

1/12/2021

John Adams

Chair

The Globe Theatre Trust



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Te Marae o Hine
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Oasis -

Dear John,

Statement of Expectation for The Globe Theatre Trust 1st July 2022 – 30th June 2023

The Council values the important contribution The Globe Theatre Trust is making to Council's vision of a city with Small city benefits, Big city ambition – He iti rā, he iti pounamu.

This Statement of Expectation provides direction to assist the Board in preparing its Statement of Intent (SOI) for the three years 2022-2025. It also clarifies Council's expectations on how The Globe Theatre Trust and Council can work together for maximum community benefit.

1. Strategic Direction

As Palmerston North's community theatre venue, you have an important role to play in helping Council reach its goals to achieve our vision:

Goal 1: An innovative and growing city

Goal 2: A creative and exciting city

Goal 3: A connected and safe community

Goal 4: An eco-city

Goal 5: A driven and enabling Council

These five goals are supported by five Strategies with several plans for each one. The Arts and Heritage Plan has been developed by Council to help us achieve Goal 2:

A creative and exciting city -

He tāone whakaihiihi, tapatapahi ana

A city that draws inspiration from the diversity within its culture and creates a vibrant urban environment that attracts creative and clever people, and nurtures creative talent.

Actions from the Arts and Heritage Plan to which Council believes The Globe Theatre Trust could be contributing are included table in Section 2. Development of the Statement of Intent.

2. Development of the Statement of Intent

When developing The Globe Theatre Trust's SOI, we expect that you will address the following:

2021-2024 SOI	Comment for preparation of SOI 2022-2025
Contribute towards specific actions in the Arts Plan and align activities to Council's overall vision, goals and strategies.	Develop contributions to the actions in the Arts & Heritage and Events & Festivals chapters of the Creative and Exciting Strategy of the 2021-2031 10 Year Plan.
Develop 4-6 high-quality performance measures with officers.	We note that discussion of new performance measures with Council staff was delayed due to COVID-19. Activities should include continuing to incorporate new measures for: <ul style="list-style-type: none"> ➤ support for inclusive and diverse community events; ➤ support for whānau, hapu and iwi to create and deliver arts experiences; ➤ support for Rangitānenuiarawa¹. (All from the Arts Chapter of 2021-2031 Arts and Heritage Plan).
Outline approach to good governance practices, financial sustainability and environmental sustainability.	SOI should include in governance practice comment on an intention to reflect the diversity of Palmerston North in the membership of the Board (from the Arts Chapter of 2021-2031 Arts and Heritage Plan). Develop performance measure of contribution to environmental sustainability.
Actively explore collaboration on a one-stop front of house booking operation.	Complete evaluation of Council Priava booking system.
Actively explore bringing ticketing functions under one umbrella for city venues.	The Globe should review ticketing arrangements with a view to collaborating with the other CCOs before renewing any contracting agreements.
Identify your regionally/nationally significant events based on current delivery and explore a stretch target.	Continuing action.
Work with Council and other agencies to develop Economic Impact reporting for regionally/nationally significant events.	SOI should include the Economic Impact reporting model.

¹ Rangitānenuiarawa is the Rangitāne expression of kaitiakitanga, or customary authority and guardianship, and affirms their customary leadership in ensuring the health and regeneration of their tribal rohe.

3. Working together

One of the Council's priorities is to establish and manage an effective working relationship based on mutual respect and trust with its CCOs. This means more than regular reporting – it means two-way dialogue and working together to achieve shared outcomes.

To achieve these aims, the Council has the following expectations:

- The Globe will work in a collaborative manner with Council to ensure The Globe's policies and decisions represent the best interest of the Council and ultimately the ratepayers;
- There is to be ongoing engagement between The Globe and Council, both at a governance and operational level, to ensure that all parties are well-informed of each other's mandate and priorities. This may include engagement between Elected Members and the Trust, and between senior managers in both organisations;
- The Board is the most important monitor of The Globe's performance. The Council expects the Board to advise Council regularly of its performance, implications for future performance, and risks and opportunities faced by the organization (including Covid-19 related risks);
- The Globe will adhere to a "no surprises" approach to communication;
- Publicly communicate Council decisions in a positive manner. Any concerns should be raised with Council officers;
- The Globe will participate in relevant network meetings including but not limited to the CCO bi-monthly meeting.

A "no surprises" approach is an expectation that Council will be fully informed on all matters that are likely to attract significant public interest, or which may require a Council response.

Equally, you will be notified of any Council actions or announcements that may affect the Globe before any public announcement is made. This no surprises approach applies to both parties.

4. Responsibilities

The Council expects that The Globe Theatre Trust will:

- Achieve the objectives as determined through the Globe Theatre Trust Deed and annual Statement of Intent;
- Align its strategy, business plan and activities to reflect the vision, goals and strategic objectives of the Council;
- Work in collaboration with other CCOs to implement the Council's Strategy;
- Strive to engage with and respond to the needs of customers and the wider public;
- Be sensitive to the demand for accountability and transparency required by its status as a public entity;

- Avoid duplication, ensure efficient allocation of public resources, and seek opportunities to collaborate with Council and other cultural CCOs;
- Employ prudent financial management as a basis for decision-making;
- Retain good visibility over operational decision-making and manage risks (including Covid-19 related risks) in a proactive manner;
- Provide clear and transparent information to Council and the public.

The responsibilities of Council are to:

- Fund and enhance the cultural Council Controlled Organisations to help make Palmerston North a creative and exciting city;
- Support CCOs to achieve the objectives of this plan and wider Council strategy;
- Provide clear direction to the Globe to inform their strategic and operational planning;
- Appoint members of the Globe Theatre Trust in keeping with the Council's Appointment of Directors & Trustees Policy;
- Receive and approve the draft and final Statement of Intent;
- Monitor the Globe's performance as informed through the presentation of six monthly and annual reports;
- Build and maintain a relationship of mutual respect and trust with;
- Respect that some information shared by the Globe may be commercially sensitive;
- Communicate in a positive manner about the Globe's successes.

5. Accountability, monitoring and transparency

The Globe is statutorily required to meet its obligations under Part 5 and Schedule 8 of the Local Government Act 2002 (LGA) including achieving the objectives of the Council, be a good employer, and exhibit a sense of social and environmental responsibility. The Act was amended with changes applicable from October 2019.

The public expects a high standard of accountability and transparency from Council and Council controlled organisations.

It is important to the Council that the people of Palmerston North know that they can attend at least one public board meeting each year, even if the majority will not choose to do so. The Council sees The Globe Theatre Trust's AGM as the ideal opportunity to do this and encourages The Globe Theatre Trust to actively promote this to the public.

6. Timeline of the next SOI

We expect The Globe Theatre Trust to submit the first draft SOI 2022–2025 to Council by 1st March 2022 to comply with the LGA. However, due to the compressed timeframe it is acknowledged that this may be a first draft only that is polished during March, possibly as a result of officers seeking clarification. The timeline is below:

By 20 Dec 2021	Statement of Expectation letters sent to the CCOs.
By 30 Jan 2022	Officers will meet with each CCO to discuss the expectations of Council for the SOIs, ensure understanding of what Council wants included, agree on a timeline for any additional plans and develop the non-financial performance measures.
On or before the 1st March 2022	Draft SOI delivered to Council by CCOs.
March and April - by the 1 st May 2022	Draft SOIs presented to Arts, Culture and Heritage Committee of Council by April 2022. Council recommends changes to the draft SOI for consideration by the Trust Board.
By 30 June 2022	Final Statement of Intent delivered to Council.

We look forward to working with the Globe Theatre Trust as collectively we continue to develop a model of service provision that ensures our community thrives socially, culturally, economically and environmentally. We thank the Board and staff of the Globe for their collaboration as we move ahead together.

Yours sincerely

Grant Smith
MAYOR

Palmerston North City Council