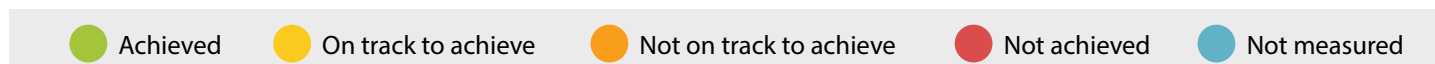


# Statement of Service Report 9 month - March 2024

## Environmental and Regulatory

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



PERFORMANCE MEASURE	OUTCOME (9 MONTH)	2023/24 TARGET	MARCH 2024 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	●	100% processed within statutory timeframes	98.76%	96.52%	2 consents not processed on time due to staff workloads.
	Resource consents	●	100% processed within statutory timeframes	Land use consents: 100% Subdivision consents: 96.43%	Land use consents: 100% Subdivision consents: 100%	One subdivision consent not processed on time.

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

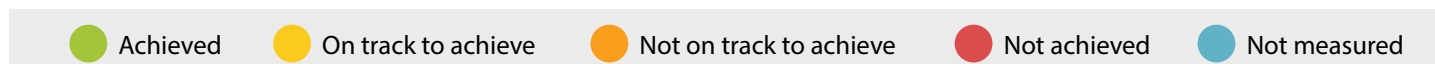
Animal Control - Timeliness of response (i.e the Request for Service has been acknowledged) and completion (i.e the Request for Service has been signed off by officers). Results will be presented as the median • Priority 1's = Any Dog Attack / Found Dog / Rushing Dog / Wandering Stock • Priority 2's = 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	●	90% responded within 0.5 hours	89%	97%	Slight drop in response % due to incorrect time recording when RFS updated
	Completion of Priority 1 call outs	●	90% completed within 20 working days	97%	92%	On target.
	Response to Priority 2 call outs	●	90% responded within 24 hours	85%	93%	Drop in response % due to incorrect time recording when RFS updated.
	Completion of Priority 2 call outs	●	90% completed within 20 working days	93%	74%	On target.





\* Mandatory

# Statement of Service Report 9 month - March 2024

## Environmental and Regulatory

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



PERFORMANCE MEASURE	OUTCOME (9 MONTH)	2023/24 TARGET	MARCH 2024 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	99%	96%	On target.
	Completion of Noise Control call outs		90% completed in 2 hours	88%	97%	Drop in responses completed on time due to incorrect time recording when RFS updated.
	Response to Food Premises call outs		Food premises – 90% responded to in 24 hours	86%	83%	Drop in response responded to on time due to incorrect time recording when RFS updated.
	Completion of Food Premises call outs		90% completed in 72 hours	88%	75%	Drop in responses completed on time due to incorrect time recording when RFS updated.