














Statement of Service Report for 1 July to 31 December 2021

Environmental and Regulatory

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

		 Achieved	 Not achieved	 Not measured		
PERFORMANCE MEASURE	OUTCOME	2021/22 MEASUREMENT	2021/22 RESULT	2020/21 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 on time	89.38%	81.4%	Workload pressures due to increased building activity led to consents going overdue earlier in the year with staff shortages
	Resource consents		100% processed on time	Subdivision 94% (18/19) Land Use 100% (25/25)	Subdivision 56.8% Land use 75.6%	The consents that went over were usually by only a few days
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 1's = Any Dog Attack / Found Dog / Rushing Dog / Wandering Stock • Priority 2's = Animal Welfare Concern / Barking Dog / Property Inspection / General Enquiry / Lost Animal / Microchip Dog / Multi-dog Inspection / Roaming Dog / Animal Control Bylaw Matter			Priority 1s - 90% responded to in 0.5 hours	100%	96%	responded to in time
			Priority 2s - 90% responded to in 24 hours	99.4%	91%	responded to in time
			Priority 1s - 90% completed in 20 working days	86.3%	78%	completed on time Staff re-training with time allowances when closing RFS's required. Percentage higher but MagiQ unable to be adjusted after the first action placed without adding time allowance.
			Priority 2s - 90% completed in 20 working days	90.66%		
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.			Noise control – 90% responded to in 1.5 hours	95.07%		Not measured
			Food premises – 90% responded to in 24 hours	100%		Not measured
			Noise control – 90% completed in 2 hours	93.66%		Not measured
			Food premises – 90% completed in 72 hours	100%		

*Mandatory