

# Statement of Service Report for 2022/23

## Community and Leisure Assets

### 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: Compliance with relevant standards</i>					
All swimming pools have poolsafe accreditation	<span style="color: green;">●</span>	Maintain accreditation	100%	Poolsafe accreditation received May 2022.	Poolsafe accreditation received May 2023 -valid to May 2024.
Council complies with criteria in rental warrant of fitness programme for community housing	<span style="color: red;">●</span>	All units (100%) achieve at least 95% compliance	92%	Of the 63 units inspected, 3 units did not meet compliance due to hot water temperatures exceeding 60 degrees.	Of the 71 housing units inspected during April/May, 4 units did not meet compliance due to hot water temperatures exceeding 60 degrees while 1 unit did not meet compliance due to the tenant turning off their hot water. One unit was not inspected due to the tenant being away for an extended period.
New public toilet buildings are well designed, safe and visible and Compliance with SNZ4241:1999 and CPTED (safer design guidelines) for new or refurbished toilets	<span style="color: green;">●</span>	100% compliance	100% compliance	100% compliance	New dry vault toilets were installed at the Tutaenui Reservoir Reserve and the Springvale Suspension Bridge. Both facilities comply with SNZ 4241:1999 and CPTED principles.
Playground compliance with NZ Standards	<span style="color: green;">●</span>	80% compliance	100% compliance	Council undertake safety audits every 2 months and inspections twice a week. Urgent issues are resolved immediately, while non-urgent needs are scheduled for maintenance.	An independent audit was undertaken during the 22/23 financial year of all playground sites throughout the district. This will enable us to make informed replacement and funding decisions. Any issues are rectified when identified, as well as any additional requests for maintenance.

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<i>Councils intended level of service is to: Library services are welcoming and provide a space for social interaction and learning</i>					
Customer rating of library facilities	Customer Satisfaction Index (provided via the HappyOrNot system):	90%	82% overall. This consists of: 86% of 616 responses at Te Matapihi 81% of 783 responses at Taihape 82% of 2845 responses at Marton Library.	91% overall. This consists of: 87% of 313 responses at Te Matapihi 90% of 446 responses at Taihape 94% of 1,294 responses at Marton Library	At Te Matapihi we continue to get negative feedback from a member of the public who has been trespassed from the facility for anti-social behaviour in 2022 and continues to access that site. We have noticed that during the school holidays there is a definite increase in negative feedback. An example from Marton library in April shows that during the school holiday period is the only time any negative feedback was received. This may indicate that it is children scoring their unhappiness if they have been asked to reconsider their behaviour.
The number of library outreach activities and events delivered		5 per year for each library	Marton Library 10+ per month Bulls Library 10+ per month Taihape Library 5+ per month	Marton Library: 10+ Bulls Library: 10+ Taihape Library: 5+ Plus online story-times	Each month we are holding regular book, lego, colouring, knitting groups. Other events include movies, author visits, and staff making school visits. Staff seek feedback and tailor programmes to suit local communities. During school holidays our regular programmes change to activities for younger/school age customers which are very popular.
<i>Councils intended level of service is to: Provide parks and sports fields that are fit for purpose</i>					
Number of complaints about Council owned parks and sports fields		10 or less per year	1	3	It is to be expected that the community will contact Council with queries or concerns about parks and sports fields. While a number of calls were received about parks and sports fields, only one complaint was referred to the Resolution Co-ordinator.