








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

Parks and Reserves

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: Compliance with relevant standards</i>					
Playground compliance with NZ Standards		100% compliance	90% compliance	95% compliance	Officers are currently working through the identified risks from the 2023 audit results, and scheduling items for maintenance.
Customer ratings of parks and sports fields		90% Happy or Somewhat Happy	Not measured	Not measured	Maintenance of the regions Parks and Sports fields is being undertaken at a very high standard, however spring growth is putting pressure on our maintenance team and levels of service may drop at some locations. No customer ratings were received during the reporting period. Further QR codes will be rolled out during 2024/25 to increase opportunity for feedback.