

# **Quarterly Performance Report:**

**Quarter 1: July - September 2020**

## **Performance of Service Level Results**

## Introduction

Welcome to the performance report for the first quarter of 2020/2021.

This report measures the key Long Term Plan KPIs that we report in the Annual Report, along with some internal performance measures.

Service Level KPIs are reported together by activity group, we have also included an overview of staffing and financial data to give an overall picture of the activity groups and what factors may have an influence upon performance.

# Roading

To maintain the District's roading network in a satisfactory condition and in accordance with national safety and engineering standards

Performance Measure	2018/19 Result	2019-20 Result	2020-21 Target	Measures	Jul-20	Aug-20	Sep-20	Q1 Total Performance	YTD Result
The change from the previous financial year in the number of fatalities and serious injury crashes on the local road network, expressed as a number	Decrease of 11 fatal and serious injury crashes	30 total 4 fatalities 26 serious injury crashes  Actual increase in serious injuries and fatalities is 6	No increase	Fatalities/serious injury crashes 2020/21	3	2	2	7	-23
				Fatalities/serious injury crashes 2019/20.	30 Total 4 Fatalities 26 serious injury crashes				
Percentage of fatal and serious crashes on the District's roading network where the road condition is the main contributing factor, in relation to vehicle km travelled on our roads	0	No crashes caused by road condition	< previous year	No. crashes caused by road condition per km travelled 2012021	0	0	0	-	0
				No. crashes caused by road condition per km travelled 2019/20	0	0	0	-	
				%	0	0	0	-	
The average quality of ride on a sealed local road network, measured by smooth travel exposure	97%	94%	≥87%		N/A	N/A	N/A	N/A	N/A
								-	
					0.0%	0.0%	0.0%	0.0%	
				Q1 Performance Comments:					
				Smooth Travel Exposure (STE) is an indication of the percentage of vehicle kilometres travelled on a road network with roughness below a defined roughness threshold. The results are generated annually at the end of a financial year.					
The percentage of the sealed local road network that is resurfaced	35.6 km 4.1%	5.7%	≥9% of the sealed network resurfaced per annum	Length resurfaced km	0.0	0.0	0.0	-	0.0%
				Total length sealed road network	877.2	877.2	877.2	8,772.0	
				%	0.0%	0.0%	0.0%	0.0%	
Resurfacing of the roading network as outlined in the Council's roading programme	1	0.887	≥95% of planned work completed	Length completed work km	0.0	0.0	0.0	0.00	0.0%
				Total length planned	0.0	0.0	0.0	0.00	
				%	0.0%	0.0%	0.0%	0.0%	

Performance Measure	2018/19 Result	2019-20 Result	2020-21 Target	Measures	Jul-20	Aug-20	Sep-20	Q1 Total Performance	YTD Result
The percentage of customer service requests relating to roads to which the territorial authority responds within the time frame specified:									
Emergency / Public Safety - within 3 hours	97.1%	96.9%	≥95%	No. responded within timeframe	142	47	12	201	99.5%
				Total incidences	143	47	12	202	
				%	99.3%	100.0%	100.0%	99.5%	
Urgent - within 7 days	81.9%	92.9%		No. responded within timeframe	20	21	34	75	90.4%
				Total incidences	20	26	37	83	
				%	100.0%	80.8%	91.9%	90.4%	
Non-urgent - within 14 days	88%	92%		No. responded within timeframe	411	286	239	936	88.0%
				Total incidences	460	323	281	1064	
				%	89.3%	88.5%	85.1%	88.0%	
The Hokianga Ferry Service will run in accordance with the advertised timetable	99%	99%	≥95%	No. runs on time	879	885	853	2617	96.6%
			Total scheduled crossings	914	910	884	2708		
			%	96.2%	97.3%	96.5%	96.6%		
Our sealed and unsealed network will meet the agreed Council's levels of service specified in our roading contracts and the network is at least 95% compliant at all times	84%	99.7%	≥95%	North (fixed and repaired)	0.0%	0.0%	0.0%	0.0%	0.0%
				South (fixed and repaired)	0.0%	0.0%	0.0%	0.0%	
				Total	0.0%	0.0%	0.0%	0.0%	

# Footpaths

To maintain the District’s footpath network and infrastructure to high standards

Performance Measure	2018/19 Result	2019-20 Result	2020-21 Target	Measures	Jul-20	Aug-20	Sep-20	Q1 Total Performance	
The percentage of footpaths within a territorial authority district that fall within the level of service or service standard for the condition of footpaths that is set out in the territorial authority’s relevant document (such as its annual plan, activity management plan, asset management plan, annual works program or long term plan).	98.7%	Grade 1 - 11.46% Grade 2 - 37.87% Grade 3 - 50.02% Grade 4 - 0.38% Grade 5 - 0.27%	Maintain / Increase	217,113 condition assessments meet standard	99	99	99	0	99.2%
				218,770 condition assessments undertaken	99	99	99	0	
					100.00%	100.00%	100.00%	0.0%	
Resurface and extend the footpath network as planned	96.0%	100.0%	≥95% of planned work completed	Length completed work	0.00	0.00	0.00	-	0.0%
				Total length planned	0.00	0.00	0.00	-	
				%	0.0%	0.0%	0.0%	-	
Emergency / Public Safety - within 3 hours	N/A	No incidences to report	≥95%	No. responded within timeframe	0	0	0	0	No incidences to report
				Total incidences	0	0	0	0	
				%	0.0%	0.0%	0.0%	0.0%	
Urgent - within 7 days	N/A	No incidences to report		No. responded within timeframe	0	0	0	0	No incidences to report
				Total incidences	0	0	0	0	
				%	0.0%	0.0%	0.0%	0.0%	
Non-urgent - within 14 days	90%	93.6%		No. responded within timeframe	15	8	8	31	97.7%
				Total incidences	15	8	10	33	
				%	100.0%	100.0%	80.0%	93.9%	

# Water Supply

To provide reliable and sustainable water supply, ensuring sustainable development and adequate water supply in times of emergency.

Performance Measure	2018/19 Result	2019-20 Result	2020-21 Target	Measures	Jul-20	Aug-20	Sep-20	Q1 Total Performance	YTD %
The extent to which the local authority's drinking water supply complies with: <b>(a) part 4 of the drinking-water standards (bacteria compliance criteria)</b>	All schemes compliant	All schemes compliant	Each scheme continuously meets the required standards for drinking water	Kaikohe Compliant Y/N	N/A	N/A	N/A	N/A	N/A
				Kerikeri Compliant Y/N	N/A	N/A	N/A	N/A	N/A
				Paihia Compliant Y/N	N/A	N/A	N/A	N/A	N/A
				Kawakawa Compliant Y/N	N/A	N/A	N/A	N/A	N/A
				Kaitaia Compliant Y/N	N/A	N/A	N/A	N/A	N/A
				Opononi Compliant Y/N	N/A	N/A	N/A	N/A	N/A
				Rawene Compliant Y/N	N/A	N/A	N/A	N/A	N/A
The extent to which the local authority's drinking water supply complies with: <b>(b) part 5 of the drinking-water standards (protozoal compliance criteria)</b>	All schemes compliant	All schemes compliant	Each scheme continuously meets the required standards for drinking water Each scheme to be reported on separately	Kaikohe Compliant Y/N	N/A	N/A	N/A	N/A	N/A
				Kerikeri Compliant Y/N	N/A	N/A	N/A	N/A	N/A
				Paihia Compliant Y/N	N/A	N/A	N/A	N/A	N/A
				Kawakawa Compliant Y/N	N/A	N/A	N/A	N/A	N/A
				Kaitaia Compliant Y/N	N/A	N/A	N/A	N/A	N/A
				Opononi Compliant Y/N	N/A	N/A	N/A	N/A	N/A
				Rawene Compliant Y/N	N/A	N/A	N/A	N/A	N/A
The percentage of real water loss from the local authority's networked reticulation system (including a description of the methodology used to calculate this)	31.7% water loss	0.25	<26%	Total Nett Metered	2585444	2549080	2515869	7,650,393	26.0%
				Total Nett Production	3427931	3450543	3457622	10,336,096	
				%	24.6%	26.1%	27.2%	26.0%	

Performance Measure	2018/19 Result	2019-20 Result	2020-21 Target	Measures	Jul-20	Aug-20	Sep-20	Q1 Total Performance	YTD %
Where the local authority attends a call-out in response to a fault or unplanned interruption to its networked reticulation system, the following median response times measured:									
<b>(a) attendance for urgent call-outs:</b> from the time that the local authority receives notification to the time that service personnel reach the site	0.85 hours	0.95	< 2 hours	Median attend time	1.6	0.7	0.7	0.7	0.7
<b>(b) resolution of urgent call-outs:</b> from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption.	2.5 hours	2.78	< 4 hours	Median response time	4.9	3.5	2.8	3.5	3.5
<b>(c) attendance for non-urgent call-outs:</b> from the time that the local authority receives notification to the time that service personnel reach the site, and	0.1 working days	0.3	< 2 working days	Median attend time	0.9	0.7	0.7	0.7	0.7
<b>(d) resolution of non-urgent call-outs:</b> from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption.	0.2 working days	0.8	<3 working days	Median response time	0.9	0.8	0.8	0.8	0.8
The total number of complaints received by the local authority about any of the following: (a) drinking water clarity (a) drinking water taste (b) drinking water odour (c) drinking water pressure or flow (d) continuity of supply, and (e) the local authority's response to any of these issues expressed per 1000 connections to the local authority's networked reticulation system.	91.37 complaints per 1000	78.11	100	Complaints YTD	51.0	105.0	171.0	171.0	16.80
				Monthly complaints	51.0	54.0	66.0	171.0	
				Number connected properties	10180	10180	10180	10,180	
				Total per 1000 properties	5.0	10.3	16.8	16.8	
The average consumption of drinking water per day per resident within the territorial authority district	486L per person per day	310.78L	≤ 350L per person per day	Volume consumed this month	2585444	2549080	2515869	2,550,131	159.72
				No of residents	21,872	21,872	21,872	21,872	
				Consumption per resident	323.9	319.3	315.1	319.4	

# Wastewater

To provide reliable waste water infrastructure, protecting the environment and community

Performance Measure	2018/19 Result	2019-20 Result	2020-21 Target	Measures	Jul-20	Aug-20	Sep-20	Q1 Total Performance	YTD %
The number of dry weather sewerage overflows from the territorial authority's sewerage system, expressed per 1000 sewerage connections to that sewerage system	2 per 1000 connections	2.42	≤ 12 per 1000 connections	Number affected	4	6	0	10	0.92
				Number connected properties	10886	10886	10886	10886	
				Total per 1000 properties	0.37	0.55	0.00	0.92	

Compliance with the territorial authority's resource consents for discharge from its sewerage system, measured by the number of:

(a) abatement notices	0	1	1 or less	Number of notices	0	0	0	0	0
(b) infringement notices	0	1	0	Number of notices	0	0	0	0	0
(c) enforcement orders	0	0	0	Number of notices	0	0	0	0	0
(d) convictions	0	0	0	Number of notices	0	0	0	0	0

Where the territorial authority attends to sewerage overflows resulting from a blockage or other fault in the territorial authority's sewerage system, the following MEDIAN response times are measured:

a) attendance time: from the time that the territorial authority receives notification to the time that service personnel reach the site	0.5 hours	1.1	≤ 2 hours	Median attend time (hours)	1.3	1.3	1.4	1.3	1.30
				Achieved/Not Achieved:	Achieved	Achieved	Achieved	Achieved	
b) resolution time: from the time that the territorial authority receives notification to the time that service personnel confirm resolution of the blockage or other fault	3.85 hours	3.16 hours	≤ 4 hours	Median response time (hours)	2.4	2.6	2.7	2.6	2.60
				Achieved/Not Achieved:	Achieved	Achieved	Achieved	Achieved	



Performance Measure	2018/19 Result	2019-20 Result	2020-21 Target	Measures	Jul-20	Aug-20	Sep-20	Q1 Total Performance	YTD %
Where Council attends to sewerage overflows resulting from a blockage or other fault in the Council's sewerage system, the following response times are measured:									
a) attendance	80.60%	56%	≥ 95% responded in ≤ 2 hours	No. attended in 2 or less hours	10	3	8	21	46.7%
				Total incidences	18	14	13	45	
				%	55.6%	21.4%	61.5%	46.7%	
b) resolution to prevent overflow	75%	41%	≥ 95% responded to in ≤ 4 hours	No. resolved in 4 or less hours	9	6	9	24	53.3%
				Total incidences	18	14	13	45	
				%	50.0%	42.9%	69.2%	53.3%	
The total number of complaints received by the territorial authority about any of the following: (a) sewage odour (b) sewerage system faults (c) sewerage system blockages, and (d) the territorial authority's response to issues with its sewerage system, expressed per 1000 connections to the territorial authority's sewerage system	21.92 per 1000 connections	22.52	≤ 50 per 1000 connections	Number affected	39	30	20	89	7.68
				Number connected properties	11591	11591	11591	11591	
				Total per 1000 properties	3.36	2.59	1.73	7.68	

# Stormwater

To enable sustainable development through urban storm water infrastructure, protecting the environment and community

Performance Measure	2018/19 Result	2019-20 Result	2020-21 Target	Measures	Jul-20	Aug-20	Sep-20	Q1 Total Performance	YTD %
The number of flooding events that occur in a territorial authority district	0	0	0	Number of events	1	0	0	1	1
For each flooding event, the number of habitable floors affected. (Expressed per 1000 properties connected to the territorial authority's Stormwater system.)	0.00 per 1000 properties	No events	0 per 1000	Number affected	3*	0	0	3	3
				Number connected properties	15666	15666	15666	15666	0.19
				Total per 1000 properties	0.19	0.00	0.00	0.19	
				Q1 Performance Comments:					
				The heavy rain in July effected many places in the Far North. The response from Council and Civil Defence was prompt and quickly came to the aid of the community.  *Number effected is pending confirmation from Civil Defence.					
(a) abatement notices	0	0	1 or less	Number of notices	0	0	0	0	0
(b) infringement notices	0	0	0	Number of notices	0	0	0	0	0
(c) enforcement orders	0	0	0	Number of notices	0	0	0	0	0
(d) convictions	0	0	0	Number of notices	0	0	0	0	0
The median response time to attend a flooding event, measured from the time that the territorial authority receives notification to the time that service personnel reach the site	No events for 2018/19 Period	No events	≤ 48 hours	Median response time (hours)	48 hours	0	0	0	0
				Q1 Performance Comments:					
				Flooding eventsin July were responded to in 48 hours but Council and Civil Defence.					

Performance Measure	2018/19 Result	2019-20 Result	2020-21 Target	Measures	Jul-20	Aug-20	Sep-20	Q1 Total Performance	YTD %
The number of complaints received by a territorial authority about the performance of its Stormwater system, expressed per 1000 properties connected to the territorial authority's Stormwater system	26.59 RFS per 1000 properties	16.42	0	Number complaints	91	56	22	169	10.79
				Number connected properties	15666	15666	15666	15666	
				Total per 1000 properties	5.81	3.57	1.40	10.79	
				Q1 Performance Comments:					
				A very high volume of requests received particularly around mid to late July coinciding with the heavy rain. However in September this has come down to normal levels.					
The response time to attend a flooding event resulting from the failure of Council's urban storm water system. Measured from the time that the Council receives notification to the time that service personnel reach the site. Response time is set at 2 working days.	Opononi Compliant Y/N	No events	≥ 95% responded to within set timeframe	No. responded within timeframe	3	0	0	3	100.0%
				Total incidences	3	0	0	3	
				%	100.0%	100.0%	100.0%	100.0%	
				Q1 Performance Comments:					
				All suspected flood events have been responded to within the timeframe.					

## Solid Waste Management

To decrease the proportion of waste sent to landfill and increase the proportion of waste that is sent for recycling, promoting the sustainable management of resources and benefitting future generations

Performance Measure	2018/19 Result	2019-20 Result	2020-21 Target	Measures	Jul-20	Aug-20	Sep-20	Q1 Total Performance	YTD %
Percentage by tonnage of waste from refuse transfer station that is recycled/ reused	63.7%	64.3%	65.0%	Tonnage recycled/reused	667.22	719.63	797.64	2184.49	59.8%
				Total Tonnage	1168.36	1200.24	1284.96	3653.56	
				%	57.1%	60.0%	62.1%	59.8%	
Add at least one new community recycling facility	0	1	Minimum of 1 per year	Number completed	0	0	0	0	0
				<b>Q1 Performance Comments:</b>					
				No new community recycling facilities have been opened this quarter. However, there is an agreement in principal with Te Ti trust to open a community recycling centre in Waitangi. We hope to finalise the details and open the site before the year's end.					
All refuse transfer stations to be open on time	97%	99.97%	99.5%	No reports or complaints regarding late openings	0	0	0	0	100.0%
				Number of days opened accross all sites per month. Summer = 662 days per month Winter = 613 day per month	613	613	613	613	
					100.0%	100.0%	100.0%	100.0%	

### Attending to RFS relating to illegal dumping

Offensive waste: pick up within 24 hours	80%	100%	95% within set timeframe	No. collected within timeframe	0	0	0	0	100.0%
				Total incidences	0	0	0	0	
				%	100.0%	100.0%	100.0%	100.0%	
Standard waste: pick up within 4 days	89.1%	91.1%	95% within set timeframe	No. collected within timeframe	24	31	23	78	84.8%
				Total incidences	31	36	25	92	
				%	77.4%	86.1%	92.0%	84.8%	
				Q1 Performance Comments:					
				Of the 14 incidents not picked up within 4 days, 7 were caused by a two day delay due to staff not working over weekends and 2 were due to difficult or remote locations.					

# District Facilities

## Cemeteries

To ensure cemeteries are operated in a way that meets the community’s needs

Performance Measure	2018/19 Result	2019-20 Result	2020-21 Target	Measures	Jul-20	Aug-20	Sep-20	Q1 Total Performance	YTD %
All preparations are in place in time for the funeral services to take place (plots dug, and in the right place etc.)	No complaints received for 18/19 year	0.02	No complaints are received regarding the preparations for our funeral services	No. complaints received	0	0	0	0	0.0%

## Civic and Community Buildings

To provide buildings for public recreation and leisure

Performance Measure	2018/19 Result	2019-20 Result	2020-21 Target	Measures	Jul-20	Aug-20	Sep-20	Q1 Total Performance	YTD %
Number of community halls per ward per annum modified to improve disability access									
Northern Ward	1	0	1 hall per ward per annum	Number completed	0	0	0	0	0
Eastern Ward	2	0	1 hall per ward per annum	Number completed	0	0	0	0	0
Western Ward	3	0	1 hall per ward per annum	Number completed	0	0	0	0	0
All Civic and Community buildings are safe for Community use and meet all statutory legislation levels	Achieved - All 18 Council building's have current BWOFF certificates	All buildings compliant	All halls have appropriate certificates including BWOFF for those that require them	Number uncertified	7	7	7	21	-16.7%
				Q1 Performance Comments					
				7 of 18 sites are uncertified. 7 BWOFFs expired in the same month where all other BWOFF expire at different times of the year					

## Housing for the Elderly

To provide housing for the elderly that is affordable, safe, well maintained, and strategically located

Performance Measure	2018/19 Result	2019-20 Result	2020-21 Target	Measures	Jul-20	Aug-20	Sep-20	Q1 Total Performance	YTD %
Occupancy of available units	97.0%	94.1%	95.0%	Occupied Units	138	136	135	409	92.7%
				Total Units	147	147	147	441	
				%	93.9%	92.5%	91.8%	92.7%	
				Q1 Performance Comments					
					Vacant units are currently undergoing refurbishment but expect that once units have been refurbished the occupancy rate will increase				
Percentage of faults responded within: Emergency - 12 hours	92.1	100%	100.0%	No. responded within timeframe	6	9	7	22	100.0%
				Total incidences	6	9	7	22	
				%	100.0%	100.0%	100.0%	100.0%	
Percentage of faults responded within: Urgent - 2 days	73.3%	92.6%	100.0%	No. responded within timeframe	7	13	11	31	59.6%
				Total incidences	10	23	19	52	
				%	70.0%	56.5%	57.9%	59.6%	
Percentage of faults responded within: Non Urgent - 7 days	67.3%	86.1%	≥95%	No. responded within timeframe	14	13	7	34	51.5%
				Total incidences	23	24	19	66	
				%	60.9%	54.2%	36.8%	51.5%	
				Q1 Performance Comments					
					Emergency faluts were all attended to within twelve hours. However, target was not met for urgent and non urget faults due to the influx of works identified during the six monthly inspections.				

## Public Toilets

Council will provide well maintained and accessible public toilets in high use areas.

Performance Measure	2018/19 Result	2019-20 Result	2020-21 Target	Measures	Jul-20	Aug-20	Sep-20	Q1 Total Performance	YTD %
Increase the number of public toilets with disabled access per annum in line with facility renewal/upgrades	5 Completed	2	2	Number completed	0	0	0	0	0
				Number of audits met	7	0*	9	16	100.0%
				Total number of audits	7	0*	9	16	
	Ensure that public toilets are maintained to an acceptable standard as per contract	72.2%	90.9%	≥92%		100.0%	0.0%	100.0%	100.0%
	Q1 Performance Comments								
	Audit were carried out over August, however final numbers are being finalised.								

## Car Parks

Council will provide well maintained public car parks

Performance Measure	2019/20 Result	2019-20 Result	2020-21 Target	Measures	Jul-20	Aug-20	Sep-20	Q1 Total Performance	YTD %
Provide additional disability parking spaces in each ward									
Northern Ward	3 additional parking spaces	0	2 per annum	Number completed	0	0	0	0	0
Eastern Ward	2 additional parking spaces	0	2 per annum	Number completed	0	0	0	0	0
Western Ward	0 additional parking spaces	0	2 per annum	Number completed	0	0	0	0	0
				Q1 Performance Comments					
					Eastern Car Parks are currently in detailed design stage with the Construction is due to commence November.				

# Customer Services

Council provides the right services, in the right places, to the agreed standard

Performance Measure	2018/19 Result	2019-20 Result	2020-21 Target	Measures	Jul-20	Aug-20	Sep-20	Q1 Total Performance	YTD %
Percentage of abandoned calls (Contact Centre)	20.8%	14.6%	6%	Abandoned calls	1,763	1,655	1,131	4,549	18.1%
				Total calls received	9,013	8,432	7,683	25,128	
				Percentage %	19.6%	19.6%	14.7%	18.1%	
				Q1 Performance Comments:					
				A significant increase in calls in July due to flooding in the region has impacted the quarters overall result.					
Percentage of Ask.U.s emails processed within 5 working days	100%	100%	>100%	Processed within 5 days	2,297	1,678	1,457	5,432	100.0%
				Total emails received	2,297	1,678	1,457	5,432	
				Percentage %	100.0%	100.0%	100.0%	100.0%	
Service Centre users' satisfaction	96.80%	User satisfaction 89%	≥96.8	User satisfaction 2020/21	96.0%	97.0%	97.0%	96.7%	96.7%
				User satisfaction 2019/20	96.0%	95.0%	96.0%	95.7%	
				Percentage change %	0.0%	2.1%	1.0%	1.0%	



## i-SITEs

To provide booking and information services through the District's Information Centres, influencing visitors to stay longer and spend more

Performance Measure	2018/19 Result	2019-20 Result	2020-21 Target	Measures	Jul-20	Aug-20	Sep-20	Q1 Total Performance	YTD %
Number of visitor bookings through the Information centres will show an increase each year	14.2%	-14.6%	≥1% increase on previous year	Visitor bookings 2020/21	3,836	1,439	2,970	8,245	-88.3%
				Visitor bookings 2019/20	2,947	2,587	2,741	8,275	
				Percentage change %	30.2%	-44.4%	8.4%	-0.4%	
				Q1 Performance Comments:					
				July and September have seen good visitor numbers with August down with Auckland closing with COVID-19.					
Increase net profit on retail sales by 1.5% per year (profit increase on previous year)	1.8%	-0.1%	Retail sales net profit ≥1% increase on previous year	Percent net profit 2020/21	45.0%	43.9%	42.7%	42.7%	5.2%
				Percent net profit 2019/20	45.0%	43.9%	42.7%	40.6%	
				Change in percent net profit	0.0%	0.0%	0.0%	2.1%	
				Q1 Performance Comments:					
				Retail was performing well until Auckland went into lockdown. We are also looking at changing the product we sell to appeal to new Zealanders.					
Customer/Visitor satisfaction	1.642	0.9933	≥1% increase on previous year	Visitor satisfaction 2019/20	100	100	100	100	0.0%
				Visitor satisfaction 2018/19	100	100	100	100	
				Percentage change %	0.0%	0.0%	0.0%	0.0%	

## Libraries

To provide quality library services for the benefit of all of the community

Performance Measure	2018/19 Result	2019-20 Result	2020-21 Target	Measures	Jul-20	Aug-20	Sep-20	Q1 Total Performance	YTD %
Customer/Visitor satisfaction	94.50%	93.40%	≥ to previous year	Visitor satisfaction 2020/21	91.7%	91.0%	93.9%	92.2%	92.2%
Increase the percentage of online library service use	8.4% increase	25.9%	≥1% increase on previous year	Online hits 2020/21	95,566	81,085	52,886	229,537	4.8%
				Online hits 2019/20	38,237	35,846	35,448	109,531	
				Percentage change %	149.9%	126.2%	49.2%	109.6%	
				Q1 Performance Comments:					
				Growth has increased due to range of online resources, and increased customer awareness of these resources during lockdown.					
Increase the total library membership relevant to the population of the District	42.50%	41.60%	≥ to previous year	Membership numbers	26,889	27,102	27,350	27,114	39.1%
				District population	69,300	69,300	69,300	69,300	
				Percentage %	38.8%	39.1%	39.5%	39.1%	
				Q1 Performance Comments:					
				Growth has been steady rising, memberships can now be done online at home, with no need to come into a physical library.					

# Environmental Management

## Animal Control

To ensure animal related activities are managed in accordance with legislative requirements

Performance Measure	2018/19 Result	2019-20 Result	2020-21 Target	Measures	Jul-20	Aug-20	Sep-20	Q1 Total Performance	YTD %
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Respond to reported incidents by contacting customer and arranging next steps within the following timeframes:

Urgent within 2 hours	51.1%	94.3%	≥92%	No. responded within timeframe	62	83	47	192	98.0%
				Total incidences	62	87	47	196	
				%	100.0%	95.4%	100.0%	98.0%	
Non-urgent within 10 days	88.80%	95.90%	≥92%	No. responded within timeframe	255	292	270	817	98.4%
				Total incidences	256	299	275	830	
				%	99.6%	97.7%	98.2%	98.4%	
				Q1 Performance Comments:					
				Animal Management continue to perform highly in response times. The number of RFS received have remained constant. These months are high in dog registration queries, which ran from 1 July to 1 September 2020. September remains high in queries due to late fees and follow ups.					

## Environmental Health

To monitor food premises in accordance with the requirements of the Food Act, 2014.

Performance Measure	2018/19 Result	2019-20 Result	2020-21 Target	Measures	Jul-20	Aug-20	Sep-20	Q1 Total Performance	YTD %
Food Control Plan and National Programme audits completed as scheduled	93%	74.6%	≥95% of all food control plans and national programs assessed	No. completed as scheduled	25	35	52	112	91.8%
				Total scheduled	26	36	60	122	
				%	96.2%	97.2%	86.7%	91.8%	
				Q1 Performance Comments:					
				Verifications that did not proceed are due to operator cancelling verification due to sickness, or operator cancelled as they were not prepared for verification when staff arrived to perform audit.					

## Monitoring and Enforcement

To ensure compliance with Resource Management Act relating to noise pollution

Performance Measure	2018/19 Result	2019-20 Result	2020-21 Target	Measures	Jul-20	Aug-20	Sep-20	Q1 Total Performance	YTD %		
Respond to noise complaints within the following timeframes:											
In urban areas: 1 hour	78.60%	74.4%	≥95% within set timeframe	No. responded within timeframe	61	65	22	148	79.6%		
				Total incidences	76	83	27	186			
				%	80.3%	78.3%	81.5%	79.6%			
In rural areas: 2 hours	74.50%	85.7%	≥95% within set timeframe	No. responded within timeframe	5	12	7	24	75.0%		
				Total incidences	6	16	10	32			
				%	83.3%	75.0%	70.0%	75.0%			
				Q1 Performance Comments:							
								Noise response is consistently below required timeframe. Regular meetings are being held with contractor to ensure that this measure improves.			

## District Licensing

To license and monitor the sale of liquor in accordance with the Sale and Supply of Alcohol Act, 2012.

Performance Measure	2018/19 Result	2019-20 Result	2020-21 Target	Measures	Jul-20	Aug-20	Sep-20	Q1 Total Performance	YTD %
All licensed premises to be visited for Host Responsibility inspections at least once every four years.	22.8%	55.2%	≥25% of premises visited annually	No. premises visited	20	10	21	51	19.6%
				Total premises	260	260	260	260	
				%	7.7%	3.8%	8.1%	19.6%	
				Q1 Performance Comments:					
				The team are tracking extremely well in terms of the number of Good Host Visits being completed. Well on target to exceed the number of visits in 2019/20					

## Resource Consent Management

To administer and enforce the Resource Management Act 1991.

Performance Measure	2018/19 Result	2019-20 Result	2020-21 Target	Measures	Jul-20	Aug-20	Sep-20	Q1 Total Performance	YTD %
Respond to compliance incidents within 10 working days	74%	75%	≥93%	No. responded within timeframe	27	24	24	75	100.0%
				Total incidences	27	24	24	75	
				%	100.0%	100.0%	100.0%	100.0%	
Process applications made under the Resource Management Act 1991 within statutory timeframes	57%	66%	≥95%	No. processed within timeframe	41	38	30	109	83.8%
				Total applications	48	45	37	130	
				%	85.4%	84.4%	81.1%	83.8%	
				Q1 Performance Comments:					
				The team have maintained a good percentage of consents issued within the statutory time frames. This is a good result as there has been a high number of consents received. Consents over are still largeley due to legacy delays caused by the lock down and large number of consents issued. The new workflow reporting and consultant processing milestones will give more visibility to this to manage accordingly.					

## Building Consent Management

To comply with current legislative requirements with regards to processing building consent applications

Performance Measure	2018/19 Result	2019-20 Result	2020-21 Target	Measures	Jul-20	Aug-20	Sep-20	Q1 Total Performance	YTD %
Process building consents within statutory timeframes	48.8%	95.0%	≥95%	No. processed within timeframe	137	99	128	364	99.2%
				Total applications	139	100	128	367	
				%	98.6%	99.0%	100.0%	99.2%	
				Q1 Performance Comments:					
					The return to the office has been beneficial to the Level of Service , and the challenge is to now maintain 100% for the remainder of the year.				