

Symbols used to identify each measure contributing to community outcomes

PS Public Safety EB Education, Training and Business Opportunities SC Services that support Communities

Council Initiatives		Measure		PS SC
Provision of parks and reserves		Percentage of users satisfied with parks and reserves (Communitrak Survey)		
<b>Result 2009/10:</b> 75%	<b>Target 2010/11:</b> 80%	<b>Result 2010/11:</b> 92%	<b>Achieved - Comments:</b> User satisfaction has increased significantly and is now above the peer average. This would reflect the considerable investment in recreational facilities over the last 3 years.	
<b>In 2009/10 Council advised:</b> Balancing the expectations of the community with the level of service that can be provided with existing budgets whilst ensuring best value is obtained from funds available is a challenge for Council.			<b>Challenges going forward:</b> Maintain community expectations with the level of maintenance that can be provided without increasing budgets.	

Council Initiatives		Measure		EB PS SC
Development of hub facilities capable of hosting national, regional, district and community events		Year on year percentage increase in the number of district / regional events held at Kerikeri Domain, Kerikeri Sports Complex or BaySport Inc.		
<b>Result 2009/10:</b> Achieved	<b>Target 2010/11:</b> 5%	<b>Result 2010/11:</b> Achieved	<b>Achieved - Comments:</b> One event was held for the Super 15 game at the Kerikeri Domain. Unfortunately this result was incorrectly measured as a percentage in the LTCCP 2009/19. This will be amended accordingly for the LTP 2012/22.	
<b>In 2009/10 Council advised:</b> Attracting significant events in tight economic times.			<b>Challenges going forward:</b> Attracting significant events in tight economic times and managing the loss of the Kerikeri Domain for use by regular community activities while it is prepared for the significant event.	

Council Initiatives		Measure		PS SC
Improve access to aquatic facilities		Resident satisfaction with swimming pools (Communitrak Survey)		
<b>Result 2009/10:</b> 32%	<b>Target 2010/11:</b> 55%	<b>Result 2010/11:</b> 32%	<b>Not Achieved - Comments:</b> Although resident satisfaction is still below the target due to requesting more pools and existing pools need an upgrade or too small, of those that do use the swimming pools 78% are satisfied.	
<b>In 2009/10 Council advised:</b> Balancing the expectations of the community with a level of service that is affordable.			<b>Challenges going forward:</b> Maintaining community expectations for more heated pools with a level of service that is affordable.	

Council Initiatives		Measure		PS SC
Improve access to aquatic facilities		PoolSafe Accreditation		
<b>Result 2009/10:</b> 100%	<b>Target 2010/11:</b> 66%	<b>Result 2010/11:</b> 100%	<b>Achieved - Comments:</b> Kawakawa received Poolsafe accreditation ahead of schedule and within existing budgets.	
<b>In 2009/10 Council advised:</b> Keeping all three pools with PoolSafe accreditation within existing budgets.			<b>Challenges going forward:</b> Continue with PoolSafe accreditation within existing budget for all three pools	

Council Initiatives		Measure		PS SC
Improve access to aquatic facilities		Increase in Pool usage		
<b>Result 2009/10:</b> 13%	<b>Target 2010/11:</b> 10%	<b>Result 2010/11:</b> 262%	<b>Achieved - Comments:</b> The regular opening times, safe pools and good water quality has meant the swimmer numbers increased significantly from 26,508 in 2009/10 to 69,707 in 2010/11.	
<b>In 2009/10 Council advised:</b> Balancing the expectations of the community with a level of service that is affordable to the community.			<b>Challenges going forward:</b> Maintaining community expectations for more heated pools with a level of service that is affordable.	



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Council Initiatives		Measure		PS SC
Provision of playgrounds		Percentage of playground's safety audited each month and any safety issues resolved within one month		
<b>Result 2009/10:</b> 100%	<b>Target 2010/11:</b> 100%	<b>Result 2010/11:</b> 100%	<b>Achieved - Comments:</b> Playground inspection is undertaken monthly to ensure audit is achieved.	
<b>In 2009/10 Council advised:</b> Balancing the expectations of the community with a level of service that is affordable to the community.			<b>Challenges going forward:</b> Ensuring the specifications of the contract is delivered within the agreed timeframes and repairs can be completed within the budget available.	

Council Initiatives		Measure		PS SC
Provision of playgrounds		Percentage satisfaction with playgrounds (Communitrak Survey)		
<b>Result 2009/10:</b> 66%	<b>Target 2010/11:</b> 80%	<b>Result 2010/11:</b> 88%	<b>Achieved - Comments:</b> User satisfaction with playgrounds has increased. However the 8% dissatisfied would like more playgrounds that cater for a variety of age groups.	
<b>In 2009/10 Council advised:</b> Balancing the expectations of the community with a level of service that is affordable to the community.			<b>Challenges going forward:</b> Maintaining community expectations with a level of service that is affordable to the community.	

Council Initiatives		Measure		SC
Service delivery for parks and reserves		Percentage of urgent requests for service resolved within 3 hours and non urgent within 5 days		
<b>Result 2009/10:</b> 90.6%	<b>Target 2010/11:</b> 95%	<b>Result 2010/11:</b> 95.36%	<b>Achieved - Comments:</b> Council has worked with its contractor to improve these response times.	
<b>In 2009/10 Council advised:</b> Balancing the expectations of the community with a level of service that is affordable to the community.			<b>Challenges going forward:</b> Maintaining community expectations with a level of service that is affordable to the community.	

Council Initiatives		Measure		SC
Service delivery for parks and reserves		The number of financial deductions from the contractor for non performance		
<b>Result 2009/10:</b> 0%	<b>Target 2010/11:</b> 0%	<b>Result 2010/11:</b> 1%	<b>Not Achieved - Comments:</b> Credit received from contractor for incomplete pavement cleans which meant a deduction from the annual contract value.	
<b>In 2009/10 Council advised:</b> Ensuring the specifications of the contract is delivered within the agreed timeframes.			<b>Challenges going forward:</b> Assurance that the contract agreed timeframes and specifications are met.	

