

# Statement of Service Report for 2022/23

## Community and Leisure Assets

### 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: Compliance with relevant standards</i>					
All swimming pools have poolsafe accreditation	<span style="color: orange;">●</span>	Maintain accreditation	Not yet achieved	Poolsafe accreditation received May 2022.	Poolsafe accreditation process underway, with current accreditation valid to May 2023.
Council complies with criteria in rental warrant of fitness programme for community housing	<span style="color: red;">●</span>	All units (100%) achieve at least 95% compliance	94% of inspected units met compliance standards.	Of the 63 units inspected, 3 units did not meet compliance due to hot water temperatures exceeding 60 degrees.	Of the 70 housing units inspected during October/November 4 units did not meet compliance due to hot water temperatures exceeding 60 degrees. The remaining two units were not inspected due to tenants being unwell.
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	<span style="color: green;">●</span>	100% compliance	100%	100% compliance	New dry vault toilet was installed at Turakina village which complies with SNZ 4241:1999 and CPTED principles.
Playground compliance with NZ Standards	<span style="color: green;">●</span>	80% compliance	90% compliance	Council undertake safety audits every 2 months and inspections twice a week. Urgent issues are resolved immediately, while non-urgent needs are scheduled for maintenance.	Staff undertake inspections twice a week and thorough audits every 2 months. Any issues are rectified when identified, as well as any additional requests for maintenance. Staff have undertaken accreditation training but are awaiting confirmation. An independent audit is planned for 23/24.

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PERFORMANCE MEASURE	OUTCOME	2022/23 TARGET	DECEMBER 22 RESULT	2021/22 RESULT	NARRATIVE
<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%	93% overall. This consists of: 89% of 260 responses at Te Matapihi 92% of 271 responses at Taihape 93% of 1,197 responses at Marton Library	91% overall. This consists of: 87 % of 313 responses at Te Matapihi 90% of 446 responses at Taihape 94% Of 1,294 responses at Marton Library	At Te Matapihi we continue to get negative feedback from a member of the public who has been trespassed from the facility for anti-social behaviour in 2022. We have issues with children playing with the feedback units in all of our locations which is increasing our negative response tally. We are looking at the positioning of all three units to try and increase feedback, but also to ensure staff can see if the unit is being played with by smaller children.
The number of library outreach activities and events delivered		5 per year for each library	Marton: 2 Bulls: 3 Taihape: 3	Marton Library: 10+ Bulls Library: 10+ Taihape Library: 5+ Plus online story-times	With the lifting of the mask wearing mandate in our facilities we have seen a lift in numbers coming in. All 3 sites have now re-started regular school holiday programmes and regular groups such as lego club, book clubs, and colouring groups. Libraries had a presence at Marton Market Day and held an exhibition in the Taihape Library to celebrate the life and works of local artist Douglas McDiarmid. We are well on track to meet our targets for this year. We still offer click and collect and home delivery and see this as being a permanent service moving forward.
<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	57 requests were received, but none were escalated to a level two complaint (where a request cannot be resolved by initial staff member, so it is referred to the issues resolution process).	3	It is expected that, in addition to the weekly schedule of cleaning, rubbish collection, and inspections, the community will contact Council with queries or concerns about parks and sports fields. Identifying where these are a complaint, a question, or a request is not an objective assessment, but all calls have been able to be resolved via officer action, rather than requiring escalation, indicating these calls were more likely to be intended as requests for maintenance.