



## **Performance and Monitoring Committee**

### **Notice of Meeting**

A meeting of the Performance and Monitoring Committee will be held in the Council Chamber, 156 High Street, Dannevirke on **Wednesday 3 June 2026** commencing at **9:30am**.

Corin Haines  
**Chief Executive**

---

### **Agenda**

- 1. Welcome and Meeting Opening**
- 2. Apologies**
- 3. Public Forum**

A period of up to 30 minutes shall be set aside for a public forum. Each speaker during the public forum section of a meeting may speak for up to five minutes.

Standing Orders may be suspended on a vote of three-quarters of those present to extend the period of public participation or the period any speaker is allowed to speak.

With the permission of the Chairperson, members may ask questions of speakers during the period reserved for public forum. If permitted by the Chairperson, questions by members are to be confined to obtaining information or clarification on matters raised by the speaker.

- 4. Notification of Items Not on the Agenda**

Major items not on the agenda may be dealt with at this meeting if so resolved by the Committee and the Chairperson explains at the meeting at a time when it is open to the public the reason why the item was not listed on the agenda and the reason why discussion of the item cannot be delayed until a subsequent meeting.

Minor matters not on the agenda relating to the general business of the Committee may be discussed if the Chairperson explains at the beginning of the meeting, at a time when it is open to the public, that the item will be discussed at that meeting, but no resolution, decision or recommendation may be made in respect of that item except to refer it to a subsequent meeting.

<b>5.</b>	<b>Declarations of Conflicts of Interest in Relation to this Meeting's Items of Business</b>	
<b>6.</b>	<b>Confirmation of Minutes</b>	<b>3</b>
	<i>Recommendation</i>	
	<i>That the minutes of the Performance and Monitoring Committee meeting held on 4 March 2026 (as circulated) be confirmed as a true and accurate record of the meeting.</i>	
<b>7.</b>	<b>Reports</b>	
<b>7.1</b>	<b>Emergency Management Report</b>	<b>9</b>
<b>7.2</b>	<b>Service Performance Report - 31 March 2026</b>	<b>15</b>
<b>7.3</b>	<b>Annual Report Preparation Update</b>	<b>53</b>
<b>7.4</b>	<b>LTP 2037 - Progress Report</b>	<b>59</b>
<b>7.5</b>	<b>TDC Transition &amp; Establishment of Waiti Waters - May 2026 Update</b>	<b>65</b>
<b>8.</b>	<b>Items not on the Agenda</b>	
<b>9.</b>	<b>Closure</b>	



## Performance and Monitoring Committee

Minutes of a meeting of the Performance and Monitoring Committee held in the Council Chamber, 156 High Street, Dannevirke on Wednesday 4 March 2026 commencing at 9:30am.

### 1. Welcome and Meeting Opening

Cr S M Wards (Chairperson), Mayor S M Gilmore, Crs P M Naylor (Deputy Chairperson), C L Corlett, and K E R Te Waaka

#### In Attendance

Cr E Kennedy

Mr C Haines	- Chief Executive
Mrs K Tani	- Group Manager – Strategy and Information
Mr H Featonby	- Group Manager - Operations
Ms S Lowe	- Group Manager – People, Capability and Customer Engagement
Ms T McDonald	- Chief Financial Officer
Ms J Smith	- General Counsel
Mrs S Walshe	- Finance Manager
Mr P Sinclair	- Emergency Management Advisor
Mrs A Dunn	- Manager – Democracy Services

### 2. Apologies

There were no apologies.

### 3. Public Forum

There were no requests for public forum.

### 4. Notification of Items Not on the Agenda

Nil

## **5. Declarations of Conflicts of Interest in Relation to this Meeting's Items of Business**

Nil

## **6. Reports**

### **6.1 Emergency Management Report**

The Performance and Monitoring Committee considered the report of the Emergency Management Advisor dated 18 February 2026 that provided an oversight to the Performance and Monitoring Committee on Emergency Management.

In speaking to the report, the Emergency Management Advisor highlighted the recent appointment of Mr Mike Dunn as Controller noting this was signed off by the Joint Committee.

He drew the committee's attention to paragraph 6.3.1 of his report, noting that a word had been missed out and it should read twenty schools.

With the recent extreme weather events and a declaration of emergency during this reporting period, he commended Mayor Scott Gilmore on his calm and thorough response to these events.

He noted that following the February severe weather event, work continued on continual improvements for readiness and response to emergency events. He gave an example of the GIS mapping and situational viewer that had been developed so that when roading teams go out, they can use quick capture and that photo and information, including GPS information, would then come straight in to the Emergency Operations Centre. Work also continued with community involvement and preparedness as well and gave an example of an upcoming meeting to be held with the community in Herbertville on improvements that can be made following the February event. He advised that Horizons Regional Council were working on lowering the level of the alert on the Wainui River so more warning could be given in the future. He spoke about the ongoing training of officers as well.

A question was asked about the tools that marae were equipped with to cope with emergencies, seeking understanding of Council's role in this, what Council's relationship was with marae to support the community in emergency events and expectations of marae. In response the Emergency Management Advisor noted that Council was involved in equipping marae through the recovery fund following Cyclone Gabrielle. He talked about the process of meeting with marae to ask what they needed, and this was to do with marae preparedness for response. He noted the participation by marae in various training courses such as civil defence centre training. They did have another training programmed in February however this was postponed due to the extreme weather event. He noted they have contacts

for all the marae in the district and our Welfare officer was in contact with relevant marae during recent event. He noted that they had also put in civil defence radios at marae.

In response to a request for an update on progress of the Emergency Management Bill, it was noted that the Bill had recently been out for consultation right, and the Regional Council had taken the lead for submitting on the Bill. There was no update from Central Government on where the Bill was at recently.

With regard to local emergency plans, the Emergency Management Advisor noted they had standard operational procedure plans, including earthquake plan, welfare plan, tsunami plan. These plans are reviewed annually. It was asked that once the Emergency Management Bill had been enacted, that the operational plans be reviewed to ensure they align. It was also asked that an update be provided to the Performance Monitoring Committee to provide oversight of any new legislative requirements and to ensure these are reflected in Council's strategies.

There was some discussion about the impact of the telecommunications outage in Eketahuna following the severe wind event in October, with inability of volunteers of the fire service to receive messages. It was asked whether the Council could assist in liaising with the telecommunications companies. In response the Emergency Management Advisor noted that the telecommunications companies were represented in the Emergency Management Response Group meetings and talked about actions taken following recent events to ensure generators were ready to be installed at cellphone towers in the event that they were needed. It was noted that officers were looking into options for having additional starlinks available in towns through the district, however the issue of security needed to be addressed.

The Mayor advised that there had been discussions at regional level about the lack of a rain radar in this region, and noting the positive impact having a rain radar would have. He noted it would be helpful for the team to document the advantages that a rain radar for the region would provide, to help the Mayors in pushing the need for a rain radar politically.

The Mayor acknowledged the team for all they do to keep everyone safe in the district. He noted that it was a pleasure at the recent Joint Strategy meeting to move the motion to approve the appointment of Mike Dunn as additional controller. He talked about the recent weather event, where the Emergency Operations Centre was activated and expressed thanks to all those involved that dropped their day roles and moved into Emergency Operation Centre roles, including working through the night. He noted the support he received as a new Mayor was exceptional, and he also acknowledged the support from Horizons Regional Council that helped him to make his declaration. He was also heartened by how the community responded to the event. Thanks were also given for other staff that stepped up to assist in the business as usual space to support those

working in the Emergency Operations Centre.

During further discussion on the impacts of losing connectivity during storm events, it was highlighted that the 111 Emergency Calling Service will still work even if the caller's network was not operational. However it was important for callers to stay on the line, as the service will search through other networks to find connectivity and sometimes this took a bit of time, however the call would still go through.

It was asked that the action register record an item for monitoring of the impact of the Emergency Management Bill, so once enacted the impact on Council procedures to be reported back to the Performance Management Committee.

***That the report from the Emergency Management Advisor dated 18 February 2026 concerning the Emergency Management Report be received.***

***Gilmore/Corlett***

***Carried***

## 6.2 Management Report

The Performance and Monitoring Committee considered the report of the Chief Financial Officer dated 25 February 2026 that provided an update on matters relating to the Performance and Monitoring Committee.

Questions for clarification were asked regarding other ways of collecting data, for example community feedback, direct customer feedback when using services, and other real time data. In response the purpose of reporting on KPIs published in the Long Term Plan was noted, however richer data could be added to reports to the committees and the Council.

With regard to the setting of performance measures, it was noted that the Council would have influence over setting the next set of measures in the Long Term Plan 2027-37, and these would be refined through Long Term Plan workshops.

With regard to specific questions of clarification around existing performance measures, clarification was provided as to how these were measured.

With regard to the performance measure around abandoned calls, explanation was requested to be provided about what constitutes an abandoned call, for example how many rings before someone ends the call for it to be deemed abandoned.

It was also asked that data be provided on reduction in facility bookings, as to what could be influencing reduced use.

With regard to the grass maintenance contract, it was noted that the reporting on the current Long Term Plan would not include data on complaints, however it could be included as a performance measure in the next Long Term Plan. It was

noted that the Community Connections Committee had requested reports to be provided to their future meetings on complaints received, and high level audit outcomes.

For reporting on playgrounds with defects it was asked whether actual numbers could be included rather than percentages. It was noted there was opportunity to address this in the next Long Term Plan.

Another potential performance measure suggested for the next Long Term Plan was for digital presence, to measure interactions rather than followers

*The meeting adjourned at 10:53am and resumed at 11:10am*

In consideration of the Pensioner Housing deep dive, it was highlighted that this activity was not rates funded. It was noted that more information would come back to Council for discussion at workshop, especially in light of the Simplifying Local Government Bill and options for this activity. Clarification was also provided that the rents sat at the lower quartile of rentals according to Ministry of Building Innovation and Employment data, and that there was a waiting list for the units.

It was asked that further detail be provided to a Long Term Plan workshop providing a breakdown of overheads and staff costs. It was also requested that a comparison to a similarly-sized portfolio of another Council be provided, including their costs.

***That the report from the Chief Financial Officer dated 25 February 2026 concerning the Management Report be received.***

***Naylor/Te Waaka***

***Carried***

## **7. Items not on the Agenda**

7.1 Nil

There being no further business the Chairperson thanked those present for their attendance and contributions, and declared the meeting closed at 11:53am.





## Report

Date : 26 May 2026  
To : Chairperson and Committee Members  
Performance and Monitoring Committee  
From : Peter Sinclair  
Emergency Management Advisor  
Subject : **Emergency Management Report**  
Item No : **7.1**

---

### 1. Recommendation

- 1.1 *That the report from the Emergency Management Advisor dated 13 May 2026 concerning the Emergency Management Report be received.*

## Executive Summary

Emergency Management capability across the Tararua District continues to strengthen through increased staff training, improved Emergency Operations Centre (EOC) capability, enhanced technology systems, and ongoing community and iwi engagement.

During the reporting period, Emergency Management staff responded to two significant weather events in April 2026. While impacts were less severe than initially forecast, the events caused power outages, road closures, and telecommunications disruptions across several rural communities. The April weather events, once again, demonstrated effective multi-agency coordination, strong community engagement, and successful Emergency Operations Centre activation, with no serious injuries or significant infrastructure damage reported.

### 2. Reason for the Report

- 2.1 To give an oversight to the Performance and Monitoring Committee on Emergency Management.
- 2.2 The report outlines Emergency Management operational capability, community resilience and welfare activities, rural and lifeline considerations, iwi and marae

engagement, and significant weather events occurring within the district during the reporting period.

### **3. Operational Capability**

#### **3.1 People**

3.1.1 Ninety-seven percent of staff have now completed the four-hour foundation-level Emergency Management training.

3.1.2 Ninety-four percent of staff have completed the two-day intermediate-level training, increasing organisational capability within the Emergency Operations Centre (EOC) environment.

3.1.3 Forty-seven staff have now completed function-specific training, with some staff trained across multiple functions to improve operational depth and resilience.

3.1.4 There are currently four Controllers formally appointed under the Group Plan, one Controller has recently resigned, reducing this to three remaining Controllers.

3.1.5 Council has one staff member completing the Response and Recovery Aotearoa New Zealand (RRANZ) controllers' course, which will allow another controller to be added to the group plan.

#### **3.2 Process**

3.2.1 Council now has a dedicated Emergency Operations Centre space within the old council chambers, that remains partially operational at all times and can expand as required during larger emergency activations.

#### **3.3 Technology**

3.3.1 Council is progressing implementation of the D4H Emergency Management platform, which will become the primary emergency management system, with Microsoft Teams retained as a backup platform.

3.3.2 D4H champion training has commenced, with further staff training planned during the year.

3.3.3 After a request from the Herbertville Community, and a request by Council to Horizons, the Wainui River alarm trigger level has been lowered. This will now have a first alarm sound at 5.5 metres, and then a second alarm at 6.5 metres to provide Herbertville residents with earlier evacuation warning time during flooding events.

#### **3.4 Regional Rain Radar**

3.4.1 In response to a question raised at the Performance & Monitoring Committee meeting held on 4 March, we have enquired into regions request for a rain radar. The Regional Emergency Management Group Manager advised that the

Manawatu/Whanganui regional group has raised the need for a regional rain radar on a number of occasions. The absence of this capability can create limitations in weather-intelligence available to support response and readiness activities. The Horizons Regional Council Chief Executive has written to central government on three occasions requesting consideration of a regional rain radar installation. More recently, this matter was also referenced in regional group feedback on the Emergency Management Bill. The regional group will continue to advocate on behalf of the region.

#### **4. Community Resilience and Engagement**

- 4.1 A Psychological First Aid course was held on 28 April 2026, attended by iwi representatives, marae representatives, and community hub members to strengthen local psychosocial support capability.
- 4.2 Iwi and marae representatives, along with our community hub groups continue to participate in Emergency Management Welfare and Response Group meetings building and strengthening essential relationships.
- 4.3 Council officers continue to work alongside marae committees to strengthen marae resilience, preparedness, and emergency response capability. A Civil Defence Centre (CDC) marae preparedness and resilience course was delivered on 8 April 2026, attended by 20 marae participants and received positive feedback from attendees. Civil Defence radios have now been installed across all marae within the district.

#### **5. Emergency Management Bill**

- 5.1 Since the last Performance and Monitoring Committee meeting held on 4 March, there has been no update released from central government.

#### **6. Severe Weather Event – Ex-Cyclone Vaianu**

- 6.1 Ex-Cyclone Vaianu tracked south across New Zealand over the weekend of 12–13 April 2026, bringing heavy rainfall, strong winds, and elevated coastal swells to the Tararua District.
- 6.2 The Emergency Operations Centre (EOC) was activated at 1600 hours in Dannevirke to support coordination and ensure operational readiness. The EOC stood down at 2000 hours the same evening as conditions stabilised.
- 6.3 Despite adverse weather conditions, there were no reports of significant damage or widespread disruption, and no emergency declaration was required. The event was managed effectively with a focus on life safety, preparedness, and coordinated response activities. Specific impacts included;
  - 6.3.1 A prolonged power outage affected Herbertville, Wimbledon, and surrounding rural areas for approximately 23 hours, which also resulted with some cellphone disruption.

- 6.3.2 Strong winds caused minor debris issues, including fallen branches and small rockfalls, however no significant infrastructure damage was reported.
- 6.3.3 Coastal swells reduced without impacting vulnerable locations, including the Ākitio Esplanade.
- 6.3.4 Water turbidity increased at the Dannevirke intake but remained manageable within normal operational parameters.
- 6.4 No road closures were reported, and transport networks remained largely unaffected throughout the event. No injuries or welfare concerns were reported during the event. No impacts were recorded for schools due to the timing of the event occurring during the school holiday period, and healthcare services and specialist care facilities reported no operational disruptions. Pre-event drain clearing activities reduced flood risk and contributed to minimal disruption across the district.
- 6.5 Communities were informed and engaged through regular public communications and local monitoring activities. Residents also actively monitored local conditions, including river levels and coastal conditions.

## **7. Severe Weather Event – 20–22 April 2026**

- 7.1 Between 20 and 22 April 2026, the Tararua District experienced a significant and sustained rainfall event associated with a slow-moving weather system. Forecasts indicated the potential for high rainfall totals, with MetService issuing an Orange Heavy Rain Warning covering the district.
- 7.2 Given uncertainty around the scale and location of impacts, an Incident Management Team (IMT) was activated early to monitor conditions and coordinate preparedness activities. The event began with intense thunderstorms affecting coastal areas before moving inland and impacting the wider district. As rainfall intensified and impacts materialised, the Emergency Operations Centre (EOC) was activated to support a coordinated multi-agency response.
- 7.3 The event peaked on 21 April, resulting in widespread impacts including rising river levels, localised flooding, slips, and significant disruption to the roading network. Coastal communities, particularly Ākitio and Herbertville, experienced the most severe impacts.
- 7.4 By 22 April, weather conditions had improved, rivers were receding, and response operations transitioned toward roading recovery and ongoing monitoring activities. No formal declaration of emergency was required.
- 7.5 At the height of the event, at least 12 roads across the district were affected, including seven full road closures caused by slips, flooding, fallen trees, and debris, along with at least five roads reduced to single-lane access.

- 7.6 Critical access routes to coastal communities, including Coast Road and River Road, were closed, temporarily isolating Ākitio. Additional rural properties, including a household at the end of Lys Road, were also temporarily cut off.
- 7.7 River systems responded rapidly to sustained rainfall. Herbertville experienced significant rainfall, strong winds, rising river levels. The Wainui River required close monitoring, with residents and campground operators preparing for potential evacuation should conditions deteriorate further. While widespread river flooding did not occur, localised flooding and surface water issues affected several vulnerable areas, particularly within Pahiatua.
- 7.8 Three Waters infrastructure remained operational throughout the event, although systems were placed under significant pressure. Drinking water treatment plants continued operating despite increased river turbidity requiring reliance on stored water supplies. Wastewater systems experienced high inflow and infiltration, operating at maximum capacity and requiring controlled overflow channels in Eketāhuna and Pahiatua.
- 7.9 Utilities were generally maintained, although isolated power outages occurred within Pahiatua and Herbertville. Telecommunications services remained largely stable throughout the event, although Herbertville did temporarily lose cell phone coverage due to the Tautane cell phone tower running out of battery capacity.
- 7.10 Ākitio experienced some of the most significant community impacts during the event, including temporary isolation due to road closures, rising river levels, slips, and localised flooding. Three residents self-evacuated to higher ground following water entering around and the back of properties.
- 7.11 Roading teams undertook extensive operational activities including clearing drains and grates, responding to slips, removing debris, and restoring access throughout the district. These efforts were critical in reconnecting isolated communities, particularly Ākitio.
- 7.12 Pahiatua experienced localised surface flooding within areas known to be vulnerable to stormwater issues. Prior to the peak of the event, Council staff undertook proactive door knocking of approximately 100 properties previously impacted by flooding to advise residents of forecast weather conditions and potential flooding risks. Feedback from residents regarding this initiative was positive.
- 7.13 Across the wider district, Emergency Operations Centre staff maintained regular contact with community representatives, marae, and vulnerable populations. Welfare teams maintained ongoing engagement with affected communities to ensure any emerging needs were identified and addressed early. No formal welfare needs or evacuations were identified during the event. Public communication formed a key component of the response, with regular updates provided through social media, the Council website, and Antenna alerts. Messaging focused on weather forecasts, road closures, access information, preparedness, and public safety advice.

- 7.14 Three Waters teams ensured continuity of essential water and wastewater services throughout the event, preventing escalation into wider public health issues despite significant operational pressure.
- 7.15 As conditions improved, the Emergency Operations Centre was stood down, with the Incident Management Team continuing to monitor the situation and coordinate recovery activities, including road reopening and impact assessments.
- 7.16 Overall, the response once again, demonstrated strong coordination, proactive preparedness, and effective community engagement. While the event highlighted ongoing vulnerabilities within roading access, impacts across the district were managed successfully and essential services were maintained.

## **8. Recovery**

- 8.1 No significant recovery issues were identified during the reporting period.
- 8.2 Lessons identified from recent activations continue to inform operational planning, community preparedness initiatives, and future Emergency Management training activities.

## **Attachments**

Nil.



## Report

Date : 27 May 2026  
To : Chairperson and Committee Members  
Performance and Monitoring Committee  
From : Sarah Walshe  
Finance and Revenue Manager  
Subject : **Service Performance Report - 31 March 2026**  
Item No : **7.2**

---

### 1. Recommendation

1.1 *That the report from the Finance and Revenue Manager dated 27 May 2026 concerning the Service Performance Report - 31 March 2026 be received.*

### 2. Reason for the Report

2.1 To provide an update on matters relating to the Performance and Monitoring Committee.

### 3. Service Performance Report

3.1 During the 2024-2034 Long Term Plan, Council reviewed its service performance measures as part of ensuring Council was reliably measuring its performance against the service levels within the Long Term Plan and that they aligned to our District Strategy.

3.2 The purpose of these performance measures is to be able to provide an adequate basis for reporting on Council's performance in each of the subsequent annual reports following the adoption of the Long Term Plan and to enable to community to determine whether the planned level of service has been delivered.

3.3 As can be seen in the table below Council has 131 service performance measures which can be broken up into three categories:

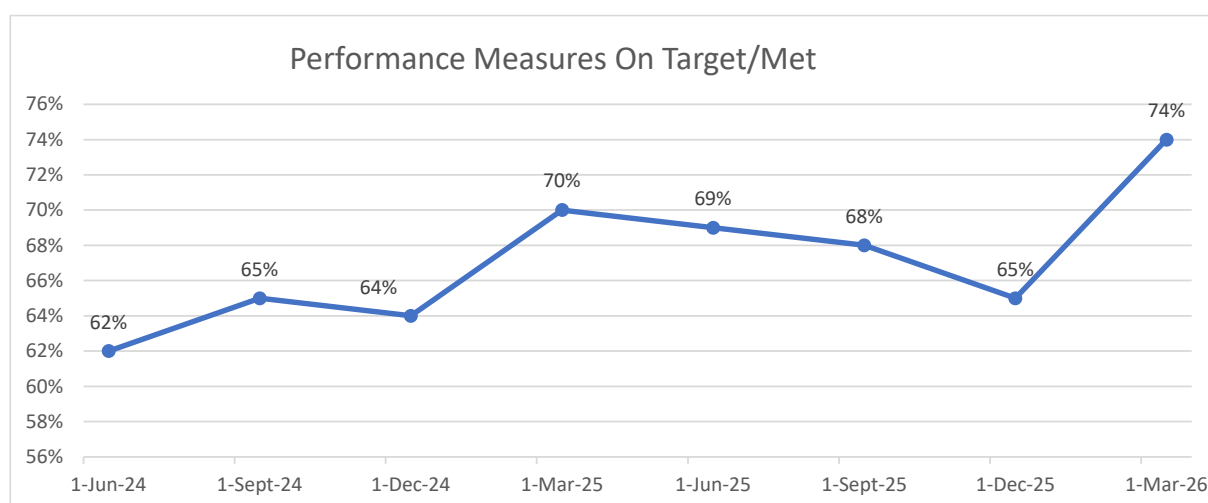
3.4 Mandatory service performance measures – these are mandatory measures that the Department of Internal Affairs has determined, and all Council's must report on these. These are in place for the Stormwater, Wastewater, Water, Roading and

Footpath activities. These measures are marked with an \* within the accompanying service performance report.

- 3.5 Survey service performance measures – these are measures that Council has put in place and are measured by either the community/residents survey (this will be completed Annual in May), or specific surveys that have been identified in each of the activities.
- 3.6 The last category of service performance measures is the Council group. These are all other performance measures that Council has adopted as part of it’s long term plan.
- 3.7 For the 2025/2026 financial year Council has changed the way in which the community/resident surveys are being conducted. Previously these were conducted in three waves throughout the year, this survey will now be completed annually in May which is why when comparing results against the previous year there is an increase in “Not yet measured”.
- 3.8 Summary of performance for the period ending 31 March 2026 can be seen below, and results for each measure and explanation as able to be provided can be found in the attached service performance report.

Category	2025/26 measures			% (out of 131 measures)	Last Year Results
	Council	Survey	Mandatory		
Achieved / On Track	35	2	28	50%	59%
Not achieved / Needs Improvement	14	4	5	18%	25%
Not yet measured	8	27	8	33%	14%
Not applicable	-	-	-	-	2%
<b>Total</b>	<b>57</b>	<b>33</b>	<b>41</b>	<b>100%</b>	<b>100%</b>

Performance Measure Summary by Activity	Achieved/On Track	Needs Improvement	Not Met	Not yet Measured	Total
<b>Thriving District</b>					
Economic Development	-	3	-	-	3
Community Development	2	5	-	-	7
<b>Improving our Environment</b>					
Environmental Management	8	1	-	3	12
Stormwater	7	1	-	1	9
Wastewater	13	-	-	1	14
Water	8	3	-	5	16
<b>Connected Communities</b>					
Community Facilities & Services	12	4	-	21	37
Regulatory Compliance	8	-	-	-	8
Transportation	1	1	-	9	11
<b>Interactive Council</b>					
Governance & Community Engagement	6	4	1	3	14
<b>Total Measures</b>	<b>65</b>	<b>22</b>	<b>1</b>	<b>43</b>	<b>131</b>



3.9 Councils Annual Community Voice Survey is currently underway, with results to be reported within the 12 month service performance report and Annual Report. The survey has open for the month of May and closes on 31 May 2026.

3.10 In response to the request for more up-to-date performance information being included in this report, it is noted that detailed statistics and key performance indicators are reported regularly to the Community Connections Committee through activity management reports, with the latest information included in the agenda of 20 May 2026.

## Attachments

1. Third Quarter Service Performance Report - 31 March 2026



# Third Quarter **SERVICE PERFORMANCE REPORT**

Period ending 31 March 2026



# Ngā Ihirangi

# CONTENTS

- 03** THRIVING DISTRICT *He rohe tōnui*
  - 04** Economic Development *Te Whakawhanaketanga Ohaoha*
  - 05** Community Development *Whanaketanga Hapori*
- 06** IMPROVING OUR ENVIRONMENT *Te wahakapaipai i te taiao*
  - 07** District Planning *Te Whakamahere Ā-Rohe*
  - 08** Emergency Management *Te Whakahaeretanga Ohotata*
  - 09** Waste Management *Te Whakahaeretanga Para*
  - 10** Stormwater *Te Wai Ua*
  - 11** Wastewater *Te Wai Kino*
  - 13** Water Supply *Te Wai*
- 15** CONNECTED COMMUNITIES *He Hapori Tūhono*
  - 17** Animal Control *Ngā Here Kararehe*
  - 18** Cemeteries *Ngā Urupā*
  - 19** Community Buildings *Ngā Whare Hapori*
  - 20** Libraries *Ngā Whare Pukapuka*
  - 22** Parks & Reserves *Ngā Papa Tākaro me ngā Papa Rāhui*
  - 23** Pensioner Housing *Ngā Whare Kaumātua*
  - 24** Public Conveniences *Ngā Ratonga Tūmatanui*
  - 25** Swimming Pools *Ngā Puna Kaukau*
  - 26** Building Control *Ngā Here Waihanga*
  - 27** Compliance & Monitoring *Te Tautuku me te Aroturuki*
  - 28** Roading *Ngā Mahi Huarahi*
  - 29** Footpaths *Ngā Ara Hikoi*
- 30** INTERACTIVE COUNCIL *He Kaunihera Pāhekoheko*
  - 31** Customer Services *Ngā Ratonga Kiritaki*
  - 32** Communications *Ngā Whakawhitiwhiti*
  - 33** Democracy Services *Ngā Ratonga Manapori*

# He rohe tōnui

# THRIVING DISTRICT

## Te Whakahāngaitanga Rautaki

## Strategic Alignment

Thriving District guides Council through navigating the ever-changing landscape of population growth and environmental shifts, ensuring our commitment to adaptive, sustainable development stands at the cornerstone of planning.

At the forefront of these efforts are Economic Development and Community Development. Community Development leads impactful community driven initiatives to promote leadership and development, access to external funding, and development of District identity. Economic Development is at the forefront of external partnerships to put Tararua on the face of economic opportunities through district promotion and growth opportunities, such as through the new Te Ahu a Tūranga – Manawatū Tararua Highway. Their collective efforts contribute to the creation of a Thriving District, where residents can enjoy a high quality of life, sustainable practices are embedded in daily life, and the community stands resilient in the face of evolving challenges.

Ensuring we strive towards a Thriving District also honours our commitment to Te Tiriti o Waitangi, and our two iwi partners, Rangitāne o Tamaki Nui-ā-Rua, and Ngāti Kahungunu ki Tāmaki-nui-a-Rua. A flourishing District provides a platform for cultural preservation and enhanced well-being. As we build towards the future, our commitment to inclusivity ensures that the benefits of a Thriving District are shared equitably among all residents, fostering a sense of unity and mutual success.

## Ngā ngohe kei tēnei rōpū

## Activities in This Group

### Economic and Community Development *Te Whakawhanaketanga Ōhanga, Hapori hoki*

Economic Development *Te Whakawhanaketanga Ohaoha*

Community Development *Whanaketanga Hapori*





## Te Whakawhanaketanga Ohaoha Economic Development

### Performance measures and targets

Ngā Whakainenga Mahi me ngā Whāinga

Level of service	Performance measure	Target	2024/25 Results	First Quarter Results	Six Month Results	Third Quarter Results
Growth and Partnership: Engage with local businesses and regional partnerships to grow the economy.	Development and maintenance of new business partnerships.	1 Maintain 2	Not achieved	Needs improvement Nil*	Needs improvement Nil*	Needs improvement Nil*
District Promotion: Council continues to explore external funding streams.	The number of government funding applications applied for on behalf of Council.	1	Not achieved	Needs improvement Nil*	Needs improvement Nil*	Needs improvement Nil*
District Promotion: Council promotes the Tararua District to visitors and residents.	There is an increase in visitor numbers as shown annually through retail spend.	Increase	Not achieved	Needs improvement Nil*	Needs improvement Nil*	Needs improvement Nil*

\*With the restructure of Economic Development no work has been undertaken towards this workstream.



# Whanaketanga Hapori Community Development

## Performance measures and targets

### Ngā Whakainenga Mahi me ngā Whāinga

Level of service	Performance measure	Target	2024/25 Results	First Quarter Results	Six Month Results	Third Quarter Results
Facilitate active community-led development	Number of communities active in community-led development activities (participation)	3	Achieved 4	Needs improvement Nil*	Needs improvement Nil*	On Target 3 <sup>#</sup>
Council actively seeks external funding for projects and activities	Percentage of external funding applications submitted by Council that were successful	50%	Not achieved*	Needs improvement Nil*	Needs improvement Nil*	On Target Energy Efficiency & Conservation Authority
Community projects are supported in gaining external funding	Percentage of funding applications made by community organisations and supported by Council that were successful	60%	Not achieved*	Needs improvement Nil*	Needs improvement Nil*	Needs improvement Nil*
Increase community access to funding opportunities	Number of philanthropic trusts and fund administrators that attended the annual Funders Forum event	10	Achieved 15	Needs improvement Nil*	Needs improvement Nil*	Needs improvement 5
	Number of appointments generated between community and fund providers through the Funders Forum event	45	Not achieved 27 No further appointments expected	Needs improvement Nil*	Needs improvement Nil*	Needs improvement 28 <sup>^</sup>
Community are satisfied with activities of the community development service	Percentage of surveyed community organisations satisfied or better than satisfied with Council fundraising support or CLD activities	80%	Achieved 100%	Needs improvement Nil*	Needs improvement Nil*	Needs improvement Nil*
Develop community leadership and collaborative skills	Number of community workshops or training events council has supported or coordinated	4	Not achieved No events were held due to the change in scope of the Economic & Community Development funding	Needs improvement Nil*	Needs improvement Nil*	Needs improvement Nil*

\*With the restructure of Community Development no work has been undertaken towards this workstream.

<sup>#</sup>Norsewood, Pahiatua and Woodville have adopted community plans. Eketāhna is in progress.

<sup>^</sup>28 attendees between both Dannevirke & Pahiatua drop in sessions held.

# Te wahakapaipai i te taiao

## IMPROVING OUR ENVIRONMENT

### Te Whakahāngaitanga Rautaki

## Strategic Alignment

In this ten-year plan, Tararua District Council underscores the imperative of Improving our Environment, recognising the profound impact it has on the District's well-being. Climate change poses significant challenges, impacting farming, agricultural opportunities, biodiversity, and the overall health of our ecosystem. We have felt deeply the impact of climate change through Cyclone Gabrielle and we continue to build back stronger from these challenges.

Improving our Environment requires targeted effort across Council and the community to think critically on Tararua-specific solutions to environmental issues, to ensure the environment is considered in developing infrastructure, services, and future town planning, and to enable initiatives that can improve our responses to climate change. Our 3 Waters infrastructure, Waste Management, and District Planning all contribute to this Focus Area through developing innovative solutions and reducing harm to our natural environment. Simultaneously, Emergency Management works to ensure our community is ready and able to face the impacts of climate change, fostering a collective spirit that can weather environmental challenges.

These initiatives hold particular importance for Māori, as they embody core values such as Kaitiakitanga (guardianship) and Whanaungatanga (relationships). Recognizing the intrinsic connection between the environment and cultural identity, our plan seeks to uphold Te Tiriti o Waitangi principles of partnership. We will work hand-in-hand with our iwi partners and Māori communities, honouring their values, and our natural resources. Together, Māori and the wider community will work as guardians, respecting cultural heritage, nurturing relationships, and building a resilient future that acknowledges and embraces the unique values Māori bring to environmental stewardship.

### Ngā ngohe kei tēnei rōpū

## Activities in This Group

#### Environmental Management *Manaakitanga Taiao*

District Planning *Te Whakamahere Ā-Rohe*

Emergency Management *Te Whakahaeretanga Ohotata*

Waste Management *Te Whakahaeretanga Para*

#### Stormwater *Te Wai Ua*

#### Wastewater *Te Wai Kino*

#### Water *Te Wai*





# Te Whakamahere Ā-Rohe District Planning

## Performance measures and targets

Ngā Whakainenga Mahi me ngā Whāinga

Level of service	Performance measure	Target	2024/25 Results	First Quarter Results	Six Month Results	Third Quarter Results
To promote, support and facilitate safe communities	The percentage of non-notified resource consent applications processed within statutory timeframes (20 working days)	95%	 Achieved 100%	 On target 100%	 On target 100%	 On target 100%
To provide a friendly, efficient and timely service	Applications for subdivision or land use consents are processed within 20 working days	95%	 Achieved 100%	 On target 100%	 On target 100%	 On target 100%



# Te Whakahaeretanga Ohotata Emergency Management

## Performance measures and targets

### Ngā Whakainenga Mahi me ngā Whāinga

Level of service	Performance measure	Target	2024/25 Results	First Quarter Results	Six Month Results	Third Quarter Results
Support communities to develop response and recovery plans for the current eight-community civil defence groups	Percentage of community response plans up to date.	Increase from baseline	Not applicable 84%*	On target 92% 12 out of 13 plans are up to date	On target 92% 12 out of 13 plans are up to date	On target 92% 12 out of 13 plans are up to date
A minimum of one Council officer in attendance at Regional Coordinating Executive Group and Regional Emergency Management Officers meetings	Percentage of Regional Coordinating Executive Group and Regional Emergency Management Officer Meetings with at least one Council officer in attendance.	100%	Achieved 100%	On target 100%	On target 100%	On target 100%
Residents and households are self-prepared for an emergency event.	Percentage of respondents in community survey that identify they are prepared to be self-sufficient for three days or more.	Increase from baseline	Not applicable 93%	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026
Ensure an adequate number of trained staff to operate an emergency operations centre and recovery office.	Percentage of management staff are trained, as evidenced in training records, to Integrated Training Framework – Intermediate level.	80%	Achieved 96%	On target 92%	On target 92%	On target 92%
Lead local emergency management coordination and planning by administering the Tararua Emergency Management Committees	Percentage of annual stakeholder survey respondents are satisfied with Council's role.	80%	Not achieved Survey was not taken to May meeting. Will take to next meeting in August	On target 100% 100% satisfaction from stakeholder survey in July 2025	On target 100% 100% satisfaction from stakeholder survey in July 2025	On target 100% 100% satisfaction from stakeholder survey in July 2025

\*Two plans are still under review at year end.



## Te Whakahaeretanga Para Waste Management

### Performance measures and targets

Ngā Whakainenga Mahi me ngā Whāinga

Level of service	Performance measure	Target	2024/25 Results	First Quarter Results	Six Month Results	Third Quarter Results
Refuse and recycling services meet user needs.	Percentage of residents rating recycling as “fairly satisfactory” or “very satisfactory” in the community survey.	85%	Not achieved 74%	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026
	Percentage of residents rating landfills/ transfer station management as “fairly satisfactory” or “very satisfactory” in the community survey.	75%	Not achieved 64%	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026
Reduce waste to landfill	Kilograms of waste per resident sent to landfills by the Council per annum	< 250kg	Achieved 141kg	On target 35kg	Needs improvement 72kg	On target 107kg
	Tonnage of recycled materials processed by Council	>1,200 tonnes	Achieved 1,237kg	Needs improvement 254 tonnes	Needs improvement 567 tonnes	Needs improvement 864 tonnes
Council's open and closed landfills are well managed	% of landfills where all Horizons resource consent conditions are met	100%	Achieved 100%	Not applicable Annual Reports due later in year	Not applicable Annual Reports due later in year	Achieved 100%



## Performance measures and targets

### Ngā Whakainenga Mahi me ngā Whāinga

Level of service	Performance measure	Target	2024/25 Results	First Quarter Results	Six Month Results	Third Quarter Results
An effective stormwater system that protects people and properties from flooding	The number of flooding events where an overflow of stormwater had entered a habitable floor*	< 20	Achieved 2	On target Nil	On target Nil	On target Nil
	For each flooding event, the number of habitable floors affected, expressed per 1,000 properties connected to the stormwater system*	< 5	Achieved 0.39	On target Nil	On target Nil	On target Nil
A reliable stormwater network	Percentage of residents rating stormwater management as “fairly satisfactory” or “very satisfactory” in the community survey.	70%	Not achieved 60%	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026
	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 11.01	On target 1.38	Needs improvement 3.73	Needs improvement 7.05
Council ensures quality and efficiency of the stormwater network	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	On target Nil	On target Nil	On target 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	On target Nil	On target Nil	On target Nil
	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	On target Nil	On target Nil	On target 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	On target Nil	On target Nil	On target Nil
	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 1 hour 52 minutes	On target Nil	On target Nil	On target Nil

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








## Performance measures and targets

### Ngā Whakainenga Mahi me ngā Whāinga

Level of service	Performance measure	Target	2024/25 Results	First Quarter Results	Six Month Results	Third Quarter Results
A reliable wastewater service	The number of dry weather sewerage overflows from the wastewater system per 1,000 connections*	< 5	Achieved 2.04	On target Nil	On target 0.81	On target 1.83
	Percentage of residents rating wastewater management as “fairly satisfactory” or “very satisfactory” in the community survey.	80%	Not achieved 76%	Not applicable Survey to be completed May 2026	Not applicable Survey to be completed May 2026	Not applicable Survey to be completed May 2026
Risks to public health and our natural environment are minimised	Number of schemes with consents which are current	5	Achieved 5*	On target 5#	On target 5#	On target 5#
	Number of enforcement actions against Council for not meeting resource consent conditions for sewage schemes relating to: Abatement Notices*	0	Achieved Nil	On target Nil	On target Nil	On target Nil
	Number of enforcement actions against Council for not meeting resource consent conditions for sewage schemes relating to: Infringement notices*	0	Achieved Nil	On target Nil	On target Nil	On target Nil
	Number of enforcement actions against Council for not meeting resource consent conditions for sewage schemes relating to: Enforcement orders*	0	Achieved Nil	On target Nil	On target Nil	On target Nil
	Number of enforcement actions against Council for not meeting resource consent conditions for sewage schemes relating to: Convictions*	0	Achieved Nil	On target Nil	On target Nil	On target Nil
Council responds quickly when things go wrong	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 40 minutes	On target 28 minutes	On target 43 minutes	On target 44 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 41 minutes	On target 2 hours 30 minutes	On target 2 hours 30 minutes	On target 2 hours 14 minutes



Level of service	Performance measure	Target	2024/25 Results	First Quarter Results	Six Month Results	Third Quarter Results
Council responds quickly when things go wrong	Number of complaint received about wastewater per 1,000 connections for: Sewerage odour*	< 4	 Achieved Nil	 On target Nil	 On target 0.20	 On target 0.20
	Number of complaint received about wastewater per 1,000 connections for: Sewerage system faults*	< 5	 Achieved 4.48	 On target 0.20	 On target 1.02	 On target 2.44
Council responds quickly when things go wrong	Number of complaint received about wastewater per 1,000 connections for: Sewerage system blockages*	< 7	 Achieved 2.65	 On target 1.22	 On target 2.24	 On target 3.46
	Number of complaint received about wastewater per 1,000 connections for: Councils response to the above issues*	< 3	 Achieved 0.61	 On target Nil	 On target Nil	 On target Nil
	Number of complaint received about wastewater per 1,000 connections for: Total Number of recorded complaints*	< 19	 Achieved 7.73	 On target 1.42	 On target 3.46	 On target 6.10

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

#Two waste water schemes are operating under existing use (x124) which we are in the process of renewing.



## Performance measures and targets

### Ngā Whakainenga Mahi me ngā Whāinga

Level of service	Performance measure	Target	2024/25 Results	First Quarter Results	Six Month Results	Third Quarter Results
Council provides a reliable water supply	Percentage of customers rating water management as “fairly satisfactory” or “very satisfactory” in the community survey.	80%	Not achieved 59%	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026
Council provides water at a consistent volume	Number of complaints over 1,000 connections to Council’s networked reticulation system for: Drinking water pressure or flow*	< 4	Achieved 3.44	On target 0.61	On target 1.62	On target 2.22
Water looks and tastes good	Number of complaints over 1,000 connections to Council’s networked reticulation system for: Drinking water taste*	< 5	Achieved 1.01	On target Nil	On target Nil	On target Nil
	Number of complaints over 1,000 connections to Council’s networked reticulation system for: Drinking water clarity*	< 5	Not achieved 7.28	Needs improvement 2.43	Needs improvement 6.47*	Needs improvement 8.49*
	Number of complaints over 1,000 connections to Council’s networked reticulation system for: Drinking water odour*	< 4	Achieved Nil	On target Nil	On target Nil	On target 0.20
Interruptions to supply are minimised	Number of complaints over 1,000 connections to Council’s networked reticulation system for: Continuity of supply*	< 5	Not achieved 8.70*	Needs improvement 2.63	Needs improvement 5.25*	Needs improvement 6.87*
Council is responsive to issues relating to water supply	Number of complaints over 1,000 connections to Council’s networked reticulation system for: Council’s response to the issues above*	< 2	Achieved 0.61	On target Nil	On target Nil	On target Nil
	Number of complaints over 1,000 connections to Council’s networked reticulation system for: Total number of recorded complaints*	< 25	Achieved 24.27*	Needs improvement 7.08*	Needs improvement 15.36*	Needs improvement 19.60*

Level of service	Performance measure	Target	2024/25 Results	First Quarter Results	Six Month Results	Third Quarter Results
Water provided is safe to drink	Number of schemes that comply with bacteria requirements of the Water Services (Drinking Water Services for New Zealand) Regulations 2022.*^	7	Not achieved 3 schemes comply	Not applicable Measured at year end	Not applicable Measured at year end	Not applicable Measured at year end
	Number of schemes that comply with Protozoa requirements of the Water Services (Drinking Water Services for New Zealand) Regulations 2022.*^	7	Not achieved 4 schemes comply	Not applicable Measured at year end	Not applicable Measured at year end	Not applicable Measured at year end
Council is responsive to issues relating to water supplies	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	Achieved 18 minutes	On target 36 minutes	On target 45 minutes	On target 41 minutes
	Median time to resolve an urgent callout, measured from the time Council receives notification to the time that service personnel confirm the resolution of the fault*	5 hours	Achieved 50 minutes	On target 66 minutes	On target 2 hours 1 minute	On target 1 hour 17 minutes
	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 hours 56 minutes	On target 3 hours 30 minutes	On target 3 hours 9 minutes	On target 3 hours 32 minutes
	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	Achieved 6 hours 10 minutes	On target 14 hours 51 minutes	On target 9 hours 50 minutes	On target 17 hours 3 minutes
Wastage of water is minimised	The percentage of real water loss from the Council's networked reticulation schemes based on the minimum night flow (MNF) analysis*	10%	Not achieved 48%	Not applicable Measured at year end	Not applicable Measured at year end	Not applicable Measured at year end
	Average consumption of drinking water per day per resident connected to a Council scheme*	300 Litres	Not achieved 358 litres	Not applicable Measured at year end	Not applicable Measured at year end	Not applicable Measured at year end

\*A total of 97 CRM's have been received for the year, 57 in Dannevirke, 11 in Woodville, five in Norsewood, seven in Pahiatua, three in Eketāhuna and 13 in Pongaroa. The complaints received in Dannevirke relate to discolouration caused by hydrant flushing in August, a water leak repair that required the pipes to be flushed in December.

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

^The Non-Financial Performance Measures Rules 2013 required local authorities to report their compliance with the bacterial and protozoal contamination criteria of the New Zealand Drinking Water Standards 2005. These standards have been superseded by the Water Services (Drinking Water Services for New Zealand) Regulations 2022 (the regulations) and DWQAR (Drinking Water Quality Assurance Rules 2022) and therefore the council is reporting against these measures relying upon the relevant incorporation by reference provisions in New Zealand law.

®A total of 34 CRM's have been received to 31 March 2026. 11 in Dannevirke, seven in Woodville, two in Eketāhuna, one in Pahiatua, and 13 in Pongaroa. Essential repair work was required on a water main in Dannevirke. To enable the repair to be carried out safely while the main remained live, operators opened fire hydrants temporarily to reduce water pressure. The opening of the fire hydrants can cause discolouring as they can disturb sediment within the network.

# He Hapori Tūhono

# CONNECTED COMMUNITIES

## Te Whakahāngaitanga Rautaki Strategic Alignment

In envisioning the trajectory of our district, a further core principle remains the cultivation of Connected Communities. We are dedicated to providing outstanding facilities and services that address the specific needs of our residents, maintaining and enhancing the well-being and vitality of our district in the coming decade. Our vision emphasizes the necessity for communities to feel secure and interconnected at both local and district-wide levels. This involves investing in functional facilities and services that adapt to evolving needs, improving infrastructure, and ensuring recreational and cultural needs are met.

Numerous key departments across council contribute to Connected Communities, including Libraries, Parks and Reserves, and Roothing, to name a few. Each area is aligned in their mission to provide essential facilities and services to Tararua, both now and in the coming years. Our commitment seeks to ensure towns are accessible through provide robust infrastructure connecting our communities both physically and digitally. The ability to connect with the community is fostered further through services that support safe participation in society, such as through Animal Control, and Health and Safety compliance. This interconnectedness is crucial to facilitate local and district-wide participation, safeguarding that no community is left behind.

To achieve Connected Communities, we will seek to also provide facilities and services tailored to meet the distinct needs of Māori communities. Facilities should be designed not just with functionality in mind, but with a deep respect for cultural values and traditions. We will aim to create spaces that resonate with the identity of all residents, including our Māori communities, fostering a sense of belonging and pride. We will seek to work in Partnership, honouring both Te Tiriti o Waitangi and Councils commitment to the iwi partners by making sure community services are developed collaboratively.



## Ngā ngohe kei tēnei rōpū

# Activities in This Group

### **Community Facilities & Services Ngā Whare me ngā Ratonga Hapori**

Animal Control Ngā Here Kararehe

Cemeteries Ngā Urupā

Community Buildings Ngā Whare Hapori

Libraries Ngā Whare Pukapuka

Parks and Reserves Ngā Papa Tākaro me ngā Papa Rāhui

Pensioner Housing Ngā Whare Kaumātua

Public Conveniences Ngā Ratonga Tūmatanui

Swimming Pools Ngā Puna Kaukau

### **Regulatory Compliance Ngā Here a te Ture**

Building Control Ngā Here Waihanga

Compliance and Monitoring Te Tautuku me te Aroturuki

### **Transportation Ngā Waka Kawe Tangata**

Roads Ngā Mahi Huarahi

Footpaths Ngā Ara Hiko





# Ngā Here Kararehe Animal Control

## Performance measures and targets

### Ngā Whakainenga Mahi me ngā Whāinga

Level of service	Performance measure	Target	2024/25 Results	First Quarter Results	Six Month Results	Third Quarter Results
Residents are satisfied with the Animal Control service	Percentage of residents rating Animal Control as “fairly satisfactory”, “satisfactory” or “very satisfactory” in the community survey	80%	Not achieved 65%	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026
	The percentage of customer service request complaints related to dogs attacking or biting are responded to within 2 hours.	95%	Achieved 95%	On target 100%	On target 100%	On target 100%
Dog owners are complying with their registration responsibilities	The percentage of known dogs that are registered.	95%	Achieved 99.85%	On target 100%	On target 99%	On target 99%



# Ngā Urupā Cemeteries

## Performance measures and targets

### Ngā Whakainenga Mahi me ngā Whāinga

Level of service	Performance measure	Target	2024/25 Results	First Quarter Results	Six Month Results	Third Quarter Results
The cemetery grounds are presented to a high standard.	Percentage of residents rating cemeteries for presentation and maintenance of the grounds as “excellent”, “very good” or “good” in the resident’s survey.	90%	Not achieved 83%	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026
	Quarterly surveying of funeral directors and monumentalists on the presentation and maintenance of cemetery grounds.	90%	Achieved 90%	Needs improvement No responses were received, recommend revisiting frequency	On target 100%	On target 100% <sup>®</sup>
	Routine maintenance is undertaken as per contractual requirements through monthly audits by council contracts officer. A minimum of 90% grounds should meet maintenance requirement	90%	Achieved 90%	Needs improvement 85% <sup>^</sup>	Needs improvement 72% <sup>^</sup>	Needs improvement 82% <sup>^</sup>
	Council reviews annually the contribution provided to the maintenance of the five urupā in the District.	1	Achieved <sup>*</sup>	Not applicable Annual Plan underway	On target Annual Plan underway	On target All eligible Urupa Komiti have been contacted
Plots are available in all local cemeteries.	Percentage of cemeteries in district with plots available for the next 12 months, based on historical burial data.	100%	Achieved 100%	On target 100%	On target 100%	On target 100%
Information on cemeteries is easily available.	Percentage of residents rating information on cemeteries as easily accessible through the Council website in the community survey.	90%	Not achieved <sup>#</sup>	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026

<sup>^</sup> Performance across the district has remained largely within specification, with some areas requiring ongoing attention and prompt rectification following audits. The district-wide grounds maintenance commenced 1 December, coinciding with the peak growth season. This timing created transitional challenges which contributed to a temporary decline in performance during December. Ongoing monitoring and adjustments are in place to ensure service levels stabilise and improvements continue into the following months. Average score for the period is 81.55% across.

<sup>#</sup> This question was omitted from the 2024/2025 community survey as a result this measure is not achieved. Officers have ensured it is included in the community survey for the 2025/2026 year.

<sup>®</sup>Feedback received “I’m impressed with Taranua District Council’s relationship with cemetery stakeholders such as friends of the cemeteries, and their willingness to recognise interested parties offering pathways and support. Well done!”



## Ngā Whare Hapori Community Buildings

### Performance measures and targets

#### Ngā Whakainenga Mahi me ngā Whāinga

Level of service	Performance measure	Target	2024/25 Results	First Quarter Results	Six Month Results	Third Quarter Results
Council provides community buildings that are fit for purpose	Percentage of users rating community buildings as being suitable for their required needs as evidenced by 'suitable' or 'very suitable' in the community survey.	90%	Achieved 92%	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026
	Percentage of residents who are aware of Council facilities available for hire in the community survey.	80%	Not achieved 68%	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026
Facilities are well utilised	The increase from previous year in the total number of hours per annum facilities are booked through Council.	> 10%	Achieved 20%	On target 37%	Needs improvement 5%	Needs improvement 6%

\* Bookings are tracking 5.5% ahead of the same reporting period 2024/25 = 4,623 hours and 2025/26 = 4,879 hours.



## Performance measures and targets

### Ngā Whakainenga Mahi me ngā Whāinga

Level of service	Performance measure	Target	2024/25 Results	First Quarter Results	Six Month Results	Third Quarter Results
Council provides libraries that the community is satisfied with	Percentage of residents rating libraries as “fairly satisfactory” or “very satisfactory” in the community survey.	90%	Achieved 94%	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026
To provide community and recreation facilities to our communities	Percentage of customers satisfied with children’s programmes in the annual survey.	90%	Achieved 100%	Not applicable Survey completed during quarter 4	Not applicable Survey completed during quarter 4	Not applicable Survey completed during quarter 4
Library facilities are clean, welcoming, and open at times suited to the community	Percentage of residents rating libraries as clean in the community survey.	90%	Achieved 96%	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026
	Percentage of residents rating libraries as welcoming in the community survey.	90%	Not achieved*	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026
	Percentage of residents rating libraries as having suitable opening hours in the community survey.	90%	Not achieved*	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026
Patrons have access to a range of current information in both print and digital format	Number of items loaned from library collections District-wide.	Increase from baseline	Not applicable 95,592 items loaned	Not applicable Measured at year end	Not applicable Measured at year end	Not applicable Measured at year end
	% increase in use of online subscribed resources (Incl. PressReader, Haynes, and Britannica)	Increase from baseline	Not applicable -80.66%^	Not applicable Measured at year end	Not applicable Measured at year end	Not applicable Measured at year end
Patrons have access to programmes and activities that enhance their wellbeing.	Number of participants at libraries programmes increases annually, reflecting engagement and high use of programmes and activities within the community	Increase from baseline	Not applicable 4,099 participants	Not applicable Measured at year end	Not applicable Measured at year end	Not applicable Measured at year end
	% of population who are active Libraries Taranaki members	Increase from baseline	Not applicable 18.96%#	Not applicable Measured at year end	Not applicable Measured at year end	Not applicable Measured at year end
Residents are able to freely make use of the Libraries Taranaki services.	Annual % increase in membership	Increase from baseline	Not applicable -21.29%®	Not applicable Measured at year end	Not applicable Measured at year end	Not applicable Measured at year end

\*Survey was not conducted during the year. This is now to be completed as part of the community survey moving forward.

^ The reduction is a result of changing one of the Council's databases it has available. This database was missed by our community and as a result has been reinstated in the 2025/2026 year.

#Note this has been calculated on the number of active users as at 28 July 2025 as the system is unable to provide retrospective numbers. Will ensure this is run at year end moving forward.

@The % increase in new members only reflects an increase of 12% which is what the intent is behind this measure. In 2024 there were 449 new members and in 2025 there were a total of 512 new members.



## Ngā Papa Tākaro me ngā Papa Rāhui Parks and Reserves

### Performance measures and targets

#### Ngā Whakainenga Mahi me ngā Whāinga

Level of service	Performance measure	Target	2024/25 Results	First Quarter Results	Six Month Results	Third Quarter Results
Our parks, and park facilities are well presented.	Percentage of residents rating parks and reserves as well maintained in the community survey.	90%	Not achieved 78%	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026
	Percentage of residents rating playgrounds as clean and tidy in the residents survey.	90%	Not achieved 80%	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026
	Percentage of residents rating parks and reserve – sports fields as “fairly satisfactory”, “satisfactory”, or “very satisfactory” in the residents survey.	90%	Achieved 90%	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026
Playing fields and associated facilities are fit for purpose.	Number of recorded incidences where parks and reserves are found to be below the agreed maintenance standard.	< 5	Achieved 1	On target Nil	On target Nil	On target One
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%	Not achieved 92% 1 of 13 playgrounds across the district presents with a fault for remedial works for this quarter.	Needs improvement 73% 21 defects were recorded against 78 playground equipment assets	Needs improvement 75% Continued renewal and maintenance work in progress to improve safety of playground equipment	Needs improvement 75%*

\*The planned renewals programme will ensure playground assets meet requirements of NZS 5828:2015 - Playground Equipment & Surfacing. The upgrade plan for Ormondville has been approved for installation for new equipment. The upgrade plan for Pongaroa is currently being developed in partnership with local community. Additional investment will be required to bring playground surfacing into full compliance with the standard.



## Ngā Whare Kaumātua Pensioner Housing

### Performance measures and targets

#### Ngā Whakainenga Mahi me ngā Whāinga

Level of service	Performance measure	Target	2024/25 Results	First Quarter Results	Six Month Results	Third Quarter Results
Council acts as a good, caring landlord	Respond efficiently to all CRM's which council are responsible for." Measured through responding within at least 5 business days to all CRM's	100%	Achieved 100%	On target 100%	On target 100%	On target 100% <sup>#</sup>
Housing units and grounds are maintained to a suitable standard (housing standards)	Percentage of housing units which, when inspected, are found to have maintenance issues which are more than minor	< 5%	Not achieved 9%*	Needs improvement 10%	Needs improvement 10% <sup>†</sup>	On target 5%*
Housing units and grounds are maintained to a suitable standard (housing standards)	All housing units adhere to housing standards, including all healthy homes standards, evidenced through annual checks	100%	Achieved 100%	On target 100%	On target 100%	On target 100% <sup>@</sup>

\*Four units in Dannevirke have been impacted by damaged water mains. Further investigation and monitoring required.

<sup>#</sup>Tenant compliments received expressing appreciation for the timely responses and officer availability. Range of CRM's include after hours responses, electrical, plumbing and minor maintenance.

<sup>@</sup>100% annual inspections completed. All units remain compliant with RTA Healthy Home Standards.



## Ngā Ratonga Tūmatanui Public Conveniences

### Performance measures and targets

#### Ngā Whakainenga Mahi me ngā Whāinga

Level of service	Performance measure	Target	2024/25 Results	First Quarter Results	Six Month Results	Third Quarter Results
Public conveniences provide a quality user experience	The number of complaints received per annum about the maintenance and cleanliness of public toilets (excluding graffiti and vandalism).	< 90	Not achieved 229*	Needs improvement 74	Needs improvement 143*	Needs improvement 207*
	Percentage of customer request responded to within 48 hours	85%	Achieved 91.82%	On target 96.7%	Needs improvement 60.36%#	On target 90.34%
	Percentage of residents rating public conveniences for cleanliness as "clean" or "very clean" in the community survey.	80%	Not achieved 74%	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026

\*207 CRM's were received. 86 in Dannevirke, 38 in Pahiatua, 62 in Woodville, 15 in Eketāhuna, four in Norsewood and two in Pongaroa. This increase in number of complaints received is driven from officers requesting its cleaning contractors to use Council's Antenno app to notify Council of any non-cleaning maintenance problems they identify during the scheduled cleans. This helps officers respond quickly and keep our facilities clean, safe and working well. The target that was set for this performance measure will not reflect this change in process.



## Performance measures and targets

### Ngā Whakainenga Mahi me ngā Whāinga

Level of service	Performance measure	Target	2024/25 Results	First Quarter Results	Six Month Results	Third Quarter Results
Public swimming pools provide a quality visitor experience	Percentage of residents rating swimming pools as clean and tidy in the community survey	95%	Not achieved 92%	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026
	Percentage of residents who agree the opening hours of the swimming pools are fit for purpose in the community survey.	95%	Not achieved 78%	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026
Public swimming pools open during summer months	The number of weeks each year indoor pools are open for public use	> 49 weeks	Achieved 49 weeks	On target 14 weeks	On target 28 weeks	On target 40 weeks
	The number of weeks each year outdoor pools is open for public use	> 10 weeks	Achieved 12 weeks Eketāhuna 10 weeks Pahiatua 12 weeks Woodville 13 weeks	Not applicable Pools open in summer months	Not applicable To be completed on conclusion of pool season	Acheived 11 weeks Eketāhuna 8 weeks Pahiatua 14 weeks Woodville 12 weeks



# Ngā Here Waihanga Building Control

## Performance measures and targets

Ngā Whakainenga Mahi me ngā Whāinga

Level of service	Performance measure	Target	2024/25 Results	First Quarter Results	Six Month Results	Third Quarter Results
To provide a friendly, efficient and timely service.	Percentage of building consent applications processed within the statutory time frame specified in the Building Act (20 working days).	95%	Achieved 97.95%	On target 98.77%	On target 97.18%	On target 97.71%
To protect the community from unsafe buildings.	Accreditation as a Building Consent Authority is maintained	Achieved	Achieved	Achieved	Achieved	Achieved



## Te Tautuku me te Aroturuki Compliance and Monitoring

### Performance measures and targets

#### Ngā Whakainenga Mahi me ngā Whāinga

Level of service	Performance measure	Target	2024/25 Results	First Quarter Results	Six Month Results	Third Quarter Results
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%	Needs improvement 11%*	Needs improvement 11%*	On target 100%
	The percentage of registered health regulated premises inspected annually.	95%	Achieved 96%	Needs improvement Nil#	Needs improvement Nil#	On target 100%
	The percentage of licensed premises selling alcohol inspected annually	95%	Achieved 100%	Needs improvement 32%^	Needs improvement 49%^	On target 70% All will be complete by year end
Customer complaints about environmental nuisances are responded to in a timely manner	The percentage of customer service request complaints related to excessive noise responded to within 2 hours.	90%	Achieved 93.69%	On target 100%	On target 94.94%	On target 94.37%
Protect health and amenity of district by investigating illegal rubbish dumping, abandoned vehicles and vegetation blocking pathways complaints.	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.	95%	Not achieved 93.81%	On target 98.53%	On target 94.74%	On target 100%
To provide a friendly, efficient and timely service	The percentage of customer complaints relating to land use are responded to within five working days	85%	Achieved 100%	On target 100%	On target 95.93%	On target 100%

\* Expect this percentage to increase throughout the year as officers are on track to complete all verifications.

# All health license inspections are conducted annually in June.

^ Expect the percentage to increase throughout the year as officers work to have all licensed premises inspected by June.



## Performance measures and targets

### Ngā Whakainenga Mahi me ngā Whāinga

Level of service	Performance measure	Target	2024/25 Results	First Quarter Results	Six Month Results	Third Quarter Results
Our roading network is safe	The change (expressed as a number) from the previous financial year in the number of fatalities and serious injury crashes on the local road network*	< 0	Not achieved 3	Not applicable Measured at year end	Not applicable Measured at year end	Not applicable Measured at year end
Our customers are responded to in a timely manner	Customer service requests relating to roads are responded to within 3 working days*	90%	Achieved 94.56%	On target 93.79%	On target 90.97%	Needs improvement 87.86%
Our roads are maintained to an appropriate standard	Percentage of Residents rating Urban roads as “quite satisfactory” or “very satisfactory” in community survey.	75%	Not achieved 51%	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026
	Percentage of Residents rating Rural roads as “quite satisfactory” or “very satisfactory” in community survey.	60%	Not achieved 51%	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026
	The average quality of the ride on the sealed road network as measured by smooth travel exposure*	< 95%	Not achieved 95%	Not applicable Measured at year end	Not applicable Measured at year end	Not applicable Measured at year end
Our transportation network is being maintained effectively	The percentage of road network that is resurfaced*	> 5%	Achieved 6%	Not applicable Measured at year end	Not applicable Measured at year end	Not applicable Measured at year end
Consent compliance	Consents with Horizons achieving environmental compliance	100%	Achieved 100%	Not applicable Measured at year end	Not applicable Measured at year end	Not applicable Measured at year end
Achieving the base preservation renewal quantities as laid out in the AMP	Our NZTA Annual Achievement reports against forecast renewals	Greater than or equal to Year 1 (2024/25)	Achieved 85%	Not applicable Measured at year end	Not applicable Measured at year end	Not applicable Measured at year end

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



## Performance measures and targets

### Ngā Whakainenga Mahi me ngā Whāinga

Level of service	Performance measure	Target	2024/25 Results	First Quarter Results	Six Month Results	Third Quarter 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 62%	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026
	The percentage of footpaths within the district fall within the footpath condition standards set out in the Asset Management Plan*	90%	Achieved 98.75%	Not applicable Measured at year end	Not applicable Measured at year end	Not applicable Measured at year end
	Complaints regarding footpaths are responded to within 3 working days*	90%	Achieved 98.75%	On target 100%	On target 100%	On target 97.03%

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

# He Kaunihera Pāhekoheko

## INTERACTIVE COUNCIL

### Te Whakahāngaitanga Rautaki

## Strategic Alignment

Interactive Council envisions a community that actively shapes the future of Tararua District, responding dynamically to evolving needs. Our commitment as a Council lies in continuous improvement, aiming to build trust and confidence through transparent, high-performing, and engaging governance.

At the heart of our approach is the recognition that effective partnerships with iwi are essential. This collaborative effort not only aligns with Te Tiriti o Waitangi but also acknowledges the unique perspectives and contributions of Māori communities. By fostering meaningful relationships, we aim to address disparities, promote cultural inclusivity, and ensure that the aspirations of Māori are woven into the fabric of our district's growth.

Numerous departments play a pivotal role in supporting this vision. Customer Services is dedicated to customer and community support, providing a responsive and accessible interface for residents. Representation focuses on ensuring that communities actively participate in the decision-making process, creating a more inclusive and representative governance model. Communications ensures that information is effectively and clearly distributed, promoting transparency and accountability.

Interactive Council strives for collaboration, and to empower, include, and uplift every resident of the Tararua district. As we navigate the next decade, we are committed to actively engaging with the community, building strong partnerships with iwi, and fostering a district where everyone feels heard, valued, and proud to call home.

### Ngā ngohe kei tēnei rōpū

## Activities in This Group

#### **Governance & Community Engagement Te Whai Wāhitanga Kāwanatanga, Hapori hoki**

Customer Services *Ngā Ratonga Kiritaki*

Communications *Ngā Whakawhitiwhiti*

Democracy Services *Ngā Ratonga Manapori*





## Performance measures and targets

### Ngā Whakainenga Mahi me ngā Whāinga

Level of service	Performance measure	Target	2024/25 Results	First Quarter Results	Six Month Results	Third Quarter Results
Customer requests are handled effectively and accurately.	Average wait time for incoming calls.	20 seconds	Achieved 17.56 seconds	On target 18.21 seconds	On target 17.59 seconds	On target 18.08 seconds
	Percentage of abandoned calls.	< 5%	Achieved 2.63%	Needs improvement 7.17%	Needs improvement 7.69%	Needs improvement 8.14%#
Customers experience friendly, efficient, and reliable service from Council.	Percentage of customers who lodge faults/ requests are satisfied with service provided in the community survey.	80%	Not achieved 77%	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026
	Percentage of walk-in customers rating the service as friendly customer satisfaction survey.	Baseline measure	2026 first year for this measure	Needs improvement Nil*	Needs improvement Nil*	Needs improvement Nil*
	Percentage of walk-in customers rating the service as efficient customer satisfaction survey.	Baseline measure	2026 first year for this measure	Needs improvement Nil*	Needs improvement Nil*	Needs improvement Nil*
	Percentage of walk-in customers rating the service as reliable customer satisfaction survey.	Baseline measure	2026 first year for this measure	Needs improvement Nil*	Needs improvement Nil*	Needs improvement Nil*
Responsive 24/7 phone service.	Percentage of customers who lodge faults/requests are satisfied with the service provided by after-hours call centre team in the community survey.	85%	Not achieved 63%	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026	Not applicable Survey to be conducted May 2026

\*QR scan is readily available and on display for customers to rate their service. No submissions have been received to date.








# Total of 16,444 calls received of which 1,338 were abandoned to date.



## Ngā Whakawhitiwhiti Communications

### Performance measures and targets

#### Ngā Whakainenga Mahi me ngā Whāinga

Level of service	Performance measure	Target	2024/25 Results	First Quarter Results	Six Month Results	Third Quarter Results
Increased community contributions with Council planning activities e.g., Annual Plan/Long-Term Plan submissions (physical and online)	An increase in the number of submission/feedback forms received	400	 Achieved 547	Not applicable No consultation underway at this time	Not applicable No consultation underway at this time	Not applicable Early engagement currently underway
Increasing our digital presence	An increase in Council digital platforms traffic	6,200	 Achieved 6,548 <sup>#</sup>	 On target 8,102 <sup>#</sup>	 On target 8,102 <sup>#</sup>	 On target 8,834 <sup>#</sup>
Number of people that participate in the annual communications survey	An increase in the number of Annual Communications Survey Respondents	250	 Not achieved 154 responses received	Not applicable Survey not yet conducted	Not applicable Survey not yet conducted	 Not achieved Survey postponed due to multitude of consultations underway

<sup>#</sup> Council currently has 7,774 Facebook followers, 877 LinkedIn followers, 45 Instagram followers and 138 YouTube followers.



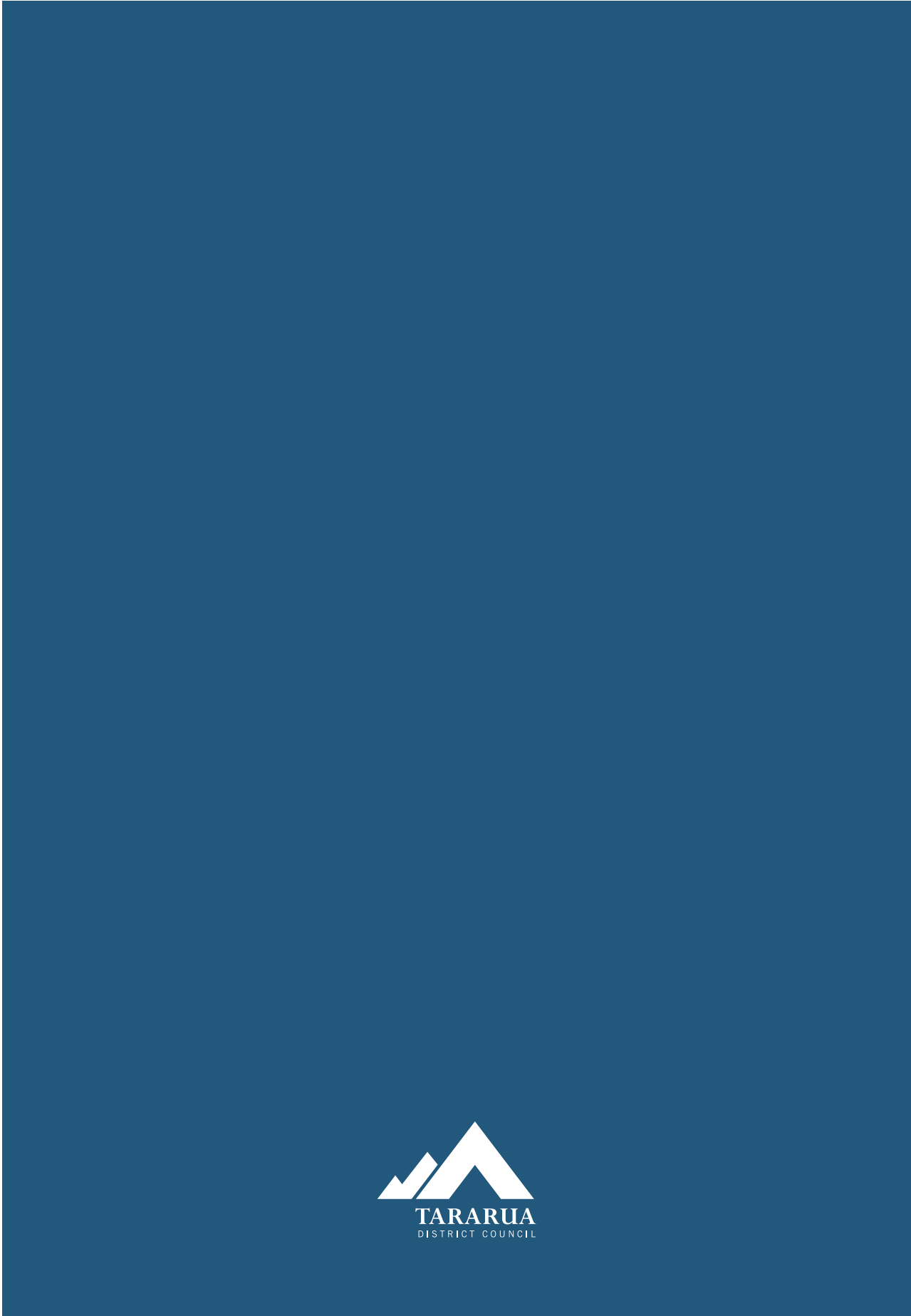
# Ngā Ratonga Manapori Democracy Services

## Performance measures and targets

### Ngā Whakainenga Mahi me ngā Whāinga

Level of service	Performance measure	Target	2024/25 Results	First Quarter Results	Six Month Results	Third Quarter Results
To provide the community with access to Council, Committee and Community Board meeting agendas and reports to enable transparency of decision-making by the elected members.	Agendas and meeting papers available via Council's website at least two clear working days ahead of the meeting day.	100%	Achieved 100%#	On target 100% Average three working days	On target 100% Average four working days ahead	On target 100% Average three working days ahead
To provide the community with access to minutes from Council, Committee and Community Board meetings to enable transparency of decision-making by the elected members.	Minutes from meetings available via Council's website within five working days of the meeting.	100%	Not achieved 88%#	On target 100% Average two working days	On target 100% Average two working days	On target 100% Average two working days
	Meetings held at times and places notified in all notifications made to the public.	100%	Achieved 100%	On target 100%	On target 100%	On target 100%
	Members Pecuniary Interests Register published on Council's website and updated annually	Achieved	Achieved 100%#	Not applicable Expect to be published by the third quarter	Not applicable Expect to be published by the third quarter	Achieved Published to website February 2026

# All agendas are published a minimum of two clear working days ahead of the day of the meeting.





## Report

Date : 26 May 2026  
To : Chairperson and Committee Members  
Performance and Monitoring Committee  
From : Beth Fowler  
Senior Finance Business Partner  
Subject : **Annual Report Preparation Update**  
Item No : **7.3**

---

### 1. Recommendation

1.1 *That the report from the Senior Finance Business Partner dated 20 May 2026 concerning the Annual Report Preparation Update be received.*

### 2. Reason for the Report

2.1 This report provides an update on the preparation of the Annual Report 2025/26, including progress to date, key milestones, matters requiring ongoing management, and the next steps toward completion.

### 3. Background

3.1 Each year the Council is legally required to report on its financial and non-financial performance, including performance against the measures, budgets, and work programmes set out in the Annual Plan and Long-term Plan.

3.2 The Annual Report for the year ended 30 June 2026 is prepared under section 98 of the Local Government Act 2002 and Schedule 10, part 3 of that Act. It compares Council's actual performance for 2025/26 with the performance planned in the Annual Plan 2025/26.

3.3 The Annual Report, including the audit opinion, must legally be completed with a final audit, and adopted by 31 October 2026, being within four months of the end of the financial year.

## **4. Lessons Learned and implemented**

- 4.1 The preparation of the previous year's Annual Report identified a number of opportunities to improve efficiency and coordination in the current year's process and which have been introduced where appropriate.
  - 4.1.1 Early engagement with key contributors supports the timely collection of information and feedback and reduces the risk of delays.
  - 4.1.2 Clear and consistent communication assists in ensuring all relevant parties understand expectations, responsibilities, and timeframes.
  - 4.1.3 Well-structured requests for information and feedback help reviewers focus on the matters requiring input and improve the usefulness of responses received.
  - 4.1.4 A flexible approach supports the management of conflicting information, late changes, and other unforeseen matters while maintaining progress.
  - 4.1.5 Appropriate planning and resource allocation assists in managing tight timeframes and supporting a smoother review process.
- 4.2 These improvements are intended to support a more efficient and effective preparation and review process for the Annual Report 2025/26.

## **5. Annual Report Preparation Process**

- 5.1 Planning for the Annual Report commenced in February 2026 following initial discussions with Audit New Zealand regarding the audit plan. This included TDC inter-departmental agreement in bringing forward work that would traditionally occur after year end (30 June), such as asset capitalisation and revaluation work, and selected testing of revenue, expenditure, and performance information.
- 5.2 The Annual Report work programme, including milestones, tasks, deadlines, and progress updates, is maintained centrally in the finance team to support oversight and coordination.
  - 5.2.1 This supports oversight of the internal review process by the Executive Leadership Team and the Finance team.
- 5.3 An initial draft of the Annual Report is prepared ahead of year end so that comparative information can be cross-checked against the previous year's published document.
- 5.4 Requests for information and feedback that can be issued before the end of the financial year have been, or will be, distributed before 30 June to relevant contributors. These requests are reviewed by the relevant Group Managers before being provided to the Finance team.

- 5.5 Following receipt of consolidated information and feedback from relevant contributors, a revised draft report will be prepared to incorporate timing updates and confirm the report is accurate and complete.
- 5.5.1 As part of the internal review process, each section of the revised draft Annual Report will be reviewed by either the Senior Finance Business Partner and/or the Finance and Revenue Manager.
- 5.6 Following any required amendments, the updated draft will be reviewed by the Chief Financial Officer.
- 5.7 The draft Annual Report is scheduled to be presented to Council on Wednesday 26 August for approval before it is provided to Audit New Zealand.
- 5.7.1 This will provide an opportunity for feedback from elected members to be considered before the document is submitted to the auditors.
- 5.8 The final audit is scheduled to commence on Monday 21 September 2026.

## **6. Progress to Date**

- 6.1 Preparation of the initial draft of the Annual Report is underway, and requests for information and feedback on key performance measures, year-end commitments, capitalisation, and asset impairment assessments have been distributed to relevant internal contributors.
- 6.2 The feedback collection process is currently underway. The steps involved are:
- 6.2.1 Requests for information and feedback have been structured to guide contributors to the specific areas requiring input, including data accuracy and content clarity.
- 6.2.2 Review meetings are being held to discuss key matters in detail and resolve any questions as they arise.
- 6.3 The internal review process is progressing in line with the current timetable, and the draft remains on track for the final audit in September 2026.

## **7. Key Matters Requiring Ongoing Management**

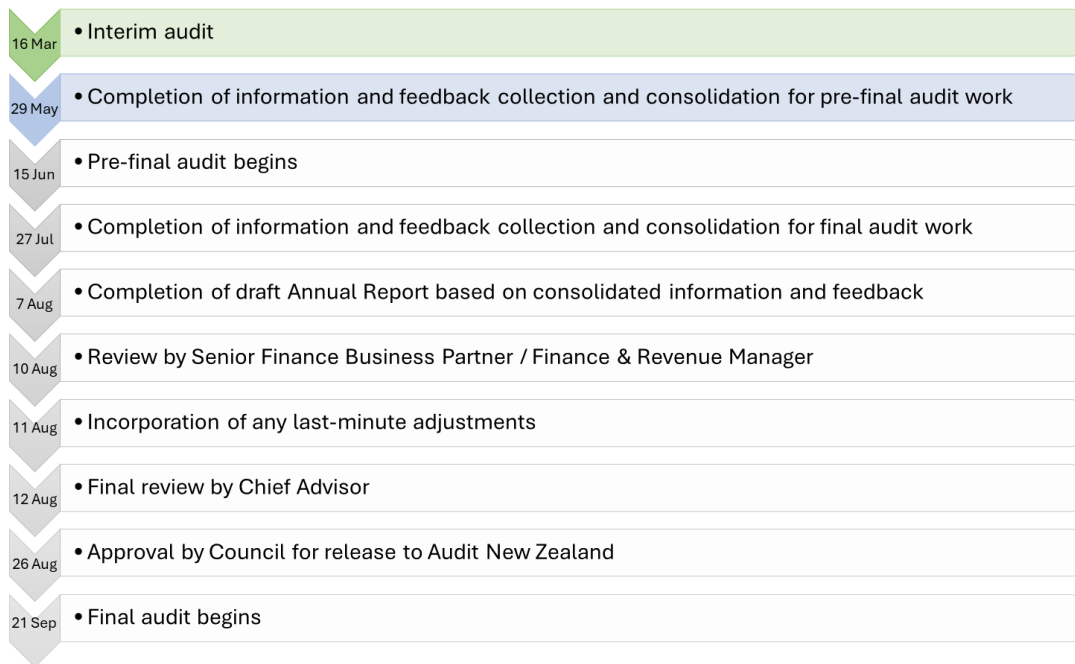
- 7.1 A number of deliverable matters require ongoing management during the preparation and review process.
- 7.1.1 The Council approved inclusion of a pre-final audit, commencing Monday 15 June 2026, to help smooth resource requirements for the final year-end, has increased the need for supporting information to be available earlier in the process. Pre-agreed timely input from all departments remains important to maintaining the overall timetable.
- 7.1.2 The Finance team is also progressing year-end asset capitalisation, valuation preparation, and final reconciliations. Confirmation of the appropriate accounting

treatment for some transactions, including capital commitments, vested assets, and asset impairment assessments, requires careful review to support accurate disclosure in the Annual Report.

- 7.1.3 Resource availability and timeframes continue to require careful management. However, the Annual Report remains on track at this stage.

## 8. Timeline for Next Steps

- 8.1 To support timely completion of the draft Annual Report ahead of the final audit, a timeline for the remaining work programme been established.



## 9. Risks to Delivery

- 9.1 A number of risks could affect the timetable for completion of the Annual Report.
- 9.1.1 Delays in receiving information or feedback from departments or other contributors could affect the preparation and review process.
- 9.1.2 Any discrepancies or issues arising from data verification may require additional time to resolve.
- 9.1.3 Limited availability of key personnel or resources, due to conflicting deadlines could slow down the preparation and review process.

Audit New Zealand has advised that the pre-final audit will focus on the following areas:

- Revenue testing, including metered water rates, vested assets

- Rates questionnaire, including a review of the rates resolution before rates are set
- Valuations, including infrastructure, investment properties, and land & buildings
- Impairment indicators
- Property, plant, & equipment and work in progress additions and disposals testing
- Review of the proforma (draft) financial statements
- Top-up testing for expenditure, payroll, and sensitive expenditure
- Review of committee and meeting minutes
- Capital commitments

## **10. Conclusion**

- 10.1 Preparation of the Annual Report 2025/26 is progressing in line with the current timetable. While a number of matters continue to require active management, the draft report remains on schedule for completion ahead of the final audit.

## **Attachments**

Nil.





## Report

Date : 26 May 2026  
To : Chairperson and Committee Members  
Performance and Monitoring Committee  
From : Kawtar Tani  
Group Manager - Strategy and Information  
Subject : **LTP 2037 - Progress Report**  
Item No : **7.4**

---

### 1. Recommendation

1.1 *That the report from the Group Manager - Strategy and Information dated 19 May 2026 concerning the LTP 2037 - Progress Report be received.*

### Executive Summary

1.2 The Long-Term Plan (LTP) 2027 project is progressing steadily, with key preparatory work completed and most planning and review activities underway. The preparation phase (November 2025 - March 2026) is complete, and the project has transitioned into the core planning and development stage, which will continue through to early 2027.

1.3 Key risks remain, particularly around interdependencies with external programmes and potential resource pressures. However, these are being actively managed, with mitigation strategies in place and ongoing monitoring to ensure any impacts are minimised.

### 2. Reason for the Report

2.1 To report on the progress of the LTP 2037.

### 3. Background

- 3.1 The Local Government Act 2002 (LGA) requires every local authority in Aotearoa New Zealand to prepare a Long-Term Plan (LTP). The parameters of the LTP are set out in sections 93 and 94 of the LGA.
- 3.2 The Long-Term Plan (LTP) is a complex project which incorporates all of Council activity over a ten-year period. There are multiple organisational processes across governance and management that must be carefully coordinated to ensure that the LTP is complete, coherent and accurate.
- 3.3 The LGA gives the responsibility of leading the Long-Term Plan to the Mayor (LGA 41A(2)).
- 3.4 All decisions related to strategy, policy and budgets are made by Council.
- 3.5 All LTP content will be reviewed and approved by the Executive Team for presentation to Council.
- 3.6 The process of preparing an LTP provides the opportunity to review all aspects of the business and determine where alignment and efficiencies can be made. It is also a process of investment prioritisation in consultation with the community.

### 4. Progress Update

- 4.1 The table below outlines a summary of completed and upcoming tasks

MILESTONE/TASK	TIMING	STATUS	COMMENT
<b>1. Preparation</b>	<b>Nov 2025 – March 2026</b>	<b>Complete</b>	
<b>2. Planning and Review</b>	<b>Jan 2026 – Feb 2027</b>	<b>On track</b>	
Review Activity group structure	Jan – April 2026	90% On track	Draft structure will be presented for adoption by Council in June
Activity overviews	Mar – April 2026	100% On track	Presented to Elected Members
Activity Management Plans	March - Dec	25% On track	Agree on the structure of the activity management plans
Brand / Look and Feel of LTP	Late Jan/Feb 2026	20% On track	Communications team working with the Mayor on the look and feel of the LTP
Forecasting Assumptions	Jan – Dec 2026	60% On track	In progress – workshop with Elected Members to be scheduled for review of these
Other Policy reviews	Dec 2025 – July 2026	60% On track	Significance and Engagement Policy (adopted) Asset Management Policy Rates Remission Policy Rating System Remissions and postponement of rates on Māori freehold land Iwi Participation Policy

Asset Management Plans review	Dec 2025 – Dec 2026	40% On track	Infrastructure Asset Management Plan Community Facilities Asset Management Plan
Infrastructure Strategy Review	Feb – Dec 2026	50% On track	
<b>Revenue and Financing Policy Review</b>	Feb – July 2026	50% On track	
Financial Strategy Review	Feb – Dec 2026	50% On track	
Performance Framework review	April – Dec 2026	5% On track	
Budget review	Dec 2025 – Dec 2026	10% On track	
Activity Statements	Oct – Dec 2026	Not started	
Early Drafts to Audit Team	Nov – Dec 2026	Not started	
Consultation Document	Nov – Dec 2026	Not started	
<b>3. Audit of draft Consultation Document</b>	<b>Mar 2027</b>	<b>Not started</b>	This includes auditing of the supporting information that will be included as part of the LTP
<b>4. Consultation</b>	<b>April 2027</b>	<b>Not started</b>	This includes processing submissions, hearings, and deliberations.
<b>5. Pre-adoption audit</b>	<b>May 2027</b>	<b>Not started</b>	This includes finalising the LTP design and documentation post-deliberation, formatting and proofing.
<b>6. Adoption of the LTP</b>	<b>June 2027</b>	<b>Not started</b>	Preparing adoption report for Council

## 5. Project Success Factors

5.1 The following success factors have been identified for the LTP

Focus (internal / external)	Success Factor	Measure	Method
Project Basics			
Internal	Adopted on time	Adoption by 30 June 2027	Adoption date
Internal	Sticking to schedule	Phase timings met	Project schedule
Quality and Integrity of the Long-Term Plan			
Internal	Unqualified Audit opinion	Unqualified Audit opinion	Audit letter
Both	Process aligned with Council's values	High levels of alignment indicated (both internally and externally)	Post -adoption internal survey Post -adoption community survey
Internal	Ability for all involved to confidently say: 'We did the best for our community,' even if some decisions are unpopular	Reflections on confidence levels	Post -adoption internal survey
Both	Operationally sound and implementable	Confirmation by activity managers that Year 1 is operationally deliverable	Post -adoption internal survey
Strategic Authenticity			
Internal	Information provided enables elected members to confidently set direction	High levels of confidence in the information provided	Post -adoption internal survey
Both	The final plan reflects coherent, whole-of-Council strategic alignment	All decisions made demonstrate alignment with strategic framework	Workshop material and adoption reports document strategic alignment
Both	Less is more. Focus on what we should be doing and don't over commit	Strong alignment with statutory requirements and strategic priorities/outcomes	Post -adoption internal survey Post -adoption community survey
Community Focus			
External	Effective early consultation	Early feedback incorporated into subsequent planning and decisions	Mapping of community-raised themes to final decisions
External	Good community engagement and understanding	Quality and quantity of feedback Engagement diversity (demographic and geographic participation)	Early engagement Formal consultation Post-adoption community survey
External	Consultation Document is clear, engaging, and high-quality	% of submitters reporting they understood the issues Affirming feedback from the Tairuarā panel Affirming feedback from the portfolio groups	Reach and interaction metrics for digital engagement tools Post -adoption community survey Post-adoption conversation with portfolio groups Enter Taituarā's CD competition
Internal	Organisational Learning and Engagement		

Internal	Staff engaged and demonstrating ownership of their processes/ deliverables	Project team members observe a high level of engagement and ownership	Monthly check-ins at team meetings
Internal	Project team wellbeing supported	Project team members report being well supported to manage workloads	Post-adoption internal survey
Internal	Improved understanding of the LTP process for elected members and staff	Increased understanding of the LTP process (Self-assessment)	Post-adoption internal survey

## 6. Risks and Issues

6.1 The table below outlines the key high-level risks.

Raised	Description	Issue (happening now)	Risk (future possibility)	Mitigation / Progress since last report
January 2026	LTP not meeting the success factors		✓	Close monitoring of the risks and active quality assurance of tasks against success factors. This will enable early identification and correction of deviations.
April 2026	Low engagement from project liaison roles within the project team. Support and instruction not being conveyed to activity managers/ inputters.	✓		Team structure changed. Now a small core team to cover schedule, risk, comms. Meets fortnightly. Addition of a 30 min "All-in" meeting weekly for all LTP inputters over Teams. Hopefully this will improve the flow of information and team engagement. 6 May Update: the new structure seems to be operating well so far. Will continue to monitor.
May 2026	NEW Risk that key information required from the LWDW transition programme will not be available at the time it is needed to inform the LTP.		✓	Strong communication processes between the two teams. In terms of the progress that can be made in the LWDW transition, we need to wait until the Board has its first meeting in May.
May 2026	NEW Announcements about amalgamation fast track process may distract/ divert resourced from the LTP project.		✓	Keep a close eye on the progress of this. Clear communication with Mayor/CE and Project Sponsor/Manager

## 7. Conclusion

7.1 The LTP 2027 project is on track overall, with solid progress in foundational areas and appropriate structures in place to manage risks. Continued focus will be required to accelerate early-stage workstreams and ensure readiness for the intensive drafting, audit, and consultation phases scheduled for late 2026 and 2027.

## **Attachments**

Nil.



## Report

Date : 27 May 2026

To : Chairperson and Committee Members  
Performance and Monitoring Committee

From : Peter Wimsett  
Chief Strategic Advisor

Subject : **TDC Transition & Establishment of Waitī Waters - May 2026 Update**

Item No : **7.5**

---

### 1. Recommendation

1.1 *That the report from the Chief Strategic Advisor dated 26 May 2026 concerning the TDC Transition & Establishment of Waitī Waters - May 2026 Update be received.*

### Executive Summary

Waitī Waters Limited has been formally established and its Board appointed. With the Establishment Update from the Programme Director being provided monthly to full Council, this report focuses on Tararua District Council's internal response to the increasing tempo of transition.

Key points on our internal workstreams and response:

- A Tararua Transition Team meets weekly to coordinate workstream leads and manage rising information requests from the Establishment Team.
- Three roles in the 3 Waters Team are being held vacant, creating resourcing pressure between business-as-usual delivery and transition demands.
- Staff feedback on the Proposed Transition Guidelines closed 20 May 2026 (one PSA submission, 40 individual responses); a summary goes to the Waitī Waters Board on 5 June 2026.
- A report seeking authorisation to draw against the approved loan facility ahead of 2026/27 will come to Council on 24 June 2026.
- The internal transition risk register will be presented to the Audit and Risk Committee on 21 July 2026.

## **2. Reason for the Report**

- 2.1 This report's purpose is to provide oversight of the transition of water services to Waiti Waters Limited.

## **3. Background**

- 3.1 The respective Chief Executives of the councils of Wairarapa and Tararua have had an agreement to jointly resource the establishment of Waiti Waters.
- 3.2 With the Company formally established, the hand-over for the transition is now crossing over to the Directors.
- 3.3 The officers of the councils will now develop the transfer agreement and necessary information for establishment with the Waiti Waters Establishment and Transition Team.

## **4. Update**

- 4.1 The first quarter report to the Department of Internal Affairs (DIA) was completed in April 2026 and confirmed that the major establishment milestones set out in the respective councils' Water Services Delivery Plans had been achieved.
- 4.2 Tararua District Council's transition team is now well established and meets weekly on a formal basis with internal transition workstream leads. This gives Council oversight of the information requests coming from the jointly funded Transition Team and ensures responses are coordinated. The volume of requests has increased significantly over the past two months.

## **5. Transition Themes**

Council's approach to transition is guided by the following themes, with detailed progress reported separately:

- 5.1 Continue delivering uninterrupted water services across the district until 1 July 2027 (Day 1).
- 5.2 Set Waiti Waters up for success by providing all requested information comprehensively and on time.
- 5.3 Prioritise support and protection of service conditions for all impacted staff, whether they join the new Water Services Organisation or seek alternative employment.
- 5.4 Transfer assets in the best possible condition on Day 1.
- 5.5 Prepare a comprehensive Transfer Agreement covering all water-related assets, land and debt, to minimise matters requiring follow-up through an agreed wash-up process in 2027/28.
- 5.6 Be configured and resourced to provide legacy services should Waiti Waters request them (none have been identified to date).
- 5.7 Facilitate the smooth transition of physical water service operations to Waiti Waters on Day 1 without negative impact on customers.

## **6. Transition Risk Register**

- 6.1 The strategic risk register is being reviewed by Council Officers who are finalising this as a register of internal risks created by the transition. This will be presented to the Audit and Risk Committee on 21 July 2026.
- 6.2 Three roles of the Tararua 3 Waters Team are currently being held vacant. Resources are likely to be required to maintain water services delivery while also meeting the information needs of the Waiti Waters Establishment Team.
- 6.3 The Board is reviewing options for a head office and depots. Information on current Tararua plant and operational sites has been provided to the Joint Establishment Team as a basis for their report to the Board.

## **7. Preparation for Staff Transition**

- 7.1 Feedback on the *Proposed Staff Transition Guidelines* — introduced to TDC staff on 6 and 7 May 2026 — closed on 20 May 2026. One consolidated response was received from the PSA covering Masterton members, along with 18 full and 22 partial responses from individual staff. A summary of responses, together with proposed updates to the final Staff Transition Guidelines, will be presented to the Board for approval on 5 June 2026.

## **8. Cost of Establishment**

- 8.1 Tararua's contribution to establishment costs is structured across three funding sources:
- \$1.25m loan facility — approved in the Long-Term Plan and agreed in the Shareholder Agreement as Tararua's share of jointly funded establishment costs. The full budget sits in the 2026/27 Annual Plan.
  - \$0.25m Council capital budget — a separate loan-funded provision held by Council for its own transition costs, bringing Tararua's total commitment to \$1.5m with \$0.25m of this is provided for in the current (2025/26) year.
  - \$0.25m DIA contribution to the four councils to be shared jointly— paid directly to South Wairarapa District Council on Tararua's behalf and each of the other three councils. This is additional to Tararua's own funding.
- 8.2 As of 31 March 2026, \$225,672 has been paid to South Wairarapa District Council as Tararua's share of reimbursement for establishment costs incurred to date, drawing against the \$1.25m loan facility.
- 8.3 With transition workload increasing through to 30 June 2026, costs will be incurred ahead of the financial year in which the budget formally sits. A report seeking Council authorisation to draw against the loan facility in advance of 2026/27 will be provided to the Council meeting on 24 June 2026.

## **9. Conclusion**

- 9.1 The tempo of transition and establishment is now increasing. Demands on internal resources are now becoming clear. Detailed plans have been developed for each workstream giving more guidance to our internal delivery on the programme.

## **Attachments**

Nil.