

Statement of Service Report 9 month - March 2024

Community and Leisure Assets

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)	2023/24 TARGET	MARCH 2024 RESULT	2022/23 RESULT	NARRATIVE
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Councils intended level of service is to: Compliance with relevant standards

All swimming pools have poolsafe accreditation	●	Maintain accreditation	Not yet measured	100%	Current accreditation valid to May 2024.
Council complies with criteria in rental warrant of fitness programme for community housing	●	All units (100%) achieve at least 95% compliance	Not measured	92%	Housing audits were not undertaken in October 2023 due to lack of staff resources (vacant positions at that time). These have been re-scheduled for April 2024.
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	●	100% compliance	Achieved	100% compliance	Ngā Awa Public Toilets comply with SNZ4241:1999 and CPTED.
Playground compliance with NZ Standards	●	80% compliance	Achieved	100% compliance	Playgrounds throughout the district have been independently audited and reviewed in 2023. Council staff are presently working through the identified risks and scheduling items for maintenance.

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	●	Customer Satisfaction Index (provided via the HappyOrNot system): • 90%	90% Overall. This consists of: 90% of 599 responses at Te Matapihi, 92% of 620 responses at Taihape, 90% of 2,174 responses at Marton Library	82% overall. This consists of: 84% of 153 responses at Te Matapihi, 87% of 193 responses at Taihape, 92% of 1,294 responses at Marton Library	With the increase of Community Engagement programs and holiday programs the responses received from HappyOrNot system has seen an increase in customer satisfaction. The opening of the Youth Headquarters #YHQ has had a positive influence on the tamariki/rangatahi with programs enabling them to participate and feel inclusive and safe within the space. The collaboration with local community in our spaces is growing participative and interactive programs for all.
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PERFORMANCE MEASURE	OUTCOME (9 MONTH)	2023/24 TARGET	MARCH 2024 RESULT	2022/23 RESULT	NARRATIVE
The number of library outreach activities and events delivered		5 per year for each library	Marton Library Monthly: 32 Te Matapihi Library Monthly: 32 Taihape Library Monthly: 20 Consists of Holiday programs & weekly after school programs	Marton Library: 10+ per month Te Matapihi Library: 10+ per month Taihape Library: 5+ per month Consists of Holiday programs & weekly after school programs	Community engagement holiday programs and weekly programs have increased in Marton due to the 'Youth Head Quarter's' #YHQ based in the Marton Library opening seeing over 15 to 20 Tamariki/Rangatahi in attendance after school and during school holiday the #YHQ are open from 10am to 2pm during the day. Normal hours of operation are Mon - Tues 3pm to 5pm. The change in space of the ICT hub into the centre of the Marton Library, is capturing the mature audience in supporting their upskilling technology knowledge to having the hub centralised being more inclusive to all and accessible for our mature age customers. (Previously the ICT hub was accessed from the side of the library) This has now been changed to the Youth HQ.
<i>Councils intended level of service is to: Provide parks and sports fields that are fit for purpose</i>					
Number of complaints about Council owned parks and sports fields		10 or less per year	0	1	Maintenance of the regions parks and Sports fields has continued at a very high standard. Improvements have been undertaken at a number of sites, which has further enhanced the aesthetic and recreational value of Council's venues.