

2018/2019 Annual Report SUMMARY

From the Mayor and CEO

Welcome to this summary of the 2018/2019 Annual Report, an overview of the report on Council's performance during the period 1 July 2018 to 30 June 2019.

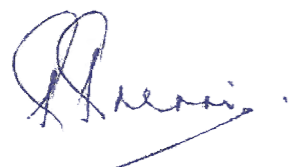
In this summary we list some of our achievement highlights from the previous 12 months, how we have performed and what it has all cost.

We report a deficit for 2018/2019 of \$520,000, compared with our budgeted surplus of \$1,162,000. The variances contributing to the additional deficit are detailed in the full Annual Report and Council's strategy for addressing key issues are fully explained in Council's 2018 – 2028 Long Term Plan.

The Annual Report is an important way of demonstrating Council's accountability to you - its community. We encourage everyone to take the time to read the complete document.



Tania Gibson
Mayor



Paul Prëtorius
Chief Executive Officer

This summary was authorised for issue by Grey District Council management on 28 November 2019.

Want to read the whole report?

The Annual Report provides information about our performance for the year ended 30 June 2019. This document is a summary of that report and is intended to provide an overview only of the full report.

If you would like to know more, the full Annual Report for 2018/2019 is available from:

- Council's website, www.greycouncil.govt.nz; or
- Pick up a copy from Council offices at 105 Tainui Street, Greymouth



How have we performed?

What Council has spent and where is outlined in the summary financial statements section. Council also measures non-financial performance against a number of different targets across our activities - you can find the complete list of these within the full Annual Report.

How we measure our non-financial performance

Council used an independent research company to carry out a **resident satisfaction survey** on Council's behalf. Opinions Market Research carried out interviews between mid October and December 2018. Initial random sampling was combined with quota sampling to ensure a representative sample was achieved.

Quotas were set for age, gender and area according to the 2013 Census. The statistical margin of error for the total sample of 350 is plus/minus 5.3% at a 95% confidence level.

The results from the 2018 survey have been used to report on a number of our non-financial performance measures for the period 1 July 2018 to 30 June 2019.

Our activity groups

Council is responsible for a wide range of activities. As a practical measure, groups activities of a similar output together and these are shown in the following Performance by Activity table.

Highlights and achievements from the last 12 months

- Greymouth was proclaimed a borough on 16 July 1868 and Edward Masters was elected the first mayor of the Greymouth Borough. This means that 2018 was Council's 150th anniversary.
- Earthquake strengthening works were completed on the Left Bank Art Gallery building.
- Work began on the Library and Museum Strategy, the purpose of which is to guide the development of library and museum services over the longer term to allow for wise investment and planning. The ways that libraries and museums are delivering their services are changing, including impacts from digital technologies and community expectations, and the strategy provides for long term aspirations as well as short term goals.
- Council granted Civic Awards to the following people in August 2018 for their outstanding voluntary service to the Grey District Community: Peter Henry, Brian Blackman, Greville Wood, Harry Piner and Tom Cameron.
- Several very successful events have been held in the Town Square, including the Christmas Carnival, Rotary Street Fare, Easter Extravaganza, Matariki, Kids Fun Fests, Talent Show, music afternoons and multiple markets.
- Works were carried out to replace the original water reticulation network of Arnott Heights. This was undertaken due to multiple pipe failures over a period of months, which caused significant disruption to the community.
- The fairy lights in the CBD had a temporary official 'light up' on Easter Monday. After quite a bit of hard work behind the scenes to complete the technical requirements to connect the lights to a permanent power supply, this was completed in November and the lights are now looking fantastic! Thanks to everyone involved in this project.
- The Draft CBD Redevelopment Plan was put together and public consultation and engagement was carried out. This plan is about identifying our assets and making the most of them. Council adopted the final plan in August 2019 and the CBD Redevelopment Forum are putting together an action plan to begin implementing aspects of the plan.

You can find more information about Council and its activities by:

- Visiting our website, www.greycouncil.govt.nz; or
- Following us on Facebook, www.facebook.com/GreyDC.

Overview

\$520,000
deficit

We report a deficit of \$520,000 as opposed to the budgeted surplus of \$1.162 million. Refer summary financial statements for details.

\$30.2m
total debt

Council uses debt to fund projects with long term benefits such as sewerage schemes and water supplies.

9,012
total number of rating units

Total capital value of rating units - \$2,837,586,350
Total land value of rating units - \$1,270,163,350

\$13.5m
capital expenditure

Amount spent on asset renewals and new assets.

\$427m
total asset value

This includes Council's Property, Plant and Equipment (eg roading network, sewerage systems, water supply systems etc) as well as other assets such as cash and term investments.



PERFORMANCE BY ACTIVITY

We've listed a few of the performance measures for our activities below. A complete list of performance measures, together with supporting information, is available in the full Annual Report.

COMMUNITY FACILITIES

includes libraries, swimming pools, heritage, recreation centres, cemeteries, parks and tracks, in-house task force & public toilets

90% of residents satisfied with our parks and reserves [target: 85%].

84% of residents satisfied with our library services [target: 80%].

DEMOCRACY & ADMINISTRATION

includes Council, consultation, administration & economic development

81% of residents satisfied with the service they receive from Council [target: 80%].

79% of residents satisfied with the information they receive from Council [target: 75%].

EMERGENCY MANAGEMENT

includes civil defence

24 training sessions were held in 2018/2019 [target: 2].

ENVIRONMENTAL SERVICES

includes district planning, building control, animal control, health regulation, liquor licensing & regulatory enforcement

100% of building inspections were undertaken at agreed times [target: 95%].

85.2% of known dogs were registered by the due date (2,287 out of 2,684) [target: 90%].

LAND TRANSPORT

includes roading & footpaths

87% of customer requests responded to within 10 working days [target: 85%].

81% of residents satisfied with Council's roading network [target: 70%].

OTHER TRANSPORT

includes aerodrome, parking & Port

75% of residents satisfied with availability of public parking [target: 80%].

PROPERTY AND HOUSING

includes Council property & retirement housing

98% occupancy rate was achieved for our pensioner housing units [target: 95%].

SOLID WASTE

includes refuse collection, refuse disposal & recycling

91% of residents satisfied refuse and recyclables are collected on time [target: 90%].

20% of waste collected was recycled - this exceeds our target despite recycling being challenging in 2018/2019 due to the collapse of the Chinese recycling market [target: 15%].

STORMWATER

80% of residents satisfied with the way their property drains stormwater (urban and residential areas only) [target: 60%].

7 There were 7 local road closures due to surface flooding, which occurred during events on 8 November 2018 and 27 March 2019 [target: maximum of 15].

WASTEWATER (SEWERAGE)

66% of residents satisfied with overall wastewater service [target: 65%].

43 complaints received in 2018/2019 about Council's wastewater system, eg about odour, faults, blockages, response times etc - this is equivalent to 9 complaints per 1,000 properties (4,832 connections) [target: 10 complaints per 1,000 properties].

WATER SUPPLY

73% of residents satisfied with appearance and taste of water [target: 80%].

1 There was one notifiable water supply transgression over the Greymouth (includes Dobson/Taylorville/Stillwater), Blackball and Runanga/Rapahoe water supplies - a positive test was consulted on with the Ministry of Health and a follow up test proved negative, so no boil water notice was issued [target over all water supplies: no more than five].



