

Statement of Service Report 9 Month (July – March 2024/25)

Community Leadership

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

<div><div></div> Achieved</div> <div><div></div> On track to achieve</div> <div><div></div> Not on track to achieve</div> <div><div></div> Not achieved</div> <div><div></div> Not measured</div>						
PERFORMANCE MEASURE		OUTCOME	2024/2025 TARGET	MARCH 2024/25 RESULT	2023/24 RESULT	NARRATIVE
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						
On-time completion of, or substantially undertaken annual plan actions		<div></div>	90% or more Annual Plan Actions completed	47%	66.68%	This result has been impacted by the number of roading projects pending reprioritisation due to NZTA declining funding.
Completion of capital programme		<div></div>	85% or more of the planned capital programme	31.5%	59.5%	
Māori responsiveness framework:	Governance and relationships	<div></div>	80% or more overall satisfaction	Not Measured	50%	This performance measure will be reported on at the end of the year.
	Satisfaction ratings from each member of Te Roopuu Ahi Kaa about the effectiveness of each framework outcome area.	<div></div>		Not Measured	75%	
	Prosperity and well-being	<div></div>		Not Measured	50%	
	Resources and infrastructure	<div></div>		Not Measured	50%	
Councils intended level of service is to: Provide a high customer experience that satisfies the needs of the community						
Customer views of their experience (both the customer service and service provided) with Council. HappyOrNot system		<div></div>	Number of Responses: 4,000 or above	2,620 responses	4,905 responses	Due to the recall of the Happy or Not Tablets data is not available for December and January. These months are normally the highest data collection months due to the holiday season and travelers through the district.
		<div></div>	Customer Satisfaction Index: Improvement on previous year	89% -1% percentage point change in happy index	0% percentage point change in happy index	The feedback from the responses is mostly positive, with many praising staff, and the enjoyable environment. A few areas of concern include issues such as colour printing fees and dissatisfaction with the availability of certain books and resources. Overall, visitors express gratitude and appreciation.