



# Annual Report Pūrongo ā-Tau

2023/24

[www.mdc.govt.nz](http://www.mdc.govt.nz)

Pohangina Valley, Manawatū





Bushwalk, Manawatū

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# Annual Report joint message

## He karere nā te Kahika me te Tumu Whakarae



Tēnā koutou,

**The Annual Report is our opportunity to pause and reflect on the work that has been done over the past year - and reading through the following report, you will see it's been a busy year!**

Our team's achievements include some milestone moments within a collection of projects and some incredible everyday mahi that contributes to making the Manawatū District a great place to work, live and invest in.

Like many Councils throughout New Zealand, the year brought ambiguity while a change in central government adopted new initiatives and paused current strategies. The effects of Cyclone Gabrielle continued to touch on rebuilding and strengthening our

Northern District and yet overall, our Manawatū District Council team worked to unite the vision of Council to the communities we serve.

Some of our connection projects include:

- developing and installing two new StoryWalks at Himatangi Beach and Kōwhai Park, Feilding.
- expanding the events offered through the Makino Aquatic Centre including the inaugural Summer Battle competition which was hosted in partnership with the Manawatū Community Hub Libraries team.
- Victoria Park in Feilding received a refresh of the well-used changing rooms along with the installation of a new playground.

- the Welcoming Communities programme was introduced for the District.
- three more VHR Radios were added to the network hosted at rural schools and weekly testing ensures both education and alternate communication capabilities in an emergency.
- the completion and planting of the native Wetlands at the Manawatū Wastewater Treatment Plant enables an additional natural filtration process for treated wastewater.
- Sanson and NZDF Base Ōhakea connected to the wastewater centralisation project as the first flush of wastewater successfully marked their link to the project.

- Stage One of Turners Road was opened reaffirming Council's commitment to industrial growth in our District.

These are only a handful of the projects and initiatives our team has been working on. We invite you to read more about some of our key accomplishments, capital projects and community-based programmes from this year.

It's our honour to represent the Manawatū District and work each day to make the Manawatū a wonderful place to call home.

Helen Worboys,  
Mayor

Shayne Harris  
Chief Executive



# Key numbers

## Ngā nama matua



**761**  
building  
consents  
received



**416,365**  
total in-person and  
digital book, magazine  
and resource checkouts



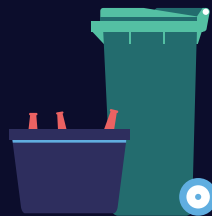
**335**  
resource  
consents  
received



**49,629**  
total e-services and  
resources provided  
by the Library



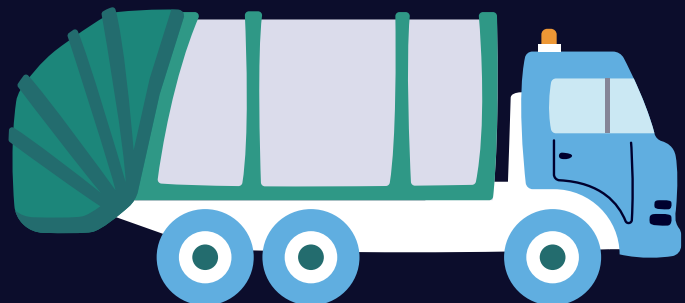
**59,253** exotic plant  
species distributed for  
forestry initiatives



**1,875 tonnes**  
of recycling processed



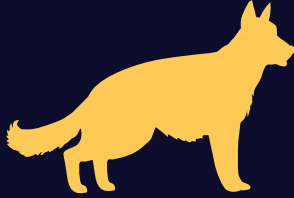
**3521m<sup>3</sup>**  
of roading material used



**5,076 tonnes**  
of solid waste processed



**115,735**  
people visiting and  
using the Makino  
Aquatic Centre



**1,198**  
animal control  
issues or enquiries



**111,816**  
plants distributed  
from our plant  
nursery



**20,883**  
calls answered by  
customer service  
since Sep 2023



**5,757**  
customer requests  
for services or  
information  
received



**115,850**  
visits to our  
website



**93,700**  
visits to our  
Facebook page



Clock Tower, Feilding

# The Manawatū District At a Glance

## He kōrero whānui mō te rohe o Manawatū

Stretching from the Tasman Sea in the west to the Ruahine Ranges in the east, the mighty Manawatū is named after one of the two great awa (rivers) that run through this district - the Rangitikei and the Manawatū. Our name means 'heart standing still' and with the diverse geography of stunning landscapes, hills and ranges, extensive flood plains and the broadest band of dune fields anywhere in the country, it's not hard to see why.

Established on 1 November 1989, Manawatū District Council incorporates the five former authorities of Oroua, KIWITEA, Pohangina, Manawatū and Feilding. We have a rich cultural past with the iwi and hapū that reside or have interests in the Manawatū area; Ngāti Kauwhata, Ngāti Raukawa, Ngāti Tūwharetoa, Ngāti Maniapoto, Rangitāne ki Manawatū, Ngāti Hauti, Ngāti Apa, Muaūpoko and Ngāti Toa Rangatira.

The town of Feilding sits in the centre of the District. Named 16 times as New Zealand's most beautiful town, Feilding is home to the iconic livestock sale yards, the Coach House Museum, Manfeild Park and a fantastic locally filled weekly farmers market. The District has a highly productive farming and agricultural sector, enjoying a rural lifestyle and easy connectivity to the rest of the North Island.

For those living in Manawatū, you'll know how good we have it with access to a perfect mix of city attractions balanced with smaller towns, villages and rural lifestyle opportunities throughout the District. We're a stone's throw from the sea, the mountain and Wellington is just a couple of hours to the south.

Check out some of these facts and figures about our wonderful District.

### Our industries



**Agriculture, forestry and fishing**



**Manufacturing**



**Defence, Public administration and safety**



**Rental, hiring and real estate services**



**Construction**



**Professional, scientific and technical services**



**Retail trade**



**Wholesale trade**



**Health care and social assistance**



**Education and training**



## Our Population



**33,900**

people live in our District  
(as at June 2023)



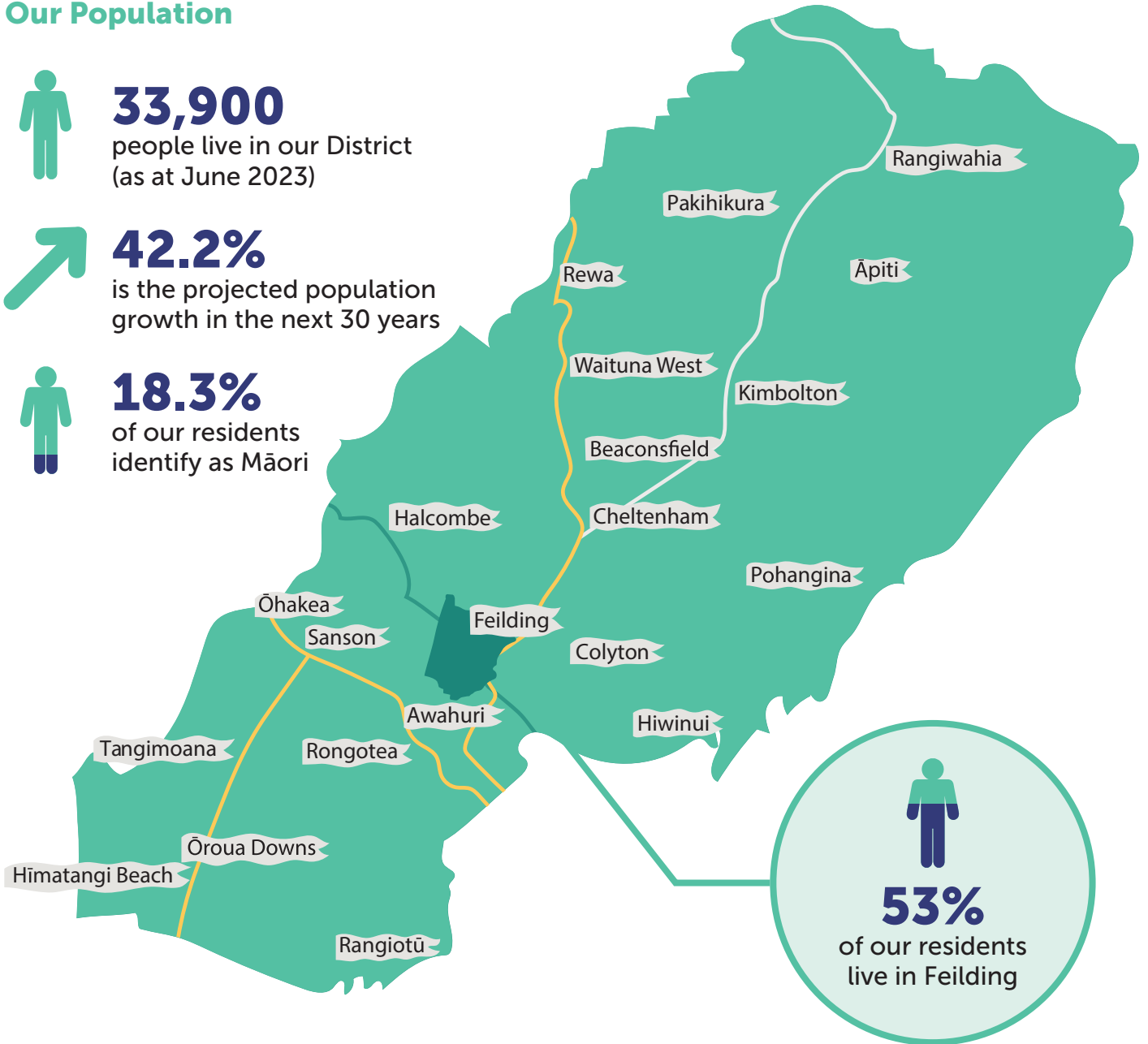
**42.2%**

is the projected population  
growth in the next 30 years



**18.3%**

of our residents  
identify as Māori



## Our Economy



**17%** of District GDP comes from agriculture and forestry



**\$290M** spent in the District in 2023/24 up **1.8%** from previous year



Employment grew **1.6%** in 2023 from the previous year

Unemployment rate at **2.1%** in 2023 below the national average

# Your Council – who are we? Tō Kaunihera – ko wai mātou?

## Manawatū District Mayor



Helen  
Worboys

## Ngā Tapuae o Matangi Māori Ward



Bridget  
Bell

## Feilding Ward 5 Elected Members



Michael  
Ford  
Deputy Mayor



Grant  
Hadfield



Lara  
Blackmore



Kerry  
Quigley



Stuart  
Campbell

## Manawatū Rural Ward 5 Elected Members



Alison  
Short



Andrew  
Quarrie



Colin  
McFadzean



Fiona  
Underwood



Steve  
Bielski

# Council Priorities

## Ngā Aronga Matua o Te Kaunihera

**Proudly provincial. A great place to land.**  
Wehi nā te kāinga taurikura nei ki tuawhenua



Below you'll see our priorities for the next 10 years. Have a look at how we plan to make the Manawatū District a productive and vibrant place to live, work, visit and invest.

Kei konei ngā matawhānui, ngā whāinga me ngā kaupapa matura hei whakatutuki, haere ake nei. E tino whai ana i te wairua o te kīanga kōrero nei 'ManawauTūmeke'.

**A place to belong and grow**  
He kāinga e ora pai ai te katoa

We provide leisure and sports facilities and support community activities to encourage social and cultural wellbeing for everyone.

**A future planned together**  
He kāinga ka whakamaherea tahitia tōna anamata e te hapori tonu

We work with all parts of our community to plan for a future everyone can enjoy.

**An environment to be proud of**  
He kāinga ka rauhitia tōna taiao

We protect and care for Manawatū District's natural and physical resources.

**Infrastructure fit for future**  
He kāinga ka tūwhenua tonu ōna pūnahanga, haere ake nei te wā

We ensure the Manawatū District has infrastructure (water, roads, etc.) that meets the needs of the community now and into the future.

**A prosperous, resilient economy**  
He kāinga ka tōnui tōna ōhanga

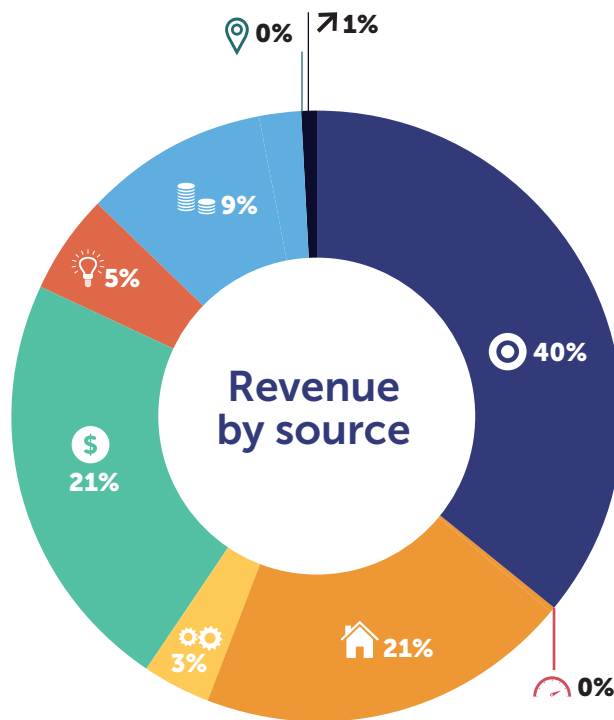
We aim to make the Manawatū District a great place to live, to visit and to do business.

**Value for money and excellence in local government**  
He kāinga ka eke tōna kāwanatanga ā-rohe ki ngā taumata o te kairangi

We take pride in serving our communities. We focus on doing the best for the District.

# Where did Council get money?












## Nō hea ngā pūtea a te Kaunihera?














Revenue by source	%	\$M
Targeted rates	40%	30.822
Rates penalty	0%	0.329
General rates	21%	15.951
Development and capital contributions	3%	2.092
Other subsidies and grants	21%	15.964
Sundry income	5%	3.613
User fees and charges	9%	7.482
Vested assets	0%	0.110
Gains	0%	(0.081)
Income and dividend	1%	1.096
<b>Total</b>	<b>100%</b>	<b>77.378</b>

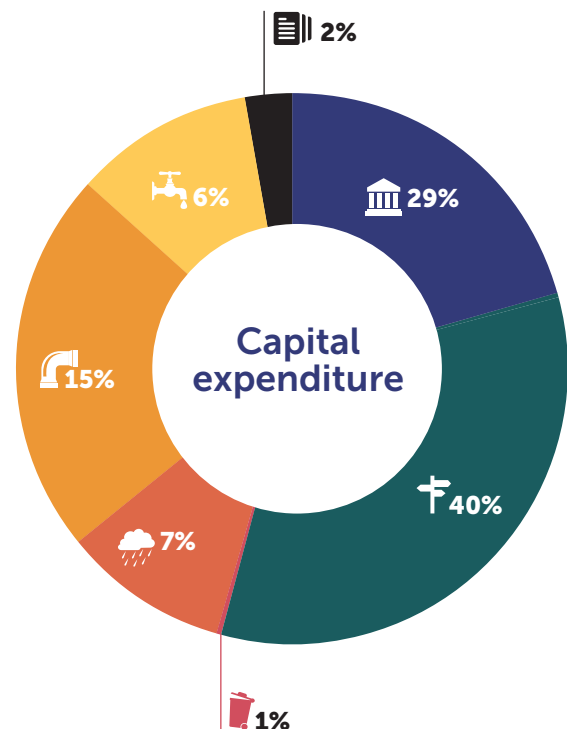
# How did Council spend money?

## I pēhea tā te Kaunihera whakapau i āna pūtea?

Operating expenditure	%	\$M
 Community Facilities	16%	12.445
 District Development	5%	4.195
 Emergency Management	0%	0.296
 Governance and Strategy	5%	3.637
 Regulatory	8%	5.855
 Roading	31%	23.879
 Solid Waste	6%	4.336
 Stormwater	3%	1.930
 Wastewater	13%	9.962
 Water Supply	8%	6.149
 Other expenditure (overheads allocated)	5%	3.633
<b>Total</b>	<b>100%</b>	<b>76.317</b>



Capital expenditure	%	\$M
 Community Facilities	29%	8.530
 District Development	0%	0.003
 Emergency Management	0%	0.056
 Governance and Strategy	0%	0
 Regulatory	0%	0
 Roading	40%	11.706
 Solid Waste	1%	0.194
 Stormwater	7%	2.043
 Wastewater	15%	4.215
 Water Supply	6%	1.759
 Other expenditure (overheads allocated)	2%	0.707
<b>Total</b>	<b>100%</b>	<b>29.213</b>



# Statement of Service Performance Tauākī Tutukinga Ratonga

To measure Council's performance against the six Council Outcomes, Levels of service framework (LOS) are included in the 2021 - 31 Long Term and subsequent Annual Plans, along with including performance targets in each of the Statements of Intent set by Council for the Council Controlled Organisations: Manawatū Community Trust and Central Economic Development Agency (CEDA).

For the 2023/24 year, Council is reporting against 104 measures within the levels of service framework, which are detailed in the relevant activity summaries. Council has achieved 77.9% of its measures, which is a decrease from the previous year of 78.2% (2022/23). We acknowledge that there were 23 instances where we did not achieve the measures (22 instances in 2022/23).

A number of measures that were not met resulted from staff vacancies across the Council particularly in regulatory activity, which is reflected by the three targets not met in the regulatory space. One of the measures not met was due to results in our satisfaction survey - Council continues to endeavour to provide excellence in local government and has not identified clear causes for reductions or stagnations in customer satisfaction. The library did not meet two targets as a result of operating in a temporary site while new premises were being constructed. A further five measures were not met due to the number of flooding events from extreme rainfall, impacted roading and the performance of the stormwater system.

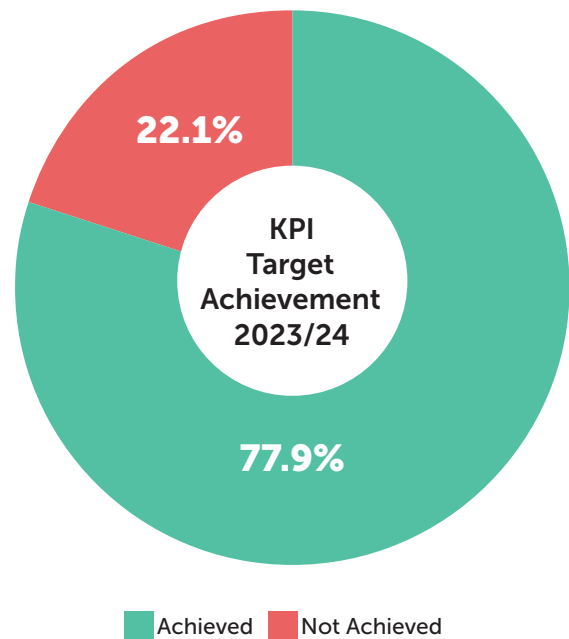
The reported performance for the water complaints measure this year shows significant improvement compared to the prior year. However, we identified an issue where, for some water-related complaints, only the first call was logged, and subsequent calls for the same issue were not recorded. This has impacted the completeness of the data. As a result, this year's figures may not be fully comparable to previous years. We are taking steps to address this issue and improve the accuracy of our reporting in the future.

## Rationale for selection of performance measures




The Department of Internal Affairs sets some mandatory measures that all Councils need to include in their long-term plans.

Other performance measures are set by Council and aim to report against key activities and programmes Council is delivering for each group of activities.

All measures are reviewed as part of the Long-term Plan process to ensure Council is providing the level of service the community expects and measuring results in a way that reflects the levels of service.



A summary of the Level of Service measures for Council and the Performance measures for the Council Controlled Organisations against the Council outcomes is outlined below:

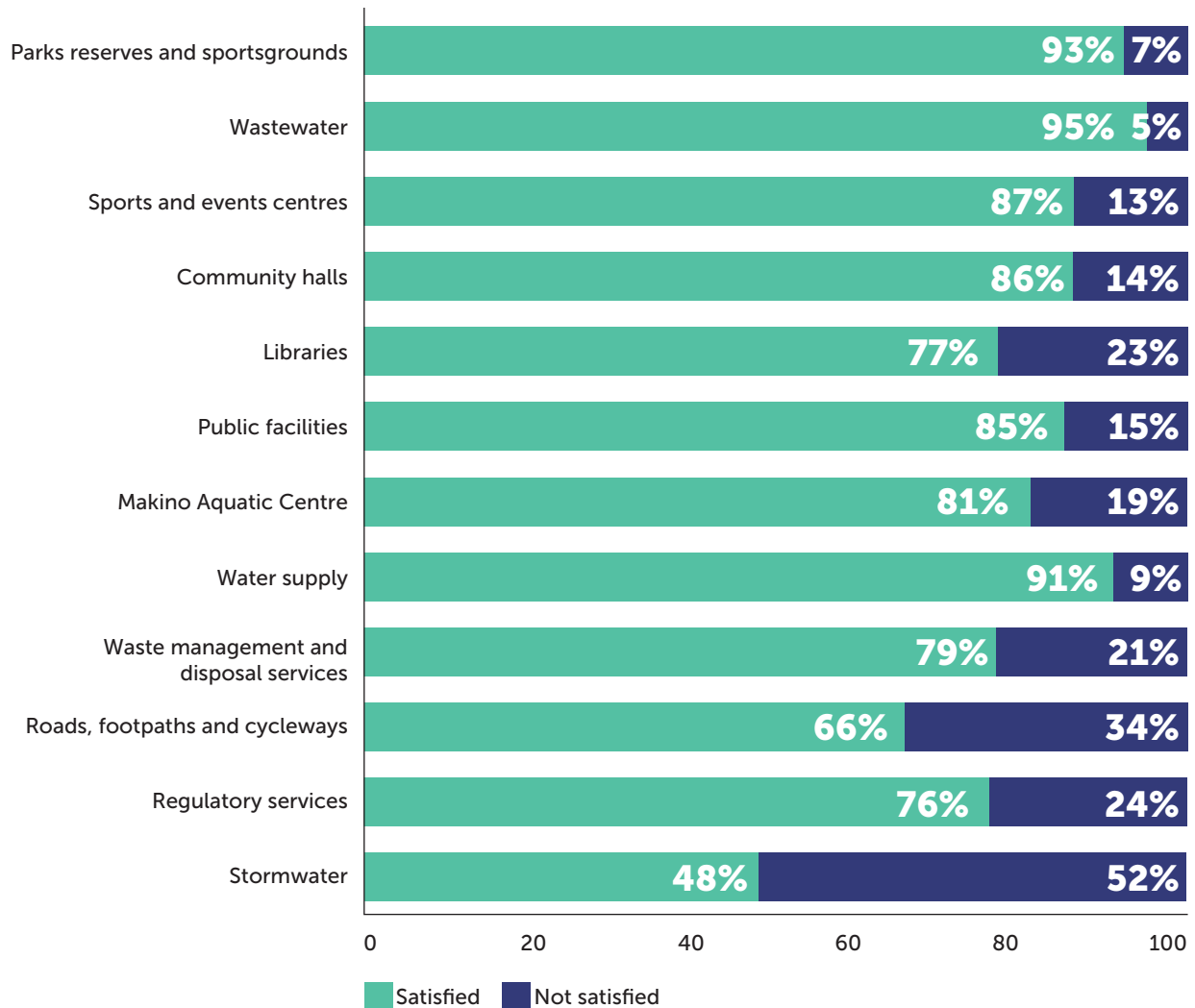
		Council		Manawatū Community Trust		Central Economic Development Agency	
		Number of measures	 Achieved	Number of measures	 Achieved	Number of measures	 Achieved
<b>1</b>	<b>A place to belong and grow</b> He kāinga e ora pai ai te katoa	31	17	4	4	3	3
<b>2</b>	<b>A future planned together</b> He kāinga ka whakamaherea tahitia tōna anamata e te hapori tonu	33	22	2	2	2	2
<b>3</b>	<b>An environment to be proud of</b> He kāinga ka rauhītia tōna taiao	43	30	0	0	0	0
<b>4</b>	<b>Infrastructure fit for future</b> He kāinga ka tūwhenua tonu ōna pūnahahanga, haere ake nei te wā	49	36	0	0	1	1
<b>5</b>	<b>A prosperous, resilient economy</b> He kāinga ka tōnui tōna ōhanga	20	12	0	0	9	9
<b>6</b>	<b>Value for money and excellence in local government</b> He kāinga ka eke tōna kāwanatanga ā-rohe ki ngā taumata o te kairangi	91	72	10	10	11	11
<b>Total</b>		<b>267</b>	<b>189</b>	<b>16</b>	<b>16</b>	<b>26</b>	<b>26</b>

There are 104 measures within the levels of service framework, however, a measure can be linked to more than one community outcome. Therefore, the total number of measures in the table above is more than 104.





## Overall resident satisfaction with Council services 2023/24



### Resident satisfaction survey

Council uses a resident satisfaction survey to measure satisfaction for a number of key performance indicators (KPIs). The survey is conducted quarterly and aims to achieve a representative view across gender, age, ethnicity, and location across Manawatū District residents.

#### Other key judgements

The methodology for the performance measure ‘the percentage of real water loss from the network reticulation system’ is disclosed on page 91.

The survey results for 2023/24 are based on the responses of 501 residents, which meets the number required for statistical reliability with a 95% confidence interval. Overall community satisfaction levels with Council services ranged between 48% and 95%.

For more detail, the full report will found on Council’s website at [www.mdc.govt.nz/documents/reports/resident-satisfaction-survey](http://www.mdc.govt.nz/documents/reports/resident-satisfaction-survey)

# Our work this year

## A mātau mahi i tēnei tau

The work of Council touches every facet of our community, from encouraging economic growth and the maintenance of our roading network to making our green spaces beautiful and managing the District's waste to minimise our impact on the environment.

Every day, Council is working to make the Manawatū District the best it can be and to ensure it is set up for success in the future.

This section explores some of the work and special projects our teams have been dedicated to over the past 12 months.

### Manawatū Community Hub Libraries

This year, Manawatū District Libraries officially became Manawatū Community Hub Libraries.

The new facility, Te Āhuru Mōwai, officially opened to the public on 22 July 2024, hosts the Manawatū Community Hub Libraries and includes a cafe space. The lease of this space was tendered and was won by the Rosebowl Cafe and Bakery who will trade as "No Knead to Book".



Te Āhuru Mōwai, Feilding

Landscaping around Te Āhuru Mōwai includes a range of outdoor spaces, new trees and plantings. The Squabbling Birds Statue that was a feature outside the old facility has been revitalised and placed in a new position outside the new cafe. Off-street parking and a half-sized basketball court is planned for installation in the second half of 2024.

Council continued to leverage its existing community relationships, and to build new relationships, to partner to deliver services and activities. For instance:

- Another year in the temporary library location meant that Council needed to be creative in how to deliver community programmes. Council is grateful that Manchester Street School again allowed the wider range of fun school holiday programmes to be delivered from the school hall. The programmes continued to attract good numbers each day.
- This connection with Manchester Street School progressed into a series of popular STEAM and computer coding workshops delivered during lunchtimes from the school. Council reciprocated and answered an invitation from the school to read to children as part of Book Week.
- Sport Manawatū partnered to hold pop-up 'play trailer' sessions at various events during the Long-term Plan community engagement period and was a feature during 'Play Week'.

- A new relationship with Ngāti Kauwhata resulted in Kauwhata using the temporary library to deliver free computer courses. Ngāti Kauwhata also hosted a very popular fun, informative play station at the Manawatū Community Hub Libraries Family Fun Day.
- Council continued its work with Alan Dingley (a Reading Ambassador), Manawatū Tenancy Union, and the Healthy Heart Foundation, for the benefit of the community.
- New relationships have also been formed with Hato Hone St John and Community Law, who will deliver services on set days from the new facility.

Two StoryWalks were developed and installed in the District bringing the total number of StoryWalks in the District to three. The original StoryWalk at Mt Lees Reserve continues to be very popular and, as a result of the fantastic feedback from the community, Council installed new StoryWalks - "That's not a Hippopotamus" at Kōwhai Park in English and Te Reo, and "Tama and the Taniwha" at Hīmatangi Beach.



Wendy Hart and Mayor Helen Worboys opening the new Te Āhuru Mōwai building



Manawatū Community Hub Libraries Open Day

Council also delivered a range of events and programmes including:

- The first Summer Battle Skateboard and Bomb competition event. This event was for young people and involved a skateboarding competition held in conjunction with sponsor On Skate, and a water “bombing” competition held in collaboration with the Makino Aquatic Centre. The event was a roaring success with fun had by the estimated 200 people that was a mix of participants and supporters.
- The second Family Fun Day provided an even greater range of fun free community activities than the previous year. The event attracted approximately 4000 people and gained more sponsors and community support than the first year. Given its success many have already indicated their support for the 2025 event.
- ‘Readopoly’, the summer reading programme, again proved popular with our readers in the community and attracted over 150 registrations.
- An immensely popular Kapa Haka Festival was held in conjunction with Ngāti Kauwhata and Feilding High School, attracting approximately 1000 people. The musicality, skill and commitment of the performers was a highlight of the event this year.
- The use of the play trailer and other activities at Rural Day and Farmers Markets during the school holidays provided added engagement opportunities while helping to support the work of Feilding and District Promotions.

- The range of adult social interaction and creative programmes continued to be enjoyed by the community, albeit in the space restricted temporary premises. These programmes included knitting, colouring-in, macrame, flower wreaths, pottery, journaling, and more. These are always very popular both for the crafting skills learned, but also in providing a chance to meet people in the community.

## Community Halls

**Council’s 16 community halls continue to be available to the community as a space to come together and interact.**

Occupancy of the community halls varies and funding for maintenance is largely based on the frequency of use. Council is mindful of the age of many of the halls and the need to balance the available funds with the maintenance needed to keep the halls operational. Council works with Community and Hall Committees to maintain the halls to the best condition possible and to meet minimal compliance standards.

This past year has seen renewal work undertaken at Kimbolton, Stanway, and Rangiwahia Halls, following Council commissioned building condition assessments. Work included roofing, structural work and improving the weather-tightness of the buildings. In addition, the community came together to carry out improvement works at Rangiotū Hall, with Council supporting the efforts through the purchase of materials for working bee events.



Family Fun Day 2024, Feilding



Family Fun Day 2024, Feilding

## Makino Aquatic Centre

**The Makino Aquatic Complex continues to be a popular asset within our community, drawing individuals of all ages and backgrounds.**

Council takes pride in providing an inclusive and accessible facility. Creating such an environment involves valuing diversity, promoting respect, and fostering a sense of belonging for everyone. For Council that means individuals feeling welcomed, accepted, and empowered to enjoy the pool regardless of their ability.

This year, Council contracted Community Leisure Management (CLM) to provide lifeguard services. This contract is proving to be a successful partnership with the blend of CLM lifeguards and Council staff working well together. Infrastructure associated with the facility is beginning to age and a significant maintenance and remedial work programme was completed that impacted services for periods of time proving frustrating for both customers and staff.

Despite this, Council has grown the partnerships and programmes offered including:

- Dogs In Togs; the outdoor pool season concluded with the exuberant Dogs and Togs event, which saw a delightful assembly of community members and their canine companions. The event not only fostered a unique community spirit but also drew interest from beyond our local boundaries, showcasing the complex as a focal point for innovative engagement.

- The inaugural Summer Battle, which was a blend of a pool “bomb” competition with a skate park event was held in collaboration with Manawatū Community Hub Libraries. The event was met with overwhelming enthusiasm, attracting an estimated 200 participants.
- The Run Ride and Slide event at Timona Park organised in partnership with Sport Manawatū was another highlight, offering a novel take on the triathlon format that was embraced by 70 spirited young participants. The event’s success was marked by the exhilarating Slip and Slide finale, down the hillside.
- Council’s commitment to fostering community engagement remained strong as various groups and clubs were supported in conducting their squad programmes at the facility. This included hosting over 1,000 canoe polo players through our weekly programme, along with numerous carnival and school swimming events.
- The Aqua Fitness programme continued to enjoy high attendance, reflecting its enduring popularity and the community’s appreciation for health and wellness activities.

This year’s success in programmes and partnerships underscores the Makino Aquatic Complex’s role as not just a facility, but a catalyst for community vitality and wellbeing. As we look forward to another year of service, we remain steadfast in our mission to provide an inclusive, welcoming, and dynamic environment for all.



Summer Battle, “bomb” competition



Kids Aqua, Makino Aquatic Centre

## Parks and green spaces

Council's parks and green spaces continue to be important for residents and visitors to achieve a healthy and active lifestyle. Council delivered a range of projects to positively enhance the parks, playgrounds and reserves throughout the District. Some of these projects included:



- An upgrade at the Almadale Reserve that included a new public toilet, new trees being planted and a new picnic seating area. The pedestrian bridge damaged during Cyclone Gabrielle was removed due to the prohibitive cost to rebuild. The access track into the scenic reserve was graded and the car park re-established.
- Upgrades at Mt Lees continued with new walking tracks and renewed bridges, repainted public toilets, new information boards with historical information installed and the car park area freshened. The site is a popular spot for the community and Council continues to receive very positive feedback about the reserve.
- Both Johnston Park and Victoria Park changing rooms were refreshed during the year to support the popular sporting activity hosted at these parks. At Victoria Park a new playground was also installed.
- Rimu Park playground received a significant refresh and now boasts a popular mini basketball court.
- A partnership project with the Missing Wingman Trust at the Mt Stewart Memorial Reserve started with the clearing of the area, readying it for significant planting. Approximately 7,000 native plants and trees, sourced and grown by Council's Nursery, will be planted in August 2024. The landscape plan, developed in conjunction with representatives from RNZAF Base Ōhakea and the Missing Wingman Trust, represents a wing of a plane and looks to include pathways and designated reflection areas.
- Council continued to plant specimen trees across the District, with over 100 trees planted this year. Ecological assessments of several reserves were completed to help build understanding of local biodiversity and better plan for reserve enhancement and pest management. A related project saw exotic species removed in the Ellison Reserve in collaboration with the community.
- The Himatangi Beach Kaikokopu stream was cleared and the first stage of development of the reserve was completed. This links to the popular playground area, which has been completed with a skatepark and flying fox.



Rimu Park Refresh



Awahuri Forest Kitchener Park

- Council continued its work with community committees, sporting clubs and Council's Awahuri Forest Kitchener Park Trust to upgrade existing assets and deliver a range of new projects throughout the District.
- Progress continues on the purchase of land for the Makino Stream Walkway, from North Street to Reid Line West. Agreements with the Ministry of Education and a number of private landowners are nearing legalisation to complete the settlement process, which will enable the development of the walkway to commence.

## Supporting communities through grants and funding

**Building community connections and resilience is only possible thanks to the tireless energy of multiple organisations, individuals and agencies who work with Council to help support people in our communities.**

The 21 organisations that hold a Priority Service Contract with Council continued to be financially supported to deliver positive outcomes for our communities. These organisations included Manchester House, Neighbourhood Support, Awahuri Forest Kitchener Park Trust, Palmerston North Surf Life Saving Club, Hīmatangi Beach, Feilding Community Patrols, Feilding and District Art Society, Age Concern and Manawatū Rural Support Services.

Other ways in which Council supported grassroots organisations was through our Community Development Fund. Bhartiya Samaj Wellington and Manawatū Trust received funding to deliver a children's mindfulness programme

for children to build self-esteem, while Feilding and District Promotion were supported with funding towards painting a community mural as part of the Feilding and District 150 years celebration. Refer to section 4 for the full list of grant recipients.

Community events are also an important part of our District, bringing people together and celebrating the different cultures we have in Manawatū. Council approved funding towards the running of 18 events catering to a wide array of interests. Some highlights included the Rotary Club of Feilding Ōroua Fantasy in Lights as well as the inaugural Feilding Diwali Festival of Light event held in the Manawatū District. We were also honoured to support the return of the Daybreaker Rally to the Manawatū as well as acknowledging the 150 years of Feilding and District (Manchester Block).

As a result of the Representative Fund, 20 recipients represented Manawatū on the national and even international stage. We provided funding towards the cost of travel and entry to:

- NZ Junior Young Farmers Grand Final,
- Netball, Basketball and Hockey regional finals,
- ITF Taekwon-Do World Champs,
- NYC Dance Academy,
- Junior Cycling World Champs,
- Masters Touch World Cup,
- Australasian Softball Tournament,
- FIBA Asian Basketball,
- Pacific Games and
- World Supremacy Battlegrounds hip-hop dancing competition, to name but a few.



Colour Run

Youth Fest

## Using Chorus Boxes as a canvas

Council has continued its partnership with Chorus through their annual Art Programme turning six Chorus cabinets into lovely works of art by talented artists across Manawatū.

The Chorus Art Programme is proving invaluable to help promote a sense of community belonging, identity and pride while also helping to discourage anti-social behaviour.

This year saw a young Hiwinui School student win an opportunity to paint a fun cow design on the Chorus cabinet located across the road from the school. The young artist wanted to make it fun and bright, while incorporating the school itself, as well as the rural farming community. The design features a playful cow rocking a Hiwinui school hat, surrounded by kōwhai against a very colourful background. This artwork can be viewed from three sides, with the colours wrapping around the edges of the cabinet.

This partnership is a win-win for our communities. Not only do we get fantastic art works in our streetscape, but also it provides work for, and promotion of, our local artists. Council is looking forward to continuing in 2024/25 with the painting of a further six cabinets throughout the District.

## Celebrating our young people

The Youth Council has had another busy and productive year, marked by significant growth and a shift towards a more inclusive and informal structure. The Youth Council continues to play a vital role in providing a platform for young voices to be heard.

This year, the Youth Council saw an increase in membership, growing from 10 to 19 active members. This growth has enhanced the diversity of the Youth Council, allowing a better representation of the various voices and perspectives of youth.

The Youth Council organised the following three notable events throughout the year:

- Colour Run: This event attracted close to 2,000 community members coming together to promote active play and fostering a sense of unity through vibrant clouds of colour.
- Youth Fest: The Youth Fest provides a platform for young business owners to display and sell their products, ranging from handmade crafts to innovative tech solutions.
- Manawatū Young Achievers Awards: This event brought the community together to celebrate and acknowledge the hard work and achievements of approximately 150 young leaders.



## Honouring in our community

We presented Community Honours to eight recipients, all of whom were nominated for their contribution to their various communities and the wider Manawatū District. We hold these awards every year and they are a timely reminder of the hard-working, warm-hearted and community-minded people we have living in Manawatū.

## Making Manawatū welcoming to all

**At the end of 2022/23, Council was successful in joining the National Welcoming Communities Programme through funding provided by the Ministry of Business Innovation and Employment.**

This year the focus has been on developing a draft Welcome Plan for the Manawatū District with contributions coming from key stakeholders through a focus group. Some of the stakeholders include Ngāti Kauwhata, Bhartiya Samaj Charitable Trust, THINK Hauora's RIMA Wellbeing Service, members of our disabled community, volunteer services, members of Deaf Aotearoa, Police, Pasifika community leaders, and Council.

One of the highlights of the welcoming programme this year was for Council, as part of its 2024-34 Long-term Plan community

engagement, to develop a video to be translated into NZ Sign Language. This is a first for this Council. This awareness led to connecting the Feilding RSA with an interpreter to translate the Feilding ANZAC Day Service in sign language.

Council has spotlighted Manawatū as a Welcoming Community through articles published on social media and Council's website. These articles feature three businesses that are either immigrant owned /operated, or who have a reputation for being inclusive. A spotlight was also made on a local Volunteer Fire Brigade where three migrants had joined the brigade to have a sense of belonging and to give something back into the community that had given them so much.

Programmes delivered during the year included:

- Hosted a Biz@5 to socialise the idea of the Welcoming Communities Programmes to local businesses and create relationships to work together in the future. This event was a hosted in conjunction with Ovation, a local business that employs overseas workers, and who is engaging in the Welcoming Communities Programme.
- Unity Week - To commemorate lives lost and affected in the 19 March Christchurch Terror Attacks, through a unitree for people to write messages of love and peace.





## A peaceful space to remember loved ones

The Council carried out several new and renewal projects within the District's cemeteries.

These projects included installing a new burial beam in Sandon (Sanson) Cemetery, extending the car park at Kimbolton Cemetery, and installing additional drainage at Rongotea Cemetery.

At Feilding Cemetery, work included tree and garden maintenance, additional drainage and the installation of a water source in area six known as Sub 6.

Designs have been commissioned to upgrade the children's memorial and Muslim burial area within Feilding Cemetery. The physical works associated with these projects are planned in the 2024/25 year.

## Property

Council-owned property throughout the District ranges from physical structures to parcels of land. This year a range of property work was completed or worked on including:

- The Feilding Clocktower received a repaint in time for the 150th celebrations.
- The Kimbolton Depot at 45 Edwards Street was sold.
- The navigation of the sale process of Te Arawhiti for the Feilding Depot (139 South Street) continued.
- No further work has been carried out on the demolition of the buildings at the Pohangina Depot, Community House (Feilding), the Pohangina Road residential

tenancy house, or the Red Cross House (Feilding), however, these properties are approved to be disposed of and this will be explored during 2024/25.

- Resource consent to demolish one of the buildings at 10 Eyre Street, Feilding, was obtained in late 2023, however, no further work to progress this disposal has taken place.
- The Council's administration building in Manchester Street requires strengthening and a reroof. The project has progressed with the tender process, which opened in June 2024. This project will commence during the 2024/25 year.

## Leisure & Recreational Facilities

Work to uplift the dangerous building notice at the Feilding Little Theatre was completed early in the 2023/24 year, and the building was reopened to the public in October 2023. Refurbishment of the kitchen was also started in June 2024 and will be completed in the 2024/25 year.

Consultants were engaged to complete a safety audit and options for investment in the Feilding Civic Centre. This process identified a range of remedial works needed and Council is working closely with the Feilding Civic Centre Trust to prioritise and plan the work.

A project to upgrade the heating and ventilation HVAC system at the Feilding Civic Centre was also initiated. This project will be completed within the 2024/25 year.

## Public conveniences

An upgrade of the Feilding CBD public toilets was completed, which included an upgrade of the Wifi for the CCTV cameras given the ongoing incidents of vandalism.

The levels of vandalism at public toilets across the District continues, requiring numerous repairs and replacement of fixtures and fittings.

Other work completed included the installation of a drinking fountain at the Duke Street public toilets in Feilding and resurfacing the floors within some of our medium-profile public toilets.

## Working with our Council Controlled Organisations (CCOs)

**Manawatū Community Trust**, which promotes and provides housing and wellbeing services to meet long-term community needs, has lodged an application to be a Community Housing Provider. This supports Council’s strategic direction to further address housing needs for elderly and disabled residents in Manawatū and the Trust’s goal of achieving 250 housing units by 2030 (currently 205 units).

**Feilding Civic Centre Trust** provides governance of the Feilding Civic Centre, a multi-purpose community venue. The Trust board was strengthened during the year with appointment of four new trustees in addition to the existing and re-appointed members. This resulted in a governance team of seven. The range of skills on the board will continue to enable the team to work collaboratively to enhance and maximise the venue for the community and District. The Trust is working with Council on a remediation plan for the facility and the installation of a heating and ventilation system.

**Awahuri Forest Kitchener Park Trust** provides governance for long-term planning for re-forestation, planting, biodiversity, hydrology, education, and infrastructure in the forest / park. The Trust has worked with Council and a range of contractors to deliver projects that included a new 300m boardwalk through the existing forest. A wetlands area is also in development. The Trust continues its work on researching approaches for controlling the insidious noxious weed *Phragmites Karka* that poses a significant threat to rivers and farmland. The Trust board has been strengthened during the year with the appointment of three new trustees and re-appointment of two trustees, widening the governance skills working together to enhance this gem in our District.



## Central Economic Development Agency (CEDA)

has worked to progress its vision throughout the year towards being New Zealand’s most progressive region, encompassing the aspirations of Council along with Palmerston North City Council as the two shareholders. The Manawatū Regional Food Strategy was launched in December 2023 and implementation has included actions such as hosting the Boma E-Tipu Agri Summit in the region for the first time, attracting over 300 delegates. The Te Utanganui project is progressing to connect the planned Manawatū regional freight ring road to the major highways (SH3 and SH1) via a corridor connecting the Kawakawa Industrial Precinct in Feilding, as part of a fully integrated national scale distribution and logistics solution.

## District Plan Review

**Council's District Plan is the blueprint for how the Manawātū District can be developed and changed over time.**

Council has an ongoing project to review the District Plan to make sure it meets the needs and priorities of our District. Central Government reforms, new policy direction from national and regional government, and the changing needs of our communities are reasons we need to review the District Plan.

Work in this area includes:

- Reviewing the District Plan
- Planning for future growth
- Processing Private Plan Changes

### Reviewing the District Plan

Council's priority project is the review of the Rural and Flood Channel Zones, which is referred to as Plan Change A. The project impacts a large percentage of the District impacting on future housing, subdivision and rural activity. A key question is - how do we protect our productive land while also providing options for rural living? Council is also working with Horizons Regional Council to update the flood hazard approach for the District.

This year, Council released a Draft Plan Change for our rural areas to test proposals with the public, landowners, and stakeholders and received a large amount of feedback that will inform a formal Proposed Plan Change.

Council's work must give effect to the National Policy Statement: Highly Productive Land, which directs us to protect Class 1, 2 and 3 land for land-based primary production. Central Government announced a review of the policy. On that basis, Council is working toward a notified plan change in 2025, following the Central Government review.

Council has also been reviewing our flood hazard risk and mapping approach using data from Horizons Regional Council. This review updates our flood risk areas in the District recognising updated modelling and information that is now available.

Other projects Council has been working on:

Implementing the National Planning Standards, which require us to update the District Plan format and structure in line with national direction.

- Reviewing the status of Feilding Aerodrome.
- Initiating the review of the Inner and Outer Business Zone and Residential Zone.

This year, several plan changes were made operative (where the plan change becomes part of the District Plan):

- Outstanding Natural Features and Landscapes (Plan Change 65)
- District-wide Rules (Plan Change 55)
- Historic Heritage (Plan Change H(a))
- Notable Trees (Plan Change H(b))
- Rongotea South Residential Area (Private Plan Change 1)

### Planning for Future Growth

Council commenced a review of the Feilding Framework Plan, which was prepared in 2013. This project is called the Manawatū Growth Strategy and will look at the long-term growth options for Manawatū. Supporting this work is:

- Monitoring housing demand and supply
- Estimation of available land bank in line with the National Policy Statement: Urban Development

### Development Navigator

A new role was introduced at Council in late 2022. The role is known as the Development Navigator and focuses on connecting with developers and construction firms working within our District while providing customers with a single point of contact aimed at enhancing customer service. The feedback to Council as a result of the introduction of this service has been overwhelmingly positive.

The Development Navigator also has a focus on economic development activity that includes the Feilding Town Centre Refresh project and supporting the development of accommodation offerings in Feilding.

## Setting the framework for the next 10 years

Through multiple engagement sessions across the District, we took the feedback we received to shape the framework for our next 10 years through our Long-term Plan. The Long-term Plan is reviewed every three years and touches on every aspect of Council's work and how it will be paid for. The Plan is a statutory requirement and is audited to provide both Parliament and public with independent assurance of its statutory purpose. The Long-term Plan 2024-2034 was adopted on 20 June 2024.

### Building control

**Council has received fewer building consent applications and code of compliance certificates than anticipated. This decline can be attributed to two primary factors; the current economic climate, and supply chain issues affecting the building industry.**

Despite the downturn, Council has continued to remain busy with the expansion and improvement of two aircraft hangars and associated infrastructure at RNZAF Base Ōhakea.

- Council received and processed 761 building consent applications and 882 code of compliance certificates. Over the course of the year there were 6459 inspections, averaging around 538 inspections per month.
- Significant emphasis has been placed on ensuring timeframes for issuing building consents meet customer expectations and legislative requirements. As a result, Council has successfully met our target, with (98.1%) of building consents processed within statutory timeframes.
- In addition to processing and inspections, Council has placed significant emphasis on building warrant of fitness inspections and ensuring the safety compliance of residential swimming pools and spas.

## Animal Control

**Animal Control is a shared service between Manawatū District Council and Rangitikei District Council, covering a total area of 7,050 km<sup>2</sup> and providing 24/7 service to both Districts.**

Council remains committed to ensuring public safety, promoting responsible dog ownership, and mitigating potential risks associated with dogs and wandering stock.

This year, the team responded to a total of 1,198 incidents, categorised as follows:

- Priority 1 (140 incidents): Dog attacks, aggressive roaming dogs, stock on roads, and other urgent situations requiring immediate attention.
- Priority 2 (203 incidents): Barking dog complaints, non-aggressive roaming dogs, and other incidents needing timely but not urgent response.
- Priority 3 (855 incidents): Information requests and general inquiries.

Moving forward there will be an increased emphasis on education and engagement with the community to proactively raise awareness of responsible dog ownership.

## Consent Planning

Despite the changing market conditions, the numbers of resource consents processed has remained steady.

Council processed 141 land use consents compared to 119 the previous year and 142 subdivision consents compared to 122 the previous year.

## Compliance Monitoring

**Out of the 104 food premises registered with Council, 66 are required to be verified. 52 of the 66 premises were verified during the year.**

- Food premises inspection cycles are based on their food control plan, which can require inspections every 12, 18 or 24 months. Council also ensures that hairdressers and barbers meet the necessary health standards. Of the 22 premises registered with Council, 19 were inspected.

- The number of licenced premises continues to remain steady. There are 52 premises that sell alcohol in the District. During the year the following alcohol licences and manager certificates were received:
  - 3 new on-licences
  - 0 new off-licences
  - 9 on-licence renewals
  - 7 off-licence renewals
  - 7 club licence renewals
  - 79 special licences
  - 31 new manager certificates
  - 48 manager certificate renewals
  - 5 temporary authorities
  - 0 permanent club charter.

Council has also focused on providing education and advice to help ensure compliance with relevant bylaws and legislation.



**16 Radios upgraded**

installed in rural schools and community halls



**600**

**Information packs**

Get Ready, Get Prepared  
information leaflets distributed



Emergency Management at Family Fun Day



Second Weighbridge Installation, at the Manawātū Resource Recovery Centre

## Emergency Management

To support rural communities in their resilience to emergencies, Council has been working with each Community Committee to form Community Response and Recovery Plans. These plans are tailored to the specific community and their unique needs when it comes to civil defence response and recovery actions.

Training and education was a key focus for 2023/24, including a full Emergency Operations Centre (EOC) activation exercise in March 2024, titled 'Cyclone Graham.' This exercise was held at Council and proved to be an excellent way of putting training into practice, and to experience how real events test our skills, strengths and weaknesses.

In 2023/24, we added to the District's emergency VHF Radio network by installing new radios at a further three schools that are central in their communities. Many of the District's rural schools already have a VHF radio that they test with Council every Wednesday morning during the school term to ensure functionality, and to give the students experience in using the radios. At the end of the year, the school that conducts the most check-ins receives an Emergency Management focused prize.

## Waste Management and Minimisation

Council continues to deliver on the actions set out in our Waste Management and Minimisation Plan 2022 - 2028. This involves part or fully funding these actions with the Waste Levy that is received from the Ministry for the Environment, reducing the cost impact of waste minimisation on our ratepayers and communities.

Council commenced construction of the second weighbridge of the dual weighbridge system at the Manawātū Resource Recovery Centre on Kawakawa Road in Feilding. A dual weighbridge system will allow us to accurately measure waste diversion from landfill within the District for as many waste streams as possible and ensure the traffic flows at the resource recovery centre are efficient - particularly during busy periods.

A Farm Waste Collection Event was held at Manfeild Park in Feilding in partnership with private waste industry leaders, Plasback and Agrecovery. The event achieved significant diversion results, including 24.5 tonnes of bale wrap and silage pit covers, 1.4 tonnes of 0-60L containers, 42 large 200L drums and 13 liners of small seed, feed and fert bags. There is clear demand for additional farm waste collection events in the future based on the response to the event.

## Waste and recycling

We're a festive bunch!  
Council received  
an average of

**88 tonnes/  
month**

of glass recycling in  
the summer months...



...compared to  
an average of

**73 tonnes/  
month**

for the rest of the year.

**1,119 tonnes**

of cardboard, paper,  
plastic, cans was received  
by Council in 2023/24.



In late 2023, the Ministry for the Environment standardised kerbside recycling collection across NZ. All Councils must now only collect glass bottles and jars; paper and cardboard; plastic bottles, trays and containers of resin identification codes **1, 2, and 5; and aluminium and steel tins and cans.**

## Our December 2023 Farm Waste Collection Event

at Manfeild Park was hugely successful and stopped the following waste going to landfill or being burnt on farm:

**24.5 tonnes**  
of bale wrap and  
silage pit covers

**1.386 tonnes**  
of 0-60L containers

**42 large**  
200L drums and;

**13 liners**  
of small seed,  
feed and fertiliser bags





In April 2024, we hosted a Lower North Island Plastics Forum for nearby Councils and like-minded businesses in a collaborative session to see how we can work together to tackle plastic waste within the Lower North Island. The forum included a range of speakers, all with unique insights on how to better reduce plastic waste or to reuse and recycle it.

Council continued to provide Waste Not Want Not funding in 2023/24 to people in the community who presented great ideas to minimise waste within our District. Distributing this funding is a key way we can work together with the community to achieve our vision of a circular economy for all waste streams. This year, recipients of the funding included:

### Enviroschools

Enviroschools facilitators work with participating schools and centres to support their vision for a sustainable future. There is strong uptake of the Enviroschools programme within the Manawatū District.

### Feilding Repair Café

The Feilding Repair Café was a set up in 2022 using funds received from the Waste Not Want Not fund. It has been very successful with many people attending, many items being repaired and some great feedback from the community.

### Para Kore ki Manawatū/Whanganui

Para Kore provide workshops on ngā rawa māori (natural resources), te wehewehe para (waste check), te pūnaha whakahaere para (the waste hierarchy), composting and worm-farming, raupihi (microgreens), and ikura (menstruation) and kope toitū - cloth nappies to local marae, kura and kōhanga reo.

### Paper 4 Trees

This programme supplies recycling bins in classrooms and rewards schools for recycling by providing them with native trees.

### Zero Waste Education

There are 23 schools and 22 preschools in the Manawatū District that have access to the Zero Waste Education programme to educate children about sustainable resource use.

### Ruahine Manchester Kindergarten

The kindergarten has set up yoghurt making and storage in reusable containers as a permanent part of the daily routine at the Kindergarten all with the aim of reducing the amount of waste in lunchboxes.



Farm Waste Collection Event at Manfeild Park



## Roading

Throughout 2023/24, Council completed several road safety upgrades across the District. The seal on Cemetery Road in Sanson has been widened to provide wider traffic lanes to better accommodate different uses and an increasing population. We've also finished a realignment project to improve sight line visibility distance on Mangamako Road in Rangiwahia.

To respond to the impacts of Cyclone Hale and Cyclone Gabrielle, which occurred in early 2023, we have constructed many temporary and permanent solutions. This includes the installation of a temporary ford at Pararorangi Road in Waituna West, construction of box culverts to replace the destroyed Konewa Bridge in the Pohangina Valley, and installation of a Bailey Bridge at Makiekie Creek in the Pohangina Valley. These affordable and effective solutions demonstrate the value of innovation in a challenging environment.

Time-limited parking signage was installed within the Feilding Town Centre to assist in increasing parking turnover to make the centre more accessible to visitors.

We supported our walking and cycling aspirations by:

- constructing the Mount Biggs to Mount Lees section of the Te Araroa Trail.
- Constructing a cycle and pedestrian bridge over Taonui Stream, marking the completion of the 4.2km portion of the Feilding to Palmerston North off-road cycle and pedestrian pathway within our responsibility. The off-road pathway will assist cyclists and pedestrians to commute safely between Feilding and the city. It's now over to Palmerston North City Council to finish their part of the pathway to complete this exciting linkage for our communities.



### 6.7 km of sealed road

was strengthened with overlays. 36km of road was resealed. 1.5km of road was widened.



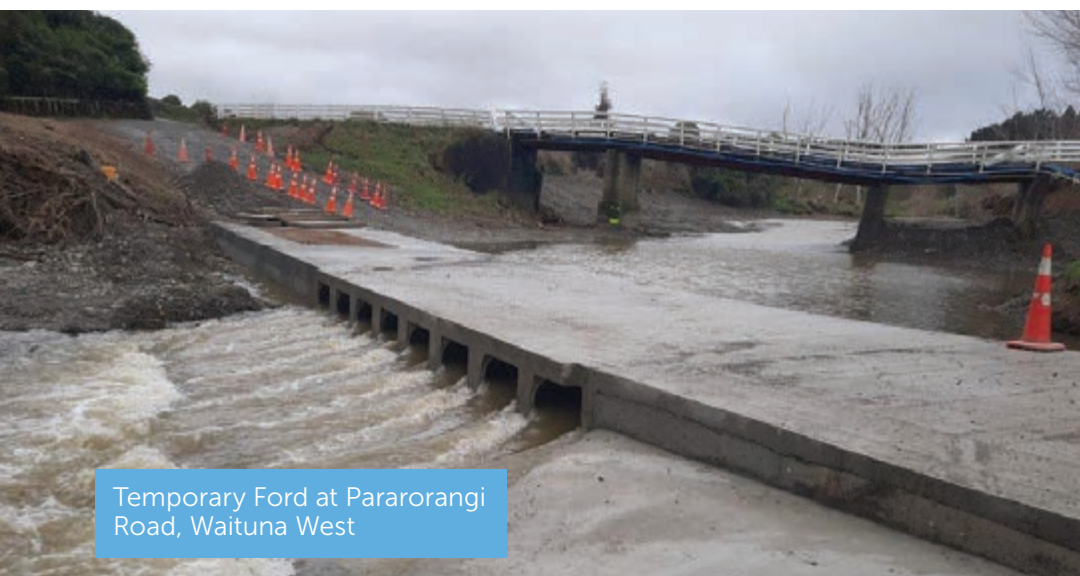
### 10 bridges

were made more resilient by installing scour protection in the waterways. 5 bridges had guard rails added to them.



### 183 new signs, 366 new brackets, and 122 new posts

were installed within the Feilding Town Centre to introduce time limited parking during 2023/24.



Temporary Ford at Pararorangi Road, Waituna West



Feilding Time-Limited Parking Signage

## Growth Works - Residential

### Maewa

Maewa is the District's primary residential growth area, located at the northern end of Feilding. Council has committed to investing in infrastructure in Maewa, funded by development contributions, to encourage residential growth and to ensure a well-connected and vibrant community. 2023/24 has been a busy year with the installation of roads and services throughout the area.

### Echo Place, Feilding - Stage 2

The first stage of Echo Place was completed in May 2023 and we then commenced construction of the second stage to connect Turoa Street to Port Street East in November 2023. This 200m stretch of new road incorporates water supply, wastewater and stormwater services, and accommodates vehicle crossings and service connections from adjacent housing developments. This stage is due for completion by end of September 2024.

### Roots Street East, Feilding Upgrade - Makino Stream to Churcher Street

Council will continue to upgrade Roots Street East in stages over the next 10 years to bring it to a residential standard. This staged approach will allow Council to remain within available budgets, whilst ensuring the necessary services are in place for imminent housing developments in the area.

Along the first stage of Roots Street East from the Makino Stream to Churcher Street, Council has worked throughout the 2023/24 year to install 320m of stormwater mains, alongside partial wastewater installation and roading upgrades.

### Parakaraka (Maewa East Stormwater Detention Ponds and Recreation Area)

Council has completed the design for two new stormwater detention ponds in Maewa to effectively manage the increase in stormwater run-off from residential development. The ponds are designed to store and enable a slow release of stormwater into the neighbouring Makino Stream. Landscape design have been completed to ensure the pond area and surrounds provide a high-quality recreation area, including planting, footbridges and lookout points, to connect



Echo Place Stage 2 Construction



Echo Place Stage 2 Construction



Roots Street East, Stage 1 Construction

people to the stream. Mana whenua to Feilding, Ngāti Kauwhata, have provided valued input into design elements, and have gifted the name of the recreation area - Parakaraka.

Council has experienced delays in obtaining two resource consents from Horizons Regional Council. These consenting delays have created a knock-on delay, in construction which was planned for the 2023/24 year. Construction will commence as soon as resource consent is gained on this fundamental stormwater and recreation project. There is significant pressure from imminent residential development to get this stormwater management solution constructed.

## Growth Works - Industrial

### Turners Road, Feilding Extension - Stage 1

Council kicked off the first stage of the Turners Road extension in early 2023. February 2024 saw the completion of a new right turn bay on Kawakawa Road and the new portion of Turners Road from the Kawakawa Road intersection to the stormwater culvert. All three waters services have been installed within this completed stage, including a portion of the planned trade waste separation pipeline to support Council's long-term vision of separating industrial trade waste management at the Manawatū Wastewater Treatment Plant.

Stages 2 and 3 of Turners Road Extension will be progressed within Council's Long-term Plan 2024 - 2034.

## Water Supply

### Feilding Water Resilience

Work to ensure the resilience of Feilding's water supply has continued this year. Council has committed to this multi-year investment programme to ensure that Feilding's drinking water supply continues to meet the current and future needs of the town.

### Campbell Road Bore and Water Treatment Plant

Additional land has been purchased around the existing Campbell Road bore to accommodate new water treatment equipment required for treatment and storage of drinking water on this site. Design work began in 2023/24 for these treatment and storage components. The chlorination aspect is required to be installed and in operation before the end of December 2024 as mandated by Taumata Arowai (NZ Drinking Water Regulator).

### New Feilding Bore (Roots Street West)

A new bore for the Feilding water supply has been constructed and tested. This new water source will ultimately replace the existing Ōroua River surface water take as part of Council's commitment to the long-term health and wellbeing of the Ōroua River. The 400m deep bore will provide up to 60 litres per second of raw water that will be treated at a new water treatment plant that is planned to be constructed on the same site within Council's Long-term Plan 2024 - 2034.



**Council used 2,047m<sup>3</sup> of crushed recycled concrete**

sourced from local business Central Environmental for the construction of Turners Road Extension Stage 1 and Echo Place Stage 2.



**200m of 1650mm diameter stormwater pipe** was installed within Stage 1 of Roots Street East, Feilding in 2023/24.



Turners Road, Feilding Extension – Stage 1



New Feilding Bore (Roots Street West) Construction

**Stanway Halcombe Rural Water Scheme - Impacts from Cyclone Gabrielle**

Heavy rain experienced during Cyclone Gabrielle (February 2023) in the upper catchment of the Rangitīkei River caused 100m of riverbank to be washed away beside the water intake point. Due to the loss of filtration previously provided by the fine gravels within the bank, the raw water quality decreased, which impacts on our ability to effectively treat the water in accordance with Taumata Arowai (NZ Drinking Water Regulator) requirements.

Council has been successful in gaining Central Government funding from the Local Government Flood Resilience Co-Investment Fund to address the impacts to the water scheme from the riverbank collapse. Alongside Horizons Regional Council, we have utilised this funding to construct a rock wall to protect the scheme’s water intake point from further riverbank erosion. The funding has also enabled us to commence a project to provide an additional three-day storage for the scheme to reduce future impacts from weather events.

**Wastewater**

**Native Wetlands at the Manawatū Wastewater Treatment Plant**

A major milestone for the future of the Manawatū Wastewater Treatment Plant was met in 2023/24 with the completion of the construction and planting of the native plant wetlands.

These wetlands are designed to improve the outcomes for the Ōroua River by adding an additional natural filter for treated wastewater via land passage through two bays of native plants before it is eventually released into the Ōroua River.

Successful functioning of the concrete inlet and outlet structures was demonstrated in February 2024 to fulfil their role of distributing 6,800m<sup>3</sup> of treated wastewater per day. In May 2024, the planting of 4.3 hectares across both wetland bays was concluded, with a total number of 86,500 plants all sourced from Council’s Nursery.



Native Wetlands at the Manawatū Wastewater Treatment Plant



Native Wetlands at the Manawatū Wastewater Treatment Plant



Constructed Rock Wall alongside Water Intake Point



Wastewater Storage alongside Sanson Main Pump Station site



Opening of Sanson Main Pump Station in February 2024

### Village Wastewater Centralisation

This programme of work takes management of wastewater away from ageing village wastewater treatment plants, reduces the environmental impacts of multiple discharges into the Ōroua River and its tributaries, and leverages off the significant investment made in the Manawatū Wastewater Treatment Plant in Feilding.

- Council has now completed the Sanson wastewater centralisation stage, including the main pump station and two intermediate pump stations. The first flush of wastewater from Sanson was sent to the Manawatū Wastewater Treatment Plant in Feilding in February 2024.
- Working alongside NZ Defence Force resulted in wastewater being pumped for the first time from RNZAF Base Ōhakea through to Sanson to join the village’s wastewater on its journey to the Manawatū Wastewater Treatment Plant in Feilding.

## Stormwater

### Feilding Stormwater Improvements

#### Feilding Stormwater Model and Options Analysis

Council has now completed an extensive Feilding stormwater modeling project. This model will help us to determine the most value for money and impactful stormwater upgrades for Feilding, including those to address flooding issues experienced in November 2021.

The design of these improvement projects is due to commence using the outputs from the stormwater model and Council has included budget provision for construction with the Long-term Plan 2024 - 2034. Many of these projects include significant consenting and land tenure considerations.

#### Glasgow Terrace Detention Area and Retaining Wall

Stormwater runoff from the catchment above Glasgow Terrace in Feilding has caused flooding to downstream properties on multiple occasions. We have responded by constructing a short-term solution until the funding for a long-term solution becomes available in the Long-term Plan 2024 - 2034.

A stormwater detention area has been constructed at the top of Glasgow Terrace to slow down the release of stormwater from the surrounding hills. As a second control, we have also constructed a retaining wall, which will slow down the stormwater flow further while directing it away from houses and into the road’s piped stormwater system.



Glasgow Terrace Short-Term Stormwater Upgrades

## Village Stormwater Improvements

### Halcombe Stormwater Model

Council has completed a stormwater model for the Halcombe village to work to address ongoing stormwater overland flow and ponding issues being experienced by the community. Design has commenced on improvement projects using the outputs from the stormwater model and will be constructed as budget provision allows within the Long-term Plan 2024 - 2034.

### Himatangi Beach Stormwater Improvements

Council has commenced the design and consenting process for stormwater improvements for Himatangi Beach to address stormwater inundation issues being experienced by the community, particularly by those who live close to the beach.

## Kawakawa Nursery

Council has grown more than 100,000 native plants this year that have been used in various parks, reserves and projects across the District, notably the Manawatū Wastewater Treatment Plant Wetlands.

Demand for the nursery's services remains high within Council and externally, with plant production contracts in place with Horizons Regional Council, Awahuri Forest - Kitchener Park, Tāmata Hauhā and Tararua District Council.

A Manawatū District specific propagation guide has been produced that will be made available for free to the community. Every native tree grown within the nursery is eco-sourced from the District, which means that the team collects their own seed from various reserves around the Manawatū, germinates the seed, and then utilises these plants to fulfil its various contracts. Eco-sourced plants add value to the nursery's offering to existing and future customers. The propagation guide produced provides a resource to the local community who may wish to progress their own eco-sourcing journey.



Glasgow Terrace Short-Term Stormwater Upgrades



Eco-Sourced Plants at the Native Plant Nursery

# Overview of Activity Results

For each activity summary provided in this section of this report, you will find the following information:

## Performance Targets

For this section, the results are indicated by:



Target met



Target not met

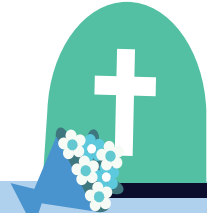
A number of performance indicators refer to the annual Manawatū District Council Residents' Survey carried out by an independent research agency.

Residents were asked to rate our services on a scale from 1-10. Responses in the 1-5 range are considered to be "dissatisfied" and those in the 6-10 range are considered "satisfied". Throughout this section we have provided a more detailed breakdown of the responses:

- Very dissatisfied / poor 1 - 4
- Somewhat dissatisfied / poor 5
- Somewhat satisfied / good 6
- Satisfied / good 7 - 8
- Very satisfied / excellent 9 - 10

## Cemeteries Ngā Urupā

### How we did



#### 1. You can expect satisfaction with the maintenance of our cemeteries

Measure	Link to community outcomes	Target 2024	Result 2022/23	Result 2023/24	Comments
Percentage of survey participants who were satisfied with the maintenance of cemeteries.	1	95%	84%	94%	Data is collected via the Council satisfaction survey. It is difficult to understand where dissatisfaction arises, however, satisfaction with the maintenance of the cemeteries appears to be improving given the significant increase in satisfaction compared to the previous year.

#### 2. You can expect professional and timely interment services

Measure	Link to community outcomes	Target 2024	Result 2022/23	Result 2023/24	Comments
Monitoring the number of complaints about late or inadequate interment services.	6	0	0	0	No complaints have been received.



# District Libraries

## Ngā Whare Pukapuka o te Rohe



### How we did

1. You can expect access to a range of information, resources and experiences that support community wellbeing and interconnectedness, continue to build and promote lifelong learning and bridge the digital divide

\*The targets were set high as the planned redevelopment of the Feilding Library was initially scoped to finish in 2022 however, due to location investigation and Covid, was delayed and concluded in July 2024.

Measure	Link to community outcomes	Target 2024	Result 2022/23	Result 2023/24	Comments
The number of physical and digital collection items borrowed or accessed per capita, per annum.	1, 2, 4 & 5	8	10.10 	11.28 	
The number of logins to library e-resources and apps (including digital learning apps and heritage platforms), Manawatū District Libraries app and Wi-Fi and computer usage, per annum.	6	70,000	49,317 	43,629 	This target was not met due to reduced computer and Wi-Fi use in the temporary library as fewer seats and computers were available. In addition, the service closed in June 2024 to complete the move into the new facility.
The number of participants attending programmes, classes, exhibitions, events, digital learning programmes and social interaction groups, per annum.	1 & 6	25,000	12,503 Participants 	15,599 participants 	This target was not met due to limited space available in the temporary library and also limited access to equipment.

# Halls and Recreational Complexes

## Ngā Whare Huihui me ngā Taiwhanga Rēhia

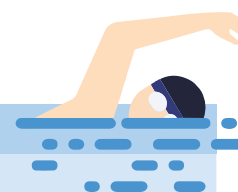


### How we did

1. You can expect Council-owned halls and recreational complexes are safe					
Measure	Link to community outcomes	Target 2024	Result 2022/23	Result 2023/24	Comments
% of in-use Council-owned halls and recreational complexes are compliant with current building warrant of fitness requirements and FENZ evacuation procedures.	1 & 4	100%	100%	100%	All council halls and recreation facilities are compliant

# Makino Aquatic Centre

## Te Taiwhanga Wai Rēhia o Mākino



### How we did

1. You can expect safe pools					
Measure	Link to community outcomes	Target 2024	Result 2022/23	Result 2023/24	Comments
Pool safe accreditation (annually)	1, 2 & 6	Accredited	Pool safe accreditation retained	Pool safe accreditation retained	Poolsafe accreditation achieved in March 2024.


2. You can expect a provision of a range of quality educational and recreational aquatic experiences					
Measure	Link to community outcomes	Target 2024	Result 2022/23	Result 2023/24	Comments
Participants in water activities and learning to swim programmes.	1, 2 & 6	>52,000	45,142	44,719	Water activities and learn to swim programmes impacted by staffing, water temperature and plant issues this year.
General admissions (spectators and swimmers).	1, 2 & 6	>70,000	71,175	74,307	
Percentage of survey participants satisfied with the quality of their experience at the Makino Aquatic Centre.	4 & 6	90%	92%	92%	171 responses were submitted for the Customer Satisfaction Survey.

# Parks, Reserves and Sportsgrounds

## Ngā Papa Rēhia, Papa Tāpui, Papa Hākinakina hoki

### How we did

1. You can expect satisfaction with our parks, reserves and sports grounds					
Measure	Link to community outcomes	Target 2024	Result 2022/23	Result 2023/24	Comments
Percentage of survey participants satisfied with Council's parks, reserves and sportsgrounds.	1, 2 & 6	90%	90% 	91% 	

2. You can expect safe parks, reserves and sports grounds					
Measure	Link to community outcomes	Target 2024	Result 2022/23	Result 2023/24	Comments
Number of health and safety incidents or injuries reported that occurred due to inadequate or poor maintenance in our parks, reserves and sports grounds.	1, 2 & 6	0	0 	0 	

# Property

## Ngā Rawa Tūwāhi

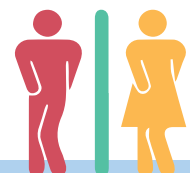


### How we did



1. You can expect Council-owned buildings and properties are safe					
Measure	Link to community outcomes	Target 2024	Result 2022/23	Result 2023/24	Comments
100% in-use Council-owned buildings and properties are compliant with the relevant safety regulations.	1 & 4	100%	100% 	100% 	100% of in-use buildings and properties were compliant for the full year

# Public conveniences

## Ngā Wharepaku Tūmatanui



### How we did

1. You can expect clean and well-maintained public toilets					
Measure	Link to community outcomes	Target 2024	Result 2022/23	Result 2023/24	Comments
Monitoring the number of complaints* received about inadequate maintenance and/or poor cleaning of our toilets.	6	<8 complaints	7 	4 	

\*Excludes complaints that do not relate to the service council provides

# District Development Group

## Te Tipu o te Rohe

### How we did



#### 1. You can expect satisfaction with district development service delivery

Measure	Link to community outcomes	Target 2024	Result 2022/23	Result 2023/24	Comments
Percentage of targets CEDA has achieved under the relevant Statement of Intent.	5	80%	92.82% 	100% 	
Percentage of Results Based Accountability targets achieved under Priority Service Contracts.	5	80%	95% 	86% 	

#### 2. You can expect creative, cultural and recreational participation in our communities. (Whānau - Social Wellbeing)

Measure	Link to community outcomes	Target 2024	Result 2022/23	Result 2023/24	Comments
Creative Communities Scheme projects administered by the Council.	1 & 2	>14 Projects	15 projects approved 	20 projects approved 	

#### 3. You can expect satisfaction that Council seeks an outcome of being connected and inclusive. Our goals are to be a welcoming community, where everyone has a sense of belonging and are proud of where they live. (Wairua - Spiritual Wellbeing)

Measure	Link to community outcomes	Target 2024	Result 2022/23	Result 2023/24	Comments
Percentage of survey participants who feel a sense of connection with others in their neighbourhood/ community.	1	>71%	69% 	65% 	The level of satisfaction for residents surveyed has declined slightly. It is anticipated that the actions delivered from the implementation of the Welcoming Plan may assist in making residents feeling more of a connection with their neighbourhood or community.

# Regulatory Group

## Te Rōpū Whakature







### Animal Control

#### Rauhī Kararehe

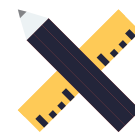


#### How we did

1. You can expect a safe environment and protecting the community through timely responses to requests for service

Measure	Link to community outcomes	Target 2024	Result 2022/23	Result 2023/24	Comments
Percentage of urgent requests about dog attacks/ wandering stock responded to or caller contacted within 15 minutes of Council receiving request. (Priority 1)	6	90%	94% 	92.9% 	140 requests for urgent service received. 130 were responded to within the required timeframe.
Percentage of notifications of roaming dogs responded to or caller contacted the next working day from Council receiving request. (Priority 2)	6	90%	99% 	95.6% 	203 requests for service received. Of those 194 were responded to within the required timeframe.
Percentage of routine animal control issues responded to, or caller contacted the next working day from Council receiving notification. (Priority 3)	6	90%	97% 	93.6% 	855 recorded requests for service. 800 were responded to within the required timeframes.

# Building Control Te Whakatū Whare



## How we did

### 1. You can expect monitoring of commercial and public buildings for compliance with the Building Warrant of Fitness

Measure	Link to community outcomes	Target 2024	Result 2022/23	Result 2023/24	Comments
Percentage of the District's commercial and public buildings that hold a current compliance schedule are audited every 3 years.	1 & 4	100%	81% 	85.9% 	<p>There are 398 buildings that require inspections for compliance schedules. 342 have been inspected within the 3-year period.</p> <p>A building compliance officer was appointed during the year and more recently extra resource allocated to support the service.</p>

### 2. You can expect we are meeting the statutory obligations of the Building Act as an Accredited BCA, providing a safe built environment and providing a responsive building control service

Measure	Link to community outcomes	Target 2024	Result 2022/23	Result 2023/24	Comments
Percentage of complaints that are investigated and responded to relating to our building control service within the specified timeframes.*	6	90%	92% 	93.59% 	78 complaints received of which 73 were responded to within the required timeframe.
Percentage of residential swimming pools that are inspected every 3 years to ensure compliance with the Building Act.	4 & 6	95%	98% 	99.4% 	352 pools requiring inspection, 350 have been inspected within the timeframe
Percentage of applications processed within the statutory and specified timeframes:					
A. Building consent applications and Code of compliance certificates are processed and approved within the statutory 20 working days.	4 & 6	95%	90% 	98.75% 	<p>20-working days: 517 building consents issued 578 Code Compliance Certificates (CCCs) issued</p> <p>Fast track (10 working days): 244 fast track building consents issued 280 CCCs issued</p> <p>Processing performance: 99% for building consents 98.5% for CCCs</p> <p>Medium of 98.75% performance, which is a substantial improvement on previous years' results. This has, however, had an impact on other targets but these will be proved and worked through in the coming 2024/25 year.</p>
B. Fixed fee (small works) building consent applications are processed and approved within 10 working days.	4 & 6	95%	89% 	99.6% 	244 fast track consents were issued. One was not issued within the 10 working day timeframe.

\*excludes complaints that do not relate to the service council provides.

# Compliance Monitoring

## Te Whakapūmau i tā te Ture me te Arotake



### How we did

#### 1. You can be assured the community has safe food premises and hygienic health registered premises

Measure	Link to community outcomes	Target 2024	Result 2022/23	Result 2023/24	Comments
Percentage of all food premises are verified as per legislative requirements under the Food Regulations 2015.	<b>3 &amp; 6</b>	100%	93% 	79% 	66 premises were scheduled for inspection of which 52 were completed. The Environmental Health Officer (EHO) position was vacant for some time and Council contracted services although these resources are scarce. Council appointed a fulltime EHO during the year and is working to secure additional contracted resource.

#### 2. You can expect we are protecting community amenity and providing a responsive compliance service with timely responses to requests for service

Measure	Link to community outcomes	Target 2024	Result 2022/23	Result 2023/24	Comments
Percentages of requests for service related to incidents that endanger public health are responded to within 24 hours of notification.	<b>3 &amp; 6</b>	85%	95% 	87.9% 	33 complaints of which 29 were responded to within timeframe.
Percentage of urban noise complaints that are responded to within one hour of notification.	<b>3 &amp; 6</b>	85%	98% 	89.7% 	272 complaints of which 244 were responded to within timeframe.
Percentage of requests for service related to incidents that do not endanger public health are responded to within 48 hours of notification.	<b>6</b>	85%	97% 	99% 	280 complaints of which 278 complaints were responded to within timeframe.

#### 3. You can expect us to monitor selected licensed premises selling alcohol for compliance with their licence conditions

Measure	Link to community outcomes	Target 2024	Result 2022/23	Result 2023/24	Comments
Percentage of licensed premises that are inspected annually to ensure compliance with the conditions of their licence and to work with those who do not comply to bring them up to compliance.	<b>3 &amp; 6</b>	95%	98% 	100% 	All 52 licensed premises were inspected during the years achieving a 100% inspection rate.

# Consent Planning

## Whakamahere Tūtohunga

### How we did



1. You can expect the Consents Planning Team are meeting the statutory obligations of the RMA to protect the environment and ensure compliance with the District Plan.

Measure	Link to community outcomes	Target 2024	Result 2022/23	Result 2023/24	Comments
1. Percentage of applications for permitted boundary activities under the Resource Management Act are processed in accordance with the statutory timeframes.	3 & 6	100%	93% 	96.88% 	32 permitted boundary applications were received with 31 consents processed within the required timeframe. The consent that was not processed within the timeframe was due to an internal administrative error and following a review of the process, a planning technician is now responsible for the process that means that this error is unlikely to occur in the future.
2.A. Percentage of applications for resource consent under the Resource Management Act are processed in accordance with the statutory timeframes: • Non-Notified	3 & 6	90%	91% 	95% 	335 non-notified consents, 320 processed within the timeframes.
B. Percentage of applications for resource consent under the Resource Management Act are processed in accordance with the statutory timeframes: • Limited Notified (with hearing)	3 & 6	90%	N/A	N/A	Council did not receive any notified or limited notified consents (requiring a hearing).
C. Percentage of applications for resource consent under the Resource Management Act are processed in accordance with the statutory timeframes: • Limited Notified (without a hearing)	3 & 6	90%	N/A	N/A	Council did not receive any notified or limited notified consents (not requiring a hearing).



**1. You can expect the Consents Planning Team are meeting the statutory obligations of the RMA to protect the environment and ensure compliance with the District Plan.**

Measure	Link to community outcomes	Target 2024	Result 2022/23	Result 2023/24	Comments
The number of Resource Consent applications for resource consents returned to applicant as incomplete (under section 88 of the RMA) for:	<b>3 &amp; 6</b>	0	0	0	
• Permitted boundary activities					
The number of Resource Consent applications for resource consents returned to applicant as incomplete (under section 88 of the RMA) for:	<b>3 &amp; 6</b>	13	13	4	Council had 4 resource consents returned to applicant under sect 88 of the RMA for the period 1 July 2023 to 30 June 2024.
• Resource Consents					
The number of applications for which a request for further information has been made (under section 92 of the RMA).	<b>3 &amp; 6</b>	127	127	138	Council received 138 consents where a request for further information was made under sect 92 of the Act.

## Emergency Management Group Te Rauhi Hapori i te Ohotata

### How we did



**1. You can expect Council will be prepared to assist the community in the event of an emergency**

Measure	Link to community outcomes	Target 2024	Result 2022/23	Result 2023/24	Comments
Percentage of Incident Management Team personnel trained to at least intermediate level of the Integrated Training Framework (ITF) for Emergency Management Manawatū.	<b>6</b>	≥75%	90% 	88% 	88% of permanent staff are trained to the ITF Intermediate level.
Percentage of survey participants who were satisfied with Emergency Management information and advice provided by Council for the Manawatū District in relation to an emergency event*.	<b>2, 4 &amp; 6</b>	≥48%	N/A	N/A	No emergency events have met the threshold.

\*An emergency event is defined as whenever the Emergency Operations Centre (EOC) is activated.

# Governance and Strategy Group

## Te Rōpū Mahi Kāwanatanga me te Whakatau Rautaki

### How we did



#### 1. You can expect responsible financial management

Measure	Link to community outcomes	Target 2024	Result 2022/23	Result 2023/24	Comments
The number of breaches in rates limits or debt levels as set in the Financial Strategy.	5 & 6	0	0	0	Zero breaches of rating or debt levels

# Roading Group

## Te Rōpū Ara Waka

### How we did



#### 1. You can expect to get to where you need to go safely using our road network



Measure	Link to community outcomes	Target 2024	Result 2022/23	Result 2023/24	Comments
The change in the number of fatalities and serious injury crashes on the local road network from the previous financial year, expressed as a number.	1 & 4	<0	+2 (0.00074)	-6 (0.00053)	<p>There were 16 crashes reported resulting in 3 fatalities and 13 serious injuries.</p> <p>This equals 0.00053 fatalities/serious injuries per capita, based on a population of 33,900.</p> <p>Last year there were 19 crashes resulting in 5 fatalities and 20 serious injuries which equalled 0.00074 fatalities/serious injuries per capita based on a population of 33,900.</p>

#### 2. You can expect the road to be in good condition



Measure	Link to community outcomes	Target 2024	Result 2022/23	Result 2023/24	Comments
The average quality of ride on a sealed local road network, measured by Smooth Travel Exposure (STE) index ratings (percentage of assessed network length where roughness is under the relevant threshold)*.	4 & 6	90%	97%	97%	The STE index report is dated 9 July 2024.

\*A High Speed Data Survey will be carried out every two years on all sealed roads. The condition of the asset is described by a set of attributes. The quality of these attributes changes over the lifetime of the asset. Sound decisions about interventions and investments rely to a large degree on knowledge of the current condition and the rate of change in the condition of the asset.





### 3. You can expect the roading network to be well maintained

Measure	Link to community outcomes	Target 2024	Result 2022/23	Result 2023/24	Comments
The percentage of the sealed local road network that is resurfaced.		5%	7% 	3.5% 	Total percentage of sealed road network resurfaced was 3.5%. The contractor did not commence the reseal programme until January 2024. Insufficient resources were committed so only a total length of 35.54km was completed. Work stopped because ground temperatures became too cold to continue spraying bitumen.
	<b>4 &amp; 6</b>				

### 4. You can expect well maintained footpaths

Measure	Link to community outcomes	Target 2024	Result 2022/23	Result 2023/24	Comments
The percentage of footpaths within the District that fall within the level of service or service standard for the condition of footpaths that is set out in Council’s Activity Management Plan (for example, cracking, breaks, high lips, trip hazards etc.).		95%	99.29% 	99.29% 	Data in the 2023 Footpath Rating survey remains current for 2024.  Footpath inspection is conducted every 2-3 years for the whole network
	<b>1, 4 &amp; 6</b>				

### 5. You can expect a timely response to your request for service

Measure	Link to community outcomes	Target 2024	Result 2022/23	Result 2023/24	Comments
Percentage of customer service requests relating to roads and footpaths responded to within the following timeframes:					
A. Urgent requests*: within three hours of the request being lodged with Council.	<b>6</b>	90%	92.7% 	95% 	186 Urgent service requests were received. 178 within timeframe.
B. Non-urgent requests: the repairs will be included in the 3 month rolling programme or as instructed by Council’s Roothing Team.	<b>6</b>	90%	92.5% 	84% 	1011 non-urgent service requests were received. 691 have been resolved within 3 months, 162 CCR’s were not completed within the three month time frame and 158 are still within the three month time frame.

*\*“Urgent” roading call-outs include the following: sealed and unsealed road failures affecting traffic safety and showing signs of rapid deterioration; removal of offensive graffiti; replacement and painting (where required) of defective or damaged barriers where traffic or public safety is seriously compromised; potholes on arterial roads; removal of offensive and dangerous litter and debris (e.g. dead animals, vomit, excrement, broken glass etc) on all urban roads; and unsealed roads that have subgrade exposure and slippery conditions, where road user safety is at risk.*

*All other roading and footpath requests for services are considered “non-urgent.” Further detail on the frequency of inspections and response times is included in Appendix 9 of the Roothing Activity Management Plan.*

# Water Supply Group

## Te Rōpū Ratonga Wai



### How we did

#### 1. You can expect the provision of a safe water supply







Measure	Link to community outcomes	Target 2024	Result 2022/23	Result 2023/24	Comments
The extent (% compliance) to which Council's drinking water supply complies with Part 4 of the NZ Drinking Water Standards. (bacteria compliance criteria).	Feilding - Armadale	100%	100%	Not Achieved	Chlorination at the Almadale WTP did not meet performance requirements for one day in the period. Chlorination at the Awa St WTP did not meet requirements for the whole period. A shortfall in microbiological sampling in the distribution zone occurred during three weeks in the period.
	Feilding - Awa St	100%	0%	Not Achieved	Changes to compliance require Council to relocate the Awa Street chlorination plant to Campbell Road to ensure all connections receive chlorinated water (5 connections affected). Council working with Taumata Arowai to agreed timeframes.
	Hīmatangi Beach	100%	77%	Not Achieved	Continuous monitoring data was interrupted at the WTP for five days in March 2024. On one day in January 2024 chlorination performance at the WTP was below requirements. For three days in late November 2023 and three days in late December 2023 turbidity at the WTP was higher than required. On one week in June 2024 FAC monitoring in the distribution zone was insufficient and for a week in November 2023 microbiological sampling was not done.
	Rongotea	100%	100%	Not Achieved	The WTP did not meet the turbidity performance requirement on one day in the period. Monitoring frequencies for chlorine residual in the distribution zone were insufficient for one week in September 2023 and 2 weeks in June 2024. Microbiological sampling in the distribution zone was insufficient for one week in November 2023, April 2024 and May 2024.
	Sanson	100%	98%	Not Applicable	Not required. The Ōhakea Water Treatment Plant is supplying Sanson Village.

1 to 6

\* Schemes Automatically comply with Protozoa compliance due to secure bore status (Hīmatangi Beach, Rongotea, Sanson, Stanway Halcombe, Waituna West).

# Stanway Halcombe scheme upgrades are underway and are expected to be compliant in 2025.

**1. You can expect the provision of a safe water supply**

Measure	Link to community outcomes	Target 2024	Result 2022/23	Result 2023/24	Comments
The extent (% compliance) to which Council's drinking water supply complies with Part 4 of the NZ Drinking Water Standards. (bacteria compliance criteria)	Stanway Halcombe	100%	85% 	Not Achieved 	Boil Water Notice put on this supply as a precautionary measure on Friday, 23rd June 2023, due to High turbidity in incoming water. Boil water notice has remained in place for the months of July, August, September, October, November and December 2023 and January 2024. No E.coli have been detected at the treatment plant or in the reticulation. Compliant with Bacterial DWQAR rules for the month of December 2023 and January 2024.  The treatment plant is not capable of achieving protozoa compliance. Based on the guidelines 4 log credits will be required. A new containerised water treatment plant is being built by Filtec Ltd and programmed to be completed 31 December 2024.
	Waituna West	100%	50% 	Not Achieved 	The WTP did not have the prescribed Level 2 UV treatment and filtration barriers for the whole period. Chlorination levels leaving the WTP did not meet requirements for four days over the period. For 13 weeks in the period FAC zone monitoring was not at the correct frequency and for four separate weeks in the period FAC distribution zone monitoring did not occur.
	Ōhakea	100%	100% 	Not Achieved 	Monitoring frequencies for chlorine residual were insufficient for one week in March 2024 and one week in June 2024 in the Ōhakea zone. Monitoring frequencies for microbiological sampling were insufficient for four weeks across the late July early August 2023 period in the Ōhakea Zone.

1 to 6

\* Schemes Automatically comply with Protozoa compliance due to secure bore status (Himatangi Beach, Rongotea, Sanson, Stanway Halcombe, Waituna West)

# Stanway Halcombe scheme upgrades are underway and are expected to be compliant in 2025

**1. You can expect the provision of a safe water supply**

Measure	Link to community outcomes	Target 2024	Result 2022/23	Result 2023/24	Comments
The extent (% compliance) to which Council's drinking water supply complies with Part 5 of the NZ Drinking Water Standards. (protozoal compliance criteria).* #	Feilding - Armadale	100%	100%	Achieved	
	Feilding - Awa St	100%	0%	Achieved	
	Hīmatangi Beach*	100%	100%	Achieved	
	Rongotea*	100%	100%	Achieved	
	1 to 6 Sanson*	100%	100%	Achieved	
	Stanway Halcombe#	100%	0%	Not Achieved	Halcombe-Stanway will be compliant by 31 December 2024 when protozoa treatment will be installed in accordance with Taumata Arowai agreed timeframe.
	Waituna West*	100%	100%	Achieved	
	Ōhakea	100%	100%	Achieved	

**2. You can expect the water reticulation network to be well maintained**

Measure	Link to community outcomes	Target 2024	Result 2022/23	Result 2023/24	Comments
The estimated percentage of real water loss from Council's networked reticulation system using minimum night flow (MNF) analysis, measured per water supply scheme.	Feilding	<35%	12.1%	16%	
	Hīmatangi Beach	<35%	38.5%	31%	
	Rongotea	<35%	18%	15%	
	3, 4 & 6 Sanson	<35%	-	-	Sanson now a zone of Ōhakea
	Stanway Halcombe	<35%	24%	18%	
	Waituna West	<35%	-	34%	
	Ōhakea	< 35%	-	32%	First full year of operation also a rural scheme.














### 3. You can expect faults to be responded to and resolved in a timely manner

Measure	Link to community outcomes	Target 2024	Result 2022/23	Result 2023/24	Comments
<b>Urgent callouts*</b> to a fault or unplanned interruption to Council's networked reticulation system:					
A. Median attendance time from the time the Council receives notification to the time that service personnel reach the site.	6	<2 hours	0.75 hours	0.26 hours	
B. Median resolution time from the time the Council receives notification to the time that service personnel confirm that the water supply has been reinstated.	6	<9 hours	3.02 hours	1.98 hours	
<b>Non-urgent call-outs</b> to a fault or unplanned interruption to Council's networked reticulation system:					
A. Median attendance time from the time the Council receives notification to the time that service personnel reach the site.	6	<5 workings days	24 hours	2.1 hours	
B. Median resolution time from the time the Council receives notification to the time that service personnel confirm resolution of the fault or interruption.	6	A further 5 working days	24 hours	14.6 hours	
Note: An "urgent" call-out is one in which there is a complete loss of water.					

### 4. You can expect satisfaction with the quality of water service

Measure	Link to community outcomes	Target 2024	Result 2022/23	Result 2023/24	Comments
Monitoring the total number of complaints received by Council about any of the following: <ul style="list-style-type: none"> <li>• Drinking water clarity</li> <li>• Drinking water taste</li> <li>• Drinking water odour</li> <li>• Drinking water pressure or flow</li> <li>• Continuity of supply</li> <li>• The local authority's response to any of these issues</li> </ul> Expressed per 1,000 connections to the Council's networked reticulation system.	1 to 6	<20	8.73	3.6	29 complaints: 16 Clarity, 1 Odour 12 Pressure or flow 10 continuity of supply 0 council response.  3.6 complaints per 1000 connections.

5. You can expect us to manage the demand for domestic water supply

Measure	Link to community outcomes	Target 2024	Result 2022/23	Result 2023/24	Comments
The average consumption of drinking water per day, per resident within Council's authority area: (MEASURE: litres/person/day for domestic supply only).	Feilding 17,428	<300	192 	184 	
	Himatangi Beach 526	<1000	678 	590 	
	Rongotea 639	<300	108 	153 	
	Sanson 582	<300	202 	N/A	Included as part of Ōhakea RWS below
	Stanway Halcombe 554	<1000	408 	294 	Domestic water consumption calculated after rural allocation removed.
	Waituna West 226	<1000	1370 	784 	Domestic water consumption calculated after rural allocation removed.
	Ōhakea RWS	<1000	738 	330 	Includes Sanson and Ōhakea Rural area. Domestic water consumption calculated after rural allocation removed. Ōhakea RWS was commissioned late July 2022, Sanson was added to this scheme in 19 June 2023.

2 & 6

- Feilding target excludes metered water (industrial and commercial).
- Waituna West and Stanway Halcombe are rural schemes and therefore the target is 1000l/per to reflect the stock water use.
- Due to holiday homes the water use at the Himatangi Beach scheme is significantly higher than the permanent population.
- The Urban non holiday/rural schemes has been increased to 300 from 250 to reflect the targets set in the One Plan (Regional Council overarching plan).



# Wastewater Group

## Te Rōpū Wai Para

### How we did



#### 1. You can expect us to effectively manage Council's reticulated wastewater system

Measure	Link to community outcomes	Target 2024	Result 2022/23	Result 2023/24	Comments
Number of dry weather sewerage overflows from Council's sewerage system, expressed per 1000 SUIPs (separately used inhabited parts of a rating unit).	<b>3, 4 &amp; 6</b>	<6	0.12 	2 	

#### 2. You can expect compliance with the Council's resource consents for discharge from its treated wastewater system

Measure	Link to community outcomes	Target 2024	Result 2022/23	Result 2023/24	Comments
The number of abatement notices advising of breaches of resource consent conditions per scheme.	<b>3 &amp; 6</b>	<2	0 	1 	
The number of infringement notices, enforcement orders, and convictions received by Council in relation to resource consent conditions per scheme.	<b>3 &amp; 6</b>	0	0 	0 	

#### 3. You can expect timely response and resolution to faults or blockages

Measure	Link to community outcomes	Target 2024	Result 2022/23	Result 2023/24	Comments
Median response time from the time the Council receives notification to the time that service personnel reach the site. <b>(Urgent)</b>	<b>6</b>	<2 hours	0.52 hours 	0.25 hours 	
Median response time from the time the Council receives notification to the time that service personnel reach the site. <b>(Non-Urgent)</b>	<b>6</b>	5 days	1.38 hours 	0.9 hours 	
Median response time from the time the Council receives notification to the time that service personnel reach the site. <b>(Combined)</b>	<b>6</b>	5 days	1.11 hours 	0.6 hours 	
Median resolution time: from the time Council receives notification to the time service personnel confirm resolution of the blockage or other fault. <b>(Urgent)</b>	<b>6</b>	<5 hours	3.52 hours 	1.82 hours 	
Median resolution time: from the time Council receives notification to the time service personnel confirm resolution of the blockage or other fault. <b>(Non-urgent)</b>	<b>6</b>	10 days	4.33 hours 	2.93 hours 	
Median resolution time: from the time Council receives notification to the time service personnel confirm resolution of the blockage or other fault. <b>(Combined)</b>	<b>6</b>	10 days	4.33 hours 	2.4 hours 	

4. You can expect satisfaction with our service					
Measure	Link to community outcomes	Target 2024	Result 2022/23	Result 2023/24	Comments
The total number of complaints received by Council about the following: <ul style="list-style-type: none"> <li>• sewage odour</li> <li>• sewerage system faults</li> <li>• sewerage system blockages</li> <li>• Council’s response to issues with its sewerage system.</li> </ul> (Expressed per 1000 connections to the council sewerage system)*	4 & 6	<20	3.58	4.2	

\*excludes complaints that do not relate to the service Council provides.

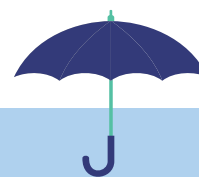
## Stormwater Group

### Te Rōpū Wai Ua

#### How we did

1. You can expect the provision of an effective stormwater system					
Measure	Link to community outcomes	Target 2024	Result 2022/23	Result 2023/24	Comments
The number of flooding events in the District.*	2 & 4	0	1	1	Event in Hīmatangi April 2024. One habitable property flooded
The number of habitable floors affected during each flooding event. (Expressed per 1000 properties connected to Council’s stormwater system)	2 & 4	<10	0.35	0.01	

\*A flooding event is defined as an overflow of the urban stormwater system that enters a habitable floor.



**2. You can expect us to comply with resource consent conditions for discharge from Council's stormwater systems**

Measure	Link to community outcomes	Target 2024	Result 2022/23	Result 2023/24	Comments
The number of:		<2	0	0	
A. abatement notices					
B. infringement notices		0			Infringement notice issued for Feilding stormwater.
C. enforcement orders	<b>3, 4 &amp; 6</b>	0			
D. successful prosecutions received in relation to those resource consents.		0			

**3. You can expect a timely response to flooding events**

Measure	Link to community outcomes	Target 2024	Result 2022/23	Result 2023/24	Comments
Measuring the median response times to attend a flooding event, measured from the time that Council receives notification to the time that service personnel reach the site.	<b>6</b>	Within 2 hours	2.65 hours 	N/A 	The Council was not required to respond.

**4. You can expect satisfaction with the performance of Council's reticulated stormwater system**

Measure	Link to community outcomes	Target 2024	Result 2022/23	Result 2023/24	Comments
The number of complaints received by Council about the performance of its stormwater system (expressed per 1,000 properties connected to Council's stormwater system)*.	<b>2, 4 &amp; 6</b>	<20*	4.95 	3.96 	

\*excludes complaints that do not relate to the service council provides.

# Solid Waste Group

## Te Rōpū Para Totoka



### How we did

#### 1. You can expect the provision of convenient rubbish and recycling services for rural and village residents

Measure	Link to community outcomes	Target 2024	Result 2022/23	Result 2023/24	Comments
% of rural residents who have a Council refuse bag drop-off point close to their homes.		90%	94% 	90% 	All collection routes for the full year met the success measurements.
Mobile recycling centres are conveniently located within all identified villages within 5km of village centre.	4 & 6	YES	YES 	YES 	All stations have been in place all year. Halcombe is still not collecting glass and the Kaimatarau site is now closed due to leased land being sold 22/23 financial year.

#### 2. You can expect the provision of waste education programmes to encourage recycling

Measure	Link to community outcomes	Target 2024	Result 2022/23	Result 2023/24	Comments
Funding provided for waste education programmes that promote reduce and reuse.	2, 3 & 6	YES	YES 	YES 	There are 20 Kindergartens, Preschools & Primary Schools participating in the Envirowaste programmes and 23 schools that are part of the zero waste programmes throughout the year.

#### 3. You can expect the provision of effective waste services

Measure	Link to community outcomes	Target 2024	Result 2022/23	Result 2023/24	Comments
The number of complaints received by Council about the performance of its solid waste services (expressed as number of complaints per 1000 households).*	6	<100	32.34 	33.45 	

\*excludes complaints that do not relate to the service council provides



Stormy Point Lookout

## Manawatū District Council Summary Statement of Financial Position as at 30 June 2024

	Council			Group	
	Actual 2024	Budget 2024	Actual 2023	Actual 2024	Actual 2023
	\$000	\$000	\$000	\$000	\$000
Total current assets	26,478	15,556	26,174	27,091	26,101
Total non-current assets	1,189,516	1,179,775	1,152,686	1,221,685	1,185,910
<b>Total assets</b>	<b>1,215,994</b>	<b>1,195,330</b>	<b>1,178,860</b>	<b>1,248,776</b>	<b>1,212,011</b>
Total current liabilities	41,464	26,098	34,871	42,341	35,442
Total non-current liabilities	70,441	92,151	72,974	70,575	74,239
<b>Total liabilities</b>	<b>111,905</b>	<b>118,249</b>	<b>107,845</b>	<b>112,916</b>	<b>109,681</b>
<b>Total equity</b>	<b>1,104,089</b>	<b>1,077,081</b>	<b>1,071,015</b>	<b>1,135,860</b>	<b>1,102,330</b>
<b>Total Liabilities and Equity</b>	<b>1,215,994</b>	<b>1,195,330</b>	<b>1,178,860</b>	<b>1,248,776</b>	<b>1,212,011</b>

## Manawatū District Council Summary Statement of Comprehensive Revenue and Expense for the year ended 30 June 2024

	Council			Group	
	Actual 2024	Budget 2024	Actual 2023	Actual 2024	Actual 2023
	\$000	\$000	\$000	\$000	\$000
Total revenue	77,378	73,175	77,801	80,459	80,635
Total expenses*	76,317	77,243	74,907	79,147	77,307
Share of associate's surplus / (deficit)	0	0	0	22	8
Operating surplus/(deficit) before tax	1,061	(4,068)	2,894	1,334	3,336
Income tax expense	0	0	0	0	0
<b>Surplus/(deficit) after tax</b>	<b>1,061</b>	<b>(4,068)</b>	<b>2,894</b>	<b>1,334</b>	<b>3,336</b>
Other comprehensive revenue and expense**	32,013	29,711	109,253	32,196	105,758
<b>Total comprehensive revenue and expense for the year</b>	<b>33,074</b>	<b>25,642</b>	<b>112,147</b>	<b>33,530</b>	<b>109,094</b>

\*This includes finance costs

4,503	3,824	3,489	4,646	3,611
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\*\*Revaluation gains / (losses)

## Manawatū District Council Summary Statement of Cash Flows for the year ended 30 June 2024

	Council			Group	
	Actual 2024	Budget 2024	Actual 2023	Actual 2024	Actual 2023
	\$000	\$000	\$000	\$000	\$000
Net cash from operating activities	26,221	23,637	25,465	28,629	26,999
Net cash from investing activities	(24,209)	(32,296)	(36,335)	(25,043)	(37,396)
Net cash from financing activities	1,393	7,850	5,049	381	4,558
<b>Net (decrease)/increase in cash, cash equivalents and bank overdrafts</b>	<b>3,405</b>	<b>(810)</b>	<b>(5,821)</b>	<b>3,968</b>	<b>(5,838)</b>
Cash, cash equivalents and bank overdrafts at the beginning of the year	7,892	9,058	13,713	8,031	13,870
<b>Cash, cash equivalents and bank overdrafts at the end of the year</b>	<b>11,297</b>	<b>8,248</b>	<b>7,892</b>	<b>11,999</b>	<b>8,031</b>

## Manawatū District Council Summary Statement of Changes in Net Assets / Equity for the year ended 30 June 2024

	Council			Group	
	Actual 2024	Budget 2024	Actual 2023	Actual 2024	Actual 2023
	\$000	\$000	\$000	\$000	\$000
<b>Balance at 1 July</b>	<b>1,071,015</b>	<b>1,051,438</b>	<b>958,868</b>	<b>1,102,330</b>	<b>993,236</b>
Total comprehensive revenue / (expense) for the year	33,074	25,642	112,147	33,530	109,094
<b>Balance as at 30 June</b>	<b>1,104,089</b>	<b>1,077,081</b>	<b>1,071,015</b>	<b>1,135,860</b>	<b>1,102,330</b>

## Contingent Liabilities

The most significant contingent liability relates to uncalled capital, in relation to the New Zealand Local Government Funding Agency (NZLGFA).

The Council is a shareholder of the NZLGFA. The NZLGFA was incorporated in December 2011 with the purpose of providing debt funding to local authorities in New Zealand and had a foreign currency rating of AA+ and a local currency rating of AAA from Standard and Poors at 2 March 2021. The Council is one of 31 shareholders of the NZLGFA. In that regard, Council has uncalled capital of \$100,000. When aggregated with the uncalled capital of other shareholders, \$20 million is available in the event of an imminent default. Together with the other shareholders, the Council is a guarantor to all of NZLGFA's borrowings. At 30 June 2024, the NZLGFA had borrowings totalling \$23.030 billion (last year: \$17.683 billion). The Council has been unable to determine a sufficiently reliable fair value for the guarantee, and therefore has not recognised a liability. The Council considers the risk of the NZLGFA defaulting on repayment of interest or capital to be very low on the basis that:

- it is not aware of any local authority debt default events in New Zealand
- local government legislation would enable local authorities to levy a rate to recover sufficient funds to meet any debt obligations if further funds were required.

## Explanation of Major Variances

Explanations for major variations between the actual results and the estimated figures in the 2023/24 Annual Plan, which is the third year of the Long Term Plan 2021-2031, are detailed below.

### Statement of Comprehensive Revenue and Expense

The operating surplus for the year is \$1M, against a budgeted deficit of \$4M. The following are the most significant variances:

- Subsidies and Grants are \$7M above budget. Received capital grants and subsidies of \$3.8M in Better Off Funding grant to help fund the library development and \$3M in relation to the Wastewater Centralisation project. Operational subsidies were received for Waste Minimisation of \$375k and NZTA Subsidies of \$408k. These variances are partially offset by lower NZTA capital subsidies of \$753k due to the focus on emergency works.
- Development and financial contributions are \$1.4M below budget. This is a result of a lower number of development contributions received as subdivision applications have slowed considerably. This is offset by a higher number of capital contributions for water and stormwater connections.

- Other revenue is \$2.3M below budget. This is driven by lower than expected fees received, specifically \$773k in shared services revenue, \$590k in building consents, \$309k subdivision fees, \$190k transfer station gate takings and \$133k refuse bag sales.
- Personnel costs are \$811k under budget due to a number of vacancies throughout the year and delays in recruitment.
- Depreciation is \$2M favourable to budget. This is a result of delays in completion of capital projects in Roading and Waters for the year ended 30 June 2023 resulting in lower than anticipated capitalisation therefore lower depreciation.
- Finance costs were \$679k over budget. Overall interest costs were higher than budgeted due to significantly higher interest rates.
- Other Operating cost are over budget by \$1.3M. Insurance costs were over budget by \$246k due to higher than anticipated inflation of charges. Energy costs were \$187k over budget predominantly as a result of gas charges for the Makino Aquatic Centre and power for Wastewater. Chemical expenses were over budget by \$148k and vehicle expenses were over budget by \$75k due to higher operational costs. There were a number of smaller variances due to increases in supply costs, which contributed to the overspend.

## Statement of Financial Position

The most significant movements are:

- Cash and cash equivalents are higher than budget by \$3M due to a higher than expected opening balance.
- Council owned land on Kawakawa Road and South Street are currently being marketed for sale, resulting in the recognition of \$3.8M in Assets held for Sale. Due to uncertainty around the timing of the sale it was not included in the budget.
- Property, plant and equipment is \$8M higher than budget due to a higher than budgeted movement from asset revaluations and vested assets.
- Creditors and other payables are \$4.2M higher than budget due to the level of capital works carried out in June.
- Total borrowing (including both the current and non-current portions) are \$9.9M under budget. This is due to lower than anticipated new loans raised during the year as a result of delays in capital works.

## Statement of Cash Flows

The variances in the statement of cash flow are a direct result of the items mentioned above.



## Events after the Balance Sheet Date

### Water services reform

The water services legislation (namely the Water Services Entities Act 2022, the Water Services Legislation Act 2023 and the Water Services Economic Efficiency and Consumer Protection Act 2023), was repealed on 17 February 2024. The Government has recently enacted the Local Government (Water Services Preliminary Arrangements) Act 2024. The new legislation requires Council to deliver a Water Services Delivery Plan (WSDP) to the Secretary for Local Government by 3 September 2025. The plan must include the anticipated or proposed model or arrangements and implementation plan for delivering water services. Council will not know what the model or arrangements are likely to be until the WSDP is approved by the Secretary. The new legislation has not had an impact on the 30 June 2024 financial statements or performance information.

### Additional Notes

- This summary financial report is for Manawatū District Council and Group and is presented in New Zealand Dollars rounded to \$000s.
- This Annual Report Summary was authorised for issue by the Mayor and Chief Executive. The full Annual Report was authorised for issue on 31 October 2024.
- The financial statements have been prepared in accordance with New Zealand Generally Accepted Accounting Practice (NZ GAAP), as appropriate for a public benefit entity. The summary financial statements comply with PBE FRS-43 Summary Financial Statements.
- The Group consists of Manawatū District Council, which is the controlling entity and four controlled entities; the Feilding Civic Centre Trust, the Manawatū Community Trust, Awahuri Forest/Kitchener Park Trust and Heartland Contractors Ltd (100% owned). The Group also includes Central Economic Development Agency Limited, (50% owned) and Manawatū-Whanganui LASS (14.3%).
- The specific disclosures included in the summary financial report have been extracted from the full financial report.
- These summary financial statements cannot be expected to provide as complete an understanding as provided by the full financial statements.
- The full financial statements of Council and the Group have been prepared in accordance with and are fully compliant with Tier 1 PBE accounting standards.
- The summary has been examined for consistency with the full Annual Report and was audited by Audit New Zealand on behalf of the Office of the Auditor-General. The full Annual Report received an unmodified audit opinion, excluding the statement of service provision, on 31 October 2024 with an emphasis of matter.
- The full Annual Report can be obtained from our website [www.mdc.govt.nz/documents/reports/annual-report](http://www.mdc.govt.nz/documents/reports/annual-report)
- Audit work was limited with respect to the performance measures on processing times for resource consents and building consents.
- In reporting its performance for the Regulatory group of activities, the District Council has reported against performance measures on:
  - The percentage of building consent applications and code of compliance certificates that are processed and approved within the statutory 20 working days.
  - The percentage of applications for resource consent under the Resource Management Act which are processed in accordance with the statutory timeframes for non-notified consents.
- Testing a sample of consents identified issues with the recorded processing times not agreeing to underlying consent information. Due to the extent of the inaccuracies identified from sample testing, Audit New Zealand was unable to determine whether the District Council's reported results for these two measures are materially correct. As a result, work was limited and there were no practical audit procedures that could be applied to obtain assurance over the reported results for building consent and resource consent processing times.
- Audit work was limited with respect to the performance measures on the total number of complaints received - Water supply, Wastewater, and Stormwater.
- In reporting its performance for the Regulatory group of activities, the District Council has reported against performance measures on:
  - The number of complaints received in relation to its drinking water supply, wastewater system, and performance of the stormwater system (per 1,000 connections).
- Testing identified that the complaints had not been counted in accordance with this guidance and the method of counting was likely to have understated the actual number of complaints received. Furthermore, complete records for all complaints made to the Council were not available. As a result of these issues, work was limited and there were no practicable audit procedures that could be applied to obtain assurance over the reported results for the 2024 performance year for these performance measures.

# Independent Auditor's Report

## To the readers of Manawatu District Council and group's summary of the annual report for the year ended 30 June 2024

The summary of the annual report was derived from the annual report of the Manawatu District Council and group (the District Council) for the year ended 30 June 2024.

The summary of the annual report comprises the following information on pages 14 to 65:

- the summary statement of financial position as at 30 June 2024;
- the summaries of the statement of comprehensive revenue and expense, statement of changes in net assets/equity and statement of cash flows for the year ended 30 June 2024;
- the notes to the summary financial statements that include accounting policies and other explanatory information; and
- the summary performance information contained within the statement of service performance and overview of activity results sections.

### Opinion

In our opinion:

- the summary of the annual report represents, fairly and consistently, the information regarding the major matters dealt with in the annual report; and
- the summary statements comply with PBE FRS-43: Summary Financial Statements.

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

### Summary of the annual report

The summary of the annual report does not contain all the disclosures required by generally accepted accounting practice in New Zealand. Reading the summary of the annual report and the auditor's report thereon, therefore, is not a substitute for reading the full annual report and the auditor's report thereon.

The summary of the annual report does not reflect the effects of events that occurred subsequent to the date of our auditor's report on the full annual report.

### The full annual report and our audit report thereon

We expressed a qualified opinion on the statement of service performance and an unmodified opinion on the other audited information in the full annual report for the year ended 30 June 2024 in our auditor's report dated 31 October 2024. The basis for our qualified opinion on the statement of service performance is explained below.

#### *Our work was limited with respect to the performance measures on processing times for building consents and resource consents*

An important part of the District Council's service performance is processing consent applications in accordance with statutory timeframes. In reporting its performance for the Regulatory group of activities, the District Council has reported against performance measures on:

- The percentage of building consent applications and code of compliance certificates that are processed and approved within the statutory 20 working days.
- The percentage of applications for resource consent under the Resource Management Act which are processed in accordance with the statutory timeframes for non-notified consents.

Our audit testing of a sample of consents identified issues with the recorded processing times not agreeing to underlying consent information.

Due to the extent of the inaccuracies we identified from our sample testing, we are unable to determine whether the District Council's reported results for these two measures are materially correct. As a result, our work was limited and there were no practical audit procedures we could apply to obtain assurance over the reported results for building consent and resource consent processing times.

Our opinion on these performance measures was also qualified for the 2023 performance year.

***Our work was limited with respect to the performance measures on the total number of complaints received – Water supply, Wastewater, and Stormwater***

The District Council is required to report against the performance measures set out in the Non-Financial Performance Measure Rules 2013 (the Rules) made by the Secretary for Local Government. These include mandatory performance measures relating to the number of complaints received in relation to its drinking water supply, wastewater system, and performance of the stormwater system (per 1,000 connections).

The Department of Internal Affairs has issued guidance to assist local authorities in applying the Rules, including how to count complaints. Our audit testing found that in the 2024 performance year the District Council has not been counting complaints in accordance with this guidance and the District Council's method of counting was likely to have understated the actual number of complaints received. Furthermore, complete records for all complaints made to the District Council were not available.

As a result of these issues, our work was limited and there were no practicable audit procedures we could apply to obtain assurance over the reported results for the 2024 performance year for these performance measures.

Information about these matters is also disclosed on pages 46, 48, 55, 58 and 59 of the District Council's summary annual report.

**Council's responsibility for the summary of the annual report**

The Council is responsible for preparing the summary of the annual report which includes preparing summary statements, in accordance with PBE FRS-43: Summary Financial Statements.

**Auditor's responsibility**

Our responsibility is to express an opinion on whether the summary of the annual report represents, fairly and consistently, the information regarding the major matters dealt with in the full annual report and whether the summary statements comply with PBE FRS 43: Summary Financial Statements.

Our opinion on the summary of the annual report is based on our procedures, which were carried out in accordance with the Auditor-General's Auditing Standards, which incorporate the Professional and Ethical Standards and the International Standards on Auditing (New Zealand) issued by the New Zealand Auditing and Assurance Standards Board.

In addition to our audit and our report on the disclosure requirements we have performed an audit of the District Council's Long-term plan 2024-34 and a limited assurance engagement related to the District Council's debenture trust deed. These engagements are compatible with those independence requirements.

Other than these engagements, we have no relationship with, or interests in, the District Council or its subsidiaries and controlled entities.



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



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