This section contains comprehensive detail on our achievements and performance (referred to as statements of service performance) as well as commentary about what we did in each of our seven strategic areas.

All of this information is grouped together to provide you with the full picture about how we’re performing in each area. All of our work aims to contribute to the long-term goals or “outcomes” we want for the city. For each strategic area, we report on the following:

- What we did (our general work and our key projects for the year).
- A representative selection of indicators that show how we’re progressing towards our outcomes for the city.
- What it cost, whether we met budget and the reason for any variances.
- How we performed and whether we met our performance targets.

All performance measures were set in the 2009-2019 Long Term Plan and revised and signed off by the Council as part of the 2010/11 Annual Plan. We get performance information from a wide variety of sources, including annual surveys of Wellington residents.

Our measures, financial results and commentary are independently scrutinised by Audit New Zealand.

Financial reporting

The costs referred to in the ‘what it cost’ tables include both direct and indirect costs. Direct costs can be directly attributed to the activity. Indirect costs include things like staff time, office space and other costs which relate to the overall costs of running the organisation. These indirect costs are allocated as overheads across all activities.

Survey information

Every year we seek to find out what Wellingtonians think of the city, our services and our facilities. To this end, we commission independent surveys of Wellington City residents. This report uses information from those surveys, which are conducted independently by research company Nielsen. The annual sample of 600 residents aged over 15, is representative of the Wellington population in terms of work, age and gender. The maximum standard margin of error is +/- 3.99%.