

Statement of Service Report 6 Month (July-December 2024)

Community

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	2024/25 TARGET	DECEMBER 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. Marton Swim Centre accreditation has been put on hold until the facility re-opens.
Council complies with criteria in rental warrant of fitness programme for community housing	●	All units (100%) achieve at least 95% compliance	97.50% total score	98.6%	One flat did not achieve 95%.
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	The previously dry vault toilet is now connected to water and wastewater services as part of the Papakai Wastewater Station project at Papakai Park. No new toilets installed.
<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%	88% overall This consists of: 93% of 474 Responses at Taihape Community Hub 86% of 956 responses at Marton Community Hub 86% of 202 Responses at Te Matapihi Community Hub	91% 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	Due to an issue with the Happy or Not machines and the data collection of December, we could not extract data for Taihape & Te Matapihi Community Hub for Dec 2024

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The number of library outreach activities and events delivered	●	5 programs per month per Community Hub Site	Marton Community Hub: 20 programs per month = 120 Te Matapihi: 16 programs per month = 96 Taihape: 8 programs per month = 48 Pre-Holiday Christmas Programs: Marton – 30 Taihape – 15 Te Matapihi - 15	Marton Community Hub: 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	Community Hub programs provide a diverse range of activities led by local communities. The Book club, coloring club, Lego building program, alongside giant games have complimented the spaces, especially the new S.T.E.M program robotic equipment alongside the Virtual reality games.

Councils intended level of service is to: Ensure competency in discharging Civil Defence responsibilities

Timing of self-assessment when the Emergency Operations Centre is activated and of continued civil defence training exercises	●	Self-assessment undertaken and responded to within four months of Emergency Operations Centre Activation	Not measured	Not measured	No activation of EOC during this period.
a) Self-assessment of responsiveness and recovery following activation of the Emergency Operations Centre b) Number of civil defence exercises undertaken	●	At least one exercise undertaken each year	0	Achieved	Exercise not undertaken during this period.