



Statement of Service Report for 2021/22

Community Leadership

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

 Achieved

 Not achieved

 Not measured

PERFORMANCE MEASURE	OUTCOME	2021/22 TARGET	2021/22 RESULT	2020/21 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

67.9%

65%

While our targets often cover “how” we carry out a service, action completion refers to the projects outlined in the Long-Term Plan or Annual Plan for the year. These projects can be delayed for various reasons.

In many cases, variation is based on community feedback, changes in resource availability, or limitations such as COVID-19 restrictions. In these cases, consideration has been given to alternative options or adjusted timeframes. The action is still measured as incomplete when compared to the work plan established for the year.

15% of projects were delayed to improve alignment with other works or ensure strategic alignment with Council, Horizons, or national projects.

17% of projects were delayed due to restrictions or resource limitations caused by adverse events, including COVID-19 and weather events.

Many of the incomplete projects are underway or are planned to commence in the coming year.

Activity	Project completion
Community and Leisure Assets	75%
Community Leadership	84%
Community Well-being	93%
Environment and Regulatory	66%
Roading	46%
Rubbish and Recycling	-
Stormwater and Drainage	50%
Wastewater	70%
Water Supply	59%



Statement of Service Report for 2021/22

Community Leadership

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved ● Not achieved ● Not measured					
PERFORMANCE MEASURE	OUTCOME	2021/22 TARGET	2021/22 RESULT	2020/21 RESULT	NARRATIVE
Completion of capital programme		85% or more of the planned capital programme	49.08%	47.4%	<p>Across a range of construction projects, it remains difficult to secure materials and contractor availability.</p> <p>A significant portion of Council's unspent funds are due to the budget set aside for the Marton Rail Hub, which is awaiting the decision of the Environment Court.</p> <p>Difficulties in completing programmed works were compounded in the roading activity as higher levels of repairs were required due to weather events, taking away from availability for programmed works.</p>
Māori responsiveness framework:	Governance and relationships	80% or more overall satisfaction	100%	100%	<p>Two of the outcome areas surpassed the target, with the other outcome areas similar or improving compared to previous scores. Those members who did not indicate they were satisfied answered "neither satisfied or dissatisfied" or "don't know".</p> <p>The comments from the survey indicate that TRAK members are positive about the effectiveness of the framework, as well as Council's interaction and response to advice, while noting that further improvements can be made.</p>
Satisfaction ratings from each member of Te Roopuu Ahi Kaa about the effectiveness of each framework outcome area.	Culture and identity		92%	80%	
	Prosperity and well-being		67%	70%	
	Resources and infrastructure		75%	53%	
<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		Year 1 baseline	83% very happy across all results on all units.	New measure.	<p>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. Over the year over 2000 pieces of feedback have been received. Reporting is available in real-time allowing Council to better understand trends including identifying some periods where buttons have been pushed randomly or repeatedly, affecting results.</p>

* Mandatory