

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

Community

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	2024/25 TARGET	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	Taihape Swim Centre achieved Pool Safe Accreditation.	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	All units measured (70) achieved 98.8%.	98.6%	Two units were not measured as they are currently being renovated.
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 public toilets in 2024/25.
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%	90% overall. This consists of: 89% of 373 responses at Te Matapihi 93% of 1005 responses at Taihape 85% of 1,778 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	Customer satisfaction at library facilities was 90% overall, meeting the target.

* Mandatory

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PERFORMANCE MEASURE	OUTCOME	2024/25 TARGET	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 Programmes per month Te Matapihi-Bulls Community Hub: 12 Programmes per month Taihape Community Hub: 10 Programmes per month School Holiday Programmes: Marton: 65 Programmes Te Matapihi: 50 Programmes Taihape: 25 Programmes	Marton Community Hub: 20 Programmes per month Te Matapihi - Bulls Community Hub: 16 Programmes per month Taihape Community Hub: 8 Programmes per month School Holiday Programmes: Marton: 60 Programmes Te Matapihi: 40 Programmes Taihape: 20 Programmes	Increased engagement by Rangatahi/Youth in the community hubs has resulted in an increase in programmes, particularly during the school holiday period.
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 EOC activations occurred.
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	Three exercises were undertaken, one full day immersion, and 2, 1 hour deep dives into specific activities.