



RANGITIKEI
DISTRICT COUNCIL
Making this place home.

ORDER PAPER

FINANCE/PERFORMANCE COMMITTEE MEETING

Date: Wednesday, 24 May 2023

Time: 9.30am

Venue: Council Chamber
Rangitikei 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

For any enquiries regarding this agenda, please contact:

Kezia Spence, Governance Advisor, 0800 422 522 (ext. 917), or via email

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Locations:	<table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <u>Marton</u> Head Office 46 High Street Marton </td> <td style="width: 50%; vertical-align: top;"> <u>Bulls</u> Bulls Information Centre Te Matapihi 4 Criterion Street Bulls </td> </tr> <tr> <td style="vertical-align: top;"> <u>Taihape</u> Taihape Information Centre 102 Hautapu Street (SH1) Taihape </td> <td></td> </tr> </table>	<u>Marton</u> Head Office 46 High Street Marton	<u>Bulls</u> Bulls Information Centre Te Matapihi 4 Criterion Street Bulls	<u>Taihape</u> Taihape Information Centre 102 Hautapu Street (SH1) Taihape	
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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 Wednesday, 24 May 2023 at 9.30am.

Order Of Business

1	Welcome / Prayer	4
2	Apologies	4
3	Public Forum	4
4	Conflict of Interest Declarations	4
5	Confirmation of Order of Business	4
6	Confirmation of Minutes	5
	6.1 Confirmation of Minutes	5
7	Follow-up Action Items from Previous Meetings	14
	7.1 Follow-up Action Items from Finance/Performance Meetings	14
8	Chair's Report	15
	8.1 Chair's Report - May 2023	15
9	Reports for Information	16
	9.1 Treasury and Debt - 2022/23	16
	9.2 Financial Snapshot - April 2023	20
	9.3 QV Report	33
	9.4 Proposed Reforms - Future Financial Impacts	35
	9.5 Public Feedback / Performance Report - May 2023	36
10	Meeting closed	50

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 27 April 2023 are attached.

Attachments

1. **Finance/Performance Committee Meeting - 27 April 2023**

Recommendation

That the minutes of Finance/Performance Committee Meeting held on 27 April 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.

MINUTES

ITEM 6.1

ATTACHMENT 1

UNCONFIRMED: FINANCE/PERFORMANCE COMMITTEE MEETING

Date: Thursday, 27 April 2023
Time: 9.30am
Venue: Council Chamber
Rangitikei District Council
46 High Street
Marton

Present

- Cr Jeff Wong
- Cr Brian Carter
- Cr Dave Wilson
- Cr Simon Loudon (*Zoom*)
- Cr Greg Maughan
- Cr Jarrod Calkin

In attendance

- Mrs Carol Gordon, Group Manager Democracy and Planning
- Mr Dave Tombs, Group Manager Corporate Services
- Ms Gaylene Prince, Group Manager of Community Services
- Ms Hilary Walker, Management and Systems Accountant
- Ms Joanne Manuel, Manager Community Development
- Ms Kezia Spence, Governance Advisor

Order of Business

1	Welcome / Prayer	3
2	Apologies	3
3	Public Forum	3
4	Conflict of Interest Declarations	3
5	Confirmation of Order of Business	3
6	Confirmation of Minutes	3
7	Chair's Report	3
7.1	Chair's Report - April 2023	3
8	Reports for Decision	4
8.1	Community Initiatives Fund - Consideration of Applications for Round Two of 2022/23	4
9	Reports for Information	5
9.1	Events Sponsorship Scheme - Project Report Form.....	5
9.2	Community Initiatives Fund - Project Report Forms.....	5
9.3	Financial Snapshot - March 2023	6
9.4	QV Report	6
9.5	Treasury and Debt - 2022/23	6
9.6	Proposed Reforms - Future Financial Impacts	7
9.7	Statement of Service Performance: July - December 2022	7
9.8	Public Feedback / Performance Report - April 2023.....	7
10	Public Excluded	7
10.1	Public Excluded Finance/Performance Committee - 30 March 2023.....	8
11	Open Meeting	13

1 Welcome / Prayer

Cr Wong opened the meeting at 9.30am and Cr Calkin read the Council prayer.

2 Apologies

Resolved minute number **23/FPE/029**

Apologies received from HWTM and Cr Dalgety.

Cr J F Wong/Cr G Maughan. Carried

3 Public Forum

There was no public forum.

4 Conflict of Interest Declarations

No declarations where made.

5 Confirmation of Order of Business

No changes to the order of business.

6 Confirmation of Minutes

Resolved minute number **23/FPE/030**

That the minutes of Finance/Performance Committee Meeting held on 30 March 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.

Cr J Calkin/Cr D Wilson. Carried

7 Chair's Report

7.1 Chair's Report - April 2023

As the meeting was being Chaired by Cr Wong (Deputy Chair) no Chair's report was provided.

8 Reports for Decision

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

It was requested that staff provide feedback to the applicants.

Door of Hope Charitable Trust

There were concerns that this application was for a salary for an administration role and therefore not in the spirit of the application.

There was support for the initiative as there is a need in the community.

Taihape Community Development Trust (Hobby Hut)

HWTM assessment figure showed \$100 and the committee changed to \$1,000 believing this was in error.

Marton and District Historical Society

HWTM had declared an interest in this application as he is on the committee however the committee decided that since he has no pecuniary interest his comments can stand.

The Koha Shed Taihape

A private bank account number was used in this application. The quotes for the shelving were expensive and therefore what they were addressing is excessive.

It was agreed that staff would set up a purchase order to pay an invoice rather than pay directly to the bank account.

NZ Council of Victim Support Groups Inc - Rangitikei/Whanganui

Concern was expressed with this application, being based in Whanganui and whether this funding would be spent in the Rangitikei or support the Rangitikei district.

Taihape Community Development Trust (Housing Steering Group Administrator)

This Trust advocates for other smaller groups this is why they have two applications in this funding round. The applications are being made on behalf of two different groups not for the trust themselves.

Marton Development Group

Clarity on the limit of the fund allocation for each application. Members are able to increase amount allocated if funds are available.

The Marton Development Group was asked to apply for the community initiatives fund rather than through council.

The committee requested to relook at applications that were highly recommended as there was a substantial amount of funds remaining.

Resolved minute number 23/FPE/031

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

Cr B Carter/Cr D Wilson. Carried

Resolved minute number 23/FPE/032

The committee noted the Taihape Community Development Trust applications are on behalf of two separate groups, subject to receiving acquittal form.

Cr G Maughan/Cr D Wilson. Carried

Resolved minute number 23/FPE/033

That the community initiatives fund be distributed:

- Marton & Districts Budget Service-\$2,000
- Wanganui Area Neighbourhood Support Groups Inc-\$1,110
- Rangitikei Toy Library -\$1,390
- Door of Hope Charitable Trust- \$1,000
- Marton Food Pantry- \$2,000
- Taihape Community Development Trust (Hobby Hut)- \$2,500
- Marton and District Historical Society- \$2,500
- Taihape Musicians Club- \$2,500
- The Koha Shed Taihape- \$930
- NZ Council of Victim Support Groups Inc- Rangitikei/Whanganui- \$1,220
- Taihape Community Development Trust (Housing Steering Group Administrator)- \$790
- Scotts Ferry Beach Community-\$2,500
- Marton Development Group- \$3,765

Cr J Calkin/Cr G Maughan. Carried

Resolved minute number 23/FPE/034

That, regarding the funding for the application for the Koha Shed the Committee advised a purchase order arrangement will be set up to allow related expenditure of up to \$930 to be paid direct to suppliers via Council finance system (ensuring compliance with GST considerations)

Cr D Wilson/Cr B Carter. Carried

9 Reports for Information

9.1 Events Sponsorship Scheme - Project Report Form

This item was taken as read.

Resolved minute number 23/FPE/035

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

Cr D Wilson/Cr J Calkin. Carried

9.2 Community Initiatives Fund - Project Report Forms

This item was taken as read.

Resolved minute number 23/FPE/036

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

Cr D Wilson/Cr G Maughan. Carried

9.3 Financial Snapshot - March 2023

Mr Tombs introduced the report, noting three key points:

- Overall, at a high level, the Year To Date operational situation is similar to that shown in previous months.
- The recent decision to write off the Bulls Historical Society loan will result in an unbudgeted expense.
- The roading team are currently assessing a change to the budgets relating to their work program and that a report is expected to be presented at an upcoming Council meeting.

Resolved minute number 23/FPE/037

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

Cr D Wilson/Cr B Carter. Carried

9.4 QV Report

Mr Tombs advised the next valuation is in 15 months' time, which is the year after adoption of the 2024-34 Long Term Plan. Mr Tombs will circulate the exact date to the committee.

Resolved minute number 23/FPE/038

That the QV Report be received.

Cr D Wilson/Cr G Maughan. Carried

9.5 Treasury and Debt - 2022/23

Mr Tombs spoke to his report noting that more information on three waters reforms and its impact on the next long term plan will continue to be provided.

It was requested that the tracking of liquidity ratios be provided to the committee in the next report.

Resolved minute number 23/FPE/039

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.

Cr D Wilson/Cr B Carter. Carried

9.6 Proposed Reforms - Future Financial Impacts

Councillors and officers discussed the anticipated timing, and implications, of debt repayments associated with the reforms.

If Council wanted earlier repayment for three waters debt this would be a decision of council.

Resolved minute number 23/FPE/040

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

Cr B Carter/Cr J Calkin. Carried

9.7 Statement of Service Performance: July - December 2022

Ms Etheridge presented the six month report. The committee asked questions regarding roading and the expectation of achievement. These questions will go back to the roading team for a response.

Resolved minute number 23/FPE/041

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

Cr D Wilson/Cr B Carter. Carried

9.8 Public Feedback / Performance Report - April 2023

Mrs Gordon took the committee through the report noting that this would now be a joint report with herself and Ms Prince as a number of the happy or not and QR codes sit in across both areas of Council.

Resolved minute number 23/FPE/042

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

Cr B Carter/Cr G Maughan. Carried

10 Public Excluded

The meeting went into public excluded session 11.05am

Resolution to Exclude the Public

Resolved minute number 23/FPE/043

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		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.

Cr D Wilson/Cr J Calkin. Carried

11 Open Meeting

The meeting went into open session 11.06am

Resolved minute number **23/FPE/044**

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

22/RDC/029

Cr G Maughan/Cr B Carter. Carried

The meeting closed at 11.06am.

The minutes of this meeting were confirmed at the Finance/Performance Committee held on 24 May 2023.

.....

Chairperson

7 Follow-up Action Items from Previous Meetings

7.1 Follow-up Action Items from Finance/Performance Meetings

Author: Kezia Spence, Governance Advisor

1. Reason for Report

- 1.1 There are no follow up action items for the Finance and Performance committee for the 24 May 23 meeting.

2. Decision Making Process

- 2.1 Staff have assessed the requirements of the Local Government Act 2002 in relation to this item and have concluded that, as this report is for information only, the decision-making provisions do not apply.

Recommendation

That the report 'Follow-up Action Items from Finance/Performance Meetings' be received.

8 Chair's Report

8.1 Chair's Report - May 2023

Author: Fiona (Fi) Dalgety, Councillor

1. Reason for Report

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

Recommendation

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

9 Reports for Information

9.1 Treasury and Debt - 2022/23

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 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 As expected, Council increased its Debt by \$5m during April.
- 2.3 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.

3. Investments

- 3.1 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.

4. Liquidity

- 4.1 As at 30 April 2023 Council had a strong liquidity position as shown below:

4.1.1 Treasury Assets

- | | |
|-----------------|-----------------------|
| • Bank/Deposits | \$7.2 million |
| • Receivables | \$7.3 million |
| • Prepayments | \$1.3 million |
| • Total | \$15.8 million |

Notes:

- Receivables was significantly higher than prior months due to the year's fourth rates instalment being due in May

4.1.2 Treasury Current Liabilities

- Payables \$2.7 million
- **Net Current Treasury Position** **\$13.1 million**

5. Debt

5.1 Council currently has \$24m 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%
5 million	15/5/2028	5.10%

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

6. Liquidity Ratios

6.1 At the April 2022 Finance/Performance Committee Meeting, Officers were asked to include Liquidity Ratios in future Treasury and Debt reports.

6.2 Council's Long Term Plan (pages 142 and 143) includes two Liquidity Ratio Benchmarks set by the Local Government Funding Agency. Based on figures above above, Council's 2022/23 performance 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).

6.3 Due to the cyclical nature of Council's revenue being received (eg rates every 3 months), Officers consider it more useful to base this analysis on full year forecast figures/estimates

6.4 Net Debt/Total Revenue must not exceed **175%**:

- Debt \$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%**

ITEM 9.1

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

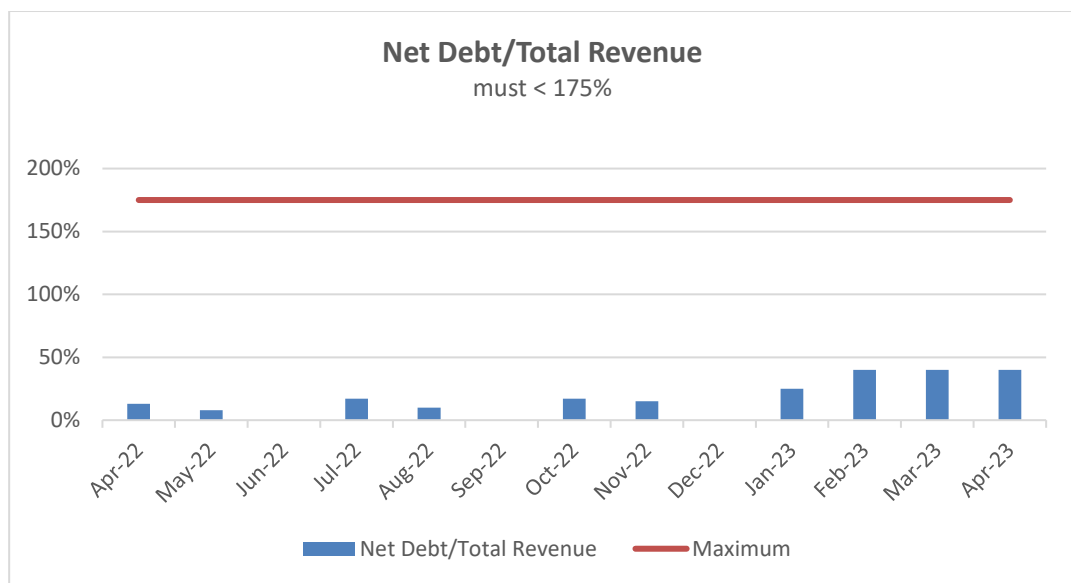
- External Debt \$24m
- Bank/Deposits \$5m
- Available Finance \$29m

Available Finance divided by External Debt 121%

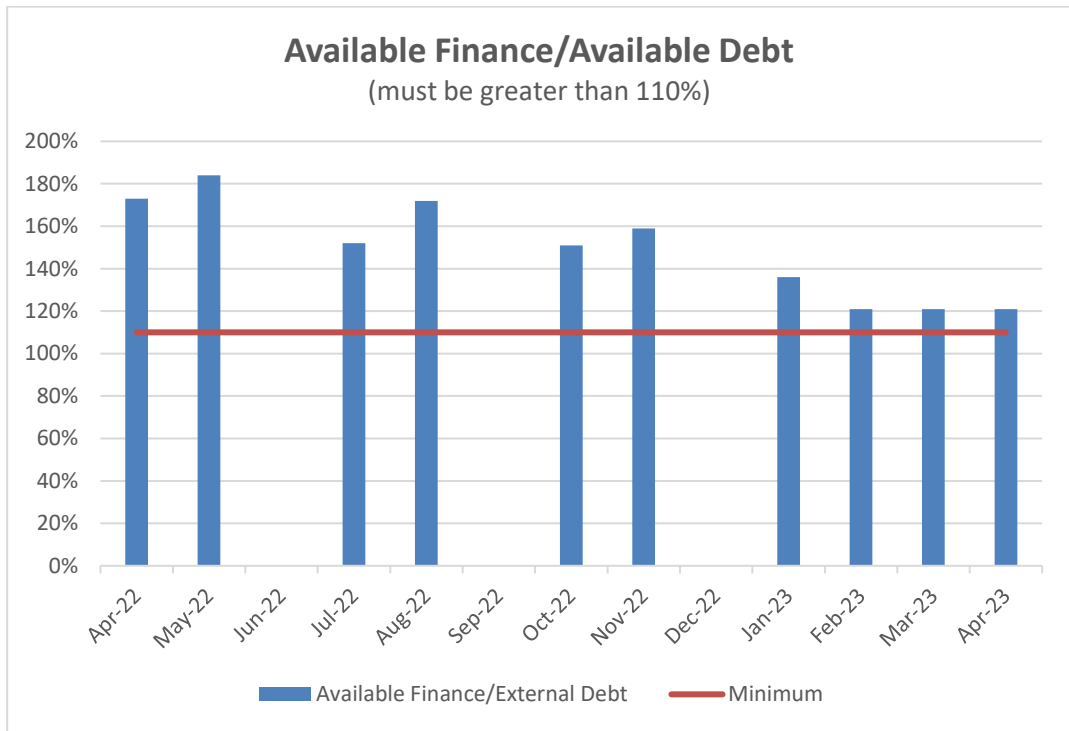
6.6 Officers note that this particular ratio (which is one of the key ratios used by LGFA) may not be ‘instinctively meaningful’ to some Committee Members and advise that this ratio is, essentially, the same as saying ‘Bank must be at least 10% of Debt’ (eg figures above, 5/24 = 21%) and welcome the Committee’s thoughts about using this alternative format in future reports.

7. Trends

7.1 At the March 2023 Finance/Performance Committee Meeting, Officers were asked to include historic trends with respect to these two Liquidity Ratios:



Note: from February 2023 Officers have used a Full Year estimate for Total Revenue (previously was YTD)



Note: from February 2023 Officers have used a Full Year Estimate for Total Revenue (previously was YTD), Forecast Year End Debt and a Forecast Year End Bank figure of \$5m.

7.2 Note: Council’s 2021/22 Annual Report includes similar trend analyses for the past 5 year-ends (Page 104).

Recommendation

That the report ‘Treasury and Debt – April 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.

9.2 Financial Snapshot - April 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

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

4. Capital Expenditure**Year To Date Summary**

4.1 YTD Capital expenditure is \$17.7m compared to a YTD budget of \$26.4m. The attached summary shows the budget variances split by cost centre with the larger budgets (>\$500k) being shown separately.

5. Funding of Unbudgeted Expenditure

5.1 As previously advised, Capital Expenditure includes unbudgeted Emergency Capital Works expenditure associated with the 2021/22 events of \$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.

5.2 \$0.9m of expenditure related to Emergency Response is also currently included in Operating Expenditure

5.3 Waka Kotahi has recently confirmed that funding for recent cyclone events will be FAR-plus-40% (i.e. fully funded) for the completion of all 'initial response' and 'recovery' (but not 'rebuild', which is under consideration).

5.4 The volume of Emergency Works become could potentially result in a deferral of other budgeted Roding projects.

5.5 In November 2022 Council approved unbudgeted Capital Expenditure of around \$5m for work associated with the Taihape Wastewater Pump Station.

Attachments:

- 1. Financial Snapshot - April 2023** [↓](#)

Recommendation

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

ITEM 9.2

**Whole of Council
Activity Performance Report
For the period ending April 2023**

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
	\$000	\$000	\$000		\$000
Total Revenue	(41,423)	(39,669)	1,754	4%	(48,378)
Subsidies and Grants	(11,449)	(10,176)	1,273	13%	(17,060)
Other Revenue	(3,150)	(3,244)	(94)	-3%	(3,897)
Finance Revenue	(298)	(34)	264	778%	(41)
Gains	(423)	(430)	(7)	-2%	(840)
Rates	(26,104)	(25,786)	318	1%	(26,541)
Total Expense	38,239	36,685	(1,554)	-4%	45,288
Other Expenses	17,746	17,312	(435)	-3%	22,484
Personnel Costs	6,485	6,247	(238)	-4%	7,218
Finance Costs	592	752	160	21%	752
Depreciation	13,416	12,375	(1,041)	-8%	14,834
Overhead Allocation	0	(0)	(0)	0%	0
Grand Total	(3,184)	(2,984)	200		(3,090)

Variances > \$100k: Comment

Please refer to each Group for comments.

Business Units
Activity Performance Report
For the period ending April 2023

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
	\$000	\$000	\$000		\$000
Total Revenue	(355)	(248)	107	43%	(790)
Subsidies and Grants	(47)	(47)	0	0%	(47)
Other Revenue	(111)	(21)	90	439%	(23)
Finance Revenue	(287)	(34)	253	746%	(41)
Gains	0	(430)	(430)	-100%	(840)
Rates	(8,163)	(7,895)	268	3%	(8,018)
Rate Apportionment	8,253	8,179	(75)	-1%	8,179
Total Expense	653	1,037	384	37%	276
Other Expenses	2,599	2,714	115	4%	3,605
Personnel Costs	5,094	5,136	42	1%	5,905
Finance Costs	592	752	160	21%	(140)
Depreciation	442	464	22	5%	541
Overhead Allocation	(8,074)	(8,030)	44	1%	(9,635)
Grand Total	298	789	491		(514)

Variances > \$100k: Comments

Finance Revenue	The variance is mainly 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 \$550k are lower than the associated budget of \$800k, 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.
Finance Costs	The variance is mainly caused by lower than anticipated increases to debt.

9.3 QV Report

Author: Dave Tombs, Group Manager - Corporate Services

Authoriser: Dave Tombs, Group Manager - Corporate Services

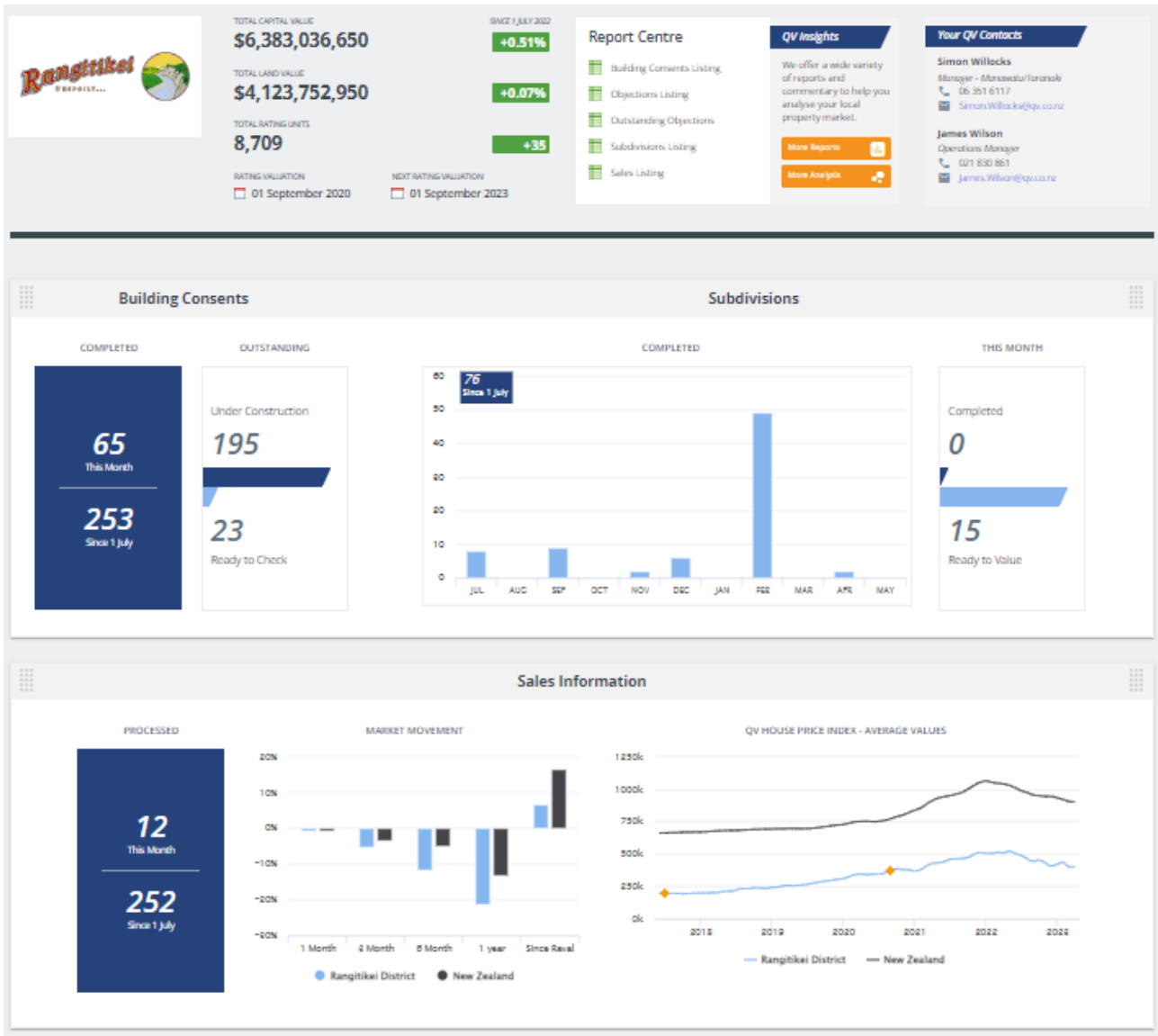
1. Reason for Report

- 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 early-May 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.

ITEM 9.3



Recommendation

That the QV Report be received.

9.4 Proposed Reforms - Future Financial Impacts

Author: Dave Tombs, Group Manager - Corporate Services

Authoriser: 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 proposed 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

2.1 There have been no significant financial updates since last month's Committee report on the proposed reforms.

2.2 Officers have been advised to expect:

2.2.1 a Debt Confirmation letter 'from May 2023 onwards' that will cover '*... matters such as debt roll forward process, confirmation of water revenue figures, application of settlement process etc ...*'; and

2.2.2 draft 'No Worse Off' funding methodology in June 2023.

3. Impact on Strategic Risks

3.1 The impact of the proposed 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 proposed 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.

9.5 Public Feedback / Performance Report - May 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 the monthly Complaints Dashboard.

2. Explanation

- 2.1 The Happy or Not report for the month of April 2023, showing results from over the four locations, is attached (Attachment 1).
- 2.2 A total of 487 responses were received during the month from the Marton main office, Te Matapihi, Marton Library and Taihape Library / Information Centre. 83% of the feedback was very positive. From the report it can be seen there were a number of 'very unhappy' responses at the Marton Library on the afternoon of Wednesday, 19th April. There were a number of teenage boys in the library who were "playing" with the buttons on the machine as they were coming and going over the period of about half an hour, these boys were unhappy they had been asked not to vape in the library.
- 2.3 A report is also included again this month from the Marton Swim Centre (Attachment 2). For the month of April 581 responses have been submitted via this portable system at the swim centre. Of these 87% 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 21 April – 18 May 2023. Staff get sent a copy of any suggestion / issue that can be acted on or implemented.
- 2.5 The complaints dashboard for April 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 - [RDC-Complaints-and-Issue-Resolution-Policy-2023 Web.pdf \(rangitikei.govt.nz\)](#).
- 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 - April 2023** [↓](#)
2. **Marton Swim Centre Happy or Not Report - April 2023** [↓](#)
3. **Korero Mai Feedback Form Report - April / May 2023** [↓](#)
4. **Complaints Dashboard - April 2023** [↓](#)

Recommendation

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

10 Meeting closed