

## 15. GOVERNANCE AND CORPORATE

### 15.1. What is governance and corporate?

The governance and corporate group involves: managing Council's corporate business (which includes information systems, legal services, human resources, revenue, finance, communications and strategic planning) organising local government elections, supporting the elected members, supporting Council and Tīrau Community Board meetings and communicating with our communities.

### 15.2. Why do we do governance and corporate?

The governance and corporate group of activities support all the other activities carried out by Council to ensure that they run smoothly by providing the necessary information systems and financial support. The governance and corporate group of activities contributes to the following outcomes and strategies:

Council Outcome	Council Strategy
<b>Growth</b>	Council staff and elected members strategically plan for sustainable growth. Council's plans will enable growth in the district that enhances the district's economic and social fabric, while ensuring that the special character is maintained.  Concept planning is an essential factor for town growth and design. Community participation is key to efficient growth and alignment with community values, spirit and character. Council will endeavour to engage community in the journey of concept planning.
<b>Resilience</b>	Overall Council resilience will be enhanced through upgraded information systems and network security, having strong finance, human resource, health and safety, operating and communication systems.
<b>Relationships</b>	Co-management and co-governance initiatives will be sourced when appropriate in collaboration with other community stakeholders and groups.

### 15.3. What is planned for governance and corporate

Over the next 10 years, Council has the following major projects (over \$100,000) planned for governance and corporate:

Activity	Major Project	Year/s delivered	Cost \$000	Funding source
<b>LIDR aerial land mapping</b>	Aerial land mapping	2024	449	Renewal
<b>Information Systems</b>	Core infrastructure hardware	2019-2028	134	Renewal
<b>Information Systems</b>	Desktops hardware	2019-2028	616	Renewal
<b>Information Systems</b>	Peripherals hardware	2019-2028	147	Renewal
<b>Information Systems</b>	Servers hardware	2019-2028	272	Renewal
<b>Information Systems</b>	Storage hardware	2019-2028	128	Renewal

Activity	Major Project	Year/s delivered	Cost \$000	Funding source
Information Systems	UPS hardware	2019-2028	119	Renewal
Information Systems	Enterprise wide software solution replacement	2024	786	Level of service
Information Systems	Technology Innovation to support development	2020-2028	508	Level of service
Information Systems	Customer service experience improvement	2022	107	Level of service
Corporate Finance	Furniture renewals	2019-2022	113	Renewal
Corporate Finance	Vehicle Replacement	2019-2028	1,784	Renewal

#### 15.4. Significant negative effects

The governance and corporate group of activities have the potential to impact negatively on our community and environment. These potential effects, and how Council mitigates them are described below.

Potential negative effect	How it will be mitigated
<b>Limited resources mean that Council is unable to achieve all of the objectives that the community would like to see achieved.</b>	Council carefully prioritises spending and budgets. The community is consulted on significant policy and expenditures to ensure that these changes are aligned with what the community is prepared to pay
<b>Conflicting priorities regarding social and economic development.</b>	Council makes decisions based on the social good of our community as well as the economic sustainability of our district. This can sometimes be difficult and require lengthy decision-making processes by Council. Nonetheless Council staff will provide the required information in a timely fashion and Councillors will make decisions as per their sworn right, for the moral good of the residents in our district.
<b>Relationships with Māori can be perceived as racial favouritism by other ethnic groups.</b>	Council will partner with Māori and increase knowledge and awareness of our staff by promoting the Treaty of Waitangi and the special status that Māori have here in Aotearoa/New Zealand as tangata whenua.
<b>Difficulty adapting to network system changes.</b>	Council will support residents to adopt new systems by increasing community literacy when changes are made to our network system. For example, user support is available at reception for the new Alpha1 building consent program.

#### 15.5. How is government and corporate funded?

Rates	84%
Subsidies & Grants	0%
User Charges	6%
Reserves	10%

## 15.6. What you can expect from us

This section describes what level of service you can expect Council to deliver and how we are going to measure our performance. Unfortunately no baseline data for our performance measures is included in this Long Term Plan because most of our performance measures have been updated and we do not hold any baseline data. We will report on our performance towards achieving these standards in upcoming Annual Reports and Annual Plans.

### 15.6.1. Elections

#### Level of service

That local government elections are conducted in an error free manner.

#### How we will measure our performance

**Target:** Council will conduct error-free local government elections (the election process is defined in the Local Electoral Act 2001).

### 15.6.2. Finance

#### Level of service

That Council collects only enough rates to meet its operational and capital replacement requirements.

#### How we will measure our performance

**Target:** to ensure that Council only collects enough rates to meet its funding requirements, the operating level of Council's average annual general fund will not be more than \$500,000 in surplus or less than \$500,000 in deficit.

### 15.6.3. Democratic support

#### Level of service

The democratic process ensures ultimate oversight of the affairs of Council. It must ensure that procedures meet all statutory requirements and provide opportunities for participation by residents, stakeholders and community groups within the district.

#### How we will measure our performance

**Target:** that Council complies with all sections of the Local Government Act 2002 governing the functions of elected officials and consultation with our community on documents (including strategies, policies and bylaws).

### 15.6.4. Communications

#### Levels of service

That parties requesting information from Council can expect to receive the information in a timely manner.

#### How we will measure our performance

**Target:** all official information requests are responded to within the statutory timeframe (20 or 40 working days).

**Target:** That 90% of media requests are responded to within five working days.

### 15.6.5. Rates

#### Level of service

That the amount of rates arrears owed to Council does not unfairly burden other ratepayers.

#### How we will measure our performance

**Target:** the total amount of rate arrears is less than 10% of the current year's total rates paid to Council.

### 15.6.6. Information Services

#### Level of service

A wide variety of Council's services are now provided by Information Services eg online. Both ratepayers and staff can expect to access the information that they need easily, when they need it.

#### How we will measure our performance

**Target:** Council's information systems are available at least 99% of the time. System availability is defined as reliable access during business hours to supported applications. Availability is measured from offices over 24 hours, 365 days of the year, excluding planned and agreed maintenance downtime.

### 15.6.7. Strategic Policy

#### Level of service

That the public can expect Annual Plans and Long Term Plans to meet statutory requirements so that they can access information about the Council business in a timely manner.

#### How we will measure our performance

**Target:** Annual Plans and Long Term Plans will be adopted in compliance with the requirements and deadlines of the Local Government Act 2002.

## Governance

#### Level of service

That the public can be satisfied with the level of participation in decision making.

#### How we will measure our performance

**Target:** The quarterly residents survey indicates a satisfaction level of over 70% for level of participation in decision making.

## 15.7. How you can measure our performance

The Following Key Performance Indicators (KPIs) relate to the Governance and Corporate team and are applicable for the 10 years of this LTP:

- Communications: That 90% of media queries are responded to within 2 working days
- Communications: That 90% of media queries are resolved within 5 working days

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- Communications: That at least 60% of media statements submitted, feature in local media within 28 days of release
  - Communications: The level of community satisfaction with overall communication from Council is at least 75% satisfied
  - Communications: All official information requests are responded to within the statutory timeframe (20 or 40 working days)
  - Governance: The level of community satisfaction with participation in decision making is at least 70%.
  - Revenue/Rates: The total amount of rate arrears is less than 7.5% of the current year's rates charged by Council.
  - Strategic Planning and Projects: Annual Plans and Long Term Plans will be adopted in compliance with the requirements and deadlines of the Local Government Act 2002.
  - Finance: To ensure Council only collects enough rates to meet funding requirements, the total amount of general and targeted rates revenue budgeted will not be more than \$500,000 more or \$500,000 less than the rateable expenditure on those general and targeted activities for that year.
  - Elections: Council will conduct error-free local government elections (the election process is defined in the Local Electoral Act 2001).
  - Democracy: Council complies with all sections of the Local Government Act 2002 governing the functions of elected officials and consultation with our community on documents (including strategies, policies and bylaws).
  - Information Services: Council's information systems are available at least 99% of the time. System availability is defined as reliable access during business hours for supported applications. Availability is measured from offices over 24 hours 365 days of the year, excluding planned and agreed maintenance downtime

## 15.8. The financials

### Funding Impact Statement - Governance & Corporate

For the year commencing 1 July

	Annual Plan	LTP	LTP	LTP	LTP	LTP	LTP	LTP	LTP	LTP	LTP
	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28
	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's
<b>SOURCES OF OPERATING FUNDING</b>											
<b>Rates Revenue:</b>											
General Rates, Uniform Annual General Charges, rates penalties	1,837	1,336	1,549	1,599	1,639	1,770	1,746	1,750	1,888	1,860	1,866
Targeted Rates	20	20	21	21	22	22	22	23	23	24	24
<b>Other Revenue:</b>											
Fees, charges & targeted rates for water supply	102	113	115	118	120	123	126	129	132	136	140
Interest & dividends from investments	770	1,044	1,204	1,331	1,460	1,682	1,891	2,185	2,512	2,835	3,223
Internal charges & overheads recovered	8,514	9,723	10,337	10,707	10,910	10,797	11,270	11,316	11,543	11,974	12,058
<b>TOTAL OPERATING FUNDING (A)</b>	<b>11,243</b>	<b>12,236</b>	<b>13,226</b>	<b>13,776</b>	<b>14,151</b>	<b>14,394</b>	<b>15,055</b>	<b>15,403</b>	<b>16,098</b>	<b>16,829</b>	<b>17,311</b>
<b>APPLICATION OF OPERATING FUNDING</b>											
Payments of staff & suppliers	8,082	8,537	8,979	9,199	9,255	9,530	9,738	9,854	10,174	10,399	10,550
Finance Costs	83	137	152	151	151	151	151	151	151	151	144
Internal charges & overheads applied	2,284	2,390	2,498	2,577	2,648	2,618	2,751	2,738	2,804	2,924	2,927
Other operating funding applications	20	45	46	48	47	49	50	51	53	54	56
<b>TOTAL APPLICATIONS OF OPERATING FUNDING (B)</b>	<b>10,469</b>	<b>11,109</b>	<b>11,675</b>	<b>11,975</b>	<b>12,101</b>	<b>12,348</b>	<b>12,690</b>	<b>12,794</b>	<b>13,182</b>	<b>13,528</b>	<b>13,677</b>
<b>SURPLUS (DEFICIT) OF OPERATING FUNDING (A-B)</b>	<b>774</b>	<b>1,127</b>	<b>1,551</b>	<b>1,801</b>	<b>2,050</b>	<b>2,046</b>	<b>2,365</b>	<b>2,609</b>	<b>2,916</b>	<b>3,301</b>	<b>3,634</b>
<b>SOURCES OF CAPITAL FUNDING</b>											
Increase (decrease) in debt	(42)	501	(163)	(147)	(149)	(150)	(152)	(154)	(156)	(158)	(145)
<b>TOTAL SOURCES OF CAPITAL FUNDING (C)</b>	<b>(42)</b>	<b>501</b>	<b>(163)</b>	<b>(147)</b>	<b>(149)</b>	<b>(150)</b>	<b>(152)</b>	<b>(154)</b>	<b>(156)</b>	<b>(158)</b>	<b>(145)</b>
<b>APPLICATION OF CAPITAL FUNDING</b>											
<b>Capital expenditure:</b>											
- to replace existing assets	455	348	372	476	548	398	1,278	429	393	472	422
Increase (decrease) in reserves	274	559	738	802	990	1,204	629	1,695	2,046	2,351	2,757
Increase (decrease) in investments	3	721	278	376	363	294	306	331	321	320	310
<b>TOTAL APPLICATIONS OF CAPITAL FUNDING (D)</b>	<b>732</b>	<b>1,628</b>	<b>1,388</b>	<b>1,654</b>	<b>1,901</b>	<b>1,896</b>	<b>2,213</b>	<b>2,455</b>	<b>2,760</b>	<b>3,143</b>	<b>3,489</b>
<b>SURPLUS (DEFICIT) OF CAPITAL FUNDING (C-D)</b>	<b>(774)</b>	<b>(1,127)</b>	<b>(1,551)</b>	<b>(1,801)</b>	<b>(2,050)</b>	<b>(2,046)</b>	<b>(2,365)</b>	<b>(2,609)</b>	<b>(2,916)</b>	<b>(3,301)</b>	<b>(3,634)</b>
<b>FUNDING BALANCE ((A-B)+(C-D))</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>