

Symbols used to identify each measure contributing to community outcomes

PH Public Health PS Public Safety SC Services that support Communities CH Culture and Heritage

<b>Council initiatives</b> Make best use of IS / IT to improve efficiency		<b>Measure</b> Percentage of responses to rates / water queries within 10 days.		<b>SC</b>
<b>Result 2010/11:</b> 98%	<b>Target 2011/12:</b> 95%	<b>Result 2011/12:</b> 95%	<b>Achieved - Comments:</b> This was achieved despite the 36% increase in enquiries due largely to the rating review. Continued improvement of processes and procedures will maintain this standard.	

<b>Council initiatives</b> Make best use of IS/IT to improve efficiency		<b>Measure</b> Percentage of property files electronically stored within the EDRMS. <i>(Amended indicator as FNDC adopted scanning on demand and will not be back scanning. Target set in LTCCP was 50%).</i>		<b>SC</b>
<b>Result 2010/11:</b> 25%	<b>Target 2011/12:</b> 25%	<b>Result 2011/12:</b> 0%	<b>Not Achieved - Comments:</b> Result in 2010/11 was incorrect, the result should have been 0%. This was not achievable given budget and resource constraints. However, completed prototype e property file and scanning several files a week for feedback from internal customers. Need to ensure redesign of business processes are completed to gain efficiencies and enable scanning on demand for internal users in the first instance.	

<b>Council initiatives</b> Make best use of IS/IT to improve efficiency		<b>Measure</b> Average days to produce a LIM. <i>(Amended indicator as this target is still well within the legal requirement. Target set in LTCCP was 4 days).</i>		<b>SC</b>
<b>Result 2010/11:</b> 4.4	<b>Target 2011/12:</b> 5	<b>Result 2011/12:</b> 4.4	<b>Achieved - Comments:</b> The processing of LIMS for 10 months of the year was well within target of 5 days turnaround to the customer. A combination of high volumes and new team members undergoing training led to 2 months being over the 5 day turnaround time, however all LIMS were completed within the 10 day statutory timeframes.	

<b>Council initiatives</b> Make best use of IS / IT to improve efficiency		<b>Measure</b> Number of days after the month end to produce financial reports.		<b>SC</b>
<b>Result 2010/11:</b> 5	<b>Target 2011/12:</b> 5	<b>Result 2011/12:</b> 5	<b>Achieved - Comments:</b> Systems have been refined to allow the production of the report in a much tighter timeframe. The process is continuously reviewed.	

<b>Council initiatives</b> Reduce levels of rates debt		<b>Measure</b> Rates outstanding as percentage of rates billed.		<b>SC</b>
<b>Result 2010/11:</b> 16.63%	<b>Target 2011/12:</b> 11%	<b>Result 2011/12:</b> 16.34%	<b>Not Achieved - Comments:</b> As reported in 2010/11 Annual Plan the 2009/10 result was inaccurately reported due to system source error; therefore the result achieved should have been reported as 15.6%. The continued impact of rates arrears penalties reflect in this performance result.	



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<b>Council initiatives</b> Improve Information Management		<b>Measure</b> Percentage of requests to helpdesk resolved within timescales. <i>(Amended Indicator is based on reduction in staffing levels. Target set in LTCCP was 90%).</i>		<b>SC</b>
<b>Result 2010/11:</b> 75.16%	<b>Target 2011/12:</b> 75%	<b>Result 2011/12:</b> 78.41%	<b>Achieved - Comments:</b> Target was achieved despite resource constraints. Target has been amended back to 90% with organisational structural change for 2012/13.	

<b>Council initiatives</b> Improve Information Management		<b>Measure</b> Percentage of requests resolved at point of call (Gen-i).		<b>SC</b>
<b>Result 2010/11:</b> 38.27%	<b>Target 2011/12:</b> 35%	<b>Result 2011/12:</b> 35.52%	<b>Achieved - Comments:</b> Target of 35% achieved. Metric being revised for 2012/13.	

<b>Council initiatives</b> Upgrade Council's system to keep abreast of new technological developments		<b>Measure</b> Availability of software and servers <i>(Amended Indicator is based on implementation of DR/business continuity solution. Target set in LTCCP was 98%)</i>		<b>SC</b>
<b>Result 2010/11:</b> 98.67%	<b>Target 2011/12:</b> 99%	<b>Result 2011/12:</b> 98.34%	<b>Not Achieved - Comments:</b> This metric is vague and does not distinguish between planned and unplanned outages and outages during and not during working hours. The capturing of outage information has improved from a manual process (and not often captured) to automatic process as part of the implementation of monitoring and reporting systems in 2011/12. Metric has been changed for 2012/13 to align with business requirements for system and network uptime.	

<b>Council initiatives</b> Deliver value for Far North Ratepayers		<b>Measure</b> Monitoring public debt to revenue ratio over borrowing as per policy.		<b>SC</b>
<b>Result 2010/11:</b> 0.99:1	<b>Target 2011/12:</b> 2:1	<b>Result 2011/12:</b> 0.95:1	<b>Achieved - Comments:</b> External borrowing continues to reduce in line with Councils expectations.	

<b>Council initiatives</b> Deliver value for Far North Ratepayers		<b>Measure</b> Level of debt (within 10%) of plan (\$ms).		<b>SC</b>
<b>Result 2010/11:</b> \$109.323m	<b>Target 2011/12:</b> \$154.781m	<b>Result 2011/12:</b> \$100.716m	<b>Achieved - Comments:</b> External borrowing continues to reduce in line with Councils expectations.	

