

Statement of Service Performance for Groups of Activities

Introduction

Council separates its operations into eight groups of activities and establishes levels of service and performance targets for each of these, details of which were included in the Long Term Plan 2012-22.

Under the Local Government Act 2002, schedule 10 (part 3) Council is required to:

- Identify the activities within the group of activities.
- Identify the community outcomes to which the group primarily contributes.
- Report the results of any measurement undertaken during the year of progress toward achievement of those outcomes.
- Describe any identified effects that any activity within the group of activities has had on the social, economic, environmental, or cultural wellbeing of the community.

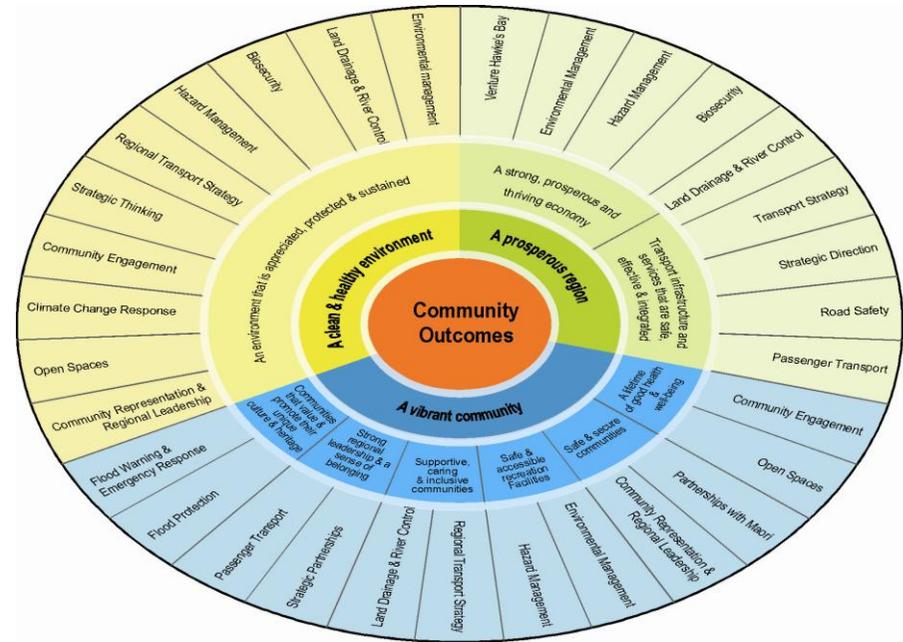
Reporting

Council’s reporting in this ‘Statement of Service Performance’ covers:

- A financial summary for each group of activities.
- Performance targets as contained in the Long Term Plan 2012-22 for each activity, including a managerial commentary on the achievements for the year and, where relevant, comments on future activities.
- An explanation of any financial variances.

The performance targets have been structured so as to include five elements: timeliness, cost, quantity, location and quality. Reporting against these targets has been included as follows.

The diagram below illustrates the relationship between Community Outcomes, the four wellbeings, Council’s goals and the groups of activities.



Timeliness

Results are reported on an exception basis; consequently references are only made to dates where the target dates were missed.

Cost

Targets within each group of activity have been grouped for the purposes of setting cost targets. Where actual expenditure incurred exceeds \$50,000 of the budget a short explanation is included.

Quantity

Results are reported on an exception basis. Consequently, if the task was completed at the quantity specified no specific reference to quantity is made.

Location

Results are specified on an exception basis. Consequently, if the task was completed at the location specified no specific reference to location is made.

Quality

During 2012/13 Council reviewed, throughout the financial year, the progress made against the individual performance targets at the end of five months and nine months, with consideration being given to the overall targets for the year. In determining whether quality requirements were being met, the elected representatives drew on their knowledge of the activities, the resources utilised to undertake them, and the outcome evident from the activities. They also drew assurance from the knowledge that Council had:

- Employed, either directly or through external agencies, suitably qualified staff (for example registered engineers and surveyors, members of the NZ Planning Institute, a member of the International Harbourmasters' Association, etc) with demonstrable experience relevant to their responsibilities;
 - Ensured that staff were aware of current practices and developments relevant to their responsibilities through attendance and involvement in conferences, seminars and training courses;
 - Reviewed the performance of flood control schemes after each flood deemed to be in excess of a 5-year event to ensure that schemes functioned as expected;
- Ensured that, where relevant, reference is made to established scientific conventions, international standards set by overseas agencies, professional legal advice and opinions, published case law precedents, and public submissions;
 - Ensured that, where relevant, external peer reviews of plans and programmes were carried out;
 - Carried out internal technical peer reviews and external legal reviews, throughout the Regional Plan preparation process, and had actively sought the input of the public through the submission and appeal process.