



# Statement of Service Report for 1 July to 31 December 2021





## Community Leadership

### OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

 Achieved

 Not achieved

 Not measured

PERFORMANCE MEASURE	OUTCOME	2021/22 MEASUREMENT	2021/22 RESULT	2020/21 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		65%	This is an annual measure calculated at the end of the Financial year.
Completion of capital programme		85% or more of the planned capital programme	32.5% (of the first half of the financial years budget)	47.4%	Increased spend is expected in the second half of the financial year, as the bulk of construction is occurring in the summer and autumn months. Two large activities have been delayed, being the purchase of land for the Marton to Bulls Wastewater discharge (\$10m) and the Marton Rail hub (\$8m) due to circumstances beyond officers' control.
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		100%	*This survey is undertaken towards the end of the financial year to capture the year as a whole therefore is not undertaken until the last quarter. A survey is scheduled to be distributed to TRAK in May 2022.
	Culture and identity			80%	*
	Prosperity and well-being			70%	*
	Resources and infrastructure			53%	*
<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. Provided via the HappyOrNot system.		500 or more responses	1,147	Not measured	We have seen great uptake with the number of responses we are receiving and predict we will triple our base line target of 500 responses.
		Customer satisfaction index (year one baseline)	91/100	Not measured	We are pleased with the results at the 6-month mark, and we project that a positive trend will continue.

\* Mandatory