

Statement of Service Report 9 month - March 2024

Community Leadership

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved
 ● On track to achieve
 ● Not on track to achieve
 ● Not achieved
 ● Not measured

PERFORMANCE MEASURE	OUTCOME (9 MONTH)	2023/234 TARGET	MARCH 2024 RESULT	2022/23 RESULT	NARRATIVE
<i>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</i>					

On-time completion of, or substantially undertaken annual plan actions	●	90% or more Annual Plan Actions completed	54.34%	75%	This percentage is significantly impacted from the number of roading projects that have been carried forward to the 2024/34 LTP.
Completion of capital programme	●	85% or more of the planned capital programme	62%	67%	
Māori responsiveness framework:	●	80% or more overall satisfaction	Not yet measured	80%	A survey is planned to be distributed to TRAK in May 2024.
Governance and relationships	●		Not yet measured	60%	
Satisfaction ratings from each member of Te Roopuu Ahi Kaa about the effectiveness of each framework outcome area.	●		Not yet measured	60%	
Prosperity and well-being	●		Not yet measured	60%	
Resources and infrastructure	●				

<i>Councils intended level of service is to: Provide a high customer experience that satisfies the needs of the community</i>					
---	--	--	--	--	--

Customer views of their experience (both the customer service and service provided) with Council. HappyOrNot system	●	500 Responses Customer Satisfaction Index: Improvement on previous year	3,816 responses Same overall index as the previous year (91%)	4,459 responses 2% percentage point improvement of very happy responses across all results on all units	To be reassessed at the end of the year as the number of responses can affect the percentage.
---	------------------------------------	---	---	---	---