

Draft non-financial performance measures Q1 and Q2



Performance Management Framework

Purpose:

- Track progress against the LTP 2024–2034 from a service delivery perspective
- Define the level of service the community can expect from us
- Currently in Year 2 of the LTP
- Measures will be reviewed as part of LTP 2027-2037



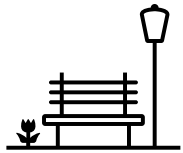
Community Leadership



Community Safety



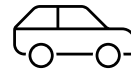
District Growth and
Development



Spaces, Places and
Recreation



Stormwater



Transportation
Infrastructure



Wastewater



Water

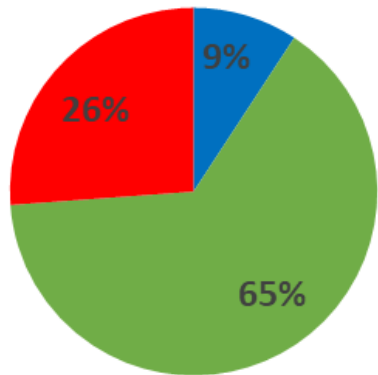


Waste and
Sustainability

65
Measures
total

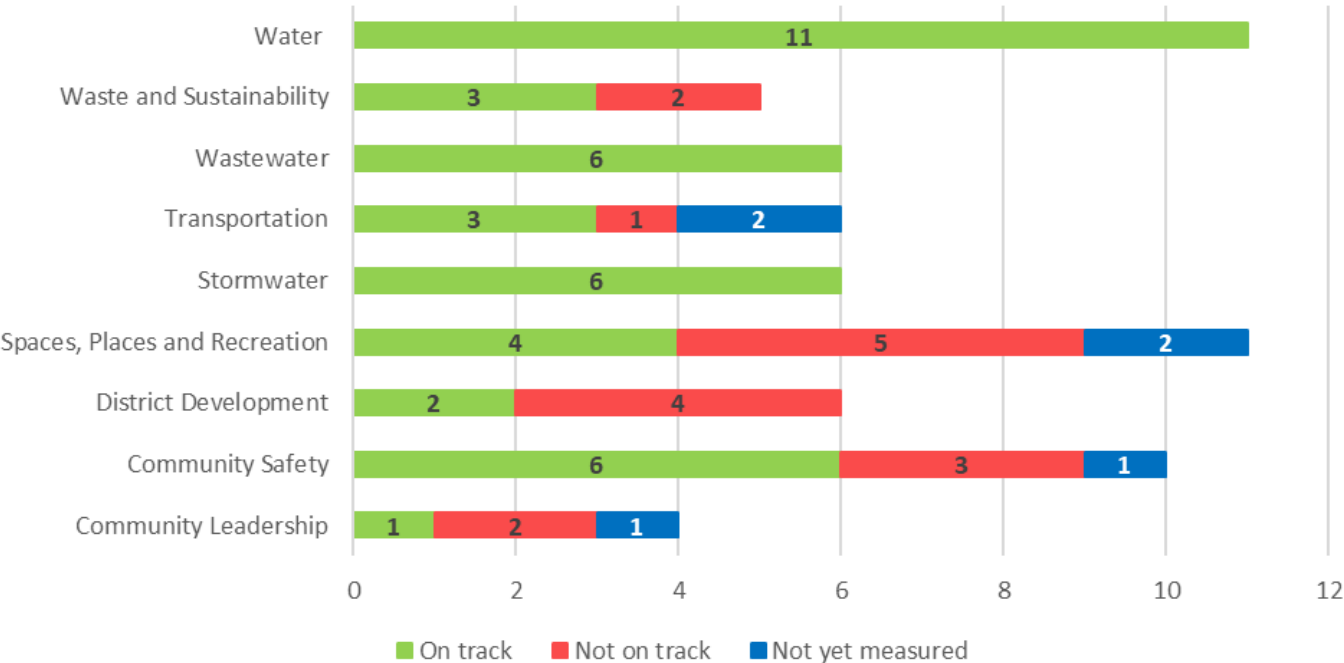
25
Mandatory
Measures

Tracking for year end



■ Not yet measured ■ On track ■ Not on track

Performance by activity



Community Leadership



■ Not yet measured ■ On track ■ Not on track

Not yet measured:
Satisfaction of Participate platform available at year end

On track:
No decision overturned by judicial review

Not on track:
Customer satisfaction:
How Council keeps the community informed and Council represents the best interests of the district

Community Safety



■ Not yet measured ■ On track ■ Not on track

Not yet measured:

Annual Emergency Management audit available at year end

On track:

- Building Warrant of Fitness
- Dog registrations
- Licensed premises inspected.
- Customer satisfaction: Animal control, food and alcohol licensing.

Not on track:

- Urgent animal requests
- New food control plans inspected
- CCTV monitoring

District Growth and Development



■ On track ■ Not on track

On track:

- Number of new dwellings
- Building consents processed within statutory timeframes

Not on track:

- Customer satisfaction planning and resource consents
- Non notified resource consents processed within statutory timeframes (land use and subdivision)
- LIM provided in 10 days

Spaces, Places and Recreation



■ Not yet measured ■ On track ■ Not on track

Not yet measured:

- Satisfaction of Aquatic centre customers
- Parks survey regarding accessibility

On track:

- Number of event days and attendance at SHMC
- Customer interactions with library core services
- Parks and Open spaces satisfaction

Not on track:

- People participating in programmes at the Library
- Number of lessons in learn to swim school
- Satisfaction rating for security in open spaces
- Number of event days and attendance at EEC

Stormwater



■ On track

100% of measures are achieved to date

Higher customer satisfaction rate of the stormwater network than the previous year

Transportation Infrastructure



■ Not yet measured ■ On track ■ Not on track

Not yet measured:

- Average quality of ride on sealed road network
- Percentage of sealed road network resealed

On track:

- Number of fatalities and serious injury crashes
- Customer service requests responded to within 5 days
- Resident satisfaction for roading and footpath network

Not on track:

- Number of footpaths with condition 4 or better

Wastewater



■ On track

100% of measures are achieved to date

Faster response times to attending sewerage overflows compared to previous financial year

Waste and Sustainability



■ On track ■ Not on track

On track:

- Amount of rubbish that is collected from kerbside per capita.
- Compliance with resource consents at landfill.
- Resident satisfaction with rubbish and recycling collection.

Not on track:

- Total amount of waste being sent to landfill.
- Reducing percentage of contaminants in kerbside recycling.

Water

100% of measures achieved to date

Faster median response and resolution times to non-urgent faults compared to previous year.



■ On track

Ngā pātai?