

## 2010 annual report summary

### from the mayor and ceo

Welcome to Council's 2009/2010 Annual Report Summary. This is Council's formal report on its achievement over the last financial year (01 July 2009 to 30 June 2010). This document reports on Council's financial performance as well as other non-financial measures. This report can be broken down into the following sections:

1. Financial statements and notes to these statements:  
Outlines Council's overall financial result and position as at the end of the financial year (30 June 2010).
2. Groups of Activity Statements:  
Reports on financial performance and non-financial performance measures at an activity level (i.e. roading, sewerage etc.). Council is involved in many activities, so activities are grouped together (12 groups) where there is a similarity of output.
3. Other required sections:
  - Report on Council's consultation with Maori
  - Report on Council Controlled Organisations (CCOs)

To meet all reporting requirements (as required by law) means that the full annual report extends out to over 120 pages. Council is required to also produce this summary of its annual report which outlines the major matters of the last financial year.

This is the first year reporting on Council's 2009 - 2019 Long Term Community Outcomes Plan (Long Term Plan). Council prepares a long term plan every three years and uses this as the basis for an annual plan in interim years (the first year of this long term plan acts as the annual plan for 2009/2010). As in recent years, a large focus of the Long Term Plan was to implement a minimal general rate increase. The budget figures used in this report are those as set in the first year of the Long Term Plan. Though the actual financial result is a surplus much of this can be attributed to sources of income that are not used for operational sources, such as vested asset income, interest on special reserves and profit on sale of assets.

Council's 'core business' is maintaining the infrastructure that supports the essential services delivered by Council, i.e. Roading, Stormwater, Sewerage, Water Supply, and Refuse Disposal. These activities alone account for the majority of operating and capital expenditure. Work has begun to establish a 'bring to' recycling facility at the McLeans landfill site. It was hoped to have this up and operational during the financial year, but unfortunately various factors have delayed the project and it is still in the stages of being set up.

The Port of Greymouth operations remain under direct Council management and is operating on a minimalist cost input basis. Even on this basis it continues to operate at a significant loss with funding supplemented from endowment land sales and rentals. Nonetheless an extensive dredging project was commenced during the year to address access issues for key operational areas of the lagoon.

With the Grey District Aquatic centre up and running, attention has turned to the redevelopment of the Spring Creek Aquatic Centre (Runanga pool). This project is well underway, and completion is expected early in 2011. The Grey District Aquatic Centre was well patronised in its first year of operation. The challenge for the Council is to maintain this and keep it as a quality attraction for the residents and visitors to our district.

The Council is proud of how the district has progressed in recent history. Looking forward Council remains positive that the district will remain in a strong position and will continue to grow into the future. Council plays but a small part in this and it is the community commitment by our residents and businesses that keep us moving. A word of thanks to elected representatives for their work and dedication. You have been part of a particularly busy but rewarding period in our District's development.



AF KOKSHOORN  
Mayor



PG PRETORIUS  
Chief Executive Officer



This is a summary of Grey District Council's full 2010 Annual Report.  
The full report can be obtained by visiting Council offices in Tainui St or [www.greydc.govt.nz](http://www.greydc.govt.nz).

# summary financial statements

Grey District Council is a public benefit entity. The information included in the summary financial statements has been extracted from the audited full financial statements (qualified opinion based on lack of data collected for some significant performance measures - refer performance reporting further in this summary document). The full financial statements includes full details of accounting policies, was authorised for issue by the Council on 08 November 2010, was prepared in accordance with generally accepted accounting practice in New Zealand and fully complied with New Zealand Equivalents to International Financial Reporting Standards (NZ IFRS).

## Notes to the Financial Statements for the year ended 30 June 2010.

### Basis of Preparation:

The Council has prepared the summary financial statements in order to provide users with an overview of the performance of Council. The specific disclosures included in the summary financial report have been extracted from the full audited annual report dated 08 November 2010. Council did not complete and adopt its Annual Report by 31 October 2010 as required by Section 98 (3) of

the Local Government Act 2002

Users of the summary financial statements should note that the information contained therein cannot be expected to provide as complete an understanding as provided by the full financial statements of the financial performance, financial position, cashflows, and service performance measures of the Council. Users who require additional information should access the full Council Annual Report from:

- the Council website at [www.greydc.govt.nz](http://www.greydc.govt.nz); or
- contact the Council on 03 769 8600

The summary financial statements are presented in New Zealand dollars and are rounded to the nearest thousand dollars (\$000) where indicated. These summary financial statements have been prepared in accordance with FRS 43: Summary Financial Statements.

The summary has been authorised for issue by GDC management on 22 November 2010

# audit report

AUDIT NEW ZEALAND  
Mana Arotake Aotearoa

## Audit Report

To the readers of Grey District Council's  
summary financial statements, performance  
information and the other requirements  
for the year ended 30 June 2010

We have audited the summary financial statements, performance information and the other requirements of Schedule 10 of the Local Government Act 2002 as set out on pages 2 to 8.

### Qualified opinion

In our report to the readers of Grey District Council's full annual report dated 8 November 2010 we expressed the following qualified audit opinion:

### Our work was limited because no data was collected for some significant performance measures

Two significant parts of the District Council's performance framework (the framework) are the length of time it takes to respond to complaints and requests for service, and users' satisfaction with the services they receive. These are significant because response times can affect the quality of services received by ratepayers, and user satisfaction indicates the quality of services to ratepayers. These parts of the District Council's framework are also significant because other measures of performance in the framework are not able to compensate for having no data on response times and user satisfaction.

The District Council did not collect data about how long it took to respond to various ratepayers' complaints and requests for service. As a result the District Council estimated how long it took to respond. Our work was limited because we were unable to obtain sufficient appropriate audit evidence to support the District Council's estimates.

Also, the District Council did not carry out a survey as planned in its 2009-2019 long-term council community plan, nor has it any information from any previous survey. As a result the District Council has not been able to present a relevant indicator of the quality of services to ratepayers. Our work was limited and there were no audit procedures we could apply, given there was no data collected on user satisfaction.

In our opinion:

- The financial statements of the District Council on pages 18 to 57 of the full Annual Reports:
  - comply with generally accepted accounting practice in New Zealand; and
  - fairly reflect:
    - the District Council's financial position as at 30 June 2010; and
    - the results of its operations and cash flows for the year ended on that date.



- Except for the District Council's estimates of how long it took to respond to complaints and requests for service, and the District Council not providing a relevant indicator of users' satisfaction with its quality of services to ratepayers, the performance information of the District Council on pages 58 to 128 of the full Annual Report:
  - complies with generally accepted accounting practice in New Zealand; and
  - fairly reflects the District Council's levels of service for the year ended 30 June 2010, including:
    - the levels of service as measured against the intended levels of service adopted in the long-term council community plan; and
    - the reasons for any significant variances between the actual service and the expected service.
- The District Council has complied with the other requirements of Schedule 10 of the Local Government Act 2002 that are applicable to the annual report, and that are included in the District Council's financial statements and performance information (the "other requirements").

In our opinion:

- the summary financial statements, performance 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, performance information and the other requirements complies with FRS-43: Summary Financial Statements and is consistent with the full financial statements, performance information and the other requirements from which they are derived.

### Basis of opinion

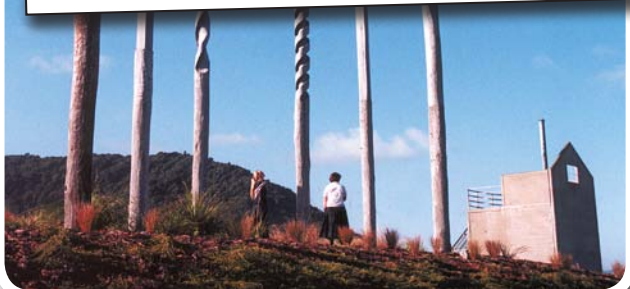
Our audit was conducted in accordance with the Auditor-General's Auditing Standards, which incorporate the New Zealand Auditing Standards. Other than in our capacity as auditor, we have no relationship with or interests in Grey District Council.

### Responsibilities of the Council and the Auditor

The Council is responsible for preparing the summary financial statements, performance 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, performance information and the other requirements of Schedule 10 of the Local Government Act 2002. These responsibilities arise from the Local Government Act 2002.

*Ian Lothian*

Ian Lothian  
Audit New Zealand  
On behalf of the Auditor-General  
Christchurch, New Zealand  
22 November 2010



## summary statement of comprehensive income

for the year ended  
30 June 2010

|  | Note | Actual<br>2010<br>\$000 | Budget<br>2010<br>\$000 | Last Year<br>2009<br>\$000 |
|--|------|-------------------------|-------------------------|----------------------------|
| <b>INCOME</b>  |      |                         |                         |                            |
| Rates revenue  |      | 11,724                  | 11,541                  | 11,081                     |
| Other revenue, and other gains/(losses)                                      |      | 13,936                  | 12,591                  | 11,178                     |
| <b>Total income</b>  |      | <b>25,660</b>           | <b>24,132</b>           | <b>22,259</b>              |
| <b>EXPENDITURE</b>   |      |                         |                         |                            |
| Employee expenses  |      | (4,099)                 | (3,650)                 | (3,439)                    |
| Depreciation   |      | (7,171)                 | (7,198)                 | (6,721)                    |
| Other expenses   | 1    | (9,446)                 | (9,918)                 | (9,265)                    |
| Finance costs  |      | (561)                   | (755)                   | (1,125)                    |
| <b>Total operating expenditure</b>   |      | <b>(21,277)</b>         | <b>(21,521)</b>         | <b>(20,550)</b>            |
| <b>Net surplus/(loss) before tax</b>   |      | <b>4,383</b>            | <b>2,611</b>            | <b>1,709</b>               |
| Income tax expense   |      | -                       | -                       | -                          |
| <b>Surplus/(deficit) after tax<br/>attributable to Grey District Council</b> |      | <b>4,383</b>            | <b>2,611</b>            | <b>1,709</b>               |
| <b>OTHER COMPREHENSIVE INCOME</b>  |      |                         |                         |                            |
| Increase in asset revaluation reserve  |      | -                       | -                       | -                          |
| <b>Total comprehensive income</b>  |      | <b>4,383</b>            | <b>2,611</b>            | <b>1,709</b>               |

1. Related parties transactions have occurred on an arms length basis and are fully disclosed in the full annual statements.

### Summary of capital commitments approved and contracted

During its annual planning process for the 2010/2011 financial year, Council approved \$15,647,000 to be spent on Capital Works (2008/2009 - \$11,800,000) associated with Council's various assets and functions. A detail of the works to be carried out is included in the 2010 - 2011 Annual Plan which was adopted by Council on 29 June 2010 and released to the public.

Council has also approved budget carryforwards for work not completed during 2009/2010 of \$6,346,887.

### Summary of contingent assets, contingent liabilities

A full disclosure of contingent assets and liabilities is disclosed in the full annual statements, relating to:

1. Loan Guarantor - Council is listed as sole guarantor for loans that the West Coast Theatre Trust has entered into totalling \$1,293,000, and as agreed to act as guarantor for borrowing Westurf Recreation Trust may enter into up to \$200,000. As at balance date Council does not expect any of these guarantees to be called upon (contingent liability).
2. Defined benefit superannuation scheme - Council's ongoing commitment as a participating employer in the National Provident Fund's Defined Benefit Plan (contingent liability);
3. Resource consents - Council has entered into a number of bonding arrangements with various subdividers, whereupon the financial contributions payment to Council is delayed until the sale of each individual lot (contingent asset).

### Major variances against budget

the above table shows Council's total income and expenditure for the year, generating a net surplus of \$4,383,000. The main differences from those that were anticipated in the budget are:

| statement of comprehensive income  | actual<br>variance to<br>budget<br>\$000 | greater or<br>less than<br>budget |
|--|--|-----------------------------------|
| Other revenue  | (1,803)                                  | less                              |
| \$1,209,000 difference relates to amount of subsidy received towards the Greymouth sewerage scheme. Claims are paid based on actual work completed, and due to the timing of eligible work completed at the time of claim being less than forecast, the balance of the subsidy will be claimed in the future (once work completed).  |  |                                   |
| \$411,000 relates to subsidies still to be claimed for the Blackball Water Supply upgrade. The subsidy claim can only be based on work completed, as such the balance will be claimed once the balance of work is completed  |  |                                   |
| Other gains/(losses)   | 3,148                                    | greater                           |
| This relates to vested assets income. In the 2009/2010 financial year the West Coast Regional Council completed an upgrade of the Greymouth floodwall. As this is owned by the Grey District Council the value of this has been transferred to Council's asset value (and as such recognised as vested income). Whilst Council was aware of this at the time of preparing budgets, it was not included due to it being a 'paper' transaction. Council is not responsible for the renewal/replacement of this asset, and as such does not fund any associated depreciation. |  |                                   |
| Employee expenses  | 449                                      | greater                           |
| \$152,000 relates to staffing costs of the new Greymouth Aquatic Centre. 2009/2010 budgets were prepared on best estimates prior to the facility opening. Actual required cost inputs have proven to be higher. This includes staff costs of setting up swim school facilities, whilst income won't commence until 2010/2011.  |  |                                   |
| Approximately 5% above budget, due to impact of new collective contract, and an increase in accrued leave (employee entitlements).   |  |                                   |
| Other expenses   | (472)                                    | less                              |
| \$344,000 relates to an 'unwinding' of a provision for doubtful debts (relates to one port debtor), which Council recovered the majority share (this had been expensed in prior year accounts)   |  |                                   |
| In community services a number of costs saved were 'across the board' (\$159,000), however more significant savings were made in Aquatic centre operational costs, which partly offset the increased staff costs.  |  |                                   |
| Finance costs  | (194)                                    | less                              |
| Council has a number of interest rate swaps, which are incorporated into the accounts at fair value as at balance date. The liability of these interest rate swaps has decreased \$195,000 in the 2009/2010 year, which is reflected in finance costs. This is a 'non-cash' transaction and relates to the timing when these value movements are recognised. Council expects its finance costs over the long term to be close to budget.   |  |                                   |

| statement of changes in equity<br>for the year ended 30 June 2010       | Actual<br>2010<br>\$000 | Budget<br>2010<br>\$000 | Last Year<br>2009<br>\$000 |
|---|-------------------------|-------------------------|----------------------------|
| Balance at 01 July  | 302,049                 | 300,858                 | 300,340                    |
| Total comprehensive income  | 4,383                   | 2,611                   | 1,709                      |
| <b>Total recognised income/(expense) for<br/>the year ended 30 June</b> | <b>4,383</b>            | <b>2,611</b>            | <b>1,709</b>               |
| Balance at 30 June  | 306,432                 | 303,469                 | 302,049                    |

| summary balance sheet<br>as at 30 June 2010     | Actual<br>2010<br>\$000 | Budget<br>2010<br>\$000 | Last Year<br>2009<br>\$000 |
|---|-------------------------|-------------------------|----------------------------|
| Current Assets                                  | 14,420                  | 10,764                  | 15,323                     |
| Non Current Assets                              | 306,576                 | 308,942                 | 301,589                    |
| <b>TOTAL ASSETS</b>                             | <b>320,996</b>          | <b>319,706</b>          | <b>316,912</b>             |
| Current Liabilities                             | 11,851                  | 4,969                   | 10,484                     |
| Non Current Liabilities                         | 2,713                   | 11,268                  | 4,379                      |
| <b>TOTAL LIABILITIES</b>                        | <b>14,564</b>           | <b>16,237</b>           | <b>14,863</b>              |
| <b>EQUITY</b>                                   |                         |                         |                            |
| Retained earnings                               | 207,242                 | 209,914                 | 203,105                    |
| Special Funds                                   | 16,193                  | 13,311                  | 15,916                     |
| Trusts Bequests and Other Reserves              | 543                     | 643                     | 574                        |
| Revaluation reserve                             | 82,454                  | 79,601                  | 82,454                     |
| <b>Total equity attributable to the Council</b> | <b>306,432</b>          | <b>303,469</b>          | <b>302,049</b>             |
| <b>TOTAL EQUITY AND LIABILITIES</b>             | <b>320,996</b>          | <b>319,706</b>          | <b>316,912</b>             |

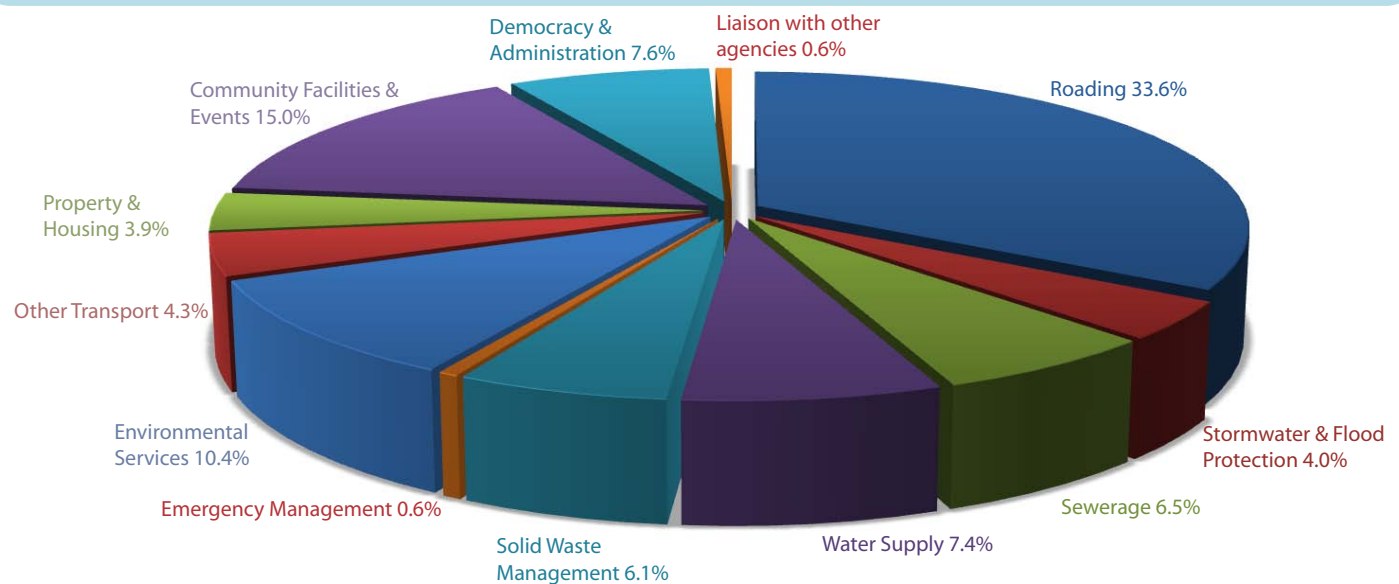
#### MAJOR VARIANCES AGAINST BUDGET

| ASSETS  |         |         |
|---|---------|---------|
| Cash and cash equivalents   | 1,543   | greater |
| Relate mainly to timing differences, related to Trade and other payables being higher than budget (i.e. money to be paid soon after balance date) and a number of key projects not yet completed/commenced (i.e. some of the revenue received, but work still to be paid for).  |         |         |
| Trade and other receivables (current and non current)   | 1,774   | greater |
| A large portion is made up of the New Zealand Transport Agency receivable of \$1,300,000. Council also made two subsidy claims in June 2010 for the Greymouth scheme and the Blackball water upgrade totalling \$1,539,000 that are included as a receivable as were not due/paid until July 2010.  |         |         |
| Property, plant and equipment   | (2,773) | less    |
| A number of key capital projects have as at balance date not commenced, or are not complete. Notable items are:<br>- Taylorville Sewerage Scheme, \$2,390,000, not commenced, awaiting subsidy approval<br>- Greymouth Sewerage Scheme, \$2,068,000 less spent than scheduled to spend this year<br>- Blackball Water Upgrade, in progress, \$404,000 less than budget (work to complete)<br>The amount of works to be completed/commenced also reflects that \$3,296,000 of assets additions are reflected in the accounts that were not included in the budget figures (Greymouth floodwall upgrade). |         |         |
| LIABILITIES   |         |         |
| Trade and other payables  | 1,254   | greater |
| A number of larger projects were completed in June, or had significant progress payments due in June. This meant the money wasn't paid until July, and the balance is therefore reflected as a payable.   |         |         |
| Borrowings (Current and Non Current)  | (3,666) | less    |
| Due to a number of key capital projects not yet proceeding/completed, the borrowing required to fund these is not yet required. Notably these are:<br>- Taylorville Sewerage Scheme \$2,380,000<br>- Stormwater upgrades - \$104,000<br>Also an additional amount of debt was repaid, of \$98,000 towards outstanding loans for McLeans landfill.   |         |         |
| EQUITY  |         |         |
| EQUITY  | 2,963   | greater |
| Variances as noted above (balance sheet and statement of comprehensive income) are reflected in equity  |         |         |

| summary statement of cashflows<br>for the year ended 30 june 2010                | Actual<br>2010<br>\$000 | Budget<br>2010<br>\$000 | Last Year<br>2009<br>\$000 |
|--|-------------------------|-------------------------|----------------------------|
| <b>CASH FLOWS FROM OPERATING ACTIVITIES</b>                                      |                         |                         |                            |
| Total cash inflows from operating activities                                     | 21,096                  | 22,684                  | 21,601                     |
| Total cash outflows from operating activities                                    | (14,185)                | (14,121)                | (13,094)                   |
| <b>Net cash from operating activities</b>  | <b>6,911</b>            | <b>8,563</b>            | <b>8,507</b>               |
| <b>CASH FLOWS FROM INVESTING ACTIVITIES</b>                                      |                         |                         |                            |
| Total cash inflows from investing activities                                     | 21,843                  | 25,822                  | 55,845                     |
| Total cash outflows from investing activities                                    | (27,964)                | (37,470)                | (66,973)                   |
| <b>Net cash from investing activities</b>  | <b>(6,121)</b>          | <b>(11,648)</b>         | <b>(11,128)</b>            |
| <b>CASH FLOWS FROM FINANCING ACTIVITIES</b>                                      |                         |                         |                            |
| Total cash inflows from financing activities                                     | -                       | 2,788                   | 1,500                      |
| Total cash outflows from financing activities                                    | (185)                   | (250)                   | (31)                       |
| <b>Net cash from financing activities</b>  | <b>(185)</b>            | <b>2,538</b>            | <b>1,469</b>               |
| <b>Net (decrease)/increase in cash,<br/>cash equivalents and bank overdrafts</b> | <b>605</b>              | <b>(547)</b>            | <b>(1,152)</b>             |
| Cash, cash equivalents and bank overdrafts<br>at the beginning of the year       | 7,366                   | 6,975                   | 8,518                      |
| <b>Cash, cash equivalents and bank<br/>overdrafts at the end of the year</b>     | <b>7,971</b>            | <b>6,428</b>            | <b>7,366</b>               |

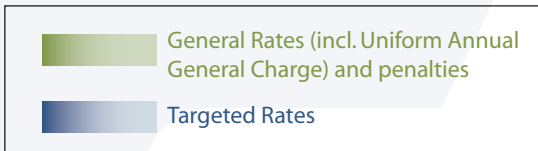
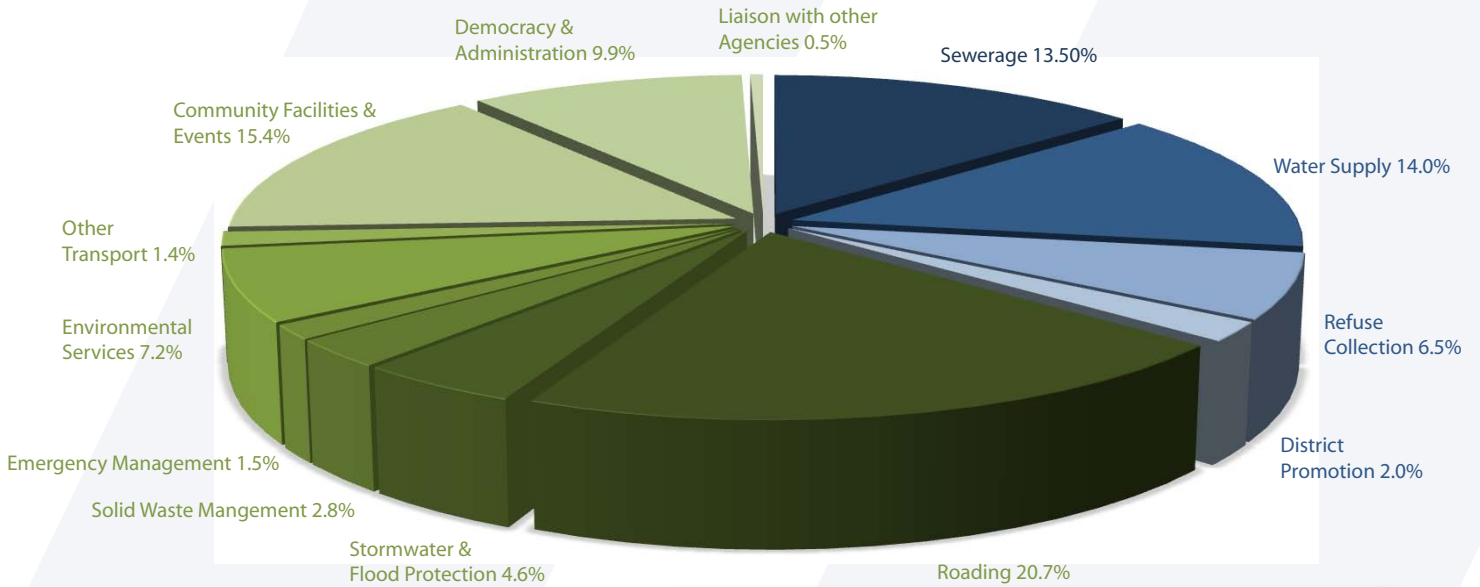


### total expenditure per activity



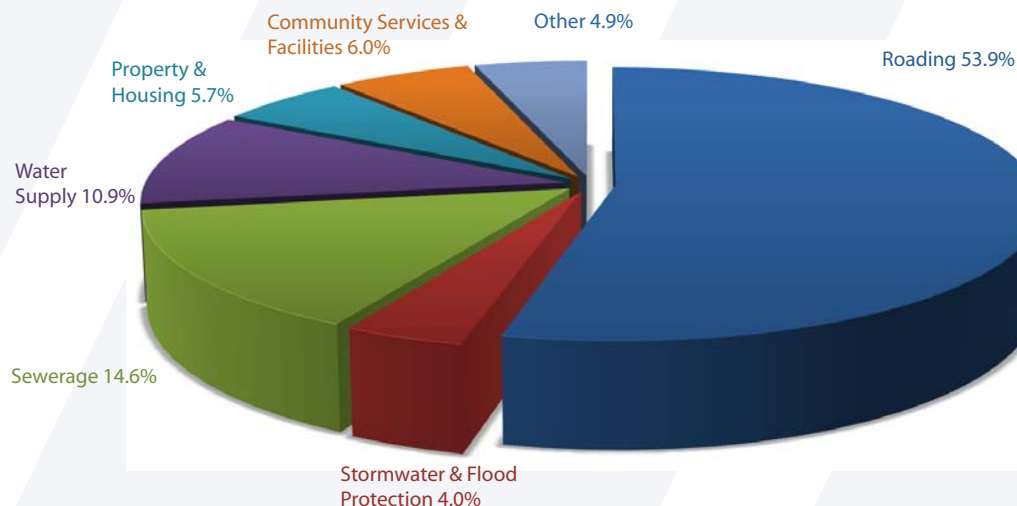
Total expenditure of \$21,277,000 includes all operating and maintenance items, staff costs, interest expenditure and depreciation. It does not include the money spent replacing existing or purchasing new assets (refer to next graph). Internal administration costs (staff costs plus overheads) have been allocated against each activity of Council using the most appropriate method.

## where council spent rates



|  | Actual 2010<br>\$000 | Budget 2010<br>\$000 | Last Year<br>2009<br>\$000 |
|--|----------------------|----------------------|----------------------------|
| <b>TARGETED RATES</b>                    |                      |                      |                            |
| District Promotion                       | 229                  | 209                  | 218                        |
| Refuse Collection                        | 763                  | 757                  | 676                        |
| Water Supplies                           | 1,385                | 1,371                | 1,335                      |
| Water Meter Rates                        | 261                  | 275                  | 208                        |
| Sewerage Collection                      | 1,587                | 1,647                | 1,449                      |
| <b>GENERAL RATES</b>                     |                      |                      |                            |
| General Rate                             | 5,256                | 5,094                | 4,996                      |
| Uniform Annual General Charge            | 2,106                | 2,066                | 2,067                      |
| <b>PENALTIES</b>                         |                      |                      |                            |
| Rate Penalties                           | 137                  | 122                  | 132                        |
| <b>Total rates revenue</b>               | <b>11,724</b>        | <b>11,541</b>        | <b>11,081</b>              |
| <b>RATES REMITTED ARE AS FOLLOWS:</b>    |                      |                      |                            |
| Rates on land where GDC is the ratepayer | 228                  | 190                  | 168                        |
| Rate discounts                           | 27                   | 27                   | 25                         |
| Rates remitted per Council policy        | 67                   | 31                   | 57                         |

## capital expenditure per activity



Council spent a total of \$7,706,000 on replacing existing assets and acquiring/building new assets. Items of note were:

- Atarau Road, strengthening and widening \$1,069,000
- Greymouth sewerage upgrade (on-going) \$ 873,000
- General roading renewals \$2,500,000
- Blackball water supply upgrade (filtration) \$ 406,000

# summary of significant performance measures

What Council has spent and where is outlined in the financial tables and graphs as shown above. Council also measures non financial performance against a number of measures (all of which are contained within the full annual report).

## Responding to requests for service

An important performance target for Council's land transport, stormwater and flood protection, sewerage and water supply groups of activities is that it will respond to a certain percentage of requests for service within a certain timeframe. All requests received by Council are recorded in a service request system. However, during the year this service request system was not set up to record the times that requests were received and then subsequently responded to. Therefore for many performance measures (including measures not summarised in this document) we cannot report the actual response times against the

measures disclosed. Council has contracts in place with external contractors which include specified response times for service requests. Council staff monitor the performance of contractors in meeting these response times. While Council's systems did not record the response times, Council staff were satisfied that the contractors responded within a reasonable time. Council staff have no reason to believe that the contractor has not responded to service requests in line with the specifications of the contract.

Council is in the process of putting in place processes to improve the recording of response times for the 2010/11 year.

## User satisfaction survey

Council signalled in its 2009 - 2019 Long Term Plan that it would undertake a user satisfaction survey, which would be used as a basis for performance reporting for most

activities. This satisfaction survey was not undertaken in 2009-2010, and therefore Council cannot report a result on these performance measures.

## Significant performance measures are as below

Symbols where used:

| SYMBOL | DESCRIPTION               |
|--------|---------------------------|
| 😊😊     | better result than target |
| 😊      | achieved required target  |
| 😐      | some targets achieved     |
| 😞      | did not achieve target    |
| ?      | unknown/not measured      |

| roading    | How it contributes to our community outcomes   | Council's goal   | How we measure our performance   | target                          | target achieved? | note  |
|------------|--|--|--|---------------------------------|------------------|---|
|            |  |  |  | 2010                            | 2010             |   |
|            | <p><b>ECONOMY: PRO-ACTIVE SERVICES PROVISION</b><br/>Land transport is an essential service to support the local economy.</p> <p><b>SAFETY: PERSONAL AND PROPERTY SAFETY</b><br/>Provision of safe land transport services reduces the potential for crashes and injuries to occur.</p> <p><b>ENVIRONMENT: HARMONIOUS AND COMPLIMENTARY LAND-USE</b><br/>Local transportation networks will be provided to meet community needs without significantly compromising on the natural values of our environment.</p> | Provide a reliable roading network                               | On arterial and major collector roads we respond to emergency events within 1 hour of notification or identification, and roads reopened to at least single lane traffic within 24 hours of arrival at site.   | 90% of events                   | 😊                | As disclosed above council did not have a system in place to record the response time to emergency events. Council staff monitored the performance of contractors, including whether emergency events was responded to within 1 hour and roads reopened within 24 hours. This monitoring did not identify any instances where the target response times were not met  |
|            |  |  | On all other roads we respond to emergency events within 2 hours of notification or identification, and roads reopened to at least single lane traffic within 48 hours of arrival at site.   | 90% of events                   | 😊                | As disclosed above council did not have a system in place to record the response time to emergency events. Council staff monitored the performance of contractors, including whether emergency events was responded to within 2 hours and roads reopened within 48 hours. This monitoring did not identify any instances where the target response times were not met   |
|            |  |  | Potholes repaired within 10 working days of being notified or identified by maintenance contractors on arterial and major collector roads  | 85%                             | 😊                | As disclosed above council did not have a system in place to record the response time to repairing potholes. Council staff monitored the performance of contractors, including whether potholes were repaired within 10 days. This monitoring did not identify any instances where the target response times were not met   |
|            |  |  | Potholes repaired within 20 working days of being notified or identified by maintenance contractors on all other roads   | 75%                             | 😊                | As disclosed above council did not have a system in place to record the response time to repairing potholes. Council staff monitored the performance of contractors, including whether potholes were repaired within 20 days. This monitoring did not identify any instances where the target response times were not met   |
| stormwater | <p><b>ECONOMY: PRO-ACTIVE SERVICES PROVISION</b><br/>Facilities required to protect the district's economy due to the relatively high rainfall.</p> <p><b>SAFETY: PERSONAL AND PROPERTY SAFETY</b><br/>Effective and efficient mitigation protects people and property.</p> <p><b>ENVIRONMENT: ENVIRONMENTAL SUSTAINABILITY</b><br/>Maintains, protects and enhances the environment by providing stormwater and flood protection facilities</p>   | The systems are working effectively                              | Major blockages/failures removed/fixes within 1 day of notification  | 100%                            | 😊                | As disclosed above council did not have a system in place to record the response time to remedying major blockages/failures. Council staff monitored the performance of contractors, including whether major blockages/failures were fixed within 1 day. This monitoring did not identify any instances where the target response times were not met  |
|            |  |  | Maximum number of incidents of ponding (rain events within design capacity) identified and resolved within approved budgets or referred to Council either as emergency works or programmed in following years budget.  | 1                               | 😞                | There were eight service requests received regarding ponding in the 2009/2010 year. However at this stage it is unconfirmed if there is insufficient capacity at all the locations where these service requests were received for them to be confirmed as ponding incidents. Council's aim is to identify areas where actual capacity of stormwater systems is less than the accepted national standards or agreed Council standard.  |
| sewerage   | <p><b>ENVIRONMENT: ENVIRONMENTAL SUSTAINABILITY</b><br/>Maintains, protects and enhances the environment by providing for the collection, treatment and safe disposal of waste</p> <p><b>HEALTH: A HEALTHY, POSITIVE COMMUNITY THROUGH ACCESS TO QUALITY AND AFFORDABLE COUNCIL SERVICES</b><br/>Contributes to the public health of the community</p>   | The systems are working effectively                              | A low number of complaints received about odours from Council sewerage systems   | 2 per 1000 connected properties | 😊                | There were 1.78 complaints regarding odour per 1000 properties connected to council sewerage systems in the year ended 30 June 2010. There were 7,922 properties connected to council sewer systems as at 30 June 2010. Where the service requests involved odour from manholes chlorine tablets were used to resolve the issue. Installation of a new ventilation pipe and sealed manhole lids at the Steer Avenue pump station resolved issues in this area. While all issues at the Steer Avenue and Johnson Street pump stations were resolved throughout the year they will continue periodically in when periods of fine weather are followed by high rainfall events until all properties within the scheme areas have completed separation of their services. |
|            |  |  | Number of waste water overflows  | 5 max per community p.a.        | 😊                | There was one waste water overflow event in Runanga during the year ended 30 June 2010. Overflow events have increased in the Runanga area due to rainfall events and the condition of the Runanga Sewerage Scheme with respect to the stormwater increase.   |
|            | <p><b>ECONOMY: DEVELOPING NEW OPPORTUNITIES FOR LOCAL INVESTMENT</b><br/>Provision of new schemes and upgrade of existing schemes creates opportunities for economic growth.</p> <p><b>ENVIRONMENT: ENVIRONMENTAL SUSTAINABILITY</b><br/>Maintains, protects and enhances the environment by providing for the collection, treatment and safe disposal of waste</p>  | Properties connect to new schemes provided as soon as practical  | All applicable properties in Paroa / South Beach connected by 30 June 2009. It is Council policy for all properties to be connected by 30 June 2009, however given the likelihood that this is not achieved Council has retained the performance measure in this plan. | 100%                            | 😞                | As at 30 June 2010 there was a significant number of properties in Paroa/South Beach still not connected to the sewerage scheme.  |
|            |  |  | All applicable properties in Cobden connected by 30 June 2010.   | 100%                            | 😞                | As at 30 June 2010 22% of properties in Cobden were connected to available services. Council resolved to enforce connection to the services after 30 June 2011.   |
|            |  |  | All applicable properties in Blaketown connected by 30 June 2011   | n/a                             | n/a              | The applicable deadline has not passed, however it is noted there are a large number of properties to connect.  |
|            |  | The Greymouth sewerage scheme is completed on time and on budget | Completed by 30 June 2014  | 50%                             | 😊                | A desktop survey showed that 50% of the new Greymouth sewerage scheme has been completed as at 30 June 2010. It is expected the scheme will be completed by 30 June 2014 and to be within the allocated budget.   |

| water supply           | How it contributes to our community outcomes   | Council's goal   | How we measure our performance  | target  | target achieved?                                    | note   |         |   |
|------------------------|--|--|---|---|---|--|---------|---|
|                        |  |  |   | 2010  | 2010  |  |         |   |
| water supply           | <b>ENVIRONMENT: ENVIRONMENTAL SUSTAINABILITY</b><br>There is sufficient water to meet the needs of communities and ecosystems<br><br><b>HEALTH: A HEALTHY, POSITIVE COMMUNITY THROUGH ACCESS TO QUALITY, AFFORDABLE COUNCIL SERVICES</b><br>Water is supplied in a timely, sustainable, and affordable manner<br><br><b>ECONOMY: DEVELOPING NEW OPPORTUNITIES FOR LOCAL INVESTMENT</b><br>Provision of water supplies assists industrial and commercial growth. New water supplies or extension of existing supplies also creates opportunities for growth.<br><br><b>SAFETY: PERSONAL AND PROPERTY SAFETY</b><br>Provide water supplies that meet fire fighting standards | The systems are working effectively and efficiently  | Supply is maintained for the following % of time  | 95%   | ☺   | Monitoring of contracts by council staff confirms that water supply was maintained 95% of the time during the 2009/2010 year. Water supplies were interrupted throughout the year. There were interruptions to water supplies due to major break in Tainui Street during March and scheduled shutdowns to enable raising of the floodwall.<br><br>As disclosed above council did not have a system in place to record the response time to emergency repairs Council staff monitored the performance of contractors, including whether emergency repairs was responded to within 3 hours. This monitoring did not identify any instances where the target response times were not met<br><br>As disclosed above council did not have a system in place to record the response time for repairs of major pipe breaks and leaks. Council staff monitored the performance of contractors, including whether repairs were responded to within 1 day. This monitoring did not identify any instances where the target response times were not met |         |   |
|                        |  |  |   | 3 hours   | ☺   |  |         |   |
|                        |  |  |   | 1 working day                                       | ☺   |  |         |   |
|                        |  |  |   |   |   |  |         |   |
| solid waste management | <b>ENVIRONMENT: ENVIRONMENTAL SUSTAINABILITY</b><br>Maintains and protects environmental values by providing a safe location to dispose of refuse.<br><br>Promotes alternatives to disposal<br><br><b>ECONOMY: PRO-ACTIVE LAND AND SERVICES PROVISION</b><br>Provide the most economically efficient method of waste disposal<br><br><b>IDENTITY: A COMMUNITY FOCUSED ON THE FUTURE BUT COMFORTABLE WITH THEIR PAST</b><br>Provision of refuse collection and recycling services enhances the overall attractiveness of the District.  | Provide facilities as an alternative to landfill disposal  | A reduction in the tonnage of waste per capita deposited in McLean's Landfill                 | 5% less than 2008/2009 tonnage                      | ☹   | There was a reduction of 2% in waste per capita for the year ended 30 June 2010 from the previous year.<br><br>All properties within the service area received refuse collection at least once a week during the financial year ended 30 June 2010.<br><br>There were two services requests received and resolved regarding solid waste management during the 2009/2010 year. Both service requests were regarding non-collection of bags and were resolved when council contact the applicable contractor.<br><br>One abatement notice was issued for McLeans Landfill regarding contamination of a stream while contractors were performing improvements to the leachate treatment system.   |         |   |
|                        |  |  |   | 1   | ☺   |  |         |   |
|                        |  |  |   | 4.0   | ☺   |  |         |   |
|                        |  |  |   | nil   | ☹   |  |         |   |
| council                | ALL OUTCOMES   | Maintaining the highest level of personal conduct and integrity as Council and individual                                | % of correspondence replied to within 10 working days.  | 60%   | ☹   | 56% of correspondence received and recorded in the 2009/2010 year was responded to within 10 working days.<br><br>84% of all agenda items were held in open Council for the year ended 30 June 2010.   |         |   |
|                        |  |  |   | 75%   | ☺   |  |         |   |
| district planning      | <b>ENVIRONMENTAL SUSTAINABILITY</b><br>Good planning and aesthetic standards contribute to an attractive living/working environment.<br><br><b>A HEALTHY, POSITIVE COMMUNITY THROUGH ACCESS TO QUALITY COUNCIL SERVICES</b><br>Planning and the District Plan contribute to a healthy, safe environment.<br><br><b>ECONOMY: DEVELOPING NEW OPPORTUNITIES FOR LOCAL INVESTMENT</b><br>It adds to the attraction for local investment.   | District Planning is strongly focused on balance as a means of securing environmental sustainability                     | Annually monitoring a number of consents for compliance with conditions (% of total consents) | 2%  | ☹   | 15 consents were monitored during the 2009/2010 year. This represents 1.5% of total consents.<br><br>All consents monitored complied with the conditions of their consent during the 2009/2010 year.<br><br>92% of all non-notified resource consents issued and 30% of all notified resource consents issued between 1 July 2009 and 30 June 2010 were issued within the statutory timeframe. Due to the complex nature of the notified consents issued during the 2009/2010 year statutory timeframes were unable to be met in all cases.  |         |   |
|                        |  |  |   | % of monitored consents complying with conditions   | 85%   |  | ☺       |   |
|                        |  |  |   | Provide an efficient service                        | Resource consents issued within statutory timeframe |  | 90%     | ☹ |
|                        |  |  |   |   |   |  |         |   |
| building control       | <b>ENVIRONMENTAL SUSTAINABILITY</b><br>Good building control standards contribute to an attractive living/working environment.   | Administer the Building Act 2004 as efficiently as possible, ensuring other safety regulations are complied with         | process % of building consents within statutory timeframes                                    | 100%  | ☹   | 95% of building consent were processed within the statutory time frames during the 2009/2010 financial year.   |         |   |
|                        |  |  |   |   |   |  |         |   |
| dog control            | <b>PERSONAL AND PROPERTY SAFETY</b><br>Effective animal control protects the general public  | Protect the public from dog and stock related nuisances  | Percentage of Dogs registered by due date (date before penalty is incurred)                   | 85%   | ☺   | 87% of the 2625 known dogs in the district were registered as at 31 July 2010.   |         |   |
|                        |  |  |   |   |   |  |         |   |
| health regulation      | <b>COMMUNITY PHYSICAL AND MENTAL HEALTH</b><br>There is a safe environment for all   | Administering environmental health laws and regulations so that hazards to people are identified, managed, and minimised | Number of licensed premises inspected annually  | 100%  | ☺   | All 113 licensed premises were inspected in the 2009/2010 year.<br><br>100% of food outlets issued a health licence in the year ended 30 June 2010 were of B grade or better.  |         |   |
|                        |  |  |   | Food Outlets with minimum B grade                   | 98%   |  | ☺       |   |
| LIMS                   | <b>ECONOMY: PRO-ACTIVE SERVICES PROVISION</b><br>Providing quality information as efficiently as possible is important for sustaining economic growth  | Provide an efficient property information service  | issue 100% of Land Information Memorandum (LIMs) within statutory timeframe of 10 days        | 100%  | ☹   | 62% of LIMS requested were completed within 10 working days. Of the 244 LIMs processed 152 were within the statutory time limits. The workflow of staff are being monitored to help improve in the processing times for LIM applications.  |         |   |
|                        |  |  |   |   |   |  |         |   |
| swimming pools         | <b>SAFETY: PERSONAL AND PROPERTY SAFETY</b><br>Improves public safety by encouraging involvement in learn to swim programmes<br><br><b>HEALTH: COMMUNITY PHYSICAL AND MENTAL HEALTH</b><br>enhances health of community by providing training, injury rehabilitation and mobility enhancement facilities<br><br><b>IDENTITY: QUALITY AND AFFORDABLE RECREATIONAL FACILITIES</b><br>provides a quality facilities for leisure and competitive swimming  | Provide quality and attractive facilities  | Compliance with the NZ Water Quality Standards  | 100%  | ☺   | The Aquatic centre complied with all water quality standards throughout the 2009/2010 year.<br><br>There were 2 recorded complaints regarding the aquatic centre in the 2009/10 year. Both were in the form of submission to the Annual Plan and covered areas such as staff training and effective use of the facility including cleaning and equipment.<br><br>The Aquatic centre had 135,053 visitors year end 30 June 2010.  |         |   |
|                        |  |  |   | Number of complaints about the facilities per annum | 10  |  | ☺       |   |
|                        |  |  |   | Recover maximum income outside of rates             | total visitor numbers - Greymouth                   |  | 100,000 | ☺ |