



PALMERSTON NORTH CITY COUNCIL

AGENDA

COUNCIL

9AM, WEDNESDAY 6 SEPTEMBER 2023

COUNCIL CHAMBER, FIRST FLOOR
CIVIC ADMINISTRATION BUILDING
32 THE SQUARE, PALMERSTON NORTH

MEMBERS

Grant Smith (Mayor)	
Debi Marshall-Lobb (Deputy Mayor)	
Mark Arnott	Leonie Hapeta
Brent Barrett	Lorna Johnson
Rachel Bowen	Billy Meehan
Vaughan Dennison	Orphée Mickalad
Lew Findlay (QSM)	Karen Naylor
Roly Fitzgerald	William Wood
Patrick Handcock	Kaydee Zabelin
(ONZM)	

AGENDA ITEMS, IF NOT ATTACHED, CAN BE VIEWED AT

pncc.govt.nz | Civic Administration Building, 32 The Square
City Library | Ashhurst Community Library | Linton Library

Waid Crockett

Chief Executive | PALMERSTON NORTH CITY COUNCIL

Te Marae o Hine | 32 The Square
Private Bag 11034 | Palmerston North 4442 | New Zealand
pncc.govt.nz

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NORTH
CITY

COUNCIL MEETING

6 September 2023

ORDER OF BUSINESS

1. Karakia Timatanga

2. Apologies

3. Notification of Additional Items

Pursuant to Sections 46A(7) and 46A(7A) of the Local Government Official Information and Meetings Act 1987, to receive the Chairperson's explanation that specified item(s), which do not appear on the Agenda of this meeting and/or the meeting to be held with the public excluded, will be discussed.

Any additions in accordance with Section 46A(7) must be approved by resolution with an explanation as to why they cannot be delayed until a future meeting.

Any additions in accordance with Section 46A(7A) may be received or referred to a subsequent meeting for further discussion. No resolution, decision or recommendation can be made in respect of a minor item.

4. Declarations of Interest (if any)

Members are reminded of their duty to give a general notice of any interest of items to be considered on this agenda and the need to declare these interests.

5. Public Comment

To receive comments from members of the public on matters specified on this Agenda or, if time permits, on other Committee matters.

(NOTE: If the Committee wishes to consider or discuss any issue raised that is not specified on the Agenda, other than to receive the comment made or refer it to the Chief Executive, then a resolution will need to be made.)

6. Presentation - Te Hautū Kahurangi Tertiary Education Union Page 7

7. Confirmation of Minutes Page 9

"That the minutes of the ordinary meeting of 16 August 2023 Part I Public be confirmed as a true and correct record."

8. Notice of Motion - Extension of free parking provisions for SuperGold Card holders Page 13

REPORTS

9. Treasury Report - year ending 30 June 2023 Page 15

Memorandum, presented by Steve Paterson, Strategy Manager - Finance.

10. Quarterly Performance and Financial Report - Period Ending 30 June 2023 Page 27

Memorandum, presented by Scott Mancer, Finance Manager, Sue Kelly, Manager - Project Management Office and Andrew Boyle, Head of Community Planning.

11. Options to address key issues raised in the 2022 Annual Residents' Survey Page 103

Memorandum, presented by Jessica Papple, Marketing Manager and Andrew Boyle, Head of Community Planning.

- 12. Results of the 2023 Residents' Survey**

Memorandum, presented by Andrew Boyle, Head of Community Development.

Page 109

- 13. Electoral system for Palmerston North City local body elections**

Report, presented by Hannah White, Democracy and Governance Manager.

Page 191

- 14. Adoption of Delegations Manual 2023**

Memorandum, presented by Hannah White, Democracy and Governance Manager and Sarah Claridge, Democracy and Governance Advisor.

Page 199

- 15. District Licensing Committee - Appointment Process**

Memorandum, presented by Hannah White, Democracy & Governance Manager.

Page 251

- 16. Hearings Commissioners List - Review Process**

Memorandum, presented by Desiree Harvey, Legal Counsel.

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- 17. Elected Members' Meeting Attendance Statistics - 1 July 2022 to 30 June 2023**

Memorandum, presented by Hannah White - Democracy & Governance Manager.

Page 259

- 18. Council Work Schedule September 2023**

Page 263

RECOMMENDATIONS FROM COMMITTEE MEETINGS

- 19. Presentation of the Part I Public Community Committee Recommendations from its 9 August 2023 Meeting**

"That the Committee recommendations be adopted or otherwise dealt with."

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20. Exclusion of Public

To be moved:

"That the public be excluded from the following parts of the proceedings of this meeting listed in the table below.

The general subject of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under Section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution are as follows:

General subject of each matter to be considered		Reason for passing this resolution in relation to each matter	Ground(s) under Section 48(1) for passing this resolution
21.	Minutes of the ordinary meeting - Part II Confidential - 16 August 2023	For the reasons setout in the ordinary minutes of 16 August 2023, held in public present.	
22.	City Transport Review - Action Plan	Commercial Activities and Negotiations	s7(2)(h) and s7(2)(i)
23.	Approve list of Code of Conduct Investigators	Privacy	s7(2)(a)
24.	Civic Honours Awards 2023	Privacy	s7(2)(a)
25.	Food HQ Innovation Limited Director nomination	Privacy	s7(2)(a)

This resolution is made in reliance on Section 48(1)(a) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by Section 6 or Section 7 of that Act which would be prejudiced by the holding of the whole or the relevant part of the proceedings of the meeting in public as stated in the above table.

Also that the persons listed below be permitted to remain after the public has been excluded for the reasons stated.

[Add Third Parties], because of their knowledge and ability to assist the meeting in speaking to their report/s [or other matters as specified] and answering questions, noting that such person/s will be present at the meeting only for the items that relate to their respective report/s [or matters as specified].

PRESENTATION

TO: Council

MEETING DATE: 6 September 2023

TITLE: Presentation - Te Hautū Kahurangi Tertiary Education Union

RECOMMENDATION(S) TO COUNCIL

1. That the Council receive the presentation for information.
-

SUMMARY

The tertiary sector and Massey University have been severely impacted in recent years. Representatives from the Massey University TEU Branch will present their concerns, aims for the University and City and requests to Council.

ATTACHMENTS

Nil

PALMERSTON NORTH CITY COUNCIL

Minutes of the Council Meeting Part I Public, held in the Council Chamber, First Floor, Civic Administration Building, 32 The Square, Palmerston North on 16 August 2023, commencing at 2.03pm.

Members Present: Grant Smith (The Mayor) (in the Chair) and Councillors Debi Marshall-Lobb, Mark Arnott, Brent Barrett, Lew Findlay, Roly Fitzgerald, Patrick Handcock, Leonie Hapeta, Lorna Johnson, Billy Meehan, Orphée Mickalad, Karen Naylor, William Wood and Kaydee Zabelin.

Apologies: Councillor Vaughan Dennison, and Councillor Rachel Bowen for lateness.

Karakia Timatanga

Councillor Roly Fitzgerald opened the meeting with karakia.

122-23 Apologies

Moved Grant Smith, seconded Debi Marshall-Lobb.

RESOLVED

1. That Council receive the apologies from Councillor Vaughan Dennison, and Councillor Rachel Bowen for lateness.

Clause 122-23 above was carried 14 votes to 0, the voting being as follows:

For:

The Mayor (Grant Smith) and Councillors Debi Marshall-Lobb, Mark Arnott, Brent Barrett, Lew Findlay, Roly Fitzgerald, Patrick Handcock, Leonie Hapeta, Lorna Johnson, Billy Meehan, Orphée Mickalad, Karen Naylor, William Wood and Kaydee Zabelin.

Declaration of Interest

Councillor Debi Marshall-Lobb declared an interest in Item 14 'Trustee Appointment to The Globe Theatre Trust Board and Director Appointment to Palmerston North Airport Ltd' (confidential) and took no further part in discussion or debate on that Item.

Acknowledgement of the passing of Roni Fitzmaurice

The Mayor paid tribute to former city and regional councillor Ms. Roni Fitzmaurice, who passed away on July 22 2023.

Attendees stood for a moment of silence.

123-23 Confirmation of Minutes

Moved Grant Smith, seconded Debi Marshall-Lobb.

RESOLVED

1. That the minutes of the ordinary meeting of 28 June 2023 Part I Public be confirmed as a true and correct record.

Clause 123-23 above was carried 14 votes to 0, the voting being as follows:

For:

The Mayor (Grant Smith) and Councillors Debi Marshall-Lobb, Mark Arnott, Brent Barrett, Lew Findlay, Roly Fitzgerald, Patrick Handcock, Leonie Hapeta, Lorna Johnson, Billy Meehan, Orphée Mickalad, Karen Naylor, William Wood and Kaydee Zabelin.

REPORTS

124-23 Transport Choices: Public Transport Consultation Process and Amendment to Delegations Manual

Report, presented by Hamish Featonby, Group Manager - Transport and Developments.

The mover of Option 3 stated that the hearing of objections by the Economic Growth Committee would save additional costs and that various Committee members hold a current Ministry for the Environment's Making Good Decisions commissioner accreditation.

Moved Leonie Hapeta, seconded Lorna Johnson.

RESOLVED

1. That the Economic Growth Committee hear objections to the installation of bus shelters and recommend determination to Council (Option 3).

Clause 124-23 above was carried 13 votes to 1, the voting being as follows:

For:

The Mayor (Grant Smith) and Councillors Debi Marshall-Lobb, Mark Arnott, Brent Barrett, Lew Findlay, Roly Fitzgerald, Patrick Handcock, Leonie Hapeta, Lorna Johnson, Billy Meehan, Karen Naylor, William Wood and Kaydee Zabelin.

Against:

Councillor Orphée Mickalad.

125-23 Submission to Waka Kotahi's Speed Review of State Highway 56 for Longburn Village and Longburn to Palmerston North

Memorandum, presented by Keegan Aplin-Thane, Acting Principal Planner.

Moved Grant Smith, seconded Debi Marshall-Lobb.

RESOLVED

1. That Council approve the submission on State Highway 56 Longburn village and Longburn to Palmerston North speed review (Attachment 1) for lodgement to Waka Kotahi.

Clause 125-23 above was carried 14 votes to 0, the voting being as follows:

For:

The Mayor (Grant Smith) and Councillors Debi Marshall-Lobb, Mark Arnott, Brent Barrett, Lew Findlay, Roly Fitzgerald, Patrick Handcock, Leonie Hapeta, Lorna Johnson, Billy Meehan, Orphée Mickalad, Karen Naylor, William Wood and Kaydee Zabelin.

126-23 Council Work Schedule

Moved Grant Smith, seconded Debi Marshall-Lobb.

RESOLVED

1. That the Council receive its Work Schedule dated August 2023.

Clause 126-23 above was carried 14 votes to 0, the voting being as follows:

For:

The Mayor (Grant Smith) and Councillors Debi Marshall-Lobb, Mark Arnott, Brent Barrett, Lew Findlay, Roly Fitzgerald, Patrick Handcock, Leonie Hapeta, Lorna Johnson, Billy Meehan, Orphée Mickalad, Karen Naylor, William Wood and Kaydee Zabelin.

EXCLUSION OF PUBLIC

127-23 Exclusion of Public

Moved Grant Smith, seconded Debi Marshall-Lobb.

RESOLVED

"That the public be excluded from the following parts of the proceedings of this meeting listed in the table below.

The general subject of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under Section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing

of this resolution are as follows:

General subject of each matter to be considered		Reason for passing this resolution in relation to each matter	Ground(s) under Section 48(1) for passing this resolution
11.	Minutes of the ordinary meeting - Part II Confidential - 28 June 2023	For the reasons set out in the ordinary minutes of 28 June 2023, held in public present.	
12.	Transport Choices: Tender Award for Design and Build of Bus Shelters	Third Party Commercial	s7(2)(b)(ii)
13.	Setters Line South Stage 2: Request for Additional Funding and Award Tender	Third Party Commercial	s7(2)(b)(ii)
14.	Trustee Appointment to The Globe Theatre Trust Board and Director Appointment to Palmerston North Airport Ltd	Privacy	s7(2)(a)

This resolution is made in reliance on Section 48(1)(a) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by Section 6 or Section 7 of that Act which would be prejudiced by the holding of the whole or the relevant part of the proceedings of the meeting in public as stated in the above table.

Clause 127-23 above was carried 14 votes to 0, the voting being as follows:

For:

The Mayor (Grant Smith) and Councillors Debi Marshall-Lobb, Mark Arnott, Brent Barrett, Lew Findlay, Roly Fitzgerald, Patrick Handcock, Leonie Hapeta, Lorna Johnson, Billy Meehan, Orphée Mickalad, Karen Naylor, William Wood and Kaydee Zabelin.

The public part of the meeting finished at 2.45pm

Confirmed 6 September 2023

Mayor

NOTICE OF MOTION

TO: Council

MEETING DATE: 6 September 2023

TITLE: Notice of Motion - Extension of free parking provisions for SuperGold Card holders

FROM: Councillor Billy Meehan

THAT THE COUNCIL RESOLVES:

1. That the Council revoke the following resolution adopted by the Community Committee on 9 August 2023 (clause 28-23): 'That the Committee refer the matter of extending free parking provisions for SuperGold Card holders to be included in the development of the Parking Framework'.

Substitute with:

2. That the Gold Card parking be extended from 9am-12pm Monday to Friday, to 9am-3pm Monday to Friday.
-

NOTICE OF MOTION

Under Standing Order 2.24. TE WHAKAKORE, TE WHAKAREREKĒ RĀNEI I TĒTAHI WHAKATAUNGA | REVOCATION OR ALTERATION OF RESOLUTION, 2.24.1 Revocation or alteration of resolutions.

I, Billy Meehan, give notice of motion for the revocation of resolution of the Community Committee 9 August 2023:

'That the Committee refer the matter of extending free parking provisions for SuperGold Card holders to be included in the development of the Parking Framework.'

and give notice of my intention to move the following motion in substitution at the Council meeting of 6 September 2023:

That the Gold Card parking be extended from 9am-12pm Monday to Friday, to 9am-3pm Monday to Friday.

I acknowledge that a similar motion was put to the Community Committee on 24 May 2023, and failed. I therefore note that the number of signatories below also meets the threshold for reconsideration under Standing Order 2.25. TE TĀRUA PĀNUI MŌTINI | REPEAT NOTICES OF MOTION.

Moved: Councillor Billy Meehan
Seconded: Councillor William Wood

Further signatories: The Mayor (Grant Smith) and Councillors Lew Findlay, Debi Marshall-Lobb and Kaydee Zabelin.

ATTACHMENTS

Nil

MEMORANDUM

TO: Council

MEETING DATE: 6 September 2023

TITLE: Treasury Report - year ending 30 June 2023

PRESENTED BY: Steve Paterson, Strategy Manager - Finance

APPROVED BY: Cameron McKay, Chief Financial Officer

RECOMMENDATION TO COUNCIL

1. That the Council note the performance of Council's treasury activity for the year ending 30 June 2023.
-

1. ISSUE

To provide an update on the Council's treasury activity for the year ending 30 June 2023.

2. BACKGROUND

The Council's Annual Budget 2022/23 forecast additional debt requirements of \$54.7m would need to be raised during the year to fund the \$64.1m of new capital expenditure programmes (including assumed carry forwards from 2021/22). In June 2022 the Council resolved to specifically authorise the raising of up to \$55m of additional debt. In September 2022 the Council approved increasing the new capital expenditure programme for the year by a further \$5m due to a revised assessment of the level of carry forwards from 2021/22. Since then further adjustments to the capital expenditure budget for the year have been approved but there has been no change to the formal resolution approving increased debt levels at this stage.

Council's Financial Strategy (updated version adopted 7 July 2021) contains the following ratios which the Council has determined to be prudent maxima:

- Net debt as a percentage of total assets not exceeding 20%
- Net debt as a percentage of total revenue not exceeding 200%
- Net interest as a percentage of total revenue not exceeding 15%
- Net interest as a percentage of annual rates income not exceeding 20%

An updated version of the Treasury Policy (embracing the Liability Management and Investment Policy), adopted by the Council in August 2020, also contains a number of other criteria regarding debt management.

3. PERFORMANCE

Following the annual review published on 4 May 2023 Council's S&P Global Rating's credit rating remained unchanged at AA / A-1+.

Schedule 1 attached shows the details of Council's debt as at 30 June 2023. Debt levels were within the policy parameters outlined in section 2 of this report.

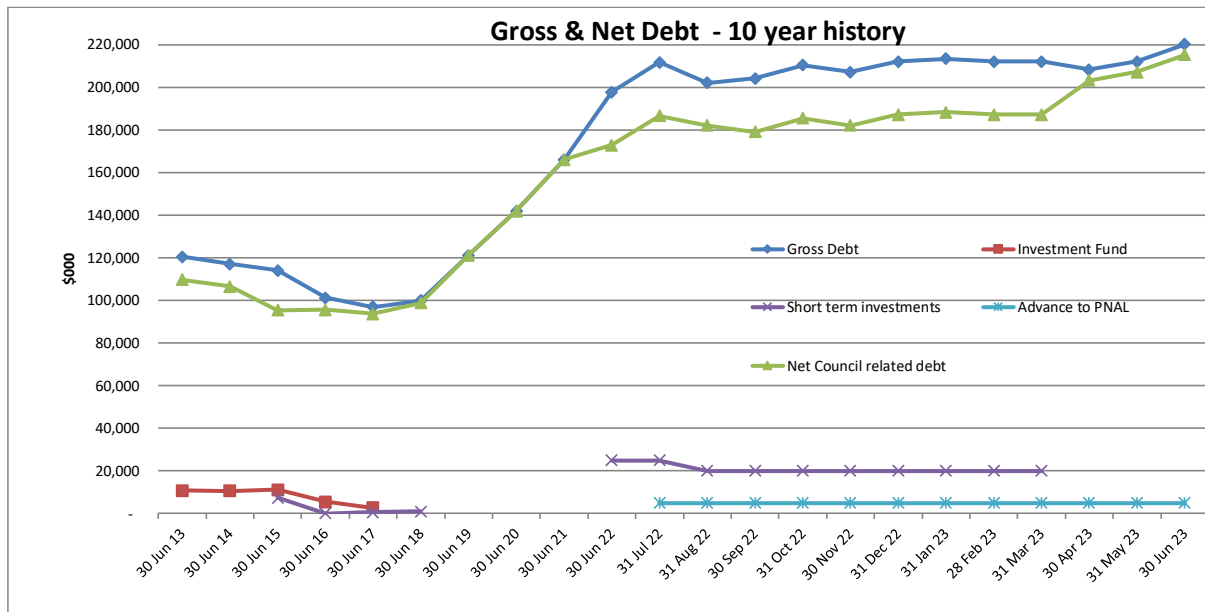
The summarised **term debt** movements are shown in the following table:

	Annual Budget for year (2022/23) \$000	Actual – 3 months (2022/23) \$000	Actual – 6 months (2022/23) \$000	Actual – 9 months (2022/23) \$000	Actual – 12 months (2022/23) \$000
Debt Balance at 1 July 2022	176,000	197,850	197,850	197,850	197,850
Plus New Debt #	54,748	15,128	25,128	25,128	47,378
Less Debt repayments #		(8,850)	(10,850)	(10,850)	(25,000)
Closing Gross Debt Balance	230,749	204,128	212,128	212,128	220,228
<u>Comprising:</u>					
Bank advance (on call)		2,000			8,100
LGFA stock		202,128	212,128	212,128	212,228
<u>Less:</u>					
Deposits held for debt repayment		(20,000)	(20,000)	(20,000)	0
Sum advanced to PN Airport Ltd		(5,000)	(5,000)	(5,000)	(5,000)
Net Council related term debt	230,749	179,128	187,128	187,128	215,228

A portion of the Council's debt is drawn on a daily basis – daily drawdowns and repayments are not included in these figures but the net draw or repayment for the year to date is shown as part of new debt or debt repayment as appropriate.

Gross debt at 30 June 2023 was \$220.2m compared with \$197.9m at 1 July 2022. \$47.4m was raised during the year – \$5.1m of this on behalf of PNAL.

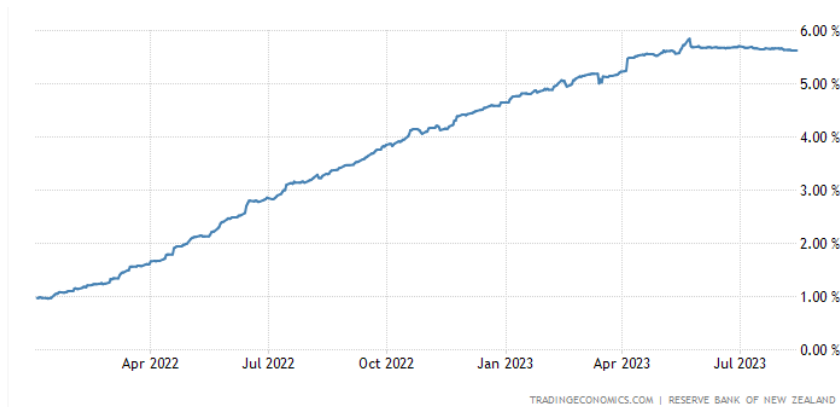
A 10-year history of the gross & net debt is shown in the following graph:



Actual finance costs incurred by the Council depend on the actual debt levels and the interest rate. During the year finance costs (including interest, line fees and the effects of payments relating to swaps) amounted to \$8.3m compared with the budget for the year of \$6.73m. \$700k of this expense relates to \$20m raised on 14 March 2022 to prefund debt maturing on 17 April 2023. This was partially offset by unbudgeted interest income of \$500k received from short term investment of this \$20m. A further \$199k of this expense relates to the \$5m loan raised on behalf of Palmerston North Airport Limited (PNAL) and this was offset by \$218k received from PNAL for the advance.

The effective average interest rate for the year was 4% compared with the budgetary assumption of 3.4%.

Interest rates increased much faster and further than market experts were anticipating when the budget was set. An example of the movement is the 90-day bank bill rate which is used as the basis for setting the interest rate for most of Council's borrowing. These are reset to the latest rate every 90 days. As can be seen on the following graph this rate has increased from 1% in January 2022 to over 5.5% in June 2023.



The Council has entered financial instruments related to its debt portfolio utilising swap trading lines established with Westpac, ANZ and BNZ. The details of these are shown in **Schedule 2** attached.

The value of these instruments is measured in terms of its 'mark-to-market', i.e. the difference between the value at which the interest rate was fixed and the current market value of the transaction. Each of these transactions was valued at the date they were fixed and again at the reporting date. Financial reporting standards require the movement in values to be recorded through the Council's Statement of Comprehensive Income (Profit & Loss Account). They have been revalued as at 30 June 2023. The latest valuation is an asset of \$11.7m compared with an asset of \$8.3m as at 30 June 2022.

Swaps with a notional value of \$5m matured during the first quarter of the financial year.

The Council's Treasury Policy contains guidelines regarding the measurement of treasury risk as follows:

- Funding and liquidity risk is managed by the Council maintaining a pre-set portion of its debt in a range of maturity periods, e.g. < 3 years, 3 - 7 years, 7 years +.
- Interest rate risk is managed by the Council maintaining the ratio of debt that is subject to floating versus fixed interest rates within pre-set limits.

The position compared to the policy is illustrated in the graphs in **Schedule 3** attached.

The funding and liquidity risk position can be summarised as follows:

- Council's liquid position complies with policy.
- Since 30 June 2022 \$47.2m of term debt has been raised and \$25m has been repaid. \$5.1m was raised on behalf of PNAL and \$5m on-lent to them.

The interest rate risk position describes the portion of the overall forecast debt that is fixed versus floating and can be summarised as follows:

- There is significant uncertainty about forecast levels of future debt – this very much depends on a number of factors including future Council decisions on the proposed capital expenditure programme and Government decisions on the future structure of the provision of three waters. The latest Government policy announcement is that the Council will be responsible for three waters debt for up to two years longer than originally indicated i.e. now until 30 June 2026. However there is still uncertainty about this with the forthcoming general election.
- For the 2022/23 year the strategy adopted was to use the forecast debt figures from 2021-31 Long Term Plan, as updated through the 2022/23 Annual Budget but reduce them by 30%. This reduction is a mechanism to ensure the Council's portfolio does not become over-hedged.
- Projected debt levels that exclude debt assigned for three waters programmes is also being considered to make sure the Council is not over-hedged if water related debt is effectively transferred (or paid off) on 30 June 2026.
- With the latest debt forecasts in place additional hedging was required to meet policy minimums. \$20m of additional swaps were entered in to on 8 July 2022 and \$40m on 27 April 2023.

The Treasury Policy also contains requirements in relation to counterparty credit risk – this relates to investments and financial risk management instruments.

The position as at 31 March is shown in **Schedule 4** attached.

As at 30 June 2023 all policy targets had been met.

Council's credit lines with the banks include a \$18m three-year credit facility with Westpac Bank (maturing 31 October 2025) and a revolving \$25m three-year facility with ANZ Bank (maturing 31 March 2026).

4. CONCLUSION AND NEXT STEPS

Gross finance costs for the year (including interest, line fees and the effect of swaps) was \$8.3m compared with budget for the year of \$6.73m. The net finance cost (after considering the interest income from term investments and the advance to Palmerston North Airport Ltd) is \$7.6m. The sum over budget is primarily due to the rise in interest rates since the budget assumption was determined.

In conjunction with Council's treasury advisors hedging instruments are regularly reviewed in an effort to ensure the instruments are being utilised to best advantage as market conditions change. The level of hedging cover is also reviewed as the forecasts of future debt levels are revised.

Council's borrowing strategy is continually reviewed, in conjunction with Council's treasury advisors, to ensure best advantage is taken of Council's quality credit rating.

A further performance report will be provided after the September 2023 quarter.

5. COMPLIANCE AND ADMINISTRATION

Does the Council have delegated authority to decide?	Yes
Are the decisions significant?	No
If they are significant do they affect land or a body of water?	No
Can this decision only be made through a 10 Year Plan?	No
Does this decision require consultation through the Special Consultative procedure?	No
Is there funding in the current Annual Plan for these actions?	Yes
Are the recommendations inconsistent with any of Council's policies or plans?	No
<p>The recommendations contribute to Goal 5: A Driven & Enabling Council</p> <p>This report outlines the outcomes of a fundamental administrative activity of the Council.</p>	
Contribution to strategic direction and to social, economic, environmental and cultural well-being	Managing the Council's treasury activity is a fundamental component of day to day administration of the Council.

ATTACHMENTS

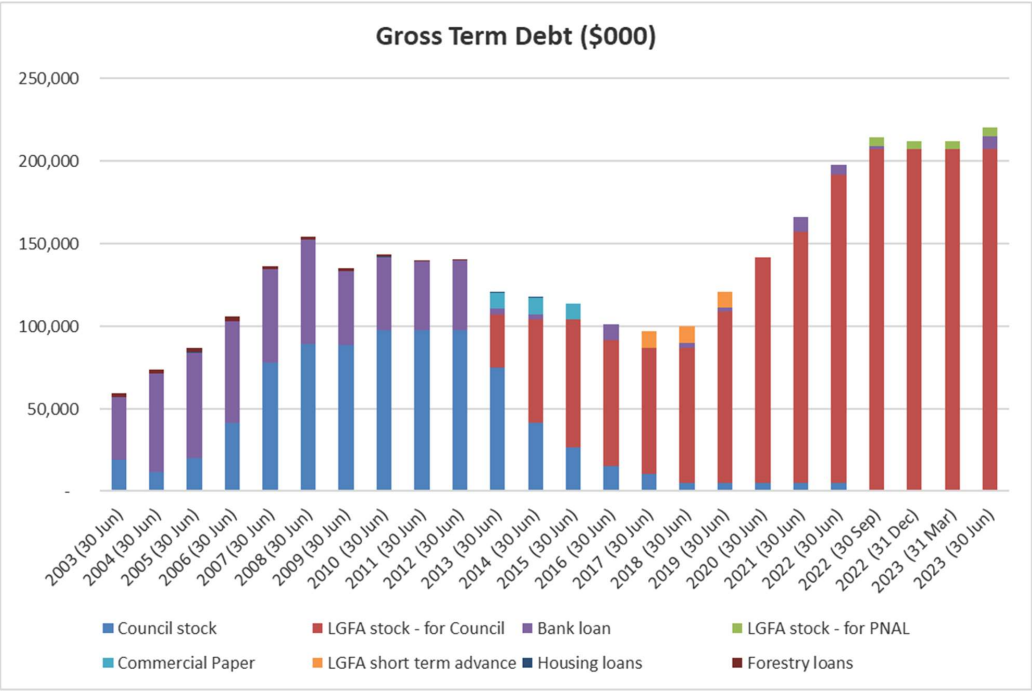
- Schedules 1 to 4 [!\[\]\(9bf097d682561b2ffd12d57a40ca73b1_img.jpg\)](#) [!\[\]\(51d3868eac81c232f6ef399d2bd16077_img.jpg\)](#)

Schedule 1 - Debt levels & Prudent Borrowing Ratios

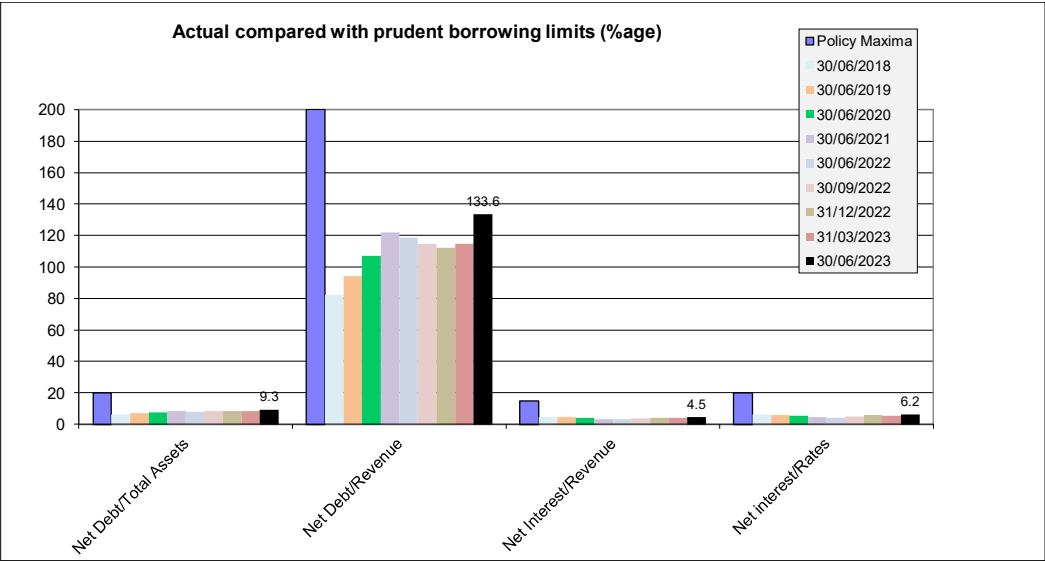
The following table shows the details of the tranches of debt on issue as at 30 June 2023:

Term Debt as at 30 June 2023									
Issue Date	Term	Principal	Margin over BKBM	Interest Rate	Maturity Date	Current as at 30/06/2023	Interest Rate	Reset Date	
1. Loan Stock on Issue - Borrowed from LGFA									
LGFA 23 Jul 18	6	15,000,000	0.5525%	6.1025%	15-Apr-2024	15,000,000	Floating Qtrly	17-Jul-23	
LGFA 15 Apr 20	4	5,000,000	0.7850%	6.3350%	15-Apr-2024	5,000,000	Floating Qtrly	17-Jul-23	
LGFA 6 Sep 17	7	6,000,000	0.6000%	6.2800%	15-Sep-2024		Floating Qtrly	15-Sep-23	
LGFA 6 Sep 17	8	6,000,000	0.6600%	6.2100%	15-Apr-2025		Floating Qtrly	17-Jul-23	
LGFA 28 Jan 20	5	8,000,000	0.5400%	6.0900%	15-Apr-2025		Floating Qtrly	17-Jul-23	
LGFA 13 Jul 20	5	5,000,000	0.6700%	6.2200%	15-Apr-2025		Floating Qtrly	17-Jul-23	
LGFA 22 Mar 18	8	5,000,000	0.7250%	6.2750%	15-Apr-2026		Floating Qtrly	17-Jul-23	
LGFA 17 Jun 19	7	7,000,000	0.6525%	6.2025%	15-Apr-2026		Floating Qtrly	17-Jul-23	
LGFA 11 May 20	6	5,000,000	0.6600%	6.2100%	15-Apr-2026		Floating Qtrly	17-Jul-23	
LGFA 13 Jul 20	6	5,000,000	0.7225%	6.2725%	15-Apr-2026		Floating Qtrly	17-Jul-23	
LGFA 27 Apr 23	3	10,000,000	0.5000%	6.0083%	15-Oct-2026		Floating Qtrly	17-Jul-23	
LGFA 16 Mar 15	12	5,000,000	0.4575%	6.0075%	15-Apr-2027		Floating Qtrly	17-Jul-23	
LGFA 8 Jun 15	12	5,000,000	0.4525%	6.0025%	15-Apr-2027		Floating Qtrly	17-Jul-23	
LGFA 11 Aug 20	7	10,000,000		1.1200%	15-Apr-2027		Fixed		
LGFA 9 Feb 21	6	5,000,000		1.3579%	15-Apr-2027		Fixed		
LGFA 28 Jul 22	5	5,000,000	0.5000%	6.0500%	15-Oct-2027		Floating Qtrly	17-Jul-23	
LGFA 30 May 23	4	10,000,000		5.2300%	15-Oct-2027		Fixed		
LGFA 17 Dec 18	10	5,000,000	0.7875%	6.3375%	18-Apr-2028		Floating Qtrly	17-Jul-23	
LGFA 7 Oct 19	9	5,000,000	0.7100%	6.2600%	18-Apr-2028		Floating Qtrly	17-Jul-23	
LGFA 11 Aug 20	8	10,000,000	0.8300%	6.3800%	18-Apr-2028		Floating Qtrly	17-Jul-23	
LGFA 28 Jul 22	6	5,000,000	0.5500%	6.1000%	15-Oct-2028		Floating Qtrly	17-Jul-23	
LGFA 14 Nov 22	6	5,000,000	0.6170%	6.1670%	15-Oct-2028		Floating Qtrly	17-Jul-23	
LGFA 17 Dec 18	11	10,000,000	0.8225%	6.3725%	15-Apr-2029		Floating Qtrly	17-Jul-23	
LGFA 12 Jul 21	8	10,000,000	0.3950%	5.9850%	20-Apr-2029		Floating Qtrly	20-Jul-23	
LGFA 19 Dec 22	7	5,000,000	0.6590%	6.2090%	15-Oct-2029		Floating Qtrly	17-Jul-23	
LGFA 12 Jul 21	9	10,000,000	0.4350%	5.9850%	15-Apr-2030		Floating Qtrly	17-Jul-23	
LGFA 18 Oct 21	9	5,000,000	0.4590%	6.0090%	15-Apr-2030		Floating Qtrly	17-Jul-23	
LGFA 14 Mar 22	9	10,000,000	0.5700%	6.1500%	15-May-2031		Floating Qtrly	15-Aug-23	
LGFA 14 Mar 22	9	10,000,000	0.5950%	6.1450%	15-Oct-2031		Floating Qtrly	17-Jul-23	
		207,000,000							
2. Loan Stock on Issue - Borrowed from LGFA to on-lend to PNAL									
LGFA 11 Jul 22	5	5,128,205		4.1100%	15-Apr-2027		Fixed		
3. Bank facilities									
ANZ (\$25m)		-			31-Mar-2026		Reset at any time		
				* plus line fee of 0.22%					
Westpac (\$18m)	On call	8,100,000		6.650%	31-Oct-2025		Reset at any time		
				* plus line fee of 0.3%					
4. Short term facility from LGFA									
		-							
Total as at 30 June 2023		220,228,205				20,000,000			

The following graph shows the changing nature of the structure of the debt portfolio over the last 20 years:



The Financial Strategy contains a series of ratios that the Council has determined to be prudent maxima. The chart below shows the actual results for since 2017/18 compared to those ratios.

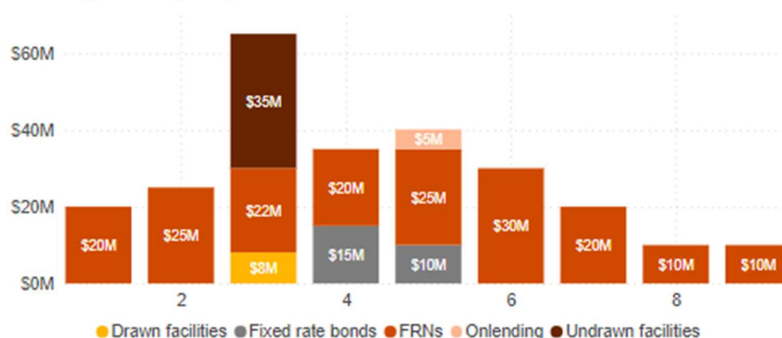


PALMERSTON NORTH CITY COUNCIL

Schedule 2 – Interest Rate Swaps

The following table schedules the swap financial instruments in place as at 30 June 2023:

Interest Rate Swaps as at 30 June 2023									
<i>Council pays fixed & receives floating on a quarterly basis</i>									
Bank	Trade Date	Deal No	Amount \$m	Start Date	Maturity	Fixed Interest rate	Current Floating rate	Reset date	Value at 30-Jun-23
ANZ	28-Nov-14	10730910	5.0	15-Dec-17	15-Jun-24	4.500%	5.68%	15-Sep-23	61,501
ANZ	28-Nov-14	10730993	5.0	10-Apr-18	10-Oct-24	4.515%	5.52%	10-Jul-23	83,991
BNZ	10-Jul-19	384538896	5.0	31-Jul-19	21-Jul-22	1.345%		matured 21 Jul 22	
ANZ	29-Nov-18	18984011	5.0	6-Dec-19	6-Sep-23	2.555%	5.69%	6-Sep-23	39,068
ANZ	29-Nov-18	18984258	2.0	6-Mar-20	6-Mar-29	3.095%	5.69%	6-Jun-23	152,173
Westpac	25-Feb-15	4218128	5.0	7-Sep-20	9-Sep-24	3.990%	5.685%	7-Sep-23	104,017
ANZ	25-Feb-15	11281075	3.0	16-Nov-20	15-Nov-24	3.990%	5.580%	15-Aug-23	72,151
Westpac	18-Jan-16	4910927	5.0	9-Dec-20	9-Jun-25	3.970%	5.680%	11-Sep-23	140,281
Westpac	25-Feb-15	4218131	5.0	8-Jun-21	10-Jun-24	3.990%	5.685%	8-Sep-23	85,490
ANZ	20-Jun-14	25213652	5.0	15-Dec-21	15-Jun-29	3.425%	5.680%	15-Sep-23	323,898
Westpac	16-Nov-21	9251755	7.0	8-Dec-21	8-Dec-28	3.190%	5.685%	8-Sep-23	485,932
Westpac	16-Nov-21	9251762	6.0	29-Dec-21	28-Sep-29	3.410%	5.690%	29-Sep-23	372,842
Westpac	16-Nov-21	9251772	5.0	10-Jan-22	10-Jan-30	3.380%	5.520%	10-Jul-23	350,178
Westpac	26-Feb-16	5013577	5.0	11-Apr-22	12-Jan-26	3.635%	5.520%	11-Jul-23	207,886
ANZ	13-Oct-20	22956802	10.0	15-Apr-22	15-Apr-28	0.4025%	5.550%	17-Jul-23	1,921,416
Westpac	25-Jun-21	9002142	10.0	15-Jun-22	15-Jun-28	1.8200%	5.680%	15-Sep-23	1,259,093
Westpac	25-Jun-21	9002154	10.0	15-Sep-22	15-Sep-28	1.9000%	5.680%	15-Sep-23	1,266,755
BNZ	27-Feb-20	384575543	7.0	8-Dec-22	8-Dec-28	1.3375%	5.69%	8-Sep-23	1,109,160
Westpac	25-Jun-21	9002127	10.0	15-Mar-23	15-Mar-28	1.9400%	5.680%	15-Sep-23	1,165,242
ANZ	27-Nov-17	17029213	5.0	15-Jun-23	15-Jun-27	3.7675%	5.680%	15-Sep-23	191,725
Westpac	25-Jun-21	9002104	10.0	15-Jun-23	15-Sep-27	1.9325%	5.680%	15-Sep-23	1,085,008
Active total at 30 Jun 23			125.0						10,477,807
ANZ	27-Nov-17	17029223	6.0	29-Sep-23	29-Jun-27	3.7875%		29-Sep-23	193,744
ANZ	27-Mar-18	17670250	5.0	15-Jun-24	15-Jun-29	3.840%		15-Jun-24	101,281
ANZ	27-Mar-18	17670276	5.0	10-Oct-24	10-Jan-31	3.920%		10-Oct-24	77,734
ANZ	27-Mar-18	17670295	5.0	10-Jun-24	10-Jun-32	3.935%		10-Jun-24	116,234
Westpac	8-Jul-22	9735255	10.0	15-Apr-25	15-Apr-30	3.775%		15-Apr-25	145,323
Westpac	8-Jul-22	9735291	10.0	15-Jan-25	15-Sep-30	3.790%		15-Jan-25	172,936
ANZ	27-Apr-23	48752826	20.0	15-Apr-27	15-Apr-31	3.905%		15-Apr-27	123,704
ANZ	27-Apr-23	48752829	20.0	15-Jul-25	15-Jul-30	3.8025%		15-Jul-25	244,283
Forward start total at 30 Jun 23			81.0						1,175,239
								Total value	11,653,046

Schedule 3 - Risk Exposure Position**Funding & Liquidity Risk Position – proportions of debt within pre-set maturity bands****Funding and liquidity risk timeline****Funding summary**

Bucket (years)	Policy	Actual
0 - 3	15% - 60%	37%
3 - 7	25% - 85%	48%
7 - 15	0% - 60%	15%
Total		100%

Liquidity Ratio

Policy: $\geq 110\%$
 Actual at 30 Jun 2023 116%

Gross external debt at 30 Jun 2023:	\$220,228,205
(Net debt i.e. Gross debt less pre-funding)	\$220,228,205)
(Net debt less PNAL related debt)	\$215,100,000)

Undrawn bank facilities at 30 Jun 2023: \$34,900,000

Interest Rate Risk Position – proportions of forecast debt subject to floating versus fixed interest rates within pre-set policy limits**As at 30 Jun 2023**

Current fixed rate hedging
68%

Total fixed rate instruments
\$150,000,000

Weighted average fixed rate of fixed rate instruments
2.71%

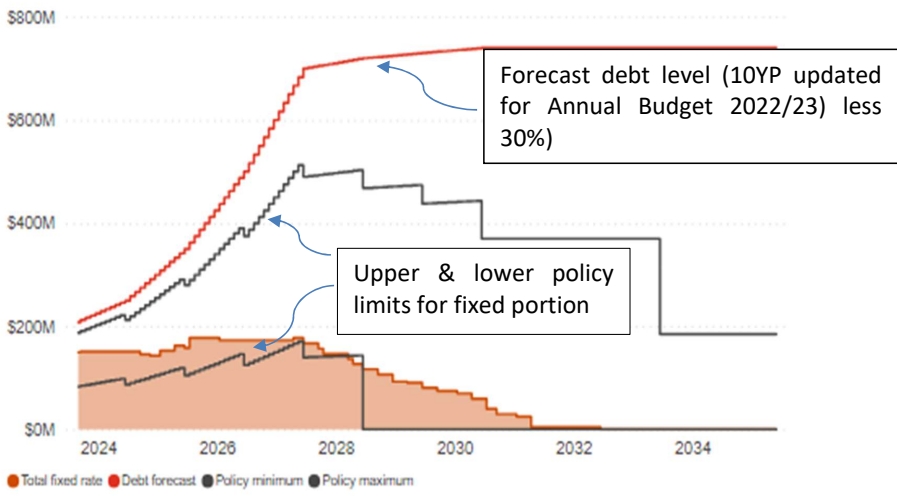
Weighted average term of fixed rate instruments
4.7 years

Fixed proportions each year compared with policy – based on 10YP debt forecast – updated via 2022/23 Annual Budget (with 30% haircut)

Interest rate summary

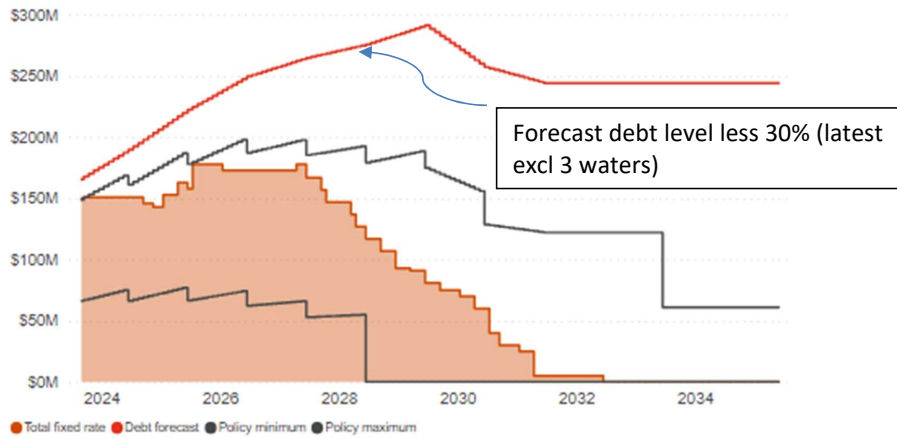
#	Bucket	Min	Max	Actual
1	0 - 12	40%	90%	68%
2	12 - 24	35%	85%	52%
3	24 - 36	30%	80%	42%
4	36 - 48	25%	75%	30%
5	48 - 60	20%	70%	21%
6	60 - 72	0%	65%	14%
7	72 - 84	0%	60%	10%
8	84 - 96	0%	50%	4%
9	96 - 108	0%	50%	1%
10	108 - 120	0%	50%	0%

Interest rate risk timeline



The shaded portion reflects the fixed portion of the forecast debt based on 10YP (updated as per Annual budget 2022/23) with 30% haircut

Interest rate risk timeline



The shaded portion reflects the fixed portion of the forecast debt (excluding three waters) based on 10YP (updated as per Annual Budget 2022/23) with 30% haircut

Schedule 4 – Counterparty credit limits**Counterparty credit limits**

Counterparty	Investments exposure	Investment limit	MtM	Derivatives exposure	Derivatives limit	Total exposure	Total limit	Compliant?
Westpac	\$0	\$15,000,000	\$6,804,334	\$14,170,678	\$20,000,000	\$14,170,678	\$35,000,000	✓
BNZ	\$0	\$15,000,000	\$1,109,758	\$1,142,998	\$20,000,000	\$1,142,998	\$35,000,000	✓
ANZ	\$0	\$15,000,000	\$3,577,562	\$16,741,191	\$20,000,000	\$16,741,191	\$35,000,000	✓

MEMORANDUM

TO: Council

MEETING DATE: 6 September 2023

TITLE: Quarterly Performance and Financial Report - Period Ending 30 June 2023

PRESENTED BY: Scott Mancer, Finance Manager, Sue Kelly, Manager - Project Management Office and Andrew Boyle, Head of Community Planning

APPROVED BY: Cameron McKay, Chief Financial Officer

RECOMMENDATION TO COUNCIL

1. That the Council receive the memorandum titled 'Quarterly Performance and Financial Report – Period Ending 30 June 2023', and related attachments, presented on 6 September 2023.
 2. That the Council approve the adjustments to carry forward values per the carry forward report attachment.
 3. That the Chief Executive be given delegation to allocate 100% of funds from 1888-Low Carbon Fund to other activities, as well as moving the fund between capital new and capital renewal for the financial year 2023/24.
-

1. ISSUE

To provide an update on the performance and financial achievements of the Council for the period ending 30 June 2023.

2. BACKGROUND

Details of operating and financial performance are included in the attached report, with further information provided through the appendices to the report.

In May 2023 delegation was provided to the Chief Executive to overspend against activity operating budgets for Manawatū River by \$135k and Active & Public Transport by \$480k. The below table outlines the end of year result for these activities, and the identified offsets.

Activity	Council approved overspend	Year-end variance	Offset activity	Offsetting variance
Active and Public Transport	(\$480,000)	(\$259,222)	Roading	\$259,222
Manawatu River	(\$135,000)	(\$182,152)	Active Communities	\$135,000*

*Active Communities has a favourable variance sufficient to offset the full overspend in Manawātū River of \$182,152.

3. 1888 – LOW CARBON FUND BUDGET FOR FY23/24

The 10 Year Plan 2021-31 created a Capital New programme, 1888 – Low Carbon Fund, to enable opportunities for capital expenditure programmes to seek out low carbon alternatives where possible, leading to better outcomes in the long term from both an operating expense and an environmental perspective.

The purpose of this fund is not to spend against it, but to allocate the fund to other capital programmes – by exception, some small projects are managed within the programme. Allocation to other capital programmes occurs to both new and renewal programmes. As this is the only capital new programme within the Climate Change Mitigation and Adaption activity, the bulk of this allocation would fall outside of the delegations provided to the Chief Executive. Additionally, the Chief Executive is not able to move budgets between Capital New and Capital Renewal programmes.

To enable Officers to flexibly provide capital for low carbon alternatives, it is therefore recommended that Council alter the delegation associated with this programme to enable the Chief Executive to approve budget allocations from this programme to other capital activities, both new and renewal.

4. NEXT STEPS

The FY2023 results will be audited and the Annual Report will be provided to Council for adoption.

5. COMPLIANCE AND ADMINISTRATION

Does the Council have delegated authority to decide?	Yes
Are the decisions significant?	No
If they are significant do they affect land or a body of water?	No
Can this decision only be made through a 10 Year Plan?	No
Does this decision require consultation through the Special	No

Consultative procedure?		
Is there funding in the current Annual Plan for these actions?		No
Are the recommendations inconsistent with any of Council's policies or plans?		No
The recommendations contribute to Goal 5: A Driven & Enabling Council		
The recommendations contribute to the achievement of action/actions in (Not Applicable)		
The action is: to enable Council to exercise governance by reviewing financial performance and operating performance and provide accountability for these to the public.		
Contribution to strategic direction and to social, economic, environmental and cultural well-being	As above.	

ATTACHMENTS

1. FY 2023 Quarterly Report to Strategy and Finance Committee June 2023 [!\[\]\(aca6fcc8bd95e8255b9ea1b1d08ef300_img.jpg\)](#) [!\[\]\(0083087c61cec498ac803a4aec5bb1bd_img.jpg\)](#)
2. FY2023 Appendix to Report to Strategy and Finance Committee June 2023 [!\[\]\(2e94242fda9f31152eb2b29146bfce46_img.jpg\)](#) [!\[\]\(680c68b4e62fe5ec9774c1168e904fbf_img.jpg\)](#)

Performance and Financial Report to Council

June 2023

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Chief Executive's Summary 2

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Performance Measures..... 15

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Chief Executive's Summary

This report covers the full 2022/23 financial year outlining operating performance, capital delivery, and non-financial performance of Council.

At the end of May the controllable surplus for Council was forecast to be \$0.9M favourable against revised budget and it was anticipated that a request would be made for an operating carry forward to FY23/24 of \$1.2M (0.6M for Digital Transformation and \$0.6M for ERP Replacement).

At the end of June, we are \$1.2M favourable against the controllable operating budget. Included in the report is a request to carry forward \$1.6M of operating expenditure (that is loan funded) related to Digital transformation (\$0.6M) and ERP replacement (\$1.0M). Due to net interest, after taking these carry forwards in to account, the controllable surplus is lower than budget by \$0.4M. The net result however is \$17.8M favourable due to non-operating income related to vested assets and Tamakuku Terrace sales.

In May 2023, delegation was provided to the Chief Executive to overspend against activity operating budgets for Manawatu River by up to \$135k and Active & Public Transport by \$480k – and provide information on these spends. At 30 June, Active and Public Transport is \$259k unfavourable against budget and is offset by the favourable result for Roding. Manawatu River was \$182k unfavourable against budget and is offset by the favourable variance in Active Communities.

For the Capital Programme, the momentum over the last five months has continued in June with a capital spend of \$12.7M, bringing the Quarter 4 spend to \$32.3M. This increases the full year capital spend to \$75.9M. Of the total planned capital Infrastructure projects for 2022/23, 67% of projects were delivered, compared to 35% in 2021/22 and 54% in 2020/21. The momentum is encouraging as we enter a new financial year with significant capital delivery commitments.

The 2022/2023 financial year had its challenges and the full year capital delivery result is pleasing in comparison to the December (half year) position of \$25.4M. Highlights include the \$4.7M Whakarongo land purchase for stormwater development, \$3.8M for the North East Industrial Zone Urban Growth transport programme, and \$3.0M on the Wastewater treatment plant renewal programme.

Operating Performance

Summary of Financial Performance	2022/23 \$M					
	Year to Date		Variance		Full Year	Full Year
For the period to 30 June 2023	Actual	Budget	\$M	%	Revised Budget	Annual Budget
Operating revenue	39.0	38.1	0.9	2.4%	38.1	37.2
Rates	116.0	115.4	0.6	0.5%	115.4	115.4
Total Revenue	155.0	153.5	1.5	1.0%	153.5	152.6
Operating Expenses	122.0	122.2	0.2	0.2%	122.2	119.8
Net Interest	7.2	6.7	(0.5)	(7.5%)	6.7	6.7
Total Expenses	129.2	128.9	(0.3)	(0.2%)	128.9	126.5
Operating Controllable Surplus / (Deficit)	25.8	24.6	1.2	4.9%	24.6	26.1
Depreciation	(42.2)	(38.9)	(3.3)		(38.9)	(38.9)
Non-operating revenue	30.8	13.9	16.9		13.9	12.9
Non-operating expenses	3.0	-	3.0		-	-
Net Result	17.4	(0.4)	17.8		(0.4)	0.1

Key Points on Financial Performance:

- The Operating Controllable surplus is \$1.2M favourable against budget at year end. In addition, \$1.6M has been indicated as a required carry forward related to Digital Transformation (\$0.6M) and ERP system replacement (\$1.0M).
- Compared to May, the favourable variance decreased by \$1.3M due to:
 - Increase in the unfavourable variance for administration costs by \$0.6M related to software licenses;
 - Increase in the unfavourable variance against contracted services by \$1.4M related to cost pressures in the Transport division;
 - Some of this was offset by increases in the favourable variances for other revenues of \$0.5M and net internal expenses of \$0.2M
- Some budget pressures for the year included insurance and electricity expenses, resolving weather events such as Cyclone Gabrielle, and other inflationary pressures being higher than budgeted for.
- Operating revenue is \$0.9M favourable against budget predominantly due to favourable revenue variance for miscellaneous revenue of \$2.0M. This is partially offset by unfavourable variances of other revenue categories.
- Net interest is \$0.5M unfavourable to budget due to higher average interest rates than budgeted for.
- As per previous reports, depreciation remains unfavourable to budget by \$3.3M due to the 2022 3 waters revaluation which resulted in higher asset values and depreciation expenditure.

- Non-operating revenue is favourable YTD due to the sale of Tamakuku Terrace properties (\$5.0M) and vested assets (\$12.7M).

For further information on YTD performance see:

- Appendix 2 – Activities Operating Net Result
- Appendix 3 – Operating Programme Reporting
- Appendix 7 – Financial Statements
- Appendix 8 – Approved variations to Annual Budget
- Appendix 9 – Reporting dashboards

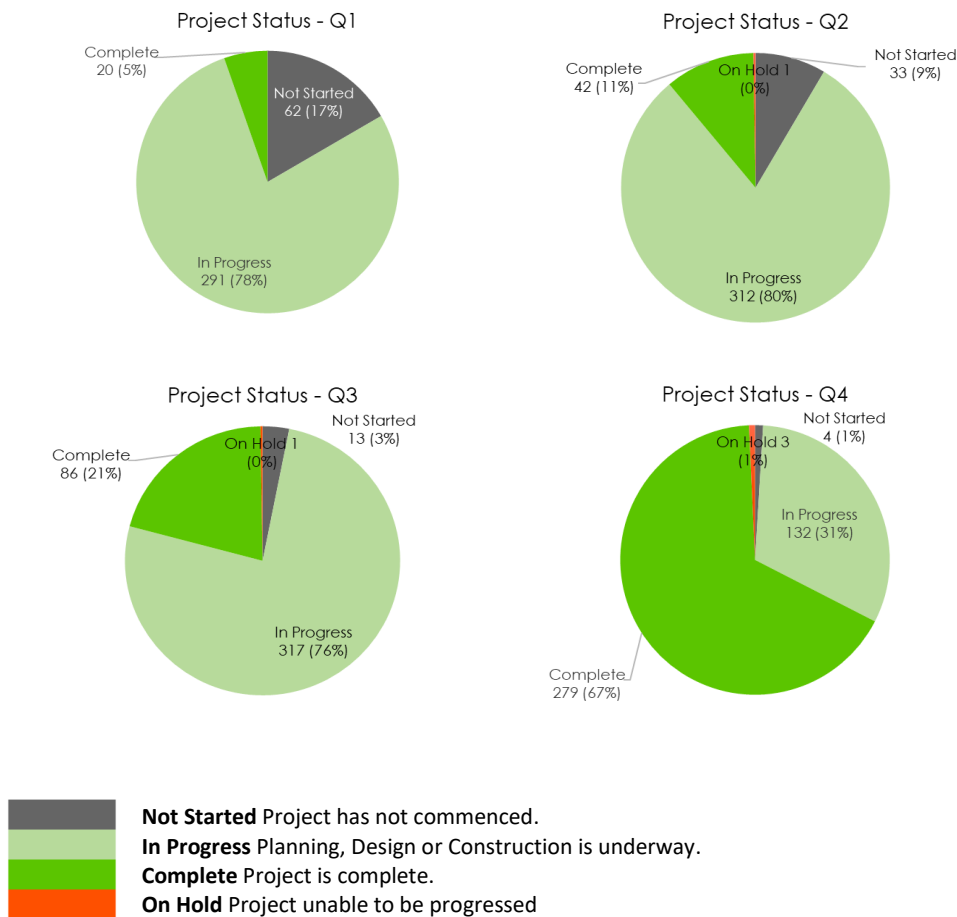
Capital Delivery Status

Current Delivery Status

The momentum in capital delivery continued in June with a period spend of \$12.7M. This results in a quarter spend of \$32.3M and a full year Capital spend of \$75.9M. The result demonstrates the high level of delivery momentum that has been gained over the January-June period.

The June result lifts the total 2022/23 capital spend to \$75.9M which is approximately \$30M more than the full year result for 2021/22 and surpasses Council's largest annual Capital spend of \$63.2M which was achieved in 2020/21. Alongside this, 67% of the planned Infrastructure capital projects were delivered in comparison to 35% in 2021/22 and 54% in 2020/21.

The 2023/24 programme starts with approximately \$40M under contract, \$12M in construction and \$14M in procurement. Given the level of projects underway we are anticipating a strong start to the 2023/24 year.



Looking in more detail, there continues to be excellent progress on several significant projects which will continue into the first half of 2023/24 including:

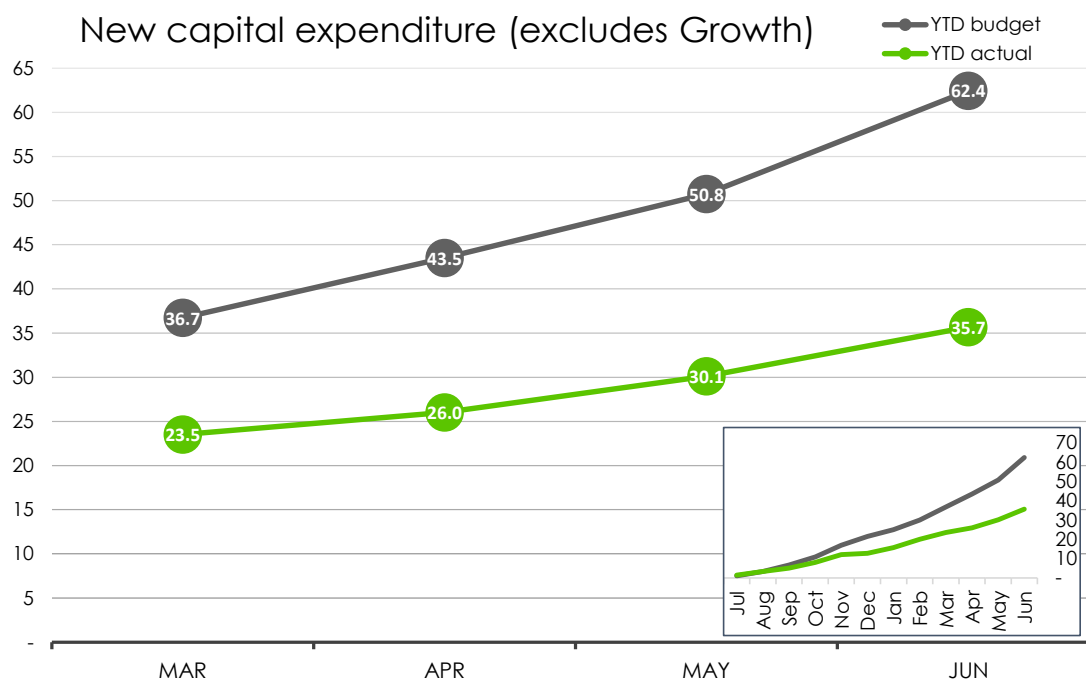
- The new Animal Shelter
- Crematorium seismic strengthening
- Upper James Line/Kelvin Grove Road Intersection Upgrades
- Papaioea Place Stage 3
- North-East Industrial Zone upgrade
- Turitea Water Treatment Plant seismic strengthening
- Ferguson/Pitt Street upgrade

In addition, the design panel (established about 12 months ago) has enabled us to:

- Have a significant number of designs already completed and ready for procurement and delivery.
- Have several large procurements already in progress; and begin our capital programme delivery planning earlier than usual.

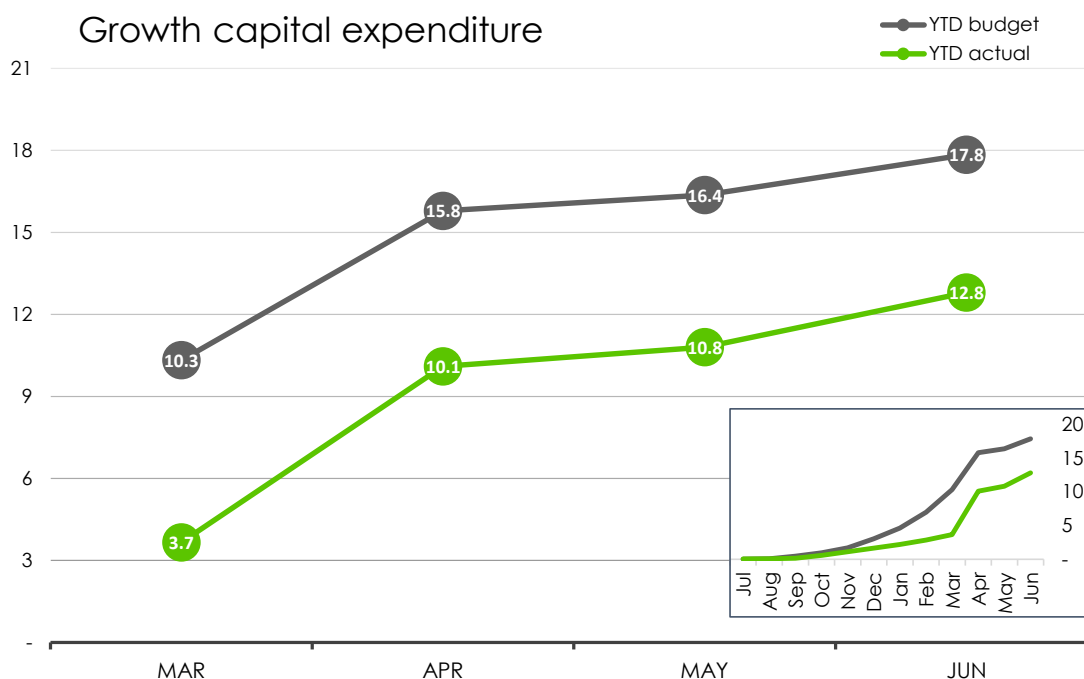
The annual budget plus carry forwards for FY22/23 amounted to \$101.8M. During the year Council resolved to increase this budget by \$12.1M. At the time the budget was increased, it was acknowledged an equivalent amount would likely be carried forward to FY23/24. At year-end, there has been a total Capital spend of \$75.9M comprising \$35.7M Capital New, \$12.8M Capital Growth and \$27.4M Capital Renewal. The renewal spend is 81.4% of the renewal budget for 2022/23 with 85% being the historic completion rate. The variation is largely due to delays on major projects and resourcing challenges early in the year.

	Council wide FY Actuals	Revised budget FY23	% Revised budget spent	Annual budget (incl carry forward adj.) FY23	% Annual budget spent
Total Capital Spend	\$75.9m	\$113.9m	66.6%	\$101.8m	74.5%
Capital New	\$35.7m	\$62.4m	57.2%	\$55.1m	64.7%
Capital Growth	\$12.8m	\$17.8m	71.7%	\$12.1m	105.4%
Capital Renewal	\$27.4m	\$33.7m	81.4%	\$34.5m	79.4%



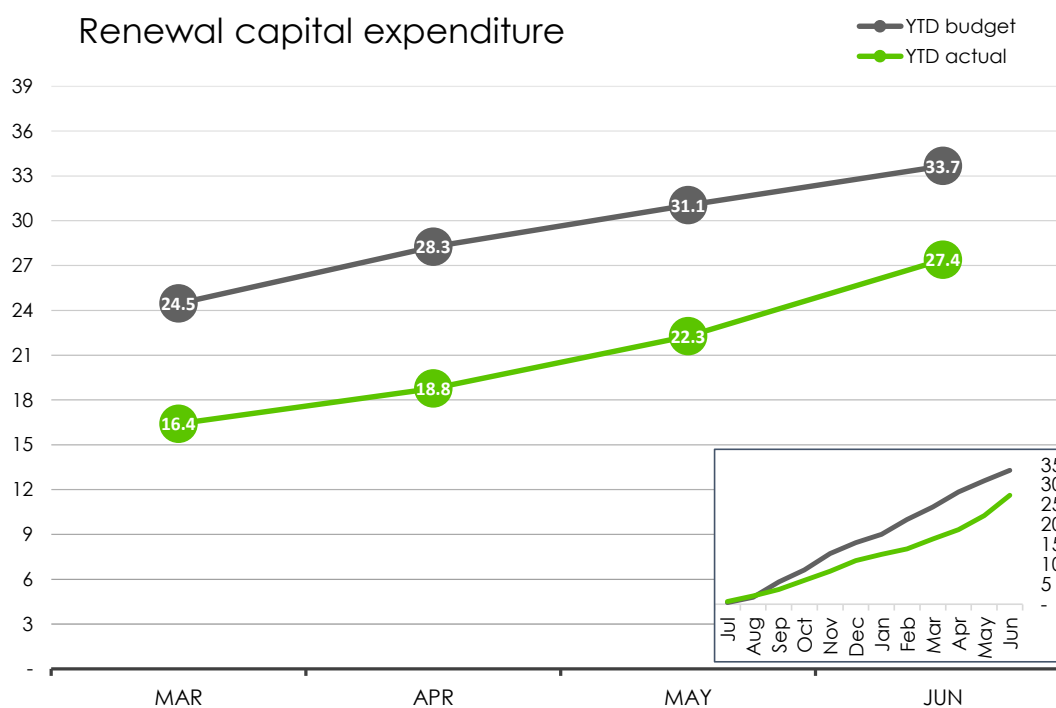
The table below shows the most significant variances against budget.

Programme Description	YTD Variance	Reason for variance against budget
902-Property - Seismic Strengthening of Council Properties	3,659	Council has decided to defer the CAB seismic strengthening.
2128-WWTP - Consent Application	3,170	Consent application declined by Horizons; work is underway to progress the application. Lower spend as section 72 requests not underway.
2119-Road to Zero - Transport Safety Improvements	2,261	Programme delays from Fulton Hogan in design and implementation.
1552-Animal Shelter - New Building	1,786	A delayed start and poor weather early in the project have delayed the project, which has been exacerbated by an incorrect assumption of the spending split between financial years.
2206-Storm Damage – August 2022 Roothing	1,226	Original phasing across financial years proved to be unrealistic due to contractor availability.
1743-Social Housing - Papaioea Place Redevelopment - Stage 3	1,211	Weather delays early in the project have delayed the end date from June to September 2023.
1617-Totara Road Wastewater Treatment Plant - Biogas System Improvements	1,150	Design ongoing due to variation and interdependent projects caused delay. Construction in 2023/24 FY.



The table below shows the most significant variances against budget.

Programme Description	YTD Variance	Reason for variance against budget
2124-Urban Growth - Ashhurst - Transport	2,049	Design delays to improve combined 3 Waters services and roading buildability. Construction budget to be carried forward.
1857-Urban Growth - Kakatangita - Kikiwhenua Reserves - Purchase and Development	1,292	Negotiations with land holder stalled. No imminent development pressure so budget is planned to be deferred to the Long-Term Plan.

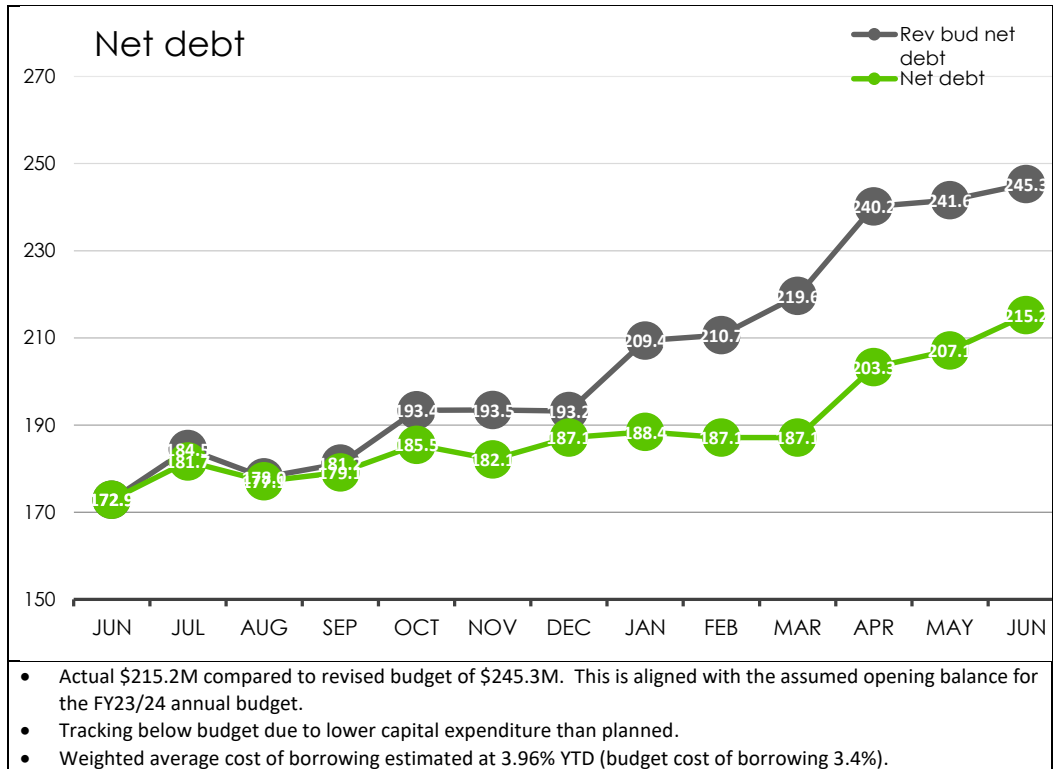


The table below shows the most significant variances against budget.

Programme Description	YTD Variance	Reason for variance against budget
1051-CET Arena - Arena Renewals	943	Poor weather (wind) has slowed the Arena 2 roof progress, which has also had a knock-on impact on the Arena 3 project which will now not start until next financial year.

For additional information on capital delivery see:

- Appendix 4 – Capital expenditure by Group of Activities
- Appendix 5 – Capital expenditure by Programme (over \$750,000)
- Appendix 6 – Capital expenditure by Programme (under \$750,000)
- Appendix 8 – Approved variations to Annual Budget



10-Year Plan Project Updates

(to 30 June 2023)

Streets for People

On 21 June Council approved the establishment of a Project Steering Group to oversee the delivery of the Streets for People project. The design consultant is in the final stages of completing the detail design by 30 June.

Civic and Cultural Precinct Masterplan (CCPMP)

A terms of reference for a new steering group has been approved.

On 5 April Council adopted recommendations that:

- Approved a preferred option (option 3) to use the 2019 CCPMP to inform the preparation of a set of programmes to finalise the CCPMP. These would be considered by Council for inclusion in the 2024-LTP (Long-term Plan).
- Agreed to consult with the community on the three options described in the report as part of the LTP consultation process.
- Establish a Civic and Cultural Precinct Steering Group, with terms of reference to be approved by Council.
- Agreed to repurpose the Civic and Cultural Precinct Master Plan budget of \$220k for this FY to be spent on progressing the Planning Team's urban growth work programme.

Heritage Protection Package

Council has received an enquiry for an application to the Promoting Palmy Heritage Fund for support to digitise the Palmerston North Operatic Society's archives dating back to 1900. We have completed the heritage inventory and will be publishing that online shortly.

Victoria Esplanade Masterplan

Propagation Hothouse replacement and mulch bin replacements are complete. Some duck pond remediation was completed but the project will be rescoped in the next Asset Management Plan and LTP as officers were not satisfied with initial solutions proposed. Manawaroa St pedestrian entrance improvements are complete. Conservatory Boiler replacement/conversion to wood pellet is complete. Developed design of level crossings from the central area to cafe, duck pond, and bush complete.

Manawatū River Shared Pathway

Officers have prepared the Notice of Requirement (NoR) to designate land necessary to complete the Manawatū River Pathway. Investigations have been finalised to determine the precise dimensions of the land corridor necessary for the pathway along the river edge. The NoR will be lodged when all the reports and designation details, and risks mitigated are complete. Alongside this, engagement with landowners is continuing with a view to reaching an agreement prior to lodgement.

Manawatū River Framework

Albert Street decking is completed, and the electricians are beginning work on the cabling. The Hokowhitu Lagoon River Entrance is now completed on the river side, and the team are completing the retaining walls on the lagoon side at present. The new Ruahine Reserve earthworks are now well underway, and the park has been bought up to level. The gap 40 (metal base layer) for the fence side has been installed so the

contractors can now begin installing the fence. The lwi land title names have been designed and are nearly ready for fabrication.

Design work for this financial year's mobile gyms (to complete the contract) is nearly complete. We can then begin to purchase materials and fabricate the five gyms. The two existing platforms will also be upgraded.

Te Motu o Poutoa

A consultant has completed an initial report on the viability of draft actions for the development of the site and made some recommendations on prioritization. This has been received and discussed by the Design Working Party. The consultant is now also looking to adjust and alter this work year's contracts with Architects/Landscape Architects and begin working on the management systems for the site. The next main piece of work is to establish a Steering Group for upcoming work prior to the next meeting.

Te Utanganui / PN Integrated Transport Initiative (PNITI)

The Te Utanganui Masterplan was endorsed for consultation in mid-June. Officers are currently preparing material to notify affected landowners and Bunnythorpe Village residents.

Council, Waka Kotahi, Horizons Regional Council, and Manawatu District Council have prioritised a series of PNITI planning projects as follows:

- Palmerston North Area Transport Model Update: co-funding has been approved; RFP is being finalised to go to tender in August/September.
- Speed Management Plans: Phase one consultation ongoing; Phase two consultation currently being planned.
- City Centre and Bus Hub Business Case: currently out to tender.
- Indicative Business Case for rural ring road corridor: we will need to procure a consultant to complete; funding is being requested through the LTP.

Residential Growth

Aokautere:

- Transport infrastructure upgrades have been identified as necessary to support urban growth in Aokautere. The development of draft programmes is underway, and officers are actively collaborating with Waka Kotahi to determine how upgrades to SH 57 Aokautere Drive can be delivered in a timely manner to support growth. No new development can occur in Aokautere until transport infrastructure upgrades are completed.
- Technical experts are in the process of preparing evidence to support the hearing scheduled for Plan Change G, Aokautere Urban Growth in late 2023.
- The key issues raised in submissions and being responded to in technical evidence relate to transport upgrades, stormwater management, land stability, and housing typologies.

Medium Density:

- Drafting of the final planning provisions for Draft Plan Change I, Medium Density Residential Zone, continues and technical assessments, including a three waters infrastructure assessment, are nearly completed to support them. This work will identify capacity constraints and opportunities to support medium density housing.
- The Plan Change is expected to come to Council in late 2023 seeking approval for formal notification in early 2024.

Roxburgh Crescent:

- Draft Plan Change E, Roxburgh Crescent, opened for pre-consultation feedback in late 2022.
- Key issues raised include concerns about housing density, loss of privacy, amenity and potential loss of sunlight. Since then, feedback has shaped the plan change which is now well advanced.
- Draft Plan Change E is expected to come to Council in late 2023 seeking approval to start formal notification.

Kākātangiata: (extending the City to the west)

- Fieldwork has been completed for the freshwater assessment for Kākātangiata.
- The archaeological assessment has been completed.
- Transport and noise assessments are due for completion in the next month.
- The preliminary pressure sewer assessment has identified short-term servicing opportunities.
- Preferred bore locations have been shortlisted subject to finalising a water servicing assessment.

Ashhurst:

- Investigations into stormwater and flooding risks are expected in the next few months, which may influence how much of the growth area can be feasibly progressed to a proposed plan change.

Housing and Business Needs Assessment:

- Officers expect to present a final assessment to Council in September.
- Current research suggests we have enough infrastructure-ready land to meet approximately 17.5% of our short-term housing targets and approximately a third of our medium-term housing targets.
- The finalised Housing and Business Needs Assessment will clarify where capacity exists and how much additional supply will be required to ensure there is enough capacity over the short, medium and long terms.

Future Development Strategy:

- Officers have commenced work on a future development strategy.
- Investigations into constraints and options for medium density, brownfield sites, and greenfield proposals will form the basis of our Future Development Strategy. These sites were all identified in the Housing Capacity Assessment 2021.
- Targeted engagement with utility providers and key stakeholders has commenced and officers expect to prepare a draft Future Development Strategy as part of the LTP for consultation.

Citywide Stormwater

Significant progress has been made in the operational programmes this financial year. Both the open channel and drain maintenance programme, as well as the cultural monitoring programme budgets, are fully spent. The open channel monitoring devices are up and running at eight different locations around the City. This will provide a baseline scenario of water quality status around high-risk catchments. Network capital and renewal projects continue to be delivered according to the plan.

Whakarongo Stormwater Improvement: Land purchase and tender drawings are completed. Land use consent is underway. Downstream works package scope has been reduced and this requires a variation to the discharge consent with the Regional Council. Officers are working towards submitting a variation in the next few months.

Citywide Water Supply

The draft City Water Safety Plan was submitted to Taumata Arowai (the national water services regulator). Work continues to finalise it, along with Source Water Risk Management Plans. Resilience work at the Turitea Water Treatment Plant is making timely progress, with Stage 3 near completion. Upgrades to the chemical dosing plant to align with phase 4 of the resilience work is making good progress. Designs for several Bore Head improvements are almost complete, and construction is expected to start next budget year. Work replacing a critical valve on the supply to Ngahere Park reservoir is complete. Water main renewals in Earl Place, Hynd Place, and Tilbury Street are complete and Waterloo Cres is almost complete. Modifications have been completed at the Railway Road bore contact tank to meet the new Drinking Water Standards. Final inspections and disinfection of the tank should be complete in July. It is expected to be in service by mid-August.

Water Reforms

The Government announced its new approach to water reform in April. There will be 10 water service entities closely based around existing regions, instead of the original four. PN is in the Manawātū-Whanganui region - Entity E. The establishment date for entities will be staggered, from July 2024 to July 2026, meaning that water services and associated budgets will likely be included in years 1 and 2 of the 2024-34 Long Term Plan. Officers are awaiting further guidance on this from key sector agencies on how they expect this to occur. Officers are continuing to prepare an Asset Management Plan for the 3 waters – for us in the initial years, and then for the new entity.

Kōtuia / Ozone Replacement

While the comments below relate to July, they are reflective of the project work leading up to 30 June 2023.

Authority Altitude went live successfully on the 6th July. As expected, we did have a few known issues on the day, but nothing of adequate severity to delay going live as planned.

Shortly after going live officers turned on the online payments' portal for the various services which has been running well since then. We hit a snag with our Building Consent integration services, resulting in a number of invalid duplicate files being loaded into Authority Altitude, but these were quickly corrected, and the underlying cause has now been resolved and we are processing consents successfully.

Officers have been monitoring the planned backlog of information processing as a result of downtime between systems. Unexpected resourcing constraints within the Finance team added to this pressure – communications were provided to key stakeholders as needed.

Phase 2 planning is now under way which will deliver further functionality and enhancements to the core platform. Conversations with the supplier of the system, Civica, are ongoing to ensure that the product development and functionality of the system is meeting our needs as best as possible.

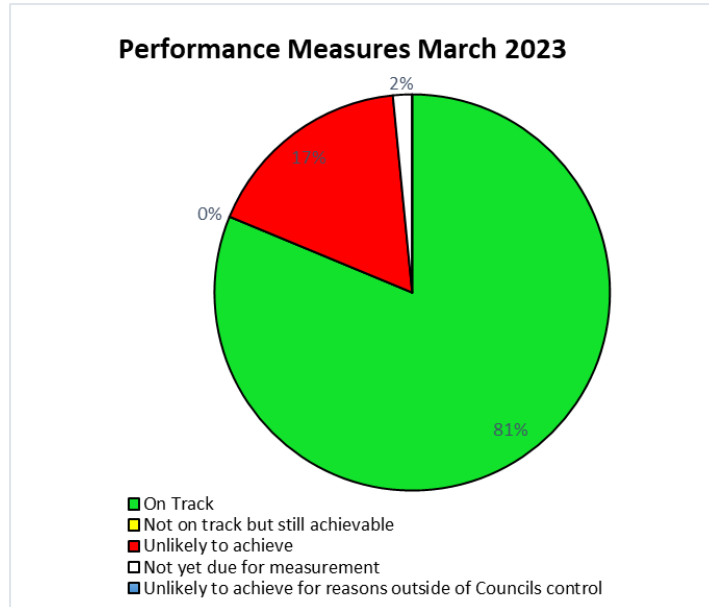
Officers are also planning the programme of work for the other systems that had dependences on Ozone such as our document management system OASIS and the decommissioning of Ozone itself.

2024 Long-term Plan (LTP)

Council has to adopt the next LTP by June 2024. The focus for the next few months is officers preparing draft levels of services, programmes and budgets for Elected Members to prioritise.

Performance Measures

At the end of June 2023, 52 (81%) of performance measures were delivered. 11 measures (17%) were not achieved by the end of the financial year. 1 (2%) measure was not yet due for measurement.



For additional information on performance measures see:

- Appendix 1 – Detailed performance measures

Resourcing

A summary of PNCC Resourcing is included below for your information. The figures below include all approved positions in the structure. A small number of positions have not been budgeted for this year. We are in the process of determining if these should be disestablished.

Employment Status	Number of Staff	FTE
Permanent Full-time	536	536
Permanent Part-Time	99	66.4
Vacancies	104	100
Temporary	21	18.6
Total Number of Positions (excl. casuals)	760	721
Add Casual	36	17.3
Less vacancies	(104)	(100)
Total Positions	692	638.3

Appendix for June 2023 Report

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Appendix 1 – Detailed Non-Financial Performance Measures

Performance Measures - June 2023

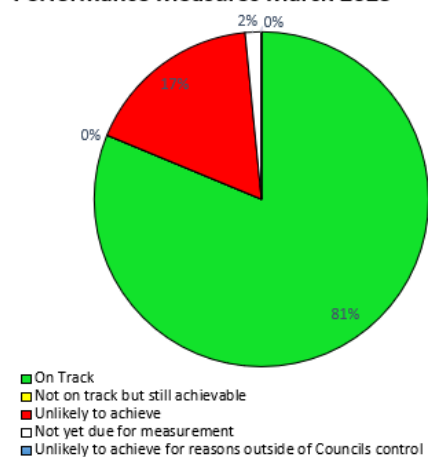
10-Year Plan KPIs

This part of the report looks at how well the Council is delivering on the performance measures.

The report is organised by Activities. Each Activity page has "traffic lights" to show progress towards the 10-Year Plan:

Not yet due for measurement	W
On track	G
Not on track but still achievable	Y
Unlikely to achieve	R
Unlikely to achieve for reasons outside of Councils control	B

Performance Measures March 2023



Performance Measure Summary by Activity	G	Y	R	W	B	Total
Goal 1 - An Innovative & Growing City						
City Growth	2	-	3	-	-	5
Economic Development	2	-	-	-	-	2
Transport	3	-	2	-	-	5
Goal 2 - Creative & Exciting City						
Active Communities	4	-	1	-	-	5
Arts, Culture and Heritage	3	-	1	1	-	5
City Shaping	2	-	-	-	-	2
Goal 3 - Connected & Safe Community						
Connected Communities	8	-	1	-	-	9
Safe Communities	3	-	-	-	-	3
Goal 4 - Eco-City						
Climate Change	3	-	-	-	-	3
Environmental Sustainability	2	-	-	-	-	2
Manawatu River	1	-	-	-	-	1
Resource Recovery	2	-	-	-	-	2
Stormwater	5	-	-	-	-	5
Wastewater	5	-	-	-	-	5
Water Supply	7	-	2	-	-	9
Goal 5 - Driven & Enabling Council						
Good Governance and Active Citizenship	-	-	1	-	-	1
Total Measures	52	-	11	1	-	64
% of measures able to be measured	81%	-	17%	2%	-	

Quarterly Performance and Financial Report - June 2023

Performance Measures	Comments	Oct	Dec	Mar	Jun
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Goal 1: An Innovative and Growing City

City Growth (Page 32 of the 10 Year Plan)

01. Measure: Enough land is zoned, infrastructure enabled and feasible to develop, to meet growth demand. Target: At least three years of housing and business land with services is immediately available.	<p>Preliminary findings of the Housing and Business Needs Assessment show that there are only 175 lots of zoned, infrastructure-ready greenfield residential land supply. Council's City Growth Plan sets a target of 1,800 sections worth of continuous supply. There is therefore a critical shortage of development capacity for greenfield housing. Housing is being accommodated through infill and intensification while plan changes for Aokautere, Kakatangiata and Ashhurst are progressed, which will eventually increase supply by more than 8,000. This will satisfy more than 30 years worth of projected demand. There is zoned capacity for an estimated 780 lots across Whakarongo and Kikiwhenua, but both require infrastructure to enable development to proceed. Whakarongo requires stormwater detention, which is still subject to a regional consent approval. Kikiwhenua requires water and wastewater servicing and transport safety improvements, which require Waka Kotahi to reduce speed on SH56. It is anticipated that it will take at least two years for these areas to become infrastructure-ready and therefore developable. Preliminary findings of the Business Needs Assessment shows a low vacancy in the industrial zone. This suggests that there is insufficient supply and that more land needs to be zoned and serviced. An Industrial Zone plan change is scheduled for 2024/25. Council is addressing shortages in land to meet housing targets by increasing funding to advance current plan changes and advancing our draft Future Development Strategy.</p>	R	R	R	R

Performance Measures	Comments	Oct	Dec	Mar	Jun
02. Measure: Resource consent applications are processed within statutory frameworks. Target: At least 95%	462 consents were granted in the 2022/23 FY with 53% (244) 'on time', well below the 95% target. This was expected and is primarily a consequence of working through a heavy backlog of consents built up through the 'boom period' (2020 to mid-2022). It is noted the team achieved a 60% granted on time rate through the fourth quarter, and in particular June was a strong month at 77%. In summary, it has been a challenging year for the team but it is headed in the right direction. Significant improvements in terms of work visibility were made through a full system-wide audit, which when coupled with performance messaging helped improve team output and speed as the year progressed.	R	R	R	R
03. Measure: Building consent applications are processed within statutory frameworks. Target: At least 95%	Of the 275 building consent applications processed for the quarter, 258 (94%) were processed within the statutory timeframe. This quarter has been influenced by the slight downturn in consumer confidence in the economy. Year to date: Of 1,096 consents processed, 1,028 (93%) were within the statutory timeframe. Council did not meet its target of 95% of building consents to be processed within statutory timeframes for the financial year. This shortfall is largely due to the peaks of building consent applications associated with the industry rush to beat the two key energy-efficient implementation dates.	G	G	Y	R

Performance Measures	Comments	Oct	Dec	Mar	Jun
04. Measure: City-wide urban design principles are reflected in planning advice and decision-making. Target: Narrative measure outlining how urban design principles are being implemented.	Urban design expertise is informing Council led District Plan changes under development, including residential intensification to meet the National Policy statement on Urban Development and other major greenfield growth projects in Aokautere, Kakatangiata, and Roxburgh Cres. The Matangi Residential Area Private Plan change which demonstrates and is underpinned by strong urban design principles is now operative. The 'Delivering Change' fund and inhouse expertise continue to support a range of proposals across these zones. There is a higher level of integrated transport and land use planning (movement & place) underway at different scales that will greatly improve future urban structure, form, function, and safety for the city. At the strategic and macro level projects include Te Utanganui, Palmerston North Strategic Networks Plan, and the Palmerston North Parking Framework. He Ara Kotahi and CET Arena continue to have a positive city image impact on users and the quality of our places and spaces they experience. At the micro level, public space upgrades such as Cuba St and housing intensification continue to deliver positive urban design outcomes around increasing amenities, biodiversity, improving public/private edges, integrating transport mode choice, and compact urban form. A physical expression of cultural heritage still seems to be a gap not well addressed in some key public projects. The CET Arena Masterplan Review is currently being drafted and nearing completion with identity and heritage being a key principle to deliver on.	G	G	G	G

Performance Measures	Comments	Oct	Dec	Mar	Jun
05. Measure: There is an increase in range of building types being built in the city centre and local neighbourhoods (eg different densities, cohousing, CBD residential, green buildings). Target: Narrative measure outlining trends in the range of building types.	Enquiries by developers looking at city centre commercial sites has slowed. The Former Chief Post Office is nearing being ready for applying for resource consent. Council has been working closely with Safari Group supporting their design process to provide urban design and CPTED expertise through the 'Delivering Change' Fund. A new mixed-use development on the former Cafe De Paris site is near completion. The new building aligns with the public street providing continuity of building form along the street. There is clear visibility of business activity at the street edge while private living is located behind and above, and between and above. This signals a new opportunity for mixed-use development throughout the Outer Business Zone within this part of the city as well as other locations within and around the city centre. The Church St site is also a good example of retrofitting a tavern carpark and establishing strong containment of built form at the street edge. Medium-density housing applications around the periphery of the city-centre and across the broader Residential Zone of the city continue through more challenging construction and economic conditions. Kaianga Ora housing developments (Church St & Rugby St) are now in for resource consent while pre-application meetings are occurring for the Highbury Cluster of housing stock around Farnham Ave, Brentwood Ave, and Conventry Street.	G	G	G	G

Economic Development Activity (Page 37 of the 10 Year Plan)

01. Measure: Funding is distributed and the key objectives achieved. Target: Narrative measure outlining outcomes achieved by the funded organisations.	CEDA funding has been distributed. Regular formal reporting has occurred through the Economic Growth Committee alongside a series of more informal updates from CEDA. There has been a renewed focus from CEDA in the last 12 months to actively connect with partners and foster inward investment opportunities that are aligned with the region's strategic objectives. This has been particularly evident with regard to the work completed on Te Utanganui, Central New Zealand Distribution Hub, where projects of this nature require a long-term commitment to relationships	G	G	G	G

Performance Measures	Comments	Oct	Dec	Mar	Jun
02. Measure: Achieve a positive city reputation. Target: 3x narrative measures: Increases in positive sentiment, increase in levels of engagement, and formal survey/research	<p>363 newspaper or online news stories were picked up on our media monitoring for the quarter. 177 (48%) were positive, 157 (43%) were neutral, and 29 (7.8%) were negative. For the negative sentiment, it's important to note the algorithms pick up words that may seem negative. The stories with a negative sentiment were the Annual Budget, Kainga Ora developments, and car crashes at an intersection. Our sentiment continues to score well above market benchmarks. As a part of cost-cutting for 23/24 Annual Budget year, we will no longer be receiving the media monitoring service. Media Monitoring will be included as a potential LTP programme for elected members to consider. Council won awards from the Public Relations Institute (PRINZ) for Community Engagement and Government Communications in relation to last year's election period engagement. Across Facebook, Instagram, and LinkedIn, 3.6 million people saw our content; 360,000 people actively engaged through comments/likes/shares, and almost 17,500 people clicked our website to learn more. On Tik Tok, our content was viewed 400,000 times and received 35,449 likes. More than 120,000 people visited our website over this period, 222,272 times. On average, 2.07 pages were viewed per visit. The total page view number in this quarter is 461,155, 6% more than the previous quarter. The most visited pages are Rubbish and recycling days (27,130 views), Property and rates search (13,048 views), Cemetery and cremation search (10,003 views), Parking Tickets (8,720 views), and register your dog (7,096 views). The 2022 Residents' Survey was reported previously. It shows that residents' overall perceptions of Palmerston North declined in the past 12 months. There have also been drops for other Councils doing the same survey, so it is likely that the results are being impacted by the negative national mood due to Covid-19, cost of living, etc.</p>	G	B	W	G

Performance Measures	Comments	Oct	Dec	Mar	Jun
Transport (Page 42 of the 10 Year Plan)					
01. Measure: The change in the number of fatal and serious injury crashes from the previous year on the city's local road network. Fewer than the previous year. Target: Narrative measure outlining long-term accident trends and causes.	In the 12-month period ending May, there were 2 fatal and 29 serious injury crashes in Palmerston North. 5 of these involved cyclists and 6 involved pedestrians. The 12 months prior there were more fatal and serious injury crashes, 3 of which were fatal, and 40 were serious injury crashes. 8 of those crashes involved pedestrians and 4 involving cyclists. NOTE: Some crash data may not have been uploaded to Waka Kotahi's Crash Analysis system at the time of review. Fatal crashes tend to occur in the rural parts of the network, typically on the fringes of the urban area.	G	G	G	G
02. Measure: The average quality of ride on the sealed local road network, measured by smooth travel exposure. Target: Greater than 80%.	The smooth travel exposure for the city is calculated at 84% for the 2022/23 financial year.	G	W	G	G
03. Measure: The percentage of the sealed local road network that is resurfaced. Target: More than 3.5%	2.03% of the network was resealed. A combination of high requirements for the prerequisite pre-reseal repairs plus price escalations in materials and labour have resulted in less resurfacing being able to be delivered.	R	W	R	R
04. Measure: The percentage of footpaths that meet Council standard. Target: Greater than 93% rated 3 or above.	96% of the networks footpaths is rated 1-3 (Excellent - Average). We note that standard approaches such as grinding and tree root pruning to enable path replacement is becoming less effective as the street tree stock grows. Footpath renewals are becoming increasingly difficult and requires wider strategic consideration alongside our street trees.	G	Y	R	G
05. Measure: Percentage of requests for service relating to roads and footpaths responded to (with at least an initial response) within three working days. Target: Greater than 95% of safety and critical requests.	72% of requests have been responded to within 3 working days. Majority of the incidents where this measure was not met was due to either contractor or internal staff capacity. Internal recruitment is underway to fill key vacancies in the Transport area which, once hired, should lift the timeliness of the response rate.	R	R	R	R

Performance Measures	Comments	Oct	Dec	Mar	Jun
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Goal 2: Creative and Exciting City

Active Communities (Page 54 of the 10 Year Plan)

01. Measure: Increase in use of parks, sports fields and playgrounds. Target: Narrative measure outlining Parks Check Survey results.	Visitors to our parks, sports fields and playgrounds are asked how frequently they visit. On average, across all park types, 44% of people visited at least once a week. This is lower than other organisations (67%), and 18% lower than our results in 2021/22, when 62% visited at least once a week. Our results are similar to 2020/21. The survey shows that 10% of respondents visit parks everyday, 20% several times a week, and 14% once a week. The reason for the overall decline in 2022/23 will be investigated further. It is noted that Cloverlea Park was surveyed, and park usage has increased since the recent upgrade.	W	W	W	R
02. Measure: Increase in use of aquatic facilities. Target: Usage numbers at Lido, Freyberg and Ashhurst Pools.	The number of users of the Lido for the year was 385,793, 18% higher than 2022. The number of Under 5's users is 34% higher than last year. Pre-covid figures at Lido were 379,376, and Freyberg 178,501. Splashhurst was newly opened in pre-covid times and did not yet have comparable measures. The number of users of the Freyberg Community Pool for the year was 190,617, 23% higher than last year. The number of Under 5's users 43% higher than last year. The number of users of the Splashhurst Community Pool for the year was 31,125, 13% lower than last year. The number of Under 5's users was 45% higher on last year. There has been an increase of events compared to last year, especially over the summer season, when COVID restrictions on events were still in place.	G	G	G	G
03. Measure: Increase in use of Central Energy Trust Arena for community sport and active recreation. Target: Narrative measure outlining number of community events and hours.	In the past financial year, there have been 2,787 individual bookings for Community Sport at Central Energy Trust Arena compared to 2,312 the previous year. This is an increase of 475 bookings or 21%. Hours of use were 10,459 compared to 6,661 the previous year, an increase of 3,798 hours or 57%. Participation numbers were 190,118 compared to 137,798 the previous year, an increase of 52,320 or 38%. The previous financial year was interrupted by Covid restrictions for periods.	G	G	G	G

Performance Measures	Comments	Oct	Dec	Mar	Jun
04. Measure: Increase in satisfaction of Council's sport and recreation facilities. Target: Narrative measure outlining trends in user and resident feedback and surveys.	The overall satisfaction rating, across all park types surveyed in our Park Check survey is 96.2%, made up respondents who were either satisfied or very satisfied. This overall satisfaction result is above the median from the 14 Councils who use the survey. This result is slightly lower than 2021/22 which showed a 98.5% overall satisfaction rating.	W	W	W	G
05. Measure: Council works in partnership with external organisations. Target: Narrative measure outlining partnership initiatives designed to increase participation and their outcomes.	The agreement with Sport Manawatū is ongoing, with regular reporting to the Culture and Sport Committee. Reporting is done for Sport Manawatū's overall performance, as well as individual community investigations and projects supported through this agreement. The Play Adviser, funded in Council by Ihi Aotearoa/ Sport New Zealand, is focused on implementation of the Play Policy.	G	G	G	G

Arts and Heritage (Page 63 of the 10 Year Plan)

01. Measure: Increase in patronage of Council-owned cultural facilities (Te Manawa, Globe Theatre, Regent Theatre, and Square Edge), as measured by reports provided by operators. Target: Annual patronage numbers for the CCOs increase.	The patronage for Te Manawa 2022/23 was 121,914. This is up from 77,319 the previous year. The patronage for The Globe 2022/23 was 23,190. This is up from 14,657 the previous year. The patronage for The Regent 2022/23 was 113,561. This is up from 30,183 the previous year.	W	W	G	R
02. Measure: Funding is distributed and the key objectives achieved. Target: Narrative measure outlining outcomes achieved by the CCOs.	This information will be provided in August for the PNCC Annual Report. Additionally, at the November meeting of the Culture and Sport Committee, this information will be formally presented.	W	W	Y	W

Performance Measures	Comments	Oct	Dec	Mar	Jun
03. Measure: Sites of significance to Rangitāne o Manawātū are identified, protected or acknowledged. Target: Narrative measure outlining the number and description of sites.	We replaced the lime surface surrounding the clocktower in Te Marae o Hine with concrete. The concrete will be overlaid with a clock pattern, encased in resin, as soon as the weather is suitable. The upgrade to the Albert Street entrance to the river has progressed with the laying of decking and electricity cable. Co-design of Ruahine Reserve is complete and earthworks have started on site. Opportunity to include heritage signage as budgets permit.	G	G	G	G
04. Measure: Increase in investment of earthquake-prone heritage buildings. Target: Narrative measure outlining investment in buildings and its outcomes.	The Former Post Office is nearing applying for resource consent. The former Manawatu Kilwinning Mansonic Lodge and Former Union Baptist Church (Church Street) have recently been jointly acquire by a new owner.	G	G	B	G
05. Measure: Heritage is part of the multidisciplinary approach to working on Council projects. Target: Narrative measure outlining the projects and their multi-disciplinary nature.	Multidisciplinary heritage activities for this quarter include:- Urban design support for pre-application for the former Post Office building, including coordination with Streets for People. - Kerei Te Panau Hopwood Clocktower resurfacing has incorporated heritage and urban design elements.	G	G	Y	G

City Shaping (Page 69 of the 10 Year Plan)

01. Measure: City Centre Streetscape Plan is successfully implemented. Target: Narrative measure outlining progress on implementing the Plan.	June saw the presentation of the Council paper providing an update on the design, governance structure, and a request for approval to vary the contract sum with the design consultant. The developed design has been circulated to the Disability Reference Group ongoing. The design consultant is continuing to work on the detailed design and will meet the 30 June completion, meeting updated delivery targets.	Y	Y	Y	G

Performance Measures	Comments	Oct	Dec	Mar	Jun
02. Measure: A wide range of public space projects are implemented. Target: Narrative measure outlining the public space projects, their multi stakeholder / multidisciplinary nature, and their outcomes.	The Highbury Shops Revitalisation, which has been co-designed with community within Ora Kōnnect, commenced construction in June 2023. The project will see a range of safety and beautification improvements made to the shop front area, carpark and surrounding green space. The Clock Tower Cloak Pattern to be finished mid-June, involving bicultural design expertise and heritage outcomes. The 2nd phase of the Cuba Link has been completed and involved coordination with the PN Public Sculpture Trust. Opportunity to include heritage signage as budgets permit. A Pātaka Kai Guide (in consultation with ENM (Environmental Network Manawatu)) and an Outdoor Dining Guide (in consultation with Palmy BID) have been released to reduce barriers to entry for residents and businesses contributing to visible public life. Two new murals were donated to the city: One on the back of Allsorts Cafe, Berrymans Lane, by Sean Duffell (Blenheim) and Swiftmantis (PN); one on the CAB facing Main St Tattoo, by Darcelle Nessar (PN).	G	G	G	G

Goal 3: Connected & Safe Community

Connected Communities Activity (Page 74 of the 10 Year Plan)

01. Measure: Library users are satisfied with the services and programmes provided. More than 800,000 visits a year. Average use per item per year is at least 4 (physical items). Target: Narrative measure outlining the development and use of digital collections. Narrative measure outlining the results of user and residents' satisfaction surveys.	Physical visitor numbers continued to return to pre-Covid levels. The closure of two community libraries due to building issues (Awapuni Library, 24 April and Roslyn Library, 19 May) had a negative impact on physical circulation, visitor numbers, new memberships, PC use, and programmes. This year there were 495,355 physical visits across City Library locations noting the above closures. This compares to 371,186 physical visits across all eight sites last year. Pre-covid physical visits were recorded as 904,182. The collection continues to work hard with the average use per item being 4.46 (this compares to a national average of 2.62). Virtual visits continued to grow with the City Library website hosting 166,289 website sessions (this number is indicative only) and Manawātū Heritage with 279,273 website views and 80,975 website sessions. Our libraries hosted 63,346 PC sessions and 147,179 Wi-	G	G	G	G
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Performance Measures	Comments	Oct	Dec	Mar	Jun
	<p>Fi sessions for the eleven months to the end of May (full-year statistics were not available at the time of reporting). There were 736 detailed heritage enquiries; 2,165 digital help sessions; and 2,855 people were assisted with reference enquiries. The digital library continued to grow and allowed people to stream 21,409 films through Beamafilm and Kanopy; read 6645 titles through Press Reader, and use Ancestry 23,861 times. Our eBook & eAudio collections now consist of over 53,000 titles and this year saw 133,218 items issued which is about 16.4% of total issues. The Library App also saw significant growth in uptake with 107,505 sessions this year versus 85,511 last year. This year the library team (together with volunteers) delivered regular, scheduled Home Service deliveries to 105 members of our community.</p>				
<p>02. Measure: Library programmes reflect the changing needs of communities. Target: Narrative measure number and description of programmes and their outcomes.</p>	<p>Library programming across all City Library sites continued to return to pre-Covid levels but was impacted by the closure of both Awapuni and Roslyn community libraries. This year 2412 programmes were delivered with 60,521 attendees (versus 896 programmes with 19,371 attendees last year). Pre-covid figures were recorded as 1485 programmes and 239,386 participants. The community welcomed the return of regular programmes. Highlights included the Reading for Pleasure festival including poetry sessions with Glen Colqhoun and Paiana Whaanga; NZ Music Month; and both the Comic Craze Reading and Hell Reading challenges for children. Community programmes included English language workshops with the Network of Skilled Migrants; the Low Vision support group; the first Raising Bilingual Children workshop with Global Parents; and the Climate of Hope webinars. Highlights from Youth Space include the young enterprise scheme Night Market collaboration; Schools Pride Week Aotearoa (including Out on the Shelves); and supporting 21 young people to attend the Festival for the Future. Library outreach initiatives continued to be focused on connecting under-served communities to library services, initiatives and programmes and included Mobile Library pop ups at Awapuni and Roslyn; NYMBYL App sessions with Sport Manawatū and continued work with PARS, Big Brothers, Big Sisters and Alzheimer's Manawatū.</p>	G	G	G	G

Performance Measures	Comments	Oct	Dec	Mar	Jun
03. Measure: Accessible and genderneutral toilets are provided throughout the city, and especially in places where there is the most community activity. Target: Narrative measure outlining number, type and location of toilets, plus annual satisfaction survey results	There are 56 public toilet blocks located throughout the city. The Papaioea Park toilets, and the toilets located at Guilford Street, Ashhurst were refurbished in 2022/23. The refurbishment works included ensuring that the toilet blocks were accessible and gender neutral as appropriate. Additional new public toilets were also added within Memorial Park in November 2022. In the latest 2022 survey 83% of respondents signaled that they were either neutral or satisfied with the public toilets in the city.	G	G	G	G
04. Measure: Community centres are well used. Target: Narrative measure outlining use of centres and range of use with them	Community centres continue to be well used by a range of regular and casual user groups. Kelvin Grove centre refurbishments are underway. Staff are working to develop a youth engagement programme in partnership with Awapuni Community Committee and Whakapai Hauora, as part of the response to ongoing security issues at the centre. Several centres engaged in the annual budget consultation process.	G	G	G	G
05. Measure: Visitors to cemeteries are satisfied with the services provided. Target: Narrative measure outlining user and residents survey trends.	Residents' Survey results show a drop in satisfaction with cemetery maintenance from 69% in 2021 to 57% in 2022 - however, many results in the Residents' Survey dropped due to the negative national sentiment from covid and tough economic times. User satisfaction with cemetery services was not surveyed this year. This was due to delays in the implementation of service changes at the cemetery, including the office relocation as part of seismic strengthening of the crematorium.	W	W	Y	R
06. Measure: Council's social housing tenants are satisfied with the social housing service they receive. Target: Narrative measure outlining survey results and tenant feedback.	The overall satisfaction rate in the 2023 survey was 97%. Of the 143 tenants who answered question 4 (overall, how satisfied are you living in a PNCC housing unit?) 139 gave a rating of 3 or 4 out of 5. The overall satisfaction rate in the 2021 survey was 98%. Of the 121 tenants who answered question 3 (how satisfied are you living in a Palmerston North City Council housing unit?), 118 gave a rating of 7 out of 10 or higher.	G	G	G	G
		G	G	G	G

Performance Measures	Comments	Oct	Dec	Mar	Jun
07. Measure: Council's social housing is warm and safe, as shown by compliance with the Otago Medical School He Kainga Oranga Rental Housing Warrant of Fitness Standard. Target: Standards met.	Of the 430 units in Council's housing portfolio, 332 units were identified as needing upgrades to meet the new requirements of the Healthy Homes and WOF standards. As of 31 May 2023, all units have now been upgraded, and the entire portfolio now meets the WOF standards.				
08. Measure: More community-led projects are supported by Council. Target: Narrative measure outlining description of activities funded and their outcomes.	A wide range of community-led projects have been supported by Council over this period. Highlights have included Manawatū Youth Theatre's Moana Junior; two pōwhiri for new international students and newcomers to the city attended by around 200 people; Highbury Shops Revitalization project commencing construction; and the establishment of a Community Play Champions network.	G	G	G	G
09. Measure: There are increases in: participation in community and city centre events, satisfaction with the annual programme of events, the range and diversity of community-led events in the city. Target: Narrative measure outlining number and range of events, plus participation and satisfaction with events.	Limited number of public events in the central city this quarter due to the weather conditions. A range of smaller community and cultural activities and celebrations have been held in community halls and private venues. Resident satisfaction with public events remains high however, surveying suggests a mix of traditional and modern elements are desired for example including more technology such as lighting installations for more to see and do at events.	G	G	G	G

Safe Communities Activity (Page 84 of the 10 Year Plan)

01. Measure: The SAB carries out a range of successful initiatives. Target: Narrative measure (outlining description of SAB initiatives and their outcomes).	The focus of the SAB during this period has been a collective response to safety concerns in Te Marae o Hine. A number of initiatives have been implemented, including: de-escalation training for retailers, support for organisations to develop safety plans, and ongoing work with Police and youth services to ensure a coordinated engagement effort. Rainbow Domestic Violence Day was also marked with a flag raising in Te Marae o Hine, and Council continues to support the Ora Konnect Burglary Prevention Squad.	G	G	G	G
		G	G	G	G

Performance Measures	Comments	Oct	Dec	Mar	Jun
02. Measure: Increasing preparedness for emergencies in Palmerston North. Target: Narrative measure outlining Manawatu Wanganui CDEM preparedness 2-yearly survey trends and description of initiatives.	Council's Emergency Management team regularly interacts with community groups and at community events, including Explore Esplanade day. Regular interactions with key stakeholders ensure relationships are well established before an emergency. Council Emergency Management teams' water tank project continues to be popular with the community with high regular sales. Council's Volunteer rescue team NZRT4 is on track to become re-accredited through National Emergency Management Agency's new accreditation framework. Council will continue to interact with the community to be prepared for all emergencies and meet objectives from the Manawatu Whanganui CDEM group plan.				
03. Measure: Bylaws are reviewed on legal timeframe and enforced. Target: Narrative measure outlining description of programme to develop and review bylaws and their outcomes.	The bylaws programme is proceeding as planned. Of note this quarter is the adoption of the Traffic and Parking Bylaw amendment (street racers), consultation as part of the Gambling policy review, and consultation on the Palmerston North Interim Speed Management Plan (School Speed Limits).	G	G	G	G

Goal 4: Eco-City

Climate Change (Page 89 of the 10 Year Plan)

01. Measure: Increase in sustainable practices. Target: Narrative measure outlining projects and initiatives that foster sustainable practices / behaviours and their impacts.	Another year of the Low Carbon Fund closes with a range of successful projects that will deliver both cost and carbon reductions. Overall allocation is lower when compared to previous year due to a range of delays and capacity constraints. More detailed coverage will be made available through the LCF annual report due to the August Sustainability Committee.	G	G	G	G
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Performance Measures	Comments	Oct	Dec	Mar	Jun
02. Measure: Decrease in Council's total organisational emissions. Target: Narrative measure outlining greenhouse gas reduction initiatives and their impacts.	2021/2022 Organisational Emissions Inventory was delivered the at 6 June 2023 Sustainability Committee, showing a 29% decrease in gross emissions compared to the 2015/16 baseline. Bringing the process in-house has enabled a significant reduction in lag time between the end of the financial year and reporting. The 2022/23 Inventory is expected to be reported to the August Sustainability Committee, a full 12 months earlier than the previous standard with the external provider (Toitu).	G	G	W	G
03. Measure: Work with iwi and community groups to re-establish bush, particularly along waterways, and to control introduced predators. Target: Measured through Manawatū River level of service.	Council and Massey University continue to work together to establish new areas of native plantings adjacent to the He Ara Kotahi walkway over time. Further native planting at the Mangaone confluence occurred during the year. Council continues to work with Rangitane and private contractors to manage predators.	G	G	G	G

Environmental Sustainability (Page 93 of the 10 Year Plan)

01. Measure: Increase in sustainable practices. Target: Narrative measure outlining projects and initiatives that foster sustainable practices / behaviours and their impacts.	Council provided support and funding for the Future Living Skills (Sustainable Living Programme), these were well attended with lots of fantastic engagement from those that attended. Staff continue to meet regularly with Plastic Pollution Challenge and Environment Network Manawatu.	G	G	G	G
02. Measure: Work with iwi and community groups to re-establish bush, particularly along waterways, and to control introduced predators. Target: Measured through Manawatū River level of service.	Council and Massey University continue to work together to establish new areas of native plantings adjacent to the He Ara Kotahi walkway over time. Further native planting at the Mangaone confluence occurred during the year. Council continues to work with Rangitane and private contractors to manage predators.	G	G	G	G

Performance Measures	Comments	Oct	Dec	Mar	Jun
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Manawatu River (Page 97 of the 10 Year Plan)

01. Measure: Increase in the public use of the river environment. Increase in native planting and observed biodiversity improvements in suitable locations in the river environment. Greater connectivity of features within the Manawātū River Park. Target: Narrative measure outlining public use the river, biodiversity and native plantings, and connectivity of features.	Observations indicate the increase in public use of the river environment continued in 2022/23 with continuous use of the He Ara Kotahi walkway, the Fitzherbert / He Ara Kotahi bridge loop, and Ahimate Reserve. Completion of the Albert Street River entrance will improve accessibility to the river at this location. The Turitea Pa site continues to attract users to venture further into the park. The Manawatu River Park was heavily impacted by Cyclone Gabrielle in mid-February 2023, with areas of the park closed to the public for a few weeks due to silt inundation. A river user survey was completed this year providing Council with a baseline to compare to user numbers in future years. The survey collected basic demographic information which asked users how often they visited the River Park, why they visited if they exercised at the river more often than before its redevelopment, and for an indication of other features they would like to see developed in the River Park in the future.	G	W	G	G

Resource Recovery (Page 101 of the 10 Year Plan)

01. Measure: Compliance with resource consents for the Resource Recovery Activity measured by the number of abatement notices, infringement notices, enforcement orders and convictions. Target: 100% compliance	100% Compliance continues to be achieved. Operations are regularly monitored to ensure continued compliance with consent conditions along with producing reporting as required to Horizons Regional Council.	G	G	G	G

Performance Measures	Comments	Oct	Dec	Mar	Jun
02. Measure: Decrease in per capita volume of waste sent to landfill. Target: Narrative measure outlining Council initiatives to decrease waste sent to landfill.	The 2019 Waste Management and Minimisation Plan (WMMP) sets a target of increasing waste diversion from 38% to 48% by 2025. Reducing the amount of material sent to landfill is to be achieved via the 26 actions that were set out in the WMMP. Initiatives and actions currently being undertaken include, but are not limited to, reinstating tours of the Materials Recovery Facility (MRF) to provide education, continued engagement with the community, actively participate in the Zero Waste Action Group, administer the Resource Recovery Fund to support community waste reduction initiatives, and actively working with existing and new commercial customers to maximise the number of resources that are recovered. In addition, we have one trial underway in the city - a kerbside food scraps collection service trial. We also completed a free rubbish bag trial for low-income households.	W	G	G	G

Stormwater Activity (Page 107 of the 10 Year Plan)

01. Measure: The number of flood event per year resulting in stormwater from the Council's stormwater system entering a habitable floor in an urban area. Target: Less than 5	There have been no recorded flood events resulting in stormwater entering a habitable floor in an urban area.	G	G	G	G
02. Measure: The number of habitable floors per 1,000 properties within urban stormwater service areas affected by a flood event. Target: Less than 2	There have been no recorded flood events resulting in stormwater entering a habitable floor in an urban area.	G	G	G	G
03. Measure: Median time to attend a flooding event. (note: a flooding event is one resulting in stormwater entering a habitable building) Target: Less than 2 hours	There have been no recorded flood events resulting in stormwater entering a habitable floor in an urban area.	G	G	G	G
04. Measure: The number of complaints received about the performance of Council's stormwater system per 1,000 properties connected. Target: Less than 15	A total of 179 complaints have been received for the last 12 months or 5.3 complaints per 1000 properties connected. These include 5 complaints relating to stormwater events, 79 associated with pipe/underground services damage, 39 cases of on-property flooding or drainage problems, and 56 complaints related to waterway or open drain problems.	G	G	G	G

Performance Measures	Comments	Oct	Dec	Mar	Jun
05. Measure: Compliance with resource consents for discharge from Council's stormwater system as measured by the number of abatement notices, infringement notices, enforcement notices and convictions received by Council in relation to resource consents. Target: 100% Compliance	All stormwater consent conditions have been fully complied with, such that no convictions, abatement, infringement or enforcement orders have been received.	G	G	G	G

Wastewater Activity (Pages 107 of the 10 Year Plan)

01. Measure: Number of dry weather wastewater overflows from Council's wastewater system per 1,000 connections per year. Target: Less than 1	There were 17 recorded incidents of a dry weather wastewater overflow for the year or 0.5 overflows per 1,000 connections.	G	G	G	G
02. Measure: Complaints per 1,000 connections about wastewater odour, system faults, system blockages and Council's response to issues with the wastewater system. Target: Less than 15	There were 260 complaints or 7.7 per 1,000 connections.	G	G	G	G
03. Measure: Median time for attending to overflows resulting from blockages or other faults. Target: Less than 1.5 hours	The median time for attending to an overflow resulting from a blockage for the year was 42 minutes.	G	G	G	G
04. Measure: Median time for resolution of overflows resulting from blockages or other faults. Target: Less than 8 hours	The median time for resolution of an overflowing resulting from blockages or other faults is 3 hours and 18 minutes.	G	G	G	G

Performance Measures	Comments	Oct	Dec	Mar	Jun
05. Measure: Compliance with resource consents for discharge from Council's wastewater system as measured by the number of abatement notices, infringement notices, enforcement notices and convictions received by Council in relation to resource consents. Target: 100% compliance	100% compliance	G	G	G	G

Water Activity (Pages 107 of the 10 Year Plan)

01. Measure: Compliance with Drinking Water Quality Assurance Rules 2022: T3 Bacteria Rules. Target: 100% compliance	New Drinking Water Quality Assurance Rules took effect from November 2022. The "compliance goalposts" have shifted and the requirements to achieve compliance have increased. Under the old rules we were 100% compliant; under the new rules we are 90% compliant. Significant capital upgrades are required to achieve 100% compliance. These are scheduled in the LTP over the next several years. A full report is going to Council in September.	G	G	R	R
02. Measure: Compliance with Drinking Water Quality Assurance Rules 2022: S3 Protozoa Rules. Target: 100% compliance	100% compliance.	G	G	G	G
03. Measure: The number of complaints per 1,000 connections relating to clarity, taste, odour, continuity of supply, drinking water pressure or flow, and Council's response to any of these. Target: Less than 40	33 complaints per 1,000 connections.	G	G	G	G
04. Measure: Average consumption of drinking water per day per resident. Target: Met - Less than 360 litres	The average consumption of drinking water per day per resident was calculated to be 322 litres per day.	G	G	G	G

Performance Measures	Comments	Oct	Dec	Mar	Jun
05. Measure: Median response time for urgent call out attendance. Target: Less than 2 hours	The Median response time for urgent call out attendance was 30 minutes.	G	G	G	G
06. Measure: Median response time for resolution of urgent call outs. Target: Less than 7 hours	The median time for urgent call outs for the year for which a resolution time was recorded was 2 hours and 54 minutes.	G	G	G	G
07. Measure: Median response time for non-urgent call out attendance. Target: Less than 10 hours	The median time for non urgent call outs for the year for which a response time was recorded was 19 hours.	Y	G	Y	R
08. Measure: Median response time for resolution of non-urgent call outs. Target: Less than 75 hours	The median time for non urgent call outs for the year for which a resolution time was recorded was 23 hours.	G	G	G	G
09. Measure: Percentage of real water loss from the water reticulation network. Target: Less than 20%	The percentage of real water loss from the reticulation network was calculated at 15%.	W	W	G	G

Goal 5: Driven & Enabling Council

Leadership Activity (Page 128 of the 10 Year Plan)

01. Measure: More than two out of every three residents (in the Residents Survey) are 'satisfied' with both the 'opportunity to have a say' and the 'ease of having a say'. Target: Narrative measure outlining satisfaction trends.	The 2022 Residents Survey shows that 26% of residents are satisfied with "the ease of having a say in Council decision making", a decrease from an average of 38% over the previous three years. 50% are Neutral and 24% are Dissatisfied. For "opportunities to have a say", 35% are Satisfied, down from 44% in 2019-21. 45% are Neutral and 20% Dissatisfied. There have been drops in satisfaction with most Council services (and with other Councils doing the same survey) so it is likely that the results are being impacted by the negative national mood due to Covid-19, cost of living, etc. Nevertheless, the results do reflect residents' attitudes. Council encourages people to have their say by offering a range of easy-to-use techniques.	R	B	R	R
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Appendix 2 – Activities Operating Net Result

Activities Net Result Statement	2022/23 \$000s						Variance explanation (10% of YTD budget or 30% of specified sum)
	Year to Date		Bud. Var.		Full Year	Full Year	
For the period to 30 June 2023	Actual	Budget	\$000's	%	Revised Budget	Annual Budget	
Operating Result by Activities							
Innovative & Growing City	8,216	7,837	(378)	-5%	7,837	7,804	
City Growth	4,293	3,855	(438)	-11%	3,855	3,843	Unfavourable variance in revenue due to slowing market conditions arising as a result of higher interest rates causing a decrease in confidence in the building market.
Economic Development	3,922	3,982	59	1%	3,982	3,960	
Transport	7,134	7,382	248	3%	7,382	9,698	
Active and Public Transport	1,685	1,684	(0)	0%	1,425	1,553	
Roading	5,449	5,698	248	4%	5,957	8,145	
Creative & Exciting City	19,049	19,368	319	2%	19,503	19,620	
Active Communities	12,114	12,205	92	1%	12,340	12,457	
Arts and Heritage	6,521	6,694	172	3%	6,694	6,694	
City Shaping	414	469	55	12%	469	469	Favourable variance due to vacancies within the City Planning division.
Connected & Safe Community	16,164	15,754	(410)	-3%	15,754	15,788	
Connected Communities	15,066	14,519	(547)	-4%	14,519	14,592	We are experiencing a considerable increase in vandalism across our public toilets. This is resulting in more reactive maintenance and cleaning being undertaken than forecast as we respond to these issues.
Safe Communities	1,099	1,236	137	11%	1,236	1,196	Favourable variance mainly relates to unbudgeted revenue from the COVID-19 Leave Support Scheme. This is applied for to recuperate the costs associated with eligible staff's self-isolation requirements.
Eco-City	6,987	7,662	675	9%	7,527	6,559	
Climate change mitigation and adaption	222	212	(10)	-5%	212	212	
Environmental sustainability	810	889	79	9%	889	1,002	
Manawatu River	325	278	(47)	-17%	143	137	The overspend in the Manawatu River activity was due to damage caused by Cyclone Gabrielle, as reported to Council in May 2023. The variance is larger than provided for by Council. Active Communities has a favourable variance sufficient to offset the overspend.
Resource Recovery	5,630	6,282	652	10%	6,282	5,207	Resource recovery is favourable due to increased revenue. Key contributors include Government Levies which were \$200k higher than budgeted, also sales and miscellaneous revenue linked to green waste, compost etc is above budget.
Stormwater	2,496	2,231	(265)	-12%	2,231	2,057	
Wastewater	5,126	5,411	285	5%	5,411	4,319	
Water	5,669	5,110	(559)	-11%	5,110	4,567	
Driven & Enabling Council	12,177	13,350	1,173	9%	13,350	12,184	
Governance and Active Citizenship	9,517	9,643	127	1%	9,643	9,693	
Organisational performance	2,842	4,193	1,351	32%	4,193	3,241	Favourable variance due to operating programmes being below budget. The main contributors to this are 1572-Enterprise Resource Planning (ERP) System Replacement and 1520-Digital Transformation
Strategic Investments	(181)	(486)	(305)	-63%	(486)	(751)	Professional services are unfavourable for our MDC Building Service Contract. This is due to the significant Ohakea projects underway, with the balance due to covering staff absences and vacancies. Contact Services also experienced vacancies throughout the year resulting in higher than expected reliance on temporary and casual staff.
Activities Controllable Surplus/ (Deficit)	83,019	84,106	1,087	1%	84,106	82,595	

Appendix 3 – Operating Programme Reporting

Major operating programmes	2022/23 \$000s						Variance explanation
	Activity	Year to Date Actual Budget		Bud. Var. \$000's %		FY Bud	
For the period to 30 June 2023							
1572-Enterprise Resource Planning (ERP) System Replacement	Organisational performance	3,404	4,400	996	23%	4,400	The Kōtuia project is favourable as a result of timing of resources being on-boarded later than originally planned, which has contributed to timing delays. The timing of costs has been continually refined as scope reduces and has resulted in an underspend at year end of 1.0M which will be carried forward to FY23/24.
1520-Digital Transformation	Organisational performance	3,098	3,674	576	16%	3,674	Favourable variance mainly due to timing of consultancy costs. Although delivery and expenditure has accelerated in the last quarter of FY22/23, the programme is underspent by 0.6M at year end, which is in line with the carry forward in the 2023/24 annual budget.
1506-Community Events	Connected Communities	565	602	36	6%	602	Favourable due to some event costs being lower than anticipated.
2133-Health and Safety Improvement Programme	Organisational performance	233	500	267	53%	500	The program of works was developed against the Deloitte review which produced a road map against identified milestones (3 year strategy). Initial expenditure was against the foundational component which identified training needs across Council, resources and a considerable investment in competency framework, PeopleSafe improvements and the Health and Safety Manual which was undertaken by an external consultant with positive results. Due to the initial and delayed engagement in this programme there was a considerable underspend due to time constraints.
1885-Asset Management Improvement Plan Task Programme	Strategic Investments	286	466	180	39%	466	This programme slowed significantly due to staff vacancies through the year. These delays have persisted to year end, resulting in an underspend.
1614-Stormwater - Open channels and drains maintenance	Stormwater	98	342	244	71%	342	Unfavourable weather conditions restricting progress, which has resulted in the underspend at year end
1750-Property Development - Summerhays Street Residential Subdivision	City Growth	0	300	300	100%	300	Initial planning and investigations works along with demolition of the old buildings were completed in 2021/22 FY. As this development has just been confirmed for funding through the Better Off Funding Application no further activity has occurred.
1401-City-wide - Infiltration & Inflow Investigations	Wastewater	25	259	233	90%	259	Favourable variance as a result of challenges in recruitment has delayed the start to this work.
1929-Workforce Transformation	Organisational performance	115	256	141	55%	256	Favourable variance due to key workforce transformation programmes being put on hold. Organisational capacity challenges from Kōtuia roll-out and implementation were the main drivers behind this approach impacting on especially Leadership Development and Wellbeing Advocacy programmes. Both programmes required availability from employees across the organisation to be successful.
2054-Funding Palmy BID group	City Shaping	250	250	(0)	0%	250	No variance

Appendix 4 – Capital expenditure by Group of Activities

Group of Activities - Capital Expenditure	2022/23 \$000's				
	Year to Date		Variance	% YTD	Full Year
For the period to 30 June 2023	Actual	Budget	\$000's	Budget Spent	Annual Budget
Capital New	48,482	80,275	31,793	60%	64,084
Innovative & Growing City	-	-	-	-	-
Creative & Exciting City	4,461	11,044	6,583	40%	8,955
Connected & Safe Community	7,196	10,597	3,401	68%	10,344
Eco-City	1,826	2,503	677	73%	2,606
Transport	17,625	28,576	10,952	62%	25,118
Water	5,600	8,516	2,916	66%	6,419
Wastewater	4,744	10,975	6,231	43%	7,141
Stormwater	6,485	6,996	511	93%	2,429
Driven & Enabling Council	546	1,068	522	51%	1,073
Capital Renewal	27,397	33,670	6,273	81%	32,653
Innovative & Growing City	485	554	69	87%	465
Creative & Exciting City	4,562	6,335	1,773	72%	6,566
Connected & Safe Community	2,835	3,529	694	80%	3,461
Eco-City	375	543	169	69%	485
Transport	5,835	6,145	309	95%	6,131
Water	4,546	6,077	1,531	75%	6,112
Wastewater	3,802	5,004	1,201	76%	4,349
Stormwater	996	1,055	59	94%	928
Driven & Enabling Council	3,961	4,428	467	89%	4,157

Appendix 5 – Capital expenditure by Programme (programmes over \$750,000)

Key for appendices 5 and 6:

Description	
Not Started	
On Budget Behind Schedule	
On Track	
Over Budget Behind Schedule	
Over Budget On Schedule	
Under Budget Ahead of Schedule	
Under Budget Behind Schedule	
Under Budget On Schedule	

Activity-Programme Name	YTD Actuals (\$000)	YTD Budget (\$000)	Variance (\$000)	Total Budget (\$000)	Status	Notes
Capital NEW						
Active and Public Transport						
2057-Regional Shared Path Network Improvements	\$533	\$1,300	\$767	\$1,300	Under Budget Behind Schedule	Delays through design stages due to complexities and negotiations will land owners. Designs progressing and will be substantially complete this FY.
2121-City-wide - Footpath Improvements	\$314	\$1,028	\$714	\$1,028	Under Budget On Schedule	Limited ability to progress as work requires tree root removal which is on hold pending decisions. Budget utilised for footpaths in other programmes.
2206-Storm Damage – August 2022 Roding	\$401	\$1,627	\$1,226	\$1,627	Under Budget Behind Schedule	Programme introduced mid-year to remediate damages from storms earlier in the year. Designs developed for a number of retaining walls with others still in progress. Procurement planned for this FY and construction next.

Activity-Programme Name	YTD Actuals (\$000)	YTD Budget (\$000)	Variance (\$000)	Total Budget (\$000)	Status	Notes
Active Communities						
1857-Urban Growth - Kakatangita - Kikiwhenua - Reserves - Purchase and Development	\$3	\$1,295	\$1,292	\$1,295	Under Budget On Schedule	Negotiations have stalled with land owner. No immediate development planned so have deferred spend to LTP process.
Arts and Heritage						
902-Property - Seismic Strengthening of Council Properties	\$2,214	\$5,873	\$3,659	\$5,873	Under Budget Behind Schedule	Crematorium underway currently and progressing well. CAB deferred as part of budget process.
Climate change mitigation and adaption						
1888-Low Carbon Fund	\$298	\$757	\$460	\$757	Under Budget On Schedule	Under allocated last FY due to a combination of contractor availability and the need for investigatory resourcing, as discussed in the LCF Annual Report, presented to the Aug Sustainability Committee.
Connected Communities						
1743-Social Housing - Papaioea Place Redevelopment - Stage 3	\$2,560	\$3,771	\$1,211	\$3,771	Under Budget On Schedule	Seven residential units have been completed. Community Lounge has been delayed and due to be completed in September.
1896-Social Housing - Healthy Homes Compliance Items Purchase	\$952	\$976	\$23	\$976	On Track	Equipment purchased and installed as planned.
Resource Recovery						
1371-Closed Landfills and Transfer Stations - Safety, Security and Development	\$726	\$812	\$86	\$812	On Track	Security fence and swipe access has been delayed to align with the completion of the staff facilities improvements project.
Roading						
167-James Line (Schnell Dr to Kelvin Grove Rd) - Improvements	\$1,363	\$1,574	\$211	\$1,574	On Budget Behind Schedule	Delays due to detailed design peer review. Construction well underway and due to be completed in September.
279-City-wide - Minor transport improvements	\$981	\$1,494	\$513	\$1,494	Under Budget Behind Schedule	Delays due to contractor capacity / illness and community engagement process.
1440-Cuba Street urban streetscape improvements - Rangitikei to George Street (Stage 2)	\$2,192	\$2,169	(\$23)	\$2,169	On Track	Construction work completed with only some remedial work to be actioned by contractor.

Activity-Programme Name	YTD Actuals (\$000)	YTD Budget (\$000)	Variance (\$000)	Total Budget (\$000)	Status	Notes
1695-PNITI – Intersection & bridge improvements	\$572	\$914	\$341	\$914	Under Budget Behind Schedule	Bridge and roundabout concept designs have been completed. Further work deferred until strategic plan progressed.
2058-Urban Growth - NEIZ - Transport	\$3,802	\$3,650	(\$152)	\$3,650	On Track	Favourable weather allowed project to complete early. Additional works planned for 23/24 able to be commenced.
2059-Urban Transport Improvements - Enabling PNITI	\$2,354	\$2,722	\$368	\$2,722	On Budget Behind Schedule	Poor ground condition has resulted in additional digout and service alignment work.
2119-Road to Zero - Transport Safety Improvements	\$769	\$3,030	\$2,261	\$3,030	Under Budget On Schedule	Scope changes and desire to upgrade other services concurrently has delayed designs of Cook Street roundabouts.
2124-Urban Growth - Ashhurst - Transport	\$317	\$2,366	\$2,049	\$2,366	Under Budget On Schedule	Design work to deconflict services required. Construction to commence in 23/24.
Safe Communities						
1552-Animal Shelter - New Building	\$2,670	\$4,455	\$1,786	\$4,455	Under Budget Behind Schedule	Project is mid-construction. Poor weather early in the project has caused a slight delay along with an incorrect assumption of the spending split between financial years.
Stormwater						
1001-Urban Growth - Whakarongo - Stormwater	\$4,745	\$4,754	\$9	\$4,754	On Track	Land purchase completed as planned.
1060-City-wide - Stormwater Network Improvement Works	\$1,264	\$1,182	(\$82)	\$1,182	On Track	Programme of work completed.
Wastewater						
1617-Totara Road Wastewater Treatment Plant - Biogas System Improvements	\$88	\$1,238	\$1,150	\$1,238	Under Budget On Schedule	Delayed in detailed design. Designs still in progress.
1619-Totara Road Wastewater Treatment Plant - Inlet Screens	\$483	\$900	\$417	\$900	Under Budget On Schedule	Inlet screens constructed with significant savings. Installation costs will need to carry forward due to contractor delays.
2128-WWTP - Consent Application	\$3,019	\$6,188	\$3,170	\$6,188	Under Budget On Schedule	Consent lodged as planned but rejected by Horizons. This has led to a delay in the post lodgement process.
Water						
1005-Urban Growth - NEIZ - Water Supply	\$1,300	\$1,559	\$259	\$1,559	On Track	Programme has been completed.

Activity-Programme Name	YTD Actuals (\$000)	YTD Budget (\$000)	Variance (\$000)	Total Budget (\$000)	Status	Notes
1697-Turitea WTP - Water Supply Resilience - Upgrades	\$1,272	\$2,192	\$920	\$2,192	Under Budget Behind Schedule	Increase in scope due to operational risk resulting in need for carry forward.
Capital RENEWAL						
Active Communities						
1051-CET Arena - Arena Renewals	\$1,203	\$1,654	\$451	\$1,654	Under Budget Behind Schedule	Arena 2 roof is complete but delayed as weather impacted speed of work. Arena 3 roof will begin construction in July.
1837-Swimming Pools - Pool Renewals	\$375	\$840	\$465	\$840	Under Budget On Schedule	Changing room renewal currently underway. Timing of which with winter shutdown requires carrying forward some of this budget.
Arts and Heritage						
213-Cultural Facilities - Renewals	\$667	\$768	\$101	\$768	On Track	Programme of work complete aside from one project which was delayed due to contractor availability.
Connected Communities						
188-City Library Replacement and Purchase of Library Materials	\$776	\$775	(\$0)	\$775	On Track	Work completed as planned.
Organisational performance						
281-CAB - Renewals	\$1,349	\$1,360	\$11	\$1,360	On Track	Programme of work complete.
Roading						
115-City-wide - Sealed Pavement Renewals (Waka Kotahi Subsidies)	\$1,891	\$2,358	\$467	\$2,358	On Budget Behind Schedule	Additional footpath work added to scope.
139-City-wide - Sealed Road Resurfacing	\$2,222	\$2,217	(\$5)	\$2,217	On Track	Programme of work complete.
Strategic Investments						
1879-Council's Plant and Vehicle - Replacements	\$1,225	\$1,112	(\$113)	\$1,112	Over Budget Ahead of Schedule	Vehicle purchases completed.
Wastewater						
54-City-wide - Wastewater Pipe Renewal	\$2,562	\$2,833	\$271	\$2,833	On Track	Major project, Pioneer Highway, and a number of others completed. Relining project to carry forward as contractor was called to Hawkes Bay for emergency cyclone work.

Activity-Programme Name	YTD Actuals (\$000)	YTD Budget (\$000)	Variance (\$000)	Total Budget (\$000)	Status	Notes
Water						
199-City-wide - Water Supply Bore and Network Facility Renewals	\$374	\$902	\$528	\$902	Under Budget Behind Schedule	Delays with designs meant work could not start as planned.
218-City-wide - Water Main Renewals	\$2,486	\$2,448	(\$38)	\$2,448	On Track	Programme of work complete.

Appendix 6 – Capital expenditure by Programme (programmes under \$750,000)

The following table highlights spend against budget of the programmes with budgets less than \$750,000.

Activity-Programme Name	YTD Actuals (\$000)	YTD Budget (\$000)	Variance (\$000)	Total Budget (\$000)	Status
Capital NEW					
Active and Public Transport					
1559-City-wide - Urban Cycle Infrastructure Network improvements	\$190	\$625	\$435	\$625	Under Budget Behind Schedule
1680-City-wide - Public Transport Infrastructure Improvements	\$27	\$93	\$66	\$93	Under Budget On Schedule
1803-Neighborhood Streetscape Improvements	\$142	\$248	\$106	\$248	Under Budget Behind Schedule
1925-Urban Growth - Development Contributions - Active Transport	-	\$134	\$134	\$134	Under Budget On Schedule
2026-Active Transport Measurement	\$80	\$206	\$126	\$206	Under Budget Behind Schedule
2056-City-wide - Supporting Cycle Infrastructure Improvements	\$12	\$103	\$90	\$103	Under Budget On Schedule
2120-City-wide - Off Road Shared Path Network Improvements	\$704	\$700	(\$4)	\$700	On Budget Behind Schedule
2207-City-wide - Urban Cycle Infrastructure Network improvements	\$365	\$300	(\$65)	\$300	Over Budget Behind Schedule
2231-City-wide - Transport Choices - Public Transport	\$124	\$300	\$176	\$300	Under Budget On Schedule
Active Communities					
111-Local Reserves - Roslyn - Edwards Pit Park Development	\$44	\$36	(\$8)	\$36	Over Budget On Schedule
165-Outdoor Adventure Reserves - Arapuke Forest Park/Kahuterawa Development	\$2	\$7	\$5	\$7	Under Budget Behind Schedule
967-City-wide - Edibles Planting	\$5	\$5	(\$0)	\$5	On Track
1099-Parks and Reserves - Shade Development	\$42	\$40	(\$1)	\$40	On Track
1560-Sportsfields - Bill Brown Park - Additional Carparking	\$28	\$35	\$7	\$35	Under Budget On Schedule
1763-CET Arena - Property Purchase	-	\$450	\$450	\$450	Under Budget On Schedule
1845-City Growth - City Reserves - Te Marae o Hine - The Square - Capital New	\$168	\$197	\$29	\$197	On Budget Behind Schedule
1846-City Growth - City Reserves - Walkway Extensions - Capital New	\$215	\$429	\$213	\$429	Under Budget Behind Schedule

Activity-Programme Name	YTD Actuals (\$000)	YTD Budget (\$000)	Variance (\$000)	Total Budget (\$000)	Status
1847-City Growth - City Reserves - Victoria Esplanade - Capital New	\$17	\$19	\$2	\$19	On Track
1848-City Growth - City Reserves - Linklater Reserve - Capital New	\$126	\$125	(\$1)	\$125	On Track
1850-City Growth - City Reserves - Memorial Park - Capital New	\$43	\$225	\$181	\$225	Under Budget On Schedule
1851-Sportsfield Improvements - Capital New	\$13	\$12	(\$0)	\$12	On Track
1852-Local Reserves - Improvements to existing reserves to close identified level of service gaps	\$161	\$154	(\$7)	\$154	On Budget Behind Schedule
1853-Local Reserves - Development of Existing Reserves - Capital New	\$23	\$27	\$3	\$27	On Track
1856-Urban Growth - Hokowhitu - Reserves - Purchase and Development	\$628	\$604	(\$24)	\$604	Over Budget Behind Schedule
1859-Urban Growth - Whakarongo - Reserves Purchase and Development	-	\$28	\$28	\$28	Under Budget On Schedule
1884-Local Reserves - Accessibility and Safety Improvements	\$103	\$102	(\$1)	\$102	On Budget Behind Schedule
2138-Lido Backwash Compliance	\$69	\$164	\$95	\$164	Under Budget On Schedule
629966-Prog 2209 - Arena 3 Roof and C	-	\$492	(\$492)	\$492	Not Started
City Shaping					
1330-Placemaking Co-created Project (capital)	-	\$16	\$16	\$16	Under Budget On Schedule
1473-City Centre Lighting and Projection Demonstration Project	\$3	\$89	\$86	\$89	Under Budget Behind Schedule
1476-City Centre Laneways Programme	-	\$21	\$21	\$21	Under Budget On Schedule
2122-CBD Streets for People	\$569	\$600	\$31	\$600	On Track
Climate change mitigation and adaption					
1924-Improving remote monitoring capabilities	\$42	\$41	(\$1)	\$41	On Track
Connected Communities					
161-Public Toilets - New City-wide Toilets	\$451	\$596	\$145	\$596	Under Budget On Schedule
1196-Cemeteries - Kelvin Grove - Renewal of staff facilities	\$107	\$252	\$144	\$252	Under Budget On Schedule
1561-Community Centres - Kelvin Grove Community Centre Carpark	\$275	\$305	\$30	\$305	On Track
1833-City Growth - Cemeteries - Extensions to burial and ashes areas to meet demand	\$146	\$200	\$54	\$200	Under Budget Behind Schedule
1948-Events and Festival Equipment Purchase	\$33	\$42	\$9	\$42	Under Budget On Schedule
Environmental sustainability					
1077-Citywide - Biodiversity Enhancement Through Native Planting	\$35	\$46	\$11	\$46	Under Budget Behind Schedule
1451-Property - LED Lighting Upgrades	\$173	\$167	(\$6)	\$167	On Track
Governance and Active Citizenship					

Activity-Programme Name	YTD Actuals (\$000)	YTD Budget (\$000)	Variance (\$000)	Total Budget (\$000)	Status
1676-Improve participation in Council and Committee meetings	-	\$230	\$230	\$230	Under Budget On Schedule
Manawatu River					
1892-City Growth - City Reserves - Manawatu River Park - Hoko-whitu Lagoon Development Plan	-	\$10	\$10	\$10	Under Budget On Schedule
1895-City Growth - City Reserves - Manawatu River Park - Te Motu o Poutoa Development Plan - Implementation	\$121	\$60	(\$61)	\$60	Over Budget Behind Schedule
Organisational performance					
60-Information Management Strategic Plan Project - New Software Applications	\$108	\$109	\$1	\$109	On Track
1736-CAB - Rubbish and Recycling Compound	\$62	\$56	(\$6)	\$56	On Track
1826-CAB - Workplace Transformation	-	\$302	\$302	\$302	Under Budget On Schedule
2047-Property - Furniture transformation	\$75	\$75	(\$0)	\$75	On Track
Resource Recovery					
506-City-wide - Public Space Rubbish & Recycling Bins Development	\$16	\$66	\$50	\$66	Under Budget On Schedule
657-Urban Growth - Recycling - City-wide Wheelie Bins and Crates	\$90	\$80	(\$10)	\$80	On Track
721-Awapuni Closed Landfill - Landscaping Development	\$1	\$26	\$25	\$26	Under Budget Behind Schedule
1373-City-wide - Recycling Drop Off Facilities - Development	\$32	\$72	\$41	\$72	Under Budget Ahead of Schedule
1410-Recycling - City-wide Recycling Services to Commercial/organisational Properties Development	\$39	\$41	\$3	\$41	On Track
1783-Rubbish and Recycling Buildings - Staff Welfare and Health and Safety Improvements	\$253	\$254	\$1	\$254	On Track
1810-City-wide - Diversion of Waste from Landfill - New Materials Development	-	\$70	\$70	\$70	Under Budget On Schedule
Roading					
201-Urban Growth - Development Contributions - Transport	\$197	\$206	\$9	\$206	On Track
324-Park Road / Cook Street - Intersection Improvements	-	\$75	\$75	\$75	Under Budget On Schedule
684-Longburn Rongotea Road/No. 1 Line - Intersection Safety Upgrade	\$53	\$250	\$197	\$250	Under Budget Behind Schedule
1003-Whakarongo - Intersection Upgrades	\$80	\$358	\$278	\$358	Under Budget On Schedule
1121-Tennent Drive Improvements - Food HQ & Massey	\$0	\$131	\$131	\$131	Under Budget On Schedule
1367-City-wide - Street Light Infill	\$745	\$720	(\$25)	\$720	Over Budget On Schedule
1615-City-wide - Parking and Traffic Signs and Marking	\$745	\$52	(\$694)	\$52	Over Budget On Schedule
1804-Road drainage improvements	-	\$82	\$82	\$82	Under Budget On Schedule
1807-City-wide - Car park infrastructure improvements	\$59	\$411	\$352	\$411	Under Budget On Schedule

Activity-Programme Name	YTD Actuals (\$000)	YTD Budget (\$000)	Variance (\$000)	Total Budget (\$000)	Status
1808-City-wide - Street amenity improvements	\$139	\$282	\$144	\$282	Under Budget Behind Schedule
2013-PNITI – Strategic Transport Corridor Improvements	\$103	\$258	\$155	\$258	Under Budget On Schedule
2111-Kelvin Grove Road - Safety Improvements to intersections	\$186	\$619	\$432	\$619	Under Budget On Schedule
2123-Urban Growth - Kakatangiata - Transport	-	\$400	\$400	\$400	Under Budget On Schedule
2142-Physical deterrent (installation of speed humps) at additional locations	\$25	\$50	\$25	\$50	Under Budget On Schedule
2204-Address Street Racer Issues	\$50	\$100	\$50	\$100	Under Budget Behind Schedule
Stormwater					
51-Urban Growth - Development Contributions - Stormwater	\$221	\$207	(\$14)	\$207	On Track
1372-City-wide Stormwater Pump Stations Improvement	\$42	\$487	\$445	\$487	Under Budget On Schedule
1706-City-wide - Stormwater Network Resilience	\$211	\$223	\$11	\$223	On Track
1708-City-wide - Stormwater Flood Mitigation	\$2	\$143	\$141	\$143	Under Budget Behind Schedule
Strategic Investments					
99-New Vehicles and Plant to enable the delivery of improved Council services	\$301	\$296	(\$4)	\$296	On Budget Behind Schedule
Wastewater					
66-Totara Road Wastewater Treatment Plant - Resilience Programme	\$101	\$714	\$613	\$714	Under Budget Behind Schedule
73-Urban Growth - Development Contributions - Wastewater	-	\$104	\$104	\$104	Under Budget On Schedule
210-Urban Growth - NEIZ - Wastewater	\$640	\$674	\$34	\$674	On Track
1000-Urban Growth - Whakarongo - Wastewater	(\$2)	\$217	\$218	\$217	Under Budget On Schedule
1074-Totara Road Wastewater Treatment Plant - Earthquake Strengthening of Civil Structures	\$20	\$100	\$80	\$100	Under Budget On Schedule
1616-City-wide - Wastewater Pump Station - Capacity Upgrade	\$138	\$328	\$190	\$328	Under Budget On Schedule
1618-Totara Road Wastewater Treatment Plant - High Voltage Power resilience upgrades	\$17	\$218	\$201	\$218	Under Budget On Schedule
1711-Industrial Growth - Longburn Industrial Park - Wastewater	\$21	\$45	\$23	\$45	Under Budget On Schedule
1712-City-wide Wastewater wet weather overflow mitigation	\$198	\$200	\$2	\$200	On Track
1821-City-wide Wastewater Pipeline Realignment of at-risk mains	\$40	\$50	\$10	\$50	Under Budget On Schedule
Water					
124-Turitea WTP - Drinking Water Standards Upgrades	\$216	\$600	\$384	\$600	Under Budget On Schedule

Activity-Programme Name	YTD Actuals (\$000)	YTD Budget (\$000)	Variance (\$000)	Total Budget (\$000)	Status
132-City-wide - Water Supply Resilience - Trunk Mains	\$28	\$113	\$85	\$113	Under Budget On Schedule
246-Urban Growth - Development Contributions - Water Supply	-	\$259	\$259	\$259	Under Budget On Schedule
651-City-wide - Water Supply Resilience - Seismic Strengthening	\$444	\$452	\$8	\$452	On Track
986-Turitea Dams - Aeration Upgrade	\$3	\$61	\$58	\$61	Under Budget On Schedule
1054-Ashhurst - Water Quality Improvements	\$56	\$207	\$151	\$207	Under Budget On Schedule
1384-City-wide - Water Supply Resilience - Additional Reservoirs	\$384	\$572	\$187	\$572	Under Budget Behind Schedule
1388-Palmerston North - District Metering Areas for Water Supply	\$320	\$348	\$27	\$348	On Track
1389-City-wide - Water Supply Resilience - Security of Supply	\$23	\$373	\$351	\$373	Under Budget On Schedule
1607-City-wide - Health & Safety - Water Treatment Chemical Handling	\$284	\$317	\$33	\$317	On Track
1696-City-wide - Drinking Water Standards Upgrades	\$141	\$145	\$3	\$145	On Track
1863-City-wide - Water Supply Resilience - Generators	\$17	\$19	\$3	\$19	On Track
1883-Water Operations -Small Plant & Equipment - New	\$14	\$16	\$2	\$16	On Track
2048-City-wide - Water Toby and Manifold enhancements	\$541	\$576	\$35	\$576	On Track
2060-City-wide - Commercial Water Meters	-	\$157	\$157	\$157	Under Budget Behind Schedule
2228-City-wide - Water Main Improvement	\$557	\$552	(\$6)	\$552	On Track
Capital RENEWAL					
Active and Public Transport					
64-City-wide - Footpath Renewals (Waka Kotahi Subsidies)	\$400	\$593	\$192	\$593	Under Budget On Schedule
181-City-wide - Public Transport Infrastructure Renewals	-	\$31	\$31	\$31	Under Budget On Schedule
648-City-wide - Supporting Cycle Infrastructure Renewals	-	\$21	\$21	\$21	Under Budget On Schedule
2110-City-wide - Footpath Renewals (No Subsidy)	-	\$127	\$127	\$127	Under Budget On Schedule
Active Communities					
819-Central Energy Trust Arena - Replacement of Equipment	\$37	\$46	\$9	\$46	On Track
1759-CET Arena - Grounds Renewals	\$44	\$46	\$3	\$46	On Track
1786-Recreational Buildings - Sports Pavilion and Changing Room Renewals	\$250	\$474	\$224	\$474	Under Budget Behind Schedule
1827-Local Reserves - Renewals	\$722	\$698	(\$24)	\$698	On Budget Behind Schedule
1829-Sportsfields and Artificial Turfs - Renewals	\$254	\$258	\$4	\$258	On Budget Behind Schedule

Activity-Programme Name	YTD Actuals (\$000)	YTD Budget (\$000)	Variance (\$000)	Total Budget (\$000)	Status
1830-City Reserves - Memorial Park - Renewals	\$201	\$217	\$16	\$217	On Track
1831-City Reserves - Te Marae o Hine - The Square - Renewals	\$80	\$73	(\$7)	\$73	On Budget Behind Schedule
1832-City Reserves - Ashhurst Domain - Renewals	\$38	\$36	(\$1)	\$36	On Track
1834-City Reserves - Walkways - Renewals	\$122	\$99	(\$23)	\$99	Over Budget Behind Schedule
1835-City Reserves - Linklater Reserve - Renewals	\$60	\$62	\$2	\$62	On Track
1840-City Reserves - Victoria Esplanade- Renewals	\$324	\$338	\$14	\$338	On Track
1960-Central Energy Trust Arena- Arena 1 Sound System Replacement-oval	-	\$205	\$205	\$205	Under Budget On Schedule
1962-Arena Security Card System	\$47	\$51	\$5	\$51	On Track
1964-Arena Indoor Stadium Sound System Replacement	-	\$304	\$304	\$304	Under Budget On Schedule
1965-Arena Kitchen Equipment Replacement	\$115	\$154	\$39	\$154	Under Budget On Schedule
Arts and Heritage					
1144-Manawatu Heritage (Archives Digital Repository) Renewal	\$10	\$10	-	\$10	On Track
Connected Communities					
40-Noise Measuring Equipment for Noise Complaints - Rolling Replacement	-	\$20	\$20	\$20	Under Budget On Schedule
178-City Library (all sites) Replacement of Shelving, Furniture and Equipment	\$37	\$37	\$0	\$37	On Track
180-Social Housing - Renewals	\$471	\$513	\$41	\$513	On Track
186-Public Toilets - Renewals	\$182	\$284	\$103	\$284	Under Budget On Schedule
202-Central Library Interior Design Renewals	\$21	\$21	(\$1)	\$21	On Track
203-Community Libraries, Youth Space, Blueprint and Mobile Library Interior Design Renewals	\$52	\$52	-	\$52	On Track
265-Community Centres - Renewals	\$211	\$200	(\$11)	\$200	On Track
563-Cemeteries - Kelvin Grove - Crematorium Office reconfiguration to address health and safety issues	\$1	\$266	\$265	\$266	Under Budget On Schedule
567-Cemeteries - Crematorium Chapel Interior Renewals	-	\$66	\$66	\$66	Under Budget On Schedule
1120-Community Libraries - Renewals	\$2	\$51	\$50	\$51	Under Budget Behind Schedule
1136-CET Wildbase Recovery Centre - Renewals	\$107	\$103	(\$4)	\$103	On Track
1138-Digital Technology to Support 21st Century Citizens and Service (Renewal)	\$55	\$53	(\$3)	\$53	On Track
1269-Bylaw Signage - Replacement	-	\$19	\$19	\$19	Under Budget On Schedule
1452-Community Stage - repair	\$0	\$11	\$11	\$11	Under Budget On Schedule

Activity-Programme Name	YTD Actuals (\$000)	YTD Budget (\$000)	Variance (\$000)	Total Budget (\$000)	Status
1742-Social Housing - Grounds Renewals	\$129	\$133	\$4	\$133	On Track
1769-Community Agency Facilities - Renewals	\$160	\$160	(\$0)	\$160	On Track
1775-Central Library - Renewals	\$46	\$103	\$56	\$103	Under Budget On Schedule
1796-Cemeteries - Building Renewals	\$2	\$41	\$39	\$41	Under Budget On Schedule
1828-Cemeteries - Non-Building Asset Renewals	\$78	\$88	\$10	\$88	On Track
Economic Development					
251-Conference & Function Centre - Replacement of Equipment	\$35	\$37	\$2	\$37	On Track
270-Holiday Park - Renewals	\$288	\$288	(\$0)	\$288	On Track
664-Conference & Function Centre - Renewals	\$77	\$103	\$26	\$103	Under Budget On Schedule
1166-Conference & Function Centre - Equipment Purchases	\$71	\$72	\$0	\$72	On Track
1730-Information Centre - Building Renewals	\$14	\$10	(\$3)	\$10	Over Budget On Schedule
1943-Information Centre Refurbishment	-	\$45	\$45	\$45	Under Budget On Schedule
Manawatu River					
1825-City Reserves - Manawatu River Park - Renewals	\$64	\$56	(\$8)	\$56	On Track
Organisational performance					
53-Computer Replacement - Rolling Replacements	\$454	\$508	\$54	\$508	On Track
58-Network Additions and Upgrades	\$43	\$43	\$0	\$43	On Track
68-Aerial Photography	\$16	\$42	\$25	\$42	Under Budget On Schedule
86-Property - Furniture Replacements	\$50	\$50	\$0	\$50	On Track
221-Print Synergy - Replacement of Print Synergy Machinery	-	\$10	\$10	\$10	Under Budget On Schedule
272-Staff Cafeteria - Replacement of Equipment	\$4	\$6	\$2	\$6	Under Budget On Schedule
318-Telecommunications Replacement - Council Buildings	\$124	\$115	(\$9)	\$115	On Track
784-Replacement of Council's Photocopiers/Printers	\$84	\$87	\$3	\$87	On Track
1732-Depot - Hard Surfaces Renewals	(\$25)	\$4	\$29	\$4	Under Budget On Schedule
Resource Recovery					
185-Closed Landfills and Transfer Stations - Site Renewals	\$32	\$36	\$4	\$36	On Track
612-Recycling - City-wide Wheelie Bin and Crate Renewals	\$89	\$80	(\$9)	\$80	On Track
649-Recycling - Materials Recovery Facility Renewals	\$23	\$163	\$140	\$163	Under Budget On Schedule
1368-City-wide - Public Space Rubbish & Recycling Bins Renewals	\$36	\$47	\$10	\$47	Under Budget On Schedule
1374-City-wide - Recycling Drop Off Facilities - Renewals	\$12	\$28	\$15	\$28	Under Budget On Schedule

Activity-Programme Name	YTD Actuals (\$000)	YTD Budget (\$000)	Variance (\$000)	Total Budget (\$000)	Status
1721-Composting Activity Site Renewals	\$6	\$8	\$3	\$8	Under Budget On Schedule
1784-Rubbish and Recycling Buildings - Renewals	\$112	\$126	\$14	\$126	On Track
Roading					
74-City-wide - Street Light Renewals	\$686	\$170	(\$516)	\$170	Over Budget On Schedule
122-City-wide - Road Drainage Renewals	\$583	\$382	(\$201)	\$382	Over Budget On Schedule
162-City-wide - Vehicle Crossing Renewals	-	\$119	\$119	\$119	Under Budget On Schedule
1805-City-wide - Transport structure component renewal	\$53	\$129	\$76	\$129	Under Budget On Schedule
Safe Communities					
1512-CCTV replacements	\$482	\$513	\$30	\$513	On Track
1569-Replacement of wearable cameras for parking and animal control officers	\$20	\$20	\$0	\$20	On Track
Stormwater					
20-City-wide - Stormwater Pump Station Renewals	\$259	\$413	\$155	\$413	Under Budget Behind Schedule
1062-City-wide - Stormwater Network Renewal Works	\$738	\$642	(\$96)	\$642	Over Budget Behind Schedule
Strategic Investments					
80-Council Small Mobile Plant and Equipment - Replacement	\$229	\$231	\$2	\$231	On Budget Behind Schedule
85-Depot - Buildings and Structures Renewals	\$112	\$118	\$6	\$118	On Track
1753-Investment Properties - Building Renewals	\$62	\$320	\$258	\$320	Under Budget On Schedule
1791-Parks Depot - Building Renewals	\$95	\$170	\$75	\$170	Under Budget On Schedule
1970-Gordon Kear Forest Culvert Replacements	\$48	\$48	(\$1)	\$48	On Track
2022-Property - Hard Surfaces Renewals	\$123	\$205	\$82	\$205	Under Budget On Schedule
Wastewater					
65-City-wide - Wastewater Pump Station Renewal	\$430	\$579	\$150	\$579	Under Budget On Schedule
179-Totara Road Wastewater Treatment Plant - Minor Equipment Renewals	\$172	\$595	\$423	\$595	Under Budget Behind Schedule
1380-Totara Rd WWTP - Biogas Generator Major Overhauls	\$66	\$389	\$323	\$389	Under Budget On Schedule
1620-Totara Road Wastewater Treatment Plant - High Voltage Power renewals	\$245	\$248	\$3	\$248	On Budget Behind Schedule
1714-City-wide Wastewater Trunk Mains Renewal	\$202	\$200	(\$2)	\$200	On Track
1799-Wastewater Treatment Plant - Buildings Renewals	\$111	\$139	\$28	\$139	Under Budget On Schedule

Activity-Programme Name	YTD Actuals (\$000)	YTD Budget (\$000)	Variance (\$000)	Total Budget (\$000)	Status
1801-Wastewater Pump Stations - Building Renewals	\$23	\$20	(\$3)	\$20	On Track
Water					
207-Turitea WTP - Equipment and Facility Renewals	\$444	\$725	\$281	\$725	Under Budget On Schedule
214-City-wide - Water Toby and Manifold Renewals	\$668	\$742	\$74	\$742	On Track
1061-City-wide - Water Supply Reservoir Renewals	\$2	\$311	\$308	\$311	Under Budget On Schedule
1700-City-wide - Water Meter Renewals	\$157	\$456	\$299	\$456	Under Budget On Schedule
1701-City-wide - Water Supply Valve & Hydrant Renewals	\$327	\$362	\$36	\$362	On Track
1797-Water Treatment Plant - Building Renewals	\$78	\$79	\$1	\$79	On Track
1822- Water Pump Stations - Building Renewals	\$10	\$12	\$2	\$12	On Track
2042-Turitea WTP - Raw Water Main Renewal	\$0	\$40	\$40	\$40	Under Budget On Schedule

Appendix 7 – Financial Statements

Palmerston North City Council
Summary of Financial Performance
For the period to 30 June 2023

	Year to Date			Full Year	
	Actual	Budget	Actual	Revised	Annual
	\$M	\$M	Prior Year \$M	Budget \$M	Budget \$M
OPERATING REVENUE					
Rates revenue	116.0	115.4	109.7	115.4	115.4
Interest and dividends	1.1	0.0	0.4	0.0	0.0
Other revenue	37.1	32.0	30.6	32.0	31.9
Operating subsidies and grants	7.3	6.0	5.3	6.0	5.3
TOTAL OPERATING REVENUE	161.5	153.4	146.0	153.4	152.6
CAPITAL REVENUE					
Capital subsidies and grants	5.7	9.4	9.6	9.4	8.3
Development contributions	7.2	2.6	2.2	2.6	2.6
Vested assets	13.4	2.0	0.1	2.0	2.0
TOTAL CAPITAL REVENUE	26.3	14.0	11.9	14.0	12.9
TOTAL REVENUE	187.8	167.4	157.9	167.4	165.5
EXPENSES					
Employee remuneration	56.3	57.3	51.4	57.3	57.2
Elected member remuneration	1.1	1.1	1.0	1.1	1.1
Depreciation and amortisation	42.2	38.9	38.8	38.9	38.9
Interest	8.3	6.7	5.1	6.7	6.7
Professional service costs	15.2	20.2	13.1	20.2	18.9
Other expenses	46.4	43.6	28.4	43.6	42.6
TOTAL EXPENSES	169.5	167.8	137.8	167.8	165.4
NET SURPLUS/(DEFICIT) BEFORE TAX	18.3	(0.4)	20.1	(0.4)	0.1

Palmerston North City Council
Statement of Financial Position
For the period to 30 June 2023

	2022/23			As at 30 June 2022
	As at 30 June 2023		Full Year	
	Actual \$M	Budget \$M	Rev Budget \$M	
Current Assets				
Cash & Short Term Deposits	2	2	2	2
Trade and other receivables	19	12	12	12
Inventory	4	2	2	2
Derivative financial instruments	4	1	1	1
Other financial assets	-	25	25	25
Total Current Assets	29	42	42	42
Non-Current Assets				
Property, plant and equipment	2,252	2,242	2,242	2,123
Inventory-Non-current	2	4	4	4
Intangible Assets	1	1	1	1
Biological Assets	2	2	2	2
Investment Properties	5	5	5	5
Investments & Advance	21	16	16	16
Total Non-Current Assets	2,283	2,270	2,270	2,151
Total Assets	2,312	2,312	2,312	2,193
Current Liabilities				
Trade and other payables	26	27	27	27
Provisions	1	1	1	1
Current Employee Entitlements	8	7	7	7
Current Portion - Term Liab	20	25	25	25
Total Current Liabilities	55	60	60	60
Non-Current Liabilities				
Term Employee Entitlements	1	1	1	1
Term Liabilities	200	245	245	173
Total Non-Current Liabilities	201	246	246	174
Total Liabilities	256	306	306	234
Assets less Liabilities	2,056	2,006	2,006	1,959
Public Equity				
Retained earnings	1,098	1,081	1,081	1,081
Other reserves	958	925	925	878
Total Public Equity	2,056	2,006	2,006	1,959

Palmerston North City Council
Statement of Cash Flows
For the period to 30 June 2023

	Year to Date		Full Year	
	Actual \$M	Revised Budget \$M	Revised Budget \$M	Annual Budget \$M
Cash Flows From Operating Activities				
Receipts from rates revenues	115.7	115.4	115.4	115.4
Interest received	1.1	-	-	-
Dividends received	-	-	-	-
Operating subsidies and grants	7.3	6.0	6.0	5.3
Receipts from other revenue	25.9	32.1	32.1	31.9
Capital subsidies and grants	8.2	9.4	9.4	8.3
Development contributions	7.2	2.6	2.6	2.6
Receipts from tax losses	-	-	-	-
Interest paid	(8.3)	(6.7)	(6.7)	(6.7)
Payments to suppliers and employees	(123.6)	(122.2)	(122.2)	(119.8)
Goods and Services Tax (net)	(1.1)	-	-	-
Net Cash From Operating Activities	32.4	36.6	36.6	37.0
Cash Flows From Investing Activities				
Proceeds from sale of property	4.7	5.0	5.0	5.0
Proceeds from sale of biological assets	-	-	-	-
Investment in property development	(2.8)	-	-	-
Purchase of property, plant and equipment - new	(47.5)	(86.3)	(86.3)	(68.3)
Purchase of property, plant and equipment - renewal	(28.5)	(27.6)	(27.6)	(28.4)
Net other advances repayment received/(made)	-	-	-	-
Net increase in investments	-	-	-	-
Net Cash From Investing Activities	(74.1)	(108.9)	(108.9)	(91.7)
Cash Flows From Financing Activities				
Short term investments (4-12 months)	25.0	-	-	-
Net borrowing proceeds/(repaid)	17.4	72.3	72.3	54.7
Repayment of borrowings	-	-	-	-
Repayment of leases	-	-	-	-
Net Cash From Financing Activities	42.4	72.3	72.3	54.7
Net Increase/(decrease)	0.7	-	-	-
Cash at beginning of year	1.9	1.9	1.9	0.5
Cash at Month End	2.6	1.9	1.9	0.5

Appendix 8 – Approved variations to Annual Budget

After the Annual Budget 2022/23 was approved, the following changes were authorised by Council for the 2022/23 financial year. These also impacted the debt, or capital expenditure if it relates to capital revenue.

Variations to Annual Budget 2022/23 approved by Council

Profit and Loss	\$000	New in quarter
Annual Budget 2022/23 Net Surplus/(Deficit) Before Tax	131	
Changes authorised by Council:		
Operating programme new carry forward: 2045-Night Shelter - Options, costs and timeframes for a feasibility study	(65)	
Operating programme adjusted carry forward: 1520-Digital Transformation	314	
Operating programme adjusted carry forward: 1572-Enterprise Resource Planning (ERP) System Replacement	45	
Operating budget carry forward: Gordon Kear Forest silviculture	(164)	
Waka Kotahi capital revenue adjustment for associated capital carry forward adjustment	178	
Manawatu Rugby Grant	(40)	
Increase in operating programme budget for 1572-Enterprise Resource Planning (ERP) System Replacement	(1,600)	
Waka Kotahi capital increase for capital programme 1559-City-wide - Urban Cycle Infrastructure Network improvements	562	
Three Water Services Reform Transition	Revenue 825 Expenses (825) Net 0	
Adjustments to operating activities reallocating remuneration and overheads associated with separation of 3 waters	No effect on net surplus/(deficit)	
Changes authorised by Chief Executive (offset in capital expenditure):		
Capital revenue from Horizons Regional Council for capital programmes 1846, 1077 and 1970	112	
Capital revenue for Capital Programme 1856-Urban Growth – Hokowhitu – Reserves Purchase and Development	160	New

Revised Budget 2022/23 Net Surplus/(Deficit) Before Tax	(367)	
Capital Expenditure	\$000	New in Quarter
Annual Budget 2022/23 Capital Expenditure	96,737	
Changes authorised by Council:		
Adjust budget carry forwards	5,052	
1005-Urban Growth - NEIZ - Water Supply	920	
2128-WWTP - Consent Application	280	
1559-City-wide - Urban Cycle Infrastructure Network improvements	625	
1001-Urban Growth - Whakarongo - Stormwater	4,454	
2128-WWTP - Consent Application	2,745	
2206-Storm Damage – August 2022 Roding	1,627	
218-City-wide - Water Main Renewals	(552)	
2207-City-wide - Urban Cycle Infrastructure Network improvements	300	
2228-City-wide - Water Main Improvement	552	
2231-City-wide - Transport Choices - Public Transport	300	
2059-Urban Transport Improvements - Enabling PNITI	633	
1051-CET Arena - Arena Renewals	(493)	New
2209-Arena 3 upgrade	493	New
1051-CET Arena - Arena Renewals	(50)	New
1825-City Reserves - Manawatu River Park - Renewals	50	New
Changes authorised by Chief Executive: (offset by capital revenue)		
1077-Citywide - Biodiversity Enhancement Through Native Planting	15	
1846-City Growth - City Reserves - Walkway Extensions - Capital New	75	
1970-Gordon Kear Forest Culvert Replacements	22	
1856-Urban Growth - Hokowhitu - Reserves - Purchase and Development	160	New
Revised Budget 2022/23 Capital Expenditure	113,945	

Low Carbon Fund

Council approval has been granted separately to enable the Chief Executive to action movements of 100% of the budget attached to Low Carbon Fund. A report will be presented to Council with further details as to how the fund is performing and delivering outcomes.

Below are the allocations approved through to June 2023:

Programme	Project	(\$000s)	New in Quarter
1784-Rubbish and Recycling Buildings - Renewals	Installation of LED lighting the recycling loading bay at the Resource Recovery Facility.	3	
85-Depot - Buildings and Structures Renewals	Upgrade of the heating at the Depot Trades Workshop from gas to electric heaters	12	
85-Depot - Buildings and Structures Renewals	Installation of a electric heat pump in the Depot Admin Building	3	
1451-Property - LED Lighting Upgrades	LED lighting upgrades across 10 separate parks & reserves pavilions, changing rooms etc.	91	
1797-Water Treatment Plant - Building Renewals	Installation of an electric heatpump, electric under bench hotwater unit, and LED lighting upgrades at the water treatment plant offices	11	
1799-Wastewater Treatment Plant - Buildings Renewals	Installation of an electric heatpump, electric under bench hotwater unit, and LED lighting upgrades at the wastewater treatment plant offices	19	
1786-Recreational Buildings - Sports Pavilion and Changing Room Renewals	Installation of an electric hotwater tank, and LED lighting upgrades at the Fitzherbert Park Grandstand Changing Rooms	4	
1051-CET Arena - Arena Renewals	Enable the installation of LED lighting at Arena 3 & 4, including upgrades to emergency lighting.	105	
1051-CET Arena - Arena Renewals	Sitewide energy audit	15	New
1840-City Reserves - Victoria Esplanade- Renewals	Minor improvements to the wood pellet boiler heat transfer system	5	New
Total allocations to other programmes		248	
Projects being managed within the Programme:			
	Installation of motorised pool covers at the Lido	164	
	Installation of LED Lighting and DALI Light Capture at the Lido	105	
	EV Fast Chargers	75	
Total Allocations made		592	

Variations to Annual Budget 2022/23 approved by Chief Executive

The Delegations Manual provides that the Chief Executive may approve transfers of budgets where this will best achieve the outcome intended and savings can be made to offset the authorised increase. Where the amounts authorised cross activities, these are required to be reported quarterly to the Finance and Performance Committee.

Below are the changes approved through the Chief Executive

Activity	Programme	(\$000s)	New in Quarter
Operating			
Operational Performance	2133-Health and Safety Improvement Programme-Enable purchase or safety wear and equipment for Civil Defence	(40)	
Safe Communities	2133-Health and Safety Improvement Programme - Enable purchase or safety wear and equipment for Civil Defence	40	
Net movement		0	
Capital New			
Connected Communities	1561-Community Centres - Kelvin Grove Community Centre Carpark	48	
Strategic Investments	1736-CAB - Rubbish and Recycling Compound	5	
Strategic Investments	1826-CAB - Workplace Transformation	(5)	
Active Communities	1846-City Growth - City Reserves - Walkway Extensions - Capital New	30	
Active Communities	1848-City Growth - City Reserves - Linklater Reserve - Capital New	22	
Active Communities	2138-Lido Backwash Compliance	(100)	
Active Communities	2138-Lido Backwash Compliance	(35)	New
Active Communities	1845-City Growth - City Reserves - Te Marae o Hine - The Square - Capital New	35	New
Water	651-City-wide - Water Supply Resilience - Seismic Strengthening	(80)	New
Water	1697-Turitea WTP - Water Supply Resilience - Upgrades	80	New
Roading	2058-Urban Growth - NEIZ - Transport	650	New
Roading	2124-Urban Growth - Ashhurst - Transport	(650)	New
Water	1384-City-wide - Water Supply Resilience - Additional Reservoirs	155	New
Water	1873-City-wide - Water Main Upgrades - Firefighting	(155)	New
Net movement		0	

Activity	Programme	(\$000s)	New in Quarter
Capital Renewal			
Economic Development	270-Holiday Park – Renewals	64	
Economic Development	270-Holiday Park – Renewals	8	New
Active Communities	1051-CET Arena - Arena Renewals	(179)	
Active Communities	1051-CET Arena - Arena Renewals	(211)	New
Strategic Investments	1753-Investment Properties - Building Renewals	(64)	
Resource Recovery	1784-Rubbish and Recycling Buildings - Renewals	50	
Strategic Investments	1791-Parks Depot - Building Renewals	75	
Active Communities	1830-City Reserves - Memorial Park - Renewals	54	
Active and Public Transport	64-City-wide - Footpath Renewals (Waka Kotahi Subsidies)	(148)	New
Roading	115-City-wide - Sealed Pavement Renewals (Waka Kotahi Subsidies)	348	New
Connected Communities	1769-Community Agency Facilities - Renewals	39	New
Active Communities	1786-Recreational Buildings - Sports Pavilion and Changing Room Renewals	164	New
Active and Public Transport	2110-City-wide - Footpath Renewals (No Subsidy)	(200)	New
Net movement		0	

2022/23 Financial Year – Carry Forwards

Carry forwards are proposed for Council to approve where work hasn't yet been able to be completed by the end of the financial year. There is a strong expectation that carry forwards will be required, if the expenditure is not already committed.

The Annual Budget 2023/24 provided for estimates of budgets to be carried forward from 2022/23 to 2023/24. This amount totalled \$17.2M and was based on Officer's best estimates of work able to be completed by 30 June 2023. \$12.1M of this amount relates to the increases of capital budget that Council have approved throughout the year. Additionally, given the timing of the 2023/24 budget being adopted and the financial year finishing, there have been some additional carry forwards that are requested.

Capital expenditure in 2022/23 has exceeded expectations, however, the carry forward request has not decreased. This has arisen because of delays on programmes as a result of supplier delays and contractor availability that were not known in May. The increase to carry forwards is \$2.8M for capital expenditure, \$0.7M of capital revenue (Waka Kotahi Capital Subsidies), \$1.5M of operating expenditure and \$0.7M of operating revenue.

Requested carry forwards have been summarised into four categories:

- Increases to existing carry forwards (tables 1a & 1b)
- Reductions or no changes in carry forwards (table 2)
- Carry forwards not identified in the Annual Budget 2023/24 (table 3)
- Water Reform carry forwards (table 4)

Officers have provided commentary where an increase of greater than \$50k has been requested or a new carry forward has been proposed.

Four programmes have influenced the requirement to increase carry forwards at 30 June. These programmes are;

- 1572-Enterprise Resource Planning (ERP) System Replacement
- 2209-Arena 3 Upgrade
- 115-City-wide - Sealed Pavement Renewals (Waka Kotahi Subsidies)
- 1743-Social Housing - Papaioea Place Redevelopment - Stage 3

Water Reform Funding Carry Forwards

During 2022/23, two funding packages have been made available to council – Transition and Better Off. Given the recent [April] policy reset, timeframes for the reforms have moved, resulting in a change in the intended timeline for spending the funding packages by Council Officers. To enable this work to continue in line with Central Government expectations, Officers are requesting to carry unspent expenditure and offsetting subsidy revenue into 2023/24. Details of this are provided in table 4.

Summary of changes requested:

	C/fwd in 23/24 AB	Requested C/fwd Amount	Change in C/fwd Requested
Increase to C/fwd (greater than \$50K)	5,323	7,297	1,973
Capital New	5,083	6,300	1,217
Operating	240	996	756
Increase to C/fwd (less than \$50K)	1,459	1,702	243
Capital New	565	647	82
Capital Renewals	894	1,055	161
C/fwd not identified in AB	-	2,598	2,598
Capital Growth	-	213	213
Capital New	-	1,176	1,176
Capital Renewal	-	1,209	1,209
Reduction or no change to C/fwd	10,407	9,136	-1,270
Capital Growth	2,871	2,169	-701
Capital New	4,784	4,417	-366
Capital Renewal	2,153	1,973	-179
Operating	600	576	-24
Grand Total	17,189	20,733	3,544

Table 1a. – Increase to existing carry forwards over \$50K

Programme	C/fwd in 23/24 AB	Requested C/fwd Amount	Change in C/fwd Requested	Commentary
CAPITAL NEW	5,083	6,300	1,217	
1552-Animal Shelter - New Building	1,700	1,786	86	Project is mid-construction. Poor weather early in the project has caused a slight delay along with an incorrect assumption of the spending split between financial years.
1676-Improve participation in Council and Committee meetings	138	230	92	Delay in equipment being received from overseas. Scheduled to be complete in Q1 2024 FY.
1743-Social Housing - Papaioea Place Redevelopment - Stage 3	800	1,211	411	7 Units complete. Poor weather early in the project delayed the construction of the tenant Lounge from June to September 2023.
2057-Regional Shared Path Network Improvements	250	550	300	Consenting delays with Horizons and KiwiRail have delayed the project.
2119-Road to Zero - Transport Safety Improvements	2,055	2,261	206	Scope changes to the Cook Street roundabout project along with aligning the transport and 3 waters works to be delivered together as a single project resulted in construction being delayed to achieve the best outcome. Going out to tender in Q1 2023/24.
66-Totara Road Wastewater Treatment Plant - Resilience Programme	140	263	123	Scoping change required due to high installation costs of generator. Full costs to be confirmed in Q1.
OPERATING	240	996	756	
1572-Enterprise Resource Planning (ERP) System Replacement	240	996	756	Throughout the 2023FY there has been less utilisation of contingency budget associated with the programme. Closer to the successful go-live at the start of the 2024FY, some work was intentionally held until after go-live, which has now progressed. Contingency budget remains available to draw on, if required, as the project moves towards a transition to BAU phase.
Grand Total	5,323	7,297	1,973	

Table 1b. – Increase to existing carry forwards less than \$50K

Programme	C/fwd in 23/24 AB	Requested C/fwd Amount	Change in C/fwd Requested
CAPITAL NEW	565	647	82
1373-City-wide - Recycling Drop Off Facilities - Development	35	41	6
1473-City Centre Lighting and Projection Demonstration Project	40	86	46
1804-Road drainage improvements	80	82	2
1807-City-wide - Car park infrastructure improvements	350	352	2
1371-Closed Landfills and Transfer Stations - Site Infrastructure	60	86	26
CAPITAL RENEWAL	894	1,055	161
1837-Swimming Pools - Pool Renewals	450	465	15
186-Public Toilets - Renewals	56	103	46
2022-Property - Hard Surfaces Renewals	80	82	2
54-City-wide - Wastewater Pipe Renewal	160	206	46
65-City-wide - Wastewater Pump Station Renewal	100	150	50
1120-Ashhurst and Te Patikitiki Community Library Renewals	48	50	2
Grand Total	1,459	1,702	243

Table 2. – No change or reduction to existing carry forwards

Programme	C/fwd in 23/24 AB	Requested C/fwd Amount	Change in C/fwd Requested
CAPITAL GROWTH	2,871	2,169	-701
2124-Urban Growth - Ashhurst - Transport	2,750	2,049	-701
1003-Urban Growth - Whakarongo - Intersection Upgrades	87	87	-
708-Urban Growth - Aokautere - Reserves Land Purchase	34	34	-
CAPITAL NEW	4,784	4,417	-366
1196-Cemeteries - Kelvin Grove - Replacement & enhancement of staff facilities	185	144	-41
124-Turitea WTP - Drinking Water Standards Upgrades	300	300	-
1617-Totara Road Wastewater Treatment Plant - Biogas System Improvements	927	927	-
1697-Turitea WTP - Water Supply Resilience - Upgrades	975	920	-55
1708-City-wide - Stormwater Flood Mitigation	73	73	-
2142-Physical deterrent (installation of speed humps) at additional locations	50	25	-25
2204-Address Street Racer Issues	60	50	-10
2206-Storm Damage – August 2022 Roothing	1,407	1,226	-180
279-City-wide - Minor transport improvements	163	163	-
684-Longburn Rongotea Road/No. 1 Line - Intersection Safety Upgrade	200	197	-3
721-Awapuni Closed Landfill - Landscaping Development	25	25	0
167-Urban Growth - Whakarongo - James Line Upgrade - Stage 4	152	152	-
161-City-wide - New Public Toilets	156	145	-11
1810-City-wide - Diversion of Waste from Landfill - New Materials Development	70	70	-
697-Clearview Reserve Development	41		-41
CAPITAL RENEWAL	2,153	1,973	-179
1051-CET Arena - Arena Renewals	400	400	-
1380-Totara Rd WWTP - Biogas Generator Major Overhauls	200	200	-
1753-Investment Properties - Building Renewals	100	100	-
1775-Central Library - Renewals	60	56	-4
1786-Recreational Buildings - Sports Pavilion and Changing Room Renewals	263	224	-39
1791-Parks Depot - Building Renewals	155	75	-80
1799-Wastewater Treatment Plant - Buildings Renewals	40	28	-12
179-Totara Road Wastewater Treatment Plant - Minor Equipment Renewals	235	235	-
20-City-wide - Stormwater Pump Station Renewals	79	79	-
649-Recycling - Materials Recovery Facility Renewals	140	140	-0
563-Kelvin Grove Cemetery - Reception, Toilet and Office Upgrade	266	265	-1
185-Awapuni Resource Recovery Park and Rubbish Transfer Stations - Roothing, Drainage and Infrastructure Replacements	20	4	-16
213-Cultural Facilities - Replacement of Structures, Internal Fitout and Services	128	101	-27
567-Cemeteries - Crematorium Chapel Interior Renewals	66	66	-
OPERATING	600	576	-24
1520-Digital Transformation	600	576	-24
Grand Total	10,407	9,136	-1,270

Table 3. – Carry forwards not identified in the Annual Budget

Programme	C/fwd in 23/24 AB	Requested C/fwd Amount	Change in C/fwd Requested	Commentary
CAPITAL GROWTH	-	213	213	
1846-City Growth - City Reserves - Walkway Extensions - Capital New	-	213	213	Walkway land purchase where sale & purchase was completed but subject to a subdivision which has not yet been approved. Will be 6 to 9 months before titles go unconditional.
CAPITAL NEW	-	1,176	1,176	
1074-Totara Road Wastewater Treatment Plant - Earthquake Strengthening of Civil Structures	-	80	80	Design delay due to the need to engage sub consultants. Design and project due to be completed by October 2023.
1619-Totara Road Wastewater Treatment Plant - Inlet Screens	-	30	30	Contractor unable to complete installation in June as planned. Due to complete in Q1.
1803-Neighborhood Streetscape Improvements	-	106	106	A high level of community feedback and engagement led to delays in design. Construction has now commenced and will be completed in Q1.
1808-City-wide - Street amenity improvements	-	50	50	Trees were ordered and paid for in 2022/23. The planting of trees was delayed to determine the most appropriate locations, and to give consideration to avoiding underground services.
1845-City Growth - City Reserves - Te Marae o Hine - The Square - Capital New	-	41	41	Delay in timing of purchase. Due to be spent early 2024 FY.
1948-Events and Festival Equipment Purchase		9	9	Delay due to supplier availability. Due to be spent early 2024 FY.
2059-Urban Transport Improvements - Enabling PNITI	-	368	368	Poor sub-base condition has required additional road dig outs delaying project. Expected to be completed in Q1.
2209-Arena 3 Upgrade	-	492	492	Procurement complete and contractor engaged. Delayed due to contractor availability. Construction currently underway.
		-	-	
CAPITAL RENEWAL	-	1,209	1,209	
115-City-wide - Sealed Pavement Renewals (Waka Kotahi Subsidies)	-	467	467	Poor sub-base condition has required additional road dig outs delaying project. Expected to be completed in Q1.

1452-Community Stage - repair		11	11	Delay due to supplier availability. Work is planned to progress in Q1.
1512-CCTV replacements		30	30	Supplier delays meant planned work could not progress within the 2023 FY. Work has started to progress in Q1.
1943-Information Centre Refurbishment		45	45	Work was delayed due to a review of services for the I-site. This was held to ensure that the budget was spent on refurbishment that aligned with the desired outcome of this review.
1960-Central Energy Trust Arena- Arena 1 Sound System Replacement-oval		205	205	Due to Covid, suppliers of this type of technical equipment have been limited. We have now managed to gain quotes and availability for what we require which has been a complex design and specification.
1962-Arena Security Card System		5	5	Availability of the contractor to install the swipe access equipment to Arena 4 has been difficult, they managed to install just prior to the end of the financial year. Electrical work is still needed for power sources and year 3 of the programme is this year and an additional \$52K which will enable the venue to complete Fly Palmy Arena access.
1964-Arena Indoor Stadium Sound System Replacement		304	304	Due to Covid, suppliers of this type of technical equipment have been limited. We have now managed to get some quotes and pricing and availability for what we require which has been a complex design and specification.
1965-Arena Kitchen Equipment Replacement		39	39	Commitments have been made although delayed due to supplier delays.
40-Noise Measuring Equipment for Noise Complaints - Rolling Replacement		15	15	Delays due to advice required from noise expert. Advice has now been provided and supplier for goods identified.
53-Computer Replacement - Rolling Replacements		54	54	Delays in stock being received due to supply chain.
68-Aerial Photography		25	25	Delays due to poor weather from cyclone. Work will be picked back up in summer months.
819-Central Energy Trust Arena - Replacement of Equipment		9	9	Underspend due to timing of delivery.
		-	-	
Grand Total		2,598	2,598	

Table 4 – Water Reform Funding carry forwards

Transition Grant

	22/23 Actuals	22/23 Budget	C/fwd 23/24
Grant	-540	-825	-285
Expenditure	540	825	285
Net Total	-	-	-

Better Off Grant

	22/23 Actuals	22/23 Budget	C/fwd 23/24
Grant	-	-500	-500
Expenditure	-	500	500
Net Total	-	-	-

MEMORANDUM

TO: Council

MEETING DATE: 6 September 2023

TITLE: Options to address key issues raised in the 2022 Annual Residents' Survey

PRESENTED BY: Jessica Papple, Marketing Manager and Andrew Boyle, Head of Community Planning

APPROVED BY: Donna Baker, Acting Chief Executive Unit Manager
David Murphy, Chief Planning Officer

RECOMMENDATION TO COUNCIL

1. That the Council note the new and ongoing actions to raise awareness of the role of Elected Members, and services and operations of Council as detailed in Table 1 of the report titled 'Options to address key issues raised in the 2022 Annual Residents' Survey'.
-

1. ISSUE

Satisfaction levels for many Council services declined in the 2022 Annual Residents' Survey including opportunities to have a say, ease of having a say, leadership and quality of services.

Note: Council asked for this report in response to the 2022 Residents' Survey. Part way through writing this report we received the 2023 Survey results. These are very similar to the 2022 results and have been included in this report, at a high level, to provide comparative data. The 2023 Survey results do not change the findings or recommendations of this report.

Both surveys have identified several priority areas for Council to improve, the main area for improvement being roading. KeyResearch says "Road maintenance is an area that was commented the most by the respondents over the past year. Some of the issues cited were better maintenance, as well as ensuring that roading infrastructure can keep up with the growing population to accommodate traffic".

Other priority areas for improvement are more reputational: value for money, trust, leadership, and financial management.

Respondents indicated that there is low awareness or general disagreement with how rates are spent, as well as not enough effort from Council to consult the public before making financial decisions.

In the 2022 Survey, 66% were satisfied with Council's facilities, infrastructure and services, 28% were neutral and 6% dissatisfied. 2023 figures were 66%, 27% and 7% respectively. However, respondents seem to take these services for granted, as their satisfaction does not flow through to their overall perception of Council, where 47% were satisfied, 34% neutral and 19% dissatisfied. Figures were 46%, 37% and 16% respectively for 2023.

Age has a major impact on the respondents' overall satisfaction with Council: 68% of people aged 65+ years are satisfied, compared with 47% aged 35-64 years, and 37% aged 18-34 years. In the latest 2023 results these are 59%, 45%, and 41% respectively.

Other councils saw similar results in 2022 with KeyResearch saying "Most local governments that we conduct Annual Residents' Satisfaction surveys for have recorded a decrease in overall satisfaction, as well as perception of services and facilities and image and reputation measures".

Given that satisfaction has dropped in many areas for so many corporates, organisations and councils, it is likely that there are some common reasons behind it. A likely factor is that the national and international mood is low after several years of COVID-19, tough economic times, and cost of living increases. This is on top of COVID-19 facility closures or restrictions and staff shortages, all directly affecting some councils' services.

When looking at the results of this survey it is important to understand that they are at a high level and do not take into account any known, on-going service issues in a particular area that may be impacting the results, e.g. major road works.

Reputation is closely linked to customer service. One small negative service issue or experience a resident has with Council or a Council officer can have a significant impact on satisfaction. For every negative experience, someone will tell ten people. According to international research, scientists have identified it takes three positive experiences to offset one negative experience.

2. BACKGROUND

On 14 December 2022 Council received the results of the 2022 Residents' Survey and resolved "That the Chief Executive report to Council in the first half of 2023 with options to address the key challenges identified in the 2022 Residents' Survey".

The results from the 2023 Survey have now been received and do not show significant changes to the 2022 results.

The Residents' Survey is an independent, statistically robust survey. The survey lets Council hear the views of people who probably would not normally give feedback on Council's services. Around 500 people (in total) are surveyed, chosen off the electoral roll. This is a common sample size for obtaining broad community-wide results. The survey is done quarterly with around 120-150 people surveyed each quarter so that the results are not overly affected by one-off events.

It is statistically representative - however, it works best for whole community views, rather than the views of specific age groups or geographic areas. Survey accuracy is always a trade-off between sample size and cost. The more people interviewed the lower the margin of error will be and hence the results will be more accurate. The margin of error for the Residents' Survey is 4.35%. However, as we survey more people the costs increase.

Surveys are particularly useful when they are repeated over time so we can look at broad trends. With the 2023 Residents' Survey results we now have five years of data. As with all community feedback survey results need to be considered alongside other forms of community feedback.

3. NEXT STEPS

The Residents' Survey(s) has highlighted that different age demographics are more, or less, satisfied. We know that older people are more satisfied, and possibly better understand the breadth of services and activities provided by Council. Based on previous engagement this demographic is more likely to take part in surveys. The survey results show younger demographics (18-34yrs) are less satisfied in Council services. Officers recommend that campaigns targeted to this demographic would see the most impact in changing satisfaction results.

To raise awareness of the role of Elected Members, and services and operations of Council, the following actions in Table 1 below are either underway or planned to commence before the end of the calendar year, and will have little to no additional budget implications:

Table 1: New and ongoing actions to raise awareness of the role of Elected Members, and services and operations of Council

Produce a 'What does Council do' promotional campaign that shows ratepayers where their rate dollars go and the value they receive for their rates. This campaign will also feed into the events season, so we leverage off existing established events.	New
This campaign will be supported by collateral which can be regularly updated and promoted through the Council website, as hand-outs at Council meetings, and community meetings as appropriate.	In place by December 2023 – ongoing.
Elected Members could attend schools to talk about their role as a Councillor; strategic direction for the city, Annual Budget/Long Term Plan etc, to talk about how and why it is important to take part in democratic processes, using existing materials.	New
Note officers currently host school and community groups to the Chamber to learn about Council.	Details to be discussed with Elected Members.

Produce a city promotion campaign targeted at creating local advocates in the city so they understand all the various things there is to do in the city. These campaigns will focus on points of difference/interest to encourage visitors and educate residents.	New To be rolled out over summer.
Produce a regional awareness campaign for Palmy Venues to show off the regional benefits the facilities have and how the venues are an asset to our city.	New To be rolled out by end of calendar year.
Ensure Elected Members are aware of formal and informal opportunities to engage with diverse communities through the Global Diary.	Ongoing
Elected Members' photos and contact information included in publications like the draft Annual Budget consultation document.	Ongoing
Encouraging Chairs of Committees to speak about their portfolios; using them as spokespeople in Council communications over various channels.	Ongoing
Ensure Elected Members are acknowledged individually by MC or Mayor when they attend events or community engagement activities.	Ongoing
At major city events, include a Palmerston North City Council base tent where Elected Members can support officers to meet and interact with event participants.	Ongoing Has already occurred at Explore Esplanade Day 2023.
Support Councillors to attend events in their role as Elected Members by providing them with appropriate collateral which gives them a specific reason to engage with the community.	Ongoing
Invite Elected Members to attend, and take active part in, drop-in activities and co-design opportunities with different audiences for different activities (i.e. Featherston St).	Ongoing
Continue to use a wide range of communication methods to reach community and stakeholders. This includes significant numbers of formal letters, radio advertising, newspaper advertisements, social media etc. All of these communications encourage two-way conversations.	Ongoing

Continue to change the perception of Palmerston North through Palmy Proud. Encourage our locals to feel proud about the city they live in while showcasing Palmerston North within a 2-hour drive time and at strategic fly locations e.g. Auckland airport.	Ongoing
Share Elected Members newspaper columns through Council digital channels.	Pilot underway

Officers have also identified other opportunities that could help raise the profile and understanding of Council, but these may require additional budget and will be addressed through the 2024-34 10 Year Plan.

Opportunities include:

- Produce a targeted newsletter once every four months (3x a year) to promote Council services and activities to all residents. It would highlight things coming up and include Elected Member contact details. This would be similar to 'Our Auckland'. A written newsletter would be accessible for people who do not use social/be digital natives/do not have internet at home, and may not read or purchase newspapers, or be ratepayers who typically have a stronger interest in Council matters.
- Planning to address community concerns about roading raised in the Residents' Survey.
- Introduction of qualitative focus groups (typically around 20-40 people) and pulse surveys to explore issues and/or target specific community segments.
- Working with schools to develop a civics programme which supports understanding of local democracy and governance, responsibilities of Elected Members, and covers multiple activities across the Council. This could build on the 2023/24 promotional campaign.
- Investigating further formal surveying tools and/or methods to better capture wider community views, including understanding customer sentiment following interactions with Council.

4. COMPLIANCE AND ADMINISTRATION

Does the Council have delegated authority to decide?	Yes
Are the decisions significant?	No
If they are significant do they affect land or a body of water?	No
Can this decision only be made through a 10 Year Plan?	No

Does this decision require consultation through the Special Consultative procedure?		No
Is there funding in the current Annual Plan for these actions?		Yes
Are the recommendations inconsistent with any of Council's policies or plans?		No
The recommendations contribute to Goal 5: A Driven & Enabling Council		
The recommendations contribute to the achievement of action/actions in Governance and Active Citizenship		
The action is:		
Contribution to strategic direction and to social, economic, environmental and cultural well-being	Improves the reputation of the city and the Council.	

ATTACHMENTS

Nil

MEMORANDUM

TO: Council

MEETING DATE: 6 September 2023

TITLE: Results of the 2023 Residents' Survey

PRESENTED BY: Andrew Boyle, Head of Community Development

APPROVED BY: David Murphy, Chief Planning Officer

RECOMMENDATION(S) TO COUNCIL

1. That the Council note the results of the 2023 Residents' Survey.
-

1. ISSUE

Council carries out an annual survey of residents to get an independent view of how they view the Council and its services. This report gives an overview of the results from the 2023 survey.

The Summary and Full Reports are attached.

2. BACKGROUND

The survey is done by KeyResearch. Every year KeyResearch surveys around 500-600 residents randomly selected from the electoral roll. These respondents are divided into quarterly batches so that the results are not overly impacted by any one-off events. New respondents are surveyed each quarter.

3. KEY FINDINGS

Trend data from the Residents' Survey shows that satisfaction with most areas of Council was fairly steady or increased between 2019 and 2021, but then dropped considerably in 2022.

The 2023 Residents' Survey results are similar to 2022 – satisfaction is steady but lower than pre-Covid.

Other councils experienced similar drops in 2022. This suggests that national factors such as Covid-19, tough economic times, and cost of living increases all impacted on how people felt and how they rated councils, including the Council. This led to lower satisfaction scores for councils' reputations and services.

It must be noted, though, that even if the national mood is a major factor in the declines, they are real declines and they do reflect how residents perceive the Council.

It also should be noted that in most areas, satisfaction with Council and its services far outweighs dissatisfaction. For most of Council's services, dissatisfaction is less than 15%.

Walkways and shared pathways; kerbside rubbish and recycling collections; parks reserves and green spaces; Regent Theatre; public libraries; Te Manawa; and water supply all have satisfaction levels above 75%. And for these most of the other people are "neutral" rather than "dissatisfied".

There was a big increase last year in satisfaction with the number and range of free public events – from 60% to 70%. This reflects a return to more normal circumstances after the restrictions on events during Covid-19.

Over time, the survey has consistently found that residents are more satisfied with our services than they with Council in general. In other words, when people think about "how good the Council is" they do not always take into account how good they think our services are. Hence Council needs to tell a clearer story to link its well-regarded services to its value for money, trust, and leadership.

The survey indicates that Council's overall priorities are showing value for money and good financial management, improving leadership and trust, and improving roading services.

While satisfaction levels have dropped in the past two years, the overall patterns and conclusions from the 2023 Survey are consistent with previous years. This suggests that it is picking up real community views that need to be addressed to improve our reputation and standing with residents.

4. NEXT STEPS

The Summary Report and Full Report will be put on Council's website.

The results will be used in Council's planning and communication.

KeyResearch will prepare a peer comparison report, showing PNCC results compared with other councils doing the same survey. The results will be presented to Council.

The 2024 Survey will be undertaken.

5. COMPLIANCE AND ADMINISTRATION

Does the Council have delegated authority to decide?	Yes
Are the decisions significant?	No
If they are significant do they affect land or a body of water?	No
Can this decision only be made through a 10 Year Plan?	No
Does this decision require consultation through the Special Consultative procedure?	No
Is there funding in the current Annual Plan for these actions?	Yes
Are the recommendations inconsistent with any of Council's policies or plans?	No
The recommendations contribute to the Council's contribution to the four well-beings and all of Council's goals and plans by giving Council feedback on its reputation and services.	

ATTACHMENTS

1. Summary of 2023 Residents' Survey Results [↓](#) 
2. Full Report for 2023 Residents' Survey Results [↓](#) 



Summary of the KeyResearch 2023 Residents' Survey Results

September 2023

Palmerston North City Council

Private Bag 11034, Te Marae o Hine - The Square, Palmerston North | 06 356 8199 | pncc.govt.nz



Background

Council carries out an annual survey of residents to get an independent understanding of how residents view the Council and its services. This memo summarises the results from the 2023 survey.

For the last five years the survey has been done by KeyResearch.

Every year KeyResearch surveys 400-500 residents randomly selected from the electoral roll. Respondents are contacted by letter, so the survey is not dependent on having a landline phone. Respondents are surveyed in four quarterly batches so that the results are not overly impacted by any one-off events. New respondents are chosen each quarter.

Key Findings

Trend data from the Residents' Survey shows that satisfaction with most areas of Council was fairly steady or increased between 2019 and 2021, but then dropped considerably in 2022.

The 2023 Residents' Survey results are similar to 2022 – satisfaction is steady but lower than pre-Covid.

Other Councils experienced similar drops in 2022. This suggests that national factors such as Covid-19, tough economic times, and cost of living increases all impacted on how people felt and how they rated Councils, including PNCC, leading to lower satisfaction scores for Councils' reputation and services.

It must be noted, though, that even if the national mood is a major factor in the declines, they are real declines and they do reflect how residents perceive the Council.

It also should be noted that in most areas, satisfaction with Council and its services far outweighs dissatisfaction. For most of Council's services, dissatisfaction is less than 15%.

Walkways and shared pathways; kerbside rubbish and recycling collections; parks reserves and green spaces; Regent Theatre; public libraries; Te Manawa; and water supply all have satisfaction levels above 75%. And for these most of the other people are "neutral" rather than "dissatisfied".

There was a big increase last year in satisfaction with the number and range of free public events – from 60% to 70%. This reflects a return to more normal circumstances after the restrictions on events during Covid.

Over time, the survey has consistently found that residents are more satisfied with our services than they with Council in general. In other words, when people think about "how good the Council is" they do not always take into account how good they think our services are. Hence Council needs to tell a clearer story to link its well-regarded services to its value for money, trust, and leadership.

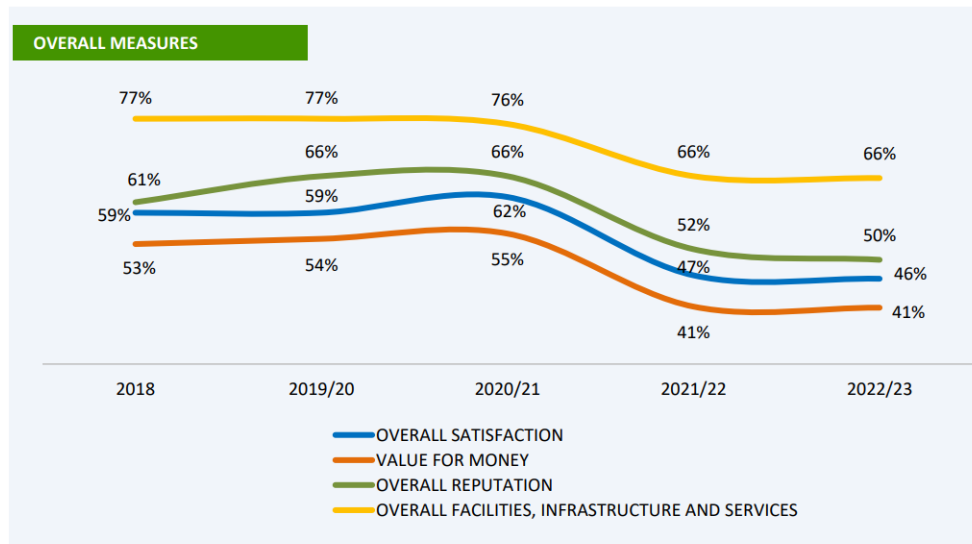
While satisfaction levels have dropped in the past two years, the patterns and overall findings from the 2023 Survey are consistent with previous years. This suggests that it is picking up real community views that need to be addressed to improve our reputation and standing with residents.

The survey indicates that Council's overall priorities are showing value for money and good financial management, improving leadership and trust, and improving roading services.

How is Council Performing Overall?

The following chart shows the trends in satisfaction with Council's overall reputation. It reflects two key themes from the survey:

- Satisfaction with Council's reputation and services dropped in 2022, and then steadied in 2023.
- Satisfaction with Council's services (the yellow line) is consistently higher than its reputation (the other lines).



Age affects how satisfied residents are with Council – younger residents (18-34 years) are more dissatisfied and less trusting of Council than older residents (65 years plus). This age pattern is also reflected in previous surveys.

Over 250 people gave specific comments on the reasons for their satisfaction ratings. The most frequent comments were that Council needs to improve road maintenance and safety (19% of comments) and that rates are too high (18%).

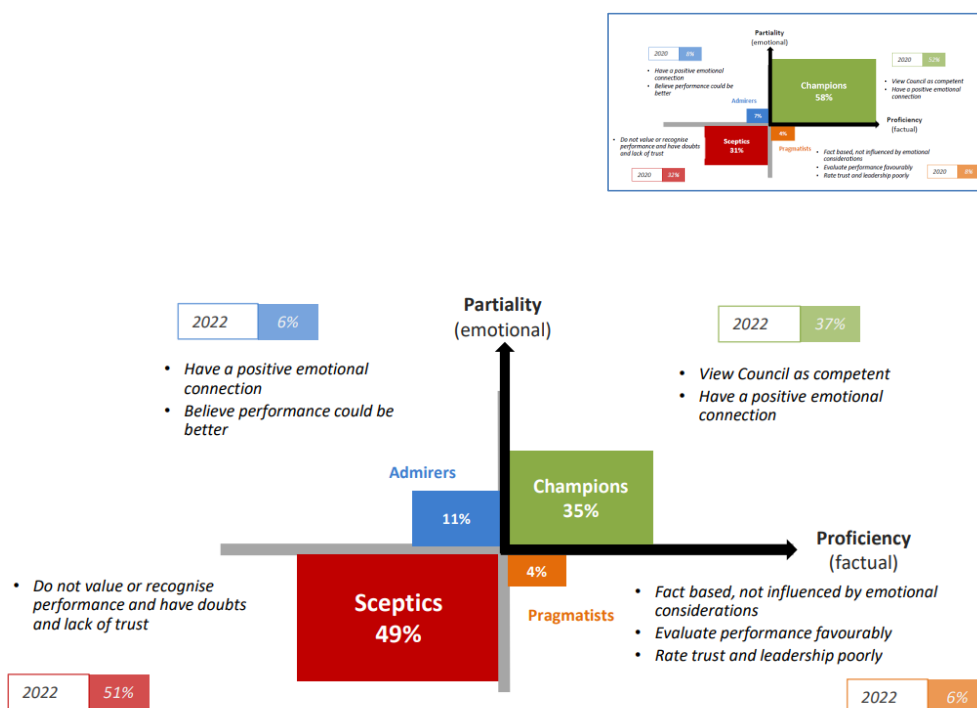
Other frequent comment were that they had no issues and are happy with the job Council is doing (12%) and Council needs to make better spending decisions (10%).

Reputation

To portray overall reputation, KeyResearch classify the respondents into four groups: Champions, Admirers, Sceptics and Pragmatists. (See the chart for explanations of these.) The groupings are based on respondents' answers to questions right through the survey. The respondents do not select which group they think they fit in.

The biggest group of people are *Sceptics*. They make up 49% of respondents. They distrust Council and do not think it is doing a good job. The next biggest group (35% of all respondents) - are *Champions*. They think the Council is making a positive difference to the City and their lives, and that Council is good at what it does.

This is similar to last year, but quite different to what it was two years ago (see inset to the diagram for the 2021 chart), reflecting the drop in satisfaction and trust with Council right across the board.

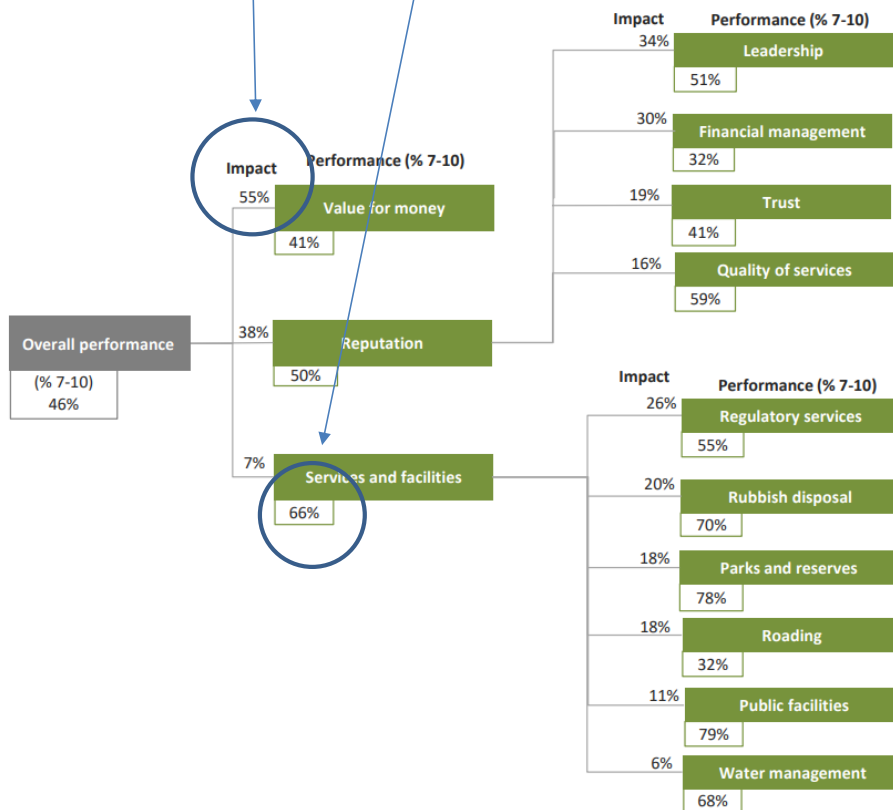


Note that the matrix does not have any neutral middle ground. Many of the Sceptics will be fairly "soft" sceptics, and many of the Champions will be "soft" champions so, as can be seen, can move quickly between quadrants.

Drivers of Perceptions about Council

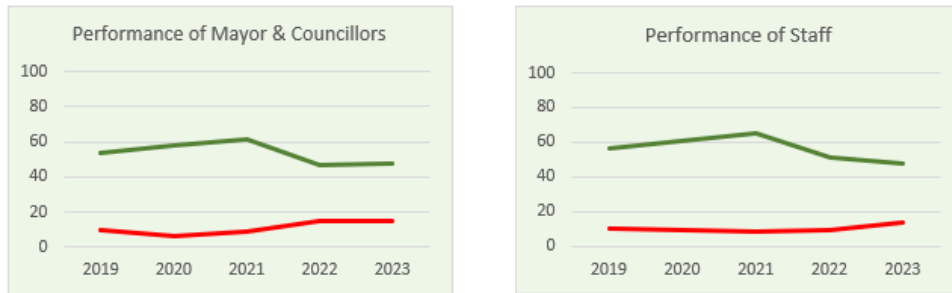
Statistical analysis by KeyResearch shows that when people think about the Council's Overall Performance, the factor that most influences their judgement is Value for Money. Statistically, it shapes 55% of their perception of Council's performance. Reputation (leadership, financial management, trust and general quality of services) makes up 38% and Services and Facilities 7%.

And, while a high proportion of people (66%) people are satisfied with Council's services they seem to take these services for granted. This means that their satisfaction does not flow into their overall perception of Council. As just outlined, what does flow through most is Value for Money, where a lower 41% are satisfied.



This means the best way to improve satisfaction with Council's overall performance – and to move people from Sceptics back to Champions - is to increase residents' perception of the value for money Council provides. And the best way to do this is to link their high satisfaction with Council's services back to the rates that they pay.

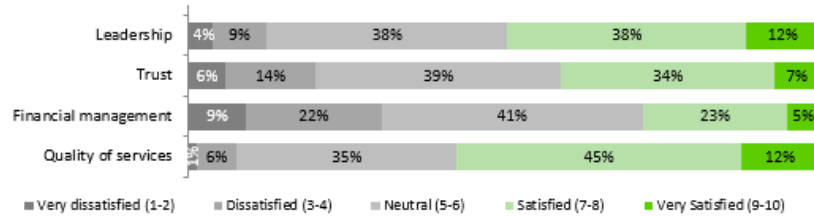
Performance of the Mayor, Councillors and Staff



Satisfaction with the performance of Elected Members and staff (48% for both groups in 2023) is similar to 2022, but both have dropped after gradual increases to around 60% in the previous years. Around 37% for both groups are neutral. (% satisfied is in **green**; % dissatisfied is in **red**.)

One third of the 230 comments explaining why they gave the rating they did. Of these, nearly 40% were positive, with 18% each for better spending decisions and 14% for improved roads.

The survey looks in more detail at resident satisfaction with leadership, trust, financial management and quality of overall services. All are reasonably steady, after a drop last year.

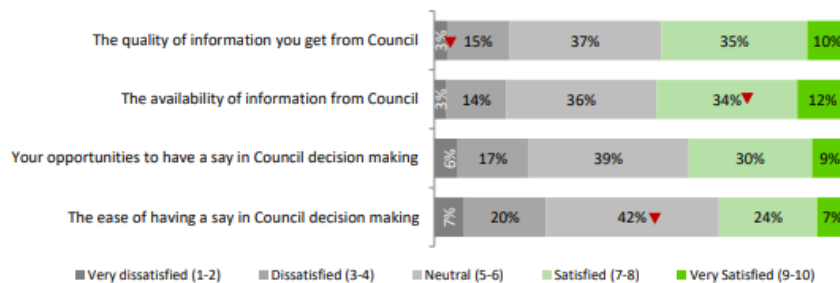


Satisfaction with Financial Management – which is about the perceived quality of Council's spending, not its internal financial services – is one of three areas in the survey where satisfaction is similar to dissatisfaction. (The others are Roading and Having a Say.)

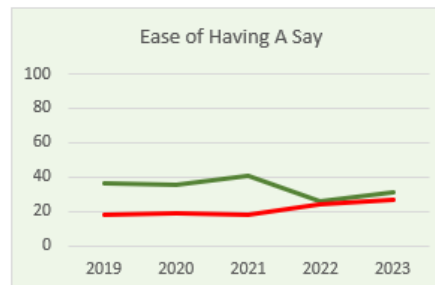
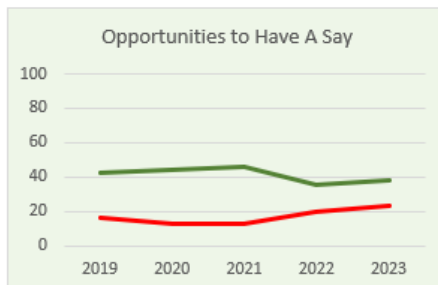
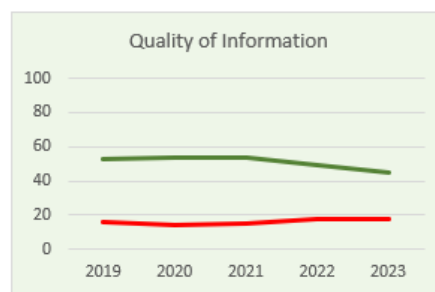
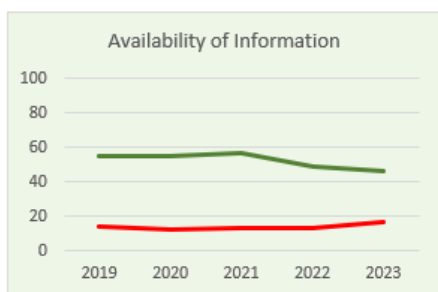


Information and Decision Making

Information and decision-making process



Line graphs show trends in % **satisfied** and % **dissatisfied**.

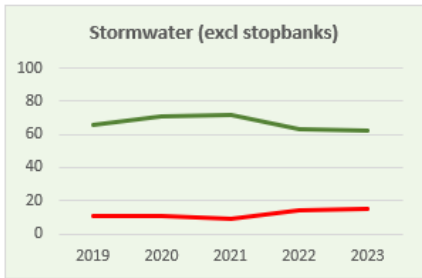
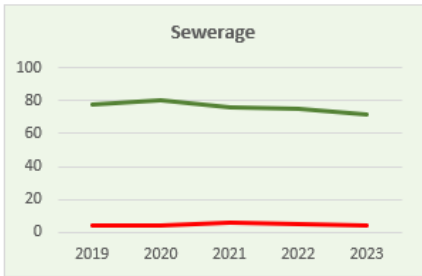
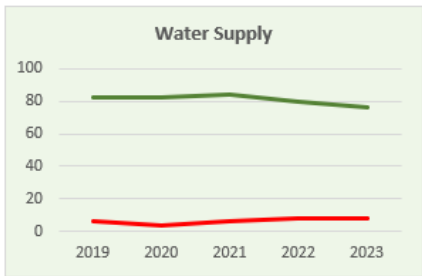
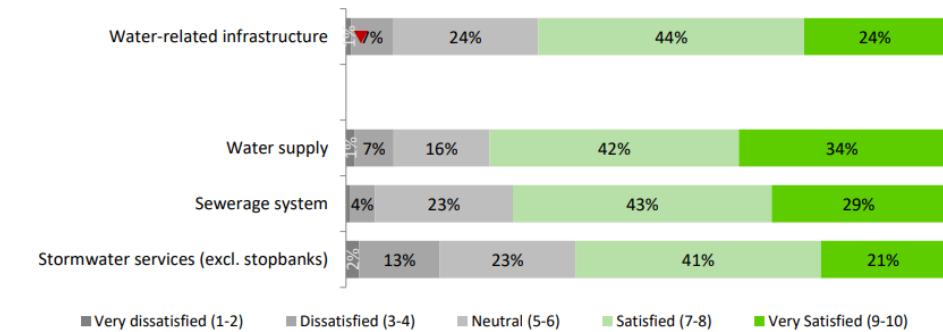


The next few pages look at residents' satisfaction with specific Council services.

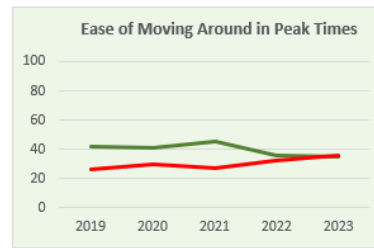
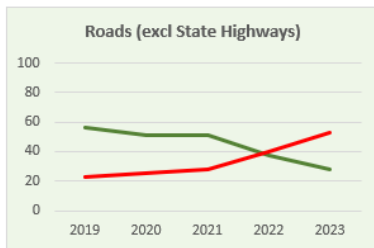
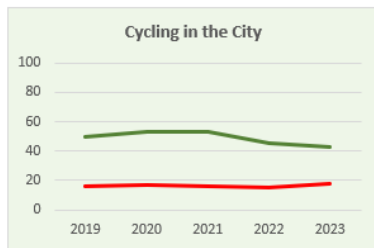
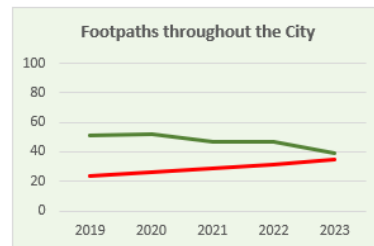
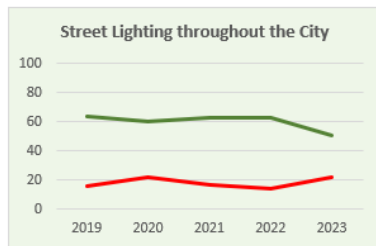
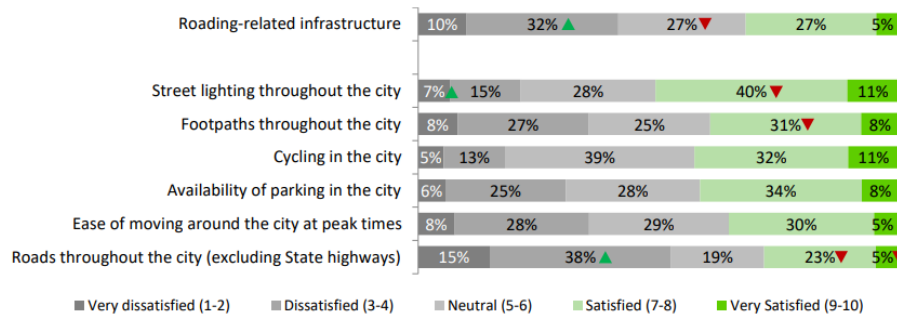
Bar graphs show 2023 results. Red down arrows show significant drops since 2022, green up arrows are significant increases.

Line graphs show 4-year trends in % **satisfied** and % **dissatisfied**. The percentage for "neutral" has not been graphed.

Three Waters

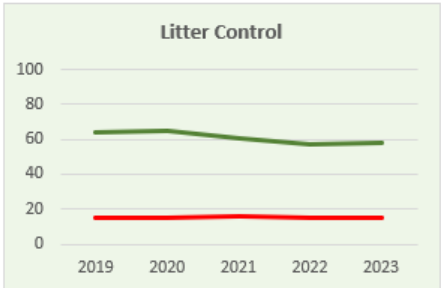
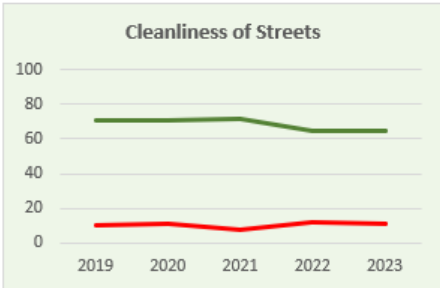
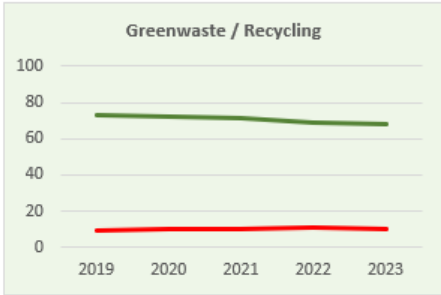
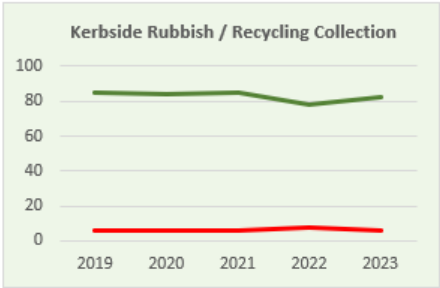
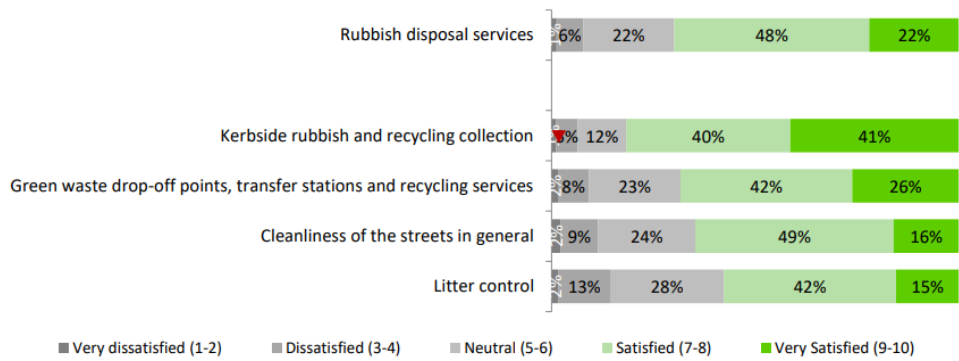


Roading

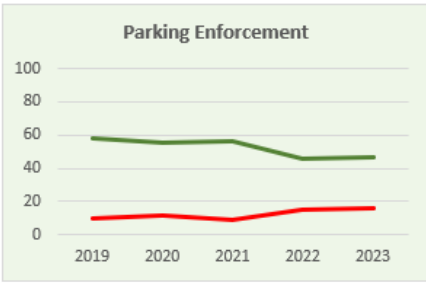
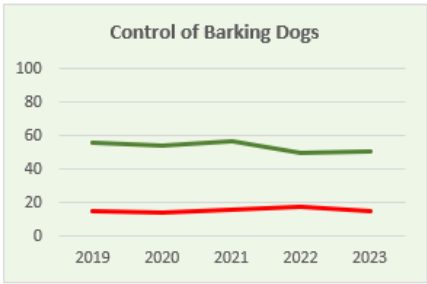
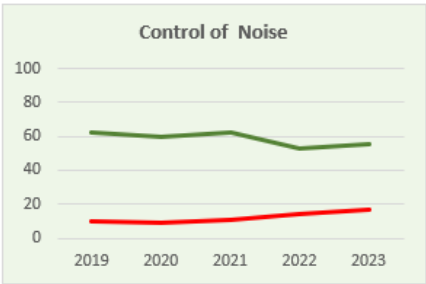
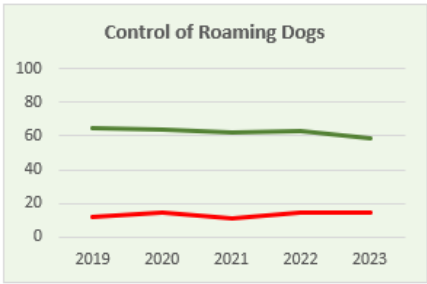
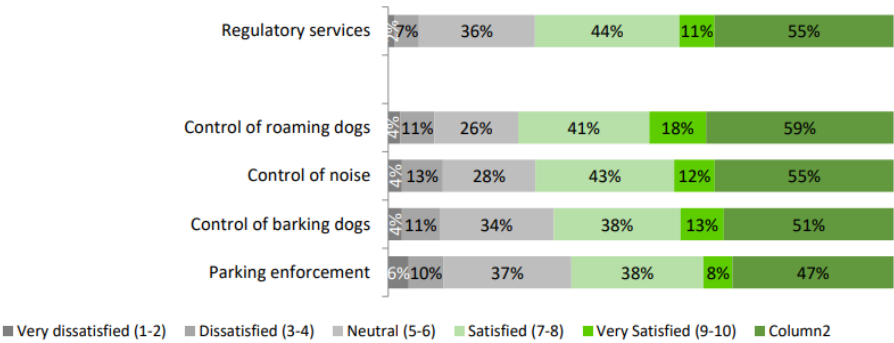


The survey includes open-ended questions for people to explain the reasons behind their ratings. Most of the comments around roading were to do with the state of roads and footpaths, fixing potholes properly, roads are substandard, and repairs take too long.

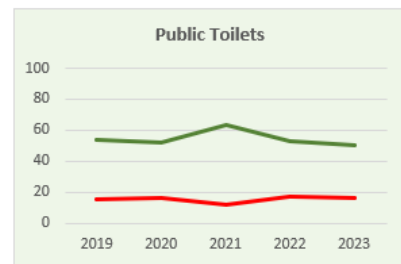
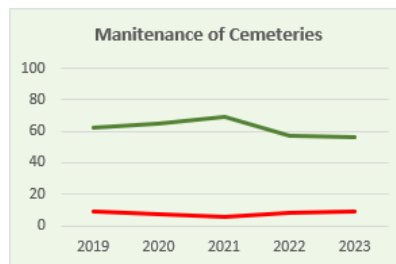
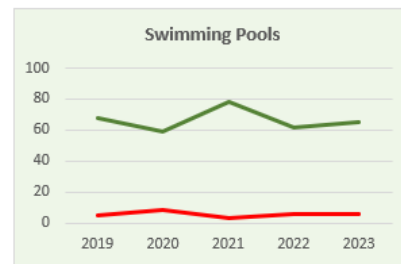
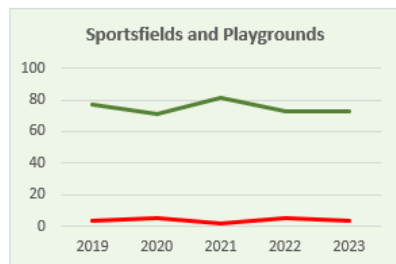
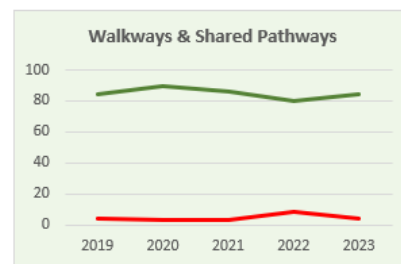
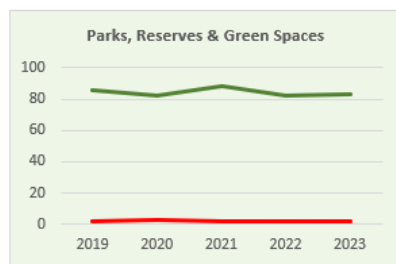
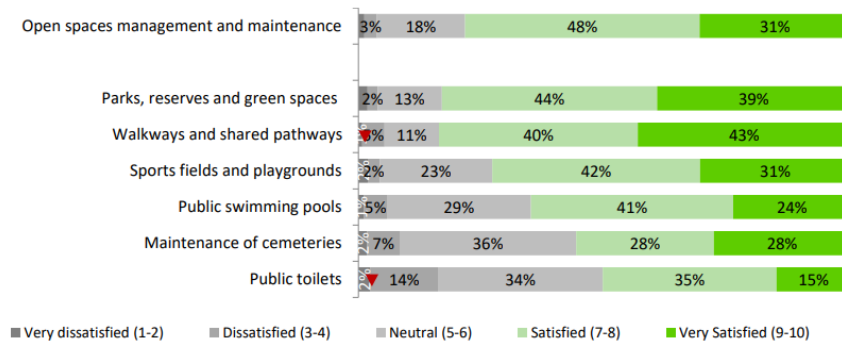
Rubbish Disposal (including street cleanliness and litter control)



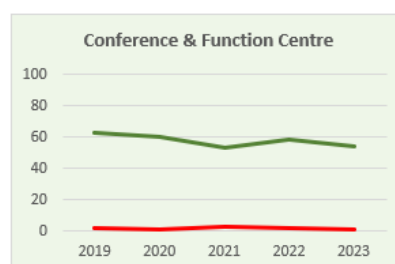
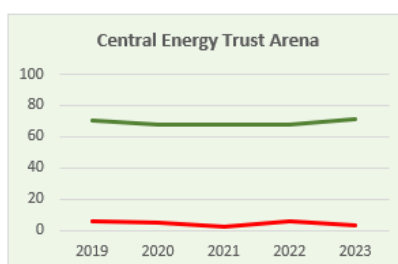
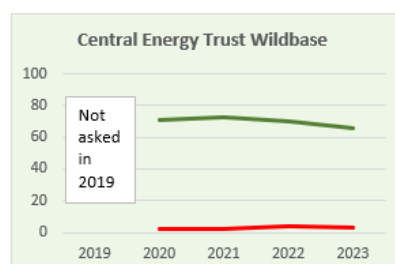
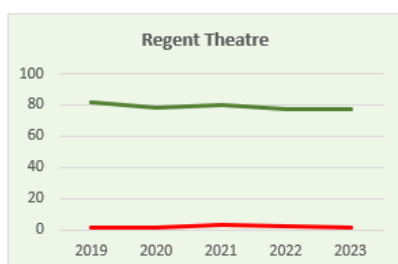
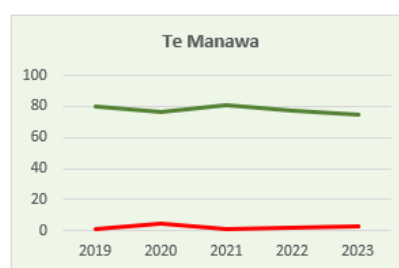
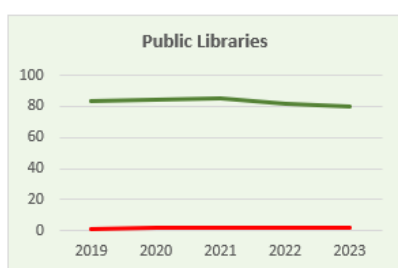
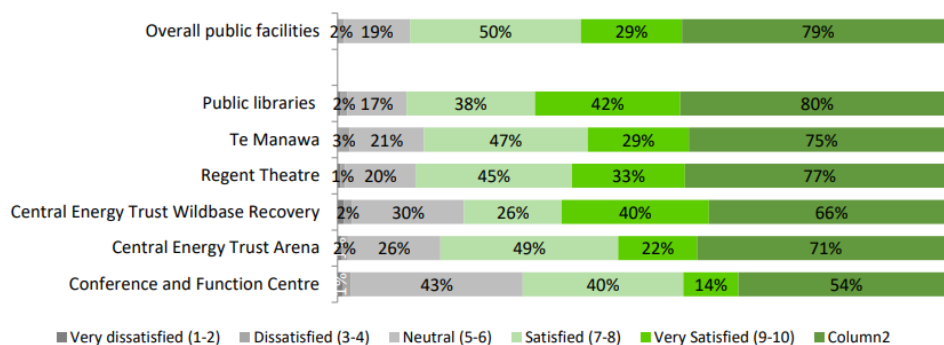
Regulatory Services



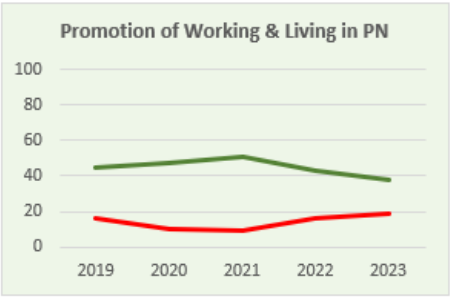
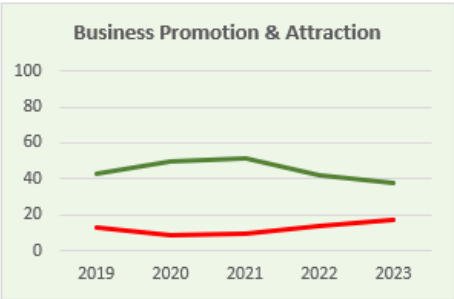
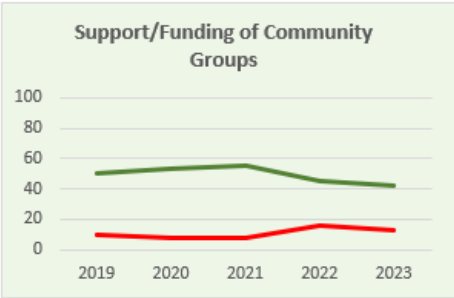
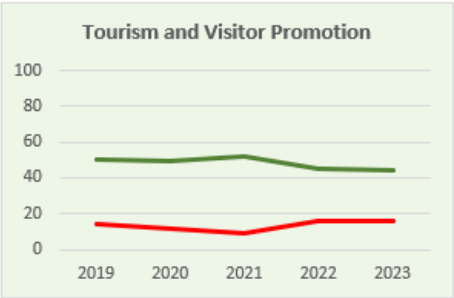
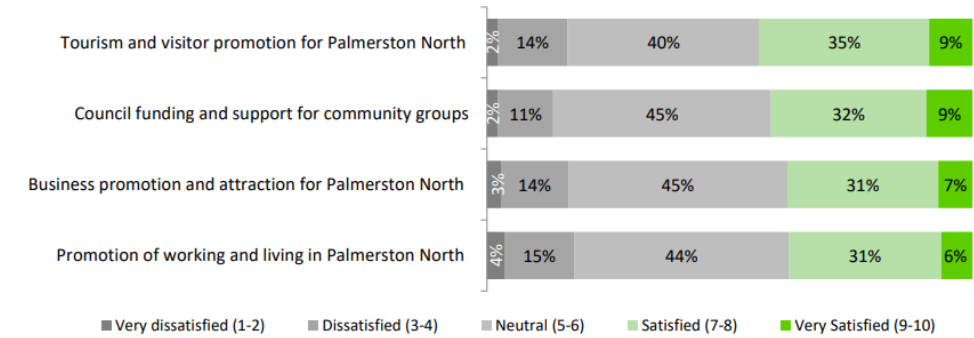
Parks, Reserves and Open Spaces



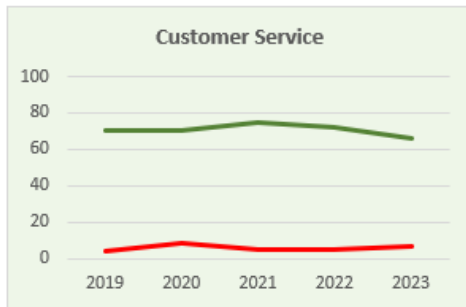
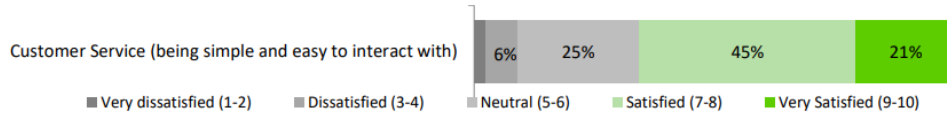
Other Public Facilities



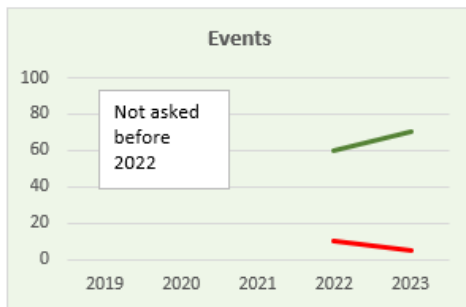
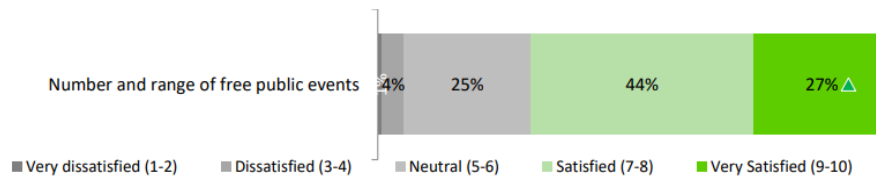
Support for Economic and Community Development



Customer Service

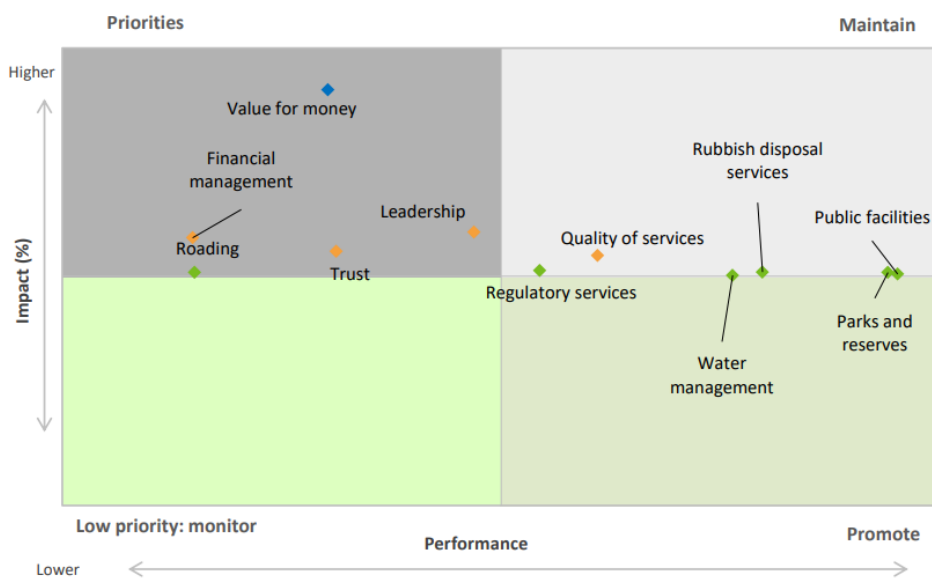


Events



Opportunities and Priorities

This is all summed up in the opportunities and priorities matrix. Here there are four quadrants based on the perceived performance and impact of Council services:



Priorities for Council are in the top left quadrant (ie, highest impact, lowest performance) Providing more perceived Value for Money is the main priority.

KeyResearch said that the survey shows the same as the result last year, the key priorities for the Council are Value for money, and reputation measures such as Leadership, Trust and Financial management. Another priority to focus on is Roading. Verbatim comments left by the respondents indicate general disagreement with how rates are spent, as well as not enough effort from Council to consult the public before making financial decisions. Over the past years, road maintenance has received the highest number of comments from respondents. The issues mentioned include the need for improved maintenance and ensuring that roads are safe to use.

The other areas fall into the **maintain** quadrant – these areas have a high impact on Overall Satisfaction so, although performance is currently relatively high, this performance needs to be maintained.

Overall Perceptions of Palmerston North

The survey also includes questions about residents' perceptions of Palmerston North. Residents were given a series of statements and asked if they agreed or disagreed.

The results show general drops in perceptions over the past two years.

There has been a big drop in perceptions of safety – from over 70% in 2019/21 to 59% in 2022 and 43% in 2023 (see the graph on the next page). Because the survey was done in quarterly waves this is not due to any one-off event.

There have also been significant drops in Opportunities to be physically active; Having great parks, sportsfields and recreation facilities; Being welcoming and friendly; Having a great sense of community spirit; and Having a vibrant City Centre.

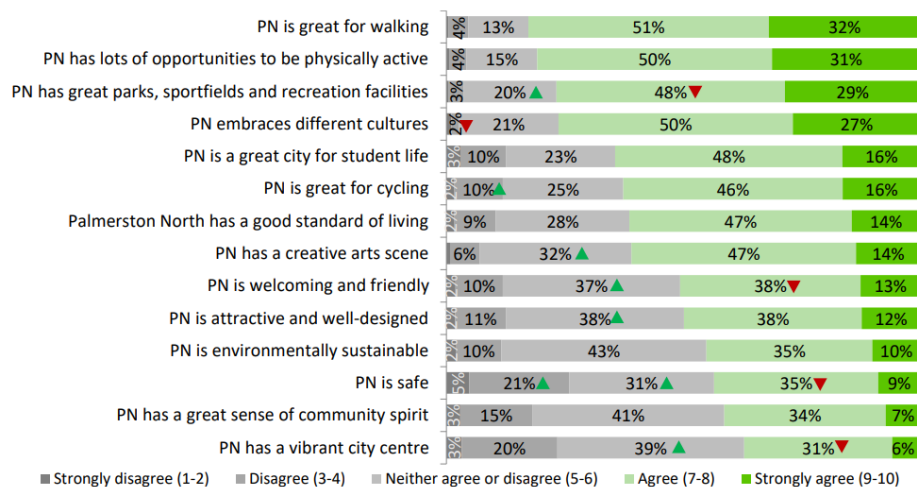
Despite this drop, positive perceptions far outweigh negative perceptions.

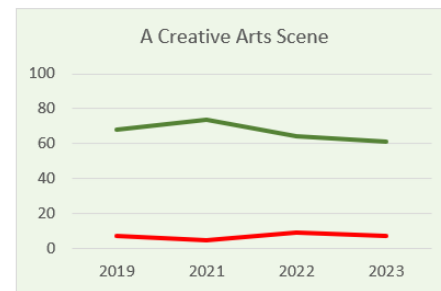
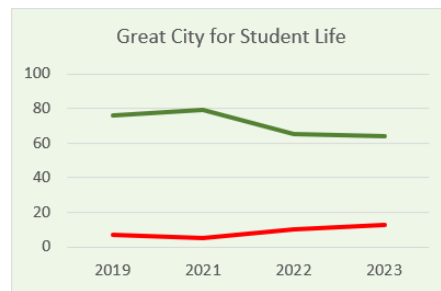
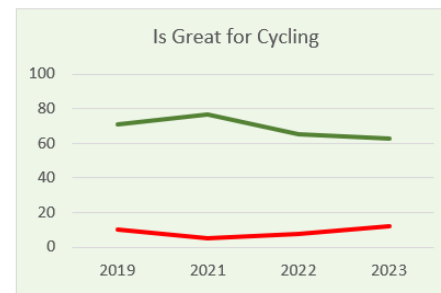
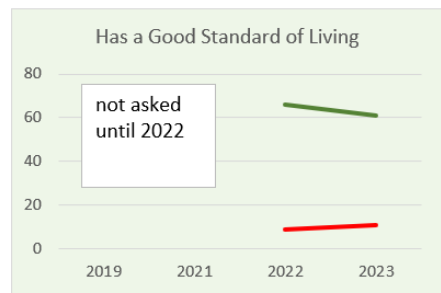
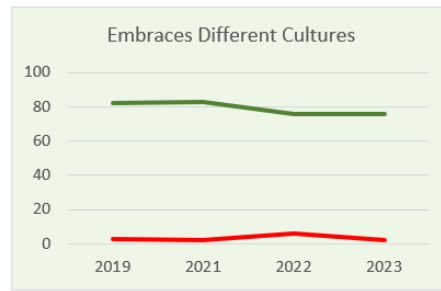
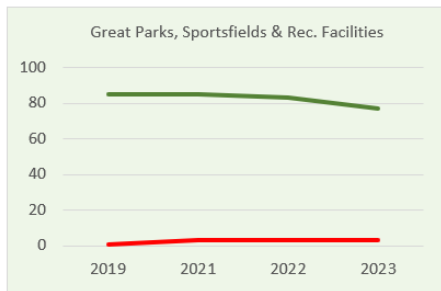
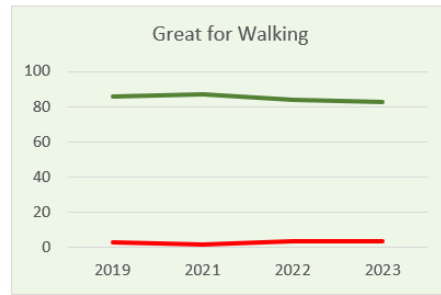
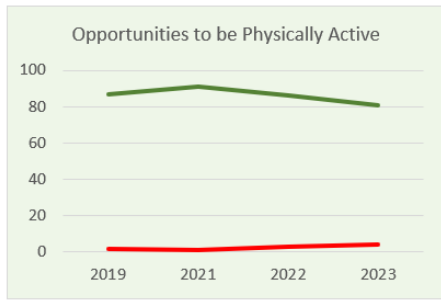
Older people (65 plus years) tend to have the most positive perceptions.

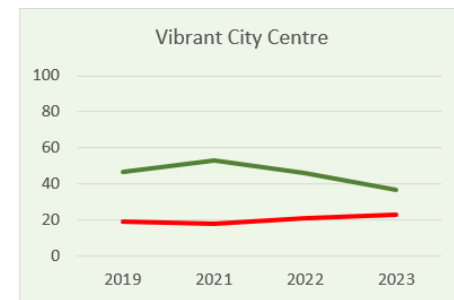
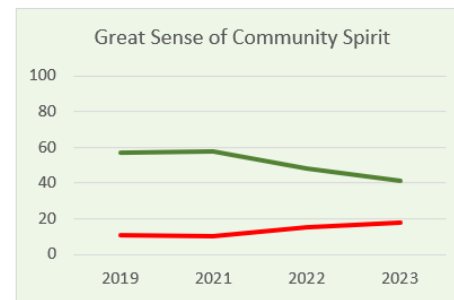
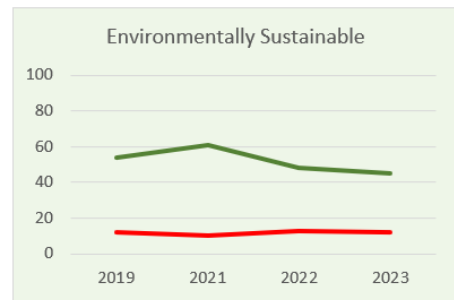
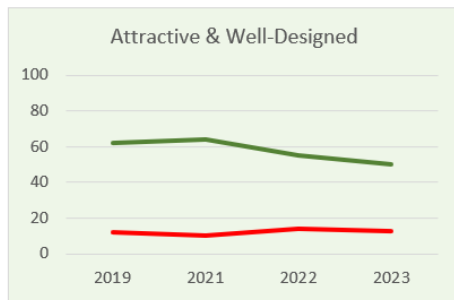
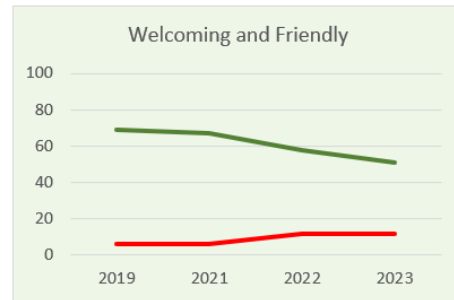
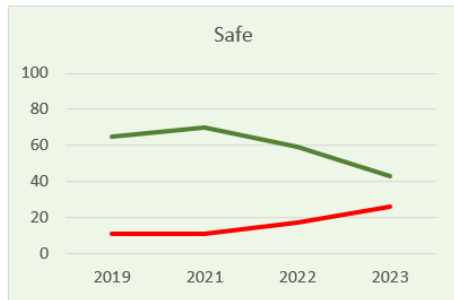
This bar graph shows the 2023 results. Red down arrows show significant drops since 2022, green up arrows are significant increases.

The line graphs in the following pages show trends over time. They are in order, with the most positive perceptions first. The **Green** line shows % agreeing, **Red** % disagreeing.

The questions were not asked in 2020. The Standard of living question was started in 2022.







Methodology Notes

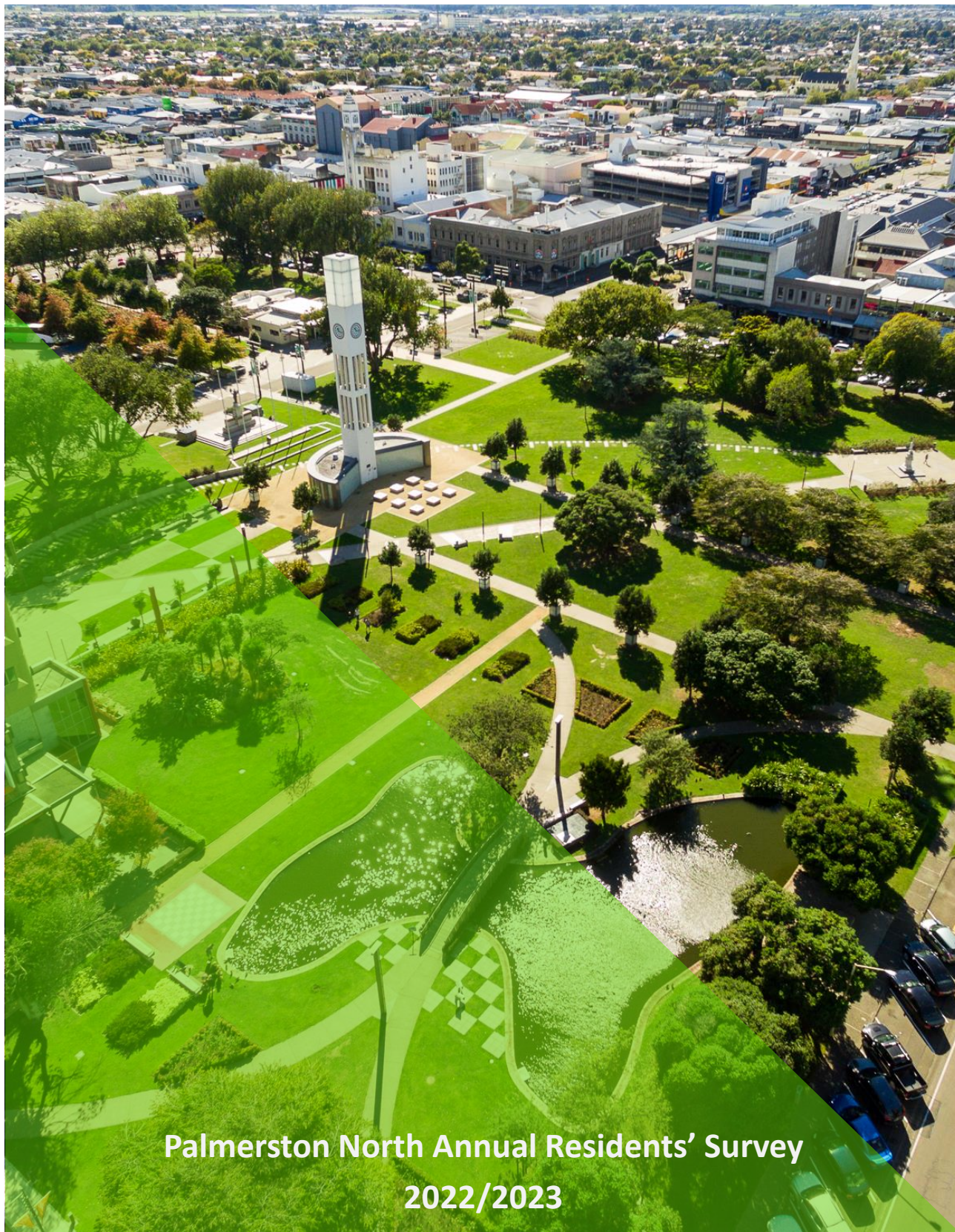
The results are weighted so the survey respondents match the age, gender and ethnicity profile of Palmerston North from the 2018 Census.

The margin of error is 4.35%. This is for the entire sample – margins of error are bigger for sub-samples such as age, ethnicity and ward. You need to consider differences in any results between subgroups with real caution and, for such comparisons, it is best to look for differences that are consistent over the five surveys.

The "Don't Knows" have been excluded from most of the tables and graphs. (If they were left in, services with a high proportion of Don't Knows would have unfairly low satisfaction percentages.) "Neutral" satisfaction ratings have been left in.

Respondents have the choice of filling the survey in online or on paper. If they do not respond they are sent one reminder.

KeyResearch carries out residents' surveys for other Councils. They will prepare a benchmarking report comparing PNCC results with other Councils at a later stage.



Palmerston North Annual Residents' Survey
2022/2023

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Background, Objectives and Method

Background

The Palmerston North City Council has an ongoing need to measure how satisfied residents are with resources, facilities and services provided by the Council, and to prioritise improvement opportunities that the community will value.

Research objectives

- To provide a robust measure of satisfaction with the Council's performance in relation to service delivery
- To determine performance drivers and assist the Council to identify the best opportunities to improve satisfaction further, including satisfaction among defined groups within the city
- To establish perceptions regarding organisational reputation, including how competent the Council is perceived to be and the affinity residents have developed for the Council
- To assess changes in satisfaction over time and measure progress towards the Council's 10 Year Plan (long-term plan) objectives and strategic direction.

Method

- A mixed-method of data collection was used, consisting of a postal invitation to an online survey, with a hard copy survey back up. Sample selection was based on a random selection from the Electoral Roll. This practice ensures that all population sectors have an equal chance of selection and thus minimises bias.
- In 2022/2023 data collection was managed quarterly from 10 October 2022 to 3 July 2023: Q1 n=104; Q2 n=92; Q3 n=179; Q4 n=161. The total number of responses collected over the 2022/2023 reporting period was 536.
- Post data collection, the sample was weighted to align with known population distributions for the Palmerston North City Council area, as per the Census 2018 results, based on age, gender and ethnicity (see Sample Profile, page 68).
- The sample has an expected 95% confidence interval (margin of error) of $\pm 4.35\%$. The margins of error associated with subgroups may be larger than this as the results become less precise as the sample size shrinks. Thus, outcomes derived from particularly small sample sizes should be read with caution.

Notes

Due to rounding, percentages may add to just over or under (+/- 1%) totals.



Executive summary

Key Findings

2022/2023 has been a challenging year for New Zealanders on many levels, including several severe weather events which left several regions cut off and many people unable to return to their homes. This combined with financial pressures with the rising cost of living, inflation and uncertain political and economic situations. The overall performance of the City Council has remained consistent, with a 1% point decrease in satisfaction since 2022. Satisfaction with *Overall facilities, infrastructure and services*, and *Value for money* has remained steady year-on-year. However, it's worth noting that despite this consistency, compared to 2022 the satisfaction scores for most measures are still relatively lower than pre-COVID levels.

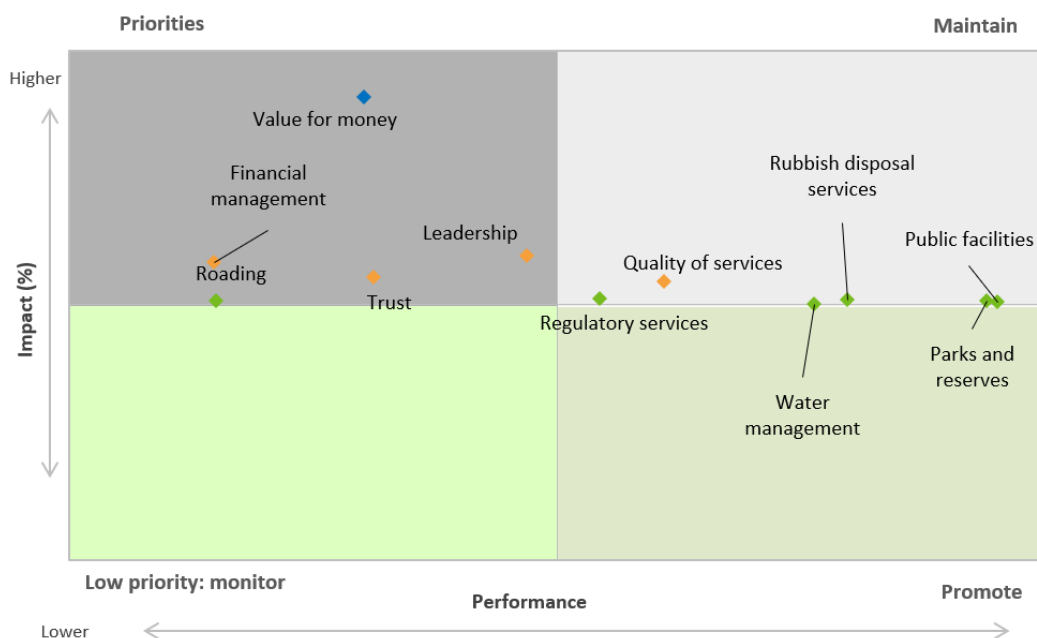
The reputation benchmark has decreased by 2 points in 2023, going from +67 to +65 points. This falls within the 'Acceptable reputation' score. The percentage of 'Sceptics' (49%) has decreased, while 'Admirers' increased by 5% points. This suggests that residents currently hold a positive emotional connection with the council although believe there is room for improvement.

The key priorities for Council include *Value for money*, and perception of Council reputation measures that include *Leadership, Trust* and *Financial management*. Another priority to focus on is *Roading*.

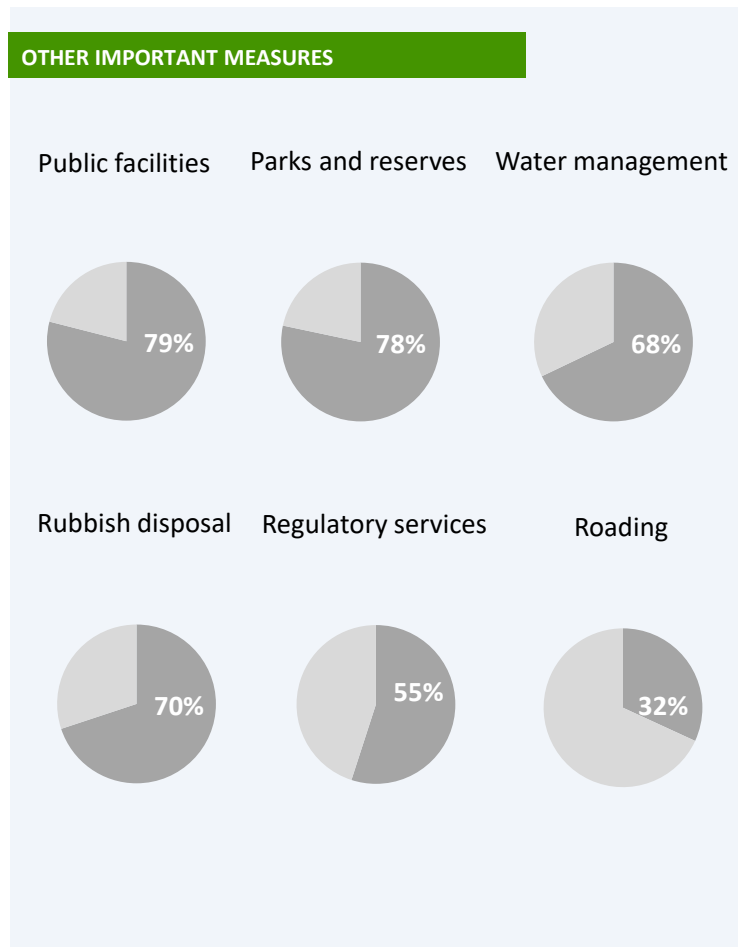
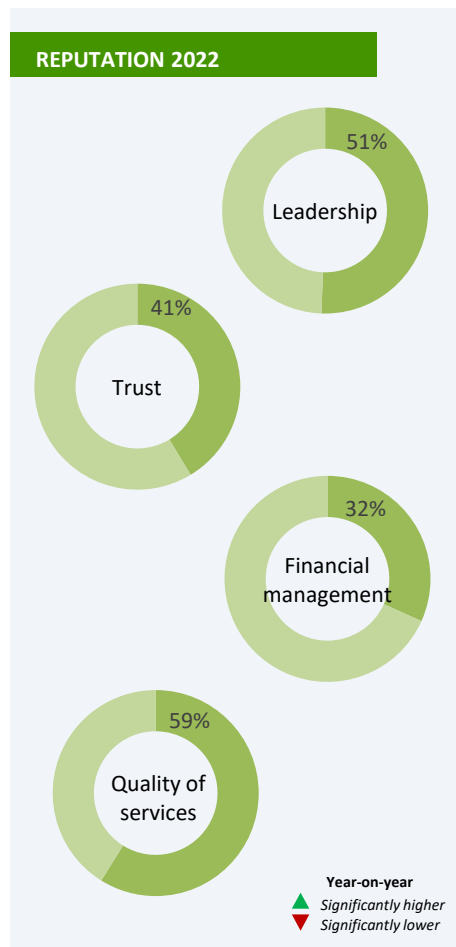
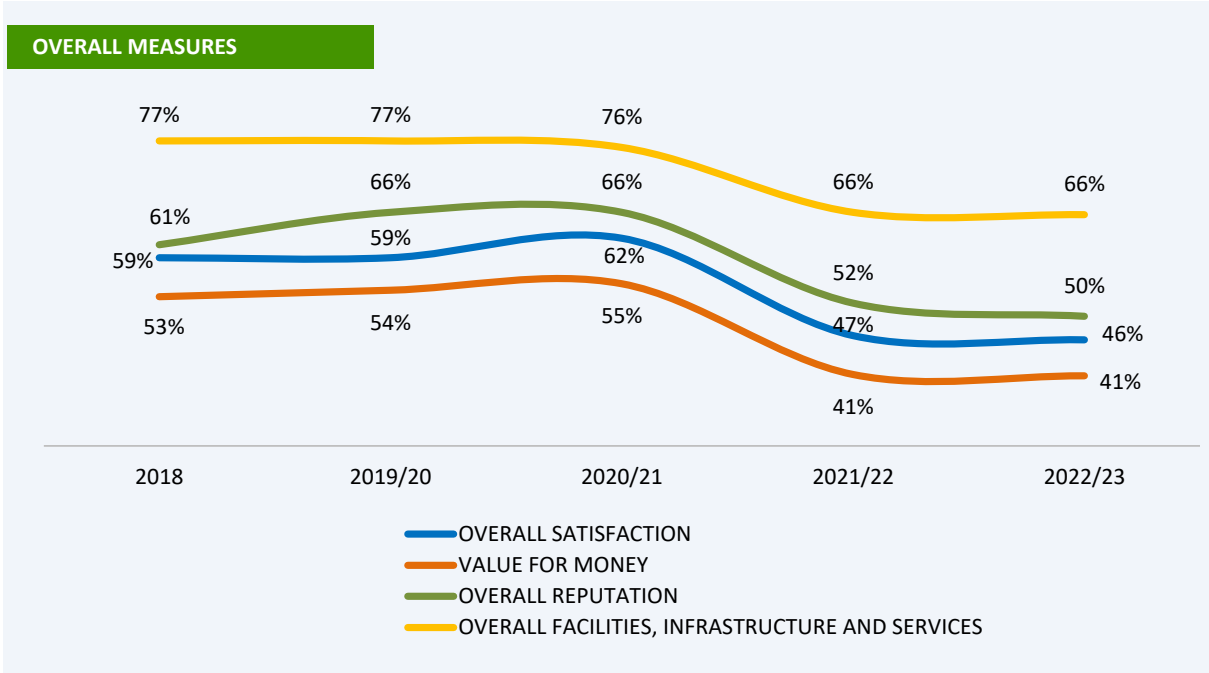
Verbatim comments left by the respondents indicate *General disagreement with how rates are spent*, as well as *Not enough effort from Council to consult the public before making financial decisions*.

Over the past years, road maintenance has received the highest number of comments from respondents. The issues mentioned include the *Need for improved maintenance* and *Ensuring that roads are safe to use*.

Satisfaction with *Outdoor and public facilities* remains highly regarded by residents.



Summary of key performance indicators



Areas of best and worst performance



Areas of best performance (% Satisfied, 7 to 10)

1. Walkways and shared pathways (84%)
2. Parks, reserves and green spaces (83%)
3. Kerbside rubbish and recycling collection (82%)
4. Public libraries (80%)
5. Overall satisfaction with public facilities (79%)

*These are the areas with the largest proportion of satisfied customers.



Areas of worst performance (% Dissatisfied, 1 to 4)

1. Roads throughout the city (excluding state highways) (53%)
2. Overall satisfaction with roading-related infrastructure (42%)
3. Ease of moving around the city at peak times (36%)
4. Footpaths throughout the city (36%)
5. Availability of parking in the city (31%)

*These are the areas with the largest proportion of dissatisfied customers.

- Best performance shows areas with the highest satisfaction/good scores, % 7 to 10
- Worst performance shows areas with the highest dissatisfaction/poor scores, % 1 to 4



Trends in overall measures and reputation (% 7-10, excluding don't know)

	Overall measures	% point increase / decrease (2023-2022)	Percentage of respondents satisfied, or very satisfied				
			2023	2022	2021	2020	2019
RD1_5	Overall satisfaction with rubbish disposal services	1%	70%	69%	76%	76%	76%
PRO2_7	Overall satisfaction with the city's parks, reserves and open spaces	-	78%	78%	86%	86%	83%
OVLFI5_1	Overall satisfaction with facilities, infrastructure and services	-	66%	66%	76%	77%	77%
OV1_1	Overall value for money	-	41%	41%	55%	54%	53%
OVS1_1	Overall satisfaction with the Palmerston North City Council	-1%	46%	47%	62%	59%	59%
OF2_6	Overall satisfaction with public facilities	-1%	79%	80%	84%	84%	84%
RM1_5	Overall satisfaction with regulatory services	-2%	55%	57%	67%	61%	64%
REP2_1	Overall reputation	-2%	50%	52%	66%	66%	61%
ID1_7	Overall satisfaction with roading-related infrastructure	-3%	32%	35%	48%	46%	53%
IW1_4	Overall satisfaction with water-related infrastructure	-4%	68%	72%	77%	72%	76%

	Governance and reputation	% point increase / decrease (2023-2022)	Percentage of respondents satisfied, or very satisfied				
			2023	2022	2021	2020	2019
LS3_4	The ease of having a say in Council decision making	5%	31%	26%	41%	35%	36%
REP1_3	Financial management	4%	32%	28%	44%	39%	40%
LS3_3	Your opportunities to have a say in Council decision making	3%	38%	35%	46%	44%	42%
REP1_1	Leadership	2%	51%	49%	65%	62%	55%
REP1_4	Quality of services provided by the Council	2%	59%	57%	73%	68%	65%
LS2_1	Performance of the Mayor and Councillors	1%	48%	47%	61%	58%	54%
REP1_2	Trust	-	41%	41%	53%	51%	46%
LS1_1	Tourism and visitor promotion for Palmerston North	-1%	44%	45%	52%	49%	50%
LS3_2	The availability of information from the Council	-3%	46%	49%	57%	55%	55%
LS1_2	Council funding and support for community groups	-3%	42%	45%	55%	53%	50%
LS2_2	Performance of Council staff	-3%	48%	51%	65%	61%	56%
LS1_3	Business promotion and attraction for Palmerston North	-4%	38%	42%	51%	50%	43%
LS3_1	The quality of information you get from Council	-4%	45%	49%	54%	54%	53%
LS1_4	Promotion of working and living in Palmerston North	-5%	38%	43%	51%	47%	45%
LS5_1	Customer service (being simple and easy to interact with)	-6%	66%	72%	75%	70%	70%
SEN1	Overall quality of your life	-7% ▼	75%	82%	-	-	-
SEN2_1	You're confident that the City is going in the right direction	-8% ▼	51%	59%	-	-	-

NOTES:

- Sample: 2019 n=800 ; 2020 n=476 ; 2021 n=437; 2022 n=506; 2023 n=536.
- Excludes don't know responses.

Year-on-year
 Significantly higher
 Significantly lower

Trends in satisfaction (% 7-10, excluding don't know)

	Other measures	% point increase / decrease (2023-2022)	Percentage of respondents satisfied, or very satisfied				
			2023	2022	2021	2020	2019
PE1_1	Number and range of free public events	10% ▲	70%	60%	-	-	-
PRO2_4	Walkways and shared pathways	4%	84%	80%	86%	90%	84%
RD1_1	Kerbside rubbish and recycling collection	4%	82%	78%	85%	84%	85%
PRO2_3	Public swimming pools	3%	65%	62%	78%	59%	68%
OF2_2	Central Energy Trust Arena	3%	71%	68%	68%	68%	70%
RM1_3	Control of noise	2%	55%	53%	62%	60%	62%
RD1_2	Litter control	1%	58%	57%	61%	65%	64%
PRO2_1	Parks, reserves and green spaces	1%	83%	82%	88%	82%	86%
RM1_2	Control of barking dogs	1%	51%	50%	57%	54%	56%
RM1_4	Parking enforcement	1%	47%	46%	56%	55%	58%
OF2_4	Regent Theatre	-	77%	77%	80%	78%	82%
RD1_4	Cleanliness of the streets in general	-	65%	65%	72%	71%	71%
PRO2_2	Sportsfields and playgrounds	-	73%	73%	81%	71%	77%
RD1_3	Green waste drop-off points, transfer stations and recycling	-1%	68%	69%	71%	72%	73%
PRO2_5	Maintenance of cemeteries	-1%	56%	57%	69%	65%	62%
ID1_4	Availability of parking in the city	-1%	41%	42%	49%	49%	55%
IW1_2	Stormwater services (excluding stop banks)	-1%	62%	63%	72%	71%	66%
ID1_6	Ease of moving around the city at peak times	-1%	35%	36%	45%	41%	42%
OF2_3	Public libraries	-2%	80%	82%	85%	84%	83%
OF2_5	Te Manawa, the Museum and Science Centre and Art Gallery	-2%	75%	77%	81%	76%	80%
ID1_5	Cycling in the city	-2%	43%	45%	53%	53%	50%
IW1_3	Sewerage system	-3%	72%	75%	76%	80%	78%
PRO2_6	Public toilets	-3%	50%	53%	63%	52%	54%
OF2_1	Conference and Function Centre	-4%	54%	58%	53%	60%	63%
OF2_7	Central Energy Trust Wildbase Recovery	-4%	66%	70%	73%	71%	0%
RM1_1	Control of roaming dogs	-4%	59%	63%	62%	64%	65%
IW1_1	Water supply	-4%	76%	80%	84%	82%	82%
ID1_2	Footpaths throughout the city	-8% ▼	39%	47%	47%	52%	51%
ID1_1	Roads throughout the city (excluding state highways)	-9% ▼	28%	37%	51%	51%	56%
ID1_3	Street lighting throughout the city	-12% ▼	51%	63%	63%	60%	64%

NOTES:

- Sample: 2019 n=800 ; 2020 n=476 ; 2021 n=437; 2022 n=506; 2023 n=536.
- Excludes don't know responses.

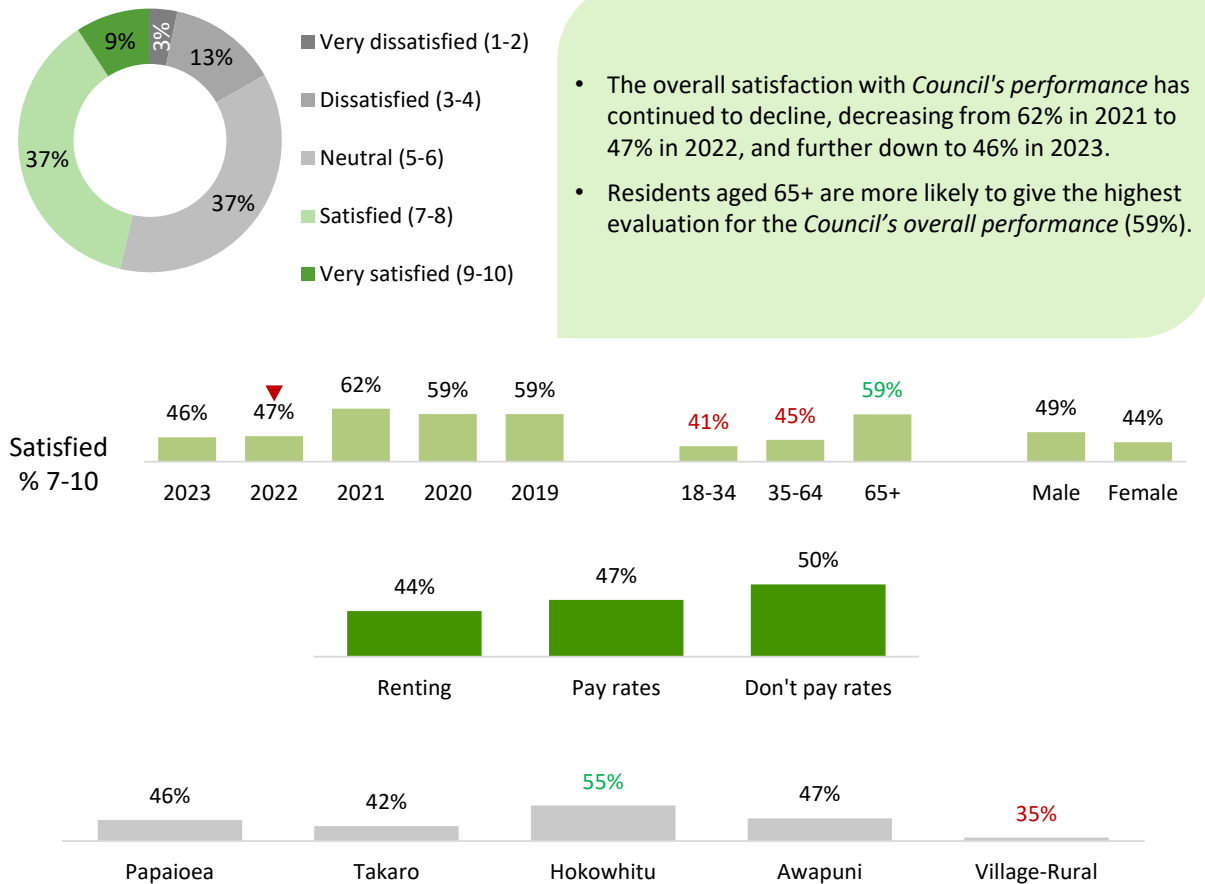
Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Page 9



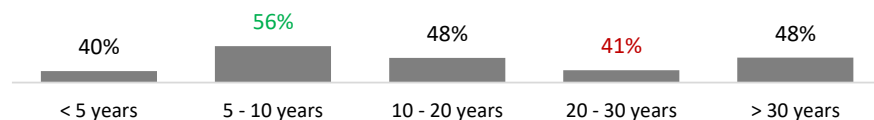
Overall satisfaction with the Council and perceptions of the city

Overall performance



- Residents from Hokowhitu ward are most likely to be satisfied with the *Council's overall performance*, especially when compared with those residing in Village-Rural.

Satisfied % 7-10 (By length of stay in the city)



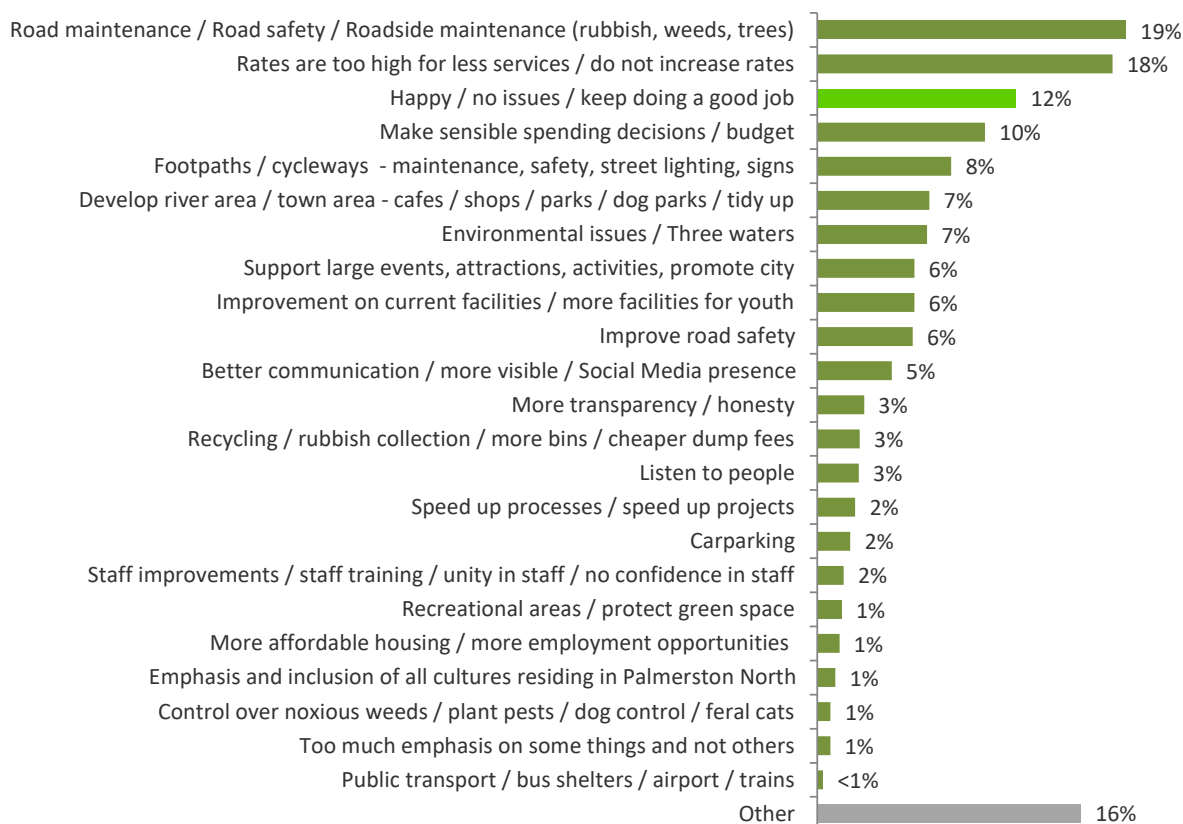
NOTES:

- Sample: 2021 n=437; 2022 n=506; 2023 n=536; Excludes 'Don't know' responses
- 18-34 n=184; 35-64 n=212; 65+ n=140;
- Male n=255; Female n=281;
- Māori n=113; All Others n=423;
- Papaioea n=158; Takaro n=83; Hokowhitu n=126; Awapuni n=93; Village-Rural n=76;
- Renting n=81; Pay rates n=408; Don't pay rates n=35;
- Lived in PN <5 years n=38; 5-10 years n=63; 10-20 years n=120; 20-30 years n=151; >30 years n=162
- OVS1. Considering all the services and infrastructure that the Palmerston North City Council provides, its leadership and the value you receive for the rates and fees that you pay. Everything considered, how would you rate your overall satisfaction with the Palmerston North City Council? n=510

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Comments on the Council's performance and needed improvements throughout the city



- Spend less on cycleways and fancy bridges, and more on road improvements and the maintenance of essential services such as water treatment and sewerage.
- Fix the roads and listen to ratepayers' mature opinions.
- More nature recreation areas for hiking, hunting and fishing.
- I feel as though rates are really high, as I always hear my family complaining about what it's used for.
- Stop wasting money on digging up roads that are fine and making them worse than they were before you started. This is on rural roads.
- Just more transparency please. I would like to see more reporting on the different areas that councillors are involved with.



- Keep going, Cuba street upgrade is great, keep modernising our city and bringing our communities together with events such as the fireworks and the festival of cultures.
- I love the ability to run and walk in nature. Must promote Palmerston North more as a great place to live.
- You are doing a great job, keep up the good work.
- I think as long as they continue to maintain services and make improvements, they are doing well.
- Love the artworks and new road improvements on Cuba Street.
- In general, I am happy with the Council's performance.

NOTES:

1. Sample: 2023 n=536; Excludes 'Don't know' responses
2. OVS2. Do you have any other comments about the performance of the Palmerston North City Council or improvements that you would like to see made? n=251

Overall facilities, infrastructure and services

Overall satisfaction with the facilities, infrastructure and services provided by the Council



■ Very dissatisfied (1-2) ■ Dissatisfied (3-4) ■ Neutral (5-6) ■ Satisfied (7-8) ■ Very Satisfied (9-10)

Scores with % 7-10	2023	2022	2021	2020	2019	Māori	All others
Overall satisfaction with the facilities, infrastructure and services provided by the Council	66%	66% ▼	76%	77%	77%	52%	68%

Scores with % 7-10	Papaioea	Takaro	Hokowhitu	Awapuni	Village-Rural
Overall satisfaction with the facilities, infrastructure and services provided by the Council	62%	64%	72%	66%	63%

- Consistent with the result in 2022, 66% of the residents are satisfied with the *Overall facilities, infrastructure and services* provided and maintained by the Council.
- Māori residents are least likely to be satisfied with *Overall facilities, infrastructure and services* provided and maintained by the Council.
- The results are fairly consistent with no significant differences across wards.

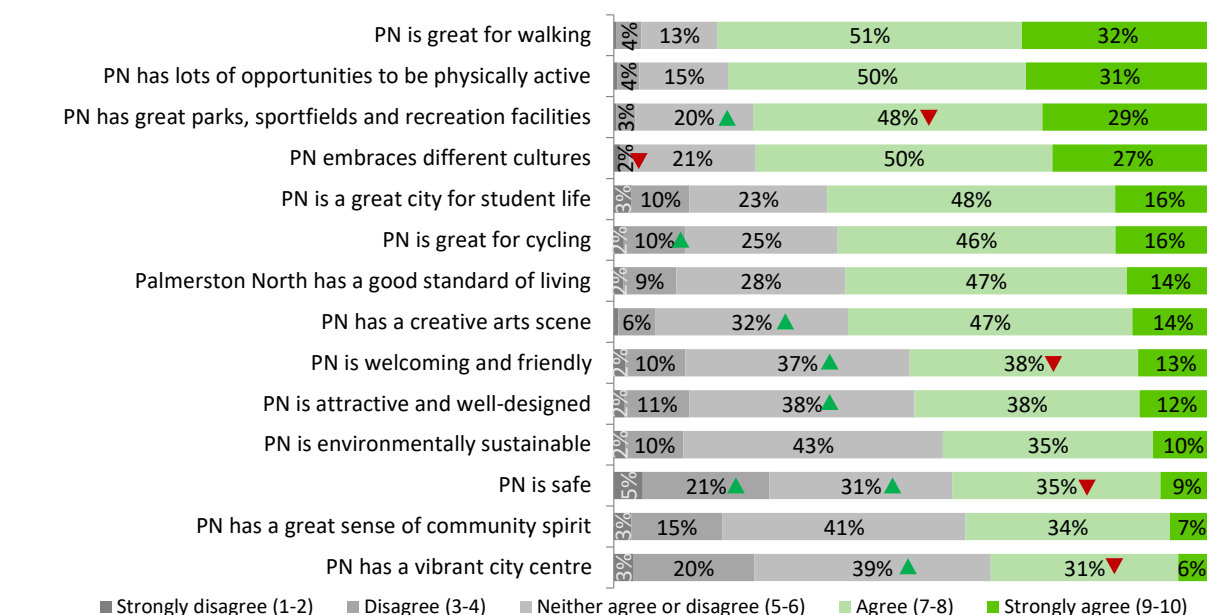
NOTES:

1. Sample: 2021 n=437; 2022 n=506; 2023 n=536; Excludes 'Don't know' responses
2. Māori n=113; All Others n=423;
3. Papaioea n=158; Takaro n=83; Hokowhitu n=126; Awapuni n=93; Village-Rural n=76;
4. OVLFS. When you think about all the facilities, infrastructure and services that the Palmerston North City Council provides, how satisfied are you overall with these? n=524

Year-on-year
▲ Significantly higher
▼ Significantly lower

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Overall perceptions of Palmerston North



Scores with % 7-10	2023	2022	2021	18-34	35-64	65+
PN is great for walking	83%	84%	87%	83%	83%	82%
PN has lots of opportunities to be physically active	81%▼	86%▼	91%	78%	83%	82%
PN has great parks, sportfields and recreation facilities	77%▼	83%	85%	73%	78%▼	81%
PN embraces different cultures	76%	76%▼	83%	73%	75%	87%
PN is a great city for student life	64%	65%▼	79%	60%	66%	69%▼
PN is great for cycling	63%	65%	77%	62%	60%	71%
Palmerston North has a good standard of living	61%	66%	-	57%	60%▼	73%
PN has a creative arts scene	61%	64%▼	74%	58%	59%	70%
PN is welcoming and friendly	51%▼	58%▼	67%	47%	49%	62%
PN is attractive and well-designed	50%	55%▼	64%	47%	45%	66%
PN is environmentally sustainable	45%	48%▼	61%	44%	43%	53%▼
PN is safe	43%▼	59%▼	70%	45%	39%▼	53%▼
PN has a great sense of community spirit	41%▼	48%▼	58%	33%	42%▼	54%
PN has a vibrant city centre	37%▼	46%▼	53%	36%	35%▼	45%

- Overall perceptions of Palmerston North have decreased significantly in areas of *Opportunities to be physically active* (from 86% to 81%), having *Great parks, sport fields and recreation facilities* (from 83% to 77%), being *Welcoming and friendly* (from 58% to 51%), being *safe* (from 59% to 43%), having a *Great sense of community spirit* (from 48% to 41%) and having a *vibrant city centre* (from 46% to 37%).

NOTES:

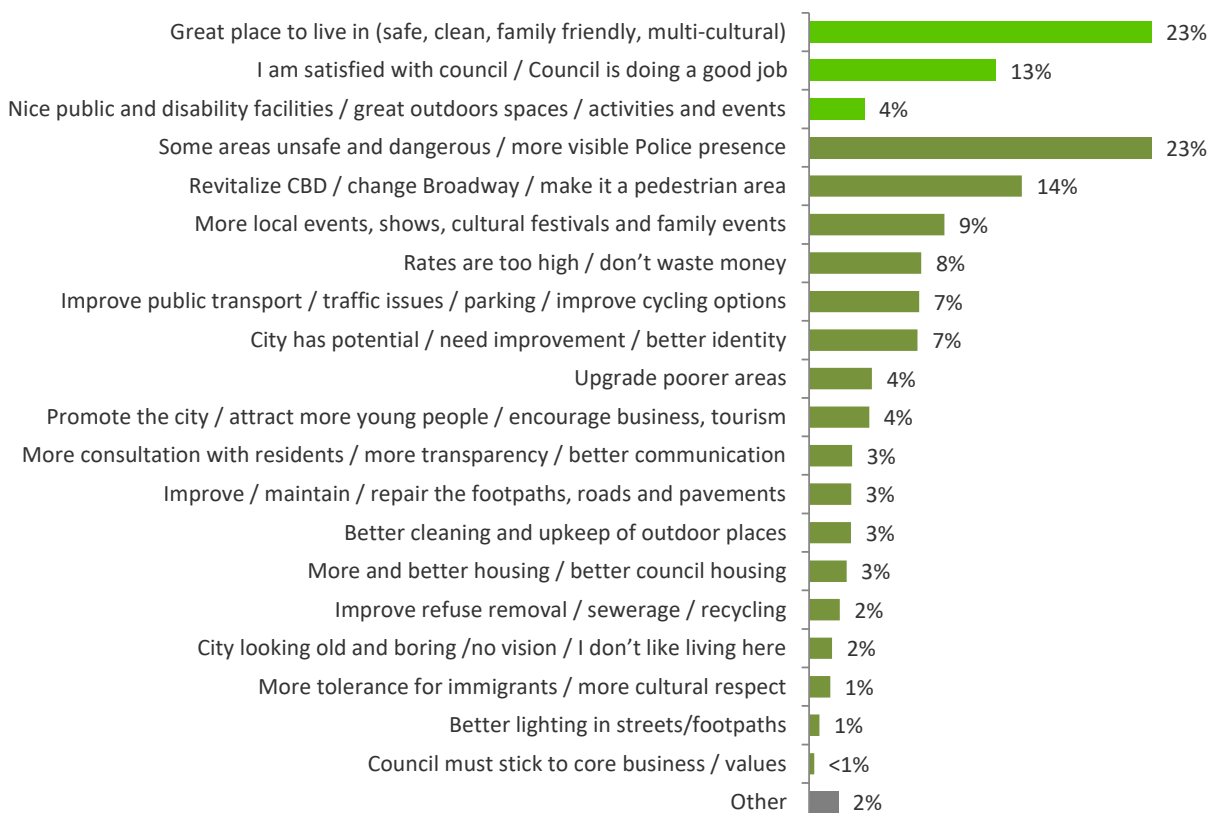
- Sample: 2023 n=536; 2022 n=506; 2021 n=437; Excludes 'Don't know' responses
- 18-34 n=184; 35-64 n=212; 65+ n=140;
- PD1. Please indicate your overall perception of Palmerston North using the 1-10 scale where 1 means 'strongly disagree' and 10 means 'strongly agree'. n=532

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

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General comments



- *Roading network could have been planned better.*
- *Consider the residents in decision making. Many made promises that were not kept after being elected.*
- *Dangerous occurrences seem to be on the rise, and it feels like it's becoming a more dangerous city to live in.*
- *The amount of violence and theft has gotten terrible.*
- *Palmerston North had the worst hospital wait times in New Zealand.*
- *Things like what happened in the food court downtown, as well as other reports of low-level crime from young people stick in the mind and give somewhat of a sense of unease.*

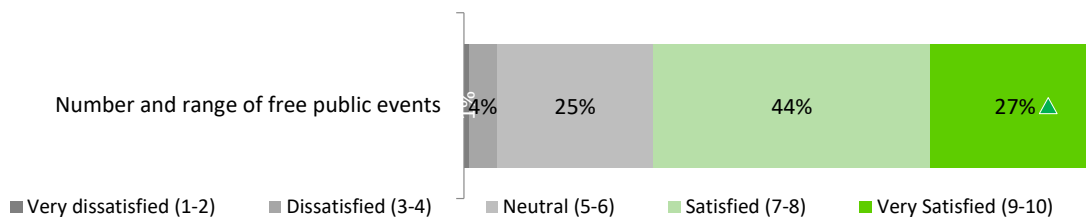


- Overall, I feel the Council is doing a good job.**
- *I enjoy living in Palmerston North.*
 - *Such a great range of parks and attractions in our city.*
 - *The exercise areas at parks are awesome.*
 - *Palmerston North is centrally located and is a good city to live in.*
 - *Palmerston North is a great place to live. It is very easy to get around the city.*
 - *Happy with what is going on.*
 - *A great city to live in and retire in. Beautiful parks and recreation areas, well maintained.*
 - *Palmerston North is a real great place for families because it is a good solid stable place to live with good facilities and services for that kind of thing.*

NOTES:

1. Sample: 2023 n=536; Excludes 'Don't know' responses
2. GEN1. Do you have any other comments that you would like to make about the City Council or Palmerston North generally? n=210

Public events



Scores with % 7-10	2023	2022	18-34	35-64	65+
Number and range of free public events	70% ▲	60%	67%	74% ▲	67%

Scores with % 7-10	Māori	All others
Number and range of free public events	71% ▲	70% ▲

Scores with % 7-10	Papaioea	Takaro	Hokowhitu	Awapuni	Village-Rural
Number and range of free public events	68%	70%	78% ▲	70%	63%

- Seven in ten residents (70%) are satisfied with the *Number and range of free public events* in Palmerston North, marking a significantly higher result compared to last year.
- Residents in Hokowhitu are most likely to be satisfied with the *Number and range of free public events* than residents in other wards, especially compared to residents in Village-Rural.

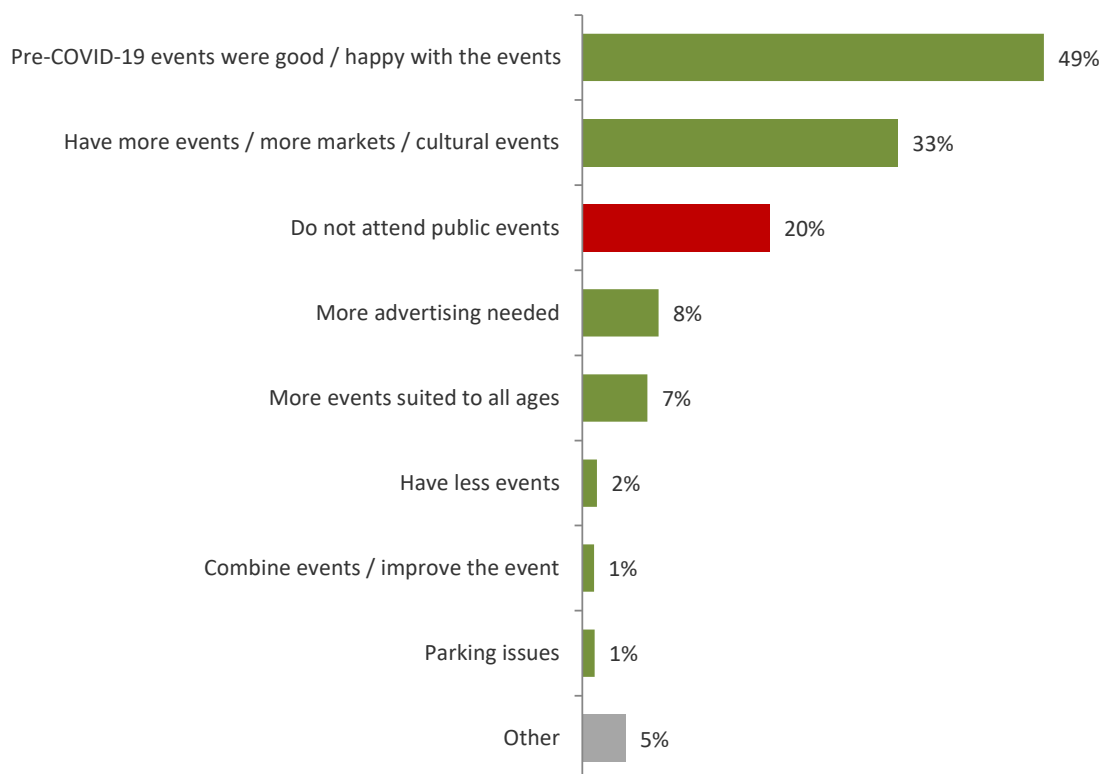
NOTES:

- Sample: 2023 n=536; 2022 n=506; Excludes 'Don't know' responses
- Māori n=113; All Others n=423;
- Papaioea n=158; Takaro n=83; Hokowhitu n=126; Awapuni n=93; Village-Rural n=76;
- PE1. How satisfied are you with the number and range of free public events throughout the year in Palmerston North (e.g. Festival of Cultures, Esplanade Day, New Year's Eve)? - Number and range of free public events? n=485

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

Comments related to public events



- They are great events, but I don't often hear about them - to be fair, I don't often go looking for public events.
- I was not aware of these events mentioned - but would like to attend in the future. They sound quite cool.
- They are considered 'free events' as the entry is free, but the majority of the available activities at these events are not free and are actually quite costly, making them not as accessible for certain families.
- More free public events would be great to engage our youth.
- I often hear about them after they've happened, or only a few days beforehand so I don't have time to plan to go. It would be great to hear more about them in advance.



- I love the Festival of Cultures. It would be lovely if our local orchestra was involved a bit more, but I always have a wonderful time with my grandchildren.
- We really enjoyed it.
- I think they have been great. Great for families especially.
- Food stalls though are increasingly expensive making it impossible for many whanau to afford kai.
- I think there are events to cater to all cultures, ages and interests.
- Love the positive celebrations and focus on diversity, inclusion, and fun.

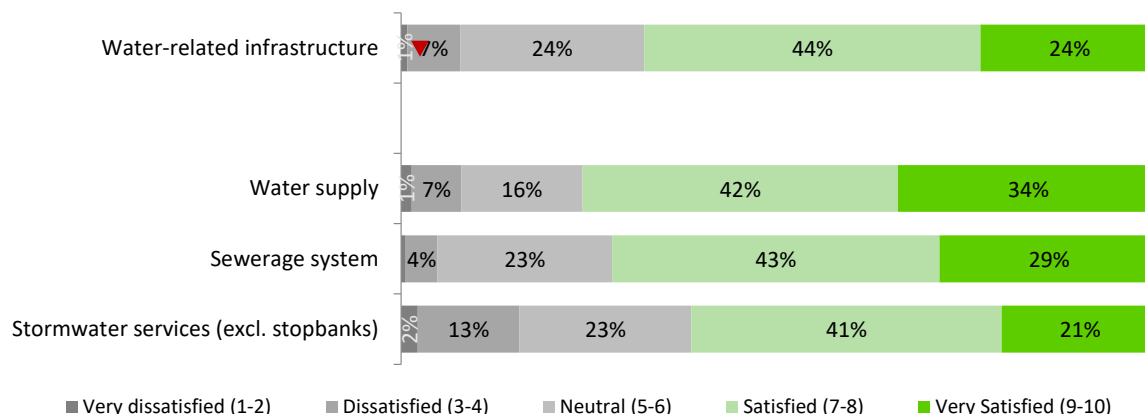
NOTES:

1. Sample: 2023 n=536; Excludes 'Don't know' responses
2. PE2. Do you have any comments on the range of free public events? n=166



Satisfaction with services and infrastructure

Water-related infrastructure



Scores with % 7-10	2023	2022	2021	2020	2019	Māori	All others
Water-related infrastructure	68%	72%	77%	72%	76%	61%	69%
Water supply	76%	80%	84%	82%	82%	71%	77%
Sewerage system	72%	75%	76%	80%	78%	68%	73%
Stormwater services (excl. stopbanks)	62%	63% ▼	72%	71%	66%	56%	63%

Scores with % 7-10	Papaioea	Takaro	Hokowhitu	Awapuni	Village-Rural
Water-related infrastructure	71%	66%	78%	57% ▼	64%
Water supply	77%	75%	82%	73%	69%
Sewerage system	73%	68%	81%	69% ▼	64%
Stormwater services (excl. stopbanks)	60%	62%	72%	55% ▼	60%

- Perception of all measures including *Overall water-related infrastructure* has experienced a slight decrease compared to the previous year.
- Residents in the Hokowhitu ward are significantly more satisfied when it comes to *Water-related infrastructure*, *Sewerage system*, and *Stormwater services* compared to other wards.
- Satisfaction of residents in Awapuni ward with *Water-related infrastructure*, *Sewerage system*, and *Stormwater services* has significantly declined since 2022.

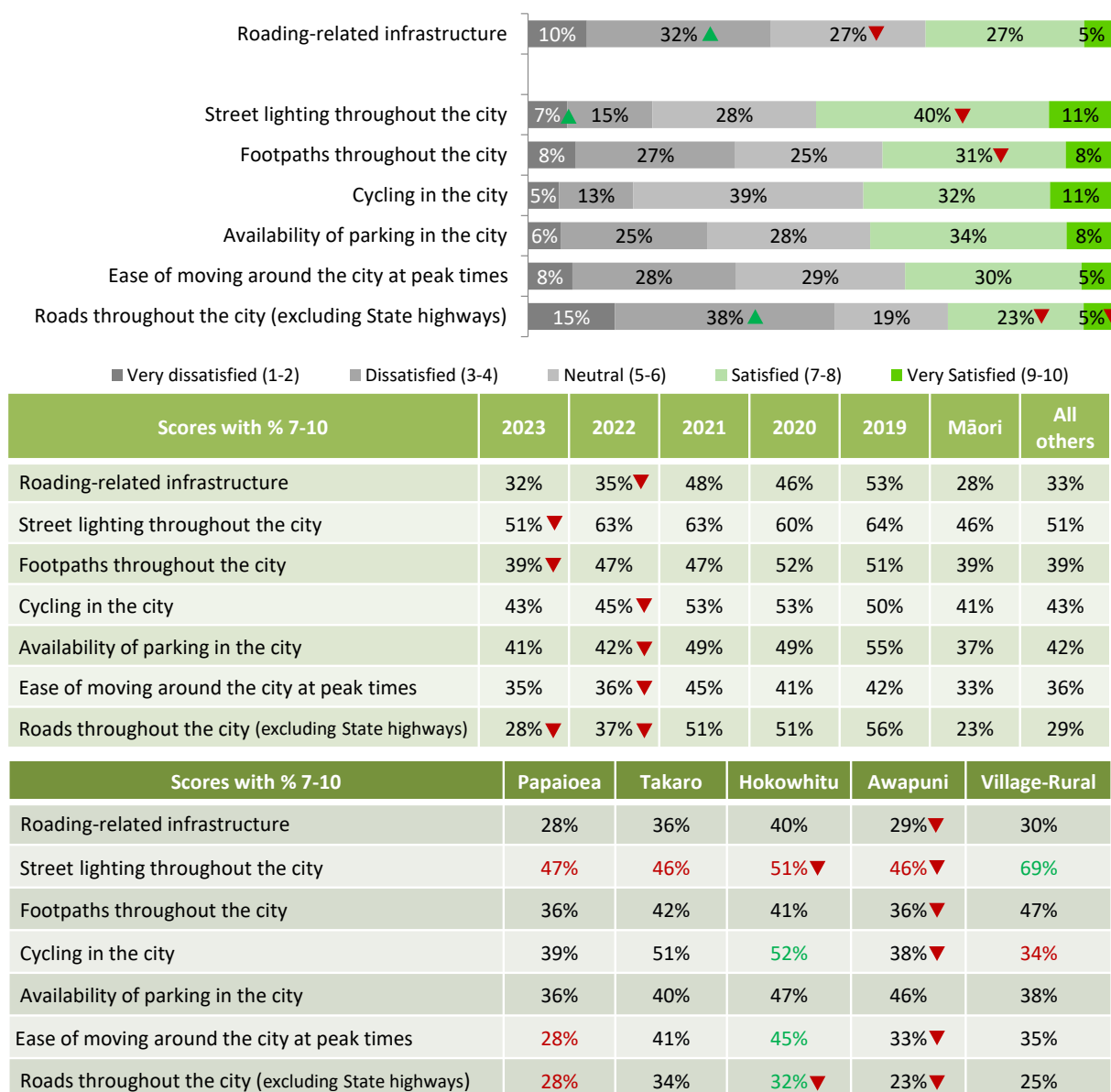
NOTES:

1. Sample: 2023 n=536; 2022 n=506; Excludes 'Don't know' responses
2. Māori n=113; All Others n=423;
3. Papaioea n=158; Takaro n=83; Hokowhitu n=126; Awapuni n=93; Village-Rural n=76;
4. IW1. How satisfied are you with each of the following Council services? n=515

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

Roading-related infrastructure



- The perception of *Roothing-related infrastructure* has continued to decline over the past 12 months.
- For the past two years, *Ease of moving around the city at peak times* and *Roads throughout the city* have consistently been the two lowest-performing areas across the roading related measures.
- With the exception of the *Availability of parking in the city*, the perception of residents in the Awapuni ward on roading measures has significantly decreased this year.

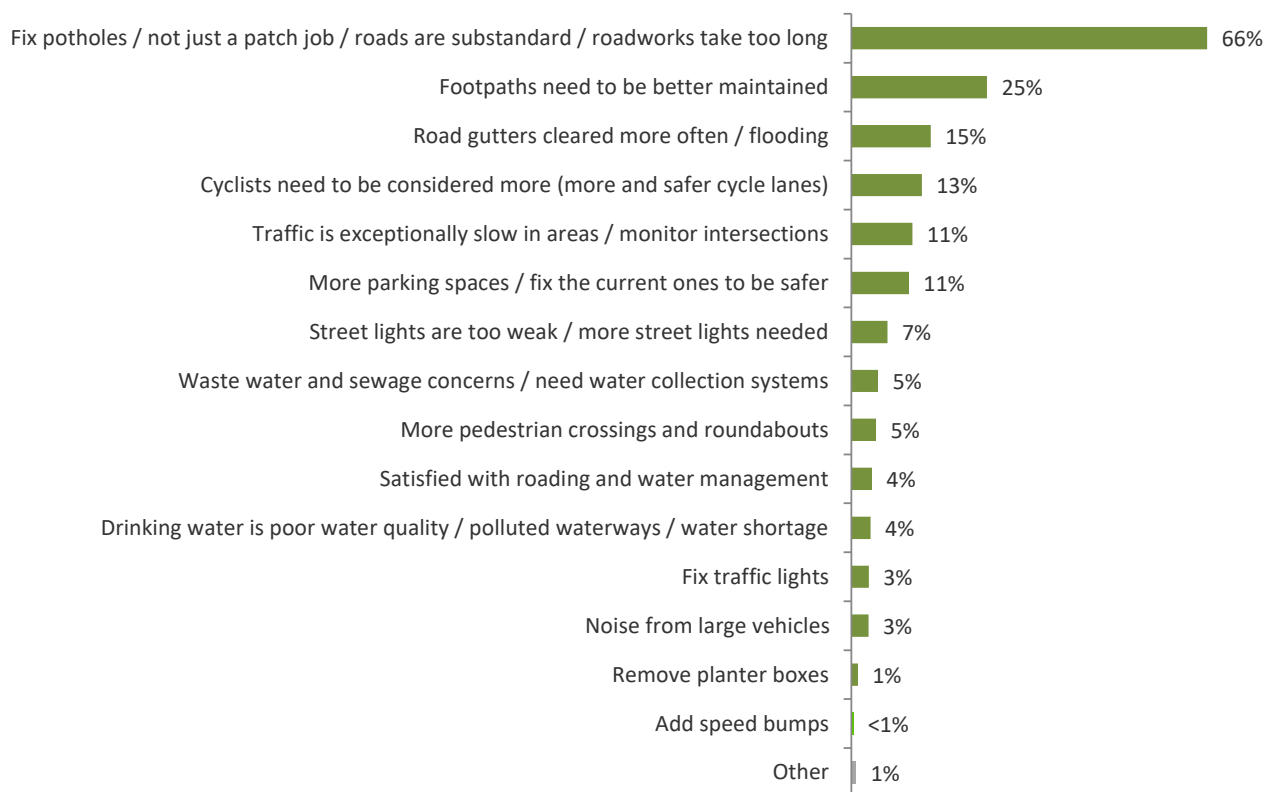
NOTES:

1. Sample: 2023 n=536; 2022 n=506; Excludes 'Don't know' responses
2. Māori n=113; All Others n=423;
3. Papaioea n=158; Takaro n=83; Hokowhitu n=126; Awapuni n=93; Village-Rural n=76;
4. ID1. How satisfied are you with each of the following? n=533

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Comments about roading-related or water-related infrastructure



- Too many potholes. Roadworks done when schools start, causing real congestion.
- Pedestrian crossings with a countdown system would be great.
- The emphasis on cycling as a transport road use is very slow, too slow.
- The water main in our street (Churchill Ave) has burst half a dozen times in the last 12-24 months. It has been repaired and repaired and repaired, but not fixed.
- I think there needs to be some enforcing of the disability parking areas as able-bodied people have parked their cars in disabled only parking spaces.
- Should have free public parking in the city.

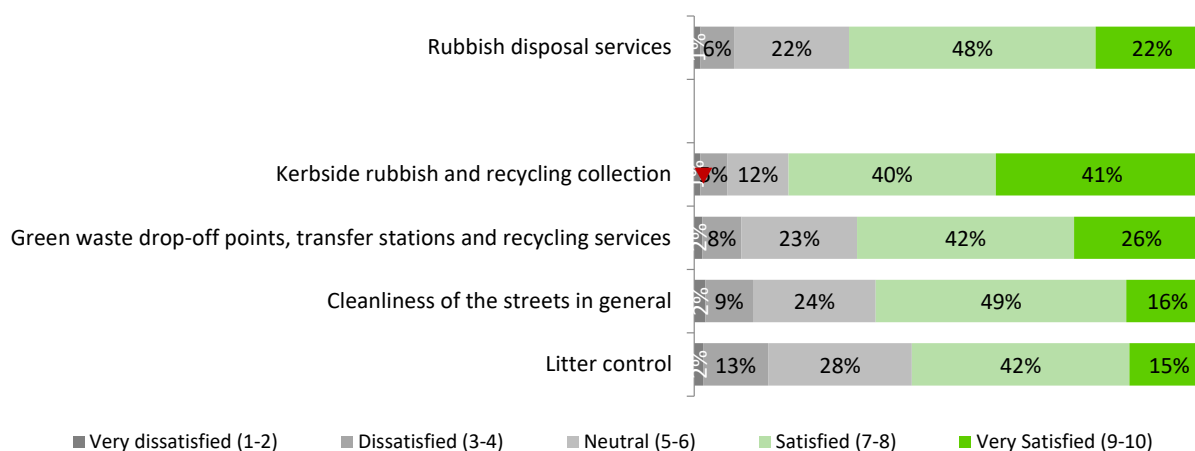


- Most footpaths are safe, a few places less so for elderly. Good progress with intersection upgrades. Hopefully will alleviate pressure during rush hour.
- It is good to see maintenance work being done on the roads recently.
- I am happy with everything, thank you.
- Water-related infrastructure seems to be very good and well-maintained.
- Parking in town can be a pain but generally, it is good.

NOTES:

1. Sample: 2023 n=536; excludes 'Don't know' and 'I don't use it' responses
2. VB2. Do you have any comments about the city's roading or water related infrastructure? n=313

Rubbish disposal services



Scores with % 7-10	2023	2022	2021	2020	2019	Māori	All others
Rubbish disposal services	70%	69% ▼	76%	76%	76%	67%	70%
Kerbside rubbish and recycling collection	82%	78% ▼	85%	84%	85%	79%	82%
Green waste drop-off points, transfer stations and recycling services	68%	69%	71%	72%	73%	64%	69%
Cleanliness of the streets in general	65%	65%	72%	71%	71%	59%	66%
Litter control	58%	57% ▼	61%	65%	64%	64% ▲	57%

Scores with % 7-10	Papaioea	Takaro	Hokowhitu	Awapuni	Village-Rural
Rubbish disposal services	71%	64%	75%	72%	62%
Kerbside rubbish and recycling collection	76%	82%	86%	83%	85%
Green waste drop-off points, transfer stations and recycling services	68%	72%	74%	67% ▼	59%
Cleanliness of the streets in general	64%	57%	71%	66%	63%
Litter control	56%	58%	63%	57%	54%

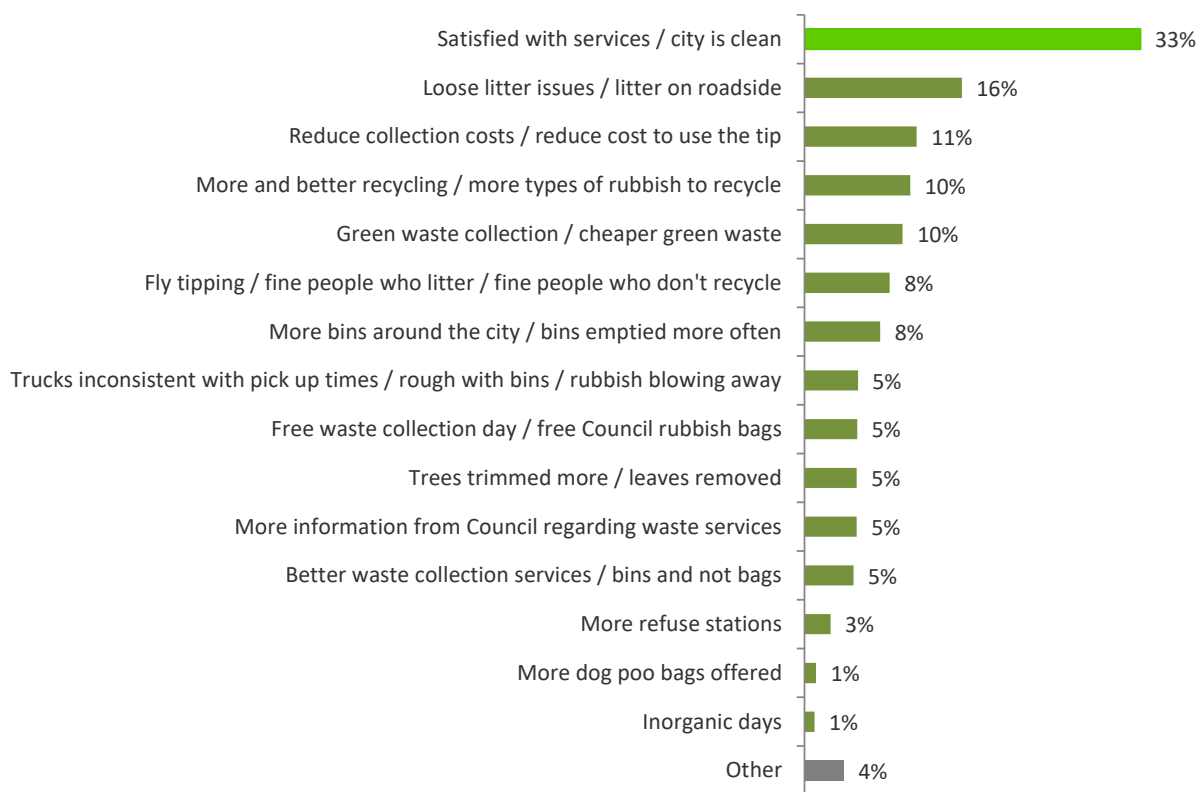
- Satisfaction with *Rubbish disposal services* has slightly improved (from 69% to 70%), picking up from the significant decrease experienced during the Omicron outbreak last year.
- The majority of residents (82%) are highly satisfied with *Kerbside rubbish and recycling collection*, making it the highest valued metric in this area.
- Residents from Hokowhitu ward are most likely to be satisfied with the Council's rubbish disposal services than residents in other wards.

NOTES:

1. Sample: 2023 n=536; 2022 n=506; Excludes 'Don't know' responses
2. Māori n=113; All Others n=423;
3. Papaioea n=158; Takaro n=83; Hokowhitu n=126; Awapuni n=93; Village-Rural n=76;
4. RD1. How satisfied are you with each of the following Council services? n=532

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower
Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

Comments about rubbish disposal



- We need more waste drop-off points.
- Drivers are not trained properly.
- Can we have more public bins? In Kelvin Grove there is a bakery area that has seats but no bins unless you walk back to Countdown.
- There should be more services that can reserve large rubbish items like household equipment, couches, and beds. I find it difficult to get rid of my household equipment.
- Green waste disposal should be free of charge.
- Keep regular times for rubbish pick up.
- The rates for the dump are too high.
- Costs for removing rubbish by the carload is too much.
- I feel recycling should be collected weekly as opposed to fortnightly.

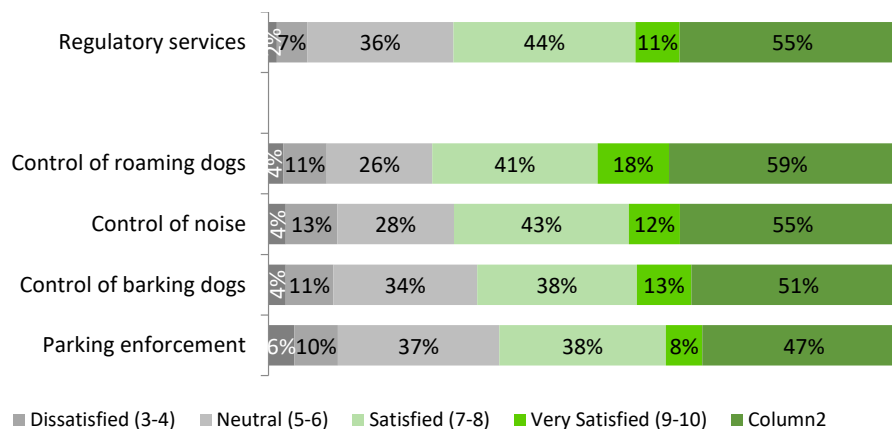


- I believe the council provides good services for its residents.
- They are sufficient.
- Most streets look neat and tidy most of the time.
- I'm happy with the services we get.
- The recycling collection works well. Please keep it up.
- Green waste bins would be good. I hope the trial goes well.
- Have nothing to complain about, very good service.
- No complaints about the rubbish collection at all. I find the staff from the rubbish collection doing a great job.
- Great service.

NOTES:

1. Sample: 2023 n=536; excludes 'Don't know' and 'I don't use it' responses.
2. VB4. Do you have any comments about any of these services that the Palmerston North City Council provides? n=321

Regulatory Services



Scores with % 7-10	2023	2022	2021	2020	2019	Māori	All others
Regulatory services	55%	57% ▼	67%	61%	64%	56%	55%
Control of roaming dogs	59%	63%	62%	64%	65%	54%	60%
Control of noise	55%	53% ▼	62%	60%	62%	59%	54%
Control of barking dogs	51%	50% ▼	57%	54%	56%	48%	51%
Parking enforcement	47%	46% ▼	56%	55%	58%	39%	48%

Scores with % 7-10	Papaioea	Takaro	Hokowhitu	Awapuni	Village-Rural
Regulatory services	57%	51%	58%	53%	52%
Control of roaming dogs	62%	43%	66%	58%	61%
Control of noise	59% ▲	51%	58%	49%	55%
Control of barking dogs	50%	40%	63%	47%	49%
Parking enforcement	46%	42%	50%	46%	48%

- There has been a year-on-year decrease in satisfaction with regulatory services, with ratings declining from 67% in 2021 to 57% in 2022 and further down to 55% in 2023.
- Residents in Takaro ward are more likely to be dissatisfied than other wards when it comes to *Control of roaming* (43%) and *barking* (40%) dogs.

NOTES:

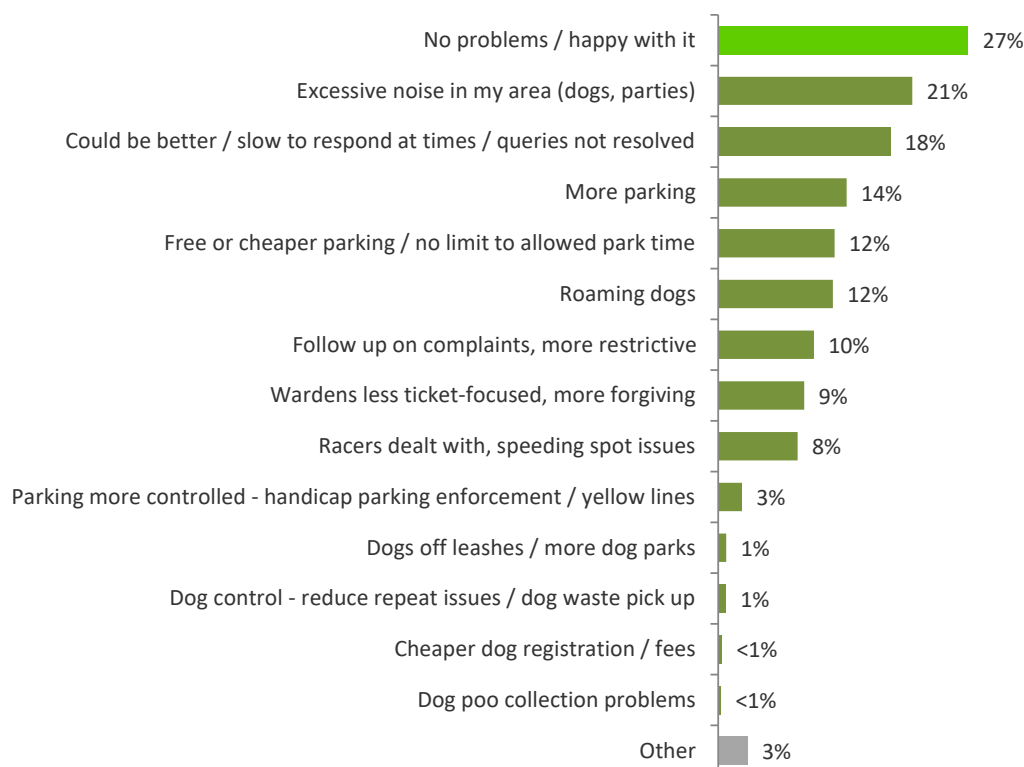
1. Sample: 2023 n=536; 2022 n=506; Excludes 'Don't know' responses
2. Māori n=113; All Others n=423;
3. Papaioea n=158; Takaro n=83; Hokowhitu n=126; Awapuni n=93; Village-Rural n=76;
4. RM1. How satisfied are you with each of the following Council services? n=493

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

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Comments About Regulatory Services



- *There are too many stray dogs.*
- *Harsher measures should be taken for noise complaints past 9:00 PM or 10:00 PM at night. There is little point in ringing to complain as nothing ever gets done.*
- *We have dangerous dogs in our neighbourhood that regularly escape. It seems that we have to wait until someone is harmed before corrective action will be taken.*
- *An update on how my complaint progressed would be appreciated.*
- *It is better to provide free parking services for university students.*
- *When we contact the council about a problem, they don't do anything about it.*
- *Roaming dogs are not dealt with adequately.*



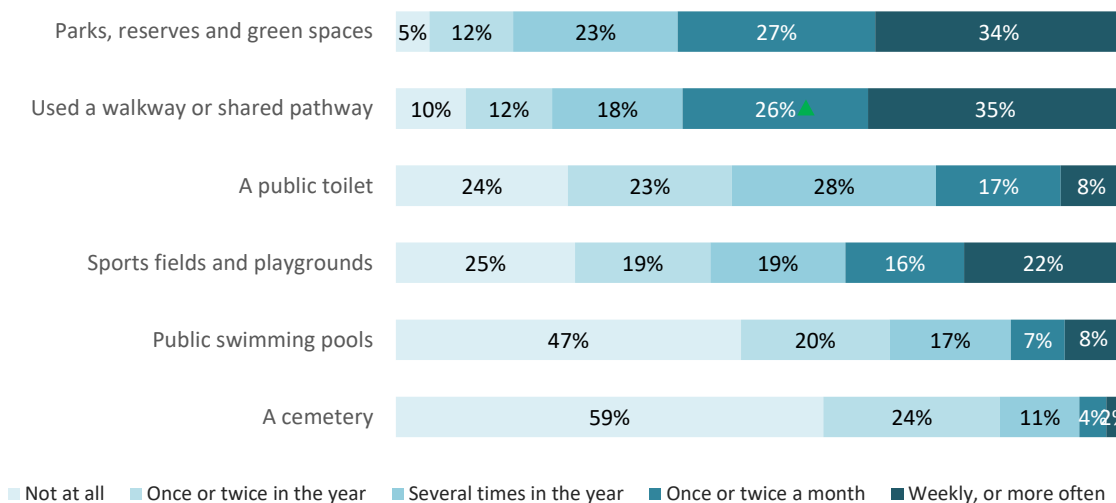
- *Excellent customer interface - telephone and customer services centre.*
- *Website is relatively easy to navigate.*
- *Called the Contact Center and they picked up straight away where you call other places, and they have hour waits.*
- *The people I spoke to were all polite, helpful, and if they couldn't help me, they found out where I could get help.*
- *Seems to be gradually progressing.*
- *Great Facebook and Call Centre teams.*
- *Online payments are straightforward.*
- *I appreciate the council calling before impounding animals, and how sensible dog control is when dealing with matters.*

NOTES:

1. Sample: 2023 n=536; excludes 'Don't know' and 'Doesn't relate to me' responses.
2. VB3. Do you have any comments about any of these services that the Palmerston North City Council provides? n=234



Parks, reserves and open spaces: Visitation



Visited at least once in last 12 months	2023	2022	2021	2020	2019
Parks, reserves and green spaces	95%	93% ▲	89% ▼	94% ▲	94% ▲
Used a walkway or shared pathway	90% ▲	86%	87%	90%	87%
A public toilet	76%	72% ▼	71% ▼	74% ▼	82% ▲
Sports fields and playgrounds	75%	74%	72%	75%	77%
Public swimming pools	52%	53% ▼	56%	59% ▲	59% ▲
A cemetery	41%	38% ▼	41%	41%	45% ▲

- Almost all residents of Palmerston North City have visited *Parks, reserves and green spaces* (95%) and *Used a Walkway or shared pathway* (90%).
- Furthermore, there is a slight increase in visitation to *Public toilets* (76%), *Sports fields and playgrounds* (75%), as well as *Cemeteries* (41%).

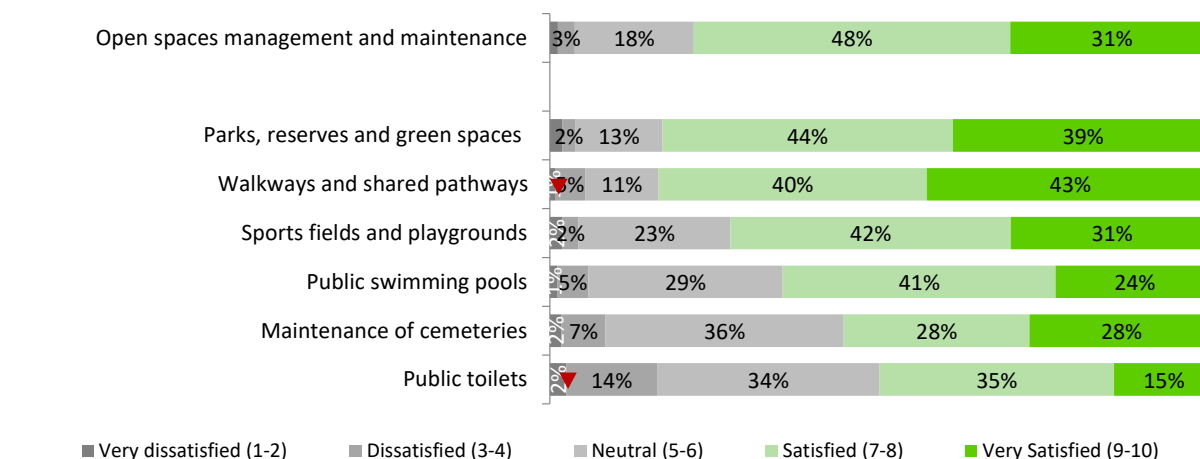
NOTES:

1. Sample: 2023 n=536; 2022 n=506; 2021 n= 437; 2020 n=476; 2019 n=800;
2. PRO1. In the last 12 months, about how frequently have you visited or used each of the following:
3. Note: Usage percentages will not add to 100% due to a proportion of respondents replying 'Did not know Council did this'.

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Parks, reserves and open spaces: Satisfaction overall



Scores with % 7-10	2023	2022	2021	2020	2019	Māori	All others
Open spaces management and maintenance	78%	78% ▼	86%	86%	83%	76%	79%
Parks, reserves and green spaces	83%	82% ▼	88%	82%	86%	82%	83%
Walkways and shared pathways	84%	80% ▼	86%	90%	84%	91% ▲	82%
Sports fields and playgrounds	73%	73% ▼	81%	71%	77%	68%	74%
Public swimming pools	65%	62% ▼	78%	59%	68%	69%	64%
Maintenance of cemeteries	56%	57% ▼	69%	65%	62%	56%	56%
Public toilets	50%	53% ▼	63%	52%	54%	51%	50%

Scores with % 7-10	Papaioea	Takaro	Hokowhitu	Awapuni	Village-Rural
Open spaces management and maintenance	73%	73%	87%	80%	78%
Parks, reserves and green spaces	81%	76%	89%	85%	82%
Walkways and shared pathways	80%	86%	86%	87%	79%
Sports fields and playgrounds	73%	69%	79%	74%	66%
Public swimming pools	61%	63%	71%	63%	68%
Maintenance of cemeteries	54%	59%	62%	53% ▲	51%
Public toilets	36%	52%	57%	62%	52%

- Satisfaction with *Open spaces management and maintenance* has remained consistent at 78% since 2022.
- Māori residents exhibit a higher likelihood of satisfaction with *Walkways and shared pathways* compared to Non-Māori residents. Furthermore, their satisfaction score has experienced a significant increase when compared to last year's data.
- Residents from Papaioea are least likely to be satisfied with *Public swimming pools*, and *Public toilets* when compared with other wards.

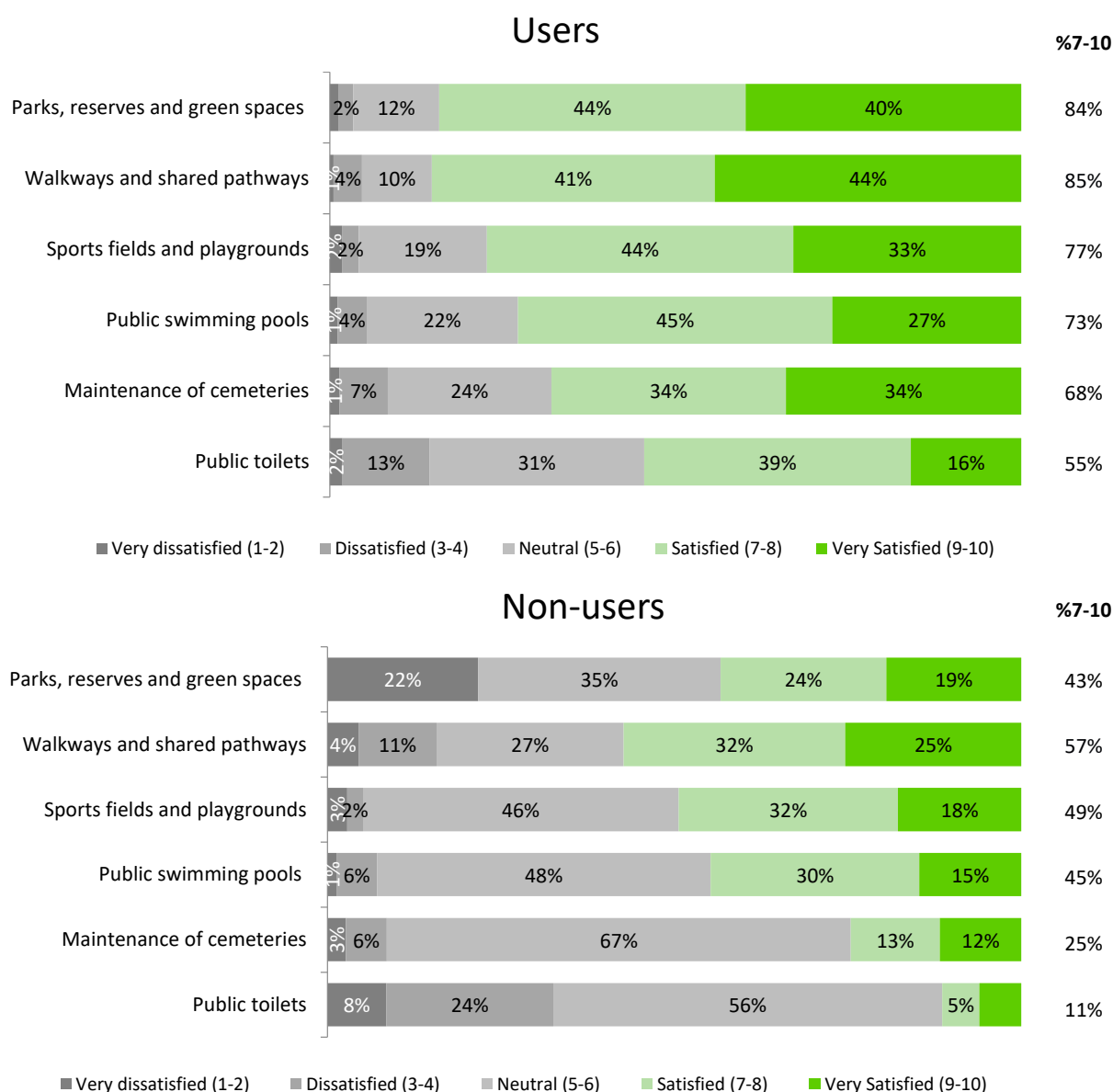
NOTES:

1. Sample: 2023 n=536; 2022 n=506; Excludes 'Don't know' responses
2. Māori n=113; All Others n=423;
3. Papaioea n=158; Takaro n=83; Hokowhitu n=126; Awapuni n=93; Village-Rural n=76;
4. PRO2. How satisfied are you with each of the following? n=488

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

Parks, reserves and open spaces: Satisfaction for Users vs Non-users

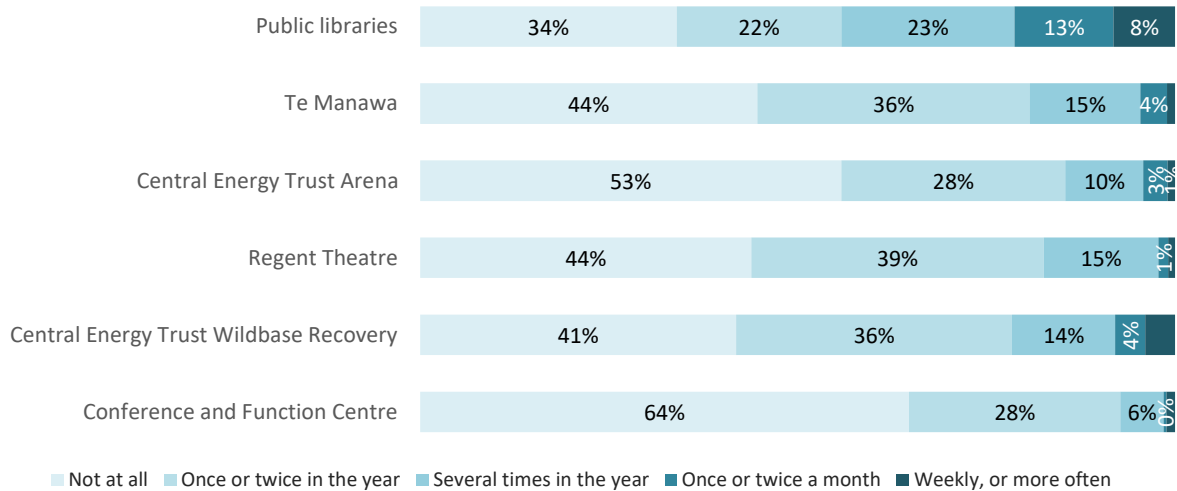


- Users are more likely to be satisfied with *Parks, reserves and open spaces* than those who have not visited these facilities in the last 12 months.
- Users are most satisfied with *Walkways and shared pathways* (85%) and *Parks, reserves and green spaces* (84%).
- Both users and non-users are least satisfied with the *Public toilets*.

NOTES:

1. Sample: 2023 n=536; Excludes 'Don't know' responses
2. PRO1. In the last 12 months, about how frequently have you visited or used each of the following:
3. PRO2. How satisfied are you with each of the following?

Other public facilities: Visitation



Visited at least once in last 12 months	2023	2022	2021	2020	2019
Public libraries	66%	67% ▼	67%	74% ▲	71%
Te Manawa	55%	57% ▼	60% ▼	66% ▲	60% ▼
Central Energy Trust Arena	42%	54% ▼	48% ▼	66% ▲	60% ▼
Regent Theatre	56%	54% ▼	56% ▼	69% ▲	65% ▲
Central Energy Trust Wildbase Recovery	58%	46%	44%	34%	-
Conference and Function Centre	35%	37% ▼	35% ▼	48% ▲	44% ▲

- Over the past five years, *Public libraries* have consistently remained the most visited facility in Palmerston North. However, it is important to note that the visitation rate is still significantly lower when compared with the pre-COVID period.

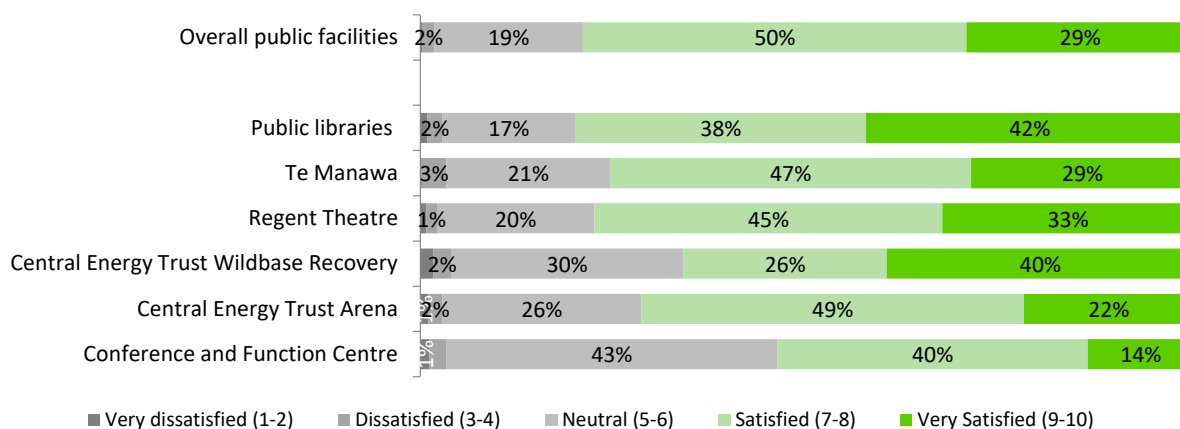
NOTES:

- Sample: 2023 n=536; 2022 n=506; 2021 n= 437; 2020 n=476; 2019 n=800;
- OF1. In the last 12 months, about how frequently have you visited or used each of the following:
- Note: Usage percentages will not add to 100% due to a proportion of respondents replying 'Did not know Council did this'.

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Other public facilities: Overall satisfaction



Scores with % 7-10	2023	2022	2021	2020	2019	Māori	All others
Overall public facilities	79%	80%	84%	84%	84%	77%	79%
Public libraries	80%	82%	85%	84%	83%	76%	81%
Te Manawa	75%	77%	81%	76%	80%	76%	75%
Regent Theatre	77%	77%	80%	78%	82%	77%	78%
Central Energy Trust Wildbase Recovery	66%	70%	73%	71%	-	59%	67%
Central Energy Trust Arena	71%	68%	68%	68%	70%	69%	72%
Conference and Function Centre	54%	58%	53%	60%	63%	51%	54%

Scores with % 7-10	Papaioea	Takaro	Hokowhitu	Awapuni	Village-Rural
Overall public facilities	76%	77%	82%	81%	80%
Public libraries	76%	80%	87%	76% ▼	82%
Te Manawa	71%	80%	78%	77%	71%
Regent Theatre	76%	70%	85%	76%	79%
Central Energy Trust Wildbase Recovery	60%	65%	76%	70%	58%
Central Energy Trust Arena	68%	64%	79%	78%	64%
Conference and Function Centre	48%	47%	58%	58%	58%

- Despite the slight decrease, satisfaction with *Public facilities* remains high at 79%.
- Residents in Hokowhitu are more likely to rate *Public libraries* (87%) higher than residents in other wards.

NOTES:

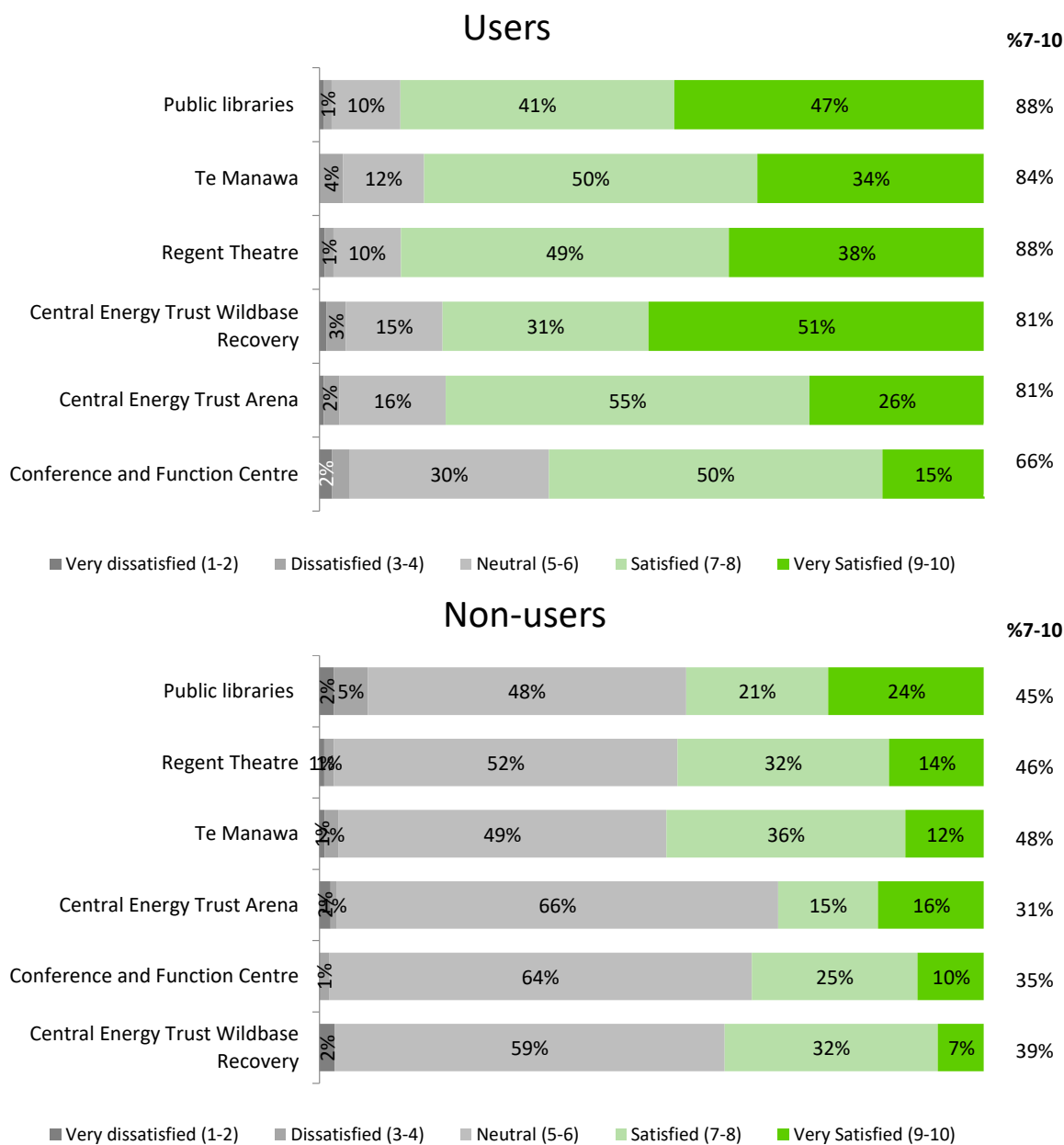
1. Sample: 2023 n=536; 2022 n=506; Excludes 'Don't know' responses
2. Māori n=113; All Others n=423;
3. Papaioea n=158; Takaro n=83; Hokowhitu n=126; Awapuni n=93; Village-Rural n=76;
4. OF2. How satisfied are you with each of the following venues? n=489

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Page 31

Other public facilities: Satisfaction for Users vs Non-users

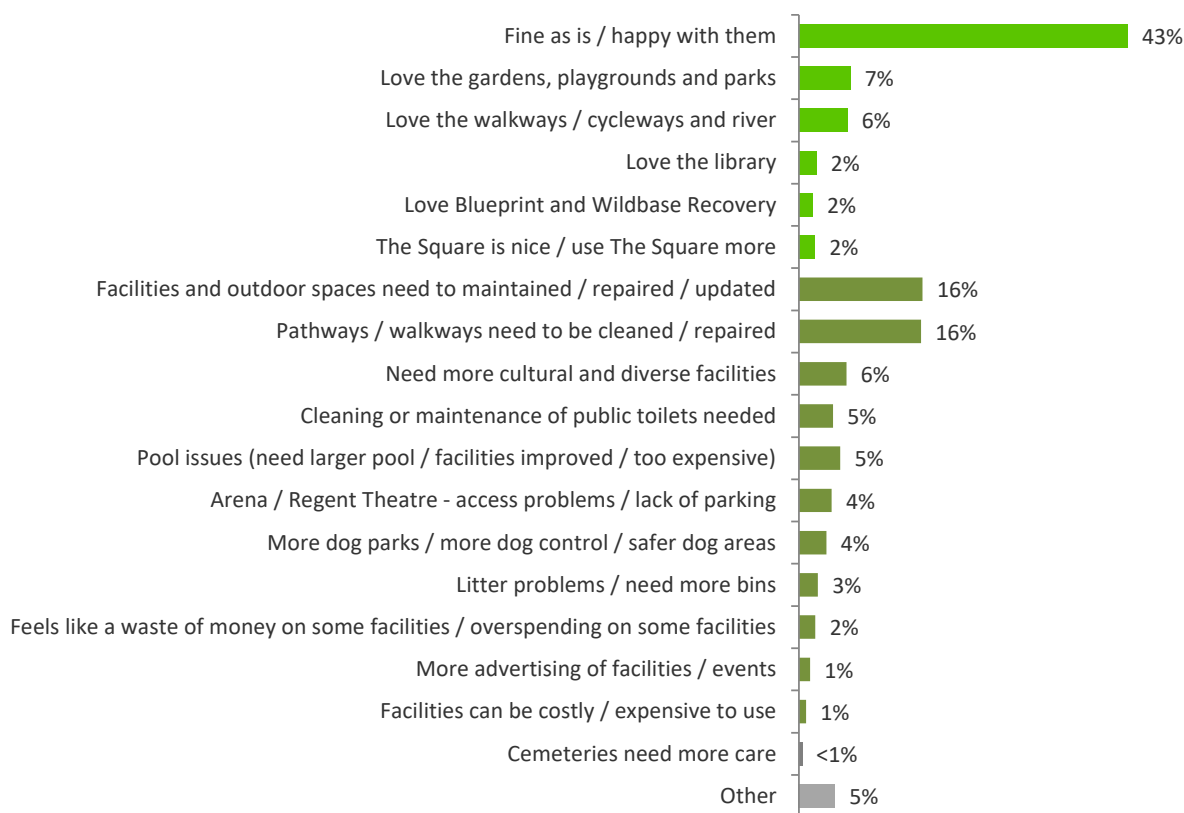


- Overall, users are considerably more satisfied with public facilities than non-users.
- *Public libraries* and *Regent Theatre* stand out as the facilities with the highest proportion of satisfied users, both scoring an 88% satisfaction rate.

NOTES:

1. Sample: 2023 n=536; Excludes 'Don't know' responses
2. OF2. How satisfied are you with each of the following venues?

Comments about recreation and cultural facilities



- *There are too many sculptures and artwork near roundabouts and intersections blocking the driver's view. We need more natural items of beauty, such as trees.*
- *A number of public tennis courts are in need of repair.*
- *Maintenance of pool facilities ensuring that key features within those facilities are operating should be conducted more regularly.*
- *The public library is a great facility, but it would be good to have a few late nights as we did before covid.*
- *The smaller suburb parks often lack equipment and are not maintained at all.*



- *I am happy that they are available.*
- *We have a great range of activities and places to take our children.*
- *All are well-maintained and functional. Palmerston North City Council provides its people and visitors with good facilities.*
- *I am really happy with Linklater Dog Park, it's amazing.*
- *I think they are worthwhile and well-maintained.*
- *Our square is a lovely area to sit in the sun and relax or have lunch.*
- *Recreation facilities we find are relatively safe for my moko, so we're very happy.*

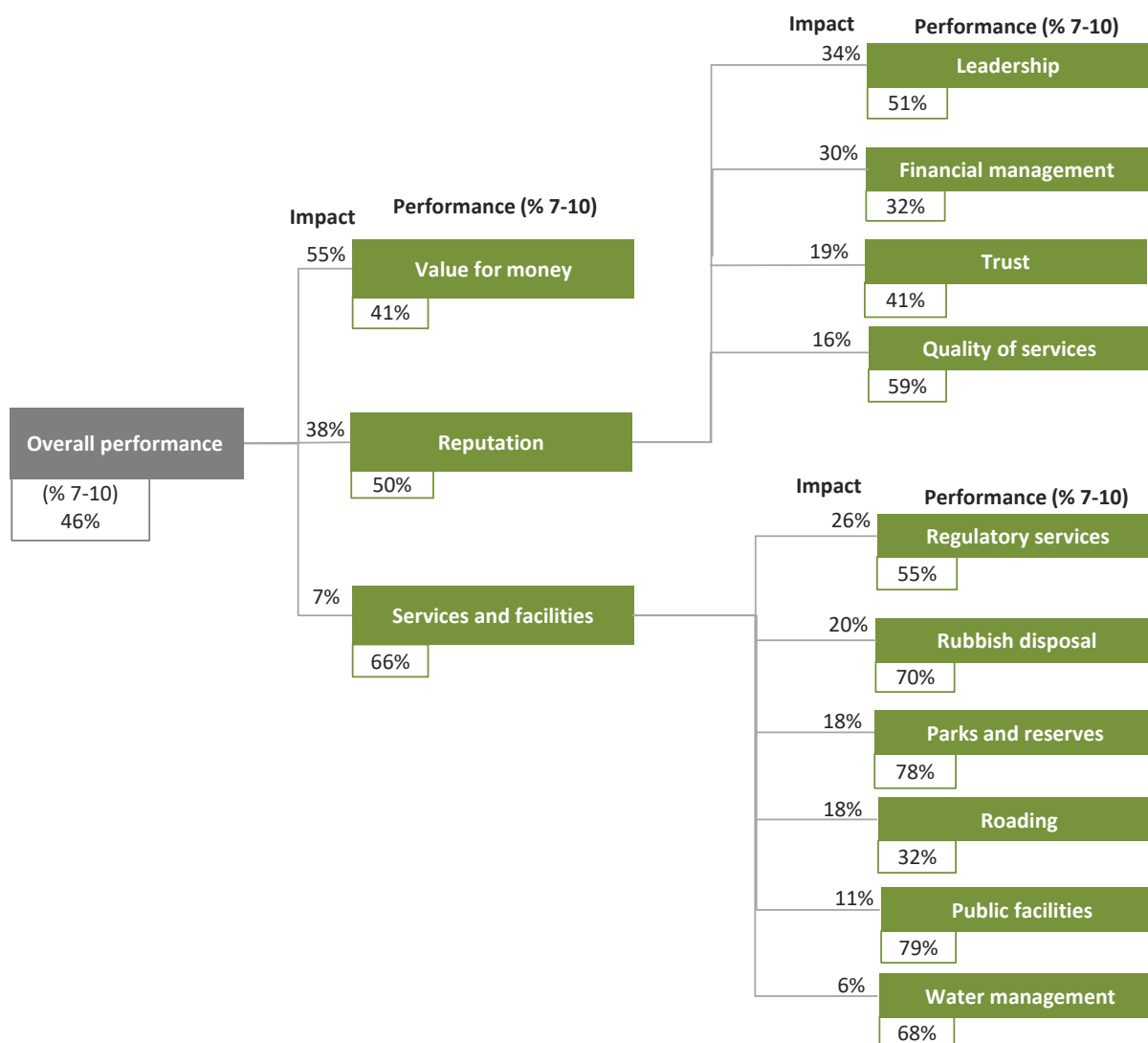
NOTES:

1. Sample: 2023 n=536; excludes 'Don't know' and 'Doesn't relate to me' responses.
2. VB1. Do you have any comments about the city's recreation and cultural facilities? n=178



Drivers of overall satisfaction

Drivers of perceptions of Palmerston North City Council's performance

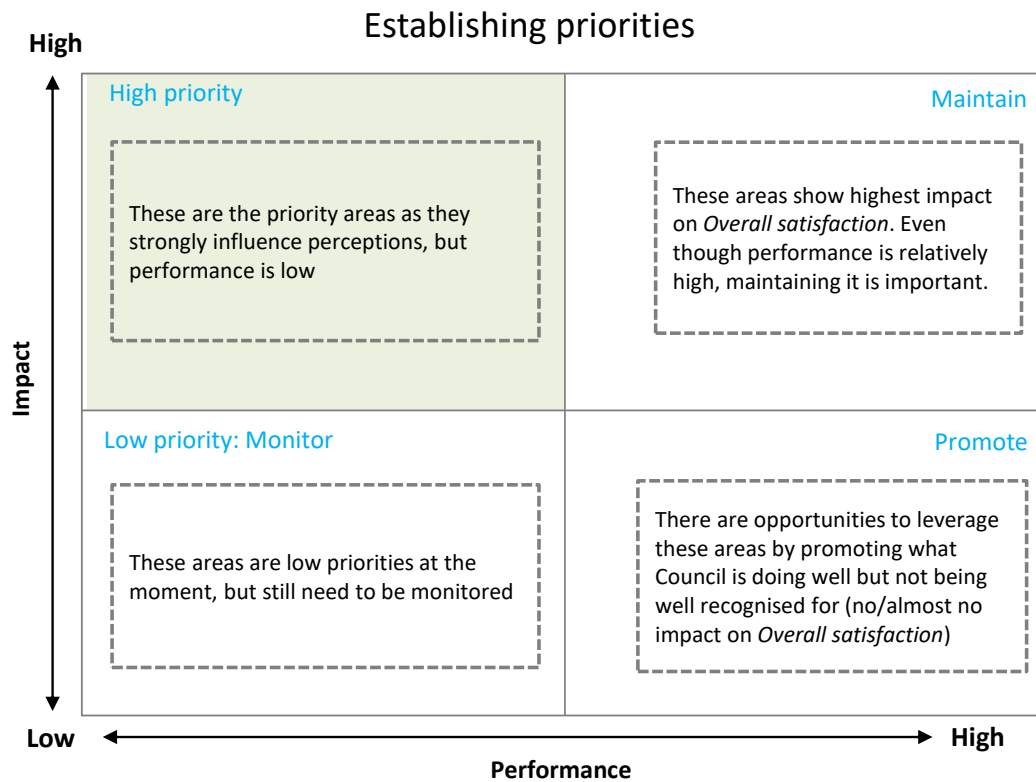


- *Value for money* has the greatest influence on the overall evaluation of the Council's Performance (55%), followed by *Reputation* (38%) and *Services and facilities* (7%).

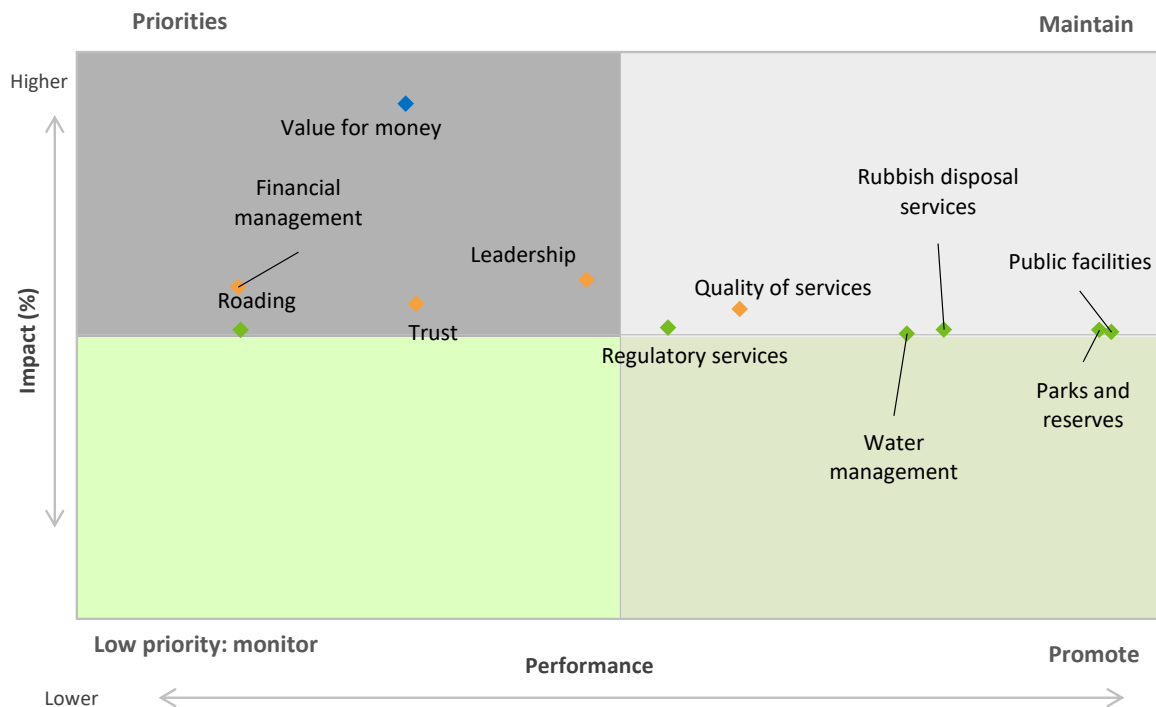
NOTES:

1. Sample: 2023 n= 536; Excludes 'Don't know' responses
2. OVS1. Considering all the services and infrastructure that the Palmerston North City Council provides, its leadership and the value you receive for the rates and fees that you pay. Everything considered, how would you rate your overall satisfaction with the Palmerston North City Council?
3. OV1. Considering everything the Palmerston North City Council has done over the year and the services you receive, overall how satisfied are you that you receive good value for the money you spend in rates and other fees?
4. OVLFI5. When you think about all the facilities, infrastructure and services that the Palmerston North City Council provides, how satisfied are you overall with these?
5. REP2_1. So, thinking about Palmerston North City Council in terms of the leadership it provides for the city, the trust that you have in Council, their financial management and quality of services they provide, how would you rate the Council for its overall REPUTATION?

Establishing priorities - Matrix



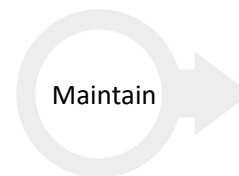
Opportunities and priorities: Overall measures



The same as the result last year, the key priorities for the Council are *Value for money*, and reputation measures such as *Leadership*, *Trust* and *Financial management*. Another priority to focus on is *Roads*.

Verbatim comments left by the respondents indicate general disagreement with how rates are spent, as well as not enough effort from Council to consult the public before making financial decisions.

Over the past years, road maintenance has received the highest number of comments from respondents. The issues mentioned include the need for improved maintenance and ensuring that roads are safe to use.

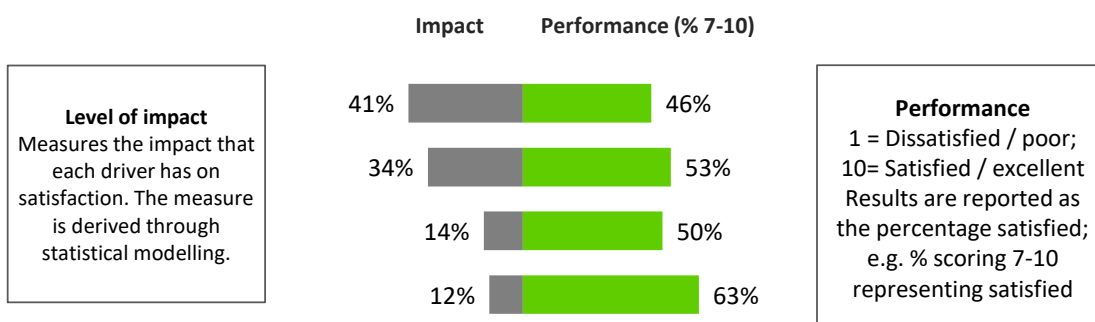


Except for *Roads*, the perception of other *Services and facilities* need to be maintained. Satisfaction with *Outdoor and public facilities* remains high at 79%.

Impact scores - Overview

Overview of our driver model

- Residents are asked to rate their perceptions of Council's performance on the various elements that impact overall satisfaction. These processes must align with the customer facing services and processes to ensure they are actionable.
- We use multiple regression analysis to identify how much different areas of services provided by Council impact overall perception. Impact scores represent how strong the connection is.
- For example, if the impact score for one of the KPI's is 50%, it means that increasing residents' perception in this area by 4% will increase perception of *Overall performance* by 2%, given all other factors remain unchanged.



- The Customer Value Management (CVM) model has been used to understand perceptions of the Council and as a mechanism for prioritising improvement opportunities.

Impact scores of each main driver

- *Council's control of noise* has the most influence on the overall satisfaction of *Regulatory services*. Given that satisfaction for this aspect is relatively low, it presents an opportunity for the Council to make improvements in this area.

Regulatory services

	Impact	Performance (% 7-10)
Control of noise	40%	55%
Parking enforcement	29%	47%
Control of barking dogs	18%	51%
Control of roaming dogs	13%	59%

Parks, reserves and open spaces

	Impact	Performance (% 7-10)
Parks, reserves and green spaces	41%	83%
Walkways and shared pathways	25%	84%
Public toilets	17%	50%
Maintenance of cemeteries	11%	56%
Sportsfields and playgrounds	5%	73%
Public swimming pools	NCI	65%

- *Parks, reserves and green spaces* have the greatest impact on overall perception and the has the second-highest satisfaction score. Maintaining this high level of satisfaction score can be crucial for fostering positive perceptions.

- Among the *Roading infrastructure*, the *Roads throughout the city* have the highest impact on overall perception but receive the lowest satisfaction score. Focusing on improving this facility presents the best opportunity for the Council to increase the overall level of satisfaction among residents.

Roading infrastructure

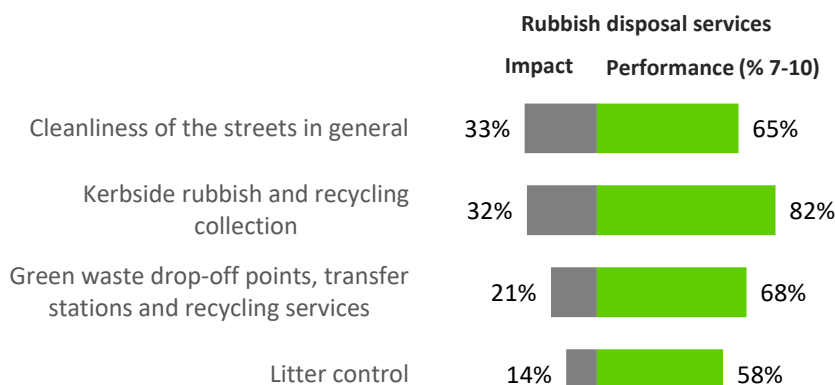
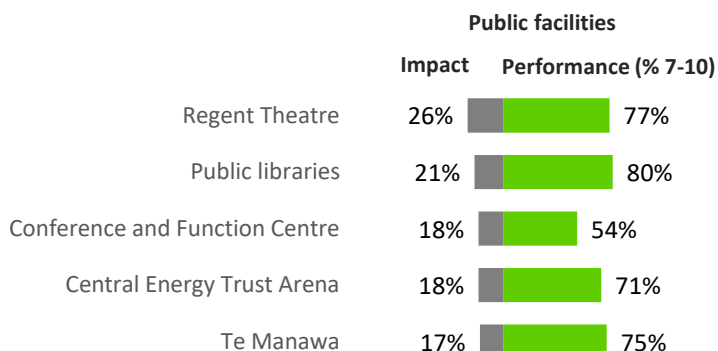
	Impact	Performance (% 7-10)
Roads throughout the city (excl. State highways)	48%	28%
Ease of moving around the city at peak times	18%	35%
Availability of parking in the city	13%	41%
Street lighting throughout the city	11%	51%
Footpaths throughout the city	7%	39%
Cycling in the city	3%	43%

NOTES:

1. Sample: 2023 n=536 ;
2. RM1. How satisfied are you with each of the following?
3. PRO2. How satisfied are you with each of the following?
4. ID1. How satisfied are you with each of the following?
5. NCI = No Current Impact

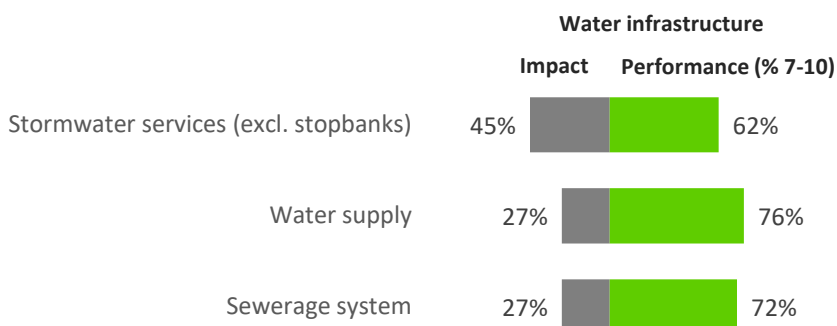
Impact scores

- Satisfaction with the *Regent Theater* and *Public libraries* have the two most significant impacts on the overall satisfaction with Public facilities.



- Cleanliness of the streets, Kerbside rubbish and Recycling collection* share an almost similar level of impact on Council's *Rubbish disposal services*.

- Stormwater services* has been identified as having the highest impact on overall water infrastructure satisfaction. However, this aspect also received the lowest rating among all water-related measures.

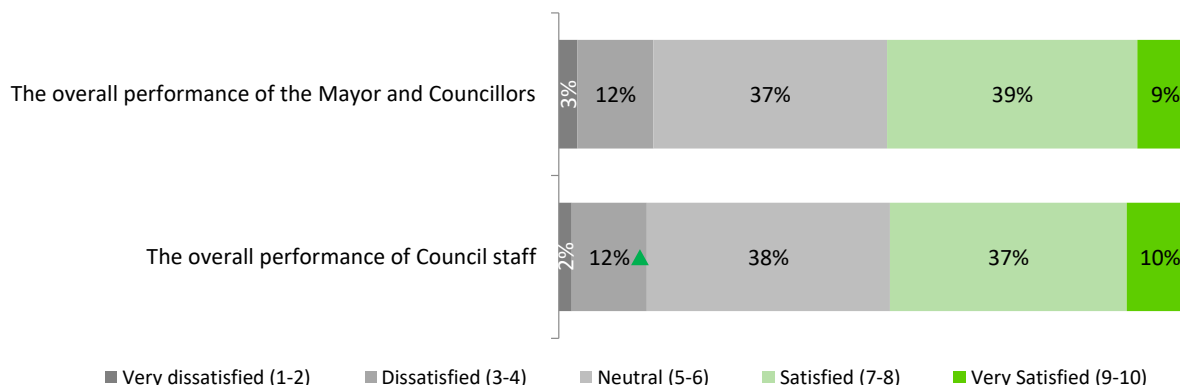


NOTES:

- Sample: 2023 n=536 ;
- OF2. How satisfied are you with each of the following venues?
- RD1. How satisfied are you with each of the following?
- IW1. How satisfied are you with each of the following Council's services?



Performance of the Mayor, Councillors and Council staff



Scores with % 7-10	2023	2022	2021	2020	2019	Māori	All others
The overall performance of the Mayor and Councillors	48%	47% ▼	61%	58%	54%	43%	49%
The overall performance of Council staff	48%	51% ▼	65%	61%	56%	46%	48%

Scores with % 7-10	Papaioea	Takaro	Hokowhitu	Awapuni	Village-Rural
The overall performance of the Mayor and Councillors	45%	45%	55%	48%	47%
The overall performance of Council staff	48%	49%	55%	42% ▼	45%

- There is a slight increase in residents' satisfaction with the *Mayor and Councillors' performance* in the past 12 months. However, satisfaction with *Council staff performance* continues to decline year-on-year.
- Awapuni residents' rating is significantly lower when it comes to the *performance of Council staff* compared to last year.

NOTES:

1. Sample: 2023 n=536 ; 2022 n=506; 2021 n=437; Excludes 'Don't know' responses
2. Māori n=113; All Others n=423;
3. Papaioea n=158; Takaro n=83; Hokowhitu n=126; Awapuni n=93; Village-Rural n=76;
4. LS2. And overall, when you think about the role that Council has, how would you rate your overall satisfaction with the performance of the Mayor and Councillors? n=462

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

Comments about the performance of the Council and City Leaders



- Too many councillors see this as a stepping stone in their political ambition and lose sight of why they were elected.
- Too much money spent on useless activities like rainbow road painting.
- Take opinions of your ratepayers into account when making expensive decisions. It is their money you are spending.
- Maybe less money on sculptures and more on fixing our roads.
- Council needs to stop wasting money on silly schemes like this Palmy nonsense.
- Beware of promising one thing and delivering another.

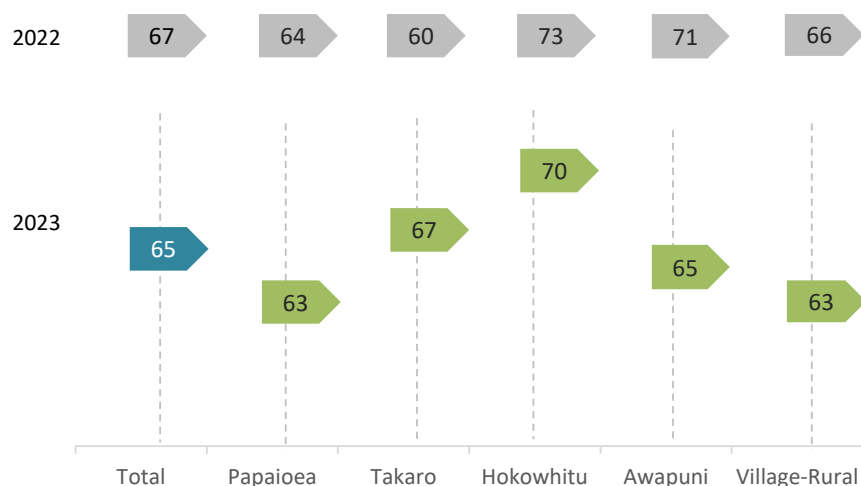


- All are doing a good job
- I think the direction of travel is good the development of the Māori wards and relationship with Rangitane is helping to make an inclusive dynamic City.
- I think what the council has done in the past decade is great i.e., parks, walkways, new bridge etc. Keep it up.
- Inclusivity of Maori and their leadership and direction is important to me. I love the celebration of diversity in our city.
- They do a good job, and the mayor is able to bring different factions together.
- Appears to be an honest, hardworking council with PN, not personal glory, at the heart of actions.

NOTES:

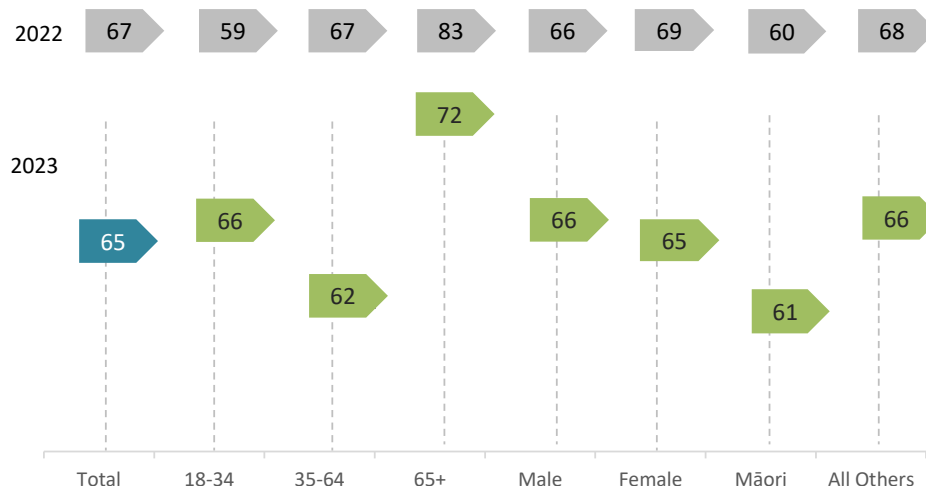
1. Sample: 2023 n=536; excludes 'Don't know' and 'Doesn't relate to me' responses.
2. LS7. Do you have any other comments about the direction that the Palmerston North City Council provides, Council's reputation and the performance of the Mayor and Councillors? n=229

Reputation benchmarks



- The overall reputation benchmark score has experienced a decline, dropping from 67 in 2022 to 65 in 2023. However, this score still falls within an acceptable range, as it meets the benchmark of at least 60 points.
- Hokowhitu residents have a higher reputation benchmark score than residents in other wards.

- Older residents aged 65+ are more likely to have a high reputation benchmark compared to younger age groups.
- Māori residents are less likely to have high reputation benchmark than other ethnicities.

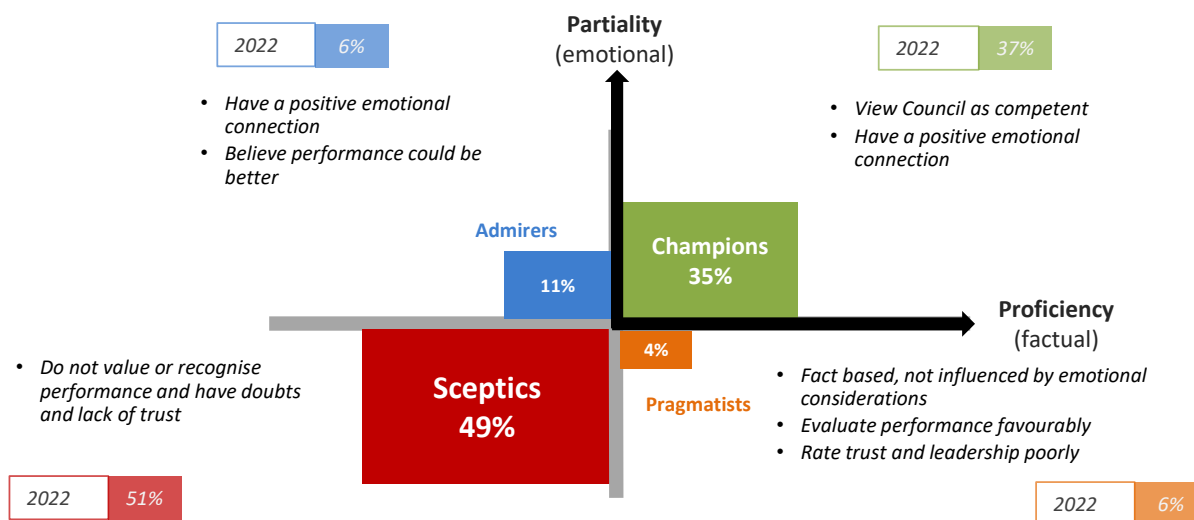


NOTES:

1. Sample: 2023 n=536 ; 2022 n=506; 2021 n=437; Excludes 'Don't know' responses
2. Māori n=113; All Others n=423;
3. Papaioea n=158; Takaro n=83; Hokowhitu n=126; Awapuni n=93; Village-Rural n=76;
4. The benchmark is calculated by rescaling the overall reputation measure to a new scale between -50 and +150 to improve granularity for the purpose of benchmarking

Key:	
>80	Excellent reputation
60-79	Acceptable reputation
<60	Poor reputation
150	Maximum score

Reputation profile

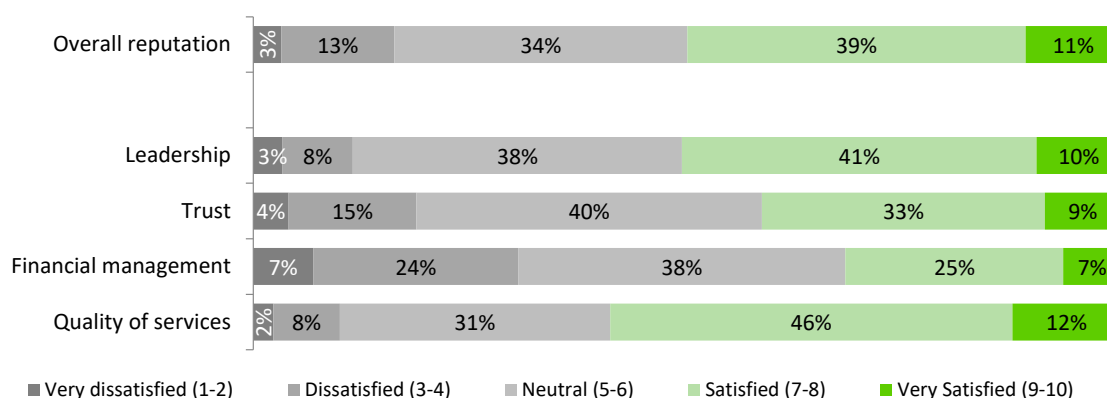


- Approximately one-third (35%) of residents are categorised as 'Champions', while nearly half (49%) of the residents are identified as 'Sceptics', representing a slight decrease in these categories compared to the previous year.
- In addition, 'Pragmatists' have experienced a slight decrease of 2% points compared to the previous year.
- The number of residents classified as 'Admirers' has shown a slight increase, rising from 6% in 2022 to 11% in 2023, suggesting a growing positive sentiment among this group.
- Younger residents aged between 18 and 34 are more likely to be classified as 'Admirers' than other age groups. This suggests that they have a stronger emotional connection with the Council and believe that the Council's performance could be improved. While residents aged 65+ are more likely to be identified as Champions than younger age groups.

NOTES:

- Sample: 2023 n=450; 2022 n=506. Excludes Don't know'
- Segments have been determined using the results from a set of five overall level questions
- REP1_1 leadership, REP1_2 trust, REP1_3 financial management, REP1_4 quality of deliverables, REP2_1 overall reputation

Image and reputation



Scores with % 7-10	2023	2022	2021	2020	2019	Māori	All others
Overall reputation	50%	52% ▼	66%	66%	61%	48%	50%
Leadership	51%	49% ▼	65%	62%	55%	45%	52%
Trust	41%	41% ▼	53%	51%	46%	43%	41%
Financial management	32%	28% ▼	44%	39%	40%	33%	32%
Quality of services	59%	57% ▼	73%	68%	65%	53%	60%

Scores with % 7-10	Papaioea	Takaro	Hokowhitu	Awapuni	Village-Rural
Overall reputation	49%	47%	55%	52%	44%
Leadership	47%	57%	55%	47%	50%
Trust	39%	44%	50%	38%	36%
Financial management	28%	32%	40%	30%	30%
Quality of services	58%	54%	66%	60%	53%

- Residents' perception of the Council's *Image and reputation* continues to decline, with a 2% point decrease since 2022.
- Residents' approval rating with Council's *Image and reputation* is consistent across all wards with slightly higher ratings among residents from Hokowhitu and Awapuni.

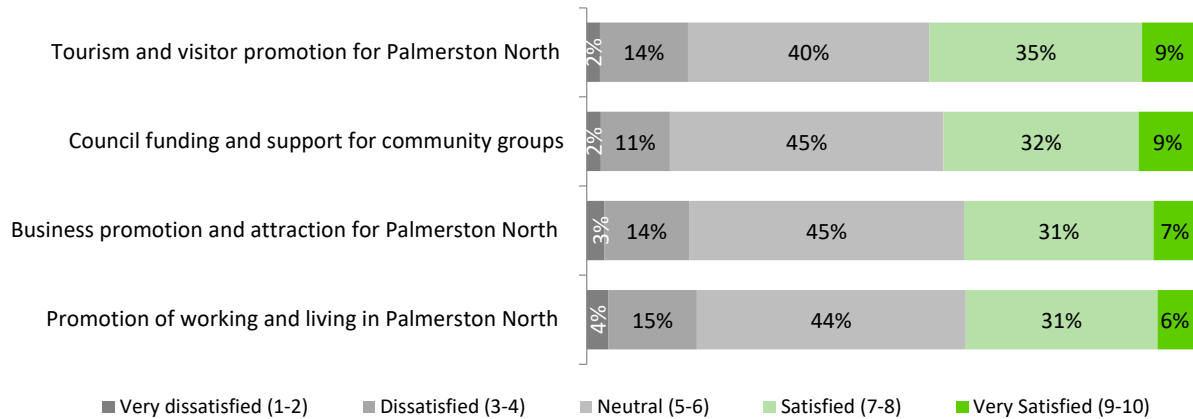
NOTES:

- Sample: 2023 n=536 ; 2022 n=506; 2021 n=437; Excludes 'Don't know' responses
- Māori n=113; All Others n=423;
- Papaioea n=158; Takaro n=83; Hokowhitu n=126; Awapuni n=93; Village-Rural n=76;
- REP1 Overall how would you rate Palmerston North City Council for? (1-4)
- REP2. So, thinking about Palmerston North City Council in terms of the leadership it provides for the city, the trust that you have in Council, their financial management and quality of services they provide, how would you rate the Council for its overall REPUTATION? n=502

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

Direction provided by Council



Scores with % 7-10	2023	2022	2021	2020	2019	Māori	All others
Tourism and visitor promotion for Palmerston North	44%	45%	52%	49%	50%	38%	45%
Council funding and support for community groups	42%	45% ▼	55%	53%	50%	36%	42%
Business promotion and attraction for Palmerston North	38%	42% ▼	51%	50%	43%	39%	38%
Promotion of working and living in Palmerston North	38%	43% ▼	51%	47%	45%		39%

Scores with % 7-10	Papaioea	Takaro	Hokowhitu	Awapuni	Village-Rural
Tourism and visitor promotion for Palmerston North	43%	51%	48%	35% ▼	47%
Council funding and support for community groups	36%	53%	46%	40%	39%
Business promotion and attraction for Palmerston North	38%	48%	47%	28% ▼	31%
Promotion of working and living in Palmerston North	40%	50%	42%	32% ▼	27%

- Satisfaction across all areas related to *Direction provided by the Council* continue to decline in the past 12 months.
- This has mostly been impacted by perception of residents from Awapuni ward.

NOTES:

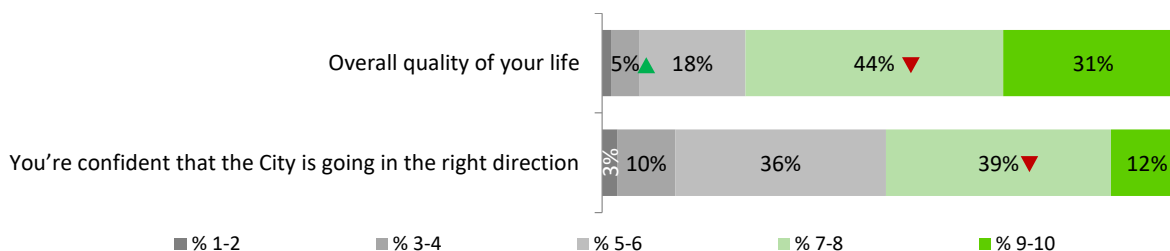
1. Sample: 2023 n=536 ; 2022 n=506; 2021 n=437; Excludes 'Don't know' responses
2. Māori n=113; All Others n=423;
3. Papaioea n=158; Takaro n=83; Hokowhitu n=126; Awapuni n=93; Village-Rural n=76;
4. LS1. How satisfied are you with each of the following? n=422

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

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Quality of life and confidence in the future



Scores with % 7-10	2023	2022	18-34	35-64	65+
Overall quality of your life	75% ▼	82%	70%	76% ▼	84%
You're confident that the City is going in the right direction	51% ▼	59%	50%	46% ▼	66%

Scores with % 7-10	Māori	All others
Overall quality of your life	66%	77%
You're confident that the City is going in the right direction	49% ▼	52%

Scores with % 7-10	Papaioea	Takaro	Hokowhitu	Awapuni	Village-Rural
Overall quality of your life	77%	57% ▼	82%	76%	78%
You're confident that the City is going in the right direction	49%	43% ▼	59%	51%	51%

- Despite experiencing a significant decrease, overall, residents still rate their *Quality of life* highly at 75%. However, their perception of the *City going in the right direction* stands at 51%, indicating a more reserved sentiment about the future trajectory of the area.
- Residents in the Takaro ward exhibit the lowest level of satisfaction with their *Quality of life* and are also the least *Confident about the City's direction* compared to residents of other wards.

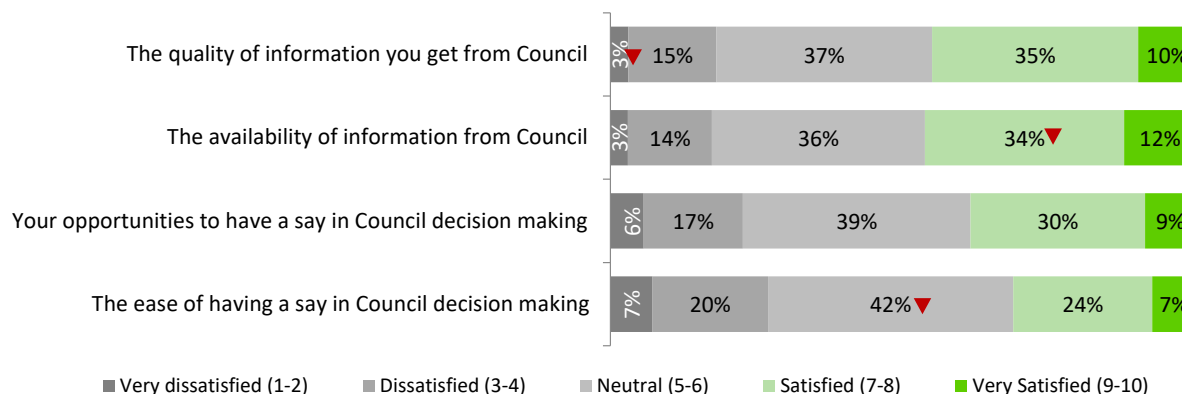
NOTES:

- Sample: 2023 n=536 ; 2022 n=506; Excludes 'Don't know' responses
- Māori n=113; All Others n=423;
- Papaioea n=158; Takaro n=83; Hokowhitu n=126; Awapuni n=93; Village-Rural n=76;
- SEN1 On a scale of 1 to 10 where 1 is 'extremely poor' and 10 is 'excellent', how would you rate the overall quality of your life? n=523
- SEN2 On a scale of 1 to 10 where 1 is 'strongly disagree' and 10 is 'strongly agree', how strongly do you agree or disagree with the following statement about the City? - You're confident that the City is going in the right direction. n=499

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Information and decision-making process



Scores with % 7-10	2023	2022	2021	2020	2019	Māori	All others
The quality of information you get from Council	45%	49%	54%	54%	53%	44%	45%
The availability of information from Council	46%	49% ▼	57%	55%	55%	46%	46%
Your opportunities to have a say in Council decision making	38%	35% ▼	46%	44%	42%	39%	38%
The ease of having a say in Council decision making	31%	26% ▼	41%	35%	36%	31%	31%

Scores with % 7-10	Papaioea	Takaro	Hokowhitu	Awapuni	Village-Rural
The quality of information you get from Council	40%	45%	48%	42%	54%
The availability of information from Council	44%	49%	48%	45%	47%
Your opportunities to have a say in Council decision making	31%	38%	42%	44%	40%
The ease of having a say in Council decision making	30%	29%	31%	35%	29%

- Satisfaction with the way residents perceive the information and decision-making process has continued to decline this year.
- Residents from Awapuni are more satisfied with having an *Opportunity to have a say in Council's decision making* compared with other wards, and Papaioea in particular.

NOTES:

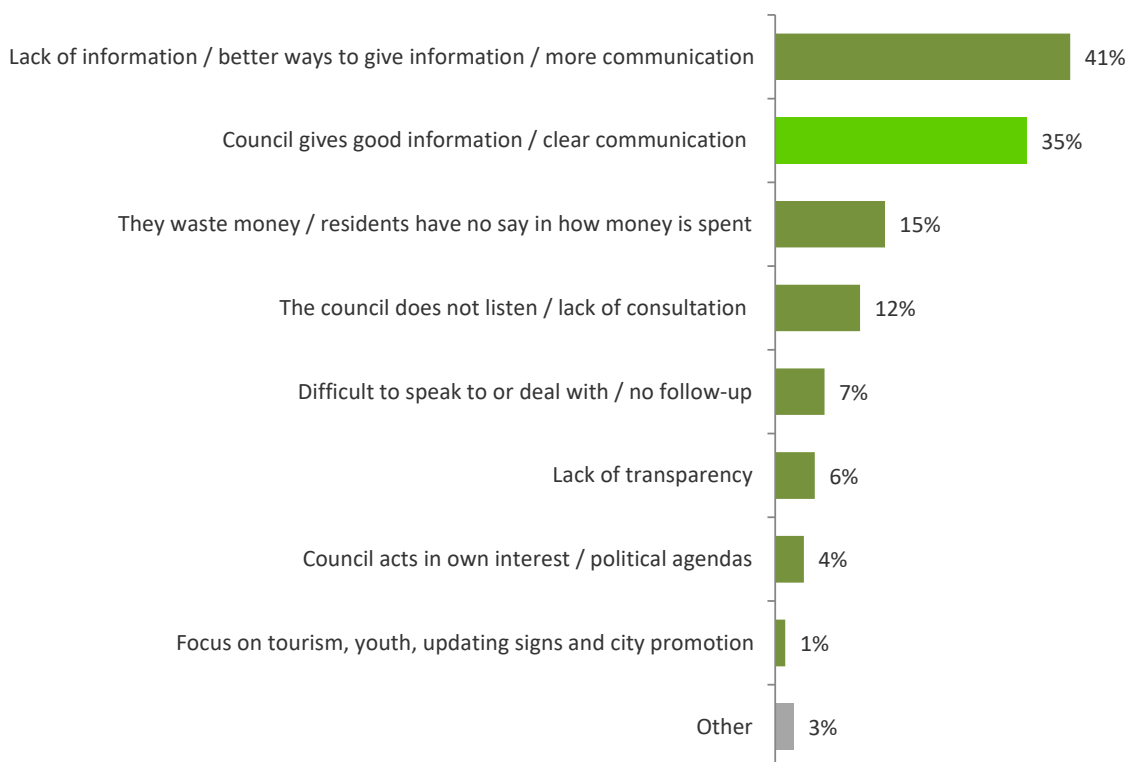
1. Sample: 2023 n=536 ; 2022 n=506; Excludes 'Don't know' responses
2. Māori n=113; All Others n=423;
3. Papaioea n=158; Takaro n=83; Hokowhitu n=126; Awapuni n=93; Village-Rural n=76;
4. LS3. Now, a few questions about Council's information and decision making. How satisfied are you with? n=492

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

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Comments about the information residents receive from the council



- *Need more consultation and information regarding developments.*
- *We emailed about the title process once and never heard back. This process is very slow.*
- *Letters informing of a consultation meeting arriving four days after the event is not helpful or a fair way of informing the public.*
- *I wish there was better communication about local governance. Especially more advertising on social media platforms that have a high youth engagement.*
- *Several things have been introduced without consultation, for example, Palmerston North branding. A slap in the face to residents and ratepayers.*
- *There is not enough information easily available, accessible, or understandable.*

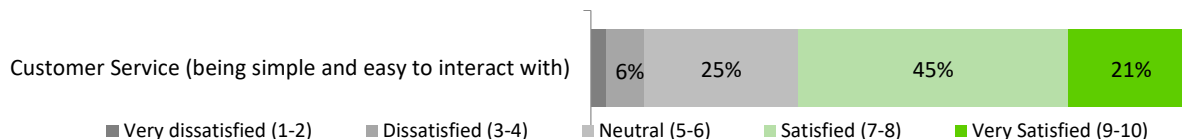


- *Consultation is good, I appreciate efforts to keep the information simple and not complicated.*
- *I am happy that there are now two Māori councillors I could contact if I wanted to.*
- *The website is really helpful and user friendly.*
- *Their Facebook page is very well-run and informative.*
- *Staff are always friendly, practical, and approachable when I have had contact with them seeking advice or help.*
- *I like community meetings. If there were important issues to discuss or inform the community, I would go to these.*
- *Most of the information is good.*

NOTES:

1. Sample: 2023 n=536; excludes 'Don't know' and 'Doesn't relate to me' responses.
2. LS4. Do you have any comments about the information you receive from Council or its consultation?
n=231

Customer service



Scores with % 7-10	2023	2022	2021	2020	2019	Māori	All others
Customer Service (being simple and easy to interact with)	66%	72%	75%	70%	70%	60%	67%

Scores with % 7-10	Papaioea	Takaro	Hokowhitu	Awapuni	Village-Rural
Customer Service (being simple and easy to interact with)	59%	65%	70%	65% ▼	74%

Two-thirds of residents are satisfied with *Customer service*, indicating a 6% point decline compared to the previous year. Three in ten (33%) have reported little or no interaction with Council or customer service.



- The one time we contacted them we didn't get a reply.
- I don't get information.
- Time spent getting an answer for who is responsible for certain issues.
- Builders' consent - difficult to deal with, orientation in the system is hard.



- Always polite, friendly, and helpful.
- Usually, staff are very pleasant and helpful.
- Lovely knowledgeable staff.
- The phone is always answered when I ring, and queries are dealt with.
- A lot of services can be run online.

NOTES:

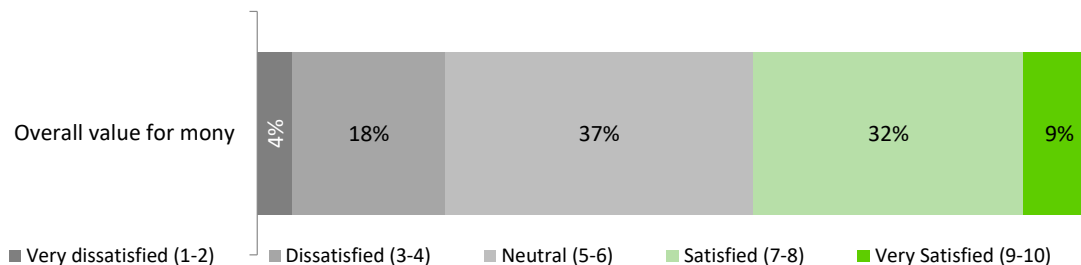
- Sample: 2023 n=536 ; 2022 n=506; Excludes 'Don't know' responses
- Māori n=113; All Others n=423;
- Papaioea n=158; Takaro n=83; Hokowhitu n=126; Awapuni n=93; Village-Rural n=76;
- LS5. And how satisfied are you with Council's customer service? n=423
- LS6. Why do you say this? n=476

Year-on-year **Between demographics**

▲ Significantly higher ▲ Significantly higher
▼ Significantly lower ▼ Significantly lower



Value for Money



Scores with % 7-10	2023	2022	Māori	All others
Overall value for money	41%	41%	35%	42%

Scores with % 7-10	Papaioea	Takaro	Hokowhitu	Awapuni	Village-Rural
Overall value for money	39%	39%	47%	45%	29%

- A consistent 41% of residents are satisfied with the *Value for money* they received from the council.
- Residents from the Village-rural ward are less likely to be satisfied with the *Value for money* they receive from the council compared to residents in other wards.

NOTES:

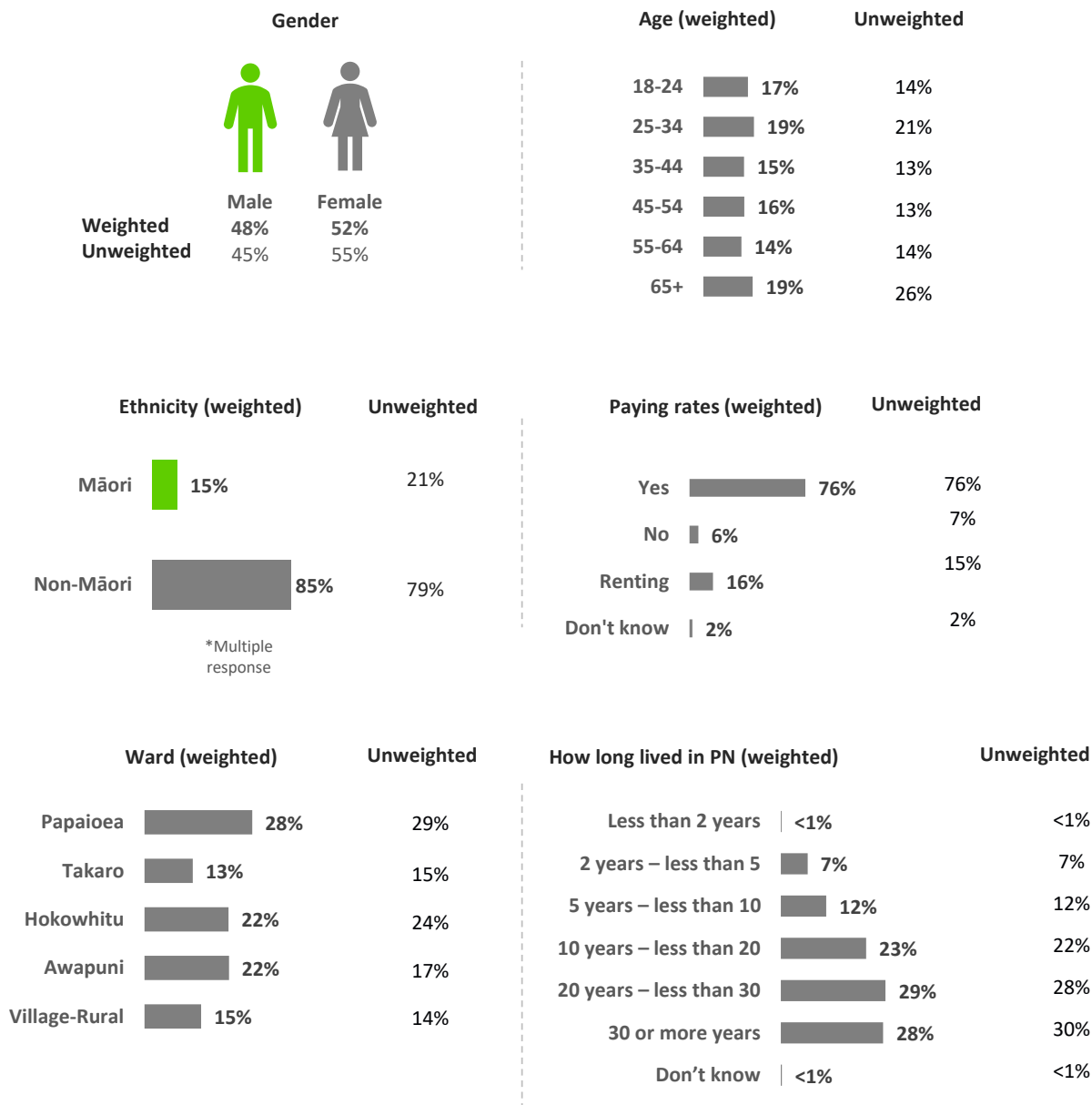
1. Sample: 2023 n=536 ; 2022 n=506; Excludes 'Don't know' responses
2. Māori n=113; All Others n=423;
3. Papaioea n=158; Takaro n=83; Hokowhitu n=126; Awapuni n=93; Village-Rural n=76;
4. OV1. Considering everything the Palmerston North City Council has done over the year and the services you receive, overall how satisfied are you that you receive good value for the money you spend in rates and other fees? n=498

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower
Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

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Demographics





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DISCLAIMER

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REPORT

TO: Council

MEETING DATE: 6 September 2023

TITLE: Electoral system for Palmerston North City local body elections

PRESENTED BY: Hannah White, Democracy and Governance Manager

APPROVED BY: Donna Baker, Acting Chief Executive Unit Manager

RECOMMENDATION(S) TO COUNCIL

1. That the electoral system for the 2025 local body election be Single Transferable Voting (STV) electoral system.
2. That the Council note the electoral system will remain STV for the next two local body elections, and until a further Council resolution to the contrary.

SUMMARY OF OPTIONS ANALYSIS FOR

Problem or Opportunity	The Local Electoral Act allows that councils may choose their electoral system.
OPTION 1:	That Council resolve to use Single Transferable Voting (STV) - retain current
Community Views	Community views have not been sought at this time.
Benefits	<p>Decision on electoral system sits with elected representatives.</p> <p>Familiar to Palmerston North electors, as used since 2013. Also used until recent disbanding of District Health Board for their elections.</p> <p>System strength is proportional representation (diversity of elected members), particularly when district-wide wards are used as in Palmerston North.</p>
Risks	Electors ¹ who disagree with Council decision may demand a poll.
Financial	<p>Running STV elections is marginally more costly, due to labour.</p> <p>If a valid poll demand was received from more than 5% of electors, a poll would be triggered and Council would need to cover cost of poll.</p>
OPTION 2:	That Council resolve to use First Past the Post (FPP) - change
Community Views	Community views have not been sought at this time.
Benefits	<p>Decision on electoral system sits with elected representatives.</p> <p>Horizons uses FPP. Residents and ratepayer electors would have the one voting system on their voting papers. Some research suggests voters find having one system easier.</p> <p>System strength is method is simple for voters.</p> <p>FPP election results are available 1-2 hours before STV ones.</p>
Risks	<p>Electors² who disagree with Council decision may demand a poll. As not status quo and no prior consultation or feedback request, this risk is more likely for Option 2 than Option 1.</p> <p>If FPP was introduced, Council would need to undertake a Representation Review to consider whether its representation arrangements need to be adjusted to ensure fair and effective representation after voting system change. Eg. revisit geographical wards, as city-wide representation works best</p>

¹ "Electors" are resident voters and non-resident voters who own property in Palmerston North.

² See footnote #1

	<p>under STV.</p> <p>The last time FPP was used for general elections was prior to 1996. Voters under the age of 48 would need to be educated on how to use FPP.</p>
Financial	<p>If a valid poll demand was received from more than 5% of electors, a poll would be triggered and Council would need to cover the cost of poll.</p> <p>Unbudgeted cost of representation review, circa \$30K minimum. A representation review would otherwise not be held for another 3 years.</p> <p>Cost of counting of votes using FPP is not as high as STV.</p>
OPTION 3:	That Council undertake a community poll to determine the electoral system by February 2024.
Community Views	Would be sought through poll.
Benefits	<p>Decision on electoral system sits with community.</p> <p>Potential to engage residents through consultation and heighten interest in voting in local elections.</p>
Risks	<p>Electoral system poll in year of Long-Term Plan (which also includes Rates Review) may lead to consultation fatigue and adversely affect 2024 priority consultation issues.</p> <p>Regardless of elected member views, a poll result is binding for the next two local elections.</p> <p>Time to communicate reasons for poll, respond to community commentary, coordinate poll with electoral service and mail providers etc, will reprioritise staff resourcing from other planned work programmes.</p>
Financial	Unbudgeted expense, circa \$140K+GST to run a poll outside of an election.

RATIONALE FOR THE RECOMMENDATIONS

1. OVERVIEW OF THE PROBLEM OR OPPORTUNITY

- 1.1 Council must formally notify residents of its electoral system for the next election. This must be completed via public notice by 19 September 2023.
- 1.2 The current electoral system of STV will continue unless Council resolves a change before 12 September 2023, according to s27 of the Electoral Act 2001.³

³ The date assumes that the [Local Government Electoral Legislation Bill](#) will be enacted by 31 August 2023, Parliament's last sitting day before the General Election; and that the content

This report gives Elected Members the opportunity to consider all options before public notice is placed.

2. BACKGROUND AND PREVIOUS COUNCIL DECISIONS

- 2.1 The Electoral Act 2001 (the Act) allows for two types of electoral systems to be used for local government elections: Single Transferable Vote (STV) and First Past the Post (FPP).
- 2.2 There is no requirement in the Local Electoral Act to consult with the public on which electoral system to use. The principles of the Local Electoral Act are to provide for "fair and effective representation for individuals and communities."
- 2.3 Both systems are provided for in the Act and both systems have advantages and disadvantages.
- 2.4 STV has been used in Palmerston North City local elections since 2013.
- 2.5 There has been recent general interest in electoral reform with the Government initiated Independent Electoral Review and the Future for Local Government Review.
- 2.6 The scope of the recent Independent Electoral Review was Parliamentary elections. As such, Local Government New Zealand's submission did not comment on the voting systems used for local elections. While there has been a recent increase in the number of councils using STV (15 out of 78 in 2022), FPP remains the most common electoral system for local body elections.
- 2.7 The Future for Local Government final report, He piki tūranga, he piki kōtuku recommends the Local Electoral Act be changed to require all councils to use the one voting system and that the system be STV nationwide. The Panel argues that, "STV can be more representative of voter's choices because a vote can be transferred if a preferred candidate does not meet a certain threshold."
- 2.8 Local voter turnout has declined across the country over the last thirty years. Palmerston North voter turnout was 39% in the October 2022 election. However, data from the Department of Internal Affairs' triennial elections reports shows no clear correlation between voter turnout and the electoral system local elections in New Zealand. Table 1 shows turnout at some STV councils has been higher than average turnout, and at some it is lower. This indicates factors other than the adoption of a voting system are more important in influencing turnout at local elections. These factors include whether there is a mayoral election and the nature of the mayoral contest,

of the Bill as enacted will reflect the Bill currently before Parliament as proposed to be amended by the [Supplementary Order Paper No 358](#) lodged by the Minister of Local Government on 18 July 2023.

the number and profile of council candidates, and any important local issues.

- 2.9 Voting systems are only one tool when determining representation outcomes and voter participation. Others are representation arrangements: Māori wards, geographical wards, community boards; and council communications and mobilisation of voters.

TABLE 1: Overall voter turnout in STV councils

Council	2004	2007	2010	2013	2016	2019	2022
Kaipara	51%	43%	53%	No election	48%	45%	48%
Kapiti Coast	51%	53%	49%	51%	48%	47%	46%
Marlborough	62%	52%	57%	55%	54%	49%	44%
New Plymouth	-	-	-	-	(48%)	45%	45%
Ruapehu	-	-	-	-	(48%)	51%	51%
Far North	-	-	-	-	-	(48%)	42%
Gisborne	-	-	-	-	-	(50%)	43%
All NZ districts	51%	49%	50%	48%	47%	48%	45%
STV districts	51%	52%	53%				
FPP districts	51%	48%	50%				
Porirua	43%	39%	39%	37%	39%	41%	37%
Wellington	42%	40%	40%	42%	46%	41%	46%
Dunedin	53%	47%	53%	43%	46%	47%	50%
Palmerston North	-	-	(43%)	39%	39%	38%	39%
Tauranga	-	-	-	-	(38%)	41%	-
Hamilton	-	-	-	-	-	(39%)	29%
Nelson	-	-	-	-	-	(53%)	53%
All NZ cities	43%	41%	46%	39%	40%	39%	39%
STV cities	46%	42%	44%				
FPP cities	43%	40%	47%				
Greater Wellington	-	-	(43%)	42%	44%	43%	43%
All NZ regions	-	-	47%	43%	44%	45%	43%
FPP regions	-	-	-				

N.B. The figures italicised in brackets relate to the last FPP election.

3. DESCRIPTION OF OPTIONS

Option One: STV- continue with current system

- 3.1 STV is the current system used in Palmerston North.
- 3.2 In STV voters rank candidates in order of preference, rather than simply pick their most preferred candidate for each vacancy. STV means that you have one vote but can indicate your preferences for all the candidates.
- 3.3 In STV the number of vacancies and votes determines the quota a candidate must reach to be elected. The formula for deciding the quota is total number of valid votes, divided by the number of vacancies plus one.

The necessary number of candidates to fill all vacancies is achieved first by the counting of all first preferences then by a transfer of a proportion of votes by any candidate where the number of votes for that candidate is in excess of the quota, and then by the exclusion of the lowest polling candidates and transfer of votes for those candidates in accordance with the voter's next preferences.

Excess votes received by each successful candidate are redistributed to help elect other candidates and if there were still positions to fill, the least popular candidates are removed from the counting process, with their votes being similarly being redistributed to other candidates.

- 3.4 The counting of votes is complicated, as it may involve a number of separate steps or iterations until results are determined. It is carried out electronically using a calculator approved by the Department of Internal Affairs.
- 3.5 Where district-wide representation and STV are used in tandem proportional representation is an evidenced outcome. The quota in Palmerston North usually sits at between 1500-2200 votes (depending on number of candidates and iterations). This can encourage diversity of candidates as there is greater opportunity for election. The redistribution of preferences in STV also means that those voters who choose less popular candidates can still have their votes count towards the final results.
- 3.6 Perceptions that voters find STV harder to use than FPP, were rebutted by a Local Government Commission survey in 2008. After just two STV elections, the Commission found "a large majority of respondents (79%) who had heard of STV and voted in the district health board elections, found the system 'easy to understand and use'. Also, 84% agreed or strongly agreed 'it was easy to fill in the form and rank the candidates'".

Option Two: FPP- change system

- 3.7 FPP would be a change of system.
- 3.8 Under FPP, voters place ticks next to the names of up to the total x of seats available, which gives each voter x number of votes.

- 3.9 Supporters of FPP say it is simple to understand.
- 3.10 Voters may also find it simpler to use one voting system on their voting papers. Analysis of electoral services provider data on blank and informal votes suggests the number of blank and informal votes may be influenced by the need for voters to change between electoral systems on the combined voting document, i.e. from STV for Palmerston North City to FPP for Horizons Regional Council. The number of blank and informal votes in Palmerston sits at approximately 2%.

Option Three: Community poll by Council resolution

- 3.11 The last time a poll was carried out in Palmerston North City on the electoral system was 2003.
- 3.12 This option puts the decision to binding referendum.
- 3.13 Without a Council resolution, a petition of 5% of electors could demand a poll. If that demand is received before 11 December 2023, the result would hold for the 2025 and 2028 elections; if after 11 December 2023, the result would hold for the 2028 and 2031 elections.⁴

4. ANALYSIS OF OPTIONS AND CONCLUSION

- 4.1 The Local Electoral Act allows councils to establish which of the two electoral systems to use.
- 4.2 Options are weighed in the Summary of Options table at the beginning of this report.
- 4.3 Each system has advantages and disadvantages. On balance officers recommend STV as the representative outcome outweighs the complexity of STV and the additional impacts of making a change to FPP.

5. NEXT ACTIONS

- 5.1 Following Council's resolution, public notice will be placed in local newspapers and on Council's website.
- 5.2 Should Council resolve Option 3, public notice of a poll would be placed, and the Electoral Officer engaged to undertake a poll. Additional resolutions would be needed (1) for additional unbudgeted expense of poll and (2) to determine the voting system used for the poll itself- FPP or STV and post or ballot.

⁴ See footnote 3.

- 5.3 Public notice will also include information for the public on their right to call a poll.
- 5.4 If a valid demand from electors for a poll is received before 11 December 2023, a poll must be held before 14 March 2024.⁵

COMPLIANCE AND ADMINISTRATION

Does the Council have delegated authority to decide?	Yes
Are the decisions significant?	No
If they are significant do they affect land or a body of water?	No
Can this decision only be made through a 10 Year Plan?	No
Does this decision require consultation through the Special Consultative procedure?	No
Is there funding in the current Annual Plan for these actions?	Yes
Are the recommendations inconsistent with any of Council's policies or plans?	No
The recommendations contribute to Goal 5: A Driven & Enabling Council	
The recommendations contribute to the achievement of action/actions in Governance and Active Citizenship	
The action is: Ongoing review of governance systems and structures to support Council's effectiveness and reputation.	
Contribution to strategic direction and to social, economic, environmental and cultural well-being	The electoral system is one way residents and ratepayers engage with the political process of representative government.

ATTACHMENTS

Nil

⁵ See footnote 3.

MEMORANDUM

TO: Council

MEETING DATE: 6 September 2023

TITLE: Adoption of Delegations Manual 2023

PRESENTED BY: Hannah White, Democracy and Governance Manager and Sarah Claridge, Democracy and Governance Advisor

APPROVED BY: Desiree Harvey, Acting Chief Executive Unit Manager

RECOMMENDATION TO COUNCIL

1. That the Council adopt the Delegations Manual 2023 (Attachment 2), noting that financial delegations are under review.
-

1. ISSUE

- 1.1 The Delegations Manual is being reviewed for currency and readability. This memorandum seeks Council's agreement to the proposed revisions identified through the administrative review.
- 1.2 Officers recommend Council adopt the Manual in its entirety as the foundation document for the 2022-2025 term of Council.
- 1.3 Officers have also reviewed the financial delegations and associated definitions sections of the Delegations Manual, following the November 2022 workshop. Results and proposed revisions of these sections will be brought to the Risk and Assurance Committee in October, for recommendation to Council for approval before the end of the calendar year.
- 1.4 Further review of the Chief Executive's sub-delegations is underway. When completed this will be integrated as Section 6 of the Delegations Manual. This will include delegations from legislation, Policies and Bylaws.

2. BACKGROUND

- 2.1 Delegations are the mechanism via which Council efficiently goes about its business within the authorities given it under the law.
- 2.2 The Delegations Manual is an iterative document that has ongoing updates over time. These have been added with footnotes over the previous term of Council.

- 2.3 Subsequent to the election, Council agreed the sections that related to setting up the new structures of Council. See 16 November 2022 reports: [Appointment of Committees and Committee Membership](#) and [Delegations to Individual Members](#). These changes were made to the Delegations Manual and published on the website.

3. ADMINISTRATIVE REVIEW

- 3.1 The desktop review has been conducted by the Democracy and Governance team with the following objectives:

- Accuracy – updating several role titles to match the current organisational structure, legislation updates; resolutions since publishing etc
- Format- ensuring an easy-to-use document, which will encourage officers to use it for regular reference and make updates more efficient and accordingly more regular.
- Currency- recommending updates where practice has changed, or efficiency might be gained.

- 3.2 Proposed revisions are listed in a summary table in Attachment 1.

- 3.3 The full Manual, with proposed revisions in red, is set out in Attachment 2.

4. ONGOING REVIEW

- 4.1 To date Council has kept its Delegations in a variety of sources:

Document type/name	Delegations covered	Who will approve
Delegations Manual	<p>Delegations from Council to Elected Members</p> <p>Delegations to sub-ordinate decision-making bodies (eg Hearings Commissioners, District Licensing Committee)</p> <p>Delegations from Council to Committees</p> <p>Functional delegations from Council to the Chief Executive</p> <p>Financial delegations from Council to the Chief Executive</p> <p>Statutory delegations from Council to officers (eg. Resource Management Act)</p>	Council

Document type/name	Delegations covered	Who will approve
Resolutions of Council not otherwise covered in policies	Delegations from Council to Chief Executive Delegations from Council to Elected Members	Council
Chief Executive's Delegations Manual	Sub-delegations from Chief Executive to Officers, Functional sub-delegations to officers Statutory sub-delegations (eg. Building Act), bylaws and policy delegations to officers. Financial sub-delegations from Chief Executive to officers	Chief Executive
Policies	Sub-delegations from Chief Executive to officers under the by-law approved by Council	Chief Executive
Bylaws	Sub-delegations from Chief Executive to officers under the by-law approved by Council	Chief Executive

- 4.2 Officers recommend, as much as possible, ensuring the all delegations are kept in one place.
- 4.3 To this end, officers are working to amalgamate all delegations into one source with that source to be the Delegations Manual. This means the Delegations Manual will include sub-delegations of the Chief Executive to officers, including delegations granted through bylaws and policies.
- 4.4 It should be noted that authority to make changes to the sub-delegation sections will remain within the authority of the Chief Executive.

5. NEXT STEPS



- 5.1 The financial delegations' section, and associated definition section review will be brought to the Risk and Assurance Committee in October 2023 for recommendation of adoption by Council.
- 5.2 The sub-delegation section review will be completed and brought to Council before the end of the year.

- 5.3 Annual updates of the Delegations Manual for accuracy, including minor edits will continue under the Democracy and Governance Manager's delegation.
- 5.4 Ongoing updates of the Chief Executive's sub-delegations, under the Chief Executive's delegation.
- 5.5 Once per Council term detailed review of the Delegations Manual to ensure good practice and currency is reflected, with approval of Council.

6. COMPLIANCE AND ADMINISTRATION

Does the Council have delegated authority to decide?	Yes
Are the decisions significant?	No
If they are significant do they affect land or a body of water?	No
Can this decision only be made through a 10 Year Plan?	No
Does this decision require consultation through the Special Consultative procedure?	No
Is there funding in the current Annual Plan for these actions?	Yes
Are the recommendations inconsistent with any of Council's policies or plans?	No
The recommendations contribute to Goal 5: A Driven & Enabling Council	
The recommendations contribute to the achievement of action/actions in Governance and Active Citizenship	
The action is: Ongoing review of governance systems and structures to support Council's effectiveness and reputation	
Contribution to strategic direction and to social, economic, environmental and cultural well-being	Clarifying lines of authority and ensuring consistency of application heightens trust in Council as an organisation led by an elected body.

ATTACHMENTS

- 1. Proposed Revisions - Summary table [↓](#) 
- 2. Delegation Manual 2023 [↓](#) 

Attachment 1: Changes to the Delegation Manual – September 2023

Section	Delegation change	Delegated to	Reason for proposed change
Part 1	Introduction -minor change		
1.19	Definitions Added the term Minor Edits,		
Part 2	Delegations to Individual Members – Agreed Council 16 November 2022 <i>Suggested changes:</i>		
2.3.4	Authority to Act as Council's Shareholder or Representative ADD: Act as the Council's shareholder on CEDA	Mayor	NEW – for efficiency,
2.9.2	Submissions and Remits ADD: To endorse other local authorities' remits when there is insufficient time to present them to council. The full list of remits going to the LGNZ Annual General Meeting will still be presented to council for it approval.	Mayor	NEW for efficiency, timelines don't always fit with reporting timeframes.
Part 3	Delegations to Sub-Ordinate Decision-Making Bodies – Agreed Council 16 November 2022 <i>Suggested changes:</i>		
3.4.7	Assignment of Commissioners ADD: Chief Customer Officer and Chief Planning Officer	N/A	To manage dog control and resource consent hearings.
3.5	Joint Hearing Panel with Horizons Regional Council CHANGE: Hearing Committee to Hearing Panel	N/A	Make language consistent with other hearings
3.6.1	Hearing Commissioners ADD list updated	N/A	List updated
Part 4	Delegations to Committees – no changes, agreed by Council 16 November 2023		
Part 5	Delegations to the Chief Executive <i>Suggested Change:</i>		
5.1.3	Broad Delegations to the Chief Executive		
	a. DELETE do anything which by law is required to be done by resolution of the Council	N/A	Unnecessary to be included on the list, as it is self-evident
	c. REMOVE paragraph requiring determining if bylaw most appropriate way to address the perceived problem	Strategy and Finance Committee	reference current practice.
	d. ADD Annual Report CHANGE '10 year plan' to 'Long Term Plan'	N/A	Legal requirement to adopt Annual Report – schedule 7 s32 LGA
	g. CHANGE '10 year plan' to 'Long Term Plan'	N/A	Match legal terminology in LGA.
	i. ADD (except for minor edits)	i. allow minor policy edits to be made to by the Chief Executive	NEW for efficiency (minor edits – defined in definition section)

Section	Delegation change	Delegated to	Reason for proposed change
	l (i). CHANGE reference to Hearings committee with appointing commissioners to the schedule of Hearing commissioners.		l. Reference current practice
	q. REMOVE monitoring CCOs	Culture and Sport, and Economic Growth Committees	Delegated to committees
	r. ADD - adopt a remuneration and employment policy.	Council	Legal requirement schedule 7 s 32 LGA
5.2	Deputy Chief Executive ADD Outlines the circumstances for when the delegations of the CE are given to the Deputy CE.	Deputy Chief Executive	Current practice
5.2.2	ADD process for appointing an Acting Deputy Chief Executive – when the Deputy is also absence	Acting Deputy Chief Executive	NEW Required as the Chief Executive has appointed a permanent Deputy Chief Executive.
5.3 – 5.15	Financial Delegations to the Chief Executive – no change		
	Statutory delegations from council to officers <i>Suggested changes:</i>		
5.16	Local Government Act Act as Register – (EM Register of Interests)	Legal Counsel	Agreed by Council Dec 2022
5.19	Resource Management Act 1991 s 38 (1-2) – NEW Authorise enforcement officers	Chief Executive Chief Planning Officer Chief Customer Officer	Current Practice
	s 38(5) - NEW Issue warrant to enforcement officer	Legal Counsel	Current practice
5.20	Sale of Supply of Alcohol Act 2012 s 192 CHANGE delegate	Legal Counsel	CHANGE aligns with role
	Policies		
5.21	EM Code of Conduct – appoint independent investigators	Legal Counsel	Agreed by Council Sept 2022
5.22	Minor Edits of Council approved documents NEW	Chief Executive Unit Managers	NEW for efficiency – currently sought from Council with the approval of each policy etc.



TE KAUNIHERA O PAPIOEA
PALMERSTON NORTH CITY COUNCIL

ARATOHU TUKU MANA WHAKATAU DELEGATIONS MANUAL

Adopted by Council 06 September 2023

Published By Democracy and Governance Team / Chief Executive's Unit

ARATOHU TUKU MANA WHAKATAU | DELEGATIONS MANUAL

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WĀHANGA 1: TE WHAKATAKINGA ME TE ARONGA O TE PUKA ARATOHU TUKU MANA WHAKATAU
PART 1: INTRODUCTION AND PURPOSE OF DELEGATIONS MANUAL

1. Philosophy of Council Regarding Delegations

1.1. GENERAL

- 1.1.1. Palmerston North City Council (the Council) believes that it is essential, in the interests of good management and effective administration, to encourage the delegation of decision making to the lowest competent level. This will achieve best use of the abilities of elected representatives and officers, minimise the cost of material, technical and financial resources, promote the development of effective managers and minimise bureaucratic interference in the daily affairs of the City's residents.
- 1.1.2. Authority and responsibility are inseparable. Those with responsibility for a task or function should always have the authority to carry it out effectively. Those with authority should always be responsible for its wise use. Delegations should not however remove from Council and management ultimate accountability for the affairs of this Council.
- 1.1.3. Delegates should willingly accept authority and responsibility for decision making in the certain knowledge that their decisions, if made in a full, fair and objective manner, will not be reviewed lightly.
- 1.1.4. It is the statutory function of this Council to lead and guide the management of the City by determining primary goals and objectives, by setting strategies and policies for their achievement and to encourage their achievement through the considered use of Committees and the appointment of skilled officers. Officers in turn implement and administer those policies, contribute substantially to their formulation and provide and manage the infrastructures on which the City is based. Delegation focuses and sharpens this relationship and assists in the better achievement of the respective functions of elected representatives and officers. The effectiveness of delegation must be monitored, and the system amended where necessary. This is a key role of elected members.
- 1.1.5. Finally, the level of delegation is symptomatic of the health and well-being of the Council. Without it, and the mutual trust and respect which should exist between members of the Council and its officers and between officers themselves, the effectiveness and efficiency of the organisation must be at risk.

1.2. General and Specific Delegations

- 1.2.1. In this Delegations Manual (Manual) a general delegation implies the granting of authority to determine a range of matters of a similar kind as and when they arise over a period of time without further reference to the delegator.
- 1.2.2. From time to time the Council may delegate authority to determine a specific issue and this authority will apply only so long as that matter is unresolved and will then lapse. This is a specific delegation.

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- 1.2.3. This Manual will be updated for general delegations as they are granted, but not those of a specific nature which will be largely historical by the time they are recorded. They must however, by law, be recorded and this will be done separately.

1.3. Meaning of Delegations

- 1.3.1. 'Delegation' in this Manual means the assignment of a function, power or duty of the Council to a Committee, officer of the Council or another person, together with the authority to carry out that function, power or duty with responsibility for the outcome.
- 1.3.2. A power to hear evidence or consider a proposal is not, a delegation of authority to make decisions on the evidence or proposal. and is not, generally, included in this Manual. All Committees, Sub-Committees and officers have authority to hear any matter within their jurisdiction and submit a report or recommendation to a higher authority.

1.4. What May be Delegated

- 1.4.1. In almost all situations the Council itself is a delegate in that its functions, powers and duties derive from Parliament through empowering legislation under which legislative, judicial and administrative authority is granted to the Council for specific purposes.
- 1.4.2. The limits under which functions, powers and duties may be further delegated and acted upon are strictly interpreted in accordance with the empowering legislation concerned.
- 1.4.3. Parliament has shown an awareness that, in the interests of the effective and efficient management of a district, delegation (of other than legislative powers) is permitted subject only to specific exceptions. Special additional common law rules apply also, particularly to the delegation of legislative powers.
- 1.4.4. In this environment, the Council has a wide discretion to arrange its own administration in a way which provides efficiency, flexibility and responsiveness to local needs. In doing so it must, however, comply with the special requirements imposed by law in given circumstances.

1.5. Characteristics of Delegation

- 1.5.1. It is important to understand the following characteristics of delegation:
- The delegator does not lose the authority to exercise the function, power or duty and may exercise this concurrently with the delegate. Also, the delegator does not lose accountability for the exercise of the relevant authority by delegating that authority.
 - A delegation may be revoked at any time without notice.
 - Delegates are acting in their own names on behalf of the Council when exercising delegated authority.
 - If a delegate's decision is invalid it cannot be ratified by the delegator. The correct action is generally for the matter to be considered in full again by the delegator, assuming it is within the delegator's power to determine the matter at issue.
 - The laws relating to local government generally recognise that the decisions of a delegate may be reviewed by or appealed to the delegator who may confirm, vary, overrule or substitute any decisions although there are some exceptions, including those mentioned in clauses [1.14.1](#) and [1.14.2](#). In such cases the grounds for the

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review should be clearly stated and a decision varied only when compelling circumstances arise.

1.6. Care in Defining Authority

- 1.6.1. The law recognises, in certain circumstances, the right of individuals acting in good faith in reliance on the apparent authority of a delegate to enforce a decision of a delegate, whether or not the delegate in fact had the authority claimed.
- 1.6.2. Accuracy and precision should always be a feature when defining the scope and limitations of any delegated authority in order to protect the interests of Council, the delegate and any interested third party.

1.7. Conflict

- 1.7.1. Where there is any ambiguity between the wording of a legislative function and the delegation of that function to an officer, the wording of the legislation will prevail. A delegation made under legislation that is subsequently repealed will be read as a delegation made, with or without modification, under any replacement or corresponding legislation.

1.8. Statutory Requirements

- 1.8.1. No delegation can deviate from the requirements of the Local Government Act 2002 (as set out in Part 6 of that Act) or any other legislation enacted relating to planning, decision making and accountability.

PROCEDURES

1.9. Delegations to be in Writing

- 1.9.1. Every delegation made will be in writing and shall define with reasonable precision the nature, purpose and bounds of the delegated functions, powers and duties.

1.10. Extent of Delegation

- 1.10.1. Subject to any specified limitation, term or condition applied by the delegator or by law, a delegate may exercise the power or authority delegated in the same manner and to the same effect as could the delegator.

1.11. Sub-delegation

- 1.11.1. Subject to the Local Government Act 2002 and other legislation, every Committee may further delegate any power granted to them in this Manual or otherwise by the Council either generally or specifically, and may impose any term or condition upon that sub-delegation.
- 1.11.2. Sub-Committees and officers other than the Chief Executive may not sub-delegate a power of decision but may instruct another officer or person to complete a task or to carry out investigations and make recommendations.

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- 1.11.3. Additional delegations may be made by the Council and the Democracy and Governance Manager will promptly include them in this Manual.

1.12. Reporting Decisions

- 1.12.1. Every delegate will keep the delegator informed of decisions made, and in particular:
- Where that is a condition of the particular delegation.
 - Committees and Sub-Committees will comply with the Council's standing orders regarding reasonable reports of their proceedings.
 - Where the decision is one of which the delegator for any reason should be aware.
 - Where the matter determined is one which the delegator or the Council has in any way whatsoever indicated that a decision of that kind should be reported in a particular way.
 - Where any Act requires reporting in a particular manner or at a particular time.

1.13. Term of Delegation

- 1.13.1. Unless any delegation is expressed to be for a definable term it will continue until revoked by the delegator or the Council, or withdrawn, revoked or made redundant by operation of law.

1.14. Variation of Decision

- 1.14.1. The following provisions apply to the review, reversal and variation of decisions of a delegate:
- Subject to clauses 1.14.1b and 1.14.2, Council as delegator may review, reverse or vary any decision of the delegate at any time except to the extent that the decision has already become binding on the delegator by operation of law and cannot be reversed or varied.
 - Any decision made by a Committee or Sub-Committee cannot be reviewed, reversed or varied by the parent Committee or Council unless the Committee or Sub-Committee has been or is deemed to be discharged under the provisions of clause 30 of Schedule 7 to the Local Government Act 2002.
- 1.14.2. A decision of a delegate will only be reversed or varied where:
- It is manifestly wrong eg breaches legislation, regulations, code of conduct or policy; or
 - It is contrary to a decision of the delegator of which the delegate was unaware; or
 - It contains serious implications for the Council of which the delegate was unaware; or
 - There is other good cause to reverse or vary that decision.
- 1.14.3. A reversal or variation of a decision is not a removal of a delegation under this Manual.

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1.15. Policy and Delegated Decision-Making

- 1.15.1. In reaching a decision under delegated authority, full regard must be had to both:
- Any Council policy applying to an issue; and
 - All relevant facts applying to the case.
- 1.15.2. Should any delegate, having considered all the facts of the case, be unable to make a decision which is consistent with Council policy on any matter, the correct action is then to refer the matter to the Council, as delegator.

1.16. Delegation to Office

- 1.16.1. Unless a contrary intention is indicated every delegation will be to a stated office or position and not to an individual or the membership of a group in their personal capacities. In every case of this type the delegation will survive any change in the occupier of any such office.

1.17. Appeals

- 1.17.1. Any person affected by any decision of a delegate may appeal that decision:
- In the case of a decision by an officer, to the Chief Executive in consultation with that officer's line manager; and
 - In the case of a decision made by the Chief Executive, to the Council.
 - This appeal provision does not apply to applications for remissions review under the Council's Development Contributions Policy given that there is a separate process in place for persons to seek a further review of a remission decision made by officers under delegated authority.
- 1.17.2. Appeals cannot be made to the Council about decisions of Committees and Sub-Committees made under delegated authority.
- 1.17.3. In reviewing any decision on appeal under clause 1.17.1 the Chief Executive or the Council will have regard to:
- Any reasons given by the delegate in making a decision; and
 - Any Council policy applying to the matter at issue; and
 - The facts of the case; and
 - The grounds for review of a decision contained in this part of this Manual; and
 - Any other relevant matter.
- 1.17.4. Any decision made by a Hearings Panel may be revoked or altered by that Panel provided:
- The decision has not been acted on and become binding; and
 - There is no Court, Tribunal or similar statutory body to which an appeal or application for a review of the decision can or could have been made; and
 - There has been a request for a review of the decision and the Chairperson of the Panel has agreed that the request should be placed before the Panel for consideration.

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- 1.17.5. Any request for a review may be initiated by any applicant or person affected by the decision or by the Chief Executive, but not by any other person or organisation.
- 1.17.6. In undertaking a review, the Panel may decide the matter on papers or other information presented to the Panel or conduct a full or partial rehearing.
- 1.17.7. In making any decision under clauses 1.17.4 and 1.17.6 the Chairperson and Panel, as applicable, shall have regard to the criteria set out in clause 1.17.3 relating to appeals.

1.18. Amendments to this Manual

- 1.18.1. This Manual will be maintained by the Democracy and Governance Manager who will amend it where:
- a. The law requires that it be changed in a specified way;
 - b. The Council resolves that this Manual be revised or added to in a specified way;
 - c. A clause becomes redundant;
 - d. A decision of the Council requires a modification to an existing clause; or
 - e. A typographical, grammatical or other minor amendment is necessary.

1.19. Definitions

- 1.19.1. For the purposes of this Manual the words and phrases set out below have the following meanings:

Activity	a project or body of work as described in a 10 Year Plan or Annual Budget.
Annual Budget	means an Annual Plan or Annual Budget adopted by Council pursuant to the Local Government Act 2002.
Budget Variation	means an approval to incur Expenditure in excess of an Operating Budget or Capital Programme Budget together with an equal aggregate Saving in respect of one or more other Operating Budgets or Capital Programme Budgets, as authorised by the Chief Executive in accordance with clauses 206 to 208.
Capital New Budget	means the “total” sum of the Capital New Programmes recorded for a Financial Year and in respect of an Activity: <ul style="list-style-type: none"> a. in the last adopted 10 Year Plan; and b. as amended pursuant to an adopted Annual Budget or amendment to the 10 Year Plan or by resolution of Council.
Capital New Programme	means a detailed financial action for capital expenditure to increase the value of an asset or create a new asset, and to achieve particular outcomes of the Council, as described in a 10 Year Plan or Annual Budget.
Capital Programme	means a Capital New Programme or a Capital Renewal Programme budgeted for an Activity and as described in a 10 Year Plan or Annual Budget.

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Capital Programme Budget	means the sum recorded for a Financial Year and in respect of a Capital Programme: (a) in the last adopted 10 Year Plan; and (b) as amended pursuant to an adopted Annual Budget or amendment to the 10 Year Plan or by resolution of Council.
Capital Renewal Budget	means the “total” sum of the Capital Renewal Programmes recorded for a Financial Year and in respect of an Activity: (a) in the last adopted 10 Year Plan; and (b) as amended pursuant to an adopted Annual Budget or amendment to the 10 Year Plan or by resolution of Council.
Capital Renewal Programme	means a detailed financial action for capital expenditure to renew or replace an existing asset, and to achieve particular outcomes of the Council, as described in a 10 Year Plan or Annual Budget.
Claim	means any claim for compensation either by or against the Council and whether as a result of a contractual dispute or otherwise.
Claim Expenditure	means the net amount of Expenditure by the Council on settling a Claim including legal costs but after taking into account contributions from insurance and third parties.
Council	means the Palmerston North City Council howsoever referenced or described in each relevant statute.
Emergency	means an event: (a) that is unforeseen and causes major damage to Council or other property; and (b) for which there is a need for remedial action to be taken without delay; and (c) it is impracticable to convene a meeting of Council or Strategy & Finance Committee to approve the proposed expenditure but which is not a declared state of local or national emergency under the Civil Defence Emergency Management Act 2002.
Expend	means to spend or use up money or monies worth and includes but is not limited to: (a) waiving or remitting amounts otherwise payable; (b) refunding amounts paid; (c) making of grants; (d) provision of goods or services or disposal of assets other than for fair value; and “Expenditure” has the corollary meaning.
Fees and Charges	means amounts charged or imposed by the Council on third parties for the provision of goods or services (including use of facilities), the standard amount of which is set (whether in absolute terms or by reference to a formula or rate) in advance of any arrangement with a particular person or group for the provision by the Council of goods or services in consideration for payment of the relevant amount (and “Fee” and “Charge” have the corollary meaning).
Financial Year	means a financial year (1 July -30 June) of Council as established under the Local Government Act 2002.

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Infringement Fee	means an amount imposed by the Council for failure to comply with a requirement of a statute, legislative instrument, bylaw or other rule or regulation, and set by law or by resolution of Council.
Manual	means this document which sets out delegations; related conditions, limits and curtailments; and related provisions, as adopted by the Council and as varied or amended from time to time either by resolution of Council or otherwise in accordance with the provisions of this document.
Minor Edits	<p>Amendments to a Council Strategy, Policy or Plan for one of the following reasons:</p> <ul style="list-style-type: none"> a. The law requires that it be changed in a specified way; b. A clause becomes redundant; c. A decision of the Council requires a modification to an existing document; d. A typographical or grammatical amendment is necessary; or e. Formatting
Operating Budget	<p>means the sum calculated by deducting depreciation from “net operating cost of activity” for a Financial Year (including amounts carried forward as balance sheet provisions) and in respect of an Activity:</p> <ul style="list-style-type: none"> (a) in the last adopted 10 Year Plan; and (b) as amended pursuant to an adopted Annual Budget or amendment to the 10 Year Plan or by resolution of Council, <p>and includes “operating programmes” as defined and described in the 10 Year Plan or an Annual Budget.</p>
Saving	means a reduction in the amount of Expenditure authorised to be made in respect of an Activity or Capital Programme which is not expected to result in an inconsistency between the actual delivery of levels of service for the Activity or Capital Programme and the anticipated service level for the Activity or Capital Programme as set out in an 10 Year Plan or Annual Budget (as adjusted by resolution of Council).
Specified Sum	means the sum calculated in accordance with clause 1.20.1 and is exclusive of GST.
10 Year Plan	means a Long-Term Plan or 10 Year Plan adopted by the Council pursuant to the Local Government Act 2002.
Transaction	<p>means an arrangement between the Council and any third party which is binding on Council except for:</p> <ul style="list-style-type: none"> (a) the sale or disposal of real property; (b) a Claim; or (c) any charge, remission or postponement of a rate pursuant to the Local Government (Rating) Act 2002 and the Council’s Rates Remission and Postponement Policies.

1.20. Specified Sum

- 1.20.1. On 1 July 2013 and on 1 July in every succeeding year, the Chief Executive will adjust the Specified Sum by increasing it or decreasing it in proportion to movements in the officially published Consumers Price Index (CPI) in the manner set out in the following formula

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(1 July, year of review) = \$1,500,000 x CPI March, year of review

CPI 31 March 2012

and the figure so derived shall be rounded to the nearest \$50,000 and reported to Council and at the time of such report clause 1.20.2 shall be amended as required.

1.20.2. The current Specified Sum is \$1,600,000.

WĀHANGA 2: TE TUKU MANA KI TE MEMA TAKITAHĪ PART 2: DELEGATIONS TO INDIVIDUAL MEMBERS
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2. GENERAL**2.1. Approve Expenses**

Delegation	Delegated to
2.1.1. To approve the expenses incurred by the Mayor and Deputy Mayor, including credit card expenses.	Chair of Strategy & Finance; or Chair of Risk & Assurance
2.1.2. To approve the expenses incurred by the Chief Executive, including credit card expenses.	Mayor; Chair of Strategy & Finance or Chair of Risk & Assurance

2.2. Approve Members' Training or Conferences

Delegation	Delegated to
2.2.1. To approve attendance and travel to the total value of less than \$2000 (+GST) within New Zealand, in line with the Elected Member Training and Development Policy.	Conjointly either Mayor with the Deputy Mayor and/or Democracy and Governance Manager
2.2.2. To approve Mayor's travel within New Zealand & Australia	Chief Executive
2.2.3. To approve Chief Executive's travel within New Zealand & Australia	Mayor

2.3. Authority to Act as Council's Shareholder or Representative

Delegation	Delegated to
2.3.1. To act as the Council's shareholder representative on the Palmerston North Airport Limited to vote on behalf of Council or appoint a proxy, subject to any instructions from the Council.	Mayor
2.3.2. To act as the Council's shareholder representative on the Local Government Funding Agency to vote on behalf of Council or appoint a proxy.	Mayor
2.3.3. To act as the Council's shareholder representative on the Civic Financial Services Limited to vote on behalf of Council or appoint a proxy.	Mayor
2.3.4. To act as the Council's shareholder representative on Central Economic Development Agency (CEDA) to vote on behalf of Council or appoint a proxy.	Mayor

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2.4. Chief Executive's Performance Review

Delegation	Delegated to
2.4.1. To meet at least quarterly with the Chief Executive for the purpose of undertaking performance appraisal and regular feedback and to ensure the Chief Executive has access to relevant training and development opportunities.	Mayor Deputy Mayor
2.4.2. To make a recommendation to the Council having carried out an annual performance review and remuneration review.	Mayor Deputy Mayor
2.4.3. To direct the Chief People and Performance Officer or People Operations Manager to engage external support for the purpose of supporting the performance appraisal and review process within operational budgets. To agree consultancy contracts within current budget to the value of \$2000.	Mayor Deputy Mayor
2.4.4. The authority to receive notification of suspected or actual behaviour or actions that could amount to a serious wrongdoing by the Chief Executive, according to the Fraud and Whistleblowing Policy. And in such cases to implement the policy and/or direct the Business Assurance Manager to engage external support for the purpose of implementing the policy.	Mayor Deputy Mayor

2.5. Leave of Absence

Delegation	Delegated to
2.5.1. To agree a leave of absence for an elected member. Following this approval, the Mayor must inform the Council that a leave of absence has been granted or refused.	Mayor
2.5.2. To agree a leave of absence for the Mayor. Following this approval, the Deputy Mayor must inform the Council that a leave of absence has been granted or refused.	Deputy Mayor

2.6. Local Government New Zealand (Zone 3)

Delegation	Delegated to
2.6.1. To appoint the presiding delegate and/or proxy and/or other delegates as appropriate to the Local Government New Zealand meetings.	Mayor
2.6.2. To decide in consultation amongst themselves who the Council will support for Zone 3 Executive.	Mayor Councillors Rachel Bowen, Pat Handcock, Orphee Mickalad, Karen Naylor & William Wood.

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2.7. Notifications from Business Assurance Manager

Delegation	Delegated to
2.7.1. Authority to receive notification directly from the Business Assurance Manager where the Business Assurance Manager deems any matter the responsibility of or relevant to the elected Council, and vice-versa.	Chair of Risk and Assurance; Deputy Chair of Risk and Assurance

2.8. Signing Documents and Affixing Common Seal

Delegation	Delegate to
2.8.1. To approve the affixing of the common seal to any document and to sign every document to which the common seal is affixed.	Mayor, Deputy Mayor Chief Executive or Legal Counsel.
2.8.2. To sign any document on behalf of the Council where approval for the subject-matter of the document has been given by the Council or any Committee or officer acting under delegated authority	Mayor, Deputy Mayor, Chief Executive, Legal Counsel or councillor(s).
2.8.3. A list of documents to which the common seal is affixed, or documents signed on behalf of council (as above) shall be reported for information to Elected Members from time to time.	

2.9. Submissions and Remits

Delegation	Delegated to
2.9.1. To approve submissions to a Parliamentary Select Committee where there has been insufficient time to gain Council's approval. Where this delegation is used, the submission must be subsequently reported to the next available Council meeting held in public; and the manner of this approval must be stated in the submission.	Mayor
2.9.2. To endorse LGNZ remits from other local authorities when there is insufficient time to gain Council's approval. Elected members to be informed as soon as practicable.	Mayor

WĀHANGA 3: TE TUKU MANA KI NGĀ RANGA WHAKATAU TAKE MĀTĀMURI PART 3: DELEGATIONS TO SUB-ORDINATE DECISION-MAKING BODIES

3. GROUPS FORMED OUTSIDE OF THE LOCAL GOVERNMENT ACT 2002**3.1. Jaycee Trust Assessment Committee**

Chair	Councillor Lorna Johnson, Chair of Community Committee
Membership (3) (1 councillor & 2 community representative)	<i>Community representatives</i> 2 vacancies
Quorum	3
Meeting schedule	As required
Venue	Online

Responsibilities

The Council is responsible for administering the Palmerston North Jaycee Trust. Every triennium, Council appoints the Jaycee Trust Assessment Committee to award travelling grants to enable people to study, travel or engage in special projects abroad.

Grants awarded by the Assessment Committee will be reported for information to the Community Committee.

Delegation

- 3.1.1. To assess applications to the scheme and approve up to two travelling fellowships of not more than \$5,000 (including GST) each year, with discretion to grant more than two fellowships as long as the total amount of funding does not exceed \$10,000 per year.

Note: The process to appoint community representatives is outlined in Council's Appointment of Directors and Trustee Policy 2022.

3.2. Creative Communities New Zealand/ Arts & Culture Fund Assessment Committee

Chair	Councillor Rachel Bowen, Chair of Culture and Sport
Membership (2 councillor & community representatives)	<i>PNCC Elected Member</i> Councillor William Wood <i>Community Representatives</i> Bernadette Peters Ebele Ezepue Sasi Chinta M A Lobb Justin Ngai Mafa Tuisaua Muhammad Huzaifa
Quorum	TBD
Meeting schedule	As required

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Venue	Online
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Responsibilities

On behalf of Creative New Zealand, Council is responsible for administering the Creative Communities Grant.

Council sets up the CCNZ/ Arts & Cultural Fund Assessment Committee as a community-led body. The Assessment Committee is responsible for determining applications for the CCNZ/ Arts & Culture Fund annually.

Delegations

- 3.2.1. Determine applications provided Creative Communities New Zealand criteria are met.
- 3.2.2. Approve, administer and monitor such tasks as are integral to the allocation of funds under the combined Council's Arts and Culture Fund and the Creative Communities New Zealand's Local Authorities Arts Scheme.
- 3.2.3. **Note:** Community representatives will be selected by following the appointment process set out by Creative Communities New Zealand.

3.3. Manawatū-Whanganui Region Civil Defence Emergency Management Group Committee

- 3.3.1. The Manawatū-Whanganui Civil Defence Emergency Management Group Committee, which is a Joint Committee of eight local authorities in the Manawatū-Whanganui Region, has the following powers under the Civil Defence Emergency Management Act 2002 (CDEMA 2002):
 - a. To set, through the Civil Defence Emergency Management Group (CDEMG) Plan, the five-year strategic direction of the CDEMG.
 - b. To agree the annual work programme of the CDEMG, consistent with the strategic direction in the Plan.
 - c. To monitor progress towards meeting the strategic objectives in the Plan.
 - d. To agree to modify the draft CDEMG Plan for the Group for public consultation.
 - e. To establish, if necessary, a Hearing Committee (which may constitute members of the Committee, or outside appointments as appropriate) to hear (if necessary), consider and decide submissions on the CDEMG Plan for the Group.
 - f. To approve the CDEMG Plan for the Group following decisions on submissions.
 - g. Subject to the powers under section 57 of the CDEMA 2002, to make minor amendments to the Plan from time to time as necessary.
 - h. Subject to the powers under section 26 of the CDEMA 2002, to appoint a Group Controller, and one or more Local Controllers for the Group as appropriate.
 - i. Subject to the powers under section 25 of the CDEMA 2002, to appoint persons with the delegated authority to declare local or group emergencies.
 - j. To appoint, as necessary, a Group Recovery Manager and Local Recovery Managers for the CDEMG.

NOTE: The above delegations were originally ratified by the Council on 27 May 2002. At that time, the Council also approved the proposed composition and procedures for the Joint Committee.

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3.4. Delegations to and Assignment of Commissioners

Powers of Commissioner

- 3.4.1. Individuals appointed by the Council as Hearings Commissioners have the power to either individually or jointly with any other hearings commissioner to hear and determine any matter raised under:
 - a. Resource Management Act 1991, including such matters as resource consents, variations, plan changes and designations, except those functions, powers and duties expressly excluded by section 34A of the Resource Management Act 1991
 - b. Dog Control Act 1996
- 3.4.2. This includes the power to decide whether to require any further information not already requested by Council staff and whether the application is to be notified or non-notified.
- 3.4.3. Elected Members that have completed the Ministry for the Environment's Making Good Decisions Programme are considered accredited under the Resource Management Act 1991 and deemed for the purposes of this delegation to be a Hearings Commissioner.
- 3.4.4. Notwithstanding clause 3.4.1 the decision as to which person or persons are affected is to be made by appropriate Council officer acting under delegated authority.
- 3.4.5. Hearings Commissioners responsibilities and powers shall commence immediately upon assignment by the Legal Counsel to a Hearings Panel.

Assignment of Commissioners

- 3.4.6. Commissioners shall be assigned as follows:
- 3.4.7. The Legal Counsel in liaison with the **Chief Customer Officer, Chief Planning Officer, Principal Planner-Customer** and/or the Principal Planner- Strategic Planning may assign Hearings Commissioners to conduct, consider and determine any matter that requires a hearing or related decision under any of the following acts:
 - a. Resource Management Act 1991; and
 - b. Dog Control Act 1996
- 3.4.8. External commissioner(s) from the Council's approved schedule of Resource Management Act Commissioners must be assigned to consider any matter or to exercise the functions, powers and duties of the Council under the Resource Management Act 1991 in accordance with section 34A of this Act, when one or more of the following applies:
 - a. The Council is the applicant.
 - b. The organisation (applicant) is one in which the Council has a significant and/or pecuniary interest.
 - c. The project (application) is one in which the Council has a significant and/or pecuniary interest.

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- d. A valid request has been made under the Resource Management Act 1991 for an external Commissioner to hear and determine the matter.
 - e. The subject of the hearing is highly political and elected members' objectivity in hearing or determining the matter would be compromised due to previous political and community debate.
 - f. The subject of the hearing is highly complex and the technical nature of the issues to be addressed in the hearing requires specific expertise. (Care is needed in this regard, as technical issues should always be discussed at the hearing in a manner that is understandable to the layperson.)
 - g. In the view of the Legal Counsel it is reasonable or desirable that an external Commissioner is appointed.
- 3.4.9. Notwithstanding the criteria set out in clause 3.4.8, no Hearings Commissioner is required to be assigned to consider any matter where:
- a. The application is minor in scale and effect; and
 - b. The written consent of all affected parties, as determined by appropriate Council staff acting under delegated authority, has been provided.
- 3.4.10. Where elected members are assigned, an elected member may only consider a matter in conjunction with at least one external commissioner from the Council's approved schedule of Resource Management Act Commissioners, or another elected member appointed as Commissioner.

Report of Commissioner

- 3.4.11. Each report or decision made by a Commissioner or Commissioners shall be reported to the Council for information.

Appointment and Assignment of Non-Listed Commissioner

- 3.4.12. In the event a Commissioner is sought, who is not referred to in the schedule of Council appointed external Hearings Commissioners, the appointment and assignment will be made by the Council.

3.5. Joint Hearing Panel with the Manawatū-Whanganui Regional Council (Horizons Regional Council)

- 3.5.1. Where a joint hearing is necessary, and independent Commissioners have not been appointed Council shall unite with the Manawatū-Whanganui Regional Council to form a Joint Hearing Panel to hear and decide, under section 102 of the Resource Management Act 1991, applications for resource consents.
- 3.5.2. When a request for a joint hearing has been agreed under section 102(1) of the Resource Management Act 1991, appropriate numbers of up to three members from both the Manawatū-Whanganui Regional Council's Environment Committee and the Council's Hearings Commissioners List (3.6.1) shall be appointed to the Joint Hearing Panel.

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3.5.3. The Joint Hearing **Panel** shall determine its own chairperson.

3.6. Quasi-Judicial Bodies

3.6.1. Hearings Commissioners List:

Commissioners (External)	Jane Black Dean Chrystal Lindsay Daysh John Maassen Judith Makinson David McMahon Chris Mitchell Miria Pomare Reginald Proffit Paul Rogers Mark St Clair Robert Schofield Gina Sweetman Eileen von Dadelszen
Commissioners (Elected Members)	Councillor Brent Barrett Councillor Lorna Johnson (chair's endorsement) Councillor Patrick Hancock Councillor Leonie Hapeta Councillor Orphee Mickalad Councillor Karen Naylor Councillor William Wood
Panel Schedule	As and when required

3.6.2. District Licensing Committee

Commissioners	Susan Baty Aleisha Rutherford
List Members	Councillor Rachel Bowen Vicki Beagley Stewart Davies Rod Titcombe
Meeting Schedule	As and when required

WĀHANGA 4: TE TUKU MANA KI NGĀ KŌMITI
PART 4: DELEGATIONS TO COMMITTEES

4. TERMS OF REFERENCE AND DELEGATIONS FOR THE 2022-25 TERM

4.1. Council

Chair	Mayor Grant Smith
Deputy Chair	Deputy Mayor Debi Marshall- Lobb
Membership (16)	All Elected Members
Quorum	8
Meeting schedule	Monthly

1. To exercise any powers that cannot be delegated under law (as set out in Local Government Act 2002 Schedule 7, cl 32) and that have not otherwise been delegated to Committees, including to agree:
 - a. Strategic Direction, community outcomes and priorities through the Long-Term Plan (10 Year Plan)
 - b. Annual Plan (Budget)
 - c. Rates
 - d. Schedule of fees and charges
 - e. District Plan¹
 - f. Policies and Bylaws
 - g. Borrowing or loan guarantees
 - h. Disposal of assets other than in accordance with the Long Term Plan
 - i. Elected Member remuneration
 - j. Terms of Reference of Committees
 - k. Submissions to Select Committee and any proposal to promote legislation in the name of Palmerston North City Council
 - l. Any financial commitment above the specified sum
2. To have oversight of progress and implementation of programmes of work agreed in Goal 5: Driven and Enabling Council (Performance and Governance and Active Citizenship Plans), including but not limited to the following:
 - a. Partnership with Rangitāne o Manawatū
3. To monitor:
 - a. Civic and Cultural Precinct Masterplan (under development)
 - b. Asset management plans: Strategic Assets
 - c. Section 17A of the Local Government Act 2002 reporting
 - d. Residents Survey results

¹ The power to approve the District Plan or any change to the District Plan refers especially to clause 17 of the First Schedule of the Resource Management Act 1991 and is the final step in the Plan preparation/change process. It does not prevent Hearings Panels from making decisions on the hearing of submissions or further submissions.

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4. To consider and adopt, amend, receive, note or not adopt:
 - a. Annual Report
 - b. Committee recommendations
 - c. Exempted Council Controlled Organisation annual reporting
 - d. Chief Executive performance review
 - e. Travel of the Mayor or Chief Executive outside of New Zealand and Australia
5. To monitor, review, agree for consultation, hear submissions and approve the following policies:
 - a. Significance and Engagement; Financial Strategy; Infrastructure Strategy; Asset Management Plans; Treasury Policy
 - b. Long Term Plan (10 Year Plan) and subsequent Annual Plans (Budgets)
 - c. Representation Review
6. To monitor, review, consider and approve the following Governance Policies:
 - a. Delegations; Local Governance Statement; Appointment of Directors
 - b. Code of Conduct; Elected and Appointed Member Development and Training Policy; Expenses and Allowances Policy, Standing Orders
7. To appoint:
 - a. Chief Executive
 - b. Appointed Members to Standing Committees
 - c. District Licensing Commissioners, Resource Management Act Commissioners; Panel of Independent Complaints Investigators
 - d. Council representatives to external bodies, except where those bodies have granted authority to appoint to the Mayor or Chief Executive
 - e. Trustees and Directors to Council Controlled Organisations
 - f. Civic Honours awardees
 - g. Establish and appoint members of any sub-committee or working group.

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4.2. Economic Growth Committee

Chair	Councillor Leonie Hapeta
Deputy Chair	Councillor William Wood
Membership (12)	Mayor Grant Smith Councillor Mark Arnott Councillor Brent Barrett Councillor Rachel Bowen Councillor Vaughan Dennison Councillor Roly Fitzgerald Councillor Lorna Johnson Councillor Debi Marshall-Lobb Councillor Billy Meehan Councillor Orphée Mickalad
Quorum	6
Meeting schedule	6-weekly

Terms of Reference:

1. To consider matters relating to economic wellbeing.
2. To have oversight of progress and implementation of programmes of work agreed in Goal 1: Innovative and Growing City (Transport, City Growth and Economic Development Plans), including but not limited to the following strategic projects:
 - a. Masterplans: Streets for People; Urban Cycleway
 - b. Housing development (except social housing)
 - c. Te Utanganui Central New Zealand Distribution Hub
3. To monitor, review, agree for consultation, hear submissions and make recommendations to Council on relevant policies, strategies and plans.
4. To monitor:
 - a. Council Controlled (trading) Organisations: Central Economic Development Agency, in collaboration with Manawātū District Council; and Palmerston North Airport Limited.
 - b. Asset management plans: Property
5. To receive:
 - a. Memoranda: transport network safety; transport maintenance report; city economic performance data; international relations activity
 - b. Presentations from related strategic and city partners and external bodies

Delegations:

The Economic Growth Committee has been delegated the following responsibilities by Council. Within its Terms of Reference and complying with the purpose of the Local Government Act 2002, to:

- Develop and approve for consultation relevant strategies, plans and policies.
- Agree the Statement of Expectation for the relevant Council Controlled Organisations.

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- Monitor and agree the performance of the relevant Council Controlled Organisations, including the Statement of Intent, six monthly and annual reporting.
- Receive or note any report or memorandum or other information submitted to the Committee.
- Instruct the Chief Executive to report back to the Committee or to Council.
- Refer any report or memorandum to any other Committee or Council for consideration.

4.3. Culture & Sport Committee

Chair	Councillor Rachel Bowen
Deputy Chair	Councillor Billy Meehan
Membership (12)	Mayor Grant Smith Councillor Mark Arnott Councillor Vaughan Dennison Councillor Lew Findlay Councillor Roly Fitzgerald Councillor Pat Handcock Councillor Leonie Hapeta Councillor Debi Marshall-Lobb Councillor William Wood Councillor Kaydee Zabelin
Quorum	6
Meeting schedule	6-weekly

Terms of Reference:

1. To consider matters relating to cultural wellbeing.
2. To have oversight of progress and implementation of programmes of work agreed in Goal 2: Creative and Liveable City (Active Communities, City Shaping and Arts and Heritage Plans), including but not limited to the following strategic projects:
 - a. Masterplans: Victoria Esplanade; Central Energy Trust Arena Masterplan; Caccia Birch Masterplan and conservation plan (under development)
 - b. Regional and city sports facilities' plans
3. To monitor, review, agree for consultation, hear submissions and make recommendations to Council on relevant policies, strategies and plans.
4. To monitor:
 - a. Cultural Council Controlled Organisations: Te Manawa Museums Trust, Regent Theatre Trust, Globe Theatre Trust
 - b. Contractual relationships: Sport Manawātū
 - c. Asset management plans: Parks and Reserves
 - d. Reserves and pathways management plans: Ahimate Reserve Development Plan, Ashhurst Domain Reserve Management Plan, Kahuterawa Outdoor Recreation Plan, Memorial Park development plan.
5. To receive:
 - a. Related annual Sector Lead reports

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- b. Memoranda: Cultural facilities maintenance; Heritage themes in Council programmes; Artist in residence scheme
- c. Presentations from related strategic and city partners and external bodies

Delegations

The Culture and Sport Committee has been delegated the following responsibilities by Council. Within its Terms of Reference and complying with the purpose of the Local Government Act 2002, to:

- Develop and approve for consultation relevant strategies, plans and policies.
- Agree the Statement of Expectation for the relevant Council Controlled Organisations.
- Monitor and agree the performance of the relevant Council Controlled Organisations, including the Statement of Intent, six monthly and annual reporting.
- Receive or note any report or memorandum or other information submitted to the Committee.
- Instruct the Chief Executive to report back to the Committee or to Council.
- Refer any report or memorandum to any other Committee or Council for consideration.

4.4. Community Committee

Chair	Councillor Lorna Johnson
Deputy Chair	Councillor Pat Handcock
Membership (11 Members)	Mayor Grant Smith Councillor Brent Barrett Councillor Rachel Bowen Councillor Lew Findlay Councillor Billy Meehan Councillor Orphée Mickalad Councillor Karen Naylor Councillor William Wood Councillor Kaydee Zabelin
Quorum	6
Meeting schedule	6-weekly

Terms of Reference:

1. To consider matters relating to social wellbeing.
2. To have oversight of progress and implementation of programmes of work agreed in Goal 3: Connected and Safe Community (Connected and Safe Plans), including but not limited to the following strategic projects:
 - a. Social Housing
 - b. Animal Shelter
 - c. Strategic Grant funding
 - d. Libraries
 - e. Community facilities
3. To monitor, review, agree for consultation, hear submissions and make recommendations to Council on relevant policies, strategies and plans.

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4. To monitor:
 - a. Civil Defence
 - b. City Safety
5. To receive:
 - a. Related annual Sector Lead reports
 - b. Memoranda: Welcoming Communities activities; libraries activities; enabling good lives in service delivery including accessibility; community facilities
 - c. Presentations from Disability Reference Group, Pasifika Reference Group, Seniors Reference Group and Youth Council
 - d. Presentations from related strategic and city partners and external bodies

Delegations

The Community Committee has been delegated the following responsibilities by Council. Within its Terms of Reference and complying with the purpose of the Local Government Act 2002, to:

- Develop and approve for consultation relevant strategies, plans and policies.
- Approve the allocation of grants to community groups by the Palmerston North Community Services Council, from the funds granted to the Palmerston North Community Services Council by the Council for that purpose.
- Receive or note any report or memorandum or other information submitted to the Committee.
- Instruct the Chief Executive to report back to the Committee or to Council.
- Refer any report or memorandum to any other Committee or Council for consideration.

4.5. Sustainability Committee

Chair	Councillor Brent Barrett
Deputy Chair	Councillor Kaydee Zabelin
Membership (9)	Mayor Grant Smith Councillor Roly Fitzgerald Councillor Pat Handcock Councillor Leonie Hapeta Councillor Lorna Johnson Councillor Debi Marshall- Lobb Councillor Karen Naylor
Quorum	5
Meeting schedule	6-weekly

Terms of Reference:

1. To consider matters relating to environmental wellbeing.
2. To have oversight of progress and implementation of programmes of work agreed in Goal 4: Eco-City (Sustainability, Waters, Climate Change, Resource Recovery, the Manawatū River Plan), including but not limited to the following strategic projects:

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- a. BPO consent project – wastewater
 - b. Low Carbon Fund allocation
 - c. Low Carbon Roadmap
3. To monitor, review, agree for consultation, hear submissions and make recommendations to Council on relevant policies, strategies and plans.
4. To monitor:
 - a. PNCC and City Emissions Inventory
 - b. Water Conservation Management Plan; water safety plans and compliance; Waste Management and Minimisation Plan progress
 - c. Reserves and pathways management plan: Turitea Reserve Management Plan
 - d. Asset management plans: Resource Recovery; Stormwater; Wastewater; Water
5. To receive:
 - a. Regional Climate Change Committee presentations
 - b. Annual Sector Lead report from Environment Network Manawātū
 - c. Regular reporting on city sustainability; biodiversity activity

Delegations

The Sustainability Committee has been delegated the following responsibilities by Council. Within its Terms of Reference and complying with the purpose of the Local Government Act 2002, to:

- Develop and approve for consultation relevant strategies, plans and policies.
- Receive or note any report or memorandum or other information submitted to the Committee.
- Instruct the Chief Executive to report back to the Committee or to Council.
- Refer any report or memorandum to any other Committee or Council for consideration.

4.6. Strategy & Finance Committee

Chair	Councillor Vaughan Dennison
Deputy Chair	Councillor Karen Naylor
Membership (12)	Mayor Grant Smith Councillor Mark Arnott Councillor Brent Barrett Councillor Lew Findlay Councillor Pat Handcock Councillor Leonie Hapeta Councillor Lorna Johnson Councillor Orphée Mickalad Councillor William Wood Councillor Kaydee Zabelin
Quorum	6
Meeting schedule	6-weekly

Terms of Reference:

1. To consider matters relating to Council's planning and finance activity.

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2. To monitor:
 - a. Council's financial and non-financial performance against the Long Term Plan or subsequent Annual Plans (Budgets).
 - b. Treasury reporting
3. To have oversight of development and progress of:
 - a. District Plan Changes
 - b. Council bylaws
 - c. Financial commitments above officer financial delegation or unbudgeted items
4. To consider (agree for public notification, consultation and agree) any leases entered into by Council under the Support and Funding Policy or where the lease relates to a reserve under the Reserves Act 1977.
5. To consider rate remission and postponement where Officers delegated this authority seek the Committee's guidance.
6. To set, vary or waive rental fees for subsidised housing; charges for admission to aquatic facilities; charges for the use of reserves, and burial and cremation charges.

Delegations

The Strategy and Finance Committee has been delegated the following responsibilities by Council. Within its Terms of Reference and complying with the purpose of the Local Government Act 2002, to:

- Make any determination required under s155 of the Local Government Act 2002.
- Agree for consultation, hear submissions and make recommendation for adoption to Council bylaws.
- Agree for consultation changes to the District Plan.
- Accept, decline or vary any contract for the purchase or supply of goods, services, plant, capital works, etc. to the value of the specified sum, as long as it has been agreed in the Council's Long Term Plan or subsequent Annual Plans (Budgets).
- Agree for notification, accept or decline any lease agreement entered into by Council under the Support and Funding Policy or that relate to a lease of a Reserve.
- Set, vary or waive the following classes and categories of fees and charges:
 - a. Rental fees for subsidised housing;
 - b. Charges for admission to aquatic facilities;
 - c. Charges for the use of reserves;
 - d. Burial and cremation charges.
- Receive or note any report or memorandum or other information submitted to the Committee.
- Instruct the Chief Executive to report back to the Committee or to Council.
- Refer any report or memorandum to any other Committee or Council for consideration.

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4.7. Rangitāne o Manawatū Committee

Chair*	Mayor Grant Smith
Deputy Chair	Mr Wiremu Te Awe Awe
Membership (10) (Mayor, 4 Hirawanui ward councillors, 2 Te Pūao ward councillors and 3 Rangitāne representatives)	<p><i>Te Hirawanui ward councillors</i> Councillor Vaughan Dennison Councillor Karen Naylor Councillor Billy Meehan Councillor Kaydee Zabelin</p> <p><i>Te Pūao ward councillors</i> Councillor Roly Fitzgerald Councillor Debi Marshall-Lobb</p> <p><i>Rangitāne representatives</i> Ms Danielle Harris Mr Chris Whaiapu</p>
Quorum	6 (minimum of 3 members from Council and 3 members from Rangitāne)
Meeting schedule	Quarterly
Venue	Meetings may be held at Council Chambers and marae.

* Chair and Deputy Chair to alternate annually

Terms of Reference:

- To consider matters relating to the wellbeing of Māori in Palmerston North, by monitoring:
 - City wellbeing data from a demographic perspective (Māori)
 - Long Term Plan community outcome commitments and impact on the local Māori communities
- To have oversight of progress and implementation of programmes of work agreed in Kawenata in Relation to Te Motu o Poutoa Agreement, including but not limited to the following strategic projects:
 - Development of a reserve management plan for Te Motu o Poutoa
 - Manawatū River Framework
- To consider matters of strategic relevance to Māori, including but not limited to:
 - The Manawatū River Plan
 - urban development and infrastructural capacity
 - boundary issues
 - water and wider environmental issues within Palmerston North City Council's authority
 - the development of relationships between other Iwi/Hapū and Council
 - participation and access
- To receive presentations on:
 - Te Apiti Manawatū Gorge Masterplan
 - Any matter that may impact on Māori in the city
- In the spirit of partnership, to recommend to Council:

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- a. Leadership direction or guidance with regard to Council's obligations or responsiveness to Māori in the city and related budget implications for future planning
- b. The reserve management plan for Te Motu o Poutoa
- c. Any emerging matters for submission to Central Government
- d. Reserves which are wāhi tupuna to Rangitāne o Manawatū which could also fall under te Kawenata
- e. Any modifications to Standing Orders or meeting procedures to enable the Committee to effectively operate.

Delegations

Rangitāne o Manawatū Committee has been delegated the following responsibilities by Council. Within its Terms of Reference and complying with the purpose of the Local Government Act 2002, to:

- Receive or note any report or memorandum or other information submitted to the Committee.
- Instruct the Chief Executive to report back to the Committee or to Council.
- Refer any report or memorandum to any other Committee or Council for consideration.
- To undertake any special project oversight as requested by Council.

4.8. Risk & Assurance Committee

Chair	Mr Steve Armstrong
Deputy Chair	Councillor Karen Naylor
Membership (12)	Mayor Grant Smith Councillor Mark Arnott Councillor Brent Barrett Councillor Vaughan Dennison Councillor Leonie Hapeta Councillor Lorna Johnson Councillor Orphée Mickalad Councillor William Wood Councillor Kaydee Zabelin 1 Appointed Member (vacant)
Quorum	6
Meeting schedule	Quarterly

Terms of Reference:

1. To independently consider matters which will assist the Council to discharge its responsibilities to exercise due care and diligence to manage risk robustly and appropriately.
2. To agree:
 - a. Business Assurance forward work programme
3. To monitor the effectiveness of risk identification and mitigation measures and assess the impact of emerging risks by overseeing risk management activities, including but not limited to receiving:
 - a. Health and Safety reporting

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- b. Business Continuity planning
 - c. Business Assurance reviews
 - d. Enterprise risk reporting
 - e. Audit NZ annual report management report
 - f. Lessons Learned project reporting
- 4. To assess the effectiveness of Council's work programme by considering accountability reporting, including but not limited to monitoring progress against recommendations in:
 - a. Business Assurance accountability reporting
 - b. External review action plans
- 5. To review and monitor:
 - a. Business Assurance charter
 - b. Enterprise Risk Management policy
- 6. To recommend to Council:
 - a. Any new policies or changes necessary to improve effectiveness of internal controls or communication of statutory reporting.
 - b. Any purchase of external audit services that is outside of budget agreed in the Long Term Plan or subsequent Annual Plans (Budgets) that may be necessary to prioritise an urgent external audit.

Delegations

The Risk and Assurance Committee has been delegated the following responsibilities by Council. Within its Terms of Reference and complying with the purpose of the Local Government Act 2002, to:

- Receive or note any report or memorandum or other information submitted to the Committee.
- Instruct the Chief Executive to report back to the Committee or to Council.
- Refer any report or memorandum to any other Committee or Council for consideration.
- Commission independent reviews as appropriate through internal Business Assurance activity.
- To undertake any special project oversight as requested by Council.

4.9. Delegations to Sub-CommitteesSub-Committees

- 4.9.1. A Sub-Committee may exercise only such delegated authority as is granted to it from time to time by the Council or, with prior Council approval, the relevant Committee. Sub-Committees may not exercise any of the powers listed in clause [5.1.3](#).
- 4.9.2. The primary purposes of Sub-Committees are:
 - a. To dispose of matters which have been delegated to them.
 - b. To investigate and report, with recommendations if appropriate, on matters referred from the delegator.
 - c. To act as a forum for communication between elected representatives, officers, and interested parties.

WĀHANGA 5: TE TUKU MANA A TE KAUNIHERA KI TE TUMUAKI
PART 5: DELEGATIONS FROM COUNCIL TO CHIEF EXECUTIVE

5. DELEGATIONS FROM COUNCIL TO THE CHIEF EXECUTIVE

5.1. Broad Delegation to the Chief Executive

- 5.1.1. Subject to any financial limitations to the Chief Executive, the Chief Executive is delegated all functions, powers and duties of the Council:
- a. except those retained by the Council (clause 5.1.3), or delegated to a committee (Part 4) or other subordinate decision-making body (Part 3) of the Council; and
 - b. subject to any legal limits on the Council to do so, and any conditions or limits imposed by the Council from time to time (including financial limits); and
 - c. does not involve the revocation or alteration of any decision previously made by the Council unless expressly permitted; and
 - d. provided the Chief Executive exercises such delegated authorities consistently with Council's strategies and policies (including the 10 Year Plan, Annual Budgets and District Plan) and any Council approved guidelines regarding those strategies and policies.
- 5.1.2. The Chief Executive may sub-delegate any functions, powers and duties delegated to them by the Council (except the power to sub-delegate).
- 5.1.3. Council retains the authority to:
- a. ~~do anything which by law is required to be done by resolution of the Council;~~
 - b. make a rate;
 - c. make, amend or revoke a bylaw, ~~including before commencing the process for making a bylaw determining whether a bylaw is the most appropriate way of addressing the perceived problem; and determining whether a proposed bylaw is in the most appropriate form and gives rise to any issues under the New Zealand Bill of Rights Act 1990;~~
 - d. adopt a ~~10 Year Plan~~ Long Term Plan, Annual Budget (Plan) or Annual Report or Annual Budget, or any amendment or variation to them;
 - e. approve any local governance statement, and a triennial agreement with other local authorities within the same region as the Council;
 - f. review the cost effectiveness of arrangements for meeting the needs of communities within the district for good quality local infrastructure, service, or regulatory function;
 - g. borrow money, or purchase or dispose of assets, other than in accordance with the Long Term Plan ~~10 Year Plan;~~
 - h. do anything which, in accordance with the Council's Significance and Engagement Policy, requires consultation with affected and interested persons;
 - i. make or alter Council policy ~~(except for minor edits);~~
 - j. authorise and approve any contracting-out of any of the Council's regulatory functions;
 - k. appoint a Chief Executive;
 - l. appoint:
 - i. independent Hearings Commissioners to the Schedule of Hearing Commissioners. ~~required to assist the Hearings Committee of the Council;~~

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- ii. members of the District Licencing Committee pursuant to the Sale and Supply of Alcohol Act 2012; and
 - iii. ad hoc appointments of independent Commissioners required under any other statute; legislative instrument; bylaw; or policy of the Council;
 - m. appoint Council representation on a body including any Committee;
 - n. promote proposed legislation;
 - o. dispose of or sell any real property;
 - p. approve the District Plan or any change to the District Plan; and
 - q. ~~monitor and evaluate Council-controlled organisations and Council organisations.~~
 - r. ~~adopt a remuneration and employment policy.~~
- 5.2. Deputy Chief Executive**
- 5.2.1. The Deputy Chief Executive is delegated all functions, powers and duties of the Council that are delegated to the Chief Executive, ~~when the Chief Executive is temporarily absent, prevented by illness or when the Chief Executive has authorised it in writing.~~
- 5.2.2. ~~In the absence of the Deputy Chief Executive, the Chief Executive will appoint in writing an Acting Deputy Chief Executive.~~

FINANCIAL DELEGATIONS TO THE CHIEF EXECUTIVEContracts and Other Financial Matters

- 5.3. Best Method to be Used**
- 5.3.1. Every delegate will at all times have regard to the best means of obtaining the most favourable terms for any transaction, especially as to price, and will adopt that method.
- 5.4. Contracts Under 20% of the Specified Sum**
- 5.4.1. For contracts under 20% of the defined specified sum:
- a. The tendering process in the Council's Contracts Manual shall be followed wherever appropriate; and
 - b. In all other cases at least three competitive prices shall be obtained where they are available; and
 - c. The advice of the Finance Unit shall be obtained as to the availability of contracts for a particular product; and
 - d. For contracts under 1% of the defined specified sum, it is not necessary to follow the procedures specified in subclauses 5.4.1(a)-(c) inclusive provided that the price for goods or services to be purchased is reasonable.
- 5.5. Contract for other than Best Price**
- 5.5.1. Where the contract price which an officer wishes to accept is:
- a. In the case of a contract to purchase goods or services, other than the lowest price offered that is consistent with any specification issued in regard to that contract; or

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- b. In the case of a contract to sell Council goods or services other than for the highest price offered; or the decision will be taken in conjunction with the Chairperson of the Strategy & Finance Committee and will be reported to the Council at the earliest opportunity.

5.6. Authority to enter into contractual arrangements

- 5.6.1. If any officer of the Council, with authority to enter into contractual or similar arrangements (except employment contracts) which are binding on the Council, intends to enter into such arrangements which:
 - a. has or could (including any rights of renewal) have a term in excess of three (3) years; or
 - b. would have a term exceeding three (3) years pursuant to a proposed variation, the officer must, before authorising and entering into the proposed arrangement or variation, obtain the written approval of the Chief Executive in the case of a Unit Manager, and the Unit Manager to whom the officer reports in the case of all other staff (and in the case of the Chief Executive, the Strategy & Finance Committee).

5.7. Transactions

- 5.7.1. The Chief Executive may take all steps necessary to enter into, approve, execute, complete or otherwise authorise, and vary any Transaction provided that Council has not previously declined to approve the relevant individual Programme Budget to which the Transaction relates and except where the Transaction imposes an obligation on Council to Expend, in any Financial Year, an amount:
 - a. that is more than 50% of the Specified Sum; or
 - b. exceeds the total amount of the Operating Budget or total Capital Renewal Budget or total Capital New Budget (as adjusted by any Budget Variation) in respect of the Activity to which the Transaction relates, either alone or in aggregate with all other Expenditure the Council is committed to make in respect of the relevant Activity; or
 - c. exceeds the individual Capital Programme Budget to which the Transaction relates, either alone or in aggregate with all other Expenditure the Council is committed to make in respect of the relevant Capital Programme where Council has previously reduced the individual Capital Programme Budget; or
 - d. exceeds the sum of \$50,000, either alone or in aggregate with all other Expenditure the Council is committed to make in respect of any unbudgeted item that would otherwise have been treated as an individual Capital Programme,

in all cases measured at the date the Council becomes obliged to incur the Expenditure.

- 5.7.2. In relation to Transactions approved by the Strategy & Finance Committee, the Chief Executive may approve a variation or cumulative variations providing that:
 - a. the total Expenditure in respect of the Transaction as varied is within the Strategy & Finance Committee's delegated authority; and
 - b. the aggregate change does not increase the total Expenditure, in respect of the Transaction, as varied by more than 10% of the value of the original Transaction,

and the Chief Executive shall report to the Strategy & Finance Committee where such variation occurs, for information.

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5.8. Variation of Budgets

- 5.8.1. Subject to clause 5.8.4, the Chief Executive may at any time authorise an amount to Expend in respect of an Activity that is in excess of the original Operating Budget provided that Council has not previously declined to approve excess Expenditure in relation to that Operating Budget and:
 - a. the Chief Executive is of the opinion that the original Operating Budget is not or will not be adequate to best achieve the outcome intended from the Activity; and
 - b. Savings are made from the Operating Budget of one or more other Activities that, in aggregate, equal the authorised increase in Expenditure for the relevant Activity.
- 5.8.2. Subject to clause 5.8.4, the Chief Executive may at any time authorise an amount to Expend in respect of an Activity that is in excess of the original total Capital Renewal Budget provided that Council has not previously declined to approve excess Expenditure in relation to that total Capital Renewal Budget or reduced the relevant individual Capital Programme Budget and:
 - a. the Chief Executive is of the opinion that the original total Capital Renewal Budget is not or will not be adequate to best achieve the outcome intended from that Activity; and
 - b. Savings are made from the total Capital Renewal Budget of one or more other Activities that, in aggregate, equal the authorised increase in Expenditure for the relevant Activity.
- 5.8.3. Subject to clause 5.8.4, the Chief Executive may at any time authorise an amount to Expend in respect of an Activity that is in excess of the original total Capital New Budget provided that Council has not previously declined to approve excess Expenditure in relation to that total Capital New Budget or reduced the relevant individual Capital Programme Budget and:
 - a. the Chief Executive is of the opinion that the original total Capital New Budget is not or will not be adequate to best achieve the outcome intended from that Activity; and
 - b. Savings are made from the total Capital New Budget of one or more other Activities that, in aggregate, equal the authorised increase in Expenditure for the relevant Activity.
- 5.8.4. The Chief Executive's authority to approve Budget Variations is limited, in any Financial Year, in respect of:
 - a. Any Operating Budget or total Capital Renewal Budget or total Capital New Budget to an aggregate change that is less than or equal to 50% of the Specified Sum or 30% of the relevant Operating Budget or total Capital Renewal Budget or total Capital New Budget (whichever is the lesser); and
 - b. Any unbudgeted item that would otherwise have been treated as an individual Capital Programme to an aggregate change that is less than or equal to \$50,000.
- 5.8.5. The Chief Executive shall report to the Strategy & Finance Committee for information details of any Budget Variations which result in a change (whether as an increase or a Saving) in the amount of permitted Expenditure in relation to an Operating Budget or Programme Budget which is greater than 10% of the Operating Budget or Programme

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Budget or 30% of the Specified Sum (whichever is the lesser amount); and shall do so on a quarterly basis.

5.9. Emergencies

5.9.1. Notwithstanding anything else in these financial delegations, in an Emergency, the Chief Executive or, in their absence or unavailability, the Deputy Chief Executive, and in the absence or unavailability of both those office-holders any Unit Manager, and in the absence of all the preceding officers the Head of Risk and Resilience, may take all steps necessary to enter into, approve, execute, complete or otherwise authorise any Transaction except where the Transaction requires Expenditure that exceeds twice the Specified Sum, regardless of whether any provision has been made for the Expenditure in an Operating Budget or Capital Programme Budget but provided that the Expenditure is for the purposes of responding to or recovering from the Emergency.

5.9.2. The authority delegated under clause 5.9.1 may not be sub-delegated.

5.10. Claims

5.10.1. The Chief Executive may, in regard to any Claim, negotiate, settle, approve and sign on behalf of Council any settlement agreement provided the Claim Expenditure is less than or equal to:

- a. 10% of the Specified Sum where there is no provision in an Operating Budget for settlement of such Claims provided that the Claims Expenditure can be offset by a Saving; and
- b. 20% of the Specified Sum where there is provision in an Operating Budget for settlement of such Claims.

5.10.2. If the maximum expected Claim Expenditure for a Claim²:

- a. is greater than 2% but less than or equal to 10% of the Specified Sum the Chief Executive shall be informed of the existence of the Claim;
- b. is greater than 10% but less than or equal to 20% of the Specified Sum, and provision is made in an Operating Budget for settlement of such Claims, the Chief Executive will inform all Councillors of the existence of the Claim;
- c. is greater than 20% of the Specified Sum the existence of the Claim will be reported to the Strategy & Finance Committee and the progress of the Claim will be regularly reported to that Committee.

5.10.3. In an Emergency the Chief Executive or any Unit Manager may, in consultation with the Mayor, or the Chairperson of the Strategy & Finance Committee if the matter falls within that Committee's jurisdiction, take action which may subsequently require settlement of a Claim at whatsoever compensation³.

² Clauses 5.7.2, 5.7.3 and 5.8.1 amended by Council 13 November 2019

³ Amended by Democracy & Governance Manager under delegations 23 August 2022

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5.11. Fees and Charges, and Infringement Fees

- 5.11.1. Subject to clause 5.11.4, the Chief Executive may set, vary, waive, remit or refund any class or category of Fees and Charges except for:
- a. Fees and Charges adopted by resolution of the Council or a Committee; and
 - b. Fees and Charges adopted pursuant to a bylaw,
- and the Chief Executive shall report to the Strategy & Finance Committee any class or category of Fees and Charge set, varied, waived, remitted or refunded, for information.
- 5.11.2. Subject to clause 5.11.4, the Chief Executive may vary, waive, remit, or refund any Fee or Charge.
- 5.11.3. Subject to clause 5.11.4, the Chief Executive may waive, remit, or refund any Infringement Fee.
- 5.11.4. The Chief Executive is not authorised to vary, waive, remit or refund any class or category of Fees and Charges, or any Fee or Charge, or any Infringement Fee where the sum involved exceeds 1% of the Specified Sum in each case.

5.12. Rates including Remissions and Postponements

- 5.12.1. In relation to rating matters the Chief Executive may:
- a. exercise the functions, powers and duties of the Council under the Rating Valuations Act 1998; and
 - b. exercise the functions, powers and duties of the Council under the Local Government (Rating) Act 2002 (including the granting of rates remissions and postponements pursuant to the Rates Remission and Postponement Policies) except for those conferred by Subpart 2 of Part 1 or Subpart 1 of Part 5 (i.e. setting rates and setting replacement rates).

5.13. Borrowing, Investments and Bad Debts

- 5.13.1. Notwithstanding anything else in these financial delegations, the Chief Executive may:
- a. enter into any arrangement for the borrowing of money provided it is in accordance with the Council's Treasury Policy; and the 10 Year Plan as amended pursuant to an adopted Annual Budget or by resolution of Council;
 - b. manage the Council's investments in accordance with the Council's Treasury Policy;
 - c. write off bad debts only for up to 0.5% of the Specified Sum and provided such debtor accounts have been outstanding in excess of six months.

5.14. Insurance

- 5.14.1. Notwithstanding anything else in these financial delegations, in relation to insurance the Chief Executive may enter into insurance contracts, for which the total premium of each individual contract may not exceed 150% of the Specified Sum.

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5.15. Central Economic Development Agency (CEDA)

- 5.15.1. Notwithstanding anything else in these financial delegations, the Chief Executive may enter into a core service contract with the Central Economic Development Agency, provided the total contract amount is in accordance with the Council's 10 Year Plans, and Annual Budgets; such delegation will also include the ability to vary, extend, review, renew or replace the contract with a new contract.

STATUTORY AND POLICY DELEGATIONS FROM COUNCIL TO OFFICERS

Council has delegated the following statutory functions to specific officers.

5.16. Local Government Act 2002

Section	Description	Delegated to
54G	Act as Registrar to exercise the functions, powers and duties under section 54G(1)	Legal Counsel

5.17. Local Government (Rating) Act 2002

Section	Description	Delegated to
132	Exercise the functions, powers and duties of the Council under the Local Government (Rating) Act 2002 except for: those conferred by Subpart 2 of Part 1; or Subpart 1 of Part 5 (i.e. setting rates and setting replacement rates) (clause 5.1.3).	Chief Executive Chief Financial Officer Finance Manager Strategy Manager – Finance Accounting Services – Team Leader Senior Rates Officer Rates Officer Credit Controller
85	Exercise the granting of rates remissions and postponements pursuant to the Rates Remission and Postponement Policies.	Chief Executive Chief Financial Manager Finance Manager Strategy Manager – Finance Accounting Services – Team Leader Senior Rates Officer Rates Officer Credit Controller

5.18. Rating Valuation Act 1998

Section	Description	Delegated to
50	Exercise the functions, powers and duties of the Council under the Rating Valuations Act 1998.	Chief Executive Chief Financial Manager Finance Manager Strategy Manager – Finance Accounting Services – Team Leader Senior Rates Officer Rates Officer Credit Controller

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5.19. Resource Management Act 1991

Section	Description	Delegated to
34A (1)	Exercise the functions, powers and duties of the Council under the Resource Management Act 1991 and regulations made thereunder for matters within their jurisdiction, except for : <ul style="list-style-type: none"> • Matter in respect of which one or more Hearing Commissioners has been appointed • The appointment and assignment of Hearings Commissioners (clause 3.4.5); • The authorisation of enforcement officers • Remitting any administrative charge, in whole or part, in an amount in excess of 1% of the Specified Sum 	Chief Executive Chief Planning Officer City Planning Manager Principal Planner – Strategic Planning Senior Planner – Strategic Planning Planner – Strategic Planning Chief Customer Officer Group Manager – Development and Regulatory Solutions Environmental Protection Services Manager Team Leader – Environmental Protection Services The Environmental Health Officer Environmental Health Technical Officer Environmental Technical Officer Planning Services Manager Principal Planner – Customer Senior Planner – Customer Monitoring & Enforcement Officer – Planning Officer – Customer
34A (1A)	Appointment and assignment of Hearings Commissioners, from the Council list maintained under section 34A, see clause 3.4.5	Legal Counsel in liaison with Principal Planner-Customer and/or the Principal Planner- Strategic Planning
37	To waive compliance and to extend time limits	Democracy and Governance Manager
38 (1, 2)	Authorise enforcement officer	Chief Executive Chief Planning Officer Chief Customer Officer
38 (5)	Issue warrant to enforcement officers	Legal Counsel

5.20. Sale and Supply of Alcohol Act 2012

Section	Description	Delegated to
192	Assign two of the District Licensing Committee members, appointed by the Council to the list maintained under section 192 of the Sale and Supply of Alcohol Act 2012, to comprise the members, along with the Chairperson and Deputy Chairperson of the Committee, to carry out any function given to the Committee by that Act. Before making any such assignment, input from the Chairperson and/or Deputy Chairperson of the District Licensing Committee shall be sought.	Legal Counsel Democracy and Governance Manager, or their nominee (in liaison with the Chief Customer Officer or their nominee)

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	Any Assignments made under this section may be amended up until the commencement time of a particular hearing.	
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COUNCIL POLICIES

5.21. Elected Members' Code of Conduct

Section	Description	Delegated to
n/a	Appoint independent investigators for code of conduct complaints, from approved Council list of independent investigators.	Legal Counsel

5.22. Minor Edits of Council approved documents

Section	Description	Delegated to
n/a	Authority to make minor edits to any Council approved documents, including bylaws, strategies, policies, plans or any other consultation document.	Chief Executive Unit Manager (relevant to the document)
	Authority to make minor edits to the Council's Delegation Manual, see clause 1.18.	Democracy and Governance Manager



Te Kaunihera o Papaioea Palmerston North City Council
pncc.govt.nz / info@pncc.govt.nz / 06 356 8199 / Te Marae o Hine – 32 The Square

MEMORANDUM

TO: Council

MEETING DATE: 6 September 2023

TITLE: District Licensing Committee - Appointment Process

PRESENTED BY: Hannah White, Democracy & Governance Manager

APPROVED BY: Donna Baker, Acting Chief Executive Unit Manager

RECOMMENDATIONS TO COUNCIL

1. That the Council instruct the Chief Executive to commence a recruitment process for Palmerston North City Council's list of approved District Licensing Committee members, according to sections 2.5 and 2.6 of this report.
 2. That the Council agree the Mayor, Deputy Mayor, Legal Counsel and Susan Baty, form the selection panel to finalise selection criteria, shortlist and interview candidates and make recommendations to the Council regarding final appointments.
 3. That the Council amend the Appointment of Directors Policy 2022 to include the selection process outlined in section 2.6 of this report.
-

1. ISSUE

- 1.1 The terms of several current District Licensing Committee members, including commissioners (with powers to act as Chair) are due to expire on 30 November 2023.
- 1.2 The Democracy and Governance Manager has received formal notification from Susan Baty that she will not be seeking reappointment at the conclusion of her term.
- 1.3 A recruitment process will need to be undertaken to ensure that the Committee can continue without disruption.
- 1.4 This report recommends that a recruitment process be undertaken for four persons, including at least one Elected Member, to constitute Palmerston North City Council's list of approved District Licensing Committee members, including the appointment of a Chairperson and Deputy Chairperson (who must be an Elected Member).

2. BACKGROUND

- 2.1 Palmerston North City Council appoints individuals to a list, for a period of up to 5 years, from which is drawn the District Licensing Committee membership to hear and make independent and impartial quasi-judicial decisions on applications for alcohol licences (including temporary, variations and renewals) and managers' certificates, as required by the Sale and Supply of Alcohol Act 2012.
- 2.2 Anyone wanting to sell at retail or supply alcohol in Palmerston North must apply to Council for a licence. The District licensing Committee decides all applications for licences and manager's certificates by considering the application, agency reports, evidence and submissions presented to it against the criteria in the Act and any relevant case law. It then objectively determines facts and draws conclusions from them to make its decision. Decisions are subject to appeal at the Alcohol Regulatory & Licensing Authority and judicial review.
- 2.3 Sections 189-193 of the Act set out the required composition of licensing committees. Each Committee consists of three members from the Council's list maintained under section 192, including one member as the Chairperson. The Chairperson can be an Elected Member, or an appointed Commissioner. Council is also able to appoint an Elected Member to be Deputy Chairperson to act in place of the Chairperson or Commissioner if they are unavailable.
- 2.4 The Act sets out eligibility for the list as follows:
 - a) Members must have experience relevant to alcohol licensing matters; and
 - b) Members must not be appointed if they have such an involvement or appearance of involvement with the alcohol industry that they could not perform their duties without actual or perceived bias, or the person is a police officer, a Medical Officer of Health, an alcohol licensing inspector or an employee of a territorial authority.
 - c) Commissioners must be of good standing in the community and have the necessary knowledge, skill, and experience relating to matters that are likely to come before the committee
- 2.5 Current terms of list members expire on the following dates:
 - Susan Baty (Commissioner) (30 November 2023)
 - Rod Titcombe (30 November 2023)
 - Cr. Rachel Bowen (30 November 2023)
 - Stewart Davies (30 November 2023)
 - Aleisha Rutherford (Commissioner) (30 November 2023)

2.6 Officers recommend the following process:

- a. A selection panel be established to consider all applications for membership and to make recommendations for appointment to Council.
 - i. The selection panel be comprised as set out in recommendation 2 above- a combination of expertise, diverse and representative viewpoints to ensure an independent process.
 - ii. The selection panel finalise selection criteria, shortlist and interview candidates and make recommendations to Council regarding final appointments.
 - iii. The selection panel appoint its own Chair.
- b. Applications for membership be invited from current list members, elected members, Māori and multicultural communities and from the wider community; being publicly advertised.
- c. That the selection criteria:
 - i. note eligibility requirements set out in the Act, and
 - ii. define “experience relevant to alcohol licensing matters” as: related industry experience; understanding of alcohol-related harm and how it can be minimised; experience in legal processes, the application of natural justice and the nature of evidence; understanding of the Sale and Supply of Alcohol Act; and further
 - iii. include skills such as communication; an understanding of the diversity of Palmerston North communities; and familiarity with Te Tiriti o Waitangi and tikanga.
- d. The report to Council to include the names and brief biographical statements of those persons recommended for appointment, list the names of all other applicants, and recommendations for Chair and Deputy Chair.

3. NEXT STEPS

- 3.1 Undertake the recruitment process. The roles are expected to be advertised in September, followed by a shortlisting and interview process as necessary in early October. Recommendations for appointment will be brought to the 1 November 2023 Council meeting.
- 3.2 Following appointment, the newly established list of approved members be published on the website.

3.3 Appropriate and ongoing training will be made available to members.

4. COMPLIANCE AND ADMINISTRATION

Does the Council have delegated authority to decide?	Yes
Are the decisions significant?	No
If they are significant do they affect land or a body of water?	No
Can this decision only be made through a 10 Year Plan?	No
Does this decision require consultation through the Special Consultative procedure?	No
Is there funding in the current Annual Plan for these actions?	Yes
Are the recommendations inconsistent with any of Council's policies or plans?	No
The recommendations contribute to Goal 5: A Driven & Enabling Council	
The recommendations contribute to the achievement of action/actions in Governance and Active Citizenship	
The action is: Ongoing review of governance systems and structures to support Council's effectiveness and reputation	
Contribution to strategic direction and to social, economic, environmental and cultural well-being	Ensuring appointment processes are fair, transparent and free from conflicts of interest (real or perceived) contributes to Council's reputation for good governance and strong community wellbeing outcomes.

ATTACHMENTS

Nil

MEMORANDUM

TO: Council

MEETING DATE: 6 September 2023

TITLE: Hearings Commissioners List - Review Process

PRESENTED BY: Desiree Harvey, Legal Counsel

APPROVED BY: Donna Baker, Acting Chief Executive Unit Manager

RECOMMENDATION(S) TO COUNCIL

1. That the Council instruct the Chief Executive to commence a review process for Palmerston North City Council's Hearings Commissioners List, according to section 2.4 of this report.
 2. That the Council appoint a selection panel to consider applications and bring recommendations to Council, consisting of:
 - the Chairperson of the Strategy and Finance Committee,
 - one Elected Member with current Ministry for the Environment Making Good Decisions accreditation, and
 - the following Council officers: Legal Counsel, Chief Planning Officer and Principal Planner - Customer.
-

1. ISSUE

- 1.1 The Resource Management Act (RMA) Commissioner Schedule ('Hearings Commissioner List') is up for regular review. The terms of the current external commissioners are due to expire on 31 December 2023.
- 1.2 Officers recommend the following process for review of the Hearings Commissioner List and subsequent appointment of external commissioners.

2. BACKGROUND

- 2.1 Palmerston North City Council appoints external commissioners to the Hearings Commissioner List for a period of 3 years.
- 2.2 On an as-needed basis and in accordance with the Delegations Manual, commissioners are then selected from the Hearing Commissioner List and appointed to consider and decide (or recommend) matters under the Resource Management Act 1991 and the Dog Control Act 1996.
- 2.3 External commissioners are engaged to hear matters and/or make decisions (or recommendations) when the Council itself is an applicant or the

application is one in which the Council has a significant and/or pecuniary interest. External commissioners may also be engaged to consider matters which are highly complex or technical, or if parties involved request hearings to be run by external commissioners.

2.4 Officers recommend the following review process:

- a) Advertising for new registrations of interest for appointments until 30 November 2026 and, in particular, seeking external commissioners with tikanga knowledge.
- b) Canvassing all current appointees to see if they wish to remain on the Hearings Commissioners List.
- c) Actively approaching external commissioners not currently on the Hearings Commissioners List, but who are known to be active regionally.
- d) Checking current accreditation status of all applicants.
- e) Ensuring persons recommended for appointment are agreeable to the Council's payment and taxation procedures.
- f) A selection panel be established to finalise selection criteria and process, consider all applications and to make recommendations for appointment to Council; consisting of the Chairperson of the Strategy and Finance Committee, one Elected Member with current Making Good Decisions accreditation, Legal Counsel, Chief Planning Officer and Principal Planner – Customer.
- g) That selection criteria include:
 - i. Requirement to hold a current Ministry for the Environment Making Good Decisions accreditation. The Chair's endorsement is preferred but not essential.
 - ii. Qualifications and/or relevant experience in one or more of the following areas:
 - Planning
 - Resource management and Local Government law
 - Te Tiriti o Waitangi and te Ao Māori
 - Engineering (transport, infrastructure, air quality and acoustic)
 - Ecology, biodiversity and environmental management
 - Stormwater, freshwater and wastewater management
 - Air quality
 - Landscape architecture
 - Architecture
 - Surveying
 - Urban design
 - Heritage and conservation management

- Rural planning and land management
- Dog Control Act expertise
- iii. Skills: experience with relevant legislation; advanced communication skills with ability to write clear and concise decisions; ability to maintain objective neutrality, awareness and understanding of the principles of natural justice; cultural competency; and familiarity with Te Tiriti o Waitangi and tikanga.

3. NEXT STEPS

- 3.1 Undertake recruitment for the Hearings Commissioner List according to the above process.
- 3.2 Expressions of interest for the Elected Member on the selection panel to be sought by the Mayor and brought back to Council for appointment.
- 3.3 Recommendations for the Hearings Commissioner List will be brought to Council on 6 December 2023.

4. COMPLIANCE AND ADMINISTRATION

Does the Council have delegated authority to decide?	Yes
Are the decisions significant?	No
If they are significant do they affect land or a body of water?	No
Can this decision only be made through a 10 Year Plan?	No
Does this decision require consultation through the Special Consultative procedure?	No
Is there funding in the current Annual Plan for these actions?	Yes
Are the recommendations inconsistent with any of Council's policies or plans?	No
The recommendations contribute to Goal 5: A Driven & Enabling Council	
The recommendations contribute to the achievement of action/actions in Governance and Active Citizenship	
The action is: Ongoing review of governance systems and structures to support Council's effectiveness and reputation.	
Contribution to strategic direction and to	Ensuring appointment processes are fair, transparent and free from conflicts of interest (real or perceived) contributes to Council's reputation for good governance. Timely and regular

social, economic, environmental and cultural well-being	review of the Hearings Commissioner List ensures that Council hearings benefit from current and wide knowledge and experience.
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ATTACHMENTS

Nil

MEMORANDUM

TO: Council

MEETING DATE: 6 September 2023

TITLE: Elected Members' Meeting Attendance Statistics - 1 July 2022 to 30 June 2023

PRESENTED BY: Hannah White - Democracy & Governance Manager

APPROVED BY: Donna Baker, Acting Chief Executive Unit Manager

RECOMMENDATION TO COUNCIL

1. That the Council receive the memorandum titled 'Elected Members' Meeting Attendance Statistics - 1 July 2022 to 30 June 2023' presented to Council on 4 October 2023 for information.

1. ISSUE

Elected Members' meeting attendance statistics are recorded and publicly reported on a six and twelve-monthly basis.

The period covered is from 1 July 2022 to 30 June 2023.

2. BACKGROUND

Notes at the bottom of Attachment 1 explain the guidelines for recording statistics.

It should be noted that:

- Recording of attendance has changed for the new term of Council, i.e. since October 2022 attendance is only recorded for meetings of which a Member is a member.
- The number of expected meetings differs for members who were elected in October 2022, i.e. to whom only part of the period applies.

3. NEXT STEPS

Regular recording and reporting will continue. The next memorandum will cover the period July-December 2023.

4. COMPLIANCE AND ADMINISTRATION

Does the Council have delegated authority to decide?	Yes
Are the decisions significant?	No
If they are significant do they affect land or a body of water?	No
Can this decision only be made through a 10 Year Plan?	No
Does this decision require consultation through the Special Consultative procedure?	No
Is there funding in the current Annual Plan for these actions?	No
Are the recommendations inconsistent with any of Council's policies or plans?	Yes
The recommendations contribute to Goal 5: A Driven & Enabling Council	
The recommendations contribute to the achievement of action/actions in Governance and Active Citizenship	
Contribution to strategic direction and to social, economic, environmental and cultural well-being	It is Council practice to record and report on elected member attendance for the purposes of transparency, at the request of Elected Members.

ATTACHMENTS

1. Elected Members' meeting attendance statistics 1 July 2022-30 June 2023 [↓](#) 

ELECTED MEMBERS' MEETING ATTENDANCE STATISTICS

FOR THE PERIOD 1 JULY 2022 TO 30 JUNE 2023

Elected Member	Meetings That Could Be Attended As Member	Meetings Attended As Member
Mayor Grant Smith	48	48
*Deputy Mayor Debi Marshall-Lobb	27	26
*Mark Arnott	28	28
Brent Barrett	41	41
Rachel Bowen	37	37
Vaughan Dennison	39	37
Lew Findlay	36	36
*Roly Fitzgerald	27	25
Patrick Handcock	39	39
Leonie Hapeta	42	36
Lorna Johnson	40	38
Billy Meehan	37	33
Orphée Mickalad	36	36
Karen Naylor	38	38
*William Wood	30	30
*Kaydee Zabelin	30	28

Notes:

1. *Asterisk indicates Members elected to Council Oct 2022
2. "Meetings attended as Member" represents appointed committee member attendances at meetings of the Council, & Committees. Apologies advised as "absent on Council business" have been included in "meetings attended as a member".
3. To qualify for being in attendance at a meeting, an elected member must be present for at least 50% of the duration of the meeting. A meeting extending over two or more days counts as separate meetings.
4. No statistics were kept for members lateness, early departure.

COUNCIL WORK SCHEDULE

TO: Council

MEETING DATE: 6 September 2023

TITLE: Council Work Schedule September 2023

RECOMMENDATION TO COUNCIL

1. That the Council receive its Work Schedule dated September 2023.

COUNCIL WORK SCHEDULE SEPTEMBER 2023

#	Estimated Report Date	Subject	Officer Responsible	Current Position	Date of Instruction & Clause number
1	6 September 2023 1 November 2023	Standing Orders - Managing conflicts of interests at meetings	CE Unit Manager	Officer availability	15 February 2023 Clause 7-23
2	6 September 2023	Appointment of Trustees on Council Controlled Organisations	CE Unit Manager	Presented to Council on 16 August 2023	
3	6 September 2023	Options to address the key challenges identified in the 2022 Residents' Survey	Chief Planning Officer		14 December 2022 Clause 197-22.3
4	6 September 2023	Approve list of Code of Conduct Investigators	CE Unit Manager		16 November 2022 Clause 153-22
5	4 October 2023	Annual Report 2022/23 - Adopt	Chief Financial Officer		Terms of Reference

#	Estimated Report Date	Subject	Officer Responsible	Current Position	Date of Instruction & Clause number
6	4 October 2023	City Transport Review Action Plan	Chief Infrastructure Officer		Council 3 May Clause 65-23
7	1 November 2023 6 December 2023	Palmerston North Airport Ltd - Business Case for extra investment or shareholding opportunities.	Chief Financial Officer	Workshop scheduled for 13 September 2023	Economic Growth Committee 21 June 2023 Clause 20-23
8	1 November 2023	Featherston Street - Award tender	Chief Infrastructure Officer		28 June 2023 Clause 104-23
9	18 December 2023	Wastewater Discharge Consent Project - Quarterly Update	Chief Infrastructure Officer	Referred from Sustainability Committee	11 May 2022 Clause 26-22
10	4 October 2023	Nature Calls Adaptive Management - Agree Terms of Reference and appoint to Steering Groups	Chief Infrastructure Officer		30 November 2022 Clause 168-22
11	6 December 2023	Quarter 1 Economic Report July-Sept 2023	Chief Planning Officer	From the Economic Growth Committee	<u>Terms of Reference</u>
12	6 December 2023	Tamakuku Terrace Six Monthly Update	Chief Infrastructure Officer	From the Economic Growth Committee	<u>Terms of Reference</u>
13	Early 2024	College St/Botanical Road Safety Improvements	Chief Infrastructure Officer		31 May 2023 Clause 88.19-23
14	1 March 2024	Remits from PNCC for consideration	CE Unit Manager		

#	Estimated Report Date	Subject	Officer Responsible	Current Position	Date of Instruction & Clause number
15	1 February 2024	Civic and Cultural Precinct Master Plan Steering Group - 6-monthly update	Chief Planning Officer		Council 28 June 2023 Clause 106-23 Terms of Reference of the CCMP Steering Group
16	1 April 2024	Appointment of Trustees on Council Controlled Organisations	CE Unit Manager		
17	1 June 2024	Remits received from other Territorial Authorities	CE Unit Manager		

RECOMMENDATIONS FROM COMMITTEE

TO: Council

MEETING DATE: 6 September 2023

TITLE: Presentation of the Part I Public Community Committee Recommendations from its 9 August 2023 Meeting

Set out below are the recommendations only from the Community Committee meeting Part I Public held on 9 August 2023. The Council may resolve to adopt, amend, receive, note or not adopt any such recommendations. (SO 3.18.1)

29-23 Review of Companion Card Scheme Trial

Report, presented by Ahmed Obaid, Community Development Advisor and Stephanie Velvin, Community Development Manager.

The **COMMITTEE RECOMMENDS**

1. That Council agree to support the Companion Card scheme for the remainder of 2023/24 financial year, and plan to hand over delivery from 2024/25 onwards to an appropriate arts or social sector organisation (Option 1).