

## Council

Meeting of 4th February 2026

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 final period of 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:

- SnapBACK Gym- Charmaine Saua and Tanneeka Howe.
- Te Manawa Family Services- Kyley Davies
- Feilding and Districts Arts Society- Eris Newson

#### Recommendations Ngā Tūtohunga

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

- SnapBACK Gym
- Te Manawa Family Services
- Feilding and Districts Arts Society

Report prepared by:  
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Grants Connector

Approved for submission by:  
Lyn Daly  
General Manager – Community

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## 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 The Assessment Panel was originally made up of the Chairperson and Deputy Chairperson of the former Community Development Committee, the General Manager – Community and the Community Wellbeing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 for the last year of the triennium was made up of three elected members, the General Manager – Community, 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: education delivery
  - 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 to support delivery of education to schools was 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.

#### **SnapBACK Gym:**

Funding: \$10,000 per annum for a 10 week long group and individual mentoring programme for youth through boxing. The programme is aimed at tamariki aged 6-11 and rangatahi aged 12-18 for them to work on their fitness whilst learning core values. The gym is based in Palmerston

North but also services the Manawatū region. SnapBACK promotes itself to the community to reach those in particular who resist mainstream education and are likely to be engaged with the justice system. Reporting requirements were met, the required information provided and Council was acknowledged as a funder in the organisation's annual report, in accordance with funding conditions.

Delivery: 1,058 youth were engaged across the whole programme in the region; 2,652 group sessions were delivered to youth within the reporting period. 978 youth completed the programme which equates to a programme success rate of 92%.

- Equity/coverage: 51 youth who started the programme were from the Manawatū District with 95% of these young people (50) completing the programme.
- Client experience/outcomes (region results):
  - 98% of youth who completed the survey said that they were “satisfied” or “highly satisfied” with the programme.
  - 98% of youth who completed the survey “strongly agreed” or “agreed” that they learned new life skills as a result of participating in the programme.
  - 99% of youth who completed the survey “strongly agreed” or “agreed” that that they feel better able to make positive life choices as a result of engaging in the programme.
  - 97% of youth who completed the programme have not come to the attention of the police post completion of the programme.

Growth and Change: The organisation is still actively exploring opportunities for expansion as there remains a strong and growing demand for their services in the Manawatū district community. SnapBACK has added three new classes for people with disabilities with age-ranges from, 4-12 year olds, 13-18 year olds and an adult class. Due to an increase in mentoring and continued Te Kura support they are transforming one of their upstairs spaces into a ‘classroom’ and teaching space.

## **Te Manawa Family Services**

Funding: \$30,000 per annum for their Youth and Parenting Programmes based in the district that help educate parents to feel supported and make positive and informed parenting decisions. The organisation also provides services in Palmerston North. The reporting requirements were met, required information provided and Council was acknowledged as a funder in the organisation's balance sheet. The final signed audited annual report has yet to be provided due to extenuating circumstances.

Delivery: The organisation reported working with a total of 47 active clients (individuals) with a total of 71 one-on-one sessions being delivered to these individuals. They engaged with a total of 16 families (comprised of 2 or more individuals) with 65 programme sessions being delivered to families/whanau.

- Client experience/outcomes:
  - 100% of clients who answered the satisfaction survey were “highly satisfied” or “satisfied” with the content and delivery of the programme

- 100% of the clients who answered the parenting skills question “strongly agreed” or “agreed” that they learnt new parenting skills as a result of the programme
- 100% of the clients who answered the strategies for managing question “strongly agreed” or “agreed” that they learnt new strategies for managing their emotions and triggers linked to stress
- 100% of the clients who answered the relationship question “strongly agreed” or “agreed” that their relationship with their child has improved as a result of the programme.

Outreach: The Whānau Connect team have spent time focusing on creating connections within the Feilding community and have visited all primary schools in the township. This has also resulted in a partnership with Manchester Street School which is the venue they are now running their Kids Connect sessions from.

### **Feilding and Districts Arts Society**

Funding: \$10,000 per annum given towards art society operations. Reporting requirements were met, the required information provided and Council was acknowledged as a funder in the organisation’s annual report, in accordance with funding conditions.

- Delivery: The Society has a total of 303 members, 9,586 people visited the Society’s Art Gallery, 231 artists exhibited and 14 exhibitions were undertaken during the year.
- Visitor, Exhibitor and member experience/outcomes:
  - 22% of members answered the satisfaction question in the survey indicating 100% satisfaction
  - 1% of the visitors completed the satisfaction question in the survey of which 100% were satisfied and would recommend the Gallery as a place to visit
  - 20% of exhibitors answered the satisfaction question in the survey of which 100% were satisfied and would recommend the Gallery as a place to exhibit
  - Of the members who answered the ‘they see benefit’ question in the survey 95% “strongly agreed” or “agreed” that they gain a benefit from being a member of the society
  - Of the visitors that answered the ‘would recommend’ question in the survey 100% “strongly agreed” or “agreed” that they would recommend the Gallery as a place to visit.
  - Of the exhibitors that answered the ‘would recommend’ question in the survey 96% “strongly agreed” or “agreed” that they would recommend the Gallery as a place to exhibit.

Increased Reach: To improve and accelerate performance, the Society has expanded its advertising and promotional efforts through multiple channels. The Society has built on the success of high-profile art works that draw interest, and this elevates the Gallery’s reputation. The Society notes that community exhibitions are highly effective in attracting visitors and they aim to use this type of approach to grow reach and impact across the Manawātū.

## 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 three organisations represented in this paper (highlighted above) relate to \$50,000 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 three organisations referred to in this report will be in attendance at this Council meeting.

9.2 Four organisations have already presented their end of contract reports to Council. These organisations are identified by an asterisk in the list above.

- 9.3 The remaining 11 priority services holders will attend meetings throughout February-March 2026, will speak to their 12-month report, and will be available to answer questions.