

# Statement of Service Report for 2021/22

## Stormwater drainage

### OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

<span style="color: green;">●</span> Achieved <span style="color: red;">●</span> Not achieved <span style="color: blue;">●</span> Not measured					
PERFORMANCE MEASURE	OUTCOME	2021/22 TARGET	2021/22 RESULT	2020/21 RESULT	NARRATIVE
<i>Councils intended level of service is to: Provide a reliable collection and disposal system to each property during normal rainfall</i>					
*Discharge compliance Compliance with the Council's resource consents for discharge from its stormwater system measured by the number of: a. abatement notices b. infringement notices c. enforcement orders, and d. convictions Received by the Council in relation to those resource consents.	<span style="color: blue;">●</span>	No abatement notices	Not measured	Not measured	Discharge compliance is a mandatory measure set by the Department of Internal Affairs therefore must be reported on. However as Council has no stormwater consents the measurement in essence can not be measured.
	<span style="color: blue;">●</span>	No infringement notices	Not measured	Not measured	
	<span style="color: blue;">●</span>	No enforcement orders	Not measured	Not measured	
	<span style="color: blue;">●</span>	No convictions	Not measured	Not measured	
*System adequacy The number of flooding events <sup>1</sup> that occurred in the District. For each flooding event, the number of habitable floors affected (expressed per 1000 properties connected to the Council's stormwater system). Note: This is a District-wide assessment	<span style="color: green;">●</span>	Fewer requests than 5 per 1000 connected properties	0	0	There were no flooding events therefore no habitable floors have been affected.
<i>Councils intended level of service is to: Be responsive to reported faults and complaints</i>					
*Customer satisfaction The number of complaints received by the Council about the performance of its stormwater system, expressed per 1000 properties connected to the Council's stormwater system.	<span style="color: red;">●</span>	Fewer requests than 5 per 1000 connected properties	6/1000	4.36/1000	A change has been made to the capture of water-related calls. In previous years, when officers could resolve a call immediately, particularly by providing information such as planned water shut-downs, this was not entered in the system as a complaint or request for service. However, Audit NZ and the Department of Internal Affairs have advised Council that all water-related calls are to be included in this measure. This change was in place for the 2020/21 financial year, and results demonstrate the increased number of calls recorded due to this change to process.
*Response time The median response time to attend a flooding event, measured from the time that the Council receives notification to the time that service personnel reach the site.	<span style="color: blue;">●</span>	Two hours or less	0 (there were no flooding events for the reporting period)	0 (there were no flooding events)	

\*Mandatory

<sup>1</sup> The rules for the mandatory measures define a 'flooding event' as an overflow from a territorial authority's stormwater system that enters a habitable floor