



CORPORATE & DISTRICT ACTIVITIES

Ngā Mahinga Matakite a Rohe

WHAT THESE ACTIVITIES WILL COST AND HOW WE ARE GOING TO PAY FOR THEM

FUNDING IMPACT STATEMENT

ANNUAL PLAN 2011/12 \$000	LTP 2012/13 \$000	LTP 2013/14 \$000	LTP 2014/15 \$000	LTP 2015/16 \$000	LTP 2016/17 \$000	LTP 2017/18 \$000	LTP 2018/19 \$000	LTP 2019/20 \$000	LTP 2020/21 \$000	LTP 2021/22 \$000
OPERATIONAL										
Sources of operating funding										
207	582	420	208	(104)	(78)	(202)	(182)	(220)	(143)	(137)
59	-	-	-	-	-	-	-	-	-	-
209	243	250	269	294	282	285	295	304	315	325
15,342	11,375	11,469	11,640	11,610	11,787	12,211	12,324	12,676	13,155	13,346
366	372	383	417	447	434	437	451	466	482	498
16,182	12,572	12,522	12,534	12,247	12,425	12,731	12,888	13,226	13,809	14,032
Applications of operating funding										
8,912	9,728	9,995	10,308	10,545	10,797	11,201	11,284	11,624	12,078	12,254
247	269	268	234	203	192	221	232	227	230	223
4,159	395	412	415	428	439	451	460	472	487	498
413	430	440	451	463	475	486	497	510	524	538
13,731	10,822	11,115	11,408	11,639	11,903	12,359	12,473	12,833	13,319	13,513
2,451	1,750	1,407	1,126	608	522	372	415	393	490	519
CAPITAL										
Sources of capital funding										
-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-
407	(464)	(769)	(624)	(491)	326	552	(121)	(85)	(50)	(49)
-	265	31	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-
407	(199)	(738)	(624)	(491)	326	552	(121)	(85)	(50)	(49)
Applications of capital funding										
Capital expenditure										
112	-	-	-	-	-	-	-	-	-	-
1,278	600	255	281	124	693	716	145	154	168	181
885	1,796	2,225	1,203	978	1,942	2,169	1,143	1,374	1,303	1,022
583	(945)	(1,811)	(982)	(985)	(1,787)	(1,961)	(994)	(1,220)	(1,031)	(733)
-	100	-	-	-	-	-	-	-	-	-
2,858	1,551	669	502	117	848	924	294	308	440	470
(2,451)	(1,750)	(1,407)	(1,126)	(608)	(522)	(372)	(415)	(393)	(490)	(519)
- Funding Balance ((A-B) + (C-D))										
	-	-	-	-	-	-	-	-	-	-

CORPORATE AND DISTRICT ACTIVITIES

WHAT IS THIS GROUP OF ACTIVITIES?

The Corporate and District Activities group contains all of the activities that are involved in supporting the delivery of our projects, plans and external activities. These are often referred to as our 'internal activities'. The following section contains detail on the significant internal activities that have more of a focus on what we deliver to you. There are a number of other smaller activities which have a purely internal focus and assists us in the running of the Council.

HOW THIS GROUP IS FUNDED

The operational costs associated with this group are funded by charging overheads on other activities. During the development of this LTP we reviewed how overheads are allocated across our activities. Changes in the portion of overheads allocated to the majority of our group of activities have occurred. 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.

RESPONDING TO OUR ISSUES

There are a number of renewal works and replacements that occur in the smaller internal activities such as vehicle replacements. The total of the renewal works and replacements over the course of the LTP is \$3.24m. There are other capital improvement, maintenance and renewal works in the Corporate and District Activities and these are mentioned in the following pages.

Library & Exhibition Centre

CUSTOMER SERVICES

WHAT THIS ACTIVITY DELIVERS AND WHY WE DO IT

This activity provides the friendly staff that greet you when you visit our service centres or when you call us. The customer services staff have a number of responsibilities including processing and managing incoming requests for service, processing Land Information Memorandum (LIMs) requests, managing bookings (for parks, reserves etc.), and processing payments. They are usually the first, and sometimes only, point of contact. We realise our customer's needs are varied and are continually changing. To meet these needs, we must provide an efficient and consistent level of customer service.

WHAT WE WANT TO ACHIEVE

The Council has set some targets to show whether we are achieving our goals for this activity. The following table shows these targets for the next 10 years. We will report back to the community through the Annual Report each year, so you will know whether we have achieved this level of service.

GOAL	MEASURE	CURRENT PERFORMANCE (2010/11)	TARGET			
			YEAR 1 (2012/13)	YEAR 2 (2013/14)	YEAR 3 (2014/15)	YEARS 4-10 (2015-22)
The community has access to Council's activities through fully competent and efficient Service Centres	Proportion of customers' telephone calls answered within 30 seconds	81.9%	80%	80%	80%	80%
	Satisfaction with the overall service from the Customer Service/Front Desk Staff (Customer Satisfaction Index score)	78.0	76 - 80	77 - 81	78 - 82	79 - 83

RESPONDING TO OUR ISSUES

Here to help

The customer services staff are usually the first point of contact in a number of differing situations. This often means they are questioned on a number of issues. Our staff are trained to try to help where they can and delegate issues to the appropriate person or area of the Council. This ensures the effective delivery of this service. There are a number of projects that help us to deliver a more efficient service. These include upgrading the telephony system and further developing our knowledge database.



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Whakatāne District Council
102 likes · 8 talking about this · 10 were here

Local Business
Commerce Street, Whakatāne, .
07-306 0500
Today 8:00 am - 5:00 pm
About – Suggest an edit

Photos Likes Map

Highlights

Post Photo / Video
Write something...

Whakatāne District Council
May 17

Staff supporting Fair Trade (10 photos)
Fair Trade Morning Tea 2012 — in Whakatāne, Bay of Plenty.

Recent Posts by Others on Whakatāne District Council See All

Hi, when is the new Library opening in Whakatāne?
April 27 at 12:35pm

<https://www.facebook.com/pages/Whakatāne-Roller-Der...>
April 24 at 8:52pm

Let's do that here toooo!
April 12 at 9:27pm

More Posts

COMMUNICATIONS

WHAT THIS ACTIVITY DELIVERS AND WHY WE DO IT

Communications is the activity that supports and provides effective communication between the Council and the community. We produce Ko Konei (the Council's newsletter - formerly Byways), media releases, advertising, maintain the www.whakatane.govt.nz website, open days and promotional/educational publications. We also develop systems and processes that help us to improve community engagement across the Council's many activities and services. This is to ensure the community has access to relevant, timely, credible and meaningful information, and to create opportunities for the public to influence decision making. We try our best to operate in the most transparent manner and the communications activity helps in this respect.

RESPONDING TO OUR ISSUES

We aim to be open, transparent and accountable

One of the key reasons we carry out this activity is to ensure information is readily available to the public. Key requirements of local government are to operate in an open, transparent, inclusive and accountable manner. We release monthly issues of Ko Konei, information and consultation material and also maintain the public website. Recently we have incorporated the use of social media into our communications plan. This includes the development of the Council's Facebook page. These forms of communication have proven to be very useful to get our messages out to our community.

Check out our website

The Whakatāne District Council’s website was ranked 5th out of 78 Council websites in New Zealand in 2012 by the Association of Local Government Information Management (ALGIM). This is a significant improvement from 2010 where we placed 39th out of 85 and the 2011 ranking where we placed 20th out of 78. Websites are ranked on compliance with the New Zealand Government Web Standards, accessibility and enquiry response times. We will endeavour to maintain a high rating and we are constantly looking at ways to improve the level of service offered on our website.



WHAT WE WANT TO ACHIEVE

The Council has set some targets to show whether we are achieving our goals for this activity. The following table shows these targets for the next 10 years. We will report back to the community through the Annual Report each year, so you will know whether we have achieved this level of service.

GOAL	MEASURE	CURRENT PERFORMANCE (2010/11)	TARGET			
			YEAR 1 (2012/13)	YEAR 2 (2013/14)	YEAR 3 (2014/15)	YEARS 4-10 (2015-22)
The community has access to information and feels well informed.	Satisfaction with Council's provision of information (Customer Satisfaction Index score)	64.3	62 - 66	63 - 67	64 - 68	65 - 69
	Association of Local Government Information Management Website ranking compared to other councils	20th	20th	20th	20th	20th



CAREERS

HUMAN RESOURCES

WHAT THIS ACTIVITY DELIVERS AND WHY WE DO IT

This activity is an internal service that provides proactive advisory services and tools to support the Strategic Leadership Team and managers. Our Human Resources team takes on the responsibilities of recruitment, induction, employment relations, organisational development, health and safety, training, and remuneration. This activity is largely driven by legislative requirements, specifically the Employment Relations Act 2000. We do this activity to attract, retain, motivate and reward high calibre employees to assist in the delivery of our goals and values.

RESPONDING TO OUR ISSUES

We want you!

Our work environment at the Council is continuously improving. We monitor the national labour market and ensure working conditions are comfortable. We also promote organisational values. It is important to do this so that we attract and retain high calibre staff to create an efficient and productive workforce. We are competing on a national and international level for quality staff.

Great Services,
Excellent delivery



FINANCE

WHAT THIS ACTIVITY DELIVERS AND WHY WE DO IT

The Finance activity is an internal service that provides financial, rating and treasury support to all activities within the Council. This activity is largely driven by the legislation that requires us to deliver Annual Reports, Annual Plans and LTPs. Finance is responsible for the provision and development of effective monitoring and reporting on our financial performance. Our other responsibilities include budgeting, managing the payroll, charging and collecting rates and answering rates queries.

WHAT WE WANT TO ACHIEVE

The Council has set some targets to show whether we are achieving our goals for this activity.

The following table shows these targets for the next 10 years. We will report back to the community through the Annual Report each year, so you will know whether we have achieved this level of service.

GOAL	MEASURE	CURRENT PERFORMANCE	TARGET			
			YEAR 1 (2012/13)	YEAR 2 (2013/14)	YEAR 3 (2014/15)	YEARS 4-10 (2015-22)
The community and the Council have access to accurate and timely financial information	Rates invoices are issued to ratepayers at least three weeks prior to due date for payment.	Invoices issued three weeks prior to due date.	100%	100%	100%	100%

RESPONDING TO OUR ISSUES

Cutting costs of borrowing

In an effort to keep the costs of borrowing to a minimum, the Council is joining the Local Government Funding Agency Scheme which will mean a change in Council policy.

This scheme offers lower interest rates as local government borrowings tend to be less of a risk than private borrowings.

This option is more prudent as it will decrease the costs of borrowing. More information on this can be found in the Council Controlled Organisations section.

CORPORATE INFORMATION

WHAT THIS ACTIVITY DELIVERS AND WHY WE DO IT

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 the Council's data, information and knowledge assets. This information must be securely managed for current and future generations. We have a legislative obligation to keep information. This activity also oversees the Location Services function which maintains and develops geographic information.

RESPONDING TO OUR ISSUES

Back up plan

One of the key risks this area faces is to ensure the information and data is kept safe and secure. Because technology is always changing, there is a risk that at some point, something might fail. This could be in the form of an electrical fault, equipment failure or if a natural disaster occurs. We are developing a Business Continuity Plan so if something does occur, we are prepared. We ensure data is backed up and we have a back up generator so business can continue as usual if there is an electrical fault.

Maintaining our information

There are a number of works planned for the duration of this LTP in order to maintain the systems that store our important information. We will spend \$7.17m on these improvements and replacements.



CORPORATE PROPERTY

WHAT THIS ACTIVITY DELIVERS AND WHY WE DO IT

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, the Library and Exhibition Centre, the Whakatāne Airport terminal building, workshops, depots, libraries, and the dog pound.

What we are going to do

To respond to some of the issues, the Council will undertake the following key projects. The full list of capital projects can be found in the 'Our Costs in Detail' chapter.

DESCRIPTION	YEAR	TOTAL (\$)	FUNDING SOURCE
Civic Centre archives facility (part of the RSA facility)	2012/13	500,000	Loan 100%
Civic Centre earthquake strengthening investigations and works	2015-18	2,135,000	Renewal 50% Loan 50%
Corporate property renewals and replacement	2013-22	849,000	Renewal 100%

Note: The figures in this table are not adjusted for inflation.

What we are not going to do

During our previous LTP, we had planned to construct an Integrated Cultural, Environmental and Tourism Centre (Whakatāne Centre) during 2013-15 at a cost of \$10.73m. We have put this project on hold for the period of this LTP, unless we receive substantial funding from other agencies. We had also planned to undertake a refit of the Council's Civic Centre and specifically the Customer Services area, however, to reduce costs we are now not carrying-out these works during this LTP.

DISTRICT INCOME AND EXPENDITURE

WHAT THIS ACTIVITY DELIVERS AND WHY WE DO IT

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 revenue.