



KAWERAU DISTRICT COUNCIL

SUMMARY ANNUAL REPORT

FOR THE YEAR ENDED 30 JUNE 2010

MAYOR'S MESSAGE

The Annual Report reviews Council's performance under its Annual Plan for the 2009/2010 year, which was included in its Long-Term Plan (LTP) 2009/2019, and is its accountability to the Community.

Council's LTP 2009/2019 indicated that Council's overall approach for the ten-year period is for Council to keep doing what it has been doing: maintaining its service standards and making small improvements over time. Council was faced both with the issue of a global financial crisis and resulting falls in investment returns and with the choice between an increasing cost burden on ratepayers or reducing levels of service. Council sought to take a balanced approach and its performance during 2009/2010 is very pleasing, having managed to maintain its levels of service and a strong financial position.

Highlights for 2009/2010 included:

- The Economic Development Strategy was refined with a stronger focus on energy and the placement of industry close to energy sources. The strategy seeks to strengthen the District's potential to be a leading area for energy generation, including Bio Fuels, and focuses more clearly on positioning Kawerau as the Industrial Hub of the Eastern Bay of Plenty. As a result of the presentation of the Economic Development process to Toi EDA, a piece of research on the feasibility of Kawerau as a logistics hub was commissioned by Toi EDA. Both the research presentation and the developing Economic Development Strategy assisted with the progress of the Industrial Land project on Tamarangi Drive (the development of the Putauaki Block as an industrial zone) and the subsequent reorganisation of the boundary between Kawerau and Whakatane Districts.
- The Massey Street walkway was upgraded during the year providing a safe access to the CBD.
- Approximately 4.5kms (budget – 6kms) of 50mm and 100mm water mains were replaced in Galway, Newall, Domett, Whitaker, Fox, Weld and Stafford Streets, as the asbestos cement pipes had reached the end of their lives
- Ownership of the wastewater treatment plant and rapid infiltration basins (RIBs) was transferred from Carter Holt Harvey Ltd to Council on 1 January 2010. A resource consent to operate the new plant and RIBs was obtained for 25 years from the Regional Council.
- There were 95,058 visits to the Library/Museum (the most since recording visits began in 1994/1995). This was an increase of 4,347 (4.8%) on the 90,711 visits in 2008/2009.
- Murals by Marc Spijkerbosch were installed in the District including on the Library/Museum building and skatepark.

Other highlights are contained in the Annual Report, together with fuller details of the financial and non-financial results.

Finally, I would like to thank all Elected Members for their support and to the Chief Executive Officer and his Staff; I extend special thanks for their commitment and hard work, which is reflected in the excellent results that have been achieved.

M J Campbell, JP
MAYOR

This Summary Annual Report was authorised by Russell George, Chief Executive Officer, on 12 November 2010 at Kawerau.

Audit Report

To the readers of Kawerau District Council's summary annual financial statements, service provision information and the other requirements for the year ended 30 June 2010

We have audited the summary financial statements, service provision information and the other requirements of Schedule 10 of the Local Government Act 2002 as set out on pages 4 to 22.

Unqualified opinion

In our opinion:

- the summary financial statements, service provision information and the other requirements represent, fairly and consistently, the information regarding the major matters dealt with in the annual report; and
- the information reported in the summary financial statements, service provision information and the other requirements complies with FRS-43: Summary Financial Statements and is consistent with the full financial statements, service provision information and the other requirements from which they are derived.

We expressed an unqualified audit opinion, in our report dated 1 November 2010, on:

- the full financial statements;
- the service provision information; and
- the Council's compliance with the other requirements of Schedule 10 of the Local Government Act 2002 that are applicable to the annual report.

Basis of opinion

Our audit was conducted in accordance with the Auditor-General's Auditing Standards, which incorporate the New Zealand Auditing Standards. Other than in our capacity as auditor, we have no relationship with or interests in Kawerau District Council.

Responsibilities of the Council and the Auditor

The Council is responsible for preparing the summary financial statements, service provision information and the other requirements of Schedule 10 of the Local Government Act 2002 and we are responsible for expressing an opinion on those summary financial statements, service provision information and the other requirements of Schedule 10 of the Local Government Act 2002. These responsibilities arise from the Local Government Act 2002.

Clarence Susan
Audit New Zealand
On behalf of the Auditor-General
Tauranga, New Zealand
12 November 2010

Matters relating to the electronic presentation of the audited summary annual report

This audit report relates to the summary annual report of Kawerau District Council for the year ended 30 June 2010 included on Kawerau District Council's website. Council is responsible for the maintenance and integrity of the Kawerau District Council's website. We have not been engaged to report on the integrity of the Kawerau District Council's website. We accept no responsibility for any changes that may have occurred to the summary annual report since they were initially presented on the website.

The audit report refers only to the summary annual report named above. It does not provide an opinion on any other information which may have been hyperlinked to/from the summary annual report. If readers of this report are concerned with the inherent risk arising from electronic data communication, they should refer to the published hard copy of the audited summary annual report and related audit report dated 12 November 2010 to confirm the information included in the audited summary annual report presented on this website.

Legislation in New Zealand governing the preparation and dissemination of summary annual reports may differ from legislation in other jurisdictions.

STATEMENT OF COMPREHENSIVE INCOME

For the Year Ended 30 June 2010

<u>2008/09</u>		<u>Budget</u>	<u>2009/10</u>
	Income		
6,385,345	Rates revenue	6,613,050	6,601,795
1,071,643	Other revenue	809,100	6,070,898
<u>7,456,988</u>	Total Income	<u>7,422,150</u>	<u>12,672,693</u>
	Expenditure		
2,687,206	Employee benefit expenses	2,910,730	3,014,918
2,047,137	Depreciation and amortisation	2,136,780	2,074,631
3,141,735	Other expenses	3,232,920	3,427,799
9,925	Finance costs	3,540	21,205
35,552	Loss on disposal of property, plant and equipment	0	5,887
<u>7,921,555</u>	Total Operating Expenditure	<u>8,283,970</u>	<u>8,544,440</u>
(464,567)	OPERATING SURPLUS/(DEFICIT)	(861,820)	4,128,253
	Other Comprehensive Income		
0	Gain on Asset Revaluation	4,415,540	8,235,617
<u>(464,567)</u>	TOTAL COMPREHENSIVE INCOME	<u>3,553,720</u>	<u>12,363,870</u>

STATEMENT OF CHANGES IN EQUITY

For the Year Ended 30 June 2010

<u>2008/09</u>	Total Equity	<u>Budget</u>	<u>2009/10</u>
51,188,442	Balance at 1 July	53,441,140	50,723,875
<u>(464,567)</u>	Total Comprehensive Income	<u>3,553,720</u>	<u>12,363,870</u>
<u>50,723,875</u>	Closing Balance	<u>56,994,860</u>	<u>63,087,745</u>

STATEMENT OF FINANCIAL POSITION

As at 30 June 2010

<u>2008/09</u>		<u>Budget</u>	<u>2009/10</u>
	ASSETS		
4,914,816	Current assets	4,561,400	5,512,400
<u>47,435,457</u>	Non-current assets	<u>54,324,820</u>	<u>59,200,448</u>
<u>52,350,273</u>	TOTAL ASSETS	<u>58,886,220</u>	<u>64,712,848</u>
	LIABILITIES		
1,383,335	Current liabilities	1,669,020	1,378,723
<u>243,063</u>	Non-current liabilities	<u>222,340</u>	<u>246,380</u>
<u>1,626,398</u>	TOTAL LIABILITIES	<u>1,891,360</u>	<u>1,625,103</u>
	EQUITY		
39,330,780	Retained earnings	44,937,300	43,485,368
<u>11,393,095</u>	Other reserves	<u>12,057,560</u>	<u>19,602,377</u>
<u>50,723,875</u>	TOTAL EQUITY	<u>56,994,860</u>	<u>63,087,745</u>
<u>52,350,273</u>	TOTAL LIABILITIES AND EQUITY	<u>58,886,220</u>	<u>64,712,848</u>

STATEMENT OF CASHFLOWS

For the Year Ended 30 June 2010

<u>2008/09</u>		<u>Budget</u>	<u>2009/10</u>
1,392,498	Net cash from operating activities	1,078,560	1,196,555
(3,187,608)	Net cash to investing activities	(1,412,220)	(2,361,892)
<u>(16,069)</u>	Net cash to financing activities	<u>(480)</u>	<u>(16,646)</u>
(1,811,179)	Net increase/(decrease) in cash, cash equivalents and bank overdrafts	(334,140)	(1,181,983)
3,119,523	Cash and cash equivalents at the beginning of the year	3,222,490	1,308,344
<u>1,308,344</u>	Cash and cash equivalents at the end of the year	<u>2,888,350</u>	<u>126,361</u>

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 2010, 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 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 generally accepted accounting practice (NZ GAAP).

These 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

Statement of comprehensive income

The net operating surplus for the year was \$4,128,253. However, included in the actual surplus is the amount of \$4,943,000 which is the value received from Carter Holt Harvey for terminating the agreement under which it had previously been responsible for processing the District's wastewater.

The actual transfer of responsibility for operating the Wastewater Treatment Plant took place in January 2010, although at the time of planning it had been expected that it would have taken place before the start of this financial year and as a result was not included in the estimates.

Eliminating this item results in a net deficit of \$814,717 compared to a budgeted deficit of \$861,820

Statement of financial position

Cash and cash equivalents were \$2,761,989 lower than budgeted as a result of investing all surplus funds in deposits with a maturity of four to twelve months, rather than holding some with shorter maturity dates, in order to maximise the interest earned. Conversely, other financial assets were \$3,420,000 higher than budget for the same reason.

Trade and other receivables were \$300,724 higher than budgeted as they included the final contract termination balance of \$475,000 due from Carter Holt Harvey.

Property, Plant & Equipment were \$4,893,272 higher than budgeted due to the acquisition of the Wastewater Treatment Plant and the revaluation.

Projects with a total value \$620,300 were not completed during the year. As a number of these had been anticipated to take place in the last weeks of the financial year, which would have resulted in their inclusion as payables at the year end, the trade and other payables actual balances were \$424,776 lower than budgeted.

Employee benefit liabilities increased as a result of higher balances of annual leave yet to be taken than foreseen in the budget and the reclassification of some other entitlements which, in previous years and in the budget, had been included as part of other payables.

Statement of cash flow

The net cash flow to investing activities was \$949,672 higher than budget due to the acquisition of additional financial assets of \$1,220,000.

STATEMENT OF COMMITMENTS

Council had no capital commitment at 30 June 2010 (2009 – none).

	2009	2010
Due less than 1 year	<u>0</u>	<u>0</u>

Council had the following finance lease commitment at 30 June.

	2009	2010
Due less than 1 year	20,919	22,322
Due more than 1 year, less than 2 years	20,918	1,756
Due more than 2 years, less than 5 years	1,756	0
Due more than 5 years	<u>0</u>	<u>0</u>
	43,593	24,078
Future finance charges	<u>(4,822)</u>	<u>(1,446)</u>
	<u>38,771</u>	<u>22,632</u>

STATEMENT OF CONTINGENT LIABILITIES

Contingent liabilities at 30 June 2010 were:

In November 2003, Council agreed to act as guarantor for a bank loan to Kawerau Bowling Club Inc. The maximum potential liability to Council from this guarantee is \$20,238 (2008/09 \$35,542).

POST BALANCE DATE EVENTS

In 2009/10 there were no significant events after balance date (2008/09 nil).

STATEMENTS OF SERVICE PERFORMANCE**DEMOCRACY**

Levels of Service	Measures	Target 2009/10	Actual Performance 2009/10
The Community receives quality democracy and representation	Number of council meetings	At least eleven meetings	Achieved. Eleven meetings held
Council complies with legislative requirements	Community notification of meetings	100% publicly notified	Achieved. All eleven Council meetings and all eleven Committee meetings were publicly notified
	Planning and reporting within legislative requirements	100%	Achieved. The 2010/2011 Annual Plan and 2008/2009 Annual Report were both adopted within legislative timeframes. The Annual Report received an unqualified (clear) report.
The Community receives regular communication about key issues	Frequency of newsletters	At least two per year	Achieved. Two issued.
Support young people to develop the skills and attitudes needed to take a positive part in society	Youth Council	At least nine meetings	Achieved. Twelve meetings held.

ECONOMIC DEVELOPMENT

Levels of Service	Measures	Target 2009/10	Actual Performance 2009/10
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	Not achieved. 100% compliance with Information Centre Contract ended 30 June 2010 was not reached as the outgoing contractor did not provide all monthly reports on time and did not provide a final report at the conclusion of the contract. This contract was reassigned on 1 July 2010 and 100% compliance is now being met. The consequence of this was that Council did not have up to date data on usage of the service. Reports were eventually received.
Information Centre – Public access to Information Centre at times relevant to customer needs	Compliance with contract	Public requirements analysed and written into contract	Achieved. Information Centre contract renewed on 1 July 2010 was reviewed to reflect customer needs more accurately.
Events Management – Maintain a contestable fund for new events	Retention events provided with funding	Review the criteria for funding	Achieved. The criteria for the contestable fund for new events were reviewed to increase the sustainability of Council funded events.
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. Reappointments made to fill vacancies. Twelve 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	Achieved. Four programmes held.
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	Strategy ratified by Council	Not achieved Ratified at a workshop, but formal ratification still to occur.
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 Logistics report received.

Levels of Service	Measures	Target 2009/10	Actual Performance 2009/10
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	Partnership initiatives agreed	Achieved. Logistics Hub feasibility study undertaken by Toi EDA.
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	Identification of Key Stakeholders and initial discussions under way	Achieved. Presentation made to industry stakeholders in conjunction with Iwi on energy opportunities.
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 identified	Achieved. Putauaki Industrial Zone.
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 process agreed and established	Not achieved. The process of benchmarking measurement of awareness of Events was not completed by 30 June 2010 due to staff turnover. This activity will be part of the Events Strategy to be presented to Council prior to year end 2011. The consequence of this is that the ability to measure awareness of events is delayed by one year.
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 outside the District	Appropriate facilities are well constructed and maintained	Identify facilities to be monitored and establish benchmarks	Achieved. BMX completed, skateboard on track, river on track, 1st stage of Monika Lanham tracks completed.
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 processes agreed and established	Not achieved. The process of benchmarking measurement of the effectiveness of Promotional Activity was not completed by 30 June 2010 due to the reassessment of priorities and costs. This activity will now be addressed in the 2010/2011 year. This will not significantly adversely impact on the level of service provided.

Levels of Service	Measures	Target 2009/10	Actual Performance 2009/10
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. Funding secured for 2010-2013.
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 held.
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	Re-evaluate the benefits of the Grant Scheme. Facilitate fund	Achieved. Community Grants Scheme criteria re-evaluated and enhanced accountability criteria put in place.
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. 2009/2010 mural project
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 processes agreed and established	Not achieved. Activity based around Positive Ageing did not commence until after the completion of the 2009/2010 year due to time constraints. The impact of this is that implementation of any projects that arose out of this review will be delayed.

ENVIRONMENTAL SERVICES

Resource Management

Levels of Service	Measures	Target 2009/10	Actual Performance 2009/10
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. Proposed plan notified May 2010.
Resource consents are processed in accordance with the District Plan and the RMA 1991	Resource consents inspected	100% inspected	Achieved. 100% inspected.
	Monitoring of resource consents for compliance	100% monitored	Achieved. 100% monitored.
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. Proposed plan notified May 2010.
Resource consents are processed in accordance with the District Plan and the RMA 1991	Resource consents processed within timeframes	100% within timeframes	Not achieved. 6/7 processed within timeframes. <i>Verbal arrangements to defer one consent not formalised due to oversight.</i>

Building Control

Levels of Service	Measures	Target 2009/10	Actual Performance 2009/10
Council maintains customer satisfaction levels for users of Environmental Services	Satisfaction of service users – Building Inspection Processes	90% satisfaction	Not measured. Incorrectly stated in Long-Term Plan as an annual measure rather than a three yearly measure.
	Satisfaction of service users – Building Consents Processes	90% satisfaction	
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 accredited and registered	Accredited and registered	Achieved. BCA accreditation maintained following reassessment by International Accreditation NZ

Levels of Service	Measures	Target 2009/10	Actual Performance 2009/10
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 64/64 (100%) checked.
	Buildings monitored for compliance with WOF	100% monitored	Not achieved. 18/64 (28.1%) Target incorrectly stated at 100% in 2009/10 Plan. Corrected to 25% for 2010/11 Plan
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 12/45 (27%)
	New notified swimming pools inspected	100% of new notified pools inspected	Achieved 0/0
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 100/102 (98%) 1 at 23 days and 1 at 26 days due to staff oversight
	Project Information Memoranda (PIMs) issued within timeframes	100% within 20 working days	Not achieved 54/56 (96%) 1 at 23 days and 1 at 26 days due to staff oversight
	Code Compliance Certificates issued within timeframes	100% within 20 working days	Achieved 98/98 (100%)
	Compliance schedules notified within timeframes	100% within five working days	Achieved 0/0

Environmental Health

Levels of Service	Measures	Target 2009/10	Actual Performance 2009/10
Registered food premises are inspected for compliance with all statutory requirements	Food premises (other than mobile) inspected	100% twice-yearly	Achieved 36/36 (100%) 1 st and 2 nd inspections
	Audits of food premises operating Food Control Plans	100% twice-yearly	Achieved 8/8 1 st audits and 4/4 2 nd audits
	Other registered premises (including mobile) inspected	100% annually	Achieved 7/7 (100%)
Public areas are monitored and kept litter free	Weekday daily litter patrols	Weekday daily litter patrols	Not achieved 477/508 (94%) due to staff oversight. <i>Contract interpretation clarified.</i>
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 53/53 (100%)
Noise complaints are investigated in accordance with the Resource Management Act 1991	Response to noise complaints	100% response in accordance with contract terms	Achieved 364/364 (100%)

Levels of Service	Measures	Target 2009/10	Actual Performance 2009/10
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 44/44 (100%)
Motor vehicle accidents and property damage caused by straying stock are prevented	Response to complaints of straying stock	100% immediate response	Achieved 16/16 (100%)
Public areas are monitored and kept litter free	Removal of notified litter and abandoned cars	100% within two working days	Achieved 19/19 (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 53/53 (100%)
Public areas are monitored and kept litter free	Removal of notified litter and abandoned cars	100% within two working days	Achieved 19/19 (100%)
Council maintains customer satisfaction levels for users of Environmental Services	Satisfaction of service users – Environmental health inspection processes	90% satisfaction	Not measured. This will occur in 2010/11 as part of the three yearly survey. The impact of not measuring this in 2009/10 is that satisfaction with the service is unclear.

Dog Control and Registration

Levels of Service	Measures	Target 2009/10	Actual Performance 2009/10
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. 1223/1223 dogs on the database registered (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	Not achieved. 494/495 (99%). One 'rushing' incident not attended due to communication problems.
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. All households surveyed. 33 unregistered dogs identified which were all subsequently registered.
Dog owners are provided with areas of public domain to meet their recreational needs	Inspection of dog exercise areas	100% inspected annually	Achieved. 10/10
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. 514 weekday (112%) and 361 after hours (106%)

Civil Defence

Levels of Service	Measures	Target 2009/10	Actual Performance 2009/10
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. Emergency management and recovery plans reviewed.
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. Council's business continuity plan reviewed.
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. Participation in all BOP-CDEM Group exercises
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
	Frequency of Civil Defence training exercises	Training exercise undertaken	Not achieved. Non-exercise training given higher priority due to Civil Defence personnel changes.

TRANSPORT MANAGEMENT

Levels of Service	Measures	Target 2009/10	Actual Performance 2009/10
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. Average road roughness rating of 75.7
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. One event in September that flooded Valley Road and Hardie Avenue.
Properties protected from flooding	Number of dwellings flooded	No flooded dwellings	Achieved. No notification of flooded dwellings received.
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. No hazardous footpaths in CBD
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. Eight footpaths problems reported. Three deemed hazardous and repaired within one month.
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. No notification of urgent stormwater issues received.
	Timeliness of service requests for stormwater issues (not urgent)	90% within one week of notification (non-urgent requests)	Achieved. No notification of non urgent stormwater issues received
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	Achieved. Two potholes reported. Both attended to within 14 days.

WATER SUPPLY

Levels of Service	Measures	Target 2009/10	Actual Performance 2009/10
Human health is not compromised by the quality of water supplied	Water supply health risk grading	Bb	Not achieved. Regrading did not occur in 2010.
Water is provided in an environmentally friendly manner	Compliance with water supply resource consents	100%	Achieved. Water use data required by resource consent supplied to Regional Council.
Human health is not compromised by the quality of water supplied	Instances of non-compliance with DWSNZ	No instances of non-compliance with DWSNZ	Not achieved. <i>Testing regime not complied with.</i>
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. <i>Electrical fault in Beattie Road pump in December caused Beattie Road reservoir to empty. This was rectified within 12 hours of the reservoir being emptied.</i>
Minimal disruptions to supply	Frequency of unplanned shutdowns of water supply reticulation	No more than 12 unplanned shutdowns	Achieved. One water main break in Newell St in September
	Frequency of unplanned shutdowns of water supply pump stations	No unplanned shutdowns	Not achieved. <i>Electrical fault in Beattie Road pump in December caused Beattie Road reservoir to empty</i>
Reliability of supply	Number of water main breaks	No more than 14 per annum	Achieved. One water main break in Newell St in September
Human health is not compromised by the quality of water supplied	Frequency of bacteriological monitoring	At least twice per month	Achieved. Monitoring done at least weekly
Complaints are dealt with promptly	Complaints about water supply safety	100% responded to within one hour	Achieved. No complaints about water safety to date
	Complaints about water supply pressure	95% responded to by the end of next working day	Achieved. Five water pressure complaints received and dealt with. Only one of these related to Council assets. The remainder related to plumbing within homes.
Reliability of supply	Response times for water supply requests/ repairs	95% responded to within two hours	Achieved, 57/59 requests attended to within two hours.

WASTE MANAGEMENT

Wastewater

Levels of Service	Measures	Target 2009/10	Actual Performance 2009/10
Operation of treatment plant	Compliance with wastewater resource consents	100% compliance	Achieved. Monitoring of groundwater and water quality going to the Rapid Infiltration Basins undertaken and data supplied to the Regional Council. "High" level of compliance achieved from Regional Council inspection.
	Number of complaints about wastewater system odours	No more than one justified complaint per annum	Achieved. No justified complaints about odour received
Minimise losses of wastewater services	Number of disruptions to wastewater services	< 30 per annum	Not achieved. 52 disruptions occurred. Blockages affected an average 1-5 households.
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. 67/69 (97%) Disruptions responded to within one hour.
Restore road openings due to repair	Timeliness of restoration	Within one month	Achieved. No road openings occurred

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 2009/10	Actual Performance 2009/10
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. Weekly residual refuse collection from residential properties was undertaken.

Refuse Disposal

Levels of Service	Measures	Target 2009/10	Actual Performance 2009/10
Waste generated by the Community is disposed of safely	Refuse disposal complies with resource consents	100% compliance	Achieved. Monitoring of groundwater undertaken and data supplied to Regional Council. Samples were within required limits and a "high" level of compliance achieved from Regional Council inspection.

Zero Waste

Levels of Service	Measures	Target 2009/10	Actual Performance 2009/10
Provide information and education about waste minimisation opportunities	Zero Waste targets (reductions in volume of refuse to landfill)	70% reduction compared to 1999/00	Achieved. 73% reduction
Provide information and education about waste minimisation opportunities	Annual recycling volumes	500 tonnes	Achieved. 480 ton kerb 5,622m ³ green (Estimated 937 tonnes)

LEISURE & RECREATION

Library/Museum

Levels of Service	Measures	Target 2009/10	Actual Performance 2009/10
Provide a public library/museum	Provision of library/museum service	Library/ museum open 50 weeks per year	Achieved. Library/ museum open 51 weeks.

Swimming Pools

Levels of Service	Measures	Target 2009/10	Actual Performance 2009/10
Carry out daily water quality checks in the main pool	Daily water quality checks (swimming pools)	Checks carried out daily	Achieved. Water quality checks done daily.
	Compliance with water quality standards	95% compliance	Achieved. Pool water quality is measured four times per day. Over 95% of all samples taken were within the required 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 14 day maintenance period in October.

Public Halls and Facilities

Levels of Service	Measures	Target 2009/10	Actual Performance 2009/10
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 52 weeks
Public toilets are provided in high use areas	Availability of public toilets when booked	Public toilets available when booked	Achieved. Toilets available at all times
Public toilets are provided in high use areas	Cleaning frequency and standards are monitored and compliant for all public toilets	100% compliant with standards	Achieved. Toilets cleaned before each Hireage

Parks and Reserves

Levels of Service	Measures	Target 2009/10	Actual Performance 2009/10
Provision of a cemetery that accommodates the burial needs of the Community	Number of complaints about burial services	No complaints	Achieved. No complaints received about burial services.
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 tree removals appropriately approved by Council or MOS
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. No complaints about grass length
Public toilets are provided in high use areas	Cleaning frequency and standards are monitored and compliant for all public toilets	100% compliant with standards	Achieved. Toilets cleaned before each use
Playgrounds maintained to a safe standard	Response time for notifications to remedy playground safety	100% within one working day	Achieved. No safety complaints reported
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 berms were mowed a minimum of 14 times.
Vandalism is attended to on a timely basis	Graffiti removal – general	100% of graffiti removed within timeframes	Achieved. Graffiti removed weekly from council structures.
Vandalism of Council property is attended to within seven days	Graffiti removal – Council property	100% within seven days	Achieved. Graffiti is removed every Monday. Offensive graffiti is removed within two days of notification.
Playgrounds maintained to a safe standard	Playground inspections	Bi-monthly inspections of all play-grounds	Achieved. All playgrounds inspected bi-monthly.
Maintain sports fields to the requirements that each code demands	Reports on the conditions of sports fields from the New Zealand Turf Institute.	Two favourable reports	Achieved. Favourable reports received in October 2009 and April 2010.
Town Centre Toilets open seven days a week 8am to 4pm (except Christmas Day)	Toilets staffed seven days per week (except Christmas Day)	Staffed seven days per week (except Christmas Day)	Achieved. Toilets open every day (except Christmas Day).
Attractive bedding displays in the District	Flowering bedding displays	Flowering bedding displays changed in high profile areas twice per year	Achieved. Displays during September 2009 and December 2009/ January 2010

Notes

1. The information contained in the above summary has been extracted from the Kawerau District Council Annual Report dated 1 November 2010.
2. This summary does not provide as complete an understanding as the Annual Report, which may be viewed on our website at 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 Unqualified Opinion. This summary report has also been examined by Audit New Zealand for consistency with the full report, and has been given an Unqualified Opinion.