



# AGENDA

## Commercial and Strategy Committee Meeting Tuesday, 13 February 2024

**Date** Tuesday, 13 February 2024

**Time** following the Community Services Committee

**Location** Council Chamber  
Timaru District Council  
King George Place  
Timaru

**File Reference** 1650147

## **Timaru District Council**

**Notice is hereby given that a meeting of the Commercial and Strategy Committee will be held in the Council Chamber, Timaru District Council, King George Place, Timaru, on Tuesday 13 February 2024, at the conclusion of the Community Services Committee meeting.**

### **Commercial and Strategy Committee Members**

Peter Burt (Chairperson), Allan Booth (Deputy Chairperson), Gavin Oliver, Sally Parker, Stu Piddington, Michelle Pye, Owen Jackson, Stacey Scott, Scott Shannon and Mayor Nigel Bowen

Quorum – no less than 5 members

### **Local Authorities (Members' Interests) Act 1968**

Committee members are reminded that if you have a pecuniary interest in any item on the agenda, then you must declare this interest and refrain from discussing or voting on this item, and are advised to withdraw from the meeting table.

Nigel Trainor  
**Chief Executive**

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- 1 Apologies**
- 2 Public Forum**
- 3 Identification of Items of Urgent Business**
- 4 Identification of Matters of a Minor Nature**
- 5 Declaration of Conflicts of Interest**
- 6 Chairperson's Report**

## **7 Confirmation of Minutes**

### **7.1 Minutes of the Commercial and Strategy Committee Meeting held on 14 November 2023**

**Author:** Jessica Kavanaugh, Corporate Planner

#### **Recommendation**

That the Minutes of the Commercial and Strategy Committee Meeting held on 14 November 2023 be confirmed as a true and correct record of that meeting and that the Chairperson's electronic signature be attached.

#### **Attachments**

- 1. Minutes of the Commercial and Strategy Committee Meeting held on 14 November 2023**



# MINUTES

## Commercial and Strategy Committee Meeting Tuesday, 14 November 2023

Ref: 1650147

**Minutes of Timaru District Council  
Commercial and Strategy Committee Meeting  
Held in the Council Chamber, Timaru District Council, King George Place, Timaru  
on Tuesday, 14 November 2023 following the Community Services Committee**

**Present:** Clrs Peter Burt (Chairperson), Allan Booth (Deputy Chairperson), Gavin Oliver, Sally Parker, Stu Piddington, Michelle Pye, Owen Jackson, Stacey Scott, Mayor Nigel Bowen, Scott Shannon (via zoom)

**In Attendance:** **Community Board:** Michael Thomas (Pleasant Point Community Board, Gaye Broker (Temuka Community Board), Rosie Woods (Geraldine Community Board)

**Officers:** Bede Carran (Chief Executive), Beth Stewart (Group Manager Community Services), Jayson Ellis (Acting Group Manager Environmental Services), Paul Cooper (Acting Group Manager Commercial and Strategy), Andrew Dixon (Group Manager Infrastructure), Stephen Doran (Communications Manager), Nicole Timney (Manager of Property Services and Client Representative), Maddison Gourlay (Marketing and Communications Advisor), Andrea Rankin (Chief Financial Officer), Vincie Billante (Long Term Plan Project Lead), Sam Esterhuyse (Continuous Improvement Business Partner), Diana Somerville (Senior Finance Business Partner), Jessica Kavanaugh (Corporate Planner), Rachel Scarlet (Governance Advisor)

## **1 Apologies**

No apologies were received.

## **2 Identification of Items of Urgent Business**

No items of urgent business were received.

## **3 Identification of Matters of a Minor Nature**

No matters of a minor nature were raised.

## **4 Declaration of Conflicts of Interest**

- Clr Allan Booth declared a conflict of interest in item 7.3 Business Improvement District Strategic Plan and Memorandum of Understanding and will sit back from the table.
- Mayor Nigel Bowen declared a conflict of interest in item 7.3 Business Improvement District Strategic Plan and Memorandum of Understanding and will sit back from the table.

## **5 Chairperson's Report**

### **5.1 Presentation of Chairperson's Report**

#### **Resolution 2023/24**

Moved: Clr Peter Burt



Seconded: Mayor Nigel Bowen

The Chairperson has attended a number of meetings including; Council Meetings, Citizenship Ceremonies, various Workshops, Meeting with Mayor, Meeting with Acting Group Manager Commercial and Strategy, Aorangi Stadium Trust Meeting.

**Carried**

## **6 Confirmation of Minutes**

### **6.1 Minutes of the Commercial and Strategy Committee Meeting held on 5 September 2023**

#### **Resolution 2023/25**

Moved: Clr Gavin Oliver

Seconded: Clr Michelle Pye

That the Minutes of the Commercial and Strategy Committee Meeting held on 5 September 2023 be confirmed as a true and correct record of that meeting and that the Chairperson's electronic signature be attached.

**Carried**

## **7 Reports**

### **7.1 Actions Register Update**

The Acting Group Manager Commercial and Strategy spoke to the report to provide the Commercial and Strategy Committee with an update on the status of the action requests raised by councillors at previous Commercial and Strategy Committee meetings.

The Committee confirmed to close;

- Action one – Adding policy prioritisation schedule to hub
- Workshop on finance report
- Addition of net interest/net debt effect

#### **Resolution 2023/26**

Moved: Mayor Nigel Bowen

Seconded: Clr Peter Burt

That the Commercial and Strategy Committee receives and notes the updates to the Actions Register.

**Carried**

## **7.2 Continuous Improvement update (user experience)**

The Group Manager Community Services and Continuous Improvement Business Partner spoke to the report to provide the Commercial and Strategy Committee with an update on key initiatives in Continuous Improvement.

Discussion included the target market for Smarty Grants, that the public place trading report will include costs and timeframe for trading.

### **Resolution 2023/27**

Moved: Clr Gavin Oliver

Seconded: Clr Michelle Pye

That the Commercial and Strategy Committee receives and notes the Continuous Improvement update (user experience) report.

**Carried**

## **7.3 Business Improvement District Strategic Plan and Memorandum of Understanding**

The Acting Group Manager Commercial and Strategy and Long Term Plan Project Lead spoke to the report to for the Committee to accept the Business Improvement District Strategic Plan and Memorandum of Understanding (MOU) and approve the targeted rate of \$120,000 to be included in the Revenue and Financing Policy which is consulted on as part of the Long Term Plan 2024-2034.

### **Resolution 2023/28**

Moved: Clr Sally Parker

Seconded: Clr Michelle Pye

That the Commercial and Strategy Committee

1. Receive and note the Business Improvement District (BID) Strategic Plan and Memorandum of Understanding Report and:
  - (a) Resolve to accept the Business Improvement District Strategic Plan and Memorandum of Understanding

**Carried**

### **Resolution 2023/29**

Moved: Clr Sally Parker

Seconded: Clr Michelle Pye

Direct Officers to provide \$120,000 as a targeted rate for the properties within the prescribed area of the BID and include for consultation within the Long Term Plan 2024-34;

**Carried**

### **Resolution 2023/30**

Moved: Clr Peter Burt  
 Seconded: Clr Owen Jackson

Direct Officers to include this in the Revenue and Financing Policy for the Long Term Plan 2024 – 2034.

**Carried**

#### **7.4 Financial Report September 2023**

The Chief Financial Officer and Senior Finance Business Partner spoke to the report to outline progress on implementing year three of the 2021-31 Long Term Plan (LTP) and report on the financial results for the period ended 30 September 2023.

It is noted from the committee the improvement to the table in the report at point 6. An explanation of Corporate Activities is provided to the committee. The fees and charges on waste minimisation and the budget for this relating to a deficit.

#### **Resolution 2023/31**

Moved: Mayor Nigel Bowen  
 Seconded: Clr Michelle Pye

1. That the summary financial results to 30 September 2023 be received and noted.
2. An action point added for understanding the specifics in relation to Waste Minimisation and the budget deficit.

**Carried**

#### **8 Consideration of Urgent Business Items**

No items of urgent business were received.

#### **9 Consideration of Minor Nature Matters**

No matters of a minor nature were raised.

#### **10 Exclusion of the Public**

#### **Resolution 2023/32**

Moved: Clr Gavin Oliver  
 Seconded: Mayor Nigel Bowen

That the public be excluded from the following parts of the proceedings of this meeting on the grounds under section 48 of the Local Government Official Information and Meetings Act 1987 as follows:

General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Plain English Reason

<p><b>11.1 - Public Excluded Minutes of the Commercial and Strategy Committee Meeting held on 5 September 2023</b></p>	<p>s7(2)(a) - The withholding of the information is necessary to protect the privacy of natural persons, including that of deceased natural persons</p>	<p>To protect a person’s privacy, including the privacy of deceased persons</p>
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**Carried**

**11 Public Excluded Reports**

**11.1 Public Excluded Minutes of the Commercial and Strategy Committee Meeting held on 5 September 2023**

**12 Readmittance of the Public**

**Resolution 2023/33**

Moved: Mayor Nigel Bowen

Seconded: Clr Stu Piddington

That the meeting moves out of Closed Meeting into Open Meeting.

**Carried**

**The Meeting closed at 2.16pm.**

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**Clr Peter Burt  
Chairperson**

## 8 Reports

### 8.1 Actions Register Update

**Author:** Rachel Scarlett, Governance Advisor

**Authoriser:** Paul Cooper, Acting Group Manager Commercial and Strategy

#### Recommendation

That the Commercial and Strategy Committee receives and notes the updates to the Actions Register.

#### Purpose of Report

- 1 The purpose of this report is to provide the Commercial and Strategy Committee with an update on the status of the action requests raised by councillors at previous Commercial and Strategy Committee meetings.

#### Assessment of Significance

- 2 This matter is assessed to be of low significance under the Council's Significance and Engagement Policy as there is no impact on the service provision, no decision to transfer ownership or control of a strategic asset to or from Council, and no deviation from the Long Term Plan.

#### Discussion

- 3 The Actions register is a record of actions requested by councillors. It includes a status and comments section to update the Commercial and Strategy Committee on the progress of each item.

#### Attachments

1. **Commercial and Strategy Committee Actions Required** [↓](#) 

### Information Requested from Councillors (Commercial and Strategy Committee)

<b>Information Requested</b>	Scoping for Project Delivery Team		
<b>Date Raised:</b>	13 June 2023	<b>Status:</b>	Ongoing
<b>Issue Owner</b>	Group Manager Commercial and Strategy & Group Manager Engagement and Culture	<b>Completed Date:</b>	
<p>Background: The Councillors requested that officer's scope for a Project Delivery Team to be reviewed by elected members, to be brought to People and Performance Committee</p> <p>Update: On the 25 July 2023 Officers advised Elected Members this work would be undertaken and is expected to be finished in November 2023. Due to resourcing constraints officers have been unable to complete this work within the initial timeframe indicated. Officers anticipate this work will be actioned in quarters 3 and 4.</p>			

<b>Information Requested</b>	Waste Minimisation Fees and Charges		
<b>Date Raised:</b>	14 November 2023	<b>Status:</b>	Ongoing
<b>Issue Owner</b>	Group Manager Infrastructure	<b>Completed Date:</b>	
<p>Background: The Councillors requested a review of Waste Minimisation fees and charges.</p> <p>Update: This will be undertaken as part of the Long Term Plan.</p>			



## 8.2 Continuous Improvement update (user experience)

**Author:** Sam Esterhuysen, Continuous Improvement Business Partner

**Authoriser:** Beth Stewart, Group Manager Community Services

### Recommendation

That the Commercial and Strategy Committee receives and notes the Continuous Improvement update (user experience) report.

### Purpose of Report

- 1 To provide the Commercial and Strategy Committee with an update on key initiatives in Continuous Improvement.

### Assessment of Significance

- 2 This matter is assessed as being of low significance under the Council's Significance and Engagement Policy as this update is operational in nature and, at this stage does not propose any initiatives that influence levels of service, strategic assets or rates.

### Discussion

#### Attekus Bookable – Stage 1

- 3 Attekus Bookable has transitioned to Business as Usual. Ongoing review, support and maintenance activities are in place to assist our community with using Bookable should they require it. A customer survey has been created and will be sent out to our users asking them to provide feedback. An update will be provided at the next Commercial & Strategy meeting.

#### Attekus Events Management system – Stage 2

- 4 The online bookings system (Stage 1) is a fully automated bookings system, and the Events management system allows for events registration and managing those registrations. After the integration of all additional requirements has been completed for Bookable (Stage 1), the Events Managements system (Stage 2) will commence.

#### CBay Software Upgrade

- 5 A review of the current software system being used at CBay has been completed. This includes the Learn to Swim, Gym, Point of Sale (POS) for retail and lane bookings. This platform is designed to drive administrative efficiencies, reduce risk associated with manual handling and duplications of processes and provide a more streamlined user experience for both internal and external parties. The project team are still working through all the requirements and a decision will be made in quarter 3. In the interim the current Links software has had a system upgrade and training has been provided to the team members.

#### Community Funding Project

- 6 The existing process for funding applications is very manual. This presents several challenges and risks compared to an automated modernised system. Manual processing involves a



significant amount of paperwork, data entry and co-ordination. This can result in lengthy and time-consuming application processing which can cause some delays. Manually entering data increases the likelihood of errors or miscalculations. Manual processes lack transparency, making it challenging for applicants to track the status of their application. It can also be challenging to gather and analyse data for reporting purposes.

7 The benefits of using an automated system include:

- An intuitive, fit for purpose and user-friendly interface that promotes an improved customer experience and reduced costs to the council. This purpose-built solution will ensure that the process of funding administration at TDC is significantly simpler, faster and a more engaging process for both the internal user and community;
- Improved efficiencies by reducing time spent on funding applications by both applicants and employees;
- Significantly reduce manual touchpoints and provide greater internal efficiencies and reputational improvement. This system will provide the community with a single place to register and make online applications; and
- Enhanced internal tracking and reporting, workflow management and transparency of all funding applications.

8 The project team are still working through all the due diligence requirements, and it is anticipated that officers will commence the development of the new funding platform in early 2024 as part of a comprehensive review of the community funding programme.

#### Assura Upgrade 2.0

9 The Assura Upgrade 2.0 Project has successfully been launched on 22 January 2024. This is a comprehensive platform for reporting incidents, injuries, safety observations, permit to work and events within our organisation.

10 The key features of the upgraded Assura 2.0 include:

- Improved user experience: The system has undergone enhancements to provide a more intuitive and user-friendly experience, ensuring that users can navigate and utilise its features with greater ease.
- New reporting: Assura 2.0 introduces a new reporting system designed to collect, analyse, and present data.
- New Wellbeing Section: The new version incorporates a dedicated Wellbeing Section.
- New Request for training feature: This new feature allows users to request their training requirements.
- New Documentation module: This will be a centralised library for all relevant documents.

11 The system is very intuitive, a user manual has been created and training is in progress of being rolled out to all the business units.

#### **Attachments**

**Nil**



**8.3 Bad Debts Written Off as at 31 December 2023**

**Author:** Lee-Ann Smart, Revenue Team Leader  
Ashlea Whyte, Finance Manager

**Authoriser:** Andrea Rankin, Chief Financial Officer

**Recommendation**

That the Commercial and Strategy Committee:

1. Receive and note the report Bad Debts Written Off as at 31 December 2023.
2. Request Council Officers to provide a Quarterly Summary Report to the Committee.

**Purpose of Report**

- 1 This report outlines the work Council Officers undertake to write off bad debts, the amount and details of these debts.

**Assessment of Significance**

- 2 This matter has been assessed as of low significance in accordance with the Timaru District Council significance and engagement policy as this is consistent with Council policy and a low financial impact. The bad debt write off procedure is an operational process of Council.

**Discussion**

- 3 Delegation to write off bad debts is provided to the Chief Executive up to the value of \$50,000. No debts have been identified above \$50,000 which would require Council approval to write off.
- 4 Officers have resolved a small number of debts that, due to the age of the matter, are impacted by the Limitation Act 2010 which means Council is unable to make a claim on a debt which is six years after the matter arose. These debts have now been written off. We currently have \$38,000 registered with our debt collection agency. If monies are not received within the statutory timeframe, these will subsequently be written off.
- 5 For the six months to 31 December 2023, a total of \$18,031.97 has been written off within Officer delegations and the tables below summarise the totals for each year.

<b>DATE</b>	<b>ACTIVITY RESPONSIBLE</b>	<b>AMOUNT (\$)</b>	<b>TOTAL PER ANNUM (\$)</b>
<b>2009</b>	RC6769 - Water	3,209	<b>3,209</b>
<b>2011</b>	Animal Control	217	<b>217</b>
<b>2013</b>	Animal Control	271	<b>271</b>
<b>2015</b>	Animal Control	370	
	Notice to Fix	140	

	Transfer Station	327	<b>837</b>
<b>2016</b>	Animal Control	1,520	
	Health Licence	683	
	Land Transport	997	
	Transfer Station	137	<b>3,337</b>
<b>2017</b>	Animal Control	1,132	
	Towing of Vehicle	133	<b>1,265</b>
<b>2021</b>	Health Licence	359	<b>359</b>
<b>2022</b>	Health Licence	371	
	Planning	1,054	
	Property	720	
	STEC – Court Hire	1021	<b>3,166</b>
<b>2023</b>	Animal Control	10	
	Planning	1,686	
	Property	887	
	Transfer Station	179	<b>2,762</b>
<b>TOTAL</b>			<b>15,423</b>

<b>DATE</b>	<b>ACTIVITY RESPONSIBLE</b>	<b>AMOUNT (\$)</b>	<b>TOTAL PER ANNUM (\$)</b>
<b>2013</b>	Timaru Library	331	<b>331</b>
<b>2014</b>	Timaru Library	475	<b>475</b>
<b>2015</b>	Timaru Library	589	<b>589</b>
<b>2016</b>	Timaru Library	672	<b>672</b>
<b>2017</b>	Temuka Library	348	<b>348</b>
<b>2018</b>	Timaru Library	195	<b>195</b>
<b>TOTAL</b>			<b>2,610</b>

- 6 Approximately 0.03% of income is written off per year. Officers work closely with customers to resolve issues early and Officers will provide a full summary of the debts written off in the Public Excluded section of the Commercial and Strategy Committee meeting, in accordance with the Privacy Act 2020.
- 7 Officers will work towards a Debt Recovery Policy to align with the Long Term Plan.

### Attachments

Nil

**9 Consideration of Urgent Business Items**

**10 Consideration of Minor Nature Matters**

**11 Public Forum Items Requiring Consideration**

**12 Exclusion of the Public****Recommendation**

That the public be excluded from the following parts of the proceedings of this meeting on the grounds under section 48 of the Local Government Official Information and Meetings Act 1987 as follows:

<b>General subject of each matter to be considered</b>	<b>Reason for passing this resolution in relation to each matter</b>	<b>Plain English Reason</b>
<b>13.1 - Bad Debts Written Off as at 31 December 2023</b>	s7(2)(a) - The withholding of the information is necessary to protect the privacy of natural persons, including that of deceased natural persons	To protect a person's privacy, including the privacy of deceased persons

**13 Public Excluded Reports**

**13.1 Bad Debts Written Off as at 31 December 2023**

**14      Readmittance of the Public**