

Council

Meeting of 04 March 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:

- Plant to Plate Aotearoa- Courtney Manu and Ciara Funnell.
- Feilding Community Patrol- Tim Smith
- Manawatū Historic Vehicle Trust- Bryan Guy

Recommendations Ngā Tūtohinga

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

- Plant to Plate Aotearoa
- Feilding Community Patrol
- Manawatū Historic Vehicle Trust

Report prepared by:
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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 The Assessment Panel was originally made up of the Chairperson and Deputy Chairperson of the former Community Development Committee, the General Manager – Community and the Community Wellbeing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.

Plant to Plate Aotearoa:

- Funding: \$10,000 per annum towards the delivery of the Plant to Plate programme to primary schools. This includes education and awareness of growing, cooking and eating healthy nutritious kai from establishing gardens and use of produce in an on-site cooking programme and from this the transmission of knowledge to whānau and community. The organisation operates in schools in both Palmerston North and the District. There were no non reporting or variances in reporting against the contract with all required reporting provided. I confirm that Council was identified as a funder in the organisation's annual report which is a condition of funding

3.8 Delivery: A total of 542 students received the Plant to Plate programme, with 22 sessions delivered to a total of 24 schools. Of these 24 schools seven of these are based in the Manawatū district. Seven gardens were established and the programme was assisted by 147 volunteers. These statistics are for the whole programme encompassing city and district.

- Client experience/outcomes:
 - Of the 22 Schools who answered the survey 100% were satisfied or highly satisfied with the support they received.
 - 100% of the students who answered the survey (416) strongly agreed or agreed that they learned something new about to grow and prepare healthy food.
 - 100% of schools who answered the survey question (21) established a garden as a result of Plant to Plate activities **and** maintained their garden 6 months post programme.
- Capacity: There have been changes in staff and board members throughout the year. A new administrator started in the first half of 2025 who has focused on developing the organisation's online presence, from policies, website, processes, feedback and survey data. The organisation believes this will provide a good future foundation.

Feilding Community Patrol

3.9 Funding: \$3,500 per annum towards patrol services for the Feilding Community. There were no non reporting or variances in reporting against the contract with all required reporting provided. I confirm that Council was identified as a funder in the organisation's annual report which is a condition of funding

- Delivery: a total of 65 volunteers engaged in patrol activities totalling 1004 total patrol hours. 217 incidents were reported to the police.
- Client experience/outcomes:

3.10 Of the 31 volunteers who answered the survey 19 noted that they would score a 9 or 10 out of 10 for 'likely to recommend' the service.

- 82% of community members surveyed (98 in total) strongly agreed or agreed that they felt a stronger sense of safety in their community as a result of the Feilding patrol's presence.

3.11 Coverage and Change: Over past months the patrol has been rostered on around 70-75% of days which represents a strong and consistent community presence. The expansion of housing in Feilding has created additional demand. A new online reporting system has streamlined communication and provided more accurate and timely information and strengthened coordination with the police.

Manawatū Historic Vehicle Trust

3.12 Funding: \$20,000 per annum for the maintenance of archives and support for additional museum activities including exhibitions. There were no non reporting or variances in reporting against the contract with all required reporting provided. I confirm that Council was identified as a funder in the organisation's annual report which is a condition of funding.

- Delivery: 4581 visitors attended the museum and viewed a total of three exhibitions by three different exhibitors. The museum was open to the public for 360 days and a total of 45 groups (comprised of 6 or more people) attended. There was one engagement with iwi and a total of 120 volunteers engaged with day to day operations or specific activities at the museum.
- Client experience:
 - 391 of 427 visitors who answered the survey noted that on a scale of 0-10 they would score a 9 or 10 in 'likely to recommend' the service.
 - 100% of clients who enquired were able to access the community archives that they needed.
 - 100% (one) panned collaborative action was completed with iwi.
 - 99% of visitors who answered the survey strongly agreed or agreed that they learned something new about the unique history of the Manawatū as a result of their visit.
 - 86% of visitors who answered the survey strongly agreed or agreed that they feel a greater sense of belonging to the Manawatū as a result of a visit to the museum.
 - 100% of exhibitors (3) who answered the survey strongly agreed or agreed that they feel their exhibition contributed to the unique history and story of the Manawatū district.
 - 100% of groups who answered the survey (16) strongly agreed or agreed that its important to invest in the maintenance and availability of heritage facilities in the district.
 - 100% of clients who answered the survey who accessed the community archives strongly agreed or agreed that they learned something new and useful as a result of the catalogues they were able to access.
- Attracting visitors: Attracting greater numbers of visitors continues to be a focus. The organisation has recently joined with a tour operator to promote the Coach House and Feilding which will hopefully see busloads of visitors from outside the region. Social media promotion continues and through surveys there is a rise in visitors who hear about the museum through these platforms.

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 \$35,000 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 three 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

- Plant to Plate Aotearoa
- Feilding Community Patrol
- Manawatū Historic Vehicle Trust