

Corporate & District Activities



WHAT ARE CORPORATE AND DISTRICT ACTIVITIES

Every organisation needs to develop, manage and maintain internal systems to provide effective and efficient external services. Corporate and District Activities are substantial functions of the Council and while they do not fall within the Groups of Activities they do impact on their budgets.

This section of the Annual Plan outlines the expected costs associated with these activities and identifies some of the key projects planned for the 2010/11 year.

Corporate and District Activities includes:

- Communications
- Finance
- Customer Information
- Corporate Information
- Corporate Property
- Human Resources
- District Income and Expenditure

WHAT WILL THIS GROUP OF ACTIVITIES COST

The table below provides an overview of the budget at a Group of Activities level. Information related specifically to each activity can be found on the following pages.

Annual Plan 2009/10 \$000		LTCCP 2010/11 \$000	Annual Plan 2010/11 \$000	Variance 2010/11 \$000
OPERATIONAL				
EXPENDITURE				
1,094	Depreciation	1,703	1,719	16
145	Interest Paid	211	220	9
(1,039)	Operations	(1,713)	(1,444)	269
200	Total Expenditure	201	496	295
REVENUE				
0	Development Contributions	0	0	0
225	User Fees & Charges	233	250	17
(918)	General Rates	(954)	(186)	768
861	Interest Income	904	772	(132)
857	Sundry Income	886	922	36
0	Subsidies & Grants	0	100	100
0	Targeted Rates	0	649	649
1,025	Total Revenue	1,069	2,507	1,438
(825)	Net Cost (Surplus) of Operations	(868)	(2,011)	(1,143)
NON OPERATIONAL				
EXPENDITURE				
(825)	Transfer from (surplus)/deficit	(868)	(2,011)	(1,143)
2,389	Capex *	2,633	1,535	(1,098)
1,359	Loan Repayments	2,393	703	(1,690)
771	Payments to Reserves	811	1,835	1,024
0	less Depreciation not Funded	0	(185)	(185)
3,694	Total Funding Requirement	4,970	1,877	3,093
FUNDED BY				
1,458	Depreciation Reserve	1,300	915	(385)
0	Development Contribution Reserve	0	0	0
931	Loans Raised	1,333	512	(822)
1,305	Operational Reserve	2,337	450	(1,887)
0	Sale of Assets	0	0	0
3,694	Total Funding Applied	4,970	1,877	(3,093)
* CAPITAL EXPENDITURE				
982	Level of Service	1,573	915	(658)
35	Growth	77	0	(77)
1,373	Renewals	983	620	(363)

CORPORATE AND DISTRICT ACTIVITIES

WHAT WE DO AND WHY WE DO IT

Corporate and District Activities supports the delivery of the Council's projects, plans and activities. Corporate and District Activities include:

Communications: The Council provides the communications activity to inform, engage and enable the community to better understand what the Council does so they can be a part of decisions and projects. Community engagement is a major part of Council activities and some types of public communication are required by law. The Local Government Act 2002 requires the Council to consult with its community and facilitate public debate about matters being considered by the Council.

Finance: This internal activity provides financial and rating services to support the Council's activities. It is responsible for developing and providing effective mechanisms to monitor and report on Council's financial performance.

Customer Services: The Council needs efficient and consistent customer services to meet the continually changing expectations of its customers. This activity manages these expectations and ensures the agreed appropriate service is provided in accordance with the customer service standards and charter.

Corporate Information: This activity delivers information services to internal and external customers. Providing the right tools and information at the right time and place enables efficient, effective, and prudent management. The Corporate Information activity is the guardian of Council's data, information and knowledge assets which must be securely managed for current and future generations. The Council must also comply with relevant legislation such as the Public Records Act 2005 (PRA) and the Electronic Transactions Act 2002 (ETA) regarding the creation, collection, retention, and archiving of information.

Corporate Property: Corporate property includes assets that provide essential services to the community and those that are supported by the local community. There are 20 properties in total, which include the Civic Centre, Museum and Gallery, the Whakatane Airport Terminal Building, Workshops, Depots, Libraries, and the Dog Pound.

Human Resources: The purpose of this activity is to attract, retain, up skill, motivate and reward high calibre employees capable of having a positive impact in their areas of responsibility and delivering on the Annual and Long Term Council Community Plans work programmes for which they are responsible. As at the 30 June 2009 the Whakatane District employed 178.8 full time equivalent employees (excluding casuals).

District Income: District income is applied to reduce the general rate requirement in other Council activities. This revenue is sourced from commissions, petrol tax, interest and other sundry revenue.

Byways is produced and distributed quarterly to every household and non-resident ratepayer.

WHAT ARE OUR PERFORMANCE TARGETS FOR THE YEAR

The community is provided with up-to-date, factual information about Council's current and planned activities.

- » Satisfaction with Council's provision of information. 2008 CSI score 64.2 or higher (Fair: Needs improvement).
- » Byways is produced and distributed quarterly to every household and non-resident ratepayer.

The community and the Council have access to accurate and timely financial information.

- » Rates assessments are issued to ratepayers within a timely manner and contain accurate information.
- » Ratepayers are given at least three weeks notice to pay a rates instalment.

WHAT KEY ACHIEVEMENTS ARE WE PLANNING FOR THE YEAR

Implementation of compliance and regulation information systems solutions: The Council will continue to implement information systems to increase the effective processing and management of regulatory and compliance related processes.

Development of information systems for asset information: This project will enable better management of the core assets through improved accuracy of asset information.

Online (web) service development: The Council will begin to develop the capability to deliver online services.

Microsoft Office upgrade: The Council will prepare for and implement the current version of Office productivity software. This will involve a programme of modifying relevant enterprise applications and of up-skilling current employees.

New GIS systems: The Council will upgrade its outmoded Geographic Information Systems and Software as part of a regional joint councils initiative under BOPLASS.

Conversion to fibre-optic: The Council will convert some wireless network links to fibre optic cabling over the 2010/11 year.

HOW ARE THESE ACTIVITIES FUNDED

The operational costs associated with corporate and district activities are funded by charging overheads on other activities. Capital expenditure is generally funded by way of corporate loans or depreciation funding. The interest from these loans is also allocated as overheads while the principal repayment is collected through the general rate.

WHAT ARE THE KEY DIFFERENCES FROM THE LTCCP

- The provision for rates remissions has been increased from \$175,000 to \$220,000 to more accurately reflect the level of remissions being provided.
- Additional costs of \$100,000 associated with increases in ACC levies.
- Increased costs of \$75,500 associated with software licensing and support services.
- Within the corporate and district income activity, additional rates of \$550,000 included to reduce overdrawn operating reserve balances from the 2008/09 year deficit.
- Reduced IT capital expenditure programme resulted in the Governance and Democracy automation project not going ahead until the 2011/12 financial year.
- Operational deficits of \$600,000 as a result of the floods in the 2009/10 year to be recovered through rates.

In 2010/11 the Council will begin to develop the capability to deliver online services

WHAT ARE OUR PERFORMANCE TARGETS FOR THE YEAR

The community has access to Council's activities through fully competent and efficient Service Centres.

- » Satisfaction with overall service from Customer Service/Front Desk staff. 2008 CSI score 75.2 or higher (Very good service).
- » 85% of non direct dial telephone calls answered within 30 seconds.

Customer service efficiency is maximised through staff access to high quality information systems.

- » All users have access to Information systems during business hours with at least 99% availability.