

Chairperson and Committee Members
REGULATORY MANAGEMENT COMMITTEE

12 MARCH 2015

Meeting Status: **Public**

Purpose of Report: For Information

**PROPOSED REGULATORY SERVICES QUARTERLY
REPORTING TEMPLATE**

PURPOSE OF REPORT

- 1 This report is to provide the Regulatory Management Committee with an overview of the improvements proposed to monitor and report regulatory services on a quarterly basis.

DELEGATION

- 2 The Regulatory Management Committee has the delegated authority to consider this paper.

“6. Generally this delegation provides authority to exercise all functions, duties and powers relating to all matters assigned to this Committee, as adopted by the Council from time to time, where financial provision has been made in the Annual Plan or LTP, and where the action proposed is not contrary to established Council strategy and/or policy or the power of delegation.”

BACKGROUND

- 3 During the process of preparing the draft Long Term Plan there was a very clear indication that elected members are interested in monitoring the details, both volume and quality, of work being undertaken in regulatory services.
- 4 In the development of the draft Regulatory Services Activity Management Plan Key Performance Indicators (KPI's) were separated into two parts:

Part one - Long Term Plan Levels of Service

Part one contains KPI's that are representative of the Regulatory Services Group. These have been included in the draft Long Term Plan and will be reported quarterly to the Corporate Business Committee and in the Annual Report each year.

Part two - Regulatory Services Levels of Service

Part two contains KPI's that provide for measurement of performance at an operational level. Many of these KPI's have evolved from KPI's found in previous versions of Councils planning documents.

ISSUES AND OPTIONS

Issues

- 5 During the year regular data on regulatory services performance will be collected, collated and analysed by staff. That performance monitoring information will be provided in the form of a Regulatory Services Quarterly Report to inform elected members of the progress made toward achieving performance requirements in the Regulatory Services Activity Management Plan. This will be reported to the Regulatory Management Committee.
- 6 The KPI's in the Regulatory Services Activity Management Plan are currently in draft form and will be finalised after the adoption of the Long Term Plan. Each KPI is currently being evaluated to ensure it is SMART (Specific, Measurable, Achievable, Relevant and Time-bound). This involves checking that base data is able to be collected and reported on efficiently and meaningfully. This process may result in some changes to the wording of some KPI's.
- 7 The format that elected members will receive this information is shown in Appendix 1 attached to this report: RS-15-1517. Please note that "results" contained in this template are a representation of how information may look and are not based on actual figures.

CONSIDERATIONS

Policy considerations

- 8 There are no policy considerations.

Legal considerations

- 9 There are no legal considerations.

Financial considerations

- 10 There are no financial considerations

Tāngata whenua considerations

- 11 There are no Tāngata whenua considerations.

SIGNIFICANCE AND ENGAGEMENT

Degree of significance

- 12 This matter has a low level of significance under Council policy.

Engagement planning

- 13 As this is an information paper an engagement plan is not required.

Publicity

- 14 There is no immediate publicity issue, but note the template in this paper introduces a report that when populated will have public interest.

RECOMMENDATIONS

- 15 That the Regulatory Management Committee notes it will receive a quarterly report on the volumes and quality of work undertaken by Regulatory Services, with the first report due after 30 September 2015.

Report prepared by **Approved for submission** **Approved for submission**

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ATTACHMENTS

- 1 Appendix 1. Draft Template - Regulatory Services Quarterly Report.