

# Statement of Service Report for 2022/23

## Environmental and Regulatory

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






● Achieved
 ● Not achieved
 ● Not yet achieved
 ● Not measured
 ● Not yet measured

PERFORMANCE MEASURE	OUTCOME	2022/23 TARGET	DECEMBER 22 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	99%	91.52%	125 out of 126 building consents were processed within timeframes.
	Resource consents	100% processed within statutory timeframes	97%	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.
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	90% responded within 0.5 hours	93%	98% responded to in time	
	Completion of Priority 1 call outs	90% completed within 20 working days	81%	90% 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.
	Response to Priority 2 call outs	90% responded within 24 hours	87% responded to in time	87% responded to in time	Due to the differing urgency of priority 1 and priority 2 callouts, there are times when officers are required to prioritise their time to complete a priority 1 callout. 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	57% 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.

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 Achieved	 Not achieved	 Not yet achieved	 Not measured	 Not yet measured
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PERFORMANCE MEASURE	OUTCOME	2022/23 TARGET	DECEMBER 22 RESULT	2021/22 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	94%	98%	
	Completion of Noise Control call outs	90% completed in 2 hours	96%	98%	
	Response to Food Premises call outs	90% responded to in 24 hours	75%	100%	The 75% reflects that only one call out was not responded to on time, as only 4 call outs were received in this period. Council has had some difficulties in sourcing and maintaining a contracted officer for this role.
	Completion of Food Premises call outs	90% completed in 72 hours	100%	100%	