

OIR: 2526/254

17 February 2026

[REDACTED]
[REDACTED]

Tēnā koe [REDACTED],

Request for Information under the Local Government Official Information and Meetings Act 1987 (the Act) (the LGOIMA)

Thank you for your email of **16 January 2026** requesting the following information:

<i>Local Easter Sunday shop trading policies and compliance</i>	
a)	<p><i>Does your council have a local Easter Sunday shop trading policy? (yes /no)</i> <i>If yes, please provide your policy as an attachment or link.</i></p> <p>Yes, our Council has a policy available at: https://www.kapiticoast.govt.nz/media/0chedwll/easter-sunday-shop-trading-policy-2023.pdf</p>
b)	<p><i>If yes, can you tell us more about the impact your local Easter Sunday shop trading policy has had on business activity?</i></p> <p>Our policy allows businesses permitted to trade on Easter Sunday under the Shop Trading Hours Act to be open, if they choose. As this means the decision is based on business need and ability, we are not aware of significant impacts on business activity of the policy itself.</p> <p>We reviewed the Policy in 2023. In general, submissions from retailers/representative groups supported the continuation of the policy to allow business to choose.</p> <p>Full feedback received (134 submissions 75% in support) is available here: https://kapiticoast.infocouncil.biz/Open/2023/08/CO_20230831_AGN_2532_AT.PDF</p> <p>A summary of feedback and themes is available here: https://storage.googleapis.com/kapiti-agendas/27_agenda_10Oct2023_9.30am.pdf</p>

Please note that any information provided in response to your request may be published on the Council website, with your personal details removed.

c)	<p><i>If no, what was the rationale to not implement a policy?</i></p> <p>Not applicable – please refer to response to Question 1 a) and b).</p>
d)	<p><i>Please describe your council's experience with administering and monitoring compliance related to the local Easter Sunday shop trading policy (e.g. five yearly reviews of the policy, shop compliance, or other relevant processes).</i></p> <p>The Ministry of Business, Innovation and Employment is responsible for enforcement of breaches of shop trading hours on Easter Sundays and the imposition of penalties.</p> <p>Our policy was last reviewed in 2023 and is next due for review in 2028.</p>
e)	<p><i>If businesses have experience confusion about the local Easter Sunday shop trading policy, what are some of the themes of the questions/complaints that have been received broken down by business type.</i></p> <p>Our policy allows shops to trade as they wish at their discretion, this flexibility seems to fit our retail sector and community expectations.</p>

Applications for food registration

f)	<p><i>By year, how many applications for new registrations under the Food Act 2014 were received for the following?</i></p>					
		Year				
<i>Application type</i>	<i>2021</i>	<i>2022</i>	<i>2023</i>	<i>2024</i>	<i>2025</i>	
<i>Template Food Control Plans</i>	29	33	29	33	35	
<i>National Programme Level 1</i>	1	3	3	7	4	
<i>National Programme Level 2</i>	1	5	2	4	2	
<i>National Programme Level 3</i>	5	9	9	7	5	

g)	<p>By year, how many of the new registration applications did you request further information for, for the following?</p> <table border="1" data-bbox="325 309 1485 674"> <thead> <tr> <th data-bbox="325 309 820 383"></th> <th colspan="5" data-bbox="820 309 1485 383">Year</th> </tr> <tr> <th data-bbox="325 383 820 456">Application type</th> <th data-bbox="820 383 951 456">2021</th> <th data-bbox="951 383 1082 456">2022</th> <th data-bbox="1082 383 1212 456">2023</th> <th data-bbox="1212 383 1343 456">2024</th> <th data-bbox="1343 383 1485 456">2025</th> </tr> </thead> <tbody> <tr> <td data-bbox="325 456 820 501">Template Food Control Plans</td> <td data-bbox="820 456 951 501">23</td> <td data-bbox="951 456 1082 501">26</td> <td data-bbox="1082 456 1212 501">15</td> <td data-bbox="1212 456 1343 501">13</td> <td data-bbox="1343 456 1485 501">17</td> </tr> <tr> <td data-bbox="325 501 820 546">National Programme Level 1</td> <td data-bbox="820 501 951 546">0</td> <td data-bbox="951 501 1082 546">0</td> <td data-bbox="1082 501 1212 546">0</td> <td data-bbox="1212 501 1343 546">0</td> <td data-bbox="1343 501 1485 546">0</td> </tr> <tr> <td data-bbox="325 546 820 591">National Programme Level 2</td> <td data-bbox="820 546 951 591">1</td> <td data-bbox="951 546 1082 591">3</td> <td data-bbox="1082 546 1212 591">0</td> <td data-bbox="1212 546 1343 591">1</td> <td data-bbox="1343 546 1485 591">1</td> </tr> <tr> <td data-bbox="325 591 820 636">National Programme Level 3</td> <td data-bbox="820 591 951 636">3</td> <td data-bbox="951 591 1082 636">2</td> <td data-bbox="1082 591 1212 636">6</td> <td data-bbox="1212 591 1343 636">5</td> <td data-bbox="1343 591 1485 636">1</td> </tr> </tbody> </table>		Year					Application type	2021	2022	2023	2024	2025	Template Food Control Plans	23	26	15	13	17	National Programme Level 1	0	0	0	0	0	National Programme Level 2	1	3	0	1	1	National Programme Level 3	3	2	6	5	1
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National Programme Level 3	3	2	6	5	1																																
h)	<p>For those applications you request further information for (as per question b), what is the most common information request?</p> <ul data-bbox="325 824 959 1010" style="list-style-type: none"> • Verification agency (for NP registrations) • Payment of the registration fee • Floor plan • Menu • Start date 																																				
i)	<p>By year, how many applications have you refused to process (under section 54 and section 84 of the Food Act 2014) for the following?</p> <table border="1" data-bbox="325 1167 1469 1787"> <thead> <tr> <th data-bbox="325 1167 667 1240"></th> <th colspan="5" data-bbox="667 1167 1469 1240">Year</th> </tr> <tr> <th data-bbox="325 1240 667 1314">Application type</th> <th data-bbox="667 1240 855 1314">2021</th> <th data-bbox="855 1240 1043 1314">2022</th> <th data-bbox="1043 1240 1232 1314">2023</th> <th data-bbox="1232 1240 1420 1314">2024</th> <th data-bbox="1420 1240 1469 1314">2025</th> </tr> </thead> <tbody> <tr> <td data-bbox="325 1314 667 1435">Template Food Control Plans</td> <td data-bbox="667 1314 855 1435">0</td> <td data-bbox="855 1314 1043 1435">0</td> <td data-bbox="1043 1314 1232 1435">0</td> <td data-bbox="1232 1314 1420 1435">0</td> <td data-bbox="1420 1314 1469 1435">0</td> </tr> <tr> <td data-bbox="325 1435 667 1556">National Programme Level 1</td> <td data-bbox="667 1435 855 1556">0</td> <td data-bbox="855 1435 1043 1556">0</td> <td data-bbox="1043 1435 1232 1556">0</td> <td data-bbox="1232 1435 1420 1556">0</td> <td data-bbox="1420 1435 1469 1556">0</td> </tr> <tr> <td data-bbox="325 1556 667 1677">National Programme Level 2</td> <td data-bbox="667 1556 855 1677">0</td> <td data-bbox="855 1556 1043 1677">0</td> <td data-bbox="1043 1556 1232 1677">0</td> <td data-bbox="1232 1556 1420 1677">0</td> <td data-bbox="1420 1556 1469 1677">0</td> </tr> <tr> <td data-bbox="325 1677 667 1798">National Programme Level 3</td> <td data-bbox="667 1677 855 1798">0</td> <td data-bbox="855 1677 1043 1798">0</td> <td data-bbox="1043 1677 1232 1798">0</td> <td data-bbox="1232 1677 1420 1798">0</td> <td data-bbox="1420 1677 1469 1798">0</td> </tr> </tbody> </table>		Year					Application type	2021	2022	2023	2024	2025	Template Food Control Plans	0	0	0	0	0	National Programme Level 1	0	0	0	0	0	National Programme Level 2	0	0	0	0	0	National Programme Level 3	0	0	0	0	0
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j)	<p>By year, how many applications were refused to be registered, under section 57 and section 87 of the Food Act 2014, for the following?</p> <table border="1" data-bbox="325 309 1449 761"> <thead> <tr> <th data-bbox="325 309 839 383"></th> <th colspan="5" data-bbox="839 309 1449 383">Year</th> </tr> <tr> <th data-bbox="325 383 839 456">Application type</th> <th data-bbox="839 383 971 456">2021</th> <th data-bbox="971 383 1102 456">2022</th> <th data-bbox="1102 383 1219 456">2023</th> <th data-bbox="1219 383 1335 456">2024</th> <th data-bbox="1335 383 1449 456">2025</th> </tr> </thead> <tbody> <tr> <td data-bbox="325 456 839 533">Template Food Control Plans</td> <td data-bbox="839 456 971 533">0</td> <td data-bbox="971 456 1102 533">0</td> <td data-bbox="1102 456 1219 533">0</td> <td data-bbox="1219 456 1335 533">0</td> <td data-bbox="1335 456 1449 533">0</td> </tr> <tr> <td data-bbox="325 533 839 609">National Programme Level 1</td> <td data-bbox="839 533 971 609">0</td> <td data-bbox="971 533 1102 609">0</td> <td data-bbox="1102 533 1219 609">0</td> <td data-bbox="1219 533 1335 609">0</td> <td data-bbox="1335 533 1449 609">0</td> </tr> <tr> <td data-bbox="325 609 839 685">National Programme Level 2</td> <td data-bbox="839 609 971 685">0</td> <td data-bbox="971 609 1102 685">0</td> <td data-bbox="1102 609 1219 685">0</td> <td data-bbox="1219 609 1335 685">0</td> <td data-bbox="1335 609 1449 685">0</td> </tr> <tr> <td data-bbox="325 685 839 761">National Programme Level 3</td> <td data-bbox="839 685 971 761">0</td> <td data-bbox="971 685 1102 761">0</td> <td data-bbox="1102 685 1219 761">0</td> <td data-bbox="1219 685 1335 761">0</td> <td data-bbox="1335 685 1449 761">0</td> </tr> </tbody> </table>		Year					Application type	2021	2022	2023	2024	2025	Template Food Control Plans	0	0	0	0	0	National Programme Level 1	0	0	0	0	0	National Programme Level 2	0	0	0	0	0	National Programme Level 3	0	0	0	0	0
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k)	<p>What is the average processing time (in working days) from receipt of application for registration to when a decision on the registration application is made, for the following?</p> <ul style="list-style-type: none"> • Template Food Control Plans • National Programme Level 1 • National Programme Level 2 • National Programme Level 3 <p>From receipt of complete application, less than five working days.</p>																																				
l)	<p>How much do you charge for registration applications for the following?</p> <ul style="list-style-type: none"> • Template Food Control Plans • National Programme Level 1 • National Programme Level 2 • National Programme Level 3 <p>\$388</p>																																				
m)	<p>Do these charges fully cover your costs?</p> <p>No – currently this activity area is subsidised by rates by a significant margin.</p>																																				
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n)	<p>Is your council a recognised agency with the ability to conduct verifications for businesses registered under National Programmes?</p> <p>No</p>																																				

o)	<p><i>If no, can you briefly explain why you have not pursued this?</i></p> <p>We are currently developing a QMS in order to gain recognition so that we can offer verification services to more businesses in our district.</p>																																				
p)	<p><i>Do you outsource verifications?</i></p> <p>No, we currently only do TFCP verifications as documented below.</p> <p><i>If yes, what proportion of your total verifications are outsourced?</i></p> <p>No verifications were outsourced.</p>																																				
q)	<p><i>By year, how many verifications were undertaken by council verifiers for the following?</i></p> <table border="1" data-bbox="325 752 1501 1193"> <thead> <tr> <th data-bbox="325 752 839 831"></th> <th colspan="5" data-bbox="839 752 1501 831">Year</th> </tr> <tr> <th data-bbox="325 831 839 887">Application type</th> <th data-bbox="839 831 951 887">2021</th> <th data-bbox="951 831 1102 887">2022</th> <th data-bbox="1102 831 1238 887">2023</th> <th data-bbox="1238 831 1366 887">2024</th> <th data-bbox="1366 831 1501 887">2025</th> </tr> </thead> <tbody> <tr> <td data-bbox="325 887 839 936">Template Food Control Plans</td> <td data-bbox="839 887 951 936">183</td> <td data-bbox="951 887 1102 936">167</td> <td data-bbox="1102 887 1238 936">148</td> <td data-bbox="1238 887 1366 936">164</td> <td data-bbox="1366 887 1501 936">159</td> </tr> <tr> <td data-bbox="325 936 839 1021">National Programme Level 1 (if applicable)</td> <td data-bbox="839 936 951 1021">-</td> <td data-bbox="951 936 1102 1021">-</td> <td data-bbox="1102 936 1238 1021">-</td> <td data-bbox="1238 936 1366 1021">-</td> <td data-bbox="1366 936 1501 1021">-</td> </tr> <tr> <td data-bbox="325 1021 839 1106">National Programme Level 2 (if applicable)</td> <td data-bbox="839 1021 951 1106">-</td> <td data-bbox="951 1021 1102 1106">-</td> <td data-bbox="1102 1021 1238 1106">-</td> <td data-bbox="1238 1021 1366 1106">-</td> <td data-bbox="1366 1021 1501 1106">-</td> </tr> <tr> <td data-bbox="325 1106 839 1193">National Programme Level 3 (if applicable)</td> <td data-bbox="839 1106 951 1193">-</td> <td data-bbox="951 1106 1102 1193">-</td> <td data-bbox="1102 1106 1238 1193">-</td> <td data-bbox="1238 1106 1366 1193">-</td> <td data-bbox="1366 1106 1501 1193">-</td> </tr> </tbody> </table>		Year					Application type	2021	2022	2023	2024	2025	Template Food Control Plans	183	167	148	164	159	National Programme Level 1 (if applicable)	-	-	-	-	-	National Programme Level 2 (if applicable)	-	-	-	-	-	National Programme Level 3 (if applicable)	-	-	-	-	-
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r)	<p><i>By year, how many corrective actions were recommended during a verification?</i></p> <table border="1" data-bbox="325 1323 1485 1753"> <thead> <tr> <th data-bbox="325 1323 876 1402"></th> <th colspan="5" data-bbox="876 1323 1485 1402">Year</th> </tr> <tr> <th data-bbox="325 1402 876 1451">Application type</th> <th data-bbox="876 1402 991 1451">2021</th> <th data-bbox="991 1402 1123 1451">2022</th> <th data-bbox="1123 1402 1238 1451">2023</th> <th data-bbox="1238 1402 1370 1451">2024</th> <th data-bbox="1370 1402 1485 1451">2025</th> </tr> </thead> <tbody> <tr> <td data-bbox="325 1451 876 1496">Template Food Control Plans</td> <td data-bbox="876 1451 991 1496">312</td> <td data-bbox="991 1451 1123 1496">210</td> <td data-bbox="1123 1451 1238 1496">165</td> <td data-bbox="1238 1451 1370 1496">342</td> <td data-bbox="1370 1451 1485 1496">375</td> </tr> <tr> <td data-bbox="325 1496 876 1581">National Programme Level 1 (if applicable)</td> <td data-bbox="876 1496 991 1581">-</td> <td data-bbox="991 1496 1123 1581">-</td> <td data-bbox="1123 1496 1238 1581">-</td> <td data-bbox="1238 1496 1370 1581">-</td> <td data-bbox="1370 1496 1485 1581">-</td> </tr> <tr> <td data-bbox="325 1581 876 1666">National Programme Level 2 (if applicable)</td> <td data-bbox="876 1581 991 1666">-</td> <td data-bbox="991 1581 1123 1666">-</td> <td data-bbox="1123 1581 1238 1666">-</td> <td data-bbox="1238 1581 1370 1666">-</td> <td data-bbox="1370 1581 1485 1666">-</td> </tr> <tr> <td data-bbox="325 1666 876 1753">National Programme Level 3 (if applicable)</td> <td data-bbox="876 1666 991 1753">-</td> <td data-bbox="991 1666 1123 1753">-</td> <td data-bbox="1123 1666 1238 1753">-</td> <td data-bbox="1238 1666 1370 1753">-</td> <td data-bbox="1370 1666 1485 1753">-</td> </tr> </tbody> </table>		Year					Application type	2021	2022	2023	2024	2025	Template Food Control Plans	312	210	165	342	375	National Programme Level 1 (if applicable)	-	-	-	-	-	National Programme Level 2 (if applicable)	-	-	-	-	-	National Programme Level 3 (if applicable)	-	-	-	-	-
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s)	<p>What is the average time it takes to conduct a verification (how many hours is the visit) for businesses operating under the following?</p> <ul style="list-style-type: none"> • Template Food Control Plans <p>Approximately two hours on site (the visit) with another two hours to prepare for, and report on, the verification. Additional time may be spent on following up on corrective action requests.</p>																																				
t)	<p>How much do you charge for verifications for the following?</p> <ul style="list-style-type: none"> • Template Food Control Plans <p>\$739</p>																																				
u)	<p>Do these charges fully cover your costs?</p> <p>The fee is based on four hours at the Officer rate of \$185 per hour.</p> <p>The Council's 2024 agreed Revenue and Financing Policy sets an expected 25-35% recovered as fees across the whole activity area in general with the balance (65-75%) subsidised from rates.</p>																																				
v)	<p>By year, how many verifications were assigned an 'unacceptable outcome'?</p> <table border="1" data-bbox="325 1043 1469 1462"> <thead> <tr> <th></th> <th colspan="5">Year</th> </tr> <tr> <th>Application type</th> <th>2021</th> <th>2022</th> <th>2023</th> <th>2024</th> <th>2025</th> </tr> </thead> <tbody> <tr> <td>Template Food Control Plans</td> <td>18</td> <td>11</td> <td>7</td> <td>11</td> <td>3</td> </tr> <tr> <td>National Programme Level 1 (if applicable)</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> </tr> <tr> <td>National Programme Level 2 (if applicable)</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> </tr> <tr> <td>National Programme Level 3 (if applicable)</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> </tr> </tbody> </table>		Year					Application type	2021	2022	2023	2024	2025	Template Food Control Plans	18	11	7	11	3	National Programme Level 1 (if applicable)	-	-	-	-	-	National Programme Level 2 (if applicable)	-	-	-	-	-	National Programme Level 3 (if applicable)	-	-	-	-	-
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Food Act Enforcement																																					
w)	<p>On average, how many complaints do you receive about the food safety system per year?</p> <p>10 complaints per year on average between 2021 and 2025 (related to food safety, rather than to the registration/verification system).</p> <p>What proportion of these complaints come from:</p> <ul style="list-style-type: none"> - the public 100% - other businesses 																																				

<p>x)</p>	<p>What proportion of these food safety-related complaints has led to enforcement action (i.e. given a warning, infringement notice, notice of direction, etc)?</p> <p>16 enforcement actions out of the 49 complaints received in the five-year period = 33%.</p>
<p>y)</p>	<p>Compared to other regulatory areas (e.g. building, environment, public nuisance, alcohol, etc) do you receive more or less complaints about the food safety regulatory system?</p> <p>In the 2025 financial year, Council responded to more than 18,000 requests for service across all functions and approximately half were directed to the Regulatory and Environment functions of Council. A breakdown of the regulatory areas are given below as indicative of the proportion:</p> <ul style="list-style-type: none"> • Animal Management 32% • Building 20% • Planning 17% • Noise issues 14% • General Compliance (LGA, Litter, Bylaws) 8% • Parking 4% • Food/Health 3% • Freedom Camping 2% <p>In general, what are the top three regulatory areas you receive complaints about?</p> <p>Animal Management (Dog Control), Building Compliance and Resource Consent (Planning) matters are the three regulatory areas with the highest level of activity.</p> <p>*we are not looking for specific numbers of complaints for this question</p>
<p>z)</p>	<p>How many, if any, infringement notices, have your food safety officers issued under the Food Act 2014, by year over the last five years?</p> <ul style="list-style-type: none"> • 2021: 0 • 2022: 0 • 2023: 0 • 2024: 0 • 2025: 0

aa)	<p><i>How many, if any, improvement notices have your food safety officers issued under the Food Act 2014, by year over the last five years?</i></p> <ul style="list-style-type: none"> • 2021: 0 • 2022: 0 • 2023: 1 • 2024: 2 • 2025: 3
bb)	<p><i>Have any of your food safety officers used the power to restrict the use of, or close a food business?</i></p> <p><i>If so, how many times has this occurred, by year, in the last five years?</i></p> <ul style="list-style-type: none"> • 2021: 0 • 2022: 0 • 2023: 0 • 2024: 0 • 2025: 0
cc)	<p><i>For the enforcement actions were taken, what were the common themes regarding why these actions were taken?</i></p> <ul style="list-style-type: none"> • Pests • Physical contamination of food purchased • Food borne illness

Ngā mihi,



Brendan Owens

Group Manager Customer and Community
Kaiwhakahaere Rōpū - Kiritaki me te Hapori