

Statement of Service Report for 2022/23

Community Leadership

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved
 ● Not achieved
 ● Not yet achieved
 ● Not measured
 ● Not yet measured

PERFORMANCE MEASURE	OUTCOME	2022/23 TARGET	DECEMBER 22 RESULT	2021/22 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	Not measured	67.9%	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	64.8%	49.08%	<p>By 31 December, Council completed 64.8% of the capital spend projected for July-December 2023.</p> <p>Labour markets and contractors remain in high demand, limiting progress on some projects, both in undertaking physical works and strategic planning.</p> <p>Budget set aside for the Marton Rail Hub remains unutilised, awaiting the decision of the Environment Court.</p>
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 measured	100%	<p>*This survey is undertaken towards the end of the financial year to capture the year as a whole. A survey is scheduled to be distributed to TRAK in May 2023.</p>
	Culture and identity		Not measured	92%	
	Prosperity and well-being		Not measured	67%	
	Resources and infrastructure		Not measured	75%	
<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	●	500 Responses Customer Satisfaction Index: Improvement on previous year	1,853 responses 84% Very happy across all results on all units.	2,265 responses 83% very happy across all results on all units.	Happy Or Not units are available for customers to give feedback at the High Street office in Marton as well as the libraries in Marton and Taihape and Te Matapihi in Bulls.