



KAWERAU DISTRICT COUNCIL
Annual Report Summary
For the Year Ended 30 June 2014



MAYOR'S MESSAGE

Welcome to Council's Annual Report Summary for 2013/14. It was another successful year for Council where we managed to achieve most of the tasks we set for ourselves.

Council continued throughout 2013/14 to provide seamless, affordable services that meet the needs of the community. It also maintained a very strong financial position during the year, and achieved an operating surplus for the year of \$300,218 compared to a budgeted deficit of \$340,000.

(The reason there is a budgeted deficit is because Council deliberately does not fund the depreciation on some of its buildings as they are unlikely to be replaced nor fund for the subsidy that it receives for renewals from NZTA).

The main reasons that Council was able to achieve an operating surplus were:

- Savings for power, insurance and major maintenance.
- Additional revenue for rate penalties and interest.
- Unbudgeted grants received to fund community events and projects.
- Funding (unbudgeted) received for some capital projects

Some of the major achievements during the 2013/14 financial year included:

- Continuation of the Healthy Homes project to help improve resident's home environment and health (In the following streets: Gordon St, Jervois St, Fenton St, Grey St, Bowen St, Fitzroy St, Hobson St, Brown Rd and River Rd).
- Ongoing improvements to Council's parks and reserves.
- Achievement of a very high portion of the performance targets (90%).
- Managing and facilitating a number of very successful events.
- Securing additional funding to allow improvements to a number of our community facilities.
- Winning the inaugural Local Government NZ Excellence Award for Community Impact for the "Adopt a Nation" project.
- Continued high levels of satisfaction by residents with Council services (most activities exceeded the national average for community satisfaction)

Finally, I would like to acknowledge the ongoing contributions made by elected members and staff towards Council's achievements during the year. Also I would like to thank the residents of Kawerau for their contributions throughout the year and helping to make this a great place to live.



M J Campbell, JP
MAYOR



This Summary Annual Report was authorised by Russell George, Chief Executive, on 28 October 2014 at Kawerau.

Independent Auditor's Report

**To the readers of
Kawerau District Council's
summary annual report
for the year ended 30 June 2014**

The summary annual report was derived from the annual report of the Kawerau District Council (the District Council) for the year ended 30 June 2014. 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 20:

- the summary statement of financial position as at 30 June 2014;
- the summaries of the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year ended 30 June 2014;
- 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 the statement 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 28 October 2014.

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.



B H Halford
Audit New Zealand
On behalf of the Auditor-General
Tauranga, New Zealand
28 October 2014

STATEMENT OF COMPREHENSIVE INCOME

For the Year Ended 30 June 2014

<u>2012/13</u>		<u>Budget</u>	<u>2013/14</u>
	Income		
8,171,162	Rates, excluding targeted water supply rates	8,285,510	8,465,721
1,099,159	Fees, charges and targeted water supply rates	1,119,450	1,288,457
314,288	Subsidies and grants	341,760	344,356
233,598	Finance income	240,210	280,169
9,818,207	Total Income	9,986,930	10,378,703
	Expenditure		
3,399,739	Personnel costs	3,505,970	3,456,127
2,471,776	Depreciation and amortisation expense	2,511,240	2,584,026
7,582	Finance costs	8,010	6,566
4,000,317	Other expenses	4,301,710	3,981,568
67,572	Loss on disposal of property, plant and equipment	0	50,198
9,946,986	Total Operating Expenditure	10,326,930	10,078,485
(128,779)	SURPLUS/(DEFICIT) before tax	(340,000)	300,218
3,038,742	Gain on re-valuation	-	-
2,909,963	TOTAL COMPREHENSIVE INCOME	(340,000)	300,218

STATEMENT OF CHANGES IN EQUITY

For the Year Ended 30 June 2014

<u>2012/13</u>	Total Equity	<u>Budget</u>	<u>2013/14</u>
61,620,899	Balance at 1 July	65,482,780	64,530,862
2,909,963	Total Comprehensive Income	(340,000)	300,218
64,530,862	Closing Balance	65,142,780	64,831,080
	Equity represented by:		
38,735,409	Retained earnings	45,208,280	38,075,041
25,795,453	Other reserves	19,934,500	26,756,039
64,530,862		65,142,780	64,831,080

STATEMENT OF FINANCIAL POSITION

As at 30 June 2014

<u>2012/13</u>		<u>Budget</u>	<u>2013/14</u>
	ASSETS		
7,357,291	Current assets	5,984,860	9,615,096
59,082,943	Non-current assets	61,128,130	57,749,167
66,440,234	TOTAL ASSETS	67,022,990	67,364,263
	LIABILITIES		
1,686,281	Current liabilities	1,657,400	2,325,798
223,091	Non-current liabilities	222,810	207,385
1,909,372	TOTAL LIABILITIES	1,880,210	2,533,183
	EQUITY		
38,735,409	Retained earnings	45,208,280	38,075,041
25,795,453	Other reserves	19,934,500	26,756,039
64,530,862	TOTAL EQUITY	65,142,780	64,831,080

STATEMENT OF CASHFLOWS

For the Year Ended 30 June 2014

<u>2012/13</u>		<u>Budget</u>	<u>2013/14</u>
2,464,488	Net cash from operating activities	2,194,750	3,179,325
(1,587,097)	Net cash to investing activities	(2,350,810)	(3,481,624)
42,903	Net cash from financing activities	(280)	(13,763)
920,294	Net increase/(decrease) in cash, cash equivalents and bank overdrafts	(156,340)	(316,062)
138,718	Cash, cash equivalents and bank overdrafts at the beginning of the year	4,853,790	1,059,012
1,059,012	Cash, cash equivalents and bank overdrafts at the end of the year	4,697,450	742,950

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 2014, 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 2014 were authorised for issue by Council on 28 October 2014. 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.

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, 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 Council is a public benefit entity and the Financial Statements have been prepared 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 2013/14 are as follows:

Statement of comprehensive income

The significant variances from Council's estimated figures include: some additional revenue for community projects, additional grant funding received for capital projects, increased interest income resulting from more funds available for investment and increased rate penalties. Also there was reduced expenditure for insurance, power and major maintenance.

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

Statement of financial position

Cash and Cash Equivalents is lower than budget and Other Financial Assets is higher.

This was because \$7,475,000 of the short term deposits was invested for periods longer than 90 days to manage Council's cashflow and obtain the best interest rates, and is classified as being "Other Financial Assets" for the purposes of the Statement of Financial Position.

Also Cash and Other Financial Assets is greater than budgeted because it was anticipated that there would be greater expenditure on capital projects during the year. Consequently Property Plant and Equipment is less than budget because of the reduced expenditure on renewals.

Statement of cash flow

Cash flow from rates is more than budget because of increased income from penalties and rates in advance.

Interest received is also higher than budget because of the timing of investment maturities and increased funds available for investment.

Receipts from Other Revenue exceeds the budget because Council received during the year a number of unbudgeted grants to undertake community programmes, events and projects.

Payments to suppliers and employees are less than budget because of timing differences and savings for insurance, power and maintenance. Purchases of plant, property and equipment is also less than budget because some projects have been deferred to the following year.

Expenditure for Purchase of Investments exceeds the budget because short term deposits were invested for periods longer than 90 days to obtain the best interest rates.

STATEMENT OF COMMITMENTS

Council had no capital commitments at 30 June 2014 (2013 – nil).

Council had the following finance lease commitment at 30 June.

	2013	2014
Due less than 1 year	20,068	20,068
Due more than 1 year, less than 2 years	20,068	20,068
Due more than 2 years, less than 5 years	<u>35,616</u>	<u>16,268</u>
	75,752	56,404
Future finance charges	<u>(14,753)</u>	<u>(8,886)</u>
	<u>60,999</u>	<u>47,518</u>

STATEMENT OF CONTINGENT LIABILITIES

Council subscribed 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 previously incurred additional costs to meet these claims. The administrators of the fund have indicated there may be further claims to meet costs of weather tightness issues, however, there was no claim for 2014 (2013 nil).

POST BALANCE DATE EVENTS

In 2013/14 there were no significant events after balance date (2012/13 nil).

STATEMENTS OF SERVICE PERFORMANCE

DEMOCRACY

Levels of Service	Measures	Target 2013/14	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 2013/14.
	Satisfaction with the Mayor and councillors	83%	Achieved	87% of residents were happy with the performance of the Mayor and councillors.
	Satisfaction with the way rates are spent	87%	Not achieved	86% of residents were happy with way rates were spent.
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.
	Satisfaction with Council consultation	70%	Not achieved	67% of residents were satisfied with Council consultation.
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 2013/14	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 \$17,080	Achieved	

Levels of Service	Measures	Target 2013/14	Result	Comment
	Facilitation of creative communities scheme in accordance with fund criteria	2 funding rounds held	Achieved	Funding rounds held in December 2013 and May 2014.
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	Youth Council sworn in 20 March 2014.
	Youth council activity	At least 9 meetings held	Achieved	9 meetings held.
	Annual selection and presentation of young achievers awards	Awards presented	Achieved	Presentation ceremony held 22 October 2013.

ENVIRONMENTAL SERVICES

Resource Management

Levels of Service	Measures	Target 2013/14	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 2013/14	Result	Comments
Council provides in-house building consent, inspection and approval services.	Bi-annual Building Consent Authority accreditation re-assessment	Accreditation and registration retained	Achieved	Routine assessment undertaken 16 th to 18 th December 2013.
Service users consider Council's building control activity to be effective	Satisfaction of service users – Building Inspection Processes	90% satisfaction	Achieved	User satisfaction was 93%.
	Satisfaction of service users – Building Consents Processes	90% satisfaction	Achieved	User satisfaction was 100%.
Building control functions are delivered within the statutory timeframes	Time taken to process building consent applications	100% within 20 working days	Achieved	67/67 (100%)

Levels of Service	Measures	Target 2013/14	Result	Comments
	Time taken to process multi-proof building consent applications	100% within 10 working days	Achieved	There were no applications.
	Time taken to issue Project Information Memoranda (PIMs)	100% within 20 working days	Not applicable	There were no PIMs issued.
	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	4/4 (100%)
Buildings comply with Building Warrant of Fitness (WOF) requirements	Building WOF renewals checked	100% of renewals checked	Achieved	69/69 (100%)
	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 completed November 2013.
	Inspection of fencing – newly notified/identified swimming pools	100% of new notified pools inspected	Not applicable	There were no new fences notified.
	Inspection of fencing – existing registered swimming pools	35% of existing registered pools inspected	Achieved	22/61 (36%)

Environmental Health

Levels of Service	Measures	Target 2013/14	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 food premises were inspected at least 2 times during the year.
	Inspection of food premises operating under the Food Hygiene Regulations	100% annually	Achieved	6/6 inspected (100%)

Levels of Service	Measures	Target 2013/14	Result	Comments
	1974 – mobile			
	Audit of food premises operating Food Control Plans under the voluntary implementation programme	100% annually	Achieved	8/8 inspected (100%)
	Inspection of registered premises for compliance with relevant standards	100% annually	Achieved	4/4 inspected (100%)
Council responds to service requests for environmental health conditions	Response to nuisance conditions and health risks	100% within 1 working day	Achieved	22/22 (100%)
	Response to noise complaints	80% within 20 minutes and 100% within 30 minutes	Not achieved	589/591 (99.7%) attended within 30 minutes
	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	Not achieved	24/25 (96%)
Council keeps public places free of litter	Weekday litter patrols	At least 480 weekday patrols	Achieved	518 weekday patrols
	Removal of notified litter and abandoned cars	100% within 2 days of notification or identification	Achieved	15/15 (100%)

Dog Control and Registration

Levels of Service	Measures	Target 2013/14	Result	Comments
The level of dog registration maximised	Frequency of dog patrols	At 480 weekday and 345 after hours patrols undertaken	Achieved	502 weekday and 356 after hours patrols undertaken.
	District survey to detect unregistered dogs	All residential properties surveyed	Achieved	Survey completed in November 2013.

Levels of Service	Measures	Target 2013/14	Result	Comments
	Number of dogs on Council's register of known dogs that are unregistered	No unregistered dogs (on register) at 30 April	Achieved	There were 1301 dogs (all registered) on Council's register.
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	977/986 (99.1%) complaints dealt with in accordance with Council's process.
Council maintains customer satisfaction levels for Dog Control services.	Satisfaction with Dog Control.	73% satisfaction	Not achieved	68% of residents were satisfied with activity.

Civil Defence

Levels of Service	Measures	Target 2013/14	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	3 Audits were undertaken during year.
	Civil defence training exercises	Exercise conducted (bi-annually)	Achieved	Exercise carried out 7 November.
	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	

ROADING

Levels of Service	Measures	Target 2013/14	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	Average result was 84.
	Satisfaction with roads	90%	Achieved	93% of residents were satisfied with roads.
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 and 6 footpaths in CBD repaired.
	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	16 footpaths deemed dangerous and were repaired within 1 month.
	Satisfaction with footpaths	80%	Not achieved	75% of residents were satisfied with footpaths.

STORMWATER

Levels of Service	Measures	Target 2013/14	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 relating to stormwater problems	Achieved	There were only 6 rain events which resulted in service requests for stormwater.
	Time within which urgent stormwater system problems are remediated.	100% remediated by end of next working day.	Achieved	All immediate flooding was mediated within 1 working day.
	Number of dwellings flooded because of stormwater system problems.	No dwellings flooded because stormwater system problems	Not achieved	Several garages were flooded during April event.

WATER

Levels of Service	Measures	Target 2013/14	Results	Comments
Council supplies the community with healthy good tasting water	Water supply health risk grading	Bb	Not achieved	Council is working on meeting the necessary requirements
	Level of compliance with Ministry of Health DWSNZ - 2005	100% compliance	Not achieved	There were 3 transgressions for E. Coli and there were insufficient tests done for the treatment plant.
	Frequency of bacteriological monitoring	At least 1 per calendar week	Achieved	Monitoring undertaken 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	6 service requests received and responded to within the timeframe.
	Satisfaction with water supply	96%	Achieved	96% of residents were satisfied.

Levels of Service	Measures	Target 2013/14	Results	Comments
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	Requirements of existing consent are being met.
The water supply is of adequate pressure and flow	Water pressure samples	All samples above 40 psi	Achieved.	There were no issues of low pressure reported.
	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.	
The water supply is reliable and has minimal disruptions	Number of unplanned shutdowns - reticulation	No more than 12	Achieved	There were only 3 instances of unplanned shutdowns during the year.
	Number of unplanned shutdowns - pump stations	None	Achieved	There were no unplanned shutdowns during the year.
	Number of water main breaks	No more than 12	Achieved	There were 4 water main breaks.
	Adherence to service request process to respond, investigate and record complaints about water supply and advise complainant of progress or outcome	95% within 2 hours and 100% within 8 hours	Achieved	There were 80 service requests for the year. (97.5% were responded within 2 hours and 100% within 8 hours)

WASTEWATER

Levels of Service	Measures	Target 2013/14	Result	Comment
Council provides a reliable domestic wastewater collection and disposal service	Continuity of wastewater collection.	Service runs every day	Achieved	
	Number of disruptions to wastewater services	No more than 50 per annum	Achieved	There were 28 disruptions for the year.
	Satisfaction with wastewater disposal	96%	Achieved	97% were satisfied with wastewater disposal.
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 undertaken to date meets the consent 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	27/29 (93.1%) were responded to within 1 hour. 1 responded to within 2 hours and 1 unable to confirm response.

SOLID WASTE

Refuse collection and disposal

Levels of Service	Measures	Target 2013/14	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 were undertaken in November and June.
	Satisfaction with refuse collection	85%	Achieved	97% were satisfied with refuse collection
	Satisfaction with refuse disposal	65%	Achieved	81% were satisfied with refuse disposal
	User satisfaction with refuse disposal	80%	Achieved	88% of users were satisfied with refuse disposal

Recycling (Zero Waste)

Levels of Service	Measures	Target 2013/14	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	There was 67% of material received that was sent to the landfill.

LEISURE & RECREATION

Public Library

Levels of Service	Measures	Target 2013/14	Result	Comment
The library is accessible to the public	Number of weeks open each year	Library open 50 weeks per year	Achieved	Library was open 52 weeks of the year.
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 occurred in July, October, January and April.
	Average number of items issued per capita	9 items (on average) issued per capita.	Not achieved	54,133 items were issued for the year which equates to 8.5 per capita.
	Community satisfaction with library	86%	Not achieved	84% of residents were satisfied with the library.
	User satisfaction with the library.	96%	Not achieved	95% of users were satisfied with the library.

Museum

Levels of Service	Measures	Target 2013/14	Result	Comment
The museum is accessible to the public	Number of weeks open each year	Museum open 50 weeks per year	Achieved	Museum was open 50 weeks of the year.
Council provides a museum service which reflects community interests	Number of exhibitions held	8 exhibitions held for year	Achieved	14 exhibitions were held during year.
	Number of historical articles produced	15 historical articles produced for year.	Achieved	20 historical articles were produced.
	Community satisfaction with museum.	60%	Achieved	64% of residents were satisfied with the museum.
	User satisfaction with the museum.	70%	Achieved	95% of users were satisfied with the museum.

Swimming Pools

Levels of Service	Measures	Target 2013/14	Result	Comment
Council provides a swimming pool complex which is accessible to the community	Weeks open per year	Open at least 48 weeks	Achieved	Pool was open for 50 weeks of the year.
	Community satisfaction with swimming pool.	90%	Achieved	93% of residents were satisfied with the swimming pool.
	User satisfaction with the swimming pool.	95%	Achieved	98% of users were satisfied with the swimming pool.
Swimming pool water meets water quality standards	Water quality checks	At least 336 daily checks undertaken	Achieved	1,793 rounds of testing occurred.
	Level of compliance with standards	Full compliance in 95% of tests	Achieved	There was 96.4% compliance.

Public Halls and Facilities

Levels of Service	Measures	Target 2013/14	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	Achieved	Halls were available for 52 weeks of the year.
	Community satisfaction with public halls.	80%	Achieved	84% of residents were satisfied with public halls.
	User satisfaction with public halls.	94%	Achieved	96% of users were satisfied with public halls.
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 2013/14	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	Not achieved	There were 26 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	Achieved	There were 19 rounds of mowing
Bedding displays are attractive and updated to suit the season	Number of bedding displays	2 bedding displays (1 summer 1 winter)	Achieved	
	Community satisfaction with flowerbed displays.	90%	Achieved	100% of residents were satisfied with flowerbed displays.

Levels of Service	Measures	Target 2013/14	Result	Comment
Playground equipment is safe for children to use	Bi – monthly inspections of playground equipment	6 inspections conducted	Achieved	
	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	Not applicable	There were no safety related service requests made during the year.
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	Enough plot available for the next 5 years	Achieved	There are currently enough plots available for a further 20 years.
	Community satisfaction with cemetery.	78%	Not achieved	77% of residents were satisfied with the cemetery.
	Visitor satisfaction with cemetery.	94%	Achieved	98% of visitors were satisfied with the cemetery.