



# Agenda

**Notice is hereby given of  
an Open Workshop**

**Tuesday 9 June 2026**

To follow the Audit & Risk Committee Meeting

Council Chamber  
Waimate District Council  
125 Queen Street  
Waimate

[www.waimatedc.govt.nz](http://www.waimatedc.govt.nz)

## Order Of Business

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Open workshops are an informal forum for staff to bring information items or presentations to Council which, if undertaken at a Council meeting, could take a significant amount of time, and therefore restrict other business from being transacted.

No decisions or resolutions will be made.

Brief agendas will be prepared and will be available on Council's website:

<https://www.waimatedc.govt.nz/council/meetings/agendas-and-minutes> and brief notes will be taken.

There are no legal requirements relating to a quorum.

Standing Orders do not apply.

Members of the public are welcome to attend but do not have speaking rights.

## REPORTS

### 1 GENERAL BUSINESS

#### 1.1 WDC PERFORMANCE MEASURE REPORTING QUARTER 3 2025-26

**Author:** Liz Rose, Administration Support Officer

**Authoriser:** Nicole Timney, Community Services and Strategy Group Manager

**Attachments:** 1. Q3 Performance Measures 2025-2026 [↓](#) 

#### PURPOSE

1. For Council to receive the Performance Measure Reporting for Quarter 3, Jan 2026 to March 2026.

#### BACKGROUND

2. This is the last year reporting of performance measures from the Long Term Plan 2025-2034.
3. Officers have made comments alongside measures that resulted in a +/- 5% variance of the agreed target.
4. The reporting has been checked by relevant managers prior to collation, then a second check with group managers.
5. This information will be placed in the Annual Report 2025-2026. Further detail will also be included on variance reporting, in accordance the Public Benefit Entity Financial Reporting Standard (PBE FRS) 48 Service Performance Reporting disclosure.

#### OUTCOME

6. Presentation of the third quarter performance reporting January 2026 to March 2026.
7. For group managers to further explain any outcomes and take questions as required.

Water Supply	Size of Supply (based on DWQAR definition)	Performance measure rules that compliance is assessed against	Q3 2025-26 3 months to end March 2026			Key Reasons for Not Meeting Compliance
			Treatment Plant		Distribution Zone	
			Bacterial	Protozoal	Microbiological	
Cannington-Motukaika Rural	Small (26-100 people)	(a) 4.4 T1 Treatment Rules (b) 4.5 D1.1 Distribution System Rule	All Met 100%	All Met 100%	All Met 100%	
Waihaorunga Rural	Small (26-100 people)	(a) 4.4 T1 Treatment Rules (b) 4.5 D1.1 Distribution System Rule	All Met 100%	All Met 100%	All Met 100%	
Waikakahi Rural	Medium (101-499 people)	(c) 4.7.1 T2 Treatment Monitoring Rules (d) 4.7.2 T2 Filtration Rules (e) 4.7.3 T2 UV Rules (f) 4.7.4 T2 Chlorine Rules (g) 4.8 D2.1 Distribution System Rule	Partially Met 87.5%	Partially Met 41.7%	All Met 100%	Lack of filtration and protozoa barrier
Hook-Waituna Rural	Large (>500 people)	(h) 4.10.1 T3 Bacterial Rules (Chlorine) (i) 4.10.2 T3 Protozoal Rules (j) 4.11.5 D3.29 Microbiological Monitoring Rule	Almost Met 88%	Not Met 0%	All Met 100%	Lack of protozoa barrier. Issues with disinfection Ct. Weather events
Lower Waihao Rural	Large (>500 people)	(h) 4.10.1 T3 Bacterial Rules (UV) (i) 4.10.2 T3 Protozoal Rules (UV) (j) 4.11.5 D3.29 Microbiological Monitoring Rule	All Met 100%	All Met 100%	All Met 100%	
Otaio-Makikihi Rural	Large (>500 people)	(h) 4.10.1 T3 Bacterial Rules (UV) (i) 4.10.2 T3 Protozoal Rules (UV) (j) 4.11.5 D3.29 Microbiological Monitoring Rule	All Met 100%	All Met 100%	All Met 100%	
Waimate	Large (>500 people)	(h) 4.10.1 T3 Bacterial Rules (UV) (i) 4.10.2 T3 Protozoal Rules (UV) (j) 4.11.5 D3.29 Microbiological Monitoring Rule	All Met 100%	All Met 100%	All Met 100%	

Water Supply	Size of Supply (based on DWQAR definition)	Performance measure rules that compliance is assessed against	Q2 2025-26 3 months to end December 2025			Key Reasons for Not Meeting Compliance
			Treatment Plant		Distribution Zone	
			Bacterial	Protozoal	Microbiological	
Cannington-Motukaika Rural	Small (26-100 people)	(a) 4.4 T1 Treatment Rules (b) 4.5 D1.1 Distribution System Rule	All Met 100%	All Met 100%	All Met 100%	
Waihaorunga Rural	Small (26-100 people)	(a) 4.4 T1 Treatment Rules (b) 4.5 D1.1 Distribution System Rule	All Met 100%	All Met 100%	All Met 100%	
Waikakahi Rural	Medium (101-499 people)	(c) 4.7.1 T2 Treatment Monitoring Rules (d) 4.7.2 T2 Filtration Rules (e) 4.7.3 T2 UV Rules (f) 4.7.4 T2 Chlorine Rules (g) 4.8 D2.1 Distribution System Rule	Partially Met 75%	Partially Met 41.7%	All Met 100%	Lack of filtration and protozoa barrier
Hook-Waituna Rural	Large (>500 people)	(h) 4.10.1 T3 Bacterial Rules (Chlorine) (i) 4.10.2 T3 Protozoal Rules (j) 4.11.5 D3.29 Microbiological Monitoring Rule	Almost Met 80%	Not Met 0%	All Met 100%	Lack of protozoa barrier Issue with C.t calculation Weather related transgression
Lower Waihao Rural	Large (>500 people)	(h) 4.10.1 T3 Bacterial Rules (UV) (i) 4.10.2 T3 Protozoal Rules (UV) (j) 4.11.5 D3.29 Microbiological Monitoring Rule	All Met 100%	All Met 100%	All Met 100%	
Otaio-Makikihi Rural	Large (>500 people)	(h) 4.10.1 T3 Bacterial Rules (UV) (i) 4.10.2 T3 Protozoal Rules (UV) (j) 4.11.5 D3.29 Microbiological Monitoring Rule	All Met 100%	All Met 100%	All Met 100%	
Waimate	Large (>500 people)	(h) 4.10.1 T3 Bacterial Rules (UV) (i) 4.10.2 T3 Protozoal Rules (UV) (j) 4.11.5 D3.29 Microbiological Monitoring Rule	All Met 100%	All Met 100%	All Met 100%	

Water Supply	Size of Supply (based on DWQAR definition)	Performance measure rules that compliance is assessed against	Q1 2025-26 3 months to end September 2025			Key Reasons for Not Meeting Compliance
			Treatment Plant		Distribution Zone	
			Bacterial	Protozoal	Microbiological	
Cannington-Motukaika Rural	Small (26-100 people)	(a) 4.4 T1 Treatment Rules (b) 4.5 D1.1 Distribution System Rule	All Met 100%	All Met 100%	All Met 100%	
Waihaorunga Rural	Small (26-100 people)	(a) 4.4 T1 Treatment Rules (b) 4.5 D1.1 Distribution System Rule	All Met 100%	All Met 100%	All Met 100%	
Waikakahi Rural	Medium (101-499 people)	(c) 4.7.1 T2 Treatment Monitoring Rules (d) 4.7.2 T2 Filtration Rules (e) 4.7.3 T2 UV Rules (f) 4.7.4 T2 Chlorine Rules (g) 4.8 D2.1 Distribution System Rule	Partially Met 87.5%	Partially Met 50%	All Met 100%	Lack of filtration and protozoa barrier
Hook-Waituna Rural	Large (>500 people)	(h) 4.10.1 T3 Bacterial Rules (Chlorine) (i) 4.10.2 T3 Protozoal Rules (j) 4.11.5 D3.29 Microbiological Monitoring Rule	Partially Met 64.5%	Not Met 0%	All Met 100%	Lack of protozoa barrier Lack of monitoring for part of period Weather related transgression
Lower Waihao Rural	Large (>500 people)	(h) 4.10.1 T3 Bacterial Rules (UV) (i) 4.10.2 T3 Protozoal Rules (UV) (j) 4.11.5 D3.29 Microbiological Monitoring Rule	All Met 100%	All Met 100%	All Met 100%	
Otaio-Makikihi Rural	Large (>500 people)	(h) 4.10.1 T3 Bacterial Rules (UV) (i) 4.10.2 T3 Protozoal Rules (UV) (j) 4.11.5 D3.29 Microbiological Monitoring Rule	Almost Met 98%	Almost Met 99%	All Met 100%	Plant not shutting down due to weather event
Waimate	Large (>500 people)	(h) 4.10.1 T3 Bacterial Rules (UV) (i) 4.10.2 T3 Protozoal Rules (UV) (j) 4.11.5 D3.29 Microbiological Monitoring Rule	All Met 100%	All Met 100%	All Met 100%	

COMMUNITY OUTCOME That this activity contributes to	WHAT COUNCIL PROVIDES Major levels of service	MEASURING PERFORMANCE	TARGETS (2024-2024)	RESULTS (2024-2025)	RESULTS (13 2025-26) 3 Months to end March 2026	
Council commits to promoting health and wellbeing and minimising the risk of social harm to its communities. Our community has equitable access to the essential infrastructure and services required to support community wellbeing.	Safety of Drinking Water All public water supplies comply with Drinking Water Quality Assurance Rules.	The extent to which the local authority's drinking water supply complies with the following parts of the drinking water quality assurance rules:	100% of people on a public supply receive water from a compliant scheme.	a) 4.4 T1 Treatment Rules	Cannington-Motukaika Rural, All Met 100% Waihaorunga Rural, All Met 100%	Cannington-Motukaika Rural, All Met 100% Waihaorunga Rural, All Met 100%
				b) 4.5 D1.1 Distribution System Rule	Cannington-Motukaika Rural, All Met 100% Waihaorunga Rural, All Met 100%	Cannington-Motukaika Rural, All Met 100% Waihaorunga Rural, All Met 100%
				c) 4.7.1 T2 Treatment Monitoring Rules	Waikakahi Rural, Partially Met 85% Otiao-Makikahi Rural, Partially Met 90%	Waikakahi Rural, Partially Met 85% N/A
				d) 4.7.2 T2 Filtration Rules	Waikakahi Rural, Partially Met 52% Otiao Makikahi Rural, Partially Met 81%	Waikakahi Rural, Not Met 0% N/A
				e) 4.7.3 T2 UV Rules	Waikakahi Rural, Not Met 0% Otiao-Makikahi Rural, Partially Met 90%	Waikakahi Rural, Not Met 0% N/A
				f) 4.7.4 T2 Chlorine Rules	Waikakahi Rural, Partially Met 73% Otiao-Makikahi Rural, Partially Met 81%	Waikakahi Rural, Partially Met 67% N/A
				g) 4.8 D2.1 Distribution System Rule	Waikakahi Rural, All Met 100% Otiao-Makikahi Rural, All Met 100%	Waikakahi Rural, All Met 100% N/A
				h) 4.10.1 T3 Bacterial Rules	Otiao-Makikahi Rural, Partially Met 90% Hook-Waituna Rural, Partially Met 33% Lower Waihaio Rural, Almost Met 95%	Otiao-Makikahi Rural, All Met 100% Hook-Waituna Rural, Partially Met 88% Lower Waihaio Rural, All Met 100%
				i) 4.10.2 T3 Protozoal Rules	Waimate, Partially Met 94% Otiao-Makikahi Rural, Partially Met 93% Hook-Waituna Rural, Not Met 0%	Waimate, All met 100% Otiao-Makikahi Rural, All Met 100% Hook-Waituna Rural, Not Met 0%
				j) 4.11.5 D3.29 Microbiological Monitoring Rule	Lower Waihaio Rural, Almost Met 97% Waimate, Partially Met 94% Otiao-Makikahi Rural, All Met 100% Hook-Waituna Rural, Partially Met 83%	Lower Waihaio Rural, All Met 100% Waimate, All met 100% Otiao-Makikahi Rural, All Met 100% Hook-Waituna Rural, All Met 100%
					Lower Waihaio Rural, All Met 100% Waimate, All Met 100%	Lower Waihaio Rural, All Met 100% Waimate, All Met 100%

COMMUNITY OUTCOME That this activity contributes to	WHAT COUNCIL PROVIDES Major levels of service	MEASURING PERFORMANCE	TARGETS (2024-2024)	RESULTS (2024-2025)	RESULTS (02 2025-26) 3 Months to end December 2025	
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				b) 4.5 D1.1 Distribution System Rule	Cannington-Motukaika Rural, All Met 100% Waihaorunga Rural, All Met 100%	Cannington-Motukaika Rural, All Met 100% Waihaorunga Rural, All Met 100%
				c) 4.7.1 T2 Treatment Monitoring Rules	Waikakahi Rural, Partially Met 85% Otiao-Makikahi Rural, Partially Met 90%	Waikakahi Rural, All Met 100% N/A
				d) 4.7.2 T2 Filtration Rules	Waikakahi Rural, Partially Met 52% Otiao Makikahi Rural, Partially Met 81%	Waikakahi Rural, Not Met 0% N/A
				e) 4.7.3 T2 UV Rules	Waikakahi Rural, Not Met 0% Otiao-Makikahi Rural, Partially Met 90%	Waikakahi Rural, Not Met 0% N/A
				f) 4.7.4 T2 Chlorine Rules	Waikakahi Rural, Partially Met 73% Otiao-Makikahi Rural, Partially Met 81%	Waikakahi Rural, Partially Met 75% N/A
				g) 4.8 D2.1 Distribution System Rule	Waikakahi Rural, All Met 100% Otiao-Makikahi Rural, All Met 100%	Waikakahi Rural, All Met 100% N/A
				h) 4.10.1 T3 Bacterial Rules	Otiao-Makikahi Rural, Partially Met 90% Hook-Waituna Rural, Partially Met 33% Lower Waihaio Rural, Almost Met 95%	Otiao-Makikahi Rural, All Met 100% Hook-Waituna Rural, Partially Met 84% Lower Waihaio Rural, All Met 100%
				i) 4.10.2 T3 Protozoal Rules	Waimate, Partially Met 94% Otiao-Makikahi Rural, Partially Met 93% Hook-Waituna Rural, Not Met 0%	Waimate, All Met 100% Otiao-Makikahi Rural, All Met 100% Hook-Waituna Rural, Not Met 0%
				j) 4.11.5 D3.29 Microbiological Monitoring Rule	Lower Waihaio Rural, Almost Met 97% Waimate, Partially Met 94% Otiao-Makikahi Rural, All Met 100% Hook-Waituna Rural, Partially Met 83%	Lower Waihaio Rural, All Met 100% Waimate, All Met 100% Otiao-Makikahi Rural, All Met 100% Hook-Waituna Rural, All Met 100%
					Lower Waihaio Rural, All Met 100% Waimate, All Met 100%	Lower Waihaio Rural, All Met 100% Waimate, All Met 100%

COMMUNITY OUTCOME That this activity contributes to	WHAT COUNCIL PROVIDES Major levels of service	MEASURING PERFORMANCE	TARGETS (2024-2024)	RESULTS (2024-2025)	RESULTS (01 2025-26) 3 Months to end September 2025	
Council commits to promoting health and wellbeing and minimising the risk of social harm to its communities. Our community has equitable access to the essential infrastructure and services required to support community wellbeing.	Safety of Drinking Water All public water supplies comply with Drinking Water Quality Assurance Rules.	The extent to which the local authority's drinking water supply complies with the following parts of the drinking water quality assurance rules:	100% of people on a public supply receive water from a compliant scheme.	a) 4.4 T1 Treatment Rules	Cannington-Motukaika Rural, All Met 100% Waihaorunga Rural, All Met 100%	Cannington-Motukaika Rural, All Met 100% Waihaorunga Rural, All Met 100%
				b) 4.5 D1.1 Distribution System Rule	Cannington-Motukaika Rural, All Met 100% Waihaorunga Rural, All Met 100%	Cannington-Motukaika Rural, All Met 100% Waihaorunga Rural, All Met 100%
				c) 4.7.1 T2 Treatment Monitoring Rules	Waikakahi Rural, Partially Met 85% Otiao-Makikahi Rural, Partially Met 90%	Waikakahi Rural, All Met 100% N/A
				d) 4.7.2 T2 Filtration Rules	Waikakahi Rural, Partially Met 52% Otiao Makikahi Rural, Partially Met 81%	Waikakahi Rural, Partially Met 50% N/A
				e) 4.7.3 T2 UV Rules	Waikakahi Rural, Not Met 0% Otiao-Makikahi Rural, Partially Met 90%	Waikakahi Rural, Not Met 0% N/A
				f) 4.7.4 T2 Chlorine Rules	Waikakahi Rural, Partially Met 73% Otiao-Makikahi Rural, Partially Met 81%	Waikakahi Rural, Partially Met 67% N/A
				g) 4.8 D2.1 Distribution System Rule	Waikakahi Rural, All Met 100% Otiao-Makikahi Rural, All Met 100%	Waikakahi Rural, All Met 100% N/A
				h) 4.10.1 T3 Bacterial Rules	Otiao-Makikahi Rural, Partially Met 90% Hook-Waituna Rural, Partially Met 33% Lower Waihaio Rural, Almost Met 95%	Otiao-Makikahi Rural, Almost Met 98% Hook-Waituna Rural, Partially Met 64% Lower Waihaio Rural, All Met 100%
				i) 4.10.2 T3 Protozoal Rules	Waimate, Partially Met 94% Otiao-Makikahi Rural, Partially Met 93% Hook-Waituna Rural, Not Met 0%	Waimate, All Met 100% Otiao-Makikahi Rural, Almost Met 99% Hook-Waituna Rural, Not Met 0%
				j) 4.11.5 D3.29 Microbiological Monitoring Rule	Lower Waihaio Rural, Almost Met 97% Waimate, Partially Met 94% Otiao-Makikahi Rural, All Met 100% Hook-Waituna Rural, Partially Met 83%	Lower Waihaio Rural, All Met 100% Waimate, All Met 100% Otiao-Makikahi Rural, All Met 100% Hook-Waituna Rural, All Met 100%
					Lower Waihaio Rural, All Met 100% Waimate, All Met 100%	Lower Waihaio Rural, All Met 100% Waimate, All Met 100%

WDC Performance Measure Reporting 2025-26							
Water Supply Group Q3							
Performance Measure	Target (Year 1 LTP 2025-2034)	2024/25 Result	2025/26 Q1 Result July - Sept	2025/26 Q2 Result Oct - Dec	2025/26 Q3 Result Jan - Mar	Variance Comments Required +/- 5%	Benchmarked National Average (2025)
<b>Provide a continuous, appropriate and safe water system throughout the district with excellent customer service</b>							
Median attendance and resolution times for urgent and non-urgent callouts for water supply faults or unplanned interruptions to the urban network (M) <sup>1</sup>							
Attendance to urgent callout	≤ 1 hour	0:14 (h:m)	0:29	0:31	0:39		
Resolution for urgent callout	≤ 24 hours	2:06 (h:m)	14:27	28:21	1:41		
Attendance to non-urgent callout	≤ 24 hours	21:38 (h:m)	22:40	19:55	21:16		
Resolution for non-urgent callout	≤ 72 hours	27:53 (h:m)	49:13:00	42:15	48:02		
Total number of complaints received about: Drinking water clarity, drinking water taste, drinking water odour, drinking water pressure or flow, continuity of supply, Council's response to these issues (M)							
Urban water supply	≤ 10 complaints per 1,000 connections	5.3	0.48	0.48	0.48		
Rural water supply	≤ 40 complaints per 1,000 connections	60.1	14	12	15		
Percentage of residents receiving the service satisfied with water supply services	≥ 70%	70%	Next Resident Survey in 2027	Next Resident Survey in 2027	Next Resident Survey in 2027		66%
<b>Provide reliable, efficient and well planned water infrastructure and services that meets the needs of the community</b>							
The average consumption of drinking water per day per resident within the Waimate District (M)	≤ 300 litres per person per day	462.7	488.6	410.7	415		
Percentage of real water loss from Council's network reticulation systems (M)	≤ 25%	17.49%	16.57%	19.64%	19.58%		
Estimated assumed water loss per connection per day <sup>2</sup>	Estimated assumed water loss < 150L per connection per day	N/A	164.63L	164.04L	165.48		
Reactive maintenance (system failure) or programmed work in the Waimate urban area that exceed 8 hours of not supplying drinking water to the community or a consumer	< 1 per year	0	0	0	0		
Reactive maintenance (system failure) or programmed work in the Rural Water Supplies that exceed 3 days of not supplying drinking water to the community or a consumer	< 1 per year	0	0	0	0		
<p><sup>1</sup> Attendance - from the time Council receives notification to the time that service personnel reach site. Resolution - from the time Council receives notification to the time that service personnel confirm resolution of the fault or interruption.</p> <p>Urgent attendance and resolution time - urgent performance measures require 1 hour attendance, 24 hours resolution for loss of supply of drinking water. Council has 4 hours attendance, 48 hours resolution for loss of drinking water supply in the rural areas for practical reasons, due to geospatial distance and 96 hours onsite storage policy. The rural consumers of the Waimate District are not at risk of having no drinking water because of the greater attendance and resolution times, as they are required to have 96 hours onsite storage.</p> <p><sup>2</sup> Estimated assumed water loss per litre per second on minimum night flow methodology. Estimated assumed water loss per connection per day based on minimum night flow methodology. At present Council only has meters at the Timaru Road and Manchesters Road plants. Meters have been installed throughout the urban supply which will be monitored through automated reading. Future reporting will utilise data from the new meters which will allow for a more robust estimate of real water loss. The reported results do not include the rural network, as the supply is not metered.</p> <p>Note: Reporting on mandatory water supply performance measures is governed by Taumata Arowai. Performance measures have been updated to comply with changes to the Drinking Water Quality Assurance Rules that came into effect 1 January 2025.</p>							

WDC Performance Measure Reporting 2025-26 Waste Management Q3							
Performance Measure	Target (Year 1 LTP 2025-2034)	2024/25 Result	2025/26 Q1 Result July - Sept	2025/26 Q2 Result Oct - Dec	2025/26 Q3 Result Jan - Mar	Variance Comments Required +/- 5%	Benchmarked National Average (2025)
<b>Convenient and accessible waste management services</b>							
Residents receiving the service are satisfied with waste management services	≥ 77%	75%	Next Resident Survey in 2027	Next Resident Survey in 2027	Next Resident Survey in 2027		65%
Receptacles for kerbside recycling and refuse collection are picked up as per service contract	≤20 receptacles per collection day deemed as missed collections	N/A	0.2 missed collections per collection day 1.4 missed collections per collection week	0.18 missed collections per collection day 0.69 missed collections per collection week	0.35 missed collections per collection day 1.31 missed collections per collection week		
<b>Council manages the waste management services wisely</b>							
Compliance with resource consent conditions	Full compliance	Not compliant	Not compliant	Not compliant	Not compliant	CRC972269.1 Glenavy Landfill - Non Compliant No Action Required CRC972267.1 Waimate Landfill - Compliant CRC972271.1 Hook Landfill - Compliant CRC972273.1 Makikihi Landfill - Non Compliant No Action required CRC972277.1 Otaio Landfill - Compliant CRC972279 Upper Pareora Landfill - Compliant CRC972275 Morven Landfill - Compliant CRC972281.1 Waihao Landfill - Non Compliant No Action Required	
Reduction in waste generation – Total kerbside material	≤ 431kg per capita	N/A	62.20 kg per capita	86.96 kg per capita	83.13 kg per capita		
Reduction in material for final disposal – Kerbside refuse collection	≤112kg per capita	N/A	22.68 kg per capita	22.66 kg per capita	21.97 kg per capita		
Reduction of biogenic methane emissions - % total organics in kerbside rubbish collection	≤40%	N/A	53%	61%	61%	Seasonal variance due to growing season.	
<b>Public information and programmes promote waste minimisation and appropriate sorting of waste</b>							
Percentage of organics and recyclables in refuse collection bin:							
Organics	≤ 22%	No Solid Waste Analysis Protocol audit this year	Solid Waste Analysis Protocol Scheduled for November/December 2025	Solid Waste Analysis Protocol undertaken in November/December 2025. Report expected by February 2026.	33.5% Total Organic Material in Kerbside Rubbish Bin 26.1% Organic Material in Kerbside Rubbish Bin Divertable via the Green Organics Bin or Waimate Resource Recovery Park		
Recyclables	≤ 22%				9.3%		

WDC Performance Measure Reporting 2025-26 Stormwater Q3							
Performance Measure M = Mandatory	Target (Year 1 LTP 2025-2034)	2024/25 Result	2025/26 Q1 Result July - Sept	2025/26 Q2 Result Oct - Dec	2025/26 Q3 Result Jan - Mar	Variance Comments Required +/- 5%	Benchmarked National Average (2025)
<b>Maintain reliable stormwater network services</b>							
Number of flooding events that occur in our systems (M)	0	0	0	0	0		
Number of habitable floors affected in flooding events in the district per 1,000 properties connected (M)	0	0	0	0	0		
<b>Deliver stormwater services according to required environmental standards</b>							
Compliance with resource consents for discharge from stormwater system (M)	No abatement notices, infringement notices, enforcement orders and convictions	0	0	0	0		
<b>Maintain excellent customer service for stormwater systems</b>							
Median response time to attend a flooding event (M) <sup>1</sup>	≤ 120 minutes	0:00(h:m)	n/a	n/a	n/a		
Number of complaints received about the performance of the stormwater system (M)	≤ 1.5 per 1,000 properties	2.1	0	0.54	0		
<sup>1</sup> Flooding event means an event where stormwater enters a habitable floor. Measured from the time of notification to the time service personnel reach the site. If there are no flooding events the response times will be zero.							

WDC Performance Measure Reporting 2025-26 Sewerage Q3							
Performance Measure M = Mandatory	Target (Year 1 LTP 2025-2034)	2024/25 Result	2025/26 Q1 Result July - Sept	2025/26 Q2 Result Oct - Dec	2025/26 Q3 Result Jan - Mar	Variance Comments Required +/- 5%	Benchmarked National Average (2025)
<b>Maintain reliable sewerage network services</b>							
Number of dry weather overflows from the sewerage system (M)	≤ 2 per 1,000 connections	1	1	0	0		
<b>Deliver sewer services according to required environmental standards</b>							
Compliance with Resource Consents for discharge from sewerage system (M)	No abatement notices, infringement notices, enforcement orders and convictions	0	0	0	0		
<b>Maintain excellent customer service for sewerage system</b>							
Median attendance and resolution times to sewerage overflows resulting from blockages or other faults: (M)							
Attendance	Median attendance time ≤ 60 minutes	0:08 (h:m)	0:38	N/A	N/A		
Resolution	Median resolution time ≤ 12 hours	52:25 (h:m)	7:13	N/A	N/A		
Total complaints received about: Sewer odour, sewerage system faults, sewerage system blockages, the WDC response to sewerage system issues (M)	≤ 3 complaints per 1,000 connections	4.3	1.08	0	0		
People receiving the service are satisfied with sewerage services	≥ 90%	86%	Next Resident Survey in 2027	Next Resident Survey in 2027	Next Resident Survey in 2027		73%

WDC Performance Measure Reporting 2025-26							
Roading Q3							
Performance Measure M = Mandatory	Target (Year 1 LTP 2025-2034)	2024/25 Result	2025/26 Q1 Result July - Sept	2025/26 Q2 Result Oct - Dec	2025/26 Q3 Result Jan - Mar	Variance Comments Required +/- 5%	Benchmarked National Average (2025)
<b>Provide quality roads and footpaths</b>							
Resident satisfaction with sealed roads	≥ 50%	42%	Next Resident Survey in 2027	Next Resident Survey in 2027	N/A		35%
Resident satisfaction with unsealed roads	≥ 50%	38%	Next Resident Survey in 2027	Next Resident Survey in 2027	N/A		28%
Average quality of ride on sealed local roads (M)	Smooth travel exposure ≥ 93%	93%	N/A	N/A	N/A		
<b>Respond to customer complaints and requests in a timely manner</b>							
Percentage of customer service requests relating to roads and footpaths responded to within 10 working days (M)	≥ 95%	100.00%	100.00%	100%	97%		
<b>Provide a safe transport environment</b>							
The change from the previous year in the number of fatalities and serious injury crashes on local road network (M)	Number of fatalities and serious injury crashes is less than the previous year on an annual basis	4	1	0	2		
<b>Provide well maintained footpaths</b>							
Compliance with footpath prioritisation model	No more than 7km non-compliant	3.0km	N/A	N/A	N/A		
Resident satisfaction with footpaths	≥ 58%	47%	Next Resident Survey in 2027	Next Resident Survey in 2027	N/A		47%
Percentage of footpaths that fall within a condition rating of fair, 1-3 (M) as detailed in the Roading Asset Management plan	≥ 85%	90%	N/A	N/A	N/A		
<b>Provide adequate asset renewal</b>							
Percentage of the sealed local road network that is resurfaced (M)	> 5.0%	5.8%	N/A	N/A	N/A		

WDC Performance Measure Reporting 2025-26 Organisation and Governance Q3							
Performance Measure	Target (Year 1 LTP 2025-2034)	2024/25 Result	2025/26 Q1 Result July - Sept	2025/26 Q2 Result Oct - Dec	2025/26 Q3 Result Jan - Mar	Variance Comments Required +/- 5%	Benchmarked National Average (2025)
<b>Provide good quality governance for the community in an open and transparent manner</b>							
Ordinary Council meetings are live-streamed and recordings are made available to public	100% live streamed	None of these meetings were live streamed	1 of the 3 (33%) Ordinary Council Meetings was livestreamed	4 of the 4 (100%) Ordinary Council Meetings were livestreamed	3 of the 3 (100%) Ordinary Council Meetings were livestreamed	Following the upgrade of the Council Chambers and implementation of the AV Meeting System, Council commenced livestreaming of its ordinary meetings on 16 September 2025	
Compliance with Local Government Act planning, accountability and regulatory requirements	100% of Audit opinions are unmodified	The 2023/24 Annual Report received unmodified opinion from Audit NZ and the Long Term Plan 2025-34 received unmodified opinion with an emphasis of matter for uncertainty over water service delivery from Audit NZ	No audit opinions were received during this period	The 2024/25 Annual Report received an unmodified opinion from Audit NZ, dated 31 October 2025, with an emphasis of matter for uncertainty for the future of water delivery.	No audit opinions were received during this period		
Response time to Local Government Official Information and Meeting Act (LGOIMA) requests	100% responded to within statutory timeframe	100%	100%	100%	100%		
Residents are satisfied with performance of elected members	≥ 75%	55%	Next Resident Survey in 2027	Next Resident Survey in 2027	Next Resident Survey in 2027		39%
<b>Advocate for and communicate with the community</b>							
Resident satisfaction with sufficiency of the information supplied by Council	≥ 75%	53%	Next Resident Survey in 2027	Next Resident Survey in 2027	Next Resident Survey in 2027		N/A
Number of community engagement meetings offered by Elected Members	≥ 10	N/A	0	3	7		

WDC Performance Measure Reporting 2025-26 District Planning & Regulatory Q3							
Performance Measure	Target (Year 1 LTP 2025-2034)	2024/25 Result	2025/26 Q1 Result July - Sept	2025/26 Q2 Result Oct - Dec	2025/26 Q3 Result Jan - Mar	Variance Comments Required +/- 5%	Benchmarked National Average (2025)
<b>Performance statutory functions as required</b>							
Retain accreditation as Building Consent Authority	Associated audit processes ensure accreditation retained	Retained accreditation	Retained accreditation	Retained accreditation	Retained accreditation		
District Plan and bylaws reviewed within statutory timeframe	100% reviewed and adopted within statutory timeframe	District Plan 10 year review beginning and bylaws remain current	District Plan 10 year review beginning and bylaws remain current	District plan review intended to be transitioned into Planning Act	District Plan review intended to be transitioned into Planning Act	RMA legislation means District Plan review cannot occur (plan stop, and new land use planning process pending)	
<b>Deliver timely, efficient processing of consents and related statutory requirements</b>							
Building consent processing within statutory timeframes and average processing time	100% of building consents granted within 20 working days	96.59%	98.21%	88.89%	100.00%		
Resource consent processing to take place within statutory timeframes and average processing time:							
Non-notified	100% of resource consents processed within 20 working days (non-notified)	83%	87.00%	61.00%	92.00%	1 application missed timeframes - 1 (of the several) challenging ones that came in during the rush at the end of calendar 2025	
Notified	100% of resource consents processed within 70 working days (notified)	100%	100%	100%	100%		
<b>Investigate and respond to public complaints</b>							
Response to food hygiene related complaints	All complaints actioned within 48 hours	100%	100% (0/0)	100% (2/2)	100%(0/0)		
Response to late night party noise	All complaints actioned within 2 hours	100%	100% (5/5)	100% (12/12)	100% (4/4)		
Response to environmental complaints	All complaints actioned within 10 working days	93%	100% (22/22)	100% (29/29)	100% (23/23)		
<b>Resource consents are monitored to ensure compliance</b>							
Compliance with resource consents	≥ 40 consents monitored annually	N/A	21	(5/6)	(4/4)		
<b>Protect the public from dog and animal related nuisances and dangers</b>							
Response to wandering stock and animal related complaints	All complaints actioned within 2 hours	100%	100% (33/33)	100%(46/46)	100%(56/56)		
Response to dog attacks on people and animals:							
Attacks on people	Initial contact with all complainants within 1 hours of attack notified	100%	100% (2/2)	100% 3/3)	100%(1/1)		
Attacks on animals	Initial contact with all complainants within 1 hours of attack notified	100%	100% (1/1)	100%(3/3)	100%(3/3)		
<b>Provide quality customer services that meet the expectations of the community</b>							
User satisfaction with building consent process	≥ 80%	60%	Nil	Nil	Nil		
User satisfaction with resource consent process	≥ 80%	48%	Nil	Nil	Nil		

WDC Performance Measure Reporting 2025-26 Community Services Q3							
Performance Measure	Target (Year 1 LTP 2025-2034)	2024/25 Result	2025/26 Q1 Result July - Sept	2025/26 Q2 Result Oct - Dec	2025/26 Q3 Result Jan - Mar	Variance Comments Required +/- 5%	Benchmarked National Average (2025)
<b>Support economic development in the District</b>							
Annual progress of economic development strategy economic indicators	Gross domestic product (GDP) per capita = Yes Number of building consents issued = No Dollar figure spent by visitors to the district = Yes Employment rate = No Average mean household income = Yes Housing affordability = No Average weekly rent = Yes	Not Achieved	Update annually at the end of the financial year	Update annually at the end of the financial year	Update annually at the end of the financial year		
Provide up to date economic data to local businesses	Keeping Infometrics data publically available	100%	Achieved	Achieved	Achieved		
Positive perception of living in Waimate District	≥ 88%	85%	Next Resident survey in Sept 2027	Next Resident survey in Sept 2027	Next Resident survey in Sept 2027		73%
<b>Provide quality community services that meet the expectations of the community</b>							
User satisfaction with library services	≥ 81%	73%	Next Resident survey in Sept 2027	Next Resident survey in Sept 2027	Next Resident survey in Sept 2027		80%
<b>Information and library services, programmes and material are accessible to district residents, schools and visitors</b>							
Number of visitors to Explore Waimate website	≥ 30,000	41,208	10,551	12,566	12,965		
Provide educational programmes at the library	≥ 6 programmes	N/A	6	6	7		
<b>Improve individual, community and business awareness of the risks from hazards and assist them to build resilience to emergency events</b>							
Percentage of residents who feel Council has provided them with enough information to be able to cope when there is an emergency	≥ 66%	53%	Next Resident survey in Sept 2027	Next Resident survey in Sept 2027	Next Resident survey in Sept 2027		N/A
Number of emergency management community engagement activities	6 per year	8	2	10	0		
<b>Civil Defence Emergency Management personnel appropriately trained and prepared to assist community in the event of an emergency</b>							
Annual Group exercise	1 annually	1	0	0	1		
Civil Defence Emergency Management personnel within the EOC offered training	6 training opportunities per year	23	4	3	1		
<b>Manage and allocate community funding scheme grants</b>							
All grants administered by Council are fully subscribed.	6 of 6 grants fully subscribed	2 of 6 fully subscribed	N/A	N/A	N/A	Variance reporting completed at end of financial year.	
	WDC Sports	Fully Subscribed	Applications not open this quarter	2 applications received	Applications not open this quarter		
	Creative NZ Communities	Not Fully Subscribed	Applications not open this quarter	2 applications received	Applications not open this quarter		
	Sport NZ Rural Travel	Not Fully Subscribed	Applications not open this quarter	0 applications received	Applications not open this quarter		
	WDC Community	Not Fully Subscribed	Applications not open this quarter	4 applications received	Applications not open this quarter		
	WDC Heritage	Not Fully Subscribed	0 applications received	Applications not open this quarter	2 applications received		
	Recreational Track	Fully Subscribed	1 application received	Applications not open this quarter	1 applications received		

WDC Performance Measure Reporting 2025-26							
Community Facilities Q3							
Performance Measure	Target (Year 1 LTP 2025-2034)	2024/25 Result	2025/26 Q1 Result July - Sept	2025/26 Q2 Result Oct - Dec	2025/26 Q3 Result Jan - Mar	Variance Comments Required +/- 5%	Benchmarked National Average (2025)
<b>Provide high quality community facilities that meet the expectations of the community</b>							
Resident satisfaction with public toilets	≥ 70%	78%	Next Resident Survey in 2027	Next Resident Survey in 2027	Next Resident Survey in 2027		56%
User satisfaction with camping facilities	≥ 80%	76%	Next Resident Survey in 2027	Next Resident Survey in 2027	Next Resident Survey in 2027		N/A
Resident satisfaction with cemetery facilities and services	≥ 80%	84%	Next Resident Survey in 2027	Next Resident Survey in 2027	Next Resident Survey in 2027		74%
Resident satisfaction with parks and public spaces	≥ 80%	87%	Next Resident Survey in 2027	Next Resident Survey in 2027	Next Resident Survey in 2027		71%
User satisfaction with swimming pool facilities	≥ 73%	77%	Next Resident Survey in 2027	Next Resident Survey in 2027	Next Resident Survey in 2027		65%
User satisfaction with Event Centre facilities	≥ 75%	75%	Next Resident Survey in 2027	Next Resident Survey in 2027	Next Resident Survey in 2027		N/A
Camping facilities are well maintained and tidy	Less than five complaints a year	0	0	0	0		
Cemeteries are well maintained	Less than five complaints a year	2	0	0	0		
<b>Provide safe community facilities for the community and visitors</b>							
Community facilities meet legislative safety requirements (Local Government Centre, Library, Regent Theatre, Event Centre)	Building Warrant of Fitness (WOF), Fire Regulations and Licence requirements are current	Yes	Yes	Yes	Yes		
All Council playgrounds are inspected by an external agency	1 inspection every two years	N/A	No	no	No	Internal inspection scheduled for June 2026	
Maintain Pool Safe accreditation	Accreditation maintained	Yes	Yes	Yes	Yes		
<b>Community housing units are tenanted and well managed</b>							
Occupancy rate of 27 community housing units	90% or greater occupancy	99.50%	92.20%	99.85%	97.72%		
Rent charge for community housing units is equal to or less than market retail	Equal to or less than market retail	Yes	Yes	Yes	Yes		
<b>Provide accessible and accurate cemetery records</b>							
Cemetery records updated to reflect new interments	100% of cemetery records are updated within a month	100.00%	No	100.00%	100.00%		