



# RESULTS

# INTRODUCTION TO RESULTS

The Local Government Act 2002 requires Councils to report their performance compared to targets published in the Long Term Council Community Plan and Annual Plan. Both financial and non-financial performance measures are reported.

Council reporting is in two key forms:

## SERVICE PERFORMANCE REPORTING

This focuses on the groups of activities which Council delivers. Activities are grouped into strategic themes and information detailing what each activity involves and how it is designed to contribute to community outcomes is provided. This is followed by more detailed information on the targets and actual achievements - both financial and non-financial.

## FINANCIAL PERFORMANCE REPORTING

This information includes the Statement of Financial Performance, the Statement of Financial Position and associated accounting policies and notes. Information must be prepared in compliance with generally accepted accounting practice. It also includes the cost of service statements for each strategic theme which show the expenditure on each activity, the revenue directly attributable to those activities and the mechanisms for funding any net cost and capital expenditure.



# STATEMENT OF COMPLIANCE

The Council and Management of Taupo District Council confirm that all the statutory requirements of Part 6 of the Local Government Act 2002 have been complied with.

The Council and Management of Taupo District Council accept responsibility for the preparation of the annual financial statements and the judgements used in them.

The Council and Management of Taupo District Council accept responsibility for establishing and maintaining a system of internal control designed to provide reasonable assurance as to the integrity and reliability of financial reporting.

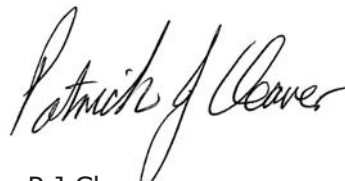
In the opinion of the Council and Management of Taupo District Council, the annual financial statements for the year ended 30 June 2006 fairly reflect the financial position and operations of Taupo District Council.



C T A Stent  
MAYOR  
6 October 2006



S F Rowbotham  
CHIEF EXECUTIVE OFFICER  
6 October 2006



P J Cleaver  
FINANCE MANAGER  
6 October 2006



# REPORT OF THE AUDITOR-GENERAL

Please refer to the separate Report of the Auditor-General.



# REPORT OF THE AUDITOR-GENERAL



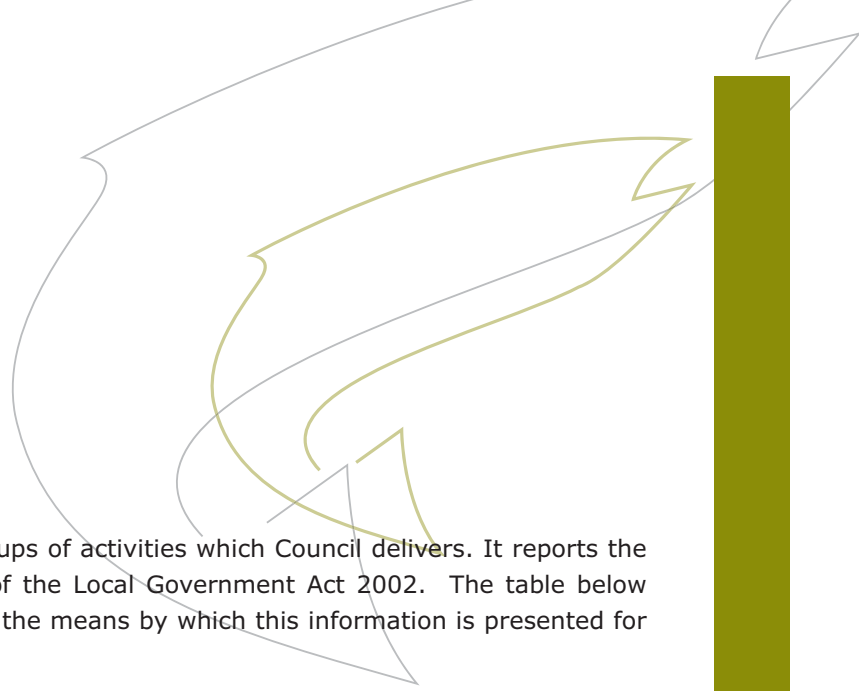
Please refer to the separate Report of the Auditor-General.

The background of the cover is a photograph of a lake at sunset. The sky is filled with soft, colorful clouds in shades of blue, orange, and pink. A faint rainbow is visible in the distance. The water of the lake is calm, reflecting the sky and the surrounding trees. In the foreground, there are dark, silhouetted branches of trees. A white outline of a map of the Taupo District is overlaid on the bottom right portion of the image.

# SERVICE PERFORMANCE

<b>Managing Growth</b>	<b>24</b>
<b>Strong Communities</b>	<b>30</b>
<b>Sustainable Environment</b>	<b>54</b>
<b>Economic Development</b>	<b>66</b>
<b>Good Governance and Strategic Alliances</b>	<b>77</b>

# INTRODUCTION TO THIS SECTION



This section of the Annual Report focuses on the groups of activities which Council delivers. It reports the information required by Clause 15 of Schedule 10 of the Local Government Act 2002. The table below details the reporting requirements of Clause 15, and the means by which this information is presented for each strategic theme:

INFORMATION REQUIRED BY CLAUSE 15	HOW THIS IS PRESENTED
Identification of the activities within the group.	A list of the activities in each theme (or group of activities), is presented in the introduction to the theme under the heading 'key activities'.
Identification of the community outcomes to which the group of activities primarily contributes.	For each activity there is a disclosure under the heading of 'How we contribute to community outcomes'.
Reporting results of any measurement undertaken demonstrating progress towards the achievement of the outcomes.	This is reported in the service performance results presented for each activity.
Description of any identified effects that an activity has had on the social, economic, environmental or cultural well-being of the community.	Where relevant, any <i>significant</i> identified effects, are reported in the activity story boxes.
Comparison between the actual levels of service provision and the intended levels, together with reasons for any <i>significant</i> variance.	This information is provided in the service performance results, the activity story boxes, and the cost of service statements.
Description of any <i>significant</i> acquisitions or replacements of assets and the reasons for the acquisition / replacement.	This information is provided in the capital expenditure tables reported for each strategic theme.
Explanation of the reasons for any <i>significant</i> variation between projected acquisitions and replacement of assets and actual acquisitions and replacements.	

# SERVICE PERFORMANCE RESULTS

A key factor in the measurement of the performance results this year is the Taupo District Council Satisfaction Survey which the National Research Bureau (NRB) have conducted previously in 1993, 1995, 2005 and now again in April/May 2006.

A key benefit to undertaking the NRB survey is the opportunity for Council to compare our performance with that of local authorities across the whole of New Zealand, and with a peer grouping of comparable local authorities. Overall, the survey has indicated that satisfaction with Council's performance for the delivery of services and facilities compares favourably with its peers. Satisfaction in Taupo was higher than Council's peer group for landfills and transfer stations, roads, recycling, public toilets and wastewater, satisfaction was on a par with the peer group for litter control, water supply, rubbish collection, swimming pools (AC Baths), reserves and street gardens, sports grounds, Taupo Museum and district libraries. Satisfaction was slightly below the peer group average, for stormwater drainage and parks.

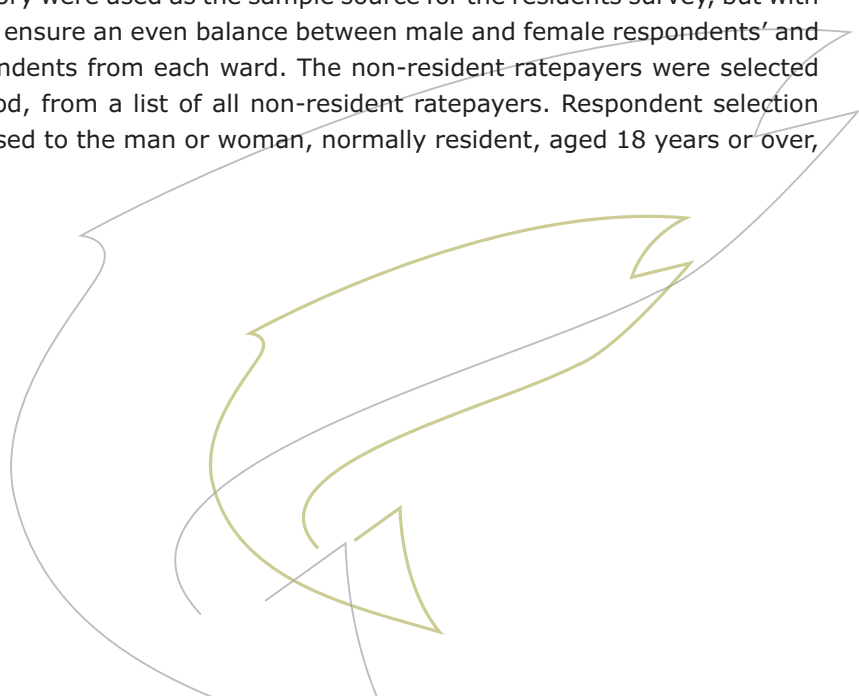
This is a very positive result for Council. It should be noted however, that the use of this survey for a large number of our reported service performance results, together with a high standard being set as a target for these survey measures as well as other new LTCCP measures, reflects in the results reported.

For thirteen of the reported measures we have either not been able to set up systems to formally measure the results, or the measure is no longer applicable, and again this is apparent in the reported results.

## NATIONAL RESEARCH BUREAU (NRB) COUNCIL SATISFACTION SURVEY

The survey utilises 400 telephone interviews, consisting of 300 residents and 100 non-resident ratepayers. All interviews were conducted between 21 April and 3 May 2006 with calls being made between 4:30pm and 8:30pm on weekdays and 9:30am and 8:30pm on weekends.

The white pages of the telephone directory were used as the sample source for the residents survey, but with quota and ward stratification applied to ensure an even balance between male and female respondents' and to ensure a sufficient number of respondents from each ward. The non-resident ratepayers were selected using a systemised, randomised method, from a list of all non-resident ratepayers. Respondent selection within the household was also randomised to the man or woman, normally resident, aged 18 years or over, who had the next birthday.



The margins of error applicable to this survey, at the 95 per cent level of confidence are:

SAMPLE SIZE	50/50 SPLIT ON ISSUE	80/20 SPLIT ON ISSUE
400	+/- 4.9%	+/- 3.9%

#### ACHIEVEMENT DEFINITIONS

Our achievement of each performance target is assessed consistently using the following definitions:

##### ACHIEVED

All aspects of the performance target were achieved: including time, cost, quality, quantity and location - as relevant.

##### SUBSTANTIALLY ACHIEVED

The activity identified in the performance target was carried out, but there were minor slippages in time and/or costs. These slippages were slightly higher than budgeted, but no more than 5%.

##### ACHIEVED IN PART

The planned activity was carried out, but the time components of the performance target were not met and/or expenditure was more than 5% over budget.

##### ON TRACK

The measure has a target set outside the reporting period, or covering multiple reporting periods. As a result, no conclusive assessment of actual achievement can be made, but the activity is tracking appropriately at present.

##### NOT ACHIEVED

The activity was not significantly progressed or the work undertaken did not meet the requirements of the target.

##### NOT FORMALLY MEASURED

Performance could not be conclusively reported on (e.g. the necessary systems were not put in place to measure performance or the data collected was not statistically reliable).

##### NOT APPLICABLE

Due to events beyond Council's control, the activity was no longer relevant and the work was not carried out.

Where a specific percentage target has been set, for instance for the measures reporting the NRB (National Research Bureau) survey results, achievement requires performance either equal to, or in excess of, the percentage target. There are no substantial or partial achievements of these measures.