

1 Introduction

Performance measures are set once every three years at the long term planning stage. This is an agreement Council makes to the community that will ensure we are delivering what we said we would. The measures are a combination of important community feedback on our level of service that is gathered from an annual survey, as well as our hard measures using number and percentage targets e.g. zero road fatalities.

Some of the measures are based on levels of service and are applicable until the next Long Term Plan (LTP) is adopted, while others are based on statutory obligations.




Within the performance section there are 63 measures. 17 of these measures will only be available at the end of the financial year and will be reported in the 2020/21 Annual Report. Of the 46 measures remaining, 41 (89%) were achieved. Green is either achieved or on target to be achieved by the end of the financial year. Amber is looking like it may not be achieved. Red is not achieved or highly unlikely to be achieved. There are 5 (11%) measures recording amber and zero recording red.

The LTP 2018/2028 bases the measures on an annual target. The Performance Report measures progress quarterly. July to September represents the first quarter and also the year to date.

A summary of the 'not achieved' measures to date is as follows:

Resource consenting	0	Environmental Health	0	Building	0	Roads and Footpaths	0
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A coloured circle in the year to date column indicates progress. The key to the traffic lights is as follows:

	Favourable or achieved		Unfavourable – looking like it may not be achieved		Unfavourable –not achieved
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Customer satisfaction results are obtained through Key Research's Customer Perceptions Survey, which is undertaken on three occasions throughout the year. In the report there are several measures relating to the survey. Results from the first wave of the survey are due at the end of November and will be included in the second quarterly performance measures report.

