

Statement of Service Report for 1 July to 31 December 2021

Community and Leisure Assets


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: Compliance with relevant standards</i>					
All swimming pools have poolsafe accreditation	●	Maintain accreditation		Poolsafe accreditation received May 2021.	Accreditation to be applied for in May 2022
Council complies with criteria in rental warrant of fitness programme for community housing	●	All units achieve at least 95% Compliance	All units achieve at least 95% compliance in regards to rental warrant of fitness programme	68 of the 72 community housing units achieved 95% or more compliance.	All units achieved at least 95% compliance in regards to the rental warrant of fitness programme.
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	●	100% compliance		100% compliance	Not applicable - No new toilets were constructed 1 July – 31 December 2021.
Playground compliance with NZ Standards	●	80% compliance		Not measured	Independent audit will be undertaken during the 2022/23 financial year
<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 facilitates	●	Customer Satisfaction Index (provided via the HappyOrNot system): • 90%	74 % of 153 responses at Te Matapihi 82% of 193 responses at Taihape 84% Of 691 responses at Marton Library	Not measured	The overall result for the Happy or Not measure is positive. We have had some instances of bad behaviour in our facilities which has resulted in negative feedback, and also some younger customers pushing buttons randomly which have brought the result down slightly.


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The number of library outreach activities and events delivered		5 per year for each library	On track	Not measured	Although we have been unable to hold any large events in our spaces because of COVID restrictions we have had outreach activities. Some of these include: Code Clubs, Online Banking, Digital Drop-in sessions, Learn to 3-D print, Craft sessions (which have been adapted to "Take home activities packs"). In July we were kicking off the year with each Library running activity sessions, starting Lego Clubs, and class reading visits. In August we experienced a new lockdown period and gathering restrictions again so have had to adapt our programmes. We had a week long online series of posts for Maori Language Week. We have started "Click & Collect".
<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		Not measured	This will be measured at the end of the financial year.

* Mandatory