

Symbols used to identify each measure contributing to community outcomes

PH Public Health PS Public Safety SC Services that support Communities CH Culture and Heritage

Council initiatives		Measure		PS
Dog registration		Percentage of known dogs currently registered.		
Result 2010/11: 90%	Target 2011/12: 95%	Result 2011/12: 86.06%	<b>Not Achieved - Comments:</b> Efforts to trace unregistered dogs have been successful in urban areas. However, tracing dogs in rural areas has proven more problematic. For the forthcoming 2012/13 year the division will investigate alternative ways to target the rural area, with staff actioning door to door checks much earlier within the registration period.	

Council initiatives		Measure		PS
Responding to complaints relating to dogs		Percentage of requests for services (RFS) relating to dogs responded in required time.		
Result 2010/11: 84%	Target 2011/12: 95%	Result 2011/12: 93%	<b>Not Achieved - Comments:</b> Response times have improved considerably, from 89% in 2010/11, to the present 93% for 2011/12. Although this is still 2% below the target of 95%, other process improvements are being implemented to further improve results for 2012/13. One such improvement is the way in which after hours call outs are converted into RFS's the following working day, and sometimes later, which causes the RFS to escalate without the duty officer having the opportunity to update it.	

Council initiatives		Measure		PS
Increased action to address wandering stock		Number of wandering stock related RFS.		
Result 2010/11: 384	Target 2011/12: 360	Result 2011/12: 327	<b>Achieved – Comments:</b> The number of wandering stock incidents continues to fall. Some success has been achieved working with stock owners who were the cause of frequent incidents around the district.	

Council initiatives		Measure		SC PS
Continue to provide effective stock and dog control services		Percentage of residents satisfied with the district's animal control (Communitrak Survey).		
Result 2010/11: 54%	Target 2011/12: 69%	Result 2011/12: 67%	<b>Not Achieved - Comments:</b> For 2012 there has been significant improvement of 13% in public satisfaction, however, leaving a 2% shortfall in meeting the target. Some big gains have been made in dealing with ongoing stock problems, working with stock owners where fences are allowing stock to wander onto roads. An increased emphasis on identifying unregistered dogs is to be implemented for 2012/13 to improve on this area.	

Council initiatives		Measure		PH
Assessment and audit of food safety plans		Percentage of food control plans assessed and audited annually.		
Result 2010/11: 100%	Target 2011/12: 98%	Result 2011/12: 100%	<b>Achieved - Comments:</b> All plans were successfully assessed and audited in the required time frames.	



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<b>Council initiatives</b> Respond to complaints regarding land use (District Plan, bylaws and RMA)		<b>Measure</b> Percentage of requests for services responded in required time (response to complaints regarding land use).		<b>SC</b>
<b>Result 2010/11:</b> 85%	<b>Target 2011/12:</b> 90%	<b>Result 2011/12:</b> 89.5 %	<b>Not Achieved - Comments:</b> Of 29 incidents report 26 were completed within the required time period.	
<b>Council initiatives</b> Complete review of regulatory bylaws and policies		<b>Measure</b> Number of outstanding bylaws to be reviewed.		<b>SC</b>
<b>Result 2010/11:</b> 2	<b>Target 2011/12:</b> 1	<b>Result 2011/12:</b> 1	<b>Achieved - Comments:</b> The only bylaw requiring review has been successfully through a public consultation process and will be put to Council before its expiry time, being the end of 2012.	
<b>Council initiatives</b> Responding to noise complaints		<b>Measure</b> Percentage of noise complaints responded to in required time.		<b>SC</b>
<b>Result 2010/11:</b> 98%	<b>Target 2011/12:</b> 98%	<b>Result 2011/12:</b> 96%	<b>Not Achieved - Comments:</b> There has been an increase in 'rural' complaints, requiring resources to travel further and be unavailable for increased periods of time in urban areas, resulting in a 2% shortfall in meeting the targeted 98%.	

