

# **Draft non-financial performance measures Year End**



# Performance Management Framework

## Purpose:

- Track progress against the LTP 2024–2034 for service delivery
- 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



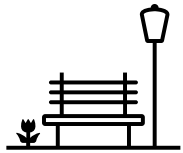
Community Leadership



Community Safety



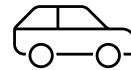
District Growth and  
Development



Spaces, Places and  
Recreation



Stormwater



Transportation  
Infrastructure



Wastewater



Water



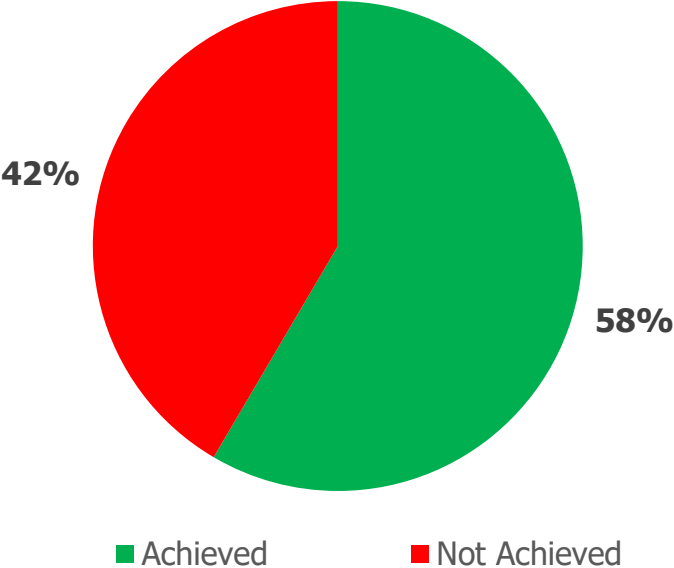
Waste and  
Sustainability

**65**  
**Measures**  
**total**

**25**  
**Mandatory**  
**Measures**

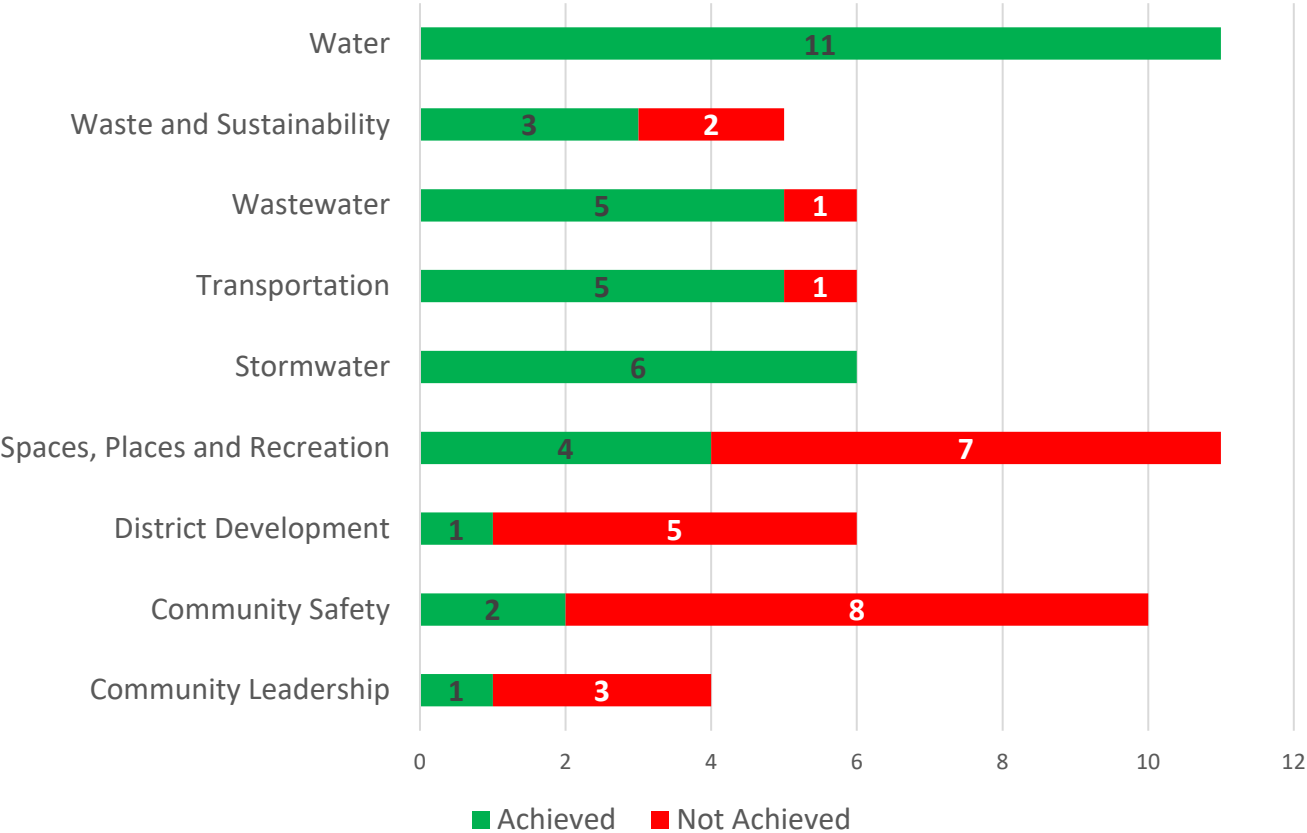
# Results for Year End

Year end 25/26



# Performance by activity

Non-Financial performance measures - Year End



# Community Leadership



■ Achieved ■ Not Achieved

## Achieved:

- No decision overturned by judicial review

## Not Achieved:

### Customer satisfaction:

- Percentage of residents who are satisfied with the Let's Talk platform
- Percentage of residents agreeing with Council representation of the best interests of the District
- Percentage of residents that are very/fairly satisfied with how the Council keeps the community informed

# Community Safety



■ Achieved ■ Not Achieved

## Achieved:

- Emergency preparedness and response
- Licensed premises inspected annually

## Not Achieved:

- Urgent animal requests
- Dog registrations
- New food control plans inspected
- Building Warrant of Fitness audited
- CCTV monitoring

## Customer satisfaction:

- Animal control service good to excellent
- Food control service good to excellent
- Alcohol licensing service good to excellent

# District Growth and Development



■ Achieved ■ Not Achieved

## Achieved:

- % of Building consents processed within statutory timeframes

## Not Achieved:

- Number of new dwellings
- LIM provided in 10 days
- Non notified resource consents processed within statutory timeframes:
  - Land use
  - Subdivision

## Customer satisfaction:

- planning and resource consents

# Spaces, Places and Recreation



■ Achieved ■ Not Achieved

## Achieved:

- Sir Howard Morrison Centre:
  - Number of event days held
  - Number of people attending events
- Customer interactions with library core services
- Parks and Open spaces facilities satisfaction

## Not Achieved:

- Energy Event Centre:
  - Number of event days held
  - Number of people attending events
- Aquatic Centre satisfaction
- Number participants in programmes at the Library
- Satisfaction with the open space network
- Satisfaction rating for security in open space locations
- Number of lessons in learn to swim school

# Stormwater



■ Achieved ■ Not Achieved

100% of measures are achieved for the year.

Higher customer satisfaction rate of 68% for the stormwater network than the previous year of 63%

# Transportation

## Achieved:

- Number of fatalities and serious injury crashes
- Quality of ride on sealed local roads
- Local road resurfacing %
- Number of footpaths with condition 4 or better
- Customer service requests responded to within 5 days



■ Achieved ■ Not Achieved

## Not Achieved:

- Resident satisfaction for the roading and footpath network

# Wastewater



■ Achieved ■ Not Achieved

## Achieved:

- Number dry weather sewerage overflows
- Median attendance time for sewerage overflows resulting from blockages.
- Median resolution time for sewerage overflows resulting from blockages.
- Number of complaints received about, odour, faults or blockages in the sewerage system.
- Satisfaction with the wastewater service

## Not Achieved:

- Compliance with resource consents for discharge from the sewerage system, one abatement notice received.

# Waste and Sustainability



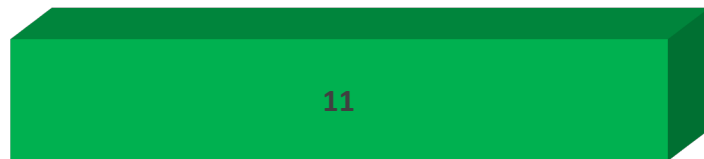
## Achieved:

- Reduction in the amount of waste that is collected from kerbside per capita.
- Compliance with resource consents at the landfill.
- % of residents satisfied with rubbish and recycling collection.

## Not Achieved:

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

# Water



■ Achieved ■ Not Achieved

## Achieved:

- Drinking water compliance (bacterial rules)
- Drinking water compliance (protozoal rules)
- Drinking water compliance (microbiological monitoring rule)
- Fault response times urgent call outs
- Fault resolve times urgent call outs
- Fault response times non-urgent call outs
- Fault resolve times non-urgent call outs
- Complaints received
- Consumption of drinking water per day per resident
- Satisfaction of the water supply service
- Water loss from the networked reticulation system

# Ngā pātai?