



CORPORATE INFORMATION



CORPORATE PROPERTY



FINANCE



CUSTOMER SERVICES



COMMUNICATIONS

WWW

HUMAN RESOURCES



Friendly, helpful people providing the information that both you and we need

CORPORATE & DISTRICT ACTIVITIES

Ngā Mahinga Matakite ā Rohe



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

FUNDING IMPACT STATEMENT - CORPORATE AND DISTRICT ACTIVITIES

LTP 2012/13 \$000		LTP 2013/14 \$000	AP 2013/14 \$000	VARIANCE 2013/14 \$000
OPERATIONAL				
Sources of operating funding				
582	General rates, uniform annual general charges, rates penalties	420	80	(340)
	- Targeted rates (other than a targeted rate for water supply)	-	-	-
	- Subsidies and grants for operating purposes	-	-	-
243	Fees, charges, and targeted rates for water supply	250	303	53
11,375	Internal charges and overheads recovered	11,469	10,735	(734)
372	Local authorities fuel tax, fines, infringement fees, and other receipts	383	313	(70)
12,572	Total operating funding (A)	12,522	11,431	(1,091)
Applications of operating funding				
9,728	Payments to staff and suppliers	9,995	9,588	(407)
269	Finance costs	268	192	(76)
395	Internal charges & overheads applied	412	416	4
430	Other operating funding applications	440	685	245
10,822	Total applications of operating funding (B)	11,115	10,881	(234)
1,750	Surplus (deficit) of operating funding (A-B)	1,407	550	(857)
CAPITAL				
Sources of capital funding				
	- Subsidies and grants for capital expenditure	-	-	-
	- Development and financial contributions	-	-	-
(464)	Increase (decrease) in debt	(769)	(641)	128
265	Gross proceeds from sale of assets	31	-	(31)
	- Lump sum contributions	-	-	-
(199)	Total sources of capital funding (C)	(738)	(641)	97
Applications of capital funding				
Capital expenditure				
	- to meet additional demand	-	-	-
600	- to improve level of service	255	215	(40)
1,796	- to replace existing assets	2,225	2,146	(79)
(945)	Increase (decrease) in reserves	(1,811)	(2,452)	(641)
100	Increase (decrease) of investments	-	-	-
1,551	Total applications of capital funding (D)	669	(91)	(760)
(1,750)	Surplus (deficit) of capital funding (C-D)	(1,407)	(550)	857
	- Funding Balance ((A-B) + (C-D))	-	-	-

INTRODUCTION

The Corporate and District Activities group contains all of the additional activities that are involved in supporting the delivery of our projects, plans and external activities. These additional activities 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 smaller activities which have a purely internal focus and assist us in the running of the Council.

Renewal works and replacements over the next year total \$2.36m for all of our internal activities. Some of the bigger capital improvements, maintenance and renewal works are discussed in the following pages.



CUSTOMER SERVICES

IN BRIEF...

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

WHAT WE WANT TO ACHIEVE

The following table shows our targets for the next year as set through the LTP.

GOAL	MEASURE	TARGET
The community has access to Council's activities through fully competent and efficient Service Centres	Proportion of customers' telephone calls answered within 30 seconds	80%
	Satisfaction with the overall service from the Customer Service/Front Desk Staff (Customer Satisfaction Index score)	77-81



COMMUNICATIONS

IN BRIEF...

Communications is the activity that supports and provides effective communication between the Council and the community. This year we will continue to produce Ko Konei (the Council’s newsletter), media releases, public awareness resources, advertising, maintain the www.whakatane.govt.nz website, and produce a range of promotional/educational material. We will 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, accurate and meaningful information, and to create opportunities for the public to influence decision-making. We do this to ensure we operate in a transparent and straightforward manner. During the year we will review a number of our internal strategies and policies. The purpose of this is to ensure that the Communications activity is run as efficiently as possible.

WHAT WE WANT TO ACHIEVE

The following table shows our targets for the next year as set through the LTP.



GOAL	MEASURE	TARGET
The community has access to information and feels well informed	Satisfaction with Council’s provision of information (Customer Satisfaction Index score)	63-67
	Association of Local Government Information Management Website ranking compared to other councils	20th

CORPORATE & DISTRICT ACTIVITIES



HUMAN RESOURCES



IN BRIEF...

This activity is an internal service that provides proactive advisory services and tools to support the Executive and Managers. Our Human Resources team undertakes 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. Our focus for 2013/14 will be to attract, retain, motivate and reward high calibre employees to assist in the delivery of our goals and values.



FINANCE

IN BRIEF...

The Finance activity is an internal service that provides financial, rating and treasury support to all Council activities. This activity is largely driven by the legislation that requires us to deliver Annual Reports, Annual Plans and LTPs. Over the coming year, we will be providing and developing effective monitoring and reporting on our financial performance. In September 2013, we will receive independent property valuations inline with a three yearly update. Our other responsibilities will include budgeting, managing the payroll, charging and collecting rates and answering rates queries.

WHAT WE WANT TO ACHIEVE

The following table shows our targets for the next year as set through the LTP.

GOAL	MEASURE	TARGET
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	100%



CORPORATE INFORMATION

IN BRIEF...

This activity delivers information services both internally and externally. We will continue to provide the right tools and information at the right time and place to enable efficient, effective and prudent management. The Corporate Information activity is the guardian of the Council's data, information and knowledge assets. Information must be securely managed for current and future generations, as required by legislation. This activity also oversees the Location Services function, which maintains and develops geospatial information and systems. This year, we will be continuing our investigations into Disaster Recovery and Business Continuity planning to ensure that our information is safe and accessible in the event of a business interruption or emergency.

Through the LTP, we included a project and budget of \$2.41m over 2012-22 to replace or develop our Enterprise Resource Planning system. This system facilitates the efficient flow of information in the Council. Through this Annual Plan we have included \$1.00m for investigations and possible replacement or development of the Enterprise Resource Planning system for the Council.

WHAT WE ARE GOING TO DO

We are planning to undertake the following major project this year.

DESCRIPTION	TOTAL (\$)	FUNDING SOURCE
New Telephony System	300,000	Renewal 100%



CORPORATE PROPERTY

IN BRIEF...

Corporate Property includes assets which provide essential services to the community and those which 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, the dog pound and our vehicle fleet. There are a number of renewal works and replacements planned over the next year including a continued upgrade of the Civic Centre, vehicle replacements and renewals at other key operational sites around the District. The total cost of renewal works for the 2013/14 year is \$312,000.

WHAT WE ARE GOING TO DO

We are planning to undertake the following major projects this year.

DESCRIPTION	TOTAL (\$)	FUNDING SOURCE
Corporate property renewals and replacement*	312,000	Renewal 100%

* Multi-year project



DISTRICT INCOME & EXPENDITURE

IN BRIEF...

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.