

# ORDER PAPER

## FINANCE/PERFORMANCE COMMITTEE MEETING

**Date:** Thursday, 24 June 2021  
**Time:** 9.30 am  
**Venue:** Council Chamber  
Rangitikei District Council  
46 High Street  
Marton

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**Chair:** Cr Nigel Belsham  
**Deputy Chair:** Cr Fi Dalgety  
**Membership:** Cr Cath Ash  
Cr Brian Carter  
Cr Angus Gordon  
Cr Tracey Hiroa  
Cr Waru Panapa  
Cr Dave Wilson  
Cr Gill Duncan  
His Worship the Mayor, Andy Watson

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**Notice is hereby given that a Finance/Performance Committee Meeting of the Rangitikei District Council will be held in the Council Chamber, Rangitikei District Council, 46 High Street, Marton on Thursday, 24 June 2021 at 9.30 am.**

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## **AGENDA**

### **1 Welcome**

### **2 Apologies**

### **3 Public Forum**

### **4 Conflict of Interest Declarations**

Members are reminded of their obligation to declare any conflicts of interest they might have in respect of items on this agenda.

### **5 Confirmation of Order of Business**

That, taking into account the explanation provided why the item is not on the meeting agenda and why the discussion of the item cannot be delayed until a subsequent meeting, [enter item number](#) be dealt with as a late item at this meeting.

### **6 Confirmation of Minutes**

The minutes of the Finance/Performance Committee meeting held on 27 May 2021 are attached.

#### **Recommendation**

That the minutes of Finance/Performance Committee meeting held on 27 May 2021 [with amendment/without amendment] be taken as read and verified as an accurate and correct record of the meeting.

# MINUTES

## **UNCONFIRMED: FINANCE/PERFORMANCE COMMITTEE MEETING**

**Date:** Thursday, 27 May 2021

**Time:** 10.30 am

**Venue:** Council Chamber  
Rangitikei District Council  
46 High Street  
Marton

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**Present:** Cr Nigel Belsham  
Cr Fi Dalgety  
Cr Cath Ash  
Cr Brian Carter  
Cr Angus Gordon  
Cr Tracey Hiroa  
Cr Dave Wilson  
Cr Gill Duncan  
His Worship the Mayor, Andy Watson

**In attendance:** Mr Peter Beggs, Chief Executive  
Mrs Carol Gordon, Group Manager – Democracy and Planning  
Mr Arno Benadie, Group Manager – Assets and Infrastructure  
Mr Dave Tombs, Group Manager – Corporate Services  
Mrs Sharon Grant, Group Manager – People and Culture  
Ms Gaylene Prince, Group Manager – Community Services  
Mr Ash Garstang, Governance Administrator  
Cr Brian Lambert

**Order of Business**

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## 1 Welcome

Cr Belsham opened the meeting at 10.39am.

The meeting was adjourned at 10:41am and re-convened at 11.06am.

Cr Belsham/Cr Gordon. Carried

## 2 Apologies

Cr Panapa was not present for the meeting.

## 3 Public Forum

There was no public forum.

## 4 Conflict of Interest Declarations

Members were reminded of their obligation to declare any conflicts of interest they might have in respect of items on this agenda.

## 5 Confirmation of Order of Business

## 6 Confirmation of Minutes

**Resolved minute number** 21/FPE/017

That the minutes of the Finance/Performance meeting held on 29 April 2021, without amendment, be taken as read and verified as an accurate and correct record of the meeting.

HWTM Watson/Cr Carter. Carried

## 7 Follow-up Action Items from Previous Meetings

### 7.1 Follow-up Action Items from Finance/Performance Meetings

**Resolved minute number** 21/FPE/018

That the report 'Follow-up Action Items from Finance/Performance Meetings' be received.

Cr Wilson/Cr Carter. Carried

## 8 Chair's Report

### 8.1 Chair's Report - May 2021

Mr Beggs noted that from 01 July 2021 staff will have an improved capability to track and measure service performance.

**Resolved minute number** 21/FPE/019

That the 'Chair's Report – May 2021' be received.

Cr Belsham/Cr Duncan. Carried

## 9 Reports for Decision

### 9.1 Rates Remissions

The Committee requested a workshop be held to consider the Rates Remission Policy, this was arranged for 08 June 2021.

**Resolved minute number** 21/FPE/020

That the 'Rates Remissions' report be received.

Cr Hiroa/Cr Carter. Carried

### Recommendation

That in order to improve Council's operational financial position and to meet the targeted minimum 2% operational cost savings, the Finance and Performance Committee consider changes be made to the Rates Remission Policy, paying particular attention to Incentives for Residential Development and Penalties.

Left to lie on the table

## 10 Reports for Information

### 10.1 Financial Snapshot - April 2021

When discussing future years' rate increases Mr Tombs noted that the published rates increase relates to the overall increase in rates revenue received by Council. This is different from the increase that existing rate payers have to pay, as increases to the ratepayer base means that existing ratepayers will pay less than the overall rates increase. This is noted in Council's draft 2021/31 Long Term Plan but can be made more prominent in future years' budget information.

**Resolved minute number** 21/FPE/021



That the report 'Financial Snapshot – April 2021' to the Finance and Performance Committee meeting be received.

Cr Dalgety/Cr Carter. Carried

## **10.2 Statement of Service Performance - July 2020 - March 2021**

Mr Beggs advised the Committee that from 01 July 2021 onwards, this information will become easier to source and present. Currently there are system-related issues that make the reporting of service performance both laborious and difficult. Mrs Gordon advised that new customer satisfaction software called 'HappyOrNot' was being implemented and should help the Council gather more up-to-date feedback than what is currently being received.

There were a number of questions around the progress reported so it was agreed an updated report will be provided to the Finance/Performance committee at a future meeting.

**Resolved minute number 21/FPE/022**

That the report Statement of Service Performance - July 2020 - 31 March 2021 is not received.

Cr Wilson/Cr Dalgety. Carried

**The Meeting closed at 12.12pm.**

**The minutes of this meeting were confirmed at the Finance/Performance Committee held on 24 June 2021.**

.....  
**Chairperson**

**7 Follow-up Action Items from Previous Meetings****7.1 Follow-up Action Items from Finance/Performance Meetings****Author:** Ash Garstang, Governance Administrator**Authoriser:****1. Reason for Report**

- 1.1 On the list attached items raised at previous Finance/Performance meetings. Items indicate who is responsible for follow up, and a brief status comment

**2. Decision Making Process**

- 2.1 Staff have assessed the requirements of the Local Government Act 2002 in relation to this item and have concluded that, as this report is for information only, the decision-making provisions do not apply.

**Attachments****1. Follow-up Actions Register****Recommendation**

That the report 'Follow-up Action Items from Finance/Performance Meetings' be received.

# Current Follow-up Actions

From Meeting Date	Details	Person Assigned	Status Comments	Status
27-May-21	Staff to organise a workshop (for Rates Remissions) for the afternoon of 08 Jun 21.	Carol Gordon	Workshop scheduled and invitation sent to elected members.	Closed
27-May-21	From the Mayor in relation to Rates Remissions: Staff to identify whether the interim rates relief for the Ngā Wairiki Ngāti Apa training facility was ongoing or not.	Dave Tombs	A rebate was agreed to by Council at their meeting on 29 March 2018, the rebate was granded from April 2018 for two years.	Closed
27-May-21	The Mayor and Cr Belsham asked whether future rates from new builds were accounted for in the budget, noting that there would have been a rate remission for some of them. Mr Tombs was unaware off the top of his head as he was not with Council when the budgets were completed - will investigate and advise.	Dave Tombs	Dave Tombs emailed Finance and Performance Committee members with confirmation that the 2020/21 budget does not include any remission for new builds, adding that an upcoming workshop will review these rates remissions.	Closed
27-May-21	The Statement of Service report is to be reviewed and updated, and presented to a future Finance/Performance committee meeting.	Carol Gordon	An updated report is included on the agenda for this meeting.	Closed
25-Mar-21	Staff to advise what depreciation is being funded for Marton Park.	Dave Tombs	Information to be emailed.	In progress
25-Mar-21	List of each bridge that Assets are working on and its associated budgets.	Arno Benadie	To be included in Assets / Infrastructure agenda.	In progress
25-Feb-21	Staff to review Councils Forestry Holdings.	Dave Tombs	Report will be included on Agenda once work related to the LTP allows.	In progress
25-Feb-21	Revaluation impact across the sector.	Dave Tombs	Report will be included on Agenda once work related to the LTP allows.	In progress

## 8 Reports for Information

### 8.1 Financial Snapshot - May 2021

**Author:** Kathryn McDonald, Management and Systems Accountant

**Authoriser:** Dave Tombs, Group Manager - Corporate Services

#### 1. Reason for Report

- 1.1 To provide Committee Members with Council's latest management financial accounts and related commentary.

#### 2. Activity Performance Report

- 2.1 Rates Revenue is \$20.9 million year to date, which is 2% below the budget of \$21.4 million. The difference of \$0.5 million predominantly relates to the unbudgeted rates remissions, partially offset by an increase in rate penalty income. A small variance is also due to lower-than-expected Metered Water use.
- 2.2 The Subsidies and Grants revenue budget variance of \$3.4 million (favourable) is mainly caused by:
  - 2.2.1 Favourable budget variances: Receiving unbudgeted amounts for the Three Waters Reform (\$2.41m), Community Recovery Grant (\$500k), PGF Capital Funding (\$250k), Hunterville Bore Subsidy (\$350k), a Public Toilet Grant (\$78k), and
  - 2.2.2 Unfavourable budget variances: A full year budget of \$200k for public fundraising in relation to the new Marton Playground. This was set in the previous financial year prior to the formation of the Project Management Office; recently the PMO has confirmed that this money has been put directly into the playground and will not be received by the Council.
- 2.3 Other Revenue is above budget by \$485k. This is due to:
  - 2.3.1 Increase in demand for resource consents (year to date is over budget by \$268k including one transaction of \$185k), and
  - 2.3.2 Increase in building consents which is currently \$198k over budget.
- 2.4 Other Comprehensive Revenue has income of \$250k against a nil budget; this is from the sale of Council owned property in Walton Street, Bulls.
- 2.5 Personnel costs year to date are \$4.972 million against a budget of \$4.401 million, an unfavourable variance of \$0.57 million. This budget relates primarily to positions that had no budget in 20/21.
- 2.6 Other expenses at year to date are \$16.601 million, which is \$128k (0.78%) over budget of \$16.472 million. This is mainly due to the Roothing repair work for Turakina Valley Road. Refer S3.2b below.

### 3. Capital Expenditure Report

- 3.1 Capital expenditure is \$15.335 million compared to a year-to-date (“YTD”) budget of \$34.066 million. The attached summary shows these variances split by cost centre with the larger budgets (>\$500k) being shown separately.
- 3.2 The areas with major YTD budget variances are:
- 3.2.1 Roading and Footpaths has a YTD variance of \$3.962 million under budget which predominantly relates to:
- a) Previous delays on the Mangaweka Bridge due to wild animal relocations. This has a 2020/21 YTD under budget variance of \$2.236m (budget of \$4.115m, and \$1.879m spend). The Long Term Plan includes a budget carry over of \$2m in relation to this.
  - b) Construction on the Turakina Valley Road sites has been delayed by the resource consent process. Construction is now underway and expenditure to date is \$590k, with total 2020/21 cost expected to be \$1.346m. However as previously noted, the work has been classified as ‘repairs’ so is included in the Subsidised Roading operating expenditure. The full year Capital Expenditure budget of \$1.069m for this project will remain unspent.
- 3.2.2 Three Waters has a YTD variance of \$8.572 million under budget largely caused by the following (note the LTP budgets include \$4.1m of Wastewater budget carry forward from 2020/21):
1. Pipeline Marton to Bulls and associated Land Purchase: combined YTD budget \$2.475m, expenditure \$80k.
  2. Papakai Pump Station: YTD budget \$1.375m, expenditure \$101k.
  3. Wastewater Treatment – Renewals: YTD budget \$965k, expenditure \$10k. This is the Ratana disposal to land solution – work delayed due to negotiations with MfE.
  4. New Plant: YTD budget \$550k, expenditure \$9k.
- 3.2.3 Domains has a \$1.692 million below budget variance (YTD Expense \$454k, Budget \$2.146m) due mainly to delays on work at Taihape Memorial Park. The LTP includes budget carry over with respect to this.
- 3.2.4 Libraries has a variance of \$1.861 million under budget which is largely due to timing of expenditure on the construction of the new Marton Admin and Library building. The LTP includes budget carry over with respect to this.
- 3.2.5 Swim Centres below budget variance of \$0.564 million as the work related to this has only recently commenced (conducted during the winter closing months). Officers will assess the budget position of this once the year’s figures are finalised.
- 3.2.6 The Property Department has an over budget variance of \$0.1 million relating to the King Street Depot and alternations to the High Street building, neither of which were allocated a budget for 2020/21.

**ITEM 8.1**

- 3.3 The depreciation budgets included in the draft 2021/31 Long Term Plan assume that over \$10m of this year's capital budgets will not be spent.

**4. Treasury and Debt**

- 4.1 At 31 May 2021 the Council had \$7.142 million available for immediate needs, \$2 million in Term Deposits and \$1.968 million in Receivables.
- 4.2 Rangitikei District Council has not drawn down any debt in the 2020/21 financial year. The debt balance at 31 May remained at \$3 million.

**Attachments**

- 1. Activity Performance Report for the 11 Months ended 31 May 2021**
- 2. Capital Expenditure Report for the 11 Months ended 31 May 2021**

**Recommendation**

That the report 'Financial Snapshot – May 2021' to the Finance and Performance Committee meeting be received.

**Rangitikei District Council**  
**Whole of Council**  
**Activity Performance Report**  
**For the 11 months ended 31 May 2021**

	2020/21 YTD Actuals May	2020/21 YTD Budgets May	2020/21 YTD Variance May	2020/21 YTD Percentage Variance May	2020/21 Full Year Budget
	\$000	\$000	\$000		\$000
<b>Revenue</b>					
Subsidies and Grants	(13,646)	(10,198)	3,448	33.82%	(11,125)
Other Revenue	(3,186)	(2,702)	485	17.95%	(2,947)
Finance Revenue	(10)	(111)	(101)	-91.05%	(121)
Other Comprehensive	(250)	0	250	100.00%	0
Rates	(20,878)	(21,403)	(525)	-2.45%	(23,349)
<b>Total</b>	<b>(37,970)</b>	<b>(34,413)</b>	<b>3,557</b>	<b>10.34%</b>	<b>(37,542)</b>
<b>Expense</b>					
Other Expenses	16,601	16,472	(128)	-0.78%	17,970
Personnel Costs	4,972	4,401	(570)	-12.96%	4,801
Finance Costs	86	126	40	31.91%	138
Depreciation and Amortisation	11,266	11,394	128	1.12%	12,430
Internal Charges and Recoveries	0	44	44	100.00%	48
<b>Total</b>	<b>32,924</b>	<b>32,438</b>	<b>(487)</b>	<b>-1.50%</b>	<b>35,386</b>
<b>Grand Total</b>	<b>(5,046)</b>	<b>(1,976)</b>	<b>3,070</b>	<b>155.40%</b>	<b>(2,156)</b>

Commentary regarding these variances is included on the accompanying summaries.

**Rangitikei District Council**  
**Business Units**  
**Activity Performance Report**  
**For the 11 months ended 31 May 2021**

	2020/21 YTD Actuals May	2020/21 YTD Budgets May	2020/21 YTD Variance May	2020/21 YTD Percentage Variance May	2020/21 Full Year Budget
	\$000	\$000	\$000		\$000
<b>Revenue</b>					
Subsidies and Grants	(56)	0	56	100.00%	0
Other Revenue	(24)	(22)	2	8.10%	(24)
Finance Revenue	(10)	(111)	(101)	-91.05%	(121)
Other Comprehensive	0	0	(0)	-100.00%	0
Rates	1,357	902	(455)	-50.41%	984
<b>Total</b>	<b>1,267</b>	<b>769</b>	<b>(498)</b>	<b>-64.78%</b>	<b>839</b>
<b>Expense</b>					
Other Expenses	2,438	2,658	220	8.28%	2,899
Personnel Costs	4,154	3,722	(432)	-11.59%	4,061
Finance Costs	86	(846)	(932)	-110.16%	(923)
Depreciation and Amortisation	349	419	70	16.72%	457
Internal Charges and Recoveries	(6,898)	(6,608)	290	4.39%	(7,208)
<b>Total</b>	<b>128</b>	<b>(655)</b>	<b>(783)</b>	<b>-119.53%</b>	<b>(715)</b>
<b>Grand Total</b>	<b>1,395</b>	<b>114</b>	<b>(1,281)</b>	<b>-1127.59%</b>	<b>124</b>

**Variances > \$100k : Comments**

Rates Revenue

Rate penalties revenue is \$263k over budget; while rate remissions given out have totalled \$720k to date with no budget.

Other Expenses

Variance is largely due to timing differences relating to the phasing of budgets (eg audit costs and bank fees)

Personnel Costs

Four positions (HR Manager, ISSP Manager, second Executive Assistant, and Team Leader of Customer Services) were not budgeted for in 20/21.

Finance Costs

These will remain over budget for the year as Internal Interest Charges received from the Activity Cost Centres are not recorded until year end.



**Rangitikei District Council**  
**Community & Leisure Assets**  
**Activity Performance Report**  
**For the 11 months ended 31 May 2021**

	2020/21 YTD Actuals May	2020/21 YTD Budgets May	2020/21 YTD Variance May	2020/21 YTD Percentage Variance May	2020/21 Full Year Budget
	\$000	\$000	\$000		\$000
<b>Revenue</b>					
Subsidies and Grants	(426)	(208)	218	104.43%	(227)
Other Revenue	(668)	(612)	56	9.17%	(668)
Other Comprehensive	(250)	0	250	100.00%	0
Rates	(3,821)	(3,841)	(21)	-0.53%	(4,191)
<b>Total</b>	<b>(5,165)</b>	<b>(4,662)</b>	<b>503</b>	<b>10.78%</b>	<b>(5,086)</b>
<b>Expense</b>					
Other Expenses	2,002	1,949	(53)	-2.73%	2,126
Personnel Costs	0	0	0	0.00%	0
Finance Costs	0	177	177	100.00%	193
Depreciation and Amortisation	960	966	7	0.68%	1,054
Internal Charges and Recoveries	1,752	1,642	(110)	-6.70%	1,791
<b>Total</b>	<b>4,714</b>	<b>4,734</b>	<b>20</b>	<b>0.42%</b>	<b>5,164</b>
<b>Grand Total</b>	<b>(450)</b>	<b>72</b>	<b>523</b>	<b>722.39%</b>	<b>79</b>

**Variances > \$100k : Comments**

Subsidies and Grants Revenue	Unbudgeted subsidies from PGF for \$250k received for Halls, \$70k for Hautapu River Parks Project and from MBIE \$78k for Public Toilets; however this is partially offset by a public fundraising budget set at the beginning of the financial year for Marton Playground which has now been confirmed we will not receive (the full year budget for that is \$200k).
Other Comprehensive	Income from the sale of the Walton Street, Bulls house.
Finance Costs	These will remain under budget for the year as Internal Interest Charges paid by the Activity Cost Centres are not recorded until year end.

**Rangitikei District Council**  
**Community Leadership**  
**Activity Performance Report**  
**For the 11 months ended 31 May 2021**

	2020/21 YTD Actuals May	2020/21 YTD Budgets May	2020/21 YTD Variance May	2020/21 YTD Percentage Variance May	2020/21 Full Year Budget
	\$000	\$000	\$000		\$000
<b>Revenue</b>					
Other Revenue	(1)	0	1	100.00%	0
Rates	(1,172)	(1,165)	7	0.58%	(1,271)
<b>Total</b>	<b>(1,173)</b>	<b>(1,165)</b>	<b>8</b>	<b>0.68%</b>	<b>(1,271)</b>
<b>Expense</b>					
Other Expenses	609	622	12	1.99%	678
Finance Costs	0	2	2	100.00%	3
Depreciation and Amortisation	1	1	0	0.17%	2
Internal Charges and Recoveries	549	540	(9)	-1.72%	589
<b>Total</b>	<b>1,160</b>	<b>1,165</b>	<b>5</b>	<b>0.47%</b>	<b>1,271</b>
<b>Grand Total</b>	<b>(13)</b>	<b>0</b>	<b>13</b>	<b>100.00%</b>	<b>0</b>

**Variances > \$100k : Comments**

**Rangitikei District Council**  
**Community Wellbeing**  
**Activity Performance Report**  
**For the 11 months ended 31 May 2021**

	2020/21 YTD Actuals May	2020/21 YTD Budgets May	2020/21 YTD Variance May	2020/21 YTD Percentage Variance May	2020/21 Full Year Budget
	\$000	\$000	\$000		\$000
<b>Revenue</b>					
Subsidies and Grants	(540)	(57)	483	850.67%	(62)
Other Revenue	(19)	(20)	(1)	-5.14%	(22)
Other Comprehensive	0	0	0	0.00%	0
Rates	(1,365)	(1,308)	57	4.39%	(1,427)
<b>Total</b>	<b>(1,925)</b>	<b>(1,385)</b>	<b>540</b>	<b>38.97%</b>	<b>(1,511)</b>
<b>Expense</b>					
Other Expenses	951	1,165	214	18.38%	1,271
Personnel Costs	208	105	(102)	-97.31%	115
Finance Costs	0	2	2	100.00%	2
Depreciation and Amortisation	4	5	1	10.12%	5
Internal Charges and Recoveries	523	533	10	1.86%	582
<b>Total</b>	<b>1,687</b>	<b>1,810</b>	<b>124</b>	<b>6.84%</b>	<b>1,975</b>
<b>Grand Total</b>	<b>(238)</b>	<b>425</b>	<b>663</b>	<b>155.98%</b>	<b>464</b>

**Variances > \$100k : Comments**

Subsidies and Grants Revenue Unbudgeted grants totalling \$500k for Community Recovery.

Other Expenses Putorino Landfill Cleanup is under budget by \$259k as work continues; partially offset by distribution of unbudgeted Community Recovery grants.

Personnel Costs Two funded positions have been wrongly coded here - this will be rectified before the end of the financial year.

**Rangitikei District Council**  
**Environmental & Regulatory**  
**Activity Performance Report**  
**For the 11 months ended 31 May 2021**

	2020/21 YTD Actuals May	2020/21 YTD Budgets May	2020/21 YTD Variance May	2020/21 YTD Percentage Variance May	2020/21 Full Year Budget
	\$000	\$000	\$000		\$000
<b>Revenue</b>					
Subsidies and Grants	1	0	(1)	-100.00%	0
Other Revenue	(1,638)	(1,154)	483	41.89%	(1,259)
Rates	(1,122)	(1,114)	8	0.68%	(1,216)
<b>Total</b>	<b>(2,759)</b>	<b>(2,268)</b>	<b>490</b>	<b>21.61%</b>	<b>(2,475)</b>
<b>Expense</b>					
Other Expenses	550	584	35	5.92%	637
Personnel Costs	610	574	(37)	-6.36%	626
Finance Costs	0	2	2	100.00%	3
Internal Charges and Recoveries	1,236	1,243	7	0.54%	1,356
<b>Total</b>	<b>2,397</b>	<b>2,404</b>	<b>7</b>	<b>0.30%</b>	<b>2,622</b>
<b>Grand Total</b>	<b>(362)</b>	<b>135</b>	<b>497</b>	<b>367.48%</b>	<b>148</b>

**Variances > \$100k : Comments**

Other Revenue

Resource Consents are over budget by \$268k (mainly influenced by one transaction worth \$185k) and Building Consents over budget by \$198k.

**Rangitikei District Council**  
**Roading & Footpaths**  
**Activity Performance Report**  
**For the 11 months ended 31 May 2021**

	2020/21 YTD Actuals May	2020/21 YTD Budgets May	2020/21 YTD Variance May	2020/21 YTD Percentage Variance May	2020/21 Full Year Budget
	\$000	\$000	\$000		\$000
<b>Revenue</b>					
Subsidies and Grants	(9,865)	(9,933)	(68)	-0.68%	(10,836)
Other Revenue	(83)	(139)	(56)	-40.57%	(152)
Other Comprehensive	0	0	0	0.00%	0
Rates	(6,348)	(6,389)	(41)	-0.64%	(6,970)
<b>Total</b>	<b>(16,296)</b>	<b>(16,461)</b>	<b>(165)</b>	<b>-1.00%</b>	<b>(17,958)</b>
<b>Expense</b>					
Other Expenses	5,493	5,350	(143)	-2.67%	5,836
Finance Costs	0	33	33	100.00%	36
Depreciation and Amortisation	7,129	7,129	(0)	0.00%	7,777
Internal Charges and Recoveries	948	892	(56)	-6.24%	973
<b>Total</b>	<b>13,570</b>	<b>13,404</b>	<b>(165)</b>	<b>-1.23%</b>	<b>14,623</b>
<b>Grand Total</b>	<b>(2,726)</b>	<b>(3,057)</b>	<b>(330)</b>	<b>-10.81%</b>	<b>(3,335)</b>

**Variances > \$100k : Comments**

Other Expenses

Over budget due to Turakina Valley which was entered into the budget as Capital Expenditure, but has since been classified as repairs and maintenance in Operating Expenditure.

**Rangitikei District Council**  
**Rubbish & Recycling**  
**Activity Performance Report**  
**For the 11 months ended 31 May 2021**

	2020/21 YTD Actuals May	2020/21 YTD Budgets May	2020/21 YTD Variance May	2020/21 YTD Percentage Variance May	2020/21 Full Year Budget
	\$000	\$000	\$000		\$000
<b>Revenue</b>					
Other Revenue	(646)	(519)	127	24.44%	(566)
Other Comprehensive	0	0	0	0.00%	0
Rates	(926)	(919)	7	0.80%	(1,003)
<b>Total</b>	<b>(1,572)</b>	<b>(1,438)</b>	<b>134</b>	<b>9.33%</b>	<b>(1,569)</b>
<b>Expense</b>					
Other Expenses	1,269	1,189	(80)	-6.72%	1,297
Finance Costs	0	5	5	100.00%	5
Depreciation and Amortisation	88	113	25	22.10%	123
Internal Charges and Recoveries	141	131	(9)	-7.12%	143
<b>Total</b>	<b>1,498</b>	<b>1,438</b>	<b>(60)</b>	<b>-4.14%</b>	<b>1,569</b>
<b>Grand Total</b>	<b>(74)</b>	<b>0</b>	<b>75</b>	<b>135539.35%</b>	<b>0</b>

**Variances > \$100k : Comments**

Other Revenue	User fees and charges for Waste Transfer Stations are over budget by \$126k.
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**Rangitikei District Council**  
**Water, Sewerage & Stormwater**  
**Activity Performance Report**  
**For the 11 months ended 31 May 2021**

	2020/21 YTD Actuals May	2020/21 YTD Budgets May	2020/21 YTD Variance May	2020/21 YTD Percentage Variance May	2020/21 Full Year Budget
	\$000	\$000	\$000		\$000
<b>Revenue</b>					
Subsidies and Grants	(2,760)	0	2,760	100.00%	0
Other Revenue	(108)	(235)	(127)	-54.12%	(256)
Other Comprehensive	0	0	0	0.00%	0
Rates	(7,480)	(7,568)	(88)	-1.16%	(8,256)
<b>Total</b>	<b>(10,348)</b>	<b>(7,803)</b>	<b>2,545</b>	<b>32.62%</b>	<b>(8,512)</b>
<b>Expense</b>					
Other Expenses	3,289	2,956	(333)	-11.28%	3,225
Finance Costs	0	751	751	100.00%	819
Depreciation and Amortisation	2,734	2,760	26	0.94%	3,011
Internal Charges and Recoveries	1,749	1,670	(79)	-4.72%	1,821
<b>Total</b>	<b>7,772</b>	<b>8,137</b>	<b>365</b>	<b>4.48%</b>	<b>8,877</b>
<b>Grand Total</b>	<b>(2,576)</b>	<b>334</b>	<b>2,910</b>	<b>870.29%</b>	<b>365</b>

**Variances > \$100k : Comments**

Subsidies and Grants Revenue	Three Waters reform subsidy of \$2.41m received but not budgeted for; and a grant of \$350k for Hunterville Bore also unbudgeted for.
Other Revenue	Waste Water user fees and charges are under budget.
Other Expenses	External contractors for District Water are over budget by \$173k; insurance costs are over budget by \$10k; and other operating expenses such as electricity and consumables are over budget by \$161k.
Finance Costs	Internal Interest Charges are not calculated until year end.

**Rangitikei District Council**  
**For the 11 months ended 31 May 2021**

**Capital Expenditure Report**

Account	2020/21 YTD Actuals May	2020/21 YTD Budgets May	2020/21 Full Year Budget
<b>Business Units</b>	<b>464,773</b>	<b>787,864</b>	<b>859,475</b>
3000. Fleet Management	27,298	123,750	135,000
3600. Information Services	318,480	664,114	724,475
4000. Policy and Democracy	2,316	0	0
4100. Property	116,679	0	0
<b>Community &amp; Leisure Assets</b>	<b>3,067,430</b>	<b>8,946,475</b>	<b>9,755,653</b>
1300. Cemeteries	108,081	188,562	205,703
1900. Community Housing	14,992	154,176	168,192
2600. Domains	454,445	2,146,947	2,342,107
Key Projects (Budget > \$500k)			
4410170611. -60.1 Taihape Memorial Park	126,659	1,833,337	2,000,000
3100. Forestry	74,912	96,250	105,000
3200. Halls	2,056,951	3,540,492	3,858,254
Key Projects (Budget > \$500k)			
40901706. Bulls Community Centre-LTPid62	1,642,024	0	0
4090174501. Additional Funding for Capital on Bulls Centre	18,180	1,874,499	2,044,913
4090174502. Bulls Bus Lane and Hub	22,074	719,928	785,373
3700. Libraries	82,388	1,943,447	2,120,118
Key Projects (Budget > \$500k)			
4080170605. 68: New Marton Admin & Library - Construction	0	1,810,116	1,974,670
4300. Public Toilets	252,277	304,337	332,005
4500. Real Estate	16,000	0	0
5100. Swim Centres	7,384	572,264	624,274
<b>Community Wellbeing</b>	<b>5,210</b>	<b>0</b>	<b>0</b>
3400. Information Centres	5,210	0	0
<b>Roading &amp; Footpaths</b>	<b>7,542,596</b>	<b>11,504,984</b>	<b>12,550,887</b>
3800. Non-Subsidised Roothing	38,473	824,828	899,807
5000. Subsidised Roothing	7,504,123	10,680,156	11,651,080
Key Projects (Budget > \$500k)			
70100781. Sealed Road Pavement Rehabilitation	1,040,383	941,094	1,026,648
70100782. Drainage Renewals	471,860	576,180	628,560
70100787. Sealed Road Surfacing	1,197,398	1,328,481	1,449,250
7010079403. Turakina Valley Road	0	979,594	1,068,646
70100795. Improvements- Low Cost Low Risk	1,042,305	773,267	843,567
7010079601. Mangaweka Bridge Construction	1,879,412	4,115,551	4,489,686
<b>Water, Sewerage &amp; Stormwater</b>	<b>4,255,326</b>	<b>12,826,913</b>	<b>13,993,000</b>
4900. Stormwater	454,362	1,333,992	1,455,270
5600. Waste Water - Sewerage	485,893	6,100,743	6,655,348
6070176204. 52: Wastewater Reticulation - Renewals	262,432	550,000	600,000
6070176205. 89: Wastewater Treatment - Renewals	10,453	964,975	1,052,700
6070176206. 54.1: Pipeline Marton to Bulls	80,295	1,375,000	1,500,000
6070176207. 54.2: Land Purchase	0	1,100,000	1,200,000
6070177109. Papakai Pump Station Replacement	100,780	1,375,000	1,500,000
5700. Water - District	2,992,716	4,764,265	5,197,370
6060174501. 117.1: New Plant	0	550,000	600,000
6060176316. Ren- Retic Bulls Reservoir -LTPid37.5	1,254,159	1,465,750	1,599,000
6060176322. 37.4: Marton WIP and Dam Renewals	24,185	889,163	970,000
6060176324. 37.1: Taihape falling main replacement	9,765	578,985	631,620
5800. Water - Hunterville Urban	9,226	316,239	345,000
5900. Water Supply Erewhon	278,923	262,460	286,324
6000. Water Supply Hunterville Rural	30,055	43,428	47,372
6100. Water Supply Omatane	0	5,786	6,316
6200. Water Supply Putorino	4,151	0	0
<b>Grand Total</b>	<b>15,335,335</b>	<b>34,066,236</b>	<b>37,159,015</b>

\*Report Contains Filters



**8.2 QV Monthly Report - May 2021****Author:** Dave Tombs, Group Manager - Corporate Services**Authoriser:** Dave Tombs, Group Manager - Corporate Services**1. Reason for Report**

- 1.1 To provide Finance and Performance Committee with the April and May 2021 Monthly Reports provided by QV.

**2. Discussion and Options Considered**

- 2.1 The May 2020 Monthly Report has also been provided for reference.
- 2.2 Of interest, comparing YTD May 2021 to YTD May 2020 there have been:
  - 2.2.1 27% more sales (594 compared to 468);
  - 2.2.2 67% more subdivisions (298 compared to 178);
  - 2.2.3 51.5% increase in Rangitikei average sales price (\$432k compared to \$285k).

**Attachments**

1. QV Report May 2021
2. QV Report April 2021
3. QV Report May 2020

**Recommendation**

That the 'QV Monthly Report – May 2021' be received.



## May 2021 Rangitikei District

QV Quotable Quote

Whatever you do, always give 100%. Unless you're donating blood - Bill Murray.

### Assessment Numbers

Net Assessments
<b>8,022</b>
50% Rateable: 3
<b>8,560</b>
Gross Assessments

### Sales

COMPLETED		OUTSTANDING	
<div>41</div> <div>This Month</div> <hr/> <div>594</div> <div>Since 1 July</div>		Sale Notices < 3 Days	Sale Notices > 3 Days
		0	0
		0	0
		Partial Sales	Changes to Address

### Building Consents

COMPLETED	OUTSTANDING
<div>20</div> <div>This Month</div> <hr/> <div>245</div> <div>Since 1 July</div>	<div>Under Construction</div> <div>173</div> <hr/> <div>47</div> <div>Ready to Check</div>

### Subdivisions

COMPLETED	OUTSTANDING
<div>38</div> <div>This Month</div> <hr/> <div>298</div> <div>Since 1 July</div>	<div>In Progress</div> <div>0</div> <hr/> <div>6</div> <div>Subs to Value</div>



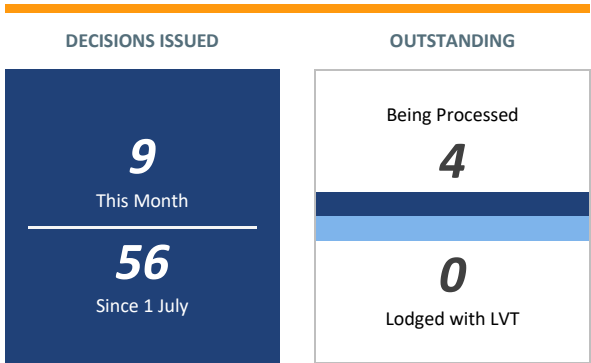
# Monthly Report



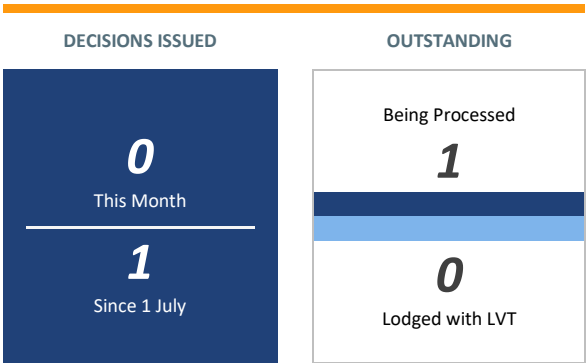
## QV Trivia

*The worlds lagest tire manufacturer isn't Dunlop or Goodyear, But Lego, Making 306 MILLION tyres per year.*

### Revision Objections

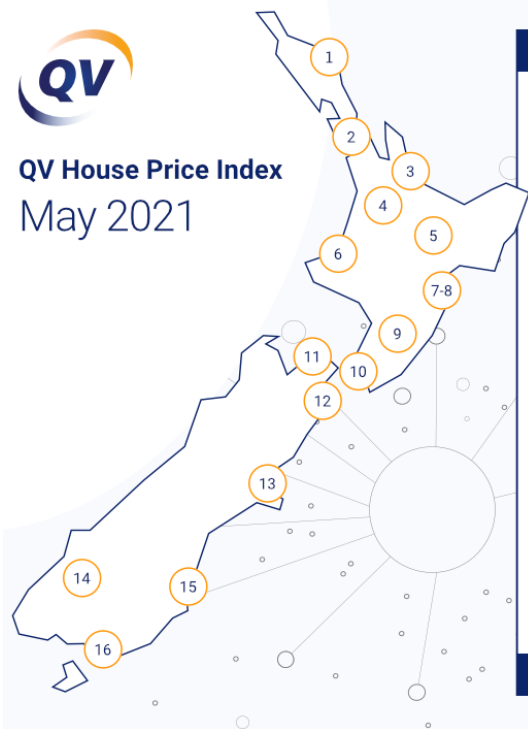


### Maintenance Objections



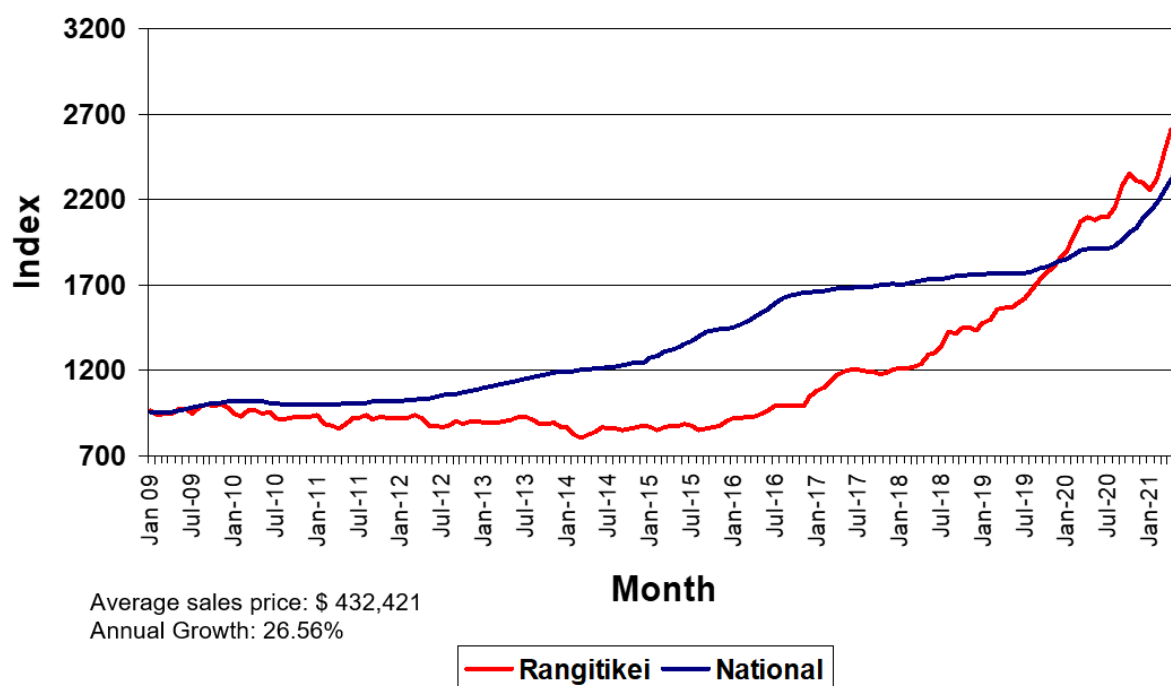


## QV House Price Index May 2021



Area	Average value	3 mth change
1 Whangarei District	\$737,019	10.5%
2 Auckland Region	\$1,336,800	8.4%
3 Tauranga City	\$1,021,141	10.2%
4 Hamilton City	\$810,633	8.5%
5 Rotorua District	\$677,935	6.4%
6 New Plymouth District	\$644,667	8.0%
7 Napier City	\$798,824	9.0%
8 Hastings District	\$808,466	11.4%
9 Palmerston North City	\$706,524	10.7%
10 Wellington Region	\$997,354	10.0%
11 Nelson City	\$778,444	6.3%
12 Marlborough District	\$683,655	12.0%
13 Christchurch City	\$639,868	9.3%
14 Queenstown Lakes District	\$1,385,848	5.3%
15 Dunedin City	\$665,130	5.2%
16 Invercargill City	\$440,590	6.0%
<b>New Zealand</b>	<b>\$931,928</b>	<b>8.8%</b>

## Rangitikei Residential Property Values





Please contact your account manager if you require any further assistance or information around these new requirements.

Do you have questions or feedback about what data or news you would like included in future monthly reports? Then please send an email with your feedback to me.

Simon Willocks

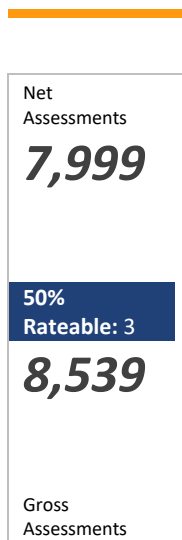


## April 2021 Rangitikei District

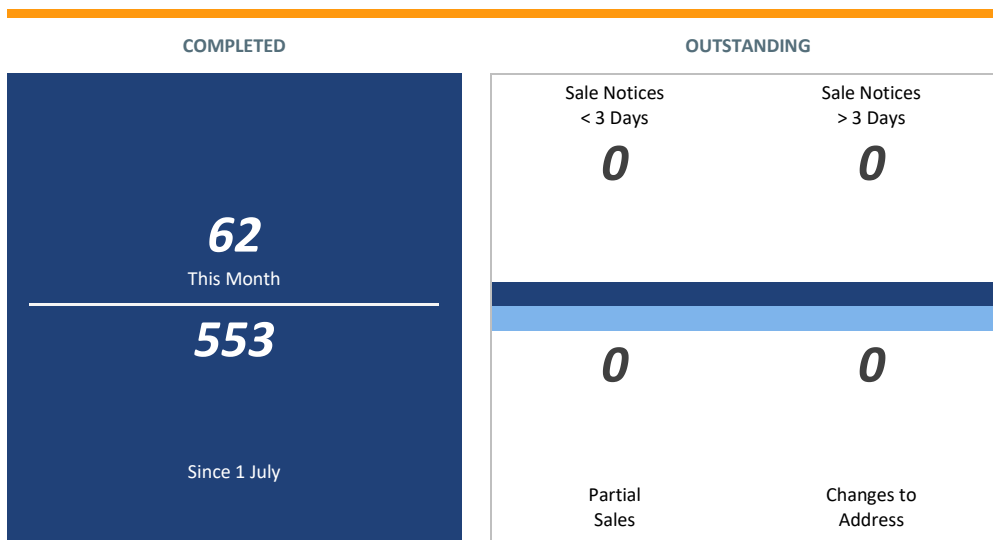
QV Quotable Quote

Dance like nobody's watching, Because they are not, They are all checking their phones. - Unknown

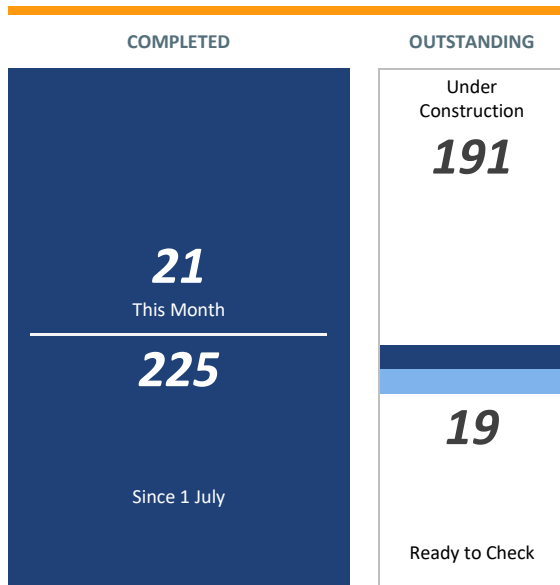
### Assessment Numbers



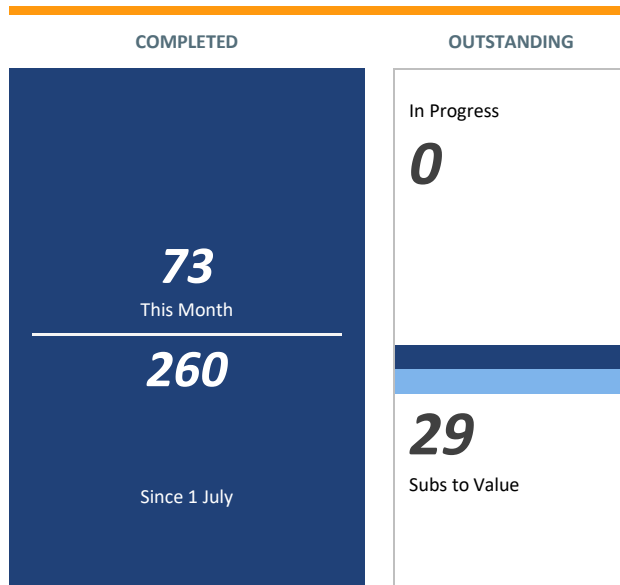
### Sales



### Building Consents



### Subdivisions





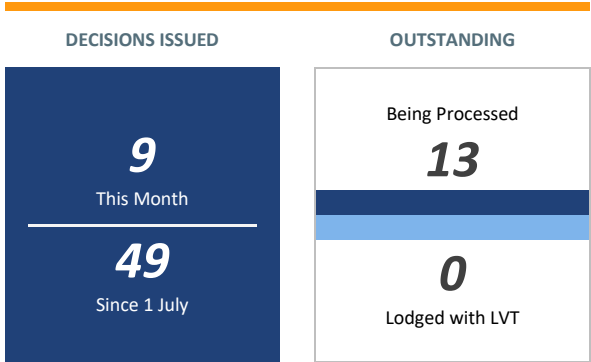
# Monthly Report



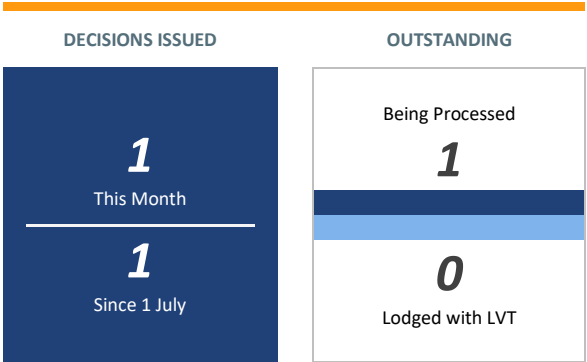
## QV Trivia

*Art Competitions used to be part of the Olympics. Between 1912 and 1948, Medals were awarded for painting, Sculpture, Architecture, Music, and Literature.*

### Revision Objections



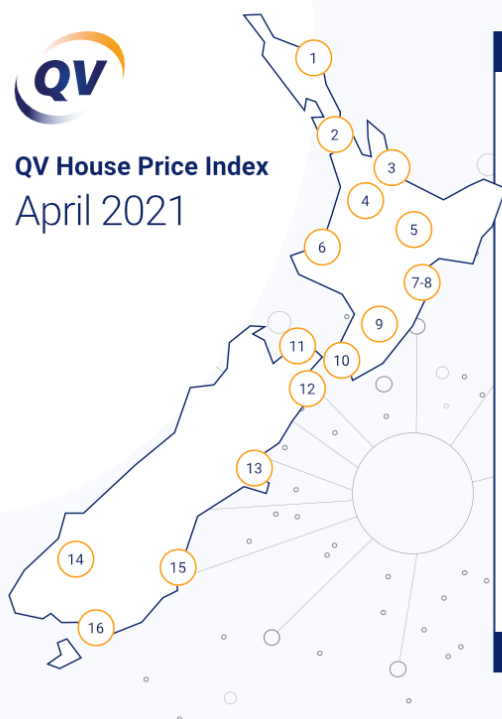
### Maintenance Objections





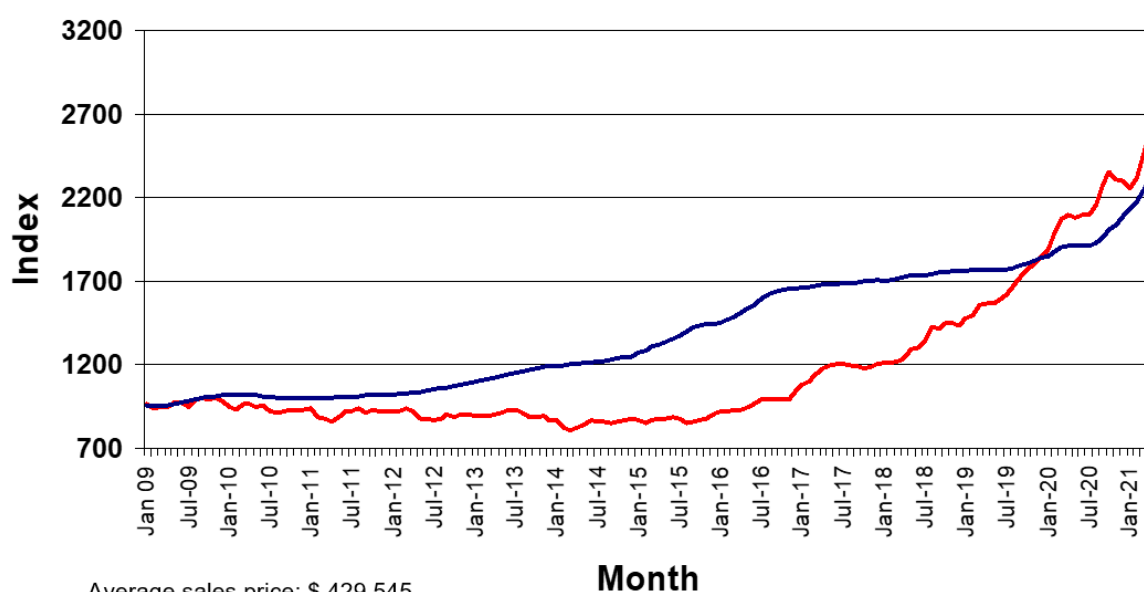


## QV House Price Index April 2021



Area	Average value	3 mth change
1 Whangarei District	\$717,574	10.38%
2 Auckland Region	\$1,306,913	8.20%
3 Tauranga City	\$992,087	7.79%
4 Hamilton City	\$792,772	8.04%
5 Rotorua District	\$663,642	6.49%
6 New Plymouth District	\$636,439	9.02%
7 Napier City	\$798,568	14.17%
8 Hastings District	\$797,034	13.99%
9 Palmerston North City	\$687,537	10.87%
10 Wellington Region	\$983,923	10.75%
11 Nelson City	\$765,247	6.30%
12 Marlborough District	\$684,954	13.67%
13 Christchurch City	\$624,285	9.51%
14 Queenstown Lakes District	\$1,383,181	6.14%
15 Dunedin City	\$659,447	7.04%
16 Invercargill City	\$436,759	9.21%
<b>New Zealand</b>	<b>\$913,209</b>	<b>8.86%</b>

## Rangitikei Residential Property Values



Average sales price: \$ 429,545  
Annual Growth: 24.54%

— Rangitikei — National





## **Proposed changes to the rating of Maori Land**

As you are aware, in April 2021 the Government passed significant changes to reduce rating barriers for Māori landowners. Most of the changes outlined in the Local Government (Rating of Whenua Māori) Amendment Act 2021 will come into force on 1<sup>st</sup> July 2021. We have been getting a few enquiries from councils about the changes.

The changes to the Te Ture Whenua Maori Act are mainly around succession, dispute resolution and the role of the Maori Land Court. It also provides for beneficiaries of Whanau Trusts to be granted occupation orders to build homes on, as well as licences for more than 14 years for papakainga housing. So it may mean we see more subdivisions and building within existing Maori Land. Occupation orders are treated as separate rating units on the DVR, so QV will set up as subdivisions where this is part of our service, as any request comes in. These requests would normally come from council via Maori land Court.

The Local Government (Rating of Whenua Maori ) Amendment Act affects Local Authorities from a rating point of view around rates arrears , unused land to be non-rateable and allows for multiple homes on a rating unit of Maori freehold land to have separate rate accounts if the owners requests this. Where your district has a large quantity of Maori freehold land, then we are expecting to receive a number of requests to apportion rating units between unused land and utilised land.

To read about the new Act in detail, you can click here:

<https://www.tpk.govt.nz/en/whakamahia/whenua-maori/proposed-changes-to-the-rating-of-maori-land>

Please contact your account manager if you require any further assistance or information around these new requirements.

Do you have questions or feedback about what data or news you would like included in future monthly reports? Then please send an email with your feedback to me.

Simon Willocks



## May 2020 Rangitikei District

QV Quotable Quote

He who wrestles with us, strengthens our nerves and sharpens our skills. Our antagonist is our helper. - Edmund Burke

### Assessment Numbers

Net Assessments
<b>7,898</b>
50% Rateable: 5
<b>8,447</b>
Gross Assessments

### Sales

COMPLETED	OUTSTANDING								
<div>43 This Month</div> <hr/> <div>468 Since 1 July</div>	<table> <tr> <td>Sale Notices &lt; 3 Days</td><td>Sale Notices &gt; 3 Days</td></tr> <tr> <td>0</td><td>0</td></tr> <tr> <td>0</td><td>0</td></tr> <tr> <td>Partial Sales</td><td>Changes to Address</td></tr> </table>	Sale Notices < 3 Days	Sale Notices > 3 Days	0	0	0	0	Partial Sales	Changes to Address
Sale Notices < 3 Days	Sale Notices > 3 Days								
0	0								
0	0								
Partial Sales	Changes to Address								

### Building Consents

COMPLETED	OUTSTANDING
<div>9 This Month</div> <hr/> <div>239 Since 1 July</div>	<div>Under Construction</div> <div><b>108</b></div> <hr/> <div>55</div> <div>Ready to Check</div>

### Subdivisions

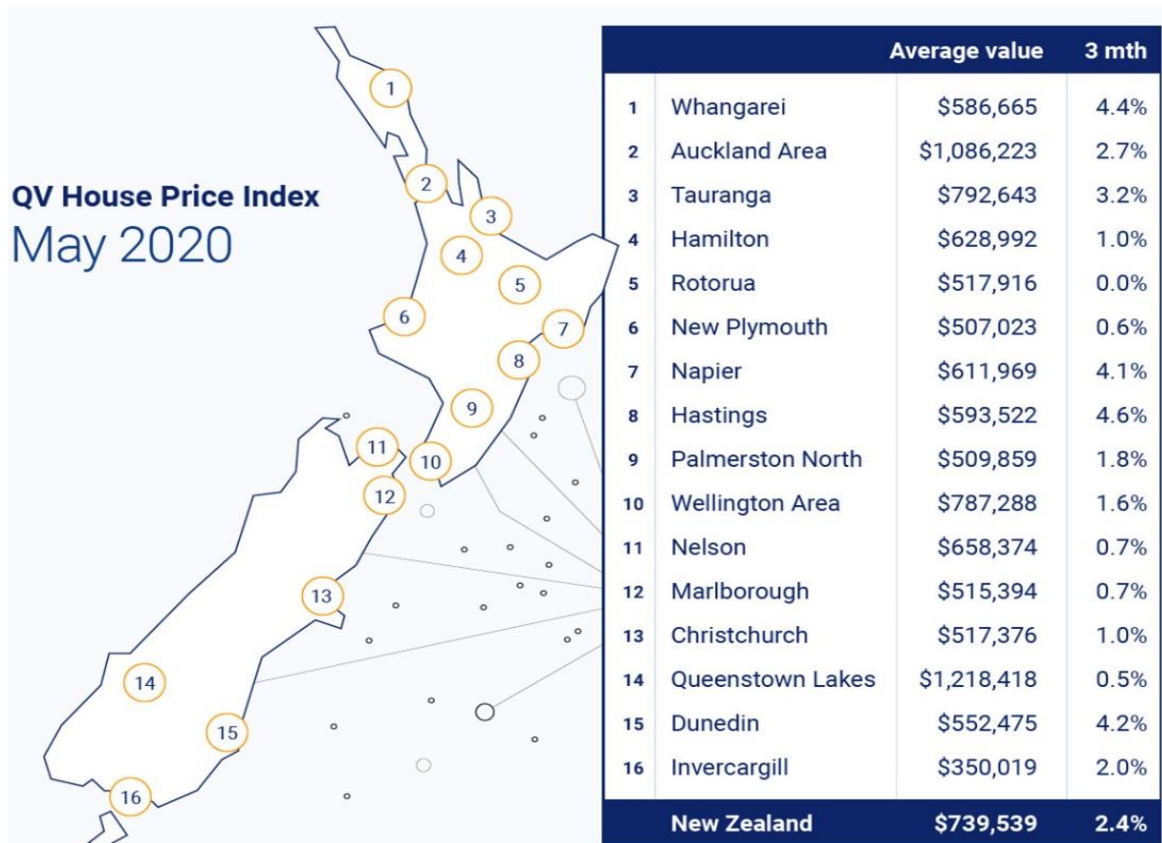
COMPLETED	OUTSTANDING
<div>79 This Month</div> <hr/> <div>178 Since 1 July</div>	<div>In Progress</div> <div><b>0</b></div> <hr/> <div>6</div> <div>Subs to Value</div>



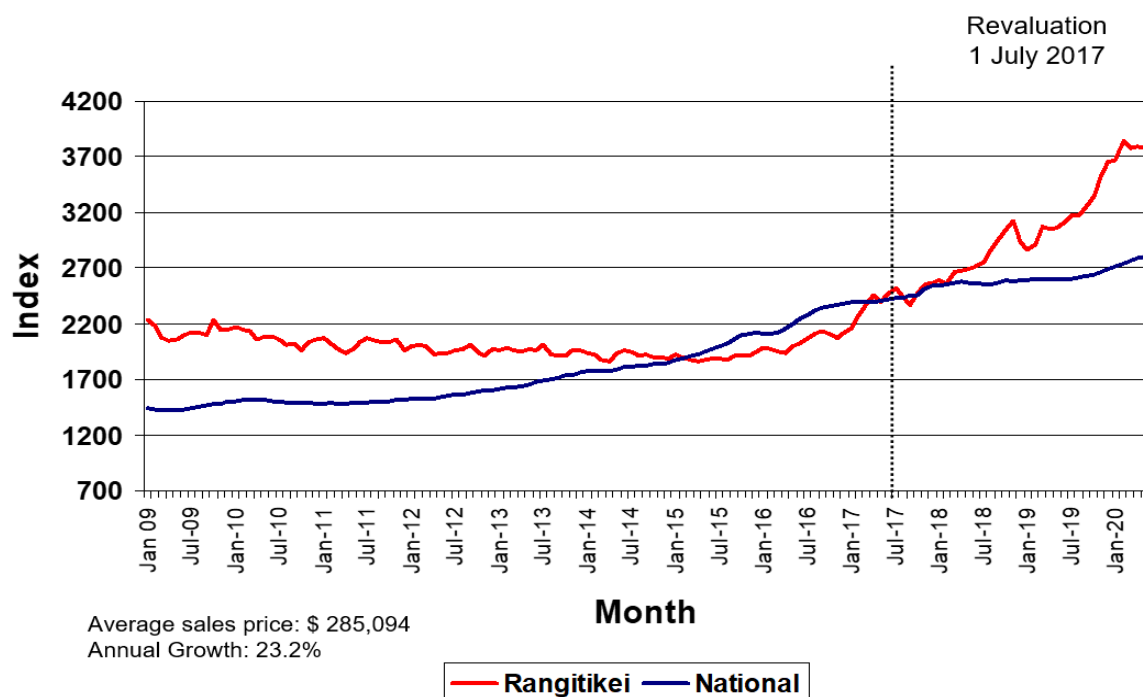
QV Trivia

*The largest known living organism is an aspen grove, Pando (Latin for "I spread out") is a group of genetically identical quaking aspens in Utah with an interconnected root system. It's an estimated 80,000 years old and takes up more than 100 acres.*

Revision Objections		Maintenance Objections	
DECISIONS ISSUED	OUTSTANDING	DECISIONS ISSUED	OUTSTANDING
<div><div>0</div><div>This Month</div></div> <div><div>0</div><div>Since 1 July</div></div>	<div><div>Being Processed</div><div>0</div></div> <div><div>Lodged with LVT</div><div>0</div></div>	<div><div>0</div><div>This Month</div></div> <div><div>2</div><div>Since 1 July</div></div>	<div><div>Being Processed</div><div>1</div></div> <div><div>Lodged with LVT</div><div>0</div></div>



## Rangitikei Residential Property Values





Do you have questions or feedback about what data or news you would like included in future monthly reports? Then please send an email with your feedback to me.

Simon Willocks

**8.3 Statement of Service (SSP) Reporting**

**Author:** Carol Gordon, Group Manager - Democracy & Planning

**Authoriser:** Peter Beggs, Chief Executive

**1. Reason for Report**

- 1.1 At the May Council meeting elected members were provided with a copy of the Statement of Service report for the 9 months from 1 July 2020 to 31 March 2021. Further work and explanation needed to done on that report, the updated report is now attached (Attachment 1). The 12 month report will be provided in September 2021.

**2. Update on Statement of Performance Reporting from 1 July 2021**

- 2.1 We have been working on aligning the way we manage service requests with the performance measures in the Statement of Service Performance (SSP). Our goal is to produce regular, accurate reporting from 01 July 2021 that will enable us to show how we're achieving the service promises we set out in the SSP. It will also provide appropriate transparency on Council's service delivery.
- 2.2 This is a large, extremely complex piece of work, but will help give our communities the confidence that Council takes our service responsibilities seriously, and support our story with up-to-date data.

**Attachments**

- 1. Statement of Service Performance 01 July 2020 - 31 March 2021**

**Recommendation**

That the report 'Statement of Service (SSP) Reporting' be received.

# Rangitīkei District Council

## Statement of Service Performance

**1 July 2020 – 31 March 2021**

The measures and targets are those presented in the 2018-28 Long Term Plan. Mandatory performance measures – in roading and footpaths, water supply, sewerage and the treatment and disposal of sewage, and stormwater drainage – are denoted by an asterisk.

The full-year Statement of Service Performance will form part of the 2020/21 Annual Report, and is subject to scrutiny by the Council's auditors.

The following measures are not yet available. The reason that the results for these measures are not available is because they are measured at the end of the financial year.

- On-time completion of annual plan actions
- Completion of capital programme
- Satisfaction
- Value for money
- Effectiveness of communication
- Maori responsiveness framework
- Engagement with sector excellence programmes
- \*Survey of footpath condition
- \*Maintenance of reticulation network – water loss
- \*Demand management – average consumption of drinking water

\* denotes mandatory measure

## Performance Reporting

In the Activities that follow, performance reporting against the **Target (or Intended Level of Service)** will be detailed as follows:

<b>Achieved</b>	<p>Required actions have been completed and the intended level of service has been achieved</p> <p>Or where a long-term level of service is targeted, the results for the year are in keeping with the required trend to achieve the intended level of service</p>
<b>Partly achieved</b>	<p>Some outputs contributing to the intended level of service have been achieved (e.g. 3 workshops held of the 4 initially proposed)</p> <p>Or the result for the year is between 60% and 75% of the intended level of service</p>
<b>Achieved/ongoing</b>	<p>A particular level of service has been achieved. But it is multi-faceted and not totally time related in that there are constant actions continuously adding to it</p>
<b>In progress</b>	<p>No actual output has been achieved but pre-requisite processes have commenced</p>
<b>Not commenced</b>	<p>No actions to achieve the stated level of service have begun</p>
<b>Not achieved</b>	<p>None of the required actions have been undertaken</p> <p>Or the result for the year is less than half of the intended level of service</p> <p>Or where a long-term level of service is targeted, the results for the year are contrary to the required trend to achieve the intended level of service</p>
<b>Not yet available</b>	<p>Timing of the relevant data set occurs later in the year.</p>



## Community Leadership

Level of Service																																
Make decisions that are robust, fair, timely, legally compliant and address critical issues, and that are communicated to the community and followed through																																
Measure	Target for 2020/21	Actual July 2020 – March 2021																														
On-time completion of, or substantially undertaken annual plan actions	94% of Annual Plan actions substantially undertaken or completed. All groups of activities to achieve at least 88% of identified actions.	<b>Not yet available</b> This measure will be reported on in the end of year report, once all the annual plan actions have been assessed / reviewed.																														
Completion of capital programme	85% of planned capital programme expended; all network utilities groups of activities to achieve at least 70% of planned capital expenditure.  Note: This analysis <u>excludes</u> approved expenditure on emergency repairs to the roading network.	The total capital programme spend at the end of March 2021 was 21%. The current capital budget includes \$2.3M for land purchase that will not be spent unless suitable land becomes available. Three further projects are now integrated into the 3 Waters reform funding with the planned completion date being March 2022. These three projects accounts for a further \$4 Mil that will now have a delayed completion date of March 2022. Other large capital projects such as the Marton Civic Centre and the Taihape amenities block has been delayed due to further requests for changes from the community and Council. The Mangaweka Bridge and the Bulls bus lane and town square projects were delayed due to consenting requirements before construction could start.																														
Satisfaction	<p>Increase in percentage of Very satisfied' and decrease in percentage of 'neutral' compared with the benchmark.</p> <p><i>2016/17 results:</i></p> <table border="1"> <thead> <tr> <th></th><th>Very satisfied</th><th>Neutral</th></tr> </thead> <tbody> <tr> <td><i>Roading</i></td><td>6%</td><td>30%</td></tr> <tr> <td><i>Water</i></td><td>11%</td><td>19%</td></tr> <tr> <td><i>Wastewater</i></td><td>15%</td><td>18%</td></tr> <tr> <td><i>Parks/sports fields</i></td><td>12%</td><td>29%</td></tr> <tr> <td><i>Community buildings</i></td><td>5%</td><td>41%</td></tr> <tr> <td><i>Halls</i></td><td>6%</td><td>37%</td></tr> <tr> <td><i>Pools</i></td><td>15%</td><td>29%</td></tr> <tr> <td><i>Libraries</i></td><td>23%</td><td>20%</td></tr> <tr> <td><i>Mean</i></td><td>12%</td><td>28%</td></tr> </tbody> </table>		Very satisfied	Neutral	<i>Roading</i>	6%	30%	<i>Water</i>	11%	19%	<i>Wastewater</i>	15%	18%	<i>Parks/sports fields</i>	12%	29%	<i>Community buildings</i>	5%	41%	<i>Halls</i>	6%	37%	<i>Pools</i>	15%	29%	<i>Libraries</i>	23%	20%	<i>Mean</i>	12%	28%	<b>Not yet available</b> This measure will be reported on in the end of year report, once the annual Residents Survey has been completed.
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Measure	Target for 2020/21	Actual July 2020 – March 2021																								
#Value for money – residents' perceptions in annual survey (new)	<p>Higher rating than previous year.</p> <p><i>In thinking about what you know about other local councils in New Zealand, is Rangitikei Better than other councils? 2019/20: 13% better than other councils, 35% about the same as other councils, 27% worse than other councils, 20% don't know and 5% other.</i></p> <p><i>Do you consider Council delivers value for money? 2019/20 results: 4% yes definitely, 18% yes satisfactory, 33% unsure/neutral, 34% no, not really and; 21% no, definitely not.</i></p>	<p><b>Not yet available</b></p> <p>This measure will be reported on in the end of year report, once the annual Residents Survey has been completed.</p>																								
#Effectiveness of communication (new)	<p>Increase in percentage of 'very satisfied' and decrease in percentage of 'neutral' compared with benchmark.</p> <p><i>2018/19 results:</i></p> <table border="1"> <thead> <tr> <th></th><th>Very satisfied</th><th>Neutral</th></tr> </thead> <tbody> <tr> <td>Phone</td><td>20%</td><td>34%</td></tr> <tr> <td>Council website</td><td>15%</td><td>33%</td></tr> <tr> <td>Social media</td><td>13%</td><td>45%</td></tr> <tr> <td>Library/ info centre</td><td>23%</td><td>36%</td></tr> <tr> <td>Rangitikei Line</td><td>12%</td><td>49%</td></tr> <tr> <td>Local newspapers</td><td>17%</td><td>22%</td></tr> <tr> <td>In person</td><td>22%</td><td>30%</td></tr> </tbody> </table>		Very satisfied	Neutral	Phone	20%	34%	Council website	15%	33%	Social media	13%	45%	Library/ info centre	23%	36%	Rangitikei Line	12%	49%	Local newspapers	17%	22%	In person	22%	30%	<p><b>Not yet available</b></p> <p>This measure will be reported on in the end of year report, once the annual Residents Survey has been completed.</p>
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#Māori responsiveness framework (new)	<p>Improved satisfaction from the previous year. Satisfaction ratings from each member of Te Roopuu Ahi Kaa TRAK) about the effectiveness of the framework.</p> <p><i>2020/21 will be the first year of measuring satisfaction.</i></p>	<p><b>In progress</b></p> <p>The survey was undertaken in May 2021. The results will be provided to TRAK and then Council as part of the 12 month reporting.</p>																								
#Engagement with sector excellence programmes (new)	<p>Improved survey ratings.</p> <p>Percentage of suggested improvements completed under action.</p> <p><i>2020/21 will be the first year of measuring satisfaction.</i></p>	<p><b>In progress</b></p> <p>Council is again taking part in the CouncilMARK assessment programme in August 2021. This was previously done in 2017.</p> <p>Council agreed to postpone the assessment to August 2021 in order to allow staff to focus on the Long Term Plan. This measure will not be met in this reporting year.</p>																								

## Roading and footpaths

Level of Service		
Provide a sustainable network which is maintained in accordance with each road's significance for local communications and the local economy, taking into account the One Roding Network Classification and funding subsidies.		
Measure	Target for 2020/21	Actual July 2020 – March 2021
<p><b>*Road condition</b></p> <p>The average quality of ride on a sealed local road network, measured by smooth travel exposure</p>	97%	<p><b>Not yet available</b></p> <p>The road rating survey is currently being carried out and processed into RAMM.</p>
<p><b>*Road maintenance</b></p> <p>The percentage of the sealed road network that is resurfaced</p>	<p>8% (i.e. 55km of resealing and 8.8 km of road rehabilitation). The network was assessed in the Long Term Plan as being 796 km of sealed road.</p> <p><b>Note:</b> a review of the RAMM database during 2018/19 has shown that the total extent of the local road network is 1,243.0 km, of which 809.7 km is sealed and 433.3 km is unsealed.</p>	<p><b>In progress</b></p> <p>4.9% made up of:</p> <p>37.5km length achieved in reseals.</p> <p>1.96km length achieved in road rehabilitation.</p> <p>The 8% target was set at the start of the current road maintenance contract (2015), and was calculated according to the level of funding RDC received from Waka Kotahi (NZTA) at the time and the cost per unit measure for completing the work. Currently RDC does not receive sufficient funding at the present-day unit measure costs to be able to achieve the same quantum of annual reseals. This measure will change from the next financial year to more accurately reflect achievable targets.</p>
<p>The percentage of the unsealed road network which is remetalled during the year</p>	<p>At least 75% of [the unsealed] network remetalled each year – 12,000m<sup>3</sup>.</p> <p><i>Note: The percentage figure is incorrect. It should have been stated as between 25% and 30%. In addition, a review of the results has shown that the figure reported previously over-stated the amount of metal placed on unsealed roads.</i></p>	<p><b>In progress</b></p> <p>This measure is now expressed in m<sup>3</sup> to avoid confusion with the measure of % (explanation in Target column). Annual measure is 5940m<sup>3</sup> from a target of 12,000m<sup>3</sup> placed on the unsealed network until 31 March 2021. The remaining volume of metal is expected to be placed by the end of the financial year.</p>
<p><b>*Footpaths</b></p> <p>The percentage of footpaths within the District that fall within the level of service or service standard for the condition of footpaths that is set out in the Council's relevant</p>	<p>At least 80% of footpath lengths in CBD areas in Bulls, Marton, Hunterville and Taihape are at grade 3 or higher</p> <p>At least 75% of sampled footpaths lengths outside CBD areas are at grade 3 or higher</p>	<p><b>Achieved</b></p> <p>95.3% of CBD footpaths are grade 3 or higher.</p> <p>93% of non CBD footpaths are grade 3 or higher.</p>

document (such as its annual plan, activity management plan, asset management plan, annual works programme or long term plan)	<p>At least 90% of sampled footpaths assessed at grade 5 are included in upgrade programme during the following two years.</p> <p>Note: A five point grading system to rate footpath condition based on visual inspections</p> <ol style="list-style-type: none"> <li>1 Excellent</li> <li>2 Good</li> <li>3 Fair</li> <li>4 Poor</li> <li>5 Very Poor</li> </ol> <p>Footpaths will be assessed in approximately 100-metre lengths. The sample of non-CBD footpaths will include ten lengths in each of Bulls, Marton and Taihape, and four lengths in Mangaweka, Hunterville and Rātana.</p>	Yes
<p><b>*Road safety</b></p> <p>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</p>	<p>No change or a reduction from the previous year.</p> <p><i>In 2019/20 there were –</i></p> <ul style="list-style-type: none"> <li>• 0 fatal crashes</li> <li>• 4 serious injury accidents</li> </ul>	<p><b>Not achieved</b></p> <p>There was one fatal and 6 serious accidents during this period.</p>

Level of Service		
Be responsive to community expectations over the roading network and requests for service		
Measure	Target for 2020/21	Actual July 2020 – March 2021
<p>Adequacy of provision and maintenance of footpaths, street-lighting and local roads (annual survey).</p> <p>Report card” qualitative statements.</p> <p>Groups targeted for consultation:</p> <ul style="list-style-type: none"> <li>• Residents where programmed renewal has taken place,</li> <li>• Community Boards/ Committees,</li> <li>• Community group database,</li> <li>• Business sector database.</li> </ul>	<p>A greater proportion (than in the benchmark) or more than 10% of the sample believe that Council’s service is getting better</p> <p><i>Benchmark: Annual Resident survey 2016/17 results: Better than last year – 22%, About the same as last year – 65%, Worse than last year – 13.5%</i></p>	<p><b>Not yet available</b></p> <p>This measure will be reported on in the end of year report, once the annual Residents Survey has been completed.</p>
<p><b>*Responses to service requests</b></p> <p>The percentage of customer service requests relating to roads and footpaths to which the territorial authority responds within the time frame specified in the long term plan</p>	<p>(a) 95% callouts during working hours responded to within 6 hours and</p> <p>(b) 95% callouts during after-hours responded to within 12 hours.</p>	<p><b>Not achieved</b></p> <p>(a) There were 344 footpath and road requests during working hours of which 141 (or 40.98%) were responded to within time</p> <p>(b) There were 83 footpath and road requests outside working hours, of which 44 (or 53.01%) were responded to within time</p> <p>(c) Of the total 427 footpath and road requests, 185 were completed on time (43.32%)</p>

Note: Council measures resolution as well as initial attendance in response to such requests.	(c) 85% of all callouts resolved (i.e. completed) within one month of the request. <sup>1</sup>	(d) 21 requests concerned potholes 5 responded on time (23.80%)  The low performance recorded above was caused by the way the data is captured on the Request For Service (RFS) system rather than the works being completed late. Where the system captured the date of data entry as the completion date rather than correctly reflecting the actual completion date of the work. Staff have now corrected the way they capture the data and this measure will improve towards the end of the year and into the next financial year.
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## Water supply

Level of Service		
Provide a safe and compliant supply of drinking water		
Measure	Target for 2020/21	Actual July 2020 – March 2021
<b>*Safety of drinking water</b> The extent to which the Council's drinking water supply complies with  (a) part 4 of the drinking water standards (bacteria compliance criteria) <sup>2</sup>  (b) part 5 of the drinking water standards (protozoa compliance criteria) <sup>3</sup>	No incidents of non-compliance          No incidents of non-compliance	<b>Achieved</b> No E.coli has been detected in any of the supplies.  <b>a) Partly achieved</b>  b) Bulls non-compliant for 8/9 months – caused by UV disinfection interruptions. A single 3 minute interruption will render the annual measuring period noncompliant. Mangaweka non-compliant for 1/9 months – caused by increased turbidity levels in the Rangitikei River and not being able to achieve protozoal disinfection through the filter system. Hunterville Urban non-compliant 2/9 months – caused by increased turbidity levels in the Rangitikei River and not being able to achieve protozoal disinfection through the filter system. All other plants fully compliant for the 9 months
Compliance with resource consents	No incidents of non-compliance with resource consents	<b>Partly achieved</b> All plants were compliant except for Taihape which was non-compliant on a

<sup>1</sup> There is a wide range of requests meaning resolution times will range from hours to several weeks or months, depending on urgency and work programming.

<sup>2</sup> Currently measured by weekly sampling and testing through Environmental Laboratory Services in Gracefield.

<sup>3</sup> Measured through Water Outlook.

		number of occasions for exceeding the daily maximum take volume. We are working with Horizons Regional Council to investigate solutions. Ratana has been slightly over the limit.
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Level of Service																										
Provide reliable and efficient urban water supplies																										
Measure	Target for 2020/21	Actual July 2020 – March 2021																								
Number of unplanned water supply disruptions affecting multiple properties	No unplanned water supply disruptions affecting multiple properties.	There were 13 unplanned water supply disruptions, with the median response time of 15 minutes.																								
<i>*Maintenance of the reticulation network</i>  The percentage of real water loss from the Council's networked reticulation system <sup>4</sup>	Less than 40%.	<b>Not achieved</b>  Average is 41.73%																								
<i>*Demand management</i>  The average consumption of drinking water per day per resident within the District  Note: This includes all water released from the urban treatment plants, irrespective of whether it is used for residential, agricultural, commercial or industrial purposes.	600 litres per person per day	<b>Achieved</b>  <table border="1"> <thead> <tr> <th>Supply</th><th>Population</th><th>Consumption Litres/person/per day</th></tr> </thead> <tbody> <tr> <td>Bulls</td><td>1,935</td><td>547</td></tr> <tr> <td>Huntermville Urban</td><td>420</td><td>501</td></tr> <tr> <td>Mangaweka</td><td>180</td><td>483</td></tr> <tr> <td>Marton</td><td>5,270</td><td>454</td></tr> <tr> <td>Rātana</td><td>345</td><td>585</td></tr> <tr> <td>Taihape</td><td>1,720</td><td>572</td></tr> <tr> <td><b>All urban</b></td><td><b>9,870</b></td><td><b>524</b></td></tr> </tbody> </table>	Supply	Population	Consumption Litres/person/per day	Bulls	1,935	547	Huntermville Urban	420	501	Mangaweka	180	483	Marton	5,270	454	Rātana	345	585	Taihape	1,720	572	<b>All urban</b>	<b>9,870</b>	<b>524</b>
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Level of Service		
Be responsive to reported faults and complaints		
Measure	Target for 2020/21	Actual July 2020 – March 2021
<i>*Fault response time</i> Where the Council attends a call-out in response to a fault or unplanned interruption to its networked reticulation system, the following median times are measured (a) attendance time: from the time that the Council receives notification to the time	Improved timeliness compared with the previous year.  2019/20: (a) 0.25 hours (b) .8 hours (c) 0.17 hours (d) 0.17 hours (when recalculated as median times)  Request for service system specified standard: (a) 0.5 hour (attendance – urgent) (b) 24 hours (resolution – urgent)	<b>Achieved against specified standard but not achieved against target to improve from 2019/20</b>  The median times for the reporting period are:  (a) 0.25 hours (b) 1.43 hours (c) 3.13 hours (d) 12.67 hours

<sup>4</sup> A description of the methodology used to calculate this must be included as part of the annual report document.

<p>that service personnel reach the site, and</p> <p>(b) resolution time: from the time that the Council receives notification to the time that service personnel confirm resolution of the fault of interruption</p> <p>(c) attendance for non-urgent call-outs: from the time that the Council receives notification to the time that service personnel reach the site, and</p> <p>(d) resolution of non-urgent call-outs from the time that the Council receives notification to the time that service personnel confirm resolution of the fault of interruption</p>	<p>(c) 24 hours (attendance –non-urgent)</p> <p>(d) 96 hours (resolution – non-urgent)</p>	
<p><i>*Customer satisfaction</i></p> <p>The total number of complaints (expressed per 1000 connections to the reticulated networks) received by the Council about</p> <p>(a) drinking water clarity</p> <p>(b) drinking water taste</p> <p>(c) drinking water pressure or flow</p> <p>(d) continuity of supply, and</p> <p>(e) The Council's response to any of these issues</p> <p>There are 4,268 connections</p>	<p>Total number of complaints is less than the previous year or no more than 13 complaints per 1,000 connections.</p> <p><i>In 2019/20 total complaints were 10.9 per 1,000 connections.</i></p>	<p><b>Achieved</b></p> <p>12.41/1000</p> <p>a) 1.87</p> <p>b) 6.32</p> <p>c) 1.17</p> <p>d) 3.04</p>

Level of Service		
Maintain compliant, reliable and efficient rural water supplies		
Measure	Target for 2020/21	Actual July 2020 – March 2021
Compliance with resource consents	No incidents of non-compliance with resource consents.	<b>Achieved</b>
<i>Fault response time</i> Where the Council attends a call-out in response to a fault or unplanned	Fewer requests (per 1000 connections) than previous year	<b>Achieved against specified standard but not achieved against target to improve from 2019/20</b>

<p>interruption to its networked reticulation system, the following median times are measured</p> <p>(a) attendance for urgent call-outs: from the time that the Council receives notification to the time that service personnel reach the site, and</p> <p>(b) resolution of urgent call-outs from the time that the Council receives notification to the time that service personnel confirm resolution of the fault of interruption</p>	<p>(when recalculated as median times)</p> <p>Specified standard:</p> <p>(a) 24 hours</p> <p>(b) 96 hours</p> <p>2019/20 results:</p> <p>(a) 1.4 hours</p> <p>(b) 0.17 hours</p>	<p>Information from only the Hunterville scheme is provided, as this is the only scheme where servicing is directly managed by council</p> <p>(a) 0.13 hours</p> <p>(b) 2.13 hours</p>
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Level of Service		
Ensure fire-fighting capacity in urban areas		
Measure	Target for 2020/21	Actual July 2020 – March 2021
Random flow checks at the different supplies	99% of checked fire hydrant installations are in compliance	<b>Achieved</b>

## Sewerage and the treatment and disposal of sewerage

Level of Service		
Provide a reliable reticulated disposal system that does not cause harm or create pollution within existing urban areas.		
Measure	Target for 2020/21	Actual July 2020 – March 2021
<p><i>*Discharge compliance</i></p> <p>Compliance with the Council's resource consents for discharge from its sewerage system measured by the number of</p> <p>(a) abatement notices</p> <p>(b) infringement notices</p> <p>(c) enforcement orders, and</p> <p>(d) convictions</p> <p>received by the Council in relation to those resource consents</p>	No abatement or infringement notices, no enforcement orders and no convictions.	<p><b>Not Achieved</b></p> <p><b>Abatement notices</b></p> <p>Marton WWTP -AN1151</p> <p>Bulls WWTP – AN1150</p> <p>Marton WWTP – IN820</p> <p>Bulls WWTP – IN822</p> <p>Hunterville WWTP – IN843</p> <p><b>No Enforcement Orders</b></p> <p>Papakai Pump Station Conviction</p>
Routine compliance monitoring of discharge	6 out of 7 systems comply	<b>Not Achieved</b>



consents		6 out of 7 WWTP's non-compliant. This is a measure of all RDC owned treatment plants' performances over the year to date (July to March). The treatment plants have a variety of consent limits for a large number of measurement parameters, and 6 of the 7 plants have exceeded one or more of the site specific limits on 1 or more occasions during the year. 1 recorded non-compliance will render any of the plants as non-compliant for the year.
<i>*System and adequacy</i> The number of dry weather sewerage overflows from the Council's sewerage system, expressed per 1000 sewerage connections to that sewerage system.	Fewer overflows than 0.4/1000 connections.	<b>Not Achieved</b>  1.41/1000

Level of Service		
Be responsive to reported faults and complaints.		
Measure	Target for 2020/21	Actual July 2020 – March 2021
<i>*Fault response time</i> Where the Council attends to sewerage overflows resulting from a blockage or other fault in the Council's sewerage system, the following <i>median times</i> are measured (a) attendance time: from the time that the Council receives notification to the time that service personnel reach the site, and (b) resolution time: from the time that the Council receives notification to the time that service personnel confirm resolution of the fault of interruption	Improved timeliness compared with the previous year.  (a) 0.38 hours (b) 3.5 hours  Specified standard: Attendance: (a) 0.5 hour urgent (b) 24 hours non-urgent Resolution: (a) 24 hours urgent (b) 96 hours non-urgent  <i>Urgent callouts are where sewage is evident</i> Note: this mandatory measure does not distinguish between urgent and non-urgent callouts.	<b>Achieved</b>  Attendance: a. 0.38 Hours b. 1.23 hours Resolution: a. 3.77 hours b. 2.38 hours
<i>*Customer satisfaction</i> The total number of complaints received by the Council about any of the following: (a) sewage odour (b) sewerage system faults	Fewer requests (per 1000 connections) than previous year or no more than 5 requests per 1,000 connections.  2019/20 results: 3.75/1000	<b>Not Achieved</b>  7.31/1000  Consisting of: (a) 0.94

(c) sewerage system blockages, and (d) the Council's response to issues with its sewerage systems <sup>5</sup> Expressed per 1,000 connections to the Council's sewerage system. There are 4,226 sewerage connections in the District.		(b) 0.70 (c) 3.07 (d) 2.6
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## Stormwater drainage

Level of Service		
Provide a reliable collection and disposal system to each property during normal rainfall		
Measure	Target for 2020/21	Actual July 2020 – March 2021
<i>*System adequacy</i> (a) The number of flooding events <sup>6</sup> that occurred in the District (b) For each flooding event, the number of habitable floors affected (expressed per 1,000 properties connected to the Council's stormwater system)	Fewer requests (per 1000 properties) than previous year.  2017/18 results: 0/1000	<b>Achieved</b>  0/1000 (a) 0 (b) 0
<i>*Discharge compliance</i> 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	Not yet applicable	<b>Achieved</b>  Rangitikei District Council do not currently have stormwater consents.

Level of Service		
Be responsive to reported faults and complaints		
Measure	Target for 2020/21	Actual July 2020 – March 2021
<i>*Response time</i> The median response time to attend a flooding event, measured from the time that the Council receives notification to the time that	Timeliness noting the severity of the incident(s)	<b>Achieved</b>  0.00 hours

<sup>5</sup> These are matters relating to the Council's wastewater systems recorded in the request for service system *other than* in (a), (b) or (c) such as complaints about wastewater overflows.

<sup>6</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

service personnel reach the site.		
<p><i>*Customer satisfaction</i></p> <p>The number of complaints received by the Council about the performance of its stormwater system, expressed per 1,000 properties connected to the Council's stormwater system.</p> <p>4,122 connections</p>	<p>Fewer requests (per 1000 connections) than previous year or no more than in 2016/17.</p> <p><i>2019/20 results: 0.24/1000</i> <i>2016/17 results: 4.12/1000</i></p>	<p><b>Not Achieved</b></p> <p>1.69/1000</p>

### Community and leisure assets

Level of Service		
Provide a fit for purpose range of community and leisure assets		
Measure	Target for 2020/21	Actual July 2020 – March 2021
Progressive improvement based on the Annual Resident Survey. <sup>7</sup>	<p>(a)Libraries - more than 10% of the sample believes that Council's service is 'better than last year'.</p> <p>(b)Public swimming pools – a greater proportion (than the benchmark – 16%) or more than 10% of the sample believe that Councils service is getting better.</p> <p>(c)Sports fields and parks - a greater proportion (than the benchmark – 18%) or more than 10% of the sample believe that Councils service is getting better.</p> <p>(d)Public toilets - a greater proportion (than the benchmark – 7%) or more than 10% of the sample believe that Councils service is getting better.</p> <p>(e)Community buildings - a greater proportion (than the benchmark – 4%) or more than 10% of the sample believe that Councils service is getting better.</p> <p>(f)#Camping grounds - a greater proportion (than the benchmark – 10%) or more than 10% of the sample believe that Councils service is getting better.</p>	<p><b>Not yet available</b></p> <p>This measure will be reported on in the end of year report, once the annual Residents Survey has been completed.</p>

### Level of Service

<sup>7</sup> It is intended to take the sample from the electoral roll for residents. During the previous three years the sample was taken from Council's ratepayer database.

#compliance with relevant standards		
Measure	Target for 2020/21	Actual July 2020 – March 2021
Swim Centres	All swim centres to have Poolsafe accreditation.	<b>Achieved</b>
Community housing	Maintaining or improving compliance with Healthy Homes Standards <i>Benchmark to be defined</i>	<b>Achieved</b>
Occupancy of community housing	95-100% occupancy (of whom 72% are superannuitants)	<b>Partly achieved</b> 91% occupancy due to three units having interior works undertaken before tenants moved in. (All units were assigned and there is a waiting list). 75% tenants 65 years and over
Toilet buildings are well designed, safe and visible – Compliance with SNZ4241:1999 and CPTED <sup>8</sup> (safer design guidelines) for new or refurbished toilets	Meeting the benchmark. Compliance – 95%	<b>Achieved</b>
Levels of service for parks throughout the District consistent with the New Zealand Recreation Association parks Categories and Levels of Service guideline	Increased % compliance with Levels of Service Guideline for all parks (benchmark)	<b>Achieved</b>

Secure high use of staffed facilities		
Measure	Target for 2020/21	Actual July 2020 – March 2021
Number of users of libraries and nature of use	An increase in the use compared with previous year  <i>In 2019/20:</i> <i>Bulls: 12,458 (84 days unrecorded)</i> <i>Marton: 35,398 36 days unrecorded)</i> <i>Taihape: 35,680 (54 days unrecorded)</i>	<b>Not yet available</b> <i>Marton: 24,625 (8 days unrecorded)</i> <i>Taihape: 24373 (2 day unrecorded)</i>  <i>*Bulls: 1618 (144 days unrecorded – this building did not operate under Covid levels 2,3 &amp;4)</i> <i>* Bulls Library did not open in Level 1 as it closed in September 2020. A new learning centre (including library) has opened in Te Matapihi. Due to the multiple entry points on the first floor, foot-traffic is no longer identified.</i>
Number of users of pools	An increase in use compared with the previous year:	<b>Not yet available</b>

<sup>8</sup> Crime prevention through environmental design

	2019/20 season totals Marton: 19997 Taihape: 9649	28 September to 31 March 2021 Marton 20017 Taihape 8418
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## Rubbish and recycling

Level of Service		
Make recycling facilities available at waste transfer stations for glass, paper, metal, plastics, textiles and green waste. Special occasions for electronics (e-waste). Council intends to continue the operation (under contract) of existing urban waste transfer stations – Ratana, Bulls, Marton, Hunterville, Mangaweka and Taihape.		
Measure	Target for 2020/21	Actual July 2020 – March 2021
Waste to landfill (tonnage) <sup>9</sup>	Less tonnage to landfill than previous year  <i>In 2019/20, 4,878 tonnes went to the landfill.</i>	<b>Not Achieved pro rata</b> 4,066 tonnes
Waste diverted from landfill (tonnage and (percentage of total waste) <sup>10</sup>	Percentage of waste diverted from landfill 25%.  <i>In 2017/18, a total of 1,289.8tonnes (or 20.8%) of waste was diverted.</i>	<b>Not Achieved pro rata</b> 19.1%

## Environmental and regulatory services

Level of Service		
Provide a legally compliant service		
Measure	Target for 2020/21	Actual July 2020 – March 2021
Timeliness of processing building consents and resource consents	Building consents – 98% Resource consents – 98%	<b>Not Achieved</b> Building consents – 80.52% <b>Not Achieved</b> Resource consents – subdivision - 54.29% and Land use - 78.79%  Due to an increase in workload resulting from an increase in the number of building consents, resource consents and general enquiries the need for more resource in this area has been identified. This has been addressed as a part of the Long Term Plan process for more staff to be employed in this area of Council.
Possession of relevant authorisations from central government <sup>11</sup>	Accreditation as a building consent authority maintained	<b>Achieved</b>  IANZ Accreditation Audit took place in late February 2021.

<sup>9</sup> Calibrated records maintained at Bonny Glen landfill.

<sup>10</sup> Records maintained at waste transfer stations

<sup>11</sup> Excluding general authorisation through legislation where no further formal accreditation is specified

Level of Service		
Provide regulatory compliance officers		
Timeliness of response to requests for service for enforcement call-outs - animal control and environmental health	Timeliness of response Responded in time 96% Completed in time 87%	<b>Achieved</b>  There were a total of 729 callouts for animal control of which 712 were responded to in time. (97%); Of the 729 call-outs for animal control, 653 were completed on time (90%)  Environmental health: <ul style="list-style-type: none"> <li>• 89.7% were responded to in time</li> <li>• 32.2% were completed on time.</li> </ul>

### Community well-being

Level of Service		
Provide opportunities to be actively involved in partnerships that provide community and ratepayer wins		
Measure	Target for 2020/21	Actual July 2020 – March 2021
Partners' view of how useful Council's initiatives and support has been (annual survey) <sup>12</sup>	Increased % satisfaction compared with previous year  <i>Not measured in 2019/20</i>	<b>Not yet available</b> This measure will be reported on in the end of year report, once the annual Residents Survey has been completed.

Level of Service		
Identify and promote opportunities for economic growth in the District		
Measure	Target for 2020/21	Actual July 2020 – March 2021
Rangitikei Districts GDP growth compared to the average of similar district economies.  (Ruapehu, Tararua, Manawatu and Otorohanga)	Greater than 1.5% against last financial year compared to the mean of similar district economies. <i>2019/20 results</i> <i>Rangitikei: 3.3%</i> <i>Similar districts: 2.55%</i>	<b>Not yet available</b> Current data available is to June 2020.
#Rangitikei District's earnings data growth compared to the average of similar districts  (Ruapehu, Tararua, Manawatu and Otorohanga)	Greater than or equal to 1% range from the last financial year compared to the mean of similar district economies.  <i>2019/20 results</i> <i>Rangitikei 4.7%</i> <i>Similar district economies 2.55%</i>	<b>Not yet available</b> Current data available is to June 2020.
#the number of visits and unique visits to rangitikei.com	An increase in the number of visits and unique visits to rangitikei.com compared to the benchmark.	<b>Not commenced</b>  Council no longer monitors this.

<sup>12</sup> Groups which are targeted for consultation:

- Participants in Path to Well-being Theme Groups
- Public sector agency database
- Participants in other partnership programmes that involve Council

	<p>2019/20 results Visits 82,631 Unique visits 46,873</p>	
A greater proportion of young people living in the district are attending local schools.	<p>An increase in the number of enrolments compared with the previous year</p> <p>Benchmark 2016/17 results:</p> <ul style="list-style-type: none"> <li>• School Enrolments – Years 9 – 13 = 653</li> <li>• Total number of High School Youth = 1054</li> </ul> <p>2018/19 results: year 9-13 = 606 2019/2020 results: year 9-13 = 581</p> <p>Information obtained from <a href="http://www.educationcounts.govt.nz">www.educationcounts.govt.nz</a> 2019/20 results: year 9-13 = 581</p>	Not commenced

#### Level of Service

Provide a safe and relevant community space, acting as a gateway for skills and social development, improving educational, training or employment access, and improving access for youth related social services

Measure	Target for 2020/21	Actual July 2020 – March 2021
Partners view of how useful Councils activity in youth space facilitation and advocacy has been	Very satisfied – 70%	<p>Not commenced</p> <p>This measure will be reported on in the end of year report, once the annual Residents Survey has been completed.</p>

#### Level of Service

Ensure competency in discharging Civil Defence responsibilities

Measure	Target for 2020/21	Actual July 2020 – March 2021
Timing of self-assessment when the emergency Operations Centre is activated and of continued civil defense training exercises.	<p>(a) Self-assessment of responsiveness and recovery following activation of the Emergency Operations Centre.</p> <p>(b) Number of civil defence exercises undertaken</p>	<p>(a) <b>Achieved:</b> Completed debrief and implemented improvement action plan following the Covid-19 Incident Management Team response.</p> <p>(b) <b>Partly achieved:</b> Two Integrated Training Framework programmes (intermediate level) completed. Three further training exercises planned for remainder of year.</p>