



KAWERAU DISTRICT COUNCIL
Annual Report Summary
For the Year Ended 30 June 2013



MAYOR'S MESSAGE

2012/13 was another successful year for Council where we managed to achieve most of the tasks we set for ourselves at the beginning of the year.

Some of the major achievements during the 2012/13 financial year included:

- Council continuing to provide seamless, affordable services that meets the needs of the community.
- Continuation of the Healthy Homes project to improve resident's home environment and health.
- Ongoing improvement of Council's parks and reserves.
- Replacement of 1.9 kilometres of water pipes in the older part of town.
- Achievement of a very high portion of the performance targets (92%).
- Accreditation and registration of Council's building consent activity.
- Managing and facilitating a number of very successful events.
- Securing additional funding to allow improvements to a number of our community facilities.

Council continued to maintain a very strong financial position during the year. The operating deficit for the year was \$128,779 compared to a budgeted deficit of \$338,180 (Council consciously does not fund the depreciation on some of it's buildings as they are unlikely to be replaced). The main reasons for the difference were:

- Increased user fees and charges income, principally for solid waste disposal.
- Additional revenue from rate penalties.
- Unbudgeted grants to fund community projects.

I would like to acknowledge the ongoing contributions made by elected members and staff towards Council's achievements during the year. Council also benefits greatly from the valuable efforts of volunteers and the goodwill of the Kawerau Community. To you I say a big "Thank You".



M J Campbell, JP

MAYOR

This Summary Annual Report was authorised by Russell George, Chief Executive Officer, on 29 October 2013 at Kawerau.

Independent Auditor's Report

**To the readers of
Kawerau District Council's
Summary Annual Report
for the year ended 30 June 2013**

The summary annual report was derived from the annual report of the Kawerau District Council (the District Council) for the year ended 30 June 2013. We have considered whether the summary annual report represents, fairly and consistently, the information regarding the major matters dealt with in the annual report.

The annual report included full audited statements, and the summary annual report includes summary statements. We have audited the following summary statements reported in the summary annual report on pages 4 to 16:

- the summary statement of financial position as at 30 June 2013;
- the summaries of the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year ended 30 June 2013;
- the notes to the summary financial statements that include accounting policies and other explanatory information; and
- the summary statement of service provision (referred to as summary statements of service performance) of the District Council.

We expressed an unmodified audit opinion on the District Council's full audited statements in our report dated 29 October 2013.

Opinion

In our opinion:

- the summary annual report represents, fairly and consistently, the information regarding the major matters dealt with in the annual report; and
- the summary statements comply with FRS-43 (PBE): Summary Financial Statements.

Basis of opinion

Our audit was carried out in accordance with the Auditor-General's Auditing Standards, which incorporate the International Standards on Auditing (New Zealand), and in particular with the International Standard on Auditing (New Zealand) 810: Engagements to Report on Summary Financial Statements. These standards require us to carry out procedures to confirm whether the summary annual report contains the information necessary, and at an appropriate level of aggregation, so as not to be misleading.

The summary statements do not contain all the disclosures required for full audited statements under generally accepted accounting practice in New Zealand. Reading the summary statements, therefore, is not a substitute for reading the full audited statements in the annual report of the District Council.

Responsibilities of the Council and the Auditor

The Council is responsible for preparing the summary annual report so that it represents, fairly and consistently, the information regarding the major matters dealt with in the annual report. This includes preparing summary statements, in accordance with FRS-43 (PBE): Summary Financial Statements. The Council is also responsible for the publication of the summary annual report, whether in printed or electronic form.

We are responsible for expressing an opinion on whether the summary annual report represents, fairly and consistently, the information regarding the major matters dealt with in the annual report and whether the summary statements comply with FRS 43 (PBE): Summary Financial Statements.

Other than in our capacity as auditor we have no relationship with, or interest in, the District Council.



Clarence Susan,
Audit New Zealand
On behalf of the Auditor-General
Tauranga, New Zealand
29 October 2013

STATEMENT OF COMPREHENSIVE INCOME

For the Year Ended 30 June 2013

<u>2011/12</u>		<u>Budget</u>	<u>2012/13</u>
	Income		
7,535,781	Rates, excluding targeted water supply rates	8,009,800	8,171,162
1,404,703	Fees, charges and targeted water supply rates	812,460	1,099,159
342,953	Subsidies and grants	398,310	314,288
212,041	Finance income	224,490	233,598
9,495,478	Total Income	9,445,060	9,818,207
	Expenditure		
3,528,469	Personnel costs	3,450,770	3,399,739
2,434,996	Depreciation and amortisation expense	2,333,940	2,471,776
2,185	Finance costs	9,070	7,582
4,295,587	Other expenses	3,989,460	4,000,317
82,568	Loss on disposal of property, plant and equipment	0	67,572
10,343,805	Total Operating Expenditure	9,783,240	9,946,986
(848,327)	SURPLUS/(DEFICIT) before tax	(338,180)	(128,779)
0	Gain on re-valuation	4,056,870	3,038,742
(848,327)	TOTAL COMPREHENSIVE INCOME	3,718,690	2,909,963

STATEMENT OF CHANGES IN EQUITY

For the Year Ended 30 June 2013

<u>2011/12</u>	Total Equity	<u>Budget</u>	<u>2012/13</u>
62,469,226	Balance at 1 July	61,764,090	61,620,899
(848,327)	Total Comprehensive Income	3,718,690	2,909,963
61,620,899	Closing Balance	65,482,780	64,530,862

STATEMENT OF FINANCIAL POSITION

As at 30 June 2013

<u>2011/12</u>		<u>Budget</u>	<u>2012/13</u>
	ASSETS		
6,451,142	Current assets	5,982,420	7,357,291
<u>56,856,683</u>	Non-current assets	<u>61,288,560</u>	<u>59,082,943</u>
<u>63,307,825</u>	TOTAL ASSETS	<u>67,270,980</u>	<u>66,440,234</u>
	LIABILITIES		
1,478,758	Current liabilities	1,560,940	1,686,281
<u>208,168</u>	Non-current liabilities	<u>227,260</u>	<u>223,091</u>
<u>1,686,926</u>	TOTAL LIABILITIES	<u>1,788,200</u>	<u>1,909,372</u>
	EQUITY		
39,153,788	Retained earnings	40,064,290	40,857,704
<u>22,467,111</u>	Other reserves	<u>25,418,490</u>	<u>23,673,158</u>
<u>61,620,899</u>	TOTAL EQUITY	<u>65,482,780</u>	<u>64,530,862</u>

STATEMENT OF CASHFLOWS

For the Year Ended 30 June 2013

<u>2011/12</u>		<u>Budget</u>	<u>2012/13</u>
1,604,768	Net cash from operating activities	1,987,040	2,464,488
(6,635,873)	Net cash to investing activities	(2,185,500)	(1,587,097)
<u>15,269</u>	Net cash from financing activities	<u>(540)</u>	<u>42,903</u>
(5,015,836)	Net increase/(decrease) in cash, cash equivalents and bank overdrafts	(199,000)	920,294
5,154,554	Cash, cash equivalents and bank overdrafts at the beginning of the year	5,052,790	138,718
<u>138,718</u>	Cash, cash equivalents and bank overdrafts at the end of the year	<u>4,853,790</u>	<u>1,059,012</u>

REPORTING ENTITY

Kawerau District Council (KDC) is a local authority in terms of the Local Government Act 2002. These Financial Statements, for the year ended 30 June 2013, have been prepared in terms of section 98 of the Local Government Act 2002 and in a format consistent with the standards issued by the External Reporting Board, which is in accordance with generally accepted accounting practice.

The full financial statements for the period ended 30 June 2013 were authorised for issue by the Chief Executive on the 29 October 2013. The financial statements for each period presented in the Summary have been audited by New Zealand and received an unmodified audit opinion.

The full Annual Report is available online at www.kaweraudc.govt.nz or can be obtained at the Council office.

The Council is a public benefit entity and the Financial Statements have been prepared in New Zealand dollars.

This Summary Annual Report has been prepared in accordance with FRS 43 – Summary Financial Statements.

BASIS OF PREPARATION

The full financial statements of KDC have been prepared in accordance with the requirements of the Local Government Act 2002: Part 6, section 98 and Part 3 of Schedule 10, which includes the requirement to comply with New Zealand's generally accepted accounting practice (NZ GAAP).

The full financial statements have been prepared in accordance with NZ GAAP. They comply with NZ IFRS and other applicable Financial Reporting Standards, as appropriate for public benefit entities.

The financial statements have been prepared on a historical cost basis, modified by the revaluation of land and buildings, certain infrastructural assets, investment property and financial instruments.

The financial statements are presented in New Zealand dollars. The functional currency of KDC is New Zealand dollars.

The specific disclosures included in the summary financial statements have been extracted from the full financial statements and these summary financial statements do not include all the disclosures provided in the full financial statements and cannot be expected to provide as complete an understanding as provided by the full financial statements.

EXPLANATION OF SIGNIFICANT VARIANCES

Explanations for major variations from KDC's estimated figures for 2012/13 in the 2012 – 22 Long Term Plan are as follows:

Statement of comprehensive income

The significant variances from KDC's estimated figures include: additional revenue for community programmes, rate penalties and additional income for waste disposal because of increased volumes. Correspondingly there was additional expenditure for community programmes, waste disposal, district plan review/rezoning and loss on disposal of assets.

Detailed income and expenditure are disclosed in the Notes to the Financial Statements in the full Annual Report.

Statement of financial position

Current assets are higher than budgeted because Council has more cash invested at 30 June as a result of lower capital expenditure.

Non current assets are less than budget because less renewals were undertaken during the year than planned and also the gain on revaluation was less than anticipated.

Council has total borrowings of \$61,281 at 30 June 2013 which is principally finance leases for office equipment. Council had initially planned to buy these assets outright but determined it was more prudent to lease them.

Statement of cash flow

Net cash from operating activities is higher than anticipated because:

- Cash flow from rates was more than budget because rates paid in advance was \$29,600 higher than anticipated and rate penalties was more than budgeted.
- Interest received was more than budget because Council had more funds to invest than anticipated because of reduced capital expenditure.
- Receipts from Other Revenue exceeded the budget as Council received during the year a number of unbudgeted grants to undertake community programmes and projects.

The deficit for investing activities is lower than anticipated because:

- Expenditure for Purchase of Property, Plant and Equipment was less than budget because Council did not undertake all the planned renewals as the assets were in better condition than anticipated. Also some of these projects have been carried forward to 2013/14.

STATEMENT OF COMMITMENTS

Council had no capital commitment at 30 June 2013 (2012 – nil).

Council had the following finance lease commitment at 30 June.

	2012	2013
Due less than 1 year	5,472	20,068
Due more than 1 year, less than 2 years	5,472	20,068
Due more than 2 years, less than 5 years	<u>11,401</u>	<u>35,616</u>
	22,345	75,752
Future finance charges	<u>(4,785)</u>	<u>(14,753)</u>
	<u>17,560</u>	<u>60,999</u>

STATEMENT OF CONTINGENT LIABILITIES

Council subscribes to Riskpool (a mutual liability fund) for its professional indemnity and public liability insurance. As a result of claims arising for housing weather tightness issues, Council incurred an annual cost of \$21,984 to meet these claims to July 2012. The administrators of the fund have indicated there may be further annual instalments to be charged.

Council also subscribes to LAPP for its infrastructure insurance. This is also a limited mutual liability fund for part the member's insurance and as a result, KDC has a contingent liability of up to eight times the annual premium (\$414,000).

POST BALANCE DATE EVENTS

In 2012/13 there were no significant events after balance date (2011/12 nil).

STATEMENTS OF SERVICE PERFORMANCE

DEMOCRACY

Levels of Service	Measures	Target 2012/13	Result	Comment
Council provides quality democracy and representation to the community.	Number of public meetings held (Committee and Ordinary Council)	At least 20 meetings	Achieved	11 Ordinary Council meetings and 11 Committee meetings were held during 2012/13
Council informs the community about key issues and activities.	Public notification of meetings	100% publicly notified	Achieved	All meetings were publicly notified.
	Number of newsletters	At least 11 publications for year	Achieved	11 newsletters were published.
Council encourages the community to contribute to Council decision-making	Provision of a public forum at council and committee meetings.	Public forum available at every meeting	Achieved	Public Forum provided for at each Council and Committee meeting.

ECONOMIC AND COMMUNITY DEVELOPMENT

Levels of Service	Measures	Target 2012/13	Result	Comment
Council economic development activity contributes to Kawerau having a diverse and sustainable industry base.	Council is actively involved in the Eastern Bay of Plenty Regional Development Agency	Representation at monthly meetings	Achieved	
	Council is actively involved in the Industrial Symbiosis project	Representation on steering group	Achieved	
Council contributes to the continuation of successful events	Council employs an events co-ordinator	Events co-ordinator employed	Achieved	
Council distributes funding for community projects and initiatives	Facilitation of applications for community grants and distribution of designated funds	Grants allocated in accordance with fund criteria and within budget of \$16,550	Achieved	\$16,770 allocated
	Facilitation of creative communities scheme in accordance with fund criteria	2 funding rounds held	Achieved	Funding rounds held in November 2012 and May 2013
Council provides a local information centre	Number of days open each year	Information centre open at least 360 days	Achieved	Open 364 days (every day except Christmas)
Council supports young people to develop skills and attitudes needed to take a positive part in society	Youth council in place	Annual appointments made	Achieved	2013 Youth Council sworn in March 2013.
	Youth council activity	At least 9 meetings held	Achieved	11 meetings held
	Annual selection and presentation of young achievers awards	Awards presented	Achieved	Presentation ceremony held October 2012.

ENVIRONMENTAL SERVICES

Resource Management

Levels of Service	Measures	Target 2012/13	Result	Comments
Resource consents processes comply with statutory requirements.	Resource consents processed within timeframes set in the Resource Management Act 1991	100% within timeframes	Achieved	

Building Control

Levels of Service	Measures	Target 2012/13	Result	Comments
Council provides in-house building consent, inspection and approval services.	Bi-annual Building Consent Authority re-assessment	Accreditation and registration retained	Achieved	Next routine re-assessment due December 2013
Service users consider Council's building control activity to be effective	Satisfaction of service users – Building Inspection Processes	90% satisfaction	Achieved	
	Satisfaction of service users – Building Consents Processes	90% satisfaction	Not Achieved	8 survey forms returned of which 1 was 'predominantly only fair'.
Building control functions are delivered within the statutory timeframes	Time taken to process building consent applications	100% within 20 working days	Achieved	64/64 (100%)
	Time taken to process multi-proof building consent applications	100% within 10 working days	Achieved	0/0 (100%) to date
	Time taken to issue Project Information Memoranda (PIMs)	100% within 20 working days	Achieved	0/0 (100%)
	Time taken to process Code Compliance Certificate applications	100% within 20 working days	Achieved	70/70 (100%)
	Time taken to notify compliance schedules	100% within 5 working days	Achieved	3/3 (100%)
Buildings comply with Building Warrant of Fitness (WOF) requirements	Building WOF renewals checked	100% of renewals checked	Achieved	66/66 (62%)
	Buildings audited for Building WOF requirements	35% audited	Achieved	24/66 (36%)
Swimming pools comply with statutory requirements	Survey to identify swimming pools in the district	Survey conducted	Achieved	Survey carried out October 2012. All follow up completed
	Inspection of fencing – newly notified/identified swimming pools	100% of new notified pools inspected	Achieved	14/14 (100%)
	Inspection of fencing – existing registered swimming pools	35% of existing registered pools inspected	Achieved	20/57 (35%).

Environmental Health

Levels of Service	Measures	Target 2012/13	Result	Comments
The community considers Council's environmental health activity to be effective	Satisfaction of service users – environmental health inspection processes	90% satisfaction	Achieved	100%.
Registered food premises comply with statutory requirements	Inspection of food premises operating under the Food Hygiene Regulations 1974 – non mobile	100% twice-yearly	Achieved	All 30 food premises operating under the Food Hygiene Regulations 1974 (non-mobile) were inspected at least twice yearly during 2012/13.
	Inspection of food premises operating under the the Food Hygiene Regulations 1974 – mobile	100% annually	Achieved	There are 9 mobile food premises operating under the Food Hygiene Regulations 1974 but only 6 that operated in Kawerau during the year. All 6 were inspected.
	Audit of food premises operating Food Control Plans under the voluntary implementation programme	100% annually	Achieved	9/9 (100%)
	Inspection of registered premises for compliance with relevant standards	100% annually	Achieved	4/4 (100%)
Council responds to service requests for environmental health conditions	Response to nuisance conditions and health risks	100% within 1 working day	Achieved	9/9 (100%)
	Response to noise complaints	80% within 20 minutes and 100% within 30 minutes	Not achieved.	607/608 (99.8%) One noise complaint not attended.
	Response to fire risk complaints	100% within 1 working day	Achieved	6/6 (100%)
Liquor licences comply with statutory and District Licensing Authority requirements	Time taken to process applications	100% within five working days of receiving all required information	Achieved	38/38 (100%)
Council keeps public places free of litter	Weekday litter patrols	At least 480 weekday patrols	Achieved	496 weekday patrols
	Removal of notified litter and abandoned cars	100% within 2 days of notification/identification	Achieved	9/9 (100%)

Dog Control and Registration

Levels of Service	Measures	Target 2012/13	Result	Comments
The level of dog registration is maximised	Frequency of dog patrols	At 480 weekday and 345 after hours patrols undertaken	Achieved	486 weekday and 348 after hours patrols
	District survey to detect unregistered dogs	All residential properties surveyed	Achieved	Survey carried out October 2012. All follow up completed.
	Number of dogs on Council's register of known dogs that are unregistered	No unregistered dogs (on register) at 30 April	Achieved	1,373/1,373 (100%)
Service requests about public nuisance and intimidation by uncontrolled dogs are actioned	Adherence to complaint response process to respond, investigate and record the complaint and advise the complainant of progress or outcome within 24 hours	100% adherence to process	Not achieved	816/823 (99%)

Civil Defence

Levels of Service	Measures	Target 2012/13	Result	Comments
Council plans and provides for civil defence emergency management as required by the Civil Defence Emergency Management Act	Civil defence audits	Conducted 4 monthly	Achieved	Audits held in August, September, April and June.
	Civil defence training exercises	N/A	N/A	Exercises will be conducted bi-annually
	Support for the Eastern BOP Civil Defence Emergency Management operating structure	Agreed funding is made	Achieved	
Council has made preparations to enable it to function to the fullest possible extent during and after an emergency	Participation in BOP CDEM Group Co-ordinating executive group and joint committee	100% participation	Achieved	
	Participation in BOP CDEM group exercises	100% participation	Achieved	National Exercise ShakeOut, September 2012.

ROADING

Levels of Service	Measures	Target 2012/13	Result	Comments
Council provides a network of roads which facilitates the safe movement of people and vehicles around the district	Repair time for identified/notified potholes	90% within 14 days and 100% within 28 days	Achieved	100% within 14 days.
	Number of vehicle accidents where road conditions was a contributing factor	No accidents for year attributed to road conditions	Achieved	
	Road roughness rating (0 = flat, 400 = dangerous)	Average rating for district roads is less than 90	Achieved	80.27
Council provides an adequate network of footpaths for pedestrian use	Response and repair time for CBD footpaths that are classified as dangerous	100% of dangerous CBD footpaths are isolated within 1 day and repaired within 5 working days.	Achieved	No footpaths identified as dangerous
	Response and repair time for other footpaths that are classified as dangerous	100% of other dangerous footpaths are isolated within 1 day and repaired within 1 month.	Achieved	13/13 (100%) repaired within one month

STORMWATER

Levels of Service	Measures	Target 2012/13	Result	Comments
Council provides an effective stormwater network which removes stormwater to protect dwellings from flooding.	Number of rain events for which service requests about stormwater system problems are received.	No more than 10 service requests pa relating to stormwater problems	Achieved	7 rain events generated service requests.
	Time within which urgent stormwater system problems are remediated.	100% remediated by end of next working day.	Achieved	20 service requests – all responded to on same working day
	Number of dwellings flooded because of stormwater system problems.	No dwellings flooded because stormwater system problems	Achieved	No known dwellings flooded to date

WATER

Levels of Service	Measures	Target 2012/13	Results	Comments
Council supplies the community with healthy good tasting water	Water supply health risk grading	Bb	Not achieved.	Working on requirements to have grading reassessed
	Level of compliance with Ministry of Health DWSNZ - 2005	100% compliance	Not achieved.	There were 2 transgressions for E Coli .during the year. Ongoing training is provided.
	Frequency of bacteriological monitoring	At least 1 per calendar week	Achieved.	Monitoring undertaken at least weekly
	Adherence to service request process to respond, investigate and record complaints about water quality and advise complainant of progress or the outcome	100% response rate by the end of the next working day	Achieved	10 service requests about water quality received. Maximum response time to any request 1.5 hours.
Water is sourced with minimal environmental effects	Level compliance with BOP Regional Council water supply resource consents as reported in annual "consents and compliance field sheets"	High level of compliance	Achieved	Have yet to obtain new consent for water supply. Meeting old reporting requirements.
The water supply is of adequate pressure and flow	Water pressure samples	All samples above 40 psi	Achieved.	High flows in December to March however the trigger of 12,000 m3 per day was not reached so testing not required.
	Adherence to service request processes to respond, investigate and record complaints about water pressure and advise complainant of progress or outcome	95% by the end of the next working day, and 100% within 5 working days	Achieved.	Five low pressure issues reported to date. Responded to within 20 minutes.
The water supply is reliable and has minimal disruptions	Number of unplanned shutdowns - reticulation	No more than 12 pa	Achieved	2 water main breaks (18th August, 16th June)
	Number of unplanned shutdowns – pump stations	None	Achieved	
	Number of water main breaks	No more than 12 pa	Achieved	2 water main breaks (18th August, 16th June)
	Adherence to service request process to respond, investigate and record complaints about water supply and advise complainant of progress or outcome	95% by the end of the next working day, and 100% within 5 working days	Achieved	79 service requests. 98.7% responded to within 2 hours 100% responded to within 8 hours

WASTEWATER

Levels of Service	Measures	Target 2011/12	Result	Comment
Council provides a reliable domestic wastewater collection and disposal service	Continuity of wastewater collection.	Service runs every day	Achieved	No loss of service except local blockages
	Number of disruptions to wastewater services	No more than 50 per annum	Achieved	39 disruptions Jul (4), Aug (5), Sep (3), Oct (5), Nov (2), Dec (3), Jan (2), Feb (4), Mar (4), Apr (2), May (2), Jun (3)
The wastewater treatment plant operates effectively	Level of compliance with BOP Regional Council wastewater treatment plant resource consent as reported in the annual consents and compliance field sheet	High level of compliance	Achieved	Monitoring within requirements.
Council acts promptly to ensure public health and safety are not compromised by problems in the wastewater system	Response time to service requests about wastewater collection	Within one hour on 95% of notifications	Not Achieved	33/35 (94%) responded to within 1 hour

SOLID WASTE

Refuse collection and disposal

Levels of Service	Measures	Target 2012/13	Result	Comment
Council's refuse collection and disposal services meet the needs of the Kawerau community and help maintain public health and a clean environment.	Frequency of residual refuse collection from residential properties.	52 weekly collections	Achieved	
	Level of compliance with BOP Regional Council refuse disposal resource consents as reported in annual consents and compliance field sheets	High level of compliance	Achieved	Annual inspections undertaken in February

Recycling (Zero Waste)

Levels of Service	Measures	Target 2012/13	Result	Comment
Material which would otherwise go to the landfill as household refuse is collected by the recycling collection service.	Percentage of solid waste received by Council which is sent to the landfill	No more than 72% of solid waste received goes to landfill	Achieved	65%

LEISURE & RECREATION

Public Library

Levels of Service	Measures	Target 2012/13	Result	Comment
The library is accessible to the public	Number of weeks open each year	Library open 50 weeks per year	Achieved	Open 51/52 weeks. Closed 2 days for Kotui installation.
Council provides public library services and resources which suit community needs	Number of school holiday programmes offered	4 school holiday programmes offered	Achieved	Holiday programmes undertaken in July, October, January and April.
	Average number of items issued per capita	9 items (on average) issued per capita.	Not achieved.	56,158 items issued which equates to 8.1 items per capita based on the 2006 census population of 6,921

Museum

Levels of Service	Measures	Target 2012/13	Result	Comment
The museum is accessible to the public	Number of weeks open each year	Museum open 50 weeks per year	Achieved	Museum open for 51/52 weeks.
Council provides a museum service which reflects community interests	Number of exhibitions held	8 exhibitions held for year	Achieved	13 exhibitions held to date
	Number of historical articles produced	15 historical articles produced for year.	Achieved	21 historical articles produced

Swimming Pools

Levels of Service	Measures	Target 2012/13	Result	Comment
Council provides a swimming pool complex which is accessible to the community	Weeks open per year	Open at least 48 weeks	Achieved	Open every day except 10 day maintenance period in September, 3 days to repair electrical fault (25-27 Sep), 4 days in November due to a pump failure.
Swimming pool water meets water quality standards	Water quality checks	At least 336 daily undertaken for year	Achieved	1,724 rounds of testing occurred.
	Level of compliance with standards	Full compliance in 95% of tests	Achieved	5,779/6,052 (95.5%)

Public Halls and Facilities

Levels of Service	Measures	Target 2012/13	Result	Comment
Three Community halls available for hire: Ron Hardie Recreation Centre, Town Hall and Concert Chambers	Provision of public halls	Halls available 50 weeks per year	Achieved	Available 52 weeks
Clean public toilets are provided in the central business district	Council provides town centre public toilets	Toilets open at least 360 days	Achieved	Open 364 days (every day except Christmas)

Parks and Reserves

Levels of Service	Measures	Target 2012/13	Result	Comment
Council provides an adequate number of reserves for community leisure and recreation	Percentage of households situated within 500 metres of a reserve	At least 95% of households situated within 500 metres of a reserve	Achieved	100% of households are within 500 metres of a reserve
Playing surfaces at sports fields are maintained to the requirements of the codes for which they are used	Frequency of grass mowing	Mowed at least 48 times pa	Achieved	48 rounds of mowing
Road reserves are well-maintained and street trees managed to balance private needs with public interest	Frequency of mowing grass berms and other road reserves	Mowed at least 14 times pa	Achieved	16 rounds of mowing.
Bedding displays are attractive and updated to suit the season	Number of bedding displays	2 bedding displays pa	Achieved	1 winter display and 1 summer display.
Playground equipment is safe for children to use	Bi – monthly inspections of all playground equipment	6 inspections conducted for the year	Achieved	6 inspection rounds conducted.
	Remediation of all identified problems	All repairs completed within 2 weeks	Achieved	
	Investigation of safety-related service requests and if necessary isolation of the hazard	100% within 1 working day	Achieved	There was 1 safety-related service request which was responded to within 1 hour.
The Kawerau Cemetery meets community interment needs in the present and the medium term	Number of complaints about Council cemetery services	No complaints	Achieved	
	Number of burial plots available	At least enough available for the next 5 years	Achieved	Based on 20 plots p.a. being used/sold, the life available is 20 years.