

Our Business - Activities and Services

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Introduction

The Local Government Act 2002 resulted in a change in the way local authorities determine which services they will provide. Councils no longer have any predetermined 'core business' such as roads and rubbish. Instead, councils must now show how they will help achieve the District community's aspirations for the future, as well as deliver a number of services required by law.

Aligning its services with community aspirations and the Council's own vision better ensures that the Council is heading in the right direction in meeting customer needs and wants. In this Ten Year Plan, the Council has restructured its activities so that it can better show this alignment. It is important that what the Council hopes to achieve by providing each service is made clear.

The activities have been put into four groups according to their contribution to the community outcomes, which are Safeguarding the Environment, Stronger Communities, Community Leadership, and Planning for the Future. This means that activity management can be more streamlined and efficient, and delivered with a consistent customer driven focus. Many of the goods and services the Council delivers contribute to more than one outcome and an awareness of the overlaps means that community benefit obtained from each is maximised.

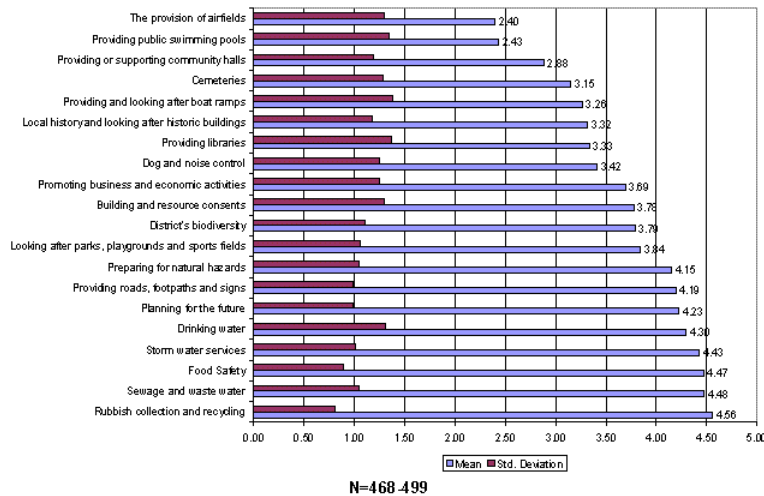
Identifying Services

Determining what services the Council will and will not provide is not always easy. There is a range of services that the Council could provide. Some are required by law while others are discretionary. All have varying levels of community or customer demand. However, these services must all be funded and our communities have told us that having an affordable level of rates is important to them. This means that the Council cannot realistically deliver everything that the community may want. It had to prioritise and make some choices. In consulting on this Ten Year Plan, the Council sought and received feedback whether you agreed with these choices.

As part of the process of identifying services for this Ten Year Plan, every activity has been reviewed and critically evaluated from a customer driven perspective as intended by recent changes to local government legislation. Doing this meant factoring in community plan information in the early stages of the process along with consideration of the community outcomes most relevant to each.

In March 2008, a telephone survey of 500 ratepayers from across the District including both fulltime and part time residents was conducted to gain more information about what the community thinks is important. Because the Council cannot deliver everything the community wants, information about how important activities are compared to other activities is important and useful information.

Survey results showing the relative importance of activities provided by the Council are illustrated in the graph below.



Thames-Coromandel District Council Service Priorities - all residents

- Key: 1 = lowest priority,
 2 = somewhat low in priority,
 3 = medium priority,
 4 = somewhat higher in priority and
 5 = highest priority.

It is important to note that the community were asked questions in relation to what they personally value. Other factors such as legislative requirements, and what is good for the District as a whole may mean that in the interests of good governance, the Council has to take account of things that may alter the community's priorities in its decision-making. In many cases due to central government legislation, the Council is obliged to provide services and the provision is strictly governed by standards.

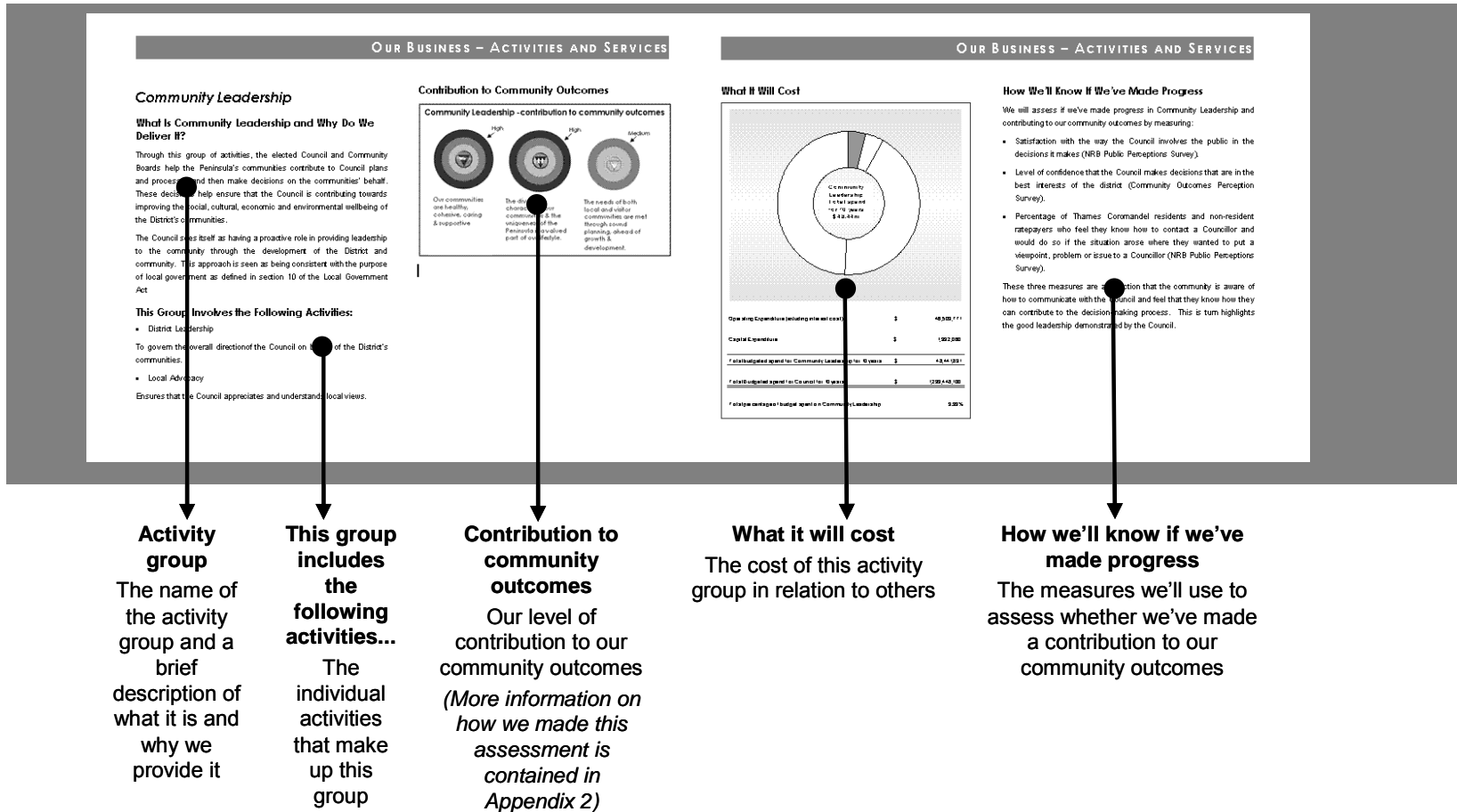
Having said that, an analysis of the ratepayer survey results shows that the community and the Council do agree on the current infrastructural emphasis. Solid Waste, Wastewater, Stormwater and Water are all in the top five activities and do all make significant contributions to the community's outcomes, so in general terms the priorities determined by the Council and the community do align quite well.

In the following sections, what the Council proposes to deliver for each activity is outlined, along with information on the reason why these services are considered appropriate, how much the service costs and how it will be funded.

These plans represent the choices that have been made by the Council as to what to deliver over the next 10-year period.

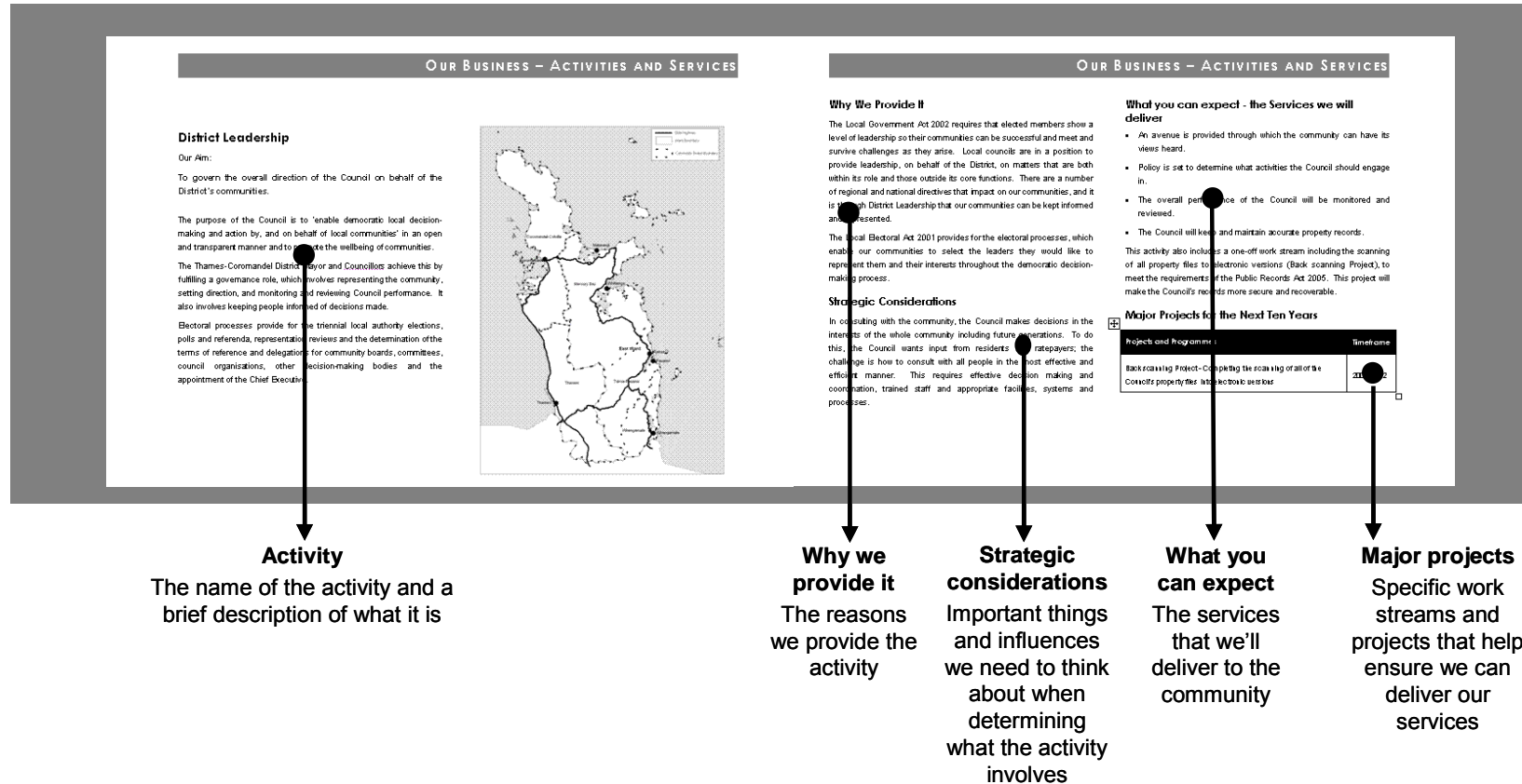
How to Read this Section

In the Group of Activity section you will find...



* Some measures are only reported on every two or three years due to limited availability of data.

In each activity section you will find...



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Our Service: The overall performance of the Council will be monitored and reviewed

How it contributes to our community outcomes	How we measure our performance	Performance targets (for the financial year)				
		Baseline 2008/09	2009/10	2010/11	2011/12	2012/13-2014/15
Once community outcomes have been identified, the Council's contribution towards achieving those outcomes must be monitored and reviewed.	Percentage of residents and households are satisfied with the overall performance of the Council.	88%	88%	88%	87%	88%

Our Service: The Council will keep and maintain accurate property records

How it contributes to our community outcomes	How we measure our performance	Performance targets (for the financial year)				
		Baseline 2008/09	2009/10	2010/11	2011/12	2012/13-2014/15
	Percentage of property records stored electronically in accordance with the Public Records Act 2008.	N/A	20%	60%	100%	100%

Significant Potential Negative Effects

A potential negative effect of any representative system or process is that some portion of the relevant population is not represented adequately. The extent to which this is significant depends on the proportion of people affected. This is mitigated through community engagement strategies.

Council Assets and how they will be managed

The assets associated with this activity are the service buildings where the Council decision-making processes take place and administrative office facilities. The management of assets is done through ensuring processes and contracts are in place to keep the buildings and other assets in a suitable condition. Renewal and replacement of assets is programmed to meet business needs.

As customer demands increase, there is added pressure on staff numbers, which may require some re-allocation to the existing buildings and associated facilities. This may require additional new or leased land and buildings.

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Financial Implications

Operating Expenditure (including retained costs)	\$ 90,735.01
Capital Expenditure	\$ 192,000
Total Budgeted spend on District Leadership	\$ 282,735.01
Total percentage of budget spent on District Leadership	2.85%

How is it funded?

Operating Expenditure
Uniform Annual General Charge (UAGC) Fully Funded

Why is it funded this way?

The Mayor and Councillors are elected representatives whose role it is to provide leadership and make decisions affecting the whole District on behalf of all residents and ratepayers. As such, the Council considers that this activity should be funded either by the UAGC as the benefit is considered to be uniform across all ratepayer groups.

Significant potential negative effects
The possible negative effects of providing this activity

Council assets
A description of this activity's assets and how they are managed

Measuring how well we'll deliver the service
The specific ways in which we'll measure our performance and the targets we'll aim to meet

Financial implications
The cost of this activity group in relation to others

How it is funded
A description of where the funding for this activity is sourced.
The Revenue & Financing Policy contains further details

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Estimated Expenses and Revenue Statement - Community Leadership

A forecast for the ten years ending 30 June 2019

	Forecast 2009/10 K£000's	Forecast 2010/11 K£000's	Forecast 2011/12 K£000's	Forecast 2012/13 K£000's	Forecast 2013/14 K£000's	Forecast 2014/15 K£000's
OPERATING REVENUE						
Activity Revenue	66	69	44	47	50	53
Contributor						
Subsidies						
General Fund	2,896	2,899	2,740	3,021	3,269	3,328
Total Operating Revenue	2,962	2,968	2,784	3,068	3,319	3,381
OPERATING EXPENDITURE						
Personnel	3,188	3,183	3,183	3,286	3,282	3,282
Materials	1,435	1,435	1,437	1,516	1,564	1,623
Total Operating Expenditure	4,623	4,618	4,620	4,802	4,846	4,905
Operating Surplus/Deficit	(1,661)	(1,650)	(1,836)	(1,734)	(1,527)	(1,524)
OPERATING SURPLUS/DEFICIT						
THIRD PARTY CONTRIBUTION						
Capital Funding	(1,222)	(1,642)	(1,633)	(1,283)	(1,289)	(1,272)
Development Contributions						
Other Special Reserves						
Retained Savings Reserves						
	(1,222)	(1,642)	(1,633)	(1,283)	(1,289)	(1,272)

Council operates a treasury function that recovers both external and internal interest from activities. The UAGC required from ratepayers. Because Community Leadership is funded largely by the UAGC (included in reversed out, so that Council's financial statements comply with Generally Accepted Accounting Principles). Movements in internal interest are included in the Estimated Capital Funding Requirement. This is not required

Estimated expenses and revenue statement

The cost of operating the activities in the group and sources of funding to pay for it

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Estimated Capital Funding Requirements - Community Leadership

A forecast for the ten years ending 30 June 2019

	Forecast 2009/10 K£000's	Forecast 2010/11 K£000's	Forecast 2011/12 K£000's	Forecast 2012/13 K£000's	Forecast 2013/14 K£000's	Forecast 2014/15 K£000's	Forecast 2015/16 K£000's	Forecast 2016/17 K£000's	Forecast 2017/18 K£000's	Forecast 2018/19 K£000's
CAPITAL REQUIREMENTS										
Property, Plant and Equipment (in Budget Account)										
Revenues										
Forecasted least of the use	33	35	37	100	46	47	103	49		
Additional Capacity for Growth										
Less: Depreciation (in Internal and external)	0	62	61	53	34	111	51	114		
Revenues and increased lease of finance	165	263	37	37	38	40	46	62		
Total Capital Funding Requirements to	282	430	104	191	162	166	206	226		
FUNDED BY										
Operating Surplus/Deficit	(1,222)	(1,642)	(1,633)	(1,283)	(1,289)	(1,272)	(1,284)	(1,283)		
Less: (Plus) Internal Interest Expenditure	(47)	(61)	(66)	(72)	(89)	(66)	(63)	(54)		
(1,269)	(1,704)	(1,699)	(1,355)	(1,372)	(1,358)	(1,338)	(1,347)			
Loans (Ratified external and internal)	660	480	480							
Revenues and increased lease of finance	33	35	37							
Additional Capacity for Growth	20	15	13	9	4					
Joint Finance										
Ratepayers' Retained										
Development Reserves	100	136	136	140	115	143	144	147		
Other Special Reserves										
Retained Savings Reserves	1,264	1,211	1,263	1,277	1,417	1,261	1,382	1,406		
Total Funding Applied	282	430	104	191	162	166	206	226		

Estimated capital funding requirements

The capital expenditure required to deliver the activities and where it will be funded from

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Property, Plant & Equipment Projects - Community Leadership

	Forecast 2009/10 K£000's	Forecast 2010/11 K£000's	Forecast 2011/12 K£000's	Forecast 2012/13 K£000's	Forecast 2013/14 K£000's	Forecast 2014/15 K£000's	Forecast 2015/16 K£000's	Forecast 2016/17 K£000's	Forecast 2017/18 K£000's	Forecast 2018/19 K£000's
Thames Administration Building	31	32	33	45	46	47	48	49	50	1,227
Thames County Building	52	53	54	55						
	83	85	87	100	46	47	103	49	60	1,227

Property, plants and equipment projects

The annual cost of specific capital projects over the next ten years (NB: does not include non-capital projects)