



**KAWERAU DISTRICT COUNCIL**  
**SUMMARY ANNUAL REPORT**  
**FOR THE YEAR ENDED 30 JUNE 2012**

**MAYOR'S MESSAGE**

2011/12 was another busy year for Council where we managed to achieve just about all the tasks we had set for ourselves at the beginning of the year. Some of the major achievements during the 2011/2012 financial year included:

- Continuing to provide seamless council services that meet the needs of the community.
- Completing the last significant planting to develop the Monika Lanham Reserve. This is the culmination of 11 years' work.
- Development of the Industrial Symbiosis project, and launching communications and marketing resources.
- Undergrounding the power lines in Cobham Drive. \$128,000 was spent by Council on this project during the year and it was the combination of previous years programmed undergrounding.
- Taking ownership of one of the clubrooms on Tarawera Park, completing a major upgrade of the grounds and the building, and leasing the building to the newly formed Kawerau Sports Club Incorporated.
- The District Plan becoming operative from 1 May 2012.

Council continued to maintain a very strong financial position during the year. The operating deficit for the year was \$848,327 compared to a budgeted deficit of 705,130. The main reasons for this increased operating deficit were:

- Rate refund liability resulting from appeal of valuation
- Power undergrounding project which had been budgeted in previous years
- District Plan Review and rezoning project

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 30 October 2012 at Kawerau.**

**Independent Auditor's Report**

**To the readers of  
Kawerau District Council's  
summary of the annual report  
for the year ended 30 June 2012**

We have audited the summary of the annual report (the summary) as set out on pages 1 to 19, which was derived from the audited statements in the annual report of the Kawerau District Council (the District Council) for the year ended 30 June 2012 on which we expressed an unmodified audit opinion in our report dated 30 October 2012.

The summary comprises:

- the summary statement of financial position as at 30 June 2012, and summaries of the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended and the notes to the summary financial statements that include accounting policies and other explanatory information; and
- the summary of the District Council's statements of service performance and summaries of other information contained in its annual report.

**Opinion**

In our opinion, the information reported in the summary complies with FRS-43: Summary Financial Statements and represents, fairly and consistently, the information regarding the major matters dealt with in the annual report.

**Basis of opinion**

The audit was conducted in accordance with the Auditor-General's Auditing Standards, which incorporate the International Standards on Auditing (New Zealand).

The summary and the audited statements from which they were derived, do not reflect the effects of events that occurred subsequent to our report dated 30 October 2012 on the audited statements.

The summary does not contain all the disclosures required for audited statements under generally accepted accounting practice in New Zealand. Reading the summary, therefore, is not a substitute for reading the 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 in accordance with FRS-43: Summary Financial Statements. We are responsible for expressing an opinion on the summary, based on the procedures required by the Auditor-General's auditing standards and the International Standard on Auditing (New Zealand) 810: Engagements to Report on Summary Financial Statements.

Other than the audit and carrying out the audit of the long term plan, we have no relationship with or interests in the District Council.



Clarence Susan,  
Audit New Zealand  
On behalf of the Auditor-General  
Tauranga, New Zealand  
30 October 2012

## STATEMENT OF COMPREHENSIVE INCOME

For the Year Ended 30 June 2012

<u>2010/11</u>		<u>Budget</u>	<u>2011/12</u>
	<b>Income</b>		
7,151,950	Rates revenue	7,474,690	7,535,781
1,664,638	Other revenue	1,256,690	1,959,697
<u>8,816,588</u>	<b>Total Income</b>	<u>8,731,380</u>	<u>9,495,478</u>
	<b>Expenditure</b>		
3,280,324	Employee benefit expenses	3,261,320	3,528,469
2,370,962	Depreciation and amortisation	2,348,520	2,434,996
3,782,709	Other expenses	3,817,000	4,295,587
1,113	Finance costs	9,670	2,185
0	Loss on disposal of property, plant and equipment	0	82,568
<u>9,435,107</u>	<b>Total Operating Expenditure</b>	<u>9,436,510</u>	<u>10,343,805</u>
<b>(618,519)</b>	<b>OPERATING SURPLUS/(DEFICIT)</b>	<b>(705,130)</b>	<b>(848,327)</b>
	<b>Other Comprehensive Income</b>		
0	Gain on Asset Revaluation	0	0
<u><b>(618,519)</b></u>	<b>TOTAL COMPREHENSIVE INCOME</b>	<u><b>(705,130)</b></u>	<u><b>(848,327)</b></u>

## STATEMENT OF CHANGES IN EQUITY

For the Year Ended 30 June 2012

<u>2010/11</u>	<b>Total Equity</b>	<u>Budget</u>	<u>2011/12</u>
63,087,745	Balance at 1 July	62,231,300	62,469,226
<u>(618,519)</u>	Total Comprehensive Income	<u>(705,130)</u>	<u>(848,327)</u>
<u><b>62,469,226</b></u>	<b>Closing Balance</b>	<u><b>61,526,170</b></u>	<u><b>61,620,889</b></u>

## STATEMENT OF FINANCIAL POSITION

As at 30 June 2012

<u>2010/11</u>		<u>Budget</u>	<u>2011/12</u>
	<b>ASSETS</b>		
6,208,859	Current assets	5,536,060	6,451,142
<u>57,956,207</u>	Non-current assets	<u>57,746,350</u>	<u>56,856,683</u>
<b><u>64,165,066</u></b>	<b>TOTAL ASSETS</b>	<b><u>63,282,410</u></b>	<b><u>63,307,825</u></b>
	<b>LIABILITIES</b>		
1,484,393	Current liabilities	1,494,950	1,478,758
<u>211,447</u>	Non-current liabilities	<u>261,290</u>	<u>208,168</u>
<b><u>1,695,840</u></b>	<b>TOTAL LIABILITIES</b>	<b><u>1,756,240</u></b>	<b><u>1,686,926</u></b>
	<b>EQUITY</b>		
42,866,846	Retained earnings	45,648,530	39,153,788
<u>19,602,377</u>	Other reserves	<u>15,877,640</u>	<u>22,467,111</u>
<b><u>62,469,226</u></b>	<b>TOTAL EQUITY</b>	<b><u>61,526,170</u></b>	<b><u>61,620,899</u></b>

## STATEMENT OF CASHFLOWS

For the Year Ended 30 June 2012

<u>2010/11</u>		<u>Budget</u>	<u>2011/12</u>
2,202,845	Net cash from operating activities	1,670,520	1,604,768
2,846,746	Net cash to investing activities	(1,720,510)	(6,635,873)
<u>(21,398)</u>	Net cash to financing activities	<u>(500)</u>	<u>15,269</u>
<b>5,028,193</b>	<b>Net increase/(decrease) in cash, cash equivalents and bank overdrafts</b>	<b>(50,490)</b>	<b>(5,015,836)</b>
126,361	Cash and cash equivalents at the beginning of the year	106,260	5,154,554
<b><u>5,154,554</u></b>	<b>Cash and cash equivalents at the end of the year</b>	<b><u>55,770</u></b>	<b><u>138,718</u></b>

## **REPORTING ENTITY**

Kawerau District Council is a local authority in terms of the Local Government Act 2002. These Financial Statements, for the year ended 30 June 2012, 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 Institute of Chartered Accountants of New Zealand, which is in accordance with generally accepted accounting practice.

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.

## **EXPLANATION OF SIGNIFICANT VARIANCES**

Explanations for major variations from KDC's estimated figures in the 2011/12 Annual Plan are as follows:

### **Statement of comprehensive income**

The significant variances from KDC's estimated figures include: some additional revenue for community programmes, an economic development project, a community sports facility 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 economic development project.

Detailed descriptions of variances in expenditure are disclosed in the Cost of Service Statements in the full Annual Report.

### **Statement of financial position**

Cash and Cash Equivalent was lower than 2010/11 and Other Financial Assets was higher than 2010/11.

This was because \$5.15 million of the short term deposits were invested for periods longer than 90 days to obtain the best rates, and therefore are classified as being "Other Financial Assets" for the purposes of the Statement of Financial Position.

Also Property Plant and Equipment was less than budget because less renewals were undertaken during the year than planned.

### Statement of cash flow

Cash flow from rates was less than budget because unpaid rates were \$26,800 more than the previous year and the rates received in advance were \$28,500 less than at 30 June 2011.

Interest received was less than budget because the rates were lower than anticipated and also funds were invested for longer periods to obtain a better return.

Receipts from Other Revenue and also Payments to Suppliers and Employees exceeded the budget as Council received during the year a number of unbudgeted grants to undertake community programmes and projects.

Expenditure for Purchase of Investments exceeded the budget because short deposits were invested for longer periods (> 90 days) to obtain the best interest rates.

### STATEMENT OF COMMITMENTS

Council had no capital commitment at 30 June 2012 (2011 – nil).

	2011	2012
Due less than 1 year	<u>0</u>	<u>0</u>

Council had the following finance lease commitment at 30 June.

	2011	2012
Due less than 1 year	1,741	5,472
Due more than 1 year, less than 2 years	0	5,472
Due more than 2 years, less than 5 years	0	11,401
Due more than 5 years	<u>0</u>	<u>0</u>
	1,741	22,345
Future finance charges	<u>( 15)</u>	<u>(4,785)</u>
	<u>1,726</u>	<u>17,560</u>

### STATEMENT OF CONTINGENT LIABILITIES

In November 2003, Council agreed to act as guarantor for a bank loan to Kawerau Bowling Club Inc. The club repaid the loan in full during the 2011/12 year and there is no longer any potential liability to Council from this loan guarantee. (2010/11 \$8,656).

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 initially to July 2012. However, the administrators of the fund have indicated there will be further annual instalments totalling approximately \$53,739 to be charged.

### POST BALANCE DATE EVENTS

In 2011/12 there were no significant events after balance date (2010/11 nil).

## STATEMENTS OF SERVICE PERFORMANCE

### DEMOCRACY

Levels of Service	Measures	Target 2011/12	Result	Comment
The Community receives quality democracy and representation	Number of Council meetings	At least 11 meetings	Achieved.	There were 11 Ordinary Council meetings held during 2011/12.
Council complies with legislative requirements	Community notification of meetings	100% publicly notified	Achieved.	All meetings were publically notified in accordance with the legislative requirements.
	Planning and reporting within legislative requirements	100% Achievement	Achieved.	The 2010/11 Annual Report and the 2012-2022 Long Term Plan were adopted within legislative timeframes
The Community receives regular communication about key issues.	Frequency of newsletters	At least two per year	Achieved.	Ten newsletters were produced and circulated to the Community during the year.
Support young people to develop the skills and attitude needed to take a positive part in society.	Youth Council	At least nine meetings held	Achieved.	12 meetings of the Youth Council were held in 2011/12

## ECONOMIC AND COMMUNITY DEVELOPMENT

Levels of Service	Measures	Target 2011/12	Result	Comment
Information Centre – Outstanding customer service every time	Proactive, fully-trained staff provide accurate advice and information, a full range of regional maps and brochures and appropriate online booking system	100% compliance with contract	Achieved	12 reports received regarding levels of service.
Information Centre – Public access to Information Centre at times relevant to customer needs	Compliance with contract	98% compliance with contract	Achieved	100% compliance with contract & public access
Events Management – Maintain a contestable fund for new events	Retention events provided with funding	Retention of 65% of funded events	Achieved	3/4 events retained (Ultra-marathon, 6hr adventure race and Skateboard Jam)
Youth Development – Support young people to develop skills and attitudes needed to take a positive part in society	Actively support the objects of the Council-adopted Youth Policy	Annual reappointments made. Nine meetings p.a.	Achieved	Appointments made and Youth Council sworn in. 12 meetings held
Youth Development – Provide a School Holiday Programme based on recreational pursuits and social connection	Appropriate activities delivered within a structured programme	Four holiday programmes held per annum	Not Achieved	3/4 programmes held. January programme cancelled due to lack of demand.
Economic and Community Development – Continue work undertaken in 2007/08 and complete Economic and Community Development Strategy	Economic and Community Development Strategy document that clearly defines action points	Implementation of prioritised action points	Achieved	All economic initiatives implemented through Industrial Symbiosis project which completed stage 1 objectives 2010/2011.
Economic and Community Development – On ratification of the Economic and Community Development Strategy, seek funding to undertake prioritised feasibility studies	Completion of prioritised documents. Support for investment opportunities and information to underpin Economic Development initiatives	Feasibility Studies prioritised and at least one study commissioned	Achieved	Waste to Energy feasibility study report received.

Levels of Service	Measures	Target 2011/12	Result	Comment
Economic and Community Development – Work with Toi EDA, KEA and other EDAs to ensure the initiatives identified in the above documents benefit the wider region.	Integration of relevant Kawerau District Strategic Economic Development Initiatives into the Toi EDA short and long term plans	Integration of initiatives	Achieved	KDC represented and participated in Toi-EDA and 2 of the 4 Bay of Connections Energy groups. (The Growth and Resources Action Groups)
Economic and Community Development – Identify and develop strategic relationships aligned with the initiatives adopted in the Economic and Community Development Strategic Plan	Relevant Partnerships established with Key Stakeholders	Relationships maintained/developed	Achieved	Representation on Industrial Symbiosis Committee also Bay of Connections Energy. Relationships maintained with all strategic partners.
Economic and Community Development – Identification of infrastructure required to accommodate the developments proposed in the Strategic Plan and supported by a feasibility study	Detailed planning undertaken and project(s) scheduled for implementation	Relevant infrastructure requirements prioritised and high level plans developed	Achieved	<ul style="list-style-type: none"> <li>Review of district plan</li> <li>Putauaki Industrial Zoning Change notified</li> <li>High-speed Broadband being installed</li> </ul>
Events Management – Support of established community events able to attract significant attendance from the wider area and encourage and support the independent event managers to utilise the district's facilities and natural resources	Higher awareness of:  Events outside the area.  Events managers of the District's facilities and resources	Benchmarking procedures adhered to.	Achieved	Benchmarks established and resolved by Council in March 2012. Monitoring of events being undertaken.
Facilities Development – In conjunction with recognised organisations, identify suitable venues and establish facilities that will be well used by the local Community and have potential to attract interest from	Appropriate facilities are well constructed and maintained	Maintained facilities are used to a minimum of 70% of benchmark.	Not achieved	Benchmarks not established and have decided not to establish them for facilities.

Levels of Service	Measures	Target 2011/12	Result	Comment
outside the District				
Promotional Activity – Maintain a positive district profile both within and outside of the District	All communication messages reinforce brand message and website visitor levels increase	Benchmarking procedures adhered to.	Achieved	Benchmarks adhered to. Website visitors trending upwards.
Community well-being – Promote a healthy, active Community through having programmes and support available to encourage residents of all ages to be more active more often	Retention of P2H Co-ordinator	P2H Co-ordinator retained	Achieved	Sports and physical activity co-ordinator appointed to 30/6/2013.
Community well-being – Support the enrichment of the Community through the participation of art and cultural events in the District	Facilitation of the NZ Creative Communities Scheme available to non-profit organisations for the promotion of art and culture	Facilitate fund	Achieved	Two funding rounds undertaken in 2011/12, and \$3,520 was distributed to organisations.
Community well-being – Encourage an environment where residents work to establish initiatives that support community well-being and promote a safe and secure Community	Provide funding for and facilitate a contestable fund available for non-profit organisations	Facilitate fund	Achieved	Two funding rounds undertaken in 2011/12.  \$17,704 was distributed to organisations during the year.
CBD Rejuvenation – Support initiatives that promote the Central Business District as a vibrant area of the Community	Demonstrable work with organisations and groups to establish initiatives to revitalise and improve the aesthetic appeal of the area	Assistance with the determination of what measures need to be instigated	Achieved	Purchase of premises in Jellicoe Court. Council investigating option of using it as a Museum facility.
Retirement – Ensure District amenities are suitable for the use of senior citizens and encourage retirees to participate in initiatives that enhance the well-being of the Community	Regular consultation with appropriate organisations as to the needs of older people and initiate projects where feasible	Benchmarking procedures adhered to.	Achieved	Positive Ageing Strategy adopted by Council in March 2012.

## ENVIRONMENTAL SERVICES

### Resource Management

Levels of Service	Measures	Target 2011/12	Result	Comments
Council maintains a District Plan (DP) prepared in accordance with the Resource Management Act 1991 – Reviews and Changes are carried out in the manner set out in Schedule 1	District Plan reviews and changes comply with legislation	100% compliance	Achieved	<ul style="list-style-type: none"> <li>• District Plan achieved operative status May 2012.</li> <li>• Putauaki Industrial change notified May 2012, submissions closed 20 June 2012, 7 to consider.</li> <li>• Commercial Zoning correction change notified May 2012, submissions closed 20 June 2012, none received.</li> </ul>
Resource consents are processed in accordance with the District Plan and the RMA 1991	Resource consents inspected	100% inspected	Achieved	All resource consents inspected.
	Monitoring of resource consents for compliance	100% monitored	Achieved	7/7 resource consents monitored for compliance.
Council maintains a District Plan prepared in accordance with the Resource Management Act 1991 - Reviews are commenced within ten years of the Plan becoming operative	District Plan review within deadline	Maintain DP	Achieved	<ul style="list-style-type: none"> <li>• District Plan achieved operative status May 2012.</li> <li>• Putauaki Industrial change notified May 2012, submissions closed 20 June 2012, 7 to consider.</li> <li>• Commercial Zoning correction change notified May 2012, submissions closed 20 June 2012, none received.</li> </ul>
Resource consents are processed in accordance with the District Plan and the RMA 1991	Resource consents processed within timeframes	100% within timeframes	Achieved	8/8(100%)

## Building Control

Levels of Service	Measures	Target 2011/12	Result	Comments
Council maintains customer satisfaction levels for users of Environmental Services	Satisfaction of service users – Building Inspection Processes	90% satisfaction	Achieved	96%
	Satisfaction of service users – Building Consents Processes	90% satisfaction	Achieved	100%
Building consents and project information memoranda are processed and inspections of completed work are carried out in accordance with the Building Act 2004, any relevant Regulations and the New Zealand Building Code	BCA accreditation maintained	Accredited and registered	Achieved	Continued accreditation confirmed by IANZ May 2012
Building warrants of fitness are renewed annually and notified to Council in accordance with the Building Act 2004	Building WOF renewals checked	100% of renewals checked	Achieved	65/65 (100%) Checked 11 renewals outstanding all 11 expired 30/6/12. 2 cancelled.
	Buildings monitored for compliance with WOF	25% monitored	Achieved	Target 17 29/65 (46%)
Swimming pools in the District are inspected for compliance with the provisions of the Fencing of Swimming Pools Act 1987	Percent of swimming pools checked annually for fencing compliance	25% annually	Achieved	Target 11 46/57 (81%)
	New notified swimming pools inspected	100% of new notified pools inspected	Achieved	22/22 (100%)
	Three-yearly survey to identify swimming pools	Survey completed	Achieved	Survey completed October 2011
Building consents and project information memoranda are processed and inspections of completed work are carried out in accordance with the Building Act 2004, any relevant Regulations and the New Zealand Building Code	Building consents processed within timeframes	100% within 20 working days	Not Achieved	90/92 (98%) One at 26 days and one at 27 days due to failure to notify in writing further information request placing consent processing on hold.
	Project Information Memoranda (PIMs) issued within timeframes	100% within 20 working days	Achieved	0/0 (100%)
	Code Compliance Certificates issued within timeframes	100% within 20 working days	Achieved	103/103 (100%)
	Compliance schedules notified within timeframes	100% within five working days	Achieved	1/1 (100%)

## Environmental Health

Levels of Service	Measures	Target 2011/12	Result	Comments
Council maintains customer satisfaction levels for users of Environmental Services	Satisfaction of service users – Environmental health inspection processes	90% satisfaction		100% satisfaction of users completing satisfaction questionnaire.
Registered food premises are inspected for compliance with all statutory requirements	Food premises (other than mobile) inspected	100% twice-yearly	Achieved	35/34 first inspections 31/29 second inspections  Note: Inspections exceed number of premises due to premises changing ownership.
	Audits of food premises operating Food Control Plans	100% annually	Achieved	13/11 (100%)  Note: Inspections exceed number of premises due to premises changing ownership.
	Other registered premises (including mobile) inspected	100% annually	Achieved	13/12 (100%) Additional inspection following a change of ownership.
Public areas are monitored and kept litter free	Weekday daily litter patrols	Weekday daily litter patrols	Achieved	490/490 (100%)
Any nuisance or condition likely to be injurious to health or offensive is investigated	Response time for nuisance conditions (Environmental Health)	100% within one working day	Achieved	18/18 (100%)
Noise complaints are investigated in accordance with the Resource Management Act 1991	Response to noise complaints	100% response in accordance with contract terms	Not Achieved	499/500 (99.8%)  Complaint telephoned to contractor (March 2012) was neither logged nor actioned. The noise issue was addressed as it was the subject of a separate complaint.
Liquor licence applications are processed in accordance with the Sale of Liquor Act 1989 and within five working days after receipt of all reports and required information, unless subject to objection	Liquor licence applications processed within timeframes	100% within five working days	Achieved	34/34 (100%)
Motor vehicle accidents and property damage caused by straying stock are prevented	Response to complaints of straying stock	100% immediate response	Achieved	37/37 (100%)
Public areas are monitored and kept litter free	Removal of notified litter and abandoned cars	100% within two working days	Achieved	2/2 (100%)

## Dog Control and Registration

Levels of Service	Measures	Target 2011/12	Result	Comments
Conduct regular routine patrols and door-to-door survey annually to detect unregistered dogs and to identify their owners	No unregistered dogs listed in database	No unregistered dogs listed by 30 April annually	Achieved	1298/1298 (100%)
Minimise intimidation of the Community by uncontrolled dogs and conduct regular routine patrols to detect nuisances caused by dogs	Response to dog control complaints	100% responded to, investigated, records of action taken and complainant advised of the outcome/ progress (where applicable) within 24 hours	Achieved	944/944 (100%)
Conduct regular routine patrols and door-to-door survey annually to detect unregistered dogs and to identify their owners	Annual survey of properties to detect unregistered dogs	Survey completed	Achieved	Survey completed October 2011
Dog owners are provided with areas of public domain to meet their recreational needs	Inspection of dog exercise areas	100% inspected annually	Achieved	12/12 (100%)
Conduct regular routine patrols and door-to-door survey annually to detect unregistered dogs and to identify their owners	Frequency of dog patrols	No less than 460 weekday and 340 after hours dog patrols	Achieved	466 weekday and 355 after hours patrols to date

## Civil Defence

Levels of Service	Measures	Target 2011/12	Result	Comments
Plan and provide for civil defence emergency management within the District as required by the Civic Defence Emergency Management Act 2002 – Maintain emergency management and recovery plans and standard operating procedures	Annual review of emergency management and recovery plans	Annual reviews completed	Achieved	5/5 (100%)  Note: Kawerau CDEM draft plan and SOPs subject to final review on adoption of BOP CDEM Plan.
Ensure the Council is able to function to the fullest possible extent during and after an emergency	Annual review of Council's business continuity plan	Annual reviews completed	Achieved	1/1 (100%)
Support the effective operation of the Bay of Plenty Civil Defence Emergency Management (BOP-CDEM) Group	Participation in BOP-CDEM Group exercises	100% participation	Achieved	Not applicable No exercises held
Plan and provide for civil defence emergency management within the District as required by the Civic Defence Emergency Management Act 2002 – Maintain a Local Emergency Incident Response Centre with functional equipment and resources	Frequency of Civil Defence Centre tests	Four-monthly tests	Achieved	3/3 completed on 09/09/11, 07/03/12 and 19/06/12
	Frequency of Civil Defence training exercises.	Training exercise undertaken.	Achieved	Local exercise undertaken 29/03/12

## TRANSPORT MANAGEMENT

Levels of Service	Measures	Target 2010/11	Result	Comments
Provide and maintain an appropriate network of roading assets that includes the provision of access to all District properties	Number of justified complaints regarding the road network	No justified complaints	Achieved	No justified complaints received.
Contribute to road safety within the District - Maintain the road carriageway to a District-wide average roughness rating of lower than 90 (0 = flat, 400 = dangerous)	Road roughness rating	< 90	Achieved	Overall roughness grading was 78.9
Provide and maintain an adequate system to remove stormwater	Number of complaints regarding stormwater problems	No more than ten events per annum that incur complaints	Achieved	No stormwater complaints but high groundwater in Hardie Ave caused requests for assistance
Properties protected from flooding	Number of dwellings flooded	No flooded dwellings	Achieved	
Provide and maintain an adequate system of footpaths for pedestrians	Repair time for hazardous CBD footpaths	Hazard isolated within one day and repaired within ten days	Achieved	All hazardous footpaths in CBD were isolated and repaired within the timeframes.
Provide and maintain an adequate system of footpaths for pedestrians	Repair time for other hazardous footpaths	Hazard isolated within three days and repaired within one month	Achieved	All other hazardous footpaths isolated and repaired within the timeframes.
Provide and maintain an adequate system to remove stormwater	Timeliness of service requests for stormwater issues (urgent)	99% within one hour of notification (urgent requests)	Achieved	All urgent requests were responded within 1 hour.
	Timeliness of service requests for stormwater issues (not urgent)	90% within one week of notification (non-urgent requests)	Achieved	All non-urgent requests were responded within timeframe.
Provide and maintain an appropriate network of roading assets that includes the provision of access to all district properties	Repair time for roading issues (e.g. reports of potholes)	90% within 14 days	Not Achieved	Repairs were undertaken within 14 days, however recording mechanisms could not support this result.

**Note:** “Justified” complaints mean complaints that are found to be in relation to Council assets and/or services.

“Hazardous” refers to footpath lips greater than 50mm. Council aims to remove all lips greater than 20mm.

## WATER SUPPLY

Levels of Service	Measures	Target 2011/12	Results	Comments
Human health is not compromised by the quality of water supplied	Water supply health risk grading	Bb	Not Achieved	Regrading did not occur and is still graded Ee.
	Instances of non-compliance with DWSNZ	No instances of non-compliance with DWSNZ	Not Achieved	One instance of E coli detected in March 2012. Subsequent retests clear.
	Frequency of bacteriological monitoring	At least twice per month	Achieved	Monitoring done at least weekly.
Water is provided in an environmentally friendly manner	Compliance with water supply resource consents	100%	Achieved	BOP Regional Council confirmed compliance with resource consent.
Water is delivered to customers at a suitable pressure and flow	Water pressure	No instances of daily samples showing pressure lower than 40 psi	Not Achieved	A section of the town had very low water pressure when large water meters were installed in September 2011.
Minimal disruptions to supply	Frequency of unplanned shutdowns of water supply reticulation	No more than 12 unplanned shutdowns	Achieved	No unplanned shutdowns during year.
	Frequency of unplanned shutdowns of water supply pump stations	No unplanned shutdowns	Achieved	No unplanned shutdowns
Reliability of supply	Number of water main breaks	No more than 14 per annum	Achieved	There were 3 water main breaks during year.
	Response times for water supply requests/repairs	95% responded to within two hours	Achieved	98% 1 repair outside 2 hours
Complaints are dealt with promptly	Complaints about water supply safety	100% responded to within one hour	Achieved	No complaints about water safety
	Complaints about water supply pressure	95% responded to by the end of next working day	Achieved	A number of complaints received about pressure during meter change. All responded to immediately with information

## WASTE MANAGEMENT

### Wastewater

Levels of Service	Measures	Target 2011/12	Result	Comment
Operation of treatment plant	Compliance with wastewater resource consents	100% compliance	Achieved	Council complied with conditions of resource consent (confirmed by BOP Regional Council)
	Number of complaints about wastewater system odours	No more than one justified complaint per annum	Achieved	No complaints received during the year.
Minimise losses of wastewater services	Number of disruptions to wastewater services	< 50 per annum	Achieved	There were 41 disruptions to the wastewater service during the year.
Provision of domestic wastewater collection and primary treatment	Continuity of wastewater collection	Service provided 365 days	Achieved	
Minimise losses of wastewater services	Response time for disruptions to wastewater services	Within one hour on 95% of notifications	Achieved	All notifications were responded to within 1 hour (41/41).
Restore road openings due to repair	Timeliness of restoration	Within one month	Achieved	No road restoration work required.

**Note:** “Justified” complaints mean complaints that are found to be in relation to Council assets and/or services.

### Refuse Collection

Levels of Service	Measures	Target 2011/12	Result	Comment
Provision of a cost effective refuse collection system that will encourage a healthy clean and tidy District	Frequency of refuse collection	Weekly residual refuse collections from residential properties	Achieved	All weekly refuse collections undertaken.

### Refuse Disposal

Levels of Service	Measures	Target 2011/12	Result	Comment
Waste generated by the Community is disposed of safely	Refuse disposal complies with resource consents	100% compliance	Achieved	Council complied with conditions of resource consent (confirmed by BOP Regional Council)

### Zero Waste

Levels of Service	Measures	Target 2011/12	Result	Comment
Provide information and education about waste minimisation opportunities	Zero Waste targets (reductions in volume of refuse to landfill)	72% reduction compared to 1999/00	Not Achieved	70% reduction in refuse volumes. (Close to target)
Provide information and education about waste minimisation opportunities	Annual recycling volumes	520 tonnes	Achieved	1,733 tonnes was recycled during the year. (Includes 1,100 tonnes of greenwaste)

## LEISURE & RECREATION

### Library/Museum

Levels of Service	Measures	Target 2011/12	Result	Comment
Provide a public library/museum	Provision of library/museum service	Library/ museum open 50 weeks per year	Achieved	Museum closed for one week leading up to Woodfest.

### Swimming Pools

Levels of Service	Measures	Target 2011/12	Result	Comment
Carry out daily water quality checks in the main pool	Daily water quality checks (swimming pools)	Checks carried out daily	Achieved	All water quality checks carried out daily.
	Compliance with water quality standards	95% compliance	Achieved	99.6% compliance with water standards.
Make the Swimming Pool Complex available for use at least 48 weeks of the year	Provision of public swimming pools	At least 48 weeks per year	Achieved	Open every day except 15 day maintenance period in October, 1 day to clean up paint vandalism and 1 day for pump failure

### Public Halls and Facilities

Levels of Service	Measures	Target 2011/12	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	Halls available for 52 days of the year.
Public toilets are provided in high use areas	Availability of public toilets when booked	Public toilets available when booked	Achieved	
	Cleaning frequency and standards are monitored and compliant for all public toilets	100% compliant with standards	Achieved	Standards (within contract) were complied with during year.
Town Centre Toilets open 7 days a week 8.00am to 4.00pm (except Christmas Day)	Toilet staffed 7 days per week (except Christmas Day)	Staffed 7 days per week (except Christmas Day)	Achieved	Toilets staffed every day of year except Christmas day.

## Parks and Reserves

Levels of Service	Measures	Target 2011/12	Result	Comment
Maintain sports fields to the requirements that each code demands	Frequency and standard of grass mowing for parks and reserves	100% compliant with standards	Achieved	Parks and reserves were mowed in accordance with the established standards.
	Reports on the conditions of sports fields from the New Zealand Turf Institute.	Two favourable reports	Achieved	Two favourable reports received.
Road berms are mowed on a regular basis	Frequency and standard of grass mowing for road berms	All road berms mowed at least 14 times per year	Achieved	All road berm were mowed 22 times during the year.
The District's street trees are maintained in a safe, healthy and sustainable condition	Number of instances of street trees being managed in contravention of policy or good practice	No instances of streets trees being managed in contravention of policy or good practice	Achieved	All street trees managed in accordance with policy and best practice.
Attractive bedding displays in the District	Flowering bedding displays	Flowering bedding displays changed in high profile areas twice per year	Achieved.	One bedding display completed in October; Summer bedding display in January/February
Playgrounds maintained to a safe standard	Playground inspections	Bi-monthly inspections of all play-grounds	Achieved	All playgrounds inspected at least bimonthly.
	Response time for notifications to remedy playground safety	100% within one working day	Achieved	All notifications regarding playground safety were responded to within timeframe.
Provision of a cemetery that accommodates the burial needs of the Community	Number of complaints about burial services	No complaints	Achieved	No complaints received.
Vandalism is attended to on a timely basis	Graffiti removal – general	100% of graffiti removed within timeframes	Achieved	Offensive graffiti removed within timeframes.
Vandalism of Council property is attended to within seven days	Graffiti removal – Council property	100% within seven days	Achieved	All graffiti removed from Council property within 7 days.

### Notes

1. The information contained in the above summary has been extracted from the Kawerau District Council Annual Report which was adopted 30 October 2012.
2. This document is a summary of the results for 2011/12. The Annual Report provides greater detail of the year's results, and may be viewed on our website at [www.kaweraudc.govt.nz](http://www.kaweraudc.govt.nz), or obtained from the District Office.
3. The Kawerau District Council Annual Report was audited by Audit New Zealand, which provided an Unmodified Opinion. This summary report has also been examined by Audit New Zealand for consistency with the full report, and has been given an Unmodified Opinion.