

**DISTRICT SERVICES
MONTHLY
BUSINESS REPORT**



December 2022

Performance in Brief

Introduction

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

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



The District Services Monthly Business Report provides a summary of key highlights and noteworthy trends for the month of December 2022.

Ask Nicely Customer Experience

4.19

▼ -0.13

01 Dec 2022 - 31 Dec 2022

Company — Rating Target: 4.00 --



TOTAL RESPONSES
16

SATISFIED
12

NEUTRAL
2

NOT SATISFIED
2

SURVEYS SENT
215

RESP. RATE
6.5%

There has been an increase in CSAT of 0.36 compared to December 2021, for Community and Customer Services activities. Of the not satisfied (2), one was a Library log-on query which had no customer details to follow up with. The other didn't have any comment provided. Every effort is made to resolve customer enquiries.

Libraries and Museum

The eLibrary use remained high over the Christmas period. Paihia Library had its highest number of book checkouts in a December for 5 years. The Rediscovery Local History database continues to be well used, with over 50,000-page hits in December

i-SITEs

The i-SITEs have been very busy with cruise ships back in the Bay and international visitors returning. Operators are back to full strength with some new tours on offer. The Hole in the Rock, Fishing, Parasailing, Otehei Bay ferry and Russell are all popular along with Waitangi Treaty Grounds.

The weather has played a part with good numbers as most people are disembarking to enjoy what Paihia and Russell have to offer. The book garage has also been very busy. They are open every cruise ship day and are well supported by visitors. Paihia and Russell now have free Wi-Fi which has been well received by visitors.

Customer Care

Calls resolved at first point of contact has increased this month by four percent compared to the same time last year. Data shows that 57% of interactions are by phone, 18% face to face, 16% email, and 9% online.

Contact Centre staff numbers are still temporarily reduced as two staff are 'caretaking' other vacant roles in Housing for the Elderly, Cemeteries and Events.

Cemeteries and Events

After 19 years with FNDC Community Facilities Customer Services Officer, Dawn Underwood responsible for cemeteries and events administration retired this month. The role is being recruited to but will report to a new group from February 2023 aligning with the District Facilities team with whom they actively liaise and work with.

Building Services

At the end of December, the BCA completed another calendar year of high performance. Building Consent and Code Compliance Certificate compliance for the year are 100% and 99.85% respectively, while the challenge is to obtain 100%. Average working and calendar days for building consents are 5 and 20 days, whereas code compliance certificates at 3 and 24 days. The BCA continues to meet the CEO KPI'S and its regulatory requirements.

The BCA is tracking well with clearing the general non compliances from the IANZ audit in October and will have these all clear before the due date.

The BCA have a near full FTE count currently and will look to top this off this year. One of our recent recruits have aided in the days to issue reduction for code compliance certificates, as they bring a high competence and work ethic in certification, due to being part of a larger metro BCA.

Levels of Service

Building Consent Authority

Building consent processing unit has achieved 100% compliance for the 2023 Fiscal Year. This equates to 701 consents to date. The month of December had 110 consents issued.

Granted or Refused Within Statutory Period

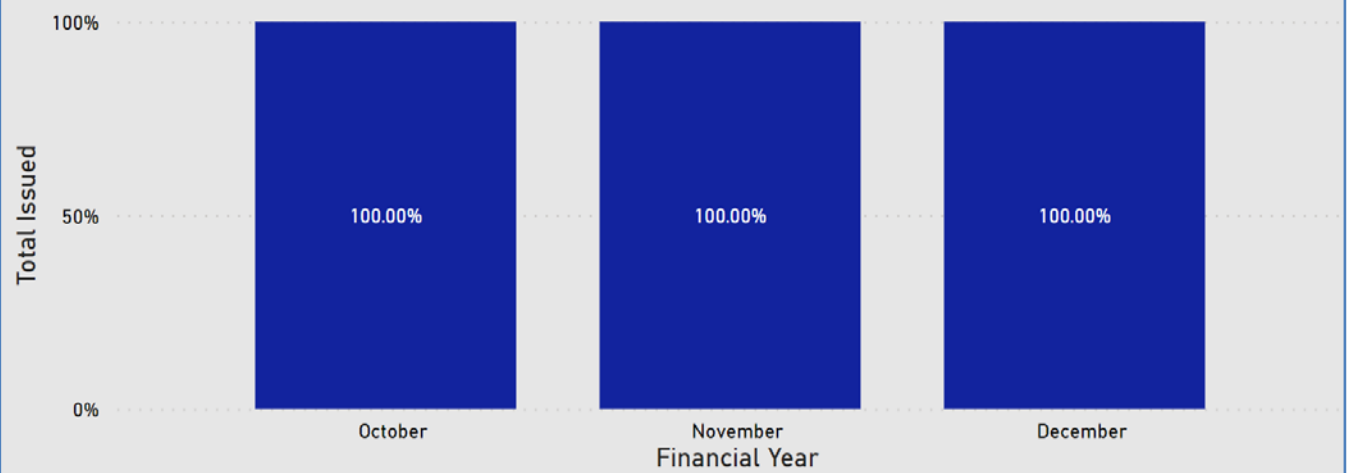
Within Statutory Period ● Yes



The BCA processing unit is performing well and maintaining 100% compliance.

Granted or Refused Within Statutory Period

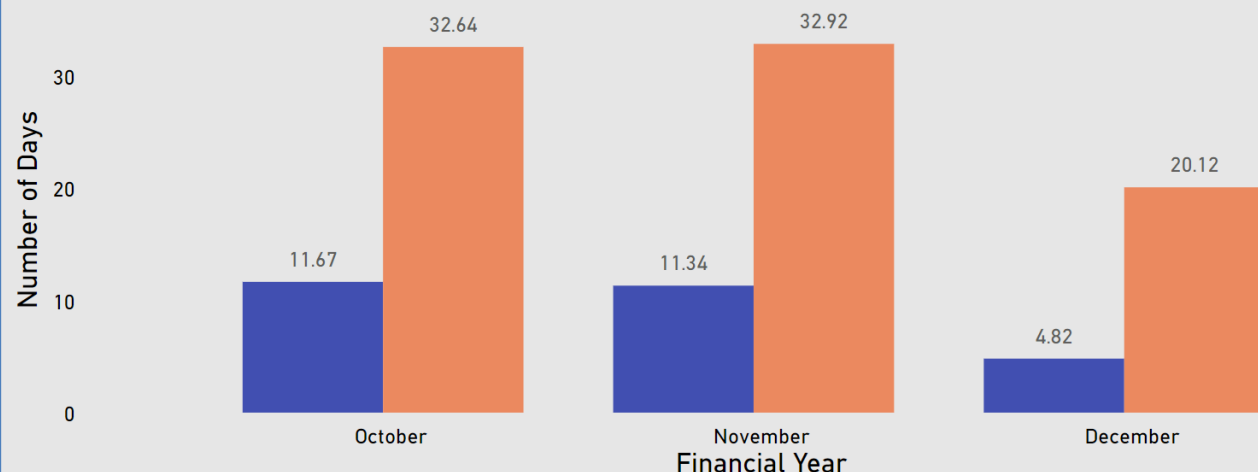
Within Statutory Period ● Yes



December was a stellar month for issuing building consents with the average statutory days to issue at 5.

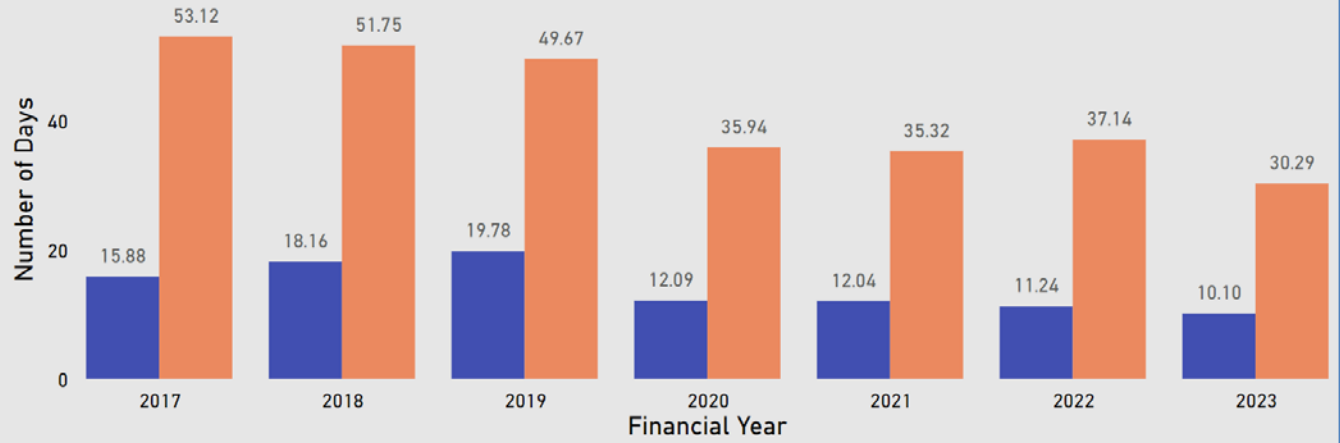
Average Days Per Application

● Average Work Days ● Average Calendar Days



Average Days Per Application

● Average Work Days ● Average Calendar Days

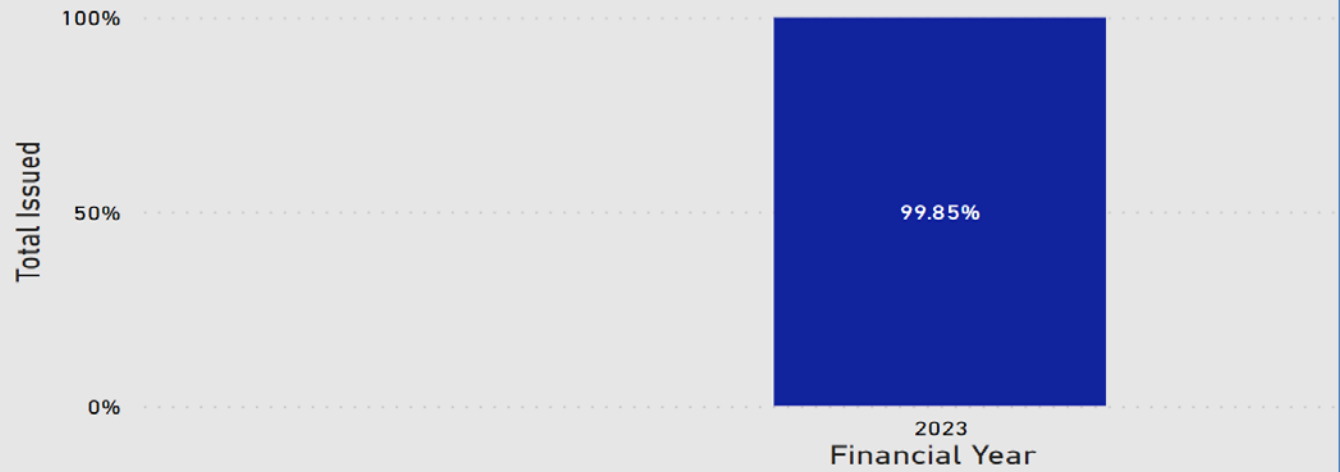


The BCA has achieved 100% compliance rate for the month of December for issuing code compliance certificates. A total of 71 certificates have been issued.

The overall compliance for 2023 is 99.85%

Granted or Refused Within Statutory Period

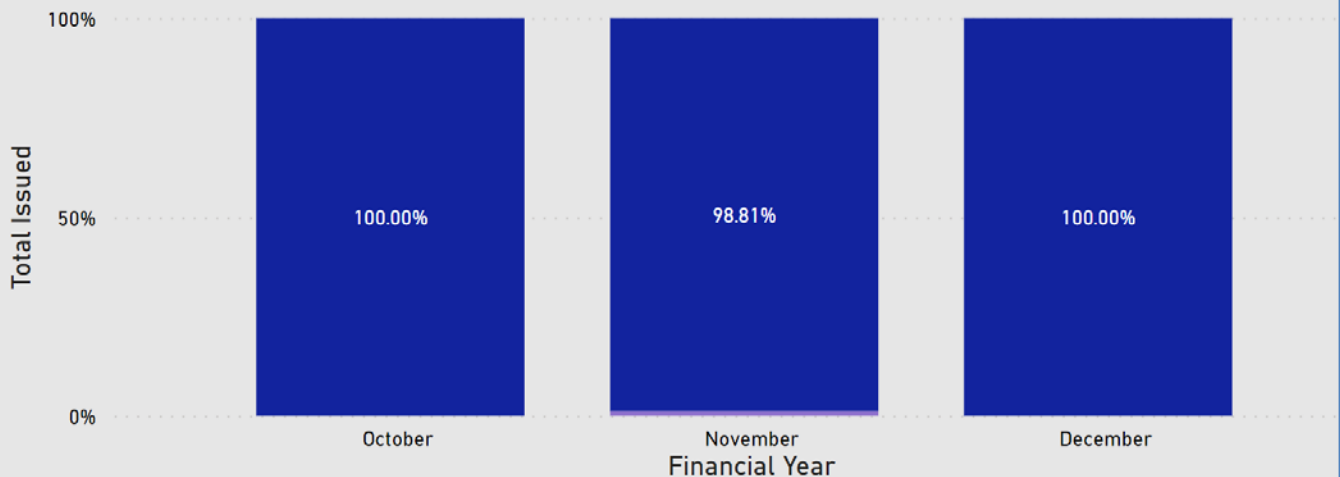
Within Statutory Period ● No ● Yes



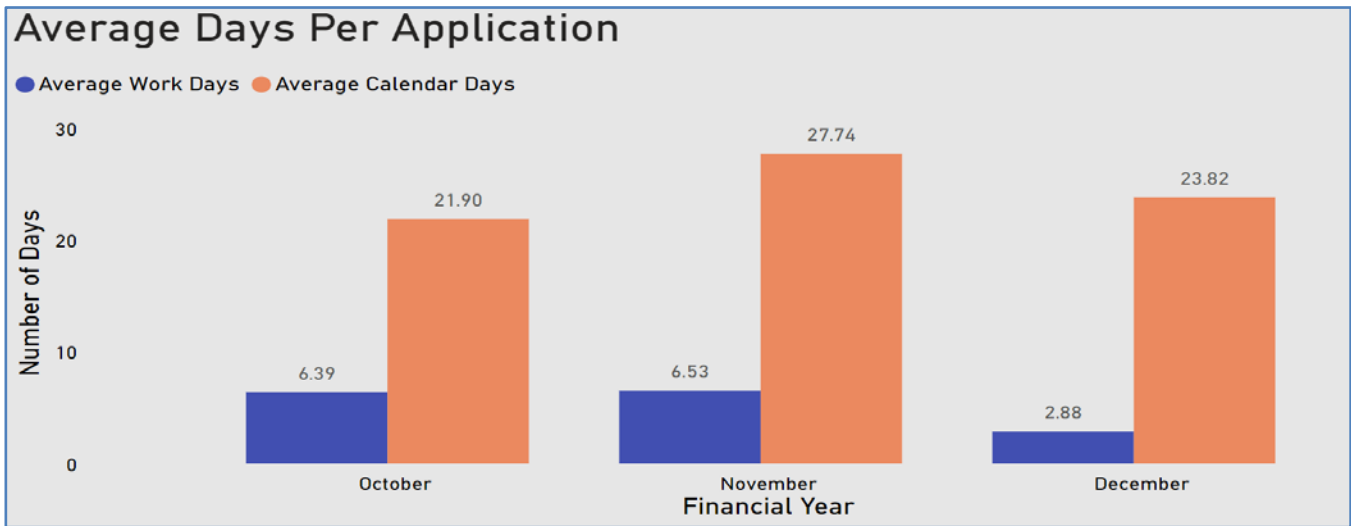
Granted or Refused Within Statutory Period

Within Statutory Period ● No ● Yes

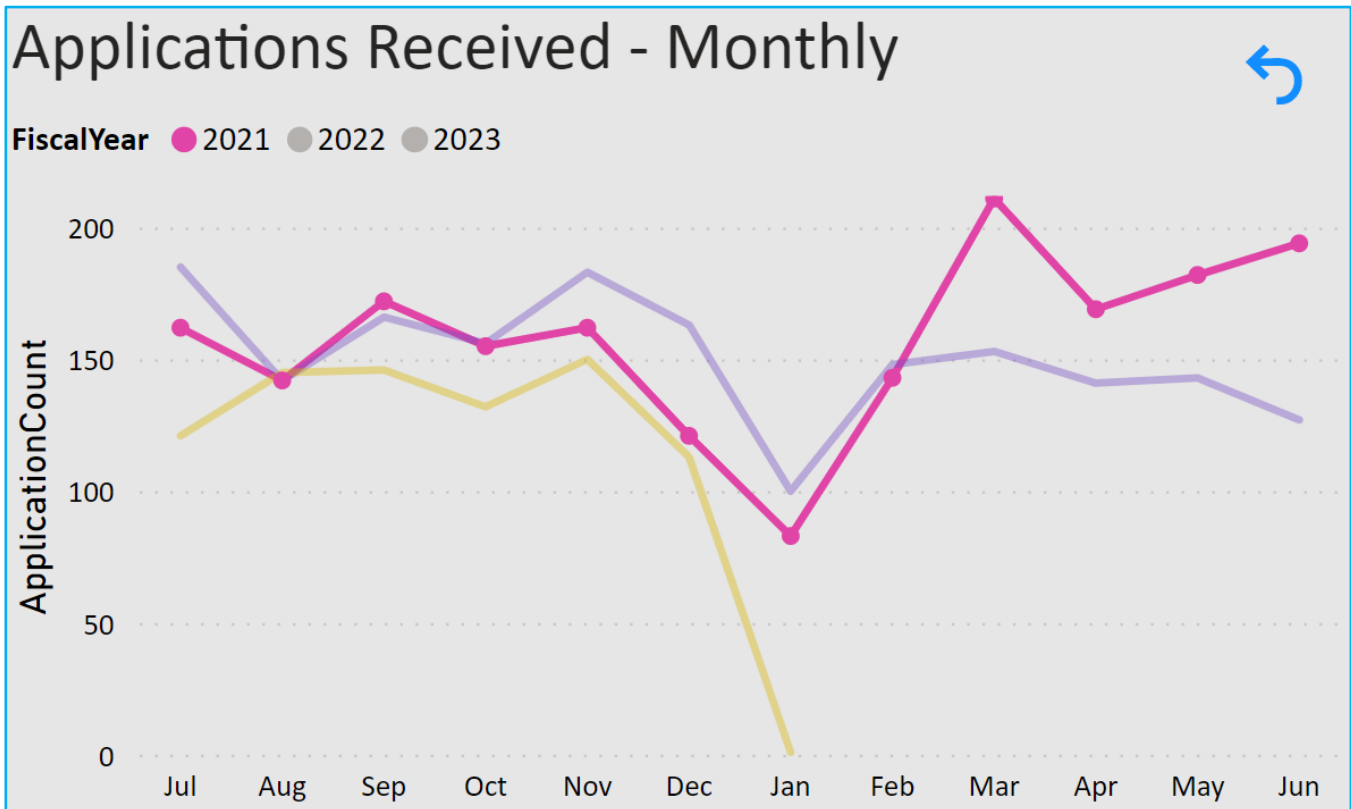
Average Days



On average CCCs for December were issued in 3 Days. The low number of CCC's and a new BCO who specialises in certification is the like cause of the improvement in statotroy days to issue.



The number of consent applications received for December is down on previous years and this has been the trend for the last 4 months. Given the increase in interest rates, high inflation, and labour shortages the slowdown is on par with the current economic reality.



Environmental Services

Resource Consents

In December the Resource Consent team continued to allocate all applications on one to two working days. There is no longer a backlog of applications.

With the clearance of the backlog, the increase in internal (additional FTEs) and external capacity in both planning and engineering, will see council return to processing applications within statutory timeframes. This month's compliance with statutory timeframes is the highest reached in ten months with compliance at 20.41%.

Decision making by delegated authority remains a pinch point as the large volume of applications move through to the decision stage of the process. To address the large volume of applications now reaching decisions, Team Leaders freed up from allocations and the Senior Planners are now able to review and signing decisions. The Team has also engaged a highly experienced consultant Planning Director to review decisions and has also engaged an Independent Hearings Commissioner to review and sign off decisions.

In December the Team issued 99 decisions under the RMA and LGA. Of the 99 decisions, 49 were applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MfE). 39 consents were outside statutory timeframes and 10 consents within statutory timeframes, resulting in 20.41% compliance rate.

105 applications were received which consisted of 53 applications under the Resource Management Act 1991 (RMA), reported as part of statutory timeframes. The remaining 52 were applications under the RMA (non-statutory), the Local Government Act (LGA), the Sale and Supply of Alcohol Act 2012, and RMAEPA (RMA Engineer Post-Approval) applications.

Monitoring and Compliance

Monitoring and Compliance received 141 Requests for Service (RFS) in December 2022, one more RFS than the previous month.

A total of 89 noise complaints were received and responded to during the month, 34 more than the preceding month, which is reflective of the holiday season. Response times of 57% were achieved for urban areas and 83% in rural areas.

There was a total of 73 parking infringements issued in December 2022. 21 of these infringements were for vehicles showing no evidence of a current Warrant of Fitness and 21 infringements were issued to vehicles with no current vehicle licence (registration). This follows the agreed revised approach focusing on registration expired over two months.

Environmental Health

A total of 21 Food Verification audits were completed in December 2022.

During December 2022, 2 good host visits were completed by Environmental Health Services (EHS). The level of service target is that 25% of licensed premises are visited once every four years and the team carry out these visits on an annual basis.

A total of 45 Requests for Service (RFS) were received by Environmental Health in December, a decrease of 41 from the previous month.

Animal Management

297 RFS were received for Animal Management in December 2022, 25 urgent and 272 non-urgent.

37 dogs were impounded in December, resulting in 14 being claimed by their owners, 2 taken by a Rescue Group and 2 being adopted out to new homes. A total of 20 dogs were euthanised in December due to not being claimed by an owner and not meeting the criteria to be rehomed.

There were 87 infringements issued in December by the Animal Management team:

- 79 x failure to register dog - s42
- 7 x failure to keep dog under control – s53(1).
- 1 x failure to comply with the effects of a menacing classification