

Community Outcome: A Safe and Healthy District and a Sustainable and Liveable Environment

About this Outcome: Promote safe, healthy buildings and take account of environmental issues in consents processes.

Actual achievements against the Key Performance Indicators (KPI) and targets that the Council uses to monitor levels of service are detailed below:

KPI: Percentage satisfaction with planning, building or inspection services	LTP Target	Result 2012/13												
<p>ACHIEVED: Planning and building result is based on a small sample (27 responses). Target has been met due to process improvements and quicker processing times.</p> <p>For the inspection experience comparing to 2011/12 result of 74% still remains high with 75% of applicants very satisfied/satisfied with this process.</p> <p>Graph shown below details a three year view of performance:</p> <table border="1"> <caption>Three year view of performance</caption> <thead> <tr> <th>Year</th> <th>Target</th> <th>Result</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>35%</td> <td>35%</td> </tr> <tr> <td>2010/11</td> <td>40%</td> <td>61%</td> </tr> <tr> <td>2011/12</td> <td>45%</td> <td>66%</td> </tr> </tbody> </table>	Year	Target	Result	2009/10	35%	35%	2010/11	40%	61%	2011/12	45%	66%	50%	58%
Year	Target	Result												
2009/10	35%	35%												
2010/11	40%	61%												
2011/12	45%	66%												

KPI: Percentage of Building Consents completed within statutory timeframe (20 working days)	LTP Target	Result 2012/13
<p>ACHIEVED: A total of 1,101 building consents were issued. An average of 8.5 working days processing building consents.</p> <p><i>*This KPI above is new in the LTP 2012/13. Unable to provide a three year view of performance.</i></p>	90%	96%

KPI: Percentage of code compliance certificates (CCC's) issued within statutory timeframe (20 working days)	LTP Target	Result 2012/13
<p>ACHIEVED: Total of 1,082 CCC's were issued averaging 8 workings days.</p> <p><i>*This KPI above is new in the LTP 2012/13. Unable to provide a three year view of performance.</i></p>	90%	90%

KPI: Percentage of building inspections completed within 48 hours	LTP Target	Result 2012/13
<p>NOT ACHIEVED: It has proven extremely difficult to extract this information. We do not capture the initial call from the customer to determine a "Start Time". We can extract the day that the inspection was completed but without any start date there is no measurement of time, e.g. that we completed the inspection within 48 hours of the initial customer request. (For this to be measured then some Pathways re-engineering needs to be completed. This is not a Building Consent Authority audit requirement.)</p> <p><i>*This KPI above is new in the LTP 2012/13. Unable to provide a three year view of performance.</i></p>	95%	Unknown