MASTERTON
WHAKAORIORI
DISTRICT COUNCIL

ATTACHMENTS

Audit and Risk Committee Meeting
Under Separate Cover

Wednesday, 13 August 2025

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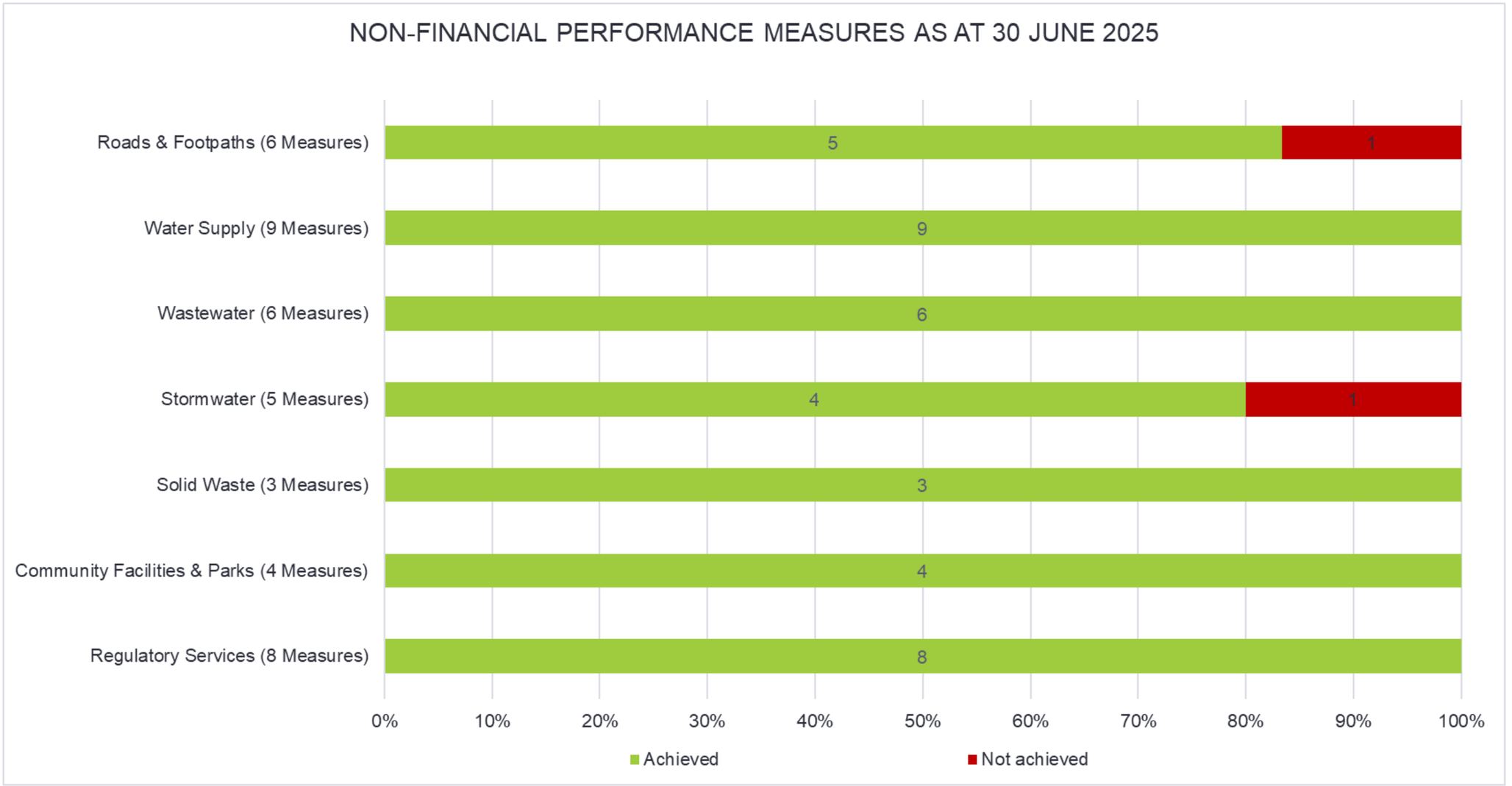
5.5 Non-Financial Performance 2024/25 Quarter 4 Report

Attachment 1 Non-Financial Performance Measures for 2024/25 Quarter 4 4

ATTACHMENT 1: Non-Financial Performance Measures for 2024/25 Quarter 4

The graph below shows the percentage of measures against each activity area that:

- have been achieved/on track as at 30 June 2025 (green);
- have not been achieved/not on track as at 30 June 2025 (red);
- are not applicable and/or information is not available as at 30 June 2025 (grey).



2024/25 Quarter 4 (Year End) Non-Financial Performance Measure Results

MEASURE	CURRENT YEAR END 2024/25 RESULTS				PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Result as at 30/6/2025 (Q4: Year 1 of 2024-34 LTP)	Status at 30/6/2025	COMMENTARY	Year End Result as at 30/6/24 (Year 3 of 2021-31 LTP)	Year End Result as at 30/06/23 (Year 2 of 2021-31 LTP)
Roading:						
Number of fatalities and serious injury crashes on the local road network. **(Mandatory Measure)**	No more than the 5-year average	0 fatalities and 9 serious injury crashes	**Achieved**	0 fatalities and 9 serious injury crashes The five-year average (to 30/06/2024) is one fatality and ten serious injury crashes per year. In 2024/25, there were zero fatalities — a decrease of one — and the number of serious injury crashes reduced to nine, compared to the five-year average of ten.	Two fatalities and seven serious injury crashes.	No fatalities and nine serious injury crashes.
Average quality of ride on a sealed local road network, measured by smooth travel exposure. **(Mandatory Measure)**	Maintain or improve on 90%	91%	**Achieved**	91% 91% network smooth travel exposure (as at 30/6/25)	92% network smooth travel exposure (as at 30/6/24)	94% network smooth travel exposure (as at 30/6/23)
Percentage of sealed local road network that is resurfaced. **(Mandatory Measure)**	Maintain within 5-7%	5.4%	**Achieved**	5.4% Resurfaced 29.1 km of the total 539 km sealed local road network.	5.8% Resurfaced 31.3 km of the total 538 km sealed local road network.	1.9% Resurfaced 10.05 km of the total 535 km sealed local road network.
Percentage of footpaths where the condition falls within the level of service defined in MDC's Asset Management Plan **(Mandatory Measure)**	90% of footpaths are rated excellent, good or average	85%	**Not achieved**	85% 182km of 215km network length of footpath surveyed to June 2025 was rated excellent, good or average. The ratings were: “Excellent” 18%, “Good” 28%, “Average” 38% (Other condition ratings are poor, very poor and unknown).	94.1% 198km of 210km network length of footpath surveyed to June 2024 was rated excellent, good or average. (Other condition ratings are poor, very poor and unknown).	91.7% 196.2km of 214km of the footpath network surveyed to June 2023 was condition rated excellent, good or average. (Other condition ratings are poor, very poor and unknown).
Percentage of urgent customer service requests responded to within 2 days.	95% within specified timeframe	YE: 97.5% Q4: 97.7% (85/87)	**Achieved**	YE: 97.5% 237 out of 243 urgent requests were responded to within specified timeframes. 2024/25 Quarterly results: Q1: 93.5% (58/62)	95.1% 175 out of 184 urgent requests have been responded to within specified timeframes. Q1: 97.5% (39/40)	98.9% 270 of 273 urgent requests were responded to within two days. Q1: 100% (96/96)

MEASURE	CURRENT YEAR END 2024/25 RESULTS				PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Result as at 30/6/2025 (Q4: Year 1 of 2024-34 LTP)	Status at 30/6/2025	COMMENTARY	Year End Result as at 30/6/24 (Year 3 of 2021-31 LTP)	Year End Result as at 30/06/23 (Year 2 of 2021-31 LTP)
(Mandatory Measure)				Q2: 100% (57/57) Q3: 100% (37/37) Q4: 97.7% (85/87)	Q2:100% (51/51) Q3: 90.0% (45/50) Q4: 93.0% (40/43)	Q2: 100% (62/62) Q3: 97.3% (72/74) Q4: 97.6% (40/41)
Percentage of non-urgent customer service requests responded to within the timeframes specified in MDC's Asset Management Plan and placed on appropriate maintenance programme. Specified response times for non-urgent requests vary by category, ranging from 7 days to 30 days. **(Mandatory Measure)**	70% within specified timeframe	YE: 82.0% Q4: 79.4% (189/238)	**Achieved**	YE: 82.0% 729 out of 889 non-urgent requests have been responded to within specified timeframes. 2024/25 Quarterly results: Q1: 81.7% (183/224) Q2: 76.3% (132/173) Q3: 88.6% (225/254) Q4: 79.4% (189/238)	86.4% 746 out of 863 Q1: 82.4% (215/261) Q2: 88.5% (169/191) Q3: 83.5% (174/208) Q4: 92.6% (188/203)	82.9% 978 out of 1167 Q1: 81.5% (276/340) Q2: 87.5% (175/200) Q3: 79.2% (240/303) Q4: 88.6% (287/324)
Water Supply						
Number of complaints received about drinking water clarity, taste, odour, pressure or flow, continuity of supply, or MDC's response to any of these issues. **(Mandatory Measure)**	Less than or equal to 6 complaints/1000 connections	YE: 2.24 complaints / 1000 connections Q4: 0.58/1000 (6 complaints)	**Achieved**	YE: 2.24 complaints / 1000 connections YE: Actual complaints: 23 2024/25 Quarterly results: Q1: 0.97/1000 (10 complaints) Q2: 0.49/1000 (5 complaints) Q3: 0.19/1000 (2 complaints) Q4: 0.58/1000 (6 complaints)	2.58 complaints/1000 connections Actual Complaints: 26 Q1: 0.50/1000 (5) Q2: 0.40/1000 (4) Q3: 0.89/1000 (9) Q4: 0.79/1000 (8)	4.88 complaints/ 1000connections Actual Complaints: 48 Q1: 0.711/1000 (7) Q2: 0.61/1000 (6) Q3: 2.03/1000 (20) Q4: 1.52/1000 (15)
Response time to call outs to a fault or unplanned interruption to MDC’s networked reticulation system:						

MEASURE	CURRENT YEAR END 2024/25 RESULTS				PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Result as at 30/6/2025 (Q4: Year 1 of 2024-34 LTP)	Status at 30/6/2025	COMMENTARY	Year End Result as at 30/6/24 (Year 3 of 2021-31 LTP)	Year End Result as at 30/06/23 (Year 2 of 2021-31 LTP)
a) attendance at urgent call outs (from notification to arrival on site) **(Mandatory Measure)**	60 minutes or less	YE: 22 minutes Q4: 22 minutes	**Achieved**	YE: 22 minutes 2024/25 Quarterly results: Q1: 20 minutes Q2: 41 minutes Q3: 47 minutes Q4: 22 minutes	28 minutes Q1: 23 minutes Q2: No urgent calls Q3: 20 minutes Q4: 37 minutes	50 minutes Q1: 50 minutes Q2: 54 minutes Q3: 32 minutes Q4: 47 minutes
b) resolution of urgent call outs (from notification to confirmation of resolution) **(Mandatory Measure)**	480 minutes or less	YE: 67 minutes Q4: 90 minutes	**Achieved**	YE: 67 minutes 2024/25 Quarterly results: Q1: 83 minutes Q2: 56 minutes Q3: 55 minutes Q4: 90 minutes	61 minutes Q1: 177 minutes Q2: No urgent calls Q3: 53 minutes Q4: 81 minutes	113 minutes Q1: 125 minutes Q2: 155 minutes Q3: 85 minutes Q4: 113 minutes
c) attendance at non-urgent call outs (from notification to arrival on site) **(Mandatory Measure)**	7 days or less	YE: 74 minutes Q4: 36 minutes	**Achieved**	YE: 74 minutes 2024/25 Quarterly results: Q1: 74 minutes Q2: 200 minutes Q3: N/A Q4: 36 minutes	74 minutes Q1: 57 minutes Q2: 91 minutes Q3: 43 minutes Q4: 150 minutes	69 minutes Q1: 102 minutes Q2: 68 minutes Q3: 61 minutes Q4: 59 minutes
d) resolution of non-urgent call outs (from notification to confirmation of resolution) **(Mandatory Measure)**	3 months or less	YE: 83 minutes Q4: 51 minutes	**Achieved**	YE: 83 minutes 2024/25 Quarterly results: Q1: 79 minutes Q2: 150 minutes Q3: N/A Q4: 51 minutes	140 minutes Q1: 94 minutes Q2: 186 minutes Q3: 93 minutes Q4: 190 minutes	108 minutes Q1: 130 minutes Q2: 188 minutes Q3: 100 minutes Q4: 182 minutes
Council's drinking water supply complies with:						
Taumata Arowai Treatment Rules - T3 Rules (bacteria compliance criteria)	Fully compliant	YE & Q4: <u>Masterton</u> Compliant	**Achieved**	YE: Council's drinking water supply is fully compliant with *Taumata Arowai Treatment Rules T3 Rules (bacteria compliance criteria)*.	*a) part 4 of the Drinking Water Standards (bacteria compliance criteria)*	*a) part 4 of the Drinking Water Standards (bacteria compliance criteria)*

MEASURE	CURRENT YEAR END 2024/25 RESULTS				PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Result as at 30/6/2025 (Q4: Year 1 of 2024-34 LTP)	Status at 30/6/2025	COMMENTARY	Year End Result as at 30/6/24 (Year 3 of 2021-31 LTP)	Year End Result as at 30/06/23 (Year 2 of 2021-31 LTP)
(Mandatory Measure)		<u>Tinui</u> Compliant		These rules replace the previous *Drinking Water Standards Part 4 (Bacteria compliance criteria)*. Q1: Masterton – compliant, Tinui – compliant Q2: Masterton – compliant, Tinui – compliant Q3: Masterton – compliant, Tinui – compliant Q4: Masterton – compliant, Tinui – compliant	Partially Compliant Changes to DWQAR in 2022 have resulted in technical non-compliance. Data is collected but there is a new requirement to now continually monitor parameters. This has required installation of new technology. Systems are now installed. Note - No additional non compliances have been determined since the last report.	Fully compliant
Taumata Arowai Treatment Rules - T3 Rules (Protozoal compliance criteria) **(Mandatory Measure)**	Fully compliant	YE and Q4: <u>Masterton</u> Compliant <u>Tinui</u> Compliant	**Achieved**	YE: Council's drinking water supply is fully compliant with *Taumata Arowai Treatment Rules T3 Rules (Protozoal compliance criteria)*. These rules replace the previous *Drinking Water Standards Part 5 (Protozoal compliance criteria)*. Q1: Masterton – compliant, Tinui – compliant Q2: Masterton – compliant, Tinui – compliant Q3: Masterton – compliant, Tinui – compliant Q4: Masterton – compliant, Tinui – compliant	*b) part 5 of the Drinking Water Standards (protozoal compliance criteria).* Partially Compliant Changes to DWQAR in 2022 have resulted in technical non-compliance. Data is collected but there is a new requirement to now continually monitor parameters. This has required installation of new technology. Systems are now installed. Note - No additional non compliances have been determined since the last report.	*b) part 5 of the Drinking Water Standards (protozoal compliance criteria).* Fully Compliant for 98.9% of days (361 out of 365 days). There were 4 days where filtered turbidity exceeded the standard for more than 1% of the time.
Percentage of real water loss from MDC's reticulation system (calculated using minimum night flow). **(Mandatory Measure)**	Year 1: No more than 45%* *This target has been updated to reflect the new approach for calculating water loss. From Year 2: Establish the target as part of the Annual Plan process taking water meter trial data into consideration.	30%	**Achieved**	Previous analysis has used the minimum night flow method to determine water consumption/loss which involves some assumptions. The winter water use calculation method was implemented recently using our metering data that is now available and has a higher accuracy of actual data. We will be using this method for future reporting.	45%	47% Previously reported as 32.4% using historic approach

MEASURE	CURRENT YEAR END 2024/25 RESULTS				PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Result as at 30/6/2025 (Q4: Year 1 of 2024-34 LTP)	Status at 30/6/2025	COMMENTARY	Year End Result as at 30/6/24 (Year 3 of 2021-31 LTP)	Year End Result as at 30/06/23 (Year 2 of 2021-31 LTP)
Average consumption of drinking water per day per resident within the district. (Demand management). **(Mandatory Measure)**	Year 1: No more than 578 litres/person/day From Year 2: Establish the target as part of the Annual Plan process taking water meter trial data into consideration.	405 litres/person/day	**Achieved**	Previous analysis has used the minimum night flow method to determine water consumption/loss which involves some assumptions. The winter water use calculation method was implemented recently using our metering data that is now available and has a higher accuracy of actual data. We will be using this method for future reporting.	664 litres/person/day	586 litres/person/day
Wastewater						
Number of complaints received about sewerage odour, system faults, system blockages, MDC's response to issues with its sewerage system. **(Mandatory Measure)**	Less than or equal to 8 complaints/1000 connections.	YE: 6.83 complaints/1000 connections Q4: 1.58 /1000 (16 complaints)	**Achieved**	YE: 6.83 complaints/1000 connections YE Actual Complaints: 69 2024/25 Quarterly results: Q1: 2.08/1000 (21 complaints) Q2: 1.98/1000 (20 complaints) Q3: 1.19/1000 (12 complaints) Q4: 1.58 /1000 (16 complaints)	6.56 complaints/1000 connections Actual Complaints: 65 Q1: 2.83/1000 (28) Q2: 1.21/1000 (12) Q3: 1.01/1000 (10) Q4: 1.51/1000 (15)	26.56 complaints/1000 connections Actual Complaints: 257 Q1: 14.16/1000 (137) Q2: 4.3/1000 (42) Q3: 4.44/1000 (43) Q4: 3.62/1000 (35) The higher number of complaints this year were primarily related to a continuation of issues with the wastewater network resulting from groundwater tables that have remained high since the February 2022 heavy rain event.
Median response time to sewerage overflows resulting from a blockage or other fault to MDC's sewerage system:						
a) attendance (from time of notification to the time service personnel arrive onsite) **(Mandatory Measure)**	6 hours or less	YE: 25 minutes Q4: 30 minutes	**Achieved**	YE: 25 minutes 2024/25 Quarterly results: Q1: 21 minutes Q2: 25 minutes Q3: 21 minutes Q4: 30 minutes	25 minutes Q1: 32 minutes Q2: 22 minutes Q3: 18 minutes Q4: 38 minutes	52 minutes Q1: 75 minutes Q2: 50 minutes Q3: 37 minutes Q4: 35 minutes

MEASURE	CURRENT YEAR END 2024/25 RESULTS				PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Result as at 30/6/2025 (Q4: Year 1 of 2024-34 LTP)	Status at 30/6/2025	COMMENTARY	Year End Result as at 30/6/24 (Year 3 of 2021-31 LTP)	Year End Result as at 30/06/23 (Year 2 of 2021-31 LTP)
b) resolution (from time of notification to the time service personnel confirm resolution) **(Mandatory Measure)**	12 hours or less	YE: 121 minutes Q4: 167 minutes	**Achieved**	YE: 121 minutes 2024/25 Quarterly results: Q1: 134 minutes Q2: 112 minutes Q3: 122 minutes Q4: 167 minutes	116 minutes Q1: 135 minutes Q2: 84 minutes Q3: 140 minutes Q4: 110 minutes	102 minutes Q1: 159 minutes Q2: 75 minutes Q3: 59 minutes Q4: 136 minutes
Number of dry weather sewerage overflows from MDC's sewerage system **(Mandatory Measure)**	Less than or equal to 2/1000 connections	YE: 0.79 complaints/1000 connections Q4: 0.10/1000 (1 complaint)	**Achieved**	YE: 0.79 complaints/1000 connections YE Actual: 8 complaints 2024/25 Quarterly results: Q1: 0.30/1000 (3 complaints) Q2: 0.10/1000 (1 complaint) Q3: 0.30/1000 (3 complaints) Q4: 0.10/1000 (1 complaint)	1.01/1000 connections Actual: 10 complaints Q1: 0.40/1000 (4) Q2: 0.10/1000 (1) Q3: 0.20/1000 (2) Q4: 0.30/1000 (3)	0.41/1000 connections Actual: 4 complaints Q1: 0.10/1000 (1) Q2: 0.10/1000 (1) Q3: 0.10/1000 (1) Q4: 0.10/1000 (1)
Compliance with MDC's resource consents for discharge from its sewerage system, measured by the number of abatement notices, infringement notices, enforcement orders or convictions received by MDC in relation to those consents. **(Mandatory Measure)**	100% - no consent breaches	YE & Q4: 100% compliant - no consent breaches	**Achieved**	YE: 100% compliant / No consent breaches 2024/25 Quarterly results: Q1: 100% compliant / No consent breaches Q2: 100% compliant / No consent breaches Q3: 100% compliant / No consent breaches Q4: 100% compliant / No consent breaches	100% compliant Q1: 100% compliant Q2: 100% compliant Q3: 100% compliant Q4: 100% compliant	One abatement notice served. An Abatement Notice was served on MDC on 25/8/22, requiring compliance with consent conditions. This related to a breach of Resource Consent conditions due to occasional high E-Coli results detected in the final treatment pond (not the wastewater discharge).
Alternative system provided where loss of service exceeds 24 hours	Less than or equal to 1/1000 connections	YE: 0.30/1000 connections Q4: 0.10/1000 connections (1 required)	**Achieved**	YE: 0.30/1000 connections 3 port-a-loos required 2024/25 Quarterly results: Q1: 0.10/1000 connections (1 required) Q2: 0.10/1000 connections (1 required)	Year End: 0.2/1000 connections (2 port-a-loos required) Q1: 0.1/1000 connections (1 required)	YTD: 16.53/1000 connections (160 port-a-loos required) Q1: 8.37/1000 (81 required) Q2: 2.79/1000 (27 required) Q3: 2.99/1000 (29 required) Q4: 2.38/1000 (23 required)

MEASURE	CURRENT YEAR END 2024/25 RESULTS				PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Result as at 30/6/2025 (Q4: Year 1 of 2024-34 LTP)	Status at 30/6/2025	COMMENTARY	Year End Result as at 30/6/24 (Year 3 of 2021-31 LTP)	Year End Result as at 30/06/23 (Year 2 of 2021-31 LTP)
				Q3: No port-a-loo required Q4: 0.10/1000 connections (1 required)	Q2: 0.1/1000 connections (1 required) Q3: 0/1000 connections (0 required) Q4: 0/1000 connections (0 required) Results are more comparable with results prior to the February 2022 rain event.	The high number of port-a-loos in Q1 were primarily due to issues with the wastewater network resulting from groundwater tables remaining high following the heavier than usual rainfall through, before and during Q1. Conditions and heavy rainfall continued to impact through the year.
Stormwater:						
Number of flooding events that occur in the district **(Mandatory Measure)**	10 events or less	YE & Q4: None. No flooding event	**Achieved**	YE: No Flooding event 2024/25 Quarterly result Q1: No flooding event Q2: No flooding event Q3: No flooding event Q4: No flooding event	No Flooding Events Q1: No flooding events Q2: No flooding events Q3: No Flooding events Q4: No Flooding events	5 Flooding Events Q1: 3 flooding events Q2: 2 flooding events Q3: No flooding events Q4: No flooding events
For each flooding event, the number of habitable floors affected **(Mandatory Measure)**	Less than or equal to 1/1000 connections	YE & Q4: N/A/1000 connections N/A - no habitable floors affected	**Achieved**	YE: N/A Flooding Event/1000 connections N/A: No habitable floors affected. 2024/25 Quarterly results Q1: N/A. No habitable floors affected Q2: N/A. No habitable floors affected Q3: N/A. No habitable floors affected Q4: N/A. No habitable floors affected	0/1000 connections. No habitable floors affected Q1: No habitable floors affected Q2: No habitable floors affected Q3: No habitable floors affected Q4: No habitable floors affected	0/1000 connections. No habitable floors affected Q1: No habitable floors affected Q2: No habitable floors affected Q3: No habitable floors affected Q4: No habitable floors affected
Compliance with MDC's resource consents for discharge from its stormwater system, measured by the number of abatement notices, infringement notices, enforcement orders	100% compliance	YE: 100% compliance Q4: 100% / No consent breaches	**Achieved**	YE: 100% - No consent breaches 2024/25 Quarterly results: Q1: 100% - No consent breaches Q2: 100% - No consent breaches Q3: 100% - No consent breaches Q4: 100% - No consent breaches	100% - no consent breaches	100% - no consent breaches

MEASURE	CURRENT YEAR END 2024/25 RESULTS				PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Result as at 30/6/2025 (Q4: Year 1 of 2024-34 LTP)	Status at 30/6/2025	COMMENTARY	Year End Result as at 30/6/24 (Year 3 of 2021-31 LTP)	Year End Result as at 30/06/23 (Year 2 of 2021-31 LTP)
or convictions received by MDC in relation to those consents. **(Mandatory Measure)**				No consent breaches for discharge from stormwater system. Note that whilst this is a mandatory measure, MDC does not hold any Resource Consents for Stormwater Discharge.		
Number of complaints received about the performance of MDC's stormwater system **(Mandatory Measure)**	No more than 3/1000 connections	YE: 4.11 complaints/1000 connections Q4:1.33/1000 (12 complaints)	**Not achieved**	YE: 4.11 complaints/1000 connections YE Actual: 37 complaints 2024/25 Quarterly results Q1: 0.22/1000 (2 complaints) Q2: 0.78/1000 (7 complaints) Q3: 1.78/1000 (16 complaints) Q4: 1.33/1000 (12 complaints)	3.22 complaints/1000 connections Actual: 29 complaints Q1: 1.56/1000 (14) Q2: 0.56/1000 (5) Q3: 0.56/1000 (5) Q4: 0.56/1000 (5) The number of complaints received over Q2-4 is comparable with results prior to the February 2022 rain event.	10.11 complaints/1000 connections Actual: 91 complaints Q1: 3.44/1000 (31) Q2: 1.33/1000 (12) Q3: 2.22/1000 (20) Q4: 3.11/1000 (28) The higher number of complaints are primarily related to groundwater tables remaining high following the heavier than usual rainfall since February 2022.
Median response time to attend a flooding event (from time of notification to the time service personnel arrive onsite) **(Mandatory Measure)**	60 minutes or less	YE & Q4: No flooding event	**Achieved**	YE Actual: N/A – No flooding event 2024/25 Quarterly results Q1: No flooding event Q2: No flooding event Q3: No flooding event Q4: No flooding event	N/A - no flooding events 2023/24 Quarterly Results: Q1: No flooding events Q2: No flooding events Q3: No flooding events Q4: No flooding events	21 minutes 2022/23 Quarterly Results: Q1: 47 minutes – 3 flooding events reported Q2: 16 minutes – 2 flooding events reported Q3: N/A – no flooding events reported Q4: N/A – no flooding events reported
Solid Waste						
Number of call backs due to non-collection of official rubbish bag in each weekly collection	No more than 52 call-backs per annum.	YE: 4 call-backs Q4: 1 call-backs	**Achieved**	YE: 4 call-backs 2024/25 Quarterly results Q1: No call-backs Q2: 1 call-back	11 call-backs Q1: 6 Q2: 2 Q3: 1	8 call-backs Q1: 2 Q2: 3 Q3: 3

MEASURE	CURRENT YEAR END 2024/25 RESULTS				PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Result as at 30/6/2025 (Q4: Year 1 of 2024-34 LTP)	Status at 30/6/2025	COMMENTARY	Year End Result as at 30/6/24 (Year 3 of 2021-31 LTP)	Year End Result as at 30/06/23 (Year 2 of 2021-31 LTP)
				Q3: 2 call-backs Q4: 1 call-back	Q4: 2	Q4: 0
Tonnage of waste transferred to landfill per head of population	A reduction in the total quantity of waste sent to class 1 landfills (baseline 0.462 tonne per head of population in 2023/24): Year 1 – 3.3% reduction by 30 June 2025 Year 2 – 6.6% reduction by 30 June 2026 Year 3 – 10% reduction by 30 June 2027	YE: 0.420 tonne per head of population (annualised) – 12,467 tonnes of waste transferred *Results are based on estimated population of 29,700 as at 30/6/24.*	**Achieved**	YE: 0.420 tonne per head of population 12,467 tonne of waste transferred 2024/25 Quarterly results Q1: 0.439 tonne per head of population (annualised), 3,263 tonne of waste transferred (4.6% reduction compared to Q1 2023/24) Q2: 0.424 tonne per head of population (annualised), 6,293 tonne of waste transferred (10.2% reduction compared to Q2 2023/24) Q3: 0.429 tonne per head of population (annualised), 9,550 tonnes of waste transferred Q4: 0.420 tonne per head of population (annualised), 12,467 tonnes of waste transferred	0.462 tonne per head of population (annualised) 13,391 tonne of waste transferred Q1: 0.472 tonne per head of population (annualised) – 3,420 tonne of waste transferred Q2: 0.483 tonne per head of population (annualised) – 7,009 tonne of waste transferred Q3: 0.469 tonne per head of population (annualised) – 10,193 tonne of waste transferred Q4: 0.462 tonne per head of population (annualised) – 13,391 tonne of waste transferred *Results are based on estimated population of 29,000 as at 30/6/23.*	0.513 tonne per head of population (annualised) 14,882 tonnes of waste transferred ex Masterton *Results are based on estimated population of 29,000 as at 30/6/22.*
Urban and rural transfer stations, recycling, composting facilities and landfills operate within approved resource consent conditions	100% compliance	YE & Q4: 100% compliance	**Achieved/On track**	YE: 100% compliance? 2024/25 Quarterly results Q1: 100% Q2: 100% Q3: 100% Q4: 100%	100% compliance	100% compliance
Community Facilities and Parks						
Number of people using our library and	Library Usage:	YE Library Usage: 325,650 made up of:	**Achieved**	YE Library Usage: 325,650 made up of: • Physical issues: 184,148 • Digital issues: 51,758	Year End Library Usage: 353,800	Year End Library Usage: 324,662

MEASURE	CURRENT YEAR END 2024/25 RESULTS				PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Result as at 30/6/2025 (Q4: Year 1 of 2024-34 LTP)	Status at 30/6/2025	COMMENTARY	Year End Result as at 30/6/24 (Year 3 of 2021-31 LTP)	Year End Result as at 30/06/23 (Year 2 of 2021-31 LTP)
archive reflected by overall library usage	No less than 5 year average for overall library usage Usage consists of: • Physical issues • Digital issues • Computer/ Wi-Fi sessions	• Physical issues: 184,148 • Digital issues: 51,758 • Computer/Wi-Fi sessions: 89,744 Q4 usage: 80,225 made up of: • Physical issues: 45,372 • Digital issues: 14,235 • Computer/Wi-Fi sessions: 20,618		• Computer/Wi-Fi sessions: 89,744 The 5 year average for Library Usage is: 282,977 (this equates to a quarterly average of 70,744) Usage consists of: • Physical issues: 194,416 • Digital issues: 24,148 • Computer/ Wi-Fi sessions: 64,413 2024/25 Quarterly results Q1: Usage 83,955 made up of: • Physical issues: 48,549 • Digital issues: 10,955 • Computer/Wi-Fi sessions: 24,451 Q2: Usage 82,172 made up of: • Physical issues: 45,103 • Digital issues: 13,368 • Computer/Wi-Fi sessions: 23,701 Q3: Usage 79,298 made up of: • Physical issues: 45,124 • Digital issues: 13,200 • Computer/Wi-Fi sessions: 20,974 Q4 usage: Usage 80,225 made up of: • Physical issues: 45,372 • Digital issues: 14,235 • Computer/Wi-Fi sessions: 20,618 We met our KPIs for the year. While overall library usage was slightly lower, this aligns with strategic reductions in physical item spending ahead of our temporary relocation—down about 40% from last year. Physical checkouts decreased by 5%, reflecting this shift. Computer and Wi-Fi sessions also declined, in part due to our new software introduced in October to enhance child safety. National trends show a move toward personal device use, which we're seeing locally as well.	• Physical issues: 193,727 • Digital issues: 60,068 • Computer/Wi-Fi sessions: 100,005 The 5 year average for Library Usage was: 277,238 made up of: • Physical issues: 202,520 • Digital issues: 20,636 • Computer/Wi-Fi sessions: 54,082 Q1 Library Usage: 87,840 • Physical issues: 50,531 • Digital issues: 15,993 • Computer/Wi-Fi sessions: 21,316 Q2 Library Usage: 85,376 • Physical issues: 45,046 • Digital issues: 15,866 • Computer/Wi-Fi sessions: 24,464 Q3 Library Usage: 90,788 • Physical issues: 48,128 • Digital issues: 14,846 • Computer/Wi-Fi sessions: 27,814 Q4 Library Usage: 89,796	• Physical issues: 187,344 • Digital issues: 52,431 • Computer/Wi-Fi sessions: 84,887 The 5 year average for Library usage was: 290,315 made up of: • Physical issues: 214,591 • Digital issues: 16,614 • Computer/Wi-Fi sessions: 59,110 Q1 Library Usage: 79,668 • Physical issues: 46,211 • Digital issues: 13,369 • Computer/Wi-Fi sessions: 20,088 Q2 Library Usage: 80,294 • Physical issues: 46,517 • Digital issues: 11,745 • Computer/Wi-Fi sessions: 22,032 Q3 Library Usage: 76,205 • Physical issues: 46,777 • Digital issues: 13,000 • Computer/Wi-Fi sessions: 16,428 Q4 Library Usage: 88,495 • Physical issues: 47,839 • Digital issues: 14,317 • Computer/Wi-Fi sessions: 26,339

MEASURE	CURRENT YEAR END 2024/25 RESULTS				PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Result as at 30/6/2025 (Q4: Year 1 of 2024-34 LTP)	Status at 30/6/2025	COMMENTARY	Year End Result as at 30/6/24 (Year 3 of 2021-31 LTP)	Year End Result as at 30/06/23 (Year 2 of 2021-31 LTP)
					• Physical issues: 50,022 • Digital issues: 13,363 • Computer/Wi-Fi sessions: 26,411	
Number of people using our library and archive reflected by number of visits to the library and archive.	Library and Archive Visits: No less than 5-year average for number of visits to the library and archive Visits consists of: • In Person Visits • Digital • Housebound Note: Digital visits include website, OPAC and social media. The 5 year average for Library and Archive Visits is: 273,952 (this equates to a quarterly average of 68,488) Visits consists of: • In Person Visits: 113,292 • Digital: 159,666 Housebound: 994	YE Library & Archive Visits: 315,300 made up of: • Library In-person: 137,589 • Archive In Person: 972 • Library Digital: 163,993 • Archive Digital: 11,819 • Housebound: 927 Q4: Library & Archive Visits: 84,318 made up of: • Library In-person: 37,841 • Archive In Person: 201 • Library Digital: 43,283 • Archive Digital: 2,768 • Housebound: 225	**Achieved**	YE Library & Archive Visits: 315,300 made up of: • Library In-person: 137,589 • Archive In Person: 972 • Library Digital: 163,993 • Archive Digital: 11,819 • Housebound: 927 The 5 year average for Library & Archive Visits is: 273,952 (this equates to a quarterly average of 68,488) Visits consists of: • In Person Visits: 113,292 • Digital: 159,666 • Housebound: 994 2024/25 Quarterly results Q1: Library Visits – 83,453 made up of: • Library In-person: 34,832 • Archive In-person: 270 • Library Digital: 44,587 • Archive Digital: 3,537 • Housebound: 227 Q2: Library Visits – 71,645 made up of: • Library In-person: 31,499 • Archive In-person: 239 • Library Digital: 37,010 • Archive Digital: 2,620 • Housebound: 277 Q3: Library & Archive Visits: 75,884 made up of: • Library In-person: 33,417 • Archive In Person: 262 • Library Digital: 39,113 • Archive Digital: 2,894	YTD Library Visits: 271,519 • In Person: 117,847 • Digital: 152,808 • Housebound: 864 The 5-year average for Library Visits was: 245,616 made up of: • In Person Visits: 113,191 • Digital Visits: 131,524 Housebound Visits: 901 Q1 Library Visits: 82,374 • In Person: 39,027 • Digital: 43,123 • Housebound: 224 Q2 Library Visits: 87,736 • In Person: 36,201 • Digital: 51,103 • Housebound: 432 Q3 Library Visits: 101,409 • In Person: 42,619 • Digital: 58,582 • Housebound: 208 Q4 Library Visits: 83,626 • In Person: 43,995 • Digital: 39,427 • Housebound: 204	Library Visits: 329,929 • In Person: 99,132 • Digital: 229,709 • Housebound: 1,088 The 5-year average for Library visits was: 233,332 made up of: • In Person Visits: 128,351 • Digital Visits: 104,178 • Housebound Visits: 803 Q1 Library Visits: 59,240 • In Person: 24,748 • Digital: 34,168 • Housebound: 324 Q2 Library Visits: 71,457 • In Person: 23,405 • Digital: 47,740 • Housebound: 312 Q3 Library Visits: 78,484 • In Person: 24,021 • Digital: 54,249 • Housebound: 214 Q4 Library Visits: 98,216 • In Person: 26,709 • Digital: 71,269 • Housebound: 238

MEASURE	CURRENT YEAR END 2024/25 RESULTS				PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Result as at 30/6/2025 (Q4: Year 1 of 2024-34 LTP)	Status at 30/6/2025	COMMENTARY	Year End Result as at 30/6/24 (Year 3 of 2021-31 LTP)	Year End Result as at 30/06/23 (Year 2 of 2021-31 LTP)
				• Housebound: 198 Q4: Library & Archive Visits: 84,318 made up of: • Library In-person: 37,841 • Archive In Person: 201 • Library Digital: 43,283 • Archive Digital: 2,768 • Housebound: 225	Note: Digital visits include website, OPAC and social media.	
Percentage of Council parks and open spaces urgent customer service requests that are responded to within 4 work hours.	90% responded to within 4 work hours.	YTD: 91% responded to within 4 hours Q4: 91% (21/23 urgent requests)	**Achieved**	YTD: 91% responded to within 4 hours 90 out of 99 urgent requests received were responded to within 4 hours. 2024/25 Quarterly results Q1: 91% (21/23 urgent requests) Q2: 90% (29/32 urgent requests) Q3: 90% (19/21 urgent requests) Q4: 91% (21/23 urgent requests) Note: Results cannot be directly compared to previous years due to a change in how “urgent” requests are classified. We will continue monitoring under the new classification system. The nature of the Urgent Service Requests for the year related to sanitary issues with public toilets, and unsafe trees due to storm damage. Two situations related to a Playground fault. The common reason for not reaching 100% compliance for the year was due to the fault being logged outside normal business hours, these exceptions were resolved within 12 to 24 hours.	100% responded to within 4 hours. 20 out of 20 urgent requests received were responded to within 4 hours. Q1: 100% (5/5) Q2: 100% (4/4) Q3: 100% (4/4) Q4: 100% (7/7)	93.8% responded to within 4 hours. 46 out of 49 urgent requests received were responded to within 4 hours. Q1: 90% (18/20) Q2: 90% (9/10) Q3: 100% (11) Q4: 100% (8)
Number of people using the Trust House Recreation Centre	No less than 5-year average for overall Trust House Recreation Centre usage total Usage consists of: • Swim • Gym • Stadium Sports • Stadium Events	YE Usage: 161,719 • Swim: 107,708 • Gym: 38,283 • Stadium Sports: 4,977 • Stadium Events: 10,751 Q4 Usage: 38,215 • Swim: 23,337 • Gym: 10,818	**Achieved**	YTD Usage: 161.719 • Swim: 107,708 • Gym: 38,283 • Stadium Sports: 4,977 • Stadium Events: 10,751 The 5 year average for Trust House recreation Centre usage is: 124,493 (equating to a quarterly average of 31,123). This consists of:	Year End Usage: 150,349 • Swim: 101,382 • Gym: 34,843 • Stadium Sports: 4,402 • Stadium Events: 9,722 The 5 year average was: 123,364. This consists of: • Swim: 82,366	Usage:152,095: • Swim: 106,191 • Gym: 27,687 • Stadium Sports: 5,830 • Stadium Events: 12,387 The 5 year usage was: 121,703. This consists of: • Swim: 79,983

MEASURE	CURRENT YEAR END 2024/25 RESULTS				PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Result as at 30/6/2025 (Q4: Year 1 of 2024-34 LTP)	Status at 30/6/2025	COMMENTARY	Year End Result as at 30/6/24 (Year 3 of 2021-31 LTP)	Year End Result as at 30/06/23 (Year 2 of 2021-31 LTP)
	The 5 year average for Trust House recreation Centre usage is: 124,493 (equating to a quarterly average of 31,123). This consists of: • Swim: 84,651 • Gym: 27,962 • Stadium Sports: 3,112 • Stadium Events: 8,768	• Stadium Sports: 1,150 • Stadium Events: 2,910		• Swim: 84,651 • Gym: 27,962 • Stadium Sports: 3,112 • Stadium Events: 8,768 2024/25 Quarterly results Q1 Usage: 37,137 • Swim: 25,397 • Gym: 9,367 • Stadium Sports: 1,396 • Stadium Events: 977 Q2 Usage: 42,207 • Swim: 31,165 • Gym: 8,633 • Stadium Sports: 1,385 • Stadium Events: 1,024 Q3 Usage: 44,160 • Swim: 27,809 • Gym: 9,465 • Stadium Sports: 1,046 • Stadium Events: 5,840 Q4 Usage: 38,215 • Swim: 23,337 • Gym: 10,818 • Stadium Sports: 1,150 • Stadium Events: 2,910 We have run several membership promotions over 2024/25 and memberships have been increasing steadily. Community use and engagement has been one of our areas of focus with a variety of programs being promoted and this has seen good numbers through the doors.	• Gym: 28,383 • Stadium Sports: 3,844 • Stadium Events: 8,771 2023/24 Quarterly results Q1 Usage 33,693 • Swim: 22,878 • Gym: 8,729 • Stadium Sports: 1,579 • Stadium Events: 507 Q2 Usage 40,087 • Swim: 28,985 • Gym: 8,263 • Stadium Sports: 890 • Stadium Events: 1,949 Q3 Usage 44,788 • Swim: 28,208 • Gym: 9,592 • Stadium Sports: 1,067 • Stadium Events: 5,921 Q4 Usage 31,713 • Swim: 21,311 • Gym: 8,259 • Stadium Sports: 866 • Stadium Events:1,345	• Gym: 30,152 • Stadium Sports: 3,367 • Stadium Events: 8,202 2022/23 Quarterly results Q1 Usage: 34,476 • Swim: 24,333 • Gym: 6,244 • Stadium Sports: 1,775 • Stadium Events: 2,124 Q2 Usage: 39,272 • Swim: 28,490 • Gym: 6,715 • Stadium Sports: 1,137 • Stadium Events: 2,930 Q3 Usage: 44,213 • Swim: 28,728 • Gym: 7,972 • Stadium Sports: 1,760 • Stadium Events: 5,753 Q4 Usage: 34,134 • Swim: 24,640 • Gym: 6,756 • Stadium Sports: 1,158 • Stadium Events: 1,580
Regulatory:						

MEASURE	CURRENT YEAR END 2024/25 RESULTS				PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Result as at 30/6/2025 (Q4: Year 1 of 2024-34 LTP)	Status at 30/6/2025	COMMENTARY	Year End Result as at 30/6/24 (Year 3 of 2021-31 LTP)	Year End Result as at 30/06/23 (Year 2 of 2021-31 LTP)
Response time to attend Priority 1 urgent call outs (e.g. dog attacks).	90% attended within one hour	YE: 97.0% (98/101 attended on time) Q4: 96.0% (24/25 attended on time)	**Achieved**	YE: 97.0% YE: 98/101 attended on time 2024/25 Quarterly results Q1: 97.1% (33/34 attended on time) Q2: 100% (24/24 attended on time) Q3: 94.4% (17/18 attended on time) Q4: 96.0% (24/25 attended on time) Q4: 1 completed late over ANZAC weekend. No time details entered on after hours officer job sheet	Year End: 90.85% 139/153 attended on time Q1: 86.4% (38/44) Q2: 97.3% (36/37) Q3: 100% (36/36) Q4: 80.6% (29/36)	Year End: 95.3% 162/170 attended on time Q1: 93.5% (29/31) Q2: 90.4% (47/52) Q3: 100% (48/48) Q4: 97.5% (38/39)
Response time to attend noise control call outs.	90% attended within one hour	YE: 97.0% (579/597 attended on time) Q4: 98.9% (94/95 attended on time)	**Achieved**	YE: 97.0% (579/597 attended on time) 2024/25 Quarterly results Q1: 98.5% (136/138 attended on time) Q2: 95.0% (191/201 attended on time) Q3: 96.9% (158/163 attended on time) Q4: 98.9% (94/95 attended on time)	Year End: 95.2% 594/625 attended on time Q1: 93.8% (122/130) Q2: 97.4% (189/194) Q3: 93.55% (145/155) Q4: 94.4% (136/144)	Year End: 93% 573/616 attended on time Q1: 95.83% (115/120) Q2: 91.38% (159/174) Q3: 89.1% (139/156) Q4: 96.4% (160/166)
Number of animal control community education and engagement activities.	A minimum of 6 per annum related to high priority issues or concerns	YE: 12 education/ engagement events have been held. Q4: 1 education/engagement events	**Achieved**	YE: 12 education/engagement events have been held. 2024/25 Quarterly results Q1: 3 education/engagement events Q2: 2 education/engagement events Q3: 6 education/engagement events Q4: 1 education/engagement events	Year End: 17 education/engagement Q1: No education/engagement activities Q2: 1 Q3: 1 Q4: 15	Year End: 8 education/ engagement activities Q1: No education/ engagement activities Q2: 5 Q3: 3 Q4: No education/ engagement activities
Percentage of building consents processed within statutory timeframes	90%	YE: 95.9% Q4: 97.2 %	**Achieved**	YE: 95.9% 557 out of 581 consents were issued within statutory timeframes. The average processing time was 14.6 working days 2024/25 quarterly results Q1: 93.3% (154/166) / 14 working days Q2: 97.2% (145/149) / 14.7 working days Q3: 96.5% (112/115) / 15.2 working days	92.5% 518 out of 560 consents were issued within statutory timeframes. The average processing time was 14.4 working days. Q1: 91% (158/174) / 14 days	83% 538 of 649 consents issued were processed within statutory timeframes. The average processing time was 16.5 working days. Q1: 73% (141/194) / 17 days Q2: 77% (124/161) / 19 days Q3: 94% (130/138) / 15 days

MEASURE	CURRENT YEAR END 2024/25 RESULTS				PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Result as at 30/6/2025 (Q4: Year 1 of 2024-34 LTP)	Status at 30/6/2025	COMMENTARY	Year End Result as at 30/6/24 (Year 3 of 2021-31 LTP)	Year End Result as at 30/06/23 (Year 2 of 2021-31 LTP)
				Q4: 97.2% (146 /151) / 14.6 working days the number of building consent applications was up slightly from last year. the number of building consent issued within statutory timeframes has continued to improve. Building consents of lower quality and were subject to multiple requests for further information which often resulted in them exceeding 20 working days.	Q2: 92.5% (136/147) / 15 days Q3: 93.8% (106/113) / 13 days Q4: 93.7% (119/127) / 14 days	Q4: 92% (143/156) / 15 days
Percentage of code compliance certificates processed within statutory timeframes	90%	YE: 97.3% Q4: 96.2%	**Achieved**	YE: 97.3% 533 out of 548 code compliance were processed within statutory timeframes. The average processing time was 14.9 working days 2024/25 quarterly results Q1: 97.6% (168/171)/11.8 working days Q2: 96.6% (111/116)/10.8 working days Q3: 99.0% (102/103)/9.1 working days. Q4: 96.2% (152/158)/18 working days. In the fourth quarter, three older consents were identified as not been issued with Code Compliance Certificates, as they should have been. These were subsequently addressed; however, they well exceeded 20 working days, which significantly impacted the overall average processing time in the final quarter.	94.1% 490 of 520 code compliance were processed within statutory timeframes. The average processing time was 12.4 working days. Q1: 94% (133/141) / 15 working days Q2: 94.5% (122/129) / 12 working days Q3: 92% (104/113) / 11.3 working days Q4: 95.6% (131/137) / 11 working days	90% 520 of 577 certificates were processed within statutory timeframes. The average processing time was 15 working days. Q1: 83% (130/156)/20.9 days Q2: 87% (159/183) /13 days Q3: 97% (95/98) /16 days Q4: 97% (136/140) /10 days.
Percentage of resource consents processed within statutory timeframes	90%	YE: 90.6% Q4: 90.9%	**Achieved**	YE: 90.6% 155 out of 171 resource consents were issued within statutory timeframes. The average processing time was 18 working days 2024/25 quarterly results Q1: 87.8% (36/41) / 18 working days Q2: 91.7% (44/48) / 18 working days Q3: 92.1% (35/38) / 18 working days Q4: 90.9% (40/44) / 18 working days	93.4% 155 of 166 resource consents were processed within statutory timeframes Q1: 97.7% (42/43) Q2: 89.6% (43/48) Q3: 94.9% (37/39) Q4: 91% (33/36)	92.2% 142 of 154 resource consents were processed within statutory timeframes Q1: 90% (28/33) Q2: 97.5% (39/40) Q3: 94.1% (32/34) Q4: 91.5% (43/47)

MEASURE	CURRENT YEAR END 2024/25 RESULTS				PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Result as at 30/6/2025 (Q4: Year 1 of 2024-34 LTP)	Status at 30/6/2025	COMMENTARY	Year End Result as at 30/6/24 (Year 3 of 2021-31 LTP)	Year End Result as at 30/06/23 (Year 2 of 2021-31 LTP)
Percentage of commercial Building Warrant of Fitness' (BWOFs) that have been reviewed within 20 days of their due date.	At least 90% of BWOFs have been reviewed within 20 days of their due date.	YE: 100% of BWOFs received were reviewed within 20 days of the due date. Q4: 94.0% - 108 BWOFs were due in Q4, 7 are currently overdue	**Achieved**	YE: 100% of those received were reviewed within 20 days of the due date. Note that while the Building Team have reviewed all BWOFs that they have received within 20 days of the due date, not all BWOFs have been received to review. This is reflected in the quarterly results below. Overdue means that the building owner (or their agent) has not provided a BWOF in the month of their anniversary date, and MDC are following up. YE 337 BWOFs were due, 29 (8.6%) were provided late to the Council for review. 2024/25 quarterly results Q1: 93.0% - 100 BWOFs were due in Q1, 7 were overdue. Q2: 89.3% - 75 BWOFs were due in Q2, 8 are currently overdue. Q3: 87.0% - 54 BWOFs were due in Q3, 7 are currently overdue Q4: 94.0% - 108 BWOFs were due in Q4, 7 are currently overdue	100% of those received were reviewed within 20 days of the due date. Q1: 92% - 101 BWOFs were due in Q1 – 8 are overdue. Q2: 89% - 80 BWOFs were due in Q2 – 9 are overdue. Q3: 94% - 68 BWOFs were due in Q3 – 4 are overdue. Q4: 85% - 115 BWOFs were due in Q4 –17 are overdue.	100% reviewed within 20 days of the due date. Q1: 100% Q2: 100% Q3: 100% Q4: 100% 98% compliance across 398 Building Warrant of Fitness.
Proportion of known residential swimming pools that have been inspected.	Year 1: 33% Year 2: 66% Year 3: 100% Years 4-10: Cycle to be repeated ensuring 100% of pools have been re-inspected by the end of Years 6 and 9. This reflects councils obligations to inspect all swimming pools every three years.	YTD: 248 inspections over 225 pools out of 656 pools recorded in our database (34%). Q4: 36 inspections undertaken over 33 recorded pools (5 % of recorded pools in our database).	**Achieved**	YTD: 248 inspections undertaken over 225 pools (34% of 656 pools recorded in the database). Q1: 91 inspections undertaken over 77 recorded pools (11.7% of recorded pools in our database). 61 out of 77 pools (79%) compliant, 16 (21%) pools identified as non-compliant and a "Notice to Fix" issued to pool owners. Q2: 103 inspections undertaken over 98 recorded pools (14.9% of recorded pools in our database). 79 out of 98 pools (81%) compliant, 19 (19%) pools identified as non-compliant and a "Notice to Fix" issued to pool owners. Q3: 18 inspections undertaken over 17 recorded pools (2.5% of recorded pools in our database). 12 out of 17 pools (70.5 %) compliant, 5 (29.5 %) pools identified as non-compliant and a "Notice to Fix" issued to pool owners.	307 inspections undertaken over 180 recorded pools, with a total of 512 of pools remaining on our database* of pools inspected. YTD 162 pools on the database were removed from the database. Q1: 60 inspections undertaken over 27 pools = 53% of total pools inspected and 45% of total pools compliant 33 pools were removed from the database Q2: 131 inspections undertaken over 71 pools = 68% of total pools inspected	508 inspections undertaken Q1: 233 inspections undertaken over 190 pools = 23% inspected and 13% of total pools compliant Q2: 44 inspections undertaken over 26 pools = 27% inspected and 19% of total pools compliant Q3: 87 inspections undertaken over 87 pools = 37% inspected and 30% of total pools compliant Q4: 144 inspections undertaken over 144 pools = 48% inspected and 39% of total pools compliant.

MEASURE	CURRENT YEAR END 2024/25 RESULTS				PREVIOUS YEAR END RESULTS (WHERE APPLICABLE)	
	2024/25 Annual Target	Result as at 30/6/2025 (Q4: Year 1 of 2024-34 LTP)	Status at 30/6/2025	COMMENTARY	Year End Result as at 30/6/24 (Year 3 of 2021-31 LTP)	Year End Result as at 30/06/23 (Year 2 of 2021-31 LTP)
				Q4: 36 inspections undertaken over 33 recorded pools (5% of recorded pools in our database). 24 out of 33 pools (73%) compliant, 9 (27%) pools identified as non-compliant and a “Notice to Fix” issued to pool owners. Pool inspections continue to be scheduled in line with their required triennial anniversary dates. The introduction of targeted communications at the start of the financial year, including media advertising, has likely ended negative social media commentary regarding MDC pool inspections.	and 56% of total pools compliant 60 pools were removed from the database Q3: 65 inspections undertaken over 29 pools = 91% of total pools inspected and 76% of total pools compliant 36 pools were removed from the database Q4: 54 inspections undertaken over 53 pools = 96% of total pools inspected and 82% of total pools compliant 33 pools were removed from the database **Note: Some pools are decommissioned following inspection and/or the pool is confirmed as no longer existing when staff visit the site.*	
Leadership, Strategy and Corporate Services						
Every year Council produces an Annual Report that informs our community about what has been achieved and how well we performed against the plans and budgets that were set for that year. In addition, there is regular reporting to the Senior Leadership Team and Council on progress with work and projects in this activity group, and once every three years Council undertakes a Community Satisfaction Survey that includes questions about Council’s leadership and reputation.						