

Statement of Service Report End of Year 2023/2024

Community Leadership

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved
 ● Not achieved
 ● Not measured

PERFORMANCE MEASURE	OUTCOME	2023/234 TARGET	2023/24 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	66.68%	75%	A number of roading projects have been deferred until 2024/25 which has impacted the overall results.
Completion of capital programme	●	85% or more of the planned capital programme	59.5%	67%	59.5% of the planned capital programme was spent. An additional \$3.4m was spent that was included in future year's budgets. Most of the unspent capital budget was due to wastewater consenting process delays and uncertainties with the Taihape and Marton upgrades.
Māori responsiveness framework:	Governance and relationships	80% or more overall satisfaction	50%	80%	These survey results are based off the response rate of 40%. No dissatisfied or very dissatisfied responses were received. The low ratings reflect responses that were neutral as only satisfied or very satisfied responses contribute to a positive score. There were changes in membership during the year, which is likely to have impacted the number of responses.
Satisfaction ratings from each member of Te Roopuu Ahi Kaa about the effectiveness of each framework outcome area.	Culture and identity		75%	60%	
	Prosperity and well-being		50%	60%	
	Resources and infrastructure		50%	60%	
<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	4,905 responses 0% percentage point change in happy index	4,459 responses 85% Very Happy across all results on all units.	RDC maintained a happy index of 91% however, responses raised by 789 with a rise of 629 responses being very happy while only an increase of 17 responses being very unhappy.