

Activity Group	Activity	Level of Service	Performance Measure
Representation	Representation	Councillors and Community Board members can demonstrate to ratepayers their commitment to the democratic process.	Attendance rate at Council and Community Board meetings.
		Council is committed to transparent decision-making.	The proportion of agenda items which are publicly excluded.
	Grants and Remissions	The Council promotes community empowerment through supporting community-driven initiatives.	% of funds distributed that comply with the Council's community grant criteria.

History	Baseline 2013-14	2015-16	2016-17	2017-18	2018-25
New	86%	≥80%	≥80%	≥80%	≥80%
New	Council committees - 14.2% Community Boards - 2.7% All - 8.2%	≤10%	≤10%	≤10%	≤10%
Existing	100%	100%	100%	100%	100%

Activity Group	Level of Service	Performance Measure
Economic Development	Implement strategies and programmes to support and facilitate sustainable economic growth on the Coromandel.	Proportion of Priority One Economic Development Strategy Work Programme achieved. (Expressed as a number or % dependent on scale and detail of programme)

History	Baseline 2013-14	2015-16	2016-17	2017-18	2018-25
Refined measure	Components of previous performance measures will be incorporated into milestones to be defined in Action Plan milestones.	Confirmed at February Economic Development Committee	Defined in Annual Plan	Defined in Annual Plan	Defined in Annual Plan

Activity Group	Activity	Description	Level of Service	Performance Measure	History	Baseline 2013-14	2015-16	2016-17	2017-18	2018-25
Planning and Regulation	Strategic Planning	Policies/ Strategies/ Bylaws	Council operates within a current and relevant strategic and legislative framework.	Proportion of work programme milestones completed. ( <i>Strategies, Policies, Bylaws, Research projects e.g. Peak population study</i> )	New	TBC (Strategies, Policies, Bylaws, Research projects e.g. Peak population study)	Programme to be ratified by Council	Outputs defined in Annual Plan	Outputs defined in Annual Plan	Outputs defined in Annual Plan
	District Plan	District Plan	The Council prepares reviews and maintains plans and policies for the management of the District's natural and physical resources.	Proportion of work programme progressed to complete and implement District Plan.	Existing	Proposed District Plan notified for submission.	TBC through Judicial Committee	Defined in Annual Plan	Defined in Annual Plan	Defined in Annual Plans
	Resource Consents	Resource Consent processing	The Council ensures that resource and other consent applications are processed within the statutory timeframe.	% of accepted resource consent applications are processed within statutory timeframes.	Existing	99.7% 385 resource consents processed	≥98%	≥98%	≥98%	≥98%
				% of 224c's issued within 20 working days (provided all the correct information is provided).	Existing	85% 55 of 65 224c's processed	≥85%	≥90%	≥95%	≥95%
	Building Control	Building Consents	The Council processes, inspects and certifies building work applications	% of accepted building consent applications are processed ≤20 working days.	Existing	99%	≥ 98%	≥ 98%	≥ 98%	≥ 98%
				% of Code of Compliance Certificates processed ≤20 working days.	New measure	Not confirmed	≥ 98%	≥ 98%	≥ 98%	≥ 98%
		Safe buildings/BWoF	Commercial buildings will be managed to ensure they comply with the NZ Building Code.	Proportion of Building Warrant of Fitnesses audited (based on their risk assessment) High-Annual, Medium every 2 years, Low every 3 years.	Refined measure	Baseline to be confirmed # - High # - Medium # - Low	New Activity Manager starts Feb-Targets to be confirmed then.	To be confirmed	To be confirmed	To be confirmed
		Swimming Pools	Swimming pools comply with the Fencing of Swimming Pools Act.	% of pools on our register, are compliant with or working towards the requirements under the Fencing of Swimming Pools Act.	Existing	76%	≥80%	≥85%	≥90%	95%
		LIM	Customers can purchase a LIM they have confidence in, in a timely manner	% of standard LIMs processed within 10 days.	Existing	100%	100%	100%	100%	100%

Activity Group	Activity	Description	Level of Service	Performance Measure
Protection of People and the Environment	Community Health & Safety	Food	Food premises are monitored to ensure they are producing safe food.	% of food premises inspected.
		Freedom camping/ Parking	Parking and freedom camping restrictions are monitored and managed/enforced.	Responsiveness to requests for service.
		Alcohol	Regulate the sale and supply of alcohol.	% of non-objected applications are assessed and prepared for the District Licensing Committee to make decisions in ≤20 days.
		Dogs	The Council provides animal control services to avoid dog attacks and nuisances.	% of annual inspections on properties with dogs classified as dangerous or menacing.
		Animals	The Council provides animal control services to avoid dog attacks and other animal nuisances.	% of urgent animal control issues responded to ≤ 2 hours.
		Noise	We will respond to noise issues to minimise the impact on others.	% of noise Requests for service that are responded to ≤ 2 hours.
	Emergency Management	Emergency Services	The Council will support its communities in enabling them to be resilient and able to respond to, and recover from emergencies.	Community response plans are developed in consultation with local communities and agencies at a settlement level.
		Rural Fire	The Council will be prepared for and able to respond to emergencies.	Accept responsibility for rural fire incidents within one hour of notification.
		Civil Defence		Number of civil defence training exercises conducted per annum.
	Coastal and Hazard Management		The Council will work with other agencies to manage the effects of natural hazards.	Work programmes progressed with other agencies to manage the effects of natural hazards.

History	Baseline 2013-14	2015-16	2016-17	2017-18	2018-25
Existing	100% 286 registered premises	100%	100%	100%	100%
New measure	Baseline to be confirmed after which targets will be confirmed. Provisionally set at ≥ 90%	≥ 90%	≥ 90%	≥ 90%	≥ 90%
New measure	100% (can vary between 600 and 900 applications per annum)	≤99%	≤99%	≤99%	≤99%
Existing	100%	100%	100%	100%	100%
Existing	99%	≥98%	≥98%	≥98%	≥98%
Existing	98% 568 requests for service 202 excessive noise directions	≥98%	≥98%	≥98%	≥98%
New measure	The following communities have community response plans in place or are under development in 2014/15 <b>List to follow</b>	TBC proposed 1 per annum	TBC proposed 1 per annum	TBC proposed 1 per annum	TBC proposed 1 per annum
New measure	100%	100%	100%	100%	100%
Existing	3	≥3	≥3	≥3	≥3
New measure	Coastal hazard policy framework Wind Shear project Tsunami project Coastal adaption to climate change	Work programme to be reprioritised and confirmed through Council	Defined in Annual Plan	Defined in Annual Plan	Defined in Annual Plan

Activity Group	Description	Level of Service	Performance Measure
Roads and Footpaths	Road safety	The Council will ensure its roads are safe.	The change from the previous financial year in the number of fatalities and serious injury crashes on the local road network, (expressed as a number).
	Road Maintenance and condition	The design, maintenance and management of roads and footpaths ensures they are in good condition and fit for purpose	% of the sealed local road network that is resurfaced.
			The average quality of ride on a sealed local road network, measured by smooth travel exposure.
			% of footpaths meeting conditions
	Responsiveness	The Council provides a responsive maintenance service to address identified faults and repairs.	% of potholes on sealed roads repaired within one week.
			% of street lighting outages repaired within one week.

History	Baseline 2013-14	2015-16	2016-17	2017-18	2018-25
Refined	12 (1 fatal) (11 serious) Baseline subject to final confirmation	≤ 12	≤ previous year	≤ previous year	≤ previous year
New	Annual average based over 5 years is 253.185 square metres	To be confirmed subject to contract renewal negotiations			
Existing	90%	≥90%	≥90%	≥90%	≥90%
New	TBC	To be confirmed subject to contract renewal negotiations			
Existing	100%	≥90%	≥90%	≥90%	≥90%
Existing	84%	≥90%	≥90%	≥90%	≥90%

Activity Group	Activity	Description	Level of Service	Performance Measure
Solid Waste	Rubbish and Recycling	Kerbside collection	Rubbish and recycling kerbside pickup services are provided to solid waste rated residential properties in all urban and most rural areas.	# of missed properties or whole streets where collections did not happen
				Missed household refuse service requests responded to by the next day (on validation)
		Waste minimisation	The Council facilitates waste minimisation practices and promotes reduction of the amount of waste going to landfill.	kg of Council controlled waste per rating unit being disposed of to landfill (per rating unit)
		Recycling/Waste minimisation	The Council facilitates waste minimisation practices and promotes reduction of the amount of waste going to landfill.	kg of recycling material diverted from landfill (per rating unit)
		Environmental protection	The Council maintains closed landfill sites.	Number of formal warnings issued by the Waikato Regional Council for non – compliance with resource consent/s.

History	Baseline 2013-14	2015-16	2016-17	2017-18	2018-25
New	Data available for whole year but not July to June. Awaiting peak season information for this year.	≤36 streets and ≤156 properties per annum	≤36 streets and ≤156 properties per annum	≤36 streets and ≤156 properties per annum	≤36 streets ≤156 properties per annum
New	Data available for whole year but not July to June. Awaiting peak season information for this year.	≥95%	≥95%	≥95%	≥95%
Existing	463kg per rating unit Data available for whole year but not July to June. Awaiting peak season figures for current year before confirming targets. (Considering averaging peak season over two years).	≤ 474kg per rating unit	≤ 452kg per rating unit	≤ 433kg per rating unit	≤ 420kg per rating unit
New	Data available for whole year but not July to June. Awaiting peak season figures for current year before confirming targets. (Considering averaging peak season over two years).	≥477kg per rating unit	≥490 kg per rating unit	≥505 kg per rating unit	≥510 kg per rating unit
Existing	1	0	0	0	0

Activity Group	Description	Level of Service	Performance Measure
Stormwater	System adequacy	The Council's stormwater services protect habitable areas from flooding.	# of flooding events
			# of habitable floors affected (per 1,000 connected properties)
	Responsiveness	The Council provides a responsive stormwater request service.	Personnel will attend the site of a flooding event in ≤ 180 minutes of receiving notification. (median)  <i>The median response time to attend a flooding event, measured from the time Council receives notification to the time that service personnel reach the site</i>
	Customer satisfaction		# of complaints received about the performance of the stormwater system (per 1,000 connected properties)
Discharge compliance	The Council minimises the environmental impact of protecting habitable areas from flooding.	# of operational resource consent conditions not complied with throughout the year (Total for all enforcement actions) Number of abatement notices Number of infringement notices Number of enforcement orders Number of successful prosecutions	

History	Baseline 2013-14	2015-16	2016-17	2017-18	2018-25
	0	0	0	0	0
	0.1	≤1	≤1	≤1	≤1
New measure	Baseline to be confirmed	≤90%	≤90%	≤90%	≤90%
New measure	Baseline to be confirmed	≤5	≤5	≤5	≤5
New measure	0	0	0	0	0
	0	0	0	0	0
	0	0	0	0	0
	0	0	0	0	0

Activity Group	Sub-activity	Level of Service	Performance Measure
Wastewater	System adequacy	Adequate wastewater services for household and business use will be provided in currently serviced urban communities.	# of dry weather sewerage overflows from the territorial authority's sewerage system, (per 1000 connections to that sewerage system).
	Customer satisfaction	Council will respond as required to faults and complaints received from its customers.	# of complaints (per 1,000 connected properties)
			Odour
			System faults
			# of blockages per 1000 connections.
	Responsiveness	Council will respond as required to faults and complaints received from its customers.	Personnel will attend the site in ≤2 hours of Council being notified of a fault or blockage <i>Attendance time from the time that Council receives notification to the time that service personnel reach the site.</i>
			Personnel will confirm resolution of the blockage or other fault ≤24 hours of notification. <i>Resolution time from the time Council receives notification to the time that service personnel confirm resolution of the blockage or other fault.</i>
	Discharge compliance	The Council's wastewater services do not negatively impact on public health or the natural environment in line with legislative requirements.	# of operational resource consent conditions complied with throughout the year. (Total for all enforcement actions)
			Number of abatement notices
			Number of infringement notices
			Number of enforcement orders
			Number of successful prosecutions

History	Baseline 2013-14	2015-16	2016-17	2017-18	2018-25
New measure	≤1	≤1	≤1	≤1	≤1
Existing measure	≤5	≤5	≤5	≤5	≤5
	≤1	≤1	≤1	≤1	≤1
	≤2	≤2	≤2	≤2	≤2
	≤2	≤2	≤2	≤2	≤2
New measure	Baseline to be confirmed	≤90%	≤90%	≤90%	≤90%
New measure	Baseline to be confirmed	≤90%	≤90%	≤90%	≤90%
New measure	1	0	0	0	0
	1	0	0	0	0
	0	0	0	0	0
	0	0	0	0	0
	0	0	0	0	0

Activity Group	Description	Level of Service	Performance Measure	History	Baseline 2013-14	2015-16	2016-17	2017-18	2018-25
Water	Safety	The Council provides safe and reliable water for household and business use in urban areas.	Compliance with drinking water standards (bacteria and protozal)	New					
			<b><u>Bacteria (part 4 of the standard)</u></b>	New					
			<i>Thames South</i>	No	No	No	No	No	
			Thames	No	No	Yes	Yes	Yes	
			Coromandel	No	No	No	No	Yes	
			Matarangi	No	No	No	No	Yes	
			Whitianga	No	No	No	Yes	Yes	
			Hahei	No	No	No	Yes	Yes	
			Tairua	No	No	No	No	Yes	
			Pauanui	No	No	No	No	Yes	
			Onemana	No	No	No	No	Yes	
			Whangamata	No	No	No	No	Yes	
			<b><u>Protozoal (part 5 of the standard)</u></b>	New					
			<i>Thames South</i>	No	No	No	No	No	
			Thames	No	No	No	No	No	
Coromandel	No	No	Yes	Yes	Yes				
Matarangi	No	No	No	No	Yes				
Whitianga	No	No	No	No	Yes				
Hahei	No	No	No	Yes	Yes				
Tairua	No	No	No	Yes	Yes				
Pauanui	No	No	No	No	Yes				
Onemana	No	No	No	No	Yes				
Whangamata	No	No	No	No	Yes				



Activity Group	Description	Level of Service	Performance Measure	History	Baseline 2013-14	2015-16	2016-17	2017-18	2018-25
Water	Maintenance	The Council promotes the efficient and sustainable use of water.	% of real water loss from the local authority's networked reticulation system.  Thames Coromandel Pauanui Thames South Matarangi Whitianga Hahei Tairua Onemana Whangamata	New Measure	39% 37% 13% TBC TBC TBC TBC 45%* 2010 report TBC TBC	≤39% ≤37% ≤13% TBC TBC TBC TBC ≤45% TBC TBC	≤39% ≤37% ≤13% TBC TBC TBC TBC ≤45% TBC TBC	≤39% ≤37% ≤13% TBC TBC TBC TBC ≤45% TBC TBC	≤38% ≤36% ≤12% TBC TBC TBC TBC ≤45% TBC TBC
	Demand Management	The Council promotes the efficient and sustainable use of water.	The average consumption of drinking water per day per resident. (Currently based on normally resident population)	New measure	Models to capture peak population under development.	≤ 650 litres per resident per day	≤ 650 litres per resident per day	≤ 650 litres per resident per day	≤ 650 litres per resident per day
	Fault response times	The Council provides a responsive call out service to attend to customers issues with their water supply.	Attendance for urgent call-outs in ≤ 2 hour Resolution of urgent call-outs ≤ 24 hours Attendance for non-urgent call-outs ≤ 5 days Resolution of non-urgent call-outs ≤ 5 days	Refined measure	TBC	≥90%	≥90%	≥90%	90%
					TBC	≥90%	≥90%	≥90%	≥90%
					TBC	100%	100%	100%	100%
					TBC	90%	90%	90%	90%
	Complaints		# of complaints The total number of complaints received (per 1,000 connections)  Clarity Taste Odour Pressure Continuity of supply Response to above	Existing Existing Existing Existing Existing New	Baseline to be confirmed				
					≤ 2	≤ 2	≤ 2	≤ 2	
					≤ 2	≤ 2	≤ 2	≤ 2	
					≤ 2	≤ 2	≤ 2	≤ 2	
≤ 5					≤ 5	≤ 5	≤ 5		
≤ 5					≤ 5	≤ 5	≤ 5		
TBC	TBC	TBC	TBC						

Thames Community Spaces and Development		
Description	Level of Service	Performance Measure
Airfields	Thames airfields is safe for small aircraft.	Civil Aviation Authority (CAA) safety requirements are achieved
Cemeteries	Council provides cemeteries that are tidy and well maintained spaces.	% of cemeteries maintained to mowing and litter standards.
		% of cemetery interment requests responded to ≤ one day.
Community Centres and Halls	Thames civic centre is available and utilised for community activities.	% of actual hours community centres are used compared to total available time.
Public Conveniences	The Council's public toilets are clean and safe.	% of urgent customer enquiries resolved within 48 hours
Libraries	A choice of new materials and current information is available throughout the year.	# of new items per 1,000 local residents
		The number of items issued per year.
Parks and Reserves	To provide parks and reserves that are tidy and well maintained spaces.	Percentage of parks and reserves related customer urgent enquiries resolved within 24 hours.
	To provide playgrounds which are fit for purpose and safe.	% of playground assets complying with safety standards.
Swimming Pools	Council provides a safe year round swimming pool.	Thames Pool meets Pool Safe accreditation standards.

History	Baseline 2013-14	2015-16	2016-17	2017-18	2018-25
Existing measure	CAA accreditation achieved.	Achieved	Achieved	Achieved	Achieved
New measure	To be confirmed	≥ 85%	≥ 85%	≥ 85%	≥ 85%
Existing measure	100%	≥ 90%	≥ 90%	≥ 90%	≥ 90%
Existing measure	51%	≥40%	≥40%	≥40%	≥40%
Existing measure	93%	≥85%	≥85%	≥85%	≥85%
Existing measure	349 items per 1,000 local residents	≥ 300 items per 1,000 residents	≥ 300 items per 1,000 residents	≥ 300 items per 1,000 residents	≥ 300 items per 1,000 residents
New measure	TBC	Maintain 2013/14 baseline	Maintain 2013/14 baseline	Maintain 2013/14 baseline	Maintain 2013/14 baseline
Existing measure	99% in 48 hours	≥85%	≥85%	≥85%	≥85%
New measure	TBC	≥85%	≥85%	≥85%	≥85%
Existing	Achieved	Achieved	Achieved	Achieved	Achieved

**Coromandel Community Spaces and Development**

Description	Level of Service	Performance Measure
Cemeteries	Council provides cemeteries that are tidy and well maintained spaces.	% of cemeteries maintained to mowing and litter standards.
		% of cemetery internment requests responded to ≤ one day.
Public Conveniences	The Council's public toilets are clean and safe.	% of urgent customer enquiries resolved within 48 hours
Harbour Facilities	Council provides harbour facilities in Coromandel and Port Charles that are safe to use.	Wharves are assessed in satisfactory condition (condition grades 1,2 or 3)
Parks and Reserves	To provide parks and reserves that are tidy and well maintained spaces.	Percentage of parks and reserves related customer urgent enquiries resolved within 24 hours.
	To provide playgrounds which are fit for purpose and safe.	% of playground assets complying with safety standards.

History	Baseline 2013-14	2015-16	2016-17	2017-18	2018-25
New measure	To be confirmed	≥ 85%	≥ 85%	≥ 85%	≥ 85%
Existing measure	100%	≥ 90%	≥ 90%	≥ 90%	≥ 90%
Existing	93%	≥85%	≥85%	≥85%	≥85%
New measure	TBC	100%	100%	100%	100%
Existing measure	99% in 48 hours	≥85%	≥85%	≥85%	≥85%
New measure	TBC	≥85%	≥85%	≥85%	≥85%

Mercury Bay Community Spaces and Development		
Description	Level of Service	Performance Measure
Cemeteries	Council provides cemeteries that are tidy and well maintained spaces.	% of cemeteries maintained to mowing and litter standards.
		% of cemetery internment requests responded to ≤ one day.
Community Centres and Halls	Whitianga community centres is available and utilised for community activities.	% of actual hours community centres are used compared to total available time.
Public Conveniences	The Council's public toilets are clean and safe.	% of urgent customer enquiries resolved within 48 hours
Harbour Facilities	Council provides harbour facilities that are safe to use.	Wharves are assessed in satisfactory condition (condition grades 1,2 or 3)
Libraries	A choice of new materials and current information is available throughout the year.	# of new items per 1,000 local residents
		The number of items issued per year.
Parks and Reserves	To provide parks and reserves that are tidy and well maintained spaces.	Percentage of parks and reserves related customer urgent enquiries resolved within 24 hours.
		Mercury Bay Sports facility
	To provide playgrounds which are fit for purpose and safe.	% of playground assets complying with safety standards.

History	Baseline 2013-14	2015-16	2016-17	2017-18	2018-25
New measure	To be confirmed	≥ 85%	≥ 85%	≥ 85%	≥ 85%
	100%	≥ 90%	≥ 90%	≥ 90%	≥ 90%
Existing measure	42%	≥40%	≥40%	≥40%	≥40%
Existing measure	93%	≥85%	≥85%	≥85%	≥85%
New measure	TBC	100%	100%	100%	100%
Existing measure	448 items per 1,000 local residents	≥ 300 items per 1,000 residents	≥ 300 items per 1,000 residents	≥ 300 items per 1,000 residents	≥ 300 items per 1,000 residents
New measure	TBC	Maintain 2013/14 baseline	Maintain 2013/14 baseline	Maintain 2013/14 baseline	Maintain 2013/14 baseline
Existing measure	99% in 48 hours	≥85%	≥85%	≥85%	≥85%
New measure	TBC	TBC	TBC	TBC	TBC
New measure	TBC	≥85%	≥85%	≥85%	≥85%

Whangamata Community Spaces and Development		
Description	Level of Service	Performance Measure
Cemeteries	Council provides cemeteries that are tidy and well maintained spaces.	% of cemeteries maintained to mowing and litter standards.
		% of cemetery internment requests responded to ≤ one day.
Community Centres and Halls	To provide or support community centres and halls in proportionate/suitable for the communities they serve.	% of actual hours community centres are used compared to total available time.
Public Conveniences	The Council's public toilets are clean and safe.	% of urgent customer enquiries resolved within 48 hours
Harbour Facilities	Council provides harbour facilities that are safe to use.	Wharves are assessed in satisfactory condition (condition grades 1,2 or 3)
Parks and Reserves	To provide parks and reserves that are tidy and well maintained spaces.	Percentage of parks and reserves related customer urgent enquiries resolved within 24 hours.
	To provide playgrounds which are fit for purpose and safe.	% of playground assets complying with safety standards.

History	Baseline 2013-14	2015-16	2016-17	2017-18	2018-25
New measure	To be confirmed	≥ 85%	≥ 85%	≥ 85%	≥ 85%
Existing measure	100%	≥ 90%	≥ 90%	≥ 90%	≥ 90%
Existing	53%	≥40%	≥40%	≥40%	≥40%
Existing	93%	≥85%	≥85%	≥85%	≥85%
New measure	TBC	100%	100%	100%	100%
Existing measure	99% in 48 hours	≥85%	≥85%	≥85%	≥85%
New measure	TBC	≥85%	≥85%	≥85%	≥85%

Tairua-Pauanui Community Spaces and Development		
Description	Level of Service	Performance Measure
Airfields	Pauanui airfield is safe for small aircraft.	Civil Aviation Authority (CAA) safety requirements are achieved
Cemeteries	Council provides cemeteries that are tidy and well maintained spaces.	% of cemeteries maintained to mowing and litter standards.
		% of cemetery internment requests responded to ≤ one day.
Community Centres and Halls	To provide or support community centres and halls in proportionate/suitable for the communities they serve.	% of actual hours community centres are used compared to total available time.
Public Conveniences	The Council's public toilets are clean and safe.	% of urgent customer enquiries resolved within 48 hours
Libraries	A choice of new materials and current information is available throughout the year.	# of new items per 1,000 local residents
		The number of items issued per year.
Parks and Reserves	To provide parks and reserves that are tidy and well maintained spaces.	Percentage of parks and reserves related customer urgent enquiries resolved within 24 hours.
	To provide playgrounds which are fit for purpose and safe.	% of playground assets complying with safety standards.

History	Baseline 2013-14	2015-16	2016-17	2017-18	2018-25
Existing	CAA accreditation achieved.	Achieved	Achieved	Achieved	Achieved
New measure	To be confirmed	≥ 85%	≥ 85%	≥ 85%	≥ 85%
		100%	≥ 90%	≥ 90%	≥ 90%
Existing	51%	≥40%	≥40%	≥40%	≥40%
Existing	93%	≥85%	≥85%	≥85%	≥85%
Existing measure	432 items per 1,000 local residents	≥ 300 items per 1,000 residents	≥ 300 items per 1,000 residents	≥ 300 items per 1,000 residents	≥ 300 items per 1,000 residents
New measure	TBC	Maintain 2013/14 baseline	Maintain 2013/14 baseline	Maintain 2013/14 baseline	Maintain 2013/14 baseline
Existing measure	99% in 48 hours	≥85%	≥85%	≥85%	≥85%
New measure	TBC	≥85%	≥85%	≥85%	≥85%