

Statement of Service Report End of Year 2023/2024

Community and Leisure Assets

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved
 ● Not achieved
 ● Not measured

PERFORMANCE MEASURE	OUTCOME	2023/24 TARGET	2023/24 RESULT	2022/23 RESULT	NARRATIVE
<i>Councils intended level of service is to: Compliance with relevant standards</i>					
All swimming pools have poolsafe accreditation	●	Maintain accreditation	100%	100%	Poolsafe accreditation received May 2024 – valid to May 2025.
Council complies with criteria in rental warrant of fitness programme for community housing	●	All units (100%) achieve at least 95% compliance	98.6%	92%	Of the 71 units inspected, only one failed. Housing audits have been completed in April 2024. Since previous inspections extractor fans in the kitchens and bathrooms have been installed, which has assisted with ventilation. With the introduction of new Maintenance Technician and Property Compliance Officers within the last year, the standard of the Community Housing flats continues to be improved.
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	100% compliance	100% compliance	Nga Awa Public Toilets comply with SNZ4241:1999 and CPTED.
Playground compliance with NZ Standards	●	80% compliance	95%	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.
<i>Councils intended level of service is to: Library services are welcoming and provide a space for social interaction and learning</i>					
Customer rating of library facilities	●	Customer Satisfaction Index (provided via the HappyOrNot system): • 90%	90.66% 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	82% overall. This consists of: 86% of 616 responses at Te Matapihi, 81% of 783 responses at Taihape, 82% of 2845 responses at Marton Library	Community Hubs have significantly increased program delivery reflecting in the change from transactional to community engagement relationships. The rate of feedback responses from the year before has increased which is reflective of the program delivery and engagement. Our Community Hubs are welcoming, safe places that serve the communities educational, leisure and cultural needs, as well as providing a space for social connectedness.

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PERFORMANCE MEASURE	OUTCOME	2023/24 TARGET	2023/24 RESULT	2022/23 RESULT	NARRATIVE
The number of library outreach activities and events delivered	●	5 per year for each library	Marton Library: 20 Programs per month Te Matapihi: 16 Programs per month Taihape: 8 programs per month School Holiday Programs: Marton: 60 Programs Te Matapihi: 40 Programs Taihape: 20 Programs	Marton Library: 10+ per month Te Matapihi Library: 10+ per month Taihape Library: 5+ per month Consists of Holiday programs & weekly afterschool programs	Library programs have increased as per the Community Group Framework through partnering for better outcomes. Weekly activities have increased in educational programs such as sewing, knitting and introduction to virtual reality programs. The placement of the ICT hub in the Marton Library space has benefited our older visitors in particular.
<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	