

Statement of Service Report for 2022/23

Community Leadership

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved
 ● Not achieved
 ● Not measured

PERFORMANCE MEASURE	OUTCOME	2022/23 TARGET	2022/23 RESULT	2021/22 RESULT	NARRATIVE
<i>Councils intended level of service is to: Make decisions that are robust, fair, timely, legally compliant and address critical issues, and that are communicated to the community</i>					
On-time completion of, or substantially undertaken annual plan actions	●	90% or more Annual Plan Actions completed	75%	67.9%	The achievement of Annual Plan Actions has improved from the 2021/22 result. Activities with lower completion of actions included roading actions that were affected by Waka Kotahi funding and contractor availability and three waters actions that are ongoing due to the need for further investigation, third party input, or resource consenting.
Completion of capital programme	●	85% or more of the planned capital programme	67%	49.08%	Council's achievement of the capital program has improved from 2021/22. Delays in capital programmes include: * Roothing: Weather events and contractor availability have required prioritisation of maintenance/repairs. * Three waters: Projects have been delayed for reasons outlined above including ongoing investigation, stakeholder input, and consenting.
Māori responsiveness framework: Satisfaction ratings from each member of Te Roopuu Ahi Kaa about the effectiveness of each framework outcome area.	Governance and relationships	80% or more overall satisfaction	80%	100%	Five responses from TRAK members were received. Three members expressed satisfaction across all areas. One member stated they do not know to all questions as they have not been to enough meetings. One member stated satisfaction on governance and relationships, with the remaining neutral.
	Culture and identity		60%	92%	
	Prosperity and well-being		60%	67%	
	Resources and infrastructure		60%	75%	
<i>Councils intended level of service is to: Provide a high customer experience that satisfies the needs of the community</i>					
Customer views of their experience (both the customer service and service provided) with Council. HappyOrNot system	●	500 Responses Customer Satisfaction Index: Improvement on previous year	4,459 responses 85% Very Happy across all results on all units.	2,265 responses 83% very happy across all results on all units.	Happy Or Not units are available for customers to give feedback at the High Street office in Marton as well as the libraries in Marton and Taihape and Te Matapihi in Bulls.