

**DISTRICT SERVICES
MONTHLY
BUSINESS REPORT**

March 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 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.



Our Customers

We have transitioned to a new measurement system for Customer Experience feedback. AskNicely is our new measurement tool, which is customer friendly, easy to use and simpler.

Our Finances

The District Services group activities are funded from rates or user charges, or a mix of both. The key objective is to fund these services in an affordable, transparent and accountable way. This ensures that payment for Council services is sourced from those who use them.

Funding Breakdown for the District Services Group

<p>Rates 100% User Charges 0%</p> <p>Customer Services</p>	<p>Rates 90-99% User Charges 1-10%</p> <p>Building Compliance Monitoring and Enforcement Libraries</p>	<p>Rates 70-79% User Charges 21-30%</p> <p>i-SITES</p>
<p>Rates 60-69% User Charges 31-40%</p> <p>Cemeteries Animal Control</p>	<p>Rates 50-59% User Charges 41-50%</p> <p>Parking Enforcement</p>	<p>Rates 40-49% User Charges 51-60%</p> <p>Resource Consents Environmental Health Building Consents Housing for the Elderly</p>

Our Level of Service KPIs

The District Services group performance is measured using Key Performance Indicator (KPI) measures aligned with the Long Term Plan 2018 – 28 (LTP) and Annual Plan.

These measures demonstrate our commitment to our legislative obligations and contribution to community outcomes.

Contribution to community outcomes	
	Communities that are healthy, safe, connected and sustainable
	Connected and engaged communities prepared for the unexpected
	Proud, vibrant communities
	Prosperous communities supported by a sustainable economy
	A wisely managed and treasured environment that recognises the special role of tangata whenua as kaitiaki

Executive Summary

This District Services Monthly Business Report provides a summary of progress and highlights for the month of March 2022. The District Services Group achieved several successes and made good progress in the following areas:

Community and Customer Services

Libraries and Museum

The library team was impacted by Covid-19 during March and this resulted in restricted hours at some branches at times during the month.

Vaccine passes were required for entry to the Museum and Libraries during March. This requirement will be lifted in the first week of April.

The Museum Vernon Project and the Library Recollect project progressed during March. When completed, they will provide customers with access to digitized images of our taonga and local history records.

i-SITEs

As per previous months, the i-SITEs have been affected by the lack of tourists and cruise ship visits. Covid-19 and Omicron have caused a drastic decrease in visitor numbers. Retail is still well supported with locals and visitors purchasing locally made products.

The procurement process for the i-SITE service delivery review project has been delayed. The project is approximately two months behind schedule, and it is estimated that the review will be completed by the end of June 2022. A recommendations report will be prepared for consideration by the Strategy and Policy Committee.

Customer Care

The customer care team was impacted by Covid-19 during March. This resulted in restricted hours at some service centres at times during the month as well as long call wait times and high numbers of abandoned calls in the contact centre.

Housing for the Elderly

The Housing for the Elderly staff are collaborating with Sport Northland to run free fall recovery workshops throughout the villages. These workshops will give the tenants skills to feel more confident helping themselves up after a fall.

There has been a small reduction in rent debt this month. Tenants are being encouraged to pay rent via direct debit or have it re-directed to FNDC directly from their benefit payment.

Events

Council received a number of event applications following the Prime Minister announcing the changes to the number of people allowed at events. It is encouraging to see people are ready and willing to organise events after the disappointments of the last 2 years.

Cemeteries

There were 6 full burials and 6 ash burials across the district in March. The ashes of one of the last WWII veterans were buried with his comrades in the Veterans section of the Kohukohu Cemetery.

Building Consents

The BCA received 153 consents for the month of March which is on par with previous years. Compliance was 99.32% due to one consent going over the time. March consents were issued, on average, within 9 days. The year-to-date compliance is tracking at 99.66 % and code compliance certificates are tracking at 99.79% compliance year-to-date. 119 CCCs were issue in March, on average within 5 days.

The BCA is tracking well with the internal audit and look forward to the IANZ audit in October of this year.

Environmental Services

Resource Consents

Resource Consents only achieved 17.78% compliance with statutory timeframes in March due to the ongoing high volumes of applications received, several job vacancies and the general unavailability of consultant planning and engineering support.

Resource Consents issued 86 decisions under the RMA and LGA. Of the 86 decisions, 45 were applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MfE).

The high volume of applications in the latter half of 2021 has continued into 2022. The volume coupled with several staff vacancies and limited capacity of planning and engineering consultants; has resulted in Council being unable to allocate applications in a timely manner, and subsequently Resource Consents has been unable to process many applications within statutory timeframes.

Monitoring and Compliance

Monitoring and Compliance received 143 Requests for Service (RFSs) in March 2022, an increase of 28 RFSs on the previous month.

There were 82 noise complaints received and responded to during the month, with response times remaining a challenge due to the remoteness and size of the district. These will be reviewed during contract renewal in 2022.

29 parking infringements were issued during March, with a financial value of \$630.

Environmental Health

A total of 41 Food Verification audits were completed in March 2022.

The Environmental Health licensed premises level of service is tracking well, with 65.6% of licensed premises having been visited, leaving 70 premises to be visited by 30 June 2022.

Animal Management

281 RFSs were received for Animal Management in March 2022, 37 urgent and 244 non-urgent.

Animal Management Officers continue to respond to requests within level of service agreed times ($\geq 93\%$), with a 100% response rate recorded for urgent responses and 98.4% for non-urgent.

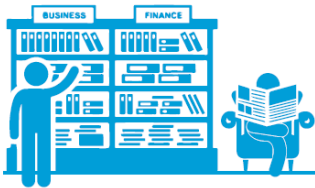
Community and Customer Services

This section contains performance information for the Community and Customer Services department.

Introduction

Community and Customer Services includes Customer Care – Service Centres and Contact Centre, Libraries and Museum, i-SITE Information Centres, Tenancy services for Housing for the Elderly and burial processing for Cemeteries.

Connecting with our communities and providing excellent customer service is important to Council. Our Customer Care team at service centres and the contact centre are the first point of contact for people in our district, providing vital services such as delivery of information, liaising with departments to progress requests from the community, helping people to solve Council-related issues, and receiving and processing payments. Customer services related to cemeteries and housing for elderly is also part of our remit.



Our libraries provide leisure and lifelong learning opportunities that strengthen our communities. They provide free and open access to knowledge and information services to all residents, and are a safe, neutral place where people can connect. We maintain and manage six public libraries located in Kaeo, Kaikohe, Kaitaia, Kawakawa, Kerikeri and Paihia and an outreach service.

Museum @Te Ahu's purpose is to illuminate the stories and histories of the Far North district of New Zealand. As the only museum in the area, they have an important role in explaining the specialness of the Far North.

Visitors to our District often seek advice about their travel arrangements, and for this reason we provide i-SITEs where helpful local experts provide a key component of an excellent visitor experience to our District. Located in key visitor areas, our i-SITEs are vitally important to the economic prosperity of our communities. We have three i-SITEs in Kaitaia, Opononi and Paihia. i-SITEs are not just for our visitors, they also act as the local service centre where residents and ratepayers can register their dog, pay their rates, and make general enquiries about council services.



Community and Customer Care Executive Summary – March 2022

Libraries and Museum

The library team was impacted by Covid-19 during March and this resulted in restricted hours at some branches at times during the month.

Vaccine passes were required for entry to the Museum and Libraries during March. This requirement will be lifted in the first week of April.

The Museum Vernon Project and the Library Recollect project progressed during March. When completed, they will provide customers with access to digitized images of our taonga and local history records.

i-SITEs

As per previous months, the i-SITEs have been affected by the lack of tourists and cruise ship visits. Covid-19 and Omicron have caused a drastic decrease in visitor numbers. Retail is still well supported with locals and visitors purchasing locally made products.

A Queenstown Resort College (QRC) student has started their work experience at Bay of Islands i-SITE. It is a pleasure to be able to support QRC students in their endeavours to gain their qualifications in Tourism and Hospitality.

The i-SITE service delivery review project has been delayed as the Project Management Office manage other priorities with an understaffed Procurement team. The Request for Quote was sent to three suppliers identified as interested and able to carry out the service delivery review. One supplier pulled out citing, “unable to deliver in the required time due to current workload” and two suppliers provided proposals/quotes. These were evaluated in March and suppliers will be advised of the outcome. The project is approximately two months behind schedule.

Customer Care

The customer care team was impacted by Covid-19 during March. This resulted in restricted hours at some service centres at times during the month as well as long call wait times and high numbers of abandoned calls in the contact centre. Wherever possible, staff have continued working from home if they have been well enough (as Covid cases) or household contacts.

March statistics show a continued decline in front counter customers, while online registrations and interactions continue to increase.

Housing for the Elderly

One of the plans for Housing for the Elderly is to establish relationships with aged care providers through Northland, such as home support, age concern, social workers and iwi supports. To support this, in March the HFE CSO attended a Tiaho networking meeting which had representatives from a wide variety of support providers. It was a beneficial meeting and since then staff have been in touch with Sport Northland about running fall recovery workshops throughout the villages. This is a free workshop run by Sport Northland and will give the tenants skills to feel more confident helping themselves up after a fall.

There has been a small reduction in rent debt this month which is expected as the arrears from the holiday period have been cleared and the focus now returns to those tenants on debt reduction plans and contacting others to arrange plans for them. Tenants are now being encouraged to pay rent via direct debit or have payments re-directed to FNDC directly from their benefit payment.

During March 2022 three tenancies began, one each at Kawakawa, Oxford Street, Kaitaia and Awanui villages.

Events

The Wander Woman event at Russell was a great success, given that it was run during strict Covid19 regulations. A post event report is attached [here](#).

Council received a number of event applications following the Prime Minister announcing the changes to the number of people allowed at events. It is encouraging to see people are ready and willing to organise events after the disappointments of the last 2 years.

Cemeteries

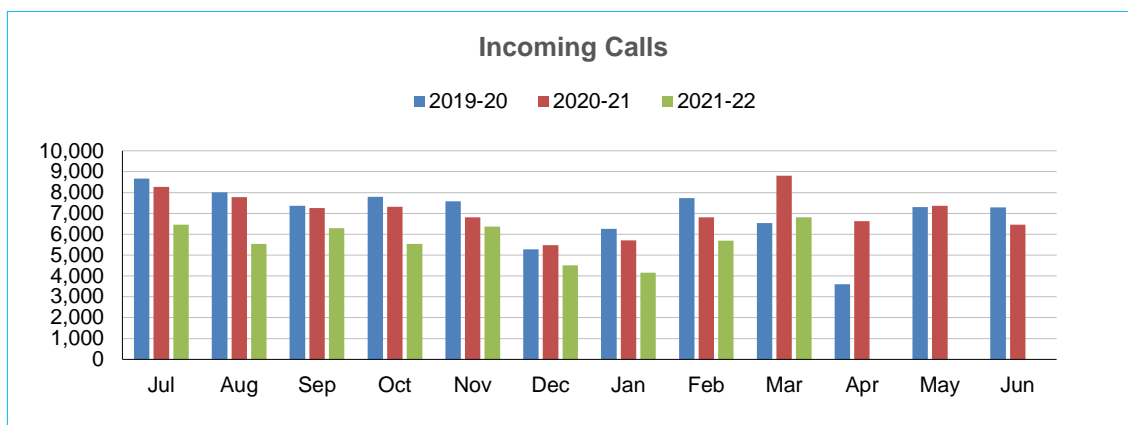
There were 6 full burials and 6 ash burials across the district in March. The ashes of one of the last WWII veterans were buried with his comrades in the Veterans section of the Kohukohu Cemetery.

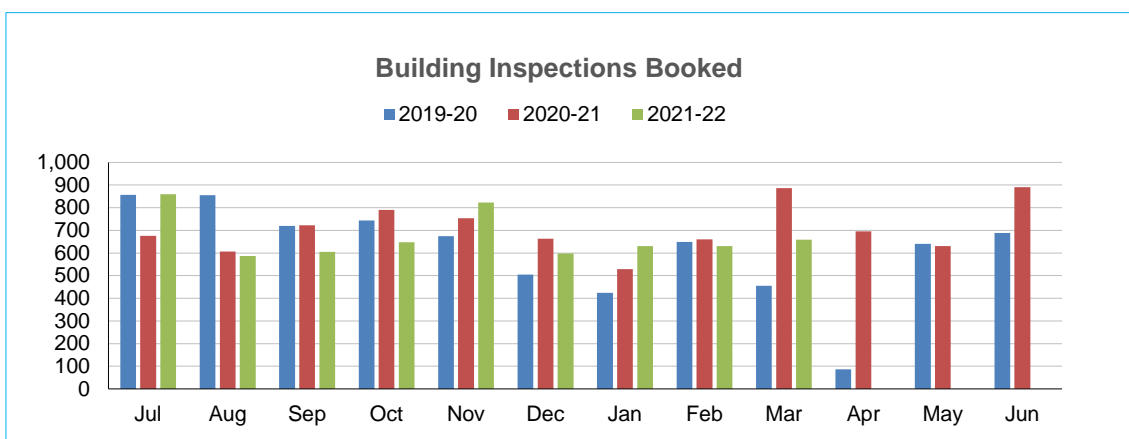
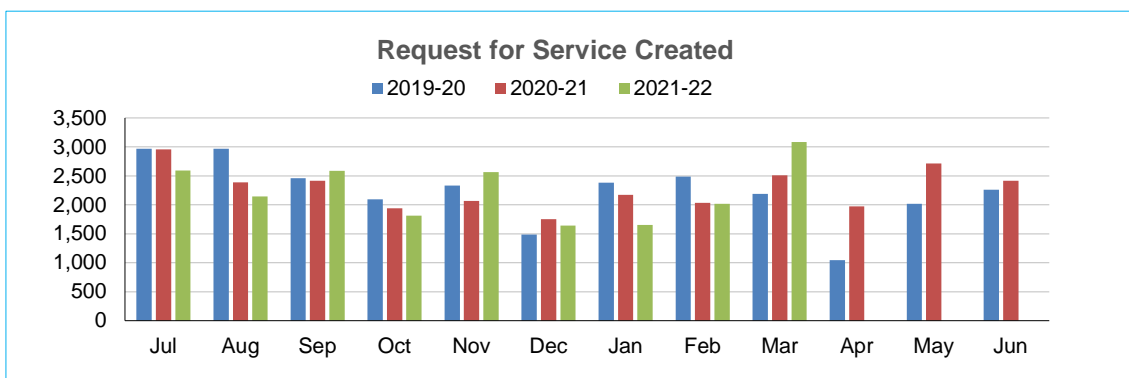
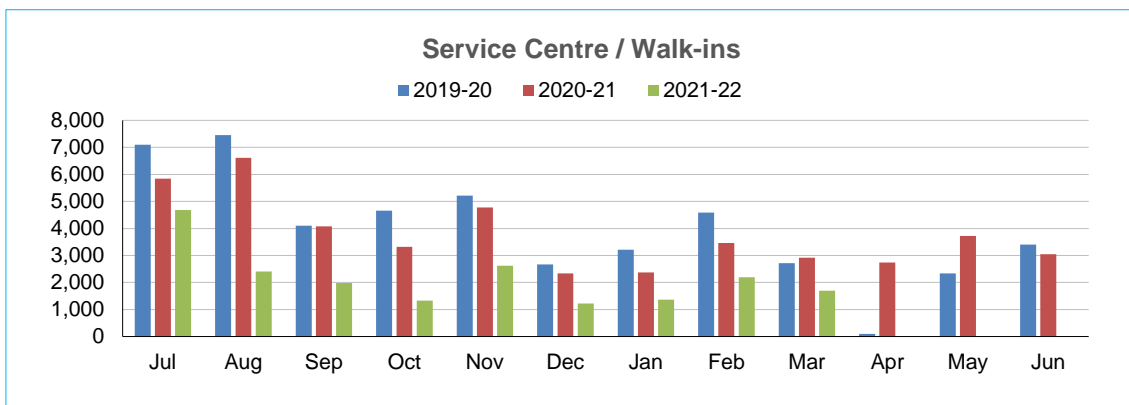
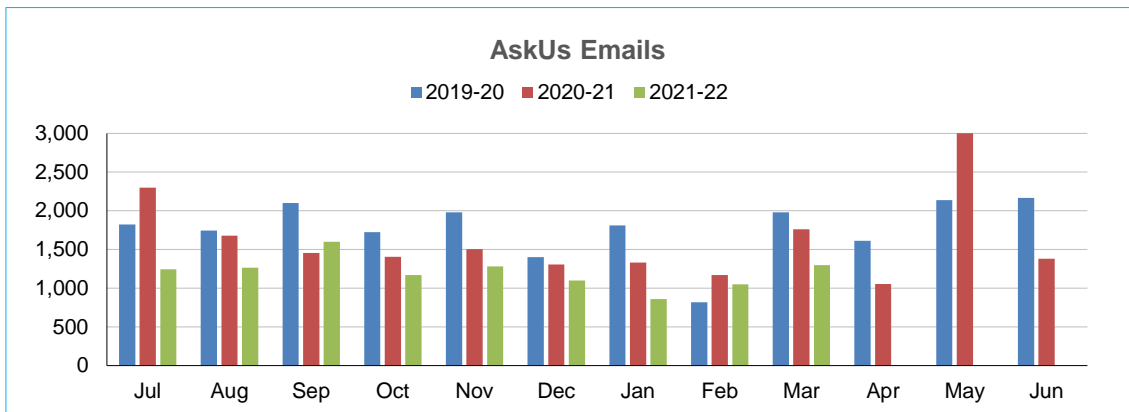
Customer Care

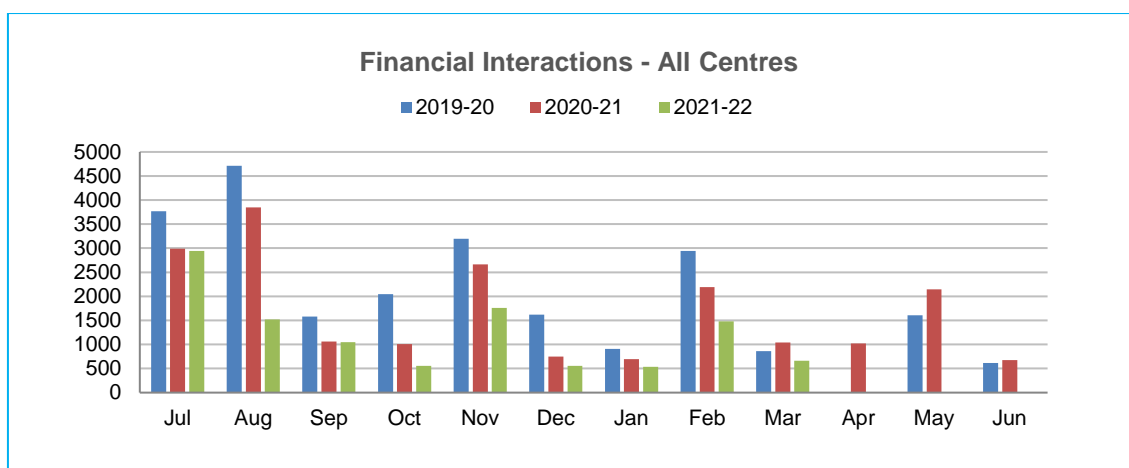
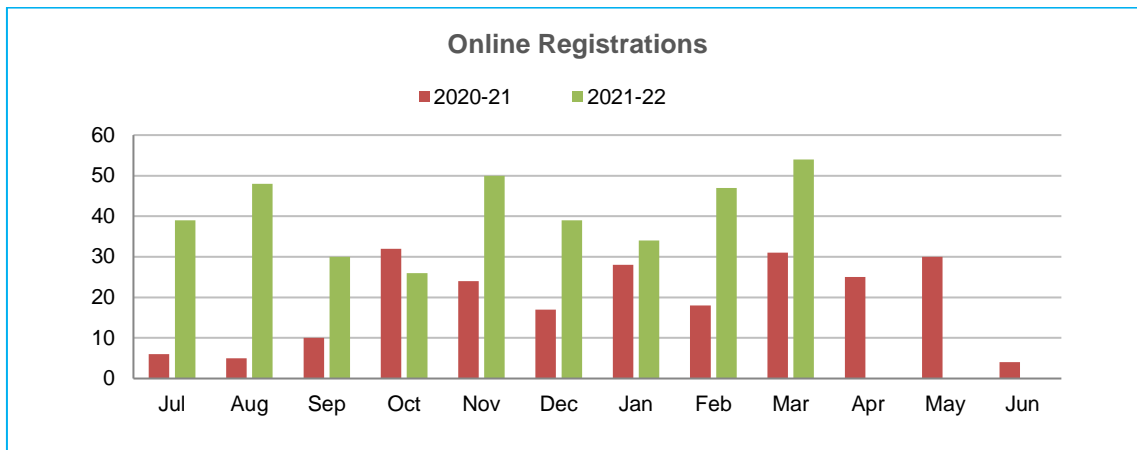
Customer Care consists of 2 teams: Contact Centre and Service Centre staff. As well as receiving calls from customers, the Contact Centre staff are also responsible for responding to emails from customers (AskUs Emails), managing online customer registrations and actioning change of address requests for customers. Both teams are also responsible for booking building inspections for the whole region.

Comparison of March 2022 with March 2021.

- 22.67% decrease in calls to the Contact Centre (6,808 down from 8,804)
- 26.41% decrease in AskUs emails received (1,296 down from 1,761)
- 50.98% decrease in visits to Service Centres (1,699 down from 3,467)
- 25.62% decrease in building inspections booked (659 down from 886)
- 74.19% increase in online registrations (54 up from 31)
- 36.60% decrease in financial interactions at Service Centres (660 down from 1041)





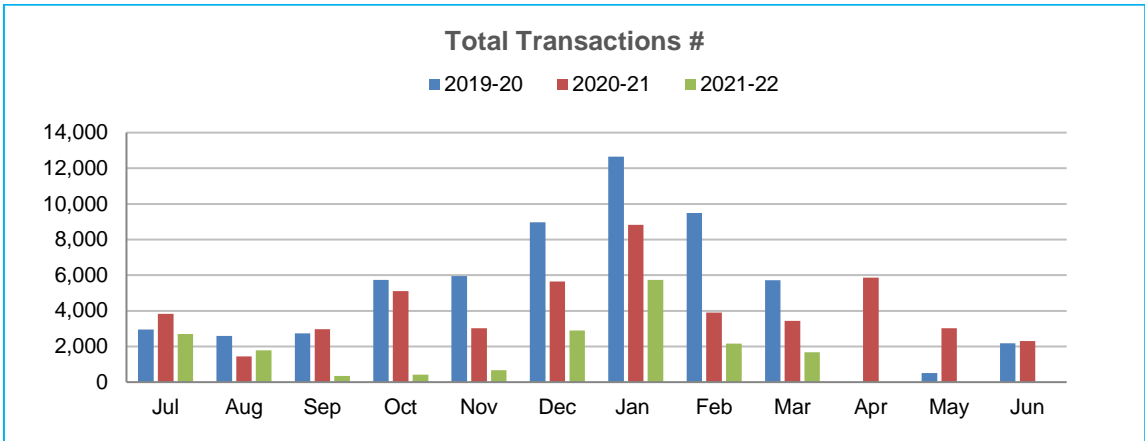
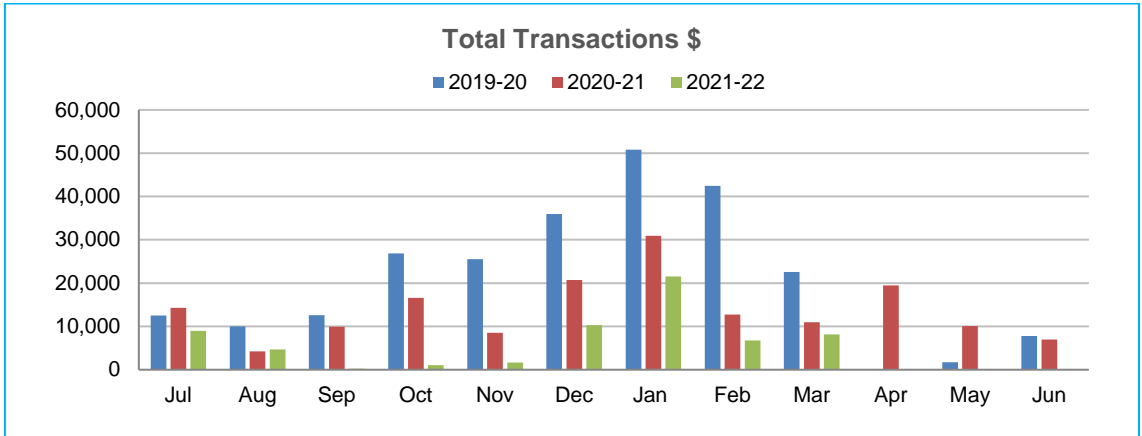
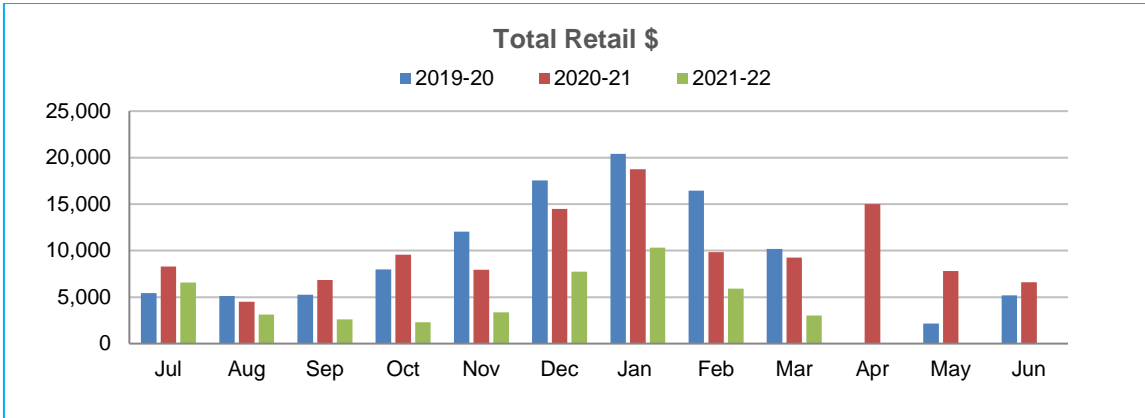
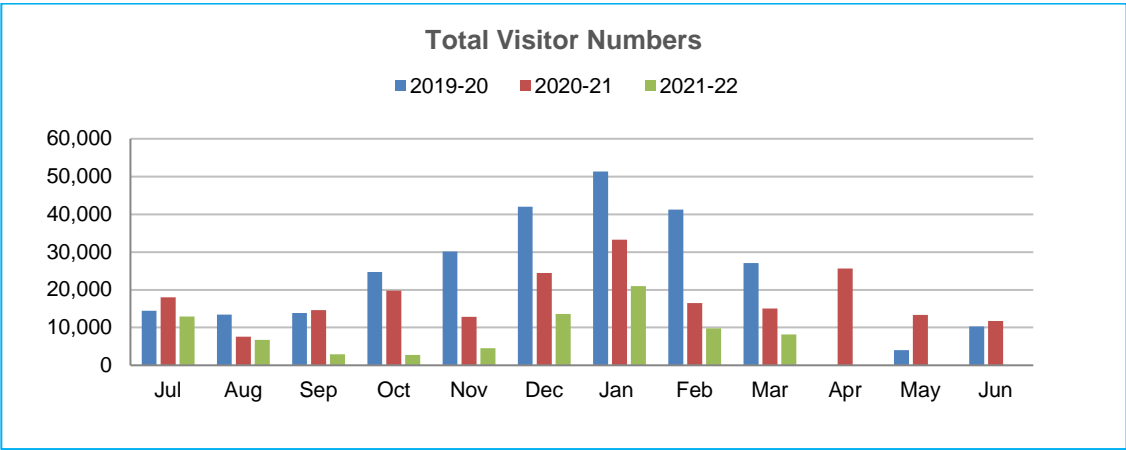


i-SITES

FNDC's three i-SITES are located in Kaitaia, Opononi and Paihia. As well as servicing visitors, the i-SITES function as local service centres where residents and ratepayers can register dogs, pay their rates, and make general enquiries about council services.

Comparison of March 2022 with March 2021.

- 45% decrease in visitor numbers (8,208 down from 15,031)
- 67% decrease in retail revenue (\$3,007 down from \$9,242)
- 52% decrease in transaction spend (\$5,178 down from \$10,978)
- 51% decrease in transaction numbers (1,676 down from 3,429)

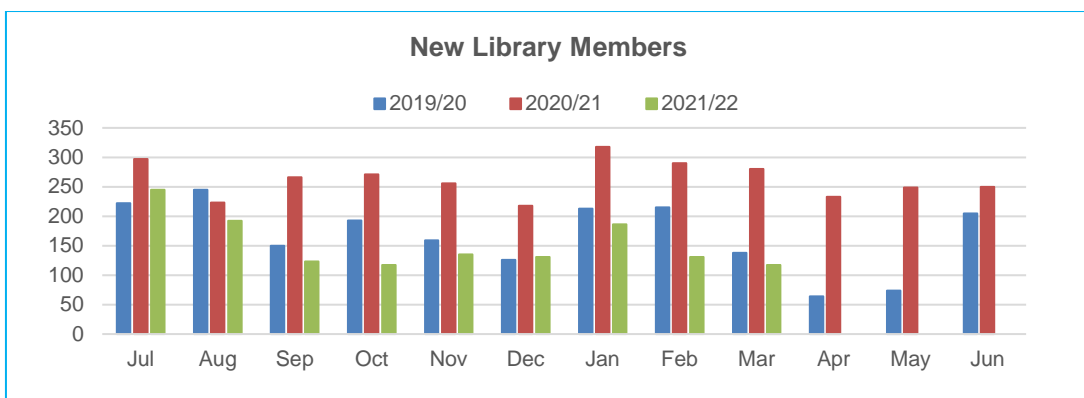
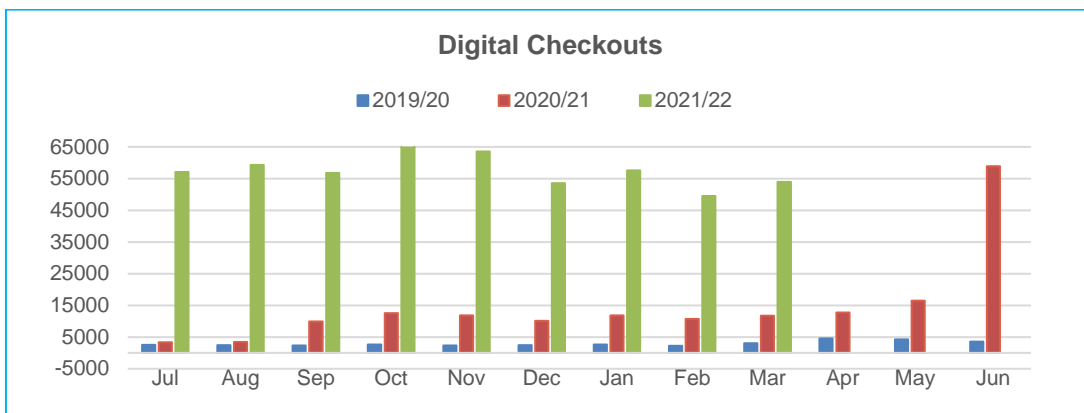
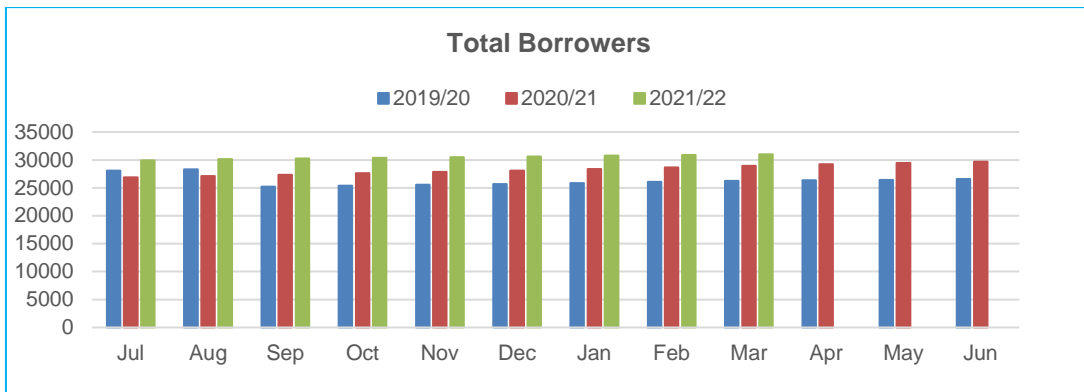


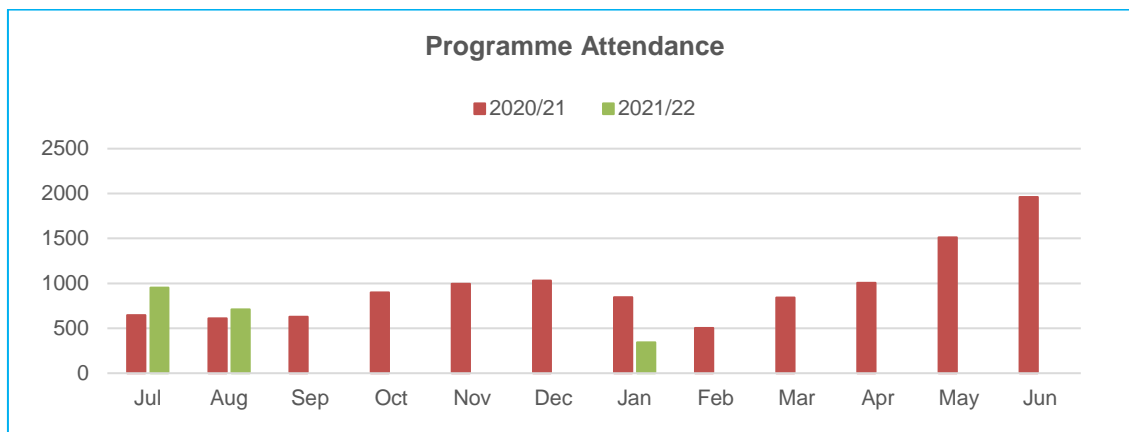
Libraries

Six public libraries and an outreach service (mobile library) provide access to a large selection of reading material such as books for all ages, magazines, newspapers and DVD's. The libraries also provide access to online collections including eBooks, eMagazines, movies and newspapers, computers / internet access, wifi, free internet modems (Skinny Jump programme), printing, copying, scanning, meeting rooms, study spaces and JP services.

Comparison of March 2022 with March 2021.

- 358.5% increase in eBook and audio downloads (53,905 up from 11,756)
- 6.5% decrease in library website sessions (33,871 down from 36,217)
- 66.4% increase in digital checkouts (99,439 up from 59,763)

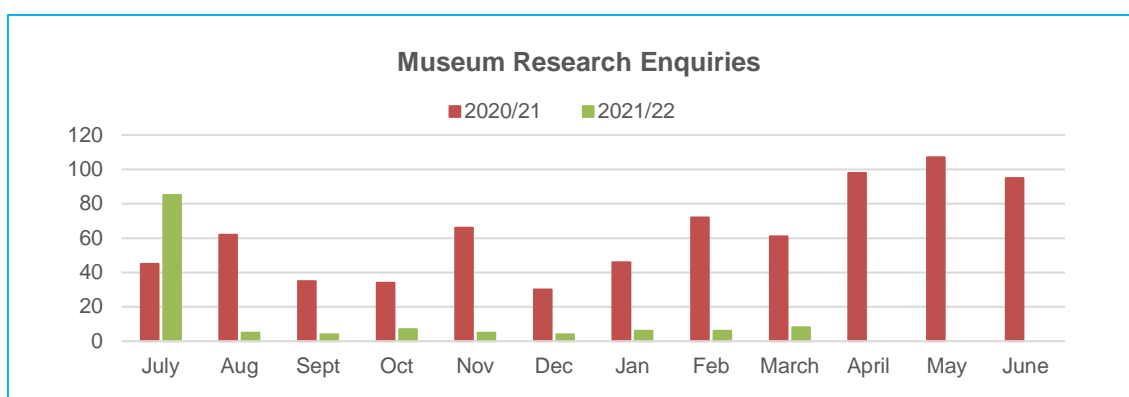




No programmes were run from September 2021 through to December, February, or March 2022 due to Covid19 restrictions. Programmes that have been on offer include Tamariki Tune Time, Robotics, Lego club, Minecraft, Virtual Reality, and Storytime.

Museum

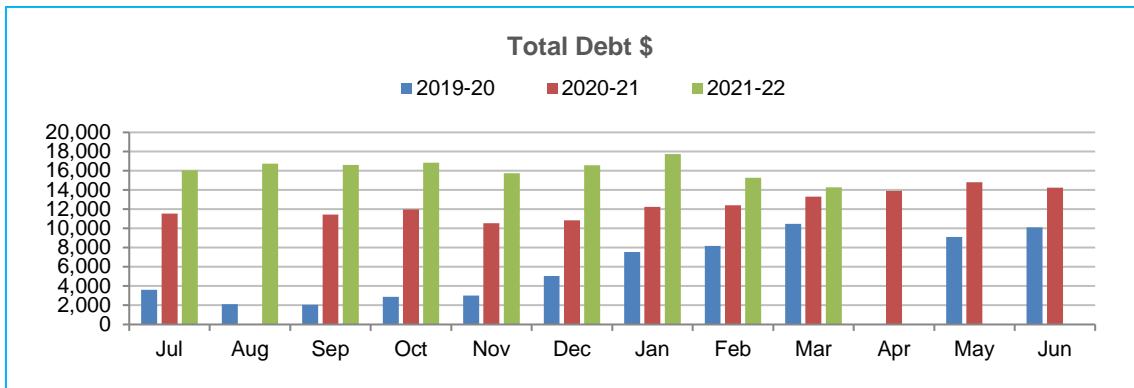
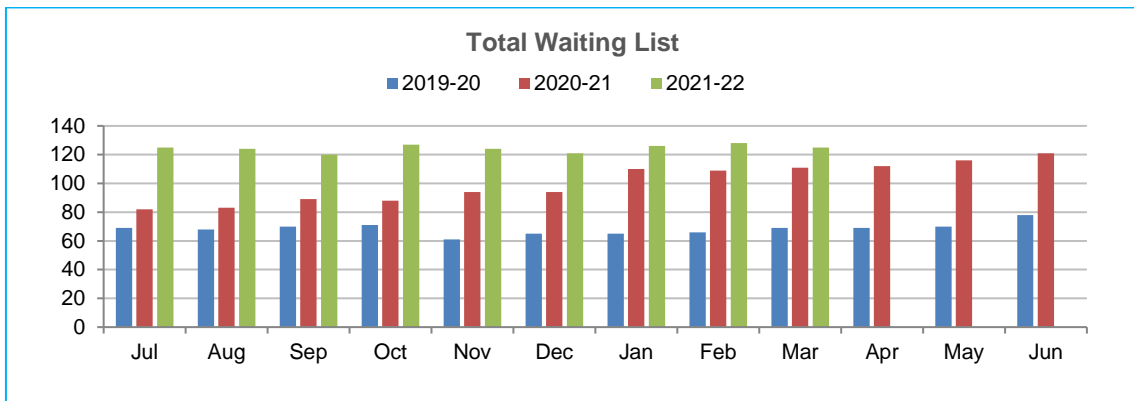
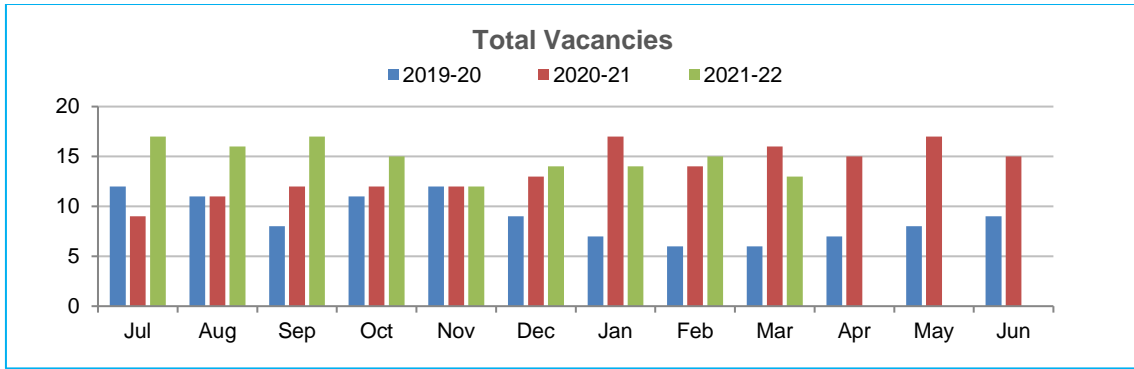
The Museum @ Te Ahu (formerly known as the Far North Regional Museum) was established in 1969 with the purpose of collecting and preserving treasures and taonga relating to the history of the Far North. It is located in the Te Ahu complex in Kaitiāia.



Housing for the Elderly

Council offers Housing for the Elderly (HFE) units in 12 complexes (144 units) across the district to eligible tenants over the age of 60 and who are on a benefit. Vacancies are generally due to refurbishment and wait lists continue to be high due to the lack of housing in the district and an ageing population.

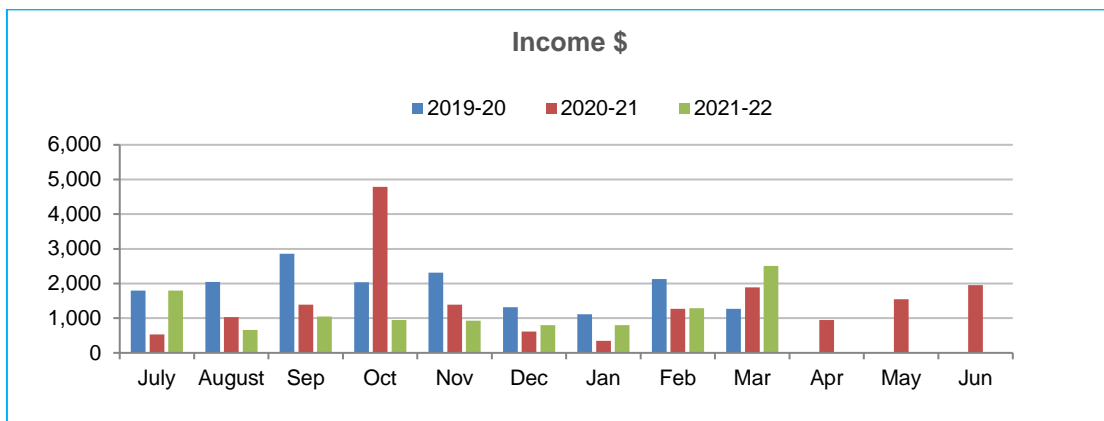
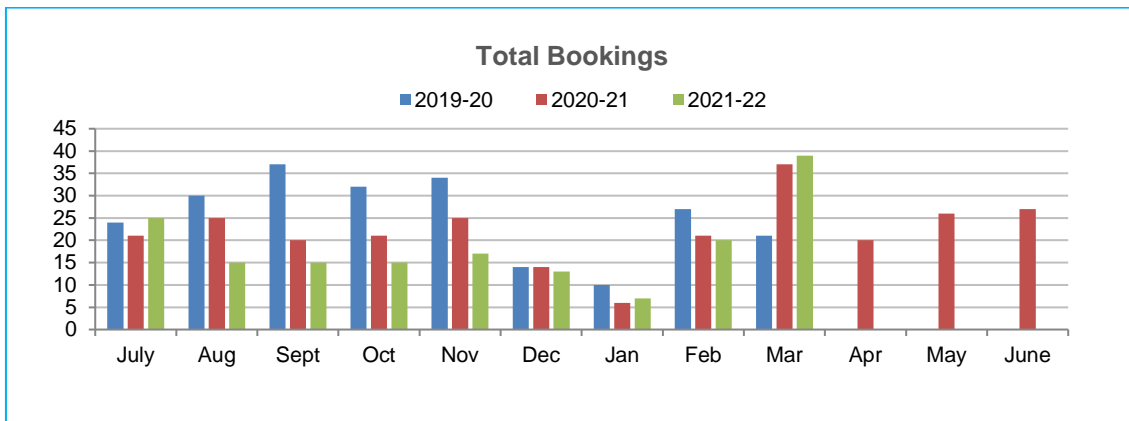
A consistent effort to bring debt from unpaid rent down, by encouraging tenants to pay rent by direct debit is starting to show results.



*The Total Debt shows rent arrears

Memorial Hall

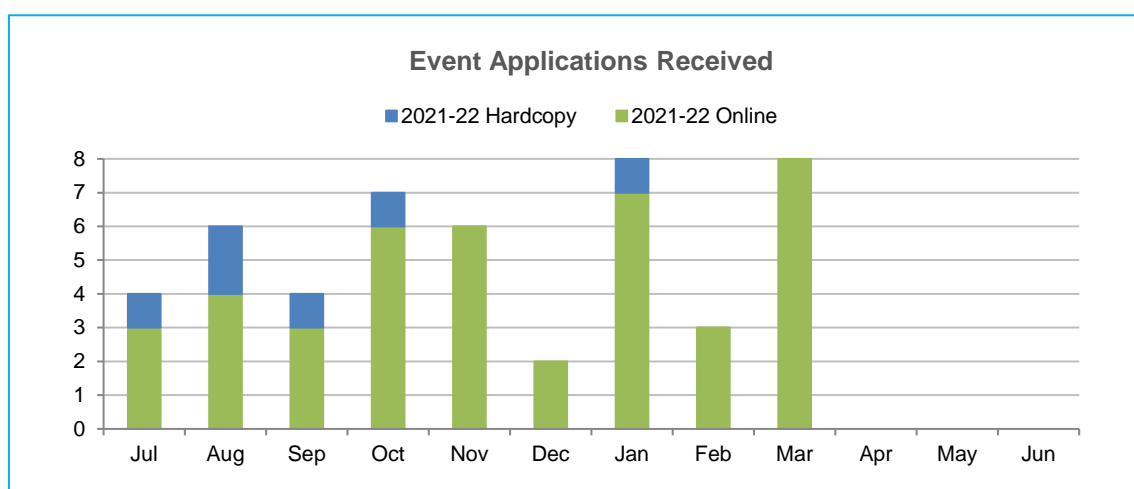
The Memorial Hall is located in Kaikohe and is the only Council-owned hall managed by Council. It is regularly used for youth martial arts, fundraising and other private events.



Events

Booking events with FNDC is now available online. Permits are issued to applicants for the use of Council’s open spaces for many kinds of activities such as weddings and other family events, sporting events, circuses, fairs, and large community events.

Eight online event applications were received in March.

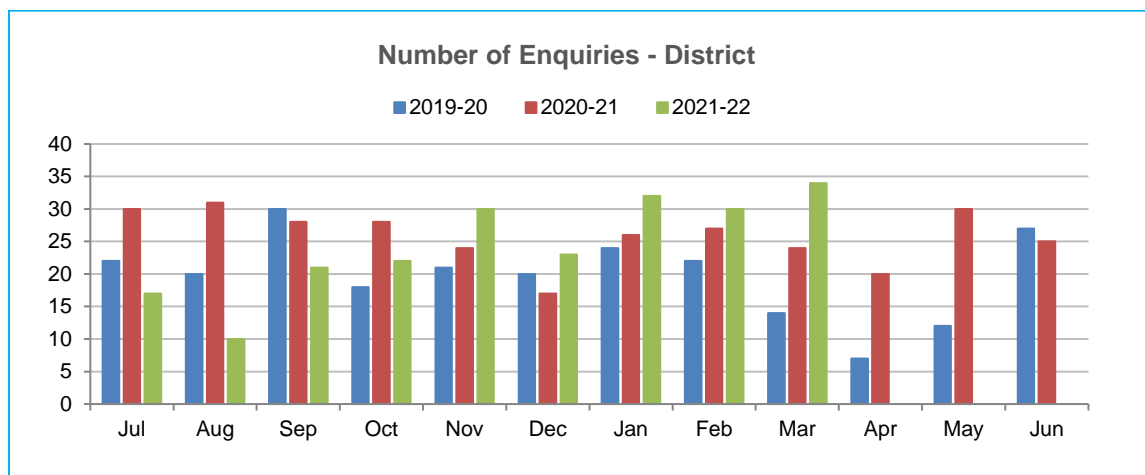
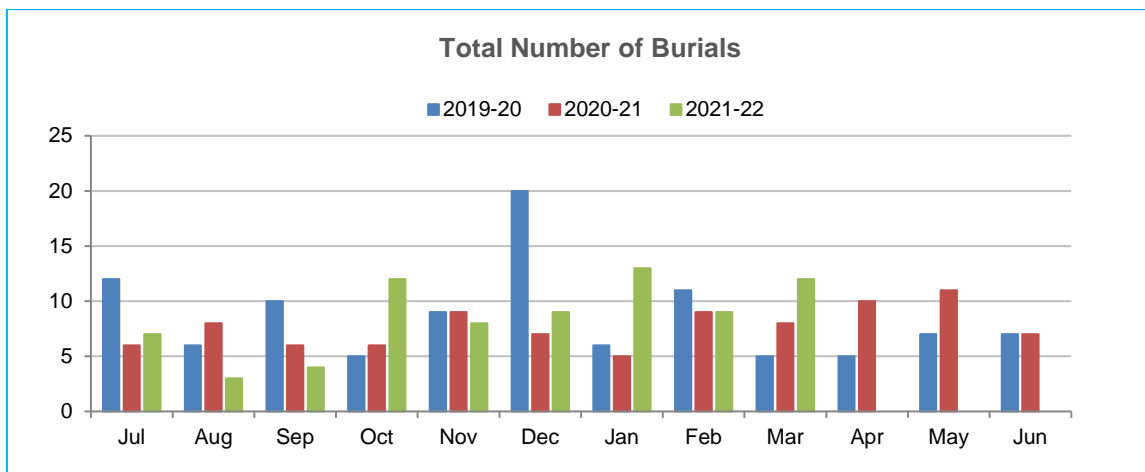


The schedule below contains the new event applications received. There were no events cancelled or postponed in March.

Date of Event	Place of Event	Name of Event
Friday 29 April 2022	Kerikeri Domain	Te Wananga o Aotearoa Family Movie Night
26-29 April 2022	Remembrance Park Kaitaia	Erection of gazebo for artists break area while painting mural at 1 Melba Street, Kaitaia
Friday 29 April 2022	Melba Street, Kaitaia	Unveiling of the Mural at 1 Melba Street, Kaitaia
Monday 25 April 2022	Kerikeri Domain	Anzac Day ceremonies - Dawn service
30 April - 11 June 2022	Kerikeri Domain	Rugby League - Kerikeri Makos
8 March - 10 December 2022	Bledisloe Domain	Paihia Football Club - 2022 Season
Saturday 15 October 2022	Paihia waterfront reserve and footpaths	Bay of Islands Rotary Colour Run
Tuesday 10 January 2023	Coopers Beach Reserve	Wedding Ceremony

Cemeteries

There is a range of services and facilities for burials and memorials in the district. Council manages and maintains 11 of the 26 cemeteries. Genealogy (whakapapa) can be searched using an online cemetery database to find records by family name.



Building Services

This section contains performance information for the Building Services department.

Introduction

The Building Services Department consists of two teams, the building consent authority (BCA) and the territorial authority (TA). A territorial authority must perform the functions of a BCA for its own city or district. In addition to these responsibilities, a territorial authority performs the following functions, including any functions that are incidental and related to, or consequential upon these.

The BCA perform the following functions:

- issue building consents
- inspect building work for which it has granted a building consent
- issue notices to fix
- issue code compliance certificates
- issue compliance schedules



A territorial authority issue:

- project information memoranda
- certificates of acceptance
- certificates for public use
- compliance schedules (and amends compliance schedules)



A territorial authority also:

- follows up and resolves notices to fix
- enforces the provisions relating to annual building warrants of fitness
- performs functions relating to dangerous or insanitary buildings
- determines whether building work is exempt under Schedule 1 from requiring a building consent



Power to inspect and enter land

- Sections 222 to 228 provide details of the powers of entry to undertake an inspection

Building Services Executive Summary – March 2022

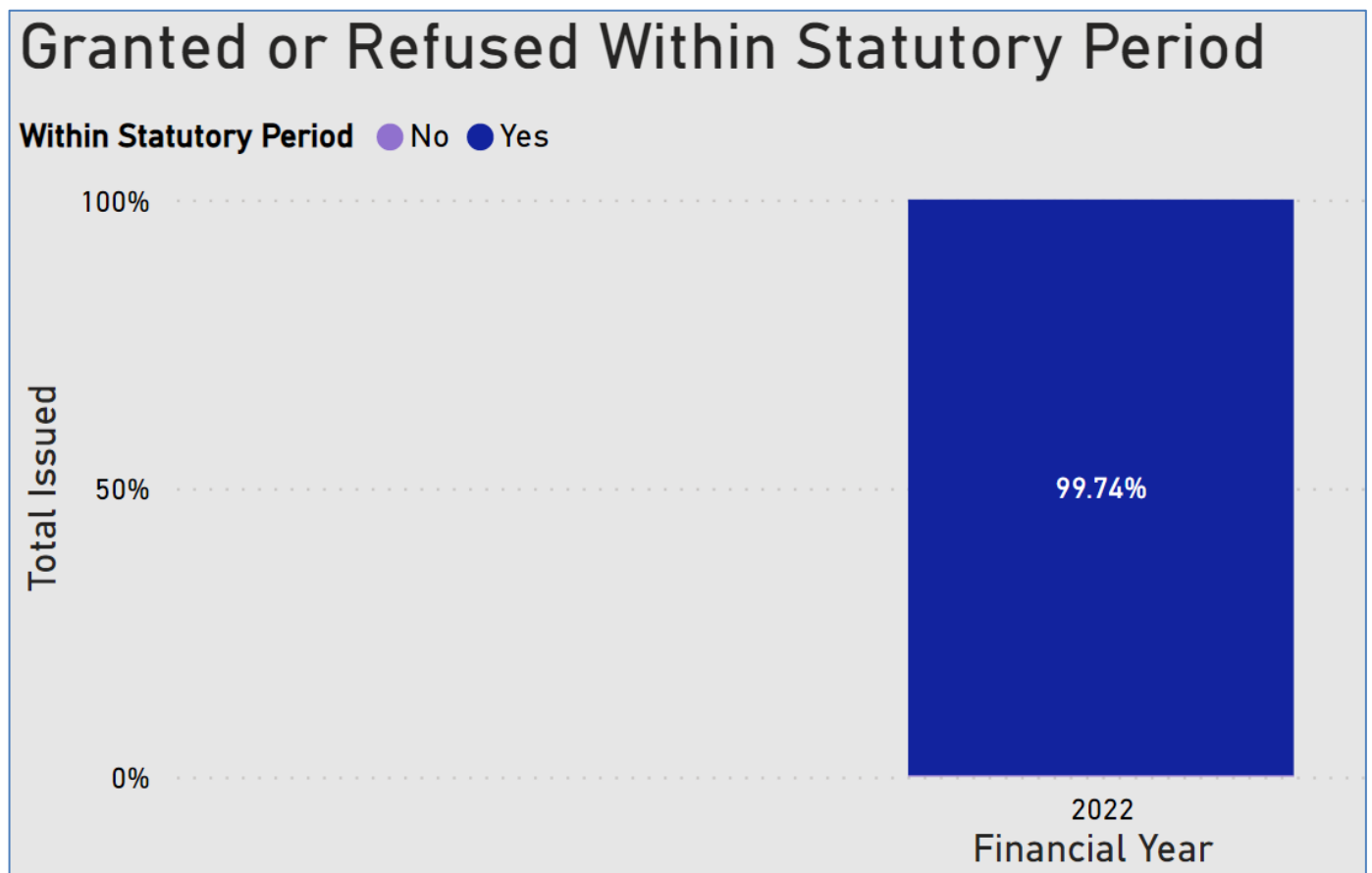
The BCA received 153 consents for the month of March which is on par with previous years. Compliance was 99.32% due to one consent going over the time. March consents were issued, on average, within 9 days. The year-to-date compliance is tracking at 99.66 % and code compliance certificates are tracking at 99.79% compliance year-to-date. 119 CCCs were issue in March, on average within 5 days.

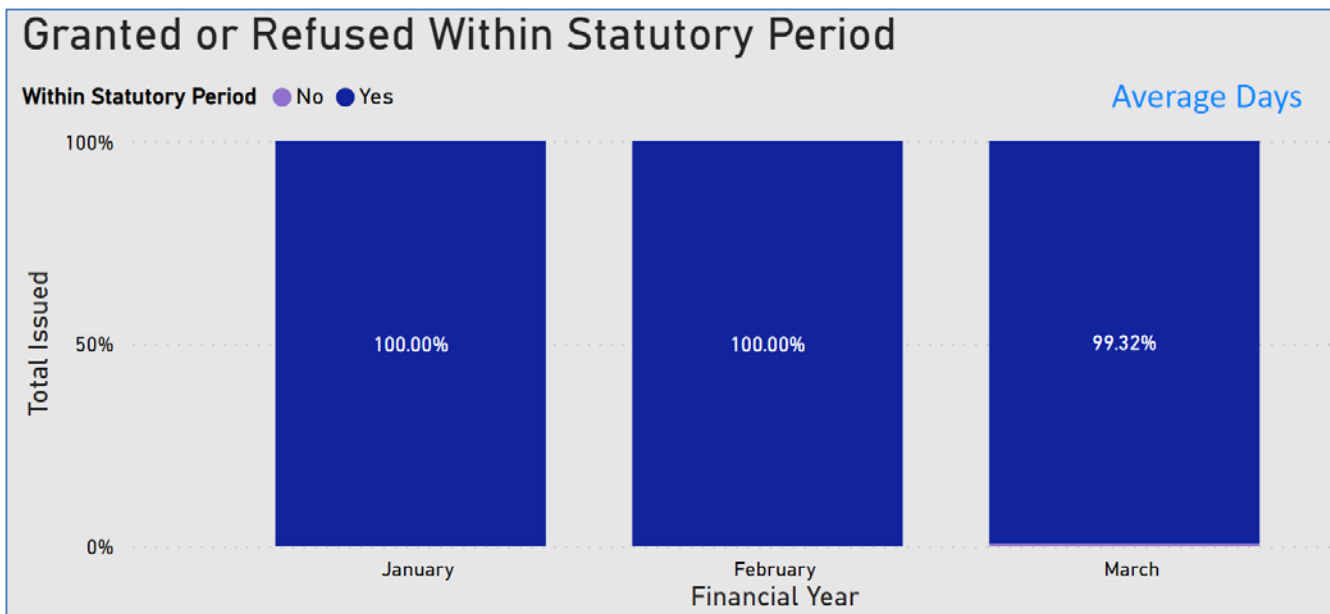
The BCA is tracking well with the internal audit and look forward to the IANZ audit in October of this year.

Despite Covid-related staff absences the BCA is providing a compliant service to its customers in a timely manner. We continue to recruit for further Building officers.

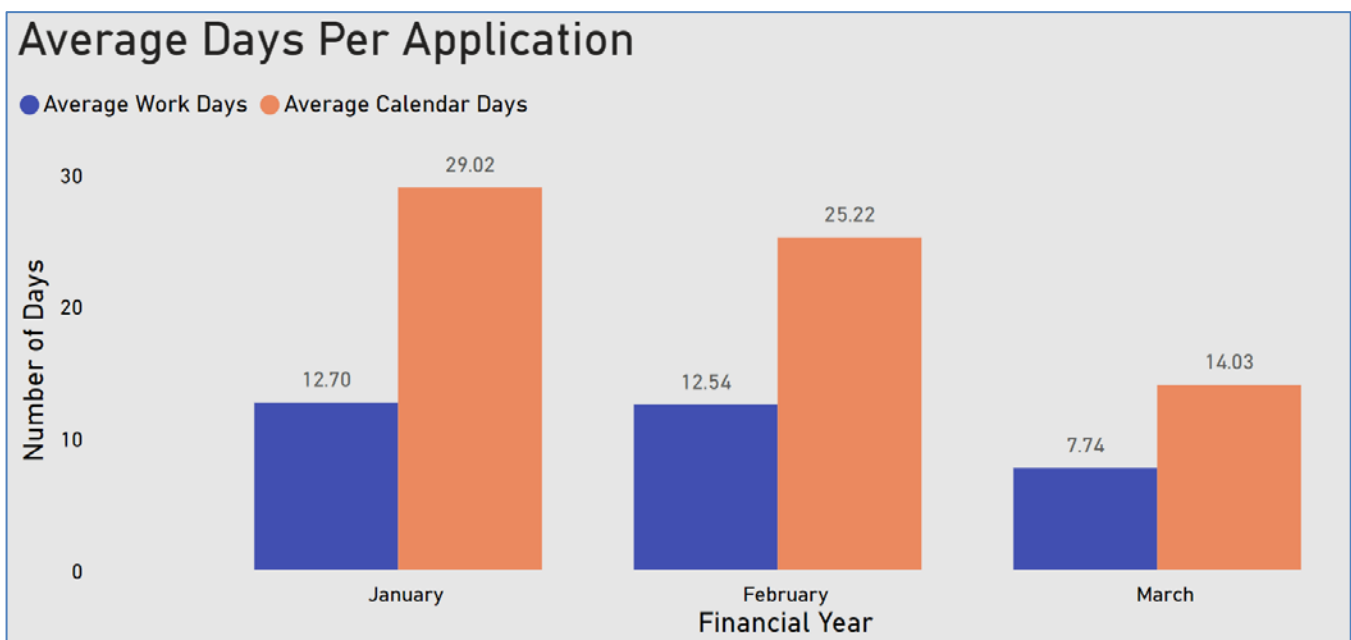
Levels of Service

Building consent processing has achieved 99.32% compliance for the month of March. A total of 145 consents were granted in March. One consent was granted on day 21 due to a monitoring error.

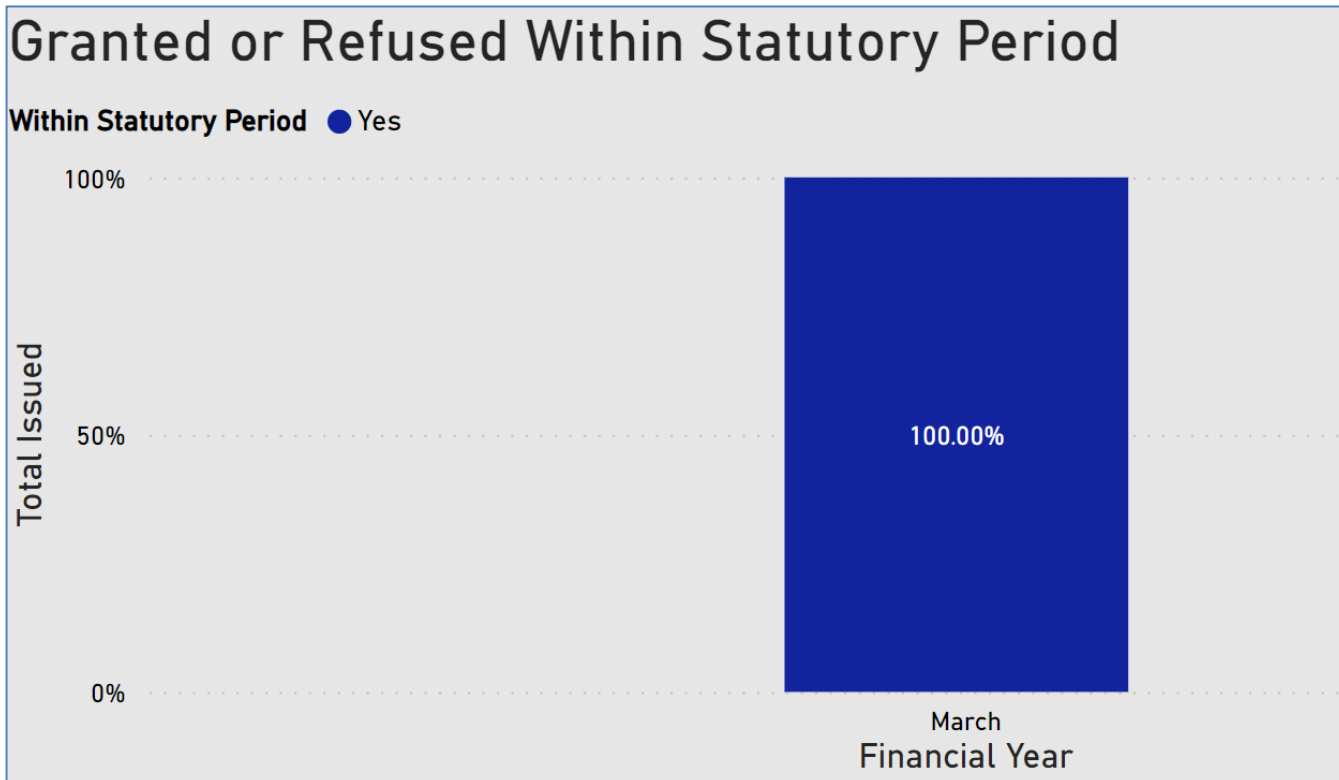




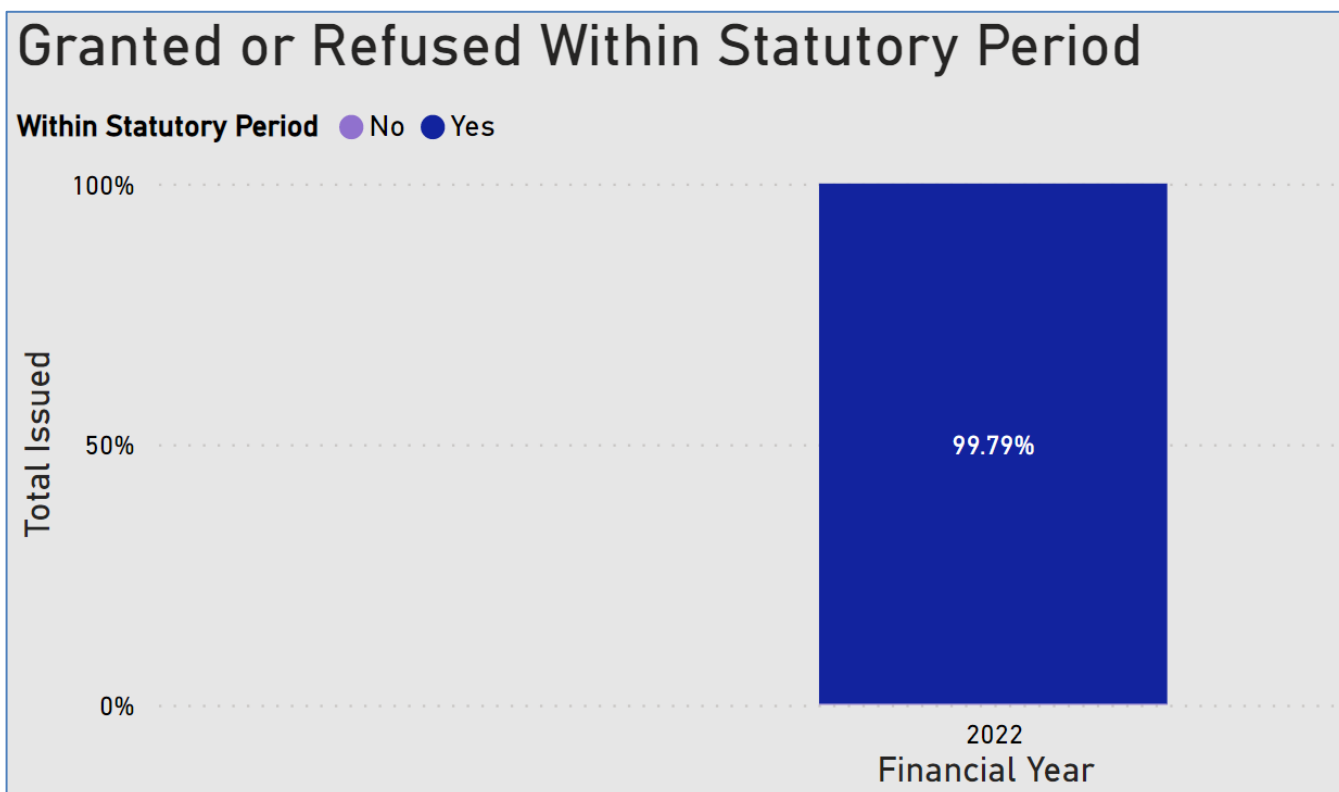
Both the average statutory and calendar days to issue a consent decreased significantly in March. Consent numbers remain steady and all processing resources are working to capacity to achieve and maintain this decrease.



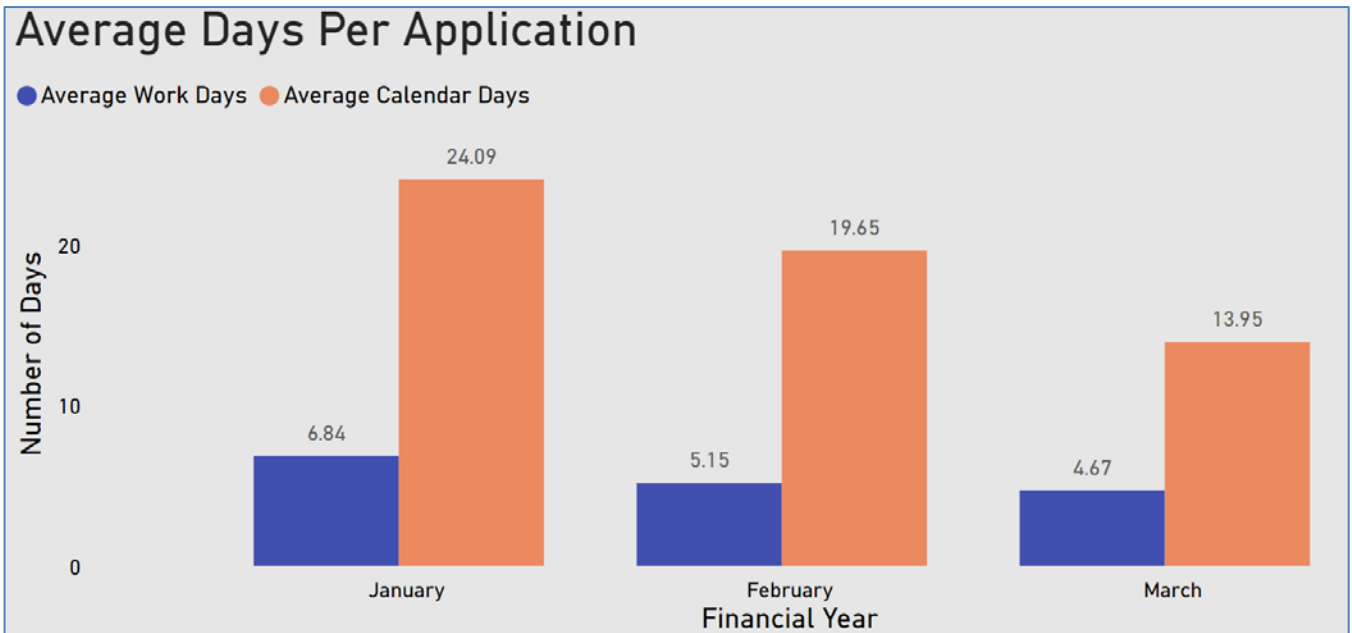
The BCA has achieved a 100% compliance rate for the month of March for issuing code compliance certificates. A total of 119 certificates have been issued.



Overall compliance for CCCs for the 2021/22 year is at 99.79%

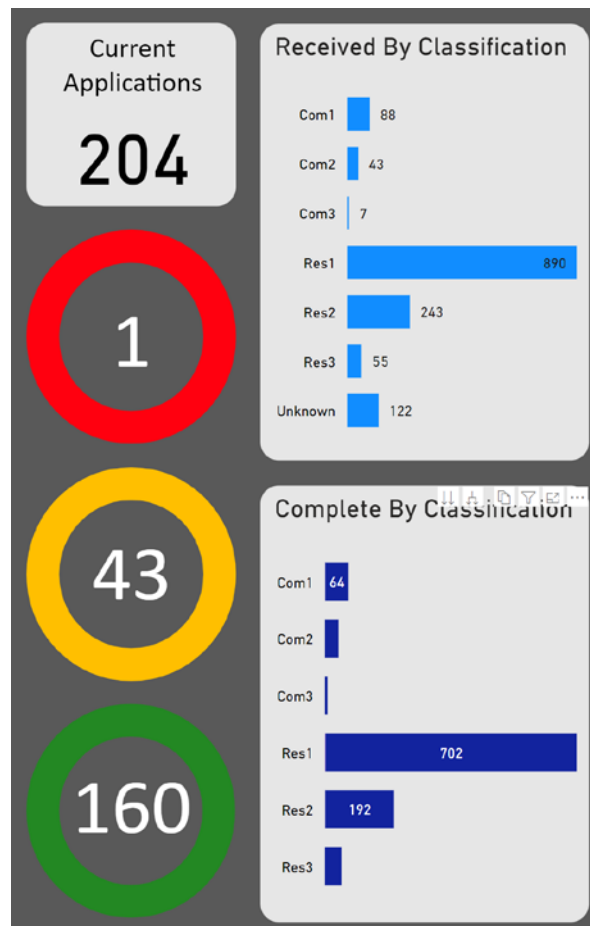


On average CCCs for March were issued in 5 Days.

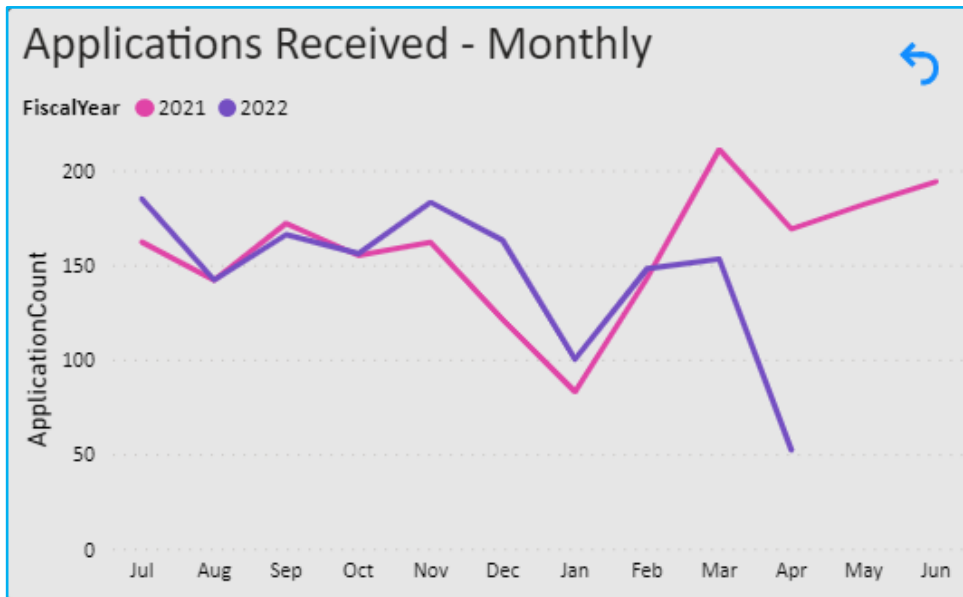


Building Consent Authority

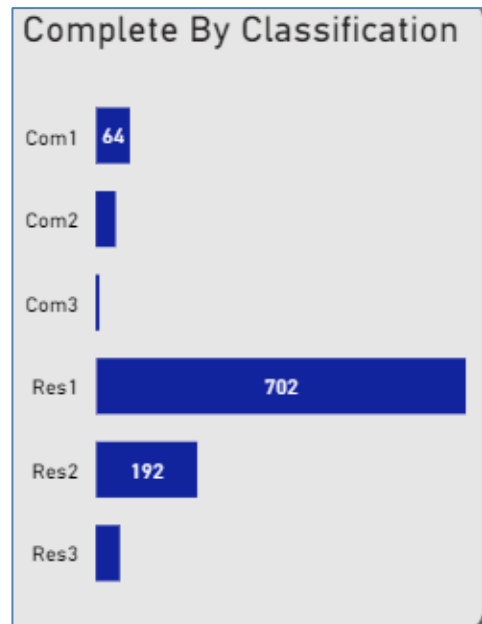
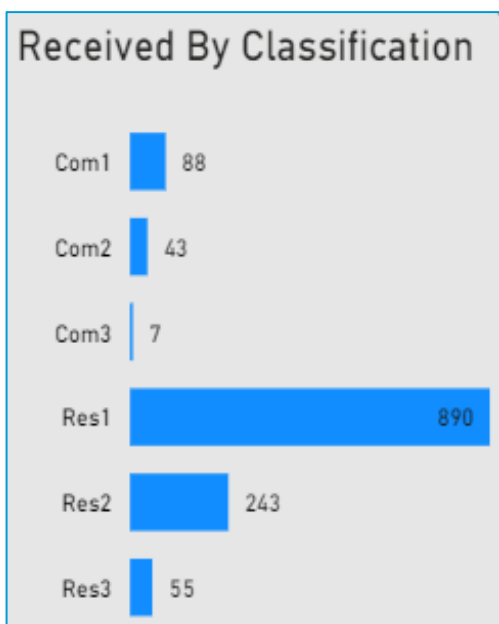
The dashboard below shows the consents currently being processed by the BCA. There are 124 Residential 1 (Res1), 43 Residential 2 (Res2), 9 Residential 3 (Res3), 21 Commercial 1 (Com 1), 7 Commercial 2 (Com 2) and 0 Commercial 3 (Com 3) applications. Use of contractors (building consultants) is currently at 51%. It is important to note that the above mentioned consent numbers include consents that are currently on hold, awaiting information.



The number of consent applications received increased from 148 in February to 153 in March. This is 58 applications less than the number of applications for March last year where a significant spike in numbers was recorded. However, this is still only 8 consents lower than the 4-year average. This may indicate a slight slowing in the unprecedented high number of consents that the BCA has continued to experience.



The dashboard below shows the building consent applications received by category. Res 1 applications continue to dominate the current workload of the BCA with a total of 890 Res 1 applications received for the 2021/22 financial year. The commercial sector remains steady with a total of 138 commercial applications received for the current financial year.



Building Compliance

The Building Compliance Team (part of the Territorial Authority) are regulators operating under the Building Act 2004 which sets out the rules for the construction, alteration, demolition, and maintenance of new and existing buildings in New Zealand.

Its purpose is to ensure people can use buildings safely and without endangering the health or the property of others. The team manages the spheres of Building Compliance, Building Warrant of Fitness, swimming pools, Certificates of Acceptance and Exemptions.

Building compliance issues are not always Council's responsibility. Other agencies such as the NZ Police or other government agencies may be responsible or certain matters may be civil matters to be decided either legally or through mediation.

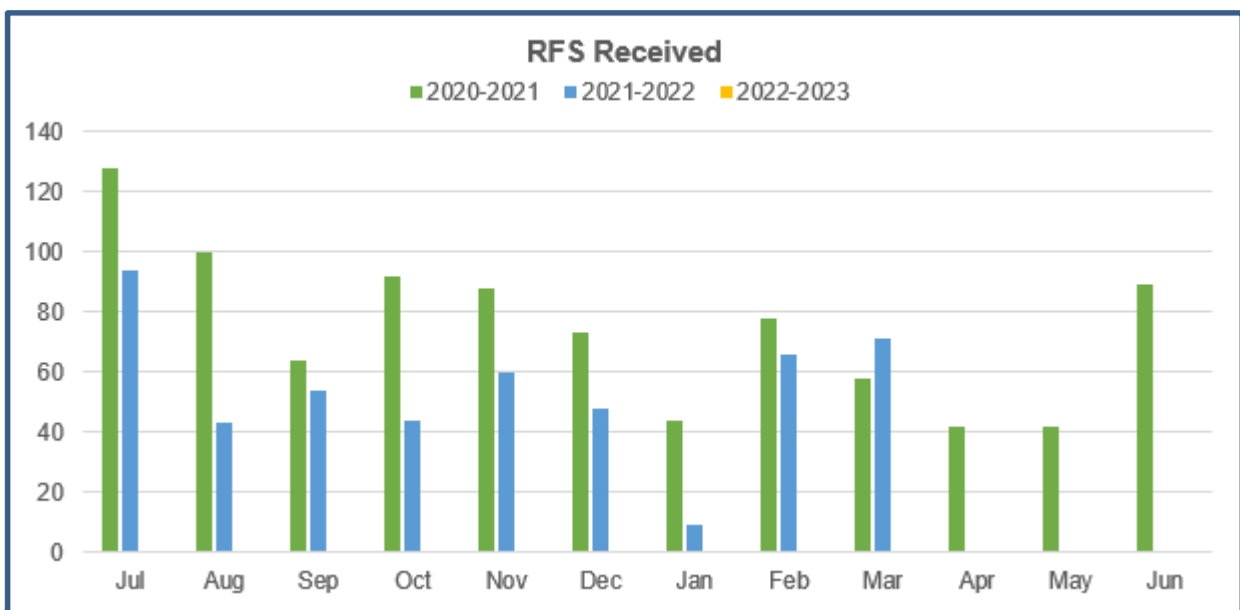
Council ensures compliance by inspecting or monitoring sites to ensure they comply with legislation. Depending on the level of non-compliance there is a range of enforcement options the Council can take, from education to formal enforcement such as notices and prosecution.

Formal enforcement is not taken lightly. It is based on thorough investigation and considers the impact as well as any steps that may have been taken to address the non-compliance.

Requests for Service (RFSs)

Requests for service range from general requests about legislation and owner obligations, through to requests to investigate suspected breaches of the Building Act 2004.

March was a busy month for incoming RFSs for the Building Compliance Team with 66 RFSs received. The team was put under further pressures due to 4 members of the team being absent with Covid 19. Some undue weather events saw an increase in complaints about stormwater affecting neighbours. We are still receiving requests to investigate illegal buildings with a common theme of people misunderstanding Schedule 1 Building Consent exemption rules. The Building Compliance team continues to deal with a range of Building Act 2004 non-compliances.



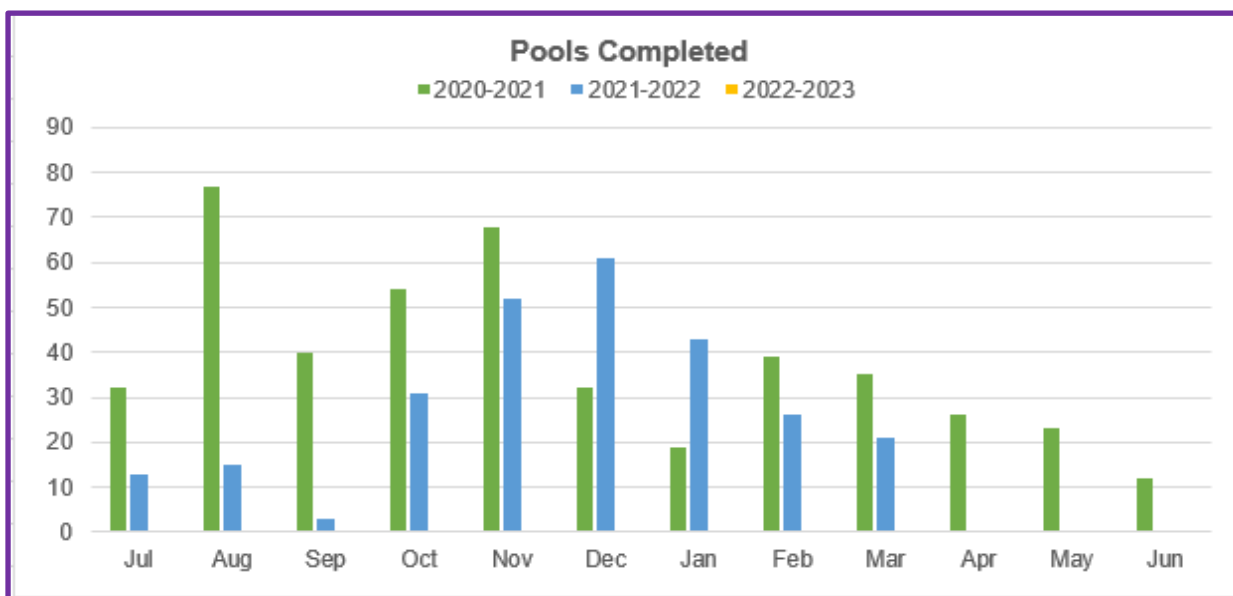
Swimming Pools

From 1 January 2017, the provisions of the Fencing of Swimming Pools Act 1987 were incorporated into and form part of the Building Act 2004. The Act applies to all residential pools and small heated pools with a depth of 400mm or more.

Pools that are filled (or partly filled) with water must have a physical barrier that restricts access to the pool by unsupervised children under the age of 6 years of age. Residential pools, including indoor swimming pools are subject to an inspection every 3 years.

A total of 21 swimming pool inspections were carried out during the month of March, with the completion of inspections on track and as per the allotted inspections for the year.

The swimming pool fail rate was 29% for this period, an increase of 9% from the previous month. Council is working hard to provide these homeowners with the knowledge and information to help them achieve compliance and reduce the risk of drowning in the district.



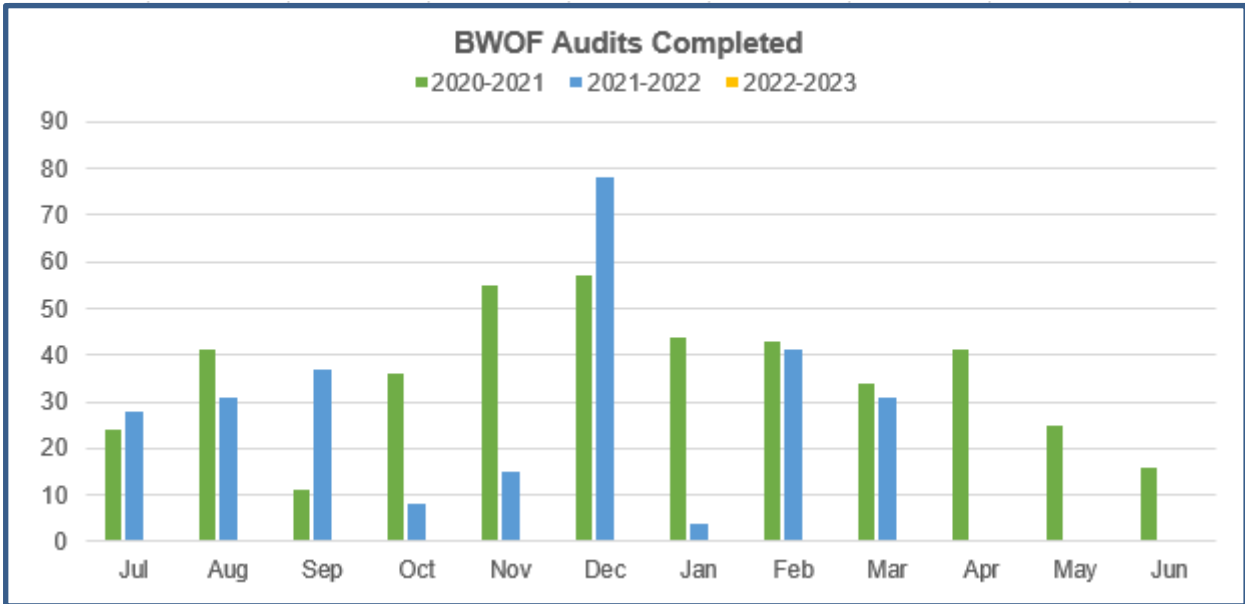
Building Warrant of Fitness (BWoF)

A building warrant of fitness (BWoF) is an annual certificate that confirms that specified systems in a building have been inspected and maintained and that requirements of the compliance schedule have been met.

Building owners are required to engage an independent qualified person (IQP) to inspect and certify the specified systems, display a copy of the BWoF certificate within the public area of the building and to provide the Council with a copy of the BWoF and IQP certificates of compliance.

The Council undertake BWoF audits of commercial buildings following a risk-based approach. Audits are carried out on a 1, 3, or 5-year cycle, but can also include any requests for service where there are concerns about a building owner's on-going compliance with the regulations.

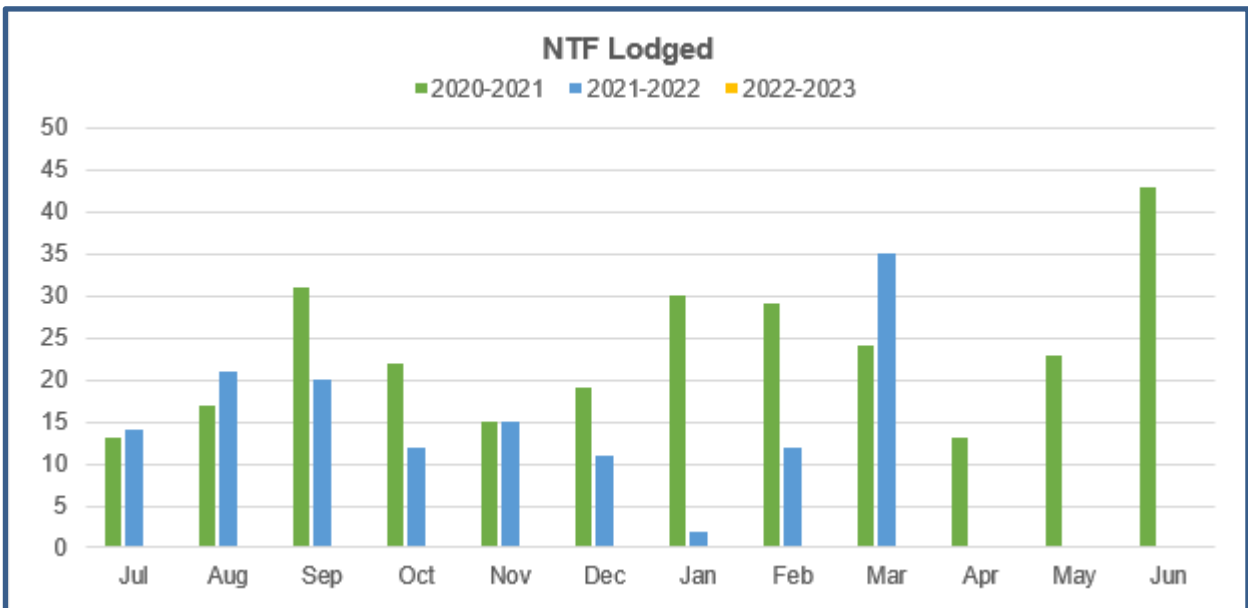
31 BWoF audits were carried out during March. This number was affected by the impact of Covid on team members. The team continues to focus on completing the compliance schedule update project and delivering qualitative audits and establishing a work rhythm. The team are supported by digital transformation and new dashboards to track performance.



Notices to Fix

A Notice to Fix (NTF) is a statutory notice requiring a person to remedy a breach of the Building Act 2004 or regulations under that Act. A NTF can be issued for all breaches of the Act, not just for building work.

35 Statutory Notices were served during the month of March for breaches of the Building Act 2004. The team have been focusing on investigating breaches of the Building Act, in particular new buildings with no building consents.

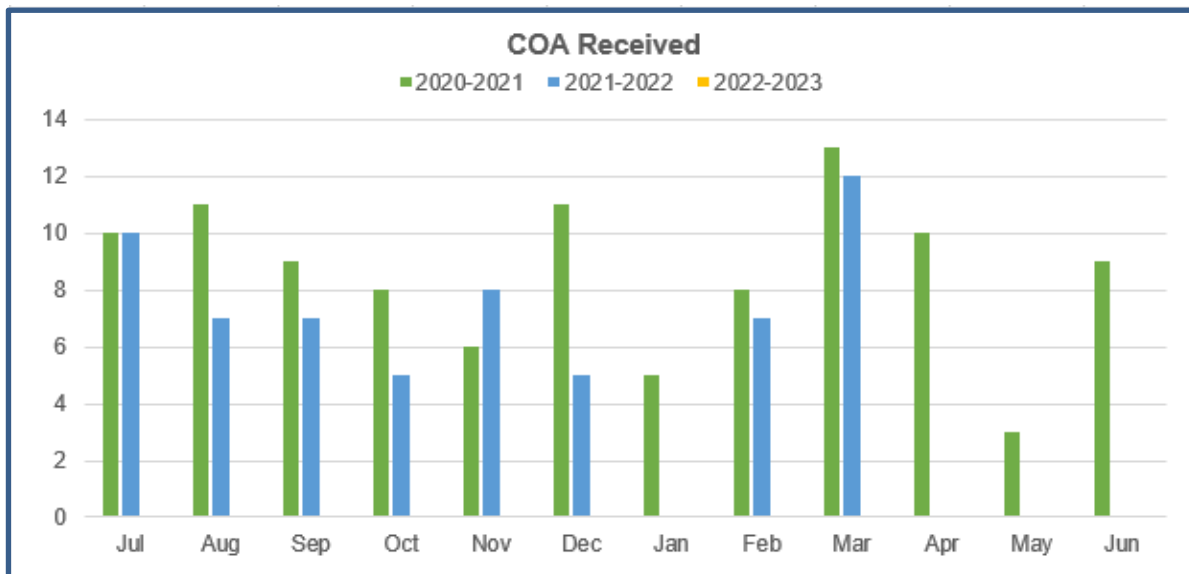


Certificates of Acceptance

A certificate of acceptance (COA) provides building code certification on work that can be inspected. It excludes work that cannot be inspected, so is not as comprehensive as a Code of Compliance Certificate (CCC). A certificate of acceptance applies where:

- work that requires a building consent was completed without one
- urgent work is carried out under section 42 of the Building Act
- another building consent authority or building certifier refuses to or cannot issue a CCC.

Council received 12 COA applications during the month of March. The number of COA applications has increased for the month of March but remains consistent with the same period in 2021.



Infringements

Under Section 372 of the Building Act, an infringement notice may be served on a person if an enforcement officer observes the person committing an infringement offence or has reasonable cause to believe an infringement offence is being or has been committed by that person.

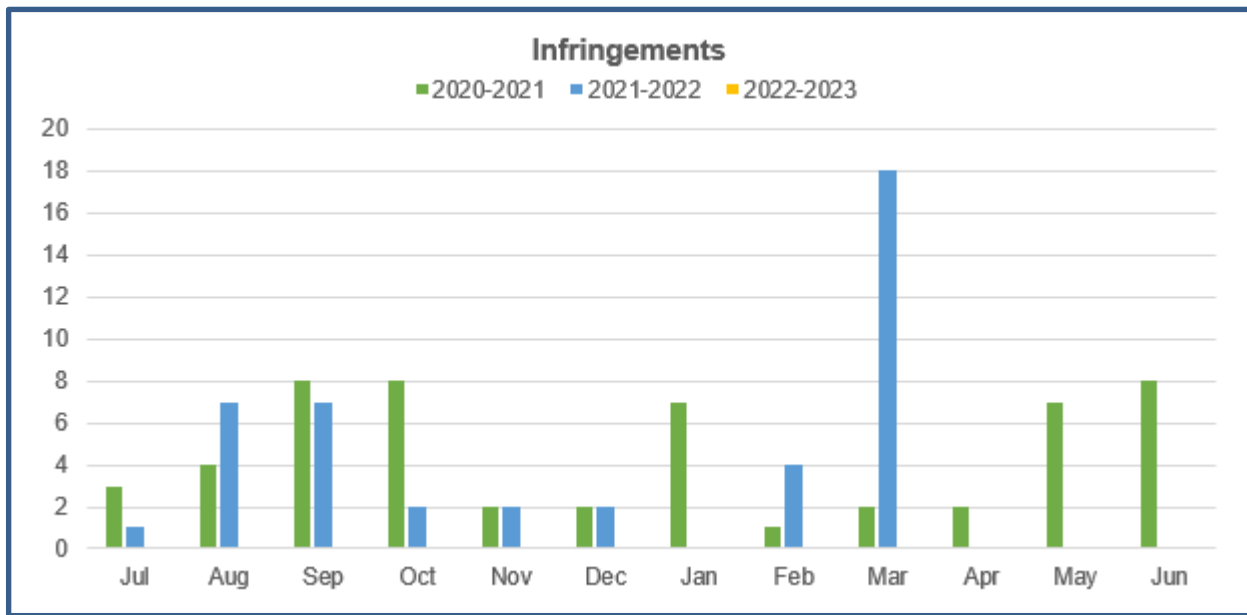
The Building Infringement Regulations contain a clear and unambiguous list of infringement offences. These infringement offences are based on specific existing building offences. The fees are prescribed by regulations, following consultation with territorial and regional authorities, and building sector representatives, with the following principles in mind:

- Higher fees would reflect direct risks to health and safety
- There should be consistency between offences that are similar in nature

Fees range from \$250 (for procedural offences) to \$2,000 (for more serious breaches), with the level of fee reflecting a smaller percentage of the maximum fine already specified in the Building Act.

18 infringements were issued during the month of March. The infringements were mostly for breaches of Section 40, *Buildings not to be constructed, altered, demolished, or removed without consent*, Section 85(1) *Offences relating to carrying out or supervising restricted building work* and Section 168 *Offence not to comply with notice to fix*.

The total revenue from infringements issued amounted to \$17,250.00



Environmental Services

This section contains performance information for the Environmental Services department.

Introduction

Environmental Services cover the regulatory and licensing activities and responsibilities for council. The department is directed by primary legislation and FNDC policies and bylaws.

This team is made up of Resource Consent Management, Monitoring and Compliance, Animal Management and Environmental Health (Food and Liquor) and associated Administration support.

Activities and services undertaken include:

- the processing and monitoring of resource consent applications and related consents
- promotion of responsible ownership of dogs, including the care and control around people, protected wildlife, other animals, property, and natural habitats
- responsibilities for the sale, supply, and consumption of alcohol, to minimise alcohol-related harm in our District
- providing verification services for food control plans ensuring that food prepared and sold is safe.
- Investigation, monitoring and enforcement of bylaws, District Plan breaches and parking.



The team provides advice and guidance while delivering compliance, monitoring, and enforcement across the region. By applying a risk-based approach this enables monitoring efforts to be focussed on the biggest risks to the community and target areas where businesses and people are less likely to comply.

Council has responsibilities under legislation to safeguard public health, safety, and welfare. Regulatory activities and responsibilities, such as the issue of consents, the enforcement of bylaws, and the provision of liquor licenses are undertaken for the benefit of our communities and to ensure that everyone can live in and enjoy our district.

Environmental Services Executive Summary – March 2022

Resource Consents

Resource Consents only achieved 17.78% compliance with statutory timeframes in March due to the ongoing high volumes of applications received, several job vacancies and the general unavailability of consultant planning and engineering support.

Resource Consents issued 86 decisions under the RMA and LGA. Of the 86 decisions, 45 were applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MfE).

155 applications were received during March. This consisted of 102 applications under the Resource Management Act 1991 (RMA), reported as part of statutory timeframes and the remaining 53 were applications under the RMA (not counted) and the Local Government Act (LGA) and the Sale and Supply of Alcohol Act 2012.

The high volume of applications in the latter half of 2021 has continued into 2022. The volume coupled with several staff vacancies and limited capacity of planning and engineering consultants; has resulted in Council being unable to allocate applications in a timely manner, and subsequently Resource Consents has been unable to process many applications within statutory timeframes.

The number of unallocated applications (backlog) has been increasing since early December and there are currently 150 applications lodged but unallocated within Council's systems. Team Leaders have applied s37 of the RMA to extend processing timeframes where possible and are triaging applications to enable effective allocation to planner's capabilities, seeking out new engineering and planning consultants from outside Northland and running multiple recruitment campaigns.

Monitoring and Compliance

Monitoring and Compliance received 143 Requests for Service (RFSs) in March 2022, an increase of 28 RFSs on the previous month.

There were 82 noise complaints received and responded to during the month, 3 less than the preceding month. Response times of 75% were seen for urban areas and 100% were met in 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.

29 parking infringements were issued during March, with a financial value of \$630.

Environmental Health

A total of 41 Food Verification audits were completed in March 2022.

The Environmental Health licensed premises level of service is tracking well, with 65.6% of licensed premises having been visited, leaving 70 premises to be visited by 30 June 2022. The level of service target is that 25% of licensed premises are visited once every four years and the team carry out these visits on an annual basis.

A total of 60 RFSs were received by Environmental Health in March, an increase of four from the previous month. The slight increase in RFSs received was expected due to the increase in the number of ANZAC Day and Easter Trading queries during March.

Animal Management

281 RFSs were received for Animal Management in March 2022, 37 urgent and 244 non-urgent.

Animal Management Officers continue to respond to requests within level of service agreed times ($\geq 93\%$), with a 100% response rate recorded for urgent responses and 98.4% for non-urgent.

37 dogs were impounded in March, resulting in four being claimed by their owners, 3 dogs taken by a Rescue Group and 2 being adopted out to new homes. Ten dogs were euthanised in March due to not being claimed by an owner and not meeting criteria to be rehomed.

Resource Consents

Introduction

What we do and why

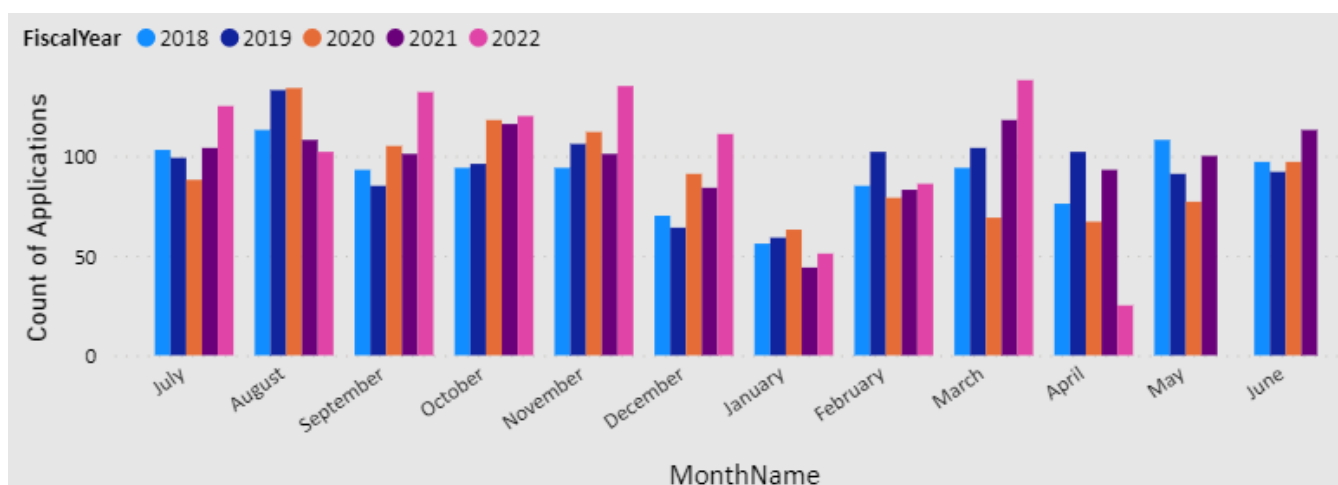
A critical function of Council is enabling the sustainable use, development and protection of the natural and physical resources in our district. This is underpinned by the obligations imposed by the Resource Management Act 1991. Activities and services undertaken include the processing of resource consent applications and related consents, such as earthworks permits.

Levels of Service

The level of service for resource consents was amended as part of the 2018 – 2028 LTP process to better express Council's commitment to the community. The previous satisfaction measures have been replaced with two new ones to assess the response to compliance incidents and processing of applications. These are more appropriate indicators of performance.

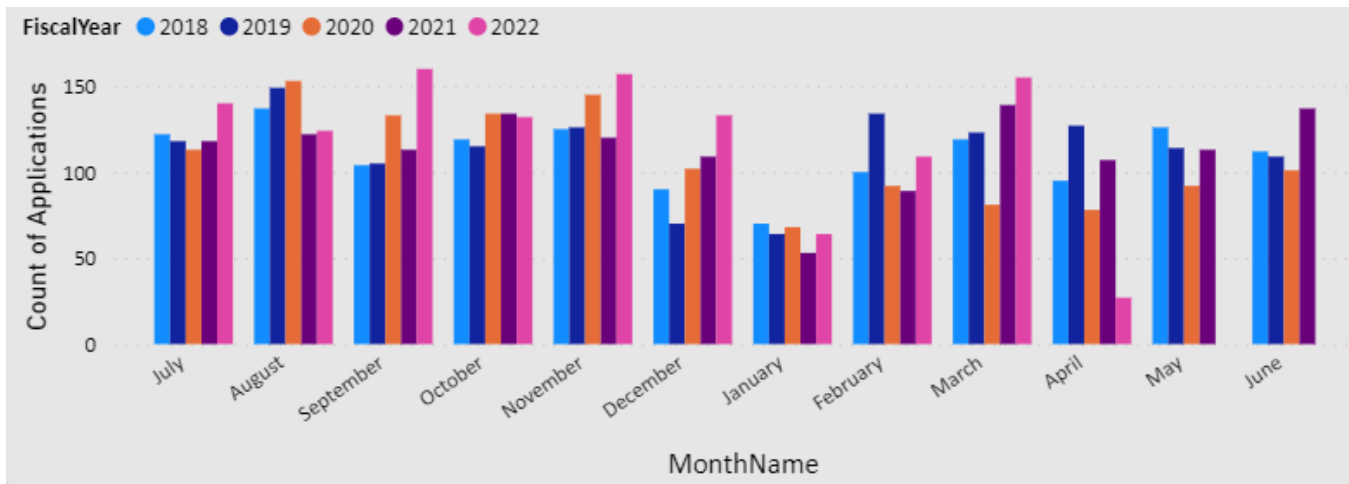
Applications Lodged

The graph below shows the RMA applications* received by month over the last four years. Planning support lodged 138 RMA applications in March 2022 compared to 118 in the previous financial year and 69 in the 2019/2020 financial year. This represents a significant increase in the number of RMA applications received in March over the last four financial years.



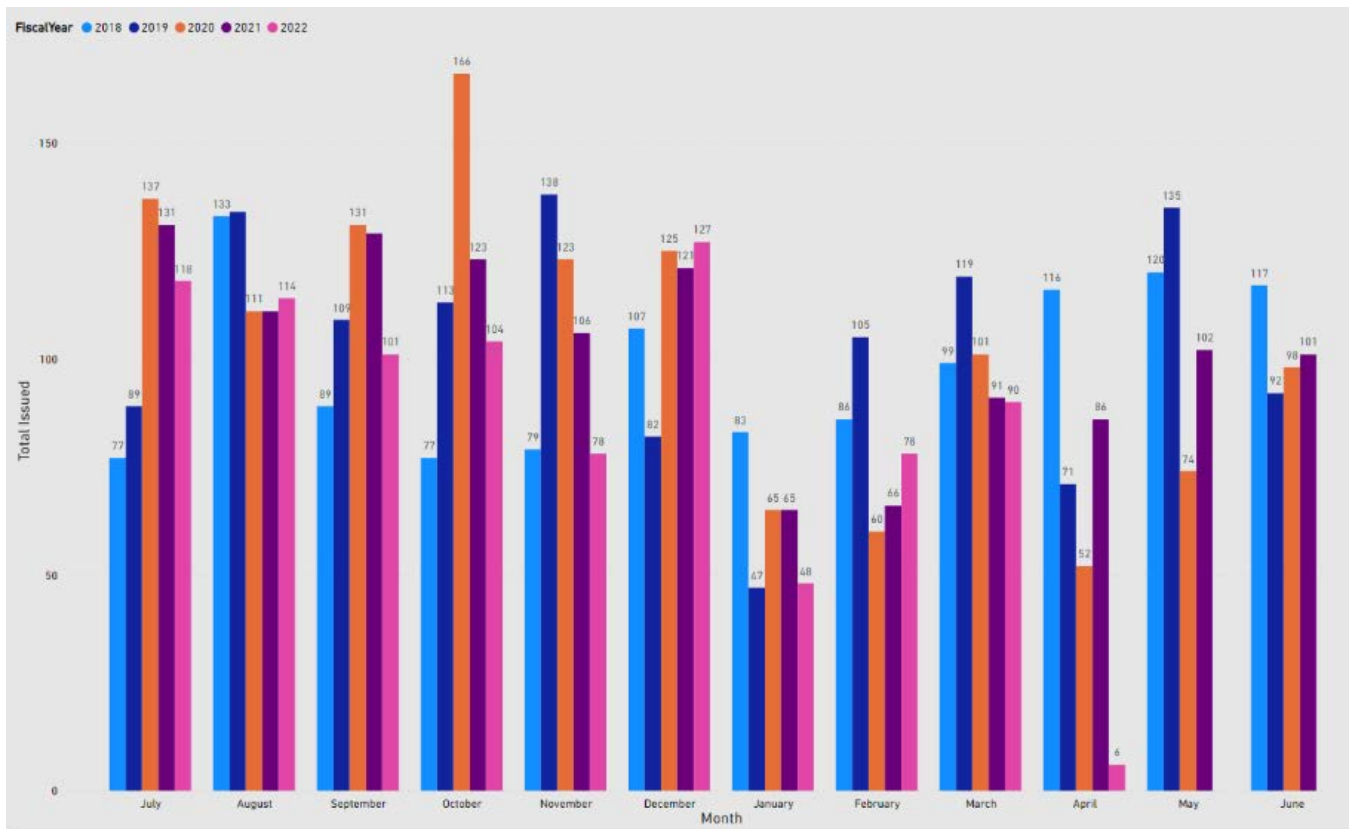
*Refers to applications lodged that require statutory timeframe reporting.

The graph below shows the total number of applications received each month since 2017. The 155 applications received are the total applications received by Planning Support (RMA + LGA) and sent to allocations in March 2022. This is the highest number of applications received in the month of March since the 2017-18 financial year and the third highest month in the 2021-2022 financial year.



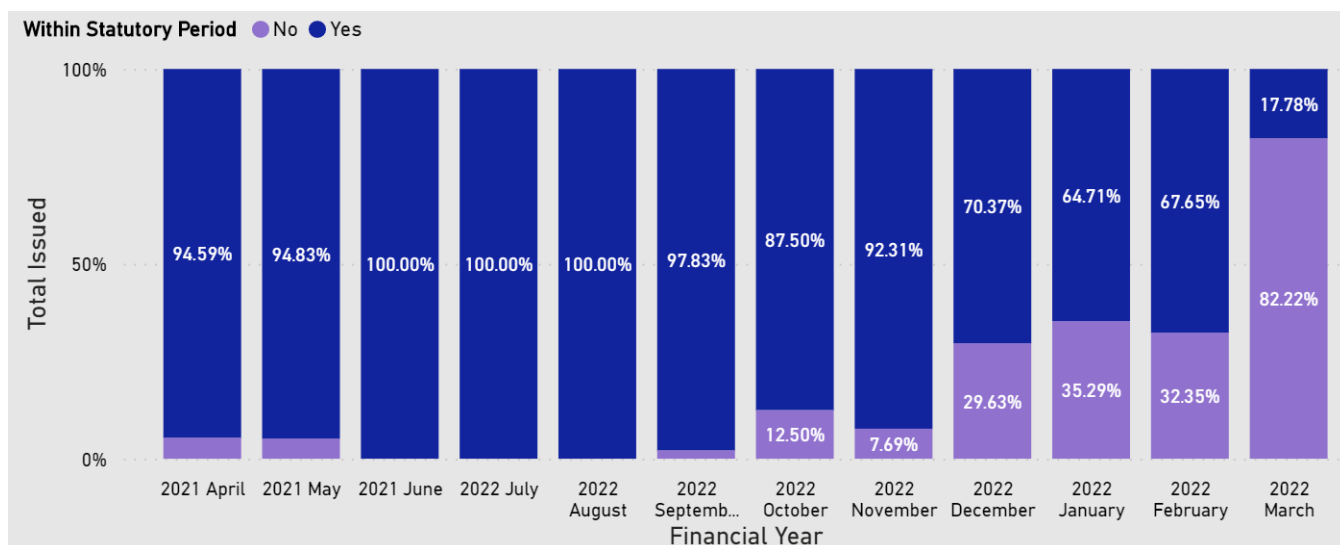
Decisions issued

Resource Consents issued 90 decisions under the RMA and LGA in March 2022. Of the 90 decisions, 45 were RMA applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MfE). 37 consents were outside statutory timeframes and 8 consents within statutory timeframes in March, resulting in a 17.78% compliance rate.



The Resource Consents Performance graph on the next page shows compliance for the previous twelve months. This shows a level of compliance of 17.78% decisions being within timeframes for March. This reduction is a direct

effect of increased volumes, reduced consultant processing capacity and staff vacancies. This is discussed in greater detail below under the Trends and Success Stories heading.



Types of Applications Received

The tables below separate out the RMA applications from the rest of the applications received. The first table represents the RMA applications that are reported to MfE on compliance with statutory timeframes. The second table includes all the other types of applications.

Type of Resource Consent												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Land use	14	32	41	28	34	40	45	43	37	21	16	50
Subdivision	9	15	18	26	18	21	22	25	27	13	6	29
Variation	5	6	12	10	3	7	7	5	6	3	3	7
Permitted Boundary Activity	4	7	3	9	7	5	6	2	7	0	2	5
Extension of Time	0	1	0	2	0	0	0	0	0	0	0	1
Certificate of Compliance	0	0	2	0	0	0	0	0	0	0	0	0
RMA Discharge	0	1	1	0	1	2	0	0	0	0	0	0
RMA NES CS	0	0	0	0	1	0	0	0	0	0	0	0
Combined land use and subdivision	3	6	6	8	6	10	5	11	9	2	6	3
Outline Plan	0	0	0	2	2	1	2	1	0	0	0	2
Outline waiver	1		3	2	2	0	2	0	0	0	0	5
Total RMA	37	67	90	90	74	86	89	87	86	39	32	102

Certificate Applications Received

The table below details the number of certificate and other applications received monthly. This table shows that 53 certificates and Local Government Act (LGA) applications were received in March 2022.

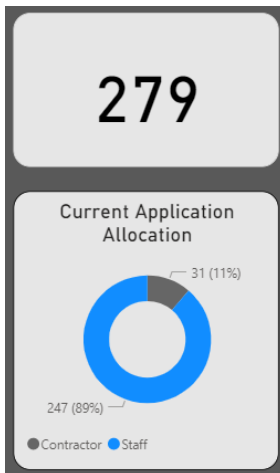
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
RMA OTH		1	0	2	0	0	1	1	0	0	1	0
RMA OBJ	0	0	2	1	2	2	4	3	1	0	1	1
CER221	0	0	1	0	2	2	0	2	0	1	0	2
CER223	18	19	14	20	13	25	16	21	14	7	7	17
CER224	14	24	9	14	10	17	14	19	14	8	12	16
CER348	0	0	2	0	2	0	0	2	1	0	1	0
CERBND	1	0	0	0	0	0	0	0	0	1	0	0
CEROTH	1	0	0	0	0	0	0	0	3	0	0	0
LGA348	2	2	4	2	3	3	1	2	2	2	0	2
LGAEWK	16	6	14	11	16	19	11	17	18	9	20	13
LIQCOC	1	2	7	2	3	6	0	3	2	2	1	2
Total	52	53	51	49	49	74	47	70	54	29	43	53

Location of Issued s224 Certification

The below table shows the locations of the s224 certificates issued in March 2022.

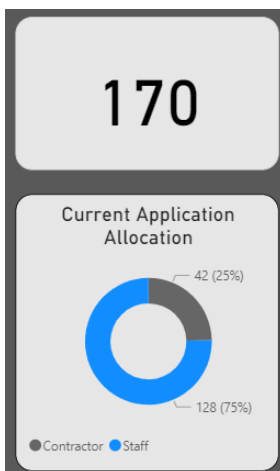
Application Number	Location
CER-2190116-CER224/A	6071 State Highway 12, Ohaeawai 0472
CER-2200287-CER224/A	57 Hihitahi Rise, Paihia 0200
CER-2200436-CER224/A	51B Kurapari Road, Kerikeri 0294
CER-2220053-CER224/A	564 Diggers Valley Road, Kaitaia 0481
CER-2200050-CER224/A	389 Waipapa Road, Kerikeri 0295
CER-2300623-CER224/A	2A Uruti Road, Russell 0272
CER-2200307-CER224/A	518 Mangakaretu Road, Kerikeri 0295
CER-2300593-CER224/A	939 State Highway 10, Kerikeri 0470
CER-2220348-CER224/A	117 Te Haumi Drive, Paihia 0200

Internal staff versus consultant planners



The figure on the left is the number of applications that are current within the Council system (Pathway).

There are 247 (89%) of current applications allocated to internal staff and 31 (11%) with consultant planners.



The figure on the left is the number of applications that are on hold under s92 or s37. Currently Resource Consents is managing 415 RMA applications. This figure does not include RMA and LGA certs, earthwork permits, LGA rights of way applications, liquor licence and food health checks.

Trends, News and Success Stories

Hearings

There was one hearing in February for which a decision to decline was issued in March.

Processing Timeframes

Over the past year the number of applications for resource consents received by Council has continued to increase cumulating in a 10% increase this month above 2021 levels. It has not been unusual to receive up to 45 applications in a single week. There are currently six vacancies within the team and a heavy reliance on consultants for business as usual. Due to the availability of more lucrative planning and engineering consultancy work, consultancy firms have limited processing capacity to offer council. We are actively seeking additional consultants both for planning and engineering and have recently secured the services of three additional planning consultancies and one engineering consultancy in March. These consultancies are located outside of the district which will result in higher processing costs which cannot be passed onto the applicant, resulting in additional costs to Council.

Resource Consents has seen several resignations for various reasons and is currently recruiting for a team leader, senior, intermediate and resource planners, as well as engineers. Over the past three months there have been no suitable candidates for the five available planning positions, and Council is now looking to attract talent from outside of Northland. The current team is mostly comprised of graduates, resulting in limited capacity to process medium to high complexity applications in-house and added pressures of mentoring and upskilling the juniors by more senior staff.

When Resource Consents is fully staffed, there will still be a heavy reliance on consultant planners to achieve 100% compliance with statutory timeframes. At present due to the large amount of private work available, consultancies are choosing to undertake private work which pays significantly higher than processing for Council.

Triaging of applications is occurring and applications are allocated to suitable planners as they have capacity. In some cases, this means that low complexity applications are allocated for processing ahead of medium to complex applications which were lodged at an earlier date.

Team Leaders have applied s37 of the RMA to extend processing timeframes where possible.

Customer and Relationships

Resource Consents had 71 surveys sent out in March 2022 with 23 responses received, giving the team a response rate of 29.6%. There were 11 satisfied customers, 4 neutral customers and 8 customers were dissatisfied.

Resource Consents, being part of the regulatory arm of the council, often receives a negative comment due to the perceived high cost of obtaining a resource consent, frustration with the District Plan rules and legislation and high processing times.

Applications Received Significant Developments – December 2021 Onwards

Application	Allocated	Received	Location	Description
2220414-RMACOM	Consultant Planner	06/12/2021	Karikari Peninsula	Subdivision in the Coastal Living Zone to create six additional allotments and Earthworks to upgrade Vehicle access
2220480-RMACOM	Consultant Planner	24/12/2021	Peria	To create 10 additional allotments in the Coastal Living zone as a Discretionary activity and a land use.
2220420-RMALUC	Consultant Planner	15/12/2021	Takou Bay	To construct a Marae complex in the Rural Production and General Coastal zone as a Discretionary activity.
2220418-RMASUB	In-house	10/12/2021	Taipa	Subdivision to create 10 allotments in the Coastal Living Zone as a Discretionary Activity.
2220472 RMACOM	Consultant Planner	23/12/2021	Russell	Subdivision to create 17 allotments also Land use consent is also sought for reduced setback from proposed internal boundaries and remaining areas of vegetation, and for impermeable surfaces.
2220473-RMALUC	Consultant Planner	22/12/2021	Mangonui	Tasting room at Paewhenua Island breaching the Visual Amenity, Scale of Activities Earthworks, TIF, and access standards in the General Coastal zone and consent for a change of use under the NESCS. Also included are changes to a consent notice and a discharge consent under the regional plan. The activity is a Discretionary activity.

RMA Reform Implications

It is unclear at this time what the implications will be. This will be closely monitored as further information is received.

Monitoring

Introduction

Council is responsible for safeguarding public safety, minimising environmental risk, and protecting social and cultural interests as directed by primary legislation and our policies and bylaws. Monitoring and Enforcement are responsible for the administration and enforcement of these obligations.

Monitoring is responsible for:

<ul style="list-style-type: none"> Resource Management Act breaches Local Government Act breaches Reserves Act breaches Litter Act breaches 	<ul style="list-style-type: none"> Land Transport Act (stationary vehicle offences) District Plan breaches Bylaw breaches 	<ul style="list-style-type: none"> Resource consent monitoring Noise complaints Removal of abandoned vehicles
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Staffing

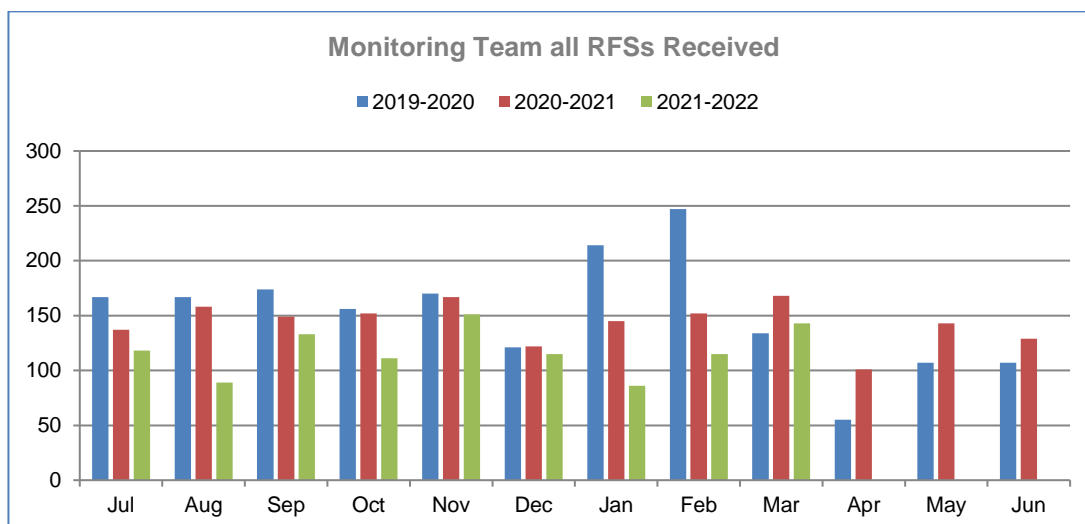
Monitoring is comprised of a team leader, five monitoring officers, two resource consent monitoring officers (one of which is a fixed-term position) and a parking enforcement officer.

Levels of Service

Respond to noise complaints within the following timeframes		
2021-2022 target 95%	In urban areas: 1 hour	In rural areas: 2 hours
Respond to compliance incidents within 3 working days		
2021-2022 target 93%		

Requests for Service

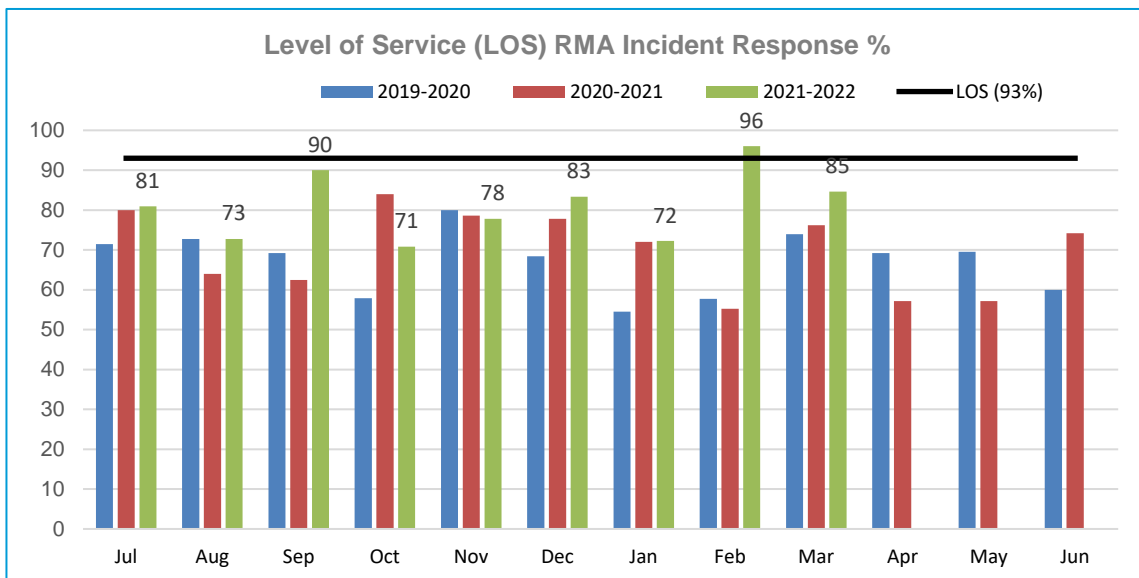
The following graph shows all Requests for Service (RFSs) received monthly over the last three financial years by Monitoring. These RFSs reflect all responsibilities held by Monitoring. The following sections break down those requests into areas of legislation.



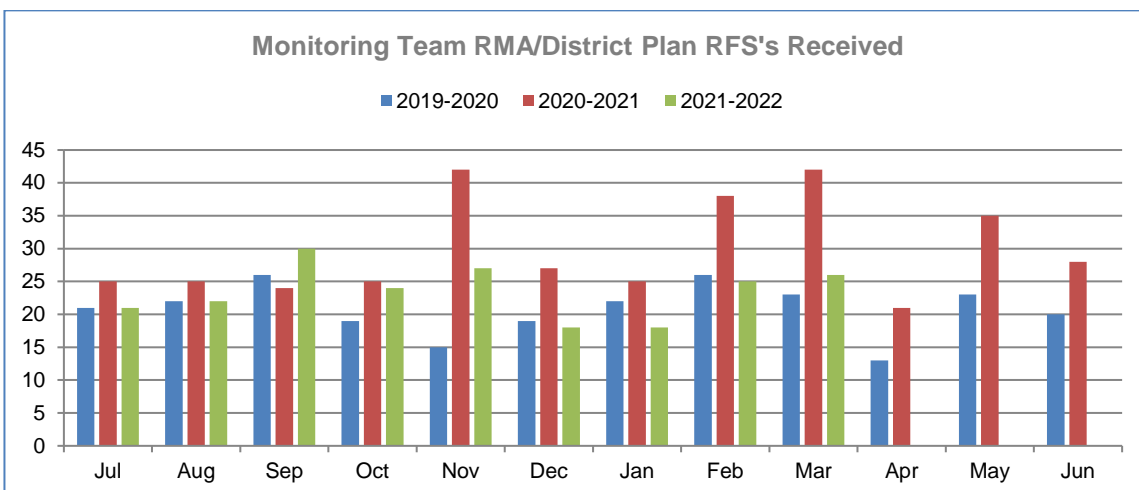
Resource Management Act 1991

A large amount of the work conducted by Monitoring falls under the Resource Management Act 1991 (RMA). This section reports the results of those responsibilities. The LTP level of service for responding to RMA incidents is 93% of customers acknowledged within three working days. The table and graph below show what percentage of RMA incidents were responded to within three working days against the level of service of 93%. The level of service result for March was 85%.

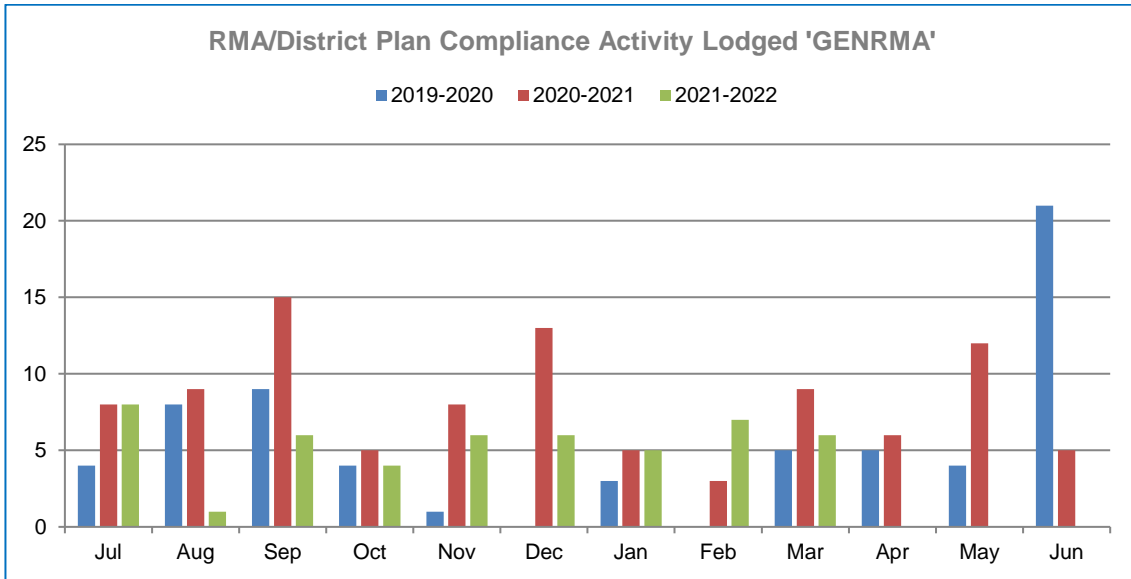
2022	On Time	Over Time	Grand Total	LOS %
Jul	17	4	21	81
Aug	16	6	22	73
Sep	27	3	30	90
Oct	17	7	24	71
Nov	21	6	27	78
Dec	15	3	18	83
Jan	13	5	18	72
Feb	24	1	25	96
Mar	22	4	26	85



The graph below shows RFSs received by Monitoring for RMA/District Plan incidents over the last three financial years.

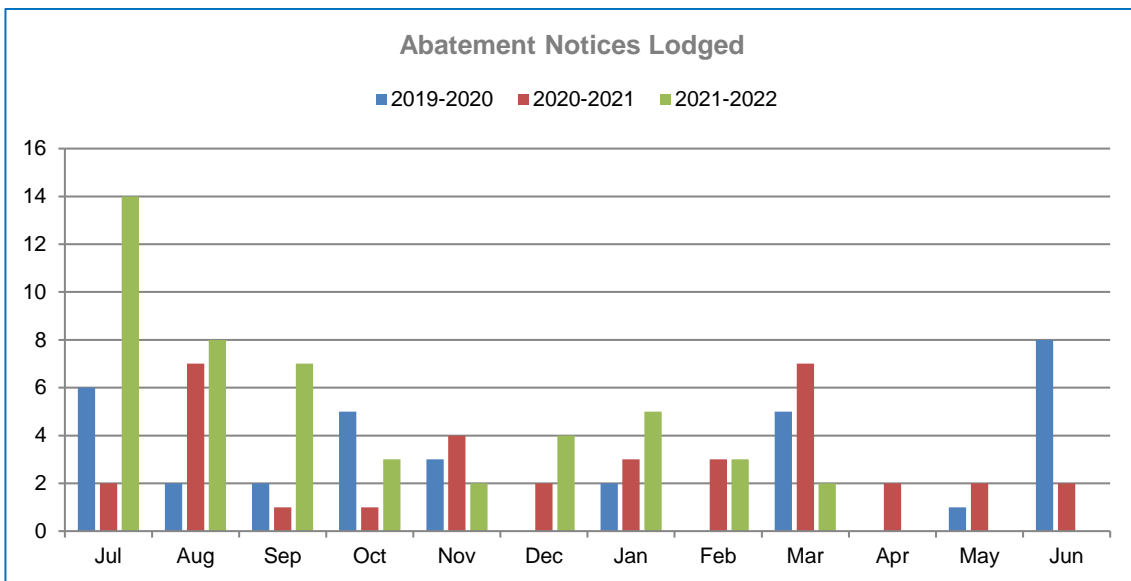


If an RMA/District Plan RFS results in further investigation, a new application is created in the Council system called a 'GENRMA' and research and evidence is recorded with case notes in support of any legal notices, such as abatement notices and environmental infringement notices. The graph below shows GENRMAs lodged by Monitoring over the last three financial years.

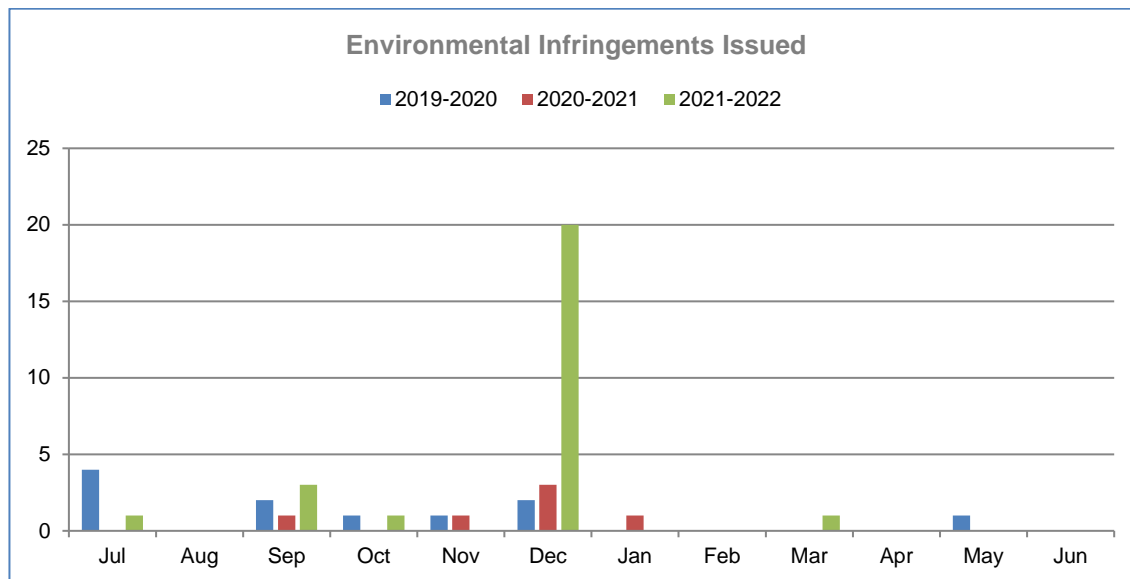


Although Monitoring's policy is to promote voluntary compliance with the District Plan, there comes a point in an investigation where it becomes necessary to escalate the enforcement process. The RMA allows a warranted monitoring officer to issue an abatement notice to direct an offender to do something or cease something that is causing a breach of the RMA. Usually this means ceasing a breach of a rule in the District Plan. Abatement notices can also be issued for failing to comply with a condition in a resource consent or consent notice, or for creating excessive noise.

Abatement notices are issued with a specific date by which the offender must comply. If an offender has not complied with an abatement notice and is not showing a willingness to co-operate with Council, an environmental infringement notice (EIN) of \$750 can be issued, or prosecution commenced. The graph below shows abatement notices issued by Monitoring during the last three financial years. There were two abatement notices issued in March 2022.



The graph below shows environmental infringement notices (EINs) issued during the last three financial years. One EIN was issued in March.



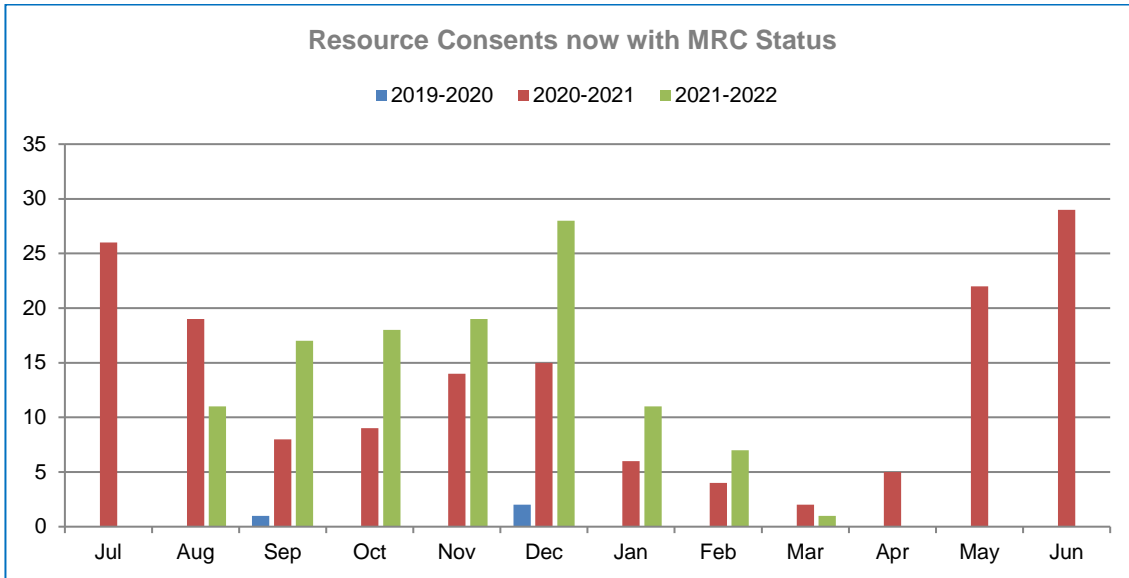
Resource Consent Monitoring

The resource consent monitoring role remains extremely busy with several areas being addressed. Current workflow includes:

- Historic bond investigation
- Historic back log of un-monitored Monitoring Resource Consent (MRC) applications
- Review of legacy consents that do not have an associated MRC application
- Business improvements
- Responding to RFS

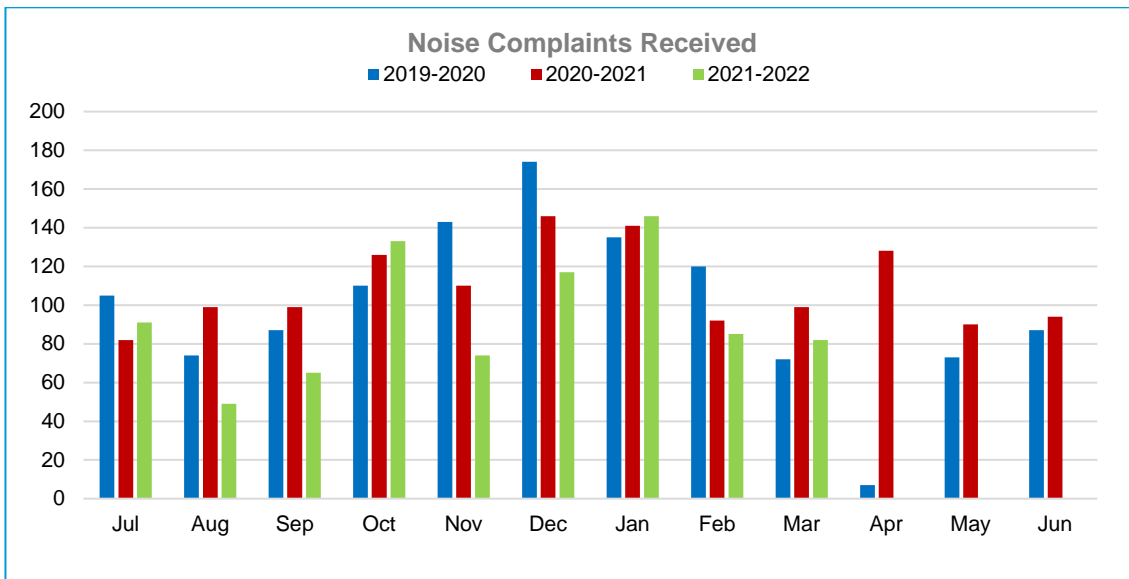
A business improvement initiative in July 2021 removed the requirement to create a new MRC application for each resource consent (RC) decision issued. The historic backlog of unmonitored MRC applications is recorded within Council's system. There are currently 502 historic MRC applications going back to 2008 with a status of incomplete, or equivalent.

The graph below reflects the new way of working created by the business improvement started in July 2021. Now when RCs have a decision issued, the resource consent monitors are automatically notified and, rather than creating a new application, the status of the RC application is updated to "MRC Lodged". This process saves considerable administration time and, although there have been some teething problems, is proving to be an effective change. In the graph it can be seen there is a lag in the data due to the statutory fifteen-day appeal period once a decision is issued. Resource consent monitoring does not commence until at least twenty working days from the date of issue to allow for the appeal period and any administration time required to lodge an appeal.

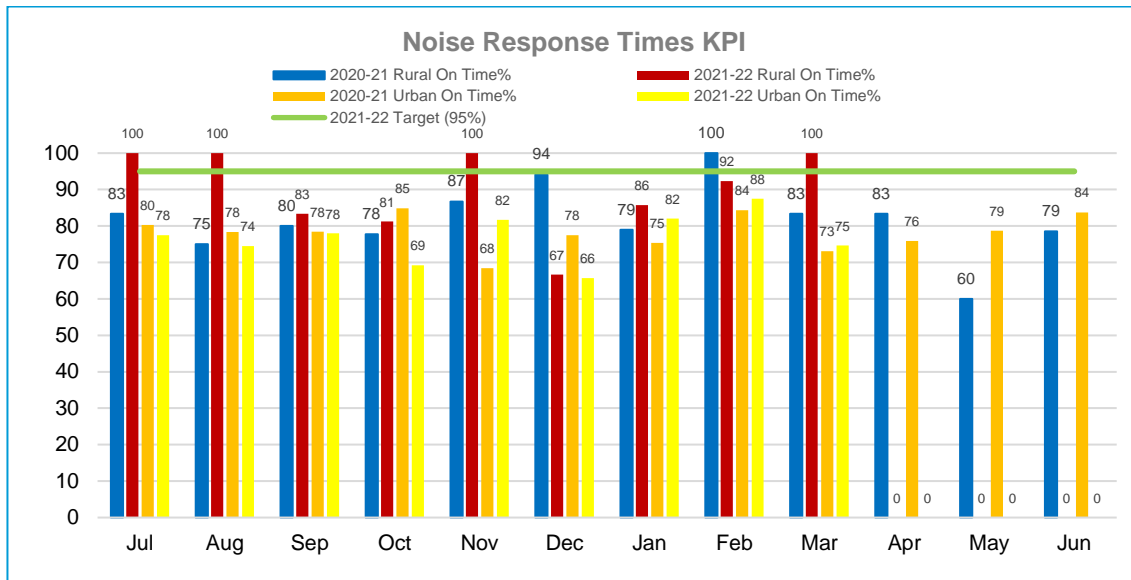


Noise

The control of noise pollution also falls under the RMA and is included in the Long-Term Plan (LTP) as a level of service (LOS). First Security are contracted by Council to attend noise incidents. As warranted officers they are authorised to enter land, issue excessive noise directives (ENDs) and seize sound making equipment (when accompanied by a constable). The graph below shows the number of noise complaints received and responded to by First Security.



As per the Long-term Plan, LOS First Security have a key performance indicator (KPI) of 95% of calls in the urban area attended within one hour and 95% of calls in the rural area within two hours. This is a challenging KPI due to the size and remoteness of the district. The graph below shows attendance times in relation to the LTP LOS KPI for First Security noise call outs.

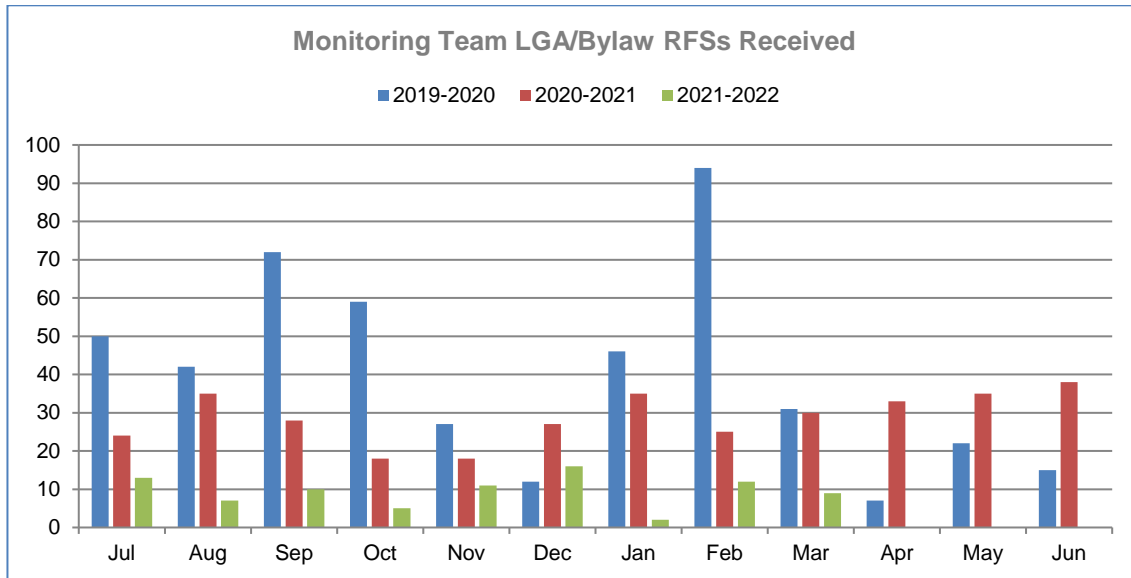


In the RMA, the term excessive noise means any noise that is under human control and of such a nature as to unreasonably interfere with the peace, comfort, and convenience of any person (other than a person in or at the place from which the noise is being emitted). Noise assessment by First Security is subjective, rather than with measuring devices as the RMA only requires the noise to be deemed unreasonable. The action taken by First Security’s officers vary depending on their assessment at the time. The table below shows First Security officers’ action taken this financial year.

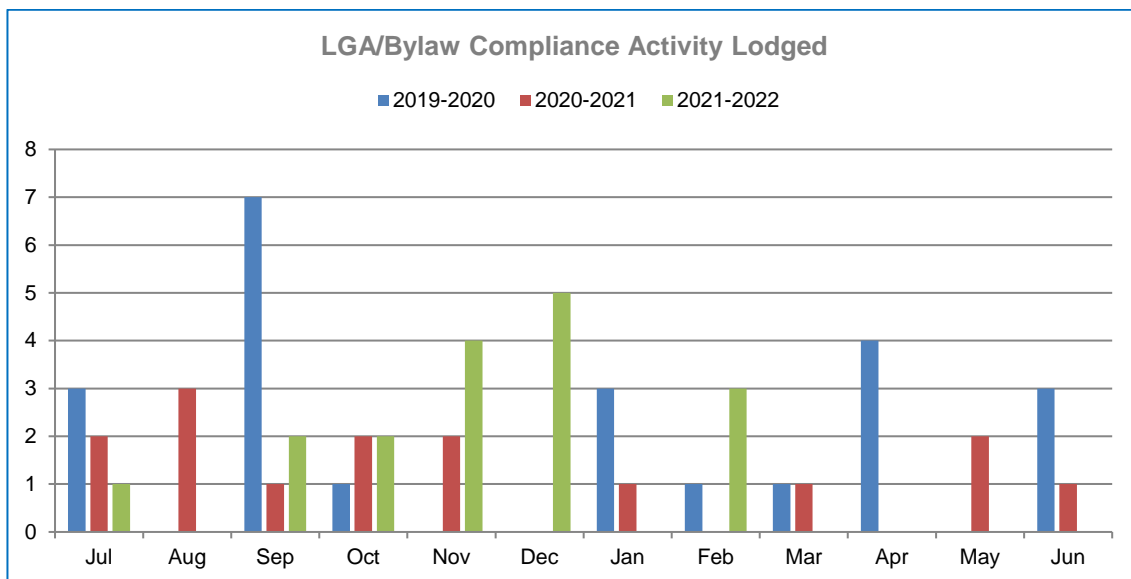
Action Taken 2021-2022	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Abatement Notice Issued	0	0	1	0	0	0	0	0	0
Excessive Noise Directive Issued	7	6	13	25	10	11	21	6	5
No Action Taken	65	38	34	77	43	72	92	59	63
Seizure Performed		1		4	0	0	0	0	0
Verbal Warning Issued	19	4	17	27	21	34	33	20	14
Grand Total	91	49	65	133	74	117	146	85	82

Local Government Act 1974/2002

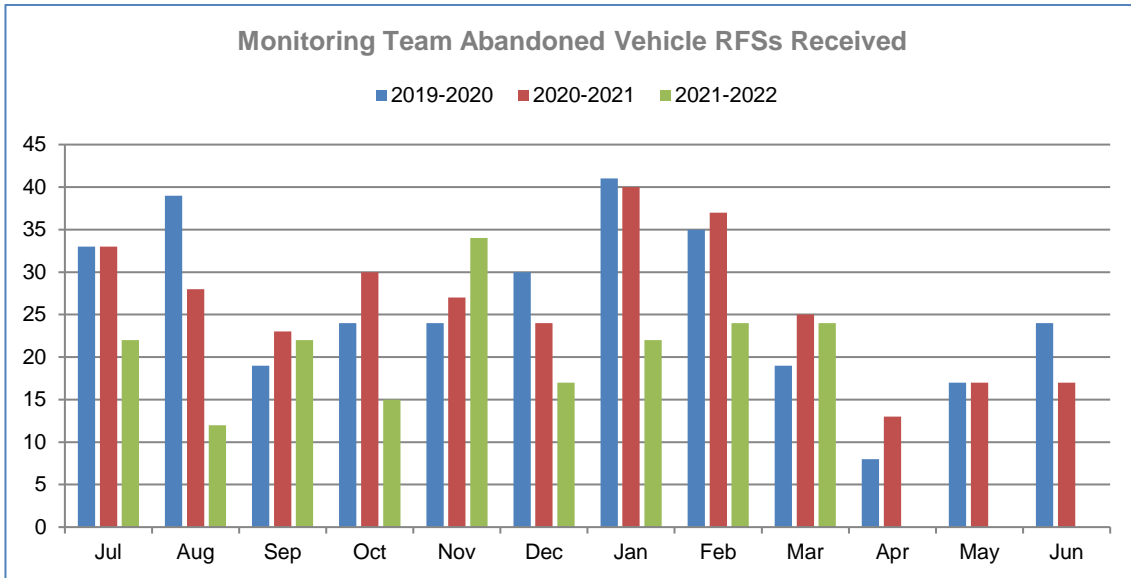
The Local Government Act (LGA) is the legislation behind most of the bylaws administered by Monitoring. The LGA can also be used for issues such as encroachments onto public places and roads. The graph below shows RFS received by Monitoring for LGA/Bylaw incidents over the last three financial years.



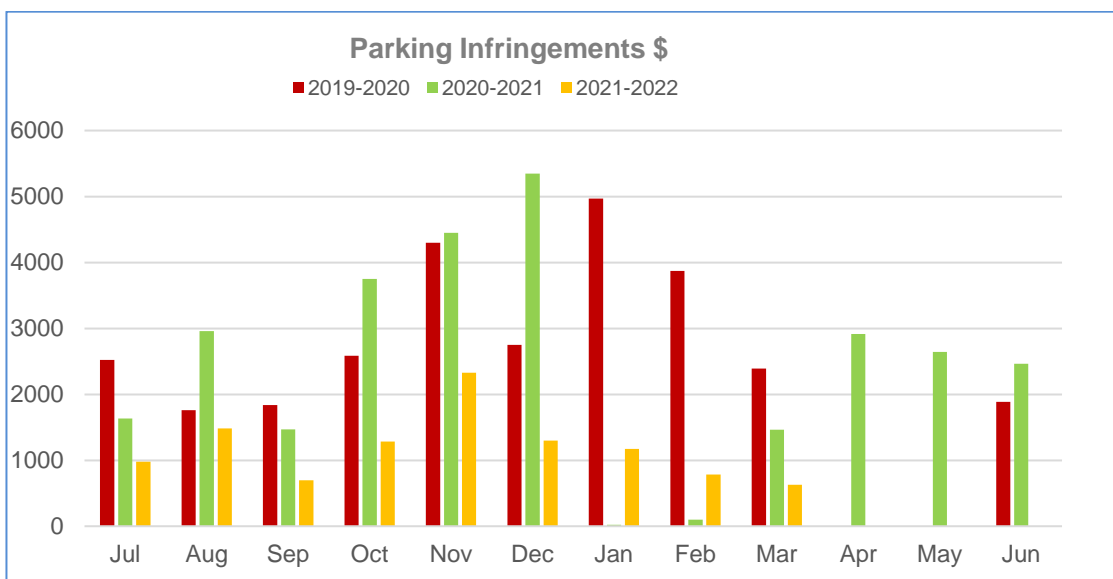
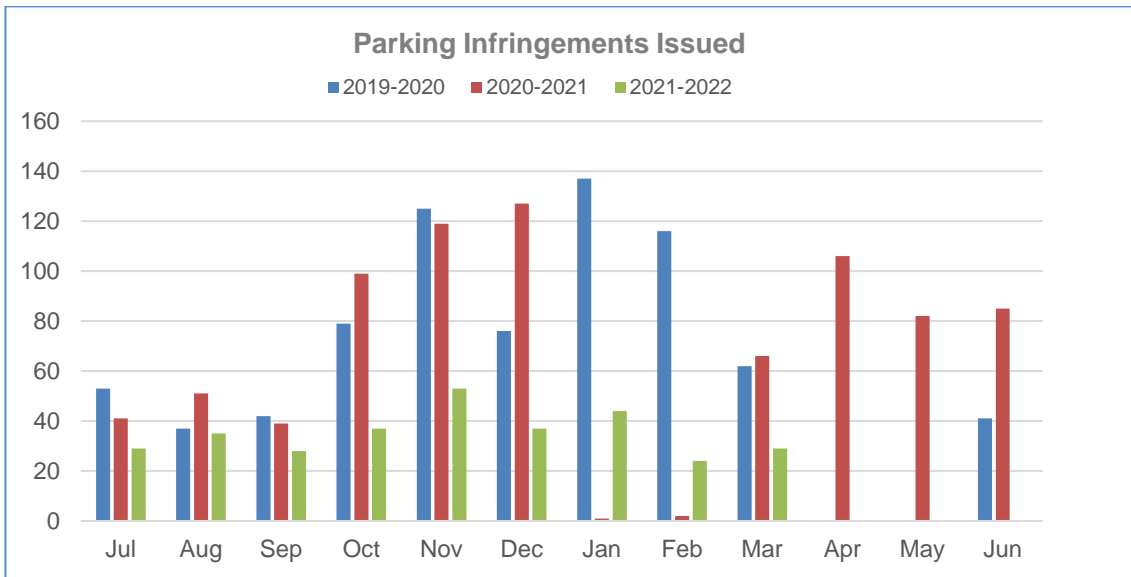
As with the RMA and all other legislation used by Monitoring, escalated investigations prompt the creation of an application in the Council system, which allows for the recording of research, evidence etc. For the LGA these applications are called 'GENBYL'. The graph below shows GENBYLs created by Monitoring for LGA incidents over the last three financial years.

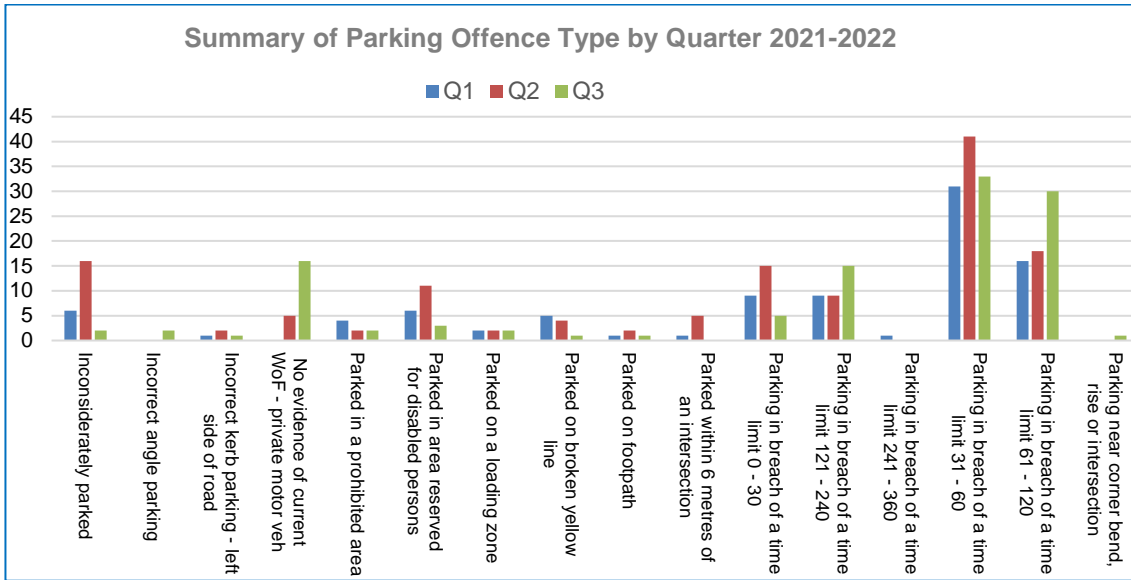


The following graph shows RFSs received for the removal of abandoned vehicles. Section 356 of the Local Government Act 1974 authorises a territorial authority to remove abandoned vehicles under certain circumstances.



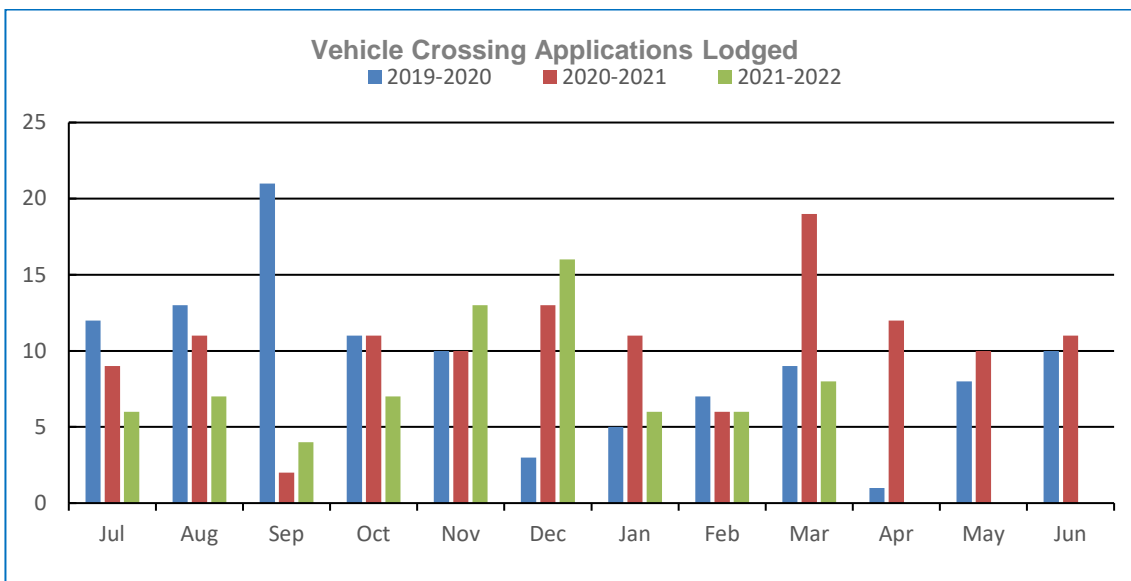
Parking





Vehicle Crossing Applications

Monitoring has contracted out the management of vehicle crossing applications to Haigh Workman. The graph below shows applications received by FNDC and processed by Haigh Workman for the last three financial years.



Animal Management

Introduction

Animals, in particular livestock and dogs, play a significant role in the far north lifestyle. Council understands the economic and social benefits of animals, but Council has a duty to contribute to the safety of our communities and the welfare of those animals. The goal of animal management is to reduce the risk of potential negative impacts by encouraging responsible dog ownership and working with farmers to minimise wandering stock.

RFS Responses

281 RFSs were received for Animal Management in March 2022, 37 urgent and 244 non-urgent.

Animal Management Officers continue to respond to requests within level of service agreed times ($\geq 93\%$), with a 100% response rate recorded for urgent responses and 98.4% for non-urgent.

Impounded Dogs

37 dogs were impounded in March, resulting in four being claimed by their owners, three dogs taken by a Rescue Group and four being adopted out to new homes. A total of 10 dogs were euthanised in March due to not being claimed by an owner and not meeting criteria to be rehomed.

Dog Adoptions

Two dogs were successfully adopted to new homes and these were placed out as follows:

- 1 to Kaitaia
- 1 to Whangarei

Dog Registration

The registration follow-up work conducted by Animal Management provides dog owners a reminder to register their dogs, without penalty. However, in some cases those opportunities are not always accepted, and Infringement Notices are issued.

There were nine infringements issued in March by the Animal Management team for non-registration.

Environmental Health Services

Introduction

The safety and well-being of our communities, visitors and our environment is one of the primary functions and responsibilities of Council. We are accountable to our communities and have several obligations under primary legislation. Environmental Health Services are responsible for the administration and enforcement of these obligations.

Environmental Health Services (EHS) is responsible for:

- Food business registrations and health licensing
- Providing food verification services
- Inspections of licensed premises
- Investigating health nuisances
- Carrying out host responsibility inspections of licensed premises and
- Processing alcohol applications

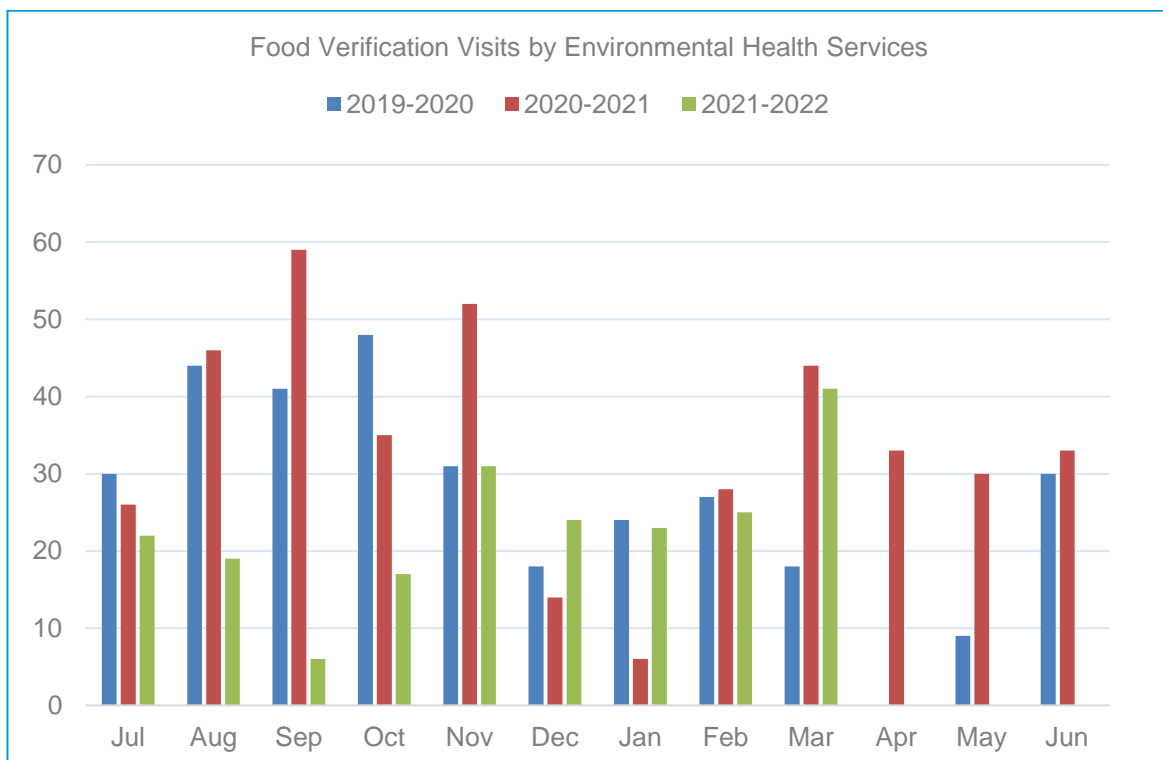
Levels of Service

Level of service 8.2.1. Food Control Plan and National Programme audits completed as scheduled.

The level of service for environmental health was amended to better express Council's commitment to the community. The target for food control plan audits was adjusted across the 10 years of the LTP to transition from relatively poor results to the desired level by 2021.

Target: ≥95% **This Month:** 85.4% **Last Month:** 96% **Last Year:** 92%

During March 2022, 48 verifications were scheduled. Of the 48 scheduled verifications, 41 were completed. 7 verifications were cancelled, 2 being cancelled by the Operator due to COVID and 5 were cancelled due to the verifier being on bereavement leave. The cancelled verifications will be rescheduled. The following graph shows the 41 verifications completed.

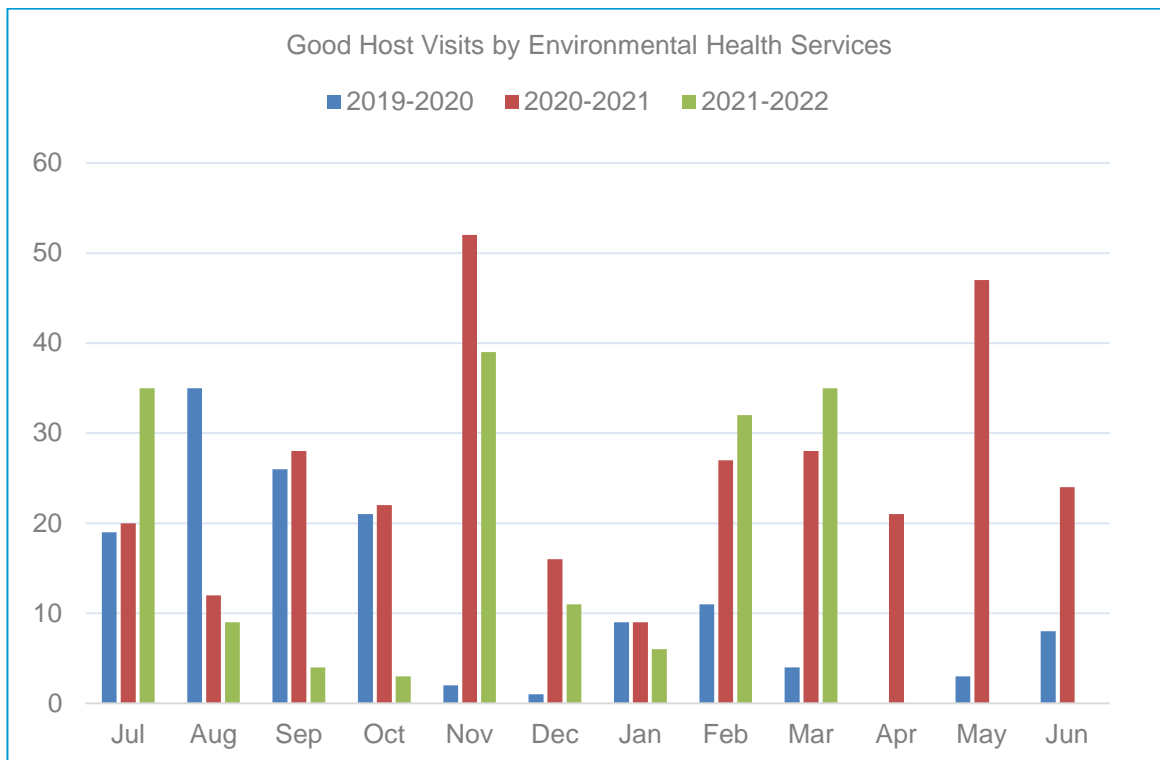


Level of service 8.4.1. All licensed premises are visited for Host Responsibility inspections at least once every four years.

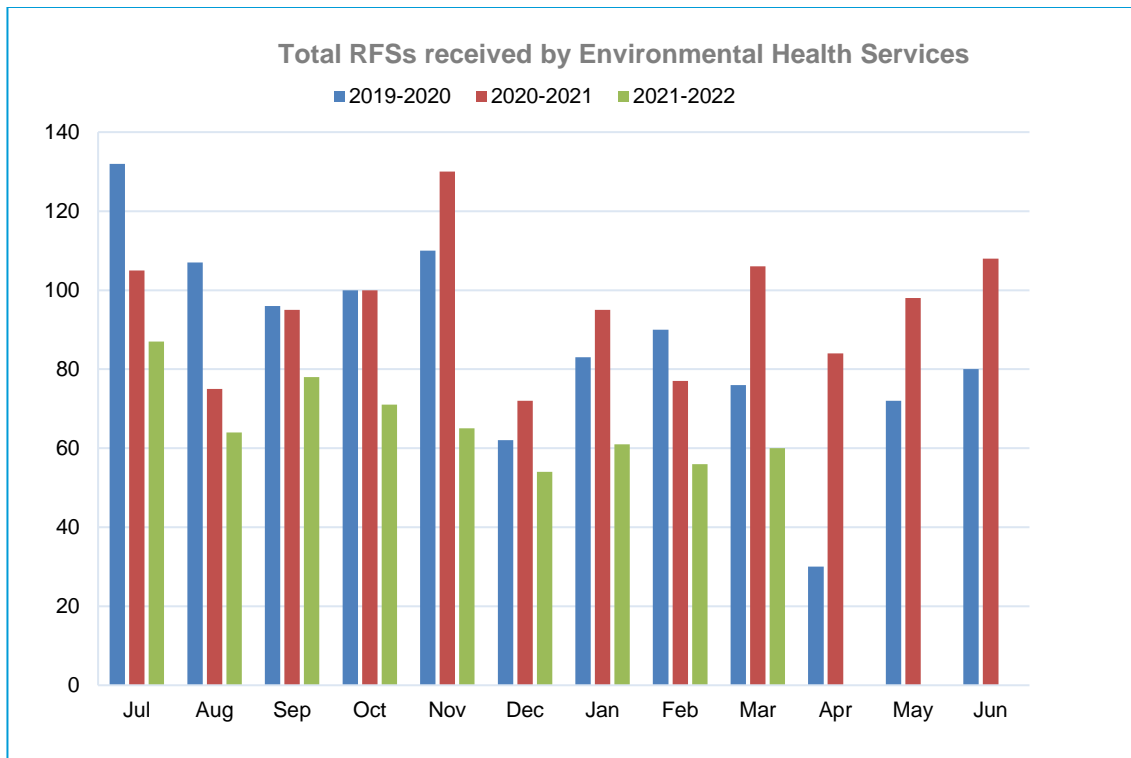
Target: ≥25% This Month: 67.8% Last Month: 53.9% Last Year: 100%

At present there are 251 licensed premises in the Far North district. 23 of these premises hold more than one alcohol licence and therefore will be visited on one occasion rather than separate visits, which will mean that EHS will complete 233 visits during 2021-2022.

During March 2022, 35 visits were completed by EHS. For the remainder of this reporting year there is a total of 70 visits to complete. The following graph shows the 35 visits completed.



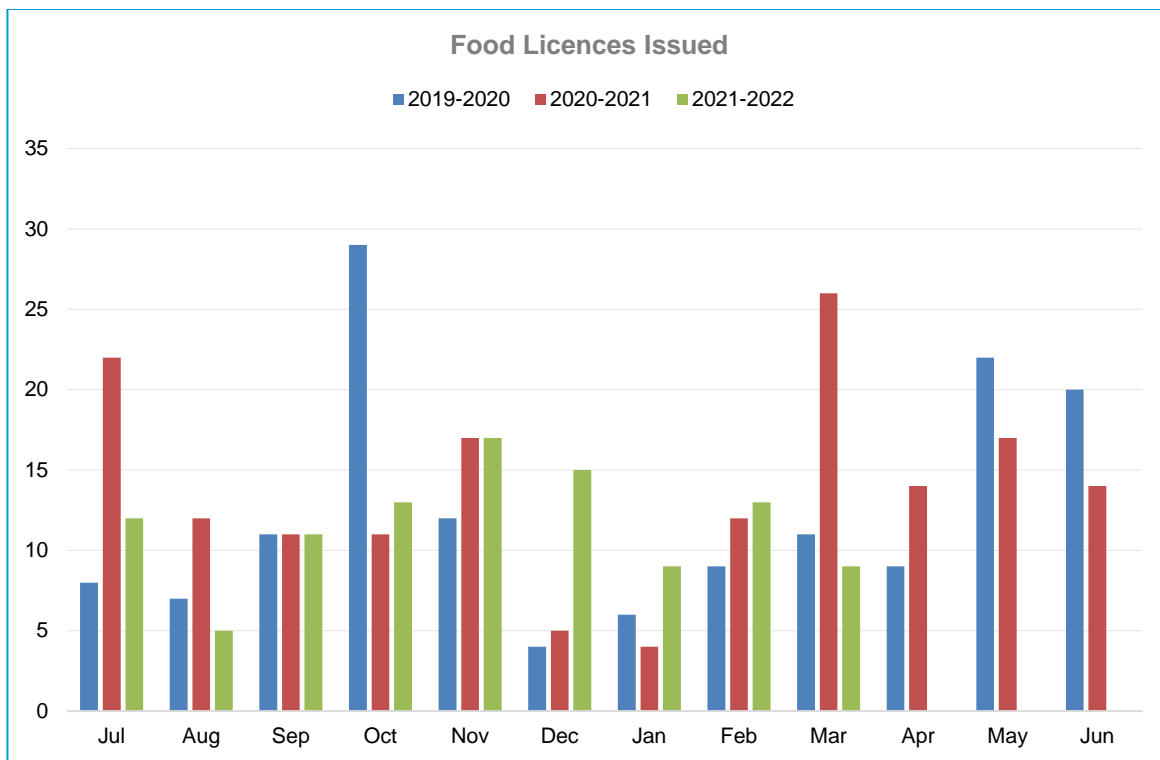
Requests for Service



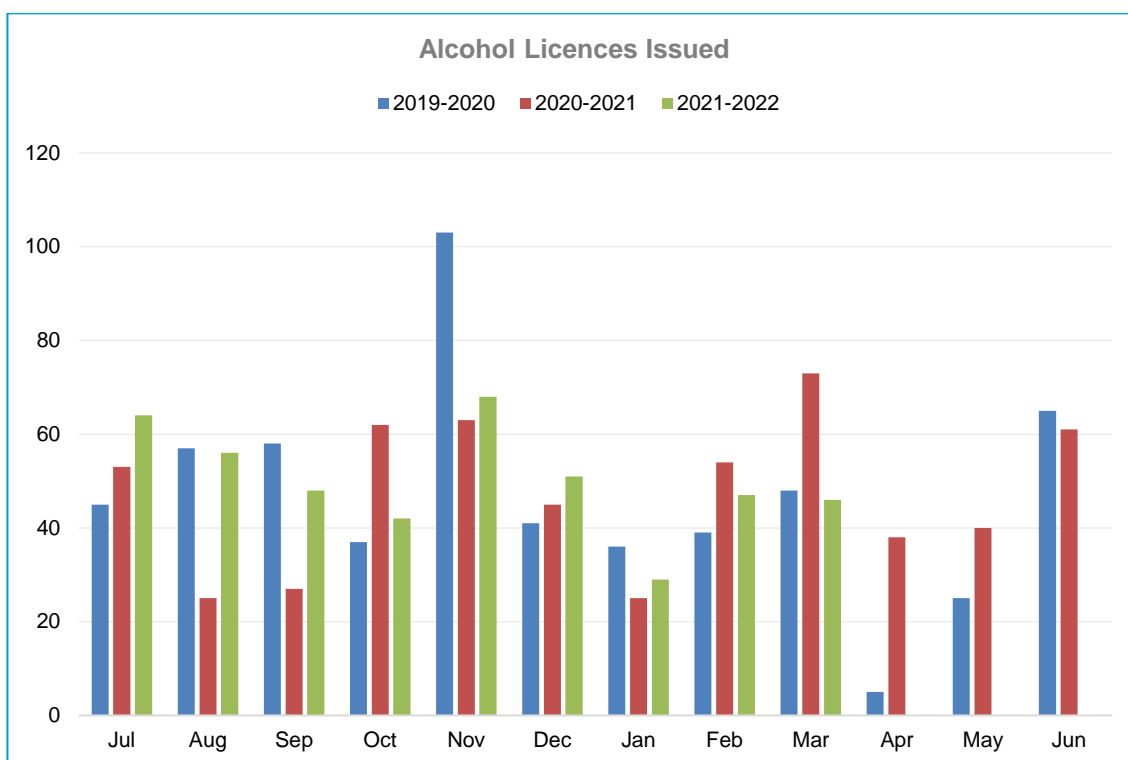
In September 2021, EHS reviewed and updated its website content. During October – December 2021 there was a noticeable decrease in the number of RFSs received. This was likely due to the improvements made to the website content and improved communications, i.e. quarterly newsletters.

In March 2022, there has been a slight increase in RFSs received, however this is expected because of the number of ANZAC Day and Easter Trading queries during March. An Autumn food newsletter is about to be published with information about ANZAC Day and Easter Trading to help inform or remind customers of the trading restrictions over these periods.

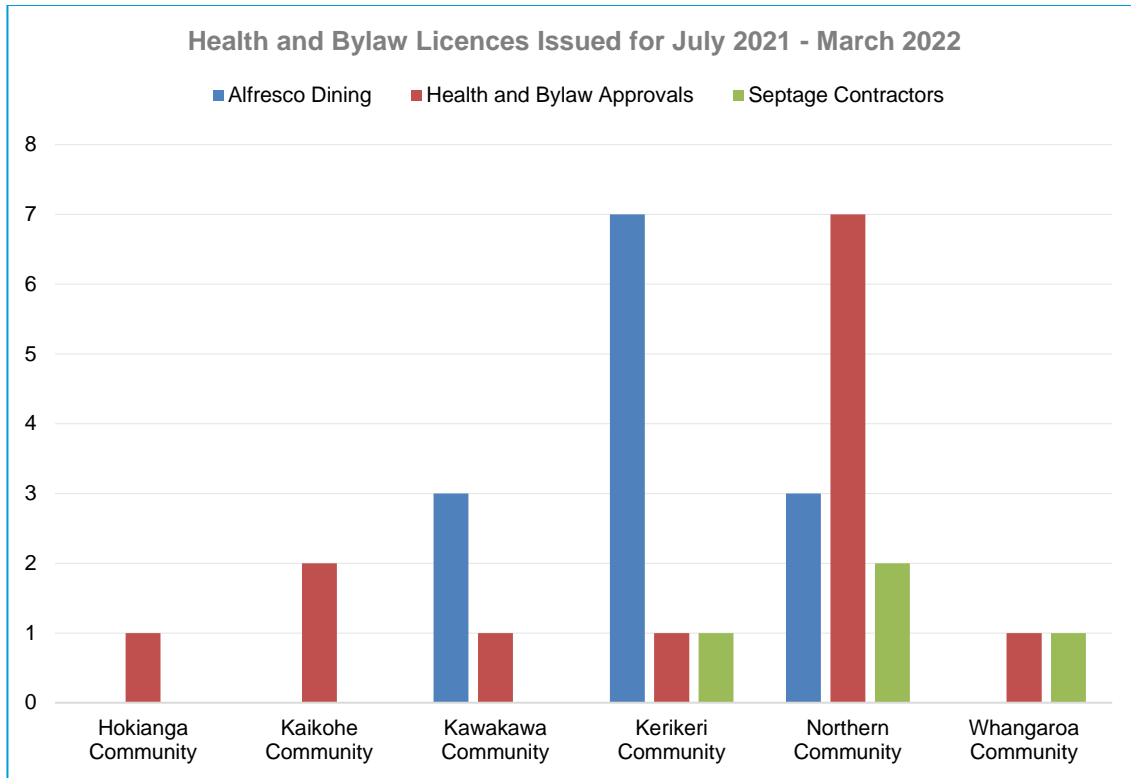
Food Registrations Issued



Alcohol Licences Issued



Health Licensing and Bylaw Approvals



Environmental Health also process approvals for alfresco dining, street stalls, hawker, site permits and mobile shops.

To occupy or trade from a public place, a person must obtain Council's approval to do so.

- A **mobile shop** operates for short periods in one location before moving on, e.g., an ice cream van.
- A **hawker** offers goods for sale, sometimes on foot, without prior invitation to visit that private or public place.
- A **street stall** is a specific location where a business is set up for more than 30 minutes e.g., on the roadside.
- **Alfresco dining** enables the private use of public space for outdoor dining
- A **site permit** allows an operator to trade from a specific site daily for the duration of the permit.

Mobile shop, hawker and site permit approval applications are seasonal or annual approvals.

Street stall approval applications are specific to a certain date or series of dates.

Alfresco dining approval applications are renewable 1 July each year. The holder of an alfresco dining approval will be inspected on an annual basis.

Between 1 July 2021 – 31 March 2022, a total of 13 alfresco dining approvals were issued. During March 2022 there were no alfresco dining approvals issued.

During March 2022, EHS did not complete any alfresco dining inspections.

Health licences (campgrounds, hairdressers and offensive trade operators) are renewable 1 July each year. The holder of a current health licence will be inspected on an annual basis.

Between 1 July 2021 – 31 March 2022 a total of 85 health licences were issued.

Between 1 July 2021 – 31 March 2022 the EHS have completed 69 health inspections across the district, leaving a balance of 16 inspections to complete by 30 June 2022.

Environmental Health will continue foot patrols across the district until 30 June 2022 to identify businesses who may be operating without the necessary approval. Those that are identified will be required to obtain the necessary approval from Council.