

Statement of Service Report (End of Year 2024/25)

Community Leadership

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

<div><div></div> Achieved</div> <div><div></div> Not achieved</div> <div><div></div> Not measured</div>						
PERFORMANCE MEASURE		OUTCOME	2024/2025 TARGET	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% Annual Plan Actions completed	62%	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	38.90%	59.5%	
Māori responsiveness framework: Satisfaction ratings from each member of Te Roopuu Ahi Kaa about the effectiveness of each framework outcome area.	Governance and relationships	<div></div>	80% or more overall satisfaction	75%	50%	A low survey response rate may have affected the overall outcome. This result may also reflect there have been new Te Roopū Ahi Kā members, and the framework is scheduled for review to ensure it remains fit for purpose and supports effective performance reporting.
	Culture and identity	<div></div>		50%	75%	
	Prosperity and well-being	<div></div>		25%	50%	
	Resources and infrastructure	<div></div>		50%	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	3,462 responses	4,905 responses	Due to a recall of the Happy or Not Tablets, data was not collected for December and January. December & January are normally the highest data collection months due to the holiday season and travelers through our District. As Te Matapihi & Taihape were not collecting data during this time, we have seen a decline in data collection affecting the overall outcome.
		<div></div>	Customer Satisfaction Index: Improvement on previous year	90%	0% percentage point change in happy index	Customer Satisfaction target met.