

# Corporate Services

The Corporate Services group of activities provides a range of support and service delivery functions for Council, its community and ratepayers. In particular these are financial management, computer technology, property and legal functions.

The Finance department within the Corporate Services Group meets Council's accountancy and treasury requirements. The principal services include rates billing, maintenance and integrity of financial systems, financial reporting and advice, and internal audit and control.

The Information Services team provides an internal support service for core Council departments, activities, staff and elected members throughout the district. Council business requires expertise and specialised software fully integrated into the provision of customer services.

The cost of the Finance and Information Services departments has been allocated across all Council activities.

The Property Management Unit is responsible for the management of all Council properties, furniture and plant.

The Safety of the Community is fundamental to ensure there is a plan to respond to hazards, risks and emergencies.

In addition, the Corporate Services area supports a number of community activities through community contracts, grants and donations.

The group also provides the public face of Council through staffing the area offices, counter and call centre operations.

## Significant Negative Effects on Community Well-being

There are no identified significant negative effects on community well-being arising from this group of activities.

## Key Assets

The key community assets for this activity group include:

- Housing for the elderly units in Ngaruawahia and Huntly, valued at \$690,000.
- The Raglan Wharf and Raglan Harbour endowment properties valued at \$7,965,000.

Demand will affect the service levels of the relevant activity. Service levels are internally reviewed regularly throughout the year, and targeted public consultation on each activity has been programmed to occur before 2010. Twice a year, budgets are reviewed and this incorporates the change in expenditure needed to cope with changing levels in service as highlighted through the reviews.

Council will assess and manage the implications of changes to demand and service level, particularly with regard to property assets by ensuring it provides adequate facilities to meet community needs.

## Key Projects for the Next Three Years

Project	Projected Cost\$	As a result of...			
		Growth / demand	Service level change	Changes to legislation/ standards	Maintenance / renewal of asset
Ongoing replacement and maintenance of the Council's vehicle fleet each year.	500,000 per annum	√			√
Huntly Library Alterations/Extension in 2006/07	130,000		√		
Ngaruawahia office extension	1,200,000	√			
Raglan Information Centre and Museum	1,300,000	√			√

Council has also approved a grant for the new District Museum building in Huntly in 2007/08 totalling \$424,000.

# Property

## Overview of the Activity

The Property Management Unit is responsible for the efficient management of all Council properties, plant and furniture. This includes development, sales and purchases, maintenance, leases and licences to occupy. Council owns over 600 properties including offices, libraries, housing for the elderly units, reserves, public cemeteries, camping grounds, community houses, Raglan Harbour endowment properties, a wharf, community centres and halls.

## Rationale for Activity

Council's property portfolio is retained, managed and operated to ensure local communities have access to venues for recreational, cultural and governance activities. Community and civic halls and venues provide an environment for an extensive range of cultural and community-based social activities, including theatre, arts, band practice, indoor sports and clubs. Council's housing for the elderly units provide well-maintained, affordable and safe living environments for elderly and disadvantaged tenants. Libraries and office buildings are located to best serve the local communities, while reserve land is held for recreation and conservation purposes.

## Primary Contribution to Community Outcomes

The Property activity contributes to the Community Outcomes Active, Thriving, Safe and Well Waikato.

## What We Plan To Do

Project	2006/07 \$	2007/08 \$	2008/09 \$
Energy Efficiency Review	10,000	11,000	11,000
Weed Control on Council Properties	10,000	11,000	11,000
District Information Centre Exterior Painting			11,000
District Information Centre Flooring		13,000	
Hamilton East Investment Property remedial work	10,000		
Huntly Library Alterations/Extension	130,000		
Huntly Pensioner Flats - Electrical Wiring Upgrade		15,000	
Ngaruawahia Depot Automatic Gates	24,000		
Ngaruawahia Investment Property – roofing			13,000
Ngaruawahia Library – replace air-conditioning unit			54,000
Ngaruawahia Office – External Painting			54,000
Ngaruawahia Plunket Rooms – Re-pile Perimeter Wall			11,000
Raglan Service Centre – Courtyard lighting			8,000
Raglan Service Centre – Exterior Painting			13,000
Raglan Wharf – Rebuild beacons	21,000		
Waikato Coalfields Museum – Roof replacement*		11,000	
Waikato Coalfields Museum – Remedial Work*		16,000	
Ngaruawahia Office Extension	600,000	600,000	
Hukanui Park Storm Water		32,000	
Raglan Museum and Information Centre	1,300,000		
Lake Hakanoa Motor Caravan Park Amenity Block Upgrade	10,000		
Lake Hakanoa Motor Caravan Park Purchase Cabin		21,000	

In addition to the above there are various halls that require work to be completed on them. This work is budgeted to be funded through the targeted rate for that specific hall.

\* This work will only be undertaken if the new Huntly Museum building project does not go ahead as planned in this year. Refer to Grants & Donations for more information.



## Property continued

### Major Projects

#### Huntly Library Extension

The Huntly Library building will be extended in 2006/07 to compensate for space utilised for the Huntly Service Centre, which was relocated into the Library. The project is delayed due to resolution of land ownership issues.

#### Raglan Harbour

Council will be working with the community during the 2006/07 year to identify and prioritise works in relation to the Raglan Harbour.

#### Ngaruawahia Office Extension

Due to the projected increase in staffing numbers, there will be a need to extend the Ngaruawahia Office. This project will be further investigated in 2006/07.

#### Raglan Information Centre and Museum

The initial project investigation was started in 2005/2006 and the project is rebudgeted in 2006/2007 now that more accurate costings are known. The project is a new building on the site of the old Museum, that will also house the Information Centre.

#### Projects after 2008/09\*

Council has an investment property in Hamilton East that brings in approximately \$350,000 of income to offset the General Rate requirement. This building will require a refurbishment in 2011/2012 and it is estimated to cost approximately \$700,000 for this work.

Council will consider charges to the Raglan Wharf and surrounding area over the next year. \$1,706,000 has been included in 2010/2011 to implement an agreed strategy.

\* All projects after 2008/09 will be reviewed in detail for the LTCCP 2009-19, any costs and timings are indicative only at this stage.

### Where We Want To Go

To meet the community's aspirations and changing needs, we plan to focus on a progressive review of all Council owned properties to ensure that facilities are managed efficiently, and that performance matches Council's commitment to delivering quality outcomes.

### How will we know we are on track

Service Level	Checking Progress	Target 2006/7 to 2008/9	Target 2009/10 to 2015/16
Maintenance and capital development of Council-owned properties is carried out in accordance with the Asset Management Plans.	To carry out annual inspections and audits of all Council-owned Raglan Harbour sites.	100%	√
All Council-owned buildings comply with the requirements of the Building Act 2004.	Maintain a current Building Warrant of Fitness for all Council-owned property.	100%	√
	All Council-owned property meets the requirements of the Building Act 2004.	100%	√
All Raglan Harbour navigational aids (beacons) are operational within 24 hours of a reported failure.	A quarterly audit of all Raglan Harbour navigational aids confirms compliance with legislative requirements.	100%	√
All Raglan Harbour safety signs are operational within seven working days of notification of required repair or replacement.	A quarterly audit of all Raglan Harbour safety signs confirms compliance with legislative requirements.	100%	√
Planned programme of refurbishment for the Housing for the Elderly units, is in line with the agreed Asset Management Plan.	Annually refurbish one unit in Huntly and one unit in Ngaruawahia.	One per site per year	√
	95% occupancy rate of the Council-owned housing for the elderly units.	95%	√

## Area Offices

### Overview of the Activity

*Customer First provides the interface between the Council and the community. It is responsible for daily face-to-face plus telephone services and provides administrative support to all other departments within Council. It also provides a “one stop shop” concept where the majority of enquiries can be dealt with effectively without customers needing to see more than one staff member.*

### Where We Want To Go

The long-term focus of this activity is to continue to develop and deliver quality services to the community.

### Rationale for Activity

As representatives of Council, Customer First staff are fully trained and are able to offer a full range of services and information to residents and visitors to the Waikato area. Customer First are responsible for daily face-to-face and telephone services and provide administration support to other departments within Council.

### Primary Contribution to Community Outcomes

Area Offices contribute to the Community Outcome Accessible Waikato.



### How will we know we are on track

Council’s head office is located at Ngaruawahia and includes counter staff who deal with a wide variety of enquiries, and a call centre that fields approximately 600 calls per day. Council also has offices at Huntly and Raglan, and agencies at Hamilton City Council, and Te Kauwhata. As growth dictates the need, more staff will be employed in the appropriate areas.

Service Level	Checking Progress	Target 2006/7 to 2008/9	Target 2009/10 to 2015/16
Deliver a full range of services and information in a prompt, professional and customer friendly manner.	Obtain a rating of “good” or better from 90% of respondents in a formal customer satisfaction survey, which will be carried out once each year.	90%	√

# Community and Safety

## Overview of the Activity

Communities expect to live in safe environments. Council has a role to play in many aspects of community safety, particularly to help to diminish the adverse affects of emergencies on the community.

## Rationale for Activity

All communities face a multitude of risks many of which can be mitigated by interventions facilitated or contributed to, by Council. These activities fall into two main areas:

- Public health and safety
- Emergency management

Improving public health and safety allows general community life to operate without the limitations and losses that health and safety problems impose when individuals have to care for themselves alone. It also creates a more pleasant, secure and enjoyable environment in which to live.

Emergencies at a community level can not only impose significant loss of life and loss of property but they may even make a community non-viable, thus preventing or limiting any recovery as a community. This level of disruption would be unacceptable. Prevention of this loss and disruption is the focus of emergency management.

## Primary Contribution to Community Outcomes

The Community and Safety activity contributes to the Community Outcomes Vibrant and Safe Waikato.

## Where We Want To Go

The long-term goal for this activity is to have fully developed emergency management plans, and to have staff trained to deal with emergencies.

## How will we know we are on track

Much of the demand in this activity is related to growth in the district, but demand is more likely influenced by specific changes to the 'hazard-scape'. The 'hazard-scape' is not readily predictable. Trends in the growth of hazardous material transportation, the effects of climate change and the possibility of pandemics (as examples) can be identified but not sensibly quantified. The current Civil Defence Plan requires regular reviews of the hazard-scape to identify changes.

The current Civil Defence Emergency Management Group Plan (CDEMG Plan) that covers the whole of the Greater Waikato Region (as required by Section 34 of the Civil Defence Emergency Management Act 2002) has an appendix that specifies the activities of the Waikato Valley Emergency Operating Area (WVEOA). The requirements of this Plan and the appendix identify outcomes and criteria critical to the management of Civil Defence in the district. These requirements are used to specify service levels and delivery strategies for the WVEOA.

Service Level	Checking Progress	Target 2006/7 to 2008/9	Target 2009/10 to 2015/16
Contribute to the effective operation of the Waikato Valley Emergency Operations Area (WVEOA) organisation in the provision of Emergency Operations Centre (EOC) and all the routine services to manage emergency management and civil defence services.	At all times Council shall support the current WVEOA requirements of the CDEMG Plan in accordance with section 34 of the Civil Defence Emergency Act 2002.	100%	√
	EOC radios are commissioned and functioning on mandated ES bands and are routinely tested at least monthly.	Monthly tests	√
	An annual training exercise is undertaken.	Annually	√

# Grants and Donations

## Overview of the Activity

Council makes contributions to a variety of community groups and projects to improve and enhance the social, cultural, environmental, arts, sporting capacity and infrastructure within the district.

Council administers discretionary funds, which reflect community needs on a self-determination basis. This activity promotes recreational activities, provides community facilities, and fosters arts, cultural and sports development. In addition it engenders a greater sense of belonging to the local community.

## Rationale for Activity

Council is involved in this activity in order to use its income redistribution powers to make grants to community organisations, where that expenditure will contribute towards Council's vision for the district.

Council also administers discretionary funds that reflect community needs on a self-determination basis.

## Primary Contribution to Community Outcomes

The Grants and Donations activity contributes to six of the nine Community Outcomes, namely, Active, Educated, Green, Thriving, Vibrant and Safe.

## Major Projects

### District Museum in Huntly

In previous Waikato District Council Annual Plans and LTCCPs there was funding for a new District Museum at Huntly. As this project has not yet occurred, it is being re-budgeted in this LTCCP. The first stage of the development is estimated at \$1,500,000. Council's share of \$424,000 is proposed through selling the existing land and buildings as well as other funding.

## Where We Want To Go

To meet the community's aspirations and changing needs Council will provide assistance to groups to achieve their goals where, due to lack of resources, it would not otherwise be possible.

## How will we know we are on track

Council has a policy of understanding and identifying its communities and the wider social issues that impact upon them. Through greater knowledge of local needs, Council is able to suitably respond to social issues affecting the communities it represents.

Service Level	Checking Progress	Target 2006/7 to 2008/9	Target 2009/10 to 2015/16
Expenditure on grants and donations is consistent with the direction given in Council's LTCCP.	Quarterly internal audit and monitoring reports to Council Committees confirm that expenditure on grants and donations is consistent with the direction given in Council's LTCCP.	100%	√
Community grants programmes are completed on time, to the required standard and within budget.	Quarterly internal audit and monitoring reports to Council Committees confirm that grants programmes are completed on time, to the required standard and within budget.	100%	√
Required reporting is received from organisations that have been given grants.	Quarterly internal audit and monitoring reports to Council Committees confirm that reports have been received from organisations that have been given grants.	100%	√

## Grants and Donations continued

### Discretionary Funds\*

	\$
Rural Wide	52,051
Huntly	47,051
Ngaruawahia	39,413
Raglan	23,402
Te Kauwhata	7,556
Meremere	2,443
Taupiri	3,084

\* The funds that are made to Community Boards and Committees are to be expended at their discretion. Guidelines on how to make an application for funding are available at any Council office.

Note: Total Discretionary fund monies are budgeted to remain at \$175,000 for all 10 years of this LTCCP. The monies are allocated based on the Census data, therefore the 2007/08 allocation will change to be in line with the Census 2006 data, once released.

### What We Plan To Do

Council proposes the following grants to community organisations:

Grant	2006/07\$	2007/08\$	2008/09\$
Balloons Over Waikato	5,000	5,000	5,000
Bush Tramway Club	5,000		
Crime Prevention Trust	10,000	10,000	10,000
District Museum – Huntly	101,000	101,000	101,000
District Museum Huntly – New building		424,000	
Ecosourced Waikato	2,000	2,000	2,000
Gordonton School Refurbishment	20,000		
Huntly Information Centre	57,000	57,000	60,534
Life Education Trust	5,000	5,000	5,000
Northern Surf Lifesaving	26,970	27,800	29,500
Northern Waikato Tourism	4,000	4,000	4,000
Raglan Information Centre	56,000	40,000	43,000
Raglan Volunteer Coastguard	6,500		
Sport Waikato	118,829	122,513	126,196
St John, Huntly	25,000		
Switched onto Artz Huntly	3,000	3,000	3,000
Te Kauwhata Community Centre	7,848	8,100	8,300
Te Kauwhata Health Awareness	20,000		
Tourism Waikato	10,000	10,000	10,000
Waikato District Sports Awards	5,000	5,000	5,000
Waikato Museum	5,000	5,000	5,000
Whaingaroa Harbour Care	20,000	20,000	20,000
Westpac Trust Air Ambulance	10,000	10,000	10,000

## Estimated Expenses and Revenue Statement - Corporate Services

A forecast for the 10 years ending 30 June 2016

	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's	\$000's
<b>Activity Expenditure</b>										
Area Offices	924	936	955	1,012	1,036	1,054	1,121	1,131	1,151	1,193
Community & Safety	149	153	158	166	165	171	172	175	179	185
Grants & Donations	771	1,113	726	745	747	760	768	781	798	810
Property	1,325	1,523	1,670	1,698	1,776	1,882	1,898	1,952	1,706	1,948
	<b>3,169</b>	<b>3,725</b>	<b>3,509</b>	<b>3,621</b>	<b>3,724</b>	<b>3,867</b>	<b>3,959</b>	<b>4,039</b>	<b>3,834</b>	<b>4,136</b>
<b>Less:</b>										
Internal Interest	0	0	16	13	9	6	0	0	0	0
<b>Activity Expenditure</b>	<b>3,169</b>	<b>3,725</b>	<b>3,493</b>	<b>3,608</b>	<b>3,715</b>	<b>3,861</b>	<b>3,959</b>	<b>4,039</b>	<b>3,834</b>	<b>4,136</b>
<b>Activity Revenue</b>										
Fees/Other Income	2,650	1,727	1,766	1,837	1,880	1,671	1,896	1,951	1,988	2,051
Grants/Subsidies	30	30	30	30	30	30	30	30	30	30
Targeted Rates	292	297	264	268	273	277	282	286	291	254
	<b>2,972</b>	<b>2,054</b>	<b>2,060</b>	<b>2,135</b>	<b>2,183</b>	<b>1,978</b>	<b>2,208</b>	<b>2,267</b>	<b>2,309</b>	<b>2,335</b>
<b>Less:</b>										
Internal Interest	42	52	68	89	93	77	78	96	118	142
<b>Activity Revenue</b>	<b>2,930</b>	<b>2,002</b>	<b>1,992</b>	<b>2,046</b>	<b>2,090</b>	<b>1,901</b>	<b>2,130</b>	<b>2,171</b>	<b>2,191</b>	<b>2,193</b>
<b>Activity Surplus/(Deficit)</b>	<b>(239)</b>	<b>(1,723)</b>	<b>(1,501)</b>	<b>(1,562)</b>	<b>(1,625)</b>	<b>(1,960)</b>	<b>(1,829)</b>	<b>(1,868)</b>	<b>(1,643)</b>	<b>(1,943)</b>
<b>Activity Surplus/(Deficit) funded by</b>										
Asset Sales	0	(200)	0	0	0	0	0	0	0	0
Council Reserves	496	520	529	545	558	481	438	456	397	359
General Rate	(1,850)	(1,840)	(2,016)	(2,108)	(2,138)	(2,418)	(2,130)	(2,132)	(2,146)	(2,146)
Income Applied to Capital Works	1,155	76	94	129	81	126	36	6	254	18
Internal Loans Raised	0	(224)	0	0	0	0	0	0	0	0
Non Funded Depreciation	(88)	(109)	(131)	(135)	(143)	(157)	(166)	(167)	(152)	(165)
Targeted Rate Reserves - Operational	48	54	23	7	17	8	(7)	(31)	4	(9)
	<b>(239)</b>	<b>(1,723)</b>	<b>(1,501)</b>	<b>(1,562)</b>	<b>(1,625)</b>	<b>(1,960)</b>	<b>(1,829)</b>	<b>(1,868)</b>	<b>(1,643)</b>	<b>(1,943)</b>

## Estimated Capital Funding Requirements - Corporate Services

A forecast for the 10 years ending 30 June 2016

	2006/07 \$000's	2007/08 \$000's	2008/09 \$000's	2009/10 \$000's	2010/11 \$000's	2011/12 \$000's	2012/13 \$000's	2013/14 \$000's	2014/15 \$000's	2015/16 \$000's
<b>Capital Expenditure</b>										
Growth	1,954	625	4	0	0	0	0	0	0	0
Renewal	195	183	102	104	1,785	760	51	0	244	16
	<b>2,149</b>	<b>808</b>	<b>106</b>	<b>104</b>	<b>1,785</b>	<b>760</b>	<b>51</b>	<b>0</b>	<b>244</b>	<b>16</b>
Loan Repayments (internal and external)	9	77	199	215	230	283	237	244	149	47
<b>Total Capital Funding Requirements</b>	<b>2,158</b>	<b>885</b>	<b>305</b>	<b>319</b>	<b>2,015</b>	<b>1,043</b>	<b>288</b>	<b>244</b>	<b>393</b>	<b>63</b>
<b>Funded By</b>										
Asset Sales	300	0	0	0	0	0	0	0	0	0
Council Reserves	1	54	0	0	716	696	0	0	0	0
External Loans Raised	600	600	0	0	922	0	0	0	0	0
General Rate	0	0	0	0	0	0	0	0	0	0
Income Applied to Capital Works	1,155	76	94	129	81	126	36	6	254	18
Replacement Reserves	102	155	211	169	287	221	245	238	139	45
Targeted Rate Reserves - Operational	0	0	0	21	9	0	7	0	0	0
	<b>2,158</b>	<b>885</b>	<b>305</b>	<b>319</b>	<b>2,015</b>	<b>1,043</b>	<b>288</b>	<b>244</b>	<b>393</b>	<b>63</b>