

# Regulatory Services Quarterly Report

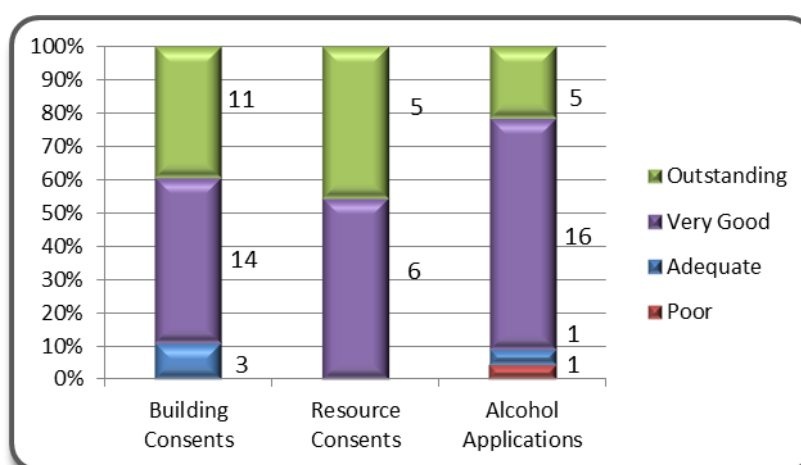
1 July to 30 September 2015

## Open for Business (All Teams)

	Level of Service	Measure	Target 2015/16	Result
KPI 1	Consenting and licencing issue applicants receive good service.	Percentage of alcohol, resource consent, building consent and LIMs application survey respondents agree that they have received good or better service.	75%	On target 92%

### Application survey respondents' results

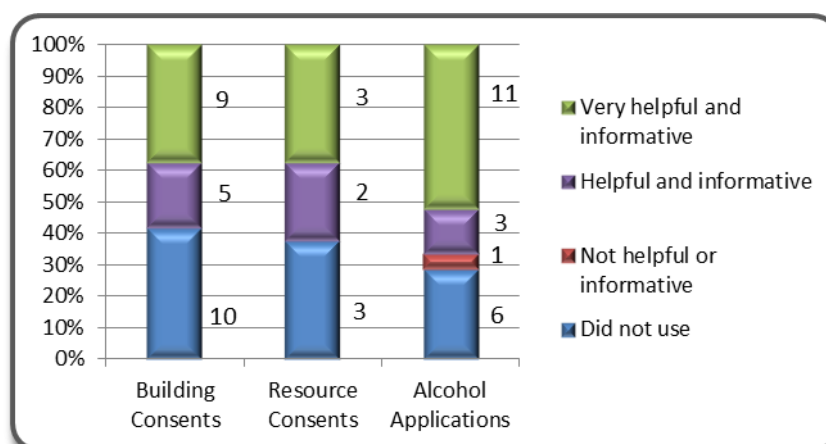
"How would you rate the performance of staff involved in processing your application?"



	Level of Service	Measure	Target 2015/16	Result
KPI 2	Pre-application services are informative and helpful.	Percentage of users / respondents agree that pre-application processes are useful and informative.	75%	On target 97%

### Rating of pre-application services

"If you used one of our pre-application services how helpful and informative was this service in preparing for the resource consent application / process?"



	Level of Service	Measure	Target 2015/16	Result
KPI 3	Regulatory teams will actively seek opportunities to enhance the way they work and the experience of their customers.	Compliments and complaints are recorded, evaluated, and potential improvements are entered into the Continuous Improvement process.	Achieve	Achieved

**Compliments and complaints formally received year to date**



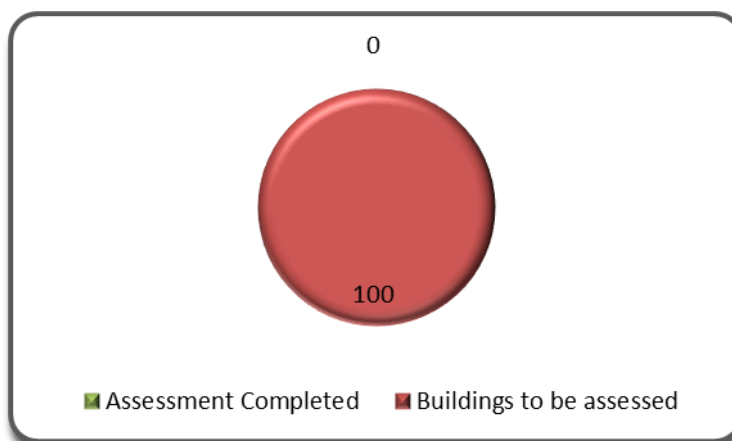
	Level of Service	Measure	Target 2015/16	Result
KPI 4	Regulatory teams will actively seek opportunities to enhance the way they work and the experience of their customers.	Continuous Improvements are recorded and actioned using the process described in the relevant Quality Assurance System.	Achieve	Achieved

<b>Continuous Improvement Summary</b>			
	<b>Underway</b>	<b>Complete</b>	<b>Total</b>
Building Control	79	317	396
Animal Control	31	20	51
Alcohol / Environmental Health	13	134	147
Resource Consents	37	26	63

## Building Control

	Level of Service	Measure	Target 2015/16	Result
KPI 5	The earthquake prone status of buildings in the Kāpiti district are reliable.	There are no successful challenges to earthquake prone building status.	Achieve	Not yet due
KPI 6	The earthquake prone status of buildings in the Kāpiti district are reliable.	100 buildings are assessed per year to determine whether they are likely to be earthquake prone.	100 buildings	On target

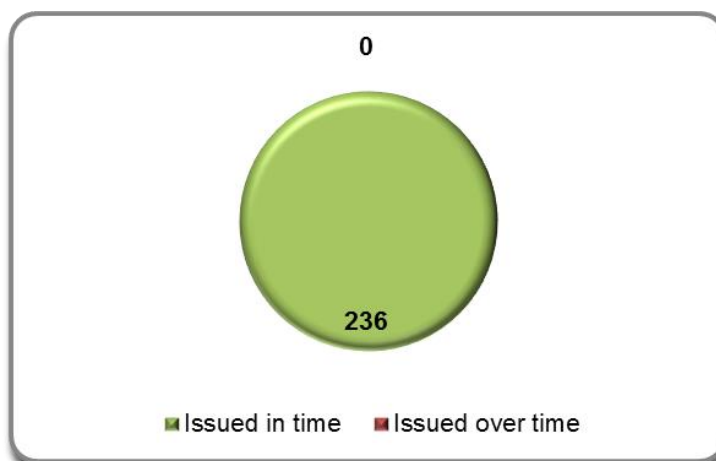
### Progress of Earthquake Prone Building Assessments



This project has undertaken a request for proposals from structural engineering consultants and finalised the number of buildings to be assessed in the Kapiti Coast District. We are about to start our assessment programme of assessing the seismic performance of buildings, this why the completed assessments currently are zero.

	Level of Service	Measure	Target 2015/16	Result
KPI 7	All Code Compliance Certificates are issued in a timely manner.	All code compliance certificates are issued within statutory timeframes.	100%	On target 100%

### Code Compliance Certificates Issued



236 Code Compliance Certificates were issued on time in the first quarter.

1,483 building inspections were undertaken in the first quarter.

	Level of Service	Measure	Target 2015/16	Result
KPI 8	Commercial buildings are safe for users to occupy or visit.	33% of all buildings that are subject to a Building Warrant of Fitness are inspected annually.	33%	On target

#### Building Warrant of Fitness Inspections



There are 440 buildings are subject to a Building Warrant of Fitness, 147 are due to be inspected in the 2015/16 year.

	Level of Service	Measure	Target 2015/16	Result
KPI 9	Illegal or unauthorised building work is identified and prompt action is taken.	Percentage of all notified complaints regarding illegal or unauthorised building work is investigated within three working days.	95%	Not on target 87.5%

Eight notified complaints regarding illegal building work were received in the year to date and seven were investigated within required timeframes.

	Level of Service	Measure	Target 2015/16	Result
KPI 10	Substantive compliance with statutory timeframes for LIMs issued.	The average days to process a LIM will not exceed 7 days.	Achieve	On target 100%

193 were issued in first quarter with the average days to process a LIM in the year to date is six .

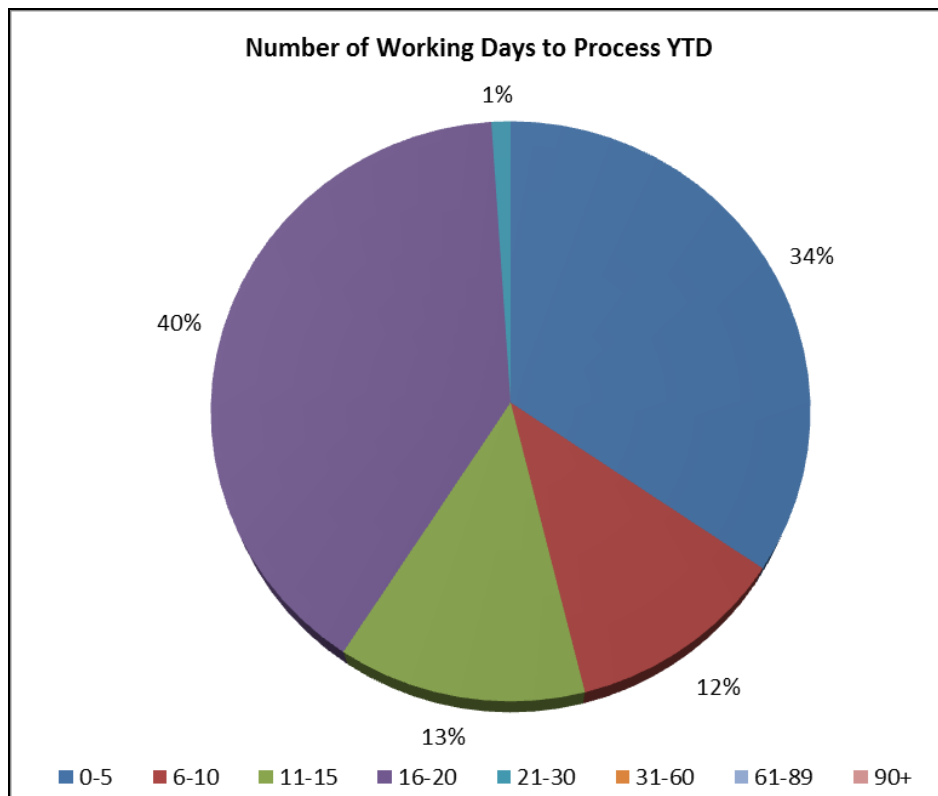
#### Building Control Noticeboard

*Note: This section is used to inform elected members of other items that relate to the Building Consent area.* Building Consents have been busy preparing for a request for proposals from structural engineering consultants to assist with the seismic assessment of buildings as part of the earthquake prone building project. We have also prepared for the installation of Goget which will allow the team to undertake inspections-recording the information and results on tablets and emailing the results to the customer.

## BUILDING CONSENTS ISSUED 2015/16

	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Year
Total Building Consents Issued	284				284
Total Consents Processed within 20 working days	281				281
Percentage complete within 20 working days	99 %				99 %
Average processing time	11 days				

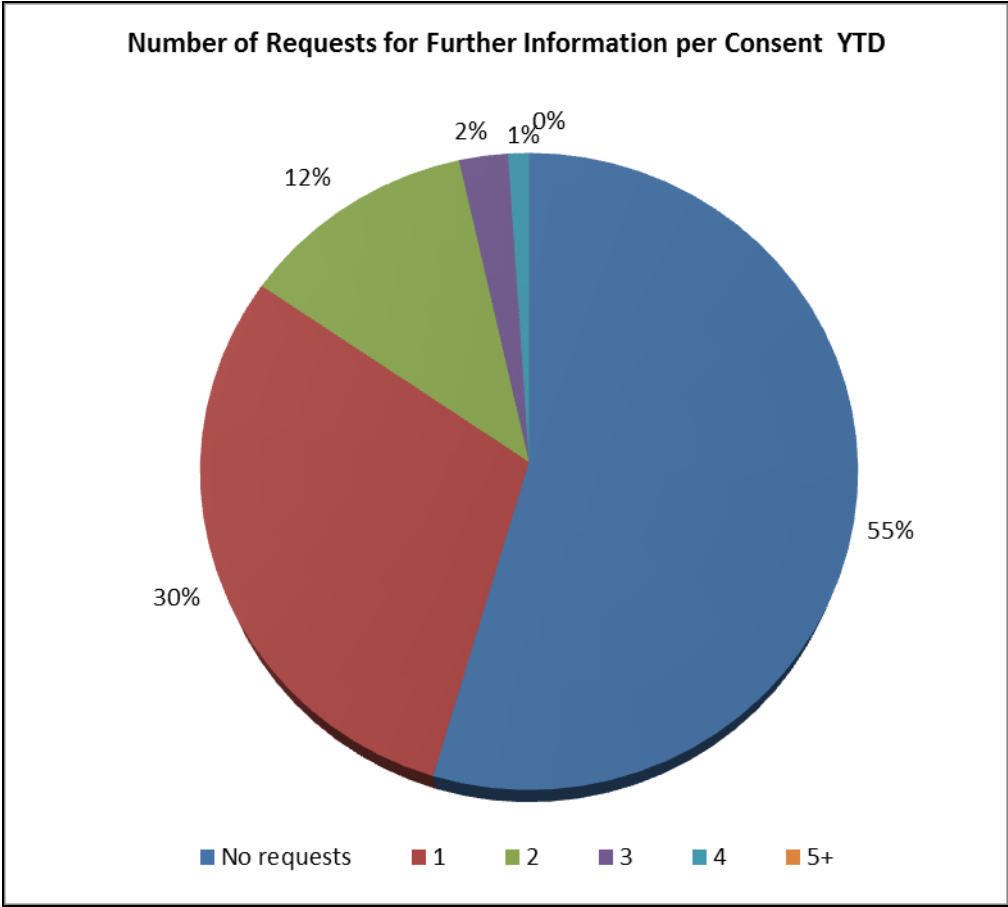
1-07-2015 to 30-09-2015		
Number of Days <sup>1</sup> (X)	Number of consents processed within (X) Working Days	Number of consents processed within (X) Actual Days <sup>2</sup>
0-5	98	95
6-10	33	18
11-15	37	18
16-20	113	49
21-30	3	46
31-60		44
61-89		7
90+		7
<b>TOTAL</b>	<b>284</b>	<b>284</b>



<sup>1</sup> Working days are the days except Saturday, Sunday and public holidays that the consent is at Council and the application is not suspended for additional information. This is the official count according to the Building Act.

<sup>2</sup> Actual days is the total number of days (excluding public holidays, weekends) that the consent application is at Council from receipt of application through to decision. This includes the days where the application is suspended for additional information.

**REQUESTS FOR FURTHER INFORMATION<sup>3</sup>**



Requests for Information	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Year
No requests	155				155
1	85				85
2	34				34
3	7				7
4	3				3
5+	0				0
<b>TOTAL</b>	<b>284</b>				<b>284</b>

<sup>3</sup> Further information is requested due to reasons such as: incomplete or incorrect information supplied; the information received triggered further questions; applicant disputed decision, and/or the complexity of some consents regarding fire safety vs. economics vs. what the owner is willing to do.

## Resource Consents and Compliance

	Level of Service	Measure	Target 2015/16	Result
KPI 11	Co-management opportunities are endorsed through Te Whakaminenga o Kāpiti.	Tāngata whenua have the opportunity to review all resource consent applications.	Achieve	On target

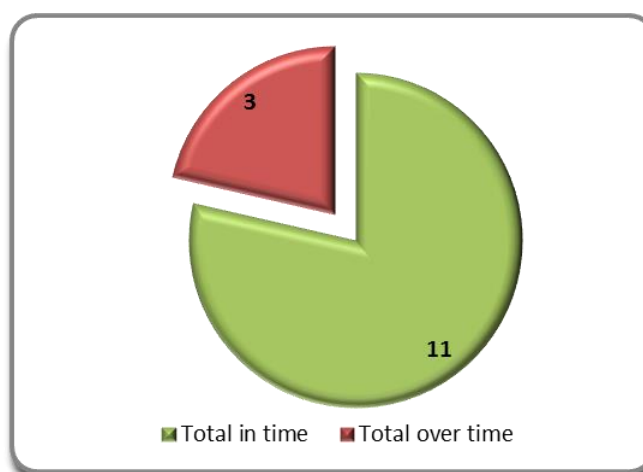
A list of all consents formally received by Council is sent out to all Iwi representatives with copies available on request. Those applications assumed to be of interest are sent out when the consent is allocated to the planner for processing.

	Level of Service	Measure	Target 2015/16	Result
KPI 12	Avoid unnecessary delays with notified consents, which due to their complexity can span a lengthy period.	Percentage of all notified consents are processed within statutory timeframes.	95%	Not on target 67%

Two out of three notified consents were received and processed within statutory timeframes in the year to date.

	Level of Service	Measure	Target 2015/16	Result
KPI 13	Process completion certificates promptly to avoid costly delays.	Percentage of all s223 completion certificates are processed within statutory timeframes.	95%	Not on target 78%

### Applications Processed



	Level of Service	Measure	Target 2015/16	Result
KPI 14	Continuous improvement in the provision of services that enhance efficiency and lower the cost of processes.	Time recording is introduced to monitor efficiency and provide a baseline for performance management.	Achieve	Not yet due

Staff are still working towards making the timesheet module available in NCS.

	Level of Service	Measure	Target 2015/16	Result
KPI 15	Continuous improvement in the provision of services that enhance efficiency and lower the cost of processes.	Percentage of application deposits refunded less than 5% of decisions issued per year.	<5%	On target 2%

One refund was processed in the year to date. The refunds associated with the balance of the applications which exceeded statutory timeframes, are in the process of being refunded.

	Level of Service	Measure	Target 2015/16	Result
KPI 16	Ensure resource consent decision making is robust and legally defensible.	Applications for judicial review or appeal of decision result in Council's decision being upheld.	Achieve	On target

There has been one decision issued for an appeal of decision this quarter. Council's decision was upheld.

	Level of Service	Measure	Target 2015/16	Result
KPI 17	All development in the community are monitored to ensure they are consistent with District Plan.	Resource consents known to be given affect to are monitored in accordance with Regulatory Services Monitoring Strategy / Procedures Manual.	95%	On target 100%

117 inspections of 62 Resource Consents were recorded during this quarter and 34 inspections were undertaken in relation to the expressway project. All consents known to have been given affect to are being monitored.

An applicant has five years in which to give effect to a Resource Consent with some resource consents having on-going monitoring requirements. This makes assessment difficult. The Development Control team are in the process of writing its Monitoring Strategy / Procedures Manual to ensure the team is as proactive as possible when determining which consents have been given affect to, and thus require monitoring.

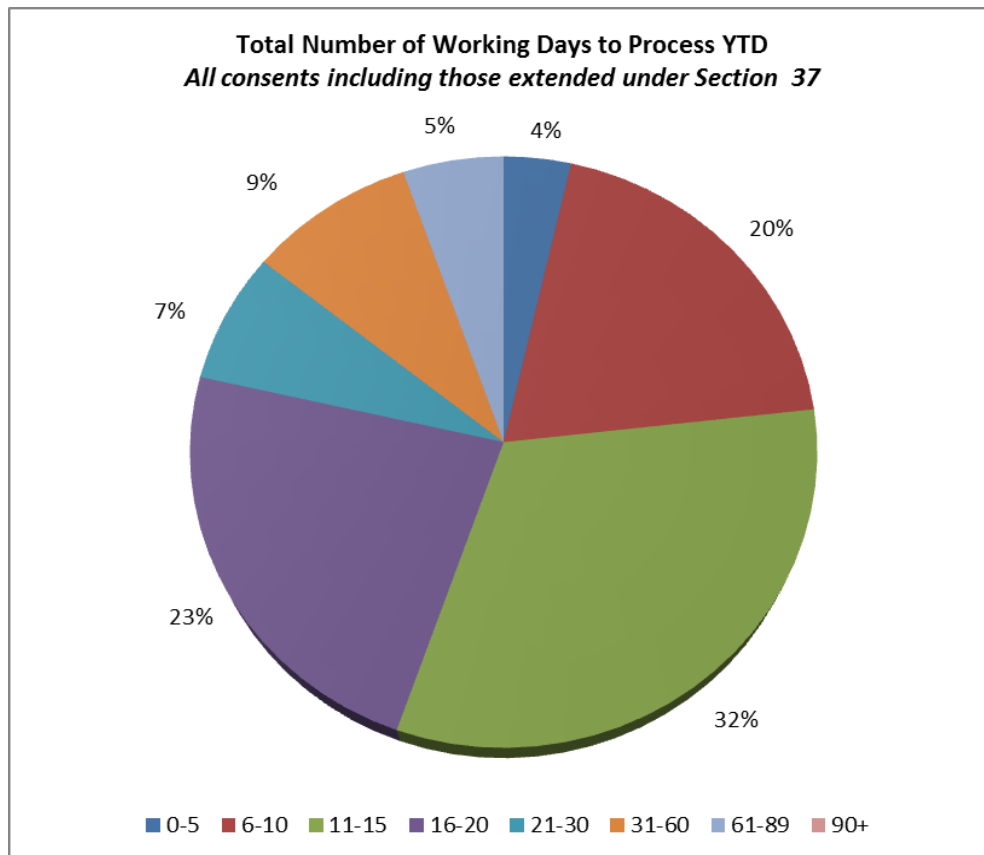
	Level of Service	Measure	Target 2015/16	Result
KPI 18	Provision of a responsive and efficient process for ensuring compliance obligations are fairly and appropriately enforced.	Quarterly audit review shows that procedures are followed in accordance with the Enforcement Policy.	Achieve	On target



## RESOURCE CONSENTS ISSUED 2015/16

	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Year to Date
Total Resource Consents – decision issued during period	56				56
Total non-notified issued within statutory timeframes	48				48
Total notified issued within statutory timeframes	2				2
Percentage complete within statutory timeframes	89 %				89 %
Average processing days for non-notified decision (excl. consents with S37 timeframe extensions)	14 days				14 days
Average processing days for notified decision (excl. consents with S37 timeframe extensions)	73 days				73 days
Consents where further information requested <sup>1</sup>	24				24

1-07-2015 to 31-09-2015		
Number of Days (X)	Number of consents processed within (X) Working Days <sup>2</sup>	Number of consents processed within (X) Actual Days <sup>3</sup>
0-5	2	1
6-10	11	7
11-15	18	12
16-20	13	7
21-30	4	10
31-60	5	6
61-89	3	4
90+	0	9
<b>TOTAL</b>	<b>56</b>	<b>56</b>

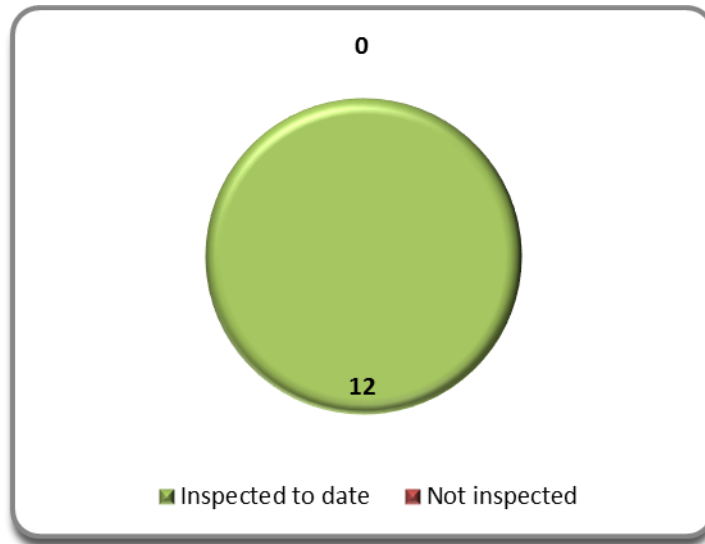


1. Further information is requested due to applicants not providing sufficient information in order to understand the impact of the subdivision and/or land use on the environment. This included incomplete information in relation to noise impacts, traffic, visual, earthworks, drawings not to scale, no assessment or inadequate assessment of environmental effects.
2. Working days are the days, except Saturday, Sunday and public holidays, where the consent is at Council and the application is not suspended for additional information. This is purely a count of days at Council and does not differentiate between notified and non-notified consents, or consents subject to section 37 extensions of timeframe.
3. Actual days are the total number of working days that the consent application is at Council from receipt of application through to decision. This includes the days where the application is suspended for additional information, notified as well as non-notified applications, and those applications where timeframes were extended under section 37.

## Environmental Protection

	Level of Service	Measure	Target 2015/16	Result
KPI 19	Alcohol outlets operate within an environment that is safe and healthy.	Percentage of all alcohol outlets that apply for a new licence or the renewal of a licence will be inspected prior to the issue of the licence.	95%	On target 100%

### Premises inspected for new/renewal alcohol licence applications

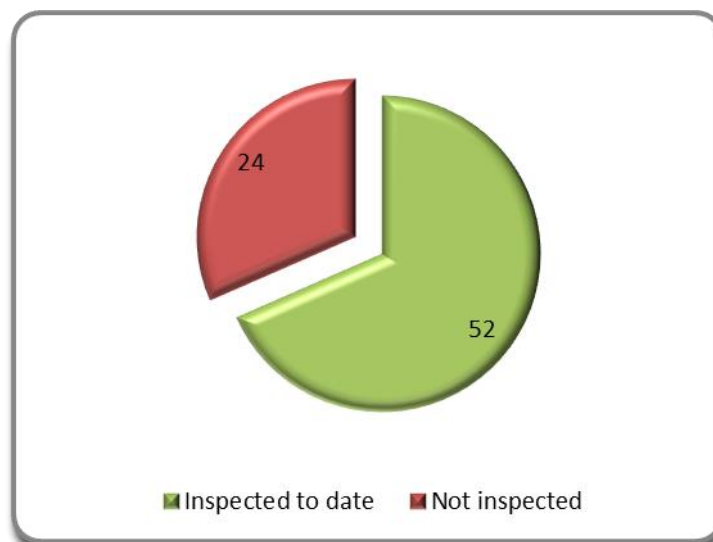


Inspectors have been involved in a number of District Licensing Committee hearings during this quarter including two new bottle stores, a managers certificate hearing.

In addition a total of 35 inspections were under taken during the quarter which includes monitoring/compliance visits.

	Level of Service	Measure	Target 2015/16	Result
KPI 20	All food premises operate within an environment that is safe and healthy.	A minimum of 80% of all food premises are audited/ inspected using a risk based approach in accordance with government acts or regulations each year.	80%	Not yet due

#### Licensed food premises inspected



The number of food premises can change from week to week as premises close or new premises open. The numbers shown are calculated based on only the premises that are relevant within the timeframe of this report. The percentage result will be reported at year end.

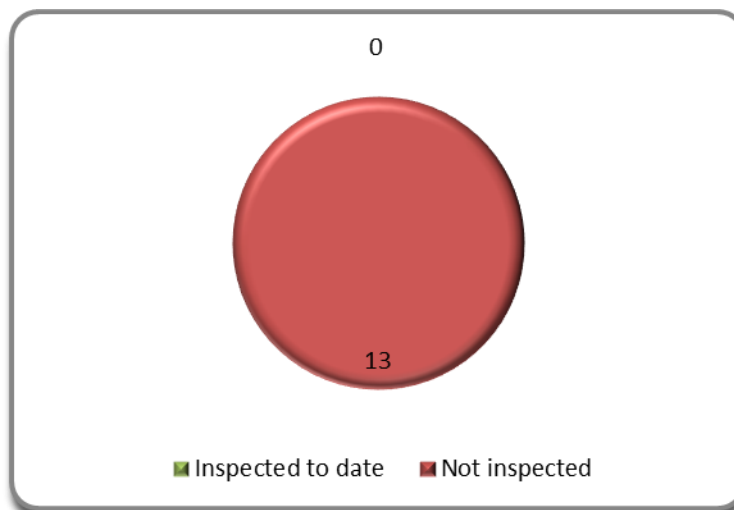
The target for the year is 307 based on the grading of each premises at 1 July 2015. Therefore the target for this quarter was 76.

While the number of inspections/audits related to the KPI target may not have been achieved this quarter we undertook a lot of planning work in relation to how to best support food businesses with an on licence transition into the new FCP system next year. We visited another 75 on licensed food businesses in this quarter either to introduce them to the new system and invite them to group training sessions; helping them implement the new system and for those who were a little further ahead, undertaking pre audit visits. This brought the total visits to food premises up to 127 for the month.

In addition in September the team spent a lot of time planning and developing resources for the FCP training sessions to be delivered in October.

	Level of Service	Measure	Target 2015/16	Result
KPI 21	All other licensed premises, e.g. hairdressers, operate within an environment that is safe and healthy.	A minimum of 80% of all other licensed premises' are inspected for compliance with appropriate regulations.	80%	Not yet due

#### Other licensed premises inspected



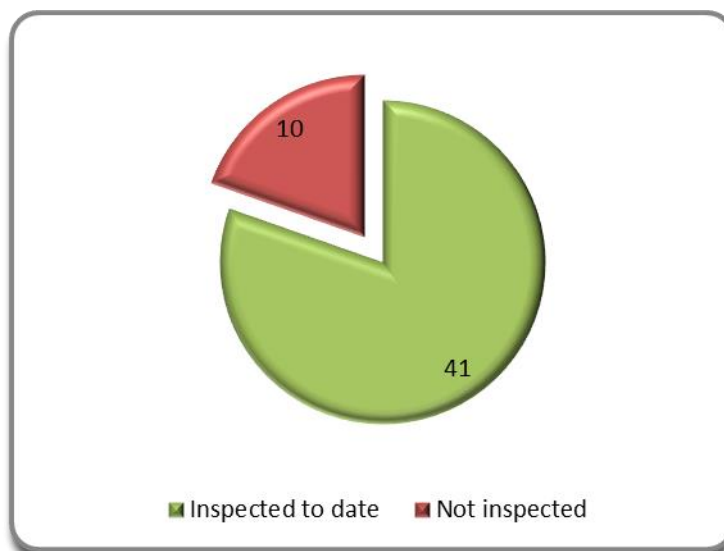
The number of premises can change from week to week as businesses close or new premises open. The numbers shown are calculated based on only the premises that are relevant within the timeframe of this report. The percentage result will be reported at year end.

The target for the year was based on the existing business as of 1 July 2015 and is 51 other licensed premises. This relates to approximately 13 visits per quarter.

We do not anticipate any issue catching up with this target in the coming months.

	Level of Service	Measure	Target 2015/16	Result
KPI 22	Private swimming pools comply with the legislated requirements.	20% of all known private swimming pools are inspected to ensure compliance with the Fencing of Swimming Pools Act 1987.	20%	Not yet due

### Swimming pool inspections

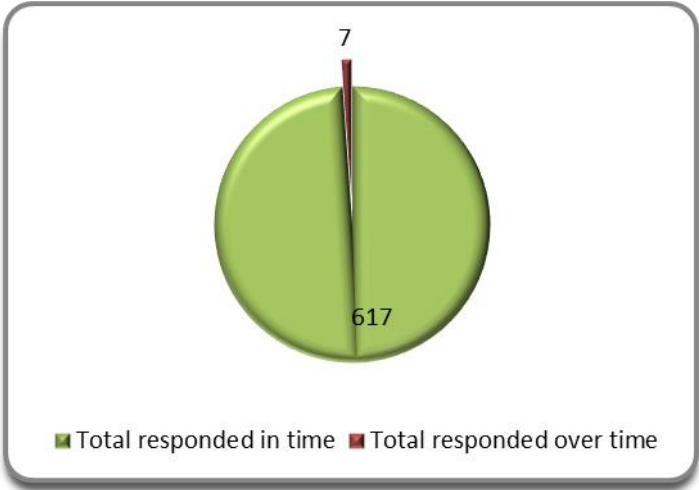


The number of known swimming pools can change from week to week as new pools are built. The numbers shown are calculated based only on the pools that are relevant within the timeframe of this report. The percentage result will be reported at year end.

The total number of inspections for the 2015/16 financial year will be 202 and the target for the quarter is 51. Although this quarter was not achieved we are already working to make up the difference for the next quarter.

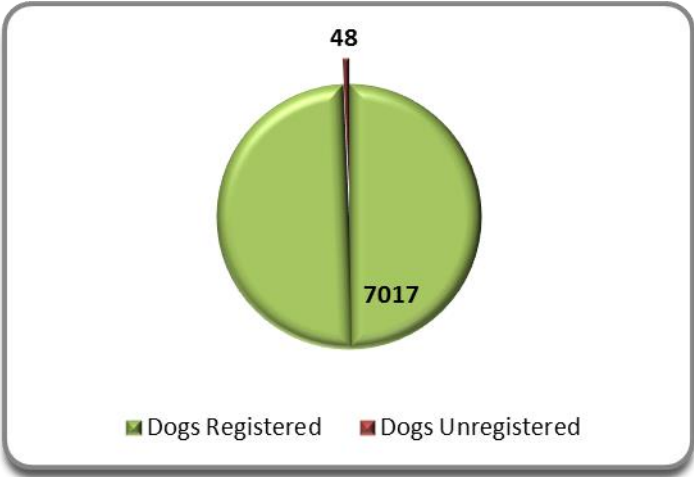
	Level of Service	Measure	Target 2015/16	Result
KPI 23	Dogs are managed effectively to minimise nuisance.	Percentage of all routine calls/complaints about dogs are responded to within 24 hours of receipt.	95%	On target 98.9%

**Response to routine dog calls/complaints**



	Level of Service	Measure	Target 2015/16	Result
KPI 24	All dogs in the District are registered.	Percentage of all known dogs are registered.	95%	On target 99.3%

**Registered dogs in district**



The team have already managed to follow up on last year's known registered dogs and out of the 7065 registered last year only 48 remain at the end of September.