



**RANGITĪKEI**  
DISTRICT COUNCIL  
*Making this place home.*

# ORDER PAPER

## FINANCE/PERFORMANCE COMMITTEE MEETING

**Date:** Thursday, 31 August 2023

**Time:** 8.30am

**Venue:** Council Chamber  
Rangitikei District Council  
46 High Street  
Marton

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**Chair:** Cr Fi Dalgety

**Deputy Chair:** Cr Jeff Wong

**Membership:** Cr Brian Carter  
Cr Dave Wilson  
Cr Simon Loudon  
Cr Greg Maughan  
Cr Jarrod Calkin  
Ms Leanne Hiroti (TRAK representative)  
HWTM Andy Watson

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<b>Locations:</b>	<table style="width: 100%; border: none;"> <tr> <td style="width: 33%; vertical-align: top;"> <u>Marton</u>            Head Office            46 High Street            Marton         </td> <td style="width: 33%; vertical-align: top;"> <u>Bulls</u>            Bulls Information Centre            Te Matapihi            4 Criterion Street            Bulls         </td> <td style="width: 33%; vertical-align: top;"> <u>Taihape</u>            Taihape Information Centre            102 Hautapu Street (SH1)            Taihape         </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 Thursday, 31 August 2023 at 8.30am.**

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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 29 June 2023 are attached.

#### Attachments

1. Finance/Performance Committee Meeting - 29 June 2023

#### Recommendation

That the minutes of Finance/Performance Committee Meeting held on 29 June 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



## **UNCONFIRMED: FINANCE/PERFORMANCE COMMITTEE MEETING**

**Date:** Thursday, 29 June 2023  
**Time:** 9.30am  
**Venue:** Council Chamber  
 Rangitikei District Council  
 46 High Street  
 Marton

**Present**

Cr Brian Carter  
 Cr Dave Wilson  
 Cr Fi Dalgety  
 Cr Greg Maughan  
 Cr Jarrod Calkin  
 Cr Jeff Wong  
 Cr Simon Loudon  
 HWTM Andy Watson  
 Ms Leanne Hiroti (Ngā Ariki Turakina)

**In attendance**

Cr Richard Lambert  
 Mr Peter Beggs, Chief Executive  
 Mr Arno Benadie, Chief Operating Officer  
 Mr Dave Tombs, Group Manager- Corporate Services  
 Mrs Carol Gordon, Group Manager- Democracy and Planning  
 Ms Gaylene Prince, Group Manager- Community  
 Ms Adina Foley, Group Manager- Capital Projects  
 Ms Sharon Grant, Group Manager-People and Performance  
 Ms Katrina Gray, Senior Strategic Planner (Zoom)  
 Ms Kezia Spence, Governance Advisor

**Order of Business**

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**ITEM 6.1  
ATTACHMENT 1**

Unconfirmed

## 1 Welcome / Prayer

Cr Dalgety opened the meeting 9.33am and Cr Loudon read the council prayer.

## 2 Apologies

No apologies received.

## 3 Public Forum

## 4 Conflict of Interest Declarations

## 5 Confirmation of Order of Business

## 6 Confirmation of Minutes

**Resolved minute number 23/FPE/053**

That the minutes of Finance/Performance Committee Meeting held on 24 May 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 F Dalgety/Cr B Carter. Carried

### 7.1 Follow-up Action Items from Finance/Performance Meetings

The report was taken as read.

**Resolved minute number 23/FPE/054**

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

Cr F Dalgety/Cr B Carter. Carried

## 7 Chair's Report

### 8.1 Chair's Report - June 2023



Councillors discussed the QV valuations that will happen later this year and how this works for our rates income.

**Resolved minute number 23/FPE/055**

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

Cr F Dalgety/Cr G Maughan. Carried

## 9 Reports for Information

### 9.1 Financial Snapshot - May 2023

Mr Tombs took councillors through the report.

Mr Tombs responded to questions regarding the YTD and full year budget position noting the impact on the \$4 million budget in subsidies and revenue for the Marton Rail Hub which will not be received in 2022/23, the excess depreciation that has previously been noted a high volume of emergency works, and reduced rate remissions.

Mr Tombs clarified that, from an accounting perspective, the writing off of the Bulls Historical Society loan will be 'cost neutral' as it will result in an increase in the value of a council asset.

Mr Benadie responded to questions that staff have engaged a consultant to look at council owned properties for the condition they are in, the risk council is carrying and what upgrades are required.

Councillors discussed the impact of not spending the capital budget and the concerns of inflation on capital projects.

Councillors discussed concerns regarding the PMO reporting and that the balances against those are different than the figures reported to Finance and Performance. Mr Tombs responded that the Finance and Performance Committee receives information relevant to a specific financial year whereas the PMO reporting is relevant to the life of the project.

**Resolved minute number 23/FPE/056**

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

Cr F Dalgety/Cr J Calkin. Carried

### 9.2 QV Report

Mr Tombs responded to questions on growth figures which are taken from infometrics.

**Resolved minute number 23/FPE/057**

That the QV Report be received.

Cr B Carter/Cr J F Wong. Carried

**9.3 Treasury and Debt - 2022/23**

Mr Tombs responded to questions on repayment strategy for council, noting each Long Term Plan clearly shows Council's plans for debt management. Generally, when a Council undertakes significant 'growth capital development' (as opposed to 'renewals capital works') debt will increase.

**Resolved minute number 23/FPE/058**

That the report 'Treasury and Debt – 2022/23' 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 Calkin. Carried

**9.4 Public Feedback / Performance Report - June 2023**

Mrs Gordon and Ms Prince took councillors through the report.

Mrs Gordon responded to questions that there is an issue with the King Street waste system. This was actioned at the time by the assets team and staff are looking at getting this permanently fixed. Councillors suggested that the motorhome association be informed.

**Resolved minute number 23/FPE/059**

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

Cr G Maughan/Cr S Loudon. Carried

**The meeting closed at 10.35am.**

**The minutes of this meeting were confirmed at the Finance/Performance Committee held on 26 July 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 On the list attached are items raised at previous Finance/Performance committee meetings. Items indicate who is responsible for each item, and a brief status comment.

#### 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.

#### Attachments:

1. **Follow-up Action Items from Finance/Performance Meetings** [↓](#)

#### Recommendation

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



## **8 Chair's Report**

### **8.1 Chair's Report - August 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 – August 2023 be received.

## 9 Reports for Decision

### 9.1 Events Sponsorship Scheme - Consideration of Applications for Round One of 2023/24

Author: **Kezia Spence, Governance Advisor**

#### 1. Reason for Report

- 1.1 The 2022/23 budget for the Events Sponsorship Scheme (ESS) is **\$25,000**. Round two decisions will be held in March 2024.
- 1.2 A total of **\$49,952.10** has been requested in Round One which exceeds the amount of available funds. The Committee needs to consider this when making their assessments.
- 1.3 The criteria states that the Event Sponsorship Scheme supports up to 50% of the cost of events. It is suggested that the Committee give consideration to a project's likelihood of success if funded for less than the amount requested.

#### 2. Round 1– 2023/24

- 2.1 10 applications have been received for Round One, and have been individually assessed by the Finance/Performance Committee in SmartyGrants:

<b>Applicant</b>	<b>Amount Requested</b>
Huntermville Huntaway Festival	\$10,000
Rangitikei Business Awards	\$2,500
Marion Country Festival	\$7,000
Turakina Caledonian Society Inc	\$10,000
Bulls & Districts Community Trust	\$2,018
Marion Arts & Crafts Centre	\$2,110
Doors Open Marion	\$2,000
Mangaweka Heritage Incorporated	\$5,824.10
All Points Camping Club of NZ	\$3,000
Rangitikei Shearing Sports	\$5,500
	<b>\$49,952.10</b>

- 2.2 It is a condition of the Events Sponsorship Scheme that Project Report Forms (for any previous events that received funding) are returned before further funding can be sought. All of the applicants for Round One, 2023/24 are eligible to receive funding, except for Doors Open Marion, staff have requested this information and aim to have this received prior to the Finance and Performance committee meeting.

**Recommendation 1**

That the report 'Events Sponsorship Scheme – Consideration of Applications for Round One of 2023/24' be received.

**Recommendation 2**

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

- 
-

**9.2 Community Initiatives Fund - Consideration of Applications for Round One of 2023/24****Author: Kezia Spence, Governance Advisor****1. Reason for Report**

- 1.1 The 2023/24 budget for the Community Initiatives Fund (CIF) is **\$30,000**. Round two decisions will be held in March 2024.
- 1.2 Applications made to this round (round one) total **\$30,751** which exceeds the amount of available funds. The Committee needs to consider this when making their assessments.

**2. Applications Made for Round 1 – 2023/24**

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

<b>Applicant</b>	<b>Amount Requested</b>
Taihape Neighbourhood Support	\$2,995
Sport Whanganui	\$4,395.55
Rangitikei District Council-Poppy Places Project	\$6,000
Rotary Club of Marton	\$4,000
All Schools Reunion Taihape	\$10,260.75
Epilepsy Association of New Zealand	\$600
Bulls Toy Incorporated	\$2,500
	<b>\$30,751</b>

- 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 One, 2023/24 are eligible to receive funding as any relevant Project Report Forms have been received.
- 2.3 Staff note that the Rangitikei District Council-Poppy Places Project is completed by staff and that this an ongoing project. This application has come through the Annual Plan 2023/24 submissions.

**Recommendation 1**

That the report 'Community Initiatives Fund – Consideration of Applications for Round One of 2023/24' be received.

**Recommendation 2**

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

-



## 10 Reports for Information

### 10.1 Events Sponsorship Scheme - Project Report Form

**Author:** Kezia Spence, Governance Advisor

#### 1. Reason for Report

- 1.1 Attached (under separate cover, due to file sizes) are four completed Project Report Forms from previous rounds of funding for the Events Sponsorship Scheme.

#### Attachments:

1. ESS-Bulls and District Community Trust (under separate cover)
2. ESS- Hunteraway Hunterville Festival (under separate cover)
3. ESS- Rangitikei Shearing Sports Inc (under separate cover)
4. ESS-Taihape Area Dressage Group (under separate cover)
5. ESS-New Zealand Country Music Community Trust (under separate cover)

#### Recommendation

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

**10.2 Community Initiatives Fund - Project Report Forms****Author: Kezia Spence, Governance Advisor****ITEM 10.2****1. Reason for Report**

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

**Attachments:**

1. **CIF-Bulls and Community Trust (under separate cover)**
2. **CIF-Parkinson's New Zealand Charitable Trust (under separate cover)**
3. **CIF-Taihape Neighbourhood Support (under separate cover)**
4. **CIF-Taihape Community Development Trust (under separate cover)**
5. **CIF-Bulls Toy Library (under separate cover)**

**Recommendation**

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

**10.3 Financial Snapshot - June 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).
- 2.2 Officers advise that, being June figures, although many year-end adjustments have been made, further changes may occur to these figures as the year end accounts are finalised.

**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**

- 4.1 Capital Expenditure is \$22.5m compared to a budget of \$33.8m. The attached summary shows the budget variances split by cost centre with the larger budgets (>\$500k) being shown separately.

**5. Reminder : Funding of Unbudgeted Expenditure**

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

**Attachments**

1. **Finance Reports** [↓](#)

**Recommendation**

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



























**10.4 Treasury and Debt - 2023/24****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 2023/24 Treasury and Debt position, noting that a more detailed Treasury/Debt report is provided to Risk/Assurance Committee.

**2. Discussion**

- 2.1 Council's predicted June 2024 Treasury/Debt position in this Report is based heavily on Council's 2023/24 Annual Plan. As can be seen from this Report, Council is budgeted to remain (comfortably) within its key Liquidity ratios and LTP-stated debt levels during this financial year.
- 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.

**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).
- 3.2 Council's Treasury Management Policy is currently under review – the review will include the removal of above current account balance suggested limit.
- 3.3 Council has no other significant financial investments.

**4. Liquidity**

- 4.1 Council's predicted year end liquidity position:

**4.1.1 Treasury Assets**

• Bank/Deposits	(July balance \$11m)	\$10.8 million
• Receivables	(July balance \$7m)	\$2.4 million
• Prepayments	(July balance \$0m)	\$0.8 million
• <b>Total</b>	<b>(July total \$18m)</b>	<b>\$14.0 million</b>



**4.1.2 Treasury Current Liabilities**

- Payables (July balance \$1m) \$2.9 million

**Net Current Treasury Position** (July: \$17m) **\$11.1 million**

**5. Debt**

5.1 Council currently has \$31m of long-term debt, as summarised below:

Amount Borrowed	Settled Date	Maturity Date	Fixed Rate of Interest
\$3m	10/05/19	15/4/2029	3.12%
\$5m	08/02/22	14/4/2033	3.68%
\$11m	14/04/22	15/4/2027	4.17%
\$5m	27/04/23	15/5/2028	5.10%
\$7m	12/06/23	15/5/2028	5.30%

5.2 Council's LTP includes a budgeted debt level at 30 June 2023 of \$47m (30 June 2024: \$62m)

5.3 Council's 2023/24 Annual Plan has a budgeted debt level at 30 June 2024 of \$53m.

**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, Council's predicted 2023/24 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%**:

- YE Budget Debt \$53m
- YE Budget Bank/Deposits \$11m
- YE Budget Net Debt \$42m
- Budgeted Full Year Revenue \$47m

**2023/24 Full Year Budget: Net Debt/Total Revenue 89%**

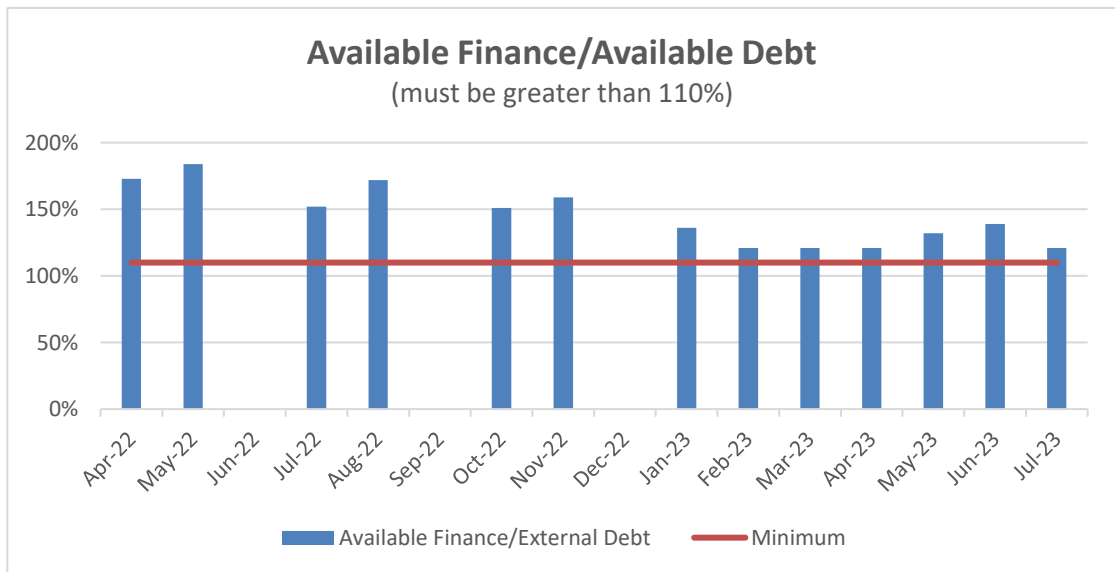
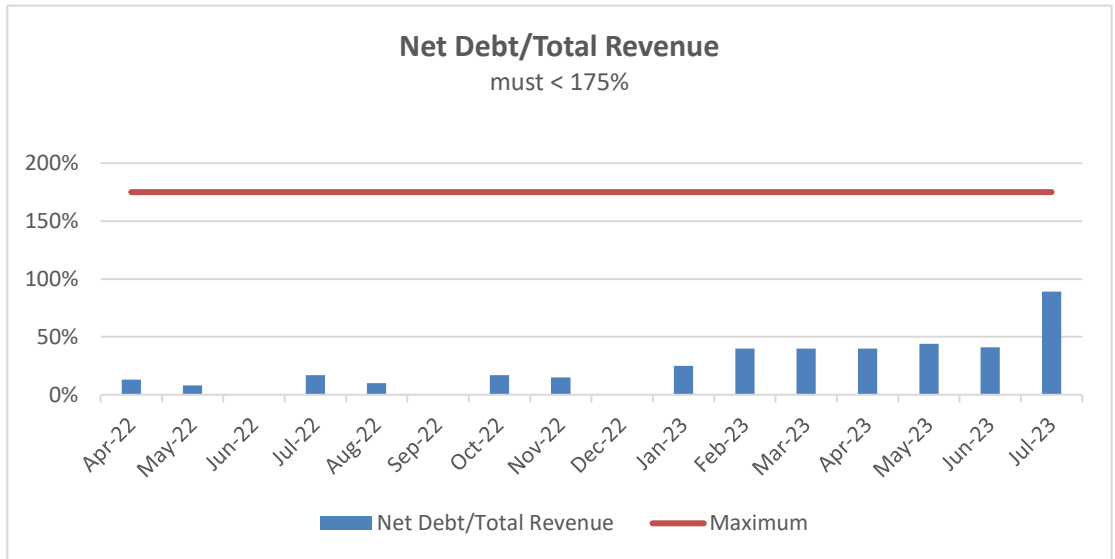
ITEM 10.4

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

• YE Budget External Debt	\$53m
• YE Budget Bank/Deposits	\$11m
• Available Finance	\$64m
<b>Available Finance divided by External Debt</b>	<b>121%</b>

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, Debt and Bank (previously was YTD)

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

**Recommendation**

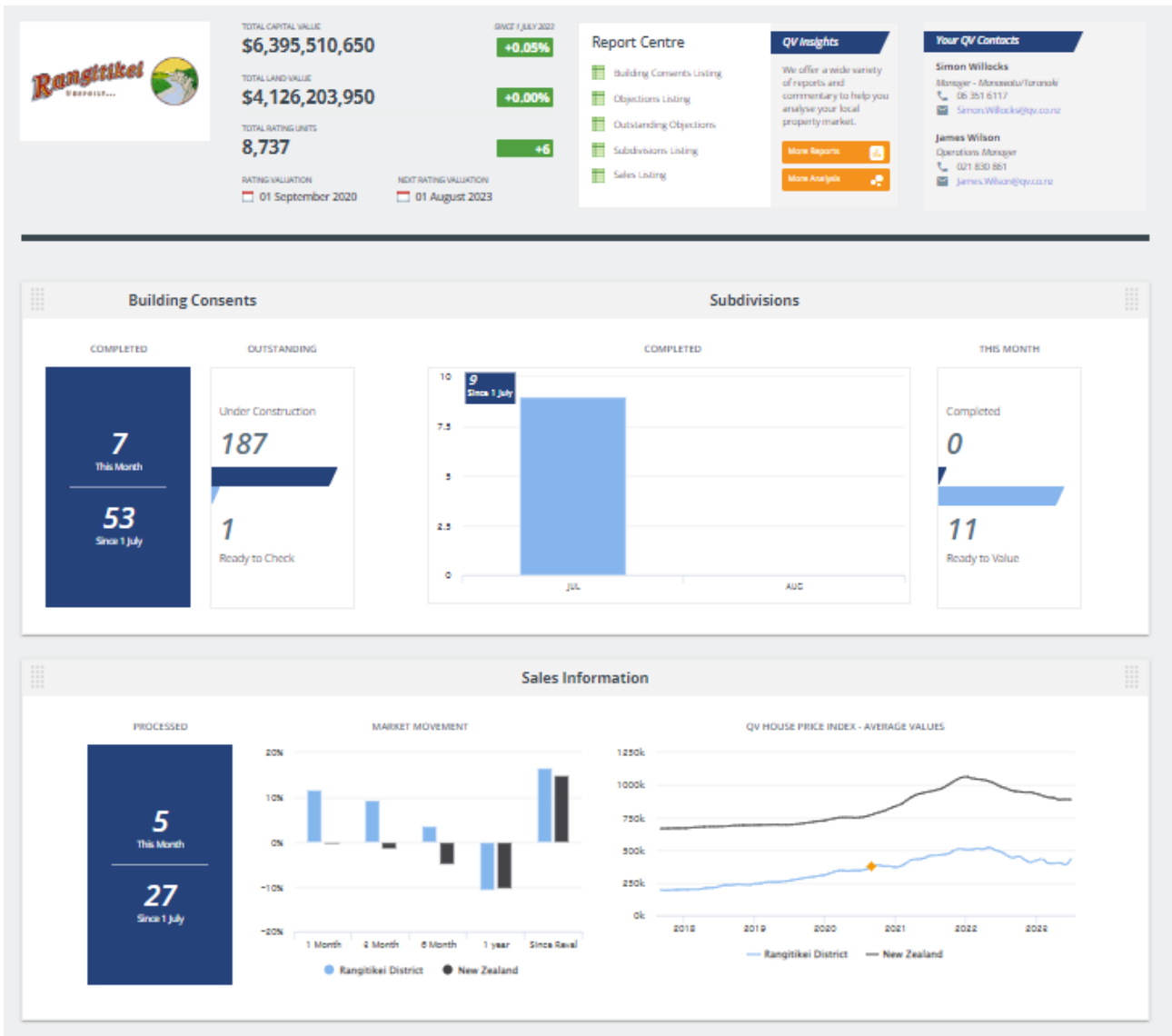
That the report 'Treasury and Debt – 2023/24' be received, noting the justification in S2.2 for Council having a Current Account Bank Balance higher than that recommended in Council's Treasury Management Policy.

**10.5 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/early August 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.



**Recommendation**

That the QV Report be received.

**10.6 LGFA - General Information****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 LGFA's quarterly report to shareholders.

**2. Context**

2.1 LGFA sends these reports to their members every three months. The Finance and Performance Committee has previously asked to receive these reports on a six-monthly basis.

2.2 This report is for general information purposes.

**Attachments**

1. **LGFA June 2023 Shareholders Report** [↓](#)

**Recommendation**

That the report 'LGFA - General Information' be received.



































**10.7 Statement of Service Performance 2022/2023****Author:** Katrina Gray, Senior Strategic Planner**Authoriser:** Carol Gordon, Group Manager - Democracy & Planning**1. Reason for Report**

- 1.1 The purpose of this report is to present the Statement of Service Performance for the 2022/23 financial year, covering 1 July 2022 to 31 June 2023.

**2. Context**

- 2.1 The Statement of Service Performance (SSP) tracks progress against the levels of service targets and actions planned for each group of activities identified in the Long-Term Plan 2021-31. The SSP document showing all results is attached (Attachment 1).
- 2.2 Performance measures are indicated as achieved, not achieved, or not measured.
- Achieved: 36
  - Not achieved: 26
  - Not measured: 6
- 2.3 The levels of services listed as not measured are those which are compulsory but are not applicable to the Rangitikei District (i.e. compliance with stormwater consents), or those that relate to a response to an event that did not occur (such as those relating to flooding events, where the mandatory measures describe a flooding event as occurring when water encroaches on a habitable floor).

**3. Highlights**

- 3.1 While the amount of solid waste disposed of in the district remains above the target, the amount disposed of has reduced from the previous year. This is significant because previous results were showing a year-on-year increase in waste disposal. This change has been facilitated through the creation of an in-house role focussed on solid waste, including the investigation and promotion of alternatives to disposal to landfill, and encouraging behaviour change.
- 3.2 The number of requests relating to the stormwater system continues to exceed the target of 5 requests per 1000 properties but is showing a decrease of 2 requests per 1000 properties. This result comes despite the high rainfall throughout the year including national weather events that caused extraordinary rainfall within the district.
- 3.3 Libraries have exceeded the target for events and activities delivered by a significant margin. Recurring and one-off activities cover a variety of topics to appeal to a range of demographics. The reporting year, 2022/23, was the first year since the COVID-19 outbreak where the COVID alert system was not in place, and vaccine mandates and the traffic light system ceased. The removal of restrictions has been reflected in increased enthusiasm for community activities. Council continues to provide online services and events in addition to on-site activities.

**4. Areas for Improvement**

- 4.1 Happy or Not results are showing a decrease in satisfaction compared to the 2021/22 financial year. Staff review the results and report to the Finance/Performance Committee monthly. The Library and Customer Experience teams also seek to provide great service and consider improvements, including anything suggested through the Happy or Not system.
- 4.2 Council received an infringement notice in December 2022 referring to non-compliance of the Taihape Wastewater Treatment Plant in October 2022, causing the not-achieved result for this mandatory measure. Council has capital works planned for the 2023/24 that will improve the performance and compliance of this plant.

**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 identified for this report.

**8. Statutory Implications**

- 8.1 There is no direct statutory implication for this report. The results form part of the 2022/24 Annual Report required 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 Provision Report** [↓](#)

**Recommendation**

That the report "Statement of Service Performance 2022/23" be received.

































**10.8 Public Feedback / Performance Report - July 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 and feedback from Korero Mai – Have Your Say.

**2. Explanation**

- 2.1 The Happy or Not report for the month of July 2023, showing results from over the four locations, is attached (Attachment 1).
- 2.2 A total of 514 responses were received during the month from the Marton main office, Te Matapihi, Marton Library and Taihape Library / Information Centre. 80% of the feedback was very positive.
- 2.3 The unit that was previously in the High Street main office area was moved to the Marton Library, so open feedback from the Marton Library is now included in this report. The unit at High Street now only gives users the opportunity to select the four buttons (not provide extra open feedback).
- 2.4 Also attached (Attachment 2) is feedback from the Korero Mai – Have Your Say feedback system, via QR codes and the Council website for the period 21 June – 23 August 2023. Staff get sent a copy of any suggestion / issue that can be acted on or implemented.
- 2.5 The complaints dashboard is not included this month as all complaints to 30 June were closed and none were received in July.
- 2.6 End of year summary report on work provided by Council's MoU Partners, Bulls & District Community Trust, and Taihape Community Development Trust to 30 June 2023, is attached (Attachment 3).

**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. **HappyorNot Report - July 2023** [↓](#)
2. **Korero Mai Feedback Form Report - August 2023** [↓](#)
3. **MoU Report Bulls and Taihape to 30 June 2023** [↓](#)

**Recommendation**

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





























## **11 Meeting Closed**