



SOUTH WAIRARAPA  
DISTRICT COUNCIL  
*Kia Reretahi Tātau*

# Significant Activities and Levels of Service

Date of Approval	xx June 2021
Next Review	30 June 2024

## 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.

Our strategic framework flows from one of purposes of local government, which is to promote the social, economic, environmental and cultural wellbeing of 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 WELLBEING	ECONOMIC WELLBEING	ENVIRONMENTAL WELLBEING	CULTURAL WELLBEING
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 WELLBEING	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"> <li>» Strengthen social connections within the community</li> <li>» Encourage civic pride and participation</li> <li>» Provide universally accessible, safe and diverse spaces to strengthen connection between people and place</li> <li>» Advocate for better transport and technology to improve social and business opportunities</li> </ul>	<ul style="list-style-type: none"> <li>» Plan for growth that protects rural land and character</li> <li>» Contain rural residential expansion</li> <li>» Support quality urban development</li> <li>» Limit growth in coastal and other areas subject to climate change impacts</li> <li>» Support the transition to a low carbon economy</li> <li>» Encourage economic diversity and local vibrancy</li> <li>» Leverage partnerships with central and regional agencies to enable economic development and employment opportunities</li> </ul>	<ul style="list-style-type: none"> <li>» Deliver sustainable, clean, clear, safe and secure drinking water</li> <li>» Design and implement innovative, sustainable, efficient and affordable wastewater and stormwater systems</li> <li>» Protect and replenish our natural environment and biodiversity</li> <li>» Minimise waste and provide environmentally sustainable Council services</li> <li>» Take active measures to adapt and mitigate the impacts of climate change</li> <li>» Empower and enable our community to drive behavioural change for the benefit of the environment</li> </ul>	<ul style="list-style-type: none"> <li>» Work in partnership with mana whenua, respecting tikanga (customs), kaitiakitanga (guardianship) and taha Māori (heritage)</li> <li>» Take opportunities to embrace and celebrate diversity</li> <li>» Take opportunities to advance and showcase arts, culture &amp; heritage</li> <li>» Protect town and rural community character, retaining our unique look and feel</li> <li>» Improve urban design and integrate what we build with natural features.</li> </ul>

## 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.

We use a customer survey to measure how we are tracking against many of the key performance indicators. The survey will be carried out by an external provider at least every two years and we will carry out our own surveys at least annually in the intervening year.



## Governance

### 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 five publicly notified committees and one subcommittee as follows:

- » Māori Standing Committee;
- » Assets and Services Committee;
  - » Water Race Subcommittee;
- » Planning and Regulatory Committee;
- » Finance, Audit and Risk Committee; and
- » CEO Review Committee.

Council meetings are held eight-weekly and the committees and Community Boards meet as per their terms of reference requirements. A number of operational committees, joint committees and working parties meet as required.

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.

## 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.

Climate change presents a significant challenge for Council and our community and necessitates a whole-of-Council strategic response. Council adopted the joint Ruamāhanga Climate Change Strategy for SWDC and CDC in June 2020. The Strategy has been developed to help the councils reduce our carbon footprint and a ten-year action plan will guide the councils towards this goal.

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

Monitoring of community outcomes takes place independently on a three-yearly cycle. The objective is to measure the impact of Council's role and programmes on achieving the outcomes, and to report on the progress made.

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.

## 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.

The impacts of climate change will have significant effect on Council's services and the wellbeing of our community. We are addressing these issues through the development and implementation of the *Ruamāhanga Climate Change Strategy* and action plan.

## Community Outcomes and Strategic Drivers to Which the Activity Contributes

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

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

### The Activity Goal and Principal Objectives

The governance advocacy activity goal 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 - Governance

SERVICE LEVEL	KEY PERFORMANCE INDICATORS	PERFORMANCE TARGETS (FOR THE FINANCIAL YEAR)						HOW IT WILL BE MEASURED
		BASELINE 2021/22	2019/20 RESULTS	2021/22	2022/23	2023/24	2024/25 - 2027/28	
Council supports and enables good decision-making resulting in decisions that are transparent, robust, fair and legally compliant	Meeting and committee agendas are made available to the public within statutory timeframes (2 working days prior to meetings)	New	n/a	100%	100%	100%	100%	Council records
	Meeting and committee agendas made available to the public 3 working days prior to meetings	New	n/a	80%	85%	90%	90%	Council records
	Residents who agree that there are adequate opportunities to participate in decision-making	New	n/a	80%	80%	80%	80%	Customer survey
Council provides opportunities for community engagement	Residents who agree that there are adequate opportunities to have their say in Council activities	New	n/a	80%	80%	80%	80%	Customer survey
	Residents are satisfied with the accessibility of the Mayor and councillors	New	n/a	80%	80%	80%	80%	Customer survey
The community has confidence in the quality of democracy and representation provided by elected members	Residents are satisfied with the advocacy and leadership of the Mayor and councillors	New	n/a	80%	80%	80%	80%	Customer survey
	Residents who agree that the community board effectively advocates on behalf of their community	New	n/a	80%	80%	80%	80%	Measured by ward via customer survey



## Statement of Service Performance – Governance (Continued)

SERVICE LEVEL	KEY PERFORMANCE INDICATORS	PERFORMANCE TARGETS (FOR THE FINANCIAL YEAR)						HOW IT WILL BE MEASURED
		BASELINE 2021/22	2019/20 RESULTS	2021/22	2022/23	2023/24	2024/25 - 2027/28	
Council works in partnership with Maori and mana whenua	Mana whenua are satisfied with their relationship with Council	New	n/a	80%	80%	80%	80%	Customer survey
	Residents who feel that Māori culture and te reo is appropriately recognised and visible in the district	New	n/a	80%	80%	80%	80%	Customer survey
	Mana whenua partners agree that the use and protection of the district's resources for the future is appropriate	New	n/a	80%	80%	80%	80%	Customer survey
Council provides effective planning and monitoring of performance	The Annual Plan and Long Term Plan are adopted within statutory timeframes	New	100%	100%	100%	100%	100%	Council records
	The Annual Report includes an unqualified audit opinion	New	No	Yes	Yes	Yes	Yes	Council records
	Council strategies, policies and regulatory instruments are current	New	n/a	100%	100%	100%	100%	Council records



## 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 building, administration 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.

### Records and Information Services

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.

### Communications

Council's focus has been on strengthening our communication with the community through service improvements. We have revamped 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

Based on recent experience with the Covid-19 global pandemic, and the real threat of community transmission in our own region, 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. This was seen with the activation of the Wairarapa Emergency Operations Centre (EOC) during the initial Covid-19 response, which received positive feedback from the community.

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 Group<sup>1</sup>.

Wairarapa has 1.9 staff dedicated to the area.

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

Photo of Wairarapa EOC

<sup>1</sup> 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 WELLBEING	ECONOMIC WELLBEING	ENVIRONMENTAL WELLBEING
<ul style="list-style-type: none"> <li>» Residents are active, healthy, safe, resilient, optimistic and connected</li> <li>» Creating better connections &amp; social wellbeing</li> <li>» Encourage civic pride and participation</li> <li>» Provide universally accessible, safe and diverse spaces to strengthen connection between people and place</li> </ul>	<ul style="list-style-type: none"> <li>» A place of destination, new business and diverse employment that gives people independence and opportunity</li> <li>» Supporting sustainable growth, employment, economic wellbeing &amp; development</li> <li>» Support the transition to a low carbon economy</li> <li>» Encourage economic diversity and local vibrancy Leverage partnerships with central and regional agencies to enable economic development and employment opportunities</li> </ul>	<ul style="list-style-type: none"> <li>» Sustainable living, safe &amp; secure water and soils, waste minimised, biodiversity enhanced</li> <li>» Enhancing 3 waters delivery &amp; environmental quality</li> <li>» Minimise waste and provide environmentally sustainable Council services</li> <li>» Take active measures to adapt and mitigate the impacts of climate change</li> </ul>

### Assets we Look After

There are no assets that this activity manages.

### 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

SERVICE LEVEL	KEY PERFORMANCE INDICATORS	PERFORMANCE TARGETS (FOR THE FINANCIAL YEAR)						HOW IT WILL BE MEASURED
		BASELINE	2019/20 RESULTS	2021/22	2022/23	2023/24	2024/25–2030/31	
Council is financially prudent	Net cash flow from operations equals or exceeds budget (predictability benchmark/operations control benchmark).	New	n/a	>100%	>100%	>100%	>100%	Council records
	Capital expenditure on the four network infrastructure services equals or exceeds depreciation on those four services (sustainability benchmark/balanced budget benchmark) <sup>2</sup>	New	n/a	>100%	>100%	>100%	>100%	Council records
	Rates income complies with the limits set in the financial strategy (affordability benchmark/rates benchmark)	New	n/a	<55%	<55%	<55%	<55%	Council records
	Debt complies with the limits set in the council's financial strategy (affordability benchmark/rates benchmark)	New	n/a	<250%	<250%	<250%	<250%	Council records
	Revenue (excluding income from development and financial contributions, revaluations and vested assets) exceeds operating expenditure (sustainability benchmark/balanced budget benchmark)	New	n/a	>100%	>100%	>100%	>100%	Council records
	Net debt is less than or equal to forecast net debt in the local authority's Long Term Plan (predictability benchmark/Debt control benchmark)	New	n/a	<100%	<100%	<100%	<100%	Council records
	Borrowing costs are less than 10% of operating revenue (or 15% for those with projected growth at or above NZ average) (sustainability benchmark/debt servicing benchmark)	New	n/a	<15%	<15%	<15%	<15%	Council records
People are prepared for a civil defence emergency	Ratepayers and residents prepared for an emergency	2016 74%	No result	75%	75%	75%	75%	Customer survey
	Regional Civil Defence Emergency Annual Plan achieved	2016 Yes	Yes	Yes	Yes	Yes	Yes	WREMO records
Council's processes & decision-making is open and transparent	Official information requests are handled within statutory timeframes	New	n/a	100%	100%	100%	100%	Council records
	Reduction in complaints received about council communications	New	n/a	Establish a baseline	10% reduction	Further 10% reduction	Further 10% reduction	Number of upheld complaints received

<sup>2</sup> The four network infrastructure services are water supply, wastewater, stormwater and land transport

## Statement of Service Performance – Finance and Corporate Support (Continued)

SERVICE LEVEL	KEY PERFORMANCE INDICATORS	PERFORMANCE TARGETS (FOR THE FINANCIAL YEAR)						HOW IT WILL BE MEASURED
Council's website is effective in supporting self-service	Customers use the website	New	n/a	Establish a baseline	10% increase	Further 10% increase	Further 10% increase	Website data for bounce rates and return visitors
	Enquires via email and phone are reduced	New	n/a	Establish a baseline	10% reduction	Further 10% reduction	Further 10% reduction	Council records
	Customer use of self-service tools	New	n/a	Establish a baseline	10% increase	Further 10% increase	Further 10% increase	Website data for use rates



## 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
- » Emergency management and civil defence
- » 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 2013;
- » Policy for Control of Dogs 2013;
- » 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 Licensing 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 WELLBEING	ECONOMIC WELLBEING	ENVIRONMENTAL WELLBEING	CULTURAL WELLBEING
<ul style="list-style-type: none"> <li>» Residents are active, healthy, safe, resilient, optimistic and connected</li> <li>» Creating better connections &amp; social wellbeing</li> <li>» Strengthen social connections within the community</li> <li>» Provide universally accessible, safe and diverse spaces to strengthen connection between people and place</li> </ul>	<ul style="list-style-type: none"> <li>» A place of destination, new business and diverse employment that gives people independence and opportunity</li> <li>» Supporting sustainable growth, employment, economic wellbeing and development</li> <li>» Plan for growth that protects rural land and character</li> <li>» Contain rural residential expansion</li> <li>» Support quality urban development</li> <li>» Limit growth in coastal and other areas subject to climate change impacts</li> </ul>	<ul style="list-style-type: none"> <li>» Sustainable living, safe &amp; secure water and soils, waste minimised, biodiversity enhanced</li> <li>» Enhancing 3 waters delivery &amp; environmental quality</li> <li>» Protect and replenish our natural environment and biodiversity</li> <li>» Take active measures to adapt and mitigate the impacts of climate change</li> <li>» Empower and enable our community to drive behavioural change for the benefit of the environment</li> </ul>	<ul style="list-style-type: none"> <li>» Strong relationships with iwi, hapū and whānau, celebrating diverse cultural identity, arts and heritage</li> <li>» Nurturing and creating the District's special character, qualities and culture</li> <li>» Work in partnership with mana whenua, respecting tikanga (customs), kaitiakitanga (guardianship) and taha Māori (heritage)</li> <li>» Take opportunities to advance and showcase arts, culture &amp; heritage Protect town and rural community character, retaining our unique look and feel</li> <li>» Improve urban design and integrate what we build with natural features.</li> </ul>

## Assets We Look After

The only assets under this activity are motor vehicles.

## 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 2005	2019/20 RESULTS	2021/22	2022/23	2023/24	2024/25–2030/31	
All resource consents will be processed efficiently	Consent applications completed within statutory timeframes	2008 100%	92%	100%	100%	100%	100%	Council records
	s.223* certificates issued within 10 working days	100%	84%	100%	100%	100%	100%	Council records
	s.224* certificates issued within 15 working days of receiving all required information (note no statutory requirement)	2016 100%	96%	95%	95%	95%	95%	Council records
Council has a district plan that provides certainty of land-use / environmental outcomes	Ratepayers and residents satisfied with the image of the closest town centre shown as “satisfied”	2008 70%	No result	80%	80%	80%	80%	Customer survey
	The District Plan has a monitoring programme that provides information on the achievement of its outcomes (AER’s)	2016 Yes	Yes	Yes	Yes	Yes	Yes	Council records
It is easy to purchase information on any property in the district	LIMs contain all relevant accurate information (no proven complaints)	2008 100%	100%	100%	100%	100%	100%	Council records
	Non-urgent LIMs are processed within 10 days	100% 2008	99%	100%	100%	100%	100%	Council records
Food services used by the public are safe	Premises have appropriate FMP in place and meet the risk-based standards set out in the Plan	100%	100%	100%	100%	100%	100%	Council inspection records
	Premises are inspected in accord with regulatory requirements	100%	48.1%	100%	100%	100%	100%	Council inspection records

## 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 2005	2019/20 RESULTS	2021/22	2022/23	2023/24	2024/25–2030/31	
The sale and supply of alcohol is controlled and responsible drinking is promoted	Premises are inspected as part of licence renewals or applications for new licences	2016 100%	100%	100%	100%	100%	100%	Council inspection records
	Premises that are high or medium risk are inspected annually, while low risk premises are audited no less than once every three years	2016 75%	100%	100%	100%	100%	100%	Council inspection records
	Compliance activities are undertaken generally in accord with the Combined Licencing Enforcement Agencies agreement	2016 100%	100%	100%	100%	100%	100%	CLEG agreement and Council records
The Council will respond when I need some help with noise control	% of calls received by Council that have been responded to within 1.5 hours	90%	98.9%	100%	100%	100%	100%	Council inspection records
Dogs don't wander freely in the street or cause menace to or harm humans or stock	Undertake public education, school and community visits to promote safe behaviour around dogs and/or responsible dog ownership	2016 6 visits	Dog Newsletter sent to all dog owners	New material produced and distributed	3 Visits	3 Visits	3 Visits	Council records
	Complaints about roaming and nuisance dogs are responded to within 4 hours	2016 91%	99%	100%	100%	100%	100%	Council records
	Complaints about dog attacks on persons or stock are responded to within 1 hour	2016 62%	100%	100%	100%	100%	100%	Council records
Stock don't wander on roads, farmers are aware of their responsibilities	Stock causing a traffic hazard is responded to within 1 hour	100%	100%	100%	100%	100%	100%	Council records
Council certifies all consented work complies with the building code – ensuring our communities are safe	Code Compliance Certificate applications are processed within 20 working days	95%	99%	100%	100%	100%	100%	Council records
	Building consent applications are processed within 20 working days	85%	100%	100%	100%	100%	100%	Council records

## 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 2005	2019/20 RESULTS	2021/22	2022/23	2023/24	2024/25–2030/31	
The Council processes, inspects and certifies building work in my district	Council maintains its processes so that it meets BCA accreditation every 2 years	Yes	Yes	Yes	Yes	Yes	Yes	Building Consent Authority
	Council inspects new building works to ensure compliance with the BC issued for the work, BWOF's and Swimming Pools	Yes	Yes	Yes	Yes	Yes	Yes	Building Consent Authority
	Earthquake prone buildings reports received and actioned	63.43% 2016	80%	100%	100%	100%	100%	Council records



## 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 2021/2022 year. 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.

A total of 4,210 properties were charged for 4,363 refuse collection services last 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 have also developed a Positive Ageing Strategy with Masterton and Carterton District Councils to prepare for the region's rapidly ageing community. The Strategy outlines the way in which the councils will work together to improve and integrate their work for our older people.

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

Council also established the Wairarapa COVID-19 Recovery Joint Committee with Masterton and Carterton District Council's to lead the region's recovery from the impacts of COVID-19. The Committee's role is to oversee the development and implementation of the Wairarapa Recovery Plan,

which is to provide direction on restoring and enhancing the community's social, economic, environmental and cultural wellbeing. The work of the Committee will progress through the Wellington Regional Leadership Committee which is being established to provide for:

- » the Wellington Regional Growth Framework
- » regional economic development, and
- » regional economic recovery (from COVID-19 and any other future disruptive events).

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



## 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 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), 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.

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## 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	2019/20 RESULTS	2021/22	2022/23	2023/24	2024/25–2030/31	
Council provides community facilities and spaces that encourage community use	Residents are satisfied with community buildings, parks and open spaces	New	n/a	90%	90%	90%	90%	Customer survey
	Increase in number of bookings for community facilities	New	n/a	Establish a baseline	10% increase	10% increase	10% increase	Council records
	Swimming pools are open at least 15 weeks per year	New	n/a	100%	100%	100%	100%	Council records
	Residents are satisfied with Council swimming pools	2008 59%	No result	72%	74%	76%	78%	Customer survey
	Library collection turnover meets or better national averages by 2023/24	New	n/a	80%	90%	100%	100%	Council records
	At least 75% of library programme attendees report a positive impact or application as a result of attendance	New	n/a	>75%	>75%	>75%	>75%	Programme evaluation feedback
Council promotes the waste management hierarchy “reduce, reuse, recycle, reprocess, treat, dispose”	% waste recovered for recycling through the kerbside collection	New	n/a	30%	Further 5% recovered	Further 5% recovered	Further 5% recovered	Council records
Refuse collection and disposal meets the needs of the community	% of customer complaints resolved within 24 hours	New	n/a	95%	95%	95%	95%	Council records
	% of residents satisfied with the level of service	2005 83%	No result	85%	85%	85%	85%	Customer survey

## Statement of Service Performance – Community Facilities and Services (Continued)

SERVICE LEVEL	KEY PERFORMANCE INDICATORS	PERFORMANCE TARGETS (FOR THE FINANCIAL YEAR)						HOW IT WILL BE MEASURED
		BASELINE	2019/20 RESULTS	2021/22	2022/23	2023/24	2024/25–2030/31	
Council supports the community to improve their social, cultural and environmental wellbeing	Provide appropriate funding to organisations and community groups to help them deliver programmes and services to their communities	Yes	39 grants made	Yes	Yes	Yes	Yes	Council records
Council supports economic wellbeing	% of commercial ratepayers satisfied with the level of services essential for their business operations (information provided, response time, fairness and consistency)	New	n/a	65%	70%	75%	80%	





## Land Transport (Roothing 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 52%. For the Special Purpose Road (Cape Palliser Road) subsidy rates are 100% for the year transitioning to 52% by 2024.

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

## 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 (as at 1 July 2016):


### 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.



### **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 2005	2019/20 RESULTS	2021/22	2022/23	2023/24	2024/25 - 2027/28	
The roads are maintained to ensure that they are safe and comfortable to travel on	Using the RAMM measurement system, average smooth travel exposure on urban roads to be 85% and rural roads 95% with maximum variation of 5%	100%	94% urban 99% rural	95%	95%	95%	95%	Council records
	Ratepayers and residents fairly/very satisfied with the roads	81%	No result	75%	80%	85%	85%	Customer survey
	5% of sealed roads are resealed each year subject to availability of NZTA subsidy	100%	77.6%	100%	100%	100%	100%	Council records
	The pavement condition index as measured by the NZTA pavement integrity index	2016 93%	97.8%	95%	95%	95%	95%	NZTA
Footpaths can be safely used to get around town	Ratepayers and residents are satisfied with footpaths in the district	2016 63%	No result	65%	70%	75%	75%	Customer survey
	Change in number of fatalities and serious injury crashes on the local road network from previous year	2016 3	Reduced by 3	<7	<7	<7	<7	NZTA records
	Availability of footpaths on at least one side of the road down the whole street (urban)	84.8%	72%	90%	90%	90%	90%	Council records
	Footpath Condition rating 95% compliant with SWDC AMP Standard	2017 87%	No result	95%	95%	95%	95%	Council records
	The % of customer service requests relating to roads and footpaths responded to within 48 hours	2016 86%	96%	80%	85%	90%	95%	Council records
	Meet annual plan footpath targets	2016 Yes	No	Yes	Yes	Yes	Yes	Council records

## Notes

1. Baseline length of footpaths is worked out on the basis that 49,190m length is completed out of total length of 58,015m.
2. Smooth travel exposure (STE) is percentage of travel undertaken on roads with a roughness less than 150 NAASRA (National Association of Stats Roading Authorities) counts. NAASRA counts are a measure of road roughness (reflecting smoothness of road) i.e. the higher the count the rougher the road. Compared to other Councils' roads in New Zealand, South Wairarapa District Council's roads smoothness standard is very high. It is difficult to improve smooth travel exposure further but roads will be maintained to current level with  $\pm 5\%$  variation.
3.  $\pm 10\%$  variation for seal extensions and reseals is to take into consideration location and site conditions of work.



## 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.

In South Wairarapa district, there are presently three public water supply systems serving Featherston and Greytown, Martinborough and Pirinoa with 4152 serviced and 211 serviceable water 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

Tauherenikau 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 3km<sup>2</sup> 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 16km<sup>2</sup> 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 equivalent of ten properties, about 25 people, including 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 – Tauherenikau River (Longwood Water Race)*

A concrete pipe intake structure situated in the Tauherenikau 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. The impact of the Whaitua proposals on Council over the period of this Annual Plan is unknown at this stage, but will be clearer once the proposed GWRC Natural Resources Plan change has been completed.

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

## 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 Tauherenikau 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 - Tauherenikau 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	2019/20 RESULTS	2021/22	2022/23	2023/24	2024/25 - 2027/28	
Potable water demand	The average consumption of drinking water per day per resident within the territorial authority	2016 728 Lt	558 Lt	<400 Lt	<400 Lt	< 400Lt	< 400 Lt	Council records
The Council provides reliable and safe drinking water supplies	Compliance with resource consent conditions/water permit conditions to “mainly complying” or better	2008 95%	100%	100%	100%	100%	100%	Council records
The water provided is safe to drink	Water supply systems comply with Ministry of Health Drinking Water Standards - Bacteriological	2018 95%	MBA: No GTN: No FSTN: No	Yes	Yes	Yes	Yes	Council records
	Water supply systems comply with Ministry of Health Drinking Water Standards - Protozoa	MBA: No GTN: No FSTN: No 2016	MBA: No GTN: No FSTN: No	Yes	Yes	Yes	Yes	Council records
Customer satisfaction* *	The total number of complaints received by the local authority about drinking water taste per 1000 connections	2016 1.73	0	< 15	<14	<13	<12	Council records
	The total number of complaints received by the local authority about drinking water odour per 1000 connections	2016 2.01	0	<15	<14	<13	<12	Council records
	The total number of complaints received by the local authority about drinking water pressure or flow per 1000 connections	2016 4.03	22.15	<15	<14	<13	<12	Council records
	The total number of complaints received by the local authority about continuity of supply per 1000 connections	2016 5.75	12.8	<15	<14	<13	<12	Council records
	The total number of complaints received by the local authority about drinking water clarity per 1000 connections	2016 3.16	20.92	<15	<14	<13	<12	Council records
	Total of all water complaints per 1,000 connections	2016 16.68	55.87	<75	<70	<65	<60	Council records

## Statement of Service Performance – Water Supply (continued)

SERVICE LEVEL	KEY PERFORMANCE INDICATORS	PERFORMANCE TARGETS (FOR THE FINANCIAL YEAR)						HOW IT WILL BE MEASURED
		BASELINE	2019/20 RESULTS	2021/22	2022/23	2023/24	2024/25 - 2027/28	
Fault response times where the local authority attends a call-out in response to a fault or unplanned interruption to its networked reticulation system, the following median response times measured	Ratepayers and residents satisfied with level of service for water	2008 46%	No result	65%	75%	80%	80%	Customer survey
	Attendance for urgent call-outs: from the time that the local authority receives notification to the time that service personnel reach the site in < 1 hour	2016 66%	78% Median Time 1.26 hrs	75%	80%	85%	90%	Council records
	Resolution of urgent call-outs: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption in <8 hours	2016 82%	70% Median Time 12.47 hrs	90%	90%	90%	90%	Council records
	Attendance for non-urgent call-outs: from the time that the local authority receives notification to the time that service personnel reach the site in < 2 working days	2016 76%	49% Median time 0.97 days	75%	80%	85%	90%	Council records
	Resolution of non-urgent call-outs: from the time that the local authority receives notification to the time that service personnel confirm in < 5 working days	2016 88%	66% Median time 1.49 days	75%	80%	85%	90%	Council records
There is adequate water for urban fire fighting	Fire hydrants tested annually that meet NZ Fire Service Code of Practice	2015 0%	28%	20%	20%	20%	20%	Council records
Maintenance of the reticulation network	The % of real water loss from the local authority's networked reticulation system identified by establishing and measuring night flow	2016 45.5%	49%	<30%	<30%	<30%	<25%	Council records

## Notes

\* Flooding rivers, droughts and other unavoidable factors do not enable 100% compliance during the year.

\*\* The local authority's response to any of these issues (expressed per 1000 connections to the local authority's networked reticulation system)



## 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 4,209 pans are serviced and 260 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 m<sup>2</sup> 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. Council have purchased 170ha of farmland adjacent to the current oxidation ponds as part of the consent process to irrigate wastewater to land. 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 18,500m<sup>2</sup> and Pond No 2 has an area of 15,000m<sup>2</sup>. 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.

## 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 16,300m<sup>2</sup> 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.

## 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.





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

## 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	2019/20 RESULTS	2021/22	2022/23	2023/24	2024/25 - 2027/28	
Council provides waste water services that effectively collect and dispose of waste water	Number of blockages per 1000 connections	2015 4.97	10.68	<10	<10	<10	<10	Council records
	Ratepayers and residents satisfaction with waste water services	2005 67%	No result	53%	57%	60%	70%	Customer survey
	Number of dry weather sewerage overflows per 1000 connections	2016 1.73	2.61	<10	<10	<10	<10	Breach of Consent
	Attendance time: from notification to arrival on site <1 hr	2016 54%	44% Median time: 0.83 hrs	70%	75%	80%	85%	Council records
	Resolution time: from notification to resolution of fault < 4 hours	2016 72%	89% Median Time: 55.97 hrs	75%	80%	85%	90%	Council records
Waste water disposal does not create any smells, spill or health issues and causes minimal impact on the natural environment	% of resource consent conditions complied with to mainly complying or better*	2008 90%	100%	90%	90%	90%	90%	Council records
	No. of abatement notices	0 2016	0	<2	<2	<2	<2	Council records
	No. of infringement notices	2016 0	0	0	0	0	0	Council records
	No. of enforcement notices	2016 0	0	0	0	0	0	Council records
	No. of convictions	2016 0	0	0	0	0	0	Council records
	No. of complaints per 1000 connections received about sewage odour	2016 1	0.72 (3)	< 15	< 15	< 15	< 15	Council records
	No. of complaints per 1000 connections received about sewage system faults	2016 2.24	0.24 (1)	< 15	< 15	< 15	< 15	Council records
	No. of complaints per 1000 connections received about sewage system blockages	2016 10.45	10.68 (45))	< 15	< 15	< 15	< 15	Council records
	No. of complaints per 1000 connections received about the response to issues with sewage	2016 0.2	0	< 15	< 15	< 15	< 15	Council records
	Proportion of urgent waste water service requests responded to within 6 hours of notification	2015 100%	72%	95%	95%	95%	95%	Council records

Note:

\* This allows for a small number of “technical” non-conformances associated with the myriad of resource consent conditions which may be due to short-term, unplanned impacts on operating conditions, equipment failure etc. The indicator should not be read as an intention to plan for non-compliance.



## 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.

Details of stormwater assets are available in Stormwater Management Plans for the three towns.

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.

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

## 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	2019/20 RESULTS	2021/22	2022/23	2023/24	2024/25 - 2027/28	
Stormwater drains are well operated and maintained by the Council	% of ratepayers and residents satisfied with stormwater drains	50%	No result	58%	59%	60%	60%	Customer survey
	% of urgent (any blockage causing extensive flooding of buildings or other serious flooding) requests for service responded to within 5 hours	90%	100%	95%	95%	95%	95%	Council records
	No. of flooding events	2016 0	0	0	0	0	0	Council records
	No. of habitable floors affected per flooding event per 1000 properties connected	2016 0	0	0	0	0	0	Council records
Consent Compliance	No. of abatements notices	2016 0	0	0	0	0	0	Council records
	No. of infringement notices	2016 0	0	0	0	0	0	Council records
	No. of enforcement notices	2016 0	0	0	0	0	0	Council Records
	No. of convictions	2016 0	0	0	0	0	0	Council Records
	Median Response time to flooding events (Notification to personnel reaching site in hrs)	2016 0	0	3	3	3	3	Council Records
	No. of complaints about stormwater per 1000 properties connected	2016 0	No result	0	0	0	0	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.