



Quarterly Performance Measures Report

First Quarter Ending 30 September 2021

Quarterly Strategic and Performance Measures – for the first quarter ending 30 September 2021

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1 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. This report represents the first quarter of year one of the 2021/2031 LTP. 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.

Within the performance section there are 72 measures. 18 of these measures have no information available yet or will only be available at the end of the financial year. Of the 54 measures remaining, 45 (85%) 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 8 (14%) measures recording amber and 1 (1%) measure recording red.

The LTP bases the measures on an annual target. The Performance Report measures progress quarterly. October to December represents the second quarter.

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 this survey. To date a survey has not been undertaken therefore there are no percentages to note.

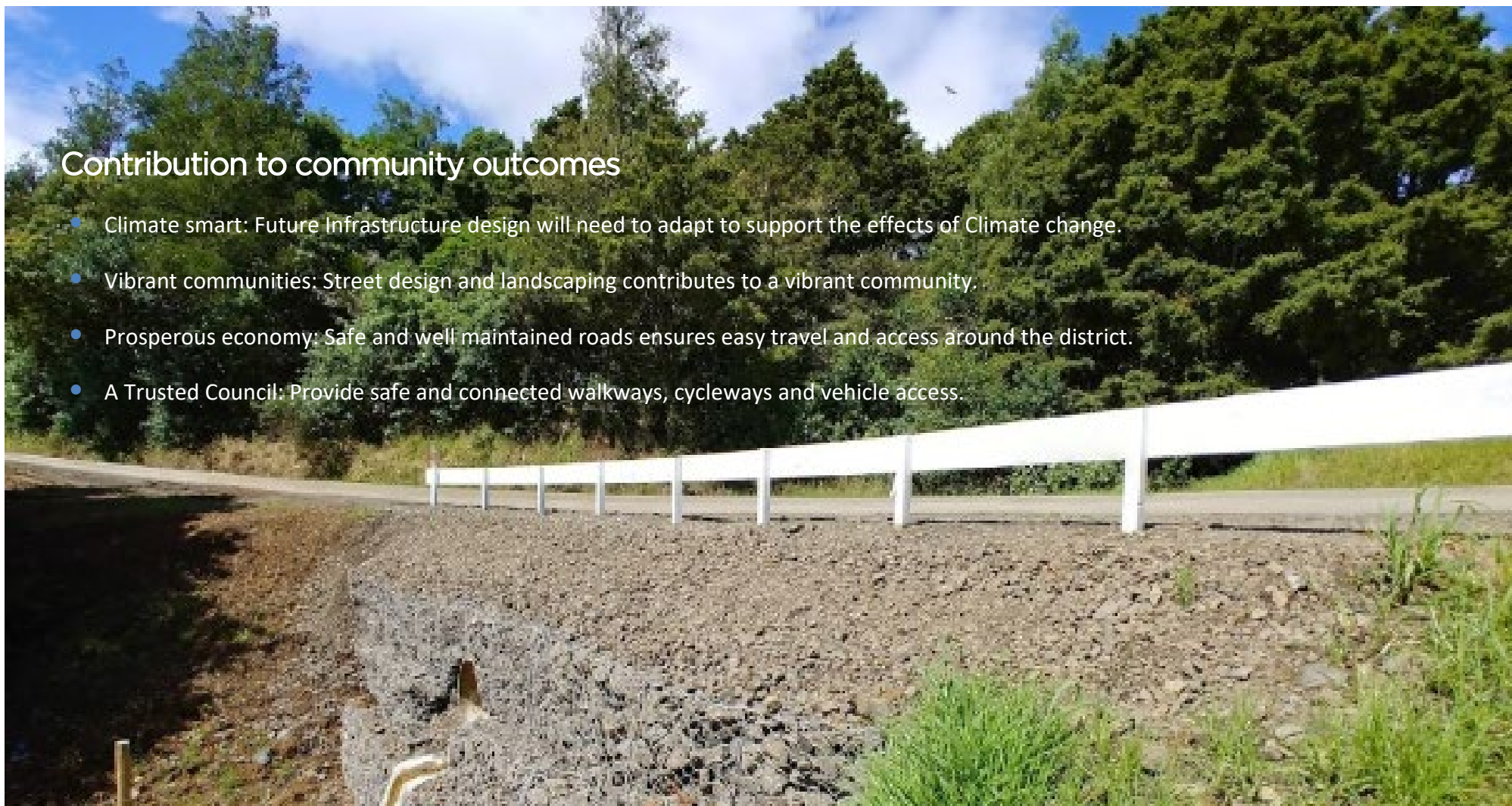
There are a number of measures relating to Economic Development and these will be reported in Northland Inc.’s annual report.


2 Performance Measures - Report by Activity

Transportation


Contribution to community outcomes

- Climate smart: Future Infrastructure design will need to adapt to support the effects of Climate change.
- Vibrant communities: Street design and landscaping contributes to a vibrant community.
- Prosperous economy: Safe and well maintained roads ensures easy travel and access around the district.
- A Trusted Council: Provide safe and connected walkways, cycleways and vehicle access.



1.0	Transportation MEASURED BY	LTP Year 1 Target 2021/2022	Current Performance	Year to date	Comments
Safety The transportation network is designed and managed for safe use with low crash and injury rates.					
1.1	<i>The change from the previous financial year in the number of fatalities and serious injury crashes on the local road network.</i> <i>(9 crashes were recorded in 2020/2021, this measure requires less than or equal to 9 crashes for the 2021/22 FY to achieve in total)</i>	≤ 0	1 Fatality and 3 serious crashes	1 Fatality and 3 serious crashes 	4 crashes were recorded for this quarter. Currently the year is 5 crashes less than the previous years total of 9 crashes.
Road Condition (Smoothness) The average quality of ride on a sealed local road network, measured by smooth travel exposure.					
1.2	<i>The average quality of ride, measured by smooth travel exposure within the following range.</i>	≥ 90	N/A	N/A	Data that feeds this analysis is collected in summer by the contractor and reporting is extracted from the NZTA report run and completed at the end of the year.
1.3	<i>The percentage of the sealed local road network that is resurfaced.</i>	$\geq 8\%$	N/A	N/A	Sealing program does not commence until after September. Reporting on sealing program will be completed at the end of the financial year.

1.0	Transportation MEASURED BY	LTP Year 1 Target 2021/2022	Current Performance	Year to date	Comments
Maintenance local network					
1.4	<i>The maintenance of the roads meets the Council level of service targets as specified in our roading maintenance contracts.</i>	=>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	<i>The percentage of the sealed local road network that is rehabilitated (annually).</i>	>=0.6%	N/A	N/A	Program doesn't start until after September. Reporting due at the end of the year.
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').					
1.6	<i>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).</i>	=>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.
Response to service requests					





1.0	Transportation MEASURED BY	LTP Year 1 Target 2021/2022	Current Performance	Year to date	Comments
1.7	<i>The percentage of customer service requests relating to roads and footpaths to which the territorial authority responds within the timeframe specified in the LTP.</i>	=>95%	89.17%	89.17% 	Not achieved this quarter due to new contractor staff not having correct software access during July. This has been resolved. The software system works to date and time when determining a pass or fail while our contract response time is based on working days. This does result in some variance between the reported result and pass/fail criteria applied. 98% was noted for August and September.



Water supply



Contribution to Community Outcomes

- Climate smart: Consider water conservation and water security when future planning.
- Healthy environment: Providing clean water supply to our communities.



2.0	Water supply	LTP Year 1 Target 2021/2022	Current Performance	Year to date	Comments
	MEASURED BY				
Fault Response Times Where Council attends a callout in response to a fault or unplanned interruption to its networked reticulation system.					
2.1	<i>The median response time for attendance of urgent callouts: from the time that the local authority receives notification to the time that service personnel reach the site.</i>	<2 hours	0:42	0:42 	Achieved
2.2	<i>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.</i>	<48 hours	2:48	2:48 	Achieved
2.3	<i>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.</i>	<3 hours	0:42	0:42 	Achieved
2.4	<i>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.</i>	≤3 days	2:37	2:37 	Achieved

2.0	Water supply	LTP Year 1 Target 2021/2022	Current Performance	Year to date	Comments
	MEASURED BY				
Customer Satisfaction The total number of water supply complaints received by Council.					
2.5	<i>The total number of complaints about drinking water. clarity, odour, taste, pressure or flow and continuity of supply, Expressed per 1,000 water connections</i>	≤40	6.75	6.75 	Achieved Based on 25 complaints and 3703 water connections.
2.6	<i>Total number of complaints received by Council about Council's response to any of these issues. Expressed per 1,000 water connections</i>	≤40	0	0 	Achieved
Demand Management					
2.7	<i>The average consumption of drinking water per day per resident within Kaipara District = Billed metered Consumption (m³) x 1,000 Number of connections x 365 x 2.5 (occupancy rate).</i>	Dargaville 275 Maungaturoto 340 Ruawai 130 Glinks Gully 52 Mangawhai* 230 *Mangawhai calculation to consider the campground	N/A	N/A	The results will be available at year end following the annual water reads.

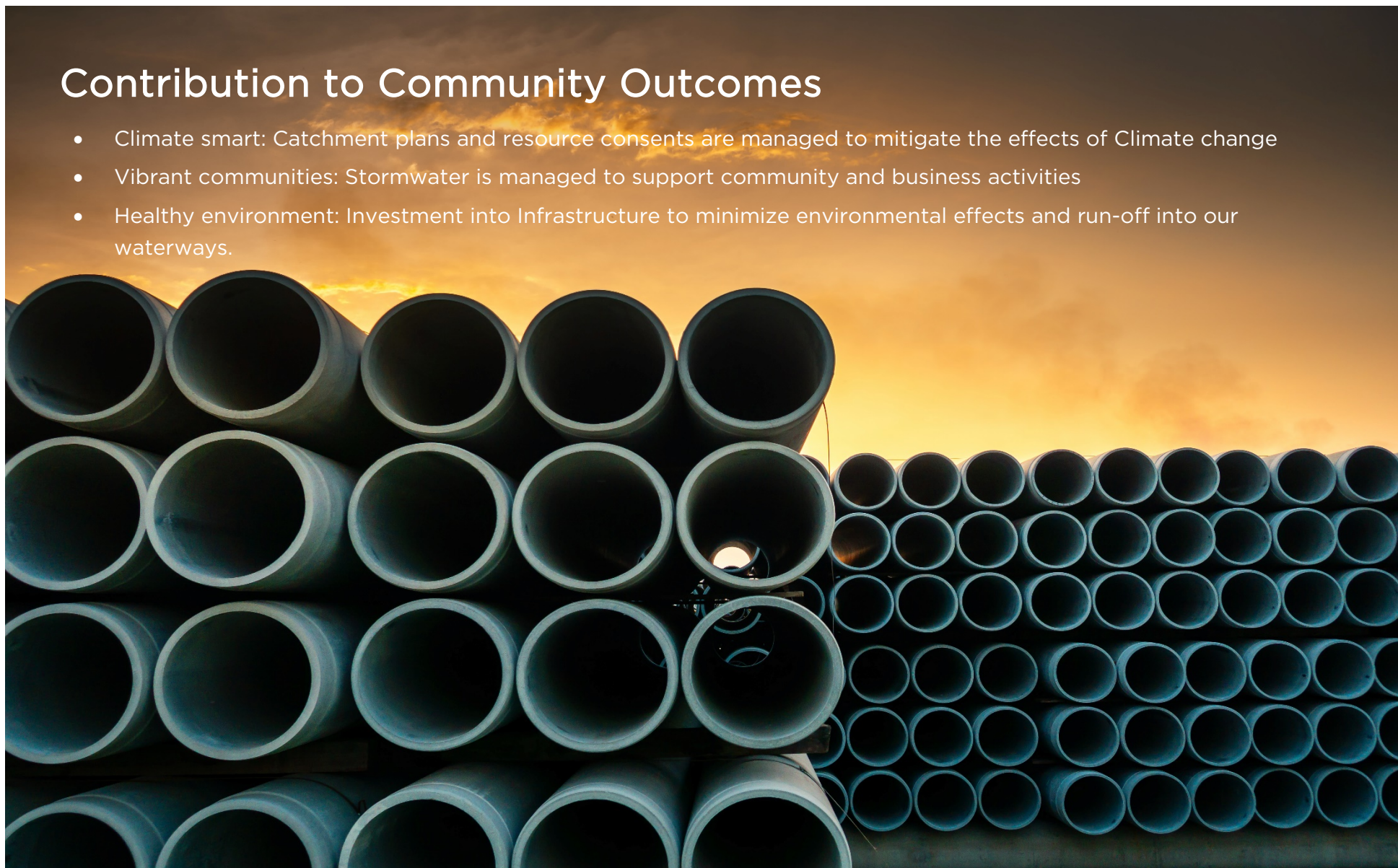
2.0	Water supply MEASURED BY	LTP Year 1 Target 2021/2022	Current Performance	Year to date	Comments
2.8	<i>Water take consents.</i>	100% compliance with NRC water take consents	100%	100% 	Achieved
2.9	<i>Major capital projects are completed within budget</i>	Achieved when completed, at or below budget	6.23%	6.23% 	6.23% of the available budgets for the year have been spent as majority of projects are still in the planning stages. Approximately 23% of the projects are in the procurement stage and 30% in the construction phase. The projects are on target to be completed by year end.
Safety of drinking water in accordance with NZDWS (bacteria compliance criteria)					
2.10	<i>The extent to which Council's drinking water supply complies with part 4 of the NZDWS (bacteria compliance criteria).</i>	Dargaville Maungaturoto Ruawai Mangawhai Glinks Gully All schemes must be compliant	N/A	N/A	The annual compliance report from the NDHB will arrive in November 2021.







2.0	Water supply MEASURED BY	LTP Year 1 Target 2021/2022	Current Performance	Year to date	Comments
2.11	<i>The extent to which Council's drinking water supply complies with part 5 of the NZDWS (protozoal compliance criteria)</i>	Dargaville, Maungaturoto Ruawai, Glinks Gully and Mangawhai All schemes must be compliant	N/A	N/A	The annual compliance report from the NDHB will arrive in November 2021.
2.12	<i>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.</i>	≤ 28%	N/A	N/A	The results will be available at year end following the annual water reads/release of KDC Water Balance Loss Report in June 2022.


Stormwater

Contribution to Community Outcomes

- Climate smart: Catchment plans and resource consents are managed to mitigate the effects of Climate change
- Vibrant communities: Stormwater is managed to support community and business activities
- Healthy environment: Investment into Infrastructure to minimize environmental effects and run-off into our waterways.



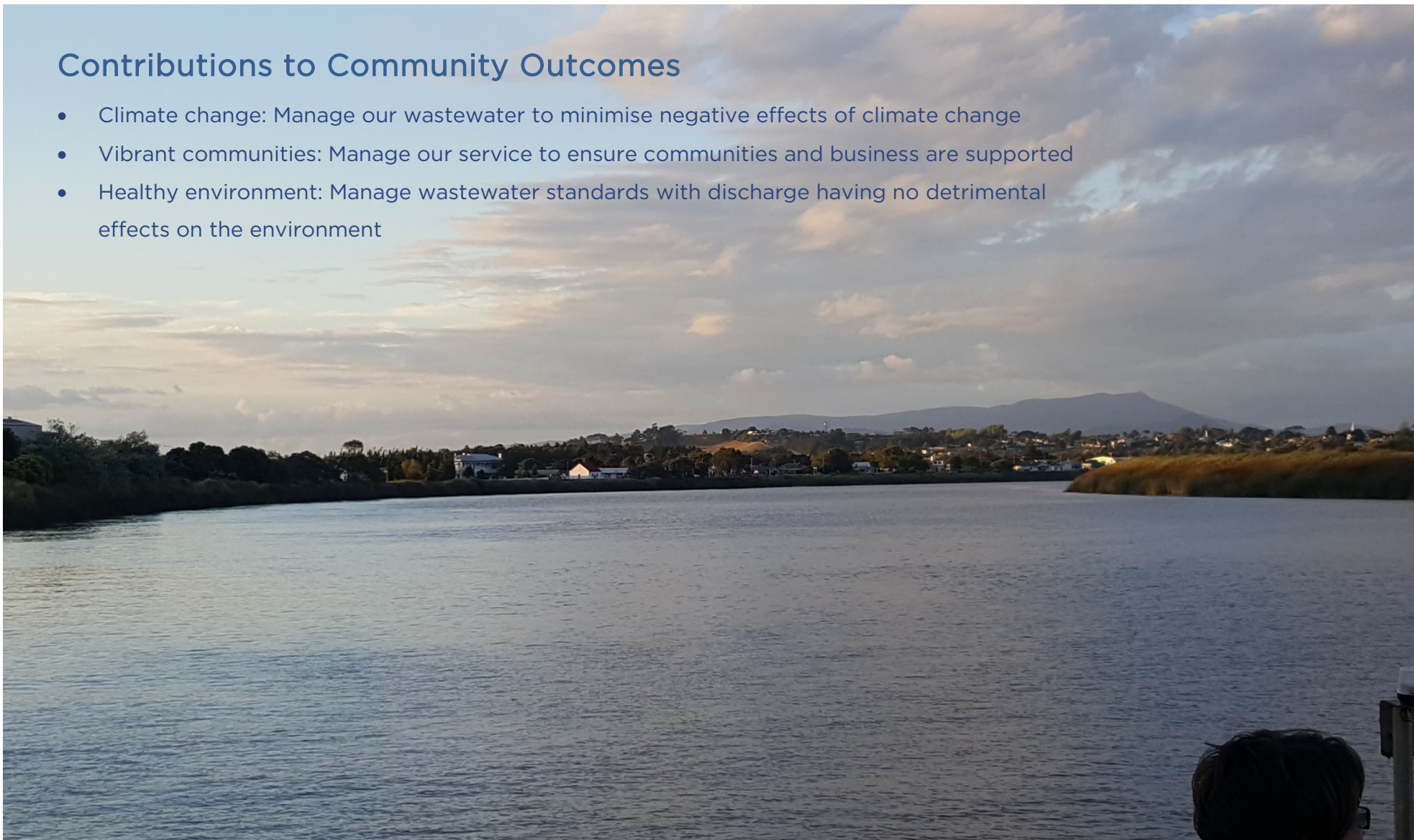
3.0	Stormwater	LTP Year 1 Target 2021/2022	Current Performance	Year to date	Comments
	MEASURED BY				
System adequacy					
3.1	<i>For each flooding event, using a maximum of 1:50 year (50-year ARI, Annual Exceedance Probability 2%), the number of habitable floors affected. (Expressed per 1,000 properties connected to the Council's stormwater system).</i>	<10	2	2 	Achieved
Discharge compliance					
Compliance with Council's resource consents for discharge from its stormwater system.					
3.2	<i>The number of abatement notices received by Council in relation to those resource consents.</i>	0	0	0 	Achieved
3.3	<i>The number of infringement notices received by Council in relation to those resource consents.</i>	0	0	0 	Achieved
3.4	<i>The number of enforcement orders received by Council in relation to those Resource Consents.</i>	0	0	0 	Achieved
3.5	<i>The number of convictions received by Council in relation to those Resource Consents.</i>	0	0	0 	Achieved
Response times					
The median response time to attend to a flooding event.					
3.6	<i>The time from when Council receives notification to the time that service personnel reach the site.</i>	<2 hours for urgent events	0:30	0:30 	Achieved

3.0	Stormwater <small>MEASURED BY</small>	LTP Year 1 Target 2021/2022	Current Performance	Year to date	Comments
Customer satisfaction The total number of stormwater system complaints received by Council.					
3.7	<i>The number of complaints received by Council about the performance of its stormwater system, expressed per year.</i>	≤18	1	1 	Achieved
Positive Environmental Outcomes					
3.8	<i>Water sensitive design, green infrastructure, low carbon design and construction, resilient network</i>	As defined in the Stormwater CMP or Emissions Targets	N/A	N/A	Still developing processes to measure the emissions for specific assets and still developing processes to bring those calculations into design decisions i.e. how do we apply emission contributions and emission saving opportunities for the stormwater assets.





Wastewater

Contributions to Community Outcomes

- Climate change: Manage our wastewater to minimise negative effects of climate change
- Vibrant communities: Manage our service to ensure communities and business are supported
- Healthy environment: Manage wastewater standards with discharge having no detrimental effects on the environment



4.0	Wastewater	LTP Year 1 Target 2021/2022	Current Performance	Year to date	Comments
	MEASURED BY				
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.					
4.1	<i>The number of dry weather sewage overflows from Council's sewerage system, expressed per 1,000 sewerage connections to that sewerage system.</i>	<1	0.35	0.35	There were two third party contractor strikes installing new infrastructure at Mangawhai Central and Insley Street.
Discharge compliance Compliance with the Council's resource consents for discharge from its sewerage system.					
4.2	<i>The number of abatement notices, infringement notices, enforcement orders and convictions received by Council in relation to its resource consents for discharge from its sewerage systems.</i>	0	0	0	Achieved
Fault response times Where Council attends to sewage overflows resulting from a blockage or other fault in Council's sewerage system.					
4.3	<i>Attendance time: from the time that Council receives notification to the time that service personnel reach the site.</i>	<2 hours	0:45	0:45	Achieved
4.4	<i>Resolution time: from the time that Council receives notification to the time that service personnel confirm resolution of the blockage or other fault.</i>	≤48 hours	3:24	3:24	Achieved






4.0	Wastewater <small>MEASURED BY</small>	LTP Year 1 Target 2021/2022	Current Performance	Year to date	Comments
Customer satisfaction The total number of sewerage system complaints received by Council.					
4.5	<i>The total number of complaints received by Council about sewage odour. Expressed per 1,000 sewerage connections to that sewerage system.</i>	<10	1.2	1.2 	Achieved
4.6	<i>The total number of complaints received by Council about sewerage system faults, eg blockages, breaks etc. Expressed per 1,000 sewerage connections to that sewerage system.</i>	<27	9.16	9.16 	Achieved
4.7	<i>The total number of complaints received by Council about sewerage system. Expressed per 1,000 sewerage connections to that sewerage system.</i>	<50	10.92	10.92 	Achieved
4.8	<i>Major capital projects are completed within budget</i>	Achieved	0.95%	0.95% 	0.95% of the available budgets for the year have been spent as majority of projects are still in the planning stages. Approximately 66% of the projects are in the procurement stage and are on target to be completed this FY.

Flood protection and land drainage

Contribution to Community Outcomes

- Climate smart: Adapting infrastructure for stopbanks, floodgates and monitoring river level changes
- Healthy environment: Providing flood protection and resilience for areas within the District.






5.0	Flood protection and land drainage <small>MEASURED BY</small>	LTP Year 1 Target 2021/2022	Current Performance	Year to date	Comments
Monitor drainage of rivers and streams, ensure minimal flood risk and coast erosion to the community					
5.1	<i>The number of flood events not contained by the drainage district scheme up to a 1:5-year flood.</i>	0	0	0 	There have been no flood events that were not contained within the district schemes.
5.2	<i>Service requests for broken, blocked, or failing floodgates</i>	<10 requests per year	3	3 	Achieved
5.3	<i>Service requests for additional cleaning of drains, ie missed by the monitoring and maintenance programmes.</i>	<5 requests per year	2	2 	Achieved. Complaints were due to the drain being too wet to spray and flood levels being too high.
5.4	<i>Biannual inspection of our drainage network to ensure it can contain a 1 in 5-year flood.</i>	Twice yearly inspections	Completed	Completed 	Achieved. Inspections continue as per schedule.
5.5	<i>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.</i>	Minimum yearly inspections and targeted maintenance completed	N/A	N/A 	Raupo stop bank improvements are planned over the summer months Jan > Mar 2022.

Waste minimisation, refuse and recycling



Contribution to Community Outcomes

- Climate smart: Provide recycling and waste minimisation options when planning for the future
- Vibrant communities: Promote a clean environment across the district
- Healthy environment: Recycling is encouraged.

6.0	Waste minimisation, refuse and recycling <small>MEASURED BY</small>	LTP Year 1 Target 2021/2022	Current Performance	Year to date	Comments
Reliability To provide regular community kerbside collections.					
6.1	<i>Percentage of residents who are very satisfied or satisfied with waste management.</i>	70%	N/A	N/A	No survey results received this quarter.
To encourage recycling and reduction of waste to landfill.					
6.2	<i>Average amount of general refuse collected and deposited per property within the Kaipara District</i>	560kgs	74.34kgs	74.34kgs 	Based on 15,034 rateable properties as at 30 Sept 2021.
6.3	<i>Average amount of recycling collected and deposited per property within the Kaipara District</i>	236kgs	37.85kgs	37.85kgs 	Based on 15,034 rateable properties as at 30 Sept 2021.
6.4	<i>Closed landfill activities meet legislative compliance. No resource consent abatement notices, infringement notices, enforcement orders or convictions.</i>	0	0	0 	Ongoing Monitoring

Open spaces and facilities

Contributions to community outcomes

Open Spaces and facilities

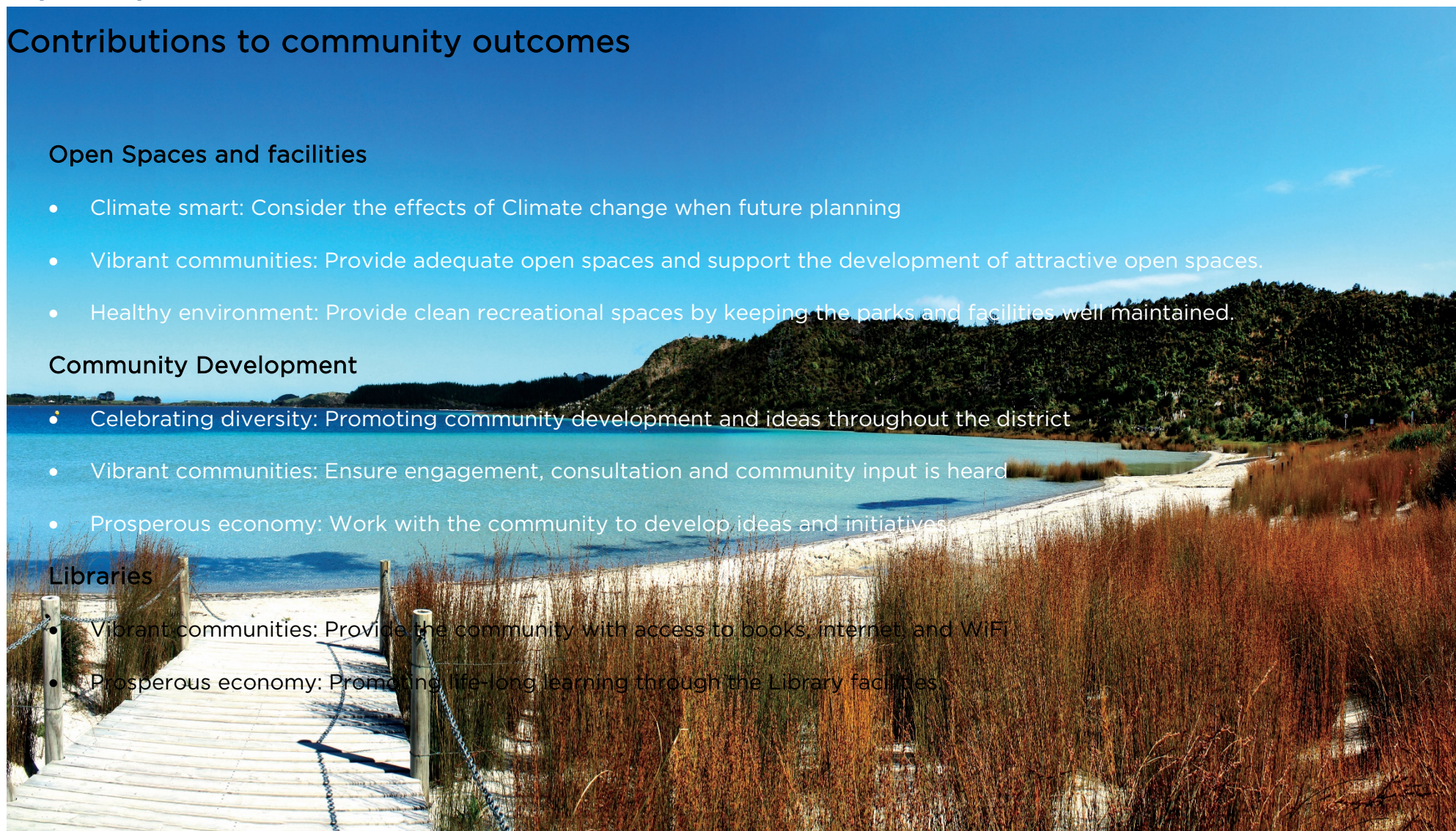
- Climate smart: Consider the effects of Climate change when future planning
- Vibrant communities: Provide adequate open spaces and support the development of attractive open spaces.
- Healthy environment: Provide clean recreational spaces by keeping the parks and facilities well maintained.




Community Development


- Celebrating diversity: Promoting community development and ideas throughout the district
- Vibrant communities: Ensure engagement, consultation and community input is heard
- Prosperous economy: Work with the community to develop ideas and initiatives

Libraries

- Vibrant communities: Provide the community with access to books, internet, and WiFi
- Prosperous economy: Promoting life-long learning through the Library facilities



7.0	Open Spaces and Facilities	LTP Year 1 Target 2021/2022	Current Performance	Year to date	Comments
	MEASURED BY				
Open Spaces					
7.1	Percentage of residents who are very satisfied or satisfied with their local parks and sports fields.	85%	N/A	N/A	No survey results received this quarter.
7.2	Percentage of residents who are very satisfied or satisfied with the district's public toilets	≥70%	N/A	N/A	No survey results received this quarter.
7.3	Compliance with parks maintenance contract specifications monthly audits	90%	97%	97% 	Two audits completed by the Parks officer for this period.
7.4	Parks maintenance contract: number of health and safety audits per month	Contractor: 4 Council: 1	10 0	10 	Not achieved. 2/4 audits completed in August 2021 due to COVID19 lockdown.
7.5	Compliance with Resource consent conditions. Wastewater / Water take consents.	No abatement notices received	0	0 	Achieved
Libraries					
7.6	Percentage of library users who are very satisfied or satisfied with the district's library services	85%	N/A	N/A	No survey results received this quarter.
Pensioner Housing					

7.0	Open Spaces and Facilities <small>MEASURED BY</small>	LTP Year 1 Target 2021/2022	Current Performance	Year to date	Comments
7.7	<i>Net cost to ratepayers for Council's community housing services.</i>	Zero cost	Zero cost	Zero cost 	Achieved
7.8	<i>Annual housing occupancy rate Measured by: Quarterly reporting from management agencies.</i>	90%	97%	97% 	Achieved

District Leadership, Finance, and Internal Services

Contributions to Community Outcomes

Governance

- Vibrant Communities: Decisions are made with the intention of enhancing the district
- Celebrating diversity: Elected members represent the district
- A trusted Council: Decisions made are robust and transparent.

Policy and District Planning

- Climate smart: Council will enhance its strategic approach to climate change adaptation and mitigation through its climate change work programme.
- Vibrant communities: District planning enables productive land use and activities.
- Healthy environments: District planning, policies and climate change work programme ensure environmental sustainability is taken into consideration.
- A trusted Council: Decisions and policies are made through consultation with the public and engagement processes are thorough and inclusive.

Emergency Management



- Climate smart: Emergency Management helps ensure we are prepared for any increase in frequency and intensity of natural hazard events, which may be exacerbated by climate change
- A trusted Council: A clear plan is in place in case of an emergency.



Economic Development

- Climate smart: Economic Development considers the effects of climate change and bolsters communities' capacities to adapt.
- Vibrant communities: Promoting growth and facilitating development across the district.
- Prosperous economy: Promotes business and communities around the district.

Internal Services

- Climate smart: Promote a sustainable working environment.
- A trusted council: Services are easy to access.

8.0	District Leadership, Finance, and Internal Services <small>MEASURED BY</small>	LTP Year 1 Target 2021/2022	Current Performance	Year to date	Comments
Governance Compliance with legal requirements around formal meetings of Council and its Committees.					
8.1	<i>Council maintain and improve opportunities for Māori to contribute to local government decision making processes.</i>	Achieved	N/A	N/A	Performance will be assessed at financial year end.
8.2	<i>Elected Members are performing well.</i>	60%	N/A	N/A	No survey results received this quarter.
8.3	<i>The community has trust in the Council.</i>	60%	N/A	N/A	No survey results received this quarter.
8.4	<i>LGOIMA requests processed by the LGOIMA team completed within statutory timeframes.</i>	100%	100%	100% 	Achieved
8.5	<i>Long Term Plan, Annual Plan and Annual Reports will be adopted within timeframes set in the Local Government Act 2002.</i>	Compliant	Complaint	Compliant 	The Annual Report was adopted 29 September 2021.
Policy and District Planning					

8.0	District Leadership, Finance, and Internal Services <small>MEASURED BY</small>	LTP Year 1 Target 2021/2022	Current Performance	Year to date	Comments
8.6	<i>All statutory development and review timeframes for Bylaws and Policies are met.</i>	100%	100%	100% 	Achieved
Emergency Management					
8.7	<i>Conduct Civil Defence training exercises.</i>	1 per year	0	0 	A civil defence exercise is planned for March 2022.

Economic Development

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.

Resource consents, building control and compliance




Contribution to Community Outcomes






Building control

- Climate Smart - We encourage development that front foots climate change and reduces the impacts on our communities.
- Vibrant Communities - Supporting communities we seek to make it easy to get things done within legislative requirements.
- Healthy Environment - We manage development to ensure natural and physical resources are safeguarded and positive environmental outcomes are achieved.
- A Trusted Council - We seek to build partnerships in order to address the collective challenges that our communities face.
- Celebrating diversity - by upskilling the internal organisation and developing authentic relationships to achieve the outcome of a diverse, inclusive, and welcoming Council, and through improving service delivery.
- Prosperous economy - We need to ensure our Council/district is investment-friendly, supports sustainable growth and that the benefits lead to broad-based prosperity for our communities.

Compliance

- Climate Smart - We encourage development that front foots climate change and reduces the impacts on our communities.
- Vibrant Communities - Supporting communities we seek to make it easy to get things done within legislative requirements.
- Healthy Environment - We manage development to ensure natural and physical resources are safeguarded and positive environmental outcomes are achieved.
- A Trusted Council - Kaipara District Council considers the way we communicate and engage with our communities.
- Celebrating diversity - Council has a leadership role in making Kaipara a district where diversity is welcomed and celebrated.
- Prosperous economy - A prosperous economy is integral to achieving our wider goals for the district.

9.0	Regulatory management	LTP Year 1 Target 2021/2022	Current Performance	Year to date	Comments
	MEASURED BY				
Building Control Inspections, Compliance and Enforcement Ensure effective response to customer enquiries about building standards.					
9.1	<i>Percentage of building control customers who rate request for service responses as very satisfied or satisfied.</i>	78%	N/A	N/A	No survey results received this quarter.
Responsiveness To process applications within statutory timeframes.					
9.2	<i>Percentage of Building Consents (BC) processed within 20 working days.</i>	100%	100%	100% 	Achieved.
9.3	<i>Percentage of Code Compliance applications processed within 20 working days.</i>	100%	99.1%	99.1% 	Not achieved. 1 x CCC issued over 20 days due to operator error. This has been addressed and considered a one off event.
Quality Monitoring of BC applications and inspections to ensure projects comply with New Zealand Building Code.					
9.4	<i>Illegal activity/unauthorised work complaints investigated within three working days.</i>	93%	100%	100% 	Achieved

9.0	Regulatory management	LTP Year 1 Target 2021/2022	Current Performance	Year to date	Comments
	MEASURED BY				
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.					
9.5	Percentage of non-notified Resource Consents processed within 20 working days.	>80%	100%	100% 	Achieved.
9.6	Percentage of Land Information Memoranda (LIM) processed within 10 working days.	100%	100%	100% 	Achieved.
9.7	Percentage of s224(c) certificates for new land titles processed within 10 working days.	100%	100%	100% 	Achieved.
Resolving of complaints concerning breaches of conditions of Resource Consent and other non-compliance with the District Plan.					
9.8	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% 	There were 13 complaints this quarter all of which were investigated within five working days.
9.9	Percentage of all granted Resource Consents are monitored each year to ensure they comply with relevant conditions.	25%	10%	10% 	29 consents were monitored this quarter out of the 296 granted resource consents.
Environmental Health including Dog, Stock and Noise Health and Safety Customer Service: Regulate commercial operations to protect public health					

9.0	Regulatory management	LTP Year 1 Target 2021/2022	Current Performance	Year to date	Comments
	MEASURED BY				
9.10	<i>Percentage of food premises verified when required under the Food Act.</i>	100%	73.3%	73.3%	22 verifications completed from the 30 scheduled. 8 were not completed due to COVID-19 level restrictions.
9.11	<i>Percentage of alcohol premises inspected at least once per year.</i>	100%	2.65%	2.65%	2 inspections were completed out of 75 premises due to Covid-19 level restrictions.
9.12	<i>Percentage of noise callouts to be responded within 30 minutes.</i>	90%	70%	70%	The percentage of noise callouts has a Priority one KPI of 1 hour. The 30 minute response time is an error. 90% were responded to within 1 hour.
9.13	<i>Percentage of all dog attacks and or wandering stock are responded to (within one hour) as a priority 1.</i>	95%	88%	88%	Not achieved. Of the 57 priority 1's raised, 50

9.0	Regulatory management <small>MEASURED BY</small>	LTP Year 1 Target 2021/2022	Current Performance	Year to date	Comments
					were responded to within one hour.