



Quarterly Performance Measures Report

Second Quarter - October to December 2024



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Introduction

Performance measures are set once every three years at the long term planning stage. The Long Term Plan (LTP) sets our vision, direction, budgets and work plans. Performance measures are our commitment to the community and ensure we are delivering what we said we would.

The performance measures are a combination of important community feedback on our levels of service that are gathered from an annual residents' survey, as well as measures using number and percentage targets e.g. the number of complaints about drinking water. Some of the measures are based on levels of service, while others are based on statutory obligations.

The LTP bases the measures on an annual target. The Quarterly Performance Report measures progress for:

- Quarter 1: July to September
- Quarter 2: October to December
- Quarter 3: January to March
- Quarter 4: April to June.

A summary of this quarter is in the table below. The colour indicates progress.

Key	Status	This quarter
	Achieved / On track to achieve	47
	May or may not be achieved	10
	Not achieved	4
N/A	Not applicable this quarter	14
	TOTAL PERFORMANCE MEASURES	75

	Customer Satisfaction Results	Wave 1 - September 2024 Wave 2 - December 2024
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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 customer satisfaction measures relating to this survey. In December the second wave of survey results were received. Wave one and wave two results have been averaged to calculate the year to date percentage.

There are a number of measures in the LTP relating to Northland Inc for Economic Development. These results come to us annually once Northland Inc. have had them independently audited at the end of the financial year. They appear fully in our Annual Report.

1 Roothing and Footpaths



Contribution to community outcomes

	Affordable living	Dependable Roothing	Healthy Environment	Prosperous Economy	Vibrant Communities
Repair and recover from extreme weather events					
Connecting networks and communities					
Safe and well-maintained roads ensure easy travel and access around the district					
Provide safe and connected walkways, cycle ways and vehicle access					

1.0	Roothing and Footpaths MEASURED BY	Target	Current Results	Year to date	Comments
Safety The transportation network is designed and managed for safe use with low crash and injury rates.					
1.1	The change from the previous financial year in the number of fatalities and serious injury crashes on the local road network. (13 serious crashes were recorded in 2023/2024. To achieve this measure requires less than or equal to that number for the 2024/2025 FY).	≤ 0	0 fatality or serious injury crashes	3 serious injury crashes	Achieved year to date.
Road Condition (Smoothness) The average quality of ride on a sealed local road network, measured by smooth travel exposure.					
1.2	The average quality of ride on a sealed local road network, measured by smooth travel exposure to within the following range.	≥90	N/A	N/A	Data that feeds this analysis is collected in summer by the contractor and reporting is extracted from the Waka Kotahi report and completed at the end of the year.
1.3	The percentage of the sealed local road network that is resurfaced.	≥8%	N/A	N/A	Sealing program continues. Reporting will be completed at the end of the financial year.

	Maintenance local network				
1.4	The maintenance of the roads meets the Council level of service targets as specified in our roading maintenance contracts.	≥85%	N/A	N/A	Maintenance contract delivery is evaluated at year end. Data will be provided on performance of the contract at the end of the financial year.
1.5	The percentage of the sealed local road network that is rehabilitated (annually).	≥0.6%	N/A	N/A	Program continues. Reporting is due at the end of the year.
	Response to service requests				
1.6	The percentage of customer service requests relating to roads and footpaths to which the territorial authority responds within the timeframe as included in the Road Maintenance Contract specification.	≥90%	85.86%	87.93%	Not achieved. 409 requests received with 335 responded to within time.
	Footpaths The percentage of footpaths within the district that fall within the Level of Service as determined by the condition rating (facilities are up to date, in good condition and 'fit for purpose').				
1.7	The percentage of footpaths within a territorial authority district that fall within the level of service or service standard for the condition of footpaths that is set out in the territorial authority's relevant documentation (such as its annual plan, activity management plan, asset management plan, annual works programme or LTP).	≥90% in fair or better condition	N/A	N/A	The footpath condition survey and condition analysis is not performed until the end of the financial year. Reporting will be completed once this has been undertaken.

2 Flood protection and land drainage



Contribution to Community Outcomes

	Affordable Living	Dependable Rooding	Healthy Environment	Prosperous Economy	Vibrant Communities
Flood protection of road and property access					
Manage inundation of drainage schemes, particularly salt water					
Minimising/eliminating unwanted water containment					
Draining and protecting productive land for all forms of agriculture and horticulture activities					
Stop banks made available for recreational activities where safe to do so.					

2.0	Flood protection and land drainage MEASURED BY	Target	Current Results	Year to date	Comments
Monitor drainage of rivers and streams, ensure minimal flood risk and coast erosion to the community					
2.1	The number of flood events not contained by the drainage district scheme up to a 1:5 year flood.	0	0	0	Achieved. There have been no flood events that were not contained within the district schemes and no 1:5 rainfall events for this period.
2.2	Service requests for broken, blocked, or failing floodgates	<10 service requests per year	2	3	Achieved.
2.3	Service requests for additional cleaning of drains, ie: missed by the monitoring and maintenance programmes.	<5 service requests per year	2	3	Achieved.
2.4	Biannual inspection of our drainage network to ensure it can contain a 1:5 year flood.	2 inspections per year	0	0	Raupo Drainage flood gates inspections by Crompton Engineering have been completed in October. Ongoing machine clearing and spraying continues.
2.5	Targeted maintenance of the stop bank system in the Raupo Drainage District to prevent tidal flows from inundating private property during high tide and/or when the river is in flood.	Minimum yearly inspections and targeted maintenance completed	On-going	On-going	The targeted maintenance is based on the available survey data for the Raupo Drainage District. It is on a case-by-case basis prioritised by the highest evaluated risk. The risk is assessed by the Committee operational working group members. Works are completed as budget is available. This is an ongoing program to ensure the network is continuously improved. Works continue on the Gents Stop Bank Project.

3 Water supply



Contribution to Community Outcomes

	Affordable Living	Dependable Rooding	Healthy Environment	Prosperous Economy	Vibrant Communities
Providing clean water supply to our communities					
Consider water conservation and water security in future plans					

3.0	Water Supply MEASURED BY	Target	Current Results	Year to date	Comments
Safety of drinking water in accordance with NZDWS (bacteria compliance criteria)					
3.1	The extent to which Council's drinking water supply complies with part 4 of the NZDWS (bacteria compliance criteria).	All schemes must be compliant Dargaville Maungaturoto Ruawai Mangawhai Glinks Gully	All schemes compliant this quarter	All schemes compliant	Achieved
3.2	The extent to which Council's drinking water supply complies with part 5 of the NZDWS (protozoal compliance criteria)	All schemes must be compliant Dargaville Maungaturoto Ruawai Mangawhai Glinks Gully	All schemes compliant	All schemes compliant	Achieved
3.3	The percentage of real water loss from our networked reticulation system (average for total network of all schemes). Real water loss is calculated by subtracting the meter readings and 'other components' from the total water supplied to the networked reticulation system.	≤ 28%	N/A	N/A	The results will be available at year end following the annual water reads/release of the Water Balance Loss Report in June 2024.
Fault response times Where Council attends a callout in response to a fault or unplanned interruption to its networked reticulation system.					
3.4	The median response time for attendance of urgent callouts: from the time that the local authority receives notification to	<2 hours	0.50 minutes	0.49 minutes	Achieved based on 3696 connections.

3.0	Water Supply MEASURED BY	Target	Current Results	Year to date	Comments
	the time that service personnel reach the site.				
3.5	The median response time for resolution of urgent callouts: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption.	<48 hours	6 hours 4 minutes	5 hours 22 minutes	Achieved based on 3696 connections.
3.6	The median response time for attendance of non-urgent callouts: from the time that the local authority receives notification to the time that service personnel reach the site.	<3 hours	0.30 minutes	0.44 minutes	Achieved based on 3696 connections.
3.7	The median response time for resolution of non-urgent callouts: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption.	≤3 days	21 hours 13 minutes	12 hours 30 minutes	Achieved based on 3696 connections.
Customer satisfaction					
The total number of water supply complaints received by Council.					
3.8	The total number of complaints about drinking water. clarity, odour, taste, pressure or flow and continuity of supply, Expressed per 1,000 water connections	≤39	3.79	6.77	Achieved based on 11 complaints and 3696 water connections.
3.9	Total number of complaints received by Council about Council's response to any of these issues. Expressed per 1,000 water connections	≤39	0	0	Achieved based on 3696 connections.
Demand management					
3.10	Water take consents.	100% compliance with NRC water take consents	100%	97.5%	Achieved this quarter. Not achieved year to date due to electronic failure over the 1 st quarter.
3.11	The average consumption of drinking water per day per resident within Kaipara District = Billed metered Consumption (m ³) x 1,000 Number of	Dargaville 275 Maungaturoto 340 Ruawai 130 Glinks Gully 52 Mangawhai* 230	N/A	N/A	The results will be available at year end following the annual water reads.

3.0	Water Supply MEASURED BY	Target	Current Results	Year to date	Comments
	connections x 365 x 2.5 (occupancy rate).	*Mangawhai calculation to consider the campground			
3.12	Major capital projects are completed within budget.	Achieved when completed, at or below budget	N/A	N/A	The results will be available at year end.

4 Stormwater

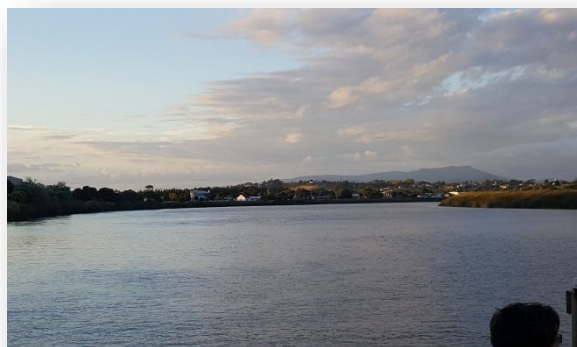


Contribution to community outcomes

	Affordable Living	Dependable Rooding	Healthy Environment	Prosperous Economy	Vibrant Communities
Catchment Management Plans to establish infrastructure and growth needs					
Stormwater capture and discharge is managed in accordance with modelling outputs and Engineering Standards					
Where practical, contaminants are collected and/or treated					

4.0	Stormwater MEASURED BY	Target	Current Results	Year to date	Comments
4.1	Network system adequacy: For each flooding event, using a maximum of 1:50 year (50-year ARI, Annual Exceedance Probability 2%), the number of consented habitable floors affected. (Expressed per 1,000 properties connected to the Council's stormwater system).	<10	0	0	Achieved. Nothing reported this quarter.
4.2	Response times: The median response time in an urgent flooding event (defined as an event is where a habitable floor is reasonably at risk of being affected Priority 1 (P1), measured from the time that the Council (or subcontractor) receives notification to the time that service personnel reach the site.	<2 hours for urgent events	0 minutes	0 minutes	Achieved. Nothing reported this quarter.
4.3	Discharge compliance: The number of abatement notices, infringement notices, enforcement orders, convictions received by Council in relation to those resource consents for discharge from its stormwater system.	0	0	0	Achieved. No abatement notices received this quarter.
4.4	Customer satisfaction: The number of Customer Service Requests (CSR) received regarding single network issues (however reasonably defined) per year/1,000 properties. This includes all CSR that relate to stormwater infrastructure whether directed to the contractor or individual Council staff member.	<18	0.34	0.68	Achieved based on 3 complaints received this quarter.
4.5	Positive Environmental Outcomes: Water sensitive design, green infrastructure, low carbon design and construction, resilient network.	As defined in the Stormwater CMP or Emissions Targets.	On-going	On-going	Stormwater Catchment Management Plan (SCMP) documents will define targets for overall water sensitive design infrastructure. SCMPs will be developed by township across the district. Work on the SCMP for Mangawhai continues.

5 Wastewater



Contribution to community outcomes

	Affordable Living	Dependable Rooding	Healthy Environment	Prosperous Economy	Vibrant Communities
Manage our wastewater to minimise negative effects on the environment					
Manage growth and maintain current levels of service					
Manage our service to ensure communities and business are supported					

5.0	Wastewater MEASURED BY	Target	Current Results	Year to date	Comments
System and adequacy Legal compliance with all resource consents for discharges into the environment from Council systems. The exception provided for in the consent is severe weather events and power failure.					
5.1	The number of dry weather wastewater overflows from Council's wastewater system, expressed per 1,000 wastewater connections to that wastewater system. The resource consent provides for severe weather events and power failure exceptions.	<1	0	0.18	Achieved. No dry weather overflows this quarter.
Fault response times Where Council attends to wastewater overflows resulting from a blockage or other fault in Council's wastewater system.					
5.2	Where Council attends to wastewater overflows resulting from a blockage or other fault in the territorial authority's wastewater system, the following median response times apply: <i>Attendance time:</i> from the time that the territorial authority receives notification to the time that service	≤2 hours	0.40 minutes	0.38 minutes	Achieved. Based on 5707 connections.

5.0	Wastewater MEASURED BY	Target	Current Results	Year to date	Comments
	personnel reach the site. (Department of Internal Affairs measure)				
5.3	Where Council attends to wastewater overflows resulting from a blockage or other fault in the territorial authority's wastewater system, the following median response times apply: <i>Resolution time:</i> from the time that the territorial authority receives notification to the time that service personnel confirm resolution of the blockage or other fault.	≤48 hours	3 hours 28 minutes	3 hours 29 minutes	Achieved. Based on 5707 connections.
Customer satisfaction The total number of wastewater system complaints received by Council.					
5.4	The total number of complaints received by Council about wastewater odour. Expressed per 1,000 wastewater connections to that wastewater system.	≤10	0.88	1.76	Achieved. Based on 5 complaints and 5707 wastewater connections.
5.5	The total number of complaints received by Council about wastewater system faults, eg blockages, breaks etc. Expressed per 1,000 wastewater connections to that wastewater system.	≤25	2.1	2.98	Achieved. Based on 12 complaints and 5707 wastewater connections.
5.6	The total number of complaints received by Council about Council's response to issues with its wastewater system. Expressed per 1,000 wastewater connections to that wastewater system.	≤46	4.91	9.12	Achieved. Based on 28 complaints and 5707 wastewater connections.
Discharge compliance Compliance with the Council's resource consents for discharge from its wastewater system.					
5.7	The number of abatement notices, infringement notices, enforcement orders and convictions received by Council in relation to its resource consents for	0	1	4	Not Achieved. Based on 1 abatement notice received for Maungaturoto WWTP due to

5.0	Wastewater MEASURED BY	Target	Current Results	Year to date	Comments
	discharge from its wastewater systems.				sampling conditions.
5.8	Major capital projects are completed within budget.	Achieved	N/A	N/A	The results will be available at year end.

6 Solid Waste



Contribution to community outcomes

	Affordable Living	Dependable Rooding	Healthy Environment	Prosperous Economy	Vibrant Communities
Ensure infrastructure keeps pace with growth, utilising economies of scale.					
Support the minimisation of waste and its impact on the environment.					
Infrastructure prepared for extraordinary climate events.					
Promote a clean environment across the district.					
Enabling private individuals to take ownership of their carbon footprint.					
Provision of Education services					

6.0	Solid Waste MEASURED BY	Target	Current Results	Year to date	Comments
Reliability To provide regular community kerbside collections.					
6.1	Percentage of residents who are very satisfied or satisfied with waste management.	>50%	62%	61.5%	Achieved.
To encourage recycling and reduction of waste to landfill.					
6.2	Percentage of KDC controlled refuse and recycling diverted from landfill per year from kerbside collections. This measure is based on NZWS National targets	>30%	16.5%	16.5%	Not achieved. Without an increased level of service to kerbside collections the national target will not be met.
6.3	Overall percentage of all refuse and recycling diverted from landfill per year – transfer stations	>30%	38%	38%	Achieved.
6.4	Closed landfill activities meet legislative compliance. No resource consent abatement notices, infringement notices, enforcement orders or convictions.	Nil	0	0	Achieved No notices, orders or convictions received this quarter.

7 Open Spaces and facilities



Contributions to community outcomes

	Affordable Living	Dependable Rooding	Healthy Environment	Prosperous Economy	Vibrant Communities
Open spaces and facilities					
Walking and cycling linkages through our parks network, together with wharf infrastructure, provide alternatives to road transport.					
Parks and reserves include green spaces and provide ecological services.					
Parks and facilities contribute to the district being a place to visit and host events					
Parks and facilities provide the spaces and opportunities to connect with one another and engage in community.					
Libraries					
Provide access to free resources, use of Wi-Fi and computers, events and programmes					
Incorporate sustainability into all services and future planning					
Provide resources that inform and support healthy living and consider the effects of climate change in current practice and when future planning					
Promoting lifelong learning through the library services, events and programmes					
Provide the community with access to physical resources, educational opportunities, internet, and Wi-Fi					
Promoting cultural events with displays, events and programmes					
Pensioner housing					
Providing and maintaining a local accommodation option for our elderly community members with limited means.					
Northern Wairoa War Memorial Hall					
Facilities are provided for community use, including for events and functions.					

Community development					
Some community initiatives provide transport options e.g. cycle trails.					
Increasing community capability to achieve their goals, and to respond to adverse events					
Support arts and culture					
Promotes community development and ideas and helps newcomers settle in the district					
Ensure a range of avenues for the community to have input, engage and consult on council initiatives and decisions.					

7.0	Open Spaces and Facilities MEASURED BY	Target	Current Results	Year to date	Comments
Open Spaces					
7.1	Percentage of residents who are very satisfied or satisfied with their local parks and sports fields.	86%	77%	78.5%	Not achieved. The lack of equipment and maintenance concerns residents.
7.2	Percentage of residents who are very satisfied or satisfied with the district's public toilets.	>70%	74%	74.5%	Achieved.
7.3	Compliance with parks maintenance contract specifications monthly audits.	90%	92%	91%	Achieved. Downer continue to maintain a high quality of works across the District.
7.4a	Parks maintenance contract: number of health and safety audits per month	Contractor: 4 per month 12 per quarter 48 per year	17	33	Achieved.
7.4b		Council: 1 per month 3 per quarter 12 per year	2	6	Not achieved this quarter as reduced staff resources have impacted operations. Year to date is achieved.

7.0	Open Spaces and Facilities MEASURED BY	Target	Current Results	Year to date	Comments
7.5	Compliance with Resource consent conditions. Wastewater / Water take consents.	No abatement notices received	0	0	Achieved. No abatement notices received.
Libraries					
7.6	Percentage of library users who are very satisfied or satisfied with the district's library services	90%	73%	74.5%	Not achieved. Customers would like to see larger spaces.
7.7	Percentage of residents who have used a library in the past 6 months*. <i>* this measure will be important once we have improved services available, in the current environment this is not a realistic goal</i>	Increasing or stable trend.	N/A	N/A	Data not available this quarter.
Pensioner Housing					
7.8	Zero net cost to ratepayers for Council's community housing services.	Zero cost	Not achieved.	Not achieved.	Not achieved due to the empty units in Mangawhai.
7.9	Annual housing occupancy rate Measured by: Quarterly reporting from management agencies.	90%	84%	83%	Not achieved. There are 8 empty units in Mangawhai due to Mangawhai Housing Project.
Northern Wairoa War Memorial Hall					
7.10	Hall bookings/utilisation of the hall.	Hall will not be available	N/A	N/A	Not applicable in year 1 of this LTP.

8 Regulatory Functions



Contribution to Community Outcomes

	Affordable Living	Dependable Rooding	Healthy Environment	Prosperous Economy	Vibrant Communities
Building Control					
Improved fees and charges					
Appropriate team complement and resources for the BCA and TA					
Improve building industry relationships through engagement and sharing of building compliance guidance					
Proactively improving our external reputation. Introduce targeted customer feedback surveys for BC applications, at granting of BC for processing and issue of CCC for inspections. Feedback to be analysed with any remedial action carried out					
Scope possibility of robust and sustainable remote and or virtual inspections to improve speed and efficiency of building inspection work (successful scoping exercise to involve investment in virtual inspection technology)					
Promote better building waste minimisation practices during building construction					
Resource Consents					
Appropriate team complement and effective management of consultants					
Improve customer relationships through engagement and sharing of resource management guidance					
Proactively improving our external reputation. Introduce targeted customer feedback surveys for RC applications. Feedback to be analysed with any remedial action carried out					
Use technology to improve efficiency and customer service with the					

scoping and implementation of an online RC application lodgment platform					
Training and working with other northern local government for RMA reform					
Compliance					
Make legislative compliance easier through communication of processes					
Plan for growth to ensure responses are timely and can meet agreed levels of service					
Meeting central government led changes to compliance and reform					
To enable communities to thrive, be connected, resilient, healthy, and inspiring. By supporting communities, we seek to make it easy to get things done within the legislative requirements.					
The environment can directly and indirectly impact on our health and wellbeing. We manage development to ensure natural and physical resources are safeguarded and positive environmental outcomes are achieved. We must balance growth with climate adaptation in mind.					
A prosperous economy is integral to achieving our wider goals for the district. We need to ensure our Council/ district is investment-friendly, supports sustainable growth and that the benefits lead to broad based prosperity for the communities. We promote growth and business whilst equally supporting the tourism industry.					

8	Regulatory Functions MEASURED BY	Target	Current Results	Year to date	Comments
Building Control - Inspections, Compliance and Enforcement					
Ensure effective response to customer enquiries about building standards.					
8.1	Percentage of building control customers who rate request for service responses as very satisfied or satisfied. Performance is measured using the Building Control Authority Customer Satisfaction Surveys.	78%	88% 100%	79.5% 93%	Processing Achieved Inspections Achieved. Inspections "satisfied" and above as a measurement for success. 86% overall achieved.

8	Regulatory Functions MEASURED BY	Target	Current Results	Year to date	Comments
8.2	Percentage of building consents (BC) processed within 20 working days.	100%	98.3%	98.85%	Not achieved. Oct 51/51 = 100% Nov 39/38 = 97.4% 1 overdue following processing of Section 72 (natural hazards) conditions, Dec 29/28 = 96.5% Awaiting specialist review.
8.3	Percentage of Code Compliance (CCC) applications processed within 20 working days.	100%	98%	97.5%	Not achieved. Oct 63/62 = 98.5% Nov 42/41 = 97.7% Dec 46/45 = 97.9% Overdue CCC's relate to the few remaining older applications following the IANZ accreditation assessment finding.
8.4	Percentage of illegal activity/ unauthorised work complaints investigated within three working days.	93%	100%	100%	Achieved. No complaints received this quarter.
Resource Consents - Monitoring and Enforcement					
Ensure effective response to customer enquiries about District Plan/Resource Consent requirements.					
Responsiveness: To process applications in accordance with statutory timeframes.					
8.5	Percentage of non-notified resource consents processed within 20 working days.	100%	100%	100%	Achieved. Granted Oct 23, Nov 12, Dec 21 = 56
8.6	Percentage of Land Information Memoranda (LIM) processed within 10 working days.	100%	100%	100%	Achieved. 211 LIMs were issued this quarter with an average processing day of 4.
8.7	Percentage of s224(c) certificates for new land titles processed within 10 working days.	100%	100%	100%	Issued Oct 3, Nov 8, Dec 8 = 19
Compliance					
8.8	Percentage of food premises verified when required under the Food Act.	100%	93%	96.5%	Not achieved. Oct =6 due/6 completed, Nov 11 due/10 completed, Dec 12 due/11 completed.
8.9	Percentage of alcohol premises inspected annually.	100%	37%	62%	Oct=7/63, Nov=9/63, Dec=7/63 = 36.5% of

8	Regulatory Functions MEASURED BY	Target	Current Results	Year to date	Comments
					premises inspected in Q2. On target for achieving year to date.
8.10	Percentage of resource consent complaints regarding unconsented works and non-compliance with the District Plan and resource consent investigated within five working days.	100%	100%	100%	Achieved. Oct = 4/4; Nov = 6/6; Dec 4/4. Total: 14 of 14.
8.11	Percentage of all granted resource consents are monitored each year to ensure they comply with relevant conditions.	25%	31%	34.5%	Achieved. July - 34 August - 22 September - 32.
8.12	Percentage of noise callouts to be responded to by phone within 30 minutes.	90%	95%	95%	Achieved. October 28/29 = 97% November 27/29=93% December 32/34= 94%.
8.13	Percentage of all dog attacks and or wandering stock are responded to by phone (within one hour) as a Priority 1.	95%	95%	96.5%	Achieved. October 12/13 = 92% November 10/11 = 91% December 6/6 = 100%.

9 District Leadership, Finance, and Internal Services



Contributions to Community Outcomes

	Affordable Living	Dependable Rooding	Healthy Environment	Prosperous Economy	Vibrant Communities
Governance					
Ensure easy access for those who want to participate in council processes					
Elected members make decisions with the intention of enhancing the District					
Transparency and openness in order to build trust with the community					
Policy and District Planning					
The effects of climate change will be considered as we develop our new District Plan					
District planning enables productive land use and activities.					
District planning and policies ensure environmental sustainability is taken into consideration					
Decisions and policies are made through consultation with the public and engagement processes are thorough and inclusive					
Emergency Management					
Emergency Management helps to ensure we are prepared for any increase in frequency and intensity of natural hazard events, which may be exacerbated by variations in climate.					
Council can provide a well-coordinated, high-performing emergency response.					
Communities are informed and prepared for emergencies in their community.					
Internal Services					
Effective internal services provide support to all staff across council to do their work well, and ensures council meets statutory requirements.					
Regular and transparent updates about council decisions and activity keeps					

community informed and improves community trust and confidence					
Having an effective website attracts visitors and newcomers to Kaipara, and ensures community information is accessible.					
Strategic Property					
Council’s property and buildings support Council in delivering its services to the community.					
Economic Development					
Promoting growth and facilitating development across the district					
Enabling and promoting existing and new businesses across the district, and investment opportunities.					
Fostering collaboration of stakeholders					
Exploring and enabling a local, regional and national circular economy					
Exploring and enabling a sustainable future					
Considers the economic development opportunities from the current world business, social and environmental situations, and capitalises on them.					

Economic Development – Northland Inc
There are a number of key performance indicators relating specifically to Northland Inc. These will be covered off in the Northland Inc. Annual Report, and the Council’s Annual Report.

9.0	District Leadership, Finance and Internal Services MEASURED BY	Target	Current Results	Year to date	Comments
Governance Compliance with legal requirements of council including around Council and Committee meetings.					
9.1	Council and standing committee meetings meet statutory requirements.	90%	N/A	N/A	Performance will be assessed at financial year end.
9.2	Council maintain and improve opportunities for Māori to contribute to local government decision making processes.	Achieved	N/A	N/A	Performance will be assessed at financial year end.
9.3	Elected Members are performing well.	60%	49%	49%	Not achieved.
9.4	The community has trust in the Council.	60%	44%	46%	Not achieved.
9.5	LGOIMA requests processed by the LGOIMA team completed within statutory timeframes.	100%	100%	99.5%	Achieved this quarter. 39 LGOIMA's were received this quarter and all responded to within the 20 day statutory timeframe. Not achieved year to date.
9.6	Long Term Plan, Annual Plan and Annual Reports will be adopted within timeframes set in the Local Government Act 2002.	Compliant	Compliant	Non-compliant	The Annual Report 2023/2024 was adopted 27 November. This was compliant in accordance with legal advice on the three waters repeal legislation. However, the Office of the Auditor General disagreed.
Policy and District Planning					
9.7	All statutory development and review timeframes for bylaws and policies are met.	100%	100%	100%	Achieved. All statutory development and review timeframes for Bylaws and Policy met. The District Plan Review is in progress and complies with statutory requirements.

9.0	District Leadership, Finance and Internal Services MEASURED BY	Target	Current Results	Year to date	Comments
Emergency Management					
9.8	A Civil Defence Emergency Operation Centre exercise is held annually.	1 per year	1	1	No exercise has been held yet however the EOC was stood up for the Mangawhai tornado event.
Strategic Property					
9.9	All health and safety hazards associated with non-activity property and building facilities are managed without incident.	Nil Accidents	Nil accidents	Nil accidents	Achieved.
9.10	Land identified as no longer required will be identified	5 number of parcels identified	N/A	N/A	To be reported annually.