

5 May 2022

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Request for Official Information responded to under the Local Government and Official Information and Meetings Act 1987 (LGOIMA) (the Act) – reference: OIR 2122-253

I refer to your information request we received on 3 May 2022 for the following:

What is the average wait time for a council building inspection on construction work, from the time the inspection is requested to the time the inspection is carried out? Please provide this information for all quarters since Q1 2017.

Council response regarding your request

The average wait time for a council building inspection for all quarters since 2017 is 24 hours, exact figures for each quarter are provided below until end of April 2022:

Quarter	2017	2018	2019	2020	2021	2022
1	24hr	24hr	24hr	24hr	24hr	24hr
2	24hr	24hr	24hr	24hr	24hr	Till end April 24hr
3	24hr	48hr	24hr	24hr	24hr	N/A
4	24hr	24hr	24hr	24hr	24hr	N/A

Ngā mihi



James Jefferson
Group Manager Regulatory Services
Te Kaihautū Ratonga Whakaritenga

17 May 2022

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Request for Official Information responded to under the Local Government and Official Information and Meetings Act 1987 (LGOIMA) (the Act) – reference: OIR 2122-253

I refer to your follow up information request we received on 5 May and the subsequent clarification of that request on 6 May 2022 for the following:

All internal correspondence (including any papers) relating to my LGOIMA request of Tuesday 2 May 2022 regarding wait times for council building inspections. I'm looking for all correspondence in relation to my original request regarding wait time - including any and all emails between staff and the reports you mentioned. Essentially anything that was drawn upon or discussed to respond to my original request.

Council response regarding your request

Data showing how long customers must wait from when they request an inspection (i.e., from the day they want an inspection) to when they receive an inspection does not exist. We do not collate that information.

The answer to your original request came from our officer's understanding of the process for booking and monitoring inspections.

When a customer requests an inspection, customer services put them into a morning or afternoon slot on the day they request in GoGet scheduler (GoGet). Bookings are set as morning or an afternoon rather than a particular time, enabling flexibility to accommodate extra inspections. If all slots are filled, they are put on a "wait" list to the side.

If we ran a report in GoGet it would record the number of days from when a customer contacted us and when an inspection was booked, i.e., if a customer booked an inspection for the following week the report would show the number of days between when the booking was made and the day of the inspection. Even though the customer may get their inspection on the requested day, a report would show a week had elapsed between when the booking was made and when the inspection was completed.

Inspections in GoGet are also reviewed daily by team members and any requests not accommodated by customer services are scheduled by an inspector into a booking with an inspector for the following day. This removes them from the list. The Team Leader - Inspections also monitors the inspections daily.

Inspections are also assessed at the beginning of each week by the inspections team leader who can request more resource if there is a concern there may be too many inspections for the coming week. Usually, qualified processing officers will be used, however if there is significant demand, we also have arrangements in place to use a contractor.

Minutes for monthly Operational Management Review Team (OMRT) meetings typically show a comment such as "inspection times carried out within 24hrs", no figures are recorded.

It has not been necessary to create a data report for wait times as we are confident in what we are reporting. This is corroborated by the two yearly IANZ audit of our processes.

I hope this has answered your question. Otherwise, you are welcome to contact our Building Team Manager Steve Cody: steve.cody@kapiticoast.govt.nz

Ngā mihi



James Jefferson
Group Manager Regulatory Services
Te Kaihautū Ratonga Whakaritenga