

GROUP- REGULATORY & COMPLIANCE-1

KEY SERVICES & DELIVERY

THE WHY

RATIONALE

THE DOING

ACTIVITIES

This describes what we do and what matters most to the community

"These activities provide education, through to administering laws and enforcement to keep people safe in our city."

- Resource Consents
- Animal Control
- Building Services
- Alcohol Licencing
- Food Premises Regulation
- Parking Services (enforcement)

The DCC protects the safety and wellbeing of its people and communities through offering education, enforcing acts, bylaws and policies and provides timely and consistent responses to public enquiries and complaints.

The DCC's services are easily accessible, and are delivered in person and online. The DCC responds to and resolves issues in a timely, efficient and consistent way, and upholds public safety. The DCC is committed to working in an open and collaborative way with our communities.

Council Meeting September 25th 20203 motion carried 'approves, for the purpose of developing the 10 year plan 2024-2034 the groups of activity structure, grouping rationale and activities'.

LEVELS OF SERVICE

3

LOS SHOULD REFLECT THE KEY ASPECTS OF SERVICE DELIVERY

BUDGETS & LOS ARE RELATED

AND WILL ALIGN THROUGH THE 10 YP

EACH PART OF THE LOS PIE IS IMPORTANT

COMMENTS

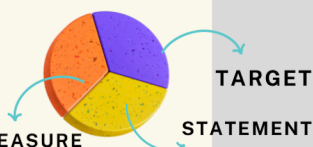
LOS STATEMENT	PERFORMANCE OF MEASURE	TARGET	DATA SOURCE
The DCC encourages responsible dog ownership to protect and promote community safety.	Percentage of urgent requests* responded to within 1 hour.	95%	Internal data
	Number of educational activities for schools and the general public.	50	Internal data
The DCC protects the health and safety of the community by monitoring food and alcohol premises.	Percentage of scheduled food control plan verification visits conducted in accordance with statutory timeframes.	100%	Internal data
	Number of alcohol licensing monitoring visits completed annually	80 visits per year. 100% over 3 years.	Internal data
The DCC responds promptly to complaints in order to protect the health and safety of the community.	Percentage of excessive noise complaints where an officer arrives on site within 30 mins in the city area or 60 mins in outlying areas.	95%	Internal data
	Percentage of complaints about unsafe parking that are responded to within 60 minutes during operational hours.	90%	Internal data
The DCC maintains accreditation as a Building Consent Authority (BCA) enabling building consents and related applications to be issued and granted	Retention of Building Consent Authority (BCA) accreditation.	Accredited	IANZ – external auditors
The DCC provides building consenting and inspection services in a timely manner.	The percentage of building consent applications granted in accordance with statutory timeframes.	100%	Internal reporting
	The percentage of Code Compliance Certificates issued in accordance with statutory timeframes.	100%	Internal reporting
	The average time in advance to book a building inspection.	Within 5 days	Internal reporting
The DCC audit buildings with a Building Warrant of Fitness (BWof)	The percentage of buildings with BWofFs which are audited per year.	≥20%	Internal reporting
The DCC determines if a building is deemed earthquake prone	The number of buildings assessed as potentially earthquake-prone during per year.	TBC	Internal reporting

*Examples of urgent requests: stock on highway, aggressive dogs, dog attacks and contained dogs.

- Are the Levels of Service fit for purpose?

QUESTIONS

- Have we captured what matters to the community?



GROUP-REGULATORY & COMPLIANCE-2

KEY SERVICES & DELIVERY

THE WHY

RATIONALE

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THE DOING

ACTIVITIES

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LEVELS OF SERVICE

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LOS STATEMENT	PERFORMANCE OF MEASURE	TARGET	DATA SOURCE
The DCC provides education and support on building related matters	The number of educational and stakeholder information sessions delivered by Building Services staff per year.	>25 sessions per annum	Internal reporting
	The percentage of building consent applications which are complete and do not require additional information.	At least 30%	Internal reporting
The DCC process applications for resource consents efficiently.	Percentage of resource consent applications processed within statutory timeframes.	100%	Internal data
	The percentage of subdivision certification applications processed within statutory timeframes.	100%	Internal data

COMMENTS



- Are the Levels of Service fit for purpose?

QUESTIONS

- Have we captured what matters to the community?