



Notice of Meeting

A meeting of the Finance and Performance Committee will be held in the Council Chamber, 26 Gordon Street, Dannevirke on **Wednesday 21 February 2024** commencing at **9:00am**.

Bryan Nicholson
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.

5.	Declarations of Conflicts of Interest in Relation to this Meeting's Items of Business	
6.	Confirmation of Minutes	3
	<i>Recommendation</i>	
	<i>That the minutes of the Finance and Performance Committee meeting held on 22 November 2023 (as circulated) be confirmed as a true and accurate record of the meeting.</i>	
7.	Reports	
7.1	Six Month Performance Report for the Period Ending 31 December 2023	7
7.2	Forestry Management Report	83
7.3	Management Report	85
8.	Items not on the Agenda Accepted in Accordance with the Procedure Outlined as per Agenda Item 4	
9.	Closure	



Minutes of a meeting of the Finance and Performance Committee held in the Council Chamber, 26 Gordon Street, Dannevirke on Wednesday 22 November 2023 commencing at 9:00am.

1. Present

Her Worship the Mayor - Mrs T H Collis, Crs E L Peeti-Webber (Deputy Mayor), N L Chase, A K Franklin, S M Gilmore, P A Johns, M F Long, K A Sutherland, S A Wallace and S M Wards

In Attendance

Mr B Nicholson	- Chief Executive
Mr R Suppiah	- Group Manager – Corporate and Regulatory
Mr H Featonby	- Group Manager - Infrastructure
Mr R Earp	- 3-Waters Manager
Mrs S Walshe	- Finance Manager
Mrs B Fowler	- Senior Financial Accountant
Ms M Yule	- Project Accountant
Ms A Rule	- Policy and Planning Advisor
Mr S Dunn	- Risk and Assurance Advisor
Mrs A Dunn	- Manager – Democracy Services

2. Council Prayer

The Mayor opened the meeting with the Council Prayer.

3. Apologies

That the apologies from Councillor K A Sutherland for lateness be accepted.

Chase/Johns

Carried

4. Public Forum

There were no requests for public forum.

5. Notification of Items Not on the Agenda

Nil

6. Declarations of Conflicts of Interest in Relation to this Meeting's Items of Business

Nil

7. Confirmation of Minutes

That the minutes of the Finance and Performance Committee meeting held on 23 August 2023 (as circulated) be confirmed as a true and accurate record of the meeting.

Johns/Long

Carried

8. Reports

8.1 Management Report

The Finance and Performance Committee considered the report of the Finance Manager dated 17 November 2023 that provided an update on matters relating to financial and service performance.

Councillor K A Sutherland joined the meeting at 9:28am.

During discussion of reserve funds, it was asked that the policies for the contestable Heritage protection reserve fund be published on Council's website, to ensure there was awareness of its availability.

During discussion a matter was raised regarding the replica Sedcole flagpole and its position, which was believed to be 180 degrees in the wrong direction. It was asked that the Group Manager – Infrastructure discuss options for rectifying this with the Tararua Alliance.

Councillor M F Long left the meeting at 10:25am and returned at 10:29am.

That the report from the Finance Manager dated 17 November 2023 concerning the Management Report (as circulated) be received and the contents noted.

Wards/Wallace

Carried

8.2 2024-34 Long Term Plan Update

The Finance and Performance Committee considered the report of the Policy and Planning Advisor dated 4 October 2023 that provided a summary update of the

progress of the Long-Term Plan programme of work.

That the report from the Policy and Planning Advisor dated 04 October 2023 concerning the 2024-34 Long Term Plan Update be received.

Franklin/Chase

Carried

8.3 Forestry Update

The Finance and Performance Committee considered the report of the Tararua Alliance Engineering Services Manager dated 17 November 2023 that provided an update on the current position of Kaiparoro Forest and Birch North Forest.

That the report from the Tararua Alliance Engineering Services Manager dated 17 November 2023 concerning the Forestry Update be received.

Long/Sutherland

Carried

9. Items not on the Agenda

Nil

There being no further business the Mayor thanked those present for their attendance and contributions, and declared the meeting closed at 11:02am.

Mayor



Report

Date : 15 February 2024

To : Chairperson and Committee Members
Finance and Performance Committee

From : Beth Fowler
Senior Financial Accountant

Subject : **Six Month Performance Report for the Period Ending 31 December 2023**

Item No : **7.1**

1. Recommendation

- 1.1 *That the report from the Senior Financial Accountant dated 15 December 2023 concerning the Six Month Performance Report for the Period Ending 31 December 2023 be received.*

Executive Summary

- 2. Reason for the Report
- 3. Background
- 4. Dashboard
- 5. Dashboard High Level Analysis – Operating Performance
- .

Detailed Report

- 6. Explanation of Significant Operating Variances
- 7. Summary of Service Performance Results
- 8. Capital Expenditure Report
- 9. Treasury Report
- 10. Debtors Report
- 11. Self-Funded Activities Report
 - a. Forestry
 - b. Pensioner Housing

2. Reason for the Report

2.1 The desired outcomes are:








- For Council to receive and comment on the Performance Report for the six months to 31 December 2023.
- To provide an indication of the year end result.

3. Background

3.1 This report is for the six months of the 2023/24 financial year which covers the period 1 July 2023 to 31 December 2023.

3.2 The structure and content of this report is consistent with the other quarterly reports. The purpose is to inform Council of the financial and non-financial performance and indicate expected year end results.

4. Dashboard

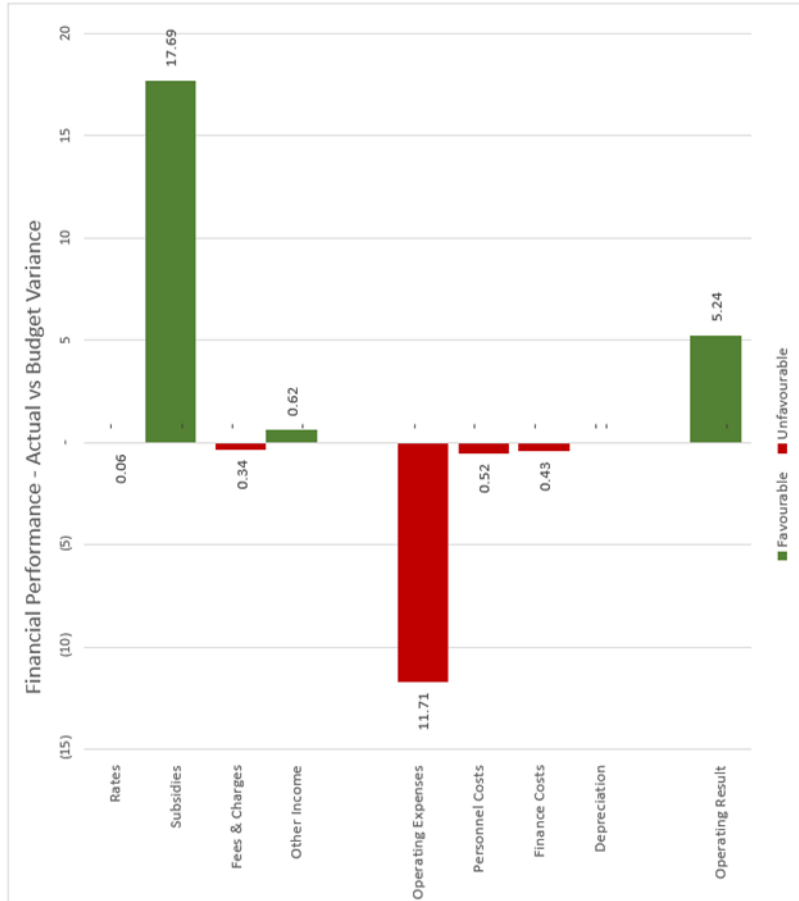
Legend (for dashboard on page 5)	
Improved from previous Quarter	
No change from previous Quarter	
Worsened from previous Quarter	
Forecast to be on target at Year End	
Minor Variance to budget expected at year end	
Significant unfavourable variance to budget expected at year end	
Significant favourable variance to budget expected at year end	

Executive Summary (Dashboard)

2024 2nd Quarter Performance Report

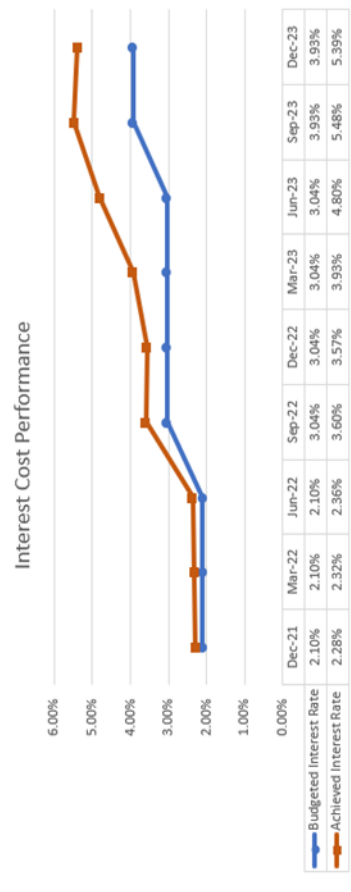
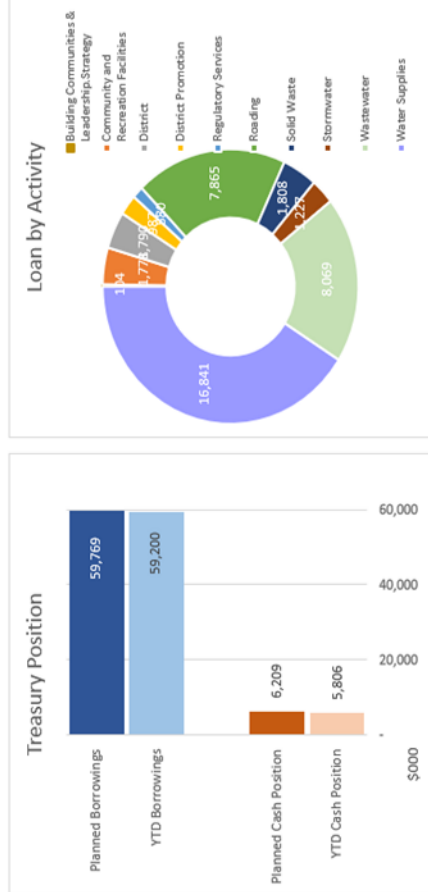
Operating Performance

Summary Operating Performance (000s)	2022/2023		YTD		Trend from previous quarter
	YTD Actual	YTD Budget	Actual	Budget	Variance
Operating Revenue	\$ 44,921	\$ 46,497	\$ 28,502	\$ 28,502	17,995 ↓
Operating Costs	\$ 20,887	\$ 34,836	\$ 22,083	\$ 22,083	(12,754) ↓
Operating Result	\$ 24,034	\$ 11,661	\$ 6,419	\$ 6,419	5,241 ↓



Treasury Performance

Summary Treasury Performance (000s)	YTD		Trend from previous quarter
	YTD Actual	Budget	Variance
Finance Costs	\$ 1,569	\$ 1,143	(426) ↓
Total External Debt	\$ 59,200	\$ 65,962	6,762 ↓
Net Debt Position	\$ 53,394	\$ 59,753	6,359 ↓



	Revenue (\$000)						Expenditure (\$000)					Overall Result (\$000)	
	Budget	Actual	Variance	Prev result	Year end		Budget	Actual	Variance	Prev result	Year end	Net Variance	Report Item #
Building Communities & Leadership													
Community Support	347	710	363	↑	▶		329	322	7	↓	✓	370	1
Representation	1,360	1,315	(45)	↓	✓		712	517	195	↑	✓	150	2
Community & Recreation Facilities													
Cemeteries	277	249	(28)	↓	✓		215	163	52	↑	✓	24	3
Community Buildings	427	430	3	↓	✓		261	158	102	↑	✓	105	4
Housing	309	314	5	↑	✓		271	127	144	↑	⚠	149	5
Libraries	775	787	11	↑	✓		334	439	(105)	↑	✓	(94)	6
Parks & Reserves	1,499	992	(507)	↓	✓		786	614	172	↑	✓	(335)	7
Public Conveniences	178	178	-	↑	✓		121	139	(19)	↓	⚠	(19)	8
Service Centres	469	469	0	↑	✓		269	274	(5)	↓	✓	(5)	-
Swimming Pools	468	468	-	↑	✓		326	316	10	↓	✓	10	-
District Promotions and Development													
Commercial Investments	55	50	(5)	↑	✓		67	40	27	↓	✓	22	9
District Promotion & Development	685	726	40	↑	✓		409	320	89	↑	✓	129	10
Regulatory Services													
Animal Control	516	751	235	↑	▶		269	286	(17)	↑	⚠	218	11
Emergency Management	155	2,336	2,181	↑	▶		97	1,156	(1,059)	↓	✓	1,122	12
Health & Safety	1,477	1,116	(361)	↓	⚠		1,135	944	191	↑	✓	(169)	13
Resource Management	644	739	95	↓	▶		809	499	310	↑	✓	404	14
Roading and Footpath													
Footpaths	1,678	742	(936)	↓	✗		175	155	20	↑	✓	(917)	15
Roading	8,287	24,965	16,678	↑	▶		4,163	17,633	(13,470)	↓	✗	3,208	
Solid Waste Management	2,168	2,055	(112)	↓	✓		1,754	1,592	162	↑	✓	50	16
Stormwater Drainage	664	339	(325)	↓	✓		152	59	93	↑	✓	(232)	17
Wastewater	2,487	2,388	(98)	↓	✗		1,174	831	343	↑	✓	245	18
Water Supplies	2,280	2,809	529	↑	✓		1,324	917	407	↑	✓	936	19
Support Activities	644	302	(342)	→	✓		5,371	5,409	(38)	↓	✓	(380)	20
Strategy & Policy	200	211	11	↓	✓		381	328	53	↑	✓	65	21
Treasury	454	1,059	604	↑	✓		1,180	1,598	(418)	↓	⚠	187	22
Total Year to Date	28,502	46,497	17,995				22,083	34,836	(12,754)			5,241	

5. Dashboard High Level Analysis – Operating Performance

5.1 Overall for the six months ending 31 December 2023 Council's operating result achieved is \$5.2 million better than budgeted.

5.2 This can be seen in the dashboard with operating revenue being \$18 million more than budgeted.

As can be seen in the financial performance actuals vs budget variance graph on the dashboard this favourable result achieved is predominately made up of external funding Council has received over and above subsidies Council already budget for.

5.2.1 The detailed explanations section below highlight where this funding has come from across each of the activities. The three largest sources that contribute to this variance were:

- Funding received from Waka Kotahi at a 100% subsidy rate for Council's response to Cyclone Gabrielle damage on our roading network.
- The Department of Internal Affairs with funding of Council's multi-year project to upgrade Route 52 - Huarahi Tūhono – Weber to Wimbledon.
- Funding received to aid Council's recovery response to Cyclone Gabrielle outside of the roading network.

5.3 Operating Costs achieved for the period show an unfavourable variance compared to budget of \$13 million.

The financial performance – Actual vs budget variance highlights where these costs incurred are more than budgeted.

5.3.1 Operating expenses is the largest contributor to this variance of \$12 million.

5.3.2 As explained in the detailed explanations below this is predominately made up of contractor costs being \$14 million more than budgeted. This is result of unbudgeted costs incurred in relation to the external funding received for Cyclone Gabrielle (\$11.9 million) and the roading programme tracking ahead of budget as the team work to complete their work programme for the year.

5.3.3 Consultant costs that have been budgeted across Council are tracking less than budget by \$606,000 for the period. This is due to timing of when funding is received, and cost incurred.

5.3.4 Insurance costs that had been budgeted for the period but were not yet incurred at 31 December total \$328,000. These costs have since been incurred and this favourable variance will be fully utilised in the next quarter report.

5.3.5 Maintenance costs across all activities of Council are tracking \$187,000 less than budgeted. This is for varying factors and are highlighted in the detailed explanation section below.

5.3.6 All other operating costs which include but not limited to power, rates, audit fees, cleaning costs for Council facilities, water and wastewater operating costs, waste

disposal costs, management fees being key costs for the period are overall underbudget by \$793,000.

- 5.3.7 The next largest contributor to the operating costs is personnel costs tracking more than budget by \$52,000. This unfavourable variance is made up of resources Council brought on for the recovery function that was set up after Cyclone Gabrielle, these roles are all externally funded. These costs are offset by various vacant roles held for the period.

6. Detailed Explanation of Significant Operating Variances

Report item # (refer activity dashboard)	Activity	Explanation	On Track for Year End	Reflected in 2024/34 Long Term Plan
15	Roading & Footpath	<p>Overall these two activities show a net favourable variance of \$2.3 million for the period.</p> <p>Footpaths is showing a net unfavourable variance of \$917,000 which is made up of funding budgeted to be received for the period for the Transport Choices program which Waka Kotahi have subsequently been removed.</p> <p>Roading is showing a net favourable variance of \$3.2 million for the period. This is made up of funding received for Cyclone Gabrielle (\$13 million) and funding received for Route 52 upgrade (\$3.8 million). This funding is offset by related contract cost for Cyclone Gabrielle works totalling \$11.9 million and the remainder of the variance is offset by the maintenance programme tracking \$1.6 million ahead of budget, this is as a result of timing of when works have been able to be completed – we expect the roading programme (outside of Cyclone Gabrielle funding) to be on budget at year end.</p>	✓	N/A
12	Emergency Management	<p>Overall net favourable variance of \$1.1 million for the period.</p> <p>This is a result of external funding that has been received for Cyclone Gabrielle Recovery activities and is offset by corresponding expenditure.</p> <p>Expect this activity to be on budget at year end with Cyclone Gabrielle Recovery funding expected to be fully utilised.</p>	✓	N/A
1	Community Support	<p>Overall this activity shows a net favourable variance of \$370,000.</p> <p>Council has received \$325,000 unbudgeted funding from the Mayors Taskforce for Jobs of which \$96,000 has been spent in associated costs.</p> <p>The remainder of the favourable variance is made up of</p>	✓	N/A

Report item # (refer activity dashboard)	Activity	Explanation	On Track for Year End	Reflected in 2024/34 Long Term Plan
		annual grants that have been budgeted for at the beginning of the financial year and timing of these being paid being ad-hoc / spread throughout the financial year. Anticipate this activity to be on track at year end.		
2	Representation	Overall this activity shows a net favourable variance of \$150,000. Council had budgeted to receive funding and associated costs for Better Off funding in this activity for Building Iwi Capacity of which shows a \$28,000 favourable variance for the period due to timing of funding received and associated costs being incurred. Community boards are tracking underbudget for the period \$34,000 due to timing of payments being made. Council Staff costs for this activity are also showing as underbudget \$24,000 noting vacant positions in this space. The remainder of the representation activity is tracking under budget as a result of timing of budgeted subscriptions and non staff remuneration. Expect this activity to be on budget at year end.	✓	N/A
3	Cemeteries	Overall minor net favourable variance of \$24,000 for this activity for the period. Is made up of lower than budgeted internment fees and costs associated with less internments (\$14,000) and maintenance works budgeted but nature of these budgets is to be spent as required. Expect this activity to be on budget at year end.	✓	✓
4	Community Buildings	Overall net favourable variance of \$105,000 for the period. Favourable variance is made up of insurance costs not yet incurred at 31 December and minor savings in timing of maintenance works to be completed. Expect this activity to be on budget at year end.	✓	N/A
5	Housing	Overall a net favourable variance of \$149,000 for the period. This is a result of rates payments (\$120,000) not yet allocated for the period, and insurance costs (\$25,000) not yet incurred for the period. The remainder of the favourable variance is made up savings in staff costs with vacant positions, offset by	x	✓

Report item # (refer activity dashboard)	Activity	Explanation	On Track for Year End	Reflected in 2024/34 Long Term Plan
		<p>increase in contract costs with the regular maintenance contract that is in place.</p> <p>Housing is a self funding activity of Council and further explanation can be found in the self funding section of this report</p> <p>Anticipate that this activity could be overspent at year end.</p>		
6	Libraries	<p>Overall for the period activity is showing a net unfavourable variance of \$94,000.</p> <p>This is made up of the timing of specialist subscriptions being paid against a full year budget \$68,000, and the remainder variance is made up on higher than budgeted staff costs totalling \$26,000.</p>	x	✓
7	Parks and Reserves	<p>Overall net unfavourable variance for the period of \$335,000.</p> <p>This is made up of Better Off funding budgeted for the period of \$520,000 that had not yet been received. Note that this is a timing difference only and as these projects progress Council will claim the funding for these projects.</p> <p>This is offset by lower costs in camp ground and parks/reserves. These are due to timing and expect these to be fully utilised at year end.</p> <p>Expect this activity to be on budget at year end.</p>	✓	N/A
8	Public Conveniences	<p>Overall net unfavourable variance for the period of \$19,000.</p> <p>This is a result of increase in contract cleaning costs being more than budgeted.</p> <p>Expect this activity to be over budget at year end.</p>	x	✓
9	Commercial Investments	<p>Overall net favourable variance for the period of \$22,000.</p> <p>This is a result of underspent costs at the Aerodrome and other Commercial Properties totalling \$40,000 that will be fully utilised during the year.</p> <p>Offset by unbudgeted costs in the forestry activity of \$29,000 for management fees and pruning costs. Small timber lots have been harvested with income of \$33,000 received in the 3rd quarter.</p> <p>Note that the forestry is a self funding activity and further explanation can be found in the self funding</p>	✓	N/A

Report item # (refer activity dashboard)	Activity	Explanation	On Track for Year End	Reflected in 2024/34 Long Term Plan
		<p>section of this report.</p> <p>Anticipate this activity to be budget at year end.</p>		
10	District Promotion & Development	<p>Overall net favourable variance of \$129,000 for the period.</p> <p>Favourable variance is a result of unbudgeted MBIE Regional Digital Hub funding received of \$40,000.</p> <p>Staff costs are more than budgeted for this activity however note that these roles are funded by external funding.</p> <p>These have been offset by savings in operating costs for the period of \$147,000, most of which is made up of sponsorship or events that Council participates in that costs have not yet been incurred and funds budgeted for the Community foundation. Council budgets for these costs to be incurred at the start of each financial year, expect these to be utilised by year end.</p> <p>Anticipating this activity to be on budget at year end.</p>	✓	N/A
11	Animal Control	<p>Overall net favourable variance for the period of \$218,000.</p> <p>This is made up of higher numbers in dog registrations across the district and active enforcement of the requirement of registering dogs \$235,000.</p> <p>This is offset by an increase in staff cots compared to budget.</p> <p>Expect this activity to have a favourable variance at year end.</p>	✓	✓
13	Health & Safety	<p>Overall this activity is showing a net unfavourable variance for the period of \$169,000.</p> <p>This is made up of lower than budgeted revenue (\$361,000) with a significant decrease in building consents for the period (98) compared to last year (156).</p> <p>This is offset by savings in contract costs of \$302,000 reflecting the decreased demand in consents received and filling vacant building officers positions.</p> <p>Overall there is an increase in staff costs for the activity totalling \$121,000.</p> <p>Council is seeing an increase in consent applications in the new calendar year and as a result are expecting this activity to be on budget at year end</p>	✓	✓

Report item # (refer activity dashboard)	Activity	Explanation	On Track for Year End	Reflected in 2024/34 Long Term Plan
14	Resource Management	<p>Overall this activity shows a net favourable variance of \$404,000.</p> <p>This is made up of Better Off funding received for the period being \$125,000 more than budgeted. The associated costs for this work being incurred are tracking slightly less than budget (\$62,000). This is a result of timing of budgets and spending being incurred, we expect this funding to be fully utilised at year end.</p> <p>The remainder of the favourable variance is made up of an underspend in the District Plan Review with costs anticipated to be incurred in the second half of the year however indications are that the full budget will not be required and a favourable variance will show at year end.</p> <p>Consents issued for the period were as follows 18 land use consents, 85 subdivision consents compared to the same period in 2023 12 land use consents and 77 subdivision consents.</p> <p>Expect this activity to have a favourable variance at year end.</p>	✓	✓
16	Solid Waste Management	<p>Overall this activity is showing a net favourable variance of \$50,000.</p> <p>This is made up of a revenue shortfall of \$222,000 across the sites compared to budget which is offset by Waste minimisation subsidy revenue received ahead of budget by \$109,000.</p> <p>Operating expenditure for the period is tracking \$212,000 less than budgeted, offset by an increase in staff costs \$51,000. This is a result of the change in the way in which the transfer stations are managed bringing this part of the service in house .</p> <p>Solid waste transferred to CHB Council for the period was 2002.10t (2023: 2601.80t).</p> <p>Kerbside recycling collection was 159.98t (2023: 57.07t)</p> <p>Expect this activity to be on budget at year end.</p>	✓	✓
17	Stormwater	<p>Overall net unfavourable of \$232,000 for the period.</p> <p>This is made up of external funding budgeted for the IAF Pahiatua Project not yet received \$325,000. This is offset by savings in operational costs to date however note that these savings are a timing difference of when costs are incurred. Expect these budgets to be fully utilised at</p>	✓	N/A

Report item # (refer activity dashboard)	Activity	Explanation	On Track for Year End	Reflected in 2024/34 Long Term Plan
		<p>year end.</p> <p>Expect this activity to be on budget at year end.</p>		
18	Wastewater	<p>Overall net favourable variance of \$245,000 for the period.</p> <p>This is made up of savings in operating costs to date due to timing of budgets and when spending is anticipated to be incurred, offset by subsidies budgeted to be received in relation to the IAF Pahiatua Project that had not yet been received during the period \$100,000.</p> <p>Expect this activity to be on budget at year end.</p>	✓	N/A
19	Water Supplies	<p>Overall net favourable variance of \$936,000 for the period.</p> <p>This is a result of higher than budgeted water revenue of \$173,000 and funding received from Ministry of Health for the Dannevirke Fluoridation project Council is required to complete \$379,000.</p> <p>There are savings across all operating costs in the water supply space, mainly due to timing of budgets and when spend is anticipated to be incurred. Pahiatua Water Treatment Plant has had an unbudgeted cost incurred to replace UV bulbs totalling \$48,000.</p> <p>Water meter consumption for the period was 255,981m3 compared to 297,333m3 in 2023.</p> <p>Expect this activity to show a favourable variance at year end reflecting the unbudgeted funding received from the Ministry of Health.</p>	✓	✓
20	Support	<p>Overall, this activity is showing a net unfavourable variance of \$380,000.</p> <p>This is a result of rates revenue being less than budgeted for the period \$141,000.</p> <p>As well as \$209,000 Better Off funding that had been budgeted for the period but has not yet been received. As the project progresses expect this funding to be received and the corresponding budgeted expenses to be incurred (currently \$145,000 less than budgeted).</p> <p>Valuation fees are \$130,000 more than budgeted with a slight increase in the contract cost and a delay in an invoice being received for the 2023 financial year totalling \$96,000.</p> <p>Staff costs are tracking ahead of budget by \$142,000 however the capitalisation of staff costs that have been</p>	✓	✓

Report item # (refer activity dashboard)	Activity	Explanation	On Track for Year End	Reflected in 2024/34 Long Term Plan
		<p>budgeted for the period totalling \$358,000 have not yet occurred as this is completed as part of the year end process. If these costs had been capitalised this would show staff costs being underbudget by \$216,000 which is a result of vacant roles.</p> <p>Consultant costs for the period are tracking \$108,000 more than budget as have been required to help provide expertise and support for the organisation as a result of the vacant roles for the period.</p> <p>Computer software is tracking less than budgeted by \$113,000 this is due to timing of when licences are required against being budgeted.</p> <p>The remainder of the favourable variance is made up of minor ups and downs across the support activities and audit fees budgeted but not yet incurred of \$108,000.</p> <p>Expect this activity to be on budget at year end.</p>		
21	Strategy & Policy	<p>Overall net favourable variance for the period of \$65,000.</p> <p>This is a result of timing of external funding received in the Affordable Waters space and timing of spend associated with the funding.</p> <p>Expect this activity to be on budget at year end.</p>	✓	N/A
22	Treasury	<p>Overall net favourable variance for the period of \$187,000.</p> <p>This is made up of interest revenue received for the period being more than budgeted by \$604,000 as a result of investments made on prefunded debt.</p> <p>This revenue is offset by increase in interest costs for the period of \$418,000 more than budgeted with actual interest rates received on borrowings being greater than the budgeted interest rates in the Annual Plan.</p> <p>Expect this activity to be over budget at year end with unbudgeted borrowings required for the Dannevirke Impound Supply project.</p>	x	✓

7. Summary of Service Performance Results

7.1 Summary of Results

Council use a range of service performance measures to monitor the service levels delivered to customers. Table 2 below highlights the performance for the year ended June:

Category	2023/24 measures			% (out of 101 measures)	Last Year Results
	Council	Survey	Mandatory		
Achieved / On Target	26	5	33	63%	61%
Needs Improvement	4	19	2	25%	27%
Not achieved	-	1	-	1%	1%
Measured at Year End	3	2	6	11%	11%

Excluding the 11 measures marked as measured at year end, Council met 71% of its service performance measures, compared to 70% for the first quarter and 61% for the same period last year.

7.2 Council and Mandatory Measures

7.2.1 Council uses a range of measures and targets to inform how Council are performing against agreed service levels. These measures range from complaints in the Customer Request Management (CRM) system to physical inspections of assets.

7.2.2 Department of Internal Affairs (DIA) mandates 41 measures with Council setting the targets to be achieved.

7.2.3 The two measures in the “needs improvement” category relate to the water activity, with the remaining two in the transportation activity.

7.2.4 One being council’s compliance with Part 5 of the NZ Drinking Water Standards (2018) and from January 2023 compliance with Drinking Water Quality Assurance Rules (DQQAR) (2022). Council is required to obtain an independent report on its compliance for these two measures. This report is obtained at the end of the financial year.

7.2.5 At 30 June 2023 Council was not compliant for 4 of its 7 water treatment plants with part 4. Eketāhuna supply did not meet the sampling frequency (this would have since been rectified) Norsewood, Pongaroa and Akitio water plants also did not meet the sampling frequency.

7.2.6 For Part 5 at 30 June Council was not compliant with 5 of its 7 water treatment plants (Dannevirke & Pahiatua were compliant). These non compliance are often caused by data quality issues, resulting in Council not being able to demonstrate continuously monitored parameters. It is important to stress that this does not indicate that the public’s health was or is at risk.

7.2.7 The compliance team have advised that at 31 December compliance with the monitoring requirements for part 4 has been met, and this measure is showing as on target.

- 7.2.8 The remaining mandatory water measure marked as need improvement relates to the number of complaints over 1,000 connections to Council's networked reticulation system for continuity of supply. A total of 30 complaints had been received for the period. In October there was a watermain break in Gibson Place in Dannevirke that resulted in 23 complaints being received for water supply issues. Also in November as a results of repairs needing to be carried out to a broken fitting in Eketāhuna this resulted in 5 complaints being received.
- 7.3 Community Survey Scorecard
- 7.3.1 The second of three waves of the Key Research community survey were completed in January (and have been included in this report) with 199 residents completing the survey (164 residents completed the September survey). This survey is sent to members of the community based on Council's electoral role and residents are given the option of completing it by way of mail or an online survey (all respondents this wave completed the survey online).
- 7.3.2 Of the 27 service performance council recognises as being survey measures, 22 are completed using this method, the remaining 5 are surveys Council conducts themselves using various methods. Only 2 of the 5 of these surveys had been completed by 31 December, the remaining will be completed in the second half of the year and have been as measured at year end.
- 7.3.3 Of the 22 remaining community survey measures agreed in the Long Term Plan, 3 are currently on target to be met (2 were on target at 30 September 2023). This can be compared to 6 that were marked as being achieved at 30 June 2023 and 8 being on target at 31 December 2022.
- 7.3.4 The opportunity was also taken to seek feedback on other aspects of Council that are of strategic significance, and the notable results are:
- 55% Satisfied with Vision and Leadership (39% at 30 September 2023 and 65% at 30 June 2023)
 - 51% Satisfied with Overall Reputation (52% at 30 September 2023 and 62% at 30 June 2023)
 - 66% Satisfied with staff (57% at 30 September 2023 and 76% at 30 June 2023)
 - 77% Feel safe from dogs (65% at 30 September 2023 and 71% at 30 June 2023)
 - 59% Satisfied with managing and issuing building consents (41% at 30 September 2023 and 55% at 30 June 2023)
 - 81% Satisfied with the wastewater management (85% at 30 September 2023 and at 81% at 30 June 2023)
 - 45% Satisfied with overall management of the urban water supplies (45% at 30 September 2023 and 52% at 30 June 2023)

7.3.5 Feedback on recycling methods used by residents, along with the upcoming waste minimisation plan review, will help inform decisions on how to enhance and encourage recycling services. Notable findings are:

- 53% of residents use the recycling drop off (63% at 30 September 2023 and 60% at 30 June 2023)
- 50% using regular kerbside recycling (41% at 30 September 2023 and 51% at 30 June 2023)
- 28% use composting/worm farming (28% at 30 September 2023 and 23% at 30 June 2023)

7.3.6 Roading continues to be an area of low satisfaction, with rural roads in particular recording 43% (37% at 30 September 2023), compared to 45% (44% at 30 September 2023) satisfaction for urban roads. The most common reason given for dissatisfaction is potholes and time it takes to complete repairs. When asked for which routes travelled that have prompted residents' dissatisfaction, we continue to see the Saddle Road, Pahiatua Track, State Highways (these are managed by Waka Kotahi) and Route 52 which is undergoing a multi year upgrade programme coupled with impact that Cyclone Gabrielle had on the roading network.

7.4 Water and Wastewater Complaints – Qualification in 2019/2020 through to 2022/2023

Through the 2022/2023 Annual Report auditors have confirmed that Council will be in a position to have this qualification removed from its Annual report for the 2023/2024 as Council has satisfied it has corrected these issues and they have provided clearance to the 2022/2023 numbers.

8. Capital Expenditure Report

8.1 Summary

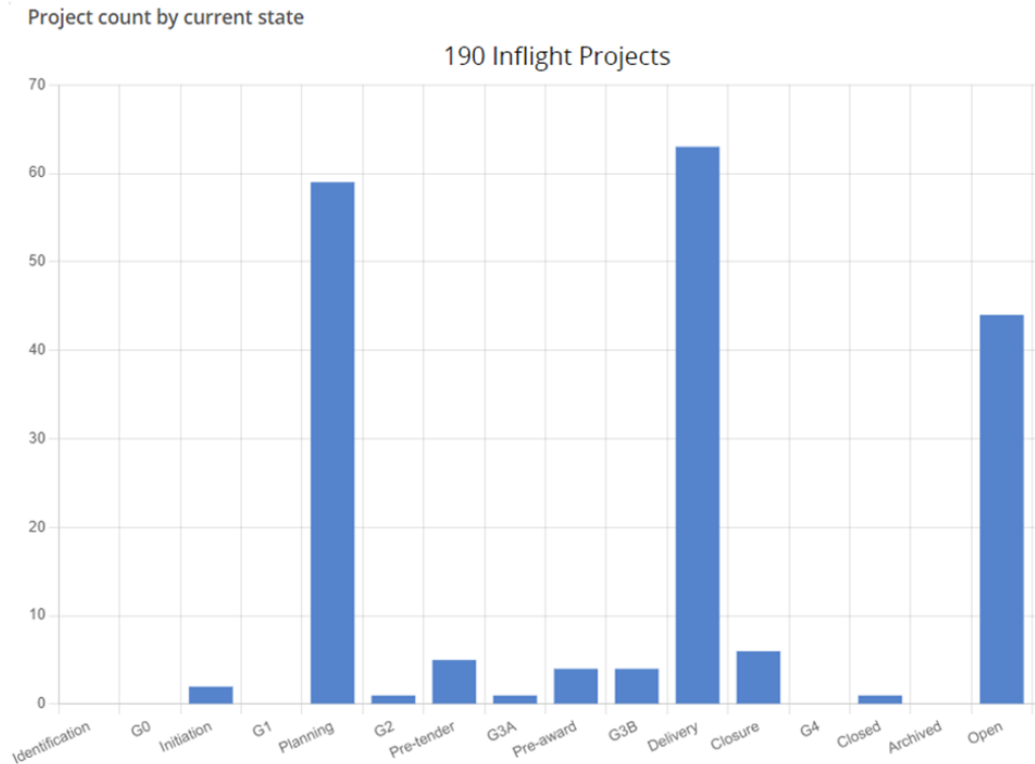
As of January 2024, we have spent \$10.151 million of our \$48.607 million annual budget.

It is worth noting how the current budget has been compiled.

- The Annual Plan budget was set at \$26.963 million.
- Carry forwards requested totalled \$14.645 million.
- Additional projects have been approved particularly around the Dannevirke impounded supply totalling \$7 million.
 - Emergency temporary repairs \$300,000
 - Detailed Design \$600,000
 - Pre-treatment plant \$3.2 million
 - Raw water storage \$400,000
 - Treated water storage \$2.5 million.

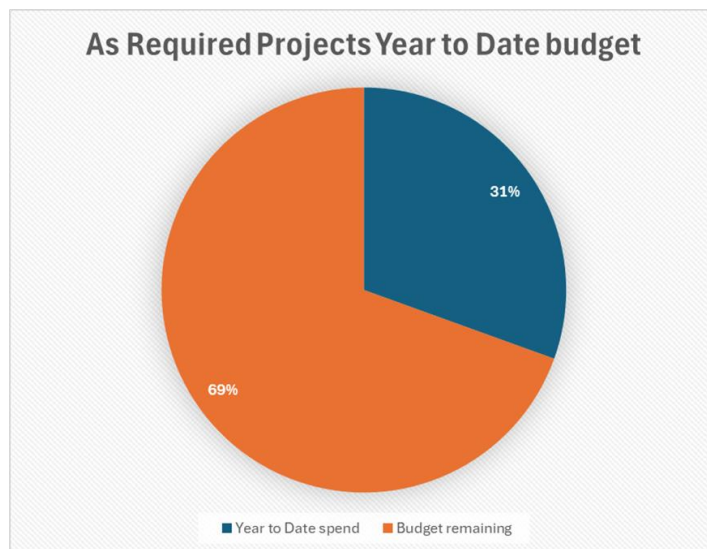
8.2 190 projects with 44 of those are budgets set aside for renewal purposes and are projects as required and have been grouped in the 'open' state. To ensure consistency of reporting metrics, projects of this nature will remain with the status

so as not to confuse the reports moving forward e.g. completed project status change back to planning etc.



8.3 44 As required only

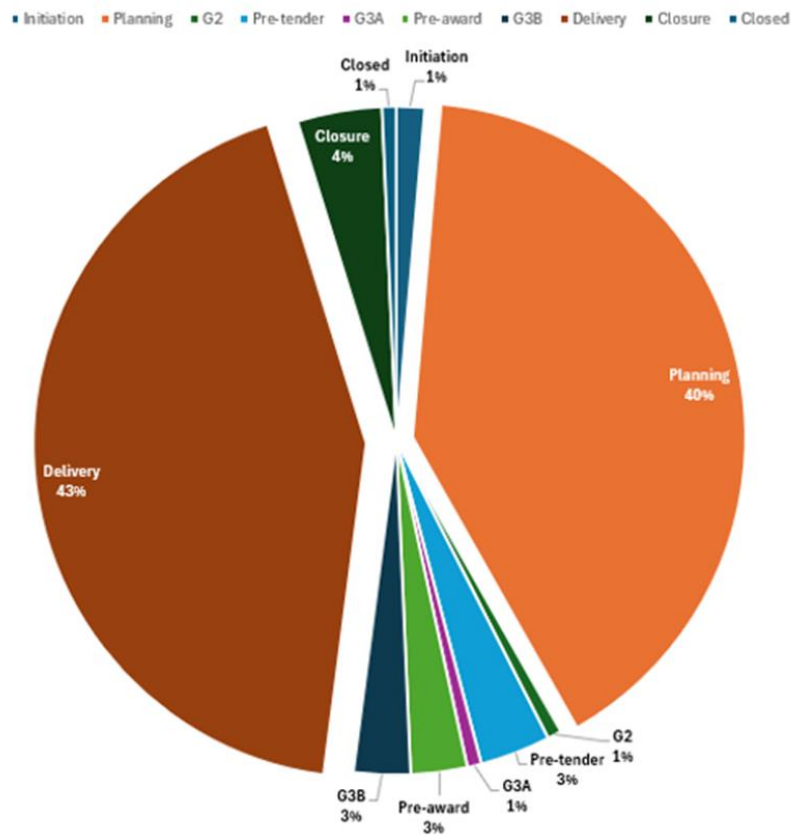
The budget overall totals to \$7.98 million of this we have currently spent \$2.435 million. High value renewal projects in this space include Emergency Reinstatement (roading), Drainage renewals, Wastewater Reticulation renewals, Bridge renewals, Vehicle renewals and Minor Safety improvements (roading). Also includes Community buildings, parks and reserves for example District Unplanned renewals and District Wide Minor renewals.



It is worthwhile to make note that while these are grouped as above, each as required only budget requires continuous project lifecycle management from identification through initiation, planning, delivery and closure. The scale of works encompassed in the graph above do not do the work this entails complete justice.

- 8.4 This leaves us with 146 individual project lines that have singular programme / project scope and time frames associated. Notable multi-year projects include the Route 52 project, Dannevirke impounded supply and the Dannevirke, Eketāhuna and Pahiatua Wastewater programmes.

Capital Programme by Status



Projects total	
Initiation	2
Planning	59
G2	1
Pre-tender	5
G3A	1
Pre-award	4
G3B	4
Delivery	63
Closure	6
Closed	1
Grand Total	146

8.5 7 Completed and/or in Closure

8.5.1 In closure means that the project is finalising their close outs e.g. minor adjustments, hand overs and finalising invoices. High value/interest projects completed include:

- Pahiatua Service Centre earthquake strengthening,
- Pahiatua Bore investigation,
- Pahiatua Pool resealing,
- Pahiatua Weir and Infiltration Gallery investigation, and
- Transport Choices (funding cuts by NZTA),

8.6 63 in Delivery

Noted projects in delivery include:

- Route 52,
- Sealed roads resurfacing,
- Pavement rehabilitation,
- Dannevirke Impounded Supply,
- Dannevirke fluoridation,
- Eketāhuna Wetland,
- Dannevirke Wastewater Programme (Dissolved Air Floatation – DAF),
- Telemetry / SCADA upgrades,
- Pahiatua Infrastructure Accelerated Funds,
- Dannevirke Netball Tennis Court Green Plexi Pave Surface,
- Dannevirke Barraud Street, and
- Alternative water source investigations.

8.7 74 in Planning and procurement

8.7.1 Planning status includes design works, approach, resourcing and procurement.

8.7.2 There are a number of large programmes of works with multiple interdependencies. High value programmes and projects to note are the:

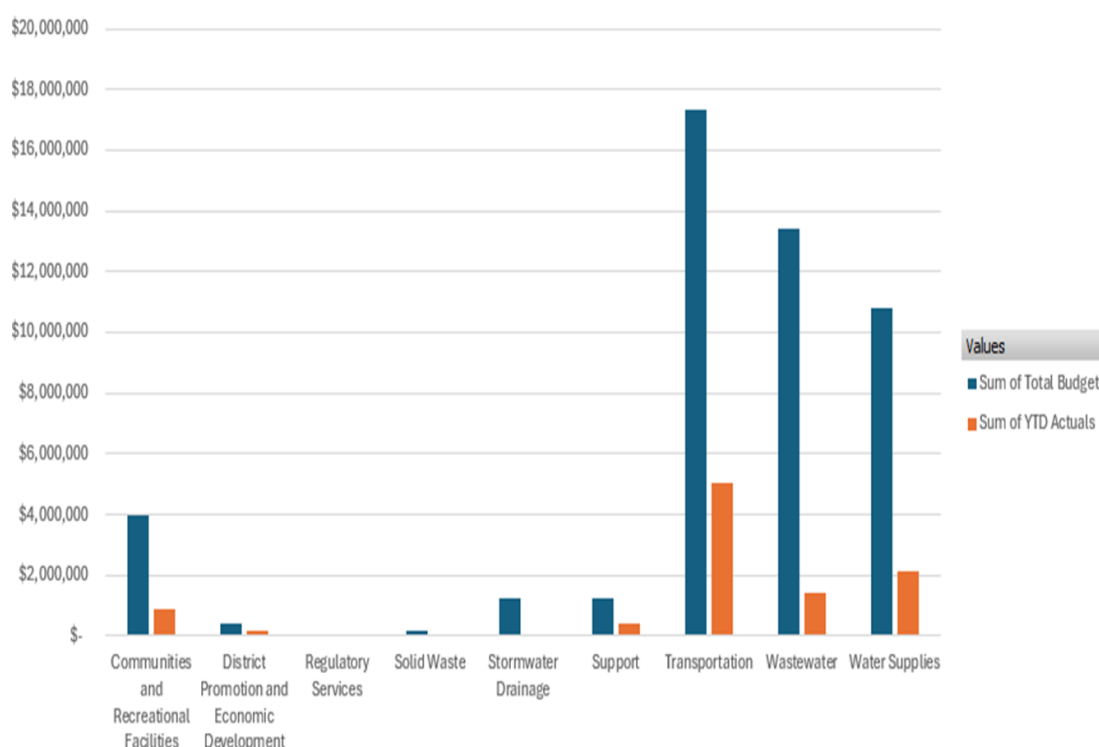
- Norsewood Water treatment upgrade,
- Waihi Falls toilet,
- Woodville Wastewater programme,
- Pahiatua Wastewater programme,
- Infiltration and Inflow Strategy Implementation,
- Executing TDC Play and Recreation Strategy (PARS),
- Upgrade of Council Owned Reserves,
- Lindauer Walkway, and
- Carnegie Hall.

8.8 2 in Initiation

- Norsewood Alternate Water Source Infrastructure (Investigation report to guide)
- Pongaroa Transfer station investigation

8.8.1 1 is On Hold within the Planning phase i.e. Eketāhuna Wastewater programme.

8.9 Budget vs Actual YTD by Group of Activity



Group of Activity	Sum of Total Budget	Sum of YTD Actuals
Communities and Recreational Facilities	\$ 3,952,015	\$ 856,268
District Promotion and Economic Development	\$ 378,733	\$ 152,147
Regulatory Services	\$ 77,762	\$ 44,374
Solid Waste	\$ 195,428	\$ 65,067
Stormwater Drainage	\$ 1,213,795	\$ 25,324
Support	\$ 1,265,856	\$ 391,503
Transportation	\$ 17,341,513	\$ 5,057,792
Wastewater	\$ 13,400,732	\$ 1,440,118
Water Supplies	\$ 10,782,028	\$ 2,119,198
Grand Total	\$ 48,607,862	\$ 10,151,792

8.9.1 The graph 'Budget vs Actual YTD by Group of Activity' graphically depicts where the budget was spent by Group of Activity.

8.9.2 As the graph displays, we have large unspent sections, primarily in the Transportation, Wastewater and Water groups. Transportation budgets are part of a three-year programme of works and continues to work through the additional emergency works that prior events have created within the roading network.

8.9.3 Route 52 has remaining approx. \$6.3 million which is included in this total figure. The majority of works in this space have been re-scheduled for delivery in the 23/24 FY and forecasted for finishing works in the first half of the 24/25 FY. Additionally, what is also included here is the originally planned \$2 million dollars

from NZTA funding for the Transport Choices project which the funding has been withdrawn which was outside of our control.

- 8.9.4 Water and wastewater have both been serious discussion points that have both required serious planning, deliberation, and decisions in order to position the projects favourably for delivery. Primarily, these are the work surrounding the Dannevirke Impounded supply and both the Eketāhuna and Pahiatua Wastewater programmes of work.
- 8.9.5 We continue to work through a transformational change in the way that projects are managed. Forecasting accurately and consistently continues to be a focus for TDC and while there are currently large unspent budgets it should also be noted that we are getting better at our planning and scoping of projects which ensures we have fit for purpose solutions. This change can be observed as we have large projects that are finalising the contracts for which will move these into delivery and will see the main body of budget to be spent on the delivery/construction. These projects include: Dannevirke Fluoridation, Pahiatua Infrastructure Accelerated Funds project, Infiltration and Inflow Strategy Implementation, Woodville wastewater headworks, Norsewood Water Treatment plant and the Dannevirke Inverted Syphon. The aforementioned projects total approx. \$4.7 million.
- 8.9.6 The Communities and Recreational Facilities should be noted to also include the Executing TDC PARS, Upgrade of Council owned reserves, Lindauer Walkway and Pahiatua Pool contribution which combined total \$1.8 million.
- 8.9.7 Identified projects that will require a reforecast of the budget and as a result, likely, a carry forward. Assessed figures for reforecast to the next FY:
- Route 52 - \$2 million
 - Pahiatua Wastewater treatment plant upgrade - \$1.8 million
 - Eketāhuna Wastewater treatment plant upgrade - \$1.9 million
- 8.9.8 The Better off funding programme (Actioning Council's Play, Active Recreation and Sports (PARS) Strategy, Building Iwi Capacity, Digitisation of Council Records and the introduction of E-Services, Future Community Urban Design and the upgrading of Council owned Reserves) is included proportionally to the capex and opex split and is being further refined, planned, delivered and forecasted.
- 8.9.9 TDC's project management framework has been externally reviewed and endorsed, affirming confidence in our direction. However, consolidating the various programs within the portfolio remains a challenging task requiring further refinement. Implementing best practices and ensuring that project management plans are fit for purpose have been critical for improving financial forecasting and successful program/project delivery. Moreover, despite significant unspent budgets, there is a concerted effort to prioritise value for money. The organisation is undergoing a transformational change in project management, with a focus on enhanced forecasting and better planning. Prioritisation of projects and programs has also received external endorsement, affirming the effectiveness of the

priority-setting process and the associated matrix. With a clear focus on refining practices and prioritising value-driven initiatives, TDC is well-postured to continue its journey towards excellence in project management, guided by a structured process that ensures accountability and fosters continuous improvement.

9. Treasury Report

9.1 Treasury Strategy

9.1.1 Finance continues to work with Council's treasury advisor to develop and implement strategies to manage interest rates risk and optimise funding in accordance with its Finance Strategies.

9.1.2 The focus continues to be managing interest rates and funding risk through forecasting debt levels, hedging strategies and to managing interest rate risk.

9.2 Pre-funding Debt

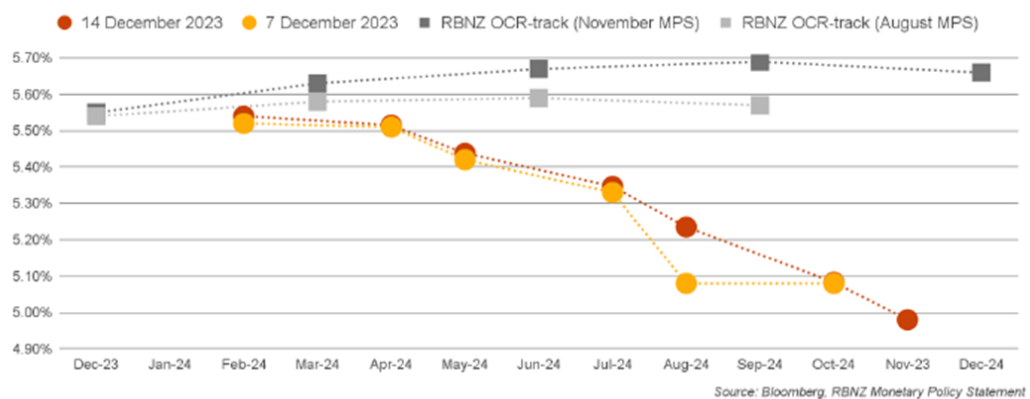
9.2.1 Council has \$4 million of debt maturing on 15 April 2024, which provides Council with the opportunity to pre-fund these maturities.

9.2.2 Council is holding the \$4 million on term deposit with a maturity date set a few days prior to the upcoming April debt maturity to ensure the funds are available to repay the debt on the due date.

9.3 Economic and Financial Market Update Summary

9.3.1 The RBNZ chose to leave the OCR on hold at 5.50% at its Monetary Policy Statement (MPS) in November. Having stated this intention in October's Monetary Policy Review, the decision was expected by markets. The continuation of elevated rates is linked to inflationary pressures continuing to be too high for the RBNZ to begin unwinding its previous rate hikes. Although demand has eased the policy needs to remain restrictive so that demand is subdued and inflation returns within target. The MPS firmly reiterated previous statements, reinforcing the view that the most likely near-term outlook for the OCR is for no change from the current 5.50% level. However, the slightly stronger than expected hawkish tone from the RBNZ at November's meeting did ruffle some feathers and whilst there is the expectation that interest rates hikes are over, the RBNZ did raise its forecasted cash rate peak up to 5.69% (almost fully pricing in an additional rate hike). The New Zealand Q3 GDP data release printed weak at -0.3%qoq, indicating subdued demand which will likely help ease inflationary pressures. The market reacted, resulting in a movement lower in the New Zealand swap curve.

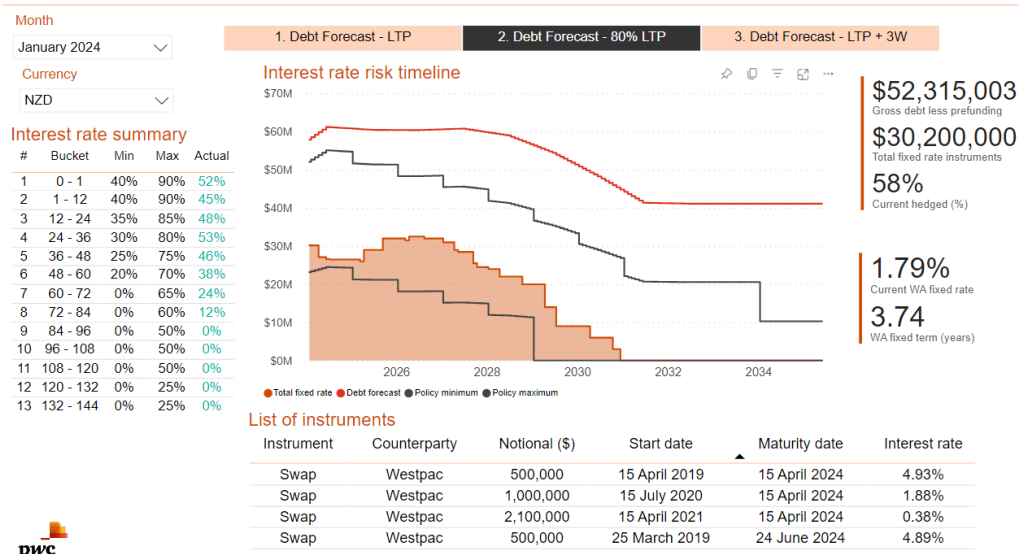
Market implied OCR projections versus RBNZ's OCR-track (quarterly average)



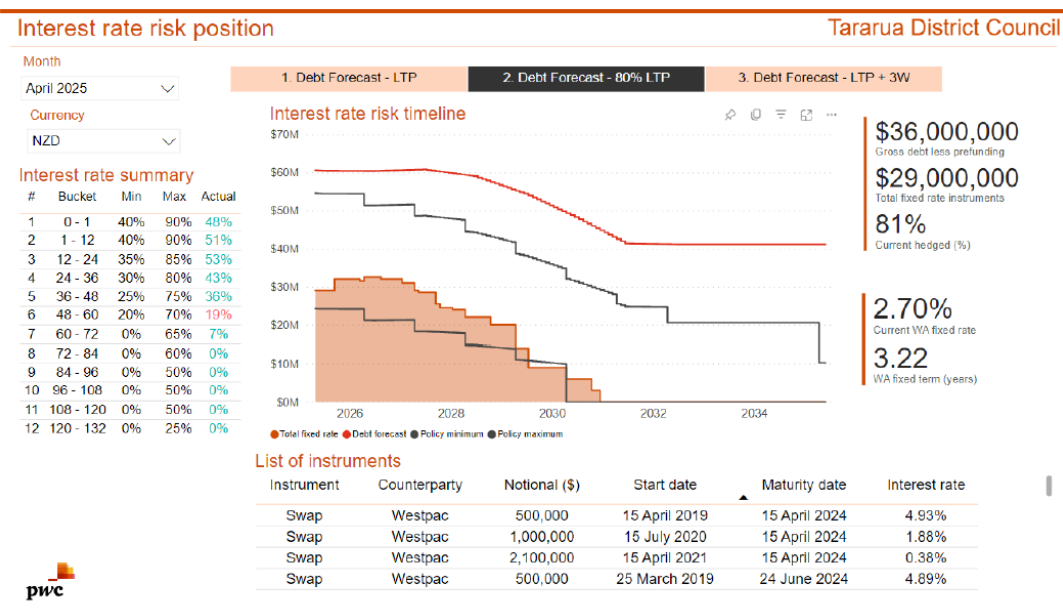
- 9.3.2 The most recent consumer price index (CPI) data release from the US showed inflation levels are continuing to fall, which proved to be a key factor in the Federal Reserve's (Fed) final interest rate decision of the year. The Fed held interest rates unchanged, but updated its dot plot projection of rates which indicated 75basis points of rate cuts over 2024. This was a change in stance from the Fed who previously held the position of further interest rate hikes if inflation does not move to more desirable levels.
- 9.3.3 With global inflation rates trending in the right direction and starting to come with target levels, global interest rates are on the decline, leading to a downward movement in long term swap rates.
- 9.3.4 Looking ahead, softening global economic activity is still the expectation, with most central banks across the globe coming to the end of their interest rate tightening cycles as inflation starts to move towards target levels. Aligning with the rest of the world, the RBNZ is expected to be no different when it comes to interest rates and the expectation is still that rates will begin to fall around mid 2024.
- 9.4 Interest Rate Risk Management
- 9.4.1 Tararua District Council (Council) is compliant to interest rate Policy parameters as at 31 January 2024. The interest rate risk profile is as follows:

Interest rate risk position

Tararua District Council



9.4.2 Council will remain compliant with Policy parameters until 30 April 2025. Council's projected interest rate risk profile as at 30 April 2025 will be as follows:



9.4.3 Following recent interest rate volatility, Council were able to pick up additional hedging at attractive levels below 4% in December. Looking ahead, we understand there are likely to be revisions to the current debt forecast with the remediation of the dam. Therefore, Council will wait until there is greater clarity on the new forecast debt levels before adding to hedging at rates of 4% and below.

9.4.4 Cost of Funds: Sensitivity Analysis (see Appendix for detail)

Based on current market rates and Council's hedging profile, a 50-bps move lower in wholesale interest rates (90-day BKBM) would result in projected cost funds for FY24 decreasing from 4.38% to 4.10%. Based on Council's base-case debt forecast,

this equals a decrease in interest cost amounts of \$173,112 in FY24. See Appendix 1 for further details.

9.4.5 Summary

Council is compliant to interest rate Policy requirements as at 31 January 2024. Council maintains compliance until 30 April 2025 where non-compliance arises in the 4-5 year time band. We understand that revisions to the debt forecast are due to be made shortly in light of the remediation of the dam. The recent Fed's revision of their do plot, indicating 75 basis points of rates in 2024, coupled with a weak Z Q3 GDP data release has moved New Zealand swap rates considerably lower. Council was able to take advantage of this by lifting cover towards midpoints of Policy. Council will continue to target rates of 4% and below in order to maintain interest rate hedging towards mid-points of Policy.

9.5 Current External Debt Position

	Opening 1 July 2023 (\$)	Drawn/ (Repaid) (\$)	Closing 31 December 2023 (\$)
Core Borrowing	52,200,000	-1,000,000	51,200,000
Pre-funding	5,000,000		5,000,000
Short Term Borrowing	-	3,000,000	3,000,000
Total	57,200,000	2,000,000	59,200,000

Note short term borrowing was to fund the timing difference for 20th Payment run for the month of December and with Waka Kotahi Subsidy being received end of December.

9.6 Debt Level Headroom

9.6.1 As part of Council's Financial Strategy (2021-31 LTP) to progress the objectives in the Long-Term Plan (particularly growth), there is an increased focus on creating financial resilience to manage the financial implications of the unknown. The six key initiatives in the Financial Strategy aims to enhance financial resilience in the following areas:

- Debt headroom
- Rates headroom
- Asset investments/renewals

9.6.2 Council's Debt headroom is to ensure that Council maintains capacity within its borrowing limits so it can increase borrowing as a solution to unplanned events such as a natural disaster, major infrastructure failure or responding quickly to "capture" growth. Note that there are other mitigations for unplanned events including using reserves, insurance, and altering the capital works programme or levels of service.

- 9.6.3 Based on Council's current investment portfolio and debt at 31 December 2023 the borrowing headroom is \$24.73 million as discussed in detail in the Management Report.

Councils Maximum Limits 2021/2031 Long Term Plan	Current Limits	As at 31 December 2023 \$000's	Annual Plan 2023/24 \$000's	Annual Plan 2023/24 - Additional budgets Approved 000's	Annual Plan 2023/24 - Additional Budgets Approved - 80% Capex Completion
Net Debt as a Percentage of Revenue	< 150%	24,734	21,009	16,757	20,151
Net Interest on External Borrowings as a Percentage of Total Revenue	< 7%	55,053	27,311	25,424	25,424
Net Interest on External Borrowings as a Percentage of Annual Rates Income	< 10%	50,081	17,383	55,204	55,204
Liquidity (External term debt + committed loan facilities + available liquid investments to existing external debt)	> 110%	10,142	6,506	6,506	6,428

10. Debtors Report

10.1 Total Rating Units in the Tararua District

Council has 10,346 rating units we are collecting rates from in 2023/2024 defined by the different categories per town as below.

Ratepayers by Town 2023/2024						
Town	Total Number of Rating Units	Ind/Com	Rural	Urban	Non-Rateable with Services	Utilities
Dannevirke	5,297	327	2,405	2,514	51	
Woodville	1,627	76	824	714	13	
Pahiatua	2,389	162	1,095	1,104	28	
Eketahuna	1,001	37	715	235	14	
Utilities	32	-	-	-	-	32
Totals	10,346	602	5,039	4,567	106	32

Table 1.1

10.2 Arrears Debtors

- 10.3 Council continues to manage the rates debtors by classifying them into categories based on risk – see Table 1.2. This allows staff to take a risk-based approach to managing rates debtors. Council use internal resources and MWLASS Debt Management Central Services (DMC) to manage/collect rates debtors in arrears.

Council had 2,043 rating units in arrears 1 July 2023 with 1,646 clearing their arrears by 31 December 2023 leaving 397 with an arrears balance. Total collected and approved write-off from 1 July 2023 to 31 December 2023 was \$848,215 see Table 1.2.

Debtor Arrears Collected to 31 December 2023

Debtors Arrears Collected 1 July 2023 to 31 December 2023					
Date	No of Rating units Arrs	Total Rate Arrears Owing	Total Arrears Penalty Owing	Total Rates Arrears & Penalty Owing	Total Arrears Collected
1/07/2023	2,043			\$ 2,333,923	
30/09/2023	563	\$ 1,304,041	\$ 485,782	\$ 1,789,823	\$ 544,101
31/12/2023	397	\$ 1,012,611	\$ 473,098	\$ 1,485,708	\$ 304,115
Total collected and approved write-offs 1 July 2023 to 31 December 2023					\$ 848,215

Table 1.2

Any payments received cover the arrears penalties applied and arrears instalments until these are cleared and then cover the current penalties applied and current instalments – see table 1.3

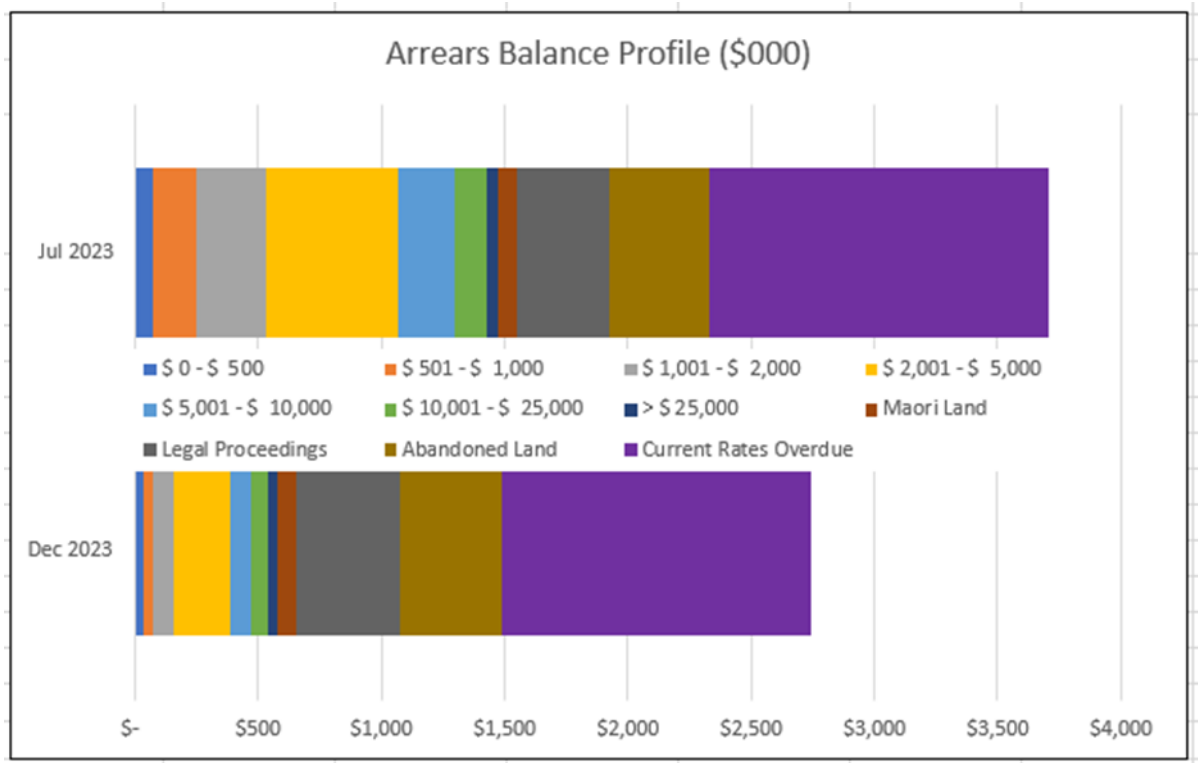
Summary Rates Arrears 2023/2024 as at 31 December 2023											
Debtors Managed by Categories - Arrears and Current											
Arrears Managed by	No of Ratepayers	Opening Balance as at	No of Rating units Arrs	Total Rate Arrears Owing	Total Arrears Penalty Owing	Total Rates Arrears & Penalty Owing as at	No of Rating Units Current	Current 2023/2024 Instalments 1-2 Owing	Penalty applied 2023/2024 Owing	Total Current & Penalty to	Total Arrears, Current Rates & Penalties Owing
	1/07/2023	1/07/2023	31/12/2023	31/12/2023	31/12/2023	31/12/2023	31/12/2023	31/12/2023	31/12/2023	31/12/2023	2023/2024
Arrears Paid	-	\$ -	1,646	\$ -	\$ -	\$ -	1,121	\$ 388,180	\$ 29,368	\$ 417,548	\$ 417,548
Irregular Payments	1,900	\$ 1,044,467	192	\$ 154,430	\$ 4,667	\$ 159,096	190	\$ 283,478	\$ 13,393	\$ 296,871	\$ 455,968
Agreements	84	\$ 189,686	59	\$ 79,860	\$ 6,485	\$ 86,345	59	\$ 80,151	\$ 24,109	\$ 104,259	\$ 190,604
DMC Management	28	\$ 237,429	111	\$ 281,794	\$ 53,138	\$ 334,931	111	\$ 142,548	\$ 52,179	\$ 194,727	\$ 529,658
Following Up - Dispute	-	\$ -	-	\$ -	\$ -	\$ -	-	\$ -	\$ -	\$ -	\$ -
Maori Land	6	\$ 79,134	6	\$ 39,744	\$ 39,390	\$ 79,134	5	\$ 4,165	\$ 4,506	\$ 8,671	\$ 87,805
Legal Rating Sales	9	\$ 371,827	14	\$ 155,553	\$ 259,890	\$ 415,443	14	\$ 17,171	\$ 43,305	\$ 60,476	\$ 475,919
Abandoned Land	16	\$ 411,380	15	\$ 301,231	\$ 109,528	\$ 410,759	15	\$ 13,438	\$ 11,888	\$ 25,326	\$ 436,085
Cyclone Gabrielle	-	\$ -	-	\$ -	\$ -	\$ -	-	\$ -	\$ -	\$ -	\$ -
Current Inst not paid	-	\$ -	-	\$ -	\$ -	\$ -	1,251	\$ 382,310	\$ 29,244	\$ 411,554	\$ 411,554
	2,043	\$ 2,333,923	397	\$ 1,012,611	\$ 473,098	\$ 1,485,708	2,766	\$ 1,311,442	\$ 207,992	\$ 1,519,433	\$ 3,005,142

Table 1.3

The arrears shown by the arrears \$ amount from 1 July to what is remaining at 31 December 2023 – see Table 1.4.

Summary of Arrears Balances				
as at 31 December 2023				
Category	No of Rating Units 1/07/2023	Brought Forward Balance as at 1/07/2023	No of Rating Units 31/12/2023	Arrears & Penalty Balance as at 31/12/2023
(\$ 17,000) - \$ 0	-	\$ -	1,642	(\$ 34,330)
\$ 0 - \$ 500	1,362	\$ 76,402	157	\$ 34,704
\$ 501 - \$ 1,000	228	\$ 171,200	50	\$ 37,310
\$ 1,001 - \$ 2,000	198	\$ 287,217	59	\$ 86,786
\$ 2,001 - \$ 5,000	177	\$ 531,671	76	\$ 226,049
\$ 5,001 - \$ 10,000	36	\$ 233,015	14	\$ 91,210
\$ 10,001 - \$ 25,000	10	\$ 131,199	5	\$ 63,436
> \$ 25,000	1	\$ 40,877	1	\$ 40,877
Sub-total	2,012	\$ 1,471,582	362	\$ 580,373
Maori Land	6	\$ 79,134	6	\$ 79,134
Legal Proceedings	9	\$ 371,827	14	\$ 415,443
Abandoned Land	16	\$ 411,380	15	\$ 410,759
Sub-total	31	\$ 862,341	35	\$ 905,335
Total	2,043	\$ 2,333,923	397	\$ 1,485,708

Table 1.4



- Table 1.4.1

10.4 Collection Trends Over Last Four Years and to 31 December 2023

Year	No of Rating Units	Annual Rates	Remissions	Total
2019/2020	9,854	26,836,300	- 490,305	26,345,995
2020/2021	9,965	27,535,237	- 469,942	27,065,294
2021/2022	10,056	30,220,743	- 469,385	29,751,358
2022/2023	10,201	33,652,289	- 526,363	33,125,926
2023/2024	10,346	37,970,728	- 583,454	37,387,274

Total Arrears and Current Collections from 1 July 2019 to 31 December 2023								
Date	No of rating units	Total Arrears & Penalty & New Current Owing	Date	No of rating units	Total Arrears	Total Penalty	Total Arrears	Total Arrears Collected as at 30 June
1/07/2019	1,688	\$ 1,507,061	30/06/2020	124	\$ 528,971	\$ 337,959	\$ 866,930	\$ (640,131)
1/07/2020	1,783	\$ 1,764,241	30/06/2021	154	\$ 592,318	\$ 376,484	\$ 968,802	\$ (795,439)
1/07/2021	2,089	\$ 1,718,474	30/06/2022	108	\$ 532,167	\$ 308,962	\$ 841,129	\$ (877,345)
1/07/2022	1,887	\$ 1,899,984	30/06/2023	143	\$ 594,666	\$ 366,312	\$ 960,978	\$ (939,006)
1/07/2023	2,043	\$ 2,333,923	31/12/2023	397	\$ 1,012,611	\$ 473,098	\$ 1,485,708	\$ (848,215)

Date	No of rating units Current Owing with Arrears	Current Instalment Owing with Arrears	Current Penalty Owing with Arrears	Total Current Penalty & Arrears Owing with Arrears	No of rating units new Current Instalment Owing	Current Instalment Owing	Current Penalty Owing	Total Current Penalty & Arrears Owing	Total No of Rating Units with Arrears, Penalties & Current Instalment Owing	Total Arrears, Penalties & Current Instalment Owing
30/06/2020	872	\$ 503,598	\$ 171,477	\$ 675,075	911	\$ 218,040	\$ 4,196	\$ 222,236	1,783	\$ 1,764,241
30/06/2021	1,128	\$ 577,071	\$ -	\$ 577,071	961	\$ 172,601	\$ -	\$ 172,601	2,089	\$ 1,718,474
30/06/2022	1,209	\$ 645,401	\$ 201,661	\$ 847,062	678	\$ 185,545	\$ 26,248	\$ 211,793	1,887	\$ 1,899,984
30/06/2023	1,068	\$ 878,089	\$ 202,000	\$ 1,080,089	912	\$ 268,177	\$ 24,670	\$ 292,848	1,980	\$ 2,333,915
31/12/2023	1,515	\$ 929,132	\$ 178,747	\$ 1,107,879	1,251	\$ 382,310	\$ 29,244	\$ 411,554	2,766	\$ 3,005,142

Table 1.5

We placed 134 rating units with arrears of \$311,705 from 1 July 2023 remaining in September 2023 with our Debt Collection agency. These ratepayers did not respond to our letters last rating year. As at 12 February 2023 we had 54 rating units that had cleared the arrears balance leaving 80 with a remaining balance of \$129,426. Some of these have come onto agreements to clear their rates. We have 4 rating units that are currently going through the process of a rating sale.

We will continue to place those with no mortgage and do not respond to our letters to commence legal action that could lead to a rating sale.

10.5 How Council Manages the Debtors

Direct debits are Council's preferred payment option as once it is set up there is limited receipting required by Council as this is processed in bulk by the different types offered. Staff are always looking at different ways of reaching out to those who are missing paying their rates. A direct debit authority form is issued within

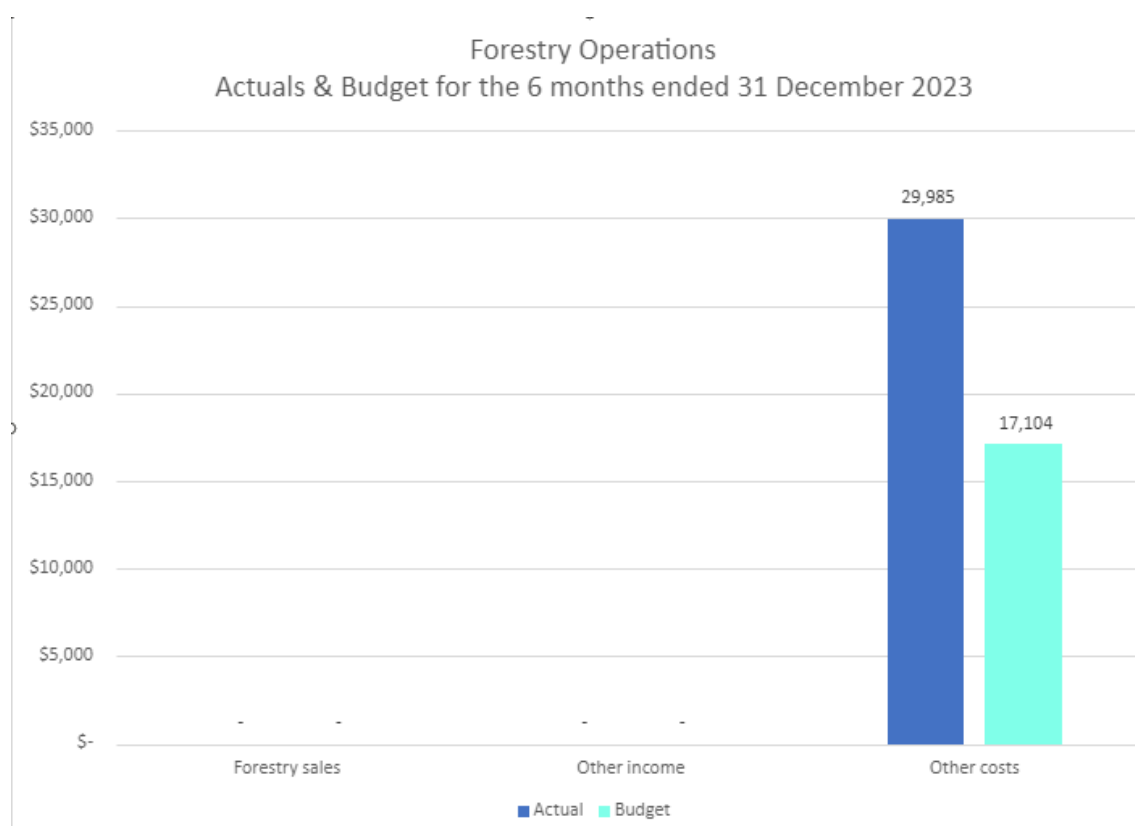
the rates notice twice a year, along with a brochure explaining the benefits of spreading over the year and never missing a payment no matter what is happening at the due date etc. Rates Rebate also assists low-income earners with payment of their rates. Table 1.6 below shows the direct debits and rates rebates processed for the prior four years and to 31 December 2023.

Date	Total No of Rating Units	No Using Direct Debit	Percentage using Direct Debit	Rate Rebates Processed to date	Amount Paid to Rates	Maximum Rebate Paid by DIA
30/06/2020	9,903	4,499	45%	742	\$ 419,499	\$ 640.00
30/06/2021	9,960	4,510	45%	771	\$ 441,340	\$ 655.00
30/06/2022	10,056	4,664	46%	822	\$ 502,872	\$ 665.00
30/06/2023	10,201	4,808	47%	901	\$ 593,919	\$ 700.00
31/12/2023	10,346	4,852	47%	198	\$ 144,564	\$ 750.00

Table 1.6

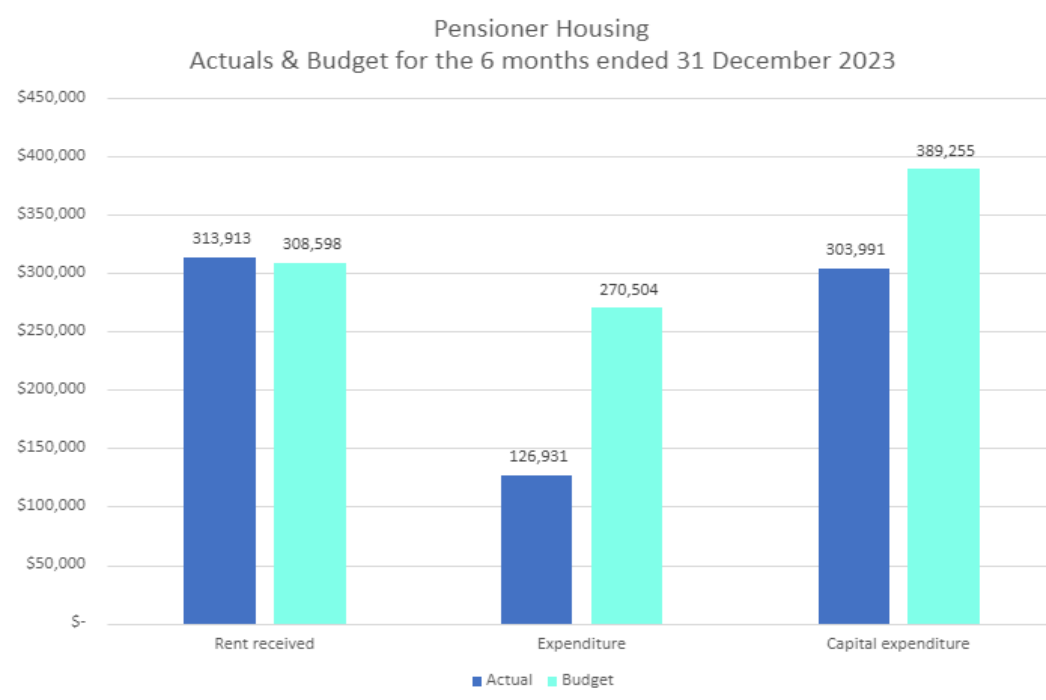
11. Self-Funded Activities

11.1 Forestry – Summary for the Six Months Ended 31 December 2023



11.1.1 The Forestry activity has made a loss of \$30,000 for the six months ended 31 December 2023.

- 11.1.2 No revenue was budgeted or received for the period. No revenue has been budgeted to be received for the 2024 financial year for this activity. Harvesting in small timber lots within Birch North Forest has been completed with a return of \$33,000 expected to be received in the third quarter.
- 11.1.3 Expenditure for the period totalled \$30,000 against a budget of \$17,000. Costs incurred for the period were for pruning costs at Birch North block totalling \$21,000 for the period and \$8,000 in management fees for the period too. Both of these costs are unbudgeted costs and note that the \$17,000 budget is for rates incurred that have not yet been allocated.
- 11.1.4 A separate forestry report will be provided to provide an update on the forests.
- 11.1.5 Note that the forestry activity is a self funding activity, and at 31 December 2023 had a reserve balance of \$714,810.
- 11.2 **Pensioner Housing – Summary for the Six Months Ended 31 December 2023**



Operational Performance

- 11.2.1 The pensioner housing activity has made an operating surplus for the period of \$187,000. This does not include insurance costs incurred in January and unallocated rates costs to this activity when these are adjusted for the operating surplus for the period is \$42,000 against a budgeted surplus of \$38,000.
- 11.2.2 As can be seen in the graph revenue is tracking slightly ahead of budget and operating expenses are less than budget by \$144,000. This is made up of unallocated rates incurred for the period not yet reflected in the actuals to date budgeted to be \$120,000 and insurance costs that had been budgeted for but not incurred at the end of the reporting period of \$25,000. Officers are expecting

contract maintenance costs to exceed budget by approximately \$10,000 with heat pump and smoke alarms services/checks coming in slightly more than budgeted.

Capital Expenditure

- 11.2.3 Capital expenditure for the period is tracking at \$304,000 of a \$389,000 full year budget. Full detail of what has made up the spend has been broken down in the management report.
- 11.2.4 As at 31 December 2023 the pensioner housing reserve was overdrawn by \$61,213, based on budgeted revenue, expenditure and capital renewals this reserve is estimated to be overdrawn at year end by \$200,000.

Attachments

- 1 [↓](#). Six Month Performance Report - Period Ending 31 December 2023
- 2 [↓](#). PWC Quarterly report - Economic and Council Interest Rate Risk Management Update -31 December 2023

Six Month
SERVICE
PERFORMANCE
REPORT
PERIOD ENDING
30 DECEMBER 2023

TARARUA DISTRICT COUNCIL

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Service performance measures

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34	Wastewater
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Service performance.



Community Development

Level of Service	Performance measure	Target	Achievement	2022/23 year end results	First quarter results	Six month results																																				
Facilitate active community-led development	Percentage of residents rating Council's involvement in community support as "fairly satisfactory" or "very satisfactory" in the community survey.	75%	<div>Needs improvement</div> <div>58%</div> <div>LAST YEAR: 68%</div> <div>The survey results are scored on a scale from 1–10 with 5 as somewhat dissatisfied and 1–4 as very dissatisfied.</div> <table><thead><tr><th>Score</th><th>Sep 22</th><th>Jan 23</th><th>May 23</th><th>Sep 23</th><th>Jan 24</th></tr></thead><tbody><tr><td>9–10</td><td>10%</td><td>16%</td><td>13%</td><td>14%</td><td>11%</td></tr><tr><td>7–8</td><td>50%</td><td>30%</td><td>43%</td><td>32%</td><td>28%</td></tr><tr><td>6</td><td>11%</td><td>14%</td><td>11%</td><td>4%</td><td>19%</td></tr><tr><td>5</td><td>11%</td><td>15%</td><td>13%</td><td>22%</td><td>15%</td></tr><tr><td>1–4</td><td>19%</td><td>25%</td><td>19%</td><td>27%</td><td>22%</td></tr></tbody></table> <div>This measure is following the trend across Council for an overall reduction in satisfaction with services experienced in 2022 and continuing in 2023. No specific responses were provided as an explanation for this result as part of the survey. Council has seen a positive increase in this measure from the 51% received September 2023.</div>	Score	Sep 22	Jan 23	May 23	Sep 23	Jan 24	9–10	10%	16%	13%	14%	11%	7–8	50%	30%	43%	32%	28%	6	11%	14%	11%	4%	19%	5	11%	15%	13%	22%	15%	1–4	19%	25%	19%	27%	22%			
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1–4	19%	25%	19%	27%	22%																																					
Provide effective leadership to engaged community organisation	Percentage of surveyed community organisations satisfied or better with Council leadership	85%	<div>Not achieved</div> <div>LAST YEAR: Not completed</div> <div>Not able to be measured, to be removed as part of the Long Term Plan process.</div>																																							
Community projects successful in gaining external funding	Number of funding applications made by community organisations and supported by Council	4	<div>On target</div> <div>9</div> <div>LAST YEAR: 4</div>																																							
	Number of communities active in community-led development	4	<div>On target</div> <div>4</div> <div>LAST YEAR: 2</div> <div>Currently working with Norsewood, Woodville, Eketāhuna and Pahiatua.</div>																																							
Council is successful in gaining external funding for projects and activities	Number of external funding applications submitted by Council	4	<div>On target</div> <div>5</div> <div>LAST YEAR: 5</div>																																							

Representation

Level of Service	Performance measure	Target	Achievement	2022/23 year end results	First quarter results	Six month results																																																																																																																		
Providing leadership to represent and make decisions in the best interests of the district and its communities	Percentage of residents rating the overall performance of the Mayor and Councillors as “fairly satisfactory” or “very satisfactory” in the community survey	75%	<div>Needs improvement</div> <div>61%</div> <div>LAST YEAR: 71%</div>																																																																																																																					
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7.1 Six Month Performance Report for the Period Ending 31 December 2023

Attachment 1 Six Month Performance Report - Period Ending 31 December 2023

Level of Service	Performance measure	Target	Achievement	2022/23 year end results	First quarter results	Six month results																																				
Providing leadership to represent and make decisions in the best interests of the district and its communities	Percentage of residents rating the overall performance of the Community Boards and Community Committees as “fairly satisfactory” or “very satisfactory” in the community survey	75%	<div>Needs improvement</div> <div>65%</div> <div>LAST YEAR: 68%</div> <p>The survey results are scored on a scale from 1–10 with 5 as somewhat dissatisfied and 1–4 as very dissatisfied.</p> <table><thead><tr><th>Score</th><th>Sep 22</th><th>Jan 23</th><th>May 23</th><th>Sep-21</th><th>Jan 24</th></tr></thead><tbody><tr><td>9–10</td><td>18%</td><td>16%</td><td>15%</td><td>21%</td><td>22%</td></tr><tr><td>7–8</td><td>28%</td><td>34%</td><td>38%</td><td>27%</td><td>31%</td></tr><tr><td>6</td><td>14%</td><td>17%</td><td>14%</td><td>5%</td><td>13%</td></tr><tr><td>5</td><td>20%</td><td>16%</td><td>17%</td><td>22%</td><td>12%</td></tr><tr><td>1–4</td><td>10%</td><td>17%</td><td>15%</td><td>25%</td><td>22%</td></tr></tbody></table> <p>This measure is following the trend across Council for an overall reduction in satisfaction with services experienced in 2022 and continuing in 2023. No specific responses were provided as an explanation for this result as part of the survey. This measure has seen a positive increase from 53% in September 2023 survey.</p>	Score	Sep 22	Jan 23	May 23	Sep-21	Jan 24	9–10	18%	16%	15%	21%	22%	7–8	28%	34%	38%	27%	31%	6	14%	17%	14%	5%	13%	5	20%	16%	17%	22%	12%	1–4	10%	17%	15%	25%	22%			
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Provide processes and community boards/committees through which the community can have its views heard	Percentage of Council committee meetings that meet the requirements the Local Government Official Information and Meetings Act	100%	<div>Achieved</div> <div>100%</div> <div>LAST YEAR: 100%</div> <p>Council committee and community board meetings were publicly notified on Council's website and through the local newspaper in accordance with the requirements of the Local Government Official Information and Meetings Act.</p>																																							

Cemeteries

Level of Service	Performance measure	Target	Achievement	2022/23 year end results	First quarter results	Six month results																																				
	Percentage residents satisfied with cemeteries in the community surveys.	90%	<div>Needs improvement</div> 85% <div>LAST YEAR: 86%</div> <p>The survey results are scored on a scale from 1–10 with 5 as somewhat dissatisfied and 1–4 as very dissatisfied.</p> <table><tr><th>Score</th><th>Sep 22</th><th>Jan 23</th><th>May 23</th><th>Sep 23</th><th>Jan 24</th></tr><tr><td>9–10</td><td>28%</td><td>37%</td><td>37%</td><td>34%</td><td>37%</td></tr><tr><td>7–8</td><td>51%</td><td>39%</td><td>40%</td><td>31%</td><td>37%</td></tr><tr><td>6</td><td>9%</td><td>10%</td><td>9%</td><td>17%</td><td>12%</td></tr><tr><td>5</td><td>10%</td><td>6%</td><td>8%</td><td>13%</td><td>11%</td></tr><tr><td>1–4</td><td>2%</td><td>7%</td><td>6%</td><td>5%</td><td>4%</td></tr></table> <p>This measure is following the trend across Council for an overall reduction in satisfaction with Council services. No specific responses were provided as part of the survey. Council continues to receive compliments on the cemeteries through the district. This measure has seen a positive increase from 82% in the September 2023 survey.</p>	Score	Sep 22	Jan 23	May 23	Sep 23	Jan 24	9–10	28%	37%	37%	34%	37%	7–8	51%	39%	40%	31%	37%	6	9%	10%	9%	17%	12%	5	10%	6%	8%	13%	11%	1–4	2%	7%	6%	5%	4%	<div>✖</div>	<div>☹</div>	<div>☹</div>
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	Percentage of cemeteries in District with plots available for next 12 months- based on historical burial data.	100%	<div>On target</div> 100% <div>LAST YEAR: 100%</div> <p>All cemeteries in the district have more than adequate number of burial plots available.</p>	<div>✔</div>	<div>🔄</div>	<div>🎯</div>																																				

Community Buildings

Level of Service	Performance measure	Target	Achievement	2022/23 year end results	First quarter results	Six month results																																				
Council provides community buildings that are fit for purpose	Percentage residents satisfied with community buildings in the community survey.	90%	<div>Needs improvement</div> <div>87%</div> <div>LAST YEAR: 89%</div> <div>The survey results are scored on a scale from 1–10 with 5 as somewhat dissatisfied and 1–4 as very dissatisfied.<table><tr><th>Score</th><th>Sep 22</th><th>Jan 23</th><th>May 23</th><th>Sep 23</th><th>Jan 24</th></tr><tr><td>9–10</td><td>33%</td><td>39%</td><td>36%</td><td>29%</td><td>46%</td></tr><tr><td>7–8</td><td>47%</td><td>35%</td><td>43%</td><td>48%</td><td>34%</td></tr><tr><td>6</td><td>9%</td><td>12%</td><td>9%</td><td>10%</td><td>7%</td></tr><tr><td>5</td><td>8%</td><td>10%</td><td>7%</td><td>6%</td><td>10%</td></tr><tr><td>1–4</td><td>2%</td><td>4%</td><td>4%</td><td>6%</td><td>2%</td></tr></table></div> <div>This measure is following the trend across Council for an overall reduction in satisfaction with Council services. No specific responses were provided as part of the survey. No specific responses were provided as part of the survey.</div>	Score	Sep 22	Jan 23	May 23	Sep 23	Jan 24	9–10	33%	39%	36%	29%	46%	7–8	47%	35%	43%	48%	34%	6	9%	12%	9%	10%	7%	5	8%	10%	7%	6%	10%	1–4	2%	4%	4%	6%	2%	<div>✖</div>	<div>☹</div>	<div>☹</div>
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5	8%	10%	7%	6%	10%																																					
1–4	2%	4%	4%	6%	2%																																					
Facilities are well-utilised	The increase from previous year in the total number of hours per annum facilities are booked through Council.	> 1%	<div>On target</div> <div>46%</div> <div>LAST YEAR: 11%</div>	<div>✔</div>	<div>🔄</div>	<div>🎯</div>																																				

Customer Service

Level of Service	Performance measure	Target	Achievement	2022/23 year end results	First quarter results	Six month results																																				
Customers experience friendly, efficient, and reliable service from Council	Percentage of customers who lodge faults/ request are satisfied with service provided.	80%	<div><div>Needs improvement</div><div>68%</div></div>	<div>LAST YEAR:</div> <div>71%</div>	<div></div>	<div></div> <div></div>																																				
<p>The survey results are scored on a scale from 1–10 with 5 as somewhat dissatisfied and 1–4 as very dissatisfied.</p> <table><tr><th>Score</th><th>Sep 22</th><th>Jan 23</th><th>May 23</th><th>Sep 23</th><th>Jan 24</th></tr><tr><td>9–10</td><td>41%</td><td>30%</td><td>38%</td><td>29%</td><td>24%</td></tr><tr><td>7–8</td><td>26%</td><td>37%</td><td>28%</td><td>37%</td><td>27%</td></tr><tr><td>6</td><td>4%</td><td>11%</td><td>5%</td><td>3%</td><td>16%</td></tr><tr><td>5</td><td>0%</td><td>0%</td><td>1%</td><td>7%</td><td>6%</td></tr><tr><td>1–4</td><td>29%</td><td>21%</td><td>27%</td><td>4%</td><td>27%</td></tr></table> <p>This measure is following the trend across Council for an overall reduction in satisfaction with services experienced in 2022 and continuing in 2023. No specific responses were provided as an explanation for this result as part of the survey. This measure has seen a slight increase from 69% in September 2023 survey.</p>							Score	Sep 22	Jan 23	May 23	Sep 23	Jan 24	9–10	41%	30%	38%	29%	24%	7–8	26%	37%	28%	37%	27%	6	4%	11%	5%	3%	16%	5	0%	0%	1%	7%	6%	1–4	29%	21%	27%	4%	27%
Score	Sep 22	Jan 23	May 23	Sep 23	Jan 24																																					
9–10	41%	30%	38%	29%	24%																																					
7–8	26%	37%	28%	37%	27%																																					
6	4%	11%	5%	3%	16%																																					
5	0%	0%	1%	7%	6%																																					
1–4	29%	21%	27%	4%	27%																																					

Customer requests are handled effectively and accurately

Average wait time for incoming calls.

20 secs

On target

14 seconds

LAST YEAR:

19 seconds

January 2023		19 seconds
February 2023		22 seconds
March 2023		21 seconds
April 2023		17 seconds
May 2023		22 seconds
June 2023		20 seconds
July 2023		19 seconds
August 2023		19 seconds
September 2023		18 seconds
October 2023		18 seconds
November 2023		21 seconds
December 2023		15 seconds

7.1 Six Month Performance Report for the Period Ending 31 December 2023

Attachment 1 Six Month Performance Report - Period Ending 31 December 2023

Level of Service	Performance measure	Target	Achievement	2022/23 year end results	First quarter results	Six month results																																			
Customer requests are handled effectively and accurately	Percentage of abandoned calls.	< 5%	<div>On target</div> <div>3%</div>	LAST YEAR: 3%																																					
			<div>January 2023</div> <div>February 2023</div> <div>March 2023</div> <div>April 2023</div> <div>May 2023</div> <div>June 2023</div> <div>July 2023</div> <div>August 2023</div> <div>September 2023</div> <div>October 2023</div> <div>November 2023</div> <div>December 2023</div>	<div> 2%</div> <div> 3%</div> <div> 3%</div> <div> 4%</div> <div> 5%</div> <div> 4%</div> <div> 4%</div> <div> 3%</div> <div> 4%</div> <div> 4%</div> <div> 3%</div> <div> 2%</div>	<div>1,390 calls received</div> <div>2,111 calls received</div> <div>2,127 calls received</div> <div>1,878 calls received</div> <div>2,242 calls received</div> <div>1,990 calls received</div> <div>1,882 calls received</div> <div>2,270 calls received</div> <div>1,879 calls received</div> <div>1,859 calls received</div> <div>1,667 calls received</div> <div>1,183 calls received</div>																																				
Responsive 24/7 phone service	Percentage of customers who lodge faults/ requests are satisfied with the after hours service received.	85%	<div>Needs improvement</div> <div>55%</div>	LAST YEAR: 74%																																					
			<div>The survey results are scored on a scale from 1–10 with 5 as somewhat dissatisfied and 1–4 as very dissatisfied.</div> <div><table><tr><th>Score</th><th>Sep 22</th><th>Jan 23</th><th>May 23</th><th>Sep 23</th><th>Jan 24</th></tr><tr><td>9–10</td><td>53%</td><td>24%</td><td>36%</td><td>17%</td><td>21%</td></tr><tr><td>7–8</td><td>42%</td><td>34%</td><td>31%</td><td>11%</td><td>34%</td></tr><tr><td>6</td><td>0%</td><td>27%</td><td>7%</td><td>0%</td><td>7%</td></tr><tr><td>5</td><td>0%</td><td>0%</td><td>0%</td><td>22%</td><td>10%</td></tr><tr><td>1–4</td><td>5%</td><td>15%</td><td>26%</td><td>49%</td><td>2%</td></tr></table></div> <div><div>This measure is following the trend across Council for an overall reduction in satisfaction with services experienced in 2022 and continuing in 2023. No specific responses were provided as an explanation for this result as part of the survey. This measure has seen a positive increase from 28% in the September 2023 survey.</div></div>	Score	Sep 22	Jan 23	May 23	Sep 23	Jan 24	9–10	53%	24%	36%	17%	21%	7–8	42%	34%	31%	11%	34%	6	0%	27%	7%	0%	7%	5	0%	0%	0%	22%	10%	1–4	5%	15%	26%	49%	2%		
Score	Sep 22	Jan 23	May 23	Sep 23	Jan 24																																				
9–10	53%	24%	36%	17%	21%																																				
7–8	42%	34%	31%	11%	34%																																				
6	0%	27%	7%	0%	7%																																				
5	0%	0%	0%	22%	10%																																				
1–4	5%	15%	26%	49%	2%																																				

Libraries

Level of Service	Performance measure	8	Achievement	2022/23 year end results	First quarter results	Six month results																																				
Library facilities are clean, welcoming, and open at times suited to the community	Percentage of customers rating library facilities as clean and welcoming with good opening hours	90%	<div>On target 96%</div> <div>LAST YEAR: Not measured</div> <div>Survey was completed November 2023.</div>																																							
Access to information	Percentage of residents rating libraries as “fairly satisfactory” or “very satisfactory” in the community survey.	90%	<div>Needs improvement 89%</div> <div>LAST YEAR: 90%</div> <div>The survey results are scored on a scale from 1–10 with 5 as somewhat dissatisfied and 1–4 as very dissatisfied.</div> <table><tr><th>Score</th><th>Sep 22</th><th>Jan 23</th><th>May 23</th><th>Sep 23</th><th>Jan 24</th></tr><tr><td>9–10</td><td>49%</td><td>52%</td><td>51%</td><td>54%</td><td>46%</td></tr><tr><td>7–8</td><td>35%</td><td>30%</td><td>34%</td><td>33%</td><td>34%</td></tr><tr><td>6</td><td>5%</td><td>6%</td><td>5%</td><td>3%</td><td>7%</td></tr><tr><td>5</td><td>8%</td><td>8%</td><td>7%</td><td>7%</td><td>11%</td></tr><tr><td>1–4</td><td>3%</td><td>4%</td><td>4%</td><td>4%</td><td>2%</td></tr></table> <div>This measure has seen a slight decrease from 89% recorded in the September 2023 survey.</div>	Score	Sep 22	Jan 23	May 23	Sep 23	Jan 24	9–10	49%	52%	51%	54%	46%	7–8	35%	30%	34%	33%	34%	6	5%	6%	5%	3%	7%	5	8%	8%	7%	7%	11%	1–4	3%	4%	4%	4%	2%			
Score	Sep 22	Jan 23	May 23	Sep 23	Jan 24																																					
9–10	49%	52%	51%	54%	46%																																					
7–8	35%	30%	34%	33%	34%																																					
6	5%	6%	5%	3%	7%																																					
5	8%	8%	7%	7%	11%																																					
1–4	3%	4%	4%	4%	2%																																					
Improve literacy and knowledge among the district's children	Percentage of customers satisfied with children's programmes (annual survey)	90%	<div>Not measured yet</div> <div>LAST YEAR: 100%</div> <div>Annual survey has not yet been completed.</div>																																							

Parks and Reserves

Level of Service	Performance measure	Target	Achievement	2022/23 year end results	First quarter results	Six month results																																				
Our parks and park facilities are well presented	Percentage of residents rating parks and reserves as “fairly satisfactory” or “very satisfactory” in the community survey.	90%	<div>Needs improvement</div> <div>89%</div> <div>LAST YEAR: 83%</div> <div>The survey results are scored on a scale from 1–10 with 5 as somewhat dissatisfied and 1–4 as very dissatisfied.</div> <table><thead><tr><th>Score</th><th>Sep 22</th><th>Jan 23</th><th>May 23</th><th>Sep 23</th><th>Jan 24</th></tr></thead><tbody><tr><td>9–10</td><td>30%</td><td>39%</td><td>36%</td><td>25%</td><td>31%</td></tr><tr><td>7–8</td><td>41%</td><td>38%</td><td>40%</td><td>44%</td><td>42%</td></tr><tr><td>6</td><td>10%</td><td>5%</td><td>7%</td><td>11%</td><td>17%</td></tr><tr><td>5</td><td>14%</td><td>14%</td><td>11%</td><td>12%</td><td>8%</td></tr><tr><td>1–4</td><td>4%</td><td>4%</td><td>6%</td><td>8%</td><td>2%</td></tr></tbody></table> <div>This measure is following the trend across Council for an overall reduction in satisfaction with services experienced in 2022 and continuing in 2023. No specific responses were provided as an explanation for this result as part of the survey. This measure has seen a positive increase from 80% in the September 2023 survey.</div>	Score	Sep 22	Jan 23	May 23	Sep 23	Jan 24	9–10	30%	39%	36%	25%	31%	7–8	41%	38%	40%	44%	42%	6	10%	5%	7%	11%	17%	5	14%	14%	11%	12%	8%	1–4	4%	4%	6%	8%	2%			
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6	10%	5%	7%	11%	17%																																					
5	14%	14%	11%	12%	8%																																					
1–4	4%	4%	6%	8%	2%																																					
Our parks and reserves are in good condition	Number of recorded incidences where parks and reserves are found to be below the agreed maintenance standard.	< 5	<div>On target</div> <div>Nil</div> <div>LAST YEAR: 2</div>																																							
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%	<div>Not applicable</div> <div>LAST YEAR: 93%</div> <div>Inspections are to be carried out in the third quarter.</div>																																							

Pensioner Housing

Level of Service	Performance measure	Target	Achievement	2022/23 year end results	First quarter results	Six month results
Housing units are maintained to a suitable standard	Percentage of housing units which, when inspected, are found to have maintenance issues which are more than minor.	<6%	<div>Not applicable</div> <div>Inspections are carried out during the third quarter.</div>	LAST YEAR: 29%	<div>✖</div>	<div>—</div> <div>—</div>
Council acts as a good, caring landlord	Tenants' satisfaction with the landlord service received from Council.	90%	<div>Not applicable</div> <div>Survey to be sent out in third quarter.</div>	LAST YEAR: 94%	<div>✔</div>	<div>—</div> <div>—</div>

Public Conveniences

Level of Service

Performance measure

Target

Achievement

2022/23 year end results

First quarter results

Six month results

Public conveniences provided are fit for purpose

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

80%

On target

84%

LAST YEAR:

72%

⊗

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

Score	Sep 22	Jan 23	May 23	Sep 23	Jan 24
9–10	19%	25%	22%	23%	33%
7–8	41%	27%	38%	37%	38%
6	10%	12%	12%	6%	12%
5	16%	24%	15%	13%	6%
1–4	14%	11%	13%	21%	10%

This measure is following the trend across Council for an overall reduction in satisfaction with services experienced in 2022 and continuing in 2023. No specific responses were provided as an explanation for this result as part of the survey. This result has seen a positive increase from 66% in the September 2023 survey.

The number of complaints received per annum about the maintenance and cleanliness of public toilets (excluding graffiti and vandalism).

< 90

On target

51

LAST YEAR:

98

⊗

🔄

🔄

Number of service requests

2023/24	●	98
2022/23	▬	98
2020/21	▬	95
2020/21	▬	64
2019/20	▬	85

Of the 51 complaints, 29 were for maintenance issues, and 21 for additional cleaning required and one ‘other’. Nine Woodville, 16 Pahiatua, 16 Dannevirke, seven Eketāhuna, one Norsewood and two Pongaroa.

Percentage of customer request responded to within 48 hours

85%

On target

98%

LAST YEAR:

96%

✅






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🔄

Swimming Pools

Level of Service	Performance measure	Target	Achievement	2022/23 year end results	First quarter results	Six month results																																		
Public swimming pools provide a quality visitor experience	Percentage of residents rating swimming pools as “fairly satisfactory” or “very satisfactory” in the community survey	80%	<div><div>Needs improvement</div><div>73%</div></div> <div>LAST YEAR: 79%</div> <div>The survey results are scored on a scale from 1–10 with 5 as somewhat dissatisfied and 1–4 as very dissatisfied.</div> <table><thead><tr><th>Score</th><th>Sep 22</th><th>Jan 23</th><th>May 23</th><th>Sep 23</th><th>Jan 24</th></tr></thead><tbody><tr><td>9–10</td><td>22%</td><td>37%</td><td>24%</td><td>23%</td><td>26%</td></tr><tr><td>7–8</td><td>39%</td><td>35%</td><td>40%</td><td>37%</td><td>29%</td></tr><tr><td>6</td><td>20%</td><td>9%</td><td>15%</td><td>6%</td><td>17%</td></tr><tr><td>5</td><td>7%</td><td>8%</td><td>8%</td><td>13%</td><td>16%</td></tr><tr><td>1–4</td><td>11%</td><td>12%</td><td>12%</td><td>21%</td><td>12%</td></tr></tbody></table> <div>This measure is following the trend across Council for an overall reduction in satisfaction with services experienced in 2022 and continuing in 2023. No specific responses were provided as an explanation for this result as part of the survey. This measure has seen a positive increase from 70% in the September 2023 survey.</div>	Score	Sep 22	Jan 23	May 23	Sep 23	Jan 24	9–10	22%	37%	24%	23%	26%	7–8	39%	35%	40%	37%	29%	6	20%	9%	15%	6%	17%	5	7%	8%	8%	13%	16%	1–4	11%	12%	12%	21%	12%	<div>✖</div> <div>☹️</div> <div>🙄</div>
Score	Sep 22	Jan 23	May 23	Sep 23	Jan 24																																			
9–10	22%	37%	24%	23%	26%																																			
7–8	39%	35%	40%	37%	29%																																			
6	20%	9%	15%	6%	17%																																			
5	7%	8%	8%	13%	16%																																			
1–4	11%	12%	12%	21%	12%																																			
Outdoor pools open during summer months, and Wai Splash all year around (less maintenance time)	<div>The number of weeks each year Wai Splash is open for public use</div> <div>The number of weeks each year outdoor pools is open for public use</div>	<div>< 49 weeks</div> <div>> 10 weeks</div>	<div><div>On target</div><div>26 weeks</div></div> <div><div>On target</div><div>0 weeks</div></div>	<div>LAST YEAR: 50 weeks</div> <div>LAST YEAR: 9 weeks</div>	<div>✔️</div> <div>🔄</div> <div>🔄</div>	<div>✔️</div> <div>–</div> <div>–</div>																																		

District Promotion and Development

Level of Service	Performance measure	Target	Achievement	2022/23 year end results	First quarter results	Six month results
Undertake research and/or feasibility studies into economic development opportunities	Number of research reports and/or feasibility studies delivered.	2	<div>On target</div> <div>6</div> <p>Two reports currently being worked on in the economic/community space. These will likely not be delivered towards the end of the financial year.</p>	LAST YEAR: 2		 
Promote Tararua District at large events in and outside the district	Major Events that 'Tararua' is directly involved in.	5	<div>Needs improvement</div> <div>1</div> <p>Most events occur in the second half of the year.</p>	LAST YEAR: 5		 
Support community groups to run events in Tararua	Number of community events that are actively supported by Council.	10	<div>Needs improvement</div> <div>2</div> <p>Most events occur in the second half of the year.</p>	LAST YEAR: 13		 

7.1 Six Month Performance Report for the Period Ending 31 December 2023







Attachment 1 Six Month Performance Report - Period Ending 31 December 2023

Level of Service	Performance measure	Target	Achievement	2022/23 year end results	First quarter results	Six month results																																				
Provide engaging and informative Council information to residents	Percentage of survey respondents that consider the Bush Telegraph Council page content useful or very useful (Public Voice Survey of over 600 residents)	75%	<div><div>On target</div><div>75%</div></div> <div>LAST YEAR: 73%</div>																																							
<p>The survey results are scored on a scale from 1–10 with 5 as somewhat dissatisfied and 1–4 as very dissatisfied.</p> <table><thead><tr><th>Score</th><th>Sep 22</th><th>Jan 23</th><th>May 23</th><th>Sep 23</th></tr></thead><tbody><tr><td>9–10</td><td>29%</td><td>31%</td><td>34%</td><td>25%</td></tr><tr><td>7–8</td><td>41%</td><td>27%</td><td>41%</td><td>38%</td></tr><tr><td>6</td><td>11%</td><td>15%</td><td>6%</td><td>7%</td></tr><tr><td>5</td><td>5%</td><td>9%</td><td>8%</td><td>15%</td></tr><tr><td>1–4</td><td>14%</td><td>18%</td><td>11%</td><td>15%</td></tr></tbody></table>							Score	Sep 22	Jan 23	May 23	Sep 23	9–10	29%	31%	34%	25%	7–8	41%	27%	41%	38%	6	11%	15%	6%	7%	5	5%	9%	8%	15%	1–4	14%	18%	11%	15%						
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1–4	14%	18%	11%	15%																																						
<p>Council has seen a positive increase in this measure from 66% received in September 2023 survey.</p> <p>Three hundred and sixty three survey respondents relied on the following sources for Council information:</p> <table><thead><tr><th>Source</th><th>2022</th><th>2023</th><th>2024</th></tr></thead><tbody><tr><td>Bush Telegraph</td><td>51%</td><td>41%</td><td>42%</td></tr><tr><td>Other newspapers</td><td>1%</td><td>9%</td><td>0%</td></tr><tr><td>Council’s website</td><td>9%</td><td>11%</td><td>18%</td></tr><tr><td>Others</td><td>2%</td><td>0%</td><td>6%</td></tr><tr><td>Facebook</td><td>27%</td><td>28%</td><td>23%</td></tr><tr><td>Council publications</td><td>7%</td><td>3%</td><td>6%</td></tr><tr><td>Radio</td><td>1%</td><td>2%</td><td>1%</td></tr><tr><td>Don’t know</td><td>1%</td><td>5%</td><td>4%</td></tr></tbody></table>							Source	2022	2023	2024	Bush Telegraph	51%	41%	42%	Other newspapers	1%	9%	0%	Council’s website	9%	11%	18%	Others	2%	0%	6%	Facebook	27%	28%	23%	Council publications	7%	3%	6%	Radio	1%	2%	1%	Don’t know	1%	5%	4%
Source	2022	2023	2024																																							
Bush Telegraph	51%	41%	42%																																							
Other newspapers	1%	9%	0%																																							
Council’s website	9%	11%	18%																																							
Others	2%	0%	6%																																							
Facebook	27%	28%	23%																																							
Council publications	7%	3%	6%																																							
Radio	1%	2%	1%																																							
Don’t know	1%	5%	4%																																							
<p>Results continue to show that the Council page in the Bush Telegraph is highly popular with the residents.</p> <p>However, the survey shows Council’s Facebook page is increasingly being relied upon also.</p>																																										

Animal Control

Level of Service	Performance measure	Target	Achievement	2022/23 year end results	First quarter results	Six month results																																				
Residents are satisfied with the Animal Control service.	The percentage of customer service request complaints related to dogs attacking or biting are responded to within 2 hours.	95%	<div>On target</div> <div>100%</div>	<div>LAST YEAR:</div> <div>98%</div>																																						
Dog owners are complying with their registration responsibilities.	The percentage of known dogs that are registered.	95%	<div>On target</div> <div>97%</div>	<div>LAST YEAR:</div> <div>99%</div>																																						
A responsive serious dog incident service is provided 24 hours a day, 7 days a week.	Percentage of residents rate dog control as “quite satisfactory” or “very satisfactory” in community survey.	80%	<div>Needs improvement</div> <div>55%</div>	<div>LAST YEAR:</div> <div>72%</div>																																						
<p>The survey results are scored on a scale from 1–10 with 5 as somewhat dissatisfied and 1–4 as very dissatisfied.</p> <table><tr><th>Score</th><th>Sep 22</th><th>Jan 23</th><th>May 23</th><th>Sep 23</th><th>Jan 24</th></tr><tr><td>9–10</td><td>37%</td><td>39%</td><td>32%</td><td>20%</td><td>16%</td></tr><tr><td>7–8</td><td>37%</td><td>14%</td><td>27%</td><td>28%</td><td>28%</td></tr><tr><td>6</td><td>5%</td><td>17%</td><td>13%</td><td>9%</td><td>11%</td></tr><tr><td>5</td><td>8%</td><td>12%</td><td>9%</td><td>15%</td><td>11%</td></tr><tr><td>1–4</td><td>13%</td><td>18%</td><td>19%</td><td>29%</td><td>34%</td></tr></table> <p>Residents main concerns were: dogs roaming streets, aggressive dogs barking/looking menacing/intimidating/scared, dogs not controlled in backyards/hanging over gates and fences. Council is committed to following up any complaints and are resolved based on the powers of Council. Slight decrease from September 2023 survey result of 56%.</p>							Score	Sep 22	Jan 23	May 23	Sep 23	Jan 24	9–10	37%	39%	32%	20%	16%	7–8	37%	14%	27%	28%	28%	6	5%	17%	13%	9%	11%	5	8%	12%	9%	15%	11%	1–4	13%	18%	19%	29%	34%
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District Planning

Level of Service	Performance measure	Target	Achievement	2022/23 year end results	First quarter results	Six month results
Applications for subdivision or land use consents are processed in a timely manner	The percentage of non-notified resource consent applications processed within statutory timeframes (20 working days).	95%	On target 100%	LAST YEAR: 100%		 
Customer complaints about land use are responded to in a timely manner	The percentage of customer service request complaints related to land use that are responded to within five working days.	85%	On target 100%	LAST YEAR: 88%		 

Emergency Management

Level of Service	Performance measure	Target	Achievement	2022/23 year end results	First quarter results	Six month results																														
Support communities to develop response and recovery plans	Percentage of residents rating Emergency Management as “fairly satisfactory”, “satisfactory” or “very satisfactory” in the community survey.	80%	<div><div>Needs improvement</div><div>78%</div><div>LAST YEAR: 61%</div></div> <p>The survey results are scored on a scale from 1–10 with 5 as somewhat dissatisfied and 1–4 as very dissatisfied.</p> <table><thead><tr><th>Score</th><th>Jan 23</th><th>May 23</th><th>Sep 23</th><th>Jan 24</th></tr></thead><tbody><tr><td>9–10</td><td>14%</td><td>15%</td><td>8%</td><td>10%</td></tr><tr><td>7–8</td><td>24%</td><td>30%</td><td>29%</td><td>49%</td></tr><tr><td>6</td><td>10%</td><td>16%</td><td>23%</td><td>18%</td></tr><tr><td>5</td><td>34%</td><td>23%</td><td>15%</td><td>14%</td></tr><tr><td>1–4</td><td>18%</td><td>16%</td><td>25%</td><td>9%</td></tr></tbody></table> <p>This measure follows the trend across Council for overall dissatisfaction, however when respondents were prompted with a follow up question for this result, some of the responses were a result of a misunderstanding of Council’s role in Emergency Management, and some continued dissatisfaction around the response to Cyclone Gabrielle. This measure has had a positive increase from 60% received in the September 2023 survey.</p>	Score	Jan 23	May 23	Sep 23	Jan 24	9–10	14%	15%	8%	10%	7–8	24%	30%	29%	49%	6	10%	16%	23%	18%	5	34%	23%	15%	14%	1–4	18%	16%	25%	9%	<div>⊗</div>	<div>☹️</div>	<div>☹️</div>
Score	Jan 23	May 23	Sep 23	Jan 24																																
9–10	14%	15%	8%	10%																																
7–8	24%	30%	29%	49%																																
6	10%	16%	23%	18%																																
5	34%	23%	15%	14%																																
1–4	18%	16%	25%	9%																																
Ensure an adequate number of trained staff to operate an emergency operations centre and recovery office.	Management staff trained to Integrated Training Framework - Intermediate.	80%	<div><div>On target</div><div>90%</div><div>LAST YEAR: 95%</div></div>	<div>✅</div>	<div>🎯</div>	<div>🔄</div>																														
Lead local emergency management coordination and planning by administering the Tararua Emergency Management Committee	Annual stakeholder survey overall satisfaction.	80%	<div><div>On target</div><div>100%</div><div>LAST YEAR: 100%</div></div>	<div>✅</div>	<div>🎯</div>	<div>🔄</div>																														































Health and Safety

Level of Service	Performance measure	Target	Achievement	2022/23 year end results	First quarter results	Six month results
Council retains authority to issue building consents.	Accreditation as a Building Consent Authority is maintained	Achieve				
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%	<div>On target 31%</div> <div>Inspections are completed throughout the year, on target to meet at year end.</div>	<div>LAST YEAR: 100%</div> 		
	The percentage of registered health regulated premises inspected annually.	95%	<div>On target 100%</div> <div>Inspections are completed in July.</div>	<div>LAST YEAR: 100%</div> 		
	The percentage of licensed premises selling alcohol inspected annually	95%	<div>On target 43%</div> <div>Inspections are completed throughout the year, on target to meet at year end.</div>	<div>LAST YEAR: 100%</div> 		
A responsive excessive noise control service is provided 24 hours a day, 7 days a week	The percentage of customer service request complaints related to excessive noise responded to within 2 hours.	85%	<div>On target 93%</div>	<div>LAST YEAR: 91%</div> 		
Customer complaints about environmental nuisances are responded to in a timely manner	The percentage of customer service request complaints related to illegal rubbish dumping, abandoned vehicles, and vegetation blocking footpaths that are responded to within 3 working days.	80%	<div>On target 94%</div>	<div>LAST YEAR: 87%</div> 		
Applications for building consents are processed in a timely manner.	Percentage of building consent applications processed within the statutory time frame specified in the Building Act.	95%	<div>On target 97%</div>	<div>LAST YEAR: 93%</div> 		

Solid Waste Management

Level of Service	Performance measure	Target	Achievement	2022/23 year end results	First quarter results	Six months results																																
Refuse and recycling services meet user needs	Percentage of residents rating recycling as “fairly satisfactory” or “very satisfactory” in the community survey.	85%	<div>Needs improvement</div> <div>68%</div>	<div>LAST YEAR:</div> <div>76%</div>	<div>⊗</div>	<div>☹</div>																																
			<div>The survey results are scored on a scale from 1–10 with 5 as somewhat dissatisfied and 1–4 as very dissatisfied.</div> <table><tr><th>Score</th><th>Sep 22</th><th>Jan 23</th><th>May 23</th><th>Sep 23</th><th>Jan 24</th></tr><tr><td>9–10</td><td>27%</td><td>41%</td><td>34%</td><td>31%</td><td>34%</td></tr><tr><td>7–8</td><td>41%</td><td>28%</td><td>36%</td><td>27%</td><td>21%</td></tr><tr><td>6</td><td>8%</td><td>5%</td><td>6%</td><td>9%</td><td>13%</td></tr><tr><td>5</td><td>9%</td><td>11%</td><td>10%</td><td>6%</td><td>16%</td></tr><tr><td>1–4</td><td>15%</td><td>15%</td><td>14%</td><td>26%</td><td>16%</td></tr></table> <div>Although still not an achieved result, there has been an increase in satisfaction as a result of the change in kerbside recycling collection. Lack of convenient access, lack of time to separate recyclables and lack of incentive continue to communities main concerns. These concerns will feed into the Waste Minimisation that is being reviewed in 2023/2024 year.</div>	Score	Sep 22	Jan 23	May 23	Sep 23	Jan 24	9–10	27%	41%	34%	31%	34%	7–8	41%	28%	36%	27%	21%	6	8%	5%	6%	9%	13%	5	9%	11%	10%	6%	16%	1–4	15%	15%	14%	26%
Score	Sep 22	Jan 23	May 23	Sep 23	Jan 24																																	
9–10	27%	41%	34%	31%	34%																																	
7–8	41%	28%	36%	27%	21%																																	
6	8%	5%	6%	9%	13%																																	
5	9%	11%	10%	6%	16%																																	
1–4	15%	15%	14%	26%	16%																																	
Refuse and recycling services meet user needs	Percentage of residents rating landfills/ transfer station management as “fairly satisfactory” or “very satisfactory” in the community survey.	75%	<div>Needs improvement</div> <div>66%</div>	<div>LAST YEAR:</div> <div>67%</div>	<div>⊗</div>	<div>☹</div>																																
			<div>The survey results are scored on a scale from 1–10 with 5 as somewhat dissatisfied and 1–4 as very dissatisfied.</div> <table><tr><th>Score</th><th>Sep 22</th><th>Jan 23</th><th>May 23</th><th>Sep 23</th><th>Jan 24</th></tr><tr><td>9–10</td><td>24%</td><td>31%</td><td>25%</td><td>15%</td><td>24%</td></tr><tr><td>7–8</td><td>32%</td><td>24%</td><td>30%</td><td>21%</td><td>32%</td></tr><tr><td>6</td><td>11%</td><td>13%</td><td>11%</td><td>13%</td><td>10%</td></tr><tr><td>5</td><td>13%</td><td>11%</td><td>13%</td><td>26%</td><td>13%</td></tr><tr><td>1–4</td><td>19%</td><td>21%</td><td>20%</td><td>26%</td><td>21%</td></tr></table> <div>Community satisfaction continues to be low. No specific responses were received on the management of transfer stations, however concerns on the cost to dispose of rubbish were expressed. Council sees a positive increase in this result from 48% received in the September 2023 survey.</div>	Score	Sep 22	Jan 23	May 23	Sep 23	Jan 24	9–10	24%	31%	25%	15%	24%	7–8	32%	24%	30%	21%	32%	6	11%	13%	11%	13%	10%	5	13%	11%	13%	26%	13%	1–4	19%	21%	20%	26%
Score	Sep 22	Jan 23	May 23	Sep 23	Jan 24																																	
9–10	24%	31%	25%	15%	24%																																	
7–8	32%	24%	30%	21%	32%																																	
6	11%	13%	11%	13%	10%																																	
5	13%	11%	13%	26%	13%																																	
1–4	19%	21%	20%	26%	21%																																	

7.1 Six Month Performance Report for the Period Ending 31 December 2023
Attachment 1 Six Month Performance Report - Period Ending 31 December 2023

Level of Service	Performance measure	Target	Achievement	2022/23 year end results	First quarter results	Six month results
Council will promote and encourage recycling and reuse	Kg of waste per resident sent to landfills by the Council per annum	250kg	<div>On target</div> <div>106kg</div> <div> <div>LAST YEAR: 266kg</div> <div>    </div> </div> <div> <div>January 2023</div> 22kg <div>February 2023</div> 20kg <div>March 2023</div> 23kg <div>April 2023</div> 21kg <div>May 2023</div> 20kg <div>June 2023</div> 21kg <div>July 2023</div> 16kg <div>August 2023</div> 19kg <div>September 2023</div> 16kg <div>October 2023</div> 17kg <div>November 2023</div> 18kg <div>December 2023</div> 19kg </div> <p>As part of the Waste Minimisation Plan, Council will continue to look at new ways to reduce the amount of waste going to landfill including discussions with other Councils about potential programmes following the 3R model - reduce, reuse, recycle.</p>			
Council will promote and encourage recycling and reuse	Tonnage of recycled materials processed by Council	1,200 tonnes	<div>On target</div> <div>643 tonnes</div> <div> <div>LAST YEAR: 1,284 tonnes</div> <div>    </div> </div> <div> <div>January 2023</div> 125 tonnes <div>February 2023</div> 109 tonnes <div>March 2023</div> 113 tonnes <div>April 2023</div> 93 tonnes <div>May 2023</div> 109 tonnes <div>June 2023</div> 93 tonnes <div>April 2023</div> 105 tonnes <div>May 2023</div> 102 tonnes <div>June 2023</div> 98 tonnes <div>October 2023</div> 111 tonnes <div>November 2023</div> 113 tonnes <div>December 2023</div> 113 tonnes </div>			

7.1 Six Month Performance Report for the Period Ending 31 December 2023













Attachment 1 Six Month Performance Report - Period Ending 31 December 2023

Level of Service	Performance measure	Target	Achievement	2022/23 year end results	First quarter results	Six month results
Council's open and closed landfills are well managed	% of landfills where all Horizons resource consent conditions are met	100%	<div>On target 100%</div> <div>LAST YEAR: 79%</div> <p>Council owns 19 landfill consents associated with six locations (Dannevirke, Eketāhuna, Ormondville, Pahiatua, Pongaroa and Woodville).</p> <p>All compliance reports have been submitted.</p>			




Stormwater

Level of Service	Performance measure	Target	Achievement	2022/23 year end results	First quarter results	Six month results																																				
The stormwater system is adequate	The number of flooding events where an overflow of stormwater had entered a habitable floor.*	< 20	On target Nil	LAST YEAR: Nil																																						
	For each flooding event, the number of habitable floors affected, expressed per 1,000 properties connected to the stormwater system.*	< 5	On target Nil	LAST YEAR: 0.2																																						
Customers are satisfied with stormwater systems	Percentage of residents rating stormwater management as “fairly satisfactory” or “very satisfactory” in the community survey..	70%	Needs improvement 66%	LAST YEAR: 65%																																						
	<p>The survey results are scored on a scale from 1–10 with 5 as somewhat dissatisfied and 1–4 as very dissatisfied.</p> <table><tr><th>Score</th><th>Sep 22</th><th>Jan 23</th><th>May 23</th><th>Sep 23</th><th>Jan 24</th></tr><tr><td>9–10</td><td>31%</td><td>23%</td><td>23%</td><td>23%</td><td>21%</td></tr><tr><td>7–8</td><td>40%</td><td>23%</td><td>32%</td><td>26%</td><td>39%</td></tr><tr><td>6</td><td>7%</td><td>21%</td><td>13%</td><td>21%</td><td>6%</td></tr><tr><td>5</td><td>13%</td><td>13%</td><td>12%</td><td>14%</td><td>13%</td></tr><tr><td>1–4</td><td>9%</td><td>21%</td><td>21%</td><td>15%</td><td>21%</td></tr></table> <p>Satisfaction is slightly higher than previous year but still showing less than target. Although no specific responses were received, the result shows a decrease from the September 2023 results of 70%.</p>						Score	Sep 22	Jan 23	May 23	Sep 23	Jan 24	9–10	31%	23%	23%	23%	21%	7–8	40%	23%	32%	26%	39%	6	7%	21%	13%	21%	6%	5	13%	13%	12%	14%	13%	1–4	9%	21%	21%	15%	21%
Score	Sep 22	Jan 23	May 23	Sep 23	Jan 24																																					
9–10	31%	23%	23%	23%	21%																																					
7–8	40%	23%	32%	26%	39%																																					
6	7%	21%	13%	21%	6%																																					
5	13%	13%	12%	14%	13%																																					
1–4	9%	21%	21%	15%	21%																																					
	Number of complaints received by Council about the performance of its stormwater system, expressed per 1,000 properties connected to the stormwater system*	< 9	On target 4.75	LAST YEAR: 11																																						

7.1 Six Month Performance Report for the Period Ending 31 December 2023
Attachment 1 Six Month Performance Report - Period Ending 31 December 2023

Level of Service	Performance measure	Target	Achievement	2022/23 year end results	First quarter results	Six month results	
Risks to public health and our natural environment are minimised	Number of enforcement actions against Council for not meeting resource consent conditions for discharge from the stormwater system relating to: Abatement Notices*	0	On target Nil	LAST YEAR: Nil			
	Number of enforcement actions against Council for not meeting resource consent conditions for discharge from the stormwater system relating to: Infringement notices*	0	On target Nil	LAST YEAR: Nil			
	Number of enforcement actions against Council for not meeting resource consent conditions for discharge from the stormwater system relating to: Enforcement orders*	0	On target Nil	LAST YEAR: Nil			
Risks to public health and our natural environment are minimised	Number of enforcement actions against Council for not meeting resource consent conditions for discharge from the stormwater system relating to: Convictions*	0	On target Nil	LAST YEAR: Nil			

7.1 Six Month Performance Report for the Period Ending 31 December 2023
 Attachment 1 Six Month Performance Report - Period Ending 31 December 2023

Level of Service	Performance measure	Target	Achievement	2022/23 year end results	First quarter results	Six month results
Issues relating to the stormwater system are responded to	Median time (hours) to attend a flooding event, measured from the time that Council receives a notification that service personnel reach the site*	2 hours	On target Nil	LAST YEAR: 0 minutes		 

Footpaths

Level of Service	Performance measure	Target	Achievement	2022/23 year end results	First quarter results	Six month 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%	<div><div>Needs improvement</div><div>55%</div></div> <p>The survey results are scored on a scale from 1–10 with 5 as somewhat dissatisfied and 1–4 as very dissatisfied.</p> <table><thead><tr><th>Score</th><th>Sep 22</th><th>Jan 23</th><th>May 23</th><th>Sep 23</th><th>Jan 24</th></tr></thead><tbody><tr><td>9–10</td><td>21%</td><td>16%</td><td>14%</td><td>12%</td><td>7%</td></tr><tr><td>7–8</td><td>37%</td><td>29%</td><td>34%</td><td>34%</td><td>30%</td></tr><tr><td>6</td><td>14%</td><td>14%</td><td>15%</td><td>10%</td><td>18%</td></tr><tr><td>5</td><td>22%</td><td>20%</td><td>19%</td><td>22%</td><td>18%</td></tr><tr><td>1–4</td><td>21%</td><td>29%</td><td>19%</td><td>22%</td><td>27%</td></tr></tbody></table> <p>The main feedback received from residents was around uneven, trip hazard, slippery, not suitable for the elderly and disabled, cleanliness poor, not wide enough for families, footpaths poorly maintained and the desire for additional walkways. This result is a slight decrease from 56% in the September 2023 survey.</p>	Score	Sep 22	Jan 23	May 23	Sep 23	Jan 24	9–10	21%	16%	14%	12%	7%	7–8	37%	29%	34%	34%	30%	6	14%	14%	15%	10%	18%	5	22%	20%	19%	22%	18%	1–4	21%	29%	19%	22%	27%	LAST YEAR: 63%			
Score	Sep 22	Jan 23	May 23	Sep 23	Jan 24																																						
9–10	21%	16%	14%	12%	7%																																						
7–8	37%	29%	34%	34%	30%																																						
6	14%	14%	15%	10%	18%																																						
5	22%	20%	19%	22%	18%																																						
1–4	21%	29%	19%	22%	27%																																						
	The percentage of footpaths within the district fall within the footpath condition standards set out in the Asset Management Plan*	90%	<div><div>Not applicable</div></div> <p>Measured at year end.</p>	LAST YEAR: 97.8%																																							
Our customers are responded to in a timely manner	Complaints regarding footpaths are responded to within 3 working days*	90%	<div><div>On target</div><div>94%</div></div> <p>Staff continue to be responsive to any complaints regarding the district's footpaths.</p>	LAST YEAR: 95%																																							

Roading

Level of Service	Performance measure	Target	Achievement	2022/23 year end results	First quarter results	Six month results																																				
Our roading network is safe	The change (expressed as a number) from the previous financial year in the number of crashes resulting in fatalities and serious injuries on the local road network*	< 0	<div>Not applicable</div> <p>Measured at year end.</p>	LAST YEAR: 2																																						
Our customers are responded to in a timely manner	Customer service requests relating to roads are responded to within 3 working days*	90%	<div>On target 91%</div> <p>Staff continue to be responsive to service requests relating to roads in the district.</p>	LAST YEAR: 94%																																						
Our roads are maintained to an appropriate standard	Percentage of Residents rating Urban roads as “quite satisfactory” or “very satisfactory” in community survey.	75%	<div>Needs improvement 45%</div> <p>The survey results are scored on a scale from 1–10 with 5 as somewhat dissatisfied and 1–4 as very dissatisfied.</p> <table><thead><tr><th>Score</th><th>Sep 22</th><th>Jan 23</th><th>May 23</th><th>Sep 23</th><th>Jan 24</th></tr></thead><tbody><tr><td>9–10</td><td>2%</td><td>11%</td><td>8%</td><td>6%</td><td>6%</td></tr><tr><td>7–8</td><td>23%</td><td>15%</td><td>24%</td><td>24%</td><td>22%</td></tr><tr><td>6</td><td>14%</td><td>10%</td><td>12%</td><td>14%</td><td>17%</td></tr><tr><td>5</td><td>15%</td><td>24%</td><td>17%</td><td>15%</td><td>20%</td></tr><tr><td>1–4</td><td>46%</td><td>40%</td><td>39%</td><td>41%</td><td>35%</td></tr></tbody></table> <p>Roads across the district have been impacted by weather events which has reduced the time to be able to complete regular maintenance. Ongoing rain fall increases the development of potholes. The standard of the state highways also impacts this measure although they are outside of Council's control. Measure shows slight increase from 44% received in the September 2023 survey.</p>	Score	Sep 22	Jan 23	May 23	Sep 23	Jan 24	9–10	2%	11%	8%	6%	6%	7–8	23%	15%	24%	24%	22%	6	14%	10%	12%	14%	17%	5	15%	24%	17%	15%	20%	1–4	46%	40%	39%	41%	35%	LAST YEAR: 44%		
Score	Sep 22	Jan 23	May 23	Sep 23	Jan 24																																					
9–10	2%	11%	8%	6%	6%																																					
7–8	23%	15%	24%	24%	22%																																					
6	14%	10%	12%	14%	17%																																					
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7.1 Six Month Performance Report for the Period Ending 31 December 2023

Attachment 1 Six Month Performance Report - Period Ending 31 December 2023

Level of Service	Performance measure	Target	Achievement	2022/23 year end results	First quarter results	Six month results																																					
Our roads are maintained to an appropriate standard	Percentage of Residents rating Rural roads as “quite satisfactory” or “very satisfactory” in community survey.	60%	<div><div>Needs improvement</div><div>43%</div></div> <p>The survey results are scored on a scale from 1–10 with 5 as somewhat dissatisfied and 1–4 as very dissatisfied.</p> <table><thead><tr><th>Score</th><th>Sep 22</th><th>Jan 23</th><th>May 23</th><th>Sep 23</th><th>Jan 24</th></tr></thead><tbody><tr><td>9–10</td><td>2%</td><td>5%</td><td>5%</td><td>2%</td><td>6%</td></tr><tr><td>7–8</td><td>24%</td><td>21%</td><td>24%</td><td>22%</td><td>20%</td></tr><tr><td>6</td><td>20%</td><td>14%</td><td>15%</td><td>14%</td><td>18%</td></tr><tr><td>5</td><td>20%</td><td>26%</td><td>20%</td><td>18%</td><td>10%</td></tr><tr><td>1–4</td><td>33%</td><td>33%</td><td>37%</td><td>44%</td><td>47%</td></tr></tbody></table> <p>Roads across the district have been impacted by weather events which has reduced the time to be able to complete regular maintenance. Ongoing rainfall increases the development of potholes. The standard of the state highways also impacts this measure although they are outside of Council's control. This measure has had a positive increase from 37% received in the September survey.</p>	Score	Sep 22	Jan 23	May 23	Sep 23	Jan 24	9–10	2%	5%	5%	2%	6%	7–8	24%	21%	24%	22%	20%	6	20%	14%	15%	14%	18%	5	20%	26%	20%	18%	10%	1–4	33%	33%	37%	44%	47%	LAST YEAR: 43%			
Score	Sep 22	Jan 23	May 23	Sep 23	Jan 24																																						
9–10	2%	5%	5%	2%	6%																																						
7–8	24%	21%	24%	22%	20%																																						
6	20%	14%	15%	14%	18%																																						
5	20%	26%	20%	18%	10%																																						
1–4	33%	33%	37%	44%	47%																																						
Our roads are maintained to an appropriate standard	The average quality of the ride on the sealed road network as measured by smooth travel exposure*	> 95%	<div><div>Not applicable</div></div> <p>Measured at year end.</p>	LAST YEAR: 93.9%																																							
Our transportation network is being maintained effectively	The percentage of the sealed local network that is resurfaced.*	> 5%	<div><div>Not applicable</div></div> <p>Measured at year end.</p>	LAST YEAR: 3.2%																																							













Wastewater

Level of Service	Performance measure	Target	Achievement	2022/23 year end results	First quarter results	Six month results																																					
The wastewater system is adequate	The number of dry weather sewerage overflows from the wastewater system per 1,000 connections*	< 5	<div>On target</div> <div>1.44</div>	<div>LAST YEAR:</div> <div>0.82</div>																																							
Customers are satisfied with wastewater systems	Percentage of residents rating wastewater management as “fairly satisfactory” or “very satisfactory” in the community survey.	80%	<div>On target</div> <div>81%</div> <div>The survey results are scored on a scale from 1–10 with 5 as somewhat dissatisfied and 1–4 as very dissatisfied.</div> <table><tr><th>Score</th><th>Sep 22</th><th>Jan 23</th><th>May 23</th><th>Sep 23</th><th>Jan 24</th></tr><tr><td>9–10</td><td>35%</td><td>35%</td><td>34%</td><td>50%</td><td>34%</td></tr><tr><td>7–8</td><td>32%</td><td>40%</td><td>36%</td><td>25%</td><td>29%</td></tr><tr><td>6</td><td>16%</td><td>10%</td><td>12%</td><td>10%</td><td>18%</td></tr><tr><td>5</td><td>13%</td><td>12%</td><td>9%</td><td>12%</td><td>9%</td></tr><tr><td>1–4</td><td>3%</td><td>4%</td><td>10%</td><td>3%</td><td>9%</td></tr></table>	Score	Sep 22	Jan 23	May 23	Sep 23	Jan 24	9–10	35%	35%	34%	50%	34%	7–8	32%	40%	36%	25%	29%	6	16%	10%	12%	10%	18%	5	13%	12%	9%	12%	9%	1–4	3%	4%	10%	3%	9%	<div>LAST YEAR:</div> <div>84%</div>			
Score	Sep 22	Jan 23	May 23	Sep 23	Jan 24																																						
9–10	35%	35%	34%	50%	34%																																						
7–8	32%	40%	36%	25%	29%																																						
6	16%	10%	12%	10%	18%																																						
5	13%	12%	9%	12%	9%																																						
1–4	3%	4%	10%	3%	9%																																						
Risks to public health and our natural environment are minimised	Number of enforcement actions against Council for not meeting resource consent conditions for sewage schemes relating to: Abatement Notices*	0	<div>On target</div> <div>Nil</div>	<div>LAST YEAR:</div> <div>Nil</div>																																							
	Number of enforcement actions against Council for not meeting resource consent conditions for sewage schemes relating to: Infringement notices*	0	<div>On target</div> <div>Nil</div> <div>Council has an ongoing non-compliance with the Dannevirke waste water treatment plant after an infringement notice was received in April 2021. Council is currently in the construction phase for treatment plant DAF upgrade to meet this condition. DAF unit to be commissioned by February 2024.</div>	<div>LAST YEAR:</div> <div>Nil</div>																																							

7.1 Six Month Performance Report for the Period Ending 31 December 2023
Attachment 1 Six Month Performance Report - Period Ending 31 December 2023

Level of Service	Performance measure	Target	Achievement	2022/23 year end results	First quarter results	Six month results
Risks to public health and our natural environment are minimised	Number of enforcement actions against Council for not meeting resource consent conditions for sewage schemes relating to: Enforcement orders*	0	On target Nil	LAST YEAR: Nil		 
	Number of enforcement actions against Council for not meeting resource consent conditions for sewage schemes relating to: Convictions*	0	On target Nil	LAST YEAR: Nil		 
Issues relating to the wastewater system are responded to	Median time to attend a sewage fault, measured from the time Council receives notification to the time that service personnel reach the site*	1 hour	On target 44 minutes	LAST YEAR: 36 minutes		 
	Median time to resolve a sewage fault, measured from the time Council receives notification to the time that service personnel confirm resolution of the fault*	5 hours	On target 1 hour 30 minutes	LAST YEAR: 1 hour 51 minutes		 
Customers are satisfied with wastewater systems	Number of complaints received about wastewater per 1,000 connections for: sewerage odour*	< 4	On target Nil	LAST YEAR: 1.24		 

7.1 Six Month Performance Report for the Period Ending 31 December 2023
Attachment 1 Six Month Performance Report - Period Ending 31 December 2023

Level of Service	Performance measure	Target	Achievement	2022/23 year end results	First quarter results	Six month results
Customers are satisfied with wastewater systems	Number of complaints received about wastewater per 1,000 connections for: sewerage system faults*	< 5	<div>On target</div> <div>1.85</div> <div>LAST YEAR: 3.49</div> <div>Total of nine complaints had been received - 4 in Dannevirke, 3 in Woodville and 2 in Norsewood.</div>			
	Number of complaints received about wastewater per 1,000 connections for: sewerage system blockages*	< 7	<div>On target</div> <div>2.26</div> <div>LAST YEAR: 7.6</div> <div>Total of 11 complaints had been received - six in Dannevirke, three in Pahiatua, one Eketāhuna and one in Woodville.</div>			
	Number of complaints received about wastewater per 1,000 connections for: Councils response to the above issues*	< 3	<div>On target</div> <div>0.0</div> <div>LAST YEAR: 0.62</div>			
	Number of complaints received about wastewater per 1,000 connections for: Total Number of recorded complaints*	< 19	<div>On target</div> <div>4.11</div> <div>LAST YEAR: 9.93</div> <div>Total of 20 complaints received - 10 in Dannevirke, five in Pahiatua, four in Woodville, one in Eketāhuna and two in Norsewood.</div>			

Water Supplies

Level of Service	Performance measure	Target	Achievement	2022/23 year end results	First quarter results	Six month results																																										
Customers are satisfied with supplied water	Percentage of customers rating water management as “fairly satisfactory” or “very satisfactory” in the community survey.	80%	Needs improvement 58%	LAST YEAR: 2																																												
<p>The survey results are scored on a scale from 1–10 with 5 as somewhat dissatisfied and 1–4 as very dissatisfied.</p> <table> <tr> <th>Score</th><th>May 22</th><th>Sep 22</th><th>Jan 23</th><th>May 23</th><th>Sep 23</th><th>Jan 24</th></tr> <tr> <td>9–10</td><td>24%</td><td>27%</td><td>41%</td><td>37%</td><td>30%</td><td>25%</td></tr> <tr> <td>7–8</td><td>22%</td><td>30%</td><td>26%</td><td>28%</td><td>23%</td><td>26%</td></tr> <tr> <td>6</td><td>3%</td><td>5%</td><td>6%</td><td>7%</td><td>7%</td><td>7%</td></tr> <tr> <td>5</td><td>15%</td><td>17%</td><td>11%</td><td>11%</td><td>16%</td><td>12%</td></tr> <tr> <td>1–4</td><td>36%</td><td>21%</td><td>16%</td><td>18%</td><td>24%</td><td>31%</td></tr> </table> <p>The impact of the number of boiled water notices, water restrictions, and Dannevirke impound supply issues have impacted on the communities satisfaction. This measure has seen a decrease from 61% received in the September 2023 survey.</p>							Score	May 22	Sep 22	Jan 23	May 23	Sep 23	Jan 24	9–10	24%	27%	41%	37%	30%	25%	7–8	22%	30%	26%	28%	23%	26%	6	3%	5%	6%	7%	7%	7%	5	15%	17%	11%	11%	16%	12%	1–4	36%	21%	16%	18%	24%	31%
Score	May 22	Sep 22	Jan 23	May 23	Sep 23	Jan 24																																										
9–10	24%	27%	41%	37%	30%	25%																																										
7–8	22%	30%	26%	28%	23%	26%																																										
6	3%	5%	6%	7%	7%	7%																																										
5	15%	17%	11%	11%	16%	12%																																										
1–4	36%	21%	16%	18%	24%	31%																																										
Number of complaints over 1,000 connections to Council's networked reticulation system for: drinking water pressure or flow*	< 4	On target 1.63	LAST YEAR: 3.88																																													
<p>Total of 19 complaints had been received - eight in Dannevirke, two Woodville, one Pahiatua and eight in Eketāhuna.</p>																																																
Number of complaints over 1,000 connections to Council's networked reticulation system for: drinking water taste*	< 5	On target 0.41	LAST YEAR: 12.77																																													
<p>Total of two complaints had been received - one in Woodville and one in Pahiatua.</p>																																																
Number of complaints over 1,000 connections to Council's networked reticulation system for: drinking water clarity*	< 5	On target 0.41	LAST YEAR: 12.77																																													
<p>Total of 20 complaints had been received - 11 in Dannevirke, two in Eketāhuna, and seven in Norsewood.</p>																																																










7.1 Six Month Performance Report for the Period Ending 31 December 2023

Attachment 1 Six Month Performance Report - Period Ending 31 December 2023














Level of Service	Performance measure	Target	Achievement	2022/23 year end results	First quarter results	Six month results
Customers are satisfied with supplied water	Number of complaints over 1,000 connections to Council's networked reticulation system for: drinking water odour*	< 4	<div>On target</div> <div>0.41</div> <p>A total of two complaints had been received - one in Pahiatua and one in Pongaroa.</p>	LAST YEAR: 1.43		
	Number of complaints over 1,000 connections to Council's networked reticulation system for: continuity of supply*	< 5	<div>Needs improvement</div> <div>45%</div> <p>Total of 30 complaints had been received. 24 in Dannevirke, five in Eketāhuna and one in Pongaroa.</p> <p>In October 2023, Dannevirke water supply had a water main break (Gibson Place) which resulted in 23 complaints being received.</p> <p>In November 2023, Eketāhuna received five complaints as a result of needing to complete repairs to a broken fitting.</p>	LAST YEAR: 44%		
	Number of complaints over 1,000 connections to Council's networked reticulation system for: Council's response to the issues above*	< 2	<div>On target</div> <div>0.22</div> <p>One complaint received in Eketāhuna.</p>	LAST YEAR: 0.61		
	Number of complaints received about water per 1,000 connections for: Total number of recorded complaints*	< 25	<div>On target</div> <div>14.92</div> <p>Total of 73 complaints had been received. 43 in Dannevirke, 11 in Eketāhuna, seven in Norsewood, four in Pahiatua, 13 in Pongaroa and four in Woodville.</p>	LAST YEAR: 43.55		

7.1 Six Month Performance Report for the Period Ending 31 December 2023

Attachment 1 Six Month Performance Report - Period Ending 31 December 2023

Level of Service	Performance measure	Target	Achievement	2022/23 year end results	First quarter results	Six month results
Water provided is safe to drink	Number of schemes that comply with Part 4 (bacteria compliance criteria) of the NZ Drinking Water standards (2018). From January 2023 Council is required to comply with the Drinking Water Quality Assurance Rules (DQQR) (2022)*	7	<div>Not achieved</div> <div>7</div>	LAST YEAR: 6		 
	Number of schemes that comply with Part 5 (protozoal compliance criteria) of the NZ Drinking Water standards (2018). From January 2023 Council is required to comply with the Drinking Water Quality Assurance Rules (DQQR) (2022)*	7	<div>Not achieved</div> <div>2</div> <p>Under the Drinking Water Quality Assurance Rules (2022) for the period of 1 January 2023 - 30 June 2023 Council was not compliant for 5 of its 7 water treatment plants (Dannevirke and Pahiatua were compliant). Non compliance is often caused by data quality issues, resulting in Council not being able to demonstrate continuously monitored parameters. This does not indicate that public health was at risk.</p>	LAST YEAR: 2		 
Issues relating to water supplies are responded to	Median response time to attend an urgent call out, measured from the time Council receives notification to the time that service personnel reach the site*	1 hour	<div>On target</div> <div>1 minute</div> <p>This is as a result of the team already being on site repairing the water main break.</p>	LAST YEAR: 8 minutes		 

7.1 Six Month Performance Report for the Period Ending 31 December 2023
Attachment 1 Six Month Performance Report - Period Ending 31 December 2023

Level of Service	Performance measure	Target	Achievement	2022/23 year end results	First quarter results	Six month results
Issues relating to water supplies are responded to	Median time to resolve an urgent callout, measured from the time Council receives notification to the time that service personnel confirm he resolution of the fault*	5 hours	On target 1 hour 37 minutes	LAST YEAR: 4 hours 14 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	On target 3 hours 26 minutes	LAST YEAR: 2 hours 13 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	On target 17 hours 6 minutes	LAST YEAR: 6 hours 6 minutes		 
Maintenance of the reticulation network is effective	The percentage of real water loss from the Council's networked reticulation schemes based on the minimum night flow (MNF) analysis*	10%	Not applicable Measured at year end.	LAST YEAR: 24.7%		
Water demand is managed effectively	Average consumption of drinking water per day per resident connected to a Council scheme*	300 litres	Not applicable Measured at year end.	LAST YEAR: 250 litres		

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



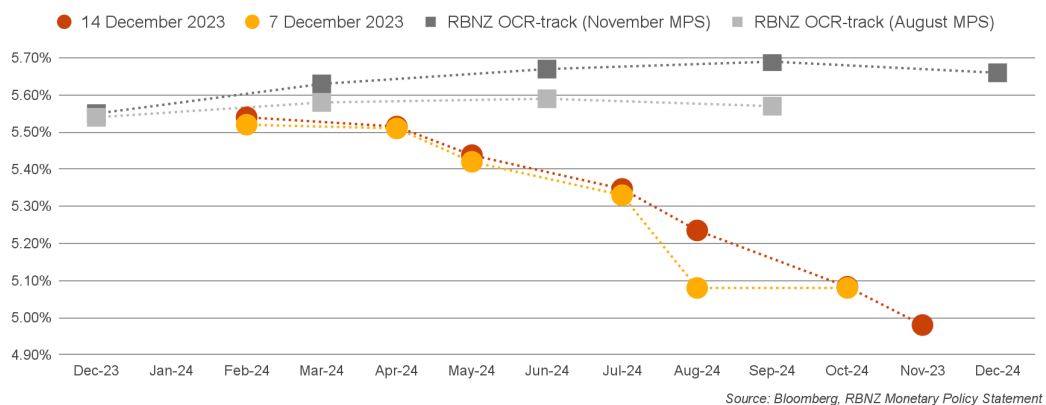
Tararua District Council

To: Raj Suppiah, Beth Fowler and Sarah Walshe
From: Brett Johanson and Raj Verma
Date: 14 December 2023
Subject: Economic Update

1. Economic and financial market update summary

The RBNZ chose to leave the OCR on hold at 5.50% at its Monetary Policy Statement (MPS) in November. Having stated this intention in October's Monetary Policy Review, the decision was expected by markets. The continuation of elevated rates is linked to inflationary pressures continuing to be too high for the RBNZ to begin unwinding its previous rate hikes. Although demand has eased the policy needs to remain restrictive so that demand is subdued and inflation returns within target. The MPS firmly reiterated previous statements, reinforcing the view that the most likely near-term outlook for the OCR is for no change from the current 5.50% level. However, the slightly stronger than expected hawkish tone from the RBNZ at November's meeting did ruffle some feathers and whilst there is the expectation that interest rates hikes are over, the RBNZ did raise its forecasted cash rate peak up to 5.69% (almost fully pricing in an additional rate hike). The New Zealand Q3 GDP data release printed weak at -0.3%qoq, indicating subdued demand which will likely help ease inflationary pressures. The market reacted, resulting in a movement lower in the New Zealand swap curve.

Market implied OCR projections versus RBNZ's OCR-track (quarterly average)



The most recent consumer price index (CPI) data release from the US showed inflation levels are continuing to fall, which proved to be a key factor in the Federal Reserve's (Fed) final interest rate decision of the year. The Fed held interest rates unchanged, but updated its dot plot projection of rates which indicated 75 basis points of rate cuts over 2024. This was a change in stance from the Fed who previously held the position of further interest rate hikes if inflation does not move to more desirable levels.

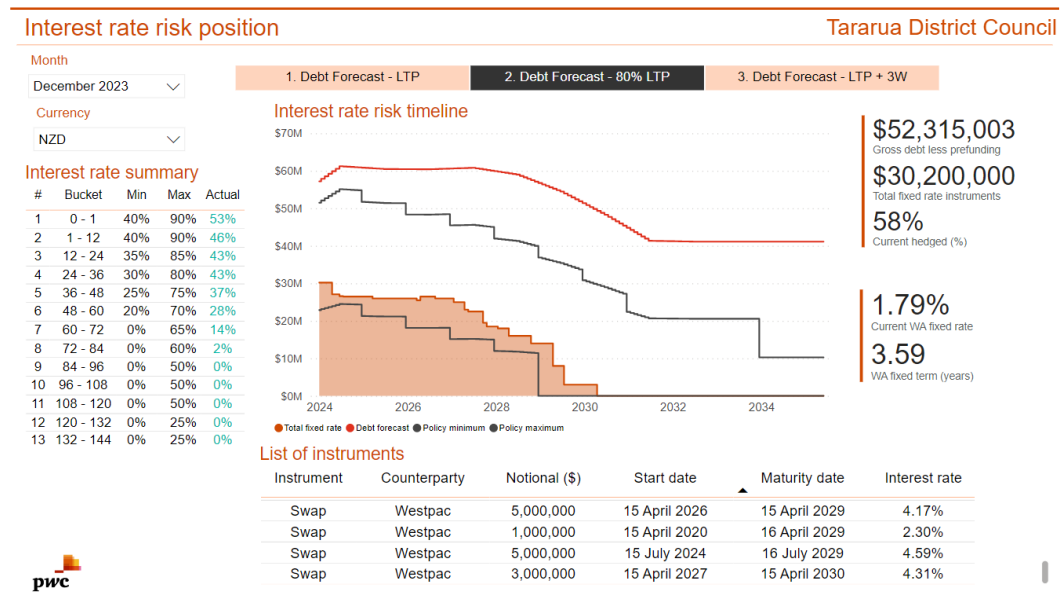


With global inflation rates trending in the right direction and starting to come within target levels, global interest rates are on the decline, leading to a downward movement in long term swap rates.

Looking to 2024, softening global economic activity is still the expectation, with most central banks across the globe coming to the end of their interest rate tightening cycles as inflation starts to move towards target levels. Aligning with the rest of the world, the RBNZ is expected to be no different when it comes to interest rates and the expectation is still that rates will begin to fall around mid 2024.

2. Interest rate risk management

Tararua District Council (Council) is compliant to interest rate Policy parameters as at 31 December 2023. The interest rate risk profile is as follows:

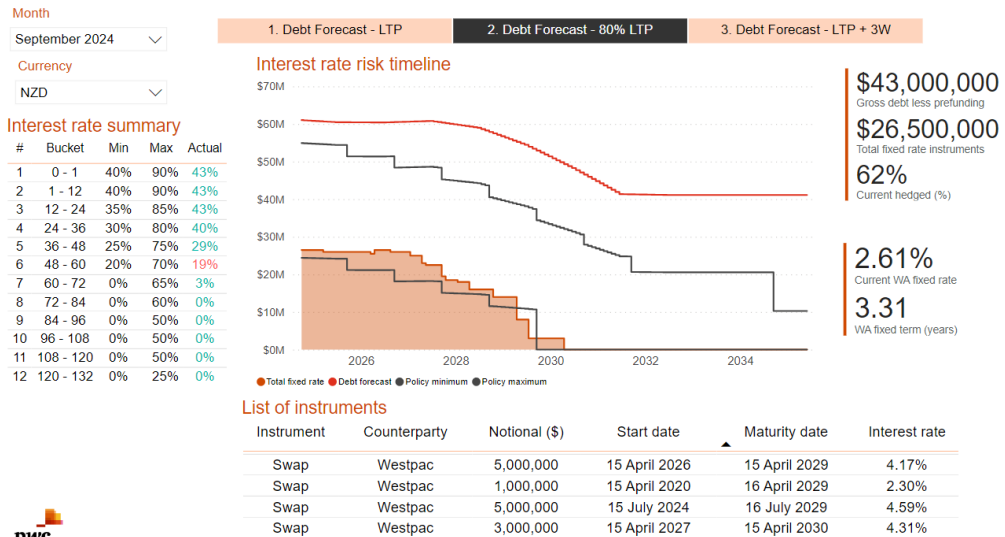


Council will remain compliant with Policy parameters until 30 September 2024. Council's projected interest rate risk profile as at 30 September 2024 will be as follows:



Interest rate risk position

Tararua District Council



Whilst there is no imminent need to increase fixed rate hedging levels, Council may consider additional hedging to maintain compliance with Policy beyond 30 September 2024. We understand there are likely to be revisions to the current debt forecast with the remediation of the dam. Therefore, Council may wish to wait until there is greater clarity on the new forecast debt levels before adding to hedging. We maintain our recommendation to lift hedging towards midpoints of Policy at rates of 4% and below.

Cost of funds: sensitivity analysis

Based on current market rates and Council's hedging profile, a 50-bps move lower in wholesale interest rates (90-day BKBM) would result in projected cost of funds for FY24 decreasing from 4.40% to 4.14%. Based on Council's base-case debt forecast, this equals a decrease in interest cost amounts of \$152,084 in FY24. See Appendix 1 for further details.

Summary

Council is compliant to interest rate Policy requirements as at 31 December 2023. Council maintains compliance until 30 September 2024 where non-compliance arises in the 4-5 year time band. We understand that revisions to the debt forecast are due to be made shortly in light of the remediation of the dam. The recent Fed's revision of their dot plot, indicating 75 basis points of rates in 2024, coupled with a weak NZ Q3 GDP data release has moved New Zealand swap rates considerably lower. We recommend Council target rates of 4% and below in order to lift interest rate hedging towards mid-points of Policy.



Appendix 1

Cost of funds: sensitivity analysis

Floating rate sensitivity analysis: cost of funds

Month
December 2023

Refinancing Commitment Fee
0.00% 0.00%

Refinancing Margin
0.00% 1.00%

1. Debt Forecast - LTP
2. Debt Forecast - 80% LTP
3. Debt Forecast - LTP + 3W

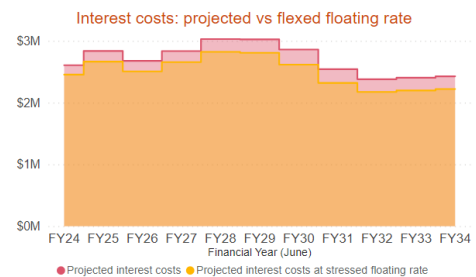
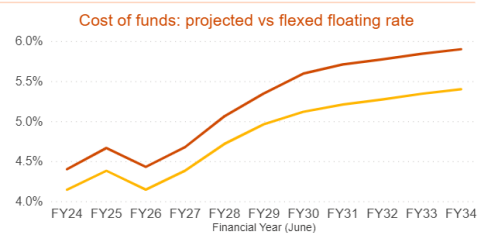
Floating rate sensitivity (applied to floating portion only)
-2.00% -0.50%

Projected cost of funds, including interest rate stress test

FY (June)	Floating amount	Avg. cost of funds	Flexed cost of funds	Total interest cost (\$)	Interest cost (flexed interest rate)	Difference per year
FY24	30,369,852	4.40%	4.14%	\$2,605,888	2,453,804	-152,084
FY25	34,486,780	4.67%	4.38%	\$2,837,320	2,664,888	-172,432
FY26	34,359,768	4.43%	4.15%	\$2,677,396	2,505,597	-171,799
FY27	35,667,386	4.68%	4.38%	\$2,835,627	2,657,278	-178,349
FY28	41,355,450	5.06%	4.72%	\$3,030,051	2,823,350	-206,702
FY29	43,609,130	5.35%	4.96%	\$3,024,746	2,806,970	-217,776
FY30	48,903,251	5.60%	5.12%	\$2,860,896	2,616,540	-244,356
FY31	44,531,883	5.71%	5.21%	\$2,542,520	2,319,861	-222,659



Tararua District Council





Disclaimer

This memo is subject to the engagement letter dated 29 May 2020 and the following restrictions. It is a memo addressed to you Tararua District Council . This memo should not be reproduced or supplied to any other party without first obtaining our (PwC New Zealand) written consent. We accept no responsibility for any reliance that may be placed on our memo should it be used for any purpose other than that set out below and in any event we will accept no liability to any party other than you in respect of its contents. In the course of our work we have not verified any of the information provided to us by you, nor have we carried out anything in the nature of an audit. Accordingly, we express no opinion on the reliability, accuracy or completeness of the information provided to us and upon which we have relied. The statements and opinions contained in this memo are based on data obtained from the financial markets and are so contained in good faith and in the belief that such statements, opinions and data are not false or misleading. In preparing this memo, we have relied upon information which we believe to be reliable and accurate. We reserve the right (but will be under no obligation) to review our assessment and if we consider it necessary, to revise our opinion in the light of any information existing at the date of this memo which becomes known to us after that date. This memo must be read in its entirety. Individual sections of this memo could be misleading if considered in isolation from each other.



Report

Date : 15 February 2024
To : Chairperson and Committee Members
Finance and Performance Committee
From : Ray Cannon
Tararua Alliance Engineering Services Manager
Subject : **Forestry Management Report**
Item No : **7.2**

1. Recommendation

- 1.1 *That the report from the Tararua Alliance Engineering Services Manager dated 10 February 2024 concerning the Forestry Management Report be received.*

Background

1. This report is being written to provide an update of the current position of Kaiparoro Forest and Birch North Forest

2.

2. Kaiparoro Forest

- 2.1 Regarding Abatement Notice received from Regional Council. A report has been sent to Regional Council outlining actions to remedy the abatement notice. The contractor has been on site and has upgraded culverts and completed clearing of debris.
- 2.2 Regional Council inspected the area along with the contractor and have outlined some minor remedial repairs that need to be completed.

- 3.** The matter regarding our neighbouring property and the unintentional logging of 0.5 hectares of his property. A letter has been sent to offering a settlement to cover the cost of the logs removed as well as reinstatement of a native tree plantings.
- 4. Birch North Forest**
- 4.1 High Spec Forestry continued harvesting small timber lots within Birch North Forest and to date 5,300 tonnes of logs have been harvested with a return value of \$32,975.
- 4.2 Harvesting will continue through the summer months.
- 4.3 Forest360 commenced the pruning of trees within Birch North Forest November 2023. A locally sourced pruning gang has been utilised from Dannevirke and have been proving to be very successful.
- 4.4 It is expected they will work through until the April-May 2024.
- 4.5 Council has engaged Forest NZ Sales to pull together a marketing proposal for sale of Birch North via tender. We intend to go out to market mid-March with tender closing 30 April.

Attachments

Nil.



Report

Date : 15 February 2024

To : Chairperson and Committee Members
Finance and Performance Committee

From : Sarah Walshe
Finance Manager

Subject : **Management Report**

Item No : **7.3**

1. Recommendation

- 1.1 *That the report from the Finance Manager dated 10 February 2024 concerning the Management Report be received.*

2. Reason for the Report

- 2.1 To provide an update on matters relating to financial and service performance.

3. External Funding

- 3.1 As previously received in the Audit and Risk Committee agenda below is the external funding summary for information and completeness purposes.
- Externally funded programs total \$58.162 million – of this \$50.033 million relates to roading (Cyclone Gabrielle & Route 52).
 - Council has received \$30.090 million and spent \$25.789 million at 31 December. Unspent funding largely relates to Route 52 (\$2.618m), DIA Cyclone Recovery (\$450,000) and the Ministry of Health Fluoridation Plant project (\$372,420).
- 3.2 Cyclone Gabrielle Funding:

Cyclone Gabrielle		End Date	Funding	Funds Received	Spent	Comments
NIWE Farm Fund - MPI	●	31/01/2024	1,000,000	1,000,000	952,083	Project nearly at close. Payments being made to successful applicants. Agreed revised contract end date is 23 March 2024.
NIWE Rural Communities - MPI	●	31/01/2024	250,000	250,000	82,648	Comprehensive plan in place to utilise all funding. Agreed revised contract end date is 23 March 2024.
Social Recovery - Lotteries	●	28/05/2024	3,000	3,000	2,679	Project Complete
Social Recovery - Lotteries	●	30/10/2024	25,000	25,000	12,180	Project Ongoing
Akitio Cell Phone Tower Generator Lotteries	●	30/10/2024	44,000	44,000	31,604	Project ongoing - may seek variation for unspent funds.
Mobile Generators - Lotteries	●	30/10/2024	30,600	30,600	-	Waiting for generators & invoice to arrive.
Recovery Funding - DIA	●	30/06/2024	500,000	500,000	458,020	Includes expenses incurred from 14.2.2023. Expect to close by 31 March 2024.
Recovery Funding - DPMC	●	30/06/2025	450,000	450,000	-	First tranche of funding (\$450,000 of \$900,000) not yet utilised.
Starlink Grant - Lotteries	●	15/11/2024	8,196	8,196	5,130	Project ongoing - carry cases to purchase.
Cyclone Gabrielle - NZTA	●	30/06/2024	35,433,416	12,523,550	12,523,550	Repairs & reinstatement underway - claim as expenditure incurred monthly
Technology Trailer - Lotteries	●	6/10/2024	75,000	75,000	59,298	Project underway
Technology Trailer - MBIE	●	1/05/2025	40,000	40,000	-	Contract variation - Digital Hub funding transferred to Mobile Digital Hub
Sub total :			37,859,212	14,949,346	14,127,192	

3.3 Department Parliament Minister Cabinet (DPMC) Recovery

\$450,000 Claimable costs against this tranche of funding must meet the following criteria:

- Governance & Iwi Partnership \$112,500
- Recovery Structure Office \$307,500
- Support & Recovery Office Overheads \$ 30,000

No claims have been made against this funding to date.

3.4 Department of Internal Affairs (DIA) Recovery - \$500,000

As at 31 December 2023, Council has \$42,000 of this funding remaining. Q1 & Q2 reports have been filed and accepted. We expect to deplete the fund by the end of Q3 (31 March 2024).

3.5 Ministry Primary Industries (MPI) NIWE Primary Industries (Tararua On Track) - \$1m






Program is in final stages with just 1 more recipient to be paid. Program end date has been extended to 23 March 2024.

3.6 Ministry Primary Industries (MPI) NIWE Isolated Rural Communities - \$250,000








Program is well underway with a detailed plan of good/services purchases to be made over the February & March. Program end date has been extended to 23 March 2024.

3.7 Better Off Funding

Ten percent of the agreed funding package has been paid. Council can request funding as required and will begin to do so as project spending ramps up.

Better Off Funding		End Date	Funding	Funds Received	Spent	Comments
Digitisation & E-Services		30/06/2027	600,000	-	-	Records digitisation started. Need to track staff costs.
Future Urban Design		30/06/2027	700,000	300,000	155,408	Project Ongoing
TDC Plan & Recreation Strategy		30/06/2027	1,500,000	-	-	
Building Capacity - Iwi		30/06/2027	500,000	80,000	52,080	Project Ongoing
Upgrading Council Reserves		30/06/2027	500,000	-	-	Project started
		Sub total :	3,800,000	380,000	207,488	

3.8 Other Funding

Other		End Date	Funding	Funds Received	Spent	Comments
Fluoridation - Dannevirke Water Supply - MOH		31/08/2024	542,100	379,470	7,050	Milestone 1 Invoiced
Food Secure Communities		31/12/2023	50,000	50,000	38,628	Project Complete - unspent funds to be returned.
Provincial Growth Fund R52		30/04/2024	14,600,000	13,900,000	11,281,839	Project Ongoing - Extension of time approved.
Tourism Facilities Development Grant - MBIE		Date of final report	85,250	85,250	17,920	Next step Bylaw Development - est start Dec 2024
Mayors Taskforce for Jobs		30/06/2024	325,000	325,000	98,223	Excludes Staff Costs
IAF Pahiatua - Kainga Ora		31/12/2029	880,000	-	250	Will start invoicing for funds shortly
Creative Communities - Creative NZ		30/06/2024	21,300	21,300	11,217	Ongoing program
		Sub total :	16,503,650	14,761,020	11,455,127	

4. Pensioner Housing Review

4.1 Operational Performance









For the 6-month period to 31 December 2023, pensioner housing has made an operating surplus of \$186,982. After adjustments for un-allocated insurance and rates costs, the operating surplus falls to \$114,711.

While a significant amount of deferred maintenance has been carried out over the last 6 months, most of this has been treated as renewal/development expenditure and is not included in the operating figures below.

Budget items to note:

- Full year Contracted Maintenance costs are expected to exceed budget (est \$10,000) due to higher-than-expected heat pump & smoke alarm service/checks.
- The full year budget for General Maintenance is \$127,842 – this is nearly twice the budget than the average preceding 3 year's budget. Year to Date spend at \$59,190 is on track to YTD budget. Costs in this category will need to be managed carefully to ensure the budget is not exceeded.

Pensioner Housing 31 December 2023








Resource		Annual Current Budget	YTD Current Budget	YTD Actuals	YTD Available
1710 - Rent:Residential		-617,204	-308,598	-313,913	5,315
<i>Rent increases were applied to most tenants from the end of January 2024. Note that rent can only be increased once every 12 months - this is 12 months after the date the tenancy started, provided the increase is not within 12 months from when the last increase took affect.</i>					
Total Revenue		-617,204	-308,598	-313,913	5,315
2710 - Contract:Collection		26,391	13,194	13,793	-599
3310 - Energy		2,683	3,576	349	3,227
3770 - Insurances		112,815	24,955	0	24,955
<i>Insurance cost not yet allocated.</i>					
4320 - Maintenance Contract		42,833	21,408	37,525	-16,117
<i>Contract maintenance costs are ahead of budget. Annual heat pump servicing and smoke alarm checks have been completed (\$14,517) with smoke alarms replaced where necessary. Mowing and rubbish removal costs have also increased slightly. Year end spend is estimated to be c\$53,000 - an additional c\$10,000.</i>					
4420 - Maintenance:General		127,842	63,930	59,190	4,740
<i>General maintenance expenditure includes minor plumbing, building, painting/decorating and electrical work carried out. Of the \$59,190 spent to date, \$15,898 was spent on flat inspections carried out by an external contractor to assess the flat condition.</i>					
5070 - Rates		119,587	119,587	0	119,587
<i>Rates cost not yet allocated.</i>					
Employee Related Costs		44,188	23,854	16,075	7,779
Total Operating Expenditure		476,339	270,504	126,931	143,573
Net Operating Surplus		-140,865	-38,094	-186,982	148,888
Adjustments - Less Rates Due 50%				59,794	
Adjustments - Less Insurance Due 50%				12,478	
Adjusted Net Operating Surplus		-140,865	-38,094	-114,711	





4.2 Renewal & Capital Expenditure

4.2.1 General Renewals - Common replacements have included showers (x7, \$33,712), hot water cylinders (x4, \$11,104), stoves (x4, \$6,371) and roof repairs (\$43,389), with most of this work being the replacement of the original component/item. The Ruahine Street flats have had door replacements (\$14,376) due to a borer infestation and further work is required as the borer has spread further into the units. Curtain and blind replacement expenditure totals \$12,767.

4.2.2 Full Refurbishments - The planned refurbishment of Flat 6 Aften Court has been completed - \$55,936 spent vs budget \$138,398. The refurbishment of Flat 7 Elsinore Court was unplanned but when the property was vacated it was deemed not be in a fit state to rent again due to general age-related deterioration. Total cost was \$51,347 (\$41,572 + painting/decorating \$9,775).

4.2.3 Funding The combined full year budget for Renewal & Development is \$389,255 (see below). This was to be funded by reserves and FY 24 operating surplus. The reserve balance is NIL due to being used to fund the Aften Court new units – an internal loan will be required and PH pay interest/repayments until repaid. Note that the 2023/24 year represents a period of rectifying deferred maintenance. Going forward there will need to be planned/programmed maintenance and renewal approach to balance spending against available reserve funding.

Renewals		Annual Current Budget	YTD Actuals	YTD Available
00000226 - Housing Centennial CAPEXP		6,708	0	6,708
<i>No expenditure</i>				
00000246 - Housing Elsinore Court CAPEXP		0	44,357	-44,357
<i>Full refurbishment of Unit 7 and addition of a wheelie bin rack to stop bins blowing over in the wind. Took opportunity for full refurbishment after tenant moved to Aften Court.</i>				
00001508 - Housing Aften Court Re-Pipe		64,009	12,075	51,934
<i>To date 4 Aften Court flats have been re-piped at an average cost of \$4,025 each - project continues.</i>				
00001509 - Pensioner Housing Unplanned Renewals		7,826	86,990	-79,164
<i>Unplanned renewals expenditure reflects efforts to address urgent maintenance as identified by the Facilities team after assessing all pensioner flats:</i>				
<i>Aften Court (Total Spend \$64,000) - Roof repairs & spouting replacement \$29,698, hot water cylinder replacements (x2) \$5,890 , shower replacements (x4) \$21,309, Stoves (x2) \$3,203, New switches (\$3,897).</i>				
<i>Elsinore Court - Replace carpark lighting \$1,405</i>				
<i>Burns Street - Roof repairs \$4,405</i>				
<i>Centennial Flats - Hot water cylinder replacement \$2,768 (x1)</i>				
<i>Ruahine Flats - Replace borer infested doors \$14,376</i>				
<i>Kowhai Flats (total Spend \$4,065) - Hot water cylinder replacement \$2,446 (x1) and stove replacement (x1) \$1,619</i>				
<i>Gordon Street - Roof repairs \$ 9,286</i>				
00001510 - Housing Aften Court Flat 06 Full Refurbishment		138,398	55,936	82,462
<i>Flat 6 refurbishment is complete - total spend was \$55,936.</i>				
00001515 - Aften Court Aluminium Windows		27,950	20,147	7,803
<i>Planned Aften Court aluminium window replacement project is complete.</i>				
Renewals Total		244,891	219,506	25,385

Developments		Annual Current Budget	YTD Actuals	YTD Available
00000950 - Housing - Fencing & Scooter Sheds		13,416	12,479	937
<i>Two scooter sheds built (\$5,752), Fence \$4,855, Concrete pad for wheelie bins \$1,870</i>				
00001163 - Housing - Minor Refurbishment		114,178	61,650	52,528
<i>Aften Court (Total Spend \$19,834) - Shower replacement (x2) \$12,403, Curtain/blind replacements (4 units) \$5,881, new oven (x1) \$1,549.</i>				
<i>Elsinore Court - Painting, plaster, wallpaper \$ 9,775</i>				
<i>Kowhai Flats (Total Spend \$26,072) - Shower replacement (x1) \$3,631, Curtain/blind replacements \$6,886, painting/plaster/wallpaper \$14,515, Door replacement \$540</i>				
00001517 - Aften Court New Parking Pads		16,770	0	16,770
<i>Project not started.</i>				
Developments Total		144,364	74,130	70,234
Combined Renewals & Development		389,255	293,635	95,620

5. Trust Fund/ Special Funded Reserve – Deep Dive

5.1 Trust Fund – Dannevirke Fairbrother

- 5.1.1 In December 2011 Council was provided a donation from Gwen Fairbrother on behalf of her late husband's estate of \$20,000 (letter of thanks attached to this report)
- 5.1.2 Council has allocated a total of \$13,474.20 of this donation to the Dannevirke Community Vehicle Trust in January 2015 towards the initial purchase of a vehicle (\$10,000) and August 2016 (\$3,474.20) being costs associated with the installation of lights to the vehicle.
- 5.1.3 In August 2016 an additional donation from Gwen Fairbrother was received and this was to be a contribution towards the rifleman's parade that was being held.

- 5.1.4 At 30 June 2023 Council was holding in a trust fund account a balance of \$8,750.79 remaining (note the difference in transactions is interest that has been received over this balance from 2011 to 30 June 2023).
- 5.2 Special Funded Reserve – Waste Management
- 5.2.1 Council recognises a special reserve being an account where Council holds the funding it received from the Ministry for the Environment – waste levy less costs that it is able to utilise this funding for.
- 5.2.2 Ministry for the Environment provide guidelines for Territorial Authorities on what they can utilise this funding for (and can be found on their website <https://environment.govt.nz/assets/Publications/Files/waste-levy-spending-guidelines-territorial-authorities.pdf>).
- 5.2.3 One of the key purposes of the levy is to “raise revenue for promoting and achieving waste minimisation”
- 5.2.4 The fund can be used for services council might incur as part of implementing its waste minimisation plan, infrastructure that could be required, communication and education programmes for the community, policy, research and reporting being key initiatives the fund could contribute to.
- 5.2.5 Council has previously utilised this fund to fund the bulk recycling bins that were installed around the district, it also regularly uses this funding for educational programmes that are run in schools within the district.
- 5.2.6 At 30 June 2023 Council held \$518,598.37 in this reserve account. From 1 July 2023 – 29th January 2023 Council had received funding of \$242,848.88.

6. Deep Dive – Solid Waste Activity

- 6.1 Council operates 4 transfer stations, 1 landfill and 5 smaller recycling drop off points across the district.
- 6.2 During the current financial year Council brought the running of the transfer stations in-house, a change from the prior year where this service was provided by an external provider.
- 6.3 A full breakdown of the revenue and operational costs associated with each site are detailed below:

	Actuals to 31 December 2022	Actuals to 31 December 2023	Budget to 31 December 2023
Dannevirke Transfer Station			
Revenue			
Fees	(423,384)	(536,091)	(624,583)
Expenses			
Bulk Recycling Bins	1,216	1,864	1,002
Carbon Credits	130,064	129,934	61,453
Kerbside Recycling	89,971	95,312	113,859
Maintenance	-	5,017	4,414

	Actuals to 31 December 2022	Actuals to 31 December 2023	Budget to 31 December 2023
Rates	4,319	-	4,764
Refuse Disposal Costs	118,347	274,662	389,629
Refuse Transfer Costs	158,292	80,158	81,523
Transfer Station Operations	184,992	141,569	182,867
<i>Street Bin Clearing</i>	42,029	44,551	46,356
Net Cost	305,847	236,976	261,284
Pahiatua Transfer Station			
Revenue			
Fees	(93,334)	(140,264)	(265,997)
Expenses			
Bulk Recycling Bins	11,193	15,730	15,006
Carbon Credits	50,050	66,345	49,613
Kerbside Recycling	49,694	30,926	43,500
Maintenance	1,437	2,348	3,312
Rates	3,491	-	3,851
Refuse Disposal Costs	64,242	75,074	163,289
Refuse Transfer Costs	80,171	44,719	79,374
Transfer Station Operations	103,960	60,439	55,464
<i>Street Bin Clearing</i>	21,661	23,572	23,892
Net Cost	292,565	178,889	171,304
Woodville Transfer Station			
Revenue			
Fees	(7,336)	(15,292)	(15,885)
Expenses			
Bulk Recycling Bins	14,906	6,557	8,729
Carbon Credits	-	-	5,490
Kerbside Recycling	33,089	22,761	28,500
Maintenance	1,523	-	-
Rates	-	-	-
Refuse Disposal Costs	-	-	11,484
Refuse Transfer Costs	4,675	13,171	10,998
Transfer Station Operations	22,926	19,129	23,786
<i>Street Bin Clearing</i>	22,662	24,109	24,996
Net Cost	92,446	70,435	98,098
Eketahuna Transfer Station			
Revenue			
Fees	(10,611)	(14,754)	(21,686)
Expenses			
Bulk Recycling Bins	28,193	15,128	11,182
Carbon Credits	-	-	4,752
Kerbside Recycling	23,789	16,771	21,000
Maintenance	276	-	2,000
Rates	1,955	-	2,156
Refuse Disposal Costs	-	-	9,750
Refuse Transfer Costs	6,093	7,228	12,996
Transfer Station Operations	28,612	24,583	36,555

	Actuals to 31 December 2022	Actuals to 31 December 2023	Budget to 31 December 2023
<i>Street Bin Clearing</i>	20,470	24,104	22,579
Net Cost	98,777	73,061	101,284

	Pongaroa			Ormondville		
	Previous Year Actuals	Current Year Actuals	Current Year Budget	Previous Year Actuals	Current Year Actuals	Current Year Budget
Revenue						
Fees	(3,248)	(3,219)	(3,201)	-	-	-
Expenses						
Bulk Recycling Bins	6,299	5,547	8,377	10,915	11,173	10,907
Kerbside Refuse	1,284	-	-	1,686	1,854	-
Transfer Station Operations	3,630	1,878	4,097	-		
Street Bin Clearing	847	1,060	1,103	337	337	2,760
Net Cost	8,812	5,267	10,376	12,939	13,364	13,667

	Akitio			Norsewood		
	Previous Year Actuals	Current Year Actuals	Current Year Budget	Previous Year Actuals	Current Year Actuals	Current Year Budget
Revenue						
Fees	-	-	-	-	-	-
Expenses						
Bulk Recycling Bins	1,032	1,432	1,922	11,268	11,443	11,211
Kerbside Refuse	4,576	4,834	-	1,686	1,766	-
Transfer Station Operations	-	-	-	-	-	-
Street Bin Clearing	586	-	5,514	2,477	2,500	2,493
Net Cost	6,193	6,266	7,436	15,431	15,709	13,704

	Herbertville			Weber		
	Previous Year Actuals	Current Year Actuals	Current Year Budget	Previous Year Actuals	Current Year Actuals	Current Year Budget
Revenue						
Fees	-	-	-	-	-	-
Expenses						
Bulk Recycling Bins	2,286	1,835	2,880	1,852	2,171	2,978
Kerbside Refuse	450	-	-	-		

Transfer Station Operations	-	-	-	-	-	-
Street Bin Clearing	256	459	-	-	378	-
Net Cost	2,992	2,294	2,880	1,852	2,549	2,978

	Actuals to 31 December 2022	Actuals to 31 December 2023	Budget to 31 December 2023
District Wide (Waste Levy, Insurance and Employee Costs)			
Revenue			
Subsidies	(32,879)	(109,346)	-
Expenses			
Advertising & Promotion	2,077	-	705
Consultants	-	15,038	14,635
E-Waste	3,675	2,795	12,000
Insurances	10,010	-	3,940
Non-Staff Training & Education	19,890	14,817	15,000
Employee Costs	55,248	113,266	61,796
Net Cost	58,021	36,569	108,076
Net Cost of Solid Waste Activity	1,038,698	885,583	1,002,081

7. Cost of Illicit Dumping on Ratepayers

- 7.1 From 1 July 2023 Council had received 50 reports of illicit dumping. This could be reports of abandoned vehicles or rubbish disposed around district.
- 7.2 This has cost ratepayers to 31 December \$2,824 in either dumping fees with the transfer station or towing costs to have vehicles towed.
- 7.3 Officers make every effort to on charge these costs where information of an owner can be obtained but this is unfortunately not always the case. For the period one abandoned vehicle was able to be on charged.

8. Cost of Insurance

- 8.1 Officers have been asked to provide an analysis on insurance costs, this is shown in the table below:

	Material Damage	Infrastructure	Motor Vehicle	Other	Total
2024	629,845.24	237,704.97	42,338.73	153,876.15	1,063,765.09
2023	508,276.44	158,479.95	36,388.25	140,470.20	843,614.84
2022	419,327.27	136,258.60	29,690.69	136,258.60	721,535.16
2021	377,982.92	130,329.06	31,009.02	85,129.02	624,450.02
2020	324,342.32	111,018.62	31,969.71	82,376.19	549,706.83

9. Treasury – Borrowing Headroom

- 9.1 Borrowing headroom is Council's ability to externally borrow funds (up to the maximum limit imposed in Council's Financial Strategy which can be found in the published Long Term Plans).
- 9.2 Within the financial strategy Council sets what the self-imposed borrowing limits are to be for the Long Term Plan. These are reported against annually in Council's published Annual Reports and are reviewed as part of the Long Term Planning cycle every three years.
- 9.3 These self-imposed limits are guided by the LGFA (Local Government Funding Agency) debt covenants.
- 9.4 Council's borrowing limits as set in the 2021/2031 Long Term Plan, and LGFA limits are as follows:

	Council's Limit 2021/2031 Long Term Plan	LGFA Limit
Net Debt as a Percentage of Revenue	< 150%	< 175%
Net Interest on External Borrowings as a Percentage of Total Revenue	< 7%	< 20%
Net Interest on External Borrowings as a Percentage of Annual Rates Income	< 10%	< 25%
Liquidity (External term debt + committed loan facilities + available liquid investments to existing external debt)	> 110%	> 110%

- 9.5 As previously reported, officers continually monitor Council's borrowing limits and look to provide and update to the Community on a quarterly basis as well as when any unbudgeted capital expenditure may be requested outside of an Annual Plan / Long Term Plan process.
- 9.6 Headroom update with borrowings that have occurred to 31 December, compared to the 2023/2024 Annual Plan budgets and also showing the change to borrowing headroom factoring in the additional unbudgeted borrowings for the Dannevirke Impound Supply approved in October 2023.

Councils Maximum Limits 2021/2031 Long Term Plan	Current Limits	As at 31 December 2023 \$000's	Annual Plan 2023/24 \$000's	Annual Plan 2023/24 - Additional budgets Approved 000's
Net Debt as a Percentage of Revenue	< 150%	24,734	21,009	16,757
Net Interest on External Borrowings as a Percentage of Total Revenue	< 7%	55,053	27,311	25,424
Net Interest on External Borrowings as a Percentage of Annual Rates Income	< 10%	50,081	17,383	55,204
Liquidity (External term debt + committed loan facilities + available liquid investments to existing external debt)	> 110%	10,142	6,506	6,506

- 9.7 Borrowing headroom calculated with 80% completion rate of the current capital expenditure program, and for awareness what that also looks like when the proposed year 1 of the 2024/34 Long Term Plan is factored in as well.

Councils Maximum Limits 2021/2031 Long Term Plan	Current Limits	Annual Plan 2023/24 - Additional budgets Approved 000's	Annual Plan 2023/24 - Additional Budgets Approved - 80% Capex Completion	Annual Plan 2023/24 - Additional budget Approved - 80% Capex Completion and Year 1 Borrowings
Net Debt as a Percentage of Revenue	< 150%	16,757	20,151	-1,124
Net Interest on External Borrowings as a Percentage of Total Revenue	< 7%	25,424	25,424	17,083
Net Interest on External Borrowings as a Percentage of Annual Rates Income	< 10%	55,204	55,204	7,155
Liquidity (External term debt + committed loan facilities + available liquid investments to existing external debt)	> 110%	6,506	6,428	4,494

- 9.8 As previously mentioned Council is reviewing these limits as part of the Long Term Plan. The proposed changes have been workshopped with Councillors as part of this process. Officers have calculated the borrowing headroom for years 1 to 3 using the working draft budgets and proposed increase in borrowing limits. Officers are satisfied there will be sufficient headroom for that period.

10. Budget Update – Dannevirke Impounded Supply Program of Work

- 10.1 Officers have been asked to provide an update of spend against the approved budgets for the Dannevirke Impounded Supply Program of Work.
- 10.2 An update is being presented in the next Infrastructure, Climate Change and Emergency Management Committee.

The table below shows actual spend against approved budgets as at 4th February 2024.


Project Name	Actuals To Date	Current Budget	Budget Remaining	Approval Date
Dannevirke Impounded Water Supply Leak Investigation RENEW	268,006	103,800	(164,206)	2023 Annual Plan
Dannevirke Impounded Security of Supply DEV	1,154,652	1,125,000	(29,652)	Sep-22 and July-23
Dannevirke Impounded Security of Supply RENEW	-	250,000	250,000	Sep-22
Dannevirke Impounded Security of Supply OP	12,310	10,000	(2,310)	Sep-22
Dannevirke Impounded Security of Supply - Detailed Design - DEV	630,400	600,000	(30,400)	Jul-23
Dannevirke Impounded Security of Supply - Pre-treatment Plant DEV	-	3,200,000	3,200,000	Oct-23
Dannevirke Impounded Security of Supply - Raw Water Storage DEV	-	400,000	400,000	Oct-23
Dannevirke Impounded Security of Supply - Treated Water Storage DEV	-	2,500,000	2,500,000	Oct-23
Total	2,065,367	8,188,800	6,123,433	

11. Quick Facts

Quick Facts How we are tracking at 31 December 2023

	Actuals to 30 September 2023	Actuals to 31 December 2023	Annual Plan (Year 3) Budget 2023/24	Previous Year Actuals to 30 June 2023
Cash Cash and Term Deposits Council holds	\$9.6m	\$6.21m	\$6.21m	\$13.5m
Borrowings External Borrowings	\$56.2m	\$59.2m	\$73.16m	\$57.2m
Headroom Councils borrowing capacity without breaching its self imposed borrowings limits in its Treasury Policy	\$29.58m	\$24.7m	\$21m	\$21m
Capital Spend Total spend on our capital expenditure programme	\$3.42m	\$9.8m	\$26.96m	\$21.99m
Fees and Charges This includes building services, district planning, animal control fees, hall hires, transfer station fees etc	\$1.8m	\$3.18m	\$6.02m	\$4.33m
Subsidies All external subsidies excluding emergency works listed below	\$8.45m	\$12.83m	\$15.4m	\$18m
Finance Revenue All external subsidies excluding emergency works listed below	\$393k	\$1.06m	\$11k	\$819k
Operating Costs Costs including contract costs, maintenance costs, and other operational expenses (excluding emergency works below)	\$7.04m	\$13.64m	\$27.81m	\$25.31m
Finance Costs Interest costs on associated borrowings	\$850k	\$1.6m	\$2.4m	\$2.6m
Employee Benefit Costs Staff costs	\$3.25m	\$6.32m	\$11.43m	\$9.84m
Emergency Work Subsidy Received Funding received from Waka Kotahi for emergency works	\$7.49m	\$13.06m	\$1.12m	\$16.41m
Emergency Work Expenditure Costs associated with emergency works required to the roading network	\$7.72m	\$13.3m	\$1.6m	\$18.58m

Attachments

1  Letter of Thanks Fairbrother Trust



163947

12 December 2011

File Ref: CIV02-0500

Mrs G Fairbrother
40 Guy Street
Dannevirke

Dear Gwen

A big thank you for the very generous cheque that you have given Council on the winding up of the Fairbrother Trust. Our gratitude comes from both myself and all the Councillors.

In time when I have discussed with Dannevirke Councillors and one or two local people, I will let you know how this money will be used in a purposeful project. On a personal note I would like to see something setup for a long term project.

On behalf of the Council thank you again for all you have done over the years to help many organisations benefit from the Fairbrother Trust. Dannevirke and its various organisations have been very lucky to have been favoured by your generosity.

A very happy Christmas and all the best for the New Year and 2012.

Best wishes

Roland Ellis
Mayor

Tararua District Council • Dannevirke • Woodville • Pahiatua • Eketahuna

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