

# Statement of Service Report 6 monthly Dec 2023/24

## Community Leadership

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

● Achieved    
 ● On track to achieve    
 ● Not on track to achieve    
 ● Not achieved    
 ● Not measured

PERFORMANCE MEASURE	OUTCOME (6 MONTH)	2023/234 TARGET	DECEMBER 2023 RESULT	2022/23 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	<span style="color: orange;">●</span>	90% or more Annual Plan Actions completed	43%	75%	A number of projects have not progressed within the expected timeframe due to receiving less external funding than expected and being deferred to the 2024-34 LTP.
Completion of capital programme	<span style="color: orange;">●</span>	85% or more of the planned capital programme	21%	67%	This result is low due to only being half way through the financial year, 74% of the first 6 month planned capital programme has been completed.
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	Not yet measured	80%	A survey is planned to be distributed to TRAK in May 2024.
	Culture and identity		Not yet measured	60%	
	Prosperity and well-being		Not yet measured	60%	
	Resources and infrastructure		Not yet measured	60%	
<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	<span style="color: red;">●</span>	500 Responses Customer Satisfaction Index: Improvement on previous year	2,704 Responses 1% decrease from the 22/23 result.	4,459 responses 2% percentage point improvement of very happy responses across all results on all units	90% Satisfaction index. To be reassessed 30 June 2024 as the number of responses can affect the percentage.