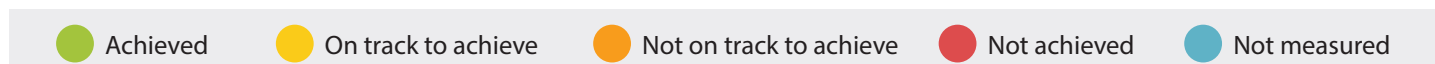


Statement of Service Report 3 Month (July-September 2024/25)

Community

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS



PERFORMANCE MEASURE	OUTCOME (3 MONTH)	2024/25 TARGET	SEPTEMBER 2024 RESULT	2023/24 RESULT	NARRATIVE
<i>Councils intended level of service is to: Compliance with relevant standards</i>					
All swimming pools have poolsafe accreditation	●	Maintain accreditation	Not measured	100%	Current accreditation valid until May 2025.
Council complies with criteria in rental warrant of fitness programme for community housing	●	All units (100%) achieve at least 95% compliance	Not measured	98.6%	Housing inspections will be carried out in the second and fourth quarters of the year.
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	Not measured	100% compliance	No new or refurbished toilet buildings.
<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%	91% overall	91% overall. This consists of: This consists of: 90% of 729 responses at Te Matapihi, 93% of 928 responses at Taihape, 89% of 2,718 responses at Marton Library	91% overall. This consists of: 98% based on 292 responses at Taihape. 89% based on 144 responses at Te Matapihi 88% based on 473 responses at Marton Library
The number of library outreach activities and events delivered	●	5 per year for each library	100% overall	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 Programs per/mth Te Matapihi: 5 Programs per/mth Taihape: 6 Programs per/mth x1 School Holiday Period: 20 Marton 22 Te Matapihi 10 Taihape

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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 (3 MONTH)	2024/25 TARGET	SEPTEMBER 2024 RESULT	2023/24 RESULT	NARRATIVE
<i>Councils intended level of service is to: Ensure competency in discharging Civil Defence responsibilities</i>					
Timing of self-assessment when the Emergency Operations Centre is activated and of continued civil defence training exercises a) Self-assessment of responsiveness and recovery following activation of the Emergency Operations Centre b) Number of civil defence exercises undertaken	●	Self-assessment undertaken and responded to within four months of Emergency Operations Centre Activation	Not measured	Not measured	No EOC Activations in the second quarter.
	●	At least one exercise undertaken each year	0	Achieved	No exercises undertaken in the first quarter.