

Our work in detail

This section contains our statements of service performance and detailed commentary about what we did in each of our seven strategic areas.

Our reporting is comprehensive. For each area you'll find:

- what we did
- how we're progressing towards our outcomes for the city
- what it cost and whether we met budget
- how we performed and whether we met our performance targets.

All of this information is presented together to provide you with the full picture about how we're performing. All of our work aims to contribute to the long-term goals or "outcomes" we want for the city. Each chapter is arranged so you can clearly see what those outcomes are, progress towards those outcomes, and our activities – the work we do – towards those.

All performance measures were signed off by the Council as part of the 2009–19 long-term plan. We get performance information from a wide variety of sources, including annual surveys of Wellington residents.

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

Survey information

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

Financial reporting

The net 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 information technology costs which relate to the overall costs of running the organisation. These indirect costs are allocated as overheads across all activities.