



RANGITIKEI
DISTRICT COUNCIL
Making this place home.

ORDER PAPER

FINANCE/PERFORMANCE COMMITTEE MEETING

Date: Thursday, 30 May 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

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Locations:	<table border="0" style="width: 100%;"> <tr> <td style="vertical-align: top; width: 50%;"> <u>Marton</u> Head Office 46 High Street Marton </td> <td style="vertical-align: top; width: 50%;"> <u>Bulls</u> Bulls Information Centre Te Matapihi 4 Criterion Street Bulls </td> </tr> <tr> <td colspan="2" style="text-align: center; padding-top: 20px;"> <u>Taihape</u> Taihape Information Centre 102 Hautapu Street (SH1) Taihape </td> </tr> </table>	<u>Marton</u> Head Office 46 High Street Marton	<u>Bulls</u> Bulls Information Centre Te Matapihi 4 Criterion Street Bulls	<u>Taihape</u> Taihape Information Centre 102 Hautapu Street (SH1) Taihape	
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Notice is hereby given that a Finance/Performance Committee Meeting of the Rangitīkei District Council will be held in the Council Chamber, Rangitīkei District Council, 46 High Street, Marton on Thursday, 30 May 2024 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 April 2024** are attached.

Attachments

1. **Finance/Performance Committee Meeting - 24 April 2024**

Recommendation

That the minutes of Finance/Performance Committee Meeting held on 24 April 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



UNCONFIRMED: FINANCE/PERFORMANCE COMMITTEE MEETING

Date: Wednesday, 24 April 2024
Time: 9.30am
Venue: Council Chamber
Rangitikei District Council
46 High Street
Marton

Present

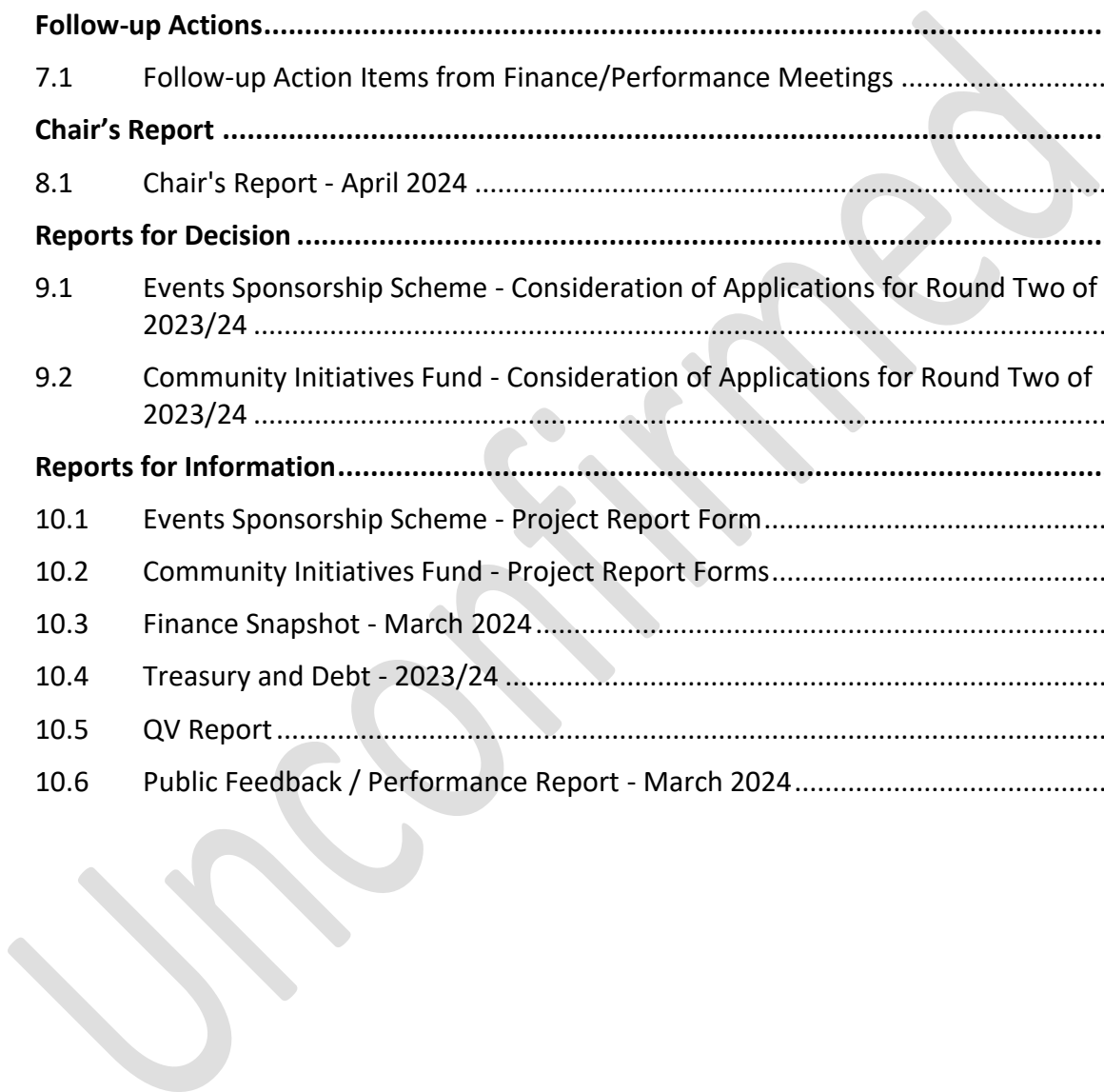
Cr Jeff Wong
Cr Fi Dalgety
Cr Dave Wilson
Cr Simon Loudon
Cr Greg Maughan
Ms Leanne Hiroti
HWTM Andy Watson

In attendance

Cr Gill Duncan
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
Ms Kym Skerman, Manager- Events and Venues
Ms Deb Haworth, Venue and Events Coordinator
Ms Kezia Spence, Governance Advisor

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1 Welcome / Prayer

Cr Dalgety opened the meeting at 9.31am. It was noted the Council prayer had already been read at an earlier meeting.

2 Apologies

Resolved minute number 24/FPE/022

Apologies received from Cr Carter.

Cr G Maughan/HWTM A Watson. 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

Ms Hiroti arrived during this item at 9.32am.

There was no change to the order of business.

6 Confirmation of Minutes

Resolved minute number 24/FPE/023

That the minutes of Finance/Performance Committee Meeting held on 28 March 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 F Dalgety. Carried

7 Follow-up Actions

7.1 Follow-up Action Items from Finance/Performance Meetings

Item 3- Hunterville Signs

There have been no request for service received by staff and therefore it is recommended that this action be removed from the list.

Resolved minute number 24/FPE/024

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

Cr D Wilson/Cr G Maughan. Carried

Resolved minute number 24/FPE/025

That item 3, that the Junk and Disorderly signs be removed from the follow-up actions items.

Cr D Wilson/Cr G Maughan. Carried

8 Chair's Report

8.1 Chair's Report - April 2024

Cr Dalgety gave a verbal report to the committee.

Resolved minute number 24/FPE/026

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

Cr F Dalgety/Cr D Wilson. Carried

9 Reports for Decision

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

There was an application from the Taihape Development Trust received for both grant funding schemes initially this was put to the Community Initiative Fund however assessors noted this sat better in the Event Support Scheme.

The committee requested staff to relook at the process and notification of remaining funds to members as part of this process.

Marton Arts and Crafts Centre

His Worship the Mayor noted that majority of the committee wanted the full amount allocated however due to the averaging this wasn't possible. The committee discussed this and preferred to look at this at the end of the process.

Taihape Community Development Trust

His Worship the Mayor noted that this is application is not part of their MOU agreement.

Members spoke of the application and that their assessments were based on the information provided by the applicant.

Rangitikei Farmstay Ltd

There was discussion regarding the event being commercially driven and that under the new guidelines that they are now eligible. The Event Support Scheme guidelines had been adopted at a Council meeting.

Some members were concerned that there have been enough applications for this funding in the financial year and therefore should allocate the remaining funds rather than carry forward to the next financial year.

Resolved minute number 24/FPE/027

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

Cr F Dalgety/Cr G Maughan. Carried

Resolved minute number 24/FPE/028

That the Finance/Performance Committee agrees to accept the Marton Arts and Crafts Centre application.

HWTM A Watson/Cr D Wilson. Carried

A Recommendation was moved by HWTM A Watson and Ms L Hiroti and when put was LOST:

That the full amount be funded to the Marton Arts and Crafts Centre of \$1,832.

HWTM A Watson/Ms L Hiroti. Lost.

Resolved minute number 24/FPE/029

That the Taihape Community Development Trust receive \$2,430

Cr F Dalgety/Ms L Hiroti. Carried

Resolved minute number 24/FPE/030

That the Rangitikei Farmstay Ltd receive \$872

Cr F Dalgety/Cr D Wilson. Carried

Resolved minute number 24/FPE/031

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

- Marton Arts and Crafts- \$1,600
- Taihape Community Development Trust \$2,430
- Rangitikei Farmstay Ltd- \$872

The total \$4,902

Cr D Wilson/HWTM A Watson. Carried

Resolved minute number 24/FPE/032

That the remaining funds be returned to the general council fund.

Cr D Wilson/Cr G Maughan. Carried Ms Hiroti voted against.

Resolved minute number 24/FPE/033

That the funds remaining from this funding round be carried forward to next financial year.

Cr D Wilson/Cr G Maughan. Carried

9.2 Community Initiatives Fund - Consideration of Applications for Round Two of 2023/24

Whanganui Area Neighbourhood Support Groups Inc

His Worship the Mayor questioned the fund allocation of \$720 as this is the cost of the materials they've requested. Members noted this discussion but referenced that the process has taken place.

Bulls and Community Development Trust

His Worship the Mayor stated that the committee either allocate the full funds requested or not as they need a certain amount to make the purchase.

Door of Hope

Mrs Gordon answered questions about supporting the group in other ways such as hosting of the website. Currently Council does not host our own website and there are limited comms staff.

1st Marton Scouts- The Scout Association of New Zealand

It was requested that the rates remission feedback be given to the group.

Marton Community Garden

Ms Prince responded to questions there is an agreement with council but the group will need to complete the ramp.

Resolved minute number 24/FPE/034

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

Cr F Dalgety/Ms L Hiroti. Carried

A Recommendation was moved by HWTM A Watson and Cr Dalgety and when put was LOST:

That the Whanganui Area Neighbourhood Support Groups receive the full funding of \$750.

HWTM A Watson/Cr F Dalgety. Lost. Casting vote was used by Cr Dalgety

Resolved minute number 24/FPE/035

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

- Alzheimer's Whanganui Inc- \$1,350
- Whanganui Area Neighbourhood Support Groups Inc- \$790
- Marton Food Pantry- \$930
- Bulls and Community Development Trust- \$2,140
- Door of Hope- \$1,072
- 1st Marton Scouts- The Scout Association of New Zealand- \$1,293
- Marton Community Garden- \$936
- Rangitikei Branch of Royal Forest and Bird Society- \$846

Totalling \$9,357.

Cr F Dalgety/Cr J F Wong. Carried

Resolved minute number 24/FPE/036

That Doors of Hope receive a further \$1,000.

HWTM A Watson/Cr J F Wong. Carried

Resolved minute number 24/FPE/037

That the funds remaining from this funding round be carried forward to next financial year.

Cr D Wilson/Cr J F Wong. Carried

10 Reports for Information

10.1 Events Sponsorship Scheme - Project Report Form

The meeting adjourned at 11.39am and returned at 11.41am

The report was taken as read.

Resolved minute number 24/FPE/038

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

HWTM A Watson/Cr D Wilson. Carried

10.2 Community Initiatives Fund - Project Report Forms

The report was taken as read.

Resolved minute number 24/FPE/039

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

HWTM A Watson/Cr D Wilson. Carried

10.3 Finance Snapshot - March 2024

His Worship the Mayor discussed the relevance of Roothing Depreciation when considering the level of Roothing Renewals capital expenditure. Officers agreed to make this more visible in future reports. Mr Tombs noted that a more detailed summary of the Roothing program is provided to Assets & Infrastructure Committee.

His Worship the Mayor raised the matter where significant capital expenditure could arise but where the budget is scheduled for a future year. Staff will highlight such occurrences as they arise.

Resolved minute number 24/FPE/040

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

Cr F Dalgety/Cr G Maughan. Carried

10.4 Treasury and Debt - 2023/24

Mr Tombs responded to questions and commented that future debt levels and debt limits were included in the Finance Strategy that is part of the draft Long Term Plan

Resolved minute number 24/FPE/041

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

Cr F Dalgety/Cr D Wilson. Carried

10.5 QV Report

The report was taken as read.

Resolved minute number 24/FPE/042

That the QV Report be received.

Cr F Dalgety/Cr J F Wong. Carried

10.6 Public Feedback / Performance Report - March 2024

The report was taken as read.

Resolved minute number 24/FPE/043

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

Cr F Dalgety/Ms L Hiroti. Carried

The meeting closed at 12.00pm.

The minutes of this meeting were confirmed at the Finance/Performance Committee held on 30 May 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	24-Apr-24	Request from Cr Wilson - What is the full cost of Smarty Grants to the council	Gaylene	The cost for Smartygrants is \$12,000- Staff are looking at a different approach and will be able to give a further update at the meeting.	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	Parks and Reserves Manager is discussing signage with the group	Open
3	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 - May 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 –May 2024 be received.

9 Reports for Decision

9.1 Finance Snapshot - April 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 April 2024 and related commentary.

2. Whole of Council Summary: Main Budget Variances

2.1 Subsidies and Grants

Subsidies and Grants were under budget (\$2.0m) 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 have been included in the LTP budgets
- \$750k grant in relation to the Marton Rail Hub which was budgeted in future year.

2.2 Other Expenses

As noted in prior months' reports, other expenses are under budget (\$1.1m) largely caused by 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

The recent write off of earthquake prone buildings should result in year's total depreciation being close to total budget.

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).

3.3 Roading

Further to comments made during the April Finance/Performance Committee meeting Officers note that:

- the Roding Group Activity Performance Report shows YTD Depreciation cost of \$8.6m
- the Capital Programme report shows YTD capital expenditure on Roding and Footpaths of \$8.0m (noting this includes \$160k of expenditure on the Rail Hub which is not in relation to any current depreciable asset). This equates to 95% of the YTD depreciation cost.

Officers also note that detailed information regarding the Roding Program (including Health and Safety reporting) is included in reporting to the Assets and Infrastructure Committee.

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.
- 4.3 Officers draw attention to the Capital Programme report that includes YTD expenditure of \$3.4m in relation to the purchase of land. This land was initially included in future years' budgets in the draft Long-Term Plan 2024 but was able to be brought forward to the current year (so removed from the LTP budgets).

5. Other Financial Matters

- 5.1 One of recommendations made at the April 2024 Finance/Performance Committee was to carry forward unallocated Events Sponsorship 2023/24 Budget to 2024/25 (24/FPE/033).
- 5.2 A similar resolution was made with respect to unallocated Community Initiative Fund 2023/24 Budget (24/FPE/032).
- 5.3 At the April 2024 Council meeting a resolution (24/RDC/099) was subsequently approved to provide \$1,500 sponsorship from the unallocated budgets noted above for Whare Kura Morehu o Ratana's 100 Year Centennial Celebrations.
- 5.4 Officers therefore seek to amend one of the resolutions made at the April 2024 Finance/Performance Committee meeting.

Attachments:

1. **Financial Summary April 24** [↓](#)

Recommendation 1

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

Recommendation 2

That the Committee approves that the unallocated Budget relating to Resolution 24/FPE/032 or 24/FPE/032 (*delete one*) to be carried forward to 2024/25 be reduced by \$1,500 to reflect the Council decision (24/RDC/099) to subsequently provide sponsorship for an additional event.

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

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
	\$000	\$000	\$000		\$000
Total Revenue	(45,153)	(47,535)	(2,382)	-5%	(50,447)
Subsidies and Grants	(12,382)	(14,333)	(1,951)	-14%	(15,789)
Other Revenue	(3,393)	(4,006)	(613)	-15%	(4,758)
Finance Revenue	(474)	(221)	253	114%	(265)
Gains	(122)	(150)	(28)	-18%	(150)
Rates	(28,782)	(28,825)	(43)	-0%	(29,484)
Total Expense	44,800	45,856	1,056	2%	54,642
Other Expenses	21,910	23,021	1,111	5%	27,251
Personnel Costs	7,204	6,927	(277)	-4%	8,191
Finance Costs	1,163	1,513	349	23%	1,926
Depreciation	14,511	14,395	(116)	-1%	17,274
Overhead Allocation	0	0	0	100%	(0)
Losses	12	0	(12)	-100%	0
Grand Total	(353)	(1,679)	(1,326)		4,196

Variances > \$100k: Comment

Commentary provided in the following Group Summaries

Business Units
Activity Performance Report
For the period ending April 2024

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
	\$000	\$000	\$000		\$000
Total Revenue	(526)	(414)	113	-27%	(467)
Subsidies and Grants	(3)	0	3	100%	0
Other Revenue	(7)	(17)	(9)	-56%	(20)
Finance Revenue	(474)	(221)	253	114%	(265)
Gains	(122)	(150)	(28)	-18%	(150)
Rates	(9,029)	(9,056)	(27)	-0%	(9,061)
Rate Apportionment	9,109	9,030	(79)	-1%	9,030
Total Expense	(1,185)	95	1,281	1344%	267
Other Expenses	2,690	3,169	479	15%	3,943
Personnel Costs	6,121	5,714	(406)	-7%	6,758
Finance Costs	(1,387)	(217)	1,169	538%	(150)
Depreciation	415	514	99	19%	616
Overhead Allocation	(9,026)	(9,084)	(58)	-1%	(10,901)
Losses	3	0	(3)	-100%	0
Grand Total	(1,712)	(319)	1,393		(200)

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 April 2024

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
	\$000	\$000	\$000		\$000
Total Revenue	(5,873)	(8,111)	(2,238)	28%	(8,267)
Subsidies and Grants	(425)	(2,809)	(2,384)	-85%	(2,815)
Other Revenue	(782)	(684)	98	14%	(834)
Rate Apportionment	(4,666)	(4,618)	48	1%	(4,618)
Total Expense	6,427	6,362	(65)	-1%	7,471
Other Expenses	2,472	2,541	69	3%	2,887
Personnel Costs	96	91	(6)	-6%	107
Finance Costs	679	717	38	5%	860
Depreciation	1,983	1,820	(163)	-9%	2,184
Overhead Allocation	1,187	1,194	7	1%	1,432
Losses	10	0	(10)	-100%	0
Grand Total	554	(1,749)	(2,303)		(796)

Variances > \$100k: Comment

Subsidies and Grants

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

**Community Leadership
Activity Performance Report
For the period ending April 2024**

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
	\$000	\$000	\$000		\$000
Total Revenue	(1,366)	(1,356)	11	-1%	(1,356)
Other Revenue	(2)	0	2	100%	0
Rates	(93)	(93)	0	0%	(93)
Rate Apportionment	(1,272)	(1,263)	9	1%	(1,263)
Total Expense	1,266	1,354	88	6%	1,625
Other Expenses	673	733	60	8%	879
Depreciation	0	1	1	100%	2
Overhead Allocation	594	621	27	4%	745
Grand Total	(100)	(1)	99		270

Variances > \$100k: Comment

Nil

**Community Wellbeing
Activity Performance Report
For the period ending April 2024**

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
	\$000	\$000	\$000		\$000
Total Revenue	(1,760)	(1,705)	55	-3%	(1,721)
Subsidies and Grants	(548)	(494)	54	11%	(508)
Other Revenue	(5)	(12)	(7)	-57%	(14)
Rate Apportionment	(1,207)	(1,200)	7	1%	(1,200)
Total Expense	1,247	1,277	30	2%	1,457
Other Expenses	756	795	39	5%	879
Personnel Costs	1	0	(1)	-100%	0
Depreciation	24	8	(16)	-197%	10
Overhead Allocation	467	474	7	2%	569
Grand Total	(513)	(428)	85		(264)

Variances > \$100k: Comment

Nil

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

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
	\$000	\$000	\$000		\$000
Total Revenue	(3,105)	(3,748)	(642)	17%	(4,117)
Subsidies and Grants	0	(402)	(402)	-100%	(502)
Other Revenue	(1,399)	(1,652)	(253)	-15%	(1,921)
Rate Apportionment	(1,706)	(1,694)	13	1%	(1,694)
Total Expense	2,800	3,532	732	21%	4,640
Other Expenses	303	829	526	63%	1,417
Personnel Costs	986	1,122	136	12%	1,326
Overhead Allocation	1,511	1,581	71	4%	1,897
Grand Total	(305)	(216)	89		523

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.

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

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
	\$000	\$000	\$000		\$000
Total Revenue	(20,213)	(19,437)	776	-4%	(20,799)
Subsidies and Grants	(11,167)	(10,452)	715	7%	(11,789)
Other Revenue	(123)	(130)	(7)	-6%	(156)
Rates	(8,798)	(8,729)	68	1%	(8,729)
Rate Apportionment	(126)	(125)	1	1%	(125)
Total Expense	21,829	21,291	(538)	-3%	24,824
Other Expenses	9,584	9,618	35	0%	10,816
Finance Costs	537	192	(345)	-180%	231
Depreciation	8,617	8,412	(205)	-2%	10,094
Overhead Allocation	3,091	3,069	(22)	-1%	3,683
Grand Total	1,616	1,855	239		4,025

Variances > \$100k: Comment

Subsidies and Grants

- \$750k grant received in relation to the Marton Rail Hub. This was not budgeted in 2023/24

Finance Costs/Depreciation

- Refer cover report.

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

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
	\$000	\$000	\$000		\$000
Total Revenue	(2,276)	(2,594)	(318)	12%	(2,866)
Other Revenue	(1,026)	(1,358)	(332)	-24%	(1,630)
Rates	(1,118)	(1,105)	13	1%	(1,105)
Rate Apportionment	(131)	(131)	1	1%	(131)
Total Expense	2,244	2,419	175	7%	2,921
Other Expenses	1,809	1,991	183	9%	2,407
Finance Costs	2	1	(2)	-179%	1
Depreciation	55	55	1	1%	66
Overhead Allocation	379	372	(7)	-2%	446
Grand Total	(31)	(175)	(143)		56

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 April 2024**

	YTD Actuals	YTD Budgets	YTD Variance	YTD Percentage Variance	Full Year Budget
	\$000	\$000	\$000		\$000
Total Revenue	(10,033)	(10,171)	(138)	1%	(10,855)
Subsidies and Grants	(240)	(176)	64	36%	(176)
Other Revenue	(49)	(153)	(104)	-68%	(183)
Rates	(9,744)	(9,842)	(98)	-1%	(10,496)
Total Expense	10,171	9,524	(647)	-7%	11,437
Other Expenses	3,624	3,345	(279)	-8%	4,022
Finance Costs	1,331	820	(511)	-62%	984
Depreciation	3,418	3,585	168	5%	4,302
Overhead Allocation	1,799	1,774	(25)	-1%	2,128
Grand Total	138	(647)	(785)		581

Variances > \$100k: Comment

Other Revenue

- User fees are under budget.

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 30 April 2024

Account	2023/24 YTD Actuals April	2023/24 YTD Budgets April	2023/24 YTD Percentage Variance April	2023/24 Full Year Budget
Business Units	1,005,898	1,936,450	48.05%	2,374,371
Fleet Management	123,723	500,000	75.26%	500,000
95500701. Motor Vehicle Purchases (dr)	136,000	500,000	72.80%	500,000
Information Services	882,175	1,436,450	38.59%	1,874,371
9260076104. ISSP: Digitalisation of Building Consents	354,839	430,592	17.59%	644,956
Community	1,096,328	3,583,839	69.41%	4,235,673
Domains	495,699	1,319,056	62.42%	1,348,227
Halls	315,012	1,607,391	80.40%	2,102,971
4090174505. Marton Building Design & Construction	165,580	691,570	76.06%	847,047
Roading and Footpaths	7,994,836	7,802,651	-2.46%	10,787,051
Non-Subsidised Roading	663,082	776,752	14.63%	1,592,191
Subsidised Roading	7,331,753	7,025,899	-4.35%	9,194,860
70100781. Sealed Road Pavement Rehabilitation (214)	550,087	931,500	40.95%	1,204,105
70100782. Drainage Renewals (213)	834,304	581,925	-43.37%	764,694
70100783. Structures Components Replacements (215)	378,540	408,630	7.36%	522,083
70100787. Sealed Road Surfacing (212)	1,175,061	1,121,930	-4.74%	1,370,700
70100795. Improvements- Low Cost Low Risk (341)	3,091,160	2,747,726	-12.50%	3,619,324
Water, Sewerage & Stormwater	9,411,363	13,615,792	30.88%	17,752,816
Stormwater	392,011	1,641,624	76.12%	1,964,907
6050177204. Bulls Stormwater Upgrades	37,265	641,950	94.20%	784,832
Waste Water - Sewerage	7,346,349	8,922,815	17.67%	12,089,111
6070176204. Wastewater Reticulation	65,096	856,768	92.40%	989,796
6070176206. Marton to Bulls Centralisation Project	538,262	1,690,310	68.16%	2,028,366
6070176207. Land Purchase - Marton to Bulls Centralisation Project	3,404,108	0	-100.00%	0
6070177108. Taihape Wastewater Treatment Plant Consent	829,795	2,180,747	61.95%	2,180,747
6070177109. Taihape / Papakai Wastewater Pump Station	2,134,157	2,005,816	-6.40%	4,011,634
6070177111. Ratana Complete Upgrade	243,429	1,851,796	86.85%	2,435,130
Water - District	1,497,324	2,831,523	47.12%	3,399,120
6060174503. Marton Water Strategy	891,257	784,940	-13.54%	941,929
6060176316. Bulls Water Pump Station / Rising Main	273,623	500,000	45.28%	700,000
Grand Total	19,508,425	26,938,732	27.58%	35,149,912

10 Reports for Information

10.1 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, noting that the 'actual June result' (in terms of Borrowing ratios) is likely to be more favourable than the following analysis.
- 2.3 For the purposes of this report, Officers have used a June 2024 Bank Balance of \$10m (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 10 months ended 30 April 2024 was \$473k: 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 (April balances in brackets) is as follows:

4.1.1 Current Assets

• Bank/Deposits	(\$8.7m)	\$10.0 million
• Receivables	(\$5.6m)	\$2.4 million
• Prepayments	(\$0.9m)	\$0.8 million
• Total	(\$15.2m)	\$13.2 million

4.1.2 Current Liabilities

• Payables	(\$1.3m)	\$2.9 million
------------	----------	---------------

Net Current Treasury Position (\$13.9m) \$10.3 million

5. Debt

Current Debt

5.1 Council increased its long term debt to \$40m in April 2024, as summarised below:

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
\$9m	15/04/24	15/6/2026	5.62%	\$506k
\$40m				\$1.868m

5.2 This \$40m attracts annual interest of \$1.87m, providing a current weighted average cost of funds of 4.7%.

Year End Debt

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

- 30 June 2023 of \$46m
- 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	\$10.0m
• YE Corporate Bonds	\$1.3m
• YE Notional Net Debt	\$42.7m
• Budgeted Full Year Revenue	\$50m

2023/24 Full Year: Net Debt/Total Revenue 85%

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

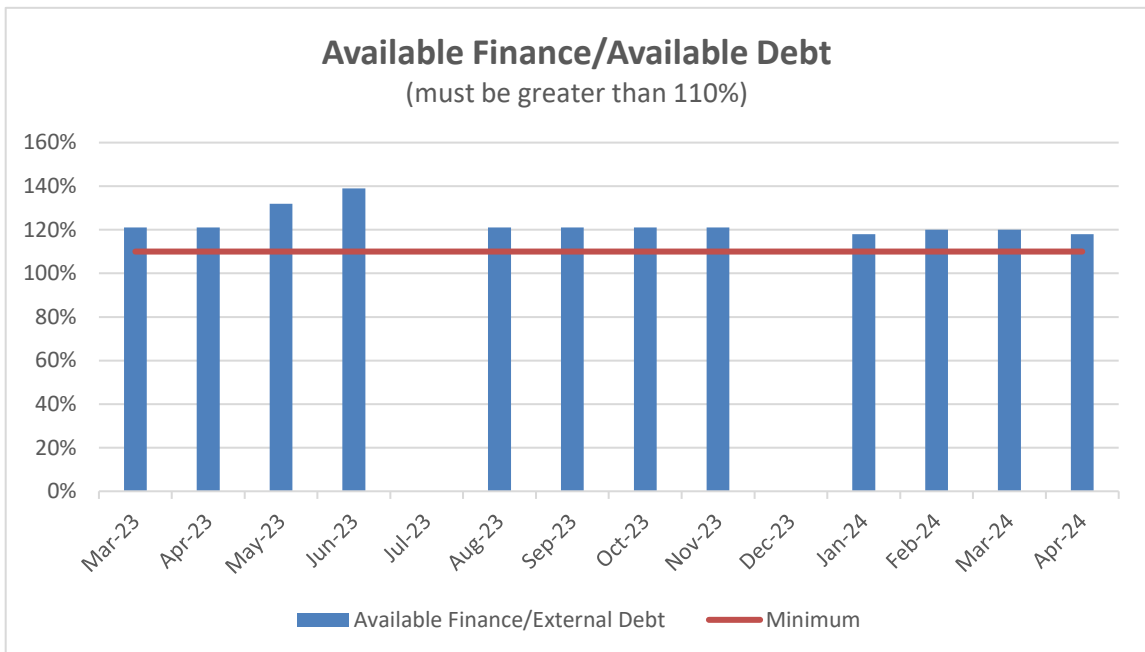
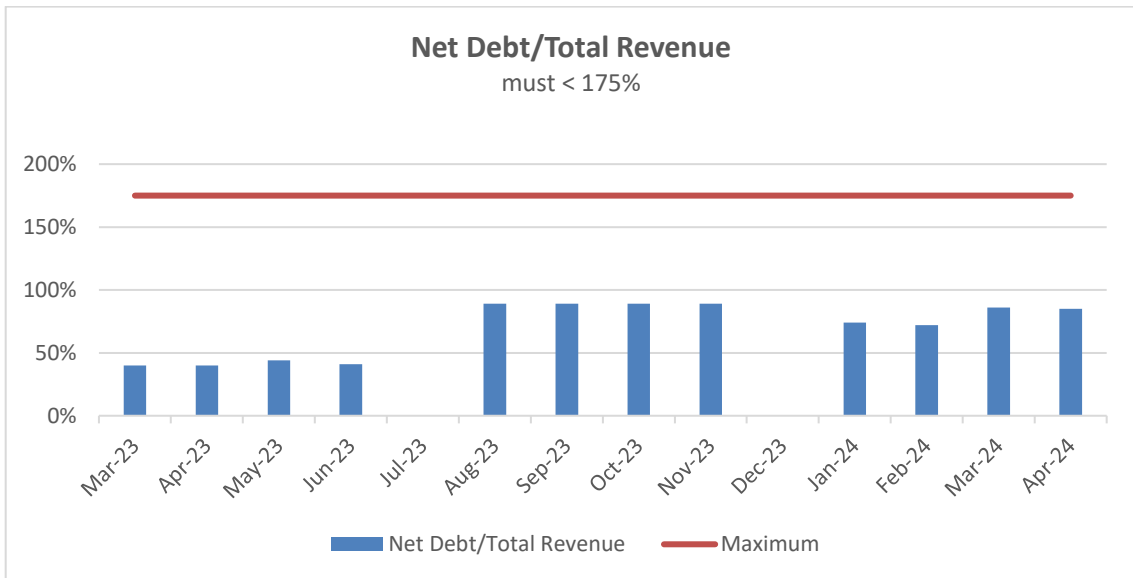
• YE Notional External Debt	\$54.0m
• YE Notional Bank/Deposits	\$10.0m
• Available Finance	\$64.0m

Available Finance divided by External Debt 118%

(At end of April this ratio was $48.7/40 = 122\%$)

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)

8. Further Commentary

- 8.1 Officers note that the Finance Strategy contained in the draft LTP2024 shows the impact of future Budgets on these Debt levels.
- 8.2 The Finance Strategy shows that Council’s future debt ceilings, based on the LTP Budgets, can cater for Council’s LTP Budgets (noting that in some years the ‘surplus debt capacity’ is relatively low, compared to the 2023/24 position).
- 8.3 Further, officers note that potential reforms to the Three Waters activities would potentially have a significant impact on future debt levels and debt capacity.

Recommendation

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

10.2 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 May 2024. The attached Summary includes results of QV's most recent property revaluations.
- 1.5 As previously noted there were zero building consents shown in November 2023. QV have advised that they do not include this type of roll maintenance in the middle of general revaluation as it can distort the three yearly value movements.

Attachments:

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

Recommendation

That the QV Report be received.

RANGITIKEI DISTRICT COUNCIL

TOTAL CAPITAL VALUE
\$8,021,696,210

TOTAL LAND VALUE
\$5,343,671,600

TOTAL RATING UNITS
8,830

RATING VALUATION
01 August 2023

NEXT RATING VALUATION
01 August 2026

SINCE 1 JULY 2023
+25.49%

+29.51%

+99

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- Objections Listing
- Outstanding Objections
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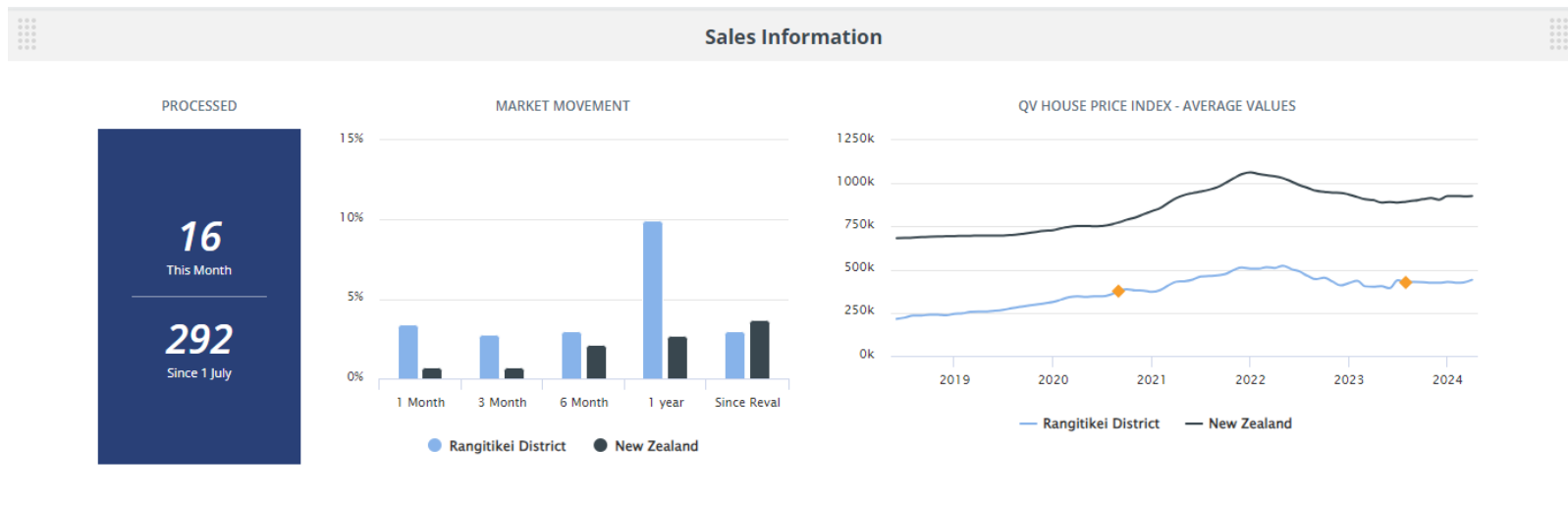
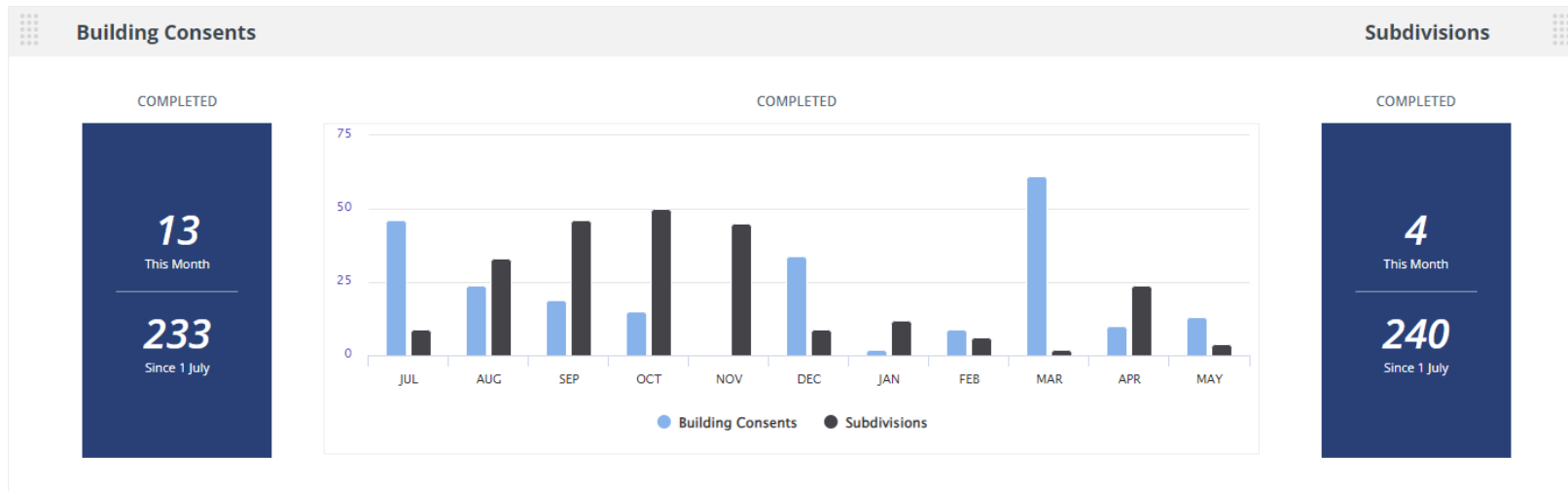
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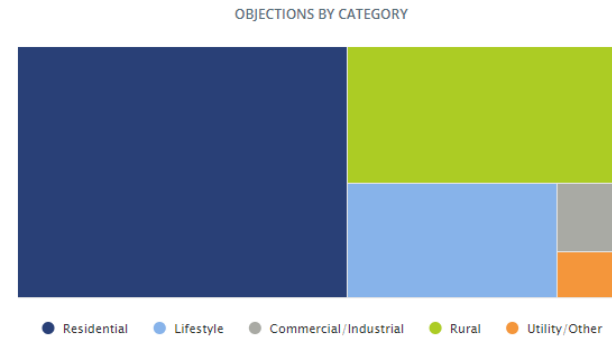
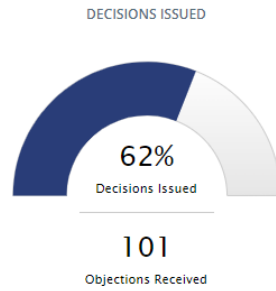
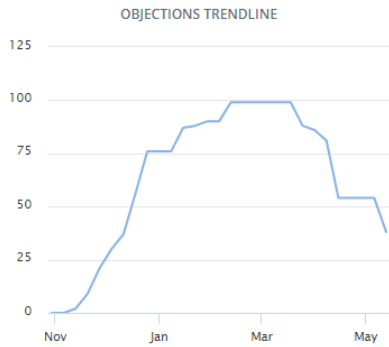
Your QV Contacts

Simon Willocks
Manager - Manawatu/Taranaki
06 351 6117
Simon.Willocks@qv.co.nz

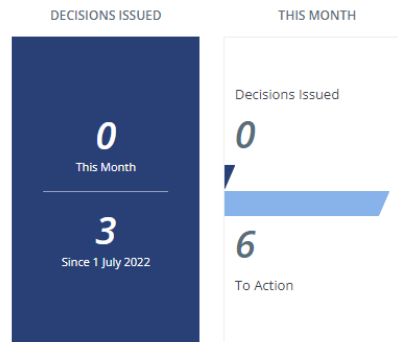
James Wilson
Operations Manager
021 830 861
James.Wilson@qv.co.nz



Revision Objections



Maintenance Objections



10.3 Statement of Service Provision 9 Month Report: July 2023 - March 2024**Author:** Janna Isles, Corporate Planner**Authoriser:** Katrina Gray, Manager Strategy and Development**1. Reason for Report**

- 1.1 The purpose of this report is to present the 9-month Statement of Service Provision report. This reporting period is from 1 July 2023 to 31 March 2024.

2. Discussion

- 2.1 The Statement of Service Provision (SSP) measures the level of service achieved against the agreed performance targets for each group of activities as set in Council's Long Term Plan 2021-31.

- 2.2 The performance measures are assessed using five categories to report on the progress towards meeting the targets by the end of the financial year. The categories are achieved, on track to achieve, not on track to achieve, not achieved, and not measured.

- 25 of the performance measures were achieved.
- 5 of the performance measures are on track to be achieved by the end of the year.
- 6 of the performance measures are not on track to be achieved by the end of the year.
- 19 of the performance measures were not achieved.
- 14 of the performance measures have not been measured.

- 2.3 The performance measures that have not been measured are either mandatory measures for activities that Council does not undertake, or the performance measure has not yet been measured, and will be reported on at the end of the year.

3. Highlights

- 3.1 In the 6 month SSP report, the average response time for water supply urgent call outs did not meet the target. Council has improved the average attendance time for these call outs, and all response and resolution times for water and wastewater now meet the targets.

- 3.2 The customer rating of library facilities has also improved from the December 2023 result. The overall satisfaction index is sitting on target at 90%, with Te Matapihi and Marton Library at 90%, and Taihape at 92%.

4. Areas for improvement

- 4.1 The number of roading customer service requests that are responded to and resolved on time continue to not meet the targets. This has been attributed to staff illness and leave over the reporting period, exasperated by a significant increase in the number of customer requests in the same period. Officers have identified improvements to the process and have been working towards improving response and resolution times. While these response times continue to not meet the targets, response times have improved from the 6 month report.

- 4.2 Council has received 1 abatement notice, 4 infringement notices, and 1 enforcement order between January 2024 and March 2024 regarding wastewater treatment plants in the district. Council is in the process of addressing the abatement notice, infringement notices and the enforcement order.
- 4.3 The response and completions times for food premises callouts, and the completion of noise control callouts continue to be under target. The response to noise control callouts is now above target. While these response and completion times are under target, there has been significant improvement from the 6 month SSP report.

5. Financial Implications

- 5.1 There are no financial implications associated with this report.

6. Impact on Strategic Risks

- 6.1 There is a risk that *trust and confidence is tarnished*. The purpose of this report is to provide an update on the progress towards meeting the performance targets for the year. There is the risk that if Council does not meet the set targets, that the public's trust and confidence in Council is affected.
- 6.2 There is also the risk that Council's *obligations with environmental protection are not met*. This report identified that Council has received a number of abatement notices, infringement notices, and an enforcement order for multiple wastewater treatment plans in the district, Council is working to address the issues.

7. Mana Whenua Implications

- 7.1 There are no known mana whenua implications associated with this report. Satisfaction with the Māori responsiveness framework is a performance measure which is assessed through a yearly survey which is distributed in May and reported as part of the 12 month SSP.

8. Statutory Implications

- 8.1 There are no statutory implications associated with this report. The end of year results will be reported in the Annual Report 2023/24, required by the Local Government Act 2002, Schedule 10, Part 3, Section 25.

9. Decision Making Process

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

Attachments:

1. **Statement of Service Provision 9 Month Report: July 2023 - March 2024** [↓](#)

Recommendation

That the report 'Statement of Service Provision 9 Month Report: July 2023 – March 2024' be received.

Statement of Service Report 9 month - March 2024

Roading

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved ● On track to achieve ● Not on track to achieve ● Not achieved ● Not measured					
PERFORMANCE MEASURE	OUTCOME (9 MONTH)	2023/24 TARGET	MARCH 2024 RESULT	2022/23 RESULT	NARRATIVE
<i>Councils intended level of service is to: Provide a sustainable roading network that is maintained in accordance with each road's significance for local communications and the local economy, taking into account the One Roding Network Classification and funding subsidies</i>					
*Road condition The average quality of ride on a sealed local road network measured by smooth travel exposure	●	90% or more	Not yet measured	95%	The survey for high volume roads was completed in March and now waiting on result. The condition survey for low volume roads is currently underway, and scheduled to finish at the end of April.
*Road maintenance The percentage of the sealed road network that is resurfaced	●	6% or more	3.4%	4.9%	The cost of bitumen has increased. The reseal programme has finished, and the existing programme has been reduced due to increases in cost adjustment factor, materials cost, and reduction in available NZTA funding.
The percentage of the unsealed road network which is re-metalled during the year	●	12,000m ³ or more	8,311m ³	11,933m ³ 99%	Reached 70% of the 23/24 target so far. The season is ongoing and the monthly volume will increase between now and the end of the financial year. Re-metalling during the summer season would require water carted in to dampen the dust, as it is more economical to conduct re-metalling between February and May.
*Footpaths The percentage of footpaths within the District that fall within the level of service or service standard for the condition of footpaths that is set out in the Council's relevant document e.g. Annual Plan, Asset Management Plan.	●	90% of footpaths make up category 1 or 2 ¹	94% Grade 1 and 2 condition rating	94% Grade 1 and 2 condition rating	Footpath and road surface condition rate is done once every 2 years.

¹ 1. Excellent, 2. Good, 3. Fair, 4. Poor, 5. Very Poor

*Mandatory

Statement of Service Report 9 month - March 2024

Roading

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved
 ● On track to achieve
 ● Not on track to achieve
 ● Not achieved
 ● Not measured

PERFORMANCE MEASURE	OUTCOME (9 MONTH)	2023/24 TARGET	MARCH 2024 RESULT	2022/23 RESULT	NARRATIVE
*Road safety The change from the previous financial year in the number of fatalities and serious injury crashes on the local road network expressed as a number	●	No fatal crashes on the Council roading network	0	2	All known fatal crashes in this period occurred on the State Highway network.
	●	10 or less serious injury crashes on the Council roading network	10	6	All crashes, except 1 were recorded as driver error. 5 involved motorcyclists.
	●	Change in fatal and serious injury crashes	2 more than year prior	2 more than year prior	Improvement in fatal crashes but an increase in those reported as driver error.

Councils intended level of service is to: Be responsive to community expectations over the roading network and requests for service

The percentage of customer service requests relating to roads and footpaths to which the territorial authority responds within the time frame specified in the Long Term Plan. Results will be presented as the median.	After hours callouts	95% responded to in 12 hours	74%	100%	Staff illness in the previous period has negatively affected load times for paperwork entering into the system, affecting reporting statistics. There has been no impact on emergency, urgent work or safety related tasks, as these tasks have been actioned.
	Working hours callouts	95% responded to in 6 hours	59%	100%	Staff illness in the previous period has affected the response time of officers and in turn the response time of the contractor. We have identified that most RFS are sent to a specific officer, and if the officer is absent then a delay occurs. We are working to rectify this issue.
	Resolution	85% of callouts resolved within one month	69%	83%	Staff illness in the previous period has negatively affected load times for paperwork entering into the system, affecting reporting statistics.
	Requests concerning potholes (Target: 95% responded to in 6 hours)	Specified reference to callouts relating to potholes	75%	95%	Staff illness in the previous period has negatively affected load times for paperwork entering into the system, affecting statistics at the time of reporting. We expect a further percentage increase in the next quarter.

**Mandatory*

Statement of Service Report 9 month - March 2024

Community Leadership

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved ● On track to achieve ● Not on track to achieve ● Not achieved ● Not measured					
PERFORMANCE MEASURE	OUTCOME (9 MONTH)	2023/234 TARGET	MARCH 2024 RESULT	2022/23 RESULT	NARRATIVE
<i>Councils intended level of service is to: Make decisions that are robust, fair, timely, legally compliant and address critical issues, and that are communicated to the community</i>					
On-time completion of, or substantially undertaken annual plan actions	●	90% or more Annual Plan Actions completed	54.34%	75%	This percentage is significantly impacted from the number of roading projects that have been carried forward to the 2024/34 LTP.
Completion of capital programme	●	85% or more of the planned capital programme	62%	67%	
Māori responsiveness framework: Satisfaction ratings from each member of Te Roopuu Ahi Kaa about the effectiveness of each framework outcome area.	Governance and relationships	80% or more overall satisfaction	Not yet measured	80%	A survey is planned to be distributed to TRAK in May 2024.
	Culture and identity		Not yet measured	60%	
	Prosperity and well-being		Not yet measured	60%	
	Resources and infrastructure		Not yet measured	60%	
<i>Councils intended level of service is to: Provide a high customer experience that satisfies the needs of the community</i>					
Customer views of their experience (both the customer service and service provided) with Council. HappyOrNot system	●	500 Responses Customer Satisfaction Index: Improvement on previous year	3,816 responses Same overall index as the previous year (91%)	4,459 responses 2% percentage point improvement of very happy responses across all results on all units	To be reassessed at the end of the year as the number of responses can affect the percentage.

* Mandatory

Statement of Service Report 9 month - March 2024

Water Supply

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved ● On track to achieve ● Not on track to achieve ● Not achieved ● Not measured					
PERFORMANCE MEASURE	OUTCOME (9 MONTH)	2023/24 TARGET	MARCH 2024 RESULT	2022/23 RESULT	NARRATIVE
<i>Councils intended level of service is to: Provide a safe and compliant supply of drinking water</i>					
*Safety of drinking water The extent to which the Council's drinking water supply complies with: Council is required to report against the Drinking Water Standards for New Zealand (2018). From January 2023 Council is required to comply with the DWQAR (2022) Drinking Water Quality Assurance Rules, but the reporting requirement remains.	Part 4 of the drinking water standards (bacteria compliance criteria)	No Incidents of non-compliance with bacteria compliance criteria (6/6)	DWQAR July-March no incidents of Non-compliance (6/6)	DWSNZ (2018) Jul-Dec 2022 Non-compliant (6/6) DWQAR Jan-Jun 2023 Non-compliant (4/6)	Manawatū Shared Services have been operating the Rangitikei Water Treatment Plants under the Drinking Water Quality Assurance Rules 2022 since 1 January 2023. Bulls - compliant Hunterville Urban - compliant Mangaweka - compliant Marton - compliant Rātana - compliant Taihape - compliant
	Part 5 of the drinking water standards (protozoa compliance criteria)	No Incidents of non-compliance with protozoa compliance criteria (6/6)	DWQAR July-2023 March 2024 no incidents of Non-compliance (5/6)	DWSNZ (2018) Jul-Dec 2022 Non-compliant (4/6) DWQAR Jan-Jun 2023 Non-compliant (2/6)	Manawatū Shared Services have been operating the Rangitikei Water Treatment Plants under the Drinking Water Quality Assurance Rules 2022 since 1 January 2023. Bulls – compliant Hunterville Urban non-compliant Mangaweka – compliant Marton - compliant Rātana –compliant Taihape - compliant
<i>Councils intended level of service is to: Provide reliable and efficient urban water supplies</i>					
*Maintenance of the reticulation network		Less than 40%	Not Measured	42%	This performance measure will be reported on at the end of the reporting year.
The percentage of real water loss from Council's networked urban reticulation system					
*Demand Management		600 litres per resident per day	515	448	No account has been taken of industrial usage.
The average consumption of drinking water per day per resident within the District					

*Mandatory

Statement of Service Report 9 month - March 2024

Water Supply

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved
 ● On track to achieve
 ● Not on track to achieve
 ● Not achieved
 ● Not measured

PERFORMANCE MEASURE	OUTCOME (9 MONTH)	2023/24 TARGET	MARCH 2024 RESULT	2022/23 RESULT	NARRATIVE
<i>Councils intended level of service is to: Be responsive to reported faults and complaints*</i>					
*Where the Council attends a call out in response to a fault or unplanned interruption to its networked reticulation system, the following median times are measured.	Attendance for urgent call outs	0.5 hours	0.17 hours	0.5 hours	
	Resolution of urgent call outs	24 hours	0.8 hours	1.5 hours	
	Attendance for non-urgent call outs	24 hours	1.21 hours	0.7 hours	
	Resolution of non-urgent call outs	96 hours	4.33 hours	4.3 hours	
*Customer satisfaction The total number of complaints (expressed per 1000 connections to the reticulated networks) received by the Council ¹		≤20 complaints per 1000 connections	44.43 per 1000	86.71 per 1000	The increase from 26.3 in the past quarter, to 44.43 shows the higher number of complaints in the summer months as predicted. Council is aware of ongoing concerns about the water supply, particularly in Marton. Work has commenced on the Marton Water Strategy to improve the odour and taste of the Marton water supply by the end of 2024 / mid 2025.
<i>Councils intended level of service is to: Maintain compliant, reliable and efficient rural water supplies</i>					
Where the Council attends a call out in response to a fault or unplanned interruption to its water supply for rural water schemes, the following median times are measured:	Attendance time: from the time that the Council receives notification to the time that service personnel reach the site	48 hours	2.82 hours	0.1 hours (normal)	
	Resolution time: from the time that the Council receives notification to the time that service personnel confirm resolution of the fault of interruption	96 hours	1.12 hours	6.4 hours (non-urgent)	

¹ a. drinking water clarity, b. drinking water taste, c. drinking water odour, d. drinking water pressure or flow, e. continuity of supply, and f. The Council's response to any of these issues

* Mandatory

Statement of Service Report 9 month - March 2024

Wastewater and sewerage

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved
 ● On track to achieve
 ● Not on track to achieve
 ● Not achieved
 ● Not measured

PERFORMANCE MEASURE	OUTCOME (9 MONTH)	2023/24 TARGET	MARCH 2024 RESULT	2022/23 RESULT	NARRATIVE
<i>Councils intended level of service is to: Provide a reliable, reticulated disposal system that does not cause harm or create pollution within existing urban areas</i>					
*Discharge compliance Compliance with the Council's resource consents for discharge from its sewerage system measured by the number of a) abatement notices b) infringement notices c) enforcement orders, and d) convictions		No abatement notices	2	0	An abatement notice was received on 30 October 2023, referring to non-compliance for the Bulls Wastewater Treatment Plant in August of that year. Operational works are being undertaken to remedy the condition set out in the notice.
	●				An abatement notice was received in February 2024 for lack of black disc measurements in the Tūtaenui stream around the Marton WWTP. Equipment has been purchased and the measurements have been added to the sampling programme.
		No infringement notices	6	1	An infringement notice was received on 30 October 2023, referring to non-compliance for the Bulls Wastewater Treatment Plant in August 2023. This notice is in relation to the abatement notice and capital works are being undertaken to remedy this. An infringement notice was also received on 11 December 2023, referring to non-compliance for the Mangaweka Wastewater Treatment Plant in October of that year. This treatment plant is currently in the process of re-consenting.
	●				Two infringement notices were received in March 2024 for the Marton WWTP for excessive ammonia in the Tūtaenui stream and missing black disc data.
		No enforcement orders	1	0	Two further infringement notices were received in March 2024 for the Hunterville WWTP for excessive DRP and E.coli. New UV equipment has been purchased and Lutra has been engaged to optimise the phosphate removal process.
●				An enforcement notice was received in March 2024 for Mangaweka WWTP for excessive E. coli in the effluent. New UV equipment has been purchased and will be installed once it has been delivered.	
●	No convictions	0	0	0	No convictions during the reporting year.

* Mandatory

Statement of Service Report 9 month - March 2024

Wastewater and sewerage

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved ● On track to achieve ● Not on track to achieve ● Not achieved ● Not measured					
PERFORMANCE MEASURE	OUTCOME (9 MONTH)	2023/24 TARGET	MARCH 2024 RESULT	2022/23 RESULT	NARRATIVE
*System and adequacy The number of dry weather sewerage overflows from the Council's sewerage system, expressed per 1000 sewerage connections to that sewerage system	●	Fewer overflows than 3 per 1000 connections	1.15	0.22	
<i>Councils intended level of service is to: Be responsive to reported faults and complaints</i>					
* Fault response time Where the Council attends to sewage overflows resulting from a blockage or other fault in the Council's sewerage system, the following median times are measured:	●	Attendance urgent 0.5 hours	0.27 hours	0.7 hours	
	●	Attendance non-urgent 24 hours	0.83 hours	0.8 hours	
a. attendance time: from the time that the Council receives notification to the time that service personnel reach the site, and	●	Resolution urgent 24 hours	1.63 hours	1.4 hours	
b. resolution time: from the time that the Council receives notification to the time that service personnel confirm resolution of the fault or interruption	●	Resolution non-urgent 96 hours	1.76 hours	2.6 hours	
*Customer satisfaction The total number of complaints received by the Council about any of the following: a. sewage odour b. sewerage system faults c. sewerage system blockages, and d. the Council's response to issues with its sewerage system Expressed per 1000 connections to the Councils sewerage system.	●	Fewer requests than 6 per 1000 connections	16.37 per 1000	18.61 per 1000	Under this mandatory DIA measure, all requests for service for wastewater are counted as complaints, including multiple requests for service alerting Council to the same issue.

* Mandatory

Statement of Service Report 9 month - March 2024

Stormwater drainage

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved
 ● On track to achieve
 ● Not on track to achieve
 ● Not achieved
 ● Not measured

PERFORMANCE MEASURE	OUTCOME (9 MONTH)	2023/24 TARGET	MARCH 2024 RESULT	2022/23 RESULT	NARRATIVE
<i>Councils intended level of service is to: Provide a reliable collection and disposal system to each property during normal rainfall</i>					
*Discharge compliance Compliance with the Council's resource consents for discharge from its stormwater system measured by the number of: a. abatement notices b. infringement notices c. enforcement orders, and d. convictions Received by the Council in relation to those resource consents.	●	No abatement notices	Not Measured	Not Measured	Discharge compliance is a mandatory measure set by the Department of Internal Affairs therefore must be reported on. However, as Council has no stormwater consents the measurement cannot be measured.
	●	No infringement notices	Not Measured	Not Measured	
	●	No enforcement orders	Not Measured	Not Measured	
	●	No convictions	Not Measured	Not Measured	
*System adequacy The number of flooding events ¹ that occurred in the District. For each flooding event, the number of habitable floors affected (expressed per 1000 properties connected to the Council's stormwater system). Note: This is a District-wide assessment	●	Fewer requests than 5 per 1000 connected properties	0	0	There were no flooding events.
<i>Councils intended level of service is to: Be responsive to reported faults and complaints</i>					
*Customer satisfaction The number of complaints received by the Council about the performance of its stormwater system, expressed per 1000 properties connected to the Council's stormwater system.	●	Fewer requests than 5 per 1000 connected properties	3.16 per 1000	8.01 per 1000	The reduction in complaints regarding the stormwater system is due to the lack of weather events in the current reporting period.
*Response time The median response time to attend a flooding event, measured from the time that the Council receives notification to the time that service personnel reach the site.	●	Two hours or less	Not measured	Not measured	No flooding events occurred in the reporting period.

¹ The rules for the mandatory measures define a 'flooding event' as an overflow from a territorial authority's stormwater system that enters a habitable floor
*Mandatory

Statement of Service Report 9 month - March 2024

Community and Leisure Assets

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved ● On track to achieve ● Not on track to achieve ● Not achieved ● Not measured					
PERFORMANCE MEASURE	OUTCOME (9 MONTH)	2023/24 TARGET	MARCH 2024 RESULT	2022/23 RESULT	NARRATIVE
<i>Councils intended level of service is to: Compliance with relevant standards</i>					
All swimming pools have poolsafe accreditation	●	Maintain accreditation	Not yet measured	100%	Current accreditation valid to May 2024.
Council complies with criteria in rental warrant of fitness programme for community housing	●	All units (100%) achieve at least 95% compliance	Not measured	92%	Housing audits were not undertaken in October 2023 due to lack of staff resources (vacant positions at that time). These have been re-scheduled for April 2024.
New public toilet buildings are well designed, safe and visible and Compliance with SNZ4241:1999 and CPTED (safer design guidelines) for new or refurbished toilets	●	100% compliance	Achieved	100% compliance	Ngā Awa Public Toilets comply with SNZ4241:1999 and CPTED.
Playground compliance with NZ Standards	●	80% compliance	Achieved	100% compliance	Playgrounds throughout the district have been independently audited and reviewed in 2023. Council staff are presently working through the identified risks and scheduling items for maintenance.
<i>Councils intended level of service is to: Library services are welcoming and provide a space for social interaction and learning</i>					
Customer rating of library facilities	●	Customer Satisfaction Index (provided via the HappyOrNot system): • 90%	90% Overall. This consists of: 90% of 599 responses at Te Matapihi, 92% of 620 responses at Taihape, 90% of 2,174 responses at Marton Library	82% overall. This consists of: 84% of 153 responses at Te Matapihi, 87% of 193 responses at Taihape, 92% of 1,294 responses at Marton Library	With the increase of Community Engagement programs and holiday programs the responses received from HappyOrNot system has seen an increase in customer satisfaction. The opening of the Youth Headquarters #YHQ has had a positive influence on the tamariki/rangatahi with programs enabling them to participate and feel inclusive and safe within the space. The collaboration with local community in our spaces is growing participative and interactive programs for all.

*Mandatory

Statement of Service Report 9 month - March 2024

Community and Leisure Assets

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved
 ● On track to achieve
 ● Not on track to achieve
 ● Not achieved
 ● Not measured

PERFORMANCE MEASURE	OUTCOME (9 MONTH)	2023/24 TARGET	MARCH 2024 RESULT	2022/23 RESULT	NARRATIVE
The number of library outreach activities and events delivered		5 per year for each library	Marton Library Monthly: 32 Te Matapihi Library Monthly: 32 Taihape Library Monthly: 20 Consists of Holiday programs & weekly after school programs	Marton Library: 10+ per month Te Matapihi Library: 10+ per month Taihape Library: 5+ per month Consists of Holiday programs & weekly after school programs	Community engagement holiday programs and weekly programs have increased in Marton due to the 'Youth Head Quarter's' #YHQ based in the Marton Library opening seeing over 15 to 20 Tamariki/Rangatahi in attendance after school and during school holiday the #YHQ are open from 10am to 2pm during the day. Normal hours of operation are Mon - Tues 3pm to 5pm. The change in space of the ICT hub into the centre of the Marton Library, is capturing the mature audience in supporting their upskilling technology knowledge to having the hub centralised being more inclusive to all and accessible for our mature age customers. (Previously the ICT hub was accessed from the side of the library) This has now been changed to the Youth HQ.
<i>Councils intended level of service is to: Provide parks and sports fields that are fit for purpose</i>					
Number of complaints about Council owned parks and sports fields		10 or less per year	0	1	Maintenance of the regions parks and Sports fields has continued at a very high standard. Improvements have been undertaken at a number of sites, which has further enhanced the aesthetic and recreational value of Council's venues.

* Mandatory

Statement of Service Report 9 month - March 2024

Rubbish and recycling

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved
 ● On track to achieve
 ● Not on track to achieve
 ● Not achieved
 ● Not measured

PERFORMANCE MEASURE	OUTCOME (9 MONTH)	2023/24 TARGET	MARCH 2024 RESULT	2023/23 RESULT	NARRATIVE
<i>Councils intended level of service is to: Make recycling facilities available at waste transfer stations for glass, paper, metal, plastics, textiles and green waste, special occasions for electronics (e-waste). Council intends to continue the operation (under contract) of existing urban waste transfer stations – Rātana, Bulls, Marton, Hunterville, Mangaweka, and Taihape.</i>					
Waste to landfill (tonnage)	●	Less than 5,500 tonnes to landfill	4,475.70 Tonnes	5,649 tonnes	The total tonnage has been increasing annually due to the increase in population and lifestyle choices.
Recycling available at Waste Transfer Stations throughout the District.	●	Bulls, Marton, Taihape, Hunterville, Rātana provide for recycling of; glass, metal, paper, plastics (1-5), cans/ tins.	Outcome met	Outcome met	Recycling facilities continue to be available within these towns.

* Mandatory

Statement of Service Report 9 month - March 2024

Environmental and Regulatory

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved
 ● On track to achieve
 ● Not on track to achieve
 ● Not achieved
 ● Not measured

PERFORMANCE MEASURE	OUTCOME (9 MONTH)	2023/24 TARGET	MARCH 2024 RESULT	2022/23 RESULT	NARRATIVE
<i>Councils intended level of service is to: Provide a legally compliant service</i>					
Timeliness of processing building consents and resource consents	Building consents	100% processed within statutory timeframes	98.76%	96.52%	2 consents not processed on time due to staff workloads.
	Resource consents	100% processed within statutory timeframes	Land use consents: 100% Subdivision consents: 96.43%	Land use consents: 100% Subdivision consents: 100%	One subdivision consent not processed on time.
<i>Council's intended level of service is to: Provide regulatory compliance officers to address enforcement call outs</i>					
Animal Control - Timeliness of response (i.e the Request for Service has been acknowledged) and completion (i.e the Request for Service has been signed off by officers). Results will be presented as the median • Priority 1s = Any Dog Attack / Found Dog / Rushing Dog / Wandering Stock • Priority 2s = Animal Welfare Concern / Barking Dog / Property Inspection / General Enquiry / Lost Animal / Microchip Dog / Multi-dog Inspection / Roaming Dog / Animal Control Bylaw Matter	Response to Priority 1 call outs	90% responded within 0.5 hours	89%	97%	Slight drop in response % due to incorrect time recording when RFS updated
	Completion of Priority 1 call outs	90% completed within 20 working days	97%	92%	On target.
	Response to Priority 2 call outs	90% responded within 24 hours	85%	93%	Drop in response % due to incorrect time recording when RFS updated.
	Completion of Priority 2 call outs	90% completed within 20 working days	93%	74%	On target.

*Mandatory

Statement of Service Report 9 month - March 2024

Environmental and Regulatory

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved ● On track to achieve ● Not on track to achieve ● Not achieved ● Not measured						
PERFORMANCE MEASURE	OUTCOME (9 MONTH)	2023/24 TARGET	MARCH 2024 RESULT	2022/23 RESULT	NARRATIVE	
Environmental health Timeliness of response (i.e the site has been attended) and completion (i.e the Request for Service has been signed off by officers). Results will be presented as the median.	Response to Noise Control call outs	90% responded to in 1.5 hours	99%	96%	On target.	
	Completion of Noise Control call outs	90% completed in 2 hours	88%	97%	Drop in responses completed on time due to incorrect time recording when RFS updated.	
	Response to Food Premises call outs	Food premises – 90% responded to in 24 hours	86%	83%	Drop in response responded to on time due to incorrect time recording when RFS updated.	
	Completion of Food Premises call outs	90% completed in 72 hours	88%	75%	Drop in responses completed on time due to incorrect time recording when RFS updated.	

** Mandatory*

Statement of Service Report 9 month - March 2024

Community wellbeing

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved ● On track to achieve ● Not on track to achieve ● Not achieved ● Not measured					
PERFORMANCE MEASURE	OUTCOME (9 MONTH)	2023/24 TARGET	MARCH 2024 RESULT	2022/23 RESULT	NARRATIVE
<i>Councils intended level of service is to: Ensure competency in discharging Civil Defence responsibilities</i>					
Timing of self-assessment when the Emergency Operations Centre is activated and of continued civil defence training exercises	●	Self-assessment undertaken and responded to within four months of Emergency Operations Centre activation	Achieved	Achieved	Self-assessment completed after the May 2023 flood event in Marton and Bulls areas. Self-assessment of current river catchment flood plans completed post Cyclone Gabrielle.
	●	At least one exercise undertaken each year	Achieved	Achieved	One staff exercise has been undertaken this year. Additionally, an exercise has been completed with the CDEM response team to test Council infrastructure (tents, trailers, internet connectivity etc.).
<i>Councils intended level of service is to: Identify and promote opportunities for economic development in the District.</i>					
Implementing actions each year from the Economic Development Strategy and Housing Strategy Action Plans (Annual Work Plans).	●	Greater than 80% of the actions completed for each relevant year.	30% Housing Strategy Actions 40% Economic Development Strategy Actions.	80% Housing Strategy Actions 50% Economic Development Strategy Actions	At the 23 November 2022 Council meeting, it was resolved that staff were to progress the business case for Tui Street properties only, halting actions on the strategy. The Economic Wellbeing Lead role has now been filled. The Economic Development Strategy is currently being reviewed and actions are underway for this to be replaced with an Economic Wellbeing Strategy to be drafted for consideration by the end of 2024.
District GDP growth compared to national GDP growth.	●	GDP growth for the Rangitikei District is within +/-1% of national GDP growth, or better.	2.3% GDP growth for the Rangitikei District in 2023. This is 0.5% lower than national GDP growth over the same period.	3% lower than national	GDP data for year ending 31st March 2024 is not yet available. The new data is expected in May 2024 and this will be shared via the Economic Wellbeing update in the Policy and Planning Committee

* Mandatory

10.4 Better Off Funding Projects - May 2024 Update**Author:** Gaylene Prince, Group Manager - Community**Authoriser:** Kevin Ross, Chief Executive**1. Reason for Report**

- 1.1 To provide a financial status update on the Better Off funded projects, as of 10th May 2024, for elected members information (Attachment 1).

Attachments:

1. **Better Off Funding projects Update May 2024** [↓](#)

Recommendation

That the report 'Better Off Funding Projects – May 2024 Update' be received.

Rangitikei Better Off Funded projects (as at 10 May 2024)

		Estimated completion date	Sponsor	BOF total approved	BOF claimed and approved	BOF claim pending	Ytd expenditure (10 May 2024)	Status
1	Business case for housing	30.06.2024	Gaylene	\$50,000	\$35,000	\$0	\$16,424	in progress
2	<i>Development of climate impact strategy</i>	27.02.2026	Katrina	\$75,000	\$75,000	\$0	\$75,000	complete
3	District Plan acceleration	01.06.2026	Katrina	\$427,000	\$38,000	\$0	\$0	in progress
4	Flood protection Marton CBD	31.12.2024	Arno	\$120,000	\$35,000	\$0	\$0	in progress
5	Hautapu River Parks	30.11.2024	Pio	\$375,000	\$85,000	\$142,079	\$86,588	in progress
6	Taihape Civic Centre	31.12.2025	Eswar	\$1,883,000	\$86,518	\$0	\$81,382	in progress
7	Town centre regeneration	28.11.2025	Jarrod	\$200,000	\$35,000	\$0	\$450	in progress
8	Nga Marae O Rangitikei	30.11.2024	Pio	\$200,000	\$35,000	\$73,286	\$108,286	in progress
				\$3,330,000	\$424,518	\$215,365	\$368,130	

Note

Estimated completion dates are those included in the latest six-monthly report (July-December 2023) to Crown Infrastructure Partners.

10.5 Public Feedback / Performance Report - April 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 April 2024, showing results from over the four locations, is attached (Attachment 1).
- 2.2 A total of 444 responses were received in the month of April from the Marton main office, Te Matapihi, Marton Library and Taihape Library / Information Centre. Some profanities have been blacked out from the open feedback.
- 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 18 April – 22 May 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 April is attached (Refer to Attachment 3).
- 2.5 The Communications Update Report for activities during April 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:

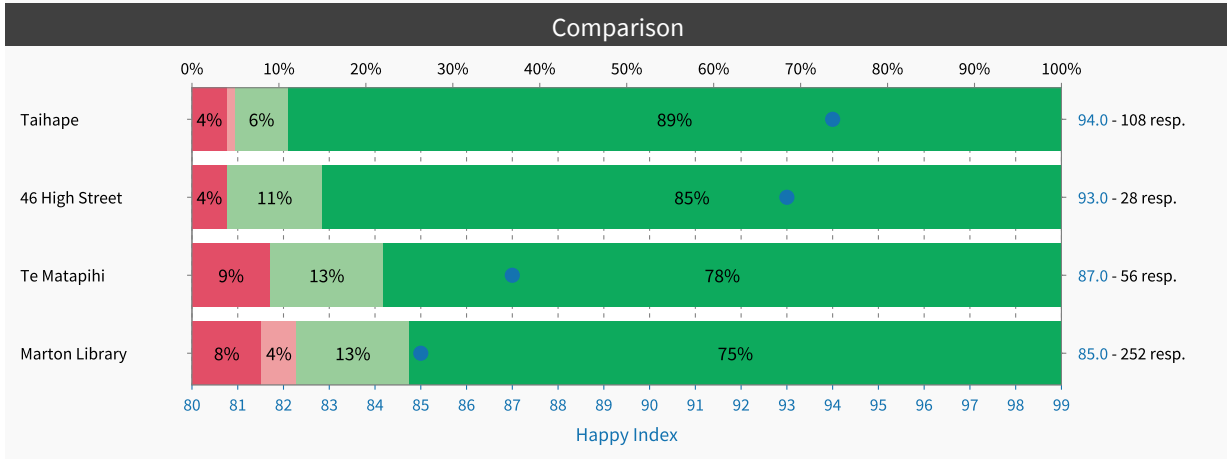
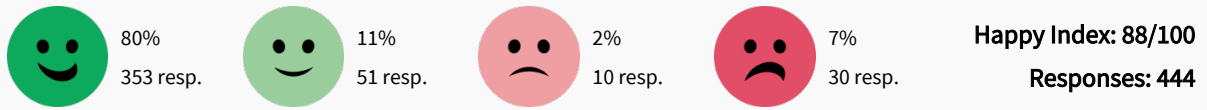
1. **Happy or Not Report April 2024** [↓](#)
2. **Korero Mai Feedback Form Report - May 2024** [↓](#)
3. **Complaints Dashboard for April 2024** [↓](#)
4. **Comms Update Dashboard April 2024** [↓](#)

Recommendation

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

Monthly report April 2024	Management report RDC Offices (4 units)
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Please rate our service today



Risers		
Experience point	Index	Change

No improved results found.

Fallers		
Experience point	Index	Change
Taihape	94	-1 ↓
46 High Street	93	-4 ↓
Marton Library	85	-7 ↓
Te Matapihi	87	-7 ↓

HappyOrNot®

ITEM 10.5 ATTACHMENT 1

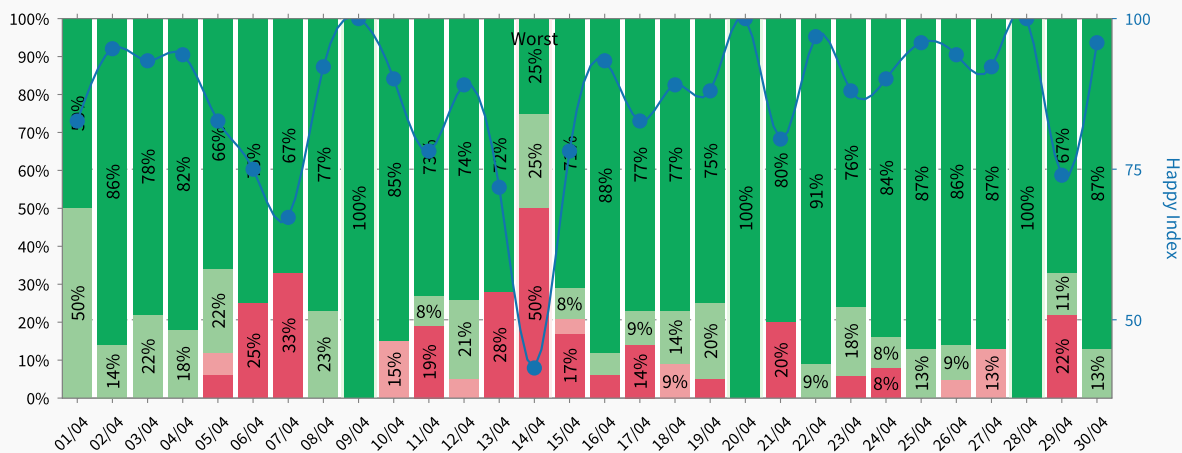
Monthly report

April 2024

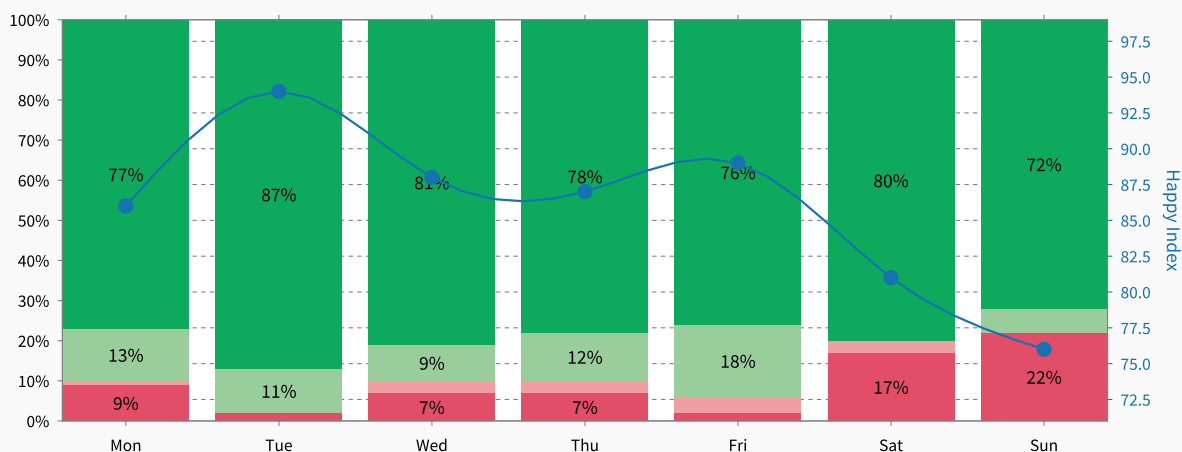
Management report

RDC Offices (4 units)

All units combined - daily distribution



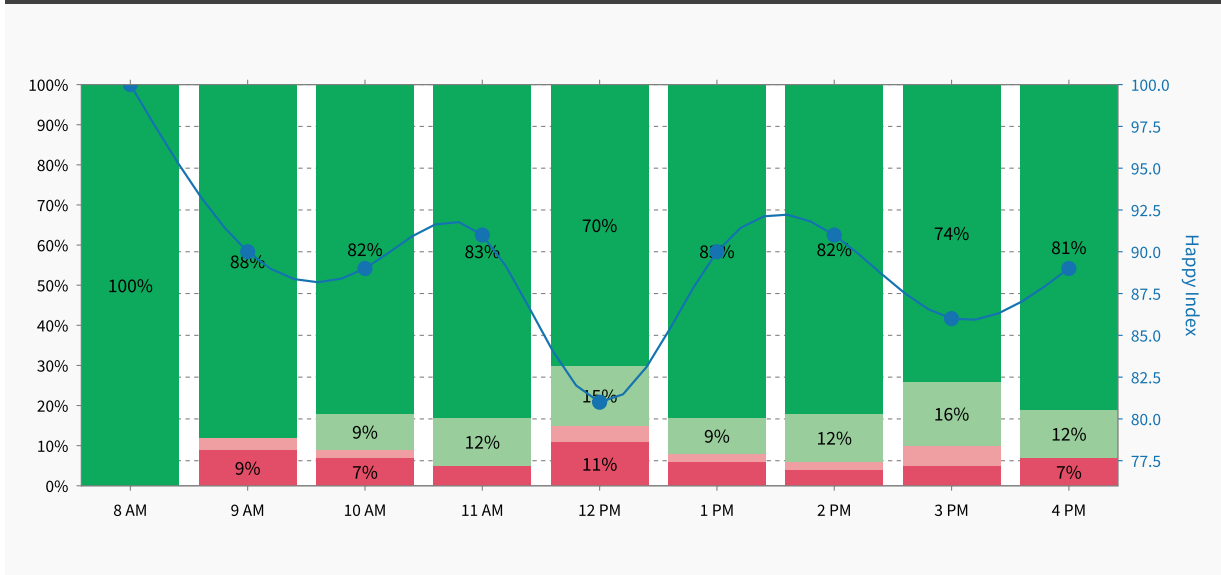
All units combined - weekday distribution



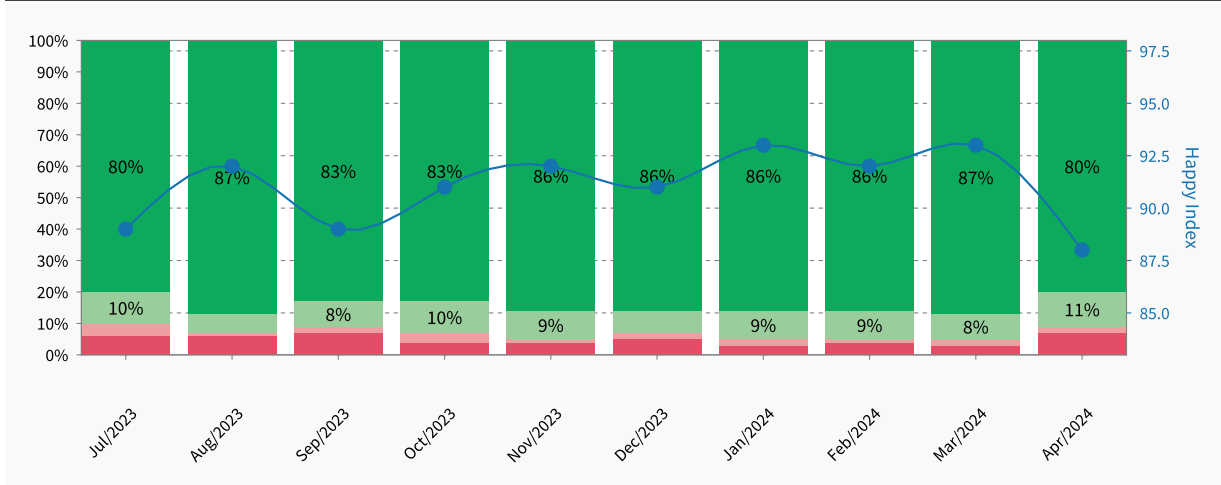
HappyOrNot®

Monthly report April 2024	Management report RDC Offices (4 units)
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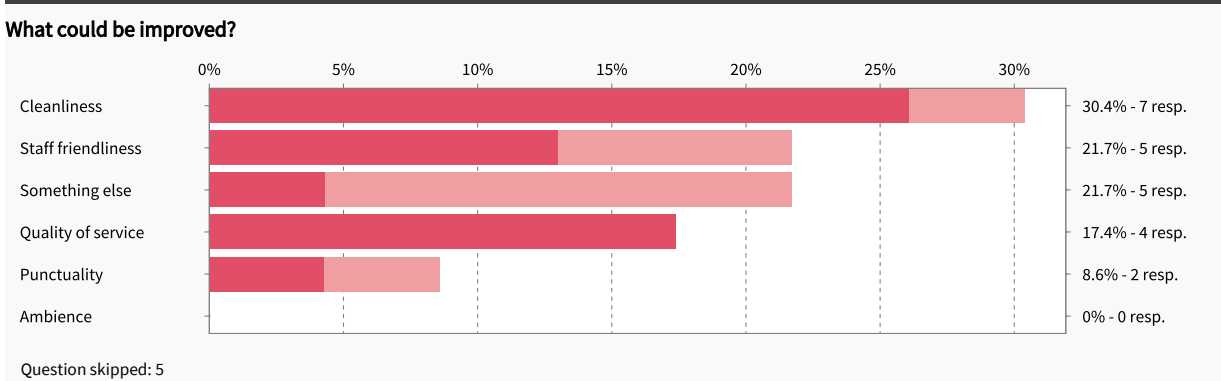
All units combined - hourly distribution



Same question, comparison with previous months

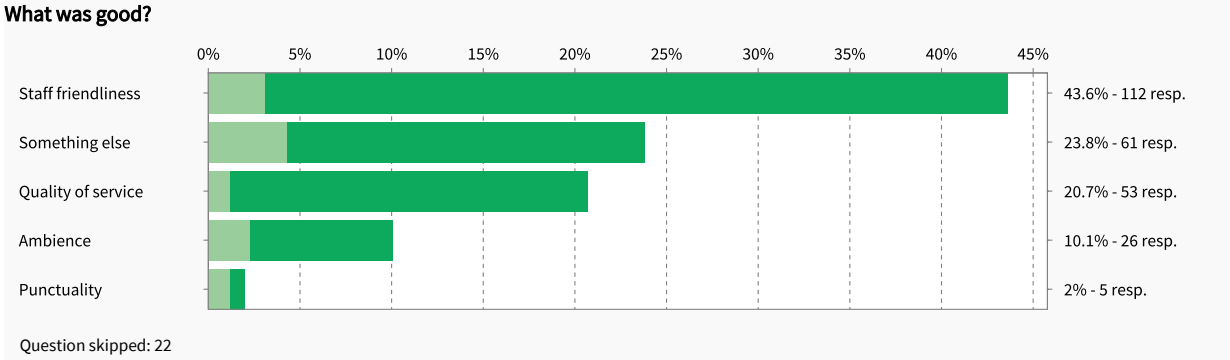


Pain Points



Monthly report April 2024	Management report RDC Offices (4 units)
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Highlights










<p>Monthly report April 2024</p>	<p>Management report RDC Offices (4 units)</p>
---------------------------------------------	-----------------------------------------------------------

Please rate our service today

Taihape















-  2024-04-28 2:25 PM **Staff friendliness**
very nice
-  2024-04-11 4:13 PM **Staff friendliness**
they were so nice
-  2024-04-11 4:11 PM **Something else**
it was very nice and quite tue staff were very lovey and kind they helped us find books we needed very happy thx :) {...}
-  2024-04-11 3:06 PM **Staff friendliness**
they are very nice
-  2024-04-11 3:05 PM **Something else**
i like trees outside da place it was very baddd

Marton Library

-  2024-04-26 4:01 PM **Something else**
ome tv
-  2024-04-26 2:51 PM **Something else**
thank you so much
-  2024-04-26 2:48 PM **Something else**
good ome tv
-  2024-04-26 2:46 PM **Something else**
today i was at the hub and it was very un. i played roblox, shellshockers, and way more. it was shper fun.
-  2024-04-23 4:37 PM **Staff friendliness**
thank you for teaching me sewing
-  2024-04-23 1:19 PM **Something else**
the kindness and help
-  2024-04-23 11:21 AM **Something else**
the books are ichistingi

HappyOrNot®










<p>Monthly report April 2024</p>	<p>Management report RDC Offices (4 units)</p>
---------------------------------------------	-----------------------------------------------------------

-  2024-04-22 1:33 PM **Quality of service**
sewing was great
-  2024-04-22 12:12 PM **Something else**
happy time
-  2024-04-18 1:57 PM **Something else**
my book was checked out
-  2024-04-18 9:17 AM
love itv here
-  2024-04-18 9:13 AM **Something else**
cool i guess
-  2024-04-17 1:40 PM **Something else**
this is the best libere by far
-  2024-04-16 4:11 PM **Staff friendliness**
The staff were very helpful towards the customers and they helped resolve a problem for my family today!!! I am very happy that I got to pick out a book of my choosing from the library.
-  2024-04-15 4:27 PM **Staff friendliness**
i loved the help i hadfinding books
-  2024-04-15 12:16 PM **Staff friendliness**
i lo
-  2024-04-15 12:16 PM **Cleanliness**
[REDACTED]
-  2024-04-13 10:56 AM **Ambience**
[REDACTED]
-  2024-04-12 3:13 PM **Something else**
we played riddles in the dark
-  2024-04-12 3:11 PM **Something else**
we played lots of games
-  2024-04-12 11:59 AM **Staff friendliness**
thank you






Quality of service

HappyOrNot®

<p>Monthly report April 2024</p>	<p>Management report RDC Offices (4 units)</p>
---------------------------------------------	-----------------------------------------------------------






-  2024-04-10 4:06 PM **good service and staff, wonderful library! :)**
-  2024-04-10 11:07 AM **Quality of service**
the staff were amazingly helpful, thank you so much
-  2024-04-08 3:12 PM **Something else**
good frends
-  2024-04-05 3:59 PM **Something else**
being the nicesest they can be
-  2024-04-04 1:35 PM **Staff friendliness**
cool
-  2024-04-02 1:59 PM i love it here from kimiora
-  2024-04-02 1:57 PM i love you all redy
-  2024-04-02 1:09 PM **Staff friendliness**
it is lovely
-  2024-04-02 11:27 AM **Quality of service**
nice

Te Matapihi

-  2024-04-18 4:57 PM **Staff friendliness**
love sowing love the vr and will be back
-  2024-04-17 12:51 PM **Quality of service**
nice staff but need more comouter time need at least 1 hour so pls change that but good time will be back in 10 minutes
-  2024-04-17 12:49 PM **Quality of service**
the stuff was kind and very helpful to all of the kids we hope to see you agin tmro
-  2024-04-17 12:48 PM **Something else**
the staff was nice and kind and respectful and we hope to see you guys again tomorrow thanks for therespect and kind you show toour community
-  2024-04-14 12:47 PM **Quality of service**

HappyOrNot®

Monthly report April 2024	Management report RDC Offices (4 units)
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-  2024-04-05 3:58 PM **Staff friendliness**
u guys so sweet thank u
-  2024-04-05 3:56 PM **Staff friendliness**
you guys are so nice i love to always go
-  2024-04-05 3:56 PM **Staff friendliness**
thank u u r so nice
-  2024-04-02 1:39 PM **Ambience**
Great place to hang out while waiting for the bus.
-  2024-04-01 1:55 PM **Quality of service**
thank you for the coumputers theyare so much fun

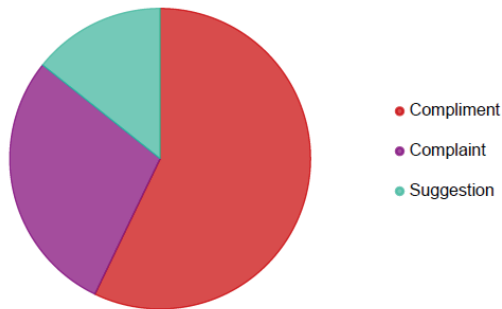
HappyOrNot®

KŌRERO MAI - HAVE YOUR SAY

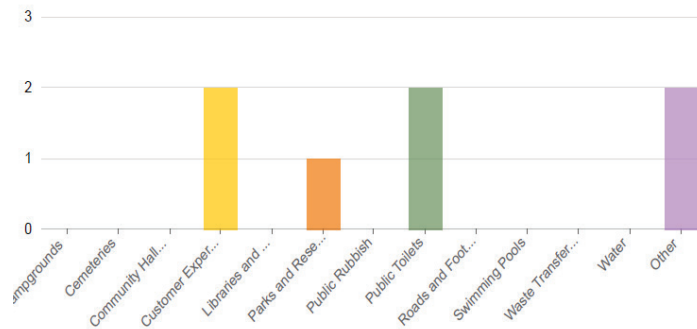
COUNCIL FEEDBACK FORM REPORT

18 APRIL - 22 MAY 2024

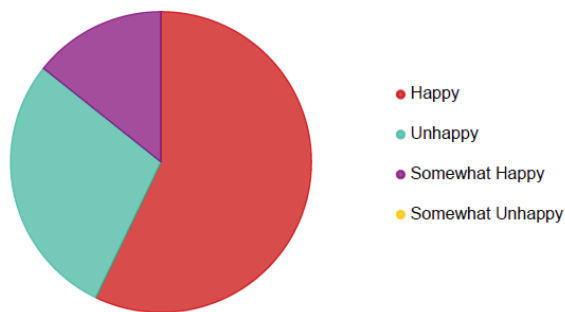
What type of feedback do you have?



Which area does your feedback relate to?



How happy are you with your experience?



KŌRERO MAI - HAVE YOUR SAY

COUNCIL FEEDBACK FORM REPORT

18 APRIL - 22 MAY 2024

Comments

- **28 APR 2024 - PARKS AND RESERVES - WALKER PARK**

FEEDBACK TYPE - Suggestion

Needs a toilet

EXPERIENCE - Somewhat Happy

*** Suggestion given to Community Assets Team.



- **30 APR 2024 - CUSTOMER EXPERIENCE**

FEEDBACK TYPE - Compliment

Thank you for dealing with the tree outside 12 ONGO ROAD

EXPERIENCE - Happy

*** Compliment forwarded to Parks and Reserves team.

- **9 MAY 2024 - OTHER**

FEEDBACK TYPE - Compliment

Request was promptly forwarded to your Rates Dept. Sheryl was very prompt to act upon the request to contact a neighbour at a Bonny Glen property to liaise with me. She was very helpful and enabled me to communicate with the neighbour the next day. Thank you for your help / assistance. it was much appreciated.

Again, thank you for your assistance and friendly approach.

EXPERIENCE - Happy

*** Compliment forwarded to Sheryl and Rates team.

KŌRERO MAI - HAVE YOUR SAY

COUNCIL FEEDBACK FORM REPORT

18 APRIL - 22 MAY 2024

- **13 MAY 2024 - PUBLIC TOILETS - BULLS TE MATAPIHI**
FEEDBACK TYPE - Compliment

Absolutely the best public toilets we have ever used. ❤️

EXPERIENCE - Happy

**** Compliment forwarded to Community Assets and Cleaning teams.*

- **17 MAY 2024 - CUSTOMER EXPERIENCE**
FEEDBACK TYPE - Complaint

Hi. We were very disappointed to find a nearly \$20 surcharge out of the blue when paying our rates by credit card at the RDC office in Marton. We did not pay this last instalment and we cannot recall being informed of it. We may have been, but I can't find any information about it on the RDC website.

The woman who took our payment was adamant we had always paid a surcharge, however we know from checking our statements that we have not.

EXPERIENCE - Unhappy

**** Customer Experience Team Manager has responded to submitter.*

- **20 MAY 2024 - PUBLIC TOILETS- MANGAWEKA**
FEEDBACK TYPE - Compliment

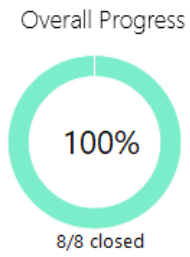
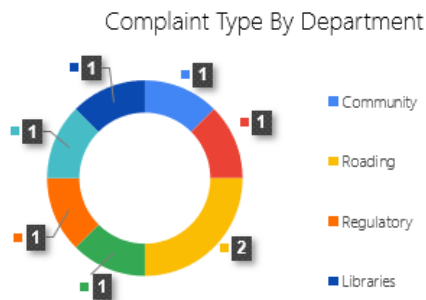
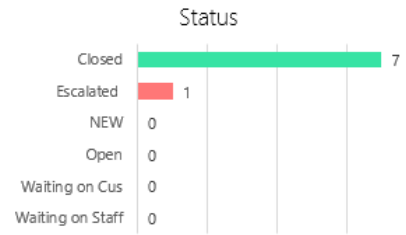
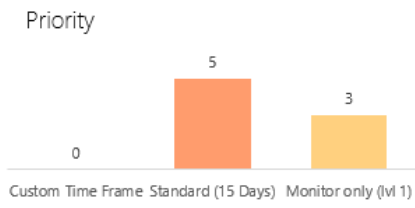
Surprised and pleased to see such a clean and public toilet, keep it up!

EXPERIENCE - Happy

**** Compliment forwarded to Cleaning team.*

Complaints Dashboard for April 2024











CLIENT LIST



Te Whakawhitiwhiti / Communications

April 2024 Update

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

News Media	Council Website	Social Media
NEWSPAPER ARTICLES	TOTAL NEWS ITEMS	NEW FACEBOOK FOLLOWERS
		
14	13	98
PUBLIC NOTICES	NEW USERS	NEW INSTAGRAM FOLLOWERS
		
4	16k	9
EDM (BULK EMAILS)	TOTAL (SESSION) VISITS	FACEBOOK REACH
		
2	117k	49.7k
LGOIMA		
REQUESTS TO DATE APRIL 2024		
		
8		

Newspapers

Media activity during April 2024:

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

LGOIMA Requests

Requests under Local Government Official Information and Meetings Act (LGOIMA) **8 requests** for official information have been received.

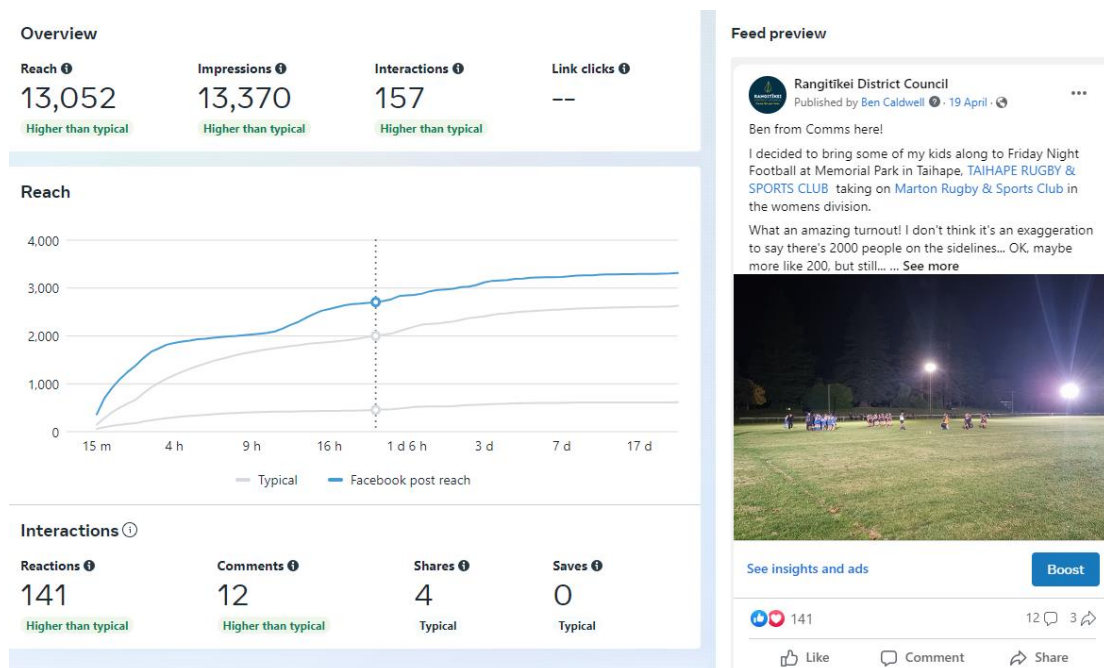
Top 5 Council pages visited

1. Homepage
2. About this site
3. Library
4. Rating Information Search: Rangitikei District Council
5. News – Restrictions on the sale of alcohol over Easter (2016)

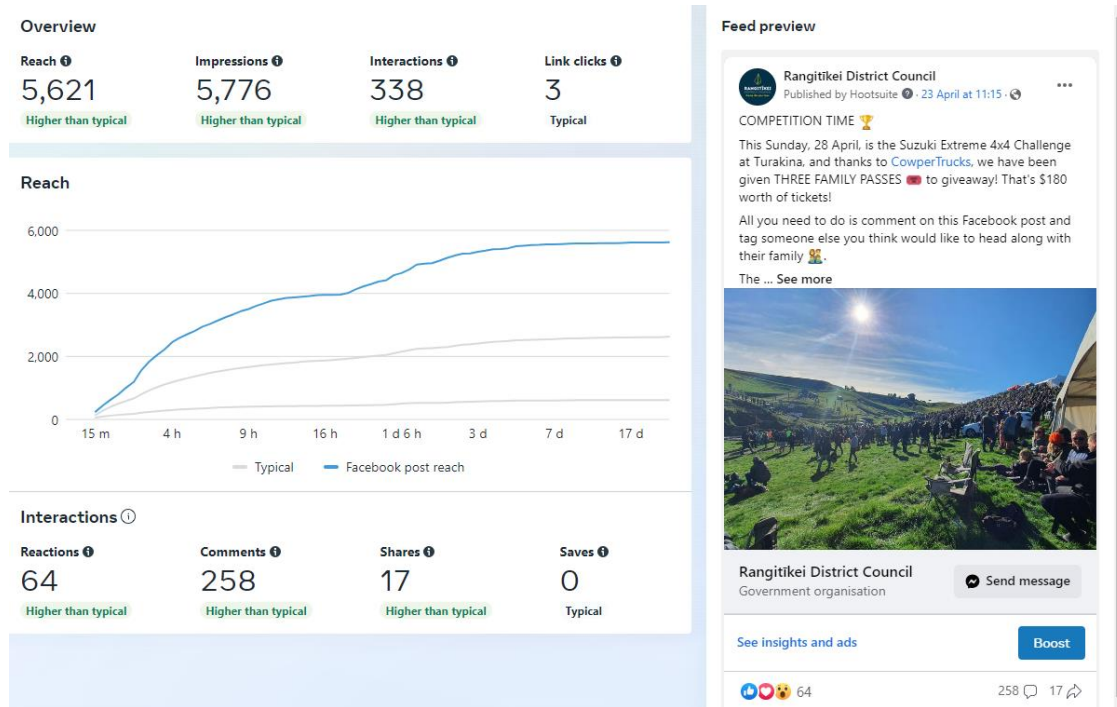
Social Media Activity

The table below outlines Facebook activity during April 24

Top Performing Post



Most Popular Performing Post-Engagement



Social Media Follower Growth



Social Media Insights Overview (includes all Council FB, Instagram and LinkedIn pages)

- Page and Profile Reach: 185,622
- Post comments and replies: 653
- Post impressions: 209,977
- Post reach: 205,918
- Post reactions: 1,893

Summary: Now that we have Hootsuite and it is populating data and information for us, we will be able to effectively monitor all of Council's social media pages to get a better overall picture on how we are performing across all platforms.

11 Meeting Closed.