

Quarterly Performance Report:

Quarter 1: July - September 2021

Performance of Service Level Results

Introduction

Welcome to the performance report for the first quarter of 2021/2022.

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	2019-20 Result	2020-21 Result	2021-22 Target	Measures	Jul-21	Aug-21	Sep-21	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	30 total 4 fatalities 26 serious injury crashes Actual increase in serious injuries and fatalities is 6	31 total 5 fatal 26 serious injury crashes Actual increase in serious injuries and fatalities is 1	No increase	Fatalities/serious injury crashes 2021/22.	0	0	0	0	0
				Fatalities/serious injury crashes 2020/21.	3	2	2	7	
				Variance	-3	-2	-2	0	
				Q1 Performance Comments:					
				The result of fatalities/serious injury crashes are not recorded immediately due to the nature of the activity. The results are generated at the end of the financial year.					
The average quality of ride on a sealed local road network, measured by smooth travel exposure	94%	94%	≥87%	Quality of ride on a sealed local road network 2021/22	N/A	N/A	N/A	N/A	0.0%
				Quality of ride on a sealed local road network 2020/21	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 at the end of the financial year.					

The percentage of the sealed local road network that is resurfaced	5.70%	8.3%	≥9% of the sealed network resurfaced per annum	Length resurfaced km	0.0	0.0	0.0	No data provided	0.0%
				Total length sealed road network	895.8	895.8	895.8		
				%	0.0%	0.0%	0.0%		
Resurfacing of the roading network as outlined in the Council's roading programme	88.7%	100.2%	≥95% of planned work completed	Length completed work km	0.0	0.0	0.0	No data provided	0.0%
				Total length planned	0.0	0.0	0.0		
				%	0.0%	0.0%	0.0%		
				Q1 Performance Comments:					
			The main construction period is between October/November to March/April.						

Performance Measure	2019-20 Result	2020-21 Result	2021-22 Target	Measures	Jul-21	Aug-21	Sep-21	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	97.4%	98.7%	≥95%	No. responded within timeframe	25	9	33	67	94.4%	
				Total incidences	26	12	33	71		
				%	96.2%	75.0%	100.0%	94.4%		
Urgent - within 7 days	91.3%	83.3%		No. responded within timeframe	22	10	8	40	88.9%	
				Total incidences	25	11	9	45		
				%	88.0%	90.9%	88.9%	88.9%		
Non-urgent - within 14 days	92.3%	79.4%		No. responded within timeframe	309	180	219	708	83.4%	
				Total incidences	363	219	267	849		
				%	85.1%	82.2%	82.0%	83.4%		
			Q1 Performance Comments:							
			The Roding Alliance Team have been very busy with the amount of Request for Service that were logged. There has also been delays in regards to staff being able to do site visits due to the COVID-19 Alert Levels changing in Northland. The Road Alliance team have been encouraged to try to be onsite or to call the customer before the due date.							
The Hokianga Ferry Service will run in accordance with the advertised timetable	99.4%	99.4%	≥95%	No. runs on time	887	890	885	2662	97.72%	
				Total scheduled crossings	912	912	900	2724		
				%	97.3%	97.6%	98.3%	97.7%		
				Q1 Performance Comments:						
				We have been able to consistently achieve the KPI target through the 1st quarter due to embedded operational processes and the vessel being considered adequate to meet demand during winter.						

Footpaths

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

Performance Measure	2019-20 Result	2020-21 Result	2021-22 Target	Measures	Jul-21	Aug-21	Sep-21	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).	99.2%	Achieved	>90% in fair or better condition	217,113 condition assessments meet standard	0	0	0	0	0.0%	
				218,770 condition assessments undertaken	0	0	0	0		
					0.0%	0.0%	0.0%	0.0%		
					Q1 Performance Comments:					
					No footpath renewals completed during the 1st Quarter.					
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	0	0	0	0	No incidences to report	
				Total incidences	0	0	0	0		
				%	0.0%	0.0%	0.0%	0.0%		
					Q1 Performance Comments:					
	No Emergency/Public Safety-within 3 hours or within 7 days received.The Roding Alliance Team have been very busy with the amout of RFS' that were logged. There has also been delays in regards to staff being able to do site visits due to the COVID-19 Alert Levels changing in Northland. The Road Alliance team have been encouraged to try to be onsite or to call the customer before the due date.									

Water Supply

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

Performance Measure	2019-20 Result	2020-21 Result	2021-22 Target	Measures	Jul-21	Aug-21	Sep-21	Q1 Total Performance	YTD %
The extent to which the local authority's drinking water supply complies with: (a) part 4 of the drinking-water standards (bacteria compliance criteria)	All schemes compliant	All schemes compliant	Each scheme continuously meets the required standards for drinking water	Kaikohe Compliant Y/N	Y	Y	Y	Y	
				Kerikeri Compliant Y/N	Y	Y	Y	Y	
				Paihia Compliant Y/N	Y	Y	Y	Y	
				Kawakawa Compliant Y/N	Y	Y	Y	Y	
				Kaitaia Compliant Y/N	Y	Y	Y	Y	
				Opononi Compliant Y/N	Y	Y	Y	Y	
				Rawene Compliant Y/N	Y	Y	Y	Y	
The extent to which the local authority's drinking water supply complies with: (b) part 5 of the drinking-water standards (protozoal compliance criteria)	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	Y	Y	Y	Y	
				Kerikeri Compliant Y/N	Y	Y	Y	Y	
				Paihia Compliant Y/N	Y	Y	Y	Y	
				Kawakawa Compliant Y/N	Y	Y	Y	Y	
				Kaitaia Compliant Y/N	Y	Y	Y	Y	
				Opononi Compliant Y/N	Y	Y	Y	Y	
				Rawene Compliant Y/N	Y	Y	Y	Y	
The percentage of real water loss from the local authority's networked reticulation system (including a description of the methodology used to calculate this)	25%	28%	<26%	Total Nett Metered	2377570	2387432	2406763	7,171,765	27.80%
				Total Nett Production	3276644	3313353	3343161	9,933,158	
				%	27.4%	27.9%	28.0%	27.8%	

Performance Measure	2019-20 Result	2020-21 Result	2021-22 Target	Measures	Jul-21	Aug-21	Sep-21	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:										
(a) attendance for urgent call-outs: from the time that the local authority receives notification to the time that service personnel reach the site	0.95	0.8	< 2 hours	Median attend time	1.5	0.7	0.8	0.8	0.80	
(b) resolution of urgent call-outs: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption.	2.78	4.1	< 4 hours	Median response time	3.5	3.5	3.5	3.5	3.50	
(c) attendance for non-urgent call-outs: from the time that the local authority receives notification to the time that service personnel reach the site, and	0.3	0.9	< 2 working days	Median attend time	0.9	0.8	0.8	0.8	0.80	
(d) resolution of non-urgent call-outs: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption.	0.8	0.9	<3 working days	Median response time	1	0.9	0.9	0.9	0.90	
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.	78.11 complaints per 1000	69.55	Less than 100 complaints per 1000	Complaints YTD	7.0	34.0	56.0	56.0	56.00	
				Monthly complaints	7.0	27.0	22.0	56.0		
				Number connected properties	10,307	10,307	10,307	10,307		
				Total per 1000 properties	0.68	3.30	5.43	5.4		
The average consumption of drinking water per day per resident within the territorial authority district	310.78L per person per day	274L	≤ 350L per person per day	Volume consumed this month	2,377,570	2,387,432	2,406,763	2,390,588	270.41	
				No of residents	24,221	24,221	24,221	24,221		
				Consumption per resident	269.0	270.0	272.0	270.4		
				Q1 Performance Comments:						
				This is an informational indicator only.						

Wastewater

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

Performance Measure	2019-20 Result	2020-21 Result	2021-22 Target	Measures	Jul-21	Aug-21	Sep-21	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	2.42 per 1000 connections	2.59	≤ 12 per 1000 connections	Number affected	0	0	0	0	No incidences to report
				Number connected properties	12,002	12,002	12,002	12,002	
				Total per 1000 properties	0.00	0.00	0.00	0.00	

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

(a) abatement notices	1	2	1 or less	Number of notices	1	1	0	2	2
(b) infringement notices	1	2	0	Number of notices	1	0	0	1	1
(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
				Q1 Performance Comments:					
				An abatement notice was received in relation to a missing meter for Okahu dam. A new meter was installed and the abatement notice was closed. An abatement notice for outstanding monitoring data at Russell WWTP is still being actioned. There was an infringement notice for a pumpstation overflow at Mill Bay					

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	1.1	1.2	≤ 2 hours	Median attend time (hours)	1.38	1.72	1.68	1.68	1.68
				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	3.16 hours	3.20 hours	≤ 4 hours	Median response time (hours)	4.42	4.7	3.1	4.42	4.42
				Achieved/Not Achieved:	Not Achieved	Not Achieved	Achieved	Not Achieved	

Performance Measure	2019-20 Result	2020-21 Result	2021-22 Target	Measures	Jul-21	Aug-21	Sep-21	Q1 Total Performance	YTD %
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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	56.00%	64%	≥ 95% responded in ≤ 2 hours	No. attended in 2 or less hours	5	10	8	23	60.53%
				Total incidences	8	18	12	38	
				%	62.5%	55.6%	66.7%	61%	
b) resolution to prevent overflow	41%	78%	≥ 95% responded to in ≤ 4 hours	No. resolved in 4 or less hours	4	8	8	20	52.63%
				Total incidences	8	18	12	38	
				%	50.0%	44.4%	66.7%	53%	
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	22.5 per 1000 connections	25.01	≤ 50 per 1000 connections	Number affected	17	26	24	67	5.58
				Number connected properties	12002	12002	12002	12002	
				Total per 1000 properties	1.42	2.17	2.00	5.58	

Stormwater

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

Performance Measure	2019-20 Result	2020-21 Result	2021-22 Target	Measures	Jul-21	Aug-21	Sep-21	Q1 Total Performance	YTD %
The number of flooding events that occur in a territorial authority district	0	1	0	Number of events	0	0	0	0	0
For each flooding event, the number of habitable floors affected. (Expressed per 1000 properties connected to the territorial authority's Stormwater system.)	No events	.19 per 1000	0 per 1000	Number affected	0	0	0	0	0
				Number connected properties	15607	15607	15607	15607	0%
				Total per 1000 properties	0.00	0.00	0.00	0%	
				Q1 Performance Comments:					
				There have been no flooding events during Quarter 1.					
(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	4 hours	≤ 48 hours	Median response time (hours)	0	0	0	0	4 hours
				Q1 Performance Comments:					
				There have been no non-compliance notices or flooding events during Quarter 1.					

Performance Measure	2019-20 Result	2020-21 Result	2021-22 Target	Measures	Jul-21	Aug-21	Sep-21	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	16.42 RFS per 1000 properties	24.89	0 RFS per 1,000 properties	Number complaints	24	32	19	75	4.81
				Number connected properties	15607	15607	15607	15607	
				Total per 1000 properties	1.54	2.05	1.22	4.81	
				Q1 Performance Comments:					
				For the first quarter of 2021/22 reporting, the processes put in place for stormwater are beginning to work well. Comparatively a high number of requests / complaints have been completed over the months. Further changes to the administrative processes have been identified to allow for more streamlined action of these requests. Also note that despite the wet September, there is an unexpectedly low amount of requests received when compared with August.					

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	2019-20 Result	2020-21 Result	2021-22 Target	Measures	Jul-21	Aug-21	Sep-21	Q1 Total Performance	YTD %
Percentage by tonnage of waste from refuse transfer station that is recycled/ reused	64.3%	60.5%	63%	Tonnage recycled/reused	865.85	614.91	584.94	2065.7	58.55%
				Total Tonnage	1350.6	1015.99	1161.48	3528.1	
				%	64.1%	60.5%	50.4%	58.6%	
Add at least one new community recycling facility	1	0	Minimum of 1 per year	Number completed	0	0	0	0	0
				Q1 Performance Comments:					
				No new recycling facilities have been opened in Quarter 1. However, there is an agreement in principal with Te Tii Trust to open a community recycling centre in Waitangi. We hope to finalise the details and open the site before the end of Quarter 2.					
All refuse transfer stations to be open on time	99.97%	99.98%	99.5%	No reports or complaints regarding late openings	0	0	1	1	66.72%
				Number of days opened across all sites per month. Summer = 662 days per month Winter = 613 day per month	613	613	613	613	
				%	100.0%	100.0%	0.2%	66.7%	

Attending to RFS relating to illegal dumping

Offensive waste: pick up within 24 hours	100%	100%	95% within set timeframe	No. collected within timeframe	0	0	0	0	No incidences to report
				Total incidences	0	0	0	0	
				%	0.0%	0.0%	0.0%	0.0%	
Standard waste: pick up within 4 days	91.1%	82.1%	95% within set timeframe	No. collected within timeframe	14	30	26	70	82.4%
				Total incidences	14	40	31	85	
				%	100.0%	75.0%	83.9%	82.4%	
				Q1 Performance Comments:					
				Recycling performance has been restricted due to restrictions on recycling during level 3 and level 4 lockdowns.					

District Facilities

Cemeteries

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

Performance Measure	2019-20 Result	2020-21 Result	2021-22 Target	Measures	Jul-21	Aug-21	Sep-21	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.)	2 complaints received for 19/20	New measure	No more than 1 complaint received regarding our grave digging services	No. complaints received	0	0	0	0	0.0%	
					Q1 Performance Comments					
					No complaints received for Quarter 1. An audit carried out in September confirmed contractors are carrying out grave digging services to the required standards as per contract.					

Civic and Community Buildings

To provide buildings for public recreation and leisure

Performance Measure	2019-20 Result	2020-21 Result	2021-22 Target	Measures	Jul-21	Aug-21	Sep-21	Q1 Total Performance	YTD	
All Civic and Community buildings are safe for Community use and meet all statutory legislation levels	All buildings compliant	1	All halls have appropriate certificates including BWOF for those that require them	Number uncertified	1	1	1	3	3	
				Q1 Performance Comments						
				Pioneer House - Kaitaia, no current BWOF due to historical issues. Working with Wormald and Building Compliance team to meet statutory legislation.						

Housing for the Elderly

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

Performance Measure	2019-20 Result	2020-21 Result	2021-22 Target	Measures	Jul-21	Aug-21	Sep-21	Q1 Total Performance	YTD %
Occupancy of available units	94.1%	91.1%	95%	Occupied Units	130	128	127	385	87.3%
				Total Units	147	147	147	441	
				%	88.4%	87.1%	86.4%	87.3%	
Percentage of faults responded within: Emergency - 12 hours	87.8%	75.7%	100%	No. responded within timeframe	1	2	6	9	100.0%
				Total incidences	1	2	6	9	
				%	100.0%	100.0%	100.0%	100.0%	
Percentage of faults responded within: Urgent - 2 days	58.7%	64.7%	95%	No. responded within timeframe	5	5	13	23	79.3%
				Total incidences	5	8	16	29	
				%	100.0%	62.5%	81.3%	79.3%	
Percentage of faults responded within: Non Urgent - 7 days	81.5%	62.3%	>85%	No. responded within timeframe	6	13	8	27	77.1%
				Total incidences	6	16	13	35	
				%	100.0%	81.3%	61.5%	77.1%	
				Q1 Performance Comments					
				Contractor availability is affecting the ability to turn around vacant units needing work promptly. 3 units in Oxford Street Housing for the Elderly are currently not available to be let due to structural issues, which will be affecting these results. COVID-19 Alert levels in August meant that interviews for units that are ready to be let could not happen and will be rescheduled as soon as possible. Emergency response target was met due to contractor's ability to respond to emergency requests promptly. Corrective & Non urgent request not met for August Sept due to COVID-19 Alert level restrictions.					

Public Toilets

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

Performance Measure	2019-20 Result	2020-21 Result	2021-22 Target	Measures	Jul-21	Aug-21	Sep-21	Q1 Total Performance	YTD %
Increase the number of public toilets with disabled access per annum in line with facility renewal/upgrades	2	0	2	Number completed	0	0	0	0	0
				Q1 Performance Comments					
				None are delivered to date as projects are now with the Project Delivery Team and are yet to commence.					
Ensure that public toilets are maintained to an acceptable standard as per contract	90.9%	97.3%	≥90%	Number of audits met	6	6	12	24	96%
				Total number of audits	7	6	12	25	
					85.7%	100.0%	100.0%	96.0%	
				Q1 Performance Comments					
				July had one failed audit - Contractors were advised and asked to rectify issues. COVID-19 alert level 4 reduced the number of spot audits that Technical Officers could carry out during August and September. Contractors were instructed to carry out extra cleaning services during Alert Level 4. Overall results show toilets are being cleaned to an acceptable standard.					

Customer Services

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

Performance Measure	2019-20 Result	2020-21 Result	2021-22 Target	Measures	Jul-21	Aug-21	Sep-21	Q1 Total Performance	YTD %
Percentage of abandoned calls (Contact Centre)	14.6%	19.2%	12%	Abandoned calls	774	663	669	2,106	11.5%
				Total calls received	6,457	5,532	6,286	18,275	
				Percentage %	12.0%	12.0%	10.6%	11.5%	
				Q1 Performance Comments					
				An excellent start to the new financial year with achieving target for both July and August, particularly due to the frequent and sudden changes adjusting to working at the office and then working from home due to the changing COVID-19 alert levels.					
Percentage of Ask.U.s emails processed within 5 working days	100%	99%	>100%	Processed within 5 days	2,297	1,678	1,457	5,432	100%
				Total emails received	2,297	1,678	1,457	5,432	
				Percentage %	100.0%	100.0%	100.0%	100.0%	
Service Centre users' satisfaction	User satisfaction 89%	48.30%	A new measure (1-5)	User satisfaction 2020/21	3.84	3.82	3.90	3.85	3.85
				User satisfaction 2019/20	96.0%	96.0%	96.0%	96.0%	
				Percentage change %	N/A	N/A	N/A	N/A	
				Q1 Performance Comments					
				With a new customer experience programme we are unable to report in the same manner, and currently do not have a previous year comparison. The new programme rates from 1 to 5, with 5 being an excellent service provided.					

i-SITEs

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

Performance Measure	2019-20 Result	2020-21 Result	2021-22 Target	Measures	Jul-21	Aug-21	Sep-21	Q1 Total Performance	YTD %
Number of visitor bookings through the Information centres will show an increase each year	-14.6%	-18.7%	≥1% increase on previous year	Visitor bookings 2021/22	0	0	0	-	-100.0%
				Visitor bookings 2020/21	3,836	1,439	2,970	8,245	
				Percentage change %	-100.0%	-100.0%	-100.0%	-100.0%	
				Q1 Performance Comments					
				July and September have seen good visitor numbers with August visitor numbers down due to border restrictions during COVID-19 alert levels.					
Increase net profit on retail sales by 1.5% per year (profit increase on previous year)	-0.07%	8.8%	Retail sales net profit ≥1% increase on previous year	Percent net profit 2021/22	47.8%	46.5%	44.6%	46.3%	12.8%
				Percent net profit 2020/21	37.9%	38.3%	24.3%	33.5%	
				Change in percent net profit	9.9%	8.2%	20.3%	12.8%	
				Q1 Performance Comments					
				Retail has been doing well with good local product.					
Customer/Visitor satisfaction	99.30%	-46.2	New measurement - establish a base line	Percent net profit 2021/22	4.44	4.8	5	5	New measurement - establish a base line
				Percent net profit 2020/21	100	100	100	100	
				Percentage change %	-95.6%	-95.2%	-95.0%	-95.3%	
				Q1 Performance Comments					
				Ask Nicely is the new survey and the i-SITEs have achieved over 4 throughout each month.					

Libraries

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

Performance Measure	2019-20 Result	2020-21 Result	2021-22 Target	Measures	Jul-21	Aug-21	Sep-21	Q1 Total Performance	YTD %
Customer/Visitor satisfaction	93.40%	94.70%	A new measure (1-5)	Visitor satisfaction 2020/21	4.41	4.79	3.5	4.23	4.23
				Q1 Performance Comments					
				Low response rate has contributed to variance in satisfaction ratings.					
Increase the percentage of online library service use	25.9%	91.2%	≥1% increase on previous year	Online hits 2020/21	104,533	103,279	94,454	302,266	7.9%
				Online hits 2019/20	95,566	81,085	52,886	229,537	
				Percentage change %	9.4%	27.4%	78.6%	31.7%	
				Q1 Performance Comments					
Increase the total library membership relevant to the population of the District	41.60%	40.90%	To maintain / Increase	There was increased use of digital resources during lockdown. New databases and promotion have contributed to increased use.					
				Membership numbers	29,939	30,126	30,250	30,105	10.9%
				District population	69,300	69,300	69,300	69,300	
				Percentage %	43.2%	43.5%	43.7%	43.4%	
				Q1 Performance Comments					
				Membership continues to grow, with the removal of children's fines and online membership helping this growth.					

Environmental Management

Animal Control

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

Performance Measure	2019-20 Result	2020-21 Result	2021-22 Target	Measures	Jul-21	Aug-21	Sep-21	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	94.3%	95.4%	≥93%	No. responded within timeframe	59	73	41	173	96.6%	
				Total incidences	60	77	42	179		
				%	98.3%	94.8%	97.6%	96.6%		
Non-urgent within 10 days	95.90%	94.60%	≥93%	No. responded within timeframe	433	324	285	1042	95.8%	
				Total incidences	455	335	298	1088		
				%	95.2%	96.7%	95.6%	95.8%		
					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. 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.

To monitor food premises in accordance with the requirements of the Food Act, 2014.									
Performance Measure	2019-20 Result	2020-21 Result	2021-22 Target	Measures	Jul-21	Aug-21	Sep-21	Q1 Total Performance	YTD %
Food Control Plan and National Programme audits completed as scheduled	74.6%	92.0%	≥95% of all food control plans and national programs assessed	No. completed as scheduled	22	20	6	48	60.0%
				Total scheduled	22	52	6	80	
				%	100.0%	38.5%	100.0%	60.0%	
				Q1 Performance Comments					
				The 32 cancelled verifications in August were a result of COVID-19 Alert level 4 lock down. MPI issued a directive that verifiers were unable to do verifications during Alert level 4. Also businesses that were not essential were not permitted to be open for trading. There were 15 cancelled verifications in September as a result of COVID-19 Alert level 4. MPI issued a directive that verifiers were unable to do verifications during Alert Level 3 and that only "remote checks" were conducted. In order for a business to meet the criteria of a "remote check" the verification was not their initial verification or had previous non-compliance issues.					

Monitoring and Enforcement

To ensure compliance with Resource Management Act relating to noise pollution

Performance Measure	2019-20 Result	2020-21 Result	2021-22 Target	Measures	Jul-21	Aug-21	Sep-21	Q1 Total Performance	YTD %
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Respond to noise complaints within the following timeframes:

In urban areas: 1 hour	74.4%	77.9%	≥95% within set timeframe	No. responded within timeframe	53	35	46	134	77.5%			
				Total incidences	67	47	59	173				
				%	79.1%	74.5%	78.0%	77.5%				
In rural areas: 2 hours	85.7%	81.1%	≥95% within set timeframe	No. responded within timeframe	9	2	5	16	94.1%			
				Total incidences	9	2	6	17				
				%	100.0%	100.0%	83.3%	94.1%				
								Q1 Performance Comments				
								Noise complaints were not responded to during COVID-19 Alert Level 4				

District Licensing

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

Performance Measure	2019-20 Result	2020-21 Result	2021-22 Target	Measures	Jul-21	Aug-21	Sep-21	Q1 Total Performance	YTD %
All licensed premises to be visited for Host Responsibility inspections at least once every four years.	55.2%	100.0%	≥25% of premises visited annually	No. premises visited	30	9	0	39	15.2%
				Total premises	233	233	233	233	
				%	12.9%	3.9%	0.0%	16.7%	
				Q1 Performance Comments					
				Due to COVID-19 alert levels Good host visits were unable to be carried out this quarter. GHV will recommence October 2021.					

Resource Consent Management

To administer and enforce the Resource Management Act 1991.

Performance Measure	2019-20 Result	2020-21 Result	2021-22 Target	Measures	Jul-21	Aug-21	Sep-21	Q1 Total Performance	YTD %
Respond to compliance incidents within 10 working days	75%	93%	≥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	65.5%	90.4%	≥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 increased the percentage for consents issued within the statutory time frames. This is a pleasing result as there have been a higher number of consents received compared to Quarter 1 last year.					

Building Consent Management

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

Performance Measure	2019-20 Result	2020-21 Result	2021-22 Target	Measures	Jul-21	Aug-21	Sep-21	Q1 Total Performance	YTD %
Process building consents within statutory timeframes	95.0%	99.4%	≥95%	No. processed within timeframe	147	147	108	402	99.8%
				Total applications	147	147	109	403	
				%	100.0%	100.0%	99.1%	99.8%	
				Q1 Performance Comments					
				Quarter 1 has seen 403 consents processed with only one overdue.					