

Statement of Service Report (End of Year 2024/25)

Regulatory Services

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

<div><div></div>Achieved</div> <div><div></div>Not achieved</div> <div><div></div>Not measured</div>					
PERFORMANCE MEASURE	OUTCOME	2024/25 TARGET	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	99.57%	99.15%	One building consent took longer than 20 days to process due to workload pressure and staff absence.
	Resource consents	<div></div> 100% processed within statutory timeframes	Land use consents 100% Subdivision consents 100%	Land use consents: 100% Subdivision consents: 98%	All resource consents were processed within statutory timeframes.
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	94%	99%	Priority 1 Response target met.
	Completion of Priority 1 call outs	<div></div> 90% completed within 20 working days	95%	97%	Priority 1 completion target achieved.
	Response to Priority 2 call outs	<div></div> 90% responded within 24 hours	86%	88%	Close to being achieved.
	Completion of Priority 2 call outs	<div></div> 90% completed within 20 working days	92%	93%	Priority 2 completion target met.

* Mandatory

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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	93%	97.47%	Response target achieved.
	Completion of Noise Control call outs	<div></div> 90% completed in 2 hours	71%	97.47%	Target not met due to process issues which have since been resolved.
	Response to Food Premises call outs	<div></div> Food premises – 90% responded to in 24 hours	20%	89%	This has been rectified by a new contractor that is available three days per week.
	Completion of Food Premises call outs	<div></div> 90% completed in 72 hours	40%	78%	This has been rectified by a new contractor that is available three days per week.