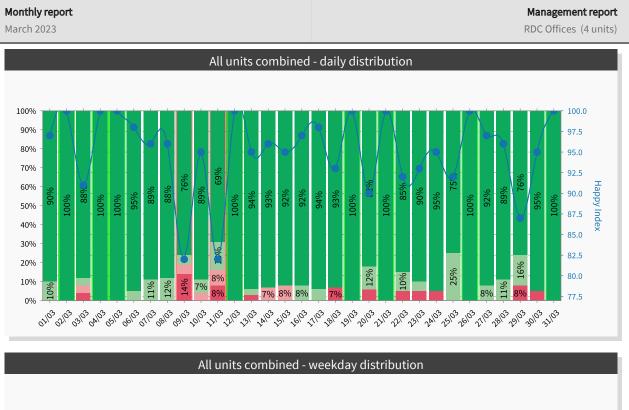
Recommendation

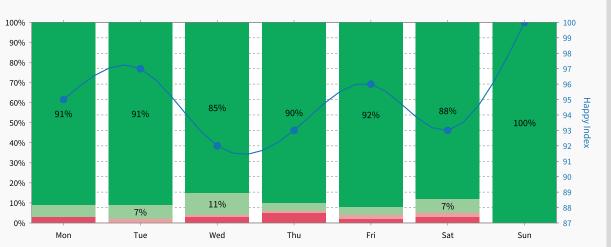
That the Public Feedback / Performance Report – April 2023 be received.



	Risers		
Survey	Index	Change	Sur
Marton library	95	3% 🛧	High
Taihape	94	3% 🛧	
Te Matapihi	95	2% 🛧	

	Fallers	
Survey	Index	Change
High Street Marton	91	-2% 🗸





ITEM 9.8 ATTACHMENT 1



Management report



						Hi	ghligh	ts						
	0%	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	55%	60%	
taff friendliness	-													- 59% - 79 resp.
uality of service	-		i	i	i									- 26.9% - 36 resp.
omething else	-													- 6.7% - 9 resp.
mbience	-													- 6% - 8 resp.
unctuality									-					- 1.5% - 2 resp.

HappyOrNot[®]

Item 9.8 - Attachment 1

2023-03-31 11:44 AM

2023-03-30 3:27 PM

Monthly report

Te Matapihi

March 2023

Management report

RDC Offices (4 units)

EIVI J.O	
ALIACI	

-	- 0	
Page	59	
	00	

HappyOrNot[®]

1	2023-03-26 2:08 PM	Something else i liked the books
	2023-03-24 2:22 PM	Ambience toilets wonderful, thanks for fresh drinking water
1	2023-03-09 3:13 PM	Staff friendliness very friendly and kind -The boy who always forgets his specs
	2023-03-07 4:49 PM	Staff friendliness Jody at reception is fabuloys at her job, what an asset to council,
	2023-03-07 9:39 AM	Staff friendliness jody is so helpful and friendly
Н	ligh Street Marton	
	• 0000 00 00 40.50 AM	Staff friendliness
	2023-03-28 10:52 AM	great
	2023-03-28 10:52 AM 2023-03-10 12:34 PM	
	•	great Staff friendliness
	2023-03-10 12:34 PM	great Staff friendliness awesome Staff friendliness
	 2023-03-10 12:34 PM 2023-03-09 11:33 AM 	great Staff friendliness awesome Staff friendliness love coming in to this office, always smiling,friendly faces. Staff friendliness Staff friendliness
	 2023-03-10 12:34 PM 2023-03-09 11:33 AM 2023-03-09 11:08 AM 	great Staff friendliness awesome Staff friendliness love coming in to this office, always smiling,friendly faces. Staff friendliness nice and easy

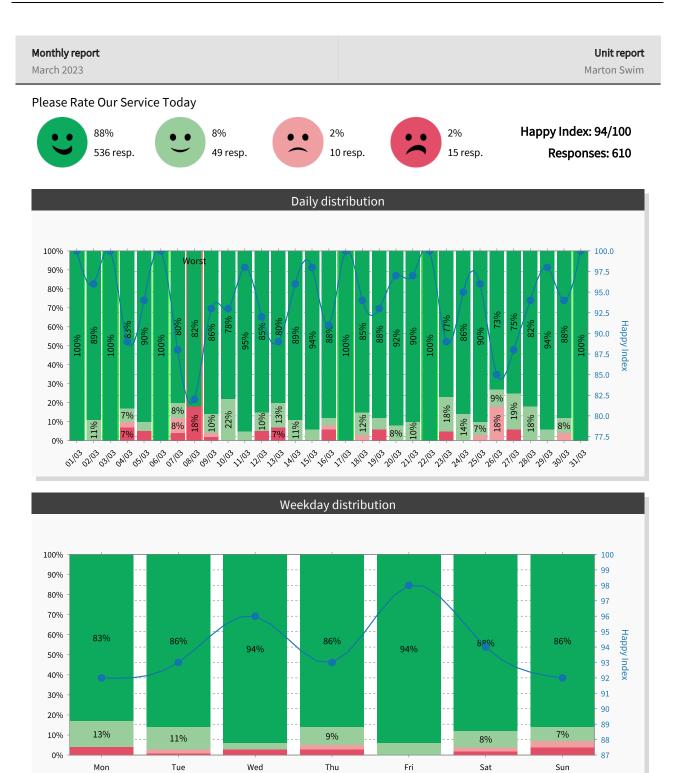
Please rate our service today

Staff friendliness staff are very friendly

Ambience

cool

Monthly report March 2023		Management report RDC Offices (4 units)
2023-03-09 10:32 AM	Staff friendliness	
Taihape		
2023-03-26 3:56 PM	Staff friendliness great atmosphere	
2023-03-24 4:44 PM	Quality of service nice	
2023-03-14 3:49 PM	Something else everything was good	
2023-03-05 8:29 AM	Staff friendliness amazing	



HappyOrNot®

Item 9.8 - Attachment 2

27 April 2023



Feb/2023

Mar/2023

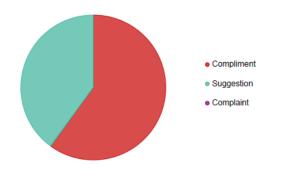
HappyOrNot®

0%

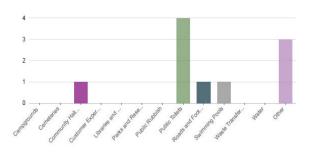
KÖRERO MAI - HAVE YOUR SAY COUNCIL FEEDBACK FORM REPORT

24 MARCH - 20 APRIL 2023

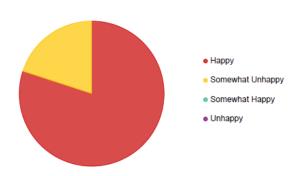
What type of feedback do you have?



Which area does your feedback relate to?



How happy are you with your experience?



KÖRERO MAI - HAVE YOUR SAY COUNCIL FEEDBACK FORM REPORT

24 MARCH - 20 APRIL 2023

Comments

24 MARCH - COMMUNITY HALLS

FEEDBACK TYPE - Compliment

wow: Bulls take a bow! reckon you have the best 24hr toilets in Aotearoa. clean, spacious, attractive, easy to access (for a mobile adult at least). a pleasure to use. thank you.

whoever got this facility up and running deserves national acknowledgement EXPERIENCE - Happy

• 25 MARCH - MANGAWEKA PUBLIC TOILETS

FEEDBACK TYPE - Compliment

Wonderful toilet, very flash, very modern overall lovely experience. A great spot to take a dump :) :) :) *EXPERIENCE - Happy*

27 MARCH - CIVIL DEFENSE FOR MARTON AREA

FEEDBACK TYPE - Suggestion

Hi Team - can you please advise what the local council civil defense operation has in the event of total power and mobile outage in the greater Marton area in the case of an unusual or a disaster event . EXPERIENCE - Somewhat Unhappy

29 MARCH - WHEELIE BINS

FEEDBACK TYPE - Suggestion

Hi team. Can you advise why rangitikei does not provide wheeli bins to households for general rubbish/recycling. I live in bulls. It seems to me that many households would benefit from this service which could be provided by the council. Many households are under financial pressure and do not have the capacity to afford wheeli bins, especially for general waste. I understand the transfer station accepts general waste but it requires payment Can you advise whether the council has considered administering waste services to households? If so when? If waste management We pay significant amounts for our rates and it would seem like an essential service the council could provide. It would also go someway to eliminate illegal rubbish dumping in the region. I would suggest costs to dump at the transfer station are steep, and the council should seriously reconsider administering waste management services to households. - I live in bulls. I moved to bulls just over a year ago.

EXPERIENCE - Unhappy

*** This request has been logged as a LGOIMA ***

31 MARCH - MARTON SIGNAGE FEEDBACK

FEEDBACK TYPE - Suggestion

Welcome To Marton Signage Feedback from visitors to my retail premise indicates that they were pleasantly surprised to find they didn't need to 'backtrack' to return to either state highway 1 or state highway 3 when leaving Marton and continuing with their journey. They often say that they may have visited earlier on previous road trips if they had known that this was the case. My suggestion is that an investment by council in new Welcome to Marton signage out on both highways that will inform people about this may impact positively on visitor numbers.

EXPERIENCE - Happy

KÖRERO MAI - HAVE YOUR SAY COUNCIL FEEDBACK FORM REPORT

24 MARCH - 20 APRIL 2023

2 APRIL - PUBLIC TOILETS - MARTON FOLLETT STREET
 FEEDBACK TYPE - Compliment
 They are clean, and the person that keeps them clean she is a nice person.
 EXPERIENCE - Happy

5 APRIL - ROADS AND FOOTPATHS

FEEDBACK TYPE - Compliment

Turakina Valley Road Hunterville

The mower has just been up our road this week, they have done a great job this time mowing both the grass/road verge and the banks and edges.

Given how long the grass was following a warm wet season the job she has done is great. Keep up the excellent work. Excellent mowing of the road verge

Spraying needs to be done before winter to ensure drains and culverts are clear to avoid overflow, blockages and flooding which will damage and or block the roads. This needs to be done regularly and proactively not reactively EXPERIENCE - Happy

6 APRIL - PUBLIC TOILETS - TE MATAPIHI FEEDBACK TYPE - Compliment The shower here is a great asset from all the truck driver EXPERIENCE - Happy

10 APRIL - SWIMMING POOLS - MARTON SWIM CENTRE

FEEDBACK TYPE - Suggestion

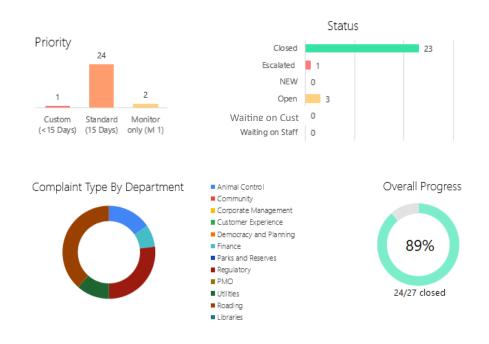
Marton Pool is great and an asset to the town. Such a shame it can not be used all year round due to being closed over the winter months. Being open all year would be a great benefit for many of our citizens and visitors. For example for people needing to maintain their fitness e.g. aquarobics classes, and distance swimming. It could also be used for providing winter swimming lessons for the town folk especially the young, and also as a rehabilitative venue for people per surgery or for post injury recovery. Please consider upgrading the venue so the pool can be available and used all year round. *EXPERIENCE - Happy*

11 APRIL - MANGAWEKA PUBLIC TOILETS

FEEDBACK TYPE - Compliment Beautiful EXPERIENCE - Happy

ITEM 9.8 ATTACHMENT 4

Complaints Dashboard for March 2023



10 Public Excluded

Resolution to Exclude the Public

The meeting went into public excluded session enter time

Recommendation

That the public be excluded from the following parts of the proceedings of this meeting.

1 Finance/Performance Committee Meeting - 30 March 2023

The general subject matter of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under section 48 of the *Local Government Official Information and Meetings Act 1987* for the passing of this resolution are as follows:

General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under section 48 for the passing of this resolution
10.1 - Finance/Performance Committee Meeting - 30 March 2023	[enter text]	S48(1)(a)

This resolution is made in reliance on Section 48(1) of the Local Government Official Information and Meetings Act 1987 and the particular interests protected by Section 6 or Section 7 of the Act which would be prejudiced by the holding or the whole or the relevant part of the proceedings of the meeting in public as specified above.

11 Open Meeting