



AGENDA

Community Services Committee Meeting Tuesday, 20 July 2021

Date Tuesday, 20 July 2021

Time following the Infrastructure Committee

Location Geraldine Domain Pavilion
38 Hislop Street
Geraldine

File Reference

Timaru District Council

Notice is hereby given that a meeting of the Community Services Committee will be held in the Geraldine Domain Pavilion, 38 Hislop Street, Geraldine, on Tuesday 20 July 2021, at the conclusion of the Infrastructure Committee meeting.

Community Services Committee Members

Cr Richard Lyon (Chairperson), Cr Stu Piddington (Deputy Chairperson), Cr Allan Booth, Cr Peter Burt, Cr Barbara Gilchrist, Cr Gavin Oliver, Cr Paddy O'Reilly, Cr Sally Parker, Cr Steve Wills and Mayor Nigel Bowen

Quorum – no less than 2 members

Local Authorities (Members' Interests) Act 1968

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

Symon Leggett
Group Manager People and Digital

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- 1 Apologies**
- 2 Identification of Items of Urgent Business**
- 3 Identification of Matters of a Minor Nature**
- 4 Declaration of Conflicts of Interest**
- 5 Chairperson's Report**

6 Confirmation of Minutes

6.1 Minutes of the Community Services Committee Meeting held on 20 April 2021

Author: Jo Doyle, Governance Advisor

Recommendation

That the Minutes of the Community Services Committee Meeting held on 20 April 2021 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 Community Services Committee Meeting held on 20 April 2021**



MINUTES

Community Services Committee Meeting Tuesday, 20 April 2021

Ref:

**Minutes of Timaru District Council
Community Services Committee Meeting
Held in the Council Chamber, District Council Building, King George Place, Timaru
on Tuesday, 20 April 2021 at 9.56am**

Present: Cr Richard Lyon (Chairperson), Cr Allan Booth, Cr Peter Burt, Cr Barbara Gilchrist, Cr Gavin Oliver, Cr Paddy O'Reilly, Cr Sally Parker, Cr Steve Wills

In Attendance: Chief Executive (Bede Carran), Group Manager People & Digital and Acting Group Manager Community Services (Symon Leggett), Customer Services Manager (Grant Hamel), Governance Advisor (Jo Doyle)

Anne Lemmens – Pleasant Point Community Board
Jennine Maguire – Geraldine Community Board

1 Apologies

Resolution 2021/13

Moved: Cr Gavin Oliver

Seconded: Cr Sally Parker

That apologies from Mayor Nigel Bowen and Cr Stu Piddington be received and accepted.

Carried

2 Identification of Items of Urgent Business

There were no items of urgent business.

3 Identification of Matters of a Minor Nature

There were no matters of minor nature.

4 Declaration of Conflicts of Interest

There were no conflicts of interest.

5 Chairperson's Report

The Chairperson has attended various Council and Community Board meetings, has met with the Group Manager People & Digital and Acting Group Manager Community Services as well as meetings with the Parks and Recreation Manager.

Resolution 2021/14

Moved: Cr Richard Lyon

Seconded: Cr Paddy O'Reilly

That the Chairpersons report be received.

Carried

6 Confirmation of Minutes

6.1 Minutes of the Community Services Committee Meeting held on 16 March 2021

Resolution 2021/15

Moved: Cr Steve Wills

Seconded: Cr Barbara Gilchrist

That the Minutes of the Community Services Committee Meeting held on 16 March 2021 be confirmed as a true and correct record of that meeting and that the Chairperson's electronic signature be attached.

Carried

7 Reports

7.1 Safer Communities Update

An update was presented to the Community Services Committee on Safer Communities activity including the development of a new strategy outlining the priorities, key initiatives and to present a request to fund a new Coordinator role from the Safer Communities reserve.

A review over the past 12 months has looked at the programme, the activity it plays in the community, and how it could be reinvigorated.

The new coordinator role is expected to capture what is slipping through the gaps, but should be a fixed term of 2 years with the option to move that role out to another agency.

Concern was expressed at the possible crossover of work with other agencies. Safer Communities framework provides the ability to link the agencies and to ascertain who is doing what and better align. A stocktake will be undertaken which can collaborate for better service and costs saving.

Safer Communities and Restorative Justice are two very different entities, there is no concern for staff as this service is being undertaken by a contracted agency.

Resolution 2021/16

Moved: Cr Steve Wills

Seconded: Cr Peter Burt

1. That the Community Services Committee approve the new Safer Communities Coordinator fixed term role for two years to be created and funded from the Safer Communities reserves account, with the goal of having the role self-funded from a range of grants and funding applications thereafter.
2. That the Coordinator position is to be employed by Timaru District Council for two years.

Carried

8 Consideration of Urgent Business Items

There were no items of urgent business.

9 Consideration of Minor Nature Matters

There were no matters of minor nature.

10 Exclusion of the Public**Resolution 2021/17**

Moved: Cr Sally Parker

Seconded: Cr Paddy O'Reilly

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
11.1 - Public Excluded Minutes of the Community Services Committee Meeting held on 16 March 2021	s7(2)(b)(ii) - The withholding of the information is necessary to protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information	Commercial sensitivity
11.2 - Donations and Loans Subcommittee Recommendations	s7(2)(a) - The withholding of the information is necessary to protect the privacy of natural persons, including that of deceased natural persons	To protect a person's privacy

Carried

11 Public Excluded Reports**11.1 Public Excluded Minutes of the Community Services Committee Meeting held on 16 March 2021****11.2 Donations and Loans Subcommittee Recommendations**

The following Donations and Loans decisions, made with the public excluded, were confirmed:

Funding Applications - Substantial Donations

New Zealand Raptor Trust – to build an education centre and hospital wing at Redruth facility - \$10,000.00

Athletics South Canterbury - Towards resurfacing the Athletics South Canterbury all-weather track at Aorangi Park - \$250,000.00.

General Donations – Events

The Eagles Golfing Society of Aorangi - Towards Eagles Boys and Girls Golf Championship to be held October 2021 - \$4,000.00

Fear NZ 2017 Limited - Towards 2021 “Light up the Night” event - \$5,000.00

Timaru Suburban Lions - Towards 2021 Matariki Fireworks Event July 2021 - \$5,000.00

General Donations - Heritage / Historic

Pleasant Point Primary School - To create boards of information of school sites around the district - \$5,764.45

Pleasant Point Railway & Historical Society Inc - Replacement of railway ballast - \$2,600.00

General Donations - Community Services

Alzheimers Society South Canterbury - Towards creating a dementia friendly South Canterbury - \$4,650.00

Royal NZ Foundation of the Blind - Towards annual operating costs - \$2,000.00

Citizens Advice Bureau - Towards annual operating costs - \$2,000.00

Cholmondeley Children’s Centre Inc - Towards cost to care for children requiring respite care from the Timaru District - \$1,000.00

Victim Support - Towards support with costs to train and support volunteers in the Timaru region - \$1,900.00

Royal New Zealand Plunket Trust - Towards operational support for the Timaru Plunket Hub - \$7,500.00

Decline - South Canterbury Property Investors Association - Towards providing a workshop to educate members - \$1,308.00.

12 Readmittance of the Public**Resolution 2021/18**

Moved: Cr Gavin Oliver

Seconded: Cr Barbara Gilchrist

That the meeting moves out of Closed Meeting into Open Meeting.

Carried

The Meeting closed at 10.14am.

.....
**Cr Richard Lyon
Chairperson**

7 Reports

7.1 New Customer Experience Measurement Solution

Author: Katrina Symons, Community Services Operations Coordinator

Authoriser: Symon Leggett, Group Manager People and Digital

Recommendation

That the report is received and noted.

Purpose of Report

- 1 To provide an update to the Community Services Committee on a new user experience measurement solution we are rolling out across our main service delivery locations.

Assessment of Significance

- 2 While the customers experience is important whilst engaging with our services, this matter is not deemed significant under the Council's Significance and Engagement Policy.

Discussion

- 3 Across our facilities and Customer Service locations there hasn't been a consistent way of measuring our customer's experience. Historically we've used a range of optional customer surveys, suggestion boxes and a bi-annual user survey at our facilities to capture a customer's experience. Unfortunately the response rate is typically very low and it only captures a narrow snapshot in time.
- 4 In addition, the Council operates an annual survey seeking feedback on the range of Council facilities and services it provides. The 2020 report collected information from 401 people from across the Timaru District.
- 5 Over the last six months the Community Services team have had an increased focus on improving the user experience at all of our facilities. At this early stage the key focus has been on obtaining real time data to measure the experience and the drivers behind this.
- 6 After investigating a range of options we decided to trial a user experience solution from the company called Push My Button. Push My Button is the Australasian distributor of HappyOrNot a global leader in feedback measurement, providing actionable insights to help organisations with continuous customer satisfaction data.
- 7 In April 2021 we purchased our HappyOrNot Smiley Touch terminal. We trialled the terminal in the Timaru District Council Staff Café, Timaru District Library, CBay, Aigantighe Art Gallery and South Canterbury Museum.





- 8 With the Smiley Touch terminal we are asking the customer to “Please rate your experience today”. The customer then selects the relevant smiley button based on their experience.
- 9 Depending on what colour smiley button they select (green or red) they are then presented with a further question. If it was green they’re asked “What was good?” if it was red they’re asked “What could we improve”.
- 10 There is a range of functionality to seek further feedback, including free text, which can be tailored to the topic we’re seeking feedback on.
- 11 All the information input into the Smiley device feeds back into a website dashboard which allows us to drill down further and see how we are tracking by hour, day, week and month.
- 12 The data provides our teams with real time awareness so they can see what areas of their service delivery they need to focus on. The feedback can help them to better understand what works from a customer point of view, allowing them to capture both complaints and compliments.
- 13 Alongside the real time dashboard, each user also receives automatic weekly and monthly reports showing them a breakdown of the feedback. An example of a weekly report from the Library is attached. **(Attachment 1)**
- 14 While the device is easy to use and may present as having a ‘novelty factor’ it has generated fantastic engagement during our trials. For the 2 weeks it was at CBay we had 2021 responses with 83% positive feedback. The Library had 355 responses over a 2 week period with 93% positive feedback.
- 15 On review of the success of the initial trials we have progressed forward with purchasing a further 6 terminals. This will allow us to permanently have a terminal set up in each of our facilities including our Customer Service area and in our Service Centres in Temuka and Geraldine.
- 16 The terminals will provide valuable opportunities to enhance our service delivery and continuously improve the customers experience at each of our sites.

Attachments

- 1. Timaru District Library - Weekly Report**

Weekly report
17/05/21 – 23/05/21

Unit report
Timaru District Library

How was your experience today?



85%
92 resp.



13%
14 resp.

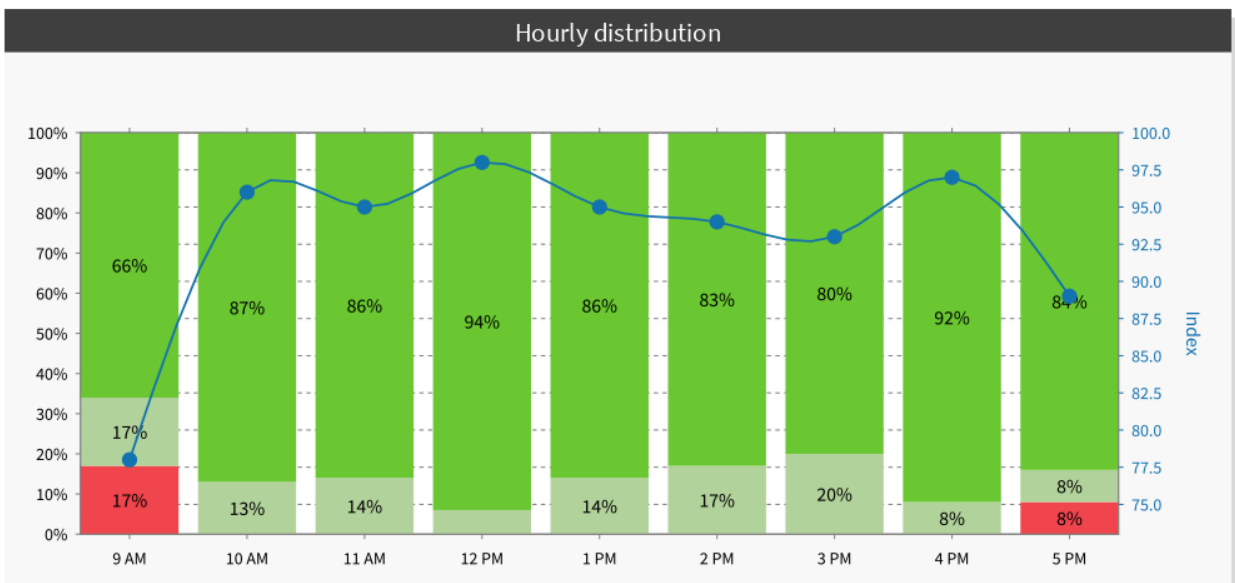
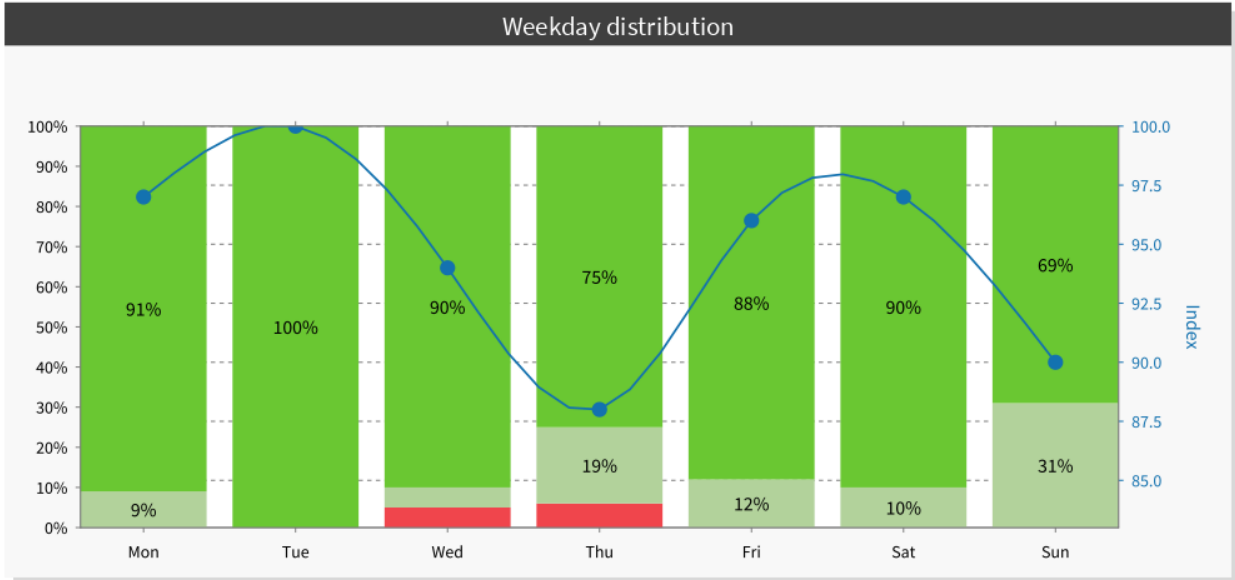


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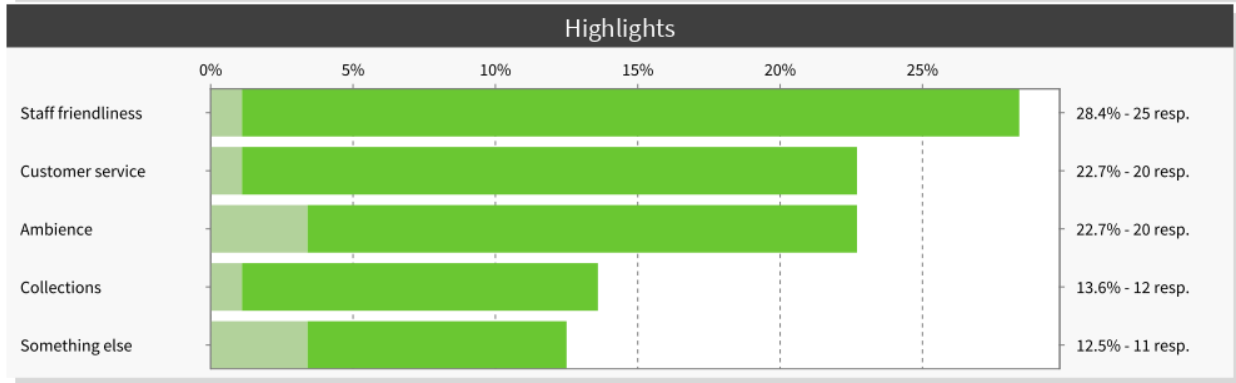
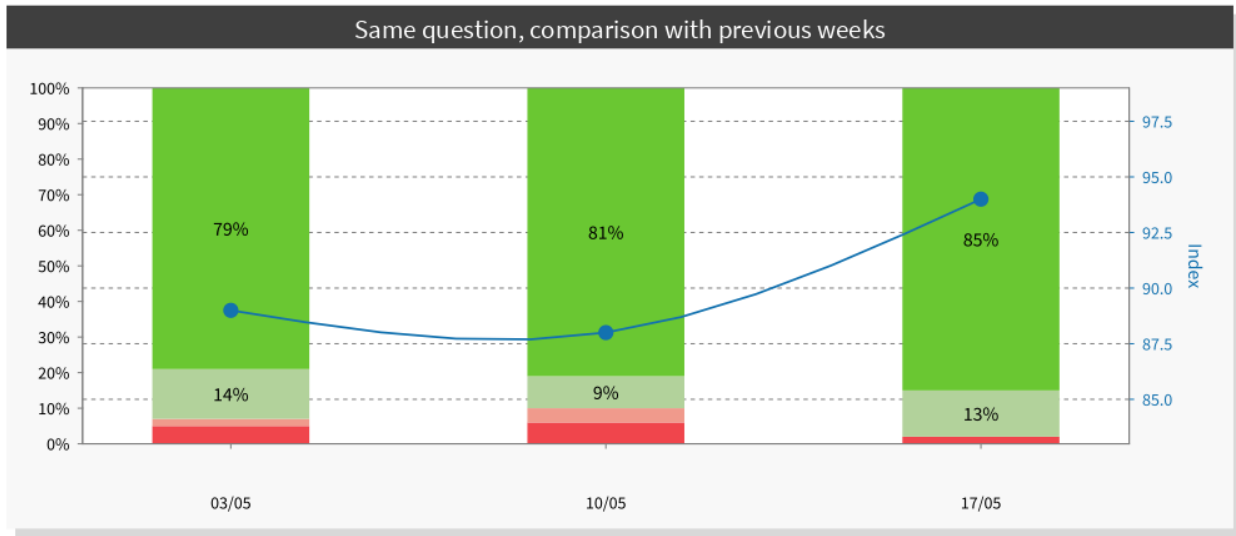
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2 resp.

Index: 94.0
Responses: 108



Weekly report
17/05/21 – 23/05/21

Unit report
Timaru District Library



8 Consideration of Urgent Business Items

9 Consideration of Minor Nature Matters

10 Exclusion of the Public**Recommendation**

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11 Public Excluded Reports

11.1 Public Excluded Minutes of the Community Services Committee Meeting held on 20 April 2021

12 Readmittance of the Public