

land of
ranges



ANNUAL REPORT SUMMARY 2022/23



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 2023.

The information this Summary contains is taken from the Annual Report 2022/23 itself, which was adopted by Council on 28 February 2024. The Annual Report 2022/23 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.tararuadc.govt.nz

This summary has been audited by the Council's independent auditors to ensure consistency with the full Annual Report for 2022/23. The audited information, excluding the Council Services statement, received an unmodified audit opinion on 28 March 2024. The Council Services statement received a qualified opinion for the prior year comparative due to incomplete information about the number of complaints for some services.



The Mayor and Chief Executive's message

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

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

Kia ora, tēnā koe, haere mai.
Welcome to Tararua District
Council's Annual Report 2022/23.
This report shows how we
performed as an organisation
from 1 July 2022 to 30 June 2023.
It's an important way of informing
our communities about how we
spent rates, and shows areas
where we have performed well,
what we need to do better, and
provides insights into where we
need to head in the future.

Looking back to the last twelve months there is so much to reflect on. We have been presented with a mix of opportunities, as well as some serious challenges. We faced the fury of Cyclone Gabrielle as it raged through our district causing widespread damage. All of this happened while we are still dealing with the effects of the pandemic, which has not only reshaped our way of life but has also influenced the rising cost of living. Despite this, we have also had the opportunity to achieve some great things, thanks to the hard work and dedication of our wonderful community and staff.

Tararua's greatest strength is its people and we are proud of the aroha we showed to one another in the last year, especially during and after the Cyclone.

Closer partnerships have been forged. Council, along with community groups, joined hands to help those affected by the cyclone. Both our iwi partners worked tirelessly for the betterment of everybody in the Tararua District and continue to do so in the recovery and environmental space. The bonds that were formed during this challenging time will continue to be a source of strength and inspiration for our community.

Our road network is critical to our communities and businesses, so repairing the damage is an important part of our recovery programme. With 1,906 kilometres of road, our district has the fourth largest road network of the country. By comparison, the whole length of New Zealand is 1,600 kilometres. That is a lot of road to maintain for our 10,000 or so ratepayers. Waka Kotahi NZ Transport Agency announced that they will increase our Funding Assistance Rate, also known as FAR, from 69 to 73%. This is very good news for Tararua residents as it places less demand on rates for work carried out on our roading network. Our teams continue to work hard to secure outside funding where possible and to make sure that it is channelled to the areas where it is most needed.

An example of this is the \$44.7 million which we received from Waka Kotahi NZ Transport Agency; \$10 million during the Cyclone response phase, and \$34.7 million in the Recovery phase for emergency works funding. This is the largest amount of external funding that Tararua District Council has ever received. Securing this funding is key to restoring our local roads and will bring certainty to families and businesses across the region that roading repairs aren't placing additional demands on rates.

The Mayor and Chief Executive's message continued.

Following the Cyclone, we had over 2,000 roading network faults eventually tallied on our roads, of which more than 90 were high complexity faults. At this time of writing our teams have already resolved over 900 of the faults, despite significant challenges presented by all the wet weather. In other places, work to re-establish a resilient road may take years.

The local government elections seem like a long time ago now, but the election results were only announced in October last year. A highlight included the overwhelming vote in favour of establishing a Māori ward. It is an important step in the right direction to enhance our obligations towards Te Tiriti o Waitangi. Furthermore, Council continues to explore the way it can give effect towards its obligations with the post settlement legislation. Our district population is 25% Māori, the national percentage is 16.5%, and it is valuable to enjoy the Māori perspectives at the table.

Recognising the pressure of the cost of living, your elected members are committed to delivering strong outcomes for all. At times, this is challenging, particularly in light of the current economic climate, all the new local government reforms, and the infrastructure challenges we are facing. It's about taking one step at a time and finding the most efficient path forward. Council is committed to striking a balance between affordability for ratepayers and providing the necessary resources to maintain and enhance our services. We will need to make some tough decisions together during our Long Term Plan engagement and consultation as we focus on growth and affordability.

We have all seen the damage that climate extremes such as Cyclone Gabrielle can do to our people and our environment. Recycling is one of the things we can do to help combat climate change. Last year we distributed around 4,600 recycling bins and glass crates

to our urban ratepayers. It is encouraging to see the crates and bins now lining the streets of our urban centres. In this year, our kerbside recycling service and recycling centres processed approximately 60kg of recycling per resident. While that is a good start, we all need to recycle, reuse and re-purpose more than we currently do. There is still too much going to landfill, and costs aren't coming down, with the Government signalling further changes to meet our climate change commitments. Our glass recycling utilisation especially is far too low at just twenty percent.

We could continue here to summarise all that has happened in the 2022/23 financial year, however the following report more fully documents our progress during this time. You will see that we have tried to make our Annual Report more visual and easier to see what we have accomplished, and what our challenges are. It is a great pleasure for us to be able to present our work to you and we invite you to look at this Annual Report. Our teams continue to look for opportunities that uplift our customer experience, and present information in user-friendly formats.

We would like to thank the hard work and efforts of many, including elected members, staff and volunteers this year. We invite you to read our Annual Report, acknowledge the challenges and celebrate the good work we've done. The hard work that has gone on in 2022/23 continues unabated and during this coming year and beyond, we will continue to work hard on behalf of our residents and communities to ensure that the Tararua District remains a great place to live, work and play.

Tracey Collis
Mayor

Bryan Nicholson
Chief Executive



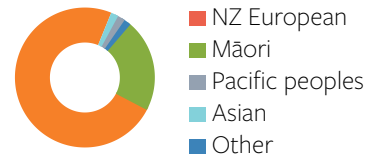
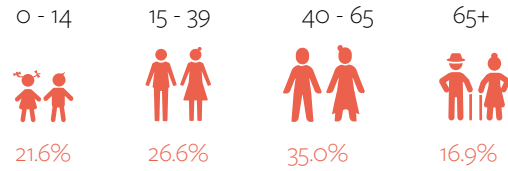
Our district at a glance

Our population: **19,050¹**

Projected population growth 2034: **21,120**



District population by age: ²



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

Te reo Māori speakers ¹ **4.7%**
New Zealand Sign Language **0.6%**
English speakers **97.7%**

District population by sex: **49%** male, **51%** female ³



Housing

\$477,000
Median property value³

-10.3% (NZ average -11.1%)
Annual change in house value³

49%
Home ownership³

10 years
Average years to save for a house deposit³

\$381
Median rent price per week³

2% damp homes, **4%** mouldy homes³

¹ Stats NZ estimate

² Economic Development Plan, Tararua District Council, June 2018, P.6

³ Dot Loves Data, 8 September 2023

⁴ Infometrics, Quarterly Economic Monitor, June 2023



Economy

1,054 million
Gross Domestic Product (GDP)
Annual to June 2023⁴

1.2% (NZ average: 3.1%)
GDP growth (Provisional)⁴

7% (NZ average: 11.8%)
Growth in consumer spending⁴

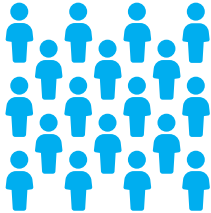
\$68,000
Median household income³

94%
Employment rate³

34%
People living in high deprivation
That equates to **6,477** people¹

Our Council

Some facts and figures about the 2022/23 financial year



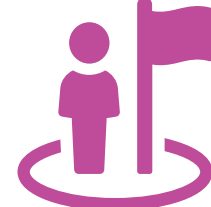
The Tararua District has
10,725 rating units



\$29,744,000
is the total amount of
rates that Council
received in 2022/23



\$32,793,000
is the total amount of
external funding that
Council received in
2022/23



32
people in the Tararua
District gained
New Zealand citizenship
in 2022/23



374
welcome packs were
given to new residents
in our district



Council has **118**
permanently employed
staff members



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 the fourth largest road network of the country with almost **2,000km of road**. 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



2,000km of roads

- ▶ Our teams filled **8,000** potholes on our roads
- ▶ Our teams graded **1,600km** of unsealed road



410 bridges and high capacity culverts

- ▶ **64** bridges were maintained, **44** bridges were inspected



10,335 culverts, sumps, manholes and other drainage assets

- ▶ **340** culverts were unblocked or cleared



125km of footpath

- ▶ **30,000m²** of footpath were repaired. That's the same surface area as four rugby pitches



1,842km of road stormwater channels and drains

- ▶ **189km** of roadside drains were renewed, repaired or cleared. (equals the distance from Dannevirke to Wellington)



8,489 road signs

- ▶ **2,751 road** signs were repaired or replaced
- ▶ Costs were about \$180,000



1,587 street lights



1,336km of retaining walls along the side of our roads

Emergency works on our roads included:



293 trees were cleared from our roads



675 dropouts and **1,528** slips were fixed



246 floods and **8** emergency tomos were dealt with

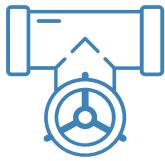
Total: 2,740 emergency works

- ▶ Council invested \$6,385,642 in roads in response to emergency events prior to Cyclone Gabrielle



DID YOU KNOW?

- ▶ **280,000m²** of roads were resurfaced, over 52km in length. **That's roughly the distance from Dannevirke to Palmerston North.**
- ▶ Our Council maintains **125km** of footpath. **That's roughly the distance from Dannevirke to Napier.**



300kms of drinking water pipes

That's from Dannevirke to Gisborne

- ▶ **263** leaks were fixed



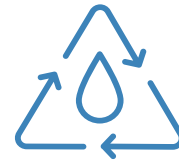
The oldest drinking water pipe is 123 years old

- ▶ Some of the old pipes are 15 metres underground

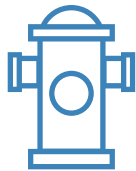


On average per day, **250 litres** of drinking water per person was consumed

That's about the same as 4 full bathtubs of water



4 urban water treatment plants that have processed **2,474,300,000 litres** of drinking water



1000 fire hydrants and **663** water meters



198 metres of sewer mains were repaired

185 metres of sewer mains were renewed



61 wastewater requests were responded to

- ▶ The average response time was **35** minutes



53km of stormwater drains were cleared

82 open stormwater 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.**



80 parks and reserves totalling ± 310 hectares

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



19 cemeteries

In 2022/23 **185** new cemetery plots were installed (urupā not incl).



4 Camping grounds

▶ With **16,009** people staying in 2022/23



40 Community buildings including halls

▶ Which were booked for **4,872** hours (11% increase compared to 2020/21)



13 Playgrounds

▶ **93%** of playgrounds have no faults under the Aus/NZ Playground Safety Standards (up from 31% last year)



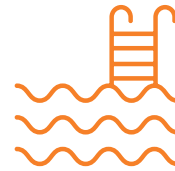
21 Public conveniences

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



85 Pensioner flats

▶ **94%** of the tenants are satisfied with landlord service provided by Council



3 Swimming Pools

▶ **14,695** people visited our pools

25 Memorials



7 Administration buildings



1 Aerodrome



20 Domain boards

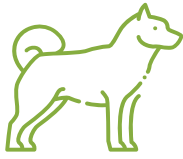


5 Rural fire stations



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 **6,922** known and registered dogs, owned by **3,298** people

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



▶ **732 complaints** were received about dogs,

- ▶ **175 complaints** were received about roaming stock

All followed up by our team



▶ **248 dogs** were seized and impounded

- ▶ Impounded dogs receive food, water, exercise, and veterinary treatment – if required



▶ **633 dogs** were classified under the preferred owner registration category



▶ **23,860 calls** were handled by our customer services team

- ▶ That's about **92 calls** per day



Of these calls, **4,723 calls** came in through the after-hours team

- ▶ **19 seconds** was the average waiting time for callers



▶ More than **9,000 customer service requests** (CRM) were entered into our system



▶ **722** people are using the Antenno app

- ▶ **269** issues have been received since going live (in Jan 2023)



▶ **80 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



▶ **31 groups** and individuals were supported with applications for funding

- ▶ **More than \$200,000** in grants was awarded to them



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



4,600 recycling bins and crates were distributed to our urban residents



60kgs of recycling is processed per resident per year
▶ **1200** tonnes was recycled in our recycling centres and kerbside collections



5,000 tonnes of waste was sent to landfill costing Council **\$450** per tonne.
▶ That equals **\$2,250,000** 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!



▶ **71** abandoned vehicles were removed by Council throughout the year
▶ This adds up to about **\$30,000** in tow costs annually



▶ **135** complaints of illegal rubbish dumping were received by Council ... which totalled about **5.51 tonnes**. Removal costs were ± **\$40,000**



▶ **60** community members have been trained in psychological first aid
▶ **14** iwi members have been provided incident management training



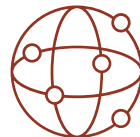
▶ **7** digital radios will be installed in rural community facilities
▶ With an additional 7 to be installed this year



▶ **7** civil defence groups are supported by Council
▶ **2** community Groups were helped to develop a Civil Defence Plan



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



▶ **347** media releases and **760** Facebook posts were put out by our communications team



▶ During the Cyclone Gabrielle response (13th Feb – 10th March) we had **34,218** Facebook page visits and **61,814** website page views



DID YOU KNOW?

Contaminated recycling comes with a hefty price tag

As an example; a load of unsalvageable contaminated glass from the town drop off bin (3.5T) costs **\$1,575** to bring to landfill, versus **\$52** if the glass is recycled properly.



▶ **190** applications were made for resource consent, **125** were for subdivision consent

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



▶ **351** applications were made for building consent

▶ **92%** of these applications were processed within statutory timeframes



▶ On average, building inspections are being conducted within **48 hours**



▶ **6,413** people are registered members of the Tararua libraries

▶ **516** new members were registered this year. That's **19%** more than last year



▶ **99,122** items were borrowed from our 4 libraries

That is an increase of **8%** compared to last year



▶ Chromebooks in the libraries were used more than **5,000** times

▶ Our libraries wifi was accessed **2,600** times



▶ **339** events were held in our libraries which attracted **2,553** participants

▶ **2,166** children came to the school programmes



▶ **22%** of visitors used their library card to borrow items

▶ **78%** could be printing, enjoying the space, browsing, or doing a programme



DID YOU KNOW?

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

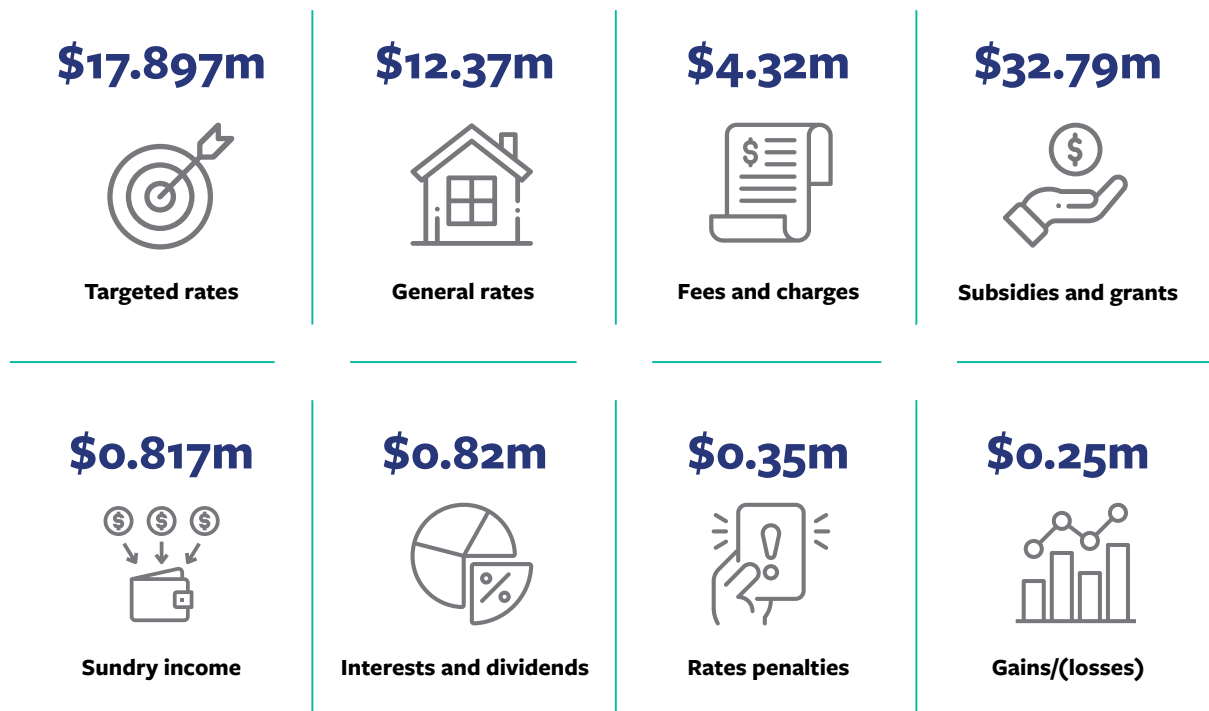


DID YOU KNOW?

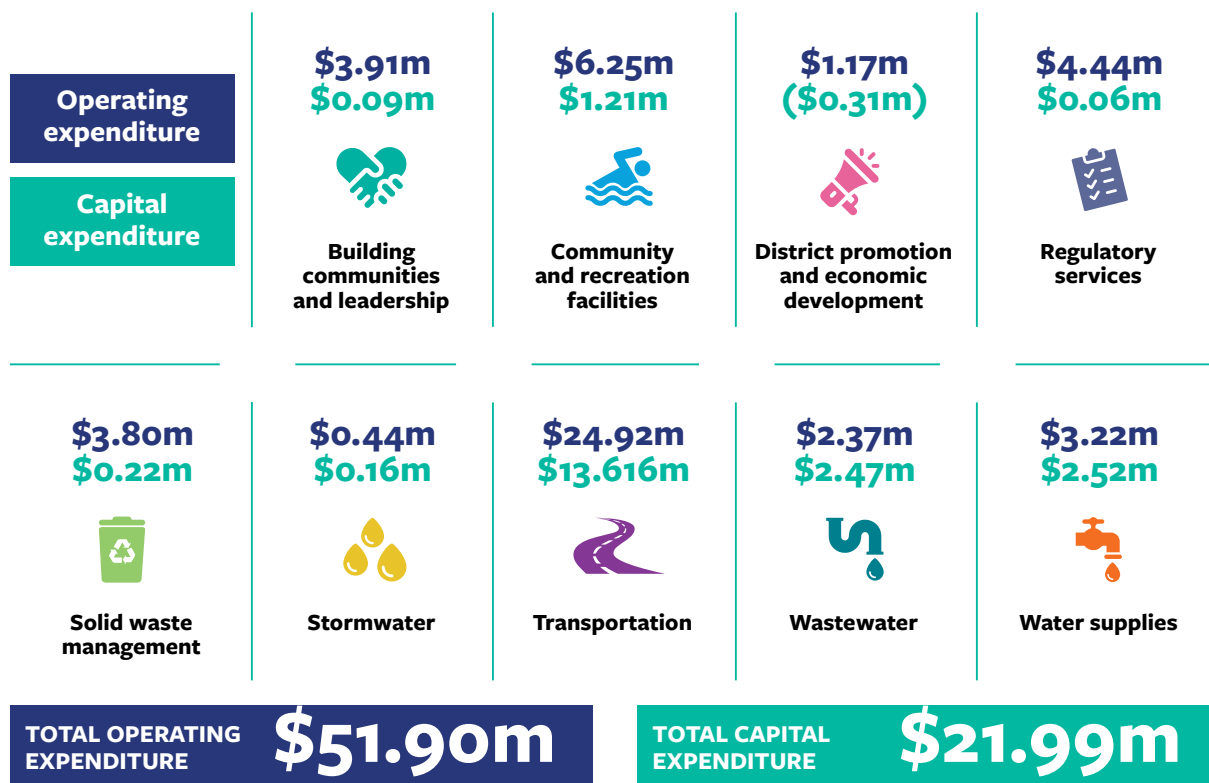
In the Tararua libraries, the most popular author in adult fiction is James Patterson.

39,420 online articles from PressReader, Haynes, Encyclopedia Britannica, Ancestry.com, and Novelist were accessed by library members

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.

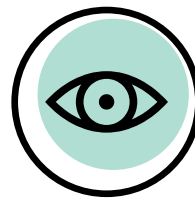
As part of developing the 2021-31 Long Term Plan, Council reviewed its mission, vision, and strategic objectives; they are described below.



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
Building Communities and Leadership				
Community and Recreation Facilities				
District Promotion and Development				
Regulatory Services				
Solid Waste Management				
Stormwater				
Transportation				
Wastewater				
Water Supplies				

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 Taranua 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 460 residents across the district. The survey was undertaken four-monthly in three waves between October 2022 and June 2023. 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.

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 (WLG) guidelines 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 Taranua District. For the 2022-23 survey, we distributed surveys to a total of n=3,999 residents (1,333 for each wave). Throughout the survey year, we received a total of n=460 responses, resulting in a response rate of 12%.

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).

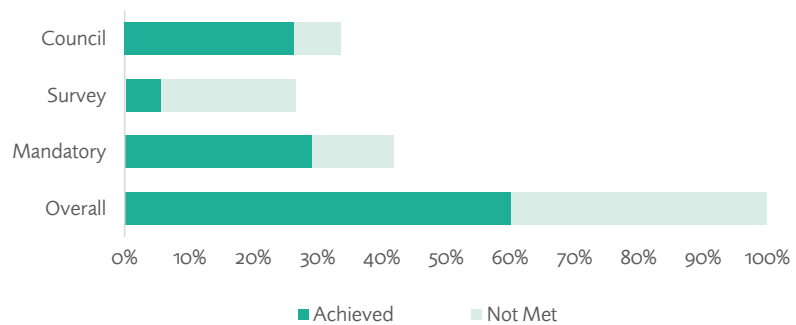
The service performance information has been prepared in accordance with Tier 1 PBE financial reporting standards, which have been applied consistently throughout the period, and complies with PBE financial reporting standards.

Statement of Service Performance Overview

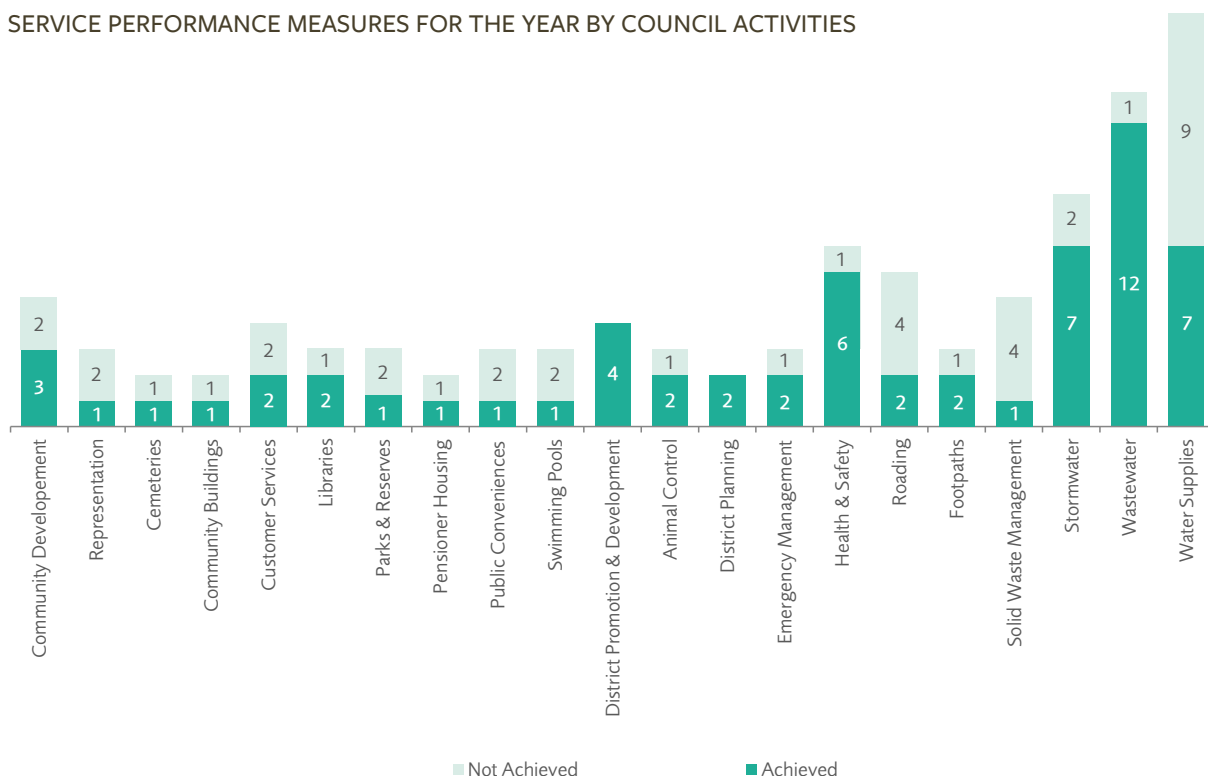
We use a range of service performance measures to monitor the service levels we deliver to our customers. Overall, Council achieved 60% of its service performance measures. This is a slight increase from 59% achieved in 2021/22. A highlight for the year is Council achieving 71% of the Department of Internal 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 of 250% greater than in 2021/22. The number of kgs of waste per resident sent to landfill decreased from 277kg in 2021/22 to 266kg in 2022/23. Council achieved 26 out of 34 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	2022/23 results	2021/22 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>Not achieved 68%</p> <p>LAST YEAR: 67%</p> <p>This measure is following the trend across Council for an overall reduction in satisfaction with services experienced in 2022 and continuing in 2023. No specific responses were provided as an explanation for this result as part of the survey.</p>	✗	✗
	Percentage of surveyed community organisations satisfied or better with Council leadership	85%	<p>Not achieved</p> <p>LAST YEAR: Not completed</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>Achieved 5</p> <p>LAST YEAR: 7</p> <p>Of the 5 applications submitted two were in the Cyclone recovery space, one was for Food Secure grant, one was for Tourism Infrastructure fund and one was through the Mayors Taskforce for Jobs for the purchase of driver stimulators.</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>Achieved 29</p> <p>LAST YEAR: 4</p> <p>The team have supported 29 community organisations with their funding applications. Locations of Woodville, Dannevirke, Norsewood, Pahiatua, Herbertville, Pongaroa. Eketāhuna support has been given as well as multiple iwi applications.</p>	✓	✓
Community projects successful in gaining external funding	Number of communities active in community-led development	2	<p>Achieved 4</p> <p>LAST YEAR: 2</p> <p>Currently working with Norsewood, Eketāhuna and Pahiatua and commencing conversations with Woodville.</p>	✓	✓

Representation

Level of service	Performance measure	Target	Achievement	2022/23 results	2021/22 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 Mayor and Councillors as “fairly satisfactory” or “very satisfactory” in the community survey	75%	<p>Not achieved 71%</p> <p>LAST YEAR: 76%</p> <p>This measure is following the trend across Council for an overall reduction in satisfaction with services experienced in 2022 and continuing in 2023. No specific responses were provided as an explanation for this result as part of the survey.</p>		
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>Not achieved 68%</p> <p>LAST YEAR: 69%</p> <p>This measure is following the trend across Council for an overall reduction in satisfaction with services experienced in 2022 and continuing in 2023. No specific responses were provided as an explanation for this result as part of the survey.</p>		
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>Achieved 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	2021/22 results	2020/21 results
	Percentage residents satisfied with cemeteries in the community surveys.	90%	<p>Not achieved 86%</p> <p>LAST YEAR: 88%</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. Council continues to receive compliments on the Cemeteries through the district.</p>		
	Percentage of cemeteries in District with plots available for next 12 months- based on historical burial data.	100%	<p>Achieved 100%</p> <p>LAST YEAR: 100%</p> <p>All cemeteries in the district have more than adequate number of burial plots available.</p>		

Community Buildings

Levels of service	Performance measure	Target	Achievement	2021/22 results	2020/21 results
Council provides community buildings that are fit for purpose	Percentage residents satisfied with community buildings in the community survey.	90%	<p>Not achieved 89%</p> <p>LAST YEAR: 89%</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>		
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>Achieved 11%</p> <p>LAST YEAR: 4%</p> <p>The biggest increase in hours booked has been at the Pahiatua Town Hall, Eketāhuna Community Centre and Dannevirke Sports Centre.</p>		

Customer Service

Levels of service	Performance measure	Target	Achievement	2022/23 results	2021/22 results																																							
Customers experience friendly, efficient, and reliable service from Council	Percentage of customers who lodge faults/request are satisfied with service provided.	80%	<p>Not achieved 71%</p> <p>LAST YEAR: 68%</p> <p>This measure is following the trend across Council for an overall reduction in satisfaction with services experienced in 2022 and continuing in 2023. No specific responses were provided as an explanation for this result as part of the survey.</p>																																									
Customer requests are handled effectively and accurately	Average wait time for incoming calls.	20 secs	<p>Achieved 19 seconds</p> <p>LAST YEAR: 15 seconds</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Wait Time</th> </tr> </thead> <tbody> <tr><td>July 2022</td><td>18 seconds</td></tr> <tr><td>August 2022</td><td>18 seconds</td></tr> <tr><td>September 2022</td><td>21 seconds</td></tr> <tr><td>October 2022</td><td>16 seconds</td></tr> <tr><td>November 2022</td><td>19 seconds</td></tr> <tr><td>December 2022</td><td>15 seconds</td></tr> <tr><td>January 2023</td><td>19 seconds</td></tr> <tr><td>February 2023</td><td>22 seconds</td></tr> <tr><td>March 2023</td><td>21 seconds</td></tr> <tr><td>April 2023</td><td>17 seconds</td></tr> <tr><td>May 2023</td><td>22 seconds</td></tr> <tr><td>June 2023</td><td>20 seconds</td></tr> </tbody> </table>	Month	Wait Time	July 2022	18 seconds	August 2022	18 seconds	September 2022	21 seconds	October 2022	16 seconds	November 2022	19 seconds	December 2022	15 seconds	January 2023	19 seconds	February 2023	22 seconds	March 2023	21 seconds	April 2023	17 seconds	May 2023	22 seconds	June 2023	20 seconds															
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Customer requests are handled effectively and accurately	Percentage of abandoned calls.	< 5%	<p>Achieved 3%</p> <p>LAST YEAR: 2.2%</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Abandoned Calls (%)</th> <th>Calls Received</th> </tr> </thead> <tbody> <tr><td>July 2022</td><td>3%</td><td>1,646 calls received</td></tr> <tr><td>August 2022</td><td>3%</td><td>2,517 calls received</td></tr> <tr><td>September 2022</td><td>4%</td><td>2,421 calls received</td></tr> <tr><td>October 2022</td><td>2%</td><td>1,965 calls received</td></tr> <tr><td>November 2022</td><td>3%</td><td>2,184 calls received</td></tr> <tr><td>December 2022</td><td>1%</td><td>994 calls received</td></tr> <tr><td>January 2023</td><td>2%</td><td>1,390 calls received</td></tr> <tr><td>February 2023</td><td>3%</td><td>2,111 calls received</td></tr> <tr><td>March 2023</td><td>3%</td><td>2,127 calls received</td></tr> <tr><td>April 2023</td><td>4%</td><td>1,878 calls received</td></tr> <tr><td>May 2023</td><td>5%</td><td>2,242 calls received</td></tr> <tr><td>June 2023</td><td>4%</td><td>1,990 calls received</td></tr> </tbody> </table>	Month	Abandoned Calls (%)	Calls Received	July 2022	3%	1,646 calls received	August 2022	3%	2,517 calls received	September 2022	4%	2,421 calls received	October 2022	2%	1,965 calls received	November 2022	3%	2,184 calls received	December 2022	1%	994 calls received	January 2023	2%	1,390 calls received	February 2023	3%	2,111 calls received	March 2023	3%	2,127 calls received	April 2023	4%	1,878 calls received	May 2023	5%	2,242 calls received	June 2023	4%	1,990 calls received		
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Levels of service	Performance measure	Target	Achievement	2022/23 results	2021/22 results
Responsive 24/7 phone service	Percentage of customers who lodge faults/requests are satisfied with the after hours service received.	85%	<p>Not achieved 74%</p> <p>LAST YEAR: 76%</p> <p>This measure is following the trend across Council for an overall reduction in satisfaction with services experienced in 2022 and continuing in 2023. No specific responses were provided as an explanation for this result as part of the survey.</p>		

Libraries

Levels of service	Performance measure	Target	Achievement	2022/23 results	2021/22 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>Not achieved not measured</p> <p>LAST YEAR: 92%</p> <p>The annual Library survey was not completed this year due to timing and Cyclone Gabrielle response. Will look to adjust date to be run in 2023/24.</p>		
Access to information	Percentage of residents rating libraries as “fairly satisfactory” or “very satisfactory” in the community survey.	90%	<p>Achieved 90%</p> <p>LAST YEAR: 94%</p>		
Improve literacy and knowledge among the district’s children	Percentage of customers satisfied with children’s programmes (annual survey)	90%	<p>Achieved 100%</p> <p>LAST YEAR: 100%</p>		

Park and Reserves

Levels of service	Performance measure	Target	Achievement	2022/23 results	2021/22 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>Not achieved 83%</p> <p>LAST YEAR: 89%</p> <p>This measure is following the trend across Council for an overall reduction in satisfaction with services experienced in 2022 and continuing in 2023. No specific responses were provided as an explanation for this result as part of the survey.</p>		
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>Achieved 2</p> <p>LAST YEAR: 2</p> <p>One of the CRM’s received was in relation to a user damaging the field at the lower domain by way of a childs motorbike in the first quarter.</p> <p>The second CRM received was at the Domain in Dannevirke where one of the grounds lights has been damaged. Repairs to the light have since been completed.</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>Not achieved 93%</p> <p>LAST YEAR: 31%</p> <p>A more robust inspection process was completed last financial year by playground safety specialists and more issues were identified as a result. Once these faults are rectified, future inspections are expected to meet the required measure.</p> <p>All high risk faults have been rectified.</p>		

Pensioner Housing

Levels of service	Performance measure	Target	Achievement	2022/23 results	2021/22 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.	<6%	<p>Not achieved 29%</p> <p>LAST YEAR: 17%</p> <p>As a result of more robust inspections being completed in May, 23 of the 77 units owned were identified as having issues classified as more than minor. Once these faults are able to be rectified, future inspections are anticipated to be within the target for this measure.</p>		
Council acts as a good, caring landlord	Tenants' satisfaction with the landlord service received from Council.	90%	<p>Achieved 94%</p> <p>LAST YEAR: 92%</p> <p>Overall tenant satisfaction with the landlord service provided is excellent.</p>		

Public Conveniences

Levels of service	Performance measure	Target	Achievement	2022/23 results	2021/22 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>Not achieved 72%</p> <p>LAST YEAR: 83%</p> <p>This measure is following the trend across Council for an overall reduction in satisfaction with services experienced in 2022 and continuing in 2023. No specific responses were provided as an explanation for this result as part of the survey.</p>													
The number of complaints received per annum about the maintenance and cleanliness of public toilets (excluding graffiti and vandalism).	< 90	<p>Not achieved 98</p> <p>LAST YEAR: 95</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>2022/23</td> <td>98</td> </tr> <tr> <td>2020/21</td> <td>95</td> </tr> <tr> <td>2020/21</td> <td>64</td> </tr> <tr> <td>2019/20</td> <td>85</td> </tr> <tr> <td>2018/19</td> <td>84</td> </tr> </tbody> </table> <p>Of the 98 complaints, 70 were for maintenance issues, and 28 for additional cleaning required. 35 Woodville, 11 Pahiatua, 46 Dannevirke, four Eketāhuna and two Norsewood.</p>	Year	Number of requests	2022/23	98	2020/21	95	2020/21	64	2019/20	85	2018/19	84		
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Percentage of customer request responded to within 48 hours	85%	<p>Achieved 96%</p> <p>LAST YEAR: 94%</p>														

Swimming Pools

Levels of service	Performance measure	Target	Achievement	2022/23 results	2021/22 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>Not achieved 79%</p> <p>LAST YEAR: 73%</p> <p>This measure is following the trend across Council for an overall reduction in satisfaction with services experienced in 2022 and continuing in 2023. No specific responses were provided as an explanation for this result as part of the survey.</p>		
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>Achieved 50 weeks</p> <p>LAST YEAR: 44 weeks</p>		
	The number of weeks each year outdoor pools is open for public use	> 10 weeks	<p>Not achieved 9 weeks</p> <p>LAST YEAR: 6 weeks</p> <p>Eketāhuna pool was open for 9 weeks. Pahiatua pool was open for 10 weeks and Woodville was open for 9 weeks.</p>		

District Promotion and Development

Level of service	Performance measure	Target	Achievement	2022/23 results	2021/22 results																																				
Undertake research and/or feasibility studies into economic development opportunities	Number of research reports and/or feasibility studies delivered.	2	<p>Achieved 2</p> <p>Tararua Arts Strategy has been received in draft and is with Council for consideration. Power Poverty study has also been completed.</p>	✓	✓																																				
Promote Tararua District at large events in and outside the district	Major Events that 'Tararua' is directly involved in.	5	<p>Achieved 5</p>	✓	✓																																				
Support community groups to run events in Tararua	Number of community events that are actively supported by Council.	10	<p>Achieved 13</p>	✓	✓																																				
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%	<p>Achieved 81%</p> <p>Four hundred and fifty-eight survey respondents relied on the following sources for Council information:</p> <table border="1"> <thead> <tr> <th>Source</th> <th>2021</th> <th>2022</th> <th>2023</th> </tr> </thead> <tbody> <tr> <td>Bush Telegraph</td> <td>58%</td> <td>51%</td> <td>41%</td> </tr> <tr> <td>Other newspapers</td> <td>2%</td> <td>1%</td> <td>9%</td> </tr> <tr> <td>Council's website</td> <td>13%</td> <td>9%</td> <td>11%</td> </tr> <tr> <td>Others</td> <td>7%</td> <td>2%</td> <td>0%</td> </tr> <tr> <td>Facebook</td> <td>15%</td> <td>27%</td> <td>28%</td> </tr> <tr> <td>Council publications</td> <td>1%</td> <td>7%</td> <td>3%</td> </tr> <tr> <td>Radio</td> <td>2%</td> <td>1%</td> <td>2%</td> </tr> <tr> <td>Don't know</td> <td>3%</td> <td>1%</td> <td>5%</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 increasingly being relied upon.</p>	Source	2021	2022	2023	Bush Telegraph	58%	51%	41%	Other newspapers	2%	1%	9%	Council's website	13%	9%	11%	Others	7%	2%	0%	Facebook	15%	27%	28%	Council publications	1%	7%	3%	Radio	2%	1%	2%	Don't know	3%	1%	5%	✓	✗
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Animal Control

Levels of service	Performance measure	Target	Achievement	2022/23 results	2021/22 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 98%	LAST YEAR: 97.5%	✓	✓
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 72%	LAST YEAR: 71%	✗	✗
			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	2022/23 results	2021/22 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: 98%	✓	✓
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.	85%	Achieved 88%	LAST YEAR: 83.3%	✓	✓

Emergency Management

Level of service	Performance measure	Target	Achievement	2022/23 results	2021/22 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>Not achieved 61%</p> <p>LAST YEAR: 60%</p> <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>	✗	✗
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>Achieved 95%</p> <p>LAST YEAR: 90%</p>	✓	✓
Lead local emergency management coordination and planning by administering the Tararua Emergency Management Committee	Annual stakeholder survey overall satisfaction.	80%	<p>Achieved 100%</p> <p>LAST YEAR: 100%</p>	✓	✓

Health and Safety

Level of service	Performance measure	Target	Achievement		2022/23 results	2021/22 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: 23%	✓	✗
	The percentage of registered health regulated premises inspected annually.	95%	Achieved 100%	LAST YEAR: 70%	✓	✗
	The percentage of licensed premises selling alcohol inspected annually	95%	Achieved 100%	LAST YEAR: 95%	✓	✓
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 91%	LAST YEAR: 71.6%	✓	✗
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.	80%	Achieved 87%	LAST YEAR: 80.5%	✓	✓
Applications for building consents are processed in a timely manner.	Percentage of building consent applications processed within the statutory time frame specified in the Building Act.	95%	Not achieved 93%	LAST YEAR: 76%	✗	✗

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	2022/23 results	2021/22 results																										
Refuse and recycling services meet user needs	Percentage of residents rating recycling as “fairly satisfactory” or “very satisfactory” in the community survey.	85%	<p>Not achieved 76%</p> <p>LAST YEAR: 63%</p> <p>Although still not an achieved result, there has been 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 be communities main concerns. These concerns will feed into the Waste Minimisation that is being reviewed in 2023.</p>	✗	✗																										
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.	75%	<p>Not achieved 67%</p> <p>LAST YEAR: 62%</p> <p>Community satisfaction continues to be low. No specific responses were received on the management of transfer stations, however concerns on the cost to dispose of rubbish were expressed.</p>	✗	✗																										
Council will promote and encourage recycling and reuse	Kg of waste per resident sent to landfills by the Council per annum	250kg	<p>Not achieved 266kg</p> <p>LAST YEAR: 277kg</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Waste (kg)</th> </tr> </thead> <tbody> <tr><td>July 2022</td><td>20kg</td></tr> <tr><td>August 2022</td><td>22kg</td></tr> <tr><td>September 2022</td><td>25kg</td></tr> <tr><td>October 2022</td><td>24kg</td></tr> <tr><td>November 2022</td><td>22kg</td></tr> <tr><td>December 2022</td><td>27kg</td></tr> <tr><td>January 2023</td><td>22kg</td></tr> <tr><td>February 2023</td><td>20kg</td></tr> <tr><td>March 2023</td><td>23kg</td></tr> <tr><td>April 2023</td><td>21kg</td></tr> <tr><td>May 2023</td><td>20kg</td></tr> <tr><td>June 2023</td><td>21kg</td></tr> </tbody> </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>	Month	Waste (kg)	July 2022	20kg	August 2022	22kg	September 2022	25kg	October 2022	24kg	November 2022	22kg	December 2022	27kg	January 2023	22kg	February 2023	20kg	March 2023	23kg	April 2023	21kg	May 2023	20kg	June 2023	21kg	✗	✗
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Level of service	Performance measure	Target	Achievement	2022/23 results	2021/22 results																								
Council will promote and encourage recycling and reuse	Tonnage of recycled materials processed by Council	1,200 tonnes	<p>Achieved 1,284 tonnes</p> <p>LAST YEAR: 1,192 tonnes</p> <table border="1"> <tr><td>July 2022</td><td>97 tonnes</td></tr> <tr><td>August 2022</td><td>108 tonnes</td></tr> <tr><td>September 2022</td><td>98 tonnes</td></tr> <tr><td>October 2022</td><td>105 tonnes</td></tr> <tr><td>November 2022</td><td>108 tonnes</td></tr> <tr><td>December 2022</td><td>126 tonnes</td></tr> <tr><td>January 2023</td><td>125 tonnes</td></tr> <tr><td>February 2023</td><td>109 tonnes</td></tr> <tr><td>March 2023</td><td>113 tonnes</td></tr> <tr><td>April 2023</td><td>93 tonnes</td></tr> <tr><td>May 2023</td><td>109 tonnes</td></tr> <tr><td>June 2023</td><td>93 tonnes</td></tr> </table>	July 2022	97 tonnes	August 2022	108 tonnes	September 2022	98 tonnes	October 2022	105 tonnes	November 2022	108 tonnes	December 2022	126 tonnes	January 2023	125 tonnes	February 2023	109 tonnes	March 2023	113 tonnes	April 2023	93 tonnes	May 2023	109 tonnes	June 2023	93 tonnes	✓	✓
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January 2023	125 tonnes																												
February 2023	109 tonnes																												
March 2023	113 tonnes																												
April 2023	93 tonnes																												
May 2023	109 tonnes																												
June 2023	93 tonnes																												
Council's open and closed landfills are well managed	% of landfills where all Horizons resource consent conditions are met	100%	<p>Not achieved 79%</p> <p>LAST YEAR: 100%</p> <p>Council owns 19 landfill consents associated with six locations (Dannevirke, Eketāhuna, Ormondville, Pahiatua, Pongaroa and Woodville).</p> <p>Four annual compliance reports are still to be submitted, containing the required data for the annual compliance reports due.</p>	✗	✓																								

Stormwater

Level of service	Performance measure	Target	Achievement	2022/23 results	2021/22 results	
The stormwater system is adequate	The number of flooding events where an overflow of stormwater had entered a habitable floor.*	< 20	Achieved 1	LAST YEAR: Nil	✓	✓
	For each flooding event, the number of habitable floors affected, expressed per 1,000 properties connected to the stormwater system.*	< 5	Achieved 0.2	LAST YEAR: Nil	✓	✓
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 65%	LAST YEAR: 69%	✗	✗
	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 11	LAST YEAR: 4.8	✗	✓
Risks to public health and our natural environment are minimised	Number of enforcement actions against Council for not meeting resource consent conditions for discharge from the stormwater system relating to: Abatement Notices*	0	Achieved Nil	LAST YEAR: Nil	✓	✓
	Number of enforcement actions against Council for not meeting resource consent conditions for discharge from the stormwater system relating to: Infringement notices*	0	Achieved Nil	LAST YEAR: Nil	✓	✓

Satisfaction is lower than previous year and target. Although no specific responses were received, the result follows the trend across community survey results.

Total of 53 complaints were recieved - 23 Woodville, 17 Dannevirke, 11 Pahiatua, and two Pongaroa.

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.

Level of service	Performance measure	Target	Achievement	2022/23 results	2021/22 results	
Risks to public health and our natural environment are minimised	Number of enforcement actions against Council for not meeting resource consent conditions for discharge from the stormwater system relating to: Enforcement orders*	0	Achieved Nil	LAST YEAR: Nil	✓	✓
	Number of enforcement actions against Council for not meeting resource consent conditions for discharge from the stormwater system relating to: 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	✓	✓

Footpaths

Level of service	Performance measure	Target	Achievement	2022/23 results	2021/22 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%	Not achieved 63%	LAST YEAR: 61%	✗	✗
	The percentage of footpaths within the district fall within the footpath condition standards set out in the Asset Management Plan*	90%	Achieved 97.8%	LAST YEAR: 97%	✓	✓
Our customers are responded to in a timely manner	Complaints regarding footpaths are responded to within 3 working days*	90%	Achieved 95%	LAST YEAR: 94.9%	✓	✓

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

Roading

Level of service	Performance measure	Target	Achievement	2022/23 results	2021/22 results
Our roading network is safe	The change (expressed as a number) from the previous financial year in the number of crashes resulting in fatalities and serious injuries on the local road network*	< 0	<p>Achieved -5</p> <p>LAST YEAR: 2</p> <p>There were two fatalities this year compared with two last year. The number of serious injuries was five - a decrease from 10 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>Achieved 94%</p> <p>LAST YEAR: 94.6%</p> <p>Staff continue to be responsive to service requests relating to roads in the district.</p>	✓	✓
Our roads are maintained to an appropriate standard	Percentage of Residents rating Urban roads as “quite satisfactory” or “very satisfactory” in community survey.	75%	<p>Not achieved 44%</p> <p>LAST YEAR: 51%</p> <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>	✗	✗
	Percentage of Residents rating Rural roads as “quite satisfactory” or “very satisfactory” in community survey.	60%	<p>Not achieved 43%</p> <p>LAST YEAR: 47%</p> <p>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.</p>	✗	✗
	The average quality of the ride on the sealed road network as measured by smooth travel exposure*	> 95%	<p>Not achieved 93.9%</p> <p>LAST YEAR: 93.9%</p> <p>Roughness (which STE is derived from) is predominantly improved through pavement rehabilitation as well as target pavement maintenance programme. This year pavement works were impacted by weather events.</p> <p>Roughness data (which is used to calculate STE) was last collected May 2023 and has been used to calculate the performance percentage. Roughness data is collected and reported annually.</p>	✗	✗

Level of service	Performance measure	Target	Achievement	2022/23 results	2021/22 results
Our transportation network is being maintained effectively	The percentage of the sealed local network that is resurfaced.*	> 5%	<p>Not achieved 3.2%</p> <p>LAST YEAR: 4%</p> <p>Increased material and bitumen prices have increased the target cost estimate. Adverse weather events and resource restraints have also impacted on the reseal programme in 2022/23 year.</p>		

* 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	2022/23 results	2021/22 results
The wastewater system is adequate	The number of dry weather sewerage overflows from the wastewater system per 1,000 connections*	< 5	<p>Achieved 0.82</p> <p>LAST YEAR: 1.8</p>		
Customers are satisfied with wastewater systems	Percentage of residents rating wastewater management as "fairly satisfactory" or "very satisfactory" in the community survey.	80%	<p>On target 84%</p> <p>LAST YEAR: 83%</p>		
Risks to public health and our natural environment are minimised	Number of enforcement actions against Council for not meeting resource consent conditions for sewage schemes relating to: Abatement Notices*	0	<p>Achieved Nil</p> <p>LAST YEAR: Nil</p>		
	Number of enforcement actions against Council for not meeting resource consent conditions for sewage schemes relating to: Infringement notices*	0	<p>Achieved Nil</p> <p>LAST YEAR: 1</p> <p>Council has an ongoing non-compliance with the Dannevirke waste water treatment plant after an infringement notice was received in April 2021. Council is currently in the construction phase for treatment plant DAF upgrade to meet this condition. DAF unit to be commissioned by February 2024.</p>		

Level of service	Performance measure	Target	Achievement		2022/23 results	2021/22 results
Risks to public health and our natural environment are minimised	Number of enforcement actions against Council for not meeting resource consent conditions for sewage schemes relating to: Enforcement orders*	0	Achieved Nil	LAST YEAR: Nil	✓	✓
	Number of enforcement actions against Council for not meeting resource consent conditions for sewage schemes relating to: 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: 35 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 51 minutes	LAST YEAR: 2.5 hours	✓	✓
Customers are satisfied with wastewater systems	Number of complaints received about wastewater per 1,000 connections for: sewerage odour*	< 4	Achieved 1.24	LAST YEAR: 0.61	✓	✓
	Number of complaints received about wastewater per 1,000 connections for: sewerage system faults*	< 5	Achieved 0.21	LAST YEAR: 5.09	✓	✗
	Number of complaints received about wastewater per 1,000 connections for: sewerage system blockages*	< 7	Not achieved 8.69	LAST YEAR: 7.74	✗	✗

Total of one complaint received in Pahiatua.

Total of 42 complaints had been received - 19 in Dannevirke, 13 in Pahiatua, five in Eketāhuna, three 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	2022/23 results	2021/22 results
Customers are satisfied with wastewater systems	Number of complaints received about wastewater per 1,000 connections for: Councils response to the above issues*	<3	<p>Achieved 0.62</p> <p>LAST YEAR: Nil</p> <p>Total of three complaints received, one Woodville and two in Pahiatua.</p>	✓	✓
	Number of complaints received about wastewater per 1,000 connections for: Total Number of recorded complaints*	< 19	<p>Achieved 10.76</p> <p>LAST YEAR: 13.4</p> <p>Total of 52 complaints received - 21 in Dannevirke, 16 in Pahiatua, five in Eketāhuna, five in Woodville, two in Norsewood and two in Pongaroa. The location was unknown for one complaint.</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	2022/23 results	2021/22 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>Not achieved 71%</p> <p>LAST YEAR: 64%</p> <p>The impact of the number of boiled water notices, water restrictions, and Dannevirke impound supply issues have impacted on the communities satisfaction.</p>	✗	✗
	Number of complaints over 1,000 connections to Council’s networked reticulation system for: drinking water pressure or flow*	< 4	<p>Not achieved 5.87</p> <p>LAST YEAR: 4.9</p> <p>Total of 29 complaints had been received - 12 in Eketāhuna, 11 in Dannevirke, three in Woodville, two in Pahiatua and one in Norsewood.</p>	✗	✗
	Number of complaints over 1,000 connections to Council’s networked reticulation system for: drinking water taste*	< 5	<p>Not achieved 12.34</p> <p>LAST YEAR: 0.82</p> <p>Total of 60 complaints had been received - 23 in Woodville, 33 in Pahiatua, one in Norsewood and three in Dannevirke.</p> <p>In November 2022, 18 complaints were received in Woodville. Customers were advised the smell and taste was due to algae growth brought on in warmer weather at our water source that Council is unable to treat with our current treatment process. Water was compliant and safe to drink.</p> <p>In March 2023, 32 complaints were received in Pahiatua with customer complaints around the smell and taste of the water. Customers were advised the Alliance was flushing the reticulation network and advised customers to run an outside tap for 10-15 minutes. Water was compliant and safe to drink.</p>	✗	✓
	Number of complaints over 1,000 connections to Council’s networked reticulation system for: drinking water clarity*	< 5	<p>Not achieved 11.13</p> <p>LAST YEAR: 16.0</p> <p>Total of 55 complaints had been received - 32 in Dannevirke, 13 in Woodville, five in Pahiatua, two in Norsewood and one in Eketāhuna. The location was unknown for two complaints.</p> <p>In August, 9 complaints were received in Woodville around the discoloration of the water. Subsequent investigations by the Alliance discovered sediment in the reticulation network that required the hydrant to be flushed. A precautionary boil water notice was in place until the flushing was complete and customers were advised to run taps for 10-15 minutes afterwards.</p> <p>Dannevirke received the majority of its complaints during September and October. The complaints around brown and muddy water was due to the routine dead-end mains flushing that was done by the Alliance to the reticulation network and customers were advised to run their taps for 15 minutes. Water was compliant and safe to drink.</p>	✗	✗

Level of service	Performance measure	Target	Achievement	2022/23 results	2021/22 results
Customers are satisfied with supplied water	Number of complaints over 1,000 connections to Council's networked reticulation system for: drinking water odour*	< 4	<p>Achieved 1.42</p> <p>LAST YEAR: 0.4</p> <p>A total of seven complaints had been received - one in Dannevirke, five Woodville one in Pahiatua.</p>	✓	✓
	Number of complaints over 1,000 connections to Council's networked reticulation system for: continuity of supply*	< 5	<p>Not achieved 17.2</p> <p>LAST YEAR: 11.73</p> <p>Total of 85 complaints had been received. 60 in Eketāhuna, 14 in Dannevirke, seven in Norsewood, three in Pongaroa and one in Woodville.</p> <p>In July 2022, Eketāhuna had a tree come down and break the watermain feed into Eketāhuna which resulted in 24 complaints.</p> <p>In November 2022, Eketāhuna treatment plant had a power failure resulting in 18 complaints. Once power had been restored, water was restored to the network.</p> <p>In January 2023, a water main burst in Dannevirke resulting in five complaints being received.</p> <p>In May 2023 an error with the computer system resulted in the reservoir being exhausted. Once a reset was completed water was able to be restored. This resulted in four complaints being received in Eketāhuna.</p>	✗	✗
	Number of complaints over 1,000 connections to Council's networked reticulation system for: Council's response to the issues above*	< 2	<p>Achieved 0.61</p> <p>LAST YEAR: 0.4</p>	✓	✓
	Number of complaints received about water per 1,000 connections for: Total number of recorded complaints*	< 25	<p>Not achieved 49</p> <p>LAST YEAR: 34.2</p>	✗	✗

Level of service	Performance measure	Target	Achievement	2022/23 results	2021/22 results
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 (DQQR) (2022)*^	7	<p>Not achieved 6</p> <p>Under the drinking water standards New ealand (2018) for the period 1 July 2022 - 31 December 2022 Council was non-compliant for 1 of its 7 water treatment plants in terms of frequency and coliform values. Eketāhuna supply did not meet the sampling frequency as opposed to failing detection of E. Coli.</p> <p>Under the Drinking Water Quality Assurance Rules (2022) for the period of 1 January 2023 - 30 June 2023 Council was non-compliant for 4 of its 7 water treatment plants. Eketāhuna supply did not meet the sampling frequency, Norsewood, Pongaroa and Akitio water plants did not meet the sampling frequency.</p>	<p>LAST YEAR: 34.2</p> <p>✗</p>	<p>✓</p>
	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 (DQQR) (2022))*^	7	<p>Not achieved 2</p> <p>Under the drinking water standards New Zealand (2018) for the period of 1 July 2022 - 31 December 2022 Council was not compliant for any of its 7 treatment plants.</p> <p>Under the Drinking Water Quality Assurance Rules (2022) for the period of 1 January 2023 - 30 June 2023 Council was not compliant for 5 of its 7 water treatment plants (Dannevirke and 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>	<p>LAST YEAR: Nil</p> <p>✗</p>	<p>✗</p>
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	<p>Achieved 8 minutes</p>	<p>LAST YEAR: 16 minutes</p> <p>✓</p>	<p>✓</p>
	Median time to resolve an urgent callout, measured from the time Council receives notification to the time that service personnel confirm he resolution of the fault*	5 hours	<p>Achieved 4 hours 14 minutes</p>	<p>LAST YEAR: 2.05 hours</p> <p>✓</p>	<p>✓</p>

Level of service	Performance measure	Target	Achievement	2022/23 results	2021/22 results	
Issues relating to water supplies are responded to	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	Achieved 2 hour 13 minutes	LAST YEAR: 3.05 hours	✓	✓
	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*	24 hours	On target 6 hours 6 minutes	LAST YEAR: 7.08 hours	✓	✓
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%	Not achieved 24.7%	LAST YEAR: 250 litres	✗	✗
Water demand is managed effectively	Average consumption of drinking water per day per resident connected to a Council scheme*	300 litres	Not achieved 378 litres	LAST YEAR: 250 litres	✗	✓
			<p>The increase in water consumption compared to the previous year indicates leaks on the network. Council has identified leaks from the Dannevirke Impound Supply and completed repairs to this in May 2023.</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 2023 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 June in three separate waves. The surveys were conducted by way of a robust postal to online survey with a total of 460 residents surveyed from across the district. The reason for doing the

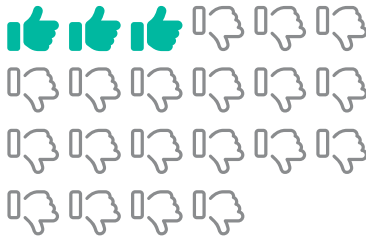
survey at different times in the year is to see trends and seasonal impact on resident satisfaction.

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

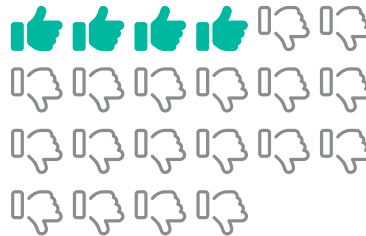
Feedback from the results of the survey has been used to determine appropriate strategies to address and/or manage the community expectations. These include:

- Rooding – 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 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.

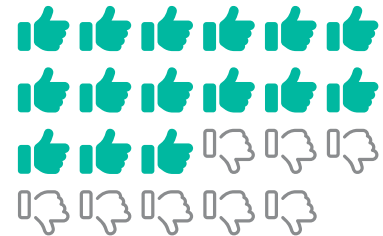
COMMUNITY SURVEY RESULTS



2023 | 22 questions



2022 | 22 questions



2021 | 23 questions

2023 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	65%	2022: 69%	2021: 77%
Satisfied with overall Council performance	62%	2022: 64%	2021: 80%
Satisfied with staff	76%	2022: 75%	2021: 87%
Satisfied with overall quality of services	65%	2022: 67%	2021: 79%
Satisfied with availability of water	71%	2022: 64%	2021: 81%
Satisfied with financial management	45%	2022: 55%	2021: 69%
Satisfied with being kept informed and involved in any decision-making process	58%	2022: 57%	2021: 74%
Feel safe from dogs	71%	2022: 73%	2021: 82%
Satisfied with Council playgrounds	82%	2022: 90%	2021: 95%
Satisfied with Council community buildings	89%	2022: 89%	2021: 94%
People that have used Council playgrounds	82%	2022: 91%	2021: 87%
People that have used Council community buildings	79%	2022: 93%	2021: 85%
Satisfied with library services	90%	2022: 94%	2021: 97%
Satisfied with managing and issuing building consents	55%	2022: 53%	2021: 74%
Satisfied with provision of dedicated walkways/ cycleways	61%	2022: 62%	2021: 79%
Satisfied with rural roads	40%	2022: 51%	2021: 50%
Satisfied with urban roads	44%	2022: 51%	2021: 65%

Summary financial statements

SUMMARY STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSE FOR THE YEAR ENDED 30 JUNE 2023

	2022/23 Actual \$000s	2022/23 Plan \$000s	2021/22 Actual \$000s
OPERATING REVENUE			
Rates	29,744	29,935	26,687
Grants and Subsidies	32,793	17,477	20,002
Finance Revenue	819	10	132
Other Revenue	5,143	5,015	4,997
Total Revenue	68,499	52,437	51,818
EXPENDITURE			
Other operating expenses	38,791	22,016	24,895
Depreciation and amortisation	17,251	15,574	18,224
Personnel costs	9,627	9,461	7,725
Finance costs	2,599	1,786	1,122
Total Expenditure	68,268	48,837	51,966
Other asset gains/(losses)	253	-	2,095
Share of associate surplus/(deficit)	-	-	15
Surplus/(Deficit) before tax	484	3,600	1,962
Taxation expense	-	-	-
Net surplus/(deficit)	484	3,601	1,962
OTHER COMPREHENSIVE REVENUE AND EXPENSE			
Gains/(losses) on assets revaluation	(11,376)	31,198	139,218
Total Comprehensive Revenue and Expense	(10,892)	34,798	141,180

SUMMARY STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2023

	2022/23 Actual \$000s	2022/23 Plan \$000s	2021/22 Actual \$000s
Current Assets	23,678	17,854	15,424
Non-Current Assets	1,148,311	1,100,413	1,158,880
Total Assets	1,171,990	1,118,267	1,174,304
Current Liabilities	28,188	17,491	16,054
Non-Current Liabilities	46,806	51,418	50,365
Total Liabilities	74,994	68,909	66,419
Equity	1,096,996	1,049,358	1,107,885
Total Equity	1,096,996	1,049,358	1,107,885
Total Liabilities and Equity	1,171,990	1,118,267	1,174,304

SUMMARY STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2023

	2022/23 Actual \$000s	2022/23 Plan \$000s	2021/22 Actual \$000s
Balance at 1 July	1,107,885	1,014,560	966,708
Total comprehensive revenue and expense previously reported	(10,892)	34,798	141,180
Total Balance at 30 June	1,096,996	1,049,358	1,107,885
Comprising of:			
Accumulated Funds	344,519	378,031	348,604
Asset Revaluation Reserves	709,482	646,824	720,857
Special Funded Reserves	42,931	24,453	38,343
Trust Funds	64	51	81
Total Equity at 30 June	1,096,996	1,049,358	1,107,885

SUMMARY STATEMENT OF CASHFLOWS FOR THE YEAR ENDED 30 JUNE 2023

	2022/23 Actual \$000s	2022/23 Plan \$000s	2021/22 Actual \$000s
Net cash inflow (outflow) from operating activities	16,525	19,174	16,927
Net cash inflow (outflow) from investing activities	(18,923)	(28,632)	(30,367)
Net cash inflow (outflow) from financing activities	6,167	9,458	7,000
Net increase (decrease) in cash held	3,769	-	(6,440)
Opening balance	3,213	9,669	9,653
Total cash Resources at 30 June	6,982	9,669	3,213

Financial overview and major variances

Explanations for major variances from Council's budget figures in the Annual Plan 2022/23 are detailed below.

SUMMARY STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSE

Revenue

- Subsidies received are \$15.3 million greater than budgeted. This is largely due to subsidies of \$12.4 million received from Waka Kotahi for emergency works to reinstate the roading network after Cyclone Gabrielle and funding received for other emergency works. The following subsidies received were not budgeted for: \$1.8 million for Three Waters reform, \$455,000 for Mayors Taskforce for Jobs program, \$375,000 from the Ministry of Business, Innovation and Enterprise to distribute to Cyclone Gabrielle affected businesses, \$197,000 from the Department of Internal Affairs to assist with Cyclone Gabrielle recovery costs, \$41,875 from National Emergency Management Agency to reimburse council for Cyclone Gabrielle waste and welfare costs and \$85,250 from MBIE for Freedom Camping signage, ambassadors and development of by-laws.
- Finance income received is \$809,000 over 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 \$494,000 greater than budgeted. This is mainly due to receiving \$360,000 from Central Energy Trust for the Pahiatua Town Upgrade project and other unbudgeted revenue.
- No forestry revenue was budgeted for this year. During the 2022/23 year, Council harvested the Kaiparoro Woodlot (18.7 ha) and Birth North (6.5 ha), receiving income of \$91,000.

Expenditure

Other operating expenditure is higher than budget by \$16.775 million. Significant variances are explained below:

Deduct unfavourable budget variances	\$000s
Emergency works due to weather events and Cyclone Gabrielle	(14,501)
Mayors Task Force for Jobs and MBIE Business Grants expenditure - both externally funded and not budgeted for	(852)
Solid Waste expenditure, mainly due to unbudgeted costs such as carbon credits and street bin clearing	(662)
Regulatory Services - Building, reflects the cost of external consultants providing building consenting services	(300)
Budget variance	(16,702)

- Depreciation expense is higher than budget by \$1.677 million due to higher than budgeted revaluation of infrastructure assets in the prior year, resulting in higher depreciation expense this year.
- Personnel Costs - As a result of the executive leadership team restructure, it was identified that additional resources were required in order to maintain existing level of services which were not factored in year two of the Long Term Plan. Council also after the adoption of the Long Term Plan brought its IT services contract inhouse which resulted in an increase in staff costs that would otherwise be recognised as contract costs to Council.
- Finance Costs (interest) are greater than budgeted (\$813,000) due to higher borrowings. Note that this unbudgeted cost is partially offset by interest revenue received (see above in revenue).
- Other Gains & Losses were not included in the annual plan budget. Losses included a decrease in the value of forestry assets (\$274,000). This was offset by a non-cash adjustment (gain) of \$291,000 of the fair value of derivatives (swaps) and an increase (gain) in the value of investment properties (\$235,000). Net Gains and Losses for the year was an unbudgeted gain of \$253,000.
- Gains and losses on asset revaluations are \$42.574 million under budget - this is a result of council completing a revaluation to 30 June 2023 to reflect fair value of assets at year end. While Three Waters assets increased in value, roading assets decreased in value due to using lower, more appropriate, unit rates.

Other Gains and Losses

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Gains and losses on asset revaluations

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SUMMARY STATEMENT OF FINANCIAL POSITION

Assets

- Cash and Cash Equivalents are \$2.687 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. Other factors contributing to the variance include lower capital spending resulting in lower levels of debt funding than budgeted and cash resources actual opening balance (\$3.2 million) being less than budgeted (\$9.7 million).
- Debtors and other Receivables are \$4.805 million higher than budgeted due to increases in rates receivables, sundry debtors and amount due from Waka Kotahi at 30 June 2023.
- Derivative Financial Instruments (current & non-current) at \$4.275 million not budgeted for as they are highly volatile and difficult to forecast.
- Other Financial Assets (current & non-current) & Investments in CCOs were \$4.521 million ahead of budget. The variance is largely due to having more term deposits on hand at year end than budgeted.
- Council Forestry assets have been valued lower than budgeted by \$1.004 million - this is due to a reduction in forest area (due to harvesting and excluding blocks deemed to be uneconomic to harvest) and reduced forecast log prices.
- Intangible assets are lower than budgeted by \$445,000, reflecting lower than budgeted carbon credit and computer software values.

- Investment property values are \$207,000 ahead of budget reflecting the greater than expected increase in fair values as determined by independent valuation as at balance date.
- Property, plant & equipment was \$43.992 million more than budgeted. This reflects the opening budget of assets being higher than budgeted (+\$120 million). This opening gain was offset by the closing value of assets being less than budgeted (-\$64 million) - this is due to lower than budgeted capital expenditure and revaluation gains.

Liabilities

- Payables and deferred revenue are \$7.906 million ahead of budget due to the timing of creditor payments falling due with our creditors at year end, higher than planned levels of operational expenditure and unbudgeted revenue received in advance (\$4 million). Accrued interest at year end was also higher than budgeted.
- Derivative Financial Instruments (current & non-current) at \$2.437 million not budgeted for as they are highly volatile and difficult to forecast.
- Borrowings (both current and non-current) are \$4.295 million lower than budgeted due to less capital expenditure being spent than planned for the year.
- Employee Benefit Liabilities (both current and non-current) are \$132,000 higher than budgeted due to the timing of accrued pay and the value of employee leave balances being lower than expected.

Equity

- Accumulated Funds are \$33.512 million lower than budgeted due to a lower than budgeted operating surplus for the year ended 30 June and different actual opening balance of accumulated funds to budgeted opening balance.
- Asset Revaluation reserves are higher than budgeted by \$62.658 million. This is due to the opening balance of the reserve being higher than budgeted as well as Council incurring an asset revaluation loss this year of \$11.376 million against a budgeted gain of \$31.198 million.
- Special Funds - Special funded reserves are higher than budgeted by \$18.478 million due to lower renewals undertaken during the year and higher than budgeted reserve opening balance (\$7.827 million).

SUMMARY STATEMENT OF CASHFLOWS

Total Cash Resources at the start of the year were lower than budgeted due to the timing of when the annual plan was finalised and actual 2021/2022 was closed off.

Operating activities

- Net cash inflow from operating activities is \$2.649million under budget. This is primarily driven by additional subsidies received (detailed under in the revenue explanation) which are offset by increased cash operating expenses (detailed under the expenditure explanation). Opening cash balances were higher than budgeted.

Financing Activities

- Net cashflow from financing activities is \$3.291 million lower than budgeted. Both new borrowings and loan repayments were ahead of budget, reflecting pre-funding of future debt maturities at beneficial interest rates.

Investing Activities

- Net cashflow from investing activities is \$9.710 million lower than budgeted, largely attributable to lower capital spend and more term deposits maturing.

Accounting disclosures

These summary financial statements are a summary of the 202/23 Annual Report and cover the period from 1 July 2022 to 30 June 2023.

These summary financial statements do not provide as complete an understanding as provided by the full 2022/23 Annual Report. A full copy is available on the Council website at 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 28 March 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 2023. The full financial statements were adopted by Council on 28 February 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 regards 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 2022/23 Annual Report it will not prepare a consolidated Annual Report.

The financial statements in the 2022/23 Annual Report are of Council only.

New or amended standards adopted

PBE IPSAS 41 Financial Instruments

In March 2019, the External Reporting Board (XRB) issued PBE IPSAS 41 Financial Instruments, which supersedes both PBE IFRS 9 Financial Instruments and PBE IPSAS 29 Financial Instruments: Recognition and Measurement.

Council adopted PBE IPSAS 41 Financial Instruments for the year ended 30 June 2023.

The main changes between PBE IPSAS 29 and PBE IPSAS 41 are:

- New financial asset classification requirements for determining whether an asset is measured at fair value or amortised cost.
- A new impairment model for financial assets based on expected credit losses, which may result in earlier recognition of impairment losses.
- Revised hedge accounting requirements to better reflect the management of risks. Information about the impact of adopting PBE IPSAS 41 is disclosed in the full Annual Report.

PBE FRS 48 Service Performance

Council adopted PBE FRS 48 Performance the year ending 30 June 2023. This new requirement for the selection of service performance information between PBE FRS 48 and PBE IPSAS Financial Statements is that PBE information to be disclosed on the most significant effect on the aggregation, and presentation information. This is disclosed on performance information.

COMMITMENTS

Commitments

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

	2022/23 Council \$000s	2021/22 Council \$000s
Capital commitments	1,150	1,065
Operating leases as lessor	207	281
Operating leases as lessee	1,683	1,418

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 2023, 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 2023, NZLGFA had borrowings totalling \$17,683 million (2022: \$15,789 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 \$100,000 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

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.

BREACH OF STATUTORY DEADLINE

The Tararua District Council was required under Section 98 of the Local Government Act 2002 to complete its audited financial statements and service performance information by 31 October 2023. This timeframe was not met due to:

- The late adoption of the Annual Report for the year ended 30 June 2022 on 28 June 2023 has impacted on the usual timeframe allowed for the capitalisation process to be undertaken.
- Internal staffing changes has extended the time taken to complete year end reconciliations and analysis.

EVENTS AFTER THE BALANCE DATE

In February 2024 the Water Services Acts Repeal Act 2024 was passed meaning all legislation relating to water services entities (contained in the Water Services Entities Act 2022, Water Services Entities Amendment Act 2023, and Water Services Legislation Act 2023) passed by the previous Government has been repealed.

All previous legislation related to the provision of water services has been reinstated (including local government legislation). The District Council will retain ownership and control of water services, and responsibility for service delivery.



Independent Auditor's Report To the readers of Tararua District Council summary of the annual report for the year ended 30 June 2023

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 2023.

The summary of the annual report comprises the following information on pages 14 to 52:

- the summary statement of financial position as at 30 June 2023;
- the summaries of the statement of comprehensive revenue and expense, statement of changes in equity and statement of cashflows for the year ended 30 June 2023;
- the notes to the summary financial statements that include accounting policies and other explanatory information; and
- the summary service performance information of the District Council contained from the summary statement of service provision.

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.

However, the summary service performance information includes a limitation in scope to the equivalent extent as the full audited statement of service provision (included within the Activities and Service Performance section of the annual report). This limitation is explained below in The full annual report and our audit report thereon section.

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 a qualified opinion on the statement of service provision, and an unmodified opinion on the other audited information in the full annual report for the year ended 30 June 2023 in our auditor's report dated 28 February 2024. The basis for our qualified opinion on the statement of service provision is explained below.

Statement of service provision: Our work was limited in the prior year with respect to the verification of the number of complaints for some services

In the prior year, the District Council was unable to report a reliable number of complaints received against performance measures set out in the Non-Financial Performance Measure Rules 2013 (the Rules) made by the Secretary for Local Government. These performance measures are included in the statements of service provision for each activity.

These mandatory performance measures include the total number of complaints (per 1,000 connections) received about the following:

- drinking water clarity, taste, odour, pressure or flow, continuity of supply, and the District Council's response to any of these issues;
- sewage odour, sewerage system faults and blockages, and the District Council's response to issues with the sewerage system; and
- the performance of the stormwater system.

The Department of Internal Affairs has issued guidance to assist local authorities in applying the Rules, including on how to count complaints. Our audit testing in the prior year found that the District Council has not been counting complaints in accordance with this guidance and that the District Council's method of counting was likely to have understated the actual number of complaints received in the comparative year to 30 June 2022, reported as comparative information.

Complete records for all complaints made to the District Council were not available in the prior year and we were unable to determine whether the District Council's reported results for these performance measures were materially correct in the comparative year.

As a result, our work was limited and there were no practicable audit procedures we could apply to obtain assurance over the number of complaints reported against these three performance measures in the prior year. Our audit opinion on the Council Services statement for the year ended 30 June 2022 was modified accordingly.

These issues have been resolved for the 30 June 2023 financial year. As the issue cannot be resolved for the 30 June 2022 year, the reported performance for each performance measure for the 30 June 2023 year may not be directly comparable with the 30 June 2022 performance information.

Information about this matter is also disclosed on page 2 of the District Council's summary annual report.

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 reporting on the summary and full annual reports, we have performed a limited assurance engagement related to the District Council's debenture trust deed. This engagement is compatible with those independent requirements.

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



Debbie Perera
Audit New Zealand
On behalf of the Auditor-General
Palmerston North, New Zealand
28 March 2024



Dannevirke Service Centre

26 Gordon St, Dannevirke
PO Box 115, Dannevirke 4942
Ph: 06 374 4080 (24 hours)

**Woodville Service Centre
& Library**

45 Vogel St, Woodville
Ph: 06 376 0200 (24 hours)

Pahiatua Service Centre

136 Main Street, Pahiatua
Ph: 06 376 0110 (24 hours)

**Eketāhuna Service Centre
& Library**

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