



**SOUTH WAIRARAPA
DISTRICT COUNCIL**
Kia Reretahi Tātau

Significant Activities and Levels of Service

Date of Approval	Draft June 2025
Next Review	30 June 2026

Strategic Framework

Council needs a strong strategic framework that encapsulates our long-term aspirations for the district, the outcomes we want to achieve for the community and how we propose to get there. The strategic framework drives Council’s Spatial Plan, which is the blueprint for how we want the district to be in 30 years’ time, and our LTP, which sets the direction, activities and budgets for the first ten years. Due to the Enhanced Annual Plan in 2024, the LTP will apply for a nine-year period (2025-34).

Our strategic framework flows from one of purposes of local government, which is to promote the social, economic, environmental and cultural outcomes for our communities in the present and for the future.

Our Vision

“Best of country living with the community at the heart of everything we do”

Our Community Outcomes

SOCIAL OUTCOME	ECONOMIC OUTCOME	ENVIRONMENTAL OUTCOME	CULTURAL OUTCOME
Residents are active, healthy, safe, resilient, optimistic and connected	A place of destination, new business and diverse employment that gives people independence and opportunity	Sustainable living, safe & secure water and soils, waste minimised, biodiversity enhanced	Strong relationships with iwi, hapū and whānau, celebrating diverse cultural identity, arts and heritage

Our Strategic Drivers

CREATING BETTER CONNECTIONS & SOCIAL OUTCOME	SUPPORTING SUSTAINABLE GROWTH, EMPLOYMENT, ECONOMIC WELLBEING & DEVELOPMENT	ENHANCING 3 WATERS DELIVERY & ENVIRONMENTAL QUALITY	NURTURING AND CREATING THE DISTRICT'S SPECIAL CHARACTER, QUALITIES AND CULTURE
<ul style="list-style-type: none"> » Strengthen social connections within the community » Encourage civic pride and participation » Provide universally accessible, safe and diverse spaces to strengthen connection between people and place » Advocate for better transport and technology to improve social and business opportunities 	<ul style="list-style-type: none"> » Plan for growth that protects rural land and character » Contain rural residential expansion » Support quality urban development » Limit growth in coastal and other areas subject to climate change impacts » Support the transition to a low carbon economy » Encourage economic diversity and local vibrancy » Leverage partnerships with central and regional agencies to enable economic development and employment opportunities 	<ul style="list-style-type: none"> » Deliver sustainable, clean, clear, safe and secure drinking water » Design and implement innovative, sustainable, efficient and affordable wastewater and stormwater systems » Protect and replenish our natural environment and biodiversity » Minimise waste and provide environmentally sustainable Council services » Take active measures to adapt and mitigate the impacts of climate change » Empower and enable our community to drive behavioural change for the benefit of the environment 	<ul style="list-style-type: none"> » Work in partnership with mana whenua, respecting tikanga (customs), kaitiakitanga (guardianship) and taha Māori (heritage) » Take opportunities to embrace and celebrate diversity » Take opportunities to advance and showcase arts, culture & heritage » Protect town and rural community character, retaining our unique look and feel » Improve urban design and integrate what we build with natural features.

Significant Activities and Levels of Service

Council implements its strategic direction - and so achieves its vision for the community - through the delivery of services. We have grouped these services into the significant activities listed below and provide asset, performance and financial information for each group of activities. The groups of activities align with the strategic framework so it is clear to the community how well we are achieving our vision and community outcomes.



The scope and cost of providing each significant activity is determined through a series of levels of service. We have chosen levels of service that are important to the delivery of the activity and our community outcomes, and which represent high costs, risks or value to the community. The quantity and quality of each level of service translates into cost – generally the higher the service the higher the cost. In a number of cases, the minimum levels of service are determined by statutory and regulatory compliance.

Measuring Performance

It is important that Council’s performance in undertaking its significant activities is evaluated so that we can see how well we are achieving our vision and identify areas for improvement. For each service level, we have identified a number of key performance indicators with targets over the life of the LTP.



Democracy & Engagement

Description

The Local Government Act 2002 defines the purpose of local government, which is to:

- » enable democratic local decision-making and action by, and on behalf of, communities; and
- » promote the social, economic, environmental and cultural wellbeing of communities, in the present and for the future.

While Council provides a limited range of services compared with the larger local authorities, its leadership and advocacy on behalf of the community is a major role for Council. Such leadership and advocacy can cover a very wide range of issues important to the community.

Governance is the means for collective action in society, responding to and guiding change that is beyond the capacity of private action.

The governance model under the Act is representative democracy. The community elects individuals to make judgements on behalf of the community about what will promote wellbeing. Although the model is one of representative democracy there are strong elements of citizen participation.

There are two elements to governance under the Act:

- » Representing the community.
- » Strategic planning and policy development.

Representation

This involves the provision of leadership and governance of the district through the Mayor's office, the Council/committee structure and the three community boards: Greytown, Featherston and Martinborough. The Mayor is elected "at large" by the district as a whole, irrespective of the existence of wards, and chairs the meetings of full Council. The Mayor is usually appointed to be the spokesperson on behalf of the Council on decisions and policies made by the Council.

In the interests of efficiency, and to provide separation between the Council's regulatory and non-regulatory roles, the Council may choose to establish committees. Representation on and delegations to committees is decided by the Mayor and Council. A committee chairperson is responsible for presiding over meetings of a committee and ensuring that the committee acts within the powers delegated by Council.

The chairs of the Māori Standing Committee and the three community boards are elected from within by the respective committee/community board.

The South Wairarapa District Council currently operates four publicly notified committees as follows:

- » Māori Standing Committee;
- » Strategy Working Committee
- » Assurance, Risk & Finance Committee
- » CEO Employment Committee.

A fundamental role of the Council is to represent the views of its electors. It differs from the governance role in that the latter is about decision-making on matters before the Council, whereas representation encompasses being accessible to the community to receive and understand their views, and if appropriate explain Council reasoning behind a particular decision or policy to those who might be interested. Representation also includes representation of Council through membership of various Council and community organisations.

For this, the Mayor, councillors and community board members are set remuneration independently by the Remuneration Authority.

Freedom of Information.

These services are fundamental to transparency of decision-making and officers ensure Council meets its responsibilities under the Local Government Official Information and Meetings Act 1987, the Privacy Act 2020 and the Public Records Act 2005. Officers manage Council's records and archives, develop policy and provide advice and training to officers to ensure continued compliance.

Strategic Planning and Policy Development

This involves carrying out long term and annual planning for the district and producing plans which reflect the Council's role and level of involvement in helping to achieve the community outcomes. The Long Term Plan is produced on a three-yearly cycle.

Communicating and consulting with the community is fundamental to the Council's strategic planning role. Formal consultation is required before certain decisions can be made. The trigger for the extent of consultation is determined by Council based on the extent to which the Council is already aware of the issues, the interests of those affected by a particular proposal, and the regard to the circumstances in which a decision is being made. This is outlined in the Significance and Engagement Policy.

This activity also includes planning and strategy development for urban and district growth to ensure growth is sustainable and infrastructural planning for the future can be carried out with certainty within clearly defined boundaries. Reviews of the District Plan and development of a Spatial Plan are included in this activity. Policy development arising from this activity includes providing the framework for the community's strategic direction, regulatory policies and bylaws.

Monitoring and Reporting

After each financial year the Council is required to prepare an annual report setting out information on the level of achievement against the key financial and performance targets for the year ended 30 June. The annual plan identifies what the Council plans to do over the next 12 months. The annual report explains what actually took place and the financial position at year end including performance against key performance indicators.

Assets We Look After

There are no assets that this activity manages.

Significant Negative Effects

Low confidence in Council decision-making or participation in democratic and governance processes and poor strategic planning has negative effects. We continue to improve the quality of council reporting and transparency in decision-making. We have redeveloped our Significance and Engagement Policy to ensure we appropriately engage with the community.

Community Outcomes and Strategic Drivers to Which the Activity Contributes

The Democracy & Engagement activity primarily contributes to the following community outcomes and strategic drivers.

SOCIAL OUTCOME	ECONOMIC OUTCOME	ENVIRONMENTAL OUTCOME	CULTURAL OUTCOME
<ul style="list-style-type: none"> » Residents are active, healthy, safe, resilient, optimistic and connected » Creating better connections & social wellbeing » Encourage civic pride and participation » Advocate for better transport and technology to improve social and business opportunities 	<ul style="list-style-type: none"> » A place of destination, new business and diverse employment that gives people independence and opportunity » Supporting sustainable growth, employment, economic wellbeing & development » Plan for growth that protects rural land and character » Contain rural residential expansion » Support quality urban development » Limit growth in coastal and other areas subject to climate change impacts » Support the transition to a low carbon economy » Leverage partnerships with central and regional agencies to enable economic development and employment opportunities 	<ul style="list-style-type: none"> » Sustainable living, safe & secure water and soils, waste minimised, biodiversity enhanced » Enhancing 3 waters delivery and environmental quality » Take active measures to adapt and mitigate the impacts of climate change » Empower and enable our community to drive behavioural change for the benefit of the environment 	<ul style="list-style-type: none"> » Strong relationships with iwi, hapū and whānau, celebrating diverse cultural identity, arts and heritage » Nurturing and creating the District's special character, qualities and culture » Work in partnership with mana whenua, respecting tikanga (customs), kaitiakitanga (guardianship) and taha Māori (heritage) » Protect town and rural community character, retaining our unique look and feel » Improve urban design and integrate what we build with natural features.

The Activity Goal and Principal Objectives

The goal for Democracy & Engagement is:

- » to provide for the governance, leadership, advocacy and policy-making activities in the South Wairarapa district.

Council's principal objectives are:

- » to be a vigorous advocate for issues of concern to the community and demonstrate leadership in carrying out its work;
- » to demonstrate sound and considered governance;
- » to develop good policies and strategies in order to guide its work in a consistent manner;
- » to assist in co-ordinating the many different actions of central government, education

providers and businesses to make Council's vision a reality;

- » to have strategies and planning which will be keys to success, as will new and innovative ways of doing things.
- » to encourage and facilitate public consultation and opportunities for effective public partnership in Council's decision-making process;
- » to use best practice to achieve measurable results and to continue to make South Wairarapa a great place in which to live and work;
- » to work with others (councils included) in partnerships to achieve best results for South Wairarapa and also Wairarapa as a whole; and
- » to foster iwi and hapū relationships and meet Treaty of Waitangi obligations.

Statement of Service Performance – Democracy & Engagement

Our Democracy & Engagement activity provides strategic direction and leadership to the Council and our community, enables democratic decision-making that is open, transparent and accountable, and supports the effective and efficient operation of all Council activities. This includes working with iwi, consulting with the community on key decisions, running the local body election process every three years and pursuing strategic objectives for our community

How we measure success:

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. This work includes an unqualified audit option and must be compliant with legislation.

In addition, there is regular reporting to the Senior Leadership Team, Assurance Risk and Finance Community and Council on progress with work and projects in this activity group.

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Statement of Service Performance – Democracy & Engagement

SERVICE LEVEL	KEY PERFORMANCE INDICATORS	PERFORMANCE TARGETS (FOR THE FINANCIAL YEAR)						HOW IT WILL BE MEASURED
		Baseline	2023/24 Results	2025/26	2026/27	2027/28	2028-34	
Council supports and enables good decision-making resulting in decisions that are transparent, robust, fair and legally compliant	Meeting and committee agenda are made available to the public 3 working days prior to meetings. (With the exception of extraordinary meetings).	75%	75%	100%	100%	100%	Maintain 100%	This information is recorded on Infocouncil which holds all meeting and committee agendas.
	Official Information request are handled within statutory timeframes (20 working days unless by prior arrangement).	90%	90%	100%	100%	100%	100%	The information is recorded in the councils database and reported on regularly at Assurance, Risk and Finance.

Finance and Corporate Support

Description

The Finance and Corporate Support activity brings together those corporate activities that provide expert advice and support to ensure Council functions well.

Finance and corporate compliance

Council's finance and corporate compliance activities include:

- » providing financial expertise and services to the organisation
- » ensuring that Council manages its financial, strategic and operational risks
- » ensuring corporate compliance with statutory obligations and managing legal relationships
- » monitoring and reporting against financial targets and developing the financial components of strategic plans and reports including the Annual Plan, Long Term Plan and Annual Report

Human Resources

Council's success relies on the success of our people and we aim for a culture that has a strong focus on health, safety and wellbeing. We develop policies and provide support and advice to manage and develop our staff to help meet the needs of our organisation and deliver on our community outcomes.

Corporate Support

Corporate support activities help deliver the day-to-day operations of Council through legal, customer services, health & safety, well-being, admin support and information technology management. The Customer Services team are often the first point of contact with Council through face to face, telephone and email enquiries.

Communications

Council's focus has been on strengthening our communication with the community through service improvements. We continually review our website to make it easier for our residents and visitors to find out more about Council and interface with our services as people move to digital methods rather than face-to-face contact with Council officers. We continue to support council operations by providing quality communications through traditional and digital platforms.

Business Continuity and Emergency Management and Civil Defence

Council is acutely aware of the need to build resilience and continuity into its own operations and within the community.

The Wellington Region is exposed to a wide range of natural and man-made hazards (earthquake, flooding, landslide, tsunami, storm, biological, chemical, terrorism, etc.). However, there is a great deal that we can do to reduce the impact of these hazards on our communities. Our approach to emergency management is based on the principles of reduction of risk, readiness, response and recovery.

Greater Wellington Regional Council (GWRC) has joined with the city and district councils in the region to form Wellington Region Emergency Management Office (WREMO), a semi-autonomous civil defence and emergency management organisation. All the councils' emergency management staff and resources are pooled together. Improved effectiveness from increased scale and co-ordination, as well as efficiencies from the centralised provision of services such as training and public education has occurred.



Local emergency management offices have been retained to enable effective local responses to emergencies.

The WREMO team has:

- » prepared the Wellington Region Civil Defence Emergency Management (CDEM) Group Plan and associated plans;
- » led further development of the community response plans for Martinborough, Featherston and Greytown;
- » educated people about the risks they face and how to prepare for emergency events, through attending public events, running training courses and attending community group meetings;
- » maintained the Wairarapa EOC so that it can be quickly activated to manage an emergency event (the centre has information management

systems, robust communication systems and trained volunteer staff); and

- » worked with central government, emergency services, welfare groups, lifeline utilities and a wide range of interested and affected organisations on emergency management issues.

The Civil Defence Emergency Management Act 2002 requires each region to have a CDEM Group and prepare a CDEM Group Plan. The Act also requires GWRC to be the administering authority for the Wellington region CDEM Group. While all staff of the team are GWRC employees, the work of the team is overseen by the CDEM Group (a joint committee of all the mayors in the region along with the Chair of Greater Wellington) and the Co-ordinating Executive Group¹.

Wairarapa has 2 staff dedicated to the area.

A civil defence response, while coordinated by the regional body, relies heavily on small local groups within the community.

¹ The Co-ordinating Executive Group is a requirement of the Civil Defence and Emergency Management Act 2002 and is made up of the Chief Executives of GWRC, the district and city councils and district health boards in the region, along with senior

representatives from NZ Policy, NZ Fire Service, Wellington Lifelines Group and the Regional Commissioner for the Ministry of Social Development.

Community Outcomes and Strategic Drivers to Which the Activity Contributes

The Finance and Corporate Support activity primarily contributes to the following community outcomes and strategic drivers.

SOCIAL OUTCOME	ECONOMIC OUTCOME	ENVIRONMENTAL OUTCOME
<ul style="list-style-type: none"> » Residents are active, healthy, safe, resilient, optimistic and connected » Creating better connections & social wellbeing » Encourage civic pride and participation » Provide universally accessible, safe and diverse spaces to strengthen connection between people and place 	<ul style="list-style-type: none"> » A place of destination, new business and diverse employment that gives people independence and opportunity » Supporting sustainable growth, employment, economic wellbeing & development » Support the transition to a low carbon economy » Encourage economic diversity and local vibrancy Leverage partnerships with central and regional agencies to enable economic development and employment opportunities 	<ul style="list-style-type: none"> » Sustainable living, safe & secure water and soils, waste minimised, biodiversity enhanced » Enhancing 3 waters delivery & environmental quality » Minimise waste and provide environmentally sustainable Council services » Take active measures to adapt and mitigate the impacts of climate change

Assets we Look After
Councils Information Technology Hardware Assets

Significant Negative Effects

Lack of planning for emergency events and business continuity and low community resilience has significant negative effects. We continue to work closely with our CDEM group and the community to ensure we can respond effectively.

Low confidence and a lack of transparency in council processes and decision-making has negative effects. We continue to improve our processes and provide staff training relating to requests for official information.

Statement of Service Performance – Finance and Corporate Support

Finance and Corporate Support focus is on managing internal business operations to deliver the Annual Plans and Annual Reports. There are limited KPI’s for this service area as our measurement for success will be the Annual Reports that inform our community about what has been achieved and how well we performed against the plans and budgets that were set for that year.

SERVICE LEVEL	KEY PERFORMANCE INDICATORS	PERFORMANCE TARGETS (FOR THE FINANCIAL YEAR)						HOW IT WILL BE MEASURED
		Baseline	2023/24 Results	2025/26	2026/27	2027/28	2028-34	
People are prepared for a civil defence emergency	Staff are qualified and trained in foundation level civil defence.	New baseline to be established.	n/a	75%	85%	95%	Maintain or improve on 95% each year until 100% is reached	This information is recorded on Council records.

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Planning and Regulatory Services

Description

Planning and regulatory activities and responsibilities arise under a range of legislation and are listed below.

- » Resource management
- » Public nuisances and health
- » Noise
- » Safe and sanitary buildings
- » Management of dogs and stock
- » Alcohol licensing and safe food
- » Camping and camping-grounds, hairdressers, offensive trades, amusement devices and beauty therapy operators
- » Safe drinking water supplies
- » Gaming machine numbers and venues
- » Location of brothels
- » Psychoactive substances
- » Hazardous substances
- » Trade waste

Planning

Council, together with CDC and MDC, has a Combined District Plan (WCDP) under the Resource Management Act 1991.

Under the Act, Council's District Plan should be monitored and reviewed to ensure the plan's objectives, policies and rules continue to achieve integrated management of the effects of activities on the environment; that mitigation or avoidance of natural hazards is achieved, that hazardous substances are managed, that land uses, subdivision of land or use of contaminated land is appropriately controlled, that noise emissions are controlled or mitigated and, activities on the surface of water are appropriately regulated.

The District Plan represents the Council's policy and regulatory long-term approach to resource management, and environmental controls on the day

to day activities of people in the district through the Plan.

Public Nuisance and Health

Council aims to ensure the environmental health of the district and its citizens through compliance, enforcement and licensing under relevant statutes, regulations and bylaws, together with educational activities.

Noise

The Combined Wairarapa District Plan sets noise limits and Council aims to enforce these for the benefit of residents and those operating any business or activity that has a noise component. In addition, Council enforces section 326 of the Resource Management Act 1991 relating to excessive noise.

Safe and Sanitary Buildings

Council's role is to ensure that all new building works and building activities in the district comply with legislative requirements for safety and sanitary conditions. Council provides services to ensure all:

- » building works subject to consent meet the appropriate design and construction standards;
- » non-compliance with the Building Act 2004 is addressed; and
- » adjustments made to the building fees and charges schedule recognise increased costs in processing building consent applications.

Dogs and Stock

Council provides a response service to address issues with dogs and other animals to prevent nuisances and ensure public safety. The service enforces the requirements of the:

- » Dog Control Act 1996;
- » Dog Control By-law 2023;
- » Policy for Control of Dogs 2023;
- » Impounding Act 1955; and
- » Wairarapa Consolidated Bylaws.

Alcohol

Council administers the Sale and Supply of Alcohol Act 2012 with the aim of encouraging the responsible and safe sale, supply and consumption of alcohol while minimising alcohol-related harm in the South Wairarapa. Council does this through the development and implementation of the Local Alcohol Policy (LAP), licensing of alcohol services, provision of enforcement activities and educational information for licencees and the public. Council also supports the operation of the District Licencing Committee (DLC) in carrying out its decision-making responsibilities under the Act.

Safe Food

On 1 March 2019, the Food Act 2014 became fully operational, requiring all food businesses to be registered.

Council retains a role as a registration authority and is the first point of contact for a significant proportion of food businesses. Council is also required to monitor performance of premises and undertake compliance, enforcement and prosecution activities. Community Outcomes and Strategic Drivers to Which the Activity Contributes

The Planning and Regulatory Services activity primarily contributes to the following community outcomes and strategic drivers.

SOCIAL OUTCOME	ECONOMIC OUTCOME	ENVIRONMENTAL OUTCOME	CULTURAL OUTCOME
<ul style="list-style-type: none"> » Residents are active, healthy, safe, resilient, optimistic and connected » Creating better connections & social wellbeing » Strengthen social connections within the community » Provide universally accessible, safe and diverse spaces to strengthen connection between people and place 	<ul style="list-style-type: none"> » A place of destination, new business and diverse employment that gives people independence and opportunity » Supporting sustainable growth, employment, economic wellbeing and development » Plan for growth that protects rural land and character » Contain rural residential expansion » Support quality urban development » Limit growth in coastal and other areas subject to climate change impacts 	<ul style="list-style-type: none"> » Sustainable living, safe & secure water and soils, waste minimised, biodiversity enhanced » Enhancing 3 waters delivery & environmental quality » Protect and replenish our natural environment and biodiversity » Take active measures to adapt and mitigate the impacts of climate change » Empower and enable our community to drive behavioural change for the benefit of the environment 	<ul style="list-style-type: none"> » Strong relationships with iwi, hapū and whānau, celebrating diverse cultural identity, arts and heritage » Nurturing and creating the District’s special character, qualities and culture » Work in partnership with mana whenua, respecting tikanga (customs), kaitiakitanga (guardianship) and taha Māori (heritage) » Take opportunities to advance and showcase arts, culture & heritage Protect town and rural community character, retaining our unique look and feel » Improve urban design and integrate what we build with natural features.

Assets We Look After
Council Dog Pound in Featherston.

Significant Negative Effects

Resource and building consent, and regulatory decisions can have a significant effect on the social, economic, environmental, or cultural wellbeing of the local community. We ensure staff are sufficiently trained and there are robust internal processes for staff to make quality decisions.

The Activity Goal and Principal Objectives

Planning

The planning activity goals are:

- » to promote the sustainable management of natural and physical resources of the district;
- » to maintain an effective District Plan that meets all statutory requirements.
- » to administer the District Plan in an accurate, consistent and timely manner, providing certainty to residents and meeting legal requirements; and
- » to undertake monitoring to enable State of the Environment (SoE) reports and plan effectiveness reviews to be completed.

The Council's principal objectives are:

- » to assess all land use and subdivision applications in accordance with the requirements of the Act, Regional Policy Statement and District Plan;
- » to seek compliance with and, if required enforce, the rules of the District Plan and take appropriate action where breaches have been identified;
- » to prepare and implement changes to the District Plan where a change of policy is promoted by Council or deficiencies in the Plan's provisions have become apparent through practice or monitoring; and
- » to advise the public on the provisions of the District Plan and on general planning-related matters of whatever nature.

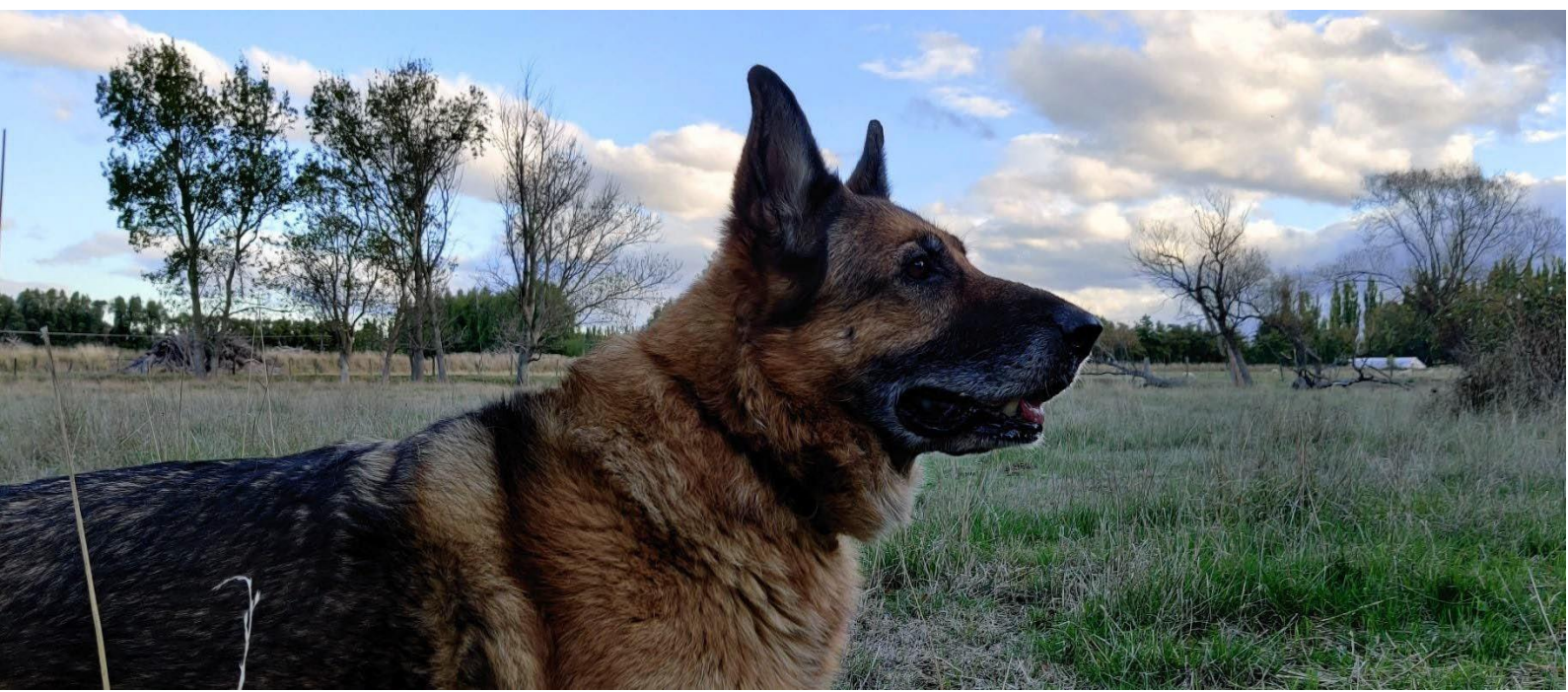
Regulatory Services

The regulatory services activity goal is:

- » to ensure adequate levels of protection of public health, welfare and safety.

The Council's principal objectives are:

- » to ensure that services are provided to meet legislative requirements and reasonable community expectations;
- » to ensure that the required services are provided in a cost-effective manner to the community; and
- » to put in place appropriate operational regimes for all matters relating to public protection.



Statement of Service Performance – Planning and Regulatory Services

SERVICE LEVEL	KEY PERFORMANCE INDICATORS	PERFORMANCE TARGETS (FOR THE FINANCIAL YEAR)						HOW IT WILL BE MEASURED
		BASELINE 2023/24	2023/24 RESULTS	2025/26	2026/27	2027/28	2028/34–	
The Council will respond when I need some help with noise control	Response time to attend noise control call outs	100%	100%	100% within 1.5hrs	100%	100%	100%	The information is recorded in the council’s service request database with information captured from contractors.
Dogs don’t wander freely in the street or cause menace to or harm humans or stock	Number of animal control community education and engagement activities	0	0	1 visit related to high priority issues or concerns.	2 Visits related to high priority issues or concerns	3 Visits related to high priority issues or concerns	Maintain or improve on 3 visits per year.	Recorded in management service reporting
	Response time to attend dog attacks on persons or stock.	100% Revised response time from 1.5 to 1hr.	100%	90% withing one hour of being received during normal working hours.	95% withing one hour of being received during normal working hours.	100% withing one hour of being received during normal working hours.	100% withing one hour of being received during normal working hours.	The information is recorded in Council ’s service request database.
Food services used by the public are safe	Premises are verified in accordance with regulatory requirements	100%	100%	100%	100%	100%	Maintained at 100%	This information is recorded on the Council database
Sale of alcohol is controlled and responsible drinking is promoted	Premises that are high or medium risk have compliance activities undertaken annually	100%	100%	100%	100%	100%	Maintained at 100%	This information is recorded on the Council database.

Premises that are low risk have compliance activities undertaken every three years,

100%

100%

100%

100%

100%

Maintained at 100%

This information is recorded on the Council database

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Statement of Service Performance – Planning and Regulatory Services (Continued)

SERVICE LEVEL	KEY PERFORMANCE INDICATORS	PERFORMANCE TARGETS (FOR THE FINANCIAL YEAR)					HOW IT WILL BE MEASURED	
		BASELINE	2023/24 RESULTS	2025/26	2026/27	2027/28	2028/34–	
Council certifies all consented work complies with the building code – ensuring our communities are safe	Commercial Building Warrant of Fitness’ (BWOFs) have been reviewed within statutory timeframes (20 working days of their due date unless prior arrangement).	100%	Yes target was met.	100%	100%	100%	Maintain or improve on 90%	Territorial Authority
	Code Compliance Certificate applications are processed within statutory timeframes (20 working days unless prior arrangement).	98%	98%	100%	100%	100%	Maintain 100%	This information is recorded on the Council Database.
	Building consent applications are processed within statutory timeframes (20 working days unless prior arrangement).	98%	98%	100%	98%	98%		This information is recorded on the Council Database.
	Proportion of known residential swimming pools that have been inspected within the financial year.	New baseline to be established	n/a	33%	66%	100%	Cycle to be repeated but ensuring 100% of pools have been re-inspected by the end of Years 6 and 9. This reflects Councils obligation to inspect all swimming pools every three years.	The information is recorded in Council’s service request database.

All resource consents will be processed efficiently	Non-notified resource consent applications completed within statutory timeframes (20 working days unless prior arrangement).	99%	99%	100%	100%	100%	Maintain 100%	The information is recorded on the Councils database.
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Please note that consent processes and code compliance certificates are subject to an independent audit and in addition, are reported back to Council through the Assurance Risk and Finance Committee.

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Community Facilities and Services

Description

The Community Facilities and Services activity brings together those areas of Council's business that have a direct interface with the community's wellbeing.

Council Facilities

Council owns a number of properties and amenities in the district, including halls and senior housing. These are held to assist Council to achieve its community outcomes and for social and historical reasons.

Council provides the management, planning, administration and maintenance of outdoor sports and recreational areas, children's playgrounds, passive parks, reserves and open spaces for casual and spontaneous leisure needs.

Council is a key member of the Joint Wairarapa Moana Conservation Project for Lake Wairarapa in partnership with iwi, GWRC and Department of Conservation.

Council is responsible for the provision and maintenance of Council's cemeteries, public toilets and public swimming pools.

The libraries in the district are operated as part of the Wairarapa Library Service, a combined operation with the Carterton District Council.

Across the South Wairarapa District trees are a key part of our history and have the potential to play a key role in our future. Having the right trees planted in the right places, maintained and managed appropriately will help mitigate the impact of climate change, improve water and air quality and have positive benefits for social and cultural wellbeing.

Solid Waste and Recycling

Territorial authorities have responsibilities relating to the collection and disposal of solid waste management and associated recycling.

In South Wairarapa district there is one manned transfer and recycling station at Martinborough and manned recycling stations at Featherston, Greytown,

Martinborough, and Pirinoa. However, we propose to disestablish the recycling station at Greytown during the LTP term. There are unmanned recycling depots at Hinakura, Pirinoa and Ngawi. Private collection services are also available in the district including coastal areas, particularly during tourist seasons, and disposal of this material is allowed at the Council's transfer station.

The Council is also working with other councils in the region to look at Wairarapa-wide solutions to solid waste management.

For 2023/24 a total of 4,695 properties were charged for 4,873 refuse collection in the financial year. Urban properties are compulsory and rural properties by choice provided they are on the collection service routes.

Waste minimisation levy funds are applied to analysis of solid waste, recycling, education, advertising and other projects.

Community and Economic Development

Council's role to promote the social, economic, environmental and cultural wellbeing of the community involves working collaboratively with organisations and community groups. We have established a community development function to develop, coordinate and provide a wide range of initiatives, programmes, services and policies that enhance community wellbeing and aspirations.

We support other organisations in the community by providing community grants as part of the annual planning process and through the Community Boards and Māori Standing Committee.

Council continues its involvement in economic development both regionally and locally through the Wairarapa Regional Economic Development Strategy, Wellington Regional Strategy, Business Wairarapa, and other agencies and local business groups. Council also continued to support and promote district tourism through its funding of Destination Wairarapa.

Community Outcomes and Strategic Drivers to Which the Activity Contributes

The Community Facilities and Services activity primarily contributes to the following community outcomes and strategic drivers.

SOCIAL OUTCOME	ECONOMIC OUTCOME	ENVIRONMENTAL OUTCOME	CULTURAL OUTCOME
<ul style="list-style-type: none"> » Residents are active, healthy, safe, resilient, optimistic and connected » Creating better connections & social wellbeing » Strengthen social connections within the community » Encourage civic pride and participation Provide universally accessible, safe and diverse spaces to strengthen connection between people and place » Advocate for better transport and technology to improve social and business opportunities 	<ul style="list-style-type: none"> » A place of destination, new business and diverse employment that gives people independence and opportunity » Supporting sustainable growth, employment, economic wellbeing & development » Support the transition to a low carbon economy » Encourage economic diversity and local vibrancy » Leverage partnerships with central and regional agencies to enable economic development and employment opportunities 	<ul style="list-style-type: none"> » Sustainable living, safe & secure water and soils, waste minimised, biodiversity enhanced » Enhancing 3 waters delivery & environmental quality » Minimise waste and provide environmentally sustainable Council services » Take active measures to adapt and mitigate the impacts of climate change » Empower and enable our community to drive behavioural change for the benefit of the environment 	<ul style="list-style-type: none"> » Strong relationships with iwi, hapū and whānau, celebrating diverse cultural identity, arts and heritage » Nurturing and creating the District’s special character, qualities and culture » Work in partnership with mana whenua, respecting tikanga (customs), kaitiakitanga (guardianship) and taha Māori (heritage) » Take opportunities to embrace and celebrate diversity Take opportunities to advance and showcase arts, culture & heritage

The Activity Goal and Principal Objectives

The activity goals for council facilities are:

- » to provide facilities for recreational and social enhancement; and
- » to provide facilities that encourage the safe and sustainable use of the natural environment while protecting that natural environment.

The objectives are:

- » to maintain its assets enabling the public to safely enjoy the recreational and social services provided;
- » to achieve defined standards of customer service;
- » to comply with legal requirements;
- » to achieve defined technical standards;
- » to achieve defined environmental standards; and
- » to achieve defined management standards.

The activity goal for solid waste and recycling is:

- » to provide a reliable and safe solid waste management regime within the district and the Wairarapa region.

The objectives are:

- » to protect the health of the community;
- » to protect the environment;
- » to minimise waste volumes that require disposal by addressing recycling use and reduction of waste material; and
- » to work with other councils towards Wairarapa regional solutions.

The activity goals for community and economic development are:

- » to actively develop a safe, inclusive and cohesive community; and
- » to assist in the stimulation of appropriate and sustainable economic, tourism and cultural growth and the development of employment opportunities throughout the district; and

The objectives are:

- » to encourage interest in the social development of the district with the aim of assisting individuals and community groups to help themselves.
- » to encourage cultural development for the benefit of the district and Wairarapa as a whole;
- » to provide community leadership, facilitation, advocacy and contribute to funding where it can be by way of grants;
- » to actively develop a safe, inclusive and cohesive community by:
 - » making South Wairarapa a safe place for its residents;
 - » promoting South Wairarapa as a good place in which to live;
 - » fostering a sense of community pride;
 - » consulting widely to ensure representative and inclusive policies; and
 - » respecting obligations under the Treaty of Waitangi.
- » to create a climate for and give encouragement to organisations and individuals to take initiatives in the stimulation of economic growth, tourism and employment opportunities in the district.

Assets we Look After

The following facilities are owned and maintained by Council and/or Council's leasee:

Featherston

Card Reserve, Barr Brown Reserve, Featherston Cemetery, Featherston Information Centre, Clifford Square library, playground, toilet, Dorset Square, Anzac Hall, War Memorial, Walkway Kereru Grove to Titoki Grove, Walkway Hardie Grove to Brandon Street, Walkway Kenward Street to Harrison Street West, Walkway Watt Street, Walkway Brandon Street to Ludlum Street (SH2), Garden One Tree Hill Walkway Revans Street, Garden One Tree Hill Walkway Bell Street, housing for seniors (Burling and Mathews), Featherston Swimming Pool, dog park and skateboard park; Daniell Street adjacent to Railway, Johnson Street adjacent to railway, traffic islands and berms; Featherston Recycling Centre.

Greytown

Greytown Cemetery, SH2 berm Greytown Southern Gateway, Dog Park, Arbor Reserve, housing for seniors in West Street, Collier Reserve, Kowhai Reserve, Stella Bull Park and old library building, public toilets, Soldiers Memorial Park (includes playground, carpark, bushwalk and sports fields), Greytown Campground, Greytown Swimming Pool, Greytown Town Centre building; Greytown cycle trail, and the walkway between Udy and Kuratawhiti Streets; Greytown Recycling Centre.

Martinborough

Dublin Street Cemetery and Puruatanga Road Cemetery, Considine Park, Centennial Park, Martinborough Motor Camp, Martinborough Swimming Pool, Huangarua Park, Coronation Park and Puruatanga Park, Memorial Square, Martinborough Town Hall, Waihinga Centre, Martinborough Playground, Martinborough Public Toilet, Martinborough Museum, the housing for seniors on Naples Street, the dog park; and the grassed area adjacent to the fire station, Council offices, old Council chambers in Cork Street, Pain Farm; and Martinborough Transfer Station.

Rural

Camp Memorial and Peace Garden SH2, Otaraia Reserve, Lake Reserve off Lake Domain Road south of Featherston, Diversion Reserve off East West Access Road near the Barrage Bridge, Te Hopi camp site off East West Access Road, Lake Ferry two large grassed areas one either side of the Motor Camp (includes toilets and playground) the above ground assets of Lake Ferry Campground, Lake Ferry car park, Ngawi surf break toilet, coastal camping area with pit toilet, Te Awaiti and Tora Farm Road toilets and sites for camping, Cape Palliser road litter bin sites and pit toilet, and Hinakura, Ngawi and Pirinoa recycling centres.

Significant Negative Effects

There are health risks if solid waste is not disposed of in an orderly manner. Council has implemented a solid waste management system to mitigate the risks associated with solid waste.

Statement of Service Performance – Community Facilities and Services

SERVICE LEVEL	KEY PERFORMANCE INDICATORS	PERFORMANCE TARGETS (FOR THE FINANCIAL YEAR)						HOW IT WILL BE MEASURED
		BASELINE	2023/24 RESULTS	2025/26	2026/27	2027/28	2028/34–	
Council provides community facilities and spaces that encourage community use	Community & visitors are happy with the overall experience they have had with community buildings, parks, pools, cemeteries, transfer stations, and public toilets.	New baseline to be established.	Customer Survey 81%	Establish a new baseline with the new reporting tool	Maintain or improve on baseline	Improve on baseline	Aim of 90% happy by 2034	New measure to provide more monitoring and reporting during each year. A QR code placed at each location linked to an online survey form to collect feedback.
	Number of people using our Libraries reflected by overall library usage and number of visits. <i>Usage consists of</i> 1. Physical issues 2. Digital issues and 3. Computer/Wi-Fi <i>Visits consist of:</i> 1. In Person Visits, 2. Digital (website, OPAC, Social Media) 3. Housebound 4. Programs and Special events	New baseline to be established	n/a	Maintain or improve on new baseline	Improve baseline by 5% on previous year.	Improve on baseline by 5% on the previous year.	Improve on baseline by 5% on the previous year.	This information is recorded on the Council database.
Council promotes the waste management hierarchy “reduce, reuse, recycle, reprocess, treat, dispose” Refuse collection and disposal meets the needs of the community	Reduction in waste transferred to landfill	New baseline to be established.	n/a	5% overall reduction	10% overall recovered	15% overall reduction	Goal of 30% reduction by 2030.	The information is recorded in the councils service request database.
	Number of complaints due to non-collection of official rubbish bags in Weekly collection	New baseline to be established	n/a	Less than 30 per month	Less than 30 per month	Less than 30 per month	Maintain or improve on less than 30 per month	The information is recorded in the councils service request database with information captured from consultants.

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Land Transport (Roading and Footpaths) Description

This Plan covers the provision of roading network services to the residents of South Wairarapa district. This includes roads, bridges and culverts, footpaths, street lighting, street cleaning, vegetation control, kerb and channel, and structures such as retaining walls, bus shelters and car parks including railway station car parks.

The provision and management of roads is a function of local authorities in the terms of the Local Government Act 2002 including the relevant provisions of the Local Government Act 1974 and the Land Transport Management Act 2003. These acts stipulate that South Wairarapa District Council is the owner and road controlling authority of all roads other than state highways in the district.

The section of State Highways 2 and 53 within the South Wairarapa district boundary are controlled and

operated by NZTA. Footpaths within the 7.281km of state highway corridors in urban areas are included in this plan as they are maintained by Council.

The operation and maintenance of the roading components of the network are eligible for financial assistance from NZTA at the new subsidy rate of 51%. For the Special Purpose Road (Cape Palliser Road) subsidy rates are 100% for the year transitioning to 52% by July 2027.

The Ruamāhanga Roads contract commenced in July 2019. The contract is a joint approach between the Council and Carterton District to roading maintenance and aims to maximise efficiency, achieve increased regional consistency and optimise the use of internal resources.

Community Outcomes and Strategic Drivers to Which the Activity Contributes

The Land Transport activity primarily contributes to the following community outcomes and strategic drivers.

SOCIAL OUTCOME	ECONOMIC OUTCOME	ENVIRONMENTAL OUTCOME	CULTURAL OUTCOME
<ul style="list-style-type: none"> » Residents are active, healthy, safe, resilient, optimistic and connected » Creating better connections & social wellbeing » Strengthen social connections within the community » Provide universally accessible, safe and diverse spaces to strengthen connection between people and place » Advocate for better transport and technology to improve social and business opportunities 	<ul style="list-style-type: none"> » Plan for growth that protects rural land and character » Contain rural residential expansion » Support quality urban development » Limit growth in coastal and other areas subject to climate change impacts » Support the transition to a low carbon economy 	<ul style="list-style-type: none"> » Sustainable living, safe & secure water and soils, waste minimised, biodiversity enhanced » Take active measures to adapt and mitigate the impacts of climate change » Empower and enable our community to drive behavioural change for the benefit of the environment » Enhancing 3 waters delivery & environmental quality 	<ul style="list-style-type: none"> » Strong relationships with iwi, hapū and whānau, celebrating diverse cultural identity, arts and heritage » Protect town and rural community character, retaining our unique look & feel » Improve urban design and integrate what we build with natural features. » Nurturing and creating the District's special character, qualities and culture

The Activity Goals and Principal Objectives

The land transport goals are:

- » to improve transport options; and
- » to plan, provide and maintain a roading network for the safe, comfortable and convenient movement of people and goods.
- » to minimise adverse effects on the environment;
- » to comply with legal requirements;
- » to achieve defined technical standards including NZTA agreement;

The Council’s principal objectives are:

- » to achieve defined standards of customer service;
- » to protect the health and safety of the community;
- » to implement policies of South Wairarapa District Council; and
- » to achieve defined standards of system management.

Assets we Look After

This activity maintains the following assets:

Bridges



Rural	
Timber	9
Concrete	76
Armco/Pipes	15
Box Culverts	37

Street Lights



Urban	
Featherston	332
Greytown	282
Martinborough	283
Rural	
	34

Pavement (roads)



Urban	
Sealed	60.9km
Unsealed	1.3km
Rural	
Sealed	341km
Unsealed	260km

Kerb & Channel

Urban	
Featherston	21.3km
Greytown	20.8km
Martinborough	27.5km

Footpaths (concrete, asphalt, metal)



Urban	
Featherston	20.5km
Greytown	17.1km
Martinborough	21.3km

Pavements (Roads)

Roadways smoothed to provide users with a safe and comfortable ride and residents a dust-free environment.

Road surfaces resealed to maintain pavement integrity.

Drainage

Roads drained to protect the pavement structure and

to control surface water.

Berms and embankments

Berms installed to provide space for utility services and for aesthetics and beautification.

Vegetation

Vegetation controlled to provide a safe and tidy environment and to minimise maintenance. Weed spraying is done where appropriate and where adjoining neighbours do not want weed spraying, they are required to do vegetation control at their own cost.

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Urban footpaths

Footpaths separate pedestrians from other road users, providing foot access to properties and all major destinations e.g. schools, medical centres and retirement homes.

- » Central business district areas in the three towns have footpaths on both sides of the street.
- » Other urban streets generally have a footpath on one side.

Footpaths are kept in a safe and useable condition free of:

- » tripping hazards > 10mm;
- » pot holes > 70mm;
- » service works repairs;
- » service covers 10mm above or 20mm below the footpath;
- » obstructions;
- » Scabbing; and
- » failed path (vehicle weight).

Aesthetically footpaths are free from:

- » cracks more than 2m long or more than 2 within 2m; and
- » excessive patching

Footpath surveys and physical inspections are carried out to assess condition and prioritise work against budget.

Kerb and channel

Kerb and channel including sumps are cleaned regularly to prevent flooding.

Structures

Bridges maintained to ensure continuity of roading network.

Retaining walls and seawalls provided to maintain roadway stability.

Street cleaning

Street cleaning in urban areas is carried out on a programmed basis to minimise flooding, and maintain a clean and tidy environment.

Vehicle access

Provide vehicle access to properties (conforming to District Plan provisions) to ensure traffic safety and adequate drainage.

Car parking

On- and off-street car parking areas are provided in business and shopping areas to meet commuter and residential parking needs, and District Plan and Building Act requirements.

Bus passenger shelters

Bus passenger shelters in urban areas are provided and maintained for the convenience of public transport users by GWRC in consultation with South Wairarapa District Council.

Street lighting

Street lighting is maintained to provide road user and pedestrian safety and security (Powerco is responsible for maintaining the current lines). Residential streets in urban areas are lit to the National Standard (NZS 6701) therefore providing sufficient light to show the way and illuminate any hazards for both vehicle users and pedestrians.

Significant Negative Effects

An unsafe roading network could endanger users. In order to ensure the safety of road users, the roading network needs to be maintained. The roading network is maintained using contemporary techniques and the roading programme is audited by NZTA.



Statement of Service Performance – Land Transport (Roading and Footpaths)

SERVICE LEVEL	KEY PERFORMANCE INDICATORS	PERFORMANCE TARGETS (FOR THE FINANCIAL YEAR)						HOW IT WILL BE MEASURED
		BASELINE	2023/24 RESULTS	2025/26	2026/27	2027/28	2028/34	
The roads are maintained to ensure that they are safe and comfortable to travel on	Average quality of ride on a sealed local road network, measured by smooth travel exposure.	New recording and monitoring*	94% urban 98% rural	90%	93%	95%	Maintain or increase from 95%	The information is recorded by contractors in the RAM database. New recording and monitoring system.
	Percentage of sealed local networks that is resurfaced	4.02%	4.02%	maintained within 5-7%	maintained within 5-7%	maintained within 5-7%	Maintained within 7-9%	The information is recorded by contractors into the RAM database.
	Number of fatalities and serious injury crashes on the local network	6	6	Less than 7	Less than 7	Less than 7	Maintain or improve on less than 7	The information is recorded in the NZTA crash analysis systems database
The Roads are maintained to ensure that they are safe and comfortable to travel on	Percentage of urgent customer services requests are responded to within two days.	Change from all requests to urgent and non urgent.	All requests 71%	80%	85%	90%	Maintain or improve on 90%	The information is recorded by contractors into the RAM database.
	Percentage of non-urgent customer service request responded to within two week.	Change from all requests to urgent and non urgent.	All requests 71%	Establish baseline	85%	90%	Maintain or improve on 90%	The information is recorded in the council's service request database.
Footpaths can be safely used to get around town	Footpath Condition survey done every two years with at least 90% rated Excellent, Good, Average.	A reduction in funding has lead to a reset of these KPI to reflect future investment.	No result	80%	82%	83%	Maintain or improve from 83%	The information is recorded by contractors into the RAM database.

Please note

*New monitoring with advanced technology will provide greater data from 2025 onwards.

These performance measures are mandatory as directed by the Department of Internal Affairs (DIA) Non-Financial Performance Measures Rules 2024



Water Supply

Description

This plan summarises the Council's strategic and management approach for the provision and maintenance of potable water supplies to properties throughout the district (excluding those that service single premises that have their own rainwater tanks or bores – whether they be provided by public or private means).

Territorial authorities have numerous responsibilities relating to the supply of water including a duty under the Health Act 1956 to improve, promote, and protect public health within their districts. This implies that in the case of the provision of potable water, councils have an obligation to identify where such a service is required, and to either provide it directly themselves, or to maintain an overview of the supply if it is provided by others.

There are presently three public water supply systems in the South Wairarapa which serves Featherston and Greytown, Martinborough and Pirinoa. In 2023/24 4,316 properties for 4,558 connections were serviced and 198 serviceable connections.

Three main sources supply water to the urban populations of Featherston, Greytown and Martinborough. There are also two emergency sources available to supply Featherston if needed, and one for Martinborough. The sources of water are described below.

Greytown and Featherston – Waiohine River

Water is extracted from three bores sited next to the Waiohine River. The bore water is pumped up to the Featherston/Greytown water treatment plant (WTP) for treatment.

Water then passes through the ultra-violet treatment plant and supplies both Greytown and Featherston and is dosed with chlorine. The storage onsite is being increased to provide a further eight mega litres. Commissioning of this is due to be completed early this financial year.

A 3.9km 300mm pipeline supplies water from the plant to the existing pipeline crossing the

Tauwherenikau River, joining the 300mm gravity trunk main from Tait's Creek and supplying the Boar Bush reservoir, which has a capacity of 450,000 litres.

Water from the WTP also feeds the Greytown reservoir at the plant, which holds 750,000 litres and supplies Greytown via a 7km gravity trunk main.

Featherston – Boar Bush Gully Catchment

This source is operated as an emergency/backup supply for Featherston only. A catchment area of approximately 3km² supplies runoff to an earth dam. The reservoir behind the earth dam contains approximately 40 days storage and includes a settling pond immediately upstream.

Water flows by gravity from the reservoir to Boar Bush reservoir, though it is isolated from the normal water supply.

A study is in progress to determine if the source should be retained as an emergency supply.

Featherston – Tait's Creek Intake Weir

This source is operated as an emergency/backup supply for Featherston only. A concrete intake weir is located across Tait's Creek to the north of Featherston. The weir is designed to divert water from the creek into a 300mm gravity trunk main that supplies water to Boar Bush. The catchment area upstream of the weir is about 16km² with the 9km length of trunk main having a capacity of 6.3 million litres per day.

A study is in progress to determine if the source should be retained as an emergency supply.

Greytown Well

Groundwater is abstracted from a single bore along Kuratawhiti Street outside the Memorial Baths and is treated using ultra-violet light and dosed with chlorine. Water is pumped directly into the existing mains via a 300mm main around 450m metres long.

It is planned to install additional filtration equipment at the plant in this year.

Martinborough – Ruamāhanga Wells

This is the principal source of water for Martinborough being the groundwater aquifer in the vicinity of the Ruamāhanga River.

The groundwater is abstracted from four bores approximately 2.5km south east of Martinborough and approximately 650m from the older terraces upon which Martinborough township is located. Water is pumped directly into the town reticulation and on to four town reservoirs with a total capacity of 3,560,000 litres.

Martinborough – Huangarua

This is a backup/emergency water supply only.

A channel intake is located adjacent to the Huangarua River approximately 200m north of Hinakura Road.

The diverted water then flows approximately 50m into a well and is then pumped 1km to the twin reservoirs, though it is isolated from the normal water supply.

Pirinoa

Pirinoa is a small community scheme serving the Pirinoa School, Pirinoa store and the Pirinoa Community Hall.

The water is from a shallow bore and is treated using filtration, ozone and ultra-violet light disinfection, dosed with chlorine and pumped about 900m to the reticulation network.



Sources of Water for Water Races

Two sources supply water to the rural areas of Featherston and Greytown.

Featherston – Tauwharenikau River (Longwood Water Race)

A concrete pipe intake structure situated in the Tauwharenikau River supplies water via a 600mm culvert to the Longwood water race system. This supplies primarily stock water to rural properties via a system of approximately 40km of open channel within the defined water district.

Greytown – Waiohine River (Moroa Water Race)

A diversion channel located adjacent to the Waiohine River diverts water from the Waiohine River. The Greytown town water supply is extracted from the channel and the remainder of the flow is conveyed into the Moroa water race for stock watering purposes. Within the defined water district there is approximately 225km of open race delivering water.

It is the Council’s responsibility to store adequate quantities of water in appropriate positions and to provide an adequate reticulation system for distribution.

Water Supply and Water Race Assets

The Council owns a number of structures and components supplying water as shown below.

Underground Pipes		Open Water Race	
Urban		Rural	
Featherston	36km	Featherston	40km
Greytown	30	Greytown	225km
Martinborough	38km		

A summary of data is held on the geographical information system and other asset systems. The data is regularly updated, extended and improved to incorporate additions, deletions and accuracy of detail.

The Featherston system is a mix of asbestos-cement, concrete-lined steel, fibrolite and reinforced concrete. A significant amount of alkathene exists in smaller sizes and minor amounts of galvanised steel, copper, uPVC and steel exist.

Greytown’s system is predominately asbestos-cement with increasing amounts of uPVC being laid in recent times. A quantity of fibrolite, alkathene and steel pipe is also laid.

Martinborough has primarily asbestos-cement and uPVC piping with only minor quantities of alkathene, copper, galvanised and steel.

Water supplies in all the three towns are monitored and controlled through Council’s telemetry system.

The Council provides town water supply to the needs of urban residents and industrial, commercial and horticultural users plus some rural users in accordance with Council’s Town Water Supply Policy.

Most rural residents obtain their water by other means – mostly from their own rainwater tanks, but some have private bores. There is a small reticulated supply that serves residents at Pirinoa which has recently been upgraded by the council and will be managed as part of the Council town supplies.

Ruamāhanga Whaitua

The Ruamāhanga Whaitua Committee was set up to understand the characteristics of the Ruamāhanga River, the cultural, economic, and environmental values residents associate with waterbodies, and management options appropriate to the Ruamāhanga River’s waterways and communities. Committee work has now been completed and has resulted in an implementation plan being published on the GWRC’s website in June 2018.

GWRC sought feedback including holding public hearings following this publication. The outcomes of this work will have considerable impact on the water quality and water allocation and availability in coming years. Council will continue to be a key party in these discussions and developments.

Wellington Water

In April 2019, Council agreed to become a shareholder of Wellington Water Limited (WWL), and this came into effect on 1 October 2019. This means that WWL manages Council’s three waters assets but Council retains ownership of the assets.

Community Outcomes and Strategic Drivers to Which the Activity Contributes

The Water Supply activity primarily contributes to the following community outcomes and strategic drivers.

SOCIAL OUTCOME	ECONOMIC OUTCOME	ENVIRONMENTAL OUTCOME	CULTURAL OUTCOME
<ul style="list-style-type: none"> » Residents are active, healthy, safe, resilient, optimistic and connected » Creating better connections & social wellbeing » Provide universally accessible, safe and diverse spaces to strengthen connection between people and place 	<ul style="list-style-type: none"> » A place of destination, new business and diverse employment that gives people independence and opportunity » Supporting sustainable growth, employment, economic wellbeing & development » Encourage economic diversity and local vibrancy 	<ul style="list-style-type: none"> » Sustainable living, safe & secure water and soils, waste minimised, biodiversity enhanced » Enhancing 3 waters delivery & environmental quality » Deliver sustainable, clean, clear, safe and secure drinking water » Protect and replenish our natural environment and biodiversity » Minimise waste and provide environmentally sustainable Council services » Take active measures to adapt and mitigate the impacts of climate change » Empower and enable our community to drive behavioural change for the benefit of the environment 	<ul style="list-style-type: none"> » Strong relationships with iwi, hapū and whānau, celebrating diverse cultural identity, arts and heritage » Nurturing and creating the District’s special character, qualities and culture » Work in partnership with mana whenua, respecting tikanga (customs), kaitiakitanga (guardianship) and taha Māori (heritage)

The Activity Goals and Principal Objectives

The water supply activity goals are: to provide reliable (as possible) and sustainable reticulated water supplies to the townships of Greytown, Featherston and Martinborough;

- » to provide stock water race supply networks from the Tauwherenikau and Waiohine Rivers; and
- » to encourage conservation of this valuable resource.

The Council's principal objectives are:

- » to achieve defined standards of customer service;

- » to protect the health and safety of the community;
- » to minimise adverse effects on the environment;
- » to comply with legal requirements;
- » to achieve defined technical standards;
- » to implement the policies of South Wairarapa District Council;
- » to promote development throughout the district; and
- » to achieve defined standards of system management.

Assets we Look After

Water Sources Urban

The **sources** of water are:

- » Featherston – Boar Bush Gully Catchment. This source is currently operated as an emergency supply only.
- » Featherston – Taits Creek Intake Weir. This source is currently operated as an emergency supply only.
- » Greytown and Featherston - Waiohine River.
- » Greytown – Memorial Park.
- » Martinborough – Ruamāhanga Wells.
- » Martinborough – Huangarua. This source is currently used for emergency water supply only.
- » Pirinoa – Pirinoa bore.

Water Sources Rural (Stock Water Races)

Two sources supply water to the rural areas of Featherston and Greytown. The sources of water are:

- » Featherston - Tauwharenikau River (Longwood Water Race).
- » Greytown - Waiohine River (Moroa Water Race).

Significant Negative Effects

A water supply that does not meet minimum health standards could cause health problems for users. Council uses contemporary techniques to ensure the water supply is fit for use and has invested heavily in infrastructure over the life of this LTP.

In addition, a reliable supply is needed during drought and for firefighting purposes. Council aims to improve reliability through demand management and is investing in core infrastructure.

Statement of Service Performance – Water Supply

SERVICE LEVEL	KEY PERFORMANCE INDICATORS	PERFORMANCE TARGETS (FOR THE FINANCIAL YEAR)					HOW IT WILL BE MEASURED	
		BASELINE	2023/24 RESULTS	2025/26	2026/27	2027/28		2028/34 -
The water provided is safe to drink	Drinking water supply complies with the required parts of the drinking water quality assurance rules.	Not fully compliant	Not fully compliant.	Fully Compliant	Fully Compliant	Fully Compliant	Fully Compliant	The information is recorded by Wellington Water
Maintenance of the reticulation network	Percentage of real water loss from the Council's networked reticulation system (calculated using minimum night flow)	42%	42%	40%	39%	38%	Maintain or improve 38%	The information is recorded by Wellington Water Limited.

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Statement of Service Performance – Water Supply (continued)

SERVICE LEVEL	KEY PERFORMANCE INDICATORS	PERFORMANCE TARGETS (FOR THE FINANCIAL YEAR)						HOW IT WILL BE MEASURED
		BASELINE	2023/24	2025/26	2026/27	2027/28	2028/34	
			RESULTS					
Fault response times where the Council attends a call-out in response to a fault or unplanned interruption to the network reticulation system	Median response time to call-outs to a fault or unplanned interruption to the network							
	a) Attendance at urgent call outs	58mins	58mins	Median response time of 60 minutes or less	Median response time of 60 minutes or less	Median response time of 60 minutes or less	Median response time of 60 minutes or less	The information is recorded by Wellington Water Limited.
	b) Resolution of urgent call outs	3.4hrs	3.4hrs	Median response time of 8 hours or less	Median response time of 8 hours or less	Median response time of 8 hours or less	Median response time of 8 hours or less	The information is recorded by Wellington Water Limited.
	c) Attendance at non-	3days	3 days	Median response time of 2 working days or less	Median response time of 2 working days or less	Median response time of 2 working days or less	Median response time of 2 working days or less	The information is recorded by Wellington Water Limited.
d) Resolution of non-urgent call outs	3 days	3 days	Median response time of 5 working days or less	Median response time of 5 working days or less	Median response time of 5 working days or less	Median response time of 5 working days or less	The information is recorded by Wellington Water Limited.	
Customer satisfaction	Number of complaints received about drinking water clarity, taste, odour, pressure or flow, continuity of supply and local authority response on these issues	18.4	18.4	Less than 20 per 1000 connections	Less than 20 per 1000 connections	Less than 20 per 1000 connections	Less than 20 per 1000 connections	the information is recorded by Wellington Water Limited.
Potable water demand	Average consumption of drinking water per day per resident within the district	583L	583L	Less than 575 Litres	Less than 575 Litres	Less than 575 Litres	Less than 575 Litres	The information is recorded by Wellington Water Limited.

These performance measures are mandatory as directed by the Department of Internal Affairs (DIA) Non-Financial Performance Measures Rules 2024



Wastewater

Description

This Plan summarises the Council's strategic and management approach for the provision and maintenance of wastewater to properties in the district (excluding those that service single premises that have their own septic tanks).

This Plan covers:

- » the disposal of wastewater from the urban centres of Featherston, Greytown and Martinborough; and
- » the scheme for Lake Ferry settlement.

Territorial authorities have numerous responsibilities relating to wastewater systems. One responsibility is the duty under the Health Act 1956 to improve, promote, and protect public health within their districts.

This implies that, in the case of the provision of wastewater systems, councils have an obligation to identify where such a service is required, and to either provide it directly themselves, or to maintain an overview of the supply if it is provided by others.

In South Wairarapa district, there are presently four wastewater systems, to which 4,670 pans are serviced and 225 properties serviceable.

The wastewater schemes are:

- » Featherston – Urban.
- » Greytown – Urban.
- » Martinborough – Urban.
- » Lake Ferry – Rural.

Featherston – Urban

A gravity system (95%) with minor pumping (5%). Wastewater flows by gravity from individual connections through the mains to a primary and secondary oxidation pond configuration.

Featherston oxidation ponds are located off Longwood Road some 1.3 km from the edge of the urban development. The ponds have a total surface area of 38,000 m² and incorporate a clay sealing

layer, polyethylene sealed sides and wavebands. The pond effluent is then treated through ultra-violet disinfection and is discharged via a trough into an open channel which flows into Donald's Creek below Longwood Road. Featherston wastewater treatment plant is subject to a new 10 year consent application which was logged late 2024. The application anticipates use of Council owned land for the trial of disposal of treated effluent. Council's goal is to discharge 100% of wastewater to land by 2039 and a process is underway to seek resource consents for the discharge of Featherston wastewater.

Greytown – Urban

A gravity system (95%) with minor pumping (5%). At present 90% of the Greytown urban area is connected to the wastewater system. Some properties are still on septic tanks.

Wastewater flows by gravity from individual connections through mains to primary and secondary ponds.

The Greytown oxidation ponds are located at the end of Pā Road, some 3km from Greytown. Pond No 1 has an area of 18,500m² and Pond No 2 has an area of 15,000m². Both ponds are clay lined and have concrete wavebands.

An internal boulder wall filter was constructed in 2000 for pond No 2. This was a requirement of the resource consent process and is aimed at improving effluent quality.

The effluent discharges into the Papawai Stream. The Papawai Stream flows into the Ruamāhanga River some 1,500 metres downstream of the effluent discharge point.

Council have purchased 116ha of farmland adjacent to the current Papawai site as part of the consent process to irrigate wastewater to land. Ultra-violet disinfection was commissioned in 2020 and irrigation to 30ha of this land to eliminate discharges to water during low flow conditions has been commissioned. The Council plan to discharge 100% of wastewater to land by 2041.

Greytown waste water treatment plant capacity was designed to be 2,220 connections, the 2024 estimate of current connections stands at 2,780. Wellington Water Limited have advised that no further connections can be made, therefore having an impact on growth.

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Martinborough – Urban

Martinborough operates entirely as a gravity system.

Wastewater flows by gravity from individual connections through the mains to a single oxidation pond.

The pond has an area of 16,300m² and incorporates a clay sealing layer and waveband. Mechanical aerators were installed in 1998 and four maturation ponds were constructed in 2006 to improve the quality of effluent. It is sited at the end of Weld Street, some 1.3km from Martinborough Square. There is an ultra-violet disinfection plant after the maturation ponds.

Treated effluent is discharged via an outlet structure into the Ruamāhanga River except in low flow conditions when the treated effluent is irrigated to 6ha of land adjacent to the plant. Council's goal is to discharge 100% of wastewater to land by 2041.

In August 2022 an abatement notice was received for the plant requiring Council to place a freeze on new connections. Desludging (reactivation) and capacity modelling is underway.

Lake Ferry

This small community system services properties at the Lake Ferry settlement and was commissioned in 2007.

Serviced properties retain on-site septic tank systems and the effluent from the septic tanks is either pumped or gravitated depending upon location to local pump stations and then to a centralised treatment plant and disposal field east of the settlement.



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Summary of Infrastructure

The Council owns a number of structures and components for the disposal of wastewater as shown in the table below.

Underground Pipe Network			
Urban		Rural	
Featherston	25km	Lake Ferry	3km (nearly 50% rising mains)
Greytown	20km		
Martinborough	20km		

The Featherston sewer reticulation system comprises earthenware, asbestos-cement, reinforced concrete and uPVC pipe material. Approximately 90% of the total reticulation is 150mm pipe. The majority of pipeline material is earthenware and asbestos cement reflecting the age of the system and the materials that were available at the time.

The Greytown system is predominantly concrete and asbestos-cement. The use of uPVC is increasing with smaller amounts of asbestos-cement and earthenware pipe.

Most of Martinborough (approximately 99.5%) is asbestos-cement pipe. The remainder is uPVC pipe.

Currently for normal renewal applications, uPVC pipeline is the material of choice. Council is gradually replacing pipes with new uPVC pipes based on condition and criticality. Sewer pumps and aerators are controlled and monitored through Council's telemetry system.

A summary of data is held in Council's geographical information system (GIS) and other asset systems. The information held is regularly updated to incorporate additions and deletions and to improve detail accuracy.

The Council provides for the disposal of wastewater to meet the needs of urban residents and industrial, commercial, institutional, recreational, horticultural and rural users (near the urban areas) in accordance with the Wastewater Drainage Policy.

The Council operates and maintains the system for disposal of wastewater in accordance with standards established by the Ministry of Health and GWRC.

In April 2019, Council agreed to become a shareholder of Wellington Water Limited (WWL) from 1 October 2019. This change means that WWL now manages Council's three water assets. Council retains ownership of its three water assets.

Assets we Look After

In South Wairarapa district, there are four wastewater community systems:

- » Featherston – Urban.
- » Greytown – Urban.
- » Martinborough – Urban.
- » Lake Ferry – Rural.

These systems include pipes, pumps, ponds and plant facilities to collect treat and discharge the wastewater.

Community Outcomes and Strategic Drivers to Which the Activity Contributes

The Wastewater activity primarily contributes to the following community outcomes and strategic drivers.

SOCIAL OUTCOME	ECONOMIC OUTCOME	ENVIRONMENTAL OUTCOME	CULTURAL OUTCOME
<ul style="list-style-type: none"> » Residents are active, healthy, safe, resilient, optimistic and connected » Creating better connections & social wellbeing » Provide universally accessible, safe and diverse spaces to strengthen connection between people and place 	<ul style="list-style-type: none"> » A place of destination, new business and diverse employment that gives people independence and opportunity » Supporting sustainable growth, employment, economic wellbeing & development » Encourage economic diversity and local vibrancy 	<ul style="list-style-type: none"> » Sustainable living, safe & secure water and soils, waste minimised, biodiversity enhanced » Enhancing 3 waters delivery & environmental quality » Design and implement innovative, sustainable, efficient and affordable wastewater and stormwater systems » Protect and replenish our natural environment and biodiversity » Minimise waste and provide environmentally sustainable Council services » Take active measures to adapt and mitigate the impacts of climate change 	<ul style="list-style-type: none"> » Strong relationships with iwi, hapū and whānau, celebrating diverse cultural identity, arts and heritage » Nurturing and creating the District's special character, qualities and culture » Work in partnership with mana whenua, respecting tikanga (customs), kaitiakitanga (guardianship) and taha Māori (heritage)

The Activity Goal and Principal Objectives

The wastewater activity goal is:

- » to collect, treat and dispose of wastewater from the urban areas of Featherston, Greytown, Martinborough and Lake Ferry so as to provide public health protection with minimal effects on the environment.

The Council's principal objectives are:

- » to achieve defined standards of customer service;
- » to protect the health and safety of the community;

- » to minimise adverse effects on the environment;
- » to comply with legal requirements;
- » to achieve defined technical standards;
- » to implement the policies of South Wairarapa District Council;
- » to promote development throughout the district; and
- » to achieve defined standards of system management.

Significant Negative Effects

There are health and environmental risks if wastewater is not disposed of in an orderly manner. Council is implementing a wastewater system to mitigate the risks associated with wastewater. The resource consent process ensures health, environmental, and cultural considerations are taken into account.

Statement of Service Performance – Wastewater

SERVICE LEVEL	KEY PERFORMANCE INDICATORS	PERFORMANCE TARGETS (FOR THE FINANCIAL YEAR)						HOW IT WILL BE MEASURED
		BASELINE	2023/24 RESULTS	2025/26	2026/27	2027/28	2028/34 -	
Council provides wastewater services that effectively collect and dispose of wastewater	Number of dry weather sewerage overflows from the Council's system	1.1	1.1	Less than 10 per 1000 connections	Less than 10 per 1000 connections	Less than 10 per 1000 connections	Less than 10 per 1000 connections	The information is recorded by Wellington Water Limited. It is reported by council as a Breach of Consent.
	Median response time to sewerage overflow resulting from a blockage or other fault to the Council's sewerage system							
	Attendance time (from time of notification to the time service personnel arrive onsite).	65mins	65mins	Median response time of 60 minutes or less	Median response time of 60 minutes or less	Median response time of 60 minutes or less	Median response time of 60 minutes or less	The information is recorded by Wellington Water Limited.
	Resolution time (from time of notification to resolution of fault).	3.6hrs	3.6hrs	Median response time of 4 hours or less	Median response time of 4 hours or less	Median response time of 4 hours or less	Median response time of 4 hours or less	The information is recorded by Wellington Water Limited.
Wastewater disposal does not create any smells, or health issues and causes minimal impact on the environment.	Compliance with the Council's resource consents for discharge from its sewerage system measured by the number of: <ul style="list-style-type: none"> abatement notices, infringement notices, enforcement orders or convictions received by the Council in relation to those resource consents 	3	3 (1 abatement notice still active)	0 notices, orders or convictions	0 notices, orders or convictions	0 notices, orders or convictions	0 notices, orders or convictions	The information is recorded by Wellington Water Limited. It is reported by council as a Breach of Consent.
	Number of complaints received about any of the following: sewerage odour, sewerage system faults, sewerage system blockages and the Council's response to issues with its sewerage system.	21	21	less than 30 per 1000 connections	less than 30 per 1000 connections	less than 30 per 1000 connections	less than 30 per 1000 connections	The information is recorded by Wellington Water Limited

These performance measures are mandatory as directed by the Department of Internal Affairs (DIA) Non-Financial Performance Measures Rules 2024



Stormwater Drainage

Description

This Plan summarises the Council's strategic and long-term approach for stormwater where this is provided and maintained by Council, and also the requirements where it is provided by others.

Territorial authorities have numerous responsibilities for public stormwater management. Council has an obligation to identify where such a service is required and to either provide it directly or to maintain an overview where it is provided by others.

Design and operational considerations for the stormwater system are fundamentally different from other piped services such as water supply and wastewater. For those services, the peak loading on the system can be estimated and designed for. The stormwater system cannot provide protection against all foreseeable storm events and aims only to provide a level of protection accepted by the community as being reasonable.

An overall level of stormwater protection is provided by a combination of:

- » a primary stormwater system; and
- » a secondary stormwater system.

The primary stormwater system is the system of reticulation pipes, culverts, open drains and access chambers. It is designed to collect stormwater resulting from moderate rainfall and discharge it into watercourses. The primary stormwater system is intended to minimise what is often termed as nuisance flooding.

The secondary stormwater system generally

comprises overland flow-paths designed to convey excess floodwater with a minimum of damage when the primary stormwater system is unable to cope. Roads are often used as secondary flow-paths.

Many of the urban areas are not provided with secondary stormwater flow-paths. The provision of secondary stormwater flow-paths is a relatively recent practice in New Zealand. Secondary flow-paths are generally provided at the time of subdivision as the subsequent provision of secondary stormwater flow-paths is usually technically difficult and expensive.

Council aims over the long term to provide protection of properties in all urban areas and to ensure stormwater is contained in channels, pipes and structures to direct the flow in a controlled manner across Council-owned/vested land to a waterway or other suitable discharge points. Council's policy is that unused stormwater from the roof of all buildings is disposed of onsite through appropriate means.

In April 2019, Council agreed to become a shareholder of Wellington Water Limited (WWL) from 1 October 2019. This change means that WWL has managed Council's three waters assets from this date. Council has retained ownership of its three waters assets. Officers are working with WWL on this transition.

Assets we Look After

This activity pertains to Council's ownership and maintenance all pipes, pits and open channels that collect and discharge stormwater in the district.

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Community Outcomes and Strategic Drivers to Which the Activity Contributes

The Stormwater Drainage activity primarily contributes to the following community outcomes and strategic drivers.

SOCIAL OUTCOME	ECONOMIC OUTCOME	ENVIRONMENTAL OUTCOME	CULTURAL OUTCOME
<ul style="list-style-type: none"> » Residents are active, healthy, safe, resilient, optimistic and connected » Creating better connections & social wellbeing » Provide universally accessible, safe and diverse spaces to strengthen connection between people and place 	<ul style="list-style-type: none"> » A place of destination, new business and diverse employment that gives people independence and opportunity » Supporting sustainable growth, employment, economic wellbeing & development » Encourage economic diversity and local vibrancy 	<ul style="list-style-type: none"> » Sustainable living, safe & secure water and soils, waste minimised, biodiversity enhanced » Enhancing 3 waters delivery & environmental quality » Design and implement innovative, sustainable, efficient and affordable wastewater and stormwater systems » Protect and replenish our natural environment and biodiversity » Take active measures to adapt and mitigate the impacts of climate change 	<ul style="list-style-type: none"> » Strong relationships with iwi, hapū and whānau, celebrating diverse cultural identity, arts and heritage » Nurturing and creating the District’s special character, qualities and culture » Work in partnership with mana whenua, respecting tikanga (customs), kaitiakitanga (guardianship) and taha Māori (heritage)

The Activity Goal and Principal Objectives

The stormwater activity goal is:

- » to provide and maintain waterways to collect and dispose of excess surface water to protect amenities, reduce flooding, avoid erosion and establish a safe environment. The Council’s principal objectives are to:
 - » achieve defined standards of customer service
 - » protect the health and safety of the community;
 - » minimise adverse effects on the environment;
 - » comply with legal requirements;
 - » achieve defined technical standards;
 - » implement policies of the Council;

- » promote development throughout the district; and
- » achieve defined standards of system management.

Significant Negative Effects

If our stormwater systems are not properly maintained and upgraded, flooding and contamination may impact the wellbeing of ratepayers and their dwellings, as well as the profitability of local businesses. We are investing in preventative maintenance and investigations to inform future investment strategies.

Statement of Service Performance – Stormwater Drainage

SERVICE LEVEL	KEY PERFORMANCE INDICATORS	PERFORMANCE TARGETS (FOR THE FINANCIAL YEAR)						HOW IT WILL BE MEASURED
		BASELINE	2023/24 RESULTS	2025/26	2026/27	2027/28	2028/34 -	
Stormwater drains are well operated and maintained by the Council	Number of flooding events that occur in the district. Dept of Internal Affairs defines a flooding event as an overflow of stormwater from a territorial authority's stormwater system that enters a habitable floor.	0	0	10 events or less achieved	10 events or less achieved	10 events or less achieved	10 events or less achieved	The information is recorded by our contractor Wellington Water Limited.
	For each flooding event, the number of habitable floors affected.	0	0	Less than or equal to 1/1000 connections	Less than or equal to 1/1000 connections	Less than or equal to 1/1000 connections	Less than or equal to 1/1000 connections	The information is recorded by our contractor Wellington Water Limited. .
Consent Compliance	Compliance with Council resource consents for discharge from its stormwater system, measured by the number of abatement notices, infringement notices, enforcement orders and convictions received by the Council in relation to those consent	100%	100%	100% compliance	100% compliance	100% compliance	100% compliance	The information is recorded by our contractor Wellington Water Limited.
	Median response time to attend a flooding event (from time of notification to the time service personnel arrive onsite)	No flooding events	No flooding events	3 hours or less	3 hours or less	3 hours or less	3 hours or less	The information is recorded by our contractor Wellington Water Limited.
	Number of complaints received about the performance of the Council's stormwater system	New baseline to be established	NA	No more than 3/1000	No more than 3/1000	No more than 3/1000	No more than 3/1000	Council Records

Note:

We have no properties connected to a stormwater system. However, the Maroa water race facilitates the movement of stormwater as it moves through Greytown.

These performance measures are mandatory as directed by the Department of Internal Affairs (DIA) Non-Financial Performance Measures Rules 2024

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