



Performance Overview

Introduction

This section of the report measures Council's performance against what we said we would do in our Annual Plan 2013/14. The Annual Plan sets out the vision for the Far North District as well as priorities and service delivery for Council to follow. In particular it provides the financial framework for delivering all the everyday services and facilities that the community enjoys and expects from their local Council.

Why does Council have performance as part of the Annual Report?

As well as meeting this statutory requirement to include non-financial information on Council activities service levels and performance, Council also sees this as a vital tool to keep residents, businesses, employees, community groups and organisations informed about its performance and future direction.

What you have told us

Council conducted a residential opinion survey in July 2014 and residents were asked to rate their satisfaction on use of a selection of Council services and facilities. This is a snapshot of our results below, the shaded area is where Council has achieved or exceeded the target.

COUNCIL ACTIVITIES		
	Result 2013/14	Target 2013/14
Roading	42%	57%
Footpaths	61%	58%
Urban Stormwater	40%	64%
Recycling	78%	83%
Refuse	74%	83%
Cemeteries	59%	62%
Cemeteries (users)	88%	80%
Park and Facilities	88%	77%
Swimming Pools (users)	68%	80%
Coastal Access	77%	70%
Cleanliness of public toilets	53%	64%
Contacting Council	75%	75%
Library (users)	94%	85%
Well informed about the District Plan	49%	40%
Resource Consent Management	60%	50%
Building Consent Management	56%	50%
Building Inspection Services	68%	50%
Aware of their Community Board	65%	73%
Informed about what Council is doing	86%	60%
Ease of Access to Council information	50%	60%

Research Methodology for the Residential Opinion Survey 2014

Method

This section outlines the research approach taken for this project, techniques used and processes followed. A quantitative telephone survey of 513 Far North District residents and 92 of the peer Council residents (30 of Thames-Coromandel District residents, 30 of Opotiki District residents and 32 of Gisborne District residents) was completed between the 7th and 30th of July 2014.

The average duration of the survey conducted with Far North residents was 16 minutes; while the average duration of the survey conducted with the residents of peer Council Districts was 5 minutes.

Sample

Telephone numbers for the interviewing were supplied by KMS data, a sample supply company who provide privacy compliant phone numbers from the Telecom White Pages connections. KMS randomly select data cases that fit within the specified sample frame, i.e., people living within the Far North District, via SQL random code.

Quotas

Sample quotas were applied to wards to ensure that the final sample was proportionately representative to the district overall.

Weighting

Weighting ensured that specific demographic groups were not under or over-represented in the final data set and that each group was represented as it would be in the population.

Weighting gave greater confidence that the final results were representative of the Far North District population overall and were not skewed by a particular demographic group. The proportions used for the gender and age weights were taken from the 2013 Census data (Statistics New Zealand).

Questionnaire

The questionnaire for the 2014 Resident Opinion Survey was focused on improving service delivery, only those residents who were dissatisfied with a service were spoken to in more depth to uncover the reasons for their dissatisfaction. This was done to ensure that areas which required targeting were covered in sufficient

detail in this research. As such, the questionnaire focused largely on understanding the reasons why residents were dissatisfied rather than elaborating on the reasons they were satisfied.

The peer group questionnaire consisted of key questions focusing on the activity performance indicators set in the Annual Plan 2013/2014.

Analysis - MOE

Margin of error (MOE) is a statistic used to express the amount of random sampling error there is in a survey's results. The MOE is particularly relevant when analysing a subset of the data as smaller sample sizes incur a greater MOE.

To help you find your way through the next section of the report.

Please find below an introduction to Council's activity pages:

Council Activity

- Detailing the name of activity and what it is responsible for

Community Outcomes

- How the activity contributes to the 3 community outcomes.

Council's Strategic Priority – In Action

- These projects are the largest and included in Council's capital expenditure programme within the Annual Plan 2013/14.

Key Projects – Development So Far

- These projects support the priorities identified in the Annual Plan 2013/14. An update on progress and what's planned in 2014/15 has been provided.

What We Have Achieved In 2013/14

- Completed projects in during the year.

Where Are We Now?

- Challenges and disappointments experienced during the year.

Thinking Ahead

- Key priorities planned for 2014/15

Activity Performance Indicators

This includes:

- How residents rated their satisfaction on use of a selection of Council services and facilities;
- The activity service and performance results; and
- A peer review comparison with three Councils (Thames-Coromandel District Council (TCDC), Opotiki District Council (ODC) and Gisborne District Council (GDC) looking primarily at customer satisfaction with Council's facilities and services.

Useful Information

Community Outcomes

This section shows the link between community aspirations, district vision, organisational objectives and community outcomes and how these drive the Long-Term Plan process, as well as the delivery of services to community.

<http://www.fndc.govt.nz/your-council/strategic-planning/ltp-2012-2022-far-north-long-term-plan/volume-1/LTP1222-V1-08-Community-Outcomes.pdf>

Long-Term Plan 2012/22

The Far North District Council's Long-Term Plan (LTP) for 2012-22 is the most important document Council produces. It sets out Council's thinking on the major issues facing the Far North District and the priorities for the next 10 years.

<http://www.fndc.govt.nz/your-council/strategic-planning/ltp-2012-2022-far-north-long-term-plan>

Annual Plan 2013/14

The Local Government Act requires local authorities to prepare and consult on a 10-year plan every three years and annual plans in the intervening years. This Annual Plan represents year three of the Long-Term Plan 2012-22 Council adopted in 2012. It shows what work Council plans to undertake between 1 July 2013 and 30 June 2014 to achieve objectives in the Long-Term Plan, how it plans to fund this work and how it will monitor progress.

<http://www.fndc.govt.nz/your-council/strategic-planning/annual-plan-2013-14>

Annual Plan 2014/15

The Local Government Act requires local authorities to prepare and consult on a 10-year plan every three years and annual plans in the intervening years. This Annual Plan represents year three of the Long-Term Plan 2012-22 Council adopted in 2012. It shows what work Council plans to undertake between 1 July 2014 and 30 June 2015 to achieve objectives in the Long-Term Plan, how it plans to fund this work and how it will monitor progress.

<http://www.fndc.govt.nz/your-council/strategic-planning/annual-plan-2014-15>

Resident Opinion Survey Report 2014

The main goals of the survey were to report against specific performance measures determined by Council regarding infrastructure and asset management, community and customer services, environmental management, Council communication and governance.

<http://www.fndc.govt.nz/>