



AGENDA

Ordinary Council Meeting Tuesday, 9 April 2024

Date Tuesday, 9 April 2024

Time 11am

Location Council Chamber
District Council Building
King George Place
Timaru

File Reference 1662007

Timaru District Council

Notice is hereby given that a meeting of the Ordinary Council will be held in the Council Chamber, District Council Building, King George Place, Timaru, on Tuesday 9 April 2024, at 11am.

Council Members

Mayor Nigel Bowen (Chairperson), Clrs Allan Booth, Peter Burt, Gavin Oliver, Sally Parker, Stu Piddington, Stacey Scott, Scott Shannon, Michelle Pye and Owen Jackson

Quorum – no less than 5 members

Local Authorities (Members' Interests) Act 1968

Councillors are reminded that if they have a pecuniary interest in any item on the agenda, then they must declare this interest and refrain from discussing or voting on this item and are advised to withdraw from the meeting table.

Nigel Trainor

Chief Executive

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- 1 Opening Prayer and Waiata**
- 2 Apologies**
- 3 Public Forum**
- 4 Identification of Urgent Business**
- 5 Identification of Matters of a Minor Nature**
- 6 Declaration of Conflicts of Interest**

7 Confirmation of Minutes

7.1 Minutes of the Extraordinary Council Meeting held on 19 March 2024

Author: Rachel Scarlett, Governance Advisor

Recommendation

That the Minutes of the Extraordinary Council Meeting held on 19 March 2024 be confirmed as a true and correct record of that meeting and that the Chairperson's electronic signature be attached.

Attachments

- 1. Minutes of the Extraordinary Council Meeting held on 19 March 2024**



MINUTES

Extraordinary Council Meeting Tuesday, 19 March 2024

Ref: 1662007

**Minutes of Timaru District Council
Extraordinary Council Meeting
Held in the Council Chamber, District Council Building, King George Place, Timaru
on Tuesday, 19 March 2024 at 3.09pm**

Present: Mayor Nigel Bowen (Chairperson), Clrs Allan Booth, Gavin Oliver, Sally Parker, Stu Piddington, Stacey Scott, Scott Shannon, Owen Jackson

In Attendance: Nigel Trainor (Chief Executive), Andrea Rankin (Chief Financial Officer), Nicole Timney (Manager of Property Services and Client Representative), Beth Stewart (Group Manager Community Services), Stephen Doran (Communications & Engagement Manager), Jessica Kavanaugh (Team Leader Governance), Rachel Scarlett (Governance Advisor)

1 Apologies

1.1 Apologies Received

Resolution 2024/17

Moved: Mayor Nigel Bowen

Seconded: Clr Allan Booth

That the apology of Clr Michelle Pye and Clr Peter Burt be received and accepted.

Carried

2 Declaration of Conflicts of Interest

No conflicts of interest were declared.

3 Resolution to Exclude the Public

Resolution 2024/18

Moved: Mayor Nigel Bowen

Seconded: Clr Allan Booth

That the public be excluded from the following parts of the proceedings of this meeting on the grounds under section 48 of the Local Government Official Information and Meetings Act 1987 at 3.11pm:

General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Plain English Reason
5.1 - Agreement for Sale and Purchase of Meadows Road Properties	s7(2)(h) - The withholding of the information is necessary to enable any local authority holding the information to carry	To enable Council to carry out commercial activities

	<p>out, without prejudice or disadvantage, commercial activities</p> <p>s7(2)(i) - The withholding of the information is necessary to enable the Council to carry out, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations)</p>	<p>To enable Council to carry out commercial or industrial negotiations</p>
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Carried

4 Public Excluded Reports

5.1 Agreement for Sale and Purchase of Meadows Road Properties

5 Readmittance of the Public

Resolution 2024/19

Moved: Deputy Mayor Scott Shannon

Seconded: Clr Stacey Scott

That the meeting moves out of Closed Meeting into Open Meeting at 3.24pm.

Carried

The meeting closed at 3.25pm.

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Mayor Nigel Bowen
Chairperson

7.2 Minutes of the Council Meeting held on 27 February 2024

Author: Rachel Scarlett, Governance Advisor

Recommendation

That the Minutes of the Council Meeting held on 27 February 2024 be confirmed as a true and correct record of that meeting and that the Chairperson's electronic signature be attached.

Attachments

- 1. Minutes of the Council Meeting held on 27 February 2024**



MINUTES

Ordinary Council Meeting Tuesday, 27 February 2024

Ref: 1662007

**Minutes of Timaru District Council
Ordinary Council Meeting
Held in the Council Chamber, District Council Building, King George Place, Timaru
on Tuesday, 27 February 2024 at 1pm**

Present: Mayor Nigel Bowen (Chairperson), Allan Booth, Gavin Oliver, Sally Parker, Stu Piddington, Stacey Scott, Scott Shannon, Michelle Pye, Owen Jackson

In Attendance: **Officers:** Nigel Trainor (Chief Executive), Paul Cooper (Group Manager Environmental Services), Beth Stewart (Group Manager Community Services), Andrew Dixon (Group Manager Infrastructure), Andrea Rankin (Chief Financial Officer), Hannah Goddard-Coles (Group Manager Engagement & Culture), Nicole Timney (Manager of Property Services and Client Representative), Alesia Cahill (Executive Support Manager), Stephen Doran (Communications & Engagement Manager), Vincie Billante (LTP Project Lead), Brendan Madley (Policy Advisor), Steph Forde (LTP Project Officer), Maddison Gourlay (Marketing and Communications Advisor), Selina Kunac (Transport Strategy Advisor), Diana Somerville (Senior Finance Business Partner), Jessica Kavanaugh (Team Leader Governance), Rachel Scarlett (Governance Advisor)

Public Forum: Caitlin Hamilton (Tuia Programme)

1 Opening Prayer

Mayor Nigel Bowen conducted an opening karakia.

2 Apologies

2.1 Apologies Received

Resolution 2024/9

Moved: Clr Sally Parker

Seconded: Clr Stacey Scott

That the apology of Clr Peter Burt be received and accepted.

Carried

3 Public Forum

Caitlin Hamilton (Tuia Programme) whom has been mentored by Councillor Pye, presented to Council highlighting her insights from the programme last year. Some of which included, Māori history and art, personal connections she made, volunteer work at the Croft and Presbyterian Support and regional clay diversity. Caitlin spent time helping with community recovery in Napier and Hastings as they were struck by cyclone Gabriel.

4 Identification of Urgent Business

No items of urgent business were received.

5 Identification of Matters of a Minor Nature

No matters of a minor nature were raised.

6 Declaration of Conflicts of Interest

No conflicts of interest were declared.

7 Reports

7.1 LTP policies - draft approval for review and consultation

The LTP Project Lead and Policy Advisor presented to Council the “Treasury Management Policy”, “Rates Policy” and “Significance and Engagement Policy” for draft approval, which will enable it to be considered by Audit New Zealand and included in the 2024-34 Long Term Plan (LTP) public consultation. Additionally, to request Council’s repeal of a number of associated policies.

Treasury Management Policy

The ability to provide clarify and align the language used within the policies was requested. Operational activities and what this includes was discussed as well as an addition of the use of footnotes for readability. The Treasury Policy will be reviewed and aligned with the Revenue & Finance Policy to ensure consistency in language between the two and will be presented to Council with the Revenue & Finance Policy on 26 March for adoption.

Rates Policy

The policy in relation to larger subdivisions was discussed. The ability for the delegations manual to allow flexibility for the rates officer to apply for an remission. Use of the word ‘voluntary’ relating to cultural, natural or historic heritage rates remission was also discussed.

Significance and Engagement Policy

The relation between internal budgets and the delegations manual was discussed along with the financial impact statements. The ongoing communication and feedback from Arowhenua was clarified. Addition of definitions and suggested edits were discussed.

Activity Management Plan Policy

The intention to repeal the Activity Management Plan Policy and Enhancing Māori Contribution to Decision Making Policy was discussed.

Resolution 2024/10

Moved: Mayor Nigel Bowen

Seconded: Deputy Mayor Scott Shannon

That Council:

1. Give draft approval to the “Rates Policy” and “Significance and Engagement Policy”; and
2. Approve for the policies to be reviewed by Audit New Zealand; and
3. Approve for the community to be afforded the opportunity to provide feedback on the draft policies as part of the 2024-34 Long Term Plan consultation; and

4. Note that it will be given the opportunity to consider feedback and make amendments to the policies prior to them receiving final adoption as part of the 2024-34 Long Term Plan; and
5. Repeal the “Activity Management Plan Policy”, the intention to repeal the “Enhancing Māori Contribution to Decision Making Policy”, the “Rates Remission and Postponement Policy” and the “Rating District Halls/ Community Centres Policy”.

Carried

7.2 Draft Environmental Scan and Significant Forecasting Assumptions LTP 2024-34

The LTP Project Lead spoke to this report to present the Draft Environmental Scan and Significant Forecasting Assumptions for approval to be audited as part of the supporting documentation for the Draft Long-Term Plan 2024-34 (LTP). These will then be provided to Audit NZ as part of the audit process for the Council’s Consultation Document.

Inflation

Councillors agreed to stay with Audits suggestion of keeping with the Local Government Cost Index (LGCI). Discussion regarding the forecasting assumptions, and achievable financials budgeting to cover the rates increase.

Demographic Assumption

Comments regarding significant forecasting assumptions, staffing levels and staffing accommodation.

Financial Assumption

Review and check on assumptions in the interest rates return on investments, bank deposit rates and landfill aftercare.

Population Growth Assumption

Discussion about the aspirational assumption of Venture Timaru vs the evidence-based assumption from Stats NZ of projected population growth. Response of Audit NZ requiring evidence-based projections from Stats NZ for Council’s population growth assumptions for LTP and Council must match financials to assumptions, so higher population projections will require significant infrastructure investment to cover growth in LTP and Infrastructure Strategy.

Resolution 2024/11

Moved: Clr Scott Shannon

Seconded: Clr Gavin Oliver

That Council approves the Draft Environmental Scan and Significant Forecasting Assumptions subject to viable changes discussed as the supporting documentation for the Draft Long-Term Plan 2024-34 for audit.

Carried

7.3 Draft Long Term Plan 2024-34 LOS Statements

The LTP Project Lead spoke this report is to seek that Council adopt the draft Levels of Service Statements and associated performance measures for the Groups of Activities in the draft Long

Term Plan (LTP). These will then be provided to Audit NZ as part of the audit process for the Council's Consultation Document.

Councillors were comfortable with the changes in point 12 Levels of Service statements.

Resolution 2024/12

Moved: Clr Sally Parker

Seconded: Clr Owen Jackson

That Council:

1. Receives this report; and
2. Adopts the attached draft Long Term Plan 2024-34 Levels of Service Statements and Performance Measures to go to Audit NZ.

Carried

7.4 Draft Financial Strategy 2024-34

The LTP Project Lead spoke to this report to present the Draft Financial Strategy to Council for adoption for consultation as part of the Long-Term Plan 2024-34 requirements.

Capital Expenditure

Suggestion of an additional graph in capital expenditure, which includes a clear budget breakdown of debt between core and community investments.

Rates

Suggestion of, clarity through processes taken in the rates increases and rate increase limit.

Debt

Discussion about debt definitions, updating figures. Request of general rewording and updating of figures. Clarity of the long-term debt-to-revenue limit, annual reporting modelling, projected debt figures. Queries about why earthquake prone buildings are not being included in Council's 2024-2054 Infrastructure Strategy, and possibility of inclusion of the further bridge investment post 2034.

Balanced Budget

Suggestion of minor word changes, and a clearer 'Everyday costs and revenues' graph. Investigations will be carried out on the operating surpluses or deficits section of the Balanced Budget.

Depreciation Funding

Depreciation Funding Report rewrite and a clarification statement that explains revaluing Council's assets and depreciation.

Investments

Suggestion of general phrase changes in statement of intent for Timaru District Holdings Limited.

Property Investments

General rewording that covers the reviewing of Property Investment. Clarification of the lack of alignment between targeted return on cash investments and assumptions.

Other Considerations; Unplanned Events

Clarity regarding the alignment between the civil defence emergency budgets and Councils emergency management fund and minor wording changes were discussed.

Concern raised about the Community Board targeted rates being used for funding Community Strategic Plans. Clarity of what applies as strategic plan funding or general rate funding through capex borrowings.

Resolution 2024/13

Moved: Mayor Nigel Bowen

Seconded: Cllr Michelle Pye

That Council:

1. Adopts the Draft Financial Strategy subject to viable changes discussed as the supporting document for the Long-Term Plan 2024-34 for audit and public consultation.

Carried

Attachments

- 1 Draft Financial Strategy

7.5 Draft Infrastructure Strategy 2024-54

The LTP Project Lead spoke to this report and will provide Council with the Asset Management Plans for Roading and Three Waters activities and outline key aspects of the Draft Infrastructure Strategy (IS) for Council's consideration as a part of the Long Term Plan 2024-34 (LTP). The Roading Asset Management Plan is aligned to Waka Kotahi NZ Transport Agency Business Case documents and the Canterbury Regional Land Transport Plan. The Three Waters Asset Management Plan is aligned with current legislation. The Waste Minimisation & Management Plan aligns with international and national legislation.

Discussion included the 30-year Infrastructure Roadmaps content and financials.

Councillors agreed it would be beneficial to conduct a workshop on water standards based on what Council presented to the Department of Internal Affairs National Transition Unit.

Councillors requested that throughout the document, minor word changes were to be made. Request of including Pleasant Point under the 'Timaru Context' heading. A change of Financials was requested for Aorangi Stadium in the Timaru's Community Infrastructure Diagram.

A request for the Drainage and Water Unit to look at water storage and water sources and a suggestion to create a timeline representing water projects. Clarification around the two-year land transport project. Discussion of Trade Waste penalties and bylaw, with an action to report back on penalties for reoffenders. Seal extensions not being a part of the LTP was of concern.

Clarity around funding laws and development areas. Questions surrounding the highlighted Council roads and footpath design risks, and roading improvement programmes. Councillors requested an addition of the Rangitata and Milford Huts inputted into the Coastal Erosion item.

Resolution 2024/14

Moved: Clr Owen Jackson

Seconded: Clr Allan Booth

That Council receives this report and adopts the Draft Infrastructure Strategy with viable revisions made as a supporting document that will be consulted on as part of the Long-Term Plan 2024-34.

Carried

Attachments

- 1 Draft Infrastructure Strategy

7.6 Draft LTP 2024-34 Budget

The Chief Financial Officer and LTP Project Lead spoke to this report to provide the overview of the draft budgets and a summary of the proposed capital and operating work programme that will be included in the draft Long Term Plan 2024-34 – entitled “Timaru District – It’s About Balance”.

Discussion included changes in the Draft LTP budget and the Capital expenditure decrease.

Resolution 2024/15

Moved: Clr Owen Jackson

Seconded: Clr Allan Booth

That Council:

1. Approves the draft LTP 2024-34 Group of Activities (GOA);
2. Approves the draft LTP 2024-34 Budget as presented in Attachment 1 as the basis for the development of the Long Term Plan 2024-34, the LTP Consultation Document, Financial Strategy and Infrastructure Strategy;
3. Approves the draft LTP 2024-34 GOA Funding Impact Statements (FIS) with the associated capital and operational expenditures as presented in Attachment 1 as the basis for the development of the Long Term Plan 2024-34 for the following Groups of Activities:
 - (i) Community Services FIS
 - (ii) Corporate Activities FIS
 - (iii) District Planning and Environmental Services FIS
 - (iv) Land Transport FIS
 - (v) Recreation and Leisure FIS
 - (vi) Stormwater FIS
 - (vii) Water Supply FIS
 - (viii) Wastewater FIS
 - (ix) Waste Minimisation

Carried

7.7 Fees and Charges 2024/25

The Chief Financial Officer, LTP Project Lead and Manager of Property Services and Client Representative spoke to this report to introduce the proposed Draft Fees and Charges 2024/25 schedule for adoption as part of the Long-Term Plan Special Consultative Procedure.

Discussion included the insurance for community facilities and charging processes, what community facilities are included in fees, and ensuring the covering of costs in the waste contract.

Noted there is incorrect data in the Fees and Charges 2024/25 for increasing leases for fishing huts at Rangitata.

Discussion also included how low fees changes are not covering Council costs, of which include hall hires, activity centre hires, social housing and Council land leasing costs. Deliberation of a timeline to reasonably raise rates, with a recommendation to action an increase as soon as practicable.

Resolution 2024/16

Moved: Clr Sally Parker

Seconded: Clr Allan Booth

That Council

1. Approves and adopts the information for consultation contained in this report which provides a basis for the Draft Fees and Charges 2024/25 with any amendments made by resolution at this meeting, with further delegation for the Chief Executive to work with staff on final numbers prior to the final audit.
2. Council social housing fees and charges report to come back to Council for the 26 March 2024.

Carried

7.8 Long Term Plan 2024-34 Draft Consultation Document Outline and Key Issues for Consultation

The LTP Project Lead spoke to the report to present an overview of the outline of the proposed LTP Consultation document and confirm the issues and options for community engagement.

A presentation was provided which covered the purpose and legislative drivers, proposed structure which includes

- Introduction and background
- LTP Timeline/Drop in Sessions
- Strategic Priorities
- Issues Discussion
- Proposed Plan
- Proposed Rate Increases
- Options Analysis
- Other Considerations
- Infrastructure Strategy Summary
- Financial Strategy Summary

- Value of Rates for Service Delivery
- Options

Discussion around the Theatre Royal and Heritage Hub, the financial model used and the need to focus on infrastructure.

It was agreed to reword the options and have an addition of a description for the options to clarify to the public what each option includes.

Discussion included highlighting the key messaging, the idea of a brochure, consistency of the title "Theatre Royal and Heritage Hub".

At 05.41 pm, Clr Owen Jackson left the meeting.

Discussion of removal of Environment Canterbury rates from the Timaru District Council rates.

It is suggested to rephrasing option two to include paring back the capital work programme and remove option three. Discussed rewording of key phrases, ability to remove the comparison of what \$100 will get for a household.

The conversation with the community on the balance over the term of the Long-Term Plan. The use of a pie charts rather than bar graphs to help tell the story and explanations on the operational costs graph and a further breakdown of Corporate Activities.

Resolution 2024/17

Moved: Mayor Nigel Bowen

Seconded: Clr Michelle Pye

1. That Council tentatively confirms the following issues for consultation for the LTP 2024-34 Consultation Document, including a preferred option (and be re-presented to Council on 26 March for final confirmation):
 1. Do everything we planned in the first three years?
 2. Do we pare back the capital programme for now, delaying big projects until Year 5 onwards? Including the priorities on percentage of spending?
2. That Council provides any other feedback on the LTP Consultation Document as outlined via this report.

Carried

Attachments

- 1 Draft Consultation Outline and Key Issues Presentation

8 Consideration of Urgent Business Items

No items of urgent business were received.

9 Consideration of Minor Nature Matters

No matters of a minor nature were raised.

10 Public Forum Items Requiring Consideration

There were no public forum items.

11 Public Excluded Reports

There were no public excluded reports.

The meeting closed at 6.15pm

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Mayor Nigel Bowen
Chairperson

8 Reports

8.1 Release of Public Excluded Reports

Author: Jessica Kavanaugh, Team Leader Governance

Authoriser: Mark Abbot, Acting Strategy and Corporate Planning Manager

Recommendation

That the Council notes the following public excluded reports have been released to the public:

1. Sale of Meadows Road Properties

Purpose of Report

- 1 The purpose of this report is to provide the Council with an updated status of Public Excluded Reports released to the Public.

Assessment of Significance

- 2 This matter is assessed to be of low significance under the Council's Significance and Engagement Policy as there is no impact on the service provision, no decision to transfer ownership or control of a strategic asset to or from Council, and no deviation from the Long Term Plan.

Discussion

- 3 The following reports have been released to the public and are available on the Timaru District Council website under the following links;

- Sale of Meadows Road Properties

<https://www.timaru.govt.nz/council/council-and-committee-meetings/meeting-dates-calendar/council/2023/council-05.09.23>

Attachments

Nil

8.2 Finding the Balance - Long Term Plan 2024-34 Consultation Document

Author: Steph Forde, LTP Project Officer
Stephen Doran, Communications and Engagement Manager

Authoriser: Paul Cooper, Group Manager Environmental Services

Recommendation

1. That Council adopts the Consultation Document for the Long Term Plan 2024-34.
2. That Council notes the community engagement approach for the Long Term Plan 2024-34.
3. Authorises the Chief Executive to make any minor and non-material corrections to the LTP 2024-34 consultation document and community engagement materials.

Purpose of Report

- 1 To present the final design of the Consultation Document for the Long Term Plan 2024-34 for adoption.
- 2 To inform the Council of the community engagement approach for the Long Term Plan 2024-34.

Assessment of Significance

- 3 The Consultation Document forms a central part of Council's engagement with the community on the Long Term Plan 2024-34, and in this respect is highly significant. Accordingly, extensive community engagement is planned.
- 4 There is a statutory requirement to consult on the proposals in the Long Term Plan in accordance with Section 93A of the Local Government Act, using special consultative procedure. This includes requirements to make information about what Council is proposing in the Long Term Plan widely available, provide a period of no less than one month for the public to make their views known to Council, and to provide an opportunity for people to present their views to Council.

Background

- 5 Preparation for the Long Term Plan 2024-34 has been underway for approximately 18 months and has involved Elected Members and staff in:
 - 5.1 discussing key issues facing the district and options to address these;
 - 5.2 preparing draft Infrastructure and Financial Strategies;
 - 5.3 establishing key forecasting assumptions;
 - 5.4 reviewing a range of key policies, including the Revenue and Financing Policy;
 - 5.5 considering and prioritising the draft 10 year budget, including key projects and rates impact

Discussion

- 6 The Local Government Act S93 sets out the content to be included in the Consultation Document, which must be concise and presented in an easily understood way. It is also required to be distributed as widely as possible. The focus is on presenting and explaining key issues and options for community feedback and providing an outline of the matters proposed for inclusion in the long-term plan
- 7 The Consultation Document presents four key issues and options for addressing these. In addition to indicating views on these options, the community is also encouraged to provide feedback to Council on other matters in the Consultation Document, such as the Infrastructure Strategy, Financial Strategy and the rates implications of proposed Long Term Plan.
- 8 Pending adoption, the consultation period will open on 12 April 2024 and close on 12 May 2024. A hearing to consider community feedback is scheduled for Monday 27 May – Wednesday 29 May (days as required)

Community Engagement Tools

- 9 The *Finding the balance* theme will be used consistently during the consultation period. The Mayor and Councillors will provide the ‘face’ of the LTP consultation process. The LTP consultation process represents the most significant consultation during a Council term.
- 10 Councillors will promote discussion around the proposals through presence at events, short videos, speaking at a range of community organisation meetings, and hosting community drop-in sessions.
- 11 The Consultation Document is a key tool for the LTP consultation. This will be distributed to residents via The Courier community newspaper and will be available on the Timaru District Council Website on Thursday 11 April 2024. .
- 12 A wide range of engagement events are planned across the district. The key events include
 - Stands at various events including farmers markets
 - Drop-in sessions at service centres and facilities
 - Meetings where Councillors have been invited to address groups or organisations
 - Youth workshop
 - Social media promotion including live Q&A

Options and Preferred Option

- 13 Adopt the draft Consultation Document for the 2024-34 Long Term Plan as presented.
- 14 Adopt the draft Consultation Document for the 2024-34 Long Term Plan with amendments. This will put the Consultation Document planned release date at risk.

Relevant Legislation, Council Policy and Plans

- 15 Local Government Act 2002, sections 82, 83 and 93
- 16 Council’s Significance and Engagement Policy, under which this matter is highly significant.

Financial and Funding Implications

- 17 There are no significant financial implications with approving and adopting this Consultation Document. Funding for preparation of the Consultation Document and the associated community engagement is provided in the approved Council budget.

Other Considerations

- 18 There are no other considerations.

Attachments

Nil

8.3 Long Term Plan 2024-34 - Additional Performance Measures**Author: Steph Forde, LTP Project Officer****Authoriser: Stephen Doran, Communications and Engagement Manager****Recommendation**

That Council receives this report on the updated Performance Measures for the Long Term Plan 2024-34 and,

1. Approves the inclusion of the following Customer Satisfaction performance measures as required by Audit NZ as follows:
 - ≥ 50% resident satisfaction for sealed roads maintenance and condition
 - ≥ 40% resident satisfaction for unsealed roads maintenance and condition
 - ≥ 70% resident satisfaction for Council-provided car parking has adequate access
 - ≥ 80% resident satisfaction with safety on Council roading network
 - ≥ 90% resident satisfaction with waste services and facilities in the district
 - ≥ 90% resident satisfaction with Community Facilities (Art Gallery, Libraries, Museum, Swimming Pools, and Aorangi Stadium)
 - ≥ 80% resident satisfaction with condition and maintenance of water supply and wastewater services
 - ≥ 60% resident satisfaction with condition and maintenance of stormwater services
 - ≥ 80% resident/customer satisfaction with building consent and resource consent processes

Purpose of Report

- 1 The purpose of this report is to update Council on feedback from Audit NZ on the Performance Management Framework and to include Customer Satisfaction measures for specific activities.

Assessment of Significance

- 2 These performance measures are of medium significance in alignment with Council's Significance and Engagement Policy, but must be consulted on as part of the Special Consultative Procedure for the Long-Term Plan 2024-34 (LTP).

Background

- 3 A review of the Performance Management Framework was undertaken as part of the LTP planning and review process.
- 4 As part of the review, non-compulsory customer satisfaction related performance measures were removed from the LTP and moved to Council's internal Performance Management system, OPAL 3, to be reported directly to Council and made public through the triannual reports.

- 5 Audit NZ has reviewed the performance framework and strongly recommended the customer satisfaction measures be put back into the LTP to be reported on through the Annual Report, and have stated they would potentially issue a modified opinion if Council did not do so (see Attachment 1).
- 6 As Council has already approved the Performance Management Framework for inclusion in the LTP consultation, this report is to add the Customer Satisfaction measures back into the specific activities recommended by Audit NZ.
- 7 Audit NZ have agreed that Council can adjust its Customer Satisfaction measures to align with other councils and set reasonable targets.

Land Transport Measures

- 8 For Land Transport, the Customer Satisfaction performance measures moved to the internal measures are as follows:

Resident satisfaction with sealed roads	60% of residents satisfied that sealed roads are fit for purpose and well maintained
Resident satisfaction with unsealed roads	50% of residents satisfied that unsealed roads are fit for purpose and well maintained
Resident satisfaction with safety of road network	85% believe road network is safe
Resident satisfaction with access to car parking	75% of residents satisfied that access to Council provided car parking is adequate

- 9 Upon reviewing and benchmarking with other councils, including Christchurch City with a larger ratepayer base and more roads, officers have reviewed these measures and are recommending the following adjustments:
 - 9.1 Changing the wording so the satisfaction is with Council’s maintenance and the condition of the roads (sealed and unsealed)
 - 9.2 Altering the target measure to a more realistic figure of equal or more than 50% for sealed roads, and 40% of unsealed roads. For comparison, in 2021, Christchurch’s targets were equal or above 25%, gradually increasing to 50% by Year 10.
 - 9.3 The rationale behind these changes is due to the amount of roadworks occurring on the streets by simply asking about the satisfaction with roads, and having a higher target, is setting Council up for failure due to general dissatisfaction with roadworks, impacting the attitudes and responses of customers. This effect occurs regardless of whether the roadworks are on state highways managed by NZTA Waka Kotahi or Council’s roading network, as most people do not distinguish the difference.
- 10 The other two measures for road network safety and car park access are recommended as follows:
 - 10.1 Resident satisfaction equal to or more than 80% for the safety of the roading network, and equal to or above 70% for the access to Council car parking.

Waste Services Measures

11 The existing Customer Satisfaction measures are as follows:

User satisfaction with waste minimisation services	95%
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12 In light of recent changes made by Ministry for the Environment for kerbside collection and the negative feedback Council has received as a result, it is recommended to change the wording and target of this measure to read as follows:

12.1 Resident satisfaction will be equal to or above 90% for waste services and facilities within the district.

13 This new wording encompasses facilities such as transfer stations, rubbish bins, Redruth Resource Recovery Park, and kerbside collection.

14 By making the target equal to or above a whole figure, you remove anomalies that occur from year to year and maintain a high standard. A specific target above 90% usually shows little value gained for the extra resource that may be required to lift the target by an extra 2-5%, meaning Council may be spending more than necessary for minor gains in survey results.

Community Facilities Measures

15 The four main community facilities have traditionally had different targets of resident satisfaction as shown below:

User satisfaction:	
Art Gallery	80%
Libraries	95%
Museum	90%
Parks	92%
Swimming pools	75%

16 It is important to note that Aorangi Stadium has never had performance measures in previous LTPs, but Council has chosen to add these in for this facility. For this purpose, officers are recommending to standardise the resident satisfaction levels with all facilities to be equal to or above 90% satisfaction levels across the board.

17 Again, it is recommended to have all the levels within the range equal to or above the whole figure rather than have a set figure of differing amounts for the different activities, which may require more resource to attain.

18 All the current facilities included in the residents’ survey have high satisfaction levels, with the exception recently of the Art Gallery due to not being fully operational as a result of the house gallery closure. This is expected to return to the normal high satisfaction levels when all the earthquake strengthening work is completed and the facility is back to normal capacity.

Water Services Measures

19 The three water activities have the following existing measures:

Satisfaction with water supply services	85% user satisfaction
Satisfaction with sewer services	85% user satisfaction
Satisfaction with stormwater services	65% resident satisfaction

20 Officers’ recommendations are to reword and adjust the targets as follows:

- 20.1 Resident satisfaction is equal to or above 80% with condition and maintenance of water supply services
- 20.2 Resident satisfaction is equal to or above 80% with condition and maintenance of wastewater services
- 20.3 Resident satisfaction is equal to or above 60% with condition and maintenance of stormwater services

21 This variation between stormwater satisfaction levels and water supply and wastewater can be attributed to a few factors; namely:

- 21.1 the lack of equal investment in stormwater infrastructure over many decades due to less legislative requirements in the past; and,
- 21.2 stormwater is directly related to variable weather events which are increasing in severity, impacting residents’ attitudes and perceptions about the stormwater network and driving down satisfaction levels.

22 Increased legislation and higher investment in future years may help to address the disparity, but currently this level is a more accurate representation of the community’s feedback.

Environmental Services Measures

23 The only existing Customer Service provision after the review is below:

Building consent applicants satisfaction with consent process

24 In previous years there were customer satisfaction measures about the quality and frequency of information around regulatory processes from Council, but those have now been adapted to measure Council’s outputs to ensure there is information being updated and shared with the community through appropriate channels.

25 Officers are recommending the two following measures are put into the Performance Framework for Environmental Services:

- 25.1 Resident/customer satisfaction is equal to or above 80% with building consent processes
- 25.2 Resident/customer satisfaction is equal to or above 80% with resource consent processes.

- 26 There is no customer satisfaction measure proposed for the regulatory enforcement activity within Environmental Services due to the nature of the activity focusing on enforcing compliance with legislative requirements, which is often perceived in a negative light for those being managed through this process.
- 27 It is the officer's recommendations to have the same standard for consenting processes in both building and resource planning, in order for Council to have full confidence in the quality of service being provided for these core activities.

Options and Preferred Option

- 28 **Option One:** Council can choose to retain the existing measures with no modifications and keep the existing targets, which may or may not prove to be cost efficient or achievable over the years.
- 29 **Option Two (Preferred option):** Council can adopt the proposed changes benchmarked against other councils and recommended by officers to help streamline and standardise the performance measures between activities.
- 30 **Option Three:** Council could choose to keep the Customer Service performance measures in the internal triannual reporting against the advice of Audit NZ, potentially resulting in a modified opinion for the LTP (this is not recommended).

Consultation

- 31 The performance framework for each activity is included in the draft LTP that is subject to a Special Consultative Procedure, scheduled to happen from 12 April until 12 May.

Relevant Legislation, Council Policy and Plans

- 32 The Local Government Act 2002 Schedule 10, Part 4 requires performance measures to be included as stated:

Statement of service provision

A long-term plan must, in relation to each group of activities of the local authority, include a statement of the intended levels of service provision that specifies—

(a) any performance measures specified in a rule made under [section 261B](#) for a group of activities described in [clause 2\(2\)](#); and

(b) the performance measures that the local authority considers will enable the public to assess the level of service for major aspects of groups of activities for which performance measures have not been specified under paragraph (a); and

(c) the performance target or targets set by the local authority for each performance measure; and

(d) any intended changes to the level of service that was provided in the year before the first year covered by the plan and the reasons for the changes; and

(e) the reason for any material change to the cost of a service.

Financial and Funding Implications

- 33 There are no budget implications as questions relating to customer satisfaction levels are included in the annual Residents' Survey; this report is moving them from the internal reporting back to the LTP and Annual Report external reporting which is audited.

Other Considerations

34 There are no other considerations for this report.

Attachments

1. **Audit Opinion - Customer Satisfaction Measures** [↓](#) 

From: Kim Garrick <Kim.Garrick@auditnz.parliament.nz>
Sent: Monday, 25 March 2024 3:46 PM
To: Vincie Billante <Vincie.Billante@timdc.govt.nz>
Cc: Trevor Makanza <Trevor.Makanza@auditnz.parliament.nz>; Urvi Karan Shah <Urvi.Shah@auditnz.parliament.nz>
Subject: TDC - 24P LTP Audit - Satisfaction survey

Hi Vincie

I hope you had a nice weekend. We have spoken with John and our Technical team regarding the satisfaction measures.

Our audit opinion on the LTP includes whether the plan provides a reasonable basis for accountability of the Council to the community. This part of our opinion directly relates to section 93(6)(e) of the Local Government Act 2002:

- (6) The purpose of a long-term plan is to—
- (a) describe the activities of the local authority; and
 - (b) describe the community outcomes of the local authority's district or region; and
 - (c) provide integrated decision-making and co-ordination of the resources of the local authority; and
 - (d) provide a long-term focus for the decisions and activities of the local authority; and
 - (e) provide a basis for accountability of the local authority to the community.

We consider that including satisfaction survey measures in the LTP is an important aspect of the Council being able to demonstrate its accountability to the community, through its subsequent reporting against these measures in its annual reports. Satisfaction measures give an important view of the quality of the services provided from the eye of the "customer", and we expect a balance of technical and customer perception measures, as relevant.

In general, we expect the satisfaction levels of Councils' residents and ratepayers are best achieved through a residents/ ratepayer satisfaction survey. However, Councils may use other surveys to measure the customer perspective, such as user satisfaction surveys for individual services or facilities. We note that the vast majority of District Councils do report satisfaction measures, whether from a general residents/ratepayer survey or from specific user surveys.

In consultation with the OAG, we would need to consider a potential modification to our audit opinion on the LTP if the Council decides not to include any satisfaction survey measures. If the LTP audit opinion was modified, then this would likely also flow through to the opinion in the related annual reports (unless the Council subsequently adds reporting on satisfaction measures).

The Council could choose to carry out residents/ratepayer and/or user satisfaction surveys on a cyclical basis, for example, on cost-benefit grounds. It would need to clearly disclose in the LTP (and the related annual reports) the measurement frequency. We would generally expect this to be every two years.

Kind regards

Kim Garrick
Senior Auditor

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9 Consideration of Urgent Business Items

10 Consideration of Minor Nature Matters

11 Public Forum Items Requiring Consideration

12 Exclusion of Public

12.1 Public Excluded Minutes of the Extraordinary Council Meeting held on 19 March 2024

Recommendation

That the public be excluded from the following parts of the proceedings of this meeting on the grounds under section 48 of the Local Government Official Information and Meetings Act 1987 as follows:

General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Plain English Reason
<p>12.1 - Public Excluded Minutes of the Extraordinary Council Meeting held on 19 March 2024</p>	<p>s7(2)(h) - The withholding of the information is necessary to enable any local authority holding the information to carry out, without prejudice or disadvantage, commercial activities</p> <p>s7(2)(i) - The withholding of the information is necessary to enable the Council to carry out, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations)</p>	<p>To enable Council to carry out commercial activities</p> <p>To enable Council to carry out commercial or industrial negotiations</p>