

Statement of Service Report 9 Month (July – March 2024/25)

Regulatory Services

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

<div><div></div> Achieved</div> <div><div></div> On track to achieve</div> <div><div></div> Not on track to achieve</div> <div><div></div> Not achieved</div> <div><div></div> Not measured</div>					
PERFORMANCE MEASURE	OUTCOME	2024/25 TARGET	MARCH 2024/25 RESULT	2023/24 RESULT	NARRATIVE
Councils intended level of service is to: Provide a legally compliant service					
Timeliness of processing building consents and resource consents	Building consents	<div></div> 100% processed within statutory timeframes	100%	99.15%	
	Resource consents	<div></div> 100% processed within statutory timeframes	100%	Land use consents: 100% Subdivision consents: 98%	
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 = Any dog attack, found dog, rushing dog, wandering stock. Priority 2 = 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	<div></div> 90% responded within 0.5 hours	67%	99%	
	Completion of Priority 1 call outs	<div></div> 90% completed within 20 working days	95%	97%	
	Response to Priority 2 call outs	<div></div> 90% responded within 24 hours	73%	88%	
	Completion of Priority 2 call outs	<div></div> 90% completed within 20 working days	95%	93%	

* Mandatory

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PERFORMANCE MEASURE	OUTCOME	2024/25 TARGET	MARCH 2024/25 RESULT	2023/24 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	<div></div> 90% responded to in 1.5 hours	54%	97.47%	
	Completion of Noise Control call outs	<div></div> 90% completed in 2 hours	71%	97.47%	
	Response to Food Premises call outs	<div></div> Food premises – 90% responded to in 24 hours	25%	89%	Contractor only works one day a week for RDC so timeframes were exceeded.
	Completion of Food Premises call outs	<div></div> 90% completed in 72 hours	50%	78%	Contractor only works one day a week for RDC so timeframes were exceeded.

* Mandatory