

Summary Annual Report

For the year ended 30 June 2023



**WHANGANUI
DISTRICT COUNCIL**
Te Kaunihera a Rohe o Whanganui



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Message from the Mayor and Chief Executive

Kia ora koutou,

Thank you for taking the time to read this summary of Whanganui District Council's Annual Report for 2022/23. It gives an overview of the council's activities over the year, including work on key projects and strategies, and our financial performance.

In 2022/23 cost pressures continued to bite for our community and councils around the country have been grappling with this as well. During our rates-setting process we put a considerable amount of work into going through the books to find cost savings. In the end we managed to deliver an average rates rise of 7.9 percent which is in the middle of the pack compared to councils across the country.

Over the year, council operations have been reviewed with the goal of finding smarter ways to deliver and invest in the future of our people and our district. One great new initiative is our point of entry business case framework which gives us a formal process to assess how projects align with council objectives before resources are committed. This way we can ensure we are always connected to the big picture, approaching our work in a logical way with our energies focussed on what matters most.

It's been a priority to make the council more open and welcoming to everyone in our community –whether it's opening and closing meetings with karakia or livestreaming meetings to give people the opportunity to follow decisions we're facing as a council.

The council has progressed numerous important projects this year. We're making our district more resilient by replacing the Nixon Street wastewater main – a vital asset that services the entire Whanganui East area –and laying 130 metres of wider pipes in Smithfield Road to provide better drainage, reduce flood risk, and service new businesses.

We're also upgrading major assets to maximise their potential to drive economic benefits to Whanganui. Redevelopment work is underway for the Whanganui Port, the first project to be delivered in line with Te Awa Tupua legislation giving the Whanganui River its special status. The Sarjeant Gallery te Whare o Rehua is on course to open mid-2024 and with just 22 percent of the cost being funded by rates, Whanganui ratepayers are getting a significant investment in our district for a lot less than what a project of this scale would usually cost.

A strategic housing group was established with Kāinga Ora and Tupoho to help deliver new housing stock. We've worked on setting up a homeless hub at 83 Taupo Quay with wraparound social support, hygiene facilities, security, free WiFi and a kitchen with power and hot water as an interim solution while we continue to explore ways to alleviate homelessness issues long-term. A report was also commissioned to look at how to future-proof housing provided to older members of the community.

The council has supported community wellbeing in numerous ways, including recreation opportunities like the new riverbank outdoor fitness park and the Masters Games event which drew in 4,232 people to enjoy what we have to offer and visit our local businesses. Our Tākaro play trailer continues to be widely used by the community reaching more than 3,700 tamariki.

In the area of transport, our council collaborated with Horizons to bring in the frequent Te Ngaru The Tide bus and Whanganui Airport was recognised as small airport for the year for 2022.

Data shows relative to other parts of the country, Whanganui is in good shape economically, particularly in domestic tourism as people discover the wide array of experiences available here in the areas of hospitality, adventure, sport, heritage and the arts. While our district is doing relatively well, we know cost pressures will continue to be a factor for our community for some time to come and we'll keep this in the forefront of our minds as we make decisions going forward.



Andrew Tripe
Mayor of Whanganui



David Langford
Chief Executive

Statement of Compliance and Responsibility

This Annual Report summary provides an overview of Whanganui District Council's activities, services and finances for the year 1 July 2022 to 30 June 2023.

The information is taken from the council's audited Annual Report 2022/23 that was adopted by the council on 31 October 2023.

Detailed information on the council's financial position and performance is provided in the full Annual Report 2022/23.

The Summary Annual Report was authorised by the Mayor, Andrew Tripe, and Chief Executive, David Langford, on 30 November 2023.

Andrew Tripe
Mayor of Whanganui

David Langford
Chief Executive

What is the Whanganui District Council

The role of council

Whanganui District Council is the local government territorial authority for the Whanganui district. The purpose of the council is to enable democratic local decision-making and action by, and on behalf of, our community; and to promote the social, economic, environmental and cultural wellbeing of communities in the present and for the future – as defined in the Local Government Act 2002.

In the Whanganui District, twelve elected members (councillors) and a mayor are elected every three years by voters in the Whanganui district to represent them. Elected members are known as the “governance” part of the council. They make high-level decisions about the way we should operate in the district informed by the views of the community. Council meetings and council committees, enable elected members to receive updates and make decisions in a more targeted format.

The elected members employ a chief executive to run the everyday business of the council. The chief executive employs the council staff who manage the day-to-day running of the organisation and the practical aspects of achieving the elected members’ visions.

The council provides facilities, infrastructure and services for the district, including but not limited to:

- Parks, open spaces, and playgrounds
- Recreational and sporting facilities, swimming pools
- Libraries
- Housing units for older people
- Roads, footpaths, and water pipes
- Cultural facilities
- Cemeteries and crematoria
- Emergency management and mitigation of natural hazards
- Water services and solid waste disposal
- Resource and building consents - property services and rates
- Dog and animal control
- Street cleaning and maintenance.

The council provides a 10-year plan (Long-Term Plan) every three years that outlines the council’s direction and establishes the work we will deliver, as well as setting out how that work will be funded, such as the setting of rates.

The LTP shows the whole picture of how the activities are managed, delivered and funded.

Our Leading Edge Strategy

The Leading Edge Strategy is the council’s overarching strategic document. It’s an umbrella document which sets the vision for the district and outlines high level objectives supported by a series of actions. The Leading Edge Strategy feeds directly into the Long-Term Plan.

The vision from the Leading Edge Strategy is: “an energised, united and thriving district offering abundant opportunities for everyone.”

The Leading Edge Strategy is divided into five categories (community outcomes):

- ☒ **Community** - a deeply united community
- ☒ **Connectivity** - connected
- ☒ **Creativity** - innovation and creative
- ☒ **Environment** - safeguarding our place
- ☒ **Economy** - works for everyone.

Each category provides a strategic intention and goal. These are influenced by our community and guide our activity in that area. The strategy also includes a list of more concrete aims, followed by a set of strategic targets and actions needed to fulfil them.

Our Long-Term Plan outlines how we are delivering on the five community outcomes for each activity group. You can find this information [long-term-plan-2021-2031-amended-volume-2.pdf](#) (whanganui.govt.nz)

Future focus

The Leading Edge Strategy was updated in 2018 and small changes were made, however, it was agreed the strategy was serving its purpose as an overarching strategy to guide the council’s work and focus.

Ahead of the next Long-Term Plan 2024 - 2034, the council has started a comprehensive review of the Leading Edge Strategy and is working closely with the community and Whanganui Iwi to develop a new strategy and vision for the next 10 years. This will include an increased focus on the social, economic and cultural wellbeing of our district - the things we can build-on or change to make a positive difference to everyone’s experience of living in Whanganui.

More information about our Vision for Whanganui work programme - started in this financial year - can be found here: [Vision for Whanganui Whanganui District Council](#)

Our vision

The following diagram outlines the Whanganui District Council’s current, vision and goals, supporting plans and strategies to achieve the goals in broad terms over the medium to long term, current priorities and challenges, and we will go about this and deliver on our work for the community.

Te Kaunihera a Rohe o Whanganui Whanganui District Council

Tangata Whenua partnership
Uphold our obligations arising from Te Awa Tupua (Whanganui River Claims Settlement) Act 2017
Transparency and accountability • Inclusion • Diversity • Intergenerational thinking

Our Leading Edge Strategy Vision

An energised, united and thriving district offering abundant opportunities for everyone.

Our Goals				
 Community Community spirit – a united community that champions cultural diversity	 Connectivity A connected district that is accessible	 Creativity Humming with cultural personality	 Environment Safeguarding our natural resources and unique environment	 Economy Employment and development opportunities for everyone
Key strategies and plans				
Overarching plans: Long-Term Plan, District Plan, Infrastructure Plan				
<ul style="list-style-type: none"> • Welcoming Communities • Youth places • Safer Whanganui • Housing 	<ul style="list-style-type: none"> • Digital • Active Transport • Urban Transport • Rural communities 	<ul style="list-style-type: none"> • Public art • Arts and culture • Town Centre • Regeneration 	<ul style="list-style-type: none"> • Open spaces and physical activity • Heritage • Waste management • Climate change • Coastal management 	<ul style="list-style-type: none"> • Economic development • Finance and infrastructure • Urban growth • Port
Current priorities and challenges				
<ul style="list-style-type: none"> • Improving community wellbeing and celebrating diversity • Working with other agencies on addressing our housing crisis • Civil defence emergency preparedness, response and recovery 	<ul style="list-style-type: none"> • Supporting active and healthy communities • Supporting digital equity – including in the rural area 	<ul style="list-style-type: none"> • Growing Whanganui’s reputation as an arts destination • Affirming and supporting traditional art, culture and our unique heritage 	<ul style="list-style-type: none"> • Protecting our unique environment and maintaining infrastructure in the face of climate change • Upholding our obligations under Te Awa Tupua 	<ul style="list-style-type: none"> • Rising costs and limited income. Keeping rates affordable and managing growth well

Our communities' wellbeing

Improving our communities' quality of life is at the core of our organisation. Whether we are providing platforms for community participation, implementing initiatives to improve business success, providing valuable infrastructure and services or showcasing Whanganui on the national and international map – all facets of what we do, we do to promote healthy and resilient communities now and into the future.



Section 3 of the Local Government (Community Well-being) Amendment Act 2019 provides for local authorities to play a broad role in promoting the social, economic, environmental, and cultural well-being of their communities, taking a sustainable development approach.

How we deliver for the community

The following diagram shows the different ways in which we may deliver and work for the community.



Along with delivering core services and facilities, the council may carry out its work through various roles and functions, including: supporting community-led initiatives, partnering, providing funding or grants, planning, research, advocating for the district, co-designing, protecting, managing, and regulating.

Council’s performance and planning

The council’s performance framework is critical to ensure transparency and accountability back to the community on progress against the goals we set in the Long-Term Plan. The performance framework allows council to seek feedback on its services and make changes to its levels of service over time. The council’s performance and planning framework is made up of several parts:

Long-Term Plan (LTP)

Our current Long-Term Plan (LTP) is for the period 2021-2031 and it outlines the services and projects we planned to deliver for the district for that 10-year period. Volume 2 of our LTP includes activities, service levels, performance measures and targets for each group of activities. We review the LTP every three years. Our Long-Term Plan was also amended in June 2022 to allow council to introduce a new kerbside recycling service and food waste collection in the future. The amended version can be found at the following link: [Long-Term Plan 2021-2031 \(Amended\) Whanganui District Council](#)

Annual Plan

To make sure that our commitments are manageable, or that we have the resources to achieve them, our planning cycle also includes our annual plan which we produce in years two and three of the Long-Term Plan. The Annual Plan sets out how we will deliver on our LTP, highlights our key issues and projects, and how much these will cost. It also outlines any significant changes that the council has made to the work programme.

Annual Report

At the end of each financial year we produce an Annual Report which provides details of our activities and financial performance. The Annual report compares what we achieved against what we planned to do through our LTP.

The planning cycle



Building community with Tangata Whenua

The council and Tangata Whenua (Hāpu / Iwi) have made a commitment to build a relationship in shared partnership. This approach is especially important for projects or decisions in infrastructure planning, environmental management and community development. The council's policy direction and planning processes is based on engagement with Hapū and Iwi entities as well as marae and whānau as required. Hapū have indicated that they wish to be specifically engaged in relation to activities within their rohe, rather than just consultation with the Iwi body at large. This will ensure the voice of Hapū is heard at the decision-making table with the values and effects to be considered locally. Hapū hold their own mana motuhake within their rohe and legislated Iwi and Crown entities will not impede or interfere in this Hapū sovereign right.

Strategic engagement

The formal partnership agreement between the council and Te Rūnanga o Tūpoho is guided by the relationship document Te Whakarauhitanga o te Tangata. This document is currently under review. The Tamaūpoko Relationship Document Framework guides the formal partnership agreement between the council and Te Rūnanga o Tamaūpoko. This document is due for review in 2025.

The council meets separately with both Rūnanga, scheduled regularly throughout the year, with a focus on all levels – political, social, economic, environmental, cultural – for the benefit of the whole district.

Council also has a memorandum of partnership (MOP) with Ngā Paerangi Iwi (NPI). NPI have maintained a consistent presence in the lower reaches of the Whanganui River for over a thousand years.

Te Awa Tupua Act

The enactment of the Te Awa Tupua (Whanganui River Claims Settlement) Act 2017 has provided legislative responsibilities for the council, including an appointment to the strategy group, Te Kōpuka. The council also attends regular hui of the Te Awa Tupua Technical Advisory Group (TAG) that contributes to the provision of support to Te Kōpuka.

There is an ongoing commitment towards an organisational understanding of Te Awa Tupua Act, the intrinsic values Tupua te Kawa, and the relationships being built with Iwi.

Te Tomokanga ki te Matapihi

Of equal significance is the treaty settlement being negotiated between the Whanganui Land Settlement Negotiations Trust (WLSNT) and the Crown. While the council is not directly involved in the negotiation, it has provided council the opportunity to support WLSNT in some of their settlement aspirations as well as continuing to build on our relational trust. Te Tomokanga ki te Matapihi guides our commitment to each other and establishes meaningful ways for Hapū / Iwi to better connect to local decision-making.

Post settlement government entities

The council has endeavoured to strengthen and develop its strategic relationships with Māori through Māori statutory entities including Ngā Tāngata Tiaki o Whanganui, Te Kaahui o Rauru, Te Rūnanga o Ngā Wairiki Ngāti Apa, and Ngāti Rangī.

Partnerships and relationships

The council engages with Hapū and Iwi across the district as part of normal business activities across a broad range of forums and groups. This includes (but is not limited to) the following:

- A formal relationship with Hapū and Iwi through the Te Matapihi ki Tangaroa Accord with a focus on protecting the marine environment.
- The Council-Tūpoho Whānau Trust-Sustainable Whanganui partnership that operates the Whanganui Resource Recovery Centre.
- The Rōpū Kaitiaki group that was formed to work on matters of importance to Whanganui Iwi relating to the Sarjeant Gallery Redevelopment Project.
- Council allocates resources, such as funding, to support key Māori celebrations / commemorations including Pūanga and Whakawhanake (Waitangi Day) although the latter event was not held in 2023 following a decision by Iwi and community leaders.
- Port Revitalisation Project - Te Mata Pūau, the face of local Hapū leading community engagement alongside Te Pūwaha, Ngā Tāngata Tiaki and the Whanganui Land Settlement Trust.
- Long Term Plan and 'Vision for Whanganui' (the replacement to the Leading Edge Strategy) – a steering group has been established which includes a delegated group of iwi/hapū representatives to ensure the voice of iwi is at the decision-making table throughout the process.



Highlights and achievements

The following pages outline key highlights and achievements for the reporting period 1 July 2022 – 30 June 2023. These activities contribute towards council achieving its high-level goals and objectives.

Highlights

Three Waters

Smithfield Road water upgrades -

An upgrade of storm and wastewater systems in Smithfield Road resulted in 130 metres of new and bigger pipes being laid as part of the council's 30-year infrastructure strategy. The project was aimed at providing a better drainage network to reduce flood risk, help with the projected effects of climate change, and cope with increased demand from new developments in the Smithfield Road, London Street and Konini Street areas.

Nixon Street wastewater main replacement -

Work commenced on the first stage of replacing the ageing Nixon Street wastewater main, a critical asset that services the entire Whanganui East area. Stage two of the project is expected to begin late in 2023.

Roading

Somme Parade drop-out repairs -

Repairs to a major drop-out along the river bank on Somme Parade commenced with initial work being undertaken to secure a critical gas main. Preparations are also underway for the major construction work needed to repair the 70 metre drop-out that will take about five months to complete.

Mā Ake Let's Go Cycling Transport Education Programme -

A fleet of 26 new bicycles were purchased through local suppliers as an addition to the existing bike fleet for use in the BikeReady programme delivered by Mā Ake Let's Go Cycling Transport Education Programme. In collaboration with Whanganui Police, 18 older bikes were also repurposed and gifted to families in need in Whanganui.



Parks and Reserves

Outdoor fitness park -

Co-funded by the Rotary Club of Whanganui, an outdoor fitness park on the bank of the Whanganui River was opened in time for summer.

New UCOL ticketing booth -

In collaboration with UCOL/Te Pūkenga students, a new ticketing booth was designed and installed at Cooks Gardens.



Whanganui East Pool -

Whanganui East Pool with its outdoor pool, hydro slide, diving board and barbecue facilities, opened for the 2023 summer season. The pool was only able to open for school use over the previous summer because of difficulties in recruiting and retaining staff for lifeguard positions.

Community

New Zealand Masters Games -

Whanganui hosted another successful New Zealand Masters Games event with 4232 participants in this year's games, meeting expectations for participant numbers, community benefits, and financial outcomes.

Ivan Vostinar sculpture -

A sculpture by Ivan Vostinar for the new Bason Botanic Gardens Lakeside Trail was funded from our Public Art Fund and officially opened in April 2023. The Public Art Fund is an annual match-funding scheme that supports innovative public art by Whanganui artists.

Tākaro Play Trailer -

Our Tākaro Play Trailer continues to be widely used by the community with 180-plus bookings during the year and reaching over 3700 tamariki. The Great Whanganui Play Trail that connects eighteen cool play activities within the town centre has also proved popular with about 1500 maps having been handed out.

Te Ngaru The Tide -

With Horizons Regional Council, we launched Te Ngaru The Tide, a new high-frequency bus route that is being trialled between Castlecliff and Aramoho.



Housing

Strategic Housing Governance Group -

We established a strategic housing governance group with Kāinga Ora and Tupoho to help deliver new housing stock. Additionally, central government funding of \$1.9 million for Whanganui will be put towards transport and Three Waters infrastructure works to enable around 340 additional homes in the Carson Street area.

Interim homeless hub -

We are working through the consent process to provide an interim homeless hub at 83 Taupo Quay with wrap-around social support, hygiene facilities, security, free WiFi, and a kitchenette with power and hot water. Work continued throughout the year to explore long-term opportunities that will assist in alleviating the issues that our homeless are experiencing.

Additional community services have been engaged to provide wrap-around support to the homeless at all other freedom camping sites and locations.

Older Persons Housing -

We commissioned a report on the housing we provide for older persons in order to identify how we could future-proof and improve this service.

Climate Change

Community Climate Action Fund -

Our Community Climate Action Fund was launched with the aim of supporting community projects that reduce greenhouse gas emissions or grow our community's resilience to the impacts of climate change. Recipients of the inaugural funding round included the Heritage Food Crops Research Trust, Progress Castlecliff, Castlecliff Coast Care, Whanganui Kai Trust, and the Sustainable Whanganui Trust.

Libraries

Senior smartphone skills sessions -

The Appy Senior smartphone skills sessions, run in partnership with the Digital Inclusion Alliance of Aotearoa, have remained popular throughout the year. We also held a series of sessions for senior online banking, and book-a-librarian to assist with digital issues.

New Zealand Glassworks

NZG sixth birthday celebrations -

NZG celebrated its sixth birthday in September 2022. As part of its annual birthday competition, children drew and submitted a picture and the winner had their entry transformed into a work in glass.

Opera House

Royal Whanganui Opera House safety upgrades -

Work commenced on giving the Royal Whanganui Opera House a significant safety upgrade. Prioritisation was given to the replacement of the existing lighting system with a modern LED system that operates at much lower temperatures, with significant progress having been made to this project.

Sarjeant Gallery

The Sarjeant Gallery redevelopment project -

The project has continued with earthquake strengthening and restoration work to the existing building and construction of a new wing to the north. The redeveloped gallery is projected to re-open in 2024. Sarjeant on the Quay, the Sarjeant Gallery's temporary home since 2014, closed its doors at the end of June 2023 to enable transitioning of the collection to the new purpose-built collection store in advance of the gallery reopening at Pukenua Queen's Park in 2024.

Economic Development

UNESCO City of Design -

Whanganui's UNESCO City of Design designation was officially launched by Whanganui & Partners in November 2022. The UNESCO City of Design status elevates Whanganui's products, reputation and connection to the UNESCO Creative Cities Network. Whanganui gained the internationally recognised City of Design status in late 2021, following an application process led by Whanganui & Partners.

Discovery Guide -

Whanganui & Partners launched its Official Discovery Guide on its Discover Whanganui website in June 2023. The website's guide and Open for Discovery page, featuring local tips, secrets and hidden gems in Whanganui, has had more than 34,000 users since July 2022.

Amplify grants programme -

Whanganui & Partners supported more than 28 local businesses through its Amplify grants programme over four quarters, enabling these businesses to take a step towards meaningful growth. Amplify included a one-off round with five additional music industry-specific grants to help boost live music infrastructure in the city.

Whanganui led the national chart in visitor spend -

For the third consecutive month, and defying the midyear slowdown trend, Whanganui led the national chart in visitor spend recording +6.9% in June, a stellar +9.8% in May and +5.2% in April. Comparing 31 Regional Tourism Organisations in New Zealand only six saw growth in May.



Airport and port

Whanganui Airport -

Competing with other small regional airports, Whanganui Airport was recognised by the New Zealand Airports Association as the Small Airport of the Year for 2022. The award recognised the significant work undertaken to introduce an Aeronautical Information Service (known as UNICOM), which assists pilots of aircraft flying in the Whanganui airspace while also providing the airport operator with greatly improved oversight of airport activities.

Te Pūwaha, the Whanganui Port revitalisation project -

A major construction phase of Te Pūwaha, the Whanganui Port revitalisation project, moved forward early in 2023 with tender documents being released for the Whanganui Port rebuild. A unique and innovative style of delivering a major infrastructure project is to be used with tenderers required to commit to an approach that shows an understanding of how to deliver work in line with Te Awa Tupua, upholding the values of Tupua te Kawa. Stage one works will include the construction of the hardstand and concrete structures suitable for Q-West’s 380-tonne capacity mobile boat hoist.



Victory Shed concrete foundations demolition -

Demolition of the concrete foundations of the Victory Shed took place over the Christmas period with materials being recycled and re-used wherever possible.

Community Facilities and Services

Upokongaro toilet block -

We built a new public toilet block situated near the Upokongaro War Memorial Hall. With anticipated growth in visitor numbers associated with the Mountain to Sea Cycle Trail and the Upokongaro cycle and pedestrian bridge that crosses the Whanganui River, the need for a public toilet facility in Upokongaro became a priority for the council.

ParkMate -

The ParkMate smartphone app for parking payments, along with a range of other features such as finding a car park space, was extended to all council-operated carparks in the central city. The ParkMate app complements the ParkEasy payment portal that was introduced when the parking meters were upgraded in early 2022.



Heritage

Heritage Grant Fund -

The council continued to offer assistance to building owners to undertake heritage enhancement work. The Heritage Grant Fund now covers the town centre and also heritage projects throughout the Whanganui District that show substantial benefit to the wider community.

New Zealand’s first Rainbow heritage listing -

Duigan’s Building at 23 Ridgway Street received New Zealand’s first Rainbow heritage listing - a project led by Cr James Barron (2019-2022). The site of Mayor Mackay’s office that made headlines in 1920, it was also added to the New Zealand List as a Category 1 historic place.

Tylee Cottage -

The community were given the opportunity to visit Tylee Cottage, one of Whanganui’s oldest existing buildings and now home to the Sarjeant Gallery Te Whare o Rehua Whanganui’s artist residency programme.

Corporate Management and Governance

Central Government Reforms -

We responded to and submitted on a number of central government reforms that will impact on local government or the wider whanganui District. These included responding to the Three Waters reform and policy rest, RMA reform (national built environment and spatial planning), climate change policies, and the future for local government review among others.

New councillors and mayor -

We welcomed in five new councillors and a new mayor at the local body elections in October 2022.



Our activities and performance

Our projects and work programmes are structured around 11 groups of activities. Each activity contributes to community outcomes through our Leading Edge strategic aspirations; and promote the social, economic, environmental and cultural wellbeing of the Whanganui community.

Under the Long-Term Plan 2021-2031, the council reports on 130 non-financial performance measures across its 11 activity groups. A more detailed explanation of the ways in which council's performance is measured can be found on page 17 of the full Annual Report 2022/23.

For the purposes of clarity when reporting on the 2022/23 year, it is noted that there were changes to water supply compliance measures during this period with the introduction of new rules by Taumata Arowai. Accordingly, the two Long-Term Plan water supply performance measures regarding New Zealand drinking water standards have been split into four so that we can report the results for each of the six-month periods. This has resulted in the following summary charts showing a total of 132 non-financial performance measures for this year only.

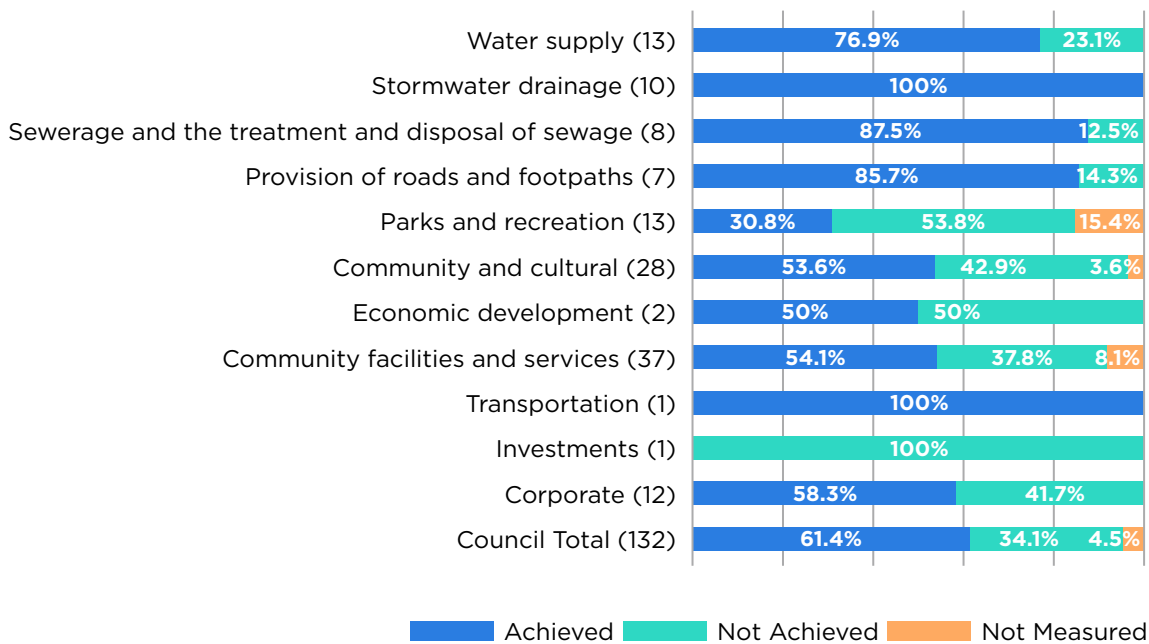


The summary charts below summarise the results as a percentage of total measures per activity:

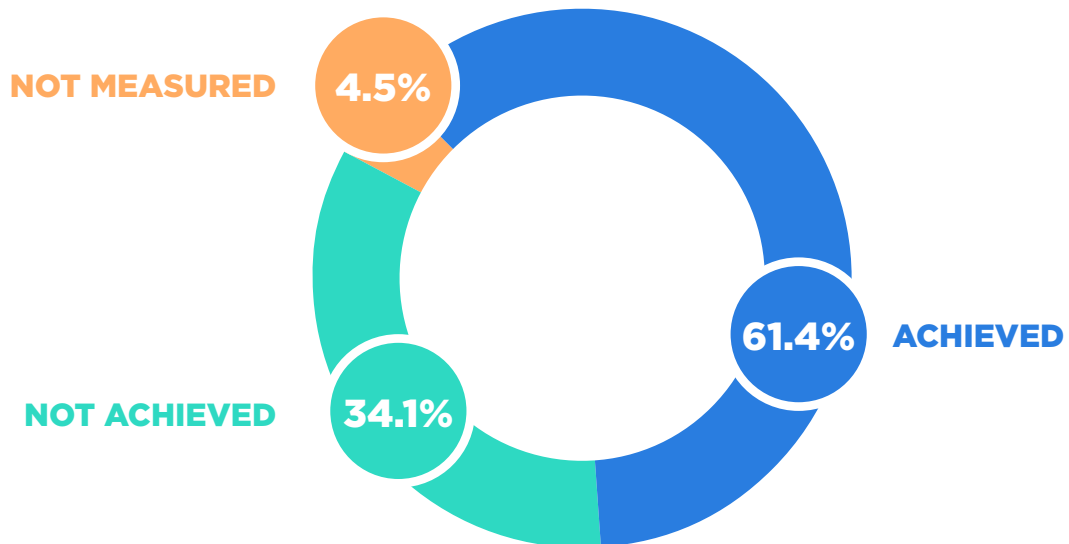
Of the 132 measures that we used to track performance during 2022/23, the graph shows that:

- We achieved the target for 81 measures.
- We did not achieve the target for 45 measures.
- We did not have data available for 6 measures.

Performance measure targets



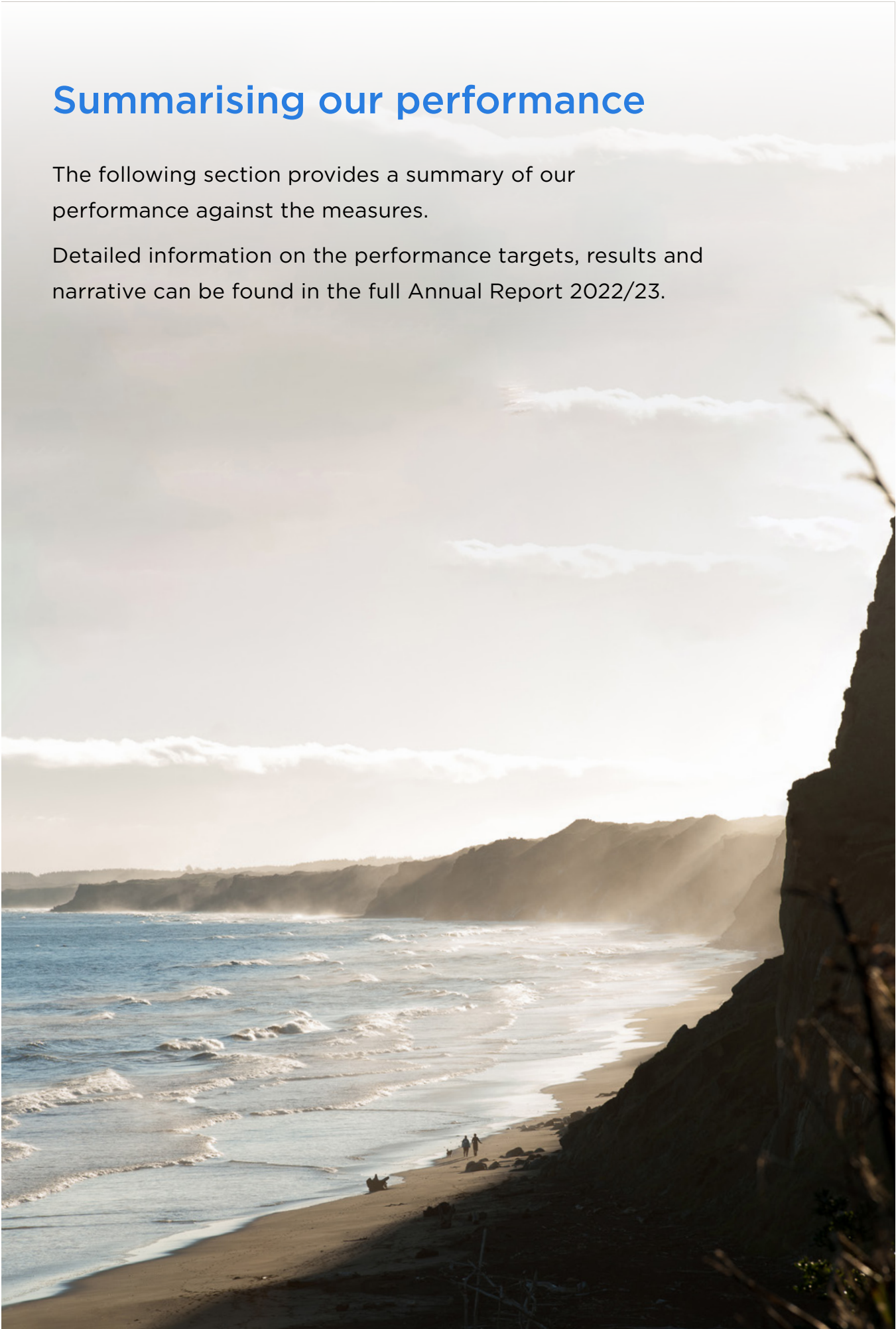
Performance measure targets



Summarising our performance

The following section provides a summary of our performance against the measures.

Detailed information on the performance targets, results and narrative can be found in the full Annual Report 2022/23.



Water supply

Every local authority has a general responsibility to improve, provide and protect public health. Good-quality water systems play a vital role in this. Our priority is to supply water that is safe to drink and to ensure the security of the city's water supply. The most successful approach to this is by regularly monitoring the water quality and maintaining the infrastructure that supports it.

We are responsible for the provision and management of four water supply systems:

- Whanganui urban water supply scheme (including Mowhanau)
- Fordell rural water supply scheme (now connected to the city water supply)
- Pākaraka (Maxwell) rural water supply scheme
- Westmere rural water supply scheme

The systems comprise of service lines, pipe networks, pump stations, treatment plants and reservoirs.



Our performance

- ✔ We met our targets for the percentage of real water loss from the network reticulation system¹ (Result: 30.5% Target: <40%), and the average amount of water consumed per resident per day (Result: 294L Target: <350L).
- ✔ Our target of receiving less than 100 complaints per 1000 connections about the water was met with 55.1 complaints having been received for the 2022/23 period.
- ✔ As well as complying with our consent conditions from Horizons Regional Council, all fire hydrants tested by Fire and Emergency New Zealand were compliant with its code of practice for water supply and pressure.
- ✔ Our targets for attending and resolving urgent call-outs (water supply) were met with median response times of 58 minutes (Target: <1 hour) and 19 hours (Target: <24 hours) respectively.

Our Long-Term Plan performance measures for the safety of drinking water were set before the introduction of new rules by Taumata Arowai. These new rules were effective from 14 November 2022 but reported against from 1 January 2023. This meant that we reported performance against two different requirements during the financial year.

From 1 July to 31 December 2022 we measured compliance against Parts 4 and 5 of the Drinking Water Standards 2005 (revised 2018) and met the 100% target for bacterial and protozoal compliance during this period.

From 1 January to 30 June 2023 we reported against new Drinking Water Quality Assurance Rules (DWQAR) and met the protozoal compliance criteria. Whilst we did not meet the bacterial compliance criteria with regard to the sampling requirements under the DWQAR, there was no risk to public health as confirmed by an independent assessment.

A fuller explanation of the requirements and outcomes under the DWQAR can be found in pages 28-29 of the full Annual Report 2022/23.

- ✘ We did not meet our targets for attending and resolving non-urgent callouts (water supply). Work has been undertaken to improve the accuracy of reporting times and align reporting requirements to include a minimum response time for minor repairs (routine callouts).

Projects that were not completed in 2022/23

Global water take consent: although not completed, work to progress the global water take consent with Horizons Regional Council has continued throughout 2022/23 and has involved ongoing consultation with iwi and hapū.

	Budgeted for 2022/23 (\$000)	Actual spend 2022/23 (\$000)
Capital expenditure	2,504	2,828
Operating expenditure	5,222	5,945

These are summary figures from the group Funding Impact Statement. See the full Annual Report 22/23 for details.

¹ Due to absence of water meters in the reticulation system, this is calculated by comparing minimum night flows to the average water consumption.

Stormwater drainage

Stormwater

Stormwater collection and its disposal are necessary within urban areas in order to protect people, their land and their property from wet weather inundation, land instability and public health issues. The system also assists to provide access and safe navigation to properties and across the city during periods of wet weather and reduces maintenance on the roading network.

Waterways and natural drainage

The main objective for Whanganui’s waterways and natural drainage is to ensure they behave effectively and efficiently. These systems are critical to allow or mitigate flooding impacts within the urban area. Natural water systems must be managed to meet environmental and amenity standards for the district’s wellbeing.

Our performance

Stormwater

- ☑ There were no flooding events this year therefore all measures regarding flood events and response times were met.² The Whanganui River Flood Action plan did not need to be activated during the year.
- ☑ We held and met compliance for all of our stormwater activity resource consents.
- ☑ We met the target for the number of complaints received about the performance of the stormwater system per 1000 properties (Result: 2.5 Target: <5.5)
- ☑ The number of urban floor-levels at risk during the flood design-event remains below target. Stormwater network upgrades have been implemented as projected by the Long-term Plan.

Projects that were not completed in 2022/23

Fox Road and Fitzherbert Avenue urban reticulation work: this project was under procurement as at the end of the 2022/23 financial year, and is scheduled for works to be done over the summer months which is the ideal construction season. Land agreements are being completed as well as archaeological investigations to inform ground conditions. There were no planned waterways and natural drainage projects that didn't happen in 2022/23.

	Budgeted for 2022/23 (\$000)	Actual spend 2022/23 (\$000)
Capital expenditure	3,872	2,478
Operating expenditure	3,058	3,143

These are summary figures from the group Funding Impact Statement. See the full Annual Report 22/23 for details.

² A flooding event is defined by the Department of Internal Affairs as an event which inundates one or more habitable floor levels.

Sewerage and the treatment and disposal of sewage

The council provides and operates three wastewater systems that manage the collection, treatment and disposal of wastewater. These include the Whanganui urban system servicing the city, and two rural systems for Mowhanau and Marybank. The systems are comprised of service lines, pipe networks, pump stations, treatment plants and outfalls.

Our performance

- ✔ We met our target for the number of dry weather sewerage overflows from the system (expressed per 1000 sewerage connections) (Result: 1.07 Target: <4).
- ✔ The median response times for attending and resolving blockages or other faults both met target. The median response time for resolution was 23 hours and 18 minutes (Target: <5 days). Resource limitations and delayed logging of resolution times had attributed to not meeting the target figures in 2021/22 however work was undertaken to address this during the current reporting year.
- ✔ We held and met compliance for all of our wastewater discharge resource consents.
- ✘ We did not meet target for the total number of complaints received (expressed per 1000 connections)³. There were 202 complaints (16,808 connections) received during the reporting year. The collection of data has become more detailed and complaints are being more accurately recorded.

Projects that were not completed in 2022/23

Mill Road industrial area public reticulation work: other works downstream of the Mill Road industrial area, and consent application, will need to proceed before further public reticulation work is undertaken to accommodate the continued growth in this area.

	Budgeted for 2022/23 (\$000)	Actual spend 2022/23 (\$000)
Capital expenditure	3,145	3,569
Operating expenditure	8,960	10,831

These are summary figures from the group Funding Impact Statement. See the full Annual Report 22/23 for details.

³ Complaints may include sewage odour; sewerage system faults or blockages; and Council's response to any of these issues.

Provision of roads and footpaths

Roading transportation is a core essential service for the council. This group includes the management of the district's roads, bridges, traffic management and control systems, and street lights, and contributes to our economic and social enhancement. The footpaths and berms activity provides a network of urban and rural footpaths and walkways, berms and street furniture (seats/benches, bus shelters, rubbish bins).



Our performance

Roading

- ✔ There were 18 serious injury crashes (and zero fatal crashes) recorded on the local road network during the 2022/23 period. The target, of reducing the previous reporting year’s result (24 serious injury crashes), was met. Work continues to be undertaken in applying safety-related installations, projects and activities as part of the 2021-24 National Land Transport Programme.
- ✔ The 90% percentage targets for customer service and footpath requests being actioned within five working days of notification, were met (Results: 92.1% and 94.1% respectively). Operational efficiencies and a focus on customer responses led to an improvement in results from the previous reporting year.
- ✔ The targets for the percentage of footpaths that meet Council’s standard of a defect score of <50; and the total number of footpath faults (including berms) are also deemed to have been met and are based upon historical data sourced from the five-yearly footpath condition rating survey undertaken in 2019. A current condition assessment is underway and is due for completion in August 2024.
- ✔ Reseals of the sealed local road network were undertaken to meet requirements with 31.63km (5.45% of the sealed network) having been resurfaced during the 2022/23 period (Target: >4% of the sealed network).

- ✘ 79% of the sealed roads in the district were considered ‘smooth’ as per the smooth travel exposure measurement and did not meet the target of 88-92%. Ride quality (rural 94% and urban 76%) showed no change on the previous year with numerous adverse weather effects, ongoing resource limitations and cost escalations having affected the maintenance programme.

Projects that were not completed in 2022/23

Aramoho Rail Bridge: registrations of interest for construction have been received and tender documents are being prepared. The project is programmed for completion in the 2023/24 financial year.

	Budgeted for 2022/23 (\$000)	Actual spend 2022/23 (\$000)
Capital expenditure	8,483	8,792
Operating expenditure	9,609	13,804

These are summary figures from the group Funding Impact Statement. See the full Annual Report 22/23 for details.

Parks and recreation

We provide a range of services and facilities that offer access to sports and recreation opportunities for residents. These include parks, open spaces, reserves, sports grounds and swimming pools. These facilities encourage quality of life and healthy lifestyles, and are important for the wellbeing of the district.

Our performance

Parks and reserves

- ✔ Reported use of the river shared pathway and Te Tuaiwi shared pathway increased by 12.4% compared with the previous period and exceeded the set target of a >5% increase on the previous year's result (3.33%). User counts were higher than in the previous two years with increases in use on the Te Tuaiwi shared pathway (+17%) and the river shared pathway (+9%) and a collective total of 254,166 users.
- ✘ We did not meet the target for the percentage of households within 800 metres walking distance of an open space area (premier or passive park). The provision of open space remains a significant part of the actions that are included in the recently adopted Open Spaces and Physical Activity Strategy. (Result: 74% Target: >90%).
- ✘ Satisfaction levels with the maintenance and presentation of our open spaces, district's sports grounds, and toilet facilities declined from the previous period and did not meet set targets. A wet winter followed by a wet summer meant more than usual field closures for the sports grounds, which can be frustrating to users, but is necessary to preserve field quality. Satisfaction results were obtained from the Community Views Survey 2023.



Cooks Gardens

- ✔ Use of, and satisfaction with, the Cooks Gardens Function Centre and track and grounds has continued to be positive with hirers (both local and national) holding meetings, events and training sessions at the venue. Use of the track and ground facilities totalled 138 days (Target >115 days) and the number of functions held were 80 (Target >75). Of the 15 surveys completed, 100% of hirers were either very satisfied or satisfied with their experience.
- ✘ Although results indicate a 5% increase from 2021/22, the percentage of the community surveyed who have used, visited, or attended an event at Cooks Gardens did not meet the >45% target (Result: 24%). Council records indicate that over 17,000 people have visited or attended activities at Cooks Gardens during the reporting period.

Swimming pools

- ✘ The target for user satisfaction with the Splash Centre is deemed not to have been met as survey data was unavailable for July - December 2022. Survey results from January - June 2023 indicate 79.16% were satisfied with the Splash Centre.
- ✘ The satisfaction feedback kiosk, Happy or Not, does not collect information on user satisfaction regarding value for money; and a customer satisfaction survey was not conducted at the Whanganui East pool during its swimming season.

Projects that were not completed in 2022/23

Coastal action plan: this work was put on hold to incorporate significant updates from Central Government. In 2023, Council endorsed Progress Castlecliff, through Ngā Ringaringa Waewae, to work on a community and hapū-led process to develop a consolidated vision for the Castlecliff coastline, and the coastal action plan work which is still in development.

Pukenamu Queen’s Park architectural landscape plan: this work started earlier in 2023 and will be delivered before the end of the calendar year. The plan and its implementation will focus initially on the immediate surrounds of the Sarjeant Gallery Te Whare o Rehua Whanganui ahead of its opening in 2024. The plan will likely be implemented over a number of years and as funding allows.

Velodrome facility development plan: the velodrome track replacement has been completed and discussions have commenced on how the venue will be utilised, including engaging with relevant community groups.

Splash Centre accessibility and equipment improvements: we were not successful with our funding application for our accessibility project, however we continue to make ongoing improvements to ensure the facility can be accessed and enjoyed by all.

	Budgeted for 2022/23 (\$000)	Actual spend 2022/23 (\$000)
Capital expenditure	4,564	2,758
Operating expenditure	8,978	10,922

These are summary figures from the group Funding Impact Statement. See the full Annual Report 22/23 for details.

Community and cultural

Supporting community services and facilities as well as promoting cultural enrichment encourages a tolerant and strong community. The council oversees the management of key cultural facilities, ensures appropriate stewardship of nationally important collections, works closely with central government departments, and focuses on collaboration to achieve shared objectives for improving outcomes and wellbeing across a culturally and socially diverse community.

Our performance

Community

- ✔ Council provides a weekly report to mana whenua of all resource consent applications received (Result: 100%, Target: 100%).
- ✔ Despite 80% of respondents in our Community Views Survey 2023 who think Whanganui is a creative place, only 25% indicated that they participate in creative activities such as performing or attending any arts or cultural activities, or performances.
- 📊 Data to measure the contribution that creative arts and industries make to the Whanganui District economy was unavailable for the financial year (July 2022 to June 2023) so the target was deemed not to have been met. Figures for the 2022 calendar year (January to December) show, however, that creative industries contributed \$57.34 million to the local economy.

New Zealand Glassworks (NZG) Te Whare Tuhua o Te Ao

- ✔ Local, national and international visitor numbers to NZG continued to grow with many visitors stating they had come specifically to Whanganui to visit the facility (Result: 36,929 Target: 28,700).
- ✔ Customer satisfaction with NZG remained positive throughout the year and met the target of 90%. Visitors commented positively on the unique facility and art glass on display.
- ✔ NZG continued to provide a facility for hire to an international level with an upgrade of equipment proving to be a major improvement to function and usability for hirers. User satisfaction with the services and facilities provided remained at 85% (Target: 85%).
- ✘ Although not met, the targeted number of hours booked by working glass artists was nearly achieved (Result: 1270 hrs Target: >1288hrs). The NZG hotshop was unavailable for short periods of time during the second and third quarters of the reporting year however it has also reached its capacity for delivery due to equipment and what can be accommodated per hirer.

Libraries

Although a number of the performance measures for the Library activity indicated increases when measured against the last reporting year, the target figures for 2022/23 were not met.

- ⊗ Physical visits to the libraries increased by 46% when compared to the previous reporting period (July 2021 – June 2022) with footfall beginning to stabilise and a return to consistent visits, particularly at the Davis library (Result: 288,722 Target: >340,000)
- ⊗ The libraries experienced a 12.6% increase in collection use as measured by the number of items issued per annum, and an increase in the rate of collection ‘turn over’ when compared to 2021/22. Results in the latter part of the reporting period were indicative of an overall rise in activity (Collection use result: 511,402 Target: >520,000).
- ⊗ Use of public internet in library spaces had levelled off significantly following the COVID-19 pandemic however the number of public internet sessions increased by 15% when compared to results from 2021/22 (Result: 63,228, Target >85,000).
- ⊗ Results of the Community Views Survey 2023 were consistent with previous years, indicating that only 52% of the community use the library (Target: >63%) and 84% of users were satisfied with the service provided (Target: >90%). Data sourced from the libraries customer radar year-round survey of library customers (1,171 responses) indicated a 99.15% satisfaction rate however.



Sarjeant Gallery Te Whare o Rehua Whanganui

- ✔ Despite the Sarjeant's satellite i-SITE gallery having been closed since January 2023, the number of Gallery users exceeded target with 57,310 people (Target: >57,000).
- ✔ Visitor satisfaction with the exhibitions (96.25%), and gallery experience (93.67%) both exceeded their targets of >90%.
- ✔ There were 4,996 items in the collection catalogued to best practice international standards exceeding the target of 4,000.
- ✘ The percentage of Gallery users in Whanganui dropped to 26% according to the Community Views Survey 2023. It is noted, however, that recorded visitor numbers increased by 35% in comparison to the previous reporting year.

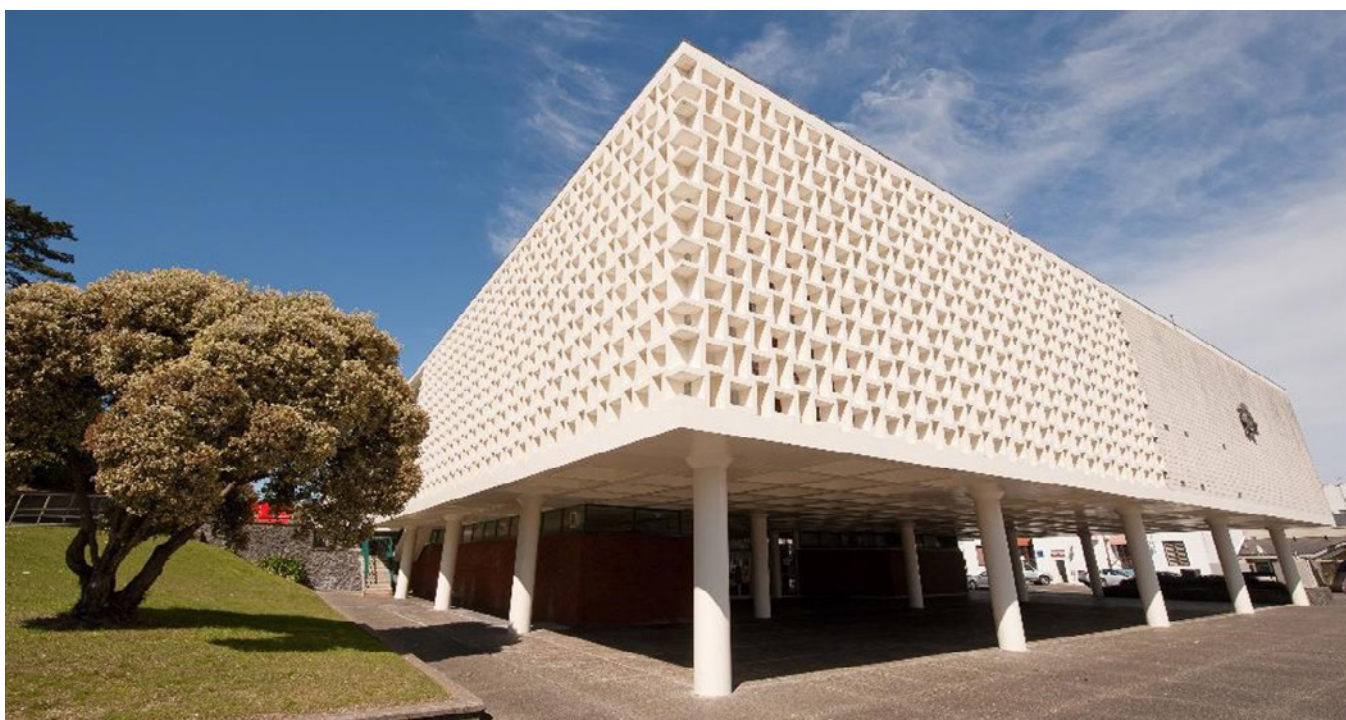
Royal Whanganui Opera House

- ✔ As well as a 100% satisfaction rating from hirers, the percentage of the community satisfied with their experience at the Royal Whanganui Opera House also increased to 76%, up from 73% in 2021/22.

- ✔ Reported attendance at one or more events increased by 17% compared to the previous reporting year (Result: 35% Target: >35%).
- ✘ We did not meet target for the number of events hosted by the Royal Whanganui Opera House (Result: 41 Target: >90) or the number of local produced, community events (Result: 34, Target: >35). The venue has, however, been well utilised throughout the reporting year with multiple bookings running across five or more days. This included the venue being fully booked out in March 2023 for the Phantom of the Opera production.

Whanganui War Memorial Centre

- ✔ Targets were met for community satisfaction with the Whanganui War Memorial Centre (74%) and hirer satisfaction (100%).
- ✔ The centre has been well utilised throughout the reporting year and this was reflected in the results with the centre hosting events over 159 days (Target >130days).
- ✘ Of the 114 bookings made, 33 were specifically locally produced, community events, an increase from the previous reporting period (Result: 33 Target: >35).



Projects that were not completed in 2022/23

Housing initiatives: capacity issues have caused delays however a feasibility study on utilising residential conversions in the city centre to grow housing stock is due to commence later in 2023. We continue to work with agencies as part of the Housing Reference Group and ongoing work to support the homeless has not stopped. A report on Council’s older person housing stock was completed.

Youth places and spaces: the feasibility study did not provide Council with a workable option going forward. We are currently in discussion with other providers to see if we can enhance what is already happening in the community for young people.

Age Friendly Plan: resourcing constraints has meant that this work has not been started but will commence later in 2023.

Play spaces: work has been undertaken with the community to enhance accessibility options at Lorenzdale Park. A climbing tower that has been designed to aid visually impaired users is to be installed. Pathway upgrades, accessible picnic tables and the installation of musical flowers have been undertaken with work underway on CORE boards in several parks for neuro-diversion activities. Our play plan has been incorporated into the Open Spaces and Physical Activity Strategy that was adopted in October 2022.

New Zealand Glassworks (NZG): NZG obtained an arts grant from Creative New Zealand for its artist in residence programme held in July 2023, but was unsuccessful in securing a grant to develop a mentoring programme. NZG has, however, continued to pursue and develop the programme intent with a pared-down version funded by NZG and will continue to apply

to fund this important ongoing mentoring programme.

Alexander Heritage & Research Library Te Rerenga mai o te Kāuru: work to upgrade old light fittings to LED is ongoing and units are being replaced as and when they fail. Approximately one third of the light fittings have been replaced to date.

Sarjeant Gallery Te Whare o Rehua Whanganui redevelopment project: good progress has been made during the reporting year. The new financial year will see the focus shifting to the opening of the gallery in mid-2024.

Royal Whanganui Opera House: significant progress has been made in replacing the existing and outdated tungsten lighting with LED lighting. Supply issues and other work has delayed the completion of this work.

War Memorial Centre: installation of a digital signage board has not been completed. Options are being reviewed to ensure appropriate software and hardware is purchased / installed to deliver the best possible outcome.

Whanganui Regional Museum: reprioritisation of the facilities work programme resulted in a number of planned building improvements being moved to the 2023/24 financial year.

	Budgeted for 2022/23 (\$000)	Actual spend 2022/23 (\$000)
Capital expenditure	10,388	17,432
Operating expenditure	12,560	11,416

These are summary figures from the group Funding Impact Statement. See the full Annual Report 22/23 for details.

Economic development

Economic development functions are provided by our council-controlled organisation, Whanganui & Partners. Its operations are overseen by its board and management staff, while its funding and strategic direction is decided on by the council.

Whanganui & Partners’ mission is to lead and drive opportunity through business, education and lifestyle. They promote Whanganui as a destination to live, visit, work, study and invest. Their activities include supporting new and existing businesses, bringing events to Whanganui and providing the latest economic data, analysis and commentary on the Whanganui district.

Whanganui & Partners ensure visitors are informed, impressed and ready to return. The activities included in the group are:

- Whanganui & Partners – economic development
- Whanganui i-SITE Visitor Information Centre

	Budgeted for 2022/23 (\$000)	Actual spend 2022/23 (\$000)
Capital expenditure	110	-
Operating expenditure	3,528	3,632

These are summary figures from the group Funding Impact Statement. See the full Annual Report 22/23 for details.

Our performance

Economic development

For detail on the activities and financial performance reporting for economic development and the i-SITE Visitor Information Centre please refer to Whanganui & Partners’ statement of service performance on pages 121-132 of the Annual Report 2022/23.

i-SITE visitor information centre

- ☑ We met the target for customer satisfaction with the service received at the i-SITE (Result: 4.84 Target >4.5).
- ☒ The lifting of all remaining COVID-19 related regulations in the first quarter saw increases in domestic and international visitation but were not enough to meet the annual target. There was, however, a promising improvement on the previous reporting year’s figures, (Result: 16,960 Target: 25,250).



Community facilities and services

The council provides services and facilities that help to sustain the safety and welfare of our community, preserve our exceptional heritage and infrastructure, and protect our environment and awa.

Our performance

Cemeteries

- ✔ We met the target for burial and cremation needs of the community. There is sufficient capacity for five years burial and cremation plots.
- 📄 A satisfaction survey with cemetery facilities was not undertaken this year.
- ✘ The project to have archival burial and cremation records to the public is well underway but has not been completed.

CBD maintenance

- ✔ There were 12 complaints regarding the cleanliness or hygiene of public toilets meeting the target.
- ✘ Satisfaction levels with the contribution the town centre makes to the image of Whanganui and the standard of presentation in the town centre did not meet target with 70% and 72% respectively.
- ✘ 53% of residents surveyed felt safe all or most of the time in the central business district (CBD) during the evening (a decrease of 5% from the previous period). Council has continued to work with NZ Police and other partners, as well as implementing key strategic actions, to ensure the CBD is safer at night.

Waste minimisation

- ✔ Users of the Whanganui Resource Recycling Centre indicated a 99% satisfaction rate with the overall service provided.
- ✔ Nine iconic events were held in public parks and reserves during the reporting year with a total attendance of 15,250 people and 51.3 cubic metres of waste diverted from landfill. This met the 100% target for iconic events having an appropriate waste minimisation plan.
- ✔ A total of 12 schools, involving 40 classes, had educational visits to schools on waste minimisation. This result was an increase from 9 school visits made in the 2021/22 reporting year (Target: >5).
- ✘ The target to maintain or improve on the amount of product recycled through the centre each year, was not met. There was a 7.7% decrease in product recycled during the reporting period. This decrease was likely due to two main reasons, firstly the business sale of a local greenwaste service provider and transition to a new provider left a gap and a reduction of collection in that period. Secondly, COVID-19 resulted in most plastic processors in the country being over-saturated and unable to take products for a period of time (Result: 2912.97 Target: 3157).

Pensioner housing

- ✔ Tenant's satisfaction with Council's pensioner housing service overall (96.09%), and with welfare services (93.97%) exceeded target with high levels of satisfaction being reported in the annual survey of pensioner housing.
- ✔ Occupancy of pensioner housing averaged 97% over the reporting period (Target: >90%).

Emergency management

- ✔ Community preparedness for an emergency event remained consistent with previous years (Result: 91% Target: >80%).
- ✔ National weather events experienced during the year has led to increased public interest in emergency management. As a consequence, the target was met for the number of community engagement events or community focused exercises conducted (Result: 29 Target: >20).
- ✔ Duty staff continued to be available to respond to emergency management calls meeting the target of 100%. The Emergency Operations Centre (EOC) was activated seven times (six events and one exercise) during the period (Target: >2).
- ✔ A siren replacement programme was underway in the reporting period with any gaps covered by mobile sirens.
- ✔ The Council's pandemic response resurgence plan remained aligned to the national plan with reserve stocks of PPE and testing kits available (Result and Target: 100%).

Animal management

- ✔ A total of 727 Priority 1 (urgent) callouts for animal management were responded to within one hour. Priority 1 callouts include dog attack (bite), dog rushing, police / agency request, secured dog or wandering stock (Result: 98.87% Target: >98%).
- ✔ The target percentage of responsible dog owners was met and exceeded (Result: 99% Target: >68%).
- ✘ There were 8471 known dogs, of which 8022 were registered in the reporting period and an increase of 1% from 2021/22. A proactive approach by animal management officers has produced a record number of known dogs, which in turn, has created a numerical gap between the number of known dogs and those that are registered. Work is continuing to bridge that numerical gap to ensure compliance (Result: 95% Target: >98%).
- ✘ Community satisfaction with animal management services reduced by 5% from the previous period (Result: 38% Target: >51%).

Building control

- ✔ Accreditation status with the building control authority was maintained. Accreditation was renewed in May 2022 with the next assessment due in January 2024.
- ✘ 560 of 934 building consents were processed within statutory timeframes and did not meet the target of 100%. Processing times were impacted by technical resourcing constraints and high volumes of consents. Council is currently undertaking a recruitment process to identify suitably qualified people to fill the vacancies (Result: 60%).
- ✘ Customer satisfaction with building consent services dropped to 28.6%. A total of seven surveys were completed in the reporting period (1048 code of compliance certificates issued) with two responses indicating they were satisfied.

Environmental health

- ✔ We maintained our 100% target for inspections of health and alcohol licensed premises, and the Notice of Recognition (s135 Food Act 2014).
- ✘ We processed 79.25% of alcohol licensing applications within 20 working days but did not meet the target of 100%. This result is attributable to documentation delays from external organisations and applicants.
- ✘ 83% of excessive noise complaints were investigated within 30 minutes however delays in assistance from external organisations impacted on this result.
- ✘ The target for customer satisfaction with environmental health services delivery was deemed not to have been met. No survey responses were received during the reporting period (Target: 70%).

Parking services

- ✘ The percentage of the community satisfied with the availability of on-street parking remains consistent with previous reporting years (Result: 53% Target: >55%).

Resource management

- ✘ A total of 250 resource consents (land use) and subdivision consents were issued, with 126 approved within 20 working days. Compliance with statutory timeframes improved throughout the reporting year with resourcing needs having been addressed and development of process expertise (Result: 50.4% Target: 100%).
- ✘ 107 of 460 resource consents were monitored within five years of being issued. Resourcing constraints experienced during the reporting period partly attributed to this result. A monitoring enforcement officer has since been appointed with responsibility for monitoring resource consents (Result: 23.3% Target: >85%).
- ✘ A customer satisfaction survey with planning services was not undertaken during the reporting period and the target is deemed not to have been met.



Projects that were not completed in 2022/23

CBD maintenance: work on the town centre regeneration programme continued with a focus on the Streets for People projects in Guyton Street and the transport hub on St Hill Street. These projects will be completed in March 2024.

Kerbside recycling and food waste services were delayed and are scheduled to start by 1 July 2024 and 1 July 2025 respectively.

Older persons’ housing/Pensioner housing: an independent report to review current housing stock was commissioned by Council and tabled in June 2023. Seed funding is being sought through the LTP process to establish a long-term programme in response to the findings. This will be a long-term strategic response.

Community buildings: a structural review of the Upokongaro War Memorial Hall, to be completed by the end of August 2023, will inform next steps for the hall’s restoration.

Emergency management: a three-year project to upgrade the urban tsunami sirens is ongoing and has been delayed by supply chain issues and the COVID-19 pandemic. The project is currently 50% complete.

Animal management: the review of our annual dog registration process with a plan to move to a ‘life-time’ tag is an ongoing project. While the concept is a good one from environmental, financial and efficiency points of view we have identified that there is a need to update our backroom IT processes to be able to change – these conversations are in progress.

Building control remote inspection and assessment capability: project software has been implemented with a pilot programme currently underway when resourcing allows.

Environmental health online forms: online applications for special on and off licences, manager certificates, and for temporary authority, have been completed. Documentation for all other license applications have been drafted and are due for finalisation.

Parking services: a review of the parking management plan is ongoing and focused on time limits, metered spaces, fees and disabled parking spaces. Review findings will inform any changes to the Parking Bylaw which is due for review by June 2024.

Environmental policy: work has continued to be undertaken on housing capacity modelling that will inform the review of the residential chapters of the District Plan and infrastructure needs to support expected housing growth. This project will be ongoing.

	Budgeted for 2022/23 (\$000)	Actual spend 2022/23 (\$000)
Capital expenditure	888	392
Operating expenditure	12,912	13,448

These are summary figures from the group Funding Impact Statement. See the full Annual Report 22/23 for details.

Transportation

Transport provides and maintains connections both within the district and beyond. It is essential for economic prosperity and social connectedness.

The transportation group includes:

- **Whanganui Airport** - The council has a joint venture with the Crown for the provision of a provincial airport. The airport provides sealed and grass runways and passenger terminal facilities for scheduled aircraft services and for commercial and private aircraft. It also provides property and infrastructure for aircraft storage and allied aviation service businesses. In addition, commercial leases are provided for non-aeronautical commercial activities.
- **Whanganui Port and Whanganui River** - Whanganui Port provides a commercial port for shallow-draft coastal freight vessels, commercial vessels and pleasure boats. The facility offers a safe, navigable river bar harbour and also confines the coastal portion of the Whanganui River to its existing alignment. Revitalisation plans are underway at the port and, in order to facilitate this, the council has transferred its port-related assets and operations to a Council Controlled Organisation (CCO) called Whanganui Port Limited Partnership. This CCO (which has been referred to as a Special Purpose Vehicle) will own and run the port into the future.
- **Durie Hill elevator** - This provides access for pedestrians and cyclists and links the central business district (CBD) to the suburb of Durie Hill and a city lookout area. It is New Zealand's only public underground elevator and a unique tourist attraction.



Our performance

Durie Hill elevator

- ✓ Users of the Durie Hill elevator rated their experience with 4 or 5 stars during the reporting year (Result: 95% Target: >90%).



Projects that were not completed in 2022/23

Whanganui Airport: contract negotiations to construct a parallel taxiway and to resurface the main runway are due for completion in early August 2023. Construction will start in October 2023.

Whanganui Port and River: the contract to complete the Te Pūwaha Stage One Port civil construction works was awarded in early August 2023. Construction is to commence the end of August 2023.

Durie Hill elevator: using part of an innovation grant from Manatū Taonga, new signage, a plant wall and informative displays have been installed, with new lighting to be installed later in 2023. Engineering work is currently underway to design humidity and damage protection cases for projection-based displays that will use projection and light to explore Whanganui and the Durie Hill elevator’s significance in public transport, planning, infrastructure and engineering. To help prepare for this work, the tunnel has just been repainted.

	Budgeted for 2022/23 (\$000)	Actual spend 2022/23 (\$000)
Capital expenditure	2,022	19
Operating expenditure	2,632	2,361

These are summary figures from the group Funding Impact Statement. See the full Annual Report 22/23 for details.

Investments

The portfolio of investments provides income to support the work of the council. The Investments activity intends to enhance the development of our district and provide an acceptable financial return to the community. The activity has the following major components:

- Whanganui District Council Holdings Limited (WDCHL) which owns 100% of the shares in GasNet Limited, the New Zealand International Commercial Pilot Academy (NZICPA) and the Whanganui Port General Partner Limited
- City Endowment property portfolio
- Quarry

Our performance

⊗ The forecast net income from Council’s City Endowment property portfolio did not meet target. The result of the overall investment portfolio was largely affected by the performance of one underperforming asset with the remaining portfolio achieving a 4.8% return (Result: 2.7% Target: >5%).

The underperforming asset was a section of land in Manuka Street currently used for grazing. It represents 38.09% of the portfolio value and makes a significant loss. The level of return was also impacted by the purchase of improvements at 125 Grey Street mid-way through the year.

Projects that were not completed in 2022/23

Whanganui District Council Holdings Limited did not pay a dividend for the 2022/23 year.

	Budgeted for 2022/23 (\$000)	Actual spend 2022/23 (\$000)
Capital expenditure	23	32
Operating expenditure	931	421

These are summary figures from the group Funding Impact Statement. See the full Annual Report 22/23 for details.

Corporate

The council's group of corporate activities provides support for its staff and elected members to work together for the benefit of our community. The group includes:

- **Governance** – delivered by the Mayor and 12 councillors with support from staff. The elected members make decisions for the district through formal meetings, considering issues of policy, strategy and budget. The decision-making process is guided by the Local Government Act, with a focus on the social, economic, environmental, and cultural wellbeing of communities today, and into the future.

Whanganui's rural community is represented by the Whanganui Rural Community Board consisting of seven members from three subdivisions (Kaitoke, Whanganui and Kai Iwi), and two councillors appointed by the Council. The board makes recommendations to the Council on policy and services of particular interest to the rural community.

- **Corporate management** – these activities contribute toward the internal running of the council and include financial management and advice, strategy and policy, legal services, risk management and health, safety and wellbeing, information management and services, human resources, communications and customer services.
- **Community and operational property** – this portfolio contains property that the Council holds for either a community use (such as parks, sports grounds, the art gallery, and the museum), or for operational use (such as the municipal building, the water reservoir site, Beach Road pump stations and the water bore sites). These properties are managed to provide value to the community through their efficient use rather than an investment return. Rentals are, however, charged to community organisations who occupy community land or buildings. This helps with the equitable allocation of properties and these rentals are discounted by 40-90% to encourage the tenants to maximise the value they deliver to the community.

Our performance

Governance

- ✔ All Council and committee agendas were made available to the public two working days before the meeting, in line with legislative requirements.
- ✘ 33% of the respondents in the community views survey indicated that council had responded well to community needs and issues. This was a 1% increase from the previous year (Target: >50%).
- ✘ The percentage of rural people who consider that the Whanganui Rural Community Board (WRCB) had responded well to rural community needs and issues reduced by 6% from the previous year. 61% of rural respondents were not familiar with, or had not heard of, the WRCB. (Result: 11% Target: >40%).

Corporate management

- ✔ Overall feedback on service and staff resulted in 90% of the 650 responses being either positive or neutral. A suggestion for a bilingual phone greeting has been incorporated by staff in the Contact Centre (Result: 90% Target: >90%).
- ✔ There were nine reported accidents where injury has occurred to staff as per ACC definition (Target: <100).
- ✔ We met targets of 100% for responding to archives requests within 24 hours and having an unmodified audit opinion.
- ✔ 50% of survey respondents were satisfied that they had had an opportunity to have their say (Target: 50%).
- ✘ Satisfaction with the performance of Council staff increased by 18% from the previous year but did not meet target (Result: 57% Target: >70%).
- ✘ The percentage of the community surveyed who agree that the council website is easy to navigate and find what they are looking

for declined by 14%. A review of the website is underway to improve the navigation architecture, as well as trimming down menus and removing old content (Result: 53% Target: >65%).

- ✘ Although no bylaws lapsed, several were reviewed within their seven-year timeframe, with 50% being completed within the targeted five-year timeframe (Result: 50% Target: 100%)

Community and operational property

- ✔ We met the target for the percentage of community organisation tenants on the maximum subsidy (this means that the services they deliver provide maximum benefit to the community). 59 of the 69 community organisation leases are receiving the maximum subsidy (Result: 85.5% Target: >75%).

Projects that were not completed in 2022/23

Governance: an induction programme was delivered to elected members and the development of individualised professional development plans are underway. Elected members are regularly encouraged to engage with professional development that relates to their role.

Coastal Action Plan: the completion deadline of the plan was extended to ensure it could incorporate significant announcements at the national level (such as the Climate Change Adaptation Bill) and new data on sea level rise, and to allow time for appropriate community and iwi engagement on these matters. In 2023 Council endorsed Progress Castlecliff, through Ngā Ringaringa Waewae, to work on a community and hapū-led process to develop a consolidated vision for the Castlecliff coastline, and the coastal action plan work which is still in development.

The Parking Bylaw is a standard 5-year review and was placed on hold due to other priorities. Work commenced on this in 2023.

All other strategies due for review are currently on hold while we review our overarching strategy – The Leading Edge Strategy.

Information management: online efficiency enhancements and network improvements continued and are ongoing projects.

Community and operational property: management of the Whanganui Port project has moved from the Property and Open Spaces team to the Whanganui Port Operating Company Limited.

	Budgeted for 2022/23 (\$000)	Actual spend 2022/23 (\$000)
Capital expenditure	3,077	2,443
Operating expenditure	14,377	15,668

These are summary figures from the group Funding Impact Statement. See the full Annual Report 22/23 for details.



Financial summary

The following pages provide a summary of Council's financial performance for 2023.



Financial summary

The following pages provide a summary of Council's financial performance for 2023.

Whanganui District Council

Summary statement of comprehensive revenue and expense

For the year ended 30 June 2023

	COUNCIL			GROUP	
	Budget 2023 \$000	Actual 2023 \$000	Actual 2022 \$000	Actual 2023 \$000	Actual 2022 \$000
Rates	70,536	70,309	67,497	70,309	67,497
Other revenue	25,326	42,569	53,465	55,791	65,909
Total revenue	95,863	112,878	120,962	126,100	133,406
Finance costs	(4,721)	(5,598)	(4,522)	(6,450)	(5,014)
Other operating expenses	(90,586)	(101,642)	(96,166)	(111,175)	(98,809)
Total operating expenses	95,307	107,240	100,689	117,624	103,823
Surplus/(deficit) before tax	556	5,638	20,274	8,476	29,583
Share of associate surplus/(deficit)	-	(5)	14	(5)	14
Income tax (expense)/benefit	-	-	(25)	(833)	874
Surplus/(deficit) after tax	556	5,633	20,263	7,638	30,470
Surplus/deficit attributable to:					
Whanganui District Council	556	5,633	20,263	7,638	30,470
Other comprehensive revenue and expense					
Gain on property plant & equipment revaluations*	42,137	27,867	183,166	25,074	183,166
Gain on carbon credits revaluation	-	(1,221)	1,135	(1,221)	1,135
Financial assets at fair value through other comprehensive revenue and expense	-	(22)	53	(22)	53
Adjustments from CCO through retained earnings	-	(57)	-	(57)	(2)
Total other comprehensive revenue and expense	42,137	26,567	184,354	23,774	184,352
Total comprehensive revenue and expense attributable to:					
Whanganui District Council	42,693	32,200	204,617	31,677	214,824
Non-controlling interest				(265)	
	42,693	32,200	204,617	31,412	214,824

*Gains on property plant & equipment revaluations are presented net of taxation.

Explanation of major variances:

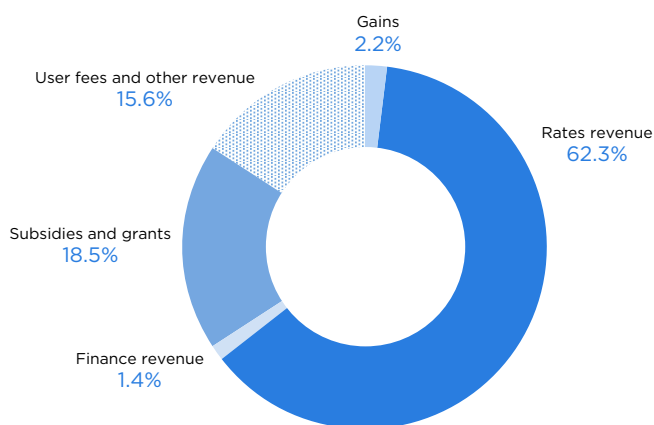
Other revenue

Gains are \$2.2M higher than originally budgeted, driven by significant valuation increase in derivative financial instruments (swaps) and investment real property.

User fees and other revenue is \$6.2M higher than budget. The main drivers are the following transactions:

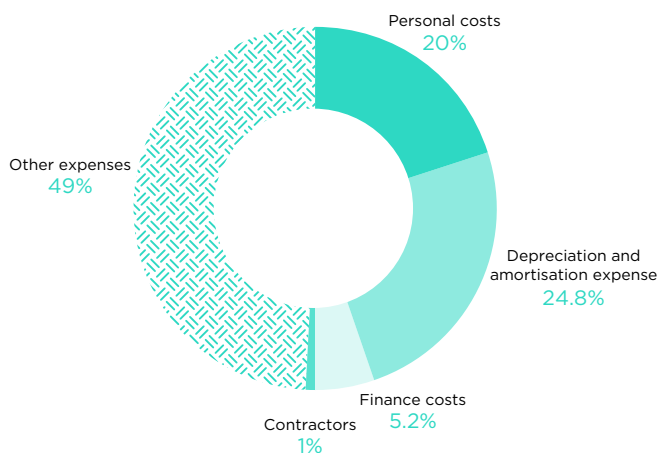
- unplanned vested assets from completed developments (\$2.5M). This is a non-cash transaction.
- unplanned tankered waste revenue at the wastewater treatment plant (\$1.1M).
- unplanned user fees at the Splash Centre (\$853k), due to Council taking over the operation of the facility.

Where did our operating revenue come from?



Council receives revenue from a number of different sources, as shown on the graph above. Rates are the primary source of revenue for the Council accounting for 62% of the total.

What were our operating expenses?



In order to provide the services for the community Council incurs costs as illustrated above.

Other operating expenses

Other operating expenses are \$11.06 million higher than budget. This is driven by:

- depreciation was \$3.6M higher than planned, driven by higher depreciation on infrastructure and property assets after the revaluation in 2021/22.
- higher maintenance and response costs (\$3.8M) on roading assets, driven by emergency works and additional sealed pavement maintenance.
- personnel costs were \$754k higher than budget, driven by unplanned transition of the

- Splash Centre to in-house. This was partially offset by various savings throughout Council as some roles remained vacant.
- higher insurance premiums and unplanned excess deductions (\$658k)
- unplanned contracted consent processing in Resource Management (808k) and Building Control (\$244k) activities.

Whanganui District Council

Summary statement of changes in equity

For the year ended 30 June 2023

	COUNCIL			GROUP	
	Budget 2023 \$000	Actual 2023 \$000	Actual 2022 \$000	Actual 2023 \$000	Actual 2022 \$000
Balance at 1 July	1,043,504	1,243,749	1,039,132	1,284,257	1,067,932
Total comprehensive revenue and expense for the year	42,693	32,200	204,617	31,412	214,824
Non-Controlling interest - funds introduced	-	-	-	(1,500)	1,500
Balance at 30 June	1,086,197	1,275,949	1,243,749	1,314,169	1,284,257

Components of equity

Retained earnings	617,726	617,662	608,008	650,333	638,408
Restricted reserves	47,353	68,328	72,407	68,328	72,407
Revaluation reserves	419,466	588,362	560,495	593,911	568,837
Other reserves	1,652	1,597	2,840	1,597	2,840
Non-controlling interest	-	-	-	-	1,765
Balance at 30 June	1,086,197	1,275,949	1,243,750	1,314,169	1,284,257

Whanganui District Council

Summary statement of financial position

As at 30 June 2023

	COUNCIL			GROUP	
	Budget 2023 \$000	Actual 2023 \$000	Actual 2022 \$000	Actual 2023 \$000	Actual 2022 \$000
Total current assets	13,652	33,766	35,566	38,229	43,525
Total non-current assets	1,224,699	1,377,729	1,331,084	1,439,022	1,389,576
Total current liabilities	(27,066)	(43,321)	(32,009)	(49,012)	(40,507)
Total non-current liabilities	(125,088)	(92,225)	(90,893)	(114,070)	(108,337)
Net assets	1,086,197	1,275,949	1,243,749	1,314,169	1,284,257
Total equity	1,086,197	1,275,949	1,243,749	1,314,169	1,284,257

Explanation of major variances:

Assets

Cash and cash equivalents are \$7.8M higher than budget, driven by higher pre-funding loans.

Total non-current assets is \$153M higher than budget, mainly due to a significant valuation increase (\$166M) for Council's infrastructure assets. This is partially offset by less shares in the Whanganui Port Limited Partnership than expected (\$19M), as capital works have not progressed to the original planned timeline.

Liabilities

Payables is \$4.9M higher than planned, however fluctuates regularly due to the timing of invoicing and workloads.

Total borrowings are \$19.6M lower than budget, mainly due to lower capital expenditure and unplanned subsidy funding. This is partially offset higher loans to subsidiaries.

The favourable variance to budget of \$1.9M (97%) in derivative financial instruments is due to changing market conditions affecting the revaluation of these instruments, driven by growing interest rates.

Whanganui District Council

Summary statement of cash flows

For the year ended 30 June 2023

	COUNCIL			GROUP	
	Budget 2023 \$000	Actual 2023 \$000	Actual 2022 \$000	Actual 2023 \$000	Actual 2022 \$000
Cash and cash equivalents at the beginning of the year	6,993	8,566	5,386	18,385	8,761
Net cash from operating activities	23,351	30,714	30,241	29,433	33,241
Net cash from investing activities	(39,077)	(34,446)	(32,061)	(36,523)	(32,123)
Net cash financing activities	15,745	10,000	5,000	10,577	8,505
Cash and cash equivalents at the end of the year	7,012	14,834	8,566	21,871	18,385

Explanation of major variances are:

Operating activities

Cash flows from operating activities is an indication of whether an entity is able to finance its normal operations from short-term funds. Council generated a \$30.7M cash surplus from operating activities. This is a favourable variance to budget of \$7.4M, mainly due to higher subsidies and grants.

Investing activities

Cash flows from investing activities show net asset purchases to be \$34.4M, which is \$4.6M less than budget. The main reason for this relates to lower than planned Capital Expenditure. Capital variances to budget are discussed in detail in the 'Groups of Activities' section of this Summary Annual Report.

Financing activities

Cash flows from financing activities shows a net debt increase of \$10M, with greater borrowings than repayments. This is \$5.7M lower than budgeted, driven by a combination of lower capital expenditure and higher external funding requiring less debt than planned.

Whanganui District Council

Summary funding impact statement

For the year ended 30 June 2023

	Annual Plan 2023 \$000	Annual Report 2023 \$000	Annual Plan 2022 \$000	Annual Report 2022 \$000
Sources of operating funding				
Rates	70,536	70,309	67,728	67,497
Other income	16,938	23,317	16,484	24,206
Total operating funding (A)	87,474	93,626	84,212	91,703
Application of operating funding				
Payments to staff and suppliers	67,619	75,097	62,533	65,795
Finance costs	4,720	5,597	4,903	4,522
Total application of operating funding (B)	72,339	80,694	67,436	70,317
Surplus (deficit) of operating funding (A - B)	15,135	12,931	16,776	21,386
Sources of capital funding				
Subsidies, grants and development contributions	8,069	10,895	21,684	12,504
Increase (decrease) in debt	15,745	10,000	(206)	5,000
Gross proceeds from asset sales	-	23	-	-
Lump sum contributions	-	-	-	-
Other dedicated capital funding	29	3,200	29	578
Total sources of capital funding (C)	23,843	24,118	21,507	18,082
Application of capital funding				
Capital expenditure				
-to meet additional demand	3,155	508	2,950	1,842
-to improve the level of service	12,217	24,426	21,424	21,510
-to replace existing assets	23,705	15,809	13,860	10,930
Increase (decrease) in reserves	(100)	(3,694)	50	5,187
Increase (decrease) in investments	-	-	-	-
Total application of capital funding (D)	38,977	37,049	38,283	39,468
Surplus (deficit) of capital funding (C - D)	(15,134)	(12,931)	(16,777)	(21,386)
Funding balance ((A - B) + (C - D))	1	-	-	-

Notes to the Summary Financial Statements

Events after the balance date

The Water Services Entities Act 2022, as amended by the Water Services Entities Amendment Act 2023 on 23 August 2023 and the Water Services Legislation Act 2023 on 31 August 2023, establishes ten publicly owned water services entities to carry out responsibilities for the delivery of three waters services and related assets and liabilities currently controlled by local authorities. Water services entities' establishment dates are staggered, with all the water services entities becoming operational between 1 July 2024 and 1 July 2026. The financial impact of the water services reform on the Council remains uncertain until the relevant water services entity's establishment date is known, and the allocation schedule of assets, liabilities, and other matters to be transferred is approved.

Summary of Capital Expenditure

The following table shows a summary of the expenditure on capital work for the Council. Major variations to the approved budget are discussed below.

	AP Budget 2023 \$000	Actual for Year 2023 \$000
Activity		
Water Supply	2,504	2,828
Stormwater	3,872	2,478
Sewerage and the treatment and disposal of sewage	3,145	3,569
Roads, footpaths and pathways	8,483	8,792
Parks and recreation	4,564	2,758
Community and cultural	10,388	17,432
Economic Development	110	-
Community facilities and services	888	392
Transportation	2,022	19
Investments	23	32
Corporate	3,077	2,443
Total	39,076	40,743

Explanation of major variances:

Stormwater drainage

The capital growth and acquisition programmes made some progress, the main items being capacity augmentation, attenuation and retention projects. Major projects such as the Fox to Fitzherbert extension, associated land purchase and attenuation programmes, have been scheduled to coincide with other infrastructure development projects.

The capital replacements were significantly lower than budget, with the focus on the growth and development projects.

Parks and recreation

The Velodrome resurfacing project has made good progress, with completion expected in late 2023. The scoreboard upgrade is complete. Other athletic equipment and facility renewals are on hold due to prioritisation.

Splash Centre operations has been transferred to Council, with the facility being run in-house. Various minor assets have been purchased from the previous contractor, with the major renewal work at the facility put on hold for a condition and needs assessment. The outcome of this assessment will drive the upgrades and renewal programme over the next few years.

Community and cultural

The Gallery Redevelopment Project continues with physical works. This will continue over 2023/24, with the remaining budget carried over to fund this. Due to the delay from the original planned timeline, the transition programme and associated fit-out has also been deferred.

Transportation

The Whanganui Port redevelopment project was transferred to the port operating entity in 2021/22, with the associated assets and expenditure as well. The remaining budget will be carried over to fund new entity as it proceeds with the project.

Additional information about this Summary

This Summary Annual Report has been prepared in accordance with PBE FRS 43: Summary Financial Statements. It has been extracted from the full Annual Report and is designed to give an overview of the Council and Group⁴ operations. This summary does not include all the disclosures provided in the full financial statements and cannot be expected to provide as complete an understanding as the full financial report of the Council. The full Annual Report contains detailed information on the finances and service performance and was adopted by the Council on 31 October 2023.

The Council has designated itself a Public Benefit Entity (PBE) for financial reporting purposes. The full financial statements were prepared in accordance with New Zealand Generally Accepted Accounting Practice (NZ GAAP) and comply with Tier 1 Public Benefit Entity (PBE) accounting standards. The financial statements are for the year ended 30 June 2023 and all figures are in New Zealand dollars and are rounded to the nearest thousand dollars.

Audit New Zealand has audited the full financial statements and has issued an unmodified report. This summary has been examined by Audit New Zealand for consistency with the full Annual Report.

The Summary Annual Report was authorised for issue on 30 November 2023 by the Mayor, Andrew Tripe, and Chief Executive, David Langford.

To view the comprehensive version of the 2022/23 Annual Report please refer to our website:

www.whanganui.govt.nz/Your-Council/Research-Reports/Reports

⁴ *The Whanganui District Council group (WDCG) consists of the ultimate parent Whanganui District Council (WDC) and its subsidiaries, Whanganui District Council Holdings Limited (100% owned) which in turn owns 100% of GasNet Limited and the New Zealand International Commercial Pilot Academy (NZICPA), and Whanganui Airport Joint Venture (50%). Its 49% equity share of New Zealand Masters Games Limited, its 15% interest in the Manawatu Wanganui LASS Limited and its 33% interest in the Whanganui River Enhancement Trust are equity accounted. All WDC subsidiaries and associates are domiciled in New Zealand.*

Independent Auditor's Report

To the readers of Whanganui District Council and group's summary of the annual report for the year ended 30 June 2023

The summary of the annual report was derived from the annual report of the Whanganui District Council and group (the District Council) for the year ended 30 June 2023.

The summary of the annual report comprises the following summary statements on pages 18 to 54:

- the summary statement of financial position as at 30 June 2023;
- the summaries of the statement of comprehensive revenue and expense, statement of changes in equity and statement of cash flows for the year ended 30 June 2023;
- the notes to the summary financial statements that include explanatory information; and
- the summary statement of service performance called "Our activities and performance".

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.

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 provision and an unmodified opinion on the other audited information in the full annual report for the year ended 30 June 2023 in our auditor's report dated 31 October 2023. The basis for our qualified opinion on the statement of service provision is explained below.

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 wastewater system, drinking water supply, and performance of the stormwater system (per 1,000 connections).
- The time taken to attend and resolve water supply and wastewater faults.

Our audit testing of these performance measures identified significant issues with the District Council's systems and processes for completely and accurately recording the number of complaints and the time taken to attend and resolve faults. As a result, our work was limited and there were no practicable audit procedures we could apply to obtain assurance over the reported results for these performance measures.

Our auditor's report also includes an emphasis of matter paragraph drawing attention to the uncertainty over the Government's water services reform programme.

The Water Services Entities Act 2022, as amended by the Water Services Entities Amendment Act 2023 on 23 August 2023 and the Water Services Legislation Act 2023 on 31 August 2023, establishes ten publicly owned water services entities to carry out responsibilities for the delivery of three water services and related assets and liabilities currently controlled by local authorities. Water services entities' establishment dates are staggered, with all the water services entities becoming operational between 1 July 2024 and 1 July 2026. The financial impact of the water services reform on the Council, remains uncertain until the relevant water services entity's establishment date is known, and the allocation schedule of assets, liabilities, and other matters to be transferred is approved. Information about this matter is also disclosed on page 52 of the summary financial statements.

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 reporting on the summary and full annual reports we carried out a limited assurance engagement related to the District Council's Debenture Trust Deed. This engagement is compatible with those independence requirements.

Other than in our capacity as auditor, we have no relationship with, or interests in the District Council or its subsidiaries and controlled entities.



Chris Webby
Audit New Zealand
On behalf of the Auditor-General
Palmerston North, New Zealand
30 November 2023

Summary Annual Report

For the year ended 30 June 2023



**WHANGANUI
DISTRICT COUNCIL**
Te Kaunihera a Rohe o Whanganui