

WHAT'S IN THIS SECTION?

This section contains our statements of service performance - detailed information about our work during 2005/06, in each of our nine key achievement areas.

Our reporting is comprehensive. For each activity we carry out, you will be able to find out:

- what we did
- what it cost
- whether we met budget
- whether we met our performance targets.

We keep all of this information together, which means that for each activity you will get the full picture about how we are performing.

All of our work aims to contribute to the goals or "outcomes" we want for the city. Each section is arranged so you can clearly see what those outcomes are, how the city is doing in relation to meeting those outcomes, and how our work contributes.

This year saw us review our long-term outcomes – new outcomes were adopted in late June 2006 and will form the basis of reporting from next year. As part of the transition we've introduced a 'key challenges' section so you can assess our current performance in the context of what we plan to do.

The performance measures you will see here were signed off by the Council as part of the 2005/06 Annual Plan. We get performance information from a wide variety of sources, including an annual survey of Wellington residents.

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

Resident Satisfaction Survey

We commission a resident satisfaction survey to find out what Wellingtonians think of the city and our services and facilities. This report uses information from our February 2006 survey, conducted by independent research company ACNielsen. The sample, of 750 residents aged over 15, was representative of the Wellington population in terms of ward, age and gender. The maximum margin of error is +/-3.6 percent.

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.