

# GENERAL INFORMATION



# Kaikoura

## Our Town, Our District

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The Kaikoura District spans from the Haumuri Bluffs in the south to the Kekerengu valley in the north, covering 2,048 square kilometres of diverse landscape. The inland boundary of our District is the Clarence River and Inland Kaikoura Range, climbing 2,885 metres and snow covered for much of the year. The spectacular coastline provides excellent fishing, sporting and recreation for Kaikoura's population of 3,621 (Census 2006). The Kaikoura Canyon, at around 1,300 metres deep, provides the natural habitat for the sperm whale, and is also host to over 200 species of marine life.

The Township is situated on a Peninsula protruding from this rugged coastline. Maori legend tells that it was from this Peninsula that Maui fished up the North Island from out of the ocean. Maori history and culture is an integral part of Kaikoura, and there is evidence of Maori settlement in the area up to 1,000 years ago.

Historically the District has thrived in the fishing, farming and dairy industries. Today Kaikoura is a world-class tourism destination, yet still maintains its fishing heritage. The District boasts award-winning restaurants, café's and accommodation facilities, a winery, and a modern small boat facility.

More recently, Kaikoura has set the stage as a leader in environmental awareness, having imposed a zero waste policy, and making huge inroads into recycling innovation, plus achieving benchmark standards in climate change protection.

<b>Population</b>	3,621 (Census 2006)
<b>Rateable Properties</b>	2,587
<b>Land Area</b>	2,048 sq. km
<b>District Capital Value</b>	\$1,436,297,000

### Kaikoura District Council

<b>Represented by</b>	1 Mayor and 7 Elected Representatives
<b>Total Equity</b>	\$127,133,053
<b>Total Assets</b>	\$133,208,948
<b>Number of Staff</b>	26 FTE
<b>Utilities &amp; Services</b>	1 Landfill 6 Public Water Supplies 1 Sewerage System

## Kaikoura – A Green Globe Community

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Kaikoura's environment is unique to the local community and throughout the world. It is the local coastal environment that attracts large numbers of tourists and it needs to be cared for, to ensure the residents, the tourists, and future generations can enjoy and appreciate nature at its best.

In November 2004 Kaikoura was successfully assessed against the Green Globe community standard, making us the first local authority in the world to achieve certification.

But what does it mean to be a Green Globe Community? Green Globe is an international framework for tourism operators and destinations to measure and manage their environmental impact. In becoming a Green Globe community Kaikoura first measured its environmental impact, called benchmarking, and then adopted and implemented strategies to **reduce** its impact, called certification.

To maintain our Green Globe certification, each year we measure our performance against 11 environmental indicators and set goals to reduce the negative effects. The indicators include; energy use, greenhouse gas production, water conservation, water quality, air quality, waste production, biodiversity, the number of travel and tourism operators with environmental accreditation, the number of truck accidents on the state highway involving chemical spills, resource conservation, the social health and well being of the community and we ensure our environmental and social sustainability policy is updated annually.

### ***Our Vision***

***“The Kaikoura community displays responsible custodianship of its unique natural, social and built environmental resources by striving towards the sustainable utilisation and management of these resources.***

***It is a community that treasures the present small-scale town atmosphere and strives to retain and enhance this coastal village character and atmosphere.”***

# Statement of Compliance and Responsibility

## Compliance

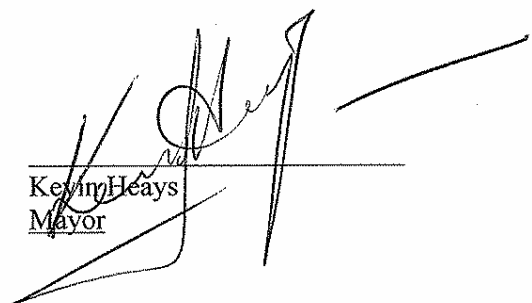
1. The Council and Management of the Kaikoura District Council confirm that all the statutory requirements of Section 98 and Schedule 10 Part 3 of the Local Government Act 2002 have been complied with.

## Responsibility

- 1 The Council and management of the Kaikoura District Council accept responsibility for the preparation of the annual financial statements and the judgements used in them.
- 2 The Council and management of the Kaikoura District Council accept responsibility for establishing and maintaining a system of internal control designed to provide reasonable assurance as to the integrity and reliability of financial reporting.
- 3 In the opinion of the Council and management of the Kaikoura District Council, the annual Financial Statements for the year ended 30 June 2008 fairly reflect the financial position and operations of the Kaikoura District Council.



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Stuart Grant  
Chief Executive



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Kevin Heays  
Mayor

## Mayor's Report

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This Annual Report is the fourth edition I have been involved with as Mayor. It continues to re-iterate the value of what we do as an elected council and as management and staff on an annual basis. It deliberately focuses on a 52 week window of community activity, rather than the 10 year long-term view that we seem to be constantly working with.

The annual report tells us how we did within that window, as compared with how we said we wanted to do. It enables us to measure our collective performance as a council and community; it can tell us what needs to be re-focused on and informs us of our financial performance over that past year.

Many from within our community took up the opportunity to help forge the Annual Plan for the year that this report is measuring - and now, this document allows us all to revisit that past year clinically and with measurable outcomes.

This Report is also audited by the Office of the Auditor General, again ensuring it is a document which is honest, open and appropriate.

Highlights for me within are;

- *The easy-to-read performance graphs and survey results.* When compared with the past 5 years, the trends illustrate very clearly that the vast majority of our expectations and goals are being successfully met and line up with those long-term visions Kaikoura is noted for.
- *The smiley faces.* Again clearly showing that achieving these goals individually need not be put into the “too hard basket”, we can do it and we are!
- *The report on performance charts.* In plain English, demonstrating where we are within short and long-term performance measures and indicating plainly where we should be heading.

I believe that when taking this document in its entirety, it unmistakably exemplifies the positive, creative and resourceful community we can be and indeed, are.

It is proof that size need not matter and that we are governing and managing ourselves as a District with confidence, with financial effectiveness and with social awareness and action.

It clearly illustrates the value of local governance and management by being able to make choices locally and by having sound local knowledge, when activating these choices and then measuring our performance against them.

I know that the past years performance has been more than just acceptable, and this Annual Report shows that. It offers confidence to our community that your local council and staff are doing what is expected and more than just often – exceeding those expectations.

*Cheers*

*Mayor Kevin*

# Chief Executive Officer's Report

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Welcome to the 2007/08 Annual Report.

It has been another successful year financially for the Kaikoura District Council. The Statement of Financial Performance shows a surplus after tax for the year of \$2.9million, which on the face of it sounds tremendous, however over \$2.3million of that amount was from new infrastructural assets being added to Council's balance sheet. These now have to be shown through the Statement of Financial Performance.

The Council's financial position has again been strengthened in that total equity has increased from \$124million to \$127million. A substantial amount of capital works have been undertaken during the year although this has not been as a result of major increased levels of borrowing.

Over the 2007/2008 year, as with 2006/07, Council's Building Control Department has spent countless hours on preparing for the new accreditation regime as established under the 2004 Building Act. This process and the new requirements as a result of implementing this process has resulted in a large degree of frustration, stress and upset from both staff and from customers. Council was the 26<sup>th</sup> Local Authority to be accredited and achieved this on 6<sup>th</sup> May 2008.

On a more positive front, Council was again benchmarked against Green Globe 21 criteria and again was successful in achieving the benchmark status and obtaining certification. Practically all of the indicators measured against resulted in Kaikoura District Council being above global best practice level.

Council's website, [www.kaikoura.govt.nz](http://www.kaikoura.govt.nz), is continuing to prove popular and is receiving on average 15,000 to 18,000 hits per month.

Ongoing sewerage upgrading work continued throughout 2007/2008. The Oxidation Ponds were partitioned and new aerators were installed.

Council's new water bore has been confirmed as secure by the Ministry of Health and the supply has been given a B rating by the Ministry of Health. Ongoing upgrades, included the installation of a booster pump to ensure that the peninsula did not run out of water in the summer as has happened in the past, were also completed. Replacing old water lines in Churchill Street and the Esplanade was also undertaken and completed this year. This resulted in an improved level of service to those residents receiving water from those lines. Council completed its Public Health Risk Management plans for its rural water schemes this year. This enabled Council to apply for and obtain subsidy money to undertake upgrading work to 4 of those schemes. That work is being completed in 2008/2009. Kaikoura is now in the fortunate position where a substantial amount of work has been undertaken on its sewerage and water infrastructure and it does not face the same pressures or concerns as many other communities larger than Kaikoura has around the country. Council will continue to upgrade the systems as funding becomes available.

This year Council became the first Local Authority in Canterbury to obtain a global stormwater consent from Environment Canterbury for its stormwater systems in the Kaikoura township. While this may not sound like anything out of the ordinary it should smooth the way for Kaikoura residents who wish to undertake work that previously required a stormwater consent from Environment Canterbury.

Council completed the refurbishment of the "West End toilets" this year and feedback so far has been extremely positive. Council also constructed a new toilet at Maungamanu which again has been well received by the users of that area.

## Chief Executive Officer's Report

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With funding assistance from Housing Corporation of New Zealand, Council was able to build 4 new 2 bedroom elderly persons units in Torquay Street as well as upgrade some of the existing units. These are a welcome addition to our elderly persons housing portfolio.

The Proposed District Plan finally became fully operative during the year and Council can now commence the task of initiating changes to the plan, initiating a change to establish an industrial area, and then commencing a review of the plan. I would like to thank all those community members involved in the District Plan Committee who spent countless hours and days on developing a plan that this community can be proud of and that has finally become operative.

Council's Significant Natural Areas (SNA) programme has been ongoing and its great to note the positive response obtained from landowners in looking at trying to protect pockets of their properties that have significant biodiversity issues on them. Council will continue to work with those landowners to ensure those pockets of biodiversity are enhanced.

Again this year we had groups of volunteers from the UK and North America who came to Kaikoura and worked closely with Council staff, Te Runanga, Department of Conservation and Environment Canterbury in progressing projects that will only benefit this community.

On a less positive note, a petition was lodged with the Local Government Commission calling for the abolition of the Kaikoura District Council. The Local Government Commission has called for submissions to the proposal and it is likely that these submissions will be heard late 2008. The impact of this proposal on Council's future activities and expenditure are at present unknown and it will depend on the Commission's decision as to what impact that will have going forward.

I hope you take the time to read this document as it provides a positive reflection on your community. The long term outlook for the district is positive notwithstanding the uncertain financial and economic conditions that pertain globally at present. There are a number of exciting projects and developments coming through although again due to economic uncertainty they could take longer to come to fruition than previously anticipated. Council will continue to improve its standard and quality of service and infrastructure to ensure Kaikoura remains a destination where people will want to live, work and visit.

Stuart Grant  
Chief Executive Officer

## Community Outcomes

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In the Kaikoura District Council Long Term Council Community Plan 2006-2016, or LTCCP, the community identified eight major goals – or Outcomes – that it wishes Kaikoura to have or to achieve, within the next 10 years.

- Sustainable Development
- Quality Water and Wastewater Services
- Safe, Efficient Transport Network
- Opportunities for Quality Education and Employment
- A Quality Standard of Affordable Housing
- Environmental Protection and Enhancement
- Affordable Access to Quality Community Facilities
- Community Involvement in Planning the Future and Managing the Present

These outcomes affect Council's entire decision making, and sets the priorities for various projects going forward. Council currently has no overall measurement of our contribution to furthering these outcomes, but instead measures progress in terms of each of our individual activity objectives and targets.

Those performance measures are reported in the Council Activities section of this Annual Report.

### Levels of Service

There has been no significant variance between the actual levels of service provision for each activity and the intended levels of service provision (as set out in the LTCCP in respect of this financial year) for that activity.

Specific comments regarding the levels of service and performance are included in each of the activity statements in this Annual Report.

## Directory of Council

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**Kaikoura District Council**  
**PO Box 6**  
**34 Esplanade**  
**Kaikoura**

**Phone** (03) 319-5026  
**Fax** (03) 319-5308  
**Email** [kdc@kaikoura.govt.nz](mailto:kdc@kaikoura.govt.nz)  
**Website:** [www.kaikoura.govt.nz](http://www.kaikoura.govt.nz)

**MAYOR**

Kevin J Heays

**COUNCILLORS**

Barbara Woods (Deputy Mayor)

Neil Pablecheque	John Ransley
John Diver	John Macphail
Marion McChesney	Dave Holmes

**CHIEF EXECUTIVE**

Stuart Grant

***Bankers***

Bank of New Zealand  
West End  
Kaikoura

***Auditor***

Audit New Zealand  
on behalf of the Auditor General  
Audit Office  
Christchurch

***Solicitors***

Hardy-Jones Clark  
PO Box 646  
Blenheim

***Financial Advisors***

PriceWaterhouseCoopers  
PO Box 13244  
Christchurch

***Works Consultants***

Connell Wagner  
PO Box 1061  
Christchurch

***Works & Services Contractors***

Fulton Hogan (Infrastructural Services)  
Edmund Ave  
Kaikoura

Roche Contracting (Parks & Reserves)  
Mt Fyffe Road  
Kaikoura

Metallic Sweeping (Public Toilets)  
PO Box 29327  
Fendalton  
Christchurch

# Customer Service Charter

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## Your Rights

As our client, you have a right to expect:

- To be heard politely
- To receive timely and accurate explanations and responses
- To have access to a staff member competent to help you, by appointment where necessary
- Courtesy, professionalism and integrity from staff
- That staff will identify themselves by name and show appropriate identification if requested
- That personal information will be handled in line with the Privacy Act 1993
- To receive an apology if we make a mistake

## Our Rights

We have a right:

- To be heard politely
- Not to suffer bad language, abuse or threats, verbal or otherwise
- To refer you to the staff member most able to answer your queries, if we are unable to do so

## Our Commitment

As Council staff, we are committed to:

- Providing a high standard of service
- Consistent and fair treatment of our clients
- Firm but fair interpretation and application of Council's legal obligations
- Achieving high standards of professionalism and quality of advice
- Learning from our mistakes

## Customer Feedback

We welcome constructive customer feedback. This is how we improve.

- If you have any questions or concerns, please talk them over with the relevant staff member. We want to find mutually acceptable solutions within the law.
- If you consider you have not received satisfactory service and this has not been resolved with the person with whom you are dealing, you should contact the Chief Executive Officer.

## When there is a conflict

As a regulatory body, Council is required by Government to:

- Administer various regulations and uphold the law
- Safeguard the public interest

These responsibilities may not always match your expectations or wishes. Where there is a conflict that cannot be resolved at staff or management level, further avenues of appeal may exist. We will be happy to advise you of these procedures.

## Resident Satisfaction Surveys

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Council undertakes annual resident satisfaction surveys, so as to understand how our residents feel about the service they receive at Council, their satisfaction with the facilities and utility's we provide, and also their perception about the community we live in.

As part of the Green Globe benchmarking process, our surveys also ask questions about involvement in environmental and social issues, and participation in local government decision making.

The results of these surveys are very important to us in setting our priorities for future development and upgrading of facilities, and improving our customer services. These surveys have in the past initiated various major capital projects, such as ongoing footpath and walkway/cycleway development.

Throughout this Annual Report, in the Council Activities section, the results of the resident satisfaction surveys have been incorporated as performance measures, to assess our progress towards the achievement of Community Outcomes and our annual targets. By way of example, page 100 of this Report illustrates levels of satisfaction with community facilities such as cemetery, public toilets, sports fields, the District Library, and playgrounds.

### Survey 2008

This year the survey was undertaken by delivering forms to all households within the district (however these would not be delivered where letterboxes specified "no junk mail"). From these, we received 185 responses.

Demographically, respondents were:

- 49% male, 51% female
- 85% of respondents were property owners
- 27% of respondents were aged 70 or over, this increased to 46% when including those aged 60 or over, and 68% when including those aged 50 and over.
- 62% of respondents live in the Kaikoura township, 11% identifying with the suburban (Kaikoura flats) area, 8% from South Bay and also Hapuku, the remainder from Inland Rd, Oaro and Peketa.