



Our reference
F19/13/03-D21/26182

8 August 2024

Meeting of Council

Notice is hereby given that the Ordinary Meeting of Council will be held in the **Council Chambers, Stratford District Council, 63 Miranda Street, Stratford** on **Tuesday 13 August 2024** beginning at **3.30pm**.

Timetable for 13 August 2024 as follows:

3.00pm	Public Forum <ul style="list-style-type: none">• Te Korowai o Ngaruahine• Te Runanga o Ngati Ruanui• Te Kahui Maru
3.30pm	Ordinary Meeting of Council

Yours faithfully

Sven Hanne
Chief Executive

2024 - Agenda - Ordinary - August - Open

13 August 2024 09:00 AM



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AGENDA

Ordinary Meeting of Council



F22/55/05 – D24/38269

Date: 13 August 2024 at 3:30 PM

Venue: Council Chambers, 63 Miranda Street, Stratford

1. Welcome

- 1.1 Opening Karakia
D21/40748 Page 6
- 1.2 Health and Safety Message
D21/26210 Page 7

2. Apologies

3. Announcements

4. Declarations of Members Interest

Elected members to declare any real or perceived conflicts of interest relating to items on this agenda.

5. Attendance Schedule

Page 9

Attendance schedule for Ordinary and Extraordinary Council meetings.

6. Confirmation of Minutes

- 6.1 **Ordinary Meeting of Council – 9 July 2024**
D24/333405 Page 9

Recommendation

THAT the minutes of the Ordinary Meeting of Council held on Tuesday 9 July 2024 be confirmed as a true and accurate record.

/
Moved/Seconded

- 6.2 **Audit and Risk Committee Meeting – 16 July 2024**
D24/38200 Page 21

Recommendations

- 1. THAT the unconfirmed minutes of the Audit and Risk Committee meeting held on Tuesday 16 July 2024 be received.
- 2. THAT the recommendations in the minutes of the Policy and Services Committee meeting, including those in the public excluded section, held on Tuesday 16 July 2024 be adopted.

/
Moved/Seconded

6.6 **Policy and Services Committee – 23 July 2024**
D24/36732 Page 33

Recommendations

1. THAT the unconfirmed minutes of the Policy and Services Committee meeting held on Tuesday 23 July 2024 be received.
2. THAT the recommendations, excluding item 10 – Draft Sustainability Policy, in the minutes of the Policy and Services Committee meeting held on Tuesday 23 July 2024 be adopted.
3. THAT the Sustainability Policy (item 10) recommendation be amended to:
THAT the Sustainability Policy be adopted.

/
Moved/Seconded

6.5 **Extraordinary Meeting of Council – 23 July 2024 (Insurance Renewal)**
D24/36806 Page 41

Recommendation

THAT the minutes of the Extraordinary Meeting of Council held on Tuesday 23 July 2024 be confirmed as a true and accurate record.

/
Moved/Seconded

7. **District Mayor's Report**
D24/38925 Page 44

Recommendations

1. THAT the report be received.
2. THAT Mayor Volzke be appointed as the Stratford District Council presiding delegate for the 2024 LGNZ Annual General Meeting to be held on 21 August 2024 and Deputy Mayor Mckay being the alternate presiding delegate

/
Moved/Seconded

8. **Decision Report – Local Government (Electoral Legislation and Māori Wards and Māori Constituencies) Amendment Act**
D24/38357 Page 50

Recommendations

1. THAT the report be received.
2. THAT Council resolves to retain the Māori Ward for the 2025 Elections with a binding poll to be held in conjunction with the elections with the result being in place for the 2028 elections.

Recommended Reason

There is significant public interest in this matter but due to the timeframes set within the legislation Council is unable to do this justice at this point. Therefore the recommendation is to retain the status quo until appropriate consultation and poll can be undertaken.

/
Moved/Seconded



Our reference
F19/13/03-D21/40748

Karakia

Kia uruuru mai
Ā hauora
Ā haukaha
Ā haumāia
Ki runga, Ki raro
Ki roto, Ki waho
Rire rire hau Paimārire

I draw in (to my being)
The reviving essence
The strengthening essence
The essence of courage
Above, Below
Within, Around
Let there be peace.



Our reference
F19/13/03-D22/17082

Health and Safety Message

In the event of an emergency, unless guided to an alternative route by staff, please exit through the main entrance. Once outside the building please move towards the War Memorial Centre congregating on the lawn area outside the front of the council building.

If there is an earthquake, please drop, cover and hold where possible. Remain indoors until the shaking stops and you are sure it is safe to exit or remain where you are until further instruction is given.

Attendance schedule for 2024 Ordinary and Extraordinary Council meetings.

Date	13/02/24	12/03/24	9/04/24	14/05/24	20/06/24	25/06/24	11/06/24	9/07/24	23/07/24	13/08/24	10/09/24	8/10/24	12/11/24	10/12/24
Meeting	O	O	O	O	E	E	O	O	E	O	O	O	O	O
Neil Volzke	✓	✓	✓	✓	✓	✓	✓	✓	✓					
Steve Beck	✓	✓	✓	✓	✓	✓	✓	✓	✓					
Grant Boyde	✓	✓	✓	✓	✓	✓	✓	✓	A					
Annette Dudley	✓	✓	✓	✓	✓	✓	A	✓	✓					
Jono Erwood	✓	A	✓	✓	✓	✓	✓	✓	✓					
Ellen Hall	✓	✓	✓	✓	✓	✓	✓	✓	✓					
Amanda Harris	✓	✓	✓	✓	✓	✓	✓	✓	✓					
Vaughan Jones	✓	✓	✓	✓	✓	✓	✓	✓	✓					
Min McKay	✓	✓	✓	✓	✓	✓	✓	A	✓					
John Sandford	✓	✓	✓	✓	✓	✓	✓	✓	✓					
Clive Tongaawhikau	✓	A	A	A	A	✓	A	✓	✓					
Mathew Watt	✓	✓	✓	✓	A	✓	✓	✓	✓					

Key	
O	Ordinary Meeting
E	Extraordinary Meeting
EM	Emergency Meeting
✓	Attended
A	Apology/Leave of Absence
AB	Absent
S	Sick
(AV)	Meeting held, or attended by, by Audio Visual Link

MINUTES

Ordinary



F22/55/05 – D24/33405

Date: 9 July 2024 at 3.30 PM

Venue: Council Chambers, 63 Miranda Street, Stratford

Present

The District Mayor N C Volzke (the Chairman), Councillors: S J Beck, G W Boyde, J M S Erwood, A M C Dudley, A K Harris, E E Hall, V R Jones, W J Sandford, C M Tongaawhikau and M J Watt.

In attendance

The Chief Executive – Mr S Hanne, the Director – Assets - Mrs V Araba the Director – Corporate Services – Mrs T Radich, the Acting Director – Community Services – Mrs E Bishop, the Committee Secretary – Ms E Coulton, the Communications Manager – Ms G Gibson, the Community and Economic Development Manager – Ms S Afzal, the Corporate Accountant – Mrs C Craig, the Roding Asset Manager – Mr S Bowden, the Projects Manager – Mr S Taylor, the Roding Engineer Ms D Taplin, and one member of the public.

Via Audio/Visual Link – Ms P Thomson and Mr L van der Walt (part meeting)

1. Welcome

The District Mayor welcomed Elected Members, members of the public, staff and the media to the meeting.

- 1.1 Opening Karakia
D21/40748 Page 13

The opening karakia was read.

- 1.2 Health and Safety Message
D21/26210 Page 14

The District Mayor reiterated the health and safety message and emergency procedures.

2. Apologies

An Apology was received from the Deputy Mayor - M McKay and an apology noted from the Director – Environmental Services – B Sutherland.

Recommendation

THAT the apology be received.

TONGAAWHIKAU/ERWOOD
Carried
CL/24/81

3. Announcements

There were no announcements.

4. [Declarations of Members Interest](#)

Elected members to declare any real or perceived conflicts of interest relating to items on this agenda. There were no conflicts of interest declared.

5. [Attendance Schedule](#)

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The attendance schedule for Ordinary and Extraordinary Council meetings was attached.

6. [Confirmation of Minutes](#)

6.1 **Ordinary Meeting of Council – 11 June 2024**

D24/30017 Page 16

Recommendation

THAT the minutes of the Ordinary Meeting of Council held on Tuesday 11 June 2024 be confirmed as a true and accurate record.

VOLZKE/HARRIS

Carried

CL/24/82

The Committee Secretary undertook to make the following amendments:

- Page 18 – incorrect spelling of The District Mayor’s last name.

6.1.1 Public Forum – 11 June 2024

D24/30052 Page 21

The notes from the June public forum are attached for council's information.

6.2 **Policy and Services Committee (Hearing) – 11 June 2024**

D24/30048 Page 23

Recommendations

1. THAT the confirmed minutes of the Policy and Services Committee meeting held on Tuesday 11 June 2024, to hear and consider submissions to the draft Rates Remission and the draft Rates Postponement Policies, be received.

BOYDE/WATT

Carried

CL/24/83

2. THAT the recommendations in the minutes of the Policy and Services Committee meeting, held on Tuesday 11 June 2024, to hear and consider submissions to the draft Rates Remission and the draft Rates Postponement Policies, be adopted.

SANDFORD/HARRIS

Carried

CL/24/84

6.2.1 Updated Rates Remission Policy

D24/2230 Page 33

6.2.2 Updated Rates Postponement Policy

D24/3502 Page 42

6.3 **Farm and Aerodrome Committee – 18 June 2024**
D24/31194 Page 44

Recommendations

1. THAT the unconfirmed minutes of the Farm and Aerodrome Committee meeting held on Tuesday 18 June 2024 be received.

BOYDE/DUDLEY
Carried
CL/24/85

2. THAT the recommendations in the minutes of the Farm and Aerodrome Committee meeting, including, held on Tuesday 18 June 2024 be adopted.

BECK/HALL
Carried
CL/24/86

Councillor Boyde noted the following:

- Councillor Boyde expressed that the last Farm and Aerodrome Committee meeting was well attended and that the minutes reflected the fantastic year the farm has had. He noted that it was the last meeting of the Farm and Aerodrome Committee as the committee will now be known as the Council Farm Committee. Councillor Boyde gave a brief overview of the minutes and reiterated how successful the farm has been in providing rate mitigation and what the plan is for the allocation of the 2023/24 financial year profit.

6.4 **Extraordinary Meeting of Council – 20 June 2024 (Broadway Pedestrian crossing)**
D24/31505 Page 51

Recommendation

THAT the minutes of the Extraordinary Meeting of Council held on Thursday 20 June 2024 be confirmed as a true and accurate record.

ERWOOD/SANDFORD
Carried
CL/24/87

The Committee Secretary undertook to make the following amendments:

- Councillor Beck questioned as to why there was no mention of the potential of creating a 4 meter wide lane within the minutes as it was discussed and why have we not considered this. The Chief Executive Officer clarified that minutes are a reflection of a conversation and are not verbatim, the purpose is to record conversations that lead to a decision. He noted that legally our minutes are way above the legal requirements. As per his email response to Councillor Beck, the accrual road width is between 4.5 and 4.8 meters wide and thereby well exceeds the 4 meters asked for. The Chief Executive Officer further clarified that the design of the road corridor is not a governance matter, it comes down to design parameters stipulated by NZTA and applied by roading and safety engineers.

6.5 **Extraordinary Meeting of Council – 25 June 2024 (Fees and Charges)**
D24/32047 Page 58

Recommendation

THAT the minutes of the Extraordinary Meeting of Council held on Tuesday 25 June 2024 be confirmed as a true and accurate record.

HARRIS/DUDLEY
Carried
CL/24/88

6.6 **Policy and Services Committee – 25 June 2024**
D24/32049 Page 62

Recommendations

3. THAT the unconfirmed minutes of the Policy and Services Committee meeting held on Tuesday 25 June 2024 be received.

BOYDE/DUDLEY
Carried
CL/24/89

4. THAT the recommendations in the minutes of the Policy and Services Committee meeting, including those in the public excluded section, held on Tuesday 25 June 2024 be adopted.

HALL/BECK
Carried
CL/24/90

6.7 **Taranaki Emergency Management Group Joint Committee – 6 June 2024**
Page 72

Recommendation

THAT the unconfirmed minutes of the Taranaki Emergency Management Group Joint Committee meeting held on Tuesday 6 June 2024 be received.

VOLZKE/SANDFORD
Carried
CL/24/91

6.8 **Regional Transport Committee – Thursday 13 June 2024**
Page 74

Recommendation

THAT the unconfirmed minutes of the Regional Transport Committee held on Thursday 13 June 2024 be received.

VOLZKE/ERWOOD
Carried
CL/24/92

7. **District Mayor's Report**
D24/33148 Page 79

Recommendations

1. THAT the report be received.

VOLZKE/WATT
Carried
CL/24/93

The District Mayor noted the following:

- At the Regional Transport meeting there was discussion surrounding the emergency funding policy changes that NZTA has proposed. It was noted that these changes are believed to have a significant impact on local government finances and operations.
- The updated policy changes local councils' access to emergency roading funding by updating the threshold for emergency funded events from a 1 in 10 year event to a 1 in 20 year event, predicting an annual saving of \$20 – 25 million for the NLTF. The District Mayor expressed that whilst the NLTF may be saving money, these events that no longer meet the threshold for emergency funding are still going to occur so therefore it will be an additional major cost to councils.
- Supplementary to the change in threshold to the access of emergency funding, once the 1 and 20 year event occurs and meets the criteria for funding, the subsidy will now be FAR + 10% premium when previously it was FAR + 20% premium. According to their figures, this will save them \$15 – 20 million a year.
- The updated policy also notes that councils will be eligible to receive subsidy on certain projects but only if the council is able to match a portion of the funding, therefore if a council cannot afford to do this it means that NZTA have the power to fund the project only partially or not at all. It was noted that it is predicted to be a \$35 – 50 million saving over a three year period.
- Stratford was used as an example in the submission, illustrating that if Stratford was to have a \$4.85 million event, it would cost SDC \$400,000 more than it currently does under the existing regime.
- Another area of concern is the proposed introduction of the Uneconomic Transport Infrastructure Policy. He noted that the policy allows for any transport infrastructure that is deemed uneconomic by NZTA, such roads and bridges that only service a few properties, to not receive funds or only be eligible to be partially funded. If adopted, this will now be an added cost to local government. He expressed that a submission has been prepared by the Committee and he endorses its content.
- Submissions closed June 19th and within 7 working days they had collated the submissions, analysed them, reported on them, made a decision and implemented them before July 1st, with no change.
- He expressed that collectively all the decisions that are being made are all bad news for local government. He noted that it is a concern as we have just adopted a long term plan that has figures based on what was available to us at the time and essentially now we have been informed that the emergency works figures we have been going off are no longer appropriate.

Questions/Points of Clarification:

- Councillor Hall shared that upon first reading this, she felt disheartened, which swiftly turned into feeling enraged. She noted that it's frustrating and saddening to see NZTA go against the shared expression from local government, which have collectively and consistently stated that the funding model is unsustainable. She noted that it feels as if no one is listening. Councillor Hall further expressed that whilst this may be a saving for NZTA and central government, the impact on local government will be significant and further impact rate payers. It is another decision that has been made in too short a time frame with little consideration for others. The District Mayor heard Councillor Hall's comments and agreed, he noted that it will be a large and ongoing cost to local government.
- Councillor Beck noted that if the projected figures of saving are added up, it equals to around \$100 million. He expressed that if that \$100 million was to be spread across the councils, especially a council like ours, how are we going to approach this? He asked if there is a contingency plan. The District Mayor noted that we do have a contingency fund for roading, but expressed that it may not be enough for the future. The Roading Asset Manager used an example of Stratford's experience with a previous major event to illustrate the potential costs of unexpected occurrences. He highlighted that the June 2015 storm incurred a total expenditure of \$5.4 million. He noted that to fund these events the main solution would be to reduce the programme of works, put projects on hold and half other projects, until we find our share to fund it.

Councillor Hall left the meeting at 4.12 pm.

- The District Mayor noted that all we can do is send a submission, which we have done.

8. [Decision Report – Road Closure – Stratford Street Sprint – August 2024](#)
D24/30369 Page 90

Recommendations

1. THAT the report be received.

ERWOOD/TONGAAWHIKAU
Carried
CL/24/94

2. THAT pursuant to Section 342(1) (b) Schedule 10 clause 11(e) of the Local Government Act 1974, approval is hereby given that the Stratford District Council proposes to close the following roads on Sunday 11 August 2024 between the hours of 7.30am and 5.30pm for the purpose of the Westend Hire Stratford Street Sprint 2024

- Orlando Street from Warwick Road to Celia Street
- Romeo Street from Orlando Street to Cordelia Street
- Cordelia Street from Romeo Street to Warwick Road
- Warwick Road from Cordelia Street to Orlando Street

Recommended Reason

The South Taranaki Car Club have approached the Stratford District Council with the view of holding their annual Westend Hire Stratford Street Sprint Event on Sunday 11 August. This is their 34th year of running the event. The proposed road closure requires formal endorsement by a Council resolution.

BOYDE/BECK
Carried
CL/24/95

Questions/Points of Clarification:

- Councillor Beck questioned if there had been any written submissions received expressing their objection to the event. The Roading Asset Manager clarified that he is unaware of any formal objections.

Councillor Hall rejoined the meeting at 4.14 pm.

9. [Decision Report – Adopt Long Term Plan 2024-34](#)
D24/33166 Page 105

Recommendations

1. THAT the report be received.

VOLZKE/JONES
Carried
CL/24/96

2. THAT the following supporting information, in relation to the Long Term Plan 2024-34, that was consulted on, be adopted as final, subject to any amendments required by Deloitte, the appointed auditors, and acknowledging the documents will undergo a full design process following adoption:

Documents contained within the Long Term Plan 2024-34:

- Vision and Community Outcomes
- Significant Forecast Assumptions
- Levels of Service and Non-Financial Performance Measures and Targets by Activity
- Financial Strategy
- Revenue and Financing Policy
- Development and Financial Contributions Policy
- Financial Statements
- Accounting Policies
- Funding Impact Statements
- Infrastructure Strategy

Additional Supporting Documentation:

- Parks, Reserves & Cemeteries Asset Management Plan
- Solid Waste Asset Management Plan
- Stormwater Asset Management Plan
- Wastewater Asset Management Plan
- Water Supply Asset Management Plan
- Property Asset Management Plan
- Roading Asset Management Plan

3. THAT the Long Term Plan 2024-34 is adopted, subject to any amendments required by Deloitte, the appointed auditors, and acknowledging the document will undergo a full design process following adoption.
4. THAT the Chief Executive be given delegated authority to approve any final edits and design changes prior to public distribution, or make any minor amendments as required for accuracy or as directed by Deloitte (auditors).

Recommended Reason

Council is required to adopt a Long Term Plan pursuant to Section 93 of the Local Government Act 2002.

HALL/BOYDE
Carried
CL/24/97

The Auditors noted the following:

- There is nothing significant to note after the audit. Ms Thompson noted that there will be an emphasis of matter that will be included which will be used to draw the readers attention to the Brecon Road Bridge Project and the reliance that Stratford has on the NZTA funding for that bridge and the uncertainty around getting that funding, given that the funding hasn't been confirmed when the LTP was adopted.

Questions/Points of Clarification:

- Councillor Boyde asked the auditors if there is anything that the council could do better for future auditing processes. Ms Thompson noted that the only recommendation they have passed on to management is in terms of models used for data collection. She noted that currently SDC utilises Excel for this but expressed that Excel documents are prone to errors and crashing. Ms Thompson clarified that SDC is not alone in this issue as this is a common challenge many councils face.

10. Decision Report - Setting of Rates, Due Dates and Penalties Regime for

2024/25

D24/17794 Page 1412

Recommendations

1. THAT the report be received.

VOLZKE/SANDFORD
Carried
CL/24/98

2. THAT the Stratford District Council sets the following rates, due dates, and penalties regime under the Local Government (Rating) Act 2002, in accordance with the relevant provisions of the Long Term Plan 2024-34 and Funding Impact Statement, on rating units in the Stratford District for the financial year commencing 1 July 2024, and ending 30 June 2025.

Important: All charges are GST inclusive, and funds raised are stated GST exclusive.

GENERAL RATE

Council set a general rate under section 13 of the Local Government (Rating) Act 2002 ("LGRA") calculated on the capital value of each rateable rating unit within the district.

The general rate is set with no differential.

The rate (in cents per dollar of capital value) for 2024/25 is 0.15936 cents, raising \$6,010,590.

General rates will be used to fund all activities that are not covered by the uniform annual general charge, targeted rates or other funding mechanisms outlined in the Revenue and Financing Policy.

UNIFORM ANNUAL GENERAL CHARGE

Council set a UAGC under section 15 of the LGRA in respect of every separately used or inhabited part of a rateable rating unit (SUIP) within the district.

The UAGC for 2024/25 is \$873 per SUIP, raising \$3,916,700.

TARGETED RATE – ROADING

Council set a targeted roading rate under section 16 in respect of roading and street services based on the capital value of each rating unit within the District as follows:

The Default category rate (in cents per dollar of capital value) under section 16 for 2024/25 is 0.10440 cents, with a differential factor of 1, raising \$3,879,400.

The Forestry category rate (in cents per dollar of capital value) under section 16 for 2024/25 is 0.65174 cents, with a differential factor of 6.24, raising \$350,000.

For the purposes of this rate the differential categories are defined as follows:

Default Category

All rateable land not in the Forestry Category

Forestry Category

This category includes:

- a) All rating units where the primary land use is exotic forestry; and
- b) All land used for exotic forestry with an area of greater than 10 ha in any rating unit where the primary land use is not exotic forestry.

The capital value of rating units to which b) applies will be apportioned between the Forestry category and the Default category.

For the purposes of this definition, “exotic forestry” does not include land that is categorised under the valuer general’s rules as indigenous forests or protected forests of any type.

TARGETED RATE – SOLID WASTE (RUBBISH AND RECYCLING)

Council set a targeted rate under section 16 of the LGRA for refuse and recycling collection on the basis of the extent to which the property receives a refuse and recycling service in the Stratford and Midhirst domestic collection area. Refer to the maps of the collection area on Council’s website, <https://www.stratford.govt.nz/our-services/rates-and-property/district-boundaries-and-maps>.

The Solid Waste rate under section 16 for 2024/25 is \$490 per extent of provision of service, raising \$1,161,700. An additional rate of \$490 per each additional refuse and/or recycling container provided will be charged to eligible properties that have had approval by council for additional containers.

The Solid Waste rate will be used to fund the urban domestic refuse collection activity.

TARGETED RATE – WASTEWATER (SEWERAGE)

Council set a targeted rate under section 16 of the LGRA for sewerage as a fixed amount per SUIP, and a targeted rate as a fixed amount per rating unit for serviceable properties. Serviceable properties are properties that have Council wastewater reticulation services adjacent, contiguous or nearby to the serviceable properties, and the property boundary is within 30 metres of a public wastewater drain, but are not connected.

For all non-commercial properties the differential factor is 1 (base), and the Wastewater rate for each rating unit is \$380 per SUIP, and for serviceable properties is \$190 per rating unit, being 50% of the targeted rate.

Commercial properties are rated separately based on the number of toilets, and serviceable properties are not charged. Commercial properties are defined as properties that are used for a commercial purpose under the valuer general rules, and are connected to the Wastewater network.

Commercial properties are differentiated by use as follows:

Commercial base category (all commercial rating units not included in any other commercial category) and the differential factor is also 1 (base) and the amount is \$379 per SUIP

- Commercial 2 (commercial rating units used for an activity requiring 2 toilets) differential factor 150% of base and the amount is \$569 per SUIP.
- Commercial 3 (commercial rating units used for an activity requiring 3 toilets) differential factor 200% of base and the amount is \$758 per SUIP.

- Commercial 4 (commercial rating units used for an activity requiring 4 toilets) differential factor 225% of base and the amount is \$853 per SUIP.
- Commercial 5 (commercial rating units used for an activity requiring 5 toilets) differential factor 250% of base and the amount is \$948 per SUIP.
- Commercial 6 (commercial rating units used for an activity requiring 6 toilets) differential factor 275% of base and the amount is \$1,042 per SUIP.
- Commercial 7 (commercial rating units used for an activity requiring 7 toilets) differential factor 300% of base and the amount is \$1,137 per SUIP.
- Commercial Large (commercial rating units used for an activity requiring 8 or more toilets) differential factor 325% of base and the amount is \$1,232 per SUIP.

The sewerage system rate for 2024/25 is to raise \$979,200 and will be used to fund the Wastewater activity.

TARGETED RATES - WATER SUPPLY

Council set a targeted rate under section 16 of the LGRA for water supply on the basis of the number of connections, per rating unit, to the Stratford, Midhirst, or Toko Water Supply, under Schedule 3, Clause 8 of the LGRA, and a targeted rate as a fixed amount per rating unit for serviceable properties. Serviceable properties are properties that have Council water reticulation services adjacent, contiguous or nearby to the serviceable properties, and the property boundary is within 100 metres of a water main, but are not connected.

The Water Supply rate for properties connected is \$634 per connection, and for serviceable properties is \$317 per rating unit, being 50% of the targeted rate, and raising \$1,752,000.

In addition, Council set a targeted rate for extraordinary water supply under section 19 of the LGRA on the basis of an amount per unit of water supplied in the Stratford Water Supply Area, the Midhirst Water Supply area, and the Toko Water Supply Area to any rating unit which has been fitted with a water meter.

The Stratford water supply rate under section 19 for 2024/25 is \$2.26 per cubic metre of supply in excess of 250 cubic metres per annum, raising \$578,113.

The Midhirst water supply rate under section 19 for 2024/25 is \$2.26 per cubic metre of supply in excess of 250 cubic metres per annum, raising \$20,706.

The Toko water supply rate under section 19 for 2024/25 is \$2.26 per cubic metre of supply in excess of 250 cubic metres per annum, raising \$3,922.

The water supply rates will be used to fund the water supply activities in the Stratford, Midhirst and Toko areas.

TARGETED RATES - COMMUNITY CENTRES

Council sets targeted rates under section 16 of the LGRA for community centres on the basis of an amount per separately used or inhabited part of a rating unit in the listed community areas. This rate uses a fixed charge based on the location of the rating unit.

The community centre rates for 2024/25 are:

- A fixed charge of \$23.00 within the Wharehuia Community Centre area per SUIP collecting \$2,000.
- A fixed charge of \$23.00 within the Te Popo Community Centre area per SUIP collecting \$1,000.
- A fixed charge of \$13.80 within the Pembroke Road Community Centre area per SUIP collecting \$1,968.
- A fixed charge of \$34.50 within the Toko Community Centre area per SUIP collecting \$4,500.
- A fixed charge of \$17.25 within the Pukengahu Community Centre area per SUIP collecting \$825.
- A fixed charge of \$17.25 within the Midhirst Community Centre area per SUIP collecting \$5,685.
- A fixed charge of \$11.50 within the Makahu Community Centre area per SUIP collecting \$510.

- A fixed charge of \$30.00 within the Cardiff Community Centre area per SUIP collecting \$2,791.

The community centres rate will be used to fund the operating costs of the community centres and will raise \$19,279.

Refer to the boundary maps for each Community Centre area on council's website, <https://www.stratford.govt.nz/our-services/rates-and-property/district-boundaries-and-maps>.

PAYMENT DUE DATES AND PENALTIES

All rates, except those for metered water supply, will be payable in four equal instalments due on:

1st Instalment:	28 August 2024
2nd Instalment:	27 November 2024
3rd Instalment:	26 February 2025
4th Instalment:	28 May 2025

Pursuant to Sections 57 and 58 of the LGRA the following penalties on unpaid rates (excluding metered water rates) will be added:

- A charge of 10% on so much of any instalment that has been assessed after 1 July 2024 which remains unpaid after the due date for that instalment. The penalty will be added on the following dates:

- 1st Instalment	4 September 2024
- 2nd Instalment	4 December 2024
- 3rd Instalment	5 March 2025
- 4th Instalment	4 June 2025
- A charge of 10% on so much of any rates assessed before 1 July 2024 which remain unpaid on 16 July 2024. The penalty will be added on 23 July 2024.
- A continuing additional penalty of 10% on so much of any rates assessed before 1 July 2024, to which a penalty has been added under the immediately preceding bullet point, and which remain unpaid six months after the previous penalty was added. The penalty will be added on 23 January 2025.
- Penalties imposed are exempt from GST.

Payment Due Dates for Metered Water Supply

The due dates are set out in the table below. A charge of 10% on any amount outstanding for the quarter which remains unpaid on the following dates will be added on the dates below:

<u>Period</u>	<u>Due Date</u>	<u>Penalty Date</u>
1 July to 30 September 2024	27 November 2024	04 December 2024
1 October to 31 December 2024	26 February 2025	05 March 2025
1 January to 31 March 2025	28 May 2025	04 June 2025
1 April to 30 June 2025	27 August 2025	03 September 2025

EARLY PAYMENT

Sections 55 and 56 of the Local Government (Rating) Act 2002 empowers Council to allow for the early payment of rates.

- Council proposes to accept early payment of all rates assessed for the 2024/25 year, but no discount will be applied for early payment. (Section 55).

- Council proposes to accept early payment of all rates assessed for the 2024/25 and subsequent years, but no discount will be applied for early payment. These payments will be applied to general rates or individual targeted rates if requested by the ratepayer, otherwise they will be applied against future general rates. (Section 56).

PAYMENT LOCATIONS – ALL RATES AND CHARGES

Direct Debits are the preferred method of payment. Direct Debit Authority Forms are available at our Council office, or online.

Payments can be made online by going to www.stratford.govt.nz and clicking on “Pay Online”.

Mail and electronic payments shall be deemed to be received at the Council Office on day of receipt. The Council accepts payments by cash, eftpos or credit card between the hours of 8.30 am to 4.30 pm, Monday to Friday, at the Council offices, 63 Miranda Street, Stratford.

Recommended Reason

The Long Term Plan 2024-34 contains the activities and associated costs of Council and the funding mechanisms, including rates, to meet those costs. The Rates to be set above are consistent with the Funding Impact Statement in the Long Term Plan 2024-34, as required by law.

VOLZKE/HARRIS
Carried
CL/24/99

The Director – Corporate Services noted the following:

- This report is what gets completed after a Long Term plan and dictates the next set of rates, the report includes the detailed numbers that make up the long Term plan. She noted that after the report gets accepted invoicing can begin.

11. Questions

There were no questions.

12. Closing Karakia

D21/40748 Page 1420

The closing karakia was read.

The meeting closed at 4.16 pm.

N C Volzke
Chairman

Confirmed this 13th day of August 2024.

N C Volzke
District Mayor

MINUTES

Audit and Risk Committee



F22/55/05 – D24/38200

Date: Tuesday 16 July 2024 at 2pm
Venue: Council Chambers, 63 Miranda Street, Stratford

Present

Mr P Jones (the Chair), the District Mayor N C Volzke, Councillors: G W Boyde and V R Jones.

In attendance

The Deputy Mayor M McKay (*Part meeting*).

Councillors: S J Beck, E E Hall, A M C Dudley and V Jones.

The Chief Executive – Mr S Hanne, the Director – Corporate Services – Ms T Radich, the Director – Assets – Mrs V Araba, the Acting Director – Community Services – Mrs E Bishop (*part meeting*), the Committee Secretary – Ms E Coulton, the Services Assets Manager – Mr J Cooper (*part meeting*), the Corporate Accountant – Mrs C Craig, the Projects Manager – Mr S Taylor, the Health and Safety/Emergency Management Advisor – Mr O Konkin (*part meeting*), and the Communications Manager – Ms G Gibson (*part meeting*).

Via Audio/Visual Link – Ms P Thomson and Mr L van der Walt (part meeting)

1. Welcome

The opening karakia was read.

The Chair welcomed the District Mayor, Councillors, staff and the media to the meeting.

The Chair reiterated the health and safety message and emergency procedures.

2. Apologies

An apology was received from Councillor J M S Erwood.

Recommendation

THAT the apologies be received.

VOLZKE/BOYDE
Carried
A&R/24/23

3. Announcements

Recommendation

THAT the tabled report be received.

P JONES/V JONES
Carried
A&R/24/24

4. Declarations of Members Interest

The Chair requested councillors to declare any real or perceived conflicts of interest relating to items on this agenda.

There were no conflicts of interest declared.

At this point in the meeting approval was given to move item 13 forward for discussion due to the availability of the external presenters.

13. Decision Report – Annual Report 2023/24 Administration Matters
D24/33498 Page 72

Recommendations

1. THAT the report be received including any tabled documents.
2. THAT the audited Annual Report 2023/24 for Stratford District Council be adopted no later than 31 December 2024, taking advantage of the extension under the Water Services Acts Repeals Act 2024.
3. THAT the audited Annual Report 2023/24 for Percy Thomson Trust be delivered to Council after the legislative deadline for Council Controlled Organisations of 30 September, but no later than 31 December 2024, in line with Council's Annual Report. A draft Annual Report 2023/24 must be provided to Council by 30 September 2024 and a final audited Annual Report by 30 November.
4. THAT the audit engagement letter and the Audit proposal letter be signed by the Chief Executive and the District Mayor when the negotiation of the fees have been undertaken.

BOYDE/McKAY
Carried
A&R/24/25

Recommended Reason

An extension for the adoption date for both Annual Reports is requested as a one-off for the 2023/24 year only.

The Director – Corporate Services noted:

- The late attachments to the item have been circulated via email on the 12th of July and include the audit proposal letter, the engagement letter and the planning report which have been provided by the auditors.
- This has been classified as a decision report as it contains a resolution to extend the timeline for the adoption of the audited Annual Report for Council and the delivery of the audited Annual Report for Percy Thomson Trust, due to the extension provided by legislation as a result of the Water Services Repeals Act.
- Council are wanting to take advantage of the extension for various reasons including resourcing over the next 5 months, asset revaluation for roading, 3 waters and the delay in the Long Term Plan adoption.
- It is looking likely that the auditing process on these documents will begin in October, in comparison to typical years where the process would begin in late July/early August.

Questions/Points of Clarification:

- The Chairman invited the auditors via audiovisual link to express their thoughts on the three circulated documents.
- Ms Thompson noted that she would like to begin by talking about the audit plan. She noted that page 6 of the audit plan highlights the main areas of focus within the audit process and emphasised that they remain largely unchanged to previous years focuses. However, she noted that there are aspects that are different to what has happened prior. She noted that a prime example of difference for this year is the valuation in assets due to Council recording their assets at fair value in accordance with the standards. An annual assessment needs to be undertaken for the movement and change in fair value on a cyclical basis, council has adopted this cycle as every 3 years. She expressed that this year is big year in terms of the full valuations. The roading valuation together with the 3 waters asset infrastructure valuations will also be undertaken and performed by BECA, she noted that Deloitte are responsible for reading the valuations, having touchpoints with the valuers and assessing the critical assumptions used in the valuations.
- Ms Thompson noted that within the last 2 financial years, there was an emphasis of matter surrounding 3 waters and the changes proposed. She expressed that she is aware that this is due to change again but has highlighted that this will most likely continue to have an emphasis of matter due to requiring clarity around what it will look like going forward.
- Mr. Van Der Walt emphasized that, for key focus areas, the statement of service performance, council's method of non-financial reporting, is crucial for all public sector entities, particularly in an LTP year. He outlined how auditors assess this by sampling what they determine to be key performance measures through a risk assessment process. This includes measures mandated by legislation as well as those decided by councillors. Once the measures are selected, auditors conduct a thorough review to understand the systems and processes behind the reporting. They test and evaluate the data used to ensure its accuracy before finalising their assessment.
- The Chairman noted that within the audit proposal the estimated hours have a large number of hours dedicated to revaluation. He expressed that the number of hours indicatively signalled to be spent on revaluation seems to be excessive, he sought clarification as to what is being planned for the auditing of the revaluation that will take up the estimated hours proposed. Mrs Thompson noted that she appreciates that 50 hours for each revaluation seems like a large number of hours allocated, but clarified that each revaluation has to go through 3 reviews at the auditors and that the 50 hours includes various aspects such as conversations with the valuer.
- The Chairman acknowledged that the work has to be reviewed 3 times as per Deloitte expectations but reiterated that it still seems like a rather large amount of time. Mrs Thompson noted that when creating the audit proposal they checked the proposed number against other councils revaluation hours to make sure it is consistent. It was clarified that the cross referencing of hours spent on revaluation were done on councils of similar size.
- Councillor Jones noted that in the key focus area it states each activity that is being audited, he asked if the committee would be able to receive a breakdown of the hours proposed for each aspect of the activity. Mrs Thompson noted that typically that information is not shared with the wider committee, but is happy to answer any specific questions regarding it. Councillor Jones asked as to why that information is not typically shared. Mrs Thompson noted that it is not just something that can be sent without having a conversation first. The Director – Corporate Services noted that in previous years there has been discussion of similar nature with a PowerPoint provided with a table of the breakdown of hours included, she expressed that this was helpful and maybe this could be explored to be done this year also. Mrs Thompson noted that this is something that can be provided to Mrs Radich and Mr Hanne.
- The Chairman noted that he is struggling with the cost of the audit, particularly for a small council. He noted that the \$250,000 proposed is just under 2% of Stratfords rates. He expressed that council has been asked to cut costs by a number of people and within the auditing space, all the council are seeing no efficiencies and more hours at higher costs than previous years. Mrs Thompson noted that this will be the third year doing SDCs audit and highlighted that within the audit proposal letter, there was a big difference in last years budgeted hours vs actual hours. She expressed that they are trying to keep down the hours as much as possible but due to the added revaluations this does add extra hours not seen last year. Mr Van Der Walt emphasised that these hours are just an estimate and that they do track as they go and he is happy to share this tracking of actual vs estimated as the auditing process goes

along to management. He emphasised that they are always trying to look for efficiencies throughout which is why they engage with management early.

- The Chairman noted that he is aware that Deloitte are wanting to have this discussion with management only but expressed that elected members need to understand it as well as management does. He noted that we are seeing a \$50,000 or 25% increase from the previous year and he is struggling with it. He asked the Chief Executive what happens if the committee do not agree with the fee. The Chief Executive noted that it would come down to the auditor general invoking relevant legislation.
- The Chairman asked if the OAG has signed off on the proposed fee. Mrs Thompson clarified that the OAG is in the process of reviewing the letter to give feedback so it has not been signed off as of yet.
- It was rediscussed as to why elected members are unable to be provided a breakdown of the hours spent on specific aspects of the areas of focus. It was clarified that Mrs Thompson will be able to provide Mrs Radich and Mr Hanne the information requested, but has to check with the OAG that the information can be distributed to the wider committee.
- The Chairman asked the Director – Corporate Services if there was anything else within her report that needed discussion. He noted that if there was nothing else to discuss should the committee consider adding in a fourth recommendation to allow the Chief Executive and the District Mayor to sign and approve the proposal letter when it comes back from the OAG. Agreeance was shared around the table.

Via Audio/Visual Link – Ms P Thomson and Mr L van der Walt left the meeting at 2.40 pm

- It was discussed that whilst audit fees are increasing, this is not an issue unique to Stratford District Council as many other Councils are experiencing the same. Councillor Boyde expressed that he acknowledges this, but when the fees are up 25% and the rates have had to go up 2% to compensate, it is difficult to remain positive.
- Councillor Hall noted that it does not feel like authentic accountability on the auditors part. She noted that they can do what they please and we have to agree to it because legally, we need to be audited. She further expressed that whilst we may raise areas of concern, it feels as if they do not take it into account as seriously as they could.

5. Attendance Schedule

Page 9

The attendance schedule for Audit and Risk Committee meetings was attached.

6. Programme of Works

D21/42807 Page 10

Recommendation

THAT the Audit and Risk Committee's rolling programme of works up to September 2025 be received. With amendments.

P JONES/BOYDE

Carried

A&R/24/26

The Director – Corporate Services noted the following:

- The annual report update has been brought forward from September.
- Insurance renewal is currently underway so that needs to be brought forward.
- The internal audit report is to be pushed out to November.
- Reminder that this is the opportunity for any committee members to add something to the programme of works.

Questions/Points of Clarification:

- The Chairman noted that on the programme of works, there is no mention of a risks deep dive into 3 waters. He expressed that due to the potential bill this should be brought to the September meeting. The Chief Executive noted that the elected members will be invited to a workshop in the near future to discuss the options we have in front of us, he expressed that because it is externally controlled he is unsure as to when and what will be brought forward to elected members. He noted that he believes that the risk environment has not changed since the last one. The Chief Executive noted that after the workshop, it is anticipated that multiple reports should be formally brought to elected members that will delve into multiple risks, he also noted that we have committed to the community in the Long Term Plan stating that we will not make any decisions on three waters until we consult with them. The Chairman expressed that he is interested in seeing a report with an extract of the key risks associated with the decision to date and the potential emerging risks that need to be considered.
- The District Mayor suggested that if a report should be provided by the Chief Executive regarding the risk of 3 waters, stranded overheads should be included. Councillor Hall sought clarification as to what stranded overheads are. The Chief Executive noted that each activity has associated costs which create overheads. It was explained that if 3 waters is being removed, we will lose aspects of overheads such as vehicles and staff members, he noted that some costs will be scalable and others will require to be distributed. The District Mayor reiterated this by expressing that a cost without a home, is a stranded overhead.
- Councillor Boyde noted that we are looking at training to take place in October 2025, he asked if this needs to be added to the programme of works. The Director – Corporate Services noted that she already has it recorded.

7. Confirmation of Minutes

- a. **Audit and Risk Committee – 21 May 2024**
D24/12999 Page 11

Recommendation

THAT the minutes of the Audit and Risk Meeting, including the public excluded section, held on Tuesday 21 May 2024 be confirmed as a true and accurate record.

McKAY/VOLZKE
Carried
A&R/24/27

8. Matters Outstanding

D18/27474 Page 18

Recommendation

THAT the matters outstanding be received.

BOYDE/JONES
Carried
A&R/24/28

9. Information Report – Health, Safety and Wellbeing
D24/32420 Page 19

Recommendation

THAT the report be received.

McKAY/JONES
Carried
A&R/24/29

Questions/Points of clarification:

- Councillor Boyde noted that section 4.4 notes incidents in relation to threatening and aggressive behaviour to staff, he highlighted that this is currently a growing widespread issue with increasing incident numbers and asked as to how the Council is mitigating the risk to staff. The Health and Safety/Emergency Management Advisor noted that is a challenging area as we can't eliminate the full risk in terms of the staff's connection to the public within those public facing roles. He noted that we currently provide de-escalation training and a number of other mitigation processes, but struggles to see as to what else can be done at this current time to further decrease the risk.
- Councillor Jones questioned if the Chair is aware of any prosecutions that have been filed on the basis of threatening behaviour to council staff at other councils throughout the country. The Chair clarified that he is only aware of one council where prosecution has been successful but noted that he is aware of multiple trespassing's at multiple councils, including SDC.
- The Chair noted that under section 4.1 contractor incidents and accidents, recent actions undertaken, it notes ongoing site audits. He suggested that it may be beneficial for the number to be listed. The Health and Safety/Emergency Management Advisor noted that the number of site visits conducted are noted in the report in a different section. The Chair expressed that he is aware of this but notes that having it under the recent actions undertaken section of the report will make it stand out and easily accessible. The Health and Safety/Emergency Management Advisor noted this.
- The Chief Executive noted that elected members have expressed that they would like to see a list of emerging risks based off incidents that have appeared in other council spaces within the report.
- Councillor Hall expressed that collaboration on this list may be helpful, to get input from the District Mayor and the Chair as to what they may have seen as well.
- Councillor Boyde asked what D4H training is. The Health and Safety/Emergency Management Advisor clarified that it is the computer software used for Civil Defence operations.

The Health and Safety/Emergency Management Advisor left the meeting at 3.02 pm.

10. Information Report – Risk Management (update)
D24/33297 Page 24

Recommendation

THAT the report be received.

Recommended Reason

To provide an update to the Audit and Risk Committee of any risk events or threats in relation to significant risks on Council's risk register, as part of Council's risk management processes.

McKAY/VOLZKE
Carried
A&R/24/30

The Director – Corporate Services noted the following:

- The report indicates Stratford District Council significant risks.
- The report notes a server failure, clarified that the incident was a non-event but is included in the report for future monitoring purposes.
- Typically, an update is provided on government legislation and the impact on local councils but this has not been included in the most recent report. She updated the committee and notified them that the local government review has been abandoned and a number of reviews are being conducted such as the public works act and the building control act.
- We are seeing more work on three waters regionally on shared services and councils have been asked to contribute financially and in terms of resourcing. She noted that this is something we need to be mindful of the risks and benefits associated with it. The Chief Executive clarified that it is not just regional work around three waters, but it is also work around a handful of activities. The Director – Corporate Services noted that NPDC have been driving this regional exploration of shared services and it has been identified as a risk by The Director - Corporate Services.

Questions/Points of Clarification:

- The District Mayor noted some recent changes to policy that affect risk 78, Government Policy Impacting on Local Government. He listed off a number of policy changes that will have major financial implications, Waka Kotahi Emergency Works, Waka Kotahi Minor Works, Waka Kotahi Uneconomic Roads and Waka Kotahi Resilience Following Major Disasters. He expressed that collectively the changes to those policies collate to over \$100 million a year and is something that it is an ongoing worry and suspects that there is more to come.
- The Chairman noted that he has seen discussion on changing how building inspections are being done. The District Mayor noted that whilst the new laws surrounding granny flats may be good for those building them, they are not great for councils due to no longer requiring building consents. The Chairman noted that granny flats have a high capital value, he highlighted that if these are not requiring building consents, how are they being rated?
- The District Mayor noted that this is called a SUIP. He questioned as to how we are identifying SUIP, particularly new SUIPs, he noted that we currently have a system that identifies some but not all. He mentioned that he has seen a growing number of sleepouts, large caravans and other similar non-permanent housing arrangements on people's properties. The District Mayor noted that during his drives through Stratford he has identified five types of these properties and expressed that distinguishing those with sewers from a surface street level can not be done. He noted that we need to consider investigating a system to put in place to identify and define what a SUIP is.
- Councillor Jones expressed that risk 72 notes the mitigation of the risk of elected members and their decision making, he noted that the mitigation of this risk is jeopardised, and the risk factor is increased when elected members have rushed decisions to make and not all the information has been presented to them. Councillor Jones used the pedestrian crossing as an example as to where risk has been heightened within decision making. He also pointed out that the risk is further heightened when officers verbally note the expected outcome of a situation, but the actual physical outcome does not align. This discrepancy can lead to uncertainty about whether the decision was correct due to the potential misjudgement in verbal response.
- The Chief Executive noted that he fully agrees that the shortened processes can create a heightened risk. He noted that before elected members are willing to go into the decision making process it is important that they ask all of the necessary questions. He expressed that if points of conversation are an important part of the decision, it needs to be added into the resolution, as resolutions are the only binding items. The Chief Executive reiterated that the mitigation of the risk comes from asking an adequate number of questions to make an informed decision and adding important governance matters into the resolution.
- Councillor Boyde expressed that he shares Councillor Jones concern surrounding short timeframes for decisions. He noted that elected members do tend to ask a substantial amount of questions but sometimes receive two different answers, he used the pedestrian crossing as an example of this. He highlighted that within the pedestrian crossing decision making process, parameters changed without warning and extra options were added for consideration without consulting elected members in a meeting space. The understanding of the tight timeline was expressed but he noted that the inconsistency in information across the two meetings made it more difficult for elected members to make an informed decision.

- The Chief Executive clarified that the officer genuinely gave elected members the options as to what was on offer and the parameters associated with it based on the information provided by NZTA at that moment in time. SDC contacted NZTA after public consultation to see if any further options could be explored based on the feedback received and they gave extra options and more relaxed parameters. The Chief Executive noted that we were trying to deliver on what was expressed by the community. He also expressed that there was an option to not take the funding due to the timeline being tight, but elected members decided to move forward with the decision making process.
- The District Mayor expressed that initially, SDC were told the pedestrian crossings were to be in between the two roundabouts but changed their plans based on the community feedback. He highlighted that this was a decision from NZTA not the officer. The District Mayor also noted that the extra options were based off the community consultation. He noted that he does not see it as a criticism but sees it as the council listening to the community.

11. Information Report – Procurement Policy Review

D24/33615 Page 37

Recommendations

1. THAT the report be received.
2. THAT the proposed amendments to the Procurement Policy be reviewed by the Committee, with appropriate consideration given to procurement risks.

BOYDE/JONES
Carried
A&R/24/31

Recommended Reason

Feedback by the Committee on the proposals for amendments to the policy will contribute to a final draft policy that will be presented to the Policy and Services Committee in August.

The Director - Corporate Services noted the following:

- This policy was brought to Audit and Risk Committee to place a risk lense over the policy and make sure that any amendments that have been proposed are not exposing the council to any new risks as the policy is identified as a higher risk policy.
- The policy has been presented to a select few staff members for consultation and their views have been collated and placed into a draft updated policy.
- They are wanting feedback from the committee on what they would like added and removed from the draft.

Questions/Points of Clarification:

- The District Mayor expressed that a proposed change within the policy that he likes is the unbundling of contracts to make it easier for local contractors to get council work. He noted that whilst it may be more expensive to have multiple smaller contracts instead of one, it will help grow small businesses and keep the money in the region which are two major positives. The District Mayor also noted that he likes the section of the policy that gives capacity to Māori business, he expressed that it aligns well with some tasks that have come up within the community wellbeing.
- Councillor Beck noted that he too was also excited to read that and it is a great addition to the policy. He expressed that it empowers local business and shows the councils support.
- Councillor Jones noted that it mentions about advertising on the website, he expressed that he likes this idea so people are able to access and see what the council is up to. He questioned as to how many contracts SDC have had that are over \$250,000, due to the fact the financial delegation section states that these should be brought forward to Policy and Services meetings

however, he does not recall any instances where this has happened. The Chairman noted that he has a question to add to this question, he asked as to why there are delegations within this policy as typically these two things are separate as delegations tend to be easier to update than policy.

- The Director – Assets answered Councillor Jones’s question, she noted that all large contracts have been obtained several years ago. She noted that they are placed into the asset report.
- Councillor Jones asked if when the contract gets placed into the report, if it is just the price or if who has won the contract is added as well. The Chief Executive noted because we are transparent to the unsuccessful tenderers on who has won the contract, we are able to put this within our reports.
- The Chairman expressed that his personal preference is that delegations do not belong within a policy. The Chief executive noted that he believes this is not a delegation, he believes that its intention is to provide guidance during the process. The Director – Corporate Services has been tasked to alter the wording within the policy to make this clear.
- The District Mayor noted when looking at this policy from a risk perspective, a substantial risk surrounding procurement is fraud and other similar matters. He noted that when looking at our safeguarding protocols he believes that we have adequate risk protection.
- The Chairman noted that within the policy he did not see a mention of the utilization of a probity auditor, he noted that it should be discussed as to when, what and how a probity auditor should be considered as getting a contract wrong poses a significant risk to council in terms of financials.
- The Chairman noted that something that he believes requires more work is the refining of the definition of the term whole of life costs. The Director – Corporate Services noted that she will refine the definition. The Director – Corporate Services clarified that there is also a procurement manual that sits under the policy.
- Councillor Jones noted that item 12 has a series of xx next to it, he asked if this was meant for elected members to provide feedback on. There was discussion surrounding the dollar value that should be allocated to item 12 and the Chairman noted that his recommendation is to leave it at \$25,000 so it is consistent with the act.

12. Information Report – LTP 2024-34 Debrief
D24/33297 Page 60

Recommendation

THAT the report be received.

McKAY/BOYDE
Carried
A&R/24/32

Recommended Reason

To present to the Audit and Risk Committee an internal assessment of the development of the Long Term Plan 2024-34 and any associated learnings.

The Director – Corporate Services noted the following:

- There have been a lot of improvements since the last debrief in 2021. Despite adopting the LTP a month later, our processes were better throughout the duration of the LTP process.
- The overall goal of the LTP was to make sure that every decision made links back to our community outcomes. She clarified that Iwi did contribute in the creation of the community outcomes but did not have direct input into the LTP.
- The debrief aims to capture the strengths and weaknesses found within the LTP process. She noted that it would be helpful for elected members to provide feedback that can be of use in the next LTP year.

- A weakness indicated within the debrief is that a significant portion of time was allocated to lower priority items and other higher priority items were given less time.

Questions/Points of Clarification:

- Councillor Jones noted that it was a well captured debrief.
- The District Mayor agreed with Councillor Jones as to how well captured the debrief was. He noted that one comment that caught his eye was noted in weakness and it mentioned that there were too many workshops that delved into too much detail and the process was weighed down with focus on low level expenditure. He highlighted that this tends to lead elected members to make rushed decisions on high level expenditure having spent too much time on seemingly trivial activities.
- The Chairman commended council as they did well to only miss the deadline by a small amount of time, he expressed that he knows of a number of councils that have had their dates moved significantly.
- The Chairman identified a risk within the LTP process undertaken by council. He noted that the use of spreadsheets is a risk, he used an example to back this up. He suggested that based on the level of expected change within local government in the next 3 – 6 years, it may be a worthwhile investment to look into new software. The Director - Corporate Services noted that whilst it is good to take a step back and look at the recommendations that are coming through, it is important to highlight that our current spreadsheet system is an asset that has been refined over the years and is free. She expressed that if we were to purchase software there would be an upfront capital cost and an ongoing lease cost, she highlighted that we would be paying a lot more for the same result as auditors have not found a problem with our current system. The Chairman noted that in future if SDC are to continue using the current system, he would like to see an outline as to how we are mitigating the associated risks.
- Councillor Boyde noted that it mentions within the debrief that Diligence files are to be uploaded on the Friday before a meeting/workshop, he was under the impression that it was a Thursday. He also noted that he has had multiple instances where he has received files the day or night before a meeting, he expressed that this makes it hard to make an informed decision. The Director – Corporate Services explained that legislation requires agendas and supporting documents to be provided by Thursday for meetings and Friday at the latest for workshops. She noted that Officers are trying to find a balance of what reports are urgent and need to be tabled and what can be brought up later.
- Councillor Hall noted that whilst she was not a part of the last LTP decision making process where items were discussed based on activity, she enjoyed going through the capital but suggested to mitigate the rushed decisions towards the end and the time allocated to lesser important items, maybe the process should loop back to activities nearing the closing of the process to tie it up.
- The Deputy Mayor noted that when analysing the report from a risk perspective, a risk she identified that should be noted in the report were the multiple meetings that ended at 9/10 pm at night. She expressed that in future LTP discussions this needs to be avoided at all costs as it is unfair and this needs to be highlighted in the report for future reference.
- The Deputy Mayor also noted that within the strengths column business cases for significant expenditure was listed, she expressed that she marginally disagrees with this. She noted that when the business cases were received there was a question of what was the alternative and for a majority, there was none. She reminded elected members of the roading report that was received that was well done, she highlighted that this report had the consequences associated with each level of budget that may be allocated based on elected members decisions. She noted that it would be good to see a tiered system within other business cases like this, as it made allocating budget to roading really easy. The Director – Corporate Services noted that she will add this to the opportunity for improvement within the debrief.

The Deputy Mayor left the meeting at 4.05 pm.

14. Correspondence

7.1 Letter to Stakeholders to Accompany 2024-27 Statement of Intent – LGFA

- The Director - Corporate Services noted that this correspondence is an update on the Statement of Intent from LGFA, forecasting the next 3 years.

7.2 Percy Thomson – Audit Matters

- The Director - Corporate Services noted that this is in response to the request made via the Audit and Risk Committee to the Percy Thomson Trust about auditing matters. She noted that there has been no response received from the Trust as of yet.
- Councillor Hall noted that the Trust has until the 19th of July to provide a response. The Chairman further noted that this is 3 days away.
- Councillor Boyde questioned as to how the response will be circulated once received. The Chief Executive noted that it will be placed in correspondence.
- It was discussed and decided to place this on Matters Outstanding.

18. Resolution to Exclude the Public

Recommendation

THAT the public be excluded from the following parts of the proceedings of this meeting, namely:

Agenda Item No: 19

The general subject of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution are as follows:

General subject of each matter to be considered	Reason for passing this resolution to each matter	Grounds under section 48(1) for the passing of this resolution
Insurance Framework and options	The withholding of the information is necessary to protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information <i>and</i> to enable any local authority holding the information to carry out, without prejudice or disadvantage, commercial activities	That the public conduct of the whole or the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist, under section 6 and section 7 of the Act - specifically Section 7(2)(b)(ii) and Section 7(2)(h). (Section 48(1)(a) Local Government Official Information and Meetings Act 1987.

BOYDE/P JONES
Carried
 A&R/24/33

19. Public Excluded Item

Recommendation

THAT the open meeting resume.

P JONES/BOYDE
Carried
A&R/24/35

15. General Business

There was no general business.

16. Questions

There were no questions.

17. Closing Karakia
D21/40748 Page 83

The Closing karakia was read.

The meeting closed at 4.52pm.

P Jones
Chairman

Confirmed this 17th day of September 2024.

N C Volzke
District Mayor

MINUTES

Policy and Services Committee



F22/55/05 – D24/36732

Date: Tuesday 23 July at 3.00pm
Venue: Council Chambers, 63 Miranda Street, Stratford

Present

The Deputy Mayor – M McKay (the Chairperson), the District Mayor N C Volzke, Councillors: S J Beck, J M S Erwood, A K Harris, E E Hall, W J Sandford, A M C Dudley, V R Jones and M J Watt.

In attendance

The Chief Executive – Mr S Hanne, the Director – Assets – Mrs V Araba, the Director – Environmental Services – Mr B Sutherland, the Director – Corporate Services – Mrs T Radich, the Acting Director – Community Services – Mrs E Bishop, the Committee Secretary – Ms E Coulton, the acting Executive Assistant and Committee Advisor – Mrs C Reynolds (*part meeting*), the Roding Asset Manager – Mr S Bowden, the Sustainability Advisor – Ms V Dombroski, the Projects Manager – Mr S Taylor, the Service Asset Manager – Mr J Cooper (*part meeting*), the Parks and Reserves Officer – Mrs M McBain (*part meeting*), the Property Officer – Mrs S Flight (*part meeting*), the Special Projects Manager - Mr N Cooper (*part meeting*) and one member of the media (Stratford Press).

1. Welcome

The opening karakia was read.

The Deputy Mayor welcomed the Chief Executive, Councillors, staff, and the media.

The Deputy Mayor reiterated the health and safety message and emergency procedures.

2. Apologies

An approved leave of absence was noted for Councillor G W Boyde and an apology noted from Councillor C M Tongaawhikau.

Recommendation

THAT the apologies be received.

ERWOOD/DUDLEY
Carried
P&S/24/188

3. Announcements

There were no announcements.

4. Declarations of members interest

Elected members were asked to declare any real or perceived conflicts of interest relating to items on this agenda.

Councillor A K Harris declared interest in item 9 decision report – Stopping of Part Whangamomona Road and Addition to Whangamomona Domain.

5. Attendance Schedule

The Attendance schedule for Policy and Services Committee meetings, including Hearings, was attached.

6. Confirmation of Minutes

- 6.1 Policy and Services Committee –25 June 2024
D24/32049 Page 11

Recommendation

THAT the minutes of the Policy and Services Committee Meeting held on Tuesday 25 June 2024 be confirmed as a true and accurate record.

HARRIS/BECK
Carried
P&S/24/189

The Committee Secretary undertook to make the following amendments:

- Amend Councillor V R Jones to present.
- It was noted that Councillor Tongaawhikau had moved the resolution to confirm the minutes for the Policy and Services Committee Meeting – 11 June 2024 (hearing) as a true and accurate record. However Councillor Tongaawhikau was not present at that meeting. Councillor Hall moved that the minutes were a true and accurate record and Councillor Jones remained as the seconder. This would be amended.

7. Matters Outstanding

D16/47 Page 21

Recommendation

THAT the Matters Outstanding be received.

WATT/JONES
Carried
P&S/24/190

The Chief Executive noted:

- The Parking Bylaw review has been seen by elected members in a workshop but will stay as a matter outstanding until a formal report has been presented to elected members.

8. Decision Report – Proposed Changes to Refuse Transfer Stationing Opening Days and Hours

D24/33401

Page 22

Recommendations

1. THAT the report be received.

DUDLEY/ERWOOD

Carried

P&S/24/191

- ~~2. THAT the Committee approve Option 2, the new hours of operation proposed at the Refuse Transfer Station.~~

Recommended Reason

To allow the closing of the Refuse Transfer Station in the quiet period (midweek) and extension of the hours across the other open days, to create broader opportunity for customers to utilise the site, maximising revenue and the opportunity for waste diversion.

The Services Asset Manager noted:

- Stratford District Council were contacted by the new solid waste contractor with the proposal of altering opening days to have the transfer station closed on Wednesdays and Thursday to assist the lone worker running the transfer station.

Questions/Points of Clarification:

- Councillor Sandford noted that he has talked to the lone worker at the Refuse Transfer Station, she has expressed that very few patrons visit the transfer station on boxing day and new years day, he asked if it has been discussed about closing on those days to assist the lone worker. The Service Asset Manager noted that whilst it has not been discussed, he will look into this further.
- The Director – Assets noted a correction for page 23, she expressed that table 2: Proposed Stratford Refuse Transfer Station Opening Hours, states that Wednesday and Thursday have total of 3 hours, it should say 0 hours.
- Councillor Beck questioned the volume of patrons that attend the transfer station on the proposed closed days. The Services Asset Manager clarified that the proposed closed days are the slowest days and typically average a total of 6 patrons. Councillor Beck noted that he had a concern about isolating specific members of the community such as shift workers by closing midweek but expressed that due to the numbers provided maybe it will not be as isolating as he previously thought.
- Councillor Jones sought clarification on whether this proposal falls under operational or governance as they are operational hours. The Chief Executive clarified that technically it is classified as an operational matter but was brought to elected members as staff believed it was a sensitive matter and if it was not brought to elected members it would have been brought up regardless.
- Councillor Hall believes that this is an operational matter and has appetite to move option 2.
- Councillor Harris acknowledges that it is an operational matter but has a concern with the earlier opening hours being dropped off with the removal of the Wednesday opening hours. She expressed that she would like to see the early opening hour reinstated on another day. The Services Asset Manager noted that this can be looked in to.
- Councillor Hall withdrew her previous motion and proposed a new motion.

Recommendation

2. THAT the Committee approve Option 2, the new hours of operation proposed at the Refuse Transfer Station with the request that officers discuss with the contractors to have an earlier opening time one day a week to counter the loss of the current Wednesday morning timeframe.

HALL/HARRIS
Carried
P&S/24/192

Councillor Harris left the table at 3.15 pm.

9. [Decision Report – Stopping of Part Whangamomona Road and Addition to Whangamomona Domain](#)

D24/33880 Page 27

Recommendations

1. THAT the report be received.

ERWOOD/VOLZKE
Carried
P&S/24/193
2. THAT, subject to the consent of the Minister of Lands, Council proceeds to stop under the provisions of either Section 342 of the Local Government Act 1974 or Section 116 of the Public Works Act 1981, that portion of Whangamomona Road containing approximately 9,280 square metres (subject to survey) on the northern side of the road adjacent the Whangamomona Domain campground.
3. THAT, following the stopping, that portion of the road stopped in Recommendation 2, apart from a 20-metre strip that will automatically become Local Purpose (Esplanade) Reserve, be vested in Council as Recreation Reserve, and added to the Whangamomona Domain to be managed by the Whangamomona Domain Board Incorporated on behalf of Council.

BECK/HALL
Carried
P&S/24/194

Recommended Reason

A large proportion of the infrastructure on the Whangamomona Domain (originally a school site) is built on or over the boundary of the domain, encroaching on a legal road adjacent the Whangamomona River. This potentially creates an issue in terms of future resource consents. The recommendations will rectify this legal situation.

- Mr Cooper noted that the Whangamomona Camp Ground prior to the grounds becoming a council reserve, was a school that was built without consideration to legal boundaries. He expressed that due to this, a planned section of work encroaches on the legal boundary of a road that is classified as a road but is unformed. Mr Cooper noted that due to the legal yet unformed road there are issues with boundary lines and building and expanding is going to be an ongoing issue with resource and building consents. The way to resolve this issue is to stop the road.

Questions/Points of Clarification:

- Mr Cooper clarified that it was anticipated this work would cost about \$9,000 for the survey and legal work and the Gazette notification between \$600-\$1,200

Councillor Harris rejoined the table at 3.20 pm.

10. Decision Report – Draft Sustainability Policy - Approval

D24/33825 Page 34

Recommendations	
1. <u>THAT</u> the report be received.	WATT/McKAY Carried <u>P&S/24/195</u>
2. <u>THAT</u> the Policy and Services Committee approves the <i>DRAFT Sustainability Policy</i> .	HALL/DUDLEY Carried <u>P&S/24/196</u>
Recommended Reason The adoption of this policy, will enable consideration of sustainability in decision making across Council, activities, services, and functions.	

The Sustainability Advisor noted that sustainability is a journey and not a destination. Therefore the policy will grow overtime with further discussion and trial and error.

11. Monthly Reports

11.1 Assets Report
D24/32566 Page 40

Recommendation	
<u>THAT</u> the report be received.	ERWOOD/DUDLEY Carried <u>P&S/24/197</u>

The Property Officer and the Parks and Reserves Officer joined the meeting at 3.23 pm.

- Councillor Sandford noted that the ceremony for the Ron Bray memorial bench seat was a beautiful morning and Ron's wife Averil Bray was very happy with the outcome.
- Councillor Dudley noted that she has been in contact with Mrs Araba regarding page 57 and the Centennial Restrooms, TET and War Memorial and loss of recent patrons. She contacted Mrs Araba asking if she would be able to provide a income outline as to how much the facilities are making. She has since been notified that whilst patronage is down, income is up. Councillor Dudley noted that she will circulate the received information to the elected members.
- Councillor Jones expressed that he was under the impression that council is no longer undertaking the use of Diatomix as it was not working. The Services Asset Manager noted that

the Taranaki Regional Council are in tomorrow to discuss the next step. He expressed that we are likely using the product we have left and then not re-purchasing.

- Councillor Erwood asked if there were any updates on the Page Street Sportsground damage. The Parks & Reserves Officer noted that since the initial report another incident has occurred where the same family have returned to the grounds and re-damaged the sportsground. She has spoken to 105 and this incident has been recorded and added to previous complaints.
- The Deputy Mayor mentioned that in previous instances of vandalism, the communications team had posted images of the incidents on social media and Antenno. She suggested that this approach might encourage residents of the Page Street area to report any repeat incidents to the police. The Parks & Reserves Officer clarified that a local resident has been promptly notifying her when acts of vandalism occur. She mentioned ongoing discussions with the communications team regarding a plan of action. Councillor Erwood recommending asking the resident to notify police as the first call and to ring 111 not 105.
- Councillor Beck expressed his concern regarding illegal dumping and the cost it is causing council. He asked if the rise in illegal dumping may have a correlation to the suspension of bins? The Services Asset Manager noted that he believes the rise in illegal dumping is due to a person advertising rubbish removal and taking it away and illegally dumping it.

11.2 Community Services Report
D24/32710 Page 64

Recommendation

THAT the report be received.

McKAY/HARRIS
Carried
P&S/24/198

The Acting Director – Community Services noted the following:

- The Puanga events held in June were reflected on. The Starry Night event attracted over 600 people and in addition to the event being free there were whānau ora (health), Tamariki kai (snacks) and māra kai (vegetable seeds) provided to each family in attendance by Ngāruahine Iwi Health Services. The event had a positive indoor-outdoor flow with the facility being used in its entirety. The Stratford District Youth Council and the District Mayor were kept busy cooking the free sausage sizzle all night. There has been a great deal of positive feedback received from the community and both council, and Ngāruahine Iwi Health Services are pleased with the event and the collaboration.
- The Library also had an exceptional week seeing 223 tamariki attending the Puanga programme led by the Children's and Youth Librarian.

The Acting Executive Assistant and Committee Advisor joined the meeting at 3.33 pm.

Questions/Points of Clarification:

- Councillor Sandford noted the misspelling of Midhirst on page 70.
- The District Mayor reiterated that the Starry Night event was super successful, and he noted the positive impact from the collaboration with Ngāruahine Iwi Health Services and Council.
- The District Mayor noted that the Mayoral Forum has been meeting and engaging in discussion surrounding the refresh of Tapuae Roa. He expressed that the draft refresh will come to council within the next 6 weeks for endorsement and is happy to meet individually with elected members to discuss it.

11.3 Environmental Services Report
D24/30675 Page 72

Recommendation

THAT the report be received.

JONES/McKAY
Carried
P&S/24/199

The Director - Environmental Services noted:

- At the previous P&S meeting it was discussed to chase the local alcohol policy review along and get in contact with NPDC. NPDC has responded and have notified us as to why there have been delays in moving along with this. STDC have recently also indicated an interest in joining the policy, so a meeting has been booked in for the next couple of weeks to discuss these matters. He expressed that whilst not much has changed since last meeting, there is progress being made.

11.4 Corporate Services Report
D24/30676 Page 79

Recommendation

THAT the report be received.

ERWOOD/HARRIS
Carried
P&S/24/200

The Director – Corporate Services noted the following:

- A mistake has been made and the wrong report has been uploaded, she circulated the correct report.
- There has been work done on creating preliminary end of year results, but it is expected to not be finalised until later in July as processing of the final valuation is yet to be done.
- Capital works delivery was at 55% last financial year with over half the projects completed. She noted that a summary of year 1 of the LTP has also been included with a breakdown of \$18,516,000 to be spent.
- There has been new budget authorisation to upgrade the audiovisual equipment within the chambers. She noted that it is looking to be slightly more expensive than previous quotes due to the time period left between obtaining the quotes and proceeding.

Questions/Points of Clarification:

- Councillor Sandford noted that page 96 indicates a frightening figure, he asked what this figure was comprised of. The Director – Corporate Services clarified that the figure he is referring to is the invoice total. She expressed that \$250,000 of that amount is loan associated.
- Councillor Harris noted the audiovisual upgrades that are set to be underway within the chambers, she asked if it is set to cost more than anticipated in previous quotes and if it is out by a significant amount of money, it will come back to elected members for consultation. The Chief Executive noted that if was known at the start of a project that it could not be completed within the assigned budget, it would come back to council for discussion.
- Councillor Harris thanked The Director - Corporate Services for her contribution the council and the committee, she noted that she will be missed.
- Councillor Beck noted that the end of June debt ratio was at 94, he highlighted that under tough times it is commendable that it is under 100. He expressed that it is looking healthy.

- Councillor Jones noted that capital expenditure spend is 55%, he highlighted that it seems to be an ongoing issue and asked why projects are not being completed. The Chief Executive noted that there has been an impact from external activities no longer proceeding. He noted significant activities such as the subdivision, Prospero Place and transport choices. He emphasised that internal resourcing is not the issue.
- Councillor Jones noted the talk surrounding the subdivision and wetlands and the reduction in the number of sections, he asked if we are aware of the financial impacts as of yet. The Chief Executive clarified that the financial modelling has not been done yet.
- The District Mayor clarified that the 55% mentioned by Councillor Jones refers to 55% of the budget having been used, not projects completed. He noted that 72% of projects have been completed with 16 cancelled or postponed.

12. Questions

There were no questions.

13. Closing Karakia

D21/40748 Page 97

The closing karakia was read.

The meeting closed at 3.52 pm.

M McKay
Chairperson

Confirmed this 27th day of August 2024.

N C Volzke
District Mayor

MINUTES

Extraordinary



F22/55/05 - D24/36806

Date: Tuesday 23 July 2024 at 4.00pm
Venue: Council Chambers, 63 Miranda Street, Stratford

Present

The District Mayor N C Volzke (the Chairman), the Deputy Mayor – M McKay, Councillors: S J Beck, A M C Dudley, J M S Erwood, A K Harris, E E Hall, V R Jones, C M Tongaawhikau, W J Sandford and M J Watt.

In attendance

The Chief Executive – Mr S Hanne, the Director – Assets - Mrs V Araba, the Director – Environmental Services – Mr B Sutherland, the Director – Corporate Services – Mrs T Radich, the Acting Director – Community Services – Mrs E Bishop, the Corporate Accountant – Mrs C Craig, the Acting Executive Assistant and Committee Advisor – Mrs C Reynolds,

1. Welcome

The Chairman welcomed the Mayor, Deputy Mayor, Chief Executive, Councillors, and staff.

1.1 Opening Karakia

D21/40748 Page 4

The opening karakia was read.

1.2 Health and Safety Message

D21/26210 Page 5

The Chairman reiterated the health and safety message and emergency procedures.

2. Apologies

An apology was received from Councillor C M Tongaawhikau and an approved leave of absence noted for Councillor G W Boyde.

Recommendation

THAT the apologies be received.

McKAY/SANDFORD
Carried
CL/24/100

3. Announcements

The District Mayor took the opportunity to record the appreciation for Mrs Radich's service for the last six years, noting he appreciates the efforts she has put in and acknowledged it had been a challenging time around cost increases and prior to that Covid. He noted she had had a big input and influence at Council and wished her well for the future.

4. Declarations of Members Interest

The Chairman requested Councillors to declare any real or perceived conflicts of interest relating to items on this agenda. There were no conflicts of interest declared.

5. Attendance Schedule

The attendance schedule for Ordinary and Extraordinary meetings was attached.

6. Resolution to Exclude the Public

Recommendation

THAT the public be excluded from the following parts of the proceedings of this meeting, namely:

Agenda Item No: 7

The general subject of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution are as follows:

General subject of each matter to be considered	Reason for passing this resolution to each matter	Grounds under section 48(1) for the passing of this resolution
Insurance Renewal	The withholding of the information is necessary to protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information <i>and</i> to enable any local authority holding the information to carry out, without prejudice or disadvantage, commercial activities	That the public conduct of the whole or the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist, under section 6 and section 7 of the Act - specifically Section 7(2)(b)(ii) and Section 7(2)(h). (Section 48(1)(a) Local Government Official Information and Meetings Act 1987.

VOLZKE/McKAY
Carried
CL/24/101

7. Public Excluded Item

Recommendation

THAT the open meeting resume.

VOLZKE/McKAY
Carried
CL/24/104

8. Questions

There were no questions.

9. Closing Karakia

D21/40748 Page 27

The closing karakia was read.

The meeting closed at 4.28pm

N C Volzke

Chairman

Confirmed this 13th day of August 2024.

N C Volzke

MONTHLY REPORT

District Mayor



To: Council
From: District Mayor
Date: 7 August 2024
Subject: District Mayor Monthly Report – July 2024

Recommendations

1. THAT the report be received.
2. THAT Mayor Volzke be appointed as the Stratford District Council presiding delegate for the 2024 LGNZ Annual General Meeting to be held on 21 August 2024 and Deputy Mayor Mckay being the alternate presiding delegate

Moved/Seconded

1. Jobseeker Support Factsheet – March quarter

Recently I received a letter (copy attached) from Minister Louise Upston that includes a fact sheet on Jobseekers in our District. It provides some interesting comparisons with the national data and issues some challenges for councils and elected members. The government's target to reduce unemployment is ambitious. My question to elected members is, what do we see as our role in reducing benefit dependency and lifting economic outcomes,

2. Minister Shane Jones visit

Minister Shane Jones visited the region in early July. The regions Mayors were very pleased to meet with him and discuss a wide range of issues. High on the list of topics was energy and the role Taranaki could play in the future to address this countries energy needs. The increasing concerns over the nations dwindling gas supplies was discussed and future options to address this were shared. The Minister is very supportive of the region and he clearly, still views Taranaki as the "energy province". Whatever the future holds for this sector, the key focus for regions leadership is to ensure it happens here.

The Minister also provided an in-depth explanation of the new Regional Infrastructure Fund and how it will work. He encouraged us to identify and submit projects for consideration for funding assistance. Accessing funding from this source will be significantly different from the criteria used during the Provincial Growth Fund and Shovel Ready Projects.

3. Venture Taranaki Regional Strategy meeting with Fletcher Tabuteau

The Mayoral Forum met with Venture Taranaki senior staff and held another workshop session to further update and develop the regional economic development strategy. The group had invited former New Zealand First Deputy Leader Fletcher Tabuteau to attend in an advisory capacity. Nowadays, Fletcher works as a consultant and lobbyist and has great insight into the inner workings of central government. His input and knowledge was very valuable to consider as we go about the re-write of our strategy.

4. Meeting with NZTA Chief Executive Nicole Rosie

The regions Mayors had an opportunity to meet with NZTA Chief Executive Nicole Rosie. She provided a broad overview of the direction that NZTA is taking to deliver on the governments National Policy Statement. Just like territorial authorities they have their share of issues, including rapidly escalating costs and funding shortfalls. Changes to the priorities of different governments impacts NZTA as much as it does councils.

Each of us was given the opportunity to raise issues specific to our district. My focus was on the change of status for special roads and changes to the minor works, emergency works and uneconomic roads funding criteria. I was also able to express our thanks for the work being done on SH43 and the commitment to improvements that has been evident over the last three years.

5. Tarmac Rally

The Tarmac Rally event was a great success with nearly forty cars competing. Teams came from all over the North Island and almost all of them found local accommodation that, along with the food/hospitality spend, provided a nice boost to our local businesses. Competitors were very grateful that the Council had allowed this event on our local roads (which they seemed to love) and were also very complimentary about the reception they had received from our community. I am confident that should the opportunity arise, most of the drivers will be back.

6. Local Government NZ Annual General Meeting

The District Mayor, Deputy Mayor and Councillor Hall are attending the LGNZ Annual General Meeting to be held on 21 August 2024. Council is required to appoint a presiding delegate for the purpose of voting at this meeting. A recommendation is included in this report.

7. Correspondence

- Stratford Volunteer Fire Brigade Call Outs – July 2024
- Letter from Minister Louise Upston

8. Some Events Attended

- Met – with Minister Shane Jones
- Met – Citizens Award recipients for video filming and interviews (x7)
- Attended – Welcome for Tarmac Rally. Drivers and teams meeting.
- Attended – Tarmac Rally - flag waving/starter
- Attended – Stratford Park Steering Committee meeting
- Attended - Stratford District Youth Council meeting (x1)
- Attended – Stratford Rotary Club meeting – council update
- Attended – Hosted Mayoral Forum and Iwi Chairs meeting
- Attended – Venture Taranaki Regional Strategy meeting with Fletcher Tabuteau
- Met – with NZTA regional Relationship Manager Linda Stewart
- Met – with NZTA Chief Executive Nicole Rosie
- Met – with Percy Thompson Trustees
- Radio Interview - Access Radio (x1)
- Newspaper - Stratford Press Interviews and Articles (multiple)
- Newspaper - Daily News (multiple)
- Attended - Stratford Health Trust meeting (x1)
- Attended – Tiffany Radich's farewell
- Attended - Regional Mayors and Chairs weekly meeting (x3)
- Attended - Council Pre-Agenda meetings (x3)
- Attended - Council Public Forums and Deputations (x1)
- Attended - Council Workshops (x3)
- Attended - Council Meetings (x4)

A handwritten signature in black ink, appearing to read 'N C Volzke', written in a cursive style.

N C Volzke JP
District Mayor

Date: 7 August 2024

Correspondence

Stratford Volunteer Fire Brigade Call Outs July 2024

The Stratford Fire Brigade responded to 22 calls in July 2024

- 02-07-24 Assist ambulance with medical call Elizabeth R Hospital stood down before arrival
- 03-07-24 Motor vehicle accident SH 3 Midhirst car vs. powerpole
- 03-07-24 Rural tanker required to assist Manaia, Hawera and Kohi fire brigades at a scrub fire South Road Kaupokonui stood down before arrival
- 03-07-24 Chimney fire Oberon Street
- 08-07-24 Motor vehicle accident truck and three cars SH3 outside Stratford Abottoirs
- 08-07-24 Alarm activation Stratford War Memorial Hall Miranda Street
- 08-07-24 Chimney fire Oberon Street
- 10-07-24 Alarm activation Stratford Health Centre Romeo Street
- 10-07-24 Investigate reports of smoke Antonio Street
- 11-04-24 Motor vehicle accident car in ditch SH 3 near Croydon Road
- 12-04-24 Car fire SH 3 near Climie Road
- 12-04-24 Alarm activation Can Am Broadway South
- 14-07-24 Residential alarm activation Celia Street
- 14-07-24 Assist police to remove vehicle from road SH 3 Monmouth Road
- 18-07-24 Motor vehicle accident car vs. car Broadway North outside Woolworths
- 18-07-24 Assist ambulance with medical call Regan Lodge Motel Regan Street
- 19-07-24 Assist ambulance with medical call Pembroke Road
- 25-07-24 Assist ambulance with medical call Hamlet Street
- 27-07-24 Alarm activation New Commercial Hotel Broadway South
- 27-07-24 Motor vehicle accident vehicle roll over SH 43 / Standish Road Assist Toko fire brigade
- 28-07-24 Assist ambulance with medical call Celia Street
- 30-07-24 Assist ambulance with medical call Juliet Street

Hon Louise Upston

Minister for the Community and Voluntary Sector
Minister for Disability Issues
Minister for Social Development and Employment
Minister for Child Poverty Reduction



Mayor of Neil Volzke
Stratford District Council

Dear Mayor Volzke

As you know, the Government is committed to getting people into jobs, reducing benefit dependency, and lifting economic outcomes for all New Zealanders.

On 8 April, the Prime Minister announced nine targets for agencies to achieve across a range of areas. I've asked MSD to lead one of the targets, which is to reduce the number of people receiving Jobseeker Support by 50,000 by 2030.

MSD will look to achieve this primarily by getting people into work. Not only can employment help to build better lives for people and their families, but it also creates stronger communities, a stronger economy, and creates talent pipelines to set New Zealand up for the future.

While MSD is leading this, they can't do it alone. Local representatives play a critical role in bettering the lives of people and creating more prosperous communities.

The best path out of financial hardship is through work. You can help get people into jobs by working with MSD, and making sure any appropriate job vacancies your Council has are listed with them first. Your local MSD Regional Commissioner can advise you on how to arrange this so please don't hesitate to contact them.

Importantly, you can also encourage local employers in your communities to do the same. MSD can make sure they line up the right person for the right role, but we need businesses to be willing to give local people a chance.

There are currently 190,000 people receiving Jobseeker Support with a wide range of work experience, and 110,000 of those are work-ready. That's a huge talent pool. Please find enclosed information on job seekers in your territorial authority. I believe that everyone has potential, and everyone has the capacity to improve their lives. We want to support people who can work, into work.

The target is ambitious, and it's not going to be easy. Economic conditions and challenges in the education and immigration spaces all have an impact. But as a community, we can work together to make a difference for New Zealanders.

Sincerely,

A handwritten signature in blue ink, appearing to be 'Louise Upston'.

Hon Louise Upston

Minister for Social Development and Employment

Stratford District

Jobseeker Support factsheet

March 2024 quarter

This factsheet provides Jobseeker Support (JS) information for Stratford District. It includes specific JS breakdowns as supporting information.

354
People on
Jobseeker Support

This makes up **6 percent** of the total number of working-age people in Stratford District, compared to **6 percent** for all of New Zealand (**187,986**).



261
People on Jobseeker Support –
Work Ready



This makes up **74 percent** of the total number of people on JS in Stratford District, compared to **58 percent** for all of New Zealand.

93
People on Jobseeker Support –
Health Condition or Disability



This makes up **26 percent** of the total number of people on JS in Stratford District, compared to **42 percent** for all of New Zealand.

87
Young People (aged 18–24)
on Jobseeker Support



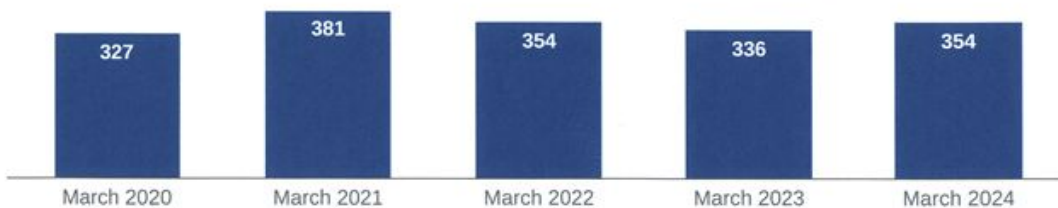
This makes up **25 percent** of the total number of people on JS in Stratford District, compared to **21 percent** for all of New Zealand.

153
Have spent one year or less
on Jobseeker Support



This makes up **43 percent** of people on JS in Stratford District, compared to **42 percent** for all of New Zealand.

Number of people on Jobseeker Support in Stratford District over the last five years.



To protect confidentiality, numbers are randomly rounded to a base three. For further information please visit the MSD statistics page: www.msd.govt.nz/about-msd-and-our-work/publications-resources/statistics

The number of youth not in employment, education or training (NEET) is not able to be provided in Stratford District because NEET numbers are based on a survey across New Zealand and are not provided by Territorial Authority by Stats NZ.

Jobseeker Support numbers in this document are working-age (18–64 years) and youth numbers are for people aged 18–24.

DECISION REPORT



F22/55/04 – D24/38357

To: Council
From: Acting Director – Community Services
Date: 13 August 2024
Subject: Local Government (Electoral Legislation and Māori Wards and Māori Constituencies) Amendment Act

Recommendations

1. THAT the report be received.
2. THAT Council resolves to retain the Māori Ward for the 2025 Elections with a binding poll to be held in conjunction with the elections with the result being in place for the 2028 elections.

Recommended Reason

There is significant public interest in this matter but due to the timeframes set within the legislation Council is unable to do this justice at this point. Therefore the recommendation is to retain the status quo until appropriate consultation and poll can be undertaken.

/
Moved/Seconded

1. Purpose of Report
 - 1.1 For Council to consider whether it retains its Māori Ward for the 2025 elections with a binding poll to be held at the same time to determine the future of the ward beyond the 2028 election, or rescinds the decision made to establish a Māori ward which would result in the existing Māori ward being disestablished at the 2025 election.
2. Executive Summary
 - 2.1 This report responds to the Local Government (Electoral Legislation and Māori Wards and Māori Constituencies) Amendment Bill which requires councils to
 - a) Resolve to retain its Māori ward for the 2025 Local Government Elections and hold a binding poll on the continuation of the Māori ward from the 2028 Local Government Elections.
Or
 - b) Resolve to disestablish its Māori ward.
 - 2.2 A resolution to disestablish the Māori ward would result in a shortened representation review to be undertaken which has not been budgeted for, or reverting to the governance structure that was in place until 2022.
 - 2.3 The legislation requires that councils make a formal decision no later than 6 September 2024, therefore the timeframe for community consultation is short. A binding poll, in combination with the 2025 election, would allow the community to have their say when voting, therefore the recommendation from officers is that council resolves to retain its Māori Ward for the 2025 Local Government Elections and proceeds with a binding poll at that time.

3. Local Government Act 2002 – Section 10

Under section 10 of the Local Government Act 2002, the Council's purpose is to “enable democratic local decision making by and on behalf of communities; as well as promoting the social, economic, environmental, and cultural well-being of communities now and into the future”			
Does the recommended option meet the purpose of the Local Government 4 well-beings? And which:			Yes
Social	Economic	Environmental	Cultural
✓	✓	✓	✓

4. Background

- 4.1 The Local Electoral (Māori Wards and Māori Constituencies) Amendment Act 2021 removed the ability for a valid demand (elector petition) to force the holding of a binding poll on the decision of whether a Māori Ward should be established. It aligned Māori Wards with the process for general constituencies and gave all councils the opportunity to reconsider earlier decisions made on Māori Wards and extended the deadline for Councils to establish a Māori Ward to 21 May 2021 (as opposed to 23 November 2020).
- 4.2 Stratford District Council discussed the establishment of a Māori Ward on a number of occasions, including receiving submissions from Ngāti Ruanui and Ngāruahine during the Long Term Plan 2021-31 hearing. At an emergency meeting held on Friday 21 May 2021, Council resolved to establish a Māori Ward for the 2022 and 2025 Local Government Elections. There were approximately 100 members of the public present during this meeting and council received deputations from representatives of Te Runanga o Ngāti Ruanui, Te Korowai o Ngāruahine, Te Runanga o Ngāti Maru, the Taranaki Māori Trust Board and community members.
- 4.3 On 20 May 2024 Central Government introduced the Local Government (Electoral Legislation and Māori Wards and Māori Constituencies) Bill to the house. The first reading was held on 23 May 2024 where it was referred to the Justice Committee. Following consideration of submissions the Committee recommended, by majority, that the Bill be passed with some minor amendments. The Bill:
- Reinstated poll provisions on the matter of establishing Māori Wards
 - Removed the requirement for Councils that had not established Māori Wards to consider them every 6 years during the representation review process
 - Required Councils that had established or resolved to establish Māori Wards since 2022 without a poll to hold a binding poll at the 2025 elections.
- At this point, if council did not formally consider the matter (by resolution) then the default position would be a poll on in conjunction with the 2025 Local Government Elections, retaining the ward for the 2025 triennium.
- 4.4 On 24 July 2024, Central Government released an amendment paper on the Local Government (Electoral Legislation and Māori Wards and Māori Constituencies) Amendment Bill. This removed the default position and requires Councils to resolve to retain its Māori Ward or resolve to disestablish its Māori Ward by 6 September 2024.
- 4.5 A resolution to disestablish the Māori Ward would take effect for the 2025 and 2028 elections and would continue in effect until a resolution (under s19Z) takes effect or a poll of electors (under section 19ZF) takes effect.

- 4.6 A resolution to retain the Māori Ward would result in a binding poll being undertaken in conjunction with the 2025 Local Government Elections. The outcome of the poll would take effect from the 2028 election.
- 4.7 The third reading of the bill is scheduled for Tuesday 6 August 2024, this report has been prepared on the basis that the bill will pass. Any changes as a result of the third reading will be updated at the council meeting.

5. Consultative Process

5.1 **Public Consultation - Section 82**

The recommendation from the amendment paper is that councils determine the level of engagement for this matter, however given the short timeframes it is impractical for officers to sufficiently and effectively undertake community engagement to feedback to council to make a decision.

5.2 **Māori Consultation - Section 81**

Prior to the Bill being passed in, the Chief Executive has discussed the potential amendments with the Chief Executive of Ngāruahine and senior staff of Ngāti Ruanui. The views presented at the emergency meeting in May 2021, and more recent discussions with Iwi are supportive of Stratford having a Māori Ward.

Submissions to Local Government (Electoral Legislation and Māori Wards and Māori Constituencies) Amendment Bill from local Iwi and Hapu strongly opposed the proposed legislative change. Officers believe that this opposition would apply to the matters set out in the Amendment Paper. The submission by Ngā Iwi o Taranaki is attached to this report as **Appendix 1**.

6. Risk Analysis

Refer to the Council Risk Register - available on the Council website.
<ul style="list-style-type: none"> • Does this report cover any issues that relate to any risks on the Council Risk Register, and if so which risks and what are the impacts and likelihood of eventuating? • Does this report cover any issues that may lead to any new risks that are not on the Council Risk Register, and if so, provide some explanation of any new identified risks. • Is there a legal opinion needed?

- 6.1 This report relates directly to Risk 72 – Elected Members Decision Making, if chosen process does not allow for genuine community engagement.
- 6.2 Additionally it relates to Risk 90 – Consultation with Māori, if chosen process does not allow for genuine iwi engagement.

7. Decision Making Process – Section 79

7.1 **Direction**

	Explain
Is there a strong link to Council's strategic direction, Long Term Plan/District Plan?	Yes. This directly relates to the community outcomes and the Opportunities for Māori Contribution to Decision Making processes.
What relationship does it have to the communities current and future needs for infrastructure, regulatory functions, or local public services?	Officers consider the provision of a Māori Ward helps apply Te Ao Māori values and Mātauranga Māori knowledge for all decision making processes including future projects and budgets.

7.2 **Data**

- | |
|--|
| <ul style="list-style-type: none"> • Do we have complete data, and relevant statistics, on the proposal(s)? • Do we have reasonably reliable data on the proposals? • What assumptions have had to be built in? |
|--|

The key data set missing for this decision is community feedback. The timeframes inherent in the process do not allow for this. As a result the staff recommendation is to retain status quo and undertake a poll in 2025.

7.3 **Significance**

	Yes/No	Explain
Is the proposal significant according to the Significance Policy in the Long Term Plan?	Yes	Due to the significance to mana whenua.
Is it:	No	
• considered a strategic asset; or	No	
• above the financial thresholds in the Significance Policy; or	No	
• impacting on a CCO stakeholding; or	No	
• a change in level of service; or	No	
• creating a high level of controversy; or	Yes	
• possible that it could have a high impact on the community?	No	
In terms of the Council's Significance Policy, is this proposal of high, medium, or low significance?		
High	Medium	Low
	✓	

7.4 **Options**

<p>An assessment of costs and benefits for each option must be completed. Use the criteria below in your assessment.</p> <ol style="list-style-type: none"> 1. What options are available? 2. For each option: <ul style="list-style-type: none"> • explain what the costs and benefits of each option are in terms of the present and future needs of the district; • outline if there are any sustainability issues; and • explain if the outcomes meet the current and future needs of communities for good-quality local infrastructure, local public services, and performance of regulatory functions? 3. After completing these, consider which option you wish to recommend to Council, and explain: <ul style="list-style-type: none"> • how this option is the most cost effective option for households and businesses; • if there are any trade-offs; and • what interdependencies exist.

Option One: Resolve to retain the Māori Ward for the 2025 Elections with a binding poll to be held in conjunction with the elections with the result being in place for the 2028 elections.

This being a political decision, staff would normally not make a recommendation but due to the inability to undertake the appropriate community engagement, staff recommend retaining the status quo.

Option one is the preferred option.

Option Two: Resolve to disestablish the Māori Ward and proceed with the representation review process.

Option Three: Divert the decision to an Extraordinary meeting to allow for community feedback to be sought prior to council making their decision. The

timeframe for this would allow one week of feedback collection and would require an extraordinary meeting be called for Tuesday 3 September 2024.

7.5 **Financial**

- Is there an impact on funding and debt levels?
- Will work be undertaken within the current budget?
- What budget has expenditure come from?
- How will the proposal be funded? eg. rates, reserves, grants etc.

The addition of a binding poll to the elections would cost in the order of an additional \$2,000 plus GST or 30cents plus GST per elector. The polls being included in the main voting packs result in any additional poll cost being quite minimal.

To disestablish the position would trigger a representation review, this is unbudgeted for within Year 1 of the Long Term Plan and in addition to the time it would take to conduct the review it also requires full consultation above our SCP (Special Consultative Procedure) requirements.

To divert this decision to an extraordinary meeting in September would only allow time for a minimal consultation, therefore the only impact would be minimal advertising expenses but would require staff time.

7.6 **Prioritisation & Trade-off**

- Have you taken into consideration the:
- Council's capacity to deliver;
 - contractor's capacity to deliver; and
 - consequence of deferral?

Council's ability to deliver a full representation review would likely hinder or delay other projects due to current resourcing levels and key personnel vacancies.

7.7 **Legal Issues**

- Is there a legal opinion needed?
- Are there legal issues?

This decision is required due to the amendment to legislation.

7.8 **Policy Issues - Section 80**

- Are there any policy issues?
- Does your recommendation conflict with Council Policies?

There are no policy issues.

Attachments:

Appendix 1 - Ngā Iwi o Taranaki submission to the Justice Committee – June 2024



Erin Bishop
Acting Director – Community Services



[Approved by]
Sven Hanne
Chief Executive

Date 6 August 2024

**LOCAL GOVERNMENT (ELECTORATE LEGISLATION AND MĀORI WARDS AND MĀORI
CONSTITUENCIES) AMENDMENT ACT BILL**

NGĀ IWĪ O TARANAKI SUBMISSION TO THE JUSTICE SELECT COMMITTEE

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SUBMITTER INFORMATION

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INTRODUCTION

1. This submission is made by Ngā Iwi o Taranaki on the Local Government (Electoral Legislation and Māori Wards and Māori Constituencies) Amendment Bill.
 - (a) The submission covers:
 - (i) who we are;
 - (ii) our position – strongly in opposition;
 - (iii) the reasons for that opposition.
2. We wish to speak in support of this written submission.

NGĀ IWI O TARANAKI

3. Ngā Iwi o Taranaki (hereafter Ngā Iwi) advocates for the interests of the eight Iwi of the Taranaki region, supporting the social, cultural, economic, and environmental interests of those eight entities both as individual Iwi and as a collaborative and co-operative whole.
4. Each of the eight Iwi have now completed Treaty of Waitangi settlement claims and established governance and operations bodies as post settlement governance entities (PSGE's). Those eight Iwi are:
 - a. Ngaa Rauru Kiitahi;
 - b. Ngāruahine;
 - c. Ngāti Maru Wharanui.
 - d. Ngāti Mutunga;

- e. Ngāti Ruanui;
 - f. Ngāti Tama ki Taranaki;
 - g. Taranaki Iwi; and
 - h. Te Ātiawa.
6. This submission does not usurp or reduce the mana motuhake of each Iwi and as such each Iwi shall also provide their own submission to the Bill in question.
 7. Our interest in this Bill stems from our responsibility to advocate for the rights and interests of the eight PSGE's in the Taranaki region. Each has concluded the settlement of historical claims for breaches of Te Tiriti o Waitangi over a period of twenty years.
 - Ngāti Ruanui and Ngāti Tama (2003);
 - Ngaa Rauru (2005);
 - Ngāti Mutunga (2006);
 - Te Ātiawa, Taranaki Iwi and Ngāruahine (2016);
 - Ngāti Maru Wharanui (2022).
 8. The content and recommendations of this submission should not be taken as an expression of consent to anything contained in the Local Government (Electorate Legislation and Māori Wards And Māori Constituencies) Amendment Bill.
 9. A key motivating component of all Treaty settlements has been the historical exclusion of Iwi and Hapū from decision making at the regional and local level which impacts on their rights and interests that stem from Article 2 of Te Tiriti o Waitangi.
 10. We strongly oppose this Bill for a number of reasons which we shall elaborate on in this submission.

BACKGROUND

11. The requirement for Council decisions on the establishment of Māori wards to be subject to opportunities for binding polls was removed in 2021 by an amendment to the Local Electoral Act 2001.

12. Previously, any Council resolution to establish a Māori ward was subject to a binding poll initiated by a petition signed by at least 5% of council electors.
13. The decision to create or not create a Māori ward is binding on the Council for two electoral terms under the previous and current methods for establishment.
14. The 2021 amendments to the Act resulted in 46 Councils resolving to establish Māori wards for the first time following Council resolutions, and 31 Councils implemented these changes at the 2022 local elections¹.
15. The 2021 amendments to the Local Electoral Act removed the unnecessary and racist provisions requiring polls only on the establishment of Māori wards and constituencies.
16. It is worth noting that between 2002 and 2019 only two Councils established Māori wards. The previous Government removed polling provisions based on its view that there was an imbalance between community input on representation arrangements and Māori representation in local government.
17. The rationale for these changes was that Council decisions to create general wards should not be subject to challenge by binding poll. Those poll provisions regarding Māori wards and constituencies were correctly identified as a barrier to Māori representation.
18. This Bill proposes to reinstate the right of council electors to initiate a binding poll based on the 5% threshold; and
 - require Group 1 Councils to resolve to disestablish Māori wards or constituencies established since 2020; or
 - require Group 2 Councils rescind its resolution to establish 1 or more Māori wards of constituencies for the purposes of the 2025 triennial general election.

CONTEXT

19. The New Zealand Constitution Act 1852 was an Act of the Parliament of the United Kingdom which granted self-government to the Colony of New Zealand².
20. Section 71 of this Act provided for the maintenance of laws, customs, and usages of the native inhabitants of New Zealand for the government of themselves in all their relations to

¹ [https://www.dia.govt.nz/diawebsite.nsf/Files/Regulatory-Impact-2024/\\$file/Regulatory-Impact-Statement-reinstating-the-M%C4%81ori-wards-poll-provisions.pdf](https://www.dia.govt.nz/diawebsite.nsf/Files/Regulatory-Impact-2024/$file/Regulatory-Impact-Statement-reinstating-the-M%C4%81ori-wards-poll-provisions.pdf)

² <https://www.parliament.nz/en/get-involved/features/new-zealand-s-first-constitution-act-passed-165-years-ago/>

and dealings with each other so long as these are not repugnant to the general principles of humanity.

21. Section 71 also provided that particular districts should be set apart within which such laws, customs, or usages should be so observed. These self-governing Māori districts were envisaged in the 1846 Constitution Act³.
22. Unfortunately, Section 71 was never implemented, and settler demands for control of representative government led to the establishment of a Legislative Council or upper house appointed by the Crown.
23. The Act also created a House of Representatives, or lower house elected every five years by males aged over twenty-one that rented or owned property of a certain value.
24. The Act divided the country into six provinces – Auckland, New Plymouth, Wellington, Nelson, Canterbury, and Otago. Each of these provinces had their own provincial council and elected superintendents.
25. The Act was replaced piece by piece with laws made by New Zealand's own Parliament, eventually being repealed by the Constitution Act 1986 which was designed to reform New Zealand's constitution law and remove the 1852 New Zealand Constitution Act from New Zealand law.

Historical local government discrimination

26. While legal fiction was first established by the 1852 Constitution Act, it did not finish there.
27. Inequality has been built into local government representation and participation beginning with the Counties Act 1886⁴. The Act established a franchise for individual private landowners which negatively framed the election process to exclude Māori from being elected to Council and being able to vote in Council elections.
28. It did this in the following way:
 - Section 59 states that to be eligible as a country elector a person must be of the full age of twenty-one years of age and their name must appear on the electors roll; and
 - Every person whose name appears on the valuation roll of any road or town district in respect of rateable property shall be entitled to be enrolled as a county elector for such riding.

³ [Chapter XV. — New Zealand Constitution of 1846 | NZETC \(victoria.ac.nz\)](#)

⁴ http://www.nzlii.org/nz/legis/hist_act/ca188650v1886n49196/

29. Section 60 of the Counties Act 1886 provides voting entitlement for those persons eligible under Section 59. Every county elector was entitled to a number of votes based on the value of rateable property they owned. This ranged from persons with property valued up to one thousand pounds having one vote to persons with property valued at 7,500 pounds having five votes.
30. Further voting criteria included that where more than one person appeared on the valuation roll as the occupier of any one property, then for voting purposes, only the person whose name appears first on such roll shall be deemed to be entitled to vote in respect of such property.
31. At this time Māori land was either land returned following confiscation as small individual title blocks or held under collective title with multiple owners. Just enrolling would have been a bewildering and deliberately intimidating process for Māori.
32. This was the first step in marginalising and excluding Māori from local government decision making. Successive legislation, such as the Local Electorate Act 2001, has endeavored to keep them there.

LACK OF CONSULTATION AND SHORT TIME-FRAMES

33. There has been no consultation undertaken with Māori in developing the Bill. There has been very limited consultation undertaken with local government.
34. This is indicative of the coalition Government's approach which sees its 100 day plan and policies as more important than upholding the Crown's Treaty obligations.
35. The Bill had its first reading in the House on the 23rd May. The Justice Select Committee started receiving submissions on the same day and submissions will close on the 29th May. This leaves 5 working days for those affected by the Bill to make a submission.
36. While there has been no public or Māori consultation, there is extensive feedback from submissions from the 2021 amendments. That feedback in support of the 2021 amendments removing polls includes:
 - Provide for fairer electoral representation of Māori in local government;
 - Support the Crown's Treaty obligations;
 - Avoid the community division heightened by Māori ward polls;
 - Address the discrepancy between the way Māori wards and general wards are treated in law.

37. This 2021 information is helpful but it is still no excuse for not undertaking consultation in 2024.
38. Short timeframes have become the modus operandi of the coalition government, motivated by commitments made under their coalition agreements. The select committee process for this Bill has been shortened from six to two months as a result of the Ministers preference for all legislative changes to be enacted in a single Bill.
39. To allow for Councils to complete polls before the 2025 local elections, the Bill would need to be passed by the end of July 2024.
40. Further impacts of this approach include:
- Poor consultation – or more accurately ‘no consultation’. A Government expectation of consultation at the select committee stage is of little consequence or benefit to iwi and the public.
 - The inability of government departments and ministries to provide full and frank advice, analysis and quality assurance including treaty impact analysis and cost-benefit analysis. As a result, regulatory impact statements (RIS’s) produced so far for multiple Bills have failed to meet the ‘complete’ and ‘convincing’ criteria due to very tight, ministerially set deadlines.
 - Increased pressure on the Waitangi Tribunal to hear claims brought about under urgency. For example the Bill to disestablish the Māori Health Authority was introduced to the House before a Tribunal hearing could be held.
 - Truncating the representation review process thereby removing the Local Government Commission in hearing appeals and objections.
41. The Government has stated that the select committee process is likely to provide Māori with an interest in the matter, an opportunity to make submissions on the Bill in question⁵. It is glaringly obvious that the select committee process is not a substitute for consultation. The Treaty duty to consult requires genuine engagement with Māori on those matters which affect their rights before policy proposals (Bills) are developed – not after.

⁵ [Maori Wards W.pdf \(justice.govt.nz\)](#) (page 10)

IMPACTS ON TREATY PRINCIPLES

42. The Waitangi Tribunal has been working overtime to keep up with urgent applications brought about by the haste with which government Bills are being introduced. There is an assumption by the Government that its coalition agreement is somehow superior to its obligations to honour the Treaty and act in good faith towards its Treaty partners.

43. An important statement has emerged from the Tribunal's recent report on the removal of section 7AA of the Oranga Tamariki Act:

*It is not for us to comment on the coalition agreement between the National party and the ACT party but, once Ministers are sworn in and the government is formed, the **executive so constituted are responsible for meeting the Crown's obligations to Māori under the Treaty of Waitangi**. It is a Treaty of Waitangi, not a proclamation of Waitangi, and **the Crown does not have a unilateral right to redefine or breach its terms**. The obligation is to honour the Treaty and act in good faith towards the Treaty partner.*

44. In developing its report on this Bill, it is significant that the Tribunal invited Dinnie Moeahu to give evidence on the impacts of an elector poll in 2015 which returned a decision not to establish Māori wards in New Plymouth. The poll was commissioned by a representative of the Grey Power community and they subjected Māori, and anyone who support Māori to death threats, verbal and physical abuse⁶.

45. The RIS produced by the Department of Internal Affairs⁷ outlined the problem definition which the Bill is trying to address as to determine “*the correct balance between public input in council representation decisions and facilitating Māori representation and participation in local government*”.

46. The Waitangi Tribunal report notes that the framing of the problem definition used in the RIS places Māori rights in opposition to those of the wider community, even though Māori are members of that community and Treaty partners. The framing of the problem also presumes that the ‘right’ of the public to make decisions about Māori rights and interests should take precedence over the Crown's treaty obligations.

47. The lack of public consultation on the Bill calls into question the ability of the Government or its officials to determine exactly what the public would consider an appropriate balance given its lack of evidence.

⁶ [Maori Wards W.pdf \(justice.govt.nz\)](#) (page 35)

⁷ [https://www.dia.govt.nz/diawebsite.nsf/Files/Regulatory-Impact-2024/\\$file/Regulatory-Impact-Statement-reinstating-the-M%C4%81ori-wards-poll-provisions.pdf](https://www.dia.govt.nz/diawebsite.nsf/Files/Regulatory-Impact-2024/$file/Regulatory-Impact-Statement-reinstating-the-M%C4%81ori-wards-poll-provisions.pdf)

The duty to act reasonably and in good faith

48. The coalition Government's failure to make reasonable and informed decisions in favour of decisions based on political commitments is a breach of the Crown's Treaty duties to act reasonably and in good faith.

The principle of partnership

49. The way which the Government has prioritised its coalition agreement commitments over its obligations to Māori under the Treaty has serious potential consequences as does its inability to consult with Māori. This gives rise to a breach of the principle of partnership.
50. In regard to Māori representation to local government, the Crown has a primary duty to actively protect the tino rangatiratanga of Māori to determine how and by whom they are represented. This is supported when viewed alongside the severely condensed timeframes for progress of the Bill which is also a breach of the duty to consult.

The principle of equity

51. The Crown's current proposals will reinstate the discriminatory poll provisions from the 2001 Act. They will reinstate inequity of process, meaning that only Māori wards will be subject to the poll provisions, and they will ensure inequity of representation, by requiring those Councils that have established Māori wards or constituencies since 2021 to dissolve them or hold a binding poll for their continuance.

The principle of mutual benefit

52. Those Councils that have established Māori wards have the benefit of Māori representation, perspectives and ideas at the council table, which will strengthen local decision-making.
53. The Crown has not refuted the positive impact Māori wards have had and will continue to have on in their respective communities. Māori wards are an effective method for the Crown to fulfil its treaty obligations under Section 4 of the Local Government Act.
54. Māori wards and constituencies are not perfect or the sole solution for all issues Māori have with local government. However, they do establish a means by which the principle of mutual benefit can be realised at the local level. They are a good start. Requiring Councils to dissolve or conduct binding polls concerning wards that were established without a poll breaches the principle of mutual benefit.

THE VALUE OF LOCAL DECISIONS BY LOCAL DECISION MAKERS

55. We acknowledge and support the Local Government New Zealand letter of May 22nd to the Government signalling their opposition to the proposed changes to Māori wards and constituencies⁸. Signed by the Mayors and Chairs of fifty two District and Regional Councils, the letter states that Councils are disappointed that election campaign commitments made by the Government to empowering local government to make decisions about their own communities have been ignored.

56. Their position is that Māori wards and constituencies should be treated like all other wards and that decisions should be made at the Council level. They are concerned at the added increased costs that will be imposed on Councils and the Bill's potential to distract from the hardwork that Councils undertake to deliver infrastructure to their communities. They urge the Government to reconsider its position and leave it to local Councils to make decisions about appropriate representation arrangements in partnership with Iwi and their communities.

56. We further acknowledge and support the submission of the Taranaki Regional Council⁹ and their recommendations that:

- Parliament does not reinstate the poll provisions in relation to the creation of Māori wards and constituencies; and
- Māori wards are decided by councils based on an informed consideration of the needs and preferences of their local communities.

57. As noted by the Taranaki Regional Council, central Government is as if it knows better than Councils what is best for their communities and shared their concerns that the proposed Bill will add additional costs and bureaucracy at a time when we should be looking to remove such unnecessary requirements.

58. The eight Iwi of the Taranaki region have worked hard to develop constructive and mutually beneficial relationships with their four Councils, namely:

- a) the New Plymouth District Council.
- b) the Stratford District Council.
- c) the South Taranaki District Council.
- d) the Taranaki Regional Council.

⁸

https://d1pepg1a2249p5.cloudfront.net/media/documents/Letter_from_LGNZ_Mayors_and_Chairs_on_M%C4%81ori_wards_and_constituencies_S4jE57h.pdf

⁹This submission is unpublished as of 28 May 2024.

59. We note the presence of those Councils in the May 22nd letter by Local Government New Zealand and are confident that the eight Iwi will continue to advance the relationships that have been developed with them.
60. It is a sad state of affairs when our local Councils are better Treaty partners than central Government who carries the legal and moral obligation.

CENTRAL GOVERNMENT OVERREACH

61. Restoring the right of 5% of electors to demand a poll, only on the establishment of Māori wards or constituencies, demonstrates clearly how little progress has been made since the Counties Act of 1886.
62. It is well known that a small, vocal, and well-resourced minority depends on discriminatory provisions such as this to sustain its racist and divisive agenda. This small group is not part of the electorates they focus on, but they are adept at mobilising those with similar colonial attitudes and behaviours in those electorates.
63. It is disappointing that this Government maintains an assumption that its coalition agreements take priority over the Crown's obligations under the principles of te Tiriti o Waitangi.
64. Those obligations are part of the fabric of Aotearoa New Zealand's policy and legislation framework and embedded in best practice which includes the provision of Treaty clauses where appropriate.
66. The coalition Government rhetoric has framed Māori rights and interests, including co-governance measures, as Māori privilege, claiming an assault on liberal democracy and its underlying doctrines of 'one people, one law' and 'one person, one vote.'

DEMOCRACY IN AOTEAROA NEW ZEALAND

67. Beckman, Gover & Morkenstam (2021) argue that conventional wisdom on popular sovereignty has been enlisted by colonial projects to refute the sovereign status of Indigenous peoples - insisting instead that there exists some unified sovereign people of which Indigenous peoples are automatically included, in spite of pre-existing sovereignty, treaty rights or commitments¹⁰.

¹⁰ Ludvig Beckman, Kirsty Gover & Ulf Mörkenstam (2022) The popular sovereignty of Indigenous peoples: a challenge in multi-people states, *Citizenship Studies*, 26:1, 1-20, DOI: 10.1080/13621025.2021.2011142

68. Prevalent understandings of popular sovereignty are challenged by Indigenous peoples in several ways. Indigenous peoples very existence contests the unified sovereignty understandings of those that cling to contemporary democratic institutions. This is especially so where their existence is enshrined in international law as distinct peoples with a right to self-determination.
69. Article 5 of the United Nations Declaration on the Rights of Indigenous Peoples confirms that – Indigenous peoples have the right to maintain and strengthen their distinct political, legal, economic, social, and cultural institutions, while retaining their right to participate fully, if they so choose, in the political, economic, social, and cultural life of the State.
70. Māori rights and interests, including co-governance, defy colonial understandings of democracy. Aotearoa New Zealand has an opportunity to reinvent democracy through the building and maintenance of local relationships between communities, Councils, and mana whenua. Some sections of our communities continue to perceive this challenge as a threat.
71. Colonisation has and continues to have insidious consequences for Aotearoa New Zealand. While the impacts on Māori as the ‘colonised’ are well documented in Treaty settlement processes, we neglect to account for the impacts on the ‘coloniser.’
72. Colonisation cultivates and reproduces narratives of legal, cultural, and racial superiority without critical thought to ensure economic stability and control. These myths are still maintained by some who lack the courage to question their basis or benefit. Decolonisation provides the most peaceful path to move beyond these barriers to establish strong, resilient, and connected communities.
73. Māori wards and constituencies enable a decolonising approach to local government. This is the dilemma for those who cling to coloniser and zero sum doctrines.

SECTION 4 LOCAL GOVERNMENT ACT (LGA) 2002

70. We note that the Crown's decision making power is devolved to District and Regional Councils under both the Resource Management Act 1991 and the Local Government Act 2002. Where the Crown devolves its decision making powers to other entities it must also devolve its responsibilities to take appropriate account of the principles of the Treaty of Waitangi. However, local government bodies are not agents of the Crown.

71. Te Arawhiti¹¹ guidance on providing for the Treaty in legislation identifies that - *When proposing a Treaty clause, policymakers should understand the steps necessary to implement them, Treaty clauses often delegate aspects of the Crown's Treaty responsibilities on to those implementing the Act who may not be the Crown. It is essential in doing this that the practical effects of what is proposed are well thought through and set out in advice to Ministers. For example, delegated responsibilities may require accompanying funding to ensure the delegate has capacity to meet the responsibility.*
72. This Bill conflicts with the obligation on the Crown contained in Section 4 of the Local Government Act 2002.
73. Section 4 requires the Crown to recognise and respect its responsibility to take appropriate account of the principles of the Treaty of Waitangi and to **maintain** and **improve** opportunities for Māori to contribute to local government decision-making processes.
78. The section further sets out how Councils can facilitate participation by Māori in local authority decision making processes. This includes:
- Part 2, Section 14 – Principles relating to local authorities (1) (d) a local authority should provide opportunities for Māori to contribute to its decision-making processes.
 - Part 6, Section 81- Contributions to decision-making processes by Māori.
79. These provisions have been in the LGA since 2002. Between then and 2019 only two councils established Māori wards using the process required under the Local Electorate Act 2001.
80. Fourteen councils attempted to establish Māori wards, some more than once¹². Sixteen polls were held and only one of these was in favour of establishing Māori wards.
81. Without Māori wards being subject to the requirement to hold a binding poll, forty-six Councils have since resolved to establish Māori wards.

¹¹ <https://www.tearawhiti.govt.nz/assets/Tools-and-Resources/Providing-for-the-Treaty-of-Waitangi-in-legislation.pdf>

¹² <Regulatory-Impact-Statement-reinstating-the-Māori-wards-poll-provisions.pdf> (dia.govt.nz)

SUMMARY

82. The Bill is excessive and would restrict Māori participation in local government decision-making.
83. Ministers in the coalition Government are responsible for meeting the Crown's obligations to Māori under the Treaty of Waitangi.
84. Treaty obligations are not optional in deference to political pragmatism and expediency – there are instances where they are less important but this Bill is not one of them. The Governments Treaty duties are heightened where disparities exist.
85. The Crown has a responsibility under Section 4 of the Local Government Act 2002 to:
- recognise and respect its responsibility to take appropriate account of the principles of the Treaty of Waitangi; and
 - **maintain** and **improve** opportunities for Māori to contribute to local government decision-making processes.
86. Māori wards have, in the short time they have existed, enabled a constructive decolonisation approach to local government decision making.
87. The Bill breaches the Treaty principles of partnership, mutual benefit, equity and options as well as duties for the Crown to consult, act reasonably and in good faith.
88. Local government in Taranaki has proven itself a far better Treaty partner than central Government.
89. Reinstatement of pre 2021 provisions of the Local Electorate Act 2001 will:
- deny and decrease opportunities for Māori to contribute to local government decision-making processes;
 - once again expose Māori communities to the type of racism and abuse experienced in New Plymouth in 2015;
 - undermine the relationship of mana whenua with the Crown;
 - directly conflict with the Crown's obligations under Section 4 of the Local Government Act 2002.

90. For these reasons, we strongly oppose this Bill and recommend it does not progress past the Select Committee stage.

RECOMMENDATIONS

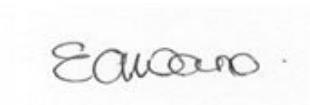
91. The only responsible response to this Bill is to oppose it in the strongest possible terms.

92. We suggest that sections 19H and 19I of the Local Electorate Act 2001 already provide for the review of representative arrangements – including Māori wards and Māori constituencies.

93. This would achieve the policy aims of balancing Council decisions with public input without having to bow to the demands of racist, neo colonialist sections of the community in the development of an innovative and inclusive local democracy fit for Aotearoa New Zealand.

Nāku noa,

Emere Wano

A handwritten signature in black ink, appearing to read 'Emere Wano', is centered on a light-colored rectangular background.

Regional Recovery Manager | Ngā Iwi o Taranaki

INFORMATION REPORT



F22/55/04 – D24/35123

To: Council
 From: Communications Manager
 Date: 6 August 2024
 Subject: 2024 Customer Satisfaction Survey

Recommendation

THAT the report be received.

Recommended Reason
 This is an information report only. It provides the 2023/24 Customer Satisfaction Survey results.

 Moved/Seconded

1. Purpose of Report
 - 1.1 This report provides the results from the 2023/24 Customer Satisfaction Survey which was carried out by external research agency, Key Research.
2. Executive Summary
 - 2.1 In Council’s 2021-31 Long Term Plan, Council formed a set of performance measures to show how well it performs against set targets. Some of these performance measures require Council to conduct an annual survey to gauge ratepayers and residents satisfaction on a number of issues.
 - 2.2 This is the third year the survey has been conducted by an external agency Key Research.
 - 2.3 Key Research’s survey report is attached to this information report and provides information on the research method, key findings and a more in-depth look at each section of the survey.
 - 2.4 The findings are shared with Council officers and Directors responsible for each area to help identify improvement opportunities going forward.
3. Local Government Act 2002

Under section 10 of the Local Government Act 2002, the Council’s purpose is to “enable democratic local decision making by and on behalf of communities; as well as promoting the social, economic, environmental, and cultural well-being of communities now and into the future”			
Does the recommended option meet the purpose of the Local Government 4 well-beings? And which:		Yes. This report helps to evaluate performance measures as set out in the 2021-31 Long Term Plan for the 2021/22 financial year, and provides input into where future resources should be applied, improving the overall wellbeing of the district.	
Social	Economic	Environmental	Cultural
✓	✓	✓	✓

4. Background

- 4.1 The questionnaire was designed by Key Research in consultation with Stratford District Council and is based off previous customer satisfaction surveys. It is structured to provide a comprehensive set of measures relating to core activities, services and infrastructure, and to provide a wider perspective of performance. This includes assessment of reputation and knowledge of Council's activities.
- 4.2 A mixed method approach to data collection, consisting of a postal invitation to an online survey, along with a hard copy survey component was used. The invite was sent to a random selection of 4,100 residents aged 18 years or older across the Stratford district. Additional paper questionnaires were provided on demand. A follow up reminder letter was sent to all non-respondents two weeks prior to the survey closure date.
- 4.3 A total of 4,100 invitations were sent to residents. 420 responses were collected over four periods; from 19 September to 24 October 2023, 7 December 2023 to 14 January 2024, 15 February to 21 March 2024, and 9 May to 12 June 2024 with a response rate of 10% (a typical response rate is between 10% and 15%).
- 4.4 Post data collection, the sample has been weighted so it is exactly representative of key population demographics based on the 2018 Census.
- 4.5 This is the third year council has conducted the survey with Key Research that allows results to be compared against those from previous years.

5. Strategic Alignment

- 6.1 **Direction**
This report provides elected members with public opinion of Council services which may be used to guide their future direction and decision making.
- 6.2 **Annual Plan and Long Term Plan**
This report helps determine service provision standards, as required in the LTP and supports planning and investment for the future.
- 6.3 **District Plan**
Not applicable.
- 6.4 **Legal Implications**
Not applicable.
- 6.5 **Policy Implications**
Not applicable.

Attachments

Appendix 1 2023/24 Residents' Perception Survey



Gemma Gibson
Communications Manager

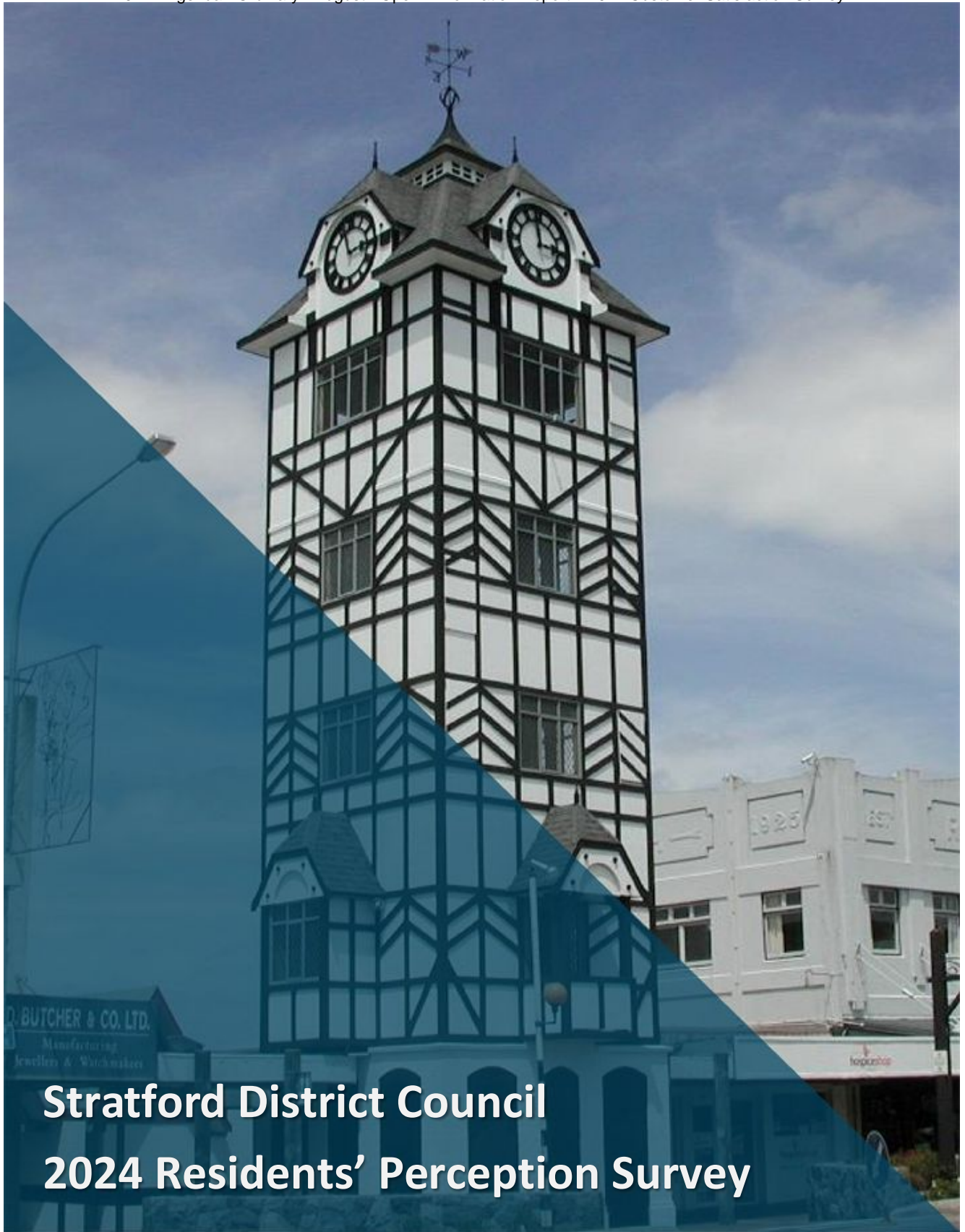


Erin Bishop
Acting Director - Community Services



[Endorsed by]
Sven Hanne
Chief Executive

Date: 6 August 2024



Stratford District Council 2024 Residents' Perception Survey

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Background, Objectives and Method

Background

Stratford District Council has an ongoing need to measure how satisfied residents are with the resources, services and facilities provided by Council, and to identify improvement opportunities that will be valued by the community.

Research Objectives

- To provide a robust measure of satisfaction with Stratford District Council’s performance in relation to service delivery.
- To establish perceptions of various services, infrastructure and facilities provided by Council.
- To provide insights into how Council can best invest its resources to improve residents’ satisfaction with its overall performance.
- To provide benchmarking of performance for Stratford District Council compared to other similar authorities.

Method

- A mixed method approach to data collection, consisting of a postal invitation to an online survey, along with a hard copy survey component was used. The invite was sent to a random selection of 4,100 residents aged 18 years or older across the Stratford district. Additional paper questionnaires were provided on demand. A follow up reminder letter was sent to all non-respondents two weeks prior to the survey closure date.
- A total of 4,100 invitations were sent to residents. 420 responses were collected over four periods; from 19 September to 24 October 2023, 7 December 2023 to 14 January 2024, 15 February to 21 March 2024, and 9 May to 12 June 2024 with a response rate of 10% (a typical response rate is between 10% and 15%).
- The questionnaire was designed in consultation with Stratford District Council and is structured to provide a comprehensive set of measures relating to core activities, services and infrastructure, and to provide a wider perspective of performance. This includes assessment of reputation and knowledge of Council’s activities.
- Post data collection, the sample has been weighted so it is exactly representative of key population demographics based on the 2018 Census.
- At an aggregate level the survey has an expected 95% confidence interval (margin of error) of +/- 4.78%.
- The margins of error associated with subgroups will be larger than this as the results become less precise as the sample size shrinks. Thus, results associated with particularly small sample sizes should be read with caution.

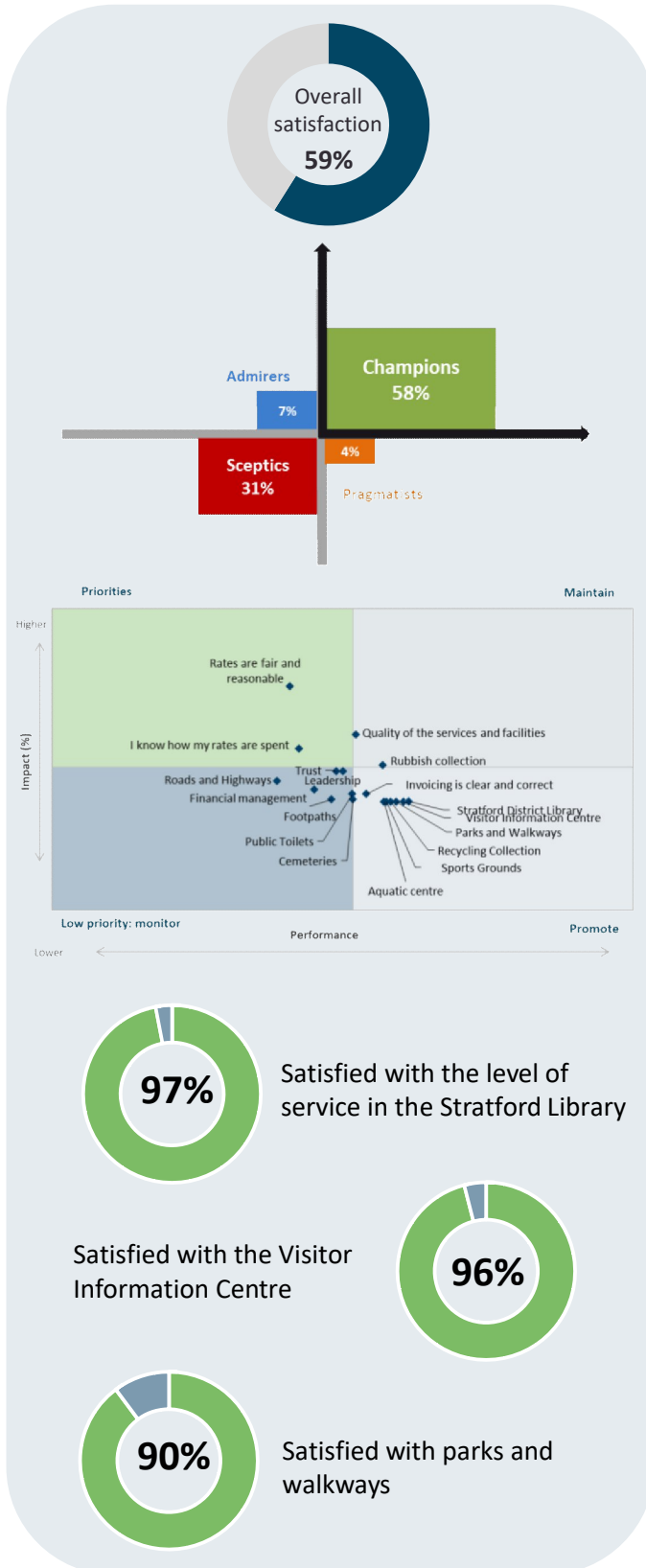
Notes

Due to rounding, percentages may add to just over or under (+/- 1%) totals.



Executive summary

Key Findings



The overall results of the 2023/24 survey are relatively consistent year-on-year, with a slight increase across most indicators of performance. This reflects that the District Council is on an upward trajectory but has to yet fully recover from significant decreases observed in the 2022/23 survey.

Overall satisfaction with the Council’s performance has slightly increased from 57% in 2023 to 59% in 2024. *Value for money* continues to hold the greatest impact on residents’ overall satisfaction with the Council's performance.

Satisfaction with Council’s Quality of services and facilities has slightly increased by 2% points (69% v 67%). However, value for money continues to decline. Related measures such as *Rates are fair and reasonable* and *How rates are spent* are identified as areas for improvement. In the general comments section, multiple residents raise issues with high rates (14%), while rural residents want Council services extended to them, as they feel that they receive little to no value for money for the rates and other fees they pay (see slide 21).

The *Level of service in the Stratford library, Visitor Information Centre, and Parks and walkways* consistently receive high ratings from residents, with 97%, 96%, and 90% levels of satisfaction respectively. While these areas may have minimal impact on the overall performance of the Council, promoting them could potentially contribute to enhancing overall satisfaction with the Council.

Overall measures (showing proportion of respondents scoring % 7-10)

		Percentage of respondents satisfied, or very satisfied			
		Change	2024	2023	2022
RF1	Overall satisfied with the residential and rural roads in the Stratford District	7%	37%	30%	39%
CEM2	Overall satisfied with the level of service provided in the District's cemeteries	6%	74%	68%	70%
PT3	Overall satisfied with the District's public toilets	4%	71%	67%	68%
VIC3	Overall satisfied with the level of service at the Visitor Information Centre	2%	96%	94%	96%
OV1	Overall satisfied with the Stratford District Council	2%	59%	57%	69%
LIB3	Overall satisfied with the level of service at the Stratford District Library	1%	97%	96%	97%
PW3	Overall satisfied with the District's parks and walkways	-	90%	90%	92%
RC2	Overall satisfied with the council's rubbish collection service	-1%	82%	83%	83%
CSERV4	Overall satisfied with the performance of Council staff in handling your request or enquiry	-1%	82%	83%	85%
OV2	Overall wellbeing	-1%	80%	81%	81%
RF2	Overall satisfied with the Stratford district council footpaths	-2%	55%	57%	61%
REP5	Overall reputation	-2%	67%	69%	77%
VM3	Overall value for money	-2%	43%	45%	59%
OV3_1	You're confident that the district is going in the right direction	-2%	62%	64%	71%
RC4	Overall satisfied with the council's recycling collection service	-3%	84%	87%	84%
SP3	Overall satisfied with the District's sports grounds	-9%	76%	85%	83%
TSB3	Overall satisfied with the level of service at the aquatic centre	-9%	75%	84%	-

Overall measures (showing proportion of respondents scoring % 7-10)

		Percentage of respondents satisfied, or very satisfied			
		Change	2024	2023	2022
ES2_3	Service from council, made during Business hours service (from 8am until 4.30pm) - District Planning and Resource Consents	24%	46%	22%	70%
ES2_1	Service from council, made during Business hours service (from 8am until 4.30pm) - Animal Control	23%	66%	43%	63%
PT2_5	Kopuatama Cemetery public toilets	23%	88%	65%	86%
ES2_2	Service from council, made during Business hours service (from 8am until 4.30pm) - Land Information Memorandum (LIMS)	16%	85%	69%	85%
PT2_3	Exeloo toilets in Victoria Park	16%	59%	43%	61%
ES3_1	Service from council, made during After hours service (from 4.30pm until 8am) - Animal Control	12%	60%	48%	50%
PT2_9	Stratford Bike Park toilets	7%	78%	71%	77%
PT2_6	TET Stadium public toilets	6%	56%	50%	54%
PW2_3	Service provided in the District's parks and walkways - King Edward Park	4%	92%	88%	90%
ES2_4	Service from council, made during Business hours service (from 8am until 4.30pm) - Building Consents	4%	45%	41%	48%
PW2_5	Service provided in the District's parks and walkways - Adrian Street Reserve	3%	85%	82%	93%
PW2_9	Service provided in the District's parks and walkways - Carrington walkway	3%	89%	86%	88%
CSERV3_2	Staff had good understanding of what you wanted	3%	90%	87%	90%
VM2_1	Annual property rates are fair and reasonable	3%	36%	33%	46%
SC1_1	Stratford is an attractive place to live	3%	70%	67%	77%
PT2_1	Town Centre toilets on Broadway	2%	64%	62%	82%
SC1_2	Stratford is a safe place to live	2%	73%	71%	77%
REP4	Quality of the services and facilities	2%	69%	67%	76%
PT2_4	Percy Thomson Complex public toilets	1%	96%	95%	96%
PW2_1	Service provided in the District's parks and walkways - Victoria Park	1%	89%	88%	91%
PW2_2	Service provided in the District's parks and walkways - Windsor Park	1%	83%	82%	86%
COM5	Satisfied with how council keeps you informed	1%	62%	61%	63%
PW2_8	Service provided in the District's parks and walkways - Three Bridges Trail	1%	94%	93%	91%
PW2_4	Service provided in the District's parks and walkways - Playgrounds in Victoria or King Edward Park	-	90%	90%	92%
PW2_7	Service provided in the District's parks and walkways - Western Loop walkway	-	87%	87%	90%

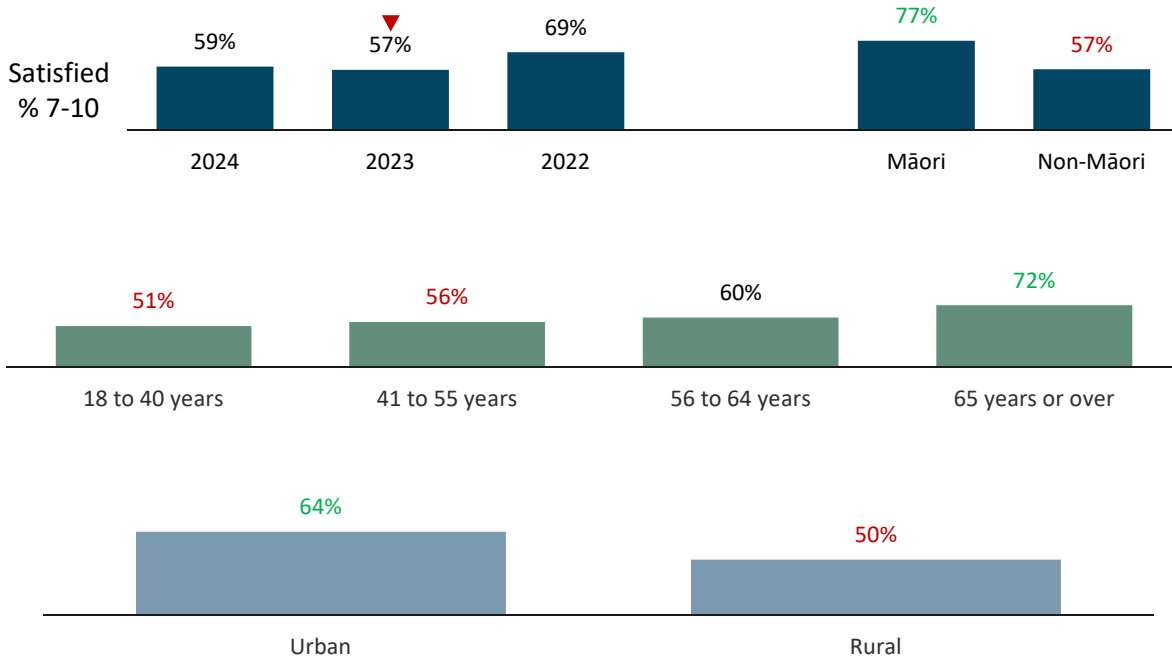
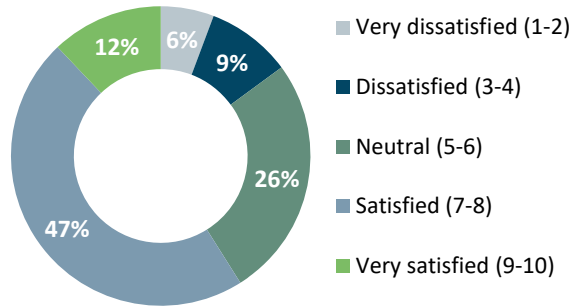
Overall measures (showing proportion of respondents scoring % 7-10)

		Percentage of respondents satisfied, or very satisfied			
		Change	2024	2023	2022
CS2	Council's ability to create a sense of community in the Stratford District	-	61%	61%	71%
GOV1	Decisions made by the council represent the best interests of the District	-	56%	56%	65%
CSERV3_1	Front desk staff were helpful and friendly	-	91%	91%	95%
CSERV3_3	The information provided was accurate	-	85%	85%	91%
REP1	Leadership	-	63%	63%	71%
VM2_2	Invoicing is clear and correct	-	75%	75%	82%
PW2_6	Service provided in the District's parks and walkways - Eastern Loop walkway	-1%	82%	83%	87%
SC1_3	Stratford offers a healthy lifestyle	-1%	74%	75%	81%
ES3_3	Service from council, made during After hours service (from 4.30pm until 8am) - Other request	-2%	69%	71%	69%
CS1	Council's role in supporting community development in the Stratford District	-2%	66%	68%	74%
REP2	Trust	-2%	60%	62%	66%
PT2_2	Centennial Restroom toilets	-3%	90%	93%	95%
VM2_3	I know how my rates are spent	-3%	41%	44%	61%
REP3	Financial management	-4%	48%	52%	68%
SP2_1	Service provided in the District's sports grounds - Victoria Park	-5%	77%	82%	84%
SP2_3	Service provided in the District's sports grounds - Page Street	-8%	67%	75%	85%
SP2_2	Service provided in the District's sports grounds - Swansea Road	-9%	69%	78%	84%
PT2_7	Whangamomona public toilets	-10%	51%	61%	55%
GOV3	Interaction with you	-11%	63%	74%	91%
ES2_7	Service from council, made during Business hours service (from 8am until 4.30pm) - Parking	-12%	22%	34%	19%
ES2_8	Service from council, made during Business hours service (from 8am until 4.30pm) - Other request	-13%	68%	81%	54%
ES2_5	Service from council, made during Business hours service (from 8am until 4.30pm) - Food Control	-20%	80%	100%	100%
ES2_6	Service from council, made during Business hours service (from 8am until 4.30pm) - Alcohol Licensing	-25%	75%	100%	52%
PT2_8	Morgan's Grave public toilets	-33%	30%	63%	14%
ES3_2	Service from council, made during After hours service (from 4.30pm until 8am) - Noise	-44%	35%	79%	25%



Overall satisfaction with the Council

Overall Performance



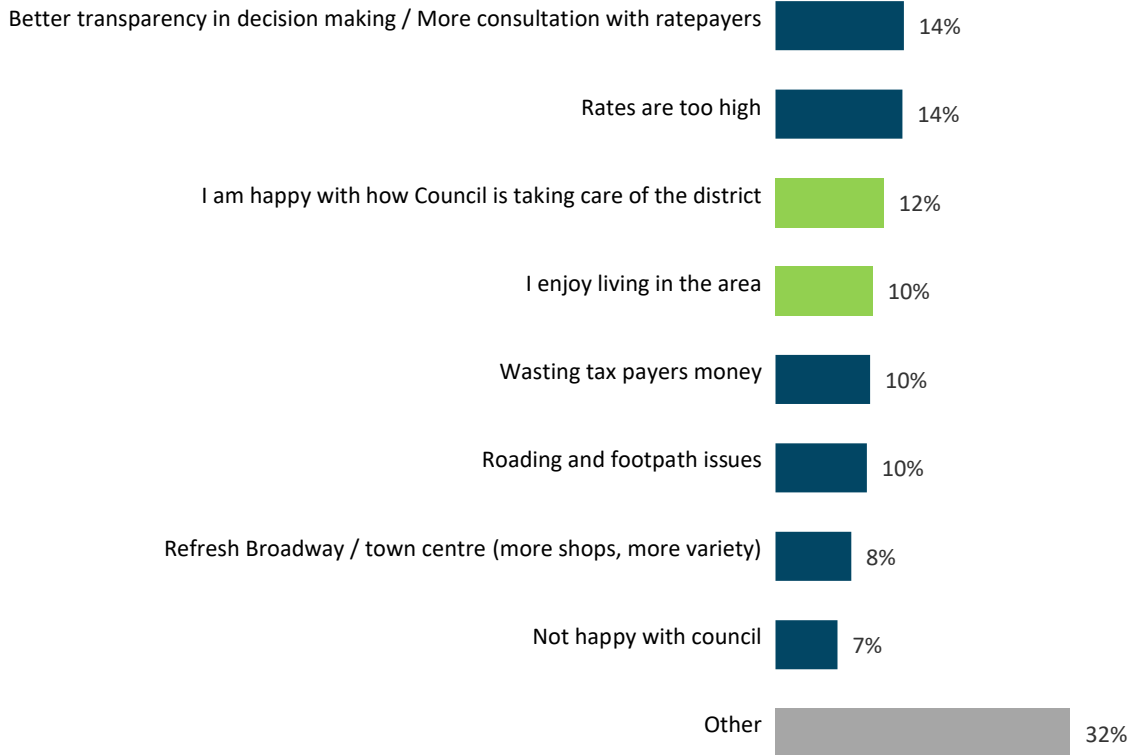
- Satisfaction with the *Overall performance* of the District Council has increased since 2023. However, the current satisfaction score of 59% is still lower than the 69% recorded in 2022.
- Older residents, those aged 65 years or over, express a significantly higher satisfaction score (72%) compared to younger residents (18-55 years).
- Urban residents are more likely to be satisfied with the District Council overall compared to those in rural areas. This is likely due to the perceived lack of services available to rural residents.

NOTES:

1. OV1. When you think about Council overall, their image and reputation, the services and facilities they provide and the rates and fees that you pay, overall, how satisfied are you with Stratford District Council? n=385
2. Excludes don't know responses.

Year-on-year	Between demographics
▲ Significantly higher	▲ Significantly higher
▼ Significantly lower	▼ Significantly lower

General comments



- *Unsure if they take public opinion into account or if they stick to their preconceived plans regardless.*
- *Our council needs to listen more to the public and remember they are here for the needs of this community, not for pet projects and spending money we don't have.*
- *More information on coming rate increases once central government lets its funding and investment paradigm known i.e., regarding water and infrastructure renewal, upgrading and reticulation replacement, charging regimen etc.*
- *I find it hard to believe and understand in the current economic situation that we are in that a rates increase of 15 percent is considered acceptable when inflation is less than half that, not okay.*
- *I personally think the new swimming pool was a wasted opportunity.*
- *I do feel a couple of increases have been incurred simply because everything else is going up.*



- *I am happy to pay my way as my family and I enjoy the parks and sports facilities.*
- *Stratford is a great to place to live. I've got a few friends who moved here after telling them how good it is. It wouldn't be this way if the Council didn't look after us.*
- *Thanks for listening, please make it more readily available to see where fund spend goes. Thanks for the great walkways.*
- *Quite pleased with all decisions made by Council members.*
- *Stratford is a really good and safe place to live, great to bring up a family with lots of outdoor things for kids to do.*
- *Great place to live and work. Stratford District Council staff and councillors should be proud of how the direction the district is moving in. Keep up the good work.*
- *Keep up the hard work. Much appreciated.*

NOTES:

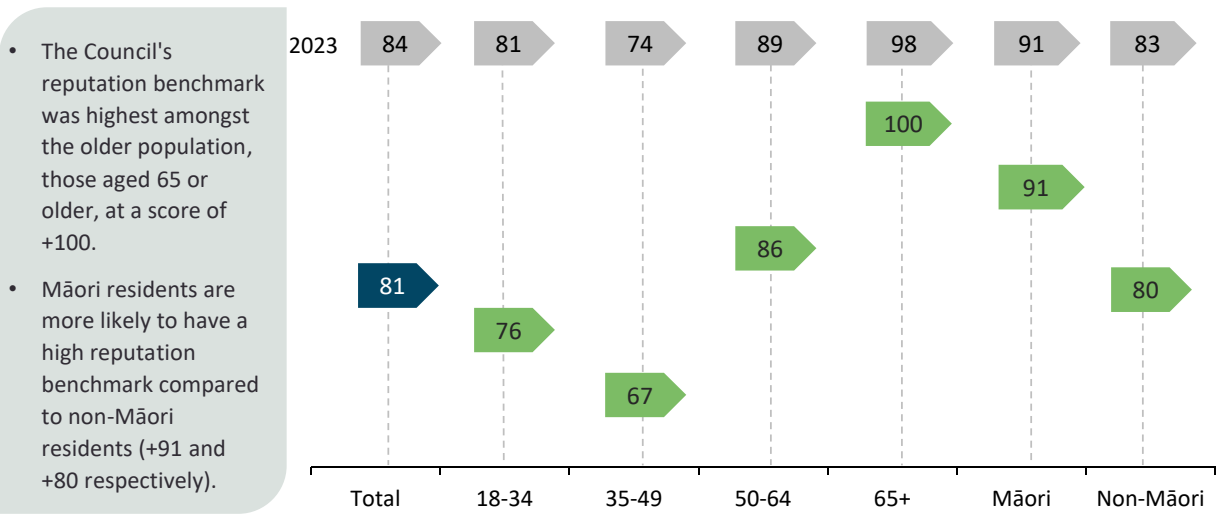
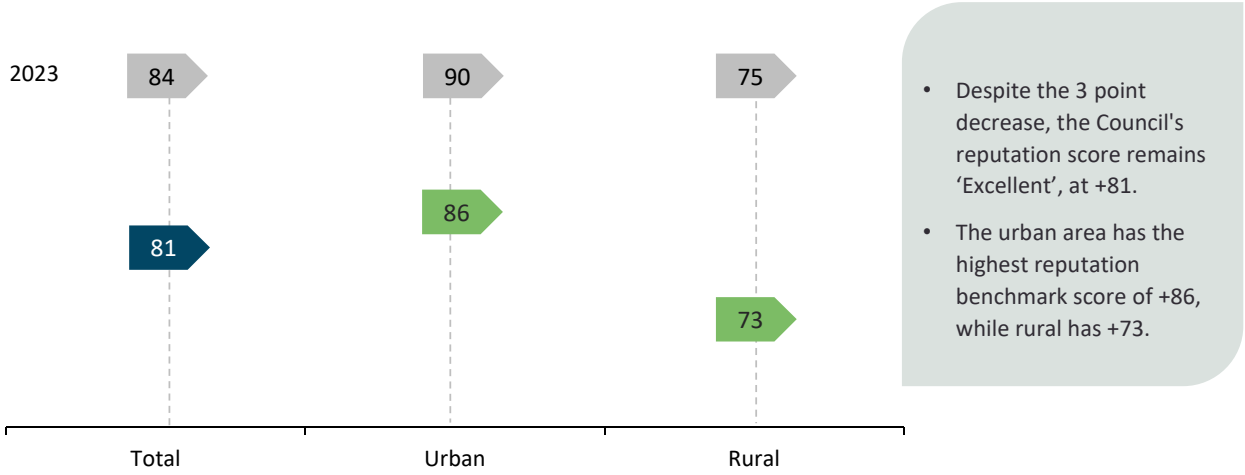
1. OV4. Are there any other comments you would like to make about Stratford District Council? n=92



Reputation profile

Reputation benchmark

- The reputation benchmark is calculated by rescaling the *Overall reputation* measure to a new scale between -50 and +150 to improve granularity of the results.
- The benchmarking is done among different demographic groups to identify the communities that are least/most supportive of the Council.

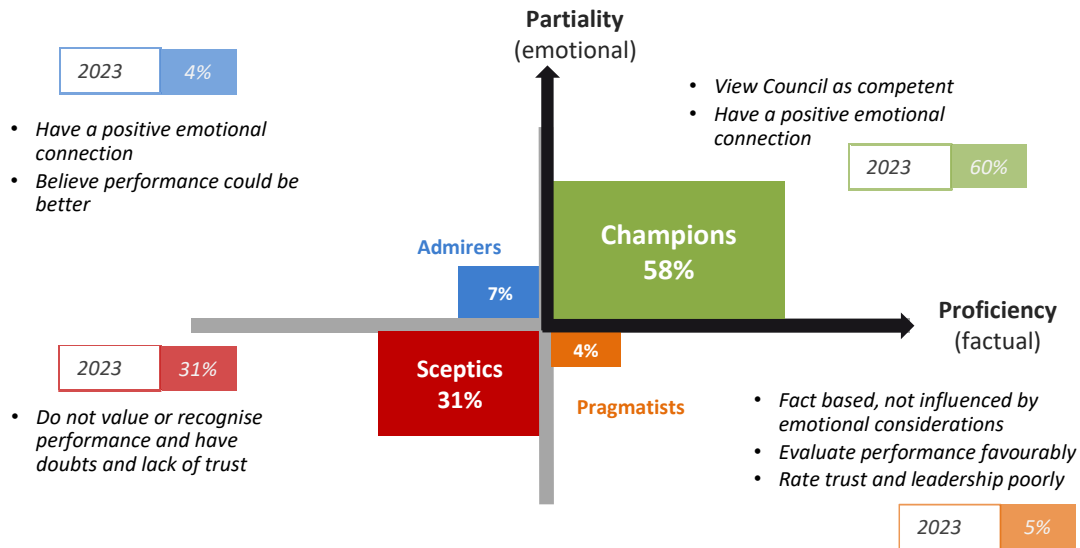


Key:	
>80	Excellent reputation
60-79	Acceptable reputation
<60	Poor reputation
150	Maximum score

NOTES:

1. REP5. Everything considered, leadership, trust, financial management and quality of services provided, how would you rate the Stratford District Council for its overall reputation? n=369

Reputation Profile



- Nearly six in ten residents (58%) are identified as *Champions*, while nearly a third (31%) are categorized as *Sceptics*, consistent with the 2023 results.

- Residents in urban areas (64%) are more likely to be identified as *Champions* than residents in rural areas (47%).

- Younger residents, aged between 18 and 40, are more likely to be classified as *Admirers* (13%) than other age groups. This suggests they have a positive emotional connection with the district Council but believe that the performance could be better.
- While older residents, aged 56 and above, are more likely to be identified as *Champions*, with 70% of those aged 56-64 and 77% of those aged 65 and above being classified as such.

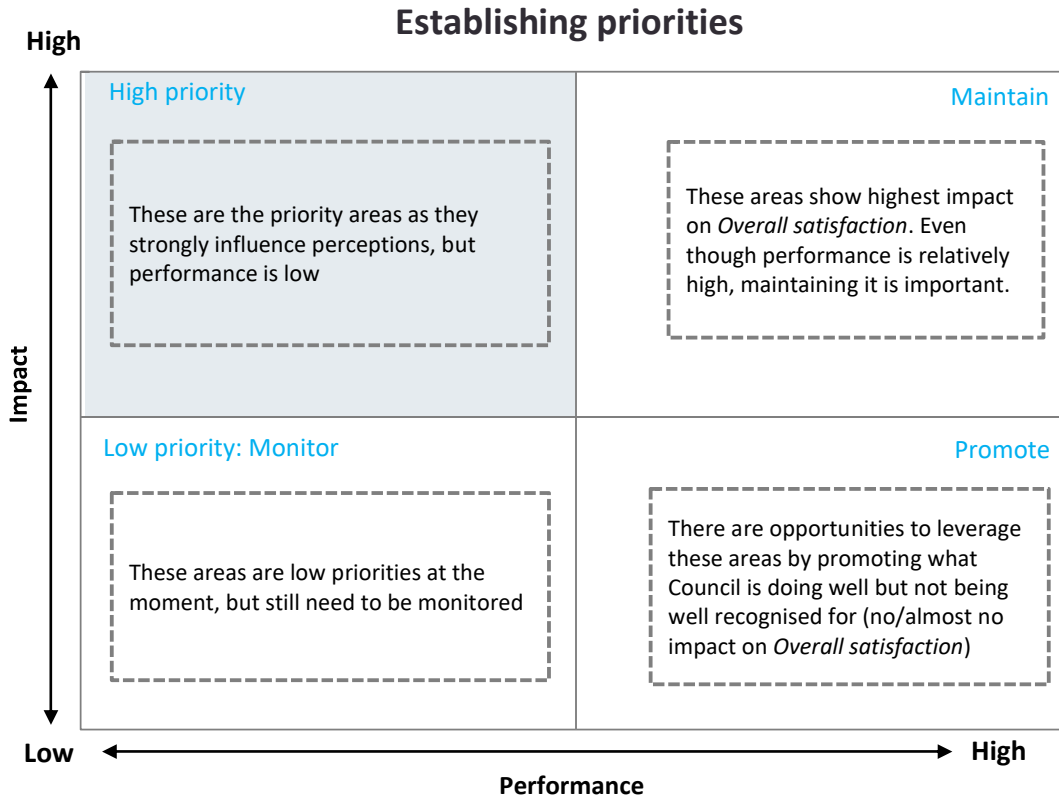
NOTES:

- REP1. When you think about Council’s role in creating a great district, how it promotes economic development, being in touch with the community and setting clear direction, how would you rate the Council for its leadership? n=358
- REP2. Thinking about how open and transparent Council is, how council can be relied on to act honestly and fairly, and their ability to work in the best interests of the district, overall, how would you rate the Council in terms of the faith and trust you have in them? n=362
- REP3. Now thinking about the Council’s financial management – how appropriately it invests in the district, how wisely it spends and avoids waste, and its transparency around spending, how would you rate the Council overall for its financial management? n=318
- REP4. When you think about everything that Council does, how would you rate the Council for the quality of the services and facilities they provide the Stratford District? n=385
- Excludes don’t know responses.

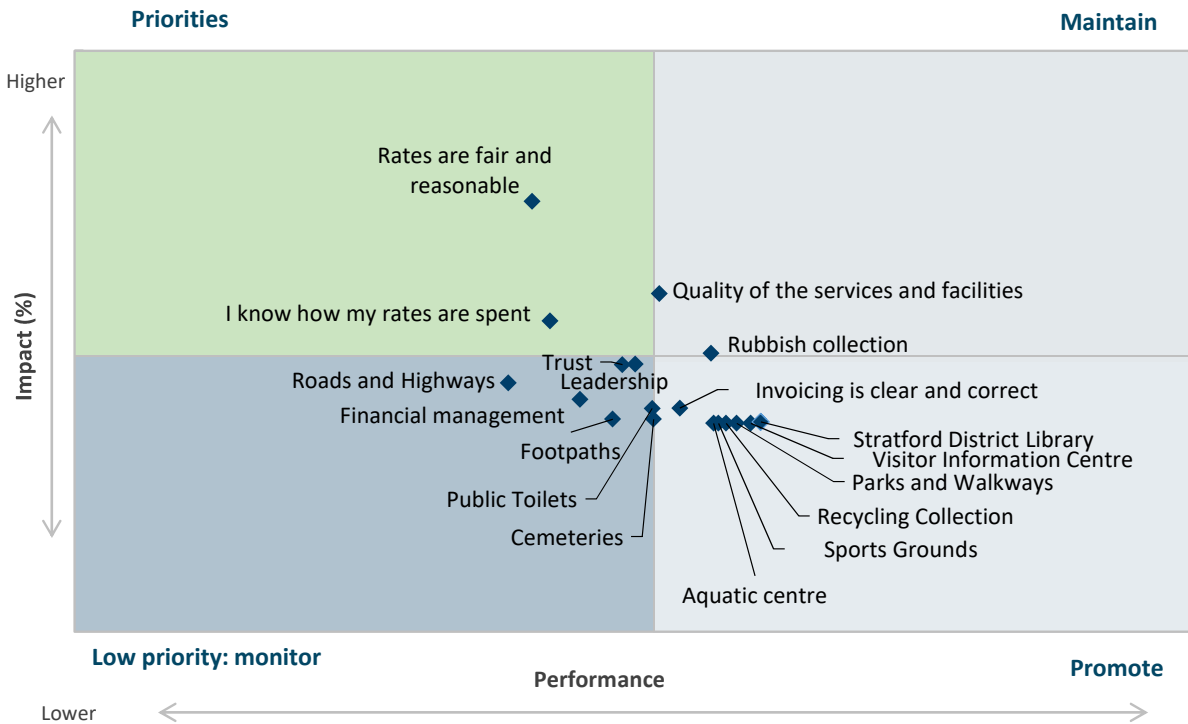


Drivers of satisfaction
Priorities and opportunities

Establishing priorities - Matrix



Opportunities and priorities. Overall measures



Two key areas have been identified as top priorities to enhance residents' overall perception of the Council, this include areas regarding *Value for money*:

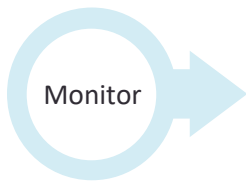
Rates are fair and reasonable and ***I know how my rates are spent***.

Enhancing these attributes is crucial, as they strongly influence *Overall value for money*, which has the strongest influence on residents' perception of Councils performance at 46%. Improving these areas will lead to a higher satisfaction with the Council's *Overall performance*.



Areas within the Council's performance that are not receiving sufficient recognition are mainly ***Services and facilities*** and ***Invoicing is clear and correct***.

Promoting these aspects of the Council's performance would naturally redirect residents' attention towards a more positive perception.

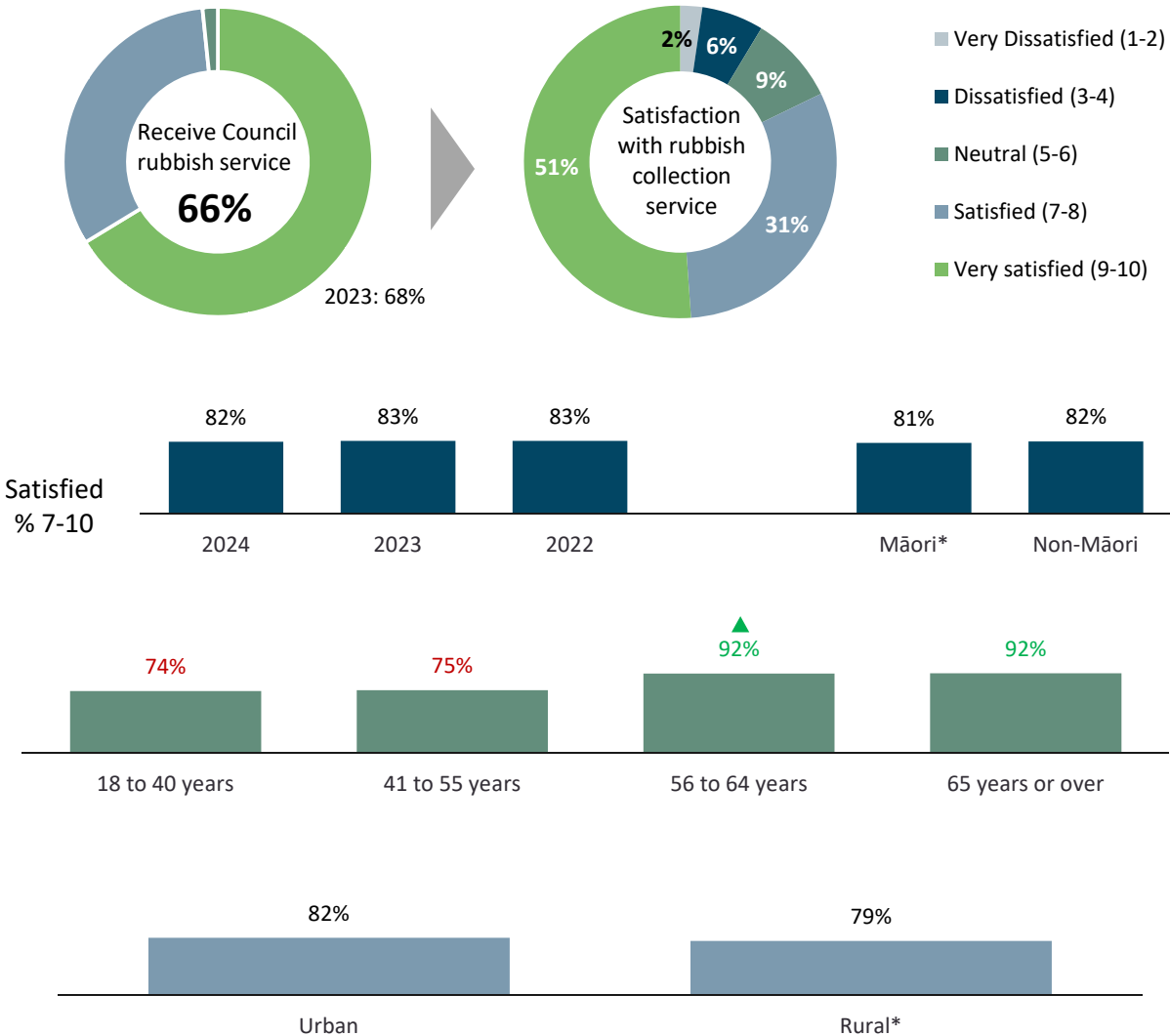


Things Stratford District Council should monitor include ***Trust, Leadership, Financial Management, and Roading and footpaths, Public toilets and Cemeteries***.



Waste management

Services and Facilities; Rubbish Service - Satisfaction



- 66% of households receive the *Council's rubbish service*.
- Amongst them, over eight in ten (82%) are satisfied with the Council service, a satisfaction rate that has remained consistent year on year.
- Satisfaction amongst residents aged 56 to 64 years has significantly increased since 2023, rising from 70% to 92%.

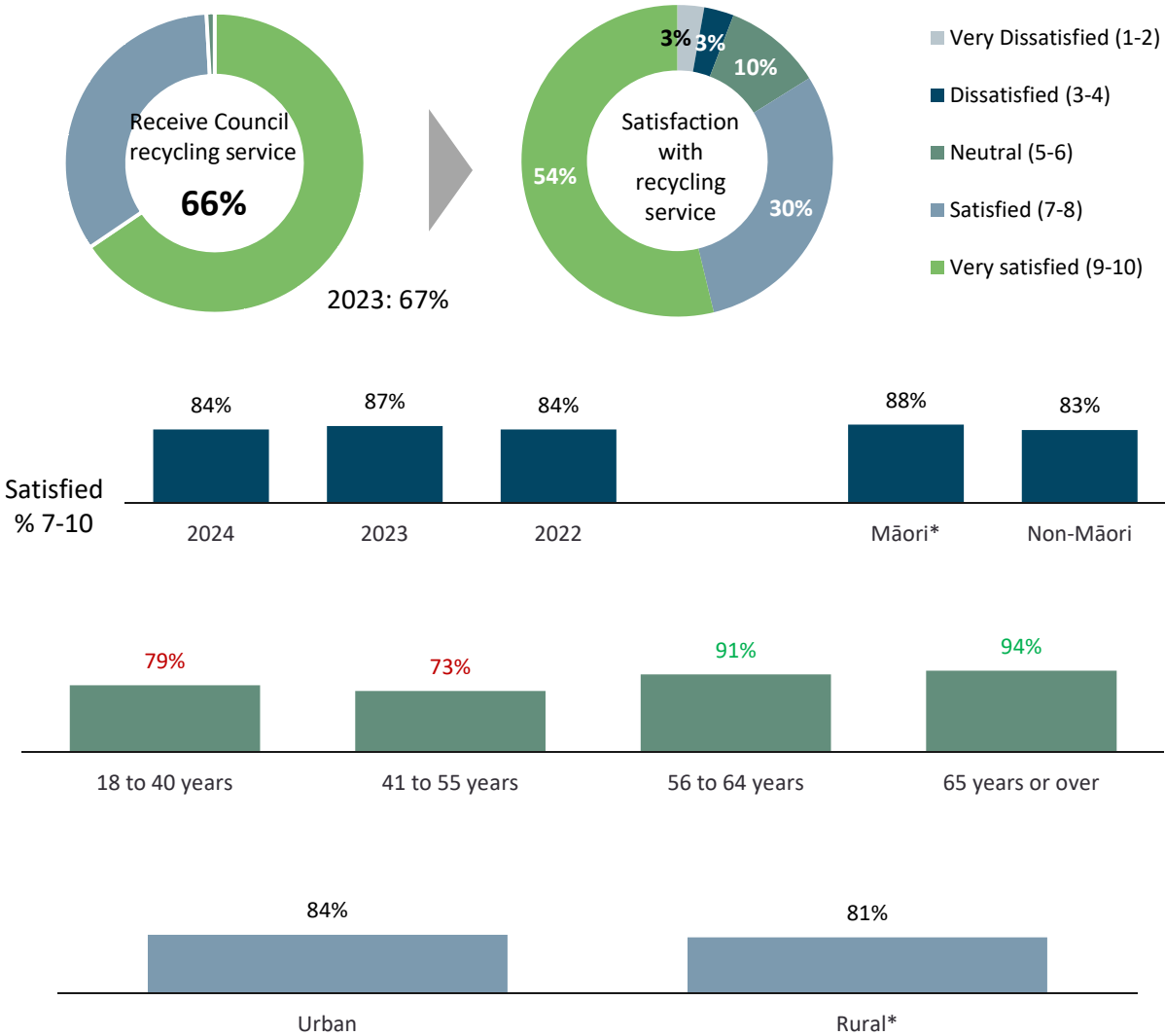
NOTES:

1. RC1. Is your property receiving the Council rubbish service? Yes: n=284
2. RC2. Overall, how satisfied are you with Council's rubbish collection service? n=283
3. Excludes don't know responses.
4. *Caution small sample size (n<30) results are indicative only.

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Services and Facilities; Recycling Service - Satisfaction



- Households receiving the *Council's recycling service* continues to gradually decline, decreasing from 69% in 2022 to 67% in 2023, and further to 66% in 2024.
- Residents' perception of the *Council's recycling service* has slightly decreased by 3% points since 2023, dropping from 87% to 84%, which is the same satisfaction score recorded in 2022.

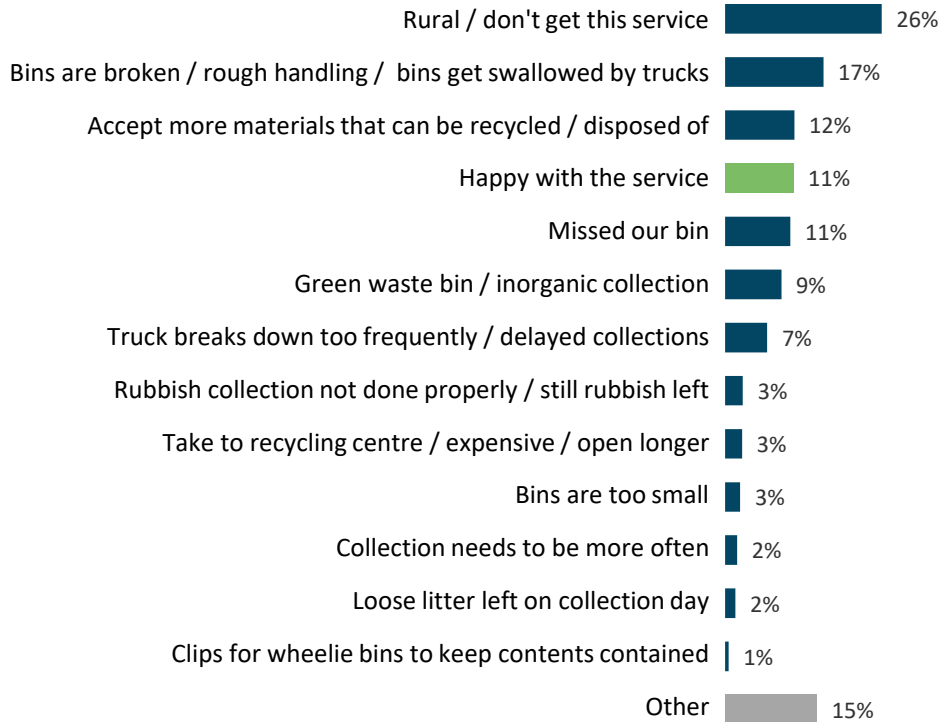

NOTES:

1. RC3. Is your property receiving the Council recycling service? Yes: n=280
2. RC4. Overall, how satisfied are you with Council's recycling collection service? n=279
3. Excludes don't know responses.
4. *Caution small sample size (n<30) results are indicative only.


Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

Services and Facilities; Rubbish and Recycling service - Comments

- *I am rural. We receive no services. Is there a local depo or recycling station I could drop off my recycling to? Or my rubbish?*
- *Make it available for rural, we pay enough rates but miss out on a lot of things that urban properties get.*
- *With increased residential properties on the outskirts of town and additional subdivisions, these services should be extended to include these properties.*
- *Rubbish collectors sometimes need to be more careful with returning the bins, breaking them, or tipping over other bins and just leaving them lying there.*
- *There are still a large number of plastics which are not collected due to various reasons which are going to land fill, such as lids, tops and alike, which needs to be looked at.*
- *Very inconsistent with recycling 4 weeks in a row where the recycling bin hasn't been emptied on time.*



- *On the positive side, the rubbish and recycling services always turn up when they're supposed to*
- *They are doing an excellent job. I have had no missed collections, and the current frequency of collections is perfect.*
- *I feel we get a great service and would be disappointed if it changed. Maybe some more education as to what can go in what bin would help.*
- *Good service, helpful drivers.*
- *Transfer station is excellent.*
- *I am very pleased to learn that our council has maintained the weekly general rubbish collection service.*
- *The rubbish and recycling collection services are doing a wonderful job, and are very professional at what they do.*

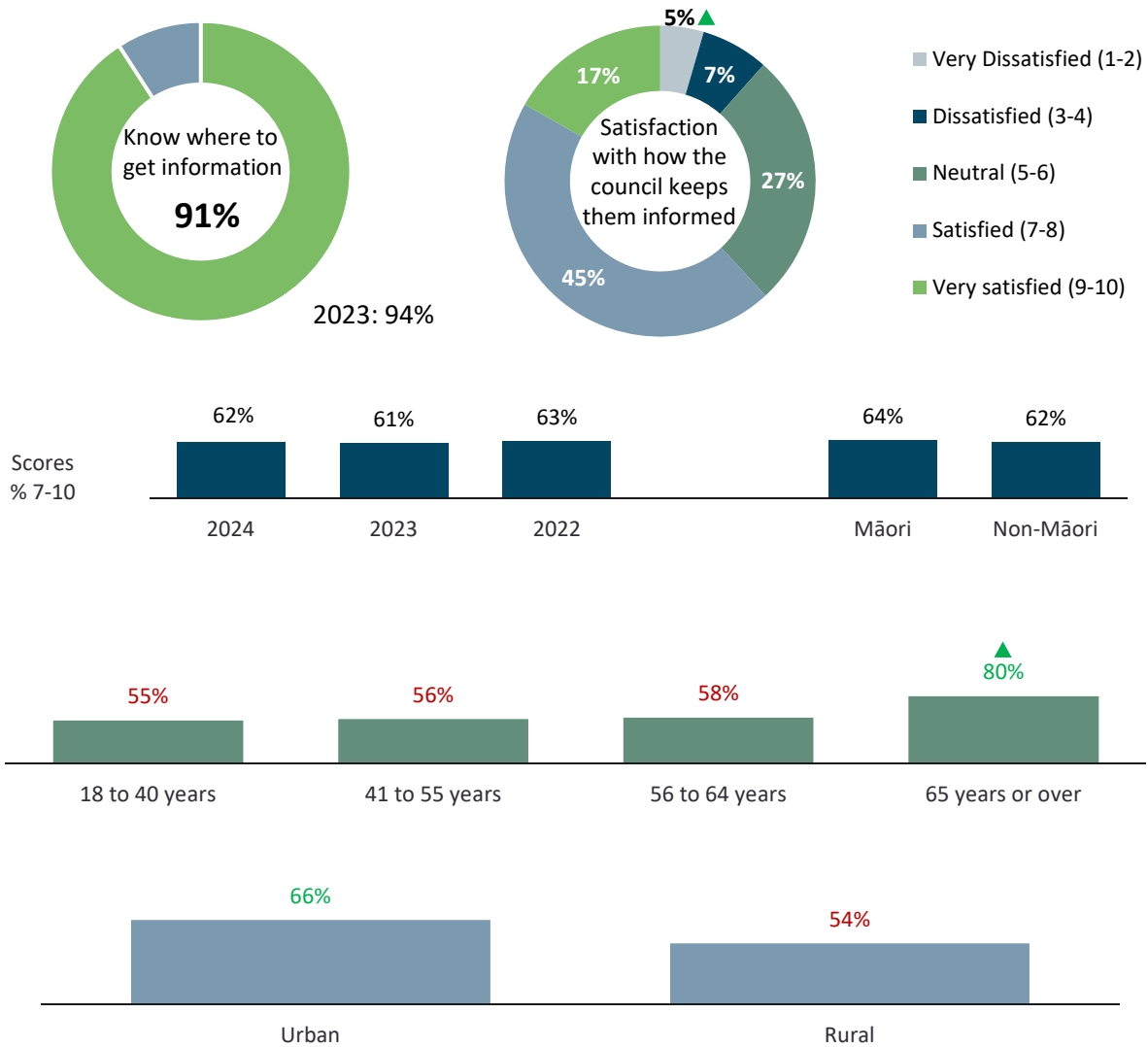
NOTES:

1. RC5. Are there comments you would like to make about the Council's rubbish and recycling collection service? n=161



Communication and engagement

Public Information



- Despite a slight decrease, the awareness of *Where to obtain Council information if wanted* remains high amongst Stratford district residents, with 91% awareness.
- Older residents, those aged 65 and above, are more likely to express satisfaction with *How the Council keeps residents informed*, with satisfaction rising significantly from 65% in 2023 to 80% in 2024.

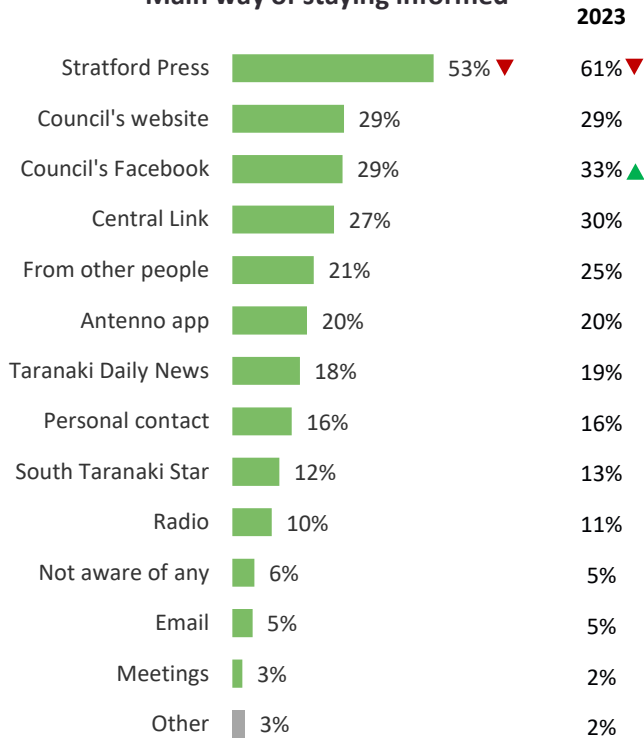
NOTES:
 1. COM1. Do you know where to get Stratford District Council information if you want it? Yes: n=385
 2. COM5. Using a scale of 1 to 10 where 1 is 'very dissatisfied' and 10 is 'very satisfied', how satisfied are you with how Council keeps you informed? n=390
 3. Excludes 'Don't know' responses.

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

Public Information (continued)

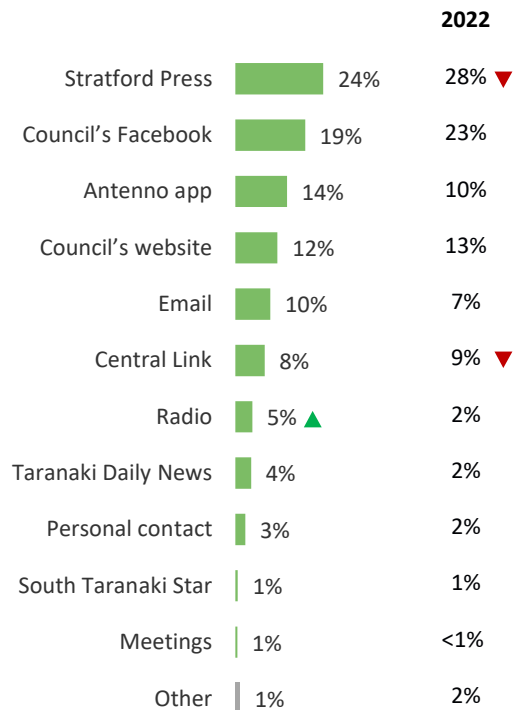
Main way of staying informed



- The main source of information about the Council for residents is the *Stratford Press*. However, this source has seen a significant year-on-year decline. Some residents have commented that they had stopped receiving the *Stratford Press* for several months.
- Nearly three in ten residents (29%) see or hear about the Council through the *Council website* or *Facebook*.

- Nearly a quarter (24%) of residents prefer to stay informed about the Council through the *Stratford Press*, which is the highest amongst all media platforms. Publishing Council announcements or news about the district in the *Stratford Press* will ensure that this significant portion of the community is communicated with effectively.
- 30% of residents who provided feedback regarding Council communication expressed a desire to receive the *Stratford Press* or local papers more frequently.

Preferred way to keep up to date

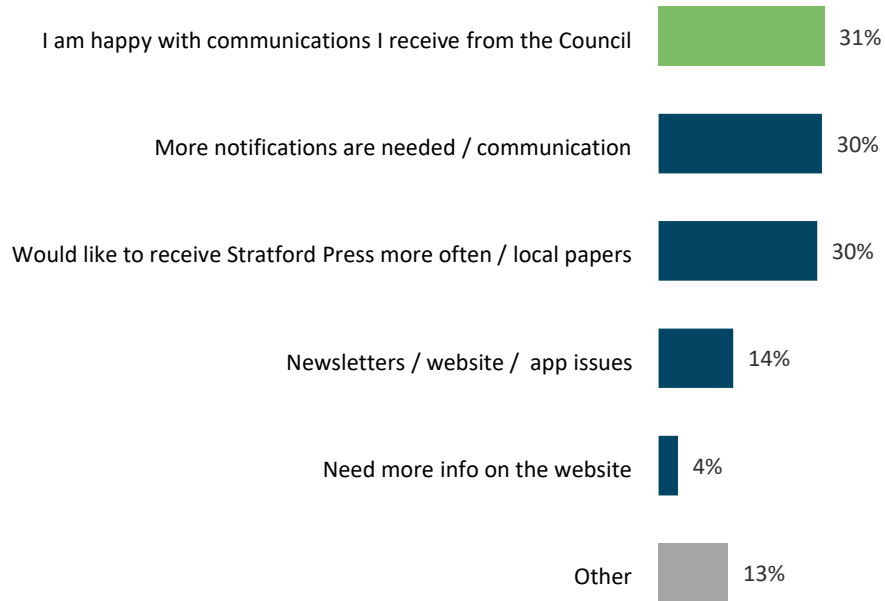


NOTES:

1. COM2. Where do you mainly see, read, or hear information about the Council? Please select all that apply. n=420
2. COM3. What would be your preferred way to keep up to date with what Stratford District Council is doing? (Please select one.) n=417

▲ Year-on-year Significantly higher
▼ Year-on-year Significantly lower
▲ Between demographics Significantly higher
▼ Between demographics Significantly lower

Comments on Information



- *Communications from Council cover a number of platforms but keeping these all up to date is key, as people absorb information in different ways.*
- *Pretty poor if the consultation with affected businesses during the Transport Choices fiasco is anything to go by.*
- *Better communication around road works on Cardiff Road. There was no communication with residents.*
- *Having used Antenno to contact the Council, it would have been good to have had some sort of feedback and acknowledgement, I found contacting the Council through this method a waste of time.*
- *We don't get a Press delivered for more than a year. At least email would mean I would get any information and not miss it.*
- *Would love to receive the Stratford Press to see what's going on in the community.*
- *Were rarely getting the Stratford Press, it's a sporadic delivery. Very difficult to contact the office.*



- *The communications team do an excellent job of keeping people up to date with information. The Antenno app is so handy for getting notices out to the public quickly.*
- *I get email communications as I am involved in a community group. It's good to get this.*
- *Great customer service when I ring or email someone. They're prompt and it helps.*
- *Staff at the front counter are always very helpful and kind.*
- *Regular columns in the newspapers keep me informed.*
- *Always full of interesting pertinent news.*
- *Communication on a wide scale seems adequate.*
- *All good and sufficient. Mayor communicates well.*
- *I love the Antenno app, a great way to keep up to date with what's happening.*

NOTES:

1. COM4. Are there comments you would like to make about the communications provided by Stratford District Council? n=55



Regulatory services

Contact with the Council

Reason for contact	2024	2023	2022
Animal control	9%	9%	7%
Building Consents	7%	7%	7%
District planning and Resource Consents	3%	6%	4%
Land Information Memorandum (LIMS)	2%	2%	2%
Noise	3%	3%	3%
Alcohol licensing	2%	2%	3%
Food control	1%	1%	-
Parking	1%	1%	2%
Other	8%	6%	6%
None of these	73%	71%	75%

- **Animal control** was contacted by 38 respondents during business hours and 24 after hours. During business hours, 17 (66%) of the respondents who contacted the council scored the service between *Good* and *Excellent* (7-10), while 14 who contacted after hours scored the service of the council between *Good* and *Excellent* (7-10).
- **Land Information Memorandum (LIMS)** was the reason for contact for 8 respondents. Six respondents scored the service of the council between *Good* and *Excellent* (7-10).
- **District Planning and Resource Consent** was the reason for contact for 14 respondents, 6 (46%) of these respondents scored the service of the council between *Good* and *Excellent* (7-10).
- **Building Consent** was the reason for contact for 26 respondents. 11 (45%) of these respondents scored the service of the council between *Good* and *Excellent* (7-10).
- **Food control** was the reason for contact for 4 respondents, almost all of them (3, or 80%) scored the service of the council *Good* (7-8).
- **Alcohol Licensing** was the reason for contact for 8 respondents. 6 (75%) of these respondents scored the service of the council between *Good* and *Excellent* (7-10).
- **Parking** was the reason for contact for 5 respondents with only one of them giving the service a rating between *Good* and *Excellent* (7-10).
- **Noise** was the reason for after-hours contact for 13 respondents. Only 3 of these respondents scored the service of the council between *Good* and *Excellent* (7-10).

NOTES:

1. ES1. In the last twelve months, have you had any direct involvement or contact with Council in relation to any of the following? Please select all that apply. n=420
2. ES2. Using a scale of 1 to 10 where 1 is 'poor' and 10 is 'excellent', please rate the service from Council, in the following areas, made during Business hours service (from 8am until 4.30pm) in the last twelve months. n=39
3. ES3. Using the same rating scale, please rate the service, in the following areas, made during After hours service (from 4.30pm until 8am) in the last 12 months.
4. Animal control n=39; LIMS n=6; District planning / resource consents n=14; Building consents n=26, Food control n=4, Alcohol licensing n=8, Parking n=5, Noise n=13.
5. Excludes don't know responses.

▲ Year-on-year Significantly higher
▼ Year-on-year Significantly lower
▲ Between demographics Significantly higher
▼ Between demographics Significantly lower

Comments on Improvements of Regulatory Services



- *I have heard people cannot ring noise control without having to give their name and address, which many do not feel comfortable doing as they aren't sure this isn't going to be passed onto the people they are complaining about. Especially applicable to older people or females living alone.*
- *Noise control on the firth concrete plant. The loader starts at 4.30am so the plant can finish earlier in the day.*
- *Would like to see dogs contained to the back 3/4 portion of town sections so they can't bark through fences and scare people walking past on footpaths. Very intimidating.*
- *Service is ok. However, follow up and consultation communication is lacking.*
- *Personal communication apart from mere acknowledgement of receiving communication would be a big improvement.*



- *Came to inspect the property to reduce dog licence cost, very good.*
- *The woman I spoke with was very helpful and pleasant and made it very easy to find the information I was looking for.*
- *Excellent, very responsive and great communication.*
- *The council are getting better all the time with their services.*
- *The front line help is great and the phone receptionist also. It is difficult to know who is responsible for what services however.*
- *The services are good.*
- *We had a rapid response to having the dog we complained about captured.*
- *My dealings and knowledge show a very good service.*

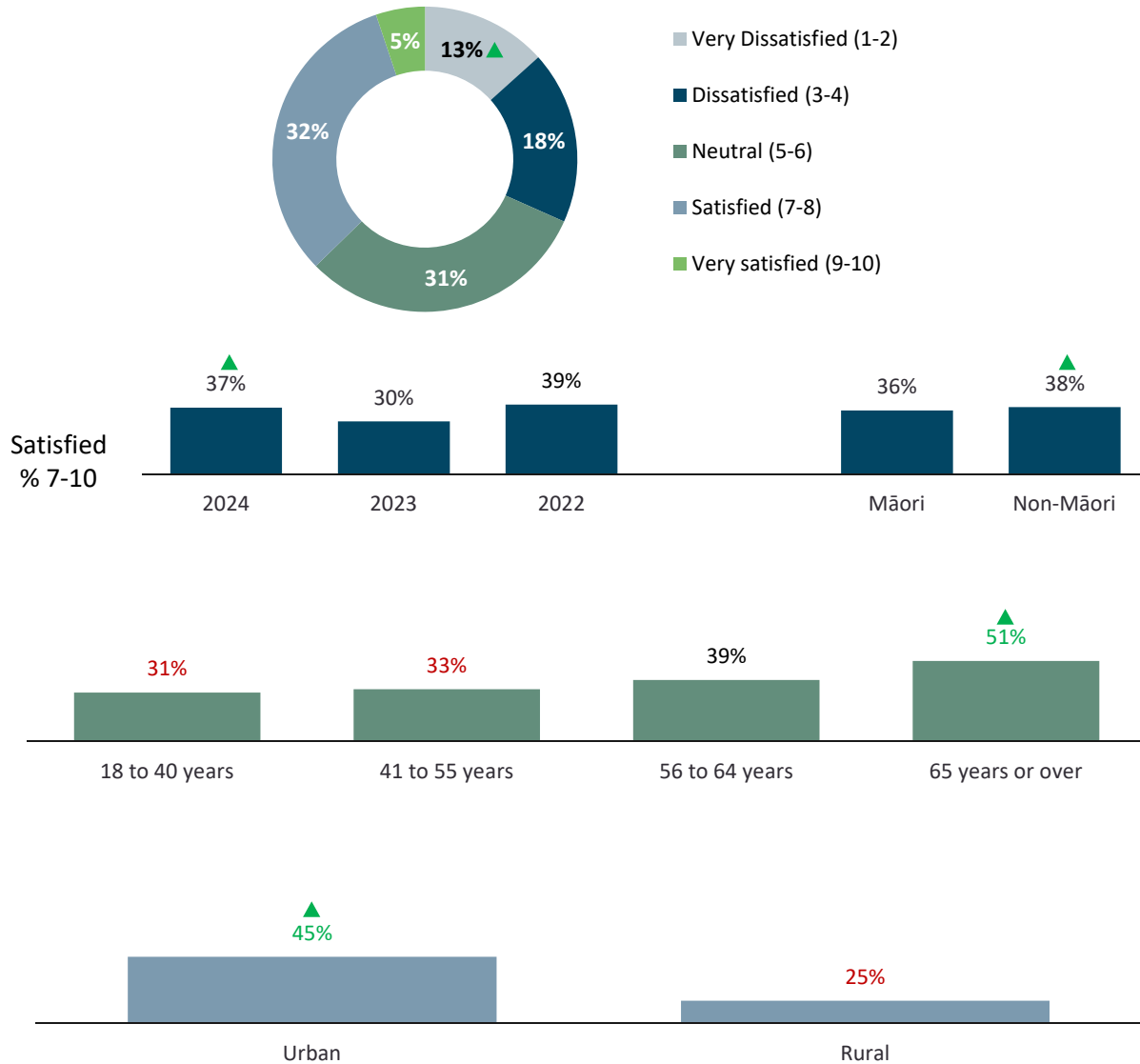
NOTES:

1. ES4. Are there comments you would like to make about Council's environmental services? n=54



Roads and footpaths

Satisfaction with the Residential and Rural Roads



- There is a significant increase in satisfaction with *Residential and rural roads*, rising from 30% in 2023 to 37% in 2024.
- Urban residents are more likely to express satisfaction with the Council's *Residential and rural roads*, with a satisfaction score of 45%, compared to rural residents who have a satisfaction score of only 25%.

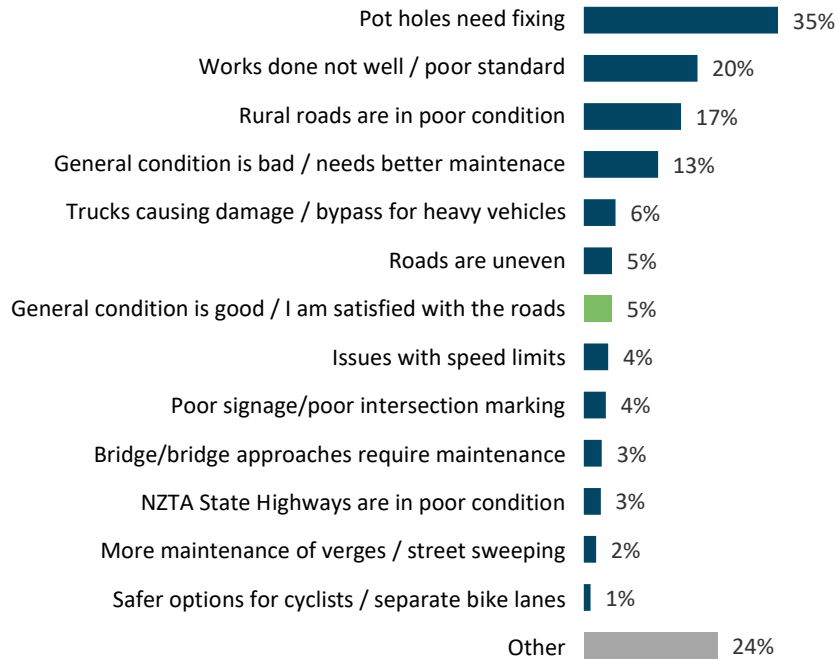
NOTES:

1. RF1. Using a scale of 1-10 where 1 is very dissatisfied and 10 is very satisfied, overall, how satisfied are you with the residential and rural roads in the Stratford District (NOT including the state highways)? n=416
2. Excludes don't know responses.

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

Residential and Rural roads - Comments



- *The patch work isn't flat enough, and is ridged and are still making some potholes, cars are still avoiding the patch work done.*
- *Regularly getting wheel alignments done due to potholes.*
- *Issues like potholes seem to take time to get addressed, then a truck drops off quite a few workers and the job is done. The number of workers seems high for the work to be done.*
- *Repairs seem to disintegrate very quickly. Potholes reappear within days.*
- *Definitely needs some more thought and upgrading. Something is not working.*
- *They are very poorly maintained by the current contractor.*
- *The rural roads take a hit because of the trucks that divert from the main road down Climie Road, and it isn't monitored regularly.*

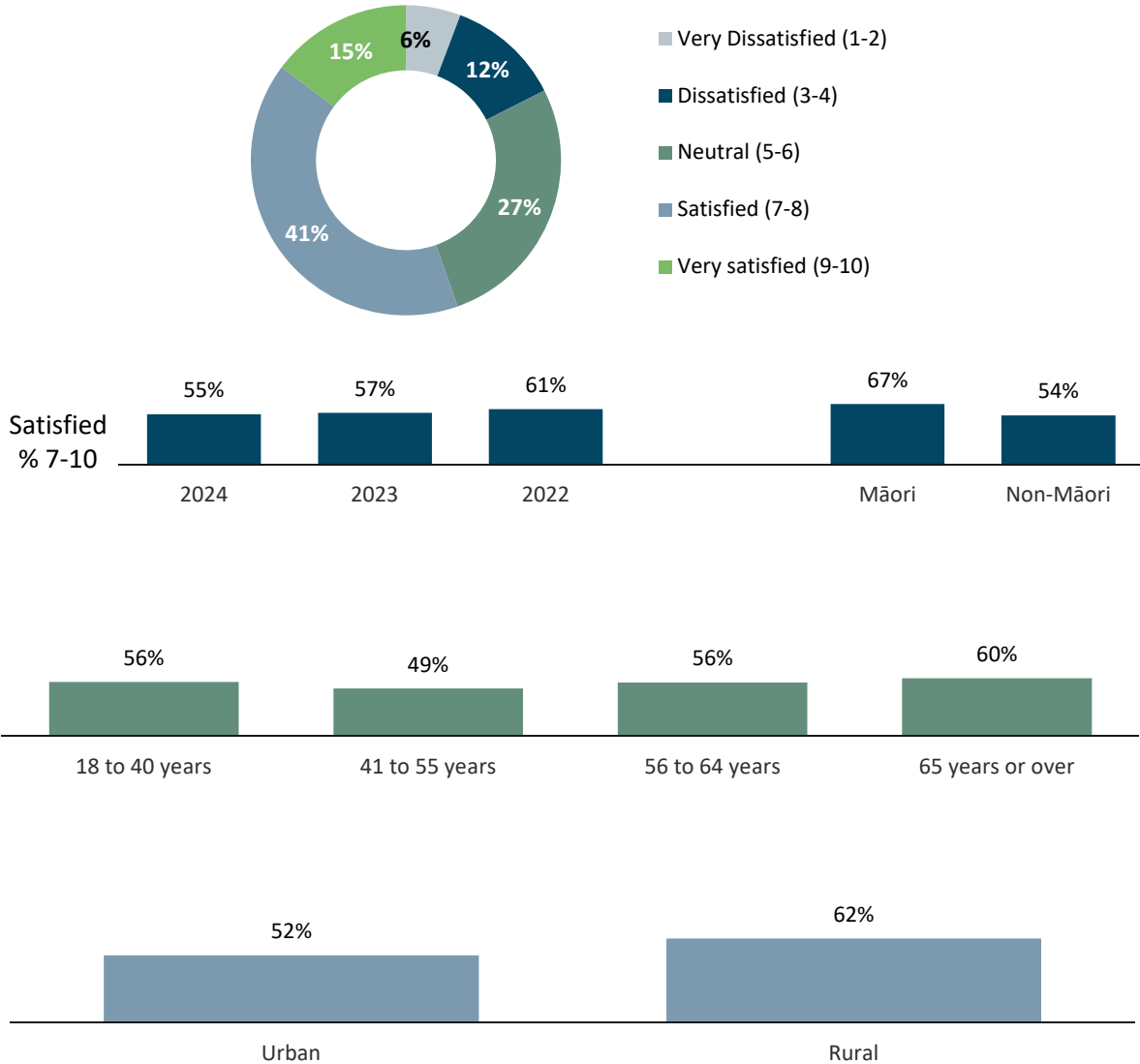


- *Generally, the district's roading network is good to very good. When reporting issues such as broken surface, sumps, or potholes, these are repaired within an adequate time.*
- *I find the internal roads in Stratford to be good. I would like work to be done on the roundabout planting.*
- *Generally, town roads are good.*
- *Roads are maintained.*
- *I consider the roads to be reasonable.*
- *In general, the roads are pretty good.*
- *Generally, town roads are good.*

NOTES:

1. RF1a. Are there comments you would like to make about the roading network in the District? n=174

Stratford District Council Footpaths - Satisfaction



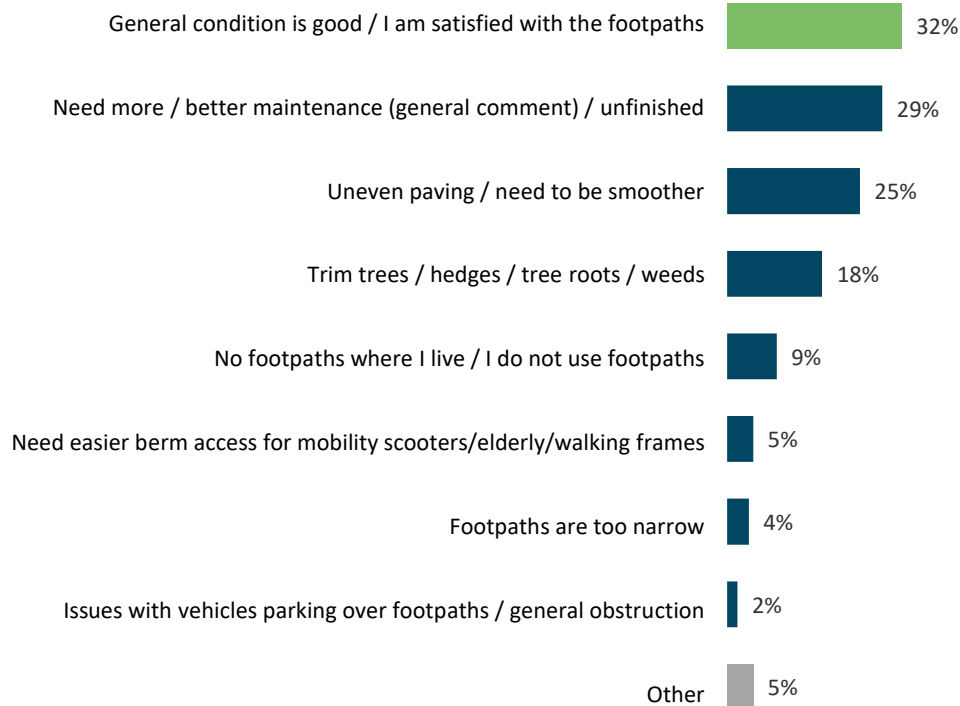
- There has been a gradual decrease in satisfaction with *Footpaths* observed over the past two years, dropping from 61% in 2022 to 57% in 2023, and further to 55% in 2024.

NOTES:

- Sample: 2023 n=421; 2022 n=413; Excludes don't know responses.
- RF2. Using the same 1-10 scale, overall, how satisfied are you with the Stratford District Council footpaths? n=388

Year-on-year	Between demographics
▲ Significantly higher	▲ Significantly higher
▼ Significantly lower	▼ Significantly lower

Stratford District Council Footpaths - Comments



- *Need to maintain edging, which would increase the width of footpaths, and trim over hanging hedges.*
- *Several need repairing, and those that are repaired are OK. Also, council needs to annually, or six monthly, check footpaths for overgrown foliage, and you are unable to walk on some of the paths due to trees and hedges.*
- *When footpaths are lifting up into the air, why can't that part be cut out and get fixed.*
- *Footpath outside Prospero Place is a shocker. Uneven, and have caught my jandals in it and fallen.*
- *When it's wet, the footpaths in town get very slippery, especially by the Paper Plus and library area.*
- *Very rough for mobility scooters.*



- *Generally, very easy for pushing a pram around, and clean.*
- *While I see improvements in the footpaths, there is much more to do. But I realise this has to be done in a coordinated way and takes time.*
- *The footpaths are getting better. I personally have a disability and am finding that the footpaths are getting better.*
- *Definitely an improvement here within the last couple of years. Greatly appreciated.*
- *The council are doing a good job with widening the footpaths when replacing old paths.*
- *Some very good work is being carried out with renewing footpaths within the urban areas. The end results look good.*

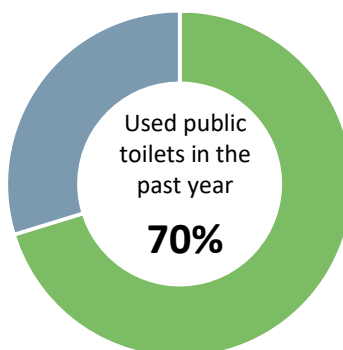
NOTES:

1. RF2a. Are there comments you would like to make about the District's footpaths? n=147



Public facilities and services

Public toilets – Overall satisfaction, visitation and comments



2023: 71%

'Users' In last 12 months	2024	2023	2022
Town Centre toilets on Broadway (behind the glockenspiel)	42%	46%	42%
Centennial Restroom toilets	35%	34% ▲	28%
TET Stadium public toilets	24%	26%	23%
Percy Thomson Complex public toilets	19%	18%	16%
Stratford Bike Park toilets	17%	17%	15%
Exeloo toilets in Victoria Park	11%	12% ▼	17%
Kopuatama Cemetery public toilets	6%	6%	6%
Whangamomona public toilets	5%	6%	7%
Morgan's Grave public toilets	2%	3%	3%
None of these	30%	29%	31%

- Usage of *Public toilets* has remained consistent with 2023 usage.
- Since 2023, there has been consistently high usage reported for the toilets on *Broadway* (42%), followed by the *Centennial Restroom* (35%) and the *TET Stadium* public toilets (24%).

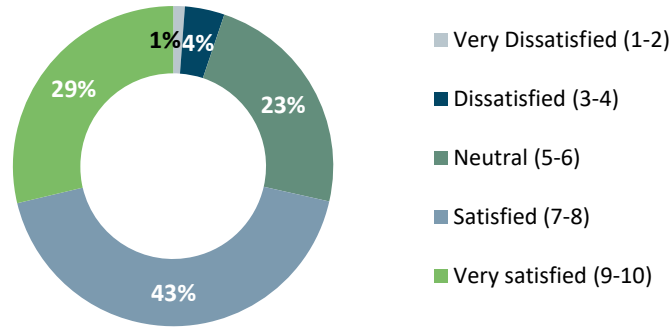
NOTES:

1. PT1. Which of the following public toilets have you used in the past year? Please select all that apply. n=420
2. Excludes don't know responses.

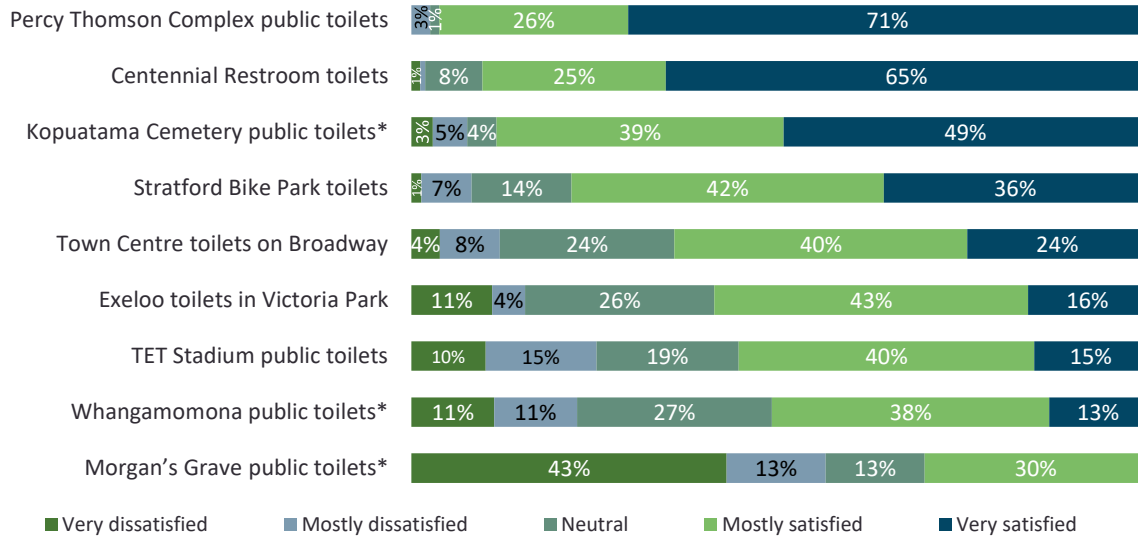
Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Public Toilets - Satisfaction



Satisfaction (% 7-10)	2024	2023	2022
Public toilet	71%	67%	68%



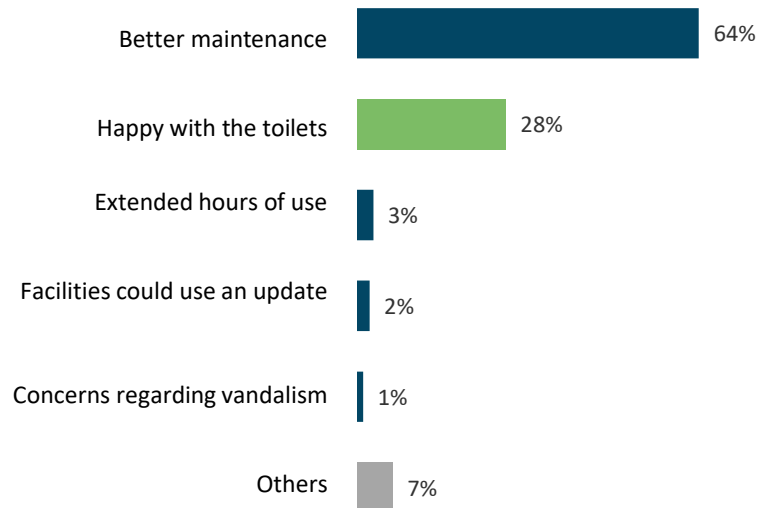
- Just over seven in ten *Public toilet users* (71%) are satisfied with the facility, marking a 4% point increase since 2023.
- Satisfaction is highest amongst *Percy Thomson Complex users* (96%) followed by the *Centennial Restroom toilet* (90%).

NOTES:

1. PT2. Using the same 1-10 rating scale, how satisfied are you with the overall level of service provided in the District’s public toilets? (Please rate your satisfaction for every public toilet you have used in the past year.)
2. PT3. Overall, how satisfied are you with the District’s public toilets? n=263
3. Excludes don’t know responses.
4. * Caution: Small sample size (n<30). Results are indicative only.

▲ **Year-on-year** Significantly higher
▼ **Year-on-year** Significantly lower
▲ **Between demographics** Significantly higher
▼ **Between demographics** Significantly lower

Public Toilets - Comments



- 64% suggest *Better maintenance* for the public toilets, while over a quarter (28%) are *Happy with the toilets*, overall.



- *Main Street toilets need to be cleaned more often.*
- *Although the TET Stadium toilets are clean, they always smell and could do with a paint job and general spruce up. They appear a bit dated.*
- *The TET women’s toilets have a disgusting smell that is always there.*
- *I avoid using the toilets by the glockenspiel. When it rains, water gets in, and the floor gets soaked. Horrible for those in long skirts and trousers.*
- *The Victoria Street Park ones are not always working. Last time using the centennial toilets there was mess in the doorway which had been tracked through the building.*
- *Do not open when they are meant to.*
- *The auto locking door on the public toilet behind the Clock Tower. They all need to be 24 hour ones.*

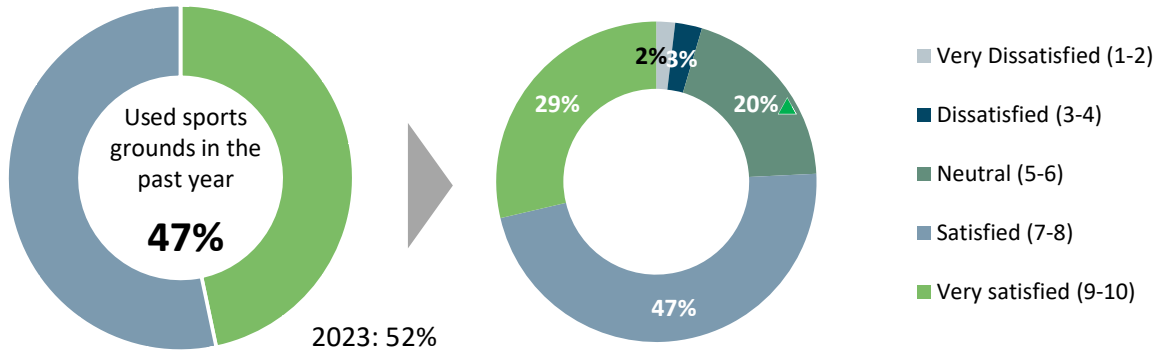


- *I felt the toilets were of satisfactory condition when I used them.*
- *There are plentiful toilets in the town which are clean and tidy.*
- *Very pleased to have good toilets for the public. Because I live out of town, I need to use them. Some of my visitors express how clean and nice the Centennial restrooms are.*
- *The people who clean all the town toilets do a great job.*
- *The contractors do a great job at cleaning them.*
- *There are plenty of toilets and every time I have used the ones on Broadway, they have been clean and well stocked with consumables.*
- *The Centennial rest rooms are outstanding. So grateful.*

NOTES:

1. PT4. Are there comments you would like to make about the District’s public toilets? n=85

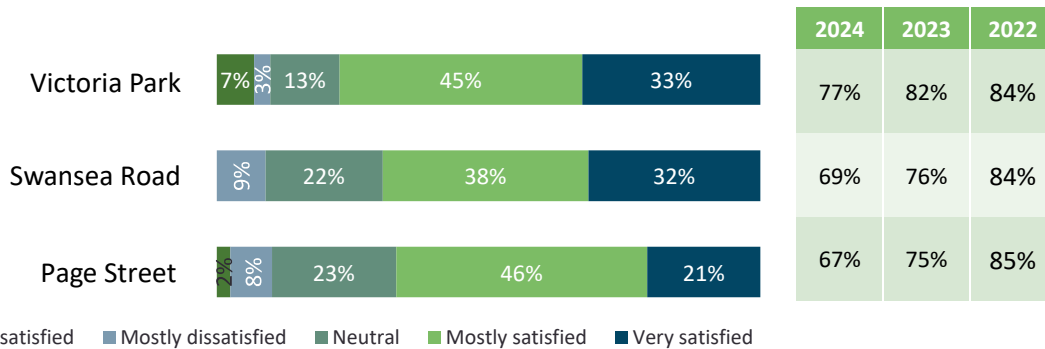
Sports grounds – Visitation and Satisfaction



Satisfaction (% 7-10)	2024	2023	2022
Sports grounds	76% ▼	85%	83%

'Users' In last 12 months	2024	2023	2022
Victoria Park	38%	45%	47%
Page Street	22% ▼	28%	28%
Swansea Road	10%	11%	13%
None of these	53%	48%	46%

- Nearly half of residents (47%) have reported to have visited a *Sports ground* in Stratford District over the past year.
- Overall satisfaction with *Sports grounds* has significantly declined year on year (76% compared to 85%)
- Victoria Park* has had more use or visitors in the last 12 months (38% of respondents) than either *Page Street* (22%) or *Swansea Road* (10%).



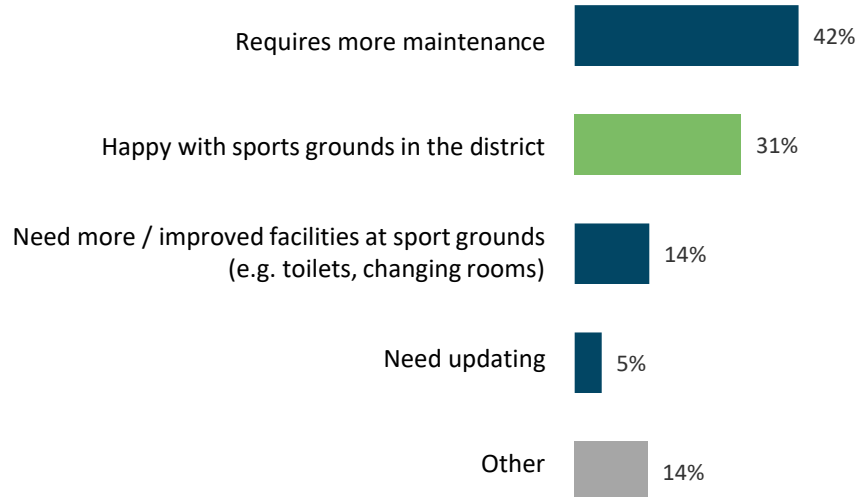
- Despite a slight decrease, satisfaction levels remain high across all *Sports grounds*, with *Victoria Park* receiving the highest satisfaction at 77%.

NOTES:

- SP1. Which of the following sports grounds have you used or visited in the past year? Please select all that apply. n=420
- SP3. Overall, how satisfied are you with the District's sports grounds? n=166
- SP2. How satisfied are you with the overall level of service provided in the District's sports grounds?

▲ Year-on-year Significantly higher ▲ Between demographics Significantly higher
▼ Significantly lower ▼ Significantly lower

Sports Grounds - Comments



- *The grass needs mowing more to keep them looking nice.*
- *Watching club rugby over winter at Victoria Park was a joke. You need to get the drainage sorted out.*
- *Victoria Park is a shambles from Council in respect to the drainage. They should have left it to local farmers and club supporters to have this sorted out.*
- *The football grounds get overlooked in favour of the rugby grounds, the club do the majority of the maintenance on it.*
- *You should have got a local rural drainage contractor to fix drainage problems at Victoria Park. Would have been fixed properly first time, and a lot cheaper.*
- *No public toilet available at Page Street, very poor considering it is some distance from the centennial rest rooms.*
- *Can more facilities be added for adults at the sports grounds, for example, exercycles just like in Hong Kong and Korea?*

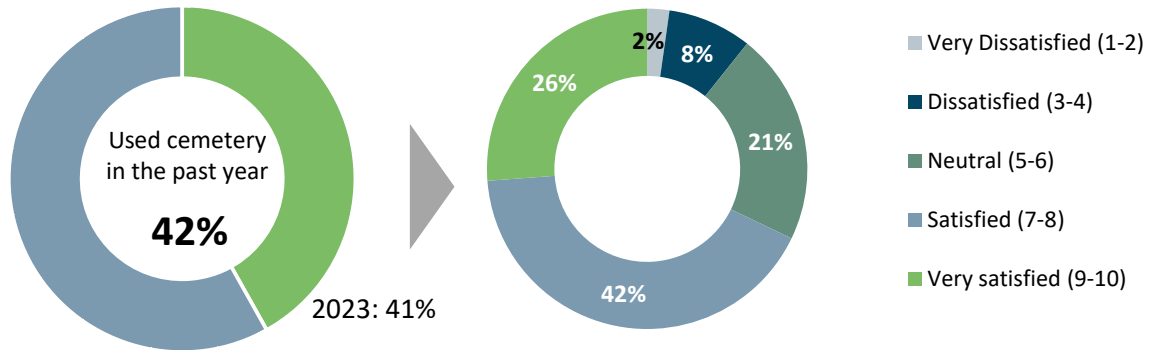


- *The sports grounds are in pretty good condition, and my family make the most of them during the sunnier days.*
- *Stratford is very lucky with all our sports grounds and park facilities.*
- *The sports grounds are kept in very good condition, and I walk them most days for my exercise. Love the way the grounds look, very nice.*
- *Me and my child love the bike park.*
- *Stratford's sports grounds are very good. Council does excellent work in maintaining them especially given the wet climate that Stratford is in. Very well done to the contractor and council staff.*
- *The district's sports grounds appear to be well maintained and are attractive and used.*
- *They all seem to be well looked after.*
- *Stratford is very lucky with all our sports grounds and park facilities.*

NOTES:

1. SP4. Are there comments you would like to make about the District's sports grounds? n=61

Cemeteries – Visitation, Satisfaction and Comments



Satisfaction (% 7-10)	2024	2023	2022
Cemeteries	74%	68%	70%

Visitation in the last 12 months	2024	2023	2022
Koputama	41%	40%	45%
Midhirst	6%	3%	3%
None of these	58%	59% ▲	51%

- Over four in ten respondents (42%) have reported to have visited a *Cemetery* in Stratford District over the past year.
- Koputama Cemetery* has had significantly more use or visitors in the last 12 months (41% of respondents) than *Midhirst Cemetery* (6%).

Top Priorities	2024	2023	2022
Need better maintenance (e.g. mowing, fill the hollows, etc).	55% ▼	73%	75%
Happy with the state of cemeteries in the district.	29%	40%	21%
More facilities for public at cemeteries	12%	6%	-
Other	5%	2%	15%

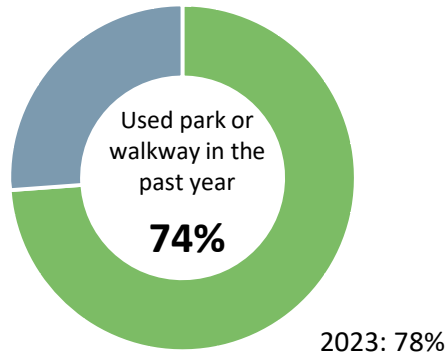
NOTES:

- CEM1. Which of the following cemeteries have you visited in the past year? Please select all that apply..
- CEM2. How satisfied are you with the overall level of service provided in the District’s cemeteries? n=179.
- Excludes don’t know responses.
- CEM3. Are there comments you would like to make about the District’s cemeteries? n=68

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Parks and walkways – Visitation



'Users' In last 12 months	2024	2023	2022
Three Bridges Trail	53%	51%	53%
King Edward Park	51%	56%	54%
Victoria Park	40%	46%	41%
Playgrounds in Victoria or King Edward Park	35%	39%	36%
Western Loop walkway	35%	36%	33%
Carrington walkway	33%	37%	35%
Eastern Loop walkway	30%	31%	31%
Windsor Park	14%	17%	16%
Adrian Street Reserve	4%	3%	4%
None of these	26%	22%	21%

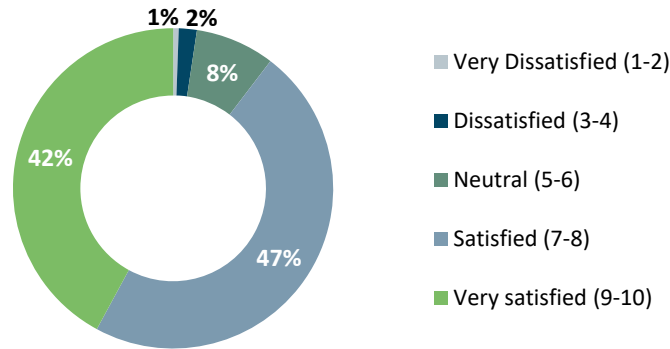
- Seven in ten residents (74%) reported to have used *Parks and walkways* in the past year.
- More than half of respondents reported to have used *Three Bridges Trail* (53%) or *King Edward Park* (51%) in the past year.
- However, very low usage of *Windsor Park* and the *Adrian Street Reserve* was reported by respondents (14% and 4%) respectively.

NOTES:

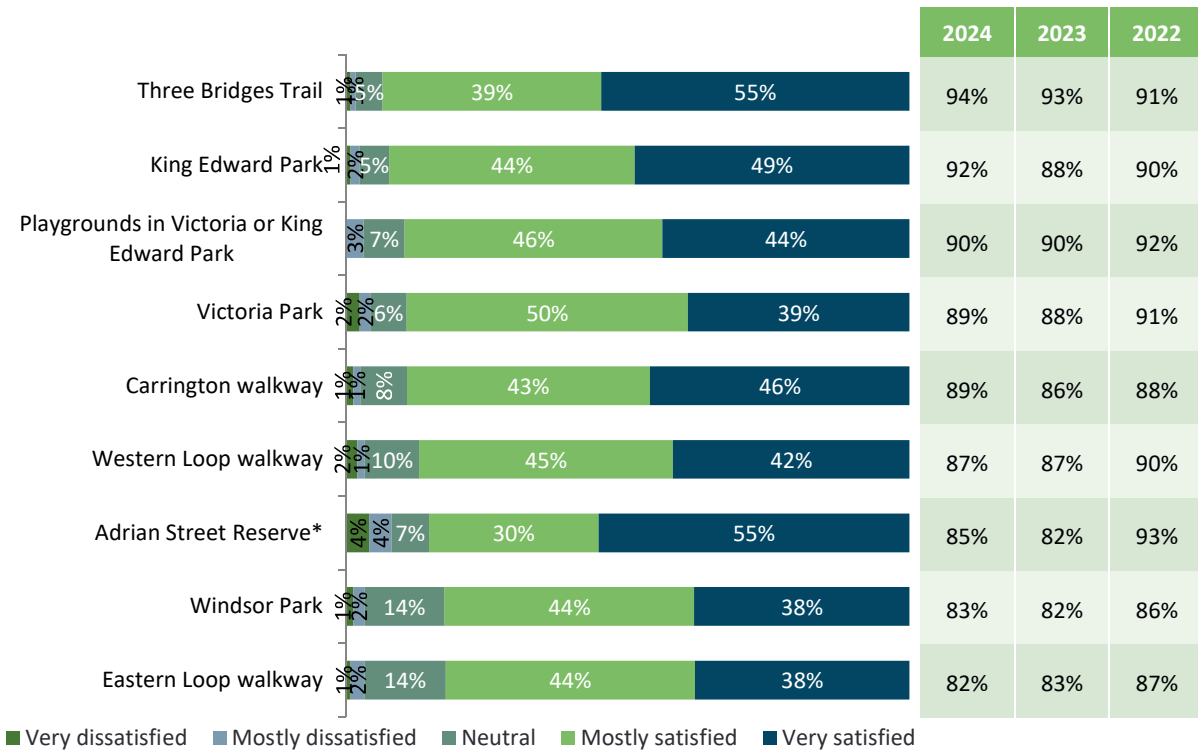
1. PW1. Which of the following parks and walkways have you used in the past year? Please select all that apply.

Year-on-year Between demographics
 ▲ Significantly higher ▲ Significantly higher
 ▼ Significantly lower ▼ Significantly lower

Parks and walkways - Satisfaction



Satisfaction (% 7-10)	2024	2023	2022
Parks and walkways	90%	90%	92%



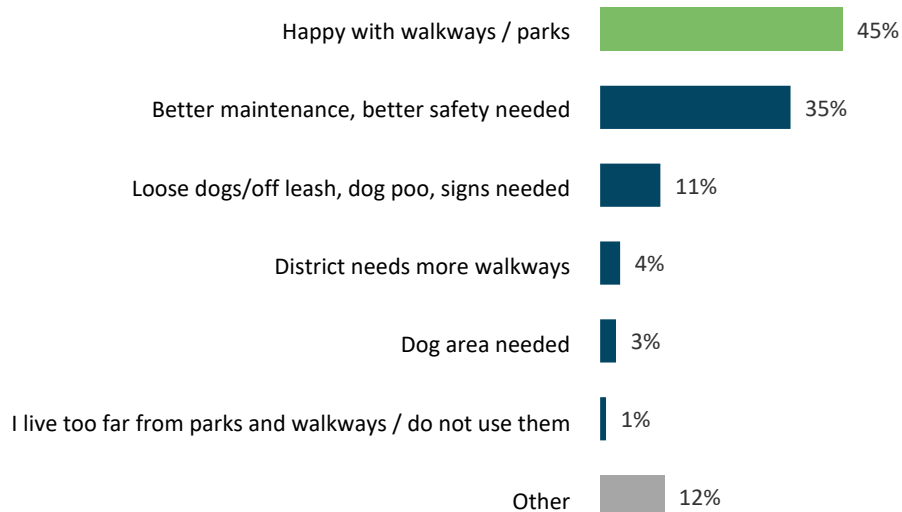
- Satisfaction with *Parks and walkways* has remained consistently high year-on- year, maintaining a 90% satisfaction score.
- Only 3% of respondents were *Mostly Dissatisfied* or *Very Dissatisfied* with the *Parks and walkways* overall.

NOTES:

1. PW3. Overall, how satisfied are you with the District’s parks and walkways? n=302
2. PW2. How satisfied are you with the overall level of service provided in the District’s parks and walkways? n=219
3. Excludes don’t know responses.
4. * Caution: Small sample size (n<30). Results are indicative only.

▲ **Year-on-year** Significantly higher
▼ **Year-on-year** Significantly lower
▲ **Between demographics** Significantly higher
▼ **Between demographics** Significantly lower

Parks and Walkways - Comments



- 45% of residents leave positive comments about *Parks and walkways*, expressing their satisfaction with the areas. However, 35% of residents feel that *Better maintenance and safety* improvements are required.



- *On the three bridges trail I tripped and hurt myself. I have asked for the section of path to be fixed. I await to see if this happens.*
- *I feel that the lawns in the parks, in particular the rhododendron dell, could be mowed more frequently, especially coming into the warmer months when the grass is growing quicker.*
- *There is no professional long-term vision of what will eventuate in the native bush as a result of contractors removing and pruning plants on a seemingly ad hoc basis.*
- *Many weeds on walkway surround's, especially old man's beard and woolly nightshade. Too many dog poos or dumped dog poo bags on loop walkways.*
- *Dog poo bins are provided around roads. What about one half way around walkways?*
- *No dog control. Dogs running loose.*



- *I think we have a great range of tracks and walkways in such a small town. The tracks particularly on KEP and Carrington Walkway Eastern Loop are in great condition.*
- *Parks in Taranaki are some of the best and well maintained in the North Island.*
- *Family members say they are great.*
- *Very well kept and maintained areas, I have heard there have been complaints about the barbeques at the Bike Park.*
- *Thank you for keeping the paths clear during the autumn leave drop. It has been noticed by a lot of walkers this season and is definitely a lot of safer. Also noted the tread installed on the bridges.*
- *Very good, Stratford is very lucky that forefathers had the vision, which has been extended upon.*
- *Nice, easy access. Well maintained.*

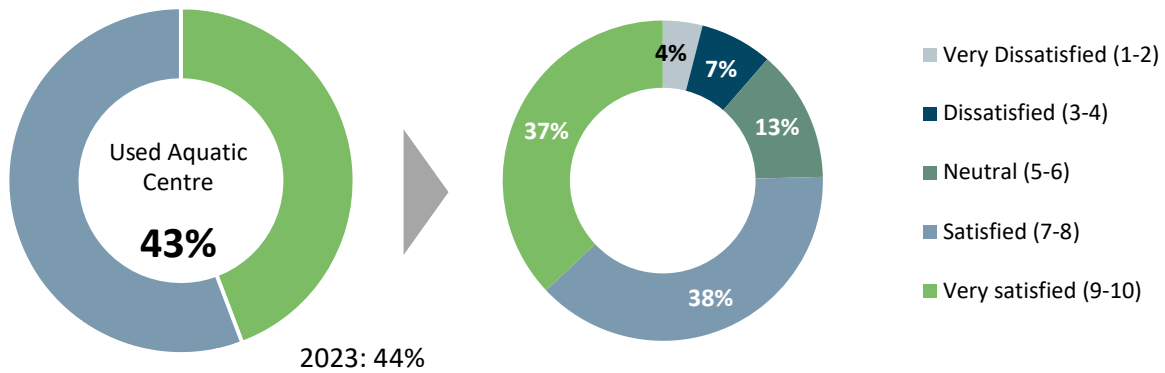
NOTES:

1. PW4. Are there comments you would like to make about the District's parks and walkways? n=109

Between demographics

Significantly higher
Significantly lower

Aquatic Centre



Satisfaction (% 7-10)	2024	2023
Aquatic Centre	75% ▼	84%

Users In last 12 months	2024	2023
I am a caregiver bringing someone else	44%	46%
Lane swimming	29%	31%
Swimming lessons	23%	26%
Aqua jogging/water walking	9%	13%
School water safety programme	9%	12%
In water group fitness classes	7%	5%
Other	18%	15%

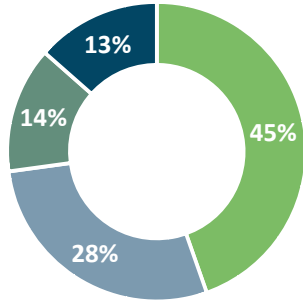
- Over four in ten users of the *Aquatic centre* (44%) are *Caregivers who bring someone else to the pools*.
- Close to three in ten (29%) do *Lane swimming* or participate in *Swimming lessons* (23%).

NOTES:

1. TSB1. Have you used the aquatic centre in the past year? n=420 users n=179
2. TSB3. How satisfied are you with the overall level of service at the aquatic centre? n=178
3. Excludes don't know responses.
4. TSB2. What service(s) did you use at the aquatic centre? n=179

Year-on-year Between demographics
 ▲ Significantly higher ▲ Significantly higher
 ▼ Significantly lower ▼ Significantly lower

Aquatic Centre – Use and Satisfaction by Age

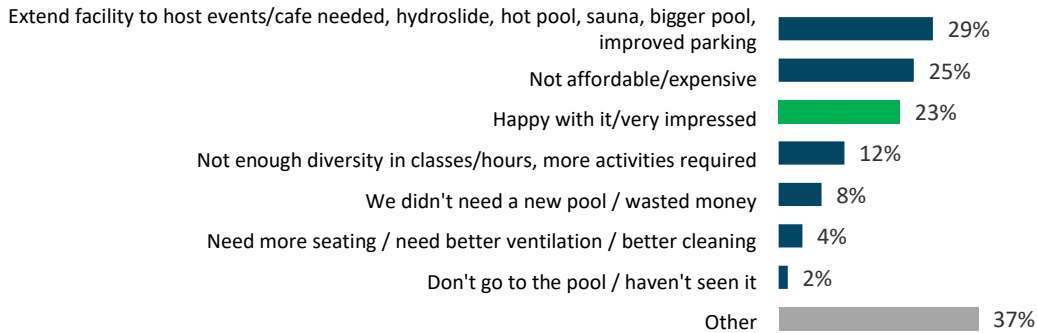


- 18-40 yo
- 41-55 yo
- 56-64 yo
- 65+ yo

Satisfaction (% 7-10)	2024	2023
18-40 years	76%	85%
41-55 years	66%	71%
56-64 years*	86%	84%
65+ years	83% ▼	97%

- The residents who most frequently use the *Aquatic centre* are aged between 18 and 40 years old (45%).
- Satisfaction with the facility is especially high amongst users aged over 65 years, with 83% satisfied. However this is a significant decline year-on-year.
- Based on comments from respondents, nearly three in ten (29%) suggest *Extending the facility to host an event and Adding a café, hydroslide, hot pool, or sauna.*

Comments



- 
- *Pool is too short, it should be a 50 metre pool. And I can't run in the lanes anymore because it's too deep at one end.*
 - *I think it should have a spa pool, and better lighting.*
 - *The cost of the party room is expensive, please reduce this cost so it can be used more.*
 - *Fees are very high, there is no food available except potato chips. We need a cafe or a bigger selection of food and drinks for sale.*

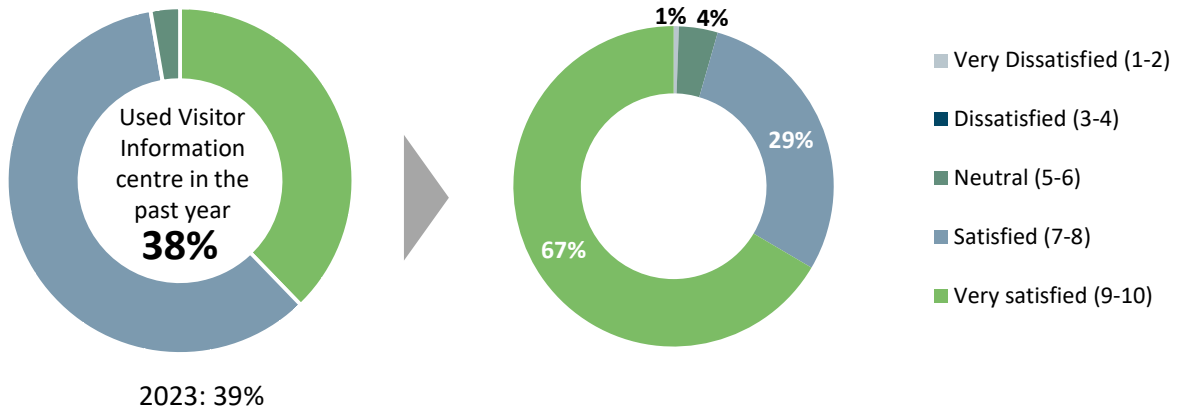
- 
- *It is a pleasant centre to visit, and the accessibility for me and my disability is great.*
 - *Family members enjoy the facilities.*
 - *Awesome facility, pricing is good, staff are always helpful and friendly.*
 - *The pool staff are amazing. Super friendly and helpful, always smiling. The pool is beautiful and clean, and the toilet, showers and changing areas are well maintained.*

NOTES:

1. TSB1. Have you used the aquatic centre in the past year? n=420 users n=179
2. TSB3. How satisfied are you with the overall level of service at the aquatic centre? n=178
3. Excludes don't know responses.
4. TSB4. Are there comments you would like to make about the aquatic centre? n=155
5. * Caution: Small sample size (n<30). Results are indicative only.

Year-on-year	Between demographics
▲ Significantly higher	▲ Significantly higher
▼ Significantly lower	▼ Significantly lower

Visitor Information Centre – Usage, overall satisfaction, and comments



Satisfaction (% 7-10)	2024	2023	2022
Visitor Information Centre	96%	94%	96%

	Users In last 12 months	Satisfaction (%7-10)
Driver Licensing	52%	94%
Vehicle Licensing	40%	96%
General information	39%	98%
Maps and brochures	19%	97%
Retail/Souvenirs	11%	89%*
Travel bookings (Bus/Ferry)	6%	100%*
Event tickets	2%	100%*
Accommodation	1%	100%*
Other	7%	100%*

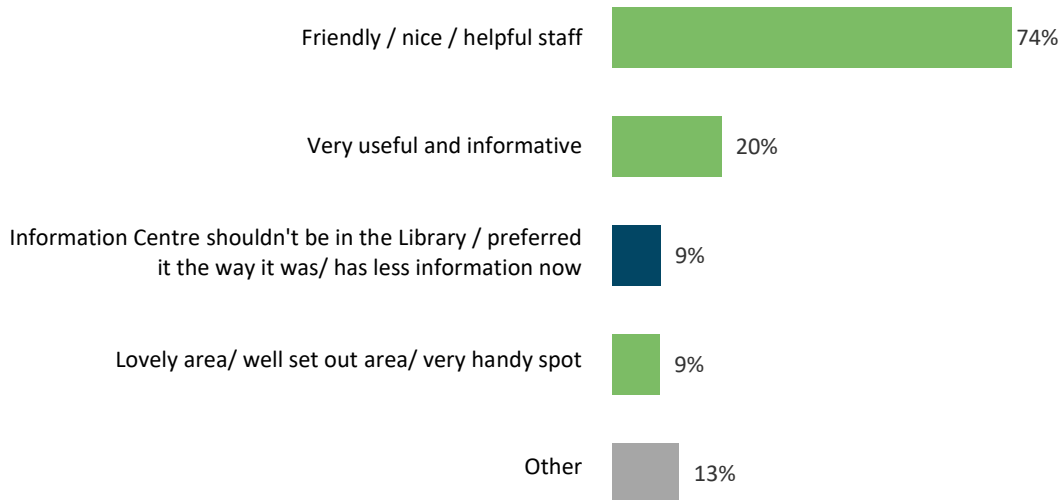
- Nearly four in ten respondents (38%) have visited the *Visitor Information Centre* in the past 12 months.
- More than half visited the centre for *Driver licensing* (52%), while 40% visited for *Vehicle licensing*, 39% to *Seek general information*, and 19% to obtain *Maps and brochures*.

NOTES:

- VIC1. Have you used the Visitor Information Centre, within the Stratford Library, in the past year?
n=420 Used n=161
- VIC2. What service(s) did you use at the Visitor Information Centre? Please select all the apply. n=161
- VIC3. How satisfied are you with the overall level of service at the Visitor Information Centre? n=157
- * Caution: Small sample size (n<30). Results are indicative only.

Year-on-year Between demographics
 ▲ Significantly higher ▲ Significantly higher
 ▼ Significantly lower ▼ Significantly lower

Stratford District Visitor Information Centre - Comments



- Most comments regarding the *Visitor Information Centre* are positive, with 74% of respondents stating that the *Staff are friendly, nice, or helpful.*



- *Setting up a shop in the public library is a distraction for those who use the library for research and a place for contemplation.*
- *Feel it is tucked away from tourists visiting, have had a number of people asking if we have a visitors' centre.*
- *It's not as good as it used to be when it was across the other side of the pavement. It's a far better retail choice and better atmosphere with its own space.*
- *I don't feel it's ideal being in our local library. There is no privacy and space is limited. There is no appeal for tourists visiting.*
- *I don't like the setup in the library. The person serving me was quite grumpy.*

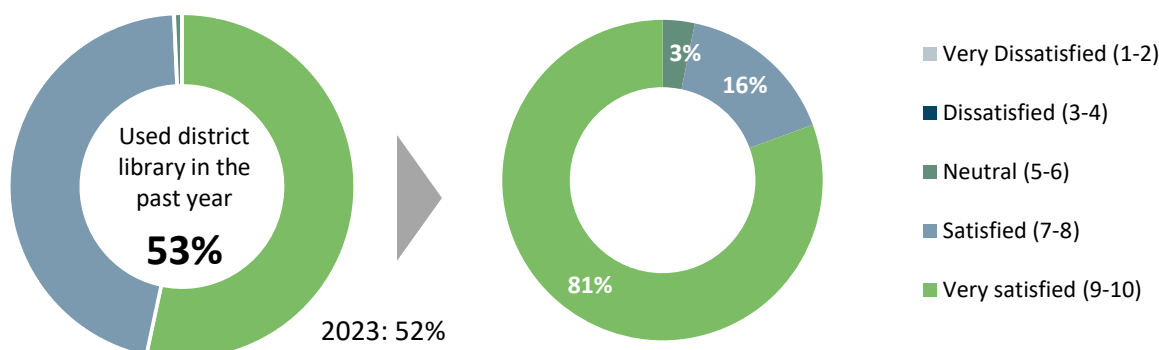


- *Always nice, friendly staff who are only too willing to help with information or suggestions.*
- *Very good facility, great service.*
- *The ladies at the information centre are wonderful and very helpful when I require their help. Very professional.*
- *Nice going to the Visitor Centre in Stratford.*
- *Most necessary facility.*
- *A very handy little spot. People are lovely too. It's far better than New Plymouth.*
- *Well presented area staffed by polite, helpful people.*
- *Staff are always friendly.*

NOTES:

1. VIC4. Are there comments you would like to make about the district's Visitor Information Centre? n=51

Stratford District Library – Usage and Overall Satisfaction.



Satisfaction (% 7-10)	2024	2023	2022
Stratford District Library	97%	96%	97%

'Users' In last 12 months	2024	2023	2022
Browse and/or borrow print books	66%	65%	76%
Library staff (for information, assistance, recommendations)	37%	34%	41%
Printing / photocopying	30%	22%	29%
Justice of the Peace	18%	12%	15%
Children's services (Tot Time, reading programme)	13%	8%	1%
Tables and / or seating to work or study	12%	9%	8%
eBooks and / or downloadable audiobooks	9%	5%	10%
Free Wi-Fi on your own device	8%	12%	7%
Library computers (for internet, word processing)	6%	7%	8%
Electronic databases	4%	4%	5%
Hire of Kowhai room	3%	1%	2%
Other	9%	8%	6%

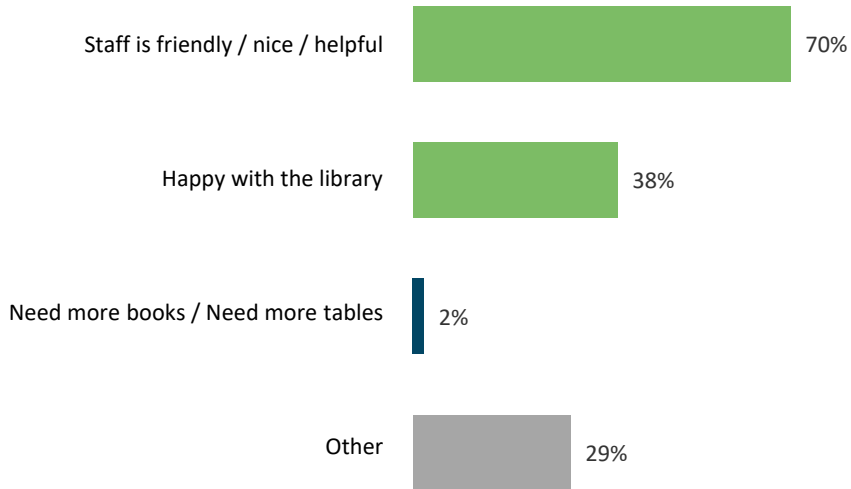
- More than half of residents (53%) have visited the *Library* in the past year.
- The majority of *Library* visitors are there to *Browse and/or borrow print books* – 66%, a slight increase from 65% in 2023.

NOTES:

- LIB1. Have you used or visited the Stratford District Library in the past year? n=420 Yes n=232
- LIB2. What service(s) did you use at the Stratford District Library? Please select all that apply. n=232
- LIB3. How satisfied are you with the overall level of service at the Stratford District Library? n=229
Excludes don't know responses.

▲ Year-on-year Significantly higher
▼ Year-on-year Significantly lower
▲ Between demographics Significantly higher
▼ Between demographics Significantly lower

Stratford District Library- Comments



- *Not enough tables and chairs. I have been going to craft at the library every week for over eight years, we use the small room. We can't when it is booked, so we go to a nearby table if it is free. Sometimes there is no table or chairs. Every second Monday the book club is there with 14 members and not enough chairs to sit on.*
- *It's seems the variety or amount of books held in libraries is depleting nowadays, but some of us still like to read the old fashion way.*



- *The staff at the library are fantastic, so friendly and helpful. I always feel very welcome.*
- *As a frequent user of the Kowhai Room, I have been very satisfied with the helpfulness of the library staff. Nothing seems to be a problem when organising my diary to use the room.*
- *A great asset for Stratford.*
- *The ladies are amazing. They are super helpful and are always cheerful. The library is always tidy, organised and has a good selection.*
- *The range of items is very good, and it is easy to borrow from another library, particularly STDC. Thank you to the library staff.*
- *A lovely little library. Please, don't close it. With how the future is going, paper is becoming obsolete and the internet is becoming bigger. Holding an actual book, turning the page and that lovely book smell is far better than reading a book on a device.*

NOTES:

1. LIB4. Are there comments you would like to make about the Stratford District Library? n=96

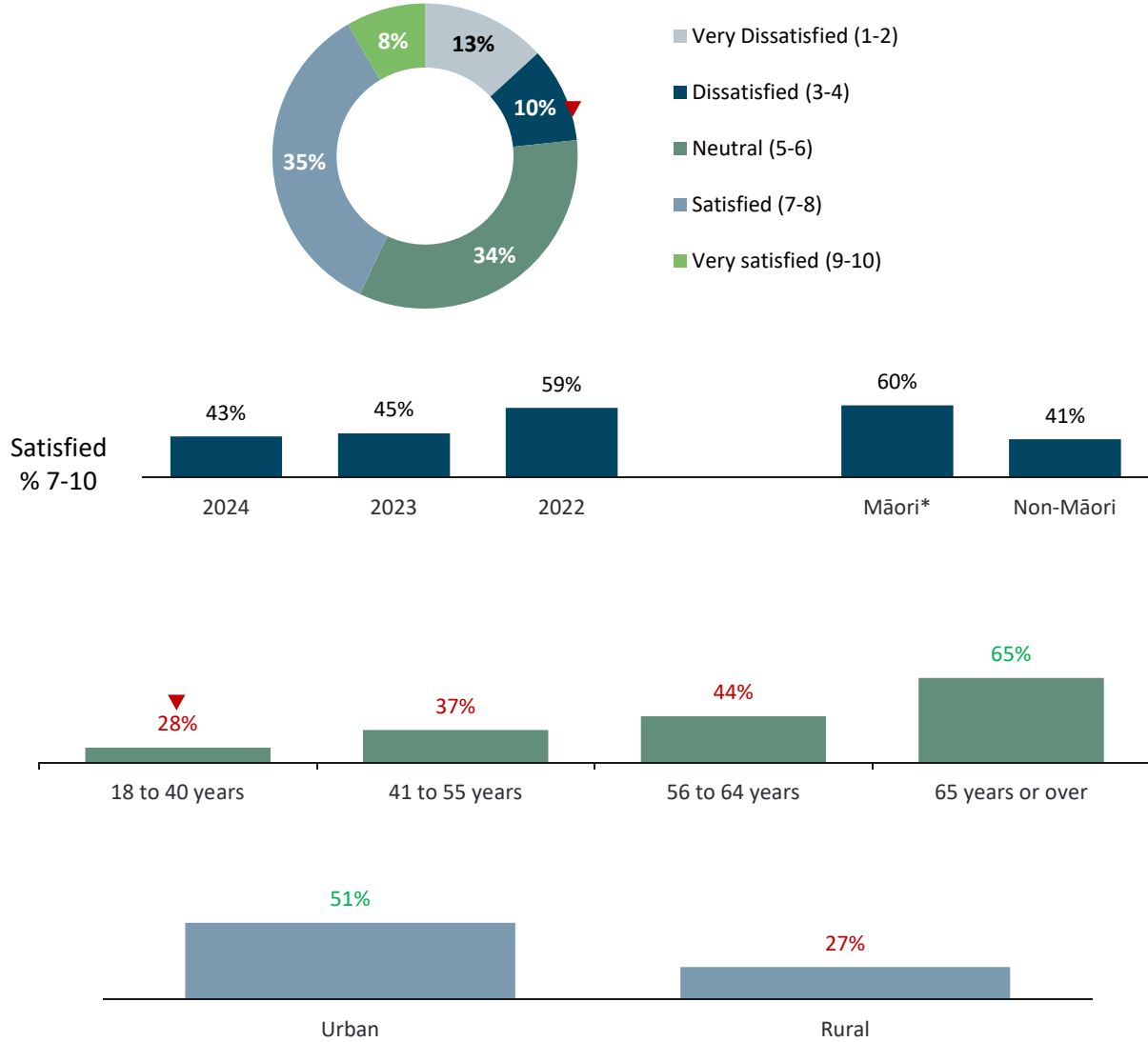
Between demographics

Significantly higher
Significantly lower



Value for money

Value for Money



- Satisfaction with *Value for money* has continued to decline over the past two years, decreasing from 59% in 2022 to 45% in 2023, and further to 43% in 2024.
- This has also been identified as an area for improvement for the Council.
- Satisfaction amongst younger residents, those aged 18 to 40 years, has significantly decreased, with satisfaction scores declining from 47% in 2023 to 28% in 2024.
- Rural residents are significantly less likely to express satisfaction with the *Value for money they get from their rates payments* compared to urban residents (27% compared to 51%).

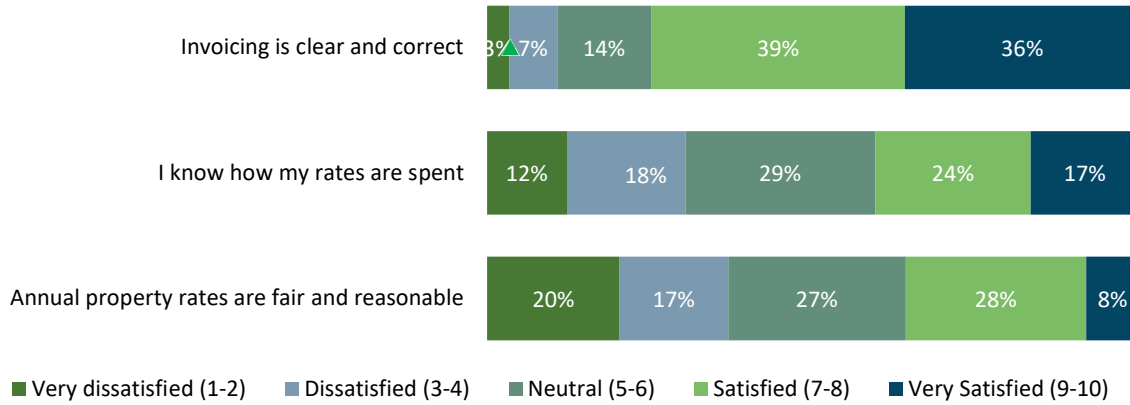
NOTES:

1. VM3. Thinking about everything Stratford District Council has done over the past twelve months and what you have experienced of its services and facilities, how satisfied are you with how rates are spent on services and facilities provided by Council, and the value for money you get for your rates? n=316
2. Excludes don't know responses.
3. *Caution small sample size (n<30) results are indicative only.

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

Value for money



Scores with % 7-10	2024	2023	2022	Māori*	Non-Māori
Invoicing is clear and correct	75%	75% ▼	82%	79%	74%
I know how my rates are spent	41%	44% ▼	61%	45%	40%
Annual property rates are fair and reasonable	36%	33% ▼	46%	45%	35%

Scores with % 7-10	Urban	Rural
Invoicing is clear and correct	79%	68%
I know how my rates are spent	47%	28%
Annual property rates are fair and reasonable	41%	27%

- All measures related to *Value for money* remain relatively consistent year-on-year, with a 3% point decrease in *Knowing how rates are being spent* (from 44% to 41%) and a 3% point increase in *Annual property rates being perceived as fair and reasonable* (from 33% to 36%).
- Urban residents are more likely to express satisfaction with all measures related to *Value for money* than rural residents.

NOTES:

- VM2. How strongly do you agree or disagree with the following statements? VM2_1 n=334 VM2_2 n=335 VM2_3 n=327
- Excludes 'Don't know' responses
- *Caution small sample size (n<30) results are indicative only.

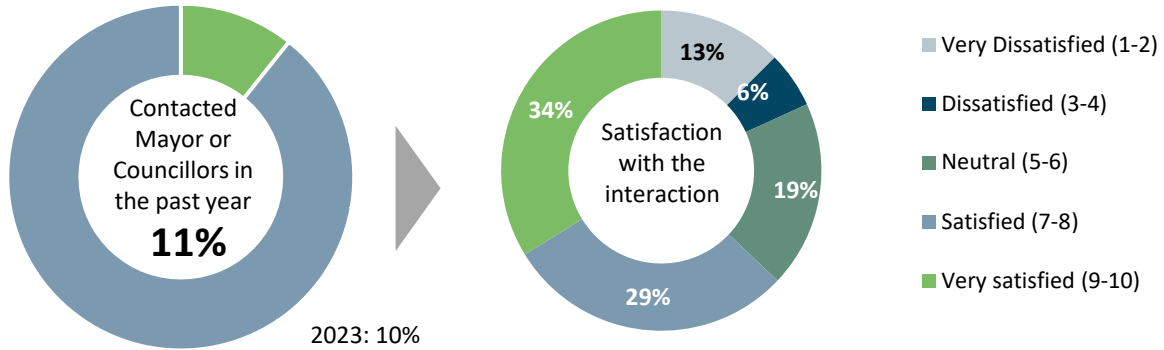
Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower



Governance, and sense of community

Contacting the Mayor or the Councillors



- Just over one in ten residents (11%) have *Contacted the Mayor or Councillors in the past year*.
- Amongst those who made contact, over six in ten (63%) expressed satisfaction with their interaction.



■ Strongly disagree (1-2) ■ Disagree (3-4) ■ Neutral (5-6) ■ Agree (7-8) ■ Strongly agree (9-10)

- 56% of respondents agree that *The decisions made by the Council represent the best interest of the District*, which has remained consistent with 2023.

Scores with % 7-10	2024	2023	2022	Māori	Non-Māori
The decisions made by the Council represent the best interests of the District.	56%	56%	65%	65%	55%

Scores with % 7-10	18-40 years	41-55 years	56-64 years	65+ years	Urban	Rural
The decisions made by the Council represent the best interests of the District.	51%	44%	56%	74%	62%	47%

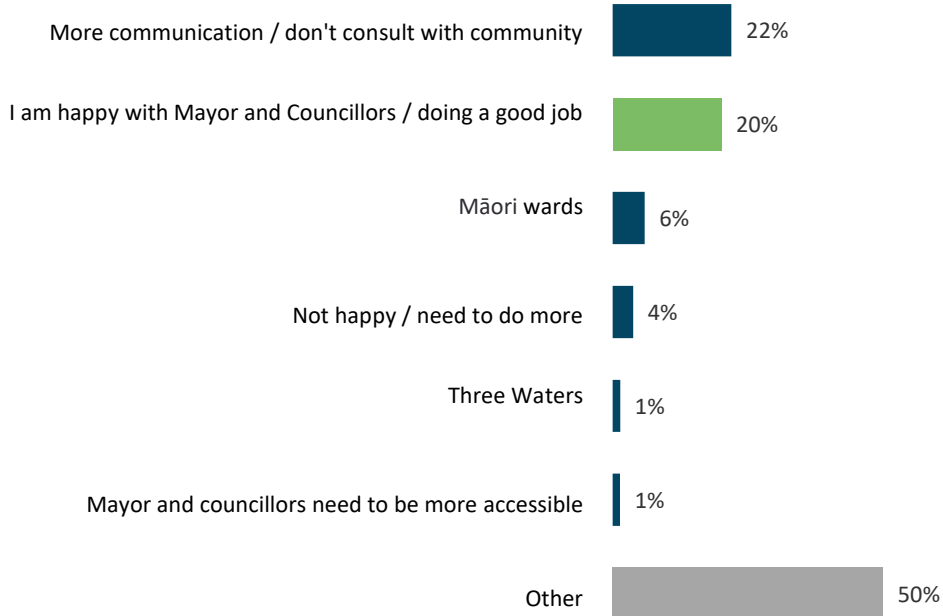
- Satisfaction with *The decisions made by the Council represent the best interests of the District* is the lowest amongst rural residents, and those aged 41-55.

NOTES:

1. GOV2. Have you contacted the Mayor or the Councillors in the past year? n=415; Contacted n=47
2. GOV3. How did you find their interaction with you? n=46
3. GOV1. Using the same scale of 1 to 10 where 1 is 'strongly disagree' and 10 is 'strongly agree', how strongly do you agree that the decisions made by the Council represent the best interests of the District? n=364
4. Excludes don't know responses.

Year-on-year: ▲ Significantly higher, ▼ Significantly lower
 Between demographics: ▲ Significantly higher, ▼ Significantly lower

Comments on Stratford District Council's Governance



- Just over two in ten respondents (22%) who made comments regarding Stratford District Council's Governance wish to receive *More communication and consultation from the Council* while another two in ten are *Happy with the Mayor and Councillors, believing that they are doing a good job* (20%).



- *They don't listen to people, they have already have made up their minds before the surveys come out.*
- *Listen to ideas and submissions from ratepayers, need to plan developments better. For instance, take into account parking needs when there are hockey, netball and swimming events as well as events at the hall all going on at the same time and nowhere to park.*
- *More contact with ratepayers so they can be kept informed before decisions are made.*
- *Sometimes I wonder if decisions are made in the interest of the community, or the interest of the Councillors.*
- *Is the Māori ward adding value to the community, and at what cost? Does this attribute the significant rate increase recently announced?*
- *Scrap the Māori ward seats.*

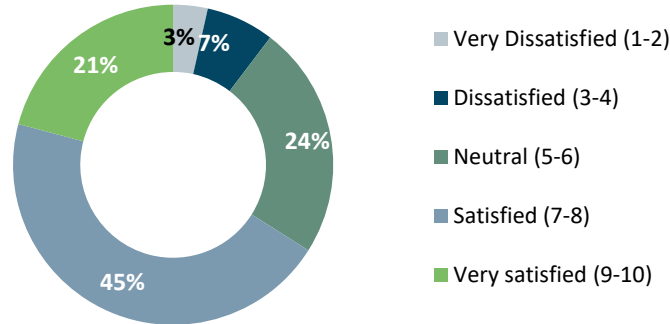


- *Doing well. I think we are lucky to have a bike park and new pool added to our community recently.*
- *Our councillors do a fantastic job of representing our community. The governance team generate outstanding agendas and minutes of meetings to help keep the community up to date on decisions.*
- *I feel we have a good mix on the Council, some who have been in Stratford for many years and have seen the growth and probably get a good feel for what is needed.*
- *They seem to be doing a good job. They appear to have the town's best interests at heart.*
- *The governance speaks about the results I am seeing around Stratford, and it's good.*
- *A very good team, ably lead and represented at higher levels. Office reception staff are top notch.*
- *The council is very approachable. They do listen when they are spoken to.*

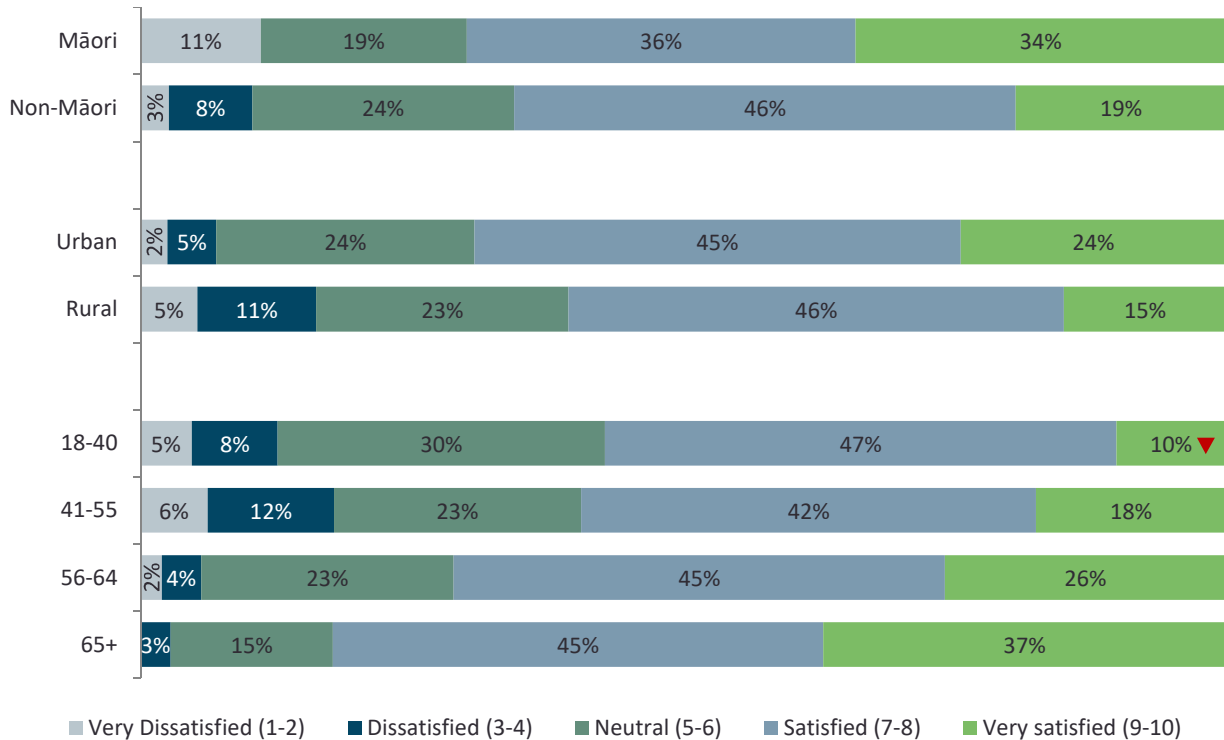
NOTES:

1. GOV4. Are there comments you would like to make about Stratford District Council's governance? n=70

Council’s Role in Supporting Community Development



Satisfaction (% 7-10)	2024	2023	2022
Supporting community development	66%	68%	74%



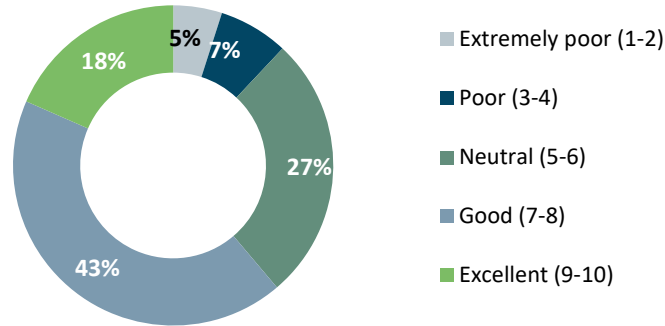
- Two thirds of residents (66%) are either Satisfied or Very Satisfied with the *Council’s role in supporting community development*.
- A small proportion of respondents are dissatisfied in the *Council’s role in supporting community development* (10%).

NOTES:

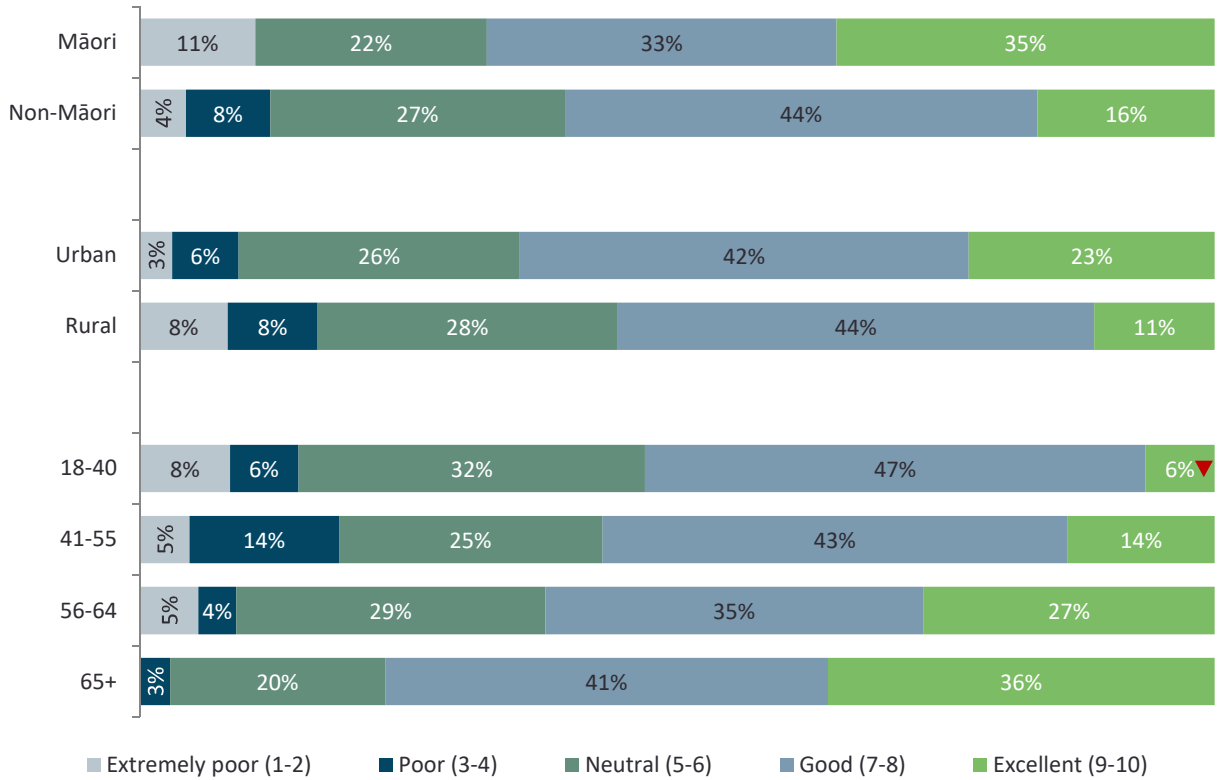
1. CS1. Using a scale of 1 to 10 where 1 is ‘very dissatisfied’ and 10 is ‘very satisfied’, how satisfied are you with the Council’s role in supporting community development in the Stratford District? n=347.
2. Excludes don’t know responses.

Year-on-year	Between demographics
▲ Significantly higher	▲ Significantly higher
▼ Significantly lower	▼ Significantly lower

Council's Ability to Create A Sense of Community



Satisfaction (% 7-10)	2024	2023	2022
Sense of community	61%	61% ▼	71%



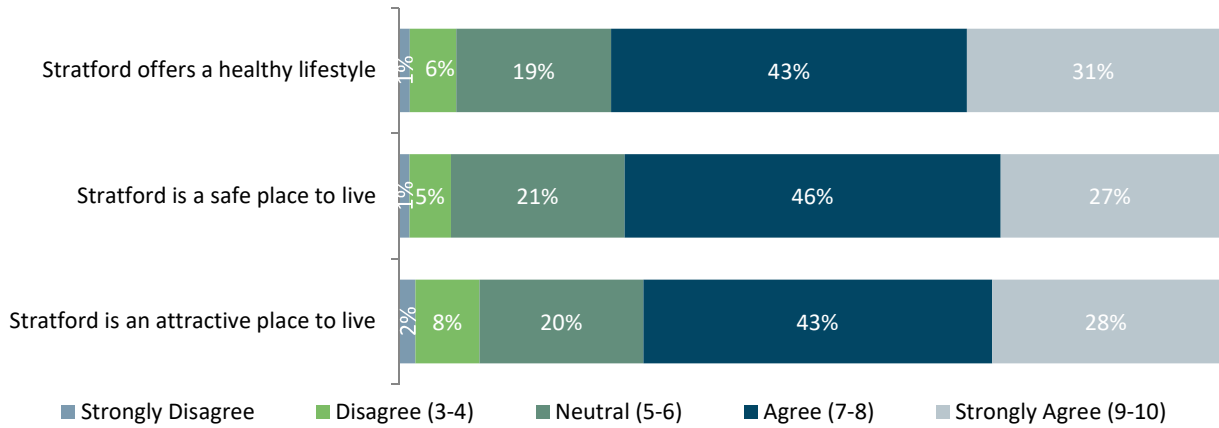
- Over six in ten respondents (61%) rated *The Council's ability to create a sense of community spirit* either Good or Excellent.

NOTES:

- CS2. Using a scale of 1 to 10 where 1 is 'poor' and 10 is 'excellent', how do you rate Council's ability to create a sense of community in the Stratford District? n=354
- Excludes don't know responses.

Year-on-year	Between demographics
▲ Significantly higher	▲ Significantly higher
▼ Significantly lower	▼ Significantly lower

Sense of Community



Scores with % 7-10	2024	2023	2022	Māori	Non-Māori	Urban	Rural
Stratford offers a healthy lifestyle	74%	75% ▼	81%	77%	74%	79%	67%
Stratford is a safe place to live	73%	71% ▼	77%	79%	72%	76%	66%
Stratford is an attractive place to live	70%	67% ▼	77%	70%	70%	75%	63%

Scores with % 7-10	18-40 years	41-55 years	56-64 years	65+ years
Stratford offers a healthy lifestyle	64%	70%	83%	88%
Stratford is a safe place to live	62%	66%	71%	87%
Stratford is an attractive place to live	67%	67%	78%	83%

- 74% of residents agree that *Stratford offers a healthy lifestyle*, 73% agree that it's *A safe place to live*, and 70% agree that the district is *An attractive place to live*, which has remained relatively consistent since 2023.
- Urban residents agree significantly more than rural residents that *Stratford offers healthy lifestyle*, an *Attractive place to live*, and *A safe place to live* (79%, 76% and 75% respectively).

NOTES:

1. SC1. Using a scale of 1 to 10 where 1 is 'strongly disagree' and 10 is 'strongly agree', how strongly do you agree or disagree with the following statements? SC1_1 n=415 SC1_2 n=408 SC1_3 n=404
2. Excludes 'Don't know' responses

▲ Year-on-year Significantly higher
▼ Year-on-year Significantly lower
▲ Between demographics Significantly higher
▼ Between demographics Significantly lower

Areas for Improvement

Top Priorities	
Better roading / improve road visibility at roundabouts / bypass for traffic	36%
Refresh Broadway / town centre (more shops, more variety)	35%
Improve footpaths and walkways / crossings	18%
More activities / Events	13%
Better parks / playgrounds / sportsground / indoor facilities	11%
Make town more safe	9%
Rubbish / recycling / greenwaste	8%
Better maintenance of outdoor spaces	7%
Support local business and economy	7%
Communication / transparency	7%
Improve the pools / aquatic centre	6%
More parking / more disability parking	6%
Focus on core services / stop wasting money	6%

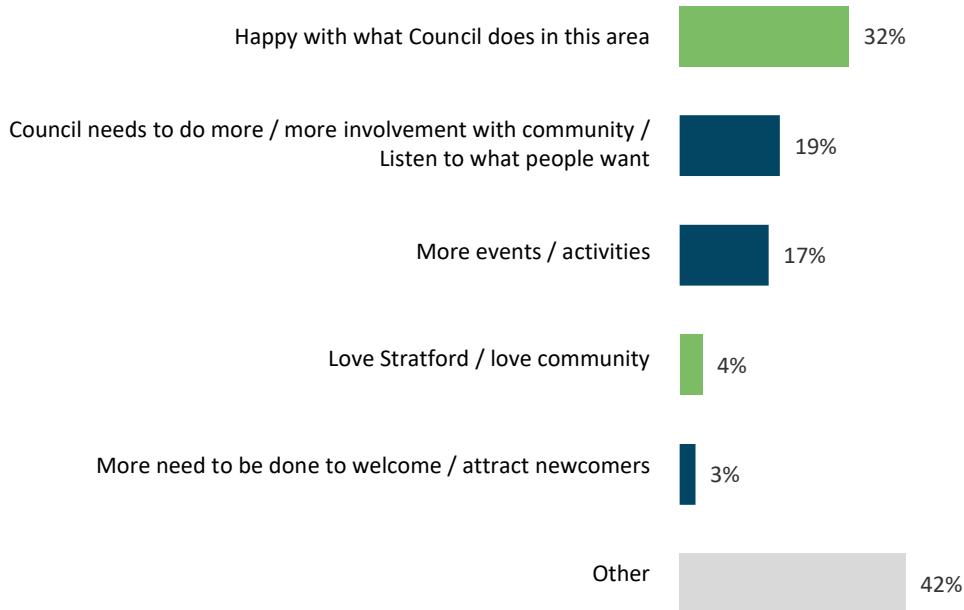
The top priorities are:

- *Better roading*
- *Refresh Broadway/town centre*
- *Improve footpaths and walkways*

NOTES:

1. SC2. What are three areas for improvement you would suggest for the Stratford District? n=397

Community Development: Comments



- Nearly a third (32%) of residents who offered comments regarding *Community development* expressed positive sentiments, while 19% suggested the *Council should be more involved with the community, and listen to what people want*.



- Council doesn't seem to listen to views and ideas of ratepayers and sports clubs.*
- Better dissemination of Council information to residents rather than just ratepayers, stabilise delivery of the Stratford Press, more community events.*
- Just support community development wherever it can.*
- Would have a better sense of community if the council stopped putting my rates up.*
- Use the racetrack for more communal entertainment such as an athletic track, and large entertainment events, e.g., music events.*
- I think the council should be doing more in supporting community events, projects and groups.*
- I like the on the bus idea for youth. May be a few extra things like that to interact with our young people. Warden presence during the day.*



- The Stratford District Council always do an amazing job of events, and I feel lucky to live in a district where the council are so involved in the community.*
- I love living in a community so focused on families and children. I'm not sure if this is driven by council, but the family friendly events and facilities definitely strengthen and add to it.*
- Love Stratford, love the mayor and his community mindedness, council puts out a good vibe.*
- I feel Stratford Council has a strong community spirit. At times it's hard to support everyone due to the lack of funds but there are many areas that we do get the support in.*
- SDC's role in encouraging tourism, events and developments in town and throughout district is very good. The positive aging seminars are also very good.*
- The council overall do an amazing job.*

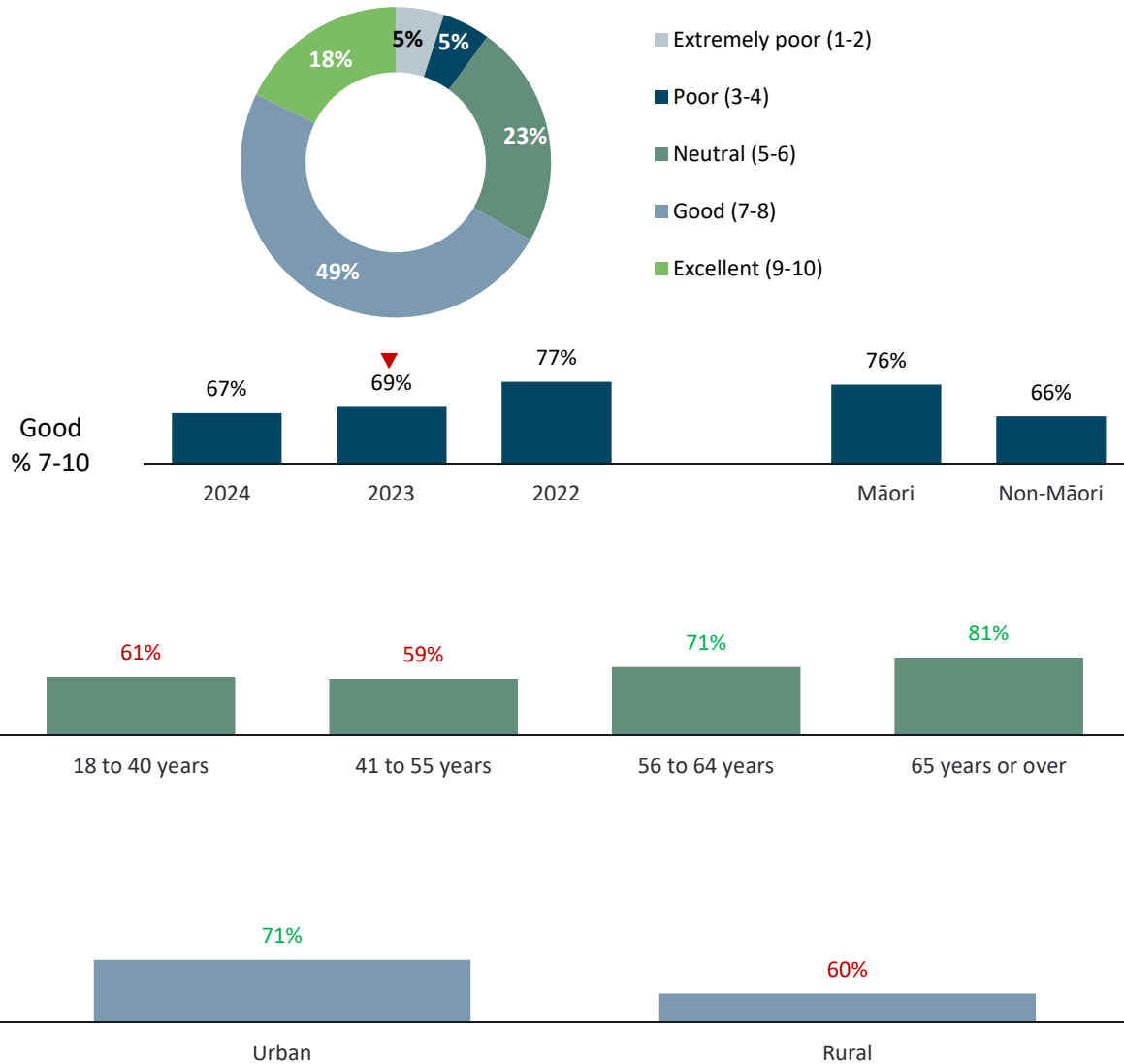
NOTES:

- SC3. Are there comments you would like to make about Stratford's sense of community and Council's role in community development? n=73



Image and reputation

Overall Reputation



- Council's *Overall reputation* has slightly decreased by 2% points since 2023, declining from 69% to 67% in 2024.
- One in ten residents (10%) have rated the *Overall reputation* of the Council as Poor (1-4 out of 10).
- The Council's *Reputation* is significantly higher amongst older residents, those aged 56 and above, compared to younger residents.

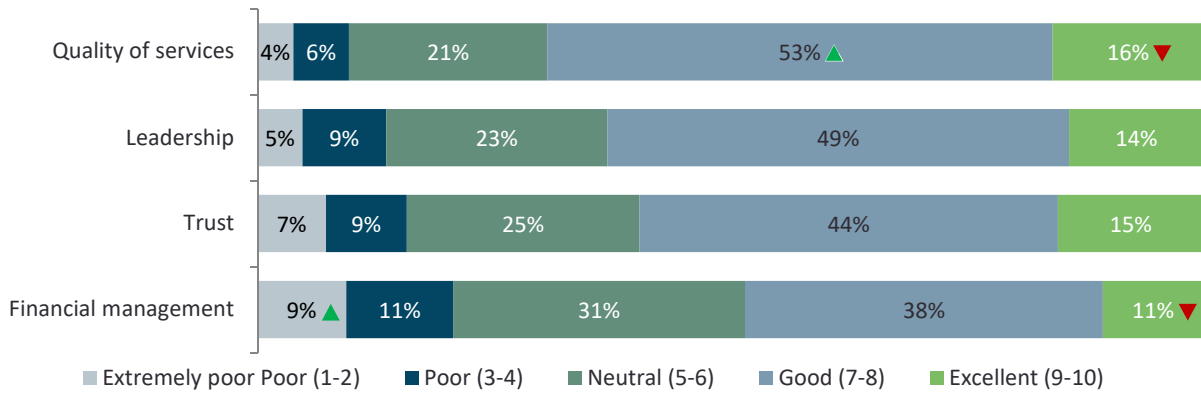
NOTES:

1. REP5. Everything considered, leadership, trust, financial management and quality of services provided, how would you rate the Stratford District Council for its overall reputation? n=369
2. Excludes don't know responses.

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

Leadership and Decision Making - Satisfaction



Scores with % 7-10	2024	2023	2022	Māori	Non-Māori
Quality of services	69%	67% ▼	76%	71%	69%
Leadership	63%	63% ▼	71%	68%	62%
Trust	60%	62%	66%	70%	58%
Financial management	48%	52% ▼	68%	60%	47%

Scores with % 7-10	18-40 yo	41-55 yo	56-64 yo	65+ yo	Urban	Rural
Quality of services	61%	63%	75%	84%	73%	63%
Leadership	54%	56%	67%	81%	67%	56%
Trust	53%	49%	61%	79%	64%	53%
Financial management	38%	41%	59%	67%	52%	43%

- Satisfaction with the *Quality of services* has slightly increased by 2% points, rising from 67% in 2023 to 69% in 2024. While satisfaction with *Leadership* remains consistent at 63%.
- *Financial management* was rated the lowest across all reputation-related measures by residents, at 48%.
- The 56+ age bracket have a consistently higher perception of the Council’s reputation-related measures when compared to the younger age groups.

NOTES:

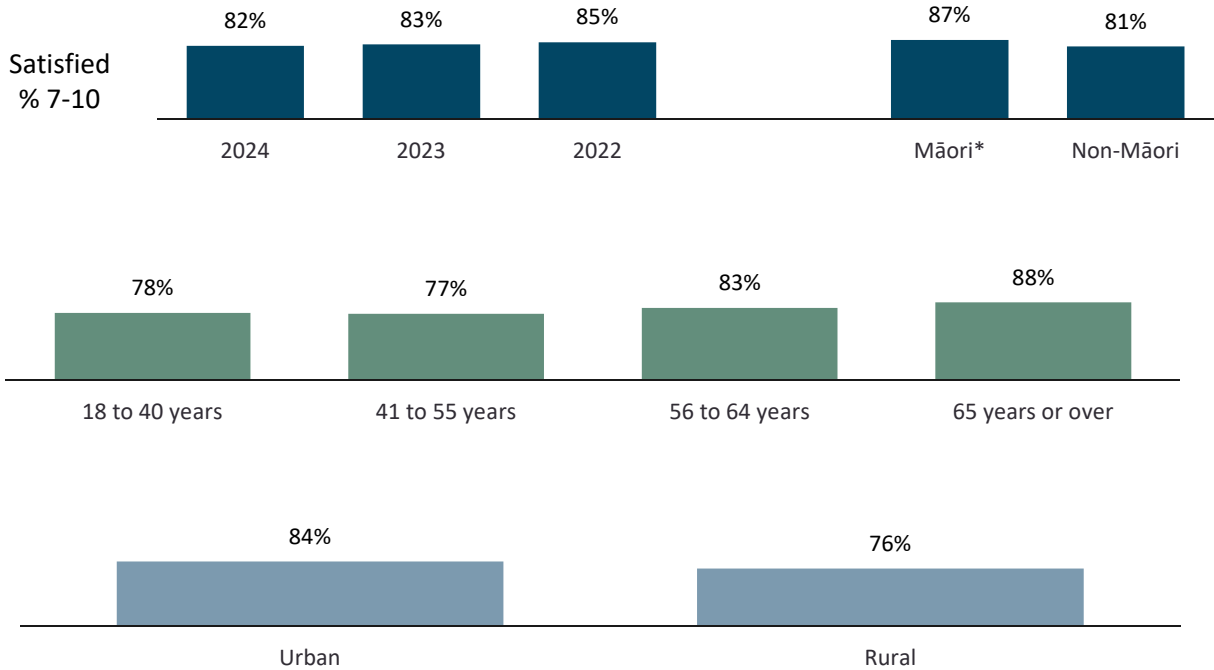
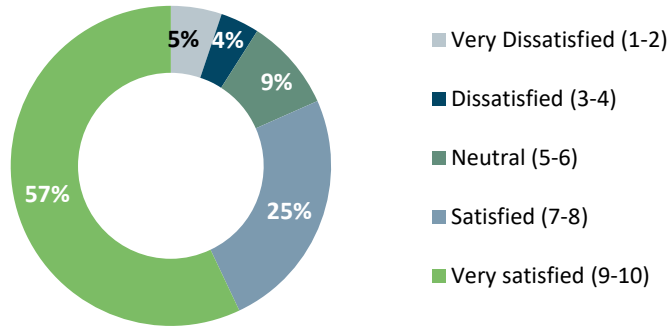
1. REP1. When you think about Council’s role in creating a great district, how it promotes economic development, being in touch with the community and setting clear direction, how would you rate the Council for its leadership? n=358
2. REP2. Thinking about how open and transparent Council is, how council can be relied on to act honestly and fairly, and their ability to work in the best interests of the district, overall, how would you rate the Council in terms of the faith and trust you have in them? n=362
3. REP3. Now thinking about the Council’s financial management – how appropriately it invests in the district, how wisely it spends and avoids waste, and its transparency around spending, how would you rate the Council overall for its financial management? n=318
4. REP4. When you think about everything that Council does, how would you rate the Council for the quality of the services and facilities they provide the Stratford District? n=385
5. Excludes don’t know responses.

▲ Year-on-year Significantly higher
▼ Year-on-year Significantly lower
▲ Between demographics Significantly higher
▼ Between demographics Significantly lower



Interactions with the Council

Overall Handling of the Enquiry



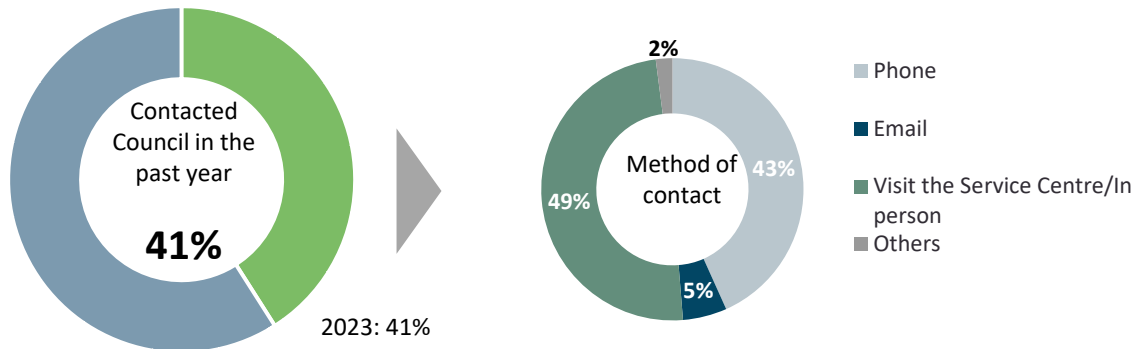
- Satisfaction with the *Overall handling of your request or enquiry* has remained consistently high year-on-year at 82%. Satisfied respondents rated their customer experience as either Satisfied (25%) or Very Satisfied (57%).
- There is no significant variation in satisfaction between age groups, ethnicity or location.

NOTES:

1. Made enquiry n=179
2. CSERV4. On a scale of 1 to 10 where 1 is very dissatisfied and 10 is very satisfied, how satisfied are you with the overall performance of Council staff in handling your request or enquiry? n=177
3. Excludes don't know responses.

Year-on-year	Between demographics
▲ Significantly higher	▲ Significantly higher
▼ Significantly lower	▼ Significantly lower

Contact with the Council



	2024	2023	2022	Māori	Non-Māori
Contacted Council	41%	41%	40%	28%	43%
Visit the Service Centre/In person	49%	43%	43%	63%*	48%
Phone	43%	46%	49%	37%*	44%
Via email	5%	9%	8%	-	6%
Others	2%	1%	-	-	2%

	18-40 yo	41-55 yo	50-64 yo	65+ yo	Urban	Rural
Contacted Council	25%	46%	49%	53%	46%	32%
Phone	59%	39%	36%	40%	39%	54%
Via email	3%	8% ▼	8%	3%	6%	5%
Visit the Service Centre/In person	37%	51% ▲	54%	54%	53%	41%
Others	-	2%	3%	3%	3%	-

- Nearly half (49%) of those who have *Contacted Council's Service Centre over the last year* have done through *Visiting the Service Centre/In person*, followed by use of the *Telephone* at 43%.
- Younger residents (18-40) are the least likely to make enquiries *In person* (37%) and opt for *Telephone* (59%) contact instead.

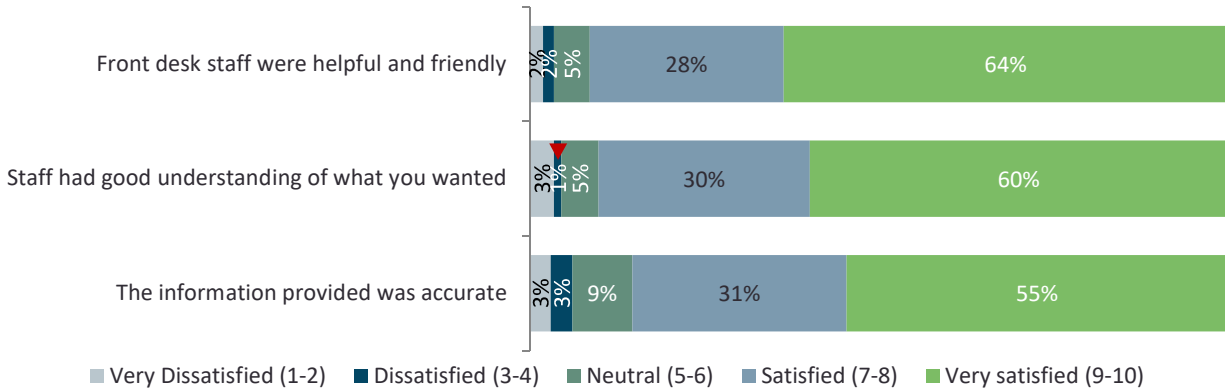
NOTES:

- CSERV1. Have you contacted Council's Service Centre over the last year? n=415
- Made enquiry n=179
- CSERV2. How do you prefer to contact Council? n=179
- *Caution small sample size (n<30) results are indicative only.

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Convenience



Scores with % 7-10	2024	2023	2022	Māori*	Non-Māori
Front desk staff were helpful and friendly	91%	91%	95%	87%	92%
Staff had good understanding of what you wanted	90%	87%	90%	100%	89%
The information provided was accurate	85%	85%	91%	87%	85%

Scores with % 7-10	18-40 yo	41-55 yo	56-64 yo	65+ yo	Urban	Rural
Front desk staff were helpful and friendly	87%	90%	88%	98%	94%	86%
Staff had good understanding of what you wanted	94%	83%	89%	95%	93%	83%
The information provided was accurate	81%	79%	86%	95%	89%	76%

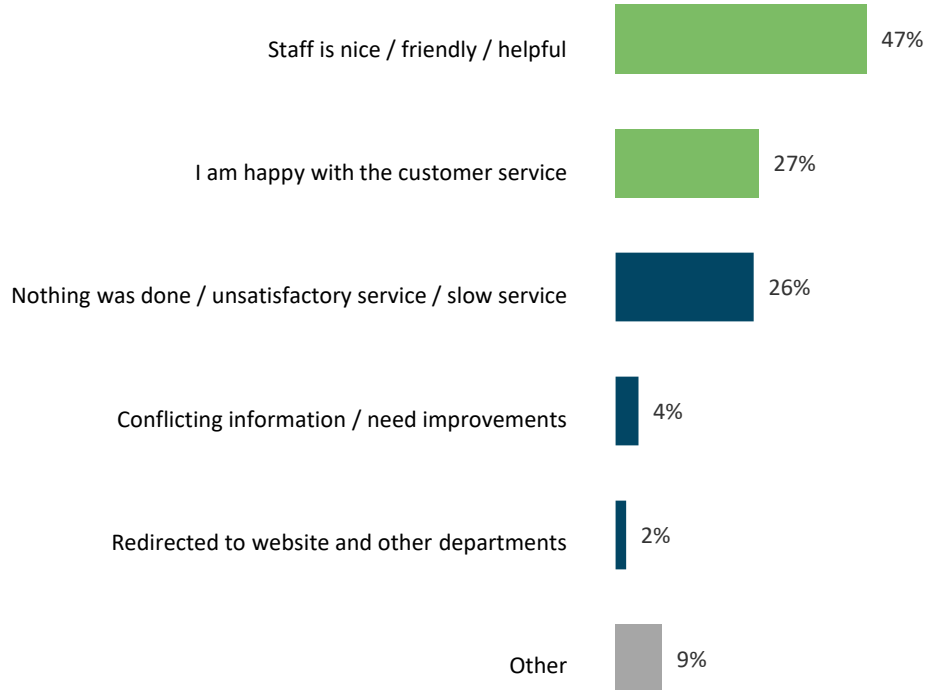
- Almost all residents who contacted *Council's Service Centre* were satisfied with *Staff being helpful and friendly* (91%), *Staff understanding the query* (90%) and *The accuracy of information provided* (85%).
- Satisfaction with all measures related to their enquiries is highest amongst those aged 65 and above, and urban residents.

NOTES:

1. Made enquiry n=179
2. CSERV3. Using a scale of 1 to 10 where 1 is strongly disagree and 10 is strongly agree, how strongly do you agree or disagree with the following statements? n=178
3. Excludes don't know responses
4. *Caution small sample size (n<30) results are indicative only.

▲ Year-on-year Significantly higher
▼ Year-on-year Significantly lower
▲ Between demographics Significantly higher
▼ Between demographics Significantly lower

Areas for Improvement



- *More training on where to direct calls.*
- *I emailed about a neighbour five days ago and haven't heard anything back yet.*
- *Contacted council about a safety fence down in Victoria Park. No action even after contractor did some work the next day, they left the safety fence down.*
- *Hard to sometimes get someone to contact me back regarding things.*
- *I got the impression that the Council were not really interested in my concerns, even though a number of neighbours were making the same complaint.*
- *Despite requesting mail by email, the post service still deliver. I made a visit again and will wait to see what happens.*
- *It took 12 months and three visits to Council to get a pipe unblocked under the road at my farm.*



- *The customer service team are very helpful and always willing to find necessary information when required.*
- *The front staff have always been good.*
- *I have never heard anything negative about the customer service team. Everyone I know who has dealt with them says they do Council proud. They are knowledgeable and always helpful.*
- *The front desk staff that I encountered were very friendly, knowledgeable and helpful.*
- *Impressive. When reporting leaks, I have found the response time from the contractors is rapid.*
- *When we used them when first coming back to Stratford, we found customer service very helpful.*
- *Linda Lee is wonderful. She is always helpful and willing to go that extra bit further to help. If she doesn't know the answer, she will seek it and get back to me in a timely fashion.*

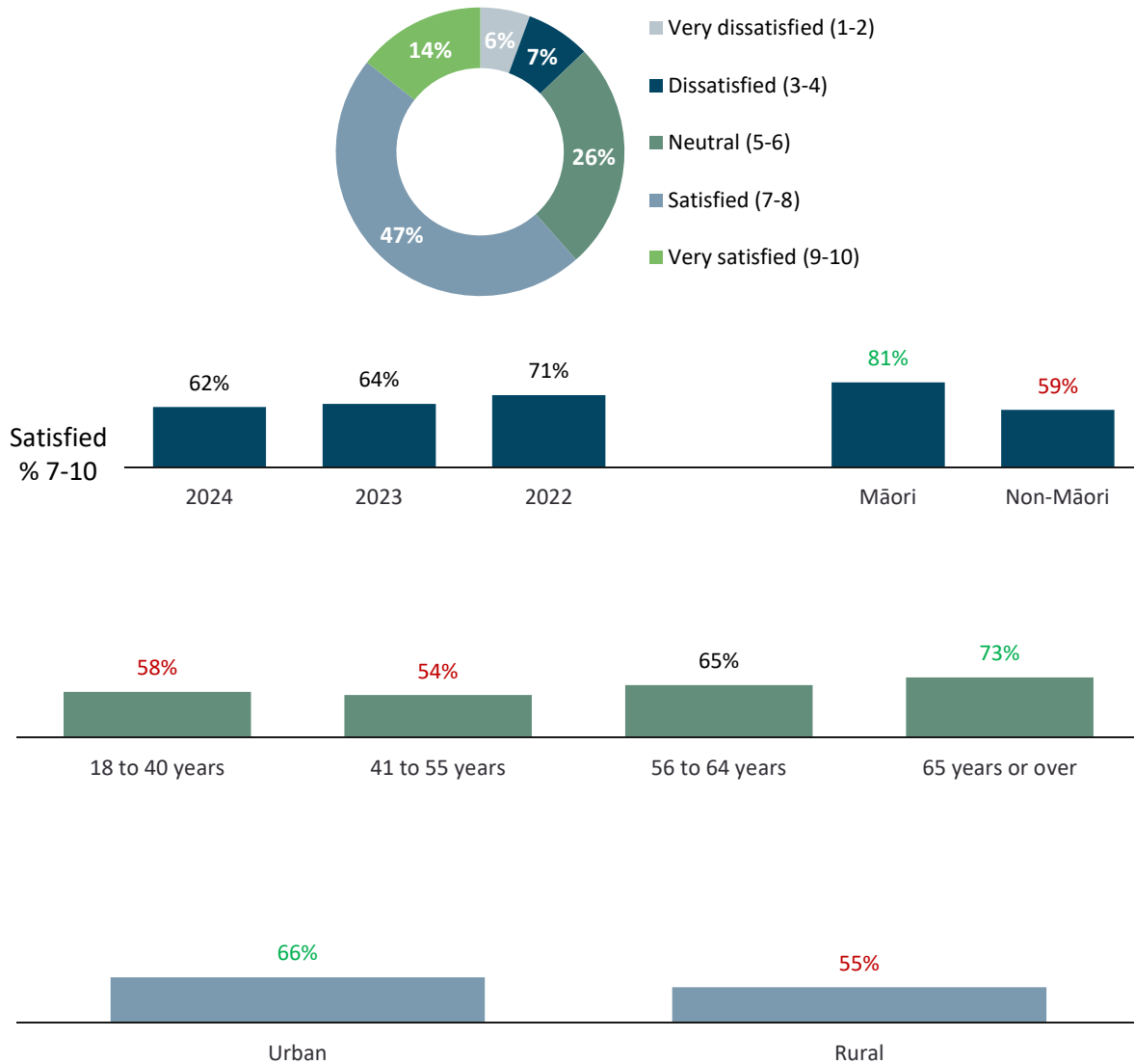
NOTES:

1. CSERV5. Are there comments you would like to make about Council's customer service? n=51



Overall sentiment

Direction of the District



- Agreement with the *District going in the right direction* has continued to gradually decline over the past two years, dropping from 71% in 2022 to 64% in 2023, and further to 62% in 2024.
- The perception that the *District is going in the right direction* is highest amongst Māori residents (81%).

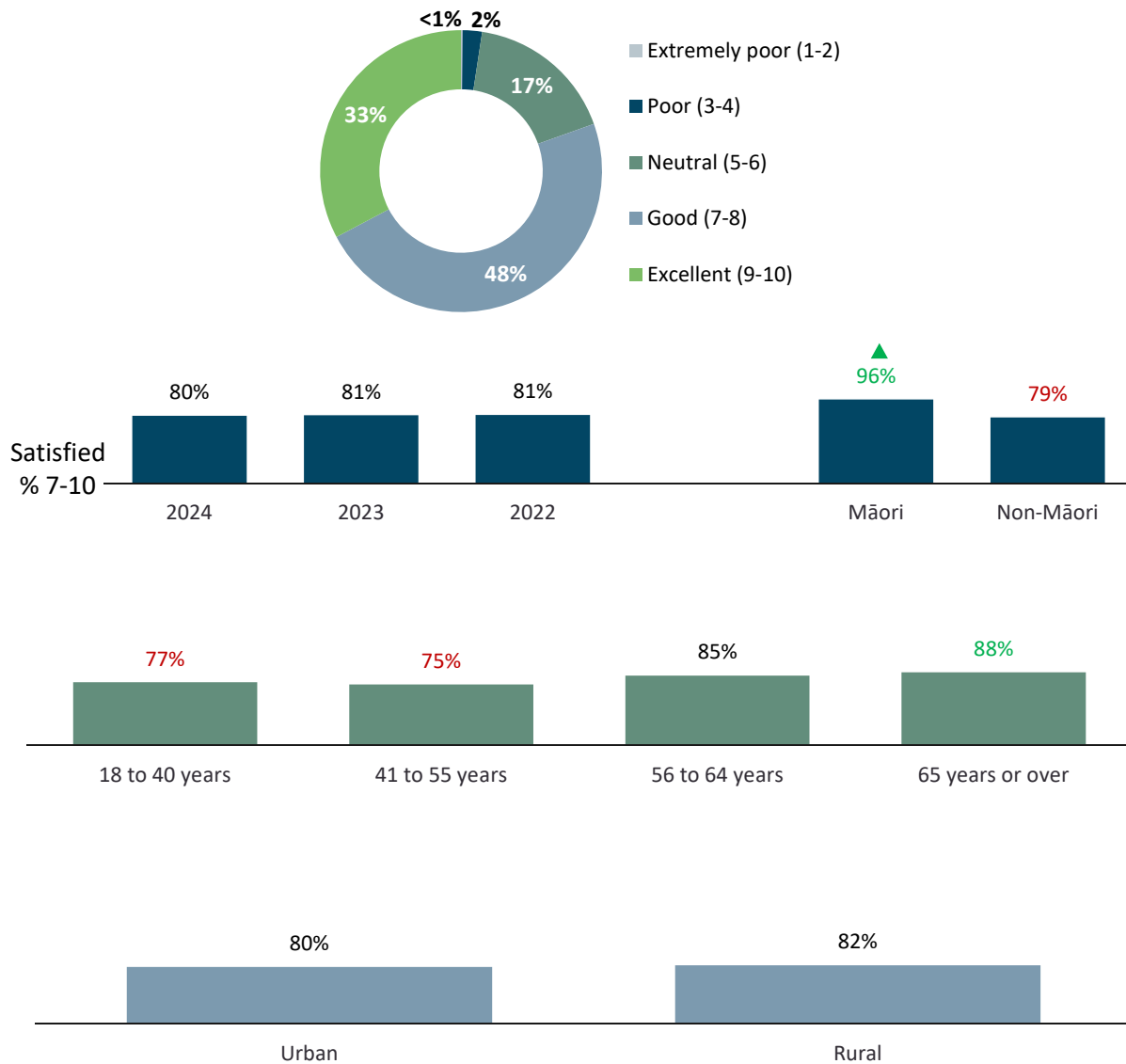
NOTES:

1. OV3. Using a scale of 1 to 10 where 1 is 'strongly disagree' and 10 is 'strongly agree', how strongly do you agree or disagree with the following statement about the District? n=376
2. Excludes don't know responses.

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Overall Wellbeing



- Overall well-being in Stratford is very high, with eight in ten residents (80%) rating their wellbeing as Good or Excellent, a consistent satisfaction score year-on-year.
- Māori residents reported wellbeing has significantly increased since 2023, rising from 74% to 96%.

NOTES:

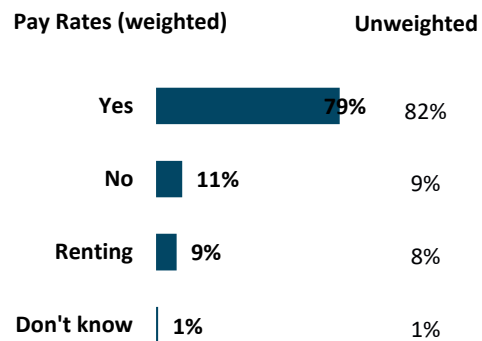
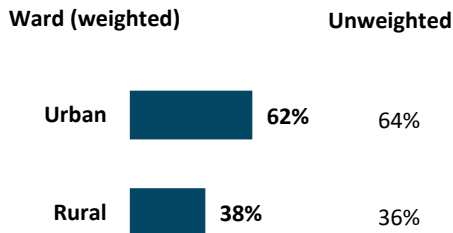
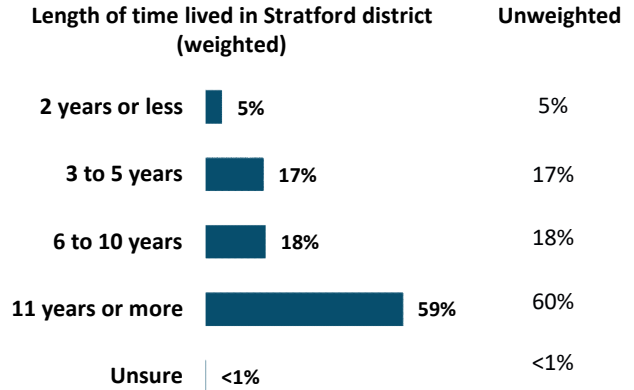
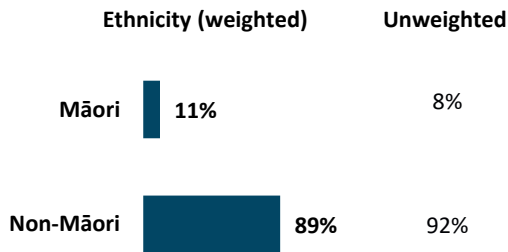
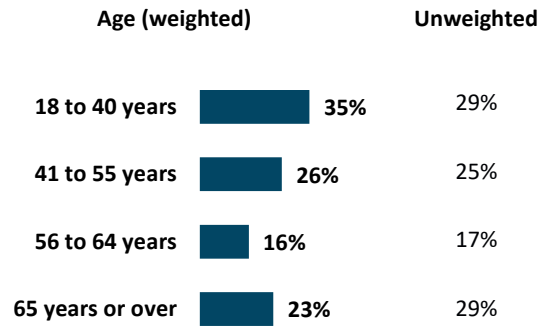
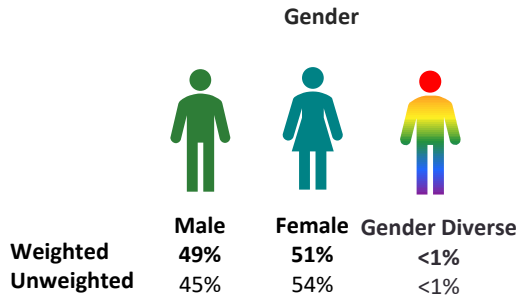
1. OV2. Using a scale of 1 to 10 where 1 is 'poor' and 10 is 'excellent', how would you rate your overall wellbeing? n=390
2. Excludes don't know responses.

▲ Year-on-year Significantly higher
▼ Year-on-year Significantly lower
▲ Between demographics Significantly higher
▼ Between demographics Significantly lower



Sample profile

Demographics



Demographics (counts)

Male	188
Female	228
Gender Diverse	1
Prefer not to say	3

Māori	35
Non-Māori	385

18 to 40 years	120
41 to 55 years	104
56 to 64 years	73
65 years or over	123

Urban	267
Rural	153

2 years or less	19
3 to 5 years	72
6 to 10 years	76
11 years or more	251
Unsure	1



Appendices

Overall measures (showing proportion of respondents scoring % 7-10 and mean scores)

		2024	2023	2022	2024 (Mean score)	2023 (Mean score)	2022 (Mean score)
RF1	Overall satisfied with the residential and rural roads in the Stratford District	37%	30%	39%	5.4	4.9	5.6
CEM2	Overall satisfied with the level of service provided in the District's cemeteries	74%	68%	70%	7.3	7.1	7.2
PT3	Overall satisfied with the District's public toilets	71%	67%	68%	7.4	7.3	7.4
VIC3	Overall satisfied with the level of service at the Visitor Information Centre	96%	94%	96%	9.0	8.7	8.7
OV1	Overall satisfied with the Stratford District Council	59%	57%	69%	6.5	6.6	7.0
LIB3	Overall satisfied with the level of service at the Stratford District Library	97%	96%	97%	9.3	9.1	9.1
PW3	Overall satisfied with the District's parks and walkways	90%	90%	92%	8.2	8.2	8.4
RC2	Overall satisfied with the council's rubbish collection service	82%	83%	83%	8.1	8.0	8.1
CSERV4	Overall satisfied with the performance of Council staff in handling your request or enquiry	82%	83%	85%	8.1	8.0	8.3
OV2	Overall wellbeing	80%	81%	81%	7.7	7.7	7.9
RF2	Overall satisfied with the Stratford district council footpaths	55%	57%	61%	6.4	6.5	6.6
REP5	Overall reputation	67%	69%	77%	6.9	7.0	7.4
VM3	Overall value for money	43%	45%	59%	5.8	5.9	6.5
OV3_1	You're confident that the district is going in the right direction	62%	64%	71%	6.6	6.9	7.1
RC4	Overall satisfied with the council's recycling collection service	84%	87%	84%	8.2	8.3	8.2
SP3	Overall satisfied with the District's sports grounds	76%	85%	83%	7.5	7.8	7.9
TSB3	Overall satisfied with the level of service at the aquatic centre	75%	84%	-	7.5	8.1	-

Overall measures (showing proportion of respondents scoring % 7-10 and mean scores)

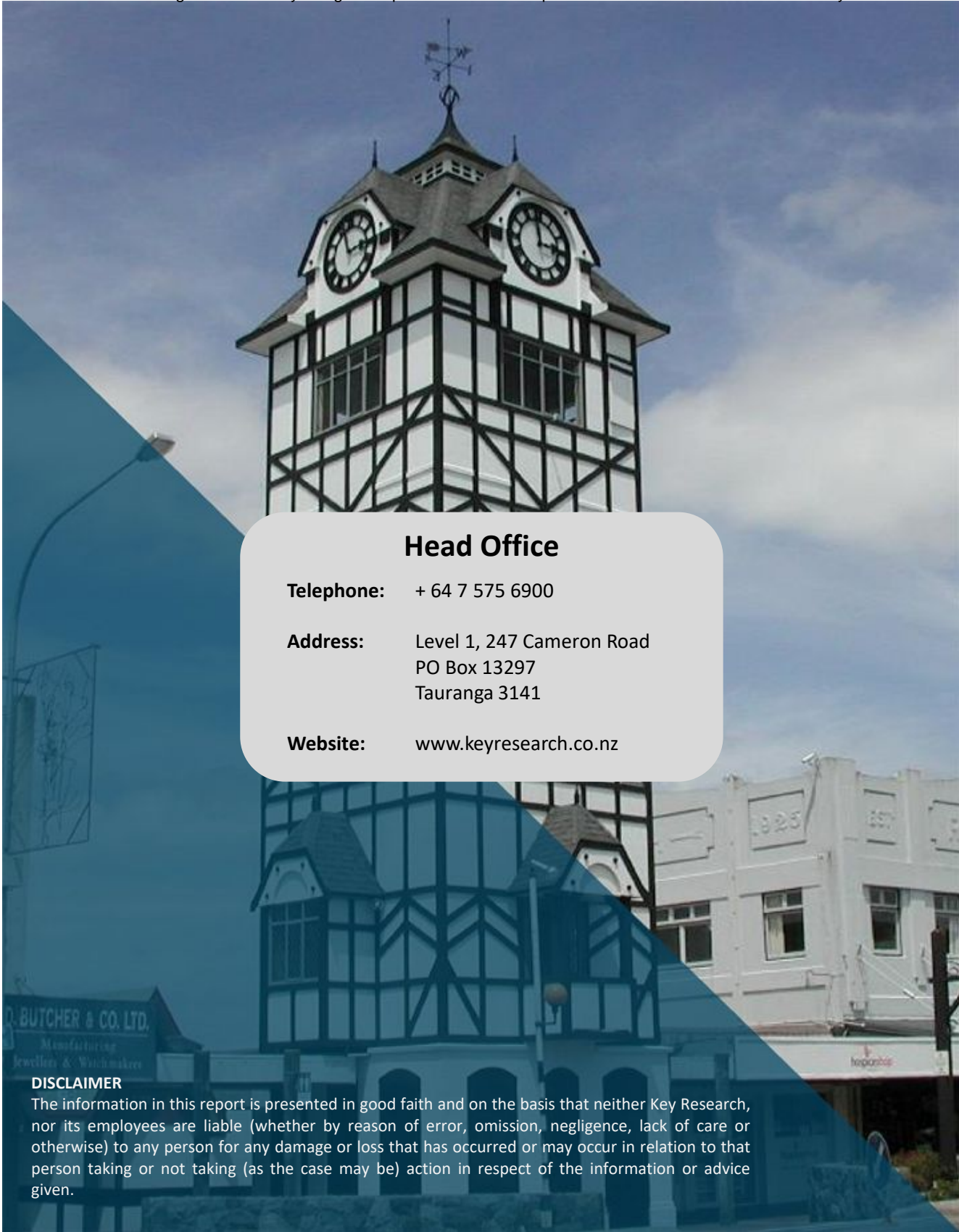
		2024	2023	2022	2024 (Mean score)	2023 (Mean score)	2022 (Mean score)
ES2_3	Service from council, made during Business hours service (from 8am until 4.30pm) - District Planning and Resource Consents	46%	22%	70%	5.1	4.3	7.2
ES2_1	Service from council, made during Business hours service (from 8am until 4.30pm) - Animal Control	66%	43%	63%	7.3	5.2	7.1
PT2_5	Kopuatama Cemetery public toilets	88%	65%	86%	8.1	7.2	7.4
ES2_2	Service from council, made during Business hours service (from 8am until 4.30pm) - Land Information Memorandum (LIMS)	85%	69%	85%	7.8	7.3	7.7
PT2_3	Exeloo toilets in Victoria Park	59%	43%	61%	6.5	6.1	6.9
ES3_1	Service from council, made during After hours service (from 4.30pm until 8am) - Animal Control	60%	48%	50%	6.5	5.1	6.8
PT2_9	Stratford Bike Park toilets	78%	71%	77%	7.7	7.4	7.9
PT2_6	TET Stadium public toilets	56%	50%	54%	6.2	6.3	6.5
PW2_3	Service provided in the District's parks and walkways - King Edward Park	92%	88%	90%	8.3	8.2	8.4
ES2_4	Service from council, made during Business hours service (from 8am until 4.30pm) - Building Consents	45%	41%	48%	5.2	5.6	6.0
PW2_5	Service provided in the District's parks and walkways - Adrian Street Reserve	85%	82%	93%	8.2	8.1	7.9
PW2_9	Service provided in the District's parks and walkways - Carrington walkway	89%	86%	88%	8.2	8.0	8.2
CSERV3_2	Staff had good understanding of what you wanted	90%	87%	90%	8.5	8.3	8.6
VM2_1	Annual property rates are fair and reasonable	36%	33%	46%	5.2	5.2	5.8
SC1_1	Stratford is an attractive place to live	70%	67%	77%	7.2	7.1	7.6
PT2_1	Town Centre toilets on Broadway	64%	62%	82%	7.0	7.0	7.5
SC1_2	Stratford is a safe place to live	73%	71%	77%	7.4	7.3	7.7
REP4	Quality of the services and facilities	69%	67%	76%	7.0	7.1	7.4
PT2_4	Percy Thomson Complex public toilets	96%	95%	96%	9.0	8.9	9.2
PW2_1	Service provided in the District's parks and walkways - Victoria Park	89%	88%	91%	8.1	8.1	8.4
PW2_2	Service provided in the District's parks and walkways - Windsor Park	83%	82%	86%	7.9	7.9	8.3
COM5	Satisfied with how council keeps you informed	62%	61%	63%	6.7	6.9	6.9
PW2_8	Service provided in the District's parks and walkways - Three Bridges Trail	94%	93%	91%	8.5	8.4	8.4
PW2_4	Service provided in the District's parks and walkways - Playgrounds in Victoria or King Edward Park	90%	90%	92%	8.3	8.3	8.5
PW2_7	Service provided in the District's parks and walkways - Western Loop walkway	87%	87%	90%	8.1	7.9	8.1

Overall measures (showing proportion of respondents scoring % 7-10 and mean scores)

		2024	2023	2022	2024 (Mean score)	2023 (Mean score)	2022 (Mean score)
CS2	Council's ability to create a sense of community in the Stratford District	61%	61%	71%	6.8	6.9	7.2
GOV1	Decisions made by the council represent the best interests of the District	56%	56%	65%	6.5	6.6	6.9
CSERV3_1	Front desk staff were helpful and friendly	91%	91%	95%	8.6	8.5	8.8
CSERV3_3	The information provided was accurate	85%	85%	91%	8.3	8.2	8.6
REP1	Leadership	63%	63%	71%	6.7	6.8	7.2
VM2_2	Invoicing is clear and correct	75%	75%	82%	7.5	7.6	8.0
PW2_6	Service provided in the District's parks and walkways - Eastern Loop walkway	82%	83%	87%	7.9	7.9	8.0
SC1_3	Stratford offers a healthy lifestyle	74%	75%	81%	7.5	7.4	7.7
ES3_3	Service from council, made during After hours service (from 4.30pm until 8am) - Other request	69%	71%	69%	6.2	7.9	6.9
CS1	Council's role in supporting community development in the Stratford District	66%	68%	74%	7.0	7.1	7.3
REP2	Trust	60%	62%	66%	6.5	6.7	7.0
PT2_2	Centennial Restroom toilets	90%	93%	95%	8.8	8.8	9.2
VM2_3	I know how my rates are spent	41%	44%	61%	5.7	6.0	6.5
REP3	Financial management	48%	52%	68%	6.0	6.4	7.0
SP2_1	Service provided in the District's sports grounds - Victoria Park	77%	82%	84%	7.4	7.8	7.9
SP2_3	Service provided in the District's sports grounds - Page Street	67%	75%	85%	7.1	7.5	8.0
SP2_2	Service provided in the District's sports grounds - Swansea Road	69%	78%	84%	7.3	7.6	8.2
PT2_7	Whangamomona public toilets	51%	61%	55%	6.2	7.1	6.5
GOV3	Interaction with you	63%	74%	91%	6.9	7.4	8.5
ES2_7	Service from council, made during Business hours service (from 8am until 4.30pm) - Parking	22%	34%	19%	4.4	5.3	5.1
ES2_8	Service from council, made during Business hours service (from 8am until 4.30pm) - Other request	68%	81%	54%	7.1	7.8	6.6
ES2_5	Service from council, made during Business hours service (from 8am until 4.30pm) - Food Control	80%	100%	100%	7.6	7.7	10.0
ES2_6	Service from council, made during Business hours service (from 8am until 4.30pm) - Alcohol Licensing	75%	100%	52%	8.2	9.6	7.4
PT2_8	Morgan's Grave public toilets	30%	63%	14%	4.1	6.3	5.0
ES3_2	Service from council, made during After hours service (from 4.30pm until 8am) - Noise	35%	79%	25%	5.1	8.0	5.4

Historical comparison mean scores

Measure	2024	2023	2022	2021	2020	2019
Overall roading	5.4	4.9	5.6	5.16	5.72	5.7
Footpaths	6.4	6.5	6.6	5.43	5.71	5.59
Rubbish service	8.1	8.0	8.1	7.28	7.67	7.88
Recycling service	8.2	8.3	8.2	7.18	7.62	7.85
Toilets						
Broadway	7.0	7.0	7.5	6.61	6.95	7.01
Centennial	8.8	8.8	9.2	7.61	6.96	6.94
Exeloo	6.5	6.1	6.9	5.99	5.95	6.42
Percy Thomson	9.0	8.9	9.2	7.67	7.94	8.28
TET	6.2	6.3	6.5	5.22	5.46	6.13
Whangamomona	6.2	7.1	6.5	5.45	6.15	6.21
Morgans grave	4.1	6.3	5.0	5.67	5.3	5.73
Kopuatama	8.1	7.2	7.4	6.02	6.15	5.94
Sportsground						
Victoria Park	7.4	7.8	7.9	6.74	7.21	7.19
Swansea	7.3	7.6	8.2	6.39	7.01	7.04
Page st	7.1	7.5	8.0	6.53	7.09	6.62
Cemeteries						
Kopuatama	7.3	7.1	7.4	6.72	6.66	6.81
Midhirst	7.2	7.9	3.7	5.97	6.19	5.72
Parks and Walkways						
Victoria park	8.1	8.1	8.4	7.16	7.26	7.2
Windsor	7.9	7.9	8.3	7.12	7.24	7.18
King edward	8.3	8.2	8.4	7.31	7.47	7.4
Victoria Page st playground	8.3	8.3	8.5	7.37	7.38	7.39
Eastern loop walkway	7.9	7.9	8.0	6.72	6.84	6.68
Western loop walkway	8.1	7.9	8.1	6.8	6.97	6.94
Three Bridges Trail	8.5	8.4	8.4	7.49	7.52	7.32
Carrington Walkway	8.2	8.0	8.2	7.05	7.28	7.1
Services						
Animal control	7.3	5.2	7.1	5.91	6.2	6.32
LIM	7.8	7.3	7.7	5.94	6.35	6.39
Planning/resource consent	5.1	4.3	7.2	5.16	6.36	6.14
Building consents	5.2	5.6	6.0	5.09	6.28	6.06
Liquor Licensing	8.2	9.6	7.4	6.21	6.51	6.25
Parking	4.4	5.3	5.1	6.12	6.89	6.45
After hours						
Animal control	6.5	5.1	6.8	5.32	6.01	6.05
Noise	5.1	8.0	5.4	5.65	6.21	6
Info Centre						
Library	9.3	9.1	9.1	8.2	8.29	8.3
TSB pool	-	-	7.9	6.95	7	7.07
Customer Service	8.1	8.0	8.3	7.64	7.74	7.86



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TE KAUNIHERA Ā ROHE O
WHAKAAHURANGI
STRATFORD
DISTRICT COUNCIL

Our reference

F19/13/03-D21/40748

Karakia

Kia uruuru mai
Ā hauora
Ā haukaha
Ā haumāia
Ki runga, Ki raro
Ki roto, Ki waho
Rire rire hau Paimārire

I draw in (to my being)
The reviving essence
The strengthening essence
The essence of courage
Above, Below
Within, Around
Let there be peace.