

Activity Performance Indicators

The information below includes:

- How residents rated their satisfaction on use of a selection of Council services and facilities;
- The activity service and performance results; and
- A peer review comparison with three Councils (Thames-Coromandel District Council (TCDC), Opotiki District Council (ODC) and Gisborne District Council (GDC) looking primarily at customer satisfaction with Council's facilities and services.

2013/14 results

Result Target

<p>1: Achieved 56% of building consent applicants were very satisfied (21%) or satisfied (35%) with the process, exceeding the target set of 50%. Re-introduced internal audit in 2013/14 to the building consent function which has improved the service delivery Council provides to the customers.</p> <p>Peer Group Comparison Unable to provide an average for each Council due to a small base size.</p>	<p>1: Percentage satisfaction with building services * In the LTP 2012/13 the KPI reads "Percentage satisfaction with Planning, Building or Inspection Services". From this year's community survey Council were able to define the proportion of responses relating to Building Consents.</p> <p style="text-align: center;">56%</p> <table border="1"> <caption>Percentage satisfaction with building services</caption> <thead> <tr> <th>Year</th> <th>Result (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>35</td> <td>50</td> </tr> <tr> <td>2010/11</td> <td>61</td> <td>50</td> </tr> <tr> <td>2011/12</td> <td>66</td> <td>50</td> </tr> <tr> <td>2012/13</td> <td>58</td> <td>50</td> </tr> <tr> <td>2013/14</td> <td>56</td> <td>50</td> </tr> </tbody> </table>	Year	Result (%)	Target (%)	2009/10	35	50	2010/11	61	50	2011/12	66	50	2012/13	58	50	2013/14	56	50
Year	Result (%)	Target (%)																	
2009/10	35	50																	
2010/11	61	50																	
2011/12	66	50																	
2012/13	58	50																	
2013/14	56	50																	
<p>2: Achieved 68% of residents who requested a building inspection were very satisfied (30%) or satisfied (38%) with the experience. Re-introduced internal audit in 2013/14 to the building consent function which has improved the service delivery Council provides to the customers.</p> <p>Peer Group Comparison Unable to provide an average for each Council due to a small base size.</p>	<p>2: Percentage satisfaction with building inspection services * In the LTP 2012/13 the KPI reads "Percentage satisfaction with Planning, Building or Inspection Services". From this year's community survey Council were able to define the proportion of responses relating to Building Inspections.</p> <p style="text-align: center;">68%</p> <table border="1"> <caption>Percentage satisfaction with building inspection services</caption> <thead> <tr> <th>Year</th> <th>Result (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>35</td> <td>50</td> </tr> <tr> <td>2010/11</td> <td>61</td> <td>50</td> </tr> <tr> <td>2011/12</td> <td>66</td> <td>50</td> </tr> <tr> <td>2012/13</td> <td>58</td> <td>50</td> </tr> <tr> <td>2013/14</td> <td>68</td> <td>50</td> </tr> </tbody> </table>	Year	Result (%)	Target (%)	2009/10	35	50	2010/11	61	50	2011/12	66	50	2012/13	58	50	2013/14	68	50
Year	Result (%)	Target (%)																	
2009/10	35	50																	
2010/11	61	50																	
2011/12	66	50																	
2012/13	58	50																	
2013/14	68	50																	



2013/14 results

Result Target

<p>3: Achieved Statutory compliance achieved within the 20 working days timeframe.</p> <p>4: Achieved Statutory compliance achieved within the 20 working days timeframe.</p>	<p>3: Percentage of building consents completed within statutory timeframe (20 working days)</p> <p style="text-align: center;">93%</p> <table border="1"> <caption>Data for Metric 3</caption> <thead> <tr> <th>Year</th> <th>Result (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>96%</td> <td>90%</td> </tr> <tr> <td>2013/14</td> <td>93%</td> <td>90%</td> </tr> </tbody> </table>	Year	Result (%)	Target (%)	2012/13	96%	90%	2013/14	93%	90%	<p>4: Percentage of code compliance certificates issued within statutory timeframe (20 working days)</p> <p style="text-align: center;">97%</p> <table border="1"> <caption>Data for Metric 4</caption> <thead> <tr> <th>Year</th> <th>Result (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>90%</td> <td>90%</td> </tr> <tr> <td>2013/14</td> <td>97%</td> <td>90%</td> </tr> </tbody> </table>	Year	Result (%)	Target (%)	2012/13	90%	90%	2013/14	97%	90%
Year	Result (%)	Target (%)																		
2012/13	96%	90%																		
2013/14	93%	90%																		
Year	Result (%)	Target (%)																		
2012/13	90%	90%																		
2013/14	97%	90%																		
<p>5: Not Achieved Since LTP 2012/13.</p>	<p>5: Percentage of building inspections completed within 48 hours</p> <p style="text-align: center;">0%</p> <p>Unfortunately this has proven extremely difficult to extract this information from Council systems. Council do not capture the initial call from the customer to determine a "Start Time". Review of systems and internal processes to be able to capture to commence.</p>																			