

Central Hawke's Bay District Council

Quarterly Report: 1 October to 31 December 2018

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 Earthquake Prone Buildings and the Development Contributions Policy were undertaken during this quarter. Both consultations empowered stakeholders and the wider community to participate in the process through submissions. Submitters were also provided the opportunity speak at hearings if they wished.
	Responsive	Every time consultation occurs more than 4 engagement methods are used.	>4	2 consultations have been undertaken during this quarter, with both using the following media: <ul style="list-style-type: none"> • Council website • Public meetings

				<ul style="list-style-type: none"> • Facebook • Keeping It Central/CHB Mail <p>In addition, other channels were used including radio, public notices and media releases.</p>
	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.
	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 first Community Reference Group meeting of the Community Wellbeing strategy was held in the first quarter, with a second meeting in the second 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%	10% 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%	15% 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%	10% 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%	10% 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>1,630+ numbers of participants in events this quarter.</p> <p>2,430 participants in 7 events year to date.</p> <p>Last quarters events included the Powhiri for Sgt Mel Leonard, MTFJ Graduation, Christmas Parade and Carnival, Takapau Christmas Lights and the Te Hokinga Mai Exhibition opening.</p>
	Effectiveness	Support the creation of net new jobs within the District	50	<p>0 net new jobs within the District this quarter.</p> <p>0 net new jobs within the District year to date.</p> <p>No known new jobs have been created year to date.</p> <p>Officers are proactively working with businesses on opportunities as they arise.</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	<p>The draft District Plan was adopted by the Sub-Committee on 26th October and then presented to council at a public excluded meeting on 31 October.</p> <p>At the Finance and Planning Committee Meeting on 29 November Council agreed to release the draft for public comment in the May/June 2019 period. This timeline provides for completion of the outstanding bodies of work to finalise the draft.</p> <p>The focus of Officers during this period has been to begin addressing the remaining bodies of work including the completion of the Natural</p>

				<p>Environment Chapter of the draft.</p> <p>Consideration was also given to the Engagement Plan which will determine the release of key messages relating to the content of the draft and information about opportunities for the public to learn more about the plan. This body of work is ongoing.</p>
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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%	49 resource consents processed this quarter. 80 resource consents processed year to date. 80% of resource consents processed within timeframes this quarter. 69% of resource consents processed within timeframes year to date. Type of consents processed this quarter. 25 subdivision 4 relocation 20 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%	68 building consents processed this quarter. 150 building consents processed year to date. 97% of building consents processed within timeframes this quarter. 98% of building consents processed within timeframes year to date.
	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.
	Building Consents Processed: 68 this quarter. 150 year to date.			

\$7,807,200 value of consents this quarter.
\$14,726,401 value of consents year to date.

Comparison with same period last year:
70 this quarter. 158 year to date.
\$9,234,500 value of consents this quarter.
\$16,250,719 value of consents year to date.

Type of consent	Quantity
New (& prebuilt) House, Unit, Bach, Crib	15
New Hostels – Other eg barracks	0
New Kindergartens and Playcentres	01
New Shops	0
New Warehouses	0
New Farm Buildings – Other	1
New Other Buildings	1
New Multi-purpose Bldg – Other	01
Dwelling – Alterations and additions	14
Domestic Fireplaces	7
Resited Home	6
Domestic only – garages	8
Domestic only – carports	1
Domestic re-roofing	0
Conservatories	0
Other outbuildings eg shed, workshop	1
Education Buildings – alterations and additions	2
Shops, restaurants – alterations and additions	0
Alterations and additions – office/admin	0
Farm Buildings – alterations and additions	0
Other Buildings – alterations and additions	3
Multi-purpose building alterations and additions	0
Swimming Pools and Spa Pools	1
Reservoirs	0

	Bulk Tanks / Silos	0
	Retaining Walls	0
	Fences	0
	Other Construction eg signs, pergolas 4	
	Total for quarter 68	

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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%	16 food and other premises inspected this quarter. 54 food and other premises inspected year to date. 54 of 103 of food and other premises have been inspected year to date.
	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%	0 corrective plans put in place this quarter. 0 corrective plans put in place year to date. 0% of corrective plans put in place within 10 workings days year to date.
	Responsiveness	Complaints received are responded to within 3 working days.	100%	5 complaints received during the quarter. 10 complaints received year to date. 100% of complaints responded to within 3 working days year to date.
	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%	97.7% 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.

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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 BWOF has lapsed within one month of expiry	95%	<p>1 owners, or their agents, advised that their BWOF has lapsed within one month of expiry this quarter.</p> <p>1 owners, or their agents, advised that their BWOF has lapsed within one month of expiry year to date.</p> <p>100% of owners, or their agents, advised that their BWOF 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, 24 LIMS and 54 CCCs issued year this quarter.</p> <p>1 PIMS, 24 LIMS and 54 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%	<p>32 complaints received during the quarter.</p> <p>103 complaints received year to date.</p> <p>99% of complaints responded to within 3 working days year to date.</p>
	Compliance	The percentage of resource consents monitored within two years of being issued	100%	<p>0 resource consents being monitored within two years of being issued year to date.</p> <p>0% resource consents being monitored within two years of being issued.</p>
	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.
	<p>14 historical CCC's processed during the quarter</p> <p>14 historical CCC's processed year to date</p> <p>206 historical CCC's outstanding</p>			

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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 0 Serious injury crashes year to date - 2018/19 0 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.

	Quality	The percentage of the sealed local road network that is resurfaced	Between 6 and 8%	<p>52 km of reseal for the quarter.</p> <p>52 km of reseal year to date.</p> <p>6% of resealed road network completed year to date.</p> <p>Programme starting in October</p>
	Responsiveness	The percentage of customer service requests relating to road and footpaths to which the territorial authority responds within 3 working days	100%	<p>92% of customer service requests relating to road and footpaths to which the territorial authority responds within 3 working days this quarter.</p> <p>87% of customer service requests relating to road and footpaths to which the territorial authority responds within 3 working days year to date.</p>
	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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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	<p>The median response time for this quarter is 7.5 minutes</p> <p>The median response time for year to date is 10 minutes</p>
		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	<p>The median resolution time for the quarter is 7.5 minutes</p> <p>The median resolution time for year to date is 38 minutes</p>
		Attendance for non-urgent call outs: from the time that the Local Authority receives notification to the time the service personnel reaches the site	≤ 6 hours	<p>The median response time for this quarter is 3 hours 48 minutes</p> <p>The median response time for year to date is 5 hours and 54 minutes</p>
		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	<p>The median resolution time for the quarter is 16 hours 51 minutes</p> <p>The median resolution time for year to date is 16 hours 51 minutes</p>
	Customer Service	Number of complaints relating to drinking water received (per annum per 1000 connections to the local authority's networked reticulation system)	≤ 5	<p>0 complaints per 1000 connections this quarter.</p> <p>0 complaints per 1000 connections year to date.</p>

		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.		There are currently 4073 water connections to the networked reticulation system.
	Demand Management	The average consumption of drinking water per day per water connection	≤1.80m3	1.65 m ³ average consumption of drinking water per day per connection for the quarter 1.42 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	<p>0.6 dry weather sewerage overflows (per 1000 connections to the total sewerage system) this quarter.</p> <p>1.15 dry weather sewerage overflows (per 1000 connections to the total sewerage system) year to date.</p> <p>There are currently 3463 sewerage connections to the total sewerage systems.</p>
	Quality	Target number of total sewerage overflows (per 1000 connections to the total sewerage system)	≤30	<p>0.0 sewerage overflows (per 1000 connections to the total sewerage system) this quarter.</p> <p>0.0 sewerage overflows (per 1000 connections to the total sewerage system) year to date.</p> <p>There are currently 3463 sewerage connections to the total sewerage systems.</p>

	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	≤1hr	The median response time for the quarter is 30 minutes

		received to the time that the service personnel reach the site)		The median response time year to date is 28 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	<p>The median resolution time for the quarter is 1 hour 45 minutes</p> <p>The median resolution time year to date is 1 hour 31 minutes</p>
	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	<p>0 complaints received per 1000 sewerage connections this quarter.</p> <p>0 complaints received per 1000 sewerage connections year to date.</p> <p>There are currently 3463 sewerage connections to the total sewerage systems.</p>
	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.

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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	<p>Number of infringement notices received for the quarter: 0</p> <p>Number of infringement notices received year to date: 0</p>
		enforcement orders; and	0	<p>Number of enforcement orders received for the quarter: 0</p> <p>Number of enforcement orders received year to date: 0</p>
		successful prosecutions, received by the territorial authority in relation to those resource consents	0	<p>Number of prosecutions received for the quarter: 0</p> <p>Number of prosecutions received year to date: 0</p>
	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	<p>The median response time for the quarter is 0 minutes</p> <p>The median response time year to date is 13 hours 17 minutes</p>

	Customer Service	The number of complaints received about the performance of the stormwater system (expressed per 1000 properties connected to the stormwater system)	≤ 5	<p>0 complaints received per 1000 stormwater connections this quarter.</p> <p>0 complaints received per 1000 stormwater connections year to date.</p> <p>There are currently 2979 storm water connections to the networked reticulation system.</p>
	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	X pool users this quarter. X pool users year to date. At the time of writing this data was still not available for reporting.
	Accessible	The number of Waipawa pool users	3,000	0 pool users this quarter. 0 pool users year to date.

	Safe	Both pools comply with the lifeguard pool safety standard requirements	Achieved	AW Parsons pools have accredited Lifeguards.
	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.

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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%	This will be reported in May 2019

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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 visitsOnline visits	Physical visits – 114,878 Online visits – 4,189	35,841 physical visits this quarter. 74,818 physical visits year to date. 2,034 online visits this quarter 2,034 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. 0 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	4252 users of the Civic Theatre this quarter. 9569 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. At the time of writing this data has not been forthcoming.

	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	2100 plots are available for burial or cremation in the district. 10 burials 34 burial/ashes plots reserved. These have been subtracted from total number of plots available in our cemeteries by the end of December. During December there were 36 new ashes plots and 28 burial plots installed at the Takapau Cemetery and 25 burials plots installed at the Waipawa Cemetery
	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.

Central Hawke's Bay District Council			Quarterly Report: 1 October to 31 December 2018
LGOIMA Requests			
Name/ Business	Date Received	Subject	Completed
Keith and Bronwyn Langham	5/11/2018	Swimming Pool Consents	30/11/2018
Radio New Zealand	14/11/2018	Bullying and Harassment	17/12/2018
NZ Taxpayer's Union	19/11/2018	Payments to Chambers of Commerce, Property Industry and Lobby Groups	21/12/2018
NZ Taxpayer's Union	19/11/2018	Payments to residents and Ratepayers	27/11/2018
NZ Taxpayer's Union	20/11/2018	Koru Club membership	27/11/2018
Stuff	21/11/2018	Staff Christmas Function	30/11/2018
NZ Taxpayer's Union	21/11/2018	Hold Music	17/12/2018
NZ Taxpayer's Union	23/11/2018	Paper costs	3/12/2018
NZ Taxpayer's Union	23/11/2018	Job positions	17/12/2018
NZ Taxpayer's Union	23/11/2018	Fleet Vehicles	19/12/2018
NZ Taxpayer's Union	23/11/2018	Electricity use and cost	17/12/2018
NZ Taxpayer's Union	23/11/2018	Koha and grant payments	21/12/2018
SAFE	30/11/2018	Feedlots	21/12/2018
Albie Aubrey	6/12/2018	Rates on retirement villages/UAGC	To be completed

Andrew Lawler - Stuart Smith MP	13/12/2018	Pool Inspections	19/12/2018
Kristy Hoare	17/12/2018	Solar installations	To be completed
Peta Berry	19/12/2018	Chicken/Egg Farms	19/12/2018

Quarterly Activity Reporting

Wastewater Treatment Quality Results for the Quarter to 31 December 2018

Showing number of exceedances in 12 months of sampling.
5 exceedances are allowed in 12 months.

	pH	cBoD ₅	SS	E.Coli		SRP	Ammonia	
Waipawa	0	0	2	4	✓	6	12	X
Waipukurau	0	0	4	2	✓	7	13	X
Otane	0	0	0		✓			
Porangahau	0	0	0		✓			
Te Paerahi	0	1	0		✓			
Takapau	0	0	0		✓			

Wastewater Treatment Quality Results for the rolling 12 months to 31 December 2018

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		4	✓
Waipukurau	0	1		4	✓
Otane	0	0	0		✓
Porangahau	0	0	4		✓
Te Paerahi	0	1	0		✓
Takapau	0	0	0		✓

SRP	Ammonia	SS	
8	26	7	X
8	26	12	X

Wastewater Flow Volumes for the rolling 12 months to 31 December 2018

	FLOW			
	Limit	Exceedances Allowed	Result	
Waipawa	1,500 m ³ per day	36 days	43 days	X
Waipukurau	4,000 m ³ per day	36 days	24 days	✓
Otane	225 m ³ per day	36 days	47days	X
Porangahau	415 m ³ per day	18 days	25 days	X
Te Paerahi	190 m ³ per day	18 days	6 days	✓
Takapau	216 m ³ per day	No limit	160 days	✓