

PART TWO SECTION 3

# Additional Information



# Palmerston North Community Outcomes

## What you said was important to you

These community outcomes belong to the community. They are for everybody – organisations, groups and individuals – to work towards.

### What are community outcomes?

Community outcomes are the things that are important to people. In Palmerston North this means:

- people have lots of fun things to do
- people feel safe
- businesses grow here and people have lots of job opportunities
- people can move easily around Palmerston North
- Palmerston North's physical infrastructure is reliable
- Palmerston North is attractive, clean and green
- the community is supportive and people and organisations work together
- people are well-housed and healthy
- people have lots of learning opportunities.

### Where did they come from?

You decided our community outcomes!

In 1995 we developed a City Vision. This was based on extensive community consultation to find out what sort of community people wanted to live in. We used this information as a starting point to identify the community outcomes. We wrote a draft 'word picture' based on the vision and then went and asked people what they thought of it.

To make sure we heard the views of the 'person on the street' we visited places such as shopping centres, suburban buses, festivals, schools, Massey University, UCOL, the Highbury Whanau Centre and Age Concern.

We also sent a questionnaire to all households. Reply-paid postcards were put in major businesses, cafes, the Council's Customer Service Centre, and libraries.

We also met with government agencies and key organisations to ask their views. People had two months to have their say and over 1,000 people shared their thoughts. We looked carefully at all of these ideas and summarised them into the community outcomes.

## Achieving the Community Outcomes

The community outcomes will only be achieved if all organisations and individuals in the City work towards them. We are committed to playing our part. The 10 Year Plan shows how we will do this. See the following pages which outline what we and other organisations are doing.

All the organisations – including the Council – work towards the outcomes in three ways:

- by doing their 'day-to-day work', eg, MidCentral Health provides health services, schools provide education and sports clubs offer recreation opportunities
- by working together on particular projects, eg, the Council and Ministry of Social Development jointly fund a youth worker in Kelvin Grove, the Ethnic Council leads a settlement support network, involving the City Council and government agencies, to help new migrants and refugees settle in Palmerston North
- by working together through networks and 'umbrella groups', such as the Regional InterAgency Network (central and local government agencies), Ethnic Council, and Environment Network Manawatu.

## Monitoring the community outcomes

Achieving the outcomes is a long-term job. We will need to keep track of our progress. We have worked with other organisations to identify key performance indicators – the signals that will tell us how we are doing. These are outlined in the tables on the next pages.

# Community Outcome: People have lots of fun things to do

## What Council Does

Council provides a range of leisure facilities – such as the library, playgrounds, walkways, sportsfields, swimming pools, skatepark, Arena Manawatu, and Te Manawa.

We fund a wide range of events for local people and visitors.

We help promote what is on in Palmerston North. We also provide grants to organisations like Sport Manawatu, the Regent Theatre, Centrepoint, Creative Sounds, Rugby Museum, Manawatu Community Athletics Track and the Globe Theatre.

## How we will measure progress

- Satisfaction with range of leisure opportunities
- Number of clubs

## What other organisations do

Sport Manawatu co-ordinates the sports sector, and the Regional Sport and Active Recreation Strategy. The Community Arts Council co-ordinates the arts and cultural sector.

Manawatu District, Massey University, the NZ Army and schools have a range of recreation facilities, sportsfields and playgrounds.

Destination Manawatu promotes what is on in the City.

Sports clubs and arts and cultural groups provide opportunities for a huge range of leisure activities. Private businesses also provide many leisure opportunities, eg, shopping, the movies, etc.

Incorporated societies and trusts help fund many groups and facilities.

Residents are encouraged to be active, be involved in things be aware of what is on.

## Community Outcome: People feel safe

### What Council Does

The Council is responsible for providing safe transport networks – for motorists, cyclists and pedestrians.

We provide street lighting, footpath maintenance and ensure trees are cut back from footpaths so people can move safely.

We are responsible for stormwater and flood protection (other than the Manawatu River and the Mangaone Stream, which are the responsibility of Horizons).

We provide safe drinking water.

We include Crime Prevention Through Environmental Design (CPTED) in projects like City Heart.

The Council's regulatory services – animal control, health inspections, hazardous substances, building consents, bylaws, etc – are for safe communities. Through civil defence, the Council encourages people to prepare themselves for emergencies like earthquakes and floods. We will work with other emergency services during an emergency.

We support safety groups like the Safety Advisory Board, Neighbourhood Support and SafeCity Hosts. We ensure that our community buildings, sportsfields, playgrounds, etc, are safe.

We maintain a register of contaminated land.

### How we will measure progress

- Crime figures
- Road accidents
- Fire Starts
- Injury Accidents
- Perceptions of safety

### What other organisations do

The Safety Advisory Board ensures organisations take a co-ordinated approach to safety.

The Police focus on crime and crash reduction.

The Fire Service responds to fires and other emergencies. It also promotes fire safety.

St John provides emergency response services and first aid training.

Horizons leads the regional Civil Defence and Emergency Management Group (and the CDEMG Plan) and is responsible for flood protection on the Manawatu River and the Mangaone Stream.

ACC works to prevent injuries at home, at work, at play, on the move, etc. It has overall responsibility for the NZ Injury Prevention Strategy. The ACC and the Council have a Memorandum of Understanding to address common issues of safety in Palmerston North.

The Ministry of Social Development works to strengthen communities and families and to reduce family violence.

Child, Youth and Family Services works to prevent child abuse and neglect and provides services for strong families.

Occupational Safety and Health looks after safety in the workforce.

New Zealand Transport Authority contributes to safe transport systems.

MidCentral Health encourages healthy, safe lifestyles and treats the sick and injured through its MidCentral District Strategic Plan.

The SafeCity Trust helps create a safe and pleasant social centre for the City.

Community groups eg, Neighbourhood Support, DrugArm, Women's Refuge all help keep people safe and reduce violence.

Housing New Zealand Corporation helps provide safe urban neighbourhoods.

Residents are encouraged to look after each other and be prepared for emergencies.

## Community Outcome: Palmerston North is attractive, clean and green

### What Council Does

The Council is responsible for waste management, involving reduction, re-use, recycling, recovery, treatment, and disposal of waste.

We provide 'green space' through parks, walkways, reserves, etc, and street trees and gardens.

We develop and implement the District Plan, including urban design criteria and heritage protection.

We plan for sustainable growth.

The Council supports groups like Urban Care, Manawatu Tree Trust, Zero Waste Academy and the Environment Network.

We carry out projects to keep the City looking attractive such as repositioning overhead cables underground and removing graffiti from public places.

We include public art in projects like City Heart.

### How we will measure progress

- Satisfaction with look and feel of the City
- Reserves per 1,000 people
- Water Quality
- Air Quality

### What other organisations do

Horizons is responsible for the sustainable management of air, land, native biodiversity and water resources through its LTCCP. It also undertakes environmental education.

The Environment Network co-ordinates the environmental sector.

Urban Care is active in projects like Clean-Up NZ. Other environmental groups carry out environmental projects and advocacy.

The Department of Conservation looks after conservation issues in the City and is involved in reserve management.

The NZ Historic Places Trust is responsible for the protection of heritage buildings.

Housing New Zealand Corporation helps provide attractive and well designed urban areas.

Residents help by keeping their properties attractive and the City clean and tidy.

# Community Outcome: Businesses grow here and people have lots of job opportunities

## What Council Does

The Council funds and promotes initiatives that increase the numbers of businesses and jobs in the City. We do most of this by helping fund Vision Manawatu.

The Council funds Destination Manawatu and Vision Manawatu to market and promote the City as a vibrant place to live, to work, to visit and do business.

We provide the infrastructure such as roading, water and waste removal that businesses need. We plan and provide for industrial land.

We provide part of the regulatory framework within which businesses operate.

We invest in the airport.

We provide events to attract visitors.

We provide a vibrant CBD and parking developments.

## How we will measure progress

- Number of jobs
- Number of businesses
- Average household income
- Employment
- Deprivation Index

## What other organisations do

Vision Manawatu provides economic development services.

Destination Manawatu markets the City as a place to do business.

Business groups like City Centre Marketing and Manawatu Chamber of Commerce undertake co-ordination and advocacy.

The BioCommerce Centre helps develop new businesses.

Work and Income assists people into employment and economic independence through its Central Regional Plan.

Trade and Enterprise gives advice and funding to business (through Vision Manawatu).

Community Groups (eg, Mature Employment, Ethnic Council) undertake community employment initiatives.

Careers Service Rapuara provides individuals with careers advice.

The private sector provides a large number of business and jobs.

Residents can take up job and training opportunities and to support local businesses.

# Community Outcome: People have lots of learning opportunities

## What Council Does

The Council works with Massey, UCOL, the International Pacific College, etc, to market the City as a learning centre.

We make the City attractive to students through events, and other initiatives.

We provide learning opportunities through the library and Te Manawa.

We provide funding and support for community education groups.

## How we will measure progress

- Participation in early childhood education
- Number of school leavers with at least NCEA level 1
- Highest Qualifications

## What other organisations do

Schools and tertiary education institutions provide a wide range of education and training opportunities.

Community education groups (Te Whare Akonga Open Learning Centre, EOSL, etc) provide education and training opportunities.

Private Training Providers also provide education and training opportunities.

Tertiary Education Commission funds and co-ordinates the tertiary sector.

The Guardian Group (a cluster of education groups) also provides co-ordination for the education sector.

The Student City Group markets the City as a student centre and carries out initiatives for students.

The Ministry of Education Special Education Services improves learning opportunities for disadvantaged young people.

Residents can take up learning opportunities available to them.

## Community Outcome: People can easily move around the City

### What Council Does

The Council is responsible for providing safe transport networks – for motorists, cyclists and pedestrians.

We ensure that transport is part of land planning for new growth areas.

We liaise with Horizons on public transport.

### How we will measure progress

- Satisfaction with moving around the City
- Delays at key intersections
- Number of road accidents

### What other organisations do

Horizons is responsible for co-ordinating transport activities in the region through its Regional Land Transport Strategy and Plan. It also funds public transport services (including special services for people with disabilities) and has a road safety programme (Road Safe Central).

New Zealand Transport Authority is the land transport funding agency (full funding for state highways, part funding with the City Council for local roads). It also promotes safety and sustainability. The Police undertake traffic enforcement, road safety, and crash investigations.

ACC helps ensure road safety and injury prevention from road crashes.

Individuals are encouraged to drive, cycle and walk safely and courteously. They are also encouraged to use public transport.

# Community Outcome: Palmerston North's physical infrastructure is reliable

## What Council Does

The Council provides the main infrastructural services for the City – roading, water, wastewater, stormwater and waste disposal. We have asset management plans to make sure this infrastructure is well maintained and can meet the City's needs at least cost.

We provide new infrastructure for growth. We also provide much of the City's cultural and recreational infrastructure.

## How we will measure progress

- Satisfaction with roads, footpaths, water, stormwater, wastewater, waste
- Asset Management Plans
- Number of households connected to services

## What other organisations do

Communication and energy companies provide communication and energy infrastructure.

New Zealand Transport Authority has part responsibility for land transport funding.

Waste management companies provide waste services.

Horizons has responsibility for infrastructural consents and monitoring, and for the stopbanks along the Manawatu River and the Mangaone Stream.

# Community Outcome: The community is supportive and people and organisations work together

## What Council Does

The Council carries out community development, making grants to organisations, building capacity and carrying out research.

We work with organisations and groups such as Ministry of Social Development, Community Services Council, Safety Advisory Board, Tools for Schools, etc.

Our strategic planning and democratic services are about getting people working together on agreed actions.

We provide community halls and community infrastructure.

## How we will measure progress

- Satisfaction with community spirit
- Amount of volunteering

## What other organisations do

Community, church and voluntary groups carry out a wide range of projects that help communities and individuals.

Umbrella Groups (eg, the Arts Council, Ethnic Council, Environment Network Manawatu, Community Services Council etc) provide co-ordination and leadership, as well as carrying out specific projects.

Rangitaane are Tangata whenua and mana whenua. Housing New Zealand Corporation provides community agency housing.

Department of Internal Affairs gives advice, information and funding for strong communities and encourages a strong volunteer sector.

The Ministry of Social Development improves peoples' well-being and ability to participate in the community. Key areas include youth, families and prisoners.

The Regional InterAgency Network provides co-ordination for government agencies working together.

Te Puni Kokiri provides policy for Maori development.

Individuals are encouraged to be involved in voluntary groups and support people in need.

# Community Outcome: People are well-housed and healthy

## What Council Does

Much of the Council's infrastructure is concerned with public health. For example, providing clean water and disposing of waste and wastewater. The Council provides many opportunities for healthy exercise – walkways, playing fields, parks, etc.

The Council supports community groups involved in health and housing.

We provide community and public rental housing for low income people, especially the low income elderly.

We carry out building inspections and are responsible for the regulatory framework for housing.

We plan for growth.

## How we will measure progress

- Housing overcrowding
- Number of people with severe/significant housing needs
- Morbidity and mortality
- Life expectancy

## What other organisations do

MidCentral Health provides hospital and health services for people. This includes provision of hospital services secondary and some tertiary facilities) and the funding of other health services in the City, including public health, primary care and other community health services.

The Manawatu Primary Health Organisation provides primary health services to people. This includes General Practice services and a range of other community based primary health care services.

Private health providers provide a wide range of health and wellness services.

Maori Health providers, eg, Whakapai Hauora, Te Waka Huia, etc, provide health and wellness services.

Community groups are also involved in health and wellness services.

ACC is responsible for injury prevention and rehabilitation.

Individuals lead healthy lifestyles and make healthy choices.

Housing New Zealand Corporation provides rental housing (1550 units), advice and assistance into home ownership.

Tenancy Services resolves disputes between tenants and landlords.

MidCentral gives support for people to stay in their own houses and fund healthy homes or home modifications for people with disabilities.

The Ministry of Health funds housing for people with special needs.

Work and Income provides the accommodation supplement and gives grants or loans for modifying housing for people with special needs. It also funds the Healthy Homes programme.

The Energy Efficiency and Conservation Authority encourages energy efficient and healthy homes. MASH and other community groups help provide sheltered housing.

Community housing groups are involved in advice and advocacy.

Individuals are responsible for the bulk of housing in Palmerston North.

# Links between the Community Outcomes and Council's Major City Goals

By working towards its major goals, the Council is also contributing to the Community Outcomes. This table shows the links between the goals and the outcomes.

Palmerston North is a city where people want to live because of its easy lifestyle and its many social, economic and leisure opportunities.

Palmerston North is a city which attracts, fosters and retains businesses because of the creativity and innovation of its education, research and knowledge database.

Palmerston North is a leading city in the quest to become environmentally sustainable.

## People have lots of fun things to do

People are attracted to a city with lots of leisure opportunities for them and their families. The more people living in a city the wider the range of groups that can help meet peoples' different leisure interests.

Businesses find it easier to attract new staff to a city that has a wide range of leisure opportunities.

Outdoor recreation opportunities

- like walkways, parks and reserves
- provide green open spaces that enhance the environment.

## People feel safe

Cities that have a reputation for being unsafe find it difficult to attract new residents, whether they are thinking of coming here for work or study.

Businesses find it easier to attract new staff to a city that is a safe place to live.

Principles of crime prevention through environmental design can be used to enhance safety and environmental sustainability.

## Palmerston North is attractive, clean and green

People are becoming more environmentally aware and are attracted to cities that look after their environments.

Businesses understand the need to conduct their businesses in an environmentally sustainable way. Jobs can be created by finding innovative ways to protect the environment.

Attractive, clean and "green" cities are environmentally sustainable cities.

Palmerston North is a city where people want to live because of its easy lifestyle and its many social, economic and leisure opportunities.

Palmerston North is a city which attracts, fosters and retains businesses because of the creativity and innovation of its education, research and knowledge database.

Palmerston North is a leading city in the quest to become environmentally sustainable.

### Businesses grow here and people have lots of job opportunities

One of the key reasons people move to a new city is to get a new job. If people are attracted to a city it will experience population growth – which then creates more jobs.

Economic development is about keeping and growing existing businesses and jobs, and attracting new businesses and jobs. The education, research and development sector is a major strength of Palmerston North's economy.

Businesses understand the need to conduct their businesses in an environmentally sustainable way. Jobs can be created by finding innovative ways to protect the environment.

### People have lots of learning opportunities

People are attracted to a city with lots of formal and informal education opportunities for them and their families.

Business growth and economic development depend upon the creativity and innovation of the education, research and development sectors.

Learning – formally or informally – more about the environment is an important topic for many people.

### It is easy to move around Palmerston North

Cities with poor transport networks where they are lots of travel delays are not attractive places to live.

An efficient and reliable roading network is vital for businesses – for the movement of customers, goods and staff.

The Council manages its roading network in a way that maximises its protection and enhancement of the environment, and minimises any negative environmental impacts.

Palmerston North is a city where people want to live because of its easy lifestyle and its many social, economic and leisure opportunities.

Palmerston North is a city which attracts, fosters and retains businesses because of the creativity and innovation of its education, research and knowledge database.

Palmerston North is a leading city in the quest to become environmentally sustainable.

**The City's infrastructure is reliable**

Cities with poor infrastructure do not attract people as good places to live.

Efficient and reliable infrastructure – roads, rubbish and recycling, stormwater, wastewater, and water – are all vital for businesses.

The Council manages its physical infrastructure in a way that maximises its protection and enhancement of the environment, and minimises any negative environmental impacts.

**The community is supportive and people and organisations work together**

People like living in cities that have good community spirit and that support those in need. The more people that live in a city the bigger the volunteer base for community groups.

Businesses have a key leadership in a city. Many businesses play key roles in supporting schools, community groups, leisure groups, etc.

Many community groups and networks focus on improving the environment and working towards environmental sustainability.

**People are well-housed and healthy**

People are attracted to a city with a good range of housing (especially affordable housing) and good health services. Having lots of people in a city also means a greater range of health services can be provided.

The health sector is a major employer in Palmerston North. Businesses find it easier to attract new staff to a city that has a good range of housing opportunities and health services.

A healthy environment is one of the most important factors in peoples' individual health.



# Role and Structure of Palmerston North City Council

## Role of the Council

The purpose of the Palmerston North City Council is to enable democratic local decision making to promote the social, economic, environmental and cultural well being of Palmerston North City in the present and for the future.

In meeting its purpose the Palmerston North City Council has a variety of roles:

- facilitating and monitoring of community outcomes
- formulating the Council's strategic direction in conjunction with the community through the Long Term Council Community Plan (LTCCP)
- determining the services and activities to be undertaken
- managing principal risks
- administering various regulations and upholding the law
- monitoring the delivery of the LTCCP and Annual Plan
- advocacy on behalf of the local community with central government, other local authorities and other agencies
- facilitating solutions to local needs
- development of local resources

- management of local infrastructure including network infrastructure (e.g. roads, sewage disposal, water, stormwater, flood and river control works) and community infrastructure (libraries, parks and recreational activities)
- environmental management
- planning of the future needs of the local district.

## Council Representation

The Council is composed of 16 elected members – a Mayor and 15 Councillors. A Chief Executive is appointed by the Council to be in charge of Council operations, and certain powers of management are delegated to that position in accordance with Section 42 and clauses 33 and 34 of Schedule 7 of the Local Government Act 2002. The Chief Executive implements and manages Council's policies and objectives within the budgetary constraints established by Council.

## Elections

Council elections are held every three years, with the most recent election held in October 2007. The representation arrangements for that election, as decided by the Local Government Commission, were that the Council comprise 15 councillors elected by five wards, plus the Mayor, with no community boards to be established.



**Back row from left:** Pat Kelly (Awapuni Ward), David Ireland (Takaro Ward), Bruce Wilson (Ashhurst-Fitzherbert Ward), John Hornblow (Papaioea Ward, Deputy Mayor), Vaughan Dennison (Takaro Ward).

**Middle row from left:** Jan Barnett (Papaioea Ward), Ross Linklater (Papaioea Ward), Gordon Cruden (Hokowhitu Ward), Peter Wheeler (Awapuni Ward), Annette Nixon (Awapuni Ward).

**Front row from left:** Lew Findlay (Papaioea Ward), Mayor Jono Naylor, Anne Podd (Ashhurst-Fitzherbert Ward), Jim Jefferies (Hokowhitu Ward).

**Absent:** Councillor Chris Teo-Sherrell (Hokowhitu Ward) and Councillor Michael Feyen (Takaro Ward).

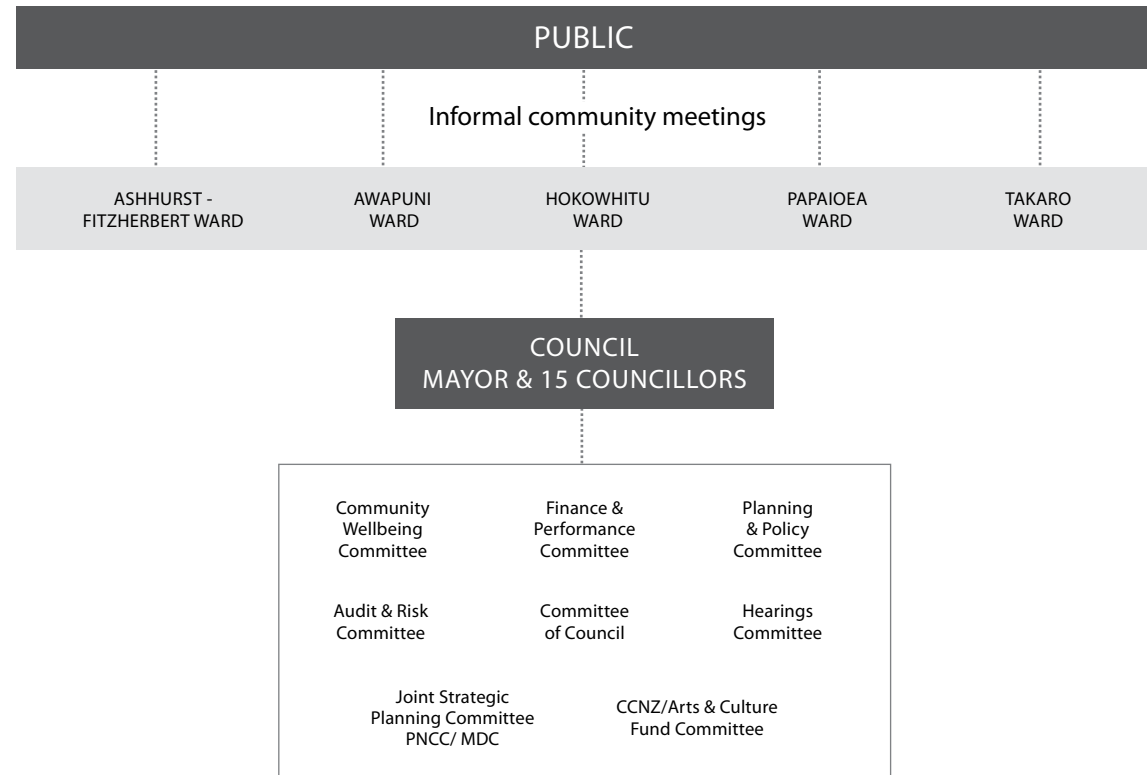
## Committee Structure

### Council and committee meetings

The Council reviews its committee structure after each triennial election. At the last review, three primary standing committees were established, being the Community Well-Being, Finance & Performance and Planning & Policy Committees. These committees meet monthly, with the full Council meeting on the last Wednesday of each month. Other committees meet on an as-required basis.

The purpose of the meetings is to ensure that the affairs of the Council are being conducted in accordance with legislative mandate and Council objectives. The Council also has a monitoring role in relation to the performance of Council Controlled Organisations.

In addition to formal monthly meetings, the Council convenes informal community meetings at least four times per year, throughout the wards of the City. The purpose of these meetings is to provide an opportunity for discussion between ward residents and the Council on matters affecting ward residents.



## Local Governance Statement

The Council has adopted a Local Governance Statement, as required by the Local Government Act 2002, setting the governance role of the Council. The statement ensures that the community has information on the processes the Council follows when making decisions and taking action and how the community can influence these processes.

Other governance documents include the Code of Conduct, Policy on the Appointment of Directors to Council Organisations, and the Council's Standing Orders.

The Council believes that it is essential, in the interests of good management and effective administration, to encourage the delegation of decision-making. The full list of delegations can be viewed in the Council's Delegations Manual, which is available on the Council's website, [www.pncc.govt.nz](http://www.pncc.govt.nz). However, the overall responsibility for maintaining effective systems of internal control ultimately rests with the Council. Internal controls include the policies, systems and procedures established to provide measurable assurance that specific objectives will be achieved.

## Council Direction

The Council's focus is on making:

- Palmerston North a city where people want to live because of its easy lifestyle and its many social, economic and leisure opportunities.
- Palmerston North a leading city in the quest to become environmentally sustainable.
- Palmerston North a city which attracts, fosters and retains businesses because of the creativity and innovation of its education, research and knowledge base.

In doing this the Council will ensure that:

- Palmerston North City Council is financially responsible and residents are satisfied that they get value for money from their rates.
- Palmerston North City Council understands the many views of the City's people and those people understand what the Council is doing and why.

For more details, see page 17 of Part One.

## Legislative Compliance

Being a regulatory body, the Council administers various regulations and laws. It is imperative that Council also complies with all relevant legislation. External law firms with local government expertise are contracted to assist the Council to comply with applicable legislation.

## Palmerston North City Council Organisational Chart

The Council organisation is divided into seven units, the managers of which report to the Chief Executive.



# Council Contact Details

## Postal Address

Private Bag 11034  
Manawatu Mail Centre  
Palmerston North 4442

T: 06 356 8199  
F: 06 351 4471  
E: [info@pncc.govt.nz](mailto:info@pncc.govt.nz)  
W: [www.pncc.govt.nz](http://www.pncc.govt.nz)

## In Person

Customer Services Centre  
32 The Square  
Palmerston North

## Customer Services Centre

Open Hours:  
Monday, Tuesday, Thursday and Friday, 8am-5pm  
Wednesday, 9am-5pm

## Contact Centre

The Palmerston North City Council operates a 24 hour, seven day a week, 365 days a year Contact Centre which acts as a gateway and hub for the Council.

The Customer Services Centre has been developed to be the first point of contact within the Council for all of our business and is user friendly for the disabled.

The Contact Centre staff are always there to talk to you about any issues you may be having within the City. It also provides a translation service for those who have English as a second language.

Our friendly customer-focused team will assist you in person at the Customer Services Centre on The Square side of the road linking the Council's Customer Services to the heart of the City.

For all enquiries, service requests, or to contact anyone who works for the Palmerston North City Council, please use the following contact information:

## Service Centres

Ashhurst Services Delivery Centre  
C/o Ashhurst Four Square Discounter  
122 Cambridge Avenue, Ashhurst

## Statistics

Area: 32,594 hectares

Population: 79,300 (estimated by NZ Statistics 2008)

Rateable Properties: 30,033

Palmerston North has a young population. The City has a high proportion of 15-29 year olds as a result of the City's education strengths. For most other factors, the City's population closely matches that of the rest of New Zealand.

## City Library

### Central Library

4 The Square

PO Box 1948

Palmerston North

P: 06 351 4100

F: 06 351 4102

E: [webmanager@library.pncc.govt.nz](mailto:webmanager@library.pncc.govt.nz)

Renewals: Phone 06 351 4101

### Open Hours:

Monday, Tuesday & Thursday 10am - 6pm

Wednesday & Friday 10am - 8pm

Saturday 10am - 4pm

Sunday 1pm - 4pm

Closed on public holidays.

### Ashhurst Community Library

Cnr Cambridge Street & Bamfield Streets, Ashhurst

Phone/Fax: 06 326 8646

### Awapuni Branch Library

Cnr College Street & Pitama Road

Phone/Fax: 06 356 7634

### Te Pātikitiki (Highbury) Branch Library

157 Highbury Avenue

Phone: 06 357 2108

### Roslyn Branch Library

8 Kipling Street

Phone/Fax: 06 357 9287

### Mobile Library

Has regular stops throughout the City.

## Council Meetings

The Council encourages public participation in its activities. Meetings of the Council and its Committees are open to the public and are held in the Council Chamber. For information on meeting agendas and dates, contact the Customer Service Centre (06 356 8199) or look in the public notices section of the Manawatu Standard, The Tribune or The Guardian newspapers; or look at our website – [www.pncc.govt.nz](http://www.pncc.govt.nz)

This 10 Year Plan has been prepared under the Local Government Act 2002. Thank you to all who contributed to the collation and production of this publication.

# Glossary

This section explains the key terms in the 10 Year Plan.

## **Activity**

The goods or services that the Council provides to the community. The Council has 19 Activities, e.g. Economic Development, Water, and Parks and Recreation. The Activities are the Council's contribution to the community outcomes, however all Activities contribute to more than one community outcome.

## **Annual Plan**

This is a budget document that shows how the Council will fund a particular year of the 10 Year Plan (LTCCP). This is to give more consistency of direction to what the Council does for the community. It is produced in years two and three of the 10 Year Plan.

## **Asset Management Plans (AMPs)**

These ensure that the Council's major infrastructural assets are maintained to ensure high environmental standards and can meet the future needs of the City, at the lowest possible cost over the long term. The Council has AMPs for roading and parking, stormwater, waste management, wastewater, water, and property and recreation facilities.

## **Capital New**

That expenditure which will increase the value of or create new Council assets (land, infrastructure, plant and equipment). A household analogy would be expenditure to put a new roof on a house or build a new bedroom.

## **Capital Renewal**

Asset renewals or replacements e.g. renewing a footpath to increase the life of the footpath, or replacing library books.

## **Community Outcomes**

What local communities think are important for their current and future social, economic, environmental and cultural wellbeing.

## **Council Controlled Organisations (CCO)**

An organisation which the Council owns or controls at least 50% of the voting rights or has the right to appoint at least 50% of the directors or trustees. CCOs are mostly set up to independently manage Council facilities or deliver specific services on behalf of residents.

## **Council Controlled Trading Organisation (CCTO)**

As above for CCO but trading with the main purpose/intention being to make a profit.

**Depreciation**

Spreading the costs of assets over their useful life.

**Development Contributions**

Development Contributions provide Council with a method to obtain contributions to fund infrastructure requirements due to growth. A Development Contributions Policy is required as a component of the Funding & Financial Policies in the LTCCP under section 102(4)(d) of the Local Government Act (LGA) 2002.

**Financial Year**

The Council's financial year runs from 1 July to 30 June. The 2009/10 financial year therefore covers the period 1 July 2009 to 30 June 2010.

**Group of Activities**

Groups of Activities show how the Council will work towards the community outcomes. The Council has six Groups of Activities. Activities that provide similar services have been grouped together.

**Inflation**

A rise in the general level of prices of goods and services to the Council over a period of time.

**Level of service**

A measurable description of what the Council does (or is planning to do) for residents.

**Liability Management and Investment Policy**

This policy sets out:

- when and how Council will invest, and for what purposes
- when and how Council will borrow, and for what purposes

**LTCCP (Long Term Council Community Plan)**

A 10 Year Plan, with particular emphasis on the first three years, developed by the Council and describing what the Council will do to contribute to the community outcomes. It shows what the Council will do, why it does these things, how much they will cost and how success will be judged. An LTCCP is prepared every three years.

**Maintenance Costs**

Expenditure in relation to repairs and maintenance of Council's assets.

**NZIFRS**

New Zealand International Financial Reporting Standards

**Operating Expenditure**

Expenditure that is necessary for the normal activities of Council. Using a household analogy, this would be paying for the electricity or food.

**Performance Measures**

Performance measures show how people can judge the success of the Council. The measures in the current 10 Year Plan are part of the Council's performance framework. The Council has other more technical performance measures in documents like Asset Management Plans.

**Programmes**

Programmes are the detailed financial actions which include capital and non-capital works within a particular financial year to achieve particular outcomes of the Council.

**Uniform Annual General Charge (UAGC)**

A component of the general rate that is levied as a uniform amount on every property.

# Index

There are two parts to the Ten-Year Plan. A single index to both parts has been created using either 1/ or 2/ before the pages to designate which part is being identified. For example:

targeted rates 2/62 (Part 2, page 62)

Page numbers are given in full form:

**housing (activity) 1/80-84**

The following abbreviations are used:

AMPs for asset management plans; Ave. for Avenue; CCOs for Council Controlled Organisations; CCTO for Council Controlled Trading Organisation; C/F for carried forward (i.e. from the previous year); Dr. for Drive; LTCCP for Long Term Council Community Plan; PN for Palmerston North; Rd. for Road; St. for Street; UAGC for Uniform Annual General Charge.

Community outcomes, Council goals, groups of activities, individual activities, CCOs; CCTO; key issues and selected headings of importance have been highlighted as the following illustrates:

**people feel safe (community outcome);  
better two-way communication between  
the Council and the community  
(Council goal);  
community support (group of  
activities);  
arts and culture (activity);  
Globe Theatre (CCO);  
Palmerston North Airport Ltd. (CCTO);  
"leaky" homes (key issue);  
reserves**

All Ten-Year programmes have been put in italics:

e.g. *Holiday Park, upgrade of facilities 1/86.*

This treatment has also been used for Council grants to external organisations, e.g. *Disabled Persons Assembly (grant) 1/204.*

If the programme is clearly identifiable by the title, e.g. *Public Sculpture Trust funding*, it has been located alphabetically as read: *Public Sculpture Trust funding*.

However, where it is unclear from the title which activity the programme belongs to, e.g. *Cultural Courtyard fitout*, it will be located under the relevant heading, e.g. **City Library**.

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