

REGULATORY SERVICES



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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 as well as the opportunities we take to develop local policies, plans and by-laws to regulate local issues. 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. The regulatory activities we provide include:

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

Our community outcome

Regulatory services support community well-being

Our goals

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

How we will track progress towards our goals

Goal	We'll know we're meeting our goal if	Target
		2013/14
Resource consent services The quality of the environment enjoyed by residents and visitors is maintained and enhanced	Number of successful legal challenges or mediation settlements made as a result of Council staff error (excludes weathertightness claims)	0
Animal control services Provide a safe environment for the public, taking into account the needs of animal owners	Percentage level of customer satisfaction based on survey of regulatory services. (This survey includes Resource Consent, Building and Animal Control Services and identifies those 'satisfied' or not with services provided)	85%
Building services Building work is regulated to ensure the health and safety of people and sustainability in design and construction methods	Percentage of resource consent processes completed in accordance with Council and legislative requirements	100%
	Percentage of actions completed in accordance with Council and legislative requirements for Animal Control Services and Building Services	100%
	Percentage of animal control service requests actioned within specified timeframe	90%
Community protection Protect and preserve the environment and public health and safety by minimising risks from nuisances and offensive behaviour	Number of notifications received from the Ministry of Health in regard to food poisoning from registered premises in our District	0

How we will track progress - levels of service

What we provide	We'll know we're meeting the service if	Target
		2013
Resource consent applications will be processed within the statutory timeframe	Percentage of all resource consent applications processed within statutory timeframes	100%
Building and health applications and plan checking will be processed within statutory timeframes	Percentage of building and health applications and plan checking processed within 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%



Summary financial forecast - Regulatory Services

For the year ended 30 June	LTP estimate 2014 \$'000	Annual Plan 2014 \$'000	Variance 2014 \$'000
Analysis of expenditure by activity			
District Plan implementation	1,640	1,731	91
Building and health	1,902	1,952	50
Animal control	547	588	41
Compliance and monitoring	551	555	4
Total operating expenditure	4,640	4,826	186
Analysis of expenditure by class			
Direct costs	3,096	3,191	95
Overhead costs	1,499	1,590	91
Interest	(7)	(7)	-
Depreciation	53	53	-
Total operating expenditure	4,640	4,826	186
Revenue			
User fees	3,176	3,148	28
Other income	31	31	1
Total revenue	3,207	3,179	29
Net cost of service - surplus/(deficit)	(1,433)	(1,648)	215
Capital expenditure	-	-	-
Total other funding required	(1,433)	(1,648)	215
Other funding provided by			
General rates	1,578	1,683	(105)
Reserves and future surpluses	(146)	(35)	(111)
Total other funding	1,433	1,648	(215)

