

Regulatory services

Ratonga whakaritenga

Key developments for the three months to 30 June 2018

Regulatory services

- Regulatory services received a total of 2,952 service requests in the fourth quarter of 2017/18 (compared to 3,086 for the same quarter last year). Of the 12,281 service requests received this year 11,679 (95%) were responded to within required times against a target of 95%.
- In the fourth quarter, 222 Land Information Memoranda (LIM) were processed, significantly more than the 163 processed in the same period last year. For the year 794 LIMs were provided with an average processing time of four days. The previous year 725 LIMs were issued.

Building

- In the fourth quarter, 357 building consents were processed and issued compared with 325 for the fourth quarter last year. Of these 355 consents (99.4%) were issued within 20 days with an average processing time of 11 days.
- Over the year, 1,098 of the 1,121 building consents that were processed (98%) were processed within statutory timeframes. The average processing time was 11 days for the last year compared to 14 days for the 2016/17 year.
- 835 code compliance certificates were issued and 6,365 building inspections were undertaken in the year.
- Review and adoption of Dangerous and Insanitary Buildings Policy.

Resource consents

- The Resource Consents team issued 68 consents in the fourth quarter (compared to 78 resource consents in the same quarter last year). All except one consent were processed non-notified. RM170060, an alteration to a designation submitted by Kiwirail Holdings Ltd, was a limited notification to interested parties. Council made a recommendation to Kiwirail on 13 April 2018. Of the non-notified consents issued, 20 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 this quarter was 17 days against a target of 17 days. Of the non-notified consents issued, three decisions were issued for minor alterations to a designation and one s226 certification. These applications do not have statutory timeframes under the Resource Management Act 1991.
- The Resource Consents team processed 10 permitted boundary activities within the fourth quarter of this year with an average processing time of three days against a statutory timeframe of 10 working days.

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.

- The Resource Consents team has received and processed 14 certifications for subdivisions in the fourth quarter of this year, compared to 15 at the same time last year. These certificates related to a total of over 79 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 expressway project. The team has been working closely with the Fletchers team on approvals, including minor alterations to the designation and alterations to Site Specific Environmental Management Plans. Three of the alteration to designation consents issued this quarter related to the Peka Peka to Ōtaki expressway project.

Environmental Health

- As at end of June 2018 approximately 97% of Kapiti Coast Businesses have now transitioned and are operating under the requirements of the Food Act 2014. All businesses will transition by the end of February 2019.
- The team continued to support and assist businesses transitioning to the Food Act 2014. In addition to the required inspections and verifications the team conducted 51 support visits this quarter to help new businesses or existing businesses transitioning to understand and implement their Food Control Plan or National Programme.
- Over this financial year staff provided a total of 125 support visits.
- In addition to the above, the team held a total of five stakeholder events in quarter two and three of this financial year to help people understand the Food Act 2014.
- The alcohol licensing team has continued to build relationships and work collaboratively with the reporting agencies (Police and Medical Officer of Health) and our licensees. A stakeholder event for tavern licensees was held which will be a quarterly event for the new financial year.
- The team continue to work proactively to ensure continuous improvement of systems and processes to ensure effective and efficient delivery of services in accordance with the legislative changes.

Animal management

- The Animal Management team received six service requests for urgent dog attacks or urgent threatening complaints this quarter. All complaints were responded to within the required one hour. Of the six complaints, five were threatening related and two of those were threats towards people. The one dog attack this quarter was to stock.
- Overall, Council received 30 urgent or threatening dog attacks this year. Of those, 19 related to threatening behaviour and ten were people-related. Council received 11 reported urgent attacks, two of these were people related. The reported locations were recorded as: 13 in Paraparaumu; seven in Ōtaki; seven in Waikanae; two in Raumati and one in Paekākāriki.
- A new online dog registration portal was introduced this year. This enables customers to register and pay online. In future the portal will offer other online services for dog owners.
- The Animal Management team will continue to conduct proactive preventative patrols in locations such as the Waikanae River and Estuary.

Management KPIs

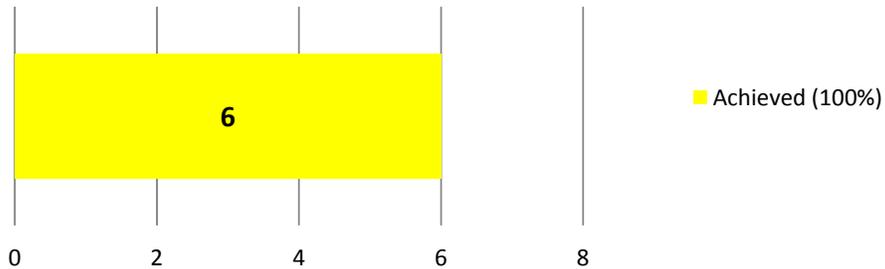
- Attached to this section of the report is a report on the management KPIs relating to Regulatory Services activity.

Performance measures summary

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

Regulatory services KPIs

1 July 2017 to 30 June 2018



All six KPIs were achieved in 2017/18.

Projects

There is one Regulatory Services project, the Earthquake-prone Buildings Assessment Project for which a report is included. It is a multi-year project and is progressing well. New legislation introduced this year significantly changed the scope of the project.

Performance measures

as at 30 June 2018

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%)	11,679 of the 12,281 service requests received this year (95%) were responded to within time.
	Average working days to process building consents will not exceed 17 days	Achieve	Achieved (11 days)	11 working days on average this year
	Average working days to process non-notified resource consents will not exceed 17 days	Achieve	Achieved (17 days)	17 working days on average in the year to date (excluding consents deferred under s.37).
	Percentage of survey respondents that agree that the regulatory events are good or very good	85%	Achieved (98%)	The Resource Consents team held a key stakeholder event in May. This related to a project the team is doing in relation to resource consent conditions.
	All dog attacks (classified as urgent) are responded to within 1 hour of notification	100%	Achieved (100%)	There were six service requests for urgent dog attack or threatening for this quarter. 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	Accreditation as a building consent authority has been confirmed.

Project reports

as at 30 June 2018

Earthquake prone building assessments – additional significant project

Description	The Earthquake-prone Building project was to undertake seismic assessments of buildings in the Kapiti Coast District. Legislation changes from 1 July 2017 mean that the project has had to be re-scoped (Council resolution 28/9/17)				
Group	Planning and regulatory services				
Status	Category	Timeliness	Budget		
		🕒 ✓	\$🕒		
Comments (latest developments/upcoming milestones/critical activities)					
<p><i>Developments in the fourth quarter:</i></p> <ol style="list-style-type: none"> Profiling of buildings using the prescribed methodology has started. 156 buildings have been profiled with 250 properties yet to be profiled. The Territorial Authority Quality Assurance System has been published incorporating new EQP processes. The revised Dangerous and Insanitary Buildings Policy 2018 has been adopted. This has removed the policy with regard to Earthquake-prone buildings following the legislative changes. <p><i>Upcoming milestones:</i></p> <ol style="list-style-type: none"> Issue of the first EQP building notice following receipt of an owners assessment confirming Council's evaluation. Profiling of the remaining building stock to be completed in the 2018-19 year. 					
Risks (to programme, cost, quality, other)					
<ol style="list-style-type: none"> The new methodology for identifying potentially earthquake prone buildings <ol style="list-style-type: none"> Will not identify buildings that may be earthquake-prone due to parts as the prescribed profiling methodology does not consider parts such as unreinforced masonry chimneys, May dissatisfy owners who will be asked to provide a more detailed assessment than previously. May attract public criticism about the lack of consistency of outcomes between the buildings assessed prior to 1 July 2017 and those identified after that date. 					
Issues (for elected member attention)					
<ol style="list-style-type: none"> The re-scoping of the project reduced expenditure from the initial budget 					
Current year project costs to 30 June 2018					
Financial year	Year	Project budget \$	Project costs to date \$	Forecast project costs \$	Carry over \$
Previous year	2015/16	200,000	169,572	169,572	
Last year	2016/17	407,202	299,759	299,759	
This year	2017/18	508,000	68,420	68,420	
Total		1,115,202	537,751	537,751	

<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 2018

Cost of activity statement			
2016/17		2017/18	2017/18
Actual		Actual	Budget
\$000		\$000	\$000
	Expenditure		
8,396	Other operating expense	8,856	8,940
64	Depreciation and amortisation	79	46
15	Finance expense	11	11
8,475	Operating expenditure	8,946	8,996
	Revenue		
4,111	Fees and charges	4,409	4,253
4,111	Operating revenue	4,409	4,253
4,364	NET OPERATING COSTS	4,537	4,744
	Capital items		
-	Asset renewal	7	
-	New assets upgrade	57	58
-	Total capital items	64	58
4,364	NET COST OF ACTIVITY	4,601	4,802
	Funding sources		
4,364	Rates	4,537	4,744
-	Borrowings	57	58
-	Depreciation reserve	7	
4,364	TOTAL SOURCES OF FUNDS	4,601	4,802

Net Operating Costs of \$4.54 million are \$207,000 favourable to budget. This is due to both lower operating expenses in EQP Building Assessment as a result of the legislative changes in the Building (Earthquake – Prone Buildings) Amendment Act and higher revenue due to a parking infringement revenue provision release.

Appendix: Regulatory Services– Management KPIs

1 April to 30 June 2018

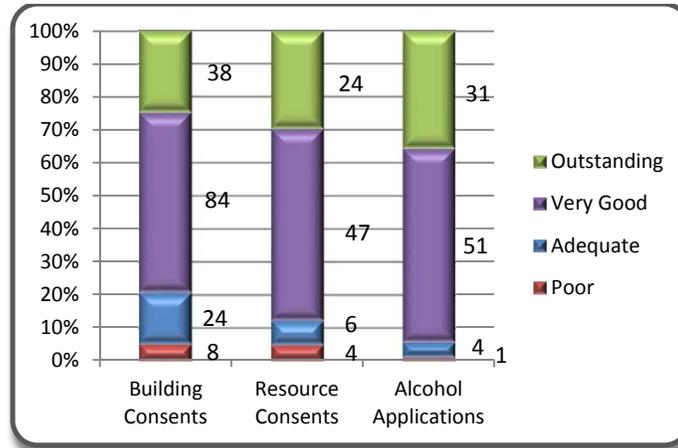
Open for Business (All Teams)

	Level of Service	Measure	Target 2017/18	Result
KPI 1	Consenting and licensing 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

Application survey respondents' results

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

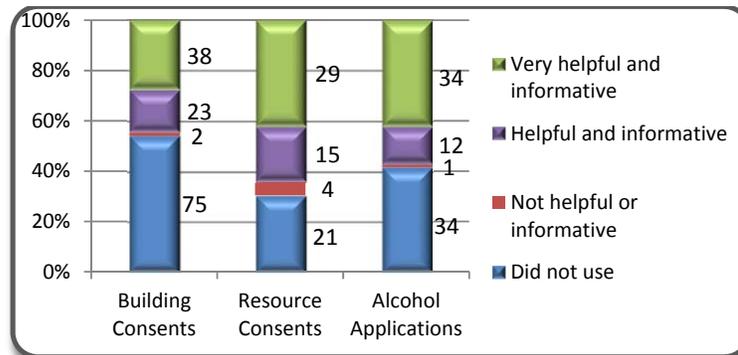
(Note: the survey data below is cumulative for the year)



	Level of Service	Measure	Target 2017/18	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

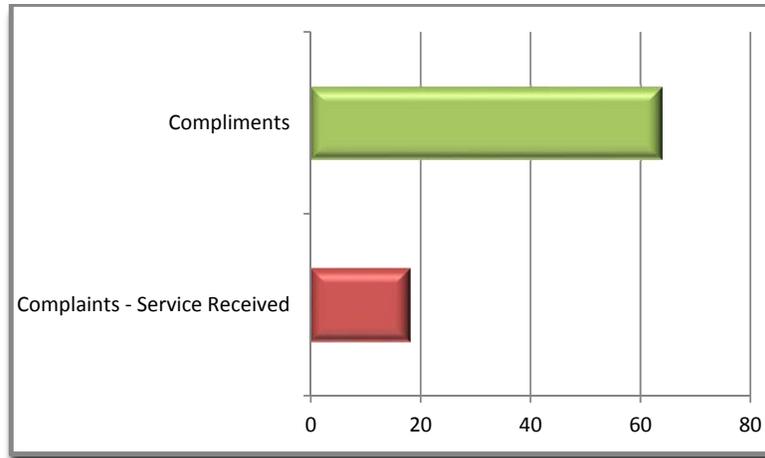
Rating of pre-application services

"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 2017/18	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 year to date



Regulatory Services has received 13 compliments and three complaints regarding the service in the fourth quarter. Of the three complaints in the fourth quarter, one is still open and the other two have been resolved. All three complaints were upheld. Year to date, 64 compliments and 18 complaints have been received.

	Level of Service	Measure	Target 2017/18	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 for year to date			
	Underway	Complete	Total
Building	49	276	325
Animal Control	4	12	16
Alcohol / Environmental Health	26	16	42
Resource Consents	39	47	86
LIMs	8	44	52
Compliance	5	6	11

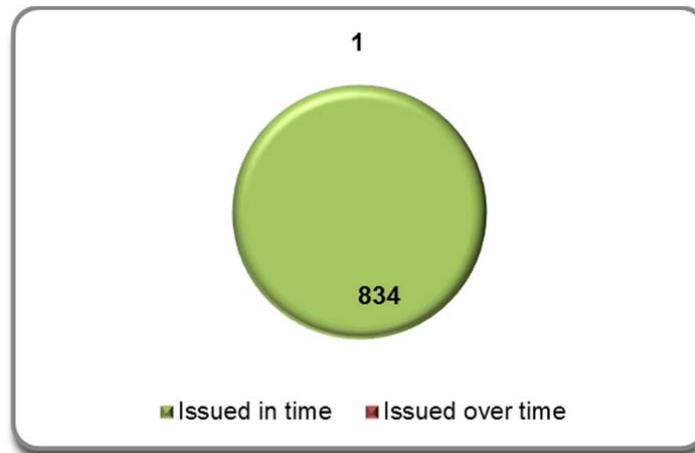
Building

	Level of Service	Measure	Target 2017/18	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	Project re-scoped and target no longer relevant ²

1. KPI 5 is not yet due as it relates to challenges to Earthquake-prone building notices. Council has not issued any EPB notices to date.
2. On 28 September 2017 the Council agreed to re-scope the earthquake-prone building project subsequent to legislative changes and cease undertaking assessments. KPI 6 is therefore no longer appropriate. Buildings will be profiled over the next two years by Council staff with engineering advice where appropriate.

	Level of Service	Measure	Target 2017/18	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 (99.9%)

Code Compliance Certificates Issued (Year to Date)



255 Code Compliance Certificates were issued, and a further 42 refused all within statutory times, in the fourth quarter.

835 Code of Compliance Certificates were issued year to date including one issued over time. A further 137 were refused.

There were 1720 building inspections carried out in the fourth quarter and 6365 in the year to date.

KPI	Level of Service	Measure	Target 2017/18	Result
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



There are 448 buildings subject to a Building Warrant of Fitness giving a target of 149 audits per year. 61 inspections have been carried out this quarter and 150 inspections carried out year to date (100% of target).

KPI	Level of Service	Measure	Target 2017/18	Result
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.	100%	Not achieved (91%)

There were eight Building Act complaints received in the fourth quarter, with 34 complaints received for the year of which 31 were responded to in the timeframe of three working days. Gaining owner permission to inspect can cause delays.

KPI	Level of Service	Measure	Target 2017/18	Result
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)

222 LIMs were issued in the fourth quarter, with 794 LIMs issued for the year (9.5% increase over last year), with the average days to process a LIM this year being four. All LIMs were processed within the statutory timeframe of 10 working days.

Building Noticeboard

Workloads have been heavier this quarter compared with last year. Numbers for the year are comparative with last year and include 243 new dwellings. New residential building is expected to remain high for the next year with considerable interest shown in new subdivisions.

The support provided by the Business Improvement team has ensured that continuous improvements continue to be made and the QAS remains current (key to maintaining accreditation as a BCA).

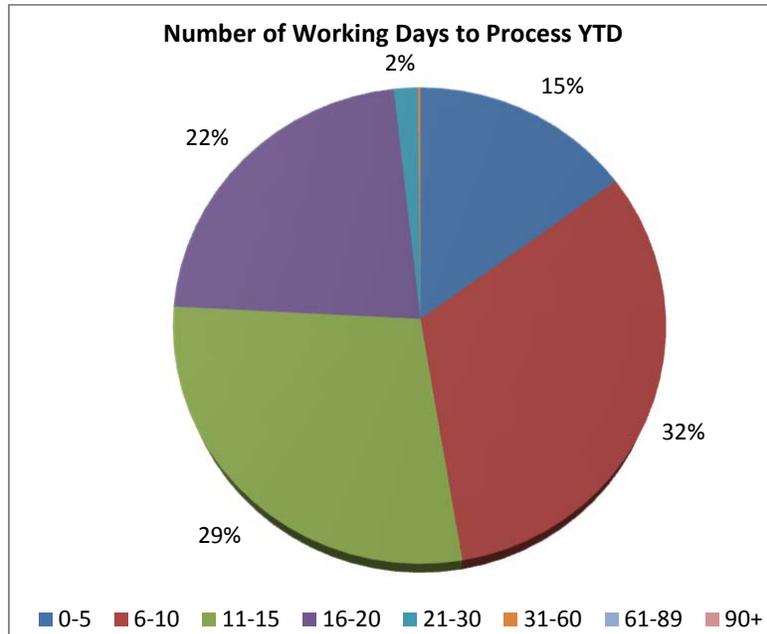
Highlights for the year included:

- Accreditation as a Building Consent Authority confirmed following an IANZ assessment in October.
- Introduction of GoShift (an electronic portal for the lodging of building consents) in March. By the June month uptake is at 70% of building consent applications received.
- Improved performance for the processing of building consents activity. New protocols used to manage workflow have resulted in reduction of the average processing time.
- During the year two further staff completed their qualifications required by the accreditation regulation 18. Three are still progressing with their studies.
- Training is a focus for the team. Team training, sourced and delivered with respect to building code clauses, has proved particularly effective. All staff passed the assessments well.
- Annual assessment of competency for individual staff resulted in an increased range of competency in the team that has allowed more flexibility in work allocation.
- Council adoption of the Dangerous and Insanitary Buildings Policy 2018.
- Responding to new legislation about earthquake-prone buildings, the project has been re-scoped, new procedures developed and implemented, and public consultation undertaken.
- LIM numbers increased and average days to provide decreased. The team provides input to the LIMs and takes overall responsibility for them.
- The Council hosted and staff attended training for Tier 2 rapid assessments post disaster. This training equips officers to lead small groups (usually with an engineer and a welfare person) assessing buildings after an event. The safety of people in and around buildings remains the owner's responsibility (including Council as owner).

BUILDING CONSENTS ISSUED 2017/18

	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Year
Total Building Consents Issued	313	230	221	357	1121
Total Consents Processed within 20 working days	298	229	216	355	1098
Percentage complete within 20 working days	95.2%	99.6%	97.7%	99.4%	98%
Average processing time	11 days	12 days	11 days	11 days	11 days (target 17 days)

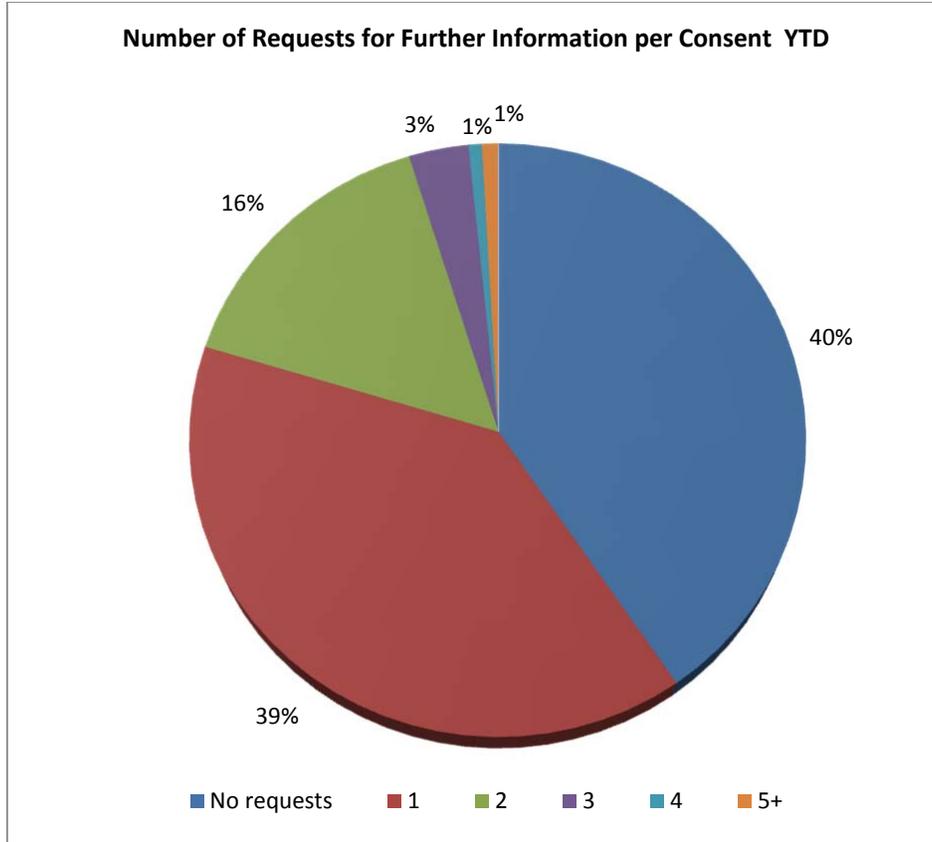
1 April to 30 June 2018		
Number of Days (X)	Number of consents processed within (X) Working Days ²	Number of consents processed within (X) Actual Days ³
0-5	60	53
6-10	112	89
11-15	116	54
16-20	68	52
21-30	1	54
31-60	0	41
61-89	0	12
90+	0	2
TOTAL	357	357



² 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.

³ 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 INFORMATION⁴



Requests for Information	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Year
No requests	124	78	73	179	454
1	144	90	93	112	439
2	36	48	44	46	174
3	6	7	9	14	36
4	1	4	0	3	8
5+	2	3	2	3	10
TOTAL	313	230	221	357	1121

⁴ 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 2017/18	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 for processing.

KPI	Level of Service	Measure	Target 2017/18	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%	Achieved (100%)

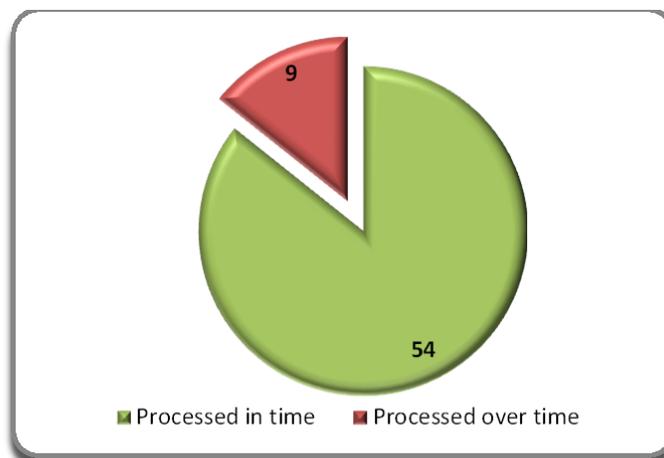
One application, RM170060, an alteration to a designation submitted by Kiwirail Holdings Ltd, was limited notified and a recommendation issued this quarter on 13 April 2018. This is the only notified RMA application issued this year. The statutory time period in which a hearing must be held was extended pursuant to section 37 of the Resource Management Act 1991. This was done with the agreement of the applicant. The delays were a result of the hearing being rescheduled to ensure all parties could attend.

KPI	Level of Service	Measure	Target 2017/18	Result
13	Process completion certificates promptly to avoid costly delays.	Percentage of all s223 completion certificates are processed within statutory timeframes.	95%	Not Achieved (86%)

This year 63 complete certificates were issued with 54 processed within statutory timeframes. In the first quarter of the year 67% of s223 applications were processed within the statutory timeframes. This increased steadily over each quarter. This last quarter, 100% of s223 certifications were processed within the statutory timeframe. There has been a slight increase in the amount of certifications issued this year compared to last year. Team workloads, including responding to changes in legislation, decisions issued on the Proposed District Plan and an unusually high number of consents received in the first quarter contributed to this result not being achieved.

The certification process was reviewed after the first quarter and the measures implemented saw an increase in the percentage of certifications issued within time as a result.

S223 Applications processed in the year



	Level of Service	Measure	Target 2017/18	Result
KPI 14	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	Complete

KPI 14 was completed in July 2016.

	Level of Service	Measure	Target 2017/18	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 (1.8%)

Two partial refunds were issued for resource consents this quarter that exceeded the 20 working-day statutory timeframe. Over the whole year the Resource Consents team has had five consents that were not processed within the statutory timeframes. The main reason for these consents not being processed within the statutory timeframe is that issues relating to traffic and parking took longer than expected to resolve.

	Level of Service	Measure	Target 2017/18	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 were no judicial reviews against Council's decisions upheld this year. This quarter, Council received notification of an appeal to the Environment Court against a Notice of Requirement to alter a designation (Kiwirail Holdings Ltd). The appeal was lodged by a submitter. The hearings Commissioners' recommendation was accepted by Kiwirail, and the appeal lodged is against Kiwirail's decision to accept the recommendation.

	Level of Service	Measure	Target 2017/18	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%	Achieved (100%)

All consents known to have been given effect to during the quarter have been monitored. For the year to date, 671 inspections of 352 resource consents (including subdivision consents) have been undertaken. 90 inspections of 58 resource consents (including subdivision consents) were recorded during the fourth quarter. No inspections were undertaken in relation to Transmission Gully and four inspections were undertaken of the Peka Peka to Ōtaki Expressway project. This year we had additional resources in this area to lift our inspections and monitoring capacity which has led to good results. The temporary staff finished during this quarter and this impacted on numbers of consents and inspections that occurred.

	Level of Service	Measure	Target 2017/18	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 continues to work constructively with complainants and offenders to achieve voluntary compliance in accordance with the Enforcement Policy. Five abatement notices were issued in relation to three enforcement cases in this quarter. The Enforcement Decisions Group met once during this quarter in regards to one on-going enforcement case.

Resource Consents and Compliance Noticeboard

District Plan

The Proposed District Plan Decisions Version (PDP) was notified on 22 November 2017. The appeals period for the Proposed District Plan (PDP) closed on 25 January 2018. In March, an Appeals Version of the Proposed Plan was published. This significant development considerably increased the workload of the Resource Consents team this year. In some cases applications were being considered under two Plans with the processing officer making decisions on how much weight is given to each Plan.

Resource Consent Officers also had to come up to speed with provisions that have been appealed to ensure that they are giving accurate advice, and consents are being processed accurately in accordance with the PDP.

New PDP requirements around hydraulic neutrality and geotechnical engineering has required increased attention from Development Engineers when it comes to assessing subdivision and development applications.

Resource Management Act

On 18 October 2017 the Resource Legislation Amendment Act 2017 came into law. The amendments were the most comprehensive reforms to the Resource Management Act 1991 since its inception. The changes involve three new types of applications – Fast-track Consents, Deemed Permitted Boundary Activities, and Marginal and Temporary Exemptions. These new types of applications were reported for the first time in the second quarter this year.

Changes have also been made to Section 106 of the Act when assessing the effects of natural hazards for subdivisions and to the notification process. This has also resulted in an increase in workload for the team and more time is being spent assisting customers to navigate these changes.

Expressways

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 expressway project.

Within the second quarter the team certified most of the Landscape and Urban Design Plan, and the Network Intergration Plan for the Peka Peka to Otaki (PP2O) expressway. The Board of Inquiry decision required that these plans were to be certified prior to the commencement of construction. The certification of these plans allowed the construction of the PP2O expressway to commence on 27 November 2017.

The consents team have also processed nine resource consent applications under the National Environmental Standard for Assessing and Managing Contaminants in Soil to Protect Human Health (NESCS), in relation to PP2O this year.

This work is ongoing and within the fourth quarter the consents team has been working with the Fletchers team around certifying outstanding chapters within the Landscape and Urban Design Plan, and consulting with them around the Gateways and Pare-o-Matangi chapters. A fortnightly meeting between Council and Fletchers staff has assisted with this and managing workloads.

Stakeholder Events

The Resource Consents and Compliance team held two stakeholder events this year to provide information and receive feedback from customers. Topics included changes to the Resource Management Act and discussing standard resource consent conditions.

Resource Consents team members also attended stakeholder events organised by the Planning Policy and Building teams. At these sessions officers were able to provide information to designers on what the main changes were between the Operative and Proposed District Plans.

Newsletter

The Resource Consents team, with the assistance of the Planning Policy team, has implemented a newsletter this year which is being sent to designers and planning consultants who regularly make applications. The newsletter provides updates on the Proposed District Plan and identifies issues that are of interest to these stakeholders. Two newsletters have been sent with the third currently being drafted. This newsletter will continue to be sent on a regular basis.

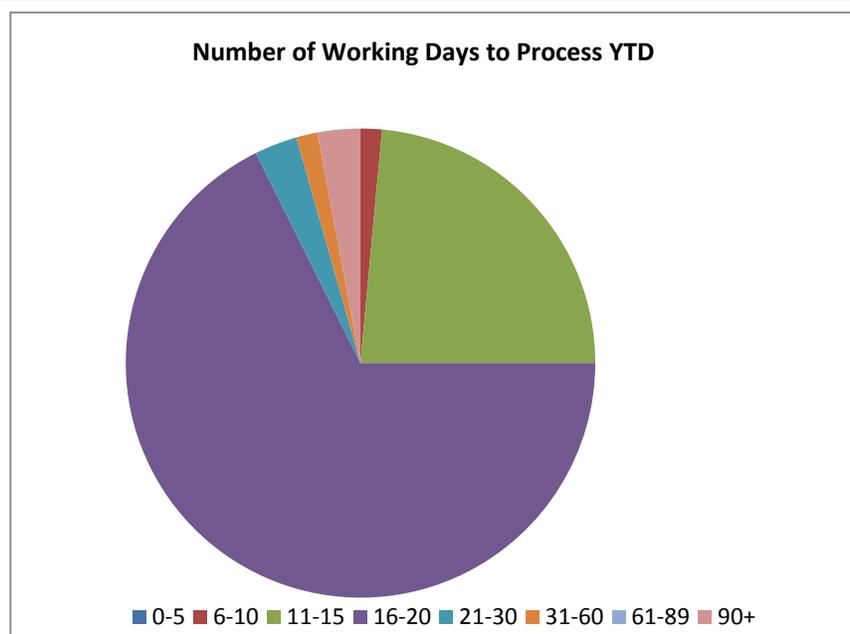
Compliance and Enforcement Policy 2018

The Development Control team led a review of the Compliance and Enforcement Policy which was approved in March this year.

RESOURCE CONSENTS AND DEEMED PERMITTED BOUNDARY ACTIVITIES ISSUED 2017/18

	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Year to Date
Total Deemed Permitted Boundary Activities – decisions issued during period		4	17	10	31
Total Resource Consents – decision issued during period	93	68	46	68	275
Total non-notified issued within statutory timeframes	87	66	45	67	265
Total notified issued within statutory timeframes	N/A	N/A	N/A	1	1
Percentage complete within statutory timeframes	93.5 %	97%	98%	98%	97%
Average processing days for non-notified decision (excl. consents with S37 extensions)	16 days	16 days	18 days	17 days	17 days (target is 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	48	36	31	33	148

1 April to 30 June 2018		
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	1	
11-15	16	6
16-20	46	26
21-30	2	9
31-60	1	18
61-89		2
90+	2	7
TOTAL	68	68



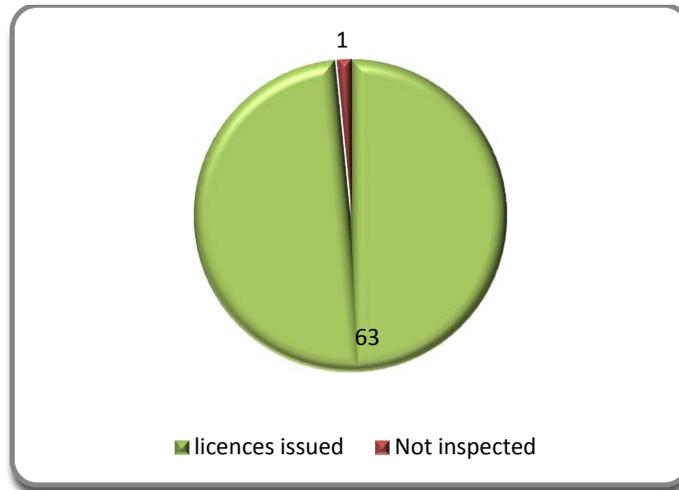
- Further information is requested due to applicants not providing sufficient information in order to understand the impact of the subdivision and/or land use on the environment. This included incomplete information in relation to noise impacts, traffic, visual, earthworks, drawings not to scale, no 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

Environmental Health, Compliance, Animal Management

Alcohol Licensing

	Level of Service	Measure	Target 2017/18	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 (98%)



A total of 12 Alcohol licensed premises (new or renewal) had their licences issued and were inspected as part of that process this quarter. This brings the total licences issued for the year to 63 with one premise not being inspected prior to the issue of the licence.

In addition a total of 23 monitoring visits were conducted for alcohol-licensed premises this quarter bringing the total monitoring visits to 66 for the year.

A total of 14 new managers' certificates and 17 renewed certificates were issued this quarter bringing a total of 70 new and 80 renewed certificates for the year.

Food Premises

	Level of Service	Measure	Target 2017/18	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



The targets are calculated based on the required number of audits/inspections each premises required at 1 July 2017 using the risk based approach.

The target set at the beginning of the financial was to complete 262 audit/inspections.

Some of these premises may not require an audit/inspection during a financial year, while other premises may require more than one inspection because of the risk based approach. This year all premises required an audit/inspection.

The number audits/inspections required during the financial year can fluctuate because premises close or new premises open, or businesses transition to the new Food Act.

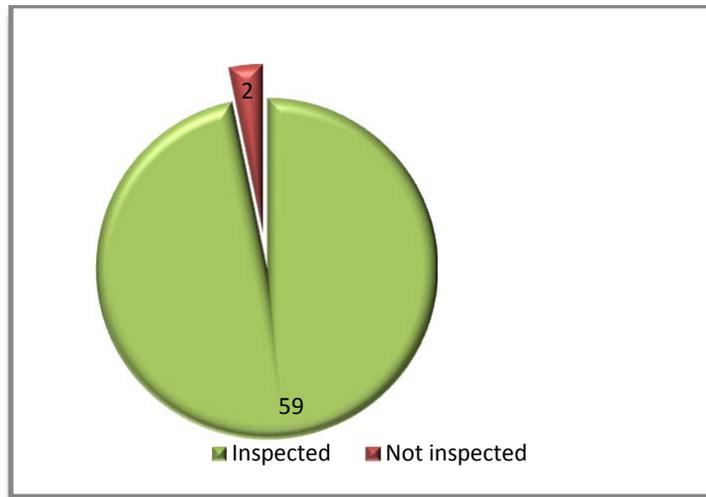
This quarter staff inspected 53 food premises, bringing the total inspections and verifications to 285. The additional audit/inspections related to change of ownership and new premises opening up.

The three inspections that were not completed did relate to the original target set at the start of the financial year.

In keeping with our open for business drivers, the team has continued to provide support visits to newly established businesses and/or to those transitioning into the new Food Act requirements. This quarter we conducted a further 51 support visits, bringing the total support visits for the year to 125.

Other Licensed Premises

	Level of Service	Measure	Target 2017/18	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 (97%)



The number of other licensed premises also fluctuates during the financial year but the targets were calculated based on the known number of premises at 1 July 2017.

A total of 14 other licensed premises were inspected this quarter, bringing the total inspections for the year to 59.

The target for the financial year was to inspect 61 premises, two premises were not inspected. Staff are following up in the new financial year with these two premises to ensure compliance.

Private Swimming Pools

	Level of Service	Measure	Target 2017/18	Result
KPI 22	Private swimming pools comply with the legislated requirements.	All pools inspected within six months of three yearly inspection anniversary.	300	Not achieved (274)



This financial quarter Council staff conducted 126 inspections, bringing total pools inspected to 274.

Council must now ensure all pools are compliant with section 162C of the Building Act 2014 as a result of the changes through the Building (Pools) Amendment Act 2016 (2016 Amendment).

The team is managing the increased workload resulting from the change in legislation by averaging the number of active pool files out over three years. It is focussing on the non-compliant pools first and moving towards the lower-risk compliant pools over years two and three.

The number of inspections completed this quarter has significantly increased.

Gains have also been made by further implementing and streamlining the new quality management processes over the last quarter and the inspectors are becoming more proficient with the new legislation.

A proportion of the KPI inspections resulted in closing or excluding files that now fall outside of the continuous inspection requirements of the Act. This includes the pools that staff discovered during inspections that had been removed.

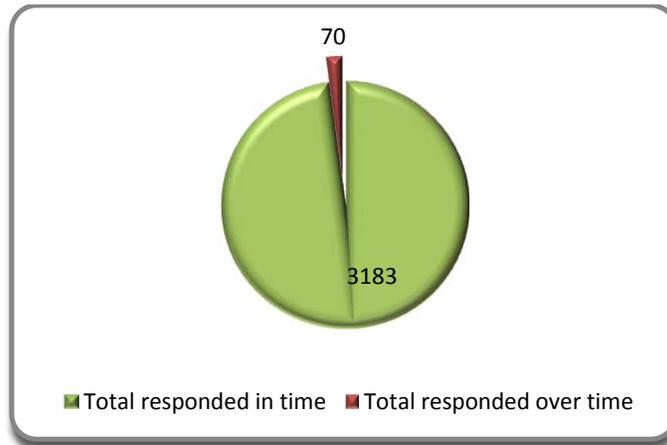
Gaining cooperation from some pool owners can be challenging in certain circumstances, despite the mandatory requirements in the legislation.

The Team has spent time inspecting and updating pool records, and designing quality management processes and forms to accommodate the legislative changes. Invoicing and accurate timesheet records have also significantly increased the administrative workload on the team.

Animal Control

	Level of Service	Measure	Target 2017/18	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%	On target (98%)

Response to routine dog calls/complaints



The Animal Management Team responded to 641 service requests this quarter. Of the 641 service request, 14 were not responded to in time.

During this fourth quarter, staff have worked closely with dog owners who have unregistered dogs. The team has issued overdue registration notices with time frames to register dogs. As a result of this focus, the percentage of unregistered dogs has reduced significantly this quarter from 197 to 91. We now have a more accurate number of dogs in our District.

This year the total number of service requests that Animal Management responded to was 3253. This was a slight increase on the previous financial year. However, this is the first financial year that staff have entered service requests for unregistered dogs. In total about 450 service requests related to unregistered dogs.

Registered dogs in District

	Level of Service	Measure	Target 2017/18	Result
KPI 24	All dogs in the District are registered.	95% Percentage of all known dogs are registered.	95%	98%

