

land of  
ranges



# ANNUAL REPORT SUMMARY 2023/24



# Annual Report Summary

This Annual Report Summary is the year end snapshot of the Council's activities, finances, and performance results for the financial year ended 30 June 2024.

The information this Summary contains is taken from the Annual Report 2023/24 itself, which was adopted by Council on 18 December 2024. The Annual Report 2023/24 provides detailed information on the Council's service and financial performance at year end.

This summary report cannot be expected to provide as complete an understanding as provided by the Annual Report of the full financial statements and service performance of the Council. Both this summary and the full Annual Report can be viewed on the Council's website: [www.tararua.govt.nz](http://www.tararua.govt.nz)

This summary has been audited by the Council's independent auditors to ensure consistency with the full Annual Report for 2023/24. The audited information received an unmodified audit opinion on 18 December 2024.



# The Mayor and Chief Executive's message

**Manaaki whenua,  
Manaaki tangata,  
Haere whakamua**

Care for the land,  
care for the people,  
Go forward

Tēnā koutou katoa Greetings everyone,

Welcome to the Tararua District Council's Annual Report for 2023/24. This report tells the story of what Council has carried out over the past year and outlines our performance from 1 July 2023 to 30 June 2024. It explains how we have used funds, our successes, and notes out areas where we need to improve. This all helps us to guide where we need to head for the future.

Over the past twelve months there is a lot to reflect on. We have faced a mix of opportunities and challenges. Nonetheless, we have achieved many things thanks to the hard work and dedication of our wonderful community, elected members and staff. We extend our gratitude to them for their hard work and dedication this year.

Aging water infrastructure stands out as one of our primary challenges moving forward. Over the past year, significant attention and resources have been directed towards meeting compliance standards and addressing escalating costs in the water sector. While this remains a critical priority for the Council, the recent 'Local Water Done Well' programme from the Government does not introduce any new funding sources. This poses a substantial financial burden not only for our Council but for all councils across New Zealand.

Our Councillors and staff set out to develop a plan for the next ten years; the 2024-2034 Long Term Plan. There was an incredible effort putting this together and dealing with considerable challenges and tight timeframes to produce a robust plan for our next 10 years. It was a mammoth effort, with everyone within Council working to bring this information together. While our Long Term Plan spans 10 years, we recognise that adjustments will be necessary as we gather more information, especially through water services delivery plans being required by

Government. Our commitment is to actively engage and communicate with our community, ensuring everyone is informed and involved.

With over 500 submissions received and thoughtful, impassioned hearings, these contributions were invaluable in guiding our Councillors' decisions on the Long Term Plan. Balancing affordability with community needs led to decisions such as spreading out the Year 1 rates increase over three years and a further \$2.5 million contribution to the Pahiatua Pool.

In comparison to the previous financial year, our teams have significantly increased the amount of external subsidies secured. We have progressed from nearly \$33 million in external subsidies in 2022/23 to over \$54 million in the current financial year. The ability to obtain government and other subsidies is a specialised skill, and this achievement reflects the dedication and effort of our teams. The \$54 million obtained has been reinvested into various projects throughout the district.

February 2024, marked one year since Cyclone Gabrielle, and our recovery efforts are ongoing. We are grappling with multi-year recoveries for our roads and affected rural areas. We are deeply thankful for the generous contributions from local councils and everyday New Zealanders to the Mayoral Relief Fund, which provided assistance to many of those affected by the cyclone.

Partnerships have been essential over the last 12 months, both for our recovery efforts and beyond. Support from Central Government, such as the \$44.8 million from Waka Kotahi - New Zealand Transport Agency for emergency road repairs and the \$1 million MPI-supported Tararua on Track Fund for our farmers and growers, have been crucial in getting Tararua back on its feet.

The Mayor and Chief Executive's message continued.

However, our greatest strength lies in our thriving local partnerships, which, along with the resilience of our people, continue to be our most valuable asset. Our iwi partners continue their incredible efforts to support everyone in the Tararua District. The strong partnerships we have forged with other councils, organisations and individuals dedicated to help towards our district's improvement are deeply valued and greatly appreciated.

In the roading space, we have successfully restored many sections of our network damaged by Cyclone Gabrielle. Additionally, we've almost completed the \$14 million Huarahi Tūhono - Weber to Wimbledon project, and looking ahead, our increased FAR rate represents another positive outcome for our roading maintenance and resilience strategies. This means Waka Kotahi/NZTA will cover 73 per cent of our roading maintenance and renewals costs, an increase of 4 per cent on previous years. This injection of an additional \$8 million from Waka Kotahi/NZTA will make a substantial difference to the resilience of our network of almost 2000 kilometres of roads. Managing these costs remains crucial for Council, and amidst funding challenges, we are dedicated to pursuing opportunities with the increased capacity of the Tararua Alliance and subcontractor teams.

As our district continues to grow, there is great anticipation about the opportunities the new Te Ahu a Turanga: Manawatū Tararua Highway will bring. With visible progress and an opening date set for June 2025, its completion is eagerly awaited.

To compliment these growth considerations, we launched key strategies this year, such as our District Strategy, which outlines a clear vision for our future and provides the strategic framework to achieve it. Developed in consultation with our community, this strategy guides our district's progress, adapting to environmental and social changes over the next 30 years. Additionally, we created the Growth Strategy, which details our vision for growth, identifies where it is likely to occur, and offers recommendations for how the Council can prepare.

We have also dedicated time this year to reviewing our District Plan, which serves as a regulatory 'rule book' guiding land use, development, and subdivision in our district. This review process began in November 2023 and will extend into 2024/25. Throughout this process, we remain committed to balancing growth with affordability to ensure sustainable development.

The Mayors Taskforce for Jobs (MTFJ) has achieved remarkable success over the past year, particularly in connecting young people with employment opportunities. Through this initiative, we have supported 7 young individuals to attend the Outward-Bound Programme, and 59 have secured jobs, with 50 of these positions being sustained for over 90 days, thanks to the support of 29 local employers. Currently, the MTFJ has 202 registered individuals and 99 registered businesses, demonstrating our ongoing commitment to helping our community thrive.

Looking back to the last twelve months there is a lot to reflect on. We invite you to read this summary of our work over the past year, to see the challenges we've faced and the progress we've made. Despite the difficulties, we've achieved significant milestones. As a District, we have shown resilience in moving forward, strength in tackling challenges together and determination in the face of adversity. Our goal every day is to ensure Tararua thrives and remains a wonderful place to work, stay and play.

Ngā mihi nui ki a koutou katoa

Our warmest to you all



Tracey Collis  
Mayor



Bryan Nicholson  
Chief Executive

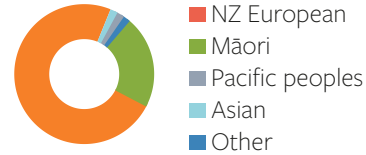
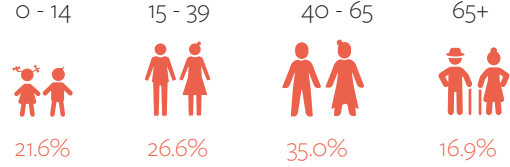


# Our district at a glance

Our population: **19,050<sup>1</sup>**  
Projected population growth 2053: **22,356**



## District population by age: <sup>2</sup>



**24.01%** of our population is Māori <sup>3</sup>  
National average is **17.1%**  
**8** Marae (incl. 2 at schools)

Te reo Māori speakers <sup>1</sup> **4.7%**  
New Zealand Sign Language **0.6%**  
English speakers **97.7%**

District population by sex: **49%** male, **51%** female <sup>3</sup>



## Housing

**\$414,667** (NZ average - \$923,899)  
Median property value<sup>4</sup>

**2.9%** (NZ average - 2.5%)  
Annual change in house value<sup>4</sup>

**49%**  
Home ownership<sup>3</sup>

**8 years**  
Average years to save for a house deposit<sup>3</sup>

**\$413**  
Median rent price per week<sup>4</sup>

**2%** damp homes, **4%** mouldy homes<sup>3</sup>

<sup>1</sup> Stats NZ estimate

<sup>2</sup> Economic Development Plan, Tararua District Council, June 2018, P.6

<sup>3</sup> Dot Loves Data, March 2024

<sup>4</sup> Infometrics, Quarterly Economic Monitor, June 2024



## Economy

**1,068 million**  
Gross Domestic Product (GDP)  
Annual to June 2024<sup>4</sup>

**-1.7%** (NZ average: -0.2%)  
GDP growth (Provisional)<sup>4</sup>

**0.5%** (NZ average: 1.9%)  
Growth in consumer spending<sup>4</sup>

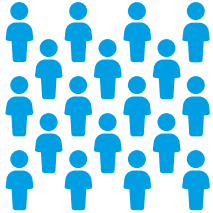
**\$70,630**  
Median household income<sup>3</sup>

**95.6%**  
Employment rate<sup>3</sup>

**34%**  
People living in high deprivation  
That equates to **6,477** people<sup>1</sup>

# Our Council

Some facts and figures about the 2023/24 financial year



The Tararua District has  
**10,240** rating units



**\$33,761,000** is the  
total amount of rates  
that Council  
received in 2023/24



**\$54,511,000**  
is the total amount of  
external funding that Council  
received in 2023/24



Council has **137**  
employed  
staff members



**302**  
Welcome packs were  
given to new residents  
in our district



**36**  
people in the Tararua  
District gained New Zealand  
citizenship in 2023/24



There are **42**  
walking and cycling  
tracks in the  
Tararua District



There are **0**  
traffic lights in the  
Tararua District



## DID YOU KNOW?

► Tararua District Council maintains 1,966km of road (this excludes State Highway sections).

**That's more than the whole length of New Zealand (about 1,600km).**

# Examples of what we have and what we have done

What our rates help us to provide, maintain, protect and manage



**1,966km** of roads

- ▶ Our teams filled over **4,200** potholes on our roads
- ▶ Our teams graded over **1,650km** of unsealed road



**523** bridges and high capacity culverts

- ▶ Over **214** bridges were attended to - including cleaning, painting and general maintenance



**10,992** culverts, sumps, manholes and other drainage assets

- ▶ **1,180** culverts were unblocked or cleared



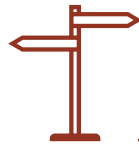
**125km** of footpath

- ▶ **2,967m<sup>2</sup>** of footpath were repaired or renewed



**1,806km** of road stormwater channels and drains

- ▶ **256km** of roadside drains were renewed, repaired or cleared. (Equals the distance from Dannevirke to Taupō)



**11,452** road signs

- ▶ **3,142** road signs were repaired or replaced



**1,668** street lights



**21.2km** of retaining walls along the side of our roads

Emergency works on our roads included:



**164** trees were cleared from our roads



**291** dropouts and **486** slips were fixed



**84** floods and **2** emergency tomos were dealt with

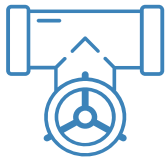
**Total: 1,027**  
**emergency works**

- ▶ Expenditure across the 2023-24 financial year has seen Tararua District Council invest \$32,054,268 in emergency event repairs



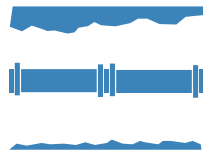
**DID YOU KNOW?**

▶ **252,787m<sup>2</sup>** of roads were resurfaced, 34km in length.  
That's roughly the distance from Dannevirke to Mangatainoka.



**309kms** of drinking water pipes  
That's from Dannevirke to Gisborne

▶ **277** leaks were fixed



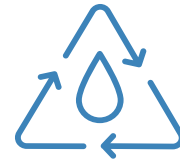
The oldest drinking water pipe is **124** years old

▶ Some of the older pipes are 15 metres underground



On average per day, **263 litres** of drinking water a person was consumed

▶ That's about the same as 28 standard buckets of water



**7** urban water treatment plants

▶ That have processed **2,524,000,000 litres** of drinking water



About **1,000** fire hydrants and **650** water metres



**1,610 metres** of sewer mains were renewed



**38** waste water requests were responded to

▶ The average response time was **39** minutes



**52km** of storm water drains were cleared

▶ **84** open storm water drain grates were cleared



**DID YOU KNOW?**

The Dannevirke Reservoir is about 14.6 metres deep when full and holds around 160,000,000 litres of raw (untreated) water. **That's more than 2,500 swimming pools full of water.**





**89** parks and reserves totalling ± 310 hectares

▶ If put together that's about **310** rugby fields



**19** cemeteries

In 2023/24 **131** new cemetery plots were installed (urupā not incl).



**4** Camping grounds

▶ With **16,013** people staying in 2023/24



**42** Community buildings including halls

▶ Which were booked for **9,615** hours



**13** Playgrounds



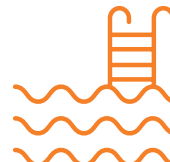
**29** Public conveniences

▶ It costs an average of **\$200** to remove graffiti from public conveniences



**85** Pensioner flats

▶ **82%** of the tenants are satisfied with landlord service provided by Council



**3** Swimming Pools

▶ **16,457** people visited our pools

**34** Memorials



**7** Administration buildings



**1** Aerodrome



**21** Domain boards

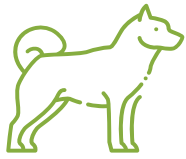


**5** Rural fire stations



**DID YOU KNOW?**

Ground Penetrating Radar was used to locate graves at the Eketāhuna Early Settlers Cemetery, revealing twelve plots of varying dimensions.



► Our district has **6,898** known and registered dogs, owned by **3,287** people

► On average, **1 report per week** is received of a dog attacking people



► **596 complaints** were received about dogs,  
► **146 complaints** were received about roaming stock  
All followed-up by our team



► **192 dogs** were seized and impounded  
► Impounded dogs receive food, water, exercise, and veterinary treatment – if required



► **638 dogs** were classified under the preferred owner registration category



► **20,320 calls** were handled by our customer services team

► That's about **81 calls** per day



► Of these calls, **2,130 calls** came in through the afterhours team

► **18 seconds** was the average waiting time for callers



► More than **8,000 customer service requests** (CRM) were entered into our system



► **897** people are using the Antenna app

► **589** issues have been received



► **37 young people** were helped into employment through the Mayors Taskforce for Jobs.



► Our team is supporting **community led planning** in Norsewood, Woodville, Pahiatua and Eketāhuna



► **15 groups** and individuals were supported with applications for funding

► **\$114,500** in grants was awarded to them



► **110 groups & individuals** were supported to better understand how to fundraise for local projects, services and events



▶ **4,689** recycling bins and crates were distributed to our urban residents



▶ **68kgs** of recycling is processed per resident per year

▶ **1,301 tonnes** was recycled in our recycling centres and kerbside



▶ **3,609 tonnes** of waste was sent to landfill costing Council **\$450** per tonne

▶ That equals **\$1,624,050** to receive, transport and dispose refuse



▶ It is estimated that **20-30%** of this could have been recycled

.....and would have **saved** us a lot of money



▶ **97** abandoned vehicles were removed by Council throughout the year

▶ This cost about **\$48,500** in tow costs



▶ **114** complaints of illegal rubbish dumping were received by Council

▶ The removal cost for this was **\$19,000**



▶ **98%** of Tararua District Council staff completed foundation level Civil Defence training, with **84%** progressing to the intermediate level



▶ **\$2.7mil** was secured by our Recovery Team to support social, community and rural recovery efforts from Cyclone Gabrielle

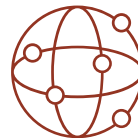


▶ **12** civil defence groups are supported by Council

▶ **5** of these groups were created after the devastation of Cyclone Gabrielle



▶ **10** Starlink satellite internet systems will be available and deployed as needed



▶ **166** media releases and **620** facebook posts were put out by our communications team

▶ **38** regular Bush Telegraph pages were produced



▶ **220,633** web page visits and **100,100** Facebook page visits



**DID YOU KNOW?**

503 submissions were received for the Long Term Plan? Also, 44 LTP workshops were held, totalling 168 hours, with an average meeting time of 3.8 hours.



▶ **162** applications were made for resource consent, **124** were for subdivision consent

▶ **100%** of consents were issued within 20 days



▶ **287** applications were made for building consent.

▶ **95.7%** of these applications was processed within statutory timeframes



▶ On average, building inspections are being conducted within **72 hours**



▶ **6,656** people are registered members of the Tararua libraries

▶ **449** new members were registered this year



▶ **92,775** items were borrowed in our 4 libraries



▶ Chromebooks in the libraries were used more than **5,500** times

▶ Our libraries wifi was accessed **24,280** times



▶ **491** events were held in our libraries which attracted **3,162** participants

▶ **1,892** children came to the school programmes



▶ **24.9%** of visitors used their library card to borrow items



**DID YOU KNOW?**

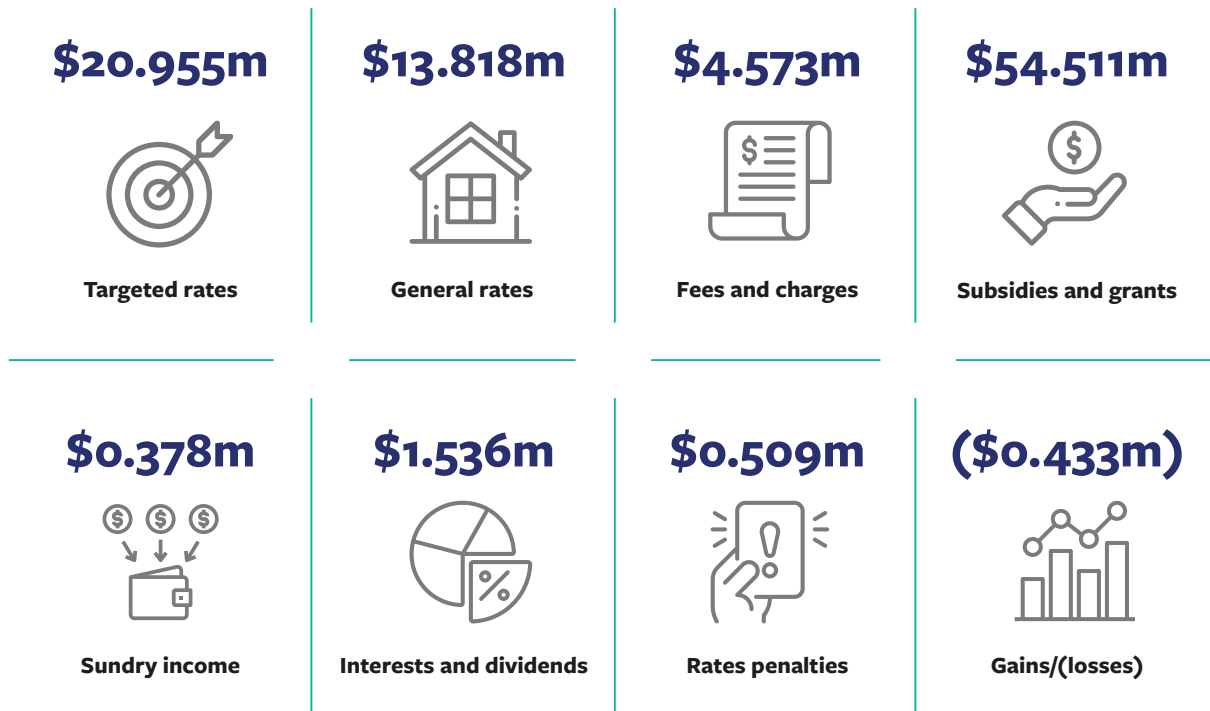
About 20% of all wind turbines in New Zealand are located in the Tararua District?



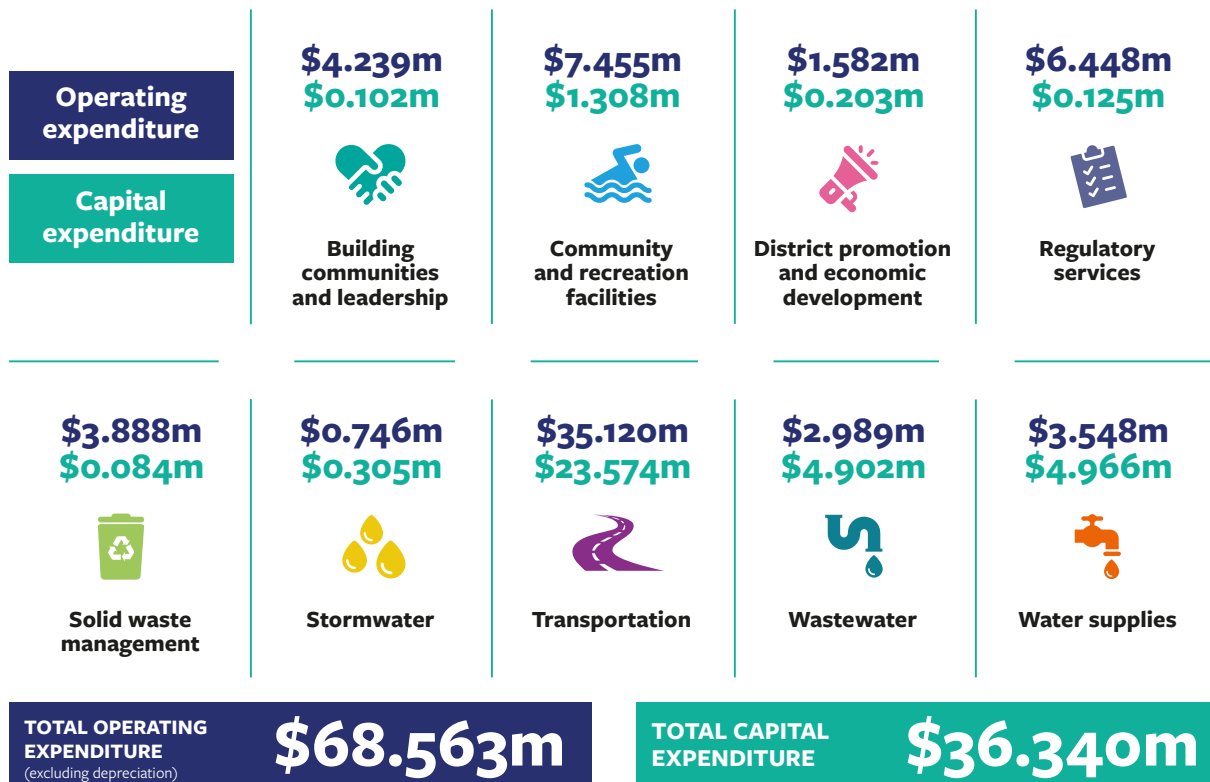
**DID YOU KNOW?**

In the Tararua libraries, the most popular author in adult fiction is Jeffrey Archer.

## Where Council funds came from



## What Council funds pay for



# Summary Statement of Service Provision

## Our vision, mission, outcomes, and strategy framework

Council well-being outcomes and strategic objectives are the outcomes that a local authority aims to achieve in meeting the current and future needs of communities for good quality local infrastructure, local public services, and performance of regulatory functions.

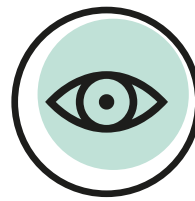
As part of developing the 2021-31 Long Term Plan, Council reviewed its mission, vision, and strategic objectives; they are described below.



### COUNCIL Mission

In partnership with tangata whenua and our communities, we will innovate and collaborate to enable a range of opportunities for the Tararua District.

*Mā te mahi tahi mātou o kaunihera ki ngā tangata whenua, ka auaha aheinga mō tātou katoa o te rohe o Tamaki-nui-a-Rua.*



### DISTRICT Vision

Vibrant, connected communities where our land and waters are nurtured and our people flourish.

*Mā te whenua, mā te waiora tātou e ora ai hei hapori ngangahau hei hapori honohono hoki.*

## COUNCIL WELL-BEING Outcomes



### Social well-being outcome

To enable our people to achieve the goals that are important to them.



### Environmental well-being outcome

Our natural environment is healthy, resilient and cared for.



### Cultural well-being outcome

Our people respect the beliefs, values, histories, and languages of our communities.
























### Economic well-being outcome

A vibrant economy that enables a range of opportunities for our people.

# How Council Strategic Objectives relate to Council services

The table below summarises how each of the strategic objectives relates to the groups of activities.

Groups of Activities	Council Strategic Objectives			
	Delivering resilient infrastructure	Prudent financial management	Growing strong communities	Building a vibrant economy
<b>Building Communities and Leadership</b>				
<b>Community and Recreation Facilities</b>				
<b>District Promotion and Development</b>				
<b>Regulatory Services</b>				
<b>Solid Waste Management</b>				
<b>Stormwater</b>				
<b>Transportation</b>				
<b>Wastewater</b>				
<b>Water Supplies</b>				

Council has not undertaken any specific measurement during the year of progress towards the achievement of these objectives.

## How the four well-beings relate to Council services

### Well-beings and Council Outcomes

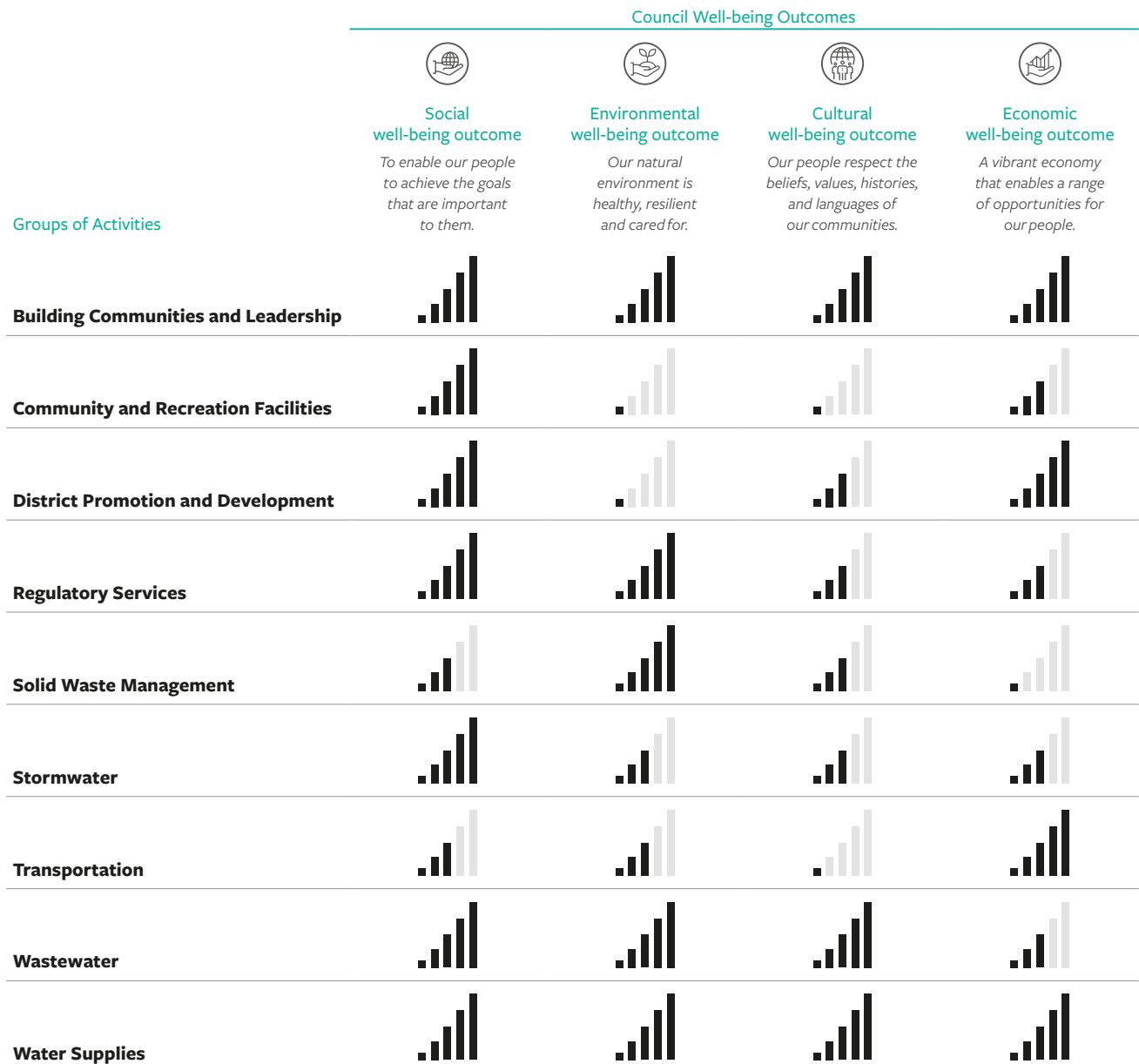
In May 2019, the Local Government Act 2002 was amended to reinstate the four aspects of community well-being into the purpose of the local government. This means that the Council among others is now required to play a broader role in promoting the social, economic, environmental, and cultural well-being of communities.

As part of the Long Term Plan 2021-2031, the Community Outcomes were revised and based on the community well-beings.

#### Four well-beings key



The table below summarises the effects of our activities on the four well-beings. The darker shading represents the level of effect each activity has on each of the well-beings.





# Performance Reporting

The overall purpose of Council's performance framework is to:

- Allow residents to make a judgement on whether or not the Council action being measured is worth funding through rates or fees.
- Allow Council to take corrective actions if the expected results are not being achieved.

The Long Term Plan pulls together Council's strategies and plans, and the long term plan activities align with these plans. Hence Council's long term plan KPI's are part of its overall strategic monitoring framework.

Service performance measures in the long term plan are mostly process and output based as they can be more closely linked to Council actions.

Council publicly reports the long term plan measures as part of Section 3: Activities and Service Performance Information in the Annual Report as well as within Council's Quarterly Reports through the Finance and Performance Committee agendas that can be found on Council's website. Residents need to look at these reports to get an understanding of how well Council is performing.

Council has an Alliance Agreement with Downer New Zealand to deliver services for roading and utilities corridor network maintenance on its behalf. This agreement is known as the Tararua Alliance Agreement which began in 2014. In November 2019 this agreement was renewed for a further 10 year term beginning 15 November 2019 until 1 October 2029.

## Survey measures

Council engaged Key Research (external surveyor) to carry out the customer satisfaction survey. The surveys were conducted by a robust postal to online survey with a sample of 512 residents across the district. The survey was undertaken four-monthly in three waves between October 2023 and May 2024. At an aggregate level the sample has an expected 95% confidence interval (margin of error) of +/- 4.32%.

The following explains the rating system of 1-10 used for the Key Research survey performance measures in this section:

1-4	Very dissatisfied
5	Somewhat dissatisfied
6	Somewhat satisfied
7-8	Satisfied
9-10	Very satisfied

The overall results for the year are used to measure the achievement of the performance measure. The results for the three waves are included to show the trend for each measure.

The overall achievement for each of these service performance measures includes scores marked as Somewhat satisfied (6) to Very satisfied (9-10) as a percentage of the total number of results received for each specific survey question.

## Rationale for Long Term Plan measures

The Department of Internal Affairs sets some mandatory KPIs that all Councils need to include in their long term plans. These are marked as mandatory measures.

Other KPIs are set by Council and aim to report against key activities and programmes council is delivering for each group of activities. These measures were reviewed by management and Council in the development of the 2021-31 Long Term Plan.

## Other Key Judgements

The performance measure for the "percentage of real water loss from the reticulation network" is measured in accordance with DIA calculation guidelines. All commercial, extraordinary and rural users are metered, domestic premises in the urban supply zones are un-metered. Water losses are measured according to the Water New Zealand Water Loss Guidelines (WLG) and use the Minimum Night Flow Analysis to determine Real Losses in the reticulation network.

We use a survey to measure customer satisfaction. The sample was randomly selected from the electoral roll provided to us. Following data collection, we applied weighting to the responses, aligning them with the total population of individuals aged 18 and above in the Tararua District. For the 2023-24 survey, we distributed surveys to a total of n=3,933 residents (1,311 for each wave). Throughout the survey year, we received a total of n=512 responses, resulting in a response rate of 13.8%.

## Statement of Compliance

The service performance information in this report has been prepared in accordance with the requirements of the Local Government Act, which include the requirement to comply with New Zealand generally accepted accounting practice (NZ GAAP).

The service performance information has been prepared in accordance with Tier 1 PBE financial reporting standards, which have been applied consistently throughout the period, and complies with PBE financial reporting standards.

# Statement of Service Performance Overview

We use a range of service performance measures to monitor the service levels we deliver to our customers.

Overall, Council achieved 61% of its service performance measures. This is a slight increase from the result achieved in 2022/23 of 60%. A highlight for the year is Council achieving 68% of the Department of Internal Affairs mandatory performance measures.

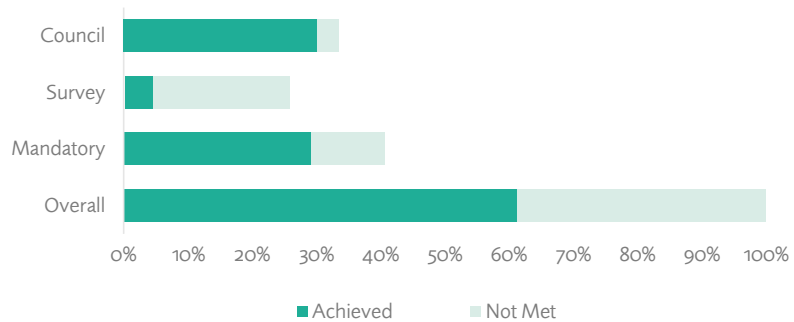
Council reviewed its service performance measures as part of the Long Term Plan. This saw 28 measures removed, and 16 new measures introduced from 2021/22 onwards, reflecting Council's updated vision and strategies in the Long Term Plan. Of the performance measures not achieved, Council has plans in place to improve a number of these.

In 2020/21 we were successful with securing \$14.6 million from the Provincial Growth Fund to upgrade Route 52, this is a multi-year

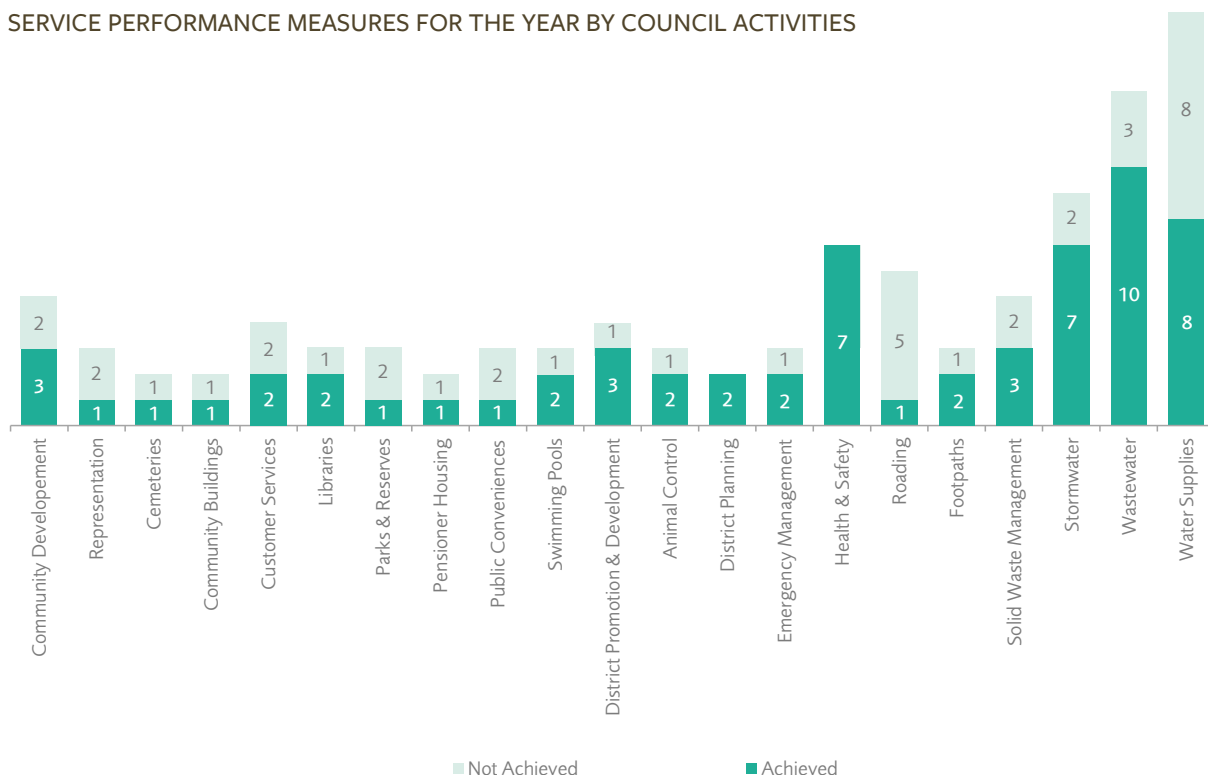
project which was scheduled to be completed in 2025. As a result of this project being underway we saw the parts of the network where works had been completed being able to withstand damage that other parts of the network sustained as a result of cyclone Gabrielle. This project would help improve satisfaction with rural roads and overall resilience of this section of road. In 2020/21 we completed a solid waste audit to better understand our waste stream and identify opportunities to reduce waste and increase recycling volumes.

As a result, we planned as part of the Long Term Plan to improve recycling services from 2022/23. With the rollout of Kerbside recycling we saw a significant increase in volumes collected. As a result the number of kgs of waste per resident sent to landfill decreased from 266kg in 2022/23 to 179kg in 2023/24. Council achieved 30 out of 33 Council measures across the activities.

**SERVICE PERFORMANCE MEASURES ACHIEVEMENT RATE BY CATEGORY**



**SERVICE PERFORMANCE MEASURES FOR THE YEAR BY COUNCIL ACTIVITIES**



# Key Performance Measures Overview

## Community Development

Level of service	Performance measure	Target	Achievement	2023/24 results	2022/23 results																																										
Facilitate active community-led development	Percentage of residents rating Council's involvement in community support as "fairly satisfactory" or "very satisfactory" in the community survey.	75%	<p><b>Not achieved</b> 57%</p> <p>LAST YEAR: 68%</p> <p>The survey results are scored on a scale from 1-10 with 5 as somewhat dissatisfied and 1-4 as very dissatisfied.</p> <table border="1"> <thead> <tr> <th>Score</th> <th>Sep-22</th> <th>Jan-23</th> <th>May-23</th> <th>Oct-23</th> <th>Jan-24</th> <th>May-24</th> </tr> </thead> <tbody> <tr> <td>9-10</td> <td>10%</td> <td>16%</td> <td>13%</td> <td>14%</td> <td>11%</td> <td>9%</td> </tr> <tr> <td>7-8</td> <td>50%</td> <td>30%</td> <td>43%</td> <td>32%</td> <td>28%</td> <td>33%</td> </tr> <tr> <td>6</td> <td>11%</td> <td>14%</td> <td>11%</td> <td>4%</td> <td>19%</td> <td>14%</td> </tr> <tr> <td>5</td> <td>11%</td> <td>15%</td> <td>13%</td> <td>22%</td> <td>15%</td> <td>18%</td> </tr> <tr> <td>1-4</td> <td>19%</td> <td>25%</td> <td>19%</td> <td>27%</td> <td>22%</td> <td>25%</td> </tr> </tbody> </table> <p>This measure is following the trend across Council for an overall reduction in satisfaction with services experienced in 2023 and continuing in 2024. No specific responses were provided as an explanation for this result as part of the survey.</p>	Score	Sep-22	Jan-23	May-23	Oct-23	Jan-24	May-24	9-10	10%	16%	13%	14%	11%	9%	7-8	50%	30%	43%	32%	28%	33%	6	11%	14%	11%	4%	19%	14%	5	11%	15%	13%	22%	15%	18%	1-4	19%	25%	19%	27%	22%	25%		
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7-8	50%	30%	43%	32%	28%	33%																																									
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5	11%	15%	13%	22%	15%	18%																																									
1-4	19%	25%	19%	27%	22%	25%																																									
	Percentage of surveyed community organisations satisfied or better with Council leadership	85%	<p><b>Not achieved</b></p> <p>LAST YEAR: Not achieved</p> <p>Not able to be measured, to be removed as part of the Long Term Plan process.</p>																																												
Provide effective leadership to engaged community organisations	Number of external funding applications submitted by Council	4	<p><b>Achieved</b> 10</p> <p>LAST YEAR: 5</p>																																												
Council is successful in gaining external funding for projects and activities	Number of funding applications made by community organisations and supported by Council	4	<p><b>Achieved</b> 24</p> <p>LAST YEAR: 29</p>																																												
Community projects successful in gaining external funding	Number of communities active in community-led development	2	<p><b>Achieved</b> 4</p> <p>LAST YEAR: 14</p>																																												

## Representation

### Levels of service

Providing leadership to represent and make decisions in the best interests of the district and its communities

### Performance measure

Percentage of residents rating the overall performance of the Mayor and Councillors as “fairly satisfactory” or “very satisfactory” in the community survey

### Target

75%

### Achievement

Not achieved  
63%

LAST YEAR:  
71%

### 2023/24 results



### 2022/23 results







The survey results are scored on a scale from 1–10 with 5 as somewhat dissatisfied and 1–4 as very dissatisfied.

Score	Sep-22	Jan-23	May-23	Oct-23	Jan-24	May-24
<b>MAYOR</b>						
9–10	31%	35%	30%	19%	23%	22%
7–8	35%	30%	36%	31%	36%	35%
6	11%	6%	9%	15%	10%	11%
5	14%	8%	12%	12%	12%	11%
1–4	8%	21%	13%	23%	19%	21%
<b>COUNCILLORS</b>						
9–10	12%	19%	15%	15%	17%	12%
7–8	35%	29%	35%	26%	29%	32%
6	15%	20%	18%	14%	7%	14%
5	23%	13%	16%	24%	17%	17%
1–4	16%	20%	16%	22%	30%	26%
<b>MAYOR AND COUNCILLORS</b>						
9–10	27%	27%	22%	17%	20%	17%
7–8	33%	30%	35%	28%	32%	33%
6	11%	13%	14%	14%	8%	12%
5	16%	10%	14%	18%	15%	14%
1–4	13%	20%	15%	22%	24%	23%

This measure is following the trend across Council for an overall reduction in satisfaction with services experienced in 2022–2023 and continuing in 2024. No specific responses were provided as an explanation for this result as part of the survey.

Levels of service	Performance measure	Target	Achievement	2023/24 results	2022/23 results																																										
Providing leadership to represent and make decisions in the best interests of the district and its communities	Percentage of residents rating the overall performance of the Community Boards and Community Committees as “fairly satisfactory” or “very satisfactory” in the community survey	75%	<p><b>Not achieved</b> 62%</p> <p>LAST YEAR: 68%</p> <p>The survey results are scored on a scale from 1–10 with 5 as somewhat dissatisfied and 1–4 as very dissatisfied.</p> <table border="1"> <thead> <tr> <th>Score</th> <th>Sep-22</th> <th>Jan-23</th> <th>May-23</th> <th>Oct-23</th> <th>Jan-24</th> <th>May-24</th> </tr> </thead> <tbody> <tr> <td>9–10</td> <td>18%</td> <td>16%</td> <td>15%</td> <td>21%</td> <td>22%</td> <td>17%</td> </tr> <tr> <td>7–8</td> <td>28%</td> <td>34%</td> <td>38%</td> <td>27%</td> <td>31%</td> <td>32%</td> </tr> <tr> <td>6</td> <td>14%</td> <td>17%</td> <td>14%</td> <td>5%</td> <td>13%</td> <td>13%</td> </tr> <tr> <td>5</td> <td>20%</td> <td>16%</td> <td>17%</td> <td>22%</td> <td>12%</td> <td>16%</td> </tr> <tr> <td>1–4</td> <td>10%</td> <td>17%</td> <td>15%</td> <td>25%</td> <td>22%</td> <td>22%</td> </tr> </tbody> </table> <p>This measure is following the trend across Council for an overall reduction in satisfaction with services experienced in 2022-2023 and continuing in 2024. No specific responses were provided as an explanation for this result as part of the survey.</p>	Score	Sep-22	Jan-23	May-23	Oct-23	Jan-24	May-24	9–10	18%	16%	15%	21%	22%	17%	7–8	28%	34%	38%	27%	31%	32%	6	14%	17%	14%	5%	13%	13%	5	20%	16%	17%	22%	12%	16%	1–4	10%	17%	15%	25%	22%	22%		
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1–4	10%	17%	15%	25%	22%	22%																																									
Provide processes and community boards/committees through which the community can have its views heard	Percentage of Council committee meetings that meet the requirements the Local Government Official Information and Meetings Act	100%	<p><b>Achieved</b> 100%</p> <p>LAST YEAR: 100%</p> <p>Council committee and community board meetings were publicly notified on Council's website and through the local newspaper in accordance with the requirements of the Local Government Official Information and Meetings Act.</p>																																												

## Cemeteries

Levels of service	Performance measure	Target	Achievement	2023/24 results	2022/23 results																																										
	Percentage residents satisfied with cemeteries in the community surveys.	90%	<p><b>Not achieved</b> 84%</p> <p>LAST YEAR: 86%</p> <p>The survey results are scored on a scale from 1–10 with 5 as somewhat dissatisfied and 1–4 as very dissatisfied.</p> <table border="1"> <thead> <tr> <th>Score</th> <th>Sep-22</th> <th>Jan-23</th> <th>May-23</th> <th>Oct-23</th> <th>Jan-24</th> <th>May-24</th> </tr> </thead> <tbody> <tr> <td>9–10</td> <td>28%</td> <td>37%</td> <td>37%</td> <td>34%</td> <td>37%</td> <td>34%</td> </tr> <tr> <td>7–8</td> <td>51%</td> <td>39%</td> <td>40%</td> <td>31%</td> <td>37%</td> <td>38%</td> </tr> <tr> <td>6</td> <td>9%</td> <td>10%</td> <td>9%</td> <td>17%</td> <td>12%</td> <td>12%</td> </tr> <tr> <td>5</td> <td>10%</td> <td>6%</td> <td>8%</td> <td>13%</td> <td>11%</td> <td>10%</td> </tr> <tr> <td>1–4</td> <td>2%</td> <td>7%</td> <td>6%</td> <td>2%</td> <td>4%</td> <td>5%</td> </tr> </tbody> </table> <p>This measure is following the trend across Council for an overall reduction in satisfaction with Council services. No specific responses were provided as part of the survey. Council continues to receive compliments on the Cemeteries through the district.</p>	Score	Sep-22	Jan-23	May-23	Oct-23	Jan-24	May-24	9–10	28%	37%	37%	34%	37%	34%	7–8	51%	39%	40%	31%	37%	38%	6	9%	10%	9%	17%	12%	12%	5	10%	6%	8%	13%	11%	10%	1–4	2%	7%	6%	2%	4%	5%	<p>2023/24 results</p> <p></p>	<p>2022/23 results</p> <p></p>
Score	Sep-22	Jan-23	May-23	Oct-23	Jan-24	May-24																																									
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	Percentage of cemeteries in District with plots available for next 12 months- based on historical burial data.	100%	<p><b>Achieved</b> 100%</p> <p>LAST YEAR: 100%</p> <p>All cemeteries in the district have more than adequate number of burial plots available.</p>	<p>2023/24 results</p> <p></p>	<p>2022/23 results</p> <p></p>																																										

## Community Buildings

Levels of service	Performance measure	Target	Achievement	2023/24 results	2022/23 results																																										
Council provides community buildings that are fit for purpose	Percentage residents satisfied with community buildings in the community survey.	90%	<p><b>Not achieved</b> 87%</p> <p>LAST YEAR: 89%</p> <p>The survey results are scored on a scale from 1–10 with 5 as somewhat dissatisfied and 1–4 as very dissatisfied.</p> <table border="1"> <thead> <tr> <th>Score</th> <th>Sep-22</th> <th>Jan-23</th> <th>May-23</th> <th>Oct-23</th> <th>Jan-24</th> <th>May-24</th> </tr> </thead> <tbody> <tr> <td>9–10</td> <td>33%</td> <td>39%</td> <td>36%</td> <td>29%</td> <td>34%</td> <td>33%</td> </tr> <tr> <td>7–8</td> <td>47%</td> <td>35%</td> <td>43%</td> <td>48%</td> <td>44%</td> <td>42%</td> </tr> <tr> <td>6</td> <td>9%</td> <td>12%</td> <td>9%</td> <td>10%</td> <td>8%</td> <td>12%</td> </tr> <tr> <td>5</td> <td>8%</td> <td>10%</td> <td>7%</td> <td>6%</td> <td>9%</td> <td>8%</td> </tr> <tr> <td>1–4</td> <td>2%</td> <td>4%</td> <td>4%</td> <td>6%</td> <td>5%</td> <td>5%</td> </tr> </tbody> </table> <p>This measure is following the trend across Council for an overall reduction in satisfaction with Council services. No specific responses were provided as part of the survey.</p>	Score	Sep-22	Jan-23	May-23	Oct-23	Jan-24	May-24	9–10	33%	39%	36%	29%	34%	33%	7–8	47%	35%	43%	48%	44%	42%	6	9%	12%	9%	10%	8%	12%	5	8%	10%	7%	6%	9%	8%	1–4	2%	4%	4%	6%	5%	5%		
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Facilities are well-utilised	The increase from previous year in the total number of hours per annum facilities are booked through Council (new)	> 1%	<p><b>Achieved</b> 39%</p> <p>LAST YEAR: 11%</p> <p>The biggest increase in hours booked has been at the Dannevirke Town Hall, Woodville Community Centre and Supper Room.</p>																																												

## Customer Service

### Levels of service

Customers experience friendly, efficient, and reliable service from Council

### Performance measure

Percentage of customers who lodge faults/request are satisfied with service provided.

### Target

80%

### Achievement

**Not achieved**  
70%

LAST YEAR:  
71%

The survey results are scored on a scale from 1–10 with 5 as somewhat dissatisfied and 1–4 as very dissatisfied.

Score	Sep-22	Jan-23	May-23	Oct-23	Jan-24	May-24
9–10	41%	30%	38%	29%	24%	40%
7–8	26%	37%	28%	37%	27%	14%
6	4%	11%	5%	3%	16%	12%
5	0%	0%	1%	4%	6%	3%
1–4	29%	21%	27%	28%	27%	31%

This measure is following the trend across Council for an overall reduction in satisfaction with services experienced in 2022-2023 and continuing in 2024. No specific responses were provided as an explanation for this result as part of the survey.

2023/24 results



2022/23 results



Customer requests are handled effectively and accurately

Average wait time for incoming calls.

20 secs

**Achieved**  
18 seconds

LAST YEAR:  
19 seconds

July 2023		19 seconds
August 2023		19 seconds
September 2023		18 seconds
October 2023		18 seconds
November 2023		21 seconds
December 2023		15 seconds
January 2024		19 seconds
February 2024		22 seconds
March 2024		16 seconds
April 2024		16 seconds
May 2024		17 seconds
June 2024		22 seconds





Levels of service	Performance measure	Target	Achievement	2023/24 results	2022/23 results																																										
Customer requests are handled effectively and accurately	Percentage of abandoned calls.	< 5%	<div style="background-color: #8ebf3d; color: white; padding: 5px; text-align: center;">Achieved 3%</div> <div style="border: 1px solid #ccc; padding: 5px; text-align: center; margin-top: 5px;">LAST YEAR: 3%</div> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th>Month</th> <th>Percentage</th> <th>Number of calls</th> </tr> </thead> <tbody> <tr><td>July 2023</td><td>4%</td><td>1882 calls received</td></tr> <tr><td>August 2023</td><td>3%</td><td>2270 calls received</td></tr> <tr><td>September 2023</td><td>4%</td><td>1879 calls received</td></tr> <tr><td>October 2023</td><td>4%</td><td>1859 calls received</td></tr> <tr><td>November 2023</td><td>3%</td><td>1667 calls received</td></tr> <tr><td>December 2023</td><td>2%</td><td>1183 calls received</td></tr> <tr><td>January 2024</td><td>4%</td><td>1439 calls received</td></tr> <tr><td>February 2024</td><td>5%</td><td>2032 calls received</td></tr> <tr><td>March 2024</td><td>2%</td><td>1698 calls received</td></tr> <tr><td>April 2024</td><td>3%</td><td>1048 calls received</td></tr> <tr><td>May 2024</td><td>3%</td><td>1880 calls received</td></tr> <tr><td>June 2024</td><td>4%</td><td>1487 calls received</td></tr> </tbody> </table>	Month	Percentage	Number of calls	July 2023	4%	1882 calls received	August 2023	3%	2270 calls received	September 2023	4%	1879 calls received	October 2023	4%	1859 calls received	November 2023	3%	1667 calls received	December 2023	2%	1183 calls received	January 2024	4%	1439 calls received	February 2024	5%	2032 calls received	March 2024	2%	1698 calls received	April 2024	3%	1048 calls received	May 2024	3%	1880 calls received	June 2024	4%	1487 calls received	✓	✓			
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Responsive 24/7 phone service	Percentage of customers who lodge faults/requests are satisfied with the after hours service received.	85%	<div style="background-color: #c00000; color: white; padding: 5px; text-align: center;">Not achieved 47%</div> <div style="border: 1px solid #ccc; padding: 5px; text-align: center; margin-top: 5px;">LAST YEAR: 74%</div> <p>The survey results are scored on a scale from 1–10 with 5 as somewhat dissatisfied and 1–4 as very dissatisfied.</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th>Score</th> <th>Sep-22</th> <th>Jan-23</th> <th>May-23</th> <th>Oct-23</th> <th>Jan-24</th> <th>May-24</th> </tr> </thead> <tbody> <tr><td>9–10</td><td>53%</td><td>24%</td><td>36%</td><td>17%</td><td>21%</td><td>0%</td></tr> <tr><td>7–8</td><td>42%</td><td>34%</td><td>31%</td><td>11%</td><td>34%</td><td>24%</td></tr> <tr><td>6</td><td>0%</td><td>27%</td><td>7%</td><td>0%</td><td>0%</td><td>16%</td></tr> <tr><td>5</td><td>0%</td><td>0%</td><td>0%</td><td>22%</td><td>26%</td><td>17%</td></tr> <tr><td>1–4</td><td>5%</td><td>15%</td><td>26%</td><td>49%</td><td>19%</td><td>43%</td></tr> </tbody> </table> <p>This measure is following the trend across Council for an overall reduction in satisfaction with services experienced in 2022-2023 and continuing in 2024. No specific responses were provided as an explanation for this result as part of the survey.</p>	Score	Sep-22	Jan-23	May-23	Oct-23	Jan-24	May-24	9–10	53%	24%	36%	17%	21%	0%	7–8	42%	34%	31%	11%	34%	24%	6	0%	27%	7%	0%	0%	16%	5	0%	0%	0%	22%	26%	17%	1–4	5%	15%	26%	49%	19%	43%	✗	✗
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## Libraries

Levels of service	Performance measure	Target	Achievement	2023/24 results	2022/23 results																																										
Library facilities are clean, welcoming, and open at times suited to the community	Percentage of customers rating library facilities as clean and welcoming with good opening hours	90%	<p><b>Achieved</b> 96%</p> <p>LAST YEAR: not measured</p>	✓	✗																																										
Access to information	Percentage of residents rating libraries as “fairly satisfactory” or “very satisfactory” in the community survey.	90%	<p><b>Not achieved</b> 88%</p> <p>LAST YEAR: 90%</p> <p>The survey results are scored on a scale from 1–10 with 5 as somewhat dissatisfied and 1–4 as very dissatisfied.</p> <table border="1"> <thead> <tr> <th>Score</th> <th>Sep-22</th> <th>Jan-23</th> <th>May-23</th> <th>Oct-23</th> <th>Jan-24</th> <th>May-24</th> </tr> </thead> <tbody> <tr> <td>9–10</td> <td>49%</td> <td>52%</td> <td>51%</td> <td>54%</td> <td>46%</td> <td>45%</td> </tr> <tr> <td>7–8</td> <td>35%</td> <td>30%</td> <td>34%</td> <td>33%</td> <td>34%</td> <td>38%</td> </tr> <tr> <td>6</td> <td>5%</td> <td>6%</td> <td>5%</td> <td>3%</td> <td>7%</td> <td>7%</td> </tr> <tr> <td>5</td> <td>8%</td> <td>8%</td> <td>7%</td> <td>7%</td> <td>10%</td> <td>4%</td> </tr> <tr> <td>1–4</td> <td>3%</td> <td>4%</td> <td>4%</td> <td>4%</td> <td>2%</td> <td>6%</td> </tr> </tbody> </table> <p>This measure is following the trend across Council for an overall reduction in satisfaction with Council services. No specific responses were provided as part of the survey.</p>	Score	Sep-22	Jan-23	May-23	Oct-23	Jan-24	May-24	9–10	49%	52%	51%	54%	46%	45%	7–8	35%	30%	34%	33%	34%	38%	6	5%	6%	5%	3%	7%	7%	5	8%	8%	7%	7%	10%	4%	1–4	3%	4%	4%	4%	2%	6%	✗	✓
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5	8%	8%	7%	7%	10%	4%																																									
1–4	3%	4%	4%	4%	2%	6%																																									
Improve literacy and knowledge among the district’s children	Percentage of customers satisfied with children’s programmes (annual survey)	90%	<p><b>Achieved</b> 100%</p> <p>LAST YEAR: 100%</p>	✓	✓																																										

## Park and Reserves

Levels of service	Performance measure	Target	Achievement	2023/24 results	2022/23 results																																										
Our parks and park facilities are well presented	Percentage of residents rating parks and reserves as “fairly satisfactory” or “very satisfactory” in the community survey.	90%	<p><b>Not achieved</b> 87%</p> <p>LAST YEAR: 83%</p> <p>The survey results are scored on a scale from 1–10 with 5 as somewhat dissatisfied and 1–4 as very dissatisfied.</p> <table border="1"> <thead> <tr> <th>Score</th> <th>Sep-22</th> <th>Jan-23</th> <th>May-23</th> <th>Oct-23</th> <th>Jan-24</th> <th>May-24</th> </tr> </thead> <tbody> <tr> <td>9–10</td> <td>30%</td> <td>39%</td> <td>36%</td> <td>25%</td> <td>31%</td> <td>29%</td> </tr> <tr> <td>7–8</td> <td>41%</td> <td>38%</td> <td>40%</td> <td>44%</td> <td>42%</td> <td>46%</td> </tr> <tr> <td>6</td> <td>10%</td> <td>5%</td> <td>7%</td> <td>11%</td> <td>17%</td> <td>13%</td> </tr> <tr> <td>5</td> <td>14%</td> <td>14%</td> <td>11%</td> <td>12%</td> <td>8%</td> <td>8%</td> </tr> <tr> <td>1–4</td> <td>4%</td> <td>4%</td> <td>6%</td> <td>8%</td> <td>2%</td> <td>5%</td> </tr> </tbody> </table> <p>This measure is following the trend across Council for an overall reduction in satisfaction with services experienced in 2022-2023 and continuing in 2024. No specific responses were provided as an explanation for this result as part of the survey.</p>	Score	Sep-22	Jan-23	May-23	Oct-23	Jan-24	May-24	9–10	30%	39%	36%	25%	31%	29%	7–8	41%	38%	40%	44%	42%	46%	6	10%	5%	7%	11%	17%	13%	5	14%	14%	11%	12%	8%	8%	1–4	4%	4%	6%	8%	2%	5%		
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Our parks and reserves are in good condition	Number of recorded incidences where parks and reserves are found to be below the agreed maintenance standard.	< 5	<p><b>Achieved</b> 2</p> <p>LAST YEAR: 2</p> <p>One of the CRM's received was about the thistles at the Rugby grounds asking if these could be removed prior to Athletics starting. This request was passed onto our contractor for resolution.</p> <p>Apart from these incidents the grounds are up to the agreed maintenance standard.</p>																																												
Playground equipment is safe to use and fit for purpose	Percentage of playgrounds in the district that had no faults under the 2017/18 AUS/NZ playground safety standard (new)	95%	<p><b>Not achieved</b> 0%</p> <p>LAST YEAR: 93%</p> <p>The facilities team are working on high-medium risk repairs and maintenance to playground equipment.</p> <p>Extensive work is also required throughout the district for playground matting upgrades. Better off funding is no longer available to complete the program of works. The team will continue to prioritise works at acts to lift the standards of these playgrounds. Further evaluation of resources and potential rationalisation of playgrounds across the district will be necessary.</p>																																												







## Pensioner Housing

Levels of service	Performance measure	Target	Achievement	2023/24 results	2022/23 results
Housing units are maintained to a suitable standard	Percentage of housing units which, when inspected, are found to have maintenance issues which are more than minor.	<5%	<p><b>Not achieved</b> 23%</p> <p>LAST YEAR: 29%</p> <p>Pensioner housing condition assessments of each unit were carried out during May and June. 20 out of the 85 units were found to have more than minor maintenance requirements when a condition and performance Matrix is applied. New Zealand Healthy Homes standards is also applied and priorities for immediate remedy followed by any health and safety concerns.</p>		
Council acts as a good, caring landlord	Tenants' satisfaction with the landlord service received from Council.	90%	<p><b>Achieved</b> 96%</p> <p>LAST YEAR: 94%</p> <p>Overall tenant satisfaction with the landlord service provided is excellent.</p>		

## Public Conveniences

Levels of service	Performance measure	Target	Achievement	2023/24 results	2022/23 results																																										
Public conveniences provided are fit for purpose	Percentage of residents rating public conveniences as “fairly satisfactory” or “very satisfactory” in the community survey.	80%	<p><b>Not achieved</b> 71%</p> <p>LAST YEAR: 72%</p> <p>The survey results are scored on a scale from 1–10 with 5 as somewhat dissatisfied and 1–4 as very dissatisfied.</p> <table border="1"> <thead> <tr> <th>Score</th> <th>Sep-22</th> <th>Jan-23</th> <th>May-23</th> <th>Oct-23</th> <th>Jan-24</th> <th>May-24</th> </tr> </thead> <tbody> <tr> <td>9–10</td> <td>19%</td> <td>25%</td> <td>22%</td> <td>23%</td> <td>33%</td> <td>23%</td> </tr> <tr> <td>7–8</td> <td>41%</td> <td>27%</td> <td>38%</td> <td>37%</td> <td>38%</td> <td>38%</td> </tr> <tr> <td>6</td> <td>10%</td> <td>12%</td> <td>12%</td> <td>6%</td> <td>12%</td> <td>16%</td> </tr> <tr> <td>5</td> <td>16%</td> <td>24%</td> <td>15%</td> <td>13%</td> <td>9%</td> <td>13%</td> </tr> <tr> <td>1–4</td> <td>14%</td> <td>11%</td> <td>13%</td> <td>21%</td> <td>10%</td> <td>17%</td> </tr> </tbody> </table> <p>This measure is following the trend across Council for an overall reduction in satisfaction with services experienced in 2022-2023 and continuing in 2024. No specific responses were provided as an explanation for this result as part of the survey.</p>	Score	Sep-22	Jan-23	May-23	Oct-23	Jan-24	May-24	9–10	19%	25%	22%	23%	33%	23%	7–8	41%	27%	38%	37%	38%	38%	6	10%	12%	12%	6%	12%	16%	5	16%	24%	15%	13%	9%	13%	1–4	14%	11%	13%	21%	10%	17%		
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1–4	14%	11%	13%	21%	10%	17%																																									
The number of complaints received per annum about the maintenance and cleanliness of public toilets (excluding graffiti and vandalism).	< 90	<p><b>Not achieved</b> 145</p> <p>LAST YEAR: 98</p> <p>Number of service requests</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Number of requests</th> </tr> </thead> <tbody> <tr> <td>2023/24</td> <td>145</td> </tr> <tr> <td>2022/23</td> <td>98</td> </tr> <tr> <td>2021/22</td> <td>95</td> </tr> <tr> <td>2020/21</td> <td>64</td> </tr> <tr> <td>2019/20</td> <td>85</td> </tr> </tbody> </table> <p>Of the 145 complaints, 115 were for maintenance issues (inclusive blockages), and 30 for additional cleaning required. 28 Woodville, 11 Pahiatua, 58 Dannevirke, 25 Eketāhuna, two Norsewood and five Eketāhuna.</p>	Year	Number of requests	2023/24	145	2022/23	98	2021/22	95	2020/21	64	2019/20	85																																	
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Percentage of customer request responded to within 48 hours	85%	<p><b>Achieved</b> 98%</p> <p>LAST YEAR: 96%</p>																																													

## Swimming Pools

Levels of service	Performance measure	Target	Achievement	2023/24 results	2022/23 results																																										
Public swimming pools provide a quality visitor experience	Percentage of residents rating swimming pools as “fairly satisfactory” or “very satisfactory” in the community survey	80%	<p><b>Not achieved</b> 73%</p> <p>LAST YEAR: 79%</p> <p>The survey results are scored on a scale from 1–10 with 5 as somewhat dissatisfied and 1–4 as very dissatisfied.</p> <table border="1"> <thead> <tr> <th>Score</th> <th>Sep-22</th> <th>Jan-23</th> <th>May-23</th> <th>Oct-23</th> <th>Jan-24</th> <th>May-24</th> </tr> </thead> <tbody> <tr> <td>9–10</td> <td>22%</td> <td>37%</td> <td>24%</td> <td>23%</td> <td>26%</td> <td>26%</td> </tr> <tr> <td>7–8</td> <td>39%</td> <td>35%</td> <td>40%</td> <td>37%</td> <td>29%</td> <td>39%</td> </tr> <tr> <td>6</td> <td>20%</td> <td>9%</td> <td>15%</td> <td>6%</td> <td>17%</td> <td>8%</td> </tr> <tr> <td>5</td> <td>7%</td> <td>8%</td> <td>8%</td> <td>13%</td> <td>16%</td> <td>12%</td> </tr> <tr> <td>1–4</td> <td>11%</td> <td>12%</td> <td>12%</td> <td>21%</td> <td>12%</td> <td>15%</td> </tr> </tbody> </table> <p>This measure is following the trend across Council for an overall reduction in satisfaction with services experienced in 2022-2023 and continuing in 2024. No specific responses were provided as an explanation for this result as part of the survey.</p>	Score	Sep-22	Jan-23	May-23	Oct-23	Jan-24	May-24	9–10	22%	37%	24%	23%	26%	26%	7–8	39%	35%	40%	37%	29%	39%	6	20%	9%	15%	6%	17%	8%	5	7%	8%	8%	13%	16%	12%	1–4	11%	12%	12%	21%	12%	15%	<p>2023/24 results</p> <p></p>	<p>2022/23 results</p> <p></p>
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Outdoor pools open during summer months, and Wai Splash all year around (less maintenance time)	The number of weeks each year Wai Splash is open for public use	< 49 Weeks	<p><b>Achieved</b> 50 weeks</p> <p>LAST YEAR: 50 weeks</p>	<p></p>	<p></p>																																										
	The number of weeks each year outdoor pools is open for public use	> 10 weeks	<p><b>Achieved</b> 10 weeks</p> <p>LAST YEAR: 9 weeks</p>	<p></p>	<p></p>																																										

## District Promotion and Development

Level of service	Performance measure	Target	Achievement	2023/24 results	2022/23 results																																																																														
Undertake research and/or feasibility studies into economic development opportunities	Number of research reports and/or feasibility studies delivered.	2	<div style="background-color: #76923c; color: white; padding: 5px; text-align: center;">Achieved 2</div> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;">LAST YEAR: 2</div> <p>A report has been produced to support AgriTourism events and subsequential series of events. The first of the series of community plans has been finalised with formal presentation due in 2024 / 2025 financial year.</p>	✓	✓																																																																														
Promote Tararua District at large events in and outside the district	Major Events that 'Tararua' is directly involved in.	5	<div style="background-color: #76923c; color: white; padding: 5px; text-align: center;">Achieved 5</div> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;">LAST YEAR: 5</div>	✓	✓																																																																														
Support community groups to run events in Tararua	Number of community events that are actively supported by Council.	10	<div style="background-color: #76923c; color: white; padding: 5px; text-align: center;">Achieved 14</div> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;">LAST YEAR: 13</div>	✓	✓																																																																														
Provide engaging and informative Council information to residents	Percentage of survey respondents that consider the Bush Telegraph Council page content useful or very useful (Public Voice Survey of over 600 residents)	75%	<div style="background-color: #c00000; color: white; padding: 5px; text-align: center;">Not achieved 72%</div> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;">LAST YEAR: 81%</div> <p>The survey results are scored on a scale from 1–10 with 5 as somewhat dissatisfied and 1–4 as very dissatisfied.</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th>Score</th> <th>Sep-22</th> <th>Jan-23</th> <th>May-23</th> <th>Oct-23</th> <th>Jan-24</th> <th>May-24</th> </tr> </thead> <tbody> <tr> <td>9–10</td> <td style="background-color: #008080; color: white;">29%</td> <td style="background-color: #008080; color: white;">31%</td> <td style="background-color: #008080; color: white;">34%</td> <td style="background-color: #008080; color: white;">25%</td> <td style="background-color: #008080; color: white;">18%</td> <td style="background-color: #008080; color: white;">23%</td> </tr> <tr> <td>7–8</td> <td style="background-color: #008080; color: white;">41%</td> <td style="background-color: #008080; color: white;">27%</td> <td style="background-color: #008080; color: white;">41%</td> <td style="background-color: #008080; color: white;">38%</td> <td style="background-color: #008080; color: white;">45%</td> <td style="background-color: #008080; color: white;">38%</td> </tr> <tr> <td>6</td> <td style="background-color: #008080; color: white;">11%</td> <td style="background-color: #008080; color: white;">15%</td> <td style="background-color: #008080; color: white;">6%</td> <td style="background-color: #008080; color: white;">7%</td> <td style="background-color: #008080; color: white;">12%</td> <td style="background-color: #008080; color: white;">11%</td> </tr> <tr> <td>5</td> <td style="background-color: #008080; color: white;">5%</td> <td style="background-color: #008080; color: white;">9%</td> <td style="background-color: #008080; color: white;">8%</td> <td style="background-color: #008080; color: white;">15%</td> <td style="background-color: #008080; color: white;">7%</td> <td style="background-color: #008080; color: white;">8%</td> </tr> <tr> <td>1–4</td> <td style="background-color: #008080; color: white;">14%</td> <td style="background-color: #008080; color: white;">18%</td> <td style="background-color: #008080; color: white;">11%</td> <td style="background-color: #008080; color: white;">15%</td> <td style="background-color: #008080; color: white;">18%</td> <td style="background-color: #008080; color: white;">21%</td> </tr> </tbody> </table> <p>Four hundred and fifty-eight survey respondents relied on the following sources for Council information:</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th>Source</th> <th>2022</th> <th>2023</th> <th>2024</th> </tr> </thead> <tbody> <tr> <td>Bush Telegraph</td> <td>51%</td> <td>41%</td> <td>43%</td> </tr> <tr> <td>Other newspapers</td> <td>1%</td> <td>9%</td> <td>-</td> </tr> <tr> <td>Council's website</td> <td>9%</td> <td>11%</td> <td>11%</td> </tr> <tr> <td>Others</td> <td>2%</td> <td>0%</td> <td>11%</td> </tr> <tr> <td>Facebook</td> <td>27%</td> <td>28%</td> <td>21%</td> </tr> <tr> <td>Council publications</td> <td>7%</td> <td>3%</td> <td>4%</td> </tr> <tr> <td>Radio</td> <td>1%</td> <td>2%</td> <td>2%</td> </tr> <tr> <td>Don't know</td> <td>1%</td> <td>5%</td> <td>9%</td> </tr> </tbody> </table> <p>Results continue to show that the Council page in the Bush Telegraph is highly popular with the residents.</p> <p>However, the survey shows Council's Facebook page is continuing to be relied upon.</p>	Score	Sep-22	Jan-23	May-23	Oct-23	Jan-24	May-24	9–10	29%	31%	34%	25%	18%	23%	7–8	41%	27%	41%	38%	45%	38%	6	11%	15%	6%	7%	12%	11%	5	5%	9%	8%	15%	7%	8%	1–4	14%	18%	11%	15%	18%	21%	Source	2022	2023	2024	Bush Telegraph	51%	41%	43%	Other newspapers	1%	9%	-	Council's website	9%	11%	11%	Others	2%	0%	11%	Facebook	27%	28%	21%	Council publications	7%	3%	4%	Radio	1%	2%	2%	Don't know	1%	5%	9%	✗	✓
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## Animal Control

Levels of service	Performance measure	Target	Achievement	2023/24 results	2022/23 results	
Residents are satisfied with the Animal Control service.	The percentage of customer service request complaints related to dogs attacking or biting are responded to within 2 hours.	95%	Achieved 96%	LAST YEAR: 98%	✓	✓
Dog owners are complying with their registration responsibilities.	The percentage of known dogs that are registered.	95%	Achieved 99%	LAST YEAR: 99%	✓	✓
A responsive serious dog incident service is provided 24 hours a day, 7 days a week.	Percentage of residents rate dog control as “quite satisfactory” or “very satisfactory” in community survey.	80%	Not achieved 62%	LAST YEAR: 72%	✗	✗

The survey results are scored on a scale from 1–10 with 5 as somewhat dissatisfied and 1–4 as very dissatisfied.

Score	Sep-22	Jan-23	May-23	Oct-23	Jan-24	May-24
9–10	37%	39%	32%	20%	16%	25%
7–8	37%	14%	27%	28%	28%	38%
6	5%	17%	13%	9%	11%	12%
5	8%	12%	9%	15%	11%	2%
1–4	13%	18%	19%	29%	34%	23%







Residents main concerns were: dogs roaming streets, aggressive dogs barking/looking menacing/intimidating/scared, dogs not controlled in backyards/hanging over gates and fences. Council is committed to following up any complaints and are resolved based on the powers of Council.



## District Planning

Level of service	Performance measure	Target	Achievement	2023/24 results	2022/23 results	
Applications for subdivision or land use consents are processed in a timely manner	The percentage of non-notified resource consent applications processed within statutory timeframes (20 working days).	95%	Achieved 100%	LAST YEAR: 100%	✓	✓
Customer complaints about land use are responded to in a timely manner	The percentage of customer service request complaints related to land use that are responded to within five working days.	90%	Achieved 97%	LAST YEAR: 88%	✓	✓

## Emergency Management

Level of service	Performance measure	Target	Achievement	2023/24 results	2022/23 results																																										
Support communities to develop response and recovery plans	Percentage of residents rating Emergency Management as “fairly satisfactory”, “satisfactory” or “very satisfactory” in the community survey.	80%	<p><b>Not achieved</b> 68%</p> <p>LAST YEAR: 61%</p> <p>The survey results are scored on a scale from 1–10 with 5 as somewhat dissatisfied and 1–4 as very dissatisfied.</p> <table border="1"> <thead> <tr> <th>Score</th> <th>Sep-22</th> <th>Jan-23</th> <th>May-23</th> <th>Oct-23</th> <th>Jan-24</th> <th>May-24</th> </tr> </thead> <tbody> <tr> <td>9–10</td> <td>22%</td> <td>14%</td> <td>15%</td> <td>8%</td> <td>10%</td> <td>11%</td> </tr> <tr> <td>7–8</td> <td>29%</td> <td>24%</td> <td>30%</td> <td>29%</td> <td>49%</td> <td>38%</td> </tr> <tr> <td>6</td> <td>17%</td> <td>10%</td> <td>16%</td> <td>23%</td> <td>18%</td> <td>19%</td> </tr> <tr> <td>5</td> <td>18%</td> <td>34%</td> <td>23%</td> <td>15%</td> <td>14%</td> <td>13%</td> </tr> <tr> <td>1–4</td> <td>15%</td> <td>18%</td> <td>16%</td> <td>25%</td> <td>9%</td> <td>19%</td> </tr> </tbody> </table> <p>This measure follows the trend across Council for overall dissatisfaction, however when respondents were prompted with a follow up question for this result, some of the responses were a result of a misunderstanding of Council’s role in Emergency Management, and some dissatisfaction around the response to Cyclone Gabrielle.</p>	Score	Sep-22	Jan-23	May-23	Oct-23	Jan-24	May-24	9–10	22%	14%	15%	8%	10%	11%	7–8	29%	24%	30%	29%	49%	38%	6	17%	10%	16%	23%	18%	19%	5	18%	34%	23%	15%	14%	13%	1–4	15%	18%	16%	25%	9%	19%	<p>2023/24 results</p> <p></p>	<p>2022/23 results</p> <p></p>
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Ensure an adequate number of trained staff to operate an emergency operations centre and recovery office.	Management staff trained to Integrated Training Framework - Intermediate.	80%	<p><b>Achieved</b> 93%</p> <p>LAST YEAR: 95%</p>	<p></p>	<p></p>																																										
Lead local emergency management coordination and planning by administering the Tararua Emergency Management Committee	Annual stakeholder survey overall satisfaction.	80%	<p><b>Achieved</b> 100%</p> <p>LAST YEAR: 100%</p>	<p></p>	<p></p>																																										

## Health and Safety

Level of service	Performance measure	Target	Achievement		2023/24 results	2022/23 results
Council retains authority to issue building consents.	Accreditation as a Building Consent Authority is maintained	Achieve	Achieved	LAST YEAR: ACHIEVED	✓	✓
Protect public health by monitoring, advising and inspecting food premises, sale of liquor outlets, funeral parlours, offensive trades, hairdressing businesses, and camping grounds	The percentage of registered template food control plans verified within statutory timeframes.	95%	Achieved 100%	LAST YEAR: 100%	✓	✓
	The percentage of registered health regulated premises inspected annually.	95%	Achieved 100%	LAST YEAR: 100%	✓	✓
	The percentage of licensed premises selling alcohol inspected annually	95%	Achieved 100%	LAST YEAR: 100%	✓	✓
A responsive excessive noise control service is provided 24 hours a day, 7 days a week	The percentage of customer service request complaints related to excessive noise responded to within 2 hours.	90%	Achieved 94%	LAST YEAR: 91%	✓	✓
Customer complaints about environmental nuisances are responded to in a timely manner	The percentage of customer service request complaints related to illegal rubbish dumping, abandoned vehicles, and vegetation blocking footpaths that are responded to within 3 working days.	85%	Achieved 92%	LAST YEAR: 87%	✓	✓
Applications for building consents are processed in a timely manner.	Percentage of building consent applications processed within the statutory time frame (20 working days).	95%	Achieved 96%	LAST YEAR: 93%	✓	✗
				Current processing meeting targets but historical consents granted during reporting timeframes still having an effect.		

## Solid Waste Management

### Level of service

### Performance measure

### Target

### Achievement

### 2023/24 results

### 2022/23 results

Refuse and recycling services meet user needs

Percentage of residents rating recycling as “fairly satisfactory” or “very satisfactory” in the community survey.

85%

**Not achieved**  
68%

LAST YEAR:  
76%



The survey results are scored on a scale from 1–10 with 5 as somewhat dissatisfied and 1–4 as very dissatisfied.

Score	Sep-22	Jan-23	May-23	Oct-23	Jan-24	May-24
9–10	27%	41%	34%	31%	34%	29%
7–8	41%	28%	36%	27%	21%	28%
6	8%	5%	6%	9%	13%	10%
5	9%	11%	10%	6%	16%	12%
1–4	15%	15%	14%	26%	16%	20%

Although still not an achieved result, we did see an increase in satisfaction as a result of the change in kerbside recycling collection. Lack of convenient access, lack of time to separate recyclables and lack of incentive continue to communities main concerns. These concerns have been feed into the Waste Minimisation that was renewed as part of the Long Term Plan.

Refuse and recycling services meet user needs

Percentage of residents rating landfills/ transfer station management as “fairly satisfactory” or “very satisfactory” in the community survey.

80%

**Not achieved**  
60%

LAST YEAR:  
67%



The survey results are scored on a scale from 1–10 with 5 as somewhat dissatisfied and 1–4 as very dissatisfied.

Score	Sep-22	Jan-23	May-23	Oct-23	Jan-24	May-24
9–10	24%	31%	25%	15%	24%	21%
7–8	32%	24%	30%	21%	32%	28%
6	11%	13%	11%	13%	10%	12%
5	13%	11%	13%	26%	13%	17%
1–4	19%	21%	20%	26%	21%	23%

Community satisfaction continues to be low. No specific responses were recieved on the management of transfer stations, however concerns on the cost to dispose of rubbish were expressed.

Level of service	Performance measure	Target	Achievement	2023/24 results	2022/23 results																								
Council will promote and encourage recycling and reuse	Kg of waste per resident sent to landfills by the Council per annum	240kg	<p><b>Achieved 179kg</b></p> <p>LAST YEAR: 266kg</p> <table border="1"> <tr><td>July 2023</td><td>16kg</td></tr> <tr><td>August 2023</td><td>19kg</td></tr> <tr><td>September 2023</td><td>16kg</td></tr> <tr><td>October 2023</td><td>17kg</td></tr> <tr><td>November 2023</td><td>18kg</td></tr> <tr><td>December 2023</td><td>19kg</td></tr> <tr><td>January 2024</td><td>19kg</td></tr> <tr><td>February 2024</td><td>16kg</td></tr> <tr><td>March 2024</td><td>13kg</td></tr> <tr><td>April 2024</td><td>13kg</td></tr> <tr><td>May 2024</td><td>13kg</td></tr> <tr><td>June 2024</td><td>10kg</td></tr> </table> <p>As part of the Waste Minimisation Plan, Council will continue to look at new ways to reduce the amount of waste going to landfill including discussions with other Councils about potential programmes following the 3R model - reduce, reuse, recycle.</p>	July 2023	16kg	August 2023	19kg	September 2023	16kg	October 2023	17kg	November 2023	18kg	December 2023	19kg	January 2024	19kg	February 2024	16kg	March 2024	13kg	April 2024	13kg	May 2024	13kg	June 2024	10kg	<p>2023/24 results</p> <p>✓</p>	<p>2022/23 results</p> <p>✗</p>
July 2023	16kg																												
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June 2024	10kg																												
Council will promote and encourage recycling and reuse	Tonnage of recycled materials processed by Council	1,300 tonnes	<p><b>Achieved 1,301 tonnes</b></p> <p>LAST YEAR: 1,284 tonnes</p> <table border="1"> <tr><td>July 2023</td><td>105 tonnes</td></tr> <tr><td>August 2023</td><td>102 tonnes</td></tr> <tr><td>September 2023</td><td>98 tonnes</td></tr> <tr><td>October 2023</td><td>111 tonnes</td></tr> <tr><td>November 2023</td><td>113 tonnes</td></tr> <tr><td>December 2023</td><td>113 tonnes</td></tr> <tr><td>January 2024</td><td>130 tonnes</td></tr> <tr><td>February 2024</td><td>120 tonnes</td></tr> <tr><td>March 2024</td><td>105 tonnes</td></tr> <tr><td>April 2024</td><td>95 tonnes</td></tr> <tr><td>May 2024</td><td>97 tonnes</td></tr> <tr><td>June 2024</td><td>101 tonnes</td></tr> </table>	July 2023	105 tonnes	August 2023	102 tonnes	September 2023	98 tonnes	October 2023	111 tonnes	November 2023	113 tonnes	December 2023	113 tonnes	January 2024	130 tonnes	February 2024	120 tonnes	March 2024	105 tonnes	April 2024	95 tonnes	May 2024	97 tonnes	June 2024	101 tonnes	<p>2023/24 results</p> <p>✓</p>	<p>2022/23 results</p> <p>✓</p>
July 2023	105 tonnes																												
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March 2024	105 tonnes																												
April 2024	95 tonnes																												
May 2024	97 tonnes																												
June 2024	101 tonnes																												

Level of service	Performance measure	Target	Achievement	2023/24 results	2022/23 results
Council's open and closed landfills are well managed	% of landfills where all Horizons resource consent conditions are met	100%	<div style="background-color: #8ebf3d; color: white; padding: 5px; display: inline-block;">Achieved 100%</div> <div style="border: 1px solid #ccc; padding: 5px; display: inline-block; margin-left: 20px;">LAST YEAR: 79%</div>		
			<p>Council owns 19 landfill consents associated with six locations (Dannevirke, Eketāhuna, Ormondville, Pahiatua, Pongaroa and Woodville).</p>		

## Stormwater

Level of service	Performance measure	Target	Achievement	2023/24 results	2022/23 results																																										
The stormwater system is adequate	The number of flooding events where an overflow of stormwater had entered a habitable floor.*	< 20	Achieved Nil	LAST YEAR: 1	✓	✓																																									
	For each flooding event, the number of habitable floors affected, expressed per 1,000 properties connected to the stormwater system.*	< 5	Achieved Nil	LAST YEAR: 0.2	✓	✓																																									
Customers are satisfied with stormwater systems	Percentage of residents rating stormwater management as “fairly satisfactory” or “very satisfactory” in the community survey..	70%	Not achieved 60%	LAST YEAR: 65%	✗	✗																																									
	<p>The survey results are scored on a scale from 1–10 with 5 as somewhat dissatisfied and 1–4 as very dissatisfied.</p> <table border="1"> <thead> <tr> <th>Score</th> <th>Sep-22</th> <th>Jan-23</th> <th>May-23</th> <th>Oct-23</th> <th>Jan-24</th> <th>May-24</th> </tr> </thead> <tbody> <tr> <td>9–10</td> <td>31%</td> <td>23%</td> <td>23%</td> <td>23%</td> <td>21%</td> <td>32%</td> </tr> <tr> <td>7–8</td> <td>40%</td> <td>23%</td> <td>32%</td> <td>26%</td> <td>39%</td> <td>6%</td> </tr> <tr> <td>6</td> <td>7%</td> <td>21%</td> <td>13%</td> <td>21%</td> <td>6%</td> <td>16%</td> </tr> <tr> <td>5</td> <td>13%</td> <td>13%</td> <td>12%</td> <td>14%</td> <td>13%</td> <td>16%</td> </tr> <tr> <td>1–4</td> <td>9%</td> <td>21%</td> <td>21%</td> <td>15%</td> <td>21%</td> <td>31%</td> </tr> </tbody> </table> <p>Satisfaction is lower than previous year and target. Although no specific responses were received, the result follows the trend across community survey results.</p>					Score	Sep-22	Jan-23	May-23	Oct-23	Jan-24	May-24	9–10	31%	23%	23%	23%	21%	32%	7–8	40%	23%	32%	26%	39%	6%	6	7%	21%	13%	21%	6%	16%	5	13%	13%	12%	14%	13%	16%	1–4	9%	21%	21%	15%	21%	31%
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5	13%	13%	12%	14%	13%	16%																																									
1–4	9%	21%	21%	15%	21%	31%																																									
	Number of complaints received by Council about the performance of its stormwater system, expressed per 1,000 properties connected to the stormwater system*	< 9	Not achieved 10.66	LAST YEAR: 11	✗	✗																																									
	<p>Total of 53 complaints were recieved - 15 Woodville, 23 Dannevirke, 14 Pahiatua, two Pongaroa, one Eketāhuna and one Norsewood.</p> <p>As part of the Department of Internal Affairs Affordable Waters Reform, Council had a three week master plan commissioned of which it is looking to implement network improvements during the upcoming Long Term Plan.</p>																																														

Level of service	Performance measure	Target	Achievement		2023/24 results	2022/23 results
Risks to public health and our natural environment are minimised	Compliance with Council's resource consents for discharge from its stormwater system measured by the number of abatement notices*	0	Achieved Nil	LAST YEAR: Nil	✓	✓
	Compliance with Council's resource consents for discharge from its stormwater systems measured by the number of infringement notices*	0	Achieved Nil	LAST YEAR: Nil	✓	✓
	Compliance with Council's resource consents for discharge from its stormwater system measured by the number of enforcement orders*	0	Achieved Nil	LAST YEAR: Nil	✓	✓
Risks to public health and our natural environment are minimised	Compliance with Council's resource consents for discharge from its stormwater system measured by the number of convictions*	0	Achieved Nil	LAST YEAR: Nil	✓	✓
Issues relating to the stormwater system are responded to	Median time (hours) to attend a flooding event, measured from the time that Council receives a notification that service personnel reach the site*	2 hours	Achieved 0 minutes	LAST YEAR: 0 minutes	✓	✓

\* Indicates this is a Department of Internal Affairs local government mandatory non-financial performance measure.



## Footpaths

Level of service	Performance measure	Target	Achievement	2023/24 results	2022/23 results																																										
Our footpaths are maintained to an appropriate standard	Percentage of residents rate footpaths as “fairly satisfactory” or “very satisfactory” in the community survey.	75%	<p><b>Not achieved</b> 63%</p> <p>LAST YEAR: 63%</p> <p>The survey results are scored on a scale from 1–10 with 5 as somewhat dissatisfied and 1–4 as very dissatisfied.</p> <table border="1"> <thead> <tr> <th>Score</th> <th>Sep-22</th> <th>Jan-23</th> <th>May-23</th> <th>Oct-23</th> <th>Jan-24</th> <th>May-24</th> </tr> </thead> <tbody> <tr> <td>9–10</td> <td>21%</td> <td>16%</td> <td>14%</td> <td>12%</td> <td>7%</td> <td>16%</td> </tr> <tr> <td>12</td> <td>37%</td> <td>29%</td> <td>34%</td> <td>34%</td> <td>30%</td> <td>40%</td> </tr> <tr> <td>6</td> <td>14%</td> <td>14%</td> <td>15%</td> <td>10%</td> <td>18%</td> <td>14%</td> </tr> <tr> <td>5</td> <td>22%</td> <td>20%</td> <td>19%</td> <td>22%</td> <td>18%</td> <td>23%</td> </tr> <tr> <td>1–4</td> <td>21%</td> <td>29%</td> <td>19%</td> <td>22%</td> <td>27%</td> <td>6%</td> </tr> </tbody> </table> <p>The main feedback received from residents was around uneven, trip hazard, slippery, not suitable for the elderly and disabled, cleanliness poor, not wide enough for families, footpaths poorly maintained and the desire for additional walkways.</p>	Score	Sep-22	Jan-23	May-23	Oct-23	Jan-24	May-24	9–10	21%	16%	14%	12%	7%	16%	12	37%	29%	34%	34%	30%	40%	6	14%	14%	15%	10%	18%	14%	5	22%	20%	19%	22%	18%	23%	1–4	21%	29%	19%	22%	27%	6%		
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5	22%	20%	19%	22%	18%	23%																																									
1–4	21%	29%	19%	22%	27%	6%																																									
	The percentage of footpaths within the district fall within the footpath condition standards set out in the Asset Management Plan*	90%	<p><b>Achieved</b> 97.3%</p> <p>LAST YEAR: 97.8%</p>																																												
Our customers are responded to in a timely manner	Complaints regarding footpaths are responded to within 3 working days*	90%	<p><b>Achieved</b> 95%</p> <p>LAST YEAR: 95%</p> <p>Staff continue to be responsive to any complaints regarding the district’s footpaths.</p>																																												

\* Indicates this is a Department of Internal Affairs local government mandatory non-financial performance measure.

## Roading

Level of service	Performance measure	Target	Achievement	2023/24 results	2022/23 results																																										
Our roading network is safe	The change from the previous financial year in the number of fatalities and serious injury crashes on the local road network, expressed as a number*	< 0	<p><b>Not achieved</b> 2</p> <p>LAST YEAR: - 5</p> <p>There were two fatalities this year compared with two last year. The number of serious injuries was eight - an increase from five in the previous year.</p>																																												
Our customers are responded to in a timely manner	Customer service requests relating to roads are responded to within 3 working days*	90%	<p><b>Not achieved</b> 88%</p> <p>LAST YEAR: 94%</p> <p>This measure is following the trend across Council for an overall reduction in satisfaction with Council services. No specific responses were provided as part of the survey.</p>																																												
Our roads are maintained to an appropriate standard	Percentage of residents rating urban roads as “fairly satisfactory”, “satisfactory” or “very satisfactory” in the community survey	75%	<p><b>Not achieved</b> 47%</p> <p>LAST YEAR: 44%</p> <p>The survey results are scored on a scale from 1–10 with 5 as somewhat dissatisfied and 1–4 as very dissatisfied.</p> <table border="1"> <thead> <tr> <th>Score</th> <th>Sep-22</th> <th>Jan-23</th> <th>May-23</th> <th>Oct-23</th> <th>Jan-24</th> <th>May-24</th> </tr> </thead> <tbody> <tr> <td>9–10</td> <td>2%</td> <td>11%</td> <td>8%</td> <td>6%</td> <td>6%</td> <td>5%</td> </tr> <tr> <td>7–8</td> <td>23%</td> <td>15%</td> <td>24%</td> <td>24%</td> <td>22%</td> <td>28%</td> </tr> <tr> <td>6</td> <td>14%</td> <td>10%</td> <td>12%</td> <td>14%</td> <td>17%</td> <td>14%</td> </tr> <tr> <td>5</td> <td>15%</td> <td>24%</td> <td>17%</td> <td>15%</td> <td>20%</td> <td>17%</td> </tr> <tr> <td>1–4</td> <td>46%</td> <td>40%</td> <td>39%</td> <td>41%</td> <td>35%</td> <td>36%</td> </tr> </tbody> </table> <p>Roads across the district have been impacted by weather events which has reduced the time to be able to complete regular maintenance. Ongoing rain fall increases the development of potholes. The standard of the state highways also impacts this measure although they are outside of Council’s control.</p>	Score	Sep-22	Jan-23	May-23	Oct-23	Jan-24	May-24	9–10	2%	11%	8%	6%	6%	5%	7–8	23%	15%	24%	24%	22%	28%	6	14%	10%	12%	14%	17%	14%	5	15%	24%	17%	15%	20%	17%	1–4	46%	40%	39%	41%	35%	36%		
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Level of service

Performance measure

Target

Achievement

2023/24 results

2022/23 results

Our roads are maintained to an appropriate standard

Percentage of residents rating rural roads as “fairly satisfactory”, “satisfactory” or “very satisfactory” in the community survey

60%

Not achieved 40%	LAST YEAR: 43%
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The survey results are scored on a scale from 1–10 with 5 as somewhat dissatisfied and 1–4 as very dissatisfied.

Score	Sep-22	Jan-23	May-23	Oct-23	Jan-24	May-24
9–10	2%	5%	5%	2%	6%	4%
7–8	24%	21%	24%	22%	20%	21%
6	20%	14%	15%	14%	17%	14%
5	20%	26%	20%	15%	20%	17%
1–4	33%	33%	37%	41%	35%	36%

Roads across the district have been impacted by weather events which has reduced the time to be able to complete regular maintenance. Ongoing rainfall increases the development of potholes. The standard of the state highways also impacts this measure although they are outside of Council’s control.



The average quality of the ride on the sealed road network as measured by smooth travel exposure\*

> 95%

Achieved 96%	LAST YEAR: 96%
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The smooth travel exposure for the District is calculated at 96% for the 2023/24 financial year. A road roughness survey was completed in May 2023. These district-wide surveys are required to be carried out once every two years by independent contractors. The reported smooth traffic exposure result utilised traffic counts completed on a cyclical basis prior to Cyclone Gabrielle. This means that the network is assessed based on a more accurate representation of traffic counts on the district roads instead of the recent higher traffic counts have occurred due to the Cyclone Gabrielle recovery works.



Our transportation network is being maintained effectively

The percentage of road network that is resurfaced\*

> 5%

Not achieved 3.1%	LAST YEAR: 3.2%
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Commodity prices (bitumen and chip) continue to impact our ability to achieve the 5% Target. There has been a 22% cost between NLTP funding blocks which has allowed for increase in funding from NZTA (Waka Kotahi) in the Long Term Plan, which will support the target percentage of reseals.



\* These performance measures are provided by the Department of Internal Affairs and are mandatory.

† The times shown for “response” are reported by the service provider, Tararua Alliance, as part of their contracted responsibilities. This includes travel time.

## Wastewater

Level of service	Performance measure	Target	Achievement	2023/24 results	2022/23 results																																										
The wastewater system is adequate	The number of dry weather sewerage overflows from the wastewater system per 1,000 connections*	< 5	Achieved 2.05 LAST YEAR: 0.82	✓	✓																																										
Customers are satisfied with wastewater systems	Percentage of residents rating wastewater management as “fairly satisfactory” or “very satisfactory” in the community survey.	80%	Not achieved 77% LAST YEAR: 84%  The survey results are scored on a scale from 1–10 with 5 as somewhat dissatisfied and 1–4 as very dissatisfied.	✗	✓																																										
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1–4	3%	4%	10%	3%	9%	11%																																									
Risks to public health and our natural environment are minimised	Compliance with the territorial authority’s resource consents for discharge from its sewerage system measured by the number of abatement notices*	0	Not achieved 2 LAST YEAR: Nil  On the 5th of March Council was issued two abatement notices with regards to the Eketāhuna Wastewater Treatment Plant Wetlands. One for large scale land disturbance and associated discharge of contaminant namely sediment. The other notice was to comply with the resource consent and required Council to undertake additional actions during the construction of the wetland.	✗	✓																																										
	Compliance with the territorial authority’s resource consents for discharge from its sewerage system measured by the number of infringement notices*	0	Not achieved 2 LAST YEAR: Nil  On 27th of February Council received two infringement notices for the Eketāhuna Wastewater Treatment Plant Wetlands. When was for disturbance that was not expressly allowed by a national environment standard, a rule in a regional plan or a resource consent. The other was received for the discharge of contaminant, namely sediment onto land in circumstances which may result in contaminant entering water when discharge was not expressly allowed.	✗	✓																																										

Level of service	Performance measure	Target	Achievement		2023/24 results	2022/23 results
Risks to public health and our natural environment are minimised	Compliance with the territorial authority's resource consents for discharge from its sewerage system measured by the number of enforcement orders*	0	Achieved Nil	LAST YEAR: Nil	✓	✓
	Compliance with the territorial authority's resource consents for discharge from its sewerage system measured by the number of convictions*	0	Achieved Nil	LAST YEAR: Nil	✓	✓
Issues relating to the wastewater system are responded to	Median time to attend a sewage fault, measured from the time Council receives notification to the time that service personnel reach the site*	1 hour	Achieved 36 minutes	LAST YEAR: 36 minutes	✓	✓
	Median time to resolve a sewage fault, measured from the time Council receives notification to the time that service personnel confirm resolution of the fault*	5 hours	Achieved 1 hour 26 minutes	LAST YEAR: 1 hour 51 minutes	✓	✓
Customers are satisfied with wastewater systems	Number of complaints received about wastewater per 1,000 connections for: sewerage odour*	< 4	Achieved 0.20	LAST YEAR: 1.24	✓	✓
	Number of complaints received about wastewater per 1,000 connections for: sewerage system faults*	< 5	Achieved 3.48	LAST YEAR: 0.21	✓	✓
	Number of complaints received about wastewater per 1,000 connections for: sewerage system blockages*	< 7	Achieved 3.48	LAST YEAR: 8.69	✓	✗

Total of one complaint received in Pahiatua.









Total of 19 complaints had been received -eight in Dannevirke, seven in Pahiatua, one in Eketāhuna, two in Woodville and one in Norsewood. The location was unknown for one complaint. Complaints were either a result of works to repair leaks being undertaken, or as a result of 'flushing' of the water network, or as a result of higher turbidity as a result of rainfall.

Level of service	Performance measure	Target	Achievement	2023/24 results	2022/23 results
Customers are satisfied with wastewater systems	Number of complaints received about wastewater per 1,000 connections for the territorial authority's response to issues with its sewerage system*	<3	<p><b>Achieved</b> 0.20</p> <p>LAST YEAR: 0.62</p> <p>Total of one complaint was received in Dannevirke.</p>	✓	✓
	Number of complaints received about Council's response to the above issues per 1,000 connections for wastewater*	< 19	<p><b>Achieved</b> 7.58</p> <p>LAST YEAR: 10.76</p> <p>Total of 37 complaints received - 19 in Dannevirke, eight in Pahiatua, two in Eketāhuna, five in Woodville and three in Norsewood.</p>	✓	✓

\* Indicates this is a Department of Internal Affairs local government mandatory non-financial performance measure.





## Water Supplies

Level of service	Performance measure	Target	Achievement	2023/24 results	2022/23 results																																										
Customers are satisfied with supplied water	Percentage of customers rating water management as “fairly satisfactory” or “very satisfactory” in the community survey.	80%	<p><b>Not achieved</b> 70%</p> <p>LAST YEAR: 71%</p> <p>The survey results are scored on a scale from 1–10 with 5 as somewhat dissatisfied and 1–4 as very dissatisfied.</p> <table border="1"> <thead> <tr> <th>Score</th> <th>Sep-22</th> <th>Jan-23</th> <th>May-23</th> <th>Oct-23</th> <th>Jan-24</th> <th>May-24</th> </tr> </thead> <tbody> <tr> <td>9–10</td> <td>27%</td> <td>41%</td> <td>37%</td> <td>30%</td> <td>25%</td> <td>32%</td> </tr> <tr> <td>7–8</td> <td>30%</td> <td>26%</td> <td>28%</td> <td>23%</td> <td>26%</td> <td>28%</td> </tr> <tr> <td>6</td> <td>5%</td> <td>6%</td> <td>7%</td> <td>7%</td> <td>7%</td> <td>10%</td> </tr> <tr> <td>5</td> <td>17%</td> <td>11%</td> <td>11%</td> <td>16%</td> <td>12%</td> <td>12%</td> </tr> <tr> <td>1–4</td> <td>21%</td> <td>16%</td> <td>18%</td> <td>24%</td> <td>31%</td> <td>18%</td> </tr> </tbody> </table> <p>The impact of fluoridation and the Dannevirke impound supply on the community satisfaction.</p>	Score	Sep-22	Jan-23	May-23	Oct-23	Jan-24	May-24	9–10	27%	41%	37%	30%	25%	32%	7–8	30%	26%	28%	23%	26%	28%	6	5%	6%	7%	7%	7%	10%	5	17%	11%	11%	16%	12%	12%	1–4	21%	16%	18%	24%	31%	18%		
Score	Sep-22	Jan-23	May-23	Oct-23	Jan-24	May-24																																									
9–10	27%	41%	37%	30%	25%	32%																																									
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6	5%	6%	7%	7%	7%	10%																																									
5	17%	11%	11%	16%	12%	12%																																									
1–4	21%	16%	18%	24%	31%	18%																																									
Customers are satisfied with supplied water	Number of complaints over 1,000 connections to Council’s networked reticulation system for: drinking water pressure or flow*	< 4	<p><b>Achieved</b> 2.65</p> <p>LAST YEAR: 5.87</p>																																												
	Number of complaints over 1,000 connections to Council’s networked reticulation system for: drinking water taste*	< 5	<p><b>Achieved</b> 0.61</p> <p>LAST YEAR: 12.34</p>																																												
	Number of complaints over 1,000 connections to Council’s networked reticulation system for: drinking water clarity*	< 5	<p><b>Not achieved</b> 7.35</p> <p>LAST YEAR: 11.13</p> <p>Total of 36 complaints had been received - 19 in Dannevirke, one in Woodville, three in Pahiatua, 11 in Norsewood and one in Eketāhuna.</p> <p>In March 2024 council discovered that a charity fire truck had illegally drawn water from a fire hydrant which caused discoloured water to the surrounding streets in Dannevirke.</p>																																												
	Number of complaints over 1,000 connections to Council’s networked reticulation system for: drinking water odour*	< 4	<p><b>Achieved</b> 1.22</p> <p>LAST YEAR: 1.42</p> <p>A total of six complaints had been received - two in Woodville, two in Pahiatua and two in Pongaroa.</p>																																												

Level of service	Performance measure	Target	Achievement	2023/24 results	2022/23 results
Customers are satisfied with supplied water	Number of complaints over 1,000 connections to Council's networked reticulation system for: continuity of supply*	< 5	<p><b>Not achieved</b> 11.84</p> <p>LAST YEAR: 17.2</p> <p>Total of 58 complaints had been received, 5 in Eketāhuna, 28 in Dannevirke, 5 in Pongaroa, 4 in Woodville, three in Pahiatua, and 13 at Ākitio.</p> <p>In October 2023, Dannevirke water supply had a water main break (Gibson Place) which resulted in 23 complaints being received.</p> <p>In November 2023, Eketāhuna saved five complaints as a result of needing to complete repairs to a broken fitting.</p> <p>In January 2024, Ākitio residence experienced a water supply issue which resulted in 13 complaint being received.</p> <p>In January 2024, Pongaroa residence also experienced water supply issues which resulted in four complaints being received.</p>		
	Number of complaints over 1,000 connections to Council's networked reticulation system for: Council's response to the issues above*	< 2	<p><b>Achieved</b> 1.02</p> <p>LAST YEAR: 0.61</p>		
	Number of complaints received about water per 1,000 connections for: Total number of recorded complaints*	< 25	<p><b>Not achieved</b> 27</p> <p>LAST YEAR: 49</p>		
Water provided is safe to drink	Number of schemes that comply with Part 4 (bacteria compliance criteria) of the NZ Drinking Water standards (2018). From January 2023 Council is required to comply with the Drinking Water Quality Assurance Rules (DWQAR) (2022)*^	8	<p><b>Not achieved</b> 2</p> <p>LAST YEAR: 6</p> <p>Under the Drinking Water Quality Assurance Rules (2022) for the period of 1 July 2023 - 30 June 2024 Council was non-compliant for 5 of its 7 water treatment plants.</p> <p>Pahiatua and Woodville treatment plants were compliant, will Dannevirke and Eketāhuna non-compliant due to Technical errors for 5 and 2 of the 366 days of the year.</p> <p>Norsewood, Pongaroa and Ākitio did not comply with DWQAR standards.</p>		



Level of service	Performance measure	Target	Achievement	2023/24 results	2022/23 results	
Water provided is safe to drink	Number of schemes that comply with Part 5 (protozoal compliance criteria) of the NZ Drinking Water standards (2018). From January 2023 Council is required to comply with the Drinking Water Quality Assurance Rules (DWQAR) (2022))*^	7	<div style="background-color: #c00000; color: white; padding: 5px; text-align: center;">Not achieved</div> <div style="text-align: center;">1</div> <p>Under the Drinking Water Quality Assurance Rules (2022) for the period of 1 July 2023 - 30 June 2024 Council was not compliant for 6 of its 7 water treatment plants (Pahiatua were compliant). Non compliance is often caused by data quality issues, resulting in Council not being able to demonstrate continuously monitored parameters. This does not indicate that public health was at risk.</p>	<div style="background-color: #c00000; color: white; border-radius: 50%; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center;">✗</div>	<div style="background-color: #c00000; color: white; border-radius: 50%; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center;">✗</div>	
Issues relating to water supplies are responded to	Median response time to attend an urgent call out, measured from the time Council receives notification to the time that service personnel reach the site*	1 hour	<div style="background-color: #70ad47; color: white; padding: 5px; text-align: center;">Achieved</div> <div style="text-align: center;">8 minutes</div>	<div style="border: 1px solid #ccc; padding: 5px;">LAST YEAR: 4 hours 16 minutes</div>	<div style="background-color: #70ad47; color: white; border-radius: 50%; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center;">✓</div>	<div style="background-color: #70ad47; color: white; border-radius: 50%; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center;">✓</div>
	Median time to resolve an urgent callout, measured from the time Council receives notification to the time that service personnel confirm the resolution of the fault or interruption*	5 hours	<div style="background-color: #70ad47; color: white; padding: 5px; text-align: center;">Achieved</div> <div style="text-align: center;">0 minutes</div>	<div style="border: 1px solid #ccc; padding: 5px;">LAST YEAR: 4 hours 14 minutes</div>	<div style="background-color: #70ad47; color: white; border-radius: 50%; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center;">✓</div>	<div style="background-color: #70ad47; color: white; border-radius: 50%; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center;">✓</div>
	Median response time to attend a non-urgent call out, measured from the time Council receives notification to the time that service personnel reach the site*	8 hours	<div style="background-color: #70ad47; color: white; padding: 5px; text-align: center;">Achieved</div> <div style="text-align: center;">3 hours 7 minutes</div>	<div style="border: 1px solid #ccc; padding: 5px;">LAST YEAR: 2 hours 13 minutes</div>	<div style="background-color: #70ad47; color: white; border-radius: 50%; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center;">✓</div>	<div style="background-color: #70ad47; color: white; border-radius: 50%; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center;">✓</div>
	Median time to resolve a non-urgent callout, measured from the time Council receives notification to the time that service personnel confirm the resolution of the fault or interruption*	24 hours	<div style="background-color: #70ad47; color: white; padding: 5px; text-align: center;">On target</div> <div style="text-align: center;">6 hours 25 minutes</div>	<div style="border: 1px solid #ccc; padding: 5px;">LAST YEAR: 6 hours 6 minutes</div>	<div style="background-color: #70ad47; color: white; border-radius: 50%; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center;">✓</div>	<div style="background-color: #70ad47; color: white; border-radius: 50%; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center;">✓</div>

Level of service	Performance measure	Target	Achievement	2023/24 results	2022/23 results
Maintenance of the reticulation network is effective	The percentage of real water loss from the Council's networked reticulation schemes based on the minimum night flow (MNF) analysis*	10%	<div style="background-color: #c00000; color: white; padding: 5px; text-align: center;"> <b>Not achieved</b> 63.7%                 </div> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px; text-align: center;">                     LAST YEAR: 24.7%                 </div> <p>The increase in this measure could indicate leaks on the network. Council is also continuously improving it's data it is able to collect which could also be contributing to the result. As part of the 2024-2034 Long Term Plan Council, Council has forecast to complete a significant amount of renewals to it's reticulation network, which should help with reducing this result in the future.</p>		
Water demand is managed effectively	Average consumption of drinking water per day per resident connected to a Council scheme*	300 litres	<div style="background-color: #c00000; color: white; padding: 5px; text-align: center;"> <b>Not achieved</b> 358 litres                 </div> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px; text-align: center;">                     LAST YEAR: 378 litres                 </div> <p>The water consumption compared to the previous years indicates leaks on the network. Council has identified leaks from the Dannevirke Impound Supply and completed repairs to this in May 2023, which contributed to the slight decrease this year.</p> <p>The increase in usage could also be a result of changes in demographics of households on the network.</p>		

\* Indicates this is a Department of Internal Affairs local government mandatory non-financial performance measure.

^ Council's Long-Term Plan performance measures for the safety of drinking water were set before the introduction of new rules by Taumata Arowai. These new rules were effective from 14 November 2022 but reported against from 1 January 2023. This meant that Council has reported performance against two different requirements during the financial year. From 1 July to 31 December 2022 Council measured compliance against Parts 4 and 5 of the Drinking Water Standards 2005 (revised 2018) and from 1 January to 30 June 2024 Council reported against new Drinking Water Quality Assurance Rules (DWQAR) and did not meet the protozoal compliance criteria for five of its seven water treatment plants.

# Community Residents Survey Overview

Council continued to engage an external research provider to undertake the community survey, measuring the actual results against the same targets applied in the previous Annual Report.

The objectives of the community survey were:

- Provide a robust measure of satisfaction with the Council’s performance in relation to service delivery.
- Determine performance drivers and assist Council to identify the best opportunities to further improve satisfaction, including satisfaction among defined groups within the district.
- Assess changes in satisfaction over time and measure progress towards the longterm objectives.

Three surveys were completed over the prior 12 months – between October and May in three separate waves. The surveys were conducted by way of a robust postal to online survey with a total of 512 residents surveyed from across the district.

The reason for doing the survey at different times in the year is to see trends and seasonal impact on resident satisfaction.

The results are an indication of ratepayers’ general satisfaction with the various services, infrastructure, and facilities that are provided and maintained by Council.

Feedback from the results of the survey has been used to determine appropriate strategies to address and/or manage the community expectations. These include:

- Roothing – Council was successful with its funding application to the Provincial Growth Fund to upgrade Route 52 as part of Shovel Ready Projects, resulting in \$14.6 million being approved with the upgrade programmed for completion in December 2024.
- Feedback on recycling methods used by residents, along with the upcoming waste stream audit, will help inform decisions on how to enhance and encourage recycling services.

## COMMUNITY SURVEY RESULTS

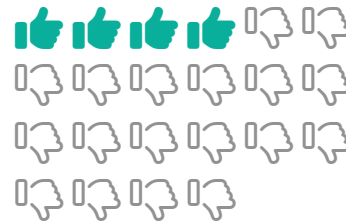
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2024 | 22 questions



2023 | 22 questions



2022 | 22 questions

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## 2024 FEEDBACK

The results of the surveys are included in the service performance measures detailed in the 'Activities and Service Performance' section of this report. We also took the opportunity to seek feedback on other aspects of Council that are of strategic significance and these are listed below:

Satisfied with vision and leadership	56%	2023: 65%	2022: 69%
Satisfied with overall Council performance	58%	2023: 62%	2022: 64%
Satisfied with staff	66%	2023: 76%	2022: 75%
Satisfied with overall quality of services	61%	2023: 65%	2022: 67%
Satisfied with availability of water	70%	2023: 71%	2022: 64%
Satisfied with financial management	44%	2023: 48%	2022: 55%
Satisfied with being kept informed and involved in any decision-making process	58%	2023: 58%	2022: 57%
Feel safe from dogs	73%	2023: 71%	2022: 73%
Satisfied with Council playgrounds	87%	2023: 82%	2022: 90%
Satisfied with Council community buildings	87%	2023: 89%	2022: 89%
People that have used Council playgrounds	87%	2023: 82%	2022: 91%
People that have used Council community buildings	87%	2023: 79%	2022: 93%
Satisfied with library services	88%	2023: 90%	2022: 94%
Satisfied with managing and issuing building consents	42%	2023: 55%	2022: 53%
Satisfied with provision of dedicated walkways/cycleways	62%	2023: 61%	2022: 62%
Satisfied with rural roads	39%	2023: 40%	2022: 51%
Satisfied with urban roads	47%	2023: 44%	2022: 51%

# Summary financial statements

## SUMMARY STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSE FOR THE YEAR ENDED 30 JUNE 2024

	2023/24 Actual \$000s	2023/24 Plan \$000s	2022/23 Actual \$000s
<b>OPERATING REVENUE</b>			
Rates	33,761	33,878	29,744
Grants and subsidies	54,511	16,519	32,793
Finance revenue	1,536	11	819
Dividends and subvention	-	-	-
Other revenue	4,951	6,057	5,143
<b>Total revenue</b>	<b>94,759</b>	<b>56,465</b>	<b>68,499</b>
<b>EXPENDITURE</b>			
Other operating expenses	52,966	28,806	38,791
Depreciation and amortisation	18,540	16,491	17,251
Personnel costs	10,875	10,005	9,627
Finance costs	3,711	2,410	2,599
<b>Total expenditure</b>	<b>86,092</b>	<b>57,712</b>	<b>68,268</b>
Other asset gains/(losses)	(433)	-	253
Share of associate surplus/(deficit)	2	-	-
<b>Surplus/(deficit) before tax</b>	<b>8,236</b>	<b>(1,247)</b>	<b>484</b>
Taxation expense	-	-	-
<b>Net surplus/(deficit)</b>	<b>8,236</b>	<b>(1,246)</b>	<b>484</b>
<b>OTHER COMPREHENSIVE REVENUE AND EXPENSE</b>			
Gains/(losses) on assets revaluation	24,451	28,789	(11,376)
Financial assets at fair value through other comprehensive revenue & expense	-	-	-
Tax on equity items	-	-	-
<b>Total comprehensive revenue and expense</b>	<b>32,687</b>	<b>27,542</b>	<b>(10,892)</b>

## SUMMARY STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2024

	2023/24 Actual \$000s	2023/24 Plan \$000s	2022/23 Actual \$000s
Current assets	29,043	14,950	23,678
Non-current assets	1,190,418	1,109,131	1,148,311
<b>Total assets</b>	<b>1,219,461</b>	<b>1,124,082</b>	<b>1,171,990</b>
Current liabilities	28,530	11,160	28,188
Non-current liabilities	61,249	62,895	46,806
<b>Total liabilities</b>	<b>89,779</b>	<b>74,054</b>	<b>74,994</b>
Equity	1,129,682	1,050,027	1,096,996
<b>Total equity</b>	<b>1,129,682</b>	<b>1,050,027</b>	<b>1,096,996</b>
<b>Total liabilities and equity</b>	<b>1,219,461</b>	<b>1,124,082</b>	<b>1,171,990</b>

## SUMMARY STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2024

	2023/24 Actual \$000s	2023/24 Plan \$000s	2022/23 Actual \$000s
Balance at 1 July	1,096,996	1,022,485	1,107,885
Total comprehensive revenue and expense previously reported	32,687	27,542	(10,892)
<b>Total balance at 30 June</b>	<b>1,129,682</b>	<b>1,050,027</b>	<b>1,096,996</b>
Comprising of:			
Accumulated funds	354,883	365,286	344,519
Asset revaluation reserves	733,933	654,830	709,482
Special funded reserves	40,814	29,829	42,931
Trust funds	52	81	64
<b>Total equity at 30 June</b>	<b>1,129,682</b>	<b>1,050,027</b>	<b>1,096,996</b>

## SUMMARY STATEMENT OF CASHFLOWS FOR THE YEAR ENDED 30 JUNE 2024

	2023/24 Actual \$000s	2023/24 Plan \$000s	2022/23 Actual \$000s
Net cash inflow/(outflow) from operating activities	23,817	15,244	16,525
Net cash inflow/(outflow) from investing activities	(39,589)	(27,629)	(18,923)
Net cash inflow/(outflow) from financing activities	12,000	12,385	6,167
<b>Net increase/(decrease) in cash held</b>	<b>(3,772)</b>	<b>-</b>	<b>3,769</b>
Opening balance	6,982	6,209	3,213
<b>Total cash resources at 30 June</b>	<b>3,210</b>	<b>6,209</b>	<b>6,982</b>

# Financial overview and major variances

*Explanations for major variances from Council's budget figures in the Annual Plan 2023/24 are detailed below.*

## SUMMARY STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSE

### Revenue

- **Subsidies** received are \$38 million greater than budgeted. This is largely due to subsidies of \$32.16 million received from Waka Kotahi for the roading network after Cyclone Gabrielle and further \$2 million received for Route 52. The following subsidies received were not budgeted for: \$1.3 million for Three waters made up of Ministry of Health for Dannevirke Fluoridation Project Funding and the Governments Infrastructure Acceleration Funding, \$349,000 for Mayors Taskforce for Jobs program, and \$1.8 million for Cyclone Recovery funding.
- **Finance income** received is \$1,525 million greater than budget and reflects having more funds on term deposit than budgeted. Note that this unbudgeted gain is offset by interest costs paid (see below).
- **Other revenue** received is \$310,000 greater than budgeted. This is mainly due to reflecting \$277,000 of revenue received by our

Domain Boards that Council does not budget for. \$13,000 was also received for hive placements in Council's forest that was also not budgeted for, \$6,000 received from Council owner EV charging stations that have been used throughout the year (this revenue is unpredictable in nature and as a result Council does not budget this). The remaining \$15,000 is additional funding Council received from Creative Communities New Zealand which is subsequently paid out to applicants throughout the year.

- **No forestry revenue** was budgeted for this year. During the 2023/24 year, Council harvested 2,884 tonnes at its Birch North Forest, receiving income of \$40,000.

### Expenditure

Other operating expenditure is than budget by \$24.159 million. Significant variances are explained below:

Deduct unfavourable budget variances	\$000s
Emergency works due to weather events and Cyclone Gabrielle (not budgeted for)	(23,579)
Cyclone Gabrielle recovery related grant funded project (not budgeted for)	(1,373)
Forestry variance reflects unbudgeted pruning, consultancy and management costs.	(406)
Stormwater contract costs more than budgeted	(190)
Solid Waste Management savings reflect reduced waste tonnage and operational savings	763
Building Consent Processing savings reflect less than budgeted activity in consenting and savings from reduced reliance on external consultants.	539
Resource Management budgeted costs associated with the district plan review (underspent)	382
Parks & Reserves - Play Active Recreation & Sports Strategy (externally funded project did not proceed)	225
Wastewater contract costs less than budgeted	85
<b>Budget variance</b>	<b>(23,554)</b>

- **Depreciation expense** is higher than budget by \$2.049 million due to higher than budgeted revaluation of infrastructure assets in the prior year, resulting in higher depreciation expense this year.
- **Personnel Costs** is slightly higher than budget by \$869,000 this is mainly made up of bringing the solid waste services activity and building consenting roles in house from external contracts

(\$384,000). The remainder is made up of additional resources brought in to help with the Cyclone Gabrielle recovery office.

- **Finance Costs (Interest)** are greater than budgeted (\$1.3 million) due to higher borrowings. Note that this unbudgeted cost is offset by interest revenue received (see above in revenue).

## Other Gains and Losses

- **Other Gains & Losses** were not included in the annual plan budget. Losses included a decrease in the value of forestry assets (\$303,000), a non-cash adjustment (loss) of \$726,000 of the fair value of derivatives (swaps). These are offset by an increase (gain) in the value of investment properties (\$555,000), a small profit on the disposal of assets received (\$26,000), and a small gain on the movement in value of borrower notes held by Council (\$13,000). Net Gains and Losses for the year was an unbudgeted loss of \$433,000.

## Gains and losses on asset revaluations

- **Gains and losses** on asset revaluations are \$4.3 million less than budget - this is a result of council completing a revaluation to 30 June 2024 to reflect fair value of assets at year end. While Three Waters assets increased in value, roading assets have had a slight decrease this year.

## SUMMARY STATEMENT OF FINANCIAL POSITION

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### Assets

- **Cash and cash equivalents** are \$2.999 million lower than budgeted due to unplanned increases in operational expenditure over the year, timing differences of receipts and payments and additional costs incurred from Cyclone Gabrielle. This is also offset by other financial assets being higher than budgeted at year end as well.
- **Debtors and other receivables** are \$5.297 million higher than budgeted due to increases in rates receivables, sundry debtors and amount due from Waka Kotahi at 30 June 2024.
- **Derivative financial instruments** (current & non-current) at \$4.895 million not budgeted for as they are highly volatile and difficult to forecast.
- **Other Financial Assets** (current & non current) were \$5.503 million ahead of budget due to more term deposits being held at year end than budgeted.
- **Assets Held for Sale** are \$1.958 million ahead of budget, this is a result of Council not budgeting for assets held for sale but upon the completion of the annual report Council changing asset classifications. This balance is made up of the reclassification of Birch North Forest been classified as held for sale at balance date.
- **Investments in CCOs and similar entities** are \$2.869 million more than budgeted as these are not budgeted as part of the annual plan process.
- **Council Forestry** assets are reporting being higher than budgeted by \$71,000 - this is due to the forest assets being included in the investment property balance in the annual plan. Had the forestry assets and investment property balances been separated we would see a decrease in this area of \$1.467 million. This is a result of transferring Birch North forest to an Asset held for sale (see above).
- **Intangible assets** are lower than budgeted by \$44,000, reflecting lower than budgeted carbon credit and computer software values.
- **Investment property** values are \$1.185 million less than budget. As can be seen in the Forestry assets explanation this is a result of the combining of investment property and forestry assets in the annual plan. Had these balances been separated we would see an increase of \$353,000 more than budget reflecting the increase in fair values as determined by independent valuation as at balance date.
- **Property, plant & equipment** was \$75.767 million more than budgeted. This reflects the opening budget of assets being higher than budgeted (+\$74.7 million). The remainder of the favourable variance is made up of higher than budgeted capital expenditure spend for the year, and higher than budgeted depreciation for the year, offset by the change in asset revaluation.

### Liabilities

- **Payables and deferred revenue** are \$8.183 million ahead of budget due to the timing of creditor payments falling due with our creditors at year end and unbudgeted revenue in advance (\$1.753 million). Accrued interest at year end was also higher than budgeted due to the increase in funds on term deposit.
- **Borrowings** (both current and non-current) are \$3.3 million higher than budgeted. This is a result of prefunding of debt maturity occurring and can be seen on more other financial assets being held.
- **Derivative financial instruments** (both current and non-current) at 3.647 million not budgeted for as they are highly volatile and difficult to forecast.
- **Employee benefit liabilities** (both current and non-current) are \$269,000 higher than budgeted due to the timing of accrued pay and the value of employee leave balances being higher than expected.



## Equity

- **Accumulated funds** are \$14.390 million lower than budgeted due to higher surplus for the year ended 30 June and different actual opening balance to budgeted opening balance.
- **Asset revaluation reserves** are higher than budgeted by \$79.103 million. This is due to the opening balance of the annual plan budget for the reserve being lower than actual 2023 closing balances. Revaluation gains is \$4.3 million lower than budget due to the actual closing infrastructure assets from 2023 being higher than what was included as the opening balances for these assets during the annual plan.
- **Special funded** are higher than budgeted by \$10.986 million due to lower renewals undertaken during the year and higher than budgeted reserve opening balance (\$9.4 million).

## SUMMARY STATEMENT OF CASHFLOWS

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### Operating activities

- Net cash inflow from operating activities is \$8.089 million more than budget. This is primarily driven by additional subsidies received (detailed under in the revenue explanation) and increased cash operating expenses (detailed under the expenditure explanation).

### Investing Activities

- Net cashflow from investing activities is \$11.476 million more than budgeted, largely attributable to capital spend and fewer term deposits maturing.

# Accounting disclosures

*These summary financial statements are a summary of the 2023/24 Annual Report and cover the period from 1 July 2023 to 30 June 2024.*

These summary financial statements do not provide as complete an understanding as provided by the full 2023/24 Annual Report. A full copy is available on the Council website at [www.tararua.govt.nz](http://www.tararua.govt.nz). The information included in this report has been prepared in accordance with PBE FRS 43; Summary Financial Statements.

The Summary reports were authorised for issue on 18 December 2024, by Council.

## REPORTING ENTITY

Tararua District Council is a New Zealand territorial local authority governed by the Local Government Act 2002 and is domiciled in New Zealand.

Council provides local infrastructure, local public services, and performs regulatory functions to the community. The Council does not operate to make a financial return.

Accordingly, Council has designated itself as a public benefit entity for financial reporting purposes.

Tararua District Council has an associate, Manawatu-Wanganui LASS Limited, a 14% owned associate – public benefit entity. They are domiciled and incorporated in New Zealand.

The financial statements of Council are for the year ended 30 June 24. The full financial statements were adopted by Council on 18 December 2024.

## BASIS OF PREPARATION

### Statement of compliance

The financial statements of Tararua District Council in the full Annual Report have been prepared in accordance with the requirements of the Local Government Act 2002, which includes the requirement to comply with New Zealand generally accepted accounting practice (NZ GAAP). These financial statements in the full Annual Report have been prepared in accordance with NZ GAAP. They comply with NZ Public Benefit Entity International Public Sector Accounting Standards, and are prepared in accordance with Tier 1 PBE Standards.

### Measurement base

The financial statements have been prepared on an historical cost basis, modified by the revaluation of land and buildings, certain infrastructural assets, investment property, forestry assets, financial instruments (including derivative instruments), and carbon credits.

### Functional and presentation currency

The financial statements are presented in the functional currency, which is New Zealand dollars, and all values are rounded to the nearest thousand dollars (\$'000).

### Disclosure in regard to Tararua Aquatic Centre Trust

The Office of the Auditor General (OAG) has assessed that the Tararua Aquatic Centre Trust (TACT) continues to be controlled by Council and should be consolidated into Council group financial statements. The Council does not agree with this assessment and has sought independent advice, and based on this advice has decided that for the 2023/24 Annual Report it will not prepare a consolidated Annual Report.

The financial statements in the 2023/24 Annual Report are of Council only.

### Accounting standards issued but not yet effective and not early adopted

Standards and interpretations that have been issued but are not yet effective, up to the date of issuance of the prospective financial statements, and that are relevant to the Council are:

#### *PBE IFRS 17 Insurance Contracts*

In June 2023, the XRB issued PBE IFRS 17 Insurance Contracts for public sectors. This standard establishes principles for the recognition, measurement, presentation, and disclosure of insurance contracts. It is effective for reporting periods beginning on or after 1 January 2026 with early adoption permitted.

Council has not assessed in detail the effect of the new standard.

Council does not anticipate this amendment to have a material effect on Council's financial statements.

#### *Disclosure of Fees for Audit Firms' Services (Amendments to PBE IPSAS 1)*

Amendments to PBE IPSAS 1 Presentation of Financial Reports change the required disclosures for fees relating to services provided by the audit or review provider, including a requirement to disaggregate the fees into specified categories. The amendments to PBE IPSAS 1 aim to address concerns about the quality and consistency of disclosures an entity provides about fees paid to its audit or review firm for different types of services. The enhanced disclosures are expected to improve the transparency and consistency of disclosures about fees paid to an entity's audit or review firm. This is effective for the year ended 30 June 2025.

## COMMITMENTS

### Commitments

Council's commitments on projects where contracts have been entered into but goods or services have not been received are:

	2023/24 Council \$000s	2022/23 Council \$000s
Capital commitments	772	1,150
Operating leases as lessor	426	207
Operating leases as lessee	1,347	1,683

### Contingent liabilities

Council has the following contingent liabilities:

#### New Zealand Local Government Funding Agency (NZLGFA)

The Council is a guarantor of NZLGFA. The NZLGFA was incorporated in December 2011 with the purpose of providing debt funding to local authorities in New Zealand. It has a current credit rating from Standard and Poor's of AA+.

As at 30 June 2024, Tararua District Council is one of 68 local authority guarantors of the NZLGFA. Together with the other guarantors, Tararua District Council is a guarantor of all of NZLGFA's borrowings. At 30 June 2024, NZLGFA had borrowings totalling \$23.030 million (2023: \$17.683 million).

PBE Accounting Standards require the Council to initially recognise the guarantee liability by applying the 12-month expected credit loss (ECL) model (as fair value could not be reliably measured at initial recognition), and subsequently at the higher of the provision for impairment at balance date determined by the ECL model and the amount initially recognised. The Council has assessed the 12-month ECL of the guarantee liability, based on market information of the underlying assets held by the LGFA. The estimated 12-month expected credit losses are immaterial due to the very low probability of default by the LGFA in the next 12 months. Therefore, Council has not recognised a liability.

The Council considers the risk of the LGFA defaulting on repayment of interest or capital to be very low on the basis that:

- the council is not aware of any local authority debt default events in New Zealand; and

- local government legislation would enable local authorities to levy a rate to recover sufficient funds to meet any debt obligations if further funds were required.

#### Building claims/determinations

Council has a contingent liability for potential claims relating to alleged errors in Council issuing of consent and code compliance certificates.

Council has made submissions accepting that there were errors with both consenting and code compliance processes. The Ministry's findings and admissions by Council could give rise to a civil claim and Council's insurers have been notified.

One application has been lodged for a building determination with the Ministry of Business, Innovation and Employment (the Ministry) regarding issues with consent and code compliance processes. The Ministry's determination is currently pending.

As Council is not able to reliably quantify the potential liability at this stage of the process, a contingent liability has been estimated for the value of \$150,000 to account for any further increases of cost.

#### Winding up of Riskpool

Tararua District Council was previously a member of the New Zealand Mutual Liability Riskpool scheme ('Riskpool'). The Scheme is in wind down, however the Council has an ongoing obligation to contribute to the scheme should a call be made in respect of any historical claims (to the extent those claims are not covered by reinsurance), and to fund the ongoing operation of the scheme. The likelihood of any call in respect of historical claims diminishes with each year as limitation periods expire. However, as a result of the Supreme Court decision on 1 August 2023 in Napier City Council v Local Government Mutual Funds Trustee Limited, it has been clarified that Riskpool has a liability for that member's claim in relation to non-weather-tight defects (in a mixed claim involving both weather-tight and non-weather-tight defects). Riskpool has advised that it is working through the implications of the Supreme Court decision. At this point any potential liability is unable to be quantified.

## RELATED PARTY DISCLOSURE

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Related party disclosures have not been made for transactions with related parties that are within a normal supplier or client/ recipient relationship on terms and condition no more or less favourable than those that it is reasonable to expect the Council would have adopted in dealing with the party at arm's length in the same circumstances.

Related party disclosures have also not been made for transactions with entities within the Council group (such as funding and financing flows), where the transactions are consistent with the normal operating relationships between the entities and are on normal terms and conditions for such group transactions.

## EVENTS AFTER THE BALANCE DATE

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The Local Government (Water Services Preliminary Arrangements) Act 2024 as enacted on 2 September 2024 establishes the Local Water Done Well framework and the preliminary arrangements for the new water services system. Key areas in the Act include requirements that Tararua District Council must prepare, consult on aspects of, and adopt a water services delivery plans (WSDP) by 3 September 2025. The reforms to date have no further effect on Tararua District Council's 2024 financial statements or performance information other than what is being already reported, nor on any contingencies, or asset impairment.

On Wednesday 11 December 2024 Council resolved to consult on an "Enhanced" Status Quo model that will meet new legislative and regulatory requirements, but notes that this is not is preferred option.

Council resolved to continue to participate with the remaining councils in the project of the Wairarapa-Tararua in developing together a Joint Water Services Delivery Plan and planning for the establishment of a Joint Council Controlled Organisation. The project members comprised the Councils of South Wairarapa District, Carterton District, Masterton District and Tararua District.



## Independent Auditor's Report

### To the readers of Tararua District Council's summary of the annual report for the year ended 30 June 2024

The summary of the annual report was derived from the annual report of the Tararua District Council (the District Council) for the year ended 30 June 2024.

The summary of the annual report comprises the following information on pages 14 to 60:

- the summary statement of financial position as at 30 June 2024;
- the summaries of the statement of comprehensive revenue and expense, statement of changes in equity and statement of cash flows for the year ended 30 June 2024;
- the notes to the summary financial statements that include accounting policies and other explanatory information; and
- the summary performance information contained within the Summary Statement of Service Performance Overview.

### Opinion

In our opinion:

- the summary of the annual report represents, fairly and consistently, the information regarding the major matters dealt with in the annual report; and
- the summary statements comply with PBE FRS-43: Summary Financial Statements.

### Summary of the annual report

The summary of the annual report does not contain all the disclosures required by generally accepted accounting practice in New Zealand. Reading the summary of the annual report and the auditor's report thereon, therefore, is not a substitute for reading the full annual report and the auditor's report thereon.

The summary of the annual report does not reflect the effects of events that occurred subsequent to the date of our auditor's report on the full annual report.

### The full annual report and our audit report thereon

We expressed an unmodified audit opinion on the information we audited in the full annual report for the year ended 30 June 2024 in our auditor's report dated 18 December 2024.

## **Council's responsibility for the summary of the annual report**

The Council is responsible for preparing the summary of the annual report which includes preparing summary statements, in accordance with PBE FRS-43: Summary Financial Statements.

## **Auditor's responsibility**

Our responsibility is to express an opinion on whether the summary of the annual report represents, fairly and consistently, the information regarding the major matters dealt with in the full annual report and whether the summary statements comply with PBE FRS 43: Summary Financial Statements.

Our opinion on the summary of the annual report is based on our procedures, which were carried out in accordance with the Auditor-General's Auditing Standards, which incorporate the Professional and Ethical Standards and the International Standards on Auditing (New Zealand) issued by the New Zealand Auditing and Assurance Standards Board.

In addition to our audit and our report on the disclosure requirements, we have performed a limited assurance engagement related to the District Council's debenture trust deed and the audit of its 2023-2034 long term plan. These engagements are compatible with those independence requirements.

Other than these engagements, we have no relationship with, or interests in, the District Council.



Fiona Elkington  
Audit New Zealand  
On behalf of the Auditor-General  
Wellington, New Zealand





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**Pahiatua Service Centre**

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& Library**

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