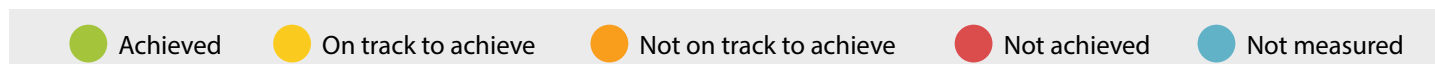


# Statement of Service Report 6 monthly Dec 2023/24

## Environmental and Regulatory

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



PERFORMANCE MEASURE	OUTCOME (6 MONTH)	2023/24 TARGET	DECEMBER 2023 RESULT	2022/23 RESULT	NARRATIVE
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*Councils intended level of service is to: Provide a legally compliant service*

Timeliness of processing building consents and resource consents	Building consents	<span style="color: red;">●</span>	100% processed within statutory timeframes	98.18%	96.52%	Two building consents were not processed within the statutory timeframes due to staff workloads.
	Resource consents	<span style="color: green;">●</span>	100% processed within statutory timeframes	Land use consents: 100% Subdivision consents: 100%	Land use consents: 100% Subdivision consents: 95.4%	Only one resource consent was overdue, out of 28 resource consents issued. This consent was signed within timeframes but due to an administrative error was issued one day late.

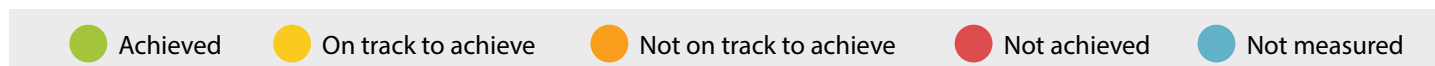
*Council's intended level of service is to: Provide regulatory compliance officers to address enforcement call outs*

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	Response to Priority 1 call outs	<span style="color: green;">●</span>	90% responded within 0.5 hours	91%	97%	Target met although the team experienced staff shortages during this period.
	Completion of Priority 1 call outs	<span style="color: green;">●</span>	90% completed within 20 working days	97%	92%	Target met although the team experienced staff shortages during this period.
	Response to Priority 2 call outs	<span style="color: red;">●</span>	90% responded within 24 hours	83%	93%	Staff shortages during this period meant staff prioritised priority 1 complaints for response.
	Completion of Priority 2 call outs	<span style="color: green;">●</span>	90% completed within 20 working days	92%	74% completed on time	Target met although shortages during this period meant staff prioritised responding to priority 1 complaints

# Statement of Service Report 6 monthly Dec 2023/24

## Environmental and Regulatory

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



PERFORMANCE MEASURE	OUTCOME (6 MONTH)	2023/24 TARGET	DECEMBER 2023 RESULT	2022/23 RESULT	NARRATIVE	
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	85%	96%	This is due to staff shortage in relation to following up to unclosed RFS in a timely manner.
	Completion of Noise Control call outs	●	90% completed in 2 hours	85%	97%	This is due to staff shortage in relation to following up to unclosed RFS in a timely manner.
	Response to Food Premises call outs	●	Food premises – 90% responded to in 24 hours	50%	83%	Target not met due to staff resignation and challenges filling the position with a suitability qualified person.
	Completion of Food Premises call outs	●	90% completed in 72 hours	50%	75%	Target not met due to staff resignation and challenges filling the position with a suitability qualified person.