

Central Hawke's Bay District Council

Quarterly Report: 1 January to 31 March 2019

1. Leadership and Governance

Performance measures intended to be reported in the Annual Report.

The following performance targets have been set by Council to meaningfully assess the achievement of levels of service.

What Customers Want/Customers Value	Customer levels of Service	Performance Measure	Target 2018/19	Achieved level of service
Council that listens to its community, responds efficiently and effectively, communicates well and has a can-do customer services attitude.	Responsive	The percentage of people who consider that Council has responded well or very well to community needs and issues.	50%	The Independent Community Views Survey is to be carried out in May 2019.
	Compliant	The percentage of formal consultation which follows legislative and policy requirements.	100%	Consultations for Annual Plan input were undertaken during this quarter. The consultation enabled stakeholders and the wider community to participate in the process through submissions. Submitters were also provided the opportunity speak at a hearing if they wished.
	Responsive	Every time consultation occurs more than 4 engagement methods are used.	>4	The consultation used the following channels: <ul style="list-style-type: none"> • Council website • Public meetings • Facebook • Keeping It Central/CHB Mail In addition, other channels were used including radio,

				public notices and media releases.
	Compliant	The percentage of Council and committee agendas made available to the public four working days before the meeting.	100%	100%
	Informative	The percentage of people who consider that Council has communicated well on Council business.	70%	The Independent Community Views Survey is to be carried out in May 2019.
	Inclusive	Council meets formally with Taiwhenua o Tamatea at least 4 times a year.	4	Council is working with Taiwhenua o Tamatea on the development of a Partnership Accord. Councillors are currently working through the Nga Tipuna project
	Compliant	Documents audited receive an unmodified audit opinion.	100%	The Annual Report for 2017/18 was completed this quarter and received an unmodified audit opinion.

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2. Economic and Social Development

Performance measures intended to be reported in the Annual Report.

The following performance targets have been set by Council to meaningfully assess the achievement of levels of service.

What Customers Want/Customers Value	Customer levels of Service	Performance Measure	Target 2018/19	Achieved level of service
To have a strong Council voice that advocates and leads change in economic and social issues and opportunities for the District.	Participates	Council actively participates in regional collaborative initiatives around economic and social development	Yes	Council has been an active participant in Matariki. Staff have attended regular Think Hawke's Bay Economic Development Meetings and Regional Provincial Growth Fund meetings. Council now has a regular (weekly) presence at the Business Hub in Ahuriri to increase Central Hawke's Bay visibility.
	Leads	Council develops and implements a Community Wellbeing and Economic Development Strategy.	Yes	The third Community Reference Group meeting of the Community Wellbeing strategy was held in this quarter. An application to the Provincial Growth Fund that will support the establishment of an Economic Development Strategy is underway.

	Inclusive	The percentage of the Youth Action Plan that is implemented and achieved.	40%	15% implemented and achieved year to date. We are developing a method to more accurately measure progress.
	Inclusive	The percentage of the Safer CHB Action Plan that is implemented and achieved.	40%	20% implemented and achieved year to date. We are developing a method to more accurately measure progress.
	Inclusive	The percentage of the Older Persons Action Plan that is implemented and achieved.	40%	15% implemented and achieved year to date. We are developing a method to more accurately measure progress.
	Inclusive	The percentage of the Disability Action Plan that is implemented and achieved	40%	15% implemented and achieved year to date. We are developing a method to more accurately measure progress.
	Effectiveness	The annual visitor spends increases by \$1m annually.	+\$1m	Target achieved. MBIE's Monthly regional tourism estimates (MRTEs) for November 2018 show that in the 12 months to November 2018, Central Hawke's Bay saw \$36.8m of estimated visitor spend, up \$4.7m or 14.5% from the 12 months to November 2017 (\$32.1m). Note: quarterly stats are not available.

	Accessibility	The number of participants in events financially supported by Council.	1000	<p>350 participants in one event this quarter.</p> <p>2,730 participants in 8 events year to date.</p> <p>Last quarters event was the opening of the Waipawa & Districts Centennial Pool on *8th March 2019.</p>
	Effectiveness	Support the creation of net new jobs within the District	50	<p>2 net new jobs within the District this quarter.</p> <p>2 net new jobs within the District year to date.</p> <p>With the support of MSD funding, Council itself has created two new roles supporting in our library services.</p>
	Quality	The percentage of the community satisfied with the Economic and Social Development activity of Council.	70%	The Independent Community Views Survey is to be carried out in May 2019.

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3. District Planning

Performance measures intended to be reported in the Annual Report.

The following performance targets have been set by Council to meaningfully assess the achievement of levels of service.

What Customers Want/What Customers Value	Customer Levels of Service	Performance Measure	Target 2018/19	Achieved level of service
The District Plan is kept up to date and relevant to the needs of our community – helping us to maintain a well designed and sustainable district	Effectiveness	Review of the District Plan is completed within timeframes	Draft District Plan Notified	On 20 May the Draft District Plan was formally released for pre-statutory consultation.

4. Land Use and Subdivision Consents

Performance measures intended to be reported in the Annual Report.

The following performance targets have been set by Council to meaningfully assess the achievement of levels of service.

What customers want/Customer value	Customer Levels of Service	Performance Measure	Target 2018/19	Achieved level of service
The land use and subdivision consent process is compliant, efficient and user friendly	Timeliness	The percentage of resource consents (non-notified) processed within 20 working days (the statutory timeframe)	100%	30 resource consents processed this quarter. 110 resource consents processed year to date. 55% of resource consents processed within timeframes this quarter. 65% of resource consents processed within timeframes year to date. Type of consents processed this quarter. 16 subdivision 7 relocation 7 other
	Customer Service	The percentage of customers satisfied with the land use and subdivision consent services provided	90%	The Independent Community Views Survey is to be carried out in May 2019.

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5. Building Control

Performance measures intended to be reported in the Annual Report.

The following performance targets have been set by Council to meaningfully assess the achievement of levels of service.

What customers want/Customer value	Customer Levels of Service	Performance Measure	Target 2018/2028	Achieved level of service
The building consent process is compliant, efficient and user friendly	Timeliness	The percentage of building consents processed within 20 working days (the statutory timeframe)	100%	<p>95 building consents processed this quarter.</p> <p>245 building consents processed year to date.</p> <p>99% of building consents processed within timeframes this quarter.</p> <p>99% of building consents processed within timeframes year to date.</p>
	Safety	The maintenance of building consent authority accreditation status	Achieved	The IANZ audit was carried out in November 2018 and we passed and maintained our accreditation.
	Customer Service	The percentage of customers satisfied with the building consent services provided	90%	The Independent Community Views Survey is to be carried out in May 2019.
<p>Building Consents Processed: 95 this quarter. 245 year to date. \$9,465,093 value of consents this quarter.</p>				

\$24,191,494 value of consents year to date.

Comparison with same period last year:

67 this quarter. 225 year to date.

\$7,224,000 value of consents this quarter.

\$23,474,719 value of consents year to date.

Type of consent	Quantity
New (& prebuilt) House, Unit, Bach, Crib	22
New Hostels – Other eg barracks	
New Kindergartens and Playcentres	0
New Shops	0
New Warehouses	0
New Farm Buildings – Other	2
New Other Buildings	1
New Multi-purpose Bldg – Other	0
Dwelling – Alterations and additions	21
Domestic Fireplaces	22
Resited Home	4
Domestic only – garages	12
Domestic only – carports	
Domestic re-roofing	0
Conservatories	0
Other outbuildings eg shed, workshop	4
Education Buildings – alterations and additions	
Shops, restaurants – alterations and additions	1
Alterations and additions – office/admin	2
Farm Buildings – alterations and additions	1
Other Buildings – alterations and additions	
Multi-purpose building alterations and additions	0
Swimming Pools and Spa Pools	2
Reservoirs	0
Bulk Tanks / Silos	0
Retaining Walls	0
Fences	0

	Other Construction eg signs, pergolas 1
	Total for quarter 95

6. Public Health

Performance measures intended to be reported in the Annual Report.

The following performance targets have been set by Council to meaningfully assess the achievement of levels of service.

What customers want/Customer value	Customer Levels of Service	Performance Measure	Target 2018/19	Achieved level of service
The public health process is compliant, efficient and user friendly	Health and Safety	The percentage of food and other premises inspected at least once a year	100%	<p>17 food and other premises inspected this quarter.</p> <p>56 food and other premises inspected year to date.</p> <p>54 of 115 of food and other premises have been inspected year to date.</p> <p>Under legislation and regulations, we are not required to inspect some premises every 12 months. This is a higher level of service than required in legislation and not provided for within current resourcing.</p>
	Health and Safety	Where premises do not meet minimum standards, a corrective plan is put in place to help them within 10 working days	100%	<p>0 corrective plans put in place this quarter.</p> <p>0 corrective plans put in place year to date.</p> <p>0% of corrective plans put in place within 10 workings days year to date.</p>
	Responsiveness	Complaints received are responded to within 3 working days.	100%	<p>6 complaints received during the quarter.</p> <p>16 complaints received year to date.</p> <p>100% of complaints responded to within 3 working days year to date.</p>

	Customer Service	The percentage of customers satisfied with the public health services delivered	95%	The Independent Community Views Survey is to be carried out in May 2019.
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7. Animal Control

Performance measures intended to be reported in the Annual Report.

The following performance targets have been set by Council to meaningfully assess the achievement of levels of service.

What customers want/Customer value	Customer levels of service	Performance Measure	Target 2018/19	Achieved level of service
Excellent customer service is provided to our customers and the animal control activity minimises nuisance and makes our community a safer place to live	Compliance	The percentage of known dogs registered	>95%	97.8% of known dogs registered at the end of the first quarter.
	Safety	Percentage of serious dog incidences responded to within 2 hours	100%	100% of serious dog incidences responded to within 2 hours
	Safety	Response to all stock complaints and requests within 24 hours	100%	100% of all stock complaints and requests responded to within 24 hours
	Customer Service	The percentage of users satisfied with the Animal Control service provided	90%	The Independent Community Views Survey is to be carried out in May 2019.

8. Compliance and Monitoring

Performance measures intended to be reported in the Annual Report.

The following performance targets have been set by Council to meaningfully assess the achievement of levels of service.

What customers want/Customer Value	Customer levels of Service	Performance Measure	Target 2018/19	Achieved level of service
The compliance and monitoring process is compliant, efficient and user friendly	Safety	Owners, or their agents, advised that their BWOFF has lapsed within one month of expiry	95%	<p>1 owners, or their agents, advised that their BWOFF has lapsed within one month of expiry this quarter.</p> <p>1 owners, or their agents, advised that their BWOFF has lapsed within one month of expiry year to date.</p> <p>100% of owners, or their agents, advised that their BWOFF has lapsed within one month of expiry year to date.</p>
	Efficiency	All of PIMs, LIMs, and CCCs issued within the statutory timeframe	100%	<p>1 PIMS, 18 LIMS and 48 CCCs issued year this quarter.</p> <p>1 PIMS, 75 LIMS and 155 CCCs issued year to date.</p> <p>100% of PIMS, LIMS and CCCs issued within the statutory timeframe year to date.</p>

	Timeliness	Respond to complaints about non-compliance with bylaws within 3 days	100%	41 complaints received during the quarter. 144 complaints received year to date. 95% of complaints responded to within 3 working days year to date.
	Compliance	The percentage of resource consents monitored within two years of being issued	100%	0 resource consents being monitored within two years of being issued year to date. 0% resource consents being monitored within two years of being issued.
	Customer Service	The percentage of users satisfied with the Compliance and Monitoring service provided	90%	The Independent Community Views Survey is to be carried out in May 2019.
	46 historical CCC's processed during the quarter 70 historical CCC's processed year to date 57 historical CCC's outstanding			

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9. Land Transport

Performance measures intended to be reported in the Annual Report.

The following performance targets have been set by Council to meaningfully assess the achievement of levels of service.

What customers want/Customer value	Customer levels of service	Performance Measure	Target 2018/19	Achieved level of service
The provisions of a safe and secure local roading network that meets the needs of our community	Safety	The change from the previous financial year in the number of fatalities and serious injury crashes on the local road network, expressed as a number	Reduce total number to 0	Fatalities this quarter 0 Fatalities year to date - 2018/19 0 Fatalities – 2017/18 2 Serious injury crashes this quarter 2 Serious injury crashes year to date - 2018/19 2 Serious injury crashes – 2017/18 6
	Quality	The average quality of ride on a sealed local road network, measured by smooth travel exposure	Between 85 & 90%	88.8% of average quality of ride on a sealed local road network, measured by smooth travel exposure.
	Quality	At least 20% of the footpaths in excellent condition and no more than 10% of the footpaths in poor condition measured annually	Excellent >50% Poor <10%	Total kilometres of footpaths: At the time of writing this report, data from a condition assessment has not been compiled. Expect to be able to measure in August.

	Quality	The percentage of the sealed local road network that is resurfaced	Between 6 and 8%	52 km of reseal for the quarter. 52 km of reseal year to date. 6% of resealed road network completed year to date. Programme starting in October
	Responsiveness	The percentage of customer service requests relating to road and footpaths to which the territorial authority responds within 3 working days	100%	91% of customer service requests relating to road and footpaths to which the territorial authority responds within 3 working days this quarter. 88.3% of customer service requests relating to road and footpaths to which the territorial authority responds within 3 working days year to date.
	Customer Service	The percentage of users satisfied with the roading service provided	90%	The Independent Community Views Survey is to be carried out in May 2019.

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10. Solid Waste
Performance measures intended to be reported in the Annual Report.
The following performance targets have been set by Council to meaningfully assess the achievement of levels of service.

What customers want/Customer value	Customer levels of service	Performance Measure	Target 2018/19	Achieved level of service
Council supports and provides incentives for waste reduction, reuse and recycling in line with its Waste Management & Minimisation Plan	Effectiveness	The tonnes of recyclables through the centre each year	>1500 tonnes	181.02 tonnes of recyclables through the centres this quarter. 1509.34 tonnes of recyclables through the centres year to date.
	Effectiveness	The amount of greenwaste composted each year	>2,250m3	1080.00 m3 of green waste composted this quarter. 1985 m3 of green waste composted year to date.
	Awareness	The number of schools participating in waste minimisation programmes	75%	94.4% of schools participating in waste minimisation programmes.
	Awareness	Hold waste minimisation promotional events in the District	4	2 waste minimisation events this quarter 2 waste minimisation events year to date.
	Customer Service	The percentage of users satisfied with the solid waste service provided	90%	The Independent Community Views Survey is to be carried out in June 2019.

11. Water Supply

Performance measures intended to be reported in the Annual Report.

The following performance targets have been set by Council to meaningfully assess the achievement of levels of service.

What customers want/Customer Value	Customer levels of service	Performance measure	Target 2018/19	Achieved level of service
A continuous supply of water is provided at the right quantity, quality and pressure so that residents and industry can do what they need to do (for example, this should be deleted as we are not here to treat water for irrigation requirement or at least be changed to domestic irrigation, showering and recreation)	Safety	The extent to which the local authority's drinking water complies with part 4 of the drinking water standards (bacteria compliance criteria)	All potable supplies 100%	Otane 100% Waipawa 100% Waipukurau 100% Takapau 100% Kairakau 100% Porangahau 100%
	Safety	The extent to which the local authority's drinking water supply complies with Part 5 of the drinking water standards (protozoal compliance criteria)	All potable supplies 100% Target 2020	Otane 100% Waipawa 100% Waipukurau 100% Takapau In progress Kairakau In progress Porangahau In progress

	Quality	Percentage of real water loss from the local authority's networked reticulation system	≤ 30%	0% of water loss this quarter. 0% of water loss year to date.
	Responsiveness	Attendance for urgent call-outs; from the time that the local authority received notification to the time that service personnel reach the site	≤ 2 hours	The median response time for this quarter is 26 minutes The median response time for year to date is 45 minutes
		Resolution of urgent call outs; from the time that the local authority receives notification to the time the service personnel confirm resolution of the fault or interruption	≤ 12 hours	The median resolution time for the quarter is 1 hour 50 minutes The median resolution time for year to date is 2 hours 47 minutes
		Attendance for non-urgent call	≤ 6 hours	The median response time for this quarter is 2 hours 41 minutes

		outs: from the time that the Local Authority receives notification to the time the service personnel reaches the site		The median response time for year to date is 3 hours and 29 minutes
		Resolution of non-urgent call outs: from the time that the Local Authority receives notification to the time the service personnel confirm resolution of the fault or interruption	≤ 72 hours	The median resolution time for the quarter is 24 hours 53 minutes The median resolution time for year to date is 21 hours 14 minutes
	Customer Service	Number of complaints relating to drinking water received (per annum per 1000 connections to the local authority's networked	≤ 5	0 complaints per 1000 connections this quarter. 0 complaints per 1000 connections year to date. There are currently 4073 water connections to the networked reticulation system.

		reticulation system) Drinking water clarity, Drinking water taste, Drinking water odour, Drinking water pressure or flow, Continuity of supply, The local authority's response to any of these issues.		
	Demand Management	The average consumption of drinking water per day per water connection	≤1.80m ³	1.82 m ³ average consumption of drinking water per day per connection for the quarter 1.55 m ³ average consumption of drinking water per day per connection year to date There are currently 4073 water connections to the networked reticulation system.
	Customer Satisfaction	The percentage of users satisfied with the water supply service provided	90%	The Independent Community Views Survey is to be carried out in May 2019.

12. Wastewater

Performance measures intended to be reported in the Annual Report.

The following performance targets have been set by Council to meaningfully assess the achievement of levels of service.

What customers wants/Customer value	Customer levels of service	Performance measure	Target 2018/19	Achieved level of service
The sewerage system is convenient, safe and reliable	Quality	Target number of dry weather sewerage overflows (per 1000 connections to the total sewerage system)	≤10	0.29 dry weather sewerage overflows (per 1000 connections to the total sewerage system) this quarter. 0.58 dry weather sewerage overflows (per 1000 connections to the total sewerage system) year to date. There are currently 3463 sewerage connections to the total sewerage systems.
	Quality	Target number of total sewerage overflows (per 1000 connections to the total sewerage system)	≤30	0.29 sewerage overflows (per 1000 connections to the total sewerage system) this quarter. 0.87 sewerage overflows (per 1000 connections to the total sewerage system) year to date. There are currently 3463 sewerage connections to the total sewerage systems.
	Compliant	Compliance with the territorial authority's		

		resource consents for discharge from its sewerage system measured by the number of:		
		abatement notices	0	Number of abatement notices received for the quarter: 0 Number of abatement notices received year to date: 0
		infringement orders	0	Number of infringement notices received for the quarter: 0 Number of infringement notices received year to date: 0
		enforcement orders and	0	Number of enforcement orders received for the quarter: 0 Number of enforcement orders received year to date: 0
		convictions, received by the territorial authority	0	Number of convictions received for the quarter: 0 Number of convictions received year to date: 0
	Responsive	Median response time for attending sewerage overflows resulting from blockages or other faults (measured from the time that notification is received to the time that the service personnel reach the site)	≤1hr	The median response time for the quarter is 2 hours 50 minutes The median response time year to date is 22 minutes

		Median resolution time for attending sewerage overflows resulting from blockages or other faults (measured from the time that notification is received to the time that service personnel confirm resolution of the blockage or other fault)	≤ 4 hrs	The median resolution time for the quarter is 3 hours 59 minutes The median resolution time year to date is 1 hour 54 minutes
	Customer Service	Number of complaints received per annum per 1000 sewerage connections about any of the following: Sewage odour, Sewerage system faults, Sewerage system blockages or Council's response to issues with its sewerage systems.	≤ 10	0 complaints received per 1000 sewerage connections this quarter. 0 complaints received per 1000 sewerage connections year to date. There are currently 3463 sewerage connections to the total sewerage systems.
	Customer Service	The percentage of users satisfied with the wastewater service provided	90%	The Independent Community Views Survey is to be carried out in May 2019.

13. Stormwater

Performance measures intended to be reported in the Annual Report.

The following performance targets have been set by Council to meaningfully assess the achievement of levels of service.

What customers want/Customer Value	Customer levels of service	Performance Measure	Target 2018/19	Achieved level of service
A safe and operational stormwater drainage network for design events	Quality	For each flooding event, the number of habitable floors affected. (Expressed per 1000 properties connected to the territorial authority's stormwater system.)	0	0 habitable floors affected in flooding events this quarter (per 1000 properties connected). 0 habitable floors affected in flooding events year to date (per 1000 properties connected) There are currently 2979 storm water connections to the networked reticulation system.
	Compliant	Compliance with the territorial authority's resource consents for discharge from its sewerage system measured by the number of:		
		abatement notices	0	Number of abatement notices received for the quarter: 0 Number of abatement notices received year to date: 0

		infringement orders	0	Number of infringement notices received for the quarter: 0 Number of infringement notices received year to date: 0
		enforcement orders; and	0	Number of enforcement orders received for the quarter: 0 Number of enforcement orders received year to date: 0
		successful prosecutions, received by the territorial authority in relation to those resource consents	0	Number of prosecutions received for the quarter: 0 Number of prosecutions received year to date: 0
	Responsive	The median response time to attend a flooding event, measured from the time that the territorial authority receives notification to the time that service personnel reach the site.	≤2hr	The median response time for the quarter is 0 minutes The median response time year to date is 0 hours 20 minutes

	Customer Service	The number of complaints received about the performance of the stormwater system (expressed per 1000 properties connected to the stormwater system)	≤ 5	0 complaints received per 1000 stormwater connections this quarter. 0 complaints received per 1000 stormwater connections year to date. There are currently 2979 storm water connections to the networked reticulation system.
	Customer Service	The percentage of users satisfied with the stormwater service provided	90%	The Independent Community Views Survey is to be carried out in May 2019.

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14. Parks, Reserves and Pools

Performance measures intended to be reported in the Annual Report.

The following performance targets have been set by Council to meaningfully assess the achievement of levels of service.

What customers want/Customer value	Customer levels of service	Performance Measure	Target 2018/19	Achieved level of service
A range of parks and reserves that are affordable, well maintained and safe that provide for the sporting, cultural and well-being of the community.	Safe	Safety checks on playground equipment are carried out monthly	Achieved	100% of monthly safety checks on playground equipment this quarter. 100% of monthly safety checks on playground equipment year to date.
	Accessible	The percentage of people that have used or visited a park or reserve in the last 12 months	65%	The Independent Community Views Survey is to be carried out in May 2019.
	Quality	The percentage of people that are satisfied with the park or reserve used or visited in the last 12 months	90%	The Independent Community Views Survey is to be carried out in May 2019.
Access to good quality swimming pool facilities for fun, recreation and exercise	Accessible	The number of A W Parsons pool users	75,000	The data is not available from the Trust or operator.
	Accessible	The number of Waipawa pool users	3,000	The pool opened 6 March Opening day: est 350 General public excluding opening day: 586 Children with their school: 1650

				<p>2586 pool users this quarter.</p> <p>2586 pool users year to date.</p>
	Safe	Both pools comply with the lifeguard pool safety standard requirements	Achieved	<p>Waipawa Pool complied with pool safety standards.</p> <p>The data is not available to Council for reporting for AW Parsons pools.</p>
	Quality	The percentage of people that are satisfied with the swimming pools used or visited in the last 12 months	65%	The Independent Community Views Survey is to be carried out in May 2019.

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15. Public Toilets

Performance measures intended to be reported in the Annual Report.

The following performance targets have been set by Council to meaningfully assess the achievement of levels of service.

What customers want/Customer value	Customer levels of service	Performance Measure	Target 2018/19	Achieved level of service
Facilities are clean, safe, in good working order and meet the needs of our community & visitors	Health and Safety/ Quality	The percentage of the public satisfied with the cleanliness and provision of public toilets	90%	The Independent Community Views Survey is to be carried out in May 2019.

16. Retirement Housing

Performance measures intended to be reported in the Annual Report.

The following performance targets have been set by Council to meaningfully assess the achievement of levels of service.

What customers want/Customer Value	Customer levels of service	Performance Measure	Target 2018/19	Achieved level of service
Safe, well maintained and comfortable community housing for the ageing population in the District living on fixed income	Responsiveness	The percentage of retirement housing units that are occupied	95%	100% of retirement housing units occupied this quarter.
	Quality	Tenants' overall satisfaction with Council's Retirement Housing service	80%	A tenants survey was distributed in April. 100% of returned surveys indicated that residents were either 'satisfied' or 'very satisfied'.

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17. Libraries

Performance measures intended to be reported in the Annual Report.

The following performance targets have been set by Council to meaningfully assess the achievement of levels of service.

What customers want/Customer value	Customer levels of service	Performance measure	Target 2018/19	Achieved level of service
Our libraries are inclusive places and all people are encouraged to make use of the library's services	Accessibility	The percentage of the Central Hawke's Bay population that use the library services	65%	The Independent Community Views Survey is to be carried out in May 2019.
	Accessibility	The number of people visiting our libraries measure by: <ul style="list-style-type: none"> • Physical visits • Online visits 	Physical visits – 114,878 Online visits – 4,189	38,469 physical visits this quarter. 113,287 physical visits year to date. 1,831 online visits this quarter 3865 online visits year to date. The online visit data was not able to be extracted for the first quarter due to a system error, reducing the online visits year to date.
	Quality	The percentage of library users satisfied with the service provided	90%	The Independent Community Views Survey is to be carried out in May 2019.

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18. Theatres, Halls and Museums

Performance measures intended to be reported in the Annual Report.

The following performance targets have been set by Council to meaningfully assess the achievement of levels of service.

What customers want/Customer Value	Customer levels of service	Performance Measure	Target 2018/19	Achieved level of service
Safe, affordable and appropriate facilities that provide for the cultural and social well-being of the communities	Safety	All Community Owned Halls have a current BWOFF	100%	100% of community halls with a current BWOFF
	Accessibility	The number of users of the Memorial Hall	5,000	61 bookings of the Memorial Hall this quarter. 119 bookings of the Memorial hall over the past 2 quarters. Number of users of the Memorial Hall year to date. Officers are working with the current volunteer administrator to express booking numbers in attendance.
	Accessibility	The number of users of the Civic Theatre	16,500	3761 users of the Civic Theatre this quarter. 13,330 users of the Civic Theatre year to date.
	Accessibility	The number of bookings of the CHB Municipal Theatre	180	0 bookings of the CHB Municipal Theatre this quarter. 0 bookings of the CHB Municipal Theatre year to date.

				Data unable to be supplied at this time.
	High Quality	The percentage of hirers that are satisfied with the Memorial Hall	85%	This data will be reported later in May 2019.
	High Quality	The percentage of hirers that are satisfied with the Civic Theatre	85%	This data will be reported later in May 2019.
	High Quality	The percentage of hirers that are satisfied with the CHB Municipal Theatre	85%	This data will be reported later in May 2019.

19. Cemeteries

Performance measures intended to be reported in the Annual Report.

The following performance targets have been set by Council to meaningfully assess the achievement of levels of service.

What customers want/Customer value	Customer levels of service	Performance measure	Target 2018/19	Achieved level of service
Cemetery grounds provide a special place of remembrance for loved ones amongst attractive and well maintained grounds	Availability	The number of plots available for burial or cremation in the district	500	2081 plots are available for burial or cremation in the district. During the quarter, there have been 6 burials 5 ashes burials 4 burial plots reserved and 4 ashes plots reserved.
	Quality	The percentage of the community satisfied with cemetery facilities	90%	The Independent Community Views Survey is to be carried out in May 2019.
	Accessibility	All burial records available to be viewed on the internet	100%	100% burial records available to be viewed on the internet

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20. Properties and Buildings

Performance measures intended to be reported in the Annual Report.

The following performance targets have been set by Council to meaningfully assess the achievement of levels of service.

What customers want/Customer value	Customer levels of service	Performance Measure	Target 2018/19	Achieved level of service
Ensure safe buildings for public use	Safety	Monthly Building Warrant of Fitness (BWOFF) checks are carried out	Achieved	100 % of monthly BWOFF carried out this quarter. 100 % of monthly BWOFF carried out year to date. All required BWOFF checks have been completed.

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LGOIMA Requests

Name/ Business	Date Received	Subject	Completed
Kristy Hoare	17/12/2019	Solar Installations	31/01/2019
NZTU	16/01/2019	Economic Grants to Toyota NZ	28/01/2019
Maria Rodgers	22/01/2019	Harvesting of plants on Council land	18/02/2019
Anna Summerfield	24/01/2019	Otane Airstrip files and correspondence	4/03/2019
NZ Herald	30/01/2019	Swimming pool consents	1/02/2019
Stuff	30/01/2019	Advertising costs	18/02/2019
NZTU	30/01/2019	SWMMP	1/03/2019
Tony and Sylvia Partridge	11/02/2019	Otane Airstrip files and correspondence	4/03/2019
Duncan Macleod	21/02/2019	Waipukurau Aerodrome	7/03/2019
Radio NZ	1/03/2019	Religious Organisations	4/03/2019

Quarterly Activity Reporting

Wastewater Treatment Quality Results for the Quarter to 31 March 2019

Showing number of exceedances in 12 months of sampling.

5 exceedances are allowed in 12 months.

	pH	cBoD ₅	SS	E.Coli
Waipawa	0	0	3	
Waipukurau	0	0	4	2
Otane	0	0	0	
Porangahau	0	0	4	
Te Paerahi	0	1	0	
Takapau	0	0	0	

SRP	Ammonia	E.Coli
12	19	6
13	19	

X

X

Wastewater Treatment Quality Results for the rolling 12 months to 31 March 2019

Showing number of exceedances in 12 months of sampling.

5 exceedances are allowed in 12 months.

	pH	cBoD ₅	SS	E.Coli
Waipawa	0	0		
Waipukurau	0	1		4
Otane	0	0	0	
Porangahau	0	0	4	
Te Paerahi	0	1	0	
Takapau	0	0	0	



SRP	Ammonia	SS	E. Coli
13	25	6	7
14	25	8	



Wastewater Flow Volumes for the rolling 12 months to 31 March 2019

	FLOW			
	Limit	Exceedances Allowed	Result	
Waipawa	1,500 m ³ per day	36 days	44 days	X
Waipukurau	4,000 m ³ per day	36 days	26 days	✓
Otane	225 m ³ per day	36 days	48days	X
Porangahau	415 m ³ per day	18 days	19 days	X
Te Paerahi	190 m ³ per day	18 days	4 days	✓
Takapau	216 m ³ per day	No limit	166 days	✓