

Reading Council's Statement of Service Performance

Council has focused on ensuring our community receives a clear and readable report. Service performance and financial information is divided into three sections which contains the following information:

1. AT A GLANCE

- **Core Activities:** Basic information and important statistics to give you some background on activity.
- **Interesting Facts:** These sections explain the reason why Council undertakes each activity and outline Council's broad vision for what it is seeking to achieve.
- **Highlights of Performance:** Percentage of performance measures achieved and not achieved in 2008/09, 2009/10 and 2010/11.

2. STATEMENTS OF SERVICE PERFORMANCE

- **Community Outcomes:** Key symbols are used to identify each measure contributing to Community Outcomes - public safety, public health, transportation, environment, education, training and business opportunities, services that support communities, and culture and heritage. For more information on Community Outcomes please refer to *page 76*.
- **Measures and Targets:** This refers to the Council initiatives and how this impacts on levels of service provision set in the LTCCP 2009/19.
- **Results, Achievements/Issues and Challenges:** Shown are the results for 2009/10 and 2010/11, actual achievements and issues identified in 2010/11. Also challenges Council advised in 2009/10 and challenges going forward for 2010/11 are explained to give the community a two year view.

3. FINANCIAL INFORMATION FOR EACH GROUP ACTIVITY

- **Financial Summary:**
A high level view of income and expenditure for each activity. Depreciation and Interest are shown separately in line with the main accounting statements.
- **Variance to the Annual Plan 2010/11:**
Explanations for the major under and over spends incurred against the Annual Plan 2010/11 budget for the activity.
- **Key Capital Projects:**
The table outlines the different types of capital expenditure incurred by each activity.
- **Significant Acquisitions and Replacement of Assets**
Key projects of significant value within each activity. The significance of value will change dependant upon the activity.

	Roads and Stormwater (Orange)
	Water and Waste Management (Pink)
	District Facilities (Gold)
	Sustainable Environment and Consents (Green)
	Governance and Corporate (Blue)

