

5. KEY PERFORMANCE MEASURES

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The purpose of this report is to present amended performance measures for the Council's regulatory activities. The Committee will recall that this was one of the recommendations arising from the Significant Activity Review of the Environmental Services Unit earlier this year.

The proposed performance measures for 2004/05 are as follows below. Performance measures which are new or have been changed are highlighted. (The previous performance measures are attached to allow comparison).

Objectives for 2004/05	Performance Measures
RESOURCE CONSENTS	
<ul style="list-style-type: none"> Administration and processing of notified and non-notified land use resource consents. 	
1. To administer resource consents in an efficient, timely and fair manner for landowners, developers and for the affected community and individuals.	<ul style="list-style-type: none"> Process 100% of non-notified resource consents, which do not require a hearing, within 20 working days (83% 2002/03). Process 100% of notified resource consents, to Council decision stage, within 70 working days (60% 2002/03). Show an improvement in customer satisfaction from the customer research baseline established in November 2000 (average mean score on a scale of 1 - 10, 1 being the lowest). Target for commercial applicants: 7.0, target for private applicants: 7.1 (commercial applicants: 6.5, private applicants: 6.6 2002/03)
ENFORCEMENT	
<ul style="list-style-type: none"> Maintain an enforcement and monitoring regime for the City Plan. Administer the enforcement requirements of the Building Act. Oversee the enforcement regime of the Council's general bylaws. Ensure the Council's responsibilities under the Fencing of Swimming Pools Act are met. 	
1. To maintain an enforcement and monitoring regime which ensures compliance with the Building Act, Council Bylaws and the City Plan, the inspection and follow-up of conditions imposed on resource consents, and the mitigation of adverse effects on the environment and individuals caused by activities.	<ul style="list-style-type: none"> 80% of complaint/request for service investigations completed within five days (simple category) or two months (complex category). (Changed for 2004/05). Monitoring of conditions imposed on resource consents actioned within periods stipulated on monitoring request forms (100% 2002/03).
2. To maintain an inspection and recording regime which ensures compliance with the Fencing of Swimming Pools Act, and promote the need for compliance.	<ul style="list-style-type: none"> All known swimming pools are re-inspected at two yearly intervals and ongoing efforts are made (by means of publicity and inspections) to find and record previously unknown pools. (New for 2004/05). Report on publicity undertaken during the year to make pool owners aware of their responsibilities to ensure the safety of young children through adequate pool fencing. (New for 2004/05)

SUBDIVISION CONSENT	
<ul style="list-style-type: none"> Administration and processing of applications for subdivision consents. Co-ordination and approval of civil engineering plans for subdivision and earthworks applications, and inspections to ensure compliance with engineering approvals. 	
1. To administer the subdivision application process in an efficient, timely and fair manner for landowners, developers and for the affected community.	<ul style="list-style-type: none"> Process 100% of subdivision applications within 20 working days. (79% 2002/03).
2. To administer engineering approvals and inspections in an efficient, timely and fair manner for land owners, developers and the future community which will occupy or adjoin the development.	<ul style="list-style-type: none"> Approve 100% of engineering plans within 20 working days of receipt of accepted plans. (Changed for 2003/04)
PROJECT INFORMATION MEMORANDA	
<ul style="list-style-type: none"> Processing of applications for project information memoranda. 	
1. To process project information memoranda in an efficient and timely manner.	<ul style="list-style-type: none"> Process 100% of stand alone project information memoranda within 8 working days. (100% 2002/03)
SALE OF LIQUOR LICENSING	
<ul style="list-style-type: none"> Undertake the Council's functions of District Licensing Agency under the Sale of Liquor Act 1989. 	
1. To receive and deal with applications for licences and certificates under the Sale of Liquor Act 1989.	<ul style="list-style-type: none"> Issue 100% of special licences within 10 working days of receipt (98.2% 2002/03). Process 90% of other licences within six weeks of receipt of the application, subject to other organisations supplying the required information and reports (93.2% 2002/03).
2. To monitor compliance with the terms and conditions of licences granted.	<ul style="list-style-type: none"> Inspect all new premises before and after granting of initial licence during their first year of operation and report on levels of compliance. (New for 2004/05) Inspect all operational premises within the central city area (bounded by the four avenues) and report on levels of compliance. (New for 2004/05) Inspect all renewals of licensed premises at the time of renewal and report on levels of compliance. (New for 2004/05)
HEALTH LICENSING	
<ul style="list-style-type: none"> To ensure public health and safety is protected and optimised through compliance with the Health Act 1956, and the regulations made thereunder by putting into place systems of inspection, monitoring, education and control of all food premises, hairdressers, camping grounds and funeral directors. 	

<p>1. To inspect food premises, hairdressers, camping grounds and funeral directors to promote and conserve the public health and to monitor compliance with all statutory requirements.</p>	<ul style="list-style-type: none"> • Food premises identified as being high risk in terms of food safety by virtue of the process being carried out to be inspected at least once during the year and action taken as required to ensure the safety of the food and compliance with food safety and food hygiene requirements. Other registered premises to be inspected on a regular basis to ensure compliance with the appropriate statutory requirements. (73% identified as being "high risk inspected. 65% of all other premises routinely inspected 2002/03.)
<p>2. To ensure food premises maintain a high standard in terms of providing safe food.</p>	<ul style="list-style-type: none"> • Not more than 1% of registered food premises requiring urgent intervention (by way of closure of the premises) in order to meet their statutory requirements to produce safe food. (New for 2004/05)
<p>3. To promote and undertake approved programmes of education for food handlers.</p>	<ul style="list-style-type: none"> • Produce and distribute at least two issues of a newsletter to all food premises, emphasising the duties and responsibilities of food handlers, providing information on food safety and promoting the Food Handling Courses run by the Polytechnics and other approved educational institutions (One issue 2002/03).
<p>BUILDING CONSENTS – PROCESSING</p>	
<ul style="list-style-type: none"> • Administer the Building Act and Building Code within the Christchurch City Council's district. • Review building consent applications and grant or refuse them within the prescribed times. 	
<p>1. To process building consents in an efficient, timely and effective manner for applicants, and in accordance with the requirements of the Building Act.</p>	<ul style="list-style-type: none"> • Process 100% of building consents within the time limits prescribed by the Building Act (87% 2002/03). • Audit 20 issued consents to check the quality of the review process (new for 2004/05). • Show an improvement in customer satisfaction from the customer research baseline established in November 2003 (new for 2004/05).
<p>CODE COMPLIANCE CERTIFICATES</p>	
<ul style="list-style-type: none"> • Administer the Building Act and Building Code within the Christchurch City Council's district. • Ensure that building work is completed in accordance with issued Building Consents and issue Code Compliance Certificates. • Issue, where necessary, rectification notices to ensure compliance with the Building Code. 	
<p>1. Provide inspection services which ensure the standards required by the Building Act are met and the Council's liability as a building consent authority is minimised.</p>	<ul style="list-style-type: none"> • Issue Code Compliance Certificates within five working days once advised by the owner that work is complete (99% 2002/03) • Audit 20 consents completed up to code compliance certificate stage to check the quality of the compliance process. (20 consents audited 2002/03)
<p>ANNUAL BUILDING WARRANTS OF FITNESS</p>	
<ul style="list-style-type: none"> • To administer the occupancy certification provisions of the Building Act to ensure that the interests of public health and safety are achieved. 	
<p>1. To maintain the register of all buildings required to have an annual building warrant of fitness.</p>	<ul style="list-style-type: none"> • Follow up overdue warrants by way of written reminder within two weeks of due date (two week follow-up achieved 2002/03). • Commence enforcement action if compliance is not achieved within six months of warrant becoming overdue (new for 2004/05).

<p>2. To monitor the operation of the annual building warrants of fitness system to ensure compliance is achieved.</p>	<ul style="list-style-type: none"> Undertake yearly audits of 5% of buildings requiring a warrant of fitness (5% audited 2002/03).
<p>ENVIRONMENTAL EFFECTS CONTROL</p>	
<ul style="list-style-type: none"> Undertake monitoring and control of the effects of noise. Undertake monitoring and control of offensive trades, and hazardous substance wastes storage, use and disposal. Deal with situations which cause nuisance or objectionable effects on human health and safety. To ensure public health and safety is protected and optimised and compliance with the transitional provisions of the Hazardous Substances and New Organisms Act as they relate to hazardous substances is maintained by putting into place systems of inspection, monitoring, education and control of all premises storing and using hazardous substances. 	
<p>1. To implement environmental monitoring programmes as the need demands (and which may include: noise, glare and electromagnetic radiation), and to respond to complaints of both unreasonable and excessive noise.</p>	<ul style="list-style-type: none"> Provide reports on monitoring programmes carried out, together with the number and type of complaints received and investigated, on a six monthly basis (six monthly report 2002/03). Respond to complaints of excessive noise within an average of 30 minutes from receipt, and in the case of unreasonable noise to commence investigations within one working day of the receipt of the complaint (excessive noise average 28 minutes, 99.9% of unreasonable noise within one working day 2002/03).
<p>2. To inspect all registered offensive trades on an annual basis and ensure compliance with statutory requirements and conditions of any approval.</p>	<ul style="list-style-type: none"> Inspect all offensive trades and report on levels of compliance by February each year. (Changed for 2004/05)
<p>3. To investigate and respond to any situations likely to be objectionable, or likely to affect human health or safety, or causing statutory nuisances.</p>	<ul style="list-style-type: none"> Undertake any initial investigations within one working day of notification of any nuisance complaints (90% 2002/03).
<p>4. To inspect premises used for the storage or use of hazardous substances to promote and conserve the public safety and to monitor compliance with all statutory requirements.</p>	<ul style="list-style-type: none"> Audit premises storing and/or using hazardous substances on the basis of: <ul style="list-style-type: none"> High Risk - not less than once during a six month period. Medium Risk - not less than once during a 12 month period. Low Risk - not less than once during a 24 month period. (Changed for 2003/04))
<p>CITY PLAN PREPARATION</p>	
<ul style="list-style-type: none"> To facilitate the process of making the City Plan operative under the Resource Management Act for the Christchurch City Council area. To amend the City Plan through Variations or Plan Changes to address ongoing resource management issues and achieve better environmental outcomes. 	
<p>1. To make further parts of the City Plan operative by June 2005.</p>	<ul style="list-style-type: none"> Report to Council by February 2005 on which further parts of the City Plan are ready to be made operative and prepare and lodge application to Environment Court accordingly. (New for 2004/05)
<p>2. To continue to negotiate solutions to references made to the Environment Court through consent orders where possible.</p>	<ul style="list-style-type: none"> All references lodged prior to 1 January 2003 resolved by 30 June 2004 except those relating to natural hazards, retail distribution and airport issues. (Changed for 2004/05)

<p>3. To prepare for and defend references heard before the Environment Court.</p>	<ul style="list-style-type: none"> To publicly notify and process all requirements of the Environment Court pursuant to section 293 of the Resource Management Act 1991. (Introduced for 2003/04) That at least two thirds of all decisions from the Environment Court be favourable or largely favourable to the Council's position. (Changed for 2003/04)
<p>4. To initiate variations and changes to refine and improve the City Plan.</p>	<ul style="list-style-type: none"> A programme of proposed variations and changes presented to and approved by Council by 31 July 2004, listing variations and changes to be prepared and a timetable for their notification. (Changed for 2004/05) Particular attention given to reviewing objectives and policies for urban growth, provisions for greenfields developments, and outcomes of the Area Plans programme. Progress on this to be reported to the Council by June 2005. (Changed for 2004/05)
<p>5. To promote ongoing improvements to the Proposed Plan which enhance environmental outcomes and sustainable development through the management of the City's natural and physical resources.</p>	<ul style="list-style-type: none"> To provide a report, by June 2005, that details the monitoring and response to feedback on City Plan processes and Plan content to ensure that the proposed plan is moving consistently towards enhanced environmental outcomes, and facilitates sustainable development. (Changed for 2004/05)
<p>GENERAL PUBLIC ADVICE</p>	
<ul style="list-style-type: none"> Provide advice and assistance to the public in relation to the Council's environmental functions generally. 	
<p>1. Continue to provide efficient and effective public advice to those requesting it.</p>	<ul style="list-style-type: none"> Customer research shows that more than 85% of all walk-in and phone-in customers are satisfied or more than satisfied with the service provided (Introduced for 2002/03).
<p>LAND INFORMATION MEMORANDA</p>	
<ul style="list-style-type: none"> Process applications for Land Information Memoranda. 	
<p>1. To produce accurate and timely LIMs.</p>	<ul style="list-style-type: none"> Process 80% of LIMs within five working days (48% in five days and 76% in six days 2002/03). Meet with the Property Law Committee of the District Law Society once a year to obtain feedback on level of service and performance. (Staff conferred with Property Law Committee in March 2003).
<p>2. To improve and maintain information systems used for provision of LIMs.</p>	<ul style="list-style-type: none"> Continue to undertake development steps towards the production of an electronic LIM. (Technical changes continuing eg email LIM facility, nightly updates of land characteristic data 2002/03).
<p>DOG CONTROL</p>	
<ul style="list-style-type: none"> To keep and maintain a register of all dogs identified within the district of the Christchurch City Council in accordance with Section 34 of the Dog Control Act 1996. To administer and enforce the provisions of the Dog Control Act 1996 and the Christchurch City Dog Control Bylaws. To operate and maintain shelter facilities for the impoundment of dogs in accordance with Section 67 of the Dog Control Act 1996. 	
<p>1. To keep and maintain an accurate dog register based on information received from dog owners and other reliable</p>	<ul style="list-style-type: none"> Conduct regular checks of the dog register to verify the accuracy of information (2% of registration data checked on a monthly basis 2002/03).

sources including house to house surveys.	
2. To ensure dog owners register their dogs in accordance with Section 36 of the Dog Control Act 1996.	<ul style="list-style-type: none"> Conduct house to house surveys of properties to actively seek out unregistered dogs. (New for 2003/04).
3. To respond, investigate and resolve complaints relating to nuisances caused by dogs in accordance with Council policy.	<ul style="list-style-type: none"> Respond and commence investigation/action of all complaints relating to aggressive behaviour of dogs within two hours, commence investigation/action of all other complaints within 24 hours, and resolve complaints 100% of the time within fourteen days. (91.5% priority 1 within two hours. 89.9% priority 2 within 48 hours. 94% completed within seven days. 2002/03)
4. To operate and maintain a dog shelter facility to ensure the care, welfare and disposal of impounded dogs.	<ul style="list-style-type: none"> Submit six-monthly reports on the number of dogs unclaimed and destroyed, re-homed and claimed by owners, with the aim of encouraging the re-homing of dogs. (Reports prepared 2002/03).
5. To provide a programme that promotes and encourages responsible dog ownership to citizens throughout the city.	<ul style="list-style-type: none"> Actively conduct 'bite prevention' talks at local schools and professional groups, participate in city wide events to promote responsible dog ownership and provide information to reduce the nuisance effects dogs currently have on citizens within the city. (New for 2003/04)
STOCK CONTROL	
<ul style="list-style-type: none"> To operate and maintain shelter facilities for the impoundment of stock in accordance with the Impounding Act 1955. To provide a service for the seizure, impoundment and disposal of trespassing and wandering stock within the district administered by the Christchurch City Council. 	
1. To provide a service for the prompt removal of wandering stock.	<ul style="list-style-type: none"> Apprehend and secure where practical wandering stock within two hours of receiving the initial request. (100% within 4 hours 2002/03)
2. To keep and maintain a register relating to the impoundment and disposal of stock.	<ul style="list-style-type: none"> Provide six monthly statistical reports regarding all stock impounded. (Six monthly reports provided 2002/03)

TRIPLE BOTTOM LINE PERFORMANCE MEASURES

1. That at least two thirds of all decisions from the Environment Court be favourable or largely favourable to the Council's position. (77% 2002/03)
2. 88% of residents believe that building or land development has not made their area worse. (Changed for 2004/05)
3. All food premises identified as being high risk in terms of food safety to be inspected at least once during the year. (73% 2002/03)
4. Situations likely to affect human health or safety or to cause objectionable statutory nuisance are investigated within one working day. (Changed for 2004/05)
5. 68% of residents believe that noise pollution is not a problem or not much of a problem in their neighbourhood. (New for 2004/05)
6. Residents satisfied with the value for money of rates spent on overall city and environmental planning, at least 60%. (55% 2002/03)
7. Residents satisfied with the value for money of rates spent on regulating activities and investigating nuisances, at least 57%. (42% 2002/03)

Staff

Recommendation: That the above performance measures be adopted.

Chairman's

Recommendation: For discussion.