

**DISTRICT SERVICES  
MONTHLY  
BUSINESS REPORT**



**September 2022**

# Performance in Brief

## Introduction

The District Services group provides many services for the benefit of our communities to make it a great place to work, live and visit. The group is made up of three departments:

- **Community & Customer Services:** This includes Customer Care – Service Centres and Contact Centre, Libraries and Museum, i-SITE Information Centres, Tenancy services for Housing for the Elderly, Event application and burial processing for Cemeteries.
- **Building Services:** This includes processing and inspecting Building Consents and Building Compliance related matters.
- **Environmental Services:** This includes Animal Management, Environmental Health (Food, Alcohol and Health licensing and monitoring), Compliance Monitoring (Legislation and Bylaw monitoring and enforcement) and Resource Consents processing.



This new truncated version of the District Services Monthly Business Report provides a summary of key highlights and noteworthy trends for the month of September 2022.

## Community and Customer Services

### Customer Care

Two staff left the Customer Care team at the end of September to further their career paths within council. The recruitment process to fill these positions has commenced. Service Centre staff have been busy assisting customers with Electoral Special Votes, with 239 accepted in 10 days at the three main service centres, and a further rush is expected in the last five and a half days of voting in October.

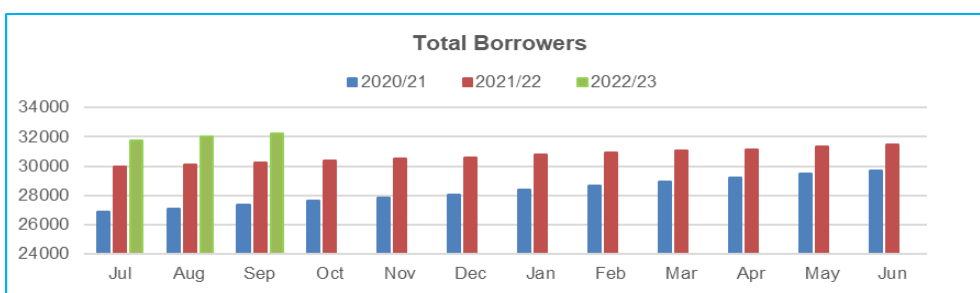
Comparison of September 2022 with September 2021.

- 9% decrease in calls to the Contact Centre (5,720 down from 6,286)
- 8% decrease in calls resolved at first point of contact (38% down from 46%)
- 19% increase in visits to Service Centres (2,358 up from 1,985)
- 24% decrease in AskUs emails received (1,212 down from 1,599)
- 0.17% increase in building inspections booked (606 up from 605)
- 23% increase in online registrations (37 up from 30)
- 5% decrease in financial interactions at Service Centres (1,000 down from 1,049)

### Libraries and Museum

Our Libraries and the Museum formally joined the Safe Space Alliance, an international organisation that aims to help people identify, navigate, and create safe spaces for LGBTIQI+ communities worldwide in September after completing workshops with InsideOUT which is a national organisation which works with youth, whānau, schools and communities to make Aotearoa a safer place for all rainbow young people to live and be in.

Library borrowing statistics continue to increase as more customers return post-Covid 19 restrictions.



## i-SITES

The annual cruise ship meeting was well attended in September, and the first ship is due on 17 October with 3,650 passengers on board. The next ship will be on 19 October with 2,850 people expected. Visitor numbers have increased with mainly Australian visitors although a few Europeans have been visiting as well.

All areas reported on are up on last September - a comparison shows:

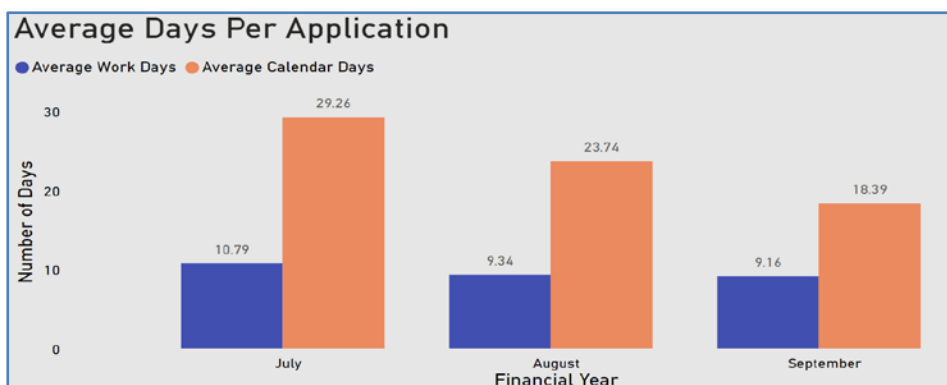
- 298% increase in visitor numbers (11,502 up from 2,883)
- 141% increase in retail revenue (\$5,563 up from \$2,609)
- 4347% increase in FNDC transaction spend (\$10,851 up from \$244)
- 734% increase in overall transaction numbers (2,920 up from 350)

## Building Services

September has the BCA achieving 100% compliance on both building consents and code compliance certificates and improving on the calendar and statutory days which will result in, most cases, an improved customer experience.

IANZ have confirmed the audit dates for October, the BCA is tidying up corrective actions from our internal audit in preparation.

Staffing is currently a mixed bag with experienced staff leaving and new recruits starting but requiring training. Recruitment is attracting a higher calibre of applicant enquiries which is encouraging.



## Environmental Services

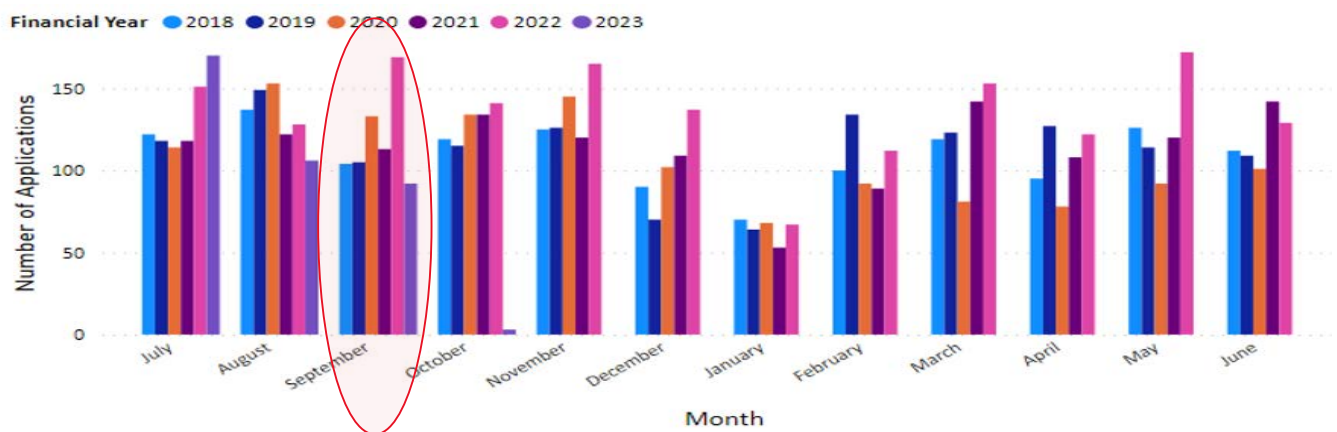
### Resource Consents

The number of unallocated applications (backlog) has significantly reduced in September due to less applications being received and increased internal and external capacity in both planning and engineering. There are currently 125 applications lodged but unallocated within the Council's system, down from 184 in August. Team Leaders have applied s37 of the RMA to extend processing timeframes where possible and are triaging applications to enable effective allocation in accordance with planners' level of experience and available capacity.

With additional consulting capacity engaged by council, along with new recruitment, a bottleneck has resulted at the decision stage due to the volume of decisions increasing. This is causing further delay in the process. We are actively seeking an additional Principal Planner to address the bottleneck. The Team continues to seek new engineering and planning consultants from outside Northland and is running multiple recruitment campaigns as part of a Delivery Plan to address the bottlenecking and backlogs.

In September, the Team issued 102 decisions under the RMA and LGA. Of the 102 decisions, 55 were applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MfE). 50 consents were outside statutory timeframes and 5 consents within statutory timeframes, resulting in a 9.09% compliance rate.

The volume of applications received reduced for a consecutive month in September. 94 applications were received which consisted of 53 applications under the Resource Management Act 1991 (RMA), reported as part of statutory timeframes. The remaining 41 were applications under the RMA (non- statutory), the Local Government Act (LGA), the Sale and Supply of Alcohol Act 2012, and RMAEPA (RMA Engineer Post-Approval) applications.



## Types of Applications Received

Type of Resource Consent		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Land use		45	43	37	21	16	50	34	45	31	31	21	24
Subdivision		22	25	27	13	6	29	20	30	28	36	9	12
Variation		7	5	6	3	3	7	6	10	11	13	4	5
Permitted Boundary Activity		6	2	7	0	2	5	7	1	2	7	6	5
Extension of Time		0	0	0	0	0	1	1	1	0	1	4	1
Certificate of Compliance		0	0	0	0	0	0	0	2	0	0	0	1
RMA Discharge		0	0	0	0	0	0	0	0	0	1	0	1
RMA NES CS		0	0	0	0	0	0	0	1	0	2	0	0
Combined land use and subdivision		5	11	9	2	6	3	5	10	14	9	6	3
Outline Plan		2	1	0	0	0	2	2	0	1	5	0	1
Outline waiver		2	0	0	0	0	5	1	3	0	0	0	0
<b>Total RMA</b>		<b>89</b>	<b>87</b>	<b>86</b>	<b>39</b>	<b>32</b>	<b>102</b>	<b>76</b>	<b>103</b>	<b>87</b>	<b>104</b>	<b>50</b>	<b>53</b>

## Monitoring and Compliance

Monitoring and Compliance received 129 Requests for Service (RFS) in September 2022, one RFS less than the previous month.

A total of 62 noise complaints were received and responded to during the month, four less than the preceding month. Response times of 76% were achieved for urban areas and 100% for rural areas against a KPI target of 95%. This is a challenging KPI due to the remoteness and size of the district and will be reviewed during contract renewal in 2022.

There were 74 infringements issued in September. 24 of these were for vehicles showing no evidence of a current Warrant of Fitness.

### **Animal Management**

468 RFS were received for Animal Management in September 2022, 56 urgent and 412 non-urgent. 151 of the non-urgent related to Administration which were primarily centred around registration enquiries.

55 dogs were impounded in September, resulting in 21 being claimed by their owners, 4 taken by a Rescue Group and 5 being adopted out to new homes (that includes 1 as a carryover from the previous month). A total of 24 dogs were euthanised in September due to not being claimed by an owner and not meeting the criteria to be rehomed.