Groups of Activities

The Central Hawke's Bay District Council's activities fall into the following eight groups:

1. Community Leadership
2. Planning and Regulatory
3. Land Transport
4. Solid Waste
5. Water Services
6. Wastewater (Sewerage)
7. Stormwater
8. Recreation and Community Facilities

These eight groups cover twenty separate activities as follows:

Community Leadership Group
1. Leadership, Governance and Consultation
2. Economic and Social Development

Planning and Regulatory Group
3. District Planning
4. Land Use and Subdivision Consents
5. Building Control
6. Public Health
7. Animal Control
8. Compliance and Monitoring

Land Transport Group
9. Land Transport

Solid Waste Group
10. Solid Waste

Water Supplies Group
11. Water Supplies

Wastewater (Sewerage) Group
12. Wastewater (Sewerage)

Stormwater Group
13. Stormwater

Recreation and Community Facilities Group
14. Parks, Reserves and Swimming Pools
15. Public Toilets
16. Retirement Housing
17. Libraries
18. Theatre, Halls and Museums
19. Cemeteries
20. Property and Buildings

Governance								
What customers want / Customer Value	Customer Levels of Service	Performance Measure	Baseline	Year 1 Target (2018/19)	Year 2 Target (2019/20)	Year 3 Target (2020/21)	Year 4-10 Target (2019/20)	Performance Measure Reporting
A 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.	New	50%	65%	75%	85%	Independent Community Views Survey
	Compliant	The percentage of formal consultation which follows legislative and policy requirements.	New	100%	100%	100%	100%	Exception reporting provided to Council on a quarterly basis.
	Responsive	Every time consultation occurs more than 4 engagement methods are used.	New	>4	>4	>4	>4	Exception reporting provided to Council on a quarterly basis.
	Compliant	The percentage of Council and committee agendas made available to the public four working days before the meeting.	New	100%	100%	100%	100%	Exception reporting provided to Council on a quarterly basis.

	Informative	The percentage of people who consider that Council has communicated well on Council business.	New	70%	75%	80%	85%	Independent Community Views Survey
	Inclusive	Council meets formally with Taiwhenua o Tamatea at least 4 times a year.	New	4	4	4	4	Formal meeting minutes to be reported to Council.
	Compliant	Documents audited receive an unmodified audit opinion.	100%	100%	100%	100%	100%	Audit opinion letters.

Economic and Social Development

What customers want / Customer Value	Customer Levels of Service	Performance Measure	Baseline	Year 1 Target (2018/19)	Year 2 Target (2019/20)	Year 3 Target (2020/21)	Year 4-10 Target (2019/20)	Performance Measure Reporting
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	New	Yes	Yes	Yes	Yes	Progress provided to Council on a quarterly basis.
	Leads	Council develops and implements a Community Wellbeing and Economic Development Strategy.	New	Yes	Yes	Yes	Yes	Progress provided to Council on a quarterly basis.
	Inclusive	The percentage of the Youth Action Plan that is implemented and achieved.	New	40%	60%	80%	100%	Progress provided to Council on a quarterly basis.
	Inclusive	The percentage of the Safer CHB Action Plan that is implemented and achieved.	New	40%	60%	80%	100%	Progress provided to Council on a quarterly basis.

	Inclusive	The percentage of the Older Persons Action Plan that is implemented and achieved.	New	40%	60%	80%	100%	Progress provided to Council on a quarterly basis.
	Inclusive	The percentage of the Disability Action Plan that is implemented and achieved.	New	40%	60%	80%	100%	Progress provided to Council on a quarterly basis.
	Effectiveness	The annual visitor spends increases by $1 million annually.	$32 million	+$1 million	+$1 million	+$1 million	+$1 million	Progress provided to Council on a quarterly basis.
	Accessibility	The number of participants in events financially supported by Council.	New	1000	2000	3000	4000	Progress provided to Council on a quarterly basis.
	Effectiveness	Create net new jobs within the District	New	50	50	50	50	Progress provided to Council on a quarterly basis.
	Quality	The percentage of the community satisfied with the Economic and Social Development activity of Council.	New	70%	80%	95%	95%	Independent Community Views Survey

District Planning								
What customers want / Customer Value	Customer Levels of Service	Performance Measure	Baseline	Year 1 Target (2018/19)	Year 2 Target (2019/20)	Year 3 Target (2020/21)	Year 4-10 Target (2019/20)	Performance Measure Reporting
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	Review of the District Plan	Draft District Plan Notified	District Plan Operational	Rolling Review of Operational District Plan	Rolling Review of Operational District Plan	Project plan monitoring

Land Transport								
What customers want / Customer Value	Customer Levels of Service	Performance Measure	Baseline	Year 1 Target (208/19)	Year 2 Target (2019/20)	Year 3 Target (2020/21)	Year 4-10 Target (2019/20)	Performance Measure Reporting
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.	Reducing trend	Reduce total number to 0	Reduce total number to 0	Reduce total number to 0	Reduce total number to 0	NZTA accident reporting system to produce an annual report
	Quality	The average quality of ride on a sealed local road network, measured by smooth travel exposure	New	Between 85 & 90%	Between 85 & 90%	Between 85 & 90%	Between 85 & 90%	Annual performance reports generated by NZTA ONRC reporting tool
	Quality	At least 20% of the footpaths in excellent condition and no more than 10% of the footpaths in poor condition measured annually	Excellent >74.4% Poor <6.4%	Excellent >50% Poor <10%	Excellent >50% Poor <10%	Excellent >50% Poor <10%	Excellent >50% Poor <10%	Results of annual condition assessment

Land Transport								
What customers want / Customer Value	Customer Levels of Service	Performance Measure	Baseline	Year 1 Target (208/19)	Year 2 Target (2019/20)	Year 3 Target (2020/21)	Year 4-10 Target (2019/20)	Performance Measure Reporting
	Quality	The percentage of the sealed local road network that is resurfaced	8.5%	Between 6 and 8%	Between 6 and 8%	Between 6 and 8%	Between 6 and 8%	Management Reporting
	Responsiveness	The percentage of customer service requests relating to roads and footpaths to which the territorial authority responds within 3 working days	87%	100%	100%	100%	100%	Request for Service system
	Customer Service	The percentage of users satisfied with the roading service provided	New	90%	90%	90%	90%	Independent Community Views Survey

Building Control

What customers want / Customer Value	Customer Levels of Service	Performance Measure	Baseline	Year 1 Target (2018/19)	Year 2 Target (2019/20)	Year 3 Target (2020/21)	Year 4-10 Target (2019/20)	Performance Measure Reporting
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%	100%	100%	100%	100%	Building Consents Database
	Safety	The maintenance of building consent authority accreditation status	Achieved	Achieved	Achieved	Achieved	Achieved	Annual internal audit plus a two yearly external audit
	Customer Service	The percentage of customers satisfied with the building consent services provided	90%	90%	90%	90%	90%	Internally delivered survey of building control customers from the previous 12 months

Public Health								
What customers want / Customer Value	Customer Levels of Service	Performance Measure	Baseline	Year 1 Target (2018/19)	Year 2 Target (2019/20)	Year 3 Target (2020/21)	Year 4-10 Target (2019/20)	Performance Measure Reporting
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%	100%	100%	100%	100%	Property Database
	Health and safety	Where premises do not meet minimum standards, a corrective plan is put in place to help them within 10 working days	New	100%	100%	100%	100%	Property Database
	Responsiveness	Complaints received are responded to within 3 working days	100%	100%	100%	100%	100%	Per the Request for Service system
	Customer Service	The percentage of customers satisfied with the public health services delivered	New	95%	95%	95%	95%	Internally delivered survey of public health customers from the previous 12 months

Animal Control								
What customers want / Customer Value	Customer Levels of Service	Performance Measure	Baseline	Year 1 Target (2018/19)	Year 2 Target (2019/20)	Year 3 Target (2020/21)	Year 4-10 Target (2019/20)	Performance Measure Reporting
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%	>95%	>95%	>95%	>95%	Per the Dog Registration System
	Safety	Percentage of serious dog incidences responded to within 2 hours	100%	100%	100%	100%	100%	Per the Request for Service system
	Safety	Response to all stock complaints and requests within 24 hours	100%	100%	100%	100%	100%	Per the Request for Service system
	Customer Service	The percentage of users satisfied with the Animal Control service provided	New	90%	90%	90%	90%	Independent Community Views Survey

Compliance and Monitoring

What customers want / Customer Value	Customer Levels of Service	Performance Measure	Baseline	Year 1 Target (2018/19)	Year 2 Target (2019/20)	Year 3 Target (2020/21)	Year 4-10 Target (2019/20)	Performance Measure Reporting
The compliance and monitoring process of is compliant, efficient and user friendly	Safety	Owners, or their agents, advised that their BWOF has lapsed within one month of expiry	90%	95%	95%	100%	100%	Property Database
	Efficiency	All of PIMs, LIMs, and CCCs issued within the statutory timeframe	100%	100%	100%	100%	100%	Property Database
	Timeliness	Respond to complaints about non-compliance with bylaws within 3 days	New	100%	100%	100%	100%	Per Request For Service System
	Compliance	The percentage of resource consents monitored within two years of being issued	New	100%	100%	100%	100%	Property Database
	Customer Service	The percentage of users satisfied with the Compliance and Monitoring service provided	New	90%	90%	90%	90%	Independent Community Views Survey

Land Transport

What customers want / Customer Value	Customer Levels of Service	Performance Measure	Baseline	Year 1 Target (208/19)	Year 2 Target (2019/20)	Year 3 Target (2020/21)	Year 4-10 Target (2019/20)	Performance Measure Reporting
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.	Reducing trend	Reduce total number to 0	Reduce total number to 0	Reduce total number to 0	Reduce total number to 0	NZTA accident reporting system to produce an annual report
	Quality	The average quality of ride on a sealed local road network, measured by smooth travel exposure	New	Between 85 & 90%	Between 85 & 90%	Between 85 & 90%	Between 85 & 90%	Annual performance reports generated by NZTA ONRC reporting tool
	Quality	At least 20% of the footpaths in excellent condition and no more than 10% of the footpaths in poor condition measured annually	Excellent >74.4% Poor <6.4%	Excellent >50% Poor <10%	Excellent >50% Poor <10%	Excellent >50% Poor <10%	Excellent >50% Poor <10%	Results of annual condition assessment

Land Transport								
What customers want / Customer Value	Customer Levels of Service	Performance Measure	Baseline	Year 1 Target (208/19)	Year 2 Target (2019/20)	Year 3 Target (2020/21)	Year 4-10 Target (2019/20)	Performance Measure Reporting
	Quality	The percentage of the sealed local road network that is resurfaced	8.5%	Between 6 and 8%	Between 6 and 8%	Between 6 and 8%	Between 6 and 8%	Management Reporting
	Responsiveness	The percentage of customer service requests relating to roads and footpaths to which the territorial authority responds within 3 working days	87%	100%	100%	100%	100%	Request for Service system
	Customer Service	The percentage of users satisfied with the roading service provided	New	90%	90%	90%	90%	Independent Community Views Survey

Solid Waste							
What customers want / Customer Value	Customer Levels of Service	Performance Measure	Baseline	Year 1 Target (2018/19)	Year 2 Target (2019/20)	Year 3 Target (2020/21)	Year 4-10 Target (2019/20)	Performance Measure Reporting
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	1,871	>1,000 tonnes	>1,000 tonnes	>1,000 tonnes	>1,000 tonnes	Monthly records from Contractors
	Effectiveness	The amount of greenwaste composted each year	New	>2,250 m3	>2,250 m3	>2,250 m3	>2,250 m3	Monthly records from Contractors
	Awareness	The number of schools participating in waste minimisation programmes	New	75%	75%	75%	75%	Management Reporting
	Awareness	Hold waste minimisation promotional events in the District	New	4	4	4	4	Management Reporting
	Customer Service	The percentage of users satisfied with the solid waste service provided	90%	90%	90%	90%	90%	Independent Community Views Survey

Water Supply								
What customers want / Customer Value	Customer Levels of Service	Performance Measure	Baseline	Year 1 Target (2018/19)	Year 2 Target (2019/20)	Year 3 Target (2020/21)	Year 4-10 Target (2019/20)	Performance Measure Reporting
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, irrigation, showering and recreation)	Safety	The extent to which the local authorities drinking water supply complies with Part 4 of the drinking water standards (bacteria compliance criteria)	All potable supplies 100%	All potable supplies 100%	All potable supplies 100%	All potable supplies 100%	All potable supplies 100%	Yearly reporting to DHB
		The extent to which the local authorities drinking water supply complies with Part 5 of the drinking water standards (protozoal compliance criteria)	All potable supplies 100%	All potable supplies 100%	All potable supplies 100%	All potable supplies 100%	All potable supplies 100%	Yearly reporting to DHB
	Quality	Percentage of real water loss from the local authority's networked reticulation system	New	≤ 30%	≤ 30%	≤ 30%	≤ 30%	Minimum night flows compared to the average water consumption.
	Responsiveness	Attendance for urgent call-outs: from the time that the local authority receives notification to the time that service personnel reach the site	0.15 hours	≤ 2 hours	≤ 2 hours	≤ 2 hours	≤ 2 hours	Request for Service System

			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	7.12 hours	≤ 12 hours	≤ 12 hours	≤ 12 hours	≤ 12 hours	Request for Service System
			Attendance for non-urgent call outs: from the time that the Local Authority receives notification to the time the service personnel reaches the site	0.33 hours	≤ 6 hours	≤ 6 hours	≤ 6 hours	≤ 6 hours	Request for Service System
			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	15.36 hours	≤ 72 hours	≤ 72 hours	≤ 72 hours	≤ 72 hours	Request for Service System
		Customer Service	Number of complaints relating to drinking water received (per annum per 1000 connections to the local authority's networked reticulation system)	0	≤ 5	≤ 5	≤ 5	≤ 5	Request for Service 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	The average consumption of drinking water per day per water connection	1.64m^3	≤1.80m^3	≤1.80m^3	≤1.80m^3	≤1.80m^3	Management Reporting
	Quality	The percentage of users satisfied with the water supply service provided	90%	90%	90%	90%	90%	Independent Community Views Survey

Waste Water

What customers want / Customer Value	Customer Levels of Service	Performance Measure	Baseline	Year 1 Target (2018/19)	Year 2 Target (2019/20)	Year 3 Target (2020/21)	Year 4-10 Target (2019/20)	Performance Measure Reporting
The sewerage system is convenient, safe and reliable	Quality	Target number of dry weather sewerage overflows (per 1000 connections to the total sewerage systems)	0	≤10	≤10	≤10	≤10	Request for Service System
		Target number of total sewerage overflows (per 1000 connections to the total sewerage systems)	1.16	≤30	≤30	≤30	≤30	Request for Service System
	Compliant	Compliance with the territorial authority's resource consents for discharge from its sewerage system measured by the number of:						
		abatement notices;	0	0	0	0	0	Management Reporting

Waste Water								
What customers want / Customer Value	Customer Levels of Service	Performance Measure	Baseline	Year 1 Target (2018/19)	Year 2 Target (2019/20)	Year 3 Target (2020/21)	Year 4-10 Target (2019/20)	Performance Measure Reporting
		infringement notices;	0	0	0	0	0	Management Reporting
		enforcement orders; and	0	0	0	0	0	Management Reporting
		convictions, received by the territorial authority in relation those resource consents.	1	0	0	0	0	Management Reporting
	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)	14.5 mins	≤1hr	≤1hr	≤1hr	≤1hr	Request for Service System

Waste Water								
What customers want / Customer Value	Customer Levels of Service	Performance Measure	Baseline	Year 1 Target (2018/19)	Year 2 Target (2019/20)	Year 3 Target (2020/21)	Year 4-10 Target (2019/20)	Performance Measure Reporting
		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)	2.78 hrs	≤ 4 hrs	≤ 4 hrs	≤ 4 hrs	≤ 4 hrs	Request for Service System

Waste Water								
What customers want / Customer Value	Customer Levels of Service	Performance Measure	Baseline	Year 1 Target (2018/19)	Year 2 Target (2019/20)	Year 3 Target (2020/21)	Year 4-10 Target (2019/20)	Performance Measure Reporting
	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.	72.76 for odour 0 for all others	≤ 10	≤ 10	≤ 10	≤ 10	Request for Service System
	Customer Service	The percentage of users satisfied with the wastewater service provided	New	90%	90%	90%	90%	Independent Community Views Survey

Stormwater								
What customers want / Customer Value	Customer Levels of Service	Performance Measure	Baseline	Year 1 Target (2018/19)	Year 2 Target (2019/20)	Year 3 Target (2020/21)	Year 4-10 Target (2019/20)	Performance Measure Reporting
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	0	0	0	Request for Service System
	Compliant	Compliance with the territorial authority's resource consents for discharge from its stormwater systems measured by the number of:						
		abatement notices;	0	0	0	0	0	Management Reporting
		infringement notices;	0	0	0	0	0	Management Reporting

Stormwater								
What customers want / Customer Value	Customer Levels of Service	Performance Measure	Baseline	Year 1 Target (2018/19)	Year 2 Target (2019/20)	Year 3 Target (2020/21)	Year 4-10 Target (2019/20)	Performance Measure Reporting
		enforcement orders; and	0	0	0	0	0	Management Reporting
		successful prosecutions, received by the territorial authority in relation those resource consents.	0	0	0	0	0	Management Reporting
	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	≤2hr	≤2hr	≤2hr	≤2hr	Request for Service System

Stormwater							
What customers want / Customer Value	Customer Levels of Service	Performance Measure	Baseline	Year 1 Target (2018/19)	Year 2 Target (2019/20)	Year 3 Target (2020/21)	Year 4-10 Target (2019/20)	Performance Measure Reporting
	Customer Service	The number of complaints received about the performance of the stormwater system (expressed per 1000 properties connected to the stormwater system)	≤ 5	≤ 5	≤ 5	≤ 5	≤ 5	Request for Service System
	Customer Service	The percentage of users satisfied with the stormwater service provided	90%	90%	90%	90%	90%	Independent Community Views Survey

Parks, Reserves and Swimming Pools								
What customers want / Customer Value	Customer Levels of Service	Performance Measure	Baseline	Year 1 Target (2018/19)	Year 2 Target (2019/20)	Year 3 Target (2020/21)	Year 4-10 Target (2019/20)	Performance Measure Reporting
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	New	Achieved	Achieved	Achieved	Achieved	Utilities Team Inspection Sheet
	Accessible	The percentage of people that have used or visited a park or reserve in the last 12 months	New	65%	65%	65%	65%	Independent Community Views Survey
	Quality	The percentage of people that are satisfied with the park or reserve used or visited in the last 12 months	New	90%	90%	90%	90%	Independent Community Views Survey
Access to good quality swimming pool facilities for fun, recreation and exercise	Accessible	The number of A W Parsons pool users	New	75,000	76,500	78,000	79,500	Report from Pool Operators

Parks, Reserves and Swimming Pools								
What customers want / Customer Value	Customer Levels of Service	Performance Measure	Baseline	Year 1 Target (2018/19)	Year 2 Target (2019/20)	Year 3 Target (2020/21)	Year 4-10 Target (2019/20)	Performance Measure Reporting
	Accessible	The number of Waipawa pool users	New	3,000	3,050	3,120	3,180	Report from Pool Operators
	Safe	Both pools complies with the lifeguard pool safety standard requirements	New	Achieved	Achieved	Achieved	Achieved	Receipt of certification
	Quality	The percentage of people that are satisfied with the swimming pools used or visited in the last 12 months	New	65%	65%	65%	65%	Independent Community Views Survey

Public Toilets

What customers want / Customer Value	Customer Levels of Service	Performance Measure	Baseline	Year 1 Target (2018/19)	Year 2 Target (2019/20)	Year 3 Target (2020/21)	Year 4-10 Target (2019/20)	Performance Measure Reporting
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	New	90%	90%	90%	90%	Independent Community Views Survey

Retirement Housing								
What customers want / Customer Value	Customer Levels of Service	Performance Measure	Baseline	Year 1 Target (2018/19)	Year 2 Target (2019/20)	Year 3 Target (2020/21)	Year 4-10 Target (2019/20)	Performance Measure Reporting
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%	95%	95%	95%	95%	Monthly Reporting of Occupancy
	Quality	Tenants' overall satisfaction with Council's Retirement Housing service	New	80%	80%	80%	80%	Internally delivered survey of pensioner housing tenants

Libraries								
What customers want / Customer Value	Customer Levels of Service	Performance Measure	Baseline	Year 1 Target (2018/19)	Year 2 Target (2019/20)	Year 3 Target (2020/21)	Year 4-10 Target (2019/20)	Performance Measure Reporting
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	New	65%	65%	65%	65%	Independent Community Views Survey
	Accessibility	The number of people visiting our libraries measure by Physical Visits Online Visits	 New New	 114,878 4,189	 117,176 4,272	 119,519 4,358	 120,714 – 128,140 4,401 – 4,718	Door Counter and website visits
	Quality	The percentage of library users satisfied with the service provided	90%	90%	90%	90%	90%	Independent Community Views Survey

Theatres Halls & Museums								
What customers want / Customer Value	Customer Levels of Service	Performance Measure	Baseline	Year 1 Target (2018/19)	Year 2 Target (2019/20)	Year 3 Target (2020/21)	Year 4-10 Target (2019/20)	Performance Measure Reporting
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 BWOF	100%	100%	100%	100%	100%	Management Reporting
	Accessibility	The number of users of the Memorial Hall	New	5,000	5,100	5,200	5,300 – 5,975	Report from Facility
	Accessibility	The number of users of the Civic Theatre	New	16,500	16,830	17,150	17,500 – 19,000	Report from Facility
	Accessibility	The number of bookings of the CHB Municipal Theatre	New	180	184	187	191-215	Report from Facility
	High Quality	The percentage of hirers that are satisfied with the Memorial Hall	New	85%	85%	85%	85%	Internally delivered survey of hirers from the previous 12 months

Theatres Halls & Museums								
What customers want / Customer Value	Customer Levels of Service	Performance Measure	Baseline	Year 1 Target (2018/19)	Year 2 Target (2019/20)	Year 3 Target (2020/21)	Year 4-10 Target (2019/20)	Performance Measure Reporting
	High Quality	The percentage of hirers that are satisfied with the Civic Theatre	New	85%	85%	85%	85%	Internally delivered survey of hirers from the previous 12 months
	High Quality	The percentage of hirers that are satisfied with the CHB Municipal Theatre	New	85%	85%	85%	85%	Internally delivered survey of hirers from the previous 12 months

Cemeteries								
What customers want / Customer Value	Customer Levels of Service	Performance Measure	Baseline	Year 1 Target (2018/19)	Year 2 Target (2019/20)	Year 3 Target (2020/21)	Year 4-10 Target (2019/20)	Performance Measure Reporting
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	2,042	500	500	500	500	Via the Sexton
	Quality	The percentage of the community satisfied with cemetery facilities (including shade and seating)	90%	90%	90%	90%	90%	Independent Community Views Survey
	Accessibility	All burial records available to be viewed on the internet	100%	100%	100%	100%	100%	Database

Property and Buildings							
What customers want / Customer Value	Customer Levels of Service	Performance Measure	Baseline	Year 1 Target (2018/19)	Year 2 Target (2019/20)	Year 3 Target (2020/21)	Year 4-10 Target (2019/20)	Performance Measure Reporting
Ensure safe buildings for public use	Safety	Monthly Building Warrant of Fitness (BWOF) checks are carried out	Achieved	Achieved	Achieved	Achieved	Achieved	Management Reporting