



## Notice of Meeting

An Extraordinary Meeting of the Tararua District Council will be held in the Council Chamber, 26 Gordon Street, Dannevirke on **Wednesday 2 October 2024** commencing at **11:00am**.

Bryan Nicholson  
Chief Executive

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## Agenda

1. Welcome and meeting opening
2. Apologies
3. Declaration of conflicts of interest
4. Reports
- 4.1 Draft Annual Report for the year ending 30 June 2024 3
5. Closure





## Report

Date : 27 September 2024  
To : Mayor and Councillors  
Tararua District Council  
From : Beth Fowler  
Senior Financial Accountant  
Subject : **Draft Annual Report for the year ending 30 June 2024**  
Item No : **4.1**

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### 1. Recommendation

- 1.1 *That the report from the Senior Financial Accountant dated 27 September 2024 concerning the Draft Annual Report for the year ending 30 June 2024 be received.*
- 1.2 *That the Tararua District Council receive the draft Annual Report for the year ended 30 June 2024.*
- 1.3 *That the Mayor and Chief Executive be delegated authority to make any minor changes requested by Audit New Zealand and to sign the Statement of Compliance and Responsibility that is contained within the Annual Report for the year ending 30 June 2024.*

### 2. Reason for the Report

- 2.1 To present the draft Annual Report for the year ending 30 June 2024 and detail the process required to adopt the Annual Report.

### 3. Background

- 3.1 The Annual Report is prepared under section 98 of the Local Government Act 2002, and includes the provisions of schedule 10, part 3. It compares Tararua

District Council's actual performance against what was planned in the Annual Plan 2023-24.

- 3.2 The Annual Report outlines how Council has spent money collected from ratepayers, residents, financial institutions and government agencies and includes both financial and non-financial information.
- 3.3 As well as reporting against the Council's key activities, performance indicators in the 2021-31 Long Term Plan and subsequent Annual Plan 2023-24, the Annual Report also reports against the Revenue and Financing, Liability Management and Investment Policies.
- 3.4 The Annual Report (including audit opinion) must be completed and adopted within four months after the end of the financial year (31 October 2024). However, with the delayed adoption of Council's Long Term Plan 2024-2034 this deadline was extended to 31 December 2024 for the 2023-2024 Annual Report.

#### **4. Discussion and Options considered**

- 4.1 The Annual Report is externally audited by Audit New Zealand, on behalf of the Auditor General as required by the Local Government Act 2002. The Annual Report is a key accountability document for the community.
- 4.2 Audit New Zealand are scheduled to commence the final audit of the Annual Report on 14 October 2024. An audit report will be prepared for inclusion in the Annual Report and is planned to be presented to Council for adoption prior to 18 December 2024.
- 4.3 An audited summary of the information contained in the Annual Report will also be publicly available after the annual report is adopted.
- 4.4 Subsequently since the presentation of Council's 12 Month Performance Report officers have received Council's Annual Residents Surveys Benchmarking Report for 2023/2024. This has been included as an attachment to this report.

#### **5. Significance Assessment**

- 5.1 The Council's Significance and Engagement Policy is not triggered by matters discussed in this report. No stakeholder engagement is required.

#### **6. Statutory Requirements**

- 6.1 Section 98 of the Local Government Act 2002 sets out the requirements for preparing and adopting the Annual Report.
- 6.2 The Annual Report (including the Audit opinion) must be completed and adopted, by resolution of Council, within four months after the end of the financial year to which it relates (31 October 2024).

## **7. Delegations**

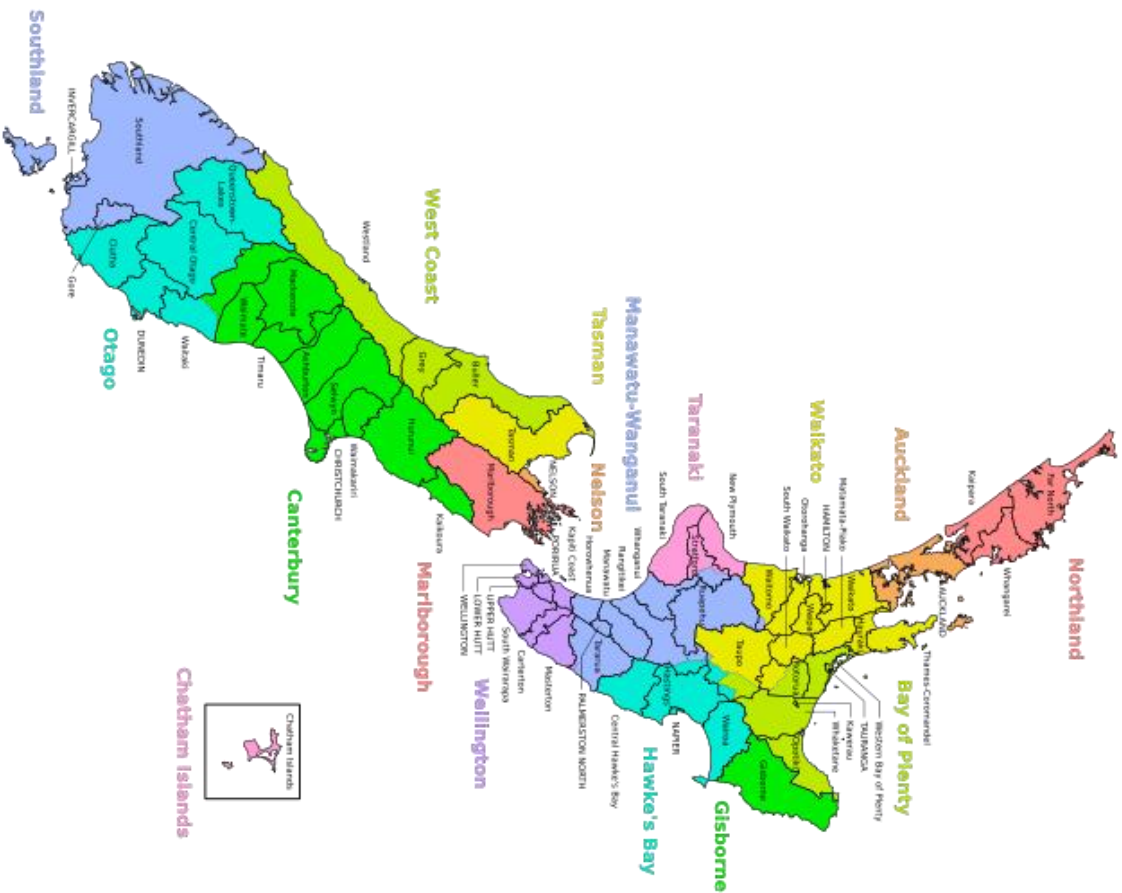
- 7.1 Under Clause 32 of Schedule 7 of the Local Government Act 2002, the Council is not able to delegate the authority to adopt the Annual Report.

## **8. Conclusion**

- 8.1 The draft Annual Report for the year ended 30 June 2024 is presented to Council for review. Following the audit process, the final report is expected to be presented for adoption 18 December 2024.

## **Attachments**

- 1 [!\[\]\(8c4dca64662d21542001ca0ed7eeb688\_img.jpg\)](#). Annual Residents Surveys Benchmarking Report 2023-2024



# Councils' Annual Residents Surveys Benchmarking Report 2023/2024



## Research background



### Research Objectives

The specific objectives of this research were:

- To understand residents' satisfaction with services and facilities provided by Councils across New Zealand.
- To benchmark the key performance indicators against other Councils.



### Method

- Surveys were undertaken with 18 different Councils across New Zealand in 2023/24, including 15 District Councils and 3 City Councils.
- Respondents were selected at random from the Electoral Roll, ratepayers database and/or email contacts collected through previous years' surveys.
- The questionnaires were designed in consultation with Councils and were structured to provide a comprehensive set of measures relating to core activities, services and infrastructure, and to provide a wider perspective of performance. This includes assessment of reputation and knowledge of Council's activities.
- Post data collection, the samples were weighted to be exactly representative of key population demographics for each area based on the 2018 Census.
- At an aggregate level the surveys have an expected 95% confidence interval (margin of error) of between +/- 3.2% and +/-4.8%.
- Maximum, minimum and average scores for key performance indicators are shown and benchmarked based on 18 Council's performances. Questions used are either identical or closely related, allowing for comparison.
- To allow better and more extensive benchmarking, several measures are presented as an average score of all related measures in the relevant section.

## **councils included in 2023/24 Benchmarking report**

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- Far North District Council
- Gisborne District Council
- Hauraki District Council
- Kaipara District Council
- Manawatu District Council
- Nelson City Council
- Palmerston North City Council
- Rotorua Lakes District Council
- South Taranaki District Council
- South Waikato District Council
- Stratford District Council
- Tararua District Council
- Tauranga City Council
- Timaru District Council
- Waikato District Council
- Waipa District Council
- Waitaki District Council
- Western Bay of Plenty District Council





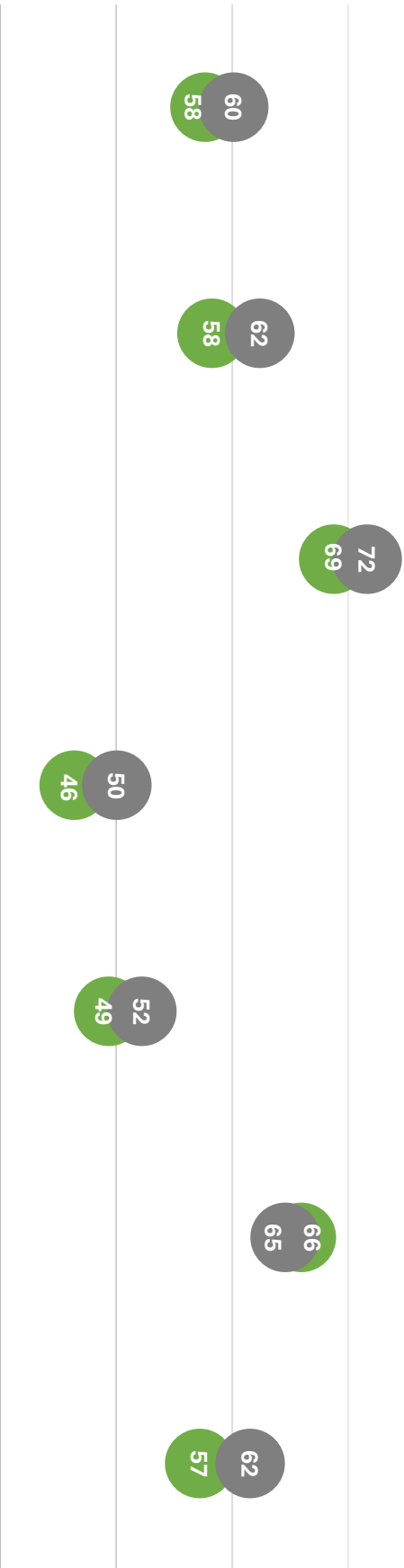
September 2024

ARS Benchmarking – 2023/2024

Year on year change (% 6-10) - Overall

2023/2024 Council Benchmarking

● All Councils' Average 2023/24      ● All Councils' Average 2022/23



Overall satisfaction	Overall image and reputation	Core service deliverables	Overall value for money	Engagement and consultation	Enquiry handling	Performance of Mayor and Councillors
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September 2024

ARS Benchmarking – 2023/2024

Year on year change (% 6-10) – Core service deliverables

2023/2024 Council Benchmarking

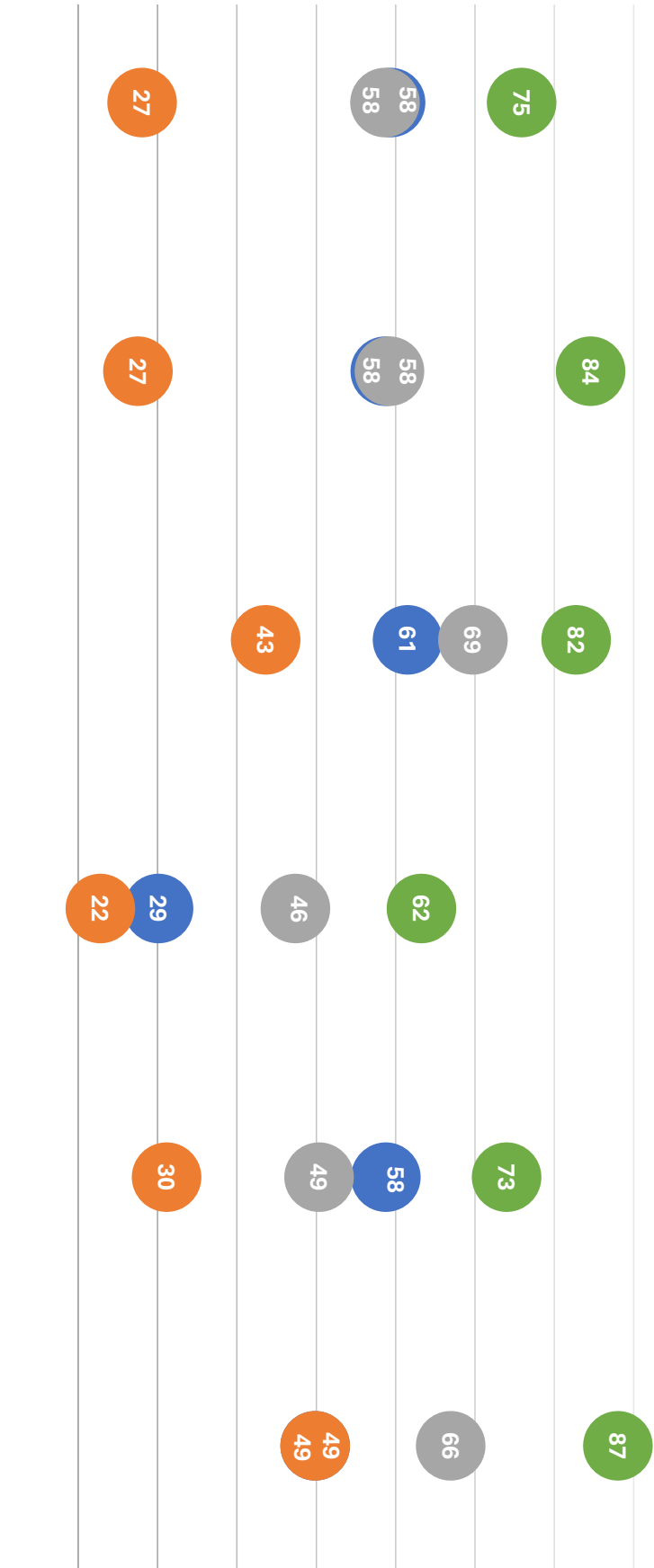
● All Councils' Average 2023/24      ● All Councils' Average 2022/23



Overall measures

2023/2024 Council Benchmarking

● Tararua DC    ● All Councils' Average 2023/24    ● Max    ● Min



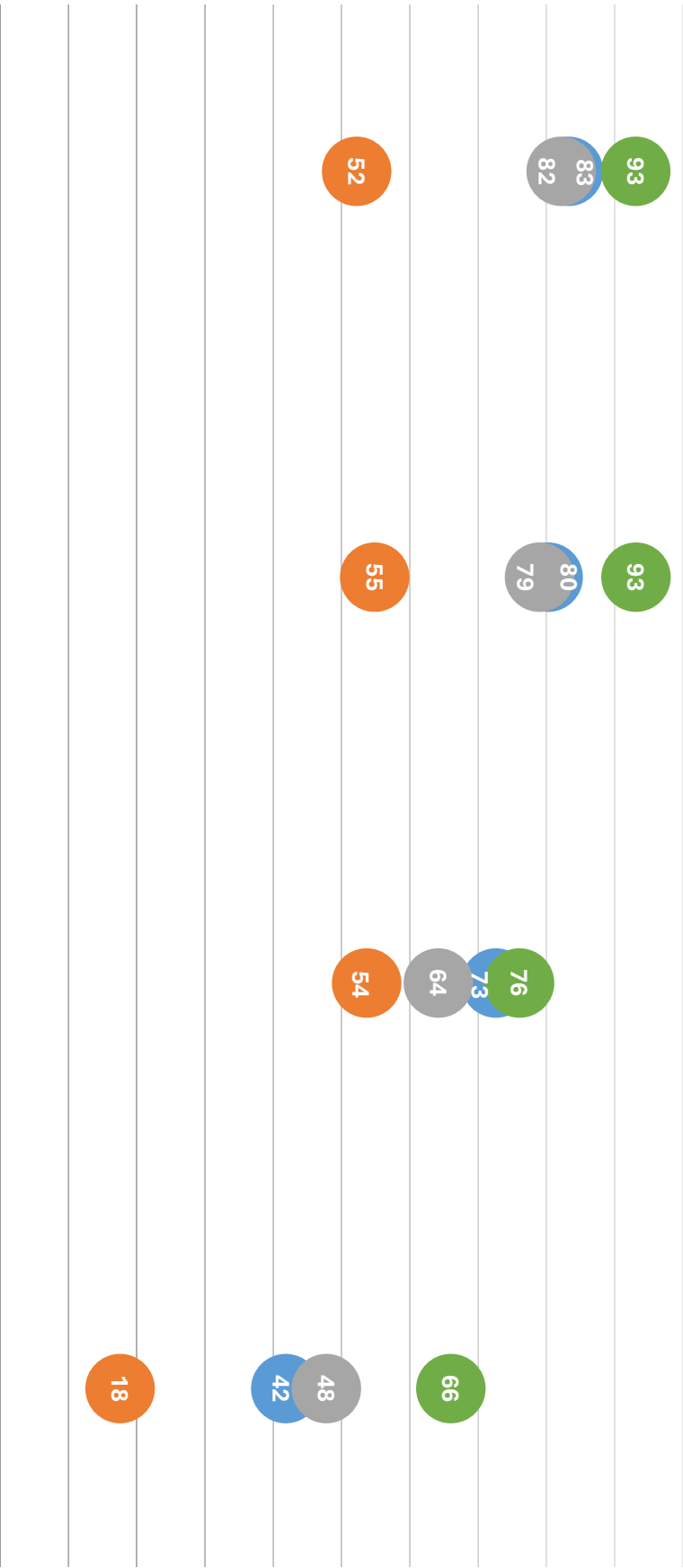
## Overall measures

	<b>% 6-10</b>	<b>Your Council %</b>	<b>Average based on 18 Councils %</b>	<b>point diff %</b>	<b>Top performance %</b>	<b>point diff %</b>	<b>Lowest performance %</b>	<b>point diff %</b>
Overall satisfaction		58	58	-	75	-17	27	+31
Overall image and reputation		58	58	-	84	-26	27	+31
Core service deliverables		61	69	-8	82	-21	43	+18
Overall value for money		29	46	-17	62	-33	22	+7
Engagement and consultation		58	49	+9	73	-15	30	+28
Enquiry handling		49	66	-17	87	-38	49	-

Core service deliverables

2023/2024 Council Benchmarking

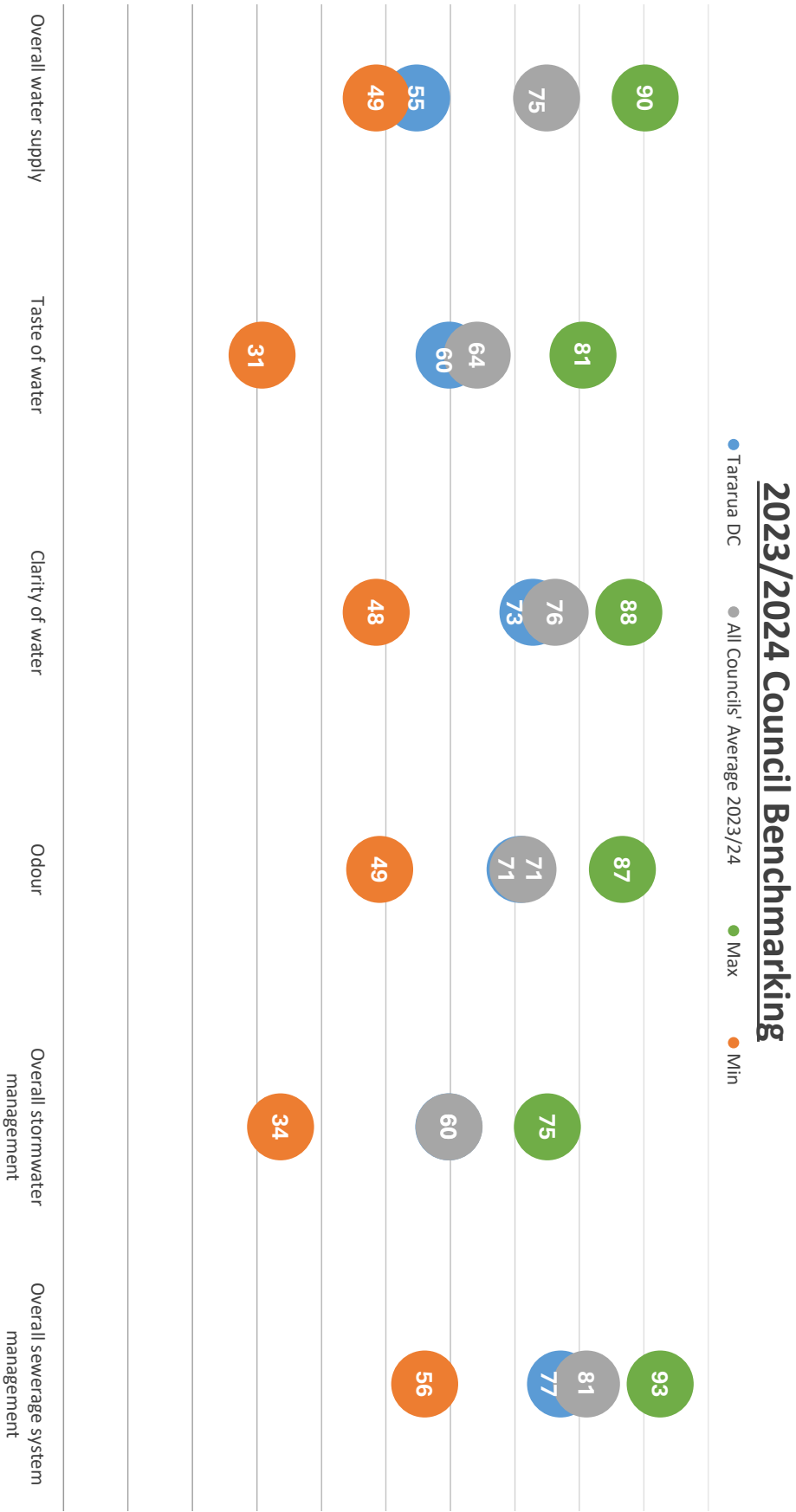
● Tararua DC    ● All Councils' Average 2023/24    ● Max    ● Min



Core service deliverables

% 6-10		Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall open/outdoor spaces	83	82	+1	93	-10	52	+31	
Overall public facilities	80	79	+1	93	-13	55	+25	
Overall regulatory services/other services	73	64	+9	76	-3	54	+19	
Overall roading infrastructure	42	48	-6	66	-24	18	+24	

Water management



Water management

	% 6-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall water supply		55	75	-20	90	-35	49	+6
Taste of water		60	64	-4	81	-21	31	+29
Clarity of water		73	76	-3	88	-15	48	+25
Odour		71	71	-	87	-16	49	+22
Overall stormwater management		60	60	-	75	-15	34	+26
Overall sewerage system management		77	81	-4	93	-15	56	+21



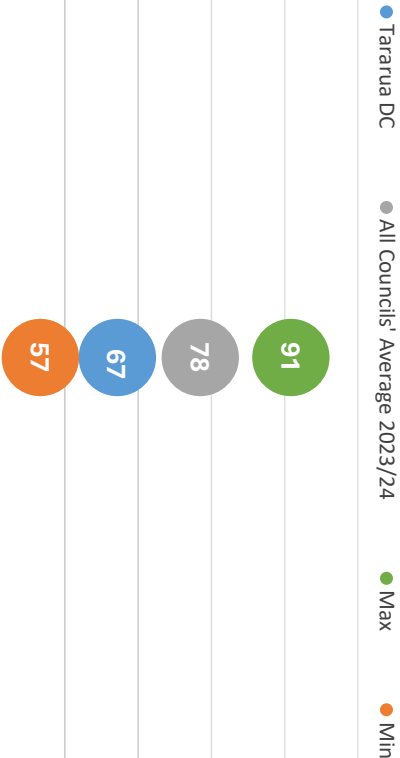


September 2024

ARS Benchmarking – 2023/2024

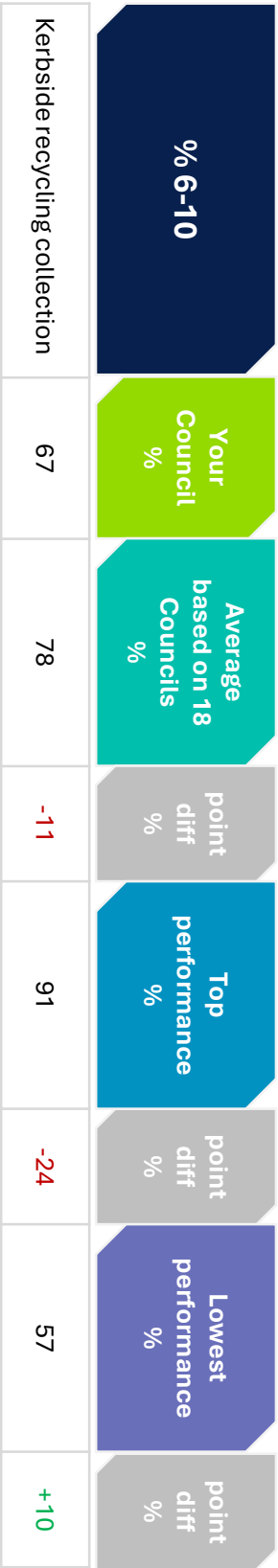
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2023/2024 Council Benchmarking



Kerbside recycling collection

aste management





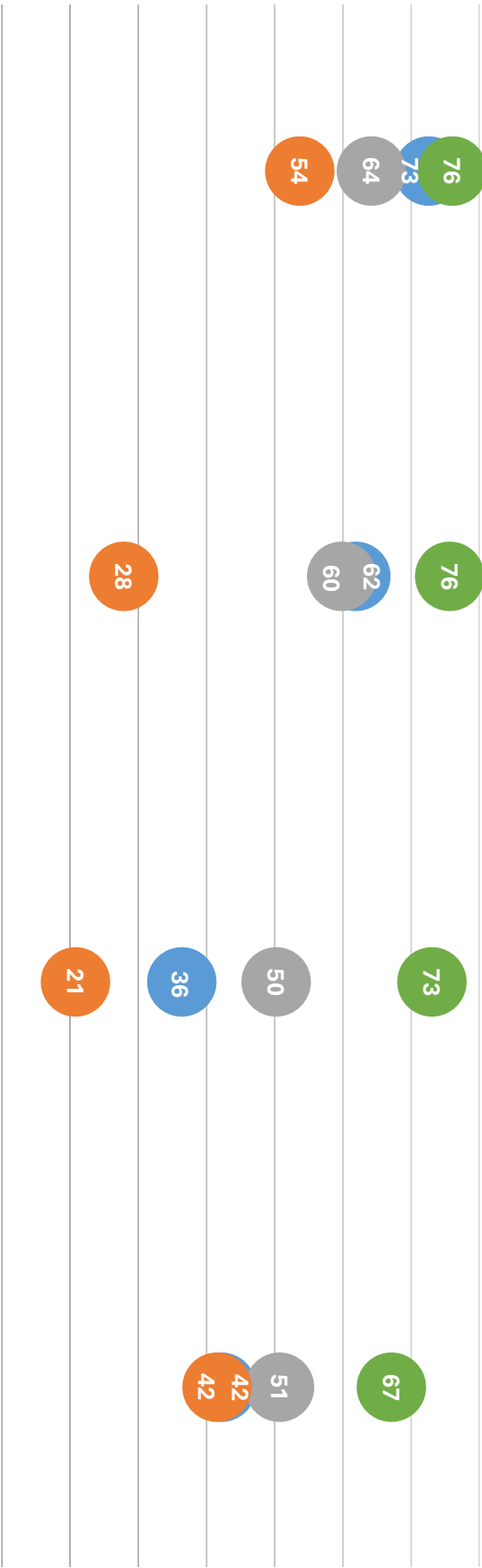
September 2024

ARS Benchmarking – 2023/2024

Regulatory services

2023/2024 Council Benchmarking

Tararua DC    All Councils' Average 2023/24    Max    Min



Regulatory services

	% 6-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall regulatory services/other services		73	64	+9	76	-3	54	+19
Dog and animal control		62	60	+2	76	-14	28	+34
Resource consents		36	50	-14	73	-37	21	+15
Building Consents		42	51	-9	67	-25	42	-



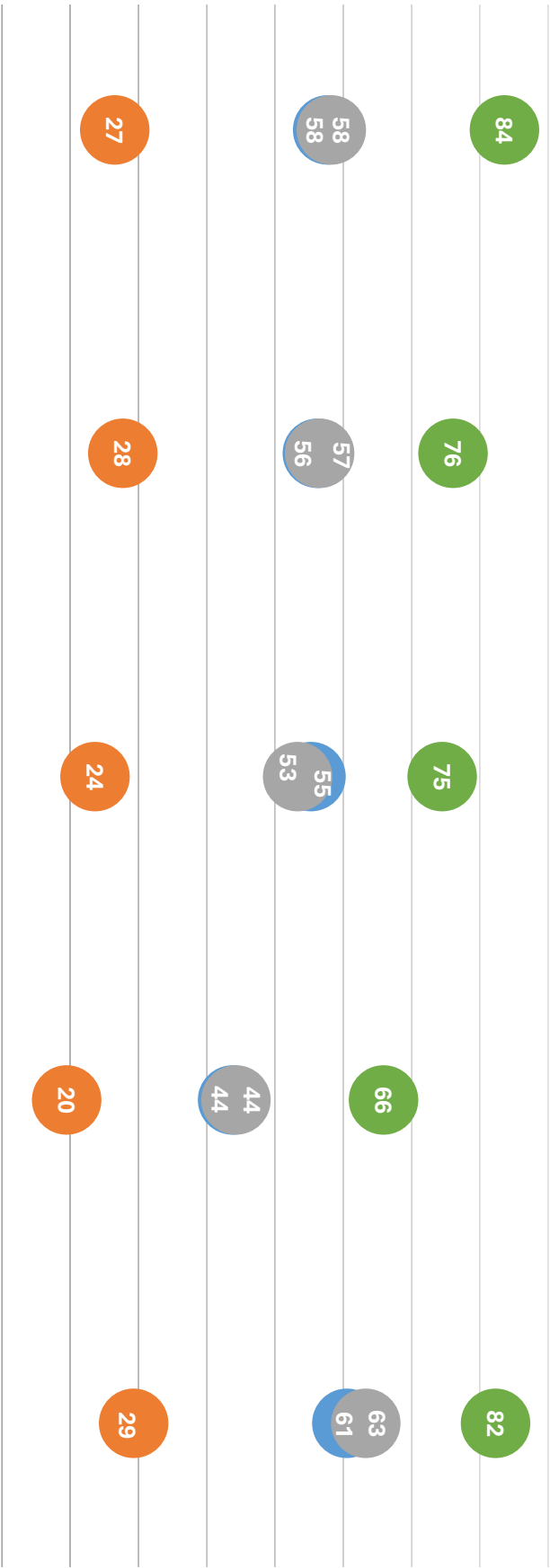
September 2024

ARS Benchmarking – 2023/2024

Reputation

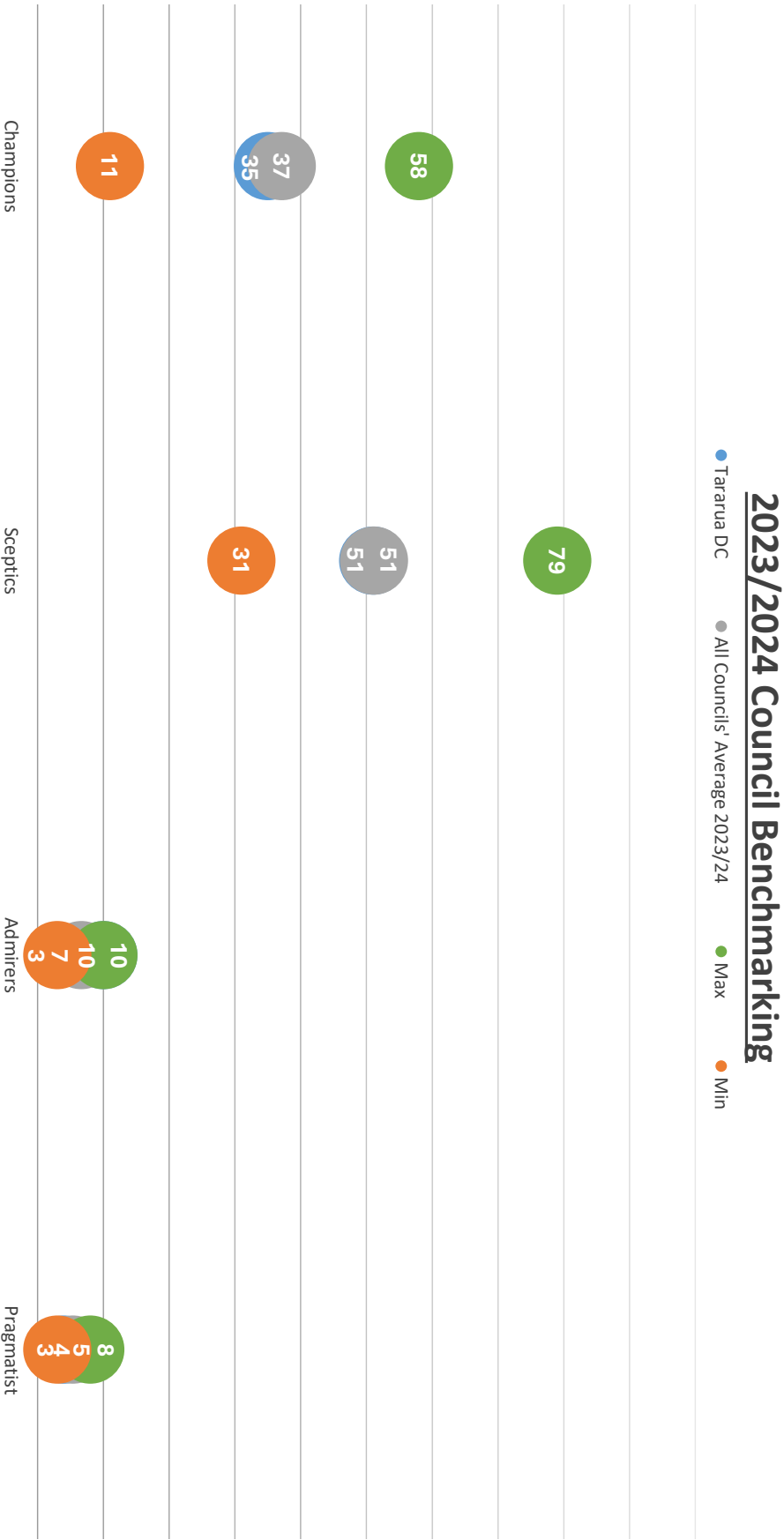
2023/2024 Council Benchmarking

Tararua DC    All Councils' Average 2023/24    Max    Min



Overall image and reputation    Leadership    Trust    Financial management    Quality of services

Reputation profile

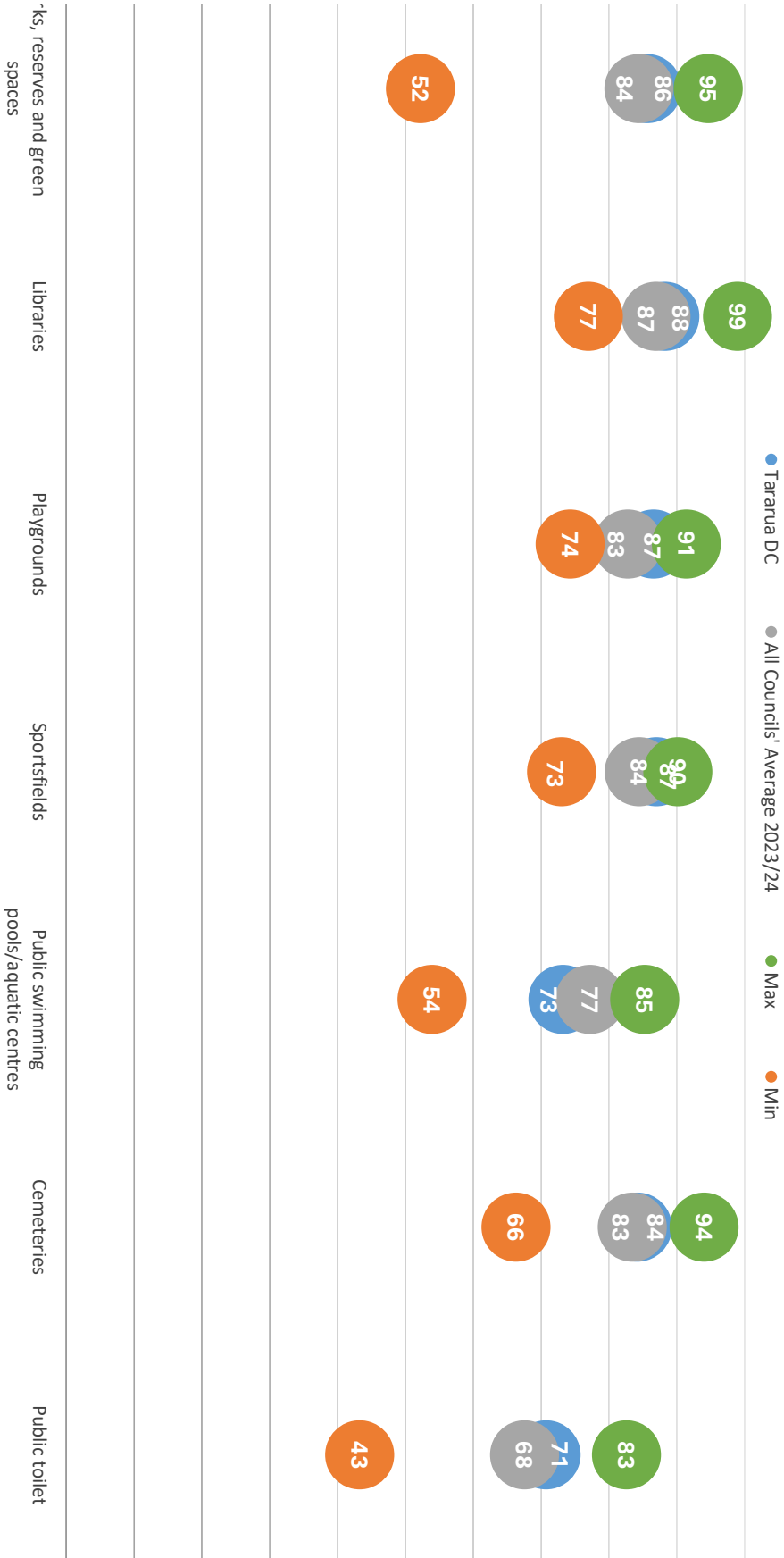


Reputation

	% 6-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall image and reputation		58	58	-	84	-26	27	+31
Leadership		56	57	-1	76	-20	28	+28
Trust		55	53	+2	75	-20	24	+31
Financial management		44	44	-	66	-22	20	+24
Quality of services		61	63	-2	82	-21	29	+32

Facilities

2023/2024 Council Benchmarking





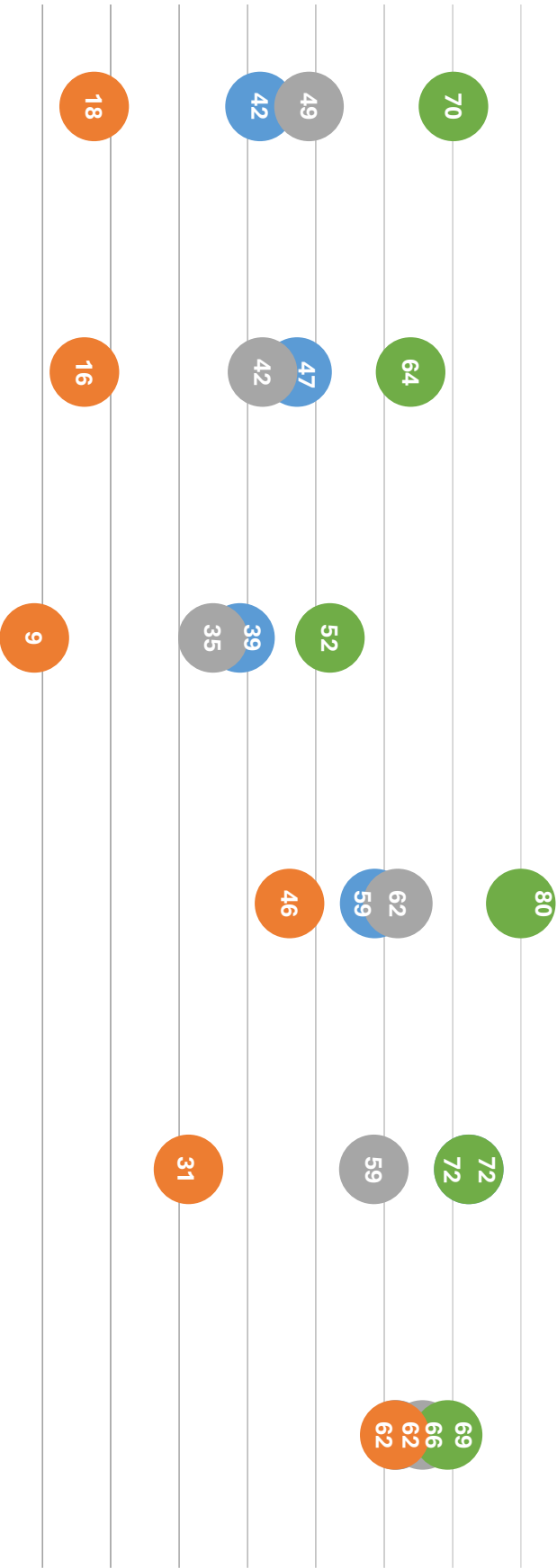
icilities

	% 6-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Parks, reserves and green spaces		86	84	+2	95	-9	52	+34
Libraries		88	87	+1	99	-11	77	+11
Playgrounds		87	83	+4	91	-6	74	+13
Sportsfields		87	84	+3	90	-3	73	+14
Public swimming pools/aquatic centres		73	77	-4	85	-12	54	+19
Cemeteries		84	83	+1	94	-10	66	+18
Public toilet		71	68	+3	83	-12	43	+28

road infrastructure

2023/2024 Council Benchmarking

Tararua DC      All Councils' Average 2023/24      Max      Min



Overall road infrastructure      Quality of the Council's sealed roads/urban roads      Quality of Council's unsealed roads/rural roads      Maintenance of footpaths/quality of footpaths      The availability of footpaths      Provision for dedicated walkways and cycleways

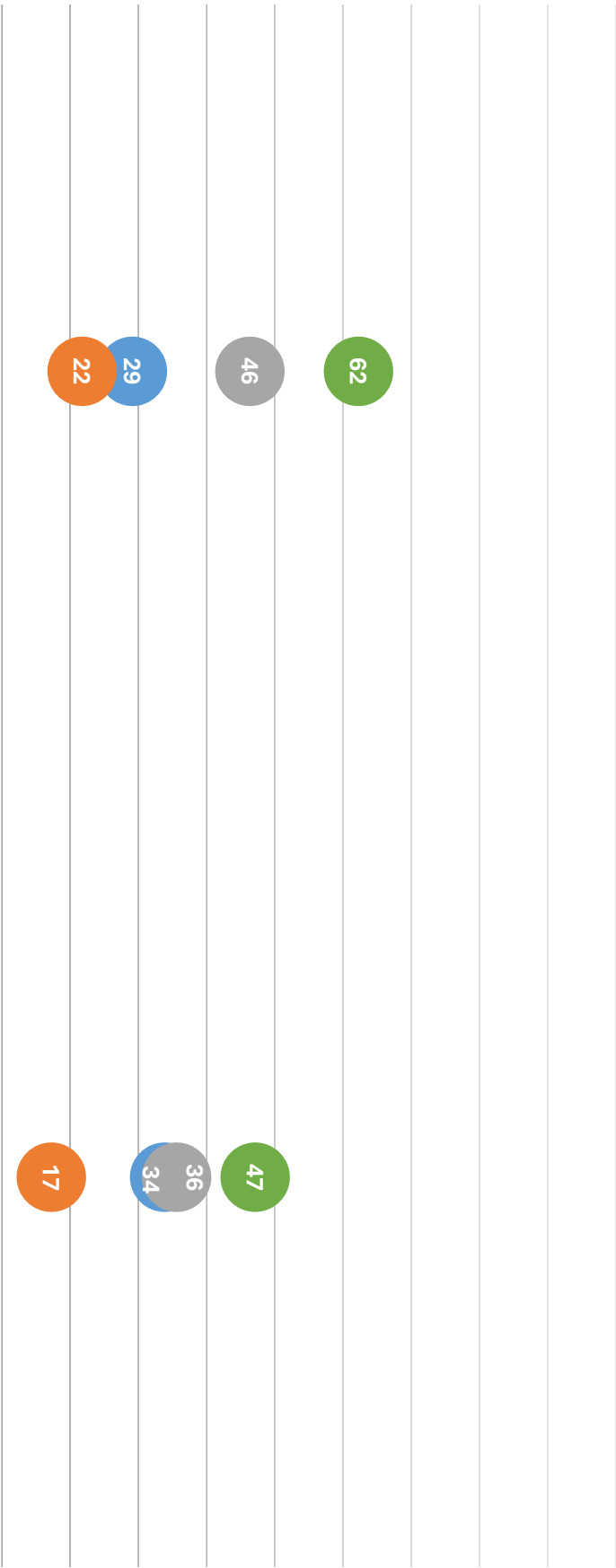
## Roading infrastructure

	<b>% 6-10</b>	<b>Your Council %</b>	<b>Average based on 18 Councils %</b>	<b>point diff %</b>	<b>Top performance %</b>	<b>point diff %</b>	<b>Lowest performance %</b>	<b>point diff %</b>
Overall roading infrastructure		42	49	-7	70	-28	18	+24
Quality of the Council's sealed roads/urban roads		47	42	+5	64	-17	16	+31
Quality of Council's unsealed roads/rural roads		39	35	+4	52	-13	9	+30
Maintenance of footpaths/quality of footpaths		59	62	-3	80	-21	46	+11
The availability of footpaths		72	59	+13	72	-	31	+41
Provision for dedicated walkways and cycleways		62	66	-4	69	-7	62	-

Value for money

2023/2024 Council Benchmarking

● Tararua DC    ● All Councils' Average 2023/24    ● Max    ● Min



Overall value for money

Annual property rates are fair and reasonable

Value for money

	<div>% 6-10</div>	<div>Your Council %</div>	<div>Average based on 18 Councils %</div>	<div>point diff %</div>	<div>Top performance %</div>	<div>point diff %</div>	<div>Lowest performance %</div>	<div>point diff %</div>
Overall value for money	29	46	-17	62	-33	22	+7	
Annual property rates are fair and reasonable	34	36	-2	47	-13	17	+17	

Quality of life

2023/2024 Council Benchmarking

● Tararua DC   ● All Councils' Average 2023/24   ● Max   ● Min



Quality of Life

District is going in the right direction

Quality of life

	% 6-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Quality of Life		90	86	+4	92	-2	74	+16
District is going in the right direction		61	61	-	76	-15	31	+30



September 2024

ARS Benchmarking – 2023/2024

## Key contact details

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