

**Chairperson and Committee Members**  
REGULATORY MANAGEMENT COMMITTEE

26 NOVEMBER 2015

Meeting Status: **Public**

Purpose of Report: For Information

## **REGULATORY SERVICES QUARTERLY REPORT**

### **PURPOSE OF REPORT**

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

### **DELEGATION**

- 2 The Regulatory Management Committee has the delegated authority to consider this paper.

*“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.*

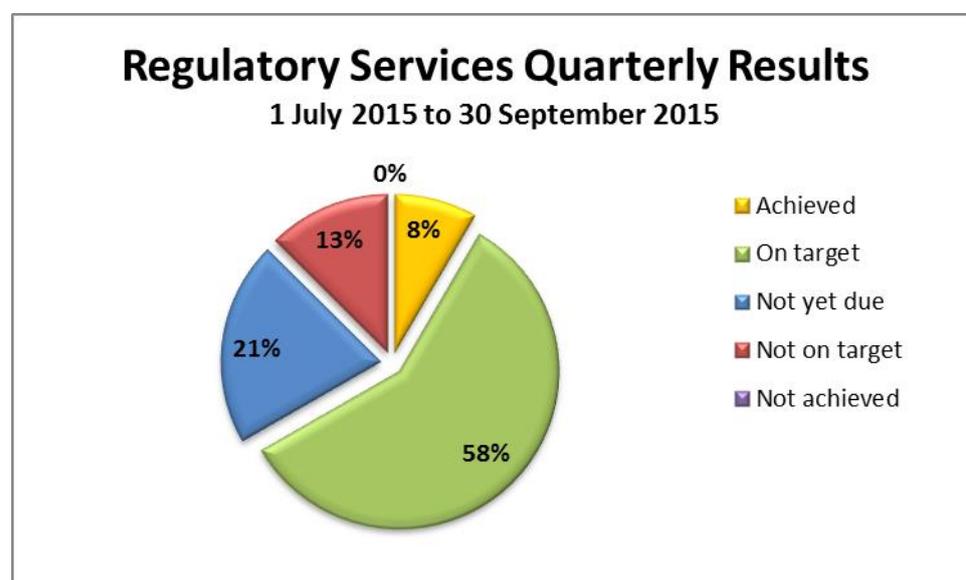
- 4 This is the first of those reports to the Regulatory Management Committee. These operational performance results support the Long Term Plan KPI results that are reported to the Corporate Business Committee.

### **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 KPI's in the Activity Management Plan measuring performance at an operational level. Information to obtain these results is sourced from the following: NCS - the council database, the regulatory online customer survey, and spread sheets maintained by Regulatory Services.

- 7 The detail of results for the first 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	14
Not yet due	5
Not on target	3
Not achieved	0
<b>Total</b>	<b>24</b>

- 9 The results do not identify any significant matters of concern at this point in the year. Although 13% are “not on target”, efforts are being made to address this and the year end result is expected to be “achieved”.

## CONSIDERATIONS

### Policy considerations

- 10 There are no policy considerations.

### Legal considerations

- 11 There are no legal considerations.

### Financial considerations

- 12 There are no financial considerations.

### Tāngata whenua considerations

- 13 There are no tāngata whenua considerations.

## **SIGNIFICANCE AND ENGAGEMENT**

### Degree of significance

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

### Engagement planning

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

### Publicity

16 There is likely to be public interest in these results.

## **RECOMMENDATIONS**

17 That the Regulatory Management Committee notes the performance results for the first quarter of the 2015/16 year contained in the Quarterly Report attached as Appendix A to this Report RS-15-1761.

**Report prepared by    Approved for submission    Approved for submission**

Katrina Shieffelbein

**Quality Officer  
Regulatory Services**

Tamsin Evans

**Group Manager  
Community Services**

Kevin Currie

**Group Manager  
Regulatory Services**

## **ATTACHMENTS**

1 Appendix A - Regulatory Services Quarterly Report 1 July 2015 to 30 September 2015.