



Annual Report Summary

2021/22

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Annual Report joint message

Pūrongo ā-Tau, Karere Tukutahi



The last 12 months have presented us with numerous opportunities, as well as challenges, as we all pull together to deliver meaningful outcomes for our communities.

There's no doubt that Manawatū District Council achieves great things, delivering on our planned annual activities as well as responding to unforeseen and often urgent priorities that arise along the way.

We have an efficient and hard working team of which we are immensely proud, and it is a great pleasure for us to be able to present to you an overview of our Councils achievements of the past 12 months.

Between 1 July 2021 and 30 June 2022, we issued 709 building consents and 568 code of compliance certificates and completed 6,352 building inspections. We processed 450 land use, subdivision, outline plans, permitted boundary activities and certificates.

We completed 56 km of reseals and hundreds of other roading and footpath maintenance projects, upgrades and other improvements across the district. We've also made good progress on the cycleway along Campbell Road which will form part of the Feilding to Palmy Cycleway.

The addition of the new playground at Kōwhai Park has been welcomed by young and old alike, opening in time for last summer. With further development at the park planned, we're confident that once completed this public space will be a district highlight.

Work on the Kawakawa Industrial Area is charging ahead and the extension of Turners Road is due to start very soon. This will link the existing Turners Road to Kawakawa Road to help facilitate the development of industrial zoned land in this area (Precinct 5). With over \$8 billion worth of investment into the wider Manawatū-Whanganui region, this project ensures we position the district favourably to capitalise on this investment to grow our own economy.

The new Feilding Orbiter bus service has been incredibly successful in the seven months that it has been operating. Passenger numbers are steady and there's room for growth. It is fantastic to see that residents are using the service and it bodes well for more users in the future.

The opening of the Mangaweka Bridge was the culmination of an important project. The ceremony was a wonderful coming together of all the parties involved, including ourselves, Ngāti Hauiti, Waka Kotahi and Rangitikei District Council. A pou whenua erected at the site symbolises the connection and strengthening of the Rangitikei and Manawatū districts and marks the joining of the districts' people.

The new bridge is capable of taking heavy vehicles, unlike the old bridge which had a weight limit of 5000kg, meaning that transport companies, service farms and businesses had to detour approximately 90km and added to existing economic strain. The new bridge will open the economic potential of the northern district and was completed ahead of schedule and on budget. The old bridge will have a future as a walking and cycleway, and it maintains its

historical significance as the only cantilever bridge left in New Zealand.

Following the publication of the Manawatū District Active Fault Report in February 2021, Council sought further research from GNS Science to better understand the risk that the reclassified Raouterangi Faultline poses to residents of Feilding. The research report has come back and we're pleased to say that the recurrence interval rate has increased from between 5,000 and 10,000 years to 10,000 to 20,000 years. This doesn't alter the approach that we were taking in regards to building and resource consents, but it hopefully gives people that live in the Fault Avoidance Zones some greater comfort.

The second lockdown back in August 2021 impacted this year's planned Feilding CACTUS Youth Development Programme and unfortunately we had to cancel that particular intake. However, this year we have already run one successful programme and another one is underway. The way that our community has come together to support our youth has been incredibly heart-warming and it really reflects the values of the Manawatū community.

We've also been making progress on some of our bigger infrastructure projects. The Manawatū Wastewater Centralisation Project involves the development of infrastructure to pipe untreated wastewater from the villages of Halcombe, Sanson, Rongotea, Awahuri, Cheltenham and Kimbolton to the Manawatū Wastewater Treatment Plant in Feilding for treatment and disposal. In the 2020/21 year we finished the Sanson to Feilding pipeline, commenced design work for pipelines running from Halcombe to Mt Stewart and Rongotea to Awahuri Road and got started on preliminary work on Cheltenham to Feilding, Kimbolton to Cheltenham, and Kauwhata to Awahuri pipelines.

The new Resource Recovery Centre on Kawakawa Road opened in November 2021 and we have seen some very positive feedback from community that use this facility. This is just the first step in creating a wider Resource Recovery

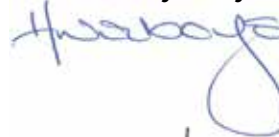
Park and we have lots of exciting and innovative additions planned over the coming years which will put Manawatū firmly on the map when it comes to creating a circular economy and an environment of which we can be proud.

Furthering our work in the waste management area was the adoption of our Waste Minimisation and Management Policy. The new policy will see residents offered a greater level of service in the villages of Sanson, Halcombe, Rongotea and Himatangi Beach, as well as Feilding over the coming years. The changes will see kerbside recycling and rubbish collection in the above mentioned villages, as well as food waste collection services, which will turn scraps into compost.

As ever, Council has had to make tough decisions and balance community needs with available funding during the last year, and we will again this year. We constantly strive to deliver the most effective outcomes for our residents, and rely on our communities to tell us what's important to them, and what our priorities should be. Flooding issues remain firmly in our minds as we enter the new financial year, as well as a range of potential changes to the way local government runs and operates. We also welcome our first Ngā Tapuae o Matangi Māori Ward elected member from October and look forward to forging stronger relationships with iwi Māori in our district.

Kia kaha Manawatū.

Helen Worboys, Mayor



Shayne Harris, Chief Executive



The Manawatū District at A Glance

He Karapatanga ki Te Rohe o Manawatū

The Manawatū District stretches from the Pacific Coast in the west to the Ruahine Range in the east. To the south, it shares a boundary with Palmerston North City. It is bound to the north and south by two major rivers – the Rangitikei and the Manawatū. The District boasts a diversity of geographic features, including hill country to the north and east and extensive flood plains to the west. Further to the west lies the broadest band of dunefields anywhere in the country. The Ōroua River runs from the Ruahine Range to the northeast of the District, skirting around Feilding before making its way through the floodplains and then converging with the Manawatū River at Rangiotū.

The town of Feilding sits in the centre of this highly productive farming district. Feilding has been named New Zealand's most beautiful town 16 times, is home to iconic attractions including the sale yards in the centre of town, the Coach House Museum, Manfeild Park and arguably the best farmer's market in New Zealand.

Established on 1 November 1989, today's Manawatū District is an amalgamation of the five former authorities of Ōroua, KIWITEA, Pohangina, Manawatū and Feilding.

The District's population was estimated at 33,000 (as at 30 June 2021). Approximately 55% of the population lives in Feilding while the remainder lives in the District's villages and rural areas. The population of the District is projected to increase by 34.5% between 2021 to 2051, to a total of 43,965.

About 16% of the District's community identify as Māori compared to about 89% who identify as New Zealand European. Some people identify as more than one ethnicity. Residents who identify as other ethnicities make up less than 3% of the population. The District has a rich cultural past associated with the iwi that have ahi kā (a history of continuous occupation) here. Ngāti Kauwhata, Ngāti Raukawa, Ngāti Tūwharetoa, Ngāti Maniapoto and Rangitāne ki Manawatū all have marae in the District, while other iwi also have an organisational presence.

The industry structure of the Manawatū has been fundamental to the strong economic performance of the economy relative to many other parts of New Zealand. The robust performance of the local economy is created by the strength of our food export and manufacturing industries, large scale government investment and employment, record levels of construction investment and limited reliance on industries impacted by COVID restrictions. These conditions have generated broad based employment opportunities and attracted new residents to the District, further bolstering economic activity across the region.

However, there are challenges. Like the rest of New Zealand, a lack of available workers is limiting the ability of businesses to find staff, and rising interest rates and living costs are stretching household budgets. Conversely, high levels of employment and rising wages are supporting our community to withstand these challenges.



33,000

people live in the district
(as at 30 June 2021)



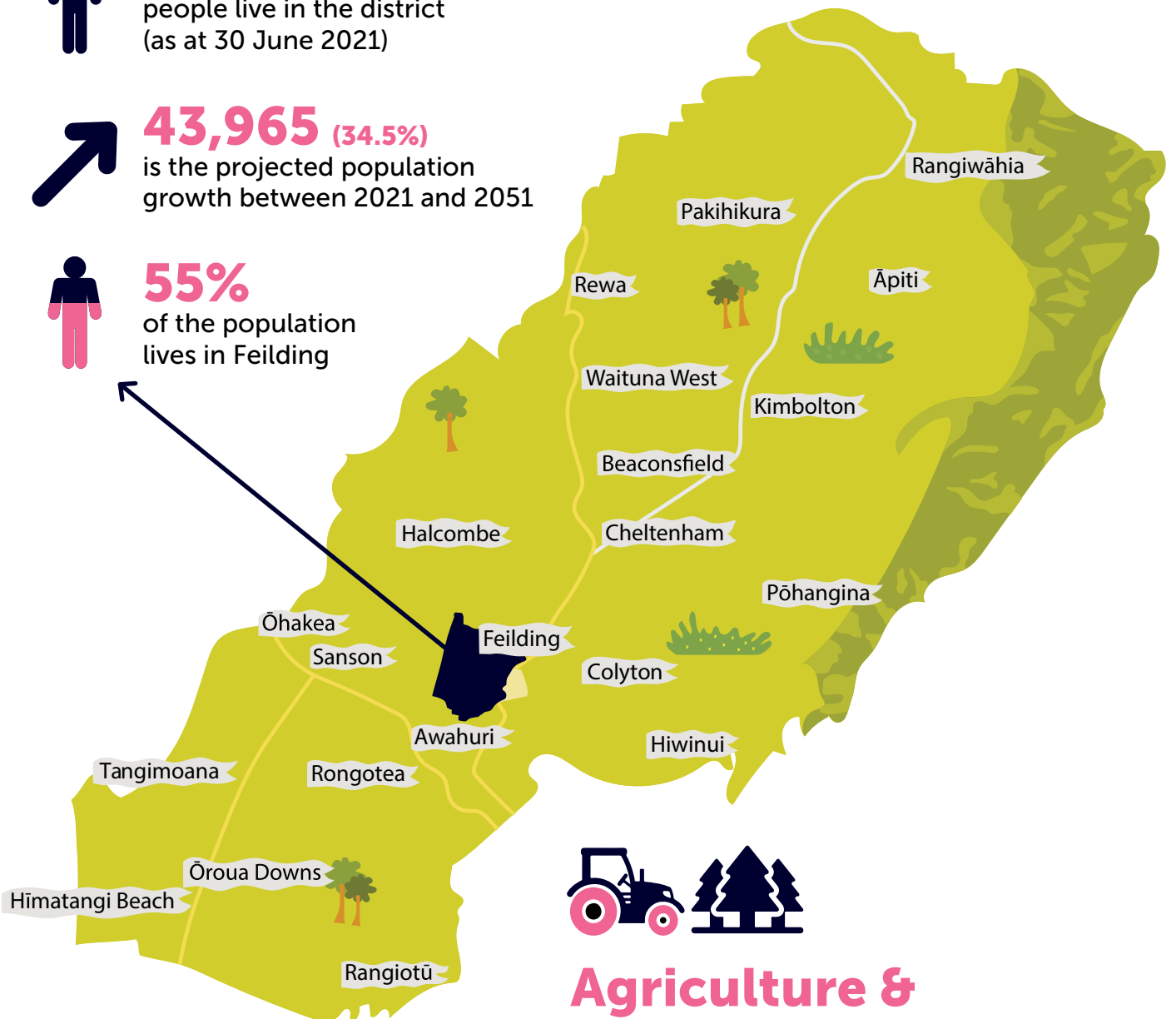
43,965 (34.5%)

is the projected population
growth between 2021 and 2051



55%

of the population
lives in Feilding



Agriculture & Forestry

make up 18% of the district's GDP

Looking forward, the strength of our agriculture and value-added manufacturing industries, elevated central and local government investment, and the continuation of high levels of employment will continue to boost the economic performance of the Manawatū District economy.

The District has an excellent roading network, including four state highways, linking the Manawatū to Wellington City and port to the

south, Napier Port to the east, and Auckland, Tauranga and other cities and ports to the north. The main trunk railway, which passes through Feilding, enhances connectivity, particularly for freight. Primary industry (agriculture and forestry) comprises our biggest economic sector, making up nearly 18% of District GDP. Manufacturing and defence (primarily the Ōhakea Airbase) also contribute strongly to the local economy.¹

¹ Infometrics, 2019, Manawatū District Economic Profile, accessed from <https://ecoprofile.infometrics.co.nz/Manawatū%20District/PDFProfile#h0>

Your Council – who are we?

Tō Kaunihera – ko wai mātou?

Manawatū District Mayor



Helen Worboys

Feilding Ward 5 Elected Members



Michael
Ford



Grant
Hadfield



Shane
Casey



Stuart
Campbell



Hilary Humphrey
(resigned Feb 2022)

Manawatū Rural Ward 5 Elected Members



Phil
Marsh



Andrew
Quarrie



Heather
Gee-Taylor



Alison
Short



Steve
Bielski

Council Priorities

Kia papa te tū, kia rangi te tiro

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



Here are Council's priorities for the next 10 years. Have a look at how we plan to make the Manawatū District a productive and vibrant place to live and work, to visit and invest.

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

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

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

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

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

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

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

Infrastructure fit for future
He kāinga ka tūwhena tonu ōna tūāhanga, haere ake nei te wā

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

A prosperous, resilient economy
He kāinga ka tōnui tōna ōhanga

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

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

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





Where did Council get money?

Nō hea ngā pūtea a te Kaunihera?



\$24.88M

Targeted rates



\$14.24M

General rates



\$7.36M

Fees and charges



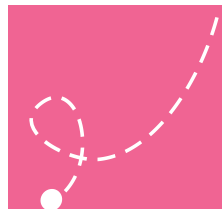
\$18.04M

Subsidies and grants



\$4.12M

Sundry income



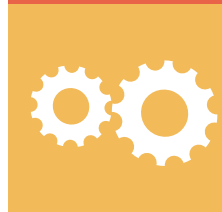
\$0.16M

Interest and dividends



\$0.09M

Vested assets



\$4.78M

Development and capital contributions



\$0.22M

Rates penalties



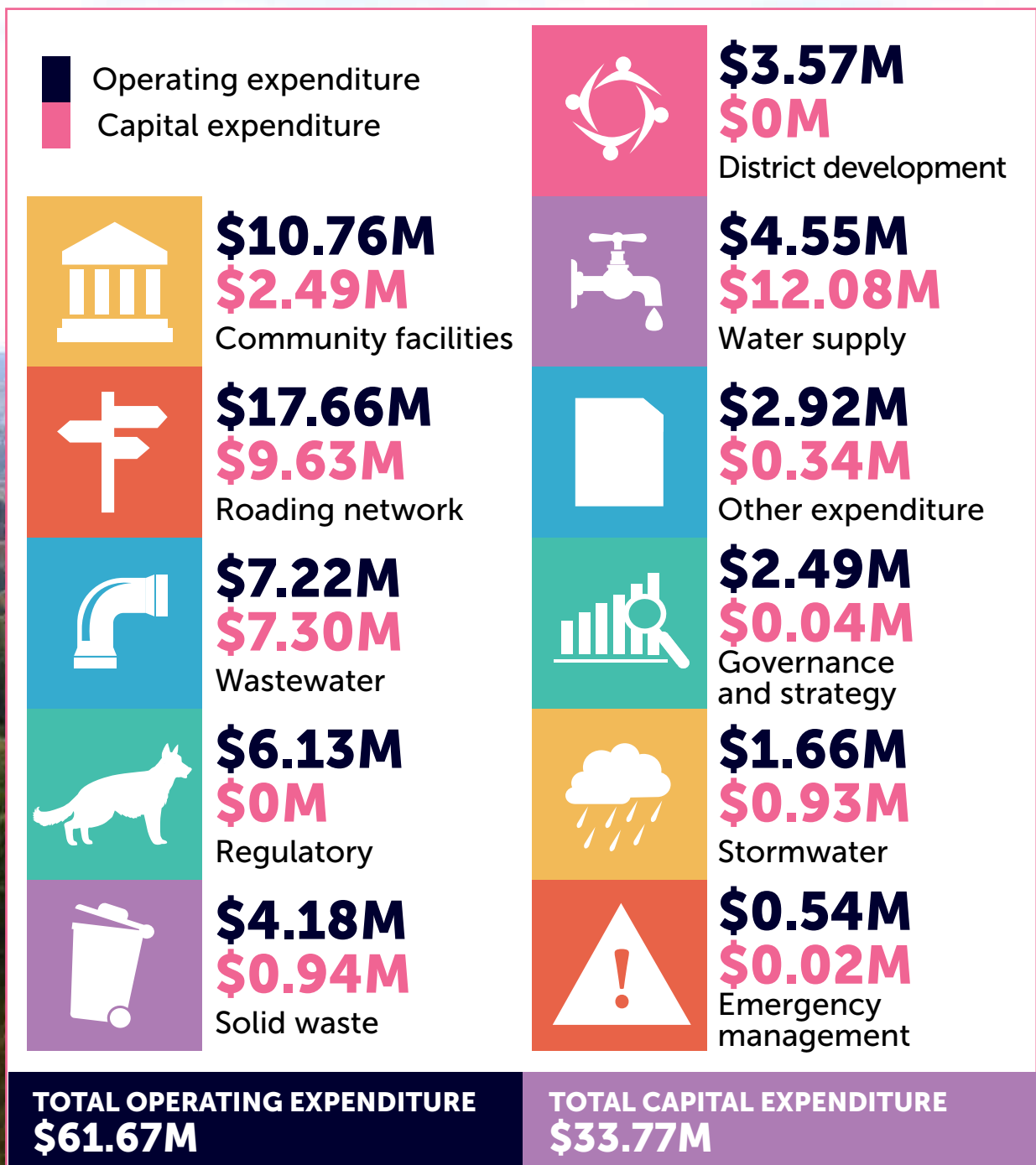
\$0.59M

Gains/(losses)

TOTAL \$74.48M

How did Council spend money?

I pēhea tā te Kaunihera whakapau i āna pūtea?



Performance overview

Tiro Tutukinga Whānui

To assess how well Council is delivering services to the community, Key Performance Indicators (KPIs) are included in Long Term and Annual Plans. For the 2021/22 year, Council is reporting against 98 KPIs, which are detailed in the relevant activity summary.

Council has achieved 83.7% of its KPIs. In the previous year, it was 78.9% (2020/21) and 73.7% in (2019/20). The 2021/22 year showed an improvement in KPI percentages from the year before, even with the continued disruptions due to Covid-19.

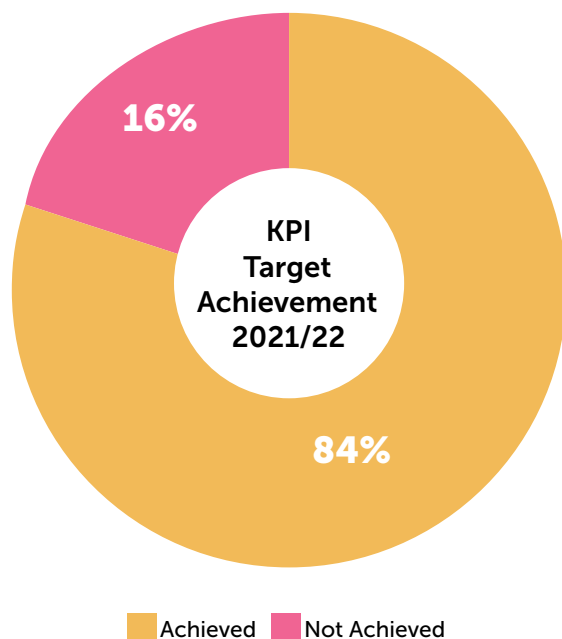
While the current results show that performance has not fully recovered to pre-Covid figures, the increase from the 2019/20 results and the improvement from the 2020/21 results confirm that Council continues to work steadily through the ongoing disruptions.

We acknowledge that there were 16 instances where we did not achieve the target (14 instances in 2020/21).

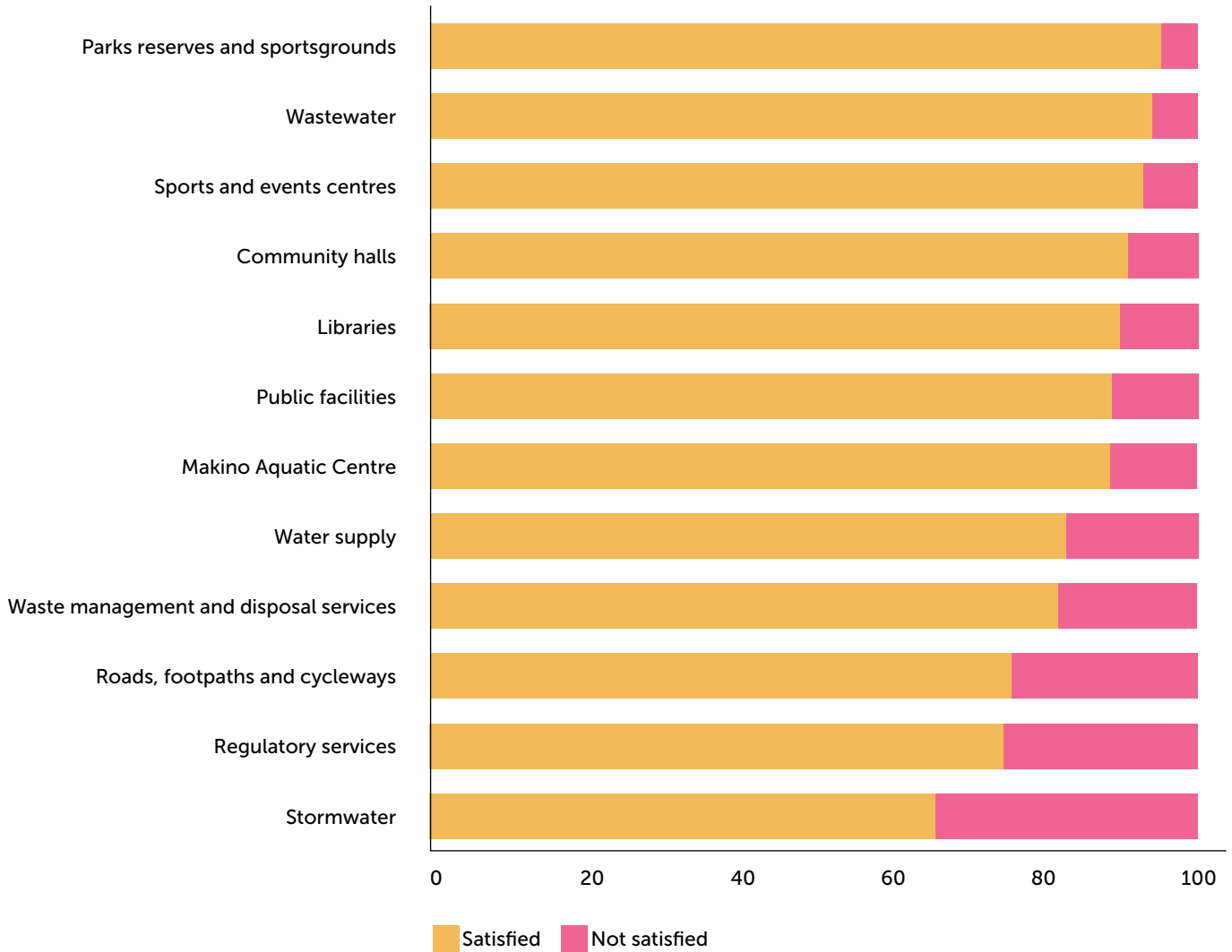
The ongoing effects of Covid-19 are still being felt, including two measures for our facilities where social distancing and restrictions on numbers of people allowed indoors meant that events and programmes were cancelled, or carried out with reduced attendance levels. Our regulatory teams are also seeing high levels of pressure, with large consenting and inspecting workloads and ongoing vacancies, reflected by the four targets not met in the regulatory space.

One of the measures not met was due to results in our satisfaction survey – Council continues to endeavour to provide excellence in local government and has not identified clear causes for reductions or stagnations in customer satisfaction. A further three measures were not met due to the number of flooding events from extreme rainfall, and consequent complaints received about the performance of the stormwater system.

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



Overall resident satisfaction with Council services 2021/22



Resident satisfaction survey

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

The survey results for 2021/22 are based on the responses of 596 residents which meets the number required for statistical reliability with a 95% confidence interval.




Overall community satisfaction levels with Council services ranged between 66% and 95%. For more detail, the full report can be found on Council’s website.

Overview of Activity Results

What has Council achieved in 2021/22?

Summaries of performance within each activity are provided, which show what is being measured, including community opinion, response times, deadlines and compliance with regional standards. Key projects are also summarised.

Results are displayed using the following key.



-  Target met
-  Target not met
-  Not met due to COVID-19

Cemeteries



Ngā Urupā



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

Measure	Target 2022	Result 2020/21	Result 2021/22	Comments
Percentage of survey participants who were satisfied with the maintenance of cemeteries.	95%	90.5 % 	91% 	The result was lower than anticipated although the survey results do not provide details to enable Council to understand how to improve satisfaction levels.

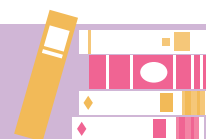
2. You can expect professional and timely interment services

Measure	Target 2022	Result 2020/21	Result 2021/22	Comments
Monitoring the number of complaints about late or inadequate interment services	0	0 	0 	






District Libraries

Ngā Whare Pukapuka o te Rohe

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




* Targets are set uncharacteristically low due to the planned redevelopment of the Feilding Library in 2021/2022

Measure	Target 2022	Result 2020/21	Result 2021/22	Comments
The number of physical and digital collection items borrowed or accessed per capita, per annum.	6*	8.65 	8.96 	Previous annual target was 8 issues per capita
The number of logins to library e-resources and apps (inc. digital learning apps and heritage platforms), Manawatū District Libraries app and Wi-Fi and computer usage per annum.	40,000*	New measure 2022	53,901 	The temporary space is expected to significantly reduce the use of the library's Wi-Fi and computer usage during 2022/23/24.
The number of participants attending programmes, classes, exhibitions, events, digital learning programmes and social interaction groups, per annum	8,000* participants	15,120 **participants 	9,592 Participants 	The facility redevelopment did not commence as planned in 2021/22, however the library participants were lower due to the impact of COVID lockdown restrictions. **2020/21 target was 19,000 participants so result was not achieved.

Halls and Recreational Complexes








Ngā Whare Huihui me ngā Taiwhanga Rēhia

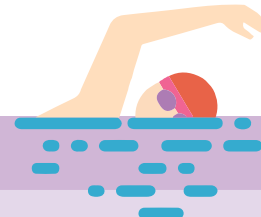
1. In use Council-owned halls and recreational complexes are safe

Measure	Target 2022	Result 2020/21	Result 2021/22	Comments
% of in-use Council-owned halls and recreational complexes are compliant with current building warrant of fitness requirements and FENZ evacuation procedures.	100%	New measure for 2022	100% 	All Council-owned halls and recreational complexes are compliant.

Makino Aquatic Centre

Te Taiwhanga Wai Rēhia o Mākinō


1. You can expect safe pools				
Measure	Target 2022	Result 2020/21	Result 2021/22	Comments
Pool safe accreditation (annually)	Accredited			Valid until May 2023
2. You can expect a provision of a range of quality educational and recreational aquatic experiences				
Measure	Target 2022	Result 2020/21	Result 2021/22	Comments
Participants in water activities and learning to swim programmes.	>51,000	53,503 	37,839 	Significantly impacted by COVID, both due to lockdown and staff sickness. As a result we had 37,839 participants in water programs and learn to swim lessons.
General admissions (spectators and swimmers)	>65,000	Not recorded	59,152 	The general admission target was impacted by the pool needing to be closed during COVID lockdown periods.
Percentage of survey participants who are satisfied overall with their experience at the complex.	90%	97% 	96.5% 	The annual Customer Satisfaction Survey was completed in March-April this year.



Property

Ngā Rawa Tūwāhi



1. Well maintained, safe Council-owned buildings and properties				
Measure	Target 2022	Result 2020/21	Result 2021/22	Comments
% in-use Council-owned buildings and properties are compliant with the relevant safety regulations	100%	New measure for 2021/22	100% 	All Council-owned buildings and properties are compliant.

Parks, Reserves and Sportsgrounds

Ngā Papa Rēhia, Papa Tāpui, Papa Hākinakina hoki



1. You can expect satisfaction with our parks, reserves and sports grounds

Measure	Target 2022	Result 2020/21	Result 2021/22	Comments
Percentage of survey participants satisfied with Council's parks, reserves and sportsgrounds.	90%	94.5%	95%	Results from the annual Customer Satisfaction Survey.

2. You can expect safe parks, reserves and sports grounds

Measure	Target 2022	Result 2020/21	Result 2021/22	Comments
Number of health and safety incidents or injuries reported that occurred due to inadequate or poor maintenance in our parks, reserves and sports grounds	0	0	0	While there were no incidents relating to poor or inadequate maintenance we did receive some feedback from the public about children being hurt as a result of a design concern at the new Kowhai Playground. An aspect of the playground was closed for a period until the design was altered.

Public conveniences

Ngā Wharepaku Tūmatanui



1. You can expect clean and well maintained public toilets

(Excludes complaints that do not relate to the service Council provides)



Measure	Target 2022	Result 2020/21	Result 2021/22	Comments
The number of complaints* received about inadequate maintenance and/or poor cleaning of our toilets.	<8 complaints	3	0	

District Development Group


Te Tipu o te Rohe




1. You can expect satisfaction with district development service delivery

Measure	Target 2022	Result 2020/21	Result 2021/22	Comments
Percentage of targets CEDA has achieved under the relevant Statement of Intent.	80%	New measure 2021/22	88.2% 	15 of the 17 CEDA targets were achieved
Percentage of results based accountability targets achieved under Priority Service Contracts	80%	New measure 2021/22	80% 	All, except one of the Community Development Strategy Priority Service Contracts achieved 80% of their results based accountability targets except for one recipient.

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

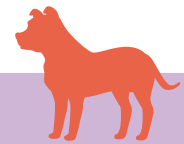
Measure	Target 2022	Result 2020/21	Result 2021/22	Comments
Creative Communities Scheme projects administered by the Council.	Year 1	New measure 2022	14 projects approved 	The Creative Communities Scheme is administered by the Council. * This is the first year of measurement, which creates a baseline for future measurement.

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







Measure	Target 2022	Result 2020/21	Result 2021/22	Comments
Percentage of survey participants who feel a sense of connection with others in their neighbourhood/ community.	Year 1	New measure 2022	71% 	*This is the first year of measurement, which creates a baseline for future measurement

Animal Control

Rauhi Kararehe



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


Measure	Target 2022	Result 2020/21	Result 2021/22	Comments
Percentage of urgent requests about dog attacks/ wandering stock responded to or caller contacted within 15 minutes of Council receiving request. (Priority 1)	90%	97% 	96% 	140 incidents. 5 were not responded to within the timeframe.
Percentage of notifications of roaming dogs responded to or caller contacted the next working day from Council receiving request. (Priority 2)	90%	99% 	100% 	
Percentage of routine animal control issues responded to or caller contacted the next working day from Council receiving notification. (Priority 3)	90%	98% 	91% 	704 incidents. 61 were not responded to within the timeframe.

Building Control

Te Whakatū Whare






1. Ensuring life safety by monitoring commercial and public buildings for compliance with the Building Warrant of Fitness.





Measure	Target 2022	Result 2020/21	Result 2021/22	Comments
Percentage of the district's commercial and public buildings that hold a current compliance schedule are audited every 3 years	100%	New measure 2021/22	73.4% 	387 relevant buildings, 284 have been audited within the 3 year timeframe. Staff vacancies within this area have impacted the result.

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

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

Measure	Target 2022	Result 2020/21	Result 2021/22	Comments
Percentage of complaints that are investigated and responded to relating to our building control service within the specified timeframes.*	90%	96% 	91% 	181 complaints received, 17 not responded to within specified timeframe. 105 incidents related to recent flooding events.
Percentage of residential swimming pools that are inspected every 3 years to ensure compliance with the Building Act.	95%	New measure 2022	99% 	362 active pools, 359 inspected within specific timeframe.

Percentage of applications processed within the statutory and specified timeframes:


A. Building consent applications and Code of Compliance certificates are processed and approved within the statutory 20 working days.	95%	95% 	77% 	709 building consents issued of which 164 were not issued within the statutory timeframe. Results were impacted by vacancies, COVID Alert level 2 restrictions and increased number of consent applications.
B. Fixed fee (small works) building consent applications are processed and approved within 10 working days.	95%	94% 	80% 	299 fast track consents issued of which 60 were not issued within the timeframe. Results were impacted by vacancies, COVID Alert level 2 restrictions and increased number of consent application.

Compliance Monitoring







Te Whakapūmau i tā te Ture me te Arotake





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

Measure	Target 2022	Result 2020/21	Result 2021/22	Comments
Percentage of all food premises are verified as per legislative requirements under the Food Regulations 2015.	100%	New measure 2021/22	100% 	There are 147 food businesses registered. Only 109 required verification however, 91 required verification within 2021/22.

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

Measure	Target 2022	Result 2020/21	Result 2021/22	Comments
Percentages of requests for service related to incidents that endanger public health are responded to within 24 hours of notification.	85%	100% 	94% 	34 requests received. 32 were responded to within the 24 hour timeframe.
Percentage of urban noise complaints that are responded to within one hour of notification.	85%	97.5% 	93.5% 	355 complaints. 332 were responded to within 1 hour timeframe.
Percentage of requests for service related to incidents that do not endanger public health are responded to within 48 hours of notification.	85%	92.3% 	97% 	251 requests for service. 244 were responded to within the 48 hours timeframe.

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



Measure	Target 2022	Result 2020/21	Result 2021/22	Comments
Percentage of licenced premises that are inspected annually to ensure compliance with the conditions of their licence and to work with those who do not comply to bring them up to compliance.	95%	100% 	100% 	All 52 licenced premises were inspected.

Consent Planning

Whakamahere Tūtohunga



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

Measure	Target 2022	Result 2020/21	Result 2021/22	Comments
Percentage of applications for permitted boundary activities under the Resource Management Act are processed in accordance with the statutory timeframes.	100%	New measure 2022	89% 	54 permitted boundary consents were processed. 6 processed outside of the timeframe, 48 processed within the 10 day statutory timeframe. Vacancies have impacted the levels of service in this area.
Percentage of applications for resource consent under the Resource Management Act are processed in accordance with the statutory timeframes: * Non-Notified	90%	New measure 2022	49% 	410 consents were received with 207 processed within 20 days and 203 processed over the 20 day timeframe. Vacancies have impacted the levels of service in this area.
Percentage of applications for resource consent under the Resource Management Act are processed in accordance with the statutory timeframes: * Limited Notified (with hearing).	90%	New measure 2022	N/A	No limited notified consents (with hearing) were received.
Percentage of applications for resource consent under the Resource Management Act are processed in accordance with the statutory timeframes: * Limited Notified (without a hearing).	90%	New measure 2022	N/A	No limited notified consents (without hearing) were received.
Percentage of applications for resource consent under the Resource Management Act are processed in accordance with the statutory timeframes: * Notified	90%	New measure 2022	N/A	No notified consents were received.
The number of Resource Consent applications for resource consents returned to applicant as incomplete (under Section 88 of the RMA) for: * Permitted boundary activities	Actual #	New measure 2022	0	54 Permitted boundary activity consents were received. No consents were returned under Section 88 RMA 1991.
The number of Resource Consent applications for resource consents returned to applicant as incomplete (under section 88 of the RMA) for: * Resource Consents	Actual #	New measure 2022	6	6 applications returned under Section 88 RMA 1991. There are two ways to interpret this measure: if the measure only related to permitted boundary activities then 54 consents were received for the reporting period and none were returned under Section 88 RMA 1991. If the measure relates to all types of resource consents, then there were 6 applications returned under Section 88 RMA 1991.
The number of applications for which a request for further information has been made (under section 92 of the RMA)	Actual #	New measure 2022	141	410 applications. 141 had a request for further information under Section 92 RMA 1991.






Emergency Management Group

Te Rauhi Hapori i te Ohotata

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

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





Measure	Target 2022	Result 2020/21	Result 2021/22	Comments
Percentage of Incident Management Team personnel trained to at least intermediate level of the Integrated Training Framework (ITF) for Emergency Management Manawatū	≥75%	75.5% 	80% 	80% of permanent staff are trained to the ITF Intermediate level
Percentage of survey participants who were satisfied with Emergency Management information and advice provided by Council for the Manawatū District in relation to an emergency event*	New Target Number to be set 2022	New measure 2022	48% 	<p>48% of residents surveyed felt that the advice and information from Manawatū District Council was provided in a timely manner.</p> <p>48% of residents surveyed felt the information provided by Manawatū District Council was helpful to make informed decisions on actions to take.</p> <p>48% of residents surveyed felt it was easy to access the information provided by Manawatū District Council.</p> <p>*This is the first year of measurement, which creates a baseline for future measurement</p>

Governance and Strategy Group

Ngā Mahi Kāwanatanga me te Whakatau Rautaki

1. You can expect responsible financial management

Measure	Target 2022	Result 2020/21	Result 2021/22	Comments
The number of breaches in rates limits or debt levels as set in the Financial Strategy	0	0 	0 	





Roading Group



Ngā Ara Waka



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

Measure	Target 2022	Result 2020/21	Result 2021/22	Comments
The change in the number of fatalities and serious injury crashes on the local road network from the previous financial year, expressed as a number	<0	0.00046 	0.00064 	There have been 21 crashes resulting in 7 fatalities and 14 serious injuries. Based on a population of 33,000. Last year there were 13 crashes resulting in 2 fatalities and 14 serious injuries. This is 0.00049 crashes per capita based on a population of 32,692.



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

Measure	Target 2022	Result 2020/21	Result 2021/22	Comments
The average quality of ride on a sealed local road network, measured by Smooth Travel Exposure (STE) index ratings (percentage of assessed network length where roughness is under the relevant threshold)*	90%	98% 	98% 	The STE index report received 24 August 2022 reported the following: An average of 98% for urban and rural roads.



*A High Speed Data Survey will be carried out every two years on all sealed roads.

The condition of the asset is described by a set of attributes. The quality of these attributes changes over the lifetime of the asset. Sound decisions about interventions and investments rely to a large degree on knowledge of the current condition and the rate of change in the condition of the asset.





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

Measure	Target 2022	Result 2020/21	Result 2021/22	Comments
The percentage of the sealed local road network that is resurfaced	5%	6% 	5.6% 	

4. You can expect well maintained footpaths

Measure	Target 2022	Result 2020/21	Result 2021/22	Comments
The percentage of footpaths within the district that fall within the level of service or service standard for the condition of footpaths that is set out in Council's Activity Management Plan (for example, cracking, breaks, high lips, trip hazards etc.).	95%	99.7% 	99.7% 	The 2020 Footpath Rating resulted in 99.7% being acceptable.

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

Measure	Target 2022	Result 2020/21	Result 2021/22	Comments
Percentage of customer service requests relating to roads and footpaths responded to within the following timeframes:				
A. Urgent requests*: within three hours of the request being lodged with Council.	90%	99.23% 	90.7% 	292 urgent requests. 265 were responded to within 3 hours. During this financial year the district was affected by numerous adverse weather events including December 2021, and June 2022.
B. Non-urgent requests: the repairs will be included in the 3 month rolling programme or as instructed by Council's Roading Team.	90%	96.8% 	89.2% 	1,069 non urgent requests were received. 852 have been resolved within 3 months. Of the remaining 128 open requests, 102 are still within the 3 month time frame. When adjusted to remove these, it equates to 89.2%. The Manawatū District was affected by two adverse weather events during this financial year, as well as ongoing staff shortages due to the Covid-19 pandemic. These factors have both contributed to the target not being achieved.

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

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

Water Supply Group

Te Ratonga Wai













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

Measure		Target 2022	Result 2020/21	Result 2021/22	Comments
The extent (% compliance) to which Council's drinking water supply complies with Part 4 of the NZ Drinking Water Standards. (bacteria compliance criteria)	Feilding	100%	100% 	100% 	
	Himatangi Beach	100%	100% 	100% 	
	Rongotea	100%	100% 	100% 	
	Sanson	100%	100% 	100% 	
	Stanway Halcombe	100%	100% 	100% 	
	Waituna West	100%	100% 	100% 	
The extent (% compliance) to which Council's drinking water supply complies with Part 5 of the NZ Drinking Water Standards. (protozoal compliance criteria).* #	Feilding	100%	100% 	100% 	Stanway Halcombe is non-compliant, an upgrade programme is underway and is due for completion in the 2022/23 year.
	Himatangi Beach*	100%	100% 	100% 	
	Rongotea*	100%	100% 	100% 	
	Sanson*	100%	100% 	100% 	
	Stanway Halcombe#	0%	0% 	0% 	
	Waituna West*	100%	100% 	100% 	









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

Stanway Halcombe scheme upgrades are underway and are expected to be compliant in 2022

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



Measure		Target 2022	Result 2020/21	Result 2021/22	Comments
The estimated percentage of real water loss from Council's networked reticulation system using minimum night flow (MNF) analysis, measured per water supply scheme.	Feilding	<35%	10.4% 	22% 	Water loss for trickle feed schemes is overestimated as the volume of water that is legitimately being used to fill tanks can't be excluded. This is applicable for Rongotea, Stanway, Sanson, Halcombe and Waituna West. The calculations for these schemes are based on 27% of the connections in an urban environment legitimately being used and 65% of the connections in a rural environment being used. * The population at Himatangi Beach fluctuates significantly so the total water loss can't be calculated accurately.
	Himatangi Beach	<35%	*	*	
	Rongotea	<35%	7.7% 	18% 	
	Sanson	<35%	14.9% 	12% 	
	Stanway Halcombe	<35%	5.2% 	9% 	
	Waituna West	<35%	16.9% 	34% 	

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

Measure	Target 2022	Result 2020/21	Result 2021/22	Comments
Urgent call-outs* to a fault or unplanned interruption to Council's networked reticulation system:				
A. Median attendance time from the time the Council receives notification to the time that service personnel reach the site.	<2 hours	0.53 hours 	0.73 hours 	
B. Median resolution time from the time the Council receives notification to the time that service personnel confirm that the water supply has been reinstated.	<9 hours	2.42 hours 	1.52 hours 	
Non-urgent call outs to a fault or unplanned interruption to Council's networked reticulation system:				
A. Median attendance time from the time the Council receives notification to the time that service personnel reach the site.	<5 working days	7.18 hours 	24 hours 	
B. Median resolution time from the time the Council receives notification to the time that service personnel confirm resolution of the fault or interruption.	A further 5 working days	24 hours 	24 hours 	

Note: *An "urgent" call-out is one in which there is a complete loss of water

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

Measure	Target 2022	Result 2020/21	Result 2021/22	Comments
Monitoring the total number of complaints received by Council about any of the following: <ul style="list-style-type: none"> • Drinking water clarity • Drinking water taste • Drinking water odour • Drinking water pressure or flow • Continuity of supply • The local authority's response to any of these issues Expressed per 1,000 connections to the Council's networked reticulation system	<20	16.39 	7.35 	

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



Measure		Target 2022	Result 2020/21	Result 2021/22	Comments
The average consumption of drinking water per day, per resident within Council's authority area: (MEASURE: litres/person/day for domestic supply only)	Feilding 17,350	<300	218 	142 	* Waituna West is predominantly a rural scheme. Consequently there is not a good relationship between water use and population being served.
	Himatangi Beach 513	<1000	844 	793 	
	Rongotea 639	<300	116 	139 	
	Sanson 582	<300	252 	263 	
	Stanway Halcombe 554	<1000	528 	465 	
	Waituna West 226	<1000	1089 	1145* 	

Wastewater Group





Te Wai Para

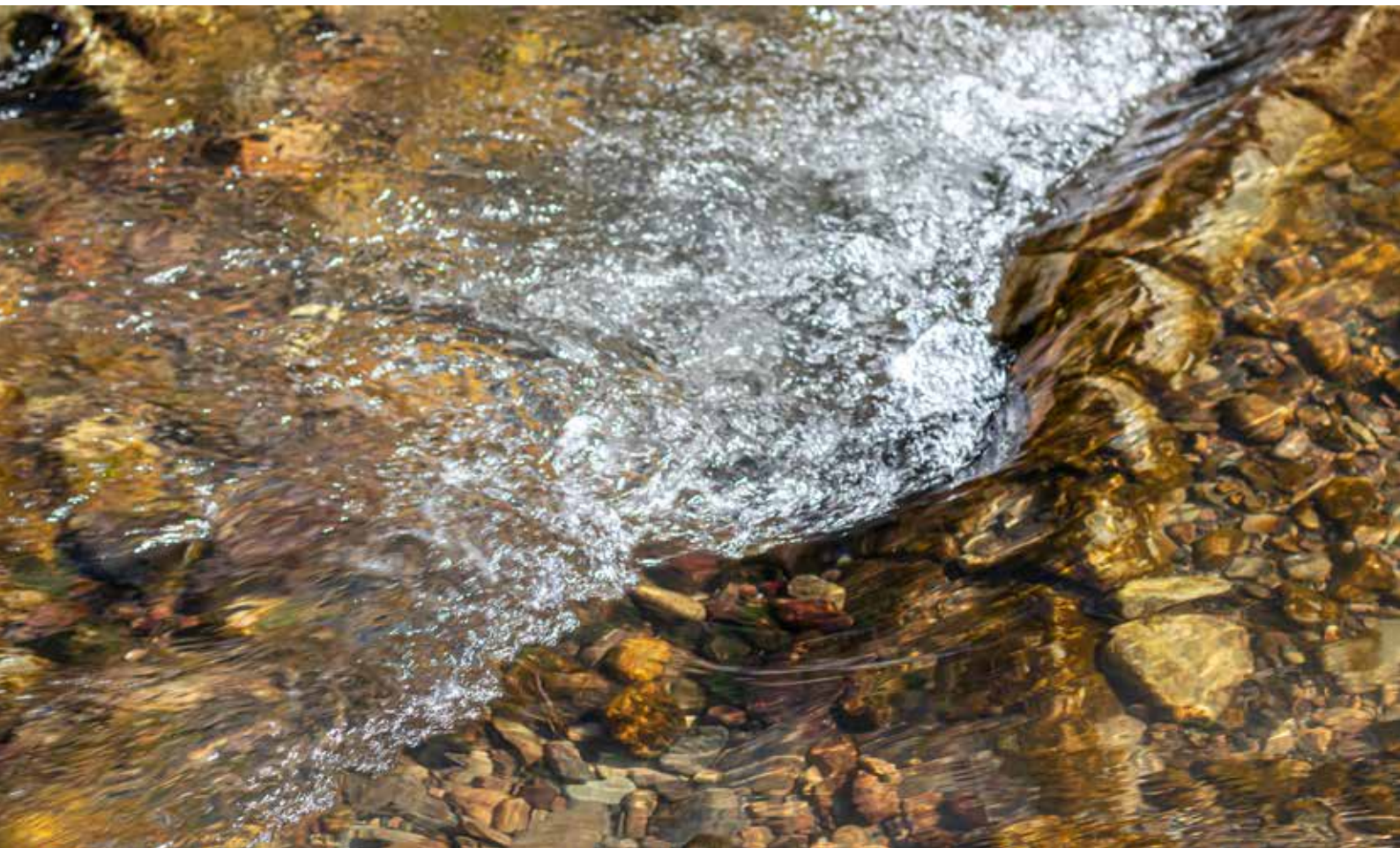


1. You can expect us to effectively manage Councils reticulated wastewater system













Measure	Target 2022	Result 2020/21	Result 2021/22	Comments
Number of dry weather sewerage overflows from Council's sewerage system, expressed per 1000 SUIPs (separately used inhabited parts of a rating unit).	<6	0.6 	0.24 	

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



Measure	Target 2022	Result 2020/21	Result 2021/22	Comments
The number of abatement notices advising of breaches of resource consent conditions per scheme.	<2	1 	0 	As at 10 August 2022 we have received no abatement notices for the reporting period of 1 July 2021 - 30 June 2022.
The number of infringement notices, enforcement orders, and convictions received by Council in relation to resource consent conditions per scheme	0	0 	1 	An infringement notice was received for Kimbolton scheme exceeding effluent limits.



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

Measure	Target 2022	Result 2020/21	Result 2021/22	Comments
Median response time from the time the Council receives notification to the time that service personnel reach the site. (Urgent)	<2 hours	0.28 hours 	0.72 hours 	
Median response time from the time the Council receives notification to the time that service personnel reach the site. (Non-Urgent)	5 days	1.07 hours 	1.53 hours 	
Median response time from the time the Council receives notification to the time that service personnel reach the site. (Combined)	5 days	1.02 hours 	1.35 hours 	
Median resolution time from the time Council receives notification to the time service personnel confirm resolution of the blockage or other fault. (Urgent)	5 days	1.92 hours 	2.43 hours 	
Median resolution time: from the time Council receives notification to the time service personnel confirm resolution of the blockage or other fault. (Non-urgent)	10 days	24 hours 	4.18 hours 	
Median resolution time: from the time Council receives notification to the time service personnel confirm resolution of the blockage or other fault. (Combined)	10 days	6.22 hours 	4.02 hours 	

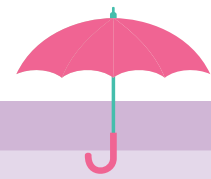
4. You can expect satisfaction with our service

Measure	Target 2022	Result 2020/21	Result 2021/22	Comments
The total number of complaints received by Council about the following: <ul style="list-style-type: none"> • sewage odour • sewerage system faults • sewerage system blockages • Council's response to issues with its sewerage system. (Expressed per 1,000 connections to the council sewerage system)*	<20	5.66 	6.75 	



*excludes complaints that do not relate to the service council provide

Stormwater Group

Te Wai Ua







1. You can expect stormwater system adequacy



Measure	Target 2022	Result 2020/21	Result 2021/22	Comments
The number of flooding events in the District.*	0	New measure	4 	1 event in December 2021, 2 events in February 2022 and 1 event in June 2022
The number of habitable floors affected during each flooding event. (Expressed per 1000 properties connected to Council's stormwater system)	<10	0.12	4.78 	

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



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

Measure	Target 2022	Result 2020/21	Result 2021/22	Comments
The number of:				
A. Abatement notices	<2	1	0 	
B. Infringement notices	0	0	0 	
C. Enforcement orders	0	0	0 	
D. Successful prosecutions received in relation to those resource consents	0	0	0 	

3. You can expect us to respond to flooding events in a timely manner

Measure	Target 2022	Result 2020/21	Result 2021/22	Comments
Measuring the median response times to attend a flooding event, measured from the time that Council receives notification to the time that service personnel reach the site.	Within 2 hours	1.43 hours 	7.35 hours 	All four flooding events were from extreme rainfall. Due to the type of events, attendance to each call was not required by Council's reticulation team. Some reported notifications were closed after the event which will impact the accuracy of this measure. However, an immediate response to the flooding events was undertaken by the emergency management and reticulation teams where required.

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





Measure	Target 2022	Result 2020/21	Result 2021/22	Comments
The number of complaints received by Council about the performance of its stormwater system (expressed per 1,000 properties connected to Council's stormwater system)*	<20*	8.83 	33.33 	*2020/21 target was <6

Solid Waste Group



Te Para Totoka



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



Measure	Target 2022	Result 2020/21	Result 2021/22	Comments
% of rural residents who have a Council refuse bag drop-off point close to their homes	90%	94% 	94% 	
Mobile recycling centres are conveniently located within all identified villages within 5 km of village centre	Yes	100% 	100% 	All stations in place.

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

Measure	Target 2022	Result 2020/21	Result 2021/22	Comments
Funding provided for waste education programmes that promote reduce and reuse.	YES	YES 	YES 	19 kindergarten/preschool/primary schools are participating in the EnviroSchools programme. 4 schools have a worm farm. 23 schools are part of the Zero Waste education programme.

3. You can expect the provision of effective waste services

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

Measure	Target 2022	Result 2020/21	Result 2021/22	Comments
The number of complaints received by Council about the performance of its solid waste services (expressed as number of complaints per 1000 households).*	<100	49.02 	55.75 	





Manawatū District Council Summary Statement of Financial Position

	COUNCIL			GROUP	
	Actual 2022 \$000	Budget 2022 \$000	Actual 2021 \$000	Actual 2022 \$000	Actual 2021 \$000
Total current assets	24,992	9,391	25,818	25,131	26,789
Total non-current assets	1,035,885	831,080	788,700	1,072,338	815,126
Total assets	1,060,877	840,471	814,518	1,097,469	841,915
Total current liabilities	30,222	31,048	31,628	30,956	32,263
Total non-current liabilities	71,786	67,790	67,427	73,277	69,131
Total liabilities	102,008	98,838	99,055	104,233	101,394
Total equity	958,868	741,633	715,463	993,236	740,520
Total Liabilities and Equity	1,060,877	840,471	814,518	1,097,469	841,915

Manawatū District Council Summary Statement of Comprehensive Revenue & Expense

	COUNCIL			GROUP	
	Actual 2022 \$000	Budget 2022 \$000	Actual 2021 \$000	Actual 2022 \$000	Actual 2021 \$000
Total revenue	74,449	70,002	65,363	76,777	67,482
Total expenses*	61,169	61,305	57,105	63,195	58,782
Share of associate's surplus / (deficit)	0	0	0	7	(92)
Operating surplus/(deficit) before tax	13,280	8,697	8,258	13,589	8,608
Income tax expense	0	0	0	0	0
Surplus/(deficit) after tax	13,280	8,697	8,258	13,589	8,608
Other comprehensive revenue and expense**	230,126	22,332	3,551	239,127	3,551
Total comprehensive revenue and expense for the year	243,405	31,029	11,809	252,716	12,159

*This includes finance costs

**Revaluation gains / (losses)

Manawatū District Council Summary Statement of Cash Flows

	COUNCIL			GROUP	
	Actual 2022 \$000	Budget 2022 \$000	Actual 2021 \$000	Actual 2022 \$000	Actual 2021 \$000
Net cash from operating activities	31,030	26,881	24,607	32,090	25,656
Net cash from investing activities	(32,008)	(34,634)	(30,105)	(33,706)	(30,696)
Net cash from financing activities	3,062	1,669	7,020	2,816	6,536
Net (decrease)/increase in cash, cash equivalents and bank overdrafts	2,084	(6,084)	1,522	1,200	1,496
Cash, cash equivalents and bank overdrafts at the beginning of the year	11,629	10,225	10,107	12,670	11,175
Cash, cash equivalents and bank overdrafts at the end of the year	13,713	4,141	11,629	13,870	12,670

Manawatū District Council Summary Statement of Changes in Net Assets/Equity

	COUNCIL			GROUP	
	Actual 2022 \$000	Budget 2022 \$000	Actual 2021 \$000	Actual 2022 \$000	Actual 2021 \$000
Balance at 1 July	715,463	710,604	703,653	740,520	728,361
Total comprehensive revenue /(expense) for the year	243,405	31,029	11,810	252,716	12,159
Balance as at 30 June	958,868	741,633	715,463	993,236	740,520

Contingent Liabilities

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

The Council is a shareholder of the NZLGFA. The NZLGFA was incorporated in December 2011 with the purpose of providing debt funding to local authorities in New Zealand and had a foreign currency rating of AA+ and a local currency rating of AAA from Standard and Poors at 2 March 2021. The Council is one of 31 shareholders of the NZLGFA. In that regard, Council has uncalled capital of \$100,000. When aggregated with the uncalled capital of other shareholders, \$20 million is available in the event of an imminent default. Together with the other shareholders, the Council is a guarantor to all of NZLGFA's borrowings. At 30 June 2022, the NZLGFA had borrowings totalling \$15.789 billion (last year: \$13.610 billion). The Council has been unable to determine a sufficiently reliable fair value for the guarantee, and therefore has not recognised a liability. The Council considers the risk of the NZLGFA defaulting on repayment of interest or capital to be very low on the basis that:

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

Explanation of Major Variances

Explanations for major variations between the actual results and the estimated figures in the 2021/22 Annual Plan, which is the first year of the Long Term Plan 2021-2031, are detailed below.

Statement of Comprehensive Revenue and Expense

The operating surplus for the year is \$12.8M, against a budgeted deficit of \$8.7M. The following are the most significant variances:

- Subsidies and Grants are \$3.9M above budget. Capital grants for the construction of the Ōhakea rural water scheme are \$3.3M above budget due to milestones in the funding contract that were planned for the 2020/21 financial year being delayed until 2021/22. NZTA operational subsidies are \$600k above budget as a result of additional funding made available for emergency works required to remedy damage caused by the December 2021 flooding.

- Development and financial contributions are \$614k above budget. This is a result of a higher number of development contributions received as well as a large number of capital contributions for water/wastewater connections.
- Personnel costs are \$1.4M under budget due to a number of vacancies throughout the year and delays in recruitment.
- Depreciation is \$511k favourable to budget. Depreciation in water supply and wastewater is above budget due to assets being retired as part of wastewater centralisation and the Feilding Water Strategy. This is offset by lower depreciation in roading due to asset revaluations having a lower than anticipated impact, in property due to the sale of the Bowen Street building and the vehicle fleet as a result of slower renewals due to supply restrictions.
- Other Operating cost are over budget by \$2.4M. Consultants were over budget by \$1.1M due to resourcing issues in building control and consent planning. Energy costs were \$273 over budget predominantly as a result of higher gas charges for the Makino Aquatic Centre. Operational projects were \$1M above budget as a result of emergency roading works required after the December 2021 floods.

Statement of Financial Position

The most significant movements are:

- Cash and cash equivalents are higher than budget by \$9.6M due to a higher than expected opening balance.
- Property, plant and equipment is \$10.8M lower than budget due to a lower than budgeted movement from asset revaluations.
- Creditors and other payables are higher than budget due to the level of capital works carried out in June.
- Total borrowing is in-line with budget, the offsetting variances are simply due to the loans being classified as current and term.

Statement of Cash Flows

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

Events after the Balance Sheet Date

Three Waters Reform

Legislation passed in December 2022 established four 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. A Water Services Bill to enable the transfer of these assets and liabilities to the water services entities, is currently before Parliament. Until the Bill is passed, the financial impact of the transfer on the District Council remains uncertain.

On 13 April 2023, the Government announced further proposed amendments to the number of water services entities and to stagger their establishment dates starting from early 2025, with all the water services entities to be established by 1 July 2026. The timing of the transfer of assets and liabilities is therefore uncertain until amendments to existing legislation are passed.

Additional Notes

- This summary financial report is for Manawatū District Council and Group and is presented in New Zealand Dollars rounded to \$000s.
- This Annual Report Summary was authorised for issue by the Mayor and Chief Executive. The full Annual Report was authorised for issue on 4 May 2023.
- The financial statements have been prepared in accordance with New Zealand Generally Accepted Accounting Practice (NZ GAAP), as appropriate for a public benefit entity. The summary financial statements comply with PBE FRS-43 Summary Financial Statements.
- The Group consists of Manawatū District Council, which is the controlling entity and four controlled entities; the Feilding Civic Centre Trust, the Manawatū Community Trust, Awahuri Forest/Kitchener Park Trust and Heartland Contractors Ltd (100% owned). The Group also includes Central Economic Development Agency Limited, (50% owned) and Manawatū-Wanganui LASS (14.3%).
- The specific disclosures included in the summary financial report have been extracted from the full financial report.
- These summary financial statements cannot be expected to provide as complete an understanding as provided by the full financial statements.
- The full financial statements of Council and the Group have been prepared in accordance with and are fully compliant with Tier 1 PBE accounting standards.
- The summary has been examined for consistency with the full Annual Report and was audited by Audit New Zealand on behalf of the Office of the Auditor-General. The full Annual Report received an unmodified audit opinion, excluding the statement of service provision, on 4 May 2023 with an emphasis of matter.
- Audit work was limited with respect to the performance measures on processing times for resource consents and building consents.
- In reporting its performance for the Regulatory group of activities, the District Council has reported against performance measures on:
 - The percentage of building consent applications and code of compliance certificates that are processed and approved within the statutory 20 working days.
 - The percentage of applications for resource consent under the Resource Management Act which are processed in accordance with the statutory timeframes for non-notified consents.
- Testing a sample of consents identified issues with the recorded processing times not agreeing to underlying consent information. Due to the extent of the inaccuracies identified from sample testing, Audit New Zealand was unable to determine whether the District Council's reported results for these two measures are materially correct. As a result, work was limited and there were no practical audit procedures that could be applied to obtain assurance over the reported results for building consent and resource consent processing times.
- The Council and management of Manawatū District Council confirm that they have complied with all the statutory requirements of section 98 of the Local Government Act 2002 with the exception of section 98(3). The requirement to report by October 31 was extended to 31 December due to the impact of COVID-19. This requirement was not met.



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