

# Statement of Service Report for 2022/23

## Environmental and Regulatory

### OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved
 ● Not achieved
 ● Not measured

92% COMPLETED ON TIME	OUTCOME	2022/23 TARGET	2022/23 RESULT	2021/22 RESULT	NARRATIVE
<i>Councils intended level of service is to: Provide a legally compliant service</i>					
Timeliness of processing building consents and resource consents	Building consents	100% processed within statutory timeframes	96.52% 305 out of 316 building consents were processed within timeframes	91.52%	305 out of 316 building consents were processed within timeframes. The 11 consents went overtime due to workload, staff absentees, leave sick leave etc.
	Resource consents	100% processed within statutory timeframes	Land use consents: 100% Subdivision consent: 98%	Land use consents: 100% Subdivision consents: 95.4%	Only one resource consent was overdue, out of 62 resource consents issued. This consent was signed within timeframes but due to an administrative error was issued one day late.
<i>Council's intended level of service is to: Provide regulatory compliance officers to address enforcement call outs</i>					
Animal Control - Timeliness of response (i.e the Request for Service has been acknowledged) and completion (i.e the Request for Service has been signed off by officers). Results will be presented as the median • Priority 1s = Any Dog Attack / Found Dog / Rushing Dog / Wandering Stock • Priority 2s = Animal Welfare Concern / Barking Dog / Property Inspection / General Enquiry / Lost Animal / Microchip Dog / Multi-dog Inspection / Roaming Dog / Animal Control Bylaw Matter	Response to Priority 1 call outs	90% responded within 0.5 hours	97% responded to in time	98% responded to in time	
	Completion of Priority 1 call outs	90% completed within 20 working days	92% completed on time	90% completed on time	
	Response to Priority 2 call outs	90% responded within 24 hours	93% responded to in time	87% responded to in time	Rostering changes have improved staff availability during office hours, but with only 1 officer on call between two districts, it is not always possible to respond to callouts within the timeframe specified.
	Completion of Priority 2 call outs	90% completed within 20 working days	74% completed on time	72% completed on time	The time taken to resolve an issue is not always within Council's control, with reliance on factors such as the owner's situation or witness availability. Council seeks to meet the expected resolution times wherever possible. Staff shortages has affected these outcomes

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Environmental health Timeliness of response (i.e the site has been attended) and completion (i.e the Request for Service has been signed off by officers). Results will be presented as the median.	Response to Noise Control call outs	●	90% responded to in 1.5 hours	96%	98%	
	Completion of Noise Control call outs	●	90% completed in 2 hours	97%	98%	
	Response to Food Premises call outs	●	90% responded to in 24 hours	83%	100%	Service was disrupted twice during the year due to contractor resigning and the duration needed to reappoint a contractor.
	Completion of Food Premises call outs	●	90% completed in 72 hours	75%	100%	Service was disrupted twice during the year due to contractor resigning and the duration needed to reappoint a contractor.