

Regulatory services

Ratonga whakaritenga

Key developments for the 3 months to 30 June 2017

- 2,876 of the 3,086 service requests (93%) for regulatory services received in the fourth quarter were responded to within required times. Total requests received were slightly down on the previous quarter (3,126). Overall, the four quarters saw 11,475 of the 12,036 service requests received (95.3%) responded to within required times against a target of 95%.
- In the fourth quarter, stakeholder events were held with commercial building owners; building designers/applicants; frequent resource consent applicants; and subdivision developers. The information presented was well received and opportunity was given for attendees to give feedback and suggestions about the Council's service delivery. This brought the total number of stakeholder events for the year to six. Participants' feedback was very positive.

Building control

- In the fourth quarter, 325 building consents were processed and issued, compared with 329 for the fourth quarter last year. Of these 297 consents (91%) were issued within 20 days with an average processing time of 13 days.
- Over the year 1,009 of the 1,147 building consents that were processed (88%) were processed within statutory timeframes. The number of consents processed is 8% higher than the previous year. The average processing time was 14 days for the last year compared to 13 days for the 2015/16 year. The full year results were impacted by periods of insufficient resource due to difficulties recruiting following the loss of experienced staff. The fourth quarter was also impacted by significant capacity loss due to illness. Additional staff and increased contractor capacity is in place at year end.
- The higher volume of consents granted also impacts on demand for inspections. There were 1,615 inspections undertaken this quarter; a 4.7% increase over the previous year. Additional resource has been added to the team with two officers sharing time between inspections and building consent processing.
- The Building team also has significant work programmes with regard to changed legislation/regulations commencing on 1 July 2017 related to accreditation as a building consent authority (with an IANZ audit scheduled in October 2017) and earthquake-prone buildings.
- Council participated in a pilot of an electronic portal for the receipt of building consent applications and payments this quarter. Further work is required before the Council can implement this fully.

Resource consents

- The resource consents team processed 75 consents in the final quarter (compared to 58 in the previous quarter). All were processed non-notified and seven had time extensions under section 37 of the Resource Management Act¹. For those non-notified consents that did not have their statutory timeframes extended, the average processing time was 15 days against a target of 17 days.
- There has been a continuation of high numbers of consent applications and over the 2016/17 financial year the team has processed 29% more consents compared to the previous financial year.
- The resource consents team has received and processed 46% more completion certificates for subdivisions than in the previous year. These certificates related to a total of over 80 new allotments.
- The team continues to work closely with the CPB/HEB Joint Venture and the NZ Transport Agency to ensure compliance is maintained in relation to the Transmission Gully motorway project and with the Fletchers team and NZTA for the Peka Peka to Ōtaki (PP2O) expressway project. The team has been working closely with the Fletchers team on the draft management plans required under the Board of Inquiry decision for PP2O and the first of these management plans are nearly ready for certification.

Animal management

- The KPI for responding to dog attacks was achieved this quarter. The animal management team received three urgent dog attack or threatening complaints and all were responded to within one hour (this is down from eight attacks in the previous quarter). The animal management team continues to work on service requests to ensure quick response times. Overall service requests were 698 in the fourth quarter, down from 769 requests in the third quarter.
- The Animal Management Team has been actively doing preventative patrols in areas known as hot spots to prevent on-going demand. The team has spent more time dealing with dog owners whose dogs drive the service requests, to work through solutions so they don't continue to come to Animal Management attention. This work is ongoing and will continue. The team is using its discretion to return dogs home when they are found wandering and issue warnings for the first occasion. This has enabled staff to work in areas with greater demand.

Management KPIs

- Attached to this section of the report is a report on the management KPIs relating to Regulatory Services activity. These are included here as they include the Open for Business measures.

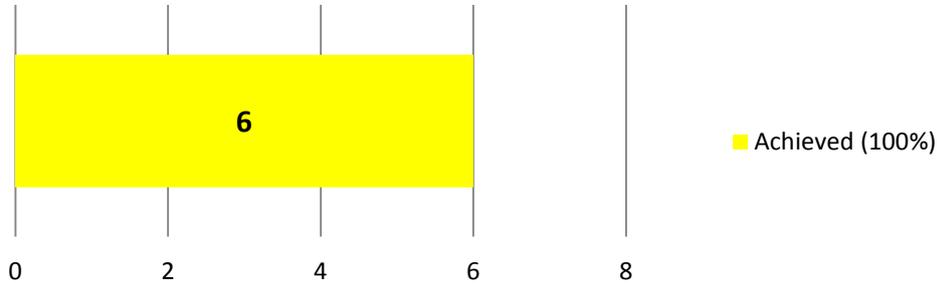
¹ Section 37 allows for the extension of a statutory timeframe provided special circumstances apply or the applicant agrees; and the interests of any person or the community is not affected and unreasonable delay is avoided.

Performance measures summary

There are six key performance indicators (KPIs) in the regulatory services activity.

Regulatory services KPIs

1 July to 30 June 2017



All six KPIs were achieved as at the end of the fourth quarter.

Projects

There is one regulatory services project, the earthquake-prone buildings assessment project. Delivery on this project is ahead of target with 479 assessments completed this year against a target of 250. This year activities have been centred on carrying out initial assessments of buildings in the region. Next year will see the continuation of this work and the commencement of issuing Earthquake-prone building notices.

Performance measures

as at 30 June 2017

Contribution to outcomes	Performance measures	Target	Result	Comment
We provide efficient and effective regulatory services	Percentage of service requests that are responded to within corporate standards and closed off	95%	Achieved (95.3%)	11,475 of the 12,036 service requests received this year were responded to within time.
	Average working days to process building consents will not exceed 17 days	Achieve	Achieved	14 working days on average this year.
	Average working days to process non-notified resource consents will not exceed 17 days	Achieve	Achieved	15 working days on average (excluding consents deferred under s.37) this year.
	Percentage of survey respondents that agree that the regulatory events are good or very good	85%	Achieved (89.4%)	In the fourth quarter, stakeholder events were held with commercial building owners; building designers; frequent resource consent applicants; and subdivision developers.
	All dog attacks (classified as urgent) are responded to within 1 hour of notification	100%	Achieved (100%)	There were three service requests for urgent dog attack or threatening for this quarter. In total this financial year Council received 42 urgent attacks or threatening requests from customers. All these complaints were responded to within one hour of receipt of call.
We will retain Building Consent Authority (BCA) accreditation and substantively comply with statutory timeframes	Building Consent Authority (BCA) accreditation is retained	Achieve	Achieved	The two-yearly IANZ audit took place in October 2015 with accreditation approved. The next accreditation audit is programmed for October 2017.

Project reports

Earthquake prone building assessments – additional significant project					
GL codes	17150 (opex)				
Description	The Earthquake-prone Building project is to undertake seismic assessments of buildings in the Kapiti Coast District. Buildings that require assessment are those that are used for commercial or industrial purposes, schools and residential buildings which are two or more storeys and have three or more household units. Council is required to undertake this work under the Building Act 2004.				
Group	Planning and regulatory services				
Status	Category	Timeliness		Budget	
		🕒 ✓		\$ ✓	
Comments (latest developments/upcoming milestones/critical activities)					
<i>Developments in the fourth quarter:</i>					
1. There were 96 assessments of buildings undertaken during the fourth quarter and 479 assessments year to date. We are currently ahead of target for the production of initial evaluation reports (IEP). The target was 250 assessments for the year.					
<i>Upcoming milestones:</i>					
2. The project is currently completing assessments in Paraparaumu North heading towards Paraparaumu Beach.					
Risks (to programme, cost, quality, other)					
1. The Building (Earthquake-prone Building) Amendment Act 2016 comes into effect 1 July 2017.					
2. The 12 month period given for owners to provide additional information is up for the first IEPs provided at the end of May 2016. The formal issue of notices was delayed to allow them to be issued under the new regulations as this affects the timeframe given for upgrading.					
Issues (for elected member attention)					
1. The Building Act 2004 requires that the Council Earthquake-prone Building policy is reviewed at intervals of not more than five years. The Council policy was dated 2006. There is no longer a requirement for a Council policy from 1 July 2017 under the new legislation.					
Current year project costs to 30 June 2017					
Financial year	Year	Project budget \$	Project costs to date \$	Forecast project costs \$	Carry over \$
Last year	2015/16	200,000	169,572	169,572	
This year	2016/17	407,202	299,759	299,759	
Future years	2017/20	2,007,377		2,007,377	
Total		2,614,579	469,311	2,476,708	

<u>Category</u>		<u>Timeliness</u>	<u>Budget</u>
YELLOW	Project complete	🕒 ▲ ahead of schedule	\$📉 budget underspend
GREEN	Project on target	🕒 ✓ on time	\$✓ on budget
ORANGE	Project not on target (there are issues)	🕒 ▼ behind schedule	\$📈 budget overspend
RED	Project has failed	🕒 🚫 on hold	
BLUE	Project on hold		

Regulatory services – financial results to 30 June 2017

Cost of activity statement			
2015/16		2016/17	2016/17
Actual		Actual	Budget
\$000		\$000	\$000
	Expenditure		
8,174	Other operating expense	8,386	8,047
63	Depreciation and amortisation	64	7
17	Finance expense	15	15
8,254	Operating expenditure	8,465	8,069
	Revenue		
3,839	Fees and charges	4,111	3,400
3,839	Operating revenue	4,111	3,400
4,415	NET OPERATING COSTS	4,354	4,669
	Capital items		
5	Asset renewal	-	-
49	New assets upgrade	-	-
54	Total capital items	-	-
4,469	NET COST OF ACTIVITY	4,354	4,669
4,415	Rates	4,354	4,669
49	Borrowings	-	-
5	Depreciation reserve	-	-
4,469	TOTAL SOURCES OF FUNDS	4,354	4,669

Increased building and resource consents activity in the district has resulted in higher revenue and corresponding resourcing costs.

Appendix: Regulatory Services– Management KPIs

1 April to 30 June 2017

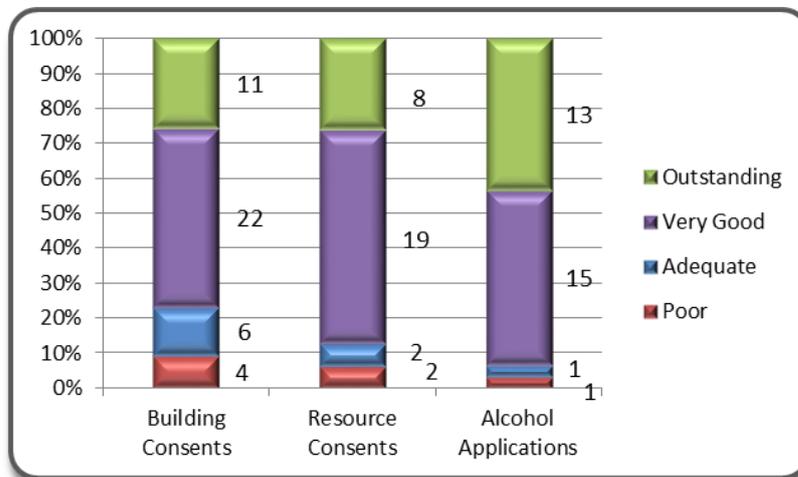
Open for Business (All Teams)

	Level of Service	Measure	Target 2016/17	Result
KPI 1	Consenting and licencing issue applicants receive good service.	Percentage of alcohol, resource consent, building consent and LIMs application survey respondents agree that they have received good or better service.	75%	Achieved (88%)

Application survey respondents' results

“How would you rate the performance of staff involved in processing your application?”

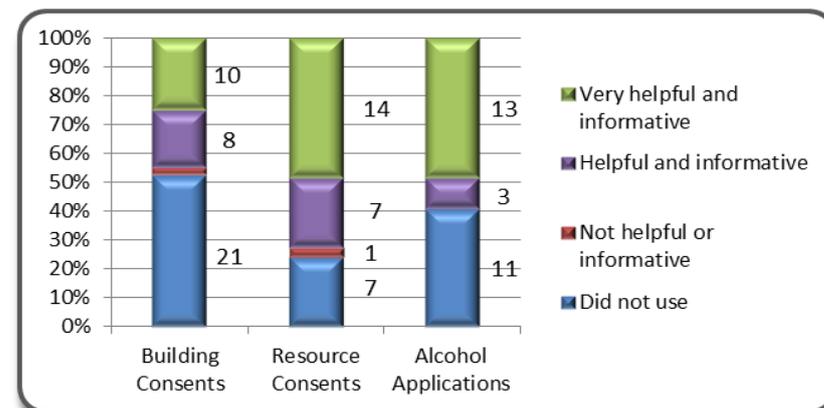
(Note: the survey data below is cumulative for the year)



	Level of Service	Measure	Target 2016/17	Result
KPI 2	Pre-application services are informative and helpful.	Percentage of users / respondents agree that pre-application processes are useful and informative.	75%	Achieved (97%)

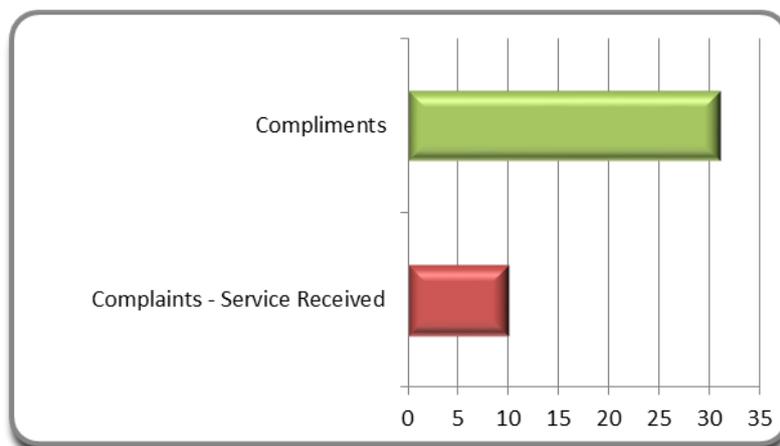
Rating of pre-application services

“If you used one of our pre-application services how helpful and informative was this service in preparing for the application / process?”



	Level of Service	Measure	Target 2016/17	Result
KPI 3	Regulatory teams will actively seek opportunities to enhance the way they work and the experience of their customers.	Compliments and complaints are recorded, evaluated, and potential improvements are entered into the Continuous Improvement process.	Achieve	Achieved

Compliments and complaints formally received in the fourth quarter



Regulatory Services has received 60 compliments and 21 complaints regarding the service delivered in the year to date.

	Level of Service	Measure	Target 2016/17	Result
KPI 4	Regulatory teams will actively seek opportunities to enhance the way they work and the experience of their customers.	Continuous Improvements are recorded and actioned using the process described in the relevant Quality Assurance System.	Achieve	Achieved

Continuous Improvement Summary			
	Underway	Complete	Total
Building Control	68	25	93
Animal Control	1	8	9
Alcohol / Environmental Health	13	13	26
Resource Consents	10	0	10
LIMs	1	4	5
Compliance	4	1	5

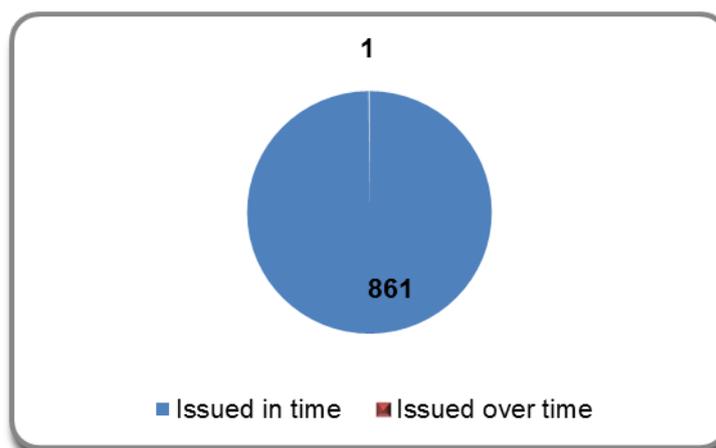
Building Control

	Level of Service	Measure	Target 2016/17	Result
KPI 5	The Earthquake-prone status of buildings in the Kāpiti district are reliable.	There are no successful challenges to Earthquake-prone building status.	Achieve	Not yet due ¹
KPI 6	The Earthquake-prone status of buildings in the Kāpiti district are reliable.	Buildings are assessed per year to determine whether they are likely to be Earthquake-prone.	250 buildings	Achieved (479)

The project has completed assessments in Paraparaumu North and are now working towards Paraparaumu Beach.

	Level of Service	Measure	Target 2016/17	Result
KPI 7	All Code Compliance Certificates are issued in a timely manner.	All code compliance certificates are issued within statutory timeframes.	100%	Not achieved (99.8%)

Code Compliance Certificates Issued (Year to Date)



242 Code Compliance Certificates were all issued on time in the fourth quarter and 862 issued in the year.

1,615 building inspections were undertaken in the fourth quarter and 6,236 inspections in the year.

	Level of Service	Measure	Target 2016/17	Result
KPI 8	Commercial buildings are safe for users to occupy or visit.	33% of all buildings that are subject to a Building Warrant of Fitness are inspected annually.	33%	Achieved (37%)

There are 448 buildings subject to a Building Warrant of Fitness; 165 (37%) have been inspected in the 2016/17 year.

1. This KPI is not yet due as it relates to challenges to Earthquake-prone building notices. Council hasn't started issuing those notices yet.

	Level of Service	Measure	Target 2016/17	Result
KPI 9	Illegal or unauthorised building work is identified and prompt action is taken.	Percentage of all notified complaints regarding illegal or unauthorised building work is investigated within three working days.	95%	Not achieved (93.33%)

Three notified complaints regarding illegal building work were received in the fourth quarter and there are 15 complaints year to date. All three complaints were investigated within required timeframes this quarter. With very low numbers of complaints, the 95% statistic has not been achieved at year end although only one investigation (earlier in the year) was over time.

	Level of Service	Measure	Target 2016/17	Result
KPI 10	Substantive compliance with statutory timeframes for LIMs issued.	The average days to process a LIM will not exceed 7 days.	Achieve	Achieved (4 days)

163 LIMs were issued in the fourth quarter and 725 in the year to date, with the average days to process a LIM in the year to date being four. All LIMs were processed within statutory timeframes. The process improvements initiated in 2016 have substantially reduced the processing times for LIMs.

Building Control Noticeboard

There are three main projects being progressed:

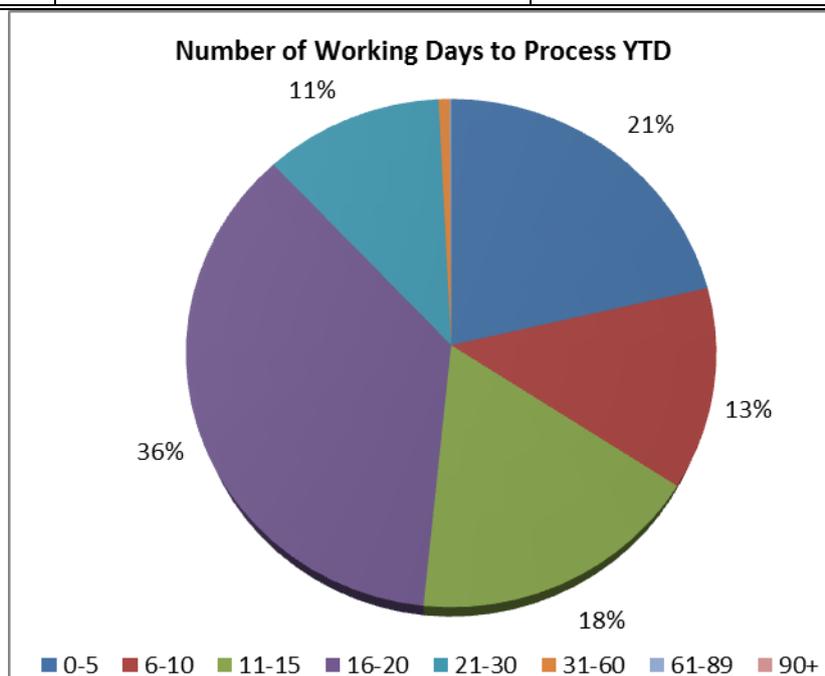
- The Earthquake-prone building project has exceeded the number of initial evaluations targeted for the year. The 12 month period for owners to provide information to Council to consider is ending for the first buildings evaluated. New legislation comes into effect on 1 July 2017 which sets timeframes for upgrading that are different to those in the current Council policy. No Earthquake-prone building notices have yet been issued. In the 2017/18 year the Council policy will be of nil effect and Earthquake-prone building notices will be issued within the timeframes in legislation.
- An IANZ audit of the building consent authority for accreditation is to be held in October 2017. A change in the accreditation legislation comes into effect on 1 July 2017. There is significant preparatory work under way to demonstrate consistent effective performance against the new checklist criteria.
- User testing of a new portal allowing applications for building consent and payment to be made electronically has been trialled as part of a collaborative project between several Councils. The Council has significant work to document and implement changed processes before the portal is formally introduced. Introduction is likely to be later this calendar year. There is scope for integration with Council systems in the future.

Workloads remain high with a lot of building activity in the district, which is forecast to continue. Recruitment and retention of experienced staff proved difficult with vacancies being carried long term. Contracted firms were utilised to fill the gap, however capacity restraints, including significant staff illness, have resulted in statutory timeframes not always being met. The capacity situation is much improved by year end with success in recruiting experienced officers and additional contracted resource becoming available.

BUILDING CONSENTS ISSUED 2016/17

	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Year
Total Building Consents Issued	314	262	246	325	1,147
Total Consents Processed within 20 working days	230	238	244	297	1,009
Percentage complete within 20 working days	73%	91%	99%	91%	88.5%
Average processing time	16 days	13 days	13 days	13 days	14 days (target 17 days)

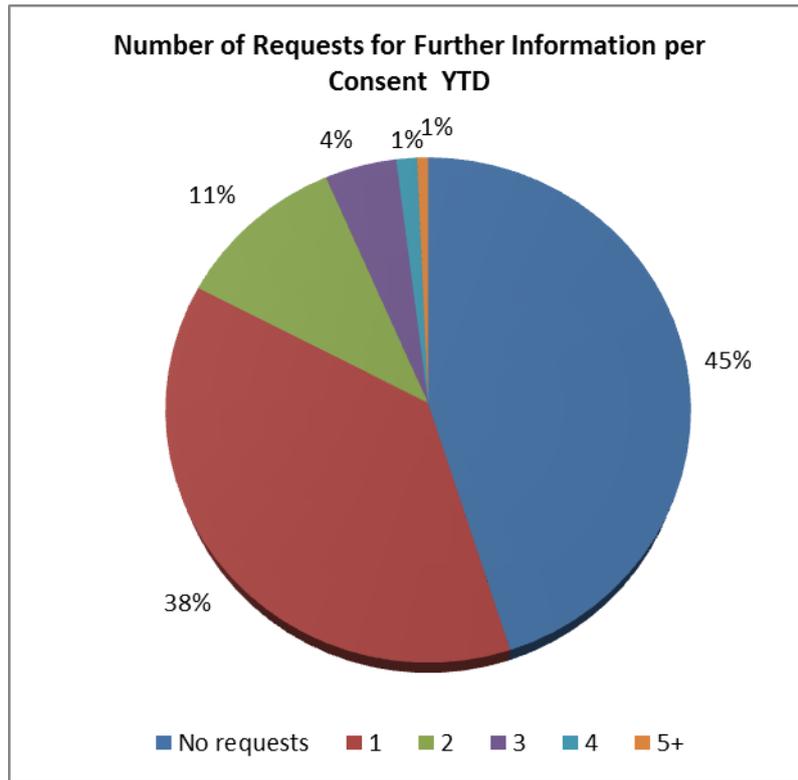
1-04-2017 to 30-06-2017		
Number of Days (X)	Number of consents processed within (X) Working Days ¹	Number of consents processed within (X) Actual Days ²
0-5	66	59
6-10	53	53
11-15	54	28
16-20	124	53
21-30	28	77
31-60	0	39
61-89	0	12
90+	0	4
TOTAL	325	325



¹ Working days are the days except Saturday, Sunday and public holidays that the consent is at Council and the application is not suspended for additional information. This is the official count according to the Building Act.

² Actual days are the total number of days (excluding public holidays, weekends) that the consent application is at Council from receipt of application through to decision. This includes the days where the application is suspended for additional information.

REQUESTS FOR FURTHER INFORMATION³



Requests for Information	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Year
No requests	161	97	105	154	517
1	107	117	87	120	431
2	28	33	36	27	124
3	11	8	14	19	52
4	4	4	3	4	15
5+	3	3	1	1	8
TOTAL	314	262	246	325	1,147

³ Further information is requested due to reasons such as: incomplete or incorrect information supplied; the information received triggered further questions; applicant disputed decision, and/or the complexity of some consents regarding fire safety vs. economics vs. what the owner is willing to do.

Resource Consents and Compliance

KPI	Level of Service	Measure	Target 2016/17	Result
11	Co-management opportunities are endorsed through Te Whakaminenga o Kāpiti.	Tāngata whenua have the opportunity to review all resource consent applications.	Achieve	Achieved

A list of all consents formally received by Council is sent out to all Iwi representatives with copies available on request. Those applications identified to be of interest are sent out when the consent is allocated to the planner for processing.

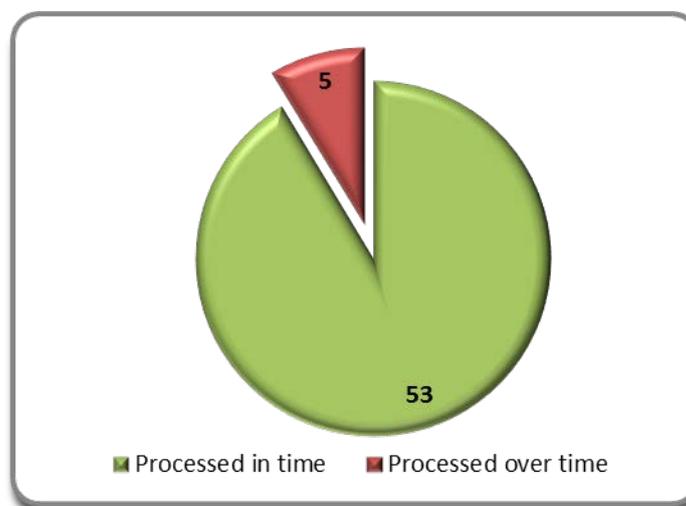
KPI	Level of Service	Measure	Target 2016/17	Result
12	Avoid unnecessary delays with notified consents, which due to their complexity can span a lengthy period.	Percentage of all notified consents are processed within statutory timeframes.	95%	Not achieved (75%)

There were no limited notified consent applications completed in the final quarter. The total processed within the year to date remains at four. Three were processed within statutory timeframes. An application in the first quarter did not meet statutory timeframes due to difficulties in finding an available venue. Closer management of notified consent applications is now in place to ensure timeframes are met.

KPI	Level of Service	Measure	Target 2016/17	Result
13	Process completion certificates promptly to avoid costly delays.	Percentage of all s223 completion certificates are processed within statutory timeframes.	95%	Not achieved (91%)

There were 15 completion certificates issued in the fourth quarter; 14 of them were processed within statutory timeframes. The total issued for the year was 58 of which 53 (91%) were processed within statutory timeframes. We have processed 45% more section 223 completion certificates this year, compared to last year. This high volume in conjunction with high numbers of consent applications has impacted on our ability to achieve the target this year.

S223 Applications processed in year to date



KPI	Level of Service	Measure	Target	Result
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SP-17-273 Appendix B – Activity report to 30 June 2017

14			2016/17	
	Continuous improvement in the provision of services that enhance efficiency and lower the cost of processes.	Time recording is introduced to monitor efficiency and provide a baseline for performance management.	Achieve	Completed

Completed in July 2016.

	Level of Service	Measure	Target 2016/17	Result
KPI 15	Continuous improvement in the provision of services that enhance efficiency and lower the cost of processes.	Percentage of application deposits refunded less than 5% of decisions issued per year.	<5%	Achieved (1%)

No refunds were processed in the final quarter. The total number of refunds given in the year to date is three.

	Level of Service	Measure	Target 2016/17	Result
KPI 16	Ensure resource consent decision making is robust and legally defensible.	Applications for judicial review or appeal of decision result in Council's decision being upheld.	Achieve	Achieved

There have been no decisions issued for any appeals of decisions this quarter, and no further appeals have been lodged on Council decisions.

	Level of Service	Measure	Target 2016/17	Result
KPI 17	All developments in the community are monitored to ensure they are consistent with District Plan.	Resource consents known to be given effect to are monitored in accordance with Regulatory Services Monitoring Strategy / Procedures Manual.	95%	100%

83 inspections of 57 Resource Consents (including Subdivision Consents) were recorded during this fourth quarter and two inspections were undertaken in relation to the Expressway project. Our focus in this quarter has been monitoring large subdivisions and complaint response.

For the 2016/17 year 776 inspections of 284 resource consents were undertaken.

The opening of the MacKays to Peka Peka Expressway early in 2017 resulted in a moderate number of residents being unhappy about the operational noise from the road. A significant amount of RMA Compliance Officer time has been spent ensuring the consent obligations of the applicant were met and ensuring that community concerns were being captured and options for remedies explored by the contractors and NZTA.

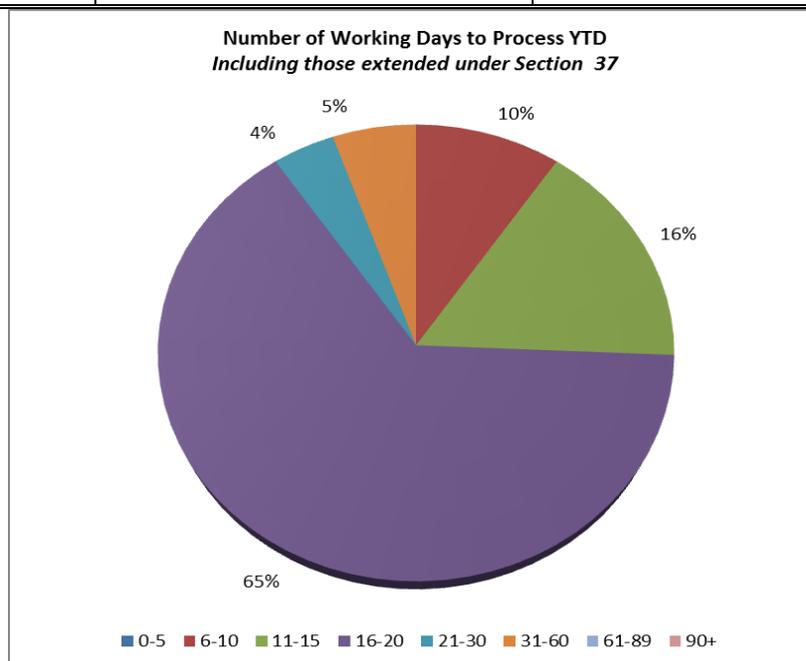
	Level of Service	Measure	Target 2016/17	Result
KPI 18	Provision of a responsive and efficient process for ensuring compliance obligations are fairly and appropriately enforced.	Quarterly audit review shows that procedures are followed in accordance with the Enforcement Policy.	Achieve	Achieved

The Development Control team continue to work with complainants and offenders to achieve voluntary compliance in accordance with the Enforcement Policy. Three formal enforcement actions were taken in this quarter. The Enforcement Decisions Group met three times during this quarter in regards to two enforcement cases.

RESOURCE CONSENTS ISSUED 2016/17

	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Year to Date
Total Resource Consents – decision issued during period	78	92	58	75	303
Total non-notified issued within statutory timeframes	76	89	55	75	295
Total notified issued within statutory timeframes	0	1	2	0	3
Percentage complete within statutory timeframes	97 %	98%	98%	100%	98%
Average processing days for non-notified decision (excl. consents with S37 timeframe extensions)	16 days	15 days	14 days	15 days	15 days (target 17 days)
Average processing days for notified decision (excl. consents with S37 timeframe extensions)	N/A	N/A	N/A	N/A	N/A
Consents where further information requested ¹	29	41	30	45	100

1-04-2017 - 30-06-2017		
Number of Days (X)	Number of consents processed within (X) Working Days ²	Number of consents processed within (X) Actual Days ³
0-5		
6-10	8	4
11-15	12	6
16-20	48	30
21-30	3	13
31-60	4	14
61-89		7
90+		1
TOTAL	75	75



- Further information is requested due to applicants not providing sufficient information in order to understand the impact of the subdivision and/or land use on the environment. This included incomplete information in relation to noise impacts, traffic, visual, earthworks, drawings not to scale, no assessment or inadequate assessment of environmental effects.
- Working days are the days, except Saturday, Sunday and public holidays, where the consent is at Council and the application is not suspended for additional information. This is purely a count of days at Council and does not differentiate between notified and non-notified consents, or consents subject to section 37 extensions of timeframe.
- Actual days are the total number of working days that the consent application is at Council from receipt of application through to decision. This includes the days where the application is suspended for additional information, notified as well as non-notified applications, and those applications where timeframes were extended under section 37.

Environmental Standards

	Level of Service	Measure	Target 2016/17	Result
KPI 19	Alcohol outlets operate within an environment that is safe and healthy.	Percentage of all alcohol outlets that apply for a new licence or the renewal of a licence will be inspected prior to the issue of the licence.	95%	Achieved (100%)

A total of 15 Alcohol licensed premises (new or renewal) had their licences issued and were inspected as part of that process this quarter. This brings the total for the year of 77 licences issued and 77 inspections related to that process.

In addition a total of 12 monitoring inspections were undertaken during the quarter bringing the total monitoring visits for the year to 86.

	Level of Service	Measure	Target 2016/17	Result
KPI 20	All food premises operate within an environment that is safe and healthy.	A minimum of 80% of all food premises are audited/ inspected using a risk based approach in accordance with government acts or regulations each year.	80%	Achieved (100%)

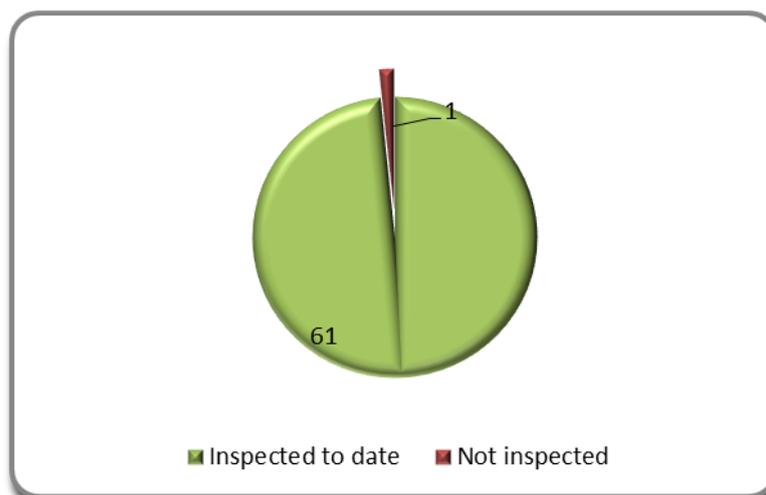
The number of food premises can change from week to week as premises close or new premises open. The numbers shown are calculated based on only the premises that are relevant within the timeframe of this report.

The original programme for the financial year was to inspect 311 premises, however this target had been set in error and the actual number of inspections required was 250. Staff exceeded that target and inspected 281 food premises for this financial year. It is normal to exceed targets each year, as businesses change hands and new businesses open requiring more assessments. Staff conducted 60 inspections/audits during the fourth quarter.

In keeping with our open for business drivers, the team has also continued to support businesses which have been or are transitioning into the new food control plans and we conducted an additional 29 support visits this quarter, bringing the total number of these support visits during the year to 71.

	Level of Service	Measure	Target 2016/17	Result
KPI 21	All other licensed premises, e.g. hairdressers, operate within an environment that is safe and healthy.	A minimum of 80% of all other licensed premises' are inspected for compliance with appropriate regulations.	80%	Achieved (98%)

Other licensed premises inspected



The number of premises can change from week to week as businesses close or new premises open. The numbers shown are calculated based on only the premises that are relevant within the timeframe of this report.

The target for the year was based on the existing business as of 1 July 2016 which was 60 other licensed premises. The total inspections this quarter were 14 bringing the total for the year to 61, ahead of target. However, one premise was not visited as the owner of a home-based hairdresser could not be contacted.

	Level of Service	Measure	Target 2016/17	Result
KPI 22	Private swimming pools comply with the legislated requirements.	20% of all known private swimming pools are inspected to ensure compliance with the Fencing of Swimming Pools Act 1987.	206	Achieved (206)

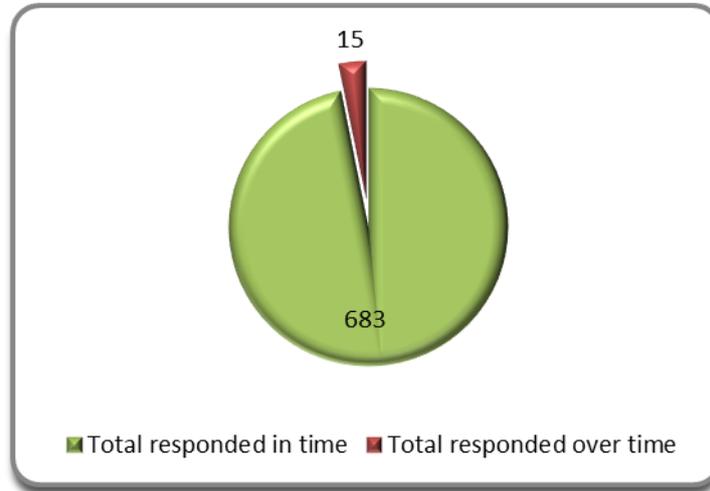
This financial quarter Council Staff conducted 71 pool inspections, exceeding the standard quarterly target of 52 inspections. As a result they achieved the annual target. The annual target is fluid, as it is based on the number of active sites. Our target was adjusted down from 212 to 206 based on the number of pool owners notifying Council they had removed pools.

This quarter the Compliance Team sent out correspondence to all known pool owners in relation to the new pool safety provisions in the Building (Pools) Amendment Act 2016. Under current legislation Council must ensure pools are compliant under the Act. Inspections are due on a three-yearly cycle. The amendment allows for Independently Qualified Pool Inspectors (IQPI) to inspect and certify pools. Council has introduced a fee structure this year for an increase in cost associated with pool inspections. Council expects that our area will soon have qualified IQPIs registered through the Ministry of Business Innovation and Employment (MBIE). Council staff are working towards a stakeholder event scheduled in the first quarter of 2017/18 for pool owners to help guide them through the process.

The 2016/17 target of inspecting pools on a five-year cycle was set prior to legislative change and Council worked to that target. The KPI for the financial year 2017/18 has been adjusted to better reflect the requirement that all residential pool barriers are inspected for compliance on a three-yearly cycle.

	Level of Service	Measure	Target 2016/17	Result
KPI 23	Dogs are managed effectively to minimise nuisance.	Percentage of all routine calls/complaints about dogs are responded to within 24 hours of receipt.	95%	Achieved (98%)

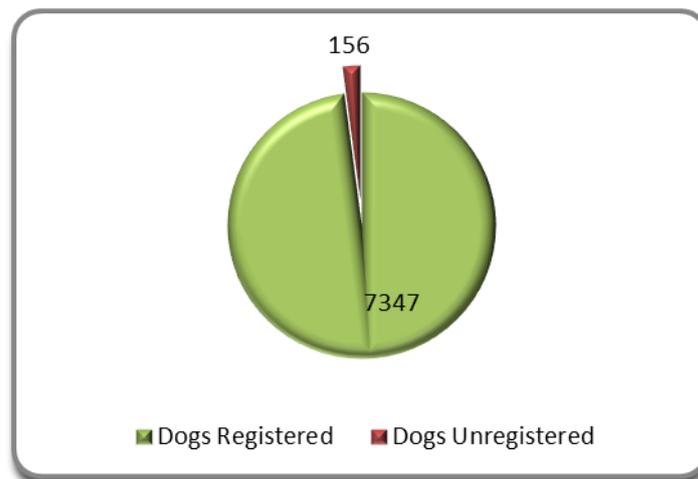
Response to routine dog calls/complaints



The Animal Management Team responded to 698 service requests this quarter. Calls for service decreased slightly on the previous quarter.

	Level of Service	Measure	Target 2016/17	Result
KPI 24	All dogs in the District are registered.	Percentage of all known dogs are registered.	95%	Achieved (98%)

Registered dogs in district



The number of known dogs continues to grow in Kapiti. This quarter the number increased by 55 dogs.