



**The Ordinary Meeting of the
Kawerau District Council will be held
on Wednesday 27 September 2023
in the Council Chambers
commencing at 9.00am**

AGENDA

GUIDELINES FOR PUBLIC FORUM AT MEETINGS

1. A period of thirty minutes is set aside for a public forum at the start of each Ordinary Council or Standing Committee meeting, which is open to the public. This period may be extended on by a vote by members.
2. Speakers may address meetings on any subject. However, issues raised must not include those subject to legal consideration, or be issues, which are confidential, personal, or the subject of a formal hearing.
3. Each speaker during the public forum is permitted to speak for a maximum of three minutes. However, the Chairperson has the discretion to extend the speaking time.
4. Standing Orders are suspended for the duration of the public forum.
5. Council and Committees, at the conclusion of the public forum, may decide to take appropriate action on any of the issues raised.
6. With the permission of the Chairperson, members may ask questions of speakers during the period reserved for public forum. Questions by members are to be confined to obtaining information or clarification on matters raised by the speaker.

**The Ordinary Meeting of the Kawerau District Council
will be held on Wednesday 27 September 2023
in the Council Chambers commencing at 9.00am**

AGENDA

Opening Prayer

Apologies

Leave of Absence

Public Forum

Declarations of Conflict of Interest

1 CONFIRMATION OF COUNCIL MINUTES

1.1 Ordinary Council – 30 August 2023

Pgs. 1 - 4

Recommendation

That the minutes of the Ordinary Council Meeting held on 30 August 2023 be confirmed as a true and accurate record.

1.2 Extraordinary Council – 6 September 2023

Pg. 5 - 6

Recommendation

That the minutes of the Extraordinary Council Meeting held on 6 September 2023 be confirmed as a true and accurate record.

2 RECEIPT OF COMMITTEE MINUTES

2.1 Regulatory and Services Committee – 13 September 2023

Pgs. 7 - 9

Recommendation

That the Minutes of the Regulatory and Services Committee meeting held on 13 September 2023 be confirmed as a true and accurate record.

3 Action Schedule (101120)

Pgs. 10 - 13

Recommendation

That the updated Action Schedule of resolutions/actions requested by Council be received.

4 Her Worship the Mayor's Report (101400)

Pgs. 14 - 15

Recommendation

That Her Worship the Mayor's report for the period Thursday 24 August to Wednesday 20 September 2023 is received.

5 Triennial Residents' Survey 2023 (Communications and Engagement Manager) (340100)

Pgs. 16 - 83

Attached is a report on the Triennial Residents' Survey 2023

Recommendations

- 1. That the report "Triennial Residents' Survey 2023" be received.*
- 2. That Council may wish to consider a review of the Triennial Residents' Survey undertaken.*

6 Proposed Recommencement of the District Plan Review (Group Manager, Regulatory and Planning) (301012)

Pgs. 85 - 89

Attached is a report on the proposed recommencement of the District Plan Review.

Recommendations

- 1. That the report "Proposed Recommencement of the District Plan Review" be received.*
- 2. That Council approve the recommencement of the District Plan Review, with phase 2 of the work programme, preparing a scaled down version of changes to address critical issues and align the Proposed District Plan with the National Planning Standards.*

7 Annual Plan Performance for the 12 Months Ended 30 June 2023 (Group Manager, Finance and Corporate Services) (110400)

Pgs. 90 - 137

Attached is a report on the Annual Plan Performance for the 12 Months Ended 30 June 2023

Recommendations

That the report "Annual Plan Performance for the Year Ended 30 June" be received.

8 Exclusion of the Public

Recommendation

That the public is excluded from the following part of the proceedings of this meeting, namely:

1. Water Supply Reticulation Tender – Trunk Main

The general subject of the matter to be considered while the public is excluded; the reason for passing this resolution in relation to the matter, and the specific grounds under Section 48(1) of the Local Government Information & Meetings Act 1987 for the passing of this resolution is as follows:

General Subject of the matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under section 48(1) for the passing of this resolution
1. Water Supply Reticulation Tender – Trunk Supply	Maintain the effective conduct of public affairs through the free and frank expression of opinions.	That the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding exists. Section 48 (1) (a) (i)

This resolution is made in reliance on Section 48(1) (a) of the Local Government Official Information & Meetings Act 1987 and the particular interest or interests protected by Section 7 (2) (b) (i) of that Act.

R B George
Chief Executive Officer

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**Minutes of the Ordinary Meeting of the Kawerau District Council
held on Wednesday 30 August 2023
in the Council Chamber commencing at 9.00am**

Present: Her Worship the Mayor F K N Tunui
Deputy Mayor A Rangihika
Councillor C J Ion
Councillor S Kingi (via Zoom 9.07am)
Councillor B Julian
Councillor R G K Savage
Councillor W Godfery
Councillor R Andrews

In Attendance: Chief Executive Officer (R George)
Group Manager, Operations and Services (H van der Merwe)
Group Manager, Finance and Corporate Services (L Butler)
Group Manager, Regulatory and Planning (M Glaspey)
Communications Manager (T Humberstone)
Economic and Community Development Manager (L Barton)
Administration Officer (T Barnett)

Opening Prayer

Pastor Mark Kingi opened the meeting with a prayer.

Apologies

No Apologies were received.

Leave of Absence

Resolved

Councillors Julian / Savage

A Leave of Absence was granted for Councillor Andrews from Monday 14 August 2023 through to Wednesday 30 August 2023.

A Leave of Absence was granted for Councillor Ross from Monday 21 August 2023 through to Friday 8 September 2023.

Public Forum

Jenny Reynolds

- Asked the Elected Members what does the Kawerau District gain by changing from the status quo for the 2025 and 2028 triennial elections.

Declarations of Conflict of Interest

No declarations of conflict of interest were received.

1 CONFIRMATION OF COUNCIL MINUTES

1.1 Ordinary Council – 19 July 2023

Resolved **Councillor Ion / Deputy Mayor Rangihika**

That the minutes of the Ordinary Council Meeting held on 19 July 2023 be confirmed as a true and accurate record.

Councillor Julian abstained from voting.

1.2 Extraordinary Council – 9 August 2023

Resolved **Councillor Godfery / Deputy Mayor Rangihika**

That the minutes of the Extraordinary Council Meeting held on 9 August 2023 be confirmed as a true and accurate record.

Councillor Julian abstained from voting.

2 RECEIPT OF COMMITTEE MINUTES

2.1 Audit and Risk Committee – 7 August 2023

Resolved **Councillors Julian / Ion**

That the Minutes of the Audit and Risk Committee meeting held on 7 August 2023 be confirmed as a true and accurate record.

2.2 Regulatory and Services Committee – 16 August 2023

Resolved **Councillor Ion / Deputy Mayor Rangihika**

That the Minutes of the Regulatory and Services Committee meeting held on 16 August 2023 be confirmed as a true and accurate record.

2.3 Community Grant Committee – 16 August 2023

Resolved **Councillor Julian / Deputy Mayor Rangihika**

That the Minutes of the Community Grant Committee meeting held on 16 August 2023 be resolved – subject to corrections - at the next Council meeting on 27 September 2023

1 Action Schedule (101120)

Resolved **Councillors Kingi / Julian**

That the updated Action Schedule of resolutions/actions requested by Council is received.

4 Her Worship the Mayor's Report (101400)

- Correction – Councillor Toi Iti was not in attendance at the presentation by Bay of Plenty Regional Council on Wednesday 16 August, General Manager, Integrated Catchments, Chris Ingle attended in his absence.

Resolved

Her Worship the Mayor / Councillor Ion

That Her Worship the Mayor's report for the period Thursday 13 July to Wednesday 23 August 2023 is received.

5 Review of Councils Fraud and Corruption Policy (Group Manager, Finance and Corporate Services) (201300)

Council discussed the report on the review of Councils Fraud and Corruption Policy.

Resolved

Councillors Godfery / Kingi

1. *That the report "Review of Councils Fraud and Corruption Policy" be received.*
2. *That Council adopts the revised "Fraud and Corruption Policy" (with no further amendments).*

6 Monika Lanham Reservoirs Structural Evaluation (Group Manager, Operations and Services) (404400)

Council discussed the report on the Monika Lanham Reservoirs Structural Evaluation

Resolved

Councillor Ion / Deputy Mayor Rangihika

1. *That the report "Monika Lanham Reservoirs Structural Evaluation" be received.*
2. *That Council allows the additional work.*
3. *That Council allocate \$80,000 of additional funding for this work, which will be a cost over-run funded from equity.*

7 Electoral Decisions (Communications and Engagement Manager) (101200)

Council considered the report from Electoral Services on Electoral Decisions.

Resolved

Councillor Ion / Deputy Mayor Rangihika

That the report Electoral Services on Electoral Decisions be deferred until an Extraordinary Council meeting scheduled for Wednesday 6 September commencing at 11.00am

8 **Exclusion of the Public**

Resolved

Councillors Julian / Godfery

That the public is excluded from the following part of the proceedings of this meeting, namely:

1. Minutes for Confidential Meeting held on 19 July 2023

The general subject of the matter to be considered while the public is excluded; the reason for passing this resolution in relation to the matter, and the specific grounds under Section 48(1) of the Local Government Information & Meetings Act 1987 for the passing of this resolution is as follows:

<i>General Subject of the matter to be considered</i>	<i>Reason for passing this resolution in relation to each matter</i>	<i>Ground(s) under section 48(1) for the passing of this resolution</i>
<i>1. Minutes for Confidential Meeting Held on 19 July 2023</i>	<i>Maintain the effective conduct of public affairs through the free and frank expression of opinions.</i>	<i>That the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding exists. Section 48 (1) (a) (i)</i>

This resolution is made in reliance on Section 48(1) (a) of the Local Government Official Information & Meetings Act 1987 and the particular interest or interests protected by Section 7 (2) (b) (i) of that Act.

Meeting closed 10.23am

F K N Tunui

Mayor

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**Minutes of the Extraordinary Meeting of the Kawerau District Council
held on Wednesday 6 September 2023
commencing at 11.02am**

Present: Her Worship the Mayor F K N Tunui
Deputy Mayor A Rangihika (via Zoom)
Councillor W Godfery
Councillor B Julian
Councillor C J Ion
Councillor R G K Savage
Councillor R Andrews

In Attendance: Chief Executive Officer (R George)
Group Manager, Finance and Corporate Services (L Butler)
Group Manager, Regulatory and Planning (M Glaspey)
Group Manager, Operations and Services (H van der Merwe)
Communications Manager (T Humberstone)
Economic and Community Development Manager (L Barton)
Administration Officer (T Barnett)

Opening Prayer

Pastor Mark Kingi opened the meeting with a prayer.

Apologies

No apologies were received.

Leave of Absence

Resolved **Her Worship the Mayor / Councillor Savage**

A Leave of Absence was granted for Councillor Ross from Monday 21 August 2023 through to Friday 8 September 2023.

A Leave of Absence was granted for Councillor Kingi from Wednesday 6 September 2023 through to Wednesday 20 September 2023.

Declarations of Conflict of Interest

No conflicts of interest were declared.

1 Electoral Decisions (Communications and Engagement Manager) (101200)

Council discussed report from Electoral Services on Electoral Decisions.

Resolved **Councillors Julian / Godfery**

1. *That the Election Services' report "Electoral Decisions" be received.*

Resolved **Councillors Julian / Ion**

2. *That pursuant to section 27 of the Local Electoral Act 2001 Council resolves for the 2025 Kawerau District Council triennial elections to retain First Past the Post*

electoral system and that public notice be given by 19 September 2023 of the decision and of the right of electors to demand a poll on the electoral system to be used.

Resolved

Councillor Ion / Her Worship the Mayor

- 3. That pursuant to section 19ZA of the Local Electoral Act 2001, Council resolves to consider one or more Māori wards for the Kawerau District for the 2025 and 2028 triennial elections and that Iwi and public consultation takes place in September/October 2023.*

Resolved

Her Worship the Mayor / Councillor Andrews

- 4. Irrespective of whether Council has Maori Wards, Council will undertake a representation arrangements review with an initial proposal required no earlier than 20 December 2023 and no later than 31 July 2024.*

Meeting closed 12.04pm

F K N Tunui

Mayor

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**Minutes of the Regulatory & Services Committee
held on Wednesday 13 September 2023
commencing at 9.00am**

Present: Councillor C J Ion (Chairperson)
Her Worship the Mayor F K N Tunui
Deputy Mayor A Rangihika
Councillor B Julian
Councillor W Godfery
Councillor R G K Savage
Councillor R Andrews
Councillor J Ross

In Attendance: Chief Executive Officer (R George)
Group Manager, Finance and Corporate Services (L Butler)
Group Manager, Regulatory and Planning (M Glaspey)
Group Manager, Operations and Services (H van der Merwe)
Communications Manager (T Humberstone)
Economic and Community Development Manager (L Barton)
Administration Officer (T Barnett)

Apologies

No apologies were received.

Declarations of Conflict of Interest

No conflict of interest was declared.

Leave of Absence

Resolved **Her Worship the Mayor / Deputy Mayor Rangihika**

A Leave of Absence was granted for Councillor Kingi from Wednesday 6 September 2023 through to Wednesday 20 September 2023

Public Forum

There were no speakers at the Public Forum

PART A – REGULATORY

1 Monthly Report - Regulatory and Planning Services (340000)

The Committee discussed a report covering Regulatory and Planning activities for the month of August 2023.

Resolved **Councillors Savage / Ross**

That the report on Regulatory and Planning Services activities for the month of August 2023 is received.

PART B – NON REGULATORY

2 Monthly Report - Finance and Corporate Services (211000)

The Committee discussed a report from the Group Manager, Finance and Corporate Services covering activities for the month of August 2023.

Resolved

Councillors Julian / Savage

That the report from the Group Manager, Finance and Corporate Services for the month of August 2023 is received.

3 Monthly Report - Operations and Services (440000)

The Committee discussed a report from the Group Manager, Operations and Services covering activities for the month of August 2023.

Correction:

Page 12 – First paragraph – wording to be amended to clarify that Umukaraka Spring is not currently a supply source.

Resolved

Councillors Savage / Godfery

That the report from the Group Manager, Operations and Services for the month of August 2023 is received.

4 Monthly Report - Economic and Community Development (Economic and Community Development Manager) (309005)

The Committee discussed a report from the Economic and Community Development Manager covering economic and community activities for the month of August 2023.

Resolved

Her Worship the Mayor / Councillor Julian

That the report from the Economic and Community Development Manager for the month of August 2023 is received.

5 Monthly Report – Communications and Engagement (Communications and Engagement Manager) (340100)

The Committee discussed a report from the Communications and Engagement Manager covering communications and engagement activities for the month of August 2023.

Corrections:

Page 22 – Item 3 – Residential Development – Progress to 30 August, not April as listed in the report

Page 22 – Item 3 – residential Development – the table should have a total of 7 not 8 as listed.

Resolved

Deputy Mayor Rangihika / Councillor Andrews

That the report from the Communications and Engagement Manager for the month of August 2023 is received.

6 Dog Control – Policy and Practices Report 2022/23 (Team Leader, Animal Control & Compliance) (307000)

The Committee discussed the report from the Team Leader, Animal Control and Compliance on the Dog Control – Policy and Practices Report 2022 / 23.

Resolved

Councillors Savage / Ross

1. *That the report “Dog Control – Policy and Practices Report 2022/2023” be received.*
2. *That Council adopts and publicly notifies the Dog Control – Policy and Practices Report for the 2022/2023 year and forwards an electronic link to this document on Council’s website to the Secretary, Department of Internal Affairs.*

Meeting closed at 9.39am

C J Ion

Chairperson

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Action Schedule					
Meeting Date	Resolution / Action Requested	Action	Status	Comments	Estimated Completion Date
A&R 04.02.20	Council's Risk Maturity - Improvement Programme Arrange KPMG to review Council's Risk Management Maturity profile once the tasks in progress / underway are completed.	GM F&CS	In Progress	Council has completed all areas recommended for improvement and will be engaging a consultant to further assess Council's risk maturity. A potential provider was identified during July, however the cost would be significant and more than budgeted. Staff are investigating if there is a better cost effective option and approach.	November 2023
Council 26.05.20	Results of 2020 NRB Survey (Community Satisfaction Survey) Elected Members agreed to review the way in which Council engages community satisfaction.	C&EM	Pending	After assessing providers, and discussion with Whakatāne and Ōpōtiki, SIL Research a New Zealand based (Hawkes Bay) registered market research company with 25-plus years' experience in local government will undertake this project. SIL Research has been the provider of resident surveys for both Whakatāne and Ōpōtiki for a number of years. Timing of the survey moved from January (the traditional timing for the survey) to April/May with the results available by the end of May/June 2023. Plan to use multiple methods for data collection including phone, mail, social media, and targeted approaches. Project Outline available. Opportunity to assess Triennial Residents' Survey with SIL Research; and to assess electronic methods for ongoing monthly customer satisfaction survey online.	Draft Questions March 2023 Survey completion April/May 2023 Draft report June 2023 Final Report July 2023 Report tabled at workshop 30 August '23 27 Sept Council mtg receive report and made public

Meeting Date	Resolution / Action Requested	Action	Status	Comments	Estimated Completion Date
Council 28.06.22	<p>His Worship the Mayor's Report Elected Members agreed to move the cemetery records from the toilet block area to another area of the cemetery.</p> <p><u>22.02.23 Council</u> Staff to communicate to public regarding the relocation of the cemetery records.</p>	GM O&S C&EM	In Progress Pending	<p>A solution was developed, costed and presented to Elected Members at the May Workshop. A further Workshop was held following the June Regulatory & Services Committee Meeting. A revised plan will be presented to Council.</p> <p>Part of the Mayor's Message in the December 2022 newsletter</p> <p>As a new solution is being re-worked, and approved, we will advise the Community</p>	September 2023 Ongoing
R&S 12.07.22	<p>Monthly Report - Regulatory and Planning Services Iwi consultation for the Spatial Plan.</p>	GM R&P	In Progress	<p>The Eastern Bay of Plenty Spatial Plan (Our Spaces) is being developed in partnership with central government and Iwi from Whakatane, Opotiki and Kawerau. Tūwharetoa Settlement Trust has been invited to join, but declined as they do not believe they speak for all the Iwi. Tūwharetoa Kaumatua, Te Haukākawa (Boycie) Te Rire has agreed to sit at the Governance level (once established), and will liaise with Tūwharetoa Kaumatua on who may be the appropriate person to sit at the leadership level.</p> <p><u>Update – 27 April 2023</u> Meeting with Ngāti Tūwharetoa (Bay of Plenty) Settlement Trust re: Stoneham Park Residential Development covered the Spatial and raised involvement of NTST engagement, particularly, with regard to the vision and aspirations for their whanau.</p>	Ongoing

Meeting Date	Resolution / Action Requested	Action	Status	Comments	Estimated Completion Date
R&S 12.07.22	Monthly Report – Regulatory and Planning Iwi consultation for the Spatial Plan continued			<p><u>Update – 22 May 2023</u> Hui was scheduled for 22 May with our Iwi Kaumatua (who unfortunately was ill) but attended by Mayor Faylene Tunui, Deputy Mayor Aaron Rangihika, Cr Warwick Godfery, CEO Russell George and C&EM Tania Humberstone who had invited Eastern BOP Spatial Plan Iwi Facilitators Tipene Wilson and Te Riria Potiki to give an understanding of their role within the project to assist Council and Iwi engagement; and to establish next steps in the engagement process with Council and Ngāti Tūwharetoa (Bay of Plenty Settlement Trust).</p> <p><u>Update – 24 May 2023</u> Raised at the hui with Tūwharetoa ki Kawerau Hauora, comprising various Māori Land Trust members. Request to return and present specifically on the Spatial Plan, Stoneham Park update and potential partnering opportunities.</p> <p><u>Update – 24 July 2023</u> Met with Tūwharetoa ki Kawerau Kaumatua (Hahuru), Ngāti Tūwharetoa (BOP) Settlement Trust and Tūwharetoa ki Kawerau Hauora to seek guidance on Iwi representation on Spatial Plan Committees.</p> <p>Our Places – eastern bay spatial plan Iwi liaison team (Tipene Wilson and Te Riria Potiki) have offered hui dates to discuss directly with Iwi and Tangata Whenua. Iwi liaison can carry this out independently of Council as part of their role to support Iwi involvement.</p>	

<p>Council 26.04.23</p>	<p>2025 Triennial Elections</p> <p>Timetable to be distributed to Elected Members regarding upcoming events</p> <ul style="list-style-type: none"> - Overview comms' plan - Dates of engagement hui - Communications material <p>Note; Third reading of the Local Electoral Acts 2022 has gone through parliament on 24 August 2023. Some changes of date to the process.</p>	<p>FIN ACCT / C&EM</p>	<p>In Progress</p>	<p>Electoral Officer, Dale Ofoske, presented to Elected Members following the May Council meeting, specifically regarding Electoral System, Māori Representation and Representation.</p> <p>Further work will be completed to finalise the communications material that will be presented and made public.</p> <p>Electoral System decision first of the three-step decision-making process for Council. Election Services available to outline further detail of FPP and particularly, STV at Extra Ordinary Meeting 6 September 2023.</p> <p>Hui are being organised with Tangata Whenua. Election Services' Electoral Officer Dale Ofoske will present facts on Māori Wards (and the wider question of Māori Representation) and the upcoming representation arrangements review (in 2024).</p>	<p>Council workshop 31 May 23 Council workshop electoral systems 30 Aug 23 Extra ordinary mtg 6 Sept 23 Electoral System 23 Nov decision deadline for Māori Rep.</p>
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<https://kaweraud.govt.nz.sharepoint.com/sites/actv-slt/Shared Documents/General/IR>Action Schedule-June.docx>

OC: Ordinary Council EC: Extraordinary Council
 GMF&CS: Group Manager, Finance & Corporate Services
 GMR&P: Group Manager, Regulatory & Planning
 ECDM: Economic & Community Development Manager

A&R: Audit & Risk Committee
 GMO&S: Group Manager, Operations & Services
 C&EM: Communication & Engagement Manager

R&S: Regulatory & Services Committee

Completed Items

Meeting Date	Action	Comments

Meeting Council

Meeting Date: 27 September 2023

Subject: Her Worship the Mayor's Report

File No. 101400

1 **Purpose**

The purpose of this report is to outline meetings, functions and events that have been hosted, attended and/or participated in for the period Thursday, 24 August to Wednesday, 20 September 2023.

August

- Thurs 24
- Farewell Morning Tea for Communications Coordinator William Snook, held in Council Chamber
 - Catch-up with Mr Taupa Ngaruhe re: driveway of Tiwhatiwha property
 - Meet and Greet with Te Puna Ora o Mataatua CEO, Chris Tooley re: homecare service delivery in Kawerau, held in Mayor's Office.
- Fri 25
- Kawerau Young Achiever Awards, held in Kawerau Town Hall
- Tues 29
- Tarawera Awa Restoration Strategy Group Hui, held at Firmin Lodge followed by site visit to Essity Tissue Mill
- Wed 30
- Council Meeting, held in Council Chamber
 - Review of Council's Fraud and Corruption Policy
 - Monika Lanham Reservoirs Structural Evaluation
 - Electoral Decisions re: FFP / STV Electoral System, Maori Wards and Representation Arrangements Review
 - Council Workshop, held in Council Chamber
 - Triennial Residents Survey
 - Long-Term Plan Activity and S17A Review Plan
 - Water Supply Source
 - Pre-Hearings Briefing with Civil Defence Emergency Management Panel, held via Zoom
- Thurs 31
- Regional Transport Committee Meeting, held at BOP Regional Council, Tauranga, joined via Zoom
 - Future for Local Government Advisory Group meeting, held via Microsoft Teams
 - Meeting with Te Tahuna Trustees re: proposed Boundary Change, held in Council Chamber

September

- Mon 4
- Public Hearings on the BOP CDEM Group Plan, held at BOP Regional Council, Tauranga
- Tues 5
- Meet and Greet with Heke Collier re: carving for Rangī Delamere Pavilion, held in Mayor's Office. Apologies received from Paora Delamere.
- Wed 6
- Extraordinary Council Meeting, held in Council Chamber
 - Electoral Decisions re: FFP / STV Electoral System, Maori Wards and Representation Arrangements Review
 - Council Workshop, held in the Council Chamber
 - Economic Development query re: geothermal infrastructure
 - S17A Activity Review - Cemetery Service

- Attended Tompkins Wake & The University of Waikato Annual Public Lecture on Tikanga and the integrity of NZ legal system, presented by Natalie Coates, held at the Lecture Theatre, Tauranga
- Sun 10
- Meeting with Te Maruata re: upcoming Future for Local Government Advisory Group meeting, held via Microsoft Teams
- Mon 11
- Future for Local Government Group meeting, held via Microsoft Teams
 - Council's celebration of Te Wiki o Te Reo Māori | Māori Language Week commencing with Mihimihi Mane, led by Council's Cultural Advisor and Tūwharetoa ki Kawerau Kaumatua, Te Haukākawa Te Rire, held in Council Chamber.
 - Meeting with Tūwharetoa ki Kawerau Hauora Kuia Luvi Ngahehu re: Te Whare Kainga Housing Strategy, held in Mayor's Office.
- Wed 13
- Regulatory & Services Committee Meeting, held in Council Chambers
 - Monthly Managers Reports
 - Dog Control – Policy and Practices Report 2022/23
 - Council Workshop, held in Council Chambers
 - Council Employee / Employment Obligations
 - District Plan Review
 - Stoneham Park Residential Development
 - S17A Activity Reviews – Waste Water Service, Water Supply, Storm Water, Building Services
 - Meeting with Grants Manager, Samantha Alexander of Lion Foundation re: application support for the Kawerau Community, held via Zoom
 - Meeting with Te Maruata re: Future for Local Government, held via Zoom
- Thurs 14
- Supported Tarawera High School Kapa Haka Roopu to the Tūwharetoa Taiopega Kapa Haka Festival, held at Taupo Events Centre
 - Creative New Zealand Committee Strategy meeting, held in Council Chamber
- Fri 15
- MSD Social Service Community Advisor meeting, held via Microsoft Teams
 - Eastern Bay of Plenty Joint Committee Meeting, held at Whakatane District Council
- Sun 17-
Mon 18
- Choose Localism – your chance to drive a future by Local Government, held at Te Papa, Wellington
- Wed 20
- Council Workshop
 - Council Employee / Employment Obligations
 - S17A Review - Environmental Services
 - Long Term Plan 2024-2034 Early Engagement

2 **RECOMMENDATION**

That Her Worship the Mayor's report for the period Thursday, 24 August to Wednesday, 20 September 2023 be received.



Faylene Tunui
Kahika | Mayor

<u>Meeting:</u>	Council
<u>Meeting Date:</u>	27 September 2023
<u>Subject:</u>	Triennial Residents' Survey 2023
<u>File No.:</u>	340100

1 Purpose

The purpose of this Council report is to table the results of the 2023 Triennial Residents' Survey for the Kawerau District.

2 Background

The Triennial Residents' Survey enables Council to measure its performance across all the activities and report against these activity service levels in the Annual Report.

In 2023, Council changed providers to SIL Research to complete the triennial survey.

SIL Research is a company based in Hawkes Bay that provides services to more than 10 Councils, including both Ōpōtiki and Whakatāne.

Kawerau District Council has been completing the triennial residents' survey since the early 1990's. It was introduced as a way to measure the overall satisfaction of Council services and operations by residents and ratepayers.

NRB or the National Research Bureau formerly completed the survey. The reason for Council changing to SIL Research was primarily to obtain a better set of results for the survey through different methodology.

Research showed that neighbouring territorial authorities had benchmarked other service providers and both Whakatāne and Ōpōtiki had moved to a new service provider SIL Research (several years ago) to deliver their Residents' Surveys. In addition, other organisations including Trust Horizon utilise the services of SIL Research.

3 Triennial Residents' Survey 2023 – Methodology

Considerable effort went into developing and carrying out the 2023 Residents' Survey for Kawerau District Council with as many similarities to previous surveys to ensure accurate comparisons could be made.

In addition, the survey aimed to meet the appropriate service activities that Council provides so that measures of performance could be made against previous survey results.

However, there were several areas of the survey that required changes and in 2023, a general re-set has been undertaken with the survey in the following areas:

1. Timing

The timing of the survey was shifted from late January and February, to later in the rating year between 8 May and 25 June 2023. This was to ensure that the survey was not competing with the start of the school and calendar year.

2. Scale of Answers

In the past, the survey was carried out with a three-scale answer (plus a not applicable/don't know). This restricted residents as to the detail of their answer, particularly, if they were not fully satisfied with the services. This somewhat skewed the overall results.

In 2023, Kawerau moved to a best-practice 10-scale answer model which is typically used by most Councils. This enabled a more robust opinion by residents completing the survey.

3. Methodology

In the past, the survey methodology was largely to collect responses by telephone, particularly landline. With mobile phones now common in most households, and landlines often now not in use: it meant that it was increasingly difficult to obtain a breadth of responses across different demographics.

The results obtained via landline largely represent a specific demographic of people aged 65 years and older. The 2023 phone results were consistent with the landline results collected in earlier surveys.

The SIL Research team have observed that utilising a mixed-mode of data collection has allowed the younger voices to come through in 2023, and there has been a significant change. Typically, younger people have 'sharper opinions and comments'.

In 2023, with the aim of collecting a broad spectrum of views, and meeting the demographics required, the survey methodology comprised:

- Surveys being delivered to 1,500 households (hardcopy)
- Telephone surveys
- Links via Social Media
- Council-led links to the survey via Emails
- Council-led additional paper surveys distributed to most schools

Additional Information - Sampling Methods

A combination of simple random sampling with quota sampling was used. Random sampling improved the accuracy and representativeness of the results by reducing sampling bias across the district. Respondents were randomly selected from the publicly available telephone directories within Kawerau District. The online invitation advertisement was randomly promoted to District residents. Hard-copy survey forms were sent to randomly selected Kawerau District households.

Age and ethnicity distribution was also monitored using quotas to ensure a sufficient number of participants were included in key demographic groups.

For analysis, responses were also statistically weighted to reflect the age, gender and ethnicity group proportions as determined by the Statistics New Zealand 2018 Census for Kawerau District residents aged 18+.

4. Benchmarking

SIL Research conducts an independent representative National survey of Councils (all Councils, excluding Auckland, Wellington, Christchurch and Dunedin) to establish a series of benchmarks across a range of commonly tracked Council services. This allows Kawerau District Council to compare its survey results against a National average or New Zealand Benchmark (NZB).

The National survey data is collected throughout the year so that annual results can be presented without seasonal bias.

The benchmarking results in this report are based on 400 responses collected over 2023.

The data is collected using a 1-10 scale.

The 2023 survey included additional demographic criteria, based on ethnicity, home ownership and annual household income.

Triennial Residents' Survey 2023 - Results Overview

As outlined, in 2023, the survey methodology was reviewed and adjusted to improve on previous sample limitations (i.e. introducing mixed method data collection, more inclusive samples, additional demographic details and criteria, and industry standard 1-10 rating scales).

In combination, these changes represent a fairer and more accurate measure of resident sentiments. While those changes may, in part, explain greater variations in the current results compared to historical data, the adjustments made this year will allow for a more robust and representative baseline for ongoing evaluation and tracking moving forward.

In addition, as SIL Research points out in the Survey Overview, it is important to consider the impact of significant circumstances when evaluating satisfaction levels and ability of the Council to meet the needs of the community in 2022-2023.

The cost of living in New Zealand has been steadily increasing, which has put financial pressure on Kawerau District residents. With local body elections in 2022, the electoral campaign and voting period likely brought local issues and concerns to the forefront of residents' minds as they considered the forthcoming Council term and candidates up for election.

Additionally, the impact of extreme weather events and heavy rainfalls continued challenging the District. Kawerau District Council operated in a demanding environment marked by these weather events, along with other factors, which had an impact on the community and potentially influenced perceptions of the Council's performance.

The full schedule of results are in the survey (attached). The overview of results follow:

Triennial Residents' Survey 2023 – Main Findings

Please note – not all Councils measure performance by way of the same activity groups. Where possible, the results have been benchmarked.

For a summary of all the activity reviews please refer to the Executive Summary (pages 4-5), overall results (pages 6-7) and improvements (page 62).

- **Overall Satisfaction with Council – 70%**

Overall, Kawerau District's residents expressed satisfaction with the Council services and facilities in their community, with a satisfaction rate of 70%. This satisfaction level exceeded the New Zealand benchmark average of 58%.

Satisfaction differed significantly by age, with younger respondents being the least satisfied at 50%, compared to respondents aged 65-plus who rated satisfaction at 95%.

- **Council Services 14/19 or 74% rated 70% or higher**

The majority of evaluated Council services, 14 out of 19 (74%), achieved satisfaction ratings of 70% or higher, with nine services reaching very positive 80% satisfaction or above.

- **Top-Rated Services in 2023**

The top-rated services in 2023 were the Kawerau cemetery (91%), District Library (90%), rubbish collection (90%) and isite (88%).

- **Areas for Improvement - Water Quality 36% 'brown water'**

Water services rated particularly low in the 2023 survey with quality at 36% and delivery at 44%.

Reasoning: The survey was carried out during the peak levels of the brown / discoloured water issues in April and May 2023. The level of dissatisfaction with this service correlates with the high number of service requests received. Council investigations in May and June confirmed that the cause of the brown water was due to high levels of manganese in Te Wai o Marukaa | Pumphouse Spring which when combined with chlorine, oxidise and turn the water brown/rusty coloured. Testing and isolation of the source confirmed this and the water quality issues have since improved to a level of no brown water issues.

- **Areas for Improvement - Dog Control 34%**

Another area of low satisfaction was dog control with a score of 34%. Comments outlined that the negative feedback was due to roaming dogs.

Reasoning: There are several reasons that this low level of satisfaction was recorded including that the Animal Control Services team had a period where it

was under-resourced; and that the swarm of earthquakes (near the time of the survey) did attribute to higher-than-usual dog-roaming service requests.

- **Areas for Improvement - Roads and Footpaths**

Other areas of concern (as mentioned in unprompted resident feedback) included roads (specifically potholes and poor quality) and footpaths requiring more maintenance and upgrades (partly due to uneven and hazardous surfaces). With the exceptionally wet weather, double the annual rainfall received in the months October 2022 to May 2023, this delayed the completion of footpath renewals and roading work, which is typically scheduled in the summer months.

(See attached report for the full survey report).

Future Considerations for Residents' Surveys

Completing the residents' survey every three years, means there is a significant time – an entire electoral term – between surveys. To minimise this time lag, Council completes a customer feedback survey on a monthly basis, to inform the organisation with ongoing customer feedback.

Many Councils are moving to carry out more frequent surveys of resident satisfaction which enables them to adjust, adapt and improve services more readily. These annual surveys could be carried out each quarter, which would enable 'real time' feedback for the Council from the community throughout the year.

Council may wish to consider an earlier more focused survey to review the services where the performance is lower than usual. In particular, this would survey the areas of water quality and delivery, and the area of animal control, specifically dogs.

4 RECOMMENDATIONS

1. That the report "Triennial Residents' Survey 2023" be received.
2. That Council may wish to consider a review of the Triennial Residents' Survey undertaken.



Tania Humberstone
Communications and Engagement Manager

An aerial photograph of the town of Kawerau, New Zealand. The town is densely packed with houses and buildings, mostly with red and white roofs. It is situated in a valley, with a large, dark, forested mountain rising behind it. The sky is blue with some white clouds. The image is framed by a thin orange border.

Kawerau
District Council
2023 Resident Survey
| SIL Research

July 2023

Contact: Dr Virgil Troy 06 834 1996 or virgiltroy@silresearch.co.nz

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Disclaimer: This report was prepared by SIL Research for the Kawerau District Council. The views presented in the report do not necessarily represent the views of SIL Research or the Kawerau District Council. The information in this report is accurate to the best of the knowledge and belief of SIL Research. While SIL Research has exercised all reasonable skill and care in the preparation of information in this report, SIL Research accepts no liability in contract, tort, or otherwise for any loss, damage, injury or expense, whether direct, indirect, or consequential, arising out of the provision of information in this report.

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EXECUTIVE SUMMARY

The purpose of this research was to consultatively engage with Kawerau District's residents to determine levels of satisfaction with and perceptions of Council's services, facilities, rates, communication, management and local highlights, and to identify opportunities for improvement.

Fieldwork was conducted between 8 May and 25 June 2023. Multiple data collection methods were utilised to ensure residents were well-represented (e.g. telephone surveys, postal forms and social media). A total of n=303 responses were used in the final analysis (up from 205 previously in 2020).

In 2023, the survey methodology was reviewed and adjusted to improve on previous sample limitations (i.e. introducing mixed method data collection, more inclusive sample, additional demographic details and criteria, and industry standard 1-10 rating scales). In combination, these changes represent a fairer and more accurate measure of resident sentiments. While those changes may, in part, explain greater variations in the current results compared to historical data, the adjustments made this year will allow for a more robust and representative baseline for ongoing evaluation and tracking moving forward.

In addition, it is important to consider the impact of significant circumstances when evaluating satisfaction levels and ability of the Council to meet the needs of the community in 2022-23. The cost of living in New Zealand has been steadily increasing, which has put financial pressure on Kawerau District residents. With local body elections in 2022, the electoral campaign and voting period likely brought local issues and concerns to the forefront of residents' minds as they considered the forthcoming Council term and candidates up for election. Additionally, the impact of extreme weather events and heavy rainfalls continued challenging the District, putting additional stress on local roads and infrastructure. The Kawerau District Council operated in a demanding environment marked by these, along with other, factors; which had an impact on the community and potentially influenced perceptions of the Council's performance.

The main findings in 2023 were as follows:

- Overall, Kawerau District's residents expressed satisfaction with the Council services and facilities in their community, with a satisfaction rate of 70%. This satisfaction level exceeded the New Zealand benchmark average of 58%.
 - The majority of evaluated Council services, 14 out of 19 (74%), achieved satisfaction ratings of 70% or higher, with 9 services reaching very positive 80% satisfaction or above.
 - The top-rated services in 2023 were the Kawerau cemetery (91%), public library (90%), and rubbish collection (90%).

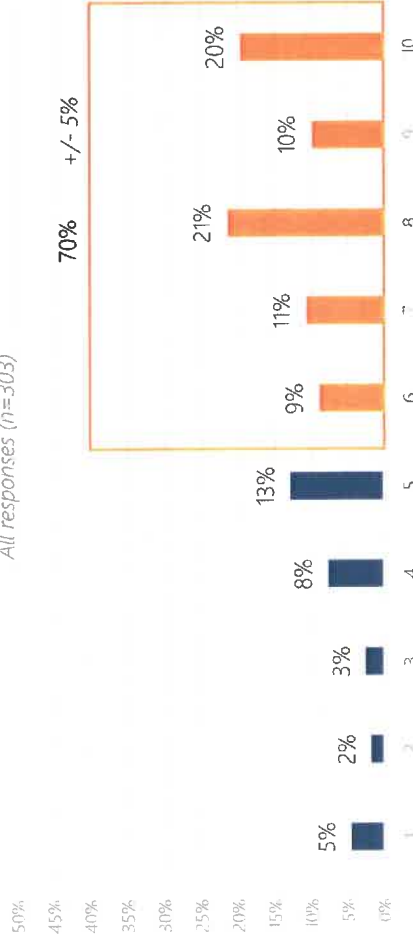
- However, other areas were identified for improvement based on the survey results and community feedback. In particular, two Council services - water services (quality at 36% and delivery at 44%) and dog control (34%) - received low satisfaction scores (below 50%). These services also received a substantial amount of negative feedback from the community, particularly concerning issues with discoloured water and roaming dogs.
- Other areas of concern (as mentioned in unprompted resident feedback) included roads (specifically potholes and poor quality) and footpaths requiring more maintenance and upgrades (partly due to uneven and hazardous surfaces).
- Kawerau residents generally expressed positive sentiments regarding democracy and governance in the District – exceeding national benchmarks. 62% of respondents were satisfied with how their rates were spent on Council services and facilities (39% NZ average). Satisfaction with the Mayor and Councillors' performance stood at 69% (53% NZ average), while satisfaction with the Council staff's performance was at 75% in 2023 (54% NZ average).
- Furthermore, 64% of respondents expressed satisfaction with the way the Council involves the public in decision-making processes (51% NZ average).
- Feelings of safety remained high in the District, with 84% of respondents reporting feeling safe to some extent (58% NZ average).
- Additionally, over 7-in-10 respondents reported positive feelings of quality of life (72%) and community spirit (75%).
- Over half of respondents (57%) agreed that the Council has a good reputation (51% NZ average).
- In 2023, 47% of respondents believed that Kawerau remained the same as a place to live compared to three years ago, while 20% believed that the District had improved.



OVERALL SATISFACTION

- In 2023, 70% of respondents were satisfied with overall services received from the Kawerau District Council.
- Satisfaction differed significantly by age, with younger respondents being the least satisfied (50%), compared to respondents aged 65+ (95%).
- Furthermore, Māori respondents tended to display lower satisfaction compared to New Zealand / European or other ethnicities combined.
- The current result was notably above the NZ benchmark average (58%).

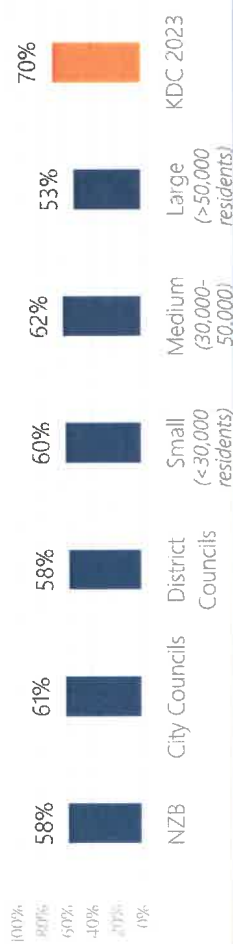
Overall satisfaction with services received from the Council
All responses (n=303)
































Overall satisfaction by key demographic groups



Overall satisfaction New Zealand benchmark



Overall satisfaction with services received from the Kawerau District Council. Scale: 1=very dissatisfied and 10=very satisfied.

	Kawerau cemetery		District library		Rubbish collection		i-Site		Safety		Community attractiveness
KDC 2023: 91%	KDC 2023: 90%	KDC 2023: 90%	KDC 2023: 90%	KDC 2023: 90%	KDC 2023: 88%	KDC 2023: 84%	KDC 2023: 84%	KDC 2023: 84%	KDC 2023: 84%	KDC 2023: 84%	KDC 2023: 84%
NZB 2023: 79%	NZB 2023: 87%	NZB 2023: 73%	NZB 2023: 73%	NZB 2023: 73%	NZB 2023: n/a	NZB 2023: 58%	NZB 2023: n/a	NZB 2023: 58%	NZB 2023: n/a	NZB 2023: n/a	NZB 2023: n/a
	Public halls		Parks and reserves		Wastewater		Recycling		Public toilets		Refuse transfer station
KDC 2023: 83%	KDC 2023: 82%	KDC 2023: 82%	KDC 2023: 82%	KDC 2023: 82%	KDC 2023: 81%	KDC 2023: 79%	KDC 2023: 79%	KDC 2023: 79%	KDC 2023: 78%	KDC 2023: 78%	KDC 2023: 78%
NZB 2023: n/a	NZB 2023: 82%	NZB 2023: 74%	NZB 2023: 74%	NZB 2023: 74%	NZB 2023: n/a	NZB 2023: 67%	NZB 2023: n/a	NZB 2023: 67%	NZB 2023: 66%	NZB 2023: 66%	NZB 2023: 66%
	Kawerau Museum		Council staff		Community spirit		Good quality of life		Swimming pool		Stormwater
KDC 2023: 77%	KDC 2023: 75%	KDC 2023: 75%	KDC 2023: 75%	KDC 2023: 75%	KDC 2023: 72%	KDC 2023: 72%	KDC 2023: 72%	KDC 2023: 72%	KDC 2023: 70%	KDC 2023: 70%	KDC 2023: 70%
NZB 2023: n/a	NZB 2023: 54%	NZB 2023: n/a	NZB 2023: n/a	NZB 2023: n/a	NZB 2023: n/a	NZB 2023: n/a	NZB 2023: n/a	NZB 2023: 69%	NZB 2023: 69%	NZB 2023: 56%	NZB 2023: 56%
	Mayor and Councillors		Decision making		Rates value		Footpaths		Roads		Reputation
KDC 2023: 69%	KDC 2023: 64%	KDC 2023: 62%	KDC 2023: 62%	KDC 2023: 62%	KDC 2023: 60%	KDC 2023: 60%	KDC 2023: 57%	KDC 2023: 57%	KDC 2023: 57%	KDC 2023: 57%	KDC 2023: 57%
NZB 2023: 53%	NZB 2023: 51%	NZB 2023: 39%	NZB 2023: 39%	NZB 2023: 39%	NZB 2023: 60%	NZB 2023: 60%	NZB 2023: 43%	NZB 2023: 43%	NZB 2023: 43%	NZB 2023: 51%	NZB 2023: 51%
	Emergency kit		Water service¹		Dog control		Place to live (Better+Same)		Overall performance		Performance indicators
KDC 2023: 50%	KDC 2023: 40%	KDC 2023: 34%	KDC 2023: 34%	KDC 2023: 34%	KDC 2023: 67%	KDC 2023: 70%	KDC 2023: 70%	KDC 2023: 70%	KDC 2023: 70%	KDC 2023: 70%	KDC 2023: 70%
NZB 2023: n/a	NZB 2023: 73%	NZB 2023: 63%	NZB 2023: 63%	NZB 2023: 63%	NZB 2023: n/a	NZB 2023: 58%	NZB 2023: n/a	NZB 2023: 58%	NZB 2023: 58%	NZB 2023: 58%	NZB 2023: 58%

¹ An average score between water delivery and water quality



METHODOLOGY

RESEARCH GOAL

Every three years, the Kawerau District Council (KDC) commissions an independent research company to survey Kawerau residents. The purpose of this research was to consultatively engage with Kawerau District residents to determine levels of satisfaction with and perceptions of Council's services, facilities, rates, communication, management and local highlights, and to identify opportunities for improvement.

QUESTIONNAIRE AND MAIN CHANGES

In 2023, the Resident Satisfaction Survey has been conducted by SIL Research.

SIL Research, together with the Kawerau District Council, developed a Resident Survey questionnaire in 2023. The initial drafting was based on research previously carried out for KDC.

This questionnaire was reviewed and tested prior to full-scale data collection to ensure the survey was fit for purpose.

The new questionnaire included additional demographic criteria, based on ethnicity, home ownership and annual household income.

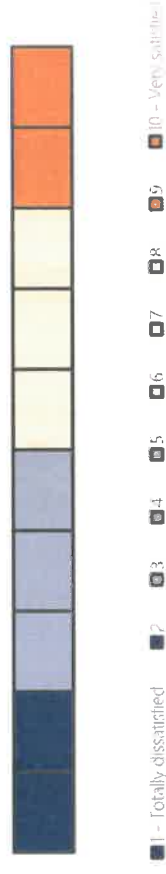
A combination of simple random sampling with quota sampling was used. Random sampling improved the accuracy and representativeness of the results by reducing sampling bias across the district. Age and ethnicity distribution were also monitored using quotas to ensure a sufficient number of participants was included in key demographic groups.

Historically, the survey has used a combination of scales to select responses ('Not very satisfied', 'Fairly satisfied', 'Not very satisfied', 'Don't know' – main scale, and 'Very good', 'Fairly good', 'Just acceptable', 'Not very good', 'Poor', 'Don't know' – secondary scale). In 2023, a new 1-10 Likert scale was introduced, providing more robust and consistent options for residents to express their views. The new 1-10 scale provides a wide and balanced range of response options, representing a fairer and more accurate measure of resident sentiments. A less balanced scale can result in higher (more 'positive') aggregated scores (when 'positive' ratings are combined) compared to a more balanced scale.

Historical scale



New scale 2023



Historically, surveys were conducted predominantly by telephone. In contrast, the 2023 survey used a mixed method approach (including telephone, social media, online and postal methods).

DATA COLLECTION

Fieldwork was conducted between 8 May and 25 June 2023. Multiple data collection methods were utilised to ensure residents were well-represented. A mixed-methods approach included:

- (1) Telephone survey. Respondents were randomly selected from the publicly available telephone directories within Kawerau District;
- (2) Social media (available via SIL Research social media platforms, such as Facebook). The invitation advertisement was randomly promoted to District residents;
- (3) Postal survey. 1,500 survey forms were sent to randomly selected Kawerau District households.
- (4) Online survey. The survey was promoted and available via KDC channels to increase community awareness.

A total of n=303 surveys were used in the final analysis, which was a significant increase compared to n=205 in 2020.

DATA ANALYSIS

Responses were also statistically weighted (post-stratification) to reflect the age, gender and ethnicity group proportions as determined by the Statistics New Zealand 2018 Census for Kawerau District residents aged 18+.

SIL Research ensured quality control during the fieldwork period. In addition, a quality control check was performed using follow-up calls

across randomly selected respondents (10% of those who agreed to the follow up) to verify the key responses.

Further checks included, but were not limited to, removal of incomplete responses and responses coming from outside of Kawerau District.

The main resident groups analysed in this report were: age, gender, ethnicity, home ownership and income. During the analysis stage of this report, two sets of statistical testing were employed while reviewing data findings. Chi-square tests were used when comparing group results in tables, and ANOVA tests were used when comparing statement averages across groups. The threshold for reporting any statistically significant differences was a p-value of 0.05. Where differences were outside this threshold (less than 95%), no comments were made; where differences were within this threshold, comments have been made within the context of their practical relevance to KDC.

Overall results are reported with margins of error at a 95% confidence level, as indicated below.

Table 2 Margins of error

Responses n=	Reported percentages	
	50%	80% or 20%
300	±5.5	±4.4
200	±6.8	±5.4
100	±9.7	±7.8

The maximum likely error margin occurs when a reported percentage is close to 50%. The key reported measures in the main report include margins of errors calculated taking into account the survey design, finite population size correction, and service usage.

NOTES ON REPORTING

Comparative data prior to 2023 is indicative only; data collection methods before 2023 (including response scales and data collection methods) differed significantly from current methods. Historical data is shown for the total reported results available for comparison.

Due to rounding, figures with percentages may not add to 100%.

Reported percentages were calculated on actual results not rounded values.

Open-ended (free-text) responses were also collected and analysed. SIL Research used a content analysis approach to determine certain themes, concepts or issues within this feedback. This represents a 'bottom up' data driven approach where identified themes are derived purely from the collective respondent feedback, rather than fitting responses into pre-determined categories. Results for reported themes may not add to 100% as several themes could be mentioned by a given respondent.

Where results are reported by sub-groups of residents, estimates of results may not be statistically reliable due to the high margins of error (small sample sizes).

Overall 'satisfaction' percentages presented in this report are aggregated 6-10 responses on a 1-10 scale.

Satisfaction with Council services and facilities is reported in two ways:

- Total satisfaction percentage for the District (all responses), and
- Satisfaction percentages for 'Users/Visitors' (e.g. residents who had visited/used specific Council services/facilities and/or knew enough to provide a rating).

The strength of trends or changes over time was also assessed. R^2 is a measure based on regression analysis of results over time. It was applied to the historical and current aggregated satisfaction ratings. In summary, the closer the R^2 value is to 100%, the more likely there is a trend towards an increase or decrease in performance ratings over time.

The regression analysis was also used for key driver analysis. This statistical method investigates the relationships between potential influential drivers (e.g. Council services) and residents' overall perceptions about the Council. Identified key drivers are factors that have a greater improvement potential.

RESPONSES USED IN THE ANALYSIS

Table 1 Responses by age (18+)

	Frequency	Percent
18-44	119	39%
45-64	101	33%
65+	84	28%
Total	303	100%

Table 2 Responses by gender (18+)

	Frequency	Percent
Male	121	40%
Female	181	60%
Non-binary	2	1%
Total	303	100%

Table 3 Responses by home ownership (18+)

	Frequency	Percent
Other	58	19%
Owned	245	81%
Total	303	100%

BENCHMARKING

SIL Research conducts a representative National survey of Councils* to establish a series of benchmarks across a range of Council services. This allows KDC to compare their survey results against a National average (NZB).

The National survey data is collected throughout the year so that annual results can be presented without seasonal bias. The benchmarking results in this report are based on n=400 responses collected over 2023. The data is collected using a 1-10 scale; satisfaction percentages are aggregated 6-10 ratings.

Benchmarking results are reported at 95% confidence level +/- 4-5%.
*Excludes Auckland, Wellington, Christchurch and Dunedin.

Table 4 Responses by ethnicity (multi-choice) (18+)

	Frequency	Percent
New Zealand European	166	55%
European	25	8%
Māori	163	54%
Pacific people	11	3%
Asian	5	2%
Middle Eastern/Latin American/African	2	1%
Other	10	3%
Total	303	100%

Table 5 Responses by income (18+)

	Frequency	Percent
Under \$10,000	6	2%
\$10-\$25,000	24	8%
\$25-\$40,000	54	18%
\$40-\$55,000	23	8%
\$55-\$70,000	18	6%
\$70-\$85,000	20	7%
\$85-\$100,000	28	9%
\$100,000+	58	19%
Total	303	100%

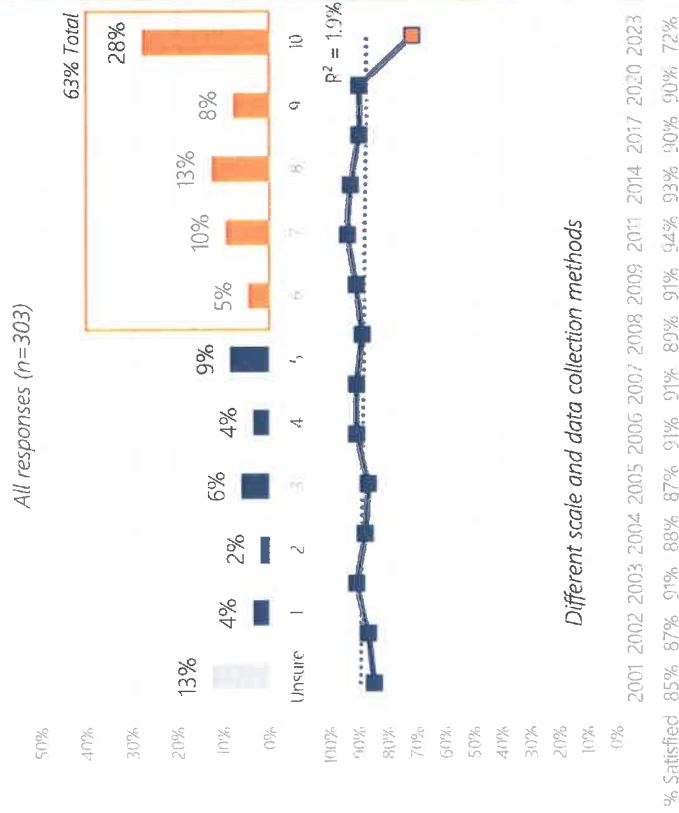
Note: final dataset was statistically weighted to increase accuracy of the reported results.



SWIMMING POOL

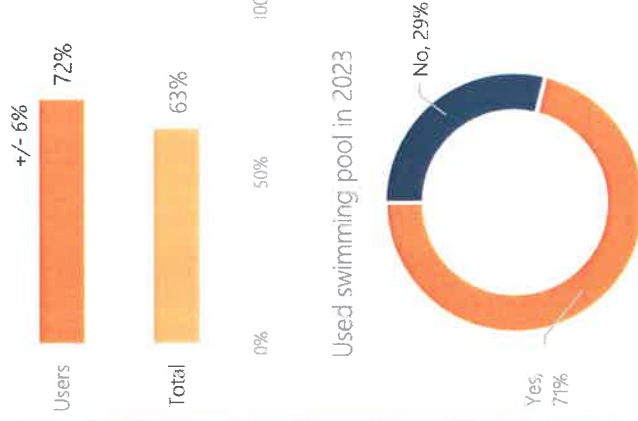
- In 2023, 71% of respondents reported using the public swimming pool in Kāwharua (similar to 76% in 2020).
- Among these respondents, 72% expressed satisfaction with their overall experience at the swimming pool.
- Notably, 28% of respondents awarded the highest rating (10 out of 10).
- Older respondents aged 65+ (90%) tended to be more satisfied with the swimming pool compared to respondents aged under 65.

Satisfaction with swimming pool

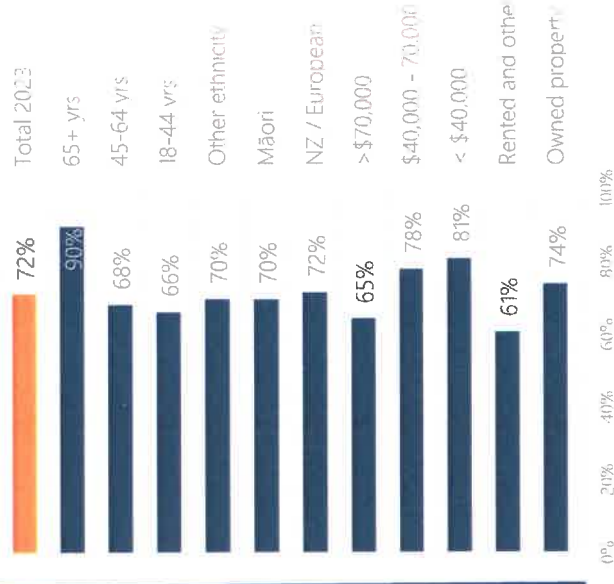


- Around one-third of respondents (31%) provided positive feedback about their swimming pool experience. They appreciated the pool as a valuable asset to the District, highlighted free fees, mentioned the good maintenance, and acknowledged the competence of the staff.
- However, approximately 17% of respondents expressed their dissatisfaction with various concerns. These included reduced and inconsistent opening hours over the past year, concerns about staff, a perceived lack of maintenance, and other issues.

% Satisfied 2023



User satisfaction by key demographic groups



Respondents were asked to rate Council's provision of the public swimming pool. Scale: 1-very poor and 10-very good.



SWIMMING POOL – community feedback

Good / positive / excellent / Great asset – 84%
Free – 21%
Clean / tidy / well maintained – 21%
Good staff / Friendly – 13%
Good amenities / BBQ – 1%
Other – 1%

Top reasons for satisfaction with swimming pool

n=95 respondents provided a comment

Closed / reduced opening hours / bore – 71%
Staff issues / lifeguards – 43%
Other – 16%
Need longer hours / working people – 14%
Slow / poor maintenance / unclean – 10%
Non-Kawerau residents should pay – 2%

Top reasons for dissatisfaction with swimming pool

n=51 respondents provided a comment

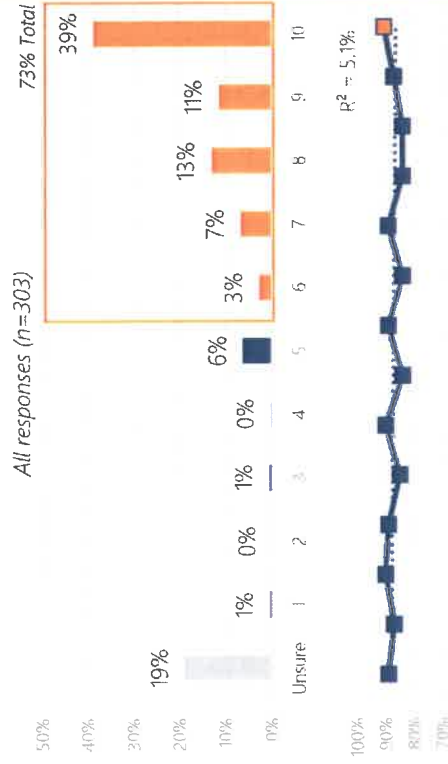
Provision of the swimming pool – open-ended comments sorted into categories.



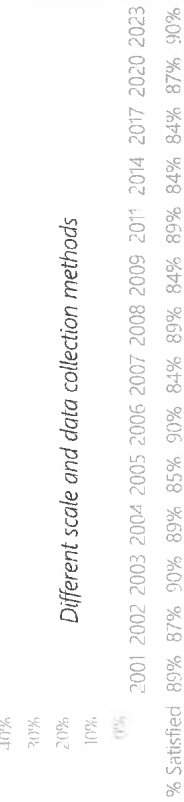
PUBLIC LIBRARY

- In 2023, two-thirds of respondents (66%) reported visiting the public library in Kawerau (similar to 67% in 2020).
- Among library users, a significant majority of 90% expressed high levels of satisfaction, providing ratings 6 or above. The public library was one of the top-rated services in 2023.
- There were no statistically significant differences by resident subgroups in 2023.
- The high satisfaction rate was reinforced by 45% of respondents who provided positive feedback regarding their library experience. On the other hand, only a small number of respondents (n=4) offered negative comments.

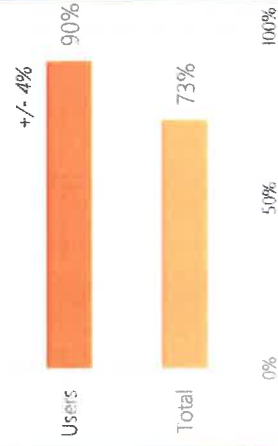
Satisfaction with public library



Different scale and data collection methods



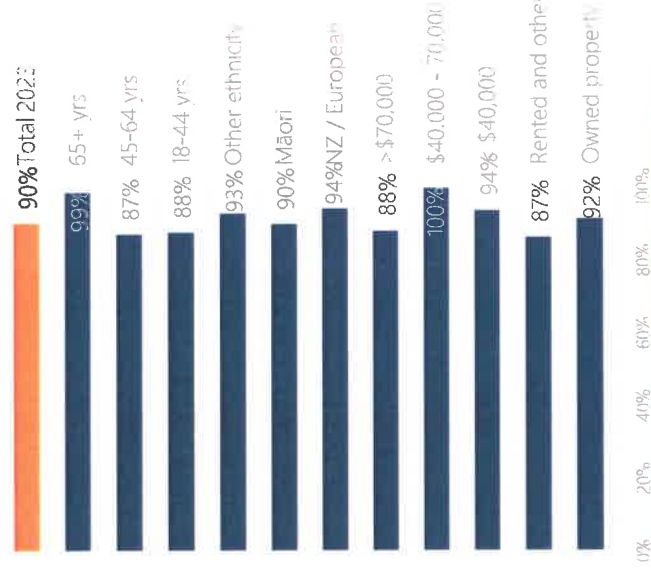
% Satisfied 2023



Used library in 2023



User satisfaction by key demographic groups



Respondents were asked to rate Council's provision of the public library. Scale: 1-very poor and 10-very good.



PUBLIC LIBRARY – community feedback

- Excellent / good / great service – 68%
- Good staff / helpful – 39%
- Good catalogue / range – 16%
- Great activities / community engagement – 11%
- Great for kids – 7%
- Free wi-fi / Internet / online resources – 6%
- Other – 4%
- Use regularly – 2%

- Other – 72% [mainly due to low usage]
- Poor service / unfriendly – 28%

Top reasons for satisfaction with public library

n=135 respondents provided a comment

Top reasons for dissatisfaction with public library

n=4 respondents provided a comment

Provision of the public library – open-ended comments sorted into categories.



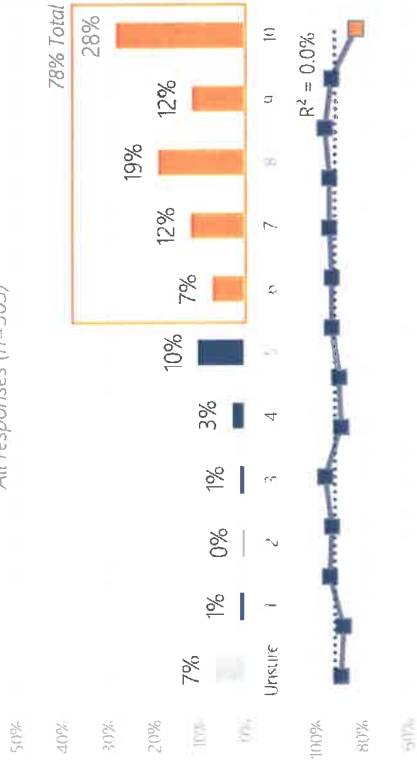
PARKS AND RESERVES

- In 2023, 85% of respondents indicated visiting parks or reserves in the District (similar to 91% in 2020).
- Among these respondents, 82% expressed satisfaction with their experience in the parks or reserves.
- There were significant differences by age and home ownership in 2023.
- Younger respondents aged under 45 (76%) tended to be less satisfied; however, 76% still provided a positive rating.
- Home owners tended to be more satisfied with parks or reserves (86%) compared to those living in a rental or other types of property.

- Additionally, 37% of respondents provided positive feedback regarding their parks and reserves experience, highlighting attributes such as the beauty, good maintenance, and suitability for walking, among other positive aspects. On the other hand, a small percentage of respondents (just 6%) provided negative feedback, primarily emphasising the need for more maintenance.

Satisfaction with parks and reserves

All responses (n=303)



Different scale and data collection methods

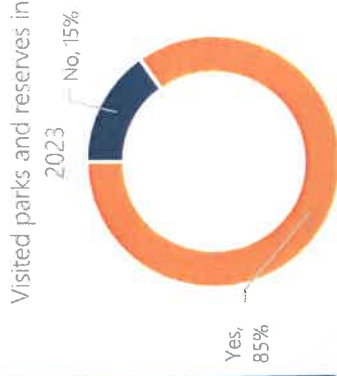
2001 2002 2003 2004 2005 2006 2007 2008 2009 2011 2014 2017 2020 2023
 % Satisfied 89% 88% 94% 93% 96% 89% 90% 93% 93% 94% 94% 96% 93% 96% 93% 82%

% Satisfied 2023

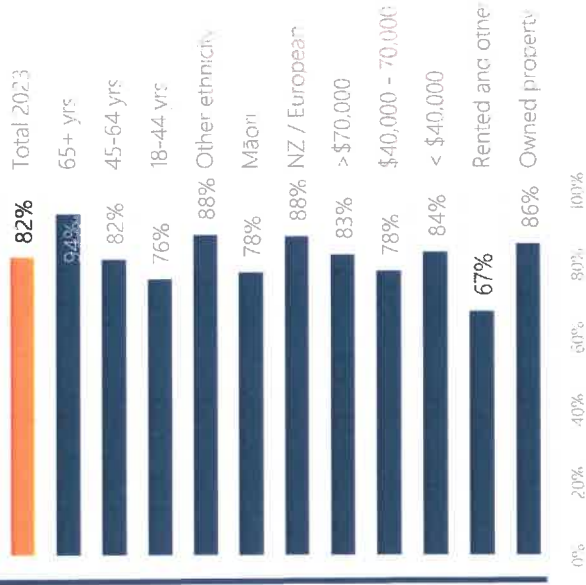


+/- 5%

Visited parks and reserves in 2023



User satisfaction by key demographic groups





PARKS AND RESERVES – community feedback

Beautiful / nice / lovely – 75%
Well maintained / tidy – 43%
Great for walking / accessible – 13%
Can run dogs – 6%
Other – 2%

Top reasons for satisfaction with parks and reserves

n = 112 respondents provided a comment

Provision of parks and reserves – open-ended comments sorted into categories.

Need upgrades / more maintenance needed / cleaning / mowing / deteriorated – 64%
Unsafe / vandalism / littering / dog poo – 35%
Other – 10%
More bins needed – 7%
Wheelchair and accessibility issues – 6%

Top reasons for dissatisfaction with parks and reserves

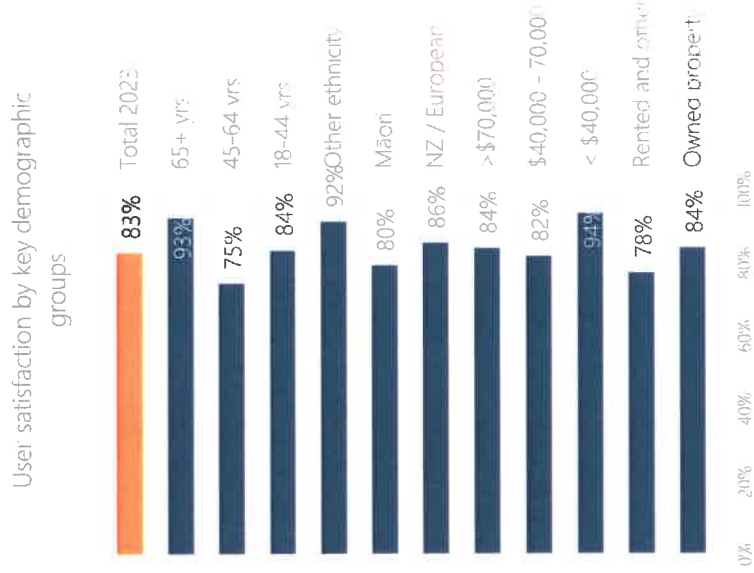
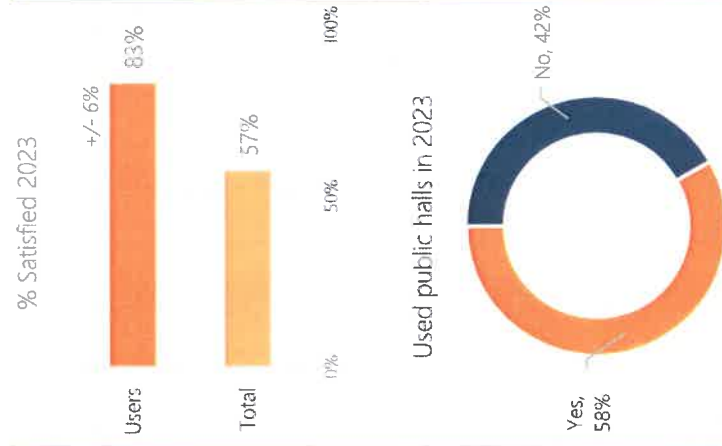
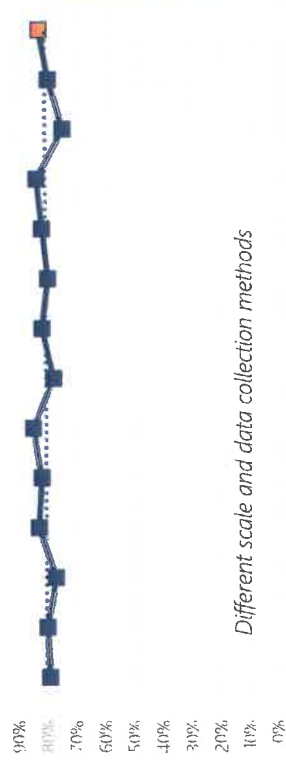
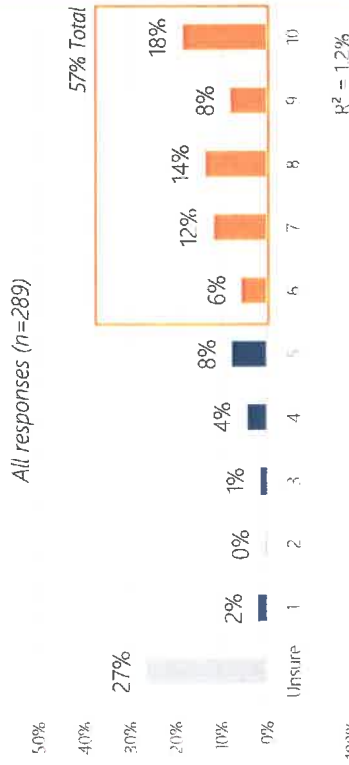
n = 17 respondents provided a comment



PUBLIC HALLS

- In 2023, 58% of respondents reported using public halls in the District (64% in 2020 and 57% in 2017).
- Among public hall users, 83% were satisfied with their experience.
- There were no statistically significant differences by resident subgroups in 2023.
- Feedback was provided by just over one-quarter of respondents, with 21% offering positive comments. They appreciated the good facilities, good maintenance, utilisation, and accessibility of the public halls, among other positive aspects.

Satisfaction with public halls



Respondents were asked to rate Council's provision of public halls. Scale: 1=very poor and 10=very good.



PUBLIC HALLS – community feedback

OK / good / very good / no issues – 47%
 Well-kept / maintained / presented – 32%
 Accessible – 13%
 Well used – 6%
 Well / reasonably priced – 4%
 Other – 4%
 Good variety – 2%

Top reasons for satisfaction with public halls

n=61 respondents provided a comment

Provision of public halls – open-ended comments sorted into categories.

Poorly maintained / outdated / old / cold / leaks – 54%
 Under utilised – 33%
 Other – 11%
 Expensive – 5%

Top reasons for dissatisfaction with public halls

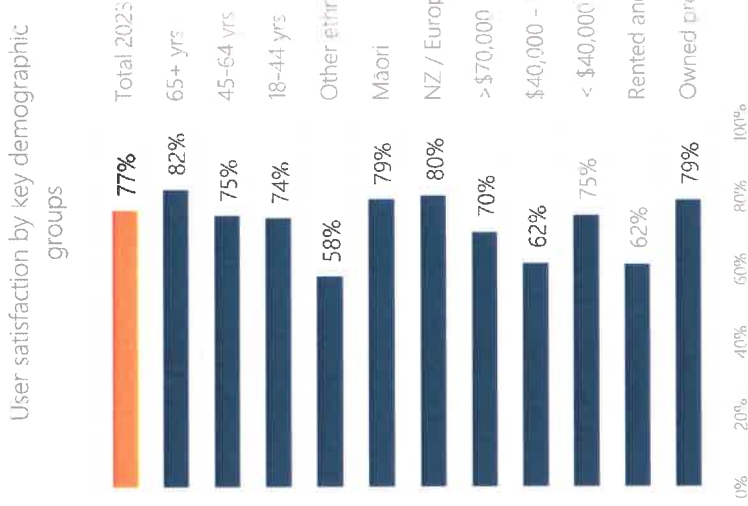
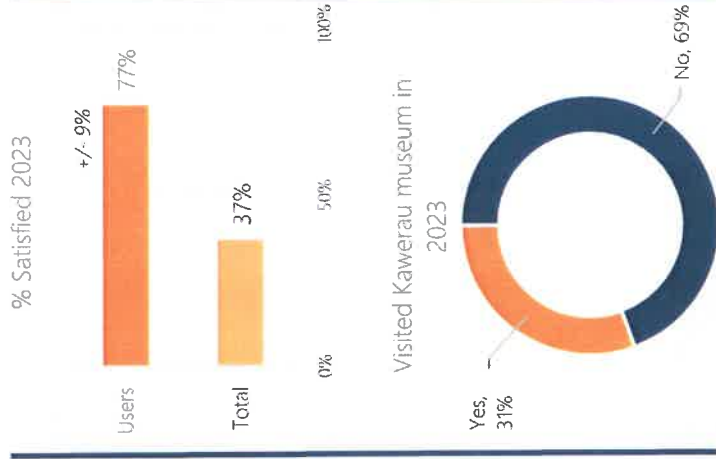
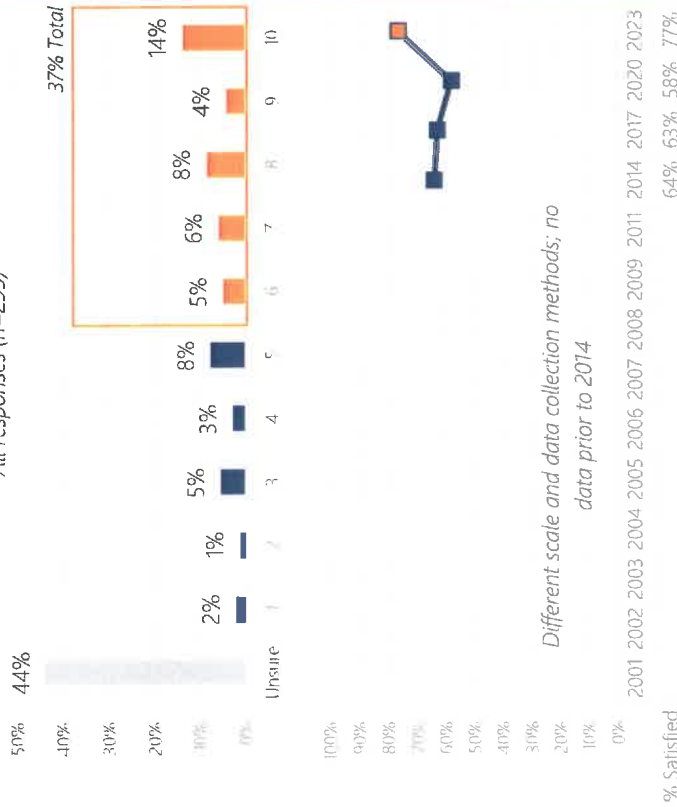
n=20 respondents provided a comment



KAWERAU MUSEUM

- In 2023, approximately one-third (31%) of respondents reported visiting the Kawerau Museum (similar to 35% in 2020).
- Consistent with the low visitation levels, general knowledge about this facility was also low; 44% of respondents were unable to comment or provide a rating (e.g. 'unsure' responses).
- Nevertheless, museum visitors, satisfaction with their experience was high (77%).
- There were no statistically significant differences by resident subgroups in 2023.
- Again, just around one-quarter of respondents provided further feedback, with 15% expressing their positive experiences (e.g. good facility, informative, tidy, and good staff).

Satisfaction with Kawerau Museum
All responses (n=299)



Respondents were asked to rate Kawerau Museum. Scale: 1-very poor and 10-very good.



KAWERAU MUSEUM – community feedback

Good / great / awesome – 69%
 Interesting / informative / history of Kawerau – 24%
 Clean / tidy – 9%
 Good staff – 5%

Old / Outdated / poorly maintained – 34%
 Haven't used it / little promotion – 31%
 Too small / need more displays – 19%
 Other – 16%

Top reasons for satisfaction with Kawerau Museum

Top reasons for dissatisfaction with Kawerau Museum

n=45 respondents provided a comment

n=27 respondents provided a comment

Kawerau Museum – open-ended comments sorted into categories.

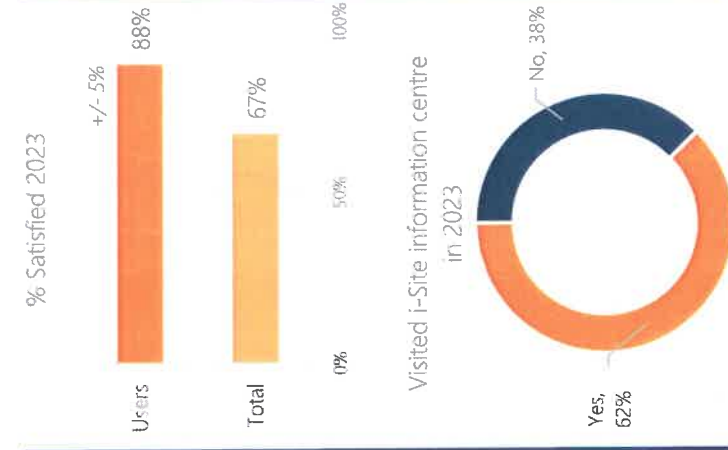
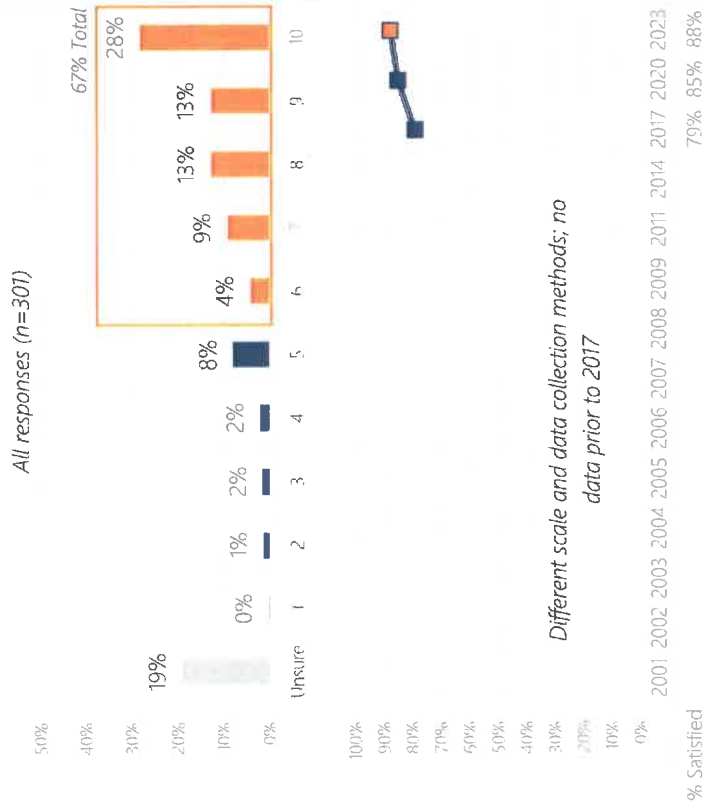


I-SITE INFORMATION CENTRE

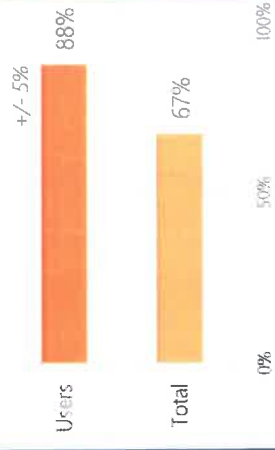
- In 2023, 62% of respondents reported using or visiting the i-Site Information Centre in Kawerau (slightly down from 74% in 2020).
- 88% of these respondents were satisfied with this facility.
- There were no statistically significant differences by resident subgroups in 2023.

- Supporting the high satisfaction levels, one-third of respondents provided positive feedback regarding their experience at the i-Site Information Centre. They mentioned this being a good service for information, praised the helpful and friendly staff, and appreciated the well-kept nature of the facility. Only a small percentage (4%) expressed some negative experiences.

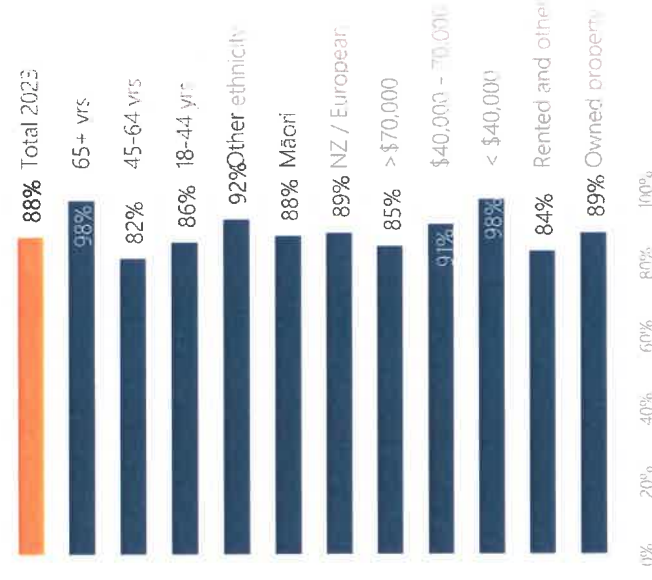
Satisfaction with i-Site information centre



% Satisfied 2023



User satisfaction by key demographic groups



Respondents were asked to rate the i-Site visitor information centre. Scale: 1-very poor and 10-very good.



I-SITE INFORMATION CENTRE – community feedback

Good service /information – 46%
Good / great / friendly staff – 35%
Helpful – 23%
Clean / tidy – 6%

Negative: open hours, need upgrading, staff – 85%
Other – 10%

Top reasons for satisfaction with i-Site

n=100 respondents provided a comment

Top reasons for dissatisfaction with i-Site

n=11 respondents provided a comment

i-Site visitor information centre – open-ended comments sorted into categories.



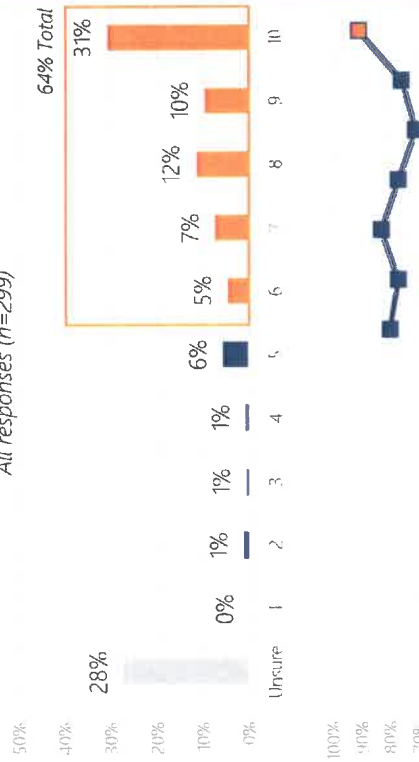
CEMETERY

- In 2023, just over half of respondents (55%) reported visiting the Kawerau cemetery (similar to 53% in 2020).
- 91% of visitors were satisfied with the cemetery, making it the top-rated service attribute in 2023.
- The high satisfaction was supported by 32% of respondents who provided positive feedback about their experiences at the cemetery, describing it as well-kept, beautiful, and peaceful.

- Respondents living in a rental or other types of property tended to be less satisfied with the cemetery, compared to home owners.
- Only a small number of respondents (n=4) provided negative comments.

Satisfaction with Kawerau cemetery

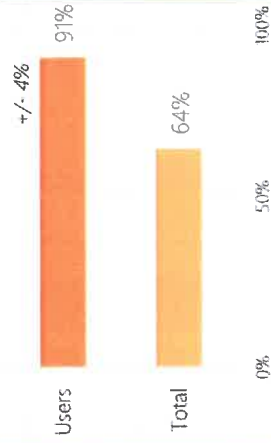
All responses (n=299)



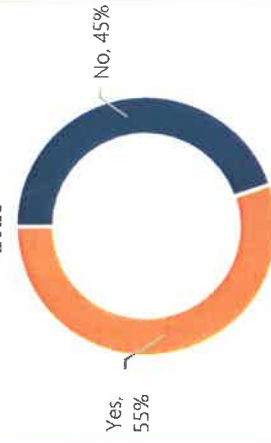
Different scale and data collection methods; no data prior to 2008

2001 2002 2003 2004 2005 2006 2007 2008 2009 2010 2011 2014 2017 2020 2023
 % Satisfied 80% 77% 83% 77% 71% 76% 91% 80% 77% 83% 77% 71% 76% 91%

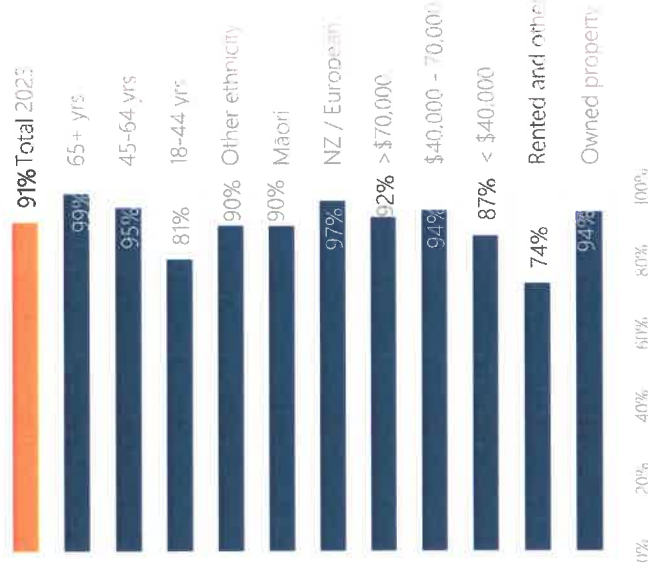
% Satisfied 2023



Visited Kawerau cemetery in 2023



User satisfaction by key demographic groups



Respondents were asked to rate Kawerau cemetery. Scale: 1=very poor and 10=very good.



CEMETERY – community feedback

Tidy / well-kept / beautiful – 75%
Good / excellent – 21%
Peaceful – 9%
Other – 4%

Other – 72% [reported damage to a headstone, lack of service compassion]
Poorly maintained – 28%
More security / stop vandalism – 28%

Top reasons for satisfaction with cemetery

n=97 respondents provided a comment

Kawerau cemetery – open-ended comments sorted into categories.

Top reasons for dissatisfaction with cemetery

n=4 respondents provided a comment

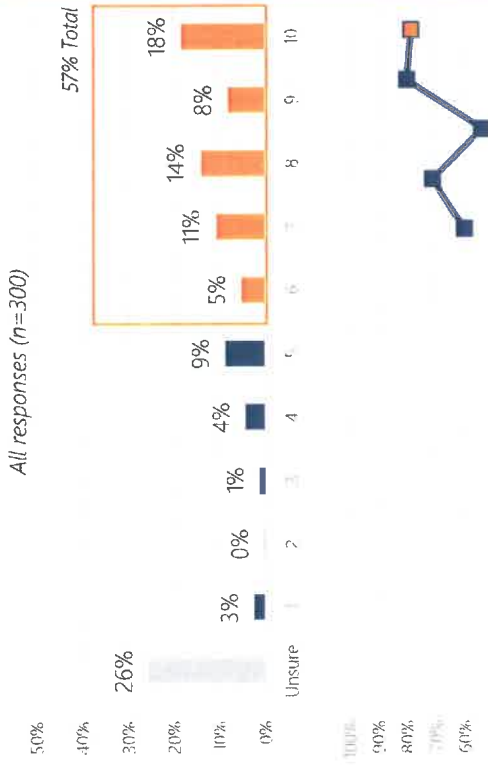


PUBLIC TOILETS

- In 2023, 6-in-10 respondents (61%) reported using a public toilet in the District (similar to 65% in 2020).
- 79% of these respondents were satisfied with public toilets.
- Around 3-in-10 respondents provided further comments about public toilets, with 23% of these comments being positive (e.g. good facilities, clean and well-maintained).

- There were no statistically significant differences by resident subgroups in 2023. However, respondents aged 65+ tended to be notably more satisfied compared to those aged under 65.

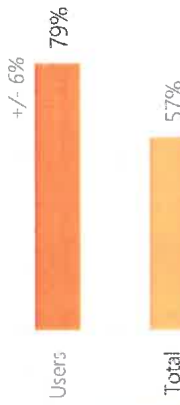
Satisfaction with public toilets



Different scale and data collection methods; no data prior to 2017

2001 2002 2003 2004 2005 2006 2007 2008 2009 2011 2014 2017 2020 2023
60% 71% 54% 80% 79%

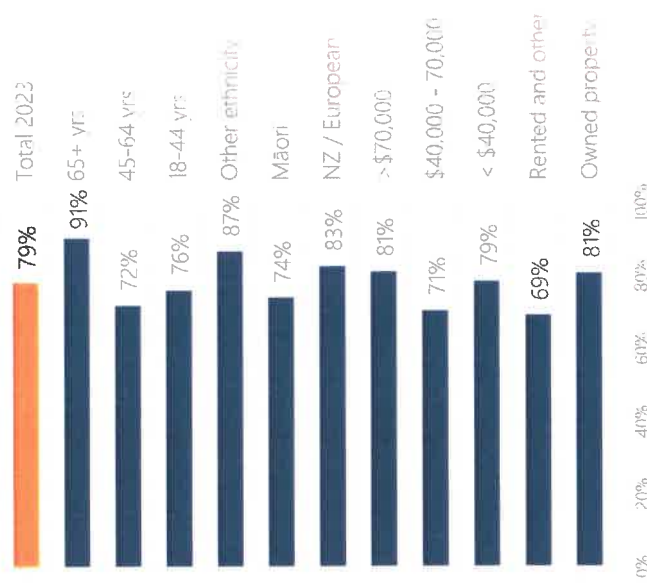
% Satisfied 2023



Used public toilets in 2023



User satisfaction by key demographic groups



Respondents were asked to rate Council's provision of public toilets. Scale: 1=very poor and 10=very good.



PUBLIC TOILETS – community feedback

Clean/ tidy / well-maintained – 67%
Good / excellent – 32%

Need cleaning / maintenance – 52%
More needed – 29%
Address vandalism – 18%
Other – 15%
Longer opening hours – 3%

Top reasons for satisfaction with public toilets

n=70 respondents provided a comment

Top reasons for dissatisfaction with public toilets

n=27 respondents provided a comment

Provision of public toilets – open-ended comments sorted into categories.

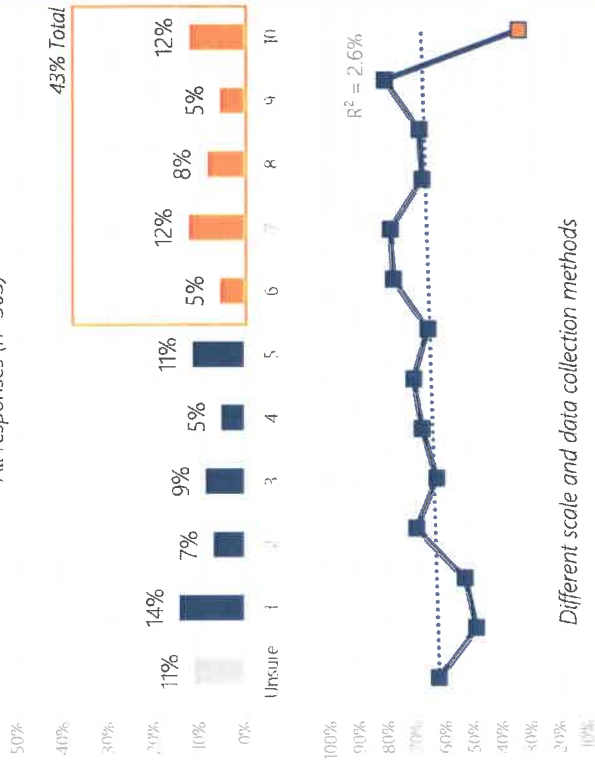


DOG CONTROL

- In 2023, just 39% of respondents reported contacting the Council about dogs (similar to 39% in 2020).
- Notably, dog control was the only service attribute where service users exhibited lower levels of satisfaction (34%) compared to respondents overall (43%). This was the lowest rated service in 2023.
- Moreover, one-third of respondents (32%) provided negative feedback specifically regarding the dog control service, while only 18% offered positive comments.

Satisfaction with dog control

All responses (n=303)

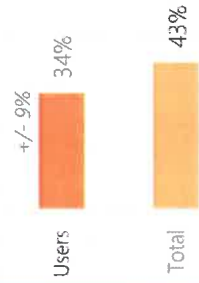


Different scale and data collection methods

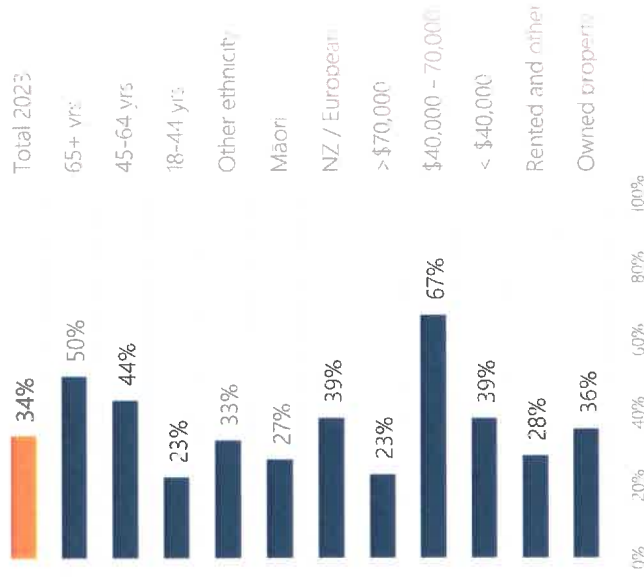
2001 2002 2003 2004 2005 2006 2007 2008 2009 2010 2011 2012 2013 2014 2015 2016 2017 2018 2019 2020 2021 2022 2023

- Respondents aged under 45 (23%), and those with annual income over \$70,000 (23%), were the least satisfied with dog control.
- The community's unprompted concerns primarily revolved around stray or roaming dogs, highlighting the perceived danger associated with such situations.

% Satisfied 2023



User satisfaction by key demographic groups



Contacted Council about dogs in 2023



Respondents were asked to rate Council's provision of dog control. Scale: 1=very poor and 10=very good.



DOG CONTROL – community feedback

Good / great / no issues / problem – 62%
Not many roaming – 15%
Other – 5%
Helpful staff – 2%

Strays / roaming dogs / dangerous – 90%
Slow response / no actions taken / patrols in wrong time – 23%
More control over uncomplying owners / unfair on registered owners – 11%
Barking noise – 10%
Needs improvement – 10%
Can't walk own dog safely – 9%
Droppings on property / created mess – 8%

Top reasons for satisfaction with dog control

n=55 respondents provided a comment

Top reasons for dissatisfaction with dog control

n=99 respondents provided a comment

Provision of dog control – open-ended comments sorted into categories.

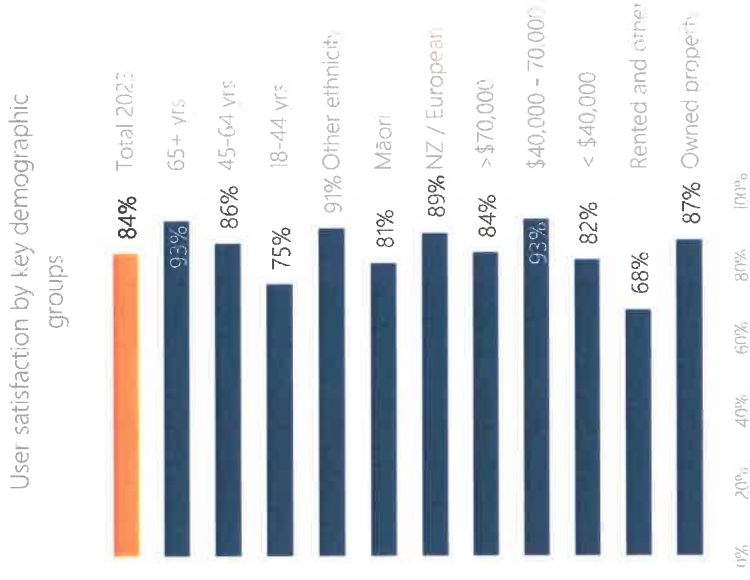
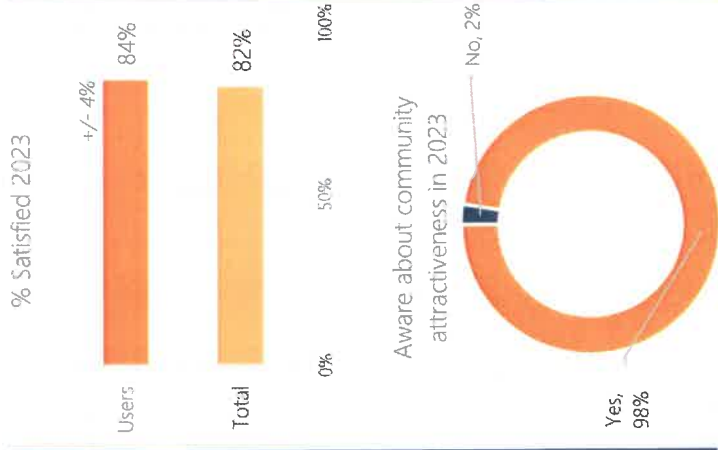
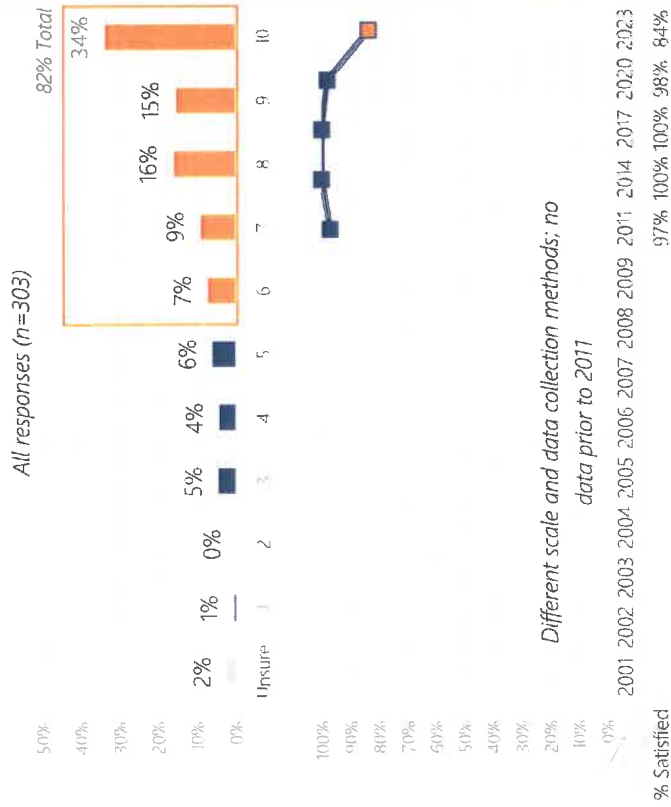


COMMUNITY ATTRACTIVENESS

- In 2023, 84% of respondents who were able to provide a rating expressed satisfaction with Kawerau's community attractiveness and beautification.
- Furthermore, respondents were inclined to provide positive feedback (45%) regarding the District's gardens, parks, well-kept public spaces, and the commendable work carried out by the Council staff.

- Respondents aged under 45 (75%), and those living in a rental or other types of property (68%), tended to be less satisfied with community attractiveness and beautification in 2023.

Satisfaction with community attractiveness and beautification



Respondents were asked to rate community attractiveness and beautification. Scale: 1-very poor and 10-very good.



ATTRACTIVENESS – community feedback

Gardens / parks great – 42%
Beautiful / attractive / lovely – 36%
Good job / satisfied – 31%
Tidy / clean – 21%
Well maintained – 18%

Top reasons for satisfaction with community attractiveness

n=139 respondents provided a comment

More work needed / could be better – 44%
Shops rundown / empty / centre untidy /
outdated / old – 23%
Other – 22%
More kids' facilities needed – 8%

Top reasons for dissatisfaction with community attractiveness

n=23 respondents provided a comment

Community attractiveness and beautification – open-ended comments sorted into categories.



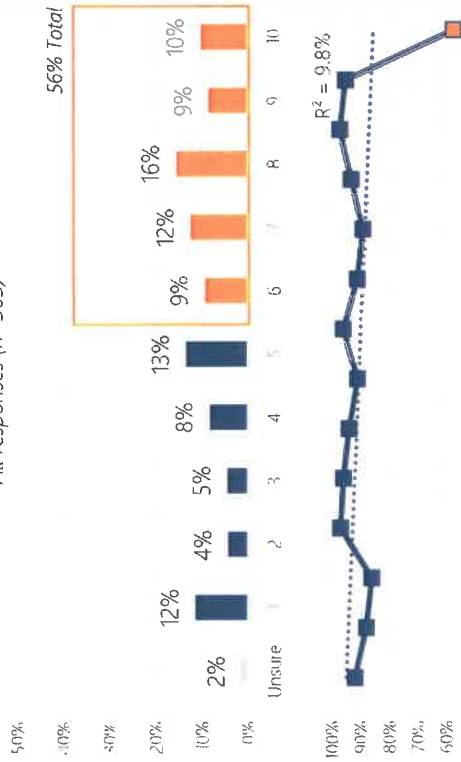
ROADS

- In 2023, 57% of respondents were satisfied with Council's roading in the District
- It is worth noting that satisfaction with roads has been declining nationwide reportedly in part due to the increased frequency of extreme weather events and the reported presence of potholes across New Zealand.
- However, satisfaction with roads differed significantly by age, home ownership and income.

- Respondents aged under 65, those living in a rental or other types of property, and with an annual income over \$70,000, tended to be less satisfied with roads.
- 28% of respondents provided negative feedback about roads in the District, predominantly mentioning issues such as potholes, poor road quality, speed bumps, and slow maintenance. On the other hand, 23% of respondents made positive comments about the roads, although some of these remarks still acknowledged the need for repairs.

Satisfaction with Council roads

All responses (n=303)

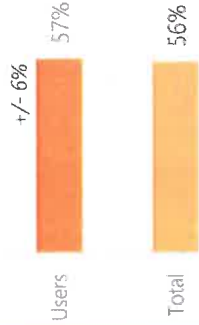


Different scale and data collection methods

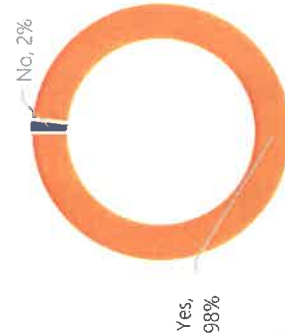
2001 2002 2003 2004 2005 2006 2007 2008 2009 2011 2014 2017 2020 2023
 % Satisfied 92% 88% 86% 97% 96% 94% 91% 96% 91% 89% 93% 97% 95% 57%

$R^2 = 9.8\%$

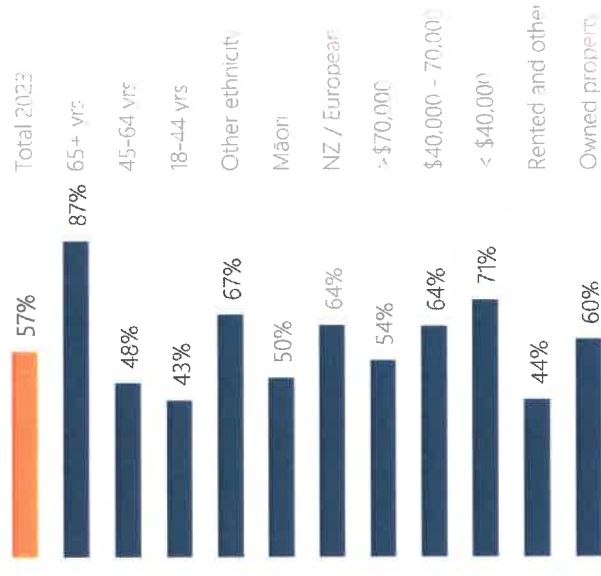
% Satisfied 2023



Aware about roads in 2023



User satisfaction by key demographic groups



Respondents were asked to rate roading in the District (excluding state highways). Scale: 1-very poor and 10-very good.



ROADS – community feedback

Overall good / ok / no problems – 63%
Potholes – 19%
Room for improvement / repairs needed – 7%
Quick repairs – 4%

Potholes – 59%
Poor road quality / uneven surfacing – 22%
Speed bumps / too high / too many / poor signage – 22%
Poor / slow maintenance / upgrades – 18%
Other – 4%

Top reasons for satisfaction with roads

n=69 respondents provided a comment

Top reasons for dissatisfaction with roads

n=86 respondents provided a comment

Roading – open-ended comments sorted into categories.

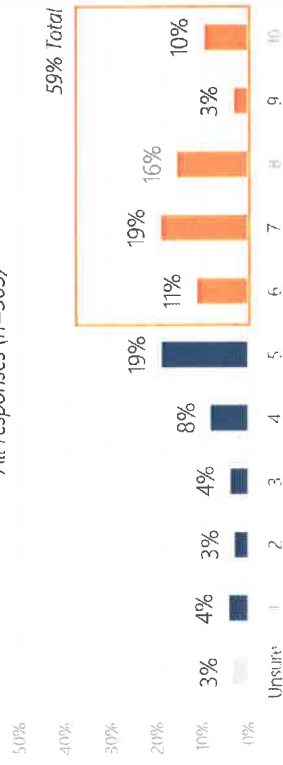


FOOTPATHS

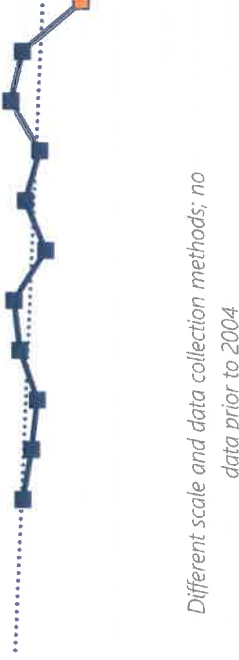
- In 2023, 60% of respondents who provided a rating expressed satisfaction with footpaths in the District.
- It is worth noting that a higher percentage of respondents (22%) provided negative feedback compared to those who provided positive feedback (17%).
- There were no statistically significant differences by resident subgroups in 2023.
- The main concerns raised by respondents were related to the hazardous state of footpaths caused by cracks, tree roots, and uneven surfaces. Many respondents expressed the need for upgrades and better maintenance of the footpaths.

Satisfaction with footpaths

All responses (n=303)



100%
80%
60%
40%
20%
0%

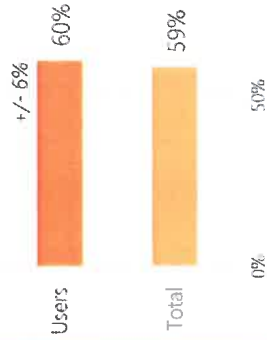


Different scale and data collection methods; no data prior to 2004

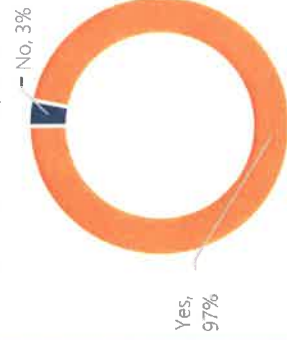
2001 2002 2003 2004 2005 2006 2007 2008 2009 2010 2011 2012 2013 2014 2015 2016 2017 2018 2019 2020 2021 2022 2023

% Satisfied

% Satisfied 2023



Aware about footpaths in 2023



User satisfaction by key demographic groups



Respondents were asked to rate Council's provision of footpaths. Scale: 1-very poor and 10-very good.



FOOTPATHS – community feedback

Generally good / maintained / no issue – 70%
Some repairs / upgrades needed / old – 20%
Other – 2%

Hazards / cracks / trees / roots / uneven – 53%
Some repairs / upgrades needed / old – 43%
Wheelchair / mobility scooters / accessibility issues – 9%
Poor – 6%
Other – 5%

Top reasons for satisfaction with footpaths

n=51 respondents provided a comment

Top reasons for dissatisfaction with footpaths

n=65 respondents provided a comment

Provision of footpaths – open-ended comments sorted into categories.

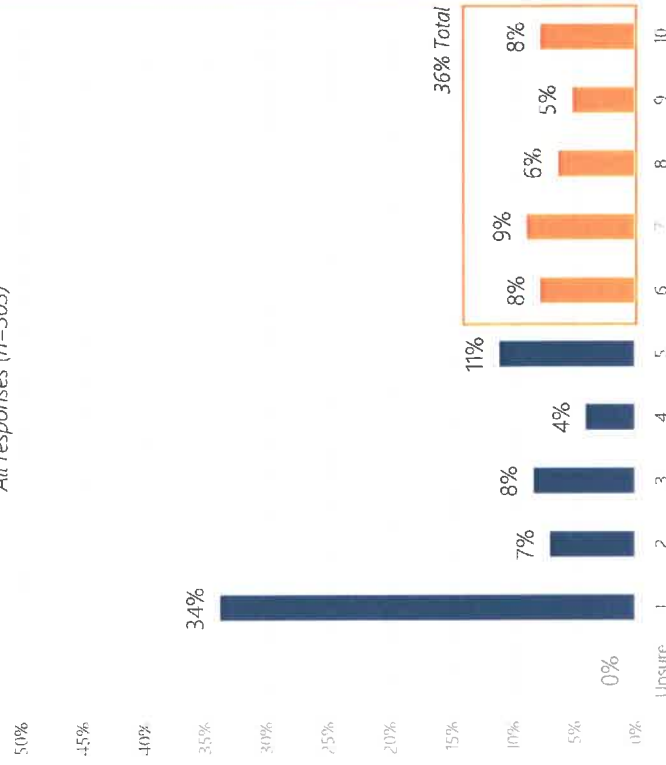


WATER SERVICES – water quality

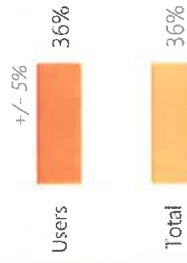
- In 2023, all respondents were aware of being connected to Council's water supply.
- At the same time, just 36% of respondents were satisfied with the quality of water – representing one of the lowest rated services in 2023.
- Contributing to this, one-third of respondents (34%) provided the lowest (1 out of 10) rating in 2023.
- Satisfaction with water quality differed by age, ethnicity and income.
- Younger respondents, those with an annual income over \$70,000, and Māori respondents, tended to be the least satisfied.
- The result among 18-44 year olds was particularly very low, and a distinct sign of dissatisfaction and expectations for improvement.

Satisfaction with water quality

All responses (n=303)

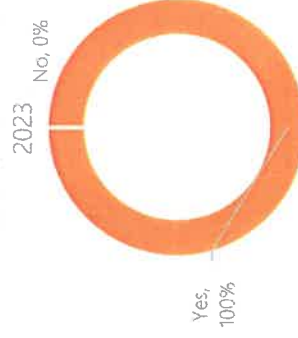


% Satisfied 2023

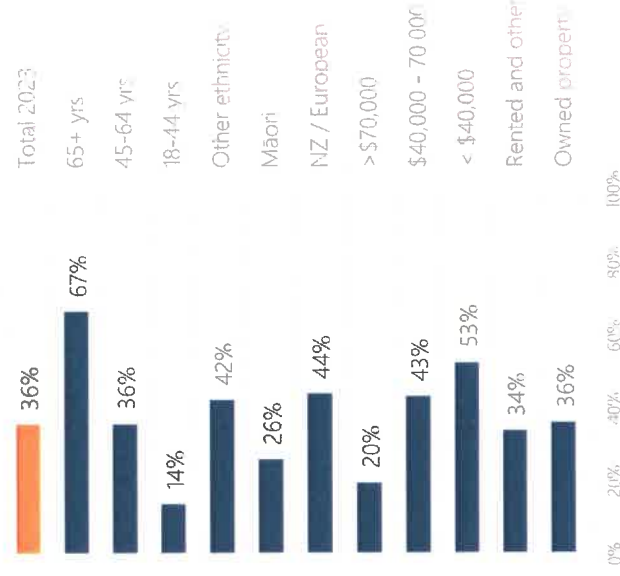


+/- 5%

Aware about water services in 2023



User satisfaction by key demographic groups



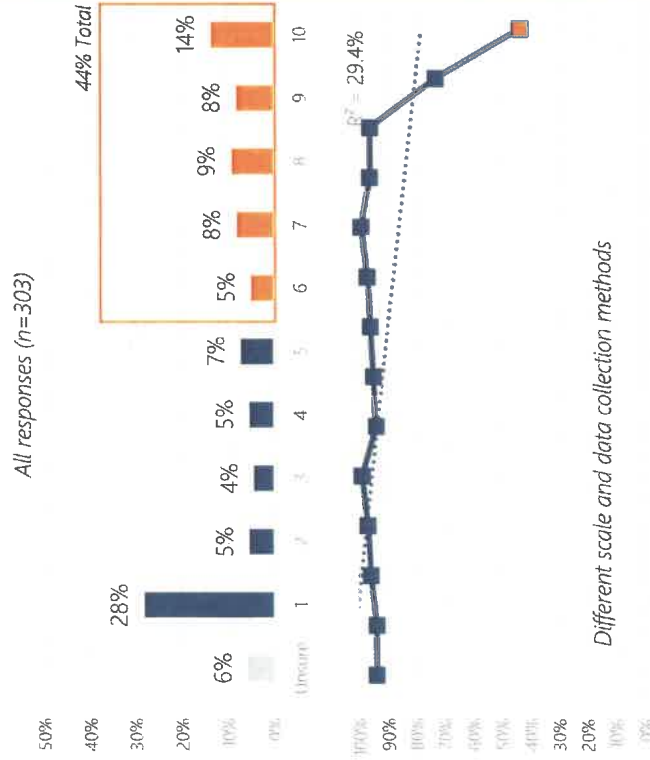
Respondents were asked to rate Council's drinking water quality. Scale: 1-very poor and 10-very good. New attribute in 2023.



WATER SERVICES – water supply

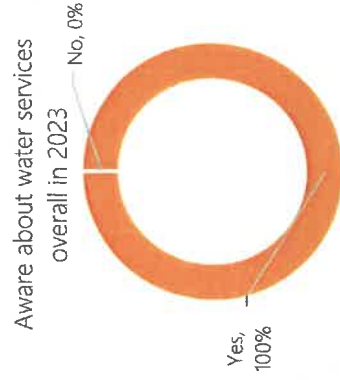
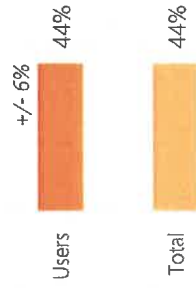
- Community perceptions of water supply and water quality (two separate service attributes in 2023) exhibited a strong correlation between the provided ratings.
- Although slightly above water quality, less than half of respondents (44%) were satisfied with their water supply.
- It is noteworthy that, despite changes in survey methodology, satisfaction with water supply is more likely to show a significant decline over the years.

Satisfaction with water supply



- Again, younger respondents, those with an annual income over \$70,000, and Māori respondents, tended to be the least satisfied.
- Furthermore, over half of respondents (54%) provided negative comments regarding Council's water services. The primary concern cited was the decreased quality of tap water, often experiencing issues such as discolouration, which in turn raised concerns about health, taste, sediment, and impacts on appliances or vanities.

% Satisfied 2023



User satisfaction by key demographic groups



Respondents were asked to rate Council's drinking water supply. Scale: 1-very poor and 10-very good.



WATER – community feedback

Generally good / good supply – 57%
 Discoloured / brown / dirty – 16%
 Other – 12%
 Quality decreased / improvement needed – 11%
 Upgrades have been made / Council does a good job – 4%

Discoloured / brown / dirty – 67%
 Quality decreased / improvement needed – 35%
 Unsafe / health concerns – 18%
 Can't drink tap water / filter/ bottled water / water from station – 14%
 Chlorine – 14%
 Bad taste / smell – 9%
 Sediment – 5%
 Appliances concern / discoloured vanities – 5%
 Water pressure – 3%
 Other – 2%
 Service disruption / down – 1%

Top reasons for satisfaction with water services

n=59 respondents provided a comment

Provision of drinking water – open-ended comments sorted into categories.

Top reasons for dissatisfaction with water services

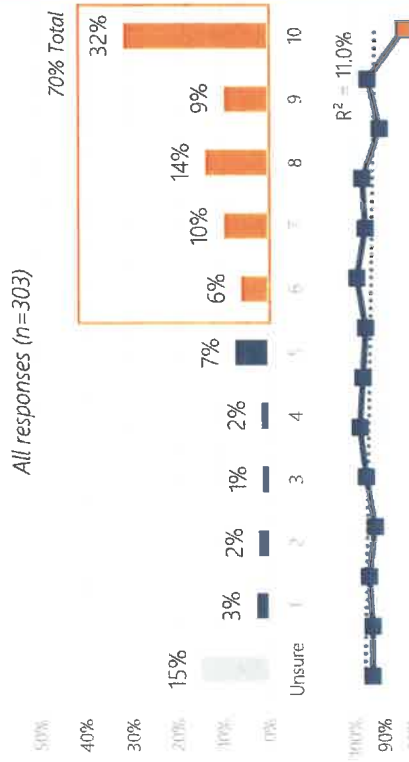
n=165 respondents provided a comment



WASTEWATER

- In 2023, 85% of surveyed respondents indicated awareness of being on the Council's wastewater network.
- Of these respondents, 82% were satisfied with this service.
- Around one-third of respondents (32%) provided positive comments about the wastewater service, indicating that they had no issues and considered the service to be good.
- Satisfaction varied significantly by age, ethnicity, home ownership and income.
- Respondents aged under 45, Māori respondents, those living in a rental or other types of property, and with an annual income over \$70,000, tended to be less satisfied with wastewater services.

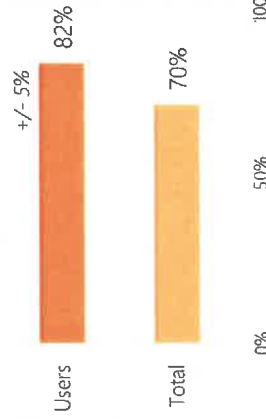
Satisfaction with wastewater



Different scale and data collection methods

2001 2002 2003 2004 2005 2006 2007 2008 2009 2010 2011 2014 2017 2020 2023
 % Satisfied 94% 94% 95% 93% 96% 98% 97% 96% 99% 96% 97% 96% 91% 95% 82%

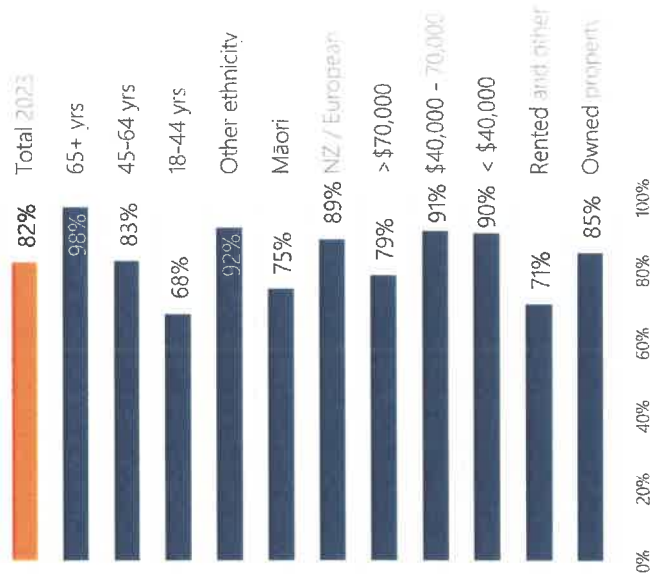
% Satisfied 2023



Aware about wastewater in 2023



User satisfaction by key demographic groups



Respondents were asked to rate Council's provision of wastewater services (sewage disposal). Scale: 1-very poor and 10-very good.



WASTEWATER – community feedback

No problems – 48%
Good – 44%
Well maintained – 6%
Good service / response – 3%
Other – 2%

Top reasons for satisfaction with wastewater

Concerns with water system overall – 44%
Drain blockage / surface flooding – 25%
Sewerage smell – 16%
Other – 15%

Top reasons for dissatisfaction with wastewater

n=96 respondents provided a comment

n=18 respondents provided a comment

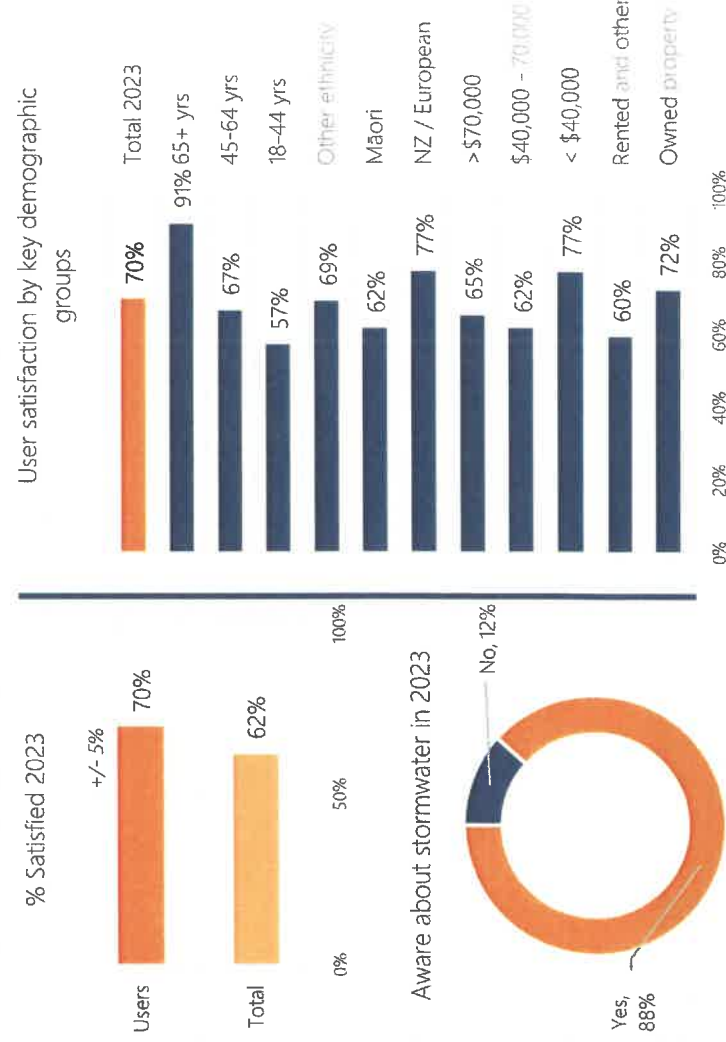
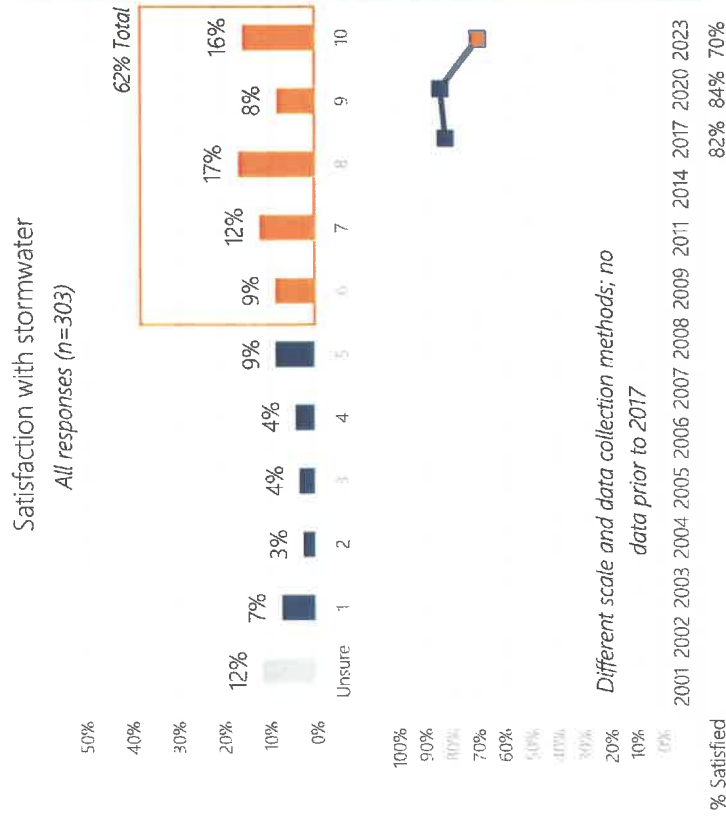
Provision of wastewater services – open-ended comments sorted into categories.



STORMWATER

- In 2023, 88% of respondents indicated awareness of being on the Council's stormwater service network.
- Of these respondents, 70% were satisfied with this service.
- Additionally, 23% of respondents provided positive comments about the stormwater service, highlighting the absence of existing issues such as flooding.

- On the other hand, 15% of respondents reported negative experiences related to surface flooding, blocked drains, or the need for better maintenance (particularly mentioning Hardie Ave), and the importance of leaf cleaning.
- Satisfaction with stormwater differed by age and ethnicity.
- Respondents aged 65+ (91%) tended to be more satisfied with this service, compared to those aged 45-64 (67%) or 18-44 (57%).
- Māori and respondents of other ethnicities tended to be less satisfied with stormwater.



Respondents were asked to rate Council's provision of stormwater services and flood protection. Scale: 1-very poor and 10-very good.



STORMWATER – community feedback

Works well / no flooding – 31%
Generally good – 29%
No problems – 24%
Proactive / quick response / well maintained – 10%
Other – 4%
Water drains away – 2%

Top reasons for satisfaction with stormwater

n=71 respondents provided a comment

Provision of stormwater services and flood protection – open-ended comments sorted into categories.

Surface flooding – 52%
Other – 17%
Drains maintenance / leaves cleaning – 16%
Blocked drains – 16%

Top reasons for dissatisfaction with stormwater

n=45 respondents provided a comment

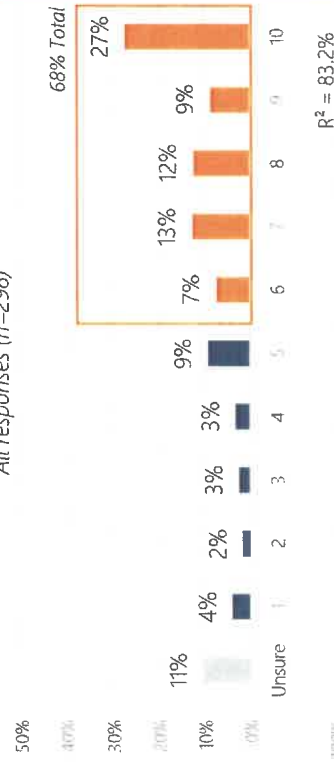


REFUSE DISPOSAL

- In 2023, 77% of respondents reported using the District's Refuse Transfer Station (similar to 74% in 2020).
- Among refuse disposal users, 78% were satisfied with these facilities and services.
- Furthermore, one-third of respondents (32%) provided positive comments about the refuse disposal service, highlighting its efficiency, helpful staff, and overall maintenance.

Satisfaction with Refuse Transfer Station

All responses (n=298)



$R^2 = 83.2\%$

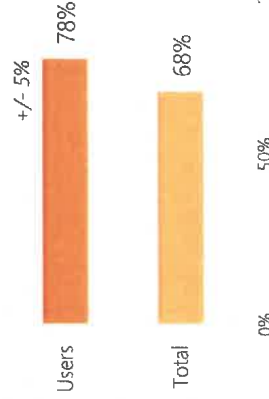


Different scale and data collection methods

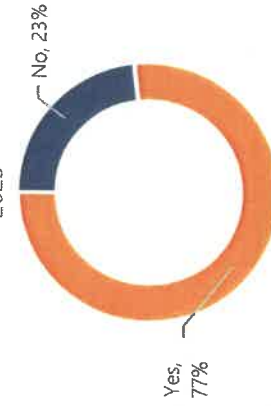
2001 2002 2003 2004 2005 2006 2007 2008 2009 2010 2011 2014 2017 2020 2023
 % Satisfied 48% 50% 62% 53% 49% 55% 58% 66% 65% 72% 81% 81% 78% 78%

- Younger respondents (especially aged under 45) tended to be less satisfied with the Refuse Transfer Station.
- One of the main reasons for dissatisfaction was the cost, although it is worth noting that only 10% of respondents provided negative comments overall.

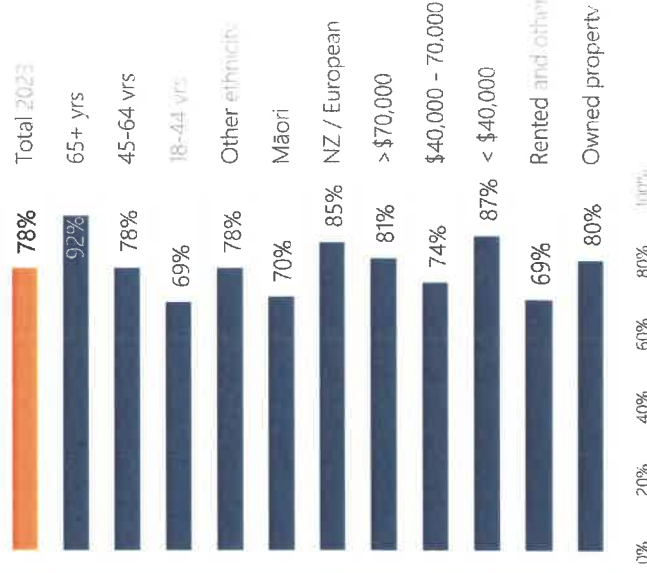
% Satisfied 2023



Used Refuse Transfer Station in 2023



User satisfaction by key demographic groups



Respondents were asked to rate Council's Refuse Transfer Station (refuse disposal). Scale: 1-very poor and 10-very good.



REFUSE DISPOSAL – community feedback

Generally good / good service / well maintained – 57%
Efficient / helpful staff – 37%
Reasonable cost – 14%
No problems / issues – 7%
Other – 2%

Top reasons for satisfaction with refuse disposal

n=94 respondents provided a comment

Expensive – 65%
Highlighted issues about recycling / rubbish bins – 24%
Other – 9%
Confusing layout / need updates – 4%

Top reasons for dissatisfaction with refuse disposal

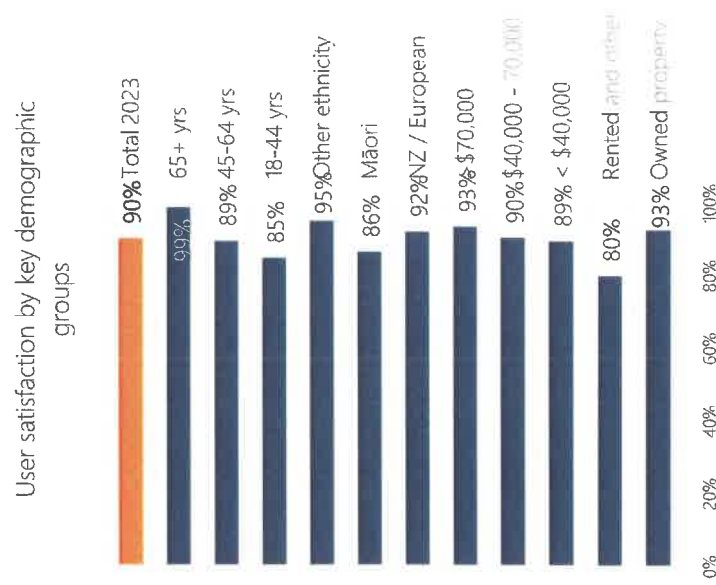
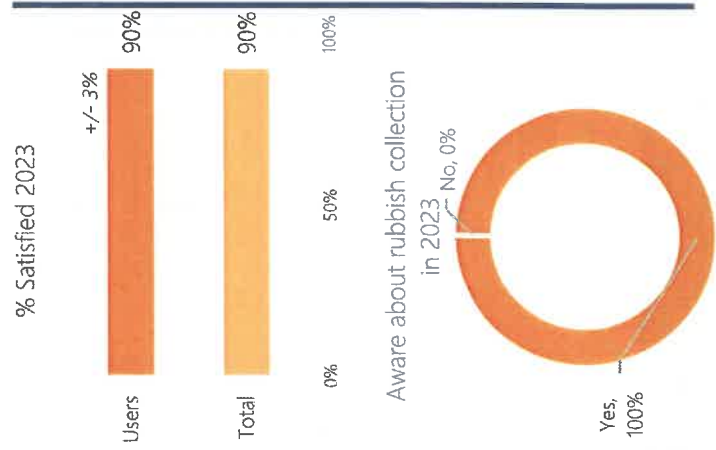
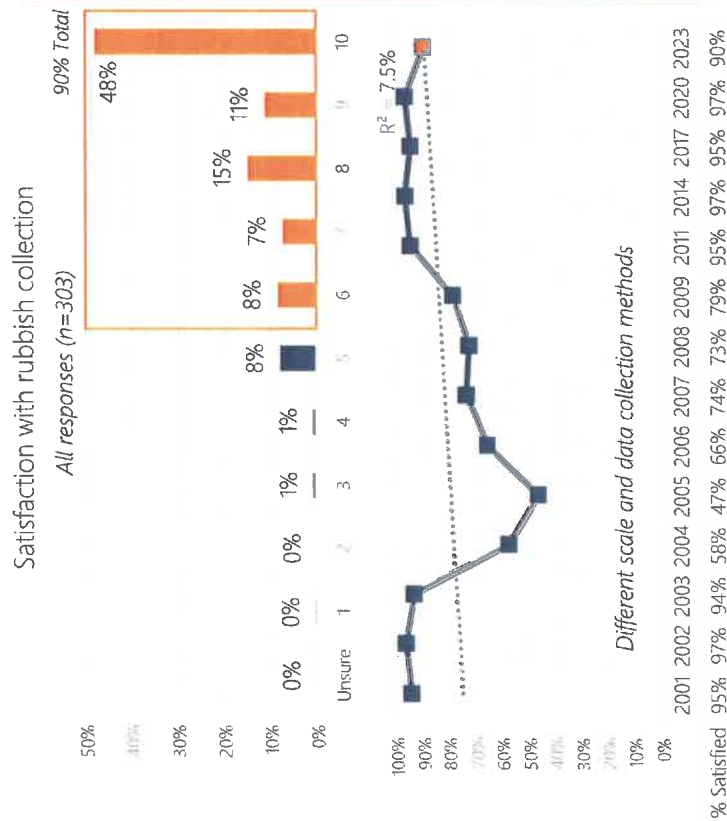
n=29 respondents provided a comment

Refuse Transfer Station (refuse disposal) – open-ended comments sorted into categories.



RUBBISH COLLECTION

- In 2023, all respondents indicated awareness of regular rubbish collection at their property.
- The satisfaction rate with this service was high, with the majority of respondents (90%) expressing satisfaction, making it one of the top-rated services in 2023. Almost half (48%) provided a 10-out-of-10 rating. Furthermore, half of respondents (51%) provided positive comments about the rubbish collection service, describing it as good, reliable, and praising the friendly and professional drivers.
- It is worth noting that only a small number of respondents (n=8) provided negative comments.
- Respondents aged under 45, and those in a rental or other types of property, were slightly less satisfied with rubbish collection; although around 8-in-10 still provided positive ratings.



Respondents were asked to rate Council's provision of rubbish collection. Scale: 1-very poor and 10-very good.



RUBBISH COLLECTION – community feedback

Generally good service – 41%
Reliable / on time / consistent – 32%
Friendly / professional drivers / Staff appreciation – 17%
Always picked up / good job – 14%
No problem / issues / complaints – 12%

Bin-related concerns / small – 48%
Other – 26%
Leave bins with rubbish / rubbish around – 7%

Top reasons for satisfaction with rubbish collection

n=154 respondents provided a comment

Top reasons for dissatisfaction with rubbish collection

n=8 respondents provided a comment

Provision of rubbish collection – open-ended comments sorted into categories.



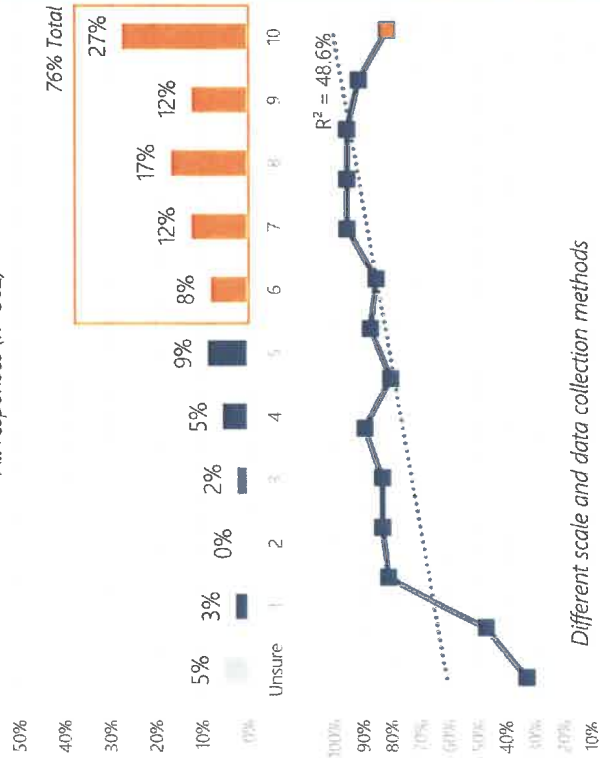
RECYCLING

- In 2023, 84% of respondents reported receiving Council's recycling services (similar to 89% in 2020).
- 81% of respondents who had received recycling services were satisfied with this service.
- Additionally, 31% of respondents provided generally positive comments about recycling.

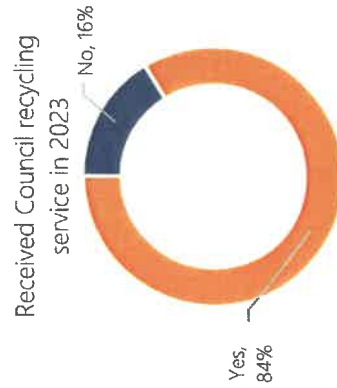
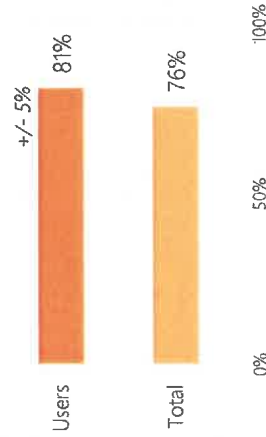
- Satisfaction with recycling differed by age.
- Respondents aged 45-64 tended to be the least satisfied with this service.

Satisfaction with recycling

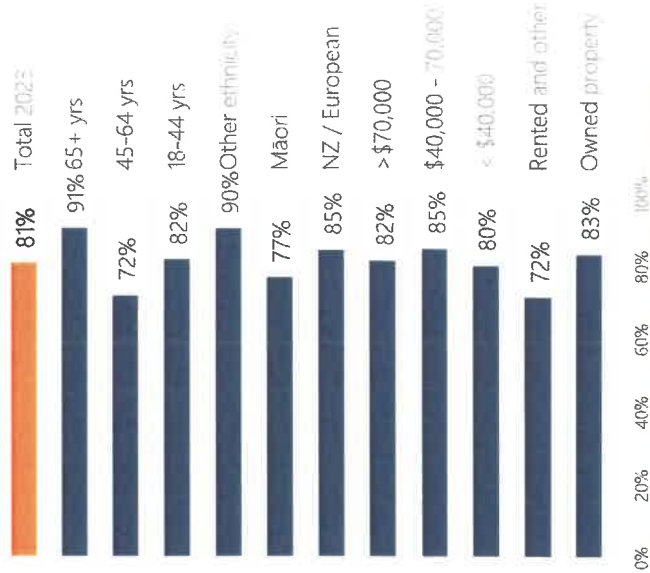
All responses (n=302)



% Satisfied 2023



User satisfaction by key demographic groups



2001 2002 2003 2004 2005 2006 2007 2008 2009 2010 2011 2014 2017 2020 2023

Respondents were asked to rate Council's provision of recycling services. Scale: 1-very poor and 10-very good.



RECYCLING – community feedback

Generally good / good job – 66%

Reliable / efficient – 15%

Friendly / professional drivers / Staff appreciation – 10%

No problem – 5%

Other – 4%

Take extra – 3%

Concerns where recycling goes / no recycling / all goes into one bin – 38%

More needs to be recycled – 31%

Bins concern / small – 26%

Need reuse shop – 7%

Other – 6%

Too much plastic not accepted – 6%

Bins broken / leave behind rubbish – 6%

Top reasons for satisfaction with recycling

n=93 respondents provided a comment

Provision of recycling services – open-ended comments sorted into categories.

Top reasons for dissatisfaction with recycling

n=29 respondents provided a comment

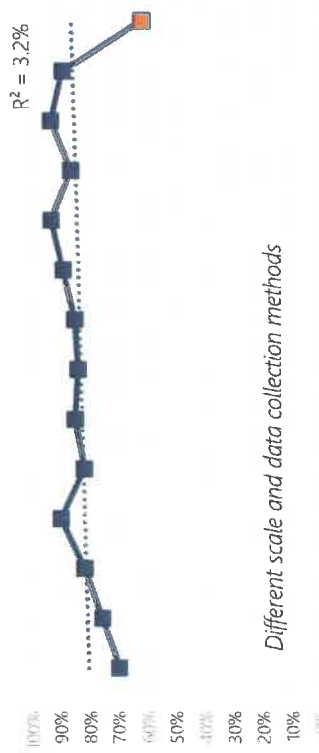
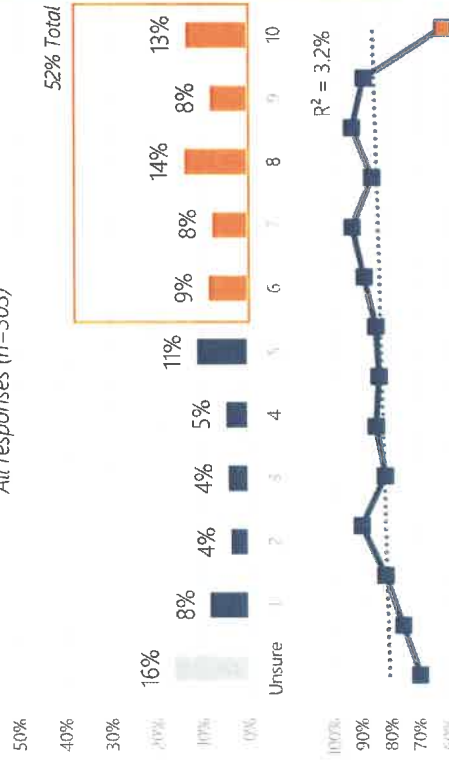


DEMOCRACY AND GOVERNANCE – rates value

- In 2023, 62% of respondents who provided a rating were satisfied with the way their rates are spent on the services and facilities provided by the Council.
- Water services and community involvement in decision making exhibited the strongest influence on the perceived value received from rates.

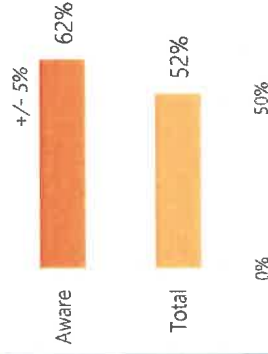
- Satisfaction with rates value differed by age and ethnicity.
- Respondents aged 65+ (90%) tended to be the most satisfied with their rates value, compared to respondents aged under 65, especially those aged 18-44 (35%).
- Māori respondents (47%) also tended to be less satisfied with the value of their rates.

Satisfaction with rates value
All responses (n=303)

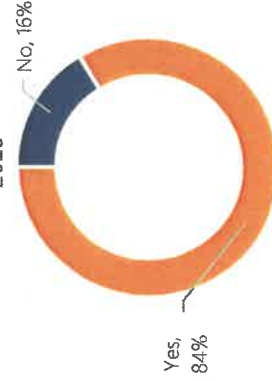


Different scale and data collection methods

% Satisfied 2023



Aware of their rates value in 2023



Satisfaction by key demographic groups



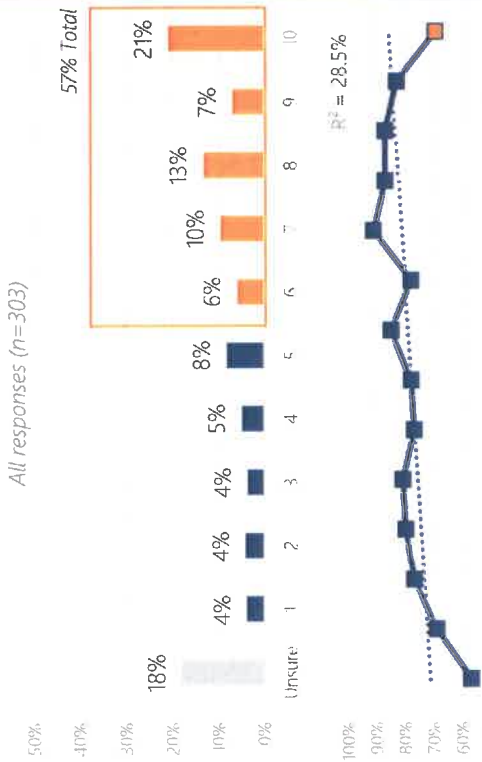
Respondents were asked to rate the way the rates are spent on the services and facilities provided by the Council. Scale: 1-very dissatisfied and 10-very satisfied.



DEMOCRACY AND GOVERNANCE – elected members

- In 2023, 69% of respondents who provided a rating were satisfied with the Mayor and Councillors performance.
- Satisfaction with elected members increased with respondent age, with those aged 65+ being the most satisfied (90%) and those aged under 45 (52%) – the least satisfied.
- In addition, Māori respondents (62%) were less satisfied with the performance of elected members.

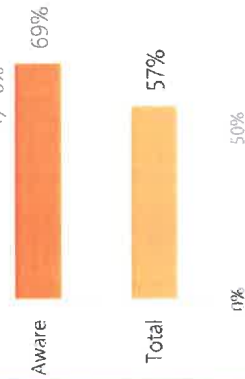
Satisfaction with the Mayor and Councillors



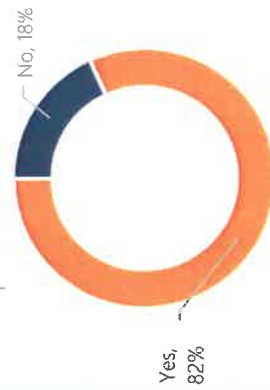
Different scale and data collection methods

Year	% Satisfied
2001	69%
2002	77%
2003	80%
2004	81%
2005	77%
2006	78%
2007	85%
2008	78%
2009	85%
2011	78%
2014	91%
2017	87%
2020	83%
2023	69%

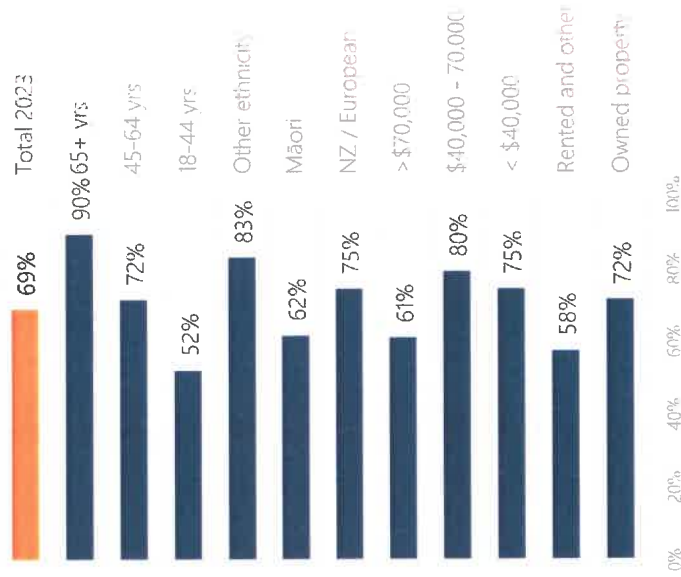
% Satisfied 2023



Aware of Mayor and Councillors performance in 2023



Satisfaction by key demographic groups



Respondents were asked to rate performance of the Mayor and Councillors. Scale: 1=very dissatisfied and 10=very satisfied.



ELECTED MEMBERS – community feedback

Good / good job / no problem – 42%
Mayor good /positive feedback – 31%
Doing their best / proactive / committed – 20%
Don't know much about them / new / too early – 14%
Approachable / good information access – 11%
Councillors good / positive feedback – 8%
Other – 5%
Have seen recent improvements – 2%

Top reasons for satisfaction with Mayor and Councillors

n = 119 respondents provided a comment

Mixed / negative comments / money expenditure / transparency – 43%
Water service issues – 33%
More communication / limited visibility – 17%
Don't know much about them / new / too early – 5%
Other – 4%

Top reasons for dissatisfaction with Mayor and Councillors

n = 41 respondents provided a comment

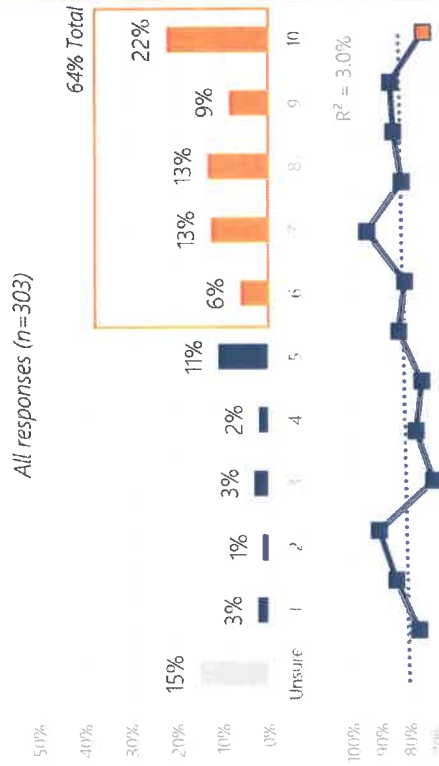
Performance of the Mayor and Councillors – open-ended comments sorted into categories.



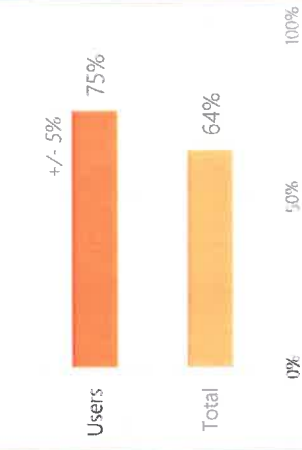
DEMOCRACY AND GOVERNANCE – staff

- In 2023, satisfaction with Council staff was slightly higher compared to the performance of elected members.
- Again, younger respondents (58%), and Māori respondents (65%), tended to be less satisfied.
- 75% of respondents who provided a rating were satisfied with the performance of Council staff.

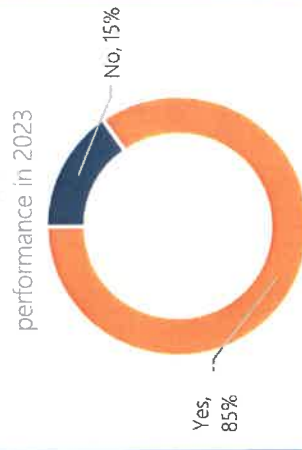
Satisfaction with Council staff



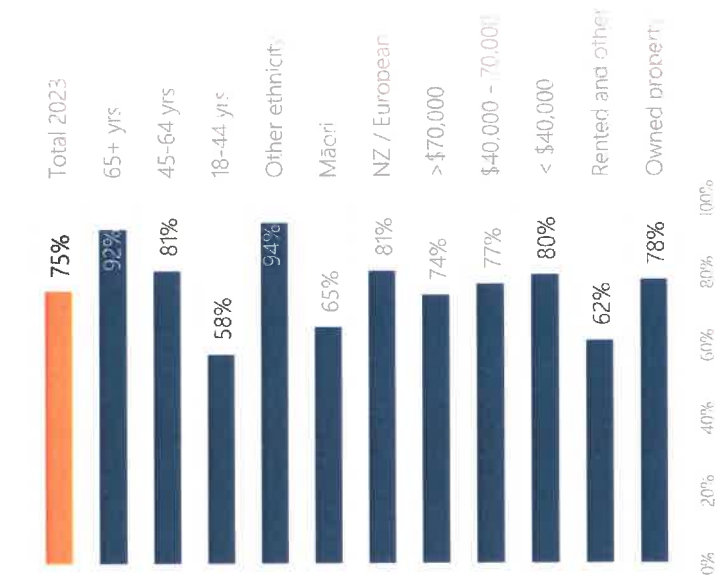
% Satisfied 2023



Aware of Council staff performance in 2023



Satisfaction by key demographic groups



Respondents were asked to rate performance of Council staff. Scale: 1=very dissatisfied and 10=very satisfied.



STAFF – community feedback

Good / excellent job / work – 47%
 Helpful / polite / professional – 40%
 Public spaces well-maintained – 9%
 Other – 3%
 Visible / present in the community – 2%

Various experience / rude /
 little progress / other negative – 72%
 Other – 18%
 Room for improvement – 7%
 Little visibility / new group – 3%

Top reasons for satisfaction with Council staff

Top reasons for dissatisfaction with Council staff

n=134 respondents provided a comment

n=20 respondents provided a comment

Performance of Council staff – open-ended comments sorted into categories.

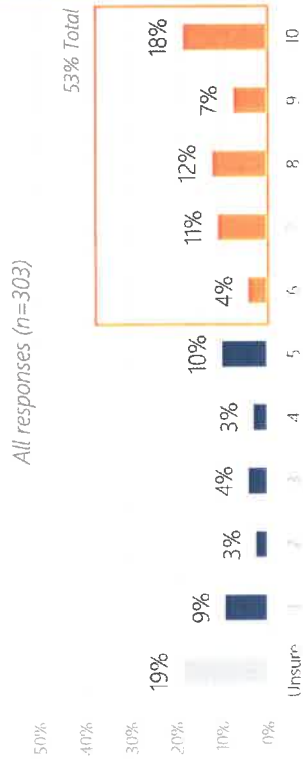


DEMOCRACY AND GOVERNANCE – decision making

- In 2023, 64% of respondents who provided a rating were satisfied with the way Council involves the public in the decisions it makes.

- Satisfaction with decision making involvement increased significantly with age; older respondents aged 65+ (91%) were the most satisfied, compared to younger respondents, especially aged under 45 (44%).

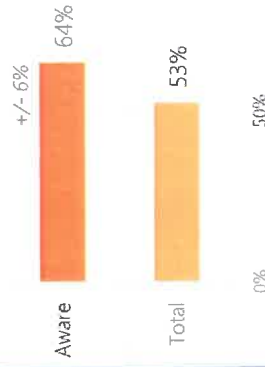
Satisfaction with decision making involvement



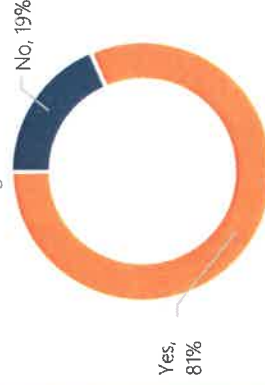
Different scale and data collection methods

2001 2002 2003 2004 2005 2006 2007 2008 2009 2010 2011 2014 2017 2020 2023

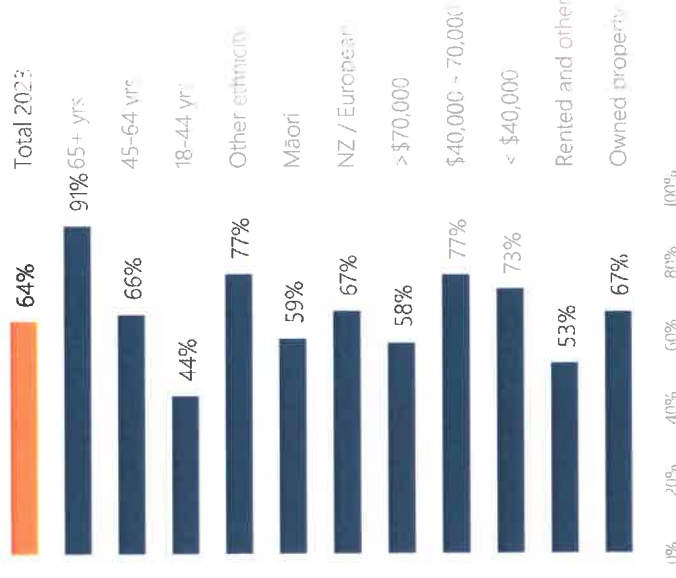
% Satisfied 2023



Aware of Council decision making in 2023



Satisfaction by key demographic groups



Respondents were asked to rate with the way Council involves the public in the decisions it makes. Scale: 1-very dissatisfied and 10-very satisfied.

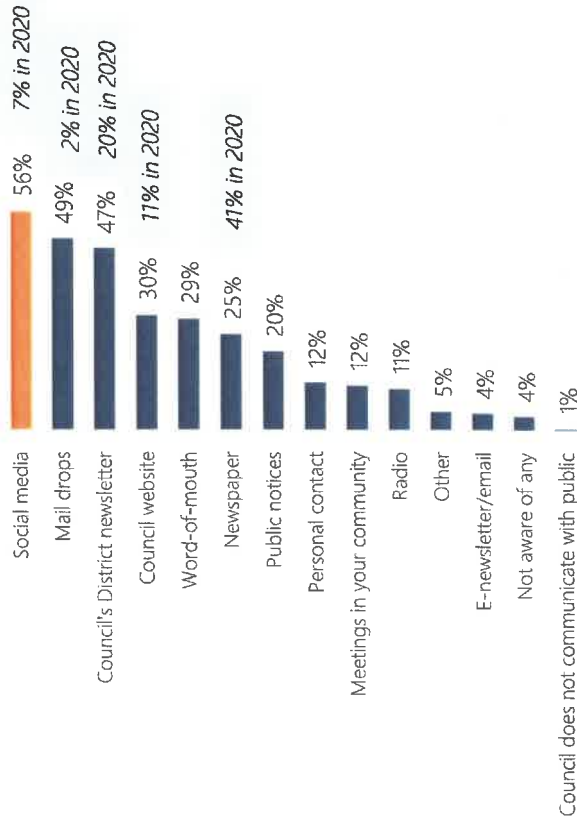


COMMUNICATION

- In 2023, most respondents could recall at least some Council communication; only around 4% stated not being aware of any communications.
- The top-recalled communication channels in 2023 were social media (56%), mail drops (49%) and Council's newsletter (47%).
- The preferred communication sources generally matched with the used channels, with social media (56%) and flyers in the mail (53%) named as the most preferred.

- The preferred (and used) communication channels varied significantly by age.
- Younger respondents (aged 18-44) heavily favoured social media (73%), whereas only 23% of those aged 65+ cited this method.
- In contrast, older respondents preferred more traditional methods of communication, such as flyers in the mail (63%), Council publications (34%) and articles in the newspaper (30%).

Used communication channels (n=300, multi-choice)



7% in 2020

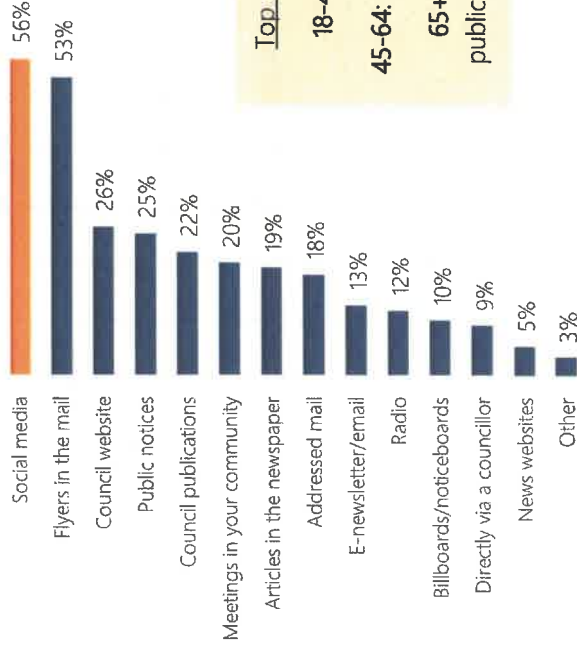
2% in 2020

20% in 2020

11% in 2020

41% in 2020

Preferred communication channels (n=298, multi-choice)



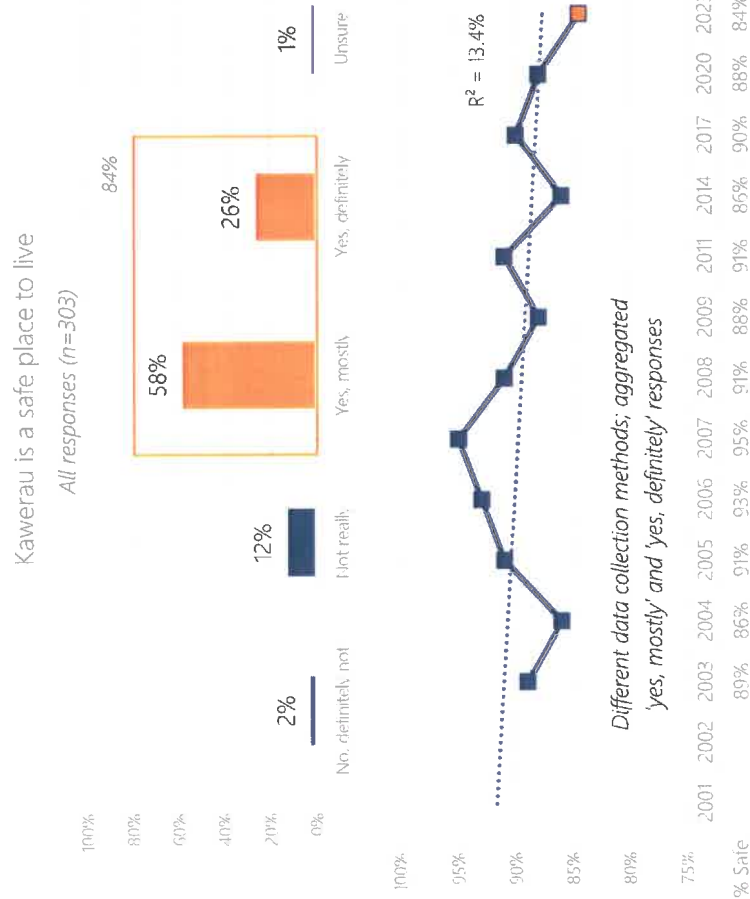
Top methods by age:
18-44: social media
45-64: social media, flyers
65+: flyers, Council publications, newspaper

Respondents were asked to select where or from whom they get their information and what is their preferred communication method (multi-choice).

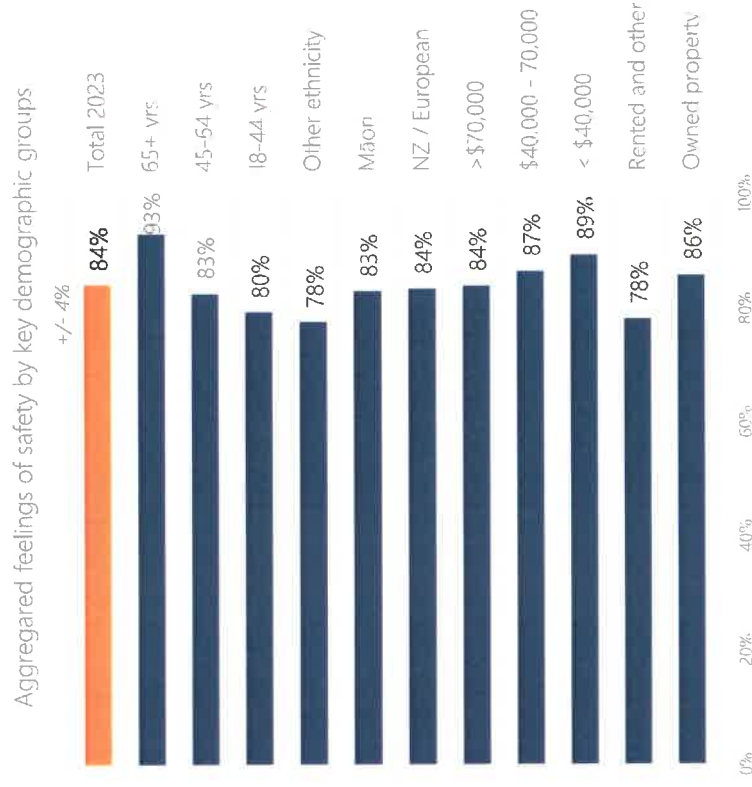


LOCAL FOCUS – safety

- Overall, feelings of safety remained high in the District in 2023. 84% of respondents reported feeling safe to some extent, of those 26% agreeing they felt 'definitely' safe.
- Respondents aged under 65 were less likely to agree they feel safe; although 8-in-10 still provided a positive response.



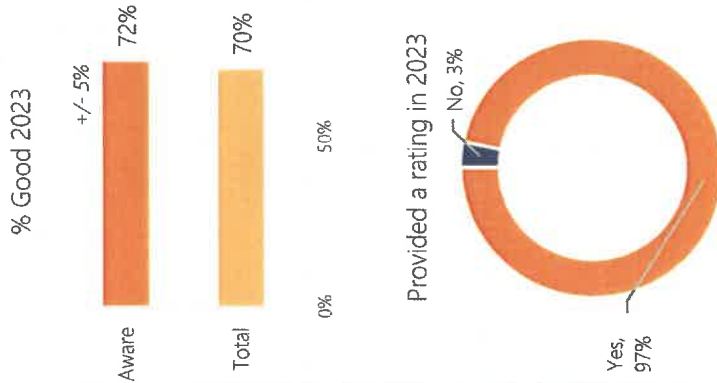
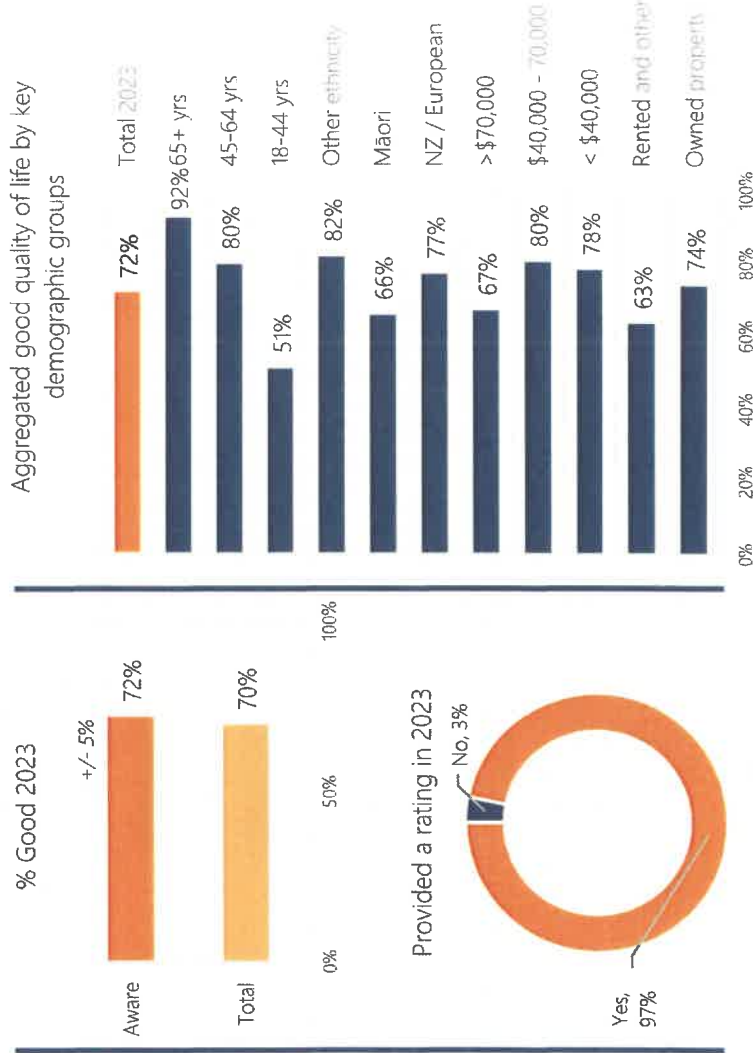
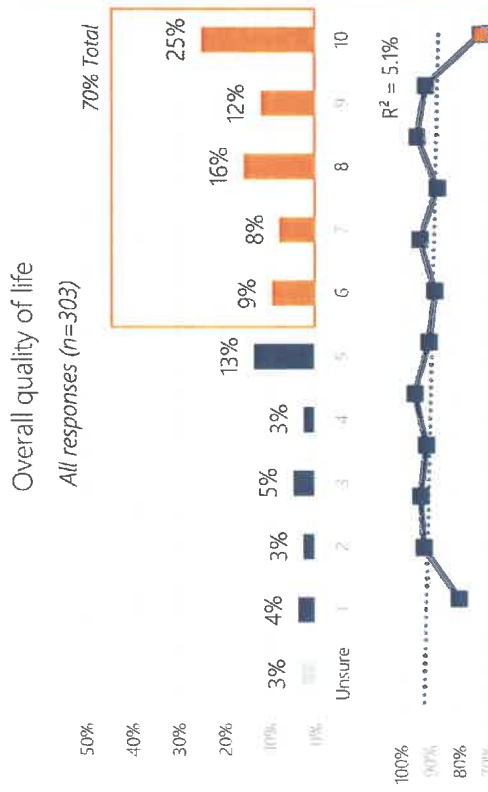
Respondents were asked to rate Kawerau District as a safe place to live.



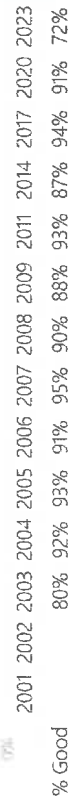


LOCAL FOCUS – quality of life

- In 2023, 72% of respondents who provided a rating evaluated their quality of life positively (ratings 6 or above).
- Quality of life exhibited strong relationships with perceptions of community spirit and overall satisfaction with Council’s services in the District.
- Quality of life perceptions differed by age and ethnicity.
- Fewer respondents aged under 45 (51%), and Māori respondents (66%), rated their quality of life favourably.



Different scale and data collection methods; no data prior to 2003



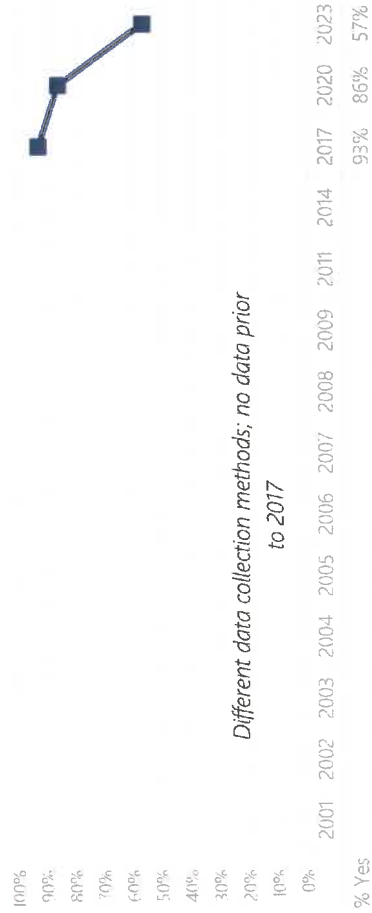
Respondents were asked to rate overall quality of life in Kawerau. Scale: 1=very poor and 10=very good.



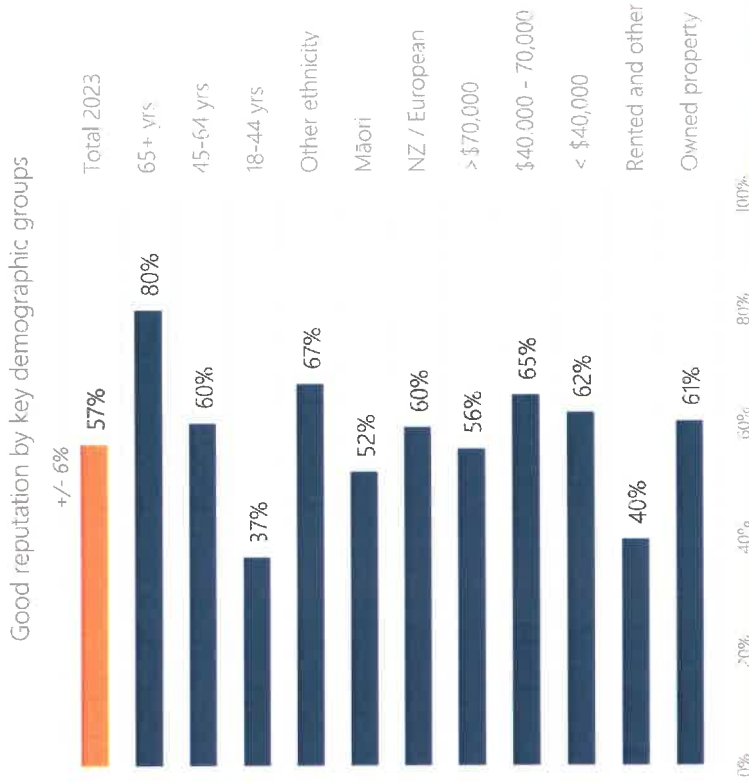
LOCAL FOCUS – reputation

- In 2023, 57% of respondents agreed the Council has a good reputation. However, over one-quarter (27%) were unsure about Council's reputation.
- Additionally, 16% of respondents did not believe that the Council has a good reputation (10% in 2020).
- Reputation perceptions differed significantly by age and home ownership.
- 80% of older respondents (65+) believed the Council has a good reputation, whereas only 37% of those aged under 45 agreed with this statement.
- Home owners (61%) were more likely to provide positive ratings compared to rental tenants or other residents (40%).

Council has a good reputation
All responses (n=303)



Different data collection methods; no data prior to 2017

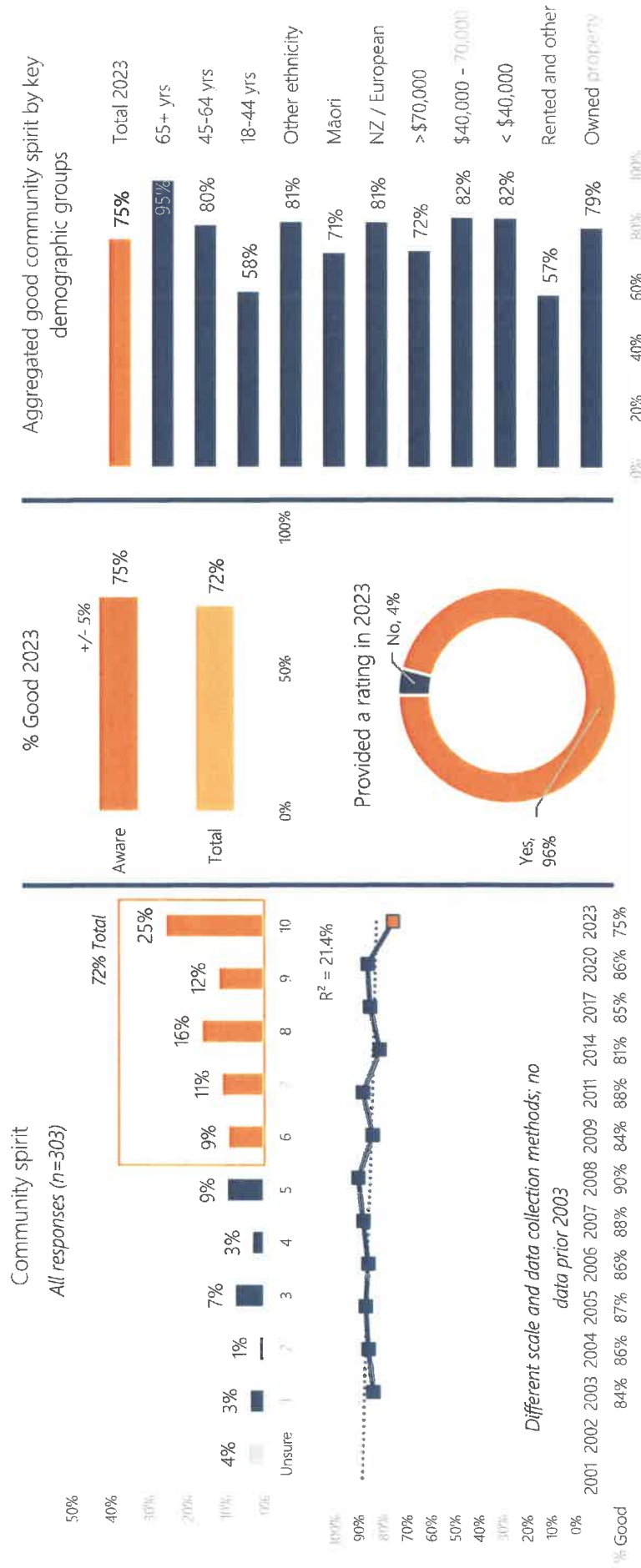


Respondents were asked: "Do you feel Kawerau District Council has a good reputation?"



LOCAL FOCUS – community spirit

- In 2023, 75% of respondents rated the community spirit positively, which encompassed a sense of belonging, togetherness, pride in the area, and a positive atmosphere.
- Community spirit perceptions varied by age and home ownership.
- Younger respondents (58%), and those living in a rental or other types of property (57%), were less likely to provide positive ratings.



Respondents were asked to rate community spirit (a sense of belonging and togetherness, a pride in the area, and a good atmosphere). Scale: 1-very poor and 10-very good.

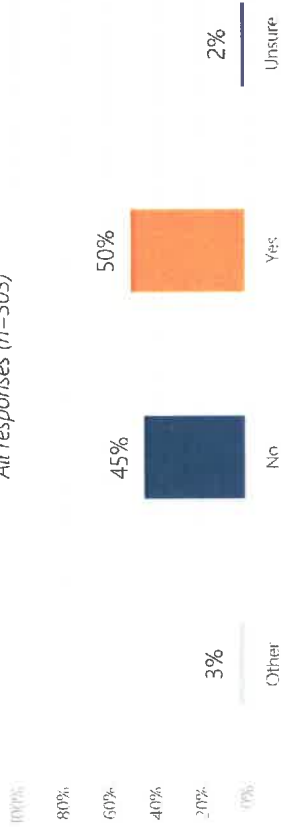


LOCAL FOCUS – emergency preparedness

- In 2023, half of respondents (50%) agreed they have an emergency kit at home (including stored food, water, a radio, batteries, and a torch).
- This result aligned with the historical tracking average.
- Respondents aged 65+ (62%) were slightly more likely to report having an emergency kit, compared to those under 65.

Have an emergency kit

All responses (n=303)



Preparedness by key demographic groups



Different data collection methods; no data prior to 2011

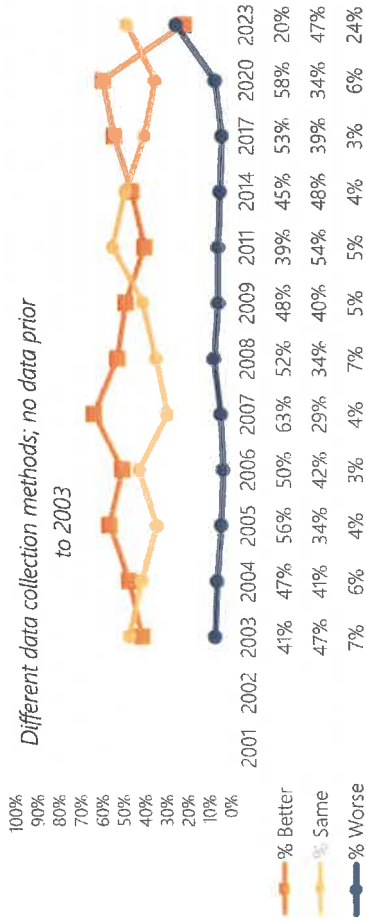
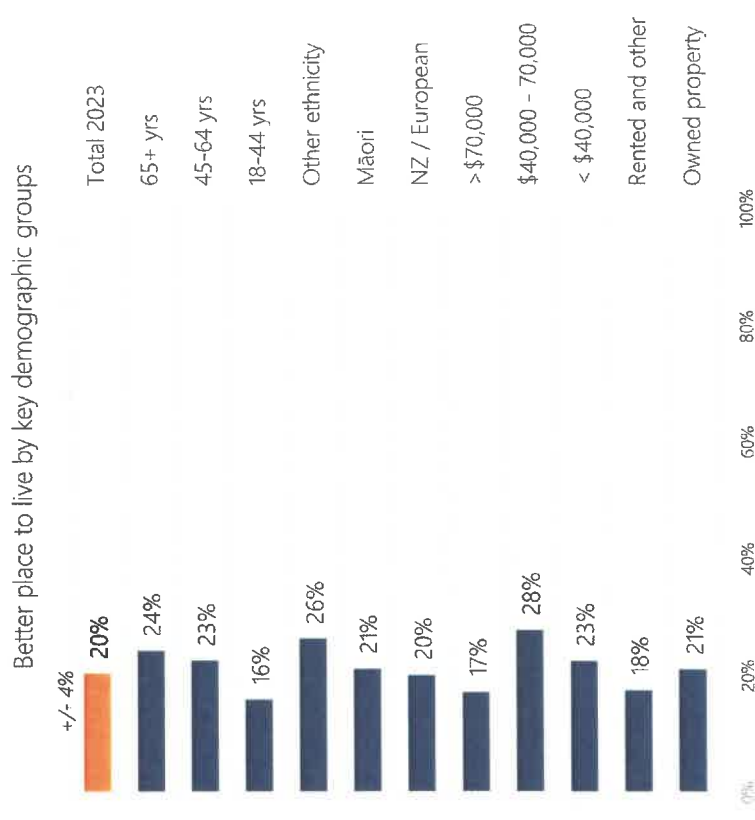
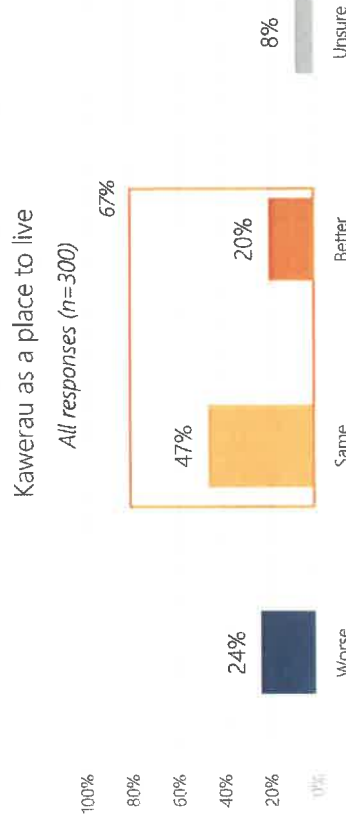


Respondents were asked if they had an emergency kit (includes stored food, water, a radio, batteries and a torch).



LOCAL FOCUS – place to live

- In 2023, slightly less than half of respondents (47%) believed that Kawerau remained the same as a place to live as it was three years ago. Meanwhile, 20% believed that it had improved, and 24% expressed the opinion that Kawerau had become worse.
- Respondents aged under 45 (37%) were more likely to state that Kawerau had become worse as a place to live, while a higher percentage of older respondents (57%) indicated it had remained the same.

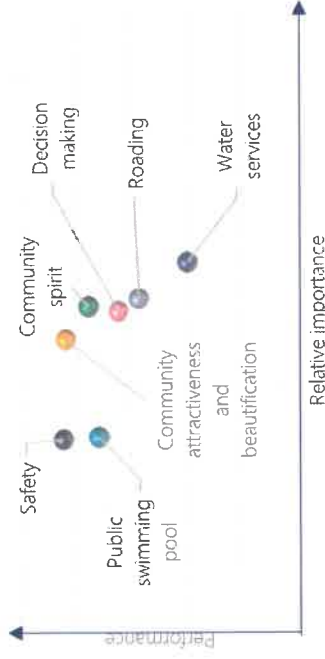
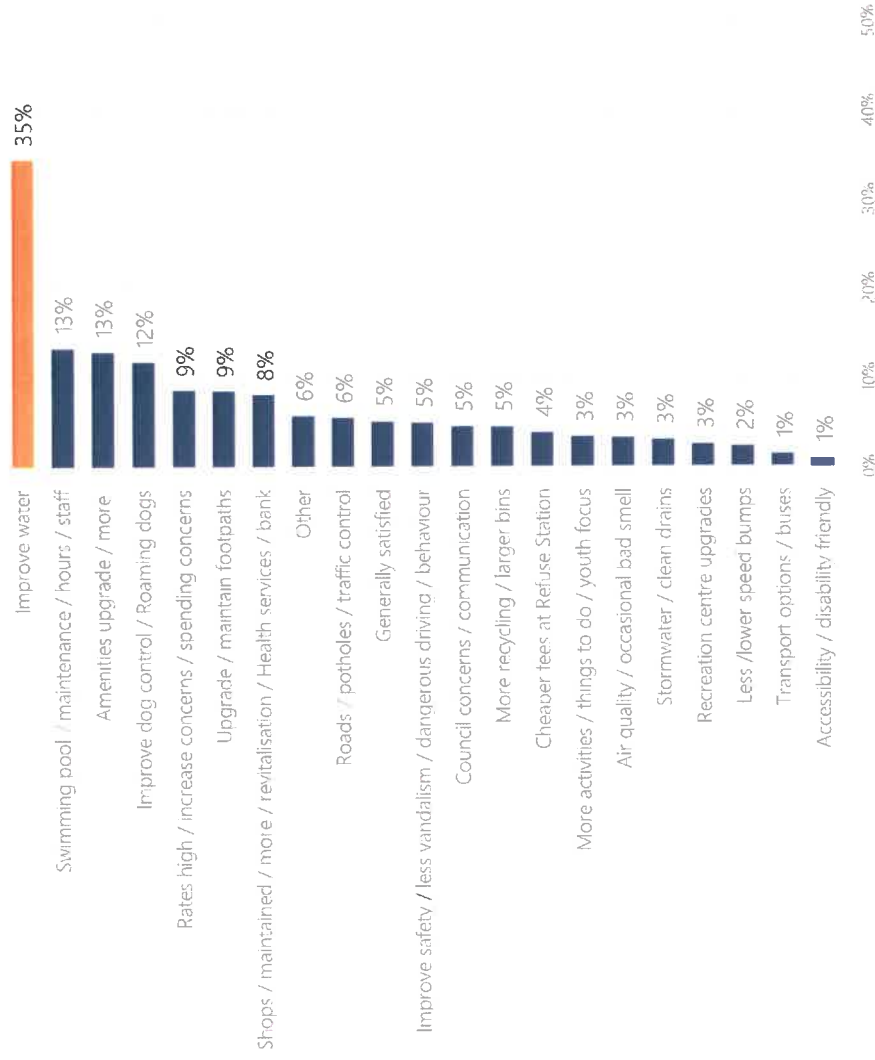


Respondents were asked wherever they think Kawerau is better, about the same or worse as a place to live than it was 3 years ago.



IMPROVEMENTS

Other suggested improvements* (n=207)



Out of all surveyed services, 7 showed stronger influence on overall satisfaction with Council's performance.

Assessing relative importance** against measured performance of these 7 attributes, water services clearly represented the greatest improvement potential.

Furthermore, 68% of respondents provided additional unprompted suggestions for improvement. These verbatim comments aligned with the overall findings, with 35% specifically mentioning water services as the key area requiring improvement. Other areas highlighted by 1-in-8 respondents included the swimming pool (citing concerns about maintenance, frequency of closures, and operating hours), public amenities (calling for upgrades, more amenities, and improvements to parks, sports fields, and playgrounds), and dog control (particularly issues related to roaming dogs).

* Open-ended comments sorted into categories. Totals may exceed 100% owing to multiple responses for each respondent. **The regression and correlation analysis were used for key driver analysis (relative importance) and data relationship assessment. These statistical methods investigate the relationships between potential influential factors (e.g. predictors) and residents' overall satisfaction

Meeting: Council

Meeting Date: 27 September 2023

Subject: **Proposed Recommencement of the District Plan Review**

File No.: 301012

1 **Purpose**

The purpose of this report is to provide an update of where the District Plan Review was when placed on hold awaiting the outcome of the Resource Management Reform and determine whether to recommence the District Plan Review.

2 **Background**

The current District Plan became operative on 1 May 2012. It has now been over 10 years since the last full review. Prior to Resource Management Act reform and the newly enacted Natural and Built Environment Act 2023 (NBEA), the Resource Management Act 1991 (RMA) required the District Plan be reviewed after 10 years, which was 1 May 2022.

In 2020, Council commenced Phase 1 of the required District Plan review, however this review was subsequently put on hold in 2021, following the announcement of the proposed Resource Management Act reform and the introduction of the COVID-19 Recovery Act 2020.

Placing the review on hold, allowed time to better understand the direction of the proposed RMA reform, and what effects this may have on Council requirements regarding the District Plan and any proposed implementation timeframes for the new legislation.

Work completed to date

Phase 1 of the District Plan review was completed by Hayson Knell and included a section by section analysis of the issues that require consideration for change. The research to date includes:

- review of other statutory documents
- review of resource consents and planning enquiries
- review of district plan maps and GIS options
- workshops with Council
- Interviews with KDC and Regional Council staff

Papers on 'matters to be addressed' in each district plan section were prepared prior to the project being put on hold. No public or key stakeholder consultation has yet been undertaken.

This demonstrates that Council commenced its review of the district plan and therefore met the (then) timeframe requirement to commence a review.

3 Situation

The RMA reform is now complete with the Natural and Built Environment Act 2023 (NBEA) and Spatial Planning Act 2023 receiving royal assent on 23 August 2023. It has been signalled that it will take 10 years before the Natural and Built Environment Act 2023 is fully implemented, although some provision (largely enforcement) came into force from day one. Under the NBEA each region will develop a comprehensive plan that will replace district and regional plans and policy statements.

With the enactment of the Natural and Built Environment Act 2023 (NBEA), local authorities are no longer required to commence a full review of a district plan (s79A RMA). However, where Council choose to commence a review, the transitional provisions provide that any review not completed by the date the region's NBEA plan kicks in, will cease to have effect. The timeframe for the Bay of Plenty plan preparation is unknown at this stage, however it is likely to be some years away given the requirement to produce the Regional Spatial plan first.

Although no longer required to undertake a review of the district plan, there may be benefits in completing a review at this stage. It is expected that the region wide plan will not seek to completely overhaul the district plan rules where it is fit for purpose for a small district such as Kawerau. A review of the district plan will enable Council to ensure the provisions are fit for purpose and reflect the vision for the community. There are some key provisions that need reviewing to enable the district plan to meet the changing needs of society, for example the housing crisis and the national direction to provide for increased urban development. Consideration needs to be given to how Kawerau will manage increasing demand for additional residential density.

Work to be completed

Having already completed phase 1, the following work is required to complete the review:

- a) Preparation of phase 2 work programme.
- b) Review the work done to date and determine whether additional issues require consideration.
- c) Consider the scope of changes to be included in Proposed District Plan. This could be scaled to either minor amendments and fixes or a broader more comprehensive update.
- d) Consultation with key stakeholders.
- e) Prepare Draft Proposed District Plan for public feedback.
- f) Review feedback and prepare Proposed District Plan for notification.
- g) Submissions and hearings process.

National Planning Standards

Where proceeding with a full review, whether scaled back or comprehensive, Council is required to implement the National Planning Standards as set out below.

The District Plan must be amended to comply with the National Planning Standards by 5 April 2024, the definitions standards by 5 April 2026, the electronic accessibility and functionality standards by 5 April 2020 (passed) and the online interactive policy by 5 April 2029.

Considerations

The phase 1 review identified a wide range of matters to be addressed in the proposed plan. Council can, however, choose to keep the scope narrow to 'critical fixes' and alignment with the National Planning Standards only, given an NBEA region wide plan will be prepared in due course.

Alternatively, Council can prepare a full revamp of the district plan given many of its provisions are outdated and not well functioning. It is expected that the region wide plan will not seek to completely overhaul the district plan rules where it is fit for purpose for a small district such as Kawerau, particularly as the National Planning Standards are to be retained under the NBEA. Proposed District Plan changes will cease to have legal effect if not completed prior to the NBEA plan coming into force.

4 Policy and Legislative Considerations

Legal advice regarding the legislative requirements for the District Plan review was sought from Holland Beckett Law. The advice is summarised below.

In summary:

- 4.1 The RMA requires Council to commence a review of all provisions of the district plan that have not been the subject of a proposed plan change by 30 September 2024. The Kawerau District Plan has been subject to three plan changes, however none were a complete review of the sections amended and therefore the whole plan fell into the category of requiring review. After completing the review Council must prepare and notify a Proposed District Plan.
- 4.2 There is no specific timeframe within which the proposed plan should be notified, however the RMA requires that Council carries out its functions "as promptly as is reasonable in the circumstances".
- 4.3 The proposed plan must be consistent with the National Planning Standards.
- 4.4 The government having now enacted to the Natural and Built Environment Act 2023, amendments to the RMA mean a local authority is not required to commence a full review of their district plan from the date the NBEA receives royal assent. However, the transitional provisions of the NBEA provides that any review not completed by the date when the NBEA plan for the region kicks in, will cease to have effect.
- 4.5 Council officially placed the District Plan on hold in September 2022, so legally we have commenced a review. To not continue with the District Plan Review may create some risk, unless notifying there are no proposed changes.
- 4.6 The NBEA date is likely to be some years away, so there may be benefit in addressing key issues.

5 Options likely to be proposed

There are three options available for Council to consider:

Option 1 - (Preferred Option)

Commence phase 2 work to demonstrate Council is continuing with its district plan review process in a 'reasonable' timeframe. Prepare a scaled down version of changes for the Proposed District Plan to fix critical issues and align with the National Planning Standards. This should be completed prior to the region's NBEA plan becoming operative to ensure the changes have legal effect and are incorporated, where possible, into the NBEA plan.

This is a cost effective approach, given the requirement to develop a regional plan in the years to come, however it provides the ability to address significant matters which may result in unintended consequence if not addressed in the near future.

Option 2

Commence the full District Plan review, addressing all identified issues and aligning the district plan with the National Planning Standards.

This is the most robust approach, however given the district plan will be incorporated into one regional plan, addressing minor issues with limited to no effect, may not be the most efficient approach.

Option 3

Don't undertake the District Plan Review and wait for the establishment of the combined regional plan.

This option has the greatest risk. The district plan needs updating and leaving this for what could be another 10 years could result in unintended consequences. There is also a risk that if the district plan is not fit for purpose, when amalgamating into the regional plan, this could result in changes that may not reflect Kawerau.

6 Significance and Engagement

As part of any district plan review, iwi and community consultation will be completed throughout the process.

6 Financial Considerations

Council has budgeted for the District Plan review to be undertaken this year.

7 RECOMMENDATIONS

1. That the report "Proposed Recommencement of the District Plan Review" be received.

2. That Council approve the recommencement of the District Plan Review, with phase 2 of the work programme, preparing a scaled down version of changes to address critical issues and align the Proposed District Plan with the National Planning Standards.



Michaela Glaspey

Group Manager, Regulatory and Planning

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Meeting: Council

Meeting Date: 27 September 2023

Subject: Annual Plan Performance for the twelve months ended 30 June 2023

File No.: 110400

1 **Purpose**

The purpose of this report is to review and compare Council's actual financial and non-financial performance for the year to 30 June 2023 with the Annual Plan for 2022/23.

Comments are provided where expenditure/revenue has varied from the budget, and the performance target is not achieved for the year.

The final results, following review by Council's auditors, are likely to differ from these results.

2 **Financial Performance**

2.1 **Statement of Comprehensive Revenue and Expense**

The following table shows Council's financial performance for the year compared to the adopted annual budget. The capital budget for 2022/23 has been amended to include the carried forward figures as well as any budget amendments approved by Council.

	Adopted Budget	Actual 30-06-2023	Comments
Revenue:	\$	\$	
Rates	11,953,620	12,159,250	
Subsidies and Grants	1,075,800	1,624,238	
Interest Revenue	34,390	41,171	
Fees and Charges	3,610,500	2,225,280	Budget includes section sales
Other Revenue	70,000	66,367	Petrol Tax
Total Revenue	16,744,310	16,116,306	
Expenditure:			
Personnel Costs	6,111,890	6,059,952	
Depreciation	3,316,270	4,645,297	Significant increase due \$18m asset revaluation at 30 June 2022
Finance Costs	110,000	62,950	
Other Expenses	6,017,200	6,936,277	Additional solid waste costs
Section Developments	950,000	0	Actual costs are below in capital expenses as must be recognised as inventory.
Total Expenditure	16,505,360	17,704,476	
Surplus (Deficit)	238,950	(\$1,588,170)	
	Revised Budget	Actual 30-06-23	
Capital Expenditure	12,101,253	8,127,124	Includes section inventory costs of \$655,089

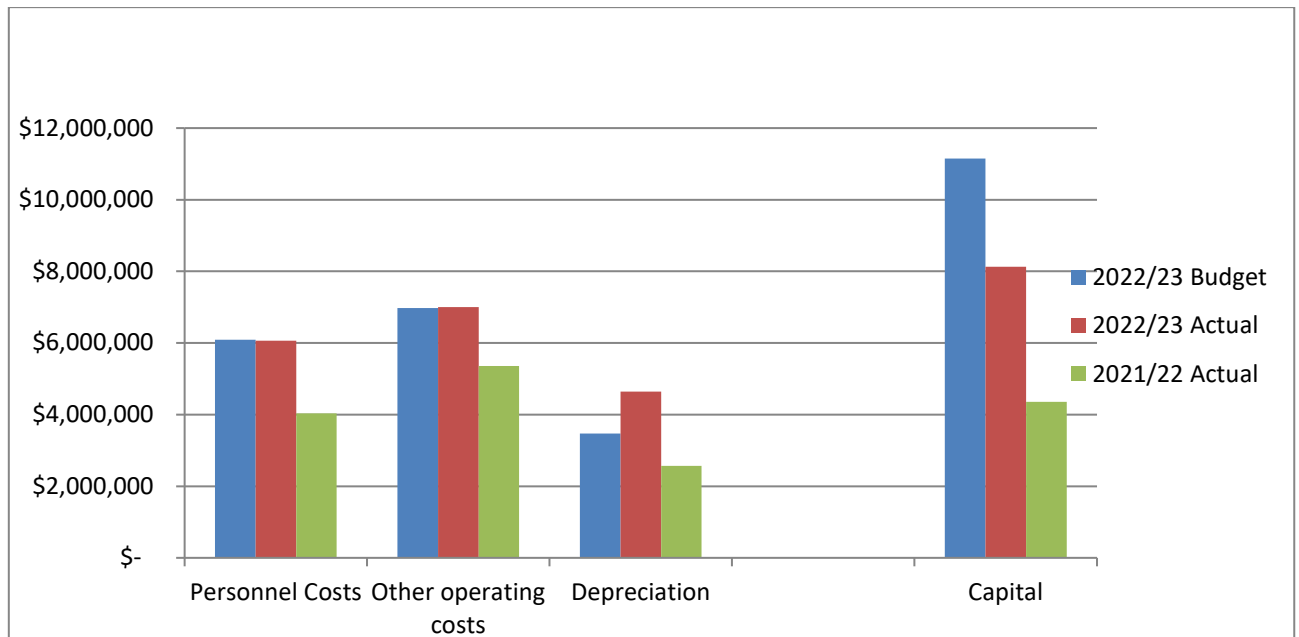
The significant variance (\$1.8m) between the budget and actual Statement of Performance is due to the following:

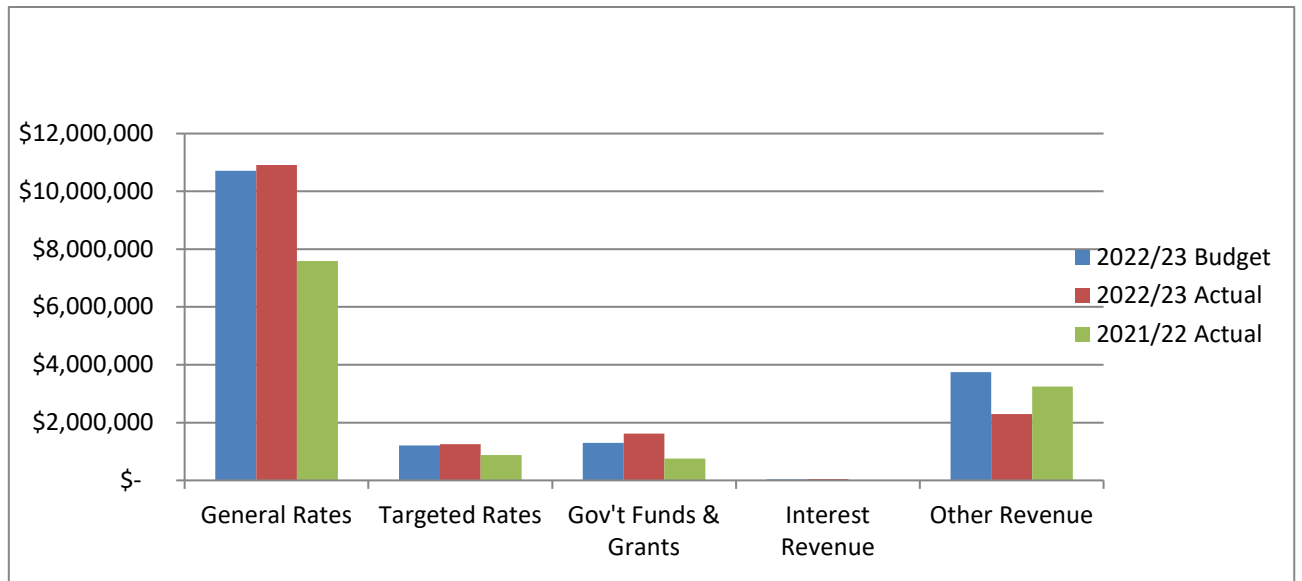
- The 2022/23 budget included \$1.7m income from the sale of sections at Central Cove, which has impacted on Council's cashflows throughout 2022/23. While this income has not been realised in 2022/23, Council still has an investment in these sections, that will be recognised income once sold.
- There was additional Grants funding of \$548k for Mayors Task Force for Jobs and first tranche of Better off Funding.
- Depreciation is \$1.3m higher than budgeted which is due to the significant \$18.8m increase in Council's assets at 30 June 2022, following the triennial asset revaluation. At the time of preparing the budget for the 2022/23 year, Council did not know the extent to which Council's assets would increase, which would impact on depreciation.
- For other expenses this is overspent against the budget by \$919k, which is mainly due the significantly increased costs for Solid Waste (\$685k) due to increased cartage and disposal costs. The overall cost of the Solid Waste activity is offset by the additional \$276k refuse fees income Council received.

The other expenses also includes \$346k for Mayors Task Force for Jobs, however this expense is fully offset by the Government grant included in Subsidies and Grants income.

Council's expenditure and revenue for the year to date are shown in the graphs below, compared to the budget and expenditure/revenue for last year 2021/22.

Expenditure to 30 June 2023



Revenue to 30 June 2023**2.2 Statement of Financial Position**

The following table shows Council's financial position at 30 June 2023 compared to the budget. The significant increase compared to budget is for Council's assets following the revaluation of assets as at 30 June 2022.

The financial position does not include all the final accruals for receivables and payables.

	Budget @ 30/6/2023	Actual at 30 June 2023	Comments
Assets:			
Current assets:			
Cash & cash equivalents	\$5,074,310	\$3,779,501	
Receivables	\$1,720,340	\$1,797,865	
Inventories	\$417,910	\$1,946,397	Includes sections
Non-current assets:			
Property, plant and equipment	\$96,502,730	\$109,482,747	
Intangible assets	\$60,240	\$99,379	
Other financial assets	\$36,250	\$86,252	
Total Assets	\$103,811,780	\$117,192,141	
Liabilities:			
Current liabilities:			
Payables, provisions & employee benefits	\$3,565,870	\$4,023,496	
Resident's Liability	0	\$7,609,752	Porritt Glade
Borrowing	\$16,500	\$0	
Non-current liabilities:			
Provisions & employee benefits	\$242,460	\$61,678	
Borrowing	\$2,034,000	\$2,000,000	
Deferred revenue	\$10,634,600	\$137,143	Budget is Porritt Glade Liability
Total Liabilities	\$16,493,430	\$13,832,069	
Ratepayers Equity	\$87,318,350	\$103,360,072	
Total liabilities & ratepayers equity	\$103,811,780	\$117,192,141	

2.3 Statement of Cashflow

The cashflow statement shows a decrease of \$1,294,809 in Council's cash position at 30 June 2023.

	Budget @ 30/6/2023	Actual to 30 June 2023	Comments
Cashflow from operating activities:			
Rates	\$11,970,010	\$11,955,544	
Subsidies	\$1,075,800	\$1,819,148	
Fees & Charges & Other Revenue	\$3,680,500	\$1,968,527	
Interest Received	\$34,390	\$41,427	
Payments to suppliers and employees	\$(12,497,310)	\$(12,320,154)	
Interest paid on debt	\$(110,000)	\$(62,950)	
Net cashflow from Operations	\$4,153,390	\$3,401,542	
Net cashflow from investing:			
Disposal of Assets/Contributions ORA	\$4,000,000	2,341,770	
Property, Plant & Equipment/Inventory	\$(8,850,360)	\$(7,625,491)	
Net cashflow from investing:	\$(4,850,360)	\$(5,283,721)	
Net cashflow from financing:			
Loans raised	2,020,000	\$2,000,000	Loan raised in December
Debt repayment	\$(11,500)	\$(5,044)	
Net cashflow from financing	\$2,008,500	\$1,994,956	
Total Net cash inflow/(outflow)	\$1,311,530	\$112,777	
Opening balance (1/7)	\$3,762,780	\$3,666,724	
Closing cash balance	\$5,074,310	\$3,779,501	

3 Capital Expenditure

The following is Council's capital budget (including carry forwards and amendments) and expenditure for the year to 30 June 2023.

Capital expenditure is underspent due to the delay in some of the capital works projects, such as Rangi Delamere Pavilion, roading reseals, WWTP upgrade and reticulation replacement works. A separate report was prepared for Council to request the carry-forward of these capital projects to the 2023/24 financial year.

Activity	2022/23 Budget	Actual	Comments
Economic & Community Development	\$3,311,600	\$3,619,485	Residential developments – Porritt Glade, Firmin Lodge
Section development - Inventory	\$950,000	\$655,089	Section development – Bell Street, Hine Te Ariki Place & Stoneham Park
Roading	\$1,129,000	\$575,144	
Stormwater	\$390,000	\$67,348	
Water Supply	\$2,781,000	\$1,764,952	Pipe renewal
Wastewater	\$1,473,639	\$634,032	WW pipe renewals
Solid Waste	\$50,000	\$35,411	Recycle Bins

Activity	2022/23 Budget	Actual	Comments
Leisure & Recreation	\$1,583,894	\$525,154	Included Rangī Delamere Pavilion
Plant, Depot and Office	\$432,120	\$250,509	New plant/vehicles, PCs & office building renewals
Total	\$12,101,253	\$8,127,124	

4 **Non-Financial Performance**

For 2022/2023 an important target to assess performance was the triennial survey. A new service provider has completed Council's triennial survey to ensure a better set of results that represent a fairer and more accurate measure of residents' sentiments. Comparisons with previous targets are largely lower and these differences can be attributed to a mixed-mode of collection allowing different demographics to be heard in 2023.

In combination, this necessitates a 'reset' due to new methodology; 10-scale answer model (industry standard); mixed-mode of data collection; additional sampling methods and weightings based on age, gender and ethnicity population statistics in Kawerau.

It is also important to consider the impact of significant circumstances when evaluating satisfaction levels and the ability of Council to meet the needs of the community due to post-pandemic issues and sentiment; rising cost of living, and extreme weather events that have brought local issues to the fore.

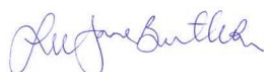
Please see attached the Summary of Council's results for the survey compared with the national results and a full description of the changes to the triennial community survey.

The following is a summary of the non-financial targets performance to date:

Activity	2022/23 No. of Targets	2022/23 Achieved	2021/22 Achievement Rate
Democracy	5	0	33%
Economic & Community Development	6	5	80%
Environmental Services (excludes N/As)	14	9	64%
Roading (including Footpaths)	9	0	57%
Stormwater	3	3	100%
Water Supply	14	12	83%
Wastewater	8	5	43%
Solid Waste Management	5	2	50%
Leisure and Recreation	22	8	58%
TOTAL	86	44	65%

5 **RECOMMENDATION**

That the report "Annual Plan Performance for the year ended 30 June 2023" be received.



Lee-Anne Butler, CA, BMS

Group Manager Finance & Corporate Services

Triennial Survey Results

The community satisfaction survey has been completed every three years since the 1990s. For this triennial survey, Council engaged a new provider SIL Research to ensure a better set of results that represent a fairer and more accurate measure of residents' sentiments. Considerable effort was made to ensure the survey results were comparable with previous surveys. However, it was necessary to review and adjust the survey methodology to improve on previous sample limitations.

The changes of the survey provider and the methodology have impacted the survey results which make it difficult to accurately compare the 2023 results, with historical survey results.

Also, the targets set as part of the Long Term Plan 2021-2031, were set on the basis that the same survey and methodology would be carried out.






















In combination, this necessitates a 'reset' due to multiple differences in methodology including:

- Industry standard 10-scale answer model: Moving to an industry-standard 1-10 rating scale from the previous 4-scale rating model provides an opportunity for residents to better quantify sentiments;
- Mixed-mode of data collection was utilised to ensure residents were well-represented (e.g., via telephone, postal forms and social media);
- Additional sampling methods and weightings based on age, gender and ethnicity population statistics in Kawerau.

With a number of the targets not achieved, the following is of particular note with regard to the drinking water supply. The 2023 survey was carried out during the peak levels of the brown / discoloured water issues that were experienced sporadically throughout the district in April and May 2023. The level of dissatisfaction with this service correlates with the high number of service requests received. Council investigations in May and June confirmed that the cause of the brown water was due to high levels of manganese in Te Wai o Marukaa | Pumphouse Spring which when combined with chlorine, oxidise and turn the water brown/rusty coloured. Testing and isolation of the source confirmed this and the water quality issues have since improved in July to a level where there were zero service requests raised by the community relating to brown water issues in the month following.

It is also important to consider the impact of significant circumstances when evaluating satisfaction levels and the ability of Council to meet the needs of the community due to post-pandemic issues and sentiment; rising cost of living and weather events that have brought local issues to the fore particularly due to the recent local body elections in October 2022.

Summary Survey Results Compared to National Benchmarks

 Kawerau cemetery KDC 2023: 91% NZB 2023: 79%	 District library KDC 2023: 90% NZB 2023: 87%	 Rubbish collection KDC 2023: 90% NZB 2023: 73%	 i-Site KDC 2023: 88% NZB 2023: n/a	 Safety KDC 2023: 84% NZB 2023: 58%	 Community attractiveness KDC 2023: 84% NZB 2023: n/a
 Kawerau Museum KDC 2023: 77% NZB 2023: n/a	 Council staff KDC 2023: 75% NZB 2023: 54%	 Community spirit KDC 2023: 75% NZB 2023: n/a	 Good quality of life KDC 2023: 72% NZB 2023: n/a	 Swimming pool KDC 2023: 72% NZB 2023: 69%	 Stormwater KDC 2023: 70% NZB 2023: 56%
 Emergency kit KDC 2023: 50% NZB 2023: n/a	 Water service ¹ KDC 2023: 40% NZB 2023: 73%	 Dog control KDC 2023: 34% NZB 2023: 63%	 Place to live (Better+Same) KDC 2023: 67% NZB 2023: n/a	 Overall performance KDC 2023: 70% NZB 2023: 58%	 - Good performance (70% and above)  - Services with positive performance (below 70% but equal to or above 50%)  - Services for improvement  - Overall performance indicators

¹ An average score between water delivery and water quality

ACTIVITY GROUP 1: DEMOCRACY

Funding Impact Statement

	Budget	Actual	
Operating funding – Rates & Charges (A)	816,604	1,179,888	
Applications of operating funding – Staff & Suppliers (B)	798,490	1,242,826	Includes MTFJs expenditure and funding
Surplus (deficit) of operating funding (A - B)	18,114	(62,938)	
Sources of capital funding (C)	0	0	
Less (D):			
Renewals/capital	0	0	
Increase/(decrease) in reserves	18,114	(62,938)	
Surplus (deficit) of capital funding (C - D)	(18,114)	62,938	
Funding balance ((A - B) + (C - D))	0	0	

Statement of Service Provision

Levels of Service	Measures	Target	Results 2022/23	Comment
Financial management is prudent, effective and efficient.	Percentage completion of the annual work programme.	>90%	Not achieved (41%)	There were 39 significant projects in the annual work programme, of which 16 (41%) were completed. Many of the projects are underway, just not completed as at 30 June 2023. The remaining projects are to be completed late in 2023.
Council informs the Community about key issues and activities.	Number of newsletters.	At least 20	Not achieved	19 newsletters were published to 30 June 2023
Council encourages the Community to contribute to Council decision-making.	Provision of a public forum at public Council and Committee meetings.	Every meeting	Not achieved	Public forums were not provided at council and committee meetings (for the first 3 months) due to COVID restrictions.
The community has confidence in the quality of democracy and representation provided by elected members	Community satisfaction with the Mayor and councillors	>85%	Not achieved 69% satisfaction aware of Council. Total satisfaction 57%	A new service provider has completed Council's triennial survey to ensure a better set of results that represent a fairer and more accurate measure of residents' sentiments. Comparisons with previous targets are largely lower and these differences can be attributed to a mixed-

<p>Financial management is prudent, effective and efficient</p>	<p>Community satisfaction with way rates are spent</p>	<p>90%</p>	<p>Not achieved. 64% satisfaction aware of Council Total satisfaction 53%</p>	<p>mode of collection allowing different demographics to be heard in 2023. In combination, this necessitates a 'reset' due to new methodology; 10-scale answer model (industry standard); mixed-mode of data collection; additional sampling methods and weightings based on age, gender and ethnicity population statistics in Kawerau. It is also important to consider the impact of significant circumstances when evaluating satisfaction levels and the ability of Council to meet the needs of the community due to post-pandemic issues and sentiment.</p>
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ACTIVITY GROUP 2: ECONOMIC AND COMMUNITY DEVELOPMENT

Funding Impact Statement

	Budget	Actual	Comment
Operating funding – Rates & Charges (A)	3,116,842	1,567,849	No section sales in the 2023 year.
Applications of operating funding – Staff & Suppliers (B)	2,582,650	1,657,602	
Surplus (deficit) of operating funding (A - B)	534,192	(89,753)	
Sources of capital funding (C)	4,020,000	0	
Less (D):			
Renewals/capital	3,311,600	4,274,574	Development of retirement village & sections
Increase/(decrease) in reserves	1,242,592	(4,364,327)	
Surplus (deficit) of capital funding (C - D)	(534,192)	89,753	
Funding balance ((A - B) + (C - D))	\$0	\$0	

Statement of Service Provision

Levels of Service	Measures	Target	Status	Comment
Economic Development				
Council is actively involved in the Eastern Bay of Plenty Regional Economic Development Agency.	Representation at Trustee Meetings.	Representation at 90% of Trustee meetings.	Achieved	CEO or Economic & Community Development Manager have attended all trustee meetings to date.
Council provides a local information centre.	Number of days open each year.	At least 360 days.	Achieved	The isite was open 364/365 days, only day closed was Christmas Day.

Levels of Service	Measures	Target	Status	Comment
	Community satisfaction with I-Site	>83%	<p>Achieved for user satisfaction at 88%</p> <p>Not achieved for total satisfaction at 67%</p>	<p>A new service provider has completed Council's triennial survey to ensure a better set of results that represent a fairer and more accurate measure of residents' sentiments. Comparisons with previous targets are largely lower and these differences can be attributed to a mixed-mode of collection allowing different demographics to be heard in 2023.</p> <p>In combination, this necessitates a 'reset' due to new methodology; 10-scale answer model (industry standard); mixed-mode of data collection; additional sampling methods and weightings based on age, gender and ethnicity population statistics in Kawerau.</p> <p>It is also important to consider the impact of significant circumstances when evaluating satisfaction levels and the ability of Council to meet the needs of the community due to post-pandemic issues and sentiment; rising cost of living, and extreme weather events that have brought local issues to the fore.</p>
Council encourages positive perceptions of Kawerau by supporting local events.	At least 1 event ¹ held per month from February to December.	At least 1 event held per month from February to December.	Achieved	Events were held in each month to date.

¹ An 'event' is a public gathering of people for a distinctly defined celebratory, educational, commemorative or exhibition purpose. It occurs for a limited time and may be repeated on a cyclical basis (e.g. annually) but is not regularly scheduled (e.g. regular organised Saturday sport, a series of regular meetings, or ongoing gallery or commercial art exhibitions). Conferences are also considered to be events.

Levels of Service	Measures	Target	Status	Comment
Council supports young people to develop skills and attitudes needed to take a positive part in society.	Youth Council in place.	Annual appointments made.	Achieved	Current Youth Council was appointed in March 2023.
	Satisfaction with youth council collaboration from collaborating groups	>78% satisfaction	Achieved 95%	Survey of collaborating groups undertaken in June 2023.

ACTIVITY GROUP 3: ENVIRONMENTAL SERVICES

Funding Impact Statement

Both revenue and expenditure are on target for these activities.

	Budget	Actual	Comment
Operating funding – Rates & Charges (A)	1,326,121	1,307,721	Includes dog fees 2022/23
Applications of operating funding – Staff & Suppliers (B)	1,298,370	1,064,184	
Surplus (deficit) of operating funding (A - B)	27,751	243,537	
Sources of capital funding (C)	0	0	
Less (D):			
Renewals/capital	0	0	
Increase/(decrease) in reserves	27,751	243,537	
Surplus (deficit) of capital funding (C - D)	(27,751)	(243,537)	
Funding balance ((A - B) + (C - D))	\$0	\$0	

Statement of Service Provision

Levels of Service	Measures	Target	Status	Comment
Building Control				
Service users consider Council's Building Control Activity to be effective	Satisfaction survey of service users - building consents processes	>90%	Achievement (100%)	8/8 satisfied to date.
	Satisfaction survey of service users - building inspection processes	>90%	Not achieved (80%)	8/10 satisfied to date.
Council provides in-house building consent, inspection and approval services	Bi-annual Building Consent Authority accreditation re-assessment	Accreditation and registration retained.	Achieved	BCA accreditation retained.
Relevant Kawerau buildings comply with Building Warrant of Fitness requirements.	Buildings audited for BWOF requirements	35%	Achieved	28/80 (35%) Inspections completed.
Environmental Health				
Registered premises comply with statutory requirements.	Audit of food premises operating Food Control Plans	100% annually.	Achieved (100%)	23/23 inspections required and completed.
	Inspection of registered premises for compliance with relevant standards.	100% annually.	Achieved (100%)	6/6 inspections required and completed.

Levels of Service	Measures	Target	Status	Comment
Premises licenced under the Sale and Supply of Liquor Act 2012 comply with the license conditions.	Inspection of licensed premises for compliance	100% annually.	Achieved (100%)	14/14 inspections.
Council responds to complaints and service requests for environmental health conditions (noise, nuisance and conditions/health risks) complaints.	Response to noise complaints.	80% within 20 minutes and 98% within 30 minutes.	Not achieved	60.% within 20 minutes 74% within 30 minutes
	Response to other environmental health service requests/complaints.	100% within 1 working day.	Not achieved (80%)	1/5 complaints (July) exceeded 1 working day.
Dog Registration and Control				
Service requests about public nuisance and intimidation by uncontrolled dogs are actioned.	Adherence to complaint response process to respond, investigate and record the complaint and advise complainant of progress or the outcome within 24 hours.	80% within 20 minutes and 98% within 30 minutes.	Not achieved	66% within 20 minutes 76% within 30 minutes The Animal Control team had a period where it was under-resourced. In addition, this period of under-resourcing coincided with the swarm of earthquakes in the District, which did attribute to the higher level of service requests
Council maintains community satisfaction levels for the dog control service	Community satisfaction with Dog Control Service	>77%	Not Achieved User satisfaction 34%	A new service provider has completed Council's triennial survey to ensure a better set of results that represent a fairer and more accurate measure of residents' sentiments. Comparisons with previous targets are largely lower and

Levels of Service	Measures	Target	Status	Comment
			Total community satisfaction 43%	<p>these differences can be attributed to a mixed-mode of collection allowing different demographics to be heard in 2023.</p> <p>In combination, this necessitates a 'reset' due to new methodology; 10-scale answer model (industry standard); mixed-mode of data collection; additional sampling methods and weightings based on age, gender and ethnicity population statistics in Kawerau.</p> <p>It is also important to consider the impact of significant circumstances when evaluating satisfaction levels and the ability of Council to meet the needs of the community due to post-pandemic issues and sentiment; rising cost of living, and extreme weather events that have brought local issues to the fore</p>
Civil Defence				
Council provides community education initiatives to increase public awareness and readiness for local and regional hazards	% of residents that have an understanding of what the consequences would be if a disaster struck their area	>80%	Achieved 100%	100% that responded to survey, however sample size is not representative of the community – 79% achieved across the Bay of Plenty Region
	% of residents that have taken any action to prepare for an emergency	>80%	Achieved 100%	100% that responded to survey, however sample size is not representative of the community

Levels of Service	Measures	Target	Status	Comment
Council will maintain capability to effectively respond to an emergency	Council is prepared for and can respond to an emergency	>60%	Achieved 67%	- 84% achieved across the Bay of Plenty Region

ACTIVITY GROUP 4: ROADING

Funding Impact Statement

	Budget	Actual	Comment
Operating funding – Rates & Charges (A)	1,484,840	1,418,886	
Applications of operating funding – Staff & Suppliers (B)	1,165,120	1,053,238	
Surplus (deficit) of operating funding (A - B)	319,720	365,648	
Sources of capital funding (C)	790,500	318,833	
Less (D):			
Renewals/capital	1,129,000	575,144	
Increase/(decrease) in reserves	(18,780)	(109,627)	
Surplus (deficit) of capital funding (C - D)	(319,720)	(365,648)	
Funding balance ((A - B) + (C - D))	\$0	\$0	

Capital Renewals

Item	Budget	Actual	Comment
Kerb replacement	\$80,000	\$49,866	
Street light renewals and upgrades	\$32,000	\$67,025	
Reseals	\$130,000	0	
Pavement treatment	\$90,000	0	
Minor safety improvements (speed humps)	\$46,000	\$0	
Footpath repairs/Paving	\$155,000	\$124,597	
Lane realignment	\$160,000	0	
Hardie/River Dewatering Emergency Works	0	\$183,623	
Bins/seating/music system/lights	\$24,400	\$1,684	
Town centre video cameras	\$6,800	\$6,727	
Town Centre Upgrade	\$330,000	\$55,927	
Carparks and turnarounds	\$74,800	\$85,695	
Total	\$1,129,000	\$575,144	

Statement of Service Provision

Levels of Service	Measures	Target	Status	Comment
Roading				
Council provides a network of roads which facilitates the safe movement of people and vehicles around the District.	The change from the previous financial year in the number of fatalities and serious injury crashes on the local road network, expressed as a number.	Increase of zero or less.	Not achieved	There were 4 serious events causing serious injuries on the roads controlled by Council for this financial year.
Road Quality.	The average quality of ride on a sealed local road network, measured by smooth travel exposure. ²	Not less than 95%.	Not achieved 89%	The Road Roughness Survey was undertaken with a result of 89% STE.
Road maintenance.	The percentage of the sealed local road network that is resurfaced.	Between 5 and 6.5 % per annum.	Not achieved	Resealing was delayed due to the priority of resolving the dewatering works. The reseals will be completed in 2023/24 year.
Response to service requests. (Roads)	The percentage of customer service requests relating to roads to which Council responds within the time frame specified.	Potholes: 90% within 14 days and 100% within 28 days.	Not achieved.	12 potholes reported – 9 responded to within 14 days, 3 exceeded 28 days to repair due to staff shortages.

² The percentage of Vehicle Kilometres Travelled in the District exposed to roads with roughness less than the threshold for urban roads set by the National State Highway Strategy

Levels of Service	Measures	Target	Status	Comment
Council maintains community satisfaction levels for roading activity	Community satisfaction with roading assets	Streetlights: 90% within 14 days and 100% within 28 days.	Not achieved.	65 streetlight outages reported, 43 responded within 14 days (66.1%), 57 responded within 28 days (87.7%) - 7 exceeded 28 days and 1 in progress.
		>90%	Not achieved User satisfaction 57% Total community satisfaction 56%	A new service provider has completed Council's triennial survey to ensure a better set of results that represent a fairer and more accurate measure of residents' sentiments. Comparisons with previous targets are largely lower and these differences can be attributed to a mixed-mode of collection allowing different demographics to be heard in 2023. In combination, this necessitates a 'reset' due to new methodology; 10-scale answer model (industry standard); mixed-mode of data collection; additional sampling methods and weightings based on age, gender and ethnicity population statistics in Kawerau. It is also important to consider the impact of significant circumstances when evaluating satisfaction levels and the ability of Council to meet the needs of the community due to post-pandemic issues and sentiment; rising cost of living, and

Levels of Service	Measures	Target	Status	Comment
				extreme weather events that have brought local issues to the fore.
Footpaths				
Footpath condition	Percentage of footpaths that fall within the level of service or service standard for the condition of footpaths set out in the Long Term Plan.	95%. ³	Not achieved (unknown result)	The survey was not undertaken in the 2022/23 year due to extensive 3 water renewals work in the berm causing damage which is to be repaired by the contractor.
Response to service requests.	The percentage of customer service requests relating to footpaths to which Council responds within the time frame specified.	100% within 14 days.	Not achieved	17 footpath service requests reported, with 10 responded to within 14 days and 4 exceeded 14 days due to staff shortages. Three are still work in progress.
Council provides an appropriate network of footpaths for pedestrian use	Community satisfaction with footpaths	>75%	Not achieved User satisfaction 60% Total community satisfaction 59%	A new service provider has completed Council's triennial survey to ensure a better set of results that represent a fairer and more accurate measure of residents' sentiments. Comparisons with previous targets are largely lower and these differences can be attributed to a mixed-mode of collection allowing different demographics to be heard in 2023. In combination, this necessitates a 'reset' due to new methodology; 10-scale answer model (industry standard); mixed-mode of data collection; additional sampling methods and weightings based on age, gender and ethnicity population statistics in Kawerau.

³ Against a standard of no more than 20 lips in the 70 km of footpaths (each lip above 20 mm equates to three metres of footpath needing replacement).

Levels of Service		Measures		Target		Status		Comment
								It is also important to consider the impact of significant circumstances when evaluating satisfaction levels and the ability of Council to meet the needs of the community due to post-pandemic issues and sentiment; rising cost of living, and extreme weather events that have brought local issues to the fore.

ACTIVITY GROUP 5: STORMWATER

Funding Impact Statement

	Budget	Actual	Comment
Operating funding – Rates & Charges (A)	105,670	132,492	
Applications of operating funding – Staff & Suppliers (B)	43,960	48,173	
Surplus (deficit) of operating funding (A - B)	61,710	84,319	
Sources of capital funding (C)	292,495	29,377	
Less (D):			
Renewals/capital	390,000	67,348	
Increase/(decrease) in reserves	(35,765)	46,348	
Surplus (deficit) of capital funding (C - D)	(61,710)	(84,319)	
Funding balance ((A - B) + (C - D))	\$0	\$0	

Capital Renewals

Item	Budget	Actual	Comment
Stormwater pipe renewals	\$390,000	\$67,348	Pipe renewal

Statement of Service Provision

Levels of Service	Measures	Target	Status	Comment
Council provides an effective stormwater network which removes stormwater to protect dwellings from flooding (System adequacy)	The number of flooding events that occur in the District. For each flooding event, the number of habitable floors affected.	No more than 0	Achieved	There were no flooding events where habitable dwellings were flooded.
Council provides an effective stormwater network which removes stormwater to protect dwellings from flooding (Customer satisfaction)	The number of complaints received by Council about the performance of its stormwater system.		Not applicable. ⁴	
Response times	The median response time to attend a flooding event.	Less than one hour.	Achieved.	All flooding events were attended within the timeframe.
Discharge compliance.	Compliance with Council's resource consents for discharge from its stormwater system, measured by the number of: <ul style="list-style-type: none"> • abatement notices • infringement notices • enforcement orders, and • convictions, received by Council in relation those resource consents.	No notices, orders or convictions	Achieved	Council complied with all the conditions of its resource consent. Council did not receive any notices, orders or convictions.

⁴ The mandatory measure per 1,000 properties connected to Council's stormwater system is not applicable, because properties in Kawerau are not permitted by building consents to connect to the stormwater system.

⁵ The mandatory measure per 1,000 properties connected to Council's stormwater system is not applicable, because properties in Kawerau are not permitted by building consents to connect to the stormwater system.

ACTIVITY GROUP 6: WATER SUPPLY

Funding Impact Statement

Both revenue and expenditure are on target.

	Budget	Actual	Comment
Operating funding – Rates & Charges (A)	1,630,777	1,678,322	
Applications of operating funding – Staff & Suppliers (B)	1,047,880	1,047,287	
Surplus (deficit) of operating funding (A - B)	582,897	631,035	
Sources of capital funding (C)	2,000,000	\$2,000,000	Loan
Less (D):			
Renewals/capital	2,781,000	1,764,952	
Increase/(decrease) in reserves	(198,103)	866,083	
Surplus (deficit) of capital funding (C - D)	(582,897)	(631,035)	
Funding balance ((A - B) + (C - D))	\$0	\$0	

Capital Renewals

Item	Budget	Actual	Comment
Pipework replacement	\$2,130,000	\$1,249,662	
Toby replacement	\$150,000	\$45,894	
Valve refurbishment	\$42,000	\$147,795	
UV Tube Replacement	\$17,000	\$11,259	
Pump Refurbishment	\$222,000	\$168,542	
Reservoir, Headworks, Control & Hydrants	\$220,000	141,800	
Total	\$2,781,000	\$1,764,952	

Statement of Service Provision

Levels of Service	Measures	Target	Status	Comment
Customer satisfaction.	The total number of complaints received about any of the following: a) drinking water clarity b) drinking water taste c) drinking water odour d) drinking water pressure or flow e) continuity of supply, and f) Council's response to any of these issues expressed per 1,000 connections to the networked reticulation system.	a) No more than 4 per 1,000 connections b) No more than 2 per 1,000 connections c) No more than 1 per 1,000 connections d) No more than 2 per 1,000 connections e) No more than 2 per 1,000 connections f) 0 per 1,000 connections	Not achieved	Council has 2,800 connections. To date Council received (per 1,000): a) 126.1 water clarity complaints b) 0 water taste complaints c) 0 water odour complaints d) 0.7 water pressure complaints e) 0 continuity of supply complaints f) 0 complaints regarding Council's responses
Safety of drinking water.	The extent to which Council's drinking water supply complies with: a) part 4 of the 2008 drinking-water standards (bacteria compliance criteria), and b) part 5 of the 2008 drinking-water standards (protozoal compliance criteria).	a) No more than 1 instance of bacteria criteria non-compliance, and b) No instances of protozoal criteria non-compliance.	a) Achieved b) Achieved	There were no instances of bacteria or protozoal non-compliance to date.
Maintenance of the reticulation network.	The percentage of real water loss from the Council's networked reticulation system, measured using the minimum night flow (MNF) analysis method contained in the DIA Guidelines.	<200 litres per connection per day ⁶	Achieved	Average water loss for the year is 154 litres per connection per day.
Demand management.	The average consumption of drinking water per day per resident within the district.	< 0.6 m ³	Achieved	The average daily consumption was 0.42 m ³ per person per day.
Fault response times.	Where the local authority attends a call-out in response to a fault or unplanned interruption to its networked reticulation system, the median response times are:			

⁶ Measured using the minimum night flow (MNF) analysis method contained in the DIA Guidelines.

Levels of Service	Measures	Target	Status	Comment
	a) attendance for urgent call-outs: from the time that Council receives notification to the time that service personnel reach the site, and	Less than two hours.	Achieved	There were 2 non urgent call outs received and the median response time was 27 minutes.
	b) resolution of urgent call-outs: from the time that Council receives notification to the time that service personnel confirm resolution of the fault or interruption.	Less than 8 hours.	Achieved	Median resolution was 3 hours 12 minutes.
	c) attendance for non-urgent call-outs: from the time that Council receives notification to the time that service personnel reach the site.	24 hours.	Achieved	461 non-urgent call outs and median response time 26 minutes
	d) resolution of non-urgent call-outs: from the time that Council receives notification to the time that service personnel confirm resolution of the fault or interruption	48 hours.	Achieved	Median resolution was 1 hour 55 minutes.
The water supply is reliable and has minimal disruptions.	Number of unplanned shutdowns – reticulation.	No more than 12.	Achieved	1 unplanned shutdown occurred.
	Number of unplanned shutdowns - pump stations.	None.	Achieved	No unplanned shutdowns of the pump stations occurred.
Water is sourced with minimal environmental effects.	Number of water main breaks.	No more than 8.	Achieved	2 water main breaks occurred.
	Compliance with BOP Regional Council water supply resource consents as	Compliance ⁷	Achieved	Complying with old consent.

⁷ BOPRC inspection reports state either compliance or non-compliance.

Levels of Service	Measures	Target	Status	Comment
Council provides a quality water supply	<p>reported in Annual Consents and Compliance Field Sheet.</p> <p>Community satisfaction with water supply</p>	<p>>89%</p>	<p>Not Achieved</p> <p>User satisfaction 36%</p> <p>Total community satisfaction 36%</p>	<p>A new service provider has completed Council's triennial survey to ensure a better set of results that represent a fairer and more accurate measure of residents' sentiments. Comparisons with previous targets are largely lower and these differences can be attributed to a mixed-mode of collection allowing different demographics to be heard in 2023.</p> <p>In combination, this necessitates a 'reset' due to new methodology; 10-scale answer model (industry standard); mixed-mode of data collection; additional sampling methods and weightings based on age, gender and ethnicity population statistics in Kawerau.</p> <p>It is also important to consider the impact of significant circumstances when evaluating satisfaction levels and the ability of Council to meet the needs of the community due to post-pandemic issues and sentiment; rising cost of living, and extreme weather events that have brought local issues to the fore.</p> <p>The 2023 survey was carried out during the peak levels of the brown / discoloured water issues in April and May 2023. The level of dissatisfaction with this service correlates with the high number of service requests received. Council investigations in May and June confirmed that that the cause of the</p>

Levels of Service	Measures	Target	Status	Comment
				<p>brown water was due to high levels of manganese in Te Wai o Marukaa Pumphouse Spring which when combined with chlorine, oxidise and turn the water brown/rusty coloured. Testing and isolation of the source confirmed this and the water quality issues have since improved to a level of no brown water issues.</p>

ACTIVITY GROUP 7: WASTEWATER

Funding Impact Statement

	Budget	Actual	Comment
Operating funding – Rates & Charges (A)	1,863,283	1,975,549	
Applications of operating funding – Staff & Suppliers (B)	1,330,990	1,378,576	
Surplus (deficit) of operating funding (A - B)	532,293	596,972	
Sources of capital funding (C)	0	0	
Less (D):			
Renewals/capital	1,473,639	634,032	
Increase/(decrease) in reserves	(941,346)	(37,060)	
Surplus (deficit) of capital funding (C - D)	(532,293)	(596,972)	
Funding balance ((A - B) + (C - D))	\$0	\$0	

Capital Renewals

Item	Budget	Actual	Comment
Pipework Renewal	\$790,000	\$357,741	
Pump refurbishment	\$36,000	\$26,475	
Milliscreen bearings/replacement	\$75,000	\$119,044	
Wastewater treatment plant upgrade	\$510,000	\$127,232	
Reticulation Replacement/Pump Station	\$62,639	\$3,540	
Total	\$1,473,639	\$634,032	

Statement of Service Provision

Levels of Service	Measures	Target	Status	Comment
Customer satisfaction.	The total number of complaints received about any of the following: a) sewage odour b) sewerage system faults c) sewerage system blockages, and d) Council's response to issues with its sewerage system, (expressed per 1,000 connections to the sewerage system).	a) No more than 1 per 1,000 connections b) No more than 15 per 1,000 connections c) No more than 15 per 1,000 connections d) 0 per 1,000 connections	Achieved	Council has 2,880 connections a) 1 odour complaint b) 0 connection faults reported c) 5 blockages reported d) No complaints about response to service.
System adequacy.	The number of dry weather sewage overflows from Council's sewerage system, expressed per 1,000 connections to that sewerage system.	0 per 1,000 connections to the sewerage system.	Not Achieved	One dry weather overflow reported.
Fault response times.	Where Council attends to sewage overflows resulting from a blockage or other fault in its sewerage system, the median response times are: a) attendance time: from the time that Council receives notification to the time that service personnel reach the site, and b) resolution time: from the time that Council receives notification to the time that service personnel confirm resolution of the blockage or other fault.			
Council provides a reliable domestic wastewater collection and disposal service.	Number of disruptions to wastewater collection service.	No more than 50.	Achieved	There have been no disruptions to the wastewater collection service.
Discharge compliance.	Compliance with resource consents for discharge from Council's sewerage system measured by the number of: a) abatement notices b) infringement notices	No notices, orders or convictions.	Achieved	Council has not received any infringement notices to date.

Levels of Service	Measures	Target	Status	Comment
	c) enforcement orders, and d) convictions, received in relation those resource consents.			
The wastewater treatment plant operates effectively.	Compliance with BOPRC wastewater treatment plant resource consents as reported in annual Consents and Compliance Field Sheet.	Compliance. ⁸	Not Achieved	Council did not comply with all conditions of the resource consent due to a component failure in the treatment plant. An infringement notice was issued.
Council provides a domestic wastewater collection and primary treatment system	Community satisfaction with wastewater disposal	>96%	Not Achieved User satisfaction 82% Total satisfaction 70%	A new service provider has completed Council's triennial survey to ensure a better set of results that represent a fairer and more accurate measure of residents' sentiments. Comparisons with previous targets are largely lower and these differences can be attributed to a mixed-mode of collection allowing different demographics to be heard in 2023. In combination, this necessitates a 'reset' due to new methodology; 10-scale answer model (industry standard); mixed-mode of data collection; additional sampling methods and weightings based on age, gender and ethnicity population statistics in Kawerau. It is also important to consider the impact of significant circumstances when evaluating satisfaction levels and the ability of Council to meet the needs of the community due to post-pandemic issues and sentiment; rising cost of living, and extreme weather events that have brought local issues to the fore.

⁸ BOPRC inspection reports state either compliance or non-compliance.

Levels of Service	Measures	Target	Status	Comment
				<p>The 2023 survey was carried out during the peak levels of the brown / discoloured water issues in April and May 2023. Despite this measure being specifically about wastewater, it is likely that the level of dissatisfaction with water may have impacted on the level of satisfaction of the provision of all water services.</p> <p>Council investigations in May and June confirmed that the cause of the brown water was due to high levels of manganese in Te Wai o Marukaa Pumphouse Spring which when combined with chlorine, oxidise and turn the water brown/rusty coloured. Testing and isolation of the source confirmed this and the water quality issues have since improved to a level of no brown water issues</p>

ACTIVITY GROUP 8: SOLID WASTE

Funding Impact Statement

Both revenue and expenditure are likely to exceed the budget due to additional waste volumes.

	Budget	Actual	Comment
Operating funding – Rates & Charges (A)	2,132,966	2,408,535	
Applications of operating funding – Staff & Suppliers (B)	2,099,400	2,784,532	
Surplus (deficit) of operating funding (A - B)	33,566	(375,997)	
Sources of capital funding (C)	0	0	
Less (D):			
Renewals/capital	50,000	35,411	Electric Gate & Recycling bins
Increase/(decrease) in reserves	(16,434)	(411,408)	
Surplus (deficit) of capital funding (C - D)	(33,566)	375,997	
Funding balance ((A - B) + (C - D))	\$0	\$0	

Statement of Service Provision

Levels of Service	Measures	Target	Status	Comment
Refuse Collection and Disposal				
Council's refuse collection and disposal services meet the needs of the Kawerau Community and help maintain public health and a clean environment.	Level of compliance with BOP Regional Council refuse disposal resource consents as reported in annual Consents and Compliance Field Sheet.	Compliance. ⁹	Achieved	No notices, abatement notices, enforcement orders or convictions.
Provision of a cost effective refuse collection and disposal service that will encourage a healthy, clean and tidy district	Community satisfaction with refuse collection	>94%	Not Achieved User satisfaction 90% Total Community satisfaction 90%	A new service provider has completed Council's triennial survey to ensure a better set of results that represent a fairer and more accurate measure of residents' sentiments. Comparisons with previous targets are largely lower and these differences can be attributed to a mixed-mode of collection allowing different demographics to be heard in 2023. In combination, this necessitates a 'reset' due to new methodology; 10-scale answer model (industry standard); mixed-mode of data collection; additional sampling methods and weightings based on age, gender and ethnicity population statistics in Kawerau. It is also important to consider the impact of significant circumstances when evaluating satisfaction levels and the ability of Council to meet the needs of the community due to post-pandemic issues and sentiment; rising cost of living, and extreme weather events that have brought local issues to the fore.
	Community disposal satisfaction with refuse	>74%	Not Achieved User satisfaction 78% Total community satisfaction 68%	

⁹ BOPRC inspection reports state either compliance or non-compliance

Levels of Service	Measures	Target	Status	Comment
<p>Zero Waste (Recycling)</p> <p>Material that would otherwise go to landfill as household refuse is collected by the recycling collection service.</p>	<p>Average amount of recyclable material collected from each household.</p>	<p>No less than 178 kg per annum.</p>	<p>Achieved</p>	<p>2,880 households. Average is 92 kg per household to date.</p>
<p>Council's recycling services meets the needs of the Kawerau community</p>	<p>Community satisfaction with recycling service</p>	<p>>92%</p>	<p>Not Achieved User satisfaction 81% Total satisfaction 76%</p>	<p>A new service provider has completed Council's triennial survey to ensure a better set of results that represent a fairer and more accurate measure of residents' sentiments. Comparisons with previous targets are largely lower and these differences can be attributed to a mixed-mode of collection allowing different demographics to be heard in 2023. In combination, this necessitates a 'reset' due to new methodology; 10-scale answer model (industry standard); mixed-mode of data collection; additional sampling methods and weightings based on age, gender and ethnicity population statistics in Kawerau. It is also important to consider the impact of significant circumstances when evaluating satisfaction levels and the ability of Council to meet the needs of the community due to post-pandemic issues and sentiment; rising cost of living, and extreme weather events that have brought local issues to the fore.</p>

ACTIVITY GROUP 9: LEISURE AND RECREATION

Funding Impact Statement

	Budget	Actual	Comment
Operating funding – Rates & Charges (A)	4,240,434	4,395,547	
Applications of operating funding – Staff & Suppliers (B)	3,630,270	3,725,014	
Surplus (deficit) of operating funding (A - B)	610,164	670,534	
Sources of capital funding (C)	0	0	
Less (D):			
Renewals/capital	1,583,894	525,154	
Increase/(decrease) in reserves	(973,730)	145,380	
Surplus (deficit) of capital funding (C - D)	(610,164)	(670,534)	
Funding balance ((A - B) + (C - D))	\$0	\$0	

Capital Renewals

Item	Budget	Actual	Comment
Library:			
Collection renewals	\$74,400	\$68,448	Replacement books
Equipment, Fixtures and Fittings	\$1,990	\$0	
Swimming Pool:	\$322,254	\$270,775	Entrance, clubrooms & office
Recreation Centre	\$66,700	\$4,778	
Town Hall	\$22,700	0	
Concert Chambers	\$10,400	\$9,874	
Sports fields and amenity buildings	\$995,000	\$53,454	Rangi Delamere Pavilion
Passive Reserves	\$54,950	\$84,251	Boundary fences, carparks and outlet
Playgrounds	\$35,500	\$33,574	Playground renewal
Total	\$1,583,894	\$525,154	

Statement of Service Provision

Levels of Service	Measures	Target	Status	Comment
Library				
The library is accessible to the public.	Percentage of the population who are active members of the library. ¹⁰	>25%	Not Achieved	Only 1,354 (18.1%) of the population are active members of the library. COVID has impacted on membership.
	New items per 1,000 population added to the collection each year.	>500	Not Achieved	3,083 new items - 411 per 1,000 population, were added for the year to 30 June 2023.
Council provides public library services and resources which suit the community's need	Community satisfaction with the library	>86%	Not Achieved User satisfaction 90% Total community satisfaction 73%	A new service provider has completed Council's triennial survey to ensure a better set of results that represent a fairer and more accurate measure of residents' sentiments. Comparisons with previous targets are largely lower and these differences can be attributed to a mixed-mode of collection allowing different demographics to be heard in 2023. In combination, this necessitates a 'reset' due to new methodology; 10-scale answer model (industry standard); mixed-mode of data collection; additional sampling methods and weightings based on age, gender and ethnicity population statistics in Kawerau. It is also important to consider the impact of significant circumstances when evaluating satisfaction levels and the ability of Council to

¹⁰ Those who have used library services in the past two years.

Levels of Service	Measures	Target	Status	Comment
				meet the needs of the community due to post-pandemic issues and sentiment; rising cost of living, and extreme weather events that have brought local issues to the fore.
Museum				
Council provides a museum service which reflects Community needs.	Number of exhibitions held.	6	Achieved	6 exhibitions held to date.
	Number of objects accessioned to the museum collection per annum.	200	Achieved	234 objects accessioned into the museum collection.
	Community satisfaction with the museum	>62%	Not Achieved User satisfaction 77% Total satisfaction 37% (NB this includes 44% of respondents were unsure)	A new service provider has completed Council's triennial survey to ensure a better set of results that represent a fairer and more accurate measure of residents' sentiments. Comparisons with previous targets are largely lower and these differences can be attributed to a mixed-mode of collection allowing different demographics to be heard in 2023. In combination, this necessitates a 'reset' due to new methodology; 10-scale answer model (industry standard); mixed-mode of data collection; additional sampling methods and weightings based on age, gender and ethnicity population statistics in Kawerau. It is also important to consider the impact of significant circumstances when evaluating satisfaction levels and the ability of Council to meet the needs of the community due to post-pandemic issues and sentiment; rising cost of living, and extreme weather events that have brought local issues to the fore

Levels of Service	Measures	Target	Status	Comment
Swimming Pools				
Swimming pool water meets water quality standards.	Level of compliance with standards.	Full compliance in 95% of tests.	Achieved	97% compliance of tests done.
Council provides a Swimming Pool Complex which is accessible to the Community.	Weeks open per year.	At least 48.	Not achieved	Swimming Pool Complex was open 39/52 weeks to 30 June 2023. There were multiple closures due to staff shortages, maintenance and issues with the geothermal well.
	Community satisfaction with the swimming pool	>93%	Not achieved User satisfaction 72% Total satisfaction 63%	A new service provider has completed Council's triennial survey to ensure a better set of results that represent a fairer and more accurate measure of residents' sentiments. Comparisons with previous targets are largely lower and these differences can be attributed to a mixed-mode of collection allowing different demographics to be heard in 2023. In combination, this necessitates a 'reset' due to new methodology; 10-scale answer model (industry standard); mixed-mode of data collection; additional sampling methods and weightings based on age, gender and ethnicity population statistics in Kawerau. It is also important to consider the impact of significant circumstances when evaluating satisfaction levels and the ability of Council to meet the needs of the community due to post-pandemic issues and sentiment; rising cost of living, and extreme weather events that have brought local issues to the fore. It is important to note that the Aquatic Centre had multiple closures due to staff shortages during the pandemic; and a prolonged closure

Levels of Service	Measures	Target	Status	Comment
				due to issues with the geothermal well which required major refurbishment. This facility is a well-loved facility for locals both during public hours and also as a venue for private functions, birthday parties and events.
Public Halls and Facilities				
Four Community halls are available for hire: Ron Hardie Recreation Centre, Town Hall, Concert Chambers and the Bert Hamilton Hall.	Number of weeks public halls available for hire	Each hall is available for 50 weeks. ¹¹	Achieved	Despite some ongoing restrictions that were put in place for the health, safety and well-being of residents due to the pandemic all halls were available for 52 weeks to 30 June 2023.
Clean public toilets are provided in the central business district.	Council provides town centre public toilets.	Open at least 360 days.	Achieved	No closures of town centre public toilets, were open 365/365 days.
Council provides public halls and facilities which reflects community needs	Community satisfaction with public halls	>81%	Not achieved 57%	A new service provider has completed Council's triennial survey to ensure a better set of results that represent a fairer and more accurate measure of residents' sentiments. Comparisons with previous targets are largely lower and these differences can be attributed to a mixed-mode of collection allowing different demographics to be heard in 2023. In combination, this necessitates a 'reset' due to new methodology; 10-scale answer model (industry standard); mixed-mode of data collection; additional sampling methods and weightings based on age, gender and ethnicity population statistics in Kawerau. It is also important to consider the impact of significant circumstances when evaluating
	User satisfaction with the public halls	>93%	Not Achieved 83%	
	Community satisfaction with public toilets	>70%	Not achieved 57%	
	User satisfaction with the public toilets	>87%	Not achieved 79%	

¹¹ Each hall is closed for scheduled maintenance for up to two weeks per year.

Levels of Service	Measures	Target	Status	Comment
				satisfaction levels and the ability of Council to meet the needs of the community due to post-pandemic issues and sentiment; rising cost of living, and extreme weather events that have brought local issues to the fore
Parks and Reserves				
Playing surfaces at sports fields are maintained to the requirements of the codes for which they are used.	Implementation of recommendations of NZ Sports Turf Institute advisory reports.	100%	Achieved	NZ Sports and Turf inspected the sports fields in August 2022, with recommendations implemented.
Bedding displays are attractive and updated to suit the season.	Number of bedding displays.	2 (1 summer and 1 winter).	Achieved	Summer displays were planted in October 2022 and the winter displays will be planted in May.
Council provides parks and reserves which meets the community's need	Community satisfaction with parks and reserves	>93%	Not achieved User satisfaction 82% Total satisfaction 78%	A new service provider has completed Council's triennial survey to ensure a better set of results that represent a fairer and more accurate measure of residents' sentiments. Comparisons with previous targets are largely lower and these differences can be attributed to a mixed-mode of collection allowing different demographics to be heard in 2023. In combination, this necessitates a 'reset' due to new methodology; 10-scale answer model (industry standard); mixed-mode of data collection; additional sampling methods and weightings based on age, gender and ethnicity population statistics in Kawerau.

Levels of Service	Measures	Target	Status	Comment
				It is also important to consider the impact of significant circumstances when evaluating satisfaction levels and the ability of Council to meet the needs of the community due to post-pandemic issues and sentiment; rising cost of living, and extreme weather events that have brought local issues to the fore.
Playground equipment is safe for children to use.	Monthly inspections of all playground equipment.	12 inspections conducted.	Not achieved	9 inspections undertaken to date – three inspections were not conducted due to staff shortage.
	Remediation of all identified ¹² problems.	All repairs completed within 2 weeks.	Not achieved	Minor defects identified by inspection and from the public via requests for service. The defects were not rectified within 2 weeks due to staff shortages.
Cemetery				
The Kawerau cemetery meets community interment needs in the present and the medium term	Number of burial plots available	Enough for at least 5 years	Achieved	There are currently enough plots for more than 10 years.

¹² Problems can be identified by users, parents, community members or staff at any time.

Levels of Service	Measures	Target	Status	Comment
	Community satisfaction with the cemetery	>78%	<p>Not achieved</p> <p>User satisfaction 91%</p> <p>Total community satisfaction 64%</p>	<p>A new service provider has completed Council's triennial survey to ensure a better set of results that represent a fairer and more accurate measure of residents' sentiments. Comparisons with previous targets are largely lower and these differences can be attributed to a mixed-mode of collection allowing different demographics to be heard in 2023. In combination, this necessitates a 'reset' due to new methodology; 10-scale answer model (industry standard); mixed-mode of data collection; additional sampling methods and weightings based on age, gender and ethnicity population statistics in Kawerau. It is also important to consider the impact of significant circumstances when evaluating satisfaction levels and the ability of Council to meet the needs of the community due to post-pandemic issues and sentiment; rising cost of living, and extreme weather events that have brought local issues to the fore.</p>

SUNDRY (VANDALISM, PLANT AND ELIMINATIONS)

Funding Impact Statement

These activities include vandalism, plant and eliminations. Eliminations mostly include the rates charged to Council properties and any past years' surpluses that Council has resolved to use to reduce rates.

	Budget	Actual	Comment
Operating funding – Rates & Charges (A)	(901,189)	(755,467)	
Applications of operating funding – Staff & Suppliers (B)	(988,339)	(962,174)	
Surplus (deficit) of operating funding (A - B)	87,150	206,707	
Sources of capital funding (C)	0	0	
Less (D):			
Renewals/capital	192,620	195,846	Plant & vehicles
Increase/(decrease) in reserves	(105,470)	10,861	
Surplus (deficit) of capital funding (C - D)	(87,150)	206,707	
Funding balance ((A - B) + (C - D))	0	0	

ACCOMMODATION AND CORPORATE OVERHEADS

Funding Impact Statement

These activities include the buildings costs as well as overheads (CEO's and Managers' cost centres). These costs are allocated and are included in the other activities costs, which is required for reporting purposes.

	Budget	Actual	Comment
Operating funding – Rates & Charges (A)	70,319	438,853	Additional COVID & DIA funding
Applications of operating funding – Staff & Suppliers (B)	3,846,070	4,064,727	
<i>Less allocated to activities</i>	<i>(3,846,070)</i>	<i>(4,064,727)</i>	
Surplus (deficit) of operating funding (A - B)	70,319	438,853	
Sources of capital funding (C)	0	0	
Less (D):			
Renewals/capital	239,500	54,663	IT and building renewals
Increase/(decrease) in reserves	(169,181)	384,190	
Surplus (deficit) of capital funding (C - D)	(70,319)	(438,853)	
Funding balance ((A - B) + (C - D))	\$0	\$0	