



## ***Waikato District Council***

### ***Scorecard Report***

*Period: Jul-20 - Jun-21*

**Scorecard Name**  
2019-21 LTP Waikato District Council - All KPIs

**Date From**  
01-Jul-2020

**Date To**  
30-Jun-2021

## LINKED ITEMS

### 2019-21 LTP Strategic and District Planning

	UNIT	TARGET	ACTUAL	INDICATOR
LTP - The percentage of current land use consents that are older than 2 years which have been monitored in the past 2 years	%	80.00	65.00	

**COMMENTS:** The reporting period includes retrospective holiday periods for the 2019 and 2020 years as well as 2-3 months where monitoring could not take place (COVID). As this KPI captures monitoring activity for two years prior to the date of the report, COVID effects will continue to be reflected in these reports for at least the next 12 months. This KPI will be adjusted for the LTP to accommodate this. The Monitoring Team also has experienced a significant increase in Service Requests over the last few months which impacts their ability to deal with routine monitoring. The team is actively investigating opportunities to meet the demands of both routine monitoring and responding to customer requests for service in a timely manner.

LTP - Percentage of resource consent applications which are processed within the statutory time frames	%	100.00	99.48	
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**COMMENTS:** In June 2021 104 consents were issued. All were issued within statutory timeframes. A total of 962 consents were issued for the total year, with only 5 being out of time. This equates to 99.48% of consents being issued within timeframes. This means that the team has not been able to achieve their KPI for the year. However, this is comparable to last year where the percentage was 99.44%. The team has also taken a number of measures throughout the year to reduce the number of consents overtime.

LTP - The number parking patrols that are carried out in communities that have parking controls under the bylaw.	#	150.00	140.00	
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**COMMENTS:** Township areas specifically in Huntly and Ngaruawahia are much quieter than observed in previous years. Time zoned parking areas are in less demand. The officers still undertake regular patrols in Ngaruawahia and Huntly and visit Raglan regularly however over the last six months more time has been diverted to deal illegal litter dumping across the district ( especially after inorganic collection rounds).

### 2019-21 LTP Water Supply - EOY

LTP - Water Supply - The median resolution time for an urgent call out where Council attends a call-out in response to a fault or unplanned interruption to its networked reticulation system	m	240.00	112.50	
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**COMMENTS:** There were 128 urgent faults logged in the year to the end of June 2021. The median time to resolve these was 112.5 minutes.

Water Supply - The median resolution time for a non-urgent call out where Council attends a call-out in response to a fault or unplanned interruption to its networked reticulation system	Days	5.00	1.00	
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**COMMENTS:** There were 535 non-urgent faults logged in the year to the end of June 2021. The median time to resolve was 1 day.

LTP - Water Supply - The median on site attendance time for a non-urgent call out, where Council attends a call-out in response to a fault or unplanned interruption to its networked reticulation system	Days	5.00	1.00	
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**COMMENTS:** There were 535 non-urgent faults logged in the year to the end of June 2021. The median time to attend was 1 day.

LTP - Water Supply - The median on site attendance time for an urgent call out where Council attends a call-out in response to a fault or unplanned interruption to its networked reticulation system	m	60.00	36.50	
<b>COMMENTS:</b> There were 128 urgent faults logged in the year to the end of June 2021. The median time to attend to these was 36.5 minutes.				

LTP - Water Supply - The percentage of real water loss from Council's networked reticulation system	%	28.00	24.00	
<b>COMMENTS:</b> Target met				

LTP - Water Supply - The extent to which Councils drinking water supply (zones) complies with part 4 of the drinking water standards (bacteria compliance criteria)	#	18.00	18.00	
<b>COMMENTS:</b> Target met				

LTP - Water Supply - The average consumption of drinking water per day per resident within the Waikato district	L	250.00	180.00	
<b>COMMENTS:</b> Target met				

LTP - Water Supply - The total number of complaints received by Council about drinking water clarity, taste, odour, water pressure or flow, continuity of supply and response to any of these issues (expressed per 1000 connections to the water system)	#	25.00	15.52	
<b>COMMENTS:</b> Target met				

Water Supply - The extent to which Councils drinking water supply (plants) complies with part 4 of the drinking water standards (bacteria compliance criteria)	#	4.00	4.00	
<b>COMMENTS:</b> Target met				

LTP - Water Supply - The extent to which Councils drinking water supply complies with part 5 of the drinking-water standards (protozoal compliance criteria)	#	4.00	4.00	
<b>COMMENTS:</b> Target met				

## 2019-21 LTP Solid Waste

The percentage of kerbside collection complaints that are resolved within agreed timeframes.	%	97.00	97.77	
<b>COMMENTS:</b> Increased number of service requests in the last quarter of the year related to the inorganic collection, but most dealt with within the allocated time.				

The percentage of schools in the district that receive solid waste education	%	55.00	58.00	
<b>COMMENTS:</b> 221 classrooms at primary and area schools in the district received the education program during the year.				

LTP - The % of time a contractor was engaged within 5 days from receiving the service request to remove rubbish to resolution	%	95.00	38.00	
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**COMMENTS:** Changes made to our process and the inclusion of initial triage of reported illegal dumping of rubbish has affected the timeframe and incidence of engaging a contractor. Reporting of illegal dumping of rubbish is now screened before a contractor is engaged. If the Compliance Officer is able to resolve the issue then this is carried out by the Officer. If an investigation is required for enforcement purposes then this is now carried out before a contractor is engaged. This KPI will be revised in due course to better reflect current practice. This change in process has meant that we did not meet this target by the end of the year, although the change in process does result in cost efficiencies for ratepayers and investigation of illegal dumping that would otherwise have only been collected, potentially preventing further dumping.

## 2019-21 LTP Environmental Health - LTP

LTP - Percentage of excessive noise complaints responded to within agreed timeframes. (Due to geographical characteristics of the district response times will vary in different parts of the district)	%	85.00	85.00	
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**COMMENTS:** Target Met

LTP - The percentage of hazardous land use information (Hail) reports that will be completed within 10 working days.	%	90.00	100.00	
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**COMMENTS:** Target Met

LTP - The percentage of medium risk or higher fee category licensed premises that are inspected annually	%	100.00	100.00	
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**COMMENTS:** Target Met

LTP - Percentage of environmental health complaints where the customer has been contacted within 3 working days	%	90.00	64.00	
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**COMMENTS:** This KPI is a team operational response target. The team has achieved compliance with the Council 5 day KPI target. Continued improvement remains a focus in this area with an increase in complaints following lifting of lockdown.

LTP - The percentage of licensed food premises that are verified/inspected annually	%	100.00	100.00	
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**COMMENTS:** Target Met

## 2019-21 LTP Grants and Donations

LTP - The percentage of community funding/grant recipients meeting grant obligations, as evidenced through accountability reports	%	100.00	100.00	
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**COMMENTS:** completed as final round of funding.

LTP - Number of discretionary grant funding rounds undertaken per year	#	4.00	4.00	
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**COMMENTS:** Completed as final round of funding

## 2019-21 LTP Customer and Partnership Focus - EOY

LTP - Net Promoter Score (level of likelihood that library users will recommend to friends and family their library as a place to go)	%	90.00	98.00	
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**COMMENTS:** Inline with high levels of customers satisfaction with our services and the resources we offer, a high % of our customers would be happy to recommend us to friends and family.  
This indicates a strong emotional connection to our sites and a high level of trust and security in our staff.  
It remains important to continue to promote and publicise the brand of our libraries as we seek to increase our number of new users, and reach non users who may be influenced by long held perceptions of 'old school traditional' libraries  
Over the year 710 customers were surveyed giving us confidence that these results are reliable.

LTP - Level of customer satisfaction that the quality of libraries resources meets their needs	%	90.00	99.00	
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**COMMENTS:** Satisfaction of our existing customers is clearly high. Across 297 surveys customers we also learnt that 95.5% are happy with our opening hours, 93% with our book selection, 99.7% with our staff, and 96.7 with our online services.  
It would be easy to rest on our laurels at this time but we know we have a lot of work to do to remain relevant in a modern society.  
Our goal now is to diversify and expand our services to meet the changing needs and expectations in our wider community, while maintaining what many already enjoy.  
A total of 710 customers were surveyed this year.

LTP - Percentage of customers satisfied with the ease of access and clarity of information regarding key community issues	%	60.00	49.00	
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**COMMENTS:** Staff have continued to make key community issues accessible through our consultation platform, Shape Waikato, and have reviewed the useability and functionality of our website, with a newly designed public facing website (based on customer feedback and user experience research) launched in July 2021. Staff will continue to review how information is communicated and accessed to identify improvements.

LTP - Average level of effort to conduct business with council. (On a scale of 1 - 5 (5 being high effort) how much effort did it take to conduct your business with council?)	#	3.00	2.35	
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Percentage of customers satisfied that council consults with the community regarding the right issues	%	60.00	42.00	
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**COMMENTS:** This result is not considered indicative of efforts to consult with the public. Over the 2021/22 financial year staff have consulted on the Long-Term Plan, policies, bylaw and plans. Staff will continue to identify improvements regarding how we consult with the community, through regular project reviews and listening to community feedback.


Percentage of time that access to a free internet service is available in libraries	%	100.00	98.17	
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**COMMENTS:** Free internet has been offered for a vast majority of this year.  
Downtime was experienced twice in uncontrollable circumstances due to weather (severe rain and flooding in Ngaruawahia library), and network outages (Tuakau Library having service unavailable from the temporary location in the town hall.)  
Free WIFI and interne computers continue to be a valued service at all our sites.


## 2019-21 LTP Rooding - EOY

LTP - The percentage of footpaths that fall within the level of service or service standard that is set out in the LTP	%	90.00	96.40	
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**COMMENTS:** The footpath network provides a level of service above the target set by consultation with the community

LTP - 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.	#	-1.00	5.00	
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**COMMENTS:** A 12% rise in fatal and serious injury crashes in our district reflects a nationwide trend that may be related to an increase in domestic tourism due to covid-19 and an increase in heavy goods movements.

LTP - The percentage of customer service requests relating to roads to which we respond within the timeframes specified.	%	80.00	96.19	
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**COMMENTS:** The customer experience in terms for response is well above the target

LTP - The percentage of the sealed local road network that is resurfaced	%	6.00	6.40	
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**COMMENTS:** The sealing program for the year reflects network need based on evidence developed in the Activity management Plan. The results also reflects need to manage expenditure within an overall budget and balance Opex and Capex expenditure

LTP - The percentage of customer service requests relating to footpaths responded to within the timeframe specified in LTP	%	80.00	93.79	
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**COMMENTS:** The customer experience in terms for response is well above the target

LTP - The average quality of ride on a sealed local road network, measured by smooth travel exposure.	%	91.00	97.00	
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**COMMENTS:** The sealed network provides a smooth driving experience that exceeds our target. The vast majority of road users will experience a good outcome on the network

## 2019-21 LTP Economic Development EOY


LTP - The percentage delivery of the Economic Development strategic work programme	%	95.00	100.00	
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LTP - Business perception Survey average rating is above target	#	8.50	8.50	
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**COMMENTS:** Stated as of April 2021 Survey

LTP - The percentage increase in measureable annual tourism expenditure (Same or higher than NZ growth rate)	%	-12.80	5.90	
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**COMMENTS:** Waikato Tourism an increase in domestic Tourism only.

LTP - The percentage increase in number of business units in the Waikato District (Same or higher than NZ growth rate in number of business units)	%	1.60	1.10	
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**COMMENTS:** Business units grew by 1.1% to June 2020 compared to the NZ average of 1.6% of the same period

LTP - The percentage of customers satisfied or very satisfied that the quality of service and expertise meets their needs (Economic Development)	%	90.00	85.00	
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**COMMENTS:** As per Business Perception Survey April 2021

## 2019-21 LTP Property and Facilities - EOY

LTP - Percentage of buildings that require a warrant of fitness that comply	%	100.00	100.00	
<b>COMMENTS:</b> All buildings that require a building warrant of fitness are compliant .				
LTP - Percentage of WDC Aquatic Centres that are operated under NZ Pool Safe Accreditation	%	100.00	100.00	
<b>COMMENTS:</b> All 3 Pools operate under Pool Safe accreditation as required by the Belgravia Aquatic Management contract.				
LTP - Percentage of visitors that find the facilities clean, accessible and welcoming (pools)	%	90.00	84.00	
<b>COMMENTS:</b> As per survey results provided by Belgravia Leisure .				
LTP - Percentage of customers who are satisfied with the service provided at the Raglan campground	%	90.00	91.00	
<b>COMMENTS:</b> The camp has a steady number of bookings coming in a year on from the initial COVID outbreak in NZ. Reliable hot water is increasing as an issue for the camp which is made more apparent in the colder months.				
LTP - Percentage of customers who are satisfied with the service provided at the Huntly campground	%	90.00	99.00	
<b>COMMENTS:</b> The Hakanoa Camp continues to provide a consistent level of service. Discussions are happening with the Dive school around expectations in levels of cleaning as divers are expecting cleaning outside the schedule for their own personal benefit.				

## 2019-21 LTP Governance

Percentage of district plan changes that are undertaken as per the RMA statutory process	%	100.00	100.00	
<b>COMMENTS:</b> Target Met. Extensions to deadlines for decisions on the Proposed District Plan have followed and are continuing to follow the process prescribed in the Resource Management Act 1991, which requires approval by the Minister for the Environment.				
LTP - Percentage of minutes of all open meetings that are made publicly available via the Council's website	%	100.00	100.00	
Iwi ki te Haapori - Number of joint committee meetings held per annum	#	4.00	5.00	
<b>COMMENTS:</b> Waikato Raupatu River Trust and Waikato Council Co-Governance Joint Committee Meeting held 14 April 2021.				
Iwi ki te Haapori - Number of formal governance hui held between council and iwi / hapu groups	#	4.00	5.00	

**COMMENTS:** Waikato Raupatu River Trust and Waikato Council Co-Governance Joint Committee Meeting held 14 April 2021.  
A number of other meetings have also been held on various topics which are not governance but engagement and working together with iwi/hapu groups. eg Tauranga Poukai; Waikaretu Poukai: Ngaa Marae Toopu Hui @ Hopuhopu; hui with Ikimoke (deputy chair Te Whakakitenga); Hui with Tainui Re: Mana Whenua Forums; Hui with Ngaati Mahanga; Hui with Waikato Tainui with Wikitoria Tane RMA / Environment discussing Taiao; TGH hui listening to presentation and catch up with Waikato Tainui / TGH staff and Board members; hui at Hopuhopu - met with Te Arataura Chair, Chief of Staff for Kings office, Koroneihana coordinator for Patterson Park grounds; Koroneihana Hui- Turangawaewae Marae; Port Waikato – Hui with Ngati Te Ata Re: Boat Ramp Project; Rotorua Pouka; Hui with Nanaia Rawiri – Nga Taniwha o Waikato discussing Boat Ramp project issues and Ngati Te Ata concerns; NZTA / Waikato Tainui / iwi groups / Regional Council hui Re: Hei awarua ki te oranga -Corridor for wellbeing discussion / Rapid Rail / Transportation; Hui with Ngati Tamainupo chair Re: MOU / Mediation process / other matters; Hui with Turangawaewae Trustees - Mayor/CE

Iwi ki te Haapori - Number of identified or notified breaches/ objections under Joint Management Agreements, MOU's and MOA's	#	0.00	0.00	
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**COMMENTS:** Nil received

Percentage of Council decisions that comply with statutory requirements	%	100.00	100.00	
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Satisfaction of residents that they were able to contact their Councillor as and when required	%	90.00	73.00	
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**COMMENTS:** Over the year only 22 people surveyed had tried to contact their councillor or mayor.  
The margin of error is 21%

## 2019-21 LTP Stormwater

LTP - Stormwater - The number of complaints received by Council about the performance of its stormwater system, expressed per 1000 properties connected to the stormwater system	#	4.00	1.68	
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**COMMENTS:** A total of 23 complaints and over 13,000 stormwater connections for the year.

LTP - Stormwater - The median response time to attend a flooding event, measured from the time that Council receives notification to the time that service personnel reach the site.	m	120.00	0.00	
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**COMMENTS:** There were no flooding events recorded for this year.

LTP - Stormwater - The number of flooding events that occurred throughout the district	#	5.00	0.00	
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**COMMENTS:** There has been no flooding events affecting habitable floors within the district this year.

LTP - Stormwater - The number of habitable floors affected in a stormwater flooding event expressed per 1000 properties connected to the councils stormwater system per event	#	0.30	0.00	
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**COMMENTS:** There has been no flooding events affecting habitable floors within the district this year.

LTP - Stormwater - Council's level of compliance with resource consents for discharge from its stormwater system, measured by the number of abatement notices, infringement notices, enforcement orders and convictions received in relation those resource consents.	#	0.00	0.00	
<b>COMMENTS:</b> No Abatement Notices were issued during the period. As at 30 June 2021, there is one active Abatement Notice for Raglan urban area and work is underway for the outstanding item.				

## 2019-21 LTP Building Quality

LTP - The percentage of swimming pools that are inspected for compliance annually - YTD	%	33.00	13.98	
<b>COMMENTS:</b> We've not been able to meet this KPI due to the unexpected increase in inspection workloads, the loss of staff and the need to prioritise the BCA work. We have recruited another Inspector that will be starting in July. We are currently recruiting for 2 Pool / Compliance Officers which we hope to fill in the next month. We expect with the new staff, we'll be able to meet this KPI. 20 first initial inspections were carried out in June. YTD there has been 304 pool inspections carried out. Target per calendar year is 660.				
LTP - The percentage of existing buildings with building WOFs that are monitored and audited for compliance annually - YTD	%	33.00	13.00	
<b>COMMENTS:</b> No Audits completed this month and as per previous months due to the volume of building consent inspections and no adequate resource to conduct Audits. The recruitment process for additional resource has been started. Once the new resources are in place we're expecting to meet the KPI going forward.				
LTP - The percentage of buildings that provide sleeping care or paid accommodation which are audited for compliance annually - YTD	%	75.00	48.00	
<b>COMMENTS:</b> No Audits completed this month and as per previous months due to the volume of building consent inspections and no adequate resource to conduct Audits. The recruitment process for additional resource has been started. Once the new resources are in place we're expecting to meet the KPI going forward.				
LTP - The percentage of building consent applications which are processed within 20 working days - YTD	%	100.00	88.21	
<b>COMMENTS:</b> YTD - Currently we are processing 88.21% of building consents within the statutory timeframe. For June, Dwellings were processed at 64.36% having 36 dwellings go over the 20-day timeframe. Consents in general (including dwellings) were processed at 69.03% with a total of 70 going over the 20-day timeframe. Amendments were processed at 75.0% with 5 going over the 20-day timeframe. This is due to staff shortages and Contractors going over timeframes also. We have recruited 2 more staff to try and meet the current workload needs. However, even with the 2 new staff we may still have to use contractors, and should the workload increase we may need to look at employing staff				

## 2019-21 LTP Animal Control - LTP

LTP - The number of reported serious dog attacks on people in public places (where medical attention is required) that occur in our district does not exceed 10 per year	#	10.00	3.00	
<b>COMMENTS:</b> Target Met				

LTP - The percentage of complaints regarding stray stock that have council personnel on site within 1 hour	%	95.00	99.63	
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**COMMENTS:** Target Met

LTP - Complete Engagement and Education Visits throughout the district	#	120.00	116.00	
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**COMMENTS:** We are proud to have positively engaged with a large number of children and members of our community this year. We have achieved this through Dog Smart sessions in schools and preschools, helping people read with the Dogs In Libraries program and putting on community events such as Dirty Dog (320 dogs attended!). We did however experience some challenges with both staffing and some further lockdowns this year, preventing us from quite achieving the target.

LTP - The percentage of aggressive dog behaviour complaints, where immediate risk to public safety is present, that has council personnel on site within 1 hour	%	95.00	98.56	
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**COMMENTS:** Target Met

## 2019-21 LTP Emergency Management - EOY

LTP - Council maintains a minimum number of trained staff to foundation level, to fulfil core Emergency Operations Centre roles	#	100.00	153.00	
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**COMMENTS:** We continue to offer this introductory course on a quarterly basis. The next course is scheduled for 7 July.

LTP - Council maintains a minimum number of trained staff to Intermediate level, to fulfil core Emergency Operations Centre roles.	#	30.00	79.00	
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**COMMENTS:** We will be running our next intermediate course in August. We run these twice per year and in between staff are able to attend regional training offered by other TLA's or the GEMO.

Successfully participate in one exercise per annum that is fully moderated by an external party	#	1.00	0.00	
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**COMMENTS:** We did not undertake a moderated exercise this year due to the COVID-19 response.

We ran an EOC exercise in March to manage our organisations giveback day, which was not moderated.

Planning is underway for exercise Tahi Waikato. This is a region-wide test that includes 11 territorial local authorities and the GEMO. Mercury, Fire and Emergency New Zealand and Waka Kotahi will also be supporting us in this exercise. This exercise will be externally moderated.

## 2019-21 LTP Parks - EOY

Percentage of new public toilets built to NZS 4241:1999	%	100.00	100.00	
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**COMMENTS:** All toilets are built to NZS standard

LTP - Percentage of customers who are satisfied with the presentation of WDC cemeteries	%	95.00	93.00	
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Percentage of Customers who are satisfied with Parks And Reserves, including sports fields and playgrounds overall	%	90.00	89.00	
Percentage of new playgrounds built to New Zealand Standard - Playground Equipment and Surfacing (NZS 5828:2015)	%	100.00	100.00	
<b>COMMENTS:</b> All playgrounds are built to NZS standard				
LTP - Percentage of customers who are satisfied with Public toilets in the residents satisfaction survey	%	75.00	67.00	
<b>COMMENTS:</b> This result is lower than we would like but reflects the perception of public toilets. Unfortunately there are limited comments to help identify areas for improvement which would assist in increasing this score.				

## 2019-21 LTP Wastewater

LTP - Wastewater - The median attendance time where Council attends to sewage overflows resulting from a blockage or other fault in its sewerage system, from the time that Council receives notification to the time that service personnel reach the site.	m	60.00	41.00	
<b>COMMENTS:</b> Target met				
LTP - Wastewater - The number of dry weather sewerage overflows from Council's sewerage system, expressed per 1000 sewerage connections to that sewerage system	#	3.00	2.62	
<b>COMMENTS:</b> Target met				
LTP - Wastewater - The total number of complaints received by Council about odour, system faults, blockages, response to issues with its sewerage system.(expressed per 1000 connections to the sewerage system):	#	10.00	8.09	
<b>COMMENTS:</b> Target met				
LTP - Wastewater - The median resolution time where Council attends to sewage overflows resulting from a blockage or other fault in its sewerage system, from the time Council receives notification to the time personnel confirm resolution of the blockage or other fault.	m	240.00	143.00	
<b>COMMENTS:</b> Target met				
LTP - Wastewater - Council's level of Compliance with resource consents for discharge from its wastewater system, measured by the number of abatement notices, infringement notices and enforcement orders	#	2.00	0.00	
<b>COMMENTS:</b> No Abatement Notices were issued during the period. As at 30 June 2021, there are two active Abatement Notices (Meremere and Te Kauwhata). The Meremere Abatement Notice is now technically resolved as the new consent allows for the elevated levels of suspended solids for the next year until the new plant currently being built is commissioned. A mid Waikato Servicing Strategy has been completed and solutions for Te Kauwhata identified; the solution for the plant upgrade has been finalised and once implemented will ultimately resolve the non compliances; consultation with stakeholders will determine the discharge location.				
LTP - Wastewater - Council's level of Compliance with resource consents, measured by the number of Convictions for discharge from its wastewater system,	#	0.00	0.00	
<b>COMMENTS:</b> Target met				

Overall Performance	%	0.00	0.00	<div><div></div><div></div><div></div></div>
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