

ORDER PAPER

FINANCE/PERFORMANCE COMMITTEE MEETING

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

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

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Locations:	<table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <u>Marton</u> Head Office 46 High Street Marton </td> <td style="width: 50%; vertical-align: top;"> <u>Bulls</u> Bulls Information Centre Te Matapihi 4 Criterion Street Bulls </td> </tr> <tr> <td style="vertical-align: top;"> <u>Taihape</u> Taihape Information Centre 102 Hautapu Street (SH1) Taihape </td> <td></td> </tr> </table>	<u>Marton</u> Head Office 46 High Street Marton	<u>Bulls</u> Bulls Information Centre Te Matapihi 4 Criterion Street Bulls	<u>Taihape</u> Taihape Information Centre 102 Hautapu Street (SH1) Taihape	
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Notice is hereby given that a Finance/Performance Committee Meeting of the Rangitikei District Council will be held in the Council Chamber, Rangitikei District Council, 46 High Street, Marton on Thursday, 29 June 2023 at 9.30am.

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AGENDA

1 Welcome / Prayer

2 Apologies

3 Public Forum

4 Conflict of Interest Declarations

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

5 Confirmation of Order of Business

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

6 Confirmation of Minutes

6.1 Confirmation of Minutes

Author: Kezia Spence, Governance Advisor

1. Reason for Report

- 1.1 The minutes from Finance/Performance Committee Meeting held on 24 May 2023 are attached.

Attachments

1. Finance/Performance Committee Meeting - 24 May 2023

Recommendation

That the minutes of Finance/Performance Committee Meeting held on 24 May 2023 [**as amended/without amendment**] be taken as read and verified as an accurate and correct record of the meeting, and that the electronic signature of the Chair of this Committee be added to the official minutes document as a formal record.

MINUTES

ITEM 6.1

ATTACHMENT 1

UNCONFIRMED: FINANCE/PERFORMANCE COMMITTEE MEETING

Date: Wednesday, 24 May 2023

Time: 9.30am

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

Present
Cr Fi Dalgety
Cr Jeff Wong
Cr Brian Carter
Cr Dave Wilson
Cr Simon Loudon
Cr Greg Maughan
HWTM Andy Watson

In attendance
Mr Peter Beggs, Chief Executive
Mrs Carol Gordon, Group Manager Democracy & Planning
Mr Dave Tombs, Group Manager Corporate Services
Ms Gaylene Prince, Group Manager Community Services
Ms Kezia Spence, Governance Advisor
Ms Hilary Walker, Management and Systems Accountant

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**ITEM 6.1
ATTACHMENT 1**

Unconfirmed

1 Welcome / Prayer

Cr Dalgety opened the meeting at 9.30am and His Worship the Mayor read the Council prayer.

2 Apologies

Resolved minute number 23/FPE/045

Apologies received by Cr Calkin, and Cr Loudon for lateness.

Cr F Dalgety/Cr B Carter. Carried

3 Public Forum

There was no public forum.

4 Conflict of Interest Declarations

There were no conflicts of interest declared.

5 Confirmation of Order of Business

There were no changes to the order of business.

6 Confirmation of Minutes

Resolved minute number 23/FPE/046

That the minutes of Finance/Performance Committee Meeting held on 27 April 2023 **without amendment** be taken as read and verified as an accurate and correct record of the meeting, and that the electronic signature of the Chair of this Committee be added to the official minutes document as a formal record.

Cr G Maughan/Cr D Wilson. Carried

7. Follow Up Action Items

7.1 Follow-up Action Items from Finance/Performance Meetings

No discussion.

8 Chair's Report

8.1 Chair's Report - May 2023

Cr Dalgety gave a verbal report to the committee noting the decision from the Environment Court on the Marton Rail Hub project, that the subsequent development would decrease the rate burden for ratepayers.

Cr Dalgety recognised the resignation from Mr Beggs and the work that he has done in his role especially with Health and Safety.

Cr Dalgety attended a BNZ presentation with Mike Jones on the current economic environment in New Zealand and globally.

Resolved minute number 23/FPE/047

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

Cr F Dalgety/Cr B Carter. Carried

9 Reports for Information

9.1 Treasury and Debt - 2022/23

Cr Loudon arrived during this item at 9.46am.

Mr Tombs took the Committee through this report.

Councillors expressed a preference for the liquidity ratio (s6.6) to continue to be reported in its current format.

Mr Tombs responded to questions that section 7 of the report is based on full year forecast (as noted) and includes forecasts/estimates for June figures.

His Worship the Mayor spoke of taking more time before a resolution is made to ensure/enable a greater understanding of the debt implications.

It was noted that upcoming Annual Plan and LTP Workshops and Meetings will include detailed future debt positions, including comparisons with the LGFA borrowing covenants.

Staff are preparing this for the Annual Plan deliberations meeting and the preferred key choices.

Resolved minute number 23/FPE/048

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

Cr F Dalgety/Cr B Carter. Carried

9.2 Financial Snapshot - April 2023

Mr Beggs explained that at section 5.3 that Waka Kotahi FAR plus 40% is only what they expect to be funded not everything Council has applied for. This will be brought back to Council.

Mr Tombs responded to questions that re capital purchases for new vehicles – they have all been ordered but have not arrived.

The Committee discussed section 5.3 that the work gets done and then there is delay when the money comes from Waka Kotahi, Mr Benadie explained some emergency works happen immediately and others are delayed. There is an immediate spend and a lag spend which does have an impact on council's financial situation.

Resolved minute number 23/FPE/049

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

Cr D Wilson/Cr G Maughan. Carried

9.3 QV Report

Mr Tombs answered that when QV goes through the formalities then the following year properties will be added to the list of rateable properties.

Resolved minute number 23/FPE/050

That the QV Report be received.

Cr F Dalgety/Cr B Carter. Carried

9.4 Proposed Reforms - Future Financial Impacts

This report was taken as read.

Resolved minute number 23/FPE/051

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

Cr B Carter/Cr S Loudon. Carried

9.5 Public Feedback / Performance Report - May 2023

Ms Prince took the Committee through the report, acknowledging the impact of school holidays this has on public feedback.

Ms Prince responded to questions regarding the incident at the Marton Library. The manager for library services did follow up with the parent, they were offered gauze and parents were happy to note staff had first aid training.

His Worship the Mayor spoke of the submissions on annual plan that were disappointed on the consultation documents in the library. It was noted that staff did print off documents for those who asked.

Ms Prince has passed on the suggestion regarding a seat at the Taihape Gumboot to the Parks Manager.

Resolved minute number 23/FPE/052

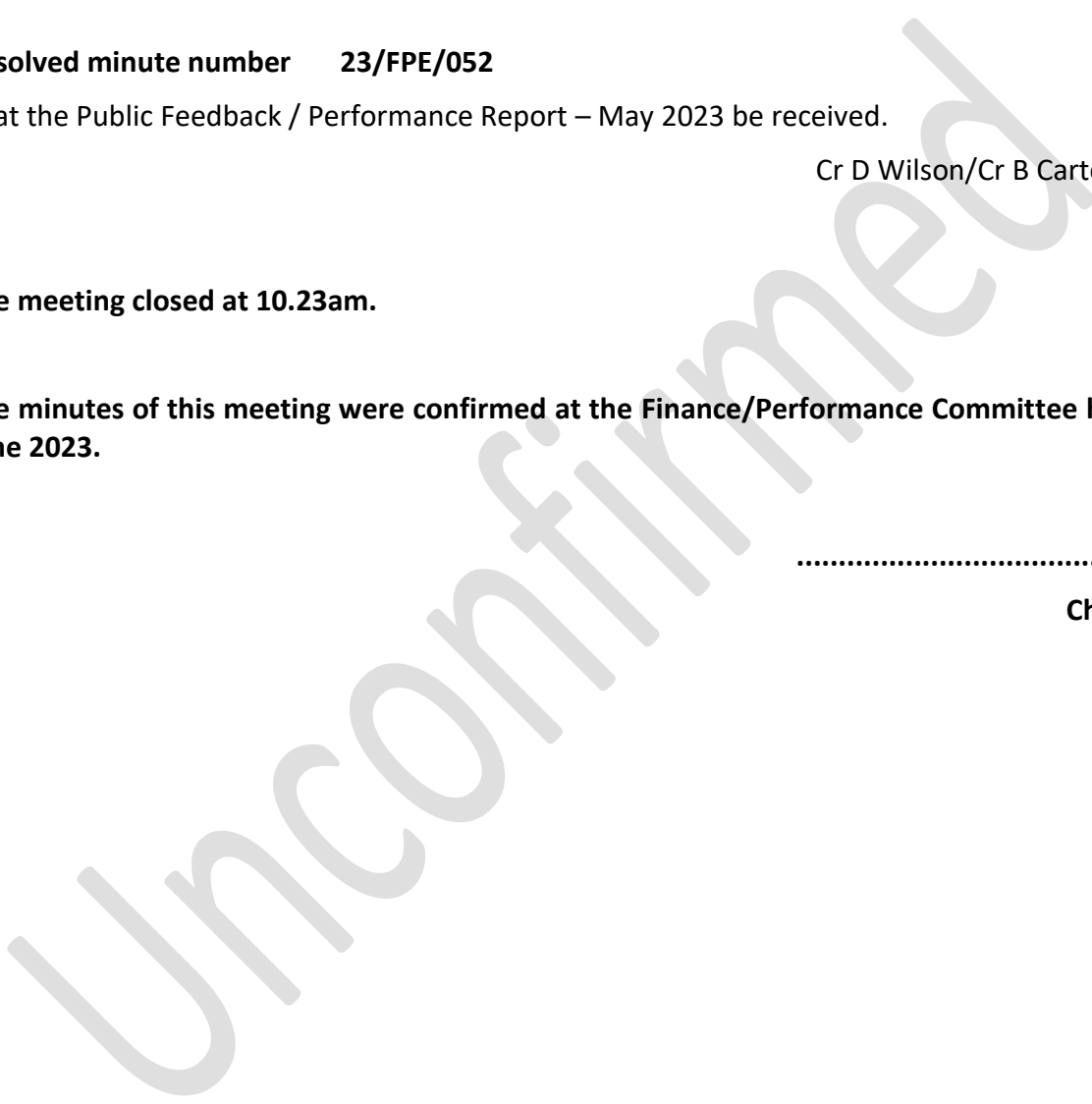
That the Public Feedback / Performance Report – May 2023 be received.

Cr D Wilson/Cr B Carter. Carried

The meeting closed at 10.23am.

The minutes of this meeting were confirmed at the Finance/Performance Committee held on 29 June 2023.

.....
Chairperson



7 Follow-up Action Items from Previous Meetings

7.1 Follow-up Action Items from Finance/Performance Meetings

Author: Kezia Spence, Governance Advisor

1. Reason for Report

1.1 On the list attached 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 Action Items from Finance/Performance Meetings** [↓](#)

Recommendation

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

Current Follow-up Actions

Item	From Meeting Date	Details	Person Assigned	Status Comments	Status
1	24-May-23	Show various aspects of councils debt limits as part of the deliberations report eg How the LGFA debt position is reached How is the ratio met and on what basis Effect on debt for all the key choices	Dave Tombs	Deliberations Report addressed these matters	Closed

ITEM 8.1

8 Chair's Report

8.1 Chair's Report - June 2023

Author: Fiona (Fi) Dalgety, Councillor

1. Reason for Report

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

Recommendation

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

9 Reports for Information

9.1 Financial Snapshot - May 2023

Author: Hilary Walker, Management and Systems Accountant

Authoriser: Dave Tombs, Group Manager - Corporate Services

1. Reason for Report

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

2. Activity Performance Reports

- 2.1 The attached Departmental Activity Performance Reports provide commentary on Departmental operational budget variances in excess of \$100k (excluding Depreciation and Overhead Allocations).
- 2.2 The 2022/23 budgets incorporate the roading and footpath amendments approved at Council Meeting 24 May 2023.

3. Depreciation

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

4. Capital Expenditure

Year To Date Summary

- 4.1 YTD Capital expenditure is \$20.6m compared to a YTD budget of \$30.4m. The attached summary shows the budget variances split by cost centre with the larger budgets (>\$500k) being shown separately.

5. Funding of Unbudgeted Expenditure

- 5.1 As previously advised, Capital Expenditure includes unbudgeted Emergency Capital Works expenditure associated with the 2021/22 events of \$1.2m. 84% of this will be funded by FAR with the balance (\$375k) to either be debt funded or offset against underspends in other project budgets.
- 5.2 \$1.2m of expenditure related to Emergency Response is also currently included in Operating Expenditure.
- 5.3 The volume of Emergency Works become could potentially result in a deferral of other budgeted Roding projects.
- 5.4 In November 2022 Council approved unbudgeted Capital Expenditure of around \$5m for work associated with the Taihape Wastewater Pump Station.

Attachments

1. **Financial Summary - May 2023** [↓](#)

Recommendation

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

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

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
	\$000	\$000	\$000		\$000
Total Revenue	(43,634)	(41,838)	1,797	4%	(48,416)
Subsidies and Grants	(12,548)	(11,429)	1,119	10%	(17,060)
Other Revenue	(3,783)	(3,586)	197	5%	(3,935)
Finance Revenue	(328)	(37)	290	780%	(41)
Gains	(423)	(430)	(7)	-2%	(840)
Rates	(26,553)	(26,356)	197	1%	(26,541)
Total Expense	43,452	40,342	(3,110)	-8%	44,699
Other Expenses	20,901	19,179	(1,722)	-9%	21,895
Personnel Costs	7,188	6,807	(381)	-6%	7,218
Finance Costs	606	752	146	19%	752
Depreciation	14,757	13,605	(1,152)	-8%	14,834
Overhead Allocation	0	(0)	(0)	-100%	0
Grand Total	(183)	(1,496)	(1,313)		(3,717)

Variances > \$100k: Comment

Please refer to each Group for comments.

Business Units
Activity Performance Report
For the period ending May 2023

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
	\$000	\$000	\$000		\$000
Total Revenue	(287)	(359)	(72)	-20%	(790)
Subsidies and Grants	(47)	(47)	(0)	-0%	(47)
Other Revenue	(9)	(22)	(13)	-60%	(23)
Finance Revenue	(317)	(37)	279	750%	(41)
Gains	0	(430)	(430)	-100%	(840)
Rates	(8,168)	(8,002)	166	2%	(8,018)
Rate Apportionment	8,253	8,179	(75)	-1%	8,179
Total Expense	887	1,119	232	21%	276
Other Expenses	3,019	3,102	83	3%	3,605
Personnel Costs	5,669	5,595	(74)	-1%	5,905
Finance Costs	606	752	146	19%	(140)
Depreciation	479	503	24	5%	541
Overhead Allocation	(8,886)	(8,833)	53	1%	(9,635)
Grand Total	600	760	160		(514)

Variances > \$100k: Comments

Finance Revenue	The variance is mainly caused by higher than anticipated interest rates and bank balances.
Gains	The YTD budget variance of \$430k is offset against the YTD Actual variance of \$412k in Community & Leisure Activity, being the profit on sale of assets; this figure will be finalised at year end and may decrease once the related journals are finalised. (The Budget is shown in a different cost centre to where the Actual figures have been recorded).
Rates	YTD rate remissions of \$645k are lower than the associated budget of \$800k, due mainly to a reduction in rate remission requests.
Other Expenses	<p>The year end position is expected to be an unfavourable budget position, which is not apparent from the YTD position:</p> <p>There is an unbudgeted writing off of a Loan to Bulls Historical Society of around \$160k plus GST</p> <p>Unbudgeted fuel costs of \$80k exist (the 2023/24 budget has been increased accordingly)</p> <p>Building Stocktake Fees underbudget by around \$166k – a large part of this is expected to be invoiced in June.</p> <p>Audit Fees for the year that have not yet been accrued (but the Budget is included in the YTD Budget). This has resulted in a \$94k YTD favourable budget variance – the costs associated with this will be accrued in June.</p>

ITEM 9.1

ATTACHMENT 1

Finance Costs	<p>MDC related costs : budget surplus of \$70k exists (this is used to help offset an unfavourable MDC-related budget variance in the Three Waters Group)</p> <p>Other budgeted variances that are either offset by the favourable Personnel Costs budget variances or timing differences as May costs have not yet been received.</p> <p>The variance is mainly caused by lower than anticipated increases to debt – a large parcel of new debt was taken out in June.</p>
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**Community Leadership
Activity Performance Report
For the period ending May 2023**

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
	\$000	\$000	\$000		\$000
Total Revenue	(1,469)	(1,412)	58	4%	(1,467)
Other Revenue	(32)	0	32	100%	(55)
Rates	(84)	(84)	(0)	-0%	(84)
Rate Apportionment	(1,353)	(1,328)	25	2%	(1,328)
Total Expense	1,417	1,386	(30)	-2%	1,507
Other Expenses	813	787	(26)	-3%	853
Depreciation	0	1	1	100%	2
Overhead Allocation	604	597	(6)	-1%	652
Grand Total	(53)	(26)	27		40

Variances > \$100k: Comments

No comments to make.

**Environmental and Regulatory
Activity Performance Report
For the period ending May 2023**

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
	\$000	\$000	\$000		\$000
Total Revenue	(3,236)	(3,370)	(134)	-4%	(3,795)
Subsidies and Grants	0	0	0	0%	(302)
Other Revenue	(1,509)	(1,616)	(107)	-7%	(1,738)
Rate Apportionment	(1,728)	(1,754)	(27)	-2%	(1,754)
Total Expense	3,073	3,069	(4)	-0%	3,616
Other Expenses	443	547	104	19%	873
Personnel Costs	1,062	1,050	(11)	-1%	1,138
Overhead Allocation	1,569	1,472	(97)	-7%	1,606
Grand Total	(163)	(301)	(137)		(178)

Variances > \$100k: Comments

Other Revenue Resource Consent Fees received are less than budget, with YTD actual \$170k against YTD budget \$265k. This reduction in revenue is mainly due to a reduction in Resource Consents received (land use and sub-division consents), 2021/22 YTD total consents was 124, 2022/23 YTD consents is 84.

Other Expenses The overall variance mainly relates to the Better Off Funding budget within District Planning with a YTD actual of \$36k against a YTD budget \$138k.

**Roading and Footpaths
Activity Performance Report
For the period ending May 2023**

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
	\$000	\$000	\$000		\$000
Total Revenue	(19,354)	(18,916)	438	2%	(24,182)
Subsidies and Grants	(11,135)	(10,765)	370	3%	(16,018)
Other Revenue	(134)	(139)	(4)	-3%	(152)
Rates	(7,941)	(7,869)	71	1%	(7,869)
Rate Apportionment	(144)	(143)	1	1%	(143)
Total Expense	20,005	17,379	(2,626)	-15%	18,909
Other Expenses	7,612	6,265	(1,347)	-21%	6,680
Finance Costs	0	0	0	0%	104
Depreciation	9,388	8,072	(1,316)	-16%	8,806
Overhead Allocation	3,006	3,042	36	1%	3,318
Grand Total	651	(1,537)	(2,188)		(5,273)

Variances > \$100k: Comments

Subsidies and Grants	This variance mainly relates to the revenue associated with the unbudgeted Emergency Works.
Other Expenses	This variance mainly relates to the expenditure associated with the unbudgeted Emergency Works. \$1.2m of expenditure related to Emergency Response is currently included in Operating Expenditure.

**Rubbish and Recycling
Activity Performance Report
For the period ending May 2023**

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
	\$000	\$000	\$000		\$000
Total Revenue	(1,943)	(2,003)	(60)	-3%	(2,075)
Other Revenue	(775)	(847)	(72)	-9%	(919)
Rates	(1,013)	(1,003)	10	1%	(1,003)
Rate Apportionment	(155)	(154)	1	1%	(154)
Total Expense	2,133	2,112	(21)	-1%	2,620
Other Expenses	1,702	1,690	(12)	-1%	2,157
Finance Costs	0	0	0	0%	2
Depreciation	69	61	(8)	-13%	66
Overhead Allocation	362	361	(1)	-0%	394
Grand Total	190	109	(81)		544

Variances > \$100k: Comments

No comments to make.

**Water, Sewerage & Stormwater
Activity Performance Report
For the period ending May 2023**

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
	\$000	\$000	\$000		\$000
Total Revenue	(10,290)	(9,801)	489	5%	(9,984)
Subsidies and Grants	(501)	(240)	261	109%	(240)
Other Revenue	(431)	(163)	268	164%	(178)
Finance Revenue	(11)	0	11	100%	0
Rates	(9,347)	(9,397)	(51)	-1%	(9,566)
Total Expense	9,030	8,482	(548)	-6%	9,990
Other Expenses	3,649	3,367	(282)	-8%	3,839
Finance Costs	0	0	0	0%	572
Depreciation	3,643	3,374	(269)	-8%	3,681
Overhead Allocation	1,738	1,741	3	0%	1,899
Grand Total	(1,260)	(1,319)	(59)		6

Variances > \$100k: Comments

Subsidies and Grants	Two tranches of the Governments Three Waters Transition Funding of \$88k have been received.
Other Revenue	Receipt of \$345k being the Ministry for the Environments contribution towards the Ratana Complete Upgrade.
Other Expenses	The variance mainly relates to unbudgeted Shared Services costs, which are currently being investigated. Officers note that an element of this expenditure is reactive and is necessary should water testing results show that additional work is required. As noted in the Business Unit commentary, other budgets can be used to reduce this overspend.

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

Whole of Council	YTD Actuals	YTD Budgets	Full Year Budget	Comments
	20,577,396	30,427,742	33,748,378	

Business Units	YTD Actuals	YTD Budgets	Full Year Budget	Comments
	819,443	1,564,873	1,792,079	
95500701. Motor Vehicle Purchases	305,821	333,334	500,000	

Community and Leisure Assets	YTD Actuals	YTD Budgets	Full Year Budget	Comments
	3,892,114	5,915,931	6,560,713	
4040170601. Building Alterations - Contract	400,428	556,138	565,650	
4410170611. Taihape Amenities Detailed Design Construction bf from 20/21	2,517,814	492,481	535,995	Detailed report provided separately to Council as part of PMO Reporting
4410174501. Taihape Amenities Detailed Design & Construction	0	2,537,500	2,900,000	Detailed report provided separately to Council as part of PMO Reporting

Roading and Footpaths	YTD Actuals	YTD Budgets	Full Year Budget	Comments
	9,629,599	12,779,189	14,268,887	
70100745. Marton Rail Hub	842,321	2,562,087	2,795,000	Detailed report provided separately to Council as part of PMO Reporting
70100781. Sealed Road Pavement Rehabilitation (214)	1,328,616	1,195,993	1,484,105	Works Programme now complete, ahead of budget.
70100782. Drainage Renewals (213)	588,038	661,610	749,700	About 90% of the YTD budget complete. Contractor is still aiming to spend the full budget by end of current FY.
70100783. Structures Components Replacements (215)	361,069	547,998	597,813	Works diverted back to BAU from Weather Events, Budget is aiming to be spent by end of current FY.
7010078421. Road to Zero (341)	348,499	517,152	603,345	60% of FY budget spent. Next portion of the programme is scheduled August/September.
70100787. Sealed Road Surfacing (212)	1,742,870	1,326,198	1,512,824	Works Programme now complete. Tracking over budget. Officers are currently determining which budgets this overspend will be offset by.
70100795. Improvements- Low Cost Low Risk (341)	1,563,970	3,056,362	3,449,092	Progress slow due weather conditions.
70100797. Emergency Works 2022	1,238,189	0	0	Unbudgeted expenditure. This relates to work undertaken on emergency works. Recent advice is that the initial response work associated with the February event will attract 100% funding from Waka Kotahi. Officers are reviewing the cost of May event.

Water, Sewerage & Stormwater	YTD Actuals	YTD Budgets	Full Year Budget	Comments
	6,236,241	10,167,749	11,126,699	
6060174501. 117.1: New Plant	12,590	458,337	500,004	Detailed report provided separately to Council as part of PMO Reporting
6060174503. Marton Water Strategy	1,034,265	1,794,448	2,000,000	Detailed report provided separately to Council as part of PMO Reporting
6070176206. Marton to Bulls Centralisation Project	999,453	1,000,000	1,000,000	Detailed report provided separately to Council as part of PMO Reporting
6070176207. Land Purchase - Marton to Bulls Centralisation Project	0	1,200,000	1,200,000	Detailed report provided separately to Council as part of PMO Reporting
6060176316. Bulls Water Pump Station / Rising Main	502,335	0	0	Offset against Marton to Bulls Centralisation Project
6070177109. Taihape / Papakai Wastewater Pump Station	1,705,157	980,888	1,068,740	Detailed report provided separately to Council as part of PMO Reporting
6070177111. Ratana Complete Upgrade	207,529	1,605,262	1,750,692	Detailed report provided separately to Council as part of PMO Reporting

9.2 QV Report

Author: Dave Tombs, Group Manager - Corporate Services

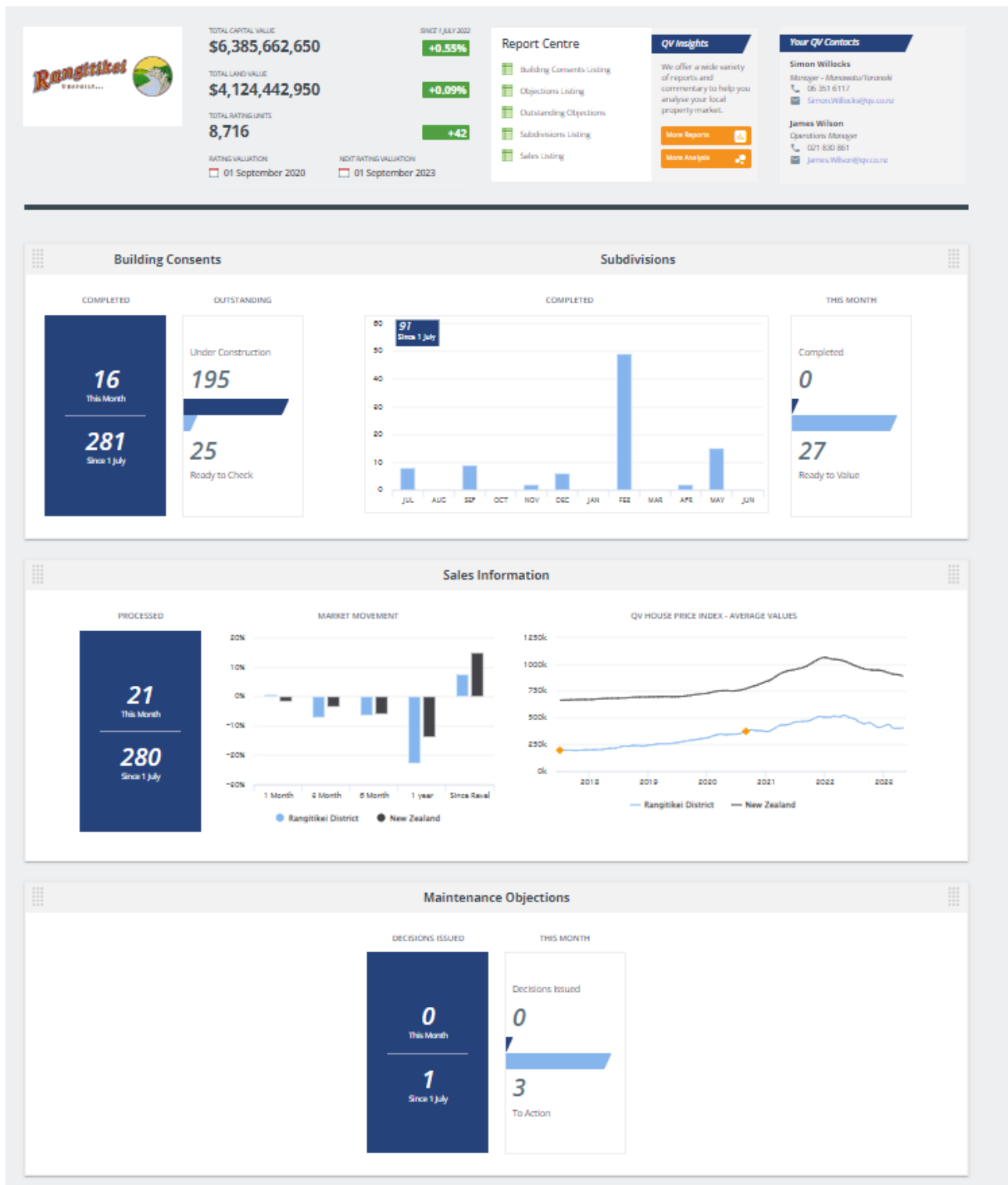
Authoriser: Dave Tombs, Group Manager - Corporate Services

1. Reason for Report

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

2. Explanations

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



Recommendation

That the QV Report be received.

9.3 Treasury and Debt - 2022/23**Author:** Dave Tombs, Group Manager - Corporate Services**Authoriser:** Dave Tombs, Group Manager - Corporate Services**1. Reason for Report**

- 1.1 To provide the Finance and Performance Committee with an overview of Council's 2022/23 Treasury and Debt position, noting that a more detailed Treasury/Debt report is provided to Risk/Assurance Committee.

2. Discussion

- 2.1 Council's predicted June 2023 Treasury/Debt position has not materially changed from the position that was reported at last month's Committee Meeting. As can be seen from this report, Council is currently (comfortably) within its key Liquidity ratios and LTP-stated debt levels.
- 2.2 Council increased its Debt by \$7m during June.
- 2.3 Note: the balances included in this report are only those that are relevant when considering Council's current treasury and debt position: other (non-financial) assets and liabilities also exist.

3. Investments

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

Council has no other significant financial investments.

4. Liquidity

- 4.1 Council's predicted year end liquidity position:

4.1.1 Treasury Assets

• Bank/Deposits	(May balance \$6.7m)	\$10.0 million
• Receivables	(May balance \$3.7m)	\$2.5 million
• Prepayments	(May balance \$0.8m)	\$0.5 million
• Total	(May total \$11.2m)	\$13.0 million

4.1.2 Treasury Current Liabilities

• Payables	(May balance \$2.7m)	\$3.0 million
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Net Current Treasury Position (May: \$8.5m) **\$10.0 million**

5. Debt

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

Amount	Maturity Date	Fixed Rate of Interest
3 million	15/4/2029	3.12%
5 million	14/4/2033	3.68%
11 million	15/4/2027	4.17%
5 million	15/5/2028	5.10%
7 million	15/5/2028	5.30%

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

6. Liquidity Ratios

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

6.2 Council's Long Term Plan (pages 142 and 143) includes two Liquidity Ratio Benchmarks set by the Local Government Funding Agency. Based on figures above above, Council's 2022/23 performance in relation to these benchmarks is as follows (note these ratios are currently included in a more detailed report that is provided to each Risk and Assurance Committee).

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

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

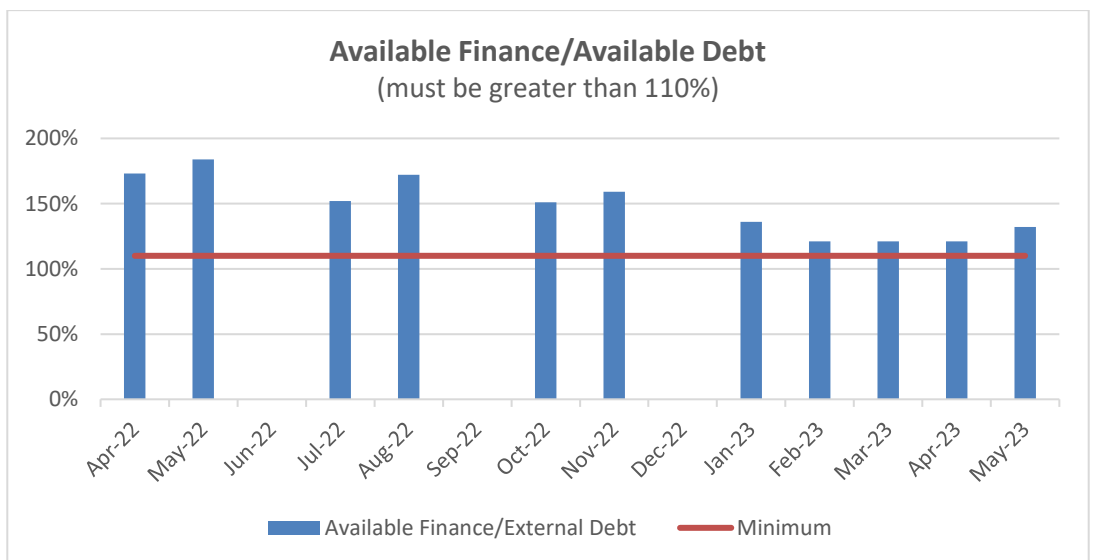
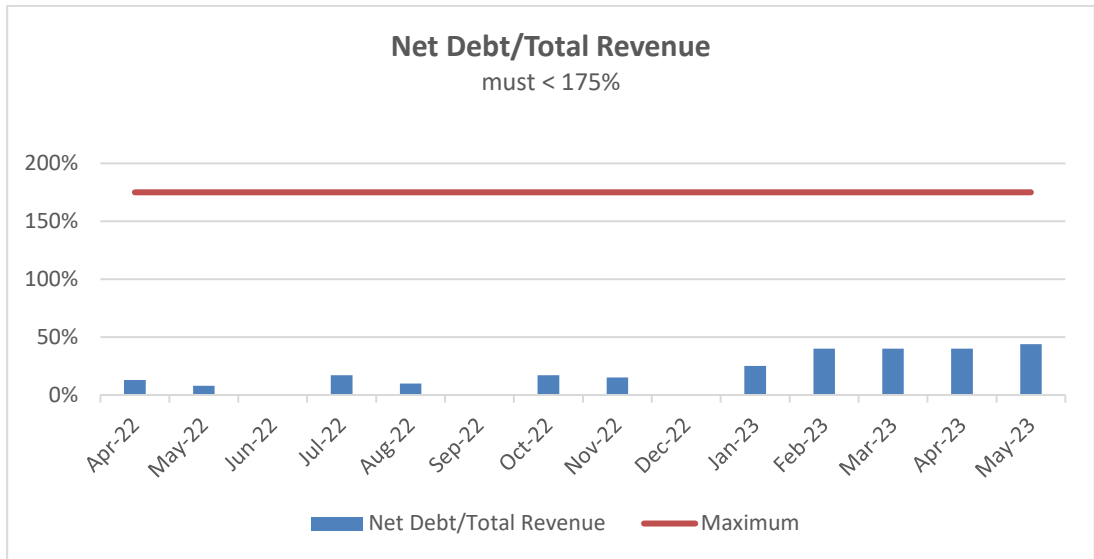
• YE Forecast Debt	\$31m
• YE Forecast Bank/Deposits	\$10m
• YE Forecast Net Debt	\$21m
• Budgeted Full Year Revenue	\$48m
2022/23 Full Year Forecast: Net Debt/Total Revenue	44%

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

• YE Forecast External Debt	\$31m
• YE Forecast Bank/Deposits	\$10m
• Available Finance	\$41m
Available Finance divided by External Debt	132%

7. Trends

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



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

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

7.3 As discussed at recent Annual Plan deliberations, Council’s next Long Term Plan will include detailed discussion regarding future debt levels.

Recommendation

That the report ‘Treasury and Debt – 2022/23’ be received, noting the justification in S2.2 for Council having a Current Account Bank Balance higher than that recommended in Council’s Treasury Management Policy.

9.4 Public Feedback / Performance Report - June 2023**Author:** Gaylene Prince, Group Manager - Community Services**Authoriser:** Carol Gordon, Group Manager - Democracy & Planning**1. Reason for Report**

- 1.1 This report provides the Finance/Performance Committee with a regular monthly report from Council's Happy Or Not system; feedback from Korero Mai – Have Your Say; and the monthly Complaints Dashboard. This month the end of year updates on Council's Transformation Projects are also attached.

2. Reports Provided

- 2.1 The Happy or Not report for the month of June 2023, showing results from over the four locations, is attached (Attachment 1).
- 2.2 A total of 335 responses were received during the month from the Marton main office, Te Matapihi, Marton Library and Taihape Library / Information Centre. 86% of the feedback was very positive. From June 2023 the Happy or Not device that has extra functionality allowing users to provide further feedback has been shifted from the Main Marton Office and installed at the Marton Library/Info Centre. This gives Library users the opportunity to provide written feedback to specific questions.
- 2.3 Also attached (Attachment 2) is feedback from the Korero Mai – Have Your Say feedback system, via QR codes and the Council website for the period 19 May – 21 June 2023. Staff get sent a copy of any suggestion / issue that can be acted on or implemented.
- 2.4 The complaints dashboard for May 2023 is attached (Attachment 3). Customer Service capture this information as part of our Complaints and Issue Resolution process, which is available on Council's website - [RDC-Complaints-and-Issue-Resolution-Policy-2023 Web.pdf \(rangitikei.govt.nz\)](#).
- 2.5 This month sees the completion of another year for our Transformational / Striving for Excellence Projects, a 12 month summary is provided for each of the projects:
- Community Engagement (Attachment 4)
 - Customer Experience (Attachment 5)
 - Health Safety and Wellbeing (Attachment 6)

The summaries highlight work that has been achieved over the past 12 months, what is being worked on currently and what is planned for the year ahead.

3. Decision Making Process

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

Attachments:

1. **Happy or not report - May 2023** [↓](#)
2. **Korero Mai Feedback Form Report - June 2023** [↓](#)
3. **Complaints dashboard for May 2023** [↓](#)
4. **Striving for Excellence - Community Engagement 2023** [↓](#)
5. **Striving for Excellence - Customer Experience 2023** [↓](#)

6. Striving for Excellence - Health Safety and Wellbeing 2023 [↓](#)

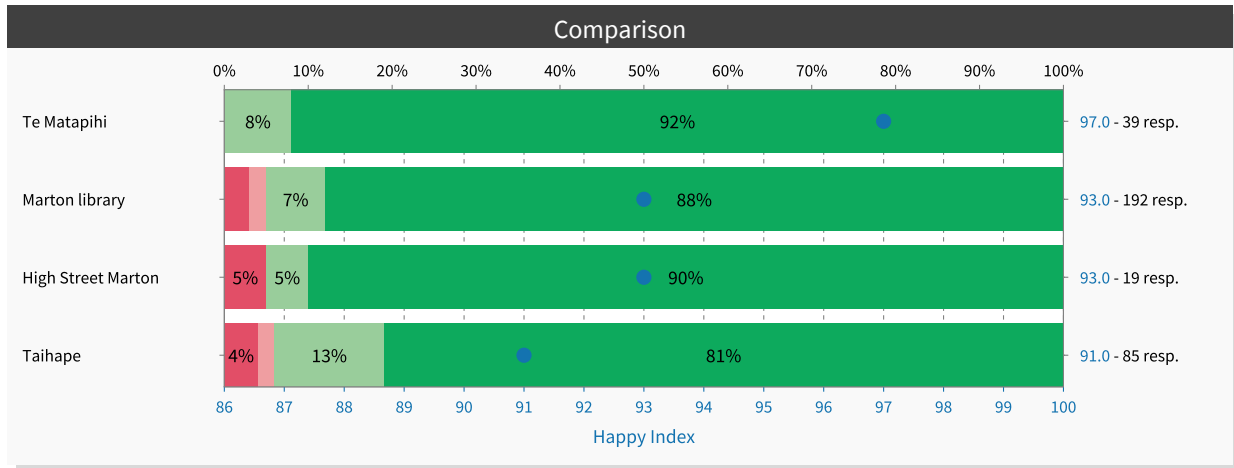
ITEM 9.4

Recommendation

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

Monthly report May 2023	Management report RDC Offices (4 units)
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Please rate our service today



Risers		
Survey	Index	Change
Te Matapihi	97	3% ↑
Marton library	93	1% ↑
Taihape	91	1% ↑

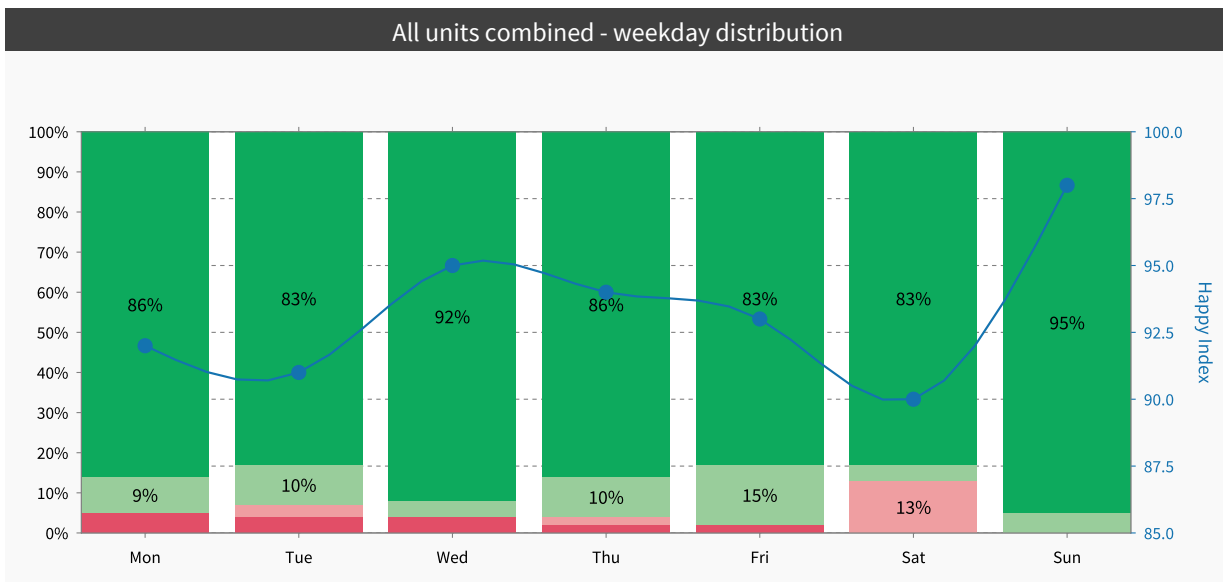
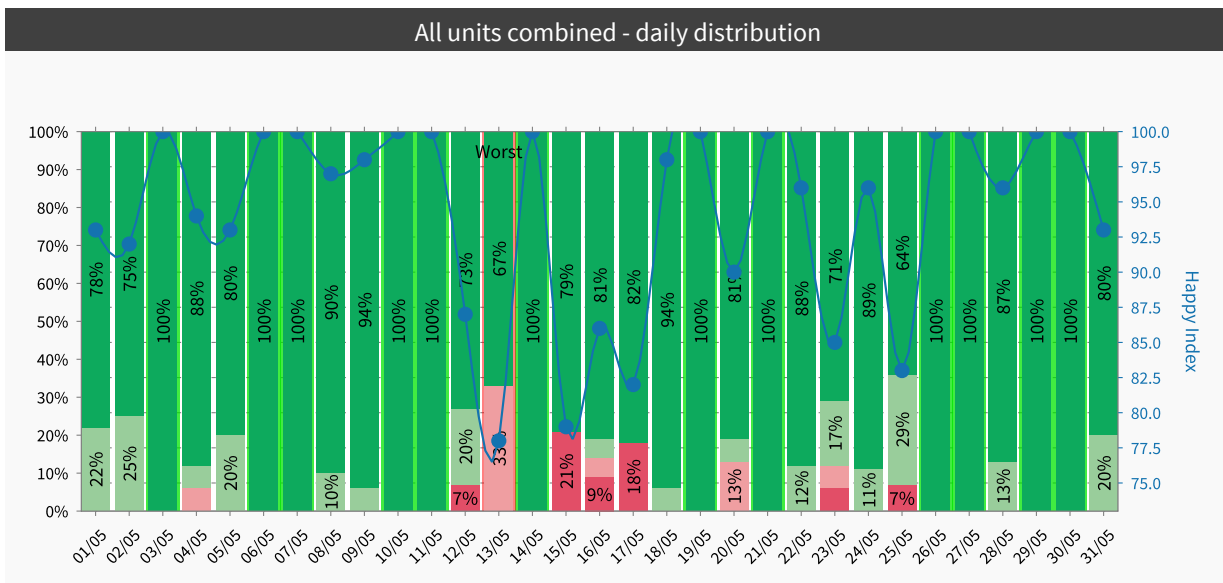
Fallers		
Survey	Index	Change
High Street Marton	93	-4% ↓

HappyOrNot®

ITEM 9.4 ATTACHMENT 1

Monthly report
May 2023

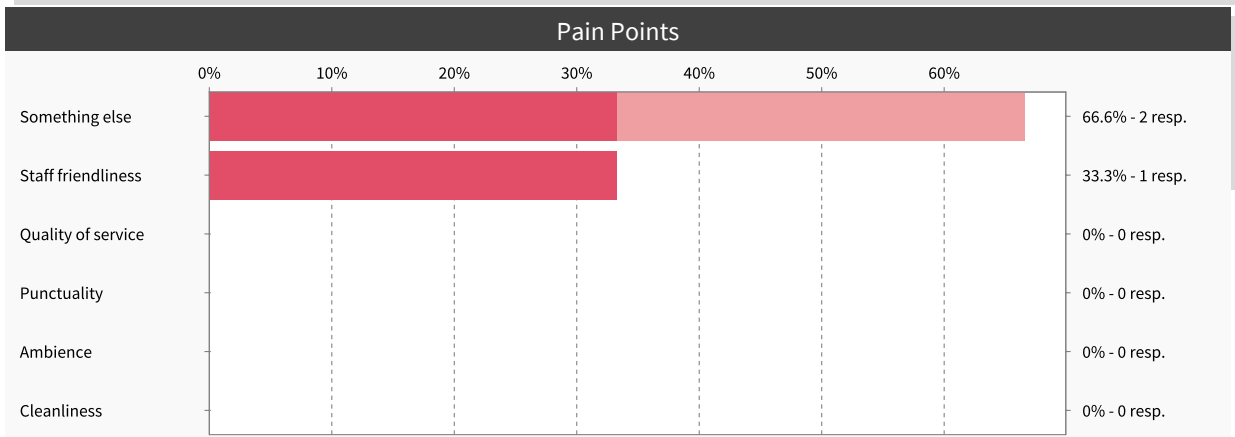
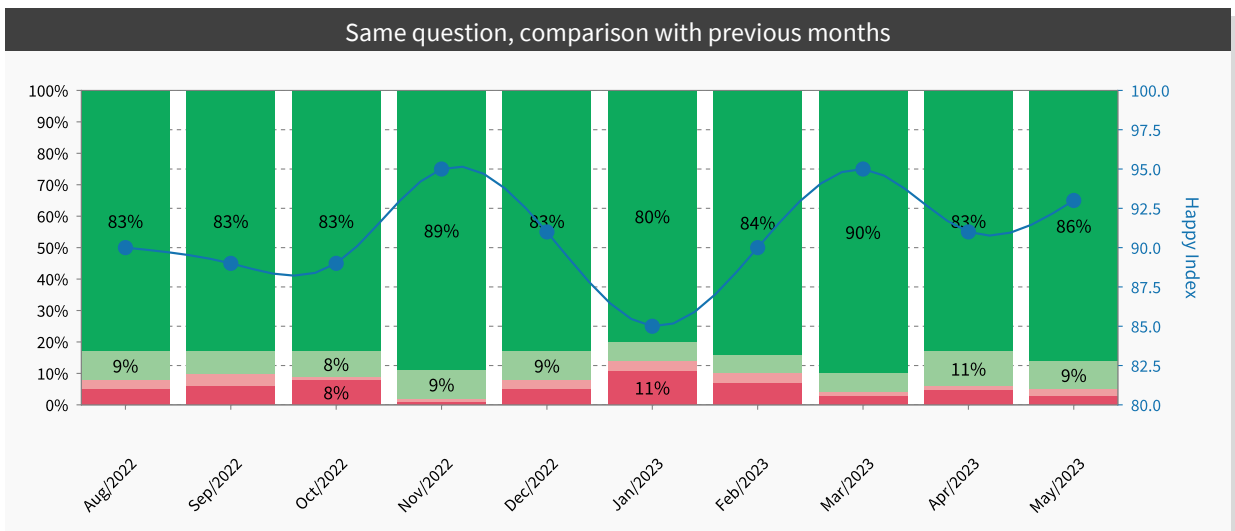
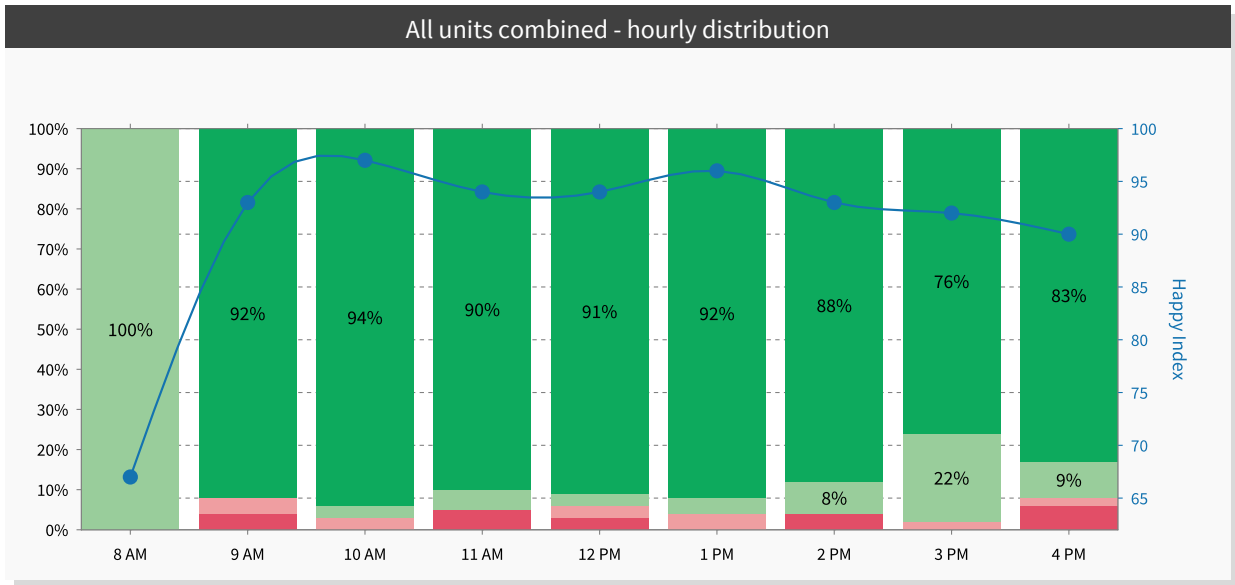
Management report
RDC Offices (4 units)



HappyOrNot®

Monthly report
May 2023

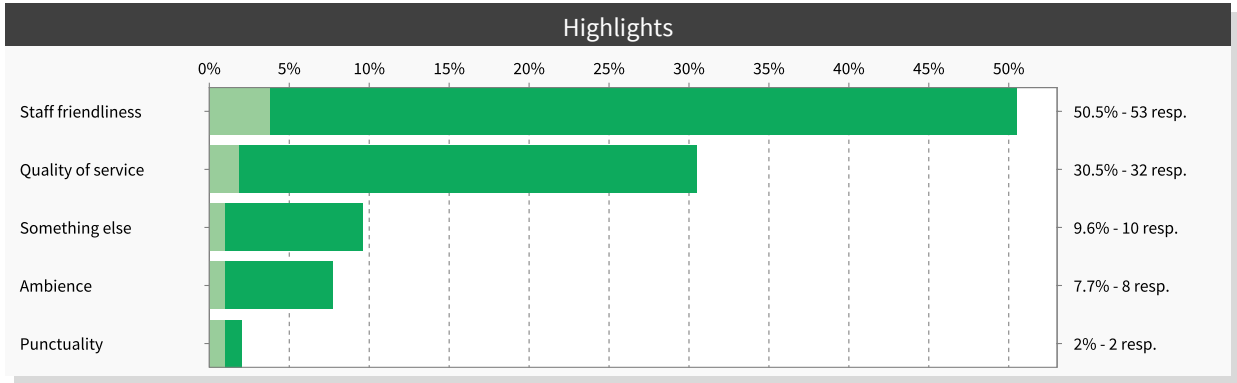
Management report
RDC Offices (4 units)



HappyOrNot®

ITEM 9.4 ATTACHMENT 1

Monthly report May 2023	Management report RDC Offices (4 units)
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HappyOrNot®

<p>Monthly report May 2023</p>	<p>Management report RDC Offices (4 units)</p>
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Please rate our service today













Taihape

	<p>2023-05-31 11:45 AM</p>	<p>Staff friendliness all good</p>
	<p>2023-05-30 3:35 PM</p>	<p>Staff friendliness lovely place to visit thanks</p>
	<p>2023-05-29 4:57 PM</p>	<p>Staff friendliness thank you for doing my laminating</p>
	<p>2023-05-27 12:40 PM</p>	<p>Quality of service fantastic service</p>
	<p>2023-05-18 3:32 PM</p>	<p>Staff friendliness the books were good</p>
	<p>2023-05-16 3:07 PM</p>	<p>Something else great books!!!!</p>
	<p>2023-05-16 12:28 PM</p>	<p>Staff friendliness very helpful local knowledge</p>
	<p>2023-05-13 12:31 PM</p>	<p>Staff friendliness very nice</p>
	<p>2023-05-11 9:47 AM</p>	<p>Quality of service very friendly</p>
	<p>2023-05-10 2:24 PM</p>	<p>Quality of service what wonderful helpfull staff</p>
	<p>2023-05-06 4:08 PM</p>	<p>Quality of service very helpful</p>
	<p>2023-05-05 3:37 PM</p>	<p>Staff friendliness thank you for being polite!</p>
	<p>2023-05-01 3:41 PM</p>	<p>Quality of service i got awesome books gift me fortnite busymarmoset3363</p>

Te Matapihi

HappyOrNot®

Monthly report May 2023	Management report RDC Offices (4 units)
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-  2023-05-28 4:08 PM **Something else**
Lots of fun with friends:)
 -  2023-05-28 2:54 PM **Staff friendliness**
The staff are very helpful and show you where ze books are :)
 -  2023-05-28 2:53 PM **Staff friendliness**
the worker are so nice keep it up
 -  2023-05-23 3:12 PM **Staff friendliness**
great peeps
 -  2023-05-14 12:32 PM **Staff friendliness**
Good people, and great service!
 -  2023-05-11 4:16 PM **Quality of service**
staff were very nice to me and very polite
 -  2023-05-08 4:10 PM **Staff friendliness**
the workers here are nice and kind to as so thank you bye
 -  2023-05-08 4:09 PM **Staff friendliness**
The workers here are very kind and helpful :)))
 -  2023-05-04 4:24 PM **Ambience**
amazing and fre iendly amazing friendly place.
- High Street Marton**
-  2023-05-09 11:06 AM **Something else**
thank you sharn for being so professional in all areas.
 -  2023-05-05 1:59 PM **Quality of service**
always pleasent service from front desk and helpfull.
 -  2023-05-03 1:11 PM **Staff friendliness**
Immediate friendly attention regarding my situation

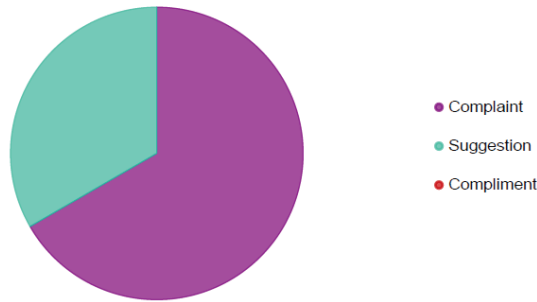
HappyOrNot®

KŌRERO MAI - HAVE YOUR SAY

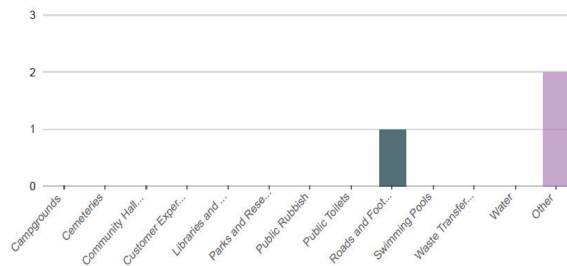
COUNCIL FEEDBACK FORM REPORT

19 MAY - 21 JUNE 2023

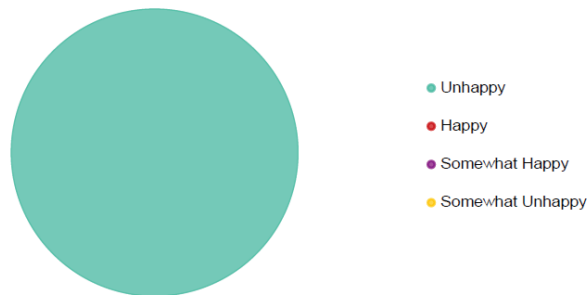
What type of feedback do you have?



Which area does your feedback relate to?



How happy are you with your experience?



KŌRERO MAI - HAVE YOUR SAY

COUNCIL FEEDBACK FORM REPORT

19 MAY - 21 JUNE 2023

Comments

- **21 MAY - OTHER**

FEEDBACK TYPE - Complaint

With all these new subdivisions going on in pre-existing waterways, why is the water getting diverted into other peoples properties? Instead of pre-existing drainage being upgraded to lower the risk of future flooding. We have been in the area for some time now and now we get all the water down wellington road coming from the new hendersons line subdivision? Some new regulations need to be put in place perhaps? Not fair on all us. My house/section thankfully is okay, but we do have a stormwater drain that gets pushed to the brink going into the Tutaenui stream behind us. Just a suggestion, instead of focusing solely on all these new things, upgrade the existing too!

I know there's not much that can be done at this point in time. But concerns need to be voiced, and then maybe if enough people say something, something may happen. This is just a big disaster waiting to happen...

EXPERIENCE - Unhappy

- **28 MAY - ROADS AND FOOTPATHS**

FEEDBACK TYPE - Suggestion

Yes, I would like to know where Marumaru Rd is. Apparently there is some repair work on a bridge there -refer - on your front website page. It would be really useful if the correct road/street name is used when making a statement. To my knowledge there is no such 'road' in this district, but there is a 'street' of that name. The correct name should be used, doesn't anyone check the text put in the public arena?

EXPERIENCE - Unhappy

****Correction to Marumaru Rd (Street) on our website was made immediately once error had been advised.*

- **28 MAY - OTHER**

FEEDBACK TYPE - Complaint

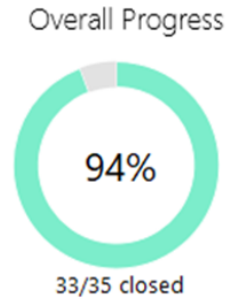
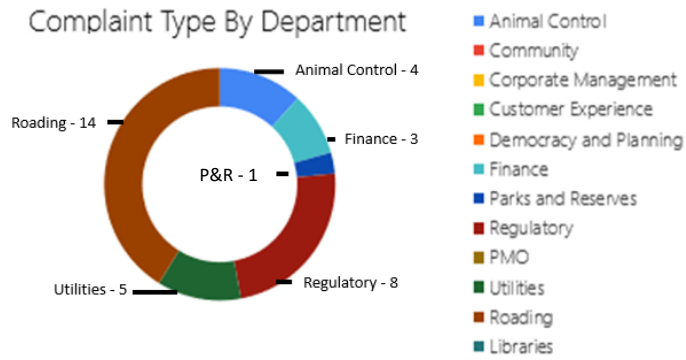
Rang 0800422522 on the 20th May @11.06am to inform you that the King Street motorhome dump site was blocked. Went back 25th May @ 6.30am to dump shit etc from my tanks, GUESS what, still blocked. Filled out an REQUEST for that morning to say HEY you have NOT unblocked the motorhome dump site. I went to the Hawkes bay on Thursday 25th May, DUMPED my waste @ Dannevirke. (NOT BLOCKED). Came back home to Marton today 28th May and went to the motorhome dump site on King street, GUESS what, Still blocked. Rang the 0800422522 AGAIN and informed them what I have done. So please note you will be getting a FUEL/RUC bill from me due to the fact that I have to go to Sanson to empty my tanks. Looking forward to your reply.

DO YOUR JOB!!

EXPERIENCE - Unhappy

****Submission was logged as an Request for Service and actioned by staff.*

Complaints Dashboard for May 2023



Striving for Excellence - Community Engagement



ALIGNMENT TO VALUES











WHAKAPONO
We strive to be trusting and trustworthy.



KOTAHITANGA
We embrace diversity and strive to be inclusive.

<p>To involve, engage, listen and be transparent with all of our communities when developing any policies, programs, projects or activities (other than routine administrative matters).</p>						
OUTCOMES	Communities help to lead the way in making Rangitikei a great place to live.	Communities can influence issues that affect them.	Activities to involve communities are focused and purposeful.	Our communities feel involved and listened to	OUTCOMES	
OBJECTIVES	To provide a best-practice, consistent, and considered approach to engagement that is meaningful and appropriate for our diverse communities of all ages and abilities	Forge an open and collaborative culture across the organisation regarding the delivery and approach to community engagement	Implement cost effective engagement strategies and ensure best use of limited engagement resources across the organisation	Explore contemporary engagement methods with a view to improving and extending Council's engagement activities	Enhance oversight of how community engagement is being conducted and integrated into decision-making	OBJECTIVES
<p> ACHIEVING IT NOW</p>		<p> WORKING ON IT NOW</p>		<p> COMING SOON</p>		
ACTIONS	Adopt an organisation-wide approach to engagement through the development of a Community Engagement Strategy (this document), policy, staff toolkit; and the adoption of the IAP2 framework	Roles are expanded to include community engagement aspects.	Provide staff with ongoing engagement support and the tools needed for good engagement	Actively participate in conferences, training, and forums to learn from best practices	Prepare a monthly community engagement schedule for each Council meeting.	ACTIONS
ACTIONS	Ensure all projects (other than those of an administrative nature) have a community engagement component and the tools required	Ensure that all teams are planning for, budgeting and internally communicating all projects containing community engagement especially as part of LTP planning	Utilise existing groups and networks within Council to promote and target engagement opportunities	Identify and work with innovative and best-practice industry providers	Involve Comms and Maori Liaison staff in regular meetings for key project teams undertaking planned or current engagement activities.	ACTIONS

ACTIONS	Utilise best-practice online communication and engagement techniques e.g., online panel participation, focus groups, social media, as well as the use of video, to create energy and excitement around Council's engagement activities	Ensure community engagement plans are co-designed and agreed between Council's Community Engagement Team and the project or subject manager	Provide staff with ongoing support and guidance regarding best-practice tools and particularly for legislated engagement projects via a centralised approach to research and engagement	As part of the LTP source a community engagement tool/portal to provide a central location for all engagement activities	Provide project updates and share information about outcomes of engagement and how it has informed decisions	ACTIONS
ACHIEVEMENTS - FIRST 12 MONTHS						
 <ul style="list-style-type: none"> • Communications Staff - both Senior and Junior employed • Regular meetings are taking place with PMO and Comms Manager to deliver regular updates on key project • Methods of engagement used included Facebook (using videos), Story maps, Interactive map, hard copy, flyers, media release, public notice, bookmarks at libraries, website, use of Elected Members, attendance at events/groups, drop in sessions • A Complaint Resolution process was implemented and made visible to our community through Council's website, a dedicated CS staff member was appointed to undertake this role. 	 <ul style="list-style-type: none"> • Comms and Engagement Toolkit to be finalised and will be rolled out for staff use mid-2023 • Comms and Engagement is top of mind for those undertaking projects and providing services on behalf of Council • Engagement on Spatial Plan, Destination Management Plan, and Annual Plan used multiple methods for greater community reach • Happy or not system has been implemented across three council facilities 	 <ul style="list-style-type: none"> • Introduced informal bi-monthly visits to community housing complexes to building relationships with tenants. A community housing newsletter is circulated to tenants in the alternative month. • Instead of staff selecting colour schemes for paint, flooring, curtains etc. for community housing, tenants are provided with a small selection and invited to select the colour • On-line webviewers – GeoHub is a public platform where the Council shares data about where we live, work, and play. This site can be used to discover, explore, and download Council owned datasets, as well as find links to other open data websites. Included data – RDC property map viewer, RDC Utilities Map viewer, RDC District Plan Map Viewer, Address number application form. 	 <ul style="list-style-type: none"> • Comms Plans are produced for key issues / projects During Annual Plan drafting staff were asked to identify comms requirements • Feedback forms on website to gauge feedback on Council's services and facilities 	 <ul style="list-style-type: none"> • Happy or Not report and performance report goes to monthly Finance / Performance committee • Bi-monthly updates go to the Policy / Planning committee on Comms in the organisation • During our Covid response found alternative ways to meet our customer needs, e.g. click and collect options at the libraries 		
THE YEAR AHEAD						
 <ul style="list-style-type: none"> • Journey map to be designed to enhance customer experience through better understanding of who our customers are and how they contact us; and to highlight any internal procedures that can be enhanced and updated, with the objective of improving the overall experience the customer receives. 		 <ul style="list-style-type: none"> • Comms Manager will provide guidance on best-practice to all staff (through training) • Establishing and building on relationships with external stakeholders e.g. local police, services available in local community (for tenants) 	 <ul style="list-style-type: none"> • Investigate whether there is a good engagement tool for in-house use (accessed via Kapua) • Investigate options for in-house comms (newsletter etc.) to keep staff up to date • Feedback forms available on website to provide customers an opportunity to feedback on Council's services and facilities. 			

SPONSOR : Carol Gordon and Gaylene Prince

Striving for Excellence - Customer Experience



ALIGNMENT TO VALUES













MANAAKITANGA
The customer is at the centre of everything we do.



RANGATIRATANGA
We aspire to the highest standards.

OUTCOMES	IMPROVE CUSTOMER SATISFACTION	DELIVER FAST, EFFECTIVE RESOLUTIONS	ENHANCE CUSTOMER EXPERIENCE USING TECHNOLOGICAL INNOVATIONS	EXCEED OUR CUSTOMER'S EXPECTATIONS	BUILD A CUSTOMER-CENTRIC CULTURE	OUTCOMES
	ACHIEVING IT NOW		WORKING ON IT NOW		COMING SOON	
ACTIONS	In the later half of 2023 produce a 'customer journey map' to understand who our customers are; and how they contact us so we can make ongoing improvements	Establish user opportunities to seek meaningful and timely feedback	Unacceptable Customer Conduct and Complaints and Issue Resolution policies have been established to ensure a consistent approach to all customers	Implement opportunities for customers to provide 'point of service' feedback on Council's services and facilities	Make improvements to the High Street, Marton Customer Service area to make it function better and be more inviting and customer focused	ACTIONS
	Implement customer feedback opportunities for our front counter services to drive continuous improvement	Automated process has been implemented to respond to customers and clear guidelines for all staff to response have been established	Train customer-facing staff effectively and empower them to go the extra mile	Improve both the acknowledgement and close-off process for Council's RFS system	Implement a new phone system that provides the appropriate technology, useability and enhancements that meets both the staff and customers needs	
	Implement a Resolution Co-ordinator role to provide a consistent approach to all level 2 complaints and seek a timely resolution by liaising with relevant departments within Council	Ensure public facing areas have appropriate staff available during working hours (e.g. Customer Experience, Building, Planning, Regulatory, Property / Community Housing, and the IT Helpdesk)	Kiosks at libraries have been installed for issuing books. Returns will be operational by July 1 2023. A kiosk is being planned for the main office at High Street. TV screens have been being installed at main office to show real time call information and results from the Happy or Not system	Employed Communications Manager to assist in communicating with our customers as part of their role	Have implemented standard responses and themes; yet to start work on the 'tone of voice' changes throughout the organisation, this will be part of the Communications Manager role	

ACHIEVEMENTS - FIRST 12 MONTHS				
 <ul style="list-style-type: none"> A Complaint Resolution process was implemented and made visible to our community through Council's website, a dedicated CS staff member was appointed to undertake this role Code clubs and other digital upskilling programmes have been implemented and delivered across the district Programme survey and review 	 <ul style="list-style-type: none"> CS Staff hold monthly meetings to share ideas, provide updates on issues, discuss any health and safety issues and training etc Happy or not system has been implemented across three council facilities 	 <ul style="list-style-type: none"> New training programme now in place for new CS staff (Marton), complete with appropriate documentation – to be rolled out to other CS areas (Taihape, Bulls) - defined roles within CS team implemented Self service Library machines are now installed at all three libraries 	 <ul style="list-style-type: none"> Improvements to Council's RFS process have been implemented (automated acknowledgement and sign-off process) 	 <ul style="list-style-type: none"> Zoom phone has been implemented, which integrates with Teams During our Covid response found alternative ways to meet our customer needs, e.g. click and collect options at the libraries
THE YEAR AHEAD				
 <ul style="list-style-type: none"> Journey map to be designed to enhance customer experience through better understanding of who our customers are and how they contact us; and to highlight any internal procedures that can be enhanced an updated, with the objective of improving the overall experience the customer receives 	 <ul style="list-style-type: none"> Comms and Engagement approach is planned for libraries. Laptops have been issued to enable relevant staff to work from home if required Train the trainer approach will be rolled out once Sarah has undertaken more training. Knowledge base is being implemented. 	 <ul style="list-style-type: none"> The training programme in place for new CS staff in Marton to be rolled out to other CS areas (Marton Library, Taihape, Bulls). Library self-service machines will have the "returns" feature turned on to allow customers a full self-service option Updated roles in the libraries are being rolled out to ensure all staff provide for a broader approach to the wellbeing of our community and enable better outcomes for our community overall. 	 <ul style="list-style-type: none"> Feedback forms are now widely available across a number of platforms 	 <ul style="list-style-type: none"> Implement a Council-wide training programme on Council's way of communicating ('Tone of Voice'). This will be part of the Communications Manager role

SPONSOR : Carol Gordon and Gaylene Prince

Striving for Excellence - Health, Safety and Wellbeing



ALIGNMENT TO VALUES



MANAAKITANGA
The customer is at the centre of everything we do.



RANGATIRATANGA
We aspire to the highest standards.



WHANAUNGATANGA
We act with courage, respect, kindness and empathy.

<p>The safety and wellbeing of our people is our number one priority. We want everyone to be safe at work and get home healthy and well.</p>				
<p>ENVIRONMENT Because they work for us, our people are safer and healthier at work and outside work.</p>	<p>LEADERSHIP Every staff member has the courage to stand up, speak up, and do what's right.</p>	<p>CULTURE We have a staff awards programme for health, safety and wellbeing innovation.</p>	<p>FRAMEWORKS All health, safety and wellbeing systems and frameworks are easy, useful and fun.</p>	<p>REPUTATION We are invited to share what we are doing because of how awesome it is.</p>
<p>ACHIEVING IT NOW</p>		<p>WORKING ON IT NOW</p>		
<p>Work actively enhances health and wellbeing.</p>	<p>Everyone takes responsibility for theirs and others health, safety and wellbeing.</p>	<p>We have a culture of proactive enhancement and innovation.</p>	<p>Our frameworks are useful, easy and enjoyable.</p>	<p>Our health, safety and wellbeing practice is enviable and replicable (others learn from us).</p>
<p>Work is deliberately designed to minimise negative impacts to health and wellbeing.</p>	<p>Health, safety and wellbeing is led by ELT and SLT.</p>	<p>We choose to do the right thing to protect ourselves and others.</p>	<p>Our frameworks are useful and easy.</p>	<p>Award winning initiatives and frameworks.</p>
<p>We have initiatives that prevent harm and support wellness.</p>	<p>Health, safety and wellbeing is led by the internal health and safety function.</p>	<p>We ensure we comply with legislation, best practice and SOP's</p>	<p>Our frameworks are useful.</p>	<p>We understand who is doing it well and learn from them.</p>

SUMMARY OF ACHIEVEMENTS: 1 JULY 2022 - 30 JUNE 2023



- We launched our new Wellbeing Programme - Hauora Ake and our new Safer Driver Framework – Waka Haumarū.
- We ran a staff engagement project to explore workload pipelines and improved work design.



- We developed and published our Leadership Health, Safety and Wellbeing Charter.
- We've refreshed our HSW Committee Meetings to include greater focus on professional development, and innovation.



- We're hearing great examples of individuals and teams taking accountability to ensure they are working safely. We're also seeing great ideas and innovations for improving health, safety and wellbeing at work.

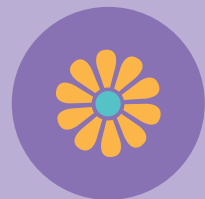


- We've continued to enhance the HSW area of Kapua.
- Our on-line incident reporting App is complete and has been rolled out in three work teams.



- We were invited to complete two best practice case studies featuring our health, safety and wellbeing work which have now been published.

THE YEAR AHEAD



- Implementation of initiatives that enable more effective workload management.



- Develop some additional goals and success indicators to track continuous improvement in this area.



- Develop a programme for more frequent recognition of awesome HSW practice and achievement.



- On-line reporting tool rolled out across RDC.
- Launch of new HSW Risk Management Framework.



- Identify potential options for entries into national HSW awards.
- We'll benchmark our HSW practices using the Safe Plus Assessment Framework (re-assessment).

SPONSOR : Sharon Grant

10 Meeting Closed