

Regulatory Services Quarterly Report

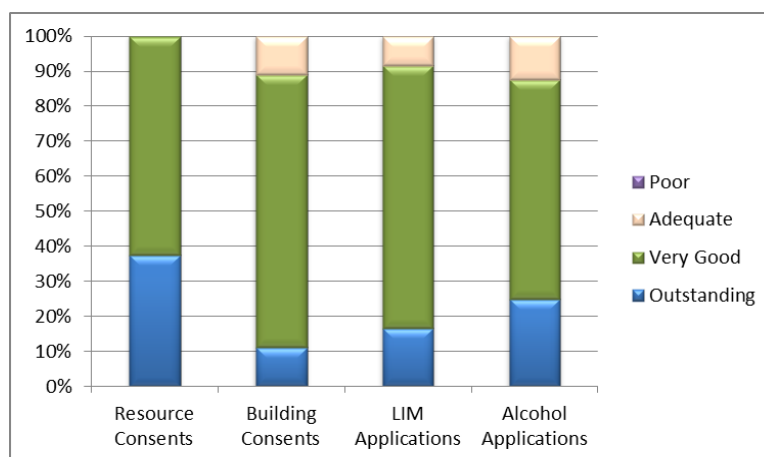
1 July to 30 September 2015

Open for Business (All Teams)

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

Application survey respondent's results

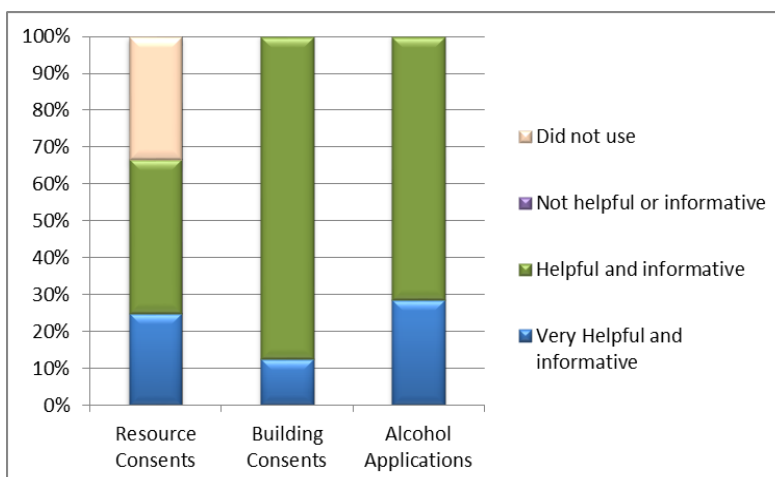
"How would you rate the performance of staff involved in processing your application?"



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

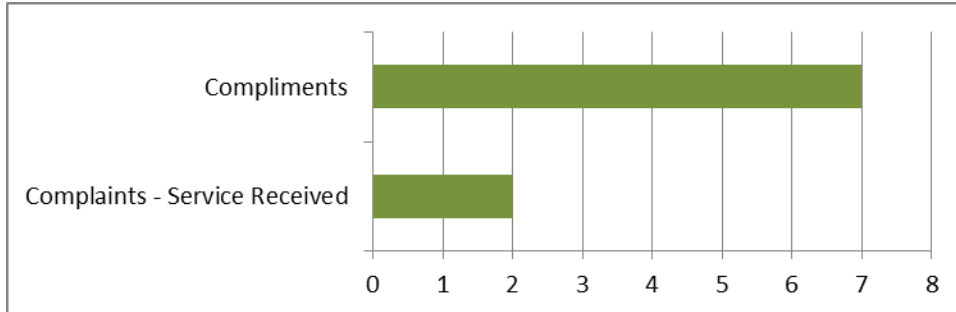
Rating of pre-application services

"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	

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	

Continuous Improvement Summary			
	Underway	Complete	Total
Building Control			
Animal Control			
Alcohol / Environmental Health			
Resource Consents			

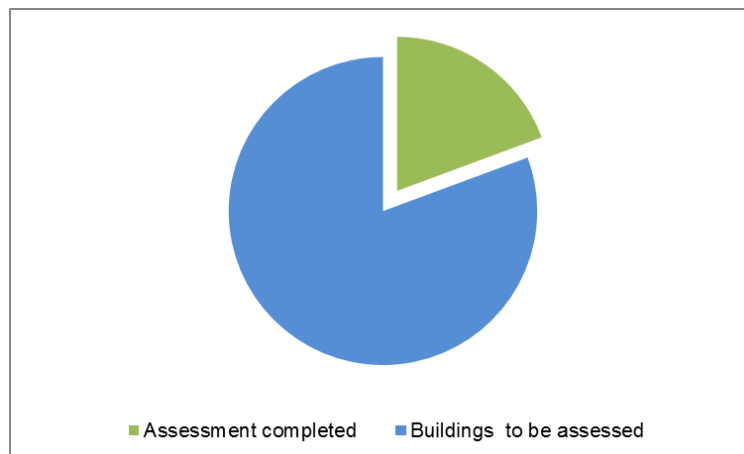
Open for Business Noticeboard

Note: If required this section will be used to inform elected members of other items that relate to the Open for Business work programme.

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	
KPI 6	The earthquake prone status of buildings in the Kāpiti district are reliable.	(#TBC) buildings are assessed per year to determine whether they are likely to be earthquake prone.	TBC	

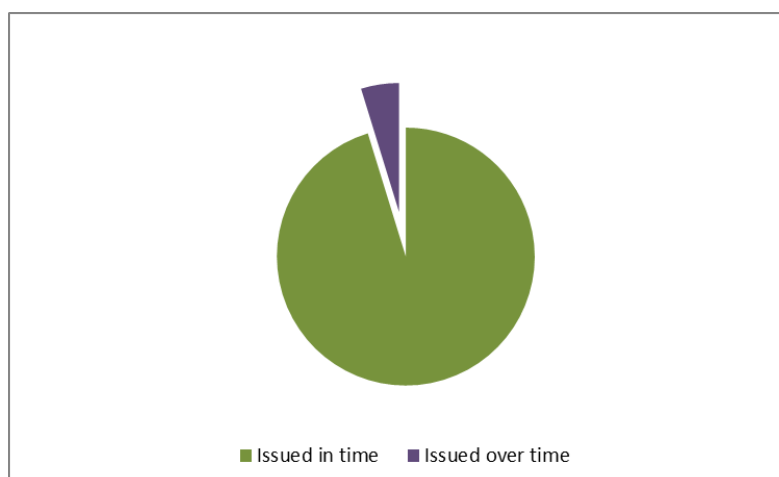
Progress of Earthquake Prone Building Assessments



Comment regarding the Earthquake Prone Building Assessment project will be made here if applicable.

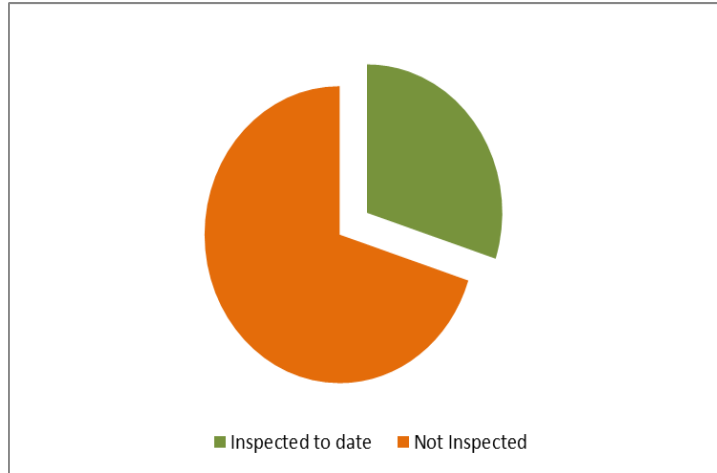
	Level of Service	Measure	Target 2015/16	Result
KPI 7	All required inspections are carried out to enable Code Compliance Certificates to be issued in a timely manner.	All site inspections are completed within one working day of request, or at requested scheduled times, to enable code compliance certificates to be issued within statutory timeframes.	100%	

Code Compliance Certificates Issued



	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%	

Building Warrant of Fitness inspections



	Level of Service	Measure	Target 2015/16	Result
KPI 9	Illegal or unauthorised building work is identified and prompt action is taken	% of all notified complaints regarding illegal or unauthorised building work are investigated within three working days.	95%	

XX notified complaints regarding illegal building work were received in the year to date and all 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	

The average days to process a LIM in the year to date is XX.

Building Control Noticeboard

Note: If required this section will be used to inform elected members of other items that relate to the building control area and/or its work programmes.

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	

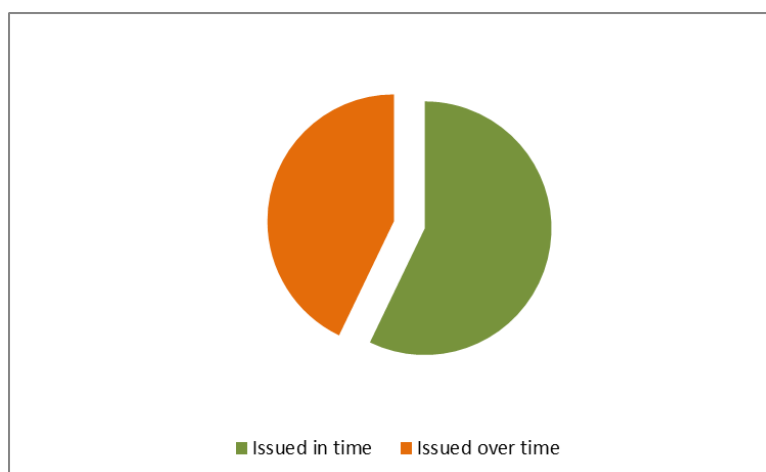
Comment regarding Tangata whenua review will be made here if applicable.

	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.	% of all notified consents are processed within statutory timeframes.	95%	

XX 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 – s223, s224 and legal documents	% of all subdivision completion certificates and legal documents are processed within statutory timeframes	95%	

Applications Processed



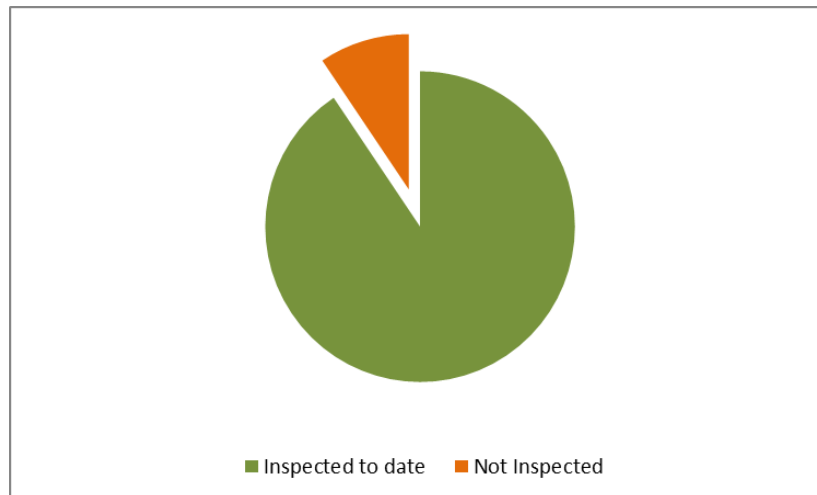
Resource Consents and Compliance Noticeboard

Note: If required this section will be used to inform elected members of other items that relate to the resource consents and compliance area and/or its work programmes.

Environmental Protection

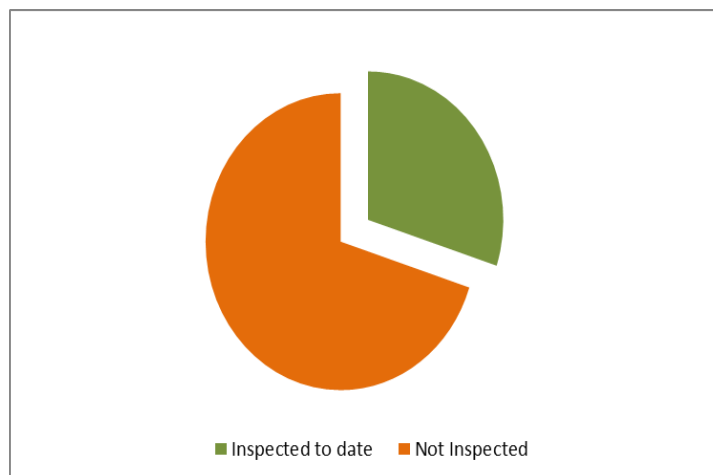
	Level of Service	Measure	Target 2015/16	Result
KPI 14	Alcohol outlets operate within an environment that is safe and healthy	95% of all alcohol outlets that apply for a new licence or the renewal of a licence will be inspected prior to the issue of the licence.	95%	

Premises inspected for new/renewal alcohol licence applications



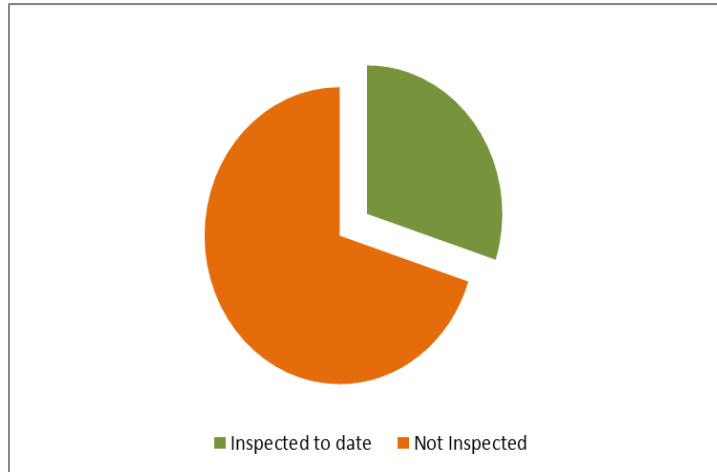
	Level of Service	Measure	Target 2015/16	Result
KPI 15	All food premises operate within an environment that is safe and healthy	A minimum of 80% of all food premises are audited/ inspected using a risk based approach in accordance with government acts or regulations each year.	80%	

Licensed food premises inspected



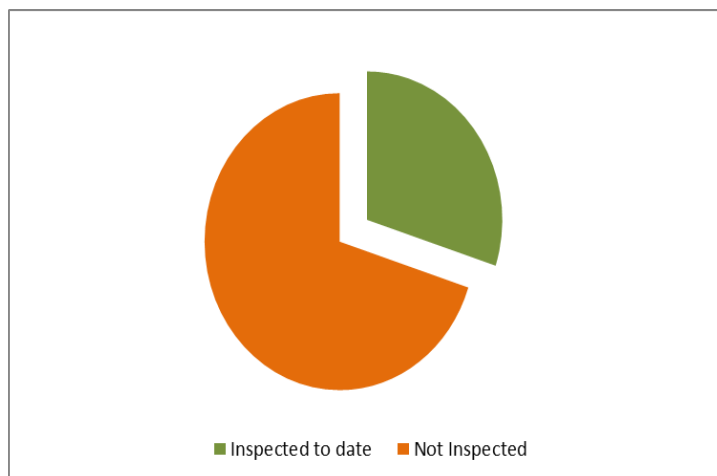
	Level of Service	Measure	Target 2015/16	Result
KPI 16	All other licensed premises, e.g. hairdressers, operate within an environment that is safe and healthy.	A minimum of 80% of all other licensed premises' are inspected for compliance with appropriate regulations.	80%	

Other licensed premises inspected



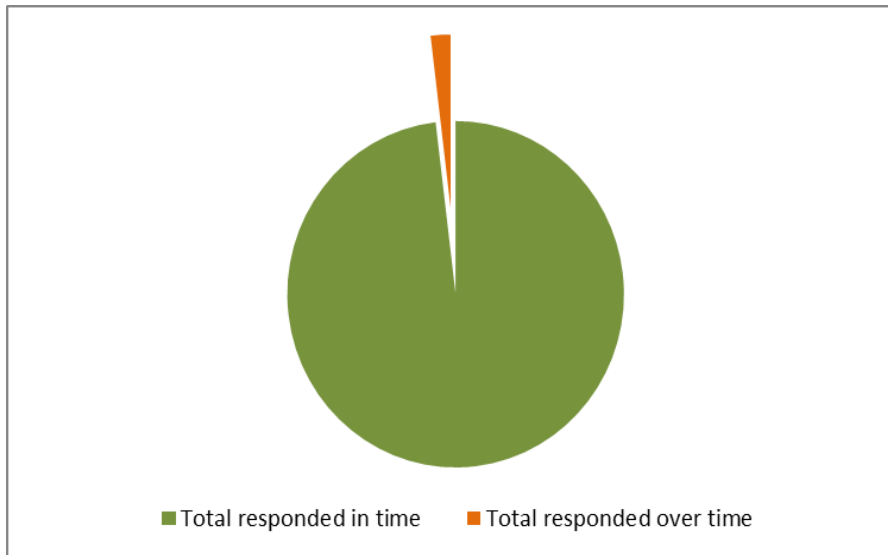
	Level of Service	Measure	Target 2015/16	Result
KPI 17	Private swimming pools comply with the legislated requirements	20% of all known private swimming pools inspected to ensure compliance with the Fencing of Swimming Pools Act 1987.	20%	

Swimming pool inspections



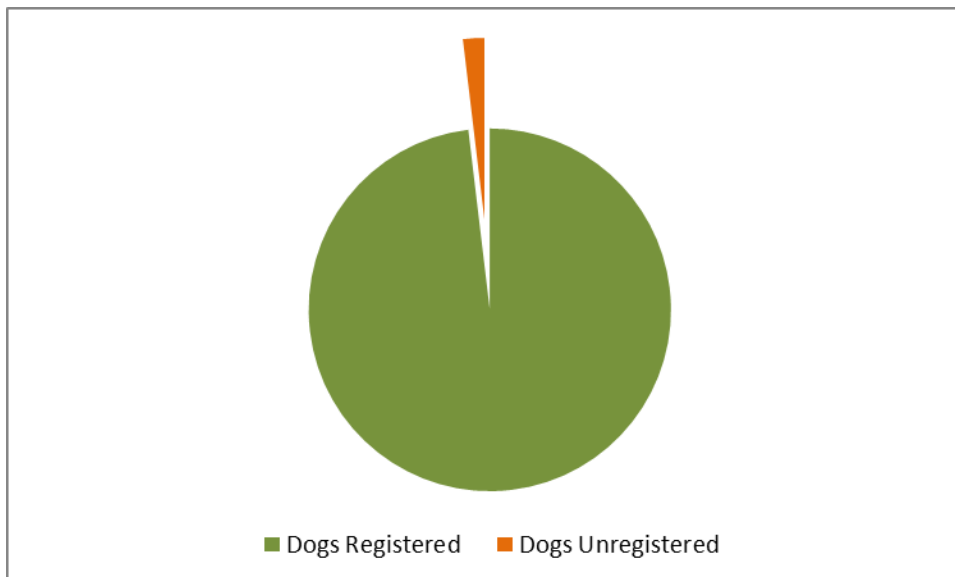
	Level of Service	Measure	Target 2015/16	Result
KPI 18	Dogs are managed effectively to minimise nuisance	95% of all routine calls/complaints about dogs are responded to within 24 hours of receipt.	95%	

Response to routine dog calls/complaints



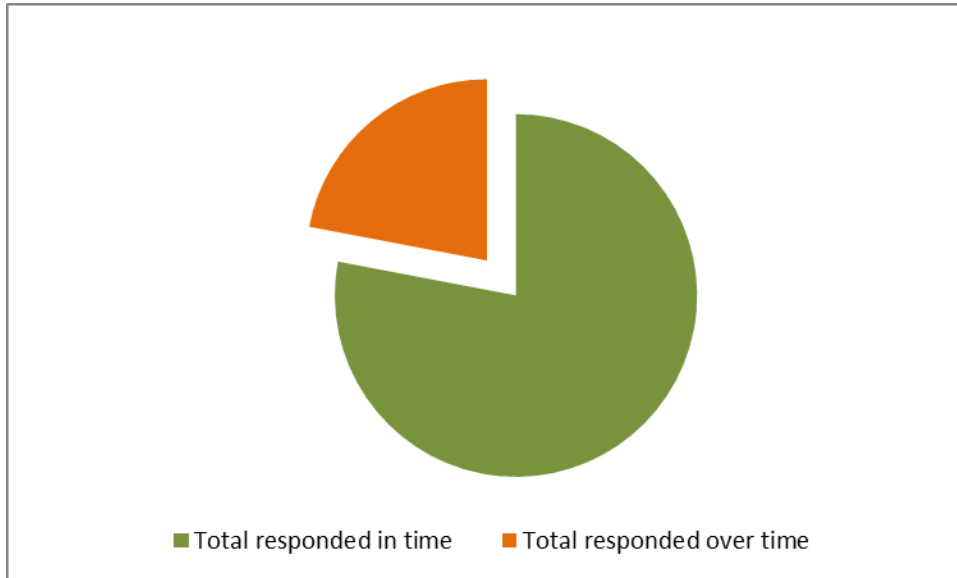
	Level of Service	Measure	Target 2015/16	Result
KPI 19	All dogs in the District are registered	95% of all known dogs are registered.	95%	

Registered dogs in district



KPI 20	Level of Service	Measure	Target 2015/16	Result
		% of urgent noise control (excessive noise) complaints are investigated within one hour.	95%	

Urgent noise complaints responded to within one hour



Environmental Protection Noticeboard

Note: If required this section will be used to inform elected members of other items that relate to the environmental protection area and/or its work programmes.