

Symbols used to identify each measure contributing to community outcomes

PH Public Health EM Environment EB Education, Training and Business Opportunities SC Services that support Communities

Council Initiatives		Measure		PH SC
Improve cemetery provision		Percentage satisfied with cemetery provision in Communitrak survey		
Result 2009/10: 53%	Target 2010/11: 62%	Result 2010/11: 58%	Not Achieved - Comments: Although the target was not met only 3% of residents surveyed were dissatisfied with cemetery provision and 24% had not visited a cemetery.	
In 2009/10 Council advised: The level of maintenance of cemeteries has been increased and this has not been reflected in any improvement in the percentage satisfaction with cemetery provision. Changing this public perception will be a challenge to Council.			Challenges going forward: The level of maintenance of cemeteries will be increased and this will improve the satisfaction of residents. By continuing to deliver consistently this higher level of maintenance it is hoped the target will be achieved.	

Council Initiatives		Measure		EM PH SC
Improve toilet facilities		Percentage satisfied with public toilets in Communitrak survey		
Result 2009/10: 64%	Target 2010/11: 55%	Result 2010/11: 58%	Achieved - Comments: The target was achieved however it was lowered when several toilet renewal projects were deferred. The 22% of residents surveyed that were dissatisfied had mentioned toilets were dirty, smelly or in poor condition and needed up-grading.	
In 2009/10 Council advised: Balancing the need to provide robust facilities with the desire by the community for more aesthetically pleasing facilities.			Challenges going forward: Providing public toilets that are, safe, accessible and pleasant to visit within existing budgets	

Council Initiatives		Measure		EM PH SC
Improve toilet facilities		Toilets RFS completion (urgent within 3 hours non-urgent within 5 days)		
Result 2009/10: Non-urgent 90% Urgent 75% Averaging 82.5%	Target 2010/11: 90%	Result 2010/11: 91%	Achieved - Comments: Council worked with its contractor to improve the response times.	
In 2009/10 Council advised: Providing a consistent high level of service when visitor numbers increase.			Challenges going forward: Continue to provide a consistent high level of service when visitor numbers increase.	

Council Initiatives		Measure		EM PH SC
Improve toilet facilities		Percentage of toilets that comply with NZS 4241 1999 Public Toilet standards		
Result 2009/10: 70%	Target 2010/11: 70%	Result 2010/11: 70%	Achieved - Comments: This has been achieved by ensuring the contractors maintain and comply to the standards set by the Public Toilets Committee (P 4241) for the Standards Council established under the Standards Act 1988.	
In 2009/10 Council advised: Increasing the percentage of toilets that are suitable for use for people with a disability within existing budgets.			Challenges going forward: Continue to increase the percentage of toilets that are suitable for use for people with a disability within existing budgets.	

Council Initiatives		Measure		EB PH SC EM
Improve town maintenance		Percentage of graffiti removed within 48 hours of reporting		
Result 2009/10: 96.5%	Target 2010/11: 95%	Result 2010/11: 100%	Achieved - Comments: Town maintenance contractors proactively deal with removing the graffiti before public report this to Council as a request for service.	
In 2009/10 Council advised: The presence of graffiti in public spaces makes residents feel unsafe. Removing graffiti as quickly as possible so it does not attract more as a challenge.			Challenges going forward: Continue to remove the graffiti as quickly as possible so it does not attract more as a challenge.	

