

# ORDER PAPER

## FINANCE/PERFORMANCE COMMITTEE MEETING

**Date:** Wednesday, 24 April 2024

**Time:** 9.30am

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

---

**Chair:** Cr Fi Dalgety

**Deputy Chair:** Cr Jeff Wong

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

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

<b>Contact:</b>	0800 422 522 (06) 327 0099	<a href="mailto:info@rangitikei.govt.nz">info@rangitikei.govt.nz</a>	<a href="http://www.rangitikei.govt.nz">www.rangitikei.govt.nz</a>
<b>Locations:</b>	<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
<b>Postal Address:</b>	Private Bag 1102, Marton 4741		
<b>Fax:</b>	(06) 327 6970		

**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 April 2024 at 9.30am.**

## **Order Of Business**

<b>1</b>	<b>Welcome / Prayer .....</b>	<b>4</b>
<b>2</b>	<b>Apologies .....</b>	<b>4</b>
<b>3</b>	<b>Public Forum .....</b>	<b>4</b>
<b>4</b>	<b>Conflict of Interest Declarations.....</b>	<b>4</b>
<b>5</b>	<b>Confirmation of Order of Business .....</b>	<b>4</b>
<b>6</b>	<b>Confirmation of Minutes .....</b>	<b>5</b>
6.1	Confirmation of Minutes .....	5
<b>7</b>	<b>Follow-up Action Items from Previous Meetings .....</b>	<b>12</b>
7.1	Follow-up Action Items from Finance/Performance Meetings .....	12
<b>8</b>	<b>Chair's Report .....</b>	<b>14</b>
8.1	Chair's Report - April 2024 .....	14
<b>9</b>	<b>Reports for Decision .....</b>	<b>15</b>
9.1	Events Sponsorship Scheme - Consideration of Applications for Round Two of 2023/24 .....	15
9.2	Community Initiatives Fund - Consideration of Applications for Round Two of 2023/24 .....	16
<b>10</b>	<b>Reports for Information.....</b>	<b>18</b>
10.1	Events Sponsorship Scheme - Project Report Form.....	18
10.2	Community Initiatives Fund - Project Report Forms.....	19
10.3	Finance Snapshot - March 2024 .....	20
10.4	Treasury and Debt - 2023/24 .....	32
10.5	QV Report .....	36
10.6	Public Feedback / Performance Report - March 2024.....	40
<b>11</b>	<b>Meeting Closed. ....</b>	<b>55</b>

## **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 28 March 2024** are attached.

#### Attachments

1. **Finance/Performance Committee Meeting - 28 March 2024**

#### Recommendation

That the minutes of Finance/Performance Committee Meeting held on 28 March 2024 [**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



**RANGITIKEI**  
DISTRICT COUNCIL

*Making this place home.*

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

**Date:** Thursday, 28 March 2024  
**Time:** 9.30am  
**Venue:** Council Chamber  
Rangitikei District Council  
46 High Street  
Marton

---

**Present**

Cr Jeff Wong  
Cr Fi Dalgety  
Cr Brian Carter  
Cr Simon Loudon  
HWTM Andy Watson

**In attendance**

Mr Kevin Ross, 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  
Mr Warren Pedley, Management and Systems Accountant  
Ms Kezia Spence, Governance Advisor

**Order of Business**

<b>1</b>	<b>Welcome / Prayer .....</b>	<b>3</b>
<b>2</b>	<b>Apologies .....</b>	<b>3</b>
<b>3</b>	<b>Public Forum .....</b>	<b>3</b>
<b>4</b>	<b>Conflict of Interest Declarations.....</b>	<b>3</b>
<b>5</b>	<b>Confirmation of Order of Business .....</b>	<b>3</b>
<b>6</b>	<b>Confirmation of Minutes .....</b>	<b>3</b>
<b>7</b>	<b>Follow-up Actions.....</b>	<b>3</b>
7.1	Follow-up Action Items from Finance/Performance Meetings .....	3
<b>8</b>	<b>Chair's Report .....</b>	<b>4</b>
8.1	Chair's Report - March 2024.....	4
<b>9</b>	<b>Reports for Information.....</b>	<b>4</b>
9.1	Finance Snapshot - February 2024 .....	4
9.2	Treasury and Debt - 2023/24 .....	4
9.3	Summary of Bad Debts.....	5
9.4	Fee Waivers - Quarterly Update.....	5
9.5	QV Report .....	5
9.6	Public Feedback / Performance Report - February 2024.....	5

## 1 Welcome / Prayer

Cr Dalgety opened the meeting at 9.31am and read the council prayer.

## 2 Apologies

**Resolved minute number 24/FPE/012**

Apologies received from Cr Maughan, Cr Wilson and Ms Leanne Hiroti.

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 was no change to the order of business.

## 6 Confirmation of Minutes

**Resolved minute number 24/FPE/013**

That the minutes of Finance/Performance Committee Meeting held on 29 February 2024 **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 S Loudon/Cr J F Wong. Carried

## 7 Follow-up Actions

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

#### Item 1- Building Consents

It was requested that Mr Cullis provide a report to committee to explain the process of how council notifies QV and how this is added to the rating base.

**Resolved minute number 24/FPE/014**

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



Cr F Dalgety/Cr B Carter. Carried

## 8 Chair's Report

### 8.1 Chair's Report - March 2024

Cr Dalgety provided a tabled report.

The committee discussed the impact of inflation on rates and on capital projects.

**Resolved minute number 24/FPE/015**

That the Chair's Report –March 2024 be received.

Cr B Carter/Cr S Loudon. Carried

## 9 Reports for Information

### 9.1 Finance Snapshot - February 2024

Staff confirmed that it is expected that the roading budget will be spent before applying for further funds.

Mr Tombs will action a year-to-date percentage variation on the capital programme report.

Staff responded to questions that the better off funding report is separate.

**Resolved minute number 24/FPE/016**

That the report 'Finance Snapshot – February 2024' be received.

Cr F Dalgety/Cr S Loudon. Carried

### 9.2 Treasury and Debt - 2023/24

Mr Tombs will be taking a 9 million debt parcel to continue the CAPEX programme.

Staff respond to questions that unbudgeted land purchases are not expected to significantly impact Council's 30 June budget debt position as other budgeted capital projects are expected to be unspent at 30 June.

**Resolved minute number 24/FPE/017**

That the report 'Treasury and Debt – 2023/24' be received.

Cr B Carter/Cr J F Wong. Carried

**9.3 Summary of Bad Debts**

Mr Tombs responded to questions that it would be best to clarify from Debt Management Central any of the reporting figures as they provide this report.

**Resolved minute number 24/FPE/018**

That the report 'Summary of Bad Debts' be received.

Cr F Dalgety/Cr J F Wong. Carried

**9.4 Fee Waivers - Quarterly Update**

His Worship the Mayor requested a summary of fee waivers for the end of the year, this is for the committee to compare if there have been significant increases .

**Resolved minute number 24/FPE/019**

That the report 'Fee Waivers – Quarterly Update' be received.

Cr F Dalgety/Cr B Carter. Carried

**9.5 QV Report**

His Worship the Mayor raised the issue off signing off the compliance of new builds and the timing of a new build being rateable in the next financial year. The rates are set from the 30 June of that financial year and this anomaly of new builds holding off until the 01 July. His Worship the Mayor noted that the process is only being completed for insurance purposes. It was requested that staff confirm that this is correct and then taking this as a remit.

Mr Ross noted this has been an ongoing issue and there is a need to confirm that no other action has been taken.

**Resolved minute number 24/FPE/020**

That the QV Report be received.

Cr F Dalgety/Cr B Carter. Carried

**9.6 Public Feedback / Performance Report - February 2024**

There is a historical arrangement of Marton library being closed but Bulls and Taihape were already opened when the library service and information centres combined.

**Resolved minute number 24/FPE/021**

That the Public Feedback / Performance Report – February 2024 be received.

Cr S Loudon/Cr B Carter. Carried

The meeting closed at 10.18am.

The minutes of this meeting were confirmed at the Finance/Performance Committee held on 24 April 2024.

.....  
Chairperson

ITEM 6.1 ATTACHMENT 1

Unconfirmed

## 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	28-Mar-24	Re a house built at the end of June - doesn't get sign off until early July then its not rated for until the following year	Dave	Rateable properties are rated based on their recorded CV at 1 July of the financial year.	Completed
2	30-Nov-23	Doggie doos at Tutaenui dams walkway - as there are no bins we could put up signage that advises "it's a take in - take out" process.	Arno / Carol	Carol to talk to Murray initially	Open
3	30-Nov-23	Huntermville signs - Junk and Disorderly - too many 'angry' looking signs - how many is too many?? Waka Kotahi issue or RDC?	Carol / Regulatory	To be looked at in early 2024	Open
4	31-Aug-23	Rates - check whether rates are being charged to all new properties (once a CCC is granted) - a suggested process put in place by staff.	CE	Would like further investigation on this matter as another property was identified. [Note: at the QV Valuation presentation in December Council were advised that QV are confident that their audit and processes capture all new properties]	In progress

## **8 Chair's Report**

### **8.1 Chair's Report - April 2024**

**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 –April 2024 be received.

# 9 Reports for Decision

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

**Author:** Deb Haworth, Venue and Events Coordinator

**Authoriser:** Kym Skerman, Manager- Venues and Events

### 1. Reason for Report

- 1.1 The 2023/24 budget for the Events Sponsorship Scheme (ESS) is \$25,000. In Round One \$18,470 allocated leaving the total remaining for 2022/23 at **\$6,530**
- 1.2 A total of **\$13,707.05** has been requested in Round Two. This exceeds the amount of available funds. The Committee needs to consider this when making their assessments.

### 2. Round 2– 2022/23

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

Applicant	Amount Requested
Marton Arts and Crafts Centre	\$1,832
Rangitikei Farmstay Ltd	\$11,875.05
	<b>\$13,707.05</b>

- 2.2 It is a condition of the Events Sponsorship Scheme that Project Report Forms (for any previous events that received funding) are returned before further funding can be sought. All of the applicants have returned their acquittal forms.
- 2.3 Staff noted that the Marton Arts and Crafts Centre have received funding for this financial year.

### Recommendation 1

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

### Recommendation 2

That the Finance/Performance Committee agrees/does not agree to accept the Marton Arts and Crafts Centre application.

### Recommendation 3

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

-

**9.2 Community Initiatives Fund - Consideration of Applications for Round Two of 2023/24****Author:** Deb Haworth, Venue and Events Coordinator**Authoriser:** Kym Skerman, Manager- Venues and Events**1. Reason for Report**

- 1.1 The 2023/24 budget for the Community Initiatives Fund (CIF) is **\$30,000**. In Round One \$13,730 allocated leaving the total remaining for 2022/23 at **\$16,270**.
- 1.2 Applications made to this round (round one) total **\$21,241.81** which exceeds the amount of available funds. The Committee needs to consider this when making their assessments.

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

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

<b>Applicant</b>	<b>Amount Requested</b>
1 <sup>st</sup> Marton Scouts- The Scout Association of New Zealand	\$2,349.68
Alzheimers Whanganui Incorporated	\$2,500
Bulls & District Community Trust	\$4,699.90
Door of Hope Rangitikei Charitable Trust	\$2,500
Marton Community Garden	\$1,156.80
Marton Food Pantry	\$1,000
Rangitikei Branch of Royal Forest and Bird Society	\$1,285.20
Taihape Community Development Trust	\$5,0000
Wanganui Area Neighbourhood Support Groups Inc	\$750
	<b>\$21,241.58</b>

- 2.2 It is a condition of the Community Initiatives Fund that Project Report Forms (for any previous projects that received funding) are returned before further funding can be sought. All applicants for Round One, 2023/24 are eligible to receive funding as any relevant Project Report Forms have been received, except for the Taihape Community Development Trust who have applied to the fund previously as an umbrella organisation.

**Recommendation 1**

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



**Recommendation 2**

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

- 
- 
- 
- 
-

## 10 Reports for Information

### 10.1 Events Sponsorship Scheme - Project Report Form

**Author:** Deb Haworth, Venue and Events Coordinator

**Authoriser:** Kym Skerman, Manager- Venues and Events

#### 1. Reason for Report

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

#### Attachments:

1. Aquittal Form- Bulls and Community District Trust (under separate cover)
2. Aquittal Form- Marton Arts and Crafts Centre (under separate cover)

#### Recommendation

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

**10.2 Community Initiatives Fund - Project Report Forms****Author:** Deb Haworth, Venue and Events Coordinator**Authoriser:** Kym Skerman, Manager- Venues and Events**1. Reason for Report**

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

**Attachments:**

1. **Aquittal Form- Royal Forest and Bird Protection Society, Rangitikei Branch (under separate cover)**
2. **Aquittal Form- Marton and Surrounds ICT Hub Charitable Trust Board (under separate cover)**

**Recommendation**

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

**10.3 Finance Snapshot - March 2024****Author:** Warren Pedley, Management and Systems Accountant**Authoriser:** Dave Tombs, Group Manager - Corporate Services**1. Reason for Report**

- 1.1 To provide Committee Members with Council's management accounts as at end of March 2024 and related commentary.

**2. Whole of Council Summary: Main Budget Variances****2.1 Subsidies and Grants**

Subsidies and Grants were under budget (\$2.3m) caused mainly by:

- Better Off Funding grant budgeted to have been receipted YTD (total \$2.7m):
  - These funds will only be received once the related expenditure is incurred (\$2.4m is capital), and
  - These budgets can be carried forward to next year.
- \$750k grant in relation to the Marton Rail Hub which was budgeted in future year.
- Waka Kotahi roading subsidies received is under budget \$410k reflecting the slower than budgeted rollout of Roding and Footpath programme and particularly the Emergency Works programme, (noting this programme is expected to catch up by year end).

**2.2 Other Expenses**

As noted in prior months' reports, other expenses are under budget (\$1.3m) caused largely by timing differences with the phasing of Roding budgets, audit related budgets (which are expected to be eliminated by year end), the downturn in building consent activity favourably impacting expenses and Better Off budgets (which may be carried over to 2024/25).

**2.3 Depreciation**

As noted in prior months' reports, Officers expect the 2023/24 Depreciation cost to exceed Budget, most notably in the Community Group (due to recent revaluations).

**3. Group Financial Summary Reports**

- 3.1 The attached Group Financial Summary Reports provide commentary on Departmental operational budget variances in excess of \$100k, excluding the following items:

**3.2 (Internal) Finance Costs**

Internal finance costs, included in Finance Costs, are charged between the Business Unit Group and the other Groups. In some cases, the budgets for these costs differ to current internal borrowing amounts and this has resulted in some Groups reporting internal finance cost budget variances. Note: these variances are purely internal journals (with offsetting amounts recorded in the Business Unit Group) and have no impact on Council's overall budget position.

The Whole of Council summary shows Council's budget position regarding external Finance Costs (note the annual budget is 'loaded' towards the final months of the financial year).

#### 4. Capital Expenditure

##### Year To Date Summary

- 4.1 The attached summary shows the budget variances split by cost centre with the larger budgets (>\$500k) being shown separately.
- 4.2 Commentary regarding the majority of these capital budgets is provided in the *PMO Report* that is reviewed at Council Meetings and the *Assets and Infrastructure Report* that is reviewed at Assets/Infrastructure Committee Meetings.

##### Attachments:

- 1. Financial Summary March 2024 [↓](#)

##### Recommendation

That the report 'Finance Snapshot – March 2024' be received.

**Whole of Council  
Activity Performance Report  
For the period ending March 2024**

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
	\$000	\$000	\$000		\$000
<b>Total Revenue</b>	<b>(36,567)</b>	<b>(39,423)</b>	<b>(2,856)</b>	<b>-7%</b>	<b>(50,447)</b>
Subsidies and Grants	(11,304)	(13,604)	(2,301)	-17%	(15,789)
Other Revenue	(2,869)	(3,636)	(767)	-21%	(4,758)
Finance Revenue	(434)	(199)	235	118%	(265)
Gains	(122)	(150)	(28)	-18%	(150)
Rates	(21,838)	(21,834)	4	0%	(29,484)
<b>Total Expense</b>	<b>40,794</b>	<b>41,700</b>	<b>906</b>	<b>2%</b>	<b>54,642</b>
Other Expenses	19,796	21,141	1,344	6%	27,251
Personnel Costs	6,475	6,297	(177)	-3%	8,191
Finance Costs	1,029	1,306	277	21%	1,926
Depreciation	13,482	12,956	(526)	-4%	17,274
Overhead Allocation	0	0	0	100%	(0)
Losses	12	0	(12)		0
<b>Grand Total</b>	<b>4,227</b>	<b>2,276</b>	<b>(1,950)</b>		<b>4,196</b>

**Variances > \$100k: Comment**

Commentary provided in the following Group Summaries

**Business Units**  
**Activity Performance Report**  
**For the period ending March 2024**

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
	\$000	\$000	\$000		\$000
<b>Total Revenue</b>	<b>(539)</b>	<b>(387)</b>	<b>152</b>	<b>39%</b>	<b>(467)</b>
Subsidies and Grants	(3)	0	3		0
Other Revenue	(7)	(15)	(8)	-52%	(20)
Finance Revenue	(434)	(199)	235	118%	(265)
Gains	(122)	(150)	(28)	-18%	(150)
Rates	(6,806)	(6,796)	10	0%	(9,061)
Rate Apportionment	6,833	6,773	(60)	1%	9,030
<b>Total Expense</b>	<b>(1,067)</b>	<b>121</b>	<b>1,188</b>	<b>979%</b>	<b>267</b>
Other Expenses	2,320	2,891	571	20%	3,943
Personnel Costs	5,497	5,195	(302)	-6%	6,758
Finance Costs	(1,265)	(251)	1,014	404%	(150)
Depreciation	588	462	(125)	-27%	616
Overhead Allocation	(8,209)	(8,176)	33	0%	(10,901)
Losses	3	0	(3)		0
<b>Grand Total</b>	<b>(1,606)</b>	<b>(266)</b>	<b>1,340</b>		<b>(200)</b>

**Variances > \$100k: Comment**

Finance Revenue

- As outlined in prior months, budget will be exceeded as interest rates remain higher than budget.

Other Expenses

- As outlined in prior months, largely caused by timing differences (eg with the phasing of audit costs) and (apparent) savings caused by 'staff' being employed instead of 'contractors (see below).

Personnel Costs

- As outlined in prior month largely caused by staff being employed as opposed to contractors (so that the budget is within Other Expenses and the related costs are within Personnel Costs).

Finance Costs/Depreciation

- Refer cover report.

**Community  
Activity Performance Report  
For the period ending March 2024**

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
	\$000	\$000	\$000		\$000
<b>Total Revenue</b>	<b>(4,546)</b>	<b>(6,886)</b>	<b>(2,340)</b>	<b>-34%</b>	<b>(8,267)</b>
Subsidies and Grants	(422)	(2,806)	(2,384)	-85%	(2,815)
Other Revenue	(622)	(616)	6	1%	(834)
Rate Apportionment	(3,501)	(3,463)	37	1%	(4,618)
<b>Total Expense</b>	<b>5,961</b>	<b>5,719</b>	<b>(242)</b>	<b>-4%</b>	<b>7,471</b>
Other Expenses	2,182	2,279	98	4%	2,887
Personnel Costs	87	82	(5)	-6%	107
Finance Costs	611	645	34	5%	860
Depreciation	1,992	1,638	(354)	-22%	2,184
Overhead Allocation	1,079	1,074	(4)	-0%	1,432
Losses	10	0	(10)		0
<b>Grand Total</b>	<b>1,415</b>	<b>(1,166)</b>	<b>(2,582)</b>		<b>(796)</b>

**Variances > \$100k: Comment**

Subsidies and Grants

- Refer cover report (mainly related to Better Off projects).



Community Leadership  
Activity Performance Report  
For the period ending March 2024

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
	\$000	\$000	\$000		\$000
<b>Total Revenue</b>	<b>(1,024)</b>	<b>(1,017)</b>	<b>7</b>	<b>1%</b>	<b>(1,356)</b>
Other Revenue	(1)	0	1		0
Rates	(69)	(69)	0	0%	(93)
Rate Apportionment	(954)	(947)	6	1%	(1,263)
<b>Total Expense</b>	<b>1,129</b>	<b>1,219</b>	<b>90</b>	<b>7%</b>	<b>1,625</b>
Other Expenses	590	659	70	11%	879
Depreciation	0	1	1	100%	2
Overhead Allocation	539	558	20	4%	745
<b>Grand Total</b>	<b>105</b>	<b>202</b>	<b>98</b>		<b>270</b>

Variances > \$100k: Comment

Nil

## ITEM 10.3 ATTACHMENT 1

Community Wellbeing  
Activity Performance Report  
For the period ending March 2024

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
	\$000	\$000	\$000		\$000
<b>Total Revenue</b>	<b>(1,441)</b>	<b>(1,397)</b>	<b>44</b>	<b>3%</b>	<b>(1,721)</b>
Subsidies and Grants	(510)	(487)	23	5%	(508)
Other Revenue	(26)	(10)	15	147%	(14)
Rate Apportionment	(905)	(900)	6	1%	(1,200)
<b>Total Expense</b>	<b>1,190</b>	<b>1,187</b>	<b>(3)</b>	<b>-0%</b>	<b>1,457</b>
Other Expenses	744	753	9	1%	879
Personnel Costs	1	0	(1)		0
Depreciation	21	7	(14)	-197%	10
Overhead Allocation	424	427	3	1%	569
<b>Grand Total</b>	<b>(251)</b>	<b>(210)</b>	<b>41</b>		<b>(264)</b>

Variances > \$100k: Comment

Nil

**Environmental and Regulatory  
Activity Performance Report  
For the period ending March 2024**

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
	\$000	\$000	\$000		\$000
<b>Total Revenue</b>	<b>(2,468)</b>	<b>(3,139)</b>	<b>(672)</b>	<b>-21%</b>	<b>(4,117)</b>
Subsidies and Grants	0	(351)	(351)	-100%	(502)
Other Revenue	(1,188)	(1,518)	(330)	-22%	(1,921)
Rate Apportionment	(1,280)	(1,270)	10	1%	(1,694)
<b>Total Expense</b>	<b>2,536</b>	<b>3,137</b>	<b>601</b>	<b>19%</b>	<b>4,640</b>
Other Expenses	274	694	420	61%	1,417
Personnel Costs	890	1,020	130	13%	1,326
Overhead Allocation	1,372	1,423	51	4%	1,897
<b>Grand Total</b>	<b>68</b>	<b>(3)</b>	<b>(71)</b>		<b>523</b>

**Variances > \$100k: Comment**

Subsidies and Grants

- Refer cover report: Better Off Funding Grant is budgeted but not yet due.

Other Revenue/Other Expenses/Personnel Costs

- Building Consent activity continues to be under budget. Accordingly, associated revenue and expenditure accounts are below budget and largely offset each other.

**Roading and Footpaths  
Activity Performance Report  
For the period ending March 2024**

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
	\$000	\$000	\$000		\$000
<b>Total Revenue</b>	<b>(16,927)</b>	<b>(16,542)</b>	<b>385</b>	<b>2%</b>	<b>(20,799)</b>
Subsidies and Grants	(10,124)	(9,784)	340	3%	(11,789)
Other Revenue	(111)	(117)	(6)	-5%	(156)
Rates	(6,598)	(6,547)	51	1%	(8,729)
Rate Apportionment	(94)	(94)	1	1%	(125)
<b>Total Expense</b>	<b>19,909</b>	<b>19,581</b>	<b>(328)</b>	<b>-2%</b>	<b>24,824</b>
Other Expenses	8,834	9,075	241	3%	10,816
Finance Costs	483	173	(310)	-179%	231
Depreciation	7,755	7,570	(185)	-2%	10,094
Overhead Allocation	2,836	2,762	(74)	-3%	3,683
<b>Grand Total</b>	<b>2,981</b>	<b>3,039</b>	<b>57</b>		<b>4,025</b>

**Variances > \$100k: Comment**

Subsidies and Grants

- \$750k grant received in relation to the Marton Rail Hub. This was not budgeted in 2023/24
- Total Waka Kotahi Roding Subsidies being \$410K under budget – largely due to Emergency Works budget phasing.

Other Expenses

- Caused largely by some Emergency Works budgets being phased in advance of the work program.

Finance Costs/Depreciation

- Refer cover report.

**Rubbish and Recycling  
Activity Performance Report  
For the period ending March 2024**

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
	\$000	\$000	\$000		\$000
<b>Total Revenue</b>	<b>(1,806)</b>	<b>(2,149)</b>	<b>(343)</b>	<b>-16%</b>	<b>(2,866)</b>
Other Revenue	(869)	(1,223)	(354)	-29%	(1,630)
Rates	(838)	(829)	10	1%	(1,105)
Rate Apportionment	(99)	(98)	1	1%	(131)
<b>Total Expense</b>	<b>2,030</b>	<b>2,168</b>	<b>138</b>	<b>6%</b>	<b>2,921</b>
Other Expenses	1,635	1,782	147	8%	2,407
Finance Costs	2	1	(1)	-179%	1
Depreciation	49	50	1	1%	66
Overhead Allocation	343	335	(8)	-3%	446
<b>Grand Total</b>	<b>224</b>	<b>18</b>	<b>(206)</b>		<b>56</b>

**Variances > \$100k: Comment**

Other Revenue/Other Expenses

- Officers advised they expect the full year net variance to be around \$100k unfavourable (some delays exist with the recording of this revenue).

Other Expenses

- Refer above.

**Water, Sewerage & Stormwater  
Activity Performance Report  
For the period ending March 2024**

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
	\$000	\$000	\$000		\$000
<b>Total Revenue</b>	<b>(7,817)</b>	<b>(7,906)</b>	<b>(89)</b>	<b>-1%</b>	<b>(10,855)</b>
Subsidies and Grants	(245)	(176)	69	39%	(176)
Other Revenue	(46)	(138)	(92)	-67%	(183)
Rates	(7,526)	(7,593)	(67)	-1%	(10,496)
<b>Total Expense</b>	<b>9,107</b>	<b>8,568</b>	<b>(539)</b>	<b>-6%</b>	<b>11,437</b>
Other Expenses	3,218	3,007	(211)	-7%	4,022
Finance Costs	1,197	738	(459)	-62%	984
Depreciation	3,076	3,227	151	5%	4,302
Overhead Allocation	1,616	1,596	(20)	-1%	2,128
<b>Grand Total</b>	<b>1,290</b>	<b>662</b>	<b>(628)</b>		<b>581</b>

**Variances > \$100k: Comment**

Other Expenses

- MDC shared services cost exceeds budget (partly offset by opposite variance in 'Business Units').

Finance Costs and Depreciation

- Refer cover report.

**Capital Programme**  
**For the Period Ended 31 March 2024**

Account	2023/24 YTD Actuals March	2023/24 YTD Budgets March	2023/24 YTD Percentage Variance March	2023/24 Full Year Budget
<b>Business Units</b>	<b>783,974</b>	<b>1,627,479</b>	<b>51.83%</b>	<b>2,374,371</b>
Fleet Management	3,732	400,000	99.07%	500,000
95500701. Motor Vehicle Purchases (dr)	12,127	400,000	96.97%	500,000
Information Services	780,243	1,227,479	36.44%	1,874,371
9260076104. ISSP: Digitalisation of Building Consents	314,958	324,408	2.91%	644,956
<b>Community</b>	<b>915,714</b>	<b>3,406,318</b>	<b>73.12%</b>	<b>4,235,673</b>
Domains	356,425	1,307,862	72.75%	1,348,227
Halls	278,928	1,507,549	81.50%	2,102,971
4090174505. Marton Building Design & Construction	157,022	622,413	74.77%	847,047
<b>Roading and Footpaths</b>	<b>6,846,447</b>	<b>6,676,925</b>	<b>-2.54%</b>	<b>10,787,051</b>
Non-Subsidised Roading	531,947	731,251	27.26%	1,592,191
Subsidised Roading	6,314,499	5,945,674	-6.20%	9,194,860
70100781. Sealed Road Pavement Rehabilitation (214)	549,615	795,200	30.88%	1,204,105
70100782. Drainage Renew als (213)	758,234	490,540	-54.57%	764,694
70100783. Structures Components Replacements (215)	288,492	351,904	18.02%	522,083
70100787. Sealed Road Surfacing (212)	1,173,968	997,544	-17.69%	1,370,700
70100795. Improvements- Low Cost Low Risk (341)	2,653,840	2,311,928	-14.79%	3,619,324
<b>Water, Sewerage &amp; Stormwater</b>	<b>6,001,399</b>	<b>11,548,956</b>	<b>48.04%</b>	<b>17,752,816</b>
Stormw ater	257,153	1,487,223	82.71%	1,964,907
6050177204. Bulls Stormw ater Upgrades	22,603	577,755	96.09%	784,832
Waste Water - Sew erage	4,129,252	7,334,098	43.70%	12,089,111
6070176204. Wastew ater Reticulation	21,080	790,252	97.33%	989,796
6070176206. Marton to Bulls Centralisation Project	422,610	1,521,279	72.22%	2,028,366
6070177108. Taihape Wastew ater Treatment Plant Consent	813,420	2,180,747	62.70%	2,180,747
6070177109. Taihape / Papakai Wastew ater Pump Station	2,129,906	1,002,908	-112.37%	4,011,634
6070177111. Ratana Complete Upgrade	236,083	1,560,130	84.87%	2,435,130
Water - District	1,439,316	2,547,732	43.51%	3,399,120
6060174503. Marton Water Strategy	875,593	706,446	-23.94%	941,929
6060176316. Bulls Water Pump Station / Rising Main	271,312	400,000	32.17%	700,000
<b>Grand Total</b>	<b>14,547,534</b>	<b>23,259,678</b>	<b>37.46%</b>	<b>35,149,912</b>

**10.4 Treasury and Debt - 2023/24****Author:** Dave Tombs, Group Manager - Corporate Services**Authoriser:** Dave Tombs, Group Manager - Corporate Services**1. Reason for Report**

- 1.1 To provide the Finance and Performance Committee with an overview of Council's potential 2023/24 year end Treasury and Debt position, noting that a separate Treasury/Debt report is provided to Risk/Assurance Committee which summarises Council's position regarding its borrowing covenants in more detail.

**2. Discussion**

- 2.1 Council's 2023/24 Annual Plan (as amended as per Council meetings in September 2023) includes a 30 June 2024 budgeted debt figure of \$54m.
- 2.2 Officers do not expect this budgeted debt figure of \$54m to be exceeded at 30 June 2024 and have used this figure (\$54m) in the following analyses.
- 2.3 For the purposes of this report, Officers have used a June 2024 Bank Balance of \$9.5m (below the Annual Plan figure of \$10.7m but more reflective of the current balance – the actual figure will obviously depend upon many future variables).
- 2.4 As can be seen from this Report, Council is budgeted to remain (comfortably) within its key Liquidity ratios and LTP-stated debt levels during 2023/24.

*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.
- 3.2 Council has no other significant financial investments.
- 3.3 Council's Finance Revenue for the 9 months ended 31 March 2024 was \$433k: for the purposes of this Report, a full-year figure for the 2023/24 annual Finance Revenue (conservative) figure of \$530k has been used.
- 3.4 Council's Finance Revenue budget for this period was \$220k, with a full year budget of \$265k.
- 3.5 Based on these figures, Council would receive a year-end favourable budget variance of around \$265k for Finance Revenue (being the difference between the full-year figure of \$530k and the budget figure of \$265k).
- 3.6 The favourable budget variance is caused largely by interest rates being higher than the budgeted figure.
- 3.7 The draft LTP 2024/34 currently has Finance Revenue for 2024/25 of \$495k.



#### 4. Liquidity

4.1 Council's current modelled year end liquidity position (March balances in brackets) is as follows:

##### 4.1.1 Current Assets

• Bank/Deposits	(\$5.6m)	\$9.5 million
• Receivables	(\$2.3m)	\$2.4 million
• Prepayments	(\$0.9m)	\$0.8 million
• <b>Total</b>	<b>(\$8.8m)</b>	<b>\$12.7 million</b>

##### 4.1.2 Current Liabilities

• Payables	(\$1.7m)	\$2.9 million
------------	----------	---------------

**Net Current Treasury Position      (\$7.1m)                      \$9.8 million**

#### 5. Debt

##### Current Debt

5.1 At 31 March 2024, Council had \$31m of long-term debt, as summarised below (unchanged since June 2023) :

Amount Borrowed	Settled Date	Maturity Date	Fixed Rate of Interest	Annual Interest Cost
\$3m	10/05/19	15/4/2029	3.12%	\$94k
\$5m	08/02/22	14/4/2033	3.68%	\$184k
\$11m	14/04/22	15/4/2027	4.17%	\$459k
\$5m	27/04/23	15/5/2028	5.10%	\$255k
\$7m	12/06/23	15/5/2028	5.30%	\$371k
<b>\$31m</b>				<b>\$1.362m</b>

5.2 This \$31m attracts annual interest of \$1.36m, providing a current weighted average cost of funds of 4.4%.

##### Year End Debt

5.3 Council's current LTP (2021-31) includes budgeted debt levels at:

- 30 June 2023 of \$46m

## ITEM 10.4

- 30 June 2024 of \$62m

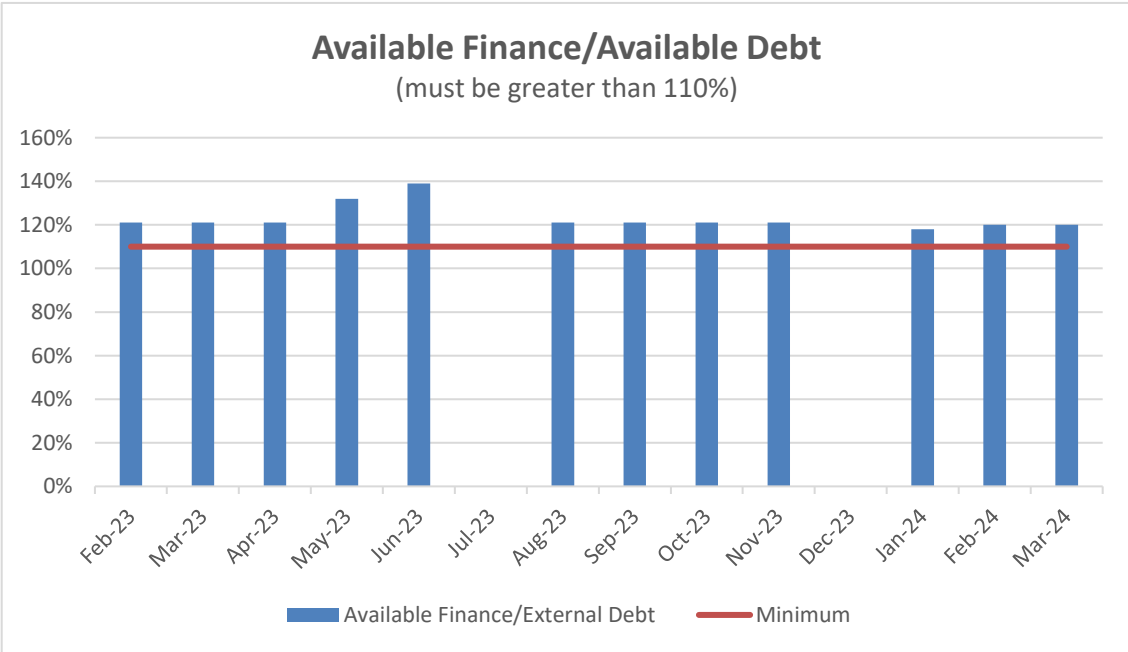
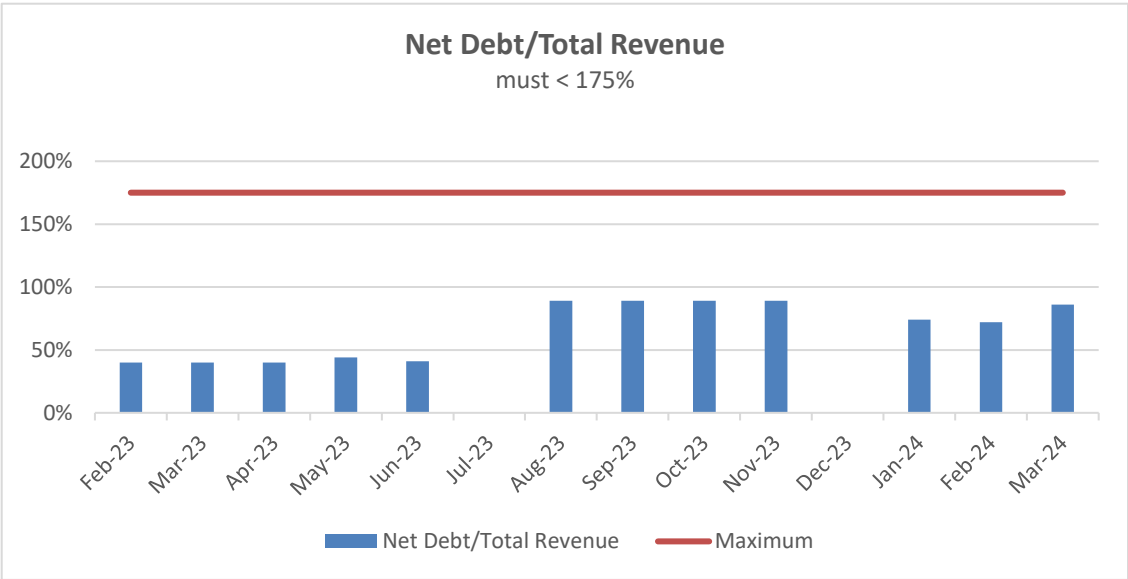
- 5.4 Council's 2023/24 Annual Plan has a budgeted debt level at 30 June 2024 of \$53m, which would increase to \$54m as a result of the budget amendments approved in September 2023.
- 5.5 Council's future debt level at 30 June 2024 will depend on a number of currently unknown future transactions. However, Officers do not expect the budgeted figure of \$54m to be exceeded and have accordingly used this figure in the following analyses.

## 6. Borrowing Ratios

- 6.1 At the April 2022 Finance/Performance Committee Meeting, Officers were asked to include Local Government Funding Agency-based (LGFA) Liquidity Ratios in future Treasury and Debt reports.
- 6.2 Council's current Long Term Plan (pages 142 and 143) includes two Liquidity Ratio Benchmarks set by the LGFA. Incorporating the figures above, Council's predicted 2023/24 performance in relation to these benchmarks is as follows (note these ratios are currently included in a more detailed report that is provided to each Risk and Assurance Committee).
- 6.3 Due to the cyclical nature of Council's revenue being received (eg rates every 3 months), Officers consider it more useful to base this analysis on full year forecast figures/estimates.
- 6.4 Net Debt/Total Revenue must not exceed **175%**:
- |  |            |
|--|------------|
| • YE Notional Debt                               | \$54.0m    |
| • YE Notional Bank                               | \$9.5m     |
| • YE Corporate Bonds                             | \$1.3m     |
| • YE Notional Net Debt                           | \$43.2m    |
| • Budgeted Full Year Revenue                     | \$50m      |
| <b>2023/24 Full Year: Net Debt/Total Revenue</b> | <b>86%</b> |
- 6.5 External Debt plus Committed Facilities plus Liquid Assets (Available Finance) divided by External Debt must be greater than **110%**:
- |   |             |
|---|-------------|
| • YE Notional External Debt                       | \$54.0m     |
| • YE Notional Bank/Deposits                       | \$9.5m      |
| • Available Finance                               | \$63.5m     |
| <b>Available Finance divided by External Debt</b> | <b>118%</b> |
- (At end of March this ratio was  $36.6/31 = 118\%$ )

## 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: Council’s 2022/23 Annual Report includes similar trend analyses for the past 5 year-ends (Page 101).

**Recommendation**

That the report ‘Treasury and Debt – 2023/24’ be received.

**10.5 QV Report****Author:** Lorraine Bergen, Manager Financial Services**Authoriser:** Dave Tombs, Group Manager - Corporate Services**1. Reason for Report/Commentary**

- 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 Any queries arising from the following data will need to be passed to QV for a response.
- 1.4 Note that the data included in the following mini-report is 'live' data so is current as at 15 April 2024. The attached Summary includes results of QV's recent property revaluations.
- 1.5 Note there were zero building consents show in November 2023. QV do not include this type of roll maintenance in the middle of general revaluation as it can distort the three yearly value movements, so constructions before revaluation period were brought forward.

**Attachments:**

1. QV Report as at 15 April 2024 [↓](#)

**Recommendation**

That the QV Report be received.



TOTAL CAPITAL VALUE

\$8,021,049,210

SINCE 1 JULY 2023

+25.48%

TOTAL LAND VALUE

\$5,343,969,600

+29.51%

TOTAL RATING UNITS

8,822

+91

RATING VALUATION

01 August 2023

NEXT RATING VALUATION

01 August 2026

Report Centre

Building Consents Listing

Objections Listing

Outstanding Objections

Subdivisions Listing

Sales Listing

QV Insights

We offer a wide variety of reports and commentary to help you analyse your local property market.

More Reports

More Analysis

Your QV Contacts

Simon Willocks

Manager - Manawatu/Taranaki

06 351 6117

Simon.Willocks@qv.co.nz

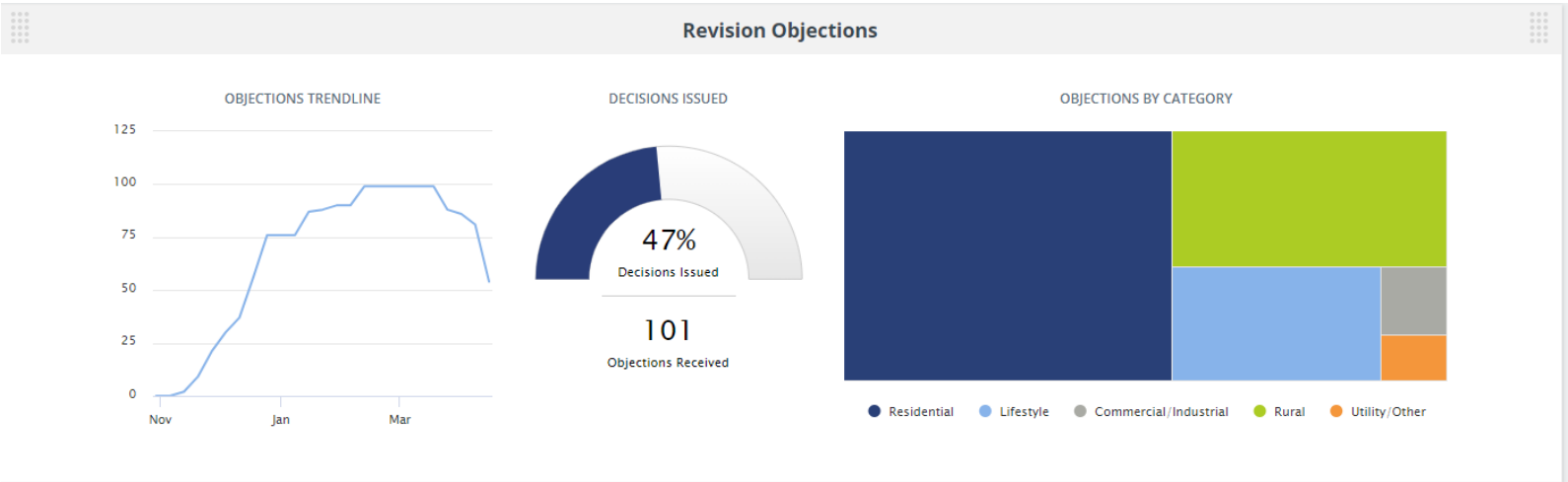
James Wilson

Operations Manager

021 830 861

James.Wilson@qv.co.nz





**10.6 Public Feedback / Performance Report - March 2024****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; the complaints dashboard and the monthly comms update.

**2. Explanation**

- 2.1 The Happy or Not report for the month of March 2024, showing results from over the four locations, is attached (Attachment 1).
- 2.2 A total of 326 responses were received in the month of March from the Marton main office, Te Matapihi, Marton Library and Taihape Library / Information Centre.
- 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 21 March – 17 April 2024. Staff get sent a copy of any suggestion / issue that can be acted on or implemented, these are also noted in the report.
- 2.4 The complaints dashboard for March is attached (Refer to Attachment 3).
- 2.5 The Communications Update Report for activities during March is also attached (Refer to Attachment 4).

**3. Decision Making Process**

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

**Attachments:**

1. **Happy or not report - March 2024** [↓](#)
2. **Korero Mai Report** [↓](#)
3. **Complaints Dashboard for March 2024** [↓](#)
4. **Comms Update Dashboard** [↓](#)

**Recommendation**

That the Public Feedback / Performance Report – March 2024 be received.



## Monthly report

March 2024

## Management report

RDC Offices (4 units)

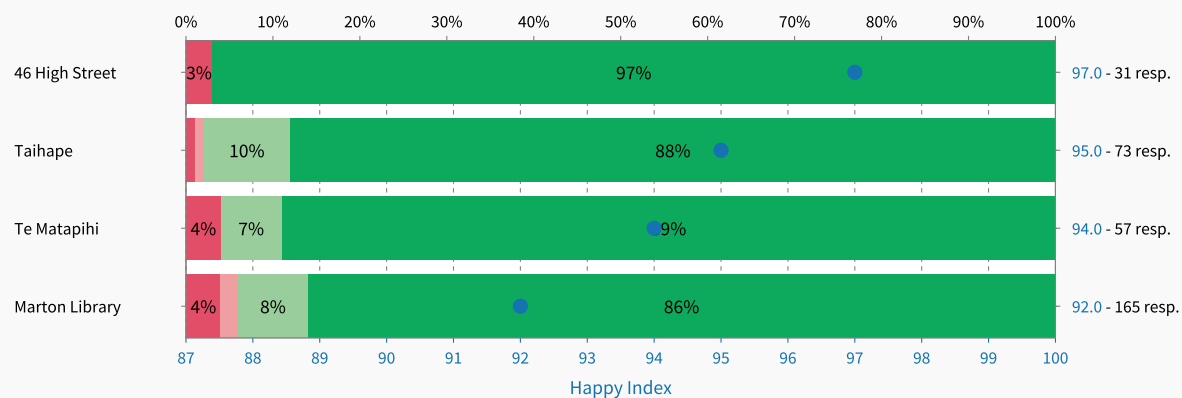
Please rate our service today

87%  
286 resp.8%  
25 resp.2%  
5 resp.3%  
10 resp.

Happy Index: 93/100

Responses: 326

## Comparison



## Risers

Experience point	Index	Change
Te Matapihi	94	2 ↑
Marton Library	92	1 ↑
Taihape	95	1 ↑
46 High Street	97	1 ↑

## Fallers

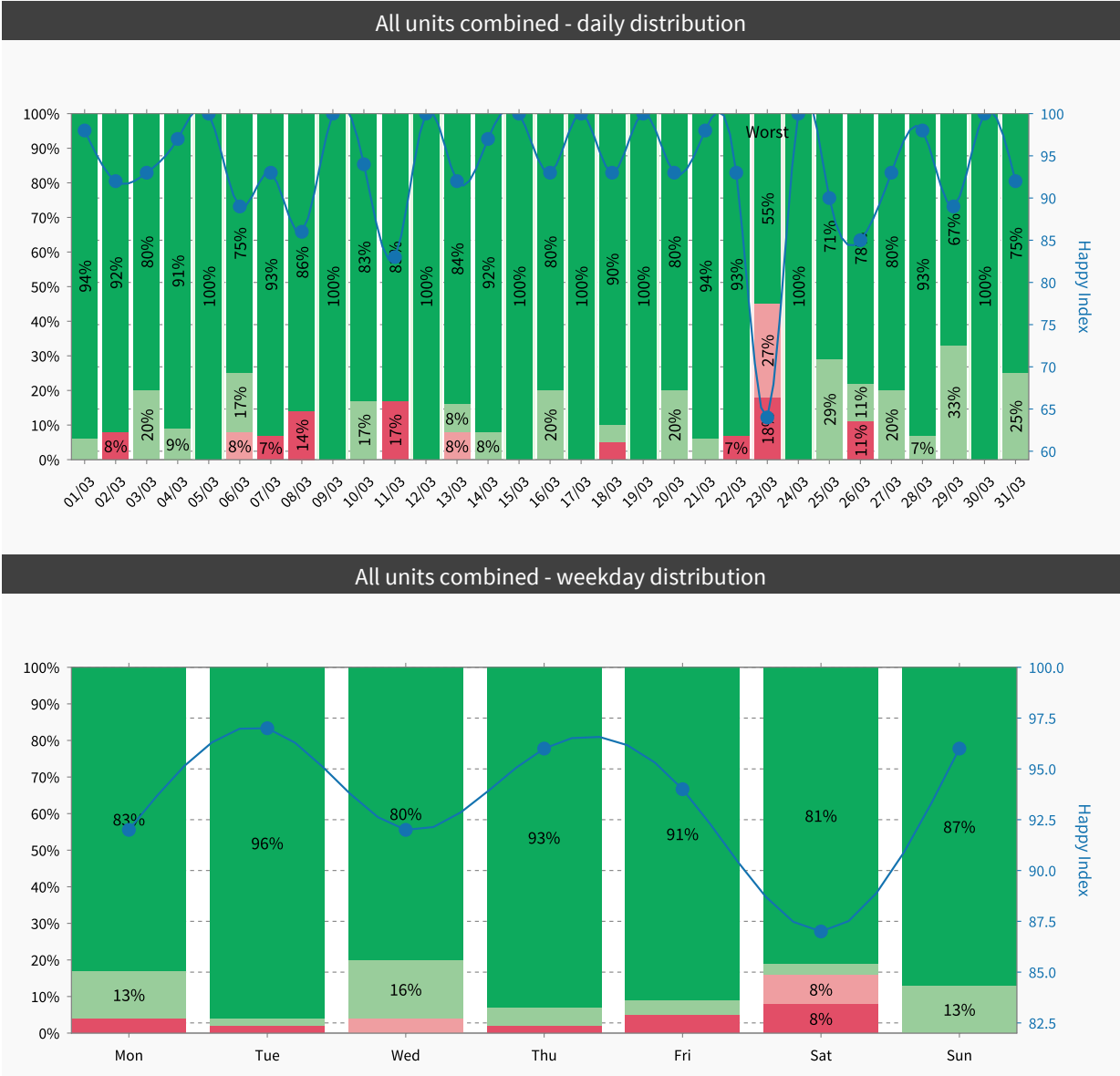
Experience point	Index	Change
------------------	-------	--------

No degraded results found.

HappyOrNot®

ITEM 10.6 ATTACHMENT 1

Monthly report	Management report
March 2024	RDC Offices (4 units)



HappyOrNot®

## Monthly report

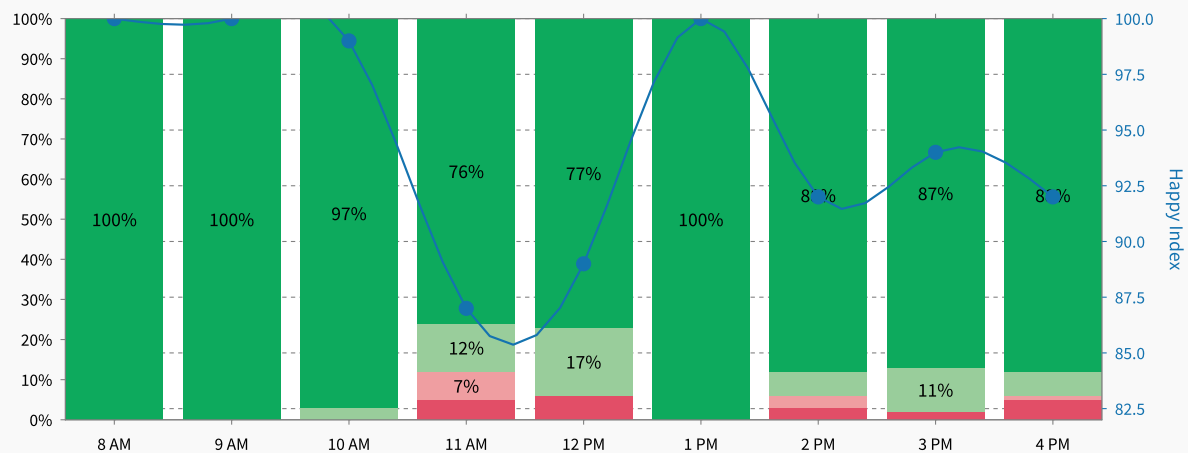
March 2024

## Management report

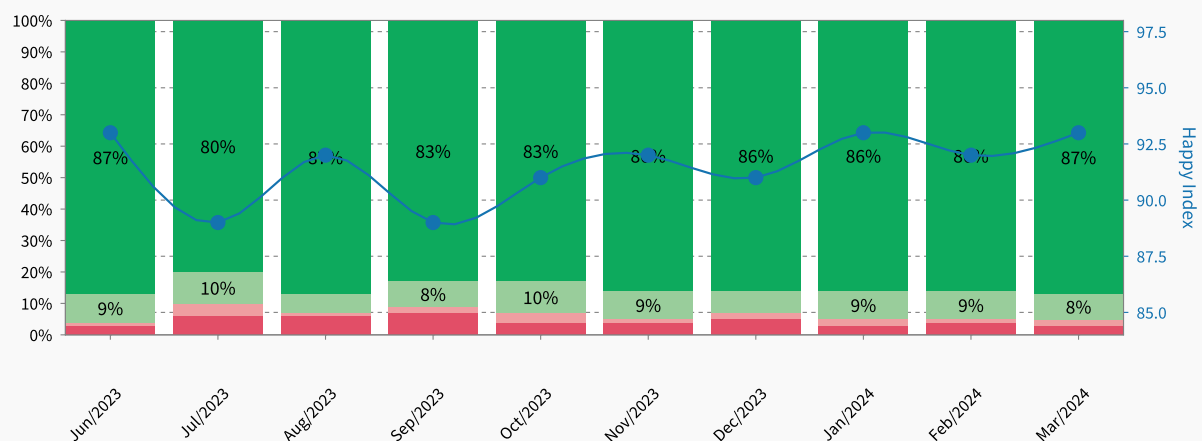
RDC Offices (4 units)

## ITEM 10.6 ATTACHMENT 1

## All units combined - hourly distribution

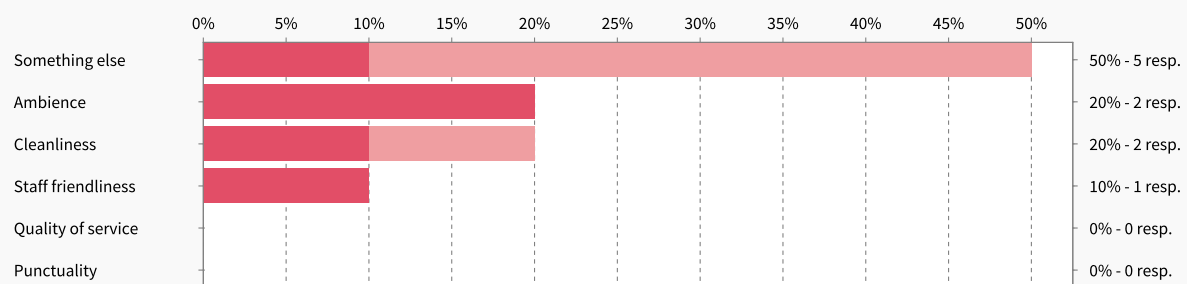


## Same question, comparison with previous months



## Pain Points

## What could be improved?



Question skipped: 1

HappyOrNot®

## Monthly report

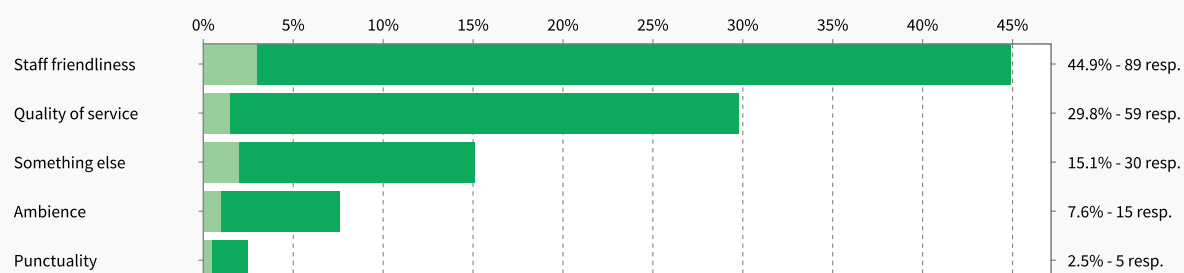
March 2024

## Management report

RDC Offices (4 units)

## Highlights

## What was good?















Question skipped: 11

HappyOrNot®

Monthly report March 2024	Management report RDC Offices (4 units)
------------------------------	--

Please rate our service today

Taihape

	2024-03-31 3:40 PM	<b>Staff friendliness</b> I came to the easter afternoon tea, what a lovely idea perfect for us oldies, bone china, home made scones and cream, wonderful waitresses please do it again?
	2024-03-31 9:36 AM	<b>Punctuality</b> awesome people
	2024-03-28 3:33 PM	<b>Something else</b> love you GG (Gabriel)
	2024-03-25 3:53 PM	<b>Quality of service</b> staff went the extra mile -really appreciated
	2024-03-23 12:14 PM	<b>Staff friendliness</b> awesome atmosphere, great sales table
	2024-03-22 2:21 PM	<b>Quality of service</b> blimn awesome and super helpful
	2024-03-20 3:32 PM	<b>Something else</b> is was fun whith my friendsand we got to play teachers it was so fun i love the libery
	2024-03-16 12:07 PM	<b>Something else</b> i liked going on the laptop but my favrioit part was picking out the books and reading them the libery was asome
	2024-03-15 4:49 PM	<b>Something else</b> it was fun whith my frieands
	2024-03-10 2:35 PM	<b>Staff friendliness</b> lovely, friendly staff!
	2024-03-09 1:30 PM	<b>Ambience</b> extremely friendly staff
	2024-03-08 4:26 PM	<b>Staff friendliness</b> awesome
		<b>Quality of service</b>

HappyOrNot®

## ITEM 10.6 ATTACHMENT 1

## Monthly report

March 2024

## Management report

RDC Offices (4 units)



2024-03-05 9:54 AM

good wi-fi



2024-03-03 1:48 PM

**Staff friendliness**

loveley library. loveley people, friendly and informative, on big attractions and small cafe stops.

**Te Matapihi**

2024-03-31 12:43 PM

**Quality of service**

thank you



2024-03-30 1:26 PM

**Quality of service**

thank you for giralla tag on vr its so fun



2024-03-23 1:36 PM

**Staff friendliness**

library man was lovely



2024-03-22 4:16 PM

**Quality of service**

the service was excellent



2024-03-16 10:29 AM

**Staff friendliness**

i loved the vr thank you



2024-03-10 2:02 PM

**Something else**

there water was very nice!!! :3



2024-03-10 2:01 PM

**Something else**

very very kewl^



2024-03-07 3:12 PM

**Something else**

we need a water fountain NOW



2024-03-05 3:52 PM

**Staff friendliness**

very nice water



2024-03-04 4:08 PM

**Staff friendliness**

awesome

**Marton Library**

2024-03-26 10:33 AM

**Staff friendliness**

love Raewyn and LaurA

HappyOrNot®

## Monthly report

March 2024

## Management report

RDC Offices (4 units)



2024-03-25 11:03 AM

**Something else**

great selection of childrens books



2024-03-25 11:02 AM

**Something else**

it was nise and peasefull



2024-03-23 11:43 AM

**Something else**

the computers need to stay open longer!



2024-03-23 11:43 AM

**Ambience**

happy



2024-03-23 9:29 AM

**Quality of service**

thank you for being nice to me n my brother have a loveky weekend



2024-03-21 1:31 PM

**Staff friendliness**

staff are real quick to assist. lovely ambiencec



2024-03-19 4:39 PM

hi my is kimiora rowe and i think the books are lovly



2024-03-18 4:48 PM

i love to read



2024-03-18 11:54 AM

**Staff friendliness**

thank you



2024-03-15 3:37 PM

**Quality of service**

fabulous staff



2024-03-14 4:31 PM

**Quality of service**

daddy was good



2024-03-08 4:33 PM

good and fun



2024-03-08 4:11 PM

**Quality of service**

cacy is the man



2024-03-01 2:56 PM

**Something else**

good suply of childrens books

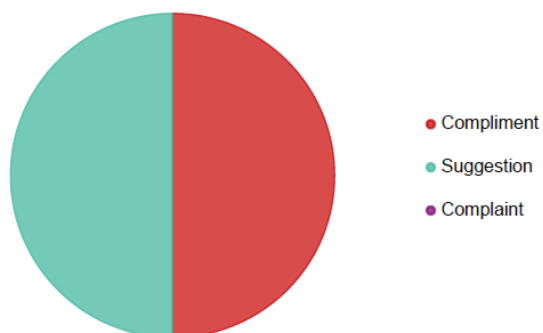
HappyOrNot®

# KŌRERO MAI - HAVE YOUR SAY

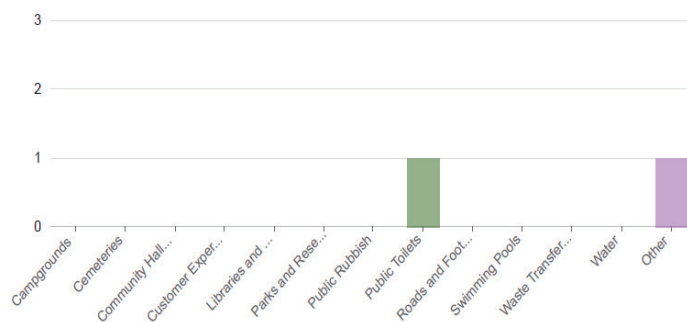
## COUNCIL FEEDBACK FORM REPORT

21 MARCH - 17 APRIL 2024

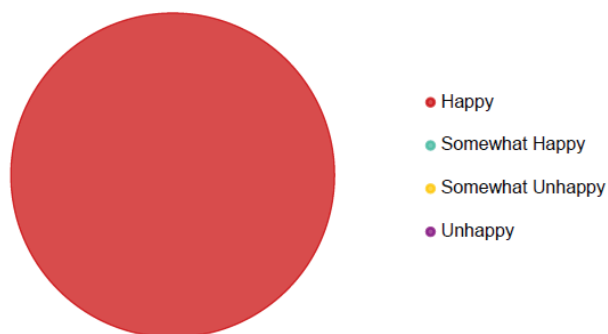
### What type of feedback do you have?



### Which area does your feedback relate to?



### How happy are you with your experience?





## KŌRERO MAI - HAVE YOUR SAY

### COUNCIL FEEDBACK FORM REPORT

21 MARCH - 17 APRIL 2024

#### Comments

- **9 APRIL 2024 - PUBLIC TOILETS - MANGAWEKA**

**FEEDBACK TYPE - Compliment**

Best public toilets and rubbish bins in the country. Ka pai!

EXPERIENCE - Happy

\*\*\* Feedback given to Cleaning team.

- **9 APRIL 2024 - OTHER**

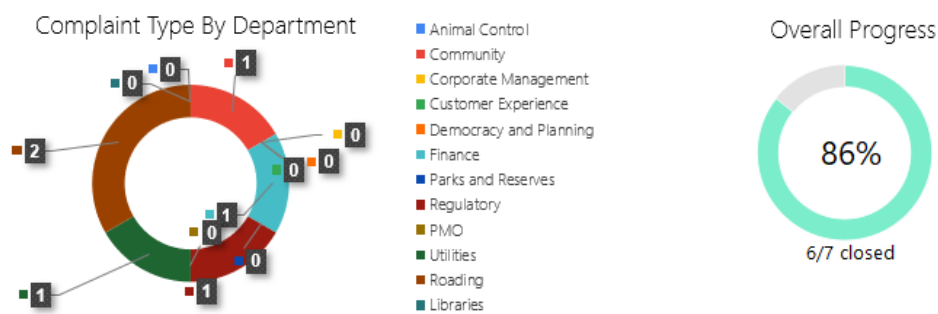
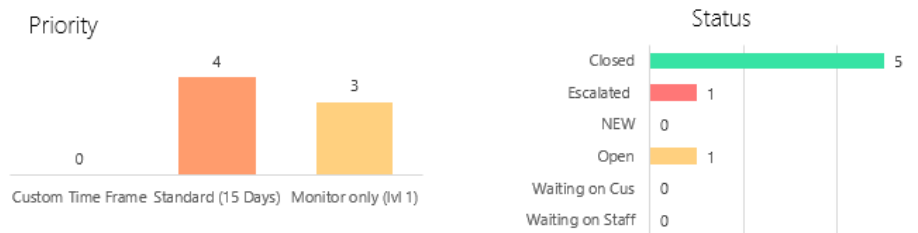
**FEEDBACK TYPE - Suggestion**

Hi, I live in Taihape. My property is located at the end of Achilles Drive and is adjacent to some farmland, which at present is partly in use by the Council and also a local farmer. Otherwise it is a pretty area which includes a reserve, lovely fully grown trees etc. I've noticed that on clear nights there is a wonderful view of the stars from there and my idea is that a small, modest observatory could be set up there, not only for the locals to enjoy but also as a tourist attraction. There's little to no town light there so that would be another reason why it would be a good project.

EXPERIENCE - Happy

\*\*\* Submission acknowledged and suggestion forwarded to District Promotions team.











## Complaints Dashboard for March 2024



## Te Whakawhitiwhiti / Communications

### March 2024 Update

This report provides the Committee with an update on communications and media activity March 2024.

News Media	Council Website	Social Media
NEWSPAPER ARTICLES	TOTAL NEWS ITEMS	NEW FACEBOOK FOLLOWERS
		
19	11	101
PUBLIC NOTICES	NEW USERS	FACEBOOK FOLLOWERS
		
3	18k	6.5k
EDM (BULK EMAILS)	TOTAL (SESSION) VISITS	FACEBOOK REACH
		
3	121k	49.5k
LGOIMA		
REQUESTS TO DATE March 2024		
		
14		

## Newspapers

### Media activity during March 2024:

- Rangitikei Connect was published once in the District Monitor.
- Council News published once each in community newsletters - Talk Up Taihape and Bulls Bull-it-inn.

## LGOIMA Requests

Requests under Local Government Official Information and Meetings Act (LGOIMA)

March 2024 **14 requests** for official information have been received.

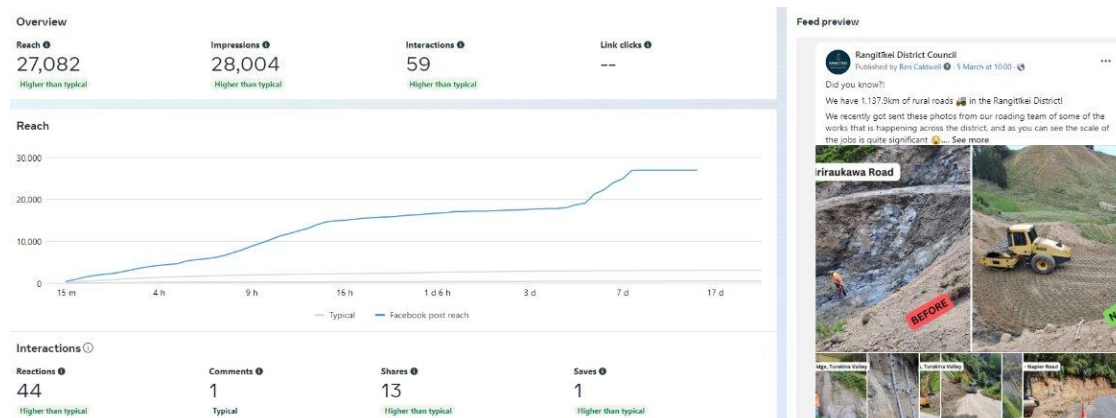
## Top 5 Council pages visited (March)

1. Rating Information Search: Rangitikei District Council
2. Library: Rangitikei District Council
3. Where's it @Rangitikei
4. Current Vacancies
5. Cemetery Database: Rangitikei District Council

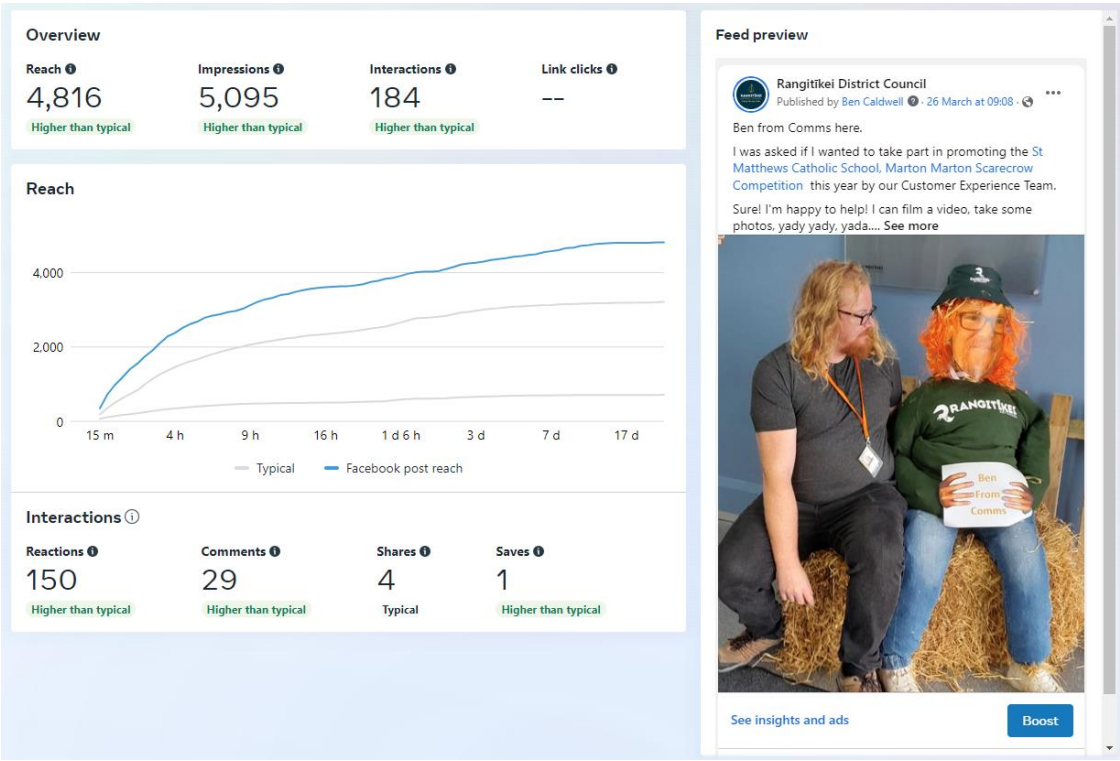
## Social Media Activity

The table below outlines Facebook activity during March 24

### Top Performing Post



Most Popular Performing Post-Engagement



Facebook insights Overview: (March 24)

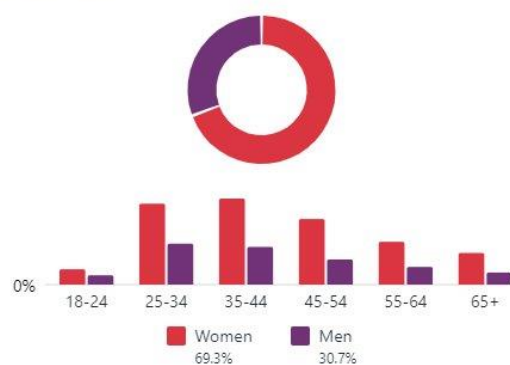
- Post reach: 49.5K
- Post engagement: 5.3K
- New followers: 101
- Minutes viewed: 12.2K

## March 2024

Facebook followers ⓘ

6,441

Age &amp; gender ⓘ



**Summary:** Facebook continues to be our strongest community engagement tool.

## How do we compare to other Councils?

Page	Page likes	↓	Page likes... ↑↓	Published content
 Ruapehu District Council Territorial Authority (local government/council) for the Ruapehu District i...	7.1K		↑ 27	36
 Taranaki Regional Council TRC works with the Taranaki community to help make the region a great...	7K		↑ 65	38
 Opotiki District Council The official Opotiki District Council facebook site.	6.7K		↑ 23	31
 Grey District Council The Grey District Council is located in Greymouth, the heart of the West ...	6.6K		↑ 94	50
 Clutha District Council News, consultations and other Clutha District Council-related information.	6.3K		↑ 15	36
 Rangitikei District Council #makingthisplacehome	6.1K		↑ 53	76

## **11 Meeting Closed.**