

### What are Activity Management Plans?

The Waimate District Council organises all of its functions into activities which outline those services it is required to do by law, and includes those projects it plans for the future. The Council has grouped those activities which are similar in nature, and has analysed them in relation to each other and to the overall workload as a whole.

In the third volume of this publication, the Council publishes a view of the Council's services and workloads in relation to People, Utility Services, Roading, Environment, Economic Development, and Central Organisation.

Under each of these headings you will find:

- a short description of the everyday activities and tasks that the Council performs;
- a statement of the current situation of Council undertakings;
- reasons for doing this activity and why it is important to the community;
- required service levels to achieve a high standard of delivery;
- planned outcomes supported by the projects to achieve those targets;
- a set of financial estimates for the ten years from 2005 - 2015;

In every activity the Council has defined service levels in consultation with, and agreed by, the community. The ability of the Council to meet these service levels becomes the basis for measuring its overall performance. They may be reviewed with changing circumstances.

For example, service levels will define opening hours at the Council Library, or response times for requests for information from the Building Control department. These service levels express the balance between the extent of the service expected by the community and the cost of providing the service at such a level. In some cases, the outcomes and their accompanying projects are specifically aimed at improving the level of service.

