

Reading Council's Statements of Service Performance

Council has focused on ensuring our community receives a clear and readable report. Service performance and financial information is divided into 3 sections which contains the following information:

1. AT A GLANCE

- **Primary services:** Services provided to the community by each of the activity groups.
- **Why we do it:** These sections explain the reason why Council undertakes each activity and outline Council's broad vision for what it is seeking to achieve.
- **Priorities and what we have / haven't achieved:** These sections tell you what we have and haven't done against what Council said they planned to do.
- **What has changed since the LTCCP 2009/19?:** These sections identify things that Council said it would do but which, for one reason or another have not yet been achieved.
- **Future issues / challenges and implications:** This section Council explains key issues and challenges facing Council facilities and services.
- **Highlights of performance:** A 3 year view of percentage of performance measures achieved and not achieved in 2009/10, 2010/11 and 2011/12.

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 79.
- **Measures and targets:** This refers to Council initiatives and how this impacts on levels of service provision set in the LTCCP 2009/19.
- **Results, achievements/issues:** Shown are the results for 2010/11 and 2011/12, actual achievements and issues identified in 2011/12.

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 2011/12:** Explanations for the major under and over spends incurred against the Annual Plan 2011/12 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.

KEY COLOURS USED FOR ACTIVITY GROUPS

Roads & Stormwater (red)

Sustainable Environment & Consents (green)

Water & Waste Management (orange)

Governance & Corporate (purple)

District Facilities (yellow)

