

Statement of Service Report 6 monthly Dec 2023/24

Wastewater and sewerage

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)	2023/24 TARGET	DECEMBER 2023 RESULT	2022/23 RESULT	NARRATIVE
<i>Councils intended level of service is to: Be responsive to reported faults and complaints</i>					
* Fault response time Where the Council attends to sewage overflows resulting from a blockage or other fault in the Council's sewerage system, the following median times are measured: a. attendance time: from the time that the Council receives notification to the time that service personnel reach the site, and b. resolution time: from the time that the Council receives notification to the time that service personnel confirm resolution of the fault or interruption	●	Attendance urgent 0.5 hours	0.22 hours	0.7 hours	
	●	Attendance non-urgent 24 hours	0.8 hours	0.8 hours	
	●	Resolution urgent 24 hours	0.85 hours	1.4 hours	
	●	Resolution non-urgent 96 hours	1.3 hours	2.6 hours	
*Customer satisfaction The total number of complaints received by the Council about any of the following: a. sewage odour b. sewerage system faults c. sewerage system blockages, and d. the Council's response to issues with its sewerage system Expressed per 1000 connections to the Councils sewerage system.	●	Fewer requests than 6 per 1000 connections	12.45 per 1000	18.61 per 1000	Under this mandatory DIA measure, all requests for service for wastewater are counted as complaints, including multiple requests for service alerting Council to the same issue.