



Quarterly Performance Measures Report

Second Quarter Ending 31 December 2023






Quarterly Strategic and Performance Measures – for the second quarter ending 31 December 2023

Performance Measures - Report by Activity	2
Transportation.....	3
Water supply.....	7
Stormwater	12
Wastewater	16
Flood protection and land drainage	18
Waste Minimisation, refuse and recycling.....	22
Open Spaces and facilities.....	24
District Leadership, Finance and Internal Services.....	26
Resource consents, building control and compliance	29

2 Performance Measures - Report by Activity

Performance measures are set once every three years at the long term planning stage. The Long Term Plan (LTP) sets our vision, direction, budgets and work plans. Performance measures are our commitment to the community and ensure we are delivering what we said we would. This report represents the first quarter of year three of the 2021/2031 LTP. The performance measures are a combination of important community feedback on our levels of service that are gathered from an annual residents survey, as well as measures using number and percentage targets e.g. the number of complaints about drinking water. Some of the measures are based on levels of service, while others are based on statutory obligations.

The LTP bases the measures on an annual target. The Quarterly Performance Report measures progress quarterly. July to September represents the first quarter. A coloured circle in the year to date column indicates progress. The key to the traffic lights is as follows:

	On track or achieved		Unfavourable – looking like it may not be achieved		Unfavourable – not achieved
---	----------------------	---	--	---	-----------------------------

Within the performance sections there are 72 measures. 9 of these measures have no information available yet or will only be available at the end of the financial year. Of the 63 measures remaining, 49 (78%) were achieved. There are 7 (11%) measures recording amber and 7 (11%) measures recording red.

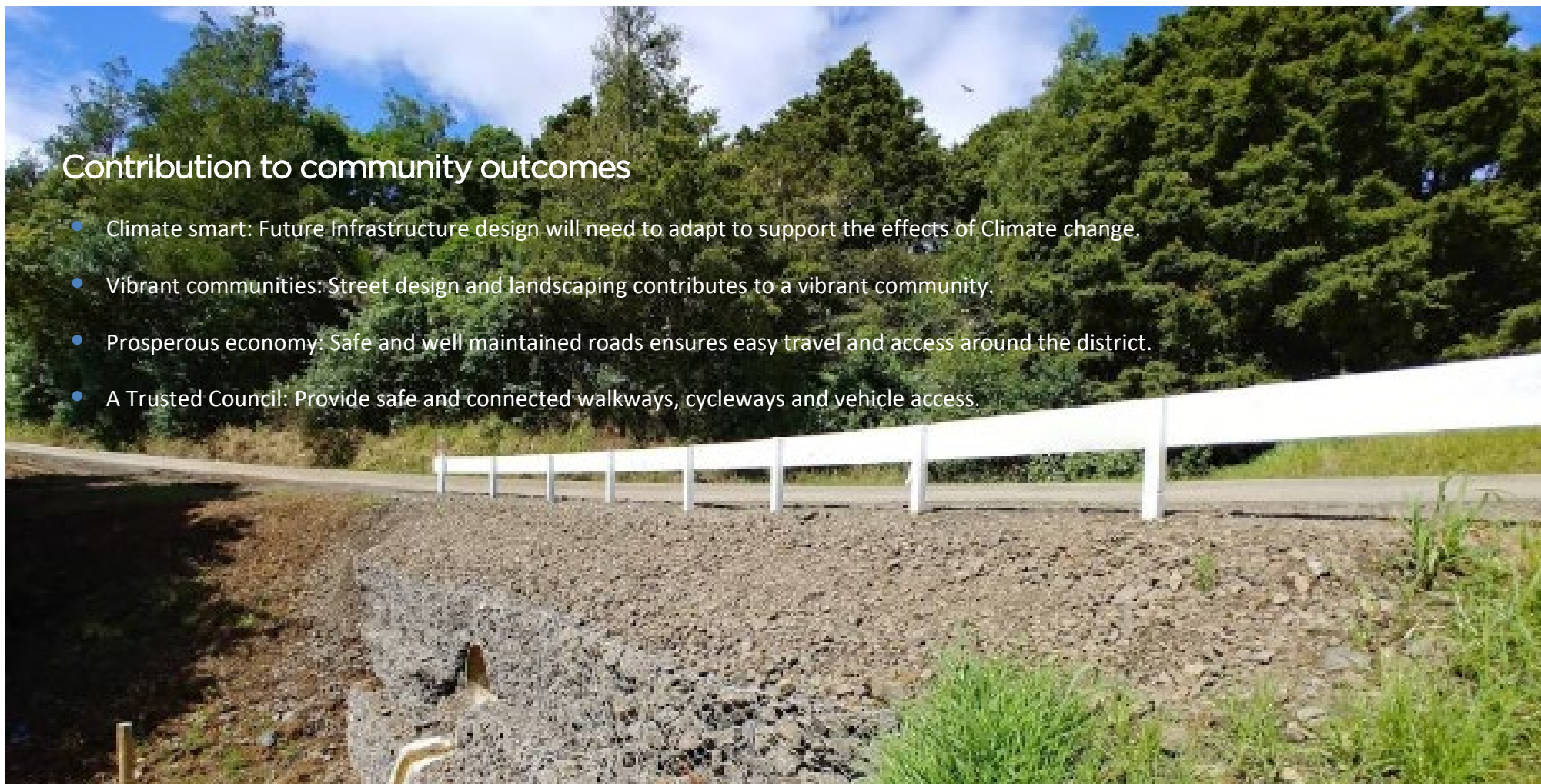
Customer satisfaction results are obtained through Key Research's Customer Perceptions Survey, which is undertaken on three occasions throughout the year. In the report there are several customer satisfaction measures relating to this survey. The first wave of results were received during November 2023. As this is the first round of results, the year to date measure is the same as the current performance measure.


There are a number of measures relating to Economic Development and these will be reported in Northland Inc.'s annual report which will be received before the end of this financial year.

Transportation


Contribution to community outcomes

- Climate smart: Future Infrastructure design will need to adapt to support the effects of Climate change.
- Vibrant communities: Street design and landscaping contributes to a vibrant community.
- Prosperous economy: Safe and well maintained roads ensures easy travel and access around the district.
- A Trusted Council: Provide safe and connected walkways, cycleways and vehicle access.



1.0	Transportation MEASURED BY	LTP Year 3 Target 2023/2024	Current Performance	Year to date	Comments
Safety The transportation network is designed and managed for safe use with low crash and injury rates.					
1.1	<i>The change from the previous financial year in the number of fatalities and serious injury crashes on the local road network.</i> <i>(18 crashes were recorded in 2022/2023, this measure requires less than or equal to 18 crashes for the 2023/24 FY to achieve in total).</i>	≤ 0	2 serious crashes and one fatality	5 serious crashes and one fatality 	Achieved to date.
Road Condition (Smoothness) The average quality of ride on a sealed local road network, measured by smooth travel exposure.					
1.2	<i>The average quality of ride, measured by smooth travel exposure within the following range.</i>	$\Rightarrow 90$	N/A	N/A	Data that feeds this analysis is collected in summer by the contractor and reporting is extracted from the Waka Kotahi report and completed at the end of the year.
1.3	<i>The percentage of the sealed local road network that is resurfaced.</i>	$\Rightarrow 8\%$	N/A	N/A	Sealing program continues. Reporting will be completed at the end of the financial year.

1.0	Transportation <small>MEASURED BY</small>	LTP Year 3 Target 2023/2024	Current Performance	Year to date	Comments
Maintenance local network					
1.4	<i>The maintenance of the roads meets the Council level of service targets as specified in our roading maintenance contracts.</i>	=>85%	N/A	N/A	Maintenance contract delivery is evaluated at year end. Data will be provided on performance of the contract at the end of the financial year.
1.5	<i>The percentage of the sealed local road network that is rehabilitated (annually).</i>	>=0.6%	N/A	N/A	Program continues. Reporting is due at the end of the year.
Footpaths The percentage of footpaths within the district that fall within the Level of Service as determined by the condition rating (facilities are up to date, in good condition and 'fit for purpose').					
1.6	<i>The percentage of footpaths within a territorial authority district that fall within the level of service or service standard for the condition of footpaths that is set out in the territorial authority's relevant documentation (such as its annual plan, activity management plan, asset management plan, annual works programme or LTP).</i>	=>90% in fair or better condition	N/A	N/A	The footpath condition survey and condition analysis is not performed until the end of the financial year. Reporting will be completed once this has been undertaken.
Response to service requests					





1.0	Transportation MEASURED BY	LTP Year 3 Target 2023/2024	Current Performance	Year to date	Comments
1.7	<i>The percentage of customer service requests relating to roads and footpaths to which the territorial authority responds within the timeframe specified in the LTP.</i>	=>95%	96.30%	97.18 % 	Achieved. 433 requests received with 417 responded to within time.




Water supply



Contribution to Community Outcomes


- Climate smart: Consider water conservation and water security when future planning.
- Healthy environment: Providing clean water supply to our communities.



2.0	Water supply MEASURED BY	LTP Year 3 Target 2023/2024	Current Performance	Year to date	Comments
Fault Response Times Where Council attends a callout in response to a fault or unplanned interruption to its networked reticulation system.					
2.1	<i>The median response time for attendance of urgent callouts: from the time that the local authority receives notification to the time that service personnel reach the site.</i>	<2 hours	14 minutes	36 minutes 	Achieved based on 3663 connections.
2.2	<i>The median response time for resolution of urgent callouts: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption.</i>	<48 hours	2 hours 51 minutes	2 hours 46 minutes 	Achieved based on 3663 connections.
2.3	<i>The median response time for attendance of non-urgent callouts: from the time that the local authority receives notification to the time that service personnel reach the site.</i>	<3 hours	19 minutes	36 minutes 	Achieved based on 3663 connections.
2.4	<i>The median response time for resolution of non-urgent callouts: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption.</i>	≤3 days	3 hours 36 minutes	3 hours 21 minutes 	Achieved based on 3663 connections.

2.0	Water supply MEASURED BY	LTP Year 3 Target 2023/2024	Current Performance	Year to date	Comments
Customer Satisfaction The total number of water supply complaints received by Council.					
2.5	<i>The total number of complaints about drinking water. clarity, odour, taste, pressure or flow and continuity of supply, Expressed per 1,000 water connections</i>	≤39	1.64	2.73 	Achieved based on 4 complaints and 3663 water connections.
2.6	<i>Total number of complaints received by Council about Council's response to any of these issues. Expressed per 1,000 water connections</i>	≤39	0	0 	Achieved based on 3663 connections.
Demand Management					
2.7	<i>The average consumption of drinking water per day per resident within Kaipara District = Billed metered Consumption (m³) x 1,000 Number of connections x 365 x 2.5 (occupancy rate).</i>	Dargaville 275 Maungaturoto 340 Ruawai 130 Glinks Gully 52 Mangawhai* 230 *Mangawhai calculation to consider the campground	N/A	N/A	The results will be available at year end following the annual water reads.
2.8	<i>Water take consents.</i>	100% compliance with NRC water take consents	100%	99% 	Achieved this quarter but not year to date.

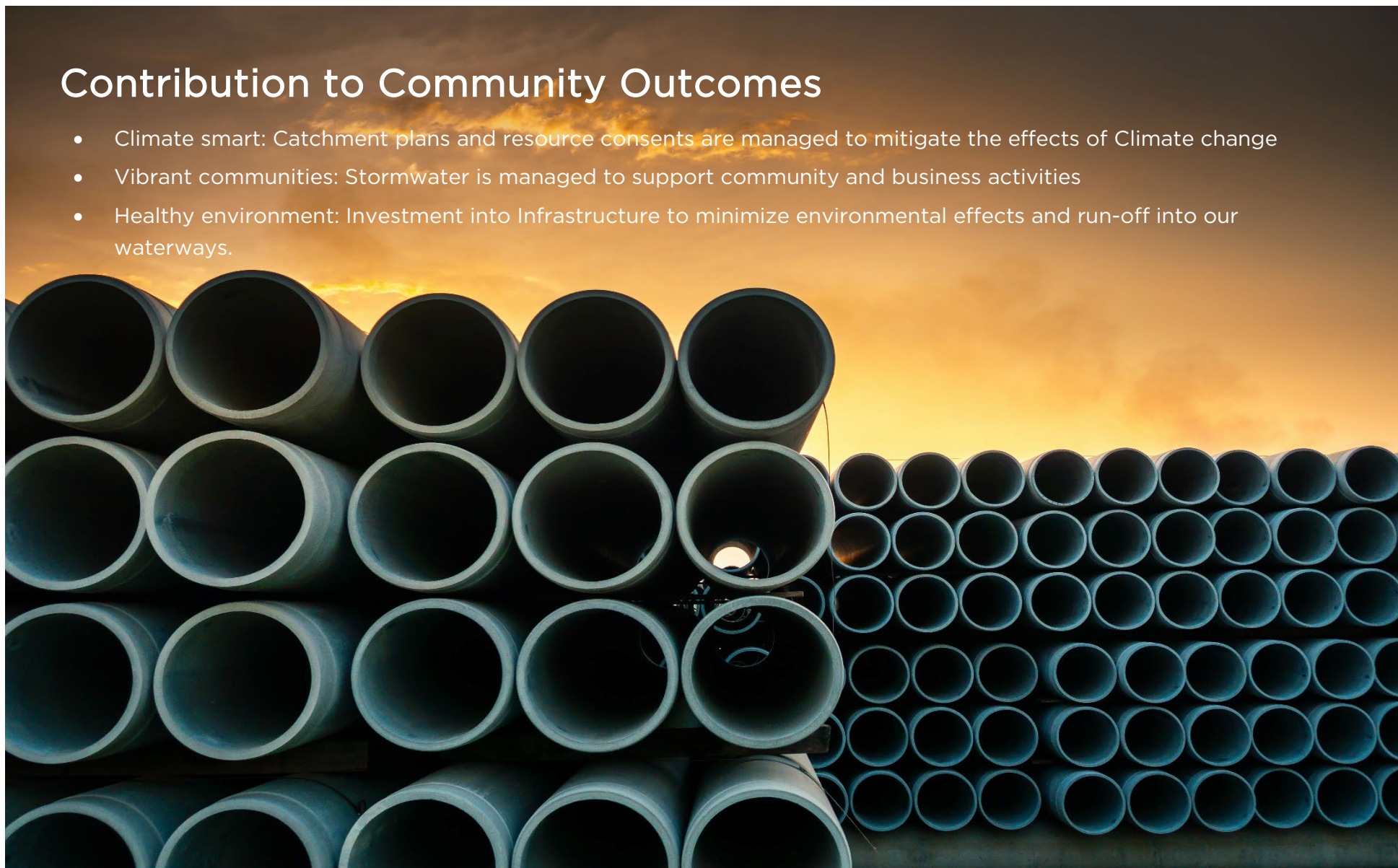
2.0	Water supply MEASURED BY	LTP Year 3 Target 2023/2024	Current Performance	Year to date	Comments
					Based on 108 consent conditions. Last quarter there were 2 conditions that had low to moderate non-compliance, due to meter reads not being recorded by contractor.
2.9	<i>Major capital projects are completed within budget.</i>	Achieved when completed, at or below budget	Not achieved	Not achieved 	The Ruawai Water Treatment Plant project is almost completed. Other major projects are in the planning stage. Budgets are on track but work may not be completed this FY.
Safety of drinking water in accordance with NZDWS (bacteria compliance criteria)					
2.10	<i>The extent to which Council's drinking water supply complies with part 4 of the NZDWS (bacteria compliance criteria).</i>	Dargaville Maungaturoto Ruawai Mangawhai Glinks Gully	All schemes compliant this quarter	All schemes compliant 	Achieved






2.0	Water supply MEASURED BY	LTP Year 3 Target 2023/2024	Current Performance	Year to date	Comments
		All schemes must be compliant			
2.11	<i>The extent to which Council's drinking water supply complies with part 5 of the NZDWS (protozoal compliance criteria)</i>	Dargaville, Maungaturoto Ruawai, Glinks Gully and Mangawhai All schemes must be compliant	All schemes compliant	All schemes compliant 	Achieved.
2.12	<i>The percentage of real water loss from our networked reticulation system (average for total network of all schemes). Real water loss is calculated by subtracting the meter readings and 'other components' from the total water supplied to the networked reticulation system.</i>	≤ 28%	N/A	N/A	The results will be available at year end following the annual water reads/release of the Water Balance Loss Report in June 2024.



Stormwater

Contribution to Community Outcomes

- Climate smart: Catchment plans and resource consents are managed to mitigate the effects of Climate change
- Vibrant communities: Stormwater is managed to support community and business activities
- Healthy environment: Investment into Infrastructure to minimize environmental effects and run-off into our waterways.



3.0	Stormwater MEASURED BY	LTP Year 3 Target 2023/2024	Current Performance	Year to date	Comments
System adequacy					
3.1	<i>For each flooding event, using a maximum of 1:50 year (50-year ARI, Annual Exceedance Probability 2%), the number of habitable floors affected. (Expressed per 1,000 properties connected to the Council's stormwater system).</i>	<10	0	0 	Achieved. Nothing reported this quarter.
Discharge compliance Compliance with Council's resource consents for discharge from its stormwater system.					
3.2	<i>The number of abatement notices received by Council in relation to those resource consents.</i>	0	0	0 	Achieved. No abatement notices received this quarter.
3.3	<i>The number of infringement notices received by Council in relation to those resource consents.</i>	0	0	0 	Achieved. No infringement notices received this quarter.
3.4	<i>The number of enforcement orders received by Council in relation to those Resource Consents.</i>	0	0	0 	Achieved. No enforcement orders received this quarter.
3.5	<i>The number of convictions received by Council in relation to those Resource Consents.</i>	0	0	0 	Achieved. No convictions received this quarter.
Response times					

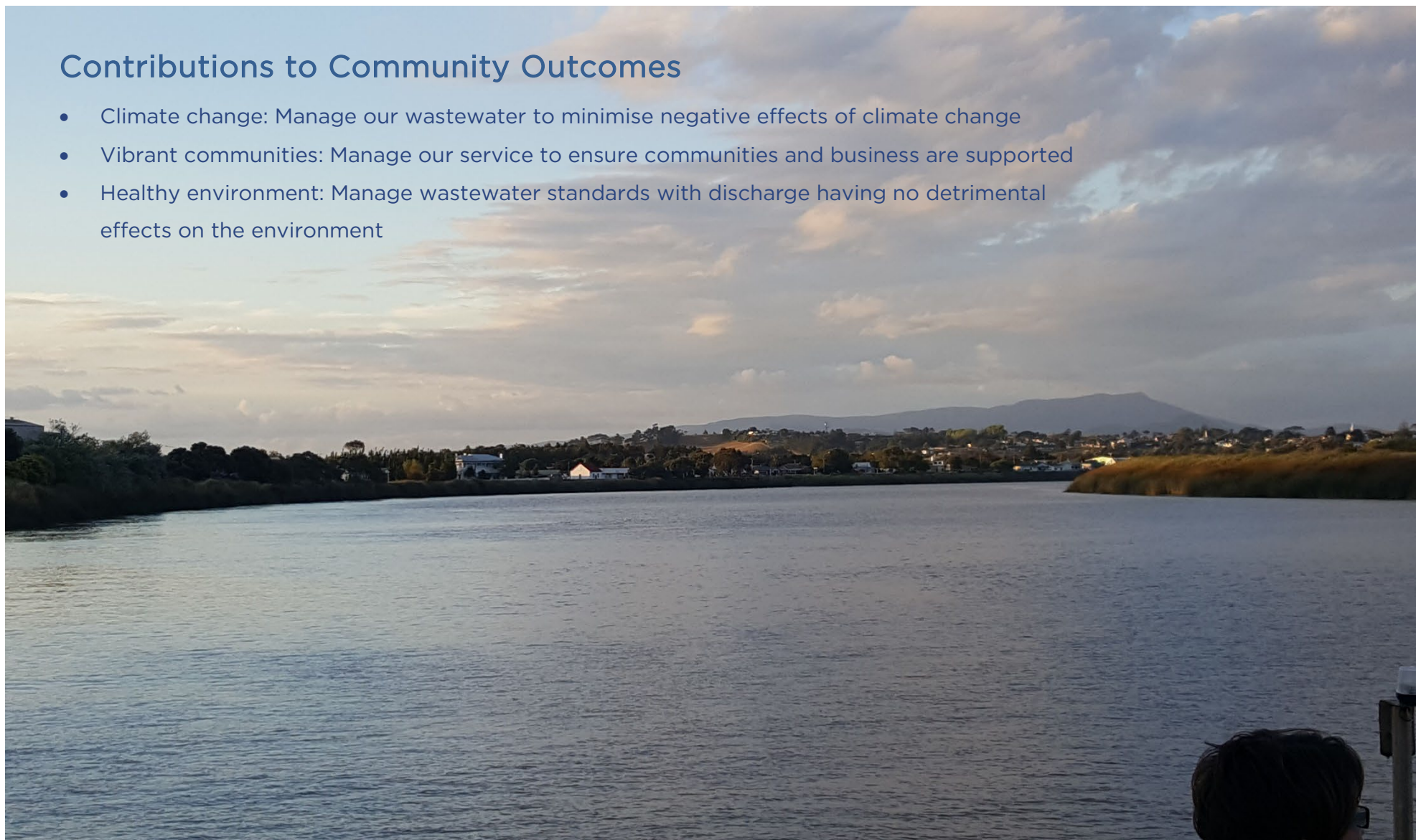
3.0	Stormwater <small>MEASURED BY</small>	LTP Year 3 Target 2023/2024	Current Performance	Year to date	Comments
The median response time to attend to a flooding event.					
3.6	<i>The time from when Council receives notification to the time that service personnel reach the site.</i>	<2 hours for urgent events	0	0 minutes 	Achieved. Nothing reported this quarter.
Customer satisfaction The total number of stormwater system complaints received by Council.					
3.7	<i>The number of complaints received by Council about the performance of its stormwater system, expressed per year.</i>	≤18	0.11	0.11 	Achieved based on one complaint received this quarter.
Positive Environmental Outcomes					
3.8	<i>Water sensitive design, green infrastructure, low carbon design and construction, resilient network.</i>	As defined in the Stormwater CMP or Emissions Targets.	N/A	N/A	Stormwater Catchment Management Plans (CMP's) are in development. Baylys CMP is due to be completed in FY2024 and Mangawhai CMP in 2025. CMP documents will define targets for overall Water Sensitive Design infrastructure. Considerations that would meet the environmental




3.0	Stormwater MEASURED BY	LTP Year 3 Target 2023/2024	Current Performance	Year to date	Comments
					<p>outcomes defined this performance measure are also being considered in the Engineering Standards review. The review will be completed in FY2024.</p> <p>Aspects of the Climate Action Plan would meet the environmental outcomes, defined in the performance measure. This work has been put on hold.</p>






Wastewater

Contributions to Community Outcomes

- Climate change: Manage our wastewater to minimise negative effects of climate change
- Vibrant communities: Manage our service to ensure communities and business are supported
- Healthy environment: Manage wastewater standards with discharge having no detrimental effects on the environment



4.0	Wastewater	LTP Year 3 Target 2023/2024	Current Performance	Year to date	Comments
	MEASURED BY				
System and adequacy Legal compliance with all resource consents for discharges into the environment from Council systems. The exception provided for in the consent is severe weather events and power failure.					
4.1	<i>The number of dry weather sewage overflows from Council's sewerage system, expressed per 1,000 sewerage connections to that sewerage system.</i>	<1	0.90	1.08 	Not achieved YTD. There were 5 dry weather overflows for this period, this was due to a third-party strike and tree roots resulting in blockages.
Discharge compliance Compliance with the Council's resource consents for discharge from its sewerage system.					
4.2	<i>The number of abatement notices, infringement notices, enforcement orders and convictions received by Council in relation to its resource consents for discharge from its sewerage systems.</i>	0	0	0 	Achieved. No notices or orders were received this quarter.
Fault response times Where Council attends to sewage overflows resulting from a blockage or other fault in Council's sewerage system.					
4.3	<i>Attendance time: from the time that Council receives notification to the time that service personnel reach the site.</i>	<2 hours	52 minutes	1 hour 33 minutes 	Achieved based on 5548 wastewater connections.





4.0	Wastewater	LTP Year 3 Target 2023/2024	Current Performance	Year to date	Comments
	MEASURED BY				
4.4	<i>Resolution time: from the time that Council receives notification to the time that service personnel confirm resolution of the blockage or other fault.</i>	≤48 hours	2 hours 36 minutes	5 hours 32 minutes 	Achieved based on 5548 wastewater connections.
Customer satisfaction The total number of sewerage system complaints received by Council.					
4.5	<i>The total number of complaints received by Council about sewage odour. Expressed per 1,000 sewerage connections to that sewerage system.</i>	<10	1.44	1.98 	Achieved based on 8 complaints and 5548 wastewater connections.
4.6	<i>The total number of complaints received by Council about sewerage system faults, eg blockages, breaks etc. Expressed per 1,000 sewerage connections to that sewerage system.</i>	<26	3.24	5.58 	Achieved based on 18 complaints and 5548 wastewater connections.
4.7	<i>The total number of complaints received by Council about sewerage system. Expressed per 1,000 sewerage connections to that sewerage system.</i>	<48	5.41	11.90 	Achieved. Based on 30 complaints and 5548 wastewater connections.
4.8	<i>Major capital projects are completed within budget</i>	Achieved	Not achieved	Not achieved 	The Station Road Wastewater Extension is complete. Other major projects are in the planning stage. Budgets are on track, but work may not be completed this FY.

Flood protection and land drainage

Contribution to Community Outcomes

- Climate smart: Adapting infrastructure for stopbanks, floodgates and monitoring river level changes
- Healthy environment: Providing flood protection and resilience for areas within the District.



5.0	Flood protection and land drainage <small>MEASURED BY</small>	LTP Year 3 Target 2023/2024	Current Performance	Year to date	Comments
Monitor drainage of rivers and streams, ensure minimal flood risk and coast erosion to the community					
5.1	<i>The number of flood events not contained by the drainage district scheme up to a 1:5-year flood.</i>	0	0	0 	There have been no flood events that were not contained within the district schemes. There were no 1:5 rainfall events for this period.
5.2	<i>Service requests for broken, blocked, or failing floodgates</i>	<7 requests per year	0	0 	Achieved nothing reported this quarter.
5.3	<i>Service requests for additional cleaning of drains, ie missed by the monitoring and maintenance programmes.</i>	<5 requests per year	0	1 	Achieved nothing reported this quarter.
5.4	<i>Biannual inspection of our drainage network to ensure it can contain a 1 in 5-year flood.</i>	Two inspections per year	0	0 	Inspections are continuous throughout the year. Final inspection results will be available at the end of Q4.
5.5	<i>Targeted maintenance of the stop bank system in the Raupo Drainage District to prevent tidal flows from inundating private property during high tide and/or when the river is in flood.</i>	Minimum yearly inspections and targeted maintenance completed	On-going	On-going 	Low area in K canal stop bank remediated east of SH12. Low area G Canal stop bank remediated





5.0	Flood protection and land drainage <small>MEASURED BY</small>	LTP Year 3 Target 2023/2024	Current Performance	Year to date	Comments
					north and south of Sunrise Bridge.

Waste Minimisation, refuse and recycling



Contribution to Community Outcomes

- Climate smart: Provide recycling and waste minimisation options when planning for the future
- Vibrant communities: Promote a clean environment across the district
- Healthy environment: Recycling is encouraged.

6.0	Waste Minimisation, refuse and recycling <small>MEASURED BY</small>	LTP Year 3 Target 2023/2024	Current Performance	Year to date	Comments
Reliability To provide regular community kerbside collections.					
6.1	<i>Percentage of residents who are very satisfied or satisfied with waste management.</i>	75%	79%	79% 	Achieved.
To encourage recycling and reduction of waste to landfill.					
6.2	<i>Average amount of general refuse collected and deposited per property within the Kaipara District</i>	<i>Less than previous (298.04 kgs in 2022/23)</i>	74.21 kgs	143.97 kgs 	On track for achieving. Data based on 15,535 properties.
6.3	<i>Average amount of recycling collected and deposited per property within the Kaipara District</i>	<i>Greater than previous (195.86 kg (2022/23)</i>	56.42 kgs	96.82 kgs 	On track for achieving. Recycling over the summer months may increase the overall amount. Data based on 15,535 properties.
6.4	<i>Closed landfill activities meet legislative compliance. No resource consent abatement notices, infringement notices, enforcement orders or convictions.</i>	0	0	0 	Achieved. No notices, orders or convictions received this quarter.

Open Spaces and facilities

Contributions to community outcomes

Open Spaces and facilities

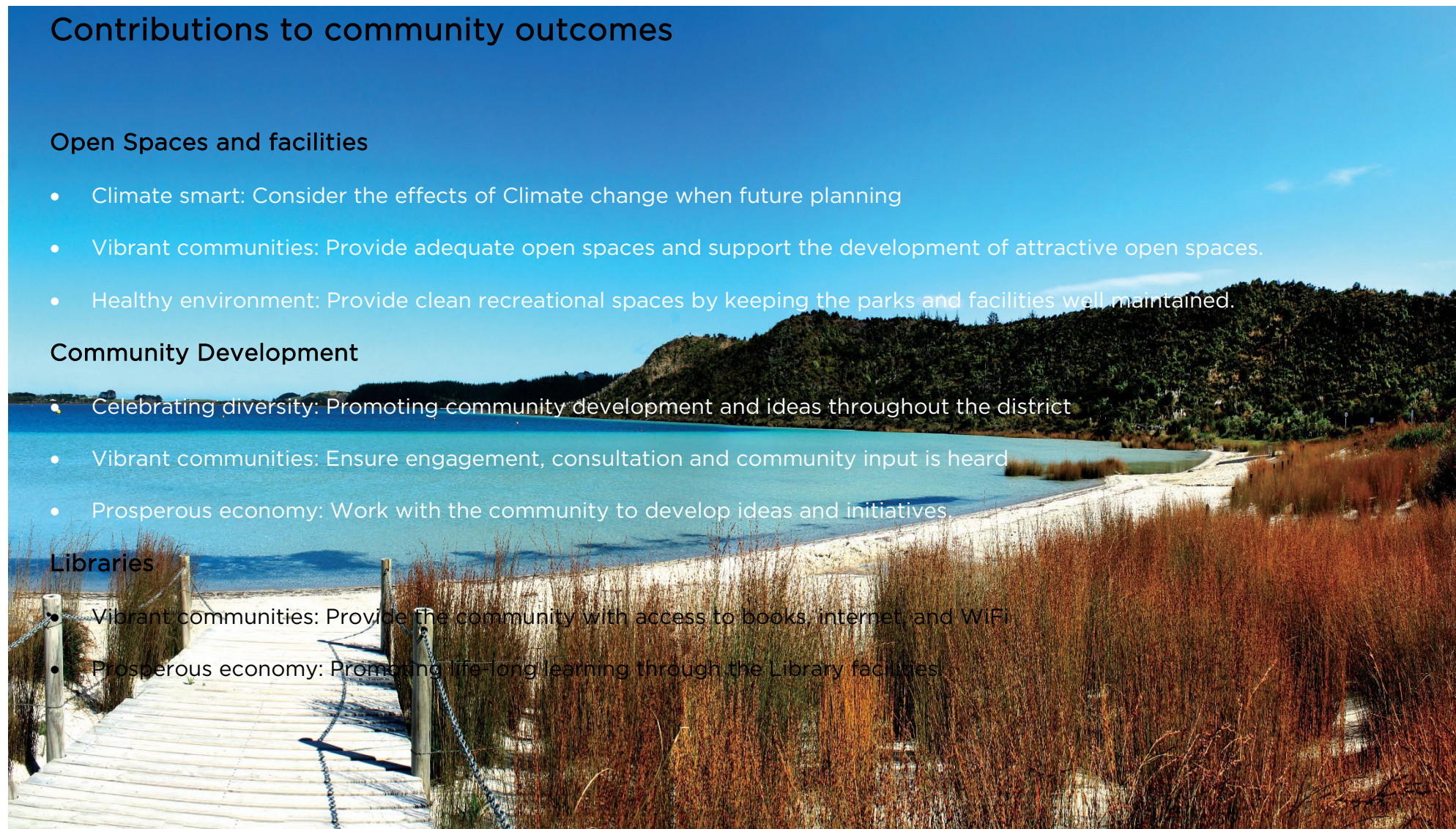
- Climate smart: Consider the effects of Climate change when future planning
- Vibrant communities: Provide adequate open spaces and support the development of attractive open spaces.
- Healthy environment: Provide clean recreational spaces by keeping the parks and facilities well maintained.




Community Development





- Celebrating diversity: Promoting community development and ideas throughout the district
- Vibrant communities: Ensure engagement, consultation and community input is heard
- Prosperous economy: Work with the community to develop ideas and initiatives.


Libraries

- Vibrant communities: Provide the community with access to books, internet, and WiFi
- Prosperous economy: Promoting life-long learning through the Library facilities.



7.0	Open Spaces and Facilities MEASURED BY	LTP Year 3 Target 2023/2024	Current Performance	Year to date	Comments
Open Spaces					
7.1	Percentage of residents who are very satisfied or satisfied with their local parks and sports fields.	87%	83%	83% 	Not achieved. Lack of maintenance, dog faeces and vandalism are the main issues.
7.2	Percentage of residents who are very satisfied or satisfied with the district's public toilets.	>70%	77%	77% 	Achieved.
7.3	Compliance with parks maintenance contract specifications monthly audits.	90%	57%	62% 	Not achieved. The main issues identified relate to turf and garden maintenance. Discussions are held at the monthly contract meetings on how improvements can be made to ensure the team are meeting the required level of service. As well as ensuring they have sufficient staffing and maintenance scheduling in place.

7.0	Open Spaces and Facilities MEASURED BY	LTP Year 3 Target 2023/2024	Current Performance	Year to date	Comments
7.4	<i>Parks maintenance contract: number of health and safety audits per month</i>	Contractor: 4 =12 Council: 1=3 YTD Contractor = 48 Council = 12	13 3	12 3 YTD Contractor = 25 Council = 6 	Achieved.
7.5	<i>Compliance with Resource consent conditions. Wastewater / Water take consents.</i>	No abatement notices received	0	0 	Achieved. No abatement notices received.
Libraries					
7.6	<i>Percentage of library users who are very satisfied or satisfied with the district's library services</i>	85%	75%	75% 	Not achieved. Verbatim comments mention small, cramped facilities and limited opening hours.
Pensioner Housing					
7.7	<i>Net cost to ratepayers for Council's community housing services.</i>	Zero cost	Not achieved	Not achieved 	Not achieved. Costs are within budget for the quarter, but revenue is lower because of the vacant units in Mangawhai.

7.0	Open Spaces and Facilities MEASURED BY	LTP Year 3 Target 2023/2024	Current Performance	Year to date	Comments
7.8	Annual housing occupancy rate <i>Measured by: Quarterly reporting from management agencies.</i>	90%	89%	89% 	Not achieved. There are six units in Mangawhai vacant as they don't meet the Healthy Home standards.

District Leadership, Finance, and Internal Services

Contributions to Community Outcomes

Governance

- Vibrant Communities: Decisions are made with the intention of enhancing the district
- Celebrating diversity: Elected members represent the district
- A trusted Council: Decisions made are robust and transparent.

Policy and District Planning

- Climate smart: Council will enhance its strategic approach to climate change adaptation and mitigation through its climate change work programme.
- Vibrant communities: District planning enables productive land use and activities.
- Healthy environments: District planning, policies and climate change work programme ensure environmental sustainability is taken into consideration.
- A trusted Council: Decisions and policies are made through consultation with the public and engagement processes are thorough and inclusive.

Emergency Management





- Climate smart: Emergency Management helps ensure we are prepared for any increase in frequency and intensity of natural hazard events, which may be exacerbated by climate change
- A trusted Council: A clear plan is in place in case of an emergency.

Economic Development

- Climate smart: Economic Development considers the effects of climate change and bolsters communities' capacities to adapt.
- Vibrant communities: Promoting growth and facilitating development across the district.
- Prosperous economy: Promotes business and communities around the district.

Internal Services

- Climate smart: Promote a sustainable working environment.
- A trusted council: Services are easy to access.

8.0	District Leadership, Finance, and Internal Services <small>MEASURED BY</small>	LTP Year 3 Target 2023/2024	Current Performance	Year to date	Comments
Governance Compliance with legal requirements around formal meetings of Council and its Committees.					
8.1	<i>Council maintain and improve opportunities for Māori to contribute to local government decision making processes.</i>	Achieved	N/A	N/A	Performance will be assessed at financial year end.
8.2	<i>Elected Members are performing well.</i>	3% more than previous (2022/23 = 49%)	55%	55% 	Achieved this quarter.
8.3	<i>The community has trust in the Council.</i>	3% more than previous (2022/23 = 48%)	53%	53% 	Achieved this quarter.
8.4	<i>LGOIMA requests processed by the LGOIMA team completed within statutory timeframes.</i>	100%	100%	100% 	Achieved. 48 LGOIMA's were received and responded to within the 20 working day statutory timeframe.
8.5	<i>Long Term Plan, Annual Plan and Annual Reports will be adopted within timeframes set in the Local Government Act 2002.</i>	Compliant	Complaint	Compliant 	The Annual Report was adopted 25 October 2023.

8.0	District Leadership, Finance, and Internal Services <small>MEASURED BY</small>	LTP Year 3 Target 2023/2024	Current Performance	Year to date	Comments
Policy and District Planning					
8.6	<i>All statutory development and review timeframes for Bylaws and Policies are met.</i>	100%	100%	100% 	Achieved. There were no statutory policy or bylaw reviews due this quarter. Work on future due dates is progressing as planned.
Emergency Management					
8.7	<i>Conduct Civil Defence training exercises.</i>	1 per year	1	1 	Achieved. An EOC setup exercise was conducted in September.

Economic Development

There are a number of key performance indicators relating specifically to Northland Inc. These will be covered off in the Northland Inc. Annual Report, and the Council's Annual Report.

Resource consents, building control and compliance



Contribution to Community Outcomes





Building control






- Climate Smart - We encourage development that front foots climate change and reduces the impacts on our communities.
- Vibrant Communities - Supporting communities we seek to make it easy to get things done within legislative requirements.
- Healthy Environment - We manage development to ensure natural and physical resources are safeguarded and positive environmental outcomes are achieved.
- A Trusted Council - We seek to build partnerships in order to address the collective challenges that our communities face.
- Celebrating diversity - by upskilling the internal organisation and developing authentic relationships to achieve the outcome of a diverse, inclusive, and welcoming Council, and through improving service delivery.
- Prosperous economy - We need to ensure our Council/district is investment-friendly, supports sustainable growth and that the benefits lead to broad-based prosperity for our communities.



Compliance

- Climate Smart - We encourage development that front foots climate change and reduces the impacts on our communities.
- Vibrant Communities - Supporting communities we seek to make it easy to get things done within legislative requirements.
- Healthy Environment - We manage development to ensure natural and physical resources are safeguarded and positive environmental outcomes are achieved.
- A Trusted Council - Kaipara District Council considers the way we communicate and engage with our communities.
- Celebrating diversity - Council has a leadership role in making Kaipara a district where diversity is welcomed and celebrated.
- Prosperous economy - A prosperous economy is integral to achieving our wider goals for the district.

9.0	Regulatory management <small>MEASURED BY</small>	LTP Year 3 Target 2023/2024	Current Performance	Year to date	Comments
Building Control Inspections, Compliance and Enforcement Ensure effective response to customer enquiries about building standards.					
9.1	<i>Percentage of building control customers who rate request for service responses as very satisfied or satisfied.</i>	80%	49%	49% 	Not achieved. With only 8 people answering this question and two dissatisfied comments, the issues are not meaningful.
Responsiveness To process applications within statutory timeframes.					
9.2	<i>Percentage of Building Consents (BC) processed within 20 working days.</i>	100%	98.5%	98.2% 	Not achieved. 135 BC's were granted with 133 BC's granted on time. 1 x BC allocated on high days due to delays in completing the vetting request for information process. 1 x BC was awaiting completion of a contractor engineering review.

9.0	Regulatory management MEASURED BY	LTP Year 3 Target 2023/2024	Current Performance	Year to date	Comments
9.3	<i>Percentage of Code Compliance (CCC) applications processed within 20 working days.</i>	100%	99.3%	97.5% 	Not achieved: 139 CCC's processed with 138 processed on time. The one was a result of continued amendments relating to older applications following the IANZ 2022 accreditation assessment finding.
Quality Monitoring of BC applications and inspections to ensure projects comply with New Zealand Building Code.					
9.4	<i>Illegal activity/unauthorised work complaints investigated within three working days.</i>	94%	100%	100% 	Achieved there was no illegal activity this quarter.
Resource Consents, Monitoring and Enforcement Ensure effective response to customer enquiries about District Plan/Resource Consent requirements.					
Responsiveness: To process applications in accordance with statutory timeframes.					
9.5	<i>Percentage of non-notified Resource Consents processed within 20 working days.</i>	>95%	100%	100% 	Achieved. 90 were issued within the statutory timeframe.
9.6	<i>Percentage of Land Information Memoranda (LIM) processed within 10 working days.</i>	100%	100%	100% 	Achieved. 178 LIM's were processed this quarter with

9.0	Regulatory management MEASURED BY	LTP Year 3 Target 2023/2024	Current Performance	Year to date	Comments
					an average processing day of 5.
9.7	<i>Percentage of s224(c) certificates for new land titles processed within 10 working days.</i>	100%	100%	100% 	Achieved. 33 issued within 1 working day.
Resolving of complaints concerning breaches of conditions of Resource Consent and other non-compliance with the District Plan.					
9.8	<i>Percentage of resource consent complaints regarding unconsented works and non-compliance with the District Plan and Resource Consent investigated within five working days.</i>	94%	100%	100% 	Achieved. 16 out of 16 complaints were investigated within 5 working days.
9.9	<i>Percentage of all granted Resource Consents are monitored each year to ensure they comply with relevant conditions.</i>	25%	35%	34% 	Achieved. 12 in Oct, 48 in Nov, 42 in Dec.
Environmental Health including Dog, Stock and Noise					
Health and Safety Customer Service: Regulate commercial operations to protect public health					
9.10	<i>Percentage of food premises verified when required under the Food Act.</i>	100%	100%	100% 	Achieved. 29 inspections were due and 30 were completed this quarter.
9.11	<i>Percentage of alcohol premises inspected at least once per year.</i>	100%	35%	59% 	On track for achieving. Oct = 8, Nov = 5, Dec = 3. For the second quarter 16 of 68 premises were inspected.

9.0	Regulatory management MEASURED BY	LTP Year 3 Target 2023/2024	Current Performance	Year to date	Comments
					40 of 68 have been inspected year to date.
9.12	<i>Percentage of noise callouts to be responded within 30 minutes.</i>	95%	67%	68.5% 	Not achieved. 70 for Oct = 77%. 32 for Nov = 64% 30 for Dec = 58%
9.13	<i>Percentage of all dog attacks and or wandering stock are responded to (within one hour) as a priority 1.</i>	95%	89%	78% 	Not achieved. Oct = 16 out of 18, Nov = 10 out of 12, Dec = 5 out of 5 responded to within one hour.