

Symbols used to identify each measure contributing to community outcomes

PH Public Health PS Public Safety EM Environment

Council Initiatives		Measure		PH PS EM
Continue to improve Consents processing		Level of satisfaction with planning, building or inspection services (Communitrak Survey) Further more, in 2011, satisfaction rating for building and resource consent was asked only to residents who have applied for a building or resource consent in the past 12 months.		PH PS EM
Result 2009/10: 35%	Target 2010/11: 40%	Result 2010/11: 61% for consent applications and 71% for inspections	Achieved - Comments: Better processing times have been a result of process improvement which has created greater efficiencies. This has been achieved by: <ul style="list-style-type: none"> - Council engage with the industry professionals (Practitioner Series) on a quarterly basis giving presentations, interactive agenda items and the opportunity for professional discussions. - The "Builders Mix" newsletter is delivered quarterly as well. This is a joint initiative with Whangarei and Kaipara District Councils. - While we state publically we can complete inspections in 48 hours, we strive hard to deliver in 24 hours or under. - Inspectors provide a service that takes into account early start times e.g. before 7.30am, to meet industry demand. - Lodgement and vetting meetings take place regularly. These are free to customers. - Processing of consents is completed in a consultative manor through phone calls, emails and one on one meetings. - FNDC building staff are undergoing technical training on an ongoing basis to meet the national competency standard (now integrated). - Staff donate personal time to deliver presentations to merchant and trade groups such as Carters, Placemakers etc; and trade organisations like Certified Builders' Association. - The building staff are consistently performing (99% compliance with statutory time frames) and focused on service delivery. - A quantum shift has occurred under the General Manager; Environmental Management with a focused training and delivery programme which is customer and team oriented. This is based on a collaborative approach. 	
In 2009/10 Council advised: The district is facing economic recession; the challenge for the department is to continue to provide efficient service levels at an affordable cost to industry and the public. The target for 2010/11 has been reduced to reflect the economic drivers, approximate 11% downturn.			Challenges going forward: New legislation could increase the need for the building industry to improve their technical knowledge and information requirements. This could put added pressure on Council to assist industry.	
Continue to improve Consents processing		Average number of days to process Building Consents excluding time on hold		PH PS EM
Result 2009/10: 10	Target 2010/11: 12	Result 2010/11: 8	Achieved - Comments: New application form on website and practitioner forum training provided and other process improvements throughout the year has lead to more quality designs being supplied by industry and to allow efficient processing.	
In 2009/10 Council advised: We are planning to reduce the timeframes by a reduction of further information requests, better vetting up front with more technical information provided.			Challenges going forward: Changes to legislation will create additional challenges for Council and designers. A number of Bills have been tabled for change.	
Continue to improve Consents processing		Percentage of non-notified Resource Consents completed within statutory timeframes (20 days)		PH PS EM
Result 2009/10: 95%	Target 2010/11: 80%	Result 2010/11: 97%	Achieved - Comments: New processes have been put in place to improve processing times.	
In 2009/10 Council advised: Further work will continue to improve processing times and to attract and retain qualified staff.			Challenges going forward: Staff numbers have reduced in-line with a reduction in application numbers. If the number of applications were to increase, Council may struggle (as previously) to attract suitable staff.	



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Continue to improve Consents processing		Average number of days to process subdivision consents excluding time on hold		
Result 2009/10: 22	Target 2010/11: 45	Result 2010/11: 17	Achieved - Comments: New processes have been put in place to improve processing times.	
In 2009/10 Council advised: Further work will continue to improve processing times and to attract and retain qualified staff.			Challenges going forward: Staff numbers have reduced in-line with a reduction in application numbers. If the number of applications were to increase, Council may struggle (as previously) to attract suitable staff.	

Council Initiatives		Measure		PH PS
Improve the delivery of liquor licensing services		Percentage of liquor licensed premises visited to promote good host responsibility		
Result 2009/10: 35%	Target 2010/11: 20%	Result 2010/11: 20%	Achieved - Comments: Target successfully achieved by DLA Inspector.	
In 2009/10 Council advised: The Agency is confident that the percentage for 2010/11 will be well above the 15% target.			Challenges going forward: Potential changes maybe brought about by new legislation (Alcohol Reform Bill) but this is not expected to happen before General Elections.	

