

**A Meeting of the Finance Regulatory and Business Support will be held as follows:**

**Date:** Tuesday 22 October 2024  
**Time:** 1:00 pm  
**Venue:** Council Chambers, 105 Tainui Street, Greymouth

Joanne Soderlund  
Chief Executive

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# AGENDA

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**Members:**

Chair: Councillor Rex MacDonald  
Deputy Chair:  
Members: Mayor Tania Gibson  
Councillor Allan Gibson  
Councillor John Canning  
Councillor Peter Davy  
Councillor Kate Kennedy  
Councillor Robert Mallinson  
Councillor Jack O'Connor  
Councillor Tim Mora  
Kaiwhakahaere Francois Tumahai

*(Quorum 5 members)*

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*The information in this document is provided to facilitate good competent decisions by Council and does in no way reflect the views of Council. Reports and recommendations contained in this agenda are not to be considered as Council policy until adopted.*

# TERMS OF REFERENCE

Type of Committee	Council Committee
Subordinate to	Council
Subordinate Committees	Animal Control Risk and Assurance
Legislative Basis	Committee established by the Council as per Schedule 7, Section 30 (1) (A), LGA 2002. Committee delegated powers by the Council as per Schedule 7, Section 32, LGA 2002
Members	Mayor Eight Councillors (8) Independent Iwi representative (1)
Quorum	Five members (5)
Meeting frequency	Six weekly or as and when required.
Terms of Reference	<p>The purpose of the Committee is to:</p> <p>Finance</p> <ol style="list-style-type: none"> <li>a) Advise and support the Mayor on the development of the Long Term Plan (LTP) and Annual Plan (AP).</li> <li>b) Monitor the overall financial management and performance of the Council including appropriate financial forecasting and cashflow monitoring.</li> <li>c) Make financial decisions required outside of the annual budgeting processes.</li> </ol> <p>The committee will establish an annual work programme outlining key focus areas in line with its responsibilities, which include:</p> <ul style="list-style-type: none"> <li>• Advising and supporting the Mayor on the development of the LTP and AP for consideration by the Council.</li> <li>• Financial policy related to LTP and AP.</li> <li>• Setting of rates.</li> <li>• Preparation of the consultation document and supporting information, and the consultation process, for the LTP and AP.</li> <li>• Establishing and managing a structured approach to the approval of non-budgeted expenditure (including grants, loans or</li> </ul>

	<p>guarantees) that reinforces value for money and expectation of tight expenditure control.</p> <ul style="list-style-type: none"> <li>• Performance measures and monitoring.</li> <li>• Write-offs.</li> <li>• Acquisition of property in accordance with the LTP.</li> <li>• Disposal in accordance with the LTP.</li> </ul>
Powers	<ol style="list-style-type: none"> <li>I. All powers necessary to perform the committee’s responsibilities, including: <ol style="list-style-type: none"> <li>(a) Approval of submission to an external body.</li> <li>(b) Establishment of working parties or steering groups.</li> </ol> </li> <li>II. The Committee has the powers to perform the responsibilities of another committee, where it is necessary to make a decision prior to the next meeting of that other committee.</li> <li>III. If a decision is a budgetary or financial decision that relates primarily to the Finance and Regulatory and Business Support Committee responsibilities, the Committee has the powers to make associated decisions on matters that would otherwise be decided by other committees. For the avoidance of doubt, this means that matters do not need to be taken to multiple committees for decisions.</li> <li>IV. The Committee does not have: <ol style="list-style-type: none"> <li>(a) The power to establish subcommittees.</li> <li>(b) Powers that the Council cannot delegate or has retained to itself.</li> </ol> </li> </ol>

	<p>Regulatory</p> <ul style="list-style-type: none"> <li>• To develop and approve Council’s regulatory policies, and review as appropriate as necessary.</li> <li>• To develop district bylaws and recommend them for Council approval, and review as appropriate and necessary.</li> <li>• To consider any reports relating to any regulatory function to the Council.</li> <li>• To ensure that Council meets all compliance requirements relating to its regulatory responsibilities.</li> <li>• To approve contracts relating to the responsibilities of the Committee.</li> <li>• Review of changes to central government policy or laws affecting Council’s regulatory and policy functions; review of regulatory functions or planning documents and policies of external agencies (including Regional Policy Statements and Plans), and lodgement of responses / submissions as necessary.</li> <li>• Regulatory policy and administration of regulatory functions.</li> <li>• Animal control and dog control.</li> <li>• Responsible camping.</li> <li>• Parking control.</li> <li>• Building Control</li> </ul>
Limits to Delegation	<p>Matters that cannot be delegated by Council include:</p> <ul style="list-style-type: none"> <li>• The power to make a rate.</li> <li>• The power to make a bylaw.</li> <li>• The power to borrow money, or purchase or dispose of assets, other than in accordance with the long term plan.</li> <li>• The power to adopt a long term plan, annual plan, annual report.</li> <li>• The power to appoint a Chief Executive.</li> <li>• The power to adopt policies required to be adopted and consulted on under this Act in association with the long term plan or</li> </ul>

	<p>developed for the purpose of the local governance statement.</p> <ul style="list-style-type: none"><li>• The power to adopt a remuneration and employment policy.</li></ul>
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# **SUB-COMMITTEE IN OPEN MEETING**

## **GENERAL BUSINESS AND TABLED ITEMS**

Items not on the agenda for the meeting require a resolution under section 46A of the Local Government Official Information and Meetings Act 1987 stating the reasons why the item was not on the agenda and why it cannot be dealt with at a subsequent meeting on the basis of a full agenda item. It is important to note that late items can only be dealt with when special circumstances exist and not as a means of avoiding or frustrating the requirements in the Act relating to notice, agendas, agenda format and content.

## **LOCAL AUTHORITIES (MEMBERS' INTERESTS) ACT 1968**

Sub-Committee members are reminded that if he/she has a direct or indirect interest in any item on the agenda be it pecuniary or on grounds of bias and predetermination, then he/she must declare this interest and refrain from discussing or voting on this item.

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## **1 APOLOGIES AND DECLARATIONS OF INTEREST**

### **1.1 APOLOGIES**

Nil

### **1.2 UPDATES TO THE INTERESTS REGISTER**

Sub-Committee members to please advise if there are any changes to be made to the current Interests Register.

### **1.3 IDENTIFY ANY CONFLICTS OF INTERESTS IN THE AGENDA**

Notification from committee members of:

- 1.3.1 Any interests that may create a conflict with their role as a committee member relating to the items of business for this meeting (prior to taking part in the deliberation of a particular item); and
- 1.3.2 Any interests in items in which they have a direct or indirect pecuniary interest as provided for in the Local Authorities (Members' Interests) Act 1968.

### **1.4 NOTIFICATION OF LATE ITEMS**

Where an item is not on the agenda for a meeting, that item may be dealt with at that meeting if:

- 1.4.1 The Committee by resolution so decides; and
- 1.4.2 The Chairperson explains at the meeting at a time when it is open to the public the reason why the item is not on the agenda, and the reason why the discussion of the item cannot be delayed until a subsequent meeting.



## **2 CONFIRMATION OF MINUTES OF PREVIOUS MEETINGS**

### **2.1 CONFIRMATION OF THE FINANCE REGULATORY AND BUSINESS SUPPORT COMMITTEE HELD ON 9 SEPTEMBER 2024**

#### **SUGGESTED RECOMMENDATION**

That the minutes of the Finance Regulatory and Business Support Committee held on 9 September 2024 be confirmed as true and correct.

**MINUTES OF THE FINANCE REGULATORY AND BUSINESS SUPPORT OF THE GREY DISTRICT COUNCIL**

Held in Council Chambers, 105 Tainui Street, Greymouth  
on Monday 9 September 2024 commencing at 2.00pm

**PRESENT:** Cr Rex MacDonald (Chair)  
Mayor Tania Gibson, Councillor Allan Gibson, Councillor John Canning, Councillor Kate Kennedy, Councillor Robert Mallinson, Councillor Jack O'Connor (via Zoom), Councillor Tim Mora,

**IN ATTENDANCE:** Paul Pretorius (Acting Chief Executive), Neil Engelbrecht (Finance Manager), Russel Maliwat (ICT Manager), Nelia Heersink (Community & Recreation Services Manager), Trish Jellyman (Democracy Advisor), Megan Bourke (Communications Officer)

## **1 APOLOGIES AND DECLARATIONS OF INTEREST**

### **1.1 APOLOGIES**

#### **APOLOGIES**

**COMMITTEE RESOLUTION FRABS 24/09/006**

**Moved:** Cr Rex MacDonald

**Seconded:** Mayor Tania Gibson

That the apologies from Cr Peter Davy and Kaiwhakahaere Francois Tumahai be accepted and leave of absence granted.

**Carried Unanimously**

### **1.2 UPDATES TO THE INTERESTS REGISTER**

There were no updates to the Interest Register.

### **1.3 IDENTIFY ANY CONFLICTS OF INTERESTS IN THE AGENDA**

There were no declarations of interest.

### **1.4 NOTIFICATION OF LATE ITEMS**

There were no late items.

## **2 CONFIRMATION OF MINUTES OF PREVIOUS MEETINGS**

### **2.1 CONFIRMATION OF THE FINANCE REGULATORY AND BUSINESS SUPPORT COMMITTEE HELD ON 29 JULY 2024**

**COMMITTEE RESOLUTION FRABS 24/09/007**

**Moved:** Cr Allan Gibson

**Seconded:** Cr John Canning

That the minutes of the Finance Regulatory and Business Support Committee held on 29 July 2024 be confirmed as true and correct.

**Carried Unanimously**

## **MATTERS ARISING FROM THE MINUTES**

### **ICT Item**

Cr Mora stated that he thought that the ICT Manager was to present to this meeting.

The Chairman advised that the ICT Manager presented to the Risk & Assurance Subcommittee on 26 August. It was agreed that the ICT Manager would present to the next meeting of this committee on 21 October.

### **2.2 RECEIPT OF MINUTES OF THE RISK AND ASSURANCE SUB-COMMITTEE MEETING HELD UNDER DELEGATED AUTHORITY FOR INFORMATION OF COUNCIL HELD 26 AUGUST 2024**

#### **COMMITTEE RESOLUTION FRABS 24/09/008**

**Moved: Cr Robert Mallinson**

**Seconded: Mayor Tania Gibson**

That the minutes of the Risk and Assurance Sub-Committee Meeting held on 26 August 2024 be received and noted.

**Carried Unanimously**

## **3 AGENDA ITEMS**

### **3.1 SEWER PAN RATE: FOR SCHOOLS, HOTELS, MOTELS AND OTHER MULTI PAN ESTABLISHMENTS: RATE APPLICATION.**

#### **COMMITTEE RESOLUTION FRABS 24/09/009**

**Moved: Cr Rex MacDonald**

**Seconded: Mayor Tania Gibson**

That the Finance Regulatory and Business Support Committee

1. Notes the contents of the report.

**Moved: Cr Robert Mallinson**

**Seconded: Mayor Tania Gibson**

2. Agrees to maintain a single pan charge for schools for 2024/5 but to give notice to all multi pan establishments that the single pan rate as has been applied over the past few years has been in error and that Council intends correcting the error from 1 July 2025.

3. Council notes that the rates invoices for 2024/5 cannot be changed and approves a rebate to each school for 2024/5 beyond the single pan charge, noting that the financial impact of this adjustment will not impact the Annual Plan significantly.

4. The matter be a specific focus area for the next Annual Plan.

**Carried Unanimously**

Refer page 19 of the agenda.

Cr Gibson asked if Council has discussed pan tax rates for schools before.

The Acting CE confirmed this had been discussed and advised that the current Annual Plan and the Rating Policy provides for pan rates and it has been in place for quite some years.

The FM advised pan charges have always been in place but not always applied.

It was confirmed that the pan rate is one full rate and 25% of the full rate per pan thereafter.

The Acting CE advised that the problem is that the charging oversight has been corrected for schools only. He stated that the rates have already been struck and cannot be changed but rebates can be considered. He said his comments are about the principle and not the history of the matter, which because of time constraints could not be fully investigated.

Cr Mallinson stated in his view that if Council hasn't applied the policy properly over the past few years, then Council has made an error and now needs to make an allowance for this.

Cr O'Connor agreed with Cr Mallinson and was in favour of the suggestion of a rebate system.

Her Worship confirmed that the report outlines approaches by other councils bar Westland District Council (WDC). At the time of writing this report there was nobody available at WDC to provide the information as they had been hit with the flu bug and in the meantime our agenda had to be out.

Cr Mora supports the rebate but was concerned about what happens going forward.

The Acting CE said there is an inconsistency between the Rating Policy and the Annual Plan. He stated that Council as part of the next Annual Plan should provide clear direction for the future.

Cr Mallinson agreed that the staff recommendation is correct.

### **3.2 ECONOMIC DEVELOPMENT RATE: INCONSISTENCY IN APPLYING THE RATE:**

#### **COMMITTEE RESOLUTION FRABS 24/09/010**

**Moved: Mayor Tania Gibson**

**Seconded: Cr Allan Gibson**

That the Finance Regulatory and Business Support Committee recommends to Council:

1. That the report be noted.

**Moved: Cr Robert Mallinson**

**Seconded: Cr John Canning**

2. That the apparent mistake of not reinstating the "full" Economic Development rate for 2023/24 be noted and the loss of income accepted as unfortunate.
3. That Council commits to a comprehensive review of the Economic Development rate for purposes of the 2025/26 Annual Plan.
4. That Council confirms the 2024/25 Economic Development rate to have been struck in error at the COVID rate and approves rebates to make up the difference between the COVID rate and the rate struck for 2024/25 in recognition of the fact that the rate is unexpected.

**Carried Unanimously**

Refer page 24 of the agenda.

The Chairman declared a conflict of interest and took no further part in consideration and voting on the matter.

Her Worship took the chair.

The Acting CE stated that this is a similar circumstance to the previous agenda item but that the motivation is totally different as Council still has an expenditure for economic development every year. This should have been corrected 2024/25 after earlier COVID allowances by Council and, as it has been corrected now ratepayers are faced with potentially sharp increases.

Cr Mallinson stated he is concerned that the 2023/24 rate was levied on a questionable basis from a legal perspective. He fully acknowledged that this matter predates the Acting CE's tenure.

The Acting CE agreed this is unfortunate but legally it is not going to be a major issue, as Council will not be charging more, it will be charging less, but it could certainly be an audit query.

In response to a query from Cr Kennedy, the Acting CE confirmed that Council some years ago transferred the economic development function to DWC retaining parts of it. He suggested that as part of the rating review this be confirmed.

Cr Mallinson stated that ratepayers are used to paying the lower rate and he feels Council needs to allow for appropriate remissions. It was noted the amount equates to \$150,000 in rates which is 0.6%.

The Acting CE advised that the two lapses total \$300,000 in loss. He confirmed that the money is spent on economic development will become part of the rating review. He stated that Economic Development was part of the Annual Plan and people did have the opportunity to submit on it.

Cr MacDonald resumed the Chair.

### 3.3 REGULATORY, RECREATION, BUSINESS SUPPORT AND CUSTOMER SERVICES REPORT

#### COMMITTEE RESOLUTION FRABS 24/09/011

**Moved:** Cr Robert Mallinson

**Seconded:** Mayor Tania Gibson

That the Finance Regulatory and Business Support Committee:

1. Receives the Regulatory, Recreation and Customer Services report and notes the information contained herein.

**Carried Unanimously**

Refer page 28 of the agenda.

Cr Mallinson referred to page 45, item 6.2.2 and stated that he is concerned that this agenda item is again included in the public agenda. He stated this needs to be resolved going forward and he has requested twice that it be taken out of the public section of the meeting.

The Acting CE agreed, and accepted full responsibility for the oversight. He stated that the template has been changed to ensure that this does not happen again. The information is sensitive and no further attention to it should be drawn.

Her Worship commented that it has been a very busy time and the item may have been overlooked. She also apologised.

Her Worship spoke of complaints she has received regarding equipment at the WRC that is not working. She asked for some communications to be put out that advising that staff are working through this and when repairs are likely to be made.

She stated that it is good to see the stats for HappyOrNot going up.

Her Worship stated that she would like a review of the Afterhours Service to ascertain how this is going compared to previous service.

Her Worship stated that it is pleasing to see the high number of people using the Library service. She stated that this strongly underpins the need for a new library.

Cr O'Connor commented that 20% of people are not happy with their experience at the WRC going by the HappyOrNot stats and he would like to see some follow up on this. He commented that the positioning of

machine is right next to the food store and last week he observed a child hitting the buttons on the machine. He queried as to whether it may be worth moving the machine.

The CRSM responded that a lot of the comments received are made by children and they will often make comments that are not related to customer service and are not complaints.

Cr Canning stated that he is concerned with the amount of overdue debtors.

The FM advised that the main percentage of overdue debtors is rates.

The Acting CE advised that the amount overdue for land leases is due to there being no debt collection in place over the past 3 to 4 years. He advised that this process is now being turned around. It was agreed these figures would be included in next month's report.

Her Worship commented that the pool at the WRC has been closed quite often recently due to the faecal incidents. She stated that Council is receiving quite a lot of criticism about this, and asked if anything can be done as it will be costing Council quite a lot of money.

The CRSM advised that this problem occurs more often over the school holidays. She advised that it is not always children and it is very hard for staff to work out who the perpetrators are. The temperature of the water adds to the problem occurring.

Cr MacDonald asked how much the cleaning and closure costs each time this type of incident occurs.

The CRSM agreed to provide the financial information on how much this type of incident costs Council especially when Swim School has to be cancelled.

Cr Mallinson asked the FM when is the unaudited deficit will be known. The FM advised that this will be to hand by the end of this week.

The Acting CE advised that finance staff are working on the Annual Plan as well as the Long Term Plan, a work programme is in place but as the Auditors will be on site on the third week of this month, the focus is on finalising the Annual Report for audit. He stated that the unaudited deficit will be passed onto Councillors as soon as it is to hand.

Cr Kennedy asked the CRSM how the new café at the WRC is going. The CRSM responded that the café is proving very popular. She stated that she is not privy to the financials but understands that the café operator is very happy and has now extended their hours to 8.30 – 6.00pm.

## 4 IN COMMITTEE ITEMS

That the public is excluded from this part of the meeting in relation to:

### Agenda items 4.1, 4.2 and 4.3

The general subject of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution are as follows:

#### COMMITTEE RESOLUTION FRABS 24/09/012

**Moved:** Cr Rex MacDonald

**Seconded:** Mayor Tania Gibson

General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under section 48(1) for the passing of this resolution

4.1 - CONFIRMATION OF IN COMMITTEE MINUTES OF FINANCE REGULATORY AND BUSINESS SUPPORT COMMITTEE HELD ON 29 JULY 2024	s7(2)(b)(ii) - the withholding of the information is necessary to protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information  s7(2)(h) - the withholding of the information is necessary to enable Council to carry out, without prejudice or disadvantage, commercial activities	s48(1)(a)(i) - the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under section 6 or section 7
4.2 - RECEIPT OF IN COMMITTEE MINUTES OF THE RISK AND ASSURANCE SUB-COMMITTEE MEETING HELD UNDER DELEGATED AUTHORITY FOR INFORMATION OF COUNCIL HELD 26 AUGUST 2024	s7(2)(a) - the withholding of the information is necessary to protect the privacy of natural persons, including that of deceased natural persons	s48(1)(a)(i) - the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under section 6 or section 7
4.3 - CLAIM AGAINST COUNCIL: DAMAGE TO TANKER: SETTLEMENT.	s7(2)(b)(ii) - the withholding of the information is necessary to protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information  s7(2)(g) - the withholding of the information is necessary to maintain legal professional privilege  s7(2)(h) - the withholding of the information is necessary to enable Council to carry out, without prejudice or disadvantage, commercial activities	s48(1)(a)(i) - the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under section 6 or section 7

Carried Unanimously

## 5 SUB-COMMITTEE RESUMES IN OPEN MEETING

### CLOSURE OR RATIFICATION OF DECISIONS IN OPEN MEETING.

The meeting concluded at 2.47 pm

**Confirmed**

\_\_\_\_\_

**R MacDonald**

**Chairperson**

\_\_\_\_/\_\_\_\_/\_\_\_\_

**Date**

UNCONFIRMED



### 3 AGENDA ITEMS

#### 3.1 MATTERS UNDER ACTION

**File Number:**

**Report Author:** Democracy Advisor

**Report Authoriser:** Acting Chief Executive

**Appendices:** Nil

Meeting Date	Reference	Subject	Update
9 September 2024	24/09/011	Overdue Debtors - Land Leases	Include in each report going forward
9 September 2024	24/09/011	Complaints re gym equipment at WRC not working, comms to be sent out re this.	The new cardio gear has been delivered and installed on 8 October. Members feedback has been very positive.
9 September 2024	24/09/011	Review of Afterhours Contact Centre performance compared to previous provider	There hasn't been a previous provider. PNCC was engaged due to complaints from the public regarding lack of response/actions after hours. It is also essential in case of a natural disaster calls can be directed immediately.
9 September 2024	24/09/011	Provide costings for clean up and loss of revenue when faecal incidents occur at WRC	Approximately \$1450 per hour per incident.

#### Confirmation of Statutory Compliance

Compliance with Statutory Decision-making Requirements (ss 76 - 81 Local Government Act 2002).

(a) This report contains:

- (i) sufficient information about all reasonably practicable options identified and assessed in terms of their advantages and disadvantages; and
- (ii) adequate consideration of the views and preferences of affected and interested persons bearing in mind any proposed or previous community engagement.

(b) The information reflects the level of significance of the matters covered by the report, as determined in accordance with the Council's significance and engagement policy.

### 3.2 REGULATORY, RECREATION, BUSINESS SUPPORT AND CUSTOMER SERVICES REPORT

**File Number:****Report Author:** Finance Manager**Report Authoriser:** Chief Executive**Appendices:** Nil

#### 1. REPORT PURPOSE

- 1.1. This report is to provide an update to the Finance, Regulatory and Business Support Committee with respect to the delivery of functions and activities within the Support Group.

#### 2. OFFICER RECOMMENDATION

That the Finance Regulatory and Business Support Committee:

1. Receives the report and notes the contents.

#### 3. REGULATORY DEPARTMENT

##### 3.1. Planning

##### 3.1.1. Processing

In the month of August Council:

- **14** applications granted.
- **14** applications lodged.

Figures for the year 2024 (to date) are as follows:

- **84** applications lodged.
- These figures are slightly ahead of the previous year (82).

##### 3.2. Te Tai o Poutini Plan

Involvement in this process continues with both meeting attendance at the Technical Advisory Team and the Joint Committee levels.

One hearing streams were held in July, Council did not give evidence at any.

Council Regulatory Manager has been involved in expert caucusing throughout the month. Topics covered were Sites and Areas of Significance to Maori and Mineral Extraction.

##### 3.3. TiGa Minerals & Metals LTD (Barrytown sand mining)

In the last week of August two days of mediation were held. Parties attending included TiGa (applicant), Coast Road Resilience Group (appellant), West Coast Regional Council & Grey District Council (respondents), Department of Conservation, Forest & Bird & Te Runanga o Ngāti Waewae (s274 Party)

Discussions were open and frank with all parties tabling their concerns and positions. It was useful undertaking and will hopefully provide a pathway forward.

### 3.4. Freedom Camping and Parking Compliance

#### 3.4.1. Freedom Camping

Occupation of the campsites continues to be quiet. Compliance with regulations is generally good as a result.

Total infringement notices issued for the month were: **18**

#### 3.4.2. Parking

Parking compliance was good for another month.

Total infringement notices issued for the month were: **30**

### 3.5. Food, Health and Liquor Licencing

#### 3.5.1. Liquor Licencing

In the month of August Council:

Applications: **16**

Applications year to date: **103**

#### 3.5.2. Food & Health Regulation

In the month of August Council:

Applications: **9**

Applications year to date: **62**

### 3.6. Noise Complaints

Complaints for August: **13**

Complaints for year to date: **138**

### 3.7. Animal Control

Complaints for August: **25**

Complaints for year to date: **153**

### 3.8. Other Regulation

Council has filled the position of Regulatory Compliance Officer. As it was an internal appointment they commenced immediately. Watch this space!

#### 3.9.

**4. COMMUNITY, RECREATION AND CUSTOMER SERVICES**

**Community & Recreation Services Manager**

September was a flurry of activities across the team. CRSM had the privilege to attend the Women in Leadership Summit 2024 in Auckland and met some of our country’s top female leaders across industries. This was a fantastic experience and provided a boost of motivation to keep doing what I love.

The library team’s programmes are as popular as ever with our primary schools and feedback is overwhelmingly positive.

The customer service team focussed on sewer separation and rates rebates while doing BAU. Customer Service Supervisor is currently on leave and will return mid-October. CRSM is stepping in as support for the team.

The first delivery of new equipment for the Fitness Centre is due 9 October. These are the cardio machines and will provide a positive experience for users as the current feedback isn’t positive.

HappyOrNot feedback this month:

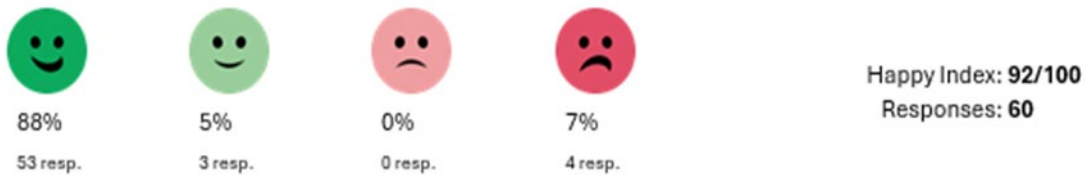
- Customer Service 60 responses
- Westland Recreation Services 733 responses
- Grey District Library 190 responses

*Lovely cheerful and solution-focussed staff on the front counter these days - GDC*  
*broken machines for over a month – WRC*  
*the pools where so warm and its really nice- WRC*  
*It was GREAT to be here in like FOREVER!!! – Library*

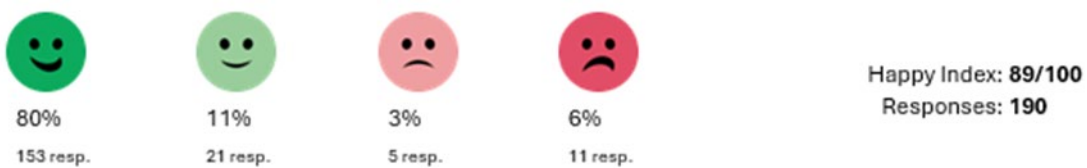
**Performance Measures**

Area	How we’ll measure	22/23 target	22/23 measure	23/24 Tracking September	Comment
Customer Service GDC	% of users satisfied with service	0	0	92%	
Library	% of users satisfied with service	82%	63%	89%	
Westland Centre	Rec % of users satisfied with pools	75%	71%	80%	Pools & stadium combined
	% of users satisfied with stadium	75%	65%	76%	Average of fitness & pools combined
	% of users satisfied with fitness/classes	65%	53%	88%	

Customer service



Library



Westland Recreation Centre



64%

492 resp.



16%

127 resp.



8%

64 resp.



12%

90 resp.

Happy Index: **77/100**  
Responses: **773**

**PNCC – After hour call service**

The arrival of Spring and the change of seasons coincided with a flurry of weather events, some major water outages and a resurgence of Covid/flu across many councils, including PNCC.

Not surprisingly the service level gains of recent months couldn't be sustained and the roll over to a new system at PNCC didn't help as staff still gets familiar with it all.

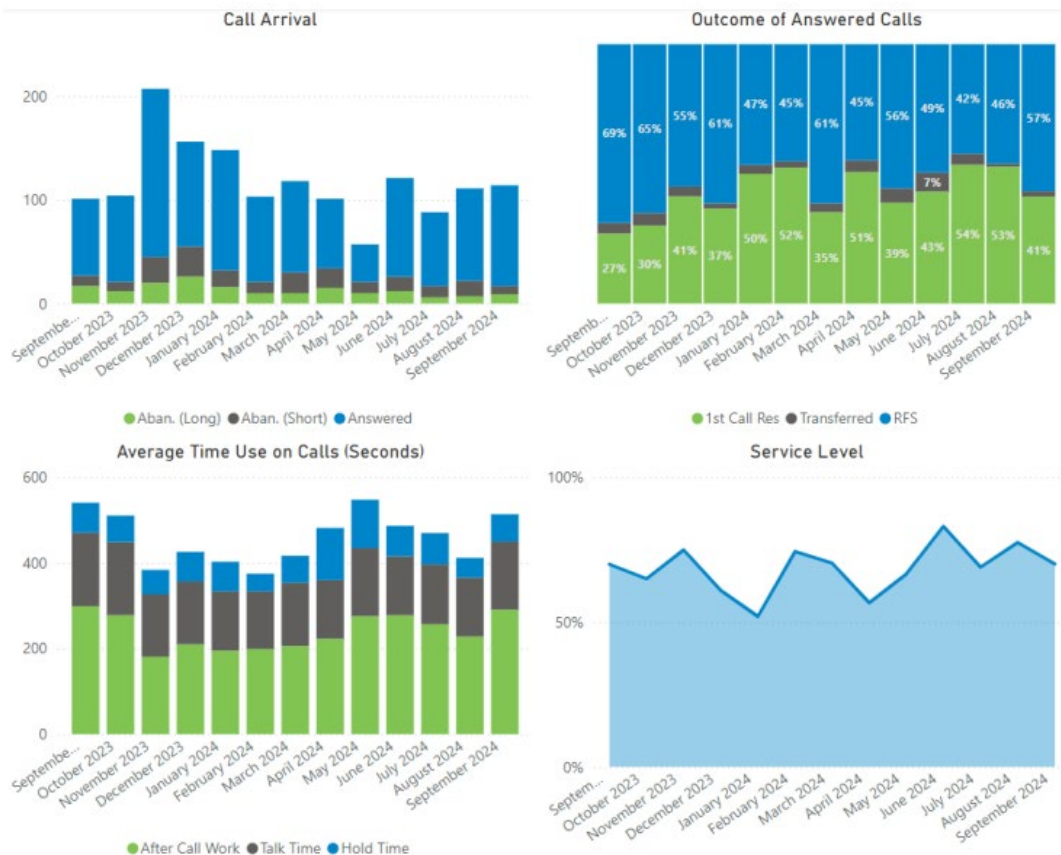
CRSM had a discussion with B&CM regarding communication improvement between all parties after hours. Documentation has been updated to latest staff changes. PNCC need confirmation of Christmas 2024 opening hours on 4 October 2024.

**SUMMARY SEPTEMBER 2024**

Key statistics this month

Number of Calls	114
Number of Requests Logged	55
Abandoned Rate (%)	8%
Service Level	70%
Average Speed to Answer	00:00:42
Average Handle Time (TT + ACW)	00:07:41

How are you tracking?



Count of Action	Column Labels					
Row Labels	Call Transferred	Information Given	Job logged	Outcome	Grand Total	
Afterhours/Contractor			2		2	
Animal Control			2	14	1	17
Building/Planning Services			2			2
Bylaws			8	22	1	31
Council Details			2	2	1	5
Council Property/Alarms	1		1	3		5
Missed Call			1	1	2	4
Parking				1		1
Parks and Reserves			1	1		2
Rates/Finance			1			1
Roading			1	3		4
Waste Management			1	1		2
Wastewater			2	2		4
Water Supply			7	8		15
Wrong Number				1	1	2
<b>Grand Total</b>	<b>1</b>		<b>31</b>	<b>59</b>	<b>6</b>	<b>97</b>

## Projects

*Snap, Send, Solve*, – Process must be followed as this impact's performance measures. ELT/SLT support is vital to ensure customers receive communication.

*CRMs* – Customer Service team is now fully staffed and can finally provide the support to the wider team. Communication with customers and updates on CRMs are an ongoing issue. Big thank you to the B&CM for cleaning up their part. This work will take another 4-6 weeks to complete and should have a positive impact on November/December data.

*HappyOrNot* – Number of responses are on track as per the performance measures. Examples were shared of 'red faces' with positive feedback in Councillors update.

*Museum Services* – Council workshop paper was circulated and CRSM will follow up with GMS/CE.

*PARS* – Draft document in progress and a copy will be ready for discussion with CE soon.

*Policies & Procedures review* – Review completed, and transferred to new templates, these will be sent to ELT for approval in end October. The disability and retirement housing amendments need further discussion.

*LTP* – AMPs for Community and Recreation have been completed and only awaits the budgets. Updates are based on completed projects e.g. the café and reception area upgrade at WRC.

*WRC Roof remedials* – Tenders closing 15 October at 12pm. PM received quite a few questions from interested parties which is encouraging.

*EMSOL Energy Audit* – Task team meeting took place 11 September. Focus is on energy saving; U&IM has access to energy usage reports which shows some savings due to upgrades e.g. light replacements with LED. Message to staff regarding turn off monitors and lights at the end of the day.

*Age Friendly Strategy* – Not a priority due to workload.

*GDC Staff membership* – This is in place for staff and will be removed from this list.

*Community Economic Development Strategy review* – CRSM has submitted a report to ELT and ACE will share with CE for further discussion.

Library Supervisor – Report for July 2024

- **HISTORY HOUSE MUSEUM**

- .1 **Summary**

- Discussions will continue regarding the future of this service and the building at a Council workshop.

- **GREY DISTRICT LIBRARY**

- **.1 Summary**

- There was an average of 200 patrons per day during September at a total of 5,008.
    - The Library welcomed 29 new members, and we have 3,124 active users.
    - There was a total of 5,703 issues in September across our physical and digital platforms.
    - The absence of a systems and cataloguing Librarian since February continues to hinder the Library's BAU and other tasks

- **.2 Programmes and outreach**

- **School outreach:** On September 2, Johanna visited 'Wild Places Education' in Paroa for a special Storytime and to promote literacy beyond the walls of the Library.
    - **School visit:** On September 5, Lake Brunner School visited the Library. The 60+ students learned about the collection and our services, as well as engaged in a scavenger hunt activity that took them to different areas of the Library.



**School Holidays:** Preparations have been completed for our school holiday programme that will run from September 28-October 12. There will be a range of bird-themed activities for children and young adults, as well as a special performance best-selling children’s author, Deano Yipadee.

**Books for Babies:** The Library delivered the final consignment of its Books for Babies initiative, run in conjunction with WestReap, to the Grey Hospital. The initiative has been well received and we will look at doing something similar in future.

**.1 Displays**

- **Main display:** Our Stories ... Our History
- **Reading room display:** Stardew Valley – Play Real Life



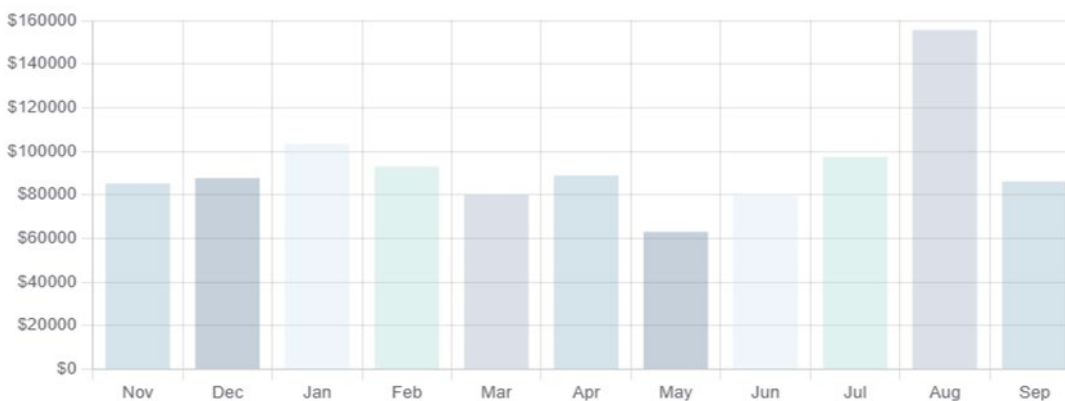
• **Westland Recreation Centre Supervisor**

.1 Summary

September is in line financially with the same period last year, slightly above but this will be due to fees and charges adjustments. The café is doing well and it’s great to see small groups come in for a catch up and cuppa, it is popular with our elderly. Member visits for the month 6508.

Money Received

< 1 Oct 2024 >





.2 Wet side

The pools had 3469 casual visitors and the hydroslides were popular with 898 users.

.2.1 Swim School

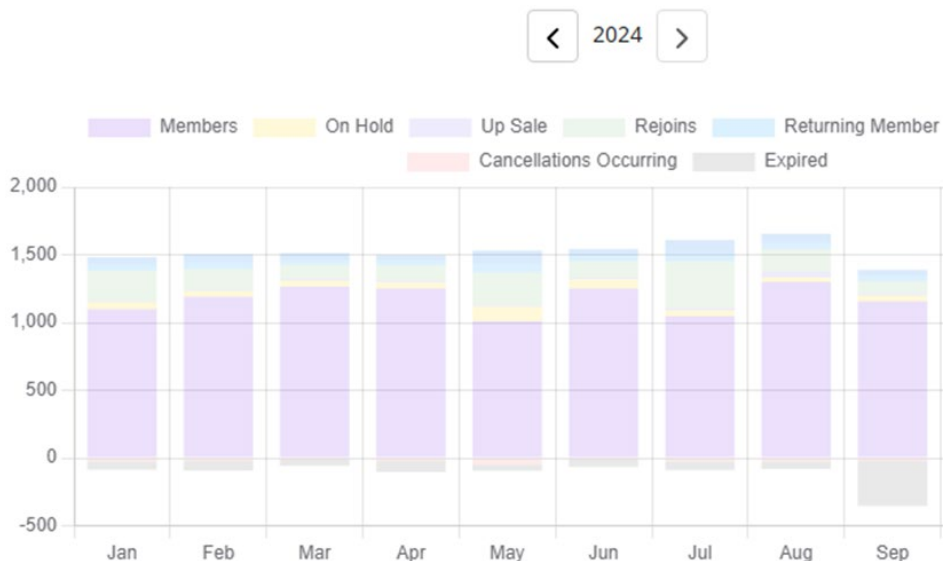
September saw Term 3 come to an end. It was a very challenging term for our swim school with lots of sickness to both staff and students which saw a reduction in lessons delivered but we hope to pick up the pace in term 4.

The 2 senior Swim School staff also ran a giveaway after being gifted some goods from attending the Waves 2024 conference in Wellington. The giveaway asked parents to send in a photo and explain how they keep whanau safe around the water.



.3 Dry side

Member Graph at End of Month



.3.1 Fitness Centre

The team in fitness centre put together an excellent day out for our Les Mills Q3 Release. As part of the event, we put out a poll to Facebook for the community to vote for their chosen charity to donate the money we raise on the day. This time around the chosen charity was the cancer society.



The day included 6 classes in total for both members and non-members to come along and try out. Our Group Fitness instructors put in a lot of effort to learn their new releases in time for the big day. We had a good turn out and raised \$182.50, which donated to the cancer society.

.3.2 Stadium

The Stadium was a bit quieter in September with most of the winter sport all wrapped up. We had sporadic bookings such as representative basketball trainings and a couple of one-off school bookings but as expected this is our quietest month of the year for the stadium usage. The Kaye Powell Sparkle Tournament for the young netball players took place and was more popular than ever. WRC has been the proud sponsor of this tournament for 7 years. Please visit West Coast Netball Face Book page for more information.

4. Customer Service Supervisor

Summary

Busy month with ongoing rate rebates and then the start of sewer separation. An information session was held with the operation team to prepare the CSOs for the sewer separation and CSOs will only be able to deal with the basics.

Sewer separation enquiries resulted in the significant spike in requests under Water this month.

4.1.1 CRM

288 Opened in September  
 199 Closed in September  
 487 Current Total

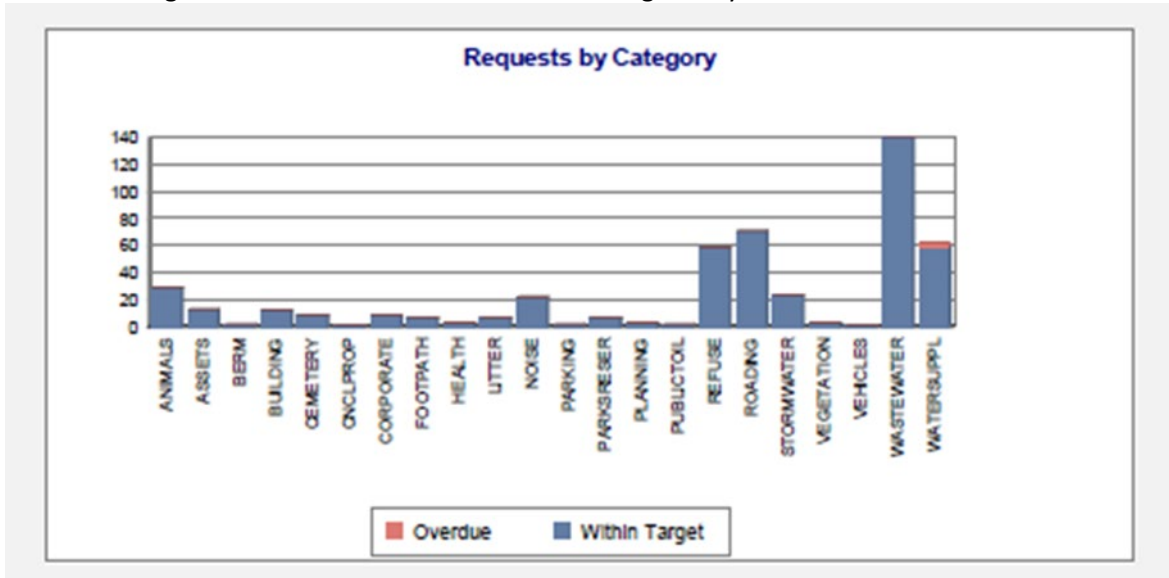
Largest demand categories:

Water 225

Department open CRM Totals:

Assets & Engineering 180

Refuse & Recycling	59	Corporate Services	54
Roading	75	Regulatory	104



4.1.2 Retirement Housing

All units are filled.

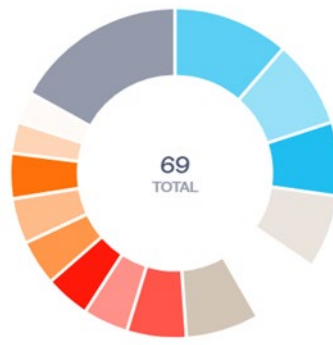
4.1.3 Car Park Leasing

No changes to levels

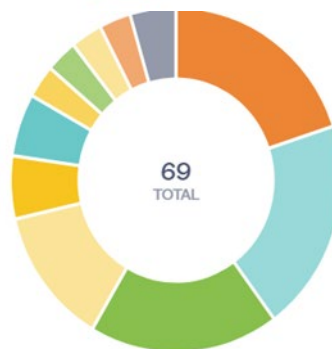
4.1.4 Snap Send Solve

69 Snaps Created  
142 In Progress Overall Total

Animal - General	11.59%
Pest / Vermin	8.70%
Dumped Rubbish	7.25%
Pothole	7.25%
Roads - General	7.25%
Water Leak	7.25%
Overgrown Vegetation	5.80%
Damaged Road	4.35%
Litter	4.35%
Pavement - Damaged	4.35%
Rubbish and Bins - General	4.35%
Water General	4.35%
General Request	2.90%
Noise - General	2.90%
Other	17.39%



Animals & Pests	20.29%
Roads & Signage	20.29%
Rubbish & Bins	18.84%
Water & Sewer	13.04%
Pavement & Footpath	5.80%
Trees	5.80%
Feedback & General Request	2.90%
Graffiti & Vandalism	2.90%
Noise & Pollution	2.90%
Parks & Council Facilities	2.90%
Other	4.35%



**Live SSS Overall Running Percentages (July 2023 – Current)**

Closed	676
In Progress	142
Re Assigned	47
Total	865

**SSS Ratings**

12 months running rating average	3.74 (Out of 5)
Last 6 Months running rating total	3.33
Last 3 Months running rating total	2.86

Overall, the trend on customer ratings is dropping, generally, the complaints and feedback are around lack of communication and status changed to solved, however work hasn't been done.

**4. 1. 5. Land Information Management (LIMS)**

Total Requested LIMS 24

Refunded due to time frame not meeting 0

**5 Mayors' Task Force for Jobs Coordinator report**

September was a busy month where the team is currently working with 5 active youth who are seeking employment. All these youth are employment ready, but it is now a waiting game to match their skills to the right job to ensure we see all our youth succeed.

The Mayor and MTFJ assistant coordinator also got out of the office at the start of the month and visited some of our candidates who have gone into employment with two local companies.



The MTFJ Assistant Coordinator position is currently vacant, and recruitment has commenced.

## 6. Community Events Facilitator Report

### 1. Events

GDC events in September are none scheduled, although several events invitations have been sent out for the following events: Spring into Summer, Labour Weekend Market Day, Christmas Carnival, and registrations are taken.

### 2. Community engagement

Engagement with the Multicultural Council regarding their upcoming events:

AGM on 28 September

Diwali on 5 October

Mawhera Ethnic Fair upcoming

Café connect September.

Engagement with the Street Race committee for their upcoming event Motorcycle Street Race on 27 October

Engagement with different event organisers to promote their upcoming events:

MS Crafts and Gift Fair,

BPA – New Year’s Eve Party – ongoing project

Takiwa Poutini -Let’s Talk Menopause

Art Gallery – all the ongoing projects/events

Grey District Youth Trust – ongoing projects shared on our marketing channels

### 3. Meetings

Cobden Community Group – Spring into Summer event x2

Christmas Carnival Committee

Bid Foods Manager for their Trade Show 2025

### 4. Events Marketing

Cobden Community Group – Spring into Summer event x2

## 6 FINANCE

### 6.1 Annual Report 2023/2024

The annual report document has been started and the model designed for input of numbers.

The project is currently under way and is being worked on in conjunction with the LTP.

The auditors have started their work in preparation for the year end audit and will be expected on site late January or early February.

**6.2 Long Term Plan**

Planning for the preparation of the 2025-2034 LTP and LTP audit has begun. The auditors have engaged Council to plan the audit, with the audit to start towards the end of November, dates to be finalised.

Council will leverage off the budgets prepared as part of the Enhanced Annual Plan, as the budgets were initially prepared for 10 years, and this information will be used as a starting point to budget for the next 10 years.

Rationale is on site currently updating the AMPS and budgets.

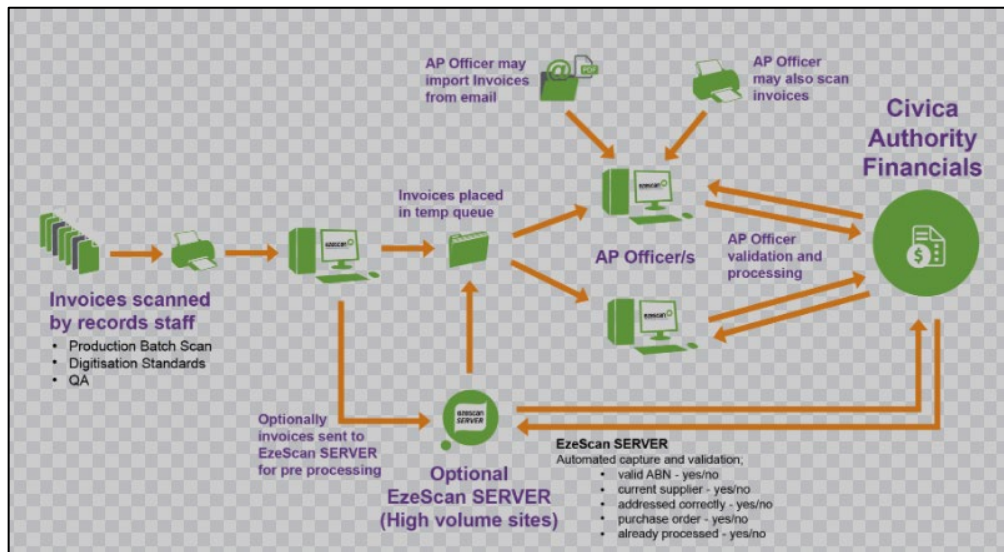
A project plan and timeline has been drafted, highlighting the risks associated with the plan, mainly being a lack of resources. This has been discussed with the Risk and Assurance committee and mitigations have been put in place.

**6.3 Financial Control and Control Environment**

The Finance Manager and Finance Team are working through the financial controls and processes to ensure that there are sufficient controls to mitigate the financial risks, whether due to fraud or error, to an acceptable risk.

**6.4 Procure to Pay Implementation**

Final testing is being carried out on the system, after which we will go-live.



**6.5 Creditors**

We aim to process urgent invoices promptly for payment. Our current invoices we aim to pay within 30 days of the invoice date.

## 6.6 Debtors and debt recovery

Sundry debtor includes all fees and charges that are not otherwise categorised.

Our current debtors as at 16/10/24	Current	Overdue
Sundry Debtor	\$4,999.98	\$898,918.84
Dogs Debtors (from ACS)	(\$101.00)	(\$844.69)
Retirement Housing	\$0.00	(\$25,769.19)
Land Leases	\$42,564.33	\$257,155.63
Terms Loans	\$0.00	\$34,544.34
Port Accounts	\$0.00	\$168,280.11
Resource Consenting	(\$850.00)	\$112,749.62
Resource Consent Bonds	\$0.00	\$193,761.84
Building Control	\$35,512.80	\$37,648.09
Westland Recreation Centre	(\$133.80)	\$47,226.01
Licence to Occupy	\$12,098.37	\$2,610.38
Totals	\$94,090.68	\$1,726,280.98

## 6.7 Rates and Water Billing

Rates current debtors as at 16/10/24	Current	Overdue
	1,625,079.21	772,632.33

Rates overdue balance with Resolve Collections	
September	688,124.89

A stricter direct debit process has been implemented, recalculating dishonors, and cancelling direct debits after three dishonors within the current rating year. This has reduced dishonors and ensured penalties for ratepayers with insufficient payment arrangements, with debts passed to Resolve Collections.

Close collaboration has helped identify properties for rating sales and issue mortgagee demands to recover debts.

Water rates are all up to date.

## 6.8 Grants and Claims Submitted

MBIE/BRANZ building consent levies are up to date.

NZTA September claim is currently in progress.

Better off funding is fully committed. The 2<sup>nd</sup> claim is in progress for the new library building project.

## Confirmation of Statutory Compliance

Compliance with Statutory Decision-making Requirements (ss 76 - 81 Local Government Act 2002).

(a) This report contains:

- (i) sufficient information about all reasonably practicable options identified and assessed in terms of their advantages and disadvantages; and

- (ii) adequate consideration of the views and preferences of affected and interested persons bearing in mind any proposed or previous community engagement.
- (b) The information reflects the level of significance of the matters covered by the report, as determined in accordance with the Council's significance and engagement policy.



## 4 IN COMMITTEE ITEMS

### COUNCIL IN-COMMITTEE

That the public is excluded from this part of the meeting in relation to:

#### Agenda items 4.1

The general subject of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution are as follows:

#### OFFICER RECOMMENDATION

General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under section 48(1) for the passing of this resolution
<b>4.1 - CONFIRMATION OF IN COMMITTEE MINUTES OF FINANCE REGULATORY AND BUSINESS SUPPORT COMMITTEE HELD ON 9 SEPTEMBER 2024</b>	s7(2)(h) - the withholding of the information is necessary to enable Council to carry out, without prejudice or disadvantage, commercial activities  s7(2)(i) - the withholding of the information is necessary to enable Council to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations)	s48(1)(a)(i) - the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under section 6 or section 7

## **5 SUB-COMMITTEE RESUMES IN OPEN MEETING**

### **CLOSURE OR RATIFICATION OF DECISIONS IN OPEN MEETING**