

Performance Measures and Targets LTP 2025 – 2034

Reviewing our Performance Measures

As a part of developing the Long Term Plan 2025-2034, Council reviews its performance against the targets set out in the previous Long Term Plan 2021-2031 adopted four years ago. In most cases, we meet our expectations, but there are times when we do not. This review allows us to assess Council's performance, refine our processes, and remain accountable for the decisions made over the past four years.

Through this process, we determine whether certain performance measures remain relevant and meaningful. Measures that no longer provide useful insights may be removed, while new measures may be introduced to better reflect our priorities and responsibilities. In some cases, we also have mandatory measures that are set by regulatory agencies, which can change over time and must be incorporated into our reporting. These mandatory measures are indicated by a (M) in the measure's description.

Once the measures are reviewed, we re-evaluate the targets for each one and consider them through several factors. If a target was not met, we examine the reasons behind it, including external challenges, operational decisions, or changing circumstances. If a target was exceeded, we assess whether it was set too conservatively or if previous changes from the last Long Term Plan have performed beyond our expectations. Additionally, we must take into account how we expect planned changes could impact our ability to meet targets in the future.

Our targets are also influenced by the financial framework of the Long Term Plan. Our plan has been guided by a maintenance directive that has produced a fiscally conservative approach, with most spending focused on maintaining existing levels of service rather than expanding them. While improvements may occur in areas where they are required or deemed financially responsible, many performance targets remain unchanged over the nine-year plan.

Some of our targets are informed by our biennial community survey, which provides direct feedback on how residents perceive Council's services. These measures help ensure our goals remain aligned with community expectations. The new targets we have proposed for these measures are set in direct relation to the results we receive from our survey. In addition to local feedback, we also benchmark our results against councils across the country. This allows us to identify national trends in community satisfaction and compare our performance with similar councils. By analysing both local and national data, we can set more accurate and meaningful targets that balance both our community's priorities and Council's intended services.

Water Supply

What's changed since the last Long Term Plan?

- Changes in the New Zealand Drinking Water Standards by Taumata Arowai have necessitate stricter measuring and reporting of water supplies in the district. Our measures have been updated to reflect these new requirements.
- We've updated the targets for our resident satisfaction survey measures to better reflect the expectation of the community and benchmarking against similar councils.
- The previous instillation of water meters has provided us with more detailed information regarding consumption and water loss. We have re-evaluated our targets to align with this new data.

What we do:	Council provides a regular supply of water to the designated Waimate urban area and the six rural areas of Waimate to serve drinking, commercial and fire protection uses.
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1. Provide safe drinking water			
How we do it:	<ul style="list-style-type: none"> - Manage and monitor all water supplies under requirement of Drinking Water Standards. - Monitor ongoing regulatory change for water supply activities. - Implement Water Safety Plans for drinking water schemes. 		
How We Measure Performance	Measure	Years 1 – 3	Years 4 – 9
	The extent to which the drinking water supplies comply with the following parts of the drinking water quality assurance rules: (M) 4.4 T1 Treatment Rules 4.5 D1.1 Distribution System Rule 4.7.1 T2 Treatment Monitoring Rules 4.7.2 T2 Filtration Rules 4.7.3 T2 UV Rules 4.7.4 T2 Chlorine Rules 4.8 D2.1 Distribution System Rule 4.10.1 T3 Bacterial Rules 4.10.2 T3 Protozoal Rules 4.11.5 D3.29 Microbiological Monitoring Rule	Full Compliance – All schemes	Full Compliance – All schemes

2. Provide a continuous, appropriate, and safe water system throughout the district with excellent customer service.			
How we do it:	<ul style="list-style-type: none"> - Manage, monitor, and test all water supplies. - Respond to service failures and faults. - Provide a customer service request system 24 hours a day 7 days a week. 		
How We Measure Performance	Measure	Years 1 – 3	Years 4 – 9
	Median attendance and resolution times for urgent and non-urgent callouts for water supply faults or unplanned interruptions to the urban network* (M)	Attendance to urgent callout - ≤ 1 hour	Attendance to urgent callout - ≤ 1 hour
		Resolution for urgent callout – ≤ 24 hours	Resolution for urgent callout – ≤ 24 hours
		Attendance to non-urgent callout - ≤24 hours	Attendance to non-urgent callout - ≤24 hours
		Resolution for non-urgent callout - 72 hours	Resolution for non-urgent callout - 72 hours
	Total number of complaints received about: 1. Drinking water clarity 2. Drinking water taste 3. Drinking water odour 4. Drinking water pressure or flow 5. Continuity of supply 6. Council’s response to these issues (M)	Urban water supply: <10 complaints per 1000 connections	Urban water supply: <10 complaints per 1000 connections
Rural water supply: ≤ 40 complaints per 1000 connections		Rural water supply: ≤ 40 complaints per 1000 connections	
	Percentage of residents receiving the service satisfied with water supply services	≥ 70%	≥ 75%
<p>*Attendance - from the time Council receives notification to the time that service personnel reach site. Resolution - from the time Council receives notification to the time that service personnel confirm resolution of the fault or interruption.</p> <p>Urgent attendance and resolution time - urgent performance measures require 1 hour attendance, 24 hours resolution for loss of supply of drinking water. Council has 4 hours attendance, 48 hours resolution for loss of drinking water supply in the rural areas for practical reasons, due to geospatial distance and 96 hours onsite storage policy. The rural consumers of the Waimate District are not at risk of having no drinking water because of the greater attendance and resolution times, as they are required to have 96 hours onsite storage.</p>			

3. Provide reliable, efficient, and well-planned water infrastructure and services that meets the needs of the community			
How we do it:	<ul style="list-style-type: none"> - Monitor demand on all water supplies. - Manage growth of network. - Monitor condition and performance of water supply reticulation and assets and analyse data to predict asset failure/identify priority improvements required. - Complete capital expenditure programme associated with developing the network. - Minimise the disruptions to water supplies. - Provide a restricted supply of water to customers on rural water schemes. - Implement leak detection and reduction programme. 		
How We Measure Performance	Measure	Years 1 – 3	Years 4 – 9
	The average consumption of drinking water per day per resident within the Waimate district (M)	Average consumption ≤ 300 litres per person per day	Average consumption ≤ 300 litres per person per day
	Percentage of real water loss from Council’s network reticulation systems (M)	Real water loss - ≤ 25%	Real water loss - ≤ 20%
	Estimated assumed water loss per connection per day*	Estimated assumed water loss <150L per connection per day	Estimated assumed water loss <100L per connection per day
	Reactive maintenance (system failure) or programmed work in the Waimate urban area that exceed 8 hours of not supplying drinking water to the community or a consumer.	< 1 per year	< 1 per year
	Reactive maintenance (system failure) or programmed work in the Rural Water Supplies that exceed 3 days of not supplying drinking water to the community or a consumer.	< 1 per year	< 1 per year
*Estimated assumed water loss per litre per second on minimum night flow methodology. Estimated assumed water loss per connection per day based on minimum night flow methodology. At present Council only has meters at the Timaru Road and Manchester Road plants. Meters have been installed throughout the urban supply which will be monitored through automated reading. Future reporting will utilise data from			

the new meters which will allow for a more robust estimate of real water loss. The reported results do not include the rural network, as the supply is not metered.

Stormwater

What we do:	Council provides stormwater drainage systems for the removal of surface water following rainfall events. In Waimate urban catchments this surface water is removed by a piped stormwater drainage system and existing kerb and channel networks.
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1. Maintain reliable stormwater network services			
How we do it:	<ul style="list-style-type: none"> - Maintain stormwater systems and respond to service failures. - Develop and implement system for recording flooding events. - Monitor demand and manage growth of network. - Collection and disposal of stormwater via stormwater systems. - Monitor condition and performance of stormwater reticulation and assets. 		
How We Measure Performance	Measure	Years 1 – 3	Years 4 – 9
	Number of flooding events that occur in our systems* (M)	0	0
	Number of habitable floors affected in a flooding event in the district (M) (per 1000 properties connected)	0	0
*Flooding event means an event where stormwater enters a habitable floor. Measured from the time of notification to the time service personnel reach the site. If there are no flooding events the response times will be zero.			

2. Deliver stormwater services according to required environmental standards			
How we do it:	<ul style="list-style-type: none"> - Manage and monitor stormwater systems under conditions of resource consents. - Monitor ongoing regulatory changes to stormwater activities. - Develop a Demand Management Plan for the Stormwater activity. - Update and review Risk Management Strategy. - Investigate options for stormwater treatment. - Develop stormwater quality monitoring systems. - Apply for and receive stormwater resource consents within necessary period. 		
How We Measure Performance	Measure	Years 1 – 3	Years 4 – 9
	Compliance with Resource Consents for discharge from stormwater system (M)	No abatement notices, infringement notices, enforcement orders and convictions	No abatement notices, infringement notices, enforcement orders and convictions

3. Maintain excellent customer service for stormwater systems			
How we do it:	<ul style="list-style-type: none"> - Provide a customer service request system 24 hours a day, 7 days a week. - Maintain stormwater system and respond to service failures or faults in a timely manner. 		
How We Measure Performance	Measure	Years 1 – 3	Years 4 – 9
	Median response time to attend a flooding event. * (M)	≤ 120 minutes	≤ 120 minutes
	Number of complaints received about the performance of the stormwater system (M)	≤ 1.5 per 1000 properties	≤ 1 per 1000 properties
* Flooding event means an event where stormwater enters a habitable floor. Measured from the time of notification to the time that service personnel reach the site.			

Sewerage

What's changed since the last Long Term Plan?

- We've updated the targets for our resident satisfaction survey measures to better reflect the expectation of the community and benchmarking against similar councils.

What we do:	Council provides a piped wastewater collection system, a sewerage treatment plant and disposal system that safely removes sewage from urban homes in Waimate. It is Council policy to implement programmes for the relocation of wastewater disposal areas from riverbeds, wetlands or the margins of rivers, lakes, and the coast and to implement programmes to reduce, and eventually cease the discharge of waste from the Council's sewage reticulation and treatment systems into natural waterways.
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1. Maintain reliable sewerage network services			
How we do it:	<ul style="list-style-type: none"> - Maintain wastewater schemes and respond to service failures. - Monitor demand and manage growth of network. - Monitor condition and performance of wastewater reticulation and assets. - Ongoing pipe investigation programme. - Public education (i.e. wipes disposal) 		
How We Measure Performance	Measure	Years 1 – 3	Years 4 – 9
	Number of dry weather overflows from the sewerage system (M)	≤ 2 per 1000 connections	≤ 2 per 1000 connections

2. Deliver sewer services according to required environmental standards	
How we do it:	<ul style="list-style-type: none"> - Manage and monitor sewerage treatment and disposal system under conditions of resource consent. - Monitor quality of effluent. - Monitor ongoing regulatory change for wastewater activities. - Treatment and disposal of domestic and industrial wastewater via the wastewater schemes. - Update and review Risk Management Strategy.

How We Measure Performance	Measure	Years 1 – 3	Years 4 – 9
	Compliance with Resource Consents for discharge from sewerage system (M)	No abatement notices, infringement notices, enforcement orders and convictions	No abatement notices, infringement notices, enforcement orders and convictions

3. Maintain excellent customer service for sewerage system			
How we do it:	<ul style="list-style-type: none"> - Provide a customer service request system 24 hours a day, 7 days a week. - Investigate and rectify sewer services and wastewater odour complaints. - Maintain wastewater schemes and respond to service failures or faults. - Manage the collection, treatment and disposal of domestic and industrial wastewater. 		
How We Measure Performance	Measure	Years 1 – 3	Years 4 – 9
	Median attendance and resolution times to sewerage overflows resulting from blockages or other faults* (M)	Median attendance time ≤ 60 minutes Median resolution time ≤ 12 hours	Median attendance time ≤ 60 minutes Median resolution time ≤ 12 hours
	Total complaints received about: 1. Sewer odour 2. Sewerage system faults 3. Sewerage system blockages 4. The WDC response to sewerage system issues (M)	≤ 3 complaints per 1000 connections	≤ 3 complaints per 1000 connections
	People receiving the service are satisfied with sewerage services	≥90%	≥90%
<p>*Attendance: from the time Council receives notification to the time that service personnel reach site Resolution: from the time Council receives notification to the time that service personnel confirm resolution of the fault or interruption. Currently the Wastewater (Sewerage) Network Environmental Performance Measures are being developed. The release date is unknown.</p>			

Waste Management

What's changed since the last Long Term Plan?

- Since the introduction of our new Kerbside rubbish and recycling we have been keeping an eye on new collection and processing data and trends. As a result, we have adjusted some of our targets to align with insights gathered from this data.
- We've updated the targets for our resident satisfaction survey measures to better reflect the expectation of the community and benchmarking against similar councils.

What we do:	Waste Management provides a range of refuse and recycling collection and management services for urban and rural areas of the district for households and businesses. We operate a resource recovery park to process and sell recyclable materials and transfer residual waste to landfill in Timaru. Council provides education regarding recycling and waste minimisation. In accordance with the Waste Minimisation Act 2008, Council completes a Waste Management and Minimisation Plan every six years that assesses the provision of existing services and provides options for the delivery of future services.
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1. Convenient and accessible waste management services			
How we do it:	<ul style="list-style-type: none"> - Provide a range of refuse collection and disposal services for urban and rural areas for households and businesses. - Manage and maintain all aspects of the waste operation including a competitive tender process and management of waste contract. - Provision of customer service request system 24 hours a day, 7 days a week. - Provide a resource recovery park according to set hours of opening. 		
How We Measure Performance	Measure	Years 1 – 3	Years 4 – 9
	Residents receiving the service are satisfied with waste management services	≥ 77%	≥ 77%
	Receptacles for kerbside recycling & refuse collection are picked up as per service contract	≤20 receptacles per collection day deemed as missed collections	≤20 receptacles per collection day deemed as missed collections

2. Council manages the waste management services wisely			
How we do it:	<ul style="list-style-type: none"> - Manages waste facilities under the conditions of the Resource Consent. - Apply for renewal of waste consents as required. - Monitor ongoing regulatory change for waste activities. - Waste is diverted from the landfill to the resource recovery park. 		
How We Measure Performance	Measure	Years 1 – 3	Years 4 – 9
	Compliance with Resource Consent conditions	Full compliance	Full compliance
	Reduction in waste generation – Total kerbside material	≤431kg per capita	≤418kg per capita
	Reduction in material for final disposal – Kerbside refuse collection	≤112kg per capita	≤102kg per capita
	Reduction of biogenic methane emissions - % total organics in kerbside rubbish collection	≤40%	≤25%

3. Public information and programmes promote waste minimisation and appropriate sorting of waste			
How we do it:	<ul style="list-style-type: none"> - Provide opportunities for the public, community organisations and businesses to learn about waste minimisation, including talks, tours, business support and event support. - Provide and disseminate written educational material to promote services available, waste minimisation and appropriate sorting of waste. - Conduct audits of kerbside collection for appropriate recycling. - Promote waste minimisation programmes. - Zero Waste programme. 		
How We Measure Performance	Measure	Years 1 – 3	Years 4 – 9
	Percentage of organics and recyclables in refuse collection bin	Organic Waste ≤22% Recyclables ≤22%	Organic Waste ≤22% Recyclables ≤22%

Roading and Footpaths

What's changed since the last Long Term Plan?

- We have adjusted some of our targets to meet the requirements set out by New Zealand Transport Agency Waka Kotahi.
- We've updated the targets for our resident satisfaction survey measures to better reflect the expectation of the community and benchmarking against similar councils.

What we do:	The purpose of this activity is to provide for the safe, convenient, and efficient movement of people and goods around and through the district. This is achieved by providing a network of roads, footpaths, bridges, signs and markers, streetlights, and associated drainage systems. The Roothing Activity is managed by Waimate District Councils Roothing Team, who manage most aspects of the activity internally, although the physical maintenance of the Roothing assets is externally contracted. New Zealand Transport Agency (NZTA) is Councils co-investment partner for roading and the works programme which is approved on a three yearly cycle in the National Land Transport Plan.
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1. Provide quality roads and footpaths			
How we do it:	<ul style="list-style-type: none"> - Planned and Reactive maintenance. - Replacement (renewal) of assets. - Manage Inspection and condition rating of network assets. - Manage Road Assessment and Maintenance Management (RAMM) data. - Work collaboratively with neighbouring Councils. - Undertake Activity Management planning to demonstrate that the roading assets are operated and maintained in a sustainable and cost-effective manner. - Investigate improvement projects and long-term network needs. 		
How We Measure Performance	Measure	Years 1 – 3	Years 4 – 9
	Resident satisfaction with sealed roads	≥50%	≥50%
	Resident satisfaction with unsealed roads	≥50%	≥50%
	Average quality of ride on sealed local roads (M)	Smooth Travel Exposure: 93%	Smooth Travel Exposure: 93%

2. Respond to customer complaints and requests in a timely manner			
How we do it:	<ul style="list-style-type: none"> - Provide customer service request system 24 hours a day, 7 days a week. - Investigate and rectify roading and footpaths complaints. 		
How We Measure Performance	Measure	Years 1 – 3	Years 4 – 9
	Percentage of customer service requests relating to roads and footpaths responded to within 10 working days (M)	≥95%	≥95%

3. Provide a safe transport environment			
How we do it:	<ul style="list-style-type: none"> - Conduct safety audits on aspects of the district’s roading network. - Deliver quality community road safety campaigns with Timaru and Mackenzie Districts to improve road behaviour and awareness. - Monitor road accident statistics and locations. - Ensure traffic management plans are in place for all road works sites which effect roads and footpaths. - Ensure that private activities undertaken on the road corridor don’t adversely compromise road safety or the road condition. - License and monitor all cow crossings. 		
How We Measure Performance	Measure	Years 1 – 3	Years 4 – 9
	The change from the previous year in the number of fatalities and serious injury crashes on local road network (M)	Number of fatalities and serious injury crashes is less than the previous year on an annual basis	Number of fatalities and serious injury crashes is less than the previous year on an annual basis

4. Provide well maintained footpaths			
How we do it:	<ul style="list-style-type: none"> - Inspection and condition rating of footpath assets. - Manage footpath renewals and maintenance projects. - Determine future footpath projects based on defined prioritisation approach and future demand 		
How We Measure Performance	Measure	Years 1 – 3	Years 4 – 9
	Compliance with footpath prioritisation model	No more than 7km non-complaint	No more than 7km non-complaint
	Resident Satisfaction with footpaths	≥58%	≥58%
	Percentage of footpaths that fall within a condition rating of “fair”, 1-3* (M)	≥85%	≥90%

5. Provide adequate asset renewal			
How we do it:	<ul style="list-style-type: none"> - Monitor and inspect the state of the roading network, including traffic counts, pavement roughness and condition. - Renewals implemented at the right time with the right treatment. 		
How We Measure Performance	Measure	Years 1 – 3	Years 4 – 9
	Percentage of the sealed local road network that is resurfaced (M)	>5.0%	>5.0%

District Planning and Regulatory Services

What's changed since the last Long Term Plan?

- Council keeps detailed records of how we respond to regulatory queries and enforcement. We have adjusted some of our targets to better reflect our ability to respond to these events.
- We've updated the targets for our resident satisfaction survey measures to better reflect the expectation of the community and benchmarking against similar councils.

What we do:	District Planning and Regulatory Services includes the following activities provided by Council: Building Control; Dog and Animal Control; Environmental Services and Resource Management. This group is concerned with monitoring and enforcement functions across a wide cross-section of statutes, focusing on the protection of community health, safety, and amenity. Another major function of the group is processing consents under the Building Act 2004 and the Resource Management Act 1991.
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1. Deliver timely, efficient processing of consents and related statutory requirements			
How we do it:	<ul style="list-style-type: none"> - Process and grant building and resource consents. - Process and issue Land Information Memorandums (LIMs) and Project Information Memorandums. (PIMs) - Process and issue other Building Act requirements. (e.g. notices to fix) - Administer legislative requirements under District Planning and Regulatory Services related legislation. - Review District Plan, bylaws and related policies. 		
How We Measure Performance	Measure	Years 1 – 3	Years 4 – 9
	District Plan and bylaws reviewed within statutory timeframe	100% reviewed and adopted within statutory timeframe	100% reviewed and adopted within statutory timeframe
	Building consent processing within statutory timeframes and average processing time	100% of building consents granted within 20 working days	100% of building consents granted within 20 working days
	Resource Consent processing to take place within statutory timeframes and average processing time	100% processed within 20 working days (non- notified) or 70 working days (notified)	100% processed within 20 working days (non- notified) or 70 working days (notified)

2. Investigate and respond to public complaints			
How we do it:	<ul style="list-style-type: none"> - Respond to regulatory service complaints in a timely fashion. - Provision of customer service request system 24 hours a day, 7 days a week. 		
How We Measure Performance	Measure	Years 1 – 3	Years 4 – 9
	Response to food hygiene related complaints	All complaints actioned within 48 hours	All complaints actioned within 48 hours
	Response to late night party noise	All complaints actioned within 2 hours	All complaints actioned within 2 hours
	Response to environmental complaints	All complaints actioned within 10 working days	All complaints actioned within 10 working days

3. Resource Consents are monitored to ensure compliance			
How we do it:	<ul style="list-style-type: none"> - Monitor and enforce conditions of notified and non-notified Resource Consents - Monitor effects of development on the environment - Provide policy advice on planning and development in the district to ensure adherence to the Waimate District Plan and Resource Management Act 1991 		
How We Measure Performance	Measure	Years 1 – 3	Years 4 – 9
	Compliance with resource consents	≥ 40 consents monitored annually	≥ 40 consents monitored annually

4. Protect the public from dog and animal related nuisances and dangers			
How we do it:	<ul style="list-style-type: none"> - Investigate and respond to dog and animal related complaints. - Enforce Council bylaws and policy pertaining to dogs. - Statutory review of bylaws and policy pertaining to dogs. - Impound dangerous and wandering dogs and animals. - Maintain a safe pound. - Maintain a register of dogs in the district. - Provide public education on responsible ownership of dogs. 		
How We Measure Performance	Measure	Years 1 – 3	Years 4 – 9
	Response to wandering stock and animal related complaints	All complaints actioned within 2 hours	All complaints actioned within 2 hours
	Response to dog attacks on people and animals	Initial contact with all complainants within 1 hour of attack notified	Initial contact with all complainants within 1 hour of attack notified

5. Provide quality customer services that meet the expectations of the community			
How we do it:	- Provide high quality building and resource planning customer services to community		
How We Measure Performance	Measure	Years 1 – 3	Years 4 – 9
	User satisfaction with building services	≥80%	≥80%
	User satisfaction with resource consent services	≥80%	≥80%

Community Services

What's changed since the last Long Term Plan?

- Council is putting a focus on making sure our staff are trained and prepared to respond to emergency events. We've adjusted some of our targets to reflect this priority.
- We've updated the targets for our resident satisfaction survey measures to better reflect the expectation of the community and benchmarking against similar councils.

What we do:	This group of activities involves promoting the social, cultural, and economic development of our communities to ensure they have a good quality of life. This includes providing and administering community grants; providing high quality library and information centre facilities; promoting economic development in the district and marketing the district and improving community awareness and preparedness for emergency events and leading the community through such events as they happen.
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1. Support economic development in the district			
How we do it:	<ul style="list-style-type: none"> - Maintain a business-friendly Council approach to customer relations. - Ensure economic development is a high priority in decision-making. - Implement the Economic Development Strategy action items. - Support local events. 		
How We Measure Performance	Measure	Years 1 – 3	Years 4 – 9
	Provide up to date economic data to local businesses	Updated Annually	Updated Annually
	Positive perception of living in Waimate District*	≥88%	≥88%
*As measured in biennial survey			

2. Provide quality information and Library services. Programmes and material are accessible to district residents, schools and visitors			
How we do it:	<ul style="list-style-type: none"> - Ensure information and library services are open to the community and visitors with consistent and appropriate opening hours. - Ensure information centre is stocked with a variety of quality local information. - Provide access to physical collections at the library facilities and online. - Provide a wide range of high-quality library material. - Produce and promote an annual programme of library exhibitions on a range of subject material. - Provide high quality library services to community and visitors. 		
How We Measure Performance	Measure	Years 1 – 3	Years 4 – 9
	User satisfaction with library services	≥81%	≥81%
	Number of visits to Explore Waimate website	≥ 30,000	≥ 30,000
	Exhibitions on display at the library	≥6 exhibitions	≥6 exhibitions

3. Civil Defence Emergency Management personnel appropriately trained and prepared to assist community in the event of an emergency.			
How we do it:	<ul style="list-style-type: none"> - Civil Defence Emergency management personnel and partner agencies participate in in-house/regional/national exercises. - Civil Defence Emergency management personnel attend training courses. 		
How We Measure Performance	Measure	Years 1 – 3	Years 4 – 9
	Annual Group exercise	1 annually	1 annually
	Civil Defence Emergency Management personnel within the EOC offered training	6 training opportunities per year	6 training opportunities per year

Community Facilities

What's changed since the last Long Term Plan?

- We've updated the targets for our resident satisfaction survey measures to better reflect the expectation of the community and benchmarking against similar councils.

What we do:	Community Facilities is about providing facilities for sport, recreation and cultural activities, affordable community housing and buildings and facilities that enable us to provide a range of services to the community. The activities included in this group are Camping, Cemeteries, Event Centre, Parks and Public Spaces, Property and Swimming Pool.
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1. Provide high quality community facilities that meet the expectations of the community.			
How we do it:	<ul style="list-style-type: none"> - Ensure community facilities are accessible to the community and visitors. - Provide clean, safe, and well-maintained public toilets, camp sites and cemeteries. - Annual maintenance and health and safety programmes for public toilets, camp sites, cemeteries, swimming pool and Event Centre. - Facilities are open to the community and visitors with consistent and appropriate opening hours. 		
How We Measure Performance	Measure	Years 1 – 3	Years 4 – 9
	Resident satisfaction with public toilets	≥70%	≥70%
	User satisfaction with camping facilities	≥80%	≥80%
	Resident satisfaction with cemetery facilities and services	≥80%	≥80%
	Resident satisfaction with parks and public spaces	≥80%	≥80%
	User satisfaction with swimming pool facilities	≥73%	≥73%
	User satisfaction with Event Centre facilities	>75%	>75%

2. Provide safe community facilities for the community and visitors.			
How we do it:	<ul style="list-style-type: none"> - Maintain facilities, parks, playgrounds, and buildings to established standards. - Periodic replacement or refurbishment of plant to maintain existing level of service. - Ensure Health and Safety plans are in place for all community facilities. - Annual cleaning, maintenance and health and safety audits for public toilets, camp sites, cemeteries, swimming pool and Event Centre. 		
How We Measure Performance	Measure	Years 1 – 3	Years 4 – 9
	Community facilities meet legislative safety requirements (Local Government Centre, Library, Regent Theatre, Event Centre)	Building Warrant of Fitness (WOF), Fire Regulations and licence requirements are current	Building Warrant of Fitness (WOF), Fire Regulations and licence requirements are current
	All Council playgrounds are inspected by an external agency	1 inspection every two years	1 inspection every two years
	Maintain Pool Safe accreditation	Accreditation maintained	Accreditation maintained

3. Community Housing units are tenanted and well managed			
How we do it:	<ul style="list-style-type: none"> - Maintain a waiting list, interview, and place prospective tenants according to Council's eligibility criteria. - Manage issues associated with the community housing portfolio. - Maintain units as notified through the Council's service request system. - Provide low-cost Community Housing. 		
How We Measure Performance	Measure	Years 1 – 3	Years 4 – 9
	Occupancy rate of Community Housing units	90% or greater occupancy	90% or greater occupancy

Organisation and Governance

What's changed since the last Long Term Plan?

- We've updated the targets for our resident satisfaction survey measures to better reflect the expectation of the community and benchmarking against similar councils.

What we do:	This group of activities supports and guides all activities carried out by Council. The activity enables Council to function and provide stable, transparent, effective, efficient and accountable local governance to the district. The group administers all financial aspects of Council activities, customer services and administrative support as well as providing support for elected representatives and leading the strategic planning and direction of Council.
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1. Provide good quality governance for the community in an open and transparent manner			
How we do it:	<ul style="list-style-type: none"> - Lead, govern and make decisions about the overall direction of the Council on behalf of the community. - Carry out regular Council and Standing Committee meeting programmes which are open to the public. - Develop and implement planned policy review programme. - Maintain relationships with iwi. - Fulfil the purpose of Local Government and all statutory obligations, as set by the Local Government Act 2002 and other relevant legislation. - Prepare and adopt statutory planning and reporting documents as required (Annual Plan, Annual Report, and Long Term Plan) - Conduct elections, by-elections and Representation Reviews as required. 		
How We Measure Performance	Measure	Years 1 – 3	Years 4 – 9
	Ordinary Council meetings are recorded and made available to public	100% live streamed and recordings made available to public	100% live streamed and recordings made available to public
	Compliance with Local Government Act planning, accountability for the Long Term Plan, Annual Report and Annual Plan (if required)	100% of Audit opinions are unmodified	100% of Audit opinions are unmodified

	Response time to Local Government Official Information and Meeting Act (LGOIMA) requests	100% responded to within statutory timeframe	100% response within statutory timeframe
	Residents are satisfied with performance of elected members	≥75%	≥75%

2. Advocate for and Communicate with the community			
How we do it:	<ul style="list-style-type: none"> - Provide opportunities for community engagement, including public forums, informal consultation, and Special Consultative Procedures (SCPs) - Communicate Council work to the community via WDC website, print and social media. - Prepare submissions on issues that will or may impact the Waimate District community. - 		
How We Measure Performance	Measure	Years 1 – 3	Years 4 – 9
	Resident satisfaction with sufficiency of the information supplied by Council	≥75%	≥75%
	Number of community engagement meetings offered by Elected Members	≥10	≥10