

REGULATORY SERVICES



REGULATORY SERVICES

OVERVIEW

As a regulator we are required to take a balanced response to decision-making by considering the competing rights of individuals and groups to undertake particular activities.

Our decisions on these activities are influenced by:

- Legislation, regulations and national standards that we are required to comply with
- The opportunities we take to develop local policies, plans and by-laws to regulate local issues.

Our Regulatory Services Strategy includes activities which protect people and the environment by regulating and licensing aspects of commercial services and private behaviour where well-being issues arise. These activities include:

- Animal control services
- Building services
- Resource consent services
- Community protection.

Overall we aim to provide high quality regulatory services in a fair and impartial manner, ensuring that customers are kept fully informed at key stages in the service delivery process.

WHY WE PROVIDE IT

OUR COMMUNITY OUTCOME

Regulatory services support community well-being.

OUR GOALS

- Animal control services - provide a safe environment for the public taking into account the needs of animal owners.
- Building services - building work is regulated to ensure the health and safety of people and sustainability in design and construction methods.
- Resource consent services - the quality of the environment enjoyed by residents and visitors is maintained and enhanced.
- Community protection - protect and preserve the environment and public health and safety by minimising risks from nuisance and offensive behaviour.

WHAT WE PROVIDE



HOW WE WILL TRACK PROGRESS TOWARDS OUR GOALS

GOAL	WE'LL KNOW WE'RE MEETING OUR GOAL IF	TARGET 2017/18
<p>Resource consent services The quality of the environment enjoyed by residents and visitors is maintained and enhanced.</p> <p>Animal control services Provide a safe environment for the public, taking into account the needs of animal owners.</p> <p>Building services Building work is regulated to ensure the health and safety of people and sustainability in design and construction methods.</p> <p>Community protection Protect and preserve the environment and public health and safety by minimising risks from nuisances and offensive behaviour.</p>	<p>Key Performance Measure Number of successful legal challenges or mediation settlements made as a result of Council staff error (excludes weathertightness claims).</p>	0
	<p>Key Resident Measure Percentage level of customer satisfaction based on customer survey of regulatory services. (This survey includes resource consents, building and animal control services, liquor licensing and registered premises).</p>	≥85%

HOW WE WILL TRACK PROGRESS - LEVELS OF SERVICE

WHAT WE PROVIDE	WE'LL KNOW WE'RE MEETING THE SERVICE IF	TARGET 2017/18
Resource consent applications will be processed within the statutory timeframe and their compliance monitored.	Percentage of all resource consent applications processed within statutory timeframes.	100%
	Percentage resource consents monitoring schedule completed to ensure compliance with consent conditions.	100%
	Number of successful resource consent appeals.	0
Building and health applications and plan checking will be processed within statutory timeframes.	Percentage of building and health applications and plan checking processed within the statutory timeframes.	100%
Land Information Memoranda (LIM) and Project Information Memoranda (PIM) will be processed within the statutory timeframe (10 days).	Percentage of LIM and PIM applications processed within the statutory timeframe (10 days).	100%
Known dogs in our District are registered.	Percentage of known dogs in our District that are registered.	≥98%
We will respond to customer service requests in a timely manner.	Percentage of service requests received that are actioned within specified timeframe.	
	• Animal	≥90%
	• Building	≥90%
	• Health	≥90%
	• Resource consent compliance and enforcement	≥90%

SUMMARY FINANCIAL FORECAST

REGULATORY SERVICES

	LONG TERM PLAN ESTIMATE \$'000	ANNUAL PLAN \$'000	VARIANCE INCREASE/ DECREASE \$'000
FOR THE YEARS ENDED 30 JUNE	2018	2018	
Analysis of expenditure by activity			
District Plan implementation	1,427	1,652	225
Building and health	2,544	4,006	1,462
Animal control	534	824	290
Compliance and monitoring	686	968	282
Total operating expenditure	5,190	7,449	2,258
Analysis of expenditure by class			
Direct costs	3,398	4,883	1,485
Overhead costs	1,736	2,532	797
Interest	(13)	(19)	(6)
Depreciation	70	52	(17)
Total operating expenditure	5,190	7,449	2,258
Revenue			
User fees	3,908	5,234	1,326
Other income	38	72	34
Total revenue	3,946	5,306	1,360
Net cost of service - surplus/(deficit)	(1,244)	(2,143)	(899)
Capital expenditure	-	-	-
Total other funding required	(1,244)	(2,143)	(899)
Other funding provided by			
General rate	(1,288)	1,914	626
Reserves and future surpluses	(43)	229	272
Total other funding	1,244	2,143	899