



QUARTERLY REPORT

2022/23

QUARTER THREE



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Quarter 3 Performance Overview

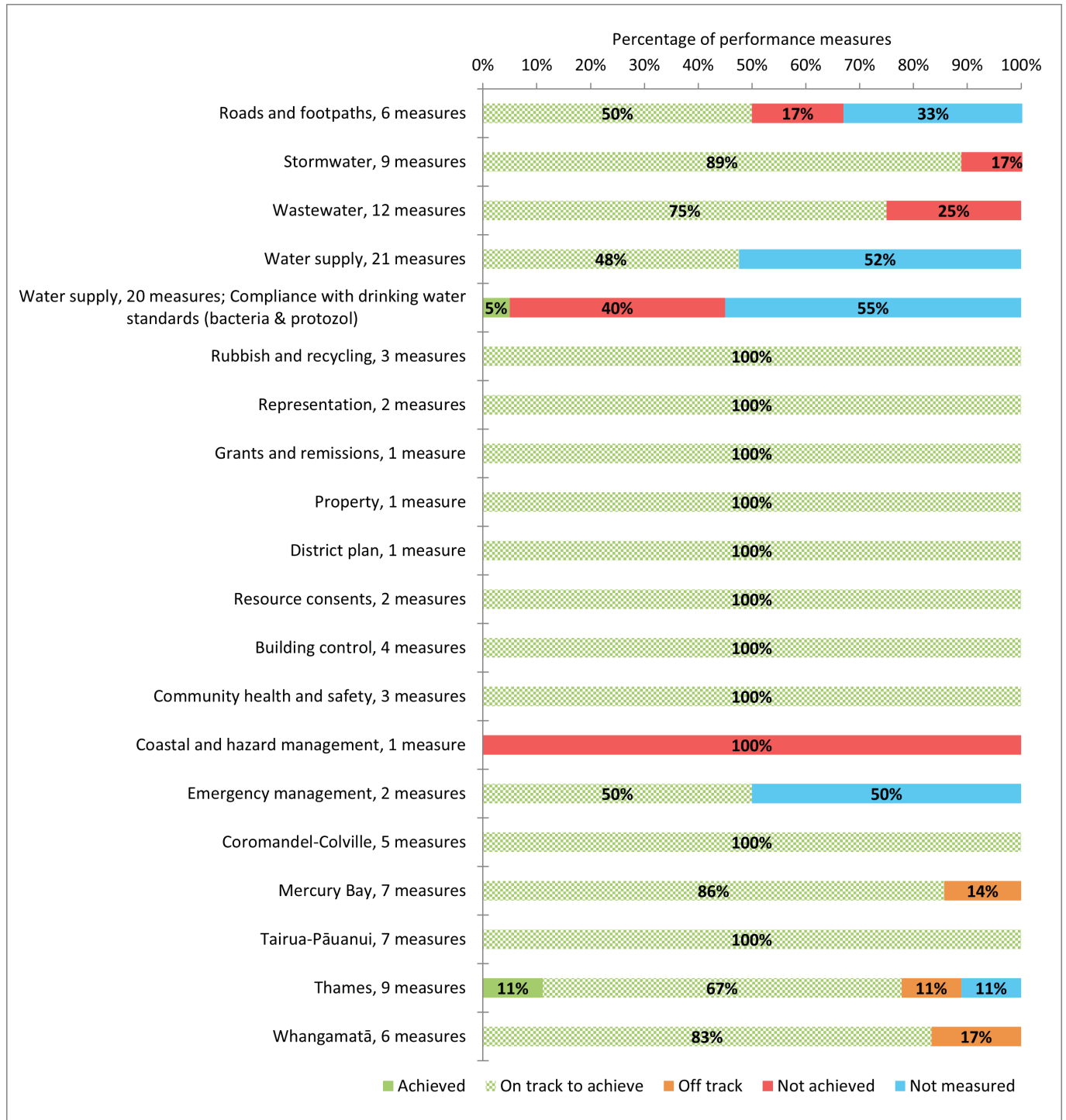
This report provides an update to Council on the organisation's performance against the non-financial performance measures that are set in the 2021-2031 Long Term Plan (LTP). The reporting period covers 1 July 2022 to 31 March 2023 (Quarters One, Two and Three) of the financial year.

Of the 122 measures across the organisation, 77 (63%) are on track to be achieved, two (2%) are achieved, and 26 (21%) are not measured this quarter. There are three (2.5%) that are off track and 14 (11.5%) that are not achieved. Where progress against these performance measures is off-track at the end of Quarter Three, activity managers have been asked to explain as part of their commentary why the measure is off-track and what steps can be taken in the last quarter of the year to achieve the measure.

This report has also been provided to senior management who will support activity managers in working to achieve their non-financial performance measures by year end where they are off-track.

A performance overview chart is provided below for ease of viewing the organisation's progress against performance measures. To get a full understanding of how we are progressing against these measures and what any issues arising may be, please refer to the individual table for the relevant activity.

Performance Overview Table



Roads and Footpaths

The Roads and Footpaths activity provides for safe, efficient and comfortable movement of people and freight within the district. This activity looks at the planning, provision, development, operations and maintenance of a district land transportation network as well as local facilities, footpaths, service lanes, street lighting, bridges and car parks.

Of the six performance measures, two are not measured in the first three quarters, three are on track to be achieved, and one is not achieved.

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments	
Level of service: The design, maintenance and management of roads and footpaths ensures they are in good condition and fit for purpose						
Percentage of the sealed local network that is resurfaced	2022/2023 Quarter Three: 1 July - 31 Mar 2023	To be confirmed annually by the Asset Management Plan	On track to achieve	173,978m²	Achieved	Programme is 190,000m ² , and is on track to be achieved. Contractors have been on the network in March with works to be completed in April. With the onset of winter there is a risk of drops in temperature below the minimum levels for work, and with the closure of SH 25A extended delivery times for binder to areas on the east coast may mean that any remaining works may have to be delayed to 2023/24.
	2021/22	237,590m ² or 5%	Achieved	262,000m ²		
	2020/21	174,520m ² or 5%	Achieved	183,432m ²		
Level of service: The design, maintenance and management of roads and footpaths ensures they are in good condition and fit for purpose. The Council will ensure its roads are safe						
The average quality of ride on a sealed local road network, measured by smooth travel exposure	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≥85%	Not Measured	-	Achieved	The biennial road roughness survey was last completed in the 2020/21 financial year. It is programmed to be measured in Q4 this financial year.
	2021/22	≥85%	Achieved	89%		
	2020/21	≥85%	Achieved	89%		
Percentage of footpaths meeting condition rating one to three	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≥90%	Not Measured	-	Achieved	The footpath survey was last completed in the 2020/21 financial year. It is programmed to be measured in Q4 of this financial year.
	2021/22	≥90%	Achieved	98%		
	2020/21	≥90%	Achieved	98%		
Percentage of unsealed road complying with quality requirements	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≥90%	Not Achieved	86%	Achieved	The Third Quarter results were adversely affected by the recent storm events, however inspections show that unsealed road pavements have held up better than expected.

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments	
	2021/22	≥90%	Not achieved	88%		
	2020/21	≥90%	Not achieved	82%		
The change from the previous financial year in the number of deaths and serious injuries on the local road network, expressed as a number	2022/2023 Quarter Three: 1 July - 31 Mar 2023	0 or -1 compared to the previous year	On track to achieve	7	Achieved	There have been 7 serious injuries and no deaths resulting from the 30 crashes on the local road network during the period 1 July 2022 - 31 March 2023. There were 16 deaths or serious injuries in total in the previous financial year. All sites have been inspected and no defects have been found (or identified in Police reports) that indicate issues with the road condition.
	2021/22	0 or -1 compared to the previous year	Not achieved	16		
	2020/21	0 or -1 compared to the previous year	Not achieved	10		
Level of service: The Council provides a responsive maintenance service to address identified faults and repairs						
Percentage of customer service requests relating to roads and footpaths** to which council responds within the Long Term Plan timeframe	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≥85%	On track to achieve	90%	Achieved	In Quarter Three, 94 requests for service were received relating to footpath and road defects. This significant increase in requests is attributed to the cyclone events. Eighty-four (89%) were responded to within timeframe, and all have now been completed.
	2021/22	≥85%	Achieved	94%		
	2020/21	≥85%	Achieved	98%		

** Footpath and road defects with their applicable timeframes:

Defect	Remedied within
Trip hazard greater than 30mm	48 hours
Trip hazard 10mm to 30mm	1 month
Depression greater than 30mm	48 hours
Depression 10 to 30mm	1 month
Potholes and sealed roads	1 week

Stormwater

Council provides stormwater and land drainage services that protect people and the environment from flooding and manage stormwater quality to ensure public health is protected. Stormwater systems collect and dispose of stormwater to limit the effects of surface ponding. The stormwater system includes more than 277km of stormwater pipes, 4700 manholes and five pump stations. There are 25,028 properties accessing Council's stormwater system.

Eight of the nine measures for the Stormwater activity are on track to be achieved, and one is not achieved. The not achieved result relates to a flooding event during Cyclone Gabrielle.

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments	
Level of service: The Council's stormwater services protect habitable areas from flooding						
Number of flooding events	2022/2023 Quarter Three: 1 July - 31 Mar 2023	0	Not Achieved	1	Not Achieved	There were no flooding events in Quarters One and Two, and one flooding event in Quarter Three. A flooding event means an overflow of stormwater from a territorial authority's stormwater system that enters a habitable floor. (Source: Department of Internal Affairs - Non-Financial Performance Measures Rules 2013. Supporting guidance for stormwater (February 2014)). The single flooding event occurred in mid-February during the unprecedented rainfall of Cyclone Gabrielle.
	2021/22	0	Achieved	0		
	2020/21	0	Achieved	0		
For each flooding event the number of habitable floors affected (per 1,000 connected properties)	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≤1	On Track To Achieve	0.04	Achieved	As above, there were no flooding events in Quarters One and Two, and one flooding event in Quarter Three, over a total of 25,028 connections. While one property has reported through the Council's RFS system as being impacted, we expect other habitable floors will have been affected as a result of the extreme weather event. Staff are working with the community on a stormwater improvement investigation project, and as part of this will be gathering further information on affected areas and properties.
	2021/22	≤1	Achieved	0 per 1,000 connected properties		
	2020/21	≤1	Achieved	0 per 1,000 connected properties		
Level of service: The Council provides a responsive stormwater request service						

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments	
The median response time to attend a flooding event, measured from the time Council receives notification to the time that service personnel reach the site	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≤3 hours	On Track To Achieve	20 minutes	Achieved	
	2021/22	≤3 hours				
	2020/21	≤3 hours	Achieved	0		
Number of complaints received about the performance of the stormwater system (<i>per 1,000 connected properties</i>)	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≤5	On Track To Achieve	3.68 per 1,000 connected properties	Achieved	There were 22 complaints in Quarter One, 14 in Quarter Two, and 56 in Quarter Three, over a total of 25,028 connections.
	2021/22	≤5	Achieved	2.54 per 1,000 connected properties		
	2020/21	≤5	Achieved	3 per 1,000 connected properties		
Level of service: The Council minimises the environmental impact of protecting habitable areas from flooding						
Number of operational resource consent conditions not complied with throughout the year (<i>Total for all enforcement actions</i>)	2022/2023 Quarter Three: 1 July - 31 Mar 2023	0	On track to achieve	0	Achieved	
	2021/22	0	Achieved	0		
	2020/21	0	Not achieved	80		
Number of abatement notices	2022/2023 Quarter Three: 1 July - 31 Mar 2023	0	On track to achieve	0	Achieved	
	2021/22	0	Achieved	0		
	2020/21	0	Achieved	0		
Number of infringement notices	2022/2023 Quarter Three: 1	0	On track to achieve	0	Achieved	

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments
	July - 31 Mar 2023				
	2021/22	0	Achieved	0	
	2020/21	0	Achieved	0	
Number of enforcement orders	2022/2023 Quarter Three: 1 July - 31 Mar 2023	0	On track to achieve	0	Achieved
	2021/22	0	Achieved	0	
	2020/21	0	Achieved	0	
Number of successful prosecutions	2022/2023 Quarter Three: 1 July - 31 Mar 2023	0	On track to achieve	0	Achieved
	2021/22	0	Achieved	0	
	2020/21	0	Achieved	0	

Wastewater

We provide our district with reliable and safe wastewater services to protect the health of our communities and the environment. The wastewater activity covers the collection, treatment and safe disposal of wastewater from households and businesses within currently serviced communities. We operate 10 wastewater treatment plants in Cooks Beach, Coromandel Town, Hāhei, Matarangi, Oamaru Bay, Onemana, Tairua-Pāuanui, Thames, Whangamatā and Whitianga. We maintain 443 kilometres of piped network, 131 pumping stations and 6,373 manholes. There are 23,151 wastewater connections. This service is delivered to protect the environment and public health. Efficient and sustainable systems are required to ensure raw wastewater does not enter our waterways, ensuring we provide a healthy and safe living environment.

Nine of the 12 Wastewater performance measures are on track to be achieved and are anticipated to be achieved this year. Three measures will not be achieved this year, two linked to the Coromandel Town Wastewater Treatment Plant consent, and the third is in relation to the number of complaints received regarding wastewater system faults.

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments	
Level of service: Adequate wastewater services for household and business use will be provided in currently serviced urban communities						
Number of dry weather sewerage overflows from the territorial authority's sewerage system (per 1000 connections per year)	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≤1	On track to achieve	0.60	Achieved	There were two overflows in Quarter One, seven in Quarter Two and five in Quarter Three, over a total of 23,151 connections.
	2021/22	≤1	Not achieved	1.27		
	2020/21	≤1	Achieved	0.88		
Level of service: Council will respond as required to faults and complaints received from its customers						
The total number of complaints about wastewater: <i>(per 1,000 connected properties)</i>						
Odour	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≤1	On track to achieve	0.8	Achieved	There were four odour complaints in Quarter One, seven in Quarter Two and eight in Quarter Three, over a total of 23,151 connections.
	2021/22	≤1	Not achieved	1.48		
	2020/21	≤1	Not achieved	1.35		
System faults	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≤3	Not achieved	3.41	Not achieved	There were nine system fault complaints in Quarter One, eighteen in Quarter Two and fifty-two in Quarter Three, over a total of 23,151 connections.
	2021/22	≤3	Achieved	1.93		
	2020/21	≤3	Achieved	2.02		

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments	
Blockages	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≤3	On track to achieve	2.29	Achieved	There were ten blockage complaints in Quarter One, twenty in Quarter Two and twenty-three in Quarter Three, over a total of 23,151 connections.
	2021/22	≤3	Not achieved	4.6		
	2020/21	≤3	Not achieved	4.56		
Response to issues with the wastewater system	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≤2	On track to achieve	0.09	Achieved	There were no complaints about response to issues in Quarter One, none in Quarter Two and two in Quarter Three, over a total of 23,151 connections.
	2021/22	≤2	Achieved	0.09		
	2020/21	≤2	Achieved	0		
Level of service: Council will respond as required to faults and complaints received from its customers						
Median response time for attendance from the time that Council receives notification of a fault or blockage to the time that service personnel reach the site	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≤2 hours	On track to achieve	32 minutes	Achieved	
	2021/22	≤2 hours	Achieved	35 minutes		
	2020/21	≤2 hours	Achieved	34 minutes		
Median response time for a resolution from the time Council receives notification to the time that service personnel confirm resolution of the blockage or other fault	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≤24 hours	On track to achieve	2 hours 3 minutes	Achieved	
	2021/22	≤24 hours	Achieved	2 hours 58 minutes		
	2020/21	≤24 hours	Achieved	1 hrs 44 minutes		
Level of service: The Council's wastewater services do not negatively impact on public health or the natural environment in line with legislative requirements						
Number of operational resource consent conditions not complied with throughout the year (total for all)	2022/2023 Quarter Three: 1 July - 31 Mar 2023	0	Not achieved	4	Not achieved	In Quarter One the Council received one abatement notice for breach of four operational conditions within the

Performance measure	Year	Year end target	Result		Anticipated year end result	Comments
<i>enforcement actions)</i>	2021/22	0	Not achieved	4		Coromandel Town Waste Water Treatment Plant. The breaches relate to wastewater discharge exceeding ammonia level limits. To address this issue, the Council is currently trialing a new aerator at the plant with promising results.
	2020/21	0	Not achieved	16		
Number of abatement notices	2022/2023 Quarter Three: 1 July - 31 Mar 2023	0	Not achieved	1	Not achieved	
	2021/22	0	Achieved	0		
	2020/21	0	Achieved	0		
Number of infringement notices	2022/2023 Quarter Three: 1 July - 31 Mar 2023	0	On track to achieve	0	Achieved	
	2021/22	0	Achieved	0		
	2020/21	0	Achieved	0		
Number of enforcement orders	2022/2023 Quarter Three: 1 July - 31 Mar 2023	0	On track to achieve	0	Achieved	
	2021/22	0	Achieved	0		
	2020/21	0	Achieved	0		
Number of successful prosecutions	2022/2023 Quarter Three: 1 July - 31 Mar 2023	0	On track to achieve	0	Achieved	
	2021/22	0	Achieved	0		
	2020/21	0	Achieved	0		

Water Supply

The Water Supply activity enables water to be provided to residential, commercial, and industrial properties in the district, and treats water to ensure it is safe for our communities to use.

We maintain nine urban water supply schemes in the district, operate nine water treatment facilities, and have two rural water supplies located south of Thames. The total pipe length of the District's water supply activity is 630 kilometres, servicing 20,201 water connections throughout our District. Clean and safe water is one of the essential services we provide to the community.

Our water treatment plants are being progressively upgraded to ensure compliance with the New Zealand Drinking Water Standards. Only three of our existing 10 plants are yet to be upgraded and these are expected to be fully compliant in 2023. A new plant for the Thames South water supply is scheduled for completion in the 2024-25 financial year.

There are 41 performance measures relating to the water supply. Twenty-two of the performance measures are yet to be measured. Ten measures are on track to be achieved. One measure has been achieved and eight measures are not achieved.

Performance measure	Year	Year end target	Result		Anticipated year end result	Comments
Level of service: The Council provides safe and reliable water for household and business use in urban areas						
<i>Compliance with drinking water standards (bacteria, part 4 of the standards):</i>						
Thames South <i>(not potable)</i>	2022/2023 Quarter Three: 1 July - 31 Mar 2023	Not compliant	Not measured	Not measured	Achieved	The Thames South water supply is not potable. It is under a permanent boil water notice.
	2021/2022	Not compliant	Achieved	Not compliant		
	2020/2021	Not compliant	Achieved	Not compliant		
Thames	2022/2023 Quarter Three: 1 July - 31 Mar 2023	Compliant	Not measured	Not measured	Achieved	Regular water quality testing is undertaken by Veolia Water to ensure compliance with the NZ Drinking Water Standards. The Drinking Water compliance report is not yet available because it is based on a full 12 month period ending 30 June 2023. This applies to the Thames, Coromandel Town, Whitianga, Tairua, and Pāuanui water supplies. Council is in the process of upgrading water treatment plants around the District to ensure compliance with the Drinking Water Standards. With the exception of rural schemes, those plants
	2021/2022	Compliant	Not achieved	Not compliant		
	2020/2021	Compliant	Achieved	Compliant		
Coromandel	2022/2023 Quarter Three: 1 July - 31 Mar 2023	Compliant	Not measured	Not measured	Achieved	
	2021/2022	Compliant	Achieved	Compliant		

Performance measure	Year	Year end target	Result		Anticipated year end result	Comments
	2020/2021	Compliant	Not achieved	Not compliant		which will not achieve compliance until upgrades/new plants are commissioned are given a 'not achieved' result. New water treatment plants are scheduled to be commissioned for Onemana in April 2023; Matarangi in December 2023; and Hāhehi in June 2024. Two of the three plants required for Whangamatā have been commissioned, but until the remaining plant at Moana Point is commissioned by August 2023, compliance cannot be achieved for water supplies at this location.
Matarangi	2022/2023 Quarter Three: 1 July - 31 Mar 2023	Compliant	Not achieved	Not compliant	Not achieved	
	2021/2022	Compliant	Not achieved	Not compliant		
	2020/2021	Compliant	Not achieved	Not compliant		
Whitianga	2022/2023 Quarter Three: 1 July - 31 Mar 2023	Compliant	Not measured	Not measured	Achieved	
	2021/2022	Compliant	Achieved	Compliant		
	2020/2021	Compliant	Not achieved	Not compliant		
Hāhehi	2022/2023 Quarter Three: 1 July - 31 Mar 2023	Compliant	Not achieved	Not compliant	Not achieved	
	2021/2022	Compliant	Achieved	Compliant		
	2020/2021	Compliant	Achieved	Compliant		
Tairua	2022/2023 Quarter Three: 1 July - 31 Mar 2023	Compliant	Not measured	Not measured	Achieved	
	2021/2022	Compliant	Achieved	Compliant		
	2020/2021	Compliant	Not achieved	Not compliant		

Performance measure	Year	Year end target	Result		Anticipated year end result	Comments
Pāuanui	2022/2023 Quarter Three: 1 July - 31 Mar 2023	Compliant	Not measured	Not measured	Achieved	
	2021/2022	Compliant	Achieved	Compliant		
	2020/2021	Compliant	Not achieved	Not compliant		
Onemana	2022/2023 Quarter Three: 1 July - 31 Mar 2023	Compliant	Not achieved	Not compliant	Not achieved	
	2021/2022	Compliant	Achieved	Compliant		
	2020/2021	Compliant	Achieved	Compliant		
Whangamatā	2022/2023 Quarter Three: 1 July - 31 Mar 2023	Compliant	Not achieved	Not compliant	Not achieved	
	2021/2022	Compliant	Not achieved	Not compliant		
	2020/2021	Compliant	Not achieved	Not compliant		
<i>Compliance with drinking water standards (protozoal, part 5 of the standards):</i>						
Thames South <i>(not potable)</i>	2022/2023 Quarter Three: 1 July - 31 Mar 2023	Not compliant	Achieved	Not compliant	Achieved	The Thames South water supply is not potable. It is under a permanent boil water notice.
	2021/2022	Not compliant	Achieved	Not compliant		
	2020/2021	Not compliant	Achieved	Not compliant		

Performance measure	Year	Year end target	Result		Anticipated year end result	Comments
Thames	2022/2023 Quarter Three: 1 July - 31 Mar 2023	Compliant	Not measured	Not measured	Achieved	Regular water quality testing is undertaken by Veolia Water to ensure compliance with the NZ Drinking Water Standards. The Drinking Water compliance report is not yet available because it is based on a full 12 month period (ending 30 June 2023). This applies to the Thames, Coromandel Town, Whitianga, Coromandel Town, Whitianga, Tairua, and Pāuanui water supplies. Council is in the process of upgrading water treatment plants around the District to ensure compliance with the Drinking Water Standards. With the exception of rural schemes, those plants which will not achieve compliance until upgrades/new plants are commissioned are given a 'not achieved' result. New water treatment plants are scheduled to be commissioned for Onemana in April 2023; Matarangi in December 2023; and Hāhei in June 2024. Two of the three plants required for Whangamatā have been commissioned, but until the remaining plant at Moana Point is commissioned in August 2023, compliance cannot be achieved for water supplies at this location.
	2021/2022	Compliant	Achieved	Compliant		
	2020/2021	Compliant	Achieved	Compliant		
Coromandel	2022/2023 Quarter Three: 1 July - 31 Mar 2023	Compliant	Not measured	Not measured	Achieved	
	2021/2022	Compliant	Achieved	Compliant		
	2020/2021	Compliant	Not achieved	Not compliant		
Matarangi	2022/2023 Quarter Three: 1 July - 31 Mar 2023	Compliant	Not achieved	Not compliant	Not achieved	
	2021/2022	Compliant	Not achieved	Not compliant		
	2020/2021	Compliant	Not achieved	Not compliant		
Whitianga	2022/2023 Quarter Three: 1 July - 31 Mar 2023	Compliant	Not measured	Not measured	Achieved	
	2021/2022	Compliant	Achieved	Compliant		
	2020/2021	Compliant	Achieved	Compliant		
Hāhei	2022/2023 Quarter Three: 1 July - 31 Mar 2023	Compliant	Not achieved	Not compliant	Not achieved	

Performance measure	Year	Year end target	Result		Anticipated year end result	Comments
	2021/2022	Compliant	Not achieved	Not compliant		
	2020/2021	Compliant	Not achieved	Not compliant		
Tairua	2022/2023 Quarter Three: 1 July - 31 Mar 2023	Compliant	Not measured	Not measured	Achieved	
	2021/2022	Compliant	Achieved	Not compliant		
	2020/2021	Compliant	Not achieved	Not compliant		
Pāuanui	2022/2023 Quarter Three: 1 July - 31 Mar 2023	Compliant	Not measured	Not measured	Achieved	
	2021/2022	Compliant	Achieved	Compliant		
	2020/2021	Compliant	Not achieved	Not compliant		
Onemana	2022/2023 Quarter Three: 1 July - 31 Mar 2023	Compliant	Not achieved	Not compliant	Not achieved	
	2021/2022	Compliant	Not achieved	Not compliant		
	2020/2021	Compliant	Not achieved	Not compliant		
Whangamatā	2022/2023 Quarter Three: 1 July - 31 Mar 2023	Compliant	Not achieved	Not compliant	Not achieved	
	2021/2022	Compliant	Not achieved	Not compliant		

Performance measure	Year	Year end target	Result		Anticipated year end result	Comments
	2020/2021	Compliant	Not achieved	Not compliant		
Level of service: The Council promotes the efficient and sustainable use of water						
Percentage of real water loss from the local authority's networked reticulation system (medium schemes 2,500 to 10,000 connections, small schemes <2,500 connections):						
Thames (medium)	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≤39%	Not measured	Not measured	Achieved	These figures will only be available later in the year due to the timing of the water meter reading cycles. The reason for only reporting on Pāuanui, Coromandel Town and Thames is that these are the only communities that have universal metering.
	2021/2022	≤39%	Achieved	35%		
	2020/2021	≤39%	Achieved	38%		
Coromandel (small)	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≤37%	Not measured	Not measured	Achieved	
	2021/2022	≤37%	Not achieved	47%		
	2020/2021	≤37%	Not achieved	53%		
Pāuanui (small)	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≤13%	Not measured	Not measured	Achieved	
	2021/2022	≤13%	Achieved	8%		
	2020/2021	≤13%	Not achieved	23%		
<i>The following schemes do not have meters and will use appropriate alternative methodologies to measure losses</i>						
Thames South	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≤40%	Not measured	Not measured	Not measured	

Performance measure	Year	Year end target	Result		Anticipated year end result	Comments
	2021/2022	≤40%	Not achieved	60%		
	2020/2021	≤40%	Not measured	Not available		
Matarangi	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≤45%	Not measured	Not measured	Not measured	
	2021/2022	≤45%	Achieved	20%		
	2020/2021	≤45%	Not measured	Not available		
Whitianga	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≤25%	Not measured	Not measured	Not measured	
	2021/2022	≤25%	Not achieved	26%		
	2020/2021	≤25%	Not measured	Not available		
Hāhei	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≤50%	Not measured	Not measured	Not measured	
	2021/2022	≤50%	Achieved	30%		
	2020/2021	≤50%	Not measured	Not available		
Tairua	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≤40%	Not measured	Not measured	Not measured	
	2021/2022	≤40%	Achieved	35%		
	2020/2021	≤40%	Not measured	Not available		

Performance measure	Year	Year end target	Result		Anticipated year end result	Comments
Onemana	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≤60%	Not measured	Not measured	Not measured	
	2021/2022	≤60%	Achieved	26%		
	2020/2021	≤60%	Not measured	Not available		
Whangamatā	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≤40%	Not measured	Not measured	Not measured	
	2021/2022	≤40%	Not achieved	41%		
	2020/2021	≤40%	Not measured	Not available		
The average consumption of drinking water per day per resident (currently based on normally resident population)	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≤600 litres per resident per day	Not measured	-	Achieved	This measure is taken over a full 12-month period due to seasonal fluctuation so it is reported at year end only.
	2021/2022	≤600 litres per resident per day	Achieved	573 litres per resident per day		
	2020/2021	≤600 litres per resident per day	Achieved	504 litres per resident per day		
Level of service: The Council provides a responsive call out service to attend to customers issues with their water supply						
Median response time for attendance for urgent call outs from the time that service personnel reach the site	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≤2 hours	On track to achieve	27 minutes	Achieved	
	2021/2022	≤2 hours	Achieved	29 minutes		

Performance measure	Year	Year end target	Result		Anticipated year end result	Comments
	2020/2021	≤2 hours	Achieved	29 minutes		
Median response time for resolution for urgent call-outs from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≤24 hours	On track to achieve	1 hour 10 minutes	Achieved	
	2021/2022	≤24 hours	Achieved	1 hours 17 minutes		
	2020/2021	≤24 hours	Achieved	1 hours 41 minutes		
Median response time for attendance for non-urgent call-outs from the time that the local authority receives notification to the time that service personnel reach the site	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≤5 days	On track to achieve	43 minutes	Achieved	
	2021/2022	≤5 days	Achieved	30 minutes		
	2020/2021	≤5 days	Achieved	39 minutes		
Median response time for resolution for non-urgent call-outs from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≤5 days	On track to achieve	3 hours 4 minutes	Achieved	
	2021/2022	≤5 days	Achieved	1 hour 58 minutes		
	2020/2021	≤5 days	Achieved	2 hours 31 minutes		
Number of complaints - The total number of complaints received per 1,000 connections:						
Clarity	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≤2	On track to achieve	0.54	Achieved	Five complaints were received in Quarter One, three in Quarter Two and three in Quarter Three, over a total of 20,201 connections.
	2021/2022	≤2	Achieved	0.96		
	2020/2021	≤2	Achieved	1.06		

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments	
Taste	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≤2	On track to achieve	0.05	Achieved	No complaints were received in Quarter One, one in Quarter Two and none in Quarter Three, over a total of 20,201 connections.
	2021/2022	≤2	Achieved	0.4		
	2020/2021	≤2	Achieved	0.1		
Odour	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≤2	On track to achieve	0.05	Achieved	No complaints were received in Quarter One, one in Quarter Two and none in Quarter Three, over a total of 20,201 connections.
	2021/2022	≤2	Achieved	0.15		
	2020/2021	≤2	Achieved	0.15		
Pressure	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≤5	On track to achieve	1.29	Achieved	Eight complaints were received in Quarter One, six in Quarter Two and twelve in Quarter Three, over a total of 20,201 connections.
	2021/2022	≤5	Achieved	2.42		
	2020/2021	≤5	Achieved	2.11		
Continuity of supply	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≤5	On track to achieve	2.57	Achieved	Twelve complaints were received in Quarter One, thirteen in Quarter Two and twenty-seven in Quarter Three, over a total of 20,201 connections.
	2021/2022	≤5	Achieved	4.38		
	2020/2021	≤5	Not achieved	2.42		
Response to above	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≤3	On track to achieve	0.15	Achieved	No complaints were received in Quarter One, one in Quarter Two and two in Quarter Three, over a total of 20,201 connections.
	2021/2022	≤3	Achieved	0.3		
	2020/2021	≤3	Achieved	0.15		

Rubbish and Recycling

The Solid Waste activity is made up of the Rubbish and Recycling activity. It provides for waste to be properly disposed of to protect public health and the environment. It also promotes recycling, reuse and resource recovery with the objectives of reducing the amount of waste going to landfill and practicing responsible resource efficiency. In addition to weekly kerbside refuse and fortnightly recyclables collection services, we manage closed landfill sites and operate transfer stations where waste and recycling can be dropped off. The Council also actively supports reuse centres managed by trusts, including the Seagull Centre in Thames, and a reuse centre in Coromandel Town.

All of the three performance measures are on track to be achieved.

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments
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Level of service: Rubbish and recycling kerbside pickup services are provided to solid waste rated residential properties in all urban and most rural areas

Number of justified complaints that kerbside collection is not completed on the usual collection day	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≤3 valid complaints per annum per 1000 rating units*	On track to achieve	1.53	Achieved	Out of 2,152,314 scheduled collections there were 123 justified missed collections in Quarters 1, 2 and 3. Services cancelled due to storm events have been excluded from this calculation.
	2021/22	≤3 valid complaints per annum per 1000 rating units*	Not achieved	3.6	Not achieved	

Level of service: The Council facilitates waste minimisation practices and promotes reduction of the amount of waste going to landfill

Quantity of Council-controlled waste per rating unit is decreasing	2022/2023 Quarter Three: 1 July - 31 Mar 2023	1% decrease per rating unit per annum*	On track to achieve	1%	Achieved	We are currently on track to reach 1% decrease at year end. However the year end result is difficult to predict. Recent storms and the return of absentee ratepayers to clean up storm rubbish from their properties may affect the amount of waste going to landfill between now and the end of the financial year.
	2021/22	1% decrease per rating unit per annum*	Achieved	6%	Achieved	

Level of service: The Council maintains closed landfill sites

Number of formal warnings issued by the Waikato Regional Council for non-compliance with resource consent/s	2022/2023 Quarter Three: 1 July - 31 Mar 2023	0	On track to achieve	0	Achieved	No formal warnings were issued
	2021/22	0	Achieved	0	Achieved	

Performance measure	Year	Year end target	Result		Anticipated year end result	Comments
	2020/2021	0	Achieved	0	Achieved	

** Calculated using data from Infometrics (2020) Population projections 2018-2051*

Representation

The Representation activity provides governance support and advice to elected members, staff and the community. The Mayor and Councillors focus primarily on district wide decisions and issues. They are supported by five local community boards, which represent their communities and ensure local views and aspirations are known, considered and advocated for.

The Representation measures are all on track to be achieved.

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments	
<i>Level of service: Councillors and Community Board members can demonstrate to ratepayers their commitment to the democratic process</i>						
Attendance rate at Council and Community Board meetings	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≥80%	On track to achieve	87%	Achieved	
	2021/22	≥80%	Achieved	94%	Achieved	
	2020/21	≥80%	Achieved	95%	Achieved	
<i>Level of service: Council is committed to transparent decision-making</i>						
Percentage of Council agendas publicly available two working days or more before the meeting	2022/2023 Quarter Three: 1 July - 31 Mar 2023	90%	On track to achieve	100%	Achieved	

Grants and Remissions

The Grants and Remissions activity provides support to community organisations to build their capacity to assist in developing a strong and connected community. We actively collaborate with organisations to achieve efficient use of resources, strong partnerships and financial assistance, which contributes to greater community cohesion. This is achieved by service level agreements, the administration of grants for community groups and events, and administration of the rates remission policy. The grants budget has a district and a local component. Each of our Community Boards has a local grants budget that provides annual funding for community organisations.

The grants and remissions measure is on track to be achieved.

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments
<i>Level of service: The Council promotes a successful community through supporting community-driven initiatives</i>					
Percentage of funds distributed that comply with the Council's community grant criteria	2022/2023 Quarter Three: 1 July - 31 Mar 2023	90%	On track to achieve	95%	Achieved
	2021/22	90%	Achieved	90%	

District Plan

The District Plan activity involves the preparation, monitoring and maintenance of the Thames-Coromandel District Council District Plan. The district plan provides a framework to implement and support appropriate subdivision and land use management in the district.

The district plan is reviewed every 10 years and the current district plan review has been underway since 2012. We have a proposed District Plan, which originally had 72 appeals lodged against it. Most of these appeals have been settled with only a few outstanding issues. It will become fully operative once all appeals are resolved.

The performance measure for this activity is on track to be achieved.

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments	
Level of service: Up to date District Plan provisions are available in a timely manner for the public						
EPlan is updated within 2 months of changes to the District Plan being approved	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≥90%	On track to achieve	100%	Achieved	There were no updates to the proposed District Plan in Quarter One, three updates made in Quarter Two, and two updates in Quarter Three.
	2021/22	≥90%	Achieved	100%		
	2020/21	≥90%	Achieved	100%		

Resource Consents

As the key land use consent authority in this district, we process resource consents as provided for in the Resource Management Act 1991 and seek to achieve good environmental outcomes and promote sustainable management of natural and physical resources, consistent with the policies approved in the district plan. Statutory timeframes for the processing of resource consents are reflected in the levels of service.

Resources consent measures are all on track to be achieved.

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments	
Level of service: Process applications for resource consent within statutory timeframes						
Percentage of accepted applications for resource consent* processed within statutory timeframes (land use and subdivision)	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≥90%	On track to achieve	92%	Achieved	Of 287 accepted resource consent applications, 263 were processed within statutory timeframes.
	2021/22	≥90%	Achieved	92%		
	2020/21	≥90%	Achieved	91%		
Level of service: Monitor resource consent compliance						
Percentage of significant** active resource consents will be monitored by site inspections	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≥80%	On track to achieve	96%	Achieved	Of 24 active significant resource consents, 23 had a site inspection.
	2021/22	≥80%	Achieved	95%		

* For the purposes of this measure, all applications processed by the Council under the Resource Management Act 1991 that have a statutory timeframe are included. This includes Resource Consents, Certificates of Compliance, Existing Use Certificates and Deemed Permitted Boundary Activities. The relevant statutory timeframe for each application type is applied when measuring performance for this measure.

** A significant resource consent is a consent containing 5 or more conditions

Building Control

We are required by law to carry out building control activities both as a territorial authority and a building consent authority. Our Council has been an accredited building consent authority since mid-2008. There are two distinct components to the Building Control activity:

- Building Consenting for processing, inspecting, and certifying building work
- Building Enforcement to ensure compliance with legislation and related requirements. This activity also incorporates Land Information Memoranda (LIMs) which are reports issued by us, on request, about a particular property or piece of land. LIMs help protect buyers of property and provide important information for building development project planning.

Building control is on track to achieve all of the four performance measures.

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments	
Level of service: Process, inspect and certify applications for building work within statutory time frames						
Percentage of accepted building consent applications processed within 20 working days	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≥90%	On track to achieve	95%	Achieved	Of 964 building consent applications, 916 were processed within 20 working days.
	2021/22	≥90%	Achieved	91%		
	2020/21	≥90%	Achieved	99%		
Percentage of accepted applications for Code of Compliance processed within 20 working days	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≥90%	On track to achieve	99%	Achieved	Of 670 accepted applications for Code Compliance, 662 were processed within 20 working days.
	2021/22	≥90%	Achieved	94%		
	2020/21	≥90%	Achieved	98%		
Level of service: Inspect pool barriers according to regulations to help keep young children safe from drowning						
Percentage of registered pools inspected for safety barriers each year according to a 3 yearly inspection cycle	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≥90%	On track to achieve	84%	Achieved	Of 79 pools that require inspection this year, 66 have been inspected (pools being in cycle 3 of a 3 yearly cycle). As at 31 March 2023, there were 591 pools on our register.
	2021/22	≥90%	Achieved	100%		
	2020/21	≥90%	Achieved	100%		
Level of service: Customers can purchase a LIM they have confidence in, in a timely manner						
Percentage of standard LIMs processed within 10 days	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≥90%	On track to achieve	99.7%	Achieved	Of 663 LIM applications, 661 were processed within 10 working days.

Performance measure	Year	Year end target	Result		Anticipated year end result	Comments
	2021/22	≥90%	Achieved	99.9%		
	2020/21	≥90%	Achieved	over 99%		

Emergency Management

The Emergency Management activity focuses on communities being ready for, responding to and recovering from emergencies when they do happen. The Emergency Management Unit undertakes various training exercises and programmes throughout the year to ensure staff are always ready and prepared to handle civil defence emergencies should they arise. This activity also includes undertaking community response plans in consultation with local communities, agencies, and emergency services at a settlement level to help create prepared and resilient communities.

One of the performance measures for this activity is on track to be achieved, and the other has not yet been measured.

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments	
Level of service: Council will support its communities in enabling them to respond to, and recover from emergencies						
Maintain and review 10 community response plans per annum	2022/2023 Quarter Three: 1 July - 31 Mar 2023	10 Community response plans reviewed	On track to achieve	7	Achieved	The Tuatēawa, Little Bay, Thornton Bay, Ngārimu Bay, Whakatete, Hāhei and Matarangi Community Response Plans have been reviewed and updated in partnership with the local response groups.
	2021/22	10 Community response plans reviewed	Achieved	10		
	2020/21	New				
Level of service: Council will be prepared for and able to respond to emergencies						
The evaluation of annual exercise as a measure of effectiveness of training	2022/2023 Quarter Three: 1 July - 31 Mar 2023	Increase on the 2021/22 baseline	Not measured	-	Achieved	Our response to Cyclone Gabrielle will be measured instead of annual exercise. The results from this assessment are expected by the end of the financial year.
	2021/22	Increase on the 2021/22 baseline	Achieved	100%		
	2020/21	New				

Coastal and Hazard Management

This activity plans for the avoidance and management of the impact of natural hazards across the whole of the Coromandel, with a particular focus on coastal settlements. Coastal hazards include coastal inundation (flooding), tsunami, storm surges, king tides, coastal erosion and sea level rise. Our Coastal Management Strategy has identified a suite of projects, including community-based resilience planning, coastal hazard response planning and Shoreline Management Pathways to help identify and respond to coastal hazards in the future, including those related to the anticipated effects of climate change.

The single performance measure for this activity will not be achieved this financial year, for the reasons set out below.

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments	
Level of service: Council will undertake works to manage the effects of natural hazards						
Annual capital expenditure is delivered within budget and specified timeframe	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≥80%	Not achieved	0%	Not achieved	As per previous quarter, the Brophys Beach seawall renewal is the only capital expenditure project this financial year. This project was previously deferred to the 2023/24 financial year, because at the time of the inspection the condition of the seawall was better than expected.
	2021/22	≥80%	Not achieved	20%		
	2020/21	≥80%	Achieved	100%		

Community health and safety

This activity provides a range of services to ensure our communities are safe and healthy places to live. This includes minimising public nuisances and offensive behavior as well as helping to ensure public places are safe. Key services include animal control, alcohol control, health and food licensing and bylaws enforcement.

We are on track to achieve all of the three measures for Community Health and Safety.

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments	
Level of service: Ensure food businesses are producing safe food						
Percentage of registered food businesses audited within their verification schedule	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≥90%	On track to achieve	72%	Achieved	Of the 209 premises that require auditing this year, 151 have been audited.
	2021/22	≥90%	Achieved	99%		
	2020/21	≥90%	Achieved	97%		
Level of service: Assess and make timely decisions on alcohol licence applications						
Percentage of unopposed alcohol licence applications assessed and prepared for the District Licensing Committee to make decisions within 60 calendar days.	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≥85%	On track to achieve	94%	Achieved	Of 376 unopposed alcohol licence applications, 354 were sent to the District Licensing Committee within 60 calendar days.
	2021/22	≥85%	Achieved	95%		
	2020/21	≥85%	Achieved	96%		
Level of service: Keep our community safe from dog attacks						
Percentage of urgent animal control issues responded to ≤2 hours	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≥90%	On track to achieve	97%	Achieved	Of the 89 urgent animal control issues, 86 were responded to within two hours.
	2021/22	≥90%	Achieved	97%		
	2020/21	≥90%	Achieved	96%		

Community spaces and development

Community spaces and development

This activity covers the five community board areas; Coromandel-Colville, Mercury Bay, Tairua-Pāuanui, Thames and Whangamatā. The activity supports local communities through the provision of a variety of indoor and outdoor facilities. Not all facilities are provided for in every community board area; for example libraries and airfields. The following is a list of the facilities provided for in this activity.

Airfields

The two airfields in Thames and Pāuanui are primarily for recreational use with some commercial activity and they are a useful resource in emergency situations.

Cemeteries

We are currently responsible for the management of 15 cemeteries in the district. Seven are open for burials, six are no longer operational and one is maintained as pedestrian access. An additional cemetery is in development at Mercury Bay. Ōmahu Cemetery in Thames is the only cemetery currently catering for natural burials.

Community centres and halls

These facilities are provided to support recreational, social and cultural needs of the community. We own community halls in 13 locations throughout the district and one indoor recreation centre in Thames, with the level of management involvement ranging from full building ownership with onsite manager to having service contracts with grants for community-based groups.

Harbour facilities

These facilities are provided primarily to support recreational and commercial boat users. There are 14 Council maintained wharves and jetties and 25 boat ramps in our District.

Libraries

Library facilities are community hubs and support the cultural, educational and social needs of our communities. District Libraries in Thames, Tairua and Whitianga provide a variety of library services including digital services and support. There are also six community-run libraries operating within the Coromandel area.

Parks and reserves

This service is provided to support the recreation and leisure needs of our communities, as well as to protect natural and cultural heritage. There are approximately 2000ha of parks and reserves (excluding land owned by the Department of Conservation and beaches), 47 playgrounds and skateparks and 11 sports park areas.

Public conveniences

There are 99 public toilets across the district. They are provided to meet the needs of our communities and visitors.

Swimming pools

There is one Council-managed pool in the district. Located in Thames, it is a 25m pool, providing a variety of swim programmes to support recreational users and swim safety education.

Twenty-nine (85%) of the performance measures across the five boards are on track, and one measure (3%) has already been achieved. One (3%) was not measured and three (9%) are off track. These measures look at mowing and litter standards of our cemeteries and reserves, public use of community facilities, cleanliness of public toilets, library services, playground, pool and airfield quality.

Thames Community Spaces

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments	
Level of service: Thames airfield is safe for small aircraft						
Airfield is assessed to be in safe condition	2022/2023 Quarter Three: 1 July - 31 Mar 2023	Airfield is open 85% of the year	On track to achieve	92%	Achieved	The airfield was closed to all aircraft between 14 July 2022 and 1 August 2022 due to soft ground conditions. It was also closed to fixed wing aircraft between 14 and 17 February 2023 due to ponding after the storm event.
	2021/22	Airfield is open 85% of the year	Achieved	99%		
	2020/21	New				
Level of service: Council provides cemeteries that are tidy and well maintained spaces						
Percentage of cemeteries maintained to contract requirements	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≥85%	Off track	81%	Achieved	There are four cemeteries in the area: Tōtara Memorial Park, Ōmahu, Shortland and Taranū. One cemetery is audited each month, and to date there have been nine fails: <ul style="list-style-type: none"> • Mowing (3) • Vegetation control of edges and hard surfaces (4) • Litter control (0) • Fixtures and structures maintenance (1) • Arboriculture maintenance (1) • Horticultural maintenance (0).
	2021/22	≥85%	Achieved	85%		
	2020/21	≥85%	Achieved	92%		
Level of service: Community centres are available and utilised for community activities						
Percentage of hours the community centres are used compared to total available time	2022/2023 Quarter Three: 1 July - 31 Mar 2023	45%	On track to achieve	50%	Achieved	Of the 3,836 hours that the Thames War Memorial Civic Centre was available, it was booked for 1,300 hours, giving a result of 34%. Of the 3,836 hours that the Jack McLean Community Recreation Centre was available, it was booked for 2,527 hours, giving a result of 66%.
	2021/22	45%	Achieved	52%		
	2020/21	New				
Level of service: The Council's public toilets are clean and safe						

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments	
Percentage of public toilets that pass audit requirements	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≥85%	On track to achieve	98%	Achieved	Of the 145 times that public toilets have been audited there have been no fails for building maintenance and three fails for servicing.
	2021/22	≥85%	Achieved	89%		
	2020/21	≥85%	Not achieved	78%		
Level of service: Council provides harbour facilities that are safe to use						
All wharf facilities meet desired standards*	2022/2023 Quarter Three: 1 July - 31 Mar 2023	Achieved	Not measured	Not measured	Not measured	Thames Wharf (Shortland Wharf) is no longer Council's asset to maintain.
	2021/22	Achieved	Not measured	Not measured		
	2020/21	Achieved	Not measured	Not measured		
Level of service: Our library services will be accessible to the community						
The number of library members who have been active (used their library card) in the last 12 months	2022/2023 Quarter Three: 1 July - 31 Mar 2023	45%	On track to achieve	43%	Achieved	Of the 5,803 library members, 2,470 have used their library card to date.
	2021/22	45%	Not achieved	37%		
		New				
Level of service: To provide parks and reserves that are tidy and well maintained spaces						
Percentage of parks and reserves maintained to contract requirements	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≥85%	On track to achieve	93%	Achieved	Parks and reserves are audited monthly. To date there have been 36 fails: <ul style="list-style-type: none"> • Mowing (4) • Vegetation control of edges and hard surfaces (18) • Litter control (1) • Fixtures and structures maintenance (5)
	2021/22	≥85%	Achieved	88%		
	2020/21	≥85%	Achieved	95%		

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments	
					<ul style="list-style-type: none"> Arboriculture maintenance (1) Horticultural maintenance (7). 	
Level of service: To provide playgrounds which are fit for purpose and safe						
Percentage of playground assets complying with safety standards	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≥85%	On track to achieve	89%	Achieved	Of the 62 audits undertaken to date, seven safety standard issues have been identified and rectified.
	2021/22	≥85%	Achieved	97%		
	2020/21	≥85%	Achieved	100%		
Level of service: Council provides a safe year round swimming pool						
The Thames public swimming pool meets Pool Safe accreditation standards	2022/2023 Quarter Three: 1 July - 31 Mar 2023	Achieved	Achieved	Achieved	Achieved	The Thames Centennial Pool was audited by PoolSafe on 31 January 2023 and has been accredited through to 28 February 2024.
	2021/22	Achieved	Achieved	Achieved		
	2020/21	Achieved	Achieved	Achieved		

**Meeting required standards for wharves/jetties are those achieving a condition rating of 1, 2 or 3 (International Infrastructure Management Manual)*

Coromandel-Colville Community Spaces

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments	
Level of service: Council provides cemeteries that are tidy and well maintained spaces						
Percentage of cemeteries maintained to contract requirements	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≥85%	On track to achieve	94%	Achieved	There are two cemeteries in the area: Buffalo (Coromandel) and Colville. One cemetery is audited each month, to date there have been three fails: <ul style="list-style-type: none"> • Mowing (2) • Vegetation control of edges and hard surfaces (1) • Litter control (0) • Fixtures and structures maintenance (0) • Arboriculture maintenance (0) • Horticulture maintenance (0).
	2021/22	≥85%	Achieved	100%		
	2020/21	≥85%	Achieved	100%		
Level of service: The Council's public toilets are clean and safe						
Percentage of public toilets that pass audit requirements	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≥85%	On track to achieve	95%	Achieved	Of the 165 times that public toilets have been audited to date there has been seven fails for building maintenance and two fails for servicing.
	2021/22	≥85%	Achieved	98%		
	2020/21	≥85%	Not achieved	64%		
Level of service: Council provides harbour facilities that are safe to use						
All wharf facilities meet desired standards*	2022/2023 Quarter Three: 1 July - 31 Mar 2023	Achieved	On track to achieve	Achieved	Achieved	The wharf facilities are assessed as follows: Sugarloaf Wharf CG2 (Good) Coromandel Wharf CG3 (Average) Port Charles Wharf CG2 (Good).
	2021/22	Achieved	Achieved	Achieved		
	2020/21	Achieved	Achieved	Achieved		
Level of service: To provide parks and reserves that are tidy and well maintained spaces						

Performance measure	Year	Year end target	Result		Anticipated year end result	Comments
Percentage of parks and reserves maintained to contract requirements	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≥85%	On track to achieve	93%	Achieved	Parks and reserves are audited monthly. To date there have been 30 fails from 426 factors audited: <ul style="list-style-type: none"> • Mowing (13) • Vegetation control of edges and hard surfaces (12) • Litter control (2) • Fixtures and structures maintenance (0) • Arboriculture maintenance (0) • Horticulture maintenance (3).
	2021/22	≥85%	Achieved	95%		
	2020/21	≥85%	Achieved	96%		

Level of service: To provide playgrounds which are fit for purpose and safe

Percentage of playground assets complying with safety standards	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≥85%	On track to achieve	89%	Achieved	Of the 36 audits undertaken to date, four safety standard issues have been identified and rectified.
	2021/22	≥85%	Achieved	93%		
	2020/21	≥85%	Achieved	100%		

Mercury Bay Community Spaces

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments	
Level of service: Council provides cemeteries that are tidy and well maintained spaces						
Percentage of cemeteries maintained to contract requirements	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≥85%	Off track	62%	Not achieved	<p>There is one operational cemetery in the area: Mercury Bay Cemetery (Ferry Landing). The cemetery is audited once a month and to date there have been 18 fails:</p> <ul style="list-style-type: none"> • Mowing (4) • Vegetation control of edges and hard surfaces (5) • Litter control (4) • Fixtures and structures maintenance (1) • Arboriculture maintenance (1) • Horticulture maintenance (3).
	2021/22	≥85%	Achieved	90%		
	2020/21	≥85%	Achieved	96%		
Level of service: Community centres are available and utilised for community activities						
Percentage of hours community centres are used compared to total available time	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≥40%	On track to achieve	48%	Achieved	Of the 3,836 hours that the Whitianga Hall was available, it was booked for 1,842 hours.
	2021/22	≥40%	Achieved	44%		
	2020/21	≥40%	Achieved	48%		
Level of service: The Council's public toilets are clean and safe						
Percentage of public toilets that pass audit requirements	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≥85%	On track to achieve	91%	Achieved	Of the 385 times that public toilets have been audited to date there have been 24 fails on building maintenance and 12 fails on servicing.
	2021/22	≥85%	Achieved	94%		
	2020/21	≥85%	Not achieved	82%		
Level of service: Council provides harbour facilities that are safe to use						

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments	
All wharf facilities meet desired standards*	2022/2023 Quarter Three: 1 July - 31 Mar 2023	Achieved	On track to achieve	Achieved	Achieved	The wharf facilities are assessed as follows: Ferry Landing CG2 (Good) Matarangi Wharf CG3 (Average) Whitianga Wharf CG2 (Good) Whangapoua Wharf CG1 (Very Good).
	2021/2022	Achieved	Achieved	Achieved		
	2020/2021	Achieved	Achieved	Achieved		
Level of service: Our library services will be accessible to the community						
The number of library members who have been active (use their library card) in the last 12 months	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≥45%	On track to achieve	40%	Not achieved	Of the 4,299 library members, 1,727 have used their library card to date.
	2021/22	≥45%	Not achieved	42%		
	New					
Level of service: To provide parks and reserves that are tidy and well maintained spaces						
Percentage of parks and reserves maintained to contract requirements	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≥85%	On track to achieve	84%	Achieved	Parks and reserves are audited monthly. To date there have been 219 fails: <ul style="list-style-type: none"> • Mowing (45) • Vegetation control of edges and hard surfaces (68) • Litter control (17) • Fixtures and structures maintenance (18) • Arboriculture maintenance (18) • Horticulture maintenance (53).
	2021/2022	≥85%	Achieved	92%		
	2020/2021	≥85%	Achieved	97%		
Level of service: To provide playgrounds which are fit for purpose and safe						
Percentage of playground assets complying with safety standards	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≥85%	On track to achieve	99%	Achieved	Of the 80 audits undertaken to date, one safety standard issue has been identified and rectified.
	2021/22	≥85%	Achieved	100%		
	2020/21	≥85%	Achieved	100%		

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments
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**Meeting required standards for wharves/jetties are those achieving a condition rating 1, 2 or 3 (International Infrastructure Management Manual)*

Whangamatā Community Spaces

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments	
Level of service: Council provides cemeteries that are tidy and well maintained spaces						
Percentage of cemeteries maintained to contract requirements	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≥85%	On track to achieve	100%	Achieved	There are two cemeteries in the area: Whangamatā and Aileen Block. One cemetery is audited each month on: <ul style="list-style-type: none"> • Mowing • Vegetation control of edges and hard surfaces • Litter control • Fixtures and structures maintenance • Arboriculture maintenance • Horticulture maintenance. There have been no fails to date.
	2021/22	≥85%	Achieved	100%		
	2020/21	≥85%	Achieved	100%		
Level of service: Community centres are available and utilised for community activities						
Percentage of hours community centres are used compared to total available time	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≥40%	On track to achieve	51%	Achieved	Of the 3,836 hours the Whangamatā Hall was available it was booked for 1,964 hours.
	2021/22	≥40%	Achieved	49%		
	2020/21	≥40%	Achieved	52%		
Level of service: The Council's public toilets are clean and safe						
Percentage of public toilets that pass audit requirements	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≥85%	On track to achieve	97%	Achieved	Of the 65 times public toilets have been audited to date, there have been no fails on building maintenance and two fails on servicing.
	2021/22	≥85%	Achieved	95%		
	2020/21	≥85%	Not achieved	59%		
Level of service: Council provides harbour facilities that are safe to use						
All wharf facilities meet desired standards*	2022/2023 Quarter Three: 1 July - 31 Mar 2023	Achieved	On track to achieve	Achieved	Achieved	The wharf facility is assessed as follows: Whangamatā Wharf CG3 (Average)

Performance measure	Year	Year end target	Result		Anticipated year end result	Comments
	2021/22	Achieved	Achieved	Achieved		
	2020/21	Achieved	Achieved	Achieved		
Level of service: To provide parks and reserves that are tidy and well maintained spaces						
Percentage of parks and reserves maintained to contract requirements	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≥85%	On track to achieve	96%	Achieved	Parks and reserves are audited monthly. To date there have been 17 fails: <ul style="list-style-type: none"> • Mowing (2) • Vegetation control of edges and hard surfaces (4) • Litter control (2) • Fixtures and structures maintenance (2) • Arboriculture maintenance (3) • Horticulture maintenance (4).
	2021/22	≥85%	Achieved	96%		
	2020/21	≥85%	Achieved		99%	
Level of service: To provide playgrounds which are fit for purpose and safe						
Percentage of playground assets complying with safety standards	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≥85%	Off track	82%	Achieved	Of the 33 audits undertaken to date, six safety standard issues have been identified and rectified. Fewer audits have been captured to date than in previous years due to a software issue that was affecting the contractors business nationwide. Now that this has been rectified the number of audits reported on will increase through to the end of the financial year. This quarter's result is a 6% improvement on last quarter, meaning a final result of ≥85% should be achievable.
	2021/22	≥85%	Achieved	88%		
	2020/21	≥85%	Achieved	100%		

**Meeting required standards for wharves/jetties are those achieving a condition rating 1, 2 or 3 (International Infrastructure Management Manual)*

Tairua-Pāuanui Community Spaces

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments	
Level of service: Pāuanui airfield is safe for small aircraft						
Airfield is assessed to be in safe condition	2022/2023 Quarter Three: 1 July - 31 Mar 2023	Airfield is open 85% of the year	On track to achieve	100%	Achieved	The airfield has been open every day to date with some short closures on 8 and 30 September, 18 November, 1 and 15 December, 17 January, 2 and 23 February and 24 March for mowing.
	2021/22	Airfield is open 85% of the year	Achieved	100%		
		New				
Level of service: Council provides cemeteries that are tidy and well- maintained spaces						
Percentage of cemeteries maintained to contract requirements	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≥85%	On track to achieve	100%	Achieved	There are two cemeteries in the area: Tairua Cemetery and Old Tairua Cemetery. One cemetery is audited each month on: <ul style="list-style-type: none"> • Mowing • Vegetation control of edges and hard surfaces • Litter control • Fixtures and structures maintenance • Arboriculture maintenance • Horticulture maintenance. There have been no audit fails to date.
	2021/22	≥85%	Achieved	100%		
	2020/21	≥85%	Achieved	100%		
Level of service: The Council's public toilets are clean and safe						
Percentage of public toilets that pass audit requirements	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≥85%	On track to achieve	95%	Achieved	Of the 130 times that public toilets have been audited to date there have been four fails for building maintenance and three fails for servicing.
	2021/22	≥85%	Achieved	100%		
	2020/21	≥85%	Not achieved	75%		
Level of service: Council provides harbour facilities that are safe to use						

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments	
All wharf facilities meet desired standards*	2022/2023 Quarter Three: 1 July - 31 Mar 2023	Achieved	On track to achieve	Achieved	Achieved	The wharf facilities are assessed as follows: Royal Billy Point Wharf CG2 (Good) Waterways Jetty CG2 (Good) Paku Jetty CG2 (Good) Tairua Wharf CG1 (Very Good).
	2021/22	Achieved	Achieved	Achieved		
	2020/21	Achieved	Achieved	Achieved		
Level of service: Our library services will be accessible to the community						
The number of library members who have been active (use their library card) in the last 12 months	2022/2023 Quarter Three: 1 July - 31 Mar 2023	45%	On track to achieve	51%	Achieved	Of the 1,311 library members, 668 have used their library card to date.
	2021/22	45%	Achieved	51%		
		New				
Level of service: To provide parks and reserves that are tidy and well maintained spaces						
Percentage of parks and reserves maintained to contract requirements	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≥85%	On track to achieve	96%	Achieved	Parks and reserves are audited monthly. To date there have been 36 fails: <ul style="list-style-type: none"> • Mowing (5) • Vegetation control of edges and hard surfaces (16) • Litter control (1) • Fixtures and structures maintenance (6) • Arboriculture maintenance (3) • Horticulture maintenance (5).
	2021/22	≥85%	Achieved	96%		
	2020/21	≥85%	Achieved	99%		
Level of service: To provide playgrounds which are fit for purpose and safe						
Percentage of playground assets complying with safety standards	2022/2023 Quarter Three: 1 July - 31 Mar 2023	≥85%	On track to achieve	96%	Achieved	Out of 26 audits undertaken to date one safety standard issue has been identified and rectified.
	2021/22	≥85%	Achieved	93%		
	2020/21	≥85%	Achieved	100%		

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments
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**Meeting required standards for wharves/jetties are those achieving a condition rating 1, 2 or 3 (International Infrastructure Management Manual)*

Property

Our Property activity relates to the responsible management of the District's property assets. We own a wide range of land and buildings which require management in order to ensure they can be used by staff and the public safely. This activity includes the maintenance and renewal of our administration buildings, buildings and property available for lease by community and commercial groups which includes halls and libraries.

The Property measure is on track to be achieved.

Performance measure	Year	Year end target	Result	Anticipated year end result	Comments
<i>Level of service: To provide Council administration and leased property buildings that are compliant with legislative requirements</i>					
Buildings have a current Building Warrant of Fitness	2022/2023 Quarter Three: 1 July - 31 Mar 2023	90%	On track to achieve	90%	Achieved
	2021/22	90%	Achieved	99%	
	2020/21	90%	Not achieved	89%	