

**Chairperson and Committee Members**  
REGULATORY MANAGEMENT COMMITTEE

8 SEPTEMBER 2016

Meeting Status: **Public**

Purpose of Report: For Information

**REGULATORY SERVICES QUARTERLY REPORT FOR  
FOURTH QUARTER**

**PURPOSE OF REPORT**

- 1 This report provides the Regulatory Management Committee with a quarterly overview for the fourth 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.

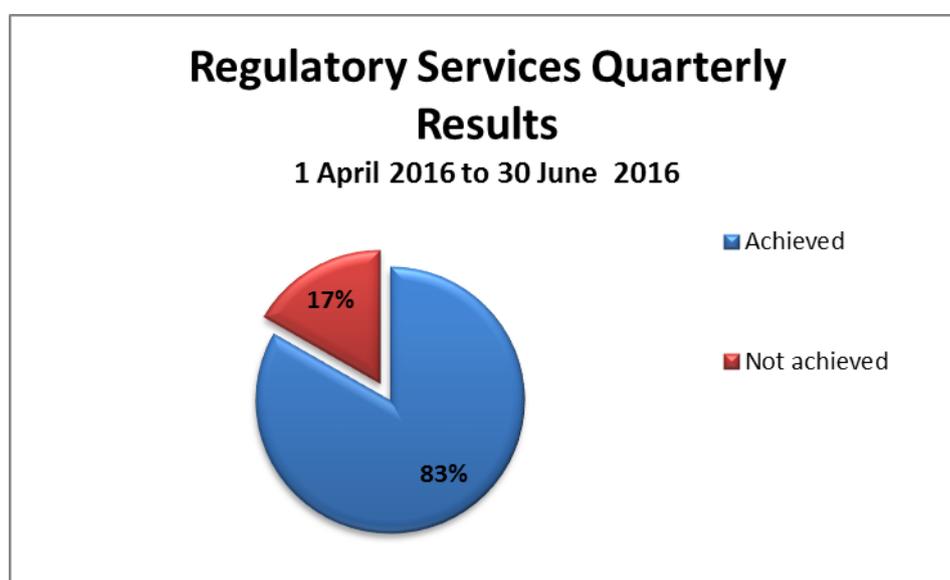
*That the Regulatory Management Committee notes it will receive a quarterly report on the volumes and quality of work undertaken by Regulatory Services with the first report due after 30 September 2015.*

- 4 This is the fourth 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 fourth 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	20
Not achieved	4
<b>Total</b>	<b>24</b>

- 9 The results are similar to the first three quarters of the year. The “not on target” results that occurred earlier in the year are now reflected in the “not achieved” results at the end of the year. The Managers of the areas concerned are continuing to monitor the achievement of these KPIs as we move into a new year.
- 10 The Building Control team has had a significant increase (17%) in building consents in the fourth quarter (329 building consents issued compared with 281 in the same quarter in 2014/15). This combined with staff absences and turnover has resulted in the level of compliance with legislative timeframes dropping from 98% at the end of the third quarter to 91% for the year. Additional resources have been engaged to restore processing times.

## **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-16-1981.

<b>Report prepared by</b>	<b>Approved for submission</b>	<b>Approved for submission</b>
Claire Stevens	Stephen McArthur	Kevin Currie
<b>Building Control Manager</b>	<b>Group Manager Strategy and Planning</b>	<b>Group Manager Regulatory Services</b>

## **ATTACHMENT**

Appendix 1 Regulatory Services Quarterly Report 1 April 2016 to 30 June 2016

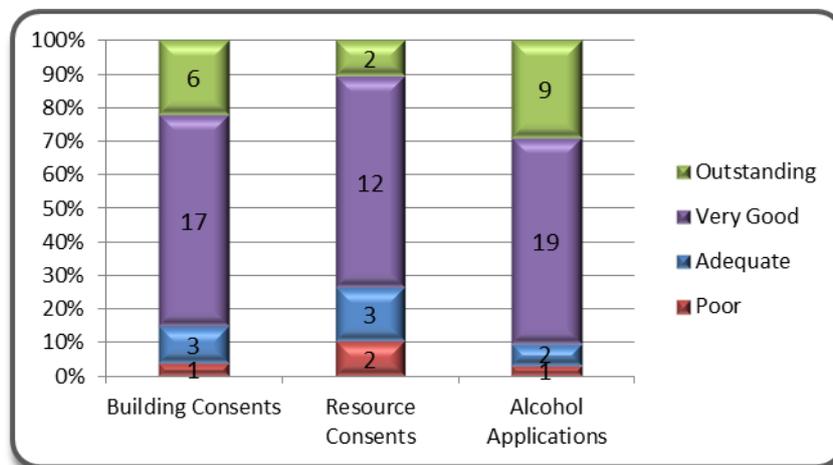
## Appendix 1-Regulatory Services Quarterly Report

1 April to 30 June 2016

	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%	Achieved 84%

### Application survey respondents' results

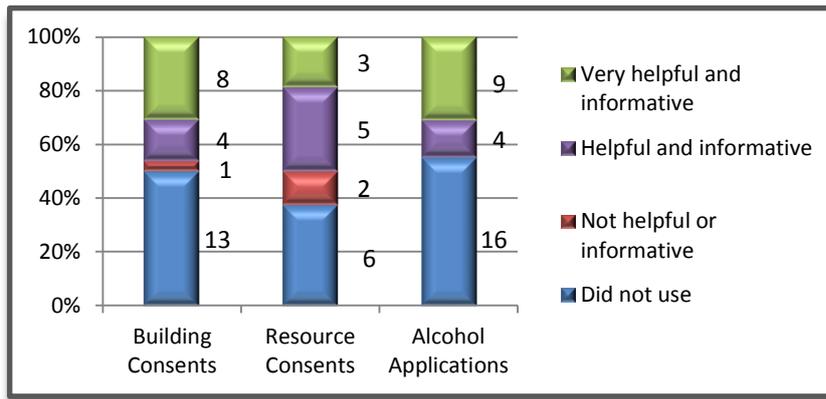
"How would you rate the performance of staff involved in processing your application?"



	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%	Achieved 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 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 fourth quarter**



Regulatory Services has received 46 compliments and 15 complaints regarding the service delivered in the year.

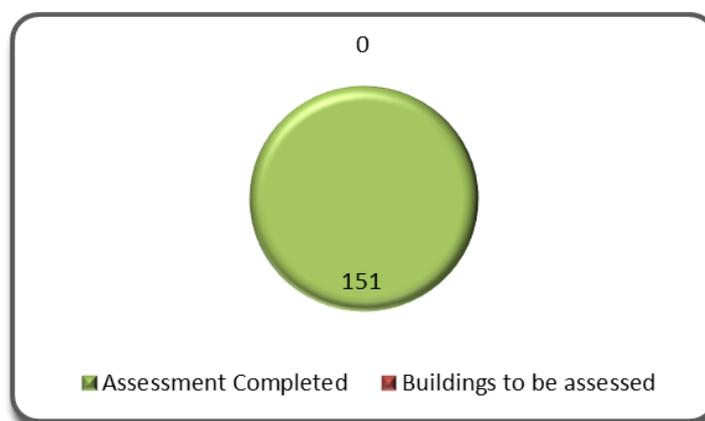
	Level of Service	Measure	Target 2015/16	Result
KPI 4	Regulatory teams will actively seek opportunities to enhance the way they work and the experience of their customers.	Continuous Improvements are recorded and actioned using the process described in the relevant Quality Assurance System.	Achieve	Achieved

<b>Continuous Improvement Summary</b>			
	<b>Underway</b>	<b>Complete</b>	<b>Total</b>
Building Control	123	449	572
Animal Control	6	61	67
Alcohol / Environmental Health	5	167	172
Resource Consents	39	29	68
LIMs	13	23	36

## Building Control

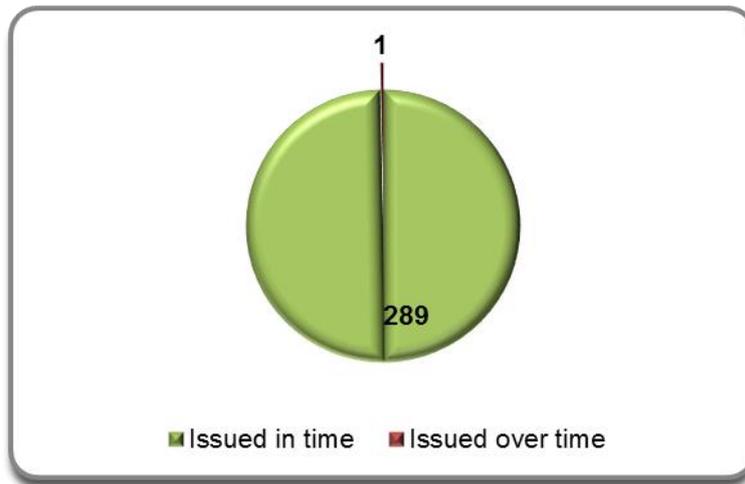
	<b>Level of Service</b>	<b>Measure</b>	<b>Target 2015/16</b>	<b>Result</b>
<b>KPI 5</b>	The earthquake prone status of buildings in the Kāpiti district are reliable.	There are no successful challenges to earthquake prone building status.	Achieve	Achieved
<b>KPI 6</b>	The earthquake prone status of buildings in the Kāpiti district are reliable.	100 buildings are assessed per year to determine whether they are likely to be earthquake prone.	100 buildings	Achieved 151 buildings

### Progress of Earthquake Prone Building Assessments



	<b>Level of Service</b>	<b>Measure</b>	<b>Target 2015/16</b>	<b>Result</b>
<b>PI 7</b>	All Code Compliance Certificates are issued in a timely manner.	All code compliance certificates are issued within statutory timeframes.	100%	Not achieved 99%

### Code Compliance Certificates Issued in Fourth Quarter



290 Code Compliance Certificates were issued on time in the fourth quarter with one Code Compliance Certificate issued over time. There were 898 Code Compliance Certificates issued in the year with five issued overtime. The Team has investigated why the Code Compliance Certificates went over time and have put measures in place to minimize this reoccurring.

1540 building inspections were undertaken in the third quarter. There were 5770 building inspections undertaken in the year.

	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%	Achieved 34%

**Building Warrant of Fitness Inspections**



There are 440 buildings are subject to a Building Warrant of Fitness, 147 were due to be inspected in the 2015/16 year and 150 were inspected.

	Level of Service	Measure	Target 2015/16	Result
<b>KPI 9</b>	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 achieved 92%

Thirteen notified complaints regarding illegal building work were received in the year and twelve were investigated within required timeframes.

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

206 LIMs were issued in fourth quarter and 742 LIMs were issued in the year. The average days to process a LIM in the year to date is six.

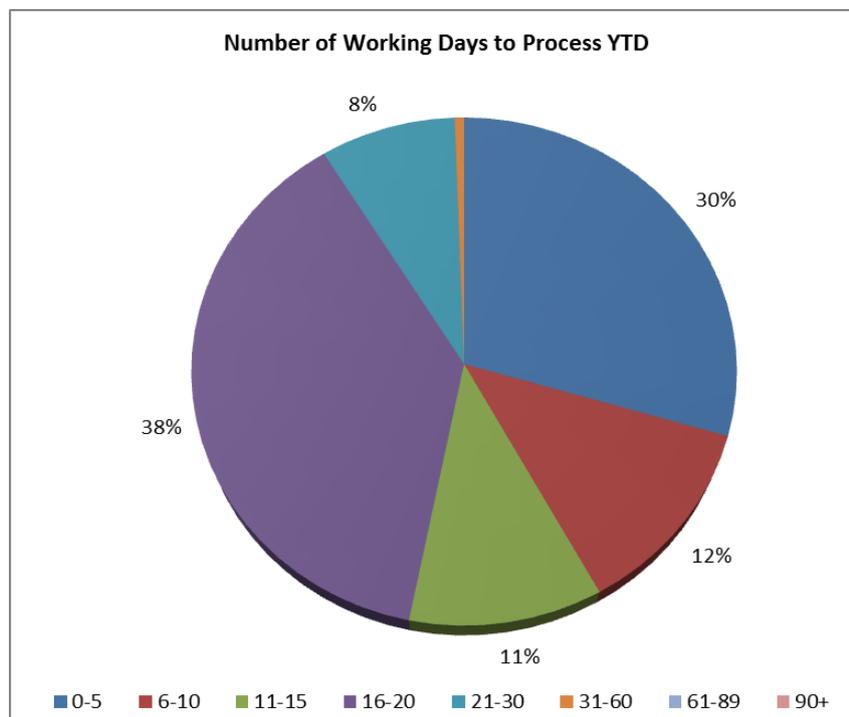
### Building Control Noticeboard

The Building Control team has had a significant increase (17%) in building consents in the fourth quarter (329 building consents issued compared with 281 in the same quarter in 2014/15). This combined with staff absences and turnover has resulted in the level of compliance with legislative timeframes dropping from 98% at the end of the third quarter to 91% for the year. Additional resources have been engaged to restore processing times.

## BUILDING CONSENTS ISSUED 2015/16

	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Year
Total Building Consents Issued	284	259	191	329	1063
Total Consents Processed within 20 working days	281	253	186	249	967
Percentage complete within 20 working days	99 %	97.7%	97.4%	75.7%	91%
Average processing time	11 days	14 days	12 days	13 days	12 days

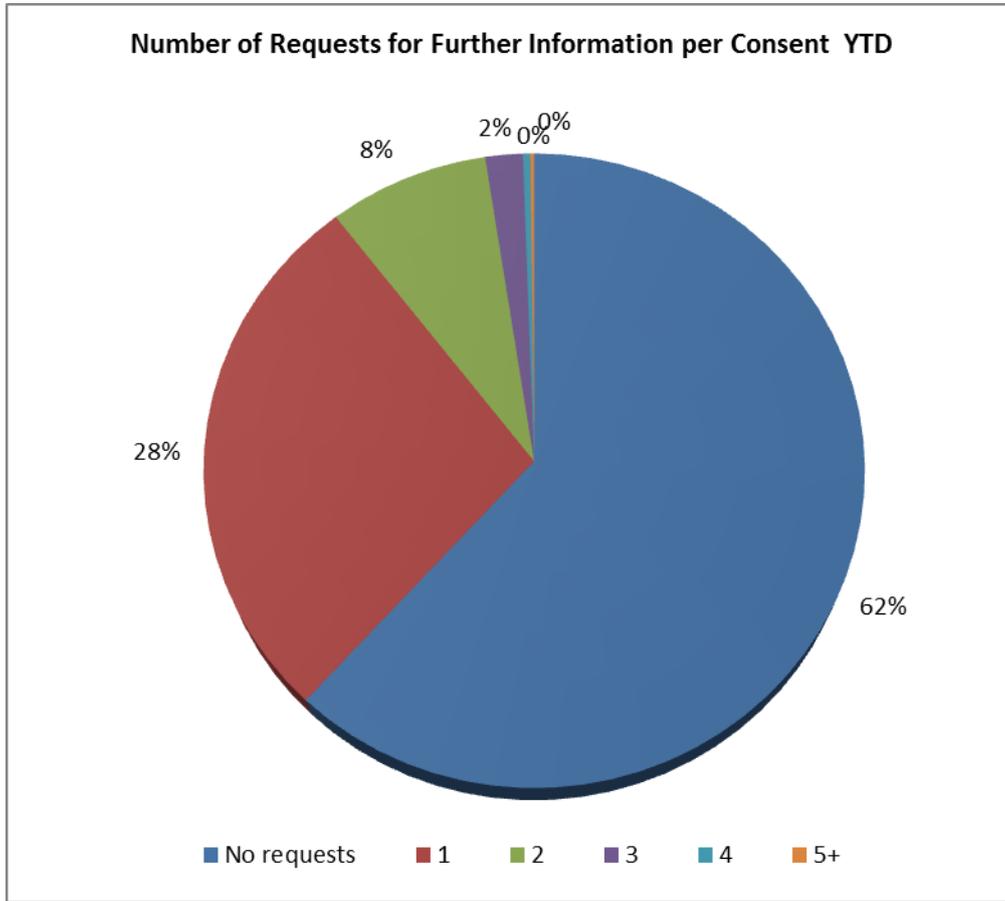
1-03-2016 to 30-06-2016		
Number of Days <sup>1</sup> (X)	Number of consents processed within (X) Working Days	Number of consents processed within (X) Actual Days <sup>2</sup>
0-5	126	117
6-10	35	40
11-15	16	13
16-20	72	35
21-30	76	75
31-60	4	39
61-89		6
90+		4
<b>TOTAL</b>	<b>329</b>	<b>329</b>



<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	135	89	278	657
1	85	93	85	31	294
2	34	23	13	16	86
3	7	6	4	3	20
4	3	1			4
5+	0	1		1	2
<b>TOTAL</b>	<b>284</b>	<b>259</b>	<b>191</b>	<b>329</b>	<b>1063</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	Achieved

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.

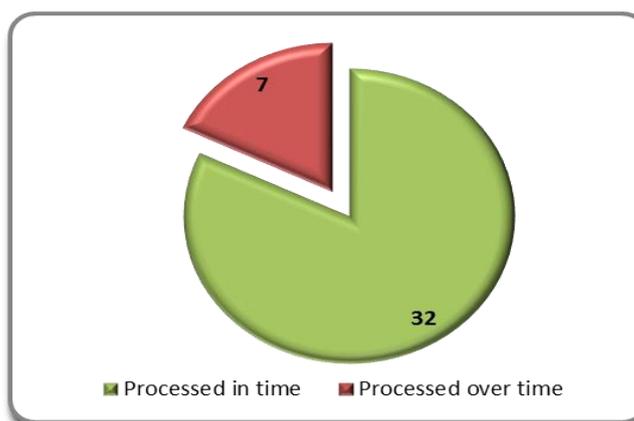
	Level of Service	Measure	Target 2015/16	Result
KPI 12	Avoid unnecessary delays with notified consents, which due to their complexity can span a lengthy period.	Percentage of all notified consents are processed within statutory timeframes.	95%	Not achieved 75%

Six out of eight notified consents were received and processed within statutory timeframes in the year to date. One consent in the first quarter exceeded statutory timeframes. One historical consent application (from 2013) was resolved in the fourth quarter, this application had exceeded timeframes for notification in 2014.

	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 achieved 82%

Seven S223 completion certificates were issued in the fourth quarter. All were processed within statutory timeframes. Over the full year 32 out of 39 certificates were processed within timeframes. The second quarter result (when only 45% of s223 completion certificates were processed on time) had a major impact on the full year result. After the second quarter result, staff resources were reallocated and the importance of meeting statutory timeframes was re-emphasised. Compliance with statutory timeframes 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	23) 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	Achieved

Good progress has been made in developing the timesheet module to be available in NCS. Final testing is underway and the project is on track to be in use from 4 July. Invoice integration will be undertaken during July.

	Level of Service	Measure	Target 2015/16	Result
KPI 15	24) 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%	Achieved 2%

Two refunds were processed in this quarter for consents which exceeded statutory timeframes, bringing the total number of refunds in the year to date to five.

	Level of Service	Measure	Target 2015/16	Result
KPI 16	25) 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	Achieved

There have been no decisions issued for any appeals of decision this quarter, and no further appeals have been lodged on council decisions. All decisions on appeals in the year have upheld Council decisions.

	Level of Service	Measure	Target 2015/16	Result
KPI 17	26) 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%	Achieved 100%

112 inspections of 34 Resource Consents were recorded during this final quarter and 22 inspections were undertaken in relation to the Expressway project. Two inspections were undertaken of Transmission Gully project. All consents known to have been given affect to are being monitored. Over the full year 179 resource consents were monitored, in addition to the two expressway projects.

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.

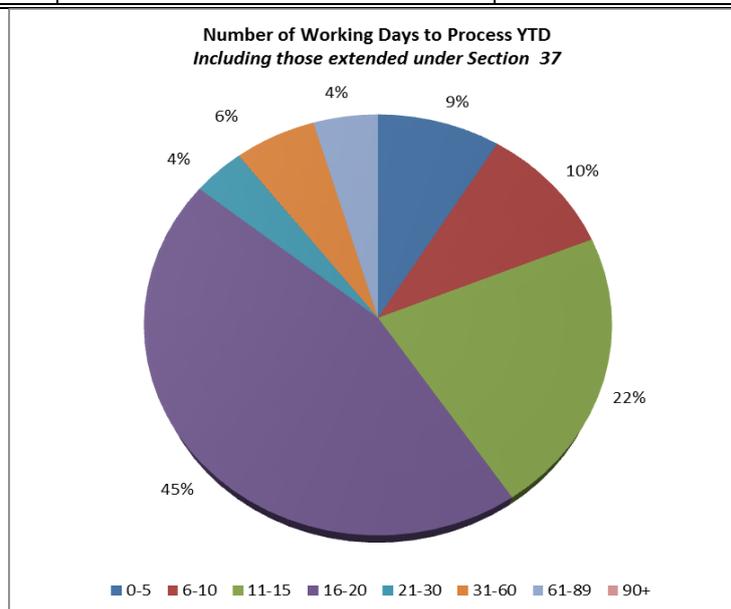
	Level of Service	Measure	Target 2015/16	Result
KPI 18	27) Provision of a responsive and efficient process for ensuring compliance obligations are fairly and appropriately enforced.	Quarterly audit review shows that procedures are followed in accordance with the Enforcement Policy.	Achieve	Achieved

The Development Control team continues to work with complainants and offenders to achieve voluntary compliance in accordance with the Enforcement Policy. No new formal enforcement action was taken in this quarter.

## RESOURCE CONSENTS ISSUED 2015/16

	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Full Year
Total Resource Consents – decision issued during period	56	62	53	68	239
Total non-notified issued within statutory timeframes	48	58	51	63	220
Total notified issued within statutory timeframes	2	2	1	1	6
Percentage complete within statutory timeframes	89 %	94%	98%	93%	95 %
Average processing days for non-notified decision (excl. consents with S37 timeframe extensions)	14 days	14 days	15 days	16 days	15 days
Average processing days for notified decision (excl. consents with S37 timeframe extensions)	73 days	52 days	N/A	42 days	59 days
Consents where further information requested <sup>1</sup>	24	27	26	29	106

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	7	
6-10	3	1
11-15	18	10
16-20	34	23
21-30	2	9
31-60	1	11
61-89	3	6
90+		8
<b>TOTAL</b>	<b>68</b>	<b>68</b>

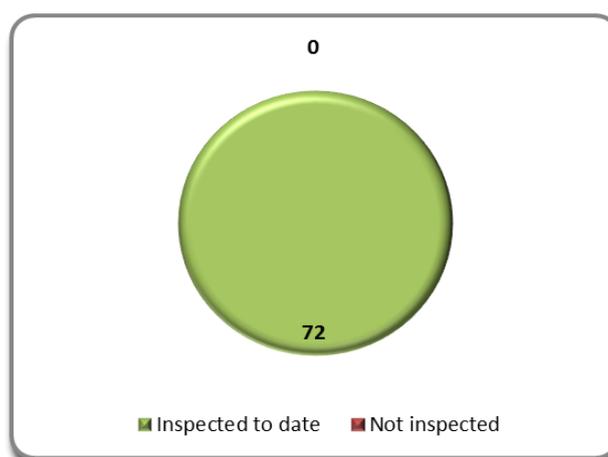


- Further information is requested due to applicants not providing sufficient information in order to understand the impact of the subdivision and/or land use on the environment. This included incomplete information in relation to noise impacts, traffic, visual, earthworks, drawings not to scale, no assessment or inadequate assessment of environmental effects.
- Working days are the days, except Saturday, Sunday and public holiday, 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%	Achieved 100%

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

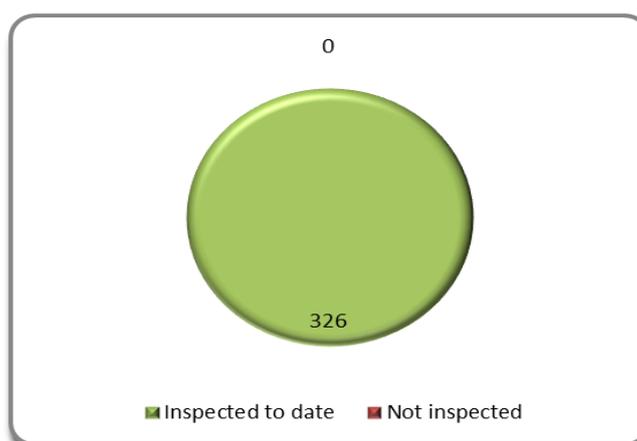


A total of 20 Alcohol licensed premises (new or renewal) had their licences issued and were inspected as part of that process this quarter. This brings the total for the year of 72 licences issued and 81 inspections related to that process.

In addition a total of 8 monitoring inspections were undertaken during the quarter bringing the total monitoring visits for the year to 81.

	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%	Achieved 100%

### 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 target for the year was 307 based on the grading of each premises at 1 July 2015. Therefore the target for this quarter was 76. 79 inspections or audits were conducted during the quarter bringing the total inspections/audits to 326 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 an additional 19 support visits this quarter, bringing the total of these support visits during the year to 196.

This target has been exceeded because new premises have opened and others have changed hands, requiring more inspections than were planned for at the start of the year.

	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%	Achieved 100%

**Other licensed premises inspected**



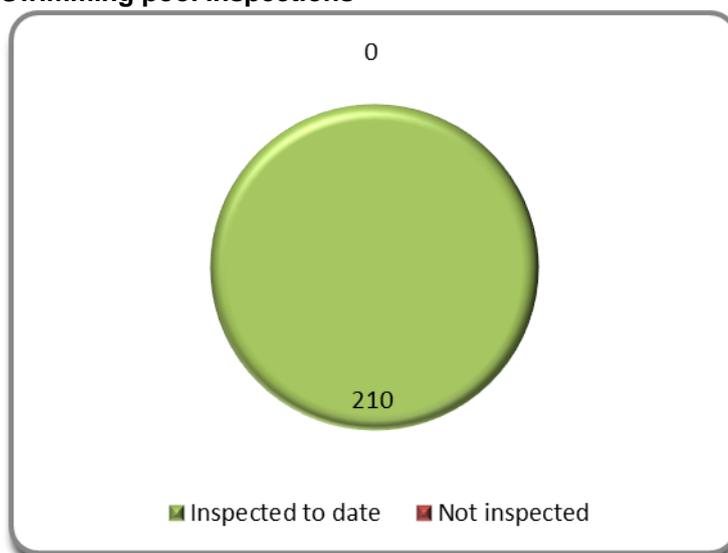
The number of premises can change from week to week as businesses close or new premises open. The numbers shown are calculated based on only the premises that are relevant within the timeframe of this report.

The target for the year was based on the existing business as of 1 July 2015 and was 51 other licensed premises. This relates to approximately 13 visits per quarter. The total inspections this quarter were 5 bringing the total for the year to 59, ahead of target.

This target has been exceeded because new premises have opened and others have changed hands, requiring more inspections than were planned for 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%	Achieved 20%

**Swimming pool inspections**

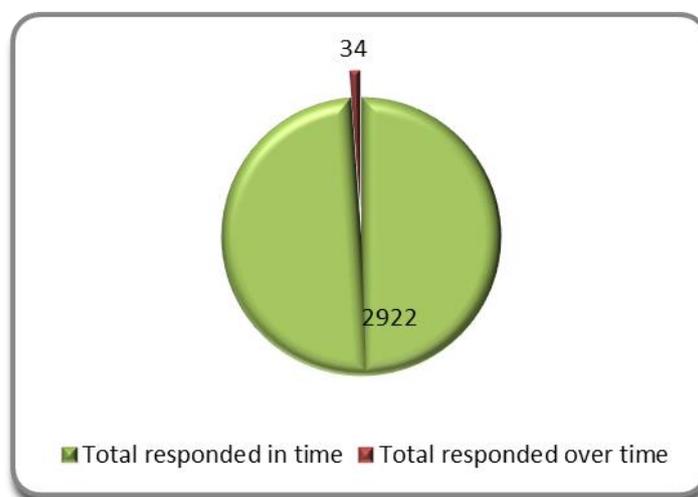


The number of known swimming pools can change from week to week as new pools are built. The numbers shown are calculated based only on the pools that are relevant within the timeframe of this report.

The total number of inspections for the 2015/16 financial year was 207 and the target for the quarter is 55. This quarter 58 pools were inspected. In total 210 pools were inspected throughout this financial year and the target for this quarter and entire financial year was exceeded.

	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%	Achieved 98.9%

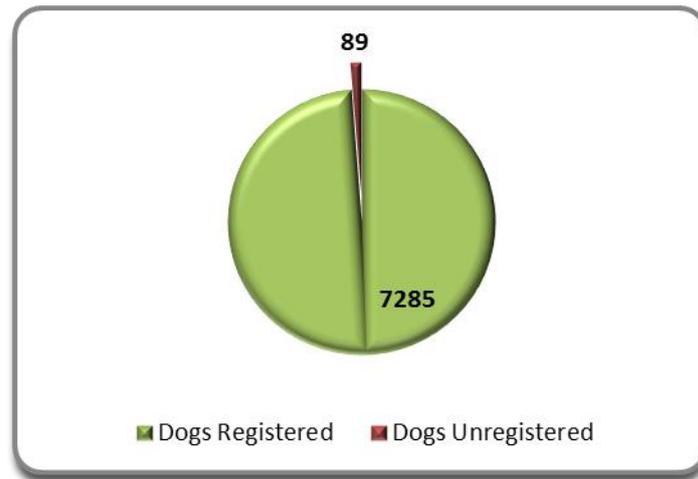
**Response to routine dog calls/complaints**



A total of 744 routine calls and complaints about dogs were followed up this quarter with 741 of them followed up in time. In total 2888 out of 2922 were followed up in time for the entire financial year.

	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%	Achieved 99%

Registered dogs in district



The total number of known dogs grew in the District by 26 this quarter to 7374. Of the overall increase there was also an increase of 14 unregistered dogs from 75 to 89. However proportionately there was a slight increase in the overall percentage of registered dogs compared to the third quarter.