

## Draft Statement of Intended Service Provision: Democracy

Community Outcome	Level of Service	Measure	Performance Results (2023/24)	Current 2024/25	2025/26	2026/27	2027/28 to 2033/34	Data Source
<b>Quality Indicators</b>								
Council advocates within and beyond the district and governs for community needs and interests.	The community has confidence in the quality of democracy and representation provided by their Elected Members	Community satisfaction with Mayor and Councillors <sup>1</sup>	N/A  (For 2022/23 = 69% Community satisfaction)  National Benchmark = 53%	Not applicable	Equal to or above NZ benchmark	Not applicable	Equal to or above NZ benchmark	3 yearly community survey
	Council embraces involvement from all sectors of the community in its democracy and decision making.  Financial management is prudent, effective and efficient	Community satisfaction with the way rates are spent on the services and facilities provided by Council <sup>2</sup>	N/A  (For 2022/23 = 62% Community satisfaction)  National Benchmark = 39%)	Not applicable	Equal to or above NZ benchmark	Not applicable	Equal to or above NZ benchmark	3 yearly community survey
		Percentage completion of the annual work programme	73%	>90%	>90%	>90%	>90%	Council records

<sup>1</sup> Based on those who are aware of Council

<sup>2</sup> Based on those who are aware of Council



## Draft Statement of Intended Service Provision: Economic and Community Development

Community Outcome	Level of Service	Measure	Performance Results (2023/24)	Current 2024/25	2025/26	2026/27	2027/28 to 2033/34	Data Source
<b>Quality Indicators</b>								
Council works in partnership to attract people to visit, live and do business in Kawerau and to enhance economic and employment opportunities for our community.	Council provides an Information Centre which suits community needs	Community satisfaction with the Information Centre (based on user satisfaction).	N/A  (For 2022/23 user satisfaction = 88% and Community satisfaction = 67%)	Not applicable	Equal to or above 88% <sup>3</sup>	Not applicable	Equal to or above NZ 88% <sup>3</sup>	Three yearly community survey
Council facilitates a vibrant community life with opportunities for creative, cultural and recreational activity	Council supports young people to develop skills and attitudes needed to take a positive part in society	Satisfaction with youth council collaboration from collaborating groups	95%	>95% <sup>4</sup>	>95% <sup>4</sup>	>95% <sup>4</sup>	>95% <sup>4</sup>	Annual survey of collaborating groups.
	<b>Quantity Indicators</b>							
	Council encourages positive perceptions of Kawerau by supporting local events	Frequency of events from February to December	Achieved	At least 1 per month	At least 1 per month	At least 1 per month	At least 1 per month	Council records

<sup>3</sup> The target is based on the 2023 user satisfaction results provided by SIL Research. Council has selected this target of 88% to ensure Council is at a minimum continuing to meet the 2023 user satisfaction target.

<sup>4</sup> Target based on average of 2023/24 and 2022/23 results and set to maintain Council's standards, target set at 95%

## Draft Statement of Intended Service Provision Economic and Community Development (continued)

Community Outcome	Level of Service	Measure	Performance Results (2023/24)	Current 2024/25	2025/26	2026/27	2027/28 to 2033/34	Data Source
	Council provides a local Information Centre which is accessible to visitors and the local community	Number of days open each year	Open 364 days <sup>5</sup>	At least 360 <sup>6</sup> days	At least 360 <sup>6</sup> days	At least 360 <sup>6</sup> days	At least 360 <sup>6</sup> days	Council records
Council facilitates a vibrant community life with opportunities for creative, cultural and recreational activity	Council supports young people to develop skills and attitudes needed to take a positive part in society.	Youth Council in place	Appointments made	Annual appointments made	Annual appointments made	Annual appointments made	Annual appointments made	Council records

<sup>5</sup> Council's target for the local information centre being open at least 360 days of the year is to ensure high accessibility for all visitors, residents and ratepayers to the Information Centre (isite).

# Draft Statement of Intended Service Provision Environmental Services

## Building Control

Community Outcome	Level of Service	Measure	Performance Results (2023/24)	Current 2024/25	2025/26	2026/27	2027/28 to 2033/34	Data Source
Council regulates, monitors and acts to protect public health and safety, to prevent harm and nuisance and to improve standards in Kawerau's home, commercial and public environments.	<b>Quality Indicators</b>							
	Service users consider Council's Building Control Activity to be effective	Council meets statutory timeframes for processing building consents.	New target	100% <sup>6</sup>	100%	100%	100%	Council records
	<b>Quantity Indicators</b>							
	Council provides in-house building consent, inspection and approval services	Bi-annual Building Consent Authority accreditation re-assessment	BCA registered and accredited.	Accreditation and registration retained <sup>7</sup>	Accreditation and registration retained <sup>10</sup>	Accreditation and registration retained <sup>10</sup>	Accreditation and registration retained <sup>10</sup>	Council records

## Resource Management

Community Outcome	Level of Service	Measure	Performance Results (2023/24)	Current 2024/25	2025/26	2026/27	2027/28 to 2033/34	Data Source
Council regulates, monitors and acts to protect public health and safety, to prevent harm and nuisance and to improve standards in Kawerau's home,	<b>Quality Indicators</b>							
	Service users consider Council's Resource Management Activity to be effective	Council meets statutory timeframes for processing resource consents.	New target	New target	100% <sup>8</sup>	100%	100%	Council records

<sup>6</sup> The target is set per the statutory requirement of 100% and the time it takes to process is measured according to MBIE and IANZ guidelines per the Building Act 2004.

<sup>7</sup> Accreditation as a Building Control Authority allows Council the ability to provide in-house Building Control Services. This requires meeting the Building Act requirements, which includes being audited every 2 years by International Accreditation New Zealand (IANZ)

<sup>8</sup> The target is set per the statutory requirement of 100%. The nature of the timeframe differs depending on the nature of the resource consent.

Community Outcome	Level of Service	Measure	Performance Results (2023/24)	Current 2024/25	2025/26	2026/27	2027/28 to 2033/34	Data Source
commercial and public environments.								

## Environmental Health

Community Outcome	Level of Service	Measure	Performance Results (2023/24)	Current 2024/25	2025/26	2026/27	2027/28 to 2033/34	Data Source
<b>Quantity Indicators</b>								
Council regulates, monitors and acts to protect public health and safety, to prevent harm and nuisance and to improve standards in Kawerau's home, commercial and public environments.	Council ensures environmental and public health standards are maintained	Licensed food premises are inspected as per required inspection timeframes	100%	100% annually	100% annually <sup>9</sup>	100% annually	100% annually	Council inspection records
		Registered Premises (eg Hairdressers/Funeral Homes) are inspected for compliance with relevant standards	71%	100% annually	100% annually <sup>10</sup>	100% annually	100% annually	Council inspection records
	Premises licensed under the Sale and Supply of Alcohol Act 2012 comply with licence conditions	Licensed premises under the Sale and Supply of Alcohol Act 2012 are inspected at least once a year, except for special licences.	92%	100% annually	100% annually <sup>11</sup>	100% annually	100% annually	Council inspection records
<b>Responsiveness Indicators</b>								

<sup>9</sup> All food premises are inspected either every year, 18 months or two years. The target is set at 100% of those requiring inspection each year. The regularity of the inspections is determined by the grading they receive in compliance with the Food Safety Standards. The number of non-compliance standard determines the inspection timeframes, if more non-compliance the shorter the inspection period applies.

<sup>10</sup> The registered premises are Hairdressers and Funeral Homes, which are inspected annually to ensure compliance with the relevant legislation applicable to the business type, therefore target 100%.

<sup>11</sup> All premises with a license under the Sale and Supply of Alcohol Act are inspected yearly to ensure compliance with their license conditions, therefore target set at 100%.

Community Outcome	Level of Service	Measure	Performance Results (2023/24)	Current 2024/25	2025/26	2026/27	2027/28 to 2033/34	Data Source
	Council responds to complaints and service requests for environmental health conditions (noise complaints, nuisance conditions/health risks)	Timeliness of response from time dispatched to <b>priority one</b> noise complaints (excluding antenno and email requests)	48% within 20 minutes (target 80%) & 67% within 30 minutes (target 98%)	Priority 1 98% within 30 minutes	Priority 1 80% within 30 minutes <sup>12</sup>	Priority 1 85% within 30 minutes	Priority 1 90% within 30 minutes	Council Request for Service Database
		Response to other Environmental Health service requests/complaints	90% (9/10)	100% within 1 working day <sup>13</sup>	100% within 1 working day	100% within 1 working day	100% within 1 working day	Council Request for Service Database

### Dog Registration and Control

Community Outcome	Level of Service	Measure	Performance Results (2023/24)	Current 2024/25	2025/26	2026/27	2027/28 to 2033/34	Data Source
Council regulates, monitors and acts to protect public health and safety, to prevent harm and nuisance and to improve standards in Kawerau's home, commercial and public environments.	<b>Quality Indicators</b>							
	Council maintains community satisfaction levels for the Dog Control service	Community satisfaction with Dog Control Service (based on user satisfaction).	N/A  (For 2022/23 community satisfaction = 34% National Benchmark =63% )	Not applicable	Equal to or above NZ benchmark <sup>14</sup>	Not applicable	Equal to or above NZ benchmark	Three yearly community survey
	<b>Responsiveness Indicators</b>							

<sup>12</sup> This target while aspirational, reflects the level of service Council would like to aim for, however important to note the service is delivered by contractor.

<sup>13</sup> Given the health aspects of such complaints, Council's target is set to ensure complaints are addressed quickly.

<sup>14</sup> The New Zealand Benchmark is provided by SIL Research, Council has selected this target to ensure Council is meeting the New Zealand Benchmark as a minimum standard.

Community Outcome	Level of Service	Measure	Performance Results (2023/24)	Current 2024/25	2025/26	2026/27	2027/28 to 2033/34	Data Source
	Council responses to complaints and service requests for dog control matters	Timeliness of response from time dispatched to <b>priority one</b> dog complaints (excluding jobs received by antenno or email.)	66% responded to within 20 minutes and 77% within 30 minutes	98% within 30 minutes	80% within 30 minutes <sup>15</sup>	85% within 30 minutes	90% within 30 minutes	Council Request for Service Database

### Emergency Management (Civil Defence)

Community Outcome	Level of Service	Measure	Performance Results (2023/24)	Current 2024/25	2025/26	2026/27	2027/28 to 2033/34	Data Source
Council regulates, monitors and acts to protect public health and safety, to prevent harm and nuisance and to improve standards in Kawerau's home, commercial and public environments.	<b>Quality Indicators</b>							
	Council provides community education initiatives to increase public awareness and readiness for local and regional hazards	Council delivers initiative projects to the community to promote community resilience and safety.	New Target	New Target	3 projects	3 projects	3 projects	Council records of project delivery
	<b>Quantity Indicators</b>							
	Council will maintain capability to effectively respond to an emergency	Undertake Civil Defence training exercises.	New Target	New Target	1	1	1	Council records of training exercise

<sup>15</sup> This target while aspirational, reflects the level of service Council would like to aim for, however important to note the service is delivered by contractor outside of normal Council work hours.



## Draft Statement of Intended Service Provision Roading

Community Outcome	Level of Service	Measure	Performance Results (2023/24)	Current 2024/25	2025/26	2026/27	2027/28 to 2033/34	Data Source
<b>Roading</b>								
<b>Quality Indicators</b>								
Council infrastructure and services are accessible, age and disability-friendly, effective, efficient and affordable, now and for the future.	Council maintains community satisfaction levels for roading activity	Community satisfaction with roading assets (based on user satisfaction)	N/A (For 2022/23 = 57% User satisfaction National Benchmark = 43%)	Not applicable	Equal to or above NZ benchmark <sup>16</sup>	Not applicable	Equal to or above NZ benchmark	Three yearly community survey
	Council provides a network of roads which facilitates the safe movement of people and vehicles around the District	The change from the previous financial year in the number of fatalities and serious injury crashes on the local road network, expressed as a number	There were no fatalities, with one serious injury on the roads controlled by Council	Increase of zero or less	Increase of zero or less	Increase of zero or less	Increase of zero or less	NZ Police
	Road quality	The average quality of ride on a sealed local road network, measured by smooth travel exposure <sup>17</sup>	95%	No less than 95%	No less than 95%	No less than 95%	No less than 95%	Annual independent survey
	<b>Quantity Indicators</b>							
Road maintenance	The percentage of the sealed local road network that is resurfaced.	Resealing was delayed due to the priority of the dewatering works.	>5%	>5%	>5%	>5%	>5%	Council records (RAMM)

<sup>16</sup> The New Zealand Benchmark is provided by SIL Research, Council has selected this target to ensure Council is meeting the New Zealand Benchmark as a minimum standard.

<sup>17</sup> The percentage of Vehicle Kilometres Travelled in the District exposed to roads with roughness less than the threshold for urban roads set by the National State Highway Strategy

Community Outcome	Level of Service	Measure	Performance Results (2023/24)	Current 2024/25	2025/26	2026/27	2027/28 to 2033/34	Data Source
<b>Responsiveness Indicators</b>								
Council infrastructure and services are accessible, age and disability-friendly, effective, efficient and affordable, now and for the future.	Response to service requests	The percentage of customer service requests relating to roads to which Council responds within the timeframe specified.	Potholes: 75% repaired within 14 days and 75% within 28 days	Potholes: 90% repaired within 14 days and 100% within 28 days	Potholes: 90% repaired within 14 days and 100% within 28 days	Potholes: 90% repaired within 14 days and 100% within 28 days	Potholes: 90% repaired within 14 days and 100% within 28 days	Council Request for Service Database
			Streetlights: 66.1% repaired within 14 days and 87.8% within 28 days.	Streetlights: 90% repaired within 14 days and 100% within 28 days	Streetlights: 90% repaired within 14 days and 100% within 28 days	Streetlights: 90% repaired within 14 days and 100% within 28 days	Streetlights: 90% repaired within 14 days and 100% within 28 days	Streetlights: 90% repaired within 14 days and 100% within 28 days
<b>Footpaths</b>								
<b>Quality Indicators</b>								
Council infrastructure and services are accessible, age and disability-friendly, effective, efficient and affordable, now and for the future.	Council provides an appropriate network of footpaths for pedestrian use	Community satisfaction with footpaths (based on user satisfaction)	N/A (For 2022/23 = 60% User satisfaction National Benchmark = 60%)	Not applicable	Equal to or above NZ benchmark <sup>18</sup>	Not applicable	Equal to or above NZ benchmark	3 yearly community survey
	Footpath condition	Percentage of footpaths that fall within the level of service or service standard for the condition of footpaths	Survey not conducted.	>95% of all qualifying footpaths achieve a	>95% of all qualifying footpaths achieve a	>95% of all qualifying footpaths achieve a	>95% of all qualifying footpaths achieve a	Annual independent survey

<sup>18</sup> The New Zealand Benchmark is provided by SIL Research, Council has selected this target to ensure Council is meeting the New Zealand Benchmark as a minimum standard.

Community Outcome	Level of Service	Measure	Performance Results (2023/24)	Current 2024/25	2025/26	2026/27	2027/28 to 2033/34	Data Source
		set out in the Activity Management Plan		grade of 3 or less as measured through three yearly footpath inspection	grade of 3 or less as measured through three yearly footpath inspection	grade of 3 or less as measured through three yearly footpath inspection	grade of 3 or less as measured through three yearly footpath inspection	
<b>Responsiveness Indicators</b>								
	Response to service requests	The percentage of footpath-related customer service requests to which Council responds within the timeframe specified.	70% within 14 days	100% within 14 days	100% within 14 days	100% within 14 days	100% within 14 days	Council Request for Service Database

## Draft Statement of Intended Service Provision Stormwater

Community Outcome	Level of Service	Measure	Performance Results (2023/24)	Current 2024/25	2025/26	2026/27	2027/28 to 2033/34	Data Source
<b>Stormwater</b>								
Council infrastructure and services are accessible, age and disability-friendly, effective, efficient and affordable, now and for the future.	<b>Quality Indicators</b>							
	Council provides an effective stormwater network which removes stormwater to protect dwellings from flooding (System adequacy)	The number of flood events that occur in the District.	0	No more than 10	No more than 10	No more than 10	No more than 10	Council Request for Service Database
		For each flood event, the number of habitable floors affected.	N/a <sup>19</sup>	Not applicable	Not applicable	Not applicable	Not applicable	
	Council provides an effective stormwater network which removes stormwater to protect dwellings from flooding (Customer satisfaction)	The number of complaints received by Council about the performance of its stormwater system expressed per 1,000 properties connected to the Council's stormwater system.	N/a <sup>20</sup>	Not applicable. <sup>21</sup>	Not applicable	Not applicable	Not applicable	
<b>Responsiveness Indicators</b>								
Response times	The median response time to attend a flooding event, measured from the time that Council receives notification to the time that service personnel reach the site.	Median response time less than one hour	Median response time less than one hour	Median response time less than one hour	Median response time less than one hour	Median response time less than one hour	Median response time less than one hour	Council Request for Service Database

<sup>19</sup> Mandatory measure

<sup>20</sup> Mandatory measure

<sup>21</sup> Kawerau properties are not connected to Council's stormwater system.

Community Outcome	Level of Service	Measure	Current Performance (2023/24)	Current 2024/25	2025/26	2026/27	2027/28 to 2033/34	Data Source
<b>Stormwater</b>								
Council infrastructure and services are accessible, age and disability-friendly, effective, efficient and affordable, now and for the future.	Discharge compliance	Compliance with Council's resource consents for discharge from the system, measured by the number of: <ul style="list-style-type: none"> <li>• abatement notices</li> <li>• infringement notices</li> <li>• enforcement orders, and</li> <li>• convictions,</li> </ul> received by Council in relation to those resource consents.	No notices, orders or convictions	No notices, orders or convictions	No notices, orders or convictions	No notices, orders or convictions	No notices, orders or convictions	Bay of Plenty Regional Council.

## Draft Statement of Intended Service Provision Water Supply

Community Outcome	Level of Service	Measure	Current Performance (2023/24)	Current 2024/25	2025/26	2026/27	2027/28 to 2033/34	Data Source
<b>Water Supply</b>								
<b>Quality Indicators</b>								
Council infrastructure and services are accessible, age and disability-friendly, effective, efficient and affordable, now and for the future.	Provision of a quality water supply	Community satisfaction with water supply (based on user satisfaction)	N/A (For 2022/23 = 36% User satisfaction National Benchmark = 73%)	Not applicable	Equal to or above NZ benchmark <sup>22</sup>	Not applicable	Equal to or above NZ benchmark	3 yearly community survey
	Customer satisfaction	The total number of complaints received about any of the following: a) drinking water clarity b) drinking water taste c) drinking water odour d) drinking water pressure or flow e) continuity of supply, and f) Council's response to any of these issues expressed per 1000 connections to the networked reticulation system.	a) 7.6 water clarity complaints (per 1000) b) No water taste complaints c) No water odour complaints d) 0.3 water pressure complaints per 1000 connects e) No water supply complaints f) No response complaints	a) No more than 4 per 1000 connections b) No more than 2 per 1000 connections c) No more than 1 per 1000 connections d) No more than 2 per 1000 connections e) No more than 2 per 1000 connections f) 0 per 1000 connections	a) No more than 4 per 1000 connections b) No more than 2 per 1000 connections c) No more than 1 per 1000 connections d) No more than 2 per 1000 connections e) No more than 2 per 1000 connections f) 0 per 1000 connections	a) No more than 4 per 1000 connections b) No more than 2 per 1000 connections c) No more than 1 per 1000 connections d) No more than 2 per 1000 connections e) No more than 2 per 1000 connections f) 0 per 1000 connections	a) No more than 4 per 1000 connections b) No more than 2 per 1000 connections c) No more than 1 per 1000 connections d) No more than 2 per 1000 connections e) No more than 2 per 1000 connections f) 0 per 1000 connections	Council Request for Service Database

<sup>22</sup> The New Zealand Benchmark is provided by SIL Research, Council has selected this target to ensure Council is meeting the New Zealand Benchmark as a minimum standard.

Community Outcome	Level of Service	Measure	Current Performance (2023/24)	Current 2024/25	2025/26	2026/27	2027/28 to 2033/34	Data Source
<b>Water Supply (Continued)</b>								
Council infrastructure and services are accessible, age and disability-friendly, effective, efficient and affordable, now and for the future.	Safety of drinking water	The extent to which Council complies with the Taumata around Drinking Water Quality Assurance Rules (DWQAR).	Complied for the old drinking standards to 31 December 2022. Non-compliance for the new standards from 1 January to May 2023.	Water complies with Drinking Water Quality Assurance Rules (DWQAR)	Water complies with Drinking Water Quality Assurance Rules (DWQAR)	Water complies with Drinking Water Quality Assurance Rules (DWQAR)	Water complies with Drinking Water Quality Assurance Rules (DWQAR)	Council Records
	Maintenance of the reticulation network	The percentage of real water loss from the Council's networked reticulation system, measured using the minimum night flow (MNF) analysis method contained in the DIA Guidelines.	154 litres per connection per day	<200 litres per connection per day <sup>23</sup>	<200 litres per connection per day	<200 litres per connection per day	<200 litres per connection per day	Council records
Council infrastructure and services are accessible, age and disability-friendly, effective, efficient and affordable, now and for the future.	<b>Quantity Indicators</b>							
	Demand management	The average consumption of drinking water per day per resident within the district.	0.42m3	<0.6 m3	<0.6 m3	<0.6 m3	<0.6 m3	Council records

<sup>23</sup> Measured using the minimum night flow (MNF) analysis method contained in the DIA Guidelines.

Community Outcome	Level of Service	Measure	Current Performance (2023/24)	Current 2024/25	2025/26	2026/27	2027/26 to 2033/34	Data Source
<b>Responsiveness Indicators</b>								
	Fault response times	Where the local authority attends a call-out in response to a fault or unplanned interruption to its networked reticulation system, the median response times are						
		a) attendance for urgent call-outs: from the time that Council receives notification to the time that service personnel reach the site, and	0 urgent call-outs and median response time was 0.45 hours	Less than two hours	Less than two hours	Less than two hours	Less than two hours	Council Request for Service Database
		b) resolution of urgent call-outs: from the time that Council receives notification to the time that service personnel confirm resolution of the fault or interruption.	100% within 8 hours (median resolution was 3.2 hours)	Less than 8 hours	Less than 8 hours	Less than 8 hours	Less than 8 hours	Council Request for Service Database
		c) attendance for non-urgent call-outs: from the time that Council receives notification to the time that service personnel reach the site, and	461 non urgent call-outs (median response was 0.43 hours)	24 hours	24 hours	24 hours	24 hours	Council Request for Service Database



Community Outcome	Level of Service	Measure	Current Performance (2023/24)	Current 2024/25	2025/26	2026/27	2027/28 to 2033/34	Data Source
<b>Water Supply (Continued)</b>								
		d) resolution of non-urgent call-outs: from the time that Council receives notification to the time that service personnel confirm resolution of the fault or interruption	100% within 48 hours (median resolution was 1.92 hours)	48 hours	48 hours	48 hours	48 hours	Council Request for Service Database
Council infrastructure and services are accessible, age and disability-friendly, effective, efficient and affordable, now and for the future.	<b>Reliability Indicators</b>							
	The water supply is reliable and has minimal disruptions	Number of unplanned shutdowns – reticulation	1 unplanned shutdowns	No more than 12	No more than 12	No more than 12	No more than 12	Council records
		Number of unplanned shutdowns – pump stations	None	None	None	None	None	Council records
		Number of water main breaks	2 water main breaks	No more than 8	No more than 8	No more than 8	No more than 8	Council records
	<b>Environmental Indicators</b>							
	Water is sourced with minimal environmental effects	Compliance with BOP Regional Council water supply resource consents as reported in Annual Consents and Compliance Field Sheet.	One non-compliance with old consent	Compliance <sup>24</sup>	Compliance	Compliance	Compliance	BOP Regional Council

<sup>24</sup> BOPRC inspection reports state either compliance or non-compliance.

## Draft Statement of Intended Service Provision Wastewater

Community Outcome	Level of Service	Measure	Current Performance (2023/24)	Current 2024/25	2025/26	2026/27	2027/28 to 2033/34	Data Source
<b>Wastewater</b>								
<b>Quality Indicators</b>								
Council infrastructure and services are accessible, age and disability-friendly, effective, efficient and affordable, now and for the future.	Provision of domestic wastewater collection and primary treatment	Community satisfaction with wastewater disposal (based on user satisfaction).	N/A  (For 2022/23 User satisfaction = 82% National Benchmark = 74%)	Not applicable	Equal to or above NZ benchmark <sup>25</sup>	Not applicable	Equal to or above NZ benchmark	3 yearly community survey
	Customer satisfaction	The total number of complaints received about any of the following: a) sewage odour b) sewerage system faults c) sewerage system blockages, and d) Council's response to issues with its sewerage system, expressed per 1000 connections to the sewerage system.	a) 1 odour issue (0.3 per 1,000) b) No complaints c) 5 blockages 1.7 per 1000 connections d) No complaints	a) No more than 1 per 1000 connections b) No more than 15 per 1000 connections c) No more than 15 per 1000 connections d) 0 per 1000 connections	a) No more than 1 per 1000 connections b) No more than 15 per 1000 connections c) No more than 15 per 1000 connections d) 0 per 1000 connections	a) No more than 1 per 1000 connections b) No more than 15 per 1000 connections c) No more than 15 per 1000 connections d) 0 per 1000 connections	a) No more than 1 per 1000 connections b) No more than 15 per 1000 connections c) No more than 15 per 1000 connections d) 0 per 1000 connections	Council Request for Service Database

<sup>25</sup> The New Zealand Benchmark is provided by SIL Research, Council has selected this target to ensure Council is meeting the New Zealand Benchmark as a minimum standard.

Community Outcome	Level of Service	Measure	Current Performance (2023/24)	Current 2024/25	2025/26	2026/27	2027/28 to 2033/34	Data Source
	<b>Quantity Indicators</b>							
	System adequacy	The number of dry weather sewage overflows from Council's sewerage system, expressed per 1000 connections to that sewerage system.	There was 1 dry weather overflow reported.	0 per 1000 connections to the sewerage system	0 per 1000 connections to the sewerage system	0 per 1000 connections to the sewerage system	0 per 1000 connections to the sewerage system	Council records
	<b>Responsiveness Indicators</b>							
Council infrastructure and services are accessible, age and disability-friendly, effective, efficient and affordable, now and for the future.	Fault response times	Where Council attends to sewage overflows resulting from a blockage or other fault in its sewerage system, the median response times are:						
		a) attendance time: from the time that Council receives notification to the time that service personnel reach the site, and	1 overflow attended to in 15 minutes	Less than 1 hour	Less than 1 hour	Less than 1 hour	Less than 1 hour	Council Request for Service Database
		b) resolution time: from the time that Council receives notification to the time that service personnel confirm resolution of the blockage or other fault.	1 overflow resolved in 2.0 hours	Less than 8 hours	Less than 8 hours	Less than 8 hours	Less than 8 hours	Council Request for Service Database
	<b>Reliability Indicators</b>							
	Council provides a reliable domestic wastewater collection and disposal service	Number of disruptions to wastewater collection service	0 disruptions to wastewater service	No more than 50	No more than 50	No more than 50	No more than 50	Council records

Community Outcome	Level of Service	Measure	Current Performance (2023/24)	Current 2024/25	2025/26	2026/27	2027/28 to 2033/34	Data Source
<b>Wastewater (Continued)</b>								
<i>Environmental Indicators</i>								
Council infrastructure and services are accessible, age and disability-friendly, effective, efficient and affordable, now and for the future.	Discharge compliance	Compliance with resource consents for discharge from Council's sewerage system measured by the number of: a)abatement notices b)infringement notices c)enforcement orders, and d)convictions, received in relation those resource consents.	Council received 2 infringement notices due to dairy factory waste	No notices, orders or convictions	No notices, orders or convictions	No notices, orders or convictions	No notices, orders or convictions	Council records
	The wastewater treatment plant operates effectively	Compliance with wastewater treatment plant resource consents as reported in annual Consents and Compliance Field Sheet	Consent not complied with due to a component failure in the treatment plant.	Compliance <sup>26</sup>	Compliance	Compliance	Compliance	BOP Regional Council

<sup>26</sup> BOPRC inspection reports state either compliance or non-compliance.

## Draft Statement of Intended Service Provision Solid Waste

Community Outcome	Level of Service	Measure	Current Performance (2023/24)	Current 2024/25	2025/26	2026/27	2027/28 to 2033/34	Data Source
<b>Refuse Collection and Disposal</b>								
<b>Quality Indicators</b>								
Council infrastructure and services are accessible, age and disability-friendly, effective, efficient and affordable, now and for the future. Council sustainably manages Kawerau's environment through its stewardship, planning and consents.	Provision of a cost effective refuse collection and disposal that will encourage a healthy, clean and tidy district	Community satisfaction with refuse collection (based on user satisfaction).	User satisfaction 90% National Benchmark = 73%	Not applicable	Equal to or above NZ benchmark <sup>27</sup>	Not applicable	Equal to or above NZ benchmark	Three yearly community survey
		Community satisfaction with refuse transfer station (based on user satisfaction)	User satisfaction 78% National Benchmark = 66%	Not applicable	Equal to or above NZ benchmark <sup>28</sup>	Not applicable	Equal to or above NZ benchmark	
	<b>Environmental Indicators</b>							
	Council's refuse collection and disposal services meet the needs of the Kawerau Community and help maintain public health and a clean environment	Level of compliance with BOP Regional Council refuse disposal resource consents as reported in annual Consents and Compliance Field Sheet	No notices, abatement notices, enforcement orders or convictions	Compliance	Compliance	Compliance	Compliance	BOP Regional Council

<sup>27</sup> The New Zealand Benchmark is provided by SIL Research, Council has selected this target to ensure Council is meeting the New Zealand Benchmark as a minimum standard.

<sup>28</sup> The New Zealand Benchmark is provided by SIL Research, Council has selected this target to ensure Council is meeting the New Zealand Benchmark as a minimum standard.

<b>Zero Waste (Recycling)</b>									
Council infrastructure and services are accessible, age and disability-friendly, effective, efficient and affordable, now and for the future.	<b>Quality Indicators</b>								
	Council's refuse collection and disposal services meet the needs of the Kawerau Community	Community satisfaction with recycling services (based on user satisfaction)	User satisfaction 81%	Not applicable	Equal to or above 81% <sup>29</sup>	Not applicable	Equal to or above 81%	Three yearly community survey	
Council sustainably manages Kawerau's environment through its stewardship, planning and consents.	<b>Quantity Indicators</b>								
	Material that would otherwise go to landfill as household refuse is collected by the recycling collection service	Average amount of recyclable material collected from each household.	188kg	No less than 178kg per annum	No less than 178kg per annum	No less than 178kg per annum	No less than 178kg per annum	Council records	

<sup>29</sup> The target is based on the 2023 user satisfaction results provided by SIL Research., Council has selected this target of 81% to ensure Council is at a minimum continuing to meet the 2023 user satisfaction target.

## Draft Statement of Intended Service Provision Leisure and Recreation

Community Outcome	Level of Service	Measure	Current Performance (2023/24)	Current 2024/25	2025/26	2026/27	2027/28 to 2033/34	Data Source
<b>Library</b>								
<p>Council facilitates a vibrant community life with opportunities for creative, cultural and recreational activity.</p> <p>Council infrastructure and services are accessible, age and disability-friendly, effective, efficient and affordable, now and for the future.</p>	<b>Quality Indicators</b>							
	Council provides public library services and resources which suit Community needs	Community satisfaction with the Public Library (based on user satisfaction)	N/A (For 2023/22 User satisfaction 90% National Benchmark = 87%)	Not applicable	Equal to or above NZ benchmark <sup>30</sup>	Not applicable	Equal to or above NZ benchmark	Three yearly community survey
		Number of Library programmes provided to the community (includes Holiday and Adult programmes).	New measure	>6	>6	>6	>6	Council records
	<b>Quantity Indicators</b>							
The library is accessible to the public	Total number of people visiting the library for the year.	New measure	>50,000 <sup>31</sup>	>50,000	>50,000	>50,000	Council records	
<b>Museum and Archives</b>								
<p>Council facilitates a vibrant community life with opportunities for creative, cultural and recreational activity.</p>	<b>Quality Indicators</b>							
	Council provides a museum service which reflects Community needs	Community satisfaction with the Museum (based on user satisfaction).	User satisfaction 77%	Not applicable	Equal to or above 77% benchmark <sup>32</sup>	Not applicable	Equal to or above 77%	Three yearly community survey

<sup>30</sup> The New Zealand Benchmark is provided by SIL Research, Council has selected this target to ensure Council is meeting the New Zealand Benchmark as a minimum standard.

<sup>31</sup> The target is based on maintaining community engagement with the number of people visiting the library each year.

<sup>32</sup> The target is based on the 2023 user satisfaction results provided by SIL Research. Council has selected this target of 77% to ensure Council is at a minimum continuing to meet the 2023 user satisfaction target..

Community Outcome	Level of Service	Measure	Current Performance (2023/24)	Current 2024/25	2025/26	2026/27	2027/28 to 2033/34	Data Source
Council infrastructure and services are accessible, age and disability-friendly, effective, efficient and affordable, now and for the future.	<b>Quantity Indicators</b>							
	Council provides a museum service which reflects Community needs	Number of exhibitions held	6	6	6	6	6	Council records
		Number of objects processed	234	200	200	200	200	Council records
<b>Aquatic Centre</b>								
Council facilitates a vibrant community life with opportunities for creative, cultural and recreational activity.  Council infrastructure and services are accessible, age and disability-friendly, effective, efficient, and affordable, now and for the future.	<b>Quality Indicators</b>							
	Council provides a swimming pool complex which reflects Community needs	Community satisfaction with Public Swimming Pools (based on user satisfaction)	User satisfaction 72% National Benchmark = 69%	Not applicable	Equal to or above NZ benchmark <sup>33</sup>	Not applicable	Equal to or above NZ benchmark	Three yearly community survey
	Swimming pool water meets water quality standards	Level of compliance with standards	97%	Full compliance in 95% of tests	Full compliance in 95% of tests	Full compliance in 95% of tests	Full compliance in 95% of tests	Council records
	<b>Quantity Indicators</b>							
Council provides a Swimming Pool Complex which is accessible to the Community	Weeks open per year	39	At least 48	At least 48	At least 48	At least 48	At least 48	Council records

<sup>33</sup> The New Zealand Benchmark is provided by SIL Research, Council has selected this target to ensure Council is meeting the New Zealand Benchmark as a minimum standard.



Community Outcome	Level of Service	Measure	Current Performance (2023/24)	Current 2024/25	2025/26	2026/27	2027/28 to 2033/34	Data Source
<b>Public Halls and Facilities</b>								
<p>Council facilitates a vibrant community life with opportunities for creative, cultural and recreational activity.</p> <p>Council infrastructure and services are accessible, age and disability-friendly, effective, efficient and affordable, now and for the future.</p>	<b>Quality Indicators</b>							
	Council provides public halls and facilities which reflect Community needs	User satisfaction with Public Halls	N/A (For 2022/23 = 83%)	Not applicable	Equal to or above 83% <sup>34</sup>	Not applicable	Equal to or above 83%	Three yearly community survey
		User satisfaction with Public Toilets	N/A (For 2022/23 = 79% National Benchmark = 67%)	Not applicable	Equal to or above NZ benchmark <sup>35</sup>	Not applicable	Equal to or above NZ benchmark	
	<b>Quantity Indicators</b>							
	Four Community halls are available for hire: Ron Hardie Recreation Centre, Town Hall, Concert Chambers and the Bert Hamilton Hall	Number of weeks public halls available for hire	52 weeks	Each hall is available for 50 weeks <sup>36</sup>	Each hall is available for 50 weeks	Each hall is available for 50 weeks	Each hall is available for 50 weeks	Council records
	Clean public toilets are provided in the central business district	Town centre public toilets are open for at least 360 days	365 days	Open at least 360 days	Open at least 360 days	Open at least 360 days	Open at least 360 days	Council records

<sup>34</sup> The target is based on the 2023 user satisfaction results provided by SIL Research. Council has selected this target of 83% to ensure Council is at a minimum continuing to meet the 2023 user satisfaction target.

<sup>35</sup> The New Zealand Benchmark is provided by SIL Research, Council has selected this target to ensure Council is meeting the New Zealand Benchmark as a minimum standard.

<sup>36</sup> Each hall is closed for scheduled maintenance for up to two weeks per year.

Community Outcome	Level of Service	Measure	Current Performance (2023/24)	Current 2024/25	2025/26	2026/27	2027/28 to 2033/34	Data Source
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Community Outcome	Level of Service	Measure	Current Performance (2023/24)	Current 2024/25	2025/26	2026/27	2027/28 to 2033/34	Data Source
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Parks and Reserves								
<b>Quality Indicators</b>								
Council facilitates a vibrant community life with opportunities for creative, cultural and recreational activity.  Council infrastructure and services are accessible, age and disability-friendly, effective, efficient and affordable, now and for the future.	Council provides parks and reserves which meet Community needs	Community satisfaction with Parks and Reserves (based on user satisfaction)	N/A  (For 2022/23 = User satisfaction 82%) National Benchmark = 82%	Not applicable	Equal to or above NZ benchmark <sup>37</sup>	Not applicable	Equal to or above NZ benchmark	Three yearly community survey
	Sports field playing surfaces meet requirements of codes for which they are used	Implementation of recommendations of NZ Sports Turf Institute advisory reports.	100%	100%	100%	100%	100%	Council records
<b>Quantity Indicators</b>								
	Bedding displays are attractive and updated to suit the season	Number of bedding displays	2	2 (1 summer and 1 winter)	2 (1 summer and 1 winter)	2 (1 summer and 1 winter)	2 (1 summer and 1 winter)	Council records
<b>Responsiveness Indicators</b>								
	Playground equipment is safe for children to use	Monthly inspections of all playground equipment	10 inspections conducted	12 inspections conducted	12 inspections conducted	12 inspections conducted	12 inspections conducted	Council records

<sup>37</sup> The New Zealand Benchmark is provided by SIL Research, Council has selected this target to ensure Council is meeting the New Zealand Benchmark as a minimum standard.

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Community Outcome	Level of Service	Measure	Current Performance (2023/24)	Current 2024/25	2025/26	2026/27	2027/28 to 2033/34	Data Source
<b>Cemetery</b>								
Council infrastructure and services are accessible, age and disability-friendly, effective, efficient, and affordable, now and for the future.	<b>Quality Indicators</b>							
	The Kawerau cemetery meets Community interment needs in the present and the medium term	Community satisfaction with the Cemetery (based on user satisfaction)	N/A  (For 2022/23 = User satisfaction 91% National Benchmark = 79%)	Not applicable	Equal to or above NZ benchmark <sup>38</sup>	Not applicable	Equal to or above NZ benchmark	Three yearly community survey
	<b>Quantity Indicators</b>							
The Kawerau cemetery meets Community interment needs in the present and the medium term	Number of burial plots available	There are enough plots for 10 years	At least enough for the next five years	At least enough for the next five years	At least enough for the next five years	At least enough for the next five years	At least enough for the next five years	Council records

<sup>38</sup> The New Zealand Benchmark is provided by SIL Research, Council has selected this target to ensure Council is meeting the New Zealand Benchmark as a minimum standard.

<sup>39</sup> The New Zealand Benchmark is provided by SIL Research, Council has selected this target to ensure Council is meeting the New Zealand Benchmark as a minimum standard.