

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 Provision of parks and reserves		Measure Percentage of users satisfied with parks and reserves (Communitrak Survey).		PS SC
Result 2010/11: 92%	Target 2011/12: 80%	Result 2011/12: 92%	Achieved - Comments: This result has again remained above the target KPI It is pleasing to note that dissatisfaction because of the level of maintenance or rubbish / tagging has decreased.	

Council initiatives Development of hub facilities capable of hosting national, regional, district and community events		Measure Year on year percentage increase in the number of district / regional events held at Kerikeri domain, Kerikeri sports complex or Bay Sport. (The target was incorrectly measured as a percentage in the LTCCP 2009/119).		EB PS SC
Result 2010/11: Achieved	Target 2011/12: 5%	Result 2011/12: Achieved	Achieved - Comments: As part of RWC 2011, 6 training sessions were held on the Kerikeri domain and these sessions attracted many spectators from schools and the general public.	

Council initiatives Improve access to aquatic facilities		Measure Resident satisfaction with swimming pools (Communitrak Survey).		PS SC
Result 2010/11: 32%	Target 2011/12: 60%	Result 2011/12: 59%	Not Achieved - Comments: Although the KPI was not achieved it has improved significantly. Another positive note is the number of people who have used a swimming pool in the last year has increased.	

Council initiatives Improve access to aquatic facilities		Measure PoolSafe accreditation.		PS SC
Result 2010/11: 100%	Target 2011/12: 66%	Result 2011/12: 100%	Achieved - Comments: Council's swimming pool contractor has maintained PoolSafe accreditation at the 3 Council maintained pools.	

Council initiatives Improve access to aquatic facilities		Measure Increase in pool usage.		PS SC
Result 2010/11: 262%	Target 2011/12: 10%	Result 2011/12: 3%	Not Achieved - Comments: Kerikeri pool swim numbers were down by 15% for the 2011/12 season and static for the Kaitaia pool due to the particularly poor summer resulting in late opening and an early season closure. However, the Kawakawa pool had a 17% increase also due to the poor summer and the attraction of a heated pool. Overall only a 3% increase in use was achieved.	



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Council initiatives Provision of playgrounds		Measure Percentage of playground's safety audited each month and any safety issues resolved within 1 month.		PS SC
Result 2010/11: 100%	Target 2011/12: 100%	Result 2011/12: 100%	Achieved - Comments: Compliance will continue to be achieved if the audit requirement remains in the community and town services contract.	

Council initiatives Provision of playgrounds		Measure Percentage satisfaction with playgrounds (Communitrak Survey).		PS SC
Result 2010/11: 88%	Target 2011/12: 80%	Result 2011/12: 76%	Not Achieved - Comments: Although the KPI has not been achieved a positive note is that user satisfaction is 84% and there has been an increase in the number of residents who have visited a playground in the last year.	

Council initiatives Service delivery for parks and reserves		Measure Percentage of urgent requests for service resolved within 3 hours and non urgent within 5 days.		SC
Result 2010/11: 95.36%	Target 2011/12: 95%	Result 2011/12: 92.14%	Not Achieved - Comments: The stretch target has not been achieved and Council and the contractor will continue to work collaboratively to improve this result.	

Council initiatives Service delivery for parks and reserves		Measure The number of financial deductions from the contractor for non performance.		SC
Result 2010/11: 1%	Target 2011/12: 0%	Result 2011/12: 1%	Not Achieved - Comments: A small value for the spraying of Remembrance Park Kaitaia was deducted from the contract payment in March 2012.	

