



# **Quarterly Performance Measures**

**Second Quarter Ending 31 December 2017**

## **Quarterly Performance Measures – for the second quarter ending 31 December 2017**

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## 1 Introduction

This Quarterly Performance Report measures Council's performance on its activities as adopted in Council's Long Term Plan 2015/2025. The report is based on the level of service statements, planned improvements and changes as per year three of the Long Term Plan (LTP). It also includes highlights and risks associated with each of the activities.

Performance measures were identified in 2015 when setting the LTP. These apply over the 2015/2018 year period. Not all the measures fit within a quarterly report, although they remain relevant for an Annual Report. They are presently being reviewed as part of the Long Term Plan 2018/2028 process.

Within this Report there are 114 measures. Of these 89 (78%) were achieved. The coloured circle in the annual target column indicates progress. Green is either achieved or on target to be achieved by the end of the financial year. Amber is not measured to date or a survey has not yet been completed, or it is looking like it may not be achieved. Red is not achieved or highly unlikely to be achieved. There are 21 (18.3%) measures recording amber and 4 (3.7%) recording red. Some measures will only be available annually while others are based on statutory obligations.

A summary of the 'not achieved' measures to date is as follows:

Building	0	Community Housing	0	Community Planning	0
District Plan	0	Footpaths	0	Governance	0
Mana Whenua Forum	2	Reserve Management Plans	1	Water Supply	1

The Long Term Plan 2015/2025 bases the measures on an annual target. The Quarterly Performance Report measures progress quarterly. For those measures that are based on figures or percentages, as this is the second quarter, the current performance either combines quarter one and two or averages quarter one and two.

The Residents Survey is undertaken on four occasions throughout the year with the first survey undertaken in October 2017.

## Summary of Operating and Capital Performance

### Whole of Council Overview

	Year to Date December 2017			Indicator	Full Year Budget \$000's
	Actual \$000's	Budget \$000's	Variance \$000's		
<b>Total Rates</b>	<b>17,151</b>	<b>16,710</b>	<b>441</b>		<b>33,421</b>
<b>Total Operating Income</b>	<b>23,002</b>	<b>22,170</b>	<b>831</b>	●	<b>44,416</b>
<b>Total Operating Costs</b>	<b>16,978</b>	<b>18,266</b>	<b>1,289</b>	●	<b>35,966</b>
<b>Total Capital Revenue</b>	<b>9,704</b>	<b>3,224</b>	<b>6,480</b>	●	<b>9,625</b>
<b>Total Capital Expenditure</b>	<b>5,312</b>	<b>7,765</b>	<b>2,453</b>	●	<b>20,128</b>

**Key** ● Favourable      ● Unfavourable – within 10% of budget      ● Unfavourable – over 10% of budget

## 2 Report by Activity

### Community Activities

#### What has changed?

**Community Assistance** – A review of the potential insurance package for all community facilities is underway.

**Halls and Community Housing** – The asset renewal programme and the asset maintenance programme are underway, with the asset condition survey completed.

**Libraries** – The feasibility study into a community hub including a library in Dargaville has commenced.

It is planned that all libraries will go live with a new Library Management System called Kotui on 15 March 2018.

**Reserves and Open Space** – Street tree planting in Kaiwaka is underway as part of Kaiwaka Township Plan. The Dargaville River Path contract work is nearing completion. The Mangawhai Pioneer Village work continues at Mangawhai Community Park. An assessment has been received for the Notable Trees in Pahi and further work is being undertaken. Construction of the Sportsville building at Memorial Park has started and the Parks and Reserves Maintenance Contract is being finalised.

## Highlights

**Community Assistance** – Fourteen applications were received for the Community Assistance Grants and six were approved. There were ten applications for the Rural Travel Fund and all were approved. A review of the Mangawhai Endowment Lands Account (MELA) has been completed to ensure the policy and criteria are more user friendly for the community.

**Reserves and Open Space** – The Cycle Strategy presented to the Regional Transport Committee was well received and the Community Garden Day at Pou Tu Te Rangi Harding Park was well attended.

**Library** – All Kaipara libraries are participating in an adult and children’s summer reading programme.

Plans are underway to redesign the interior of Dargaville Public Library to align with Health and Safety.

**Community Housing** – The community housing continues to be well-managed.


## Risks and Issues



**Community Assistance** – While a review of MELA has been completed, to some the criteria can seem broad and will need to be carefully managed by the Committee.






**Reserves and Open Space** – The draft Reserves Contribution Policy is likely to impact the timeframes and funding of the proposed Opex and Capex programmes and due to the annual contestable nature of the proposed policy there will be no certainty to plan and implement work. If reserve contributions within the respective project’s catchment are insufficient to fund a project this will result in delays as alternative funding sources may be required.

**Library** –Crowding remains an issue at the Dargaville Library and during busy times there is often not enough room for all users.


**Community Housing**– Maintenance requirements are increasing due to the age of the units.






<b>Community Assistance</b>						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 3 Annual Target	Year to Date	Comment
	Customer	Technical				
Implementing the Community Assistance Policy including Grants, Contract for Service, Licence to Occupy and the Mangawhai Endowment Lands Account (MELA).	Contract for Service, Operational and Capital Grants, MELA applications called for and processed within timeframes.	New measure from 2015/2016	100%	100% 	100%	The Community Assistance Policy is being implemented as business as usual.

<b>Reserves and Open Space</b>						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 3 Annual Target	Year to Date	Comment
	Customer	Technical				
To provide and enhance open spaces, linkages and facilities to promote community well-being and enjoyment.	Percentage of residents who are very/fairly satisfied with their local parks and sports fields		97%	85% 	97%	Preliminary survey received in October shows a marked improvement from last year.
	Percentage of residents who are very/fairly satisfied with their public conveniences		87%	65% 	87%	Preliminary survey received in October shows a marked improvement from last year.




<b>Reserves and Open Space</b>						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 3 Annual Target	Year to Date	Comment
	Customer	Technical				
	User satisfaction with cleanliness and lack of litter and graffiti		79%	70% 	79%	Preliminary survey received in October shows 10% improvement from last year.
	Parks Maintenance Contract measures are met	New measure 2015/2016	100%	90% 	100%	Achieved.
	An active sports park within a 40 minute drive of all residents (not all belonging to Council) with toilet and changing facilities	New measure 2015/2016	100%	Achieved 	100%	Achieved.
	Coastal access and esplanade reserves in urban areas already developed or zoned for residential development in the District Plan, with carparking areas	New measure 2015/2016	Achieved	Achieved 	Achieved	Achieved – we continue to develop areas that are vested in Council and areas that have been identified as high use areas.
	A local purpose reserve within 15 minute walk of residents in urban areas already developed or zoned for residential development in the District Plan	New measure 2015/2016	Achieved	Achieved 	Achieved	Achieved.



Reserves and Open Space						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 3 Annual Target	Year to Date	Comment
	Customer	Technical				
	A public toilet in shopping areas servicing an urban population over 2,000	New measure 2015/2016	100%	100% 	100%	Achieved.

Community Housing						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 3 Annual Target	Year to Date	Comment
	Customer	Technical				
To provide housing suitable for the elderly who have difficulty providing it themselves.	Percentage of tenants satisfied with standard of accommodation and services	Annual Tenant Survey	No measure as yet	95% 	No measure as yet	Tenant survey will be undertaken early 2018.
	Percentage of tenants who rate response to request for service as excellent/good	Annual Tenant Survey	No measure as yet	90% 	No measure as yet	Tenant survey will be undertaken early 2018.
		Nil net cost to ratepayers for Council's housing services	On track	Zero 	On track	All costs are within budget.
		Annual occupancy rate	98%	90% 	98%	Achieved.
		Compliance with the Memorandum of	New measure 2015/2016	100%	100% 	100%

<b>Community Housing</b>						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 3 Annual Target	Year to Date	Comment
	Customer	Technical				
	Understanding (MOU) with Housing New Zealand for the management (not necessarily by Council) of Dargaville, Ruawai and Mangawhai community housing					the units. The management of the Dargaville and Ruawai units were handed over to the Dargaville Community Development Board in 2015.

<b>Libraries</b>						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 3 Annual Target	Year to Date	Comment
	Customer	Technical				
<b>Accessibility</b> To provide accessible library services to the residents of Kaipara.	Percentage of households that have used the district's libraries in the past 12 months		82%	60% 	82%	Achieved. First quarter results received in November.
<b>Quality</b> To provide a range of quality resources and material relevant to the residents of Kaipara.	Percentage of library users who are very/fairly satisfied with Kaipara district's library services		77%	81% 	77%	Achieved. First quarter results received in November.
		To comply with Library and Information Association of New Zealand Aotearoa	Achieved	Achieved 	Achieved	Dargaville Public Library meets guidelines.

<b>Libraries</b>						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 3 Annual Target	Year to Date	Comment
	Customer	Technical				
		(LIANZA) guidelines for populations of 5,000 or more, the Public Library in Dargaville is open for 43 hours per week including Saturdays.				

## Regulatory Management

### What has changed?

**Building Control** - Online shared service viability with both WDC and FNDC stalled in 2017 due to different systems. Much of the BCA's policies and procedures as well as public information is intrinsic to this system and is continuously developing. Furthermore, despite the attempts by Kaipara to present the advantages of adopting the same system, WDC has elected to develop another one while FNDC, although indicating strong interest, has not advanced. However, KDC will still be willing to consider any proposal if this would lead to genuine improvement and effective customer service.

There has been some work done to investigate the possibility of a shared website with commonly agreed services.

Development initiatives are also shared between the BCAs.

**Resource Consents** – Legislative changes to the RMA came into force in October 2017 and as a result a number of new processes and reporting templates have been developed and are operational. A new Graduate Planner joined the team in late November.

**Regulatory** – The sanitary (water) survey carried out in the Kaihu district last quarter has resulted in insanitary notices being issued to property owners. As a result bottled water is being delivered to those property owners. Surveys of other areas are planned for next year.

Discussions with other northland councils around online shared services have continued. This quarter hazard substances, rural water supplies, noise control and recreational water have been discussed.

**Fees and Charges** – Fees and Charges have been reviewed by all departments and an initial draft is due to be adopted by Council in January.

## Highlights

**Building Control** – A new Team Leader has started and is making excellent progress.

**Resource Consents** – A duty planner system will be rolled out in January 2018 to improve service.

Two workshops have been held during the quarter, the first with key stakeholders in the building and planning sectors and the second being an information/training session on coastal hazards with attendees invited from all councils in the northland region. Collaboration with other northland councils will continue to be a focus into 2018.

**Regulatory** – The cross-skilling training and multi-skilling team members' programme has worked as a short term measure. However, this cannot continue should the level of proposed and known legislation changes, the complexity, and the customer requests for action, continue at the current rate.

## Risks and Issues

**Building Control** – The new natural hazard mapping undertaken by the Northern Regional Council (NRC) has highlighted additional potential impacts from flooding and inundation as a result of future rising sea levels. There is potential risk implications with homeowner insurance, land and building values and Council reputation.

Departments are working together to co-ordinate procedural and process changes.






From 01 July 2017 the Amendment to Earthquake-Prone Buildings came into force. The business community needs to be informed of the respective responsibilities under this Act, including consequences and implications as there are potential serious valuation/ insurance risks for affected building owners. A strategy and implementation plan is being prepared for moving this matter forward.




**Resource Consents** – The team continues to struggle with increased consent volume and complexity, particularly in the area of rural subdivisions, with consent numbers for the 2017 calendar year ending at over 550, up on 2016's numbers (430). The use of multiple consultants and contractors, complexity of consents and attempts to improve processes, is making quality control and timeliness difficult. Improving the quality of applications and information requirements is an ongoing process which is being met with some resistance at times, however it is recognised that open communication with key stakeholders is the key to moving forward.


Recruitment is becoming increasingly difficult, especially at a senior level, which means a large number of consultants and contractors are required for the service to function.




**Regulatory** – There is a greater need and requirement to carry out monitoring in the Regulatory Team, as the level of complex issues including legalities increase. Auditing of wastewater systems in the Pahi area continues. Problematic on-site wastewater systems district wide are causing issues.

The food team although not reaching their current performance targets have plans to get back on track.




<b>Building Control Inspections, Compliance and Enforcement</b>						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 3 Annual Target	Year to Date	Comment
	Customer	Technical				
<b>Customer Benefits</b> Ensure effective response to customer enquiries about building standards.	Percentage of customers who rate Request for Service responses as excellent/good		0%	85% 	0%	Annual survey not yet undertaken.
<b>Responsiveness</b> To process applications in accordance with statutory timeframes.		Percentage of Building Consents processed within 19 working days	92%	95% 	91%	Not achieved. However, 97.5% were processed within the 20 working day statutory timeframe.
		Percentage of Project Information Memoranda processed within 19 working days	99%	95% 	99%	Achieved.
		Percentage of Code Compliance Certificates (CCC) issued within 20 working days	100%	100% 	99%	Achieved for this quarter.
<b>Quality</b> Monitoring Building Consent applications and inspections to ensure projects		Advise building owners/occupiers of the expiry date of their Warrant of Fitness 1 month before the expiry date	100%	95% 	95%	Achieved (estimate only)  Note: New report created in MagiQ will be used next quarter to ensure 100% accuracy.




<b>Building Control Inspections, Compliance and Enforcement</b>						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 3 Annual Target	Year to Date	Comment
	Customer	Technical				
comply with New Zealand Building Code.	New measure from 2015/2016	All new buildings in the Kaipara district for which Building Consent has been issued comply with the New Zealand Building Code (includes approval of building plan, as well as confirmation that the resulting building matches the approved plans)	100%	99% 	100%	Achieved.
	New measure from 2015/2016	Buildings under construction inspected to ensure that code compliance is achieved	100%	90% 	100%	Achieved.
	New measure from 2015/2016	Illegal activity/unauthorised work complaints investigated within 3 working days	97%	94% 	96.85%	Achieved


<b>Resource Consents, Monitoring and Enforcement</b>						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 3 Annual Target	Year to Date	Comment
	Customer	Technical				
Customer Benefits Ensure effective response to customer	Percentage of customers who rate Request for		0%	85% 	0%	Annual survey not yet undertaken.


<b>Resource Consents, Monitoring and Enforcement</b>						
<b>Levels of Service Statement</b>	<b>Performance Measures</b>		<b>Current Performance</b>	<b>LTP Year 3 Annual Target</b>	<b>Year to Date</b>	<b>Comment</b>
	<b>Customer</b>	<b>Technical</b>				
enquiries about District Plan/Resource Consent requirements.	Service responses as excellent/good					
<b>Responsiveness</b> To process applications in accordance with statutory timeframes.		Percentage of non-notified resource consents processed within 18 working days	51%	95% 	59%	Not achieved. However, 90.2% for this quarter were processed within the 20 working day statutory timeframe.
		Percentage of resource consents notified by Council that is subject to objections/appeals against consent conditions	.08%	1% 	1%	Achieved. One 357A objection was received, which was upheld. There were two live appeals to the Environment Court in respect of decisions of Hearing Commissioners on notified consents. Appeals are outside Council control, however both were settled via Court assisted mediation.
		Percentage of Land Information Memoranda (LIM) processed within 10 working days	100%	100% 	100%	Achieved.



<b>Resource Consents, Monitoring and Enforcement</b>						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 3 Annual Target	Year to Date	Comment
	Customer	Technical				
<p><b>Quality</b></p> <p>Resolving of complaints concerning breaches of conditions of resource consent and other non-compliance with the District Plan.</p>		Percentage of complaints concerning breaches of resource consent conditions for earthworks and/or sediment control that are resolved to ensure compliance within 5 working days	100%	95% 	100%	Achieved. There was one complaint concerning breaches of resource consent conditions related to earthworks and/or sediment control. This was actioned within 5 working days.
	New measure from 2015/2016	Percentage of complaints regarding unconsented works and non-compliance with the District Plan and resource consent investigated within 5 working days	100%	95% 	100%	Achieved There were 6 complaints relating to non-compliance with the District Plan and 3 complaints relating to unconsented works. All were investigated within 5 working days.
	New measure from 2015/2016	Percentage of all new granted resource consents are audited each year to ensure they comply with relevant conditions	22.5%	20% 	22.5%	Achieved. Out of the 80 newly granted resource consents 18 have been audited.

<b>Environmental Health</b>						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 3 Annual Target	Year to Date	Comment
	Customer	Technical				
<b>Health and Safety</b> <b>Customer Service</b> Regulate commercial operations to protect public health.		Percentage of food premises inspected at least once per year	57%	100% 	41%	Not achieved An array of health investigations and raw water surveys have taken priority.
		Percentage of alcohol premises inspected at least once per year	100%	100% 	100%	Achieved. Target achieved for this quarter.
<b>Reliability</b> Respond to environmental health issues in the interest of protecting public health.	Percentage of customers who rate Requested for Service responses are excellent/good		0%	85% 	0%	Annual Survey not yet undertaken.

<b>Animal Management</b>						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 3 Annual Target	Year to Date	Comment
	Customer	Technical				
<b>Reliability</b> Respond to animal management issues.	Percentage of customers who rate Requests for Service responses as excellent/good		60%	85% 	60%	Not achieved. Preliminary results from October show a 5% drop.

	Percentage of priority response times being met	New measure from 2015/2016	100%	87% 	100%	Achieved.
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## Emergency Management

### What has changed?

**Civil Defence Emergency Management** – Continue to train staff in Emergency Management systems e.g. EMIS, Welfare Training and CIMS training.

**Rural Fire** – With the creation of Fire and Emergency NZ, from 01 July 2017 Council is no longer responsible for Rural Fire.




## Highlights



**Rural Fire** – No longer a Council responsibility

**Civil Defence Emergency Management** – A number of weather events occurred during this period which were monitored by CDEM staff. No major issues occurred as a result of these storms.

## Risks and Issues

**Rural Fire** – no risks.

<b>Civil Defence</b>						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 2 Annual Target	Year to Date	Comment
	Customer	Technical				
<b>Reliability</b> To build a resilient and safer Kaipara District and communities' understanding and managing their hazards and risks.		Number of Civil Defence training exercises conducted per annum	0	1 	0	Exercise scheduled for April 2018.
		Time taken to activate the Emergency Operations Centre after the notification of a local Civil Defence emergency	Not yet Measured	< 1 hour 	Not yet Measured	It has not been necessary to activate the EOC for any event this year however the Aranga Rock situation was managed using EOC principles.
	3 yearly updating and reviewing of Kaipara Community Response Plans. Plans will be displayed on Regional Council's website and a link from Kaipara	New measure from 2015/2016	1	4 plans updated and reviewed per year. 	1	On track. A new plan has been developed for Tinopai and reviews are under way for three others.

<b>Rural Fire</b>						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 3 Annual Target	Year to Date	Comment
	Customer	Technical				
<p><b>Health and Safety</b></p> <p>To protect life and property from rural fires with trained personnel within the Kaipara District Rural Fire Authority Area.</p>		Percentage of firefighters who meet the National Rural Fire Authority Training Standards	N/A	80% 	N/A	With the creation of Fire and Emergency NZ, from 1 July 2017 Council is no longer responsible for Rural Fire.
<p><b>Health and Safety</b></p> <p>Fire safe behaviour and practices through public education and rural fire co-ordination.</p>	The number of public awareness campaigns run each year	New measure from 2015/2016	N/A	At least 1 campaign per year 	N/A	With the creation of Fire and Emergency NZ, from 1 July 2017 Council is no longer responsible for Rural Fire.

## Flood Protection and Control Works

### What has changed?

A review of the Bylaw – Part 17 Land Drainage has been completed.




The NRC Coastal Hazard Maps still remain in draft. Who pays and how, in relation to the intended the engineering review and subsequent report, will be included in the draft Long Term Plan.

### Highlights


- Due to the presence of weed in the drainage district drains, clearing has had to start earlier than usual.
- Floodgate 53 and Floodgate 54 (Te Kowhai Floodgate Road) replacements were completed within this period.
- Hore Hore Floodgate had started to fail. A new gate and drain has been constructed and purchased. They are currently being sandblasted to be ready for instalment.

### Risks and Issues

- Risks are currently minimal and are being controlled. In the event of a large storm event, bypass measures have been identified and can be actioned if required.
- The Murphy/Bower issue with the landowners is still ongoing. Council is planning to undertake a Geotech report.

<b>Flood Protection and Control Works</b>						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 3 Annual Target	Year to Date	Comment
	Customer	Technical				
<b>Reliability</b> Monitor drainage of rivers and streams. Ensure minimal flood risk and coastal erosion to the community.	New measure from 2015/2016	The number of schemes maintained to their full service potential	100%	100% of schemes maintained to ensure that they provide protection to the agreed standard and the scheme assets are maintained as established in the Adopted Asset Management Plans 	100%	Achieved.
	New measure from 2015/2016	Non-performance of drainage network due to poor monitoring or maintenance causing an inability to contain a 1 in 5 year flood as measured by public feedback i.e. Service Requests that result in additional cleaning to drains needed.	0	<5 service request per year 	0	Achieved.
		Council inspection of drainage network to ensure that a 1 in 5 year flood is contained by the network	Minimum yearly inspections and targeted	Twice yearly inspections 	Achieved	Achieved.



<b>Flood Protection and Control Works</b>						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 3 Annual Target	Year to Date	Comment
	Customer	Technical				
			maintenance completed			
		Targeted maintenance of the stopbank in the Raupo Drainage District to prevent tidal flows from inundating private property during high tide and/or when the river is in flood	Minimum yearly inspections and targeted maintenance completed	Minimum yearly inspections and targeted maintenance completed 	Achieved	Achieved.

## District Leadership

### What has changed?

**Corporate Planning** – Key business improvement projects that have been implemented include: a customer management system, a new internet based business phone system, a new public submission software and a version upgrade to a core business application.

An Information Technology Strategy is at present being finalised that outlines the direction in this area and includes other projects currently underway e.g. GIS as a shared service, a new Electronic Document and Records Management System (EDRMS) and a rebuild of the KDC website.

**Governance** – Mayor Greg Gent resigned in November resulting in Councillor Peter Wethey becoming the Deputy Mayor acting in the capacity of Mayor. A by-election will be held early next year. Long Term Plan briefings continue with Councillors.

### Community Planning

*Policy* – A decision was released on the proposed Plan Change for Fire Safety (PC4). All submitters were notified on 20 December 2017 and the appeal period will close 22 February 2018. Work is progressing on a suite of plan changes required in order to give effect to the Regional Policy Statement. The Plan changes were presented to Council in December 2017.

A review of the Reserves Contribution Policy began in late 2017 and a proposal for a Great Walk through the Kaipara was submitted to the Department of Conservation, after coordination with iwi and other authorities.

*Community* - A Community engagement session in was held in Pahi. This was attended by the Mayor and approximately 40 residents. Staff attended community meetings at Maungaturoto, Baylys Beach, Matakoho and Paparoa.

**Highlights**

**Community Planning** – A considerable amount of engagement was received by the Pahi community.

**Corporate Planning** – The new customer management system will provide advantages for staff, including accurate reporting and an improved service for customers.





**Governance** –No highlights.





**Risks and Issues**






**Community Planning** – Resourcing issues have meant community meetings have not occurred as much as the team would like.




**Corporate Planning** – Resourcing will be a risk given the numerous technology projects currently underway.


**Governance** – Resourcing issues and Council decision making may delay the Long Term Plan process.

<b>Governance</b>						
<b>Levels of Service Statement</b>	<b>Performance Measures</b>		<b>Current Performance</b>	<b>LTP Year 3 Annual Target</b>	<b>Year to Date</b>	<b>Comment</b>
	<b>Customer</b>	<b>Technical</b>				
Compliance with legal requirements (as stipulated in the Local Government Act 2002 and Local Government Official Information and Meetings Act 1978 (LGOIMA)) around formal meetings of Council and its Committees.	New measure from 2015/2016	Meetings of Council and Committees are correctly convened and legislatively compliant	Achieved	All 	Achieved	Achieved.
Elected Members/ Commissioners are provided with detailed, accurate and relevant information.		Comprehensive reporting to Council and Committee meetings using approved systems and processes	Achieved	All 	Achieved	Achieved.
		Commissioners/Elected Members are satisfied with the level of support and service provided by others.	Not measured as yet	Stable trend 	Not measured as yet	No survey has been undertaken for this year.
		Percentage of residents that are very/fairly satisfied with how rates are spent on services	60%	70% 	60%	Not achieved however preliminary results from October show a 10%




Governance						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 3 Annual Target	Year to Date	Comment
	Customer	Technical				
		and facilities provided by Council				improvement on last year.
That the Elected Members/Commissioners identify and respond to external risks or mitigate effects on the community.	Percentage of residents that are very/fairly satisfied with the way Council involves the public in decision-making		68%	40% 	68%	Achieved. Preliminary results from October show a vast improvement since 43% in 2016.
A proactive programme to develop good relationships with the community and mana whenua.	Of those residents which have a view, the percentage of residents and non-resident ratepayers who have some level of confidence in Council to make plans for the future that are in the best interest of the District		66%	Increasing Trend 	66%	Preliminary results from October show an increasing trend since 40% in 2016.
	Percentage of residents who rate the performance of Commissioners/Elected Members as very good/fairly good.		0%	50% 	0%	Annual survey not yet undertaken.
	That the Mana Whenua Forum meets regularly		1	4 times per year 	1	Not achieved. One Forum was held before Christmas. It is unlikely

Governance						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 3 Annual Target	Year to Date	Comment
	Customer	Technical				
						there will be 4 meetings this year.
The transition from Commissioners back to Elected Members is successful.	New measure from 2015/2016	Committees Governance Structures are reviewed and adopted by the new Council	Achieved	Yes 	Achieved	The Governance structure continues to be adapted and is included in the Governance Statement
	New measure from 2015/2016	Good levels of participation in elections	N/A	Over 45% 	N/A	There was no election held this quarter.
Processes established and maintained that provide opportunities for Maori to participate in decision making (Section 81 LGA 2002).	Iwi Relationship Plan is developed and used	New measure from 2015/2016	1	Mana Whenua Forum meets 4 times per year 	1	Not achieved. One Forum was held before Christmas. It is unlikely there will be 4 meetings this year.
	Participation in Iwi Chief Executives Forum	New measure from 2015/2016	1	Chief Executive attends at least 2 meetings per year 	1	On track. A second meeting is scheduled for February 2018.
	Maori Staff Group	New measure from 2015/2016	Achieved	Meets 4 times per year 	Achieved	The Maori Advisory Group meets regularly.

Community Planning						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 3 Annual Target	Year to Date	Comment
	Customer	Technical				
Community Action Plans produced to build community trust in Council.	Number of Community Planning meetings held and Community Actions Plans developed	New measure from 2015/2016	4	4 per year 	4	Achieved.
All statutory required plans and documents are produced in accordance with legislative process and requirements e.g. District Plan, Reserve Management Plans and Asset Management Plans, Gambling Policy.	New measure from 2015/2016	District Plan; percentage of Building Consents that do not require a Resource Consent	45%	50% 	46.5%	Not achieved. It is anticipated that changes made to the operative District Plan as a result of the decision on PC4 will increase this number significantly.
	New measure from 2015/2016	Reserve Management Plans for all reserves in the District	Not achieved	50% 	Not achieved	Progress is being slowly made on developing an Omnibus Reserve Management Plan. Staffing resources are likely to be directed to the Reserves and Open Space Strategy, which will act as an overarching document

<b>Community Planning</b>						
<b>Levels of Service Statement</b>	<b>Performance Measures</b>		<b>Current Performance</b>	<b>LTP Year 3 Annual Target</b>	<b>Year to Date</b>	<b>Comment</b>
	<b>Customer</b>	<b>Technical</b>				
						to guide the development of Reserve Management Plans.
Community Development Fund is distributed through Community Planning and is recorded, reported and within budget.	Percentage of Community Development Fund distributed		25%	100% 	50%	On track. Key projects have been prioritised from Community Action Plans for this fund.



<b>Corporate Planning</b>						
<b>Levels of Service Statement</b>	<b>Performance Measures</b>		<b>Current Performance</b>	<b>LTP Year 3 Annual Target</b>	<b>Year to Date</b>	<b>Comment</b>
	<b>Customer</b>	<b>Technical</b>				
Legal compliance of all statutory plans in accordance with the Local Government Act, with unqualified audit opinions.	New measure from 2015/2016	Council has adopted Long Term Plan/Annual Plan at 30 June each year	On track	Achieved 	On track	On track.
	New measure from 2015/2016	Organisation has a Business Plan to implement Annual Plan / Long Term Plan by October each year	Achieved	Achieved 	Achieved	On track.
	New measure from 2015/2016	Council is a 'going concern'	Achieved	Council has adopted Annual Report at 31 October each year with a clean audit report 	Achieved	The 2016/17 Annual Report was adopted 26 September 2017.

**Solid Waste****What has changed?**




The Waste Minimisation and Management Plan has now been adopted and the 2017 Solid Waste Asset Management Plan have been completed. A process is underway to gain consent to complete the leachate disposal upgrade at Hakaru. Once this has been completed there will be considerable annual savings as the leachate will no longer require carting off site.



**Highlights**

Crossing upgrades at the Dargaville Transfer Station have been completed. With these now in place traffic movements throughout the site are much safer and less congested. The temporary closure of the transfer station while loading the northland waste truck has been resolved.

**Risks and Issues**

The collection and processing of certain plastics are still an issue and this will continue to be a risk so long as NZ continues to rely on offshore markets for recycled plastics.

Solid Waste						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 3 Annual Target	Year to date	Comment
	Customer	Technical				
<p><b>Reliability</b></p> <p>To provide community regular kerbside collections.</p>	Percentage of residents who are satisfied with rubbish collection measures by the number of complaints per calendar year regarding collection as a percentage of the total service requests	New measure from 2015/2016	99.8%	73% satisfied 	99.7%.	Achieved.  9 requests relating to rubbish collection were received this quarter from a total of 3,049 received by Council. Year to date equates to less than .5% of complaints.
To ensure that closed landfill activities meet legislative compliance.	New measure from 2015/2016	Percentage of compliance with our resource consents	100%	100% 	100%	There have been no consent compliance issues raised by NRC.
To encourage recycling and reduction of waste to landfill.	New measure from 2015/2016	Percentage of residents who are very/fairly satisfied with recycling collection in the annual Communitrak Survey	58%	52 % 	58%	First quarter results received in November.

<b>Solid Waste</b>						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 3 Annual Target	Year to date	Comment
	Customer	Technical				
		Reduction in amount of waste to landfill from recycling activities with a percentage drop from year to year being a total of 3% less in 3 years.	19.11% recycled	1% less than previous year 	19.19% recycled of total refuse	Year to date for 2016/17 was 16.70%. On target to achieve annual performance goal.
	New measure from 2015/2016	Baseline measurement for recycling in 2014 is 530 tonnes of recycling diverted from landfill.	408	Increasing trends of tonnes recycled 	786	Year to date 786 tonnes diverted from 4,096 tonnes of general refuse. Target for year has already been met.

## The Provision of Roads and Footpaths

### What has changed?

We are now into the third and final year of the 2015-2018 NZTA funding programme. The delivery of the total budget for the 2017/2018 year has been the focus in the current construction season and will remain so for the rest of the year.

Our commitment is to investigate and design one seal extension/seal widening project per financial year. This construction season we will complete the third project which is Settlement Road. Physicals works will start in the next quarter.

Bridge Rating: The bridges have been inspected and rated. As a result the design process for the deficient bridges is being implement.

### Highlights

The roading team, as part of the NTA, have developed and put out to tender the new maintenance and renewal contracts for all Northland councils. Tenders close 5 March 2018 with the contracts starting 1 July 2018.




After more than two years of work, the final Asset Management Plan (AMP) and financial investment proposal was developed in-house and delivered to NZTA in time.




An unsealed road high-speed data collection is underway and the results are due in the next quarter. This will be the first time in New Zealand that a high-speed data run has been completed over an unsealed network and will provide a complete snapshot of the network for the first time.




### Risks and Issues

Weather conditions may cause construction delays on projects that need to be completed by 30 June 2018.

Storm events greater than average weather events will require a reforecasting of the annual budgets to accommodate the costs to repair District roads.

<b>The Provision of Roads and Footpaths</b>						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 3 Annual Target	Year to Date	Comment
	Customer	Technical				
<p><b>Safety</b></p> <p>The transportation network is designed and managed for safe use with low crash and injury rates.</p>	Number of road fatalities and serious injuries caused by road factors	New measure from 2015/2016	0 serious	11 per year 	1 serious	Five serious injuries have occurred on local roads. The one road related injury to date, was recorded in the first quarter period.
<p><b>Road condition (smoothness)</b></p> <p>The average quality of ride on a sealed local road network, measured by smooth travel exposure.</p>	New measure from 2015/2016	Smoothness within average range as below:  <90 smooth 90-110 average >110 rough	0	90-110 	0	Annual survey not yet undertaken.
<p><b>Road Condition (Pavement Integrity Index)</b></p> <p>Pavement Integrity Index (PII) is a combined index of the pavement faults in sealed road surfaces. It is a 'weighted sum' of the pavement effects divided by total length.</p>		PII within average range as below:  <7 poor >10 good >11 very good	0	7-10 	0	Annual survey not yet undertaken.

<b>The Provision of Roads and Footpaths</b>						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 3 Annual Target	Year to Date	Comment
	Customer	Technical				
<p><b>Road Maintenance</b></p> <p>The percentage of the sealed local road network that is resurfaced (this is based on a design life of 15 years).</p>	New measure from 2015/2016	Minimum reseal percentage of the total sealed length of the network that will be undertaken each year to keep up with surface determination rates	.35%	6.8% 	.35%	Reseals are in progress.
<p><b>Footpaths</b></p> <p>The percentage of footpaths within the District that fall within the level of service as determined by the condition rating (facilities are up-to-date, in good condition and 'fit for purpose').</p>	Percentage of residents who are very/fairly satisfied with footpaths		0%	73% 	0%	Annual survey not yet undertaken
Response to service requests	Percentage of customer service requests, approved for action, closed (customer informed of intended work schedule) within the target day timeframes set.	New measure from 2015/2016	89.59%	90% 	90.53%	Not achieved this quarter but on target to achieve for the year.  The number of overdue streetlight related requests is being addressed.

<b>The Provision of Roads and Footpaths</b>						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 3 Annual Target	Year to Date	Comment
	Customer	Technical				
<b>Road Maintenance</b> The length of the unsealed*local road network that is graded.  *One Network Road Classification (ONRC)	New measure from 2015/2016	The length of the unsealed local road network that is graded per annum for Secondary Collector	28km	140km minimum 	68km	Routine grading targets are on track for the second quarter with 48.6% of the overall target achieved year to date.
	New measure from 2015/2016	The length of the unsealed local road network that is graded per annum for Access	308km	1,200km minimum 	607km	Grading was formally stopped for the season on 01 November leading into the dry summer season, although grading has occurred when weather conditions have allowed.
	New measure from 2015/2016	The length of the unsealed local road network that is graded per annum for Access (Low Volume)	222km	750km minimum 	372km	



## Sewerage and the Treatment and Disposal of Sewage

### What has changed?

The 2017/2018 district-wide Capital Works Programme has been developed, and the works for this year include pipe renewals in Dargaville. These renewals have been determined as needing replacement due to the age and condition of the infrastructure. The Dargaville Wastewater Renewals are in the awarding stage, with construction planned to start around February/March 2018.

An upgrade is needed at pump station 1 in Dargaville along with the rising main that leads to the pump station. Geotechnical surveying is currently being carried out as part of the design.

The SCADA upgrade at Maungaturoto to incorporate into the centralised SCADA system is near completion. Once internal system upgrades are finalised the SCADA connection can be made.




CCTV of wastewater pipes in Maungaturoto has been completed and the upgrade of two pump stations on Estuary Drive have now been completed.




### Highlights





The upgrades of two pump stations on Estuary Drive in Mangawhai will assist with the wastewater capacity needs, to meet the growth demand in Mangawhai.


### Risks and Issues

Pump Station/Pond overflows following heavy rainfall events may breach consent conditions. Te Kopuru and Kaiwaka continue to breach their consents for ammonia and faecal coliforms. Council is in discussions with NRC.

<b>Sewerage and the Treatment and Disposal of Sewage</b>						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 3 Annual Target	Year to Date	Comment
	Customer	Technical				
<p><b>System and adequacy</b></p> <p>Legal compliance with all resource consents for discharges into the environment from Council systems. The exception, provided for in the consent, is severe weather events and power failure.</p>	New measure from 2015/2016	The number of dry weather sewerage overflows from Council's sewerage systems, expresses per 1,000 sewerage connections to that sewerage system. The resource consents provided for severe weather events and power failure exceptions.	0	0 	0	Achieved.
<p><b>Discharge Compliance</b></p> <p>Compliance with Council's resource consents for discharge from its sewerage system.</p>	New measure from 2015/2016	The number of abatement notices received by Council in relation to its resource consents for discharge from its sewerage system.	0	0 	0	Achieved.
	New measure from 2015/2016	The number of infringement notices received by Council in relation to its resource consents for discharge from its sewerage system.	0	0 	0	Achieved.

<b>Sewerage and the Treatment and Disposal of Sewage</b>						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 3 Annual Target	Year to Date	Comment
	Customer	Technical				
	New measure from 2015/2016	The number of enforcement received by Council in relation to its resource consents for discharge from its sewerage system.	0	0 	0	Achieved.
	New measure from 2015/2016	The number of convictions received by Council in relation to its resource consents for discharge from its sewerage system.	0	0 	0	Achieved.
<b>Fault response times</b> Where Council attends to sewerage overflows resulting from a blockage or other fault in Council's sewerage system.	<i>Attendance time:</i> from the time that Council received notification to the time that service personnel reach the site.	New measure from 2015/2016	2 hours 42 mins	1 hour 	3 hours 15 mins	Not Achieved. Out of 42 service requests received 15 were responded to within time. All requests were attended to within 2 hours and 42 minutes
	<i>Resolution time:</i> from the time that Council receives notification to the time that service personnel confirm	New measure from 2015/2016	Average time was 5 hours 26 mins	4 hours for minor blockages, 3 days for significant blockages	Average time is 20 hours 43 mins	Partially achieved. The reporting does not define between minor or significant blockages. Combined blockages and other faults were resolved

<b>Sewerage and the Treatment and Disposal of Sewage</b>						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 3 Annual Target	Year to Date	Comment
	Customer	Technical				
	resolution of the blockage or other fault.					within an average timeframe of 5 hours and 26 minutes
<b>Customer satisfaction</b> The total number of sewerage system complaints received by Council.	The total number of complaints received by Council about sewage odour. Expressed per 1,000 sewerage connections to that sewerage system.	New measure from 2015/2016	0.6	16 	3.6	Achieved. Based on 3 complaints received and 4,695 Kaipara Wastewater Connections.
	The total number of complaints received by Council about sewage system faults expressed per 1,000 sewerage connections to that sewerage system.		4.3	16 	8.4	Achieved. Based on 20 complaints received and 4,695 Kaipara Wastewater Connections.
	The total number of complaints received by Council about sewage system blockages. Expressed per 1,000 sewerage connections	New measure from 2015/2016.	4	15 	14.8	Achieved. Based on 19 complaints received and 4,695 Kaipara Wastewater Connections.

<b>Sewerage and the Treatment and Disposal of Sewage</b>						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 3 Annual Target	Year to Date	Comment
	Customer	Technical				
	to that sewerage system.					
	Council's response time to complaints regarding its sewerage system.	New measures from 2015/2016	2 hours 33 mins	1 hour 	1 hour 55 mins	Not achieved. Target is unrealistically high.

## Stormwater Drainage

### What has changed?

The 2017/2018 Capital Works programme includes investigations for stormwater improvements at Baylys Beach and Mangawhai, both of which are in progress. As part of the Mangawhai Community Plan Project, (looking at growth and proposed infrastructure of the area) the development of a Mangawhai Stormwater Management Plan Stage 1 was completed in 2016/2017; stage 2 of the Management Plan is nearly complete.

### Highlights

Mangawhai Stormwater Catchment Management Plan stage 2 is nearly complete.

Asset investigations continue across the district.

Many minor operational projects and service requests have been finalised and implemented recently and this has created positive progress on the current financial year's budget.






### Risks and Issues




Once CCTV of the Parore Street catchment is reviewed, it is likely to identify further projects for the 2017/18 financial year, which could cause delays.

There are still minor operational works outstanding that are on hold due to budget allowances and prioritisation. Future issues may arise with this work not being completed although these are able to be monitored and maintained.

The lack of stormwater asset information and networks under capacity is a risk.

Coastal hazard mapping will result in Council decisions required to be made.

<b>Stormwater Drainage</b>						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 3 Annual Target	Year to Date	Comment
	Customer	Technical				
<b>System Adequacy</b> To provide Stormwater drainage systems in urban areas with the capacity to drain water from rainfall events with a 1 in 10 year rain event.	New measure from 2015/2016	Number of flooding events that occur in the Kaipara district	0	2 	0	Achieved.
<b>Discharge Compliance</b> Compliance with Council's resource consents for discharge from its Stormwater system.	New measure from 2015/2016	For each flooding event the number of habitable floors affected (expressed per 1,000 properties connected to Council's Stormwater system)	0	10 	0	Achieved.
	New measure from 2015/2016	The number of abatement notices received by Council in relation to those resource consents	0	0 	0	Achieved.
	New measure from 2015/2016	The number of infringement notices received by Council in relation to those resource consents	0	0 	0	Achieved.
	New measure from 2015/2016	The number of enforcement notices received by Council in relation to those resource consents	0	0 	0	Achieved.

<b>Stormwater Drainage</b>						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 3 Annual Target	Year to Date	Comment
	Customer	Technical				
	New measure from 2015/2016	The number of convictions received by Council in relation to those resource consents	0	0 	0	Achieved.
<b>Response Times</b> The median response time to attend to a flooding event.	The time from when Council receives notification to the time that service personnel reach the site	New measure from 2015/2016	N/A	2 hours for urgent events 	N/A	Achieved. No flooding events this quarter.
<b>Customer Satisfaction</b> The total number of Stormwater system complaints received by Council.	The number of complaints received by Council about the performance of its Stormwater system, expressed per year	New measure from 2015/2016	0	18 	2	Achieved.



## Water Supply

### What has changed?

#### CAPEX Improvement

The 2017/2018 Capital Works improvement programme has been developed and the works for this year include pipe renewals in Dargaville. Designs for the Dargaville and Baylys Beach areas have been completed and put out to tender. The contract is in the awarding stage.

To stay within NRC consent conditions, a tender for the investigations and design of the Backwash Discharge at the Dargaville and Maungaturoto Water Treatment Plants is on hold. This is pending improvement investigations requiring a change in the chemicals used.

The internal monitoring of the water take consents identified a need for a replacement transducer at the Piroa water take in Maungaturoto. This work was carried out by the maintenance contractors.

Internal monitoring of all other water take consents and Drinking Water Standards will identify any works needed to stay within compliance.





### Highlights



Due to sufficient rainfall and catchment monitoring during December, water restrictions were not implemented during this period.




### Risks and Issues





A Water Supply Agreement with users of extraordinary supplies has been sent out to inform them that amongst other things the water supplied should not be used for human consumption. Meetings have been held with the users.



As the summer continues there could be prolonged dry periods which may lead to water restrictions for reticulated residents.

<b>Water Supply</b>						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 3 Annual Target	Year to Date	Comment
	Customer	Technical				
Safety of drinking water in accordance with NZDWS 2005 (2008).		The extent to which Council's drinking water supply complies with Part 4 of the NZDWS (bacteria compliance criteria)	Dargaville Maungaturoto Ruawai	Dargaville Maungaturoto Ruawai 	Dargaville Maungaturoto Ruawai	Achieved.
		The extent to which Council's drinking water supply complies with Part 5 of the NZDWS (protozoa compliance criteria)	Dargaville Maungaturoto Ruawai	Dargaville Maungaturoto Ruawai 	Dargaville Maungaturoto Ruawai	Achieved.
Maintenance of the reticulation network.		The percentage of real water loss from Council's networked reticulation system. Source: Water Balance and Review for Kaipara District Council dated January 2013  Note: Nationally adopted practices for calculating a water balance (this includes the infrastructure Leakage Index) have been used in this exercise	Not measured as yet	Dargaville 20% Maungaturoto 25% Ruawai 25% Mangawhai 25% (Annual target) 	Not measured as yet	This report will be produced on an annual basis, results will be included in the annual report.
<b>Fault response times</b>  Where Council attends a callout in response to a	The median response time for attendance for	New measure from 2015/2016	N/A	1hr 	24 mins	Achieved.  No urgent call outs for this period.

<b>Water Supply</b>						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 3 Annual Target	Year to Date	Comment
	Customer	Technical				
fault or unplanned interruption to its networked reticulated system.	urgent callouts: from the time that Council receives notification to the time that service personnel reach the site					
	The median response time for resolution of urgent callouts: from the time that Council receives notification to the time that service personnel reach the site.	New measure from 2015/2016	N/A	2 hours 	1 hour	Achieved. No urgent call outs for this period.
	The median response time for attendance for non-urgent callouts: from the time that Council receives notification to the time that service	New measure from 2015/2016	1 hour	2 hours 	1 hour 10 mins	Achieved. Based on a total of 11 non urgent call outs.

<b>Water Supply</b>						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 3 Annual Target	Year to Date	Comment
	Customer	Technical				
	personnel reach the site					
	The median response time for resolution of non-urgent callouts: from the time that Council receives notification to the time that service personnel confirm resolution of the fault	New measure from 2015/2016	1 hour	3 days 	3 hours 30 mins	Achieved. Based on a total of 11 non urgent call outs.
<b>Customer Satisfaction</b> The total number of water supply complaints received by Council.	The total number of complaints for the District received by Council about drinking water clarity	New measure from 2015/2016	2	5 	2	Achieved.
	The total number of complaints for the District received by Council about drinking water taste	New measure from 2015/2016	1	6 	1	Achieved.

<b>Water Supply</b>						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 3 Annual Target	Year to Date	Comment
	Customer	Technical				
	The total number of complaints for the District received by Council about drinking water odour	New measure from 2015/2016	0	4 	0	Achieved.
	The total number of complaints for the District received by Council about drinking water pressure or flow	New measure from 2015/2016	2	18 	4	Achieved.
	The total number of complaints for the District received by Council about drinking water continuity of supply	New measure from 2015/2016	6	8 	15	Not achieved. A number of separate supply issues arose this quarter.
	Council's response time to complaints regarding Council's water supply clarity, taste, odour,	New measure from 2015/2016	15 hours 59 mins	<24 hours 	13 hours 26 mins	Achieved. Based on the response time to the 11 complaints received as above.

<b>Water Supply</b>						
Levels of Service Statement	Performance Measures		Current Performance	LTP Year 3 Annual Target	Year to Date	Comment
	Customer	Technical				
	pressure and continuity of supply.					
<b>Demand Management</b>		The average consumption of drinking water per day per resident within Kaipara district = billed metered consumption (m <sup>3</sup> ) × 1,000 numbered connections × 365 × 2.5 (occupancy rate)	Not measured as yet	Dargaville 275 Maungaturoto 340 Ruawai 130 Glinks Gully 52 Mangawhai 230 (Annual target). 	Not measured as yet	This report will be produced on an annual basis, results will be included in the annual report.
		Water take consents	100%	100% compliance with NRC water take consents 	100%	Achieved.