

Chairperson and Committee Members
REGULATORY MANAGEMENT COMMITTEE

9 JUNE 2016

Meeting Status: **Public**

Purpose of Report: For Information

REGULATORY SERVICES QUARTERLY REPORT FOR THIRD QUARTER

PURPOSE OF REPORT

- 1 This report provides the Regulatory Management Committee with a quarterly overview for the third quarter of the 2015/16 year.

DELEGATION

- 2 The Regulatory Management Committee has the delegated authority to consider this paper under clause six of the Governance Structure and Delegations document (11 June 2015 version).

“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 In March 2015 Elected Members were informed that during the year regular data on regulatory services performance at an operational level will be collected, collated and analysed by staff. The following resolution was made at that meeting.

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.

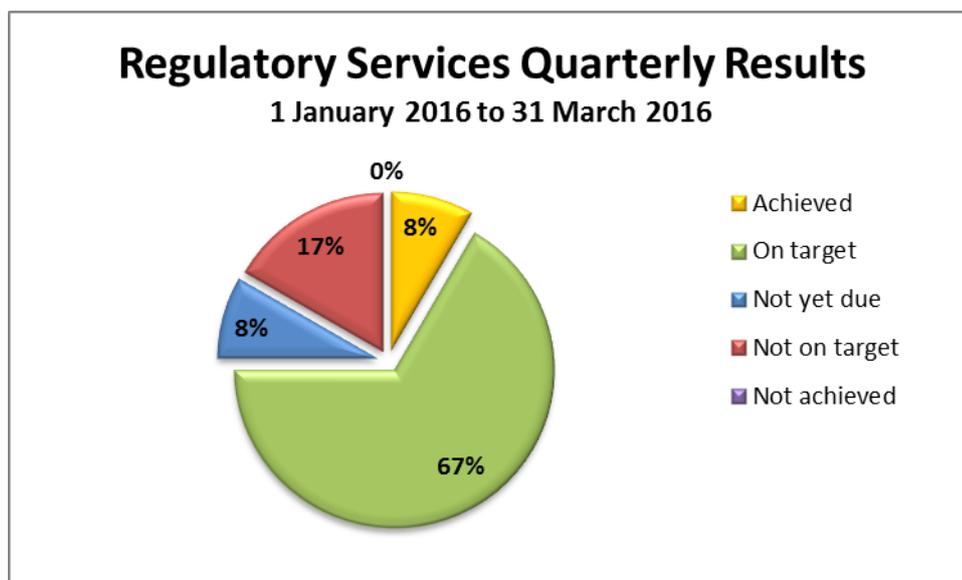
- 4 This is the third of those reports to the Regulatory Management Committee. These operational performance results support the Long Term Plan (LTP) Key Performance Indicator (KPI) results that are reported to the Corporate Business Committee.

ISSUES AND OPTIONS

Issues

- 5 The Regulatory Services Quarterly Report provides Elected Members with a dashboard of the progress made toward achieving performance requirements detailed in the Regulatory Services Activity Management Plan.

- 6 There are 24 KPIs in the Activity Management Plan measuring performance at an operational level. Information to obtain these results is sourced from the following: Magiq - the council database, the regulatory online customer survey, and spread sheets maintained by Regulatory Services.
- 7 The detail of results for the third quarter of the 2015/16 year is contained in the Regulatory Services Quarterly Report attached as Appendix A to this report.
- 8 A summary of results is as follows:



Achieved	2
On target	16
Not yet due	2
Not on target	4
Not achieved	0
Total	24

- 9 The results are similar to the first half of the year and do not identify any significant matters of concern. Although 17% are “not on target”, efforts are being made to address this. The Managers of the areas concerned are continuing to monitor the achievement of these KPIs.
- 10 An increase in the number of building consents being lodged has occurred since the end of the third quarter. Building consent application numbers have gone up 12 % with new house consents being 50 % (36 compared with 24) up compared with the same period last year. This increase coupled with staff absences and turnover has seen an increase in the number of building consents taking more than 20 working days to process. This is being addressed through an active recruitment process and the engagement of contractors. There is a significant industry issue with resourcing to cope with the increased building activity.

SIGNIFICANCE AND ENGAGEMENT

Degree of significance

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

Engagement planning

12 As this is an information paper an engagement plan is not required.

Publicity

13 There may be public interest in these results.

RECOMMENDATIONS

14 That the Regulatory Management Committee notes the performance results for the third quarter of the 2015/16 year contained in the Quarterly Report attached as Appendix A to this Report RS-16-1896.

Report prepared by	Approved submission	for	Approved for submission
Claire Stevens	Sean Mallon		Kevin Currie
Building Control Manager	Group Manager Infrastructure Services		Group Manager Regulatory Services

ATTACHMENT

Appendix 1 Regulatory Services Quarterly Report 1 January 2016 to 31 March 2016

Appendix 1: Regulatory Services Quarterly Report

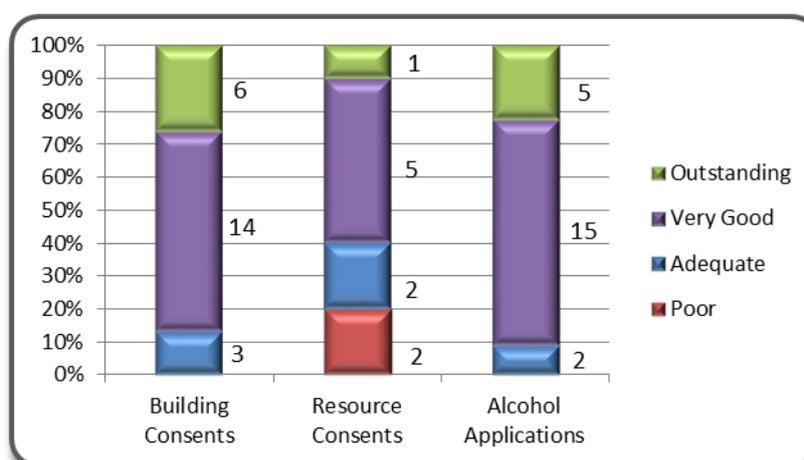
1 January 2016 to 31 March 2016.

Open for Business

	Level of Service	Measure	Target 2015/16	Result
KPI 1	Consenting and licensing 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 84%

Application survey respondents' results

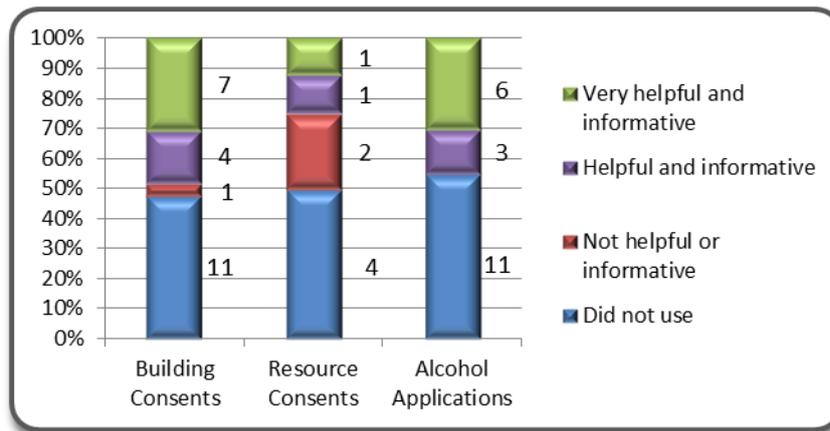
"How would you rate the performance of staff involved in processing your application?"



	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 88%

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 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 in the third quarter



Regulatory Services has received 46 compliments and 8 complaints regarding the service delivered in the year to 31 March 2016.

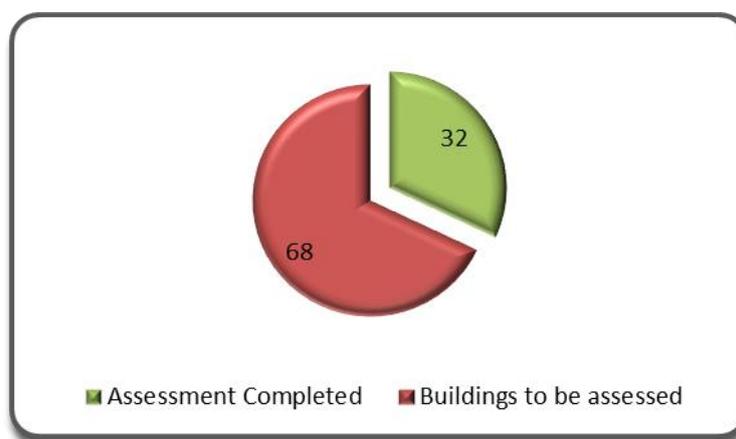
	Level of Service	Measure	Target 2015/16	Result
KPI 4	Regulatory teams will actively seek opportunities to enhance the way they work and the experience of their customers.	Continuous Improvements are recorded and actioned using the process described in the relevant Quality Assurance System.	Achieve	Achieved

Continuous Improvement Summary			
	Underway	Complete	Total
Building Control	137	471	553
Animal Control	9	53	62
Alcohol / Environmental Health	11	152	163
Resource Consents	49	25	74
LIMs	9	14	23

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

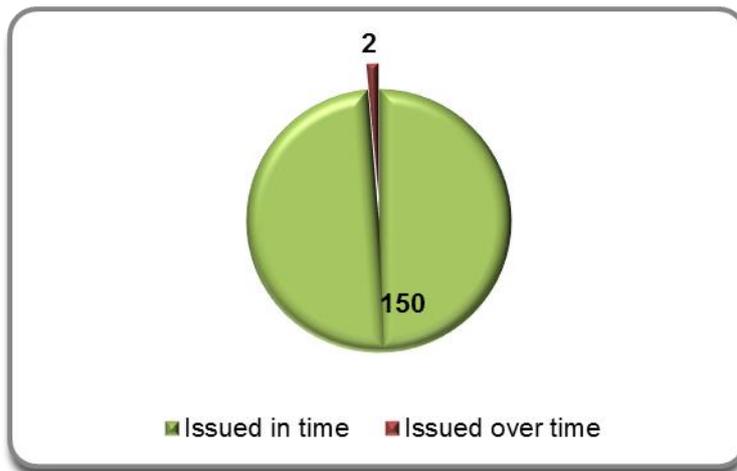
Progress of Earthquake Prone Building Assessments



This project has undertaken a pilot study of 25 sites and 32 buildings with our consultants to ensure that there are good processes in place. We have continued our assessment programme for the year and expect the target to be achieved.

	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%	Not on target 98.7%

Code Compliance Certificates Issued in Third Quarter



150 Code Compliance Certificates were issued on time in the third quarter with two Code Compliance Certificate issued over time. There were 606 Code Compliance Certificates issued in the year to the 31 March 2016. The Team has investigated why the Code Compliance Certificates went over time and have put measures in place to minimize this reoccurring.

1170 building inspections were undertaken in the third quarter. There were 4230 building inspections undertaken in the year to 31 March 2015.

	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 93%

Fourteen notified complaints regarding illegal building work were received in the year to date and thirteen were investigated within required timeframes. The result for this measure is continuing to improve.

	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%

161 LIMs were issued in third quarter and 537 LIMs were issued in the first three quarters of the year. The average days to process a LIM in the year to date is six.

Building Control Noticeboard

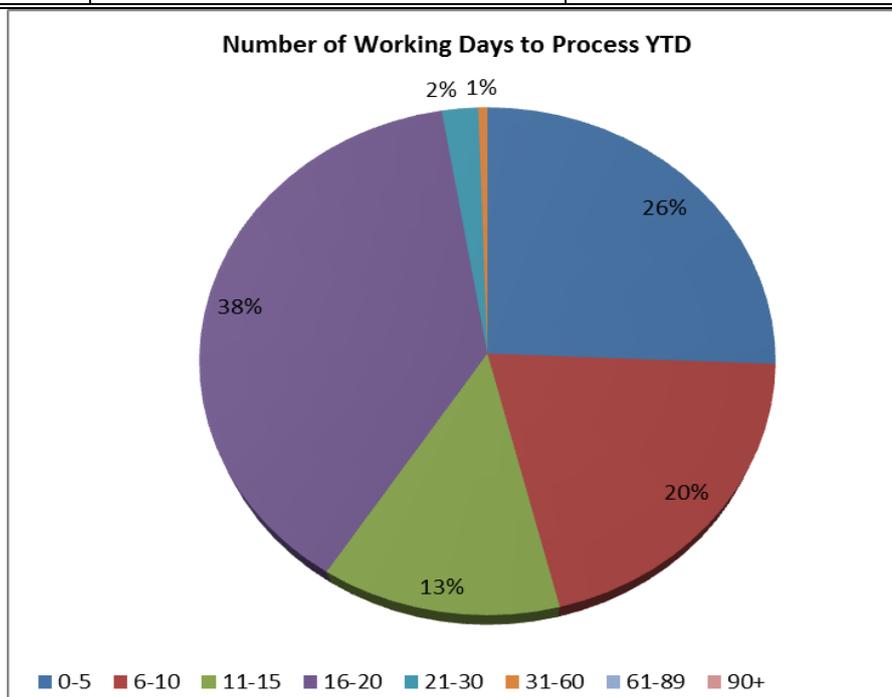
The Building Control Team implemented the GoGet system in the processing of Building Consents.

An increase in the number of building consents being lodged has occurred since the end of the third quarter. Building consent application numbers have gone up 12 % with new house consents being 50 % (36 compared with 24) up compared with the same period last year. This increase coupled with staff absences and turnover has seen an increase in the number of building consents taking more than 20 working days to process. This is being addressed through an active recruitment process and the engagement of contractors. There is a significant industry issue with resourcing to cope with the increased building activity.

BUILDING CONSENTS ISSUED 2015/16

	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Year
Total Building Consents Issued	284	259	191		734
Total Consents Processed within 20 working days	281	253	186		281
Percentage complete within 20 working days	99 %	97.7%	97.4%		99 %
Average processing time	11 days	14 days	12 days		

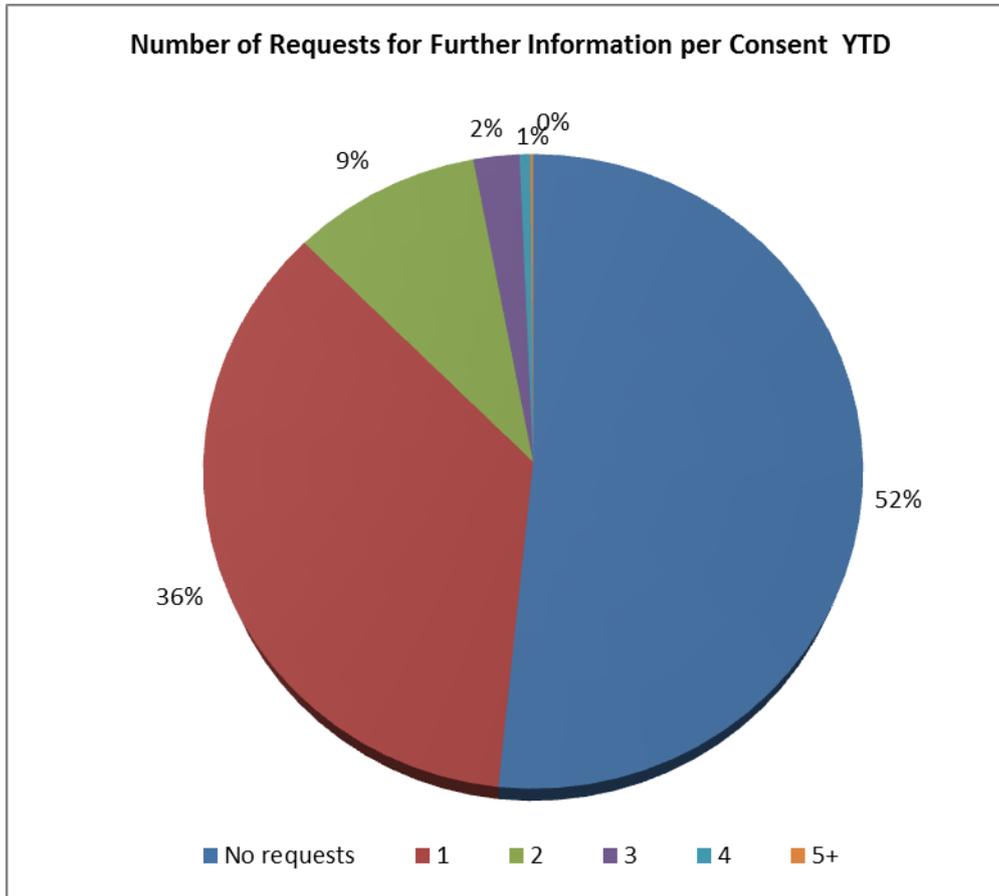
1-01-2016 to 31 -03-2016		
Number of Days ¹ (X)	Number of consents processed within (X) Working Days	Number of consents processed within (X) Actual Days ²
0-5	49	46
6-10	39	27
11-15	25	16
16-20	73	33
21-30	4	39
31-60	1	24
61-89		1
90+		5
TOTAL	191	191



¹ 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.

² 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 INFORMATION³



Requests for Information	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Year
No requests	155	135	89		
1	85	93	85		
2	34	23	13		
3	7	6	4		
4	3	1			
5+	0	1			
TOTAL	284	259	191		

³ 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.

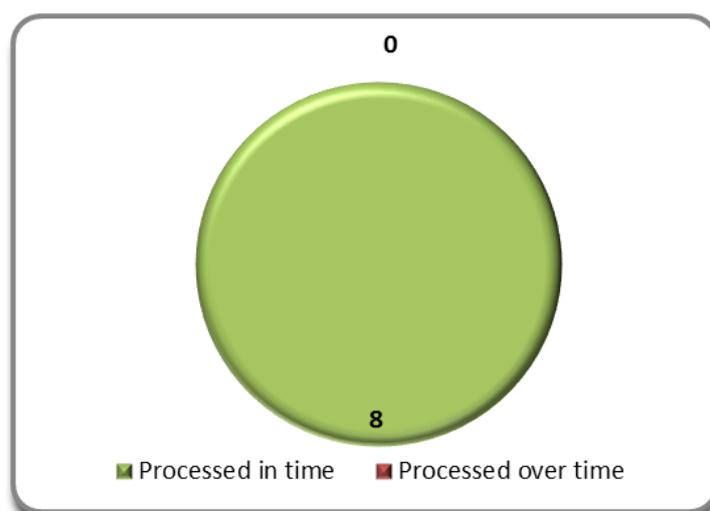
	Level of Service	Measure	Target 2015/16	Result
KPI 12	Avoid unnecessary delays with notified consents, which due to their complexity can span a lengthy period.	Percentage of all notified consents are processed within statutory timeframes.	95%	Not on target 83%

Five out of six notified consents were received and processed within statutory timeframes in the year to date. One consent in the first quarter exceeded statutory timeframes.

	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%

Eight s233 completion certificates were issued in this quarter. All were processed within statutory timeframes. Compliance with statutory timeframes has improved significantly over the course of the year and we expect this to continue.

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	On target

Good progress has been made in developing the timesheet module to be available in NCS and this is on track to be delivered by the end of the year.

	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 this quarter, bringing the total number of refunds in the year to date to three. 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 with minor amendments to conditions agreed by all parties.

KPI 17	Level of Service	Measure	Target 2015/16	Result
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	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%
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103 inspections of 55 Resource Consents were recorded during this quarter and 55 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.

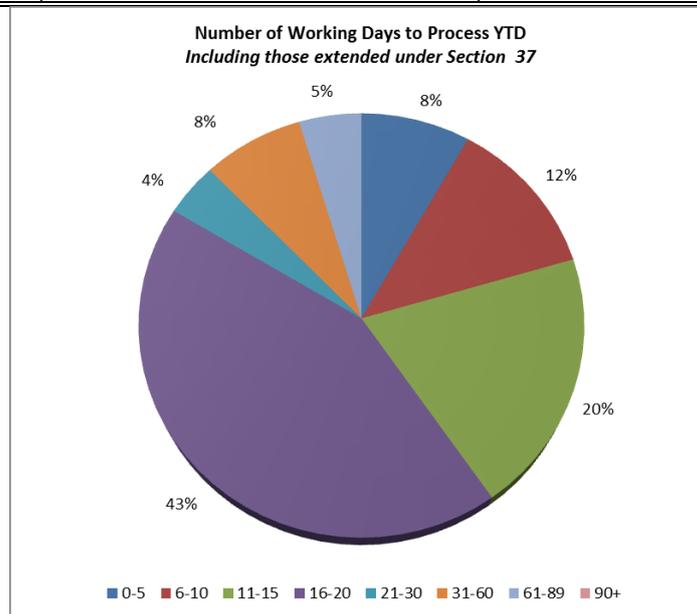
	Level of Service	Measure	Target 2015/16	Result
KPI 18	Provision of a responsive and efficient process for ensuring compliance obligations are fairly and appropriately enforced.	Quarterly audit review shows that procedures are followed in accordance with the Enforcement Policy.	Achieve	On target

The Development Control team continues to work with complainants and offenders to achieve voluntary compliance in accordance with the Enforcement Policy. One abatement notice was issued in this quarter relating to a building being relocated onto a property without resource consent which requires compliance by 16 May 2016.

RESOURCE CONSENTS ISSUED 2015/16

	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Year to Date
Total Resource Consents – decision issued during period	56	62	53		171
Total non-notified issued within statutory timeframes	48	58	51		157
Total notified issued within statutory timeframes	2	2	1		5
Percentage complete within statutory timeframes	89 %	94%	98%		95 %
Average processing days for non-notified decision (excl. consents with S37 timeframe extensions)	14 days	14 days	15 days		14 days
Average processing days for notified decision (excl. consents with S37 timeframe extensions)	73 days	52 days	N/A		59 days
Consents where further information requested ¹	24	27	26		77

1-01-2016 to 31-03-2016		
Number of Days (X)	Number of consents processed within (X) Working Days ²	Number of consents processed within (X) Actual Days ³
0-5	6	4
6-10	3	2
11-15	7	3
16-20	30	21
21-30	1	9
31-60	3	7
61-89	3	6
90+	0	1
TOTAL	53	53



- 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.
- 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.
- 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



A total of 26 alcohol licensed premises (new or renewal) had their licences issued and were inspected as part of that process this quarter. This brings the total of alcohol licences issued for the year to 52.

In addition another 35 monitoring inspections were conducted during the last quarter bringing the total monitoring inspections for the year to 76.

	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%	On target

Licensed food premises inspected



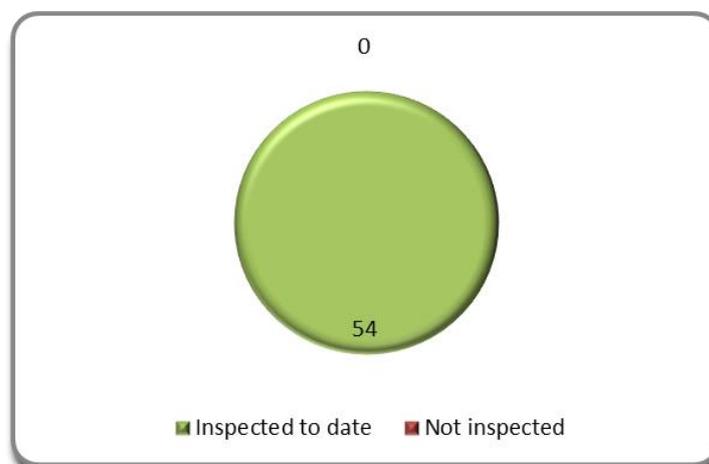
The number of food premises can change from week to week as premises close or new premises open. The numbers shown are calculated based on only the premises that are relevant within the timeframe of this report. The percentage result will be reported at year end.

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. 95 inspections were conducted during the quarter bringing the total inspections/audits to 247 and ahead of target.

In keeping with our open for business drivers the team have also continued to support businesses who have or are transitioning into the new system and we conducted another 52 support visits this quarter, bring the total of these support visits during the year to 177.

	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.

The total inspections this quarter were 37, bringing the total for the year to 54, ahead of the target. This target has been exceeded because new premises have opened and others have changed hands, requiring more inspections than were planned at the start of the year.

	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%	On target

Swimming pool inspections



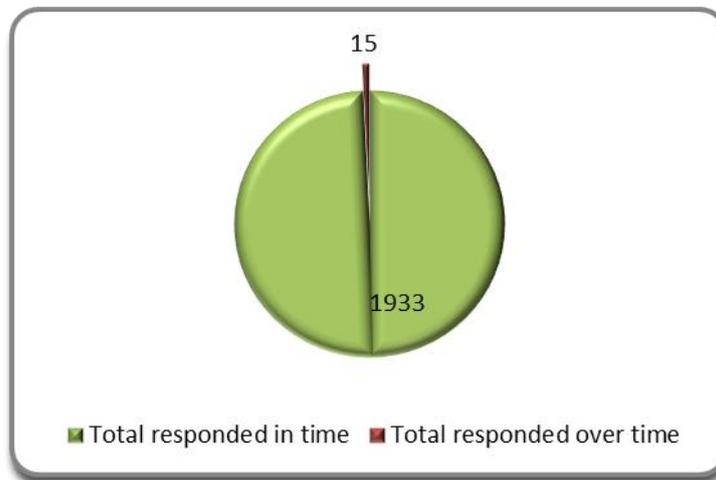
The number of known swimming pools can change from week to week as new pools are built. The numbers shown are calculated based only on the pools that are relevant within the timeframe of this report. The percentage result will be reported at year end.

The total number of inspections for the 2015/16 financial year will be 202 and the target for the quarter is 51.

During this quarter 50 swimming pools were inspected out of an expected 51. This means a total of 152 swimming pool inspections were undertaken out of an expected target of 153.

	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 99.2%

Response to routine dog calls/complaints



A total of 668 routine calls and complaints about dogs were followed up this quarter with 663 of them followed up in time. In total 1933 routine calls were followed up for the year with 1918 being followed up in time.

	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 98.9%

Registered dogs in district



The number of registered dogs in the district grew to 7259 at the end of the third quarter, an increase of 43 in the last quarter.