

Council

Meeting of 17 December 2025

Business Unit: Community
Date Created: 11 November 2025

Priority Service Contracts – Annual reports

Purpose Te Aronga o te Pūrongo

Every three-years Council makes Priority Services funding available to the community. Applications that meet the criteria in Manawātū District Council’s Community Development Policy are considered. Successful organisations enter into a three-year Priority Service Contract with Council and are required to report to Council on their performance against agreed performance measures at six-monthly and 12-monthly intervals.

The Priority Service Contracts for the previous triennium ended on 30 June 2025. This report presents the 12-month reports for the period 1 July 2024 to 30 June 2025 from four of the 18 contracted organisations. Council is asked to receive these reports.

The following organisations will present to Council:

- Manchester House Social Services – Maxene Adamson and Belinda Morgan
- Palmerston North Surf Life Saving Club – Alec Mackay
- Manawātū Rural Support Services – Aevryl Jestin and Linda Sievwright
- Whatunga Tuao – Volunteer Central – Kate Aplin and Jordan Dempster

Recommendations Ngā Tūtohunga

That Council receives the 12-month Priority Service Contract reports for the period ending 30 June 2025 from:

- Manchester House Social Services
- Palmerston North Surf Life Saving Club
- Manawātū Rural Support Services
- Whatunga Tuao – Volunteer Central

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Approved for submission by:
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General Manager – Community

1 Background Ngā Kōrero o Muri

- 1.1 Council commenced its first Community Development Strategy and new Community Development Policy on 1 January 2020. This included a Community Development Fund to procure Community Development Priority Services Contracts from community and voluntary organisations whose outcomes directly contribute to the delivery of the Community Development Strategy.
- 1.2 As a result of the Community Development Policy, an Assessment Panel was established to consider procurements for the Community Development Strategy delivery via Priority Service Contracts. Council gave delegated authority to the Assessment Panel to assess Priority Service Contract bids and to make a decision. The Assessment Panel was originally made up of the Chairperson and Deputy Chairperson of the former Community Development Committee, the General Manager – Community and the Community Wellbeing Manager.
- 1.3 To prepare for the procurement of the Priority Service Contracts and assist the Assessment Panel in assessing the proposals, Council conducted a series of Workshops to determine what the priority services would be and provide guidance on the procurement process.
- 1.4 Council was comfortable with direct procurement taking place when there was one sole provider of the service identified. Council was to tender for all others.
- 1.5 For the information of Council, the Assessment Panel was amended in 2024 following the dis-establishment of the District Development Committee and is now made up of three elected members, the General Manager – Community and the Community Wellbeing Manager and Her Worship the Mayor as ex officio.

2 Strategic Fit Te Tautika ki te Rautaki

- 2.1 The report and decision being sought aligns with the priorities of Council, as laid out in the Long-term Plan:

A place to belong and grow: by supporting organisations and services that allow people to feel safe, be connected and inclusive and be actively engaged in community activities that encourage social and cultural wellbeing for everyone.

A future planned together: ensuring meaningful input from contracted organisations so we work together to make our whānau and communities better and plan for a positive future for the district.

Value for money and excellence in local government: we focus on doing our best for the community by supporting organisations that improve quality of life for residents and enhance their life choices.

An environment to be proud of; we support organisations who protect and care for our the Manawatū's natural and physical resources.

3 Discussion and Options Considered Ngā Matapakinga me ngā Kōwhiringa i Wānangahia

3.1 Following assessment of the proposals received, Council entered into priority service contracts with the following 18 organisations for the period ending 30 June 2025.

- Age Concern Palmerston North and Districts.
- Awahuri Forest Kitchener Park Trust
- Feilding and District Art Society
- Feilding Community Patrol
- Himatangi Beach Community Patrol
- Manawatū Historic Vehicle Collection Trust
- Manawatū Riding for the Disabled
- Manawatū Rural Support Services
- Manawatū Tenants Union
- Manchester House Social Services
- Neighbourhood Support Manawatū
- Palmerston North Surf Lifesaving Club
- Plant to Plate Aotearoa
- SnapBACK Gym
- St John Feilding Area Committee (ambulance)
- Te Manawa Family Services
- Whatunga Tuao – Volunteer Central
- Youthline Central

3.2 Council's contract with Whānau Ātaahua Beautiful Families Trust ended in 2023/24. 2024/25 funding was not uplifted as the organisation was wound down.

- 3.3 Council's contract with Awahuri Forest Kitchener Park Trust was only partially spent as the Trust only completed seven-months of the contracted work.
- 3.4 In accordance with the Community Development Policy, the 12-monthly reports presented by priority service contract holders, are to be received by Council. This reporting is an opportunity for Council to monitor progress against the Results Based Accountability (RBA) performance measures agreed to and included in the contracts.
- 3.5 Report templates were developed for each of the 18 organisations to capture the data required to report against the agreed RBA performance measures as well as any narrative in support of this data. These templates mirror the RBA performance measures contained within each of the schedules which form part of the respective contracts.
- 3.6 Having report templates ensures consistent reporting by contracted organisations and allows Council to see the progress being made on services being delivered against the level of investment it made and how much this investment has been of benefit to the community.
- 3.7 Below is a summary of performance for each of the four organisations presenting in their 12-month report. The full performance reports are available electronically on request.

3.7.1 Manchester House Social Services:

- Funding: \$60,000 per annum for delivery of Meth Support Group activities, Emergency Food Bank, Budgeting Support, Counselling, and the Senior Leisure Centre. Reporting requirements were met and the required information was provided. Council was acknowledged as a funder in the organisation's annual report, in accordance with funding conditions.
- Delivery (1 July–31 Dec 2024 / 1 Jan–30 Jun 2025): 532 active clients (Jul–Dec) and 485 active clients (Jan–Jun). Delivered 49 meth group sessions with 103 participating clients. Delivered 859 budgeting sessions supporting 187 clients. Counselling supported 115 new clients, with 208 clients receiving interventions in total. Delivered 655 emergency food parcels. Senior Leisure Centre supported 519 clients and delivered 305 activities.
- Client experience/outcomes: 88% of survey respondents were satisfied or highly satisfied.
 - 97% of meth group support clients who answered 'learned new strategies' in the survey strongly agreed or agreed that they learnt new strategies to manage their addiction. 93% of clients who answered the 'support network' question agreed that they now have positive support as a result of engaging with the group. 90% engaged in meaningful activities both paid or unpaid since starting the group and 83% engaged with other services to support and enhance their wellbeing to live a drug free and healthy life.
 - 31% of clients who presented with debt were able to decrease their debt as a result of engaging with budgeting support. 32% of clients who answered the budgeting support question strongly agreed or agreed that they learnt new skills and knowledge about budgeting and setting positive financial goals. 44% strongly agreed or agreed that they felt more confident to manage their personal finances as a result of budgeting support at Manchester House
 - 99% of clients who answered the Senior Leisure Centre satisfaction survey strongly agreed or agreed that they felt more connected as a result of engaging in Senior Leisure Centre Activities.

- Context and trends: Demand for food parcels increased by 9% over the financial year. Community food contributions decreased, which results in increased purchased food costs. Recovered food distribution increased by 25%, with 8,300 people collecting food from the Aorangi Street hub. The community garden continued to contribute produce for the sharing table.
- Sustainability: Manchester House secured multi-year grants, including funding to increase counselling hours (including hours targeted to seniors).

3.7.2 Palmerston North Surf Life Saving Club:

- Funding: \$15,000 per annum for delivery of weekday lifeguard services at Himatangi Beach (Monday–Friday) for five weeks. Reporting requirements were met, and the required information was provided. Council was acknowledged as a funder in the organisation’s annual report, in accordance with funding conditions.
- Delivery: Six lifeguards completed 696 patrol hours and completed two rescues.
- Capability and workforce: 100% of objectives in lifeguard job descriptions were met. All surveyed lifeguards (6) rated the club 9–10 out of 10 as a great place to work and agreed they learned new skills relevant to weekday community beach patrols.
- Incidents and prevention: 4,471 non-rescue incidents required intervention (2,417 pre-New Year and 2,054 post-New Year), including assisting the public to safety, first aid cases, and 430 preventative actions involving large groups of beach users.
- Challenges: Access to the beach was constrained until the second week of January; this was mitigated when Council created an access route around the stream. Water quality in early January also made the beach temporarily unsuitable for swimming. The club noted that they were “pleased with another excellent crop of lifeguards this year”.

3.7.3 Manawatū Rural Support Services.

- Funding: \$15,000 per annum to support rural residents/whānau through outreach, home visits and wellbeing support, including workshops and connection to relevant services. Reporting variances occurred during the 1 January–30 June 2025 period due to the reduction from two Rural Community Workers to one. Council was acknowledged as a funder in the organisation’s annual report, in accordance with funding conditions.
- Delivery: 2,139 clients received assistance, including 484 home visits and 10 workshops delivered.
- Equity/coverage: 146 home visits occurred in the south-western area of the district (30% of total home visits).
- Client experience/outcomes: 100% of survey respondents were satisfied or highly satisfied with the service. 74% of respondents agreed/strongly agreed they increased their ability to keep themselves and their whānau safe. 100% agreed/strongly agreed they improved their knowledge of support services and where to go for help.

- Organisation change: Following an organisational review and loss of a contract/staffing capacity, a decision was made to wind up Manawatū Rural Support Services in March 2025. The Board of Rural Bus Manawatū proposed a caretaker arrangement to continue services, agreed by members in June 2025.

3.7.4 Whataunga Tuao - Volunteer Central.

- Funding: \$5,000 per annum to support volunteering opportunities, and to support organisations to coordinate and place volunteers. Reporting requirements were met, and the required information was provided. Council was acknowledged as a funder in the organisation's annual report, in accordance with funding conditions.
- Delivery: Active clients increased over the year (2,008 from 1 July–31 December 2024; 2,213 from 1 January–30 June 2025). Delivered 111 volunteer awareness activities. Supported 21 Manawatū District volunteer nominations for annual volunteer recognition awards (of 65 total nominees).
- Client experience/outcomes: Of survey respondents, 78% rated 9 or 10 out of 10 for likelihood to recommend. 87% agreed/strongly agreed they felt more connected to their community as a result of volunteering.
- Trends and response: The organisation reported increased volunteer and member-organisation numbers. This is needed due to organisations struggling to retain and attract volunteers due to episodic volunteering, the burden of volunteer management practices, and difficulty encouraging governance participation in particular. In response, the organisation increased workshops/presentations/events and staff hours.

4 Risk Assessment Te Arotake Tūraru

- 4.1 Key risks: Council's key risk is that Priority Service Contract funding does not translate into the intended community outcomes within the contract term. This may occur where contracted organisations experience changes in capacity, capability, governance, staffing, demand, or other funding that affects their ability to deliver the agreed service levels and performance measures.
- 4.2 Potential impacts for Council: If these risks eventuate, Council may experience one or more of the following:
 - contracted performance measures not met and/or outcomes not achieved;
 - unspent or misaligned expenditure against contract deliverables;
 - reduced service continuity for residents and impacts on community wellbeing;
 - reputational risk where expectations of delivery are not met; and
 - additional time and cost to manage contract issues, variations, or transition to alternative provision (where available).
- 4.3 Controls and mitigations: Council manages these risks through:
 - contract schedules with clear deliverables, performance measures, reporting requirements, and funding conditions;

- six-monthly and 12-monthly reporting to identify delivery issues early and support timely response;
- relationship management oversight by the Grants Connector/contract manager that includes check-ins with providers;
- remedial actions agreed and monitored if required
- contract variation and/or withholding or recovery of unspent funds if required.

5 Engagement Te Whakapānga

Significance of Decision

- 5.1 The Council's Significance and Engagement Policy is not triggered by matters discussed in this report. No stakeholder engagement is required.

Māori and Cultural Engagement

- 5.2 There are no known cultural considerations associated with the matters addressed in this report. No specific engagement with Māori or other ethnicity groups is necessary.

Community Engagement

- 5.3 Community engagement is not required for this report.

6 Operational Implications Ngā Pānga Whakahaere

- 6.1 There are no operational implications with this report.

7 Financial Implications Ngā Pānga Ahumoni

- 7.1 The budget for the Priority Services Grants for the period ending 30 June 2025 was \$252,833.

- 7.2 This budget is made up as follows:

- \$10,000 – Age Concern Palmerston North
- \$5,833 – Awahuri Forest Kitchener Park Trust.
original funding was \$10,000 but Trust refunded 5 months of funding totalling \$4167
- \$10,000 – Feilding and District Art Society
- \$3,500 – Feilding Community Patrol
- \$3,500 – Himatangi Beach Community Patrol
- **\$15,000 – Manawatū Rural Support Services**
- \$20,000 – Manawatū Historic Vehicle Collection Trust
- \$5,000 – Manawatū Riding for the Disabled
- \$5,000 – Manawatū Tenants Union
- **\$60,000 – Manchester House Social Services**

- \$25,000 – Neighbourhood Support Manawatū
- **\$15,000 – Palmerston North Surf Life Saving Club**
- \$10,000 – Plant to Plate Aotearoa
- \$10,000 – SnapBACK Gym
- \$10,000 – St John Feilding Area Committee
- \$30,000 – Te Manawa Family Services – Youth and Parenting Programme
- **\$5,000 – Whataunga Tuao - Volunteer Central**
- \$10,000 – Youthline Central North Island Inc.

7.3 The four organisations represented in this paper (highlighted above) relate to \$95,000 of the annual priority services fund.

8 Statutory Requirements Ngā Here ā-Ture

8.1 The organisations who have entered into a priority service contract with Council have contractual obligations to furnish Council 12-monthly reports for the life of the contract which expired on 30 June 2025.

9 Conclusion Whakatepenga

9.1 Representatives from the four organisations referred to in this report will be in attendance at this Council meeting.

9.2 The remaining 14 priority services holders will attend meetings throughout February- March 2026, will speak to their 12-month report, and will be available to answer questions from Elected Members.