




Statement of Service Report for 2021/22

Environmental and Regulatory

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

 Achieved

 Not achieved


 Not measured


PERFORMANCE MEASURE	OUTCOME	2021/22 TARGET	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 within statutory timeframes	91.52%	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 within statutory timeframes	Land use consents: 100% Subdivision consents: 95.4%	Subdivision 56.8% Land use 75.6%	The processing timeframes have significantly improved since 20/21. Only two subdivision consents were not processed within statutory timeframes. While staff endeavour to complete all consents within timeframes, delays can be caused due to processing and communication issues.
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	98%	96% responded to in time	
	Completion of Priority 1 call outs	90% completed within 20 working days	90%	78% completed on time	
	Response to Priority 2 call outs	90% responded within 24 hours	87%	91% 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. At times, this can mean staff are not available to respond to a priority 2 callout within the time specified. Additionally, officers do not respond to a priority 2 callout outside of working hours, so where this 24-hour window falls over a weekend, the target timeframe will not be met. Rostering changes will improve this measure during business hours.
	Completion of Priority 2 call outs	90% completed within 20 working days	72%	78% 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. Rostering changes will improve this measure during business hours.


Statement of Service Report for 2021/22

Environmental and Regulatory

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

 Achieved

 Not achieved

 Not measured

PERFORMANCE MEASURE	OUTCOME	2021/22 TARGET	2021/22 RESULT	2020/21 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	98%	Not measured	
	Completion of Noise Control call outs	90% completed in 2 hours	98%	Not measured	
	Response to Food Premises call outs	90% responded to in 24 hours	100%	Not measured	
	Completion of Food Premises call outs	90% completed in 72 hours	100%	Not measured	

* *Mandatory*