

**DISTRICT SERVICES  
MONTHLY  
BUSINESS REPORT**



**December 2021**

## 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

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This District Services Monthly Business Report provides a summary of progress and highlights for the month of December 2021. The District Services Group achieved several successes and made good progress in the following areas:

### Community and Customer Services

#### Libraries and Museum

New self-service kiosks were officially launched in December in libraries across the Far North. The technology enables library users to check out their own books, magazines and other library materials, as well as renew books and check account details. It is anticipated that the new self-service technology will free up staff to assist with more complex customer enquiries and deliver popular programme.

#### i-SITEs

The Paihia i-SITE has experienced an increased number of visits by families. While many visitors have returned to Auckland, the operators are hopeful that more visitors will come up in February when the schools return and older visitors traditionally arrive. While there are a number of new trips and tours in the Bay of Islands which helps with sales and enticing people to the area, the number of visitors, sales and transactions are well down on the usual December arrival numbers due to Covid-19 restrictions.

#### Customer Care

In December business continued much as usual for the service centres and the contact centre. However, customer service roles deemed at high risk of transmission or infection of COVID-19 were assessed and staff in these roles will need to be fully vaccinated. Those staff who remain unvaccinated (3 of 21 staff) will be seeking redeployment to back-office roles elsewhere in Council.

#### Cemeteries

There were nine burials across the district in December including five ash burials. There are currently 27 ash burials on hold until families can get together from around New Zealand and overseas.

#### Events

As experienced in previous years, the number of event applications tend to drop in December. The uncertainty with the COVID19 restrictions has made it difficult for organisers to plan their events.

### Building Consents

The BCA has received 142 consents for the month of December which is the highest tally for December in the last 5 years. Compliance remains at 100% with the BCA issuing consents, on average, in 14 days with 108 issued in December. Code compliance certificates remain at 100% compliance, with code compliance certificates (CCCs) issued, on average, in 6 days. 55 code compliance certificates were issued in December.

### Environmental Services

#### Resource Consents

The Resource Consents (RC) team achieved 74% compliance with statutory timeframes for December with 14 consents going over statutory timeframes. The Resource Consents team now have Business Intelligence for reporting, which has enabled more accurate updates to previous graphic information included in reporting.

## **Monitoring and Compliance**

The Monitoring and Compliance team received 111 RFSs in December 2021, a decrease of 38 RFSs on the previous month.

There were 117 noise complaints received and responded to in December, 43 more than the preceding month.

37 parking infringements were issued during the month, with a financial value of \$1300.

A record number of environmental infringement notices (EIN's) were issued in December.

## **Environmental Health**

A total of 27 Food Verification audits were completed in December 2021 and are on track to visit 25% of licensed premises as per the level of service target.

The number of RFSs received for the Environmental Health team continue to decline due to the proactive work . that the team has completed, including updating website content and publishing the first edition newsletters for food and alcohol.

## **Animal Management**

221 RFSs were received for Animal Management in December 2021; 34 urgent and 187 non-urgent.

Animal Management Officers continued to respond to requests within level of service agreed times ( $\geq 93\%$ ) with 97% achieved for urgent responses and 94% for non-urgent responses.

20 dogs were impounded in December, with some dogs (6) claimed by their owners, some taken by a Rescue Group (2) and others being adopted out to new homes (3). A total of 7 dogs were euthanised in December due to not being claimed by an owner and not meeting criteria to be rehomed.

# Community and Customer Services

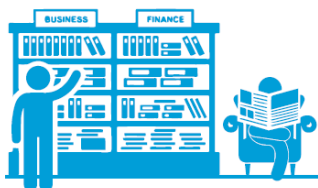
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This section contains performance information for the Community and Customer Services department.

## 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 - December 2021

### Libraries and Museum

New self-service kiosks were officially launched in December in libraries across the Far North.

The technology enables library users to check out their own books, magazines and other library materials, as well as renew books and check account details. The contactless system is a timely addition to library services in the current COVID-19 environment and it is anticipated the technology will help to cut customer queues.

Staff will be on hand to guide users through the new system, but it is anticipated that the new self-service technology will free them to assist with more complex enquiries and deliver popular programmes like Storytime, Tamariki Tune Time, adult crafting groups, CV building workshops, computer and device help, ESOL and literacy services.



### i-SITEs

The Paihia i-SITE has experienced an increased number of visits by families. The trips and tours were full which reduced sales, but people were enjoying themselves. The weather made a big difference and kept people in the district for longer periods. The Hokianga i-SITE was also busy with visitors purchasing an increased amount of retail and the Kaitiāia i-SITE was reasonably busy. A lot of visitors returned to Auckland now and operators are hopeful that more visitors will come up in February when the schools return, and older visitors traditionally arrive. There are a number of new trips and tours in the Bay of Islands which helps with sales and enticing people to the area. However, the number of visitors, sales and transactions are well down on the usual December arrival numbers due to Covid-19 restrictions.

### Customer Care

In December business continued much as usual for the service centres and the contact centre. However the position of 'Multi-skilled CSO' was assessed and deemed at high risk of transmission or infection of COVID-19, resulting in this customer-facing roles requiring a Vaccination Pass from January 2022. Three of the twenty-one staff are seeking redeployment to back-office roles elsewhere in Council.

### Housing for the Elderly

December 2021 was a busy month with four tenancies ending (2 in Kaikohe, 1 in Oxford Street and 1 in Puckey Avenue) and eight beginning (1 in Awanui, 2 in Kaikohe, 2 in Oxford Street, 1 in Puckey Avenue, 1 in Kerikeri and 1 in Rawene).

Work continues with demolishing the three units in Oxford Street with a new completion date of the end of January. Four monthly inspections were completed in Awanui, Puckey Avenue, Omapere and Waima villages with the Western and Northern Technical Officers. A range of issues were picked up by the Technical Officers and they are working through correcting these. The tenants in Omapere have approached Council with an idea of starting a communal garden (for the tenants only) in the lawn area of the village. Their goal is to be more self-sufficient and reduce time going to the shops. Council has signalled support for this idea and has asked them to create a concept plan and confirm who would maintain it and provide continuity of such maintenance



*The view from the Omapere units, looking across the lawn past unit 4 and towards unit 7.*

## Cemeteries

There were nine burials across the district in December including five ash burials. Applications for ash burials continue to come in with three scheduled in January. There are currently 27 ash burials on hold until families can get together from around New Zealand and overseas.

## Events

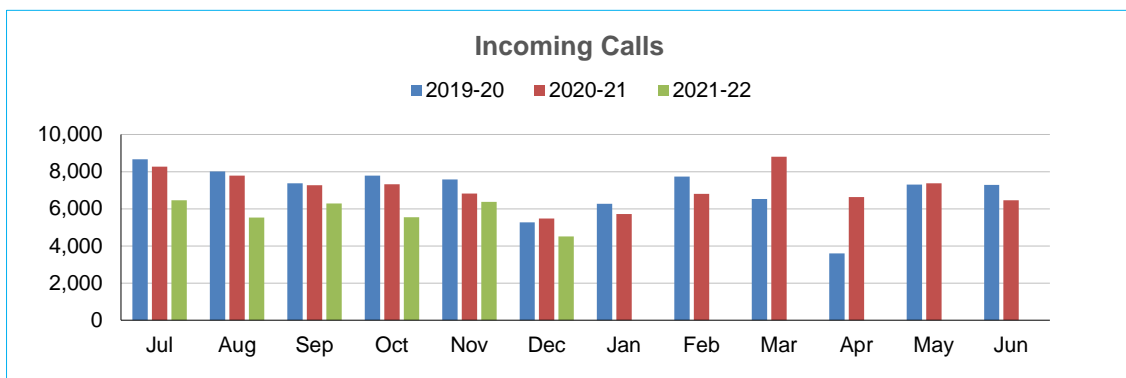
As experienced in previous years, the number of event applications tend to drop in December. The uncertainty with the COVID19 restrictions has made it difficult for organisers to plan their events.

## Customer Care

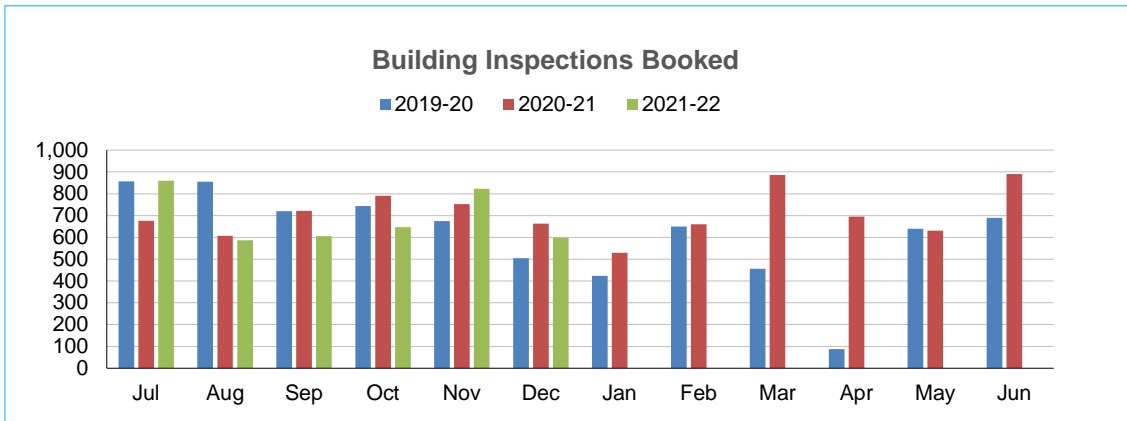
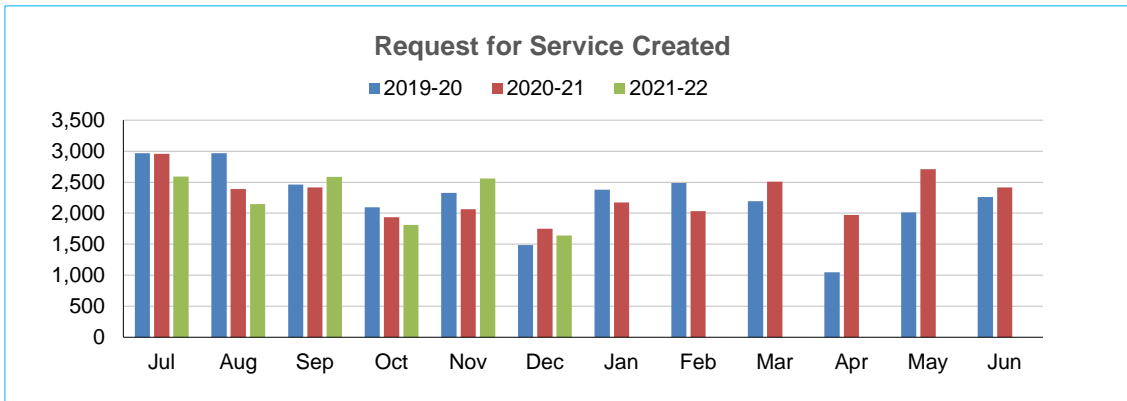
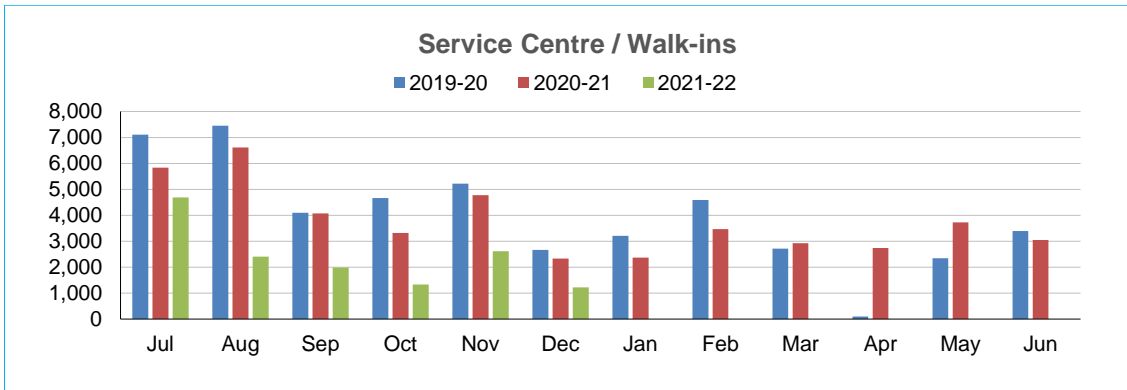
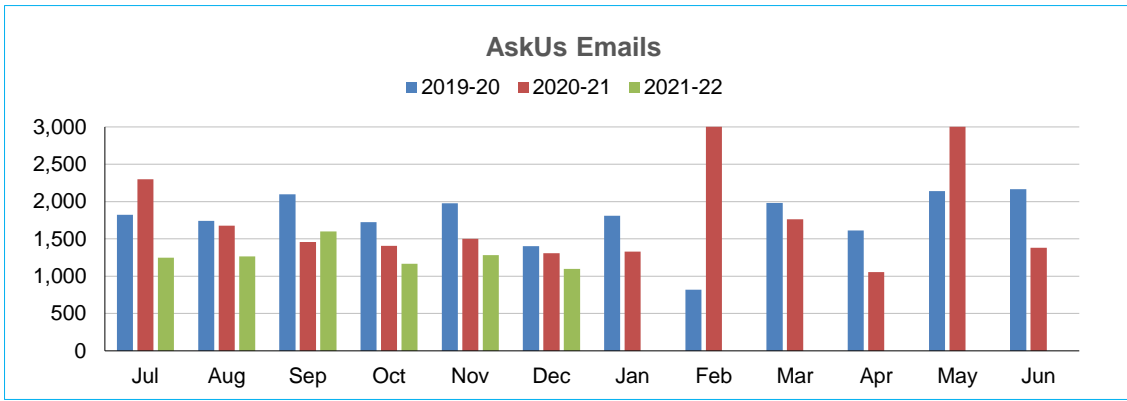
Customer Care consists of 2 teams: Contact Centre and Service Centre staff. As well as receiving calls from customers, the Contact Centre staff are also responsible for responding to emails from customers (AskUs Emails), managing online customer registrations and actioning change of address requests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

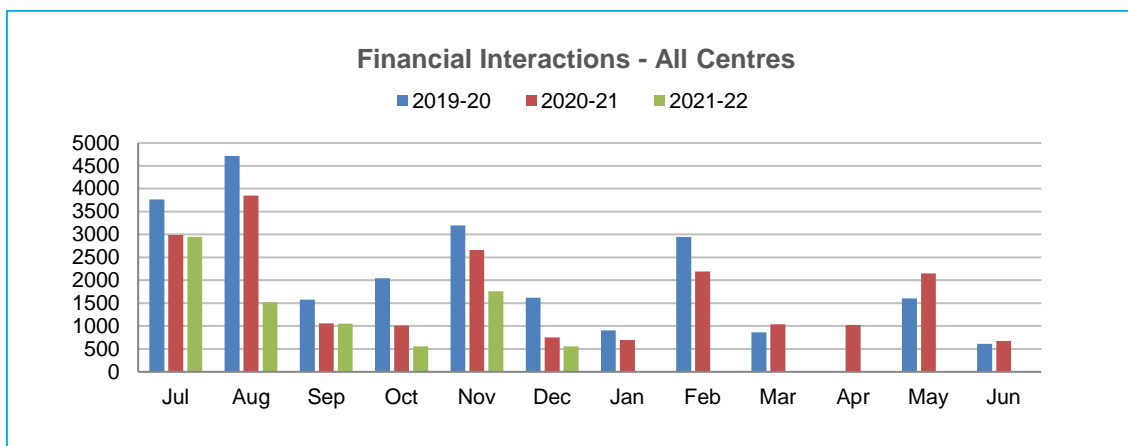
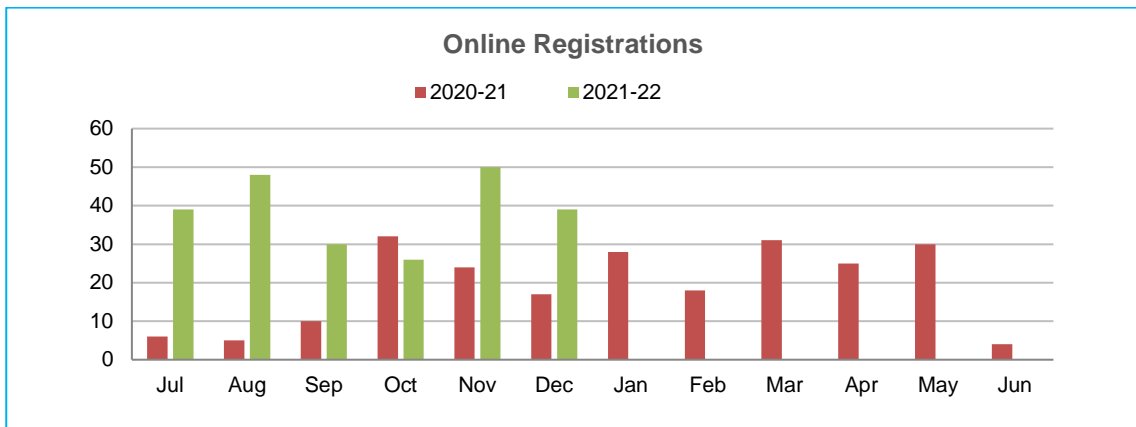
Comparison of December 2021 with December 2020.

- 26.23% decrease in financial interactions at Service Centres (554 down from 751)
- 17.81% decrease in calls to the Contact Centre (4,502 down from 5,478)
- 15.90% decrease in AskUs emails received (1,100 down from 1,308)
- 9.80% decrease in building inspections booked (598 down from 663)
- 47.68% decrease in visits to Service Centres (1,221 down from 2,334)
- 129.41% increase in online registrations (39 up from 17)







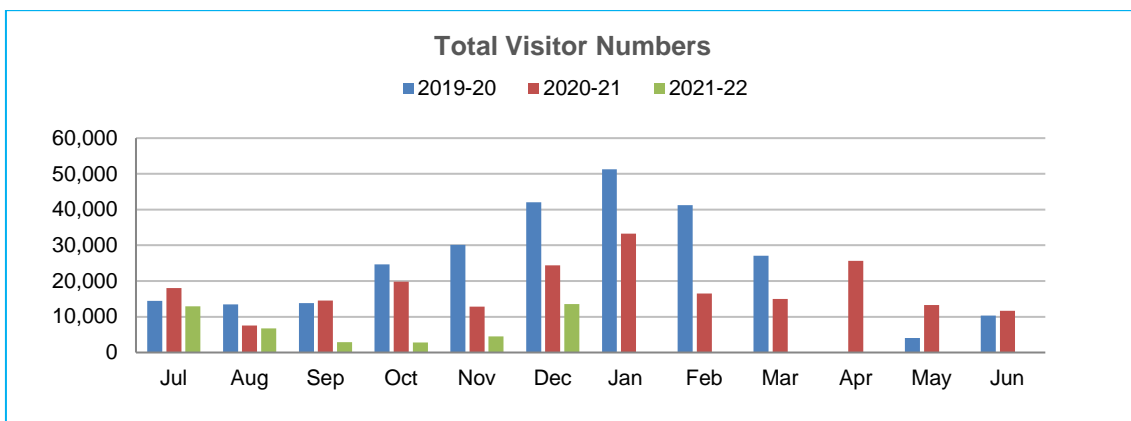


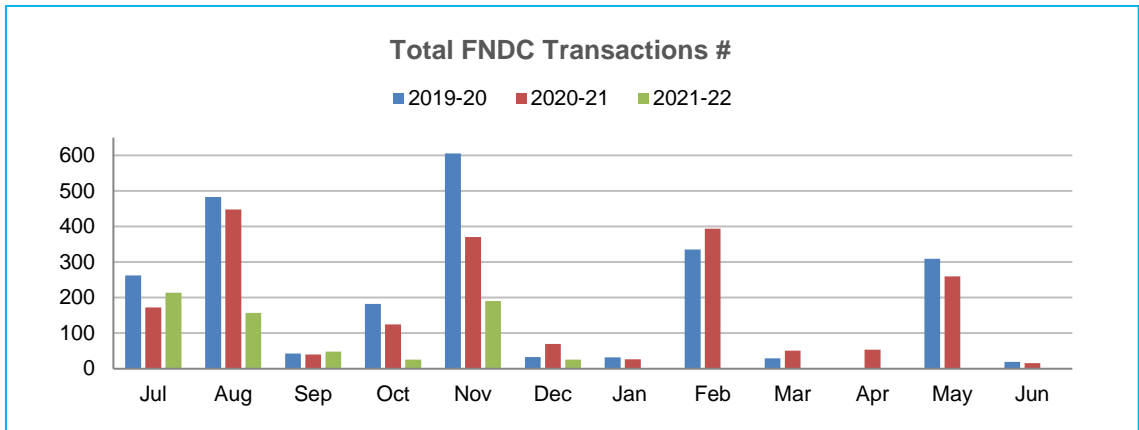
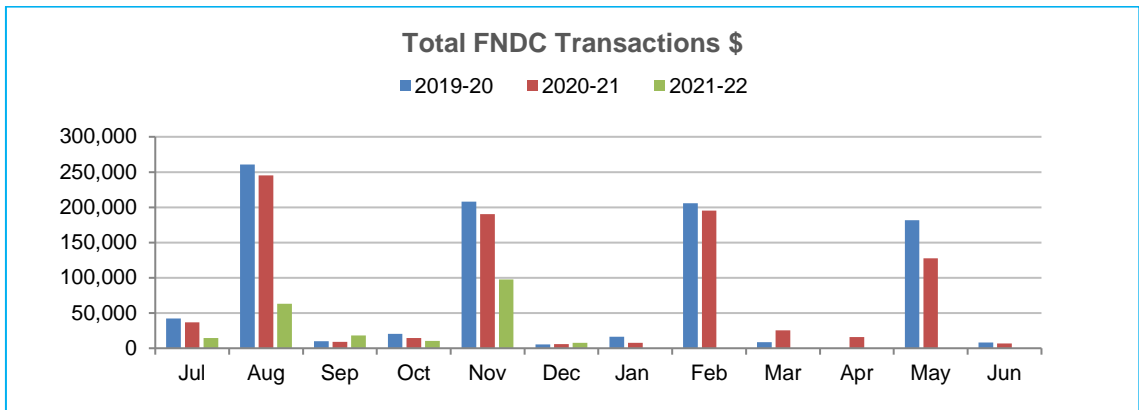
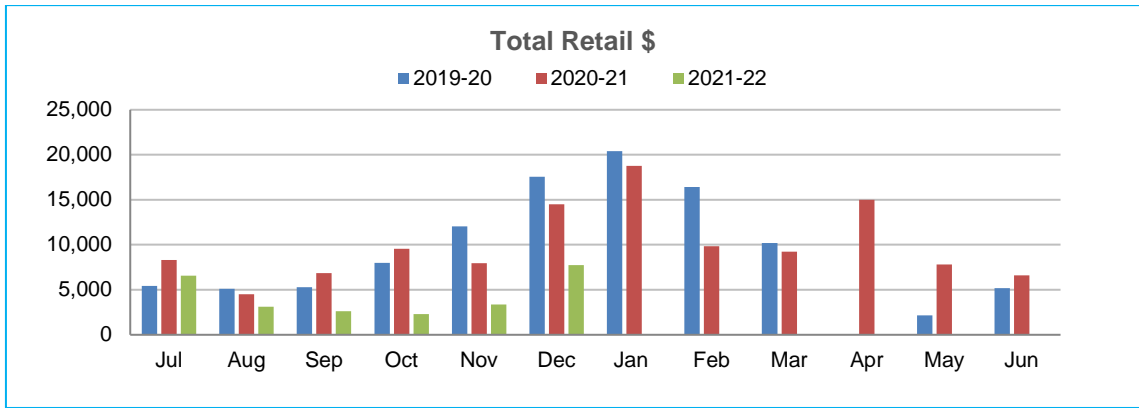
## i-SITES

Our three i-SITES are located in Kaitaia, Opononi and Paihia. As well as servicing our 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 December 2021 with December 2020.

- 44% decrease in visitor numbers (13,575 down from 24,428)
- 46% decrease in retail revenue (\$7,750 down from \$14,486)
- 50% decrease in transaction spend (\$10,264 down from \$20,721)
- 48% decrease in transaction numbers (2,892 down from 5,653)



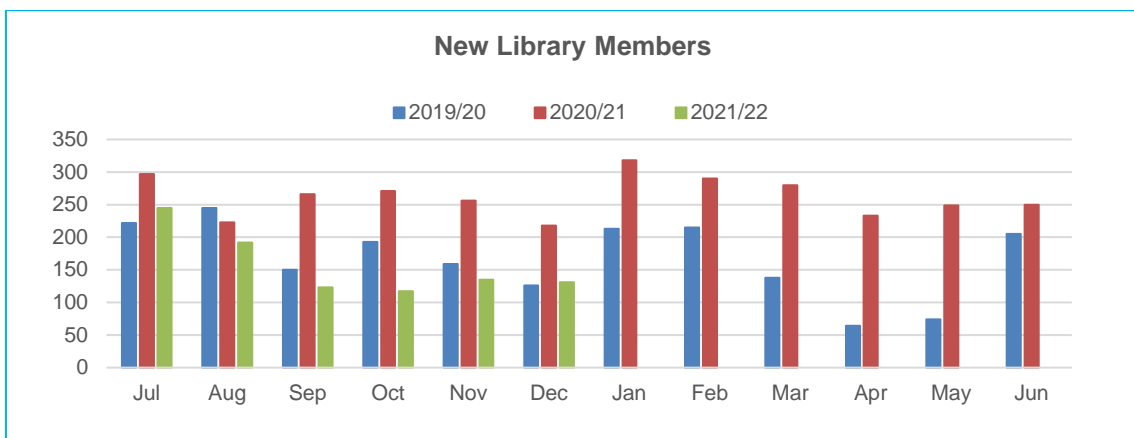
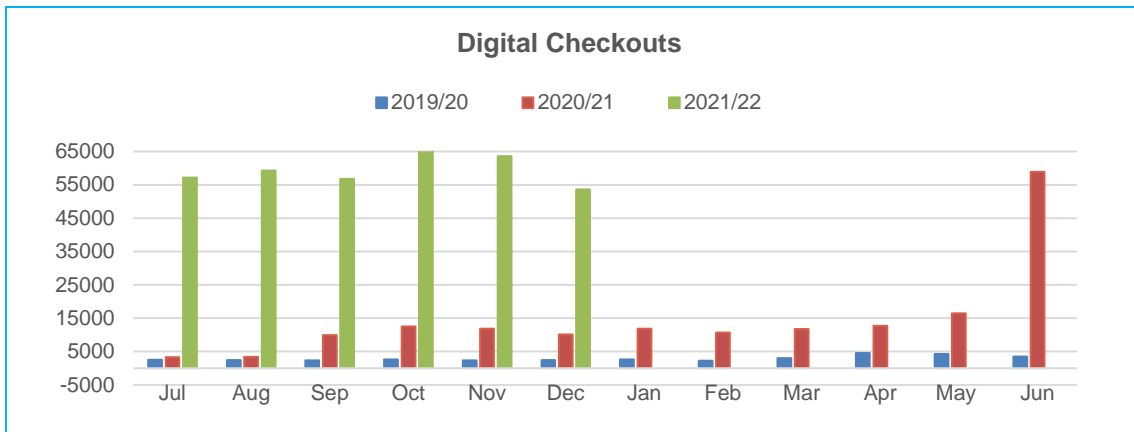
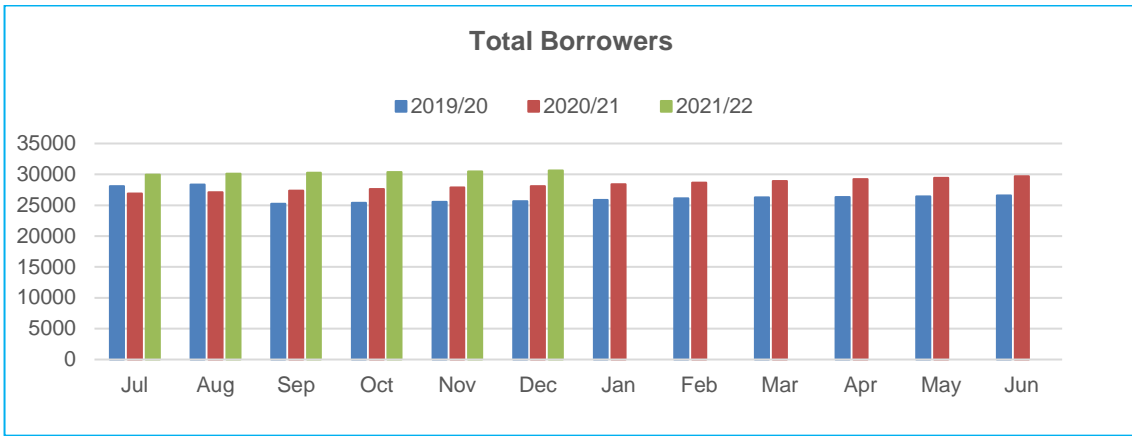


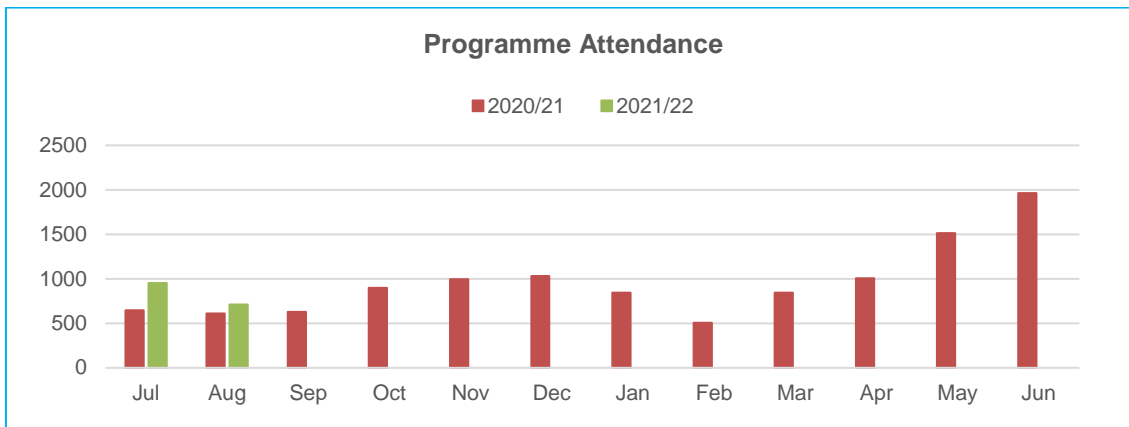
## Libraries

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 December 2021 with December 2020.

- 75.7% increase in ebook and audio downloads (53,596 up from 30,501)
- 5.4 % decrease in library website sessions (28,844 down from 30,501)
- 79.3% increase in digital checkouts (91,185 up from 50,844)

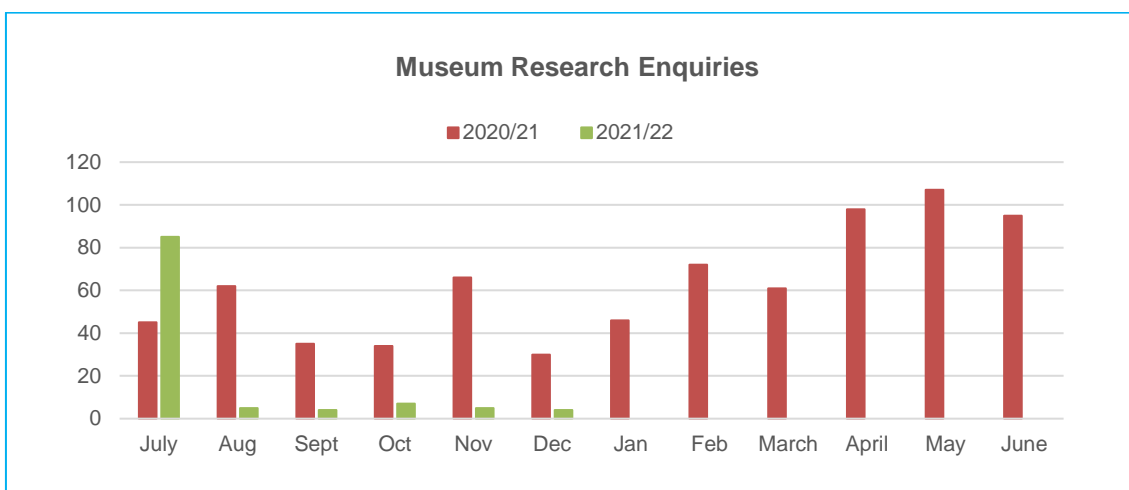




No programmes were run from September 2021 through to December 2021 due to Covid Level 2 and 3 restrictions. Programmes that were on offer are Tamariki Tune Time, Robotics, Lego club, Minecraft, Virtual Reality, and Storytime.

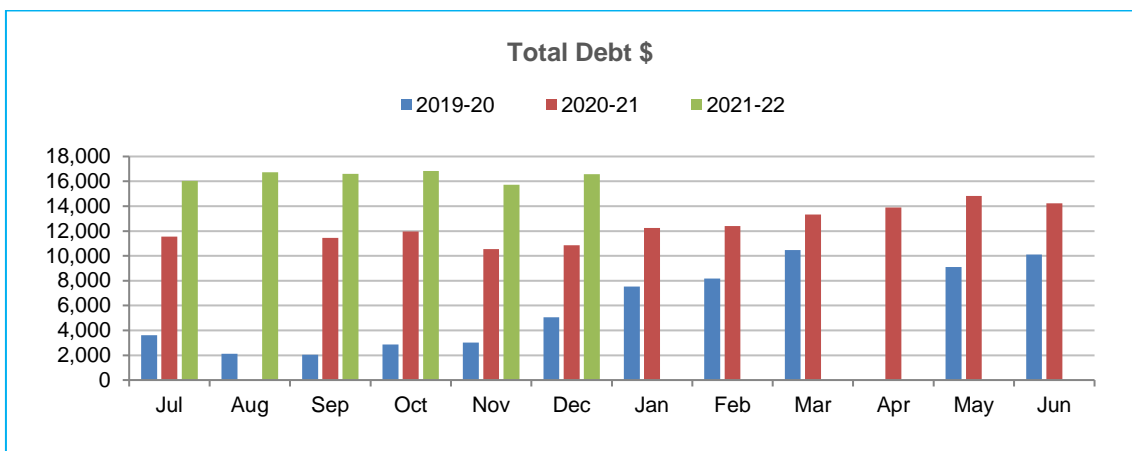
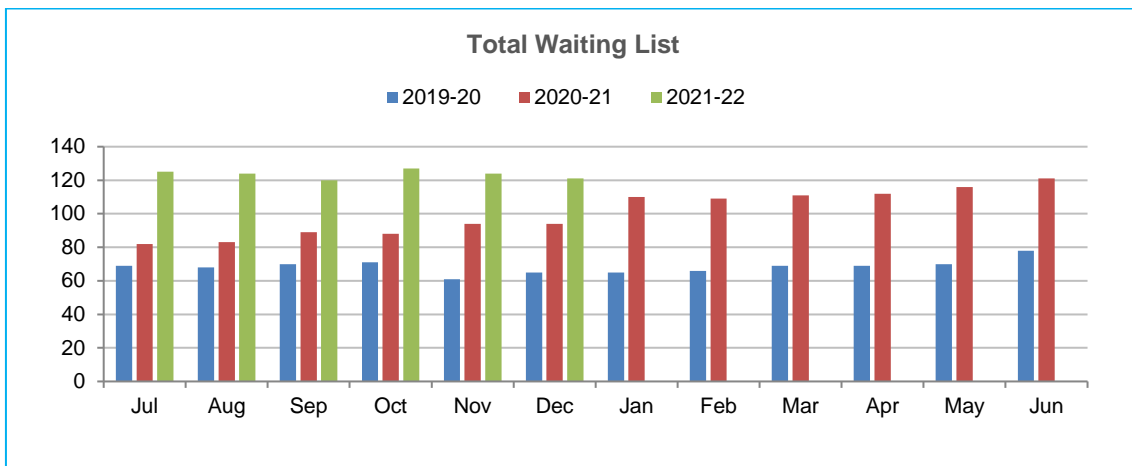
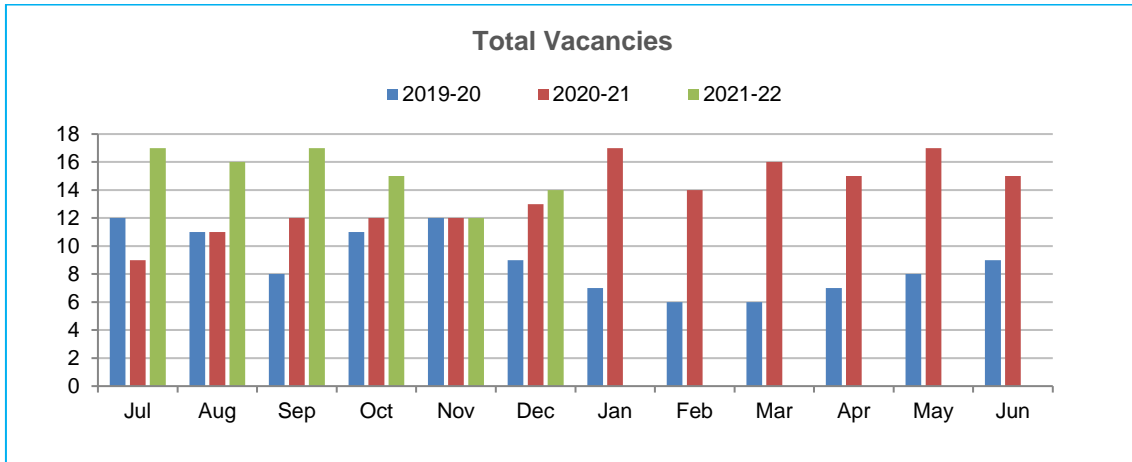
## Museum

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

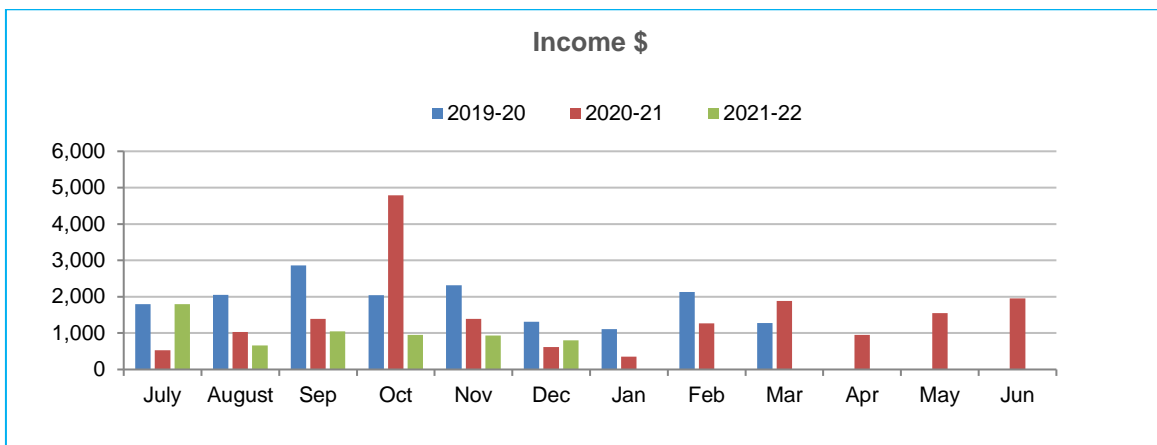
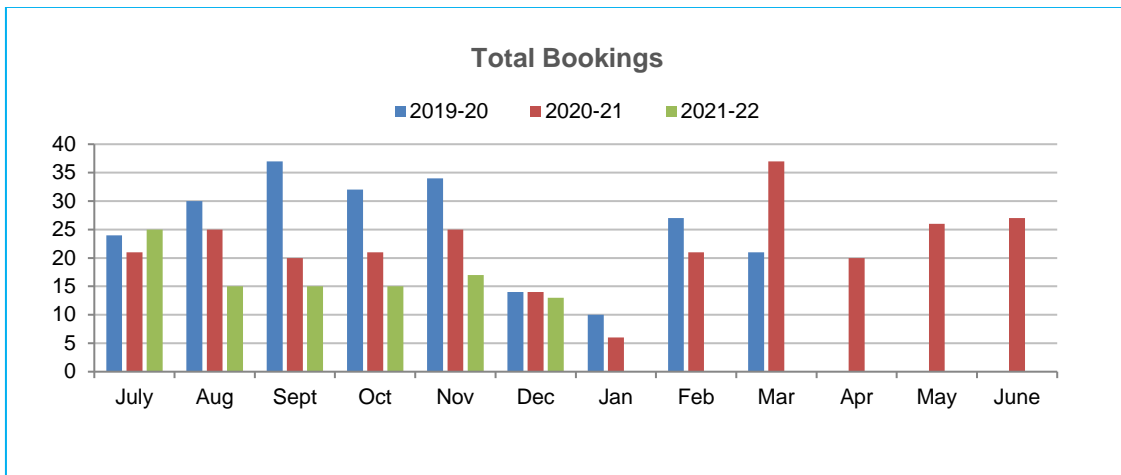
Council offers Housing for the Elderly (HFE) units in 12 complexes (147 units) across the district to eligible tenants over the age of 60 and who are on a benefit. Vacancies are generally due to refurbishment and wait lists continue to be high due to the lack of housing in the district and an ageing population.



\*The Total Debt shows rent arrears

## Memorial Hall

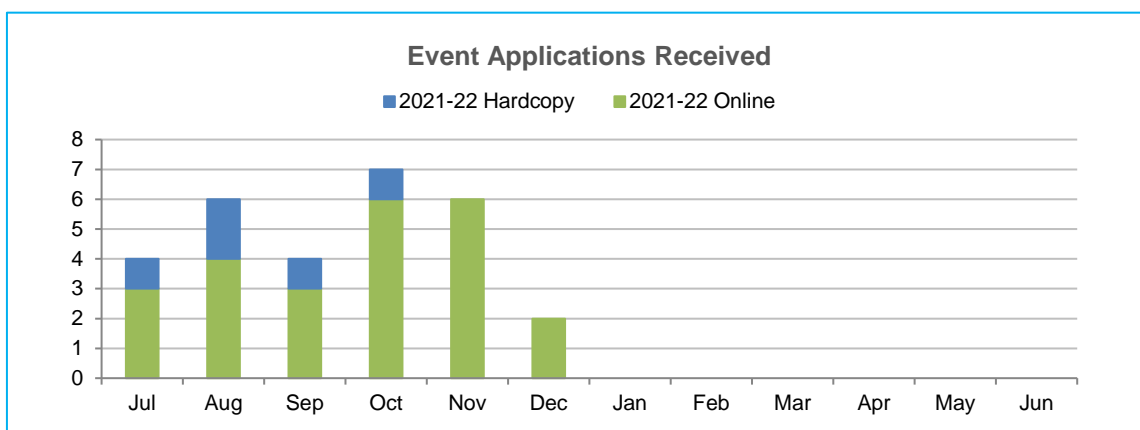
The Memorial Hall is located in Kaikohe and is the only Council-owned hall managed by Council. It is regularly used for youth martial arts, fundraising and other private events.



## 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.

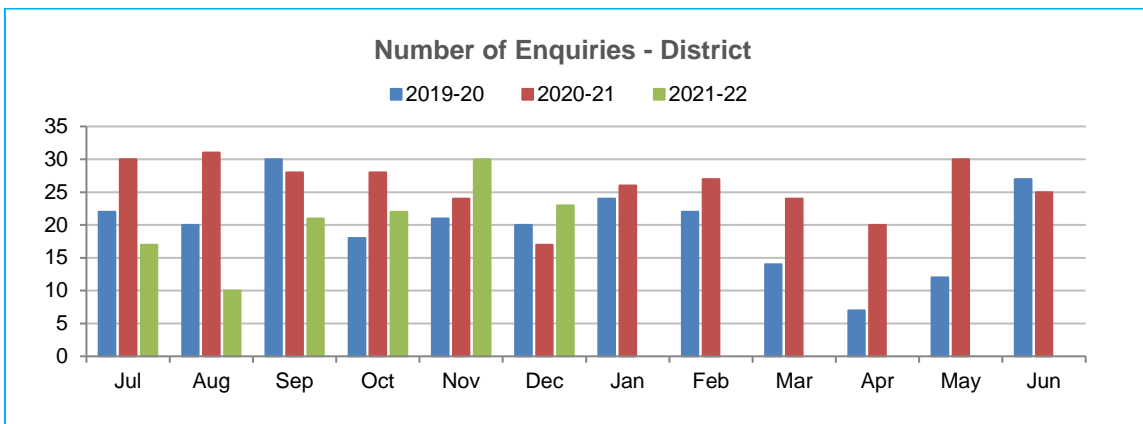
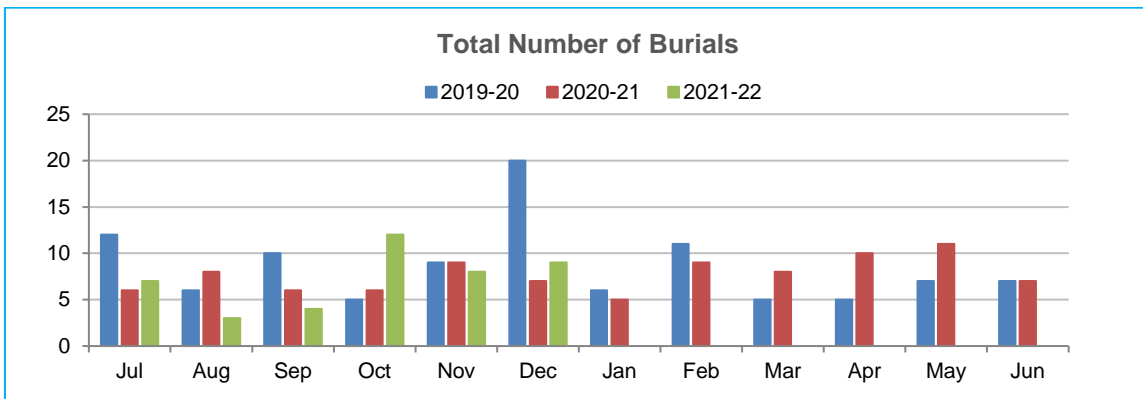
Two online event applications were received in December.



Date of Event	Place of Event	Name of Event
Saturday 19 February 2022	Marlin Drive Reserve, Taupo Bay	Wedding Ceremony
Saturday 22 January 2022	Beach Reserve - Long Beach	Community Guided Snorkel Day 2022

## 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

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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

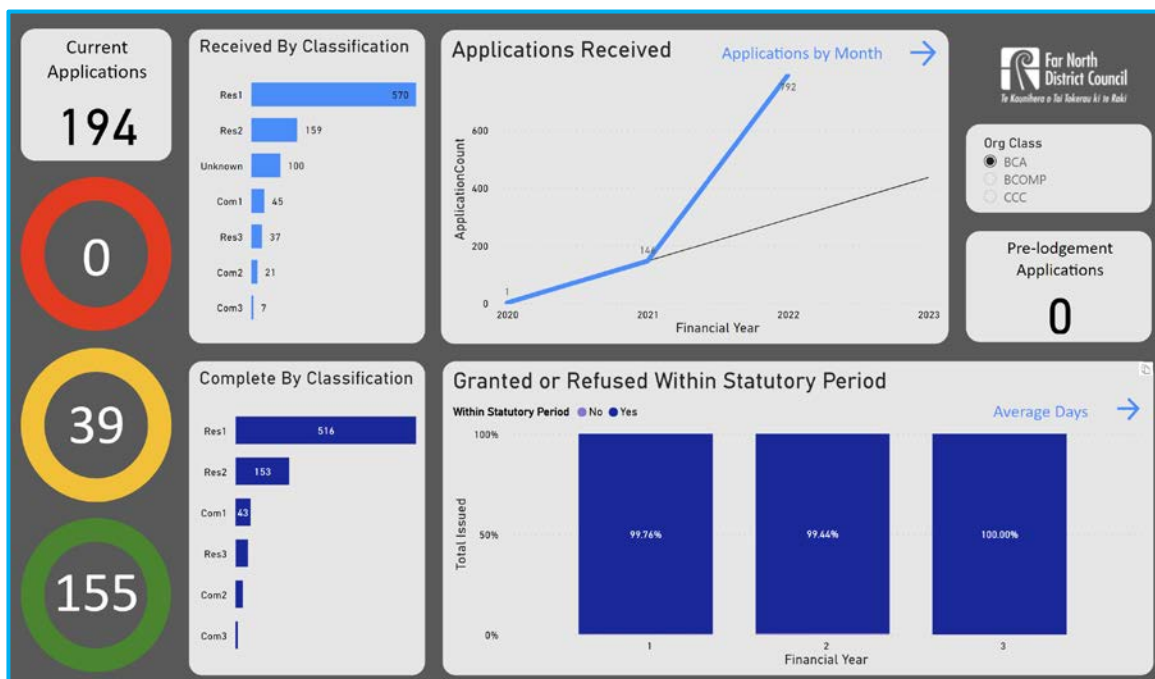
## Building Services Executive Summary – December 2021

The BCA has received 142 consents for the month of December which is the highest tally for December in the last 5 years. Compliance remains at 100% with the BCA issuing consents, on average, in 14 days with 108 issued in December. Code compliance certificates remain at 100% compliance, with code compliance certificates (CCCs) issued, on average, in 6 days. 55 code compliance certificates were issued in December.

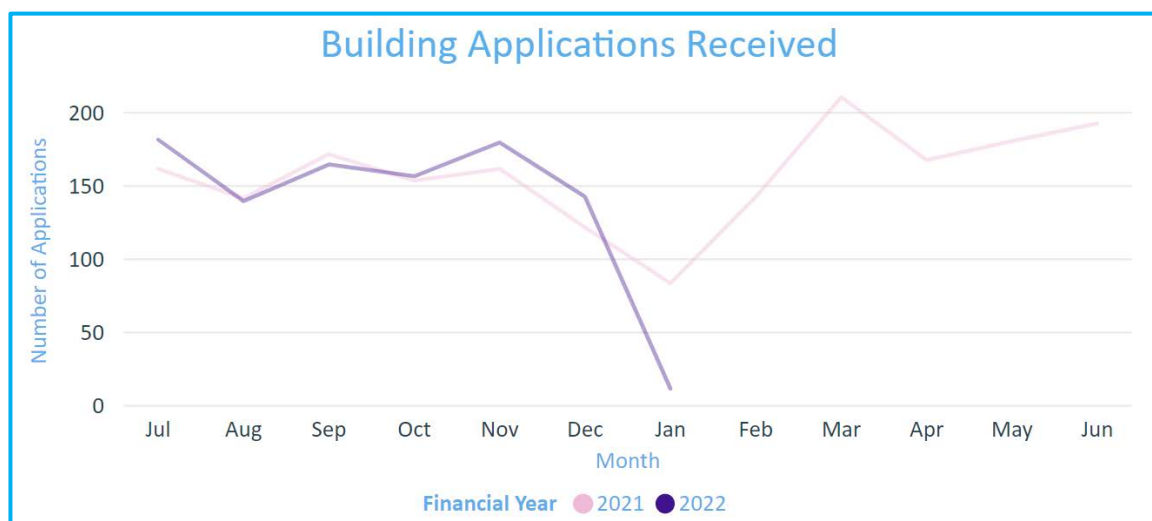
Building compliance (TA) are steady in their current work streams while preparing to complete work to clear the audit on BWO's and swimming pools. This work is being completed as part of the Ministry of Business Innovation and Employment (MBIE) compliance Audit.

### Building Consent Authority

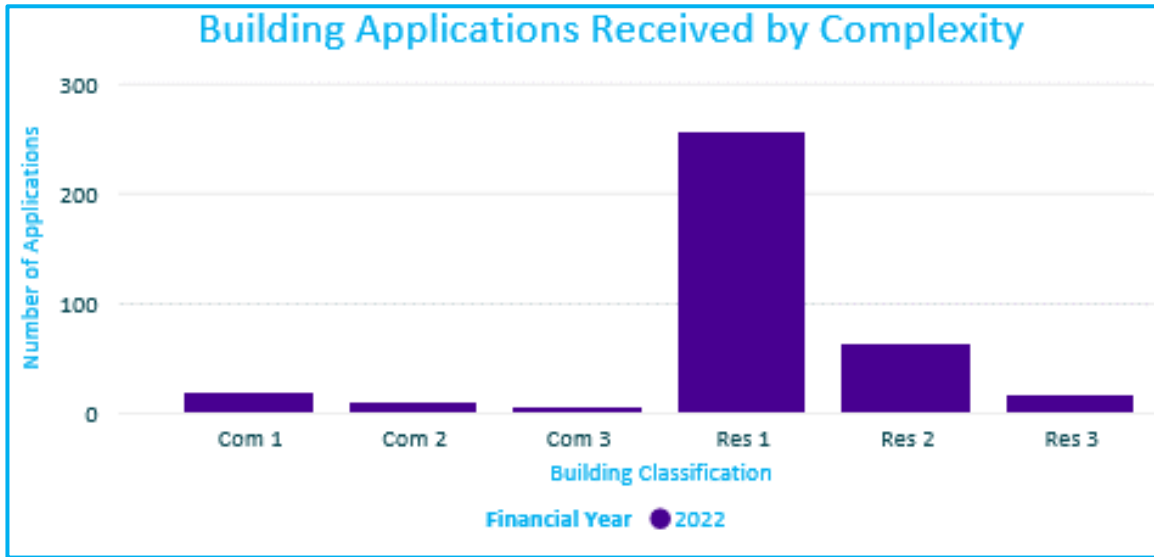
The dashboard below shows the new BI reporting format, which provides a more streamlined dashboard for managing the building service function. Once we are confident with the data in the new system, we will report using this new format.



The number of consent applications received decreased from 179 in November to 142 in December. This is 21 more consents than the highest December tally for the last 5 years.



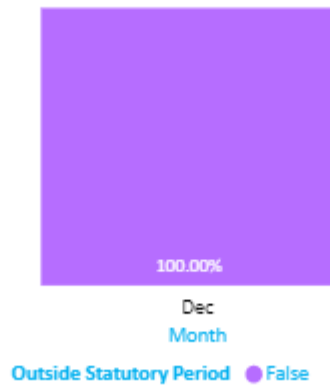
The graph on the next page shows the building consent applications received by category. Residential applications continue to dominate the current workload of the BCA with a total of 873 applications received for the 2021/22 financial year. The commercial sector remains steady with a total of 84 commercial applications received for the current financial year. Commercial consents account for 9% of the total consents for the year to date.



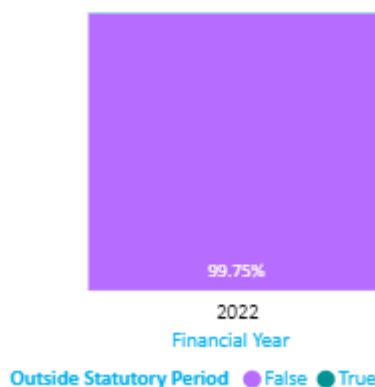
### Levels of Service

Building consent processing has achieved 100% compliance for the month of December. A total of 108 consents were granted in December.

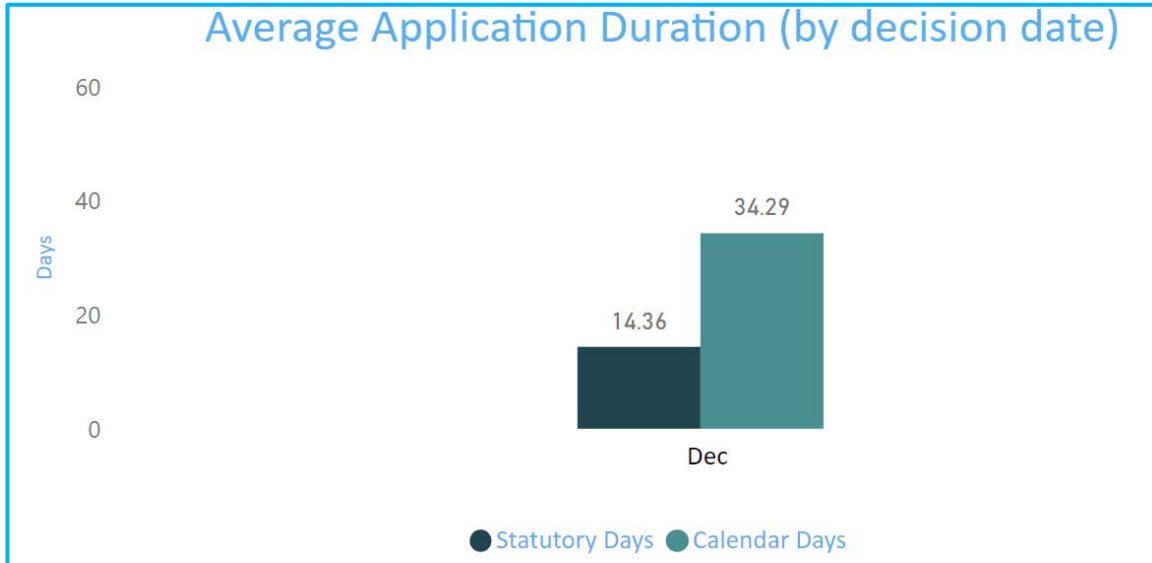
#### Granted or Refused Within Statutory Period



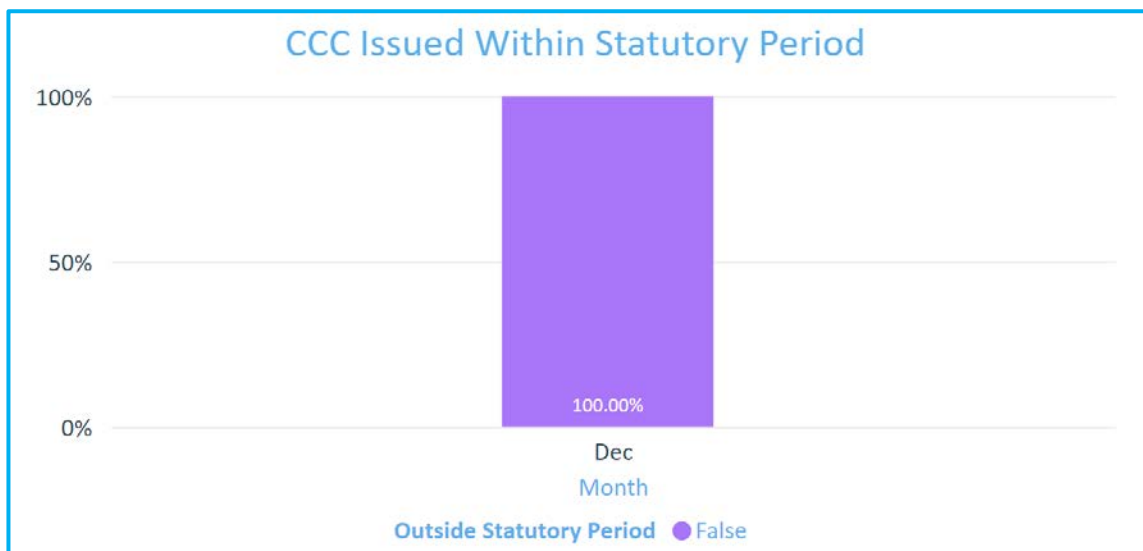
#### Granted or Refused Within Statutory Period

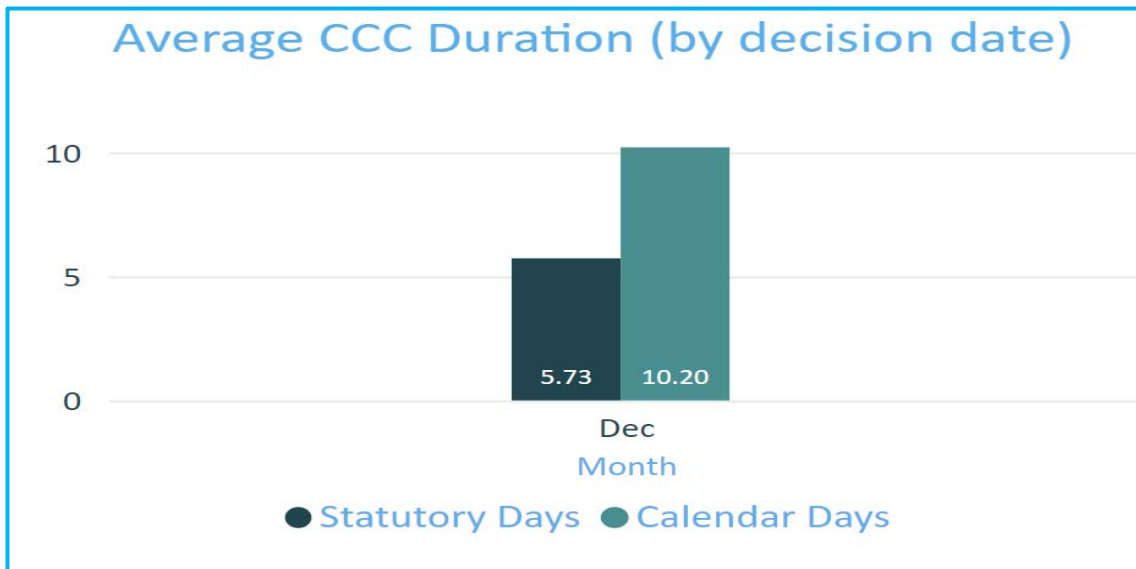


Both the average statutory and calendar days to issue a consent increased in December. Consent numbers for December were the highest recorded in the last 5 years.



For the month of December the BCA has achieved a 100% compliance rate for issuing code compliance certificates. A total of 55 certificates were issued, with an average of 5.73 days to issue.





## 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.

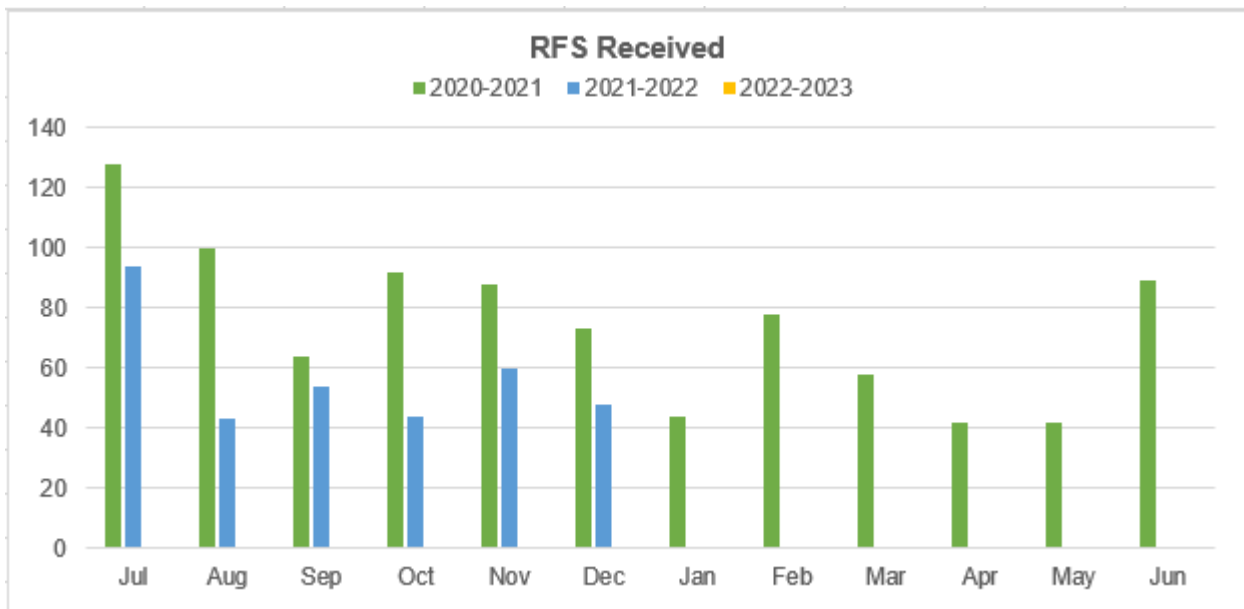
Council ensures compliance by inspecting or monitoring sites to ensure they comply with legislation. Depending on the level of non-compliance, there is a range of enforcement options the Council can take, from education to formal enforcement such as notices and prosecution.

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.

December was a slower month for incoming RFSs. With the onset of summer, it is expected that the number of complaints will remain steady, but a decline in January as people go on vacation. The Building Compliance team continue to deal with a range of Building Act 2004 non-compliances.



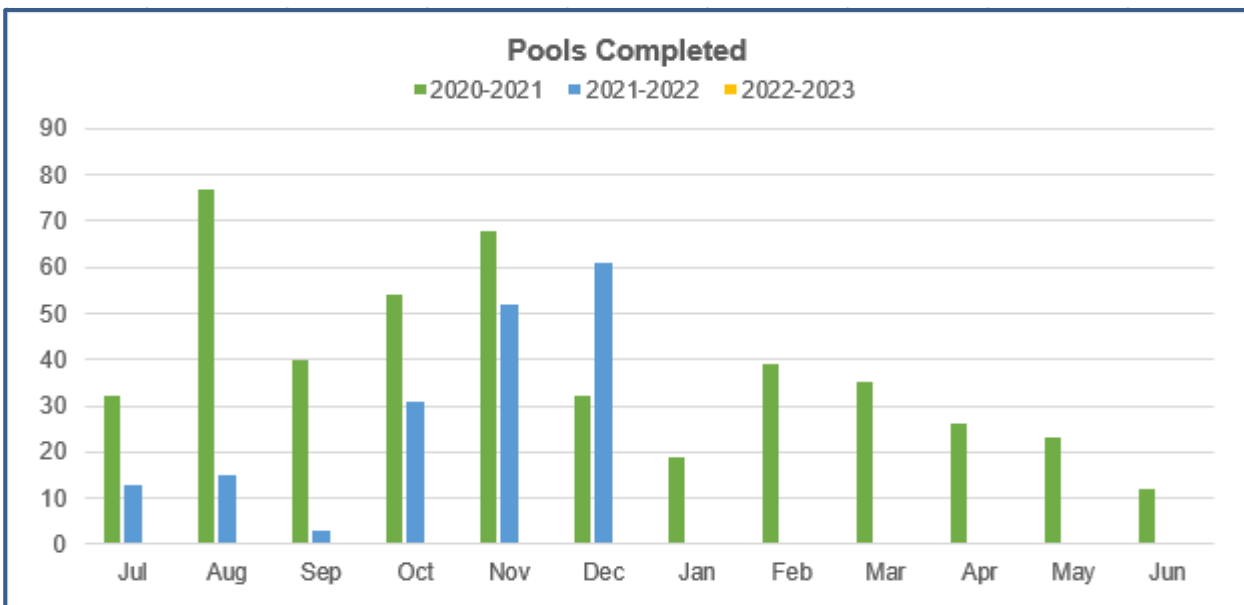
## Swimming Pools

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 61 swimming pool inspections were carried out during the month of December, with the completion of inspections on track and as per the allotted inspections for the year. A number of pools had been identified which had had no inspection since their construction and were over the 3-year tri annual inspection period. These pools have now been inspected with rectification and follow up with the owners in progress.

The swimming pool fail rate was 50% for this period. 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.



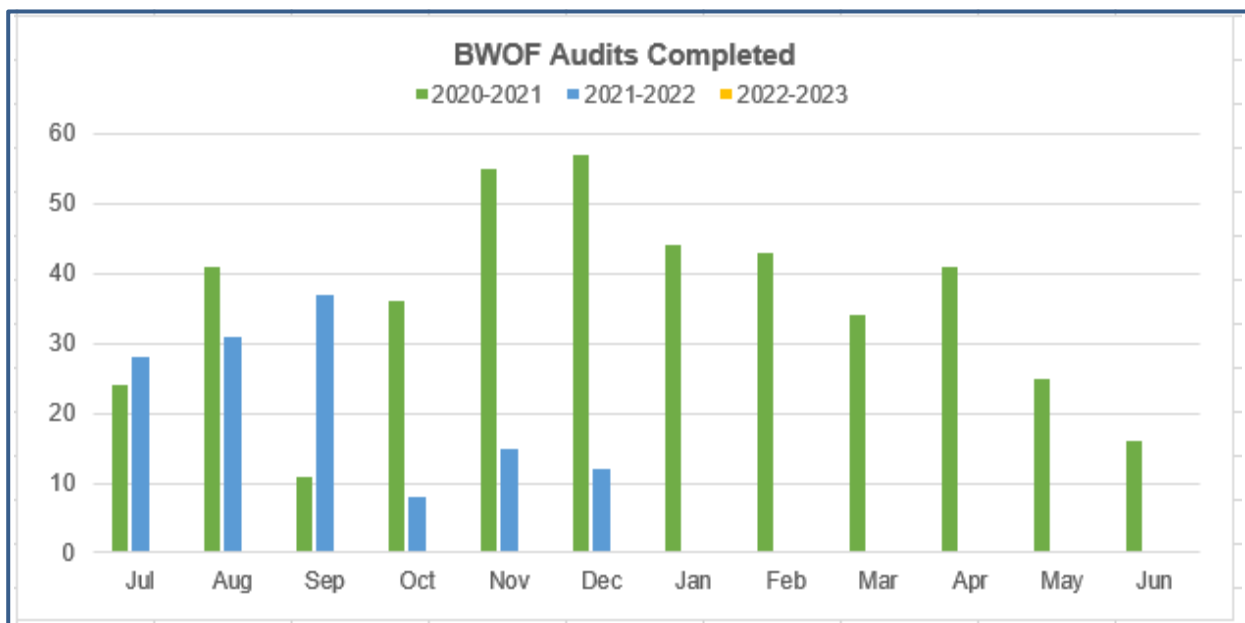
## Building Warrant of Fitness (BWoF)

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.

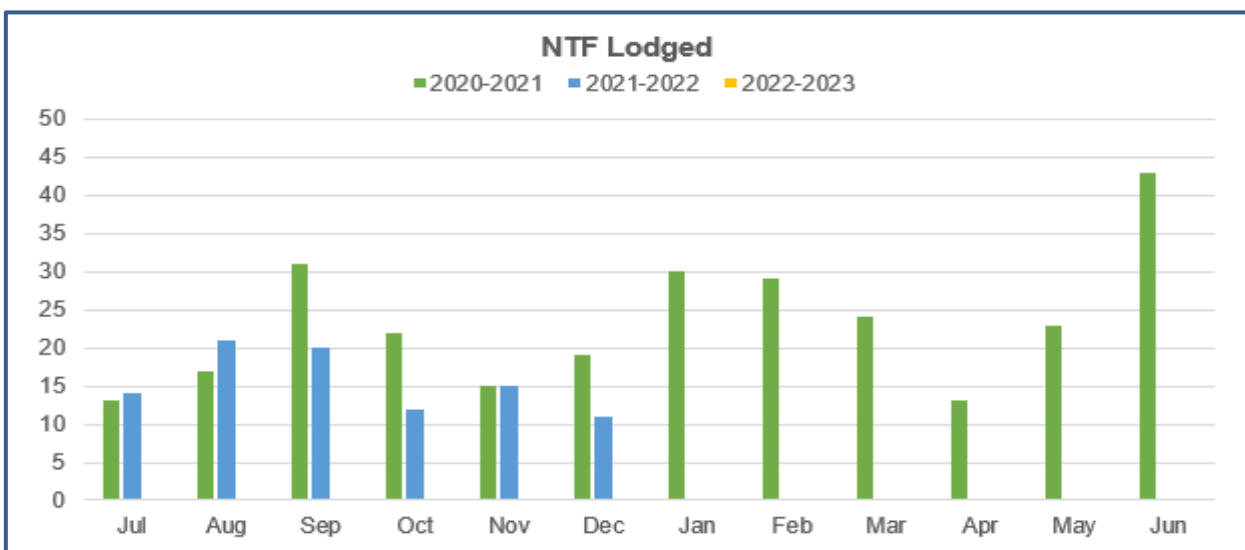
12 BWoF audits were carried out during December. The team is focused on a 3-month auditing project to update outstanding building Compliance Schedules. This project was originally started in 2015 but was never completed. A recent audit by MBIE has highlighted the need for council to prioritise the completion of this project.



## 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.

11 Statutory Notices were served during the month of December for breaches of the Building Act 2004.



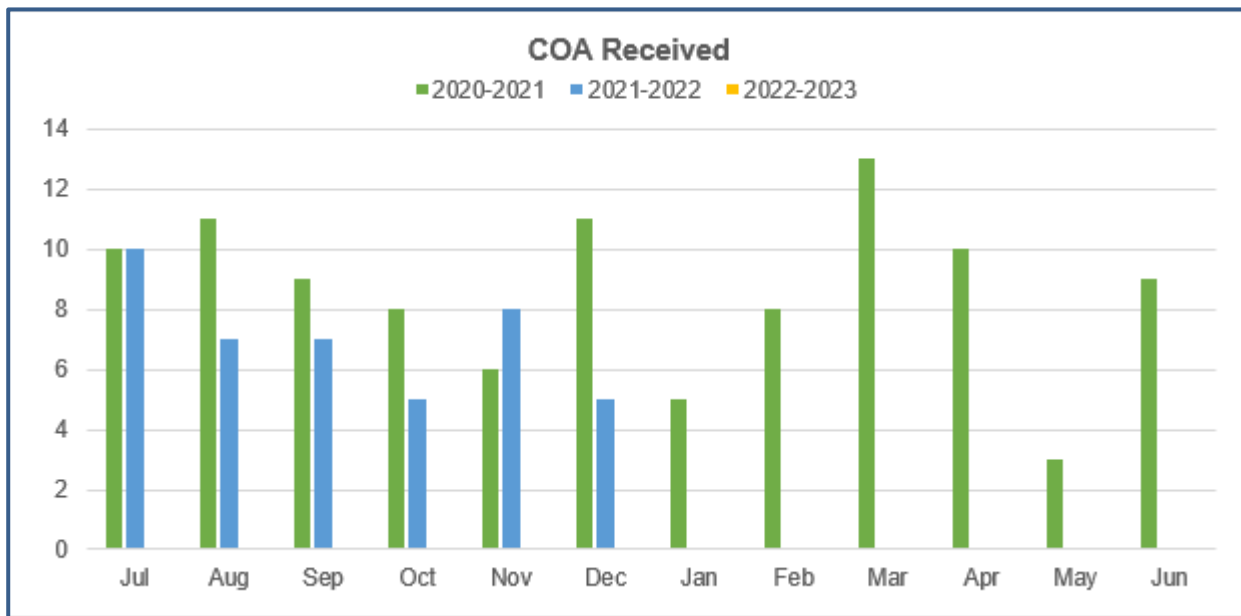


## Certificates of Acceptance

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 5 COA applications during the month of December. The number of COA applications remain consistent month to month.



## Infringements

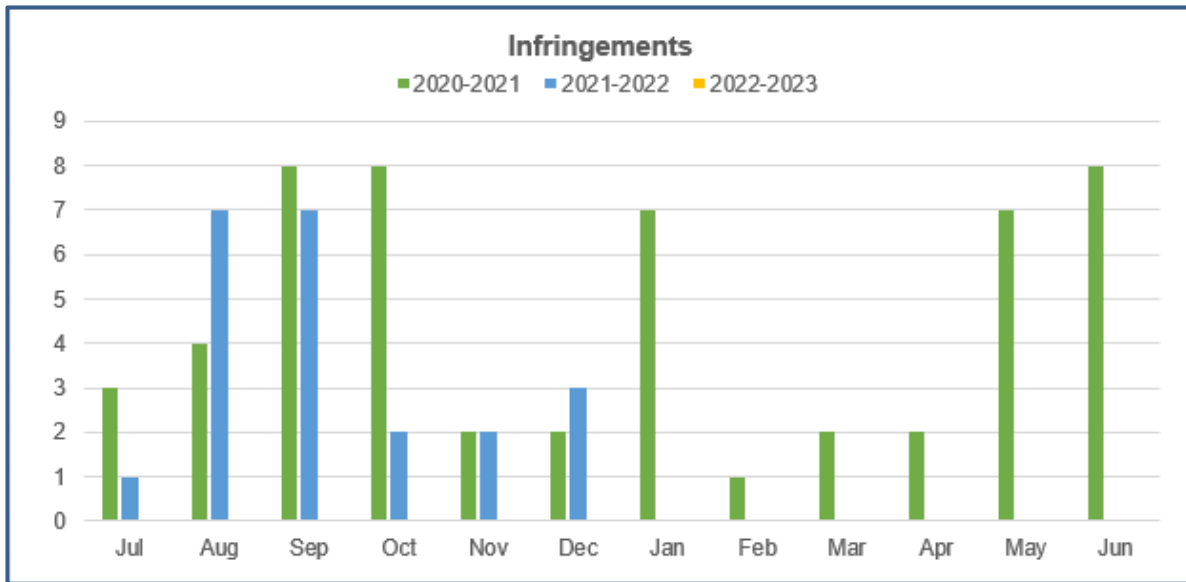
Under Section 372 of the Building Act, an infringement notice may be served on a person if an enforcement officer observes the person committing an infringement offence or has reasonable cause to believe an infringement offence is being or has been committed by that person.

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.

3 infringements were issued during the month of December. Most infringements were for non-compliance with a Notice to Fix (NTF).



# Environmental Services

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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 – December 2021

### Resource Consents

The Resource Consents (RC) team achieved 74% compliance with statutory timeframes for December with 14 consents going over statutory timeframes.

The RC Team issued 86 decisions under the RMA and LGA in December 2021. Of the 86 decisions, 54 were applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MFE).

139 applications were received in December 2021. This consists of 86 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 Resource Consents team now have Business Intelligence for reporting, which has enabled more accurate updates to previous graphic information included in reporting. Due to this, there will be some variations from previous monthly graphs and reports.

### Monitoring and Compliance

The Monitoring and Compliance team received 111 RFSs in December 2021, a decrease of 38 RFSs on the previous month.

There were 117 noise complaints received and responded to in December. This is 43 more than the preceding month. Response times of 67% were seen for urban areas and 66% 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.

37 parking infringements were issued during the month, with a financial value of \$1300.

A record number of environmental infringement notices (EIN's) were issued in December. Although twenty EIN's were issued in December, nine of them were withdrawn due to clerical and administration errors. The eleven EIN's issued represents the highest number issued in a month by FNDC, with a financial value of \$8,250.

### Environmental Health

A total of 27 Food Verification audits were completed in December 2021.

The Environmental Health team are tracking well regarding the licensed premises level of service. 39.1% of licensed premises have been visited, leaving 142 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.

The number of RFSs received for the Environmental Health team continue to decline. This is likely due to the proactive work the team have completed, including updating website content and publishing the first edition newsletters for food and alcohol.

### Animal Management

221 RFSs were received for Animal Management in December 2021; 34 urgent and 187 non-urgent.

Animal Management Officers continued to respond to requests within level of service agreed times ( $\geq 93\%$ ) with 97% achieved for urgent responses and 94% for non-urgent responses.

20 dogs were impounded in December, resulting in six being claimed by their owners, two dogs taken by a Rescue Group and three being adopted out to new homes. A total of seven dogs were euthanised in December due to not being claimed by an owner and not meeting criteria to be rehomed.

# Resource Consents

## Introduction

### What we do and why

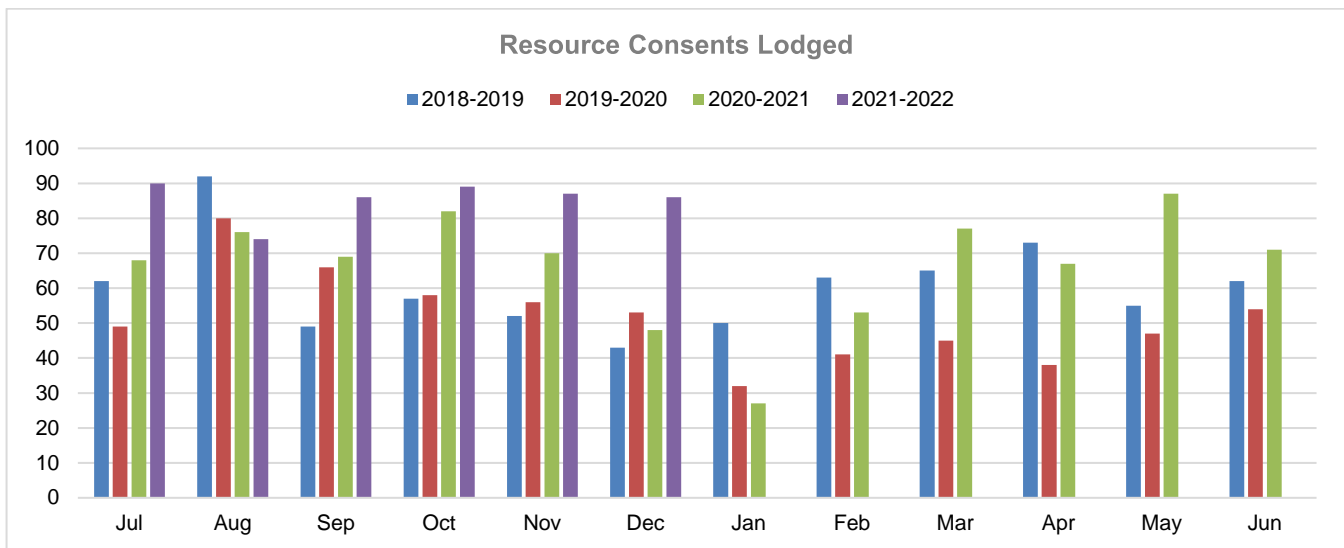
A critical function of Council is enabling the sustainable use, development and protection of the natural and physical resources in our district. This is underpinned by the obligations imposed by the Resource Management Act 1991. Activities and services undertaken include the processing of resource consent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

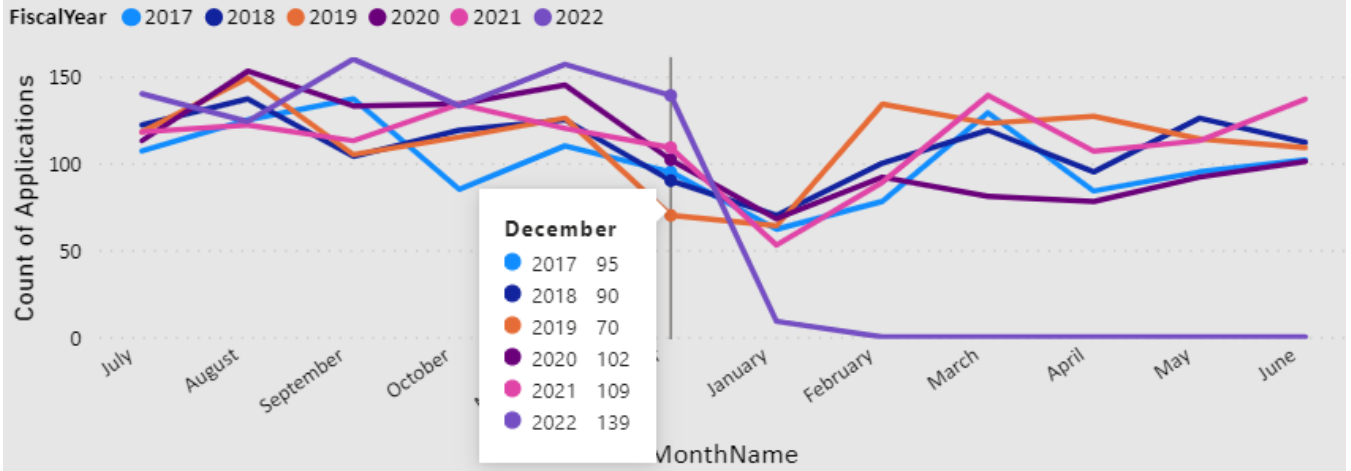
The graph below shows the RMA\* applications received by month over the last 3 years. The planning support team lodged 86 RMA applications in December 2021 compared to 48 in the previous financial year and 53 in the 2019/2020 financial year. This represents a significant increase in the number of RMA applications received in December over the last three financial years.



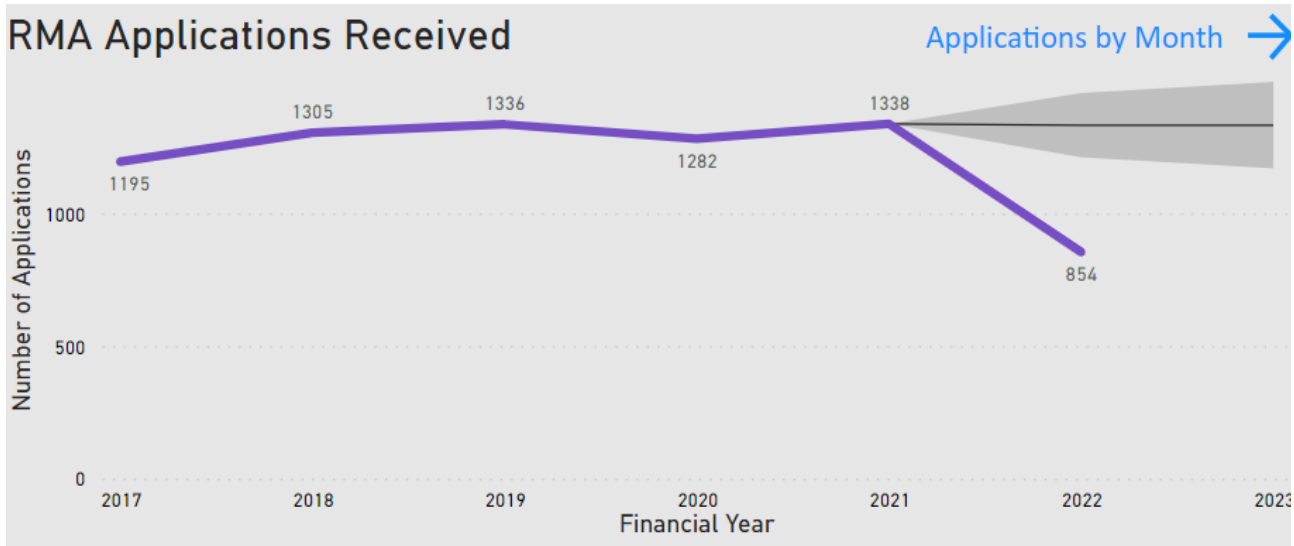
\*Refers to applications lodged that require statutory timeframes reporting.

The graph on the next page is one of the new graphs from the recently-released Business Intelligence reporting capability. This graph shows the total number of applications received each month since 2017. The 139 applications received consists of all the applications received by the Planning Support Team and sent to allocations in December 2021. This is the sixth highest number of applications received since the 2017-18 financial year. The highest was September 2021 when 160 applications were received.

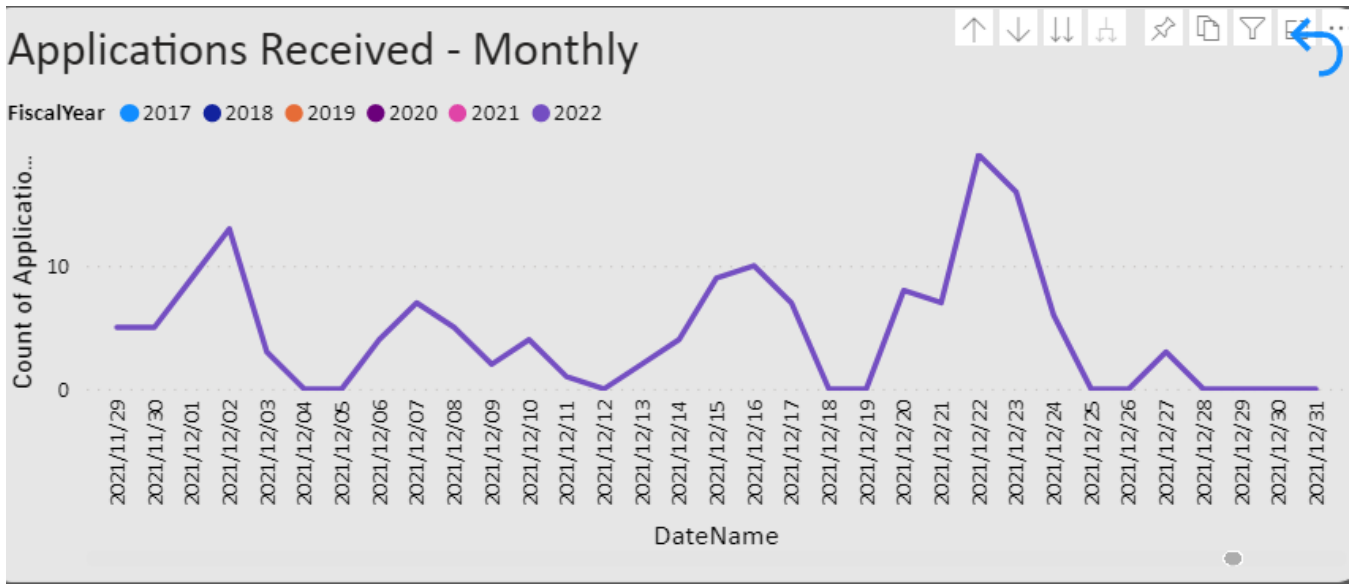
## Applications Received - Monthly



The following graph shows the total number of applications received by year since 2016. This number includes applications received under the Resource Management Act and the Local Government Act (LGA). This shows the volume of applications received with an upward trend since 2016 and a slight decrease in 2020 due to the pandemic and nationwide lockdown. The 2022 figure below shows the number of applications received from July to December in the current Financial Year.

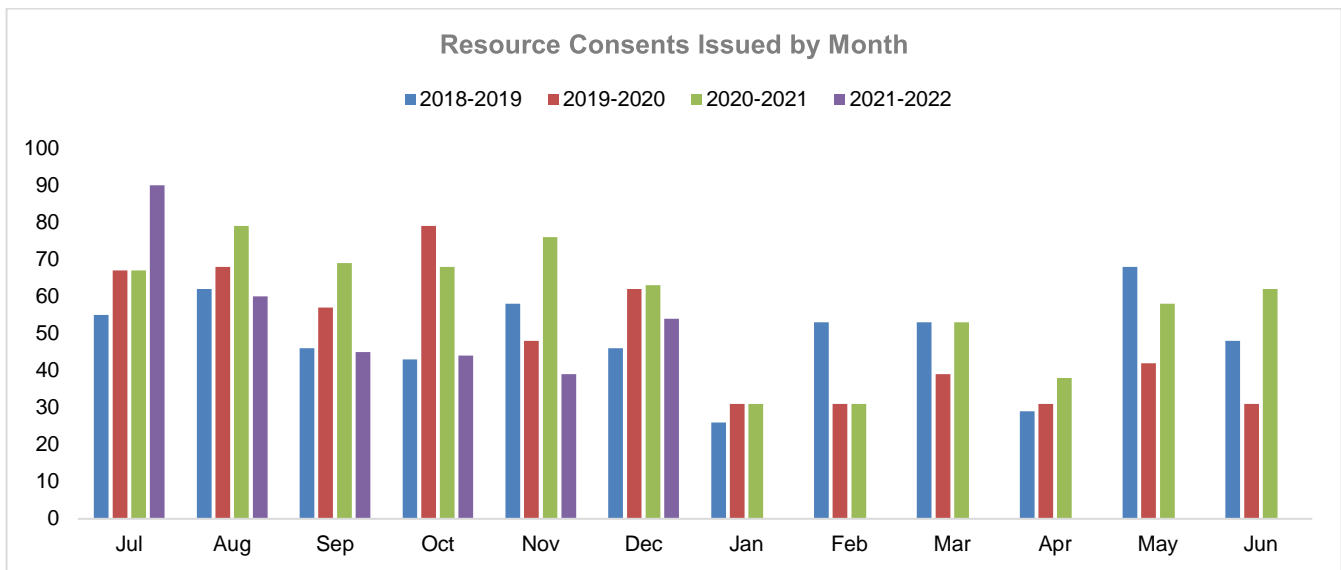


The graph on the next page shows the number of applications received daily by the Planning Support Team. There have been 3 days in December where over 10 applications were received in one day, the highest day having 18 applications received. These figures demonstrate the huge influx of applications received by the very busy Planning Support Team.



### Decisions issued

The RC team issued 86 decisions under the RMA and LGA in December 2021. Of the 86 decisions, 54 were applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MFE). As stated above in the summary, 14 consents were outside statutory timeframes for December. This resulted in 74% compliance with statutory timeframes.



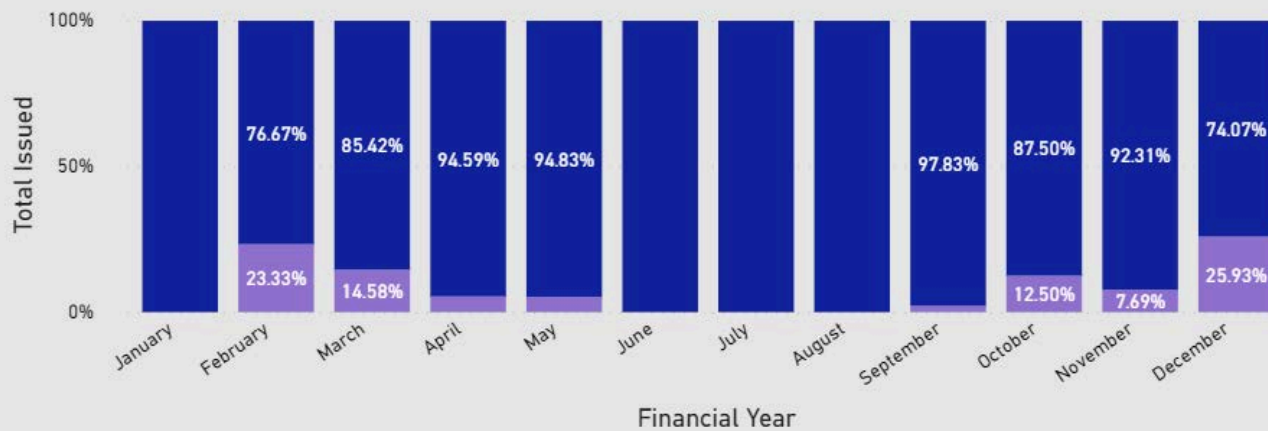
The Resource Consents Performance graph on the next page shows compliance for the previous twelve months. This shows a level of compliance of 74% decisions being within timeframes for December. This reduction is a direct effect of increased volumes and staff vacancies. This is discussed in greater detail below under the Trends and Success Stories heading.



## RMA Granted or Refused Within Statutory Period

Within Statutory Period ● No ● Yes

Average and Median Days →



### Types of Applications Received

The two 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	Number Received											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Land use	8	16	29	14	32	41	28	34	40	45	43	37
Subdivision	8	6	19	9	15	18	26	18	21	22	25	27
Variation	2	5	8	5	6	12	10	3	7	7	5	6
Permitted Boundary Activity	1	1	7	4	7	3	9	7	5	6	2	7
Extension of Time	0	1	1	0	1	0	2	0	0	0	0	0
Certificate of Compliance	0	0	1	0	0	2	0	0	0	0	0	0
RMA Discharge	0	0	0	0	1	1	0	1	2	0	0	0
RMA NES CS	0	0	0	0	0	0	0	1	0	0	0	0
Combined land use and subdivision	2	4	5	3	6	6	8	6	10	5	11	9
Outline Plan	0	0	0	0	0	0	2	2	1	2	1	0
Outline waiver	0	0	3	1		3	2	2	0	2	0	0
<b>Total RMA</b>	<b>21</b>	<b>33</b>	<b>73</b>	<b>37</b>	<b>67</b>	<b>90</b>	<b>90</b>	<b>74</b>	<b>86</b>	<b>89</b>	<b>87</b>	<b>86</b>

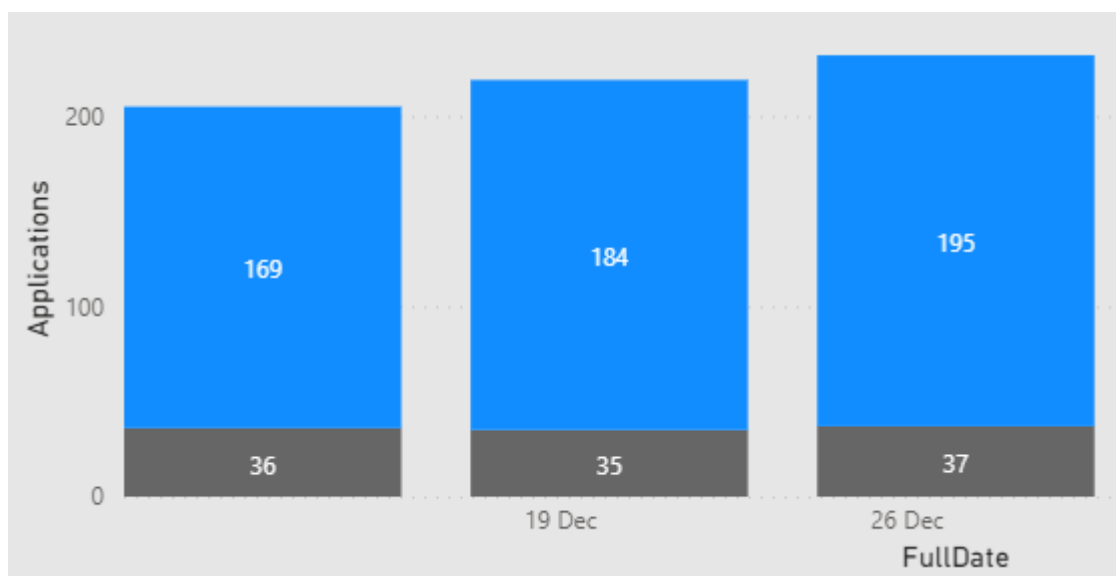
## Certificate Applications Received

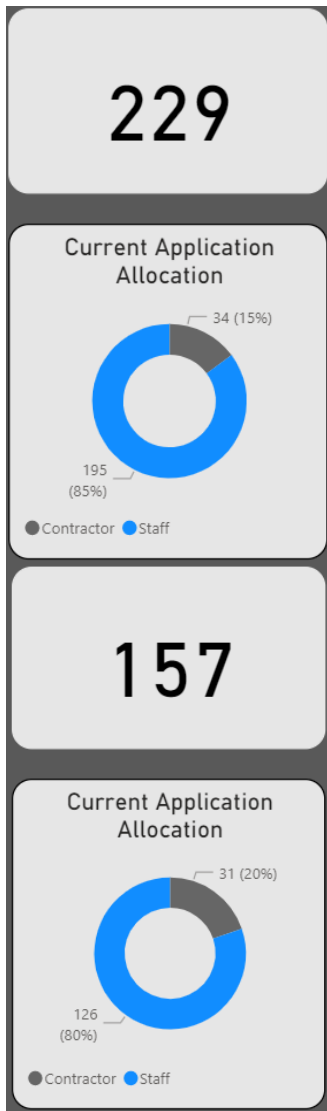
The table below details the number of certificate and other applications received for December 2021. This table shows that 54 certificates and Local Government Act (LGA) applications were received in December.

Type of Certificate & LGA & other work	Number Received											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
RMA OTH	0	0	0		1	0	2	0	0	1	1	0
RMA OBJ	0	0	0	0	0	2	1	2	2	4	3	1
CER221	0	0	0	0	0	1	0	2	2	0	2	0
CER223	16	20	22	18	19	14	20	13	25	16	21	14
CER224	4	10	4	14	24	9	14	10	17	14	19	14
CER348	0	0	0	0	0	2	0	2	0	0	2	1
CERBND	0	0	6	1	0	0	0	0	0	0	0	0
CEROTH	0	0	4	1	0	0	0	0	0	0	0	3
LGA348	0	2	2	2	2	4	2	3	3	1	2	2
LGAEWK	0	8	15	16	6	14	11	16	19	11	17	18
LIQCOC	0	1	0	1	2	7	2	3	6	0	3	2
<b>Total</b>	<b>20</b>	<b>41</b>	<b>53</b>	<b>52</b>	<b>53</b>	<b>51</b>	<b>49</b>	<b>49</b>	<b>74</b>	<b>47</b>	<b>70</b>	<b>54</b>

## Internal staff versus consultant planners

The graph below indicates a snapshot over 3 days in December of how many current applications are being worked on by the Resource Consents Team. This shows 195 applications have been allocated to internal staff and 37 to external consultant planners. This is 84% internal and 16% to consultants. The 195 applications allocated to internal staff represents 8 planners looking after 24 applications each, on average, at any one time.



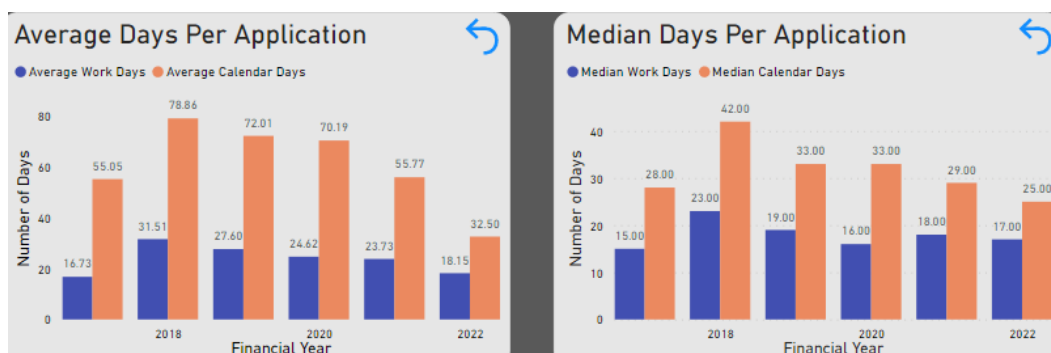


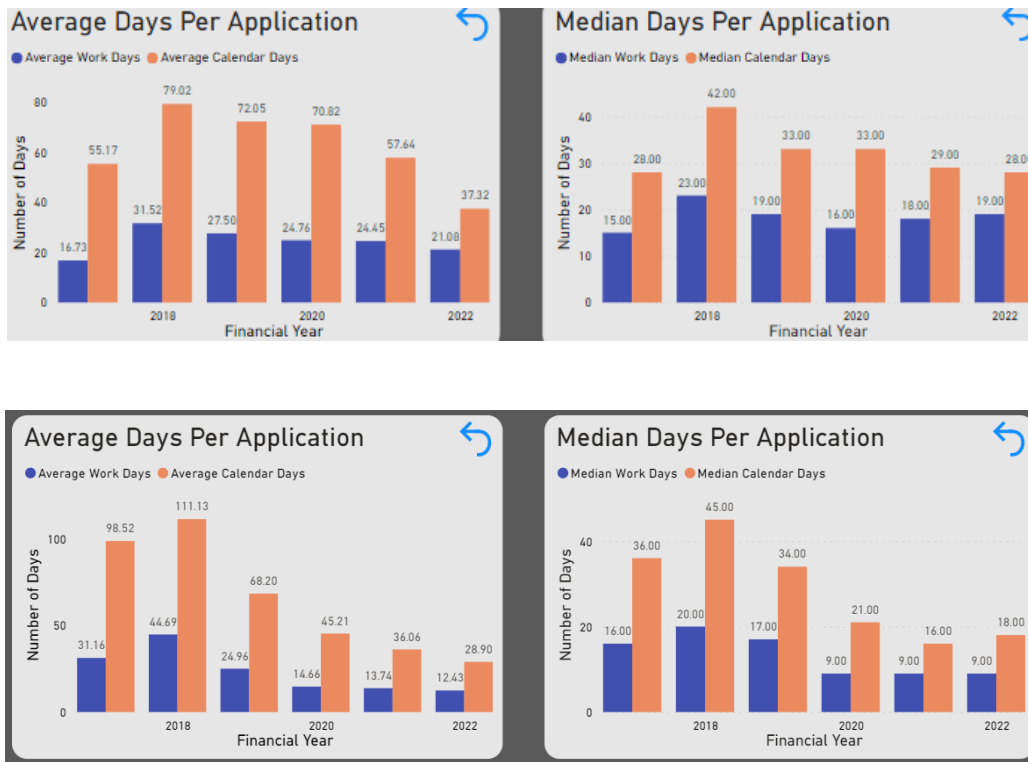
The figure on the left is the number of applications that are current within the Council system (Pathway) which have not been suspended under s37 to extend timeframes or s92 for further information.

The figure on the left is the number of applications that are on hold including suspended applications. Currently the Resource Consents Team is managing 386 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

The three graphs below show the average number of days it takes the planners and engineers to process an application. The trend was consistently moving up from an average number of 31 working days in the 2018-2019 financial year to 16 working days in the 2021-2022 financial year for September. However, the trend now is heading downwards showing 21 working days in November and 12 in December. The average number of calendar days has dropped from the highest number in the 2019/2020 financial year of 79 calendar days down to 32 calendar days in October, and then moving up again to 37 calendar days in November and now reducing to 29 calendar days in December for the 2021/2022 financial year.





## Hearings

There were no hearings in December 2021.

## Processing Timeframes

Over the past years the number of applications for resource consents received by Council has continued to increase to the point where what was thought of as high numbers in 2018, is now considered the new normal. Over the past months it has not been unusual to receive up to 45 applications in a single week. This is all with no change in staffing levels but relying heavily on consultants for business as usual.

Furthermore, the team has seen several resignations for various reasons and is currently recruiting for new planners and engineers. The team has managed to meet 100% statutory timeframes by heavily relying on consultant planners, however due to the large amount of private work available, Consultancies are choosing to undertake private work which pays higher than processing for Council.

As of close of business 13 January 2022, allocations are eight weeks behind (including a three-week shutdown over the festive season) with 117 applications unallocated dating back to 15 November 2021. Team Leaders have applied s37 of the RMA to extend processing timeframes where possible.

### The use of section 37 of the Resource Management Act 1991 to extend timeframes

In December 2021, of the 54 RMA decisions issued, 51 of these applications had s.37 applied. If s.37 had not been applied, it is unlikely that any of our issued consents would have complied with statutory timeframes during this period.

This situation is not expected to change but, in fact, get worse in the near term due to the review of the current District Plan. Once this Plan is notified as proposed, applications will take up to twice as long to process, which will result in planners taking half the volume of consents they are currently processing.

The consents team are to be commended for achieving close to 100% statutory timeframes for a period of four months (June to September 2021). They are working hard to address alternative ways of managing the current high volumes.

## Customer and Relationships

The Resource Consents Team had 87 surveys sent out in December 2021 with 27 responses received, giving the team a response rate of 28.7%. There were 15 satisfied customers, no neutral customers and 12 customers were dissatisfied. Common themes within the dissatisfied customers were the time taken (n=4, 26%) and communication (n=4, 26%).

The Resource Consents team, 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 and or frustration with the District Plan rules and legislation.

## Resource Consents Summary

139 applications were received in December 21. In total, 86 of those were applications under the Resource Management Act 1991 (RMA) that form part of reporting on statutory timeframes to the Ministry for the Environment. The remaining 53 were applications under the RMA, Local Government Act (LGA), the Liquor Licence Act (LLA) that do not form part of statutory timeframes reporting.

The RC Team issued 86 various decisions under the RMA and LGA in November 2021. Of the 86 decisions, 54 were applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MFE). 14 consents were outside statutory timeframes for November. This gives us 74% compliance with statutory timeframes.

In total the resource consents team, along with the planning support team, worked on 86 new RMA applications, 54 various LGA applications, certificates, licences and permits and issued 86 various decisions. In addition, during December, the Resource Consents Team attended one concept development meeting (CDM's) and processed nine food health checks for the Environmental Health Team. The Resource Consent Engineers also worked on four Engineering Plan approvals (RMAEPA's) to assist a more streamlined process for building consents being issued.

# 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. The monitoring and enforcement team are responsible for the administration and enforcement of these obligations.

The Monitoring Team is responsible for:

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

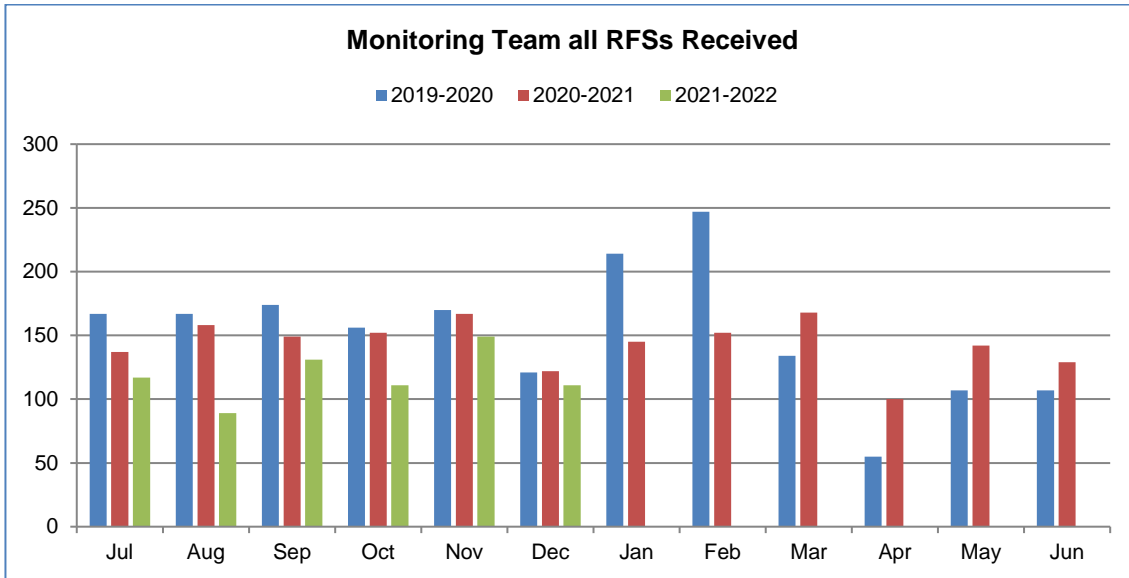
The team is comprised of a team leader, five monitoring officers, two resource consent monitoring officers (one of which is a fixed-term position) and a parking enforcement officer. There is currently one vacancy in the team, which is a fixed term Resource Consent Monitoring officer.

## Levels of Service

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

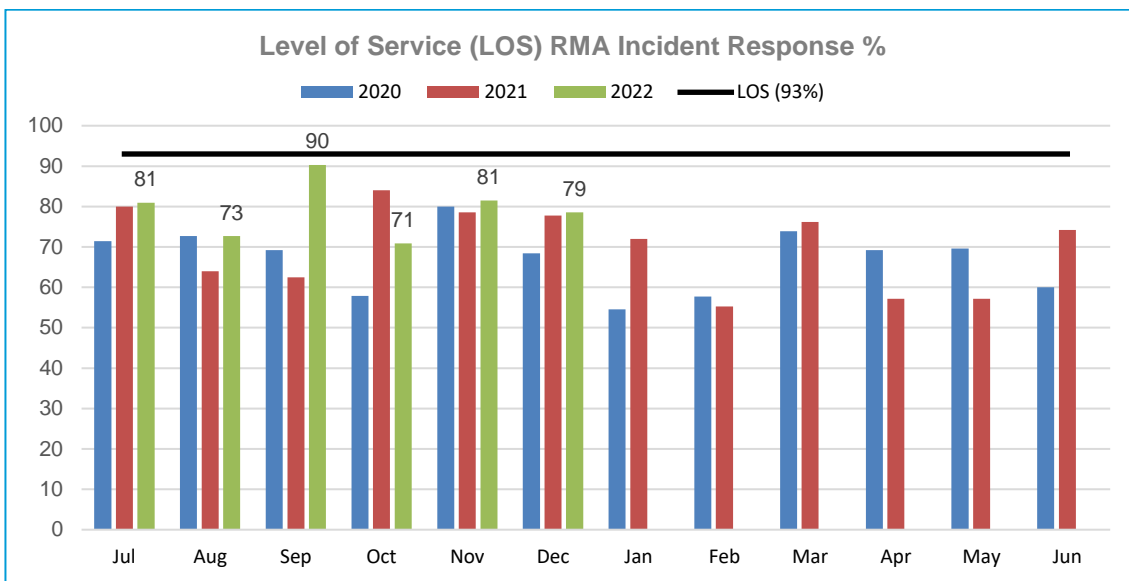
## Requests for Service

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

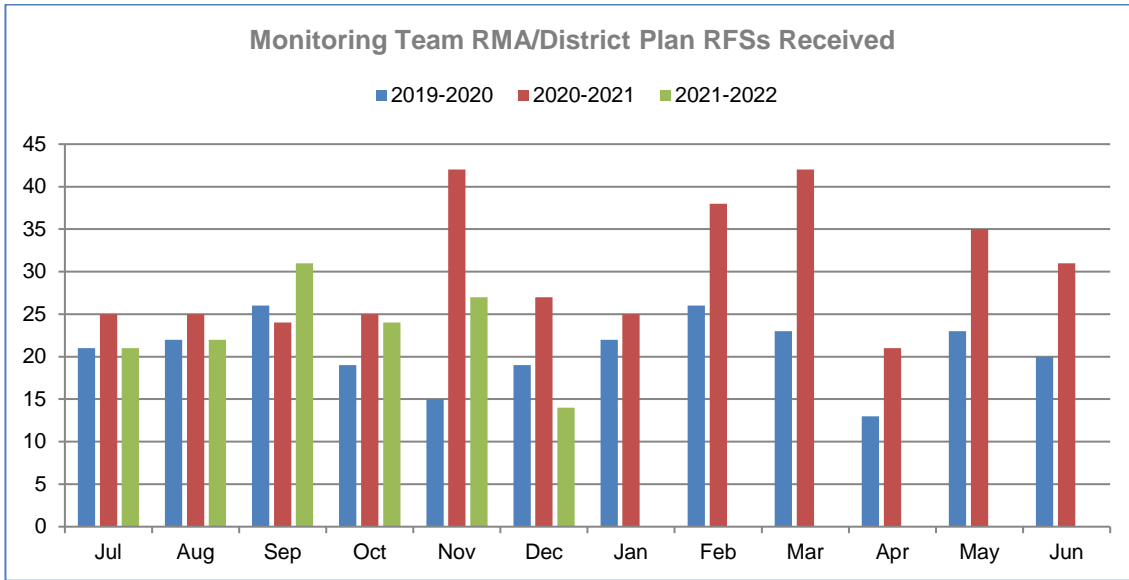


## Resource Management Act 1991

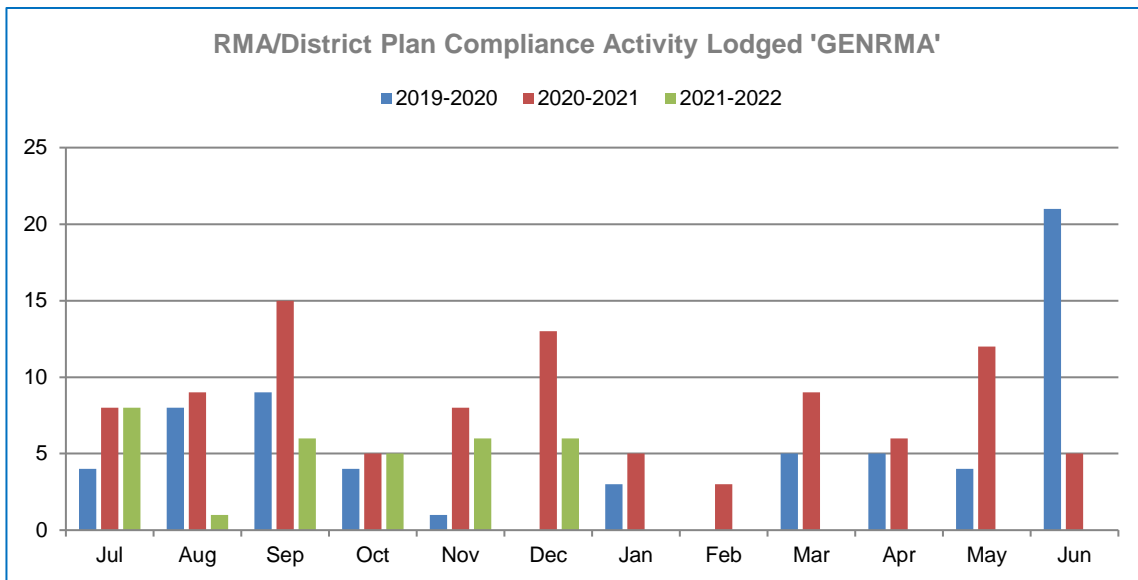
A large amount of the work conducted by the Monitoring team falls under the Resource Management Act 1991 (RMA). This section reports the results of those responsibilities. The LTP level of service for responding to RMA incidents is 93% of customers acknowledged within three working days. The graph below shows 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 December was 79%, down from 81% in November.



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



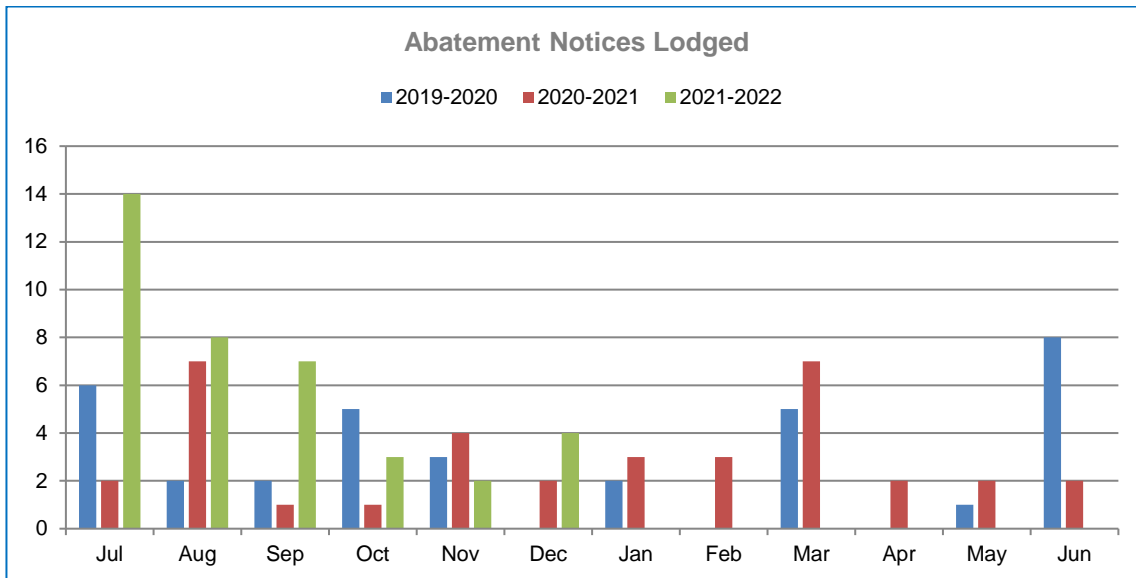
If an RMA/District Plan RFS results in further investigation, a new application is created in the Council system called a 'GENRMA' and research and evidence is recorded with case notes in support of any legal notices, such as abatement notices and environmental infringement notices. The graph below shows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



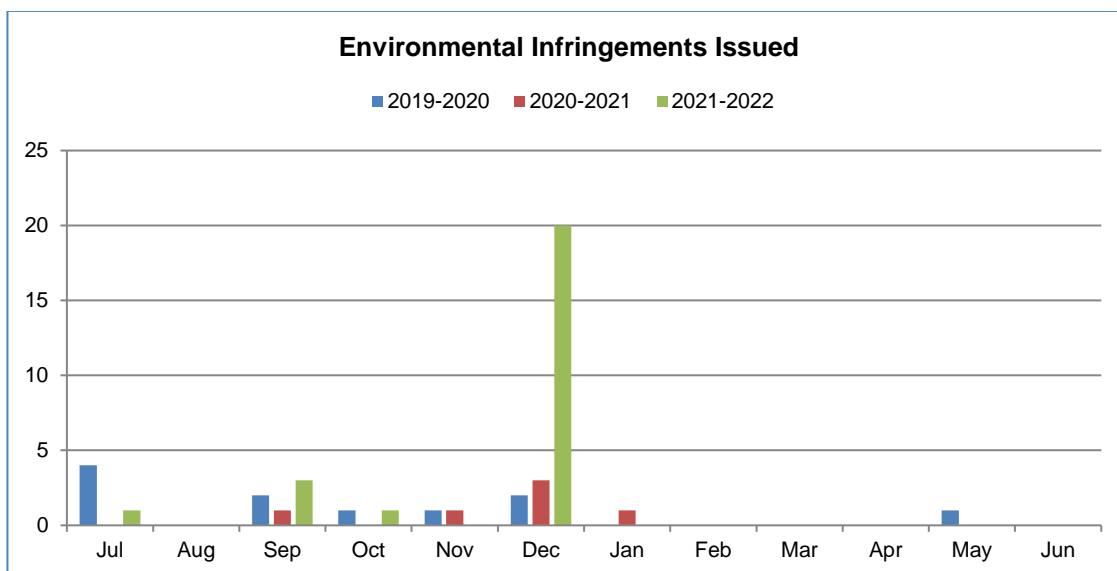
Although the Monitoring team's policy is to promote voluntary compliance with the District Plan, there comes a point in an investigation where it becomes necessary to escalate the enforcement process. The RMA allows a warranted monitoring officer to issue an abatement notice to direct an offender to 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 cooperate with Council, an environmental infringement notice (EIN) of \$750 can be issued, or prosecution commenced. The graph on the next page shows abatement notices issued by the Monitoring team during the last three financial years.





The graph below shows environmental infringement notices (EIN) issued during the last three financial years. Although twenty EIN's were issued in December, nine of them were withdrawn due to clerical and administration errors. The eleven EIN's issued represents the highest number issued in a month by FNDC.



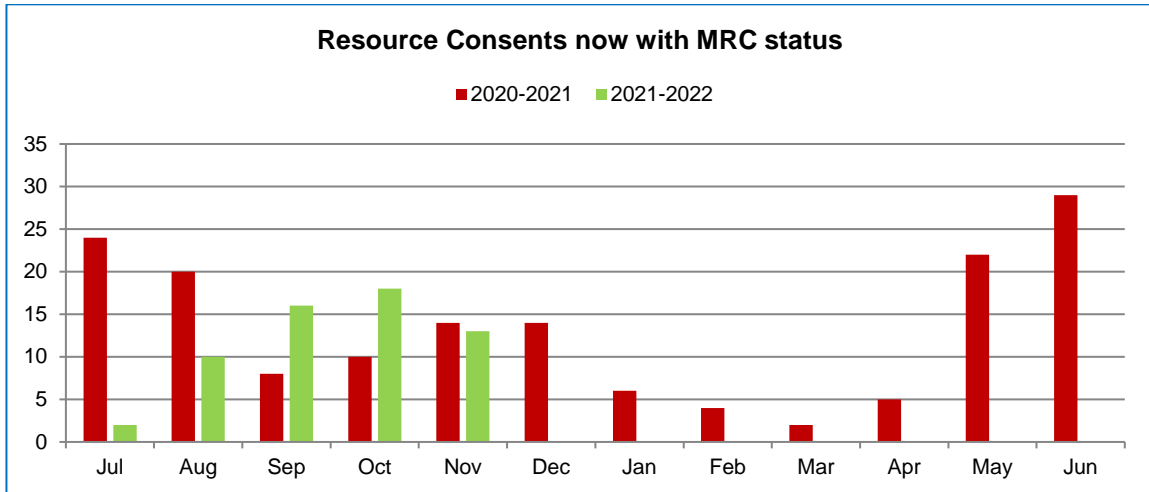
## Resource Consent Monitoring

The resource consent monitoring role remains extremely busy with a number of 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

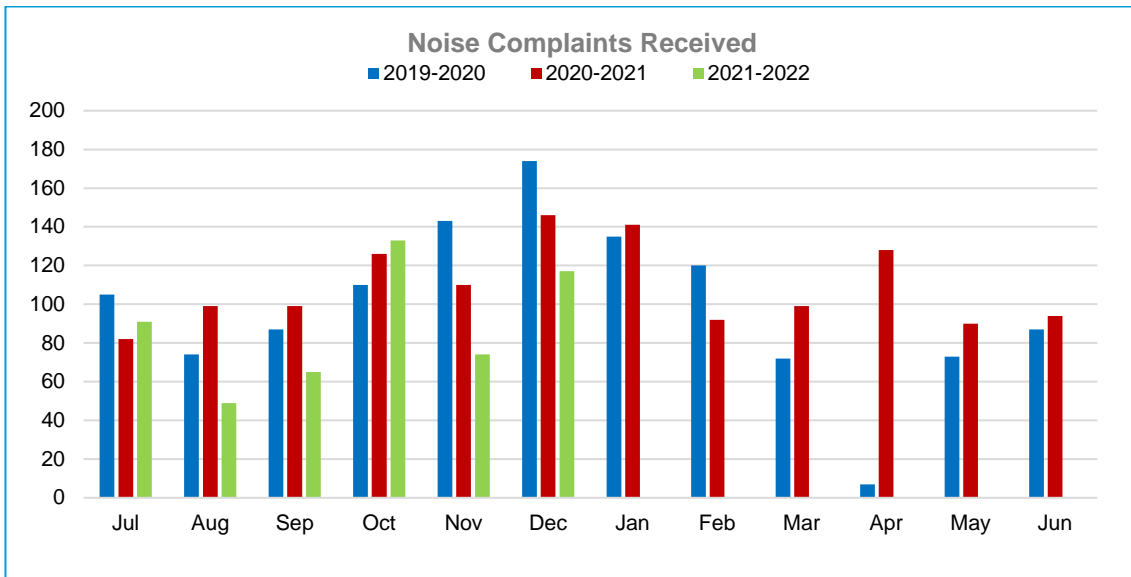
A business improvement initiative in July 2021 removed the requirement to create a new MRC application for each resource consent (RC) decision issued. The historic backlog of unmonitored MRC applications is recorded within Council's system. There are currently 529 historic MRC applications going back to 2008 with a status of uncomplete, 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 that 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.

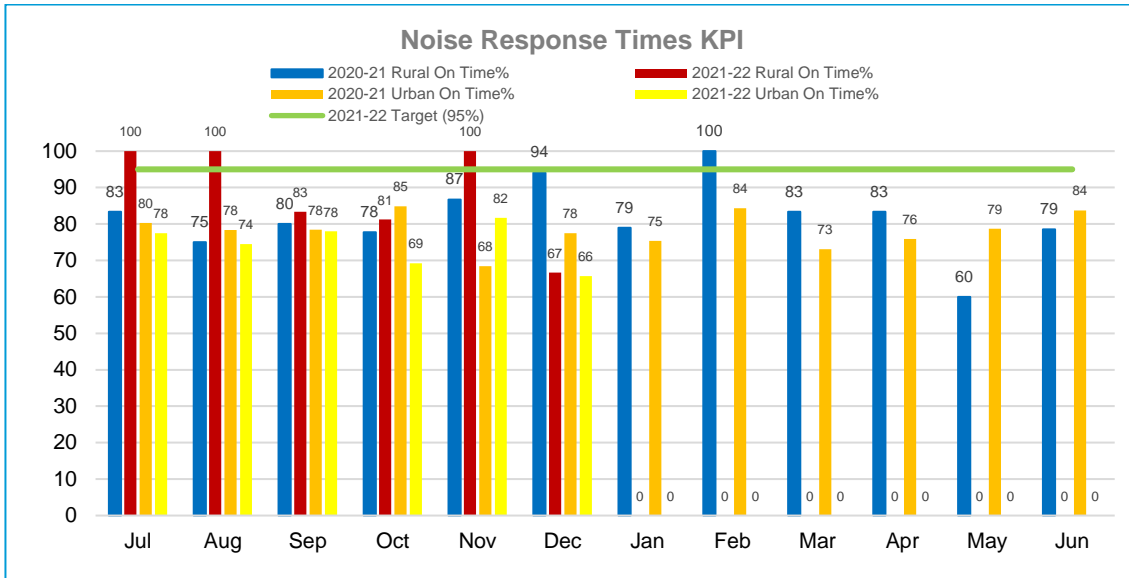


## Noise

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 (END’s) and seize sound making equipment (when accompanied by a constable). The graph below shows the number of noise complaints received and responded 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 hours 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 on the next page shows attendance times in relation to the LTP LOS KPI for First Security noise call outs.

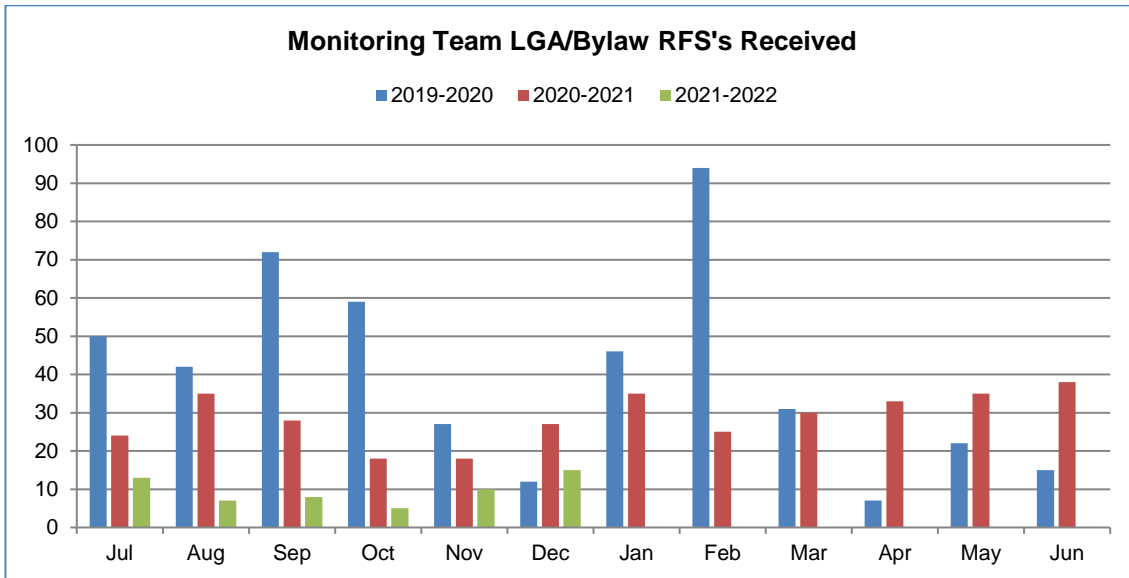


In the RMA, the term excessive noise means any noise that is under human control and of such a nature as to unreasonably interfere with the peace, comfort, and convenience of any person (other than a person in or at the place from which the noise is being emitted). Noise assessment by First Security 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.

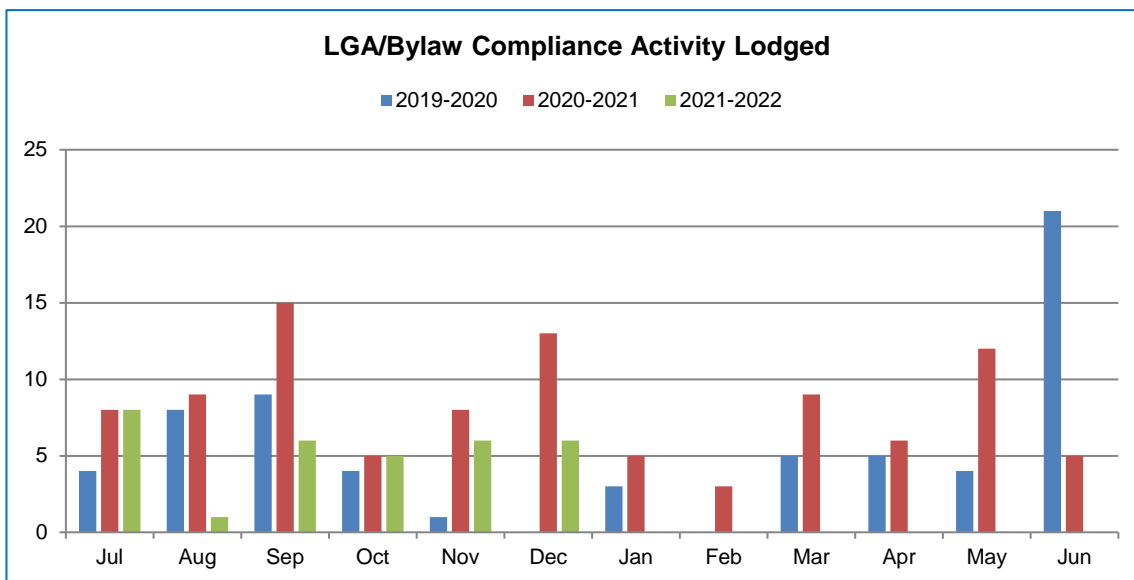
Action Taken 2021-2022	Jul	Aug	Sep	Oct	Nov	Dec
Abatement Notice Issued	0	0	1	0	0	0
Excessive Noise Directive Issued	7	6	13	25	10	11
No Action Taken	65	38	34	77	43	72
Seizure Performed		1		4	0	0
Verbal Warning Issued	19	4	17	27	21	34
<b>Grand Total</b>	<b>91</b>	<b>49</b>	<b>65</b>	<b>133</b>	<b>74</b>	<b>117</b>

## Local Government Act 1974/2002

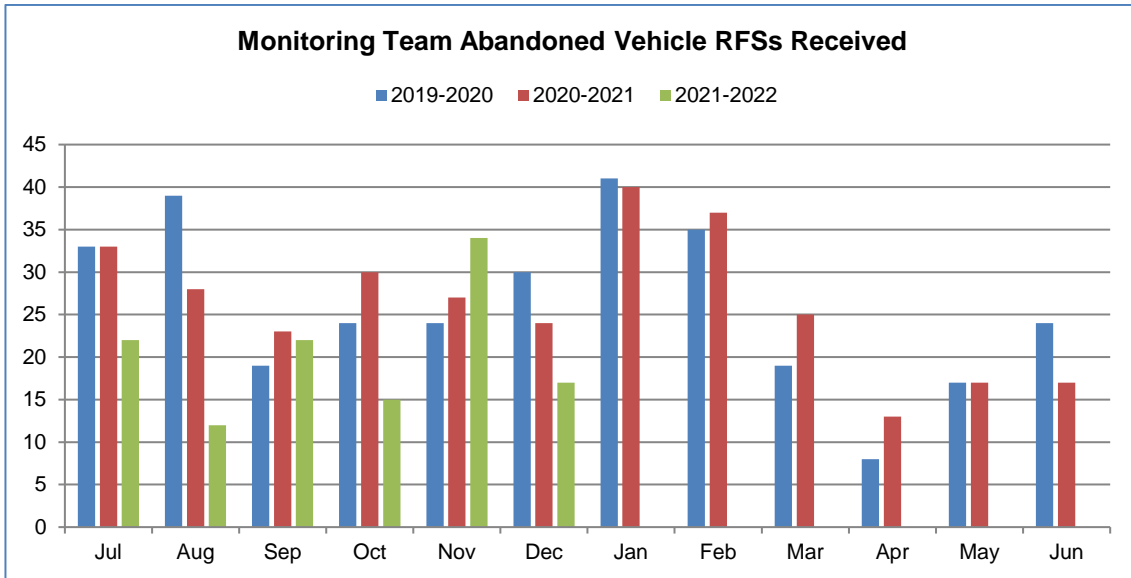
The Local Government Act (LGA) is the legislation behind most of the bylaws administered by the Monitoring team. The LGA can also be used for issues such as encroachments onto public places and roads. The graph below shows RFS received by the Monitoring team for LGA/Bylaw incidents over the last three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



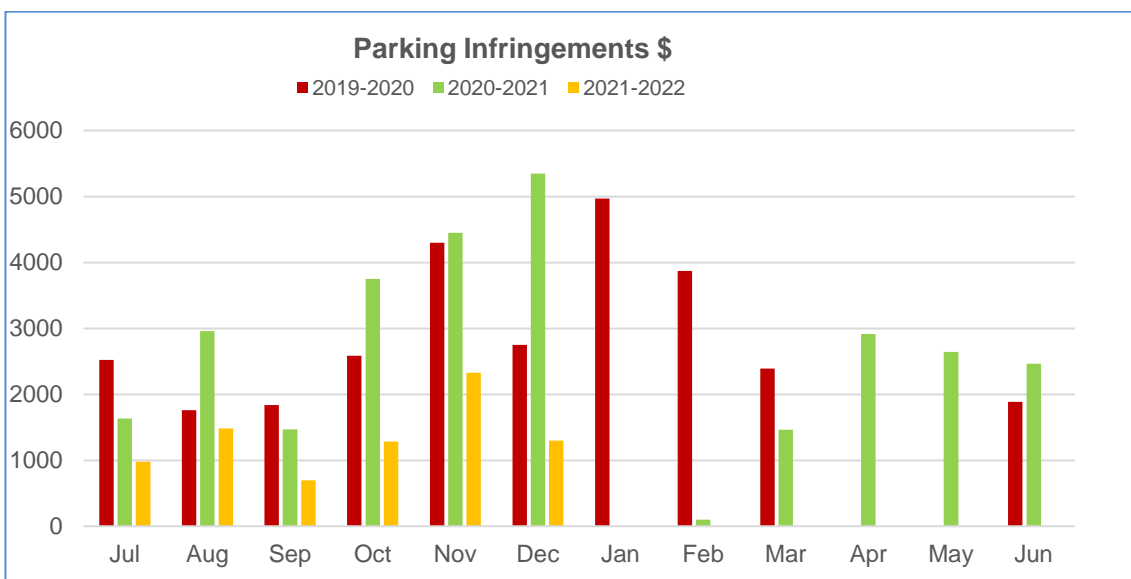
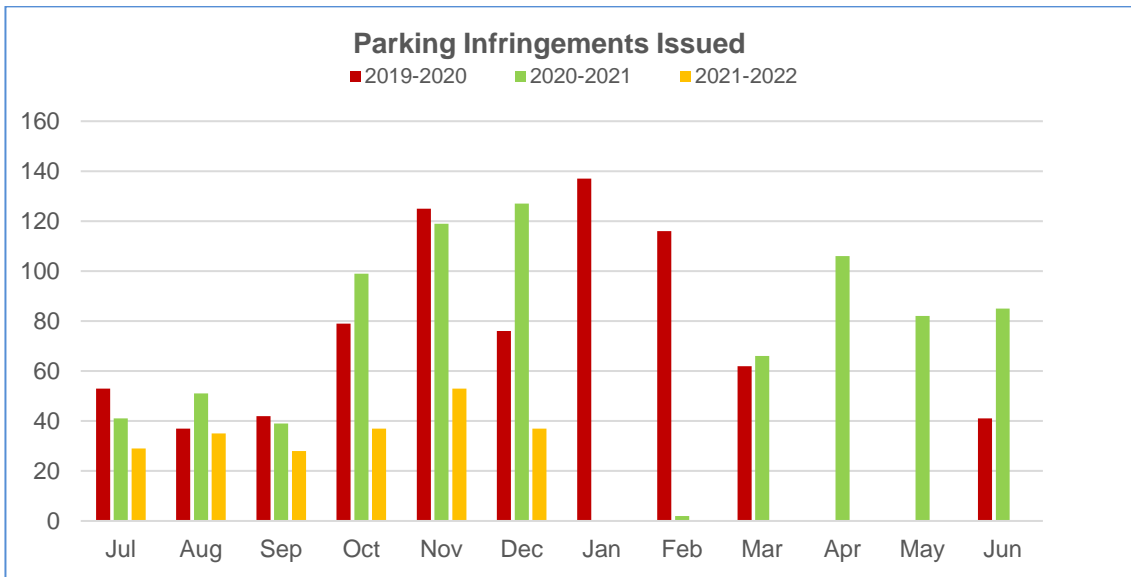
As with the RMA and all other legislation used by the Monitoring team escalated investigations prompt the creation of an application in the Council system, which allows for the recording of research, evidence etc. For the LGA these applications are called 'GENBYL'. The graph below shows GENBYL's created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

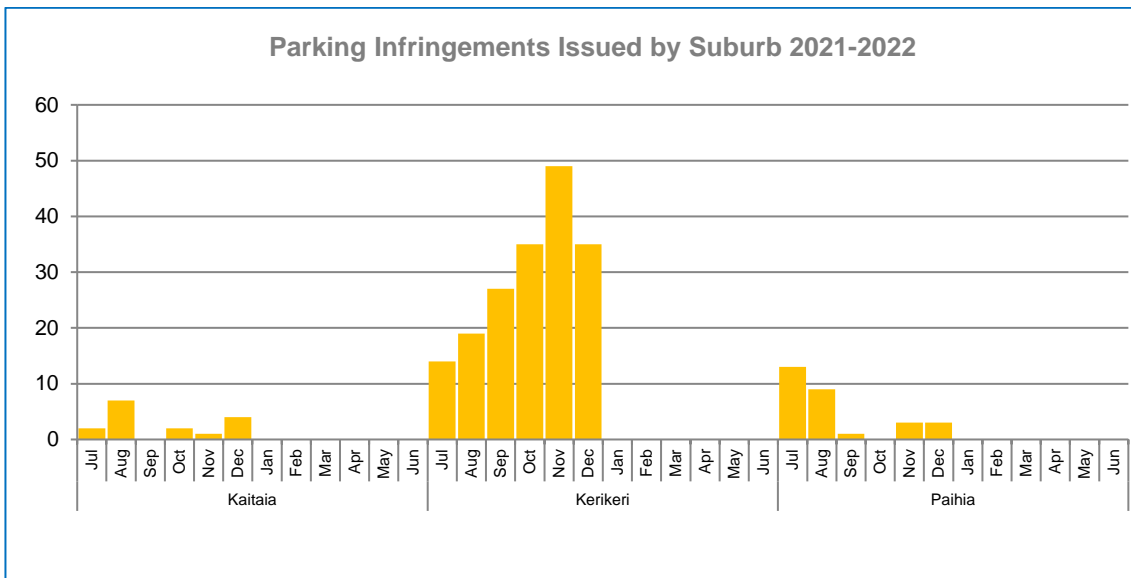
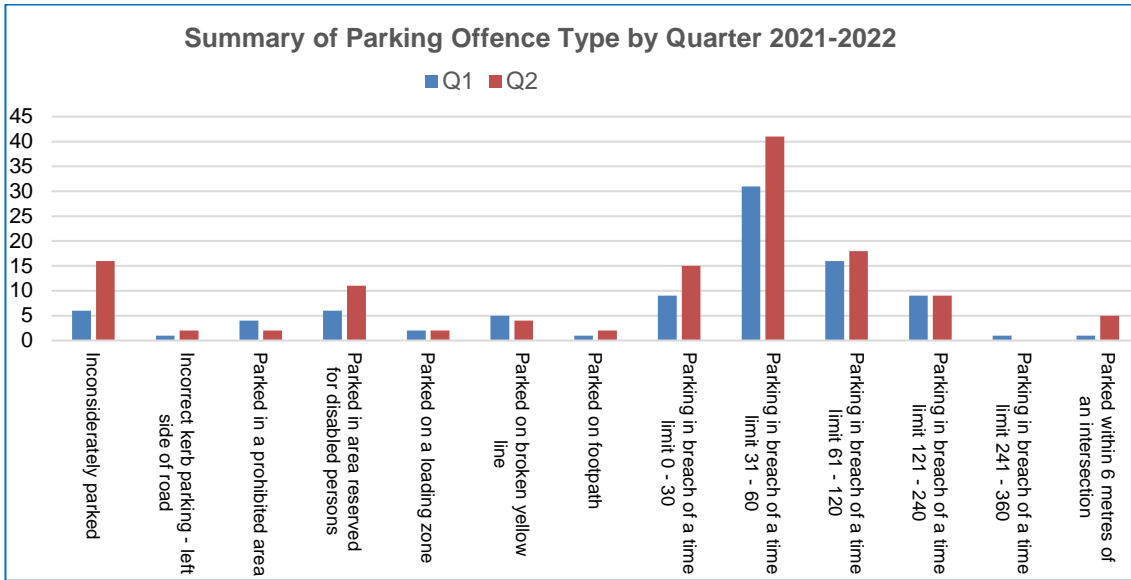


The following graph shows RFSs received for the removal of abandoned vehicles. Section 356 of the Local Government Act 1974 authorises a territorial authority to remove abandoned vehicles under certain circumstances.



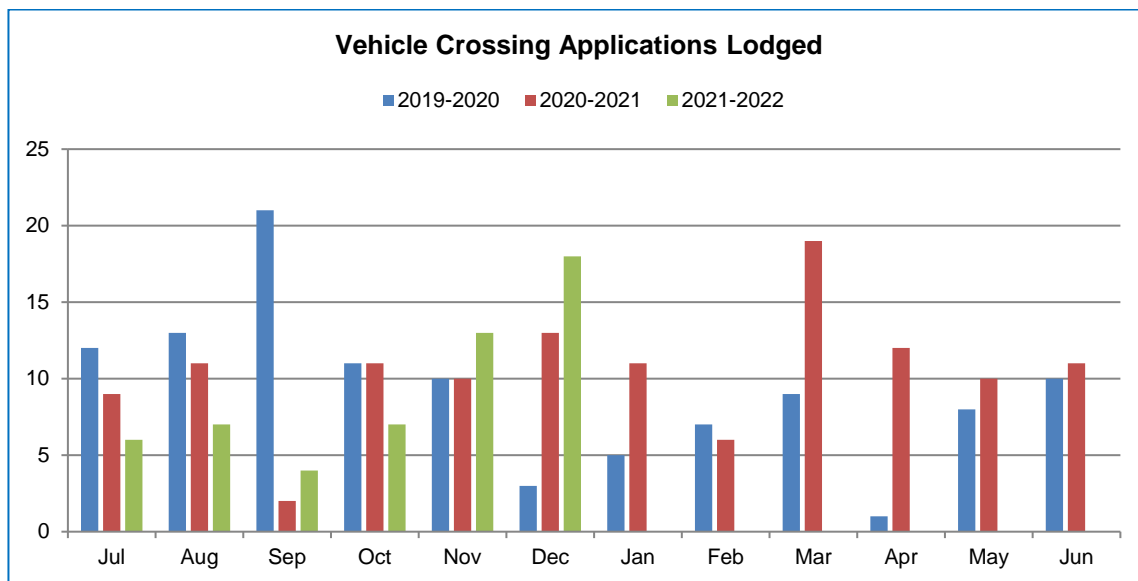
## Parking





## Vehicle Crossing Applications

The Monitoring team 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

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## 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 the animal management team is to reduce the risk of potential negative impacts by encouraging responsible dog ownership and working with farmers to minimise wandering stock.

## RFS Responses

221 RFSs were received for Animal Management in December 2021; 34 urgent and 187 non-urgent. There were three RFSs received for an alleged dog attack on people. Animal Management Officers continued to respond to requests within level of service agreed times ( $\geq 93\%$ ) with 97% achieved for urgent responses and 94% for non-urgent responses.

## Impounded Dogs

20 dogs were impounded in December, resulting in six being claimed by their owners, two dogs taken by a Rescue Group and three being adopted out to new homes. There were seven dogs euthanised in December due to not being claimed by an owner and not meeting criteria to be rehomed.

## Dog Adoptions

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

- 2 to South Island
  - 1 to Auckland
-



# 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. The Environmental Health Services team are responsible for the administration and enforcement of these obligations.

The Environmental Health Services (EHS) team 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

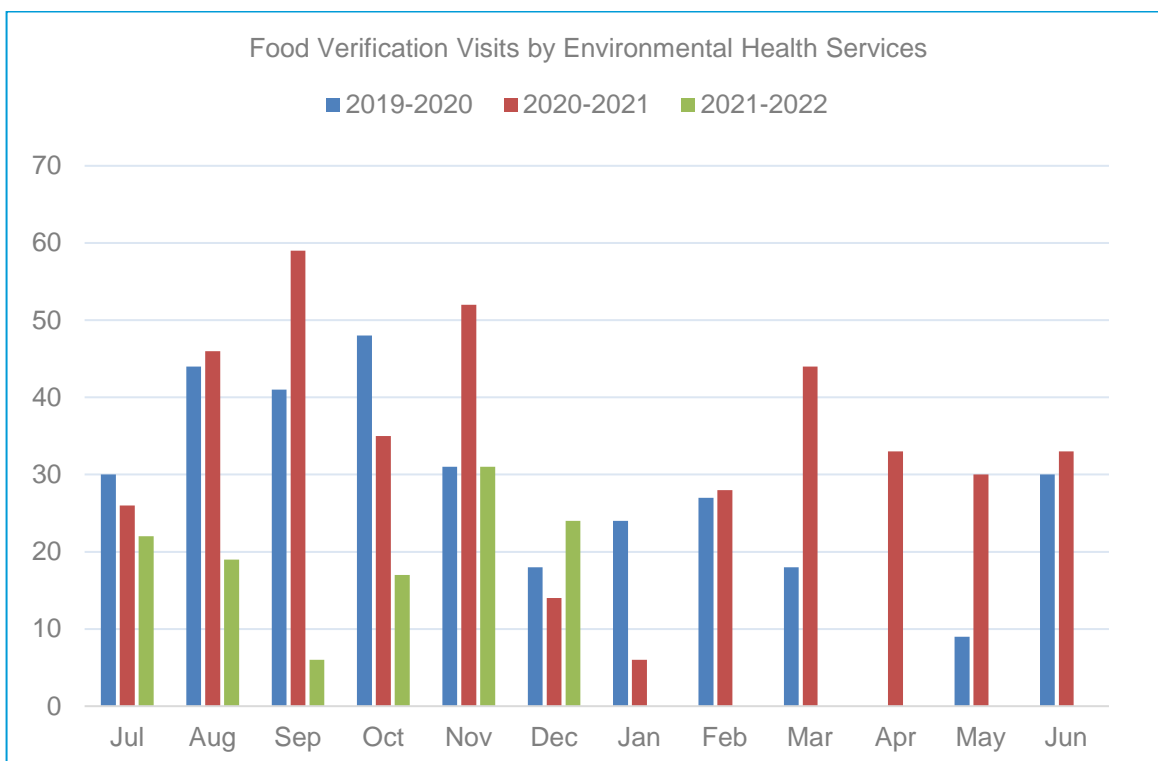
## Levels of Service

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:** 88.9% **Last Month:** 100% **Last Year:** 92%

During December 2021, 27 verifications were scheduled. Of the 27 scheduled verifications, 24 were completed. The three verifications that were not completed were due to the operator cancelling the verification due to unavailability of staff or the verifier was on annual leave and unable to complete the scheduled verification.

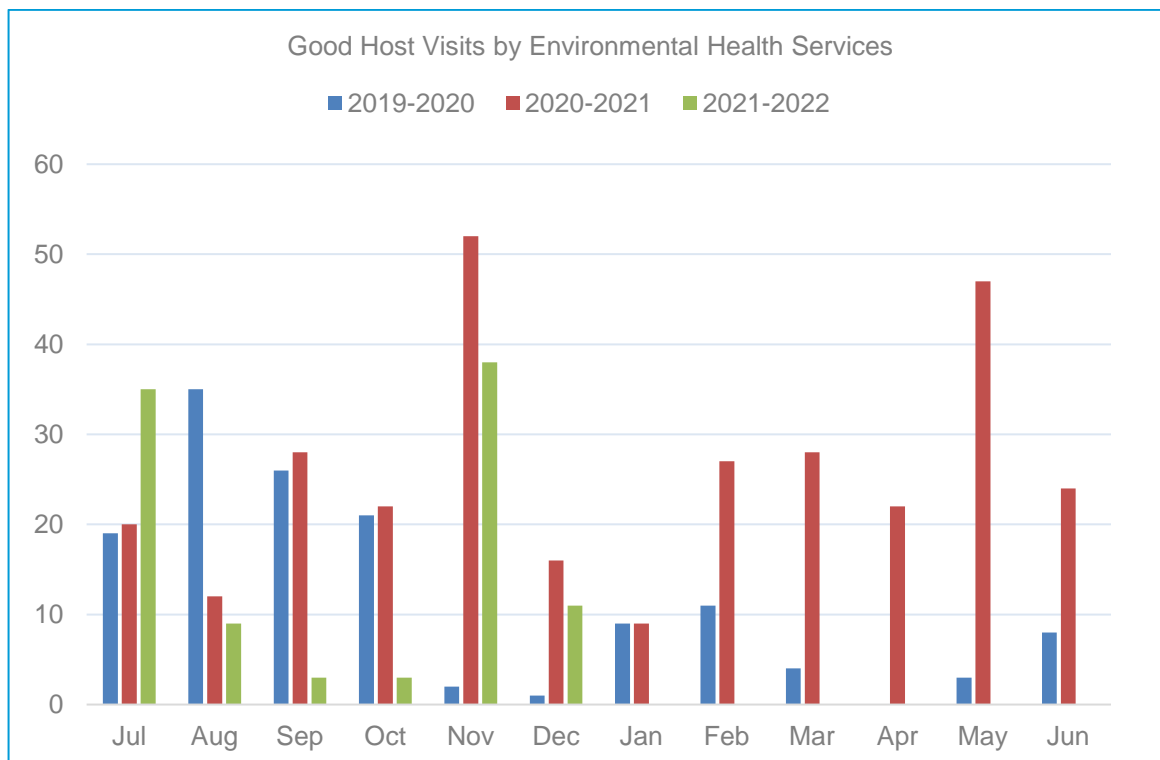


Level of service 8.4.1. All licensed premises are visited for Host Responsibility inspections at least once every four years.

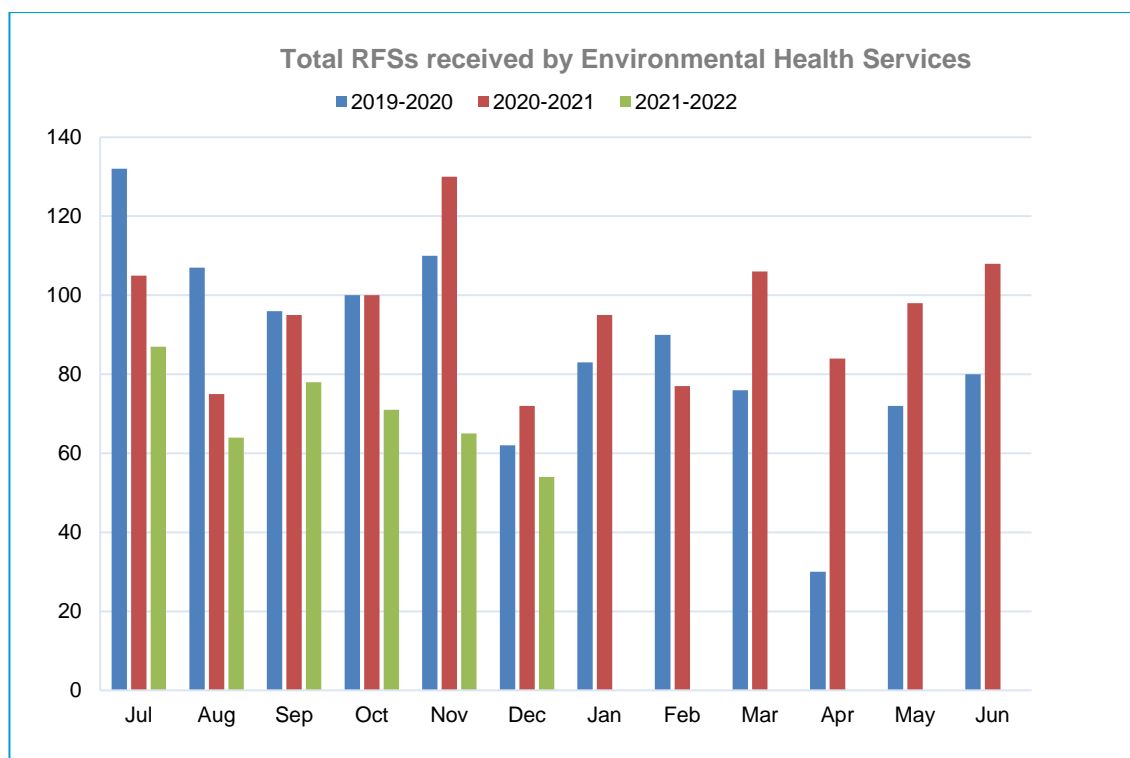
Target: ≥25% This Month: 39.1% Last Month: 34.3% Last Year: 100%

At present there are 258 licensed premises in the Far North district. 25 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 the EHS team will complete 233 visits during 2021-2022.

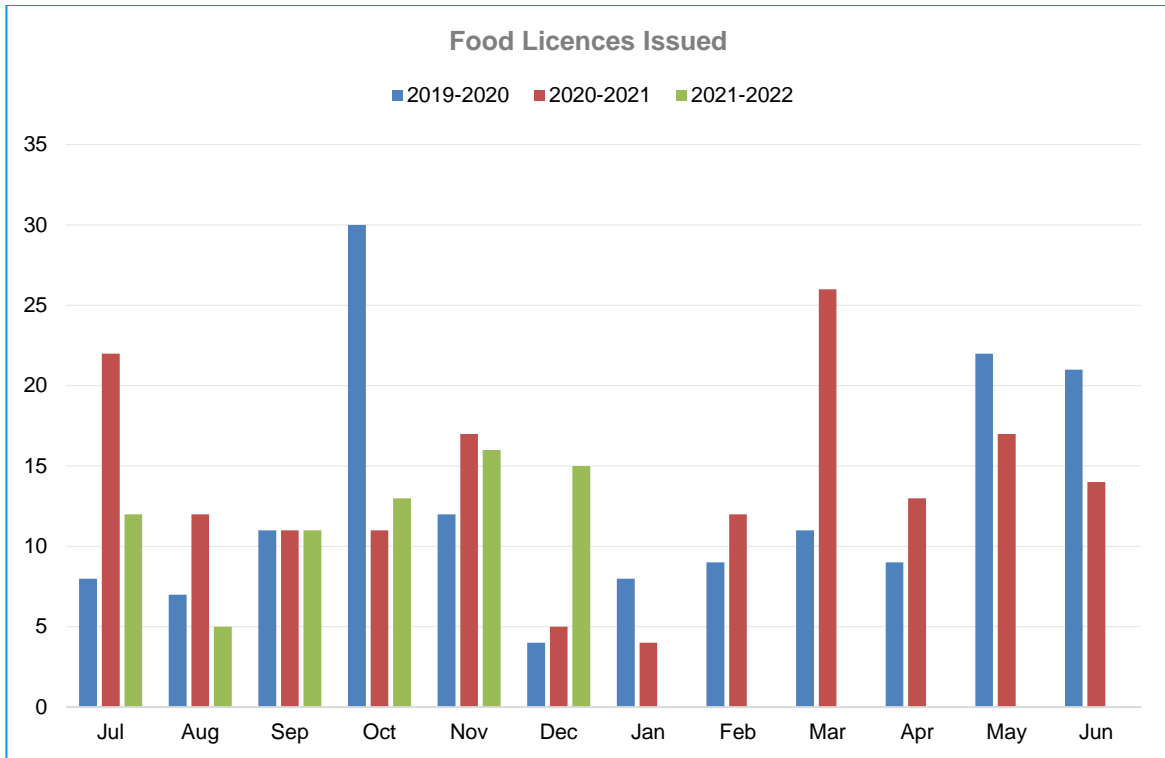
During December 2021, 11 visits were completed by the EHS team. For the remainder of this reporting year there is a total of 142 visits to complete.



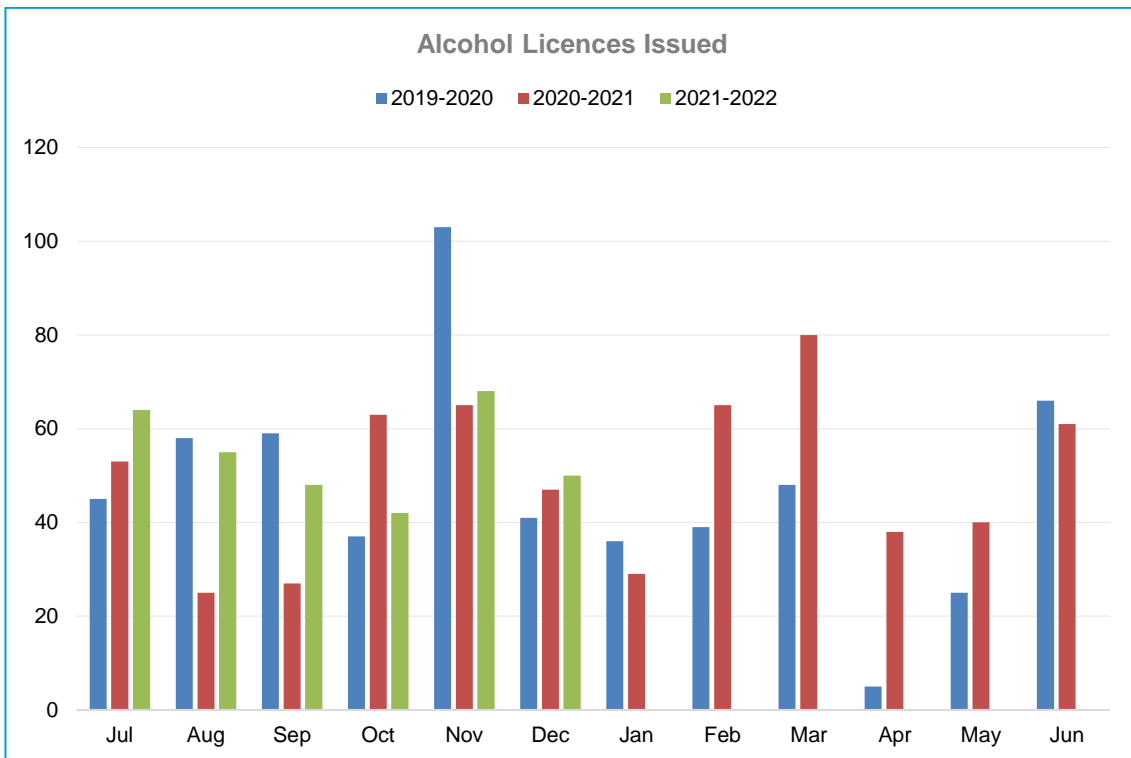
### Requests for Service



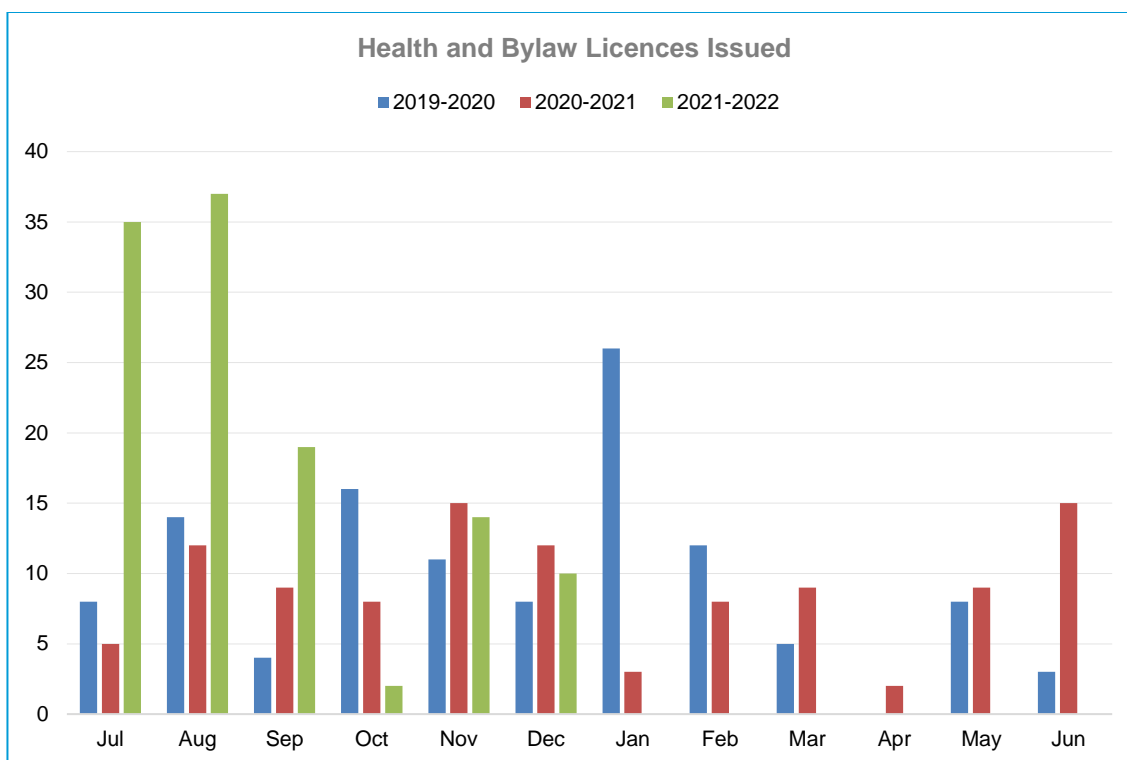
## Food Registrations Issued



## Alcohol Licences Issued



## Health Licensing and Bylaw Approvals



The Environmental Health team 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 on a daily basis 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.

During December 2021, the EHS team completed 3 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.

During December 2021, the EHS team carried out 2 health inspections across the district.

The Environmental Health team 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.