

Water Supply

What we do: Council provides a regular supply of water to the designated Waimate urban area and the six rural areas of Waimate to serve drinking, commercial and fire protection uses.

1. Provide safe drinking water

How we do it:

- ☑ Manage and monitor all water supplies under requirement of Drinking Water Standards
- ☑ Monitor ongoing regulatory change for water supply activities
- ☑ Implement Water Safety Plans for drinking water schemes

How we measure performance		Years 1—3 Target	Years 4—10 Target
	Extent of compliance with Drinking Water Standards (Part 4) - Bacterial Compliance (M)		Bacterial compliance - All schemes
Extent of compliance with Drinking Water Standards (Part 5) - Protozoal Compliance (M)		Protozoal compliance - All Schemes	Protozoal compliance - All Schemes

2. Provide a continuous, appropriate and safe water system throughout the District with excellent customer service

How we do it:

- ☑ Manage, monitor and test all water supplies
- ☑ Respond to service failures and faults
- ☑ Provide a customer service request system 24 hours a day 7 days a week

How we measure performance		Year 1—3 Target	Year 4—10 Target
	Median attendance and resolution times for urgent and non-urgent callouts for water supply faults or unplanned interruptions to the urban network* (M)		Attendance to urgent callout - ≤ 1 hour
		Resolution for urgent callout - ≤ 24 hours	Resolution for urgent callout - ≤ 24 hours
		Attendance to non-urgent callout - ≤24 hours	Attendance to non-urgent callout - ≤24 hours
		Resolution for non-urgent callout - 72 hours	Resolution for non-urgent callout - 72 hours
Total number of complaints received about: 1. drinking water clarity 2. drinking water taste 3. drinking water odour 4. drinking water pressure or flow 5. continuity of supply 6. Council's response to these issues (M)		Urban water supply: <10 complaints per 1000 connections	Urban water supply: <10 complaints per 1000 connections
		Rural water supply: ≤ 40 complaints per 1000 connections	Rural water supply: ≤ 40 complaints per 1000 connections
Percentage of residents receiving the service satisfied with water supply services		≥ 86%	≥ 86%

*Attendance: from the time Council receives notification to the time that service personnel reach site
Resolution: from the time Council receives notification to the time that service personnel confirm resolution of the fault or interruption.

3. Provide reliable, efficient and well planned water infrastructure and services that meets the needs of the community

How we do it:	<ul style="list-style-type: none"> ☑ Monitor demand on all water supplies ☑ Manage growth of network ☑ Monitor condition and performance of water supply reticulation and assets and analyse data to predict asset failure/identify priority improvements required ☑ Complete capital expenditure programme associated with developing the network ☑ Minimise the disruptions to water supplies ☑ Provide a restricted supply of water to customers on rural water schemes ☑ Implement leak detection and reduction programme 		
How we measure performance		Years 1—3 Target	Years 4—10 Target
	The average consumption of drinking water per day per resident within the Waimate district (M)	Average consumption ≤ 500 litres per person per day	Average consumption ≤ 300 litres per person per day
	Percentage of real water loss from Council's network reticulation systems (M)	Real water loss - ≤ 35%	Real water loss - ≤ 20%
	Reactive maintenance (system failure) or programed work in the Waimate urban area that exceed 8 hours of not suppling drinking water to the community or a consumer.	< 1 per year	< 1 per year
	Reactive maintenance (system failure) or programed work in the Rural Water Supplies that exceed 3 days of not suppling drinking water to the community or a consumer.	< 1 per year	< 1 per year

Stormwater

What we do: Council provides stormwater drainage systems for the removal of surface water following rainfall events. In Waimate urban catchments this surface water is removed by a piped stormwater drainage system and existing kerb and channel networks.

1. Maintain reliable stormwater network services

- How we do it:**
- ☑ Maintain stormwater systems and respond to service failures
 - ☑ Develop and implement system for recording flooding events
 - ☑ Monitor demand and manage growth of network
 - ☑ Collection and disposal of stormwater via stormwater systems
 - ☑ Monitor condition and performance of stormwater reticulation and assets

How we measure performance	Years 1—3 Target		Years 4—10 Target	
	Number of flooding events that occur in our systems (M)	0		0
Number of habitable floors affected in a flooding events in the district (M) (per 1000 properties connected)	0		0	
Number of blockages in the Councils urban storm water transmission (i.e. piped, open drain).	≤3		≤3	

2. Deliver stormwater services according to required environmental standards

- How we do it:**
- ☑ Manage and monitor stormwater systems under conditions of resource consents
 - ☑ Monitor ongoing regulatory changes to stormwater activities
 - ☑ Develop a Demand Management Plan for the Stormwater activity
 - ☑ Update and review Risk Management Strategy
 - ☑ Investigate options for stormwater treatment
 - ☑ Develop stormwater quality monitoring systems
 - ☑ Apply for and receive stormwater resource consents within necessary period

How we measure performance	Years 1—3 Target		Years 4—10 Target	
	Compliance with Resource Consents for discharge from stormwater system (M)	No abatement notices, infringement notices, enforcement orders and convictions		No abatement notices, infringement notices, enforcement orders and convictions

3. Maintain excellent customer service for stormwater systems

How we do it:	<ul style="list-style-type: none"> ☐ Provide a customer service request system 24 hours a day, 7 days a week ☐ Maintain stormwater system and respond to service failures or faults in a timely manner 		
How we measure performance		Years 1—3 Target	Years 4—10 Target
	Median response time to attend a flooding event.* (M)	≤120 minutes	≤120 minutes
	Number of complaints received about the performance of the stormwater system (M)	≤1.5 per 1000 properties	≤1 per 1000 properties

* Flooding event means an event where stormwater enters a habitable floor. Measured from the time of notification to the time that service personnel reach the site.

Sewerage

What we do: Council provides a piped waste water collection system, a sewerage treatment plant and disposal system that safely removes sewage from urban homes in Waimate. It is Council policy to implement programmes for the relocation of wastewater disposal areas from riverbeds, wetlands or the margins of rivers, lakes and the coast and to implement programmes to reduce, and eventually cease the discharge of waste from the Council's sewerage reticulation and treatment systems into natural waterways.

1. Maintain reliable sewerage network services

How we do it:	<ul style="list-style-type: none"> ☐ Maintain wastewater schemes and respond to service failures ☐ Monitor demand and manage growth of network ☐ Monitor condition and performance of wastewater reticulation and assets ☐ Ongoing pipe investigation programme ☐ Public education (ie wipes disposal) 		
How we measure performance		Years 1—3 Target	Years 4—10 Target
	Number of dry weather overflows from the sewerage system (M)	≤2 per 1000 connections	≤2 per 1000 connections
	Number of blockages in Councils urban sewer transmission reticulation.	≤10	≤6

2. Deliver sewer services according to required environmental standards

How we do it:	<ul style="list-style-type: none"> ☐ Manage and monitor sewerage treatment and disposal system under conditions of resource consent ☐ Monitor quality of effluent ☐ Monitor ongoing regulatory change for wastewater activities ☐ Treatment and disposal of domestic and industrial wastewater via the wastewater schemes ☐ Update and review Risk Management Strategy 		
How we measure performance		Years 1—3 Target	Years 4—10 Target
	Compliance with Resource Consents for discharge from sewerage system (M)	No abatement notices, infringement notices, enforcement orders and convictions	No abatement notices, infringement notices, enforcement orders and convictions

3. Maintain excellent customer service for sewerage system

How we do it:	<ul style="list-style-type: none"> ▣ Provide a customer service request system 24 hours a day, 7 days a week ▣ Investigate and rectify sewer services and wastewater odour complaints ▣ Maintain wastewater schemes and respond to service failures & faults ▣ Manage the collection, treatment and disposal of domestic and industrial wastewater 		
How we measure performance		Years 1—3 Target	Years 4—10 Target
	Median attendance and resolution times to sewerage overflows resulting from blockages or other faults* (M)	Median attendance time ≤60 minutes Median resolution time ≤12 hours	Median attendance time ≤60 minutes Median resolution time ≤12 hours
	Total complaints received about: 1. Sewer odour 2. Sewerage system faults 3. Sewerage system blockages 4. The WDC response to sewerage system issues (M)	≤3 complaints per 1000 connections	≤3 complaints per 1000 connections
	People receiving the service are satisfied with sewerage services	≥97%	≥97%

* Attendance: from the time Council receives notification to the time that service personnel reach site

Resolution: from the time Council receives notification to the time that service personnel confirm resolution of the fault or interruption.

Waste management

What we do: Waste Management provides a range of refuse and recycling collection and management services for urban and rural areas of the district for households and businesses. We operate a resource recovery park to process and sell recyclable materials and transfer residual waste to landfill in Timaru. Council provides education regarding recycling and waste minimisation. In accordance with the Waste Minimisation Act 2008, Council completes a Waste Management and Minimisation Plan every six years that assesses the provision of existing services and provides options for the delivery of future services.

1. Convenient and accessible waste management services

How we do it:

- ☐ Provide a range of refuse collection and disposal services for urban and rural areas for households and businesses
- ☐ Manage and maintain all aspects of the waste operation including a competitive tender process and management of waste contract
- ☐ Provision of customer service request system 24 hours a day, 7 days a week
- ☐ Provide a resource recovery park according to set hours of opening

How we measure performance		Years 1—3 Target	Years 4—10 Target
	Residents receiving the service are satisfied with waste management services		≥75%
Council provides access to kerbside recycling & refuse collection		≥70% of the district's properties	≥70% of the district's properties

2. Council manages the waste management services wisely

How we do it:

- ☐ Manages waste facilities under the conditions of the Resource Consent
- ☐ Apply for renewal of waste consents as required
- ☐ Monitor ongoing regulatory change for waste activities
- ☐ Waste is diverted from the landfill to the resource recovery park

How we measure performance		Years 1—3 Target	Years 4—10 Target
	Compliance with Resource Consent conditions		Full compliance
Reduce the percentage of residual waste to landfill		<49%	<49%

3. Public information and programmes promote waste minimisation and appropriate sorting of waste

How we do it:	<ul style="list-style-type: none"> ▣ Provide opportunities for the public, community organisations and businesses to learn about waste minimisation, including talks, tours, business support and event support ▣ Provide and disseminate written educational material to promote services available, waste minimisation and appropriate sorting of waste ▣ Conduct audits of kerbside collection for appropriate recycling ▣ Promote waste minimisation programmes ▣ Zero Waste programme 		
How we measure performance		Years 1—3 Target	Years 4—10 Target
	Number of fly tipping incidents in the district	≤15	≤8
	Percentage of organics and recyclables in refuse collection bin	≤22%	≤15%

Roading

What we do: The purpose of this activity is to provide for the safe, convenient and efficient movement of people and goods around and through the district. This is achieved by providing a network of roads, footpaths, bridges, signs and markers, street lights and associated drainage systems. The Roding Activity is managed by Waimate District Councils Roding Team, who manage most aspects of the activity internally, although the physical maintenance of the Roding assets is externally contracted. New Zealand Transport Agency (NZTA) is Councils co - investment partner for roading and the works programme which is approved on a three yearly cycle in the National Land Transport Plan.

1. Provide quality roads and footpaths

How we do it:

- ☐ Planned and Reactive maintenance
- ☐ Replacement (renewal) of assets
- ☐ Manage Inspection and condition rating of network assets
- ☐ Manage Road Assessment and Maintenance Management (RAMM) data.
- ☐ Work collaboratively with neighboring Councils.
- ☐ Undertake Activity Management planning to demonstrate that the roading assets are operated and maintained in a sustainable and cost effective manner.
- ☐ Investigate improvement projects and long term network needs

How we measure performance	Years 1—3 Target	Years 4—10 Target
Resident satisfaction with sealed roads	≥66%	≥66%
Resident satisfaction with unsealed roads	≥55%	≥55%
Average quality of ride on a sealed local roads (M)	Smooth Travel Exposure: 93%	Smooth Travel Exposure: 93%

2. Respond to customer complaints and requests in a timely manner

How we do it:

- ☐ Provide customer service request system 24 hours a day, 7 days a week
- ☐ Investigate and rectify roading and footpaths complaints

How we measure performance	Years 1—3 Target	Years 4—10 Target
Percentage of customer service requests relating to roads and footpaths responded to within 10 working days (M)	≥95%	≥95%

3. Provide a safe transport environment

How we do it:	<ul style="list-style-type: none"> ☑ Conduct safety audits on aspects of the district’s roading network ☑ Deliver quality community road safety campaigns with Timaru and Mackenzie Districts to improve road behaviour and awareness ☑ Monitor road accident statistics and locations ☑ Ensure traffic management plans are in place for all road works sites which effect roads and footpaths ☑ Ensure that private activities undertaken on the road corridor don’t adversely compromise road safety or the road condition ☑ License and monitor all cow crossings 		
How we measure performance		Years 1—3 Target	Years 4—10 Target
	The change from the previous year in the number of fatalities and serious injury crashes on local road network (M)	Number of fatalities and serious injury crashes is less than the previous year on an annual basis	Number of fatalities and serious injury crashes is less than the previous year on an annual basis

4. Provide well maintained footpaths

How we do it:	<ul style="list-style-type: none"> ☑ Inspection and condition rating of footpath assets ☑ Manage footpath renewals and maintenance projects ☑ Determine future footpath projects based on defined prioritisation approach and future demand 		
How we measure performance		Years 1—3 Target	Years 4—10 Target
	Compliance with footpath prioritisation model	No more than 7km non-complaint	No more than 7km non-complaint
	Resident Satisfaction with footpaths	≥58%	≥58%
	Percentage of footpaths that fall within a condition rating of “fair”, 1-3* (M)	≥85%	≥90%

* As detailed in the Roothing Asset Management Plan

5. Provide adequate asset renewal

How we do it:	<ul style="list-style-type: none"> ☑ Monitor and inspect the state of the roading network, including traffic counts, pavement roughness and condition ☑ Renewals implemented at the right time with the right treatment 		
How we measure performance		Years 1—3 Target	Years 4—10 Target
	Percentage of the sealed local road network that is resurfaced (M)	>5.5%	>5.5%
	Annual quantity of metal spread on unsealed roads	13,000m3	13,000m3

District planning and regulatory services

What we do:	District Planning and Regulatory Services includes the following activities provided by Council: Building Control; Dog and Animal Control; Environmental Services and Resource Management. This group is concerned with monitoring and enforcement functions across a wide cross-section of statutes, focusing on the protection of community health, safety and amenity. Another major function of the group is processing consents under the Building Act 2004 and the Resource Management Act 1991.
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1. Perform statutory functions as required

How we do it:	<ul style="list-style-type: none"> ☐ Administer legislative requirements under District Planning and Regulatory Services related legislation ☐ Meet requirements to remain accredited as a Building Consent Authority ☐ Review District Plan, bylaws and related policies ☐ Monitor ongoing legislative and regulatory changes 		
How we measure performance		Years 1—3 Target	Years 4—10 Target
	Retain accreditation as Building Consent Authority	Associated audit processes ensure accreditation retained	Associated audit processes ensure accreditation retained
	District Plan and bylaws reviewed within statutory timeframe	100% reviewed and adopted within statutory timeframe	100% reviewed and adopted within statutory timeframe

2. Deliver timely, efficient processing of consents and related requirements

How we do it:	<ul style="list-style-type: none"> ☐ Process and grant building and resource consents ☐ Process and issue Land Information Memorandums (LIMs) and Project Information Memorandums (PIMs) ☐ Process and issue other Building Act requirements (eg notices to fix) ☐ Process Resource Management Act requirements (eg alterations to designations) 		
How we measure performance		Years 1—3 Target	Years 4—10 Target
	Building consent processing within statutory timeframes and average processing time	100% of building consents granted within 20 working days	100% of building consents granted within 20 working days
	Resource Consent processing to take place within statutory timeframes and average processing time	100% processed within 20 working days (non-notified) or 70 working days (notified)	100% processed within 20 working days (non-notified) or 70 working days (notified)

3. Investigate and respond to public complaints

How we do it:	<ul style="list-style-type: none"> ☐ Respond to regulatory service complaints in a timely fashion ☐ Provision of customer service request system 24 hours a day, 7 days a week 		
How we measure performance		Years 1—3 Target	Years 4—10 Target
	Response to food hygiene related complaints	All complaints actioned within 48 hours	All complaints actioned within 48 hours
	Response to late night party noise	All complaints actioned within 2 hours	All complaints actioned within 2 hours
	Response to environmental complaints	All complaints actioned within 10 working days	All complaints actioned within 10 working days

4. Resource Consents are monitored to ensure compliance

How we do it:	<ul style="list-style-type: none"> ☐ Monitor and enforce conditions of notified and non-notified Resource Consents ☐ Monitor effects of development on the environment ☐ Provide policy advice on planning and development in the District to ensure adherence to the Waimate District Plan and Resource Management Act 1991 		
How we measure performance		Years 1—3 Target	Years 4—10 Target
	Percentage of implemented Resource Consents monitored	100% of implemented subdivision consents and notified land use consents monitored annually	100% of implemented subdivision consents and notified land use consents monitored annually
		50% of implemented non-notified land use consents monitored annually	50% of implemented non-notified land use consents monitored annually

5. Protect the public from dog and animal related nuisances and dangers

How we do it:	<ul style="list-style-type: none"> ☐ Investigate and respond to dog and animal related complaints ☐ Enforce Council bylaws and policy pertaining to dogs ☐ Statutory review of bylaws and policy pertaining to dogs ☐ Impound dangerous and wandering dogs and animals ☐ Maintain a safe pound ☐ Maintain a register of dogs in the District ☐ Provide public education on responsible ownership of dogs 		
How we measure performance		Years 1—3 Target	Years 4—10 Target
	Response to wandering stock and animal related complaints	All complaints actioned within 2 hours	All complaints actioned within 2 hours
	Response to dog attacks on people and stock	Initial contact with all complainants within 2 hours of attack notified	Initial contact with all complainants within 2 hours of attack notified
	Percentage of known dogs in the District registered by 1 December	≥95% of all known dogs registered	≥95% of all known dogs registered

6. Provide quality customer services that meet the expectations of the community

How we do it:	☐ Provide high quality building and resource planning customer services to community		
How we measure performance		Years 1—3 Target	Years 4—10 Target
	User satisfaction with building services	≥44%	≥60%
	User satisfaction with resource consent services	≥44%	≥60%

Community services

What we do:	This group of activities involves promoting the social, cultural and economic development of our communities to ensure they have a good quality of life. This includes providing and administering community grants; providing high quality library and information centre facilities; promoting economic development in the district and marketing the district, and improving community awareness and preparedness for emergency events and leading the community through such events as they happen.
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1. Provide quality community services that meet the expectations of the community

How we do it:	☑ Provide high quality library services to community and visitors		
How we measure performance		Years 1—3 Target	Years 4—10 Target
	User satisfaction with library services	≥91%	≥91%

2. Improve individual, community and business awareness of the risks from hazards and assist them to build resilience to emergency events

How we do it:	<ul style="list-style-type: none"> ☑ Educate and inform the public and businesses about the risks to their communities from hazards via presentations, media campaigns and printed material in order to improve community resilience ☑ Review Civil Defence Plan ☑ Identify hazards that require research for risk reduction and assist in the delivery of results from research as part of ongoing community education ☑ Provide training for volunteers and staff so they can respond to emergency events in a manner that supports our communities ☑ Monitor hazard information and events as they progress 		
How we measure performance		Years 1—3 Target	Years 4—10 Target
	Percentage of residents who feel Council has provided them with enough information to be able to cope when there is an emergency	≥66%	≥66%
	Number of emergency management community engagement activities	6 per year	6 per year

3. Civil Defence Emergency Management personnel appropriately trained and prepared to assist community in the event of an emergency

How we do it:	<ul style="list-style-type: none"> ☑ Civil Defence Emergency management personnel and partner agencies participate in in-house/regional/national exercises ☑ Civil Defence Emergency management personnel attend training courses 		
How we measure performance		Years 1—3 Target	Years 4—10 Target
	Annual Group exercise	1 annually	1 annually
	Civil Defence Emergency Management personnel within the EOC offered training	2 training opportunities per year	2 training opportunities per year

4. Manage and allocate community funding scheme grants

How we do it:	<ul style="list-style-type: none"> ☑ Administration, promotion and management of Council’s community funding schemes, Creative Communities Scheme and Sport NZ Rural Travel Fund ☑ Grant accountability forms collected to ensure appropriate use of funds ☑ Promote the availability of all Council funding opportunities 		
		Years 1—3 Target	Years 4—10 Target
How we measure performance	All grants administered by Council are fully subscribed.	All grants fully subscribed	All grants fully subscribed

5. Support economic development in the District

How we do it:	<ul style="list-style-type: none"> ☑ Maintain a business friendly Council approach to customer relations ☑ Ensure economic development is a high priority in decision-making ☑ Implement the Economic Development Strategy action items ☑ Support local events 		
		Years 1—3 Target	Years 4—10 Target
How we measure performance	Annual progress of economic development strategy economic indicators	Year on year increase	Year on year increase
	Positive perception of living in Waimate District*	≥93%	≥93%

*As measured in biennial survey

6. Information and Library services, programmes and material are accessible to district residents, schools and visitors

How we do it:	<ul style="list-style-type: none"> ☑ Ensure information and library services are open to the community and visitors with consistent and appropriate opening hours ☑ Ensure information centre is stocked with a variety of quality local information ☑ Provide access to physical collections at the library facilities and online ☑ Provide a wide range of high quality library material ☑ Produce and promote an annual programme of library exhibitions on a range of subject material 		
		Years 1—3 Target	Years 4—10 Target
How we measure performance	Provide educational programmes at the library	≥4 programmes provided annually	≥4 programmes provided annually
	Visitors to Explore Waimate website	Number of visitors increases annually	Number of visitors increases annually

Community facilities

What we do: Community Facilities is about providing facilities for sport, recreation and cultural activities, affordable community housing and buildings and facilities that enable us to provide a range of services to the community. The activities included in this group are: Camping, Cemeteries, Event Centre, Parks and Public Spaces, Property and Swimming Pool.

1. Provide high quality community facilities that meet the expectations of the community

How we do it:

- ☑ Ensure community facilities are accessible to the community and visitors
- ☑ Provide clean, safe and well maintained public toilets, camp sites and cemeteries
- ☑ Annual maintenance and health and safety programmes for public toilets, camp sites, cemeteries, swimming pool and Event Centre
- ☑ Facilities are open to the community and visitors with consistent and appropriate opening hours

How we measure performance:	Year 1—3 Target	Year 4—10 Target
Resident satisfaction with public toilets	≥55%	≥55%
User satisfaction with camping facilities	≥75%	≥75%
Resident satisfaction with cemetery facilities and services	≥76%	≥76%
Resident satisfaction with parks and public spaces	≥89%	≥89%
User satisfaction with swimming pool facilities	≥83%	≥83%
User satisfaction with Event Centre facilities	75%	75%
Camping facilities are well maintained and tidy	Less than 5 complaints per year	Less than 5 complaints per year
Cemeteries are well maintained	Less than 5 complaints per year	Less than 5 complaints per year

2. Provide safe community facilities for the community and visitors

How we do it:

- ☑ Maintain facilities, parks, playgrounds and buildings to established standards
- ☑ Periodic replacement or refurbishment of plant to maintain existing level of service
- ☑ Ensure Health and Safety plans are in place for all community facilities
- ☑ Annual cleaning, maintenance and health and safety audits for public toilets, camp sites, cemeteries, swimming pool and Event Centre

How we measure performance	Year 1—3 Target	Year 4—10 Target
Community facilities meet legislative safety requirements (Local Government Centre, Library, Regent Theatre, Event Centre)	Building Warrant of Fitness (WOF), Fire Regulations and Licence requirements are current	Building Warrant of Fitness (WOF), Fire Regulations and Licence requirements are current
All Council playgrounds are inspected and documented for maintenance every two months	2 monthly inspections	2 monthly inspections
Maintain Pool Safe accreditation	Accreditation maintained	Accreditation maintained

3. Community Housing units are tenanted and well managed

How we do it:	<ul style="list-style-type: none"> ☐ Maintain a waiting list, interview and place prospective tenants according to Council's eligibility criteria ☐ Manage issues associated with the community housing portfolio ☐ Maintain units as notified through the Council's service request system ☐ Provide low cost Community Housing 		
How we measure performance		Year 1—3 Target	Year 4—10 Target
	Occupancy rate of Community Housing units	90% or greater occupancy	90% or greater occupancy
	Rent charge for Community Housing units is equal to, or less than market rental	Equal to, or less than market rental	Equal to, or less than market rental

4. Provide accessible and accurate cemetery records

How we do it:	☐ Maintain and update electronic cemetery database		
How we measure performance		Year 1—3 Target	Year 4—10 Target
	Cemetery records updated to reflect new internments	100% of cemetery records are updated within a month	100% of cemetery records are updated within a month

Organisation and governance

What we do: This group of activities supports and guides all activities carried out by Council. The activity enables Council to function and provide stable, transparent, effective, efficient and accountable local governance to the District. The group administers all financial aspects of Council activities, customer services and administrative support as well as providing support for elected representatives and leading the strategic planning and direction of Council.

1. Provide good quality governance for the community in an open and transparent manner

How we do it:

- ☑ Lead, govern and make decisions about the overall direction of the Council on behalf of the community
- ☑ Carry out regular Council and Standing Committee meeting programmes which are open to the public
- ☑ Develop and implement planned policy review programme
- ☑ Maintain relationships with iwi
- ☑ Fulfil the purpose of Local Government and all statutory obligations, as set by the Local Government Act 2002 and other relevant legislation
- ☑ Prepare and adopt statutory planning and reporting documents as required (Annual Plan, Annual Report and Long Term Plan)
- ☑ Conduct elections, by-elections and Representation Reviews as required

How we measure performance		Year 1—3 Target	Year 4—10 Target
	Ordinary Council meetings are recorded and made available to public	100% recorded and available to public	100% live streamed
	Compliance with Local Government Act planning, accountability and regulatory requirements	Statutory Local Government Act planning, accountability and regulatory requirements are achieved	Statutory Local Government Act planning, accountability and regulatory requirements are achieved
	Response time to Local Government Official Information and Meeting Act (LGOIMA) requests	100% responded to within statutory timeframe	100% response within statutory timeframe
	Residents are satisfied with performance of elected members	≥84%	≥84%

2. Communicate with the community

How we do it:

- ☐ Provide opportunities for community engagement, including public forums, informal consultation and Special Consultative Procedures (SCPs)
- ☐ Communicate Council work to the community via WDC website, print and social media
- ☐ Maintain an up-to-date website which is available 24 hours a day, 7 days a week

How we measure performance

	Year 1—3 Target	Year 4—10 Target
Resident satisfaction with sufficiency of the information supplied by Council	≥69%	≥69%

3. Advocate for the community

How we do it:

- ☐ Prepare submissions on issues that will, or may impact the Waimate District community
- ☐ Advocate on district issues on behalf of the community
- ☐ Maintain, collaborate and develop relationships and partnerships with other agencies to provide solutions to district issues
- ☐ Communicate issues of importance that may require advocacy to the community

How we measure performance

	Year 1—3 Target	Year 4—10 Target
Formal Waimate District Council submissions are made to agencies	≥4 submissions per year	≥4 submission per year