

<b>SLA REPORT</b>	<b>To</b>	Thames-Coromandel District Council	<input checked="" type="checkbox"/>	<i>For Information</i>
	<b>FROM</b>	Pauanui Information Centre Jewel Hughes	<input type="checkbox"/>	<i>For Approval</i>
	<b>DATE</b>	15 <sup>th</sup> November 2016	<input type="checkbox"/>	<i>For Action</i>
	<b>SUBJECT</b>	<b>Four-Monthly Report</b>	<input type="checkbox"/>	<i>For Recommendation</i>

This report is for the period to 31<sup>st</sup> October 2016

Report Requirements;

1. Comment on the services provided as detailed in 5.2 of the service level agreement; and
2. Comment on the current or anticipated issues which the centre considers may impact on the delivery of outputs delivered or outcomes achieved.

**1. Comment on services provided**

<b>Services in 5.2</b>	<b>Comments</b>
Centres must provide accurate information on Council services and facilities, as contained in the 'A-Z' of Council's web-sties. Questions on Council services and facilities that cannot be answered shall be referred to Council's customer services representatives or Council's after-hours phone service	Yes we do this and provide all manner of council information and services. We also use the website where possible but the website is not always as simple and user friendly as council would have us believe. All computer literate volunteers are encouraged to use the website where possible.
Centres to be open to provide service 364 days of the year (excludes Christmas Day)	Our winter hours from 9.30am – 4.30pm were for the 3 <sup>rd</sup> school term only and are again back to 9am-5pm daily except Sunday which is 10am -4pm until 1 <sup>st</sup> December, then become 9am -5pm again.
During Centre opening hours, Centres are required to provide information relating to Council services	We have all relevant TCDC information available for holiday residents and locals alike, relating to council services.
Centres must be manned by at least one appropriately trained employee at all times	Yes we always have one fully trained manager or volunteer available and continue to work hard at recruiting more and new volunteers
Centres must provide visitors with local information thus encouraging them to stay and spend more, attracting external revenue	Definitely cover this
Centres must provide an area to display posters of upcoming local events	Yes
Centres must promote their local area and the entire Coromandel Peninsula as a great place to live, work and play	Absolutely – and having had our German interns working on providing a new website for the town and incorporating the wider peninsula this reflects this totally.
Centre must provide a booking service for local transport	Yes
Centres must make it's premises reasonably available for the conducting of information gathering survey's carried out by the Council	Happy to do so when required.

## **2. Anticipated Issues**

Funding for extra paid staff over the busy summer holiday season is a real concern considering the volume of traffic and the number of volunteers needed each day. Volunteers are amazing but unfortunately because they are volunteers there is no real commitment – unlike a paid position.

## **3. Any Other Issues**

We still await free WIFI for the Library, Information Centre & the Hub meeting room and for the benefit of all our visitors both domestic and international.