

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

Community

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

<div><div>Achieved</div><div>On track to achieve</div><div>Not on track to achieve</div><div>Not achieved</div><div>Not measured</div></div>					
PERFORMANCE MEASURE	OUTCOME	2024/25 TARGET	MARCH 2024/25 RESULT	2023/24 RESULT	NARRATIVE
Councils intended level of service is to: Compliance with relevant standards					
All swimming pools have poolsafe accreditation	<div></div>	Maintain accreditation	100%	100%	Marton Swim Centre on hold due to the building being closed.
Council complies with criteria in rental warrant of fitness programme for community housing	<div></div>	All units (100%) achieve at least 95% compliance	97.7%	98.6%	Only one of the Community Housing Flats has failed. Full renovation of this flat will commence in May.
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	<div></div>	100% compliance	Not measured	100% compliance	No new or refurbished toilet buildings
Councils intended level of service is to: Library services are welcoming and provide a space for social interaction and learning					
Customer rating of library facilities	<div></div>	Customer Satisfaction Index (provided via the HappyOrNot system): 90%	88% overall. This consists of: 87% with 249 responses at Te Matapihi - Bulls Community Hub 92% with 608 responses at Taihape Community Hub 86% with 1348 responses at Marton Community Hub	91% overall. This consists of: 90% of 729 responses at Te Matapihi 93% of 928 responses at Taihape 89% of 2,718 responses at Marton Library	The feedback from the responses is mostly positive, with many praising staff, and the fun and enjoyable environment. An area of improvement is dissatisfaction with the availability of certain books and resources. These are being investigated further based on purchases and appropriateness of requested books. Overall, visitors express gratitude and appreciation for the library.

* Mandatory

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PERFORMANCE MEASURE	OUTCOME	2024/25 TARGET	MARCH 2024/25 RESULT	2023/24 RESULT	NARRATIVE
The number of library outreach activities and events delivered	<div></div>	5 programs per month per Community Hub site	Marton Community Hub: 20 per month Te Matapihi - Bulls Community Hub: 16 per month Taihape Community Hub: 8 per month	Marton Community Hub: 20 Programs per month Te Matapihi: 16 Programs per month Taihape: 8 programs per month School Holiday Programs: Marton: 60 Programs Te Matapihi: 40 Programs Taihape: 20 Programs	
Councils intended level of service is to: Ensure competency in discharging Civil Defence responsibilities					
Timing of self-assessment when the Emergency Operations Centre is activated and of continued civil defence training exercises	<div></div>	Self-assessment undertaken and responded to within four months of Emergency Operations Centre Activation	Not measured	Not measured	No activation of EOC during this period.
a) Self-assessment of responsiveness and recovery following activation of the Emergency Operations Centre	<div></div>				
b) Number of civil defence exercises undertaken	<div></div>	At least one exercise undertaken each year	Achieved	Achieved	One tabletop exercise held 10 March.