

**DISTRICT SERVICES
MONTHLY
BUSINESS REPORT**

January 2022

Performance in Brief

Introduction

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

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



Our Customers

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

Our Finances

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

Funding Breakdown for the District Services Group

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

Our Level of Service KPIs

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

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

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

Executive Summary

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

Community and Customer Services

Libraries and Museum

The new self-service kiosks that enable library users to check out their own books, magazines and other library materials are a hit with customers – in the first four days of service 1,643 items were self-served and usage is increasing daily.

i-SITES

January figures are down which reflects the COVID-19 situation. The three weeks of the Christmas Holidays were busy, but most visitors have left the area now. Most activities are reducing their offerings but are flexible, so if there is a need for more capacity, they can provide it. There is a new boat trip which is a fast trip to the Hole in the Rock which is proving very popular along with parasailing and fishing.

Customer Care

Due to the later start to the year (10 January) some statistics such as Building Inspections Booked and Service Centre Walk-ins have been impacted. Work has been done on contingency plans to ensure first point of contact services for customers are kept running should staff be affected by COVID-19.

Housing for the Elderly

During January one tenancy started in Kaikohe and no tenancies ended. The demolishing of the Oxford Street units has progressed well. The contractors, when a visit was undertaken in January, were clearing the remains of the units.

Cemeteries

There were 13 burials across the district in January this number includes four ash burials. There are 25 ash burials remaining on hold at the end of the month.

Events

Because of COVID-19 Red traffic light restrictions, a number of events have been cancelled with more likely to follow.

Building Consents

The Building Consent Authority (BCA) has received 96 consents for the month of January which is the second highest tally in the past 6 years. Compliance remains at 100% with the BCA issuing consents, on average, in 10 days with 85 issued in January. Code compliance certificates are also tracking at 100% compliance, with code compliance certificates (CCCs) issued, on average, in 6 days. 58 code compliance certificates were issued in January.

The Territorial Authority (TA) is continuing with inspections in the current COVID-19 environment and will address the recommendations provided by MBIE in the recent compliance audit during February.

Environmental Services

Resource Consents

Resource Consents (RC) achieved 64% compliance with statutory timeframes for January with 12 consents going over statutory timeframes.

68 applications were received in January 2022. This consists of 39 applications under the Resource Management Act 1991 (RMA), reported as part of statutory timeframes and the remaining 29 were applications under the RMA (not counted) and the Local Government Act (LGA) and the Sale and Supply of Alcohol Act 2012.

The high volume of applications in the latter half of 2021, coupled with staff vacancies and a reduction in capacity of consultants processing applications has resulted in Council being unable to allocate applications in a timely manner. This trend is anticipated to continue into the fourth quarter of the financial year. Team Leaders have applied s37 of the RMA to extend processing timeframes where possible and are investigating alternative ways of improving on the statutory compliance performance.

Monitoring and Compliance

Monitoring and Compliance received 86 Requests for Service (RFSs) in January 2022, a decrease of 29 RFS on the previous month, reflecting the holiday close-down period.

There were 146 noise complaints received and responded to in January. This is 43 more than the preceding month. Response times of 82% were seen for urban areas and 85% were met in rural areas against a KPI target of 95%, a good improvement on the preceding month. This is a challenging KPI due to the remoteness and size of the district and will be reviewed during contract renewal in 2022.

44 parking infringements were issued during the month, with a financial value of \$1,171.

Environmental Health

A total of 24 Food Verification audits were completed in January 2022.

Environmental Health are tracking well regarding the licensed premises level of service. 41.7% of licensed premises have been visited, leaving 136 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 visits carried out by the team in January 2022 are lower due to the team not returning from the summer break until 10 January 2022.

Animal Management

224 RFSs were received for Animal Management in January 2022; 46 urgent and 178 non-urgent.

Animal Management Officers continue to respond to requests within level of service agreed times ($\geq 93\%$). With some Animal Management RFSs from the Christmas break not actually logged until late January, a lower response (78.3%) was recorded. However, Animal Management Officers responded to all RFSs over that period. A 95.5% response rate was recorded for non-urgent responses.

21 dogs were impounded in January, resulting in 9 being claimed by their owners, 1 dog taken by a Rescue Group and 3 being adopted out to new homes. A total of 7 dogs were euthanised in January due to not being claimed by an owner and not meeting criteria to be rehomed.

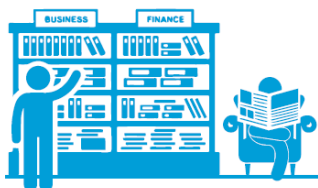
Community and Customer Services

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 – January 2022

Libraries and Museum

The new self-service kiosks that enable library users to check out their own books, magazines and other library materials are a hit with customers – in the first four days of service 1,643 items were self-served and the usage is increasing daily. Staff are actively guiding users through this process and reporting many positive customer comments about the convenient ease of use. Our Outreach Library has been getting around the Far North this summer on the outreach van, including stops at Opononi pop-up library, Urupukapuka Island Library, and Towai Markets on Sundays.

The Museum is hard at work with image production and post-production to support the digitisation project, with great work on-par with Te Papa artifact imagery quality being produced.



i-SITEs

January figures are down which reflects the COVID-19 situation. The three weeks of the Christmas Holidays were busy, but most visitors have left the area now. Auckland / Northland Anniversary weekend brought more visitors to the Bay of Islands and the Hokianga. There were large family groups and Paihia saw 1,500 people on the Saturday. Retail is going well in Hokianga with good support from both visitors and locals.

Most activities are reducing their offerings but are flexible, so if there is a need for more capacity, they can provide it. There is a new boat trip which is a fast trip to the Hole in the Rock which is proving very popular along with parasailing and fishing. Customers are gradually getting used to wearing masks and having vaccine passports ready when necessary.

Customer Care

Council had a later start to the year than usual (10th January) to enable staff to have a longer break. This has impacted some statistics such as Building Inspections Booked and Service Centre Walk-ins.

Work has been done on contingency plans to ensure first point of contact services for customers are kept running should staff be affected by COVID-19.

Of the three staff seeking redeployment within the organisation, all three have been successful. This is a great outcome in keeping skilled staff in the organisation.

Housing for the Elderly

During January one tenancy started in Kaikohe and no tenancies ended. There was a feral cat problem at the Ahipara village and on visiting, tenants said that cats were being dumped at the units. One of the caring tenants had been feeding them and had managed to rehome several of the kittens herself but did not know what to do with the rest. NRC had been in touch and dropped off traps to help with the capture of the cats. Follow ups have been conducted with the tenant and with the help of the BOI animal rescue, they have managed to capture the original female adult and all the kittens. They are still working on the remaining adult cats. At this stage they do not require any assistance from FNDC.

The demolishing of the Oxford Street units has progressed well and when visiting in January, the contractors were clearing the remains of the units (photo attached).

Debt management continues, noting that towards the end of the year, with the financial burden of Christmas and the holidays, there is a trend for some rent payments to go into arrears.

Contractors clearing out the remainder of debris following the demolition of three units at the Oxford Street, Kaitaia Village.



Cemeteries

There were 13 burials across the district in January, including four ash burials. There are 25 ash burials remaining on hold at the end of the month. There was an expected increase in the number of enquiries as people return home during the holiday period and visit our cemeteries and want to locate the graves of family members.

Events

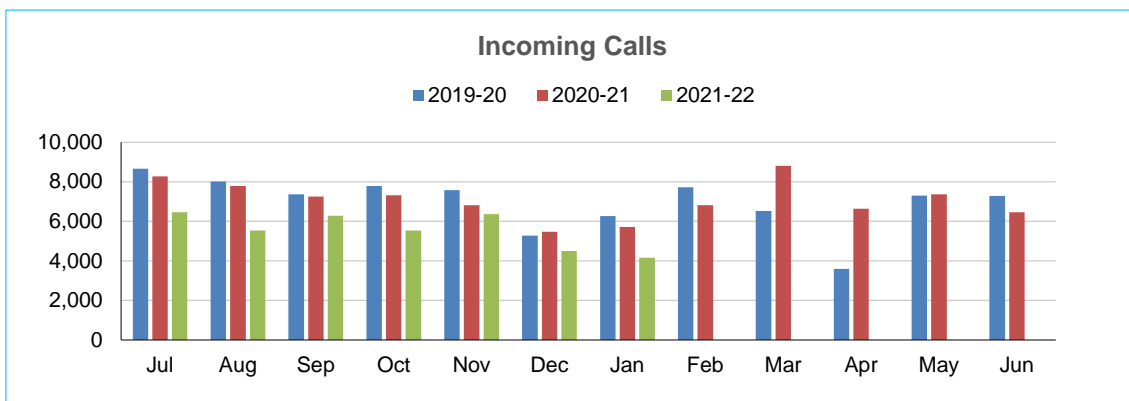
Because of COVID-19 Red traffic light restrictions, a number of events have been cancelled and more will possibly be cancelled. Council has also been notified that the Mangonui Waterfront Festival scheduled for 2 April 2022 will not go ahead.

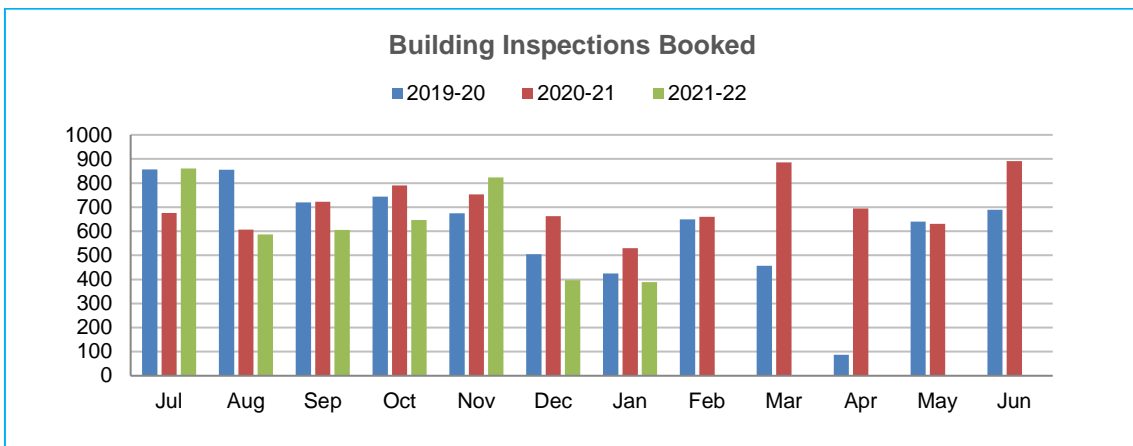
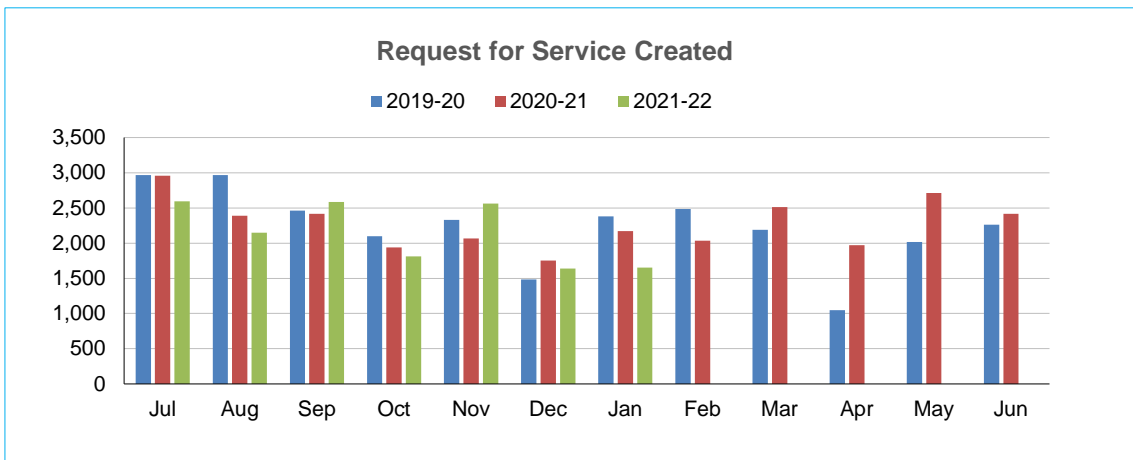
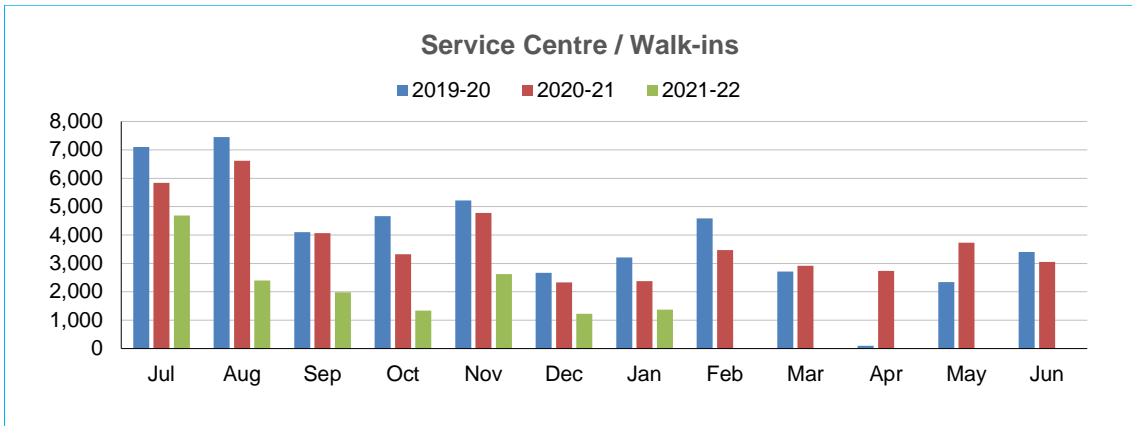
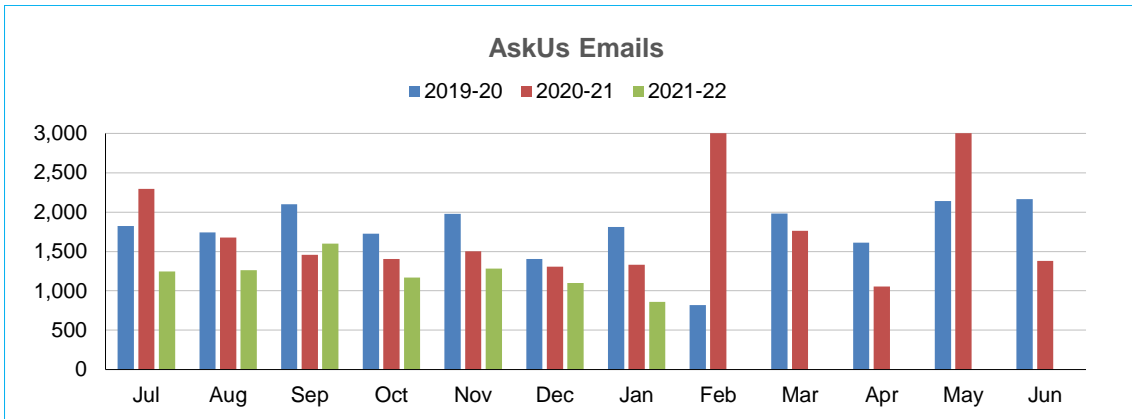
Customer Care

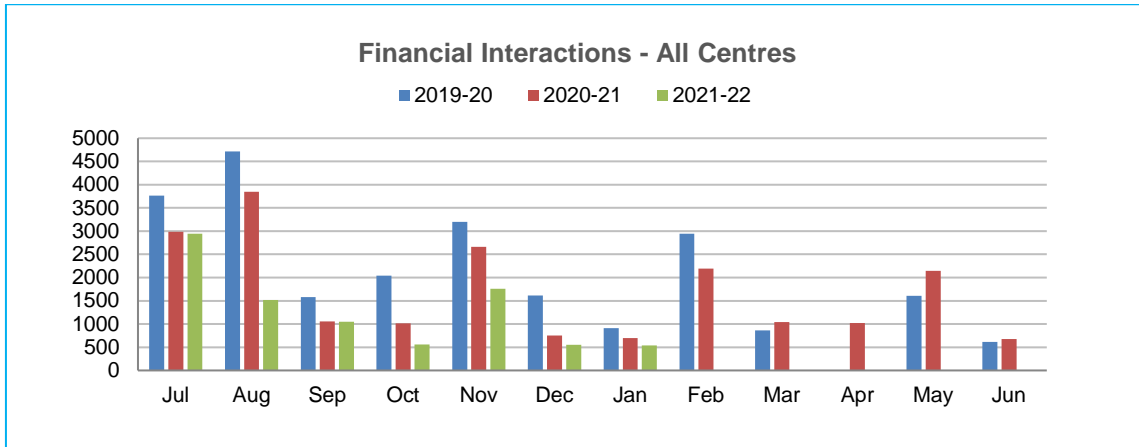
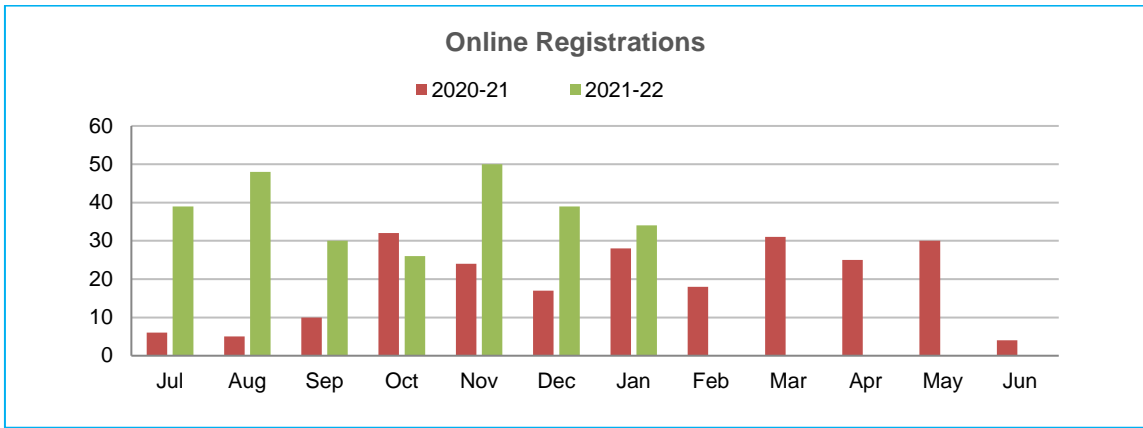
Customer Care consists of 2 teams: Contact Centre and Service Centre staff. As well as receiving calls from customers, the Contact Centre staff are also responsible for responding to emails from customers (AskUs Emails), managing online customer registrations and actioning change of address requests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

Comparison of January 2022 with January 2021.

- 27.26% decrease in calls to the Contact Centre (4,154 down from 5,711)
- 35.46% decrease in AskUs emails received (859 down from 1,331)
- 42.31% decrease in visits to Service Centres (1,369 down from 2,373)
- 26.46% decrease in building inspections booked (389 down from 529)
- 21.43% increase in online registrations (34 up from 28)
- 22.88% decrease in financial interactions at Service Centres (536 down from 695)





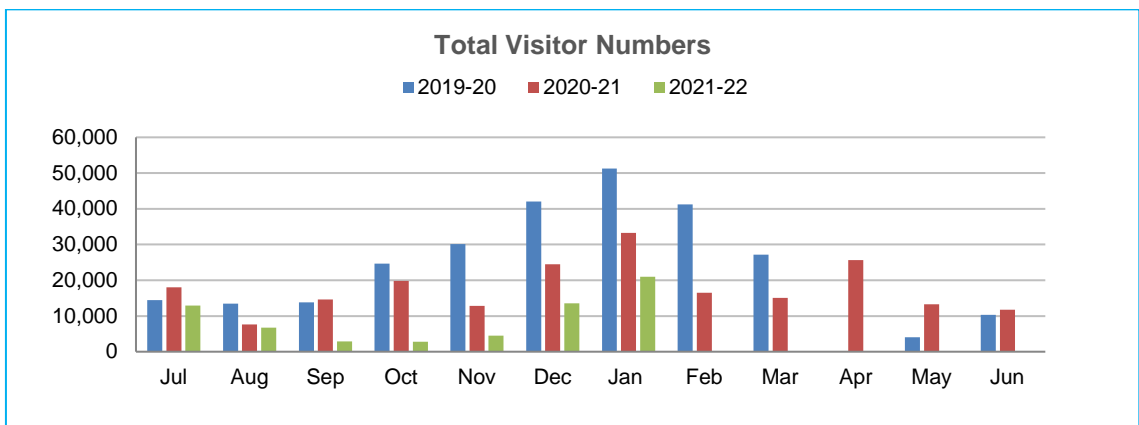


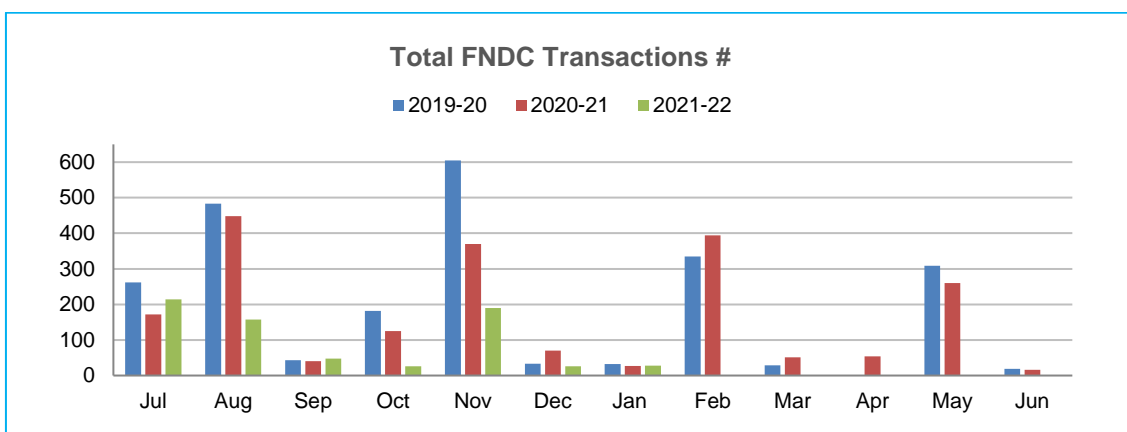
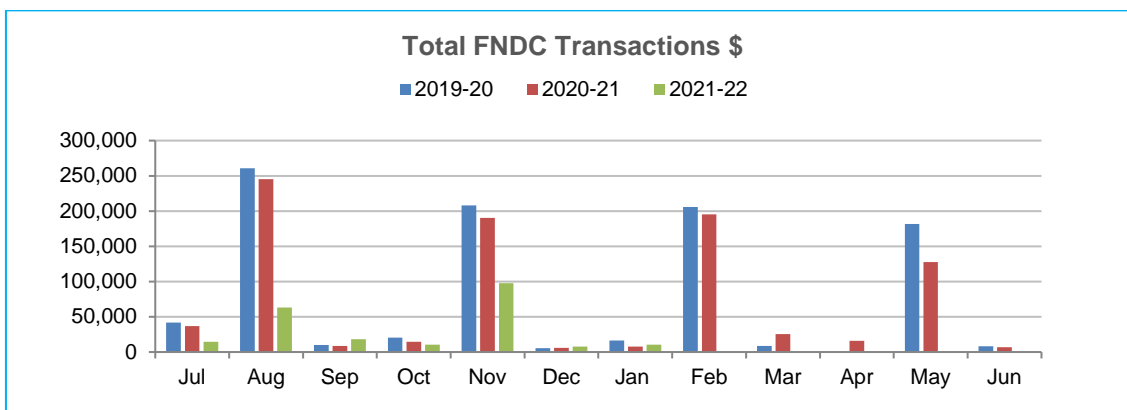
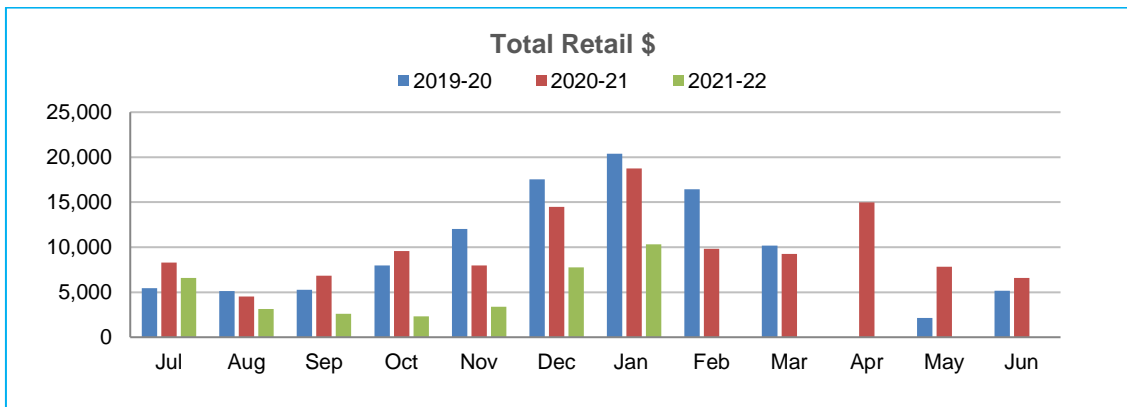
i-SITES

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

Comparison of January 2022 with January 2021.

- 36% decrease in visitor numbers (20,981 down from 33,270)
- 44% decrease in retail revenue (\$10,315 down from \$18,753)
- 30% decrease in transaction spend (\$21,544 down from \$30,95)
- 35% decrease in transaction numbers (5,730 down from 8,825)



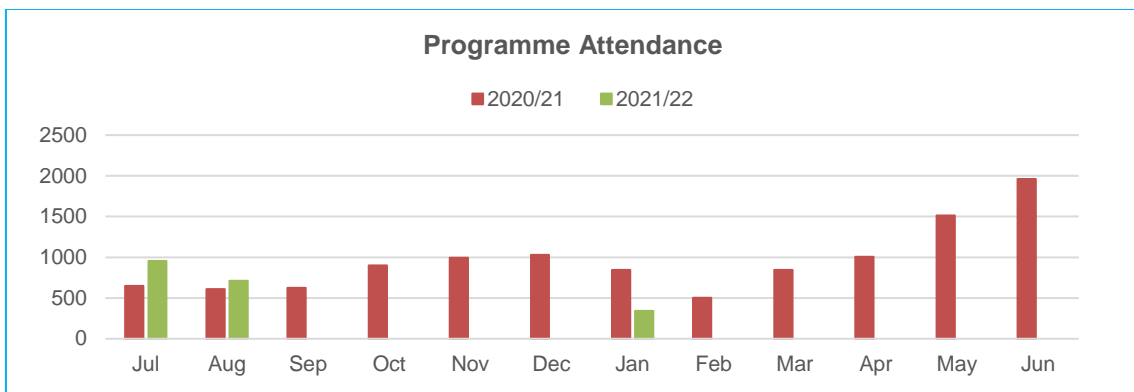
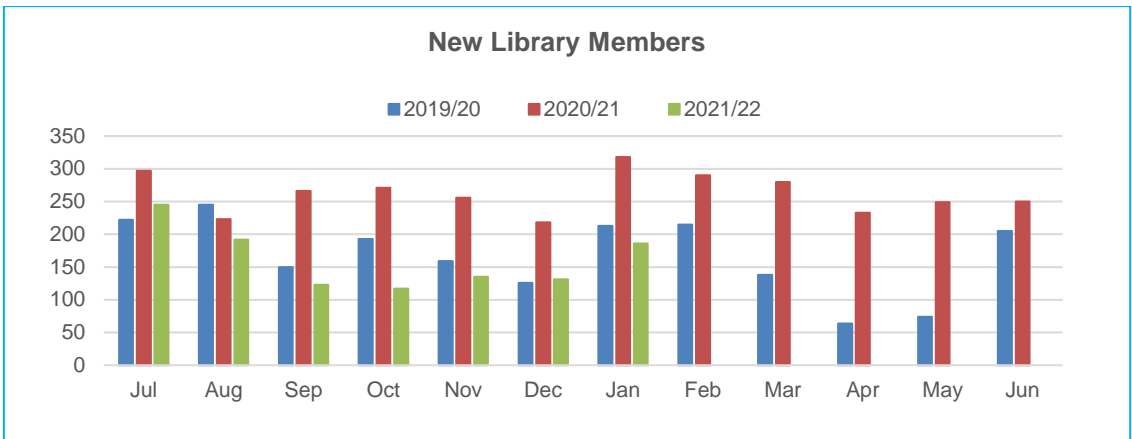
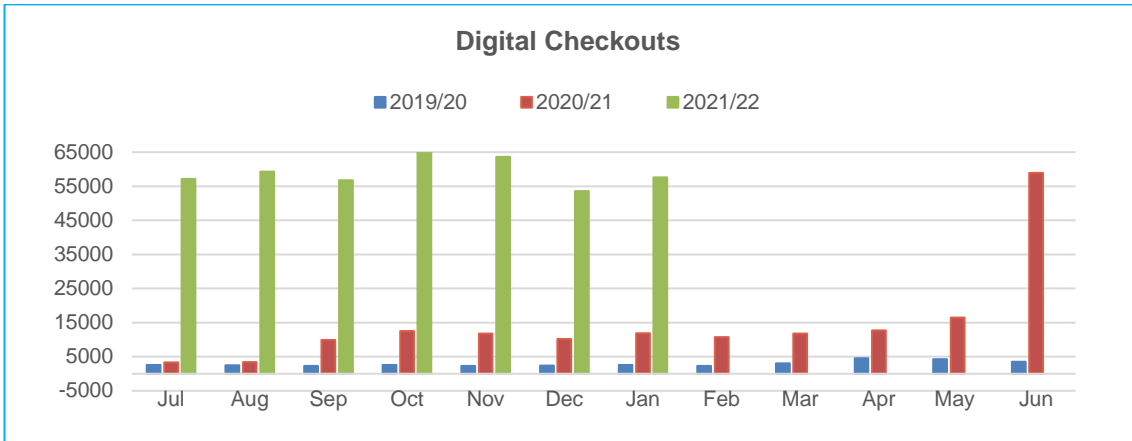
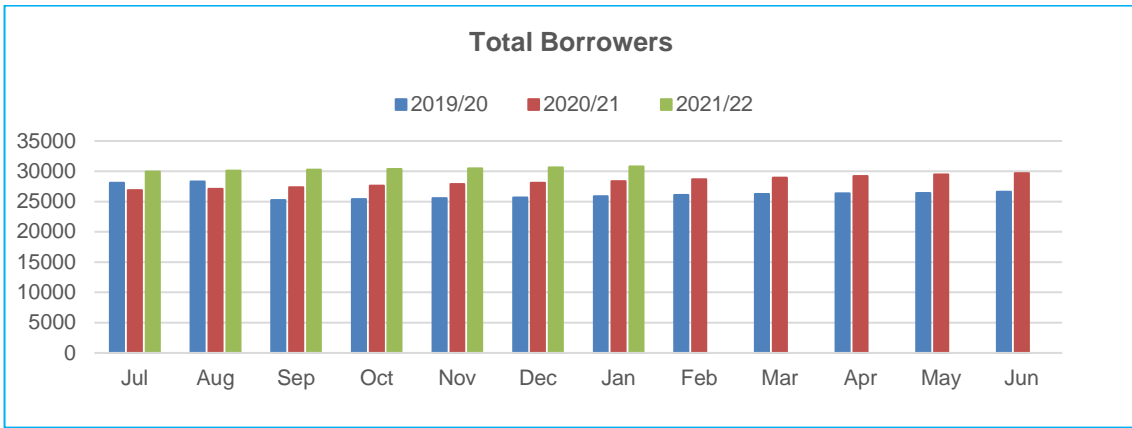


Libraries

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 January 2022 with January 2021.

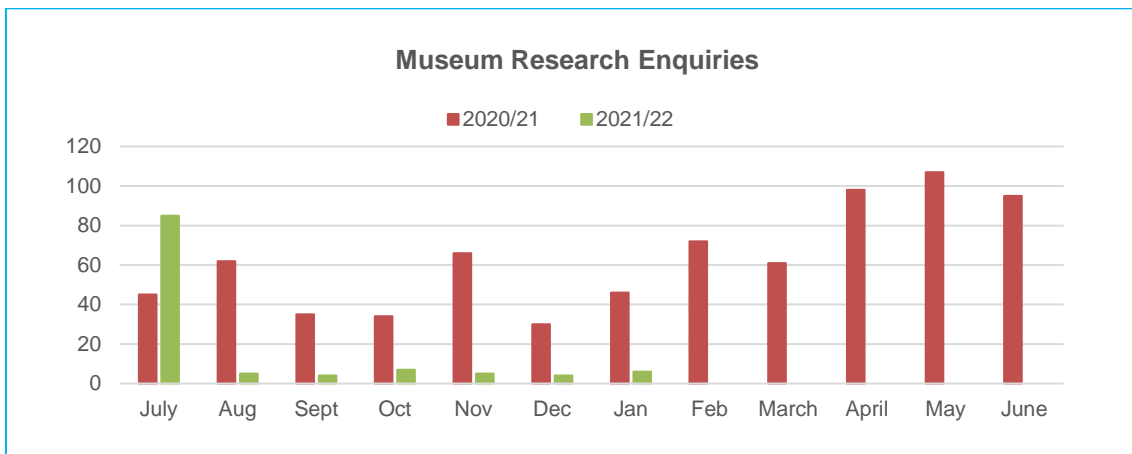
- 385.7% increase in ebook and audio downloads (57,552 up from 11,849)
- 4.7% decrease in library website sessions (32,669 down from 34,309)
- 70.3% increase in digital checkouts (98,681 up from 57,955)



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

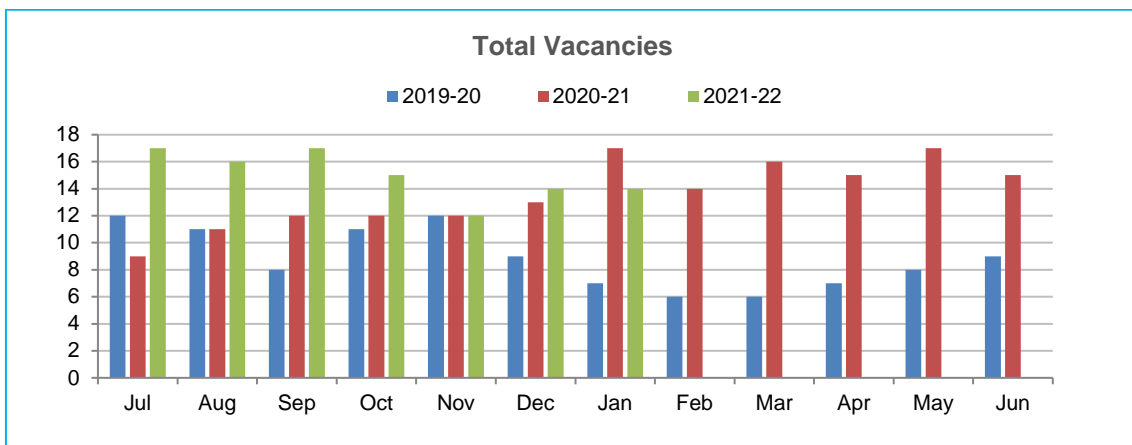
Museum

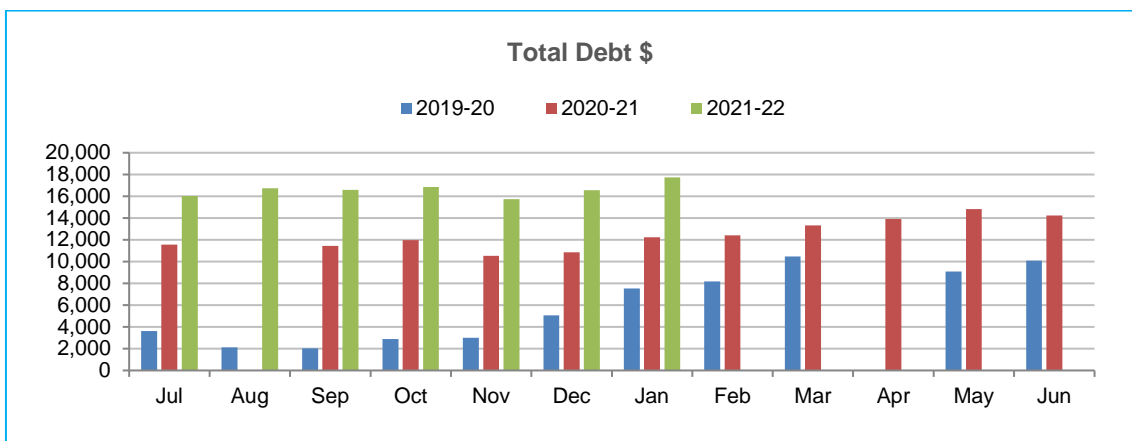
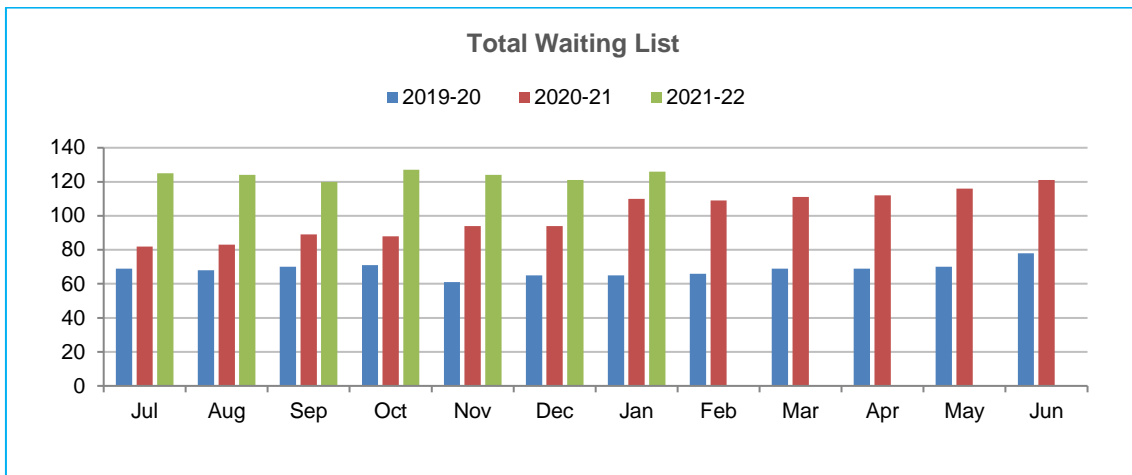
The Museum @ Te Ahu (formerly known as the Far North Regional Museum) was established in 1969 with the purpose of collecting and preserving treasures and taonga relating to the history of the Far North. It is located in the Te Ahu complex in Kaitiāia.



Housing for the Elderly

Council offers Housing for the Elderly (HFE) units in 12 complexes (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.

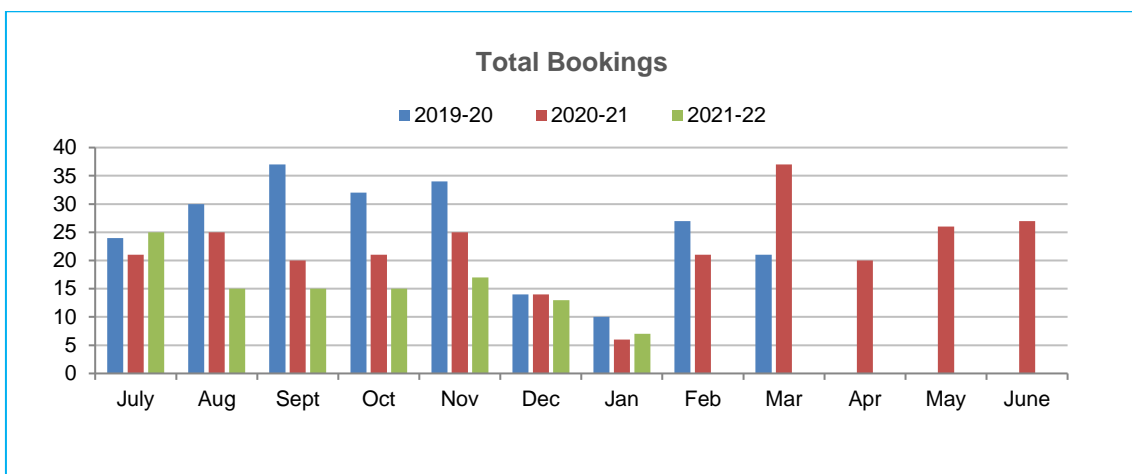


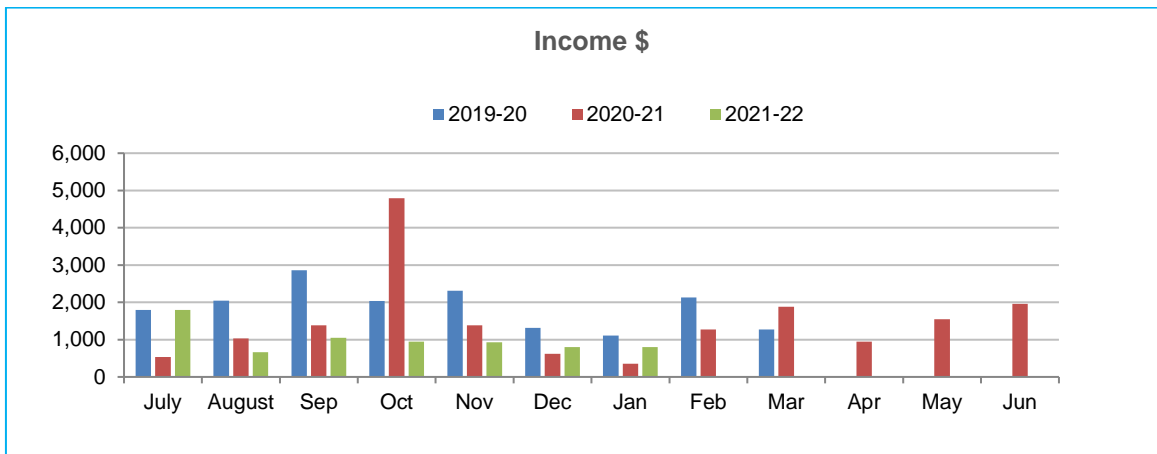


*The Total Debt shows rent arrears

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.

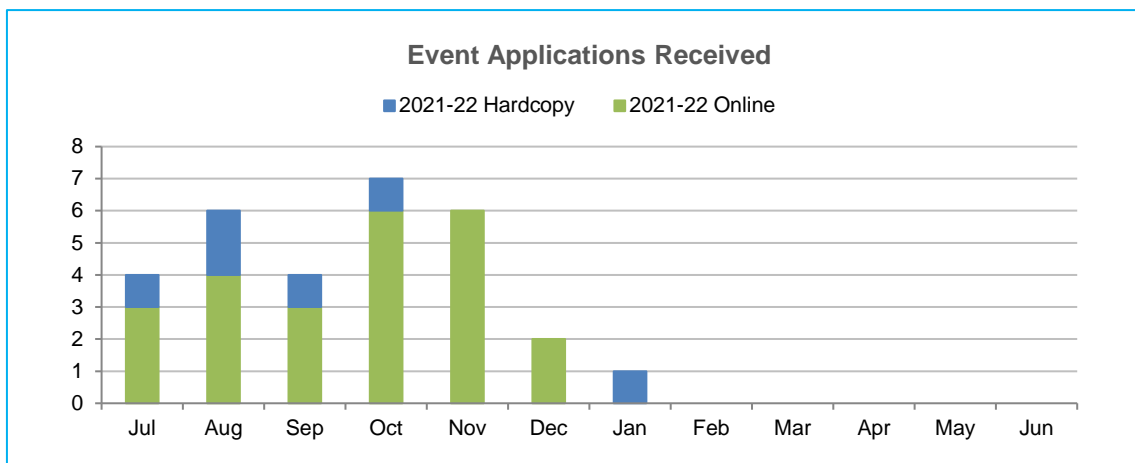




Events

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.

One hardcopy event application was received in January.



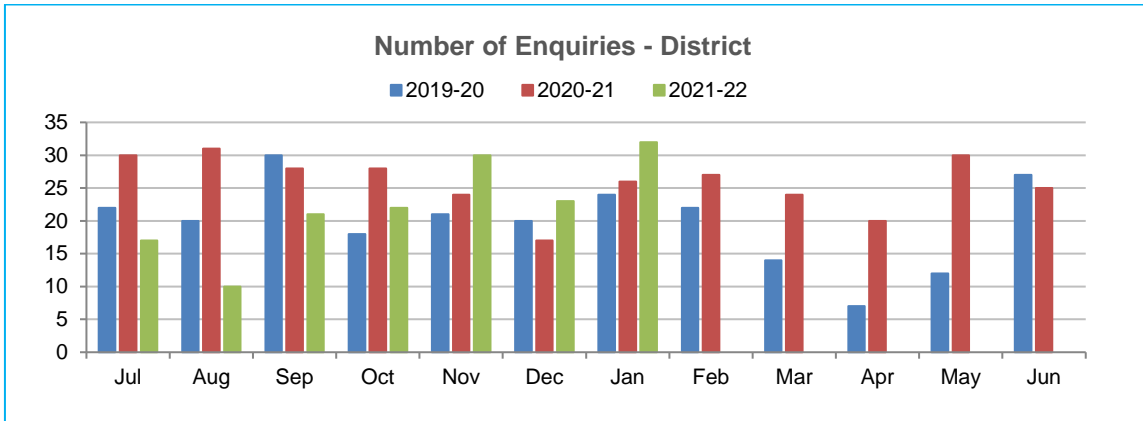
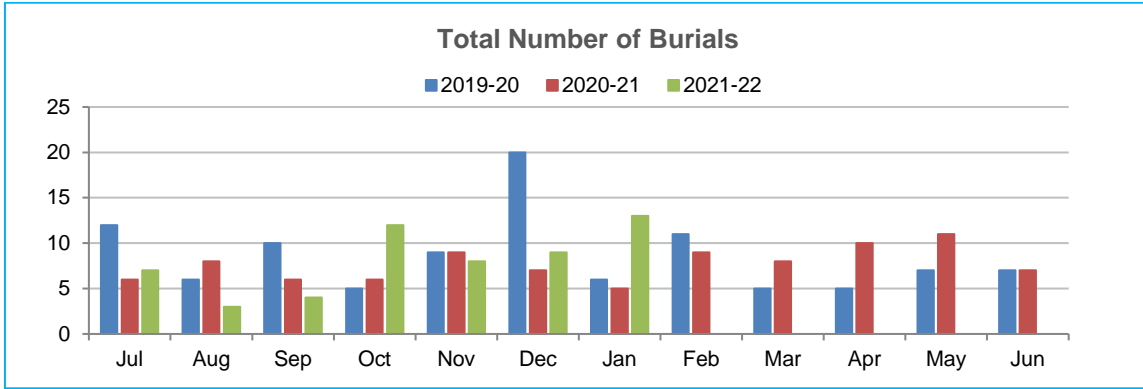
The schedule below contains the new event applications received along with events that have been cancelled or postponed in January.

Date of Event	Place of Event	Name of Event
Wednesday 2 February 2022	Puheke Beach Reserve	Wedding Ceremony
Saturday 12 February 2022	Johnson Park, Kawakawa	Baby Shower
Tuesday 22 February 2022	Opononi Waterfront Reserve	Wedding Ceremony
Friday 4 February 2022	Whangaroa Esplanade Reserve	Commemorating Te Tiriti o Waitangi in Whangaroa
Friday 11 November 2022	Rangiputa Beach Reserve	Wedding Ceremony
31 January - 8 February 2022	Shippies and the Island - Waitangi	Event Cancelled E Tu Tamariki/Tiaki Whakapapa/Whakatupu Rangatira
Thursday 17 March 2022	Russell Village Green	Event Cancelled BDO Tour of Northland Cycle Challenge 2021

Friday 18-19 March 2022	Kerikeri Domain	Event Cancelled BDO Tour of Northland Cycle Challenge 2021
Saturday 12 February 2022	Kerikeri Domain	Event postponed until change to Orange Light Kerikeri Car Show

Cemeteries

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



Building Services

This section contains performance information for the Building Services department.

Introduction

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

The BCA perform the following functions:

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



A territorial authority issue:

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



A territorial authority also:

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



Power to inspect and enter land

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

Building Services Executive Summary – January 2022

The BCA has received 96 Building consents for the month of January which is the second highest tally in the past 6 years. Compliance remains at 100% with the BCA issuing consents, on average, in 10 days with 85 issued in January. Code compliance certificates are also tracking at 100% compliance, with code compliance certificates (CCCs) issued, on average, in 6 days. 58 code compliance certificates were issued in January.

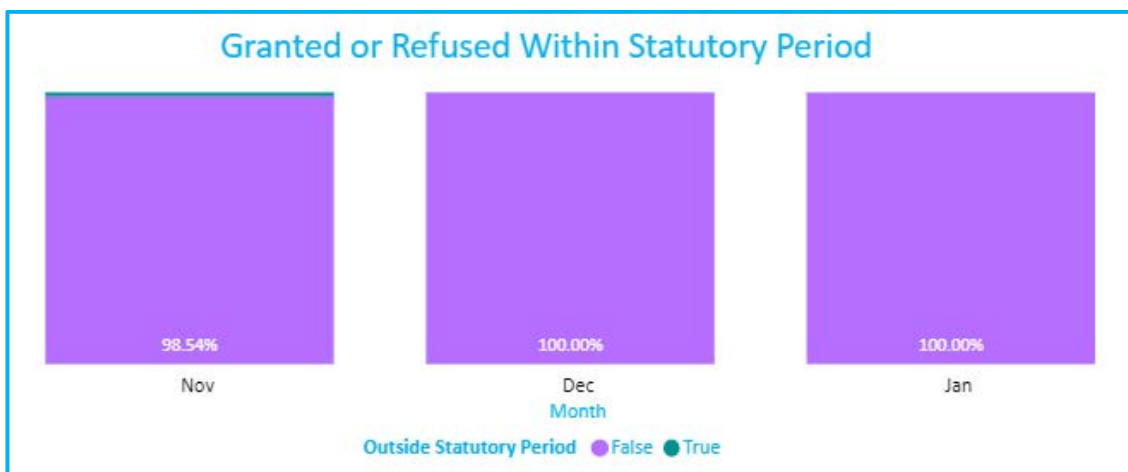
BCA audits are being completed as part of business as usual. This will aid in any work required to complete the upcoming audit in October. Depending on the COVID-19 situation in October, IANZ has signalled that they may perform the audit remotely.

The Territorial Authority (TA) is continuing with inspections in the current COVID-19 environment and will address the recommendations provided by MBIE in the recent compliance audit during February.

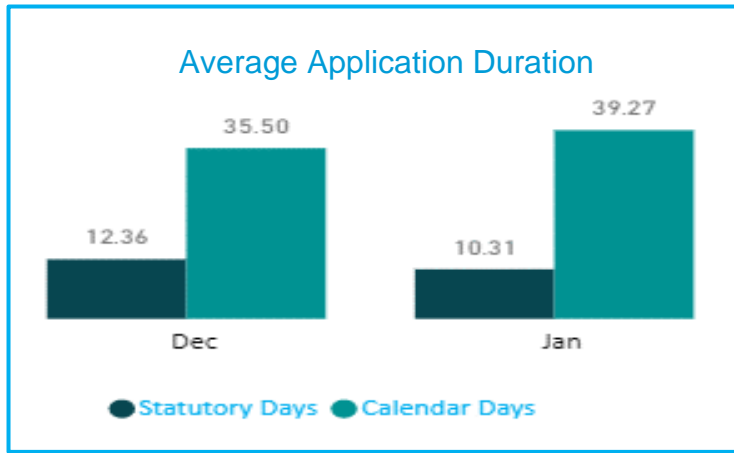
Levels of Service

Building Consent Authority (BCA)

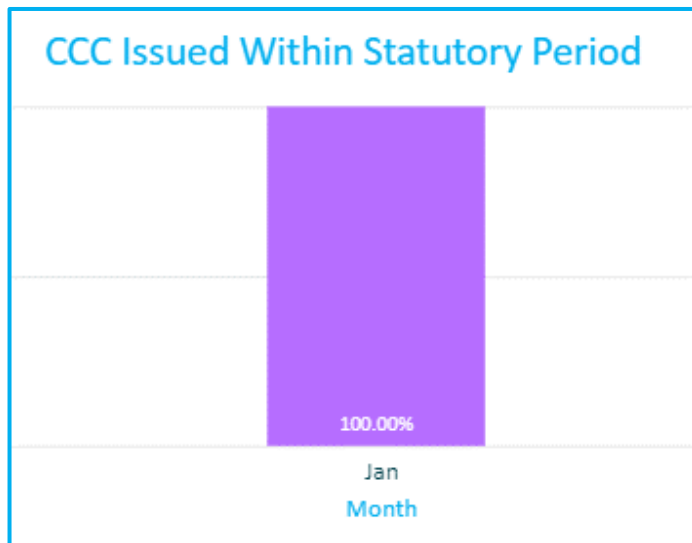
Building consent processing has achieved 100% compliance for the month of January. A total of 85 consents were granted in January.



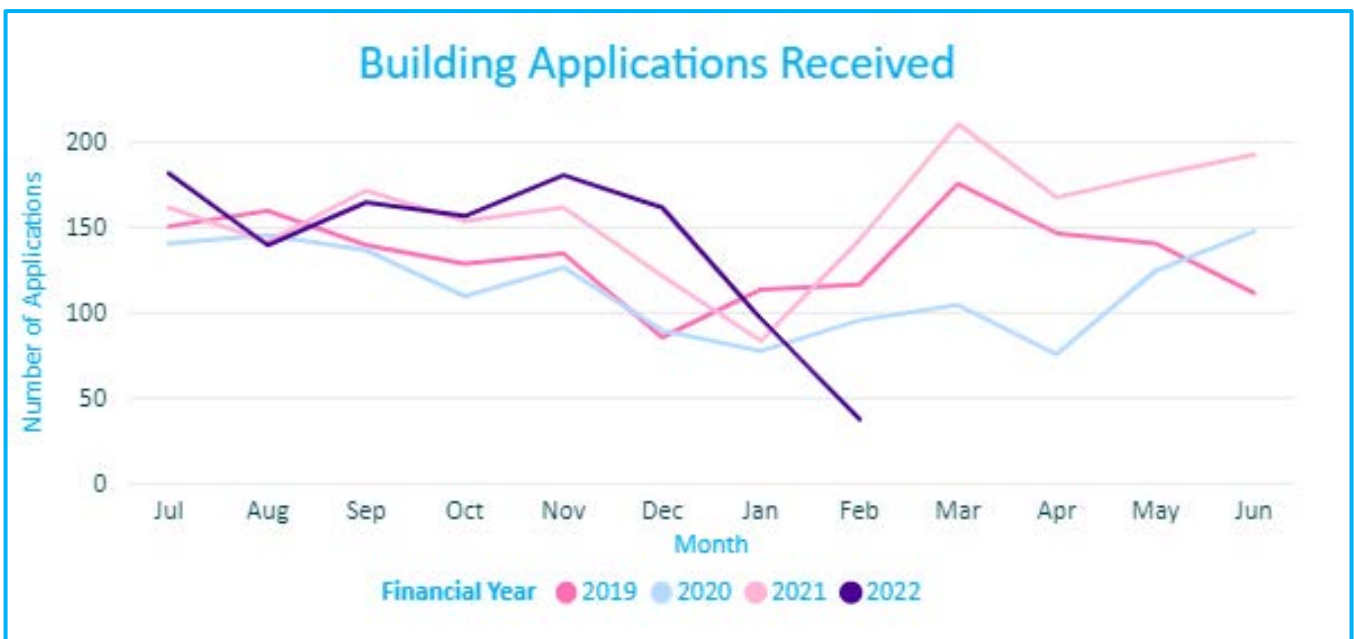
Both the average statutory and calendar days to issue a consent decreased in January. Consent numbers remain steady, and all processing resources are working to capacity to achieve this decrease.



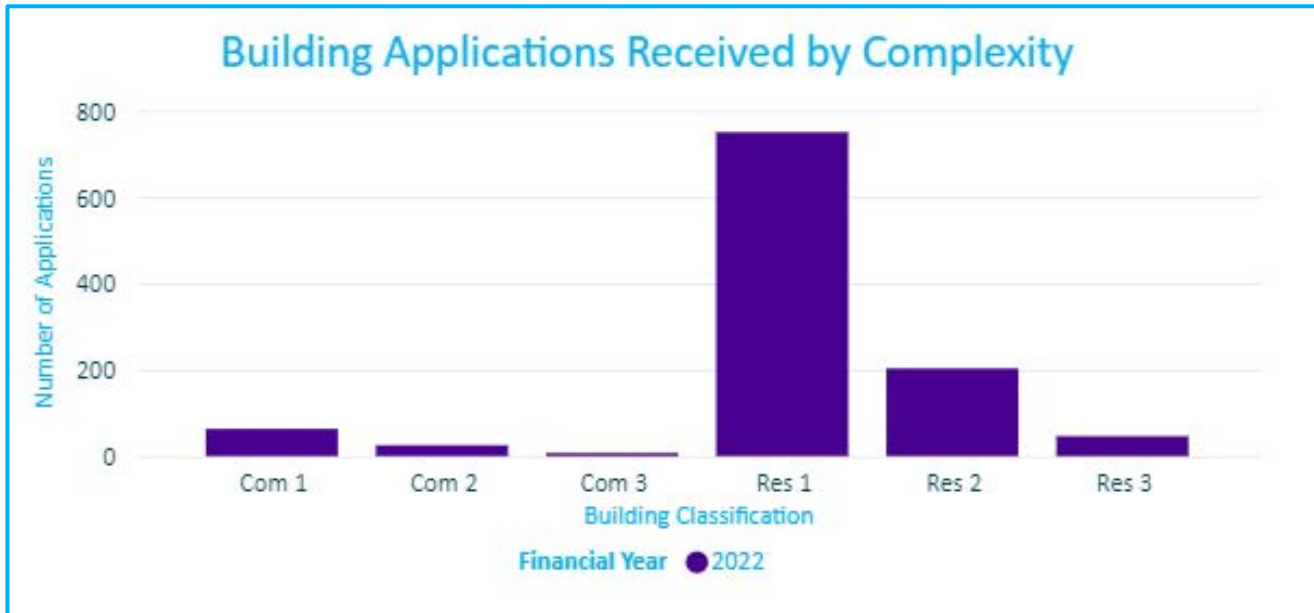
The BCA has achieved a 100% compliance rate for the month of January for issuing code compliance certificates. A total of 58 certificates have been issued.



The number of consent applications received decreased from 161 in December to 96 in January. This is the usual trend after the Christmas break. However, this is still 13 applications higher than January 2021 and 4 applications higher than the 4-year average.



The dashboard below shows the building consent applications completed by category. Residential 1 (Res 1) applications continue to dominate the current workload of the BCA with a total of 750 Res 1 applications received for the 2022 financial year. The commercial sector remains steady with a total of 95 commercial applications received for the current financial year.



Building Compliance

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

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

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

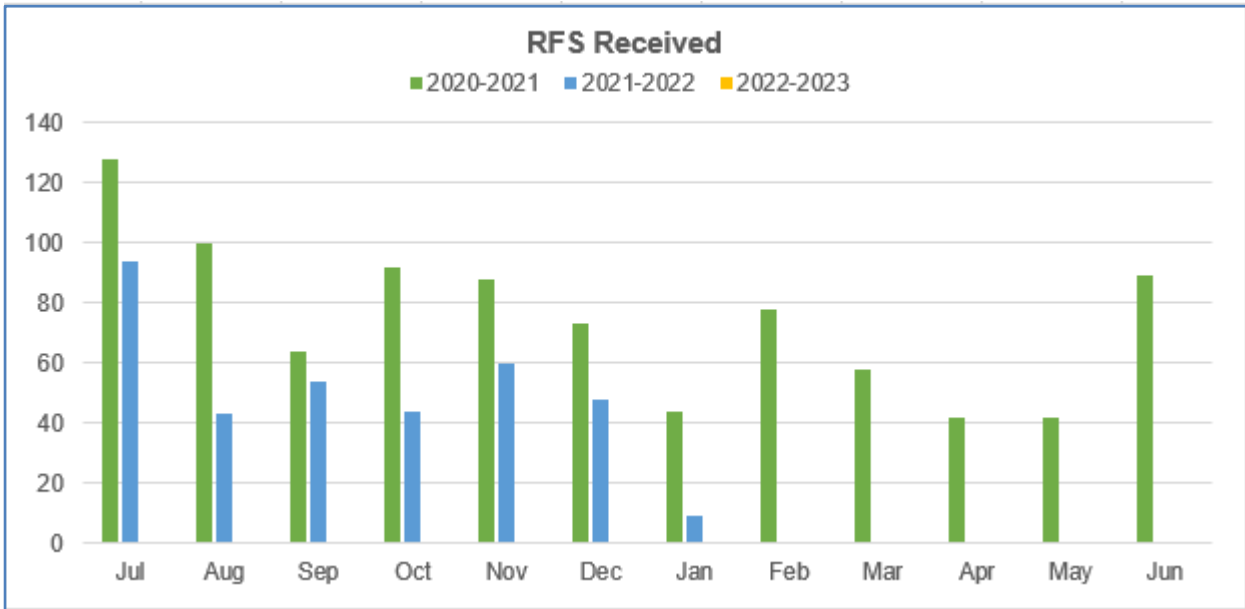
Council ensures compliance by inspecting or monitoring sites to ensure they comply with legislation. Depending on the level of non-compliance, there is a range of enforcement options the Council can take, from education to formal enforcement such as notices and prosecution.

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

Requests for Service (RFSs)

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

January was a slow month for incoming RFSs, with only 9 RFSs lodged. It was a quiet month, with half the team away on summer leave. The Building Compliance team continues to deal with a range of Building Act 2004 non-compliances.



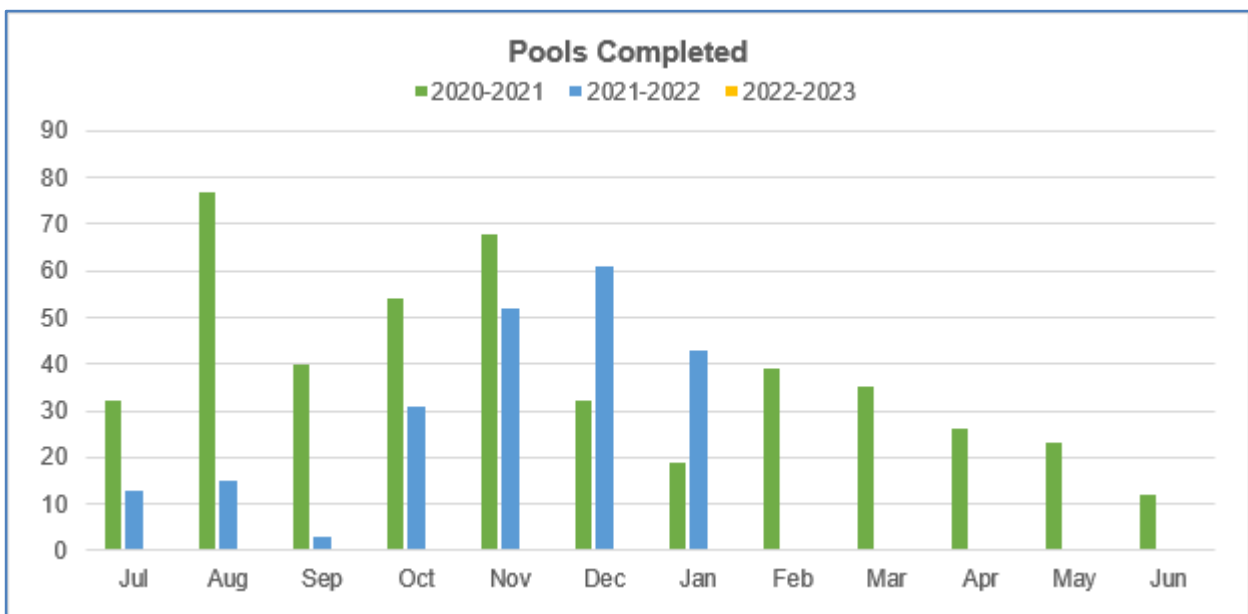
Swimming Pools

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

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

A total of 43 swimming pool inspections were carried out during the month of January, with the completion of inspections on track and as per the allotted inspections for the year.

The swimming pool fail rate was 51% 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.



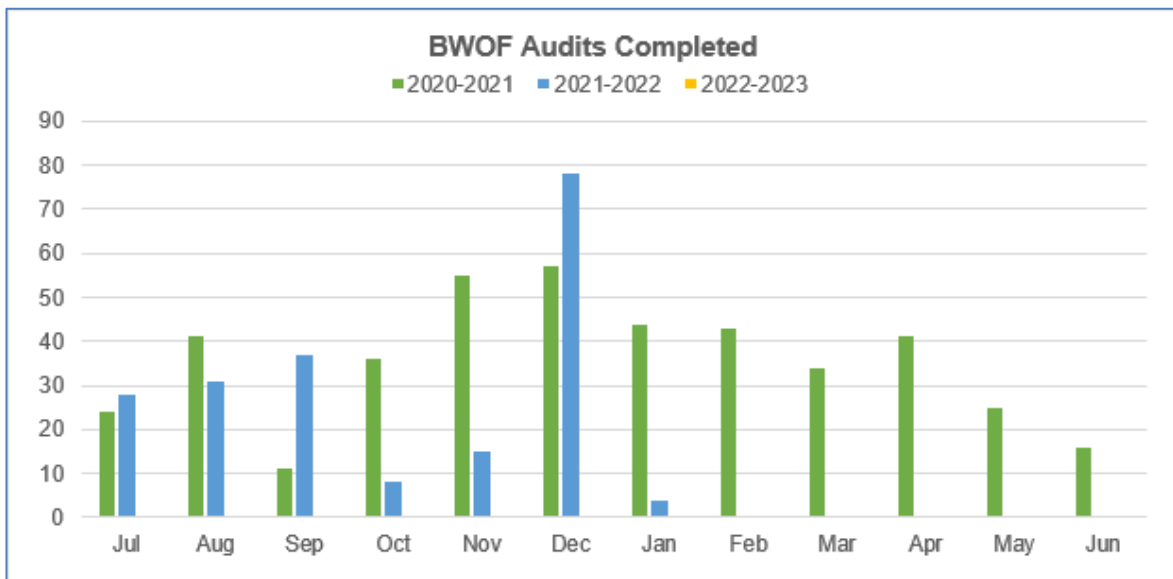
Building Warrant of Fitness (BWoF)

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.

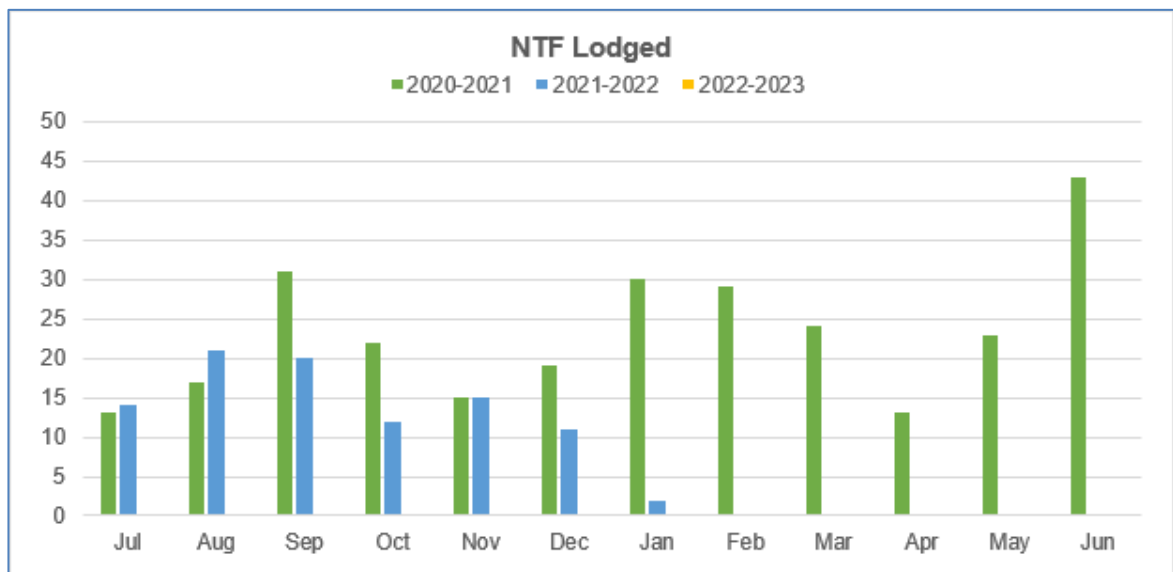
4 BWoF audits were carried out during January. The team is now focusing on completing a compliance schedule update project which has been developed following a recent Audit of the TA Functions for BWoF's and Swimming Pools.



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.

Only 2 Statutory Notices were served during the month of January for breaches of the Building Act 2004.

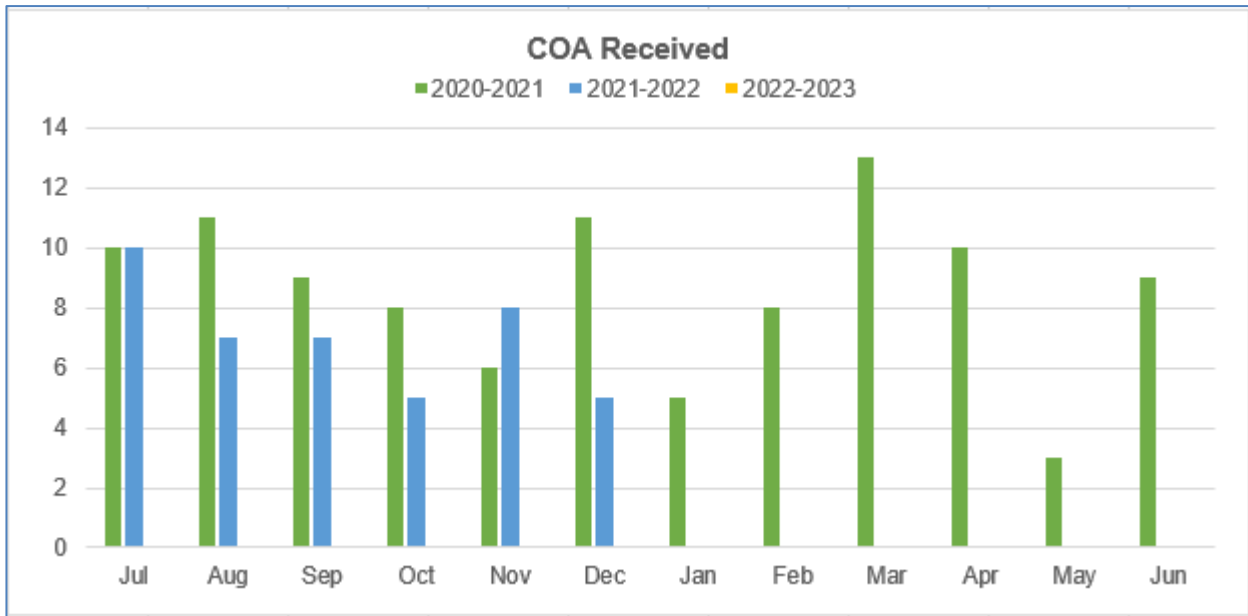


Certificates of Acceptance

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 no COA applications during the month of January which was unusual for the 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.

No infringements were issued during the month of January.

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 – January 2022

Resource Consents

Resource Consents (RC) achieved 64% compliance with statutory timeframes for January with 12 consents going over statutory timeframes.

RC issued 52 decisions under the RMA and LGA in January 2022. Of the 52 decisions, 34 were applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MFE).

68 applications were received in January 2022. This consists of 39 applications under the Resource Management Act 1991 (RMA), reported as part of statutory timeframes and the remaining 29 were applications under the RMA (not counted) and the Local Government Act (LGA) and the Sale and Supply of Alcohol Act 2012.

Resource Consents 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.

The high volume of applications in the latter half of 2021, coupled with staff vacancies and a reduction in capacity of consultants processing applications (as shown by the low ratio of external allocations depicted above) has resulted in Council being unable to allocate applications in a timely manner. The number of unallocated applications has been increasing and there are currently 130 applications lodged but unallocated within Council's systems dating back to 24 November 2021. This is adversely affecting statutory timeframes as shown by decreasing performance in the period of September 2021 to present. This trend is anticipated to continue into the fourth quarter of the financial year. Team Leaders have applied s37 of the RMA to extend processing timeframes where possible.

Monitoring and Compliance

Monitoring and Compliance received 86 Requests for Service (RFSs) in January 2022, a decrease of 29 RFS on the previous month, reflecting the holiday close-down period.

There were 146 noise complaints received and responded to in January. This is 43 more than the preceding month. Response times of 82% were seen for urban areas and 85% were met in rural areas against a KPI target of 95%,: a good improvement on the preceding month. This is a challenging KPI due to the remoteness and size of the district and will be reviewed during contract renewal in 2022.

44 parking infringements were issued during the month, with a financial value of \$1,171.

Environmental Health

A total of 24 Food Verification audits were completed in January 2022.

Environmental Health are tracking well regarding the licensed premises level of service. 41.7% of licensed premises have been visited, leaving 136 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 Environmental Health increased by 8 RFSs in January 2022. This is likely due to the overgrown property requests that customers report during the summer period. Overgrown property requests are forwarded on to Fire and Emergency New Zealand.

The number of visits carried out by the team in January 2022 are lower due to the team not returning from the summer break until 10 January 2022.

Animal Management

224 RFSs were received for Animal Management in January 2022; 46 urgent and 178 non-urgent.

Animal Management Officers continue to respond to requests within level of service agreed times (≥93%). However, a systems issue over the Christmas break period saw some Animal Management RFSs not actually

logged until late January, resulting in a less than normal response (78.3%) as opposed to what would be normally recorded. Animal Management Officers responded to 100% of all RFSs over that period. A 95.5% response rate was recorded for non-urgent responses.

21 dogs were impounded in January, resulting in 9 being claimed by their owners, 1 dog taken by a Rescue Group and 3 being adopted out to new homes. A total of 7 dogs were euthanised in January due to not being claimed by an owner and not meeting criteria to be rehomed.

Resource Consents

Introduction

What we do and why

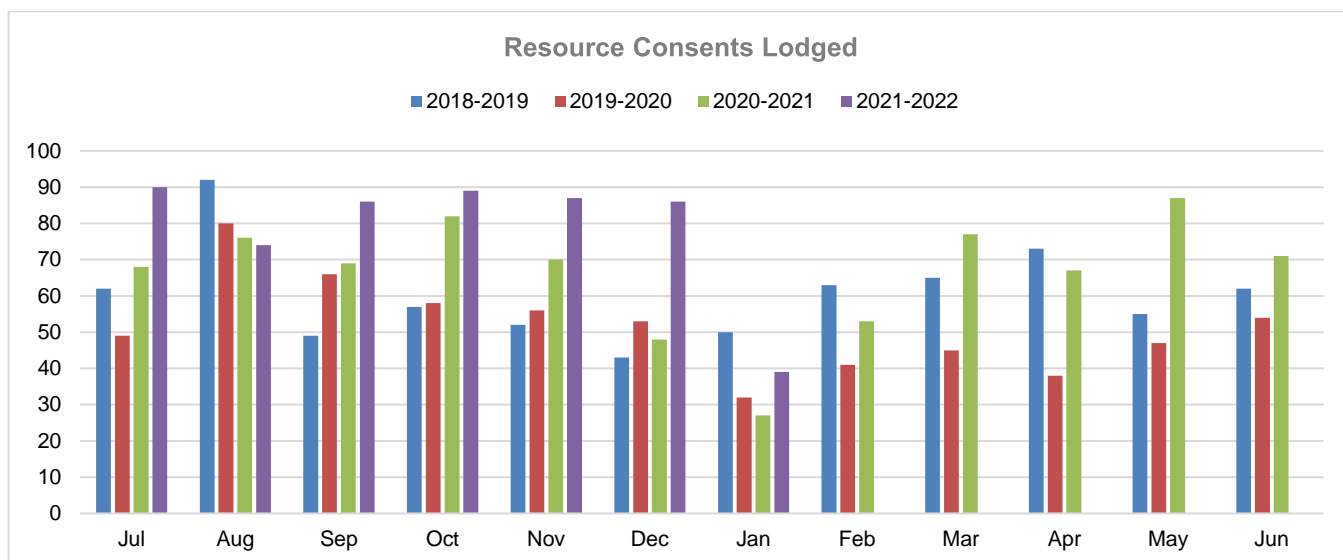
A critical function of Council is enabling the sustainable use, development and protection of the natural and physical resources in our district. This is underpinned by the obligations imposed by the Resource Management Act 1991. Activities and services undertaken include the processing of resource consent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

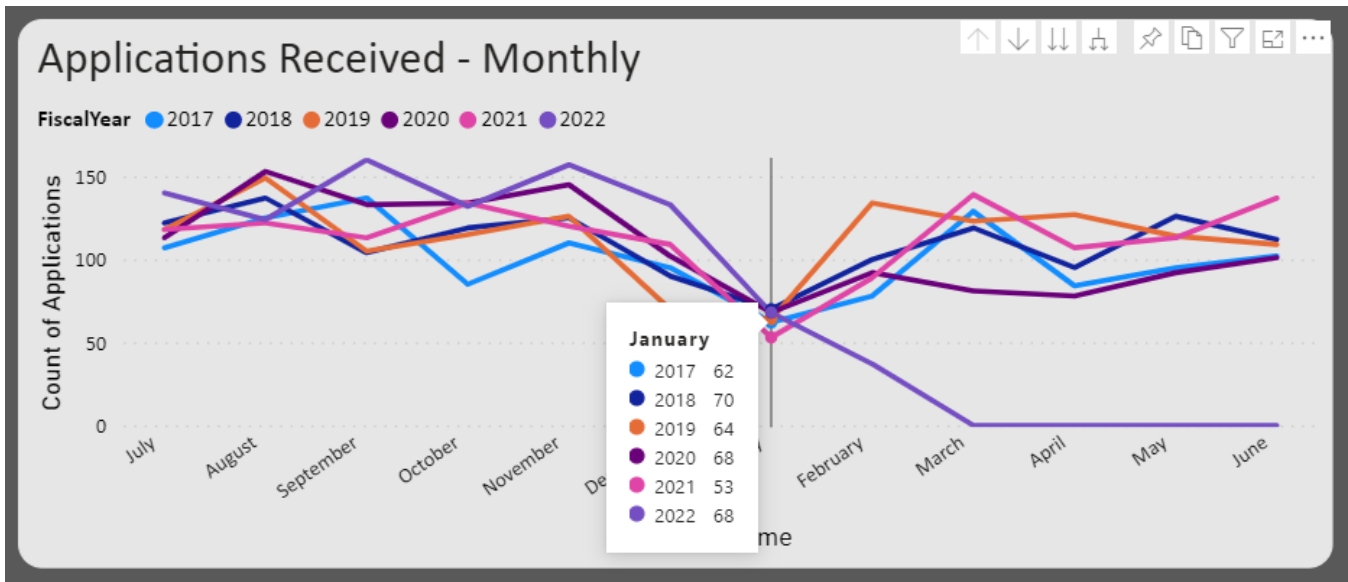
Applications lodged

The graph below shows the RMA* applications received by month over the last 3 years. Planning support lodged 39 RMA applications in January 2022 compared to 27 in the previous financial year and 32 in the 2019/2020 financial year. This represents a significant increase in the number of RMA applications received in January over the last three financial years.

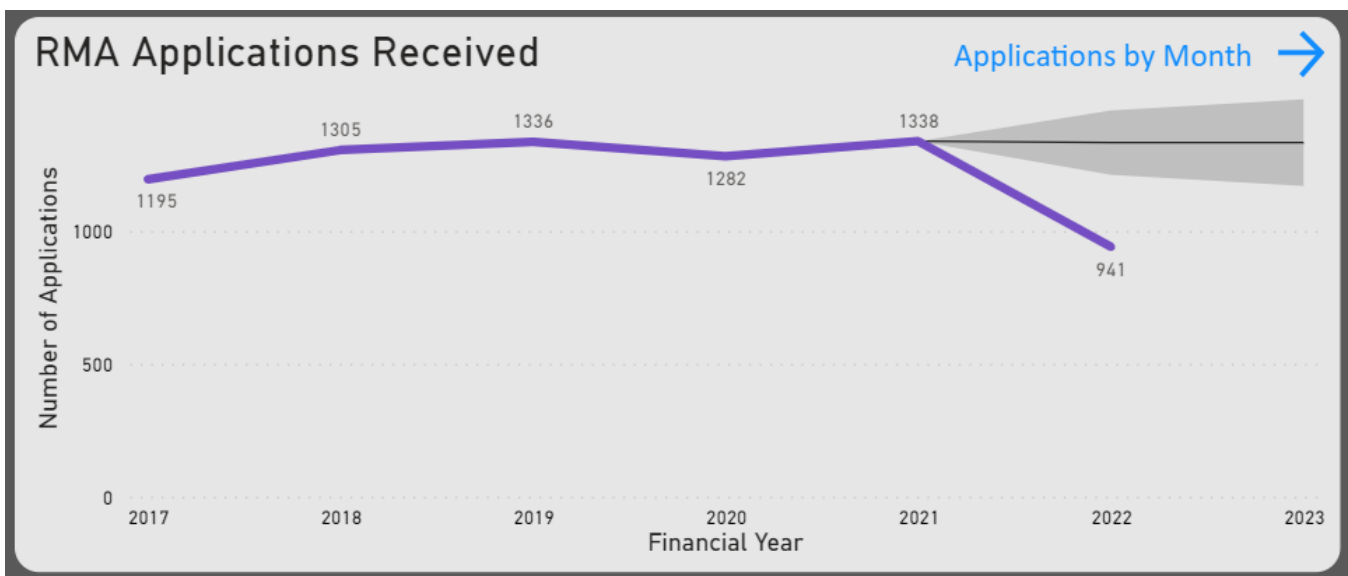


*Refers to applications lodged that require statutory timeframes reporting.

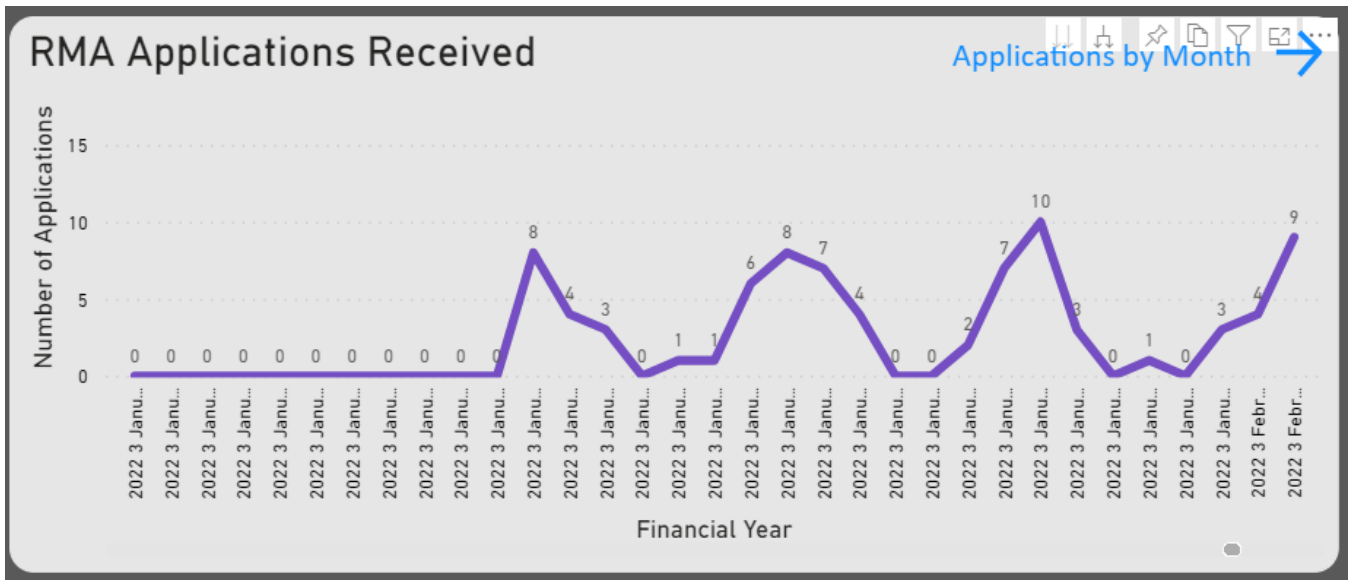
The graph below shows the total number of applications received each month since 2017. The 68 applications received consists of all the applications received by Planning Support and sent to allocations in January 2022. This is the second highest number of applications received in the month of January since the 2017-18 financial year.



The following graph shows the total number of applications received by year since 2017. 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 1 July to 31 January in the current Financial Year.

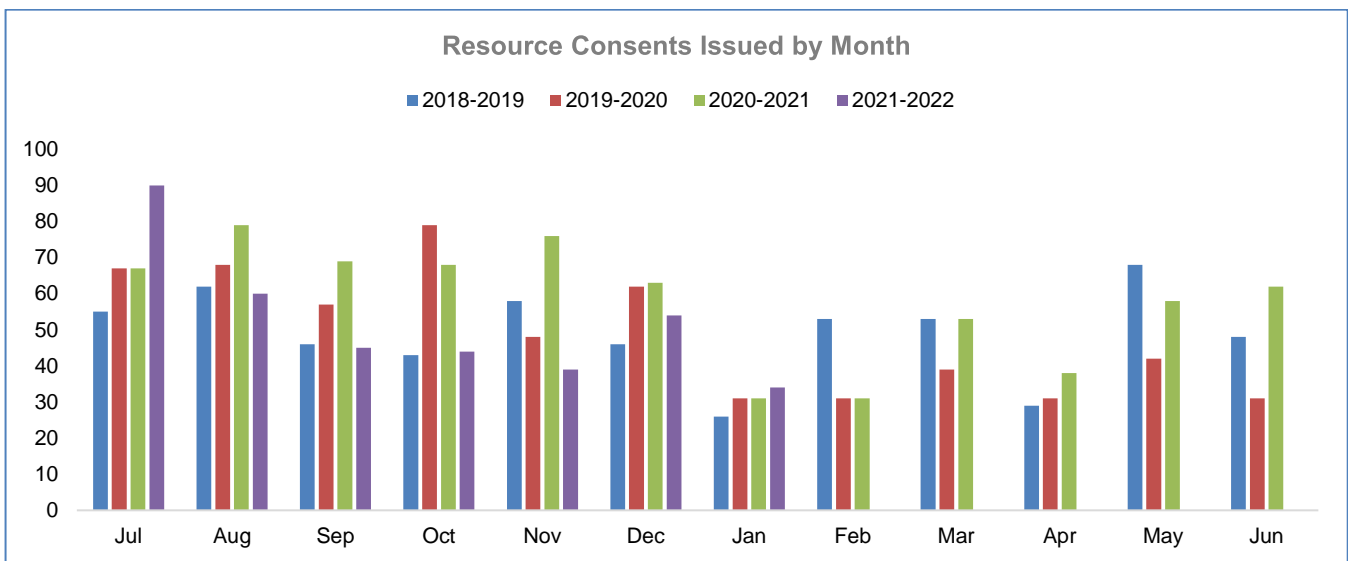


The graph on the next page shows the number of applications received daily by Planning Support. There has been only one day in January where 10 applications were received. This demonstrates the typical low volume of applications received in January and does not indicate a downturn in general application numbers.



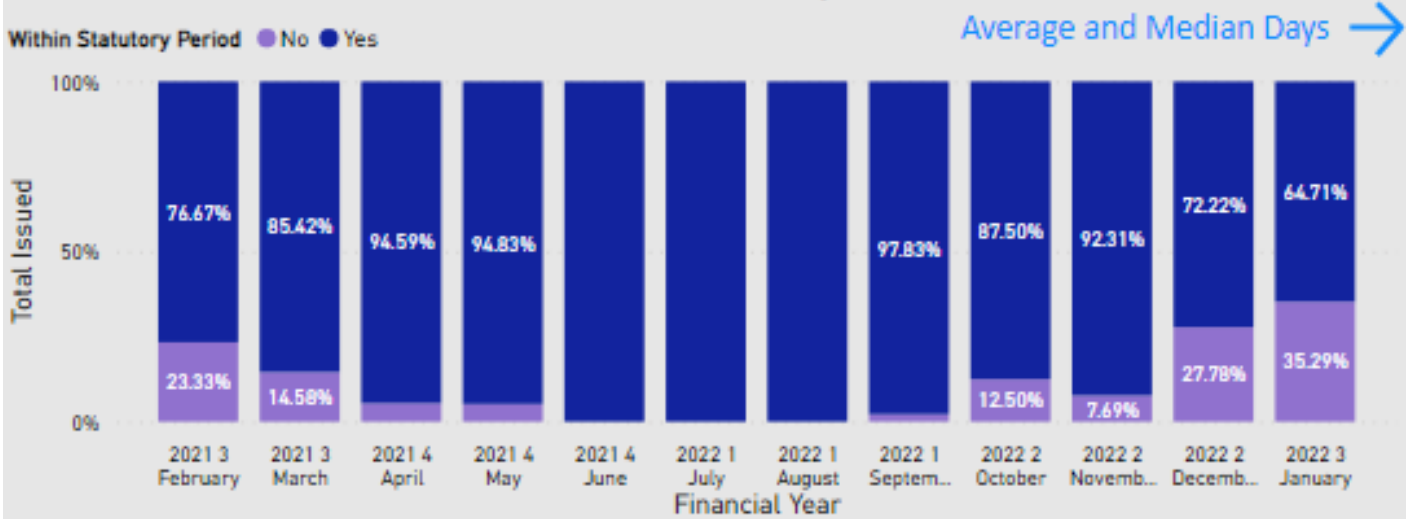
Decisions issued

Resource Consents issued 52 decisions under the RMA and LGA in January 2022. Of the 52 decisions, 34 were applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MFE). 12 consents were outside statutory timeframes for January. This resulted in 64% 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 64% decisions being within timeframes for January. This reduction is a direct effect of increased volumes, reduced consultant processing capacity and staff vacancies. This is discussed in greater detail below under the Trends and Success Stories heading.

RMA Granted or Refused Within Statutory Period



Types of Applications Received

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

Type of Resource Consent												
	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
Land use	16	29	14	32	41	28	34	40	45	43	37	21
Subdivision	6	19	9	15	18	26	18	21	22	25	27	13
Variation	5	8	5	6	12	10	3	7	7	5	6	3
Permitted Boundary Activity	1	7	4	7	3	9	7	5	6	2	7	0
Extension of Time	1	1	0	1	0	2	0	0	0	0	0	0
Certificate of Compliance	0	1	0	0	2	0	0	0	0	0	0	0
RMA Discharge	0	0	0	1	1	0	1	2	0	0	0	0
RMA NES CS	0	0	0	0	0	0	1	0	0	0	0	0
Combined land use and subdivision	4	5	3	6	6	8	6	10	5	11	9	2
Outline Plan	0	0	0	0	0	2	2	1	2	1	0	0
Outline waiver	0	3	1		3	2	2	0	2	0	0	0
Total RMA	33	73	37	67	90	90	74	86	89	87	86	39

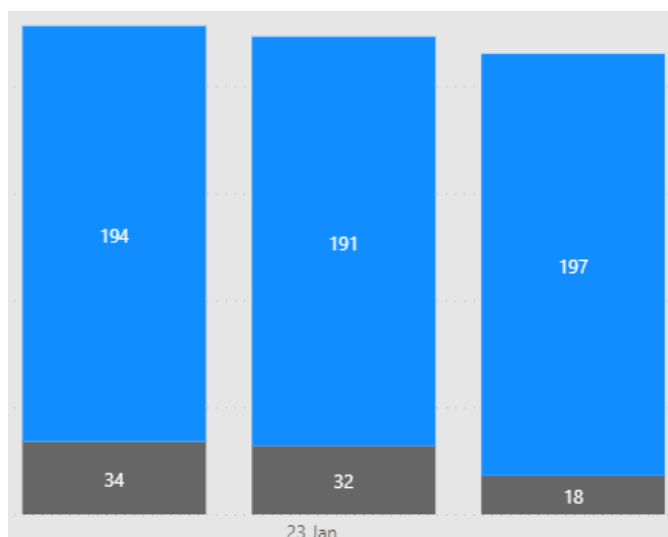
Certificate Applications Received

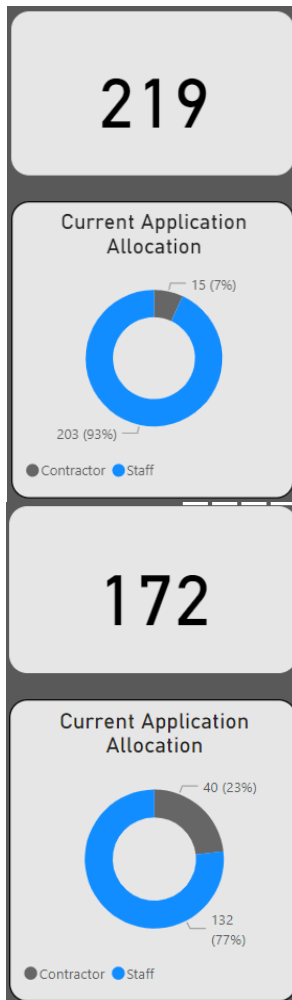
The table below details the number of certificate and other applications received monthly. This table shows that 29 certificates and Local Government Act (LGA) applications were received in January 2022.

Type of Certificate & LGA & other work												
	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
RMA OTH	0	0		1	0	2	0	0	1	1	0	0
RMA OBJ	0	0	0	0	2	1	2	2	4	3	1	0
CER221	0	0	0	0	1	0	2	2	0	2	0	1
CER223	20	22	18	19	14	20	13	25	16	21	14	7
CER224	10	4	14	24	9	14	10	17	14	19	14	8
CER348	0	0	0	0	2	0	2	0	0	2	1	0
CERBND	0	6	1	0	0	0	0	0	0	0	0	1
CEROTH	0	4	1	0	0	0	0	0	0	0	3	0
LGA348	2	2	2	2	4	2	3	3	1	2	2	2
LGAEWK	8	15	16	6	14	11	16	19	11	17	18	9
LIQCOC	1	0	1	2	7	2	3	6	0	3	2	2
Total	41	53	52	53	51	49	49	74	47	70	54	29

Internal staff versus consultant planners

The graph below indicates a snapshot over 3 days in January of current applications being worked on by Resource Consents. This shows 197 applications have been allocated to internal staff and 18 to external consultant planners. This is 93% internal and 7% to consultants.





The figure on the left is the number of applications that are current within the Council system (Pathway) which have not been suspended under 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 391 RMA applications. This figure does not include RMA and LGA certs, earthwork permits, LGA rights of way applications, liquor licence and food health checks.

There are currently an additional 130 applications lodged but unallocated in the council's system bringing the total number of applications with council to 521.

Trends, News and Success Stories

Hearings

There were no hearings in January 2022.

Processing Timeframes

Over the past year the number of applications for resource consents received by Council has continued to increase. It has not been unusual to receive up to 45 applications in a single week. There has been no change in staffing levels but a heavy reliance on consultants for business as usual.

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.

The high volume of applications in the latter half of 2021 coupled with staff vacancies and a reduction in capacity of consultants processing applications (as shown by the low ratio of external allocations depicted above) has resulted in Council being unable to allocate some applications in a timely manner. The number of unallocated applications has been increasing and there are currently 130 applications lodged but unallocated within Council's systems dating back to 24 November 2021.

Resource Consents are attempting to gain additional consultant planner- and engineering capacity and actively recruiting to fill vacancies in the team. This is adversely affecting statutory timeframes as shown by decreasing performance in the period of September 2021 to present. This trend is anticipated to continue into the fourth quarter of the financial year. 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 January 2022, of the 34 RMA decisions issued, all 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 with the review of the current District Plan. Once the 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 working hard to address alternative ways of managing the current high volumes.

Customer and Relationships

Resource Consents had 31 surveys sent out in January 2022 with 11 responses received, giving the team a response rate of 38.7%. There were 7 satisfied customers, no neutral customers and 4 customers were dissatisfied.

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

Resource Consents Summary

68 applications were received in January 2022. In total, 39 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 29 were applications under the RMA, Local Government Act (LGA), the Liquor Licence Act (LLA) that do not form part of statutory timeframes reporting.

Resource Consents issued 52 decisions under the RMA and LGA in January 2022. Of the 52 decisions, 34 were applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MFE). 12 consents were outside statutory timeframes for January, giving a 64% compliance with statutory timeframes.

In total, the resource consents team, along with the planning support team, worked on 39 new RMA applications, 29 LGA applications, certificates, licences and permits and issued 86 decisions. In addition, during January, Resource Consents 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.

The high volume of applications in the latter half of 2021, coupled with staff vacancies and a reduction in capacity of consultants processing applications (as shown by the low ratio of external allocations depicted above) has resulted in council being unable to allocate applications in a timely manner. The number of unallocated applications has been increasing and there are currently 130 applications lodged but unallocated within council's systems dating back to 24 November 2021. This is adversely affecting statutory timeframes as shown by decreasing performance in the period of September 2021 to present. This trend is anticipated to continue into the fourth quarter of the financial year. Team Leaders have applied s37 of the RMA to extend processing timeframes where possible.

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.

Monitoring is responsible for:

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

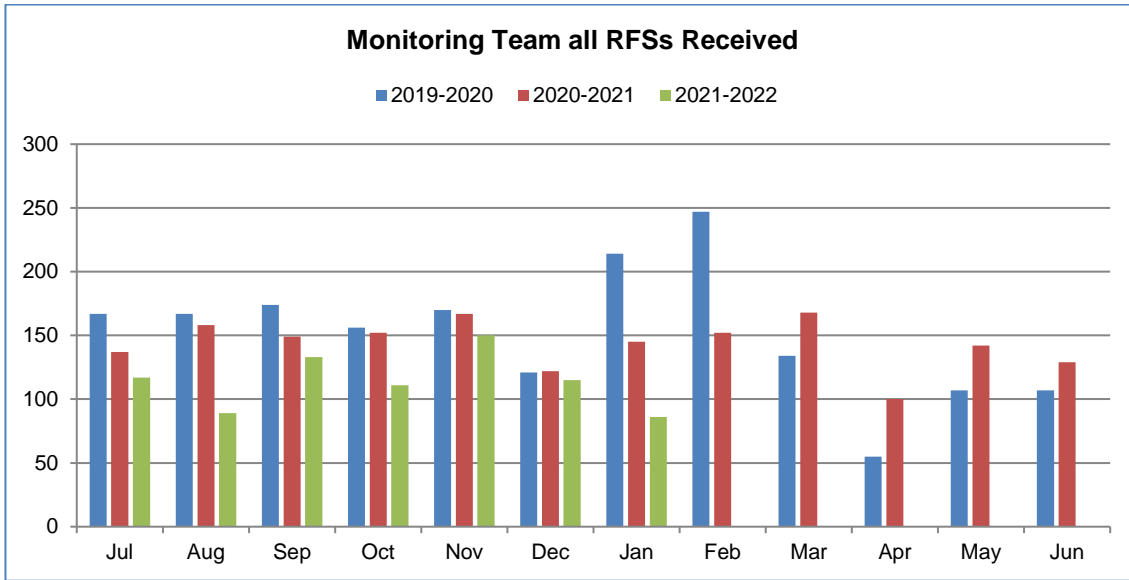
Monitoring is comprised of a team leader, five monitoring officers, two resource consent monitoring officers (one of which is a fixed-term position) and a parking enforcement officer. There is currently one vacancy in the team, which is a fixed term Resource Consent Monitoring officer. The role has been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

Levels of Service

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

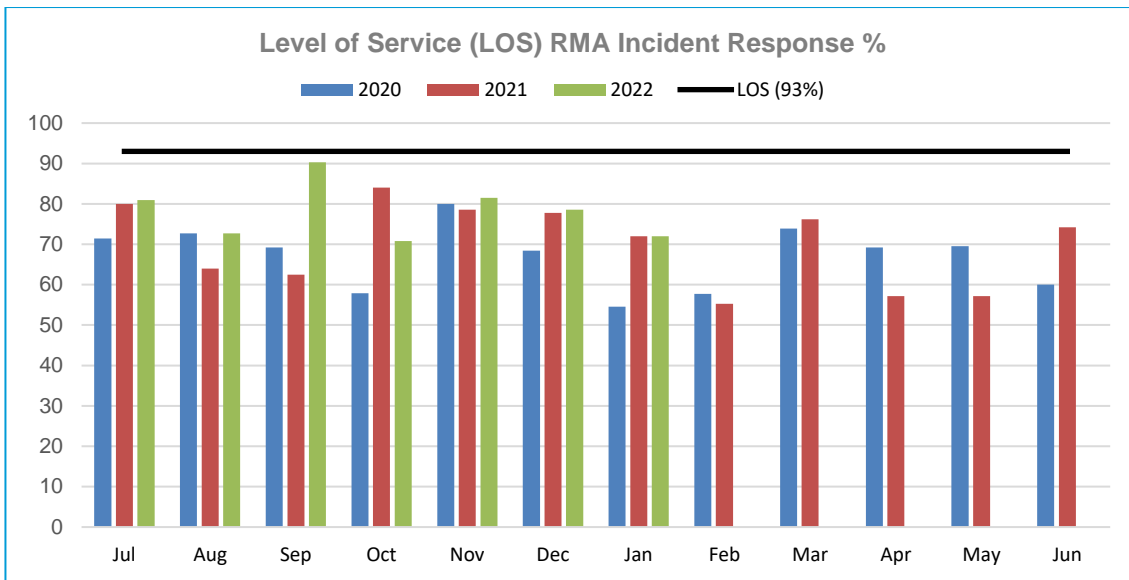
Requests for Service

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

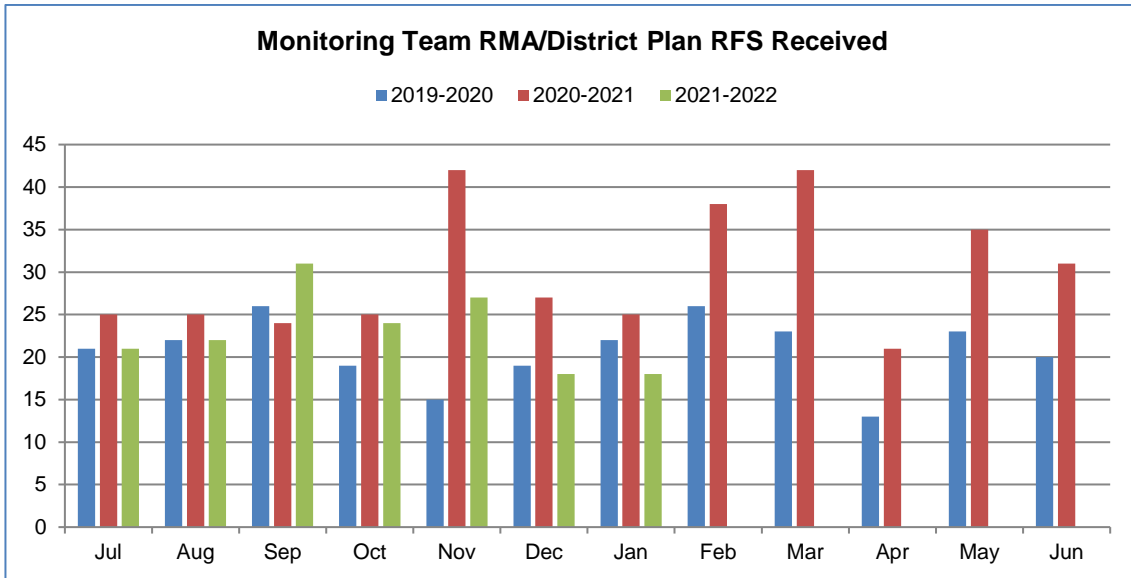


Resource Management Act 1991

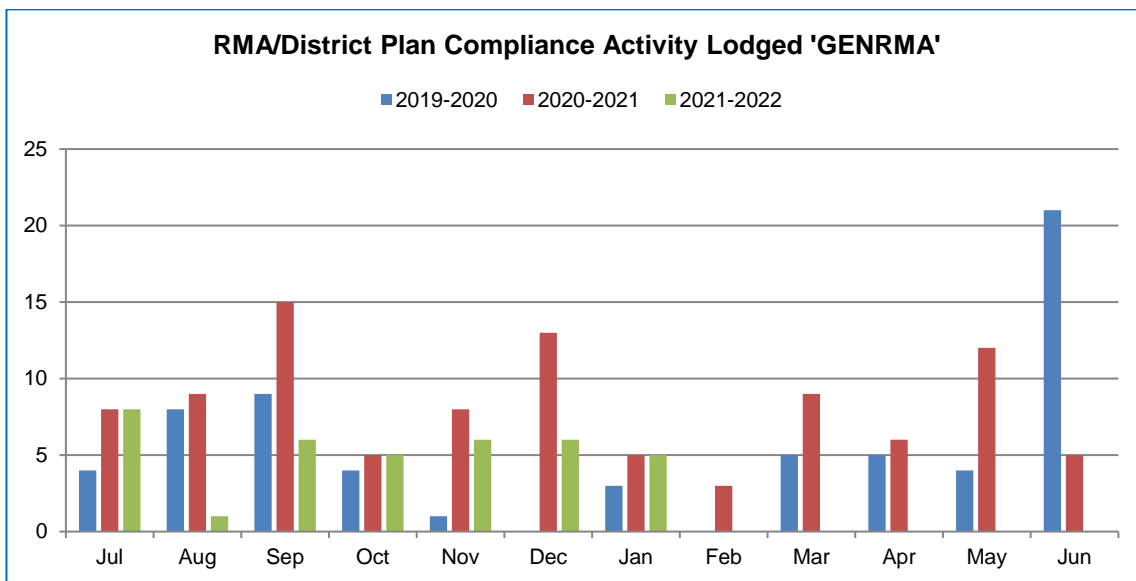
A large amount of the work conducted by Monitoring falls under the Resource Management Act 1991 (RMA). This section reports the results of those responsibilities. The LTP level of service for responding to RMA incidents is 93% of customers acknowledged within three working days. The graph below shows 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 January was 72%, down from 79% in November.



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



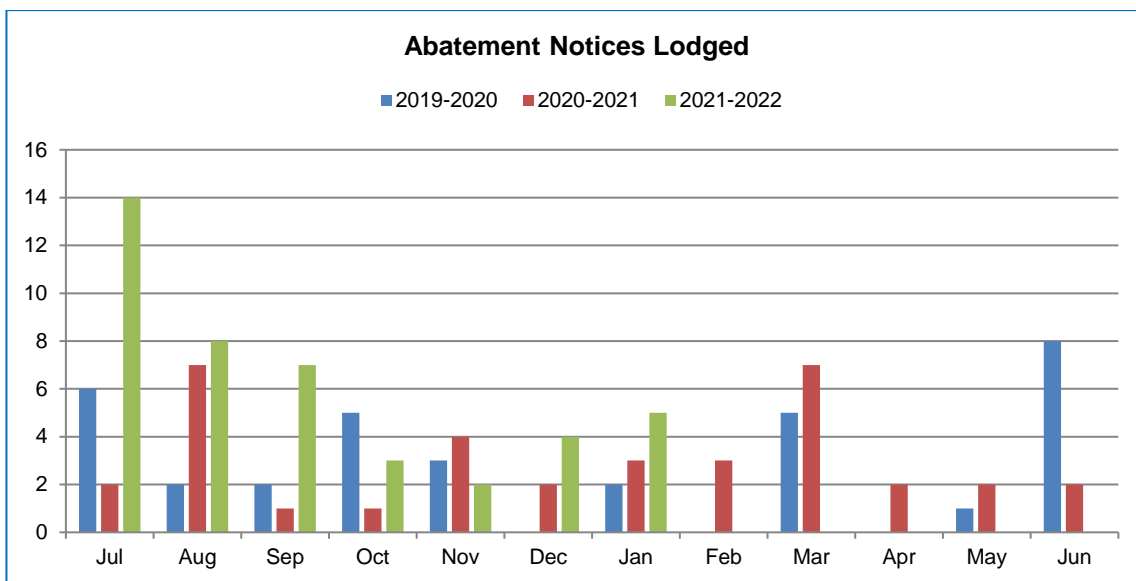
If an RMA/District Plan RFS results in further investigation, a new application is created in the Council system called a 'GENRMA' and research and evidence is recorded with case notes in support of any legal notices, such as abatement notices and environmental infringement notices. The graph below shows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



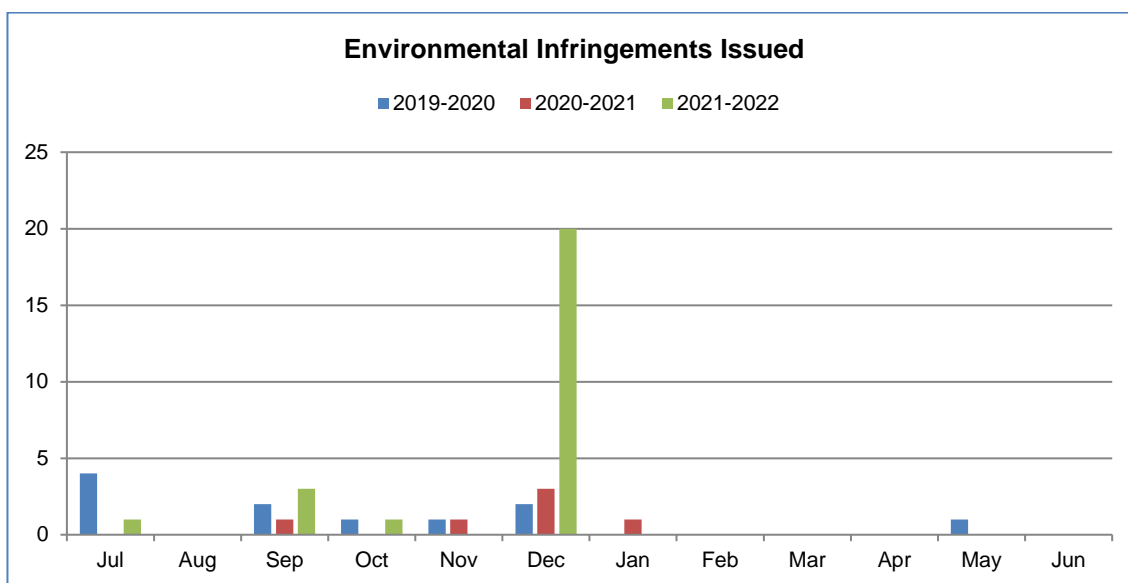
Although Monitoring's policy is to promote voluntary compliance with the District Plan, there comes a point in an investigation where it becomes necessary to escalate the enforcement process. The RMA allows a warranted monitoring officer to issue an abatement notice to direct an offender to do something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

Abatement notices are issued with a specific date by which the offender must comply. If an offender has not complied with an abatement notice and is not showing a willingness to cooperate with Council, an environmental

infringement notice (EIN) of \$750 can be issued, or prosecution commenced. The graph below shows abatement notices issued by Monitoring during the last three financial years.



The graph below shows environmental infringement notices (EINs) issued during the last three financial years. No EINs were issued in January.



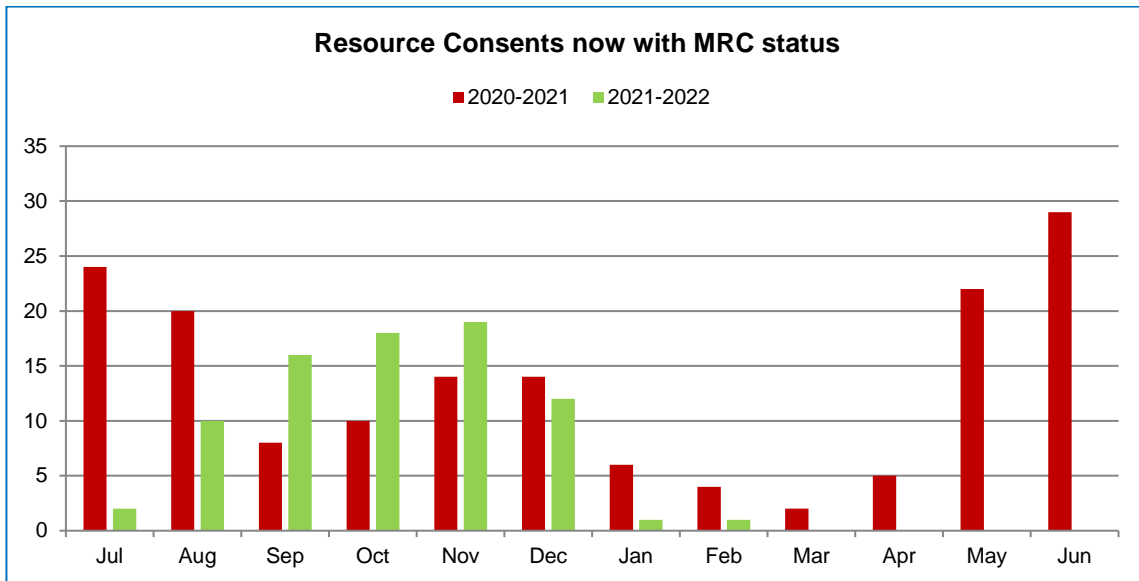
Resource Consent Monitoring

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

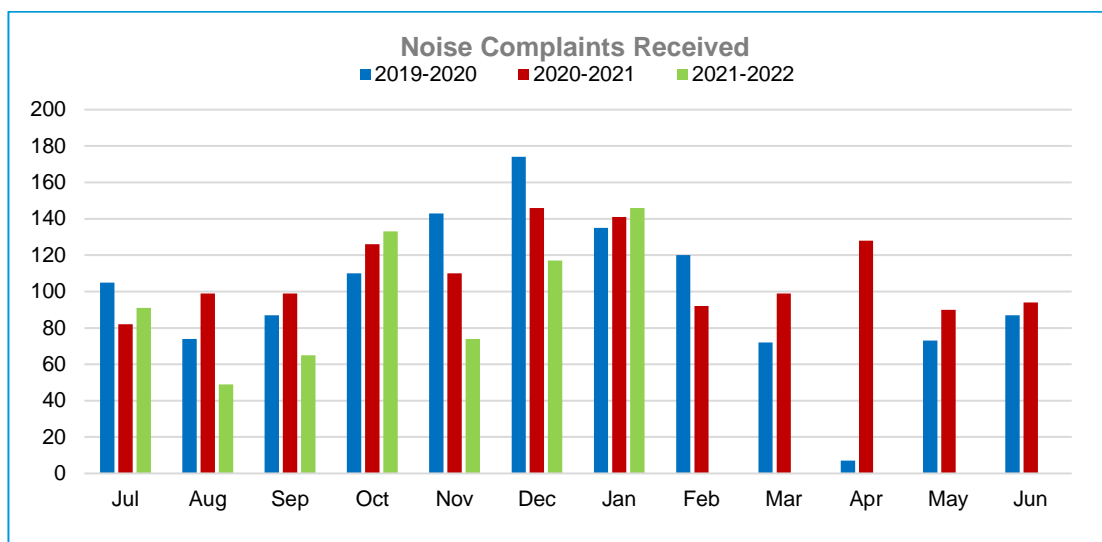
A business improvement initiative in July 2021 removed the requirement to create a new MRC application for each resource consent (RC) decision issued. The historic backlog of unmonitored MRC applications is recorded within Council's system. There are currently 305 historic MRC applications going back 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 there is a lag in the data due to the statutory fifteen-day appeal period once a decision is issued. Resource consent monitoring does not commence until at least twenty working days from the date of issue to allow for the appeal period and any administration time required to lodge an appeal.

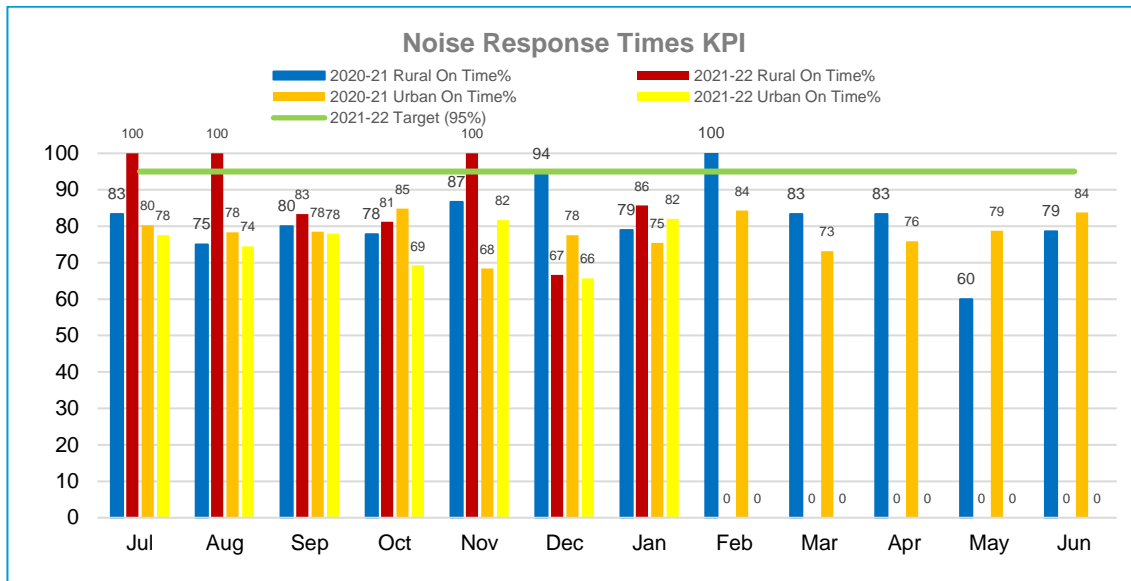


Noise

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



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

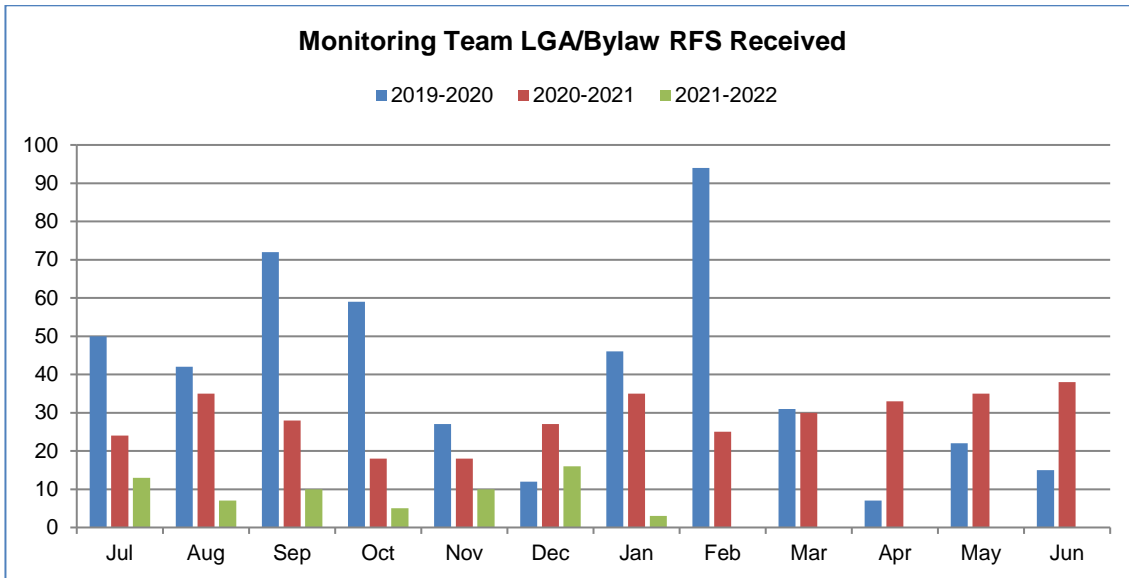


In the RMA, the term excessive noise means any noise that is under human control and of such a nature as to unreasonably interfere with the peace, comfort, and convenience of any person (other than a person in or at the place from which the noise is being emitted). Noise assessment by First Security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

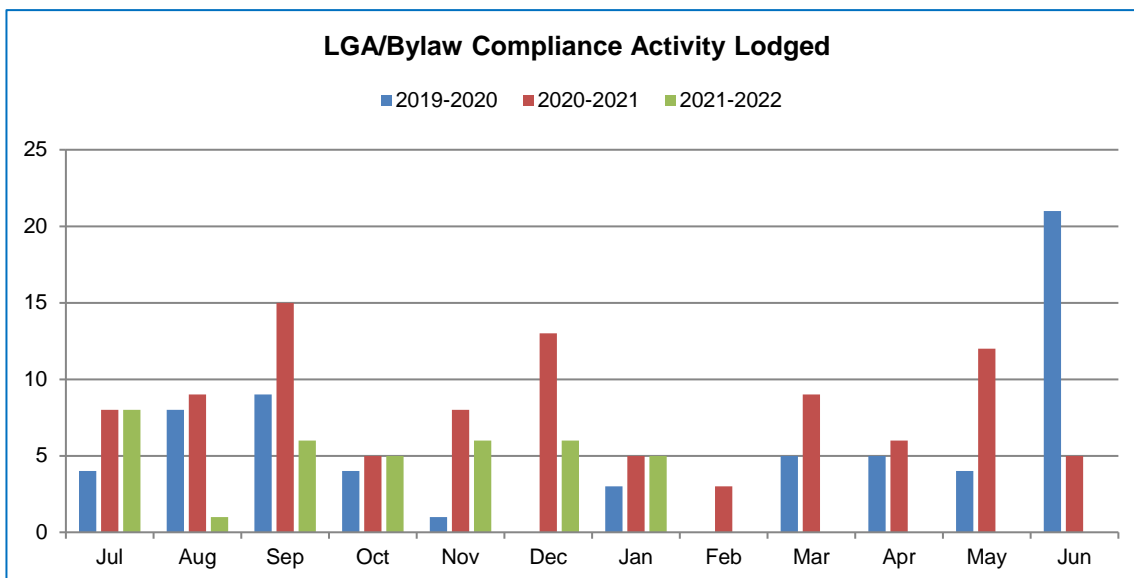
Action Taken 2021-2022	Jul	Aug	Sep	Oct	Nov	Dec	Jan
Abatement Notice Issued	0	0	1	0	0	0	0
Excessive Noise Directive Issued	7	6	13	25	10	11	21
No Action Taken	65	38	34	77	43	72	92
Seizure Performed		1		4	0	0	0
Verbal Warning Issued	19	4	17	27	21	34	33
Grand Total	91	49	65	133	74	117	146

Local Government Act 1974/2002

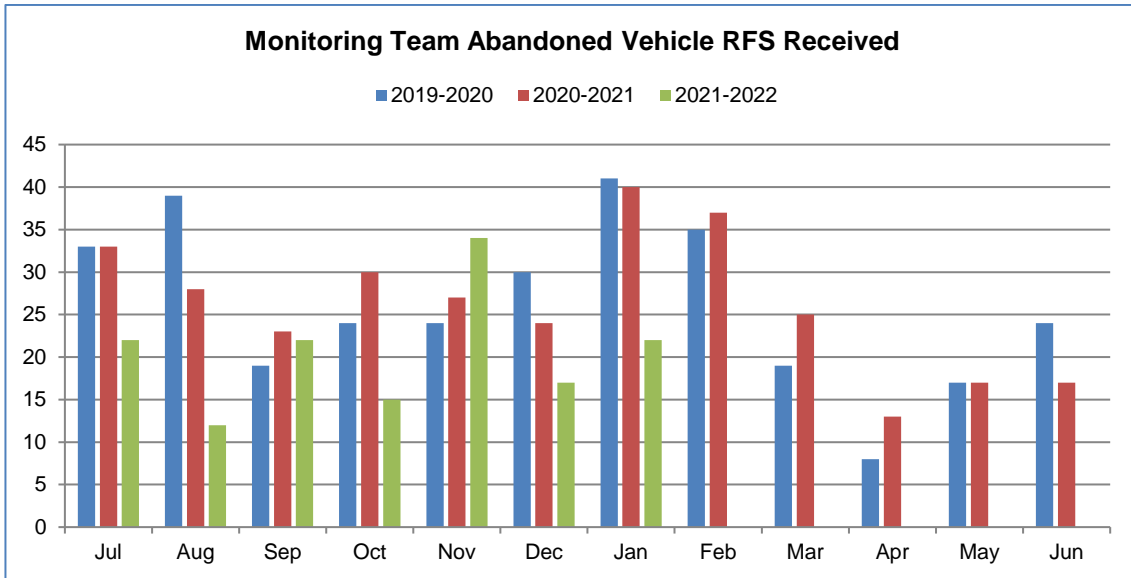
The Local Government Act (LGA) is the legislation behind most of the bylaws administered by Monitoring. The LGA can also be used for issues such as encroachments onto public places and roads. The graph below shows RFSs received by Monitoring for LGA/Bylaw incidents over the last three financial years.



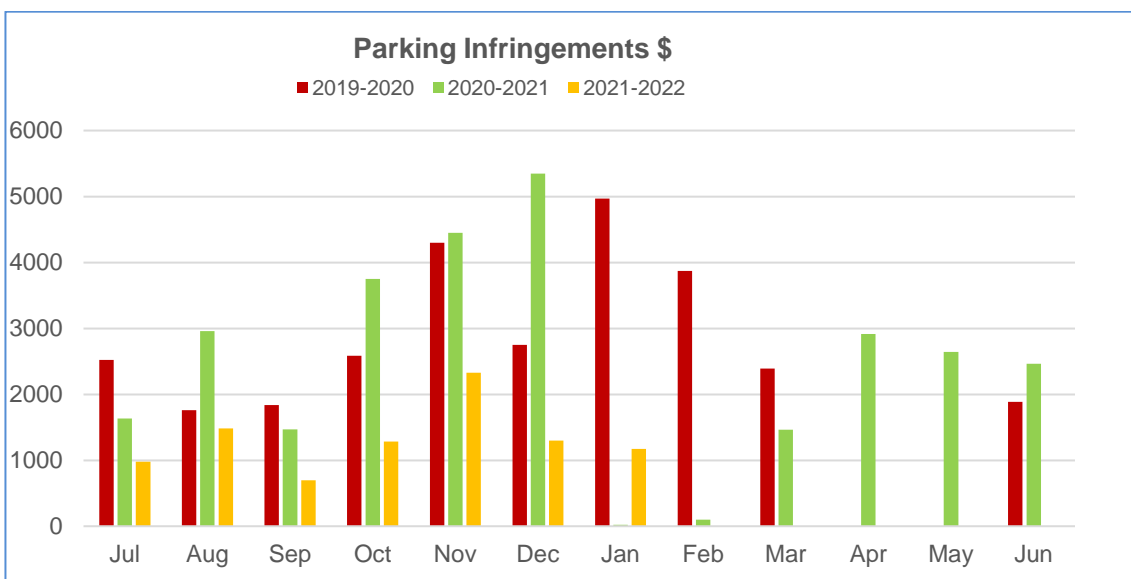
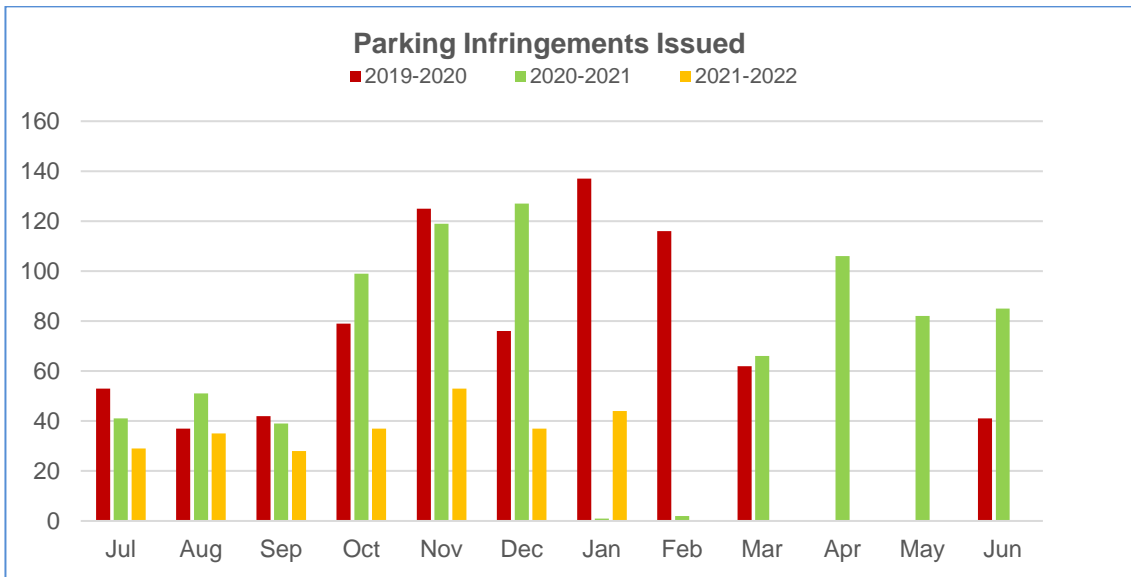
As with the RMA and all other legislation used by Monitoring, escalated investigations prompt the creation of an application in the Council system, which allows for the recording of research, evidence etc. For the LGA these applications are called 'GENBYL'. The graph below shows GENBYLs created by Monitoring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

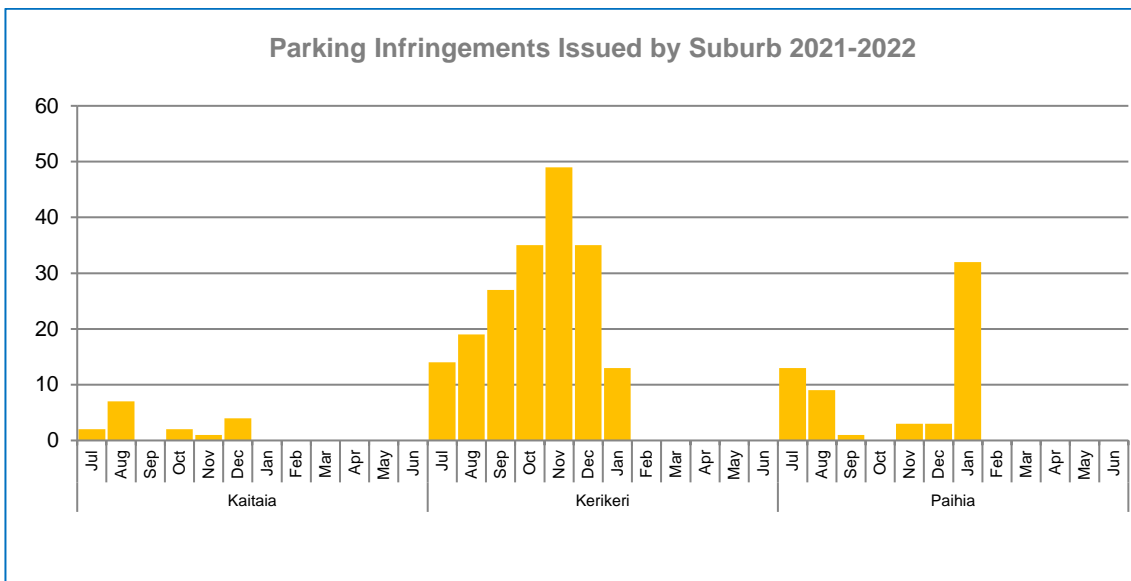
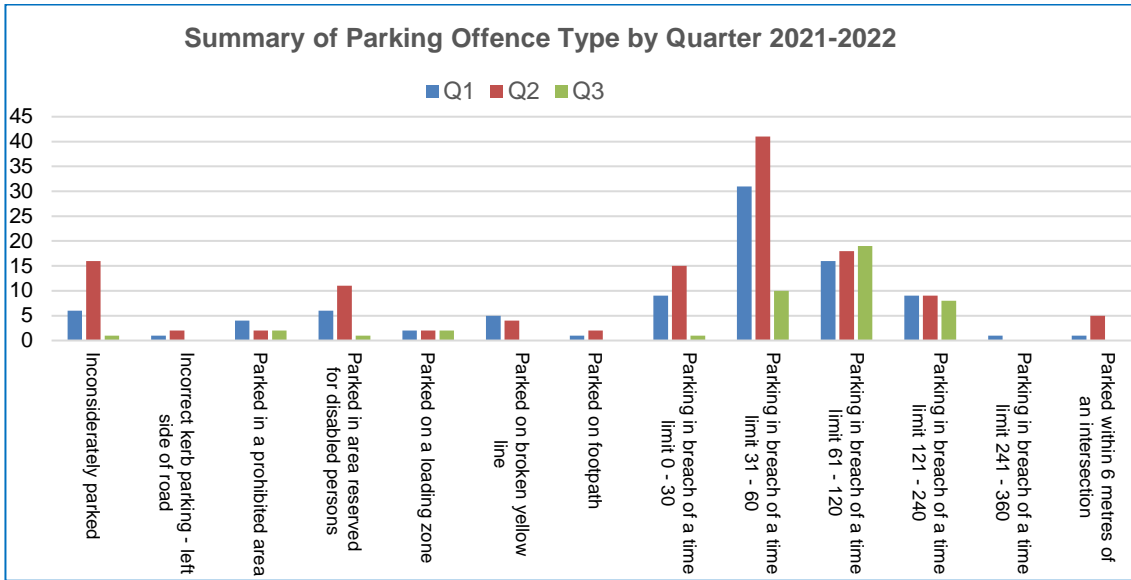


The following graph shows RFSs received for the removal of abandoned vehicles. Section 356 of the Local Government Act 1974 authorises a territorial authority to remove abandoned vehicles under certain circumstances.



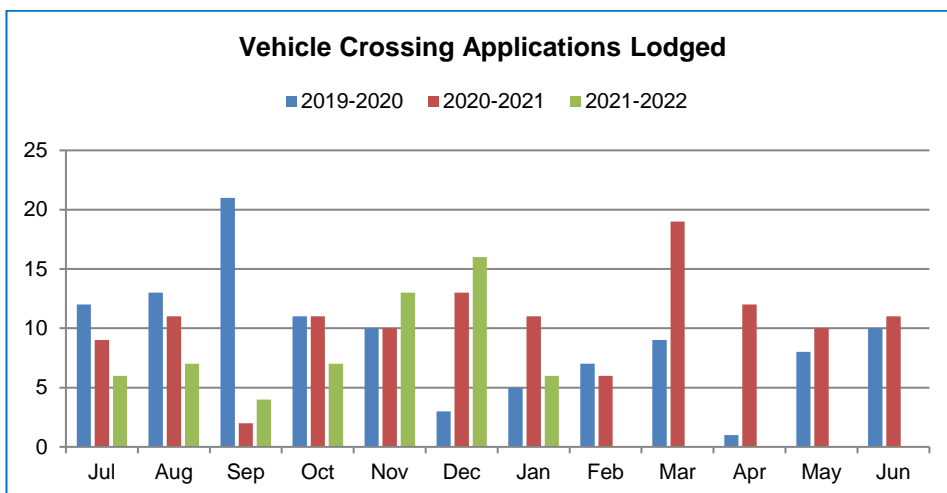
Parking





Vehicle Crossing Applications

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



Animal Management

Introduction

Animals, in particular livestock and dogs, play a significant role in the far north lifestyle. Council understands the economic and social benefits of animals, but Council has a duty to contribute to the safety of our communities and the welfare of those animals. The goal of 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

224 RFSs were received for Animal Management in January 2022; 46 urgent and 178 non-urgent.

Animal Management Officers continued to respond to requests within level of service agreed times ($\geq 93\%$) however a system issue over the Christmas break period saw some RFSs not actually logged until late January resulting in a less than normal response recording with 78.3% showing as opposed to what would be normally recorded. Animal Management Officers responded to 100% of all RFSs over that period. A 95.5% response rate was recorded for non-urgent responses.

Impounded Dogs

21 dogs were impounded in January, resulting in 9 being claimed by their owners, 1 dog taken by a Rescue Group and 3 being adopted out to new homes. A total of 7 dogs were euthanised in January due to not being claimed by an owner and not meeting criteria to be rehomed.

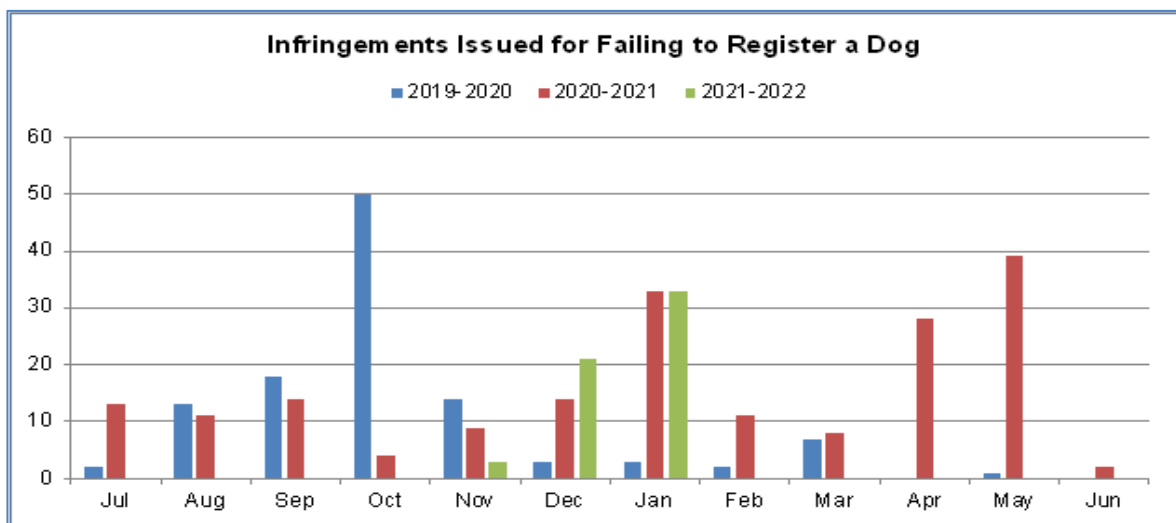
Dog Adoptions

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

- 1 to Wellington
- 2 to FNDC

Dog Registration

The registration follow-up work conducted by Animal Management provides dog owners a reminder to register their dogs, without penalty. However, in some cases those opportunities are not always accepted, and Infringement Notices are issued. There were 32 infringements issued in January for non-registration by Animal Management.



Environmental Health Services

Introduction

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

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

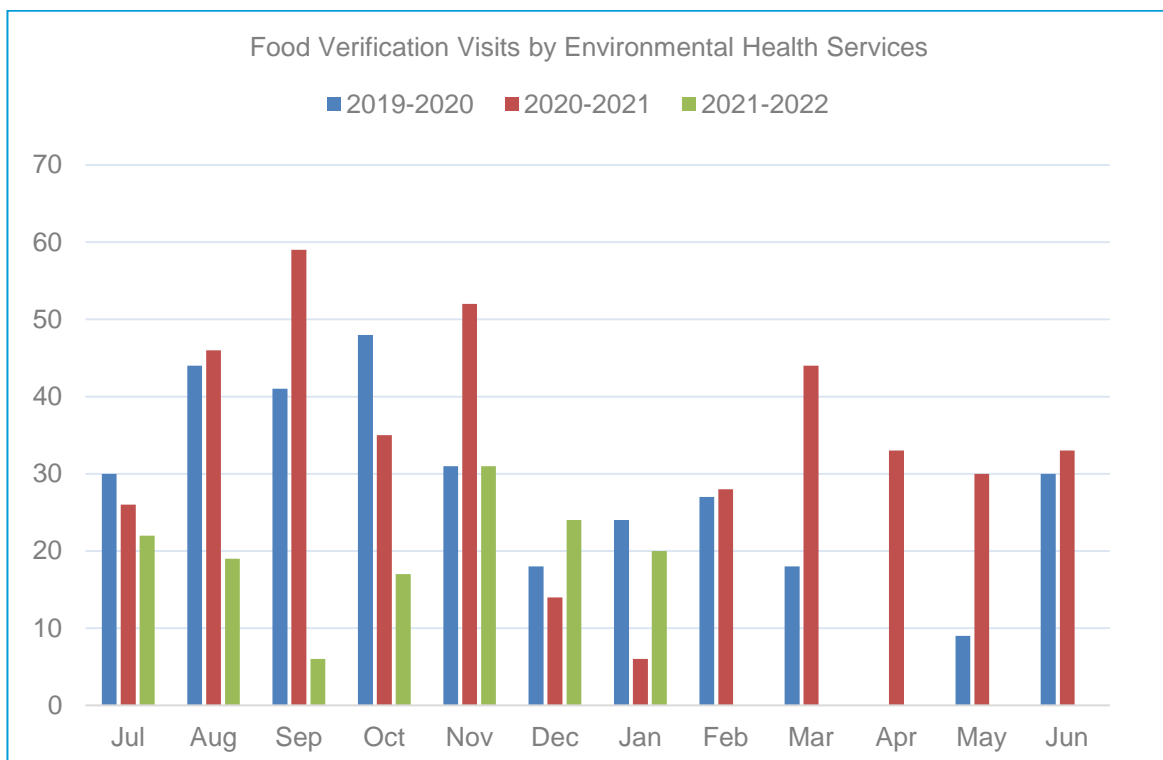
Levels of Service

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:** 96% **Last Month:** 88.9% **Last Year:** 92%

During January 2022, 25 verifications were scheduled. Of the 25 scheduled verifications, 24 were completed. The only verification not to take place was cancelled due to the operator not attending for the verification. This verification will be rescheduled. The following graph only shows 20 verifications completed. It will be updated once the verifier updates the inspection status in Pathway.

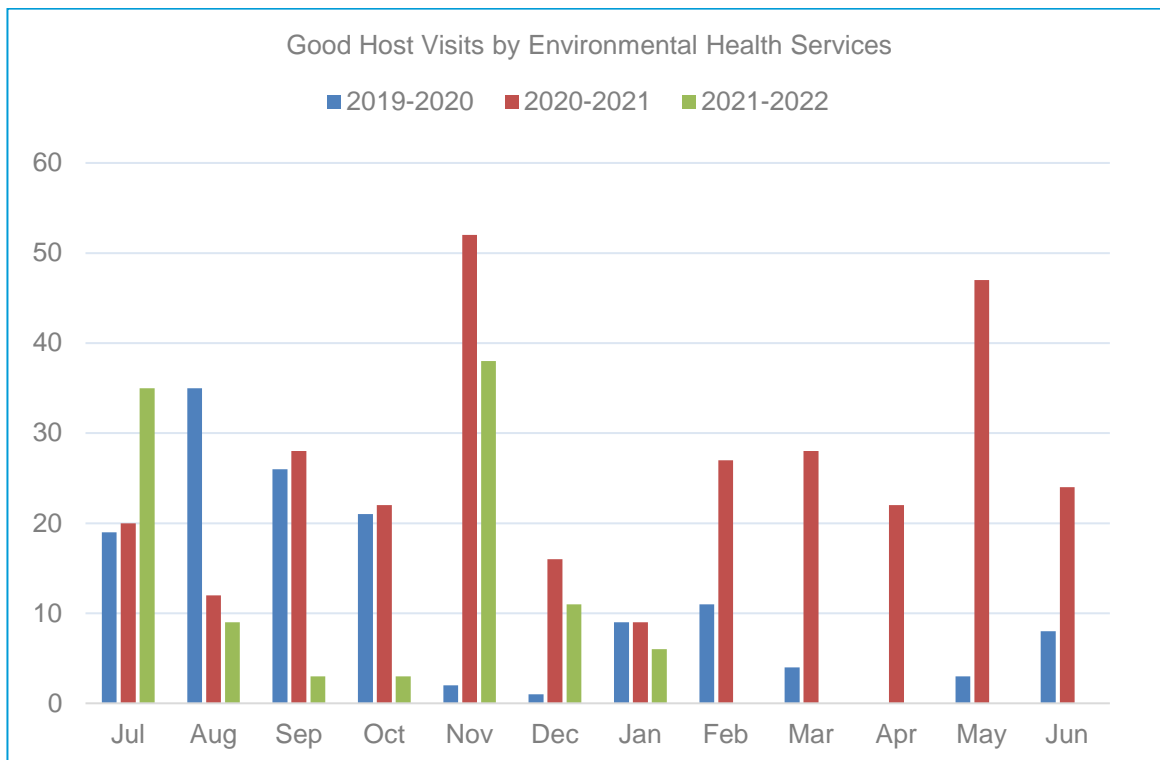


Level of service 8.4.1. All licensed premises are visited for Host Responsibility inspections at least once every four years.

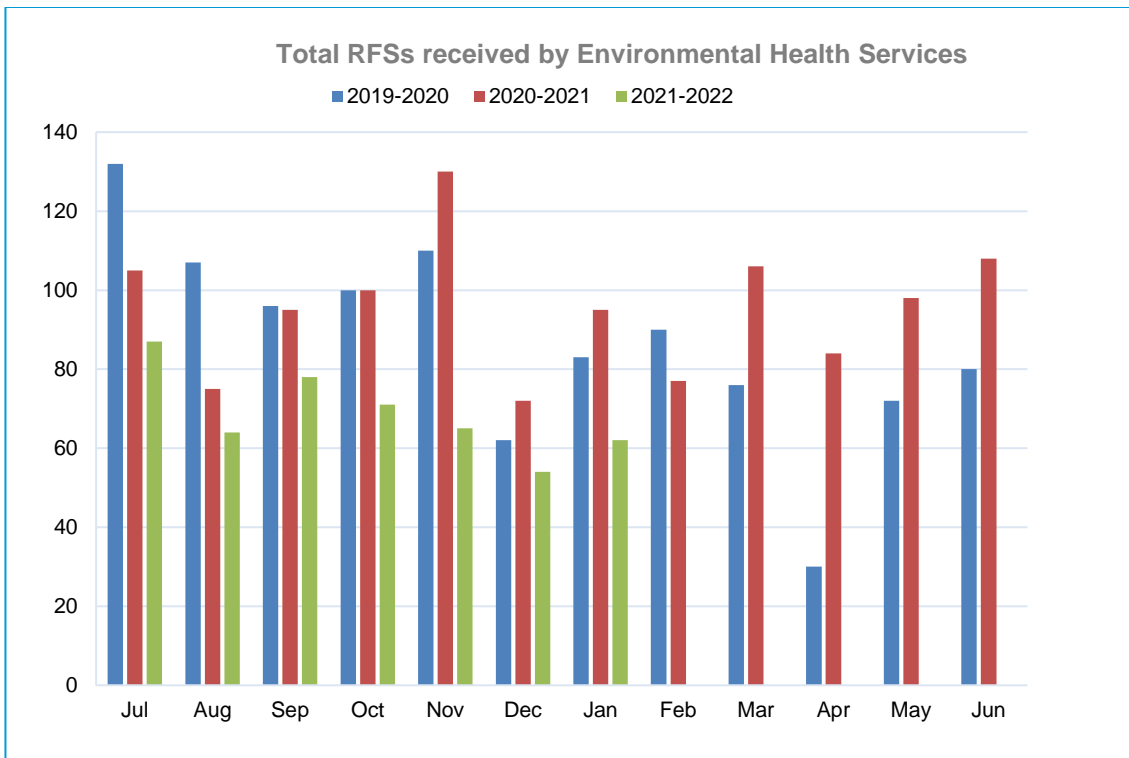
Target: ≥25% This Month: 41.7% Last Month: 39.1% Last Year: 100%

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 January 2022, 6 visits were completed by EHS. For the remainder of this reporting year there is a total of 136 visits to complete.



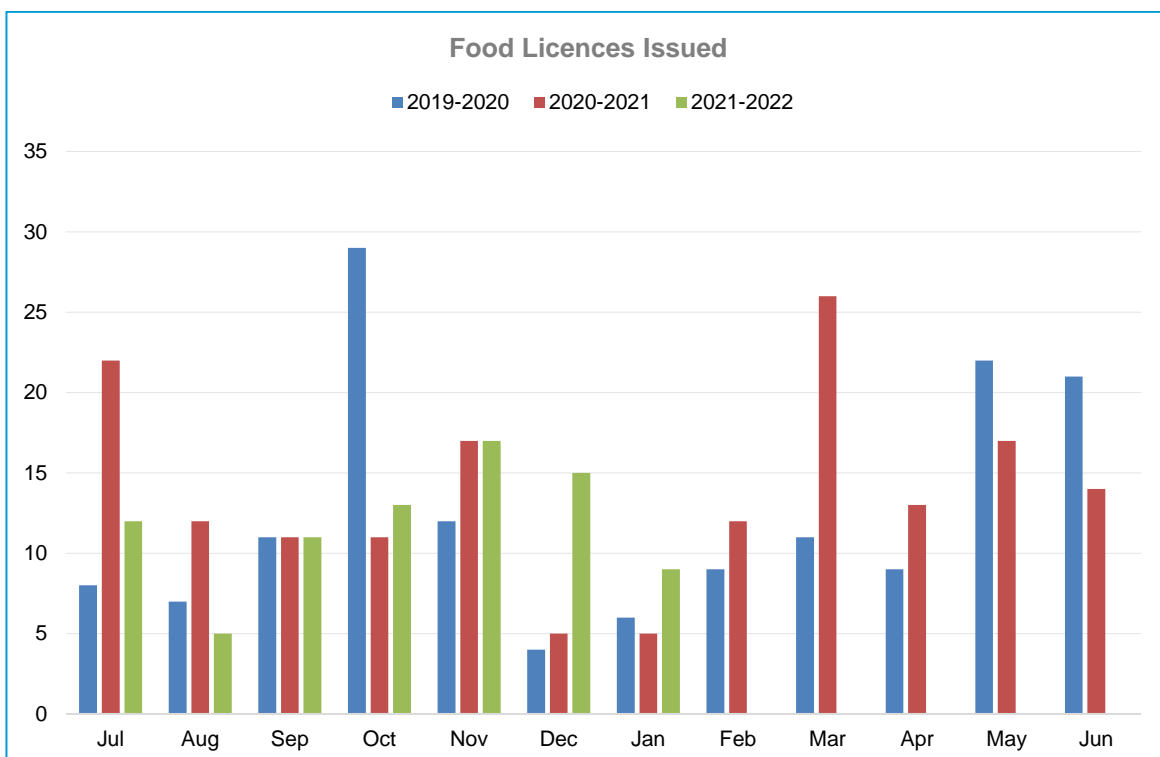
Requests for Service



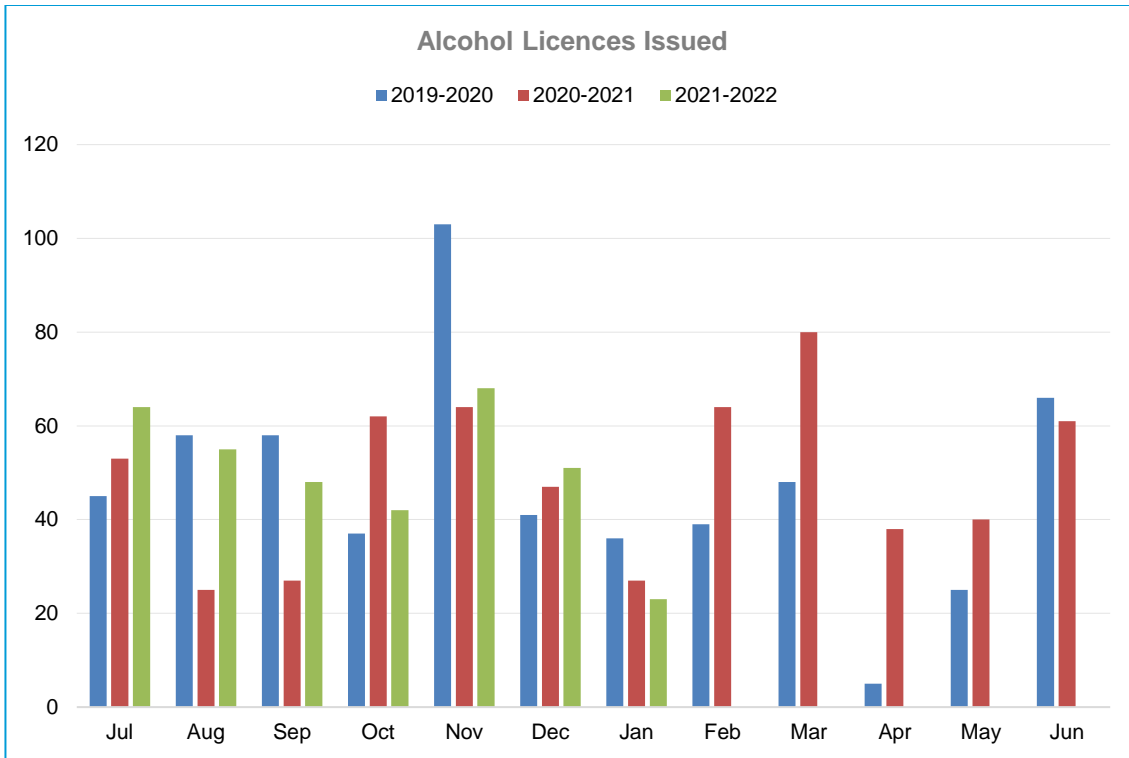
In September 2021, EHS reviewed and updated its website content. During October – December 2021 there was a noticeable decrease in the number of RFS received. This was likely due to the improvements made to the website content and improved communications, i.e. quarterly newsletters.

In January 2022, there has been an increase in RFSs received. The increase is likely due to the number of overgrown section requests. Overgrown requests are referred on to Fire & Emergency New Zealand that pose a fire hazard.

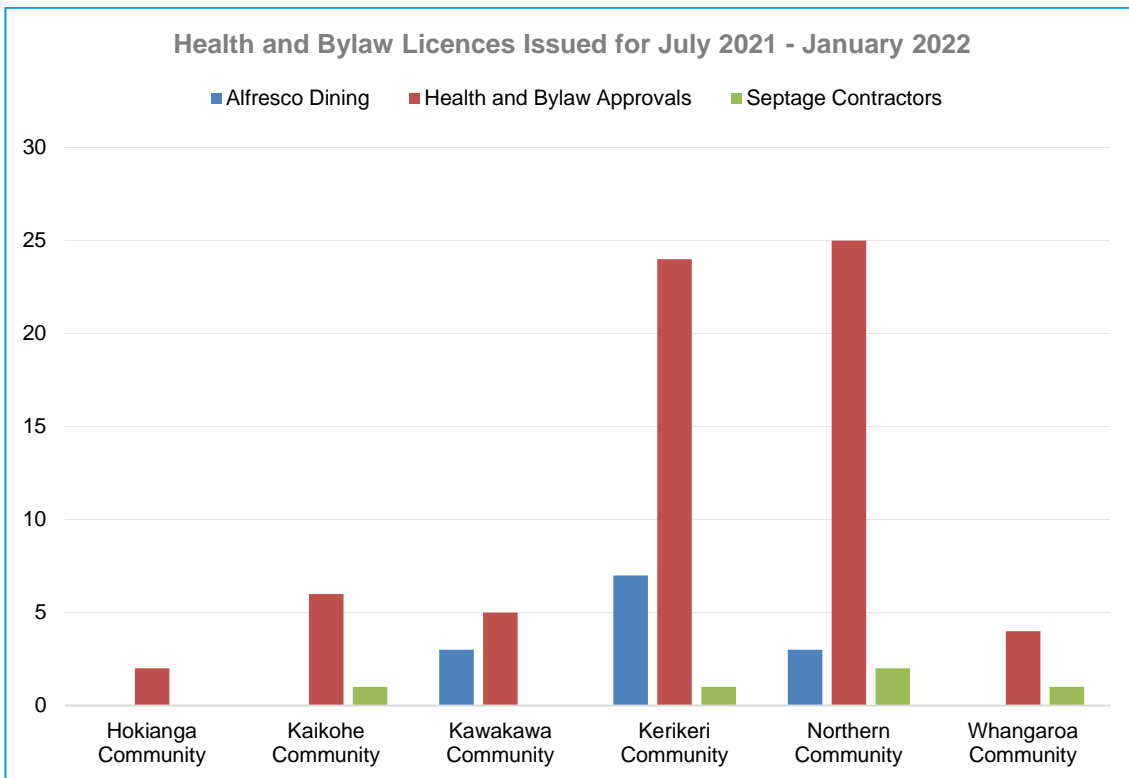
Food Registrations Issued



Alcohol Licences Issued



Health Licensing and Bylaw Approvals



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

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

- A **mobile shop** operates for short periods in one location before moving on, e.g. an ice cream van.

- A **hawker** offers goods for sale, sometimes on foot, without prior invitation to visit that private or public place.
- A **street stall** is a specific location where a business is set up for more than 30 minutes e.g., on the roadside.
- **Alfresco** dining enables the private use of public space for outdoor dining
- A **site permit** allows an operator to trade from a specific site 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.

Between 1 July 2021 – 31 January 2022 a total of 13 alfresco dining approvals were issued.

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

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

Between 1 July 2021 – 31 January 2022 a total of 71 health licences were issued.

During January 2022, EHS carried out 7 health inspections across the district.

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