

## Community Outcome: A safe and healthy district

**About this Outcome:** Maintain cemetery services to ensure community has access to quality facilities.

Actual achievements against the Key Performance Indicators (KPI) and targets that the Council uses to monitor levels of service are detailed below:

KPI: Percentage of residents that are satisfied that facilities meet the needs of different customers	LTP Target	Result 2012/13												
<p><b>NOT ACHIEVED:</b> A greater proportion of residents have not visited a cemetery and also felt unsure how to rate them. NZ Māori and Kaikohe-Hokianga Ward residents are more likely to have visited a cemetery in the district, while NZ European and BOI-Whangaroa Ward residents are more likely to be non-visitors.</p> <p>Graph shown below details a three year view of performance:</p> <table border="1"> <caption>Three year view of performance</caption> <thead> <tr> <th>Year</th> <th>Target</th> <th>Result</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>60%</td> <td>53%</td> </tr> <tr> <td>2010/11</td> <td>62%</td> <td>60%</td> </tr> <tr> <td>2011/12</td> <td>65%</td> <td>77%</td> </tr> </tbody> </table>	Year	Target	Result	2009/10	60%	53%	2010/11	62%	60%	2011/12	65%	77%	62%	46%
Year	Target	Result												
2009/10	60%	53%												
2010/11	62%	60%												
2011/12	65%	77%												

KPI: Percentage of users that are satisfied that facilities meet the needs of different customers	LTP Target	Result 2012/13
<p><b>ACHIEVED:</b> Tidy, well maintained cemeteries, with mowed lawns and clean facilities are the main reason for residents satisfaction ratings.</p>	80%	80%
<p>* KPI above is <b>new</b> in the LTP 2012/13. Unable to provide a three year view of performance.</p>		