

2014-2015 ANNUAL REPORT

Interim Non-Financial Performance Results

3 August 2015

COMMUNITY LEADERSHIP ACTIVITY GROUP

Through this group of activities, the elected Council and Community Boards help the peninsula's communities contribute to Council plans and processes and then make decisions on our communities' behalf.

We see ourselves as having a proactive role in providing leadership to our community through the development of our district and community. A current priority for us is to continue to embed our community governance model, which will provide for greater local community governance and empowerment.

This activity group includes the following activities:

- **District Leadership** - governing the overall direction we take on behalf of our District and our communities.
- **Local Advocacy** - Ensuring that we understand local views.

Contributing to Our District

The Community Leadership activity group primarily contributes to achieving a **Liveable District**, by advocating for our communities needs at a regional, sub regional, district and local level. Whilst we rely on other activities to advocate for economic growth and a clean and green district, this activity group encourages initiatives that promote and encourage community responsibility.

Progress for this group of activities on meeting Council outcomes is measured through a local and regional customer satisfaction survey that is conducted every three years. This was last conducted in 2013 and the next survey is scheduled in 2016.

Activity Group Dashboard

This dashboard outlines the number of performance measures achieved in each activity, within this activity group.

Activity	Performance Measures Achieved	How We Did
District Leadership	2 of 3	The one measure not achieved this year related to 'Treaty Settlement' decisions that are outside of Council's control
Local Advocacy	1 of 1	The Community Governance model adopted by the Council continues to develop. Community Boards continue to demonstrate their responsiveness to community views and to advocate on behalf of local community views in local and regional forums.

COMMUNITY LEADERSHIP ACTIVITY GROUP

District Leadership Activity

What We Do

The purpose of having a Council is to promote the wellbeing of our communities on the Coromandel Peninsula - both now and in the future. This includes advocating for our communities' needs and wants to other key service providers and decision-makers. The Mayor and Councillors focus primarily on district wide decisions and issues. They are supported by local community boards, which represent their communities and make decisions on local issues and activities.

Our leadership role is changing. In the next few years, Treaty settlements will be decided and post-Treaty arrangements within Hauraki Iwi have the potential to bring new challenges and opportunities to local government to build and foster more enduring relationships and partnerships with a better-resourced and focussed Hauraki tribal collective. We have also chosen to take a greater advocacy and leadership role not only within our community but also at a regional and national level.

2014/2015 Highlights

The 2014/2015 financial year was dominated for the elected members in developing the 2015-2025 Long Term Plan. The plan began development in late 2013, with public consultation held over March/April 2015 and adoption on 24 June 2015.

The Council completed its electoral system review and Maori representation review during the year. For both matters the Council decided to retain the status quo. The Council's Representation Arrangements Review, to determine ward boundaries and representation numbers, was commenced in March 2015 with public consultation held over April/May 2015. Decisions on the outcomes of consultation are scheduled for August 2015.

How Well Did We Deliver Our Services in 2014/2015

Community views are heard and considered in Council decision-making			
What we aimed for	How we did		
The percentage of residents and non-resident ratepayers who have a view are satisfied with the way the Council involves the public in its decision-making.	The customer satisfaction survey is carried out every three years. When last carried out in 2013 the target was not achieved. The next survey is scheduled for 2016.		
	2014-2015	2013-2014	2012-2013
	NOT MEASURED	NOT MEASURED	NOT ACHIEVED
			Target ≥47%
Result 44%			
What we aimed for	How we did		
The percentage of residents and non-resident ratepayers who have a view feel that the Mayor and Councillors do not give a fair hearing to their views.	The customer satisfaction survey is carried out every three years. When last carried out in 2013 the target was not achieved. The next survey is scheduled for 2016.		
	2014-2015	2013-2014	2012-2013
	NOT MEASURED	NOT MEASURED	NOT ACHIEVED
			Target <27%
Result 18%			

COMMUNITY LEADERSHIP ACTIVITY GROUP

District Leadership Activity

The Council undertakes good, robust decision-making							
What we aimed for		How we did					
The number of successful legal challenges to Council decision-making.		No successful legal challenges occurred.					
		2014-2015		2013-2014		2012-2013	
		ACHIEVED		ACHIEVED		ACHIEVED	
		Target	0	Target	0	Target	0
	Result	0	Result	0	Result	0	

The Council will work towards establishing an effective co-governance regime with Hauraki Iwi						
What we aimed for		How we did				
That the work programme to address Treaty of Waitangi claim settlements is finalised.		The Treaty of Waitangi claim settlement is outside of Council's control. Elected members and staff have participated in the Treaty of Waitangi claim settlements processes as appropriate, and maintain a good working relationship with the Office of Treaty Settlements, the Hauraki Collective and other iwi.				
2014-2015		2013-2014		2012-2013		
NOT ACHIEVED		NOT ACHIEVED		NOT ACHIEVED		
Target	Relationship agreement with new Hauraki Collective entity confirmed.	Target	Relationship agreement is under negotiation.	Target	Treaty legislation finalised and co-governance regime established.	
Result	Not achieved	Result	Not achieved	Result	Not achieved	

The Council will advocate for the District's needs to other organisations							
What we aimed for		How we did					
That there is a demonstrated involvement in advocacy initiatives at a sub-regional, regional and national level.		Council continued to play an active role in the forums that it has prioritised as important to participate in and advocate on behalf of local residents.					
		2014-2015		2013-2014		2012-2013	
Coromandel Liaison sub-committee		3 of 3		3 of 3		2 of 3	
Waihou Piako Liaison Committee		0 of 3		0 of 2		No meetings held	
Hauraki Gulf Forum		4 of 4		2 of 2		3 of 5	
Regional Transport Committee		8 of 9		3 of 3		4 of 6	
Waikato Civil Defence Emergency Management Group		3 of 4		3 of 3		5 of 5	
Waikato Mayoral Forum - Zone 2		4 of 5		7 of 8		3 of 6	
2014-2015		2013-2014		2012-2013			
ACHIEVED		ACHIEVED		ACHIEVED			
Target	Demonstrate advocacy	Target	Demonstrate advocacy	Target	Demonstrate advocacy		
Result	Advocacy demonstrated	Result	Advocacy demonstrated	Result	Advocacy demonstrated		

COMMUNITY LEADERSHIP ACTIVITY GROUP

District Leadership Activity

The Council administers triennial (or as required) elections to engage the community in the democratic process				
What we aimed for	How we did			
Complaints upheld against the election process	No successful legal challenges occurred for the 2013 local government elections.			
	2014-2015	2013-2014	2012-2013	
	NOT MEASURED	ACHIEVED		NOT MEASURED
		Target	0	
	Result	0		

The Council leads by example in promoting a strong sense of community				
What we aimed for	How we did			
The percentage of residents and non-resident ratepayers who have a view are dissatisfied or very dissatisfied with the decisions of Council.	The customer satisfaction survey is carried out every three years. When last carried out in 2013 the target was not achieved. The next survey is scheduled for 2016.			
	2014-2015	2013-2014	2012-2013	
	NOT MEASURED	NOT MEASURED		ACHIEVED
		Target	18%	
	Result	22%		

Major Projects

Project	Comment
6 yearly representation review	The Council completed its electoral system review and Maori representation review during the year. For both matters the Council decided to retain the status quo - first past the post for the electoral system and no Maori seats. The Council's Representation Arrangements Review, to determine ward boundaries and representation numbers, was commenced in March 2015 with public consultation held over April/May 2015. The Council had proposed the status quo, which will require approval from the Local Government Commission as the Coromandel-Colville Ward is below the $\pm 10\%$ population threshold. Decisions on the outcomes of consultation are scheduled for 5 August 2015.
Treaty Settlement and potential co-governance arrangements	<p>The Crown is currently negotiating with the Hauraki Iwi Collective the settlement of outstanding Treaty of Waitangi claims. That process is nearly complete, although it should be noted that at the time writing negotiations are on hold pending the resolution of litigation over cross boundary issues between the Hauraki and Tauranga Moana iwi collectives. The deeds of settlement with individual iwi and the Hauraki Collective are now scheduled to be concluded by the latter part of 2016.</p> <p>Council, at the invitation of the Crown and with the blessing of the Hauraki Collective, has been involved in several aspects of the Settlement process. This role recognises the need to forge enduring post-settlement relationships between local government and Hauraki Iwi governance entities. These entities will be well resourced and focussed on identifying opportunities and achieving outcomes for the common benefit for the Iwi of Hauraki and the people and communities of the district and sub-region.</p> <p>Notable aspects of Council's participation include:</p> <ul style="list-style-type: none"> • Governance level meetings with the Minister for Treaty of Waitangi Negotiations, the Chief Crown Negotiator, senior staff of the Office of Treaty Settlements and other government departments, and the mandated negotiators of the Hauraki Collective. • Participation at officer level in the Crown Technical Working Group in developing co-governance and operational frameworks and arrangements for: <ul style="list-style-type: none"> • The catchments of the Waihou, Piako rivers and Coromandel Peninsula. • Crown reserves that will be co-governed by the Council and Hauraki Iwi. <p>Another aspect of the settlement process is the resolution of Thames-Coromandel District Council specific issues that are considered able to be addressed via the Treaty Settlement process and attendant settlement legislation.</p>

COMMUNITY LEADERSHIP ACTIVITY GROUP

Local Advocacy Activity

What We Do

The Local Advocacy activity is about ensuring local views and aspirations are known, considered and advocated. The Community Boards are a key linkage between the community and the Council and have a role in representing local community aspirations and concerns to assist council decision-making.

2014/2015 Highlights

All Community Boards demonstrated engagement with their communities in decision making in the 2014/2015 year. The community empowerment framework adopted by Council in 2012 was actively practiced by Community Boards and a number of significant projects were achieved using this model to partner with local communities. Highlights from each of the Community Boards is covered in the Performance Overview section at the start of this document.

Over the year the Whangamata and Tairua communities have progressed the reviews of their Community Plans. The Tairua Community Plan review received 200 submissions with 40 people indicating they would be interested in further involvement to develop the community plan priorities and actions as part of a working group. A summary of feedback has been prepared and this will be used as a basis for a series of workshops in the beginning of August for community to take ownership and prioritise the suggested actions as well as help to come up with how (and by who) these actions will be delivered. Following this, the final plan will be drafted and confirmed by the working group before going back to the Tairua-Pauanui Community Board for formal endorsement.

After reviewing previous plans and feedback by the community the Whangamata Community Board came up with five key strategic objectives and 15 critical actions that the Board considers will help retain everything the community loves about Whangamata today; while setting it up for an even better future. These draft priorities were made available for community feedback using a ranking system. Feedback came from 386 people. Next steps will be determined by the Board at their next meeting in August

COMMUNITY LEADERSHIP ACTIVITY GROUP
Local Advocacy Activity

How Well Did We Deliver Our Services in 2014/2015

Community Boards offer local representation including making decisions that consider local issues					
What we aimed for		How we did			
The percentage of residents and non-resident ratepayers know how to contact a community board member.	The customer satisfaction survey is carried out every three years. The next survey is scheduled for 2016.				
	2014-2015		2013-2014		2012-2013
	NOT MEASURED		NOT MEASURED		ACHIEVED
					Target 55%
				Result 66%	
What we aimed for		How we did			
The percentage of residents and non-resident ratepayers rate the overall performance of their community board as fairly/very good.	The customer satisfaction survey is carried out every three years. The next survey is scheduled for 2016.				
	2014-2015		2013-2014		2012-2013
	NOT MEASURED		NOT MEASURED		ACHIEVED
					Target ≥59%
				Result 60%	

Community boards will advocate for their community's needs to other organisations					
What we aimed for		How we did			
Demonstrated involvement in advocacy initiatives are maintained or increased at a local and district level.	Each of the five Community Boards can demonstrate (through meeting minutes and resolutions) that they were involved in advocacy initiatives at a local and district level. Furthermore, Community Board Chairs attend Council workshops and meetings in an advocacy capacity.				
	2014-2015		2013-2014		2012-2013
	ACHIEVED		ACHIEVED		ACHIEVED
	Target	Maintain or increase	Target	Maintain or increase	Target
Result	Advocacy initiatives maintained	Result	Advocacy initiatives maintained	Result	Advocacy initiatives maintained

PLANNING FOR THE FUTURE ACTIVITY GROUP

Planning for the Future is important not only to meet the needs of our local and visitor communities ahead of change but also so that we can retain the diversity, character and natural values that the Coromandel Peninsula community believes makes the peninsula special.

There are many competing interests in the use of resources and these must be managed to ensure that activities can be carried out in a way that best meets the needs of our community and the environment. The need to develop land and use natural and physical resources must be balanced with the necessity to ensure the environment's capacity to provide resources for future generations is maintained.

The Planning for the Future group of activities is about just that - planning for the wellbeing of our District in the long-term. It involves:

- understanding the characteristics and trends of our District as well as the pressures it is facing.
- understanding community aspirations for the future.
- having a clear direction for the future of our District, and having tools to implement it.

This activity group includes the following activities:

- **Strategic Planning** - Planning for the sustainable future of the Coromandel Peninsula and our communities.
- **Landuse Planning** - Identifying and managing the land use and associated resource management issues facing our District.
- **Hazard Management** - Protecting life and property from natural hazards and build resilient communities.

Contributing to Our District

The Planning for the Future activity group contributes to **a Prosperous District, a Liveable District and a Clean and Green District**, by providing a planning framework that guides future development and promotes a safe living environment, and ensures that future development fits sensitively within our unique natural environment.

Progress for this group of activities on meeting Council outcomes is measured through a local and regional customer satisfaction survey that is conducted every three years. This was last conducted in 2013 and the next survey is scheduled in 2016.

PLANNING FOR THE FUTURE ACTIVITY GROUP

Activity Group Dashboard

This dashboard outlines the number of performance measures achieved in each activity, within this activity group.

Activity	Performance Measures Achieved	How We Did
Strategic Planning	3 of 4	The only measure not achieved was the result of reprioritisation of the work programme and an assessment of more cost effective ways of carrying out an assessment of peak population.
Landuse Planning	2 of 3	The only measure not achieved was the consequence of a six month delay at the start of the District Plan review, which has thrown this particular target out slightly, otherwise performance has broadly been as anticipated.
Hazard Management	1 of 1	This activity achieved its target in every one of the three years.

PLANNING FOR THE FUTURE ACTIVITY GROUP

Strategic Planning

What We Do

This activity is about the communities of the Coromandel Peninsula and us planning for a sustainable future. Through strategic planning, we can make more informed decisions balancing its responsibilities to the community and legislative requirements.

2014/2015 Highlights

The 2014/2015 financial year was dominated by the development of the 2015-25 Long Term Plan which was adopted by the Council on 24 June 2015. In reflecting the Council's local community empowerment model the decisions process for this plan incorporated deliberations meetings for the five Community Boards to consider the submission feedback and make recommendations to the Council.

How Well Did We Deliver Our Services in 2014/2015

The Council helps the district identify its vision					
What we aimed for		How we did			
District community aspirations have been identified.		The Council reviewed the Choosing Futures Thames-Coromandel in the process of setting the planning assumptions for the 2015-25 Long Term Plan and considering its overall strategic direction for the next 10 years.			
2014-2015		2013-2014		2012-2013	
ACHIEVED		NOT APPLICABLE		NOT APPLICABLE	
Target	Choosing Futures Thames-Coromandel reviewed	Target	No action required	Target	No action required
Result	Achieved	Result	N/A	Result	N/A

Customers can expect the Council to monitor progress towards achieving the District's goals					
What we aimed for		How we did			
Information in community makeup and growth made available.		The peak population study was deferred to be timed for the preparation of the next Long Term Plan. Capacity studies were undertaken over 2014/2015 for the wastewater and water supply systems which are the most susceptible services to coping with the summer peak population.			
2014-2015		2013-2014		2012-2013	
NOT ACHIEVED		ACHIEVED		ACHIEVED	
Target	Peak population study completed.	Target	District demographic update completed.	Target	Information on demographics and peak population is available on the Council's website.
Result	Not achieved.	Result	District demographic update completed.	Result	Demographic and peak population information is available.

PLANNING FOR THE FUTURE ACTIVITY GROUP

Strategic Planning

Customers can expect the Council to monitor progress towards achieving the District's goals					
What we aimed for		How we did			
Assessments made of the wellbeing of the district		<p>The Council's website hosts the Thames-Coromandel District Community Profile which enables anyone to analyse the population characteristics of our community, understand how they have changed over time and how they compare to other areas.</p> <p>The profile answers the majority of frequently asked socio-demographic questions and assists Council, the general public, students, community groups, organisations, business and investors to become more informed about the community.</p>			
2014-2015		2013-2014		2012-2013	
ACHIEVED		ACHIEVED		NOT ACHIEVED	
Target	Information on the District wellbeing is available on the website.	Target	Contribute to the Hauraki Gulf State of the Environment Report.	Target	Complete a 'state of the district' report.
Result	Information is available on the website.	Result	Contribution made to Hauraki Gulf State of the Environment Report.	Result	State of the District report postponed.

The Council will plan for and manage the growth and development of its communities							
What we aimed for		How we did					
We contribute to the Hauraki Gulf Forum.		Council contributed \$10,800 towards the operations of the Hauraki Gulf Forum. Deputy Mayor Peter French, as our representative, attended four meetings. The Forum published its fourth 'state of the environment' report in September 2014.					
2014-2015		2013-2014		2012-2013			
ACHIEVED		ACHIEVED		ACHIEVED			
Target	Update Quarterly constituent party report	Target	Update Quarterly constituent party report	Target	Update Quarterly constituent party report		
Result	Quarterly constituent party report updated	Result	Quarterly constituent party report updated	Result	Quarterly constituent party report updated		
What we aimed for		How we did					
The percentage of residents and non-resident ratepayers who have a view have some level of confidence (or higher) in the Council to make plans for the future that are in the best interests of the District.		The customer satisfaction survey is carried out every three years. The next customer satisfaction survey is scheduled in 2016.					
		2014-2015		2013-2014		2012-2013	
		NOT MEASURED		NOT MEASURED		ACHIEVED	
						Target	≥78%
				Result	72%		

PLANNING FOR THE FUTURE ACTIVITY GROUP

Land Use Planning

What We Do

The Land use Planning activity involves implementing future district directions by ensuring land use development is balanced with important community and environmental values. This activity has a strong focus on the preparation, monitoring and maintenance of the District Plan as this provides a framework that implements and supports appropriate land use management.

2014/2015 Highlights

For the District Plan team the 2014/2015 financial year was dominated by preparing staff reports (Resource Management Act section 42A reports), with a recommendation (with reasons) on every matter raised in submissions for consideration by the District Plan Hearings Panel. The early part of the year involved reviewing submissions (7,769 submission points) and further submissions (2,894 further submission points) and then organising submissions into topic categories for public hearings. In total there were 29 hearing days, organised into 11 hearing 'blocks', as follows:

- 16-18 September: Whole of Plan, Sections 1, 2, 4 and 5, Significant Trees, Airfield Height & Noise Overlay, Airfield Zone, Transport, Forestry, Noise, Festivals & Events
- 30 September - 2 October: Historic Heritage, Settlement Development and Growth, Financial Contributions, Electricity Transmission Buffer Overlay
- 21-23 October: Recreation Zones, Contaminated Land & Hazardous Substances, Commercial & Industrial Zones, Rural Zones
- 18-20 November: Natural Hazards, Residential Zones, Mixed Use Zones
- 16-18 December: Mining, Conservation Zone
- 10-12 February: Biodiversity, Earthworks
- 24-26 February: Subdivision, Structure Plans, Site Development Plans, Site Specific Activities, Tangata Whenua, Historic Heritage Schedule
- 10-12 March: Visitor Accommodation, Minor Units, Definitions
- 14-17 April: Landscape, Coastal Environment, Rezoning requests for Mercury Bay, Coromandel/Colville & Thames
- 6-8 May: Subdivision Design, Utilities, Designations Schedule, Rezoning requests for Whangamata, Tairua & Pauanui
- 19-21 May: Residual topics, Quarry Provisions, Blast Trial Standards

The hearings were well organised and attended. There was a lot of positive feedback about directions taken in the Proposed District Plan and, in particular, the way that the staff reports had responded to matters raised by submitters - even if submitters did not always agree with the conclusions reached by staff. Since the conclusion of the hearings staff have worked to develop a consolidated recommended 'strike-through' version of the Proposed Plan for the consideration of the District Plan Hearings Panel.

PLANNING FOR THE FUTURE ACTIVITY GROUP

Land Use Planning

How Well Did We Deliver Our Services in 2014/2015

The Council prepares, reviews and maintains plans and policies for the management of the District's natural and physical resources

What we aimed for	How we did					
<p>That the work programme is progressed to complete the District Plan review.</p>	<p>Over the last year the focus of the District Plan team has been on preparing reports on submissions and further submissions that were received on the Proposed District Plan. These reports contained 'staff recommendations' for the consideration of the District Plan Hearings Panel which met for 29 days (from 16 September 2014 to 21 May 2015) and heard from over 200 submitters (see the 'highlights' above).</p>					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	Hearing of submissions completed	Target	Proposed Plan notified for submission	Target	Draft Plan released for comment
	Result	Hearing of submissions completed	Result	Proposed Plan notified for submission	Result	Draft Plan released for comment
What we aimed for	How we did					
<p>That following Council approving any changes to the District Plan, these will be annotated and available on-line and in hard copy within 10 working days from when changes are approved by the Council.</p>	<p>Although no changes were made to the Operative District Plan, because of the advanced stage the Council is at in the review of the Proposed District Plan, accurate versions of both plans remained available on-line and were available in hard copy. In addition, all staff hearing reports on submissions and evidence presented were available on-line within at least 5 working days of District Plan Hearings Panel hearings.</p>					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	≤10 days	Target	≤10 days	Target	≤10 days
	Result	No changes required	Result	2 plan changes, both in < one day	Result	One plan change in 7 days

The District Plan provides for a balanced regulatory framework that protects important community and environmental values

What we aimed for	How we did					
<p>The percentage of non-complying resource consents approved as a proportion of all approved consents.</p>	<p>There were 299 resource consents approved by the Council in the 2014/2015 financial year, 41 of which were for non-complying activities (i.e. around 14% of all approved consents were non-complying). The number of non-complying activities is expected to fall significantly once the Proposed District Plan takes effect.</p>					
	2014-2015		2013-2014		2012-2013	
	NOT ACHIEVED		NOT ACHIEVED		ACHIEVED	
	Target	10%	Target	20%	Target	20%
	Result	14%	Result	25%	Result	16%

PLANNING FOR THE FUTURE ACTIVITY GROUP

Hazard Management

What We Do

The Hazard Management activity involves managing risk to people, property and the environment from natural events. We work closely with partner agencies like the Waikato Regional Council to deliver this activity. By comparison, our *Emergency Management* activity focuses on communities being ready for, responding to and recovering from emergencies when they do happen.

2014/2015 Highlights

The main activity emphasis for the 2014/2015 financial year was progressing the East Coast Tsunami Project. The Tairua/Pauanui component was completed The Whangamata component neared conclusion and project planning was commenced for the Whangapoua/Matarangi and Kuaotunu/Opito component.

How Well Did We Deliver Our Services in 2014/2015

The Council will work with other agencies to manage the effects of natural hazards						
What we aimed for	How we did					
That the following work programmes are progressed with other agencies to manage the effects of natural hazards. <ul style="list-style-type: none"> Coastal hazard policy framework Wind shear project Tsunami project Coastal adaptation to climate change Progressively responding to hazard issues 	Mercury Bay and southern east coast coastal management strategies were developed and ready for area office implementation. Tsunami project components were achieved with savings made using public domain numerical modelling package resulting in budget savings.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	Progress work programme	Target	Progress work programme	Target	Progress work programme
Result	Work programme progressed	Result	Work programme progressed	Result	Work programme progressed	

Work programme projects

Project	Comment
Coastal adaptation to climate change	This was a joint project with NIWA, AgResearch, Waikato Regional Council and Thames-Coromandel District Council. It is now complete, and other than officer time, was funded entirely from the NIWA budget. See: http://www.niwa.co.nz/our-science/coasts/research-projects/coastal-adaption-to-climate-change

PLANNING FOR THE FUTURE ACTIVITY GROUP
Hazard Management Activity

Project	Comment
Coastal hazard policy framework	<p>This work stream currently has two parts:</p> <ol style="list-style-type: none"> Supporting the Mercury Bay Community Board to develop and implement a coastal management strategy for Buffalo Beach. This work is largely complete with consenting and capital works identified as next steps. Supporting the Tairua/Pauanui and Whangamata community boards to develop and implement a coastal management strategy for hotspot locations. This work stream was initiated at the beginning of the 2014 calendar year. Costs are to be shared between the Hazard Management activity and the respective community boards. <p>The main costs relate to covering the costs of technical advice. WRC meets its own costs, where it is involved, with no charge-back to TCDC. Note that subsequent resource consenting processes and capital works will be sourced from other activity budgets.</p>
Tsunami project	<p>This project corresponds with the Waikato CDEM Group Plan. It seeks to develop tsunami risk management strategies for individual East Coast Coromandel Peninsula communities, particularly from near-shore events such as those recently impacting Japan and Indonesia where respectively 30,000 and 360,000 people lost their lives.</p> <p>There are three strands to the project with the risk management strategy covering the first two:</p> <ul style="list-style-type: none"> Emergency preparedness and evacuation Public education Long-term land use planning <p>The project is undertaken jointly with WRC with a 50:50 cost sharing arrangement. The Whitianga and Pauanui/Tairua components are complete; Whangamata and Whiritoa (partnering with the Hauraki District Council) is underway with Whangapoua/Matarangi/Kuaotunu and Opito planned for the 2015/2016 financial year.</p>
Wind shear project	<p>This project accords with the Waikato CDEM Group Plan and arose from the 2002 weather bomb and subsequent weather events where it was recognised that damage from high peak wind velocities (shear) impacted forestry, farms (wood lots, horticulture and buildings), lines companies (telecom and power) and domestic properties, on average, twice a decade. Claim data sourced from IAG, an insurance company, put the insured damage at several million dollars. Under-insured and uninsured losses will increase the actual cost to communities.</p> <p>The work stream would involve using updated GIS information to improve wind hazard maps to allow better planning by the sector groups listed above, and feed into building consenting in terms of extra bracing (new and retro fitting) if this is identified as being necessary - the additional minimal cost in regard to the latter will be offset by insurance and "peace of mind" benefits.</p> <p>Currently, there is insufficient LiDAR coverage of the Peninsula to allow the modelling work to proceed. Provision of this information is seen as a Crown responsibility.</p> <p>No costs have been set against the work but a collaborative project is envisaged involving local government, NIWA and the sector groups, particularly the lines companies whose assets are most exposed to wind shear. It is anticipated that cost sharing will help spread costs.</p>

HEALTHY AND SAFE COMMUNITIES ACTIVITY GROUP

The Healthy and Safe Communities group of activities means the provision of services that help protect people's health, safety and property and curb behaviour that creates a nuisance to the public. We have responsibility under legislation to undertake a number of activities to promote public health and safety.

The services provided by this group of activities include:

- assisting communities to prepare for, respond to and recover from emergencies;
- implementing bylaws to assist public health, safety and wellbeing (e.g. to ensure dogs do not attack people on the streets, that premises serving food are sanitary and that members of the community are not unreasonably disturbed by excessive noise or intoxicated persons); and
- ensuring that buildings are well-constructed, weather tight, fit for purpose and contribute to the wellbeing of their users.

By providing consents and licences, we assist people to operate their businesses and construct their buildings in a way that is safe for themselves and others.

This activity group includes the following activities:

- **Emergency Management** - Promoting individual and community resilience in emergencies and enhancing the community's capability to respond to and recover from disasters.
- **Building Control** - Contributing to the development of quality building stock.
- **Community Health and Safety** - Helping achieve a healthy and safe community and counteract behaviour causing nuisance in the community.

Contributing to Our District

The Healthy and Safe Communities activity group contributes to a **Prosperous District**, a **Liveable District** and a **Clean and Green District** by contributing to a safe living and working environment and also keeping our unique natural environment clean. To better enable economic opportunities through this activity group streamlining will continue to be a focus.

Progress for this group of activities on meeting Council outcomes is measured through a customer perception survey that is conducted every three years. This was last conducted in 2013 and the next survey is scheduled in 2016.

HEALTHY AND SAFE COMMUNITIES ACTIVITY GROUP

Activity Group Dashboard

This dashboard outlines the number of performance measures achieved in each activity, within this activity group.

Activity	Performance Measures Achieved	How We Did
Emergency Management	4 of 4	All performance measures were achieved this year, with the only measure not achieved over the three years relating to a survey of the public's readiness for an emergency and the result was only marginally under the target.
Building Control	4 of 7	<p>Of the three performance measures not achieved this year, two were not achieved in any of the last three years. The issuing of Building Warrant of Fitness (BWof) is written in a form that measures and holds accountable Council for activities that are essentially out of Council's control. The responsibility lies with the building owner and/or their agent. Council is satisfied that it has systems and processes in place that meet its requirements and that it is managing this activity effectively.</p> <p>The other relates to a piece of legislation (Swimming Pools Act). This is not an issue that is restricted to Thames-Coromandel as many other councils have experienced issues with the same legislation in terms of interpretation. Progress has been made and Council has both an approach in place and a change in resource allocation which will allow the outstanding pools to be addressed.</p> <p>The final measure related to auditing work to assess if quality standards are being met. There have been two issues over this three year reporting cycle.</p>
Community Health and Safety	8 of 8	This activity has improved its results over the three years predominantly as a result of a decision to bring service delivery in-house rather than use external contractors resulting in better integration with other council services, improved responsiveness and communication.

HEALTHY AND SAFE COMMUNITIES ACTIVITY GROUP

Emergency Management Activity

What We Do

The Emergency Management activity focuses on communities being ready for, responding to and recovering from emergencies when they do happen.

2014/2015 Highlights

The Civil Defence Emergency Management (CDEM) National Plan was released and will replace the current one from 1 December 2015.

Community response plans for Coromandel, Whitianga have been completed and Tairua, Pauanui and Whangamata have started the development of their plans this year.

Eighteen young people from the district participated in a youth emergency services (YES) programme that involved other emergency services to encourage youth into volunteering in emergency services.

The training capability across Thames Valley Emergency Operations Area (TVEOA) has risen to 24% of emergency operations centre (EOC) staff. This result is a 5% improvement from last year.

How Well Did We Deliver Our Services in 2014/2015

The Council will support its communities in enabling them to respond to and recover from emergencies						
What we aimed for		How we did				
The percentage of residents and non-resident ratepayers have an emergency kit prepared in case of major emergency.	The customer satisfaction survey is carried out every three years. The next survey is scheduled for 2016.					
	2014-2015		2013-2014		2012-2013	
	NOT MEASURED		NOT MEASURED		NOT ACHIEVED	
					Target	≥52%
				Result	50%	

The Council will be prepared for and able to respond to emergencies						
What we aimed for		How we did				
The number of civil defence training exercises conducted annually.	Exercise Ngaa Ruu-Wheua -Tier one table top exercise was held on 11 July 2014. Two Coordinated Incident Management System (CIMS) courses were held in August and October 2014. Controller Training was held in January 2015, Welfare training was held in June 2015 and in March a real weather event (cyclone Pam) provided a training exercise					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	1	Target	1	Target	1
Result	6	Result	3	Result	1	

HEALTHY AND SAFE COMMUNITIES ACTIVITY GROUP

Building Control Activity

What We Do

The Council is required by law to carry out building control activities under the Building Act 2004. The purpose of this Act is to provide for the regulation of building work and the setting of performance standards for buildings to ensure that:-

- (a) People who use buildings can do so safely; and
- (b) Buildings have attributes that contribute to the health, physical independence and well-being of the people who use them; and
- (c) People can escape from fire; and
- (d) Buildings are designed, constructed and used in ways to promote sustainable development.

Responsibilities under the Building Act can be clearly delineated into responsibilities as a Building Consent Authority (BCA) and as a Territorial Authority (TA). As a BCA, Council has responsibilities including the issue of building consents, inspecting building work, issuing notices to fix, code compliance certificates and compliance schedules. Territorial responsibilities include customer enquiries, issuing project information memoranda, granting exemptions, waivers and modifications, certificates of acceptance, administering and enforcing provisions for building warrant of fitness, performing functions relating to dangerous, earthquake-prone or insanitary buildings, regulation of Fencing of Swimming Pools Act 1987 and any other functions and duties required under the Building Act 2004 and any other national legislation that impacts on building work in the district.

2014/2015 Highlights

- Maintaining accreditation status as a registered BCA. The Council has been registered as a BCA since mid-2008 and must meet the standards outlined in the Building (Accreditation of consent Authorities) Regulations 2007 and be reassessed every two years to maintain accreditation status.
- Appointment of a new Building Unit Manager and review of Building Unit structure and performance.
- Building Unit officers commenced working towards their mandatory Building Surveying Diplomas. To achieve these qualifications officers are becoming multi skilled in all areas of building responsibilities

How Well Did We Deliver Our Services in 2014/2015

The Council processes, inspects and certifies building work applications					
What we aimed for	How we did				
Percentage of accepted building consent applications processed within 20 working days	Out of 983 consents, 5 consents went over their statutory timeframe which equates to less than 1% not processed within 20 working days.				
	2014-2015		2013-2014		2012-2013
	ACHIEVED		ACHIEVED		NOT ACHIEVED
	Target	≥98%	Target	≥98%	Target
Result	99%	Result	98%	Result	99%

HEALTHY AND SAFE COMMUNITIES ACTIVITY GROUP

Building Control Activity

The Council processes, inspects and certifies building work applications							
What we aimed for		How we did					
Average time (in days) to complete consents for new dwellings.		Of the 983 consents processed, 229 related to new dwellings. The average time in days for processing those consents was 9.42 days which is both a significant improvement on last year and the best performance in this three year cycle of reporting.					
		2014-2015		2013-2014		2012-2013	
		ACHIEVED		NOT ACHIEVED		ACHIEVED	
		Target	<11.2 days	Target	<11 days	Target	<19 days
		Result	9.42 days	Result	11.2 days	Result	10.8 days
What we aimed for		How we did					
Percentage of building consents audited that comply with our operating procedures		There were 36 technical peer review audits completed. Thirty four reviews (94%) were satisfactory and two reviews identified the need for further training.					
		2014-2015		2013-2014		2012-2013	
		NOT ACHIEVED		ACHIEVED		ACHIEVED	
		Target	100%	Target	100%	Target	100%
		Result	94%	Result	100%	Result	100%

All medium risk or above illegal building work will be inspected immediately and made safe							
What we aimed for		How we did					
That all reported cases of illegal building work assessed as high risk or above will be inspected within 48 hours.		There were 10 instances of reports of building work without consent or non-compliant work. None of these were considered high risk.					
		2014-2015		2013-2014		2012-2013	
		ACHIEVED		ACHIEVED		NOT ACHIEVED	
		Target	100%	Target	100%	Target	100%
		Result	100%	Result	100%	Result	87%
What we aimed for		How we did					
That all reported cases of medium risk level illegal work are investigated.		There were 10 instances of reports of building work without consent or non-compliant work. All were investigated.					
		2014-2015		2013-2014		2012-2013	
		ACHIEVED		ACHIEVED		ACHIEVED	
		Target	100%	Target	100%	Target	100%
		Result	100%	Result	100%	Result	100%

HEALTHY AND SAFE COMMUNITIES ACTIVITY GROUP

Building Control Activity

Commercial buildings and swimming pools which don't comply with the NZ Building Code and Fencing of Swimming Pools Act respectively, will be identified and rectified						
What we aimed for	How we did					
That all commercial buildings will have a current building warrant of fitness.	This measure is reliant on building owners or their agents. There are a total of 334 Building warrant of Finesses of which 317 are current. The 17 non-current buildings are defined as - 2 in progress, 13 in the post or waiting for Independent Qualified Person signoff and 2 outstanding due to legal issues and/or sale of premises.					
	2014-2015		2013-2014		2012-2013	
	NOT ACHIEVED		NOT ACHIEVED		NOT ACHIEVED	
	Target	100%	Target	100%	Target	100%
	Result	95%	Result	98%	Result	93%
What we aimed for	How we did					
Percentage of pools in the District, on our register, are working towards or are compliant with the Building Act and the Fencing of Swimming Pools Act	There are a total of 549 swimming pools and spa pools on the register of which 416 are compliant. Of the 133 non-compliant pools 32 are awaiting inspection, 93 failed inspections and 8 are empty until compliance is achieved. Non-achievement of this measure is due to staffing resources which is being addressed through additional staffing resources.					
	2014-2015		2013-2014		2012-2013	
	NOT ACHIEVED		NOT ACHIEVED		NOT ACHIEVED	
	Target	100%	Target	100%	Target	75%
	Result	76%	Result	76%	Result	65%

HEALTHY AND SAFE COMMUNITIES ACTIVITY GROUP

Community Health and Safety Activity

What We Do

This activity provides a range of services to ensure our communities are clean, safe and healthy places to live. This includes minimising public nuisances and offensive behaviour as well as helping ensure public places are safe.

2014/2015 Highlights

- The Compliance Team has over exceeded service expectations in the previous year where measurements were readily able to be recorded. The only uncontrollable result was for property checks where the result was due to the owners moving on from the property or not located at the property during checks. The Compliance Team is undertaking a significant number of new functions since the compliance activity was brought in-house in 2011 and improved systems to measure service levels have been introduced where possible.
- The District Licensing Committee had six hearings this year compared to just one the previous year. We anticipate this will continue at this level as a result of objections to liquor applications.
- During February and March the Class 4 Gambling Venue Policy and Board Venue Policy was out for consultation. Fourteen submissions were received and Council is deliberating on the sinking lid policy, a new relocation policy and a new merging of Class 4 venues policies in August 2015.

How Well Did We Deliver Our Services in 2014/2015

Premises are inspected to ensure they are producing safe food							
What we aimed for		How we did					
The percentage of food premises inspected at least once annually to assess whether they are compliant with regulatory requirements.		This year inspections of food premises were maintained and more education provided to those registered premises that would be more suitable to be under the Food Control Plan. Council submitted on the proposals for regulations under the Food Act 2014. This included noting our concerns of the cost to businesses and the effect of mobile trading licences from other councils. The transition of the regulations will be implemented during 2016 -2019.					
		2014-2015		2013-2014		2012-2013	
		ACHIEVED		ACHIEVED		NOT ACHIEVED	
		Target	100%	Target	100%	Target	100%
		Result	100%	Result	100%	Result	71%

The Council provides animal control services to avoid dog attacks and nuisances							
What we aimed for		How we did					
The percentage of inspections carried out on properties where there are dogs classified as menacing or dangerous.		Compliance Officers checked 67 classified dog properties in May 2015 and by the end of June they had identified 47 properties with classified dogs. The remaining dogs or owners were not located or were no longer at the property. The properties are rechecked in September each year during dog registration checks when owner records are updated.					
		2014-2015		2013-2014		2012-2013	
		ACHIEVED		ACHIEVED		NOT ACHIEVED	
		Target	100%	Target	100%	Target	100%
		Result	100%	Result	100%	Result	71%

HEALTHY AND SAFE COMMUNITIES ACTIVITY GROUP

Community Health and Safety Activity

The Council provides animal control services to avoid dog attacks and nuisances						
What we aimed for		How we did				
The percentage of urgent animal control issues are responded to within 2 hours.	There were 90 urgent animal control issues recorded in the request for service system. Of these reported incidents, 27 were dog attacks on people, and the remaining 63 involved attacks on other animals. All incidents were responded to within two hours.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	100%	Target	100%	Target	100%
Result	100%	Result	100%	Result	100%	

We will respond to noise issues so that it does not disturb others						
What we aimed for		How we did				
The percentage of noise callouts responded to.	There were 540 requests for service in the 2014/2015 reporting period. The requests are reviewed through monthly monitoring meetings with the contractor. These review meetings confirmed that all requests had received a response.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	≥98%	Target	≥98%	Target	≥98%
Result	100%	Result	98%	Result	100%	

Parking and freedom camping restrictions are put in place and enforced						
What we aimed for		How we did				
That random and programmed parking patrols are undertaken in the following communities: <ul style="list-style-type: none"> • Thames • Whitianga • Whangamata 	Parking patrols expectations are set through Service Level Agreements with Community Boards each October. In all areas patrols were oversubscribed to ensure coverage was exceeded.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	100%	Target	100%	Target	100%
Result	100%	Result	100%	Result	100%	
What we aimed for		How we did				
The number of days that patrols for freedom camping are carried out per year.	Freedom camping patrol expectations are set through Service Level Agreements. These patrols increased in 2011 to provide additional coverage - the minimal expectation is 3-5 days per week throughout the year. This was exceeded.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	≥35 days	Target	≥35 days	Target	≥35 days
Result	260+ days	Result		Result		

HEALTHY AND SAFE COMMUNITIES ACTIVITY GROUP
Community Health and Safety Activity

We help minimise the harm caused by gambling through limiting gaming machine numbers							
What we aimed for		How we did					
The number of gaming machines in our district.		The sinking lid policy had a limited impact for a number of years however a renewed focus through the review of the Gambling policy and bylaws has seen a 22% drop in the last two years (based on figures from the Department of Internal Affairs).					
		2014-2015		2013-2014		2012-2013	
		ACHIEVED		ACHIEVED		ACHIEVED	
		Target	≤306	Target	≤306	Target	≤306
		Result	261	Result	294	Result	306

ROAD AND FOOTPATHS ACTIVITY GROUP

The provision of Roads and Footpaths means the planning, provision, development, operations and maintenance of a District land transportation network and facilities to local communities including footpaths, service lanes, street lighting, bridges and carparks owned by us. This is to ensure that the movement of people and goods around our District and within local communities is safe, efficient, convenient and pleasant.

Provision and maintenance of these facilities promotes a more pleasing and safer physical environment and enhances quality of life in local communities by making it quicker and easier to travel to destinations. A well-maintained roading network enables economic activity and growth by allowing for the efficient transport of goods and services and by promoting visitor access to the Coromandel. Road safety is also improved as part of proactive road maintenance.

This activity group includes the following activities:

- **District Transportation**
- **Local Transportation**

Contributing to Our District

The Roads and Footpaths activity group plays an important role in contributing to a **Prosperous District, a Liveable District and a Clean and Green District** by making it easy and safe to get around through providing essential infrastructure that enables our economy to grow; supports a range of lifestyle opportunities, while balancing accessibility with the protection of our unique natural environment.

Throughout the 2014/2015 year we've measured our contribution to our outcomes through this activity group, as follows:

We would be successfully contributing to our District if:	How We Did
The number of annual fatal road crashes (due to road factors) throughout our District reduces.	There were no road crash fatalities due to road factors
The number of annual road crashes (due to road factors) resulting in injury within our District reduces.	There were three crashes in the last year where road factors were noted and that resulted in injury, this compares to four crashes resulting in injury the previous year.
Resident satisfaction with the image of the closest town centre is maintained or increases *(measured three yearly).	There was no customer satisfaction survey this year. The next one is scheduled for 2016.

* measured in the NRB Communitrak Survey, 2013

ROAD AND FOOTPATHS ACTIVITY GROUP

Activity Group Dashboard

This dashboard outlines the number of performance measures achieved in each activity, within this activity group.

Activity	Performance Measures Achieved	How We Did
District Transportation	6 of 7	This activity has performed consistently well over the three year reporting cycle
Local Transportation	1 of 4	<p>This activity appears to be the poorest performing activity however only one of the results can be attributed to poor performance.</p> <p>The first measure failed as an unintended consequence of 1.3km of state highway being transferred to Council.</p> <p>The performance measures related to street lighting was not achieved in any of the three years with the performance significantly below the target in two of the three years.</p> <p>The other performance measure not met related to the Ferry Landing to Hot Water Beach shuttle service. The change in service was a management decision based on a review of the demand for the service, and the Annual Plan did not reflect these changes therefore it has been assessed as not achieved.</p>

ROAD AND FOOTPATHS ACTIVITY GROUP

District Transportation Activity

What We Do

This activity provides for people and goods to move safely around our District. It includes the development and maintenance of a road network. Our road transportation network currently comprises over 400km of sealed roads, over 250km of unsealed roads, and approximately 150 bridges and other associated infrastructure such as signage. Beyond the provision of roads, helping people get around safely and efficiently is also a key focus.

This activity does not cover the entire roading corridor. State highways are managed by the New Zealand Transport Agency and our *Local Transportation* activity encompasses functions that enable people to move around within local communities (such as footpaths and town centre upgrades).

2014/2015 Highlights

- The new roading Professional Services contract was tendered and commenced on 1 November 2014.
- The three new Operations and Maintenance contracts (for road maintenance, traffic services, vegetation control and street lighting) were tendered (for commencement 1 July 2015). The incumbent contractors were successful in retaining these 3 year (2+2) term contracts.
- Completion of 37km of road resurfacing, 1.75km of road pavement strengthening, 1km of new traction seal and 4km of new dust seal across the district.
- Port Jackson Road was subject to on-going damage caused by extreme weather during July and August 2014. Significant resource was required during the response and recovery phases of these weather events. A temporary ford was constructed to provide vehicle access following significant damage to the Ongohi Bridge, with an innovative bridge reinstatement methodology employed to enable the bridge to be reopened within three months of the original storm event.
- Two bridges on Waikawau Beach Road were replaced to allow overweight vehicle access.
- Resource consent was granted for the Kopu to Kaiua stage 2 section of the Hauraki Rail Trail.

How Well Did We Deliver Our Services in 2014/2015

The Council will deliver a road network that enables people and goods to move around the District						
What we aimed for	How we did					
The kilometres of road in the District which is sealed (excludes state highways).	Sealed road length reflects achievement of dust seal and traction seal work programmes. It also includes sealed roads vested in Council, which for the 2014/15 year includes development roads and the sections of old state highways at Kopu that were transferred to Council following completion of the Kopu Bridge project. The total sealed network length increased by 14kms.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	447	Target	444km	Target	440km
	Result	471	Result	457km	Result	452km

ROAD AND FOOTPATHS ACTIVITY GROUP

District Transportation Activity

The Council will deliver a road network that enables people and goods to move around the District						
What we aimed for	How we did					
The percentage of residents and non-resident ratepayers who have a view are fairly/very satisfied with the roads.	The Customer Satisfaction Survey is undertaken every three years. The last survey was undertaken in 2013 and then next survey is scheduled for 2016.					
	2014-2015		2013-2014		2012-2013	
	NOT MEASURED		NOT MEASURED		ACHIEVED	
					Target	≥85 %
					Result	89%

The Council will ensure its roads are safe						
What we aimed for	How we did					
The number of road fatalities caused by road factors.	There were no road fatalities caused by road factors.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	0	Target	0	Target	0
	Result	0	Result	0	Result	0
The kilometres of dust seals completed.	Dust seals were completed in the Coromandel-Colville and Tairua-Pauanui areas in line with Council's prioritised work programme.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	>3 km	Target	>3 km	Target	>3 km
	Result	3.85km	Result	3.1 km	Result	4.2 km
The number of road safety education campaigns delivered in the District by the Council.	NZTA subsidised five road safety education campaigns, focussed on young drivers, alcohol/drugs, motorcycles, speed, and roads/roadsides. The campaigns continued to be delivered through coordination with road safety partners across the East Waikato sub-region.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	5	Target	5	Target	5
	Result	5	Result	5	Result	5

ROAD AND FOOTPATHS ACTIVITY GROUP

District Transportation Activity

Disruptions are managed to ensure that traffic flows are not unduly affected						
What we aimed for		How we did				
The percentage of district roads (not state highways) unavailable due to road closure.	As a result of numerous weather events during July and August 2014, Port Jackson Road was subject to intermittent closures due to flooding of fords and minor slips, however performance against this measure was still above target					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	<1%	Target	<1%	Target	<1%
Result	0.1%	Result	0.1%	Result	0.1%	
What we aimed for		How we did				
That in the event of unplanned road closures, status updates via the Council's website occur twice daily until the road has been opened.	Regular updates relating to unplanned road closures were provided to customers via Council's website. 2014/15 saw an improved flow of information between contractors, consultant, staff and our customers.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	100%	Target	100%	Target	100%
Result	100%	Result	100%	Result	100%	

The design, maintenance and management of roads ensures they are in good condition and fit for purpose						
What we aimed for		How we did				
The percentage of vehicle travel on sealed roads is smooth.	This is measured via a roughness survey carried out every second year. The last survey was in 2014 and the next is scheduled for 2016.					
	2014-2015		2013-2014		2012-2013	
	NOT MEASURED		ACHIEVED		NOT MEASURED	
	Target	≥80%	Target	≥80%	Target	≥80%
Result	No survey	Result	90%	Result	No survey	
What we aimed for		How we did				
The percentage of potholes on sealed roads repaired within one week.	There were eight reported potholes and seven of these were repaired within the timeframe.					
	2014-2015		2013-2014		2012-2013	
	NOT ACHIEVED		ACHIEVED		ACHIEVED	
	Target	≥90%	Target	≥90%	Target	≥90%
Result	88%	Result	100%	Result	95%	

ROAD AND FOOTPATHS ACTIVITY GROUP

District Transportation Activity

The Hauraki Rail Trail Cycleway Project provides for increased visitor activity							
What we aimed for		How we did					
That the work programme is progressed to complete the Hauraki Rail Trail Cycleway.		Hauraki District Council has led this work program with Thames-Coromandel District Council contributing to the cost. The work completed this financial year focussed on planning and consenting of the Kopu to Kaiuaa stage of the trail including route planning, landowner agreements, resource consent granted from Hauraki District Council, and detailed costing of the construction and operational costs for that stage of the trail. A funding application was made to the government's Lotteries fund for \$2 million but this was unsuccessful.					
		2014-2015		2013-2014		2012-2013	
		ACHIEVED		ACHIEVED		ACHIEVED	
		Target	Progress work programme	Target	Progress new programme	Target	Complete stage one
		Result	Work programme progressed as planned.	Result	Programme progressed	Result	Stage one completed

ROAD AND FOOTPATHS ACTIVITY GROUP

Local Transportation Activity

What We Do

Our Local Transportation activity helps enable people to move around their local settlement. It complements the provision of roads through a range of services from providing for pedestrian access and movement to contributing to vibrant and pleasant town centres.

The *District Transportation* activity provides for the management and maintenance of roads throughout our District (excluding state highways).

2014/2015 Highlights

Completion of the following local transportation projects:

- Thames
 - Rhodes Park intersection improvements to include additional lane for right turning traffic exiting the park.
 - Formation of an off street parking area on Brown Street outside the Bridge Club.
- Coromandel-Colville
 - Widening the access from Tiki Road into the Woollams Avenue car park from one-way to two-way to improve access to car parking and reduce congestion in Kapanga Road.
 - New footpath on Long Bay Road.
- Mercury Bay
 - Removal of many streetlights in Matarangi following requests from the community to reduce light pollution.
 - New footbridge and footpath connecting the overflow car park at Hot Water Beach.
- Tairua-Pauanui
 - New footpath on Paku Drive from Hemi Place to the Marina.
- Whangamata
 - Esplanade Drive car parking improvements.

How Well Did We Deliver Our Services in 2014/2015

Footpaths can be used to get around town						
What we aimed for		How we did				
The percentage of the urban network with a footpath on at least one side of the street.	A total of 1.6km of new footpath was constructed across the district in 2014/15. An increase to Council's urban road length, resulting from 1.3km of state highway being transferred to Council, has offset the percentage of the urban network that has a footpath on one side.					
	2014-2015		2013-2014		2012-2013	
	NOT ACHIEVED		ACHIEVED		ACHIEVED	
	Target	59%	Target	58%	Target	57%
	Result	58%	Result	58%	Result	57%

ROAD AND FOOTPATHS ACTIVITY GROUP

Local Transportation Activity

Footpaths can be used to get around town					
What we aimed for		How we did			
The percentage of resident and non-resident ratepayers who have a view are satisfied with footpaths in the District.	The customer satisfaction survey is carried out every three years. The last survey was in 2013 and the next is scheduled for 2016.				
	2014-2015		2013-2014		2012-2013
	NOT MEASURED		NOT MEASURED		ACHIEVED
					Target ≥70%
				Result 76%	

Street lighting is provided in urban areas and major intersections					
What we aimed for		How we did			
The percentage of street lighting outages repaired within 1 week.	Not achieving this performance target was mainly due to faults not being repaired within contract timeframe. The result was also partly due to some Requests For Service not being closed out in Council's system once completed. Staff are working with the contractor to improve performance as well as reviewing the Request For Service process used for this contract.				
	2014-2015		2013-2014		2012-2013
	NOT ACHIEVED		NOT ACHIEVED		NOT ACHIEVED
	Target	≥90%	Target	≥90%	Target ≥90%
Result	68%	Result	84%	Result 61%	

People can access a pleasant town centre					
What we aimed for		How we did			
The percentage of residents and non-resident ratepayers who have a view are satisfied with the image of closest town centre.	The customer satisfaction survey is carried out every three years. The last survey was in 2013 and the next is scheduled for 2016.				
	2014-2015		2013-2014		2012-2013
	NOT MEASURED		NOT MEASURED		ACHIEVED
					Target ≥87 %
				Result 89%	
What we aimed for		How we did			
That the urban environment is improved through town centre upgrade projects: Whitianga town centre utilities work commences.	Council resolved to suspend the Whitianga Town Centre Upgrade project as part of the 2013/14 Annual Plan deliberations. The project has been reprioritised in the 2015-2025 Long Term Plan.				
	2014-2015		2013-2014		2012-2013
	NOT MEASURED		NOT MEASURED		NOT MEASURED
	Target	N/A	Target	N/A	Target N/A
Result	Not measured	Result	Under review	Result Under review	

ROAD AND FOOTPATHS ACTIVITY GROUP

Local Transportation Activity

Vegetation on urban road berms, maintained by the Council, are mowed regularly (excluding private berms)						
What we aimed for	How we did					
The percentage of urban road berms maintained with a grass height of less than 200mm.	There has been a slight improvement in performance from the previous year, and achievement was still above target.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	≥80%	Target	≥80%	Target	≥80%
	Result	95%	Result	92%	Result	97%

Public transport is provided in peak summer holiday periods - Mercury Bay South						
What we aimed for	How we did					
The number of days the Hahei to Ferry Landing shuttle operates in summer.	The Ferry Landing to Hot Water Beach shuttle service operated over the period 27 December 2014 to 26 January 2015 (31 days), and was extended for an additional 3 days over 6, 7, 8 February. The shuttle service did not operate for the target number of days due to cost and demand factors.					
	2014-2015		2013-2014		2012-2013	
	NOT ACHIEVED		NOT ACHIEVED		ACHIEVED	
	Target	40 days	Target	40 days	Target	40 days
	Result	34 days	Result	32 days	Result	42 days

COMMUNITY SPACES ACTIVITY GROUP

The Community Spaces group of activities means providing facilities that enhance opportunities for members of the community to participate in a range of activities, including sporting, cultural, recreational, educational and artistic pursuits that contribute to a better quality of life.

The group provides indoor and outdoor spaces for people to meet, places for relaxation and contemplation, means of access for visitors and tourists and facilities to enhance both visitors' and residents' experience of the peninsula.

This activity group includes the following activities:

- **Airfields**
- **Cemeteries**
- **Community Centres and Halls**
- **Public Conveniences**
- **Harbour Facilities**
- **Libraries**
- **Parks and Reserves**
- **Swimming Pools**

Contributing to Our District

The Community Spaces activity group contributes to **a Prosperous District, a Clean and Green District and in particular a Liveable District** by providing a range of recreation opportunities. The activity group provides infrastructure to support economic opportunities while balancing the enjoyment of our unique natural environment with protection. This activity group promotes a local sense of place, which contributes to liveable and healthy communities.

Progress for this group of activities on meeting Council outcomes is measured through a local and regional customer satisfaction survey that is conducted every three years. This was last conducted in 2013 and the next survey is scheduled in 2016.

Activity Group Dashboard

This dashboard outlines the number of performance measures achieved in each activity, within this activity group.

Activity	Performance Measures Achieved	How We Did
Airfields	1 of 1	This activity has achieved a 100% success rate over the three year reporting period.
Cemeteries	2 of 2	Cemeteries achieved 100% of its targets over the three year reporting period.
Community Centres and Halls	1 of 3	The main area of under achievement during the three year reporting period was the performance measure

		focussed on actual usage of community centres. In all instances when the target was not met it was within 2%.
Public Conveniences	1 of 1	Public Conveniences achieved 100% of its targets over the three year reporting period.
Harbour Facilities	3 of 3	Harbour Facilities achieved 100% of its targets over the three year reporting period.
Libraries	3 of 5	Overall performance over the three year reporting period was very good. One measure was not achieved in any of the three years, supporting a library service in Port Charles as local community was unable to identify anyone prepared to deliver the service.
Parks and Reserves	2 of 5	The first impression may be of under-performance in this activity. The services were delivered as intended during the three year reporting period. The baseline and target information needed refining.
Swimming Pools	4 of 4	Over the three years the Swimming Pools activity met 11 of the possible 12 performance targets. This was due to an unplanned closure for essential maintenance work in 2013-2014.

COMMUNITY SPACES ACTIVITY GROUP

Airfields Activity

What We Do

We provide two airfields in our District - one in Pauanui and the other in Thames. Their function is primarily for recreational use and some commercial flights. Airfields also act as a useful resource in case of emergency. We own (and presently manage) both airfields.

2014/2015 Highlights

Thames: All the drains were cleared in June 2015 to assist in alleviating the wet and unsafe condition that happens each July.

Pauanui: Has continued to operate effectively throughout the year. Regular two-weekly safety checks are undertaken with maintenance and lawn mowing carried out when required.

How Well Did We Deliver Our Services in 2014/2015

There are safe airfields for small aircraft in Thames and Pauanui						
What we aimed for	How we did					
The number of days per year that the airfield is open for use in:	Thames: The Thames Airfield was open for use 355.5 days of the year. The airfield was closed to fixed wing aircraft for 86.5 hours in July 2014 due to wet and unsafe conditions. The runways and taxiways were also closed due to mowing and inspections for 114.5 hours over the year.					
	Pauanui: Closed on 23 April 2015 to enable a load bearing assessment to be conducted. This assessment has proven the maximum permissible strength rating currently stated in the Aerodrome Operations Manual and New Zealand Aeronautical Information Publications database (NZAIP, 2013, p.NZUN AD 2-52.1).					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
• Thames	Target	>320 days	Target	>320 days	Target	>320 days
	Result	355.5 days	Result	358 days	Result	320 days
• Pauanui	Target	>355 days	Target	>355 days	Target	>355 days
	Result	364 days	Result	365 days	Result	365 days
What we aimed for	How we did					
The percentage of compliance at the Thames and Pauanui airfields with Civil Aviation Authority safety requirements.	A safety inspection for Thames and Pauanui airfields by the Civil Aviation Authority did not fit with their inspection schedule in 2014/2015 and is due to be undertaken July/August 2015.					
	2014-2015		2013-2014		2012-2013	
	NOT MEASURED		ACHIEVED		ACHIEVED	
	Target	100%	Target	100%	Target	100%
Result	Not Available	Result	100%	Result	100%	

COMMUNITY SPACES ACTIVITY GROUP

Cemeteries Activity

What We Do

Cemeteries provide memorial spaces for those wishing to remember people that have passed on. This activity involves ensuring that there is adequate burial facilities throughout our District. It also includes ensuring that all Council cemeteries are well presented as a mark of respect.

2014/2015 Highlights

- Reviewed Council's Cemeteries Bylaw and adopted a revised bylaw.
- Developed a Cemeteries Operations Manual.

How Well Did We Deliver Our Services in 2014/2015

Cemeteries are available in each community board area for people to remember loved ones						
What we aimed for		How we did				
The percentage of Community Board areas with cemeteries available for burials.	Thames, Coromandel-Colville, Whangamata, Mercury Bay and Tairua-Pauanui Community Board areas each had operational cemeteries for the 2014/15 year.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	100%	Target	100%	Target	100%
Result	100%	Result	100%	Result	100%	

Cemeteries will be tidy and well maintained spaces						
What we aimed for		How we did				
That all cemetery interment requests are responded to within one day.	All of the 131 requests for interment were dealt with as one day Requests for Service.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	100%	Target	100%	Target	100%
Result	100%	Result	100%	Result	100%	
What we aimed for		How we did				
Of those residents and non-resident ratepayers who have a view, the percentage who are satisfied with Council cemeteries.	The customer satisfaction survey is carried out every three years and the next survey is scheduled for 2016.					
	2014-2015		2013-2014		2012-2013	
	NOT MEASURED		NOT MEASURED		ACHIEVED	
					Target	≥89%
				Result	98%	

COMMUNITY SPACES ACTIVITY GROUP
Community Centres and Halls Activity

What We Do

This activity ensures that a range of community centres and halls are provided to meet local community needs. They provide facilities for people to get together and take part in a range of activities such as recreation and cultural events. Community centres and halls are used for public purposes as well as private social events.

2014/2015 Highlights

- Alterations at the Thames War Memorial Civic Centre to create two tenantable spaces commenced and are due to be completed by 1 August 2015.
- A Roll of Honour to commemorate the Thames fallen from World War One was installed at the Thames War Memorial Civic Centre.
- The Pauanui Amenity building was completed early June 2015 with the official opening held 27 June 2015. The Pauanui Community Library and Pauanui Information Centre relocated and operate from the building. The meeting room is available for hire by groups within the community.

How Well Did We Deliver Our Services in 2014/2015

The Council provides community centres and hall facilities for community activities and events						
What we aimed for	How we did					
That community centres in Thames, Whitianga and Whangamata are available for hire 14 hours per day.	The Thames War Memorial Civic Centre Conference Room was unable to be hired during June because of renovations for the new Destination Coromandel office space.					
	2014-2015		2013-2014		2012-2013	
	NOT ACHIEVED		ACHIEVED		ACHIEVED	
	Target	100%	Target	100%	Target	100%
Result	100%	Result	100%	Result	100%	
What we aimed for	How we did					
Percentage of actual hours community centres are used compared to total available:	Both Whangamata and Thames did not reach the required hours of use in 2014-2015.					
	2014-2015		2013-2014		2012-2013	
	NOT ACHIEVED		ACHIEVED		NOT ACHIEVED	
<ul style="list-style-type: none"> • Thames • Whangamata • Whitianga 	Target	≥37%	Target	≥37%	Target	≥37%
		≥47%		≥47%		≥47%
		≥36%		≥36%		≥36%
<ul style="list-style-type: none"> • Thames • Whangamata • Whitianga 	Result	35%	Result	51%	Result	35%
		45%		53%		46%
		42%		42%		55%

COMMUNITY SPACES ACTIVITY GROUP
Community Centres and Halls Activity

The Council provides community centres and hall facilities for community activities and events						
What we aimed for	How we did					
That percentage of residents and non-resident ratepayers who have a view are fairly/very satisfied with the community centres and hall facilities.	The customer satisfaction survey is carried out every three years. When last carried out in 2013 the target was achieved. The next survey is scheduled for 2016.					
	2014-2015		2013-2014		2012-2013	
	Not Measured		Not Measured		ACHIEVED	
					Target ≥90%	
				Result 90%		
What we aimed for	How we did					
That the following communities have access to smaller community centres and halls: Hahei, Cooks Beach, Coroglen, Kuaotunu, Hikuai, Opoutere, Te Puru, Coromandel.	The community centres and halls were available for use during 2014/15.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	All halls operated	Target	All halls operated	Target	All halls operated
	Result	All halls operated	Result	All halls operated	Result	All halls operated

Grants (in 2014/2015)

The Community Boards provided the following hall grants for 2014/2015:

Hahei (\$3,350) Cooks Beach (\$3,350) Coroglen (\$2,200) Kuaotunu (\$2,200) Hikuai (\$2,026) Opoutere (\$5,000) Te Puru (\$3,117) Tapu (\$10,909) Puriri (\$2,598) Kuaeranga Valley (\$3,117).

COMMUNITY SPACES ACTIVITY GROUP

Public Conveniences Activity

What We Do

We own and maintain public toilets, changing facilities and showers throughout our District for the convenience of the community, visitors and tourists. Most facilities are provided at areas of high public use.

2014/2015 Highlights

- The Tapu (Thames Coast) unit was refurbished to become flushable. This included the installation of a mini treatment plant and an effluent field.
- Renovation of the public conveniences at Adams Road (Thornton Bay, Thames Coast) and Thames War Memorial Civic Centre were completed.
- New water line installed at the Hahei Beachfront public conveniences.
- Design and prefabrication process was started for new public conveniences at Porritt Park (Thames).

How Well Did We Deliver Our Services in 2014/2015

The Council's public toilets are clean						
What we aimed for	How we did					
The percentage of toilet related customer urgent enquiries resolved within 48 hours.	A total of 80 urgent requests for service were received and 73 were resolved within the timeframe.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	≥85%	Target	≥85%	Target	≥85%
	Result	91%	Result	93%	Result	95%
What we aimed for	How we did					
The percentage of residents and non-resident ratepayers who have a view are fairly/very satisfied with public toilets.	The customer satisfaction survey is carried out every three years. The last survey was in 2013 and the next survey is scheduled for 2016.					
	2014-2015		2013-2014		2012-2013	
	NOT MEASURED		NOT MEASURED		ACHIEVED	
					Target	≥73%
				Result	90%	

COMMUNITY SPACES ACTIVITY GROUP

Harbour Facilities Activity

What We Do

Access to the coast is a valued part of the Coromandel lifestyle for many. The Harbour Facilities activity provides recreational and commercial facilities to support recreation, tourism-related activities, commercial fishing and aquaculture. The geography of the Peninsula can limit opportunities for harbour facility provision so we cannot provide full services at all boat ramps and wharves.

2014/2015 Highlight

- Mercury Bay - Partial funding which was received from NZ Lottery Grants for the historic wharf upgrade of Ferry Landing has allowed the restoration part of the project to be completed. This included the recovery of the stone from the sea bed.

How Well Did We Deliver Our Services in 2014/2015

An all tide boat ramp can be accessed in each community board area						
What we aimed for		How we did				
That all 5 Community Board areas have access to an all-tide boat ramp.	Mercury Bay, Thames, Tairua, Pauanui, Whangamata and Coromandel all have all tide boat ramps which are well used by both the local community and visitors.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	5	Target	5	Target	5
Result	5	Result	5	Result	5	
What we aimed for		How we did				
That there are 9 all-tide boat ramps each with at least 20 boat and trailer car park spaces within 400 metres.	All 9 all-tide boat ramps in the ward have at least 20 boat and trailer car park spaces within 400 metres and these have been fit for purpose throughout the year.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	9	Target	9	Target	9
Result	9	Result	9	Result	9	
What we aimed for		How we did				
That ≥77 % of residents and non-resident ratepayers who have a view are satisfied with harbour facilities.	The customer satisfaction survey is carried out every three years. When last carried out in 2013 the target was achieved. The next survey is scheduled for 2016.					
	2014-2015		2013-2014		2012-2013	
	Not Measured		Not Measured		ACHIEVED	
					Target	≥77%
				Result	83%	
The Council will provide commercial wharfage facilities for industry use						
What we aimed for		How we did				
That there are 5 harbours in which commercial wharfage facilities are provided and are used by aquaculture, commercial fishing, or tourism charters.	Coromandel, Port Charles, Whitianga, Tairua and Whangamata each have an operational wharf.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	5	Target	5	Target	5
Result	5	Result	5	Result	5	

COMMUNITY SPACES ACTIVITY GROUP

Libraries Activity

What We Do

We provide and support a range of library services in our District. Council owned libraries have a shared district collection and have comprehensive digital access offering free internet access to customers. These libraries run a variety of community programmes and services to schools and the homebound.

There are other libraries in our District that are supported but not owned or managed by us. Service levels across these libraries vary.

2014/2015 Highlights

Despite predictions of the decline of libraries due to the advent of e-books and the digital age, the district libraries continue to thrive. 238,727 physical items were checked out, compared to 829 e-books. But we're about so much more than books; we deliver programmes for babies, children, adults and senior citizens. We deliver to those who can't come to us. We provide free computer access and 24/7 Wi-Fi. We help people write CVs, search for jobs, access government information and set up emails. We hold events such as local musicians for NZ music month, author talks and art displays and above all we connect people with information, ideas and other people. We are the heart of our communities.

How Well Did We Deliver Our Services in 2014/2015

The Council provides library facilities for customers to access library services						
What we aimed for	How we did					
That library facilities providing an integrated and district wide service are available in the following communities: <ul style="list-style-type: none"> • Thames • Whitianga • Tairua 	Thames, Mercury Bay and Tairua Libraries share resources to provide a consistent level of service across the district. Customers can borrow items from any of the three libraries and return them to any of the three. This collaboration means customers have access to a wider collection than they otherwise would.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	3	Target	3	Target	3
	Result	3	Result	3	Result	3
What we aimed for	How we did					
That the Council supports independently operated local libraries in the following communities: <ul style="list-style-type: none"> • Whangamata • Coromandel • Pauanui • Hahei • Ferry Landing • Kauotunu • Port Charles 	Port Charles Library closed when the volunteer librarian returned to live in England as there was no expression of interest by the community in retaining the service. The District Libraries support Whangamata and Pauanui Libraries through a shared library management system.					
	2014-2015		2013-2014		2012-2013	
	NOT ACHIEVED		NOT ACHIEVED		NOT ACHIEVED	
	Target	7	Target	7	Target	7
	Result	6	Result	6	Result	6

COMMUNITY SPACES ACTIVITY GROUP

Libraries Activity

The Council provides library facilities for customers to access library services						
What we aimed for		How we did				
The percentage of residents and non-resident ratepayers who have a view that are satisfied with library services.	The customer satisfaction survey is carried out every three years. When last carried out in 2013 the target was not achieved. The next survey is scheduled for 2016. The survey includes both district and community libraries so the performance of the district libraries is not measured separately thus potentially affecting the outcome.					
	2014-2015		2013-2014		2012-2013	
	NOT MEASURED		NOT MEASURED		ACHIEVED	
					Target	≥80%
				Result	94%	

Customers have access to a range of current information in both print and digital format						
What we aimed for		How we did				
The percentage of library collection meets the LIANZA standard of 3-3.5 items per local resident per library.	Mercury Bay Library only holds 2.5 items per local resident as a result of withdrawing old and outdated material which was not being used. As the physical space is so limited the collection cannot increase much beyond this but customers have access to the collections of both Thames and Tairua Libraries as well as the digital collections. Thames holds 3.6 items per local resident and Tairua holds 3.					
	2014-2015		2013-2014		2012-2013	
	NOT ACHIEVED		ACHIEVED		ACHIEVED	
	Target	>90%	Target	>90%	Target	>90%
Result	86%	Result	100%	Result	100%	
What we aimed for		How we did				
The percentage increase in the number of internet and Wi-Fi sessions on the previous year.	The public computers are still well used but less so than in previous years with a gradual decline in favour of mobile devices. Smartphones and tablets are now more popular than laptop computers. Wi-Fi use has increased by over 33% with a total of 64,615 sessions across the three libraries.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	+5%	Target	+5%	Target	+5%
Result	+16%	Result	33%	Result	>100%	

A constant choice of new materials and current information is available throughout the year						
What we aimed for		How we did				
The number of new items per 1000 local residents added to the collection each year.	This varied a little between libraries with 320 added at Thames, 365 at Mercury Bay and 328 at Tairua, giving a combined average of 338 new items per 1000 local residents across the district.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	300 to 330	Target	300 to 330	Target	300 to 330
Result	338	Result	410	Result	450	

COMMUNITY SPACES ACTIVITY GROUP
Libraries Activity

The district libraries provide programmes for people to improve reading and literacy skills						
What we aimed for	How we did					
The percentage of participants satisfied with the programmes they participate in.	Attempts to obtain written feedback have proven to be unsuccessful but attendance levels and demands for programmes, combined with verbal feedback, indicate a high level of satisfaction. Children's holiday programmes attract good numbers and adults are eager for news of their annual winter reading programme.					
	2014-2015		2013-2014		2012-2013	
	NOT MEASURED		NOT MEASURED		ACHIEVED	
	Target	≥71%	Target	≥71%	Target	≥71%
Result	No result	Result	No result	Result	>90%	

COMMUNITY SPACES ACTIVITY GROUP

Parks and Reserves Activity

What We Do

The Parks and Reserves activity maintains an open space network to provide spaces for a variety of recreational and leisure purposes. The Coromandel Peninsula is located within the Hauraki Gulf Marine Park and is also made up of approximately one-third conservation land, so open space is an important 'asset' for our district. However, we are not the only significant provider of parks and reserves. Our focus is on providing access to parks, reserves and playgrounds which (for the most part) can be used for recreational purposes.

2014/2015 Highlights

- Lotteries funding was received to commission a Conservation Management Plan for the Thames Monument.
- Five school planting days were completed at different reserves in the Thames area.
- A shelter over the BBQ and new bollards were provided at Buffalo Beach (Mercury Bay).
- Access to Stony Creek Reserve (Mercury Bay) was developed.
- Traction seal on the access to Shakespeare Reserve (Mercury Bay) was completed.

How Well Did We Deliver Our Services in 2014/2015

The Council provides a range of parks and reserves within the District						
What we aimed for	How we did					
That m2 of reserve per property (rating unit) is as follows:	There has been minimal rating unit growth meaning that the amount of reserve land per property (rating unit) has remained fairly consistent.					
	2014-2015		2013-2014		2012-2013	
	NOT ACHIEVED		NOT ACHIEVED		ACHIEVED	
	Target	Result	Target	Result	Target	Result
District:	48m2	48m2	48m2	48m2	48m2	48m2
Thames CB:	30m2	30m2	30m2	30m2	30m2	30m2
Coromandel CB:	40m2	40m2	40m2	40m2	40m2	40m2
Mercury Bay CB:	54m2	51m2	54m2	51m2	51m2	51m2
Tairua-Pauanui CB:	75m2	75m2	75m2	75m2	75m2	75m2
Whangamata CB:	48m2	48m2	48m2	48m2	48m2	48m2
<i>(CB = Community Board):</i>						
The Council provides a range of parks and reserves within the District						
What we aimed for	How we did					
The percentage of residents and non-resident ratepayers who have a view are fairly/very satisfied with parks and reserves.	The customer satisfaction survey is carried out every three years. The last survey was in 2013 and the next is scheduled for 2016.					
	2014-2015		2013-2014		2012-2013	
	NOT MEASURED		NOT MEASURED		ACHIEVED	
					Target	≥85%
				Result	93%	

COMMUNITY SPACES ACTIVITY GROUP

Parks and Reserves Activity

The Council provides a range of parks and reserves within the District							
What we aimed for		How we did					
The percentage of users are fairly/very satisfied with parks and reserves.		The Park Check survey (provides the result for this measure) was not undertaken in 2014/2015. This was a manager decision as there is limited benchmarking value as few other councils still participate (therefore little value for money), and customer satisfaction with Council's Parks and Reserves service is also measured through the Customer Satisfaction survey.					
		2014-2015		2013-2014		2012-2013	
		NOT ACHIEVED		ACHIEVED		ACHIEVED	
		Target	≥85%	Target	≥85%	Target	≥85%
		Result	Unknown	Result	97%	Result	93%

The Council provides dedicated sports facilities (beyond community centre spaces) in the District							
What we aimed for		How we did					
The communities with dedicated multi-purpose indoor leisure facilities.		Planning is underway for a dedicated multi-purpose indoor leisure facility in Thames. The target for this measure increased in 2015/16 of the 2012-22 Long Term Plan.					
		2014-2015		2013-2014		2012-2013	
		ACHIEVED		ACHIEVED		ACHIEVED	
		Target	0	Target	0	Target	0
		Result	0	Result	0	Result	0

The Council provides playgrounds							
What we aimed for		How we did					
That the number of children's playgrounds are as follows:		Council manages 38 children's playgrounds throughout the district and this number has remained fairly consistent over recent years.					
		2014-2015		2013-2014		2012-2013	
		NOT ACHIEVED		NOT ACHIEVED		NOT ACHIEVED	
		Target	Result	Target	Result	Target	Result
		Thames/Thames Coast:	9	7	9	7	9
Coromandel/Colville:	4	4	4	4	4	4	
Mercury Bay North:	6	4	6	4	6	4	
Whitianga/Wharekaho:	6	5	6	5	6	5	
Mercury Bay South:	4	4	4	4	4	4	
Tairua:	3	3	3	3	3	3	
Pauanui:	7	7	7	7	17	7	
Whangamata/Onemana:	7	4	7	4	7	3	

Parks and reserves are kept clean and tidy							
What we aimed for		How we did					
Percentage of parks and reserves related customer urgent enquiries are resolved within 48 hours.		Of the 97 urgent requests for service received, 94 were completed within the timeframe.					
		2014-2015		2013-2014		2012-2013	
		ACHIEVED		ACHIEVED		ACHIEVED	
		Target	≥85%	Target	≥85%	Target	≥85%
		Result	97%	Result	91%	Result	99%

COMMUNITY SPACES ACTIVITY GROUP

Swimming Pools Activity

What We Do

Swimming and other water skills are considered important for our district with its extensive coastline. Swimming pools provide for recreational activity as well as facilities where people can receive education about water safety, and can learn safe practices associated with water activities which is important to minimise accidents involving water. The community benefits from having fewer deaths by drowning as a result of the confidence and water skills learned in a swimming pool.

We provide and support a range of swimming pool services in our District. A Council-owned pool in Thames provides for year-round access and a range of swimming programmes.

There are other swimming pools in our District that receive financial support from us, but are not owned or managed by us. These are covered by the Social Development Activity.

2014/2015 Highlights

As a result of damage caused by a water leak in October 2014 both the men's and women's showers were refurbished.

A new double element hot water cylinder was installed which has increased the availability of hot water for the showers.

Counties Manukau Orienteering Club used the complex for its orienteering event on 25 October 2014. The event was a great success and a letter of thanks along with a framed illustration of the course was received in November 2014.

Squad numbers have increased significantly on any other year, particularly at the entry level which has meant that a new development squad has had to be formed to handle the numbers.

Over the summer months a number of swim meets were hosted including:

- Local Primary School meets
- Thames Valley Primary School Champs
- Thames Valley Secondary School Champs
- Thames Swim Club Swim Meet

Over the winter months the following was hosted:

- Waikato Sports Force Swim Training (twice a month on the weekend)
- Waihi Swim Club Swim Training (twice a month on the weekend)
- Thames Valley Swimming Academy sessions
- Host Swim New Zealand And AUST Swim - Train the Trainer sessions

COMMUNITY SPACES ACTIVITY GROUP

Swimming Pools Activity

How Well Did We Deliver Our Services in 2014/2015

The Council provides year round access to a swimming pool in Thames						
What we aimed for	How we did					
That the Thames Centennial Pool is available during the: <u>Summer</u> 6 hours per day, 7 days a week <u>Winter</u> 5 hours per day, 6 days a week	Although there was a major leak in the pipes within the building complex in October 2014 closure of the facility was not required.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		NOT ACHIEVED		ACHIEVED	
	Target	<u>Summer</u> 6 hrs, 7 days <u>Winter</u> 5 hrs, 6 days	Target	<u>Summer</u> 6 hrs, 7 days <u>Winter</u> 5 hrs, 6 days	Target	<u>Summer</u> 6 hrs, 7 days <u>Winter</u> 5 hrs, 6 days
	Result	<u>Summer</u> Weekdays - 9.5 hrs Weekends - 6 hrs <u>Winter</u> Weekdays - 9 hrs Sunday - 6 hrs	Result	<u>Summer</u> Weekdays - 9.5 hrs Weekends - 6 hrs <u>Winter</u> Weekdays - 9 hrs Sunday - 6 hrs Pool closed twice.	Result	<u>Summer</u> Weekdays - 9.5 hrs Weekends - 6 hrs <u>Winter</u> Weekdays - 9 hrs Sunday - 6 hrs

The Council provides a range of aquatic programmes available at the Thames Centennial Pool						
What we aimed for	How we did					
Number of Learn to Swim programmes are available each school year (4 terms).	A programme of lessons was delivered in each of the four terms to cater for a wide range of ages and abilities. The nine different lesson groups that make up the Learn to Swim programmes are: Jellyfish, Seahorse, Pipi, Starfish, Eel, Octopus, Snapper, Kingfish and Marlin. School holiday block lessons were also delivered.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	4	Target	4	Target	4
	Result	4	Result	4	Result	4
What we aimed for	How we did					
Number of aquaerobic programmes offered annually.	Sessions were delivered over the four school terms on Tuesdays and Thursdays between 11am and 12 noon.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	60	Target	60	Target	60
	Result	76	Result	76	Result	80

The pools are clean, safe and enjoyable places to visit						
What we aimed for	How we did					
That the Thames Centennial Pool achieves ACC Poolsafe accreditation	The Thames Centennial Pool was first accredited five years ago and has successfully achieved accreditation each consecutive year since.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	Achieve accreditation	Target	Achieve accreditation	Target	Achieve accreditation
	Result	Accreditation achieved	Result	Accreditation achieved	Result	Accreditation achieved

Overview of Projects & Variances

Project	Comment
Replace the vacuum, renew play equipment and swim platforms (\$16,000)	<p>The new vacuum has improved the pool water quality.</p> <p>Over the summer months the new play equipment has led to higher patronage and a greater enjoyment of the facility by the younger patrons.</p> <p>The new swim platforms mean that there is no longer damage to the pool surface and they are easier to handle for the staff. They also allow for more classes to be delivered concurrently.</p>

COMMUNITY DEVELOPMENT ACTIVITY GROUP

Economic Development Activity Social Development Activity

Community Development means that we work with local community groups and organisations to develop ways to improve quality of life for both individuals and communities as a whole. By helping increase the community's capacity for and participation in projects and programmes, more can be accomplished than by us acting alone.

Our role is to promote projects to increase the wealth of our district, enhance access to health, education and networking opportunities, and to help identify and reduce obstacles to the improvement of quality of life within communities. Through these activities we provide funding to local organisations that focus on community benefit or the growth of local business initiatives that are considered to be of economic benefit to our District.

This activity group includes the following activities:

- **Economic Development**
- **Social Development**

Contributing to Our District

The Community Development activity group contributes to a **Prosperous District**, a **Liveable District** and a **Clean and Green District** by supporting sustainable and appropriate growth opportunities. The activity group also supports a range of initiatives that promote social wellbeing and reflect community responsibility.

Throughout the 2014/2015 year we've measured our contribution to our outcomes through this activity group, as follows:

We would be successfully contributing to our District if:	How We Did
The GDP rate of the District is maintained or increases.	Gross Domestic Product (GDP) in the district was up 3.6% for the year to March 2015 compared to a year earlier. This was higher than for the Waikato region (3.0%) and New Zealand (3.2%). Note - The March figures above will be updated with June year-end figures when they become available prior to audit.
The percentage of unemployed in our District decreases.	The annual average unemployment rate was 4.8% in March 2015, down from 5.0% a year earlier. The rate is lower than for the Waikato region (6.2%) and New Zealand (5.7%). Note - The March figures above will be updated with June year-end figures when they become available prior to audit.
The deprivation level of the resident population improves.	At the time of writing the deprivation figures have been released but are not currently in a format that allows a Thames Coromandel position to be reported.
Resident satisfaction with their quality of life is maintained or increases. ^	There is no survey scheduled this year the last one took place in 2013 with the next one scheduled for 2016.
Residents agreement that their community is a	There is no survey scheduled this year the last one took place in

place where young people can imagine building a life maintains or increases. ^	2013 with the next one scheduled for 2016.
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^measured in the MARCO Perception Survey, 2013

Activity Group Dashboard

This dashboard outlines the number of performance measures achieved in each activity, within this activity group.

Activity	Performance Measures Achieved	How We Did
Economic Development	2 of 5	The activity has grown in significance for Council during the three year reporting period. Performance has been mixed reflecting changes in priorities and the way the services are delivered as well as including some performance measures which are outside Council's direct control. This has been a period of transition for this activity.
Social Development	8 of 8	This activity met 100% of its targets during the three year reporting cycle.

COMMUNITY DEVELOPMENT ACTIVITY GROUP

Economic Development Activity

What We Do

We consider that economic development is a priority now more than ever. Through partnerships and working with others, we will continue to support tangible economic development opportunities in our district. This activity draws on the economic opportunities of the Peninsula's natural setting such as the tourism sector and is also focussing on aquaculture growth.

2014/2015 Highlights

- The World War 1 Forest project was initiated and launched by the Minister of Conservation at Cathedral Cove, the site of the Gallipoli Forest. The project is planting several forests across the Peninsula in remembrance of the district's fallen soldiers of World War 1.
- Confirmed co-funding with Chorus two significant Broadband Cabinet Upgrades at Kopu in Thames to improve Broadband speeds, providing incentive for existing local businesses to stay in the industrial zone and also to attract more businesses to the area.
- A Coromandel Arts Strategy was commissioned to provide a district framework.
- The Council's Summertimes Magazine was distributed to the district's non-resident ratepayers to encourage greater visitation and use of the holiday homes.
- The LGNZ Business Friendly Principles and Guidelines were adopted by Council and a pilot trial was subsequently initiated with the establishment of a Business Broker function at Council to help subdivision, property development and business investment projects work through the various Council processes.
- A draft Business Case was developed for the Coromandel Harbours project which identifies long-term investment options to create a "blue highway" between the Peninsula and Auckland.
- For the Coromandel Walks project, Council was successful in its application for Lotteries funding and \$1 million has been contributed towards the first stage.
- Relocation of the Automobile Association (AA) service to the Thames Council building for a start date of 1 July 2015.
- Relocation underway for the Thames ISITE and Destination Coromandel to move to the Thames Civic Centre to help achieve greater visitor spend by having the services centrally located.
- The Whitianga ISITE was successfully transferred to Destination Coromandel ownership on 1 July 2014, with planning underway for the Thames ISITE to move to Destination Coromandel control by 1 July 2015.
- Destination Coromandel successfully launched a new tourism strategy, *Coromandel Beyond 2025*, as part of the Council's directive to align the district with the Tourism Industry Association's 2025 Strategy.

COMMUNITY DEVELOPMENT ACTIVITY GROUP

Economic Development Activity

How Well Did We Deliver Our Services in 2014/2015

The Council supports the promotion of the Coromandel Peninsula as a national and international tourism destination						
What we aimed for	How we did					
The number of days per annum that visitor information centres are open in Thames, Whangamata and Whitianga.	Whangamata and Thames ISITES achieved the target of being open for 364 days of the year. Due to Council funded renovations to the Whitianga ISITE premise in winter 2014, the centre was closed for 8 days.					
	2014-2015		2013-2014		2012-2013	
	NOT ACHIEVED		NOT ACHIEVED		ACHIEVED	
	Target	364 days	Target	364 days	Target	364 days
Result	2 centres opened for 364 days 1 centre open for 356 days	Result	2 centres open for 364 days 1 centre open for 357 days	Result	3 centres open for 364 days	

The Council supports the promotion of the Coromandel Peninsula as a national and international tourism destination						
What we aimed for	How we did					
The percentage increase in visitor guest nights from previous year.	This measure uses territorial authority statistics sourced from the Commercial Accommodation Survey (Statistics NZ). Data for Thames-Coromandel district has been withheld by Statistics NZ for one different month in each of the 2013/14 and 2014/15 years due to confidentiality constraints, meaning performance is not able to be accurately measured. June 2015 year-end data is not yet available and will be updated prior to audit.					
	2014-2015		2013-2014		2012-2013	
	NOT MEASURED		NOT ACHIEVED		NOT ACHIEVED	
	Target	≥5%	Target	≥5%	Target	≥5%
Result		Result	4%	Result	1.5%	

The Council advocates for and facilitates sustainable business development and new business investment on the Coromandel Peninsula						
What we aimed for	How we did					
The percentage of key performance indicators achieved by Destination Coromandel (as set in its annual strategic marketing plan) are met.	Destination Coromandel achieved 96% of its work programme that is outlined in its Statement on Intent and action plan for 2014/15. This included increases in visitor guest nights in the Coromandel Regional Tourism Organisation area (includes Hauraki district), increasing visitation and use of digital platforms, facilitating industry workshops, representing the Coromandel at TRENZ and taking over the operation of the Whitianga ISITE.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	≥85%	Target	≥85%	Target	≥85%
Result	96%	Result	85%	Result	100%	

COMMUNITY DEVELOPMENT ACTIVITY GROUP
Economic Development Activity

The Council advocates for and facilitates sustainable business development and new business investment on the Coromandel Peninsula						
What we aimed for		How we did				
The percentage of the district's business community satisfied or more than satisfied with the Council's overall performance in the economic development activity.	This survey was not carried out due to costs involved in undertaking the research.					
	2014-2015		2013-2014		2012-2013	
	NOT ACHIEVED		NOT MEASURED		NOT MEASURED	
	Target	≥75%	Target	≥75%	Target	
	Result		Result		Result	
What we aimed for		How we did				
The percentage increase in the total number of businesses in our district is maintained or increased on the previous year.	The Coromandel experienced some positive growth in the number of businesses operating on the Peninsula.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		NOT MEASURED		NOT MEASURED	
	Target	Increase >1%	Target	Increase >1%	Target	Increase >1%
	Result	1.3%	Result	-2%	Result	
What we aimed for		How we did				
That we can demonstrate that we have maintained or increased engagement in economic development advocacy initiatives.	Council continued engagement with agencies such as the Waikato Innovation Park, ATEED, Waikato Regional Council, MBIE, Coromandel Marine Farmers Association, Aquaculture New Zealand, New Zealand Motorhome Caravan Association.					
	The Council has also initiated new economic advocacy initiatives with Vodafone and Chorus to improve broadband access on the Coromandel, and with several social agencies with the Youth Initiative Project including the Ministry of Social Development.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	Maintain or increase	Target	Maintain or increase	Target	Maintain or increase
Result	Increased	Result	Maintained	Result	Increased	

COMMUNITY DEVELOPMENT ACTIVITY GROUP

Social Development Activity

What We Do

Many factors influence the social wellbeing of our communities. Collaboration with other agencies is important to enable efficient use of resources and better co-ordinate and target social development investment.

2015/2015 Highlights

Future Action Network (FAN) - aims to keep more young people employed on the peninsula.

TCDC Economic Development Committee, Smart Environmental, Thames Toyota Vehicle Operations raised funds to enable Smart Waikato to run a series of meetings in Thames and Coromandel Town. FAN is free to join and gives employers better access to young talent and FREE access to excellent tools to successfully incorporate young people into the workplace via work experience, apprenticeships, internships, cadetships and/or jobs.

Coromandel Action Network - a newly formed group of employers, not for profit, educators and industry training organisations committed to carrying on the FAN initiative are working on a Terms of Reference for the group to liaise, integrate and share information and set tangible goals to improve the uptake of young people into the range of opportunities from volunteerism to employment

Coromandel Youth Awards - 64 young people were nominated for an Award which was distilled down to 12 finalists. The six awards were:

- **Young Creative Award for Artist Expression** – Young people who have made an outstanding contribution in the arts, culture, music, dance and performance. Sponsored by Totally Thames.
- **Helping Hand Award for Community Service** – Young people who have volunteered in order to improve the community. Sponsored by Thames Rotary.
- **Green Thumb Award for Environmental Care** – Young people who have completed environmental projects improving protection, conservation and/or sustainability. Sponsored by Smart Environmental.
- **Kia Kaha Award for Perseverance** – Young people who have overcome challenges in order to improve the community. Sponsored by Hauraki PHO.
- **Legend Award for Leadership** – Young people who have demonstrated great leadership in projects that have improved the community. Sponsored by Coromandel Peninsula Youth Collective
- **The People's Choice Award for Excellence** – This award is chosen from all nominations. Sponsored by Thames-Coromandel District Council.

COMMUNITY DEVELOPMENT ACTIVITY GROUP

Social Development Activity

Youth in Emergency Services - The Minister of Youth, MP Nikki Kaye, paid a visit to the Thames Youth Centre in November 2014 and listened to our youth at a special meeting held at Thames Youth Centre and offered a pilot programme to TCDC in a subsequent meeting with Civil Defence. Eighteen young people aged 16-21 participated in an Emergency Services programme championed by Thames Valley Civil Defence and including Order of St John, Land Search and Rescue and Thames Fire Services. Eight have shown interest in being recruited into one of the emergency services.

Coromandel Youth Collective - hold meetings four times a year and a Youth Camp in February each year. One of the items at the Camp in 2015 was to discuss the possibility of a youth council for the Coromandel. Councillor Connors and Community Development Officer Marlene Perry met with the youth collective at the camp in Miranda and ran a short workshop on youth councils held in other regions of New Zealand

How Well Did We Deliver Our Services in 2014/2015

The Council promotes community empowerment through supporting community-driven initiatives						
What we aimed for	How we did					
The percentage of funds distributed that comply with the Council's community grant criteria: <ul style="list-style-type: none"> • Thames • Coromandel-Colville • Mercury Bay • Tairua-Pauanui • Whangamata 	The five Community Boards approved 83 applications distributing a total of over \$152,432. Details of applicants, amounts and purpose of the grants can be found on the Council's website.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	100%	Target	100%	Target	100%
	Result	100%	Result	100%	Result	100%

The Council supports the development and strengthening of social service networks						
What we aimed for	How we did					
The number of social service programmes are delivered in the district by Social Services Waikato covering the following topics: <ul style="list-style-type: none"> • Funding advice • Relationship building • Crisis management 	This service is delivered on behalf of Council through Community Waikato. Their end of year report outlined that the organisation delivered programmes relating to funding advice, relationship building and crisis management using a range of different approaches.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	8	Target	8	Target	8
	Result	8	Result	8	Result	8

COMMUNITY DEVELOPMENT ACTIVITY GROUP

Social Development Activity

The Council supports the provision of health education and physical health						
What we aimed for	How we did					
The number of life education sessions are held with participating schools in the District for students aged 5-13 years.	This target was exceeded with Life Education Trust conducting sessions across the District.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	2	Target	2	Target	2
	Result	>2	Result	>2	Result	>2
What we aimed for	How we did					
The number of physical activity programmes are delivered by Sports Waikato.	The target was exceeded with Sport Waikato directly delivering a diverse range of programmes which directly contributed to the quality of life of local residents through improved health, fun and nutrition.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	8	Target	8	Target	8
	Result	>8	Result	>8	Result	>8

The Council supports opportunities for people to participate in, experience and enjoy the arts						
What we aimed for	How we did					
The number of creative communities funding rounds held annually.	There were two funding rounds in October 2014 and April 2015. A total of \$12,000 was awarded to 18 different groups and individuals in October, and a further \$11,500 was awarded to 14 different individuals and groups in April.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	2	Target	2	Target	2
	Result	2	Result	2	Result	2

The Council supports the provision of residential housing for older persons						
What we aimed for	How we did					
The number of pensioner housing units are provided in Thames, Coromandel and Whitianga.	There were no planned additions to the number of pensioner units currently available in Thames, Coromandel, and Whitianga.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	58	Target	58	Target	58
	Result	58	Result	58	Result	58

COMMUNITY DEVELOPMENT ACTIVITY GROUP

Social Development Activity

The Council supports the provision of seasonal swimming pools in Whitianga, Whangamata and Coromandel						
What we aimed for	How we did					
That pools are open for use each summer in the following communities: Whitianga – 8 hours per day Mid December to Easter Whangamata – 26 weeks per year Coromandel – 5 hours per day Mid December to end March.	The community pools at Whangamata, Whitianga and Coromandel were open for the stated seasons with the Coromandel pool open for an extended period.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	As stated in far left column	Target	As stated in far left column	Target	As stated in far left column
Result	Achieved	Result	Achieved	Result	Achieved	

The Council supports crime minimisation initiatives within communities						
What we aimed for	How we did					
That community night patrols are financially supported by the Council in: <ul style="list-style-type: none"> • Whitianga & Mercury Bay South • Whangamata • Thames 	Community night patrols received grants from the Mercury Bay, Thames and Whangamata Community Boards for the 2014/15 financial year.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	Financial support provided	Target	Financial support provided	Target	Provide Financial support
Result	Financial support provided	Result	Financial support provided	Result	Financial support provided	

Grants (in 2014/2015)

There are a range of grants and service level agreements in place delivered through this activity. Grant recipients for 2014/2015 are noted on our website.

STORMWATER ACTIVITY GROUP

Stormwater is the result of heavy or sustained rainfall resulting in the need to manage the disposal of surface water. Stormwater and land drainage means the prevention of ponding of rainwater runoff that cannot be absorbed quickly enough.

The Coromandel is particularly vulnerable to heavy rainfall due to its geography. We have a number of stormwater systems throughout our district to manage runoff and reduce surface ponding that can lead to risks to public health, safety and property.

This activity group includes the following activities:

- **Stormwater Activity**
- **Land Drainage Activity**

Contributing to Our District

The Stormwater activity group contributes to a **Prosperous** and a **Liveable District** by minimising the risk of damage to properties, and creating a safer living and working environment.

Throughout the 2014/2015 year we've measured our contribution to our outcomes through this activity group, as follows:

We would be successfully contributing to our District if:	How We Did
The number of dwellings reported to be inundated with stormwater during a 1 in 10 storm event decreases *(measured annually).	No dwellings experienced flooding during the year.

* since last reported on in the Council's Annual Report

Activity Group Dashboard

This dashboard outlines the number of performance measures achieved in each activity, within this activity group.

Activity	Performance Measures Achieved	How We Did
Stormwater	3 of 3	All three performance measures were achieved this year Stormwater achieved 100% of its targets over the three year reporting period.
Land Drainage	0 of 0	There were no requests for this service therefore it was not measured this year.

STORMWATER ACTIVITY GROUP

Stormwater Activity

What We Do

Stormwater systems collect and dispose of stormwater to limit the effects of surface water ponding. We have a number of stormwater systems throughout our District to manage run-off and reduce surface water ponding that can lead to risks to public health and safety, damage to property and to avoid dangerous road conditions.

2014/2015 Highlights

- Design of the protection system for Holland Stream in Pauanui has progressed with the completion of planned remedial works on the stream banks. On-going maintenance on this stream is anticipated.
- Various district-wide stormwater renewals were undertaken during 2014/15. This included upgrades to Fenton Street, Hill Street and Parawai Road in Thames, and Sarah Avenue in Whitianga.
- Work was completed in preparing the 2015-2025 Long Term Plan which will see a movement of the stormwater activity from local to district wide funding, and investigation works have begun in preparing for future projects included in the plan. These include beginning to:
 - Assess requirements for improving infrastructure in the Sarah Avenue upgrade project in Whitianga (year two of the 2015-2025 Long Term Plan)
 - Identify areas for future stormwater detention in the Kopu Stormwater project (years four and eight of the 2015-2025 Long Term Plan).

How Well Did We Deliver Our Services in 2014/2015

The Council's stormwater services protect habitable areas from flooding						
What we aimed for	How we did					
The number of dwellings inundated with stormwater during a storm event with a 10% estimated return period ¹ .	Council received three requests for service. All requests were related to potential stormwater flooding in Whitianga that did not result in any dwelling inundation.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	<25	Target	<22	Target	<22
	Result	0	Result	0	Result	0
What we aimed for	How we did					
Percentage of operational resource consent conditions are complied with throughout the year.	Monitoring of all resource consent conditions shows compliance.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		NOT MEASURED	
	Target	100%	Target	100%	Target	100%
	Result	100%	Result	100%	Result	Not measured

¹ A storm event that due to its magnitude only has a 10% chance of occurring in any given year.

STORMWATER ACTIVITY GROUP

Stormwater Activity

The Council provides a responsive stormwater request service						
What we aimed for		How we did				
Percentage of urgent requests for service responded to within one day ² .	Council received eight requests for service. All requests were addressed within the timeframe.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	≥90%	Target	≥90%	Target	≥90%
Result	100%	Result	100%	Result	100%	
What we aimed for		How we did				
Percentage of residents and non-resident ratepayers who have a view are satisfied with the stormwater systems.	The customer satisfaction survey is carried out every three years. When last carried out in 2013 the target was achieved. The next survey is scheduled for 2016.					
	2014-2015		2013-2014		2012-2013	
	NOT MEASURED		NOT MEASURED		ACHIEVED	
					Target	≥68%
				Result	75%	

² Urgent requests for service include stormwater reticulation flooding i.e. surface flooding and pipe blockage

STORMWATER ACTIVITY GROUP

Land Drainage Activity

What We Do

The function of land drainage is to reduce the impact of flooding on farm properties. The Land Drainage Activity is specific to two areas south of Thames being Matatoki and Wharepoa. It is managed on a day to day basis by Land Drainage Committees (outside of the Council).

2014/2015 Highlights

- Stormwater maintenance activities in Wharepoa and Matatoki continue to be undertaken with Council assisting the community members as required.
- The re-election of both the Wharepoa and Matatoki land drainage committees is progressing and will be completed in September 2015.
- Aerial spraying of the Wainui drain was completed in May 2015.

How Well Did We Deliver Our Services in 2014/2015

Land drainage schemes in Matatoki and Wharepoa are maintained to reduce the impact of flooding on farm properties						
What we aimed for		How we did				
Percentage of requests for maintenance of land drains actioned within 10 working days.	There were no requests for service received by Council that related to the Matatoki and Wharepoa land drainage schemes.					
	2014-2015		2013-2014		2012-2013	
	NOT MEASURED		NOT MEASURED		ACHIEVED	
	Target	100%	Target	100%	Target	100%
Result	No requests	Result	No requests	Result	100%	

WASTEWATER ACTIVITY GROUP

The Wastewater activity group means the collection, treatment and safe disposal of wastewater (sewage) from properties and businesses. As well as providing a convenience to households, (being able to dispose of wastewater easily), the proper management of the District's wastewater is important in order to maintain public and environmental health. In areas where they are in place, wastewater systems help protect the environment by ensuring that raw wastewater does not infiltrate the catchments and coastal areas.

This activity group includes the following activities:

- **Wastewater**

Contributing to Our District

The Wastewater activity group plays an important role in contributing to **a Prosperous District, a Liveable District and a Clean and Green District** by providing essential infrastructure to urban communities, ensuring a high standard of public health while protecting our unique natural environment.

Progress for this group of activities on meeting Council outcomes is measured through a customer perception survey, and a water quality survey that are conducted every three years. These surveys were last conducted in 2013 and the next survey is scheduled in 2016.

Activity Group Dashboard

This dashboard outlines the number of performance measures achieved in each activity, within this activity group.

Activity	Performance Measures Achieved	How We Did
Wastewater	6 of 6	Another successful year for this essential service. The activity met 100% of its targets over the three year reporting period.

WASTEWATER ACTIVITY GROUP

Wastewater Activity

What We Do

The Wastewater activity involves collecting, treating and disposing of wastewater or sewage from properties and businesses. This is regarded as an important service to the communities of the Coromandel Peninsula as it helps ensure our important environmental values are protected, for example having clean and healthy waterways.

We have invested significantly in wastewater infrastructure over recent years. As a result, the eastern seaboard is no longer of primary focus for increased works. Extensions and upgrades are still planned for a number of communities.

We are required to maintain our current wastewater schemes by law. The way in which schemes are managed and provided is also subject to regulatory requirements.

2014/2015 Highlights

- The Coromandel wastewater treatment plant upgrade has continued during 2014/15 and will continue into 2015/16.
- A screwpress was installed at the Whitianga wastewater treatment plant.
- Hahei's wastewater treatment plant's resource consent was renewed.
- Irrigation infrastructure in Whangamata's forestry zone was renewed.
- Two of Thames' pump station switchboards were renewed.
- A Pauanui wastewater pump station was refurbished.
- Work was completed in preparation for the adoption of the 2015-2025 Long Term Plan which included the identification of several optimisation, upgrade and renewal projects.

How Well Did We Deliver Our Services in 2014/2015

Wastewater services for household and business use will be provided in urban communities						
What we aimed for	How we did					
Treatment plants where there is a capacity constraint are as follows ³ : <ul style="list-style-type: none"> • Matarangi • Oamaru Bay • Hahei 	All three plants remain operational. The Oamaru Bay plant had piezometers installed as part of on-going quality monitoring. There are capital works identified in the 2015-2025 Long Term Plan for Matarangi in years two and three and for Hahei in year three.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	Operate within constraints	Target	Operate within constraints	Target	Operate within constraints
Result	Operated within constraints	Result	Operated within constraints	Result	Operated within constraints	

³ A capacity constraint means that there is a finite fixed capacity in these areas and no further connections to Council's wastewater service are possible.

WASTEWATER ACTIVITY GROUP

Wastewater Activity

Wastewater services for household and business use will be provided in urban communities						
What we aimed for	How we did					
The number of wastewater blockages per 1,000 connections.	There were 50 blockages recorded around the Peninsula during 2014/2015. This means the actual blockages per 1000 connections was 2.94.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	≤12	Target	≤12	Target	≤12
	Result	2.94	Result	2.96	Result	2.2

Wastewater services for household and business use will be provided in urban communities						
What we aimed for	How we did					
The percentage of urgent requests responded to within one day ⁴ .	Of the 57 urgent requests for service Council received, 51 were completed within timeframe. Of the six requests for service outside of the timeframe, five required further work outside of the one day timeframe.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	≥90%	Target	≥90%	Target	≥90%
	Result	91%	Result	91%	Result	94%

The Council's wastewater services do not negatively impact on public health or the natural environment						
What we aimed for	How we did					
That the level of treatment of wastewater at Council plants is as follows ⁵ : <u>High</u> <ul style="list-style-type: none"> • Whitianga • Whangamata • Pauanui <u>Medium</u> <ul style="list-style-type: none"> • Coromandel • Hahei • Thames <u>Low</u> <ul style="list-style-type: none"> • Oamaru Bay • Matarangi • Cooks Beach • Onemana 	All plants were operational throughout the year. Upgrades have been undertaken at the Whitianga wastewater treatment plant and it remains at a high standard. Upgrades have been undertaken at the Coromandel wastewater treatment plant and it remains at a medium standard. No changes have been made to alter the low level of treatment in the 2014/15 year.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	Operate to level of treatment	Target	Operate to level of treatment	Target	Operate to level of treatment
	Result	Operate to level of treatment	Result	Operated to level of treatment	Result	Operated to level of treatment

⁴ Urgent requests include alarms activated at the Council's utility station, wastewater blockages within reticulation, wastewater spills where sewage has reached the ground surface, wastewater odour from Council reticulation or ponds.

⁵ High level of treatment is defined as tertiary treatment with nutrient removal. Medium level of treatment is defined as pre-treatment, basic biological process with some final polishing/disinfection. Low level of treatment is defined as pre-treatment with basic biological process. The level of treatment required is determined primarily by the resource consent standards which include consideration of the receiving environment.

WASTEWATER ACTIVITY GROUP

Wastewater Activity

The Council's wastewater services do not negatively impact on public health or the natural environment						
What we aimed for	How we did					
The number of wastewater overflows to water bodies (average per township).	There were a total of six overflows across the district to watercourses during 2014/2015. All incidents were reported to, and addressed effectively with, the Waikato Regional Council.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	≤3	Target	≤3	Target	≤3
	Result	<1	Result	<1	Result	2.8

The Council's wastewater services do not negatively impact on public health or the natural environment						
What we aimed for	How we did					
The percentage of trade waste customers in category A and B are audited annually to ensure compliance with trade waste requirements ⁶ .	The tradewaste bylaw has not been applied to date. A review of the practicability of applying the bylaw continues with an anticipated commencement of auditing and charging scheduled during the 2015/2016 year.					
	2014-2015		2013-2014		2012-2013	
	NOT MEASURED		NOT MEASURED		NOT MEASURED	
	Target	5%	Target	5%	Target	5%
	Result	Not measured	Result	Not measured	Result	Not measured
What we aimed for	How we did					
Percentage of Council biosolid compost meets AA grade standard ⁷ .	94% of compost produced met the AA grade standard as produced. The 6% that did not meet the standard was reprocessed to comply, which means all biosolid compost taken off-site for TCDC use on public land achieved an AA grading. Over the 2014/15 year, the composter was operational between July 2014 and January 2015.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		NOT MEASURED	
	Target	≥97%	Target	≥96%	Target	≥96%
	Result	100%	Result	100%	Result	Not measured

⁶ Classes of trade waste customers are set out in the Council's Trade Waste Bylaw. Class A is defined as meat works, hospitals, seafood process and seafood farming. Class B is defined as butchery, dentist, laundry, fast food outlet, engineering workshop, concrete yard, cafe, hotel, plastic products, mortuary, photo processor, printer, restaurant, textile products, vehicle wash, service station and pharmacy.

⁷ As per Guidelines for the Safe Application of Biosolids to the Land in New Zealand set by the Ministry for the Environment and NZWWA.

LAND USE ACTIVITY GROUP

The Land Use group of activities helps provide protection for the natural environment and our District's people and historic heritage from inappropriate use of land and other occurrences that may result in adverse effects. This group of activities helps minimise the negative effects of growth and development on places, buildings and historic items that are of particular value to our communities by regulating the use of land and promoting the preservation of our natural and cultural heritage consistent with the District Plan. Through these activities, we also provide information to the public about District Plan rules regarding land use and zoning restrictions that apply to specific properties.

This activity group includes the following activities:

- **Land Use Management Activity**
- **LIMS Activity**
- **Natural and Cultural Heritage Activity**

Contributing to Our District

The Land Use activity group contributes to **a Prosperous District, a Liveable District and a Clean and Green District** by helping maintain a local sense of place through ensuring that development is appropriate, and protection of our natural and cultural environment.

Progress for this group of activities on meeting Council outcomes is measured through a local and regional customer satisfaction survey that is conducted every three years. This was last conducted in 2013 and the next survey is scheduled in 2016.

Activity Group Dashboard

This dashboard outlines the number of performance measures achieved in each activity, within this activity group.

Activity	Performance Measures Achieved	How We Did
Land Use Management	4 of 6	Two of the performance measures were not achieved in any of the three years. The first relating to processing resource consents was close to target, particularly in the last two years. Over the three year reporting period Council processed over a thousand resource consents with less than 1% not being processed within the 20 day timeframe.
Land Information Memoranda	3 of 3	This activity achieved 100% of its targets over the three year reporting period against a background of an increasing workload as the property market showed continued signs of recovery.
Natural and Cultural Heritage	4 of 6	Overall performance of this activity was very good with only the performance measure relating to conservation covenants target failing more than once. This target is largely outside Council's direct control.

LAND USE ACTIVITY GROUP

Land Use Management Activity

What We Do

The Land Use Management activity is principally concerned with processing resource consent applications and ensuring that developments and activities are consistent with our District Plan and the Resource Management Act 1991 (RMA). We are committed to improving the customer service aspect of this activity to ensure ratepayers receive good value for money.

2014/2015 Highlights

- Implemented changes to template letters and processes to enable a smooth transition for customers as a result of changes to the Resource Management Act.
- Revamped the TCDC Planning website to make it more user-friendly.
- Dealt with significant subdivisions (Longreach 170 lots & Wharekaho 110 lots) in a comprehensive manner
- Improved percentage of consents processed within statutory timeframes compared to previous years
- Worked alongside business broker to ensure consistent and efficient provision of information to stakeholders considering significant developments.
- Provided planning presence in Coromandel office thereby ensuring a planning presence in all main offices.

How Well Did We Deliver Our Services in 2014/2015

The Council ensures that resource and other consent applications are processed within the statutory timeframe						
What we aimed for		How we did				
Percentage accepted resource consent applications are processed within statutory timeframes.	A total of 368 resource consents of varying levels of complexity were processed during this period of which 6 consents went to a hearing. A total of 2 resource consents failed to meet the statutory timeframe during this period which meant that we did not achieve the 100% target. The average working days to process resource consents was 15.5 working days.					
	2014-2015		2013-2014		2012-2013	
	NOT ACHIEVED		NOT ACHIEVED		NOT ACHIEVED	
	Target	100%	Target	100%	Target	100%
	Result	99.4%	Result	98.7%	Result	98%
The Council ensures that resource and other consent applications are processed within the statutory timeframe						
What we aimed for		How we did				
Percentage of 224 certificates issued within 20 working days (providing all the correct information is provided).	A total of 64 applications for 224 certificates were received during this period. There were 8 applications that exceeded the 20 working day timeframe due to delays in engineering referrals not been processed on time.					
	2014-2015		2013-2014		2012-2013	
	NOT ACHIEVED		NOT ACHIEVED		NOT ACHIEVED	
	Target	100%	Target	100%	Target	100%
	Result	88%	Result	85%	Result	90%

LAND USE ACTIVITY GROUP

Land Use Management Activity

Good, prompt service will be delivered to help people understand the resource consent process and District Plan rules							
What we aimed for		How we did					
The number of complaints received by the Council about poor or slow service.		A concerted effort was made by the planning team to re-configure and update planning information on our website so that it is more user-friendly for our customers especially those unfamiliar with planning processes and terminology. The information on this website plus in excess of 1,100 free duty planner hours provided by the team, across 4 offices, enabled customers to receive meaningful information promptly which has led to a minimal amount of complaints about slow service. The 15.5 working days to process consents meant that applicants were generally receiving decisions well before the 20 working day statutory timeframe for non-notified consents demonstrating efficiencies in this area.					
		2014-2015		2013-2014		2012-2013	
		ACHIEVED		ACHIEVED		ACHIEVED	
		Target	<5	Target	<5	Target	<5
		Result	1	Result	1	Result	0
What we aimed for		How we did					
The percentage of applications returned because the applications do not provide the prescribed information to process the application.		Recent changes to the Resource Management Amendment Act 2013 came into effect on 3 March 2015. Changes to the Act meant that applications received after this date had more comprehensive information requirements so that when they are accepted by councils they would be processed without time delays. Stakeholders were advised in advance of the changes with the aim of reducing the number of returned applications. The updated planning website, availability of planning staff to attend to duty planner enquiries and pre-application meetings meant that the target was achieved. A total of 324 consent applications were lodged during this period of which 73 applications were returned. Despite legislative changes the target was achieved which is an improvement on previous years.					
		2014-2015		2013-2014		2012-2013	
		ACHIEVED		ACHIEVED		ACHIEVED	
		Target	<40%	Target	<40%	Target	<40%
		Result	22%	Result	31%	Result	27%

The Council checks that development activities are being carried out in accordance with the approved consents							
What we aimed for		How we did					
The percentage of commenced resource consents visited by monitoring and investigation officers (on a priority basis*) to check that developments and activities are being carried out in accordance with the approved consents.		The legislation has changed on this performance measure and Council is now required to monitor 100% of resource consents with conditions. A target of 500 resource consents was set by the Judicial Committee as part of a programme to meet the projected future requirements and to address a backlog. At 30 June 2015 a total of 601 resource consents had been monitored.					
		2014-2015		2013-2014		2012-2013	
		ACHIEVED		NOT ACHIEVED		NOT ACHIEVED	
		Target	80%	Target	80%	Target	80%
		Result	100%	Result	>80%	Result	53.5%

LAND USE ACTIVITY GROUP
Land Use Management Activity

Our environment is being cared for and activities are being carried out in accordance with the District Plan.						
What we aimed for	How we did					
The percentage of identified breaches in the District Plan identified by the monitoring and investigation officers are actively trying to be resolved.	140 new consents with conditions this year have been added to the monitoring schedule. Currently there are 1,350 consents that are still active for monitoring. A life of a consent is five years and can extend to eight years if a 223 has been applied for. The Ministry for Environment now require councils to monitor consent conditions and report to the Ministry annually.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	70%	Target	70%	Target	70%
	Result	100%	Result	100%	Result	97.5%

LAND USE ACTIVITY GROUP

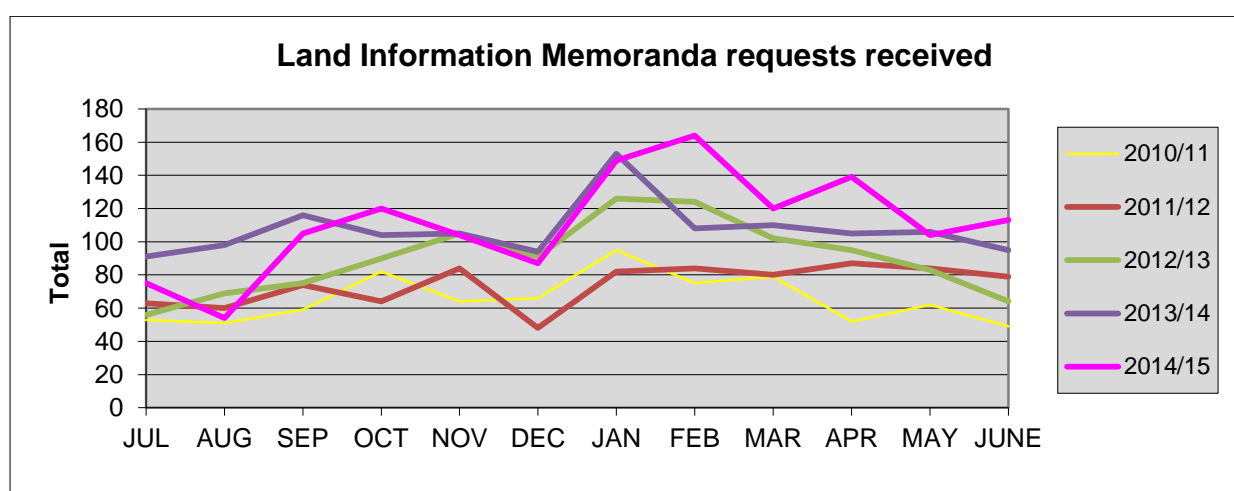
Land Information Management Activity

What We Do

This activity provides the Land Information Memoranda (LIM) service. LIMs are reports issued by the Council on request about a particular property or piece of land. LIMs help protect buyers of property and provide important information for project planning.

2014/2015 Highlights

Once again a very positive year for LIMs with another record month recorded in February 2015 with 164 requests. Probably more telling is the consistently higher number of requests since January 2015 continuing into the traditionally slower winter months.



How Well Did We Deliver Our Services in 2014/2015

Customers can purchase a LIM they have confidence in, in a timely manner						
What we aimed for		How we did				
Number of standard LIMs processed within 10 days.	Ten working days is the requirement under the Act, staff continually better the statutory timeframes.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	100%	Target	100%	Target	100%
Result	100%	Result	100%	Result	100%	
What we aimed for		How we did				
Number of urgent LIMs processed within 2 days	Achievement of this short timeframe is reliant on good management of resources and a stable workforce. This is one of the shortest timeframes offered by any council.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	100%	Target	100%	Target	100%
Result	100%	Result	100%	Result	100%	

LAND USE ACTIVITY GROUP
Land Information Management Activity

Customers can purchase a LIM they have confidence in, in a timely manner						
What we aimed for		How we did				
Number of proven claims against the content of LIMs.	The accuracy of our LIM reports relies on a strong records management ethos and staff skill and knowledge.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	0	Target	0	Target	0
	Result	0	Result	0	Result	0
What we aimed for		How we did				
Percentage of customers satisfied with the LIMs service.	Even though the service is only measured directly every three years the LIMs service is included in the general customer service surveys and we are generally in the good/awesome range.					
	2014-2015		2013-2014		2012-2013	
	NOT MEASURED		NOT MEASURED		ACHIEVED	
					Target	>65%
				Result	100%	

LAND USE ACTIVITY GROUP

Natural and Cultural Heritage Activity

What We Do

The Peninsula's cultural and natural heritage is an important part of what makes our district special. This activity coordinates our approach to heritage and biodiversity across all of its activities, including coordinating partnerships with other key service providers. We also have a heritage assistance fund providing assistance for individuals or organisations for various heritage related activities throughout the district. We also advocate that where possible animal pest control in the Thames-Coromandel District be undertaken by trapping, hunting and non-residual poisons.

2014/2015 Highlights

Although the Natural and Cultural Heritage Activity is a relatively minor activity of Council, it has been well received within the heritage community. The Heritage Hauraki-Coromandel Forum has continued to be well attended and the compilation of 'heritage' web content for uploading to the Destination Coromandel website was a significant achievement for the Forum. Another highlight was Council's continued funding of the Enviroschools programme and the presentation to Council by St Francis school (who were awarded a 'silver award' in 2014 [as were Hikutaia school]) and the Opoutere and Parawai schools who achieved bronze awards. A number of relatively small heritage initiatives were also funded through this activity (e.g. heritage signage, heritage restoration projects, contributions toward local heritage publications) which all helps to raise the profile of the unique heritage of the District.

How Well Did We Deliver Our Services in 2014/2015

The Council works with others to protect heritage and biodiversity in the District						
What we aimed for		How we did				
That 173 historic buildings and sites are formally protected in our district plan.	There are still 173 historic buildings formally protected in the Operative District Plan. Many of the buildings listed in the District Plan are also listed with Heritage New Zealand.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	173	Target	173	Target	173
	Result	173	Result	173	Result	173
That >10 groups are represented at the Heritage Hauraki-Coromandel Forum.	The Heritage Hauraki-Coromandel Forum met twice over the 2014/15 year. At both meetings there were representatives from over 10 heritage groups. There were also two 'sub-group' meetings to progress the compilation of 'heritage' web content for uploading on the Destination Coromandel website (www.thecoromandel.com) which was completed and made live in October 2014.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	>10	Target	>10	Target	>10
	Result	>10	Result	11	Result	11

LAND USE ACTIVITY GROUP

Natural and Cultural Heritage Activity

The Council works with others to protect heritage and biodiversity in the District						
That there are 5 heritage buildings owned by the Council.	The five heritage buildings owned by Council are the Carnegie Library, the Saxon Mine Shaft pump house, Hauraki House, Coromandel Area Office (former Government Buildings) and the Tararu Community Art Centre (former North School building).					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	5	Target	5	Target	5
	Result	5	Result	5	Result	5

The Council promotes landowner awareness and enhancement of heritage and biodiversity in the District						
What we aimed for		How we did				
That there is one information mail-out per annum to landowners of heritage buildings, protected trees or conservation covenants.	Council is currently in the process of reviewing its District Plan. Because of the stage Council was at with the review in 2014/15 (in the formal hearings process) information to landowners was not distributed as many heritage buildings and protected trees are likely to come off the respective schedules (potential to cause confusion with landowners and submitters).					
	2014-2015		2013-2014		2012-2013	
	NOT ACHIEVED		ACHIEVED		ACHIEVED	
	Target	1	Target	1	Target	1
	Result	0	Result	1	Result	1
What we aimed for		How we did				
That ≥70% of conservation covenants are assessed as 'good'.	Within the Thames-Coromandel District there are 291 Council/landowner conservation covenants - covering around 1,690 hectares of privately owned land. This year 62 conservation covenants were monitored with 42 covenants assessed as being in a 'good' condition. When conservation covenant monitoring was first initiated in 2005/06 only 40% of covenants were assessed as being in a 'good' condition. Whilst no covenants were assessed as being in a 'poor' condition, the covenant trend index suggests that the proportion of covenants in a good condition will continue to decline unless Council and landowner inputs increase (particularly in the areas of weed and stock control).					
	2014-2015		2013-2014		2012-2013	
	NOT ACHIEVED		ACHIEVED		NOT ACHIEVED	
	Target	≥70%	Target	≥70%	Target	≥70%
	Result	68%	Result	80%	Result	58%
What we aimed for		How we did				
That 11 schools on the Coromandel Peninsula participate in the enviroschools programme.	Active schools in the District were: Hikutaia, Moanataiari, Opoutere, Parawai, St Francis, Tairua, Tapu, Thames South, Whenuakite primary schools and the Whangamata and Coromandel Area Schools. Two schools (Hikutaia and St Francis) achieved silver awards in 2014 and two others (Opoutere and Parawai) achieved bronze awards.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	11	Target	11	Target	11
	Result	11	Result	12	Result	11

LAND USE ACTIVITY GROUP
Natural and Cultural Heritage Activity

Overview of Projects & Variances

Project	Description
Kauri Dieback	Council is an annual member of the Waikato Biodiversity Forum, which is an organisation which has have been active in actions to address the spread of Kauri dieback. Council, through the Parks and Reserves Activity, also installs foot washes on Council reserves. In addition Council has assumed a partner role in providing information support. The lead roles remain with the Waikato Regional Council and the Department of Conservation who have the recognised expertise in the issue.
Heritage Mining Trail Promotion	We are working with Destination Coromandel on a web-based tourist information package on heritage trails including mining trails. Brochures and mobile phone applications are also being developed. Additionally there is a need to identify all opportunities on the Peninsula for trails that can become part of the Coromandel Great Walks project.

WATER SUPPLY ACTIVITY GROUP

Water Supply Activity

Water Supply means the provision of clean water to dwellings and commercial premises in the areas of benefit (usually urban areas) by network reticulation. This helps ensure availability of safe water for drinking and cleaning purposes to maintain public health, and the provision of water for fire fighting to assist public safety. In addition, we promote efficient water use and ensure that water demand management practices are implemented. Clean and safe water is one of the essential needs of the community that the public cannot do without. We provide water supplies via nine urban and two rural water supply schemes throughout our district. The water supply systems include surface takes and groundwater bores, water treatment and storage facilities, a reticulation network and, in some instances, pump stations.

This activity group includes the following activities:

- **Water Supply**

Contributing to Our District

The Water Supply activity group plays an important role in contributing to a **Prosperous District, a Liveable District and a Clean and Green District** by providing a safe living and working environment, enabling our economy to grow, whilst minimising the impact on the natural environment.

Throughout the 2014/2015 year we've measured our contribution to our outcomes through this activity group, as follows:

We would be successfully contributing to our District if:	How We Did
The number of notified cases of persons affected by waterborne illnesses in our District does not increase *(measured annually).	There were no notified cases of people affected by waterborne illnesses in the last year.
The percentage of our water supplies that are compliant with NZ Drinking Water Standards (therefore is considered safe to drink) does not decrease *(measured annually).	For the second consecutive year, the 100% target was not achieved though none of the incidents posed any threat to public health. The number of incidents reduced from seven the previous year to two.

*since last reported on in the Council's Annual Report

Activity Group Dashboard

This dashboard outlines the number of performance measures achieved in each activity, within this activity group.

Activity	Performance Measures Achieved	How We Did
Water Supply	5 of 7	Overall performance was good for this essential service. The one area of non-performance was the compliance with drinking water

		standards not being met in any of the three years. The target is set at 100% and the worst performance was 99.7%. No health risks were determined as a result of these compliance failures.
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WATER SUPPLY ACTIVITY GROUP

Water Supply Activity

What We Do

Clean and safe water is one of the essential needs of the community that the public can simply not do without. Approximately 71% of properties in our district are currently connected, or have the ability to connect to our water supply services. Our water supplies help ensure that people in the areas of service (usually urban areas) have safe clean water to drink and to clean with (to maintain public health). The water systems provide water for commercial uses and also fire fighting which helps protect our communities and visitors. Without an adequate water supply, the fire fighting service would be unable to do their jobs and public health and safety would be at risk. We are legally responsible for continuing to provide existing water services.

2014/2015 Highlights

- Council has made significant progress on connecting the Ohuka water supply to the Council's network. The final connection works will be connected in early 2015/16.
- Stage two of replacing Tararu's watermain was completed. This replacement was for an older cast iron main.
- A new watermain on Totara Valley Road, Thames was constructed.
- A new reservoir on Waiotahi Road, Thames was constructed.
- The Kauaeranga resource consent for Thames was renewed.
- New water supply equipment was installed in Thames South. This is to help operations contractors to monitor the water supplies remotely.
- The Apakura resource consent for Puriri was renewed. Works to vest Hauraki District Council's infrastructure to Thames-Coromandel District Council will continue into 2015/16.
- Work on the Pauanui aquifer reconfiguration project was undertaken. The reconfiguration of three individual bores to a single source for treatment will improve the water production quality.
- Tairua's consenting, renewals and river bank filtration project are progressing and will continue into 2015/16.

WATER SUPPLY ACTIVITY GROUP

Water Supply Activity

How Well Did We Deliver Our Services in 2014/2015

The Council provides safe and reliable water for household and business use in urban areas						
What we aimed for	How we did					
That water treatment plants where there is a capacity constraint are as follows ⁸ : <ul style="list-style-type: none"> • Hahei • Matarangi • Thames Valley • Matatoki 	All plants were operational throughout the year. Work has progressed well with the Thames South water supply project. This project is a work in progress with more work programmed year two onwards in the Long Term Plan.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	Operational	Target	Operational	Target	Operational
	Result	Operational	Result	Operational	Result	Operational
What we aimed for	How we did					
Percentage of urgent requests responded to within one day. ⁹	140 of the 154 urgent water related requests for service received during 2014/2015 were responded to within one day.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	≥90%	Target	≥90%	Target	≥90%
	Result	91%	Result	92%	Result	92%
What we aimed for	How we did					
Percentage of Council supplied water is compliant with NZ Drinking Water Standards. ¹⁰	All treated Council water supplies were operationally compliant during 2014/15. The final result of not achieved reflects instances of low reticulation chlorine levels which were measured in Coromandel, Matarangi, Onemana and Tairua. No health risks were determined as a result of these low levels. There were also a limited number of E Coli levels measured in Whitianga and Hahei and actions were undertaken to mitigate any potential health risks.					
	2014-2015		2013-2014		2012-2013	
	NOT ACHIEVED		NOT ACHIEVED		NOT ACHIEVED	
	Target	100%	Target	100%	Target	100%
	Result	99.7%	Result	99.8%	Result	99.9%

⁸ A capacity constraint means that there is a finite fixed capacity in these areas and as such no further connections to Council's water supply service are possible.

⁹ Urgent requests include water breaks to our main of a significant water flow, water loss to property (i.e. there is no water inside the house/business and/or at toby/water meter, low water pressure causing major disruption to daily routine and inability to operate household appliances, water leak during water restrictions, water quality issues (i.e. dirty, colour, odour or taste).

¹⁰ New Zealand Drinking Water Standards have changed in recent years. During the term of this Ten Year Plan allocations have not been made for full compliance with Drinking Water Standards (revised 2008) in the Thames Valley/Matatoki area until such time as further development of the Standards indicate there will be no agricultural standard options available and that the current standards must be met, the Council is currently not planning for a treatment plant upgrade in the Thames Valley/Matatoki area.

WATER SUPPLY ACTIVITY GROUP

Water Supply Activity

The Council provides safe and reliable water for household and business use in urban areas						
What we aimed for	How we did					
Percentage of residents and non-resident ratepayers who have a view are fairly/very satisfied with water services.	The customer satisfaction survey is carried out every three years. When last carried out in 2013 the measure was not achieved. The next survey is scheduled for 2016.					
	2014-2015		2013-2014		2012-2013	
	NOT MEASURED		NOT MEASURED		NOT ACHIEVED	
	Result	No survey	Result	No survey	Target	91%
	Result	No survey	Result	No survey	Result	90%

The Council provides adequate water to assist with fighting fires						
What we aimed for	How we did					
Percentage of urban properties connected to a Council water supply that has an operational fire hydrant within a distance of 135 metres.	Council's district water supply is currently achieving the performance measure with 96.3% of connected urban properties within 135 metres of an operational fire hydrant. Council's renewal programme is progressing well to ensure on-going compliance with this measure.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	90%	Target	90%	Target	85%
	Result	96.3%	Result	96.3%	Result	96.3%

The Council provides adequate water to assist with fighting fires						
What we aimed for	How we did					
Percentage of the total Council hydrants throughout the district that are checked ¹¹ .	All 1,681 fire hydrants were checked throughout the district during the 2014/2015 year. Council's daily operations and maintenance works continue to ensure on-going compliance with this measure.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	≥19%	Target	≥19%	Target	≥19%
	Result	100%	Result	56%	Result	100%

¹¹ The check includes confirmation that the hydrant is operational. The Council has a total of **1,581** hydrants throughout the District.

WATER SUPPLY ACTIVITY GROUP

Water Supply Activity

The Council promotes the efficient and sustainable use of water						
What we aimed for	How we did					
Percentage annual reduction in district water production per rateable property per connected property.	In 2013/2014 the total amount of water produced was 4,833,973m ³ . In 2014/15 the total amount of water produced was 4,922,011m ³ , an increase of 1.8%. This increase was due to the extended summer period. Water conservation and restriction measures were implemented during this time to help mitigate the increased water use.					
	2014-2015		2013-2014		2012-2013	
	NOT ACHIEVED		ACHIEVED		NOT ACHIEVED	
	Target	2% decrease	Target	2% decrease	Target	2% decrease
	Result	1.8% increase	Result	4.3% decrease	Result	4.5% increase
What we aimed for	How we did					
That water conservation education programmes are delivered.	Conservation awareness is a programme that Council undertakes annually, and includes educational information published on Council's website. The smart water use programme is still underway district-wide. Council is currently developing a water demand management strategy which is planned to be finalised during the 2015/16 year.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	Deliver programme	Target	Deliver programme	Target	Deliver programme
	Result	Programme delivered	Result	Programme delivered	Result	Programme delivered

SOLID WASTE ACTIVITY GROUP

The goal of this activity group is to provide environmentally sound waste management initiatives to protect the environment and public health. Proper disposal of rubbish prevents pollution in the environment, ensures hazardous substances are disposed of safely and improves the image of our town centres and public spaces. Sound waste management practices are important for healthy living conditions and, through promoting recycling and reduction, help conserve resources.

We support key sustainable environmental principles to reduce waste, including promoting the waste management hierarchy concept. This ranks waste management practices in order of importance to obtain the most benefit from resources while reducing the quantity of waste produced. In this hierarchy, avoidance and reduction of resource use ranks as most important, followed by re-use and recycling, and finally resource recovery (retrieval of disposed resource materials from the waste stream) and treatment.

This activity group includes the following activities:

- **Solid Waste**

Contributing to Our District

The Solid Waste activity group plays an important role in contributing to a **Prosperous District**, a **Liveable District** and a **Clean and Green District** by ensuring our communities can easily dispose of waste in a way that minimises harm, ensuring a high standard of public health, enabling our economy to grow whilst protecting our unique natural environment. In fact, our ratepayers rank this activity as their top priority.

Throughout the 2014/2015 year we've measured our contribution to our outcomes through this activity group, as follows:

We would be successfully contributing to our District if:	How We Did
The volume of council controlled waste per rating unit being disposed of to landfill decreases (measured annually).	While the volume of waste increased from 463kg to 467kg, this reflects an overall increase in waste attributed to an increase in the number of visitors. The proportion of waste diverted from landfill increased during the same reporting period.

Activity Group Dashboard

This dashboard outlines the number of performance measures achieved in each activity, within this activity group.

Activity	Performance Measures Achieved	How We Did
Solid Waste	5 of 7	Another very good performance for this activity. Two of the performance measures were not achieved in any of the three years. Both related to the decision to place the development of the Whitianga Refuse Station on hold pending further

		investigations relating to the long term future of the biosolids plant.
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SOLID WASTE ACTIVITY GROUP

Solid Waste Activity

What We Do

The Solid Waste activity provides for rubbish to be properly disposed of to protect public health and the environment. The activity also promotes recycling, reuse and resource recovery with the objectives of reducing the amount of waste going to landfill and practising responsible resource efficiency.

While we are not obliged to provide waste management services directly, we are required to ensure there are services provided within our District. We are also required to promote effective and efficient waste management and minimisation within our District.

2014/2015 Highlights

Communities using the Council's kerbside collection service generated 3,030 tonnes of waste to landfill and 3,803 tonnes of recycling. This represents a diversion rate (waste not sent to landfill) of 55.5% with a maximum monthly diversion rate of 61.55% being achieved in the December 2014 peak period. The collection with the best diversion rate of 80.86% was achieved by the Pauanui collection route over the February 2015 peak period.

The refuse transfer station facilities received 7,504 tonnes of recycling and 9,478 tonnes of refuse destined for the landfill which represents a diversion rate of 44.19%.

How Well Did We Deliver Our Services in 2014/2015

Rubbish and recycling kerbside pickup services are provided to solid waste rated residential properties in all urban and most rural areas.						
What we aimed for	How we did					
That district rubbish and recycling kerbside pickup is collected weekly.	Rubbish and recycling progressed in accordance with the requirements of the solid waste shared services contract with Council's contractor Smart Environmental Ltd.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	Refuse weekly Recycling fortnightly	Target	Refuse weekly Recycling fortnightly	Target	Weekly
Result	Refuse weekly Recycling fortnightly	Result	Refuse weekly Recycling fortnightly	Result	Weekly	

SOLID WASTE ACTIVITY GROUP

Solid Waste Activity

Rubbish and recycling kerbside pickup services are provided to solid waste rated residential properties in all urban and most rural areas.							
What we aimed for		How we did					
That rubbish and recycling kerbside pickup during peak summer period December 26 and January 31 occurs: <ul style="list-style-type: none"> • Three times per week in Whangamata and Pauanui areas • Twice per week in Tairua, Mercury Bay and Coromandel areas. 		The increased collection services for the six week peak period provided for in the contract operated between 22 nd December 2014 to 1 st February 2015					
		2014-2015		2013-2014		2012-2013	
		ACHIEVED		ACHIEVED		ACHIEVED	
		Target	Peak season collections occur as specified	Target	Peak season collections occur as specified	Target	Peak season collections occur as specified
Result	3 per week 2 per week	Result	3 per week 2 per week	Result	3 per week 2 per week		
What we aimed for		How we did					
Percentage of residents and non-resident ratepayers who have a view are fairly/very satisfied with solid waste.		The customer satisfaction survey is carried out every three years. When last carried out in 2013 the target was achieved. The next survey is scheduled for 2016.					
		2014-2015		2013-2014		2012-2013	
		NOT MEASURED		NOT MEASURED		NOT ACHIEVED	
						Target	≥91%
				Result	90%		

Appropriate facilities and services are provided for the disposal of waste							
What we aimed for		How we did					
Number of communities with a refuse transfer station.		The proposed commencement of the proposed new Whitianga refuse transfer station was delayed while the Council considered the future of the adjacent biosolids plant. The biosolids plant is to be retained for trial operations and so planning for the new refuse transfer station is to recommence in 2015/16.					
		2014-2015		2013-2014		2012-2013	
		NOT ACHIEVED		NOT ACHIEVED		ACHIEVED	
		Target	8	Target	8	Target	7
Result	7	Result	7	Result	7		
What we aimed for		How we did					
Number of communities with a 24 hour/7day drop-off facility.		The new Whitianga refuse transfer station will have 24/7 drop-off facilities.					
		2014-2015		2013-2014		2012-2013	
		NOT ACHIEVED		NOT ACHIEVED		NOT ACHIEVED	
		Target	7	Target	6	Target	6
Result	6	Result	5	Result	5		

SOLID WASTE ACTIVITY GROUP

Solid Waste Activity

The Council facilitates waste minimisation practices and promotes reduction of the amount of waste going to landfill

What we aimed for	How we did					
Volume of Council controlled waste per rating unit is disposed of to landfill.	Target was achieved albeit with a slight increase over the previous year due to the corresponding slight increase in total waste tonnage.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	≤474kg	Target	≤474kg	Target	≤527kg
	Result	467 kg	Result	463kg	Result	516kg
What we aimed for	How we did					
Volume of district waste per rating unit being disposed of to landfill.	It is not possible to measure the amount of District waste, as Council has no access to commercial waste data. This measure is under review.					
	2014-2015		2013-2014		2012-2013	
	NOT MEASUREABLE		NOT MEASUREABLE		NOT MEASURABLE	
	Target	≤639kg	Target	≤639kg	Target	≤639kg
	Result	Not measureable	Result	Not measureable	Result	Not measureable

Litter bins are provided for and serviced in public spaces

What we aimed for	How we did					
That public litter bins do not overflow.	There were no reported cases of bins overflowing through the audit check process.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		ACHIEVED		ACHIEVED	
	Target	≥95%	Target	≥95%	Target	≥95%
	Result	100%	Result	100%	Result	100%

The Council maintains closed landfill sites

What we aimed for	How we did					
Number of formal warnings issued by the Waikato Regional Council for non-compliance with resource consent/s.	Coromandel Landfill was capped and closed and a revised Aftercare Plan is being drafted to submit to the regional council. Purangi and Tairua landfills' resource consent applications have been lodged with the regional council and Whitianga landfill is under investigation by Council's consultants preparing consent applications. The regional council has approved reduced monitoring conditions for a number of our closed landfills.					
	2014-2015		2013-2014		2012-2013	
	ACHIEVED		NOT ACHIEVED		ACHIEVED	
	Target	0	Target	0	Target	0
	Result	0	Result	1	Result	0