

# Statement of Service Report End of Year 2023/2024

## Environmental and Regulatory

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

● Achieved
 ● Not achieved
 ● Not measured

PERFORMANCE MEASURE	OUTCOME	2023/24 TARGET	2023/24 RESULT	2022/23 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	99.15%	96.52%	Of the 235 building consents processed, 233 were processed on time. 2 were not processed on time due to staff workloads.
	Resource consents	100% processed within statutory timeframes	Land use consents: 96.67% Subdivision consents: 97.56%	Land use consents: 100% Subdivision consents: 98%	Of the 71 resource consents processed, 4 went overtime due to complexity of the proposals.
<i>Council's intended level of service is to: Provide regulatory compliance officers to address enforcement call outs</i>					
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	99%	97%	
	Completion of Priority 1 call outs	90% completed within 20 working days	97%	92%	
	Response to Priority 2 call outs	90% responded within 24 hours	88%	93%	This was not met due to staff having to prioritise duties.
	Completion of Priority 2 call outs	90% completed within 20 working days	93%	74%	The increase has been as a result of staff focusing on more attention to detail when resolving complaints, specifically time recording.

# Statement of Service Report End of Year 2023/2024

## Environmental and Regulatory

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

● Achieved
 ● Not achieved
 ● Not measured

PERFORMANCE MEASURE	OUTCOME	2023/24 TARGET	2023/224 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	93%	96%	
	Completion of Noise Control call outs	90% completed in 2 hours	91%	97%	
	Response to Food Premises call outs	Food premises – 100% responded to in 24 hours	89%	83%	Response times were negatively effected due to the Environmental Health Officer role being vacant.
	Completion of Food Premises call outs	100% completed in 72 hours	78%	75%	Response times were negatively effected due to the Environmental Health Officer role being vacant.