

Community Outcome: a safe and healthy district and a vibrant and thriving economy

About this Outcome: Recreation and leisure facilities are maintained and enhanced to ensure the community has access to quality facilities, and opportunities for developing new facilities are investigated and the district encourages a wide range of sporting, cultural and community activities and local events.

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 the user community is satisfied with the range of parks and facilities available	LTP Target	Result 2012/13												
ACHIEVED: Residents who are very satisfied with the parks or reserves indicated that maintained, tidy and clean facilities, nice walkways and with mowed lawns are the main attraction. Overall 59% of residents are satisfied or very satisfied with the park and reserve facilities.	75%	82%												
Graph shown below details a three year view of performance:														
<table border="1"> <caption>Performance Data for KPI: Percentage of the user community is satisfied with the range of parks and facilities available</caption> <thead> <tr> <th>Year</th> <th>Target</th> <th>Result</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>80%</td> <td>75%</td> </tr> <tr> <td>2010/11</td> <td>80%</td> <td>92%</td> </tr> <tr> <td>2011/12</td> <td>80%</td> <td>93%</td> </tr> </tbody> </table>			Year	Target	Result	2009/10	80%	75%	2010/11	80%	92%	2011/12	80%	93%
Year	Target	Result												
2009/10	80%	75%												
2010/11	80%	92%												
2011/12	80%	93%												

KPI: Number of enhancements to park facilities and playgrounds facilities	LTP Target	Result 2012/13
ACHIEVED: Working closely with community groups Nisbet Park, Moerewa and Centennial Park, Kaitia were completed.	2	2
* KPI above is new in the LTP 2012/13. Unable to provide a three year view of performance.		

KPI: Percentage of users are satisfied that swimming pool facilities meet their needs	LTP Target	Result 2012/13												
NOT ACHIEVED: There is a significant increase in the number of users who are unsure how to rate the public swimming pools and residents who do not use the swimming pools. Residents who are not very satisfied base their rating mainly on the lack of facilities close to them, with no Council pool available in their area. Some mention using the school pool, while others indicate their perception is based on hearsay as they have not used the pool themselves. Also that the public swimming pools are too small for the area and need to be upgraded.	80%	72%												
Graph shown below details a three year view of performance: (The difference being resident satisfaction was used to monitor this KPI in previous years)														
<table border="1"> <caption>Performance Data for KPI: Percentage of users are satisfied that swimming pool facilities meet their needs</caption> <thead> <tr> <th>Year</th> <th>Target</th> <th>Result</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>50%</td> <td>32%</td> </tr> <tr> <td>2010/11</td> <td>55%</td> <td>32%</td> </tr> <tr> <td>2011/12</td> <td>60%</td> <td>59%</td> </tr> </tbody> </table>			Year	Target	Result	2009/10	50%	32%	2010/11	55%	32%	2011/12	60%	59%
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2009/10	50%	32%												
2010/11	55%	32%												
2011/12	60%	59%												

KPI: Percentage of the community satisfied with coastal access	LTP Target	Result 2012/13
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NOT ACHIEVED: Residents who are not very satisfied with access to beaches in the area mainly due to private ownership, access through private land, and access restrictions as reasons for dissatisfaction. However, residents who are satisfied or very satisfied mentioned the ease and simplicity of accessing beaches.

76%

64%

**This KPI above is new in the LTP2012/22: (Previous year results was used for research purposes)*

