

ORDER PAPER

FINANCE/PERFORMANCE COMMITTEE MEETING

Date: Wednesday, 24 November 2021

Time: 9.00 am

Venue: Council Chamber
Rangitikei District Council
46 High Street
Marton

Chair: Cr Nigel Belsham

Deputy Chair: Cr Fi Dalgety

Membership: Cr Cath Ash
Cr Brian Carter
Cr Angus Gordon
Cr Tracey Hiroa
Cr Waru Panapa
Cr Dave Wilson
Cr Gill Duncan
HWTM Andy Watson

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Locations:	<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none; vertical-align: top;"> <u>Marton</u> Head Office 46 High Street, Marton </td> <td style="width: 50%; border: none; vertical-align: top;"> <u>Bulls</u> Bulls Information Centre- Te Matapihi 4 Criterion Street, Bulls </td> </tr> <tr> <td style="border: none; vertical-align: top;"> <u>Taihape</u> Taihape Information Centre - Taihape Town hall 90 Hautapu Street (SH1), Taihape </td> <td style="border: none;"></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 - Taihape Town hall 90 Hautapu Street (SH1), Taihape	
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Notice is hereby given that a Finance/Performance Committee Meeting of the Rangitikei District Council will be held in the Council Chamber, Rangitikei District Council, 46 High Street, Marton on Wednesday, 24 November 2021 at 9.30 am.

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AGENDA

1 Welcome / Prayer

2 Apologies

3 Public Forum

Ms Carolyn Bates will speak to two Community Initiative Fund applications.

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 with as a late item at this meeting.

6 Confirmation of Minutes

6.1 Confirmation of Minutes

Author: Ash Garstang, Governance Advisor

1. Reason for Report

- 1.1 The minutes from the Finance/Performance Committee meeting held on 28 October 2021 are attached.

Attachments

1. **Finance/Performance Committee Meeting - 28 October 2021**

Recommendation

That the minutes of the Finance/Performance Committee meeting held on 28 October 2021, **[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, 28 October 2021
Time: 9.30 am
Venue: Council Chamber
 Rangitikei District Council
 46 High Street
 Marton

Present

Cr Nigel Belsham
 Cr Fi Dalgety
 Cr Cath Ash (*via Zoom*)
 Cr Brian Carter
 Cr Angus Gordon
 Cr Tracey Hiroa
 Cr Waru Panapa (*via Zoom*)
 Cr Dave Wilson
 Cr Gill Duncan (*via Zoom*)
 HWTM Andy Watson

In attendance

Mr Peter Beggs, Chief Executive
 Mr Arno Benadie, Chief Operating Officer
 Mrs Carol Gordon, Group Manager – Democracy and Planning
 Mr Dave Tombs, Group Manager – Corporate Services
 Ms Gaylene Prince, Group Manager – Community Services
 Mrs Sharon Grant, Group Manager – People and Culture (*via Zoom*)
 Ms Hilary Walker, Management and Systems Accountant
 Mr Ash Garstang, Governance Advisor

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ITEM 6.1 ATTACHMENT 1

UNCONFIRMED

1 Welcome / Prayer

The meeting opened at 9.31 am. Cr Dalgety read the Council prayer.

Cr Panapa joined the meeting at 9.33 am.

2 Apologies

Nil.

3 Public Forum

No Public Forum.

4 Conflict of Interest Declarations

No conflicts of interest.

5 Confirmation of Order of Business

No changes were made to the order of business.

6 Confirmation of Minutes

Resolved minute number 21/FPE/058

That the minutes of Finance/Performance Committee meeting held on 30 September 2021, as amended, 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.

Amendment:

Item 9.1 typo: change "that that" to "that the".

Cr B Carter/Cr D Wilson. Carried

6.2 Chair's Report - October 2021

Tabled Chair's Report taken as read.

Resolved minute number 21/FPE/059

That the Chair's Report – October 2021 be received.

Cr N Belsham/HWTM A Watson. Carried

7 Follow-up Action Items from Previous Meetings

7.1 Follow-up Action Items from Finance/Performance Meetings

Regarding the “600 litres per person” item (from the 24 June 2021 Committee meeting): Mr Benadie confirmed that this figure had been investigated and he confirmed that it was correct. A report has gone to the Assets/Infrastructure Committee regarding this topic, and the action item can be closed.

Mr Benadie advised that the action item regarding the bridges (from the 23 March 2021 Committee meeting) is now closed, and this information has been provided to the Assets/Infrastructure Committee.

The Mayor requested that future Follow-up Action items include the name of the elected member who initiated the action.

Resolved minute number 21/FPE/060

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

Cr A Gordon/Cr F Dalgety. Carried

8 Reports for Decision

8.1 Financial Snapshot - September 2021

In response to a query about outstanding work for the Hereford Heights Intersection, Mr Benadie noted that the only outstanding item is the footpath on the southern side. Mr Benadie was unsure what the \$150,000 carry-over represented and he will investigate this further.

In response to a query about the Marton Swim Centre roof, Mr Benadie advised that the roof was completed during the winter break.

Mr Tombs clarified that the carry-overs represent unspent budget as at 30 June 2021, so there may be some variance between the carry-overs in the report and the actual figures as of October 2021.

In response to a query, Mr Tombs advised that the Council fleet all come under capital expenditure, although he was unsure if that was just the expense of the acquisitions or other costs as well. Mr Tombs will investigate this and include a “trade-in” budget line to the November meeting, if necessary.

In response to a query about technology updates, Mr Tombs advised that it is mostly funded through depreciation. Mr Tombs further noted that as technology platforms move away from servers and to online clouds, expenditure will shift away from capital expenditure and towards operational expenditure. This will be an issue that will need to be addressed in the future.

Mr Tombs noted that a small number of other carry overs are expected to be included in next month's report and that the budget variance noted on page 27 was also caused by a timing difference in the receipt of invoices from a contractor.

Regarding the Whole of Council Activity Performance Report, Cr Belsham advised staff that there is some inconsistency in the variance percentage for \$0 budget line items. Some items show a variance of 0%, and others 100%. Mr Tombs will rectify this for future reports so that these items all read as 0%.

Resolved minute number 21/FPE/061

That the Finance/Performance Committee receive the report 'Financial Snapshot – September 2021'.

Cr B Carter/Cr T Hiroa. Carried

Resolved minute number 21/FPE/062

That the Finance/Performance Committee recommend to Council the carrying over from 2020/21 the list of projects included in this report, and the 2021/22 budgets are amended accordingly.

Cr F Dalgety/Cr T Hiroa. Carried

9 Reports for Information

9.1 Quarterly Property Sales

The Committee noted that there has been a dramatic increase in sales.

Cr Gordon asked if it was possible to see more detailed information for the 'Total Sales by Rating Category Group' graph (on page 31). Staff will investigate this.

The Committee discussed whether it was appropriate to seek a more regular district-wide valuation of properties, as the current 3-year cycle was resulting in large delays of up-to-date information. It was noted that making the QV valuations more regular could have implications for the Long-Term Plan and Annual Plan processes, as the valuations affect rates and this would therefore incur additional costs around governance and audit processes. The Committee voted on this (as per the below recommendation), but ultimately decided to leave the 3-year cycle in place and not to direct staff to investigate making it more regular.

Resolved minute number 21/FPE/063

That the report 'Quarterly Property Sales' be received.

Cr T Hiroa/Cr A Gordon. Carried

Recommendation

Staff to investigate the direct costs around a QV re-valuation of the district, if it was completed on a more regular basis than the three-year cycle.

Cr Duncan/Cr Gordon. Lost

The meeting closed at 10.32 am.

The minutes of this meeting were confirmed at the Finance/Performance Committee held on 24 November 2021.

.....
Chairperson

UNCONFIRMED

7 Follow-up Action Items from Previous Meetings

7.1 Follow-up Action Items from Finance/Performance Meetings

Author: Ash Garstang, Governance Advisor

1. Reason for Report

- 1.1 On the list attached items raised at previous Finance/Performance meetings. Items indicate who is responsible for follow up, 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 Actions Register** [↓](#)

Recommendation

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

Current Follow-up Actions

From Meeting Date	Details	Person Assigned	Status Comments	Status
28-Oct-21	Regarding the 'Total Sales by Rating Category Group' graph (pg 31 of Order Paper): Cr Gordon asked if it was possible to see more detailed information on this, such as the price per hectare. Staff will check if they have more detailed information on this.	Dave Tombs / Karin Cruywagen	Providing this extra information will require considerable configuration and testing to the current report. Staff will aim to look into this further in the new year.	In progress
28-Oct-21	Regarding the Whole of Council Activity Performance Report: Cr Belsham advised that some budget line items with \$0 show 0% variance, while other \$0 items show 100% variance. Staff to rectify this for future reports so that all \$0 items show as 0% variance.	Dave Tombs / Hilary Walker	Addressed	Closed
28-Oct-21	Regarding the Hereford Heights Intersection: Cr Wilson queried why there was \$150,000 carry-over for this. Mr Benadie was unsure and will investigate this further and advise.	Arno Benadie	Staff are investigating this.	In progress
28-Oct-21	Regarding Council's fleet: Cr Ash queried if the budget shown for this takes into account trade-ins. Mr Tombs will investigate this and include a "trade-in" budget line to the November meeting, if necessary.	Dave Tombs	Included in Finance report presented to Finance & Performance Committee in November 2021.	Closed
30-Sep-21	Staff to organise a workshop for elected members (and Ms Mauchline Campbell and Ms Fannin) to discuss how the Committee wants to consider grants applications in future.	Carol Gordon / Ash Garstang	A workshop was held on 11 November	Closed
30-Sep-21	Staff to upload future Statement of Service Performance dashboards to Council's website, once they have been received by the F/P Committee.	George Forster	The dashboard is in the development stages, once it is completed it will be uploaded to the Council Website.	In progress
30-Sep-21	With regards to Statement of Service Performance reporting: The Committee requested that focus areas of improvement identified by staff are highlighted in future reporting to the F/P Committee.	George Forster	A report is on the November Agenda with areas that need either the most improvement or a key focus area.	Closed
26-Aug-21	Staff to gain more information from Council's insurance broker regarding the Infrastructure Programme deductible.	Dave Tombs	Information emailed to Committee members on 26 October and included in a Report going to November meeting	Closed
26-Aug-21	Regarding 10.1 Rubbish & Recycling Activity Performance Report, page 34 - User fees & charges over budget by \$135k. Question - do we know what the split is of commercial users vs private users? Is this increase from commercial activities / commercial dumping?	Jess Mcilroy	This information needs to be provided by the operator, once the response has been received it will be emailed out to Committee Members.	In progress
25-Feb-21	Staff to review Councils Forestry Holdings.	Dave Tombs	Report will be included on Agenda once work related to the LTP, financial year end, Councilmark etc allows.	In progress
25-Feb-21	Revaluation impact across the sector.	Dave Tombs	Report will be included on Agenda once work related to the LTP, financial year end, Councilmark etc allows.	In progress

8 Chair's Report

8.1 Chair's Report - November 2021

Author: Nigel Belsham, Chair

Welcome to the Finance and Performance Committee meeting for November 2021.

In this month's order paper, we will be deliberating over the Community Initiatives Fund. We have received a small number of applications and some are well put together and will be of great benefit to our communities. Of interest is the smaller number of applications since the onset of the Covid pandemic. Knowing the implications of restrictions that have been in place, this certainly has had an impact on a number of events and initiatives across the district. It is up to us to ensure as many of our residents and groups are aware of this fund and the ability it has to help organisations provide great opportunities to benefit our district. Please help spread the word!

A number of large budget projects are now close to getting "spades in the ground" and we will be seeing the financial impact of them throughout the financials presented as they progress. The Project Management team have certainly been fulfilling their role in ensuring the drive continues to deliver these for our district. It is this committee's opportunity to ensure prudent questions are asked of the tracking of budgets and that any variations are well explained. Remembering also that the main reporting of the overall project status is reported through to Council and A & I.

Some of the performance reporting will be provided to today's meeting. As the year progresses, it will be good to see the new measuring tools in action and the information that they will provide. This should allow Council to really target continuous improvement across a number of areas as well as being able to celebrate where Council is excelling in the eyes of the community.

Looking forward to everyone's input into today's meeting.

Recommendation

That the Chair's Report – November 2021 be received.

9 Reports for Decision

9.1 Community Initiatives Fund - Consideration of Applications for Round One of 2021/22

Author: Ash Garstang, Governance Advisor

Authoriser: Carol Gordon, Group Manager - Democracy & Planning

1. Reason for Report

- 1.1 At its meeting on 25 February 2021, Council agreed to move the decisions of the below funding schemes to the Finance/Performance Committee, to take effect from July 2021:
 - a. Events Sponsorship Scheme
 - b. Community Initiatives Fund
- 1.2 The 2021/22 budget for the Community Initiatives Fund (CIF) is **\$30,000**. There are two funding rounds, for consideration by the Committee, in November 2021 and April 2022. It is suggested that the Committee allocate no more than 75% of the annual funding in Round One, in order that funds remain available for Round Two.
- 1.3 A total of **\$23,323.36** has been requested in Round One.
- 1.4 At its meeting on 09 April 2021, the Community Grants Sub-Committee agreed to amend the eligibility criteria to be 'guidelines', in order to allow the assessment committee to consider applications that, while they may not meet all eligibility criteria, may still have sufficient merit to warrant the approval of funding. This scheme is funded by rates, and the assessment committee has discretion in applying the guidelines.

2. Applications

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

Applicant	Amount Requested
Predator Free Marton	\$2,500
MartonNZ	\$2,500
Bulls Toy Library	\$1,408
Bulls and District Friendship Club	\$2,500
Rangitikei Golf Club Inc	\$785
Taihape Neighbourhood Support Inc	\$6,630.36
Diabetes New Zealand	\$2,500
Diabetes Rangitikei (bank account pending)	\$2,500
	\$23,323.36

- 2.2 It is a condition of the Community Initiatives Fund that Project Report Forms are returned before further funding can be sought. No applicants applying for Round One, 2021/22 have an outstanding Project Report Form.

3. Guideline Considerations

3.1 Diabetes Rangitikei:

- They do not currently have a group bank account. They are in the process of arranging this and are aware that funding cannot be paid without a group bank account being in place.

Recommendation 1

That the report 'Community Initiatives Fund – Consideration of Applications for Round One of 2021/22' be received.

Recommendation 2

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

- Predator Free Marton
- MartonNZ
- Bulls Toy Library
- Bulls and District Friendship Club
- Rangitikei Golf Club Inc
- Taihape Neighbourhood Support Inc
- Diabetes New Zealand
- Diabetes Rangitikei

9.2 Financial Snapshot - October 2021

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 financial 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 Internal Charges).
- 2.2 Consistent with previous months, most budget variances are timing differences which will 'correct themselves' during the coming months.
- 2.3 Covid has made some of these timing differences larger than would otherwise have been the case (especially in the Roding and Footpath results).
- 2.4 The allocation of Internal Charges, and their related budgets, has resulted in some large budget differences which all cancel out but do result in inflated 'Year To Date Budget Variances' for some departments.

3. Capital Expenditure

Year To Date Summary

- 3.1 The attached summary shows the budget variances split by cost centre with the larger budgets (>\$500k) being shown separately.
- 3.2 The attachments to this paper include a reconciliation between Budgets that are:
 - 3.2.1 reported in the 2021/22 Finance System; and
 - 3.2.2 used by the Project Management Office (which often cover multiple years).

2020/21 Projects

- 3.3 During 2020/21 Officers identified a number of capital projects that would not be delivered during 2020/21 and arranged for these budgets to be added to the 2021/22 capital budget. These budget carry overs increased the 2021/22 Capital Budget from \$32.8m to \$43.5m.
- 3.4 At the time Officers noted that, additionally, other 2020/21 capital budgets would be identified in the period post 30 June 2021 that would not be spent by 30 June 2021.
- 3.5 These capital projects have all previously been approved by Council but, for a range of different reasons, have incurred delays that have prevented them from being completed by 30 June 2021.
- 3.6 A number of these additional projects were included in last month's Financial Snapshot, when it was also noted that a smaller number would be included in this month's report.

3.7 Officers are now recommending that Finance and Performance Committee endorse these carry overs be taken to Council for approval to continue in 2021/22 and that the budgets are amended accordingly.

3.8 The additional projects required to be carried forward from 2020/21 are as follows:

Type	Carry Over	2021/22 Budget	2021/22 Available Budgeted Spend
Taihape Memorial Park	\$221k	\$1.6m	\$1.821m
Bulls Community Centre	\$271k	-	\$271k
Community Housing Building Alterations	\$89k	\$175k	\$264k
Bulls Civic Centre furniture	\$88k	\$30k	\$118k
Swim Centres (new pool covers etc)	\$65k	-	\$65k
Bulls Domain Pavilion	\$50k	-	\$50k
Taihape Domain Power Upgrade	\$30k	-	\$30k
Hautapu River Parks Project	\$15k	-	\$15k
Mangaweka Pavilion	\$8k	-	\$8k
Northern Rugby Sub Union	\$8k	-	\$8k
Fleet Proceeds from Disposal	\$35k	\$35k	\$70k

3.9 The 2021/22 capital budgets do not yet incorporate the amended project budgets referred to in Section 3.7 above or the recent changes to Waka Kotahi budgets. These will be updated for November reporting.

4. Treasury and Debt

4.1 At 31 October 2021 Council had \$5.6 million available for immediate needs, \$1 million in Term Deposits and \$5.9 million in Receivables.

4.2 Rangitikei District Council has not drawn down any debt in the 2020/21 financial year. The debt balance at 31 October remained at \$3 million.

4.3 Council's Long Term Plan (Prospective Statement of Cash Flows – page 121) shows that any capital expenditure in 2021/22 in excess of \$17m was expected to be 'debt funded' (Capital Expenditure of \$43.3m is budgeted to increase Debt by \$26.3m).

Attachments

1. **Budget Summary October 2021** [↓](#)
2. **Reconciliation : Project Budgets** [↓](#)

Recommendation 1

That the Finance and Performance Committee receive the report 'Financial Snapshot – October 2021'.

Recommendation 2

That Finance and Performance Committee recommend to Council the carrying over from 2020/21 the list of projects included in this report, and the 2021/22 budgets are amended accordingly.

**Whole of Council
Activity Performance Report
For the 4 months ended 31 October 2021**

	2021/22 YTD Actuals October	2021/22 YTD Budgets October	2021/22 YTD Variance October	2021/22 YTD Percentage Variance October	2021/22 Full Year Budget
	\$000	\$000	\$000	%	\$000
Revenue	(16,078)	(18,628)	(2,550)	-13.69%	-46,840
Subsidies and Grants	(2,749)	(5,488)	(2,738)	-49.90%	-18,780
Other Revenue	(1,271)	(1,355)	(84)	-6.19%	-3,544
Finance Revenue	(4)	(4)	(1)	-13.98%	-13
Other Comprehensive	(202)	0	202	100.00%	0
Rates	(11,853)	(11,781)	71	0.60%	-24,503
Expense	11,522	13,849	2,327	16.80%	40,702
Other Expenses	4,905	6,758	1,853	27.42%	19,532
Personnel Costs	2,327	2,289	(38)	-1.66%	6,632
Finance Costs	49	122	72	59.33%	496
Depreciation and Amortisation	4,241	4,681	440	9.40%	14,042
Internal Charges and Recoveries	0	0	0	0.00%	0
Grand Total	(4,556)	(4,779)	(223)	-4.66%	-6,138

Business Units
Activity Performance Report
For the 4 months ended 31 October 2021

	2021/22 YTD Actuals October	2021/22 YTD Budgets October	2021/22 YTD Variance October	2021/22 YTD Percentage Variance October	2021/22 Full Year Budget
	\$000	\$000	\$000	%	\$000
Revenue	(1,696)	416,342	2,112	507.31%	755
Subsidies and Grants	(46)	(61)	(15)	-24.81%	-184
Other Revenue	(8)	(12)	(4)	-34.91%	-35
Finance Revenue	(4)	(4)	(1)	-13.98%	-13
Other Comprehensive	(0)	0	0	0.00%	0
Rates	(1,639)	493,439	2,132	432.06%	987
Expense	1,609	354	(1,255)	-353.98%	-43
Other Expenses	785	1,184	399	33.71%	3,298
Personnel Costs	1,923	1,980	58	2.90%	5,739
Finance Costs	49	122	72	59.33%	-285
Depreciation and Amortisation	125	191	66	34.64%	574
Internal Charges and Recoveries	(1,273)	(3,123)	(1,850)	-59.23%	-9,369
Grand Total	(87)	771	858	111.27%	712

Variances > \$100k: Comments

Rates The rates variance is a temporary 'internal variance' caused by the allocation of General Rates Revenue to the Community & Leisure, Community Leadership, Community Wellbeing and Environment and Regulatory Groups. The variance above is offset by similar variances in these other Groups.

Other Expenses

The main cause of this variance is a timing difference of \$185k arising from 2021/22 Audit Fees being budgeted in advance of the costs being incurred and the reversal of the 2020/21 Audit Fee accrual. These will be eliminated during the 2021/22 year.

A number of other smaller favourable budget variances also exist - these are expected to be utilised during the 2021/22 year.

**Community & Leisure
Activity Performance Report
For the 4 months ended 31 October 2021**

	2021/22 YTD Actuals October	2021/22 YTD Budgets October	2021/22 YTD Variance October	2021/22 YTD Percentage Variance October	2021/22 Full Year Budget
	\$000	\$000	\$000	%	\$000
Revenue	(1,723)	(2,519)	(796)	-31.60%	-5,316
Subsidies and Grants	(150)	(60)	90	150.93%	-119
Other Revenue	(256)	(255)	1	0.57%	-787
Other Comprehensive	(202)	0	202	100.00%	0
Rates	(1,115)	(2,205)	(1,089)	-49.42%	-4,409
Expense	1,427	1,790	363	20.27%	5,315
Other Expenses	699	895	195	21.84%	2,413
Personnel Costs	0	0	0	0.00%	0
Finance Costs	0	0	0	0.00%	217
Depreciation and Amortisation	415	625	211	33.72%	1,876
Internal Charges and Recoveries	313	270	(43)	-16.11%	809
Grand Total	(296)	(729)	(433)	-59.42%	0

Variations > \$100k: Comments

Other Comprehensive Revenue This is connected with the sale of Walton St land.

Rates Revenue See Business Units above.

Other Expenses This YTD Budget variance relates mainly to the payment of Grants and is expected to be utilised during 2021/22.

**Community Leadership
Activity Performance Report
For the 4 months ended 31 October 2021**

	2021/22 YTD Actuals October	2021/22 YTD Budgets October	2021/22 YTD Variance October	2021/22 YTD Percentage Variance October	2021/22 Full Year Budget
	\$000	\$000	\$000	%	\$000
Revenue	(308)	(611)	(303)	-49.63%	-1,221
Other Revenue	(0)	0	0	0.00%	0
Rates	(307)	(611)	(303)	-49.65%	-1,221
Expense	358	405	47	11.65%	1,221
Other Expenses	241	228	(13)	-5.92%	688
Finance Costs	0	0	0	0.00%	0
Depreciation and Amortisation	0	1	1	100.00%	2
Internal Charges and Recoveries	117	177	60	33.93%	532
Grand Total	51	(205)	(256)	-124.63%	0

Variances > \$100k: Comments

Rates

See Business Units above.

**Community Wellbeing
Activity Performance Report
For the 4 months ended 31 October 2021**

	2021/22 YTD Actuals October	2021/22 YTD Budgets October	2021/22 YTD Variance October	2021/22 YTD Percentage Variance October	2021/22 Full Year Budget
	\$000	\$000	\$000	%	\$000
Revenue	(669)	(737)	(67)	-9.14%	-1,509
Subsidies and Grants	(322)	(52)	269	513.24%	-125
Other Revenue	(6)	(4)	2	42.44%	-24
Other Comprehensive	0	0	0	0.00%	0
Rates	(342)	(680)	(338)	-49.74%	-1,360
Expense	540	485	(55)	-11.32%	1,509
Other Expenses	303	295	(7)	-2.49%	946
Personnel Costs	118	61	(57)	-93.96%	176
Finance Costs	0	0	0	0.00%	0
Depreciation and Amortisation	2	3	2	49.30%	10
Internal Charges and Recoveries	117	125	8	6.42%	376
Grand Total	(130)	(252)	(122)	-48.52%	0

Variances > \$100k: Comments

Subsidies and Grants An unbudgeted \$250k Community Recovery Grant was received in relation to 'Mayors Taskforce for Jobs' grant from MSD. Another \$250k is expected this financial year. These funds will be offset by unbudgeted expenditure.

Rates Revenue See Business Units above.

**Environmental & Regulatory
Activity Performance Report
For the 4 months ended 31 October 2021**

	2021/22 YTD Actuals October	2021/22 YTD Budgets October	2021/22 YTD Variance October	2021/22 YTD Percentage Variance October	2021/22 Full Year Budget
	\$000	\$000	\$000	%	\$000
Revenue	(1,006)	(1,356)	(350)	-25.79%	-2,936
Subsidies and Grants	0	0	0	0.00%	0
Other Revenue	(702)	(752)	(50)	-6.71%	-1,729
Rates	(305)	(604)	(299)	-49.55%	-1,207
Expense	651	987	336	34.01%	2,936
Other Expenses	119	222	103	46.35%	665
Personnel Costs	286	247	(38)	-15.48%	717
Finance Costs	0	0	0	0.00%	0
Internal Charges and Recoveries	247	518	271	52.38%	1,554
Grand Total	(355)	(369)	(14)	-3.77%	0

Variances > \$100k: Comments

Rates See Business Units above.

Other Expenses This YTD Budget variance relates mainly to the payment of External Contractor costs and is expected to be utilised during 2021/22.

Roading & Footpaths
Activity Performance Report
For the 4 months ended 31 October 2021

	2021/22 YTD Actuals October	2021/22 YTD Budgets October	2021/22 YTD Variance October	2021/22 YTD Percentage Variance October	2021/22 Full Year Budget
	\$000	\$000	\$000	%	\$000
Revenue	(5,989)	(9,087)	(3,097)	-34.09%	-23,536
Subsidies and Grants	(2,231)	(5,314)	(3,083)	-58.01%	-15,942
Other Revenue	(39)	(49)	(10)	-20.32%	-147
Other Comprehensive	0	0	0	0.00%	0
Rates	(3,719)	(3,723)	(5)	-0.12%	-7,447
Expense	4,010	6,371	2,362	37.07%	19,096
Other Expenses	1,174	2,269	1,096	48.28%	6,697
Finance Costs	0	0	0	0.00%	93
Depreciation and Amortisation	2,679	2,725	47	1.71%	8,176
Internal Charges and Recoveries	157	1,377	1,220	88.59%	4,130
Grand Total	(1,980)	(2,715)	(736)	-27.09%	-4,440

Variances > \$100k: Comments

Subsidies and Grant

Subsidies and Grants Revenue is \$3.0m below Budget as the activity associated with Council receiving these Rooding Subsidies has been delayed. This variance is a timing difference that should catch up during coming months.

Other Expenses

Other Expenses is \$1m behind budget and is related to the above (delay in roading maintenance). Officers expect to be able to make up this backlog during the rest of the financial year (in the absence of any unforeseen prolonged interruption).

Rubbish & Recycling
Activity Performance Report
For the 4 months ended 31 October 2021

	2021/22 YTD Actuals October	2021/22 YTD Budgets October	2021/22 YTD Variance October	2021/22 YTD Percentage Variance October	2021/22 Full Year Budget
	\$000	\$000	\$000	%	\$000
Revenue	(743)	(762)	(19)	-2.48%	-1,723
Other Revenue	(234)	(225)	8	3.69%	-649
Other Comprehensive	0	0	0	0.00%	0
Rates	(510)	(537)	(27)	-5.07%	-1,074
Expense	434	587	153	26.10%	1,723
Other Expenses	406	501	96	19.06%	1,463
Finance Costs	0	0	0	0.00%	1
Depreciation and Amortisation	8	21	13	62.39%	64
Internal Charges and Recoveries	20	65	45	68.61%	195
Grand Total	(309)	(175)	134	76.88%	0

Variances > \$100k: Comments

**Water, Sewerage & Stormwater
Activity Performance Report
For the 4 months ended 31 October 2021**

	2021/22 YTD Actuals October	2021/22 YTD Budgets October	2021/22 YTD Variance October	2021/22 YTD Percentage Variance October	2021/22 Full Year Budget
	\$000	\$000	\$000	%	\$000
Revenue	(3,943)	(3,973)	(30)	-0.75%	-11,355
Subsidies and Grants	0	0	0	0.00%	-2,410
Other Revenue	(27)	(58)	(31)	-53.59%	-173
Other Comprehensive	0	0	0	0.00%	0
Rates	(3,917)	(3,916)	1	0.03%	-8,772
Expense	2,493	2,869	376	13.10%	8,945
Other Expenses	1,179	1,165	(14)	-1.24%	3,361
Finance Costs	0	0	0	0.00%	469
Depreciation and Amortisation	1,013	1,113	101	9.05%	3,340
Internal Charges and Recoveries	302	591	290	48.98%	1,774
Grand Total	(1,450)	(1,104)	346	31.34%	-2,410

Variations > \$100k: Comments

Rangitikei District Council
For Period 31st October 2021
Capital Expenditure +\$500k projects

Account	2021/22 YTD Budgets October	2021/22 YTD Actuals October	2021/22 Full Year Budget	Comments
Grand Total	10,096,595	3,030,981	43,488,287	
Business Units	329,009	282,820	889,498	
Community & Leisure Assets	2,057,012	665,137	8,465,912	
Domains	1,077,514	150,603	4,315,330	
4410170611. -60.1 Taihape Memorial Park	533,332	131,952	1,599,996	Detailed report provided separately to Council as part of PMO Reporting.
4410170630. Taihape Grandstand	200,000	13,591	1,000,000	Pricing has been received and will be presented to Council in November. PMO is recommending combining this project with the Amenities Building and complete the work at the same time.
4410174501. Taihape Amenities Detailed Design & Construction	340,000	0	1,700,000	Same as Taihape Memorial Park.
Halls	204,774	316,238	1,312,990	
4090170607. -84 Marton Memorial Hall	20,000	220,871	750,000	Various delays through issues during the construction phase (unknown issues and additional scope), work to be completed early 2022
4090174505. Marton Building Design & Construction	166,664	14,919	500,000	Better Business Case has been commissioned to create a recommendation to council how to progress with the construction. The full result can be expected by February 2022. Concept design for option development will be commissioned by December and should be completed by March 2022.
Libraries	707,224	26,702	2,287,672	
4080170605. 68: New Marton Admin & Library - Construction	658,224	0	1,974,672	Same as Marton Building Design & Construction.

Account	2021/22 YTD Budgets October	2021/22 YTD Actuals October	2021/22 Full Year Budget	Comments
Roading & Footpaths	3,849,906	1,554,161	19,456,873	
Subsidised Rooding	3,324,906	1,426,678	18,541,873	
70100745. Marton Rail Hub	200,000	414,160	7,800,000	Detailed report provided separately to Council as part of PMO Reporting.
70100782. Drainage Renewals	200,000	100,009	600,000	Work is completed December through to April. On target.
70100787. Sealed Road Surfacing	0	0	928,606	Expect to spend the full \$929k by end of March
70100795. Improvements- Low-Cost Low Risk	1,844,288	26,993	5,532,864	We are underspent due to: - Waka Kotahi late approving the programme, RMA consent process is becoming slower. Some of this may be deferred to 2022/23.
7010079601. Mangaweka Bridge Construction	666,668	627,824	2,000,004	Detailed report provided separately to Council as part of PMO Reporting.
Rubbish & Recycling	0	0	0	
Water, Sewerage & Stormwater	3,860,668	528,863	14,676,004	
Wastewater - Sewerage	2,632,004	280,982	10,690,012	
6070176204. 52: Wastewater Reticulation - Renewals	166,668	1,575	500,004	Currently on track to complete.
6070176205. 89: Wastewater Treatment - Renewals	166,668	60,074	500,004	Detailed report provided separately to Council as part of PMO Reporting.
6070176206. 54.1: Pipeline Marton to Bulls	0	47,425	1,200,000	Contract has been awarded and works have started on the pipeline.
6070176207. 54.2: Land Purchase	400,000	0	1,200,000	Land parcels are being identified and evaluated for their suitability.
6070177109. Papakai Pump Station Replacement	400,000	51,628	1,200,000	Detailed design stage, update Feb 2022.
6070177110. Marton to Bulls Centralisation Project	1,092,000	0	5,300,000	Detailed report provided separately to Council as part of PMO Reporting.
6070177111. Ratana Complete Upgrade	310,000	23,533	500,000	Detailed report provided separately to Council as part of PMO Reporting.
Water - District	896,668	156,721	2,690,004	
6060174501. 117.1: New Plant	300,000	43,215	900,000	Due for completion 30 June 2021
6060174503. Marton New Bore	333,332	13,325	999,996	Detailed report provided separately to Council as part of PMO Reporting.

Reconciliation : Project Budgets and Annual Budgets

Project	Total Project Cost	Source	Amount	Comments
Mangaweke Bridge	\$4,489,686	2020-21 Budget	\$4,489,686	Spent \$2.5 Mil in 2020/2021 FY and carry forward \$2 Mil to 2021/2022 FY
		2021-22 Budget	\$2,000,000	Carry forward from 2020/2021 FY
Marton to Bulls Wastewater pipeline	\$25,000,000	2020-21 budget	\$1,500,000	No spend in 2020-21 FY. Carry forward \$1.5 Mil to 2021-22 FY
		3 Waters Reform funding	\$3,500,000	No spend in 2020-21 FY. Carry forward \$3.5 Mil to 2021-22 FY
		2021-22 Budget	\$5,300,000	
		2022-23 Budget	\$6,700,000	
		2023-24 Budget	\$8,000,000	
Ratana Wastewater treatment project	\$2,425,000	2020-21 Budget	\$1,050,000	No spend in 2020-21 FY. \$1 Mil carry forward to 2021-22
		MfE funding	\$875,000	No spend in 2020-21 FY. Funding will be claimed after financial commitments.
		2021-22 Budget	\$500,000	
Bulls Bus lane and town square	\$1,025,603	2020-21 Budget	\$785,373	Carry forward of full amount to 2021-22 FY
		2020-21 Budget	\$441,368	Carry forward of full amount to 2021-22 FY
		2021-22 Budget	\$785,373	Carry forward from 2020-21 FY
		2021-22 Budget	\$441,368	Carry forward from 2020-21 FY
Taihape Memorial Park Ameniteis Building	\$3,100,000	2020-21 Budget	\$2,000,000	\$300 000 spent in 2020-21 FY and \$1.7 Carry forward to 2021-22 FY
		2021-22 Budget	\$1,700,000	\$1.7 Mil Carry forward from 2020-21 FY
		2022-23 Budget	\$1,200,000	
Taihaoe Grandstand	\$1,091,915	2020-21 Budget	\$0	\$96,076 spent in 2020-21
		2021-22 Budget	\$1,091,915	\$995,839 available in the 2021-22 FY
Marton Industrial Park	\$9,850,000	2020-21 Budget	\$750,000	CF to 2021-22
		IRG Funding	\$9,100,000	\$910,000 received in 2020-21 and mostly spent in 2020-21. Remainder to be received and spent in 2021-22
Marton Water Strategy	\$11,000,000	2021-22 Budget	\$1,000,000	
		2022-23	\$5,000,000	
		2023-24	\$5,000,000	
Regional Treatment plant consenting	\$452,655	2020-21 Budget	\$250,000	\$240,000 Carry Forward to 2021-22 FY
		2021-22 Budget	\$240,000	Carry forward from 2020-21 FY
		2022-23 Budget	\$250,000	

10 Reports for Information

10.1 Draft 2020/21 Annual Report & Summary Annual Report

Author: Danny Le Mar, Manager Financial Services

Authoriser: Dave Tombs, Group Manager - Corporate Services

1. Reason for Report

- 1.1 To present the Council's draft annual report and summary annual report for the 2020/21 financial year.

2. Context

- 2.1 Each year the Council is required to complete an Annual Report reporting on financial and non-financial results for the financial year just been.

The report is produced in line with relevant legislation and accounting standards.

This report is subject to audit before being adopted by Council.

Audit New Zealand are currently completing their audit over the annual report. The draft presented today incorporates changes known from the audit process up to 12th November 2021. When the final Annual report comes to Council, we will note any major changes between the draft and final reports.

3. Statutory Implications

- 3.1 Ordinarily the Annual Report must be adopted with attached audit opinion by 31st October. However, due to COVID these statutory deadlines have, for the second year, been moved to 31 December. The summary annual report must then be adopted within one month of the annual report being adopted. We are expecting to still meet our statutory deadlines.
- 3.2 Audit New Zealand have indicated that we are likely to receive an emphasis of matter paragraph in our audit opinion. This is to highlight our Events After Balance Date note, which highlights the announcement Central Government made relating to the 3 waters.
- 3.3 This year it is likely we will receive the same qualification in our audit opinion that we received last year. The qualification was for completeness of our mandatory measure relating to total complaints. We believe the issue is resolved, however, as the resolution of the issue was not for the entire period it still stands for the current annual report.

4. Conclusion

- 4.1 These are draft financial statements presented for information purposes, no options or similar considerations are presented.

Attachments

1. **Draft Annual Report 2020/21 (under separate cover)**
2. **Draft Summary Annual Report**

Recommendation

That the Draft 2020/21 Annual Report & Summary Annual Report be received..

Pūrongo ā-Tau Annual Report Summary 2020/21



RANGITIKEI
DISTRICT COUNCIL

making this place home

Mihi

E ngā mana, e ngā reo, e ngā rau
rangatira mā o te rohe o Rangitīkei,
tēnā koutou katoa.

Mihi mahana tēnei o te Kaunihera
o Rangitīkei kia tātou katoa e noho
ana ki roto i te rohe nei, nau mai,
whakatau mai ra.

Whakataka te hau ki te uru,
Whakataka te hau ki te tonga,
Kia mākinakina ki uta,
Kia mātaratara ki tai,
E hī ake ana te atakura,
He tio, he huka, he hau hū,
Tīhei Mauriora!

The Rangitīkei District Council
acknowledges all those
who live within our District.

We send a warm welcome to
you all.

Cease the winds from the west
Cease the winds from the south
Let the breeze blow over the land
Let the breeze blow over the ocean
Let the red-tipped dawn come with
a sharpened air
A touch of frost, a promise of a
glorious day!



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Introduction

The Annual Report explains the Council's performance in 2020/21 against the third year of the Long Term Plan for 2018-28, and against the various legislative and accounting requirements under which the Council is required to operate.

The year's major achievements are:

- Strategic Vision to 2050 –The Executive Leadership team has developed further detail based on the four well-beings in the Local Government Act – social, economic, environmental and cultural.
- Long Term Plan 2021-2031 – Council adopted the Long Term Plan for 2021-2031 on 8 July 2021.
- Mangaweka Bridge – The contract to construct the new bridge was awarded in September 2020. At the end of June 2021 the project was 50% complete.
- Marton Water Strategy – Council approved the creation of a new Marton Water Strategy that will use groundwater as an alternative raw water source in place of the current Marton Dams.
- Taihape Memorial Park Facilities – A site for the new facility building has been finalised and detailed design plans are being prepared for a single-storey facility, following engagement with Park users.
- Historic landfill on Pūtōrino Road – Council is remediating the historic landfill on Pūtōrino Road with work mostly done (in conjunction with Horizons Regional Council and relevant iwi).
- Planning for online electronic building consent applications.
- District Plan Change – The process for a Council initiated District Plan Change to rezone rural land south of Marton to an industrial zone is underway.
- Marton Rail Hub – Council's application to the Provincial Growth Fund has been successful, in August, the Minister of Infrastructure announced that the facility will receive \$9.1 million from the Government's COVID-19 Response and Recovery Fund.

For those interested in the full Annual Report, copies are available at:

- the Council Offices, 46 High Street, Marton
- the District Libraries or
- our website www.rangitikei.govt.nz

Andy Watson Mayor
XX Month 2021

Peter Beggs Chief Executive
xx month 2021



Council's Role

The Rangitīkei District Council undertakes services for the residents and ratepayers of the Rangitīkei.

The Local Government Act 2002 defines the purpose of Local Government as to:

"... enable democratic local decision-making and action by, and on behalf of communities and;

... promote promote the social, economic, environmental, and cultural well-being of communities in the present and for the future.

Council Operations

The Council appoints a Chief Executive to be in charge of the Council operations and delegates certain powers of Management to him as required under Section 42 of the Local Government Act 2002.

The Chief Executive appoints staff to carry out all of the Council's significant activities. The chart below shows the Council's governance structure.

Highlights for 2020/21



Community Leadership

Highlights for 2020/21

- **Elections** – The October 2019 elections, conducted on the basis of three wards (Northern, Central and Southern), resulted in six first-time Councillors. The next elections will be held in October 2022.
- **Strategic Vision to 2050** – The newly elected Council had a strategic planning day on 20 November 2020. The outcome from this is a statement on Council's strategic vision to 2050. The Executive Leadership team has subsequently developed further detail based on the four well-beings in the Local Government Act – social, economic, environmental and cultural.
- **Long Term Plan 2021-2031** – Council adopted the Long Term Plan for 2021-2031 on 8 July 2021. At that meeting the rates resolution for 2021/22 was also adopted. The 2021-2031 Long Term Plan projected a rate increase of 7.07% for the 2021/22 year; followed by 7.29% for year two and 6.54% for year three.
- **Regional collaboration** – Council has been a member of the Horizons working group on Climate Change and will continue its involvement through 2021/22.
- **Spatial Plan** – Work has begun on a spatial plan for the District to provide a blueprint for future land use and growth over the next 30 years. It will examine how much and where additional land should be provided for residential, industrial or commercial land to meet future growth. And it will also identify key transformational projects related to future land use across our activities, linking in with other strategies we are developing, such as for parks. The spatial plan sets the strategic direction for the review of the District Plan (think zoning and rules) that will follow and will help to guide infrastructure investment decisions. This project has been named Pae Tawhiti Rangitikei Beyond to represent the future-focused nature of the project.
- **Preparation of Order Papers** – Order Papers for Council, Committees, Boards, Community Committees and other meetings have continued to be delivered to ensure that decision-making was compliant and useful.



Roading and Footpaths

Highlights for 2020/21:

- **COVID-19** – The alert level responses delayed the scheduled work programme. However, 50km of road were sealed and rehabilitation works on Parewanui Rd (Length 1700m) and Tutaenui Rd (Length 240m) were completed.
- **Mangaweka Bridge** – The contract to construct the new bridge was awarded in September 2020. At the end of June 2021 the project was 50% complete. The completion date for the project is August 2022. There is a 'Memorandum of Understanding between Mangaweka Heritage Inc., Rangitikei, and Manawatu District Councils for the ongoing maintenance of the historic bridge.
- **Emergency works 2019/20** – The repair of two sites on Turakina Valley Road were delayed by consenting issues. However, both sites, Turakina-3 south of Drysdale, and Turakina-2 north of Macleays were completed by June 2021.
- **Taihape-Napier Road** – Rangitikei and Hasting District Council jointly undertook a strategic transport study of the Taihape – Napier Road to further assess the scale of the issues and opportunities. The intention was to develop a vision and long-term strategy for the corridor. Given funding for the 2021-24 National Land Transport Programme was constrained, Waka Kotahi did not declare the Taihape – Napier Road a state highway or a special purpose road. The improvements that were identified in the study have been included in the 2021-31 Long Term Plan.



Water Supply

Highlights for 2020/21:

- **Marton Dam repairs** – All spillway repairs to both dams have been completed. The operating levels of both dams will have to be managed at a lower level to reduce the number of spillway events during the year.
- **Marton Water Strategy** – Council approved the creation of a new Marton Water Strategy that will use groundwater as an alternative raw water source in place of the current Marton Dams. The strategy includes the construction of an additional new production water bore and a new water treatment plant constructed on the existing treatment plant site. Funding has been included in the first three years of the 2021 – 2031 LTP.
- **Improved water supply resilience in Bulls** – The completed Bulls Water Strategy identified the appropriate size and position for the new Bulls drinking water reservoir. Construction of the new reservoir has been completed. The new drinking water pump station and rising main will be constructed in the 2021/22 financial year.
- **Taihape Network Upgrade** – A new pressure reducing valve (PRV) and associated pipework has been installed and completed. The Taihape water supply is pressure sensitive due to the hilly topography, and this new equipment will reduce the risk of breaks and leaks in a substantial portion of the network.
- **Watermain renewals** – The Tutaenui Trunk Main between Jeffersons Line and Somersal Lane has been replaced.
- **Erewhon Rural Water Scheme** – A substantial portion of the rural supply network was replaced during the 2020/21 financial year. This portion of the network is located in an area that is not easily accessible and failure of this part of the network posed a serious risk to the water supply. Further renewals of other critical portions of the rural scheme will follow.



Sewerage and the Treatment and Disposal of Sewage

Highlights for 2020/21:

- **Ratana Wastewater Treatment Plant** – Funding has been secured through the Freshwater Improvement Fund to enable the disposal of treated wastewater to go to land. However, this is dependent on suitable land being identified. Land identified for a potential lease agreement became unavailable after it was identified as rare and endangered habitat. Two new land parcels have now been identified as potential solutions and negotiations for this continue.
- **Wastewater Reticulation Renewals** – A portion of the Taihape wastewater network along Hautapu Street has been replaced.
- **Papakai Pump Station** – The current wastewater pump station on Papakai Road can no longer supply the level of service required to ensure improved environmental outcomes. A detailed options study to identify the best location for a new pump station has been completed. Work on the detailed design of a new wastewater pump station in the identified location has started.
- **Bulls and Marton Wastewater Treatment Plants** – The current consent application for the Bulls Wastewater Treatment Plant lodged with Horizons Regional Council in 2015 was put on hold pending the outcome of a business case process for a combined wastewater discharge for Marton and Bulls. Council agreed to this recommendation in August 2018. During the 2020/21 financial year a wastewater loads and flows analysis and a wastewater characterisation study of the Bulls and Marton influent and treatment plants was completed. A wastewater treatment performance study as well as a detailed sludge survey has been completed for the Bulls and Marton plants. A concept and detailed design of the Marton to Bulls pipeline as well as the first phase of a two-phase procurement strategy has been completed. Construction of the Marton to Bulls pipeline is expected to be completed by June 2022.



Tutaenui Reservoir



Stormwater Drainage

Highlights for 2020/21:

- **Stormwater reticulation renewals and improvements** – scheduled works.
- **Scotts Ferry** – A detailed study of the Scotts Ferry stormwater system was completed and identified improvements to the open drains and subsoil drains in and around Scotts Ferry. The construction of all the identified upgrades has been completed. The last item to complete for Scotts Ferry is the installation of an automated pump system to be used during heavy rain events when the river levels are too high to allow gravity to drain the system. The pump automation is planned for the 2021/22 financial year.
- **Wellington Road, Marton** – The upgrade of the Wellington Road stormwater drainage at the Rail overpass has been completed.



Community and Leisure Assets

Highlights for 2020/21:

- **Te Matapihi: Bulls Community Centre** – Construction commenced in January 2019 but completion was delayed, primarily due to the COVID-19 alert responses at levels 4 and 3 which prevented site works. A cultural design for the interior and exterior of the building was produced by artist Len Hetet, in partnership with iwi. The building had its formal opening on 25 September 2020 (at which the Minister of Local Government attended and spoke) and provided library and visitor information services from 28 September 2020. Te Matapihi, designed by Architecture Workshop Ltd was one of three winners in the Public Architecture category, with judges describing the building as a confident public community centre that fulfills the key project aspiration: to create a community centre located around a soon-to-be developed urban space. Tenders for the town square and extended carpark (to allow for buses) have been approved, with work to commence in October 2021.
- **Community-led Projects** – There have been a range of on-going projects occurring throughout the District which have been led by the local community including, planting, playgrounds, halls and other initiatives. These include the new Te Āhuru Mōwai Playground in Marton, the development of the Hautapu River Parks in Taihape, and renovations at a number of Rural Halls around the district.
- **Taihape Memorial Park Facilities** – A site for the new facility building has been finalised and detailed design plans are being prepared for a single-storey facility, following engagement with Park users. Construction for this building is planned for February 2022. The Grandstand is currently being investigated for options to strengthen it.

- **Tutaenui Reservoir: Marton B and C Dams** – Work is ongoing at the Dams with the management plan being implemented, weed control being undertaken across the site and number of planting has been completed. The formal opening to the public occurred on 10 October 2020.
- **Libraries** - During COVID-19 Level 3, a stock take and weeding of material was undertaken at all three libraries, with the older stock being sold and the rest rotated. External funding was received from the JBS Dudding Trust for \$20,000.00 for purchasing books and educational resources and refreshing the Bulls Centre collection. The Libraries were also successful in applying to the New Zealand Libraries Partnership Fund securing funding for two full-time staff to drive Community and Digital Engagement in our District. The funding covers the costs of the two fixed term positions until June 2022. We also secured approximately \$16,000.00 from the same fund for resources for our libraries. This included purchasing Tablets, a Projector and Portable Screen, Te Reo and Samoan language resources and Lego sets for our Libraries.
- **Public toilets** – New toilets have been installed at Te Āhuru Mōwai Playground, Marton, Centennial Park, Marton, and (on a 24/7 basis) at Follett Street, Marton.
- **Marton RSA and Citizens' Memorial Hall upgrade** – Council's application to the Provincial Growth Fund was successful. On 9 October 2020, the Minister of Regional Development announced 97 grants to town halls and war memorials halls, including \$500,000 for renovation works at the Marton Memorial Hall including the removal of asbestos, creating an additional emergency exit, electrical and heating works, installing a fire alarm, painting and enabling the ablution blocks to be wheel chair accessible.



Rubbish and Recycling

Highlights for 2020/21:

- **Waste Transfer Stations** - Council continued to operate its waste transfer stations in Ratana, Bulls, Marton, Hunterville, Mangaweka, and Taihape.
- **Historic landfills** – Council is fixing the issue with work mostly done (in conjunction with Horizons Regional Council and relevant iwi) to address the historic landfill on Pūtōrino Road exposed in August 2018 by a substantial change of course by the Rangitikei River. There has been a review of Council files (including those in Archives Central) to identify other sites which were operated by Council (or its predecessors).



Environmental and Regulatory Services

Highlights for 2020/21:

- **Building Accreditation** – The Council Building Control Authority (BCA) underwent its two yearly audit conducted by International Accreditation New Zealand (IANZ) in February 2021, the BCA remains accredited with the next audit assessment date of February 2023.
- **Planning for online electronic building consent applications** – A budget allocation for this has been made in 2020/21, as part of the implementation of the Information Services Strategic Plan.
- **District Plan Change** – The process for a Council initiated District Plan Change to rezone rural land south of Marton to an industrial zone was delayed due to COVID-19 response restrictions in March 2020. The hearing was conducted by an independent commissioner who issued his report in August 2020, approving the rezoning of 40 ha. One appeal has been made to the Environment Court, which is expected to be resolved by December 2021.
- **Implementation of the Building (earthquake-prone buildings) Amendment Act** – Officers have continued issuing assessment notices for potentially earthquake-prone buildings. So far 178 inspections have been carried out. (60 were assessed during 2019/20.) There are 29 to be done assessed and 6 buildings have been issued with final earthquake-prone notices.
- **Animal Control** – Council continued to provide animal control services for both Rangitikei and Manawatu districts under a shared services arrangement.
- **Food Act and Health Act** – Council has continued to use Whanganui District Council to provide the inspections and verifications required under this legislation.



Community Well-being

Highlights for 2020/21:

- **Pandemic response** – Council developed and regularly reviewed its Pandemic Response Plan and Covid-19 Resurgence Plan. Following the first lockdown debrief, Council implemented an improvement action plan which included increasing the capability and capacity of its internal Emergency Operations Centre Team (Pandemic Response Team), and enhancing local welfare response arrangements within the District.
- **Marton Rail Hub** – Council’s application to the Provincial Growth Fund has been successful: in August, the Minister of Infrastructure announced that the facility, to be built at the key freight hub of Marton, will receive \$9.1 million from the \$3 billion set aside in the Government’s COVID-19 Response and Recovery Fund. Council estimates that this build, which will include a debarker facility, will create up to 83 jobs. When up and running it will enable more efficient log transportation in the lower North Island, as well as creating 22 full time jobs.
- **Community Organisations** - Council has continued to work with the four local organisations with whom it has established Memorandum of Understanding which sets out the partnering arrangements.
- **Youth Development** – The Youth Council has continued to function, although proceedings were interrupted by the COVID-19 alert responses. Youth Awards were successfully conducted, with generous sponsorship from local businesses. Officers have continued with the ongoing facilitation of the youth zones in Taihape and Marton.
- **Mahi Tahī** – In 2020–2021, the Rangitikei District Council was one of twenty-three rural councils that successfully secured \$500,000 each from the Mayor’s Task Force for Jobs (MTJF) Community Recovery Programme, supported by the Ministry of Social Development (MSD), and tasked with getting a minimum of 50 people into employment in the fiscal year. Council branded this initiative Mahi Tahī – Rangitikei Employment Programme and it was run in conjunction with Te Rūnanga O Ngā Wairiki Ngāti Apa, working closely with MSD, and operating from Te Poho o Tuariki. This pilot was successful and with a total job placement of 143. Further funding was approved for 2021/22.
- **Town Signage** – Further work has been undertaken to finalise new signage with icons to reflect towns’ identity throughout the District.
- **www.rangitikei.com** – Council has continued to manage www.rangitikei.com which is now a secondary domain to www.visitrangitikei.nz; it now has a closer alignment in design with the Council site and a heavier focus on exploring and discovering the district for increased public awareness and value addition to visitor focused business, district promotion and community wellbeing.
- **Economic development** – As part of adding detail to the Council’s strategic vision an outline economic development strategy was developed and there has been discussion with regional partners on the approach to be taken to assist with post-COVID recovery.
- **Emergency management** - Council achieved enhanced internal capability within its emergency operations centre (EOC) team with approximately 50% of employees being trained members of the EOC team and 98% of employees completing foundational emergency response training. Three scenario-based exercises were undertaken throughout the year and Council has reestablished its district-based Emergency Response and Local Welfare Committees. Council’s emergency management function has been brought in-house from 2021/22.

Financial Statements

Explanation of major variations against budget

Explanations for major variances from the Council's budget figures for 2020/21 in the 2018-28 Long Term Plan are noted below: More detailed analysis of variances may be found in note 27 of the financial statements and in the commentary of the various groups of activities in the full Annual Report.

Statement of comprehensive revenue and expense

The statement of comprehensive revenue and expense shows operating expenditure was \$2.48 million more than budget and operating revenue was above budget by \$6.25 million, resulting in an operating profit before gains and losses on PPE and investments of \$6.19 million against a budget of \$2.15 million. The profit after tax was \$6.19 million.

Revenue was higher than expected primarily due to \$3.88 million of unbudgeted subsidies and grants, and increased demand for resource consents.

Cash and cash equivalents is \$2.513 million below budget. This is due to budgeted capital works not being completed with less borrowings required resulting in less cash reserves.

More detailed analysis of variances is presented in note 27 of the financial statements and in the commentary on the various groups of activities in the full Annual Report.

Statement of financial position

Council had net assets of \$613 million, largely represented by property, plant and equipment. Council has a strong cash position of \$6.99 million as at 30 June 2021. This is mainly as a result of a significant underspend in capital works this year



Summary Financial Results

Summary Statement of Comprehensive Revenue and Expense

For the year ending 30 June 2021

	2021 Actual (\$000)	2021 Budget (\$000)	2020 Actual (\$000)
Total operating revenue	44,066	37,542	34,866
Less finance Costs	87	138	96
Less other operating expenditure	37,786	35,251	35,668
Net surplus (deficit) before revaluation losses	6,192	2,153	(898)
Loss on revaluation of property, plant and equipment	-	-	-
Net surplus (deficit)	6,192	2,153	(898)
Income tax expense	-	-	-
Financial assets at fair value through other comprehensive revenue and expense	-	-	18
Gain on revaluation of property, plant and equipment	-	-	7,994
Comprehensive revenue and expense	6,192	2,153	7,114

Summary Statement of Changes in Net Assets/Equity

For the year ending 30 June 2021

	2021 Actual (\$000)	2021 Budget (\$000)	2020 Actual (\$000)
Balance as at 1 July	606,684	603,628	599,570
Total comprehensive revenue and expense for the year	6,192	2,153	7,114
Balance as at 30 June	612,876	605,781	606,684

Summary Statement of Financial Position

For the year ending 30 June 2021

	2021 Actual (\$000)	2021 Budget (\$000)	2020 Actual (\$000)
Current assets	10,292	13,050	12,896
Non-current assets	611,824	621,217	604,002
Total assets	622,116	634,267	616,898
Current liabilities	5,568	4,115	6,336
Non-current liabilities	3,673	24,371	3,878
Total liabilities	9,241	28,486	10,214
Net assets	612,876	605,781	606,684
Represented by equity			
Accumulated funds	468,922	451,935	462,942
Special and restricted reserves	4,504	149,553	4,292
Other reserves	139,450	4,293	139,450
Total equity	612,876	605,781	606,684

Summary Statement of Cash Flows

For the year ending 30 June 2021

	2021 Actual (\$000)	2021 Budget (\$000)	2020 Actual (\$000)
Net cash inflows (outflows) from operating activities	16,674	14,582	13,863
Net cash inflows (outflows) from investing activities	(18,074)	(37,159)	(14,944)
Net cash inflows (outflows) from financing activities	(16)	22,577	(16)
Net cash inflows (outflows) for the year	(1,416)	-	(1,097)
Cash and cash equivalents at the beginning of the year	8,407	9,504	9,504
Cash and cash equivalents at the end of the year	6,991	9,504	8,407

Summary Capital Expenditure

For the year ending 30 June 2021

	2018 LTP Y3 (\$000)	2021 Annual Plan (\$000)	2020 Actual (\$000)
Community Leadership	-	-	-
Roading and Footpaths	6,306	12,552	8,530
Water Supply	3,059	5,882	3,368
Sewage and the Treatment and Disposal of Sewage	1,781	6,656	818
Stormwater Drainage	1,149	1,455	531
Community and Leisure Assets	4,477	9,755	3,361
Rubbish and Recycling	-	-	-
Environmental and Regulatory Services	-	-	-
Community Well-being	-	-	-
Total Capital Expenditure	16,772	36,300	16,609

Post balance date events

On 17 August 2021 all of New Zealand moved to Covid Delta Alert Level 4. On 31 August 2021 all of New Zealand, south of Auckland, moved to Alert Level 3. On 7 September 2021 New Zealand, except Auckland, moved to Alert Level 2 on which the Rangitikei District still complies with. No significant impact of these level changes are anticipated.

On 27 October 2021 the Local Government Minister announced that the central government will proceed with the three waters service delivery reforms using a legislated "all in" approach. The Three Waters Reform involves the creation of four statutory water services entities to be responsible for the service delivery and infrastructure from local authorities from 1 July 2024. There is still a number of uncertainties associated with the new three waters services delivery model including the mechanism for how assets will be transferred to the newly established entities and the control and governance of these entities. Notwithstanding the current uncertainty, the announcement, once legislated, will mean Council is no longer responsible for the delivery and infrastructure of three water services from 1 July 2024.

Additional information

- 1 The reporting entity is the Rangitikei District Council which is a territorial local authority governed by the Local Government Act 2002 and is domiciled in New Zealand.
- 2 The specific disclosures in the summary financial report have been extracted from the full financial report which was adopted and authorised for issue by Council on 16 December 2021.
- 3 The Financial Statements are for the year ended 30 June 2021 and all figures are in New Zealand dollars and rounded to the nearest thousand dollars.
- 4 The Local Government (Financial Reporting and Prudence) Regulations 2014 specifies a benchmark disclosure statement in the Council's annual report covering the current year and the four preceding years. These cover rates affordability, debt affordability, balanced budget, essential services, debt servicing, debt control and operations control. Council met nine of the ten benchmarks in 2020/21.
- 5 The summary financial report cannot be expected to provide as complete an understanding as the full financial report. The full financial report on 16 December 2021 received an unmodified Audit Opinion (excluding the Significant Activities Statement which was qualified because of uncertainty on the verification of numbers of complaints about some services). This report is available from the Council Office, Libraries and Information Centres, and on our website www.rangitikei.govt.nz.
- 6 The Council has designated itself a Public Benefit Entity (PBE) for financial reporting purposes.
- 7 The full financial statements were prepared in accordance with New Zealand Generally Accepted Accounting Practice (NZ GAAP), and with Tier 1 Public Benefit Entity (PBE) accounting standards. The full financial statements include a statement of compliance to this effect.
- 8 These Summary Financial Results are in compliance with the PBE FRS 43 Summary Financial Statements.

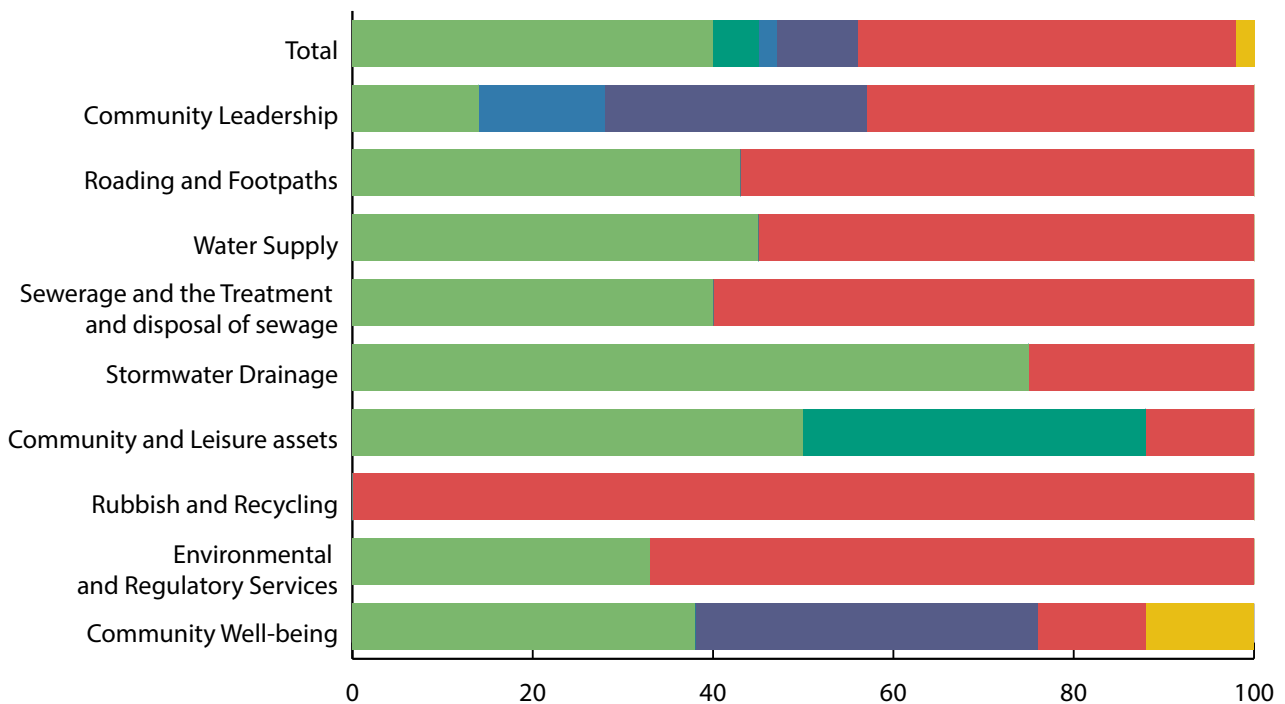
Levels of Service

The full report documents results for 53 intended levels of service across the nine activity groups.

An overall assessment of the actual levels of service compared with what was intended has a less certain basis than measuring financial performance because qualitative as well as quantitative information is used. The detailed analysis is provided under each group of activities.






The following chart shows the overall achievement for the year. 69% of the measures were either partly or fully achieved (64% last year). A further 4% were in progress (8% last year).


Of the 18 mandatory measures where the measure is applicable and data is available, 12 were achieved, two were partly achieved and four were not achieved.



- **Achieved**
 Required actions have been completed
 Or where a long-term level of service is targeted, the results for the year are in keeping with the required trend to achieve the intended level of service
- **Partly achieved**
 Some outputs contributing to the intended level of service have been achieved (e.g. 3 workshops held of the 4 initially proposed)
 Or the result for the year is between 60% and 75% of the intended level of service
- **Achieved/ongoing**
 A particular level of service has been achieved. But it is multi-faceted and not totally time related in that there are constant actions continuously adding to it.
- **In progress**
 No actual output has been achieved but pre-requisite processes have commenced
- **Not commenced**
 No actions to achieve the stated level of service have begun
- **Not achieved**
 None of the required actions have been undertaken
 Or the result for the year is less than half of the intended level of service
 Or where a long-term level of service is targeted, the results for the year are contrary to the required trend to achieve the intended level of service
- **Not yet available**
 Timing of the relevant data set has been delayed or will occur in a subsequent year
- **Not applicable**
 The scope of the [mandatory] measure does not apply to the Council

Summary Commentary on each group of activities

Activity	What we did	
 <p>Community Leadership</p>	<p>59% of Annual Plan actions were substantially undertaken or completed by 30 June 2021.</p>	<p>Improved satisfaction ratings from each member of Te Roopuu Ahi Kaa (TRAK) about the effectiveness of the Māori responsiveness framework.</p>
 <p>Roading</p>	<p>95.6% of the unsealed network was re-metalled this year.</p> <p>95.3% of CBD footpaths are grade 3 or higher.</p> <p>93% of non-CBD footpaths are grade 3 or higher.</p>	<p>The sections identified as a grade 5 footpaths are programmed to be addressed in 2021/22 and 2022/23.</p> <p>There were a total 576 footpath and road requests, 267 were completed on time (46%): The low performance recorded above was caused by the way the data was captured for the majority of the year on the Request For Service (RFS) system rather than the works being completed late. Where the system captured the date of data entry as the completion date rather than correctly reflecting the actual completion date of the work. Staff have now corrected the way they capture the data and this measure should improve in the next financial year (2021/22)</p>
 <p>Water supply</p>	<p>No E.coli has been detected in any of the supplies. However Protozoa compliance was not achieved at the following treatment plants: Bulls, Mangaweka, Hunterville Urban, Taihape. Marton and Ratana are fully compliant</p> <p>No incidents of non-compliance with resource consents.</p>	<p>Reasons for non-compliance were UV disinfection interruptions and increased turbidity levels in the Rangitikei River making it unable to achieve required turbidity levels through the filters.</p> <p>There were 13 unplanned water supply disruptions, with the median response time of 15 minutes.</p>
 <p>Sewerage and the Treatment and Disposal of Sewage</p>	<p>6 out of 7 wastewater treatment plants non-compliant. This is a measure of all Council owned wastewater treatment plants' performances over the year. The treatment plants have a variety of consent limits for a large number of measurement parameters, and 6 of the 7 plants have exceeded one or more of the site specific limits on 1 or more occasions during the year.</p>	<p>Fault response time and customer satisfaction have improved compared to last year.</p>
 <p>Stormwater Drainage</p>	<p>There were no flooding events in the District.</p>	<p>There were 4.36 callouts per 1,000 connections (0.24/1000 last year).</p>

Activity	What we did	
 <p>Community and Leisure Assets</p>	<p>There was one new toilet (at Te Āhuru Mōwai Playground) which meets requirements.</p> <p>Parks and cemeteries throughout the District have been consistently maintained to the agreed levels of service with the exception of the spring growth period.</p> <p>PoolSafe accreditation received May 2021</p>	<p>Number of users of pools has increased in Marton to 21,358 compared to last year's 19,997.</p> <p>Number of users of pools has decreased in Taihape to 9,086 compared to last year's 9,649.</p> <p>68 of the 72 community housing units achieved 95% or more compliance.</p>
 <p>Rubbish and recycling</p>	<p>Waste to landfill tonnage volume has increased from last year, factors such as population growth will be contributing to the greater volumes in waste to landfill.</p>	<p>The percentage of waste diverted was less than last year, as recycling needs to be physically taken to the transfer station by the consumer, this would contribute to less waste diverted from landfill.</p>
 <p>Environmental and Regulatory</p>	<p>81.38% of building consents, 56.82% resource consent subdivision and 75.61% resource consent land use applications were issued within the 20-day statutory period.</p> <p>Animal control and environmental health: 78% of callouts responded to in time; 68% were resolved in time.</p> <p>IANZ Accreditation Audit took place in late February 2021</p>	<p>Due to an increase in workload resulting from an increase in the number of building consents, resource consents and general enquiries the need for more resource in this area has been identified. This has been addressed as a part of the Long Term Plan process for more staff to be employed in this area of Council.</p>
 <p>Community Well-being</p>	<p>Civil Defence has delivered two Integrated Training Framework programmes (intermediate level) and three scenario-based exercises. They completed debrief and implemented improvement action plan following the Covid-19 Incident Management Team response.</p>	<p>Although Rangitikei earnings data growth is marginally lower than 2019/20, its robust result, despite the dampening effect of Covid-19, is due to high primary product commodity prices (milk, milk solids, beef, mutton, logs).</p> <p>Lower GDP figures reflect the dampening effect of Covid-19 lockdowns and reduced exports vs. 2019/20.</p>

AUDIT REPORT





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46 High Street, Private Bag 1102, Marton 4741

Making this place home.

10.2 QV Monthly Report - September 2021

Author: Danny Le Mar, Manager Financial Services

Authoriser: Dave Tombs, Group Manager - Corporate Services

1. Reason for Report

- 1.1 To provide the Finance and Performance Committee with the September 2021 Monthly report provided by QV.

2. Discussion and Options Considered

- 2.1 Main highlight of the report is that buildings under construction have been higher at the start of the year on average 35 properties per month
- 2.2 Other items within the report are following the same trend as prior year.

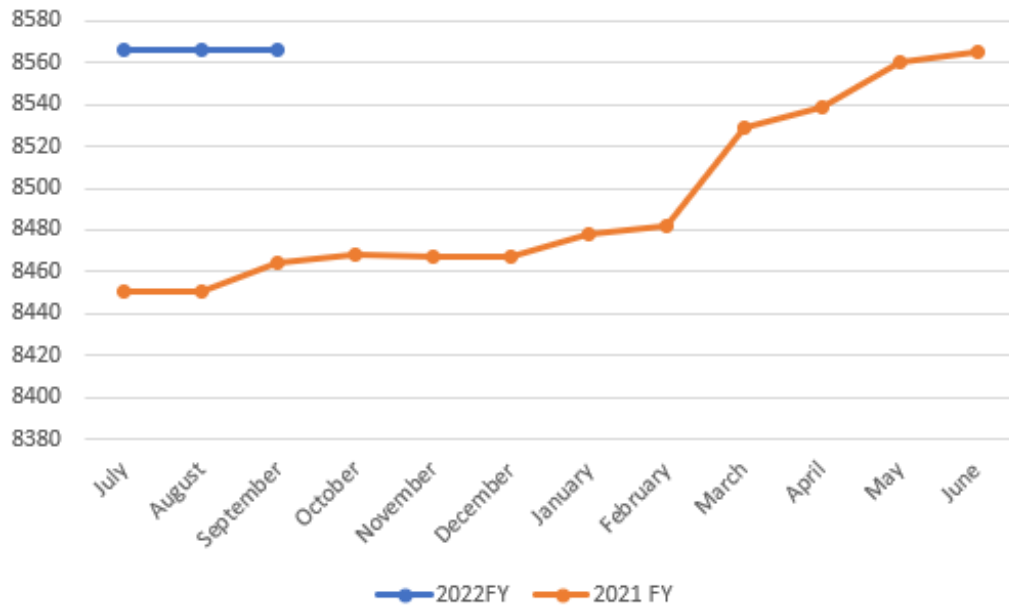
Attachments

1. QV Monthly Graph- September 2021
2. QV Monthly Report- September 2021

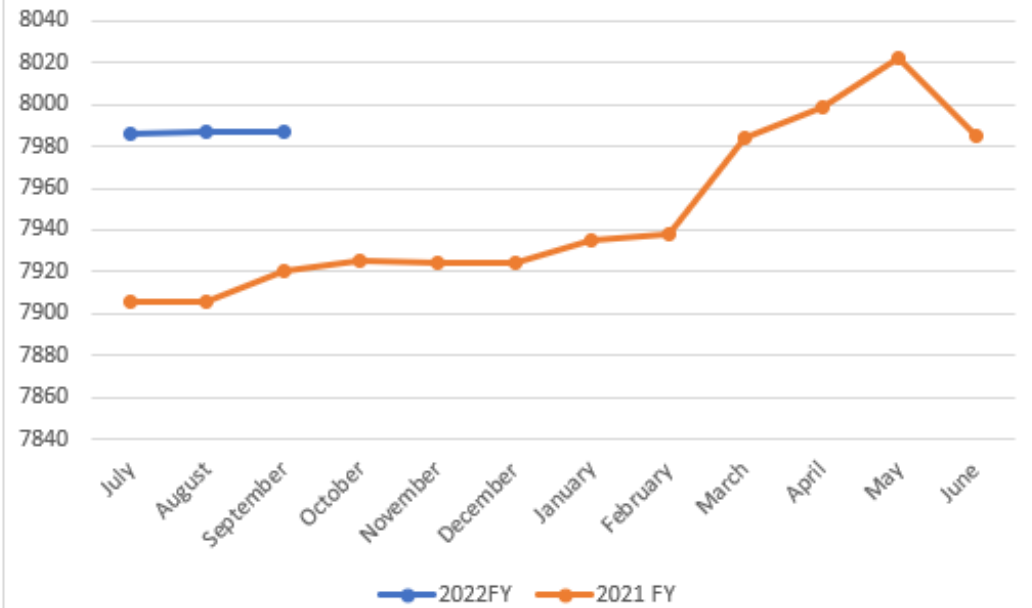
Recommendation

That the QV Monthly Report – September 2021 be received.

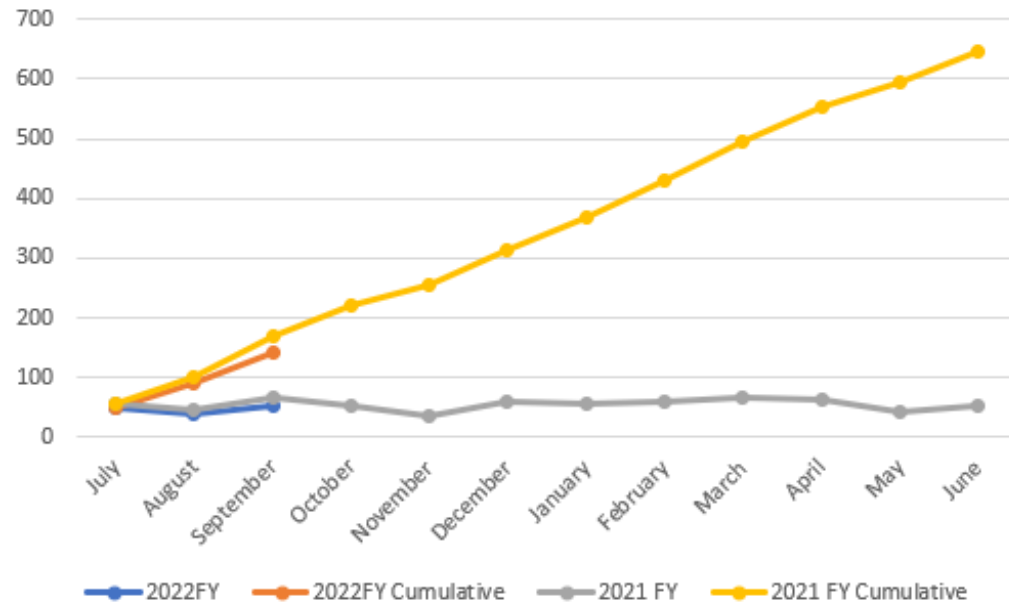
Gross Assessments



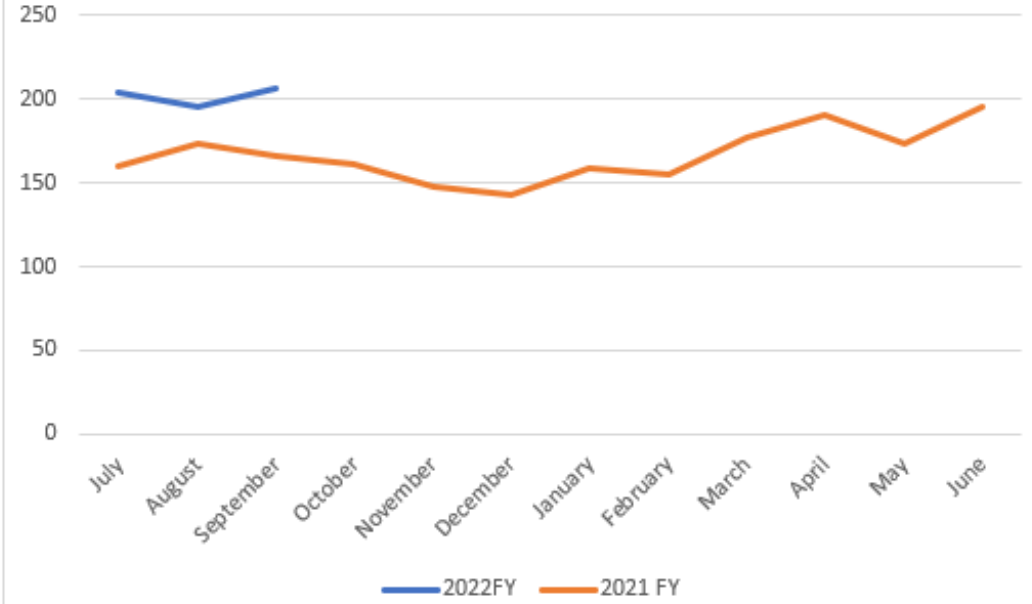
Net Assessments



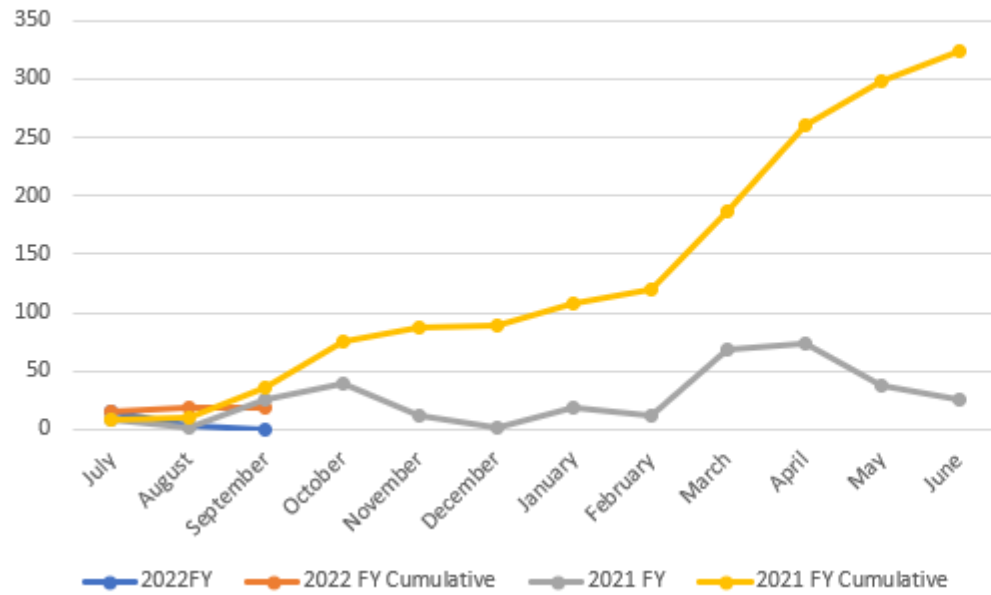
Sales per month/ Cumulative



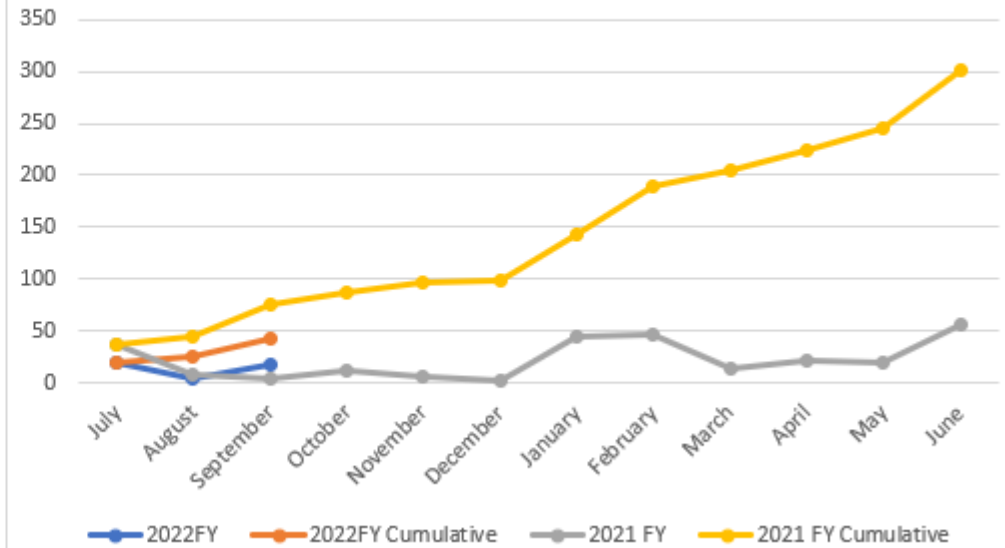
Buildings under Construction



Subdivisions per month/ Cumulative



Building Consents Completed per month/ Cumulative





Monthly Report



September 2021 Rangitikei District

QV Quotable Quote

The biggest lie I tell myself is, "I don't need to write that down, I'll remember it."

Assessment Numbers

Sales

	COMPLETED		OUTSTANDING	
Net Assessments	52 This Month		Sale Notices < 3 Days	Sale Notices > 3 Days
7,987			0	0
50% Rateable: 3	141 Since 1 July			
8,566			0	0
Gross Assessments			Partial Sales	Changes to Address

Building Consents

Subdivisions

COMPLETED		OUTSTANDING	
18 This Month <hr/> 43 Since 1 July		Under Construction	0 This Month <hr/> 19 Since 1 July
		207	
		Ready to Check	
		42	
COMPLETED		OUTSTANDING	
0 This Month <hr/> 19 Since 1 July		In Progress	0 Subs to Value
		0	
			0



QV Trivia

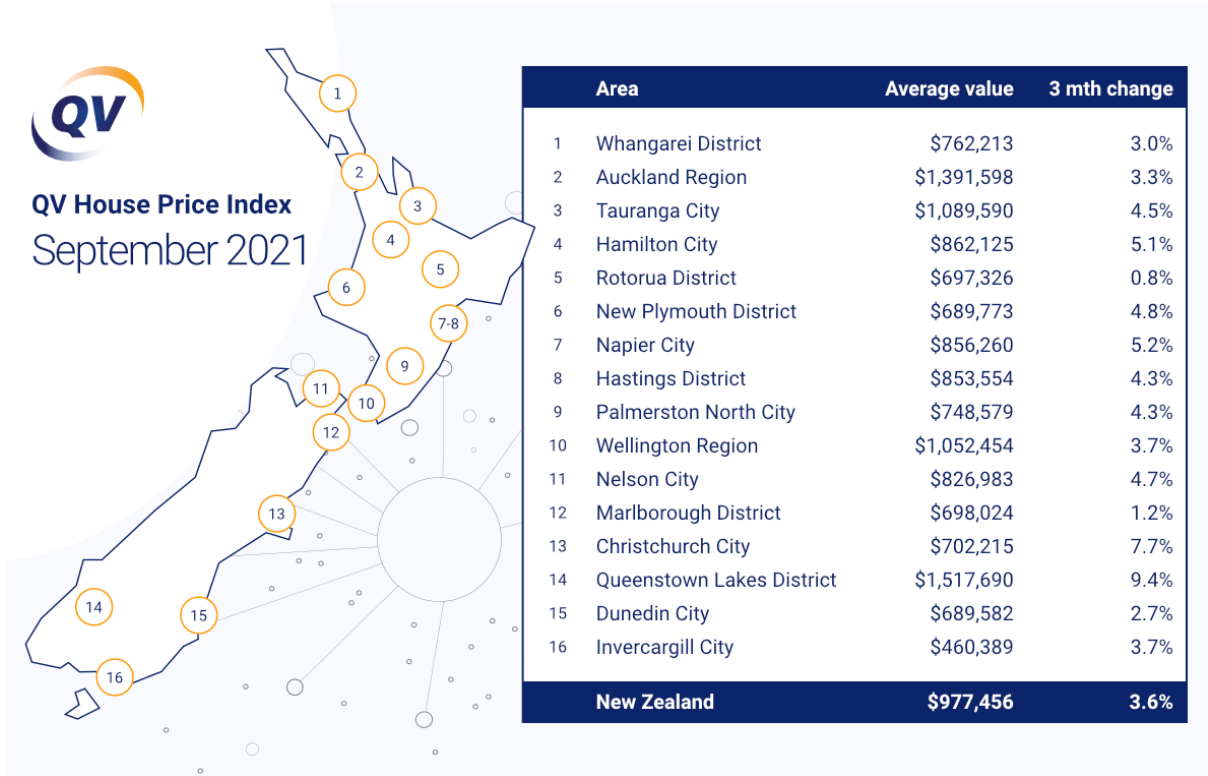
Did you know? The first webcam ever watched a coffee pot.

Revision Objections

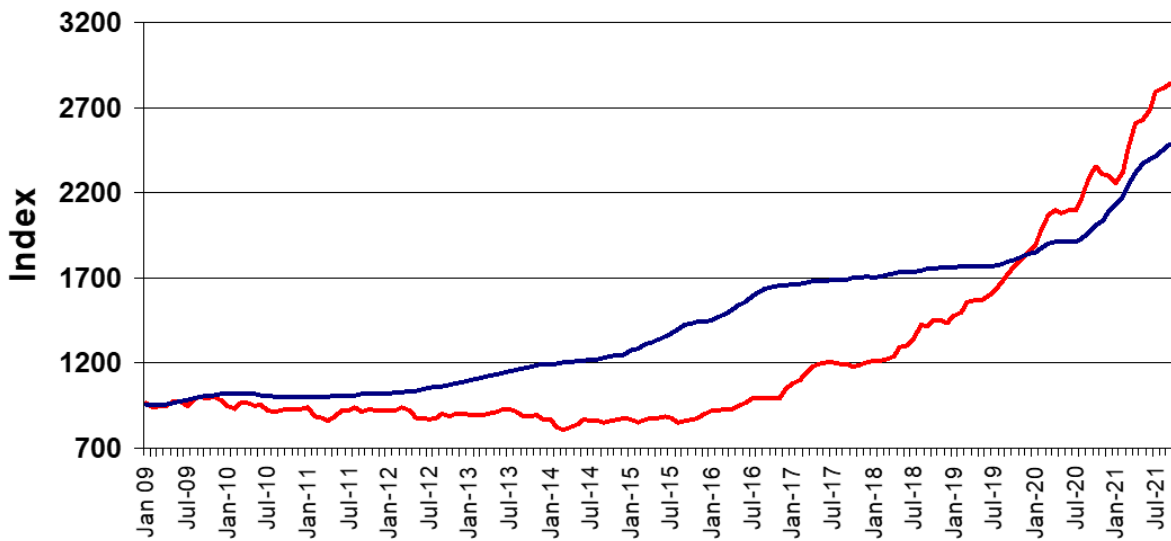
DECISIONS ISSUED	OUTSTANDING
<p>0</p> <p>This Month</p> <hr/> <p>0</p> <p>Since 1 July</p>	<p>Being Processed</p> <p>0</p> <hr/> <p>0</p> <p>Lodged with LVT</p>

Maintenance Objections

DECISIONS ISSUED	OUTSTANDING
<p>0</p> <p>This Month</p> <hr/> <p>0</p> <p>Since 1 July</p>	<p>Being Processed</p> <p>0</p> <hr/> <p>0</p> <p>Lodged with LVT</p>



Rangitikei Residential Property Values



Average sales price: \$ 466,920
 Annual Growth: 24.36%

— Rangitikei — National



Please contact your account manager if you require any further assistance or information around these new requirements.

Do you have questions or feedback about what data or news you would like included in future monthly reports? Then please send an email with your feedback to me.

Simon Willocks

10.3 2020/21 Annual Residents Survey Improvement Plan**Author:** George Forster, Policy Advisor**Authoriser:** Carol Gordon, Group Manager - Democracy & Planning**1. Reason for Report**

- 1.1 This report draws on information gathered from the 2020/21 Annual Residents Survey (the Survey) that relate to the Finance/Performance Committee. Areas relating to Policy/Planning and Assets/Infrastructure Committees will be presented to the respective Committees in December.
- 1.2 The results have been narrowed down to 'key comments and core results' received from respondents. The information has been reviewed and, working in conjunction with relevant activity managers, the actions proposed below have been developed. The proposed actions are designed to support managers to work with their teams to establish and implement continuous improvement, higher standards and better relationships.

2. Context**2.1 Customer Services**

Residents were presented with the service areas below and asked to select up to three values that best describe their experience with Council. Results were mixed this year with *building consents*; *reporting something that needs fixing*; and *meeting with Councillors* scoring the lowest. Scores may not add to 100% as rounding was used in analysing the data.

Activity	% of POSITIVE values selected (helpful, understanding and accessible)	% of NEGATIVE values selected (argumentative, inflexible, hard to contact)
Dog registration	89%	11%
Animal control	79%	22%
Building consents	61%	38%
Rates payments and enquires	88%	12%
Reporting something that needs fixing	66%	34%
Meeting with Councillors	67%	34%

The low percentage of positive values selected for *buildings consents* is reflective of the lack of capacity Council had for a large portion of 2020/21 and the increasing workload on the team. For most of the 2020/21 year the Team was staffed by only one Senior Building Control Officer. The Team now consists of two Senior Building Control Officers,

one Building Control Officer and one Building and Compliance Officer. This should also address the 14% of respondents who selected the negative value of *inflexible*.

In addition to this, Council is moving to an online consenting tool (Simpli). Online consenting integrates with Council's IT systems and allows customers to view the status of their application online and to share documents back and forth with Council. There will no longer be the need to use a paper based system and to store paper applications.

Reporting something that needs fixing will be commented on in section 2.2 of this report.

Staff cannot comment on *meetings with Councillor's* as they are not aware of the process Councillors may use to meet with ratepayers, residents and others. However, this is something that Councillors can take on board for future meetings they have and something they can consider.

2.2 Fix it Form

There has been confusion in the past about the process for fix it forms both internally and for the public submitting them. Council no longer has the term fix it form but instead uses the term "request for service". This allows for consistency across all areas of Council.

A new process has recently been launched that has a dedicated staff member for the handling of all customer complaints. This process separates complaints into four levels of escalation. The process is driven by the Complaints and Issue Resolution Policy that was recently adopted by the Executive Leadership Team.

Verbatim comments from the fix it form question raises issues around getting a response from someone in Council. This will be covered under Section 2.3 of this report.

2.3 Contact with Council

Council is implementing a new phone system where customer service staff will have a better insight into staff member availability. This allows customer service to provide callers a time that a particular staff member will be available.

Customer services are now responding to all emails, facsimiles, or requests for service, this provides customers with a reference point so that progress can easily be followed up with, and directed to, the right department.

Managers are reminding their staff that if customers make contact with them in any capacity, such as leaving a voicemail or email, that they need to be responded to, in a timely manner.

As part of Council's organisational value of Manaakitanga – "the customer is at the centre of everything we do", staff are aware of the importance of responding to customer's requests for service or to any general questions they may have.

2.4 Comparison against other councils

34% of respondents thought that Council was worse than other councils. Of the 89 respondents that thought Council was worse than other Councils 75 (84%) reside in Bulls or Marton. Cross comparing this to the verbatim comments, Te Matapihi and the water supply in Marton seemed to be the main issues. This is commented on under section 2.5 of this report.

A measure of improvement will be the increase in *achieved* results in the Statement of Service Performance (SSP). Several amendments and enhancements were made to the SSP as a part of the development of the 2021-31 Long Term Plan.

2.5 Value for Money

Similar to section 2.4 the majority, 87% (130/150), of those who believed Council did not deliver value for money reside in either Bulls or Marton. Comparing commentary of those from Bulls and Marton who believed Council didn't delivered value for money, most made reference to Te Matapihi and the water supply in Marton.

Since the construction and build process of Te Matapihi an in-house Project Management Office has been established which aims to address issues such as process, resourcing, communication, taking on feedback and other points raised by respondents.

Making improvements to, and addressing the quality of Marton Water, is not a quick fix. The process on this has begun with it being addressed through the Marton Water Strategy and exploring options for a new bore.

Council fully completed 59% of its Annual Plan actions in 2020/21. Several new staff in various departments has improved resourcing and a marked improvement in this area should be noticed in future.

2.6 Further Improvements

In 2021, the "HappyOrNot" system has been rolled out to the Taihape Office, Marton library, Te Matapihi and Marton Office. Currently the HappyOrNot system asks customers how the service was that day. The HappyOrNot system will have different questions made available to customers throughout the year. Feedback can also be customised if anyone wishes to provide further comments.

This is part of a wider initiative that has the Annual Residents Survey replaced with real-time "Point of Service" feedback directly from the service user. This allows feedback to be captured from the user of the service itself and allows staff to analyse and respond to issues as they arise, and to set improvement initiatives if these are needed.

In addition, Council have embarked on a programme to improve our communications, particularly externally. The programme seeks to increase the amount and quality of information available to the public via mainstream media, Council's website and social media platforms.

Options are being explored for how QR codes could be used at various Council facilities. This allows feedback to be given when a facility is being or has been used, which will be fed back in real time. This approach is perfect for such facilities as toilets, campgrounds, playgrounds and sports fields.

Recommendation

That the report '2020/21 Annual Residents Survey Improvement Plan' be received.

10.4 Statement of Service Performance Focus Areas**Author:** George Forster, Policy Advisor**Authoriser:** Carol Gordon, Group Manager - Democracy & Planning**1. Reason for Report**

The purpose of this report is to provide information to elected members on areas of the Statement of Service Performance (SSP) that did not achieve their target(s). Staff have selected key levels of service to focus on in this report. The measures include the reason for the result and what actions need to be taken or are being taken.

2. Context

Some of the measures presented in this report are easier to address than others, as can be seen in the actions section of the table (Attachment 1). Some of the actions have been undertaken, others are scheduled to be undertaken and some need further work to be able to address the issue and / or the reason for not meeting the target.

The biggest issue Council faces with its Statement of Service Performance is Requests for Service and not just in relation to results.

- a. Council's current Request for Service software (Magiq) runs on a server physically located in the Marton Office. This means that for a user to access Magiq they must be connected to the Council network either physically or through a Virtual Private Network (VPN).
- b. Previous meetings discussed the possibility of mobile devices in Council vehicles so work could be signed off as it was completed. This involves working over a VPN which requires a reasonably fast, high bandwidth, stable internet connection. Low end tablets will not be sufficient to connect to RDC network through a VPN connection.

More work is required to identify the best approach and suitable solutions to enable officers to sign off Requests for Service in the field.

Alarmwatch are contracted to answer all phone calls outside of normal Council working hours. They maintain their own separate request system that does not integrate with Magiq.

- c. When a Request for Service is received by Alarmwatch, tasks are assigned to an Officer.
- d. The Officer will then deal with the request and update Alarmwatch with the resolution.
- e. Alarmwatch emails Customer Services with the details of the request and resolution for entry into Magiq the next working day.

The process currently followed for signing off Requests for Service does not capture actual completed time.

There is an element of human control particularly when it comes to staff signing off their Requests for Service when they have been completed and are back in the office.

Managers are working with, and reminding their staff, to ensure that Requests for Service need to be signed off when they are completed and back in the office.

Staff are also working with Magic on improvements to the sign-off process and it is expected these will be able to be implemented early in the new year.

Attachments

1. **Statement of Service Performance Focus Areas** [↓](#)
2. **Unspent Capital Budget 2020/21** [↓](#)

Recommendation

That the report 'Statement of Service Performance Focus Areas' be received.

Measure	Target	Result	Reason for the result	Actions to be taken
Community Leadership				
Annual plan actions	94%	59% (A further 26% were underway or near completion)	Some actions were deferred to future years, carried over to the next year (2021/22 financial year); or have been put on hold. Some restrictions enabling work to be undertaken came down to resources not able to be acquired. This is linked to the Capital Programme expenditure.	Capital spend and project updates will continue to be reported through the Assets/Infrastructure Committee and to full Council so there is full disclosure about progress.
Capital Programme	85% of capital programme expended	47%	There are factors contributing to capital spend being delivered that fall outside of Councils control, these are COVID-19 and its flow on effects. The major ones being resources (physical and human) - both availability and accessibility with other parts of New Zealand in lockdowns and time spent unable to undertake work during lockdowns. Supply chains have also been impacted, causing delays with product delivery.	<p>Prior to October 2020 there was no Project Management Team. Having developed a team and now being fully staffed this should see an improvement in capital spend.</p> <p>The District (and the Country) spent three weeks over the August period of 2021 where work had to be stalled, due to lockdown. This impact could be reflected in the 2021/22 financial year.</p> <p>*An attachment is included as a part of this report highlighting 45% of unspent capital project works for 2020/21 and why.</p>

Measure	Target	Result	Reason for the result	Actions to be taken
Roading				
Road Maintenance	8% (55km of resealing and 8.8 km of road rehabilitation)	5.3% (38.3 of resealing and 3.9 km of road rehabilitation)	The 8% target was set at the start of the current road maintenance contract (2015), and was calculated according to the level of funding Council received from Waka Kotahi (NZTA) at the time and the cost per unit measure for completing the work. Council did not receive sufficient funding at present-day unit measure costs to be able to achieve the same quantum of annual 6 reseals.	This target has been amended as a part of the 2021-31 Long Term Plan development, this more accurately reflects achievable targets. The target set out in the 2021-31 Long Term Plan is 6%. Council received its funding budget from Waka Kotahi after the adoption of the Long Term Plan with it being less than expected. This has potential to impact the level of service being achieved.
Response to service requests	<p>(a) 95% callouts during working hours responded to within 6 hours and</p> <p>(b) 95% callouts during after-hours responded to within 12 hours.</p> <p>(c) 85% of all callouts resolved (i.e. completed) within one month of the request.</p>	<p>(a) There were 446 footpath and road requests during working hours of which 202 (or 45%) were responded to within time</p> <p>(b) There were 141 footpath and road requests outside working hours, of which 82 (or 58%) were responded to within time</p> <p>(c) Of the total 576 footpath and road requests, 267 were completed on time (46%)</p>	The low performance recorded was caused by the way the data was captured for the majority of the year on the Request For Service (RFS) system rather than the works being completed late. Where the system captured the date of data entry as the completion date rather than correctly reflecting the actual completion date of the work.	<p>Staff are working towards the way in which data is captured and processed. MAGIQ presents some restrictions with data entry and the ability to sign off jobs in real time. This is not an easy fix with staff reviewing how the issue can be addressed.</p> <p>This includes reviewing current software and analysing the gaps</p> <p>Managers are also working with staff to ensure RFS's are being signed off appropriately</p>

	(d) Specific reference to callouts relating to potholes	(d) 24 requests concerned potholes 7 responded on time (25%)		
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Measure	Target	Result	Reason for the result	Actions to be taken
Three Waters				
Responsiveness to service requests (water supply)	<p>(a) 95% callouts during working hours responded to within 6 hours</p> <p>(b) 95% callouts during after-hours responded to within 12 hours.</p> <p>(c) 85% of all callouts resolved (i.e. completed) within one month of the request</p> <p>(d) Specific reference to callouts relating to potholes</p>	<p>(a) There were 446 footpath and road requests during working hours of which 202 (or 45%) were responded to within time</p> <p>(b) There were 141 footpath and road requests outside working hours, of which 82 (or 58%) were responded to within time</p> <p>(c) Of the total 576 footpath and road requests, 267 were completed on time (46%)</p> <p>(d) 24 requests concerned potholes 7 responded on time (25%)</p>	The low performance recorded was caused by the way the data was captured for the majority of the year on the RFS system rather than the works being completed late. Where the system captured the date of data entry as the completion date rather than correctly reflecting the actual completion date of the work.	<p>Staff are working towards the way in which data is captured and processed. MAGIQ presents some restrictions with data entry and the ability to sign off jobs in real time. This is not an easy fix with staff reviewing how the issue can be addressed.</p> <p>This includes reviewing current software and analysing the gaps</p> <p>Managers are also working with staff to ensure RFS's are being signed off appropriately</p>
Safety of drinking water (protozoa)	No incidence of non-compliance	<p>Protozoa compliance was not achieved at the following treatment plants:</p> <ul style="list-style-type: none"> • Bulls • Mangaweka • Hunterville Urban • Taihape 	Reasons for non-compliance was that UV disinfection interruptions and increased turbidity levels in the Rangitikei River making it unable to achieve required turbidity levels through the filters.	Duplication equipment has been purchased and installed. Next steps are to upgrade software to use the duplicate system.
Compliance with consents	No incidents of non-compliance with resource consents	Non-compliance in Taihape	The Taihape Water abstraction exceeds daily limits regardless of flows.	Council working with Horizons Regional Council to investigate solutions and have engaged an independent

				assessment of the abstraction infrastructure. WSP has been employed to investigate design solutions.
Responsiveness to reported faults and complaints (water supply)	Improved timeliness compared with the previous year. 2019/20: (a) 26 minutes (b) 1 hour 25 minutes (c) 50 minutes (d) 1 hour 52 minutes (when recalculated as median times)	(a) 15 minutes (b) 2 hours 5 minutes (c) 2 hours 3 minutes (d) 2 hours 46 minutes	The low performance recorded was caused by the way the data was captured for the majority of the year on the RFS system rather than the works being completed late. Where the system captured the date of data entry as the completion date rather than correctly reflecting the actual completion date of the work.	Staff are working towards the way in which data is captured and processed. MAGIQ presents some restrictions with data entry and the ability to sign off jobs in real time. This is not an easy fix with staff reviewing how the issue can be addressed. This includes reviewing current software and analysing the gaps Managers are also working with staff to ensure RFS's are being signed off appropriately
Discharge compliance (wastewater)	No abatement No infringement notices No enforcement orders No convictions.	2 abatement notices 3 infringement notices 0 enforcement orders 1 conviction	Non-compliance	Work is being undertaken on the Marton to Bulls wastewater centralisation project.
Customer satisfaction - Number of complaints received by the Council about its stormwater system	Fewer requests per 1000 than 2016/17 (4.12/1000) or 2019/20 (0.24/1000)	4.36/1000	Complaints exceeded the measure	A schedule of preventative maintenance is being undertaken.

Measure	Target	Result	Reason for the result	Actions to be taken
Environmental and Regulatory Services				
Consenting	Building consents 98% Resource consents 98%	Building consents <ul style="list-style-type: none"> • 81% Resource consents <ul style="list-style-type: none"> • Subdivision 57% • Land use 76% 	An increase in workload resulting from an increase in the number of building consents, resource consents and general enquiries made it difficult for the target to meet.	The need for more resource in this area has been identified. This was addressed as a part of the Long Term Plan process for more staff to be employed in this area of Council. It is worth noting planners are in high demand and the number of consents being lodged continues to rise.
Timeliness of response to requests for service for enforcement call outs	Responded to in time 92% Completed in time – 83%	78% responded to in time 68% resolved in time	The low performance recorded was caused by the way the data was captured for the majority of the year on the RFS system rather than the works being completed late. Where the system captured the date of data entry as the completion date rather than correctly reflecting the actual completion date of the work.	Staff are working towards the way in which data is captured and processed. MAGIQ presents some restrictions with data entry and the ability to sign off jobs in real time. This is not an easy fix with staff reviewing how the issue can be addressed. This includes reviewing current software and analysing the gaps Managers are also working with staff to ensure RFS's are being signed off appropriately

Measure	Target	Result	Reason for the result	Actions to be taken
Rubbish and Recycling				
Waste to Landfill	Less tonnage to landfill than previous year (2019/20 – 4,878)	5,430 tonnes	The main factor that this can be attributed to is the population growth the Rangitikei is experiencing and the limited capacity of recycling infrastructure (not just Council). COVID-19 also has impacts on this service.	Consultants are being engaged for a review of solid waste management including a Section 17A review. This will all form part of the Waste Management Minimisation Plan.

Underspend by	Project Name	Reasons for not spending
\$ 2,430,000.00	Mangaweka Bridge Construction	Design delays pushed out timeframes.
\$ 2,000,000.00	Marton Civic Centre	Not enough resource to manage project - PMO established and Project underway.
\$ 1,800,000.00	Taihape Amenities Building	Not enough resource to manage project - PMO established and Project design underway.
\$ 1,370,000.00	Papakai Pump Station	Design delays and not enough resource to manage project - PMO established and project planning underway.
\$ 2,600,000.00	Marton to Bulls Pipeline	No suitable land was found and not enough resource to manage project - PMO established and Project planning and design underway.
\$ 1,041,000.00	Ratana WWTP (Waste Water Treatment Plant)	No suitable land was found to start project.
\$ 240,000.00	Taihape WWTP (Waste Water Treatment Plant)	Design delays and not enough resource to manage project - PMO established and project planning underway.
\$ 610,000.00	Taihape WTP (Water Treatment Plant)	Design delays and not enough resource to manage project - PMO established and project planning underway.
\$ 940,000.00	Bulls WTP (Water Treatment Plant)	Design delays and not enough resource to manage project - PMO established and project planning underway.
\$ 900,000.00	Marton Water Strategy and Dams	Decision made by Council early financial year.
\$ 1,200,000.00	Bulls Bus Lane	Delays due to archaeological authority.
\$ 200,000.00	Marton Rail Hub	Delay due to appeal for District Plan Change.
\$ 174,000.00	Hereford Intersection	Delays due to no tender response, late contract award meant delay to the completion date of the project.
\$ 150,000.00	Mangaweka Ablution Block	Not enough resource to manage project - PMO established and Project design underway.
Total		
\$ 15,655,000.00		
45%		

10.5 HappyOrNot Report - October 2021**Author:** Carol Gordon, Group Manager - Democracy & Planning**Authoriser:** Carol Gordon, Group Manager - Democracy & Planning**1. Reason for Report**

- 1.1 To provide the Finance/Performance Committee with the first monthly report from Council's HappyOrNot system.

2. Context

- 1.2 A new engagement tool "HappyOrNot" was introduced in late September to capture real-time user feedback from our residents and ratepayers. The system has been installed at High Street Marton, Marton Library, Taihape and Te Matapihi plus there are portable devices for using at events. Users choose a face to indicate what their experience has been like (ranging from very happy to unhappy). The system allows for customised questions to be added to provide a short text response with further information.
- 1.3 The first report (for the month of October), showing results from over the four locations is attached (Attachment 1). 316 responses were received and some of the responders also included extra comment, which is also included.
- 1.4 The Committee received a one-week report last month. In that report it was highlighted that there were some 'undesirables' that had been evicted after an incident in the Taihape Library / Information Centre. These people had submitted multiple comments with expletives and pressed the 'unhappy' button multiple times. The situation was serious and Police were called to assist and an incident report was lodged by staff.
- 1.5 Where this type of **serious** incident occurs the Executive Leadership Team has agreed that this data will be removed from the HappyOrNot system, with the trigger being that the incident was serious enough to warrant an 'Incident Report' being produced. The reason for this is that there is no ability within the HappyOrNot system to record commentary about circumstances around the incident, which will make it difficult in future to look at longer term trends and what might have caused an anomaly in the report.

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 - October 2021** [↓](#)

Recommendation

That the HappyOrNot Report – October 2021 be received.

Please rate our service today



82%
261 resp.



10%
31 resp.

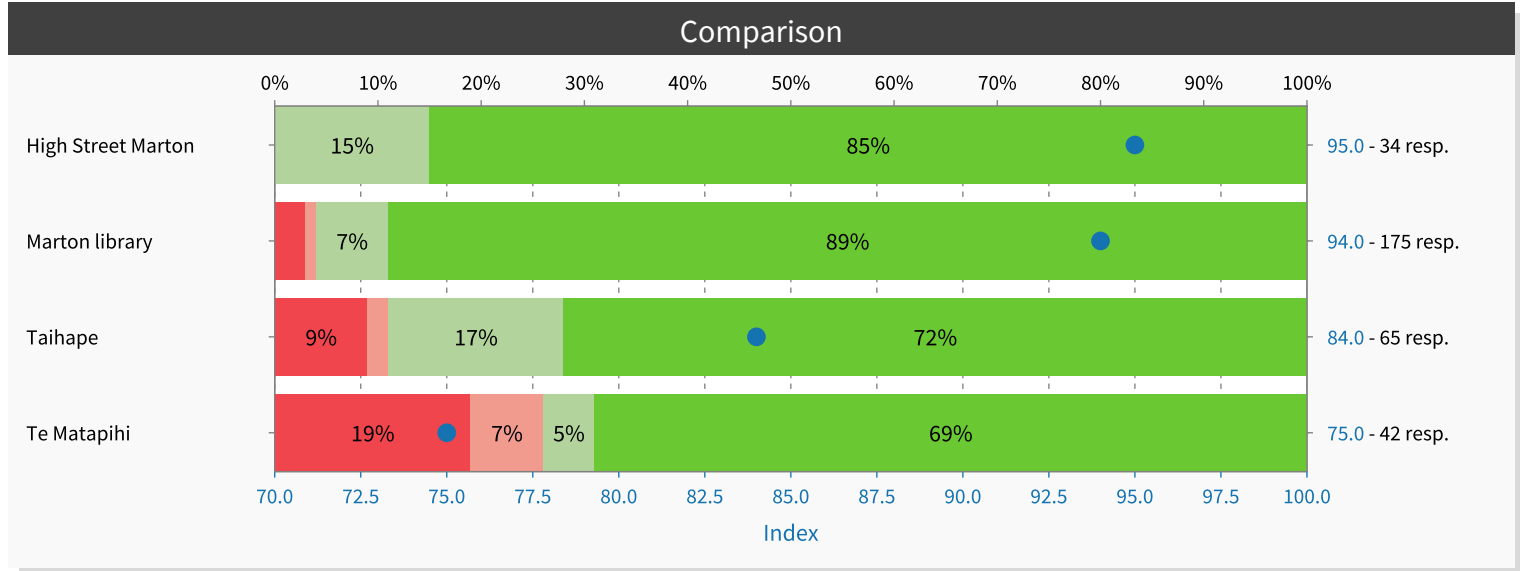


2%
5 resp.



6%
19 resp.

Index: 90.0
Responses: 316



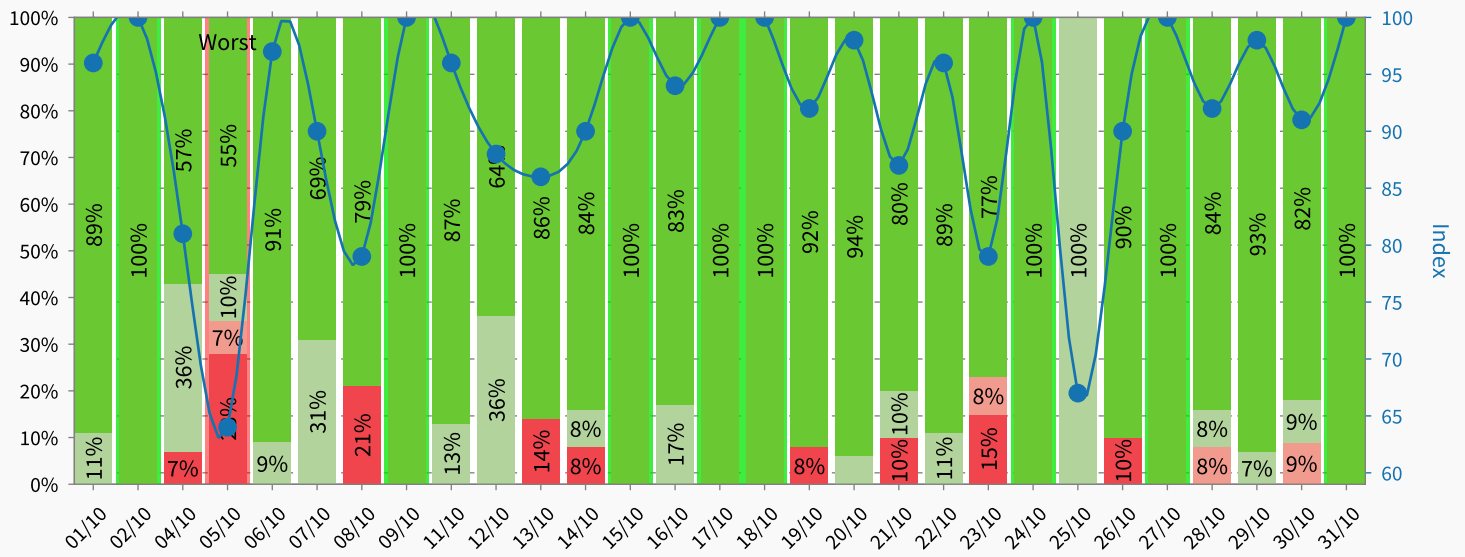
Risers

Survey	Index	Change
High Street Marton	95	1% ↑
Marton library	94	0% ↑

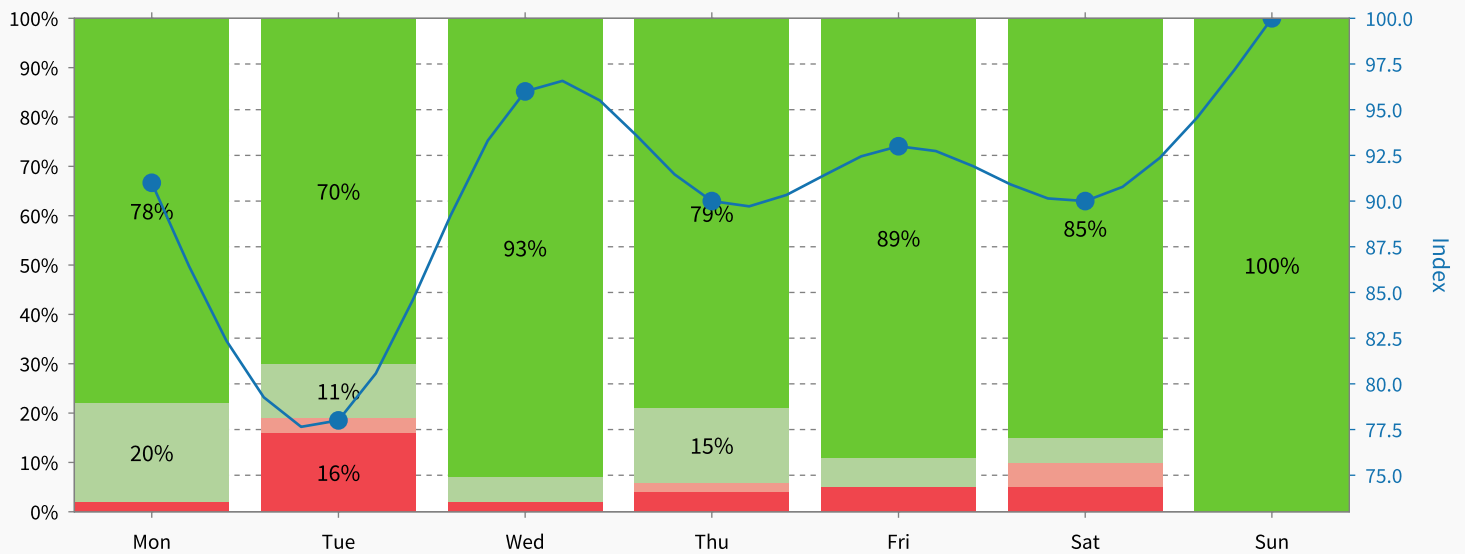
Fallers

Survey	Index	Change
Taihape	84	-7% ↓
Te Matapihi	75	-15% ↓

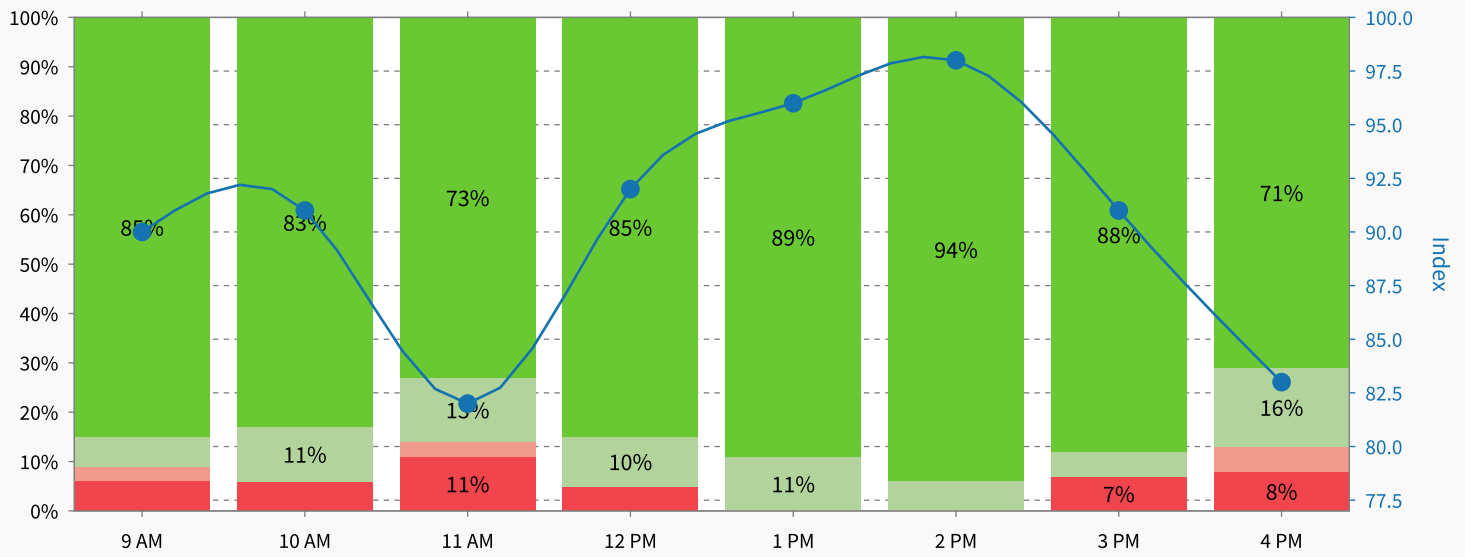
All units combined - daily distribution



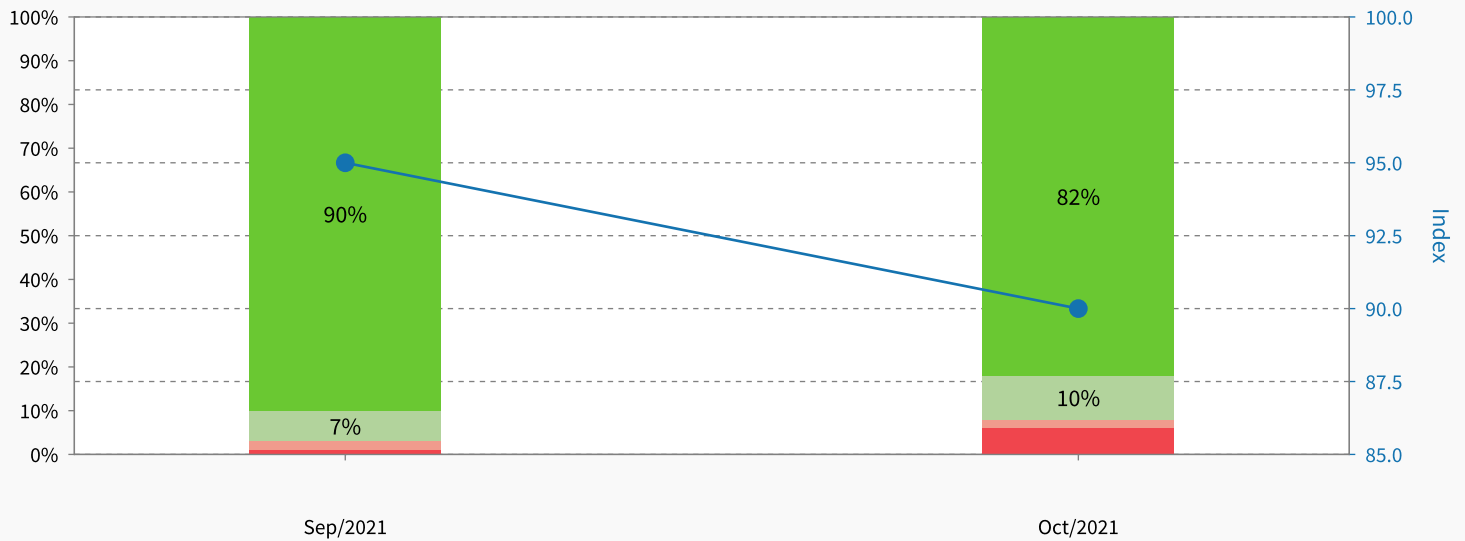
All units combined - weekday distribution



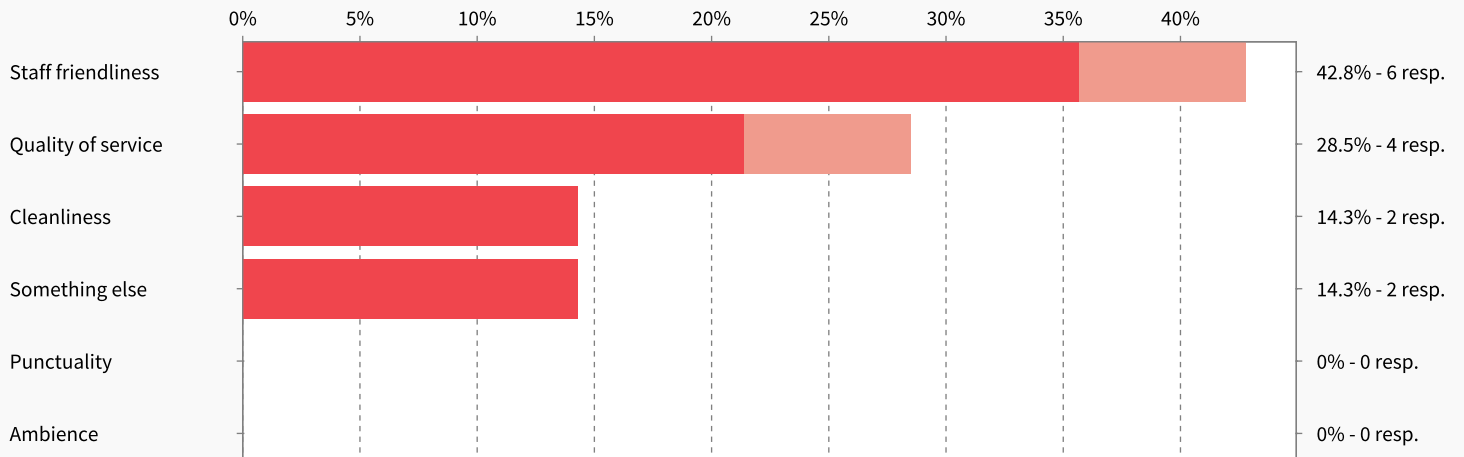
All units combined - hourly distribution



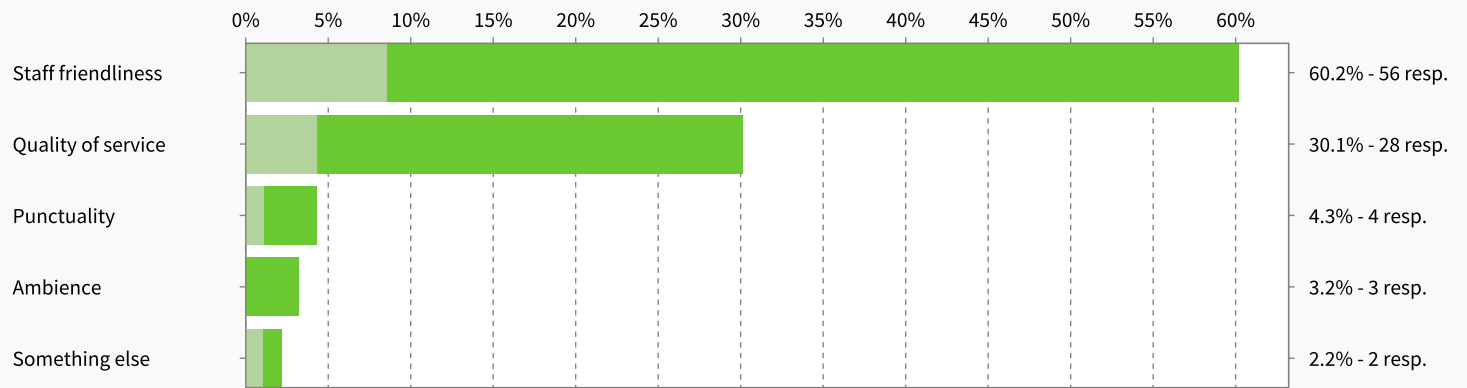
Same question, comparison with previous months



Pain Points



Highlights



Please rate our service today

High Street Marton



2021-10-01 9:43 AM

Quality of service

good



2021-10-06 1:04 PM

Quality of service

awesome service



2021-10-06 1:04 PM

Staff friendliness

lovely ladies



2021-10-07 9:02 AM

Quality of service

great service



2021-10-08 1:50 PM

Quality of service

Excellent Helpful sevice Excellent Helpful Service



2021-10-15 3:57 PM

Staff friendliness

lovely helpfull ladies



2021-10-18 10:49 AM

Staff friendliness

we are very happy with services



2021-10-20 2:00 PM

Staff friendliness

Farhen was very helpful with my request.



2021-10-20 2:46 PM

Quality of service

An excellent mtg, much more achieved than I had expected, thanks to the enthusiasm of Sharon Grant and Paul Chaffe :-)



2021-10-22 1:45 PM

Quality of service

awesome staff



2021-10-26 1:02 PM

Staff friendliness

couldnt have been taken care of better

Te Matapihi



2021-10-05 1:24 PM

Staff friendliness

very good politeful and helpful



2021-10-14 4:25 PM

Ambience

great venue



2021-10-16 4:53 PM

Staff friendliness

very nice people

Taihape



2021-10-26 11:18 AM

Staff friendliness

excellent help

10.6 Community Initiatives Fund - Project Report Forms**Author: Ash Garstang, Governance Advisor****1. Reason for Report**

- 1.1 Attached are seven completed Project Report Forms, from previous rounds of funding for the Community Initiatives Fund.
- 1.2 These attachments can be viewed on the Council website, at the below link:
www.rangitikei.govt.nz/council/meetings/committee-meetings/finance-performance

Attachments

1. 2020/21 (Round 2) - The Parkinson's New Zealand Charitable Trust (under separate cover)
2. 2020/21 (Round 1) - Taihape Area Dressage Group (under separate cover)
3. 2020/21 (Round 1) - Bulls Toy Library Incorporated (under separate cover)
4. 2019/20 (Round 2) - New Zealand Council of Victim Support Groups Incorporated (under separate cover)
5. 2019/20 (Round 2) - Marton Churches Food Pantry (under separate cover)
6. 2019/20 (Round 2) - Taihape Neighbourhood Support Incorporated (under separate cover)
7. 2018/19 (Round 2) - Nga Hui o Matāriki (2019) (under separate cover)

Recommendation

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

11 Meeting Closed