

Council

Meeting of 20 May 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 period 1 July 2024 to 30 June 2025 from the final three of the 18 contracted organisations. Council is asked to receive these reports.

The following organisations may be present to speak to their reports:

- St Johns Feilding Area Committee- Leigh Herewini
- Feilding Community Patrol- Wayne Cobham and Shane Watson
- Tenants Union- Cameron Jenkins

Recommendation Ngā Tūtohinga

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

- St Johns Feilding Area Committee
- Tenants’ Union
- Feilding 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 The Assessment Panel was originally made up of the Chairperson and Deputy Chairperson of the former Community Development Committee, the General Manager – Community and the Community Wellbeing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
- Whataunga 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 three organisations presenting their 12-month report.

St Johns Feilding Area Committee:

- Funding: \$10,000 per annum for the provision of the health service shuttle in Feilding. Reporting requirements were met and the required information provided. Council was not acknowledged as a funder in the organisation's annual report, which is a condition of funding, however St Johns financial management is provided by the national finance team and the local area committee is working to ensure that Council is acknowledged in local financials for the new priority services contract.
- Delivery: A total of 916 clients (individuals) used the shuttle service, taking a total of 6,279 journeys. A total of 63 volunteers have assisted in the operation of the health shuttle service.
- Client experience/outcomes:
 - 100% of the shuttle service clients reported that they were highly satisfied or satisfied with the mobile shuttle service.
 - 100% of shuttle service clients strongly agreed or agreed that the service has increased their ability to access health appointments.
 - 100% of shuttle service volunteers (63 people) strongly agreed or agreed that they felt valued as a result of volunteering to operate the health shuttle service.
- Capacity and Change: Volunteer availability remains a primary factor influencing capacity to meet service demand. The service continues to regularly operate three vehicles from Monday to Friday with a fourth deployed when volunteer capacity allows or for dedicated trips to Wellington. Vehicle rotation and good fleet management has ensured that the service can sustain reliable and consistent service for clients while awaiting the introduction of a new replacement vehicle (late 2025).

Tenants' Union (Formerly Manawatū Tenants' Union)

- Funding: the union received \$5000 per annum towards tenant advice and advocacy for individuals. 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.
- Service Delivery:
 - A total of 336 tenants were engaged with needing case management (Palmerston North and District) with 17 of these coming from the Manawatū District.
 - There was low response to the satisfaction survey with only six of the 17 tenants from within the district responding to the survey and the organisation acknowledged difficulties in getting post intervention feedback forms filled out. All six clients that did respond reported that they were "highly satisfied" or "satisfied" with the service.
 - A total of 326 (Palmerston North and District) tenants were supported to address a tenancy issue, and 100% of these "agreed" or "strongly agreed" that as a result of working with Tenants Union they have better access to secure, safe and affordable housing.

- **Activities and change:** As well as working with individuals, the Tenants Union delivered 34 education seminars, 11 of which took place in the district. A key factor for the organisation has been changes in central government funding. This has resulted in the need to move away from their current model of service and look to develop an alternative model.

Feilding Community Patrol

- **Funding:** \$3,500 per annum towards patrol services for the Feilding Community. 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 65 volunteers engaged in patrol activities totalling 1,004 total patrol hours. 217 incidents were reported to the police.
- **Client experience/outcomes:**
 - 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.
- **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.

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 – 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 (in bold above) relate to \$18,500 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 organisations referred to in this report may be in attendance at this Council meeting.

10 Attachment

- (a) St Johns Feilding Area Committee
- (b) Tenants' Union
- (c) Feilding Community Patrol