

Community Outcome: A Sustainable and Liveable Environment and a Vibrant and Thriving Economy

About this Outcome: Support provision of compliant local governance, administer community funding programmes and communicate Council decisions.

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 aware of their community board	LTP Target	Result 2012/13
<p>NOT ACHIEVED: 49% of residents are aware of their local community board that operates in their area, an increase on last year; but below the KPI target for this aspect. Council will continue to publish regular media releases highlighting the value of community boards.</p> <p>Also public are invited to community board meetings to speak, raise matters or listen to discussions throughout the meeting.</p>	73%	49%

Graph shown below details a three year view of performance:

Year	Target	Result
2009/10	71.5%	65%
2010/11	73%	50%
2011/12	74.5%	43%

KPI: Percentage of residents who feel well informed about what Council is doing	LTP Target	Result 2012/13
<p>NOT ACHIEVED: Overall, the proportion of residents who feel well informed or informed about Council and its activities is below the KPI set. More residents indicate that they are unsure how to rate this aspect.</p>	60%	50%

Graph shown below details a three year view of performance:

Year	Target	Result
2009/10	45%	40%
2010/11	46%	53%
2011/12	47%	54%

KPI: Percentage of residents satisfied with ease of access to Council information	LTP Target	Result 2012/13
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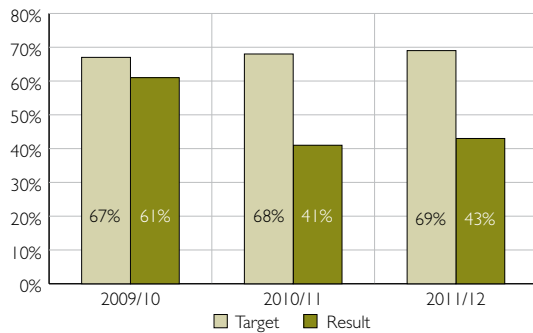
NOT ACHIEVED: Residents satisfied with the ease of access to Council information and services experienced no problems in accessing information, but those who are extremely satisfied also mention polite and helpful service, and describe ease of access as good or alright. Residents who are satisfied with the ease of access to information mention good promotion and information available in the community, with some indicating that no access to information is needed.

60%

44%

33% of residents who are dissatisfied with the ease of accessing Council information and services indicate this is due to a lack of information or communications.

Graph shown below details a three year view of performance:



KPI: Number of website hits for agenda minutes and strategic planning documents	LTP Target	Result 2012/13
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ACHIEVED: Council has developed many tools including the Council's Facebook page and reformed electronic agendas. Based on Google Analytics the Council meeting and strategic planning pages received 10,045 views. The Council continues to actively encourage the public to make submissions online or view the Council's planning documents online, which has resulted in an increase of hits to the Strategic Planning webpage.

8,000

10,045

The graph below on 2011/12 result was a lot higher as this included website hits on all PDF governance documents not just for agenda and minutes. Council amended this KPI for the LTP to provide a better indication of progress.

Graph shown below details a three year view of performance:

(The difference being Website hits for agendas and minutes was used to monitor this KPI in previous years. The KPI was also amended from 2009 to provide a better indication of progress which included a calculation target change from percentage to a number.)

