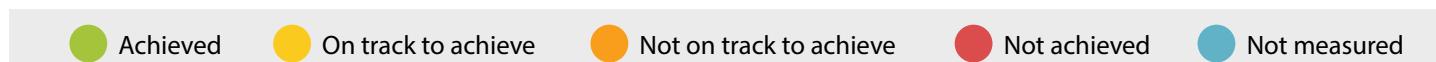


Statement of Service Report 6 monthly Dec 2023/24

Community and Leisure Assets

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS



PERFORMANCE MEASURE	OUTCOME (6 MONTH)	2023/24 TARGET	DECEMBER 2023 RESULT	2022/23 RESULT	NARRATIVE
<i>Councils intended level of service is to: Compliance with relevant standards</i>					
All swimming pools have poolsafe accreditation	●	Maintain accreditation	Not measured	100%	Current accreditation valid to May 2024.
Council complies with criteria in rental warrant of fitness programme for community housing	●	All units (100%) achieve at least 95% compliance	Not measured	92%	Housing audits not undertaken in October 2023 due to lack of staff resources (vacant positions at that time). These have been re-scheduled for April 2024.
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	Achieved	100% compliance	Ngā Awa Public Toilets comply with SNZ4241:1999 and CPTED.
Playground compliance with NZ Standards	●	80% compliance	Achieved	100% compliance	Playgrounds throughout the district have been independently audited and reviewed in 2023. Council staff are presently working through the identified risks and scheduling items for maintenance.
<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%	89.66% overall. This consists of 88% of 422 responses at Te Matapihi, 92% of 431 responses at Taihape, 89% of 1,547 responses at Marton Library	82% overall. This consists of 84% of 153 responses at Te Matapihi, 87% of 193 responses at Taihape, 92% of 1,294 responses at Marton Library	As of 31 December, the overall rating has increased 7.66% from the 2022/23 overall result. The rating will likely be different in the end of year rating as more customers continue to rate the library facilities.
The number of library outreach activities and events delivered	●	5 per year for each library	Te Matapihi x 17 per month (plus 12 school visits) Marton x 17 per month Taihape x 6 per month (plus 12 school visits)	Marton Library: 10+ per month Te Matapihi Library: 10+ per month Taihape Library: 5+ per month Consists of Holiday programs & weekly afterschool programs	The number and variety of activities and events have increased during 2023/2024. These include holiday programmes and weekly after-school activities.

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

PERFORMANCE MEASURE	OUTCOME (6 MONTH)	2023/24 TARGET	DECEMBER 2023 RESULT	2022/23 RESULT	NARRATIVE
<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	0	1	Maintenance of the regions parks and Sports fields has continued at a very high standard. Improvements have been undertaken at a number of sites, which has further enhanced the aesthetic and recreational value of our venues.