

Tirohanga whānui

Overview

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Overview of Council's performance 2024/25

Service delivery performance

Selection of measures

The performance measures were selected to provide both quantitative and qualitative feedback towards the key goals identified in the Long Term Plan (LTP) 2024-34. The measures for the LTP were selected on a basis of reflecting the levels of service the community can expect to receive and how we measure if we are achieving these.

These measures include those mandated pursuant to the Local Government Act 2002.

Some measures are no longer reported on where they are deemed no longer relevant or cannot be accurately reported. These are indicated as N/A and explained in the narrative.

Council has structured its activities into 15 groups.

These groups of activities have targets and measures that specify whether any intended level of service has been achieved.

All measures aggregate to give a complete picture of Council's performance, and measure progress towards our goals within the agreed levels of service, i.e. measurement through a diverse range of activities, towards agreed community outcomes that are identified in the LTP 2024-34.

Measurement

Measurement is linked to the agreed level of service, this is described in **What we do**. Measures chosen relate to levels of service and these are described in **How we track progress. Targets** are again relevant to the level of service and form benchmarks for achievement, over time forming a performance trend. **Results** have been measured and provide relevant feedback around progress towards goals.

Both the current financial year (2024/25) and the previous year (2023/24) results are disclosed.

The **Narrative** explains any significant variances and provides an opportunity to describe what is behind the measure.

Service performance judgements and assumptions

In the Long Term Plan (LTP) 2024-34 the following judgements were in the selection of service performance measures:

- How the performance measures captured best reflect the agreed level of service with our community
- Consideration of our residents and ratepayers who provided feedback during the LTP consultation process

- The adequacy of the chosen measures to inform on progress towards community outcomes.

Relevant measurement judgements have been included within each activity group.

Under the Local Government Act 2002 we are mandated to provide standard performance measures so that the public can compare the level of service provided in the following activity groups:

- Stormwater
- Transportation
- Water Supply
- Wastewater

The Department of Internal Affairs (DIA) provide guidance for these mandatory performance measures in Non-financial Performance Measures Rules 2024, pursuant to and in accordance with section 261B of the Local Government Act 2002.

Other judgements are made around achieving progress against the identified level of service within the funding levels set. While there has been funding pressures Council is determined to maintain current levels of service and therefore have maintained the related performance measures.

Material judgements have been applied as follows:

External implications for statements about performance

There are conditions that affect the service performance results that result in a variation from those forecasted. Some of these are outside Council control and can include (but are not limited to):

Government policy, global and domestic economic conditions, the employment market, the availability of suppliers, supplies and resources for infrastructure projects, domestic inflation, and weather events.

Statement of compliance

The service performance information in this report is compliant with New Zealand generally accepted accounting practice (NZ GAAP).

Our Council Activities section of this document (from pages 24-83 (for the Council Activities) and pages 92-106 (for the Funding Impact Statements) and provides a detailed assessment of how well Council's activities performed during 2024/25.

Performance against 2024/25 targets

The Long Term Plan 2024-34 identifies performance measures and targets for each activity. These measures reflect the diversity of the activities and were developed from a range of sources. Opportunities to benchmark Council activities with other local authorities or external agencies have been used where data is available.

Our Council Activities section provides detailed non-financial results for each activity. A summary of Council's performance against the 2024/25 targets is shown in the table below.

Council Activities	Target Met	Target Not Met	Target unable to be measured	Total
Economic Development	1	0	0	1
Solid Waste	1	2	0	3
Wastewater	11	2	0	13
Natural Environment and Sustainable Living	3	1	0	4
Water Supply	6	3	1*	10
Transportation	6	2	4**	12
Stormwater	14	0	0	14
Regulatory Services	8	1	0	9
Recreation and Open Spaces	4	2	0	6
Community Building	6	0	0	6
Community Facilities	4	1	0	5
Libraries and Service Centres	4	1	0	5
Planning for the Future	2	0	0	2
Representation	3	0	0	3
Overall Service performance by year	73	15	5	93

* Compliance with Drinking Water Quality Assurance Rules 2022 is difficult to be categorized as met or not met due to the complex reporting requirements for that performance measure.

** Please refer to Transportation Activity on page 70 for further information.

Report on development of Māori capacity to contribute to decision making 2024/25

We recognise the importance and special place of Tangata Whenua within our communities and the additional responsibilities that the Local Government Act places on us to develop the capacity of Māori to take part in local government decision-making processes.

Ngā mahere Rautaki The Strategic Plans

Te Ara Mua o Te Kāhui Mana Whenua o Tauranga Moana and Mauri Ora are the strategic plans developed by Te Kāhui Mana Whenua o Tauranga Moana and Te Ihu o te Waka o Te Arawa respectively. While the two plans are distinct, they both speak to the desire to further the aspirations of Tangata Whenua to achieve better outcomes, a sustainable environment, and healthy empowered communities.

The plans were established to enhance and increase the opportunity to contribute to local government decision making. The forums acknowledge the importance of the Annual Plan as one of the major drivers of Council business and aims to influence the plan and processes, as well as operational policy, by way of Ngā Kaihoe (work programme) and the actions and aspirations outlined within it.

These are living documents which will be continually reviewed through annual discussions to ensure that it provides strong leadership and direction to Council.

Copies of the plans can be found on Council's website - westernbay.govt.nz/council/working-with-Māori

He Rangapū Tangata Whenua Partnership Protocols

He Rangapū, our Tangata Whenua engagement guidelines, have been developed to assist staff in engaging with Tangata Whenua. We have a number of mechanisms for engagement and to involve Tangata Whenua in our decision-making processes. We will continue to review and improve them to ensure ongoing effectiveness. We will continue to work with iwi and hapū to provide for their representation aspirations.

Ngā turu/wāri Māori Māori Wards

In 2023, Council resolved to establish Māori Ward/s for the 2025 local body elections. In 2024, following legislative repeal, Council resolved to uphold its decision to have Māori ward/s for the 2025 elections. Through the Representation Review process Council approved one Māori Ward seat - Waka Kai Uru (District-wide Māori Ward).

As required by legislation, a binding poll will also run alongside the 2025 election.

Te Haumi Our Kaupapa Māori Team

Te Haumi, our Kaupapa Māori team, helps Council to be great Te Tiriti partners by ensuring that Te Ao Māori (the Māori worldview) and Mātaraunga Māori (Māori knowledge systems) are reflected in the work that we do. It provides the basis for engaging with Tangata Whenua in a way that is genuine and effective. This means that we have enduring and trusted partnerships with iwi, hapū and whānau and that their mana is enhanced within our rohe.



Annual Report Disclosure Statement 2024/25

What is the purpose of this statement

The purpose of this statement is to disclose Council’s financial performance in relation to various benchmarks to enable the assessment of whether the council is prudently managing its revenues, expenses, assets, liabilities, and general financial dealings.

Council is required to include this statement in its Annual Report in accordance with the Local Government (Financial Reporting and Prudence) Regulations 2014 (the regulations). Refer to the regulations for more information, including definitions of some of the terms used in this statement.

Rates (Increases) Affordability Benchmark

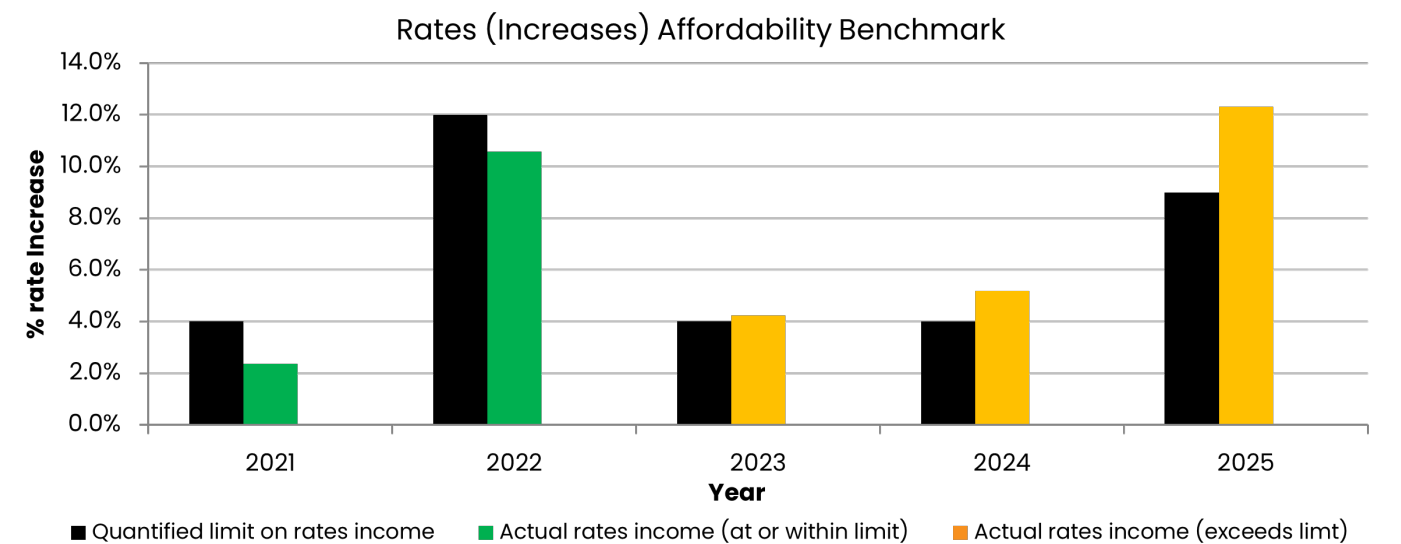
Council meets the rates affordability benchmark if:

- Its actual rates income is equal to or less than each quantified limit on rates income; and
- Its actual rates increases are equal to or less than each quantified limit on rates increases.

The following graph compares Council’s actual rates income and rates increases with the quantified limits set out in the Financial Strategy adopted in the Long Term Plan 2024-34.

The quantified limit for rates income is defined as rate income per the Statement of Comprehensive Revenue and Expenditure, excluding metered water revenue and penalties.

The quantified limit on rates increases is based on the average Local Government Cost Index (LGCI) over the 10 years of the Long Term Plan, plus 6.5%. This equates to an average limit of 8.99% per annum over the LTP period. Note: While the first three years of the plan exceed the LTP average LGCI of 2.49% plus 6.5%, the overall average remains within the affordability benchmark over the 10-year period.

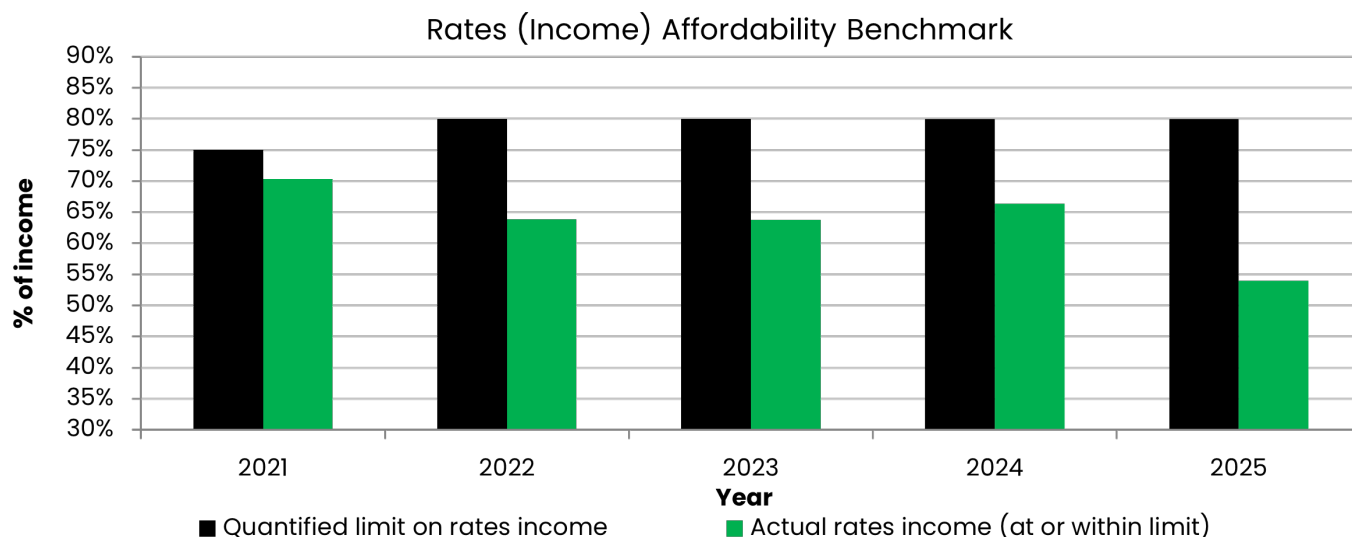


Rates (Income) Affordability Benchmark

The following graph compares the council's actual rates income with a quantified limit on rates contained in the financial strategy included in the Council's Long Term Plan. The quantified limit is that rates will be no more than 80% of revenue. Revenue is defined as total revenue as per the Statement of Comprehensive Revenue and Expenditure less financial contributions, unrealised income, fair value movement, gains and vested assets.

Rates income is defined as rate income as per the Statement of Comprehensive Revenue and Expenditure less metered water revenue and penalties.

Note: the benchmark was changed during the 2021-31 Long Term Plan to be no more than 80% of revenue (Prior: no more than 75%).

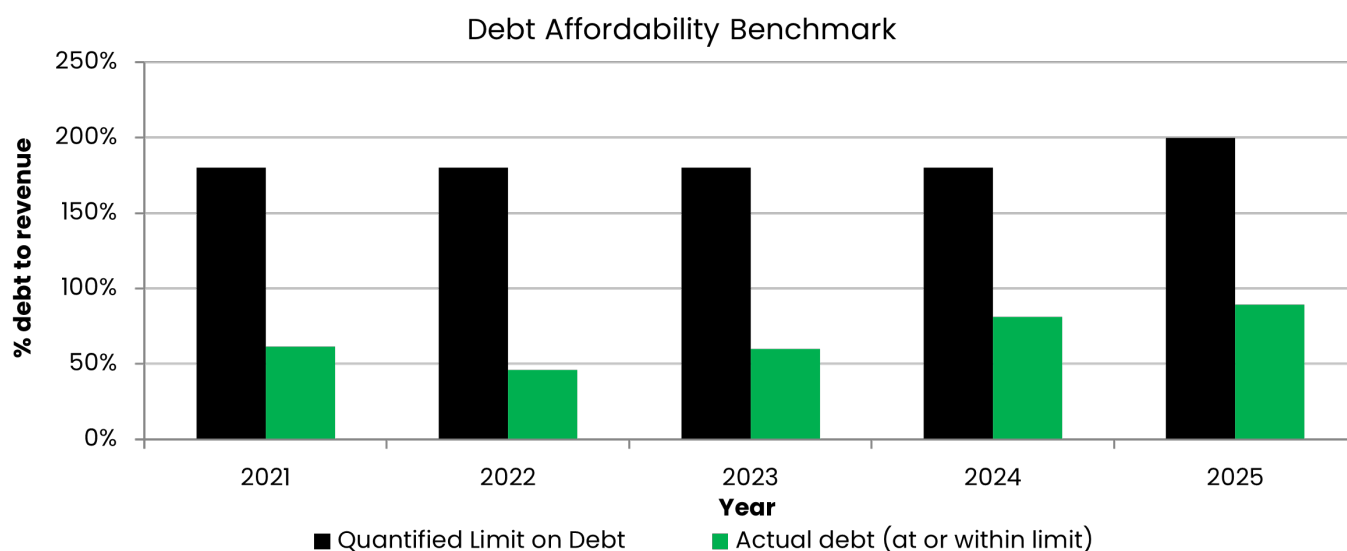


Debt Affordability Benchmark

The Council meets the debt affordability benchmark if its actual borrowing remains within the quantified limits on borrowing.

The following graph compares the Council's actual borrowing against the limit on borrowing set out in the financial strategy included in the Council's Long Term Plan.

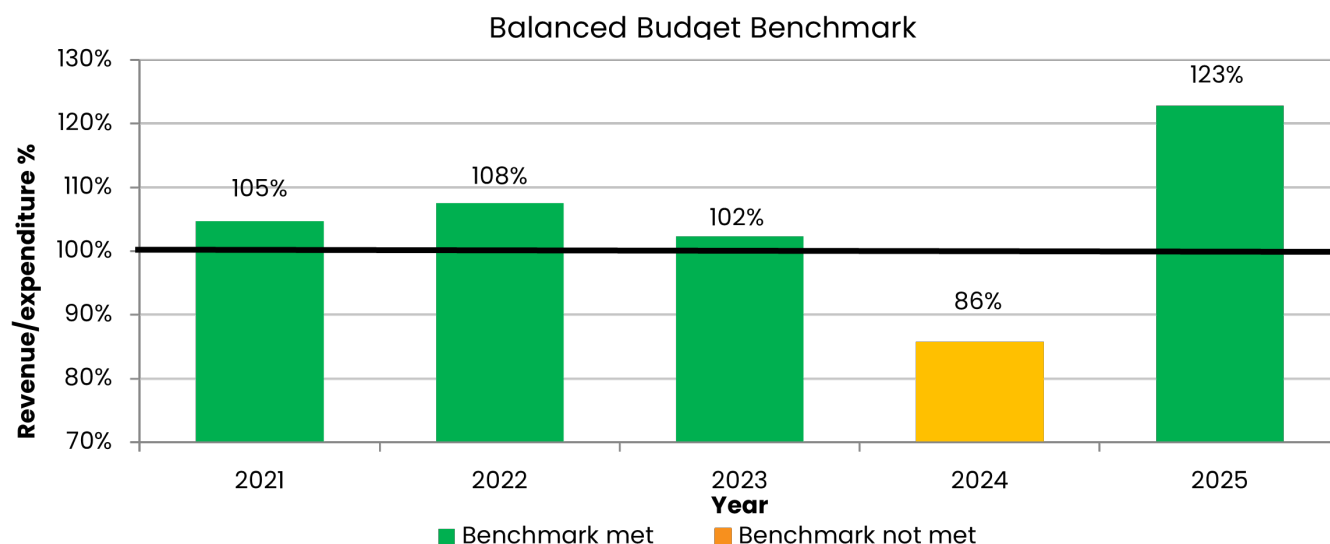
The quantified limit was increased in the 2024-34 Long Term Plan from 180% to 200% of revenue. Revenue is defined as total revenue as per the Statement of Comprehensive Revenue and Expenditure, excluding financial contributions, gains, vested assets and unrealised income. Net debt is defined as total external borrowing less cash, short-term investments and other cash equivalents.



Balanced Budget Benchmark

The following graph displays the Council's revenue (excluding development contributions, financial contributions, vested assets, gains on derivative financial instruments, and revaluations of property, plant, or equipment) as a proportion of operating expenses (excluding losses on derivative financial instruments and revaluations of property, plant, or equipment).

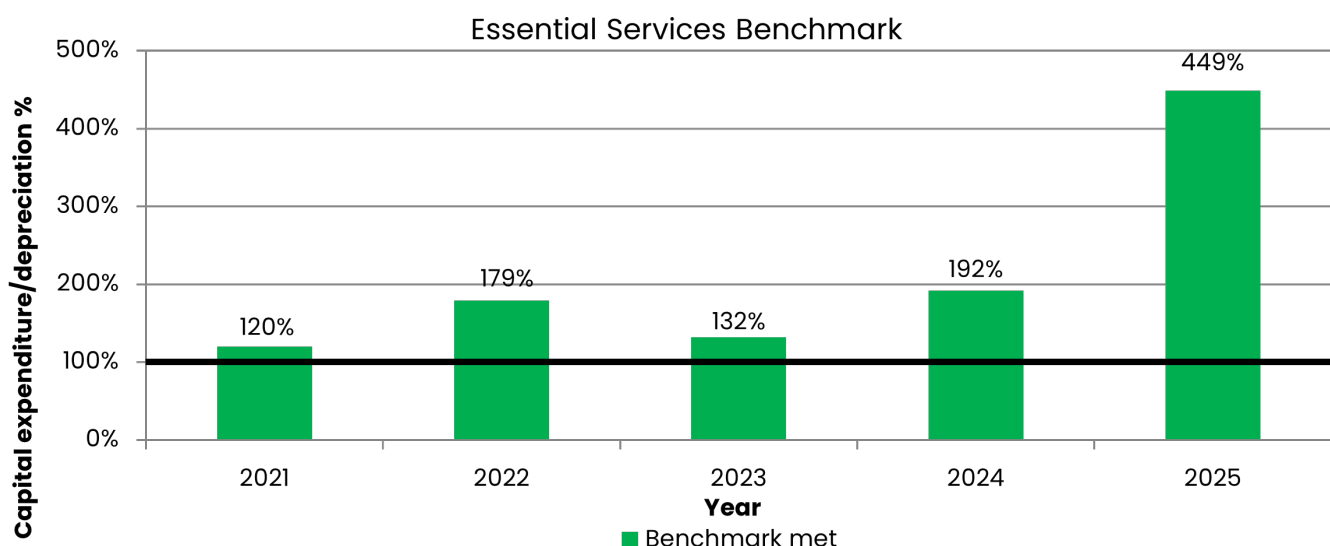
The Council meets this benchmark if its revenue equals or is greater than its operating expenses. Revenue is defined as total revenue as per the Statement of Comprehensive Revenue and Expenditure less financial contributions, gains on derivatives and vested assets. Expenditure is defined as total expenditure per the Statement of Comprehensive Revenue and Expenditure less losses on derivatives.



Essential Services Benchmark

The following graph displays the Council's capital expenditure on network services as a proportion of depreciation on network services.

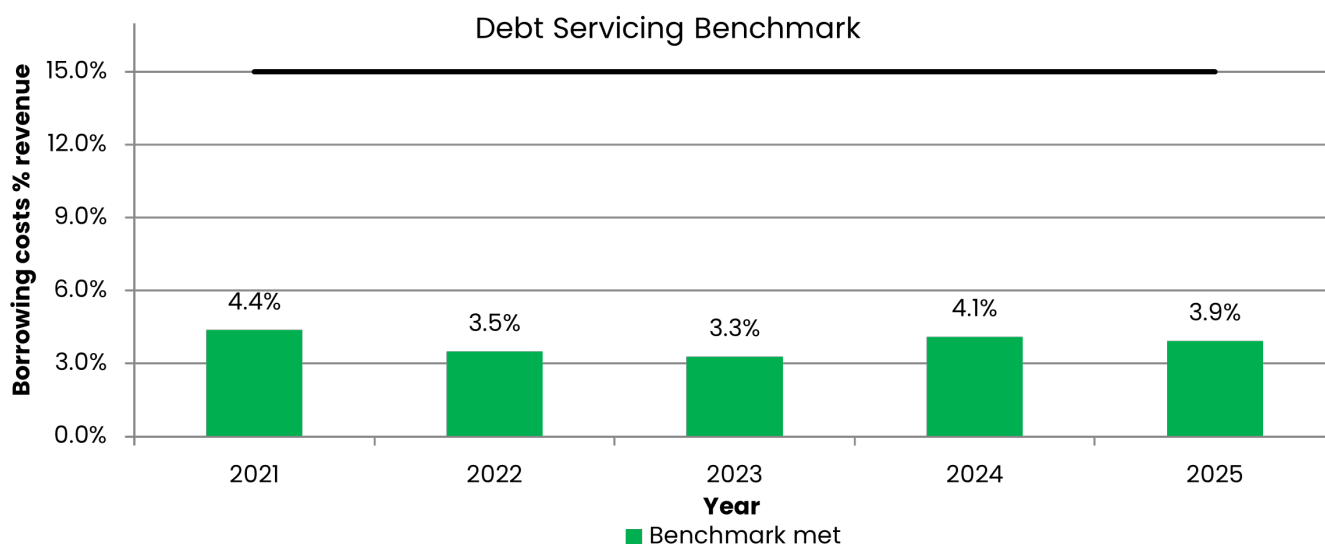
The Council meets this benchmark if its capital expenditure on network services (being; transportation, water, wastewater and stormwater) equals or is greater than depreciation on network services.



Debt Servicing Benchmark

The following graph displays the Council's borrowing costs as a proportion of revenue. Borrowing costs are defined as total external interest expense net of swap income/expense. Revenue is defined as total revenue excluding financial contributions, vested assets, and gains on derivative financial instruments).

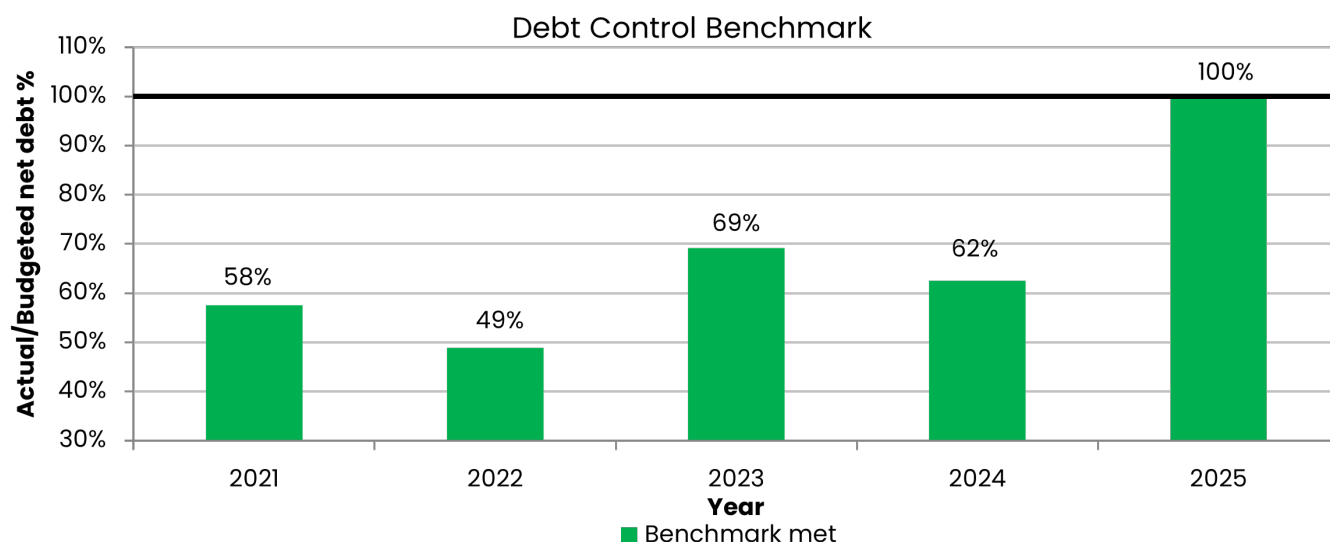
Because Statistics New Zealand projects the council's population will grow faster than, the national population growth rate, it meets the debt servicing benchmark if its borrowing costs equal or are less than 15% of its revenue.



Debt Control Benchmark

The following graph displays the Council's actual net debt as a proportion of planned net debt. In this statement, net debt means financial liabilities less financial assets (excluding trade and other receivables).

The Council meets the debt control benchmark if its actual net debt equals or is less than its planned net debt.

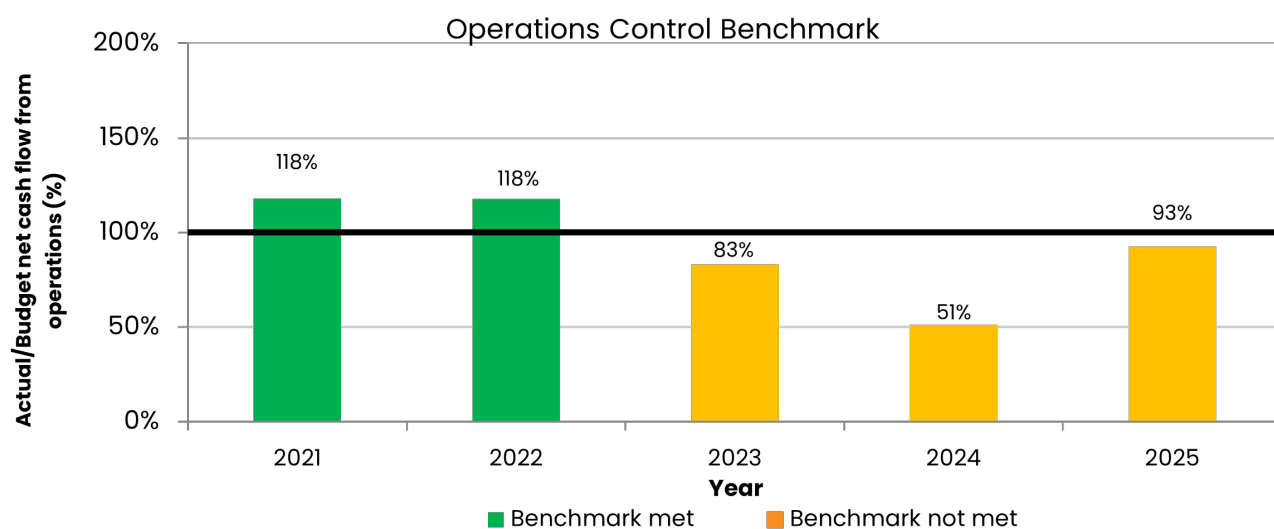


*Council has reported in prior years an incorrect result of 63% for 2021, 55% for 2022, 75% for 2023 and 67% for 2024. These have been amended in the graph to a result of 58%, 49%, 69% and 62% respectively.

Operations Control Benchmark

This graph displays the Council's actual net cash flow from operations as a proportion of its planned net cash flow from operations.

The Council meets the operations control benchmark if its actual net cash flow from operations equals or is greater than its planned net cash flow from operations.





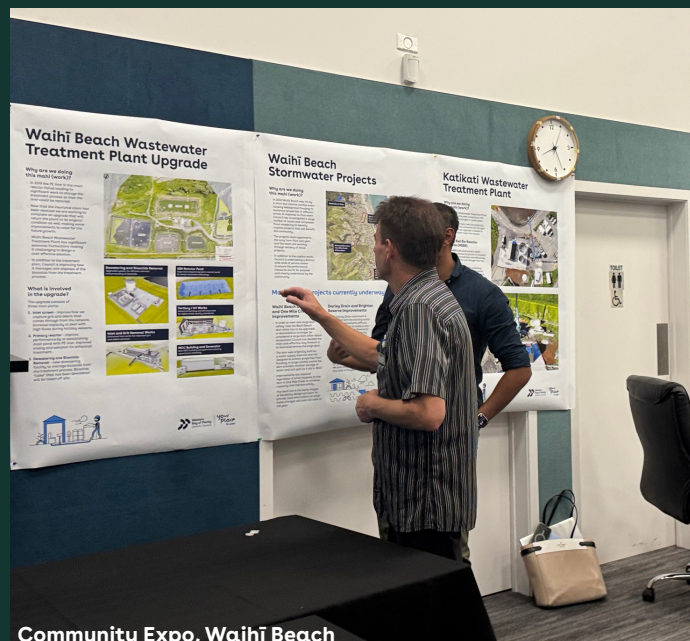
Te Ara Mātauranga, Waihi Beach Library and Community Hub



Festival of Cultures 2025, Katikati



Construction of the bridge at Heartwood Avenue, Ōmokoroa



Community Expo, Waihi Beach