

Council

Meeting of 18 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 Manawatū 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:

- Youthline Central North Island Inc.- Brian Devonshire
- Neighbourhood Support Manawatū- Nicky Birch
- Age Concern Palmerston North and District- Julie Macdonald
- Himatangi Beach Community Patrol- Dave Jack

Recommendations Ngā Tūtohinga

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

- Youthline Central North Island Inc
- Neighbourhood Support Manawatū
- Age Concern Palmerston North and District
- Himatangi Beach Community Patrol

Report prepared by:
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Grants Connector

Approved for submission by:
Lyn Daly
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 The Assessment Panel was originally made up of the Chairperson and Deputy Chairperson of the former Community Development Committee, the General Manager – Community and the Community Wellbeing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 included 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
- 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.

Youthline Central North Island Inc:

- Funding: \$10,000 per annum for the provision of the Standing Tall - Te Hauora Hinengaro o te Rangatahi - Mental Health Wellbeing Programmes, Mentoring and Counselling Service. 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: A total of 618 rangatahi engaged in the programme, 605 (98%) completed the programme and 129 (21%) of these came from the Manawatū district. A total of 1,289 mentoring and counselling sessions were also delivered across the programme.
- Client experience/outcomes:
 - 95% of the clients who completed the survey were "highly satisfied" or "satisfied" with the support that they received.
 - 81 % of the clients who completed the survey "strongly agreed" or "agreed" that they had learned new life skills as a result of attending the mentoring and counselling sessions.
 - 84% of the clients who had completed the survey agreed that they were better able to make positive life change choices as a result of attending the mentoring and counselling sessions.
- Demand and Change: The organisation noted that over the last 12 months there is a growing demand in numbers accessing their in-house and remote services. The organisation also noted the complex issues of those attending for instance clients in Feilding rural areas are finding it difficult to get appropriate mental health wellbeing support.

Neighbourhood Support Manawatū

- Funding: \$25,000 per annum towards community engagement and membership and emergency preparedness. This includes but is not limited to engaging new members and volunteers, participation in community events and the maintenance of an emergency skills register that can be called upon in a situation where additional assistance is needed. 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:
 - There were 33,900 residents noted in the district, with 3,919 of them (12%) being on the Neighbourhood Support Manawatū (NSM) database. Of these 1,672 are registered as rural and 2,444 are registered as urban.
 - 71 activities were undertaken to engage new members resulting in 304 people (8%) signing up.

- 61 volunteers are registered as NSM coordinators, with 191 people recorded on the vulnerable persons register.
- 67 communities of interest have been engaged with 6 (9%) coming from the rural area. N.B communities of interest are defined in the report as street / area groups, as determined by each coordinator; this can also be a rural community committee if the volunteer agrees to it.
- 230 members are recorded in the Emergency skills register with 120 (52%) of these being located in rural areas. This register is a part of NSM's database held for Emergency Management teams to access so they may be able to offer extra or specific assistance to people in an affected area.
- Client experience/outcomes:
 - 225 members (6% of total) "strongly agreed" or "agreed" they find their connection with NSM valuable
 - 38 volunteers who answered the survey (representing 62% of the total volunteers) "strongly agreed" or "agreed" that volunteering for NSM has a positive impact for their street/group.
 - 118 respondents "strongly agree" /" agree" they feel engaged for emergency preparedness.
- Funding and Capacity: Securing adequate funding has been challenging and has affected staff hours and the upward trend of membership and face to face engagement events. Securing volunteers is also increasingly difficult.

Age Concern Palmerston North and District

- Funding: \$10,000 per annum for the delivery of Age Concern Visiting Service to seniors so clients will feel less lonely and socially isolated and more connected to their community. There were variances and non-reporting against the contract, with satisfaction survey-based data not being provided from 01 January- 30th June 2025. The full report acknowledges that the visiting service has underperformed in meeting target numbers citing systemic and geographical barriers as obstacles and that the services being delivered were different to those originally agreed. Council was identified as a funder in the organisation's annual report which is a condition of funding.
- Delivery. A total of 9 clients received an AVS (Age Concern Visiting Service) and there were 251 visits completed in total.
- Client experience/outcomes:
 - 100% of clients who answered the client satisfaction survey (5 in total) identified that they were satisfied or highly satisfied with the AVS services.
 - 100% of clients (5 in total) strongly agreed or agreed that they felt valued as a result of having an AVS visit.
 - 100% of clients (5 in total) strongly agreed or agreed that they felt more connected as a result of having an AVS visit.

- Resources and Capacity: The visiting service coordinator is a 0.5 FTE employee, and it was recognised that to provide a well-supported service in rural areas an increase in hours is required, though there is currently no financial resource for this. The awareness of this service in rural communities remains low, and volunteer recruitment and retention remains difficult.

Himatangi Beach Community Patrol.

- Funding: \$3,500 per annum for patrol services for Himatangi Beach and Community and individuals who use the beach. 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: A total of 14 volunteers engaged in patrol activities totalling 770 hours on patrol with five incidents reported to the police.
- Volunteer experience/outcomes:
 - 100% (14) of the eligible volunteers (successfully police vetted) were trained in community patrol.
 - Of the volunteers who answered the training satisfaction question in the survey (14) 100% responded that they were "highly satisfied" or "satisfied" with the content and delivery of the training they received.
- Capacity and support: The membership of the patrol remained at 14 this year. A new Police Liaison commenced in April and has been attending monthly meetings.

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 \$48,500 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 5 priority services holders who are yet to present will attend Council meetings in March 2026 to speak to their 12-month report and will be available to answer questions.

10 Attachments Ngā Āpitihanga

Priority Service Contract reports for

- Youthline Central North Island Inc
- Neighbourhood Support Manawatū
- Age Concern Palmerston North and District
- Himatangi Beach Community Patrol