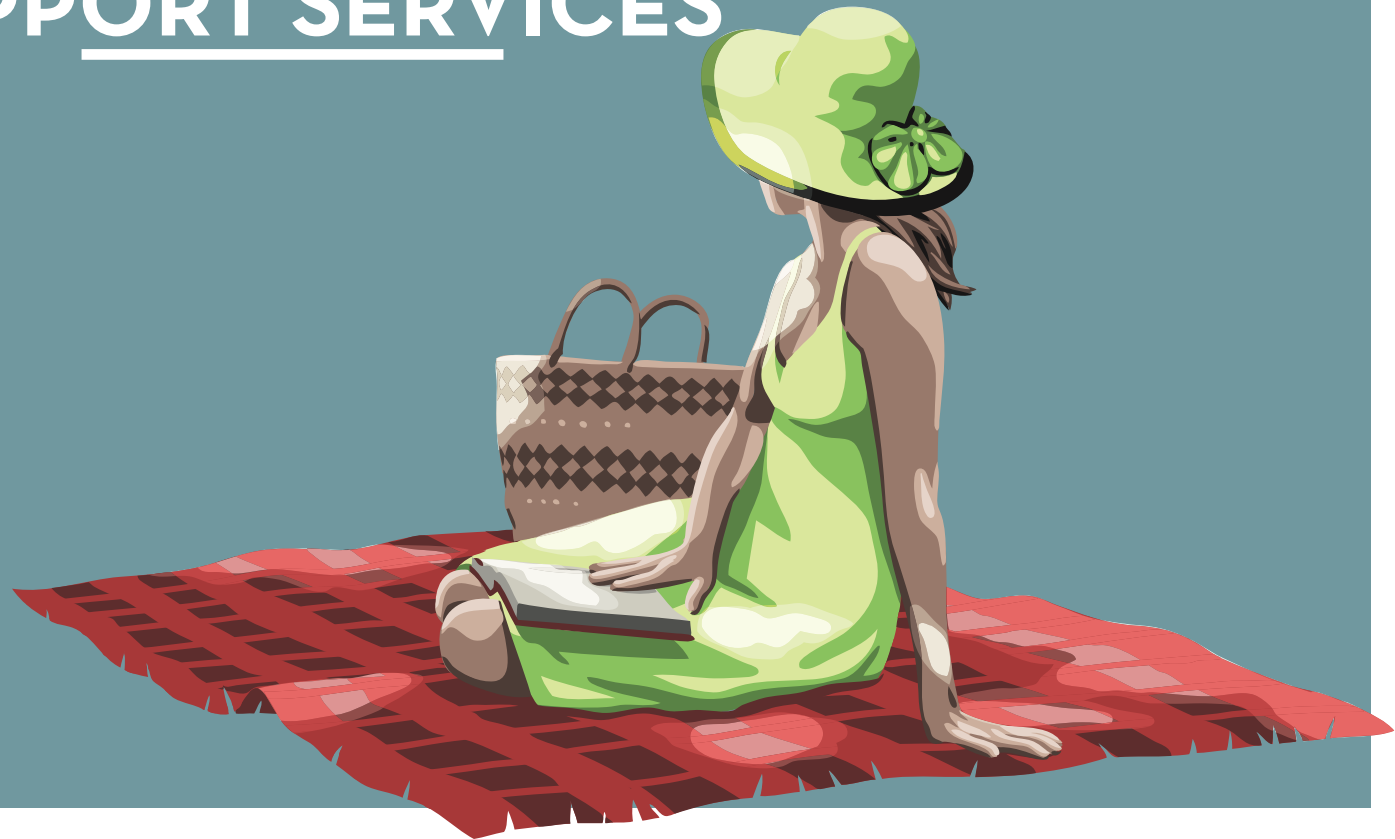


SUPPORT SERVICES



SUPPORT SERVICES

OVERVIEW

A number of internal corporate services support the delivery of services and activities to the community. Our Long Term Plan contains strategies that determine the activities Council provides to serve our community, for example water supply and transportation. Our Corporate Plan contains strategies for our support services. Corporate support activities have a crucial part to play in enabling staff to produce their best work and deliver the highest standards of service to customers. The key strategic approach for each of the corporate support activities is broadly described below:

CORPORATE SUPPORT ACTIVITY	WHAT THIS ACTIVITY DOES	STRATEGIC APPROACH
Customer services	Ensure customers receive timely, accurate and user friendly information, service and advice.	Focus on understanding the diversity of customers, and their needs and respond to them more effectively.
Communications	Ensure customers and communities are kept informed.	Provide communications that are targeted to identified customer needs.
Relationship management	Maintain effective relationships with residents and key communities of interest.	The purpose of the relationships is clearly understood, diversity is recognised and our obligations to Māori under the Treaty of Waitangi are fulfilled.
Human resources	Manage workforce capability and capacity.	Future workforce needs are understood so that staffing levels, skills and competencies are retained to deliver the agreed services to the community.
Information management	Ensure data is accessible, clear and secure.	Information is managed to ensure it is easily accessible and the integrity of the data is maintained
Information technology	Ensure information systems are integrated, secure and responsive to business needs.	Smart use of technology to achieve agreed strategic initiatives and optimise the customer experience.
Financial management	Provide comprehensive financial planning and monitoring services.	Timely, accessible and reliable information is available to inform decision-making, both for staff and elected members.
Corporate assets	Sustainably manage Council's corporate buildings, equipment, vehicles and land.	Assets, planning and property staff work together to enable the sustainable development of infrastructure.
Procurement	Ensure services purchased provide the best value for money, are sustainable and environmentally responsible.	Sustainable purchasing practices that demonstrate value for money and are environmentally responsible.
Risk management	Identify, minimise or mitigate risks.	Integrated risk management information to inform decision making and ensure continuity of Council services.
Quality management	Document and review key processes to ensure knowledge is maintained and opportunities for improvement identified.	Documentation of key processes secures knowledge and facilitates opportunities for improvement.

SUMMARY FINANCIAL FORECAST

SUPPORT SERVICES

FOR THE YEAR ENDED 30 JUNE	LONG TERM PLAN ESTIMATE 2018 \$'000	ANNUAL PLAN ESTIMATE 2018 \$'000	VARIANCE INCREASE/ DECREASE \$'000
Analysis of expenditure by activity			
Support services	925	1,525	599
Corporate assets	1,410	1,670	261
Treasury	1,538	1,023	(515)
Total operating expenditure	3,873	4,218	345
Analysis of expenditure by class			
Direct costs*	13,799	15,384	1,584
Overhead recoveries	(11,825)	(12,416)	(591)
Interest**	607	391	(216)
Depreciation	1,292	859	(433)
Total operating expenditure	3,873	4,218	345
Revenue			
Targeted rates	(191)	(171)	20
General rate	2,628	2,228	(400)
User fees	14	14	-
Interest**	1,276	1,280	5
Other income	937	1,017	79
Total revenue	4,663	4,367	(296)
Net cost of service - surplus/(deficit)	790	149	(641)
Capital expenditure	1,489	2,424	935
Vested assets	-	-	-
Total other funding required	(699)	(2,275)	(1,576)
Other funding provided by			
Debt increase/(decrease)	(84)	236	320
Proceeds from sale of assets	89	85	(4)
Reserves and future surpluses	694	1,955	1,260
Total other funding	699	2,275	1,576

* Net direct cost of support services after overhead recoveries

** Net interest income/expense after internal interest recoveries

HOW OUR PLANS HAVE CHANGED

The timing and costs of some of our projects have been updated since we adopted our 2015 - 2025 Long Term Plan (LTP). The key differences are shown below.

To see how our plans have changed click here for the complete list of these projects/programmes that have been revised or alternatively visit our website www.westernbay.govt.nz.

PROJECT NUMBER	PROJECT NAME	LONG TERM PLAN 2018 \$	THIS PLAN \$	DIFFERENCE \$	EXPLANATION
157103	Origen Application Development	84,081	-	(84,081)	Budget transferred to Business Process Review Online and E-Business Development.
157302	IT Application Software Development	63,061	215,000	151,939	Additional systems - Minutes, E District Plan, Communications.
157503	E-Business Development	21,020	100,000	78,980	Budget transferred from Origen Application Development.
315701	Vehicle Purchases	603,280	700,000	96,720	Increase in fleet.
338301	Strategic Property Omokoroa Development	-	200,000	200,000	New development.
338302	Strategic Property Katikati Development	-	105,900	105,900	Strategic Property Katikati Development added in 2017.
341101	Digitising Permanent Archive Records	110,356	690,000	579,644	Re-budget from 2017.
341501	Business Continuity Planning - fibre infrastructure install (BOPLASS)	-	100,000	100,000	Re-budget from 2017.
342200	Animal Shelters	-	320,000	320,000	Re-budget from 2017 and costs increased due to animal welfare requirements.