



**KAWERAU DISTRICT COUNCIL**

**SUMMARY ANNUAL REPORT**

**FOR THE YEAR ENDED 30 JUNE 2011**

**MAYOR'S MESSAGE**

The 2010/2011 financial year has been a very busy but successful period for the Kawerau District Council.

In July 2010, a petition from 1661 people submitted that the Rangitaiki Ward should be transferred from the Whakatane District to the Kawerau District. A formal process of meetings, submissions and hearings followed, culminating in a decision by the Local Government Commission in early May of this year, to leave the Rangitaiki Ward in Whakatane.

During October 2010, Council was involved in the local elections, which attracted a significant number of candidates and returned one new Elected Member, Councillor Rex Savage.

January 2011 saw a residents' satisfaction survey showing that over 90 percent of the Kawerau Community is satisfied with the way rates are spent, with the Mayor and Councillors and with Council staff.

In March 2011 the boundary between the Whakatane and Kawerau Districts was altered. Kawerau gained an additional 160 hectares along state highway 34 to enable the development of a new industrial zone. The alteration completed a successful number of months for Council working with tangata whenua landowners and the Whakatane District Council.

Throughout the year it has been very pleasing to see the Kawerau Youth Council grow and further consolidate its activity. Members are now not only gaining recognition within Kawerau but also making a positive impression beyond the District. Just about all Council's performance targets were achieved and Council's financial position continues to be very good, which bodes well for the long term future of the district.

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 25 October 2011 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 2011

We have audited the summary of the annual report (the summary) as set out on pages 3 to 20, 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 2011 on which we expressed an unmodified audit opinion in our report dated 25 October 2011.

The summary comprises:

- the summary statement of financial position as at 30 June 2011, 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 25 October 2011 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 in our capacity as auditor we have no relationship with, or interest in, the District Council.



Clarence Susan,  
Audit New Zealand  
On behalf of the Auditor-General  
Tauranga, New Zealand  
25 October 2011

## STATEMENT OF COMPREHENSIVE INCOME

For the Year Ended 30 June 2011

<u>2009/10</u>		<u>Budget</u>	<u>2010/11</u>
	<b>Income</b>		
6,601,794	Rates revenue	7,030,310	7,151,950
6,070,898	Other revenue	1,109,040	1,664,638
<u>12,672,692</u>	<b>Total Income</b>	<u>8,139,350</u>	<u>8,816,588</u>
	<b>Expenditure</b>		
3,014,918	Employee benefit expenses	3,109,470	3,280,324
2,074,631	Depreciation and amortisation	2,351,650	2,370,962
3,427,799	Other expenses	3,532,120	3,782,709
21,205	Finance costs	2,560	1,113
	Loss on disposal of property, plant and equipment	0	0
5,887		0	0
<u>8,544,440</u>	<b>Total Operating Expenditure</b>	<u>8,995,800</u>	<u>9,435,107</u>
<b>4,128,252</b>	<b>OPERATING SURPLUS/(DEFICIT)</b>	<b>(856,450)</b>	<b>(618,519)</b>
	<b>Other Comprehensive Income</b>		
8,235,617	Gain on Asset Revaluation	0	0
<u><b>12,363,869</b></u>	<b>TOTAL COMPREHENSIVE INCOME</b>	<u><b>(856,450)</b></u>	<u><b>(618,519)</b></u>

## STATEMENT OF CHANGES IN EQUITY

For the Year Ended 30 June 2011

<u>2009/10</u>	<b>Total Equity</b>	<u>Budget</u>	<u>2010/11</u>
50,723,875	Balance at 1 July	56,350,120	63,087,745
12,363,870	Total Comprehensive Income	(856,450)	(618,519)
<u><b>63,087,745</b></u>	<b>Closing Balance</b>	<u><b>55,493,670</b></u>	<u><b>62,469,226</b></u>

## STATEMENT OF FINANCIAL POSITION

As at 30 June 2011

<u>2009/10</u>		<u>Budget</u>	<u>2010/11</u>
	<b>ASSETS</b>		
5,512,400	Current assets	5,583,040	6,208,859
<u>59,200,448</u>	Non-current assets	<u>51,689,840</u>	<u>57,956,207</u>
<b><u>64,712,848</u></b>	<b>TOTAL ASSETS</b>	<b><u>57,272,880</u></b>	<b><u>64,165,066</u></b>
	<b>LIABILITIES</b>		
1,378,723	Current liabilities	1,539,810	1,484,393
<u>246,380</u>	Non-current liabilities	<u>239,400</u>	<u>211,447</u>
<b><u>1,625,103</u></b>	<b>TOTAL LIABILITIES</b>	<b><u>1,779,210</u></b>	<b><u>1,695,840</u></b>
	<b>EQUITY</b>		
43,485,368	Retained earnings	45,276,590	42,866,846
<u>19,602,377</u>	Other reserves	<u>10,217,080</u>	<u>19,602,377</u>
<b><u>63,087,745</u></b>	<b>TOTAL EQUITY</b>	<b><u>55,493,670</u></b>	<b><u>62,469,226</u></b>
<b><u>64,712,848</u></b>	<b>TOTAL LIABILITIES AND EQUITY</b>	<b><u>57,272,880</u></b>	<b><u>64,165,066</u></b>

## STATEMENT OF CASHFLOWS

For the Year Ended 30 June 2011

<u>2009/10</u>		<u>Budget</u>	<u>2010/11</u>
1,196,555	Net cash from operating activities	1,486,540	2,202,845
(2,361,892)	Net cash to investing activities	(1,668,620)	2,846,746
<u>(16,646)</u>	Net cash to financing activities	<u>(500)</u>	<u>(21,398)</u>
(1,181,983)	<b>Net increase/(decrease) in cash, cash equivalents and bank overdrafts</b>	(182,580)	5,028,193
1,308,344	Cash and cash equivalents at the beginning of the year	3,950,000	126,361
<b><u>126,361</u></b>	<b>Cash and cash equivalents at the end of the year</b>	<b><u>3,767,420</u></b>	<b><u>5,154,554</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 2011, 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's 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**

Explanations for major variations from KDC's estimated figures in the 2010/2011 Annual Plan are as follows:

### **Statement of comprehensive income**

There are no major variances from KDC's estimated figures apart from some additional funding so KDC could undertake additional work on reserves and some programmes for the benefit of residents in the community. Also there was additional income from the waste disposal activity because of greater volumes of solid waste.

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

### **Statement of financial position**

Cash and Cash Equivalent was higher than budgeted and Other Financial Assets was lower than budget. This was mostly because all the bank deposits at 30 June 2011 were maturing within 90 days, and therefore are classified as being Cash for the purposes of the Statement of Financial Position.

Non-current Assets are higher than budgeted as these assets have revalued subsequent to the budget figures being approved.

### Statement of cash flow

Net cash from Operating Activities was higher than budgeted, mostly as a result of additional revenue being received for community programmes, upgrading for reserves, and solid waste fees.

Also the net cash from Investing Activities was significantly higher than budgeted as a result of Council having all term deposits invested for a period of less than 3 months (which means they are classified as Cash). Whereas at 30 June 2010 all the term deposits had been invested for a period of greater than 3 months.

### STATEMENT OF COMMITMENTS

Council had no capital commitment at 30 June 2011 (2010 – nil).

	2010	2011
Due less than 1 year	<u>0</u>	<u>0</u>

Council had the following finance lease commitment at 30 June.

	2010	2011
Due less than 1 year	22,322	1,741
Due more than 1 year, less than 2 years	1,756	0
Due more than 2 years, less than 5 years	0	0
Due more than 5 years	<u>0</u>	<u>0</u>
	24,078	1,741
Future finance charges	<u>(1,446)</u>	<u>(15)</u>
	<u>22,632</u>	<u>1,726</u>

### STATEMENT OF CONTINGENT LIABILITIES

Contingent liabilities at 30 June 2011 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 \$8,656 (2009/10 \$20,238).

### POST BALANCE DATE EVENTS

In 2010/11 there were no significant events after balance date (2009/10 nil).

**STATEMENTS OF SERVICE PERFORMANCE****DEMOCRACY**

<b>Levels of Service</b>	<b>Measures</b>	<b>Target 2010/11</b>	<b>Result</b>	<b>Comment</b>
The Community receives quality democracy and representation	Satisfaction with Mayor and Councillors	80%	Achieved.	91% of residents surveyed were satisfied with the performance of the Mayor and Councillors.
	Satisfaction with the way rates are spent	85%	Achieved.	93% of residents surveyed were satisfied with the way rates were spent.
	Number of Council meetings	At least 11 meetings	Achieved.	There were 11 Ordinary Council meetings held during 2010/11.
The Community is able to participate in decision making processes.	Satisfaction with Council consultation	70%	Achieved.	76% of residents surveyed were satisfied with the consultation undertaken by Council.
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.	Annual Report and Annual Plan were adopted within the legislative timeframes.
The Community receives regular communication about key issues.	Frequency of newsletters	At least two per year	Achieved.	Four 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 9 meetings held	Achieved.	There were 12 meetings of the Youth Council held during 2010/11.

## ECONOMIC DEVELOPMENT

Levels of Service	Measures	Target 2010/11	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.	11 reports received regarding level of services.
Information Centre – Public access to Information Centre at times relevant to customer needs	Compliance with contract	98% compliance with contract	Achieved.	To further improve public access, the opening hours were extended from November 2010.
Events Management – Maintain a contestable fund for new events	Retention events provided with funding	Retention of 50% of funded events	Achieved.	3/3 events retained
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.	All reappointments made. 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	Achieved.	5 holiday 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	Implementation of prioritised action points	Achieved.	Action points adopted by Council on 22 February 2011 and implemented.
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.	Study commissioned for NZTE Kawerau project.
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.	Adopted by Toi-EDA on 1 June 2011 and BOP Connections on 22 June 2011.

<b>Levels of Service</b>	<b>Measures</b>	<b>Target 2010/11</b>	<b>Result</b>	<b>Comment</b>
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 developed	Achieved.	Relationship established with NZTE, BANZ, Bay of Connections and Scion.
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.	Included: Putauaki Industrial zone Transpower grid capacity ultra high speed broadband
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.	Not Achieved.	Benchmarks adopted by Council on 28 June 2011
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	Maintained facilities are used to a minimum of 70% of benchmark.	Not Achieved.	Benchmarks for facilities yet to be established.
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.	Not Achieved.	Benchmarks not established although website upgrade completed.
Community well-being – Promote a healthy, active Community through having programmes and support available to encourage residents of all ages to be	Retention of P2H Co-ordinator	P2H Co-ordinator retained	Achieved.	P2H Coordinator appointed to June 2013.

<b>Levels of Service</b>	<b>Measures</b>	<b>Target 2010/11</b>	<b>Result</b>	<b>Comment</b>
more active more often				
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 were completed for 2010/11.
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 were completed for 2010/11.
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.	Worked with various groups. Library mural completed.
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.	Not Achieved.	NZTE project delayed the start to the Positive Ageing Strategy - research has commenced.

## ENVIRONMENTAL SERVICES

### Resource Management

Levels of Service	Measures	Target 2010/11	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.	Council decision on submissions notified June 2011.
Resource consents are processed in accordance with the District Plan and the RMA 1991	Resource consents inspected	100% inspected	Achieved.	
	Monitoring of resource consents for compliance	100% monitored	Achieved.	
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.	Council decisions on submissions notified June 2011.
Resource consents are processed in accordance with the District Plan and the RMA 1991	Resource consents processed within timeframes	100% within timeframes	Achieved.	5/5 processed within timeframes.

### Building Control

Levels of Service	Measures	Target 2010/11	Result	Comments
Council maintains customer satisfaction levels for users of Environmental Services	Satisfaction of service users – Building Inspection Processes	90% satisfaction	Achieved.	100% of users that returned questionnaire were satisfied with services.
	Satisfaction of service users – Building Consents Processes	90% satisfaction	Achieved.	100% of users that returned questionnaire were satisfied with services.
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.	KDC is BCA accredited. Next IANZ re-assessment due December 2011.
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 renewals checked.
	Buildings monitored for compliance with WOF	100% monitored	Not Achieved.	18/64 (28%) monitored during the year.
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.	15/46 (33%) pools checked during the year.
	New notified swimming pools inspected	100% of new notified pools inspected	Achieved.	4/4 new pools inspected.
Building consents and	Building consents	100% within 20	Achieved.	113/113 consents

Levels of Service	Measures	Target 2010/11	Result	Comments
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	processed within timeframes	working days		processed within 20 days
	Project Information Memoranda (PIMs) issued within timeframes	100% within 20 working days	Achieved.	No PIMs issued
	Code Compliance Certificates issued within timeframes	100% within 20 working days	Achieved.	90/90 CCC issued within 20 working days
	Compliance schedules notified within timeframes	100% within five working days	Achieved.	1/1 notified within 5 working days.

## Environmental Health

Levels of Service	Measures	Target 2010/11	Result	Comments
Registered food premises are inspected for compliance with all statutory requirements	Food premises (other than mobile) inspected	100% twice-yearly	Achieved.	35/35 first inspections 34/34 second inspections
	Audits of food premises operating Food Control Plans	100% twice-yearly	Not Achieved.	Annual audits only required. 8/8 completed.
	Other registered premises (including mobile) inspected	100% annually	Achieved.	11/11 inspections undertaken.
Public areas are monitored and kept litter free	Weekday daily litter patrols	Weekday daily litter patrols	Achieved.	497 litter patrols.
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.	17/17 responded to within 1 working day.
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.	398/399. One complaint not actioned by Contractor.
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.	55/55 licence applications actioned within 5 working days.
Motor vehicle accidents and property damage caused by straying stock are prevented	Response to complaints of straying stock	100% immediate response	Achieved.	32/32 complaints responded to immediately.
Public areas are monitored and kept litter free	Removal of notified litter and abandoned cars	100% within two working days	Achieved.	8/8 removal of litter/cars undertaken within 2 working days.
Council maintains customer satisfaction levels for users of Environmental Services	Satisfaction of service users – Environmental health inspection processes	90% satisfaction	Achieved.	100% satisfaction of users completing satisfaction questionnaire.

## Dog Control and Registration

Levels of Service	Measures	Target 2010/11	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.	1,290 dogs registered @ 30 April 2011.
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.	771/771 complaints responded to within 24 hours.
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 undertaken.
Dog owners are provided with areas of public domain to meet their recreational needs	Inspection of dog exercise areas	100% inspected annually	Achieved.	11/11 exercise areas inspected throughout the year.
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.	498 weekday and 357 after hour patrols undertaken for the year.
Council maintains customer satisfaction levels for the Dog Control service.	Satisfaction with Dog Control	68% satisfaction	Achieved.	79% of residents surveyed were satisfied with activity.

## Civil Defence

Levels of Service	Measures	Target 2010/11	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 plans reviewed.
	Levels of household planning and preparedness for a civil defence emergency	At least 35% of households have an emergency kit.	Achieved.	50% of residents surveyed had emergency kits.
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.	
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.	Participated in a national exercise Tangaroa on October 2010.
Plan and provide for civil defence emergency management within the District as required by the Civic Defence Emergency Management Act 2002 – Maintain a Local	Frequency of Civil Defence Centre tests	Four-monthly tests	Achieved.	3 civil defence tests were undertaken during the year.

Levels of Service	Measures	Target 2010/11	Result	Comments
Emergency Incident Response Centre with functional equipment and resources				

### TRANSPORT MANAGEMENT

Levels of Service	Measures	Target 2010/11	Result	Comments
Provide and maintain an adequate system of footpaths for pedestrians.	Satisfaction with footpaths.	80%	Achieved.	80% of residents surveyed were satisfied with footpaths.
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.
	Satisfaction with roading assets	95%	Not Achieved.	89% of residents surveyed were satisfied with roads.
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 road roughness grading was 83.6
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.	There were no complaints for the year.
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 isolated and repaired within timeframe.
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 isolated and repaired within timeframe.
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)	Not Achieved.	All urgent requests responded to, however, unable to confirm it was within the timeframe.
	Timeliness of service requests for stormwater issues (not urgent)	90% within one week of notification (non-urgent requests)	Achieved.	All requests responded to within the 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	Achieved.	All repairs were undertaken within the timeframe.

**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 2010/11	Results	Comments
Provide a quality water supply	Satisfaction with water supply	95%	Achieved.	99% satisfaction with water
Human health is not compromised by the quality of water supplied	Water supply health risk grading	Bb	Not Achieved.	Regrading did not occur. Currently graded Ee.
Water is provided in an environmentally friendly manner	Compliance with water supply resource consents	100%	Not Achieved.	
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.	One instance of E.coli and chlorine was introduced.
Water is delivered to customers at a suitable pressure and flow	Water pressure	No instances of daily samples showing pressure lower than 40 psi	Achieved.	All samples indicated pressure above 40 psi.
Minimal disruptions to supply	Frequency of unplanned shutdowns of water supply reticulation	No more than 12 unplanned shutdowns	Achieved.	There were no unplanned shutdowns of water supply for the year.
	Frequency of unplanned shutdowns of water supply pump stations	No unplanned shutdowns	Achieved.	There were no unplanned shutdowns of water supply for the year.
Reliability of supply	Number of water main breaks	No more than 14 per annum	Achieved.	There were no water main breaks.
Human health is not compromised by the quality of water supplied	Frequency of bacteriological monitoring	At least twice per month	Achieved.	Bacteriological testing undertaken at least twice per month
Complaints are dealt with promptly	Complaints about water supply safety	100% responded to within one hour	Achieved.	No complaints about supply safety received.
	Complaints about water supply pressure	95% responded to by the end of next working day	Achieved.	Only one complaint received.
Reliability of supply	Response times for water supply requests/repairs	95% responded to within two hours	Achieved.	95.6% responded to within the timeframe.

## WASTE MANAGEMENT

### Wastewater

Levels of Service	Measures	Target 2010/11	Result	Comment
Provision of domestic wastewater collection and primary treatment	Satisfaction with wastewater collection	95%	Achieved.	96% satisfaction with service.
Operation of treatment plant	Compliance with wastewater resource consents	100% compliance	Achieved.	
	Number of complaints about wastewater system odours	No more than one justified complaint per annum	Achieved.	There were no justifiable complaints.
Minimise losses of wastewater services	Number of disruptions to wastewater services	< 30 per annum	Not Achieved.	There were 38 disruptions to the wastewater service.
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.	38/38 notifications were responded to within 1 hour.
Restore road openings due to repair	Timeliness of restoration	Within one month	Achieved.	No road restorations 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 2010/11	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 collections undertaken.
	Satisfaction with refuse collection	81%	Achieved.	95% resident satisfaction with service.

### Refuse Disposal

Levels of Service	Measures	Target 2010/11	Result	Comment
Waste generated by the Community is disposed of safely	Refuse disposal complies with resource consents	100% compliance	Achieved.	
Provision of cost effective refuse disposal that will encourage a healthy clean and tidy district	User/visitor satisfaction with refuse disposal.	72%	Achieved.	85% user satisfaction with refuse disposal.
	Resident’s satisfaction with refuse disposal.	65%	Achieved.	72% resident’s satisfaction with refuse disposal.

### Zero Waste

Levels of Service	Measures	Target 2010/11	Result	Comment
Provide information and education about waste minimisation opportunities	Zero Waste targets (reductions in volume of refuse to landfill)	71% reduction compared to 1999/00	Not Achieved.	68% reduction in refuse volume. Increased fees by WDC have resulted in increased volume.
Provide information and education about waste minimisation opportunities	Annual recycling volumes	510 tonnes	Achieved.	Recycling volumes for 2010/11 was 831 tonnes.

## LEISURE & RECREATION

### Library/Museum

Levels of Service	Measures	Target 2010/11	Result	Comment
Provide a public library/museum	Provision of library/museum service	Library/ museum open 50 weeks per year	Achieved.	Library open for 52 weeks. Museum open for 51 weeks.
Acquiring, maintaining and providing the Community with appropriate access to the library collection and services.	Residents satisfaction with public library	92%	Not Achieved.	89% satisfaction with library service but is within margin of error.
	User/visitor satisfaction with public library	98%	Achieved.	98% users/visitors satisfied with service.
	Proportion of residents that have used or visited the library in the past year	79%	Not Achieved.	76% used the service during 2010/11.

### Swimming Pools

Levels of Service	Measures	Target 2010/11	Result	Comment
Carry out daily water quality checks in the main pool	Daily water quality checks (swimming pools)	Checks carried out daily	Achieved.	
	Compliance with water quality standards	95% compliance	Achieved.	
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.	Swimming Pool available for 50 weeks during the year.
Provide a Swimming Pool Complex that enhances leisure opportunities	Resident satisfaction with public swimming pools	90%	Achieved.	94% residents satisfaction with pool
	User/visitor satisfaction with public swimming pools	95%	Achieved.	97% user/visitor satisfaction with pool
	Proportion of residents that have used or visited public swimming pools during year	79%	Achieved.	79% of residents used the pool during 2010/11

### Public Halls and Facilities

Levels of Service	Measures	Target 2010/11	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 weeks of the year
	Proportion of residents that have used or visited public halls during year.	60%	Achieved.	66% of residents surveyed had used a public hall during the year.
Public toilets are provided in high use areas	Availability of public toilets when booked	Public toilets available when booked	Achieved	
Public toilets are provided in high use areas	Cleaning frequency and standards are monitored and	100% compliant with standards	Achieved.	

	compliant for all public toilets			
Three Community halls available for hire: Ron Hardie Recreation Centre, Town Hall and Concert Chamber	Residents satisfaction with public halls	80%	Achieved.	82% of residents were satisfied with public halls.
	User/visitor satisfaction with public halls	92%	Not Achieved.	89% of users satisfied with public halls (within margin of error)
Public Toilets are provided in high use areas	Resident satisfaction with public toilets	80%	Not Achieved.	60% of residents were satisfied with public toilets (Council will review the level of service for this activity).

## Parks and Reserves

Levels of Service	Measures	Target 2010/11	Result	Comment
Provision of a cemetery that accommodates the burial needs of the Community	Number of complaints about burial services	No complaints	Achieved.	
	Resident satisfaction with cemetery	80%	Achieved.	83% resident satisfaction with cemetery.
	Visitor satisfaction with cemetery	86%	Achieved.	96% visitor satisfaction with cemetery
Provision of sports fields and passive recreation reserve areas	Resident satisfaction with parks and reserves	94%	Achieved.	94% residents satisfaction with reserves
	Proportion of residents that have used or visited parks and reserves during the year	90%	Not Achieved.	87% of residents have used or visited a reserve during 2010/11.
Attractive bedding displays in the district.	Resident satisfaction with Community attractiveness and beautification (e.g. flowerbed displays)	90%	Achieved.	97% of residents are satisfied with attractiveness of bedding displays.
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.	
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.	
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.	
Playgrounds maintained to a safe standard	Response time for notifications to remedy playground safety	100% within one working day	Achieved.	No notification 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.	Road berms were mowed 16 times during the year.
Vandalism is attended to on a timely basis	Graffiti removal – general	100% of graffiti removed within timeframes	Achieved.	
Vandalism of Council property is attended to within seven days	Graffiti removal – Council property	100% within seven days	Achieved.	

Playgrounds maintained to a safe standard	Playground inspections	Bi-monthly inspections of all play-grounds	Achieved.	All playgrounds were inspected at least 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.	Received 2 favourable reports from NZ Turf Institute.
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.	
Attractive bedding displays in the District	Flowering bedding displays	Flowering bedding displays changed in high profile areas twice per year	Achieved.	Displays changed twice during the year.

#### Notes

1. The information contained in the above summary has been extracted from the Kawerau District Council Annual Report which was adopted XX October 2011.
2. This document is a summary of the results for 2010/11. 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.