

Statement of Service Report 3 Month (July-September 2024/25)

Regulatory Services

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved
 ● On track to achieve
 ● Not on track to achieve
 ● Not achieved
 ● Not measured

PERFORMANCE MEASURE	OUTCOME (3 MONTH)	2024/25 TARGET	SEPTEMBER 2023 RESULT	2023/24 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	100%	99.15%	51 consents processed within statutory timeframes
	Resource consents	100% processed within statutory timeframes	100%	Land use consents: 100% Subdivision consents: 98%	24 resource consents processed within statutory timeframes
<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 = 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	90% responded within 0.5 hours	93%	99%	
	Completion of Priority 1 call outs	90% completed within 20 working days	96%	97%	
	Response to Priority 2 call outs	90% responded within 24 hours	85%	88%	Delays to response due to prioritising Priority 1 jobs. Priority 2 call outs include tasks such as property inspections.
	Completion of Priority 2 call outs	90% completed within 20 working days	97%	93%	

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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	90% responded to in 1.5 hours	100%	93%	
	Completion of Noise Control call outs	90% completed in 2 hours	100%	91%	
	Response to Food Premises call outs	Food premises – 90% responded to in 24 hours	0%	89%	Only one complaint was received which was not responded to within the required timeframe.
	Completion of Food Premises call outs	90% completed in 72 hours	100%	78%	