

Notice is hereby given that a Meeting of the Community and Policy Committee will be held on:

Date: Wednesday, 8 May 2019

Time: 1pm

**Meeting Room: Council Chamber** 

Venue: 15 Forth Street, Invercargill

# **Community and Policy Committee Agenda OPEN**

### **MEMBERSHIP**

Chairperson Julie Keast

**Mayor Gary Tong** 

Councillors Stuart Baird

> **Brian Dillon** John Douglas Paul Duffy **Bruce Ford** Darren Frazer George Harpur **Ebel Kremer** Gavin Macpherson **Neil Paterson**

Nick Perham

### **IN ATTENDANCE**

**Group Manager - Community and Futures** Rex Capil

**Committee Advisor** Alyson Hamilton

> Contact Telephone: 0800 732 732 Postal Address: PO Box 903, Invercargill 9840 Email:emailsdc@southlanddc.govt.nz Website: www.southlanddc.govt.nz

Full agendas are available on Council's Website

www.southlanddc.govt.nz

### **Terms of Reference – Community and Policy Committee**

The Community and Policy Committee is responsible for:

- Assessing and providing advice to Council on:
  - Key strategic issues affecting the District and Council;
  - Community development issues affecting the District and Council;
  - The service needs of the District's communities and how these needs might best be met;
  - Resource allocation and prioritisation processes and decisions.
- Developing and recommending strategies, plans and policies to the Council that advance the Council's vision and goals, and comply with the purpose of the Local Government Act.
- Monitoring the implementation and effectiveness of strategies, plans and policies.
- Developing and approving submissions to government, local authorities and other organisations.
- Advocating Council's position on particular policy issues to other organisations, as appropriate.
- Considering recommendations from Council's Subcommittees and make decisions where it has authority from Council to do so, or recommendations to Council where a Council decision is required.

The Community and Policy Committee is also responsible for community partnerships and engagement. This includes:

- Monitoring the progress, implementation and effectiveness work undertaken by Venture Southland in line with the Venture Southland Heads of Agreement and specific Service Level Agreement between Southland District Council and Venture Southland.
- Allocations of grants, loans, scholarships and bursaries in accordance with Southland District Council policy.
- International relations.
- Developing and overseeing the implementation of Council's community engagement and consultation policies and processes.

The Community and Policy Committee shall have the following delegated powers and be accountable to Council for the exercising of these powers:

- (a) Approving all submissions made by Southland District Council to other councils, central government and other bodies.
- (b) To approve scholarships, bursaries, grants and loans within Council policy and annual budgets.
- (c) Monitor the performance of Venture Southland in the delivery against its Business Plan and Council's letter of expectation.

The Community and Policy Committee has authority to consider and make recommendations to Council regarding strategies, policies and plans.



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## 1 Apologies

At the close of the agenda no apologies had been received.

### 2 Leave of absence

At the close of the agenda no requests for leave of absence had been received.

### 3 Conflict of Interest

Committee Members are reminded of the need to be vigilant to stand aside from decision-making when a conflict arises between their role as a member and any private or other external interest they might have.

### 4 Public Forum

Notification to speak is required by 5pm at least two days before the meeting. Further information is available on <a href="https://www.southlanddc.govt.nz">www.southlanddc.govt.nz</a> or phoning 0800 732 732.

### 5 Extraordinary/Urgent Items

To consider, and if thought fit, to pass a resolution to permit the committee to consider any further items which do not appear on the Agenda of this meeting and/or the meeting to be held with the public excluded.

Such resolution is required to be made pursuant to Section 46A(7) of the Local Government Official Information and Meetings Act 1987, and the Chairperson must advise:

- (i) the reason why the item was not on the Agenda, and
- (ii) the reason why the discussion of this item cannot be delayed until a subsequent meeting.

Section 46A(7A) of the Local Government Official Information and Meetings Act 1987 (as amended) states:

"Where an item is not on the agenda for a meeting,-

- (a) that item may be discussed at that meeting if-
  - (i) that item is a minor matter relating to the general business of the local authority; and
  - (ii) the presiding member explains at the beginning of the meeting, at a time when it is open to the public, that the item will be discussed at the meeting; but
- (b) no resolution, decision or recommendation may be made in respect of that item except to refer that item to a subsequent meeting of the local authority for further discussion."

### **6** Confirmation of Minutes

6.1 Meeting minutes of Community and Policy Committee, 09 April 2019



# Community and Policy Committee OPEN MINUTES

Minutes of a meeting of Community and Policy Committee held in the Council Chamber, 15 Forth Street, Invercargill on Tuesday, 9 April 2019 at 9am.

### **PRESENT**

**Chairperson** Julie Keast

**Mayor Gary Tong** 

**Councillors** Stuart Baird

Brian Dillon

John Douglas 9.20am - 10am. Paul Duffy 9.07am - 10am.

Bruce Ford Darren Frazer Ebel Kremer

Gavin Macpherson Neil Paterson Nick Perham

### **APOLOGIES**

Councillor George Harpur

Councillor Duffy lateness
Councillor Douglas lateness

### **IN ATTENDANCE**

Chief ExecutiveSteve RuruGroup Manager, Community and FuturesRex CapilGroup Manager, Environmental ServicesBruce Halligan

Group Manager, Services and Assets
Group Manager, Customer Delivery
Governance and Democracy Manager

Matt Russell
Trudie Hurst
Clare Sullivan

Publications SpecialistChris ChiltonCommittee AdvisorAlyson Hamilton

# Community and Policy Committee 09 April 2019



### 1 Apologies

There was an apology from Councillor Harpur and apologies for lateness were received from Councillors Duffy and Douglas.

Moved Mayor Tong, seconded Cr Duffy and **resolved:** 

That the Community and Policy Committee accept the apologies.

### 2 Leave of absence

There were no requests for leave of absence.

### **3** Conflict of Interest

There were no conflicts of interest declared.

### 4 Public Forum

There was no public forum.

### 5 Extraordinary/Urgent Items

There were no Extraordinary/Urgent items.

### 6 Confirmation of Minutes

### Resolution

Moved Cr Kremer, seconded Cr Frazer and resolved:

That the minutes of Community and Policy Committee meeting held on 13 February 2019 be confirmed as a true and correct record of that meeting.

### **Reports for Recommendation**

# 8.2 Funding and provision of high performance programmes by Regional Sports Organisations

Record No: R/19/2/3621

Community Partnership Leader, Kelly Tagg was in attendance for this item.

Mrs Tagg advised the purpose of the report is to provide a follow-up to questions raised by the Community and Policy Committee around funding of high performance sports programmes in Southland by Regional Sports Organisations.

# **Community and Policy Committee 09 April 2019**



(Councillor Duffy joined the meeting at 9.07am.)

### Resolution

Moved Cr Kremer, seconded Cr Baird recommendation a to c, and d with changes as indicated (with underline) and resolved:

### **That the Community and Policy Committee:**

- a) Receives the report titled "Funding and provision of high performance sports programmes by Regional Sports Organisations" dated 1 April 2019.
- b) Determines that this matter or decision be recognised as not significant in terms of Section 76 of the Local Government Act 2002.
- c) Determines that it has complied with the decision-making provisions of the Local Government Act 2002 to the extent necessary in relation to this decision; and in accordance with Section 79 of the Act determines that it does not require further information, further assessment of options or further analysis of costs and benefits or advantages and disadvantages prior to making a decision on this matter.
- d) Recommends that the Mayor and relevant staff meet with representatives from ILT, ILT Foundation and Mataura Licensing Trust in order to better understand the constraints that are placed on their available pools of funding.

### 8.3 2019 Southland District Council Scholarship Recipients

Record No: R/19/3/5059

Venture Southland, Administration Manager - Bronwyn Affleck was in attendance for this item.

Mrs Affleck advised the purpose of the report is to seek approval from the Community and Policy Committee of the Southland District Council scholarship recipients for 2019.

### Resolution

Moved Cr Perham, seconded Cr Macpherson and resolved:

### **That the Community and Policy Committee:**

- a) Receives the report titled "2019 Southland District Council Scholarship Recipients" dated 25 March 2019.
- b) Determines that this matter or decision be recognised as not significant in terms of Section 76 of the Local Government Act 2002.
- c) Determines that it has complied with the decision-making provisions of the Local Government Act 2002 to the extent necessary in relation to this decision; and in accordance with Section 79 of the Act determines that it does not



require further information, further assessment of options or further analysis of costs and benefits or advantages and disadvantages prior to making a decision on this matter.

- d) Approves the 2019 Southland District Council scholarship recipients as follows:
  - Centennial Bursary (\$2,000 each recipient):
    - Alex Dykes
    - Helene O'Neill
  - Valmai Robertson Arts Scholarship (\$2,500 contestable):
    - Jordis Cowan \$200
    - Lucy Watson \$500
    - Bella Robert \$1,800
  - Additional Bursary (\$2,000):
    - Cameron Smith
  - 'Eric Hawkes Memorial' Employee Outward Bound Scholarship:
    - Scott Dickson.

### 7.1 Draft TAB (Board) and Gambling Venue Policies

Record No: R/19/3/5124

Group Manager, Bruce Halligan, Strategy and Policy Manager - Michelle Stevenson and Policy Analyst - Robyn Rout were in attendance for this item.

The purpose of this report is to:

- seek feedback from the Community and Policy Committee on the draft Board Venue and Gambling Venue policies
- seek the Community and Policy Committee to recommend to Council that it endorse the draft policies for public consultation.

(Councillor Douglas joined the meeting at 9.20am.)

The Meeting queried revenue received from Gambling machines in townships within the Southland District. The Group Manager to forward the information to the Committee via email.

### Resolution

Moved Cr Macpherson, seconded Cr Perham and resolved:

### **That the Community and Policy Committee:**

- a) Receives the report titled "Draft TAB (Board) and Gambling Venue Policies" dated 27 March 2019.
- b) Determines that this matter or decision be recognised as not significant in terms of Section 76 of the Local Government Act 2002.

# Community and Policy Committee 09 April 2019



- c) Determines that it has complied with the decision-making provisions of the Local Government Act 2002 to the extent necessary in relation to this decision; and in accordance with Section 79 of the act determines that it does not require further information, further assessment of options or further analysis of costs and benefits or advantages and disadvantages prior to making a decision on this matter.
- d) Considers and provides feedback on the draft Board (TAB) Venue and Gambling Venue policies.
- e) Recommends to Council that it endorses the draft TAB (Board) Venue and Gambling Venue Policies for public consultation.

### **Reports**

### 8.1 Mega trends, disruptors and technological change

Record No: R/19/2/3342

Group Manager Community and Futures, Rex Capil was in attendance for this item.

Mr Capil advised the purpose of this report is to provide the Community and Policy Committee with an overview of the various mega trends, disruptors and technological change issues and opportunities on the horizon.

The Meeting noted this desktop review of recent findings and research papers is part of the work underway to develop an aligned approach with other topics for the community futures research and analysis work programme, which will be used to inform the Long Term Plan 2031 project.

### Resolution

Moved Mayor Tong, seconded Cr Kremer and resolved:

### **That the Community and Policy Committee:**

- a) Receives the report titled "Mega trends, disruptors and technological change" dated 1 April 2019.
- b) Determines that this matter or decision be recognised as not significant in terms of Section 76 of the Local Government Act 2002.
- c) Determines that it has complied with the decision-making provisions of the Local Government Act 2002 to the extent necessary in relation to this decision; and in accordance with Section 79 of the Act determines that it does not require further information, further assessment of options or further analysis of costs and benefits or advantages and disadvantages prior to making a decision on this matter.
- d) Notes the diversity and scope of mega trends, disruptors and technological change identified from a global, national and local perspective.

# Community and Policy Committee 09 April 2019



- e) Acknowledges the importance for Council to maintain a 'watching brief' and monitoring role on this topic.
- f) Endorses the need for long term planning assumptions and approaches to be cognisant of this topic and be reflected in a realistic and appropriate way when considering future strategy, policy and planning preparation especially with regard to levels of service requirements, infrastructure considerations and financial considerations over the short, medium and long term.
- g) Consider the discussion document content in the context of the BERL community futures work specific to the Southland District identifying and prioritising important themes for the district being:
  - Labour market and labour supply pressures
  - Workforce skills and retraining
  - Population demographics age, diversity, ethnicity
  - Globalisation and the information age
  - Primary sector considerations re agri tech and agri business
  - Tourism and sustainability
  - Environmental considerations
- h) Consider the discussion document content in the context of the Southland Regional Development Agency areas of focus and associated regional priorities in relation to the Southland District and associated sector, industry and business requirements and trends.
- i) Supports a series of workshops to be scheduled which will provide Council the opportunity to discuss topics in greater depth and determine some direction setting going forward. These workshops will reference back to the "Future of the Future" document attached and also a recently published book titled "The Big Questions: What is New Zealand's Future?"

The meeting concluded at 10am.	CONFIRMED AS A TRUE AND CORRECT RECORD AT A MEETING OF THE COMMUNITY AND POLICY COMMITTEE HELD ON TUESDAY, 9 APRIL 2019.
	DATE:
	CHAIRPERSON:



# Southland District Council Sport NZ Rural Travel Fund Financial Report to 31 March 2019 and Application Summary

**Record No:** R/19/4/7353

Author: Bronwyn Affleck, Administration Manager

Approved by: Rex Capil, Group Manager Community and Futures

☑ Decision
☐ Recommendation
☐ Information

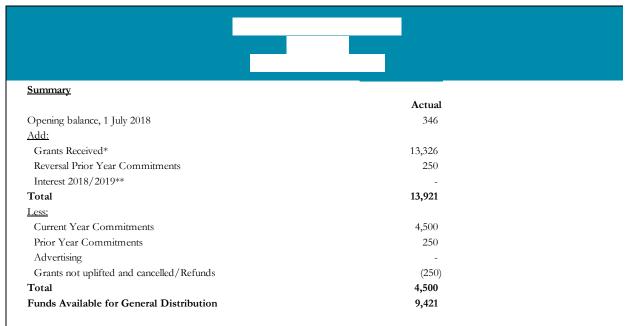
## **Purpose**

The Southland District Council administers funding on behalf of Sport NZ Rural Travel Fund. The purpose of this fund is to assist with transport expenses associated with participating in regular local competitions. Sports clubs and school based clubs with young people aged between 5-19 years are eligible to apply.

## **Executive Summary**

- The Sport NZ Rural Travel Fund financial report to 31 March 2019 and a summary of applications received for consideration in the funding round closing 31 March 2019, including recommendations, are contained in the report for review and approval.
- 3 Eleven applications have been received for the current funding round. Funding available for distribution is \$9,421 with the total of recommendations being \$8,750.

4 Sport NZ rural travel fund - financial report to 31 March 2019



<sup>\*</sup> Grants received includes all funding anticipated to be received during the financial year.

\*\* Interest earned for the period has not been included. The actual amount will not be known until the end of the financial year

Committed	Uplifted *	Balance
250	250	_
250	-	250
250	250	-
250	250	-
1,000	750	250
Committed	Uplifted	Balance
500	500	-
500	500	=
500	500	-
2,000	-	2,000
1,000	1,000	-
4,500	2,500	2,000
(250)	(250)	-
	250 250 250 250 250 250 1,000 500 500 500 2,000 1,000 4,500	250 250 250 - 250 250 250 250 250 250  1,000 750  Committed Uplifted 500 500 500 500 500 500 2,000 - 1,000 1,000 4,500 2,500

### 5 Sport NZ rural travel fund application summaries

Funding available \$9,421

Total of recommendations \$8,750

### 1 Aparima College Clay Target Team

Request assistance towards travel costs associated with participating in regular local competition.

Kms = 1,600

Recommendation as per travel formula \$500

### 2 Fiordland Athletic Club

Request assistance towards travel costs associated with participating in regular local competition.

Kms = 2,500

Recommendation as per travel formula \$500

### 3 Fiordland College - Volleyball, Football, Hockey

Request assistance towards travel costs associated with participating in regular local competition.

Kms = 9,600

Recommendation as per travel formula \$1000

### 4 Fiordland Hockey Club

Request assistance towards travel costs associated with participating in regular local competition.

Kms = 12,800

Recommendation as per travel formula \$1,000

### 5 Netball Fiordland Club Inc

Request assistance towards travel costs associated with participating in regular local competition.

Kms = 3,570

Recommendation as per travel formula \$750

## 6 Northern Southland College

Request assistance towards travel costs associated with participating in regular local competition.

Kms = 6,345

Recommendation as per travel formula \$1,000

### 8 May 2019

## 7 Otara Pony Club

Request assistance towards travel costs associated with participating in regular local competition.

Kms = 7,000

Recommendation as per travel formula \$1,000

### 8 Riverton Athletics Club

Request assistance towards travel costs associated with participating in regular local competition.

Kms = 800

Recommendation as per travel formula \$250

# 9 Te Anau Rugby Club

Request assistance towards travel costs associated with participating in regular local competition.

Kms = 5,000 +

Recommendation as per travel formula \$1,000

### 10 Tokanui Netball Club

Request assistance towards travel costs associated with participating in regular local competition.

Kms = 4,416

Recommendation as per travel formula \$750

### 11 Winton Football Club Inc

Request assistance towards travel costs associated with participating in regular local competition.

Kms = 7,000 +

Recommendation as per travel formula \$1,000

### Recommendation

**That the Community and Policy Committee:** 

- a) Receives the report titled "Southland District Council Sport NZ Rural Travel Fund Financial Report to 31 March 2019 and Application Summary" dated 30 April 2019.
- b) Determines that this matter or decision be recognised as not significant in terms of Section 76 of the Local Government Act 2002.
- c) Determines that it has complied with the decision-making provisions of the Local Government Act 2002 to the extent necessary in relation to this decision; and in accordance with Section 79 of the act determines that it does not require further information, further assessment of options or further analysis of costs and benefits or advantages and disadvantages prior to making a decision on this matter.
- d) Approve the allocation of funds for the Sport NZ rural travel fund as follows:

1	Aparima College Clay Target Team	\$500
2	Fiordland Athletic Club	\$500
3	Fiordland College	\$1,000
	Volleyball, Football, Hockey	
4	Fiordland Hockey Club	\$1,000
5	Netball Fiordland Club Inc	\$750
6	Northern Southland College	\$1,000
7	Otara Pony Club	\$1,000
8	Riverton Athletics Club	\$250
9	Te Anau Rugby Club	\$1,000
10	Tokanui Netball Club	\$750
11	Winton Football Club Inc	\$1,000

## **Background**

Southland District Council has administered the rural travel fund on behalf of Sport NZ since 2012. The rural travel fund was launched by Sport NZ in response to concerns raised by Territorial Authorities about the lack of participation in sport by young people living in rural communities.

### Issues

- 7 The applicants have met the requirements of the fund.
- 8 There is a travel formula which has been applied to the applications. The formula is calculated based on the number of kilometres travelled.
- 9 Any funds that are not distributed in this funding round are required to be returned to Sport NZ.

### **Factors to Consider**

### **Legal and Statutory Requirements**

The Sport NZ rural travel fund is administered in accordance with the Sport NZ/Southland District Council investment schedule, including terms and conditions, for 2018/2020.

### **Community Views**

11 The Sport NZ rural travel fund subsidies are appreciated by sports and school based clubs within the District.

### **Costs and Funding**

Grants and advertising costs are covered by the funding provided by Sport NZ.

### **Policy Implications**

13 The process meets Sport NZ requirements.

### **Analysis**

### **Options Considered**

14 The options for consideration are to either award grants to the applicant groups to assist with costs associated with 5 – 19 year olds participating in regular local competition – **or decline the applications.** 

### **Analysis of Options**

# Option 1 - Review and award grants to applicant groups

Advantages	Disadvantages	
fulfil Southland District Council's agreement to administer the Sport NZ rural travel fund on behalf of Sport NZ.	Southland District Council would not fulfil its obligation to administer the Sport NZ rural travel fund as per the investment schedule, including terms and conditions, for 2018/2020.	

### Option 2 – Not award grants to applicant groups

Advantages	Disadvantages
there are no advantages.	Southland District Council would not meet its obligation to Sport NZ as per the signed investment schedule and the remaining funding would be required to be returned to Sport NZ.

## **Assessment of Significance**

15 Not considered to be significant.

## **Recommended Option**

16 Option 1 – Review and award grants to applicant groups.

## **Next Steps**

17 Advise applicants the outcome of their application and arrange for payment of grant.

## **Attachments**

There are no attachments for this report.



# Southland District Council District Heritage Fund Financial Report to 31 March 2019 and Application Summary

**Record No:** R/19/4/7171

Author: Bronwyn Affleck, Administration Manager

Approved by: Rex Capil, Group Manager Community and Futures

☑ Decision
☐ Recommendation
☐ Information

## **Purpose**

The purpose of the report is for the committee to consider applications from four organisations, seeking grants to assist with the day-to-day running of local museums, heritage centres or similar type organisations within the Southland District Council boundaries.

# **Executive Summary**

- 2 Eligible museums, groups and organisations can apply to the District Heritage Fund, once a year, for assistance with operational costs.
- 3 Four applications have been received for the current funding round these being:
  - 1) Central Southland Vintage Machinery Club
  - 2) Fiordland Vintage Machinery Museum Inc
  - 3) Otautau Museum Trust
  - 4) Rakiura Trust
- Funding available for distribution is \$31,791 with the recommended amount for distribution being \$24,400.

# 5 District Heritage Fund - Financial Report to 31 March 2019

Summary	Actual
Opening balance, 1 July 2018	24,136
Add:	
Rates Revenue	47,055
Interest 2018/2019*	-
Reversal Prior Year Commitments	
Total	71,191
<u>Less:</u>	
Prior Year Commitments	-
Current Year Commitments	39,400
Advertising	-
Refunds	<del></del>
Total	39,400
Funds Available for General Distribution	31,791

<sup>\*</sup> Interest earned for the period has not been included. The actual amount will not be known until the end of the financial year when interest is allocated across Council's investments (30 June 2019).

Prior Years Commitments	Committed	Uplifted	Balance
Current Year Commitments	Committed	Uplifted	Balance
Switzers Museum (Waikaia) Inc	7,400	7,400	
Thornbury Vintage Tractor Club	3,000	3,000	
Waikawa Museum	8,000	8,000	
Wyndham & Districts Historical Society	2,000	2,000	
Riverton Heritage & Tourist Centre Trust – Te Hikoi	19,000	19,000	
	39,400	39,400	

# 6 District Heritage Fund Application Summaries

Funding Available \$31,791

Total of Recommendation \$24,400

### 1 Central Southland Vintage Machinery Club

Request assistance towards operational costs including: power, insurance, rates, stationery and postage, audit and bank fees.

Total Project Cost \$10,400

Amount Requested \$6,000 Recommendation \$5,700

### 2 Fiordland Vintage Machinery Museum Inc

Request assistance towards operational costs including:

Total Project Cost \$11,025

Amount Requested \$7,000 Recommendation \$6,000

### 3 Otautau Museum Trust

Request assistance towards operational costs including: internet costs, power, office, equipment and stationery.

Total Project Cost \$5,265

Amount Requested \$3,249 Recommendation \$2,900

### 4 Rakiura Heritage Trust

Request assistance towards operational costs including: administration costs, audit fees, insurance, electricity, accountancy fees, office and phone expenses.

Total Project Cost \$17,850

Amount Requested \$14,000 Recommendation \$9,800

## Recommendation

**That the Community and Policy Committee:** 

- a) Receives the report titled "Southland District Council District Heritage Fund Financial Report to 31 March 2019 and Application Summary" dated 30 April 2019.
- b) Determines that this matter or decision be recognised as not significant in terms of Section 76 of the Local Government Act 2002.
- c) Determines that it has complied with the decision-making provisions of the Local Government Act 2002 to the extent necessary in relation to this decision; and in accordance with Section 79 of the Act determines that it does not require further information, further assessment of options or further analysis of costs and benefits or advantages and disadvantages prior to making a decision on this matter.
- d) Approve the allocation of funds for the District Heritage Fund as follows:

1	Central Southland Vintage Machinery Club	\$5,700
2	Fiordland Vintage Machinery Museum Inc	\$6,000
3	Otautau Museum Trust	\$2,900
4	Rakiura Museum Trust	\$9,800

### **Background**

- 7 The District Heritage Fund was established in 2013 and collects approximately \$60,000 per annum via the District Heritage Rate.
- 8 The Fund supports the operational costs of District museums, heritage groups and organisations.

### Issues

- 9 The applicants have met the requirements of the fund.
- Any funds that are not distributed in this funding round are retained in the District Heritage Fund reserves.

### **Factors to Consider**

### **Legal and Statutory Requirements**

11 Aligns with Southland District Council's District Heritage Fund Policy.

## **Community Views**

12 Established in 2013 the Fund is part of Council's Annual Plan process.

### **Costs and Funding**

Grants awarded are covered by the District Heritage rate collected annually.

### **Policy Implications**

14 The process meets the current Southland District Council policy relating to the District Heritage Fund.

### **Analysis**

### **Options Considered**

15 The option for consideration is to either awards grants to the applicant groups to assist with operational costs – or decline the applications.

### **Analysis of Options**

# Option 1 – Review and award grants to applicant groups

Advantages	Disadvantages	
Fulfil Southland District Council's commitment to offer and award grants to museums and heritage groups and organisations to assist with operational costs.	Southland District Council would not fulfil its commitment of offer and award grants to District museums and heritage groups and organisations to assist with operational costs.	

### Option 2 – Not award grants to applicant groups

Advantages	Disadvantages
There is more monies in the District Heritage Fund.	<ul> <li>Museums and heritage groups and organisations struggle to cover operational costs.</li> </ul>

## **Assessment of Significance**

16 Not considered to be significant.

## **Recommended Option**

Option 1 – review and award grants to applicant groups. 17

## **Next Steps**

Advise applicants the outcome of their application and arrange for payment of grant. 18

## **Attachments**

There are no attachments for this report.



# Southland District Council Community Initiatives Fund Financial Report to 31 March 2019 and Application Summary

**Record No:** R/19/4/7364

Author: Bronwyn Affleck, Administration Manager

Approved by: Rex Capil, Group Manager Community and Futures

☑ Decision
☐ Recommendation
☐ Information

## **Purpose**

The purpose of the report is for the committee to consider the 24 applications received, seeking grants for a variety of projects.

# **Executive Summary**

- The Southland District Council Community Initiatives Fund Financial Report to 31 March 2019 and a summary of applications received for consideration in the funding round closing 31 March 2019, including recommendations, are contained in the report for review and approval.
- 3 The Southland District Council Community Initiatives Fund is available to eligible groups and organisations to assist with a broad range of projects and initiatives.
- 4 24 applications have been received for the current funding round. Funding available for distribution is \$69,743.

# 5 Community Initiatives Fund Financial Report to 31 March 2019

Summary	Actual	
Opening balance, 1 July 2018	239,793	
Add:		
Rates Revenue	82,665	
Reversal Prior Year Commitments	5,500	
Interest 2018/2019*		
Total	327,957	
Less:		
Advertising	-	
Prior year Commitments outstanding	5,500	
Current Commitments	57,468	
Refunds/Stale Cheques/Reversals	(4,754)	
Total	58,214	
Funds Held in Reserves	269,743	
Less:		
Minimum Balance Required	200,000	
Funds Available for General Distribution	69,743	

\* Interest earned for the period has not been included. The actual amount will not be known until the end of the financial year when interest is allocated across Council's investments (30 June 2019).

Prior Year Commitments	Committed	Uplifted	Balance
2001/2002 Rakiura Carving Pole	2,500	2,500	-
2016/2017 Fiordland Rowing Club Inc	2,000	-	2,000
2016/2017 Gorge Road Country Club	1,500	-	<b>1,5</b> 00
2017/2018 Balfour Gun Club Inc	4,000	4,000	-
2017/2018 Riverton Heritage Tourist Centre Trust	3,000	3,000	-
2017/2018 Camp Columba	2,500	2,500	-
2017/2018 Lumsden Playcentre	2,000	-	2,000
2017/2018 Northern Southland Community Resource Centre	950	950	-
2017/2018 Riverton District Baths	1,324	1,324	-
2017/2018 Riverton Heritage Tourist Centre Trust	2,500	2,500	-
2017/2018 South Catlins Promotions	2,000	2,000	-
	24,274	18,774	5,500

7.3

Current Year Commitments	Committed	Uplifted	Balan
Otautau Museum	2,000	2,000	
Alex McKenzie Memorial Arboretum Charitable Trust	\$1,000	1,000	
'Artist of Southland' Group	\$868	868	
Athol CDA	\$2,500	-	2,5
Central Southland Gun Club	\$2,000	2,000	
Central Southland Senior Citizens	\$2,500	2,500	
Central Southland Vintage Machinery Club	\$750	750	
Drummond Primary School	\$3,000	3,000	
Fiordland Community Swimming Pool Assn Inc	\$2,000	2,000	
Fiordland Trails Trust	\$4,000	4,000	
Garston CDA	\$1,000	-	1,0
Gorge Road CDA	\$1,000	-	1,0
Lumsden CDA	\$500	-	5
Lumsden CDA	\$1,500	-	1,5
Makarewa Squash Club	\$750	-	7
Mokotua Public Hall Society	\$300	300	
Northern Southland Community Resource Centre Charitable Trust	\$1,500	1,500	
Otara Community Charitable Trust	\$2,500	2,500	
Otautau Promotions	\$1,000	1,000	
Quarry Hills Cemetery Trust	\$1,200	1,200	
Rakiura Hummingbirds	\$1,200	1,200	
South Catlins Charitable Trust	\$2,000	=	2,0
South Coast Environment Society	\$3,000	3,000	
Takitimu Swimming Club	\$1,200	1,200	
Te Anau Golf Club	\$2,000	2,000	
Te Anau Waitangi Day 2019	\$1,500	1,500	
Templeton Flax Milling Heritage Trust	\$2,000	2,000	
Venture Southland – 2019 Southland Arts Festival	\$3,000	3,000	
Wild Bush / Waipango WWI Relocation & Restoration Committee.	\$1,000	1,000	
Wendon Hall Committee	\$3,000	3,000	
Winton Central Bowling Club	\$1,000	1,000	
Wyndham Edendale Community Health Trust	\$1,200	-	1,2
Venture Southland – Water Treatment Course (up to \$3,500)	\$3,500	1,925	<b>\$</b> 1,
_	57,468	45,443	12,0
<u> </u>	57,468	45,443	1
Refunds/Stale Cheques/Reversals 2017/2018 Riverton Heritage Tourist Centre Trust (accrued twice in 2017/	(3,000)	(3,000)	
2017/2018 - VS - Welcome Ambassadors Programme (refunded portion of grant not used as project did not go ahead)	(2,000)	(1,754)	
	(5,000)	(4,754)	

Community Initiatives Fund application summaries 4 Funding available \$69,743

Total of recommendations \$56,600

#### 1 Balfour Home + School Assn

Request assistance towards costs associated with re-lining and painting the community swimming pool, painting and changing rooms and exterior of facility.

The pool is used by Balfour School every day in summer terms. The playcentre group use the pool regularly during December, January and February. Cubs and Scouts and Plunket groups also utilise the pool and it is open to the general public outside of school hours.

Total project cost \$11,500

Amount requested \$3,000 Recommendation \$3,000

#### 2 **Balfour Playcentre**

Request assistance towards costs associated with extending the existing steps to the raised sandpit. This would make the sandpit edge safer and more easily accessible for the children who are aged between 0 - 5 years.

Total project cost \$3,278

Amount requested \$1,250 Recommendation \$1,250

#### 3 **Dipton Community Baths Trust**

Request assistance towards costs associated with replacing the sand, spider gaskets and seals in the pool filters and replacing the old galvanised line under the concrete that fills the pool.

The pool is utilised by school pupils – 60 students, Dipton playgroup – 26 children, key holders – 36 families and is open for all social events held at the school during summer.

Total project cost \$4,313

Amount requested Recommendation \$1,500 \$1,500

#### 4 Eastern Southland Hockey Assn – 727 members – 149 reside in SDC area = 20%

Request assistance towards costs associated with redeveloping the Eastern Southland Hockey Assn facilities, providing a two story pavilion with changing rooms, showers, toilets and a storage area.

Due to the increase of players and spectators viewing from the sideline means people in the pavilion cannot see the turf. Spectators vary in age and it is important to provide a warm and dry place with good visibility of the turf. The new facility would incorporate office space for administration, referees and tournament administrators.

During winter the turf is utilised 7 days a week:

Monday night year 5-6 play hockey.

Tuesday – Thursday practices, training, coaching of coaches.

## 8 May 2019

Friday night – Year 1 -4 players and Division 1 Men and Women Comp.

Saturday – Division 2 games

Sunday – Division 3 and 4 games.

Total project cost \$650,000

Amount requested \$10,000 Recommendation

Committee to discuss

### 5 Edendale Rugby Club

Request assistance towards costs associated with the installation of double glazed doors onto the decking area, allowing safer indoor/outdoor flow and an extra space for functions.

Total project cost \$8,858

Amount requested \$2,500 Recommendation \$2,500

### 6 Scout Assn of NZ – Edendale Group

Request assistance towards costs associated with upgrading the Edendale Scout Hall facility including:

Upgrading the hot water system, electrical wiring, kitchen including replacing the windows, wheelchair access ramp at entrance and fire exit and creating a wheelchair accessible toilet.

Upgraded facilities will make the hall more user friendly for our Scouts and the wider community.

The Edendale Scout Group uses the facility 3 times a week, plus for a monthly meeting. The facility is available to the public for hire.

Total project cost \$41,177

Amount requested \$5,000 Recommendation

Committee to consider - in conjunction with the Financial and Reserve Contribution Fund application

### 7 Lumsden Heritage Trust

Request assistance towards costs associated with the removal from the Oreti River bank of two 1885 steam locomotives and tenders.

Heavy earth moving equipment and lifting gear will be used to remove these rear heritage items.

Once removed and transported to Lumsden Railway Station they will be set as a static display and restored.

Total Project cost \$157,248

Amount requested \$5,000 Recommendation \$5,000

### 8 Lumsden Playcentre

Request assistance towards costs associated with developing a running water play feature with natural plantings, rocks and a self-draining pool.

The Playcentre is focussed on increasing the number of natural resources and decreasing the number of 'plastic-fantastic' items.

Total project cost \$6,387

Amount requested \$3,000 Recommendation \$1,500

## 9 Northern Southland Community Resource Centre Charitable Trust

Request assistance towards costs associated with the continuation of community programmes including: community garden projects, Menzshed, youth programmes, seniors programmes, the cycle and celebrate annual event and hosting guest speakers. Funding is also requested to ensure the community coordinator receives the appropriate training to assist in meeting the community's needs.

(Programmes \$6,670 - Training \$1,974)

Total project cost \$8,644

Amount requested \$3,612 Recommendation \$3,000

### 10 Ohai Nightcaps Lions Club Inc

Request assistance towards costs associated with the repair and display of a historic Duncan 4 wheel wagon in Nightcaps.

The wagon was donated to the Nightcaps Jubilee Committee approximately 40 years ago, by a local farmer, for use in the celebrations. Following the Jubilee the wagon was keep in storage and a local family has recently given their authority for the Ohai Nightcaps Lions Club to keep and display the wagon within the community.

The wagon will be displayed, and include an interpretation panel, on the main road at the entrance to Nightcaps.

Total project cost \$18,285

Amount requested \$1,500 Recommendation \$1,500

### 11 Parenting Place Charitable Trust – Attitude Youth Division

Request assistance towards costs associated with presenting the programme to students within the SDC area.

(22 x presentations SDC high school/intermediate students)

Attitude's objective is to encourage mental and emotional resilience and to help prevent youth suicide, teen pregnancy, drug and alcohol abuse and a low sense of worth. The programme provides young people with a quality programme that challenges them to think by giving them information they need to make well-informed decisions about their future and behaviours. Students are equipped with effective strategies to deal with the pressures they face as teenagers.

Total project cost \$11,052

7.3

Amount requested \$3,000 Recommendation \$2,000

### 12 Rotary Club of Fiordland

Request assistance towards costs associated with creating a beachfront BBQ and shelter at the eastern end of the Te Anau township overlooking the most photographed shot of Lake Te Anau.

Also the installation of an information board at the beginning of the new Lake Te Anau to Lake Manapouri Cycle Trail, The board will provide essential information and maps, educational and safety material, as well as marking the trail's starting point.

Total project cost \$15,732

Amount requested \$2,000 Recommendation \$2,000

### 13 Stewart Island Rakiura Community Board

(a) Request assistance towards costs associated with the installation of an outdoor power point facility which would be utilised for Gala Days, ANZAC Day and other community events.

The facility would enable audio and visual equipment options.

Total project cost \$5,000

Amount requested \$5,000 Recommendation

\$1,500

(b) Request assistance towards costs associated with upgrading the tracks, improve signage (historical interpretation interactive panels) and building maintenance at Motorau Moana Gardens.

Total project cost \$10,000

Amount requested \$10,000 Recommendation \$2,500

## 14 Stewart Island Winter Sports Club

Request assistance towards travel costs associated with adult supervisors and coaches required when the children are travelling to participate in sport on the mainland.

Island children are regularly involved (weekly in winter) in sporting activities in Invercargill and Queenstown.

Invercargill activities include: soccer, mountain biking and rugby and Queenstown for mountain biking. None of these activities are available on the Island and all required adult involvement if children are to participate.

The club assists with fundraising and all monies raised go towards supporting families and children to participate in sporting activities.

Total project cost \$2,580

Amount requested \$1,000 Recommendation \$1,000

### 15 Southland Heritage + Building Preservation Trust

(a) Request assistance towards costs associated with repairs to Sinclair's Miners Cottage in Nightcaps including: replacing and painting some weatherboards and front window frames.

Total project cost \$1,800

Amount requested \$1,500 Recommendation \$1,000

(b) Request assistance towards costs associated with Stage 3 of KohiKohi Cottage including: interior painting, interior linings, skirtings and architraves, plumbing and final electrical fit off.

Total Project Cost \$108,477

Amount Requested \$10,000 Recommendation \$5,000

### 16 Tokanui Golf Club

Request assistance towards the purchase of a greens mower.

Total project cost \$25,000

Amount requested \$5,000 Recommendation \$3,000

Subject to securing the balance of funding to enable the project to proceed

### 17 Tokanui Outdoor Bowls

Request assistance towards costs associated with the purchase and installation of a watering system.

Greens are used five days a week throughout summer.

Total project cost \$22,869

Amount requested \$8,000 Recommendation \$3,000

Subject to securing the balance of funding to enable the project to proceed

### 18 Waikawa Cemetery Trust

Request assistance towards the purchase of a ride-on lawn mower to maintain the Cemetery in a tidy manner.

Total project cost \$6,000

Amount requested \$2,000 Recommendation \$2,000

### 19 Waikawa Museum

7.3

Request assistance towards costs associated with re-roofing the Waikawa church.

The Waikawa Museum are the custodians of the church.

The church is open to the public every day and is booked for weddings and used in conjunction with the Arts Festival.

Total project cost \$19,015

Amount requested \$2,000 Recommendation \$2,000 Subject to securing the balance of funding to enable the project to proceed

### 20 Woodlands Swimming Pool & Recreational Trust

Request assistance towards costs associated with repairs and maintenance of the swimming pool. Including: the purchase and installation of a new sand filter, a chemflow water management system and health and safety signage.

The pool also requires re-cladding and a heating upgrade.

Total project cost \$87,638

Amount requested \$7,638 Recommendation \$5,000 Subject to securing the balance of funding to enable the project to proceed

### 21 Wyndale Softball Club

Request assistance towards the purchase of t-ball equipment.

Since 2016 the number of children playing T-ball has increased from 48 to 96.

Teams include primary school children from Edendale, Wyndham, Glenham and Tuturau and a few from Mataura and Te Tipua schools.

Total project cost \$3,098

Amount requested \$1,550 Recommendation \$1,550

### 22 Seaward Downs Domain

Request assistance towards costs associated with disposing of the old school building situated on the domain grounds.

Exterior cladding will be removed and the building will be burnt with the assistance and attendance of the fire brigade. Remaining debris will be removed and disposed of appropriately.

Total project cost \$ Unknown

Amount requested \$2,000 Recommendation up to \$2,000

### 23 Otautau Golf Club

7.3

Request assistance towards the purchase of a mower to groom fairways.

Total project cost \$5,000

Amount requested \$2,000 Recommendation \$2,000

### 24 Venture Southland - ILT Kidzone Festival - Bus Subsidy

Request assistance towards costs associated with providing a bus service to and from the 2019 ILT Kidzone Festival for residents within the SDC area at a subsidised rate of \$2.00 per return ticket.

Total Project Cost \$303,855

Amount Requested \$1,800 Recommendation \$1,800

### Recommendation

**That the Community and Policy Committee:** 

- a) Receives the report titled "Southland District Council Community Initiatives Fund Financial Report to 31 March 2019 and Application Summary" dated 1 May 2019.
- b) Determines that this matter or decision be recognised as not significant in terms of Section 76 of the Local Government Act 2002.
- c) Determines that it has complied with the decision-making provisions of the Local Government Act 2002 to the extent necessary in relation to this decision; and in accordance with Section 79 of the Act determines that it does not require further information, further assessment of options or further analysis of costs and benefits or advantages and disadvantages prior to making a decision on this matter.
- d) Approve the allocation of funds for the Community Initiatives Fund as follows:

1 Balfour Home and School Association \$3,000 2 Balfour Playcentre \$1,250 3 Dipton Community Baths Trust \$1,500 4 Eastern Southland Hockey Association Committee to discuss 5 Edendale Rugby Club \$2,500 6 Scout Association of New Zealand Edendale Group conjunction with F&RCF application 7 Lumsden Heritage Trust \$5,000 8 Lumsden Playcentre \$1,500 9 Northern Southland Community Resource Centre Charitable Trust 10 Ohai Nightcaps Lions Club Inc \$1,500 11 Parenting Place Charitable Trust Attitude Youth Division 12 Rotary Club of Fiordland \$2,000 13 Stewart Island/Rakiura Community Board a) installation of outdoor power points b) upgrading tracks.  14 Stewart Island Winter Sports Club \$1,000 15 Southland Heritage and Building Preservation Trust a) Sinclair's Miners Cottage b) KohiKohi Cottage \$5,000 16 Tokanui Golf Club \$3,000 subject to securing the balance of funding	T -	- 14 · 11 · 10 · 10 · 10	1
3 Dipton Community Baths Trust 4 Eastern Southland Hockey Association 5 Edendale Rugby Club 6 Scout Association of New Zealand Edendale Group 7 Lumsden Heritage Trust 8 Lumsden Playcentre 9 Northern Southland Community Resource Centre Charitable Trust 10 Ohai Nightcaps Lions Club Inc 11 Parenting Place Charitable Trust Attitude Youth Division 12 Rotary Club of Fiordland 13 Stewart Island/Rakiura Community Board a) installation of outdoor power points b) upgrading tracks.  14 Stewart Island Winter Sports Club 15 Southland Heritage and Building Preservation Trust a) Sinclair's Miners Cottage b) KohiKohi Cottage Tokanui Golf Club  16 Tokanui Golf Club  \$ \$1,500 \$ \$1,500 \$ \$2,500 \$ \$1,500 \$ \$2,500 \$ \$1,500 \$ \$2,500 \$ \$1,000 \$ \$2,500 \$ \$2,500 \$ \$2,500 \$ \$3,000 subject to securing the balance of	1	Balfour Home and School Association	\$3,000
4 Eastern Southland Hockey Association 5 Edendale Rugby Club 6 Scout Association of New Zealand Edendale Group 7 Lumsden Heritage Trust 8 \$5,000 8 Lumsden Playcentre 9 Northern Southland Community Resource Centre Charitable Trust 10 Ohai Nightcaps Lions Club Inc 11 Parenting Place Charitable Trust Attitude Youth Division 12 Rotary Club of Fiordland 13 Stewart Island/Rakiura Community Board a) installation of outdoor power points b) upgrading tracks.  14 Stewart Island Winter Sports Club 15 Southland Heritage and Building Preservation Trust a) Sinclair's Miners Cottage b) KohiKohi Cottage 16 Tokanui Golf Club 5 Committee to discuss \$2,500  Committee to discuss \$2,500  Committee to discuss \$2,500  Committee to consider in conjunction with F&RCF application conjunction conj		,	
5Edendale Rugby Club\$2,5006Scout Association of New Zealand Edendale GroupCommittee to consider in conjunction with F&RCF application7Lumsden Heritage Trust\$5,0008Lumsden Playcentre\$1,5009Northern Southland Community Resource Centre Charitable Trust\$3,00010Ohai Nightcaps Lions Club Inc\$1,50011Parenting Place Charitable Trust Attitude Youth Division\$2,00012Rotary Club of Fiordland\$2,00013Stewart Island/Rakiura Community Board a) installation of outdoor power points b) upgrading tracks.\$1,50014Stewart Island Winter Sports Club\$1,00015Southland Heritage and Building Preservation Trust a) Sinclair's Miners Cottage b) KohiKohi Cottage\$1,00016Tokanui Golf Club\$3,000 subject to securing the balance of	3	Dipton Community Baths Trust	\$1,500
6 Scout Association of New Zealand Edendale Group Committee to consider in conjunction with F&RCF application 7 Lumsden Heritage Trust \$5,000 8 Lumsden Playcentre \$1,500 9 Northern Southland Community \$3,000 Resource Centre Charitable Trust 10 Ohai Nightcaps Lions Club Inc \$1,500 11 Parenting Place Charitable Trust \$2,000 Attitude Youth Division 12 Rotary Club of Fiordland \$2,000 13 Stewart Island/Rakiura Community Board \$1,500 a) installation of outdoor power points b) upgrading tracks.  14 Stewart Island Winter Sports Club \$1,000 15 Southland Heritage and Building Preservation Trust a) Sinclair's Miners Cottage b) KohiKohi Cottage \$5,000 16 Tokanui Golf Club \$3,000 subject to securing the balance of	4	<b>Eastern Southland Hockey Association</b>	<b>Committee to discuss</b>
Edendale Group  Conjunction with F&RCF application  Lumsden Heritage Trust  Lumsden Playcentre  Northern Southland Community Resource Centre Charitable Trust  Ohai Nightcaps Lions Club Inc  Parenting Place Charitable Trust  Attitude Youth Division  Rotary Club of Fiordland  Stewart Island/Rakiura Community Board a) installation of outdoor power points b) upgrading tracks.  Stewart Island Winter Sports Club  Southland Heritage and Building Preservation Trust a) Sinclair's Miners Cottage b) KohiKohi Cottage  Tokanui Golf Club  Southland Community \$1,500 \$1,500 \$1,500 \$2,500 \$1,000 \$1,000 \$1,000 \$1,000 \$1,000 \$2,500 \$1,000 \$2,500 \$1,000 \$2,500 \$2,500	5	Edendale Rugby Club	\$2,500
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8 Lumsden Playcentre \$1,500 9 Northern Southland Community \$3,000 Resource Centre Charitable Trust 10 Ohai Nightcaps Lions Club Inc \$1,500 11 Parenting Place Charitable Trust Attitude Youth Division 12 Rotary Club of Fiordland \$2,000 13 Stewart Island/Rakiura Community Board a) installation of outdoor power points b) upgrading tracks.  14 Stewart Island Winter Sports Club \$1,000 15 Southland Heritage and Building Preservation Trust a) Sinclair's Miners Cottage b) KohiKohi Cottage \$5,000 16 Tokanui Golf Club \$3,000 subject to securing the balance of			application
9 Northern Southland Community Resource Centre Charitable Trust 10 Ohai Nightcaps Lions Club Inc 11 Parenting Place Charitable Trust Attitude Youth Division 12 Rotary Club of Fiordland 13 Stewart Island/Rakiura Community Board a) installation of outdoor power points b) upgrading tracks.  14 Stewart Island Winter Sports Club 15 Southland Heritage and Building Preservation Trust a) Sinclair's Miners Cottage b) KohiKohi Cottage 16 Tokanui Golf Club  \$3,000 subject to securing the balance of	7	Lumsden Heritage Trust	\$5,000
Resource Centre Charitable Trust  10 Ohai Nightcaps Lions Club Inc  11 Parenting Place Charitable Trust Attitude Youth Division  12 Rotary Club of Fiordland  13 Stewart Island/Rakiura Community Board a) installation of outdoor power points b) upgrading tracks.  14 Stewart Island Winter Sports Club 15 Southland Heritage and Building Preservation Trust a) Sinclair's Miners Cottage b) KohiKohi Cottage  16 Tokanui Golf Club  \$1,500 \$1,500 \$1,000 \$1,000 \$1,000 \$1,000 \$1,000 \$2,500 \$1,000 \$2,500 \$1,000 \$2,500 \$3,000 subject to securing the balance of	8	Lumsden Playcentre	\$1,500
10 Ohai Nightcaps Lions Club Inc 11 Parenting Place Charitable Trust Attitude Youth Division 12 Rotary Club of Fiordland 13 Stewart Island/Rakiura Community Board a) installation of outdoor power points b) upgrading tracks.  14 Stewart Island Winter Sports Club 15 Southland Heritage and Building Preservation Trust a) Sinclair's Miners Cottage b) KohiKohi Cottage 16 Tokanui Golf Club \$1,000 \$5,000 \$1,000 \$3,000 subject to securing the balance of	9	Northern Southland Community	\$3,000
11 Parenting Place Charitable Trust Attitude Youth Division  12 Rotary Club of Fiordland 13 Stewart Island/Rakiura Community Board a) installation of outdoor power points b) upgrading tracks.  14 Stewart Island Winter Sports Club 15 Southland Heritage and Building Preservation Trust a) Sinclair's Miners Cottage b) KohiKohi Cottage 16 Tokanui Golf Club  \$2,000 \$1,500 \$2,500 \$1,000 \$1,000 \$1,000 \$5,000 \$1,000 \$5,000 \$1,000 \$5,000 \$1,000 \$5,000 \$1,000 \$5,000 \$1,0		Resource Centre Charitable Trust	
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12 Rotary Club of Fiordland \$2,000  13 Stewart Island/Rakiura Community Board a) installation of outdoor power points b) upgrading tracks.  14 Stewart Island Winter Sports Club 15 Southland Heritage and Building Preservation Trust a) Sinclair's Miners Cottage b) KohiKohi Cottage 16 Tokanui Golf Club  \$2,000 \$1,500 \$2,500 \$1,000 \$1,000 \$1,000 \$5,000 \$5,000 \$5,000 \$5,000	11	Parenting Place Charitable Trust	\$2,000
Stewart Island/Rakiura Community Board a) installation of outdoor power points b) upgrading tracks.  14 Stewart Island Winter Sports Club 15 Southland Heritage and Building Preservation Trust a) Sinclair's Miners Cottage b) KohiKohi Cottage 16 Tokanui Golf Club  \$1,000 \$1,000 \$5,000 \$3,000 subject to securing the balance of		Attitude Youth Division	
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a) installation of outdoor power points b) upgrading tracks.  14 Stewart Island Winter Sports Club \$1,000  15 Southland Heritage and Building Preservation Trust a) Sinclair's Miners Cottage b) KohiKohi Cottage \$1,000 \$5,000  16 Tokanui Golf Club \$3,000 subject to securing the balance of	13	Stewart Island/Rakiura Community	
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14 Stewart Island Winter Sports Club \$1,000  15 Southland Heritage and Building Preservation Trust a) Sinclair's Miners Cottage \$1,000 b) KohiKohi Cottage \$5,000  16 Tokanui Golf Club \$3,000 subject to securing the balance of		a) installation of outdoor power points	\$2,500
15 Southland Heritage and Building Preservation Trust a) Sinclair's Miners Cottage b) KohiKohi Cottage 55,000  Tokanui Golf Club \$3,000 subject to securing the balance of		b) upgrading tracks.	
15 Southland Heritage and Building Preservation Trust a) Sinclair's Miners Cottage b) KohiKohi Cottage 55,000  Tokanui Golf Club \$3,000 subject to securing the balance of			
15 Southland Heritage and Building Preservation Trust a) Sinclair's Miners Cottage b) KohiKohi Cottage 55,000  Tokanui Golf Club \$3,000 subject to securing the balance of			
Preservation Trust a) Sinclair's Miners Cottage b) KohiKohi Cottage  Tokanui Golf Club \$3,000 subject to securing the balance of	14	Stewart Island Winter Sports Club	\$1,000
a) Sinclair's Miners Cottage \$1,000 b) KohiKohi Cottage \$5,000  16 Tokanui Golf Club \$3,000 subject to securing the balance of	15	_	
b) KohiKohi Cottage \$5,000  16 Tokanui Golf Club \$3,000 subject to securing the balance of		Preservation Trust	
16 Tokanui Golf Club \$3,000 subject to securing the balance of		a) Sinclair's Miners Cottage	\$1,000
securing the balance of		<u> </u>	\$5,000
	16	Tokanui Golf Club	\$3,000 subject to
funding			securing the balance of
			funding

17	Tokanui Outdoor Bowls	\$3,000 subject to securing the balance of funding
18	Waikawa Cemetery Trust	\$2,000
19	Waikawa Museum	\$2,000 subject to securing the balance of funding
20	Woodlands Swimming Pool and Recreational Trust	\$5,000 subject to securing the balance of funding
21	Wyndale Softball Club	\$1,550
22	Seaward Downs Domain	Up to \$2,000
23	Otautau Golf Club	2,000
24	Venture Southland – for ILT Kidzone Festival Bus Subsidy	1,800

#### **Background**

- 7 The Community Initiatives Fund supports:
  - the development of community facilities or amenities including: community centres/halls, war memorials, local reserves and picnic areas, playgrounds, walkways and tracks, sports fields, swimming pools, changing room facilities.
  - sport and recreational opportunities.
  - · community programmes, activities or events.
  - assistance for other initiatives outside the above broad categories may be provided at the discretion of the committee.
- 8 The total amount of funds available for distribution per annum is \$100,000.

#### **Issues**

9 The applicants have to meet the requirements of the Community Initiatives Fund.

#### **Factors to Consider**

## **Legal and Statutory Requirements**

10 Aligns with Southland District Council's Community Initiatives Fund Policy.

## **Community Views**

11 The fund is part of Council's Annual Plan process.

### **Costs and Funding**

Grants awarded are covered by the funding allocated for distribution through the Community Initiatives Fund.

#### **Policy Implications**

13 The process meets the current Southland District Council policy relating to the Community Initiatives Fund.

### **Analysis**

#### **Options Considered**

14 The option for consideration is to either review and award grants to the applicant groups to assist with various projects – or decline the applications.

## **Analysis of Options**

### Option 1 -

Advantages	Disadvantages		
fulfil Southland District Council's commitment to offer and award grants to groups and organisations to assist with various community projects and initiatives	Southland District Council would not fulfil its commitment to offer and award grants to eligible groups and organisations to		

assist with various community projects and initiatives.

## Option 2 -

Advantages	Disadvantages		
there is more monies in the Community     Initiatives Fund	eligible groups and organisations may not secure the required funding to carry out their community projects and initiatives		

## **Assessment of Significance**

15 Not considered to be significant.

## **Recommended Option**

16 Option 1 – review and award grants to applicant groups.

## **Next Steps**

17 Advise applicants the outcome of their application and arrange payment of grants awarded.

## **Attachments**

There are no attachments for this report.



# Funding Request - Financial and Reserves Contribution Fund

**Record No:** R/19/4/6707

Author: Tina Harvey, Community Development Planner
Approved by: Rex Capil, Group Manager Community and Futures

 $\square$  Decision  $\boxtimes$  Recommendation  $\square$  Information

## **Purpose**

- The purpose of this report is to present information regarding a request for funding of upgrades to the Edendale Scout Hall submitted by the Edendale Scout Group. The letter of request is included in attachment A.
- Funding is being requested from the Financial and Reserves Contribution fund. This fund is being reviewed as part of a wider review of community assistance and grant funding.

## **Executive Summary**

- The Edendale Scout Group wish to make application to the Financial and Reserves Contribution Fund for \$20,000 to go towards upgrades to their Scout Hall.
- 4 This grant is to be considered by the Community and Policy committee. If the grant is agreed to by the committee, council will need to approve the unbudgeted expenditure.
- The committee in making a decision needs to consider the relevant sections of the Southland District Plan 2001, under which the contributions were received, the resource consent conditions for the contribution being allocated and any further correspondence entered into with the contributor as part of the resource consent.
- Additionally the committee may wish to add in additional resolutions to this report in reference to point five.

# Southland District Council Financial and Reserve Contribution Fund As at 31 March 2019

Summary		
		Actual
Opening balance, 1 July 2018		
Contribution Reserve	287,178	
Fonterra Contribution Reserve	412,035	699,213
Add:		
Interest 2018/2019*		-
Refunds		
Total Funds		699,213
Less:		
Current Year Commitments		42,000
Prior year Commitments		32,000
		74,000
Funds Available for Distribution		625,213

\* Interest earned for the period has not been included. The actual amount will not be known until the end of the financial year when the interest allocation across the Council's total investments and associated reconciliation of reserves is finalised at the end of the financial year (30 June 2019).

Prior Years Commitments	Committed	Uplifte d	Balance
Lumsden Toilet	15,000	15,000	-
District Wide Amenity	17,000	<u> </u>	17,000
	32,000	15,000	17,000
Current Year Commitments	Committed	Uplifted	Balance
Edendale Primary School	30,000	30,000	-
Edendale Commmunity Pool Society	12,000	12,000	-
	42,000	42,000	-
<u>Refunds</u>			
Nil	<u>-</u>	<u>-</u>	-
Total Refunds	<u> </u>	-	-
	<del></del>		-

8.1

### Recommendation

**That the Community and Policy Committee:** 

- a) Receives the report titled "Funding Request Financial and Reserves Contribution Fund" dated 1 May 2019.
- b) Determines that this matter or decision be recognised as not significant in terms of Section 76 of the Local Government Act 2002.
- c) Determines that it has complied with the decision-making provisions of the Local Government Act 2002 to the extent necessary in relation to this decision; and in accordance with Section 79 of the Act determines that it does not require further information, further assessment of options or further analysis of costs and benefits or advantages and disadvantages prior to making a decision on this matter.
- d) Considers the request from the Edendale Scout Group and supports the funding application for the upgrade to the Edendale Scout Hall from the Financial and Reserves Contribution.
- e) Recommends to Council that it approve unbudgeted expenditure of \$20,000 to the Edendale Scout Group for upgrades to the Edendale Scout Hall to be funded from the Financial and Reserve Contribution Fund.

#### **Background**

- The Scout Hall, located at 43 Seaward Downs Road Edendale, was purchased by the Edendale Scout Group in 1972. The Edendale Scout Group operates under the umbrella of the Scout Association of New Zealand with the title of the hall being held by this association.
- 9 Since 2017 the Edendale Scout Group has undertaken a variety of upgrades to their facility. These upgrades have included the installation of two new heat pumps, replacement of the roof, painting the outside of the facility, upgrade of the storage area, purchase of a new oven, painting of the concrete floor in the kitchen and toilet area and hedge removal, to name a few.
- A large number of volunteer hours have gone into the renovations and upgrades to date. Please refer to attached information for details of the Maintenance and Development Plan.
- The Edendale Scout Group currently has 30 members. The Hall is used at least three times a week for Scout related activities and is also used for monthly meetings. It is available for public hire and in the past it has been utilised for birthday parties and gym classes. The planned upgrades will ensure that this facility is more user friendly and better meets the needs of the community.
- 12 The Edendale Scout Group request funding for the following:
  - Upgrade to a gas hot water system
  - Installation of a dishwasher
  - Hot water connection to toilets
  - Replacement of windows
  - Upgrade electrical wiring as well as outside lighting
  - Installation of new kitchen cupboards
  - Drainage and downpipes
  - Alterations to building for provision for disabled access.

The total project cost is \$41,177, of which they are seeking \$20,000 from the Financial and Reserve Contribution Fund.

#### Issues

- 13 The Financial and Reserves Contribution Fund is part of the Southland District Council review of community assistance and grant funding review.
- In regards to the consideration of how the money is able to be spent, the committee needs to take guidance from both the resource consent, any additional correspondence with the contributor and the Southland District Plan 2001 under which it was collected.

#### **Factors to Consider**

### **Legal and Statutory Requirements**

15 The Financial and Reserve Contribution Fund is made up of development levies invoiced as a result of any development over \$500,000. These were collected as financial contributions under the Resource Management Act.

### **Community Views**

No community views have been sought on this particular application. As it is contributions received under the act the application needs to fulfil the conditions noted within the district plan and consent.

### **Costs and Funding**

- 17 The funding request is to the Financial and Reserves Contribution Fund for \$20,000. As at 31 March 2019 there was \$625,213 available for distribution.
- 18 The majority of the fund is made up of contributions from Fonterra or its name sakes.
- As part of the grant funding review being undertaken, Council's financial team are undertaking a detailed review of the monies received and granted to date. As part of this process, Council staff will be looking to identify any correspondence undertaken with contributors that further identified the ways in which council would be looking to distribute the monies.
- At this stage, Council staff have identified that a number of the resource consents issued with Fonterra and its namesakes notes or made comment about how each would be spent.
- When the Edendale-Wyndham Community Board cancelled the development of a new community centre at Edendale three contributions totalling \$305,000 were transferred back into the Financial and Reserve Contribution Fund. These are now available for re-distribution.
- The first was for \$35,000 from a 1997 Southland Dairy Co-op contribution which notes in the decision letter that the "Council will utilise this financial contribution in order to provide for additional community facilities and services which are necessitated by the rapid expansion of the dairying sector in Southland".
- The second was for \$70,000 from a 2001 contribution for Drier 2 to NZMP, this in a report to the Edendale Community Board noted that "after negotiation with company representatives, the Resource Planning Committee 'tagged' the funds" this included \$70,000 towards the upgrade/new development of Edendale Hall.
- The third was for \$200,000 from a 2003 contribution for Drier 3 to NZMP. In correspondence to the company in December 2002, it was notes that Council's Resource Planning Committee "declines to resolve at this stage as to how this money will be allocated, but signals that it considers that the following projects are projects worthy of consideration when allocation of this contribution is being considered by the Council's Allocations Committee:
  - Possible future Edendale water and/or sewerage schemes
  - Seaward Road and Ferry Road, Edendale, stormwater and kerb and channel upgrading
  - Upgrading of chlorination in existing limited Edendale water scheme

- Wyndham sewerage scheme
- Edendale co-response vehicle replacement.
- Edendale Primary School playground upgrade,
- District wide funding for ecological habitat protection.
- District wide funding for reserve maintenance and upgrading.

The Committee further considers that prior to any allocation of such funding, consultation by Council staff with the Edendale and Wyndham Community Boards should occur.

### **Policy Implications**

- Under Councils delegations policy, Council is required to approve any unbudgeted expenditure over \$10,000. As such any approval by the Committee of the grant will require Councils approval for the unbudgeted expenditure.
- Section 6.2.2 of the Southland District Plan 2001, outlines the specifics around development of the Edendale Dairy Plant development. Section 6.2.6 Financial Contributions of this states:
  - (a) The Council may impose a financial contribution for developments in the Edendale Dairy Plan Development Plan Area the value of which exceed \$500,000.
  - (b) The financial contribution shall not exceed 0.5% of the value of which exceed \$500,000.
  - (c) The purpose of the imposition of the financial contribution shall be to remedy, mitigate or offset adverse effects arising from, in consequence of, or in association with, any development.
  - (d) The use of the financial contributions shall be for one or more of the following in the Edendale Township, its environs or the District generally;
    - Offsetting additional demands on infrastructure and utility services by Council.
    - Offsetting additional demands on community and recreational facilities.
    - Restoring or enhancing amenity values.
    - Restoring or enhancing open space and landscaping
  - (e) The Council will assess the need for, and quantum of, a financial contribution on a case by case basis as development occurs having regard to:
    - The significance of the adverse effect.
    - The extent to which the adverse effect can be dealt with successfully by other means.
    - Any proposals to mitigate or remedy the adverse effects.
    - Any direct positive community benefits arising from the development.
  - (f) If applying the provisions of this clause Council shall regard to the fact that in the circumstances money is the preferred form of contribution.
- Further to this, as noted above in the "Costs and Funding" section, each consent indicated generally how the money would be spent. It is advised that the committee in making a decision acknowledges from which consent any funding would be granted and notes what additional steps it deems appropriate to empower the above comments. Additionally it is recommended that where necessary appropriate resolutions are added to this report.

## **Analysis**

## **Options Considered**

28 The options for consideration is to either support or decline the funding request in full or in part.

### **Analysis of Options**

## Option 1 – In full or in part approve the grant to the Edendale Scout Group to be funded from the Fonterra Financial Contributions

Advantages	Disadvantages	
<ul> <li>Upgrades to the Scout Hall can be completed which will improve the safety and functionality of the Hall.</li> <li>The upgrades will provide a more user friendly facility for the community to utilise.</li> </ul>	<ul> <li>This application has not been considered as part of a wider project seeking funding.</li> <li>Southland District Council are in the process of reviewing all community assistance and grant funding including the Financial and Reserves Contribution Fund.</li> <li>The committee may not agree that it has met the spirit of the previous correspondence with the contributors or received enough detail on this to make a decision.</li> </ul>	

## Option 2 – Decline the grant funding request

Advantages	Disadvantages		
Funds from the Financial and Reserve Contribution Fund are not allocated until the grant funding review is completed.	There is potential that the upgrades will be delayed while further funding options are investigated.		
Allows additional research or discussions to occur.	Recently funding was allocated to Edendale School – which was allocated before the completion of the funding review.		

## **Assessment of Significance**

29 In terms of Councils significance policy, this issue is not considered significant.

### **Recommended Option**

30 Option 1 – In full or in part approve the grant to the Edendale Scout Group to be funded from the Fonterra Financial Contributions.

### **Next Steps**

31 Advise applicant on outcome of funding request.

## **Attachments**

A Edendale Reserve Fund Application - Edendale Scout Group U

Southland District Council C/O Mrs Bronwyn Affleck



Edendale Scout Group C/- Birgit Pemberton 507 Pioneer Highway R D 4 Gore 9774 021 251 8188 edendalescouts@gmail.com SCOUTS.OTG.NZ

Edendale, 25 March 2019

#### Dear Chairperson,

We, the Edendale Scout Group, are wishing to apply for funding from the Southland District Council/Edendale Reserve Fund in order to continue with our Scout Hall renovation.

We are upgrading the hot water system, installing kitchen cupboards, updating the electrical wiring and building wheelchair access ramps as well as modify the toilets for wheelchair access for phase 3 of our renovations and maintenance plan.

This will not only ensure a safe and up to code building but will enable us to make the Scout Hall available to the wider community to use for meetings, gatherings and celebrations.

Our project costs are lying at \$41,177 and we wish to apply for a contribution of \$20,000. The difference will be made up with grant applications and fundraising as per our attached plan.

Since June 2017 we have already successfully installed two new heat pumps and replaced the roof as well as painted the outside of the den, upgraded the storage area and collaborated with the neighbour to remove the big hedge at the back of the section. In the last financial year, the Edendale Scout Group has raised \$13100 through fundraising activities alone and we received grants for phase 1 and 2 of our project worth \$14750, from the funders listed in our attached plan.

Fundraising is ongoing with a cheese roll fundraiser, Triflor open day, van driving, manning bars at functions and Crank up firmly in our plan for the year. We are budgeting on raising \$5000 this financial year.

So far, we are also counting roughly 210 volunteer hours for working bees related to the project.

Please find attached a comprehensive renovation plan with quotes as well as a summary of work already completed.





Our group are enthusiastic, yet small in numbers and with time commitments to our families and work, we would be very appreciative if you consider this application for funds towards phase 3 of our Scout Hall renovation.

As we have conflicting information about where to apply for this fund, if you could please see that our letter is forwarded to the correct person/organisation.

Yours faithfully,

Allister Gauldie Scout Group Leader

Birgit Pemberton Chair Person Bypi Burbarton

## **Edendale Scout Hall Maintenance and Development plan**

Development and Maintenance plan I	Edendale Scout Hall – spreadsheet	page 1
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Phase 1 - heatpumps and roof

Phase 2 - painting, storage areas, hedge and fence

Grants received for completed stages page3

### Phase 3 Renovations Plan page4

List of Projects

Summary of quotes and total cost page5

Notes page 6

Anticipated timeline of Completion

## Funding Plan page 7

fundraising

funders to approach

### Quotes attached

Financials attached

## A) Development and Maintenance plan Edendale Scout Hall - completed

#### Phase 1 - heatpumps and roof

#### Phase 2 - painting, storage areas, hedge and fence

What	Who	When	cost	Funds raised via	Status	notes
Heating upgrade- installation of 2 heat pumps	Progressive engineering	Winter 2017	\$5520 gst incl	\$2000 SDC community innitiatives Fundraising acitivities	Project completed	
Purchase of second hand benchtop with sink and dishwasher	Private	September 2017	\$280.00	Fundraising money	Benchtop installed 12 volunteer hours \$204	Dishwasher to be connected
Replace roof on den	Yeo contracting	May 2018	19274.40\$ gst inclusive	\$10000 TTCF (MLT) August 17 Fundraising money	Project completed	
Paint outside of Scout Hall and fence	Volunteers	Completed in March 2018	\$810 in paint and tools 100 volunteer hours @min wage \$1710	Fundraising money for pmnt of paint and tools	Project completed	Free hire of cherry picker for high walls 1x working bee for cleaning and prepping building
Upgrade freestanding oven	100Selectrix Gore	Purchased in March 2018	\$ 1185 incl.	\$ 1000 grant from Fundraising money	Project completed, oven installed February 2019	Free installation by supplier
Painting of concrete floor in kitchen and toilet area	Volunteer	February 2019	\$360 for paint 10 volunteer hours \$ 170	Fundraising money for paint	Project completed	Some paint left over

1

In 2018 during our working bees (Oct 6 and Nov 17) and in volunteers' own times we also achieved the following

Store room upgrade	volunteers	Oct and Nov 2018	1 bucket of paint \$85 and tools \$25	Fundraising money	Project completed	
Clear out of store room, repainting, assembling and installing storage cupboards			50 Volunteer hours \$850	money	yes	Fibre boards donated by dongwha
Assembling and installing media cupboard to protect beamer and whiteboard			16 volunteer hours \$272		yes	Fibre boards donated, screws donated
Front gate	Johnsons		Free repairs		yes	
restoration	Wireworks Southern Industrial coating		Free powder coating		yes	
Front fence upgrade	Volunteers Harrisons's supplies Gore		Metal gate donated, metal pipes stripped with grinding discs and repainted		yes	Grinding discs and spray paint donated worth around \$600
Collaboration with neighbor for removing of overgrown boundary hedge at back of property and fencing	Volunteers		5 volunteer hours 5 hrs Tractor and Trailer work @\$150/hr and 2hrs of post driving @\$100 donated total \$950 &\$85 labour		yes	Plus neighbour's hours of work and a pile of donated firewood for the Scouts

2

Partial painting of	Volunteers	30 volunteer hrs	complete in	
inside walls and		\$510	kitchern and	
ceilings		Paint already at	toilet area	
		den		

Total project cost to date: \$28240.00

Total grants and donations received: \$17850.00

Total fundraising and donations in 17/18 financial year: \$13109.00

Total volunteer hours related to the project: 211

## **Grants Received for this project:**

#### Funder:

Wyndham Charitable trust May 2017 \$ 750

Southland District Council June 2017 \$ 2,000

MLT – TTCS Aug 2017 \$10,000

Rural Communities dec 2017 \$ 1,000

3

## B) Phase 3 Renovations Plan in order of importance:

- 1) Upgrade hot water system to Gas hot water, install dishwasher and replace taps for kitchen sink, hot water to toilets, replace windows
- 2) Update Electrical wiring, plugs to dishwasher, hot water system as well as outside lighting
- 3) Kitchen cupboards and benchtop
- 4) Drainage and downpipes
- 5) Make hall wheelchair accessible: merge two toilets into one replace plumbing to cater for handicapped, alter walls

Add ramps and replace front door and fire exit door

## **Summary of Quotes:**

Quotes for	Company	cost		ave	rage
gas hot water system	Progressive	\$	5,400.00	\$	4,580.00
	Blair sheddan Plumbing	\$	4,542.00		
	Southern plumbing and heating	\$	3,795.61		
down pipes and drainage	Blair Sheddan Plumbing	\$	2,530.00	\$	4,700.00
	Rohan Mahon Plumbing	\$	6,842.50		
disability toilet plumbing and fitting	Blair sheddan Plumbing	\$	2,750.00	\$	1,800.00
	Plumbing World Invercargill	\$	999.00		
kitchen cupboards and stainless top	Turning Point Joinery	\$	4,900.00	\$	5,100.00
	Hokonui Kitchens	\$	5,422.00		
Electrical upgrade	Donald Electrical Ltd	\$	3,629.62	\$	4,700.00
	Progressive Engineering	\$	5,750.00		
heavy duty switchboard cabinet		\$	1,380.00		
windows x4	Fairview windows	\$	2,547.22	\$	2,547.22
building work	MG Rodgers Building	\$	17,250.00	\$	17,250.00
	Shane Knapp building	awaitin	ng quote		
	building consent	\$	500.00	\$	500.00
				\$	41,177.22

#### Notes:

- For windows we have chosen to work with Fairview windows, Invercargill. They have previously replaced a pane of glass for free. Installation of the new windows will be done by volunteers, this is a saving of approx. \$500 per window.
- > Installation of kitchen cupboards and bench top will be done by volunteers, again savings of around \$800.
- > We will provide a volunteer to assist the builder to help keep labor cost at a minimum.
- > All necessary painting work will gain be done by volunteers

## Anticipated timeline of completion:

Hot water upgrade August 2019

Windows August 2019

Electrical upgrade August 2019

Kitchen cupboards September 2019

Building work for disability access April 2020

6

## c) Funding Plan

## Fundraising plan for 2019

Staffing bar and kitchen at a private function	March 2019:	\$ 500
Cheese Roll fundraiser	May 2019:	\$2000
Tulip Day fundraiser	October 2019	\$1500
Green lip Mussel sale	Nov 2019	\$1000
	Total:	\$5000

## Grant applications planned for this project:

Funders:	amount applying for:
Southland District council Community initiative fund	\$ 5000
Edendale Reserve Fund	\$20,000
MLT	\$ 5000
The Southern Trust	\$ 1000
стоѕ	\$10,000

. 7

#### Actuals Edendale Scouts 2017/2018

	Oct	Nov	Dec .	Jan	Feb	Mar /	Apr	Мау	June	July	Aug	Sep	Total
ncome													
Subs	80	702.75	300			1290	880	936	365		965	100	5618.75
Camp Income		30					178.83						208.83
Tent/Den Hire													
undraising		390	280	2023.4	4268.6	982	2708	1299	2498	1286	539.9		16274.9
nterest/Other	1.53	251.4	1001.38	1.52	1.58	1.76	26.95	1.93	0.45	32.54	972.52	0.44	2294
l'otal	81.53	1764.15	1581.38	2024.92	4270.18	2273.76	3793.78	2236.93	2863.45	1318.54	2477.42	100.44	24396.48
Expenses													
Admin						159.95		5.19					165.14
Power	76.64	107.65	88.46	106.69	99.79	111.51		110.69	140.07	108.88	126.94	5.28	1082.6
Rates		225.82						225.84			224.14		675.8
nsurance					225.82								225.82
Maintenance			520.35		152.01	262.79	1185		19274.4	275	;		21669.55
Badges/Books/Scarves			95.4					243.8	46.1		85.5	192.8	663.6
Levies/Leader Train	736.25		783.75								1472.34		2992.34
<b>Activity Resources</b>	87.47		222.58		32.93	25.4						54.27	422.65
CampExpenses		76.59	249.74					178.83					505.16
Fundraising Expenses	200		605.25	400	162.97	167.7	2720.18			1090.19	)		3165.91
Other Expenses						48.4	214.66	18.86			1172.95		1454.87
Total	1622.36	410.06	2565.53	506.69	673.52	775.75	4119.84	783.21	19460.57	6409.17	3081.87	252.35	33023.44

Note to the difference in income and expuses - The grant of \$10,000 fell into the previous financial year

ACCOUNT HUITIDET. This summary date:

DE Direct entry

U3 U902 UU11456-00

Summary number:

1 March 2019 101

## Your transactions

TYPE HAVE OF OTHER PARTY.	the control of the co	The state of the s		OPENING BA	ALANCE	2,430.66
BP Clark Divide O	TRANSACTION PARTIC	CULARS	MONEY OUT \$	MONEY IN \$	DATE	BALANCE \$
Clark Rhind S	noddys firewood p		The state of the s	1,000.00	20 Feb	3,430.66
Contact Energy Ltd	Directpay 1001591	146 Ddpower	128.57		22 Feb	3,302.09
Birgit Pemberton	Internet Payment 2	28929311	695.42		25 Feb	3,302.09
	100948		362.24		25 Feb	2,244.43
				CLOSING BA	LANCE	2,244.43
R Credit	OD Overdrawn	BP Bill Payment	DD Direct debit	DE (	Direct entry	

As soon as you receive this statement, please check the transactions and let us know if anything is incorrect. Any transactions that have been listed under money in or money out within the last few business days of this summary may be subject to clearance. If any of these items are not paid, your balance will be adjusted, and you will be advised in your next statement.

## Totals

\*Stpac New Zealand Limited

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If you have any questions please call us on 0800 400 600, 7am to 11pm, seven days a week. To report lost or stolen cards or PINs (Personal Identification Number) phone 0800 888 111, 24 hours a day.

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## EDENDALE SCOUT GROUP FINANCIAL REPORT

1<sup>ST</sup> February – 28<sup>th</sup> February 2019

MAIN ACCOUNT

Opening balance

\$2430.66

INCOME

Fundraising \$1000.00

Total Income

\$1000.00

**EXPENSES** 

Contact Energy \$128.57

Reimburse Birgit \$695.42

Wrightsons (Chq) \$362.24

Total Expenses \$1186.23

Closing balance

\$2244.43

JAMBOREE ACCOUNT

Closing balance

\$4532.07

#### Hokonui Kitchens & Joinery Ltd 11 Huron St Gore 2086366

Edendale Scouts Edendale

### Bench unit

Too supply bench unit with stainless steel top  $\,4000$  L x 600 D x 900 H \_Set of 4 drawers , 6 doors , 2 shelves All materials  $\,18$  mm prefinish board

\$4,717.00 plus gst

## THE TURNING POINT JOINERY LIMITED

Kitchens Individually Designed & Built Just For You

Phone/Fax: 03 2080752 Mobile: Phil 027 2010487.

Duane 027 2010415.

Delivery: Charlton Lane. SH1. Gore. Postal: PO Box 16. Gore.

## QUOTE

No2813

Customer: Edendale Scouts

Address: edendalescouts@gmail.com

Dear: Birgit,

We have pleasure in quoting you as per attached plans and specifications to

supply,

Kitchen Joinery:

Unit Size - 900h x 600d x 4000w 1 x 4 drawer cabinet. 700w. 3 x 2 door cupboards. 1088w.

- · Stainless Steel Bench Top. 40mm Square edge. Classic Finish.
- Internal Cabinetry. Prefinished Gloss white. All 18mm.
- Doors Drawer Fronts & Seen Panels. Prefinished Plain Colour. 18mm.
- Doors Drawer Fronts & Seen Panels Edged with 2mm PVC.
- Blum Hinges & Harn Ritma Soft Close Drawers.
- Handles. PC Sum \$9.00each.

Total: \$4,900.00 GST Inclusive.

This Price Excludes the following: Electrical, Plumbing, Alterations to Existing Chattels, Delivery & Installation.

I would like to extend to you my personal guarantee of quality and satisfaction with the workmanship and materials used on our joinery.

Please contact Phil for any further inquires.

Signed: Phil

Date: 22.02.19

Total

Quote

Quote #:

1878

**Edendale Scouts** 

NEW ZEALAND

PO Box 68, Gore 9740 Showroom: 10a Ontario Street, Gore Phone/Fax 03 208 5841 | Mobile 0274 054 773 email sheddan@ispnz.co.nz

Date: 25/02/2019

Order No:

Account: 7328 Reference:

Sales Rep:

Quote Expires 27/03/2019

Rate

Page No.: Job Number:

Quantity Code Description

A/ Edendale Hall , Stormwater drainage, Access Bathroom , Gas Hot system , Kitchen Plumbinh

Thank you for the opportunity to price the above job

I have allowed for the following:

1. Supply and install Gas Hot water system

2. Stormwater Drainage picking up down pipes running to Soak Hole as discussed , ( Subject to Council Approval ) 3. Access bathroom , Care toilet Suite , Wall basin and Mixer tap

4. Kitchen plumbing and sink mixer

5. PC Sum Digging and Gravel costs for soak Hole

6. Plumbers labour and Travel to complete the job

Thank for the opportunity to price the above job

I have allowed for the following:

SP	Gas Hot water system	1.00	3500.00	3500.00
SP	Stormwater Drainage and Soak Hole	1.00	1200.00	1200.00
SP	Access bathroom plumbing and Fittings	1.00	2390.00	2390.00
SP	Kitchen Plumbing and Sink Mixer	1.00	450.00	450.00
SP	PC Sum Digging and Gravel Costs	1.00	1000.00	1000.00
SP	Plumbers labour and Travel	1.00	3000.00	3000.00

Thank you for your custom.  We appreciate the opportunity to present this Quote.	Freight GST Exclusive GST	0.00 11540.00 1731.00
	Rounding GST Inclusive	0.00

Showroom 43 Medway Street Gore 9740 admin@gsph.co.nz Tel. 03 208 7560



#### **CUSTOMER QUOTATION NO. 43690**

Edendale Scouts 43 Seaward Downs Road Edendale 9825 Site: Edendale Scouts

Site Contact:

Salesperson: Wendy Gibson Created Date: 03/12/2018 Valid For: 30 Day(s)

## Description QUOTE FOR NEW GAS HOT WATER INSTALLATION

- Supply and install Rinnai Infinity 24 gas hot water heater on outside wall of hall.
- Run water pipes, in Dux Secura pipe system, from new water heater and connect to new pipework under bench and lag as required.
- Install gas bottle station on outside wall of hall.
- Run new gas supply from gas bottle station to new gas water heater, commission and certify as required.
- Run new hot and cold water pipes to 2 sinks in new kitchen
- Supply and install 2 new Methven Echo bench mounted mixers
- Leave in clean and tidy working condition.

#### NOTE

- Please note califont and sink mixers are supplied at cost to Edendale Scouts
- No allowance for electrical connection for gas water heater.
- No allowance for maintenance work on existing plumbing fixtures.
- No allowance for the connection of hot water to toilets

Sub-Total ex GST	\$3,300.53
GST	\$495.08
Total inc GST	\$3,795.61

Work Authorisation and Quote Acceptancel/We hereby accept the attached Quotation and
authorise Southern Plumbing & Heating Ltd(Southern) to complete the work and/or supply of goods
as outlined in the Quotation at the addresss specified in the Quotation.I/We declare that the details
provided are true and correct and acknowledge that I/We have read understood and agree to be
bound by the attached Terms and Conditions of Trade.I/We understand that no work will commence

\$3,300.53
\$495.08

\$3,795.61

Page 1/3



14 February 2019

7 Bill Richardson Drive PO Box 597 Invercargill P 03 2144292 M 021844903 michael.cairns@proplumber.co.nz

Birgit Pemberton 507 Pioneer Highway Brydone RD4 Invercargill 9774

Dear Birgit

Quotation no. Q19053

Thank you for the opportunity to quote installing gas hot water and connecting up the two kitchen sinks and dish washer in the Edendale church/hall.

I am pleased to present the following quotation for your approval: -

## Install 26l Rinnai Hot Water Unit and kitchen Plumbing

What we have allowed for:

•	26l Rinnai gas unit and associated pipe work	\$ 2800
•	2x standard kitchen sink mixer taps	\$ 400
•	Connect hot and cold water to 2x kitchen sink tap	\$ 700
•	Connect up domestic style dish washer	\$ 200
•	New waste pipe and trap for new kitchen sink	\$ 300
•	Estimate for electrical work required to connect up the gas unit and dish washer only	\$1000

## All Labour, Materials and Travel to Install

\$ 5400 + GST

No allowances have been made for obtaining a building consent. Owner to organize if required as discussed.

## ROHAN MAHON

PLUMBING + DRAINLAYING

## QUOTATION

Reference: 0140
24 February 2018
Edendale Scouts
Dear Birgit,
RE: Stormwater Drainage
Please find below details for the works as discussed.
Drainlaying Total \$5,950.00 (GST exclusive)
This quote is for the drains to be supplied and installed as discussed with Birgit.
We have allowed for the following: - Supply and install 60m of stormwater drainage from existing downpipes to new soak hole - Supply and install of 6 new PVC downpipes - Supply and install new soak hole at rear of section - Removal of soil from excavation of soak hole
We have <u>not</u> allowed for the following: - Sumps - Removal of existing water tank
<ul> <li>Permit fees if needed</li> <li>Plans and specifications required by Council</li> </ul>
<ul> <li>Cable location</li> <li>If plans are subject to changes by the Council, this quote will be voided</li> </ul>
 This quote is valid for 60 days only.

🖺 027 535 0440 @admin@rmplumbing.co.nz 🎯 151 Tanner Street, Invercargill, 9810 www.rmplumbing.co.nz



7 Bill Richardson Drive, PO Box 597, Invercargill 9840 P 03 2144292 F 03 2145408 E info@milking.co.nz www.progressiveengineering.co.nz

21 March 2019	Quotation no	. 19095
Scout Hall Attention: Alister Gauldie allister.gauldie@pggwrightson.co.nz		
Thank you for the invitation to quote for electrical work at the Scout Hall.  I am pleased to present the following quotation for your approval: -		
Lighting, new circuits, switchboard		
<ul> <li>Replace switchboard with enclosed type complete with MCB and RCD protect</li> <li>Run new circuit to kitchen area and install 15amp dishwasher plug, two goodbeen double plugs and one outside plug for gas califont</li> <li>Replace existing rubber cabling as required</li> <li>Supply and install 2x200w LED high bay in apex of hall for main lighting</li> <li>Supply and install 1 x LED sensor light at entrance door and three 100w flood existing outside lighting.</li> </ul> All Labour, Materials & Travel to Install \$4,750.0	eneral purp	
All Labour, Materials & Travel to Install \$4,750.0	JU + GS I	Ц
Range		
Supply and install range plug and socket		
All Labour, Materials & Travel to Install \$250.0	00 + GST	
Heavy Duty Switchboard Cabinet		
Upgrade to heavy duty switchboard cabinet.		
All Labour, Materials & Travel to Install \$1200.0	00 + GST	

M G Rodgers Builder Ltd

4 Dundas Street Gore

0274893596

**Edendale Scouts** 

c/o Birgit Pemberton

Seaward Road, Edendale

20 March 2019

Scout Den Quote

This price is to supply and fit front door, emergency door and window in toilet, Knock out wall in toilet and form a new wall with two doors. Form two concrete ramps with path to entrance gate.

I have not allowed for plumbing and Electrical work.

Total \$14890.00 Plus Gst

Kind regards,

Mike Rodgers

MG Rodgers Builder Ltd

## DONALD ELECTRICAL Ltd

30 Seaward Road EDENDALE

GST Invoice No.: 00008158 GST Reg. Number: 84-867-659

DATE

5/03/2019

Bill To:

Edendale Scout Den C/O A Gauldie 1 Brydone Street Edendale 9825

#### TERMS OF CREDIT

- \*Payment due20th of month
- \* 3% Interest per month added to Overdue accounts
- \* All costs incurred in recovering payment are at Debtors expense

1	ESTIMATE TO WIRE 15 AMP SOCKET FOR DISHWASHER, POWER TO GAS WATER HEATER, REPLACE TRS CABLES, REPLACE OUTSIDE LIGHTING WITH LED LIGHT FITTINGS AND INSTALL LED LIGHTING IN HALL, ALSO REPLACE SWITCHBOARD AND INSTALL RCD PROTECTION	\$1,167.00	\$1,167.00
1	18W SWITCHBOARD	\$159.10	\$159.10
1	MAIN SWITCH	\$26.50	\$26.50
5	MCB'S	\$19.90	\$99.50
2	RCD'S	\$109.37	\$218.74
1	COC	\$16.00	\$16.00
1	PDL 89DI	\$14.65	\$14.65
2	20MM CONDUIT	\$3.76	\$7.52
76	2/2.5MM + E	\$2.80	\$212.80
4	50W LED FLOODLIGHTS	\$130.34	\$521.36
2	HI BAY LED FITTING	\$257.00	\$514.00
1	PDL 89DI	\$14.65	\$14.65
1	PDL 392	\$28.90	\$28.90
1	PDL W/P SOCKET	\$48.40	\$48.40
1	PDL W/P BASE	\$29.80	\$29.80
1.5	32MM CONDUIT	\$6.31	\$9.47
4	PDL 555/5	\$16.95	\$67.80

SALE AMOUNT

\$3,156.19

GST

\$473.43

TOTAL DUE

\$3,629.62

Please write invoice number and account name on back of your cheque payment "THANK YOU"For direct credit our account number is 0609250321762 00

## QUOTATION

Quote Number. 00870806

Customer. Edendale Scout Group

edendalescouts@gmail.com 0212518188

Account Number. 085082

Deliver To. Edendale Scout Group

edendalescouts@gmail.com

0212518188

plumbingworld

GST REG NO. 49-560-257

Supplied From. Invercargill PWL

27 Bill Richardson Drive

Avenal

Phone. 03 211 0316

Fax. 03 214 9907

Email.

Date. 28/02/19 Expiry Date. 30/03/19

Quoted By. 9503 - Lesa Saunders

Quote Ref.

Product	Description	Qty	им	Unit Retail Inc GST	Unit Nett Inc GST	Extension Inc GST
TOT-DISSET'WH	Toto Valdes 4.5L Disabled S Trap BE T/Suite White	1	ea	583.00	470.00	470.00
V569'WH1	Caroma Faun Wall Basin c/w Bkt White 1TH	1	ea	262.99	185.00	185.00
FCBMC	Felton Care Basin Mixer 40mm A/P	1	ea	190.00	150.00	150.00
LEV750SHAPEDS	LeVivi 750mm L Shaped Grab Rail S/Steel	1	еа	160.00	120.00	120.00
AQL-RW32OFCP	32mm Pop Up Reflex Waste c/w O/Flow Chrome	1	ea	40.00	30.00	30.00
AQL-BTS32 BTS32	Aqualine 32mm Standard Bottle Trap Chrome	1	ea	65.00	44.00	44.00
Special Instruction	ons plied in accordance with our Standard	i Terms of Trac	le.	GS	<b>Э</b> Т	\$130.30

Prices on this quote are deemed correct unless advised before the supply of goods. **Total incl GST** \$999.00 This is a Quotation - Do not treat as a Tax Invoice

— your team in black —

Plumbing World Ltd, 27 Bill Richardson Drive, Avenal, Invercargill 9810 Phone 03 211 0316, Fax 03 214 9907 www.plumbingworld.co.nz







Thwaites Aluminium 47 Mersey Street Invercargill 9810 P 0800 432478 F 03 2144942

**Edendale Scouts** 

43 Seaward Rd

Edendale 9825 Ph: 021 251 8188

07 March, 2019

Dear Birgit Pemberton

**Thwaites Aluminium Limited** 

47 Mersey Street Invercargill 9810

Phone: 03 214 4941 Fax: 03 214 4942

Email: NA Client No. 10474

Quote No. 93608A No. of Units: 4

Re: Scout Hall, New windows x 4, Supply

Email: office@lowburnag.nz

We have pleasure in quoting you as per the attached details outlined below and attached schedule:

We have allowed to Supply Ex-Factory (i.e At Sellers Premises)

Variations:

These prices are additional to the Quotation and are exclusive of GST

- Extra for installation on site by Thwaites Aluminium

\$1,845.00

Please note: We have quoted you the following options (GST Excl.)

- Extra: Custom bent head flashings (reccommended) (Refer schedule 93608B)

- Scout Hall, New windows x 4, Supply

(Refer schedule 93608A)

\$2,214.97 \$2,748.81

+\$533.84

Ben Frantz Sales Estimator

Mobile: 027 537 5897 Email: ben@thwaitesaluminium.co.nz

Cash Quotation

\$2,331.55

I/We accept this quotation and agree to the attached Conditions of Sale. Buyer, Note: This quotation total includes a 5.00% discount based on if paid within 7 days of reciept of goods.

Sign: DEPOSIT REQUIRED: \$1,273.61 (Incl. GST)

Date:

\$116.58 \$2,214.97 \$332.25

GST: **Total Price:** \$2,547.22

Quotation: (93608A)

Discount:

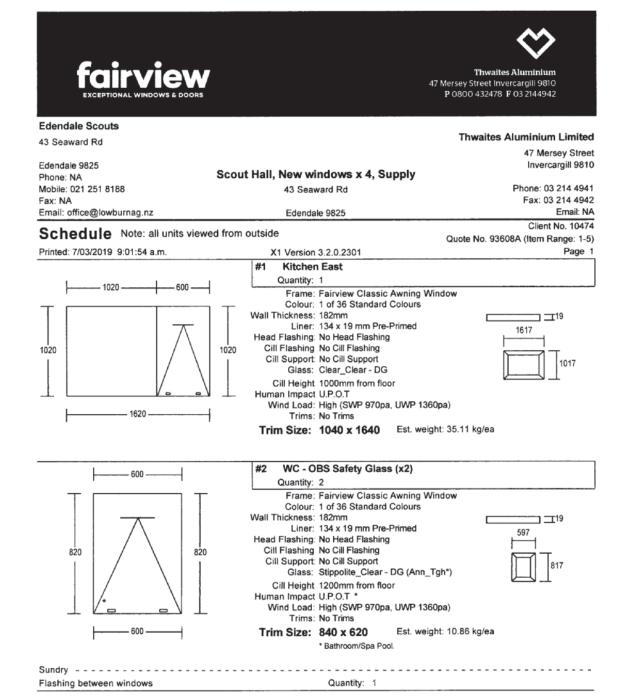
Subtotal:

For your convenience payments may be made directly into the following account: BANK A/C #: 031743 0023574 00 Visa & Mastercard accepted 2.5% extra charged.

If this quotation is not received by the Seller signed on behalf of the Buyer within 30 days of the date of this Quotation, the Seller is entitled to treat any attempt to accept this Quotation as void.

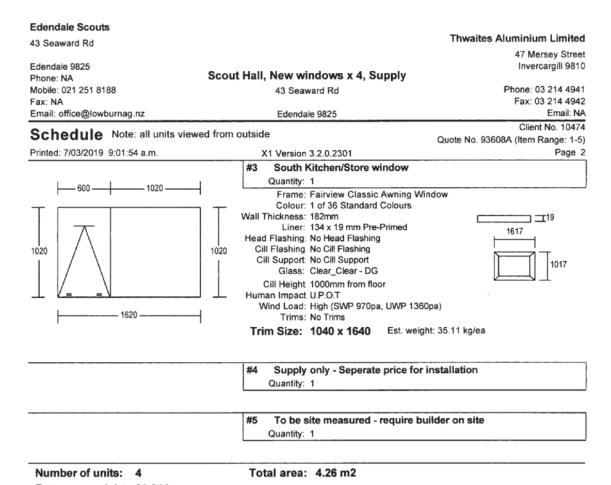


fairviewwindows.co.nz





fairviewwindows.co.nz



Est. gross weight: 91.94 kg



# Customer Satisfaction Survey Report August 2018 - March 2019

**Record No:** R/19/4/7235

Author: Trudie Hurst, Group Manager Customer Delivery

Approved by: Steve Ruru, Chief Executive

☐ Decision ☐ Recommendation ☐ Information

### **Executive summary**

As part of the 2018-28 Long Term Plan, it was identified by staff that there was the opportunity to have an independent research company complete the Request for Service (RFS) customer satisfaction and Net Promoter Score (NPS) surveys.

### **Findings and opportunities**

- The results of the survey reveal a number positive indicators such as the overall NPS score of 35, (demonstrates the customers are happy to refer people to use the RFS service) and how satisfied the customers are with the service they receive at the first point of contact. Common improvements relate to the timeliness of the issue resolution and communication back to the customer. Having this independent assessment of the service supports the activity managers with the relationship management with the contractors.
- To support process improvement, the results highlighted customer frustration with the Building Consent processes. This allows the leadership team to look for solutions to improve the customer experience and suitable options are currently being investigated.

### Recommendation

**That the Community and Policy Committee:** 

a) Receives the report titled "Customer Satisfaction Survey Report August 2018 - March 2019" dated 1 May 2019.

### **Attachments**

A Customer Satisfaction Survey Report August 2018 - March 2019 J



### Customer Satisfaction Survey

### Overview

PublicVoice has been contracted by Southland District Council (SDC) to carry out a customer satisfaction survey for the SDC call centre. The research findings will enable SDC to deliver a positive and consistent service to its customers.

# Methodology

#### Sampling

- A random stratified sampling of customers is used to select prospective respondents.
- Stratification uses the 'Department' variable to ensure even representation across departments.
- Measures have been be put in place to ensure that a contact is only called once within a 12-month period.

#### Calls

- Telephone calls are conducted between the hours of 10:00am and 7:00pm.
- No messages are left. If the call goes unanswered two further attempts will be made to complete the survey.
- All calls are made from the PublicVoice office by trained PublicVoice staff.

#### Contact Requested

 Survey respondents will be asked if they would like a follow up call from Council. Requests for follow up calls are directly emailed to SDC.



## **Customer Satisfaction Survey**

Start Date: August 2018End Date: March 2019

### **Participants**

Total number of customers contacted: 239

### Project Management

The survey has been managed by PublicVoice Ltd. Any queries regarding this report can be addressed to:

#### Jared Bothwell

PublicVoice Account Director 04 589 5552 jared@publicvoice.co.nz

### **Response Overview**

	%	n
Building Control	36%	85
Community Engineers	30%	72
Roading	14%	33
Waste & Water Services	14%	33
Finance	2%	4
Property	2%	4
Transport	1%	3
Resource Planning	1%	2
GIS	1%	2
Customer Service	0%	1
	1000/	222













#### RESEARCH OBJECTIVES

#### WHAT WE LEARNED

#### **KEY INSIGHTS**

1. Establish the level of satisfaction with the service respondents received when they first called

90% of respondents are service they received when they first called

Satisfaction with call handling has been consistently h

- The top-rated\* Department's are:
- 1. Customer Service (5.0)
- 2. Commercial Infrastructure (5.0)
- 3. GIS (5.0)
- 4. Knowledge Management (5.0)

2. Establish the level of satisfaction with the time it took to resolve the request

75% of respondents are satisfied with time it took to resolve their request

Some respondents expressed concern with the time it took for their request to be resolved. Improved communication around the status of the query would It to resolve this issue.

The lowest-rated\* Departments are:

- 1. Property (2.3)
- 2. Transport (2.5)
- 3. Community Engineers (3.9)
- 4. Building Control (3.9)

3. Establish the level of satisfaction with the outcome of the request

75% of respondents are outcome of their request

Satisfaction with the outcome of requests has been consistent over the last 8 months.

The top 3 rated\* Departments are:

- 1. Customer Service (5.0)
- 2. GIS (5.0)













#### RESEARCH OBJECTIVES

WHAT WE LEARNED

**KEY INSIGHTS** 

NPS Overall\*

4. Measure the Net Promoter Score (NPS)



35



The top 3 NPS scores by Department are:

- 1. Customer Service (100)
- 2. GIS (100)
- 3. Knowledge Management (100)

The bottom 3 NPS scores by Department are:

- 1. Property (-25)
- 2. Transport (0)
- 3. Commercial Infrastructure (0)

Explore changes that could help increase the Net Promoter Score



respondents suggested improvements to the response time to remedy issues



The top 5 suggested improvements are:

- 1. Improve response time to remedy issues (34)
- 2. Improve communication around status of query (24)
- 3. Improve building consents process (16)
- 4. Improve quality of Council services (16)
- 5. Improve customer services training (7)

Explore any further comments made by respondents

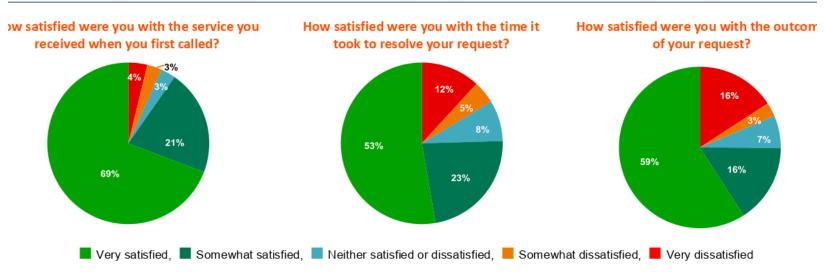


respondents
complimented the
Council for the work
they have done

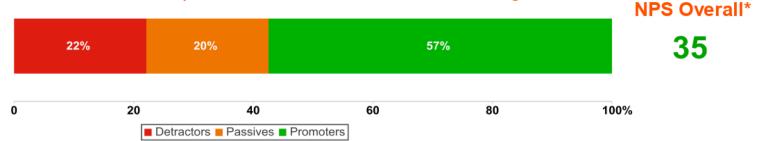


48 respondents complimented the Council for their work 31 respondents were concerned about Council services 6 respondents provided neutral comments





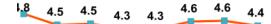




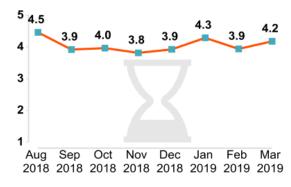
<sup>\*</sup> Net Promoter Score (NPS) is a measure of how likely a person is to recommend your business or services. Respondents are classified based on their rating into 3 categories: detractors (0-6), passives (7-8) and promoters (9-10). The NPS is calculated by



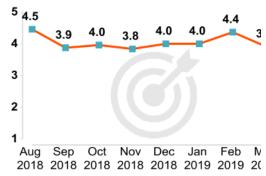
ow satisfied were you with the service you received when you first called?



ug Sep Oct Nov Dec Jan Feb Mar 018 2018 2018 2018 2018 2019 2019 2019 How satisfied were you with the time it took to resolve your request?



How satisfied were you with the outcom of your request?

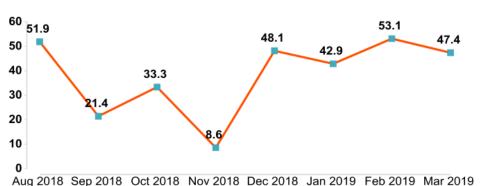


**NPS Overall\*** 

35

(1=Very Dissatisfied, 5=Very Satisfied)

On a scale of 0 being not at all likely and 10 being extremely, how likely is it that you would recommend this service to a friend or colleague?



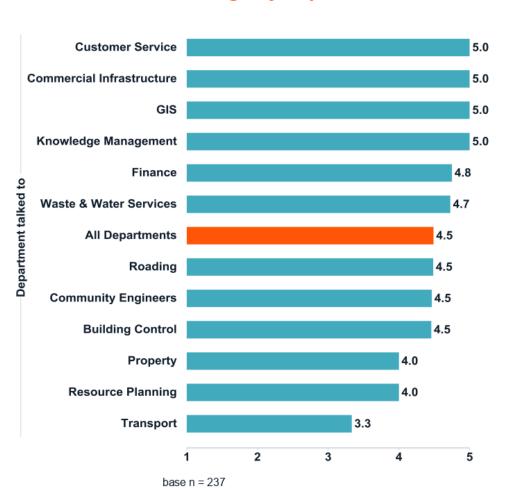
<sup>\*</sup> Net Promoter Score (NPS) is a measure of how likely a person is to recommend your business or services. Respondents are classified based on their rating into 3 categories: detractors (0-6), passives (7-8) and promoters (9-10). The NPS is calculated by



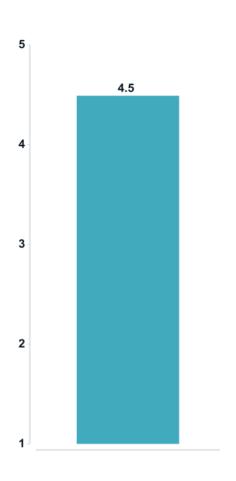
# How satisfied were you with the service you received when you first called?







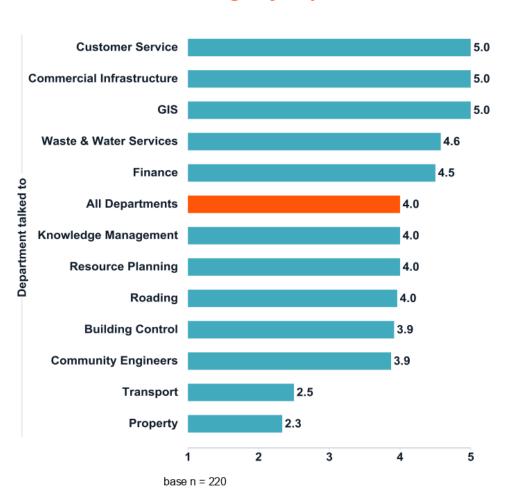
# **Average All Departments**



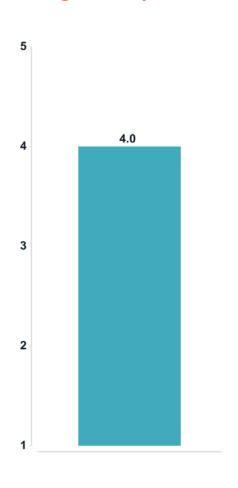
# How satisfied were you with the time it took to resolve your request?







# **Average All Departments**



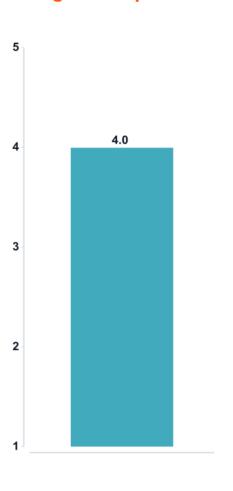
# How satisfied were you with the outcome of your request?







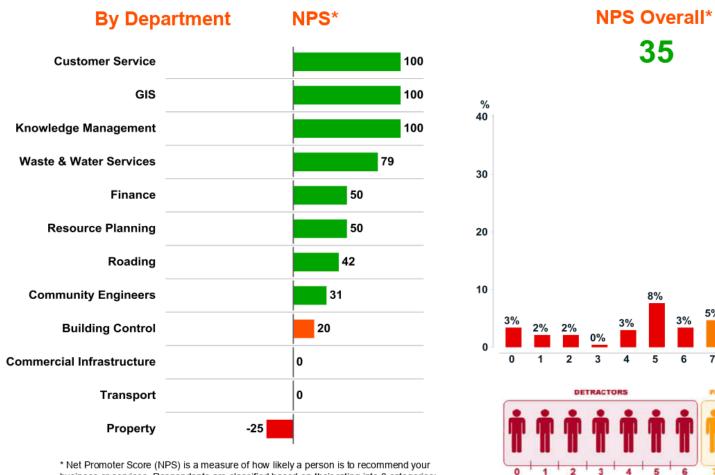
# **Average All Departments**



ikely is it that you would recommend this service to a friend or colleague?



40%



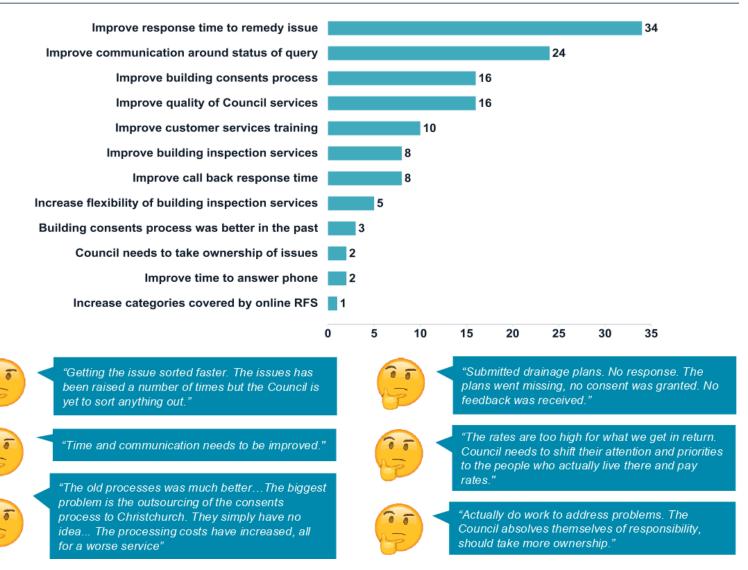
business or services. Respondents are classified based on their rating into 3 categories: detractors (0-6), passives (7-8) and promoters (9-10). The NPS is calculated by subtracting the percentage of those who are detractors from the percentage of those who are promoters. A positive NPS above 0 is considered good, a NPS of +50 is excellent and anything over +70 is considered exceptional.

16% 8 9 DETRACTORS **Net Promoter Score** 

35

### what changes would we have to make to give a higher rating?"





### Do you have any further comments:



