

**DISTRICT SERVICES
MONTHLY
BUSINESS REPORT**



September 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

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

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 September 2021. The District Services Group achieved several successes and made good progress in the following areas:

Community and Customer Services

Libraries and Museum

Libraries and the museum reopened to the public after lockdown. During the slower period the library team progressed the RFID/Self-check project and the museum team focused on the digitization project.

i-SITE's

With the Auckland borders closed and travellers unable to get through, visitor numbers are down. The absence of international visitors and cruise ship passengers has had a significant impact. It is anticipated that visitor numbers will pick up during the school holidays and the summer period.

Customer Care

Service centres re-opened to the public on 8 September, following the government's strict guidelines of social distancing, mask wearing, contact tracing and sanitising. The majority of contact centre staff continue to work from home with no issues. The transition to the new contact centre phone system has gone well.

Housing for the Elderly

There is still a long wait list for units and tenancies are being processed as units that are being refurbished become available.

Cemeteries

The number of full burial requests have dropped this month. Burials in the district have been affected by the Covid level restrictions in Auckland, with family not able to gather to have their final farewells. The number of applications for the burial of ashes has increased and currently 20 are on hold pending families' ability to attend.

Events

Covid 19 has negatively impacted the planning of events and 2 events scheduled for October have been postponed or cancelled.

Building Consents

During the first quarter of the 2021/22 Financial Year, the BCA achieved 99% compliance for building consents and 100% compliance for code compliance certificates. A total of 317 code compliance certificates were issued in the first quarter. On average, building consents are being issued within 11 days and code compliance certificates in 7 days.

The BCA team are looking forward to any learning that can be achieved following an independent assessment that is to be completed by International Accreditation New Zealand (IANZ) in October 2021.

The building compliance team continue to perform and are tracking well under their interim Team leader who is providing valuable experience and insight to building-related matters. The building compliance team has participated in an MBIE remote Audit and are awaiting the outcome of the audit.

Environmental Services

Resource Consents

The Resource Consents (RC) team reached 98% compliance with statutory timeframes for September with only one consent going over statutory timeframes in September 2021.

The RC team now have Business Intelligence for reporting, which has enabled more accurate updates to previous graphical business information and reporting. Due to this, there will be some variations from previous monthly graphs and reports.

Monitoring and Compliance

The Monitoring and Compliance team received 130 RFSs in September 2021, an increase of 50 RFSs over the previous month.

There were 65 noise complaints received and responded to in September. An improvement in response times was achieved (up from 75% to 78%) for urban areas and 83% was achieved in rural areas against a KPI target of 95%.

28 parking infringements were issued during the month. The Parking Warden did not operate in alert level 4 and 3 and returned to duty on September 8, 2021.

Environmental Health

Only six businesses had food verifications by Environmental Health Officers during September 2021. MPI issued a directive that verifiers were unable to do onsite verifications until alert level 1, but have advised that there is an extension to verifications due to the impact of Covid alert levels and have allowed the Food Verification Authority (FVA) six months to complete the overdue verifications.

There were no Good Host Visits (GHVs) of licensed premises conducted due to alert level restrictions. These will resume on October 4, 2021.

Animal Management

340 RFSs were received for Animal Management in September 2021; 42 urgent and 298 non-urgent. This was a lower number of RFSs than those received in August and is reflective of less registration queries received with the re-registration period ending on 1 September.

Animal Management Officers continued to respond to requests within agreed level of service times (98% for urgent response and 96% for non-urgent) in September.

A total of 21 dogs were impounded during September, with four dogs adopted via Council's Facebook page during the month and a further dog taken by a rescue group.

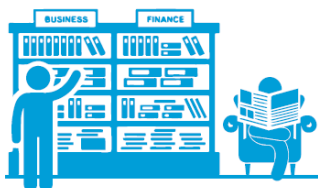
Community and Customer Services

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 - September 2021

Libraries and Museum

Libraries and the museum reopened to the public after lockdown. After an initial surge of customers, business has slowed. The library team is using the slower period to progress the RFID/Self-check project, with book tagging well advanced. The museum team is using the slower period to focus on the digitization project, with image capture progressing well.

i-SITE's

With the Auckland borders closed and travellers unable to get through, visitor numbers are down. The direct flights from Wellington helped somewhat, however it did not make up for the lack of international visitors and cruise ship passengers. School holidays may bring more people north and Fullers and Explore have a summer schedule for the holidays (all visitor-number dependant).

Customer Care

Service centres re-opened to the public on 8 September, following the government's strict guidelines of social distancing, mask wearing, contact tracing and sanitising.

The majority of contact centre staff continue to work from home with no issues. The transition to the new contact centre phone system has gone well.

Housing for the Elderly

In September one tenancy ended in the Kerikeri village and interviews were held for vacant units in Kaikohe; two new tenants will take occupation of units in October.

4-monthly inspections were held in Kerikeri, Rawene and Kohukohu with a mixture of issues being raised with District Facility technical officers. The majority of tenants commented on how much warmer they have been this winter after the heat pumps were installed. There are a few tenants who are not confident enough to use them for fear of higher power bills and some 'don't feel the cold'. Hopefully, with some gentle encouragement from staff and other tenants, they will gain the confidence to use them next winter.

Cemeteries

The number of full burial requests have dropped this month. Burials in the district have been affected by the Covid level restrictions in Auckland, with family not able to gather to have their final farewells.

There has been a noticeable rise in the number of applications for the burial of ashes and currently 20 are on hold. Five of the ash burials had dates set in September and October but have been placed back on hold until the families can attend from around New Zealand and from overseas.

Events

Covid 19 has made it hard for organisers to plan events with certainty and 2 events scheduled for October have been postponed or cancelled.

Paihia School will be rescheduling their Cross County Day, but the PIC Coastal Classic to from Auckland to Russell has been cancelled this year.

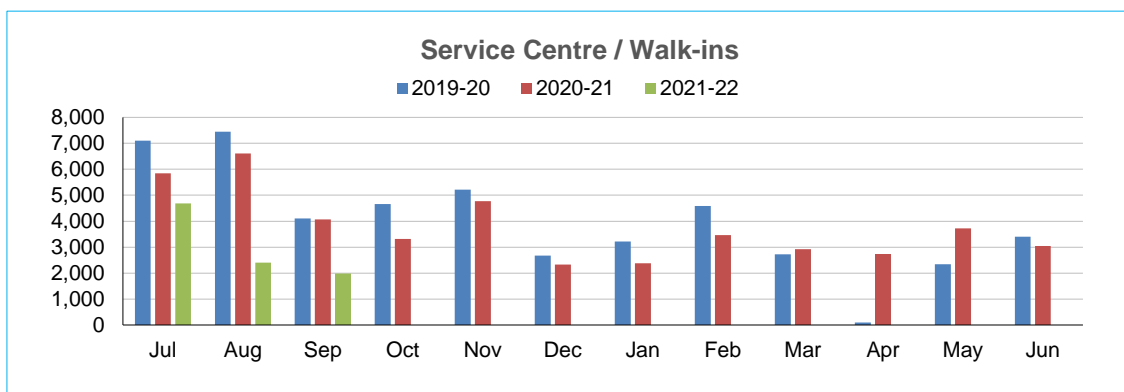
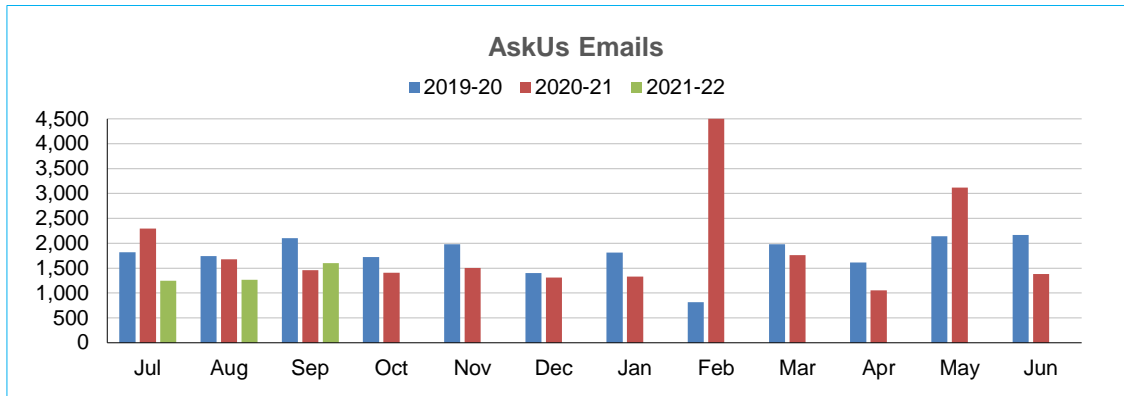
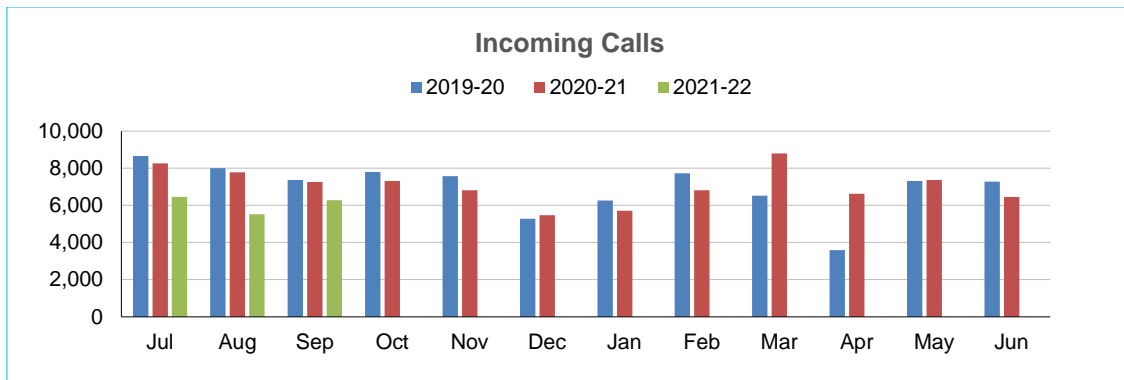
Customer Care

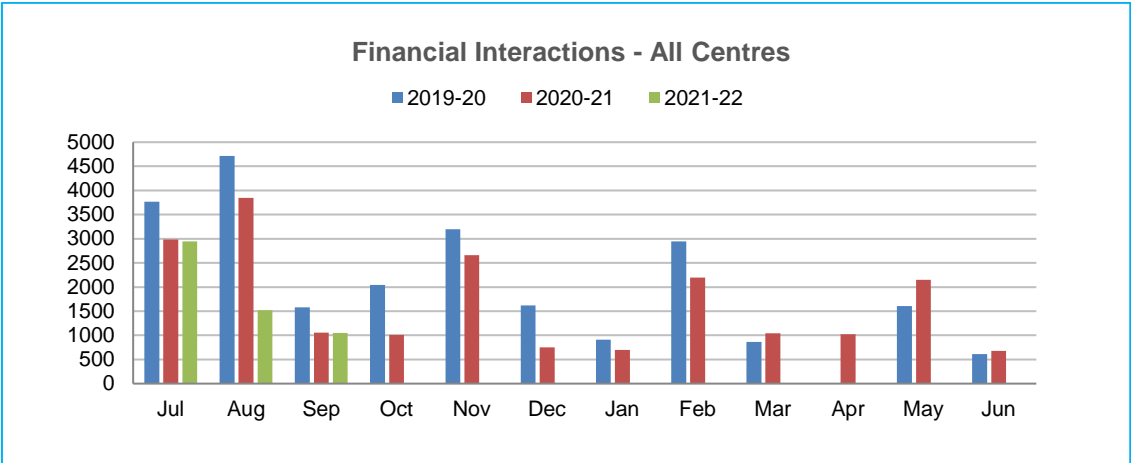
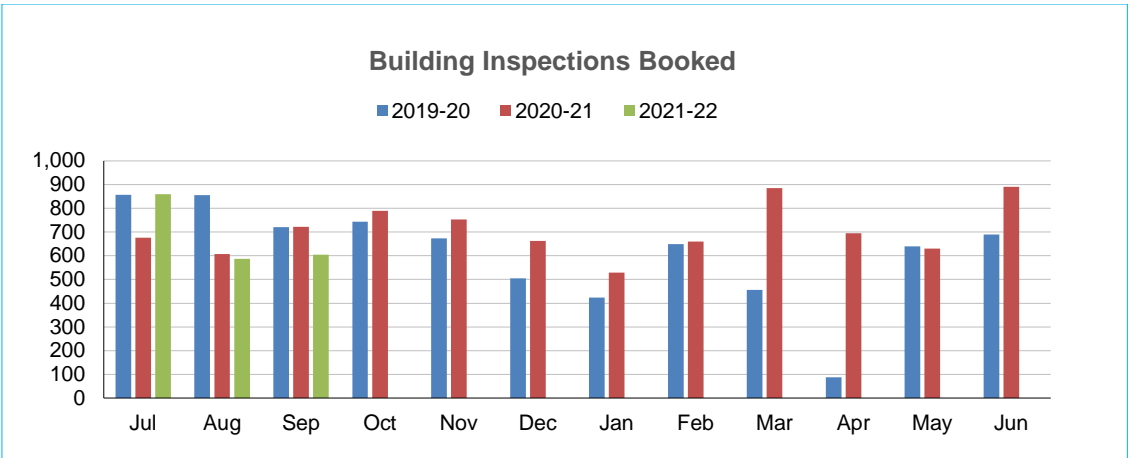
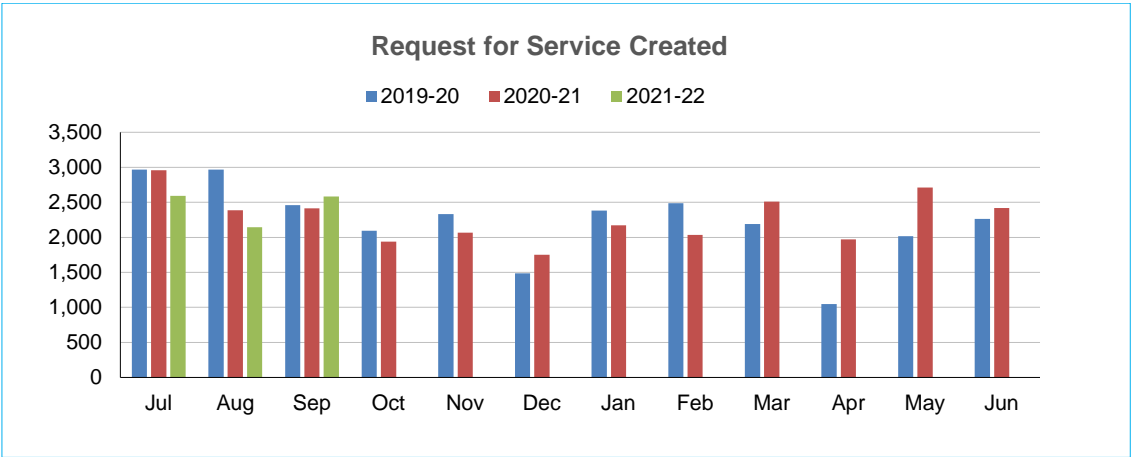
The Customer Care team consists of 2 teams: Contact Centre and Service Centre staff. As well as receiving calls from customers, the Contact Centre staff are also responsible for responding to emails from customers (AskUs Emails), managing online customer registrations and actioning change of address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

Comparison of September 2021 with September 2020.

Note: All service centres were closed 1st – 7th September then re-opened at Delta Level 2 with social distancing, record keeping and mandatory mask wearing.

- 0.85% decrease in financial interactions at Service Centres (1,049 down from 1,058)
- 13.44% decrease in calls to the Contact Centre (6,286 down from 7,262)
- 9.75% increase in AskUs emails received (1,599 up from 1,457)
- 16.21% decrease in building inspections booked (605 down from 722)
- 51.25% decrease in visits to Service Centres (1,985 down from 4,072)





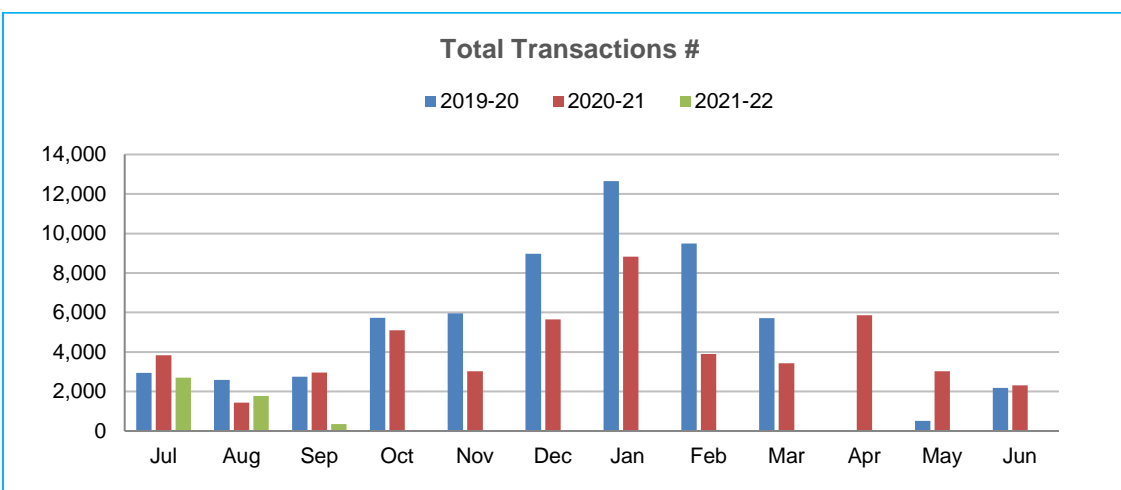
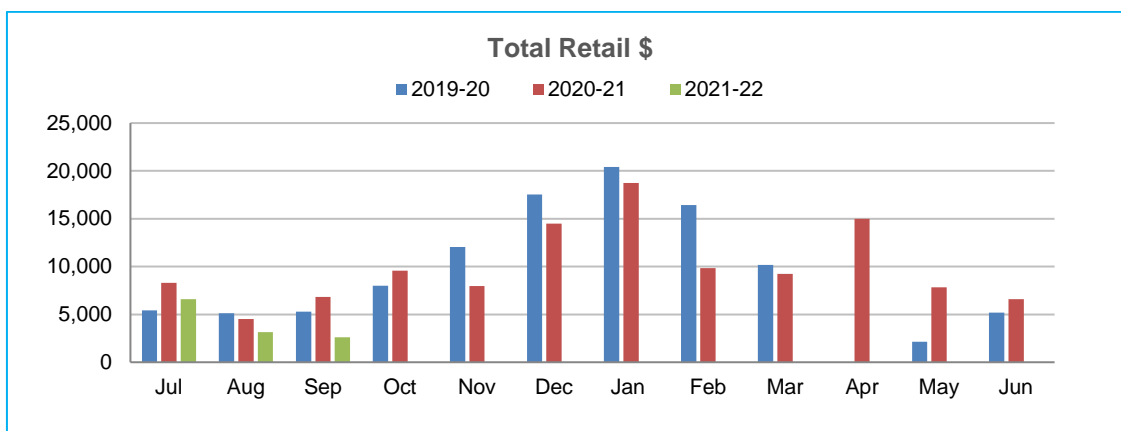
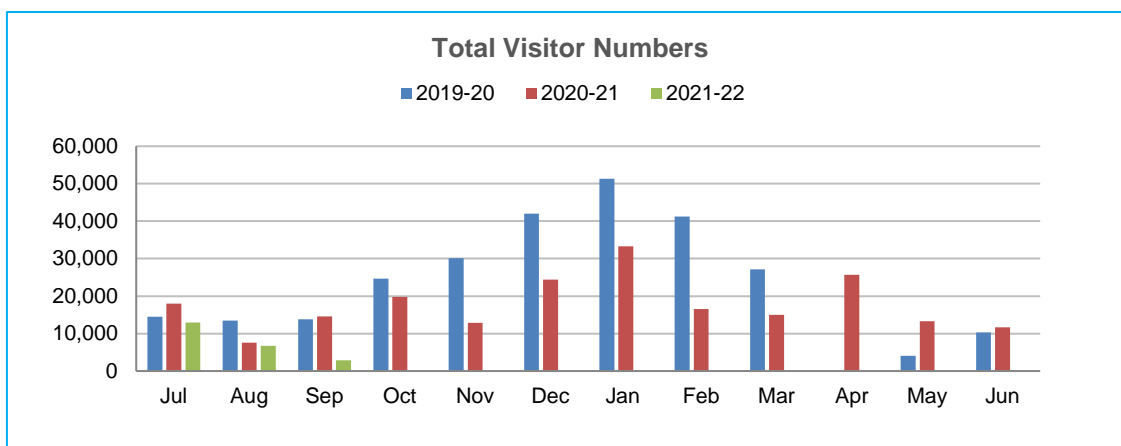
i-SITES

Our three i-SITES are located in Kaitaia, Opononi and Paihia. As well as servicing our visitors the i-SITES function as a local service centre where residents and ratepayers can register their dog, pay their rates, and make general enquiries about council services.

Comparison of September 2021 with September 2020.

Note: All i-SITES were closed 1st – 7th September then re-opened at Delta Level 2 with social distancing, record keeping and mandatory mask wearing.

- 80% decrease in visitor numbers (2,883 down from 14,581)
- 61% decrease in retail revenue (\$2,609 down from \$6,835)
- 88% decrease in transaction numbers (350 down from 2,967)
- 97% decrease in transaction spend (\$244 down from \$9,927)



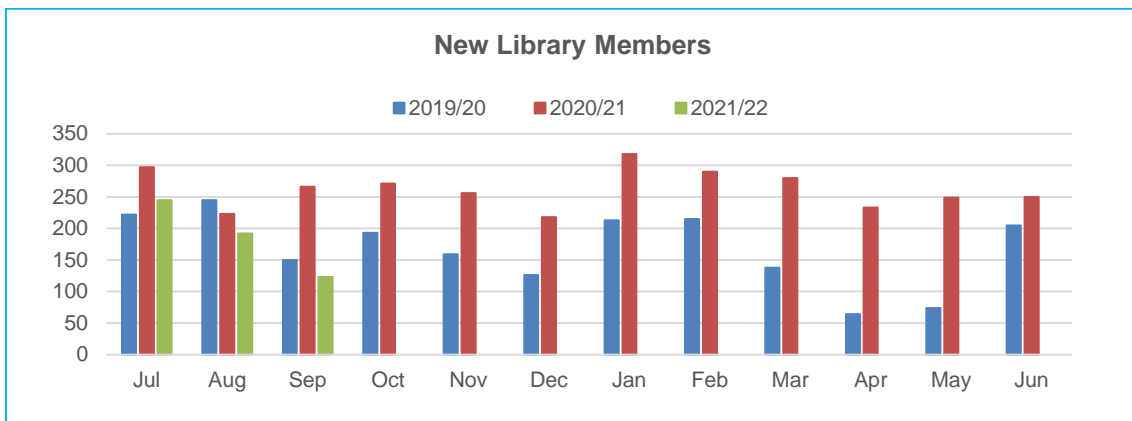
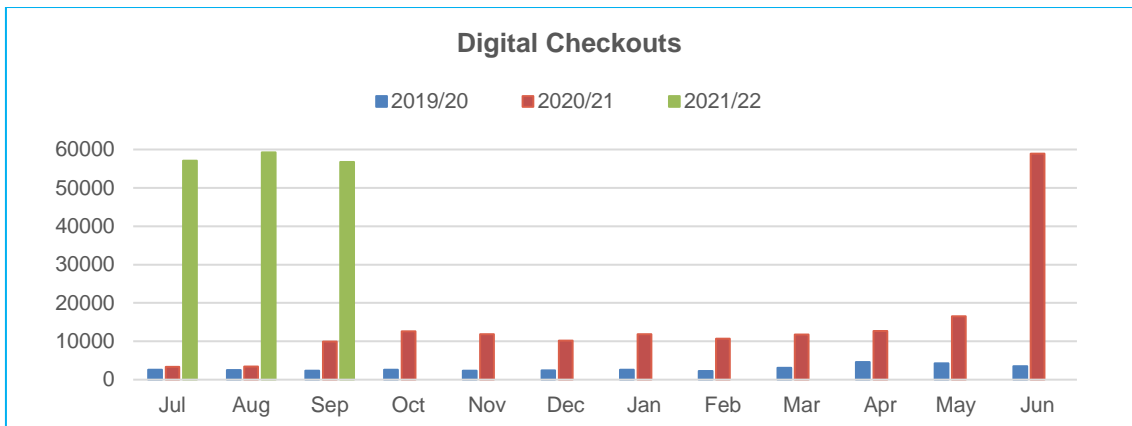
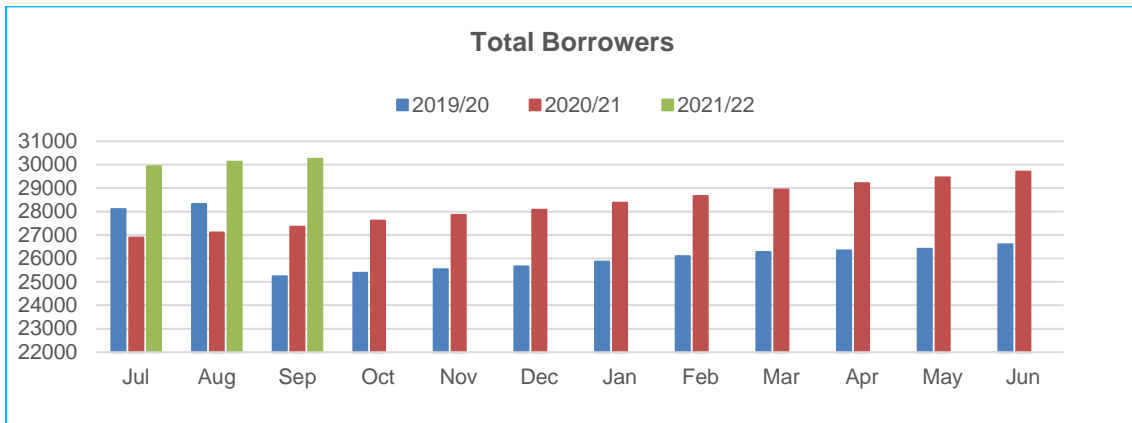
Libraries

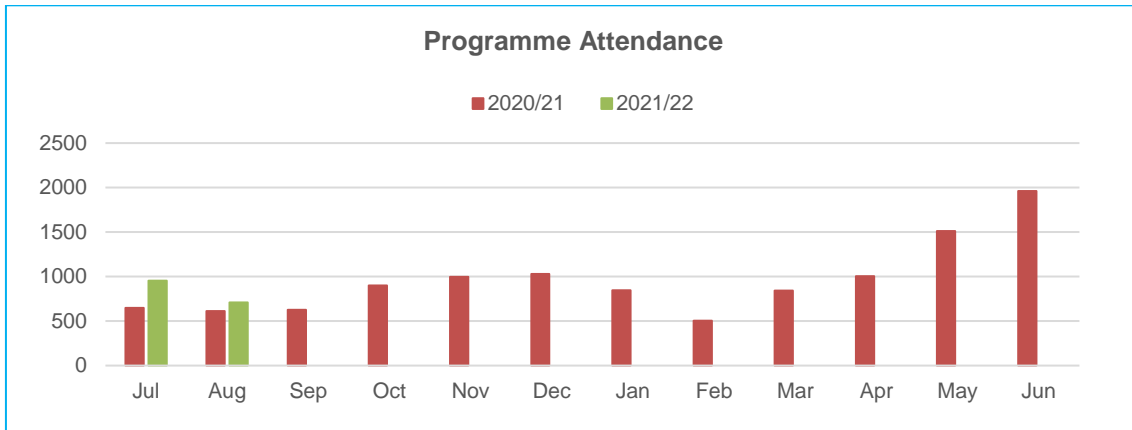
Six public libraries and an outreach service (mobile library) provide access to a large selection of reading material such as books for all ages, magazines, newspapers and DVD's. The libraries also provide access to online collections including eBooks, eMagazines, movies and newspapers, computers / internet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

Comparison of September 2021 with September 2020.

Note: All libraries were closed 1st – 7th September then re-opened at Delta Level 2 with social distancing, record keeping and mandatory mask wearing.

- 471.4% increase in ebook and audio downloads (56,750 up from 9,931)
- 70.5% decrease in library website sessions (28,902 down from 33,189)
- 77.9% increase in digital checkouts (94,454 up from 53,070)



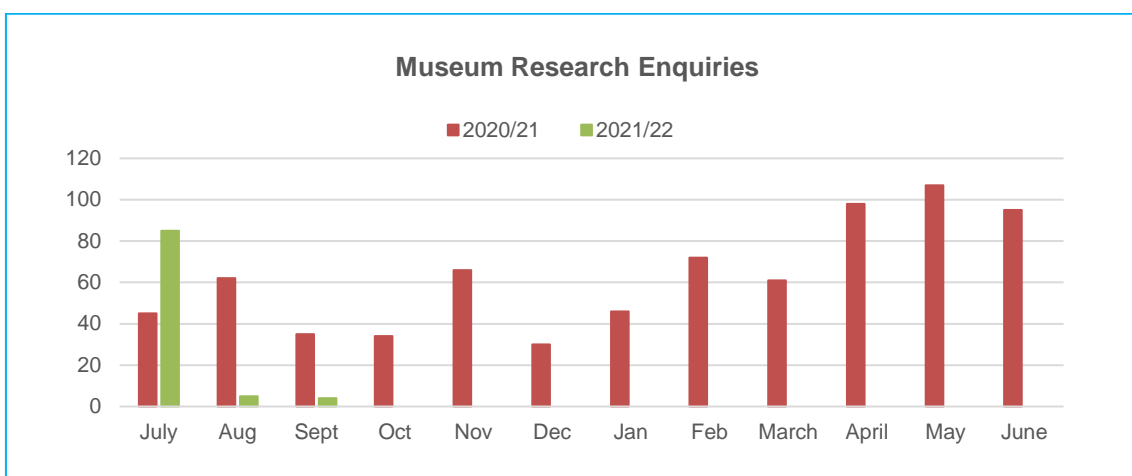


There were no programmes run during September due to Level 2 restrictions.

Programmes currently on offer are Tamariki Tune Time, Robotics, Lego club, Minecraft, Virtual Reality, and Storytime.

Museum

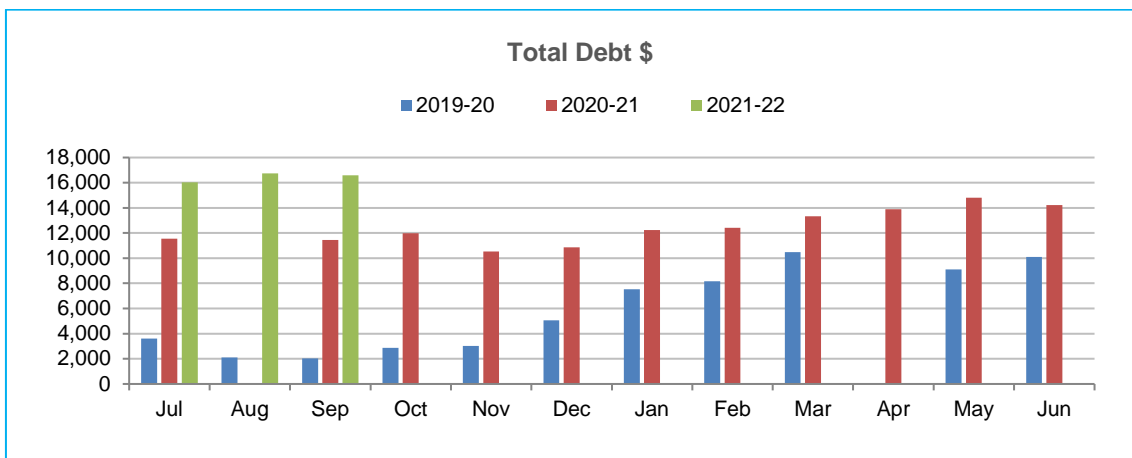
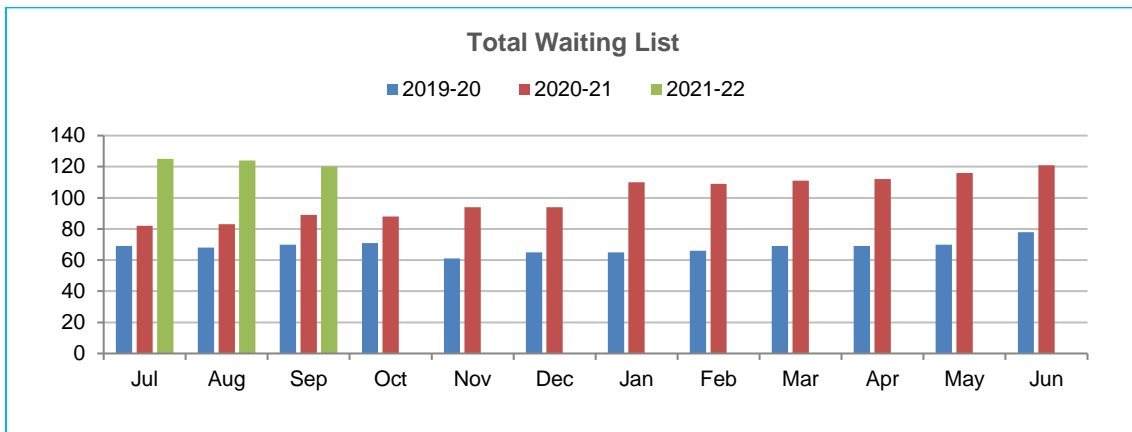
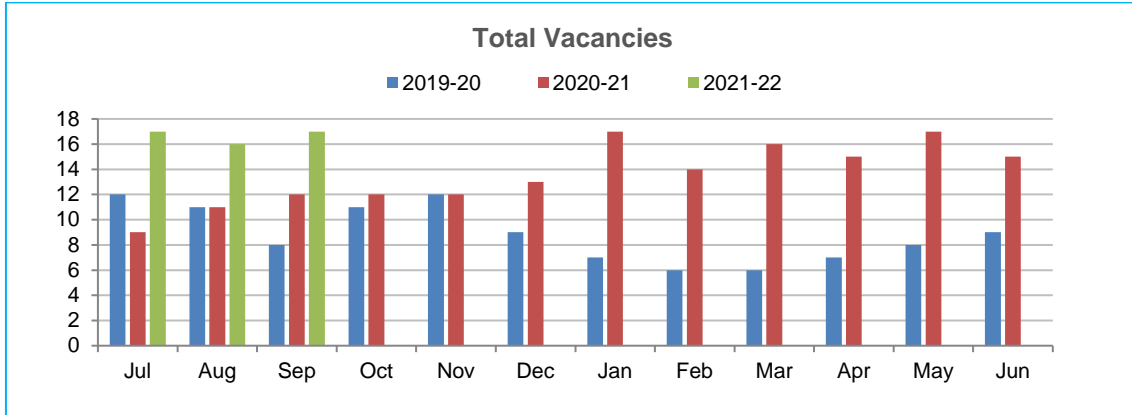
The Museum @ Te Ahu (formerly known as the Far North Regional Museum) was established in 1969 with the purpose of collecting and preserving treasures and taonga relating to the history of the Far North. It is located in the Te Ahu complex in Kaitiāia.



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.

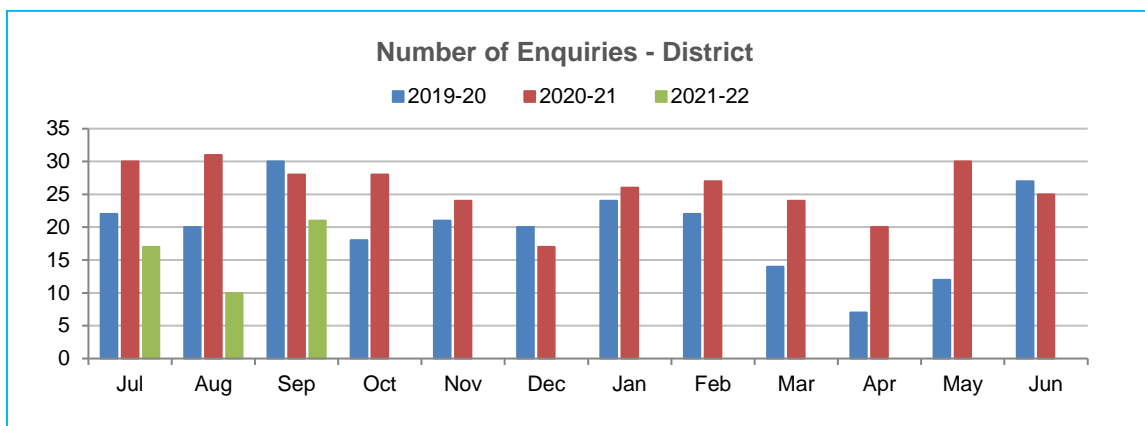
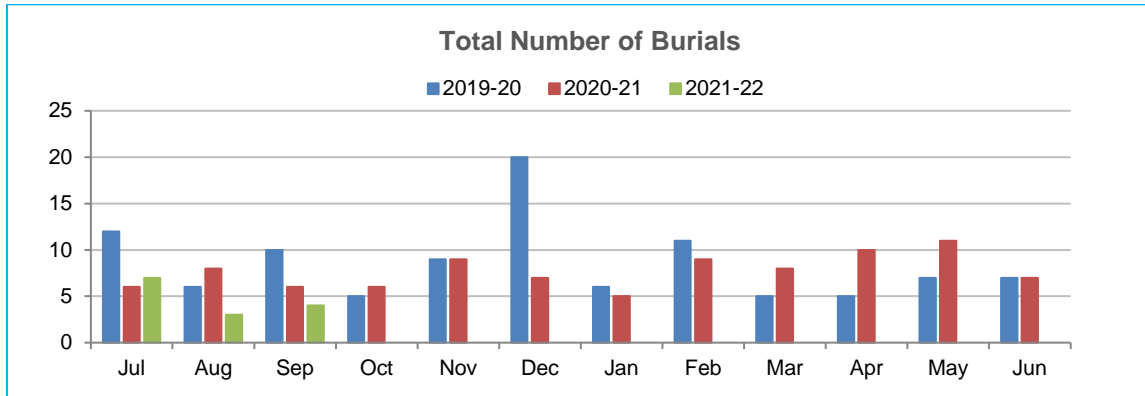
- Of the 17 units that are 'vacant' in September, 7 units are in the process of being tenanted and 10 are undergoing repairs and maintenance



*The Total Debt graph shows rent arrears.

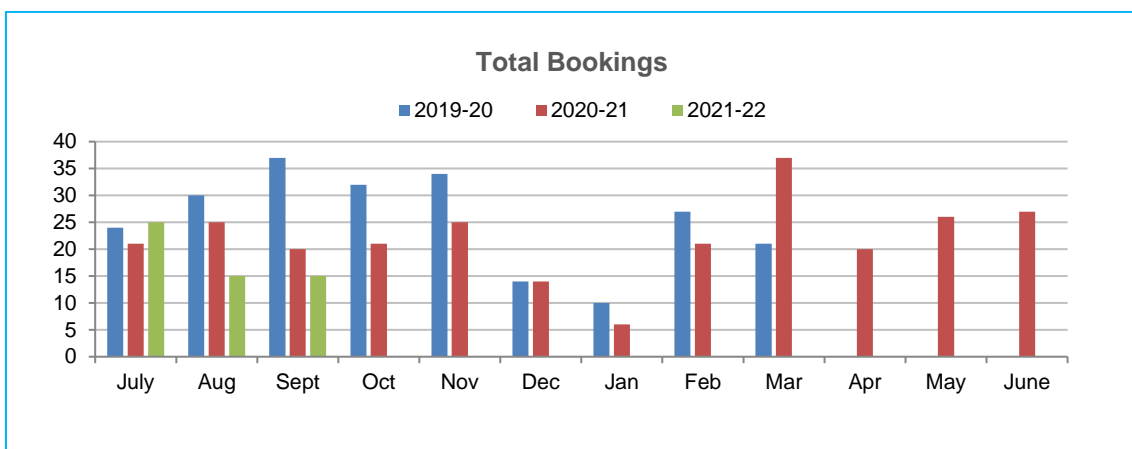
Cemeteries

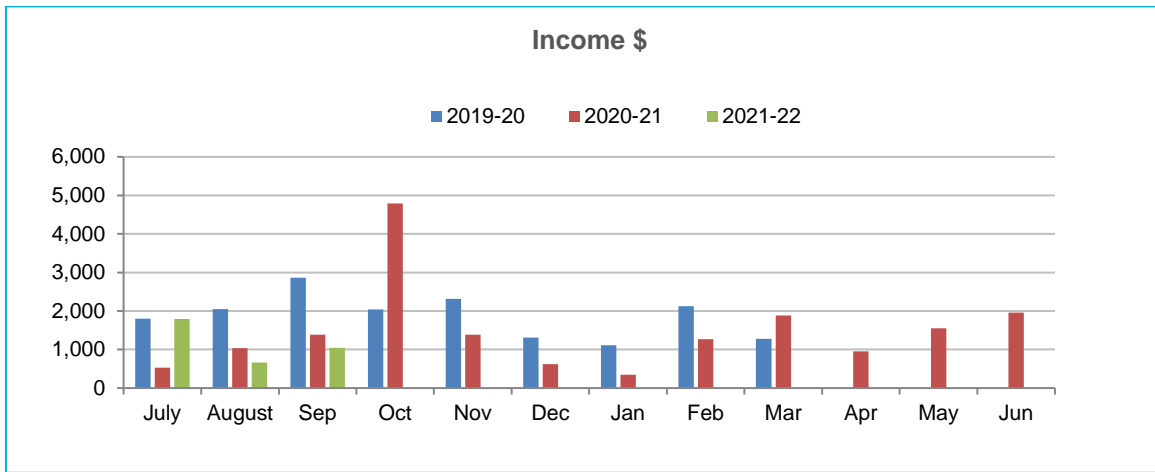
There is a range of services and facilities for burials and memorials in the district. Council manages and maintains 11 of the 26 cemeteries. Genealogy (whakapapa) can be searched using an online cemetery database to find records by family name.



Memorial Hall

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

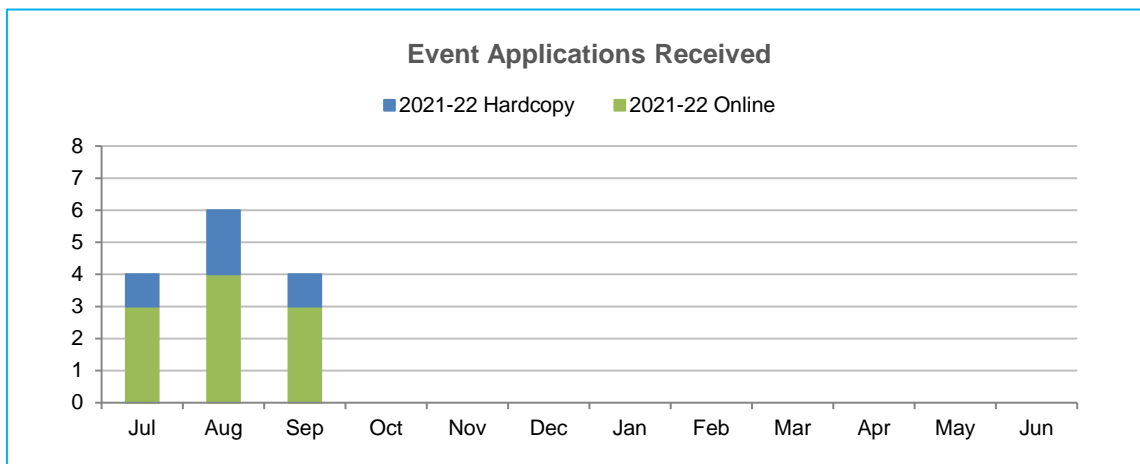




Events

On 6 July 2021 booking events with FNDC became 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. Customers can now apply through the FNDC website and the system will step them through what is required.

Three online event applications and one hard copy application were received in September.



Date of Event	Place of Event	Name of Event
22-23 April 2022	Paihia i-SITE Reserve and footpaths and walking tracks to Russell	Aramex Kiwi Walk and Run Series
Saturday 23 April 2022	Cable Bay Beach Reserve	Private Wedding
6 October 2021 and 30 March 2022	Kerikeri Domain	Twilight Cricket
Friday 22 October 2021	The Strand, Russell	PIC Coastal Classic - <i>Cancelled because of Auckland Covid restrictions.</i>

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 – September 2021

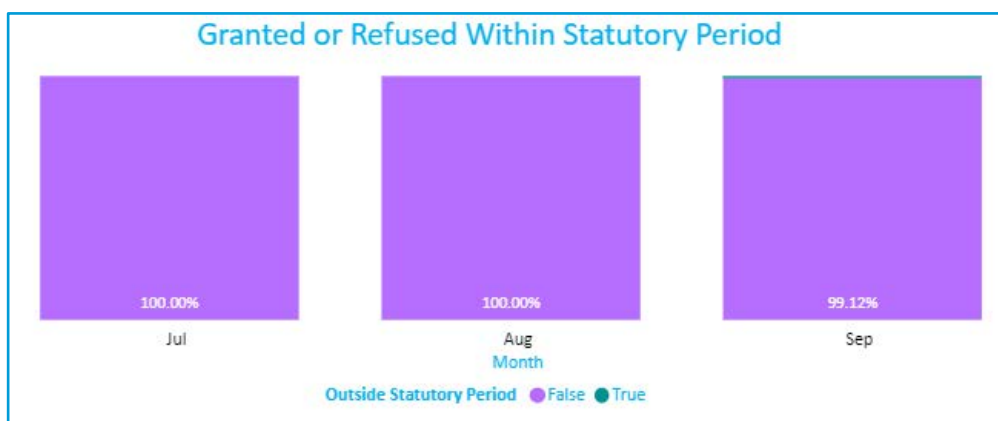
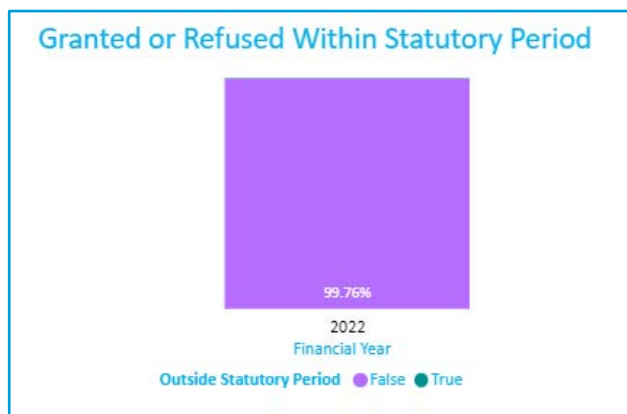
During the first quarter of the 2021/22 Financial Year, the BCA achieved 99% compliance for building consents and 100% compliance for code compliance certificates. During this period, a total of 488 building consents were received, 51 were returned and 418 issued. A total of 317 code compliance certificates were issued in the first quarter. On average, building consents are being issued within 11 days and code compliance certificates in 7 days.

The BCA team are looking forward to an independent assessment that is to be completed by International Accreditation New Zealand (IANZ). The preparation for this assessment has been completed without external assistance and the team is focused on any learnings that the assessment will provide.

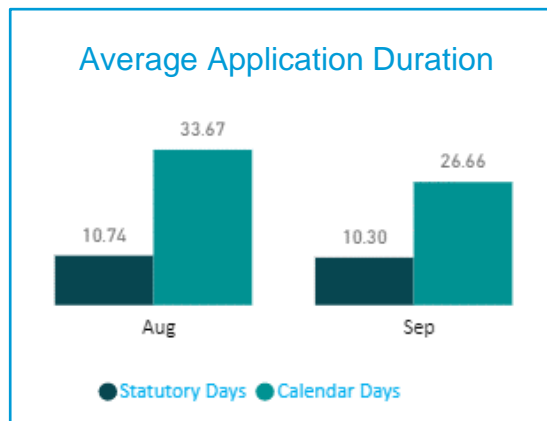
The building compliance team continue to perform and are tracking well under their interim Team leader who is providing valuable experience and insight to building-related matters. The building compliance team has participated in an MBIE remote Audit and are awaiting the outcome of the audit.

Levels of Service

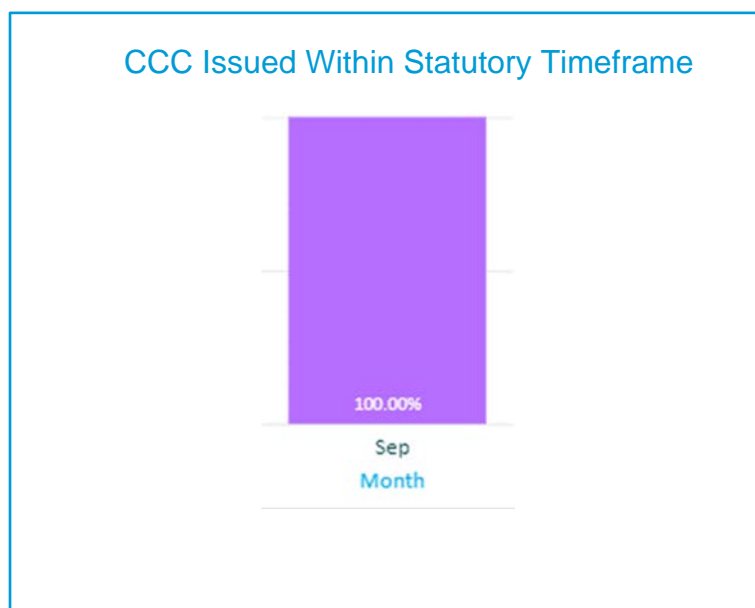
Building consent processing has achieved 99.12% compliance for the month of September. One consent application went undiscovered in the system until day 20 and despite the best efforts of the team, was granted on day 21. Additional measures have been implemented to avoid this happening in the future when a complete change-over to e-pathway applications is implemented. A total of 113 consents were granted in September.



Both the average statutory and calendar days to issue a consent decreased marginally in September. Consent numbers remain high, and all processing resources are working to capacity to maintain these performance levels.

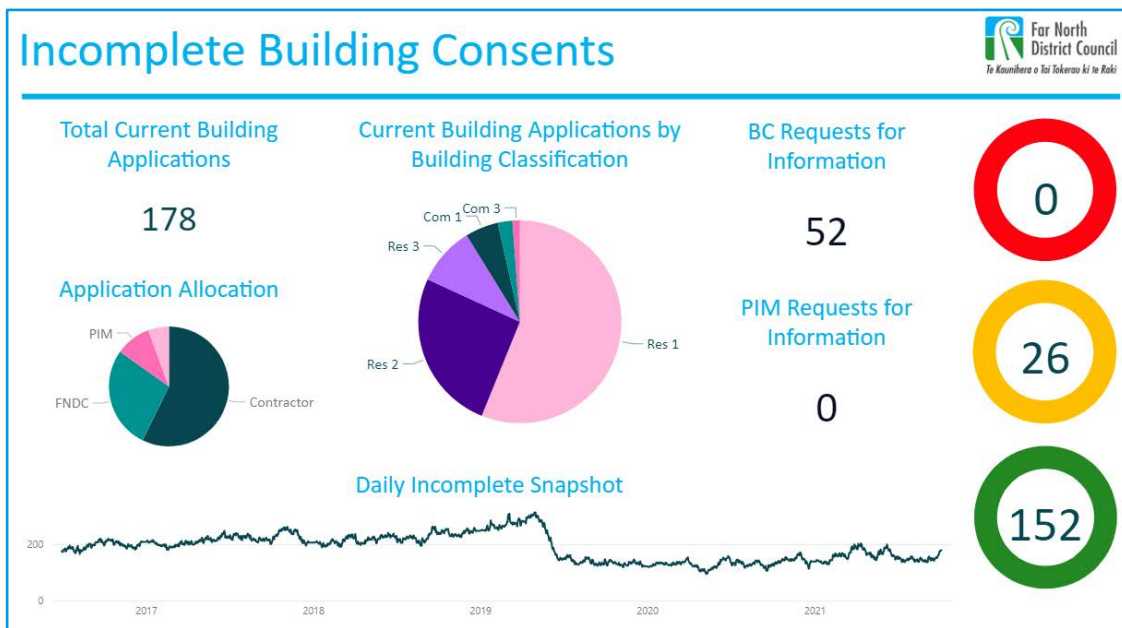


The BCA has achieved a 100% compliance rate for the month of September for issuing code compliance certificates. A total of 56 certificates have been issued in September.



Building Consent Authority

The dashboard below shows the consents currently being processed by the BCA. There are 96 Residential 1 (Res1), 44 Residential 2 (Res2), 16 Residential 3 (Res3), 9 Commercial 1 (Com 1), 4 Commercial 2 (Com 2) and 2 Commercial 3 (Com 3) applications. Consents currently allocated to contracted processors is 57% of the total applications currently being processed. It is important to note that these numbers include consents that are currently on hold, awaiting information.

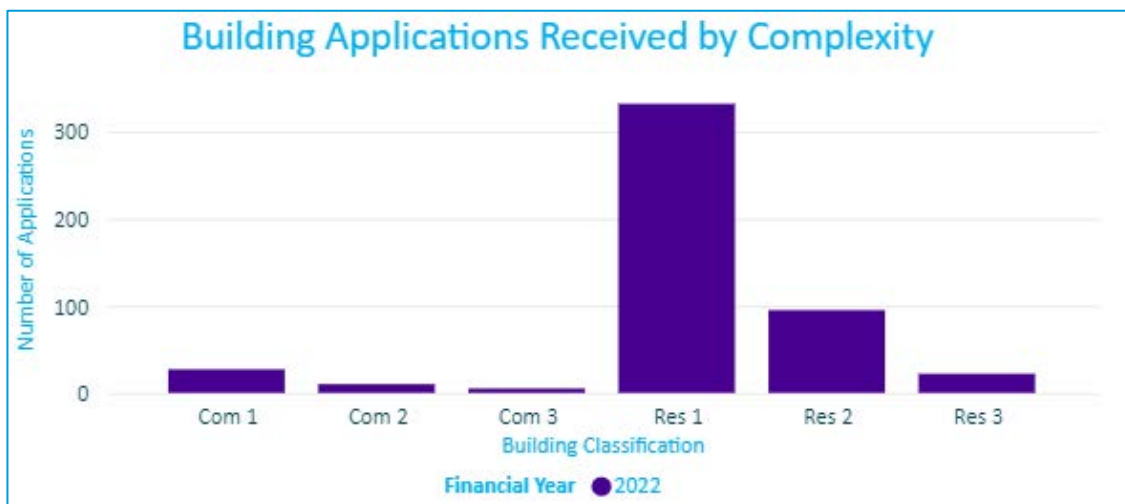


Received consent applications increased from 141 in August to 167 in September. This is 4 consent applications lower than September last year and 14 applications higher than the 4-year average.



The dashboard below shows the building consent applications received by category (complexity). Res 1 applications continue to dominate the current workload of the BCA with a total of 332 Res 1 applications received

in 2022. The commercial sector remains steady with a total of 42 commercial applications received to date for the 2022 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 manage the spheres of Building Compliance, Building Warrant of Fitness, swimming pools, Certificate of Acceptance and Exemptions.

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

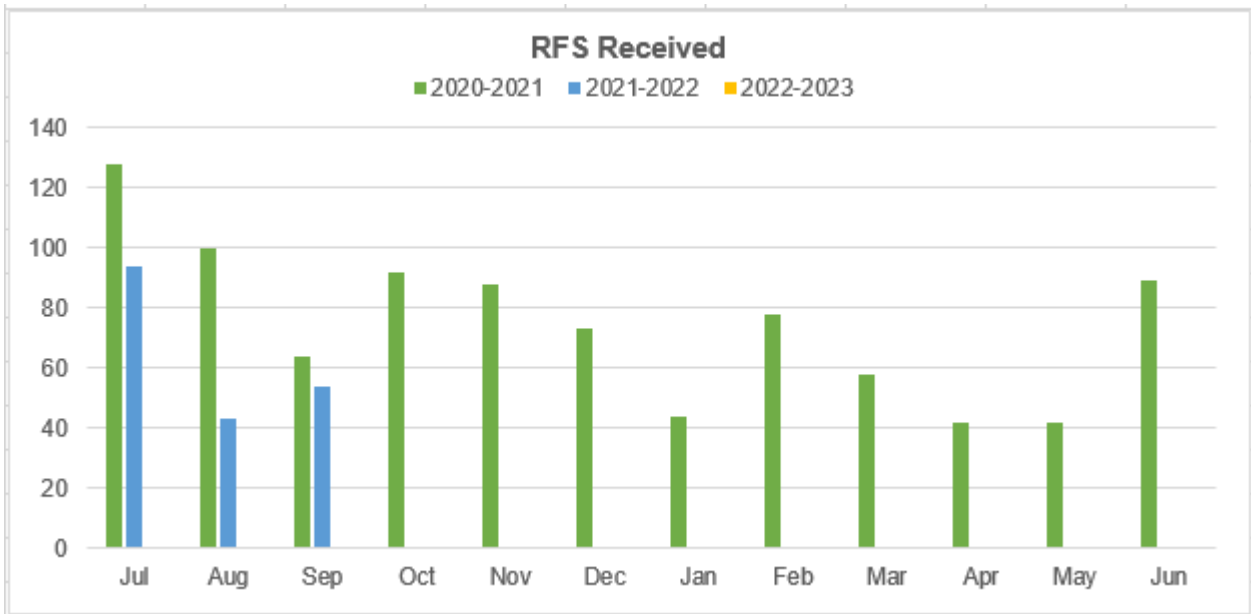
Council ensures compliance by inspecting or monitoring sites to ensure they comply with legislation. Depending on the level of non-compliance, there is a range of enforcement options the Council can take, from education to formal enforcement such as notices and prosecution.

Formal enforcement is not taken lightly. It is based on thorough investigation and considers the impact as well as what the person responsible has done to address the situation.

Requests for Service (RFS)

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

September was a busy month considering the lockdown period. The team fielded a number of requests for service, consistent with the change in season and the onset of warmer weather. The Building Compliance team continues to deal with a number of dwellings being built across the district without consent. There has been an increase in the number of Commercial buildings with no BWOFF and the Compliance team is refocussing its inspection regime and undertaking a review of the information on the Council website.



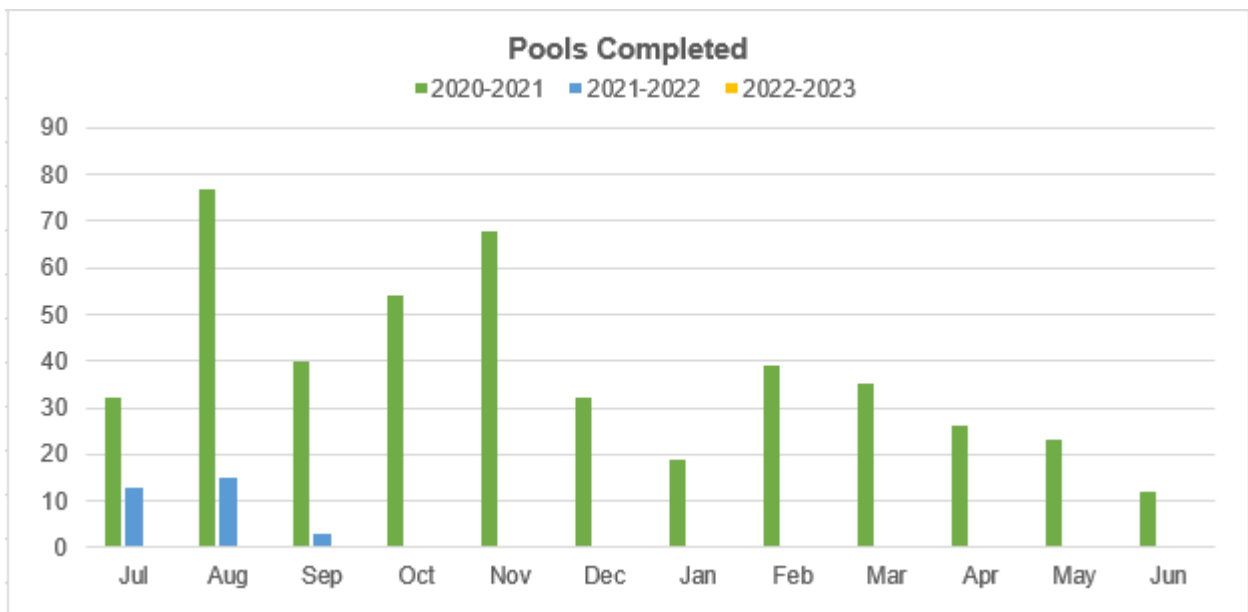
Swimming Pools

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 3 swimming pool inspections were carried out during the month of September. A total of 12 inspections were booked for this month with many pools having to be rebooked for October

The swimming pool fail rate was 66% 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.



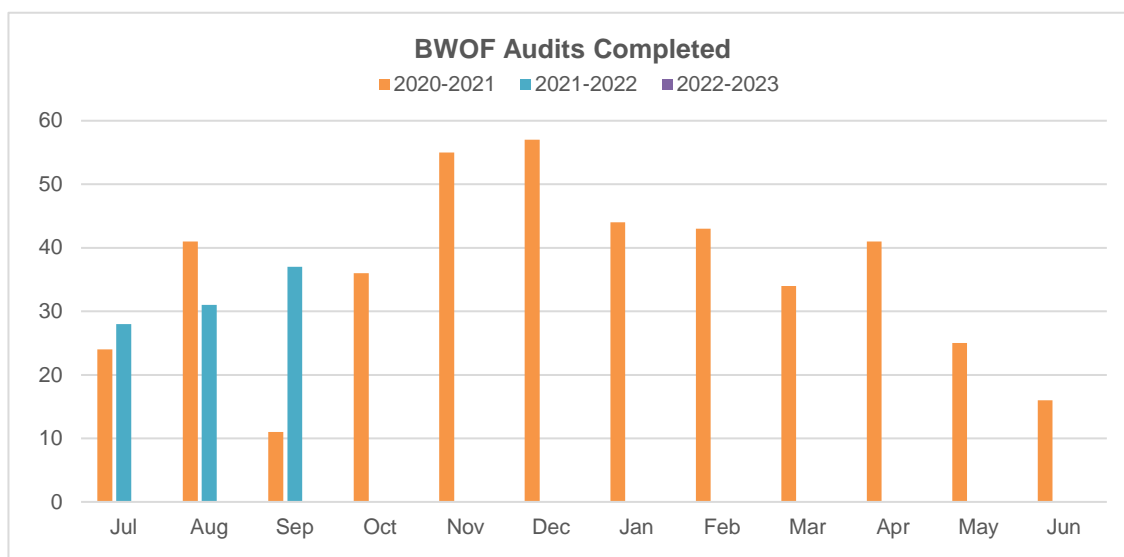
Building Warrant of Fitness (BWoF)

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.

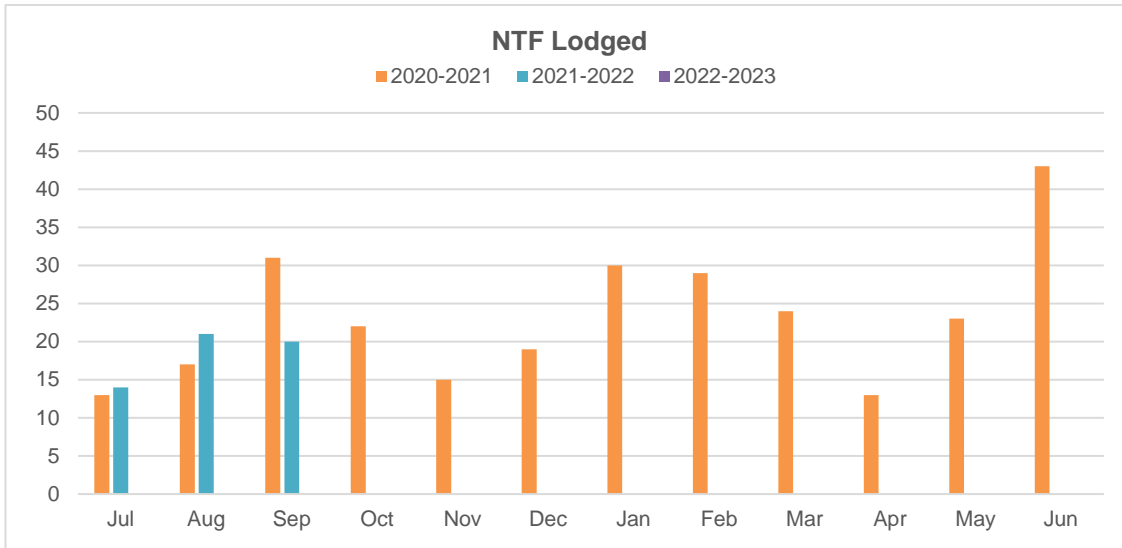
37 BWoF audits were carried out during September as the team now focuses on delivering qualitative audits and establishing a work rhythm, supported by digital transformation and new dashboards to track performance.



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.

20 Statutory Notices were served during the month of September for breaches of the Building Act 2004. These notices were issued for Breaches of Section 40 of the Building Act and Expired BWOF's. 1 Dangerous Building Notice was issued for a Structural Fire damaged house.

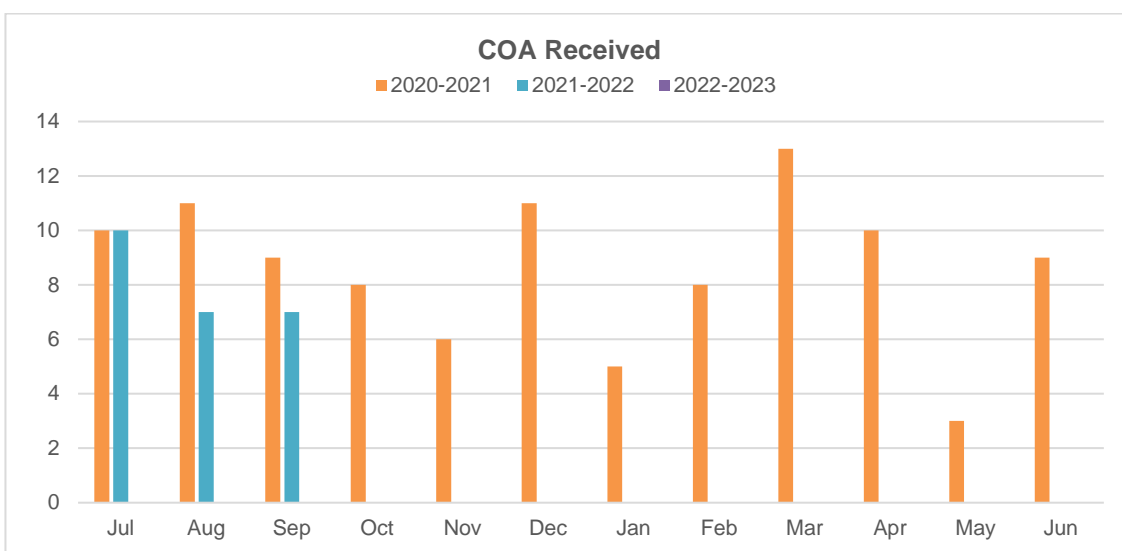


Certificates of Acceptance

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 7 COA applications during the month of September, slightly down from last year's figures.



Infringements

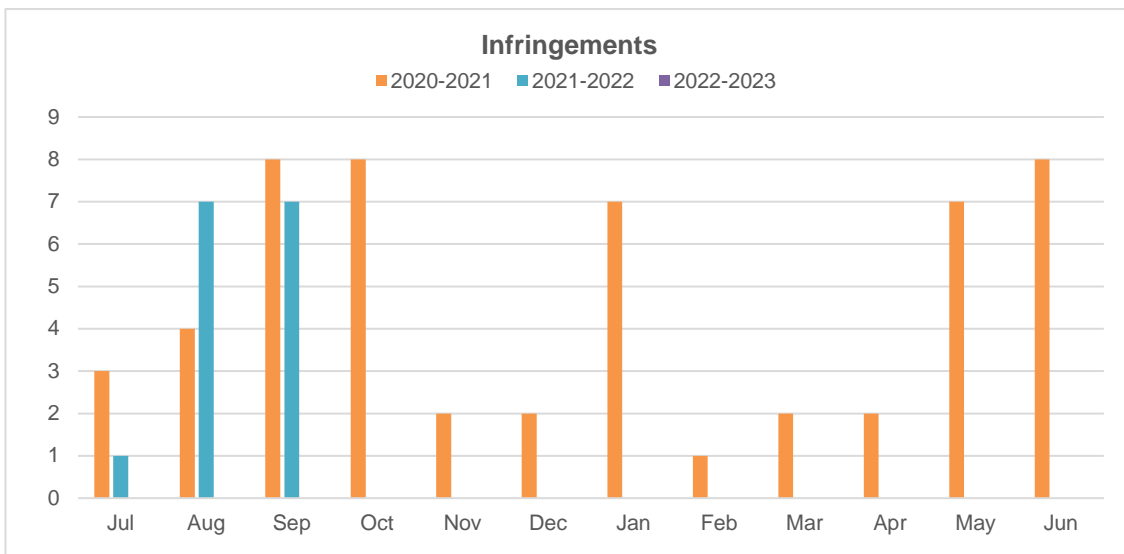
Under Section 372 of the Building Act, an infringement notice may be served on a person if an enforcement officer observes the person committing an infringement offence or has reasonable cause to believe an infringement offence is being or has been committed by that person.

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.

7 infringements were issued during the month of September. 1 was issued for a Breach of Section 40 and 6 were for “not complying with a NTF”



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 – September 2021

Resource Consents

The Resource Consents (RC) team reached 98% compliance with statutory timeframes for September with only one consent going over statutory timeframes in September 2021.

The RC Team issued 106 decisions under the RMA and LGA in September. Of the 106 decisions, 45 were applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MFE).

160 applications were received in September 2021. There were 86 applications under the Resource Management Act 1991 (RMA), reported as part of statutory timeframes and the remaining 74 were applications under the RMA (not counted) and the Local Government Act (LGA) and the Liquor Licence Act (LLA).

The RC team now have Business Intelligence for reporting, which has enabled more accurate updates to previous graphical business information and reporting. Due to this, there will be some variations from previous monthly graphs and reports.

Monitoring and Compliance

The Monitoring and Compliance team received 130 RFSs in September 2021, an increase of 50 RFSs over the previous month.

There were 65 noise complaints received and responded to in September. An improvement in response times was achieved (up from 75% to 78%) for urban areas and 83% was achieved in rural areas against a KPI target of 95%.

28 parking infringements were issued during the month. The Parking Warden did not operate in alert level 4 and 3 and returned to duty on September 8, 2021.

Environmental Health

Only six businesses had food verifications by Environmental Health Officers during September 2021. MPI issued a directive that verifiers were unable to do onsite verifications until alert level 1.

Instead of an “onsite verification” the Food Verification Authority (FVA) are encouraged to perform remote checks for businesses who meet the criteria of a “remote check”. The criteria for a remote check is:

- it is not the businesses initial verification, and
- there are no previous non-compliance issues.

Many food businesses are unable to schedule a “remote check” due to inadequate technology to undergo such a check, or language barriers.

MPI have advised that there is an extension to verifications due to the impact of Covid alert levels and have allowed the FVA six months to complete the overdue verifications.

There were no Good Host Visits (GHVs) of licensed premises conducted due to alert level restrictions. These will resume on October 4, 2021.

Animal Management

340 RFSs were received for Animal Management in September 2021; 42 urgent and 298 non-urgent. There were 70 less RFSs than the previous month, with 35 less urgent RFSs received. This is also reflective of less registration queries received with the re-registration period ending on 1 September.

Animal Management Officers continued to respond to requests within agreed level of service times (98% for urgent response and 96% for non-urgent) in September.

A total of 21 dogs were impounded during September, with four dogs adopted via Council’s Facebook page during the month and a further dog taken by a rescue group.

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.

Resource Consents Summary

The recently released Business Intelligence reporting capability for the Resource Consents (RC) Teams means that previous graphs have been updated and there will now be some visual variations from previous monthly graphs and reports.

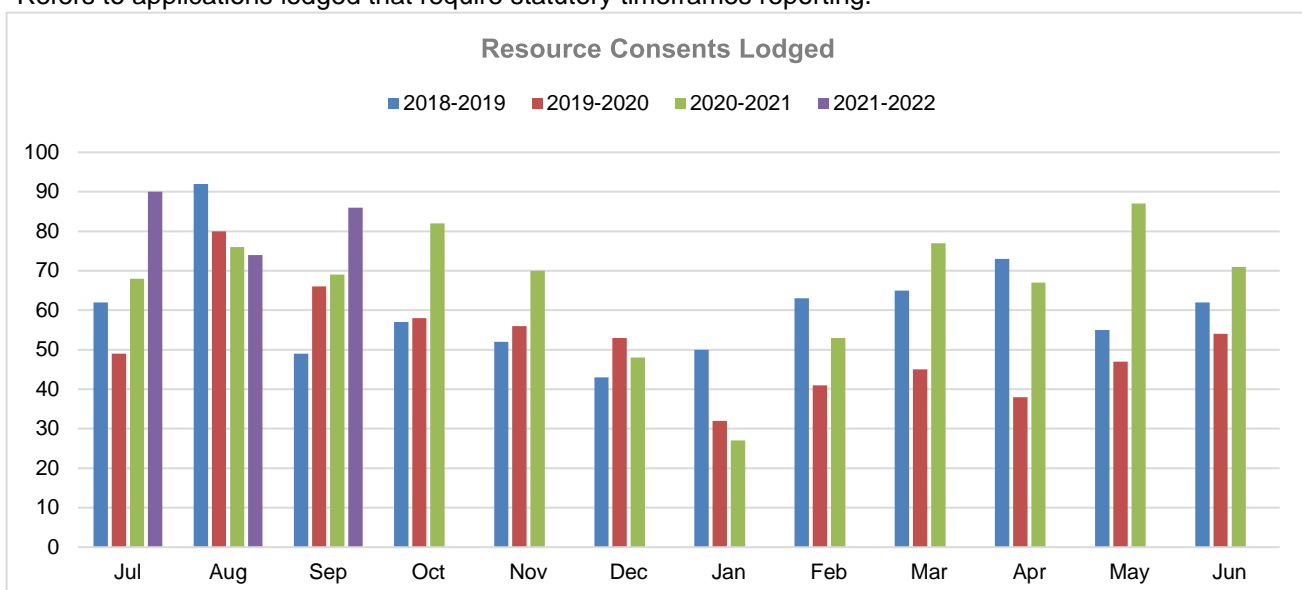
160 applications were received in September. In total, 86 of those were applications under the Resource Management Act 1991 (RMA) that form part of reporting on statutory timeframes to the Ministry for the Environment. The remaining 74 were applications under the RMA, Local Government Act (LGA), the Liquor Licence Act (LLA) that do not form part of statutory timeframes reporting.

The RC Team issued 106 decisions under the RMA and LGA in September. Of the 106 decisions, 45 were applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MFE). Only one consent went over statutory timeframes giving the resource consents team a 98% performance against statutory timeframes, alongside the three previous months at 100% and makes for a very strong first quarter of the 2021 – 2022 financial year.

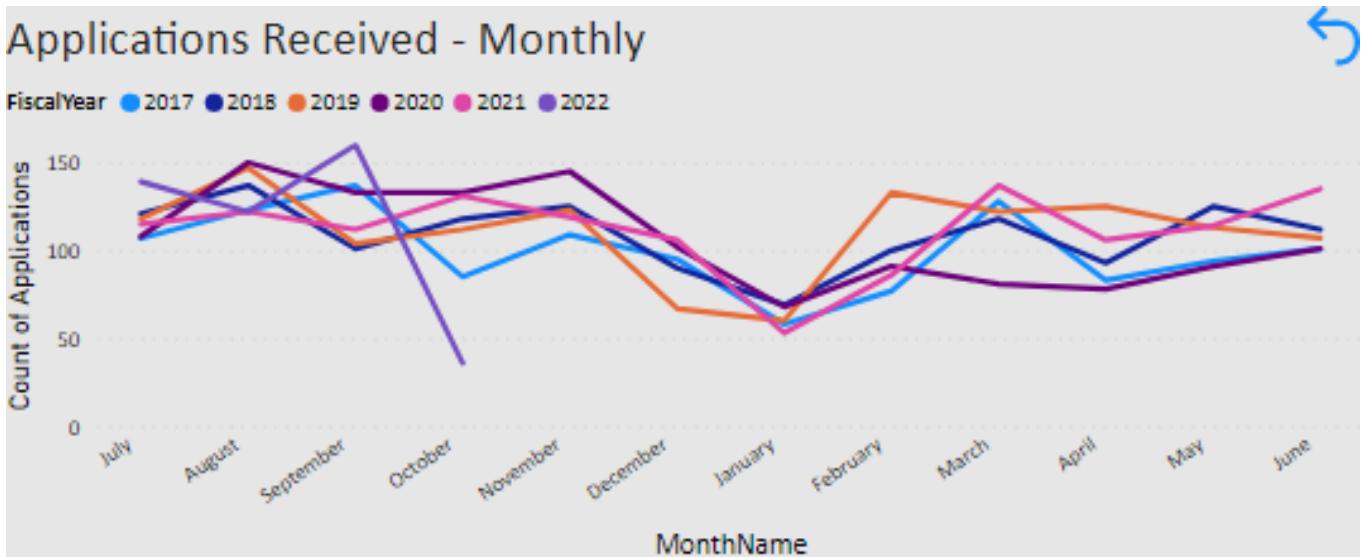
Applications lodged

The graph below shows the RMA* applications received by month over the last 3 years. The planning support team lodged 86 RMA applications in September 2021 compared to 69 in the previous financial year and 66 in the 2019/2020 financial year. This represents a steep increase in the number of RMA applications received in September for the last three financial years.

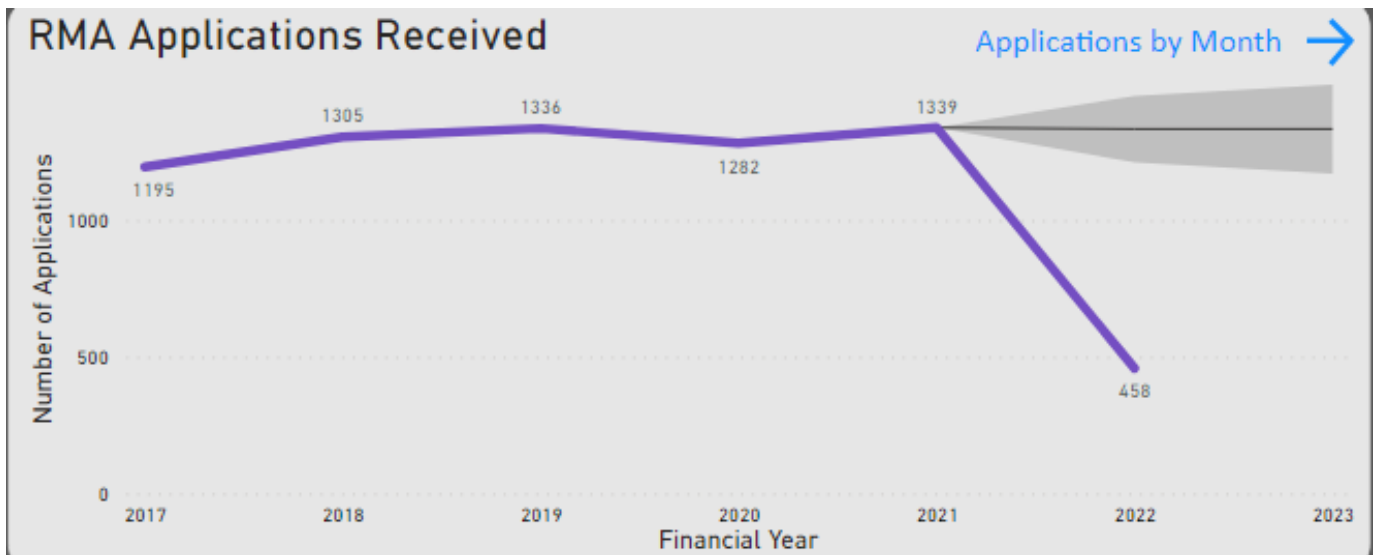
*Refers to applications lodged that require statutory timeframes reporting.



The graph below 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 number of 160 applications received consists of all the applications handled by the Resource Consents Team in September 2021. This also shows a peak in the number of applications received since the 2017-18 financial year.

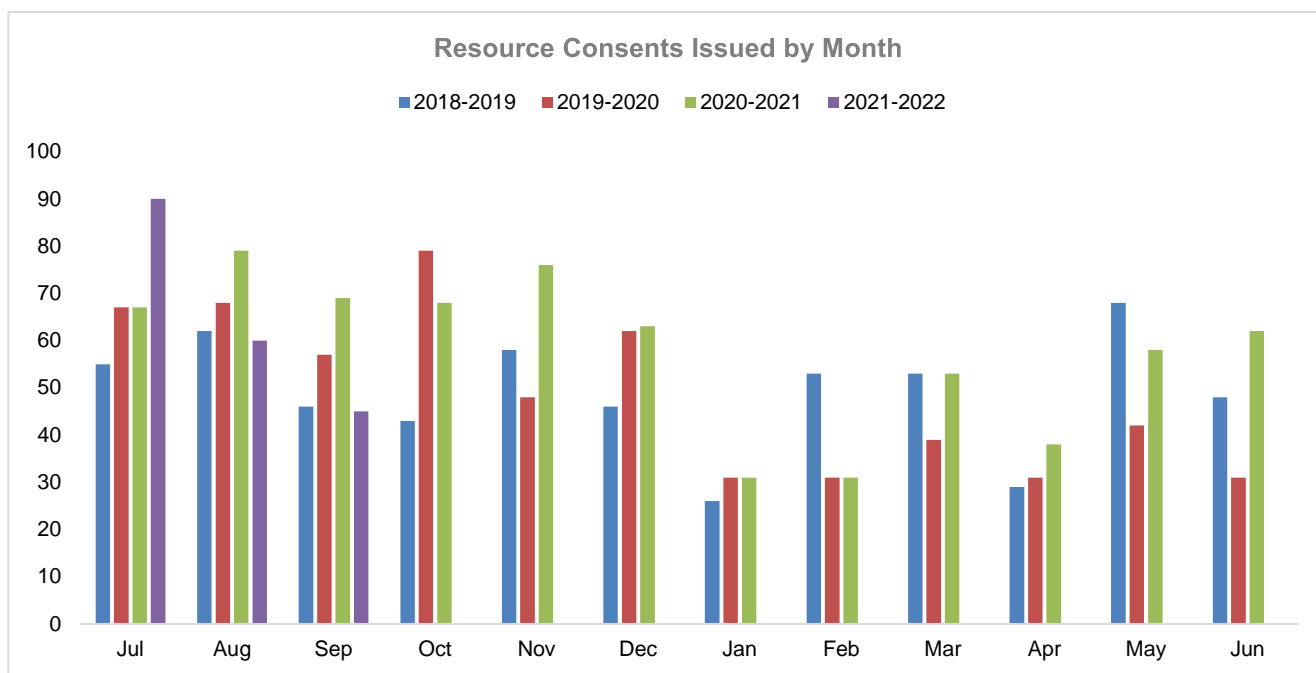


The following graph shows the total number of applications received by year since 2016. This number includes applications received under the Resource Management Act and the Local Government Act (LGA). This shows the volume of applications received showing an upwards trend since 2016 with a slight decrease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

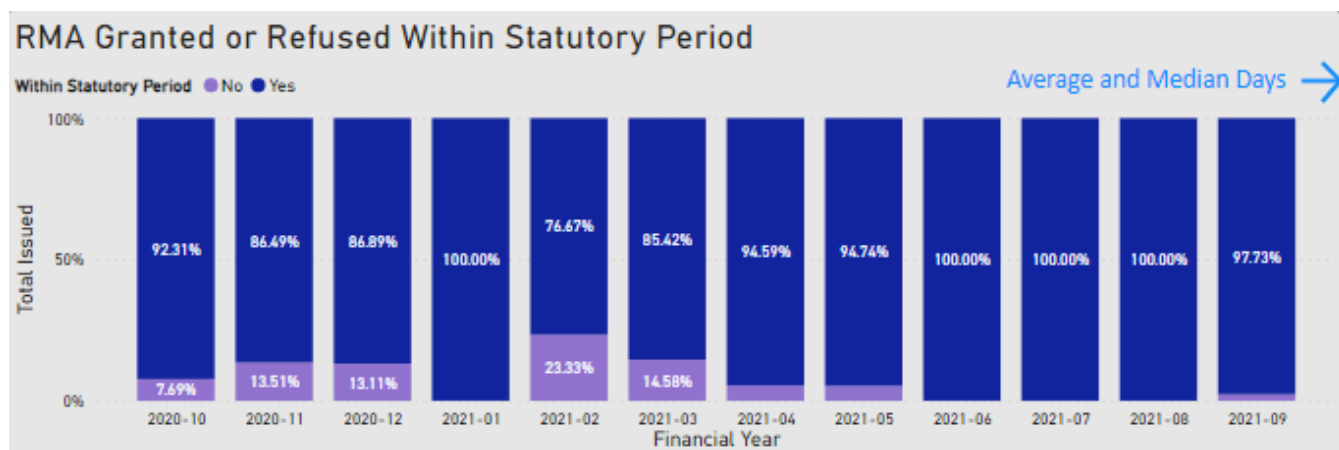


Decisions issued

The RC Team issued 106 decisions under the RMA and LGA in September 2021. Of the 106 decisions, 45 were applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MFE). As stated above in the summary, only one consent was outside statutory timeframes for September. This was a drop to 98% compliance with statutory timeframes. This an unprecedented milestone reached in the history of processing consents by the Far North District Council.



The Resource Consents Performance graph below shows compliance for previous twelve months. This confirms three consecutive months (June, July and August) being at 100%, and the month of September, with one consent over statutory timeframes resulting in a 98% compliance rate of decisions being within timeframes.



Types of Applications Received

The two tables on the next page separate out the RMA applications from the rest of the applications received. The second table includes applications from developers to gain a record of title for their subdivision proposals. This shows an increase in the number of land use and subdivision applications received in September.

Type of Resource Consent	Number Received								
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Land use consent	8	16	29	14	32	41	28	34	40
Subdivision	8	6	19	9	15	18	26	18	21
Variation	2	5	8	5	6	12	10	3	7
Permitted Boundary Activity	1	1	7	4	7	3	9	7	5
Extension of Time	0	1	1	0	1	0	2	0	0
Certificate of Compliance	0	0	1	0	0	2	0	0	0
RMA Discharge	0	0	0	0	1	1	0	1	2
RMA NES CS	0	0	0	0	0	0	0	1	0
Combined land use and subdivision	2	4	5	3	6	6	8	6	10
Outline Plan	0	0	0	0	0	0	2	2	1
Outline waiver	0	0	3	1		3	2	2	0
Total RMA	21	33	73	37	67	90	90	74	86

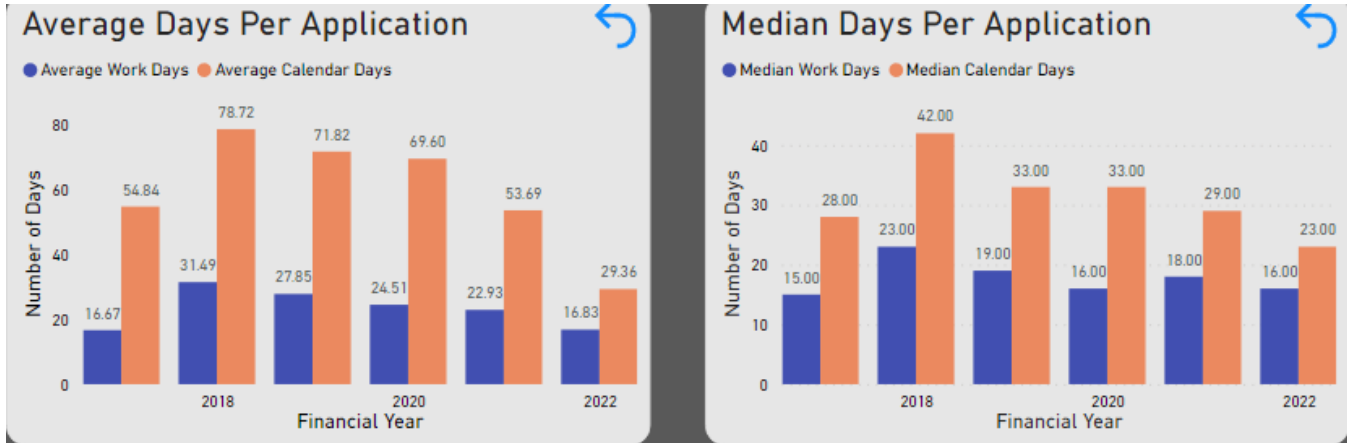
Certificate Applications Received

The table below details the number of certificate and other applications received for September 2021. This table shows that 74 certificates and Local Government Act (LGA) applications were received in September. Please note the CER221 is artificially low as 99% of CER221 applications are included as part of the CER224 workflow but are separate applications.

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

Trends, News and Success Stories

The graph below shows the average number of days it takes the planners and engineers to process an application. The trend is consistently moving down from an average number of 33 working days in the 2018-2019 financial year to 16 working days in the 2021-2022 financial year. The average number of calendar days has dropped from the highest number in the 2019/2020 financial year of 79 calendar days to 29 calendar days in the 2021/2022 financial year.



In total, the resource consents team, along with the planning support team, worked on 86 new RMA applications, 74 LGA applications, certificates, licences and permits and issued 106 various decisions. In addition, the Resource Consents Team attended five concept development meetings (CDMs) and pre-lodgement application (PAMs) meetings in September 2021. The Resource Consent Engineers also worked on 10 Engineering Plan approvals (RMAEPAs) to assist a more streamlined process for building consents being issued.

Hearings

There were no hearings in September 2021.

Processing Timeframes

Over the past several 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.

Furthermore, the team has seen several resignations for various reasons and is very busy in recruiting 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 at higher rates than processing for Council.

As of close of business 12 October 2021, allocations are two weeks behind with 34 applications unallocated dating back to 29th September. While the Team Leaders are applying s37 to extend processing timeframes where possible, it is guaranteed that applications are going to go over statutory timeframes. This will also result in significant discounts being paid.

This situation is not expected to change in the near future 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 and will result in planners taking half the volume of consents they are currently processing.

The team is to be commended for virtually four months of 100% meeting statutory timeframes and will be challenged with maintaining statutory compliance with the current high volume of consent applications.

Customer and Relationships

The Resource Consents Team had 71 surveys sent out in September 2021 with 23 responses received, giving the team a response rate of 27%. There were 18 satisfied customers, one neutral and four customers were dissatisfied.

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/or legislation.

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"> • District Plan breaches • RMA breaches • Bylaw breaches • LGA breaches 	<ul style="list-style-type: none"> • Removal of abandoned vehicles • Parking enforcement • Resource consent monitoring 	<ul style="list-style-type: none"> • Bylaw permits • Litter Act breaches • Noise complaints • Reserves Act breaches
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Staffing

There are currently no vacancies in the team.

Levels of Service

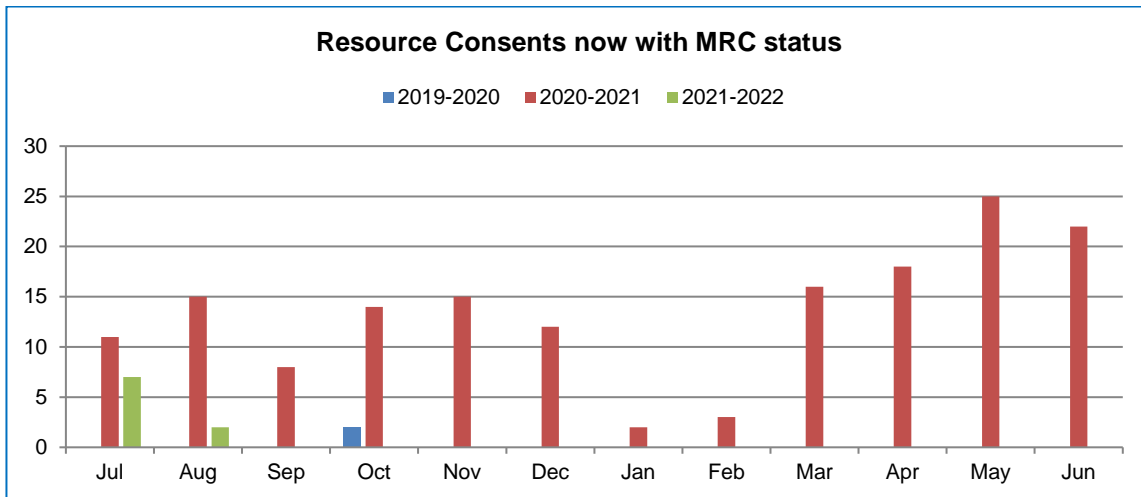
8.3 To ensure compliance with the Resource Management Act with regard to noise pollution.

Performance measure	Latest results: 2016/17	2018/19	2019/20	2020/21	2021-28
8.3.1 Respond to noise complaints within the following timeframes: In urban areas: 1 hour, and In rural areas: 2 hours	New	≥85% within set timeframe	≥90% within set timeframe	≥95% within set timeframe	≥95% within set timeframe

Resource Consent Monitoring

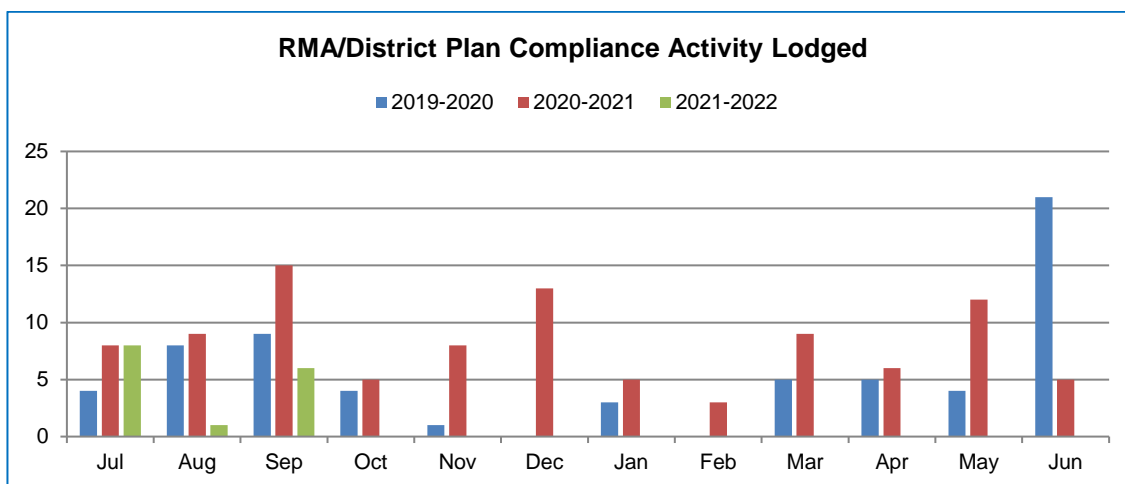
If a resource consent (RC) is issued with conditions, it becomes the responsibility of the Resource Consent Monitors (RCMs) to ensure those conditions are met in a timely manner. The RCMs are notified of decisions by the planners. This is an automated process within Pathways where an email is sent to the RCM inbox once the status of a consent is changed to 'Decision Issued' and there are conditions to monitor.

The graph on the next page shows resource consents that have had the decision issued and the status changed to 'MRC Lodged' indicating that the RCMs are now working on obtaining compliance with the resource consent conditions. There is always a lag in changing the status to 'MRC Lodged' due to the 15 working days appeal time, during which the applicant can appeal against fees and conditions etc. The appeal period explains why no consents were changed to 'MRC Lodged' status during September.

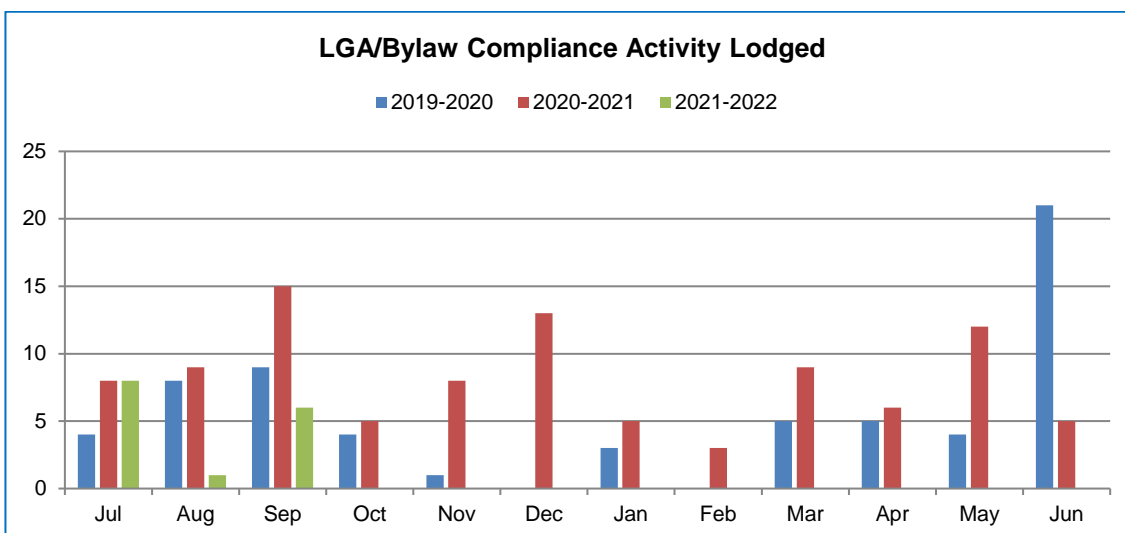


Compliance

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 graph below shows the compliance activity over the last three financial years. This data relates to escalated Requests for Service (RFSs) that may have led to abatement notices and environmental infringement notices being issued.



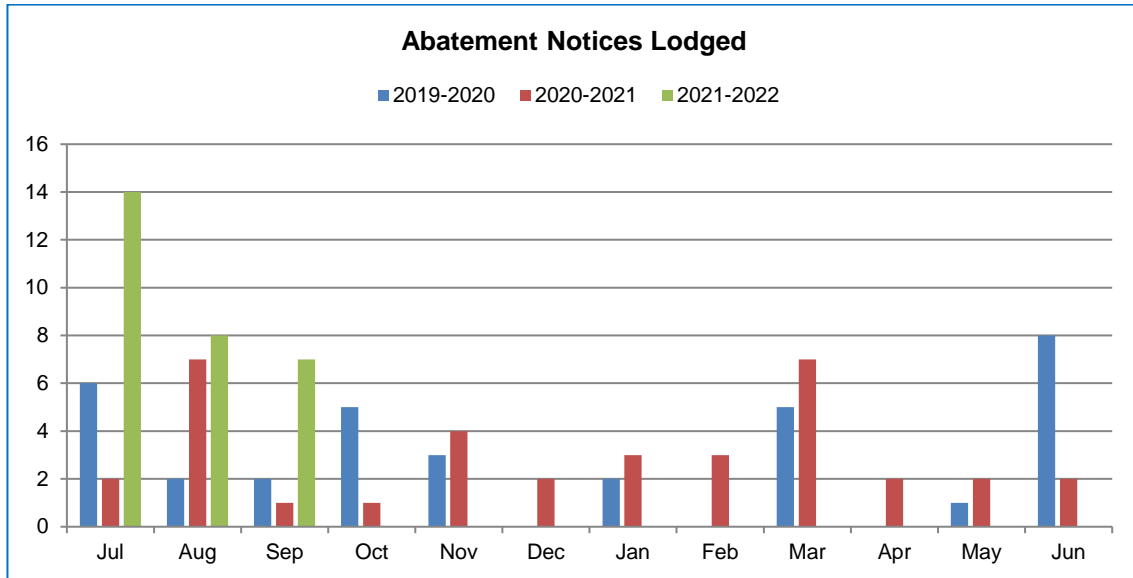
The Monitoring team is also responsible for investigating incidences reported to them of non-compliance with the Local Government Act and Council's Bylaws. The following graph shows escalated investigations that have arisen from RFSs.



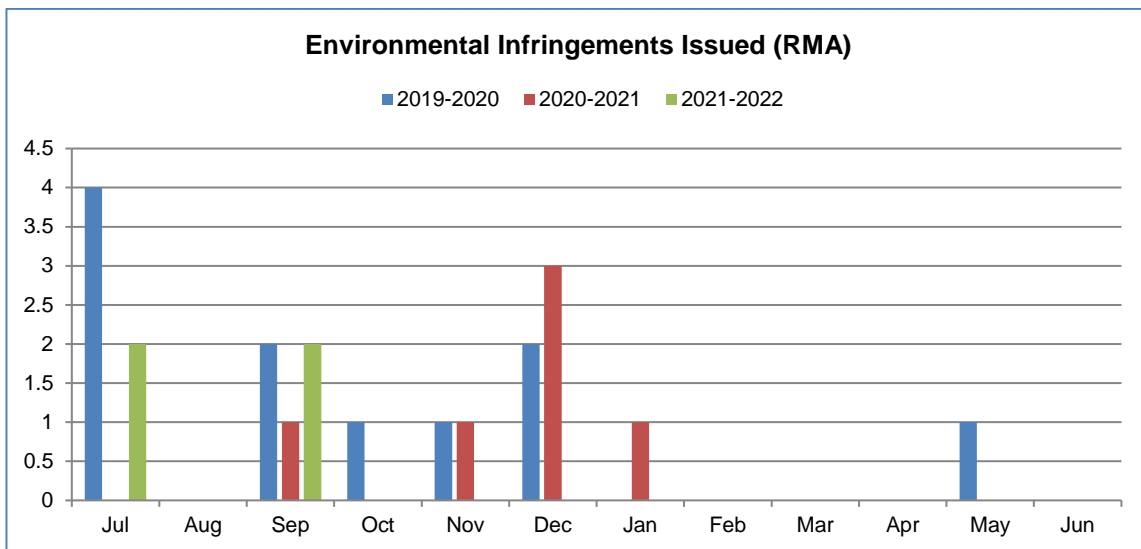
Abatement Notices

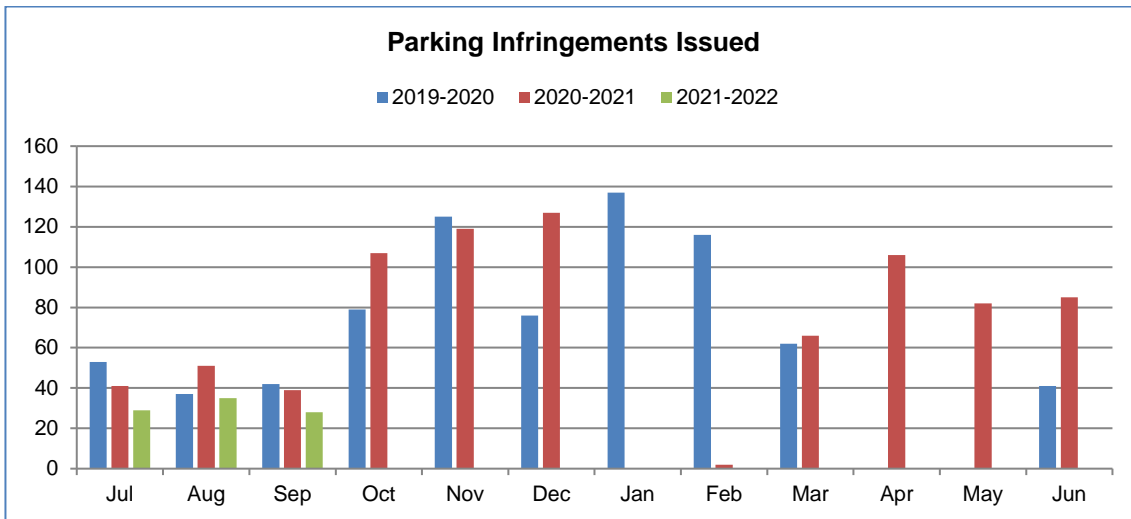
The RMA allows a warranted monitoring officer to issue an abatement notice to direct an offender to do something or cease something that is causing a breach of the RMA. Usually this means ceasing a breach of a rule in the District Plan. Abatement notices can also be issued for failing to comply with 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.



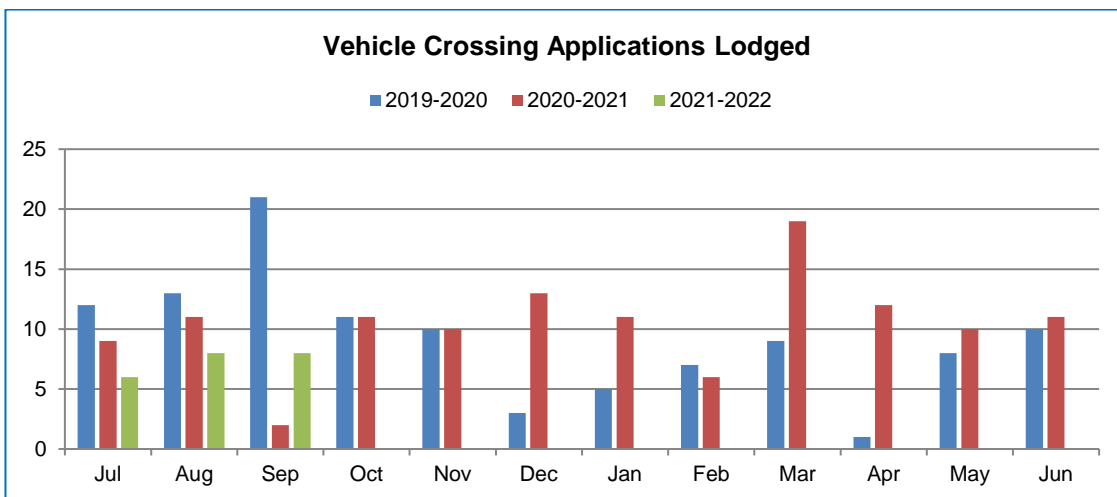
Infringement Notices





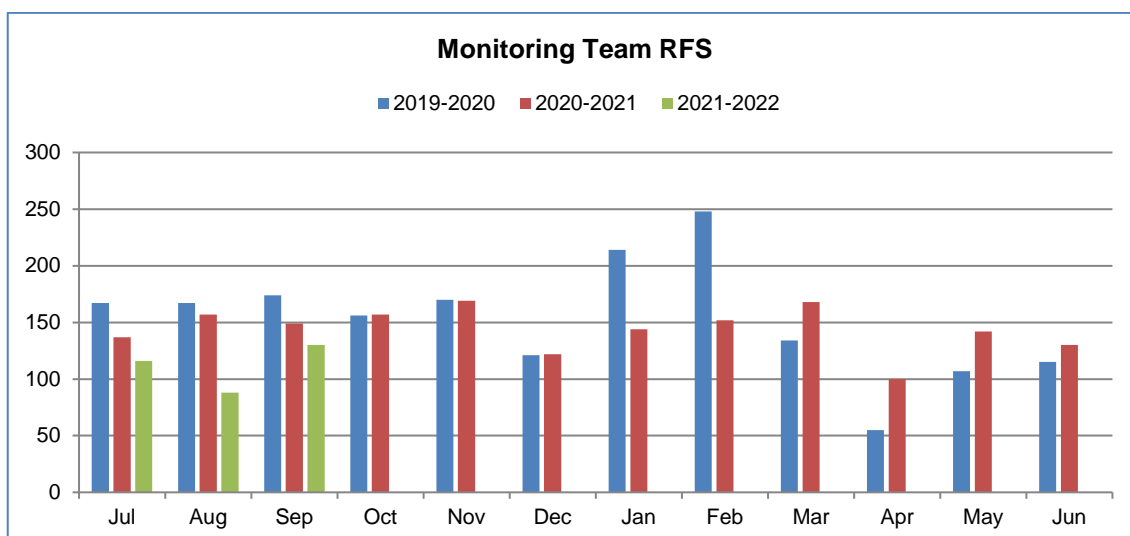
Vehicle Crossing Applications

The Monitoring team has contracted out the management of vehicle crossing applications to Haigh Workman.



Monitoring Team RFS

The monitoring officers respond to requests for service relating to alleged breaches of Bylaws, RMA, Reserves Act, and other Acts for which they are warranted officers.

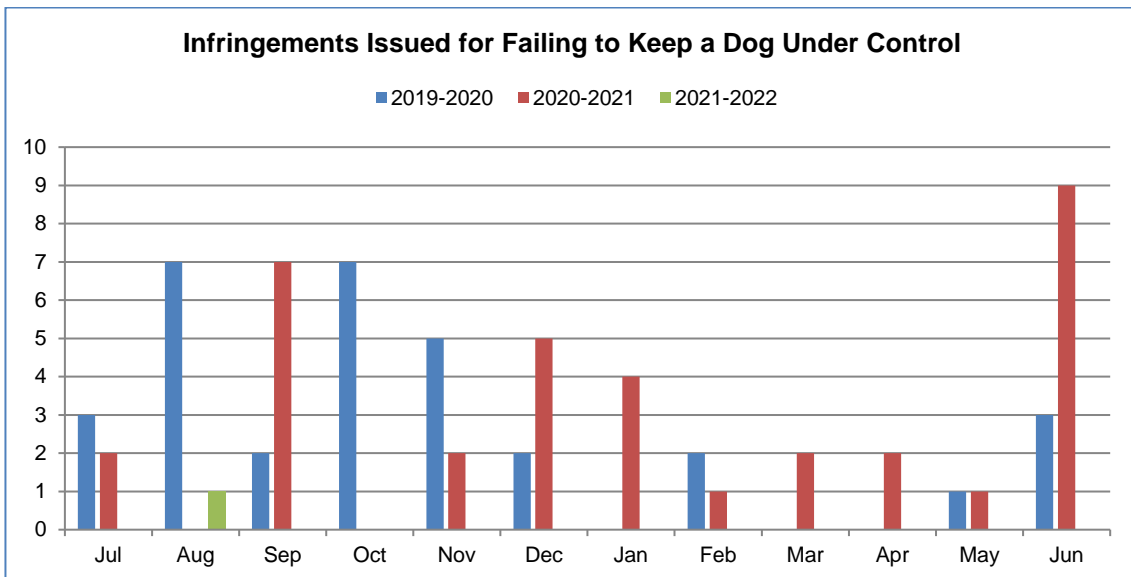
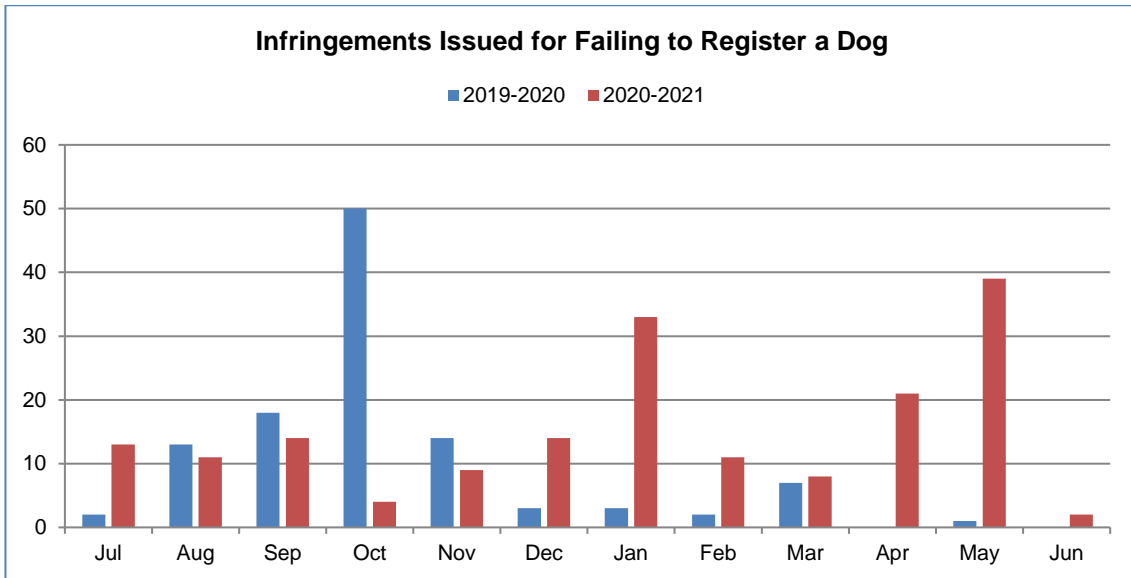


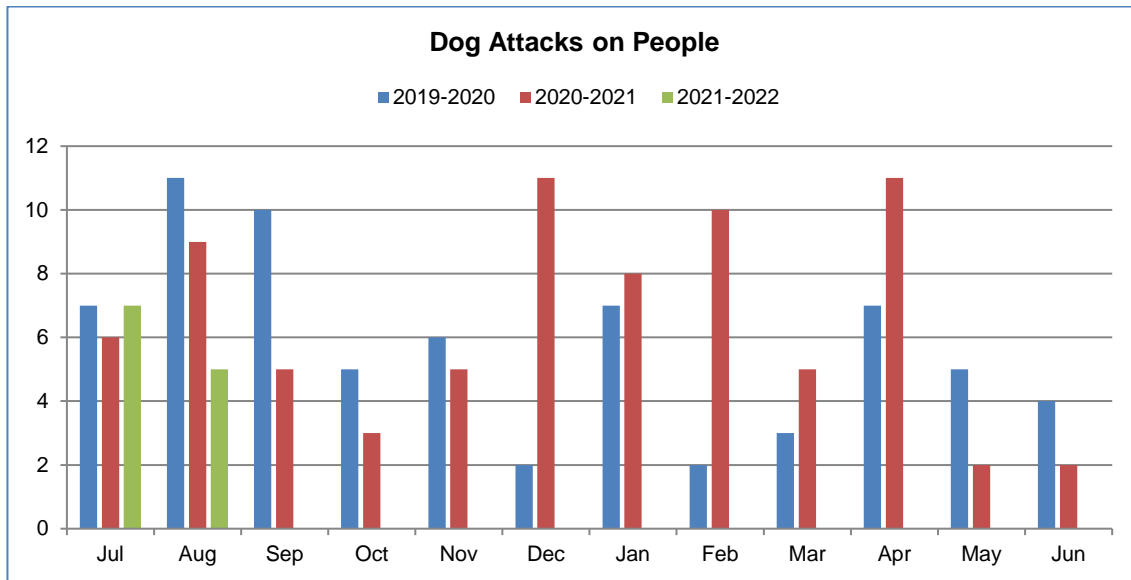
Animal Management

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 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.

Levels of Service





RFS Responses

369 RFSs were received for Animal Management in September 2021; 46 urgent (13 down from the August figures) and 323 non-urgent (29 down from the August figures). This is also reflective of less registration queries received with the re-registration period ending on 1 September.

Registration Follow Ups

The dog re-registration period finished on 1 September 2021. Due to service centres being closed during alert levels 3 & 4, the non-penalty period to pay in person was extended to 17 September 2021.

Animal Management Officers will begin to proactively work through the unregistered known dog spreadsheet from October 2021.

The registration follow-ups fall into two main areas of operation.

- Following up on known dogs
- Gaining new dogs on record

In terms of process for following up on known dogs is divided into 3 phases. The first phase is to determine how many of the 3772 dogs that did not get registered from our known dogs at the 1 September are still with the dog owners. This is established by contacting the respective dog owners to obtain that information.

The second phase of the process will require site visits and the third phase is the enforcement phase of Infringements to the owners and/or seizing of the dogs.

The process for gaining new dogs on record is through obtaining that information as a result of either attending a property due to responding to an RFS and discovering unregistered dogs or by cold calling on properties. In this process an NTR (Notice to Register) will be issued to a dog owner as a prompt to get their dog registered. Officers may give the dog owner a period to meet this requirement, however if the dog remains unregistered an infringement notice of \$300 is issued. If registration is paid within a specified timeframe, the infringement will be waived. Unfortunately, continued non-compliance does result in the infringement being sent to the Courts and potential seizure of the dog.

Impounded Dogs

21 dogs were impounded in September resulting in 9 being claimed by their owners; 1 dog was taken by a Rescue Group and 3 were adopted out to new homes. There were also 8 dogs euthanised in September due to not being claimed by an owner and not meeting the criteria to be rehomed.

Dog Adoptions

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

- 1 within the Far North District
- 1 to Dunedin
- 1 to Hamilton

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:** 100% **Last Month:** 56.8% **Last Year:** 92%

During September 2021, 6 “remote checks” were scheduled. Of these scheduled “remote checks”, 6 were completed as scheduled.

There were 15 cancelled verifications as a result of Covid-19 alert level 3 restrictions. MPI issued a directive that verifiers were unable to do verifications during Alert Level 3 but did encourage the use of “remote checks” for businesses that met the criteria of a “remote check”. Onsite verifications will resume 4 October 2021.

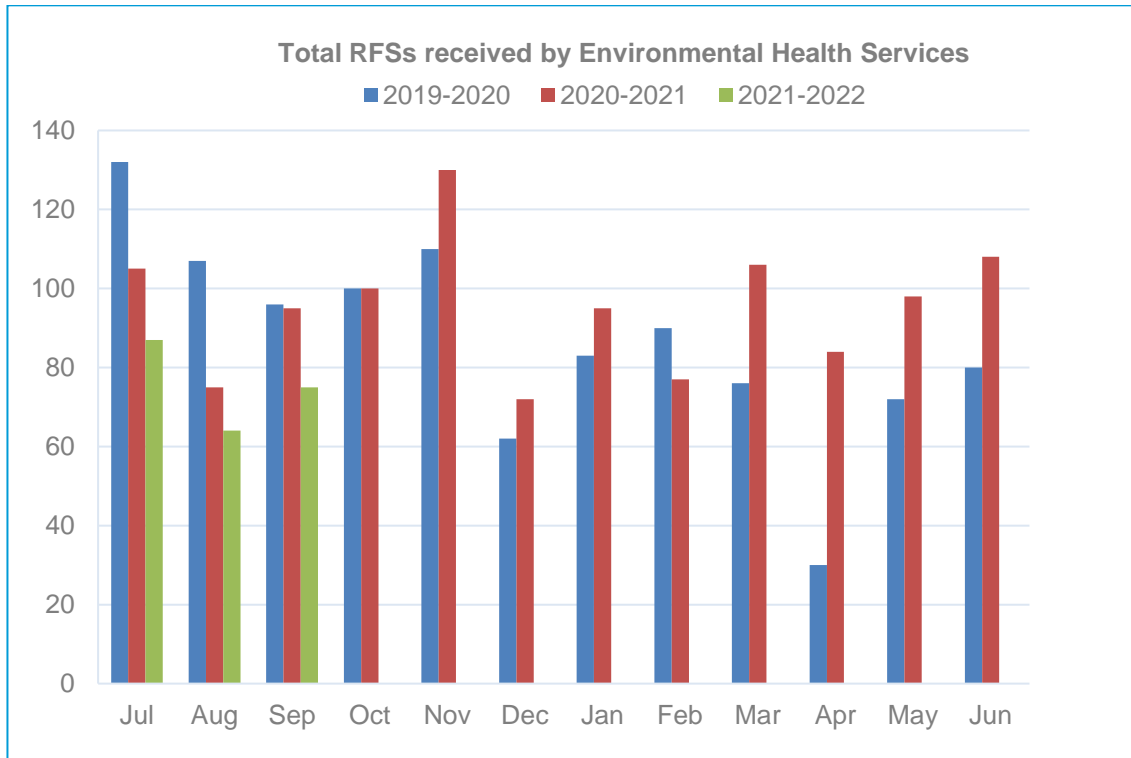
Level of service 8.4.1. All licensed premises are visited for Host Responsibility inspections at least once every four years.

Target: ≥25% **This Month:** 16.7% **Last Month:** 16.7% **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 September 2021, no visits were completed by the EHS team. For the remainder of this reporting year there is a total of 194 visits to complete.

Requests for Service



Food Registrations Issued

Unfortunately, due to reporting system issues, a graph was unable to be provided for this month, however during September 2021, 11 food registrations were issued.

Alcohol Licences Issued

Unfortunately, due to reporting system issues a graph was unable to be provided for this month, however during September 2021, 42 alcohol licenses were issued.

Health licensing

Health licenses are renewed on 1 July each year. It is a requirement for campgrounds, hairdressers and offensive trade operators such as funeral homes and septage contractors to hold a current registration with Council under the "Health (Registration of Premises) Regulations 1966".

Once registered with Council the operator must comply with the "Health Act 1956" and either of the following regulations applicable to their operation:

- Health Act 1956
- Health (Hairdressers) Regulations 1980
- Camping-Grounds Regulations 1985
- Health (Burial) Regulations 1946
- Burial and Cremation Act 1964

Operators who are registered with Council will be inspected on an annual basis to ensure they are complying with the relevant legislation or regulations applicable to their business operation.

The health licenses issued in September 2021 are as follows:

Ward	Type	Number Issued In September 2021	Total Number Issued since 1 July 2021
Te Hiku	Campground	1	9
	Funeral Home	1	1
	Hairdressers	3	12
	Septage Contractor	3	3
Bay of Islands-Whangaroa	Campground	1	10
	Funeral Home	0	2
	Hairdressers	0	16
	Septage Contractor	2	3
Kaikohe-Hokianga	Campground	0	3
	Funeral Home	0	1
	Hairdressers	1	3
	Septage Contractor	1	1
Total		13	64

The Environmental Health Services team will commence patrols across the district between 1 October 2021 – 1 December 2021 to identify businesses that may be operating without the necessary registration. Those that are identified will be required to register with Council.

Alfresco Dining, Street Stalls, Hawker, Site Permits and Mobile Shop Approvals

As of 22 February 2021, the Environmental Health Services team process approvals for alfresco dining, street stalls, hawker, site permits and mobile shops.

In order 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 renewal 1 July each year. The holder of an alfresco dining approval will be inspected on an annual basis.

The alfresco dining, street stalls, hawkers, site permits, and mobile shop approvals issued in September 2021 are shown in the table on the next page.

Ward	Type	Number Issued In September 2021	Total Number Issued since 1 July 2021
Te Hiku	Alfresco dining	1	3
	Street stall	0	4
	Hawkers	0	0
	Site Permit	0	0
	Mobile Shop	0	0
Bay of Islands-Whangaroa	Alfresco dining	0	5
	Street stall	0	2
	Hawkers	0	0
	Site Permit	0	1
	Mobile Shop	0	0
Kaikohe-Hokianga	Alfresco dining	1	1
	Street stall	1	3
	Hawkers	0	0
	Site Permit	0	0
	Mobile Shop	0	1
Total		3	20

The Environmental Health Services team will commence foot patrols across the district between 1 October 2021 – 1 December 2021 to identify businesses that may be operating without the necessary approval. Those that are identified will be required to obtain approval from Council.