



Statement of Service Report for 2021/22





Community and Leisure Assets

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: Compliance with relevant standards</i>					
All swimming pools have poolsafe accreditation		Maintain accreditation	Poolsafe accreditation received May 2022	Poolsafe accreditation received May 2021.	Next accreditation to be applied for in 2023.
Council complies with criteria in rental warrant of fitness programme for community housing		All units achieve at least 95% Compliance	3 units did not meet compliance criteria.	68 of the 72 community housing units achieved 95% or more compliance.	Council has 72 housing units. 3 units did not meet compliance due to hot water temperatures exceeding 60 degrees. 59 units that were inspected twice passed their inspections. The remaining units did not have two inspections due to staff and tenant availability.
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	100% compliance	100% compliance	While no public toilet buildings construction was undertaken, those planned during this year for future construction meet these principles.
Playground compliance with NZ Standards		80% 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.	Not measured	Independent audit will be undertaken during the 2022/23 financial year.


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<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 facilitates		Customer Satisfaction Index (provided via the HappyOrNot system): • 90%	95.2% 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	Not measured	The earlier half of the year showed some lower scores, some of which were identified as the result of misuse of the Happy Or Not system and bad behaviour at Council facilities. These scores have improved in the second half of the year. Real-time scoring allows Council to identify possible opportunities to improve customer satisfaction.
The number of library outreach activities and events delivered		5 per year for each library	Marton Library: 10+ Bulls Library: 10+ Taihape Library: 5+ Plus online story-times.	Not measured	Despite COVID restrictions and precautions resulting in an inability to hold larger events and a reduction in services, outreach activities have continued. These have been delivered in person, online, and via "take home" activity packs, and covered a wide variety of topics. Hundreds of residents were assisted to obtain and print their Vaccine Passes. The Taihape Library was closed in December and moved to another building, halting on-site delivery of programmes, but continued to provide click and collect services.
<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	3	Not measured	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.

* Mandatory