

Less stress  
more success

# Keeping the Auditors and Elected Members happy THE TRUTH ABOUT SECTION 17 A REVIEWS IT DOESN'T HAVE TO BE THAT HARD

## What's the problem?

### The pressure is on councils to

- deliver the right services
- in the right way
- in a cost effective manner

Section 17 A is a compliance area that is often overlooked, until it is spotted by the auditors.

It is also an area where these reviews often take too long and cost too much.

## Introduction

### What is a Section 17 A review?

Section 17 A of the Local Government Act 2002 requires that a local authority must review the cost-effectiveness of current arrangements for meeting the needs of communities within its district or region for good-quality local infrastructure, local public services, and performance of regulatory functions

## Action

### Why do you have to do these?

- The Act requires it – a statutory obligation
- It makes sense to check the effectiveness of how you deliver services now and then

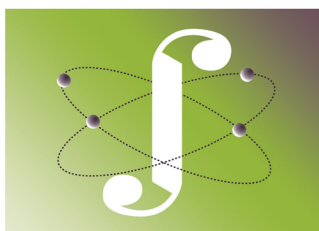
### When do you have to do it?

- A least every 6 years

### What options do you have to look at?

- Inhouse
- Outsourced
- Hybrid
- Council Controlled Organisation
- Shared Service model
- Contract types

## The *Integral* Group Ltd



## About us

The *Integral* Group Limited (TIGL) is a down to earth, pragmatic consulting company who believe in bringing traditional rural values to city business. Our philosophy is simply to get on with the job and get results for our clients – but have fun while we are doing it!

### Our areas of expertise include:

- section 17A reviews
- procurement
- project management
- negotiating
- knowledge management
- facilitation techniques
- training in these topics

### We have:

- completed over 50 section 17A reviews in over 30 areas
- worked with over 60 councils
- run over 350 procurement projects
- run over 40 procurement training workshops
- managed hundreds of projects
- run over 100 project management workshops
- helped over 80 clients respond to tenders

Our consultants are passionate about providing clients with practical solutions that are appropriate for them. A common sense approach is applied to ensure our clients' solutions are successfully embedded with their business.

*We do what we do well so you can do your core business well.*

## When don't you have to do it?

- If you are satisfied that the potential benefits of undertaking a review in relation to that service or function do not justify the costs of undertaking the review
- The entity responsible for delivery is a community group or a not-for-profit organisation and the arrangement does not involve significant cost or risk to any local authority



## Challenges

### What we have seen

- Staff not understanding that they have to do these reviews
- Staff claiming areas are exempt when they aren't
- Auditors discovering councils are not meeting statutory requirements
  - Compliance issues
- Consulting firms taking months and over-charging to do them

### What we discovered

- We didn't know that there was a hard, slow way of doing these, so we developed a fast and easy way of doing them
- Most people make it way too hard

### What we provide

- Pragmatic and defensible approaches to these reviews
- Easy to populate background templates
- Briefing notes for evaluation workshop
- Facilitation of the workshop
- Analysis of options – pros and cons of different business models
- The capture and presentation of outputs
- Recommendations and next steps

### What this means to you

- Less time involved (hours/days not weeks/months)
- Reduced cost and effort across all parties
- Numerous related services can be covered at a time making it more efficient
- We do the heavy lifting for you



## Collaboration

### Workshop structure

- For standard categories, the workshops normally take about 4 hours. We use your input to conduct a comprehensive analysis.
- You turn up and make the decisions in the room and we take care of everything else, including writing up the report and providing you with recommendations

### Where do we do it

- The workshops are either online or in person depending on the circumstances. Where they are in person, we can come to you, all you have to do is provide a suitable venue.

### What does it cost

- Every situation is unique and we treat it as such with our pricing structure
- Please contact us for a conversation to better understand your situation

### Guarantee

We absolutely guarantee our work. Our satisfaction guarantee to you is that:

- in the unlikely event that you're not satisfied with our work, we would make sure that we work with you to put it right
- if at any time you're not satisfied with the value you've received when we invoice you, then we ask you to pay the value that you deem appropriate

## Are you on top of your Section 17 A requirements? Need help?

[Click here now to arrange a free 10 minute chat](#)



## Areas that we have reviewed

- 3 waters
- After Hours Call Centre
- Cemetery Services
- Community Advisor
- Compliance Services
- District Promotion – isite
- Economic Development
- IT Service Desk
- Legal Services
- Building Consent Process
- Commercial Property
- Community services:
  - District Living
  - District Plan Review
  - Holiday Park
  - IT Services
  - Māori Liaison
- Pensioner Housing
- Pool & Recreation Centre
- Public Toilets
- Parks & Gardens
- Planning services
- Property services
- Regulatory services
- Road Engineering Services
- Security Service
- Tree Nursery
- Water Advisory Services
- Resource Consents
- Roading Maintenance
- Solid Waste
- Venue and Events

## Councils

- Carterton District Council
- Horizons Regional Council
- Kaipara District Council
- Masterton District Council
- Rangitikei District Council
- South Wairarapa District Council
- Tararua District Council
- Thames Coromandel District Council
- Whakatane District Council
- Whangarei District Council

[www.tigl.co.nz](http://www.tigl.co.nz)