

**DISTRICT SERVICES
MONTHLY
BUSINESS REPORT**

February 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

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 February 2022. The District Services Group achieved several successes and made good progress in the following areas:

Community and Customer Services

Libraries and Museum

Vaccine passes became a requirement of entry for FNDC Libraries and Museum during February as the Omicron wave began. This requirement was put in place to help ensure the safety of staff and customers. Level of service changes were also implemented at Procter Library in Kerikeri. This included shorter opening hours and limiting numbers inside the building as a cluster grew in the town.

Progress is ongoing with the Museum Vernon and website redevelopment projects and the Library Recollect project. All are on track to be completed by June 30th.

i-SITES

The i-SITES have experienced a quieter time, with a few large family groups going through. Locals and visitors are supporting the three i-SITES by purchasing retail. All three i-SITES have good local product which is continually checked, and new products introduced.

Customer Care

Vacancies and unplanned staff absence (mostly due to Covid) has meant a challenging month for Customer Care. The ultimate goal has been to keep Service Centres open as much as possible. However, there have been some level of service changes when staff numbers have been depleted. Contingency plans are in place for all services.

Housing for the Elderly

Due to the Omicron outbreak, all in-person 6 monthly inspections have been postponed, to keep both tenants and staff safe. Staff will instead contact tenants and conduct remote checks with all tenants who are due for inspections to address any tenancy or repairs and maintenance issues of concern. Urgent issues will still be addressed conducting face-to-face visits and following strict PPE protocols and social distancing.

Events

There have only been a limited number of event applications which is to be expected due to the Omicron outbreak.

Cemeteries

There were four full burials and five ash burials across the district in February. The number of ash burials on hold has dropped to 24 as families are now able to make plans to attend to the burials.

Building Consents

The BCA has received 134 consents for the month of February which is on par with previous years. Compliance remains at 100% with the BCA issuing consents, on average, in 10 days with 137 issued in February. Code compliance certificates are also tracking at 100% compliance, with code compliance certificates (CCCs) issued, on average, in 11 days. A total of 106 code compliance certificates were issued in August.

The building compliance team are currently completing their work programme to clear the recommendations from the MBIE audit last year. The main body of work is centred around the building warrant of fitness (BWOF) audit programme and the update of all records to comply with the Building Amendment Act 2012.

Environmental Services

Resource Consents

Resource Consents (RC) achieved 68.8% compliance with statutory timeframes in February.

RC issued 75 decisions under the RMA and LGA. Of the 75 decisions, 32 were applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MFE).

109 applications were received during the month. This consists of 69 applications under the Resource Management Act 1991 (RMA), reported as part of statutory timeframes and the remaining 40 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 (as shown by the low ratio of external allocations depicted above) 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. An action plan has also been developed to address backlogs.

Monitoring and Compliance

Monitoring and Compliance received 111 Requests for Service (RFS) in February 2022, an increase of 35 RFS on the previous month.

Environmental Health

A total of 24 Food Verification audits were completed in February 2022 and 53.9% of licensed premises have been visited, leaving 105 premises to be visited by 30 June 2022. This is on track to achieve the level of service KPI of 25% of licensed premises visited once every four years.

A total of 53 RFS were received by Environmental Health in February, a decrease of eight from the previous month.

Animal Management

274 RFS were received for Animal Management in February 2022, 40 urgent and 234 non-urgent.

Animal Management Officers continue to respond to requests within level of service agreed times ($\geq 93\%$), with a 97.5% response rate recorded for urgent responses and 97% for non-urgent.

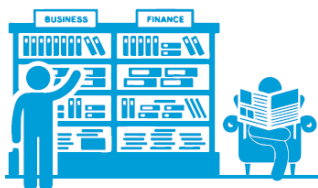
Community and Customer Services

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

Introduction

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

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



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

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

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



Community and Customer Care Executive Summary – February 2022

Libraries and Museum

Vaccine passes became a requirement of entry for FNDC Libraries and Museum during February as the Omicron wave began. This requirement was put in place to help ensure the safety of staff and customers.

Level of service changes were also implemented at Procter Library in Kerikeri. This included shorter opening hours and limiting numbers inside the building as a cluster grew in the town.

Refurbishment of the lift in the Procter Library began in February and will be completed in March. The library team is grateful to District Facilities and Dom Thelemaque, Project Manager, in particular, for their support.

Progress is ongoing with the Museum Vernon and website redevelopment projects and the Library Recollect project. All are on track to be completed by June 30th.

i-SITEs

The i-SITEs have experienced a quieter time, with a few large family groups going through. Locals and visitors are supporting the three i-SITEs by purchasing retail. All three i-SITEs have good local product which is continually checked, and new products introduced.

Because of the decrease in visitor numbers, i-SITE staff are diversifying and assisting with data entry work for the Environmental Services Administration team.

Customer Care

Vacancies and unplanned staff absence (mostly due to Covid) has meant a challenging month for Customer Care. The ultimate goal has been to keep Service Centres open as much as possible. However, there have been some level of service changes when staff numbers have been depleted. Contingency plans are in place for all services.

Service Centres were 'served' numerous documents from anti-mandate protesters, but overall, very little disruption was experienced at the front counters.

Housing for the Elderly

During February one tenancy began in Oxford Street (Kaitaia) and two tenancies ended in Oxford Street. The demolition of units at Oxford Street reported last month, has been completed.

Due to the Omicron outbreak, all in-person 6 monthly inspections have been postponed, to keep both tenants and staff safe. Staff will instead call all tenants in villages that are due for inspections, to check-in with them and note any tenancy or repairs and maintenance issues that tenants are concerned about. Necessary or urgent visits can still be made to tenants by FNDC staff or contractors, with strict PPE protocols and social distancing being followed at all times.

Contingency plans are in place to ensure that interviews for new tenants and tenancies commencing, can be undertaken safely.

Events

There have only been a limited number of event applications which is to be expected due to the Omicron outbreak.

Cemeteries

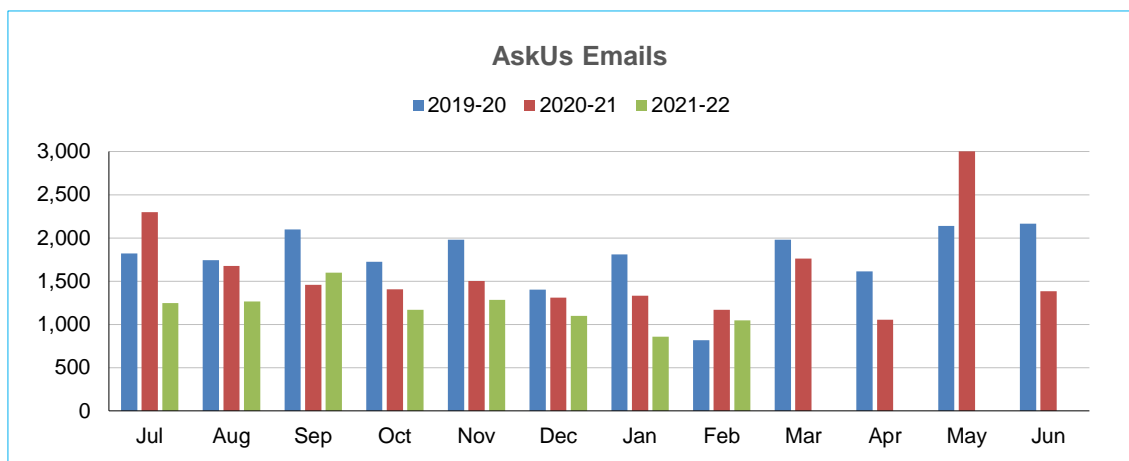
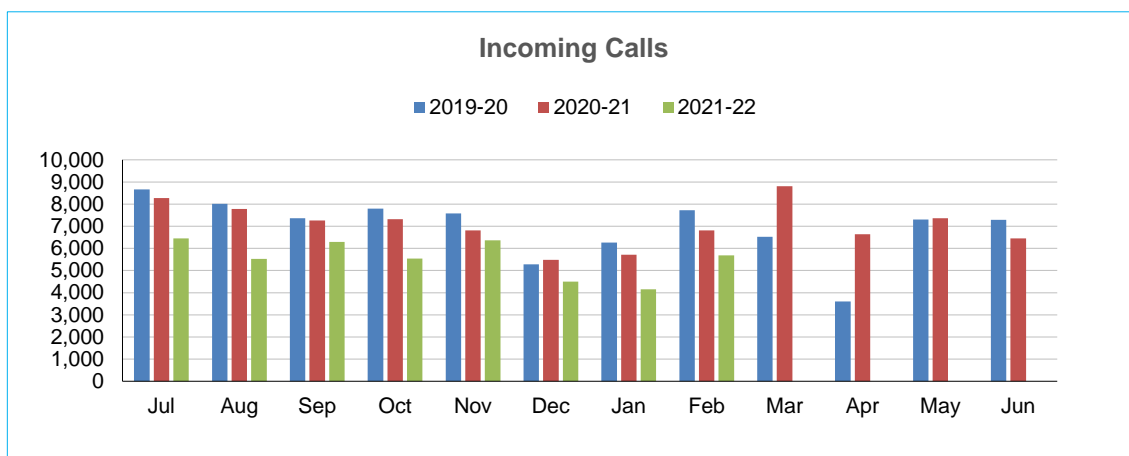
There were four full burials and five ash burials across the district in February. The number of ash burials on hold has dropped to 24 as families are now able to make plans to attend to the burials.

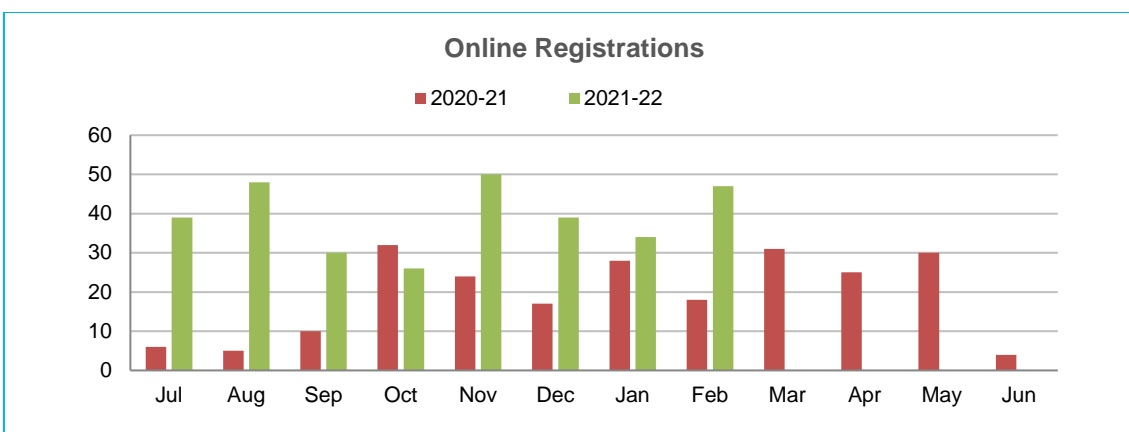
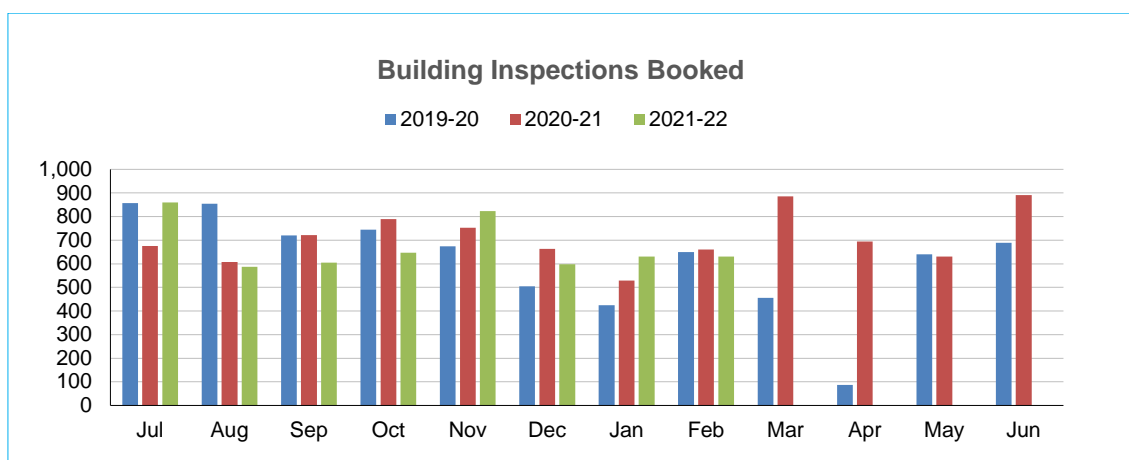
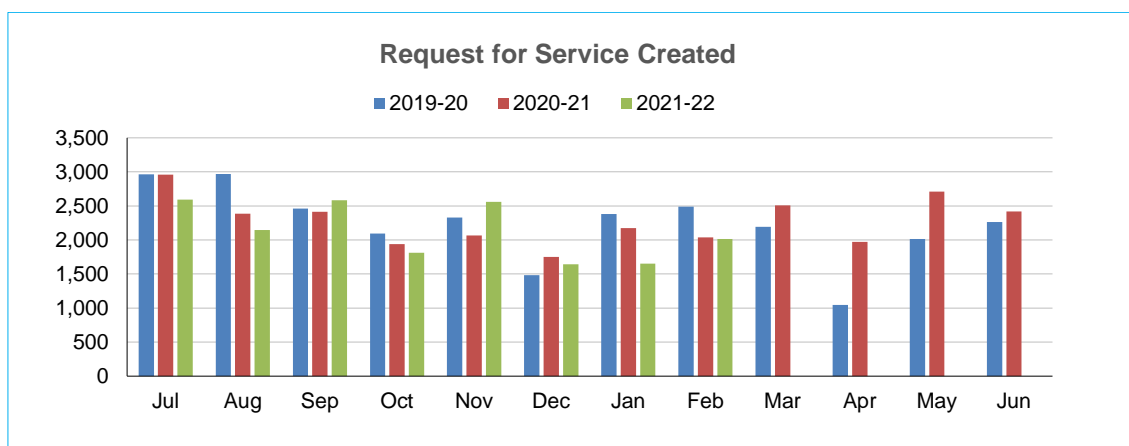
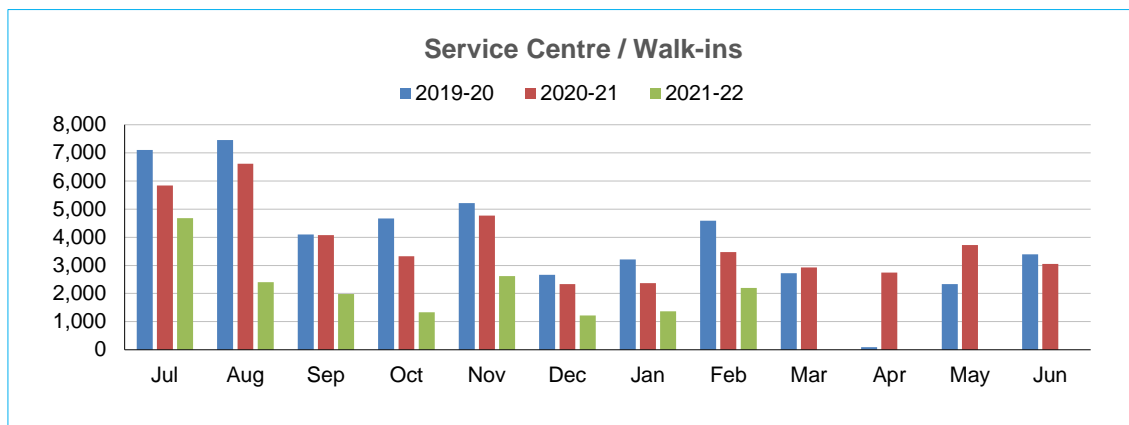
Customer Care

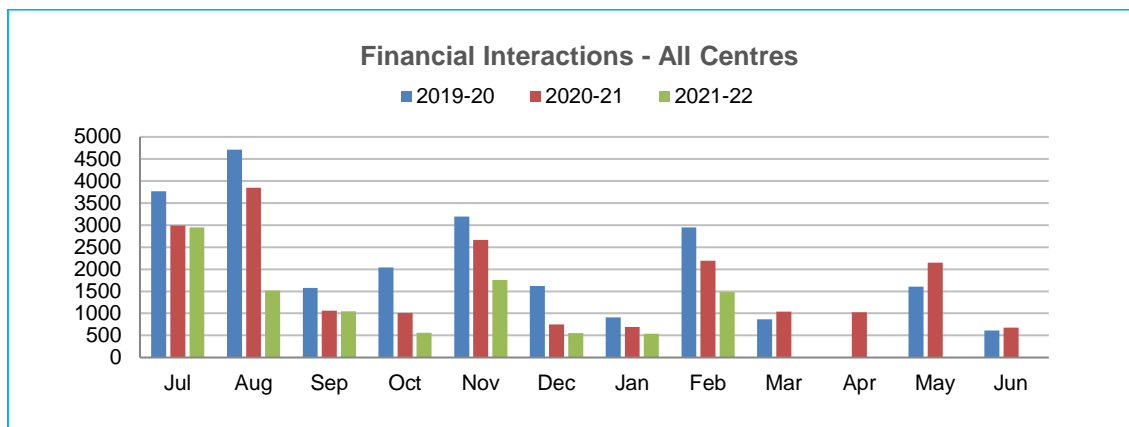
Customer Care consists of 2 teams: Contact Centre and Service Centre staff. As well as receiving calls from customers, the Contact Centre staff are also responsible for responding to emails from customers (AskUs Emails), managing online customer registrations and actioning change of address requests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

Comparison of February 2022 with February 2021.

- 16.46% decrease in calls to the Contact Centre (5,690 down from 6,811)
- 10.27% decrease in AskUs emails received (1,048 down from 1,168)
- 36.72% decrease in visits to Service Centres (2,194 down from 3,467)
- 4.39% decrease in building inspections booked (631 down from 660)
- 261.11% increase in online registrations (47 up from 18)
- 32.42% decrease in financial interactions at Service Centres (1,482 down from 2,193)





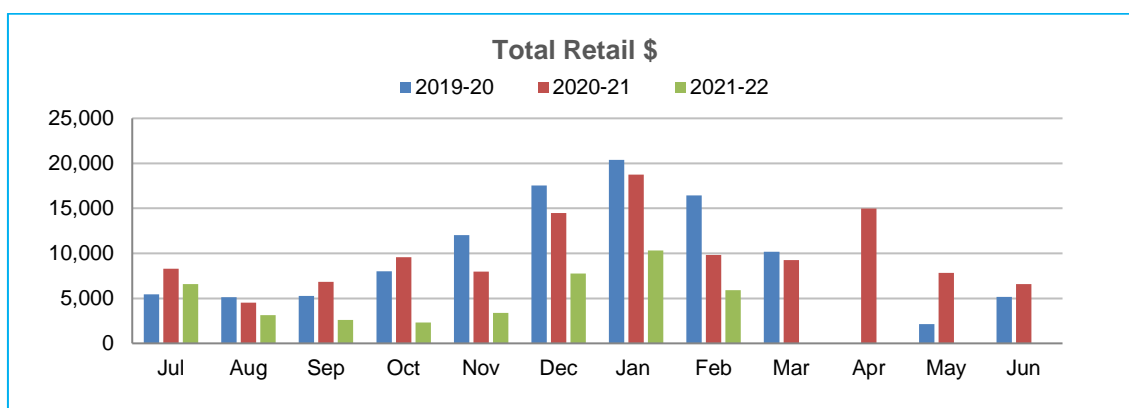
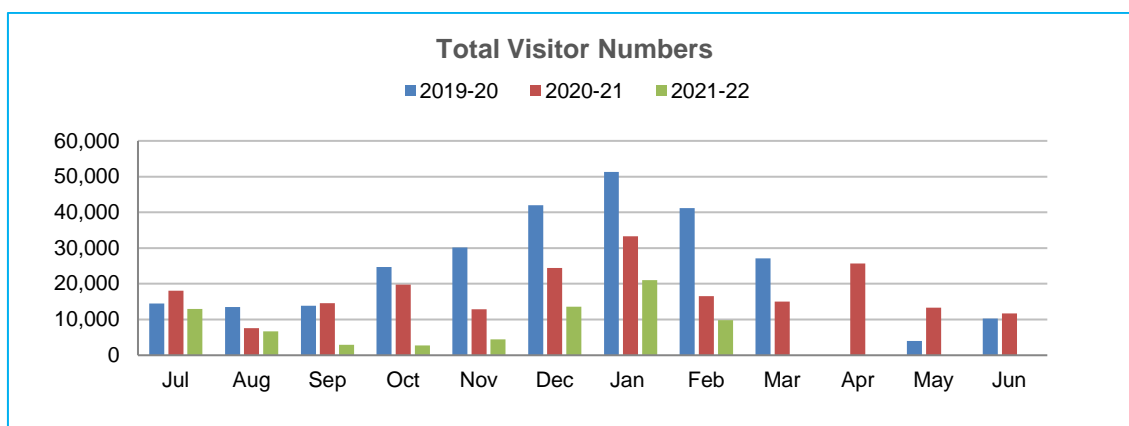


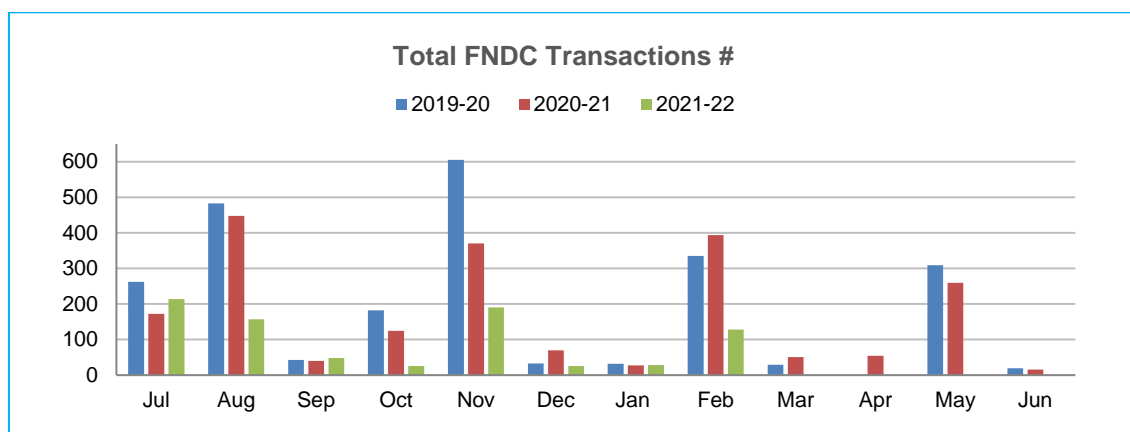
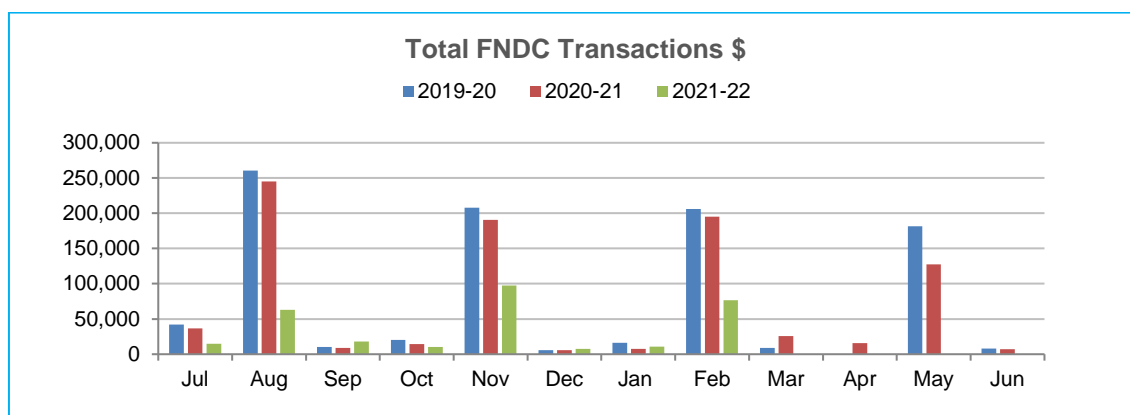
i-SITES

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 February 2022 with February 2021.

- 40% decrease in visitor numbers (9,782 down from 16,520)
- 39% decrease in retail revenue (\$5,916 down from \$9,829)
- 47% decrease in transaction spend (\$6,747 down from \$12,769)
- 44% decrease in transaction numbers (2,167 down from 3,901)



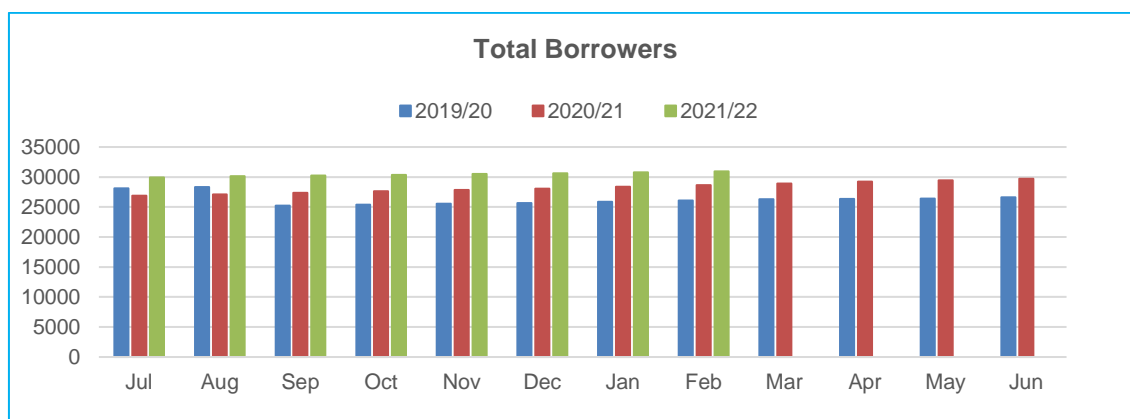


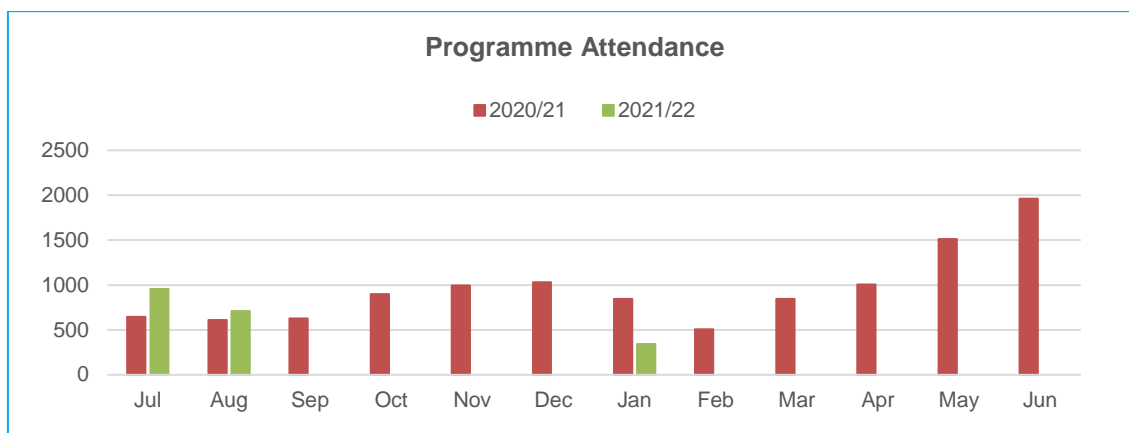
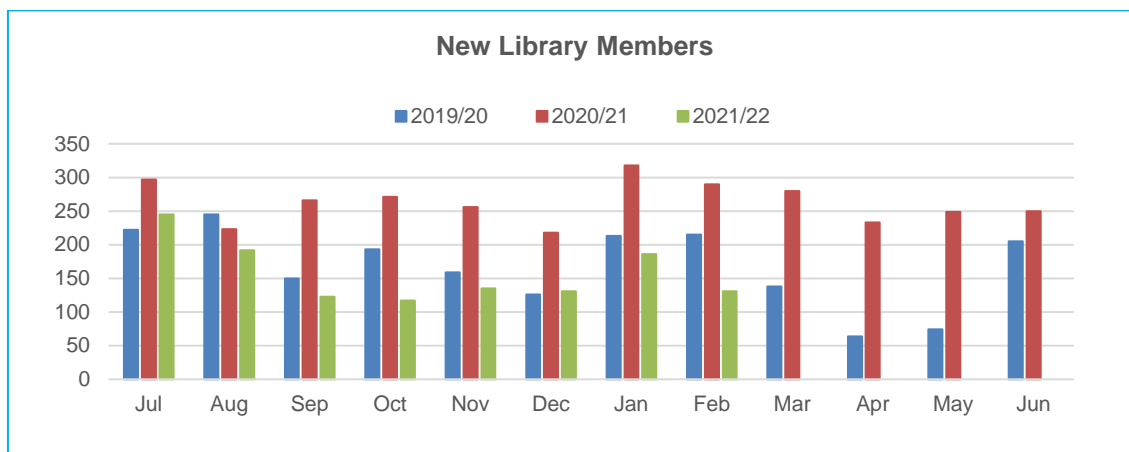
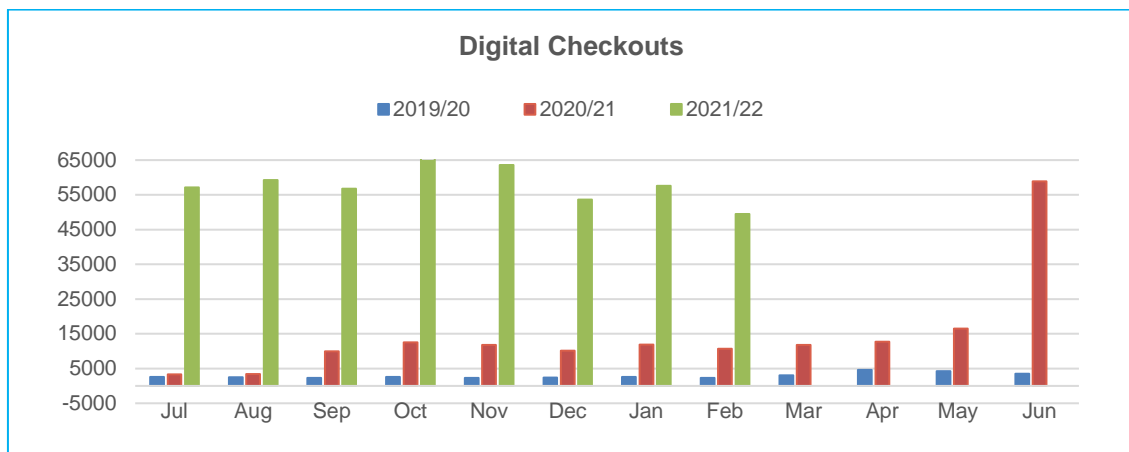
Libraries

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 February 2022 with February 2021.

- 361.9% increase in ebook and audio downloads (49,505 up from 10,718)
- 3.9% decrease in library website sessions (29,173 down from 30,370)
- 71% increase in digital checkouts (89,394 up from 52,289)

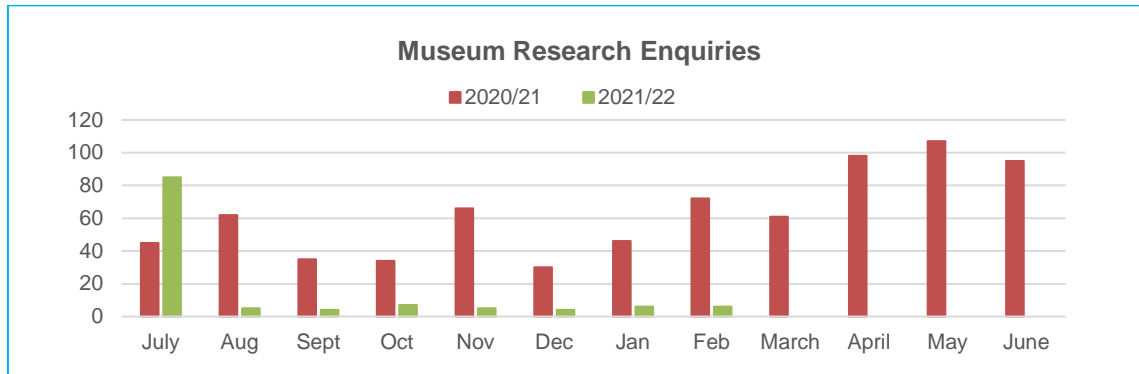
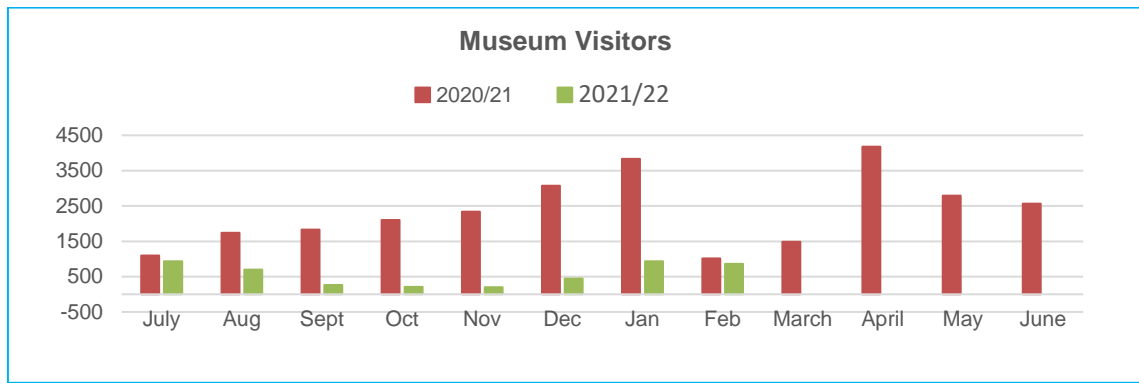




No programmes were run from September 2021 through to December, or February 2022 due to Covid19 restrictions. Programmes that have been on offer include Tamariki Tune Time, Robotics, Lego club, Minecraft, Virtual Reality, and Storytime.

Museum

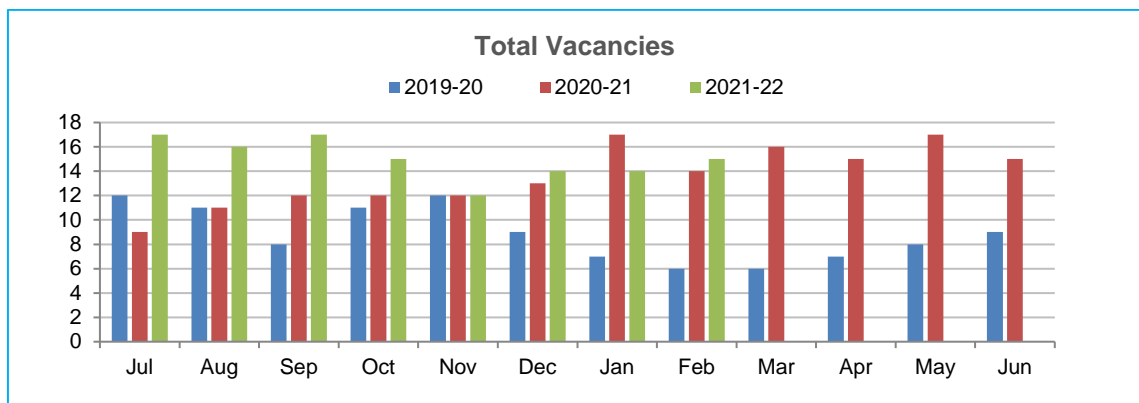
The Museum @ Te Ahu (formerly known as the Far North Regional Museum) was established in 1969 with the purpose of collecting and preserving treasures and taonga relating to the history of the Far North. It is located in the Te Ahu complex in Kaitiāia.

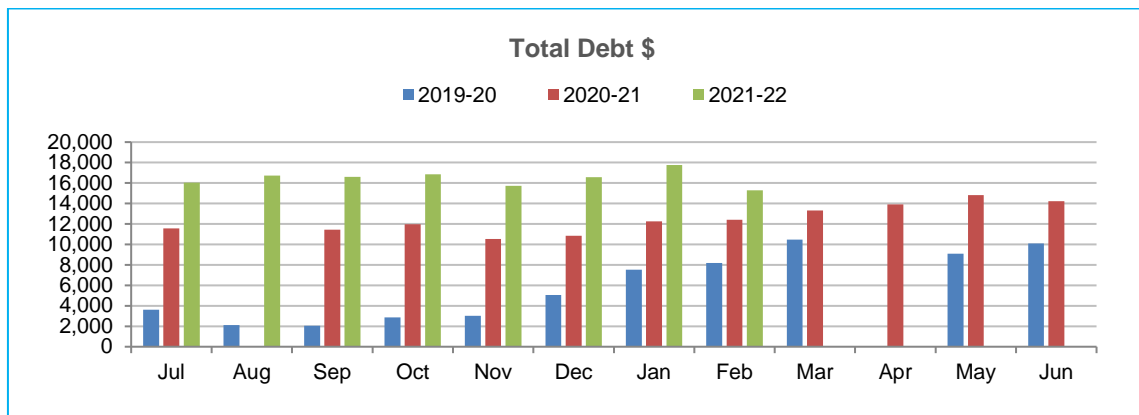
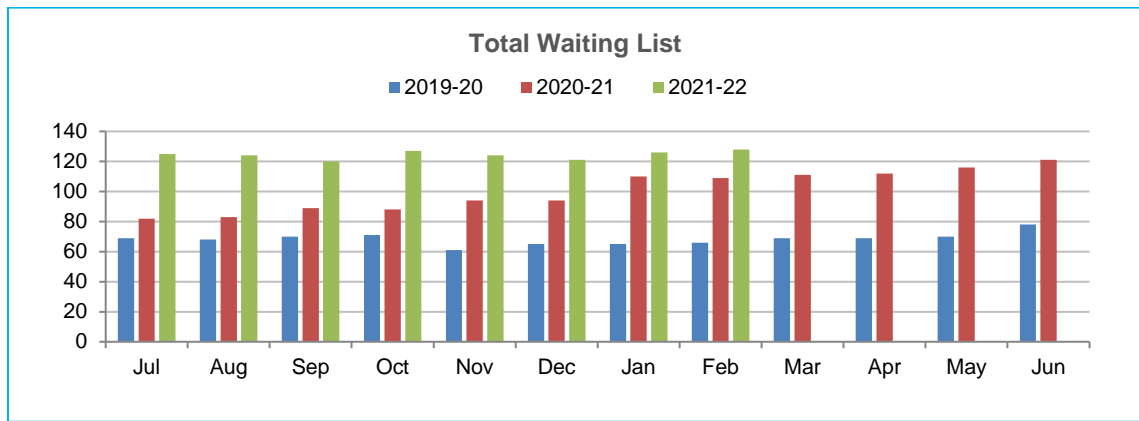


Housing for the Elderly

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

A consistent effort to bring debt from unpaid rent down, by encouraging tenants to pay rent by direct debit is starting to show results. Debt has decreased by over \$2,000 from January to February.

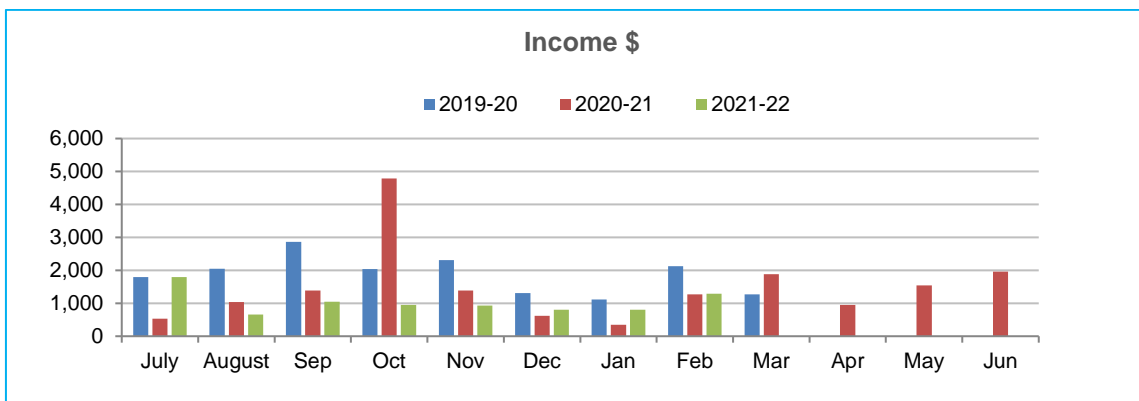
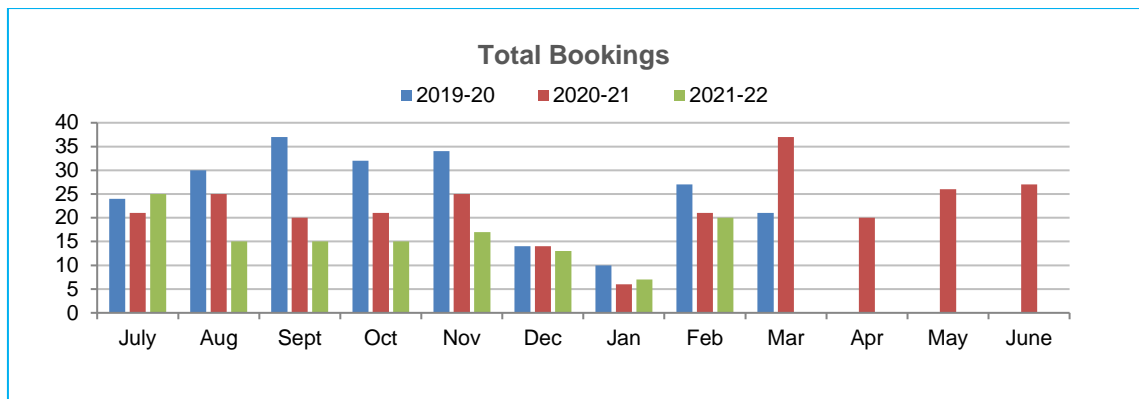




*The Total Debt shows rent arrears

Memorial Hall

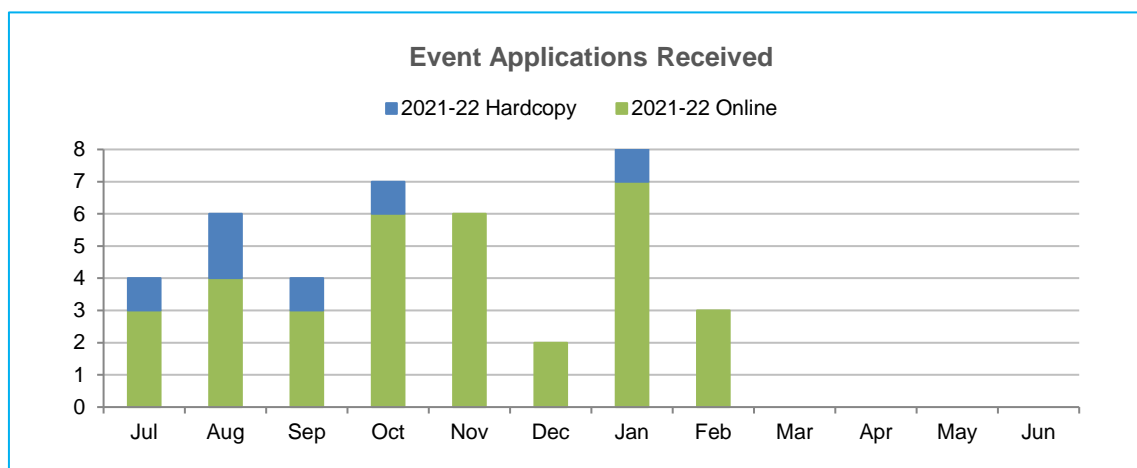
The Memorial Hall is located in Kaikohe and is the only Council-owned hall managed by Council. It is regularly used for youth martial arts, fundraising and other private events.



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.

Three online event applications were received in February.

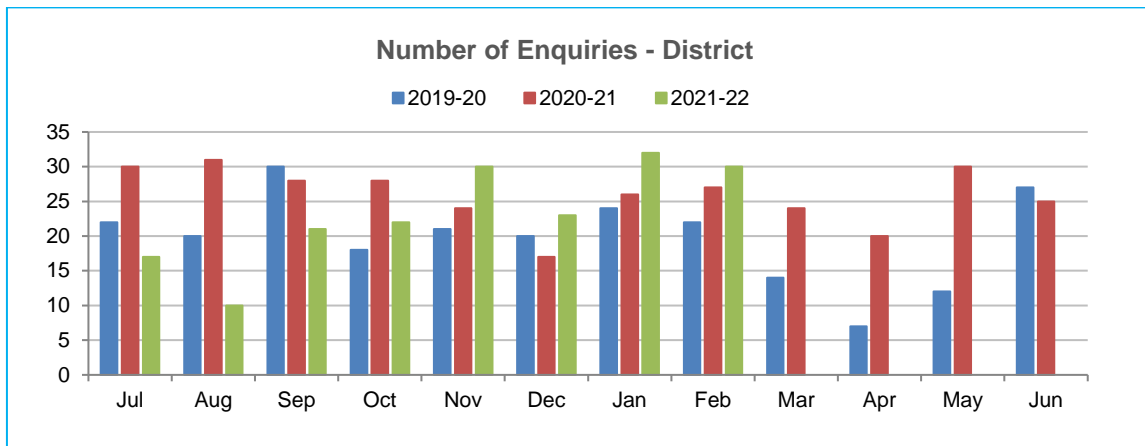
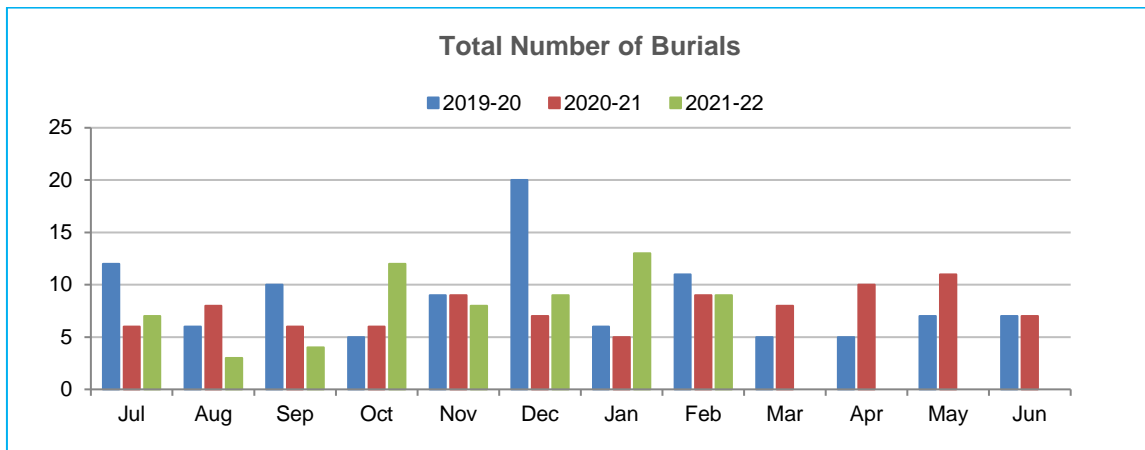


The schedule below contains the new event applications received along with events that have been cancelled or postponed in February.

Date of Event	Place of Event	Name of Event
Saturday 19 March 2022.	Kerikeri Skateboard Park	Kerikeri Vert Jam
Friday 6 & Saturday 7 May 2022	Russell and Paihia Waterfront Reserves	Banana Boat Ocean Swim Series 2022
Tuesday, 22 November 2022	Coopers Beach Reserve	Wedding Ceremony
Paihia/Waitangi Waterfront reserves and footpaths	Hotprintz Fun Run Walk Festival	<i>Event Postponed from 1 May 2022 to the 12 June 2022</i>

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 – February 2022

The BCA has received 134 consents for the month of February which is on par with previous years. Compliance remains at 100% with the BCA issuing consents, on average, in 10 days with 137 issued in February. Code compliance certificates are also tracking at 100% compliance, with code compliance certificates (CCCs) issued, on average, in 11 days. A total of 106 code compliance certificates were issued in August.

Mindful of the upcoming IANZ audit in October of this year, this being the 4th consecutive audit or assessment, BCA is tracking well with internal audits. When the audit is passed, the BCA will move back to a two-year audit cycle.

The building compliance team are currently completing their work programme to clear the recommendations from the MBIE audit last year. The main body of work is centred around the building warrant of fitness (BWOF) audit programme and the update of all records to comply with the Building Amendment Act 2012.

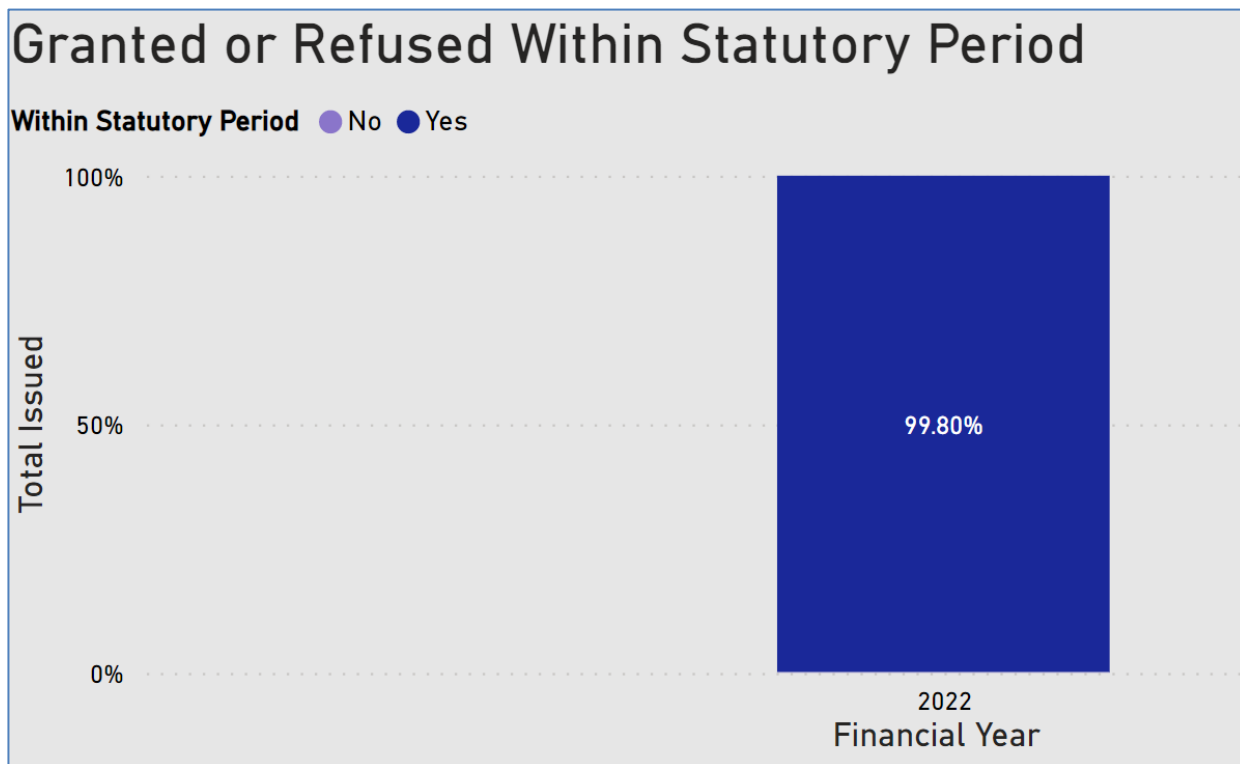
The team has noticed a higher level of non-compliance in small stand-alone buildings. This has been since the new exemption rules have come out. Many owners are not reading and/or understanding the exemption rules despite the guidance issued by MBIE. This is likely to lead to a higher number of Notices to Fix (NTFs), infringements and possible prosecutions in the future.

Covid is starting to impact building services staffing levels which, in turn, will affect the ability to provide a timely service in both processing and inspections. We expect our shortage to also be reducing demand reflected in the demand-side from customers and the community at the same time. Plans are in place to maintain compliance and service levels during this time.

Building Consent Authority

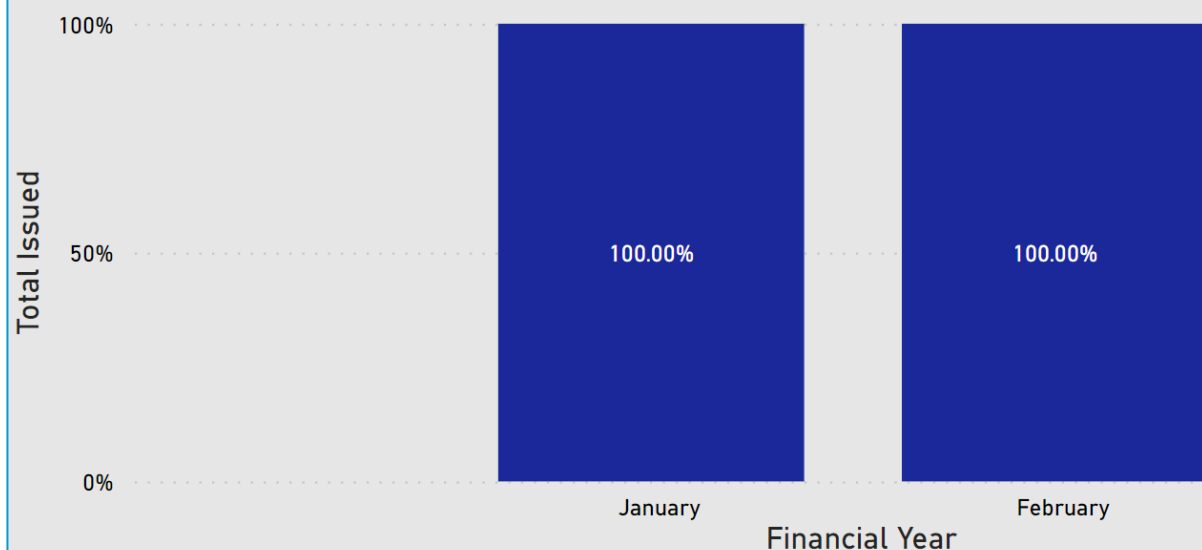
Levels of Service

Building consent processing has achieved 100% compliance for the month of February. A total of 137 consents were granted in February.



Granted or Refused Within Statutory Period

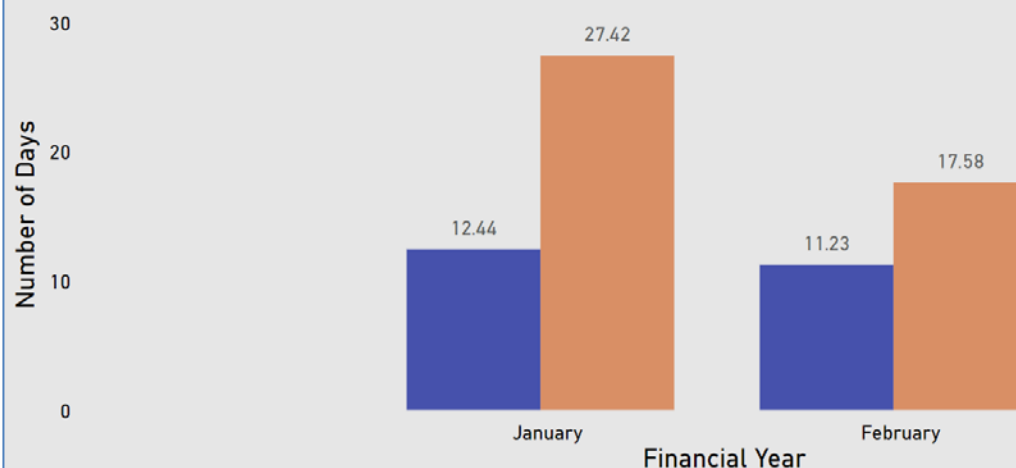
Within Statutory Period ● Yes



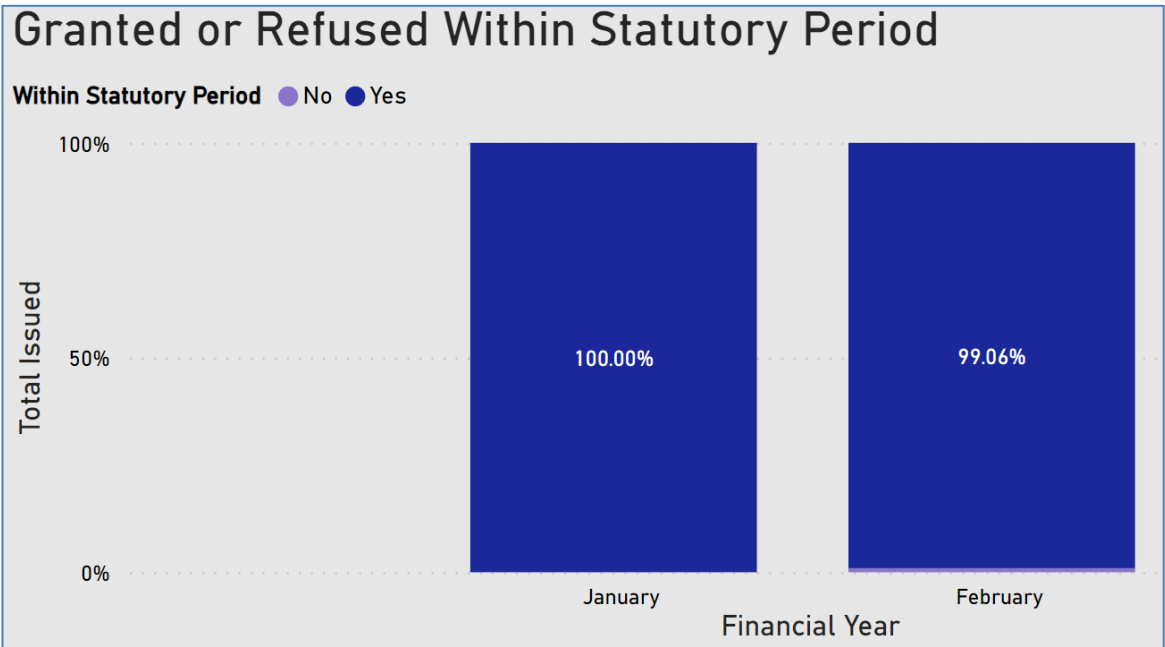
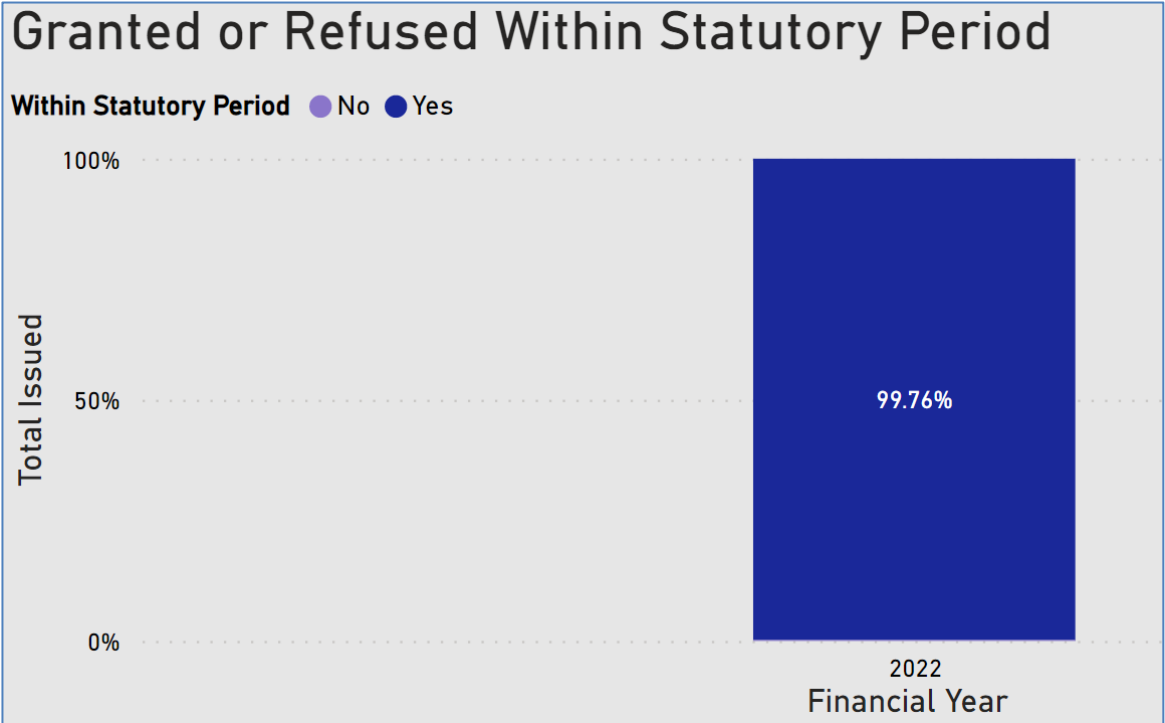
Both the average statutory and calendar days to issue a consent decreased in February. Consent numbers remain steady, and all processing resources are working to capacity to achieve this decrease.

Average Days Per Application

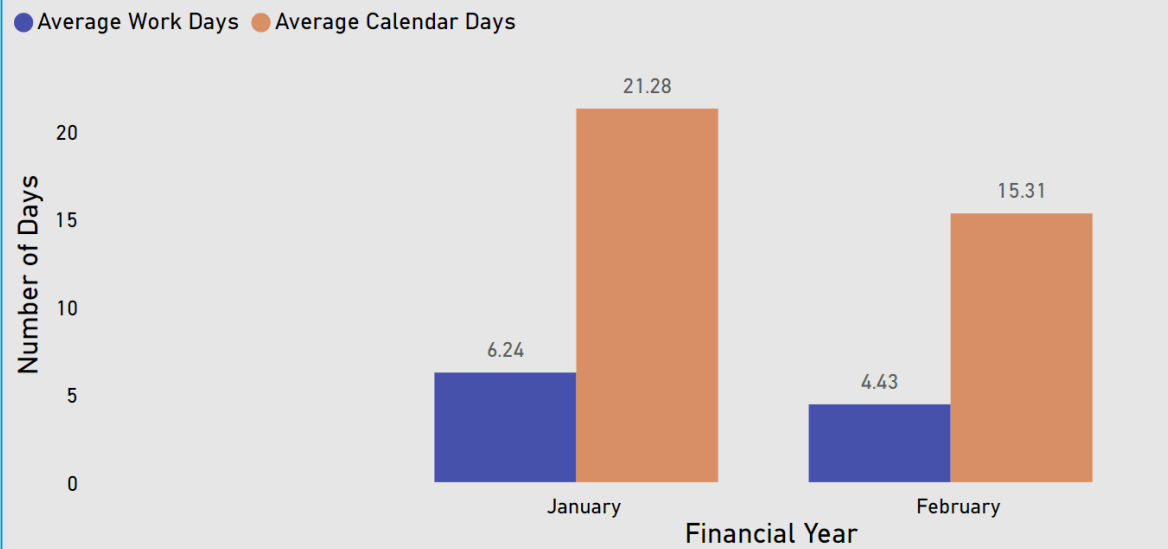
● Average Work Days ● Average Calendar Days



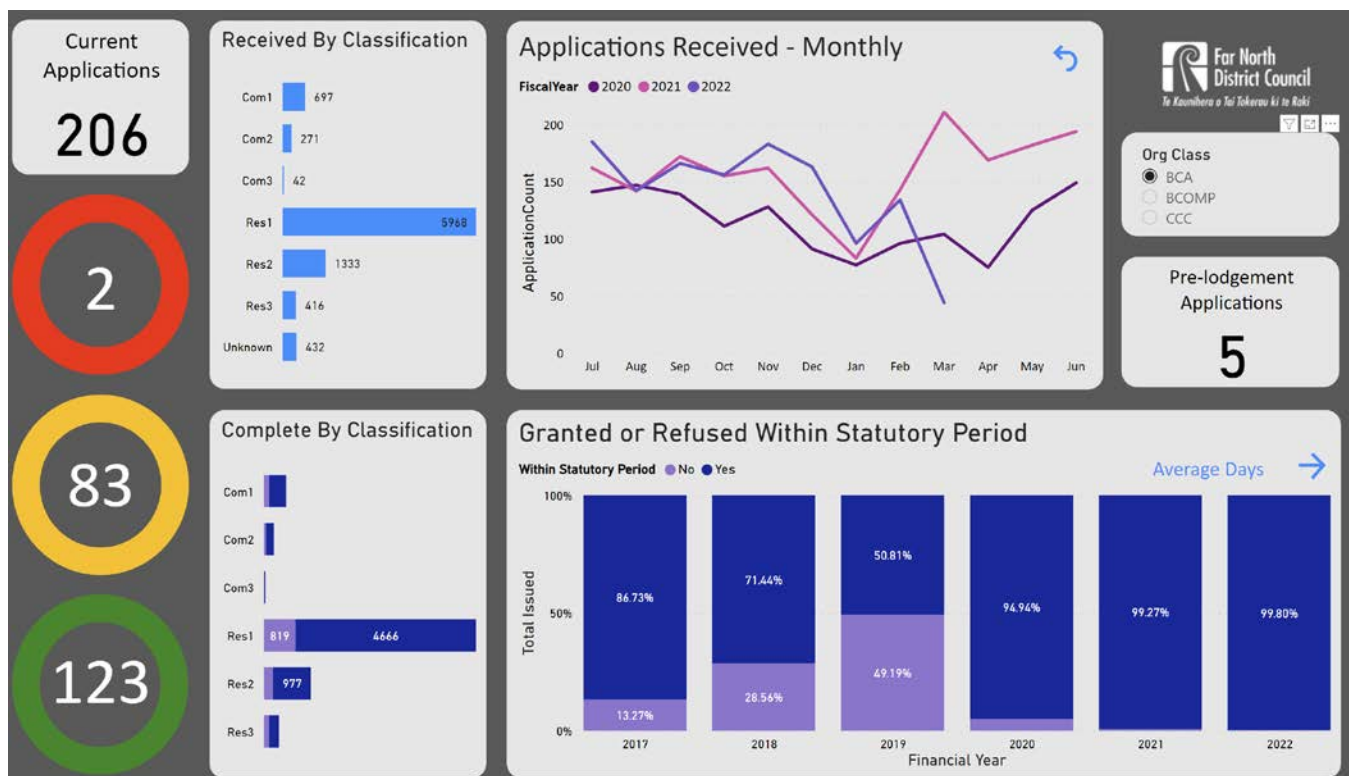
The BCA has achieved a 100% compliance rate for the month of February for issuing code compliance certificates (CCCs). A total of 106 certificates have been issued. Despite the visual representation below, CCCs remain at 100% for the month of February.

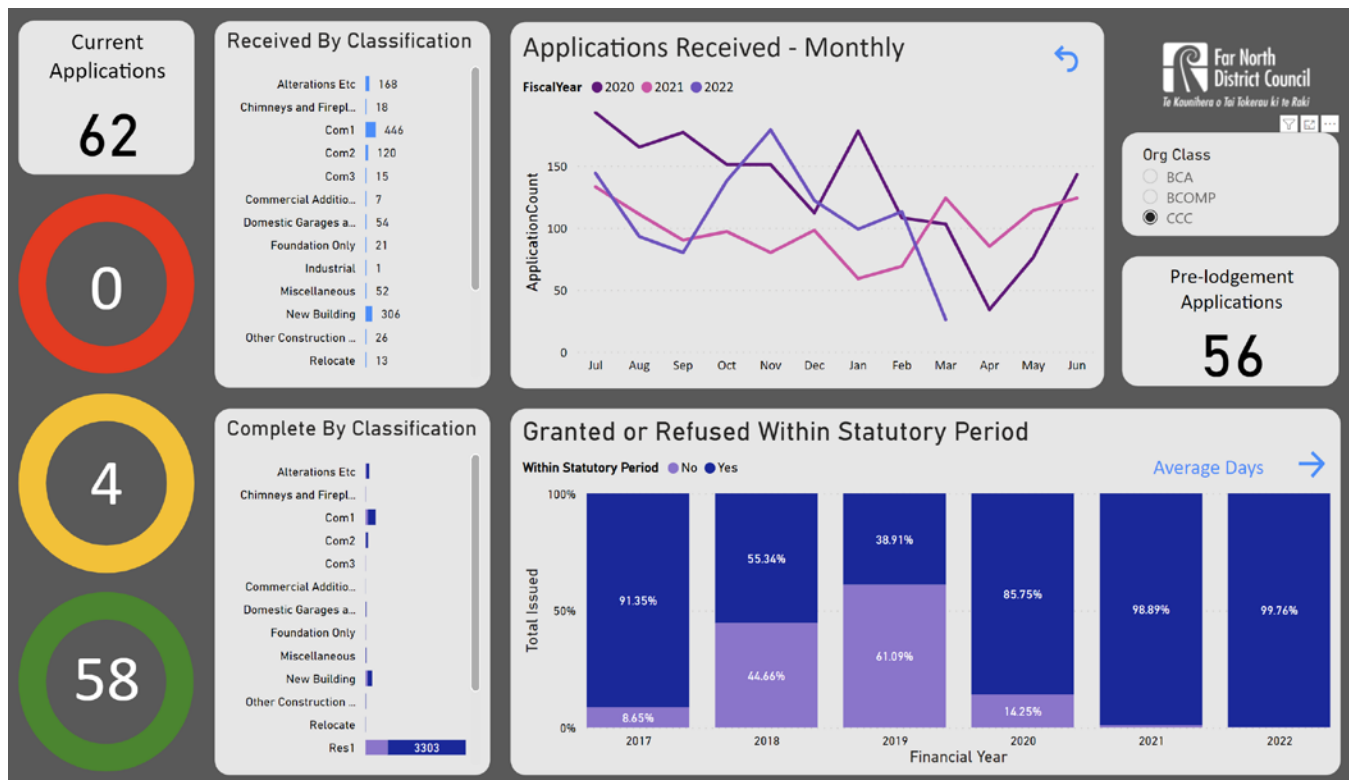


Average Days Per Application

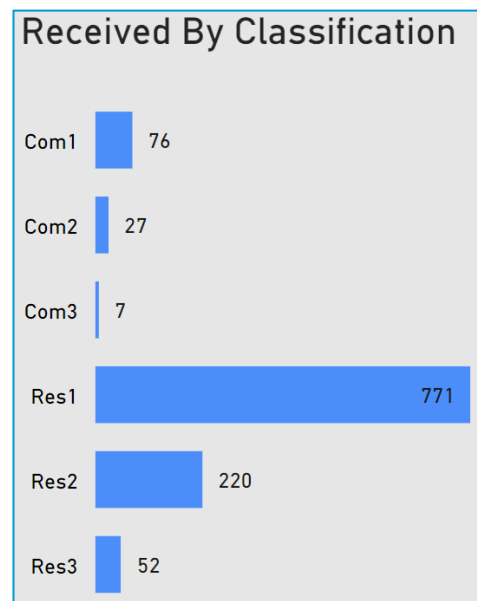
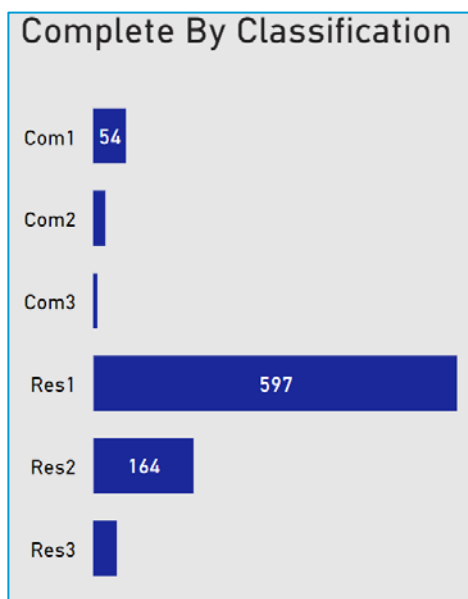


The dashboard below shows the consents currently being processed by the BCA. There are 206 building consent applications and 62 code compliance certificates. It is important to note that the above mentioned consent numbers include consents that are currently on hold awaiting information.





The dashboard below shows the building consent applications received by category. Res 1 applications continue to dominate the current workload of the BCA.



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.

The team's 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.

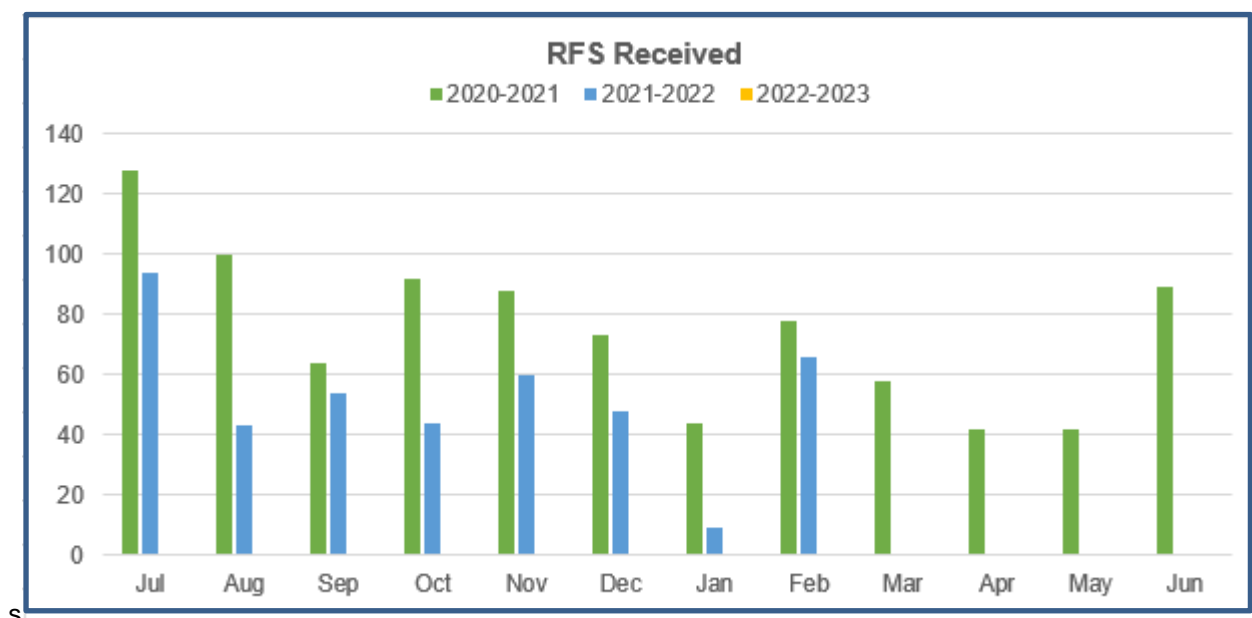
Council ensures compliance by inspecting or monitoring sites to ensure they comply with legislation. Depending on the level of non-compliance, there is a range of enforcement options the Council can take, from education to formal enforcement such as notices and prosecution.

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 (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.

February was a busy month again for incoming RFS. With the easing of Covid restrictions there is a trend of an increase in reported breaches of the Building Act. The Building Compliance team continues to deal with a range of Building Act 2004 non-compliances.



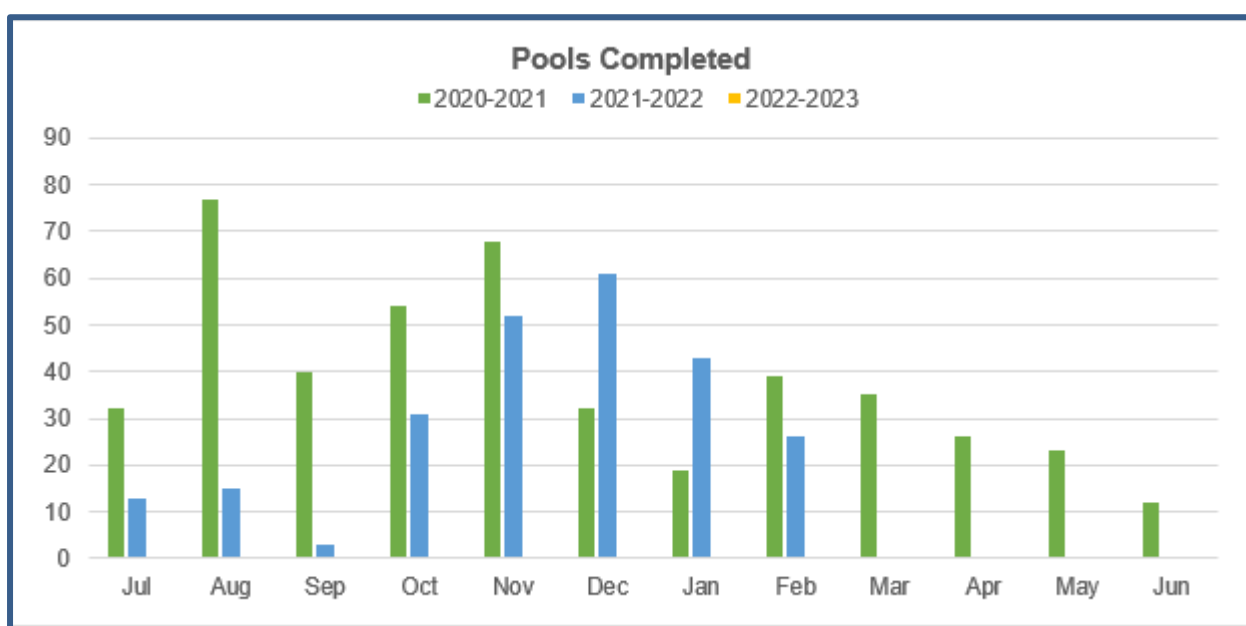
Swimming Pools

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 26 swimming pool inspections were carried out during the month of February, with the completion of inspections on track and as per the allotted inspections for the year.

The swimming pool pass rate was 80% 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 incidents in the district.



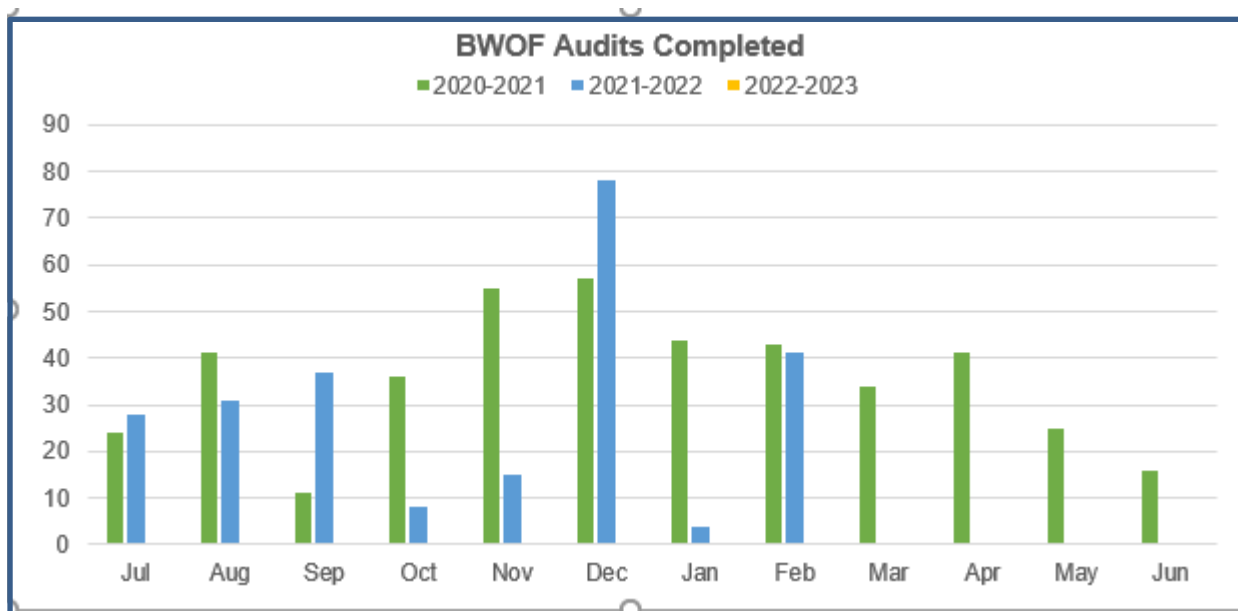
Building Warrant of Fitness (BWOF)

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.

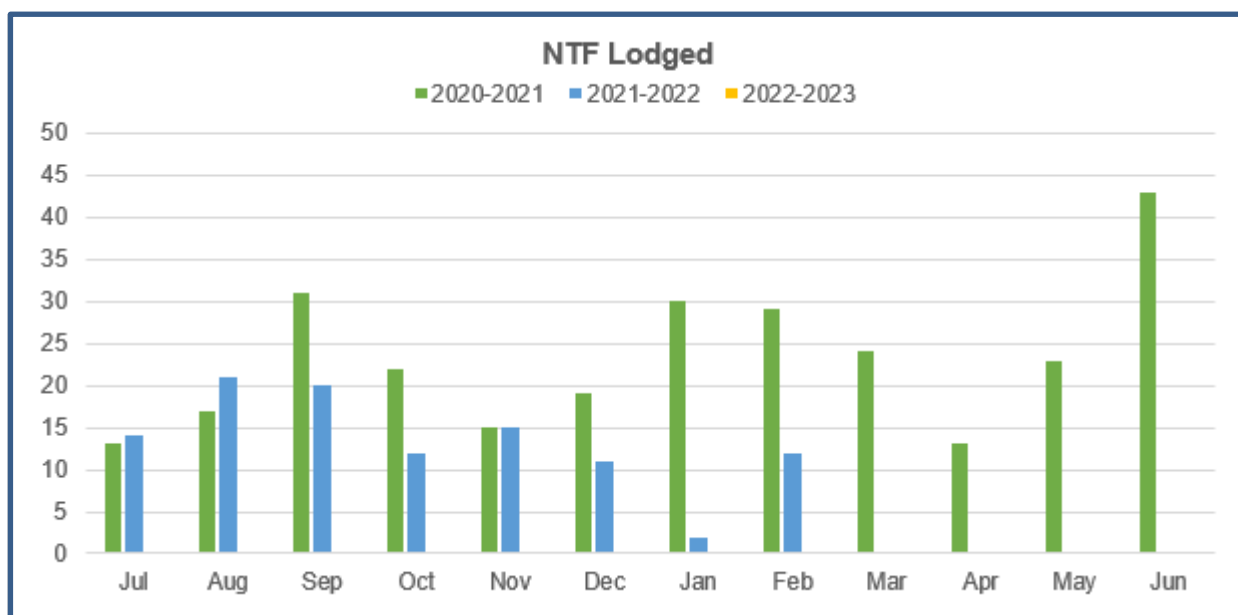
41 BWOF audits were carried out during February as the team embarks on delivering qualitative audits to update existing compliance schedules and maintain scheduled BWOF audit regime.



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.

12 Statutory Notices were served during the month of February for breaches of the Building Act 2004.

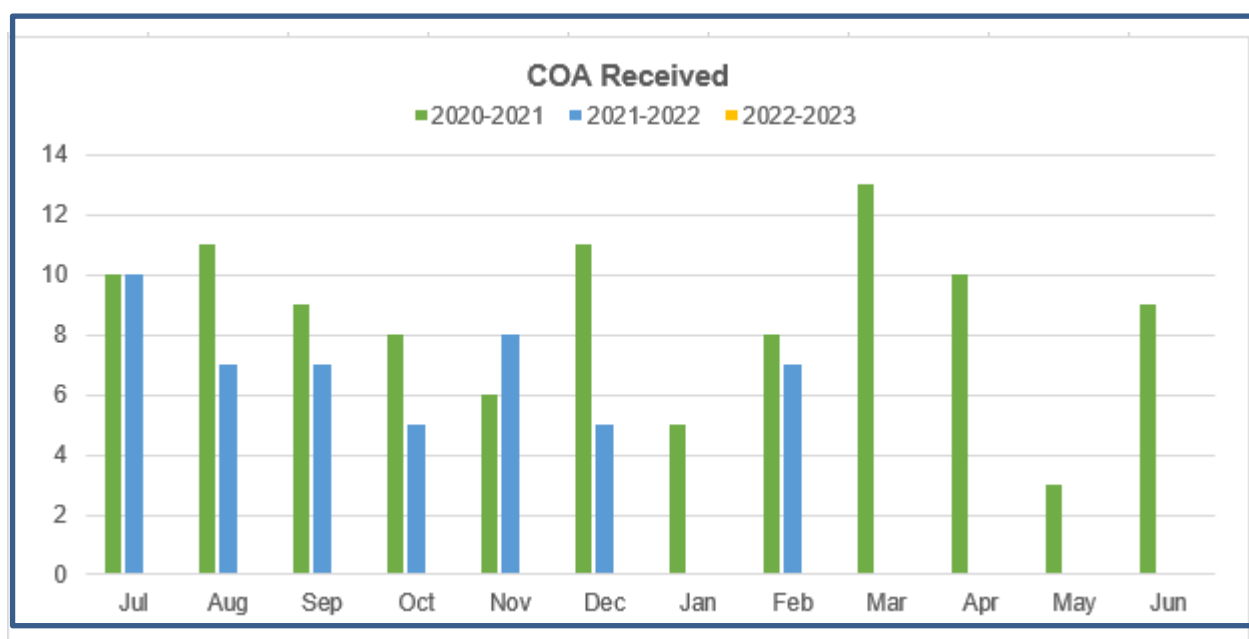


Certificates of Acceptance

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 7 COA applications during the month of February. The number of COA applications remain consistent month to month.



Infringements

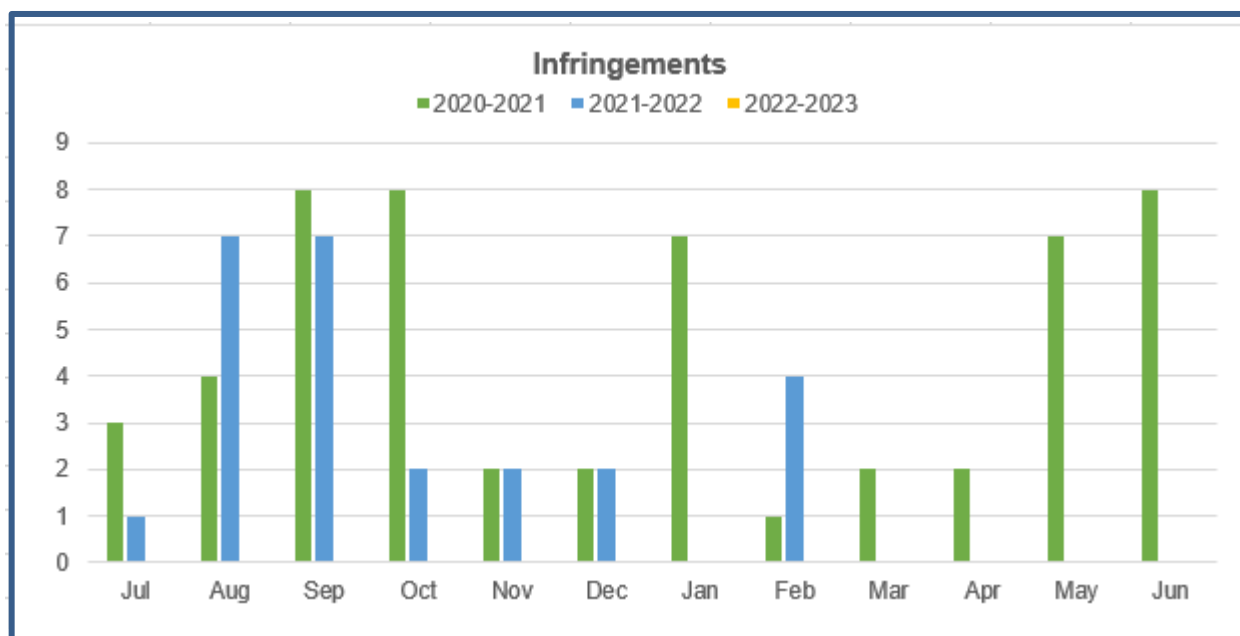
Under Section 372 of the Building Act, an infringement notice may be served on a person if an enforcement officer observes the person committing an infringement offence or has reasonable cause to believe an infringement offence is being or has been committed by that person.

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

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

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

4 infringements were issued during the month of February. Most infringements were for non-compliance with a NTF. A total of \$4,000 in infringements were issued.



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.

Resource Consents

Resource Consents (RC) achieved 68.8% compliance with statutory timeframes in February.

RC issued 75 decisions under the RMA and LGA. Of the 75 decisions, 32 were applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MFE).

109 applications were received during the month. This consists of 69 applications under the Resource Management Act 1991 (RMA), reported as part of statutory timeframes and the remaining 40 were applications under the RMA (not counted) and the Local Government Act (LGA) and the Sale and Supply of Alcohol Act 2012.

The Resource Consents team now has Business Intelligence for reporting, which has enabled more accurate updates to previous graphic information included in reporting.

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 134 applications lodged but unallocated within Council's systems dating back to 10 December 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. An action plan has also been developed to address backlogs.

Monitoring and Compliance

Monitoring and Compliance received 111 Requests for Service (RFS) in February 2022, an increase of 35 RFS on the previous month.

There were 85 noise complaints received and responded to during the month, 61 less than the preceding month. Response times of 88% were seen for urban areas and 92% 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.

24 parking infringements were issued during the month, with a financial value of \$784.

Environmental Health

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

The Environmental Health licensed premises level of service is tracking well. 53.9% of licensed premises have been visited, leaving 105 premises to be visited by 30 June 2022. The level of service target is that 25% of licensed premises are visited once every four years and the team carry out these visits on an annual basis.

A total of 53 RFS were received by Environmental Health in February, a decrease of eight from the previous month.

Animal Management

274 RFS were received for Animal Management in February 2022, 40 urgent and 234 non-urgent.

Animal Management Officers continue to respond to requests within level of service agreed times ($\geq 93\%$), with a 97.5% response rate recorded for urgent responses and 97% for non-urgent.

27 dogs were impounded in February, resulting in 5 being claimed by their owners, 3 dogs taken by a Rescue Group and 11 being adopted out to new homes. A total of 3 dogs were euthanised in February due to not being claimed by an owner and not meeting criteria to be rehomed.

Resource Consents

Introduction

What we do and why

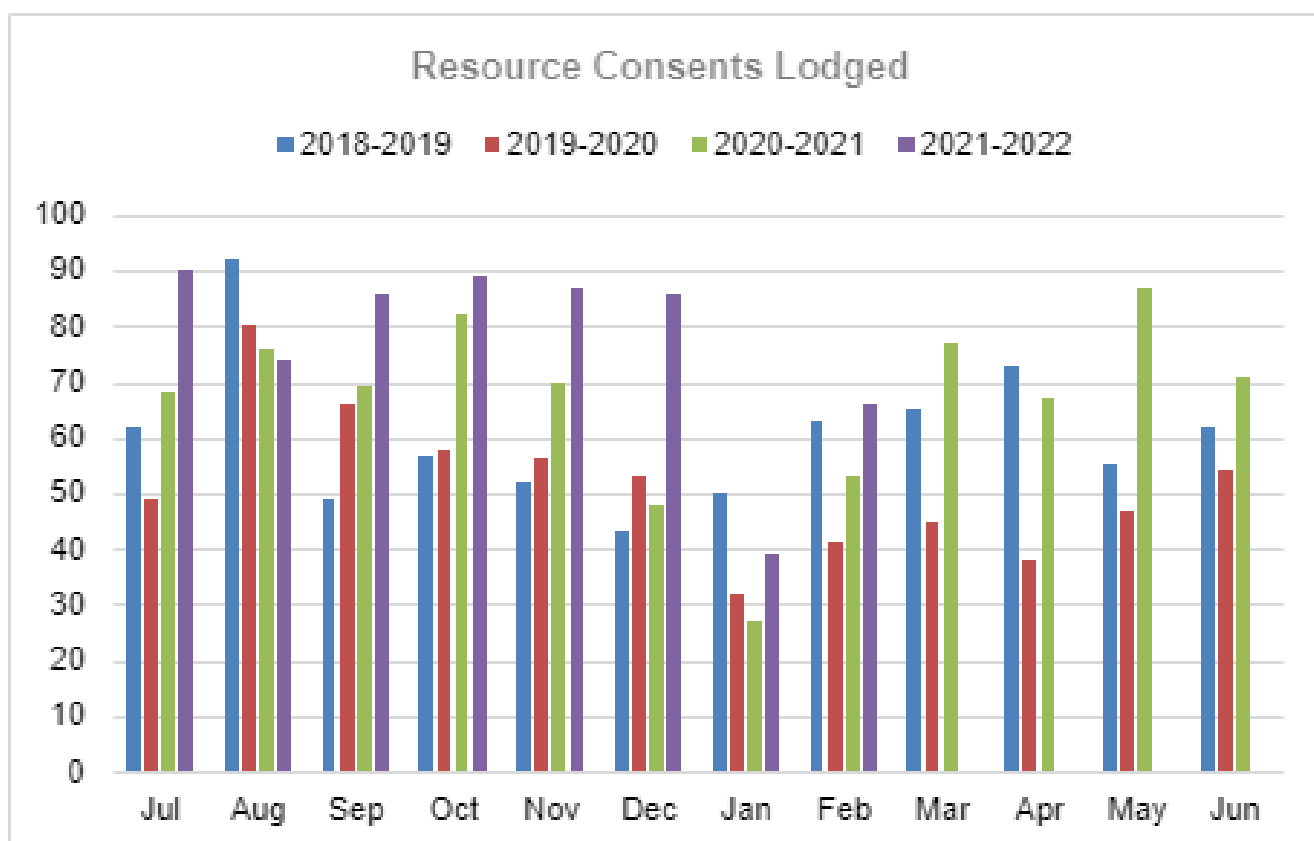
A critical function of Council is enabling the sustainable use, development and protection of the natural and physical resources in our district. This is underpinned by the obligations imposed by the Resource Management Act 1991. Activities and services undertaken include the processing of resource consent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

Levels of Service

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

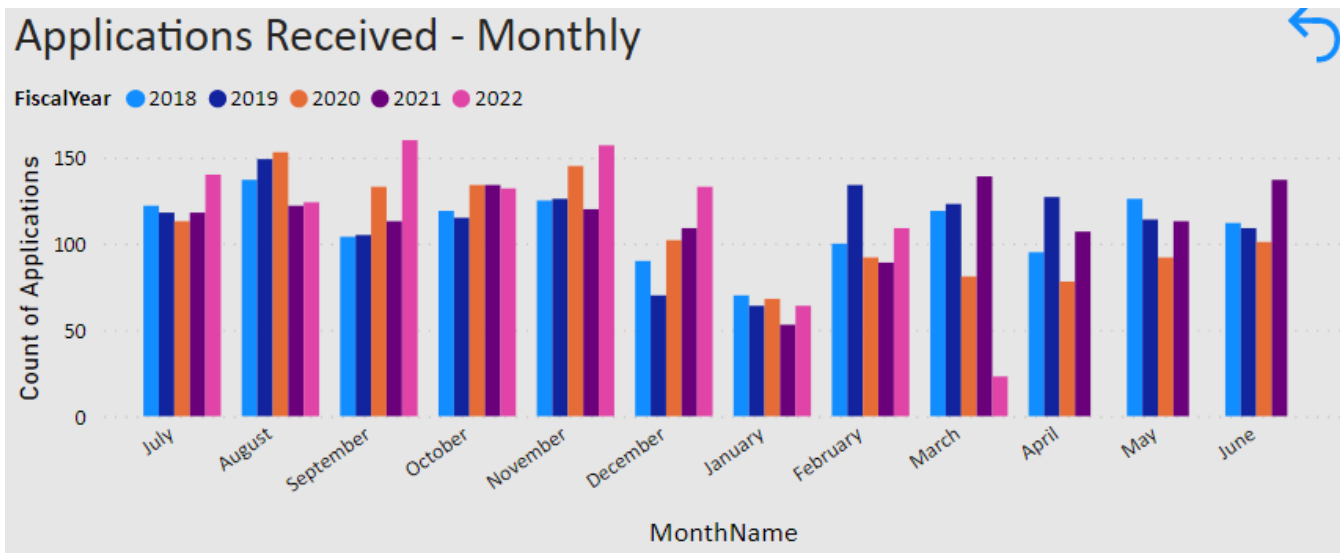
Applications lodged

The graph below shows the RMA applications* received by month over the last four years. Planning support lodged 69 RMA applications in February 2022 compared to 51 in the previous financial year and 39 in the 2019/2020 financial year. This represents a significant increase in the number of RMA applications received in February over the last three financial years.



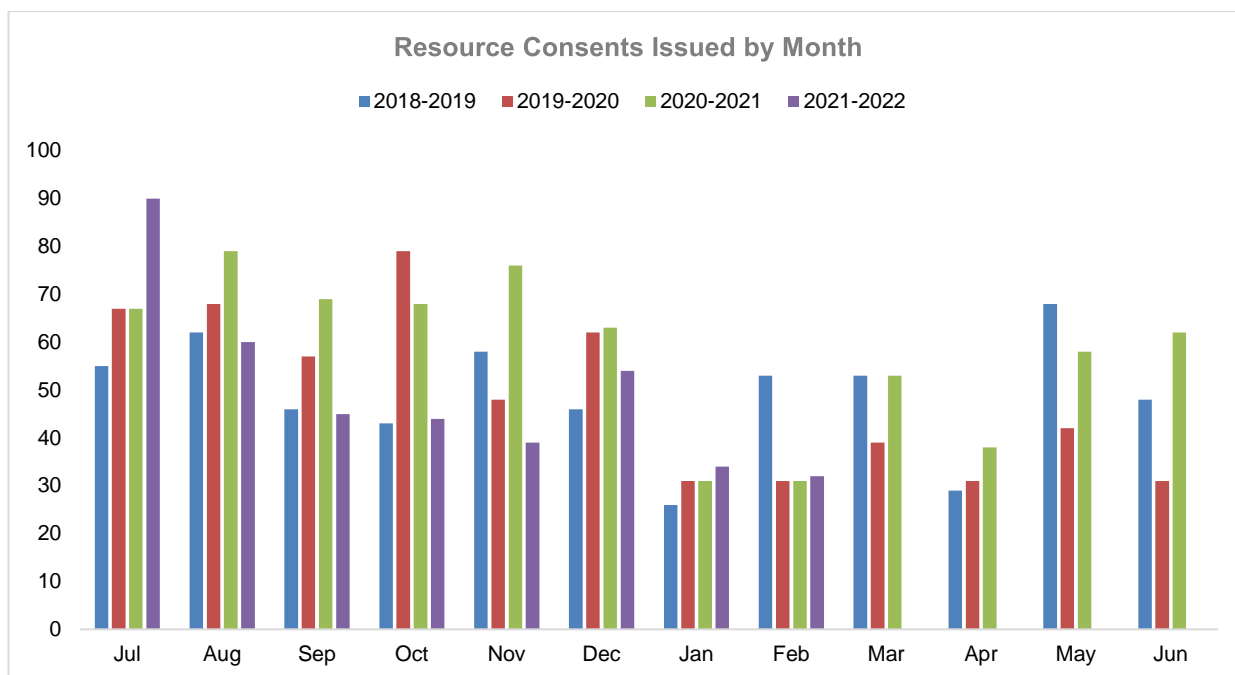
*Refers to applications lodged that require statutory timeframes reporting.

The graph below shows the total number of applications received each month since 2017. The 109 applications received are applications received by Planning Support and sent to allocations in February 2022, the second highest number of applications received in the month of February since the 2017-18 financial year.

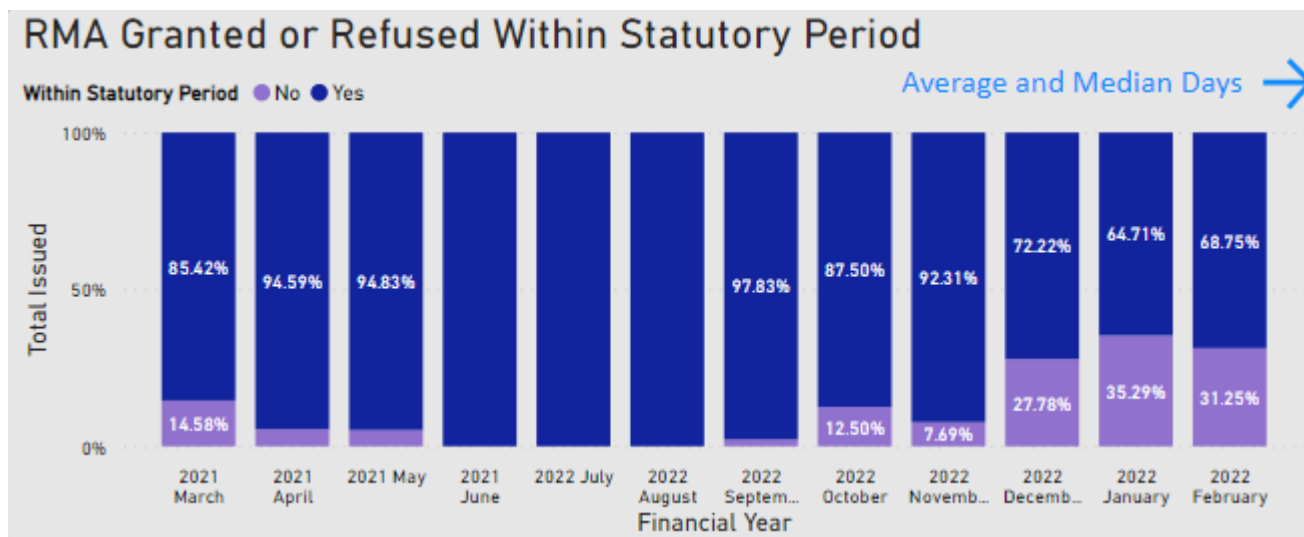


Decisions issued

Resource Consents issued 75 decisions under the RMA and LGA in February 2022. Of the 75 decisions, 32 were applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MFE). 10 consents were outside statutory timeframes in February, resulting in a 68.75% compliance rate.



The Resource Consents Performance graph on the next page shows compliance for the previous twelve months. This shows a level of compliance of 68.75% decisions being within timeframes for February. This reduction is a direct effect of increased volumes, reduced consultant processing capacity and staff vacancies. This is discussed in greater detail below under the Trends and Success Stories heading.



Types of Applications Received

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

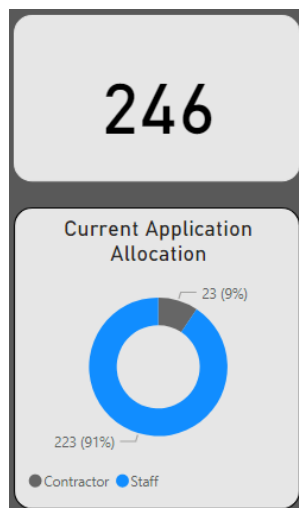
Type of Resource Consent												
	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
Land use	29	14	32	41	28	34	40	45	43	37	21	16
Subdivision	19	9	15	18	26	18	21	22	25	27	13	6
Variation	8	5	6	12	10	3	7	7	5	6	3	3
Permitted Boundary Activity	7	4	7	3	9	7	5	6	2	7	0	2
Extension of Time	1	0	1	0	2	0	0	0	0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

Certificate Applications Received

The table below details the number of certificate and other applications received monthly. This table shows that 43 certificates and Local Government Act (LGA) applications were received in February 2022.

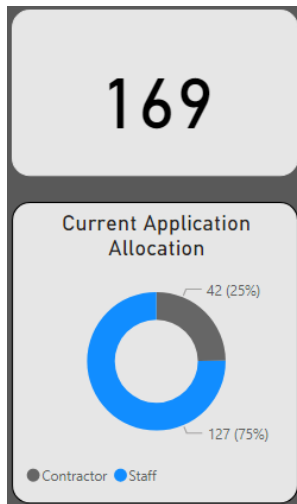
	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
RMA OTH	0		1	0	2	0	0	1	1	0	0	1
RMA OBJ	0	0	0	2	1	2	2	4	3	1	0	1
CER221	0	0	0	1	0	2	2	0	2	0	1	0
CER223	22	18	19	14	20	13	25	16	21	14	7	7
CER224	4	14	24	9	14	10	17	14	19	14	8	12
CER348	0	0	0	2	0	2	0	0	2	1	0	1
CERBND	6	1	0	0	0	0	0	0	0	0	1	0
CEROTH	4	1	0	0	0	0	0	0	0	3	0	0
LGA348	2	2	2	4	2	3	3	1	2	2	2	0
LGAEWK	15	16	6	14	11	16	19	11	17	18	9	20
LIQCOC	0	1	2	7	2	3	6	0	3	2	2	1
Total	53	52	53	51	49	49	74	47	70	54	29	43

Internal staff versus consultant planners



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

There are 223 (91%) of current applications allocated to internal staff and 23 (9%) with consultant planners.



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

There are currently an additional 134 applications lodged but unallocated in the council's system, bringing the total number of applications to 549.

Trends, News and Success Stories

Hearings

There was one hearing in February on which a decision has not yet been determined.

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 previously 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 134 applications lodged but unallocated within Council's systems dating back to 10 December 2021.

Resource Consents are attempting to gain additional consultant planners and engineering capacity and actively recruiting to fill vacancies in the team. This is adversely affecting statutory timeframes as shown in the decreasing performance in the period of September 2021 until 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.

Customer and Relationships

Resource Consents had 55 surveys sent out in February 2022 with 23 responses received, giving the team a response rate of 38.2%. There were 16 satisfied customers, 2 neutral customers and 5 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.

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

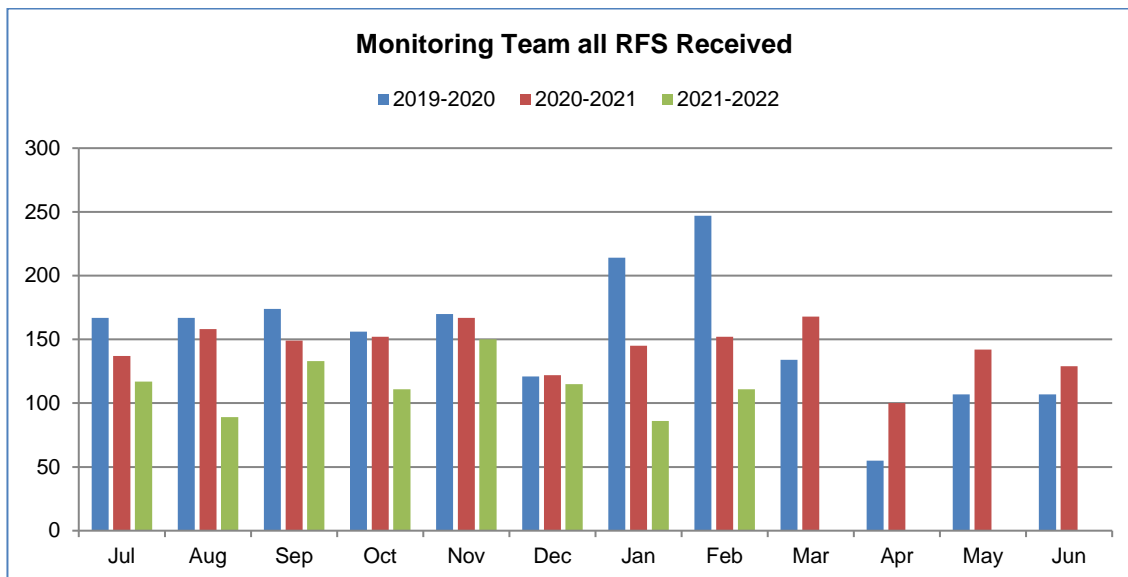
Monitoring is comprised of a team leader, five monitoring officers, two resource consent monitoring officers (one of which is a fixed-term position) and a parking enforcement officer. Ian Wilson, current Team Leader, finishes in the role on 11 March and starts as Manager Health, Safety and Wellbeing on Monday 14 March. Ian's replacement will start on 19 April 2022. An applicant has been offered the vacant 24-month fixed term resource consent monitoring role and will start in March.

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

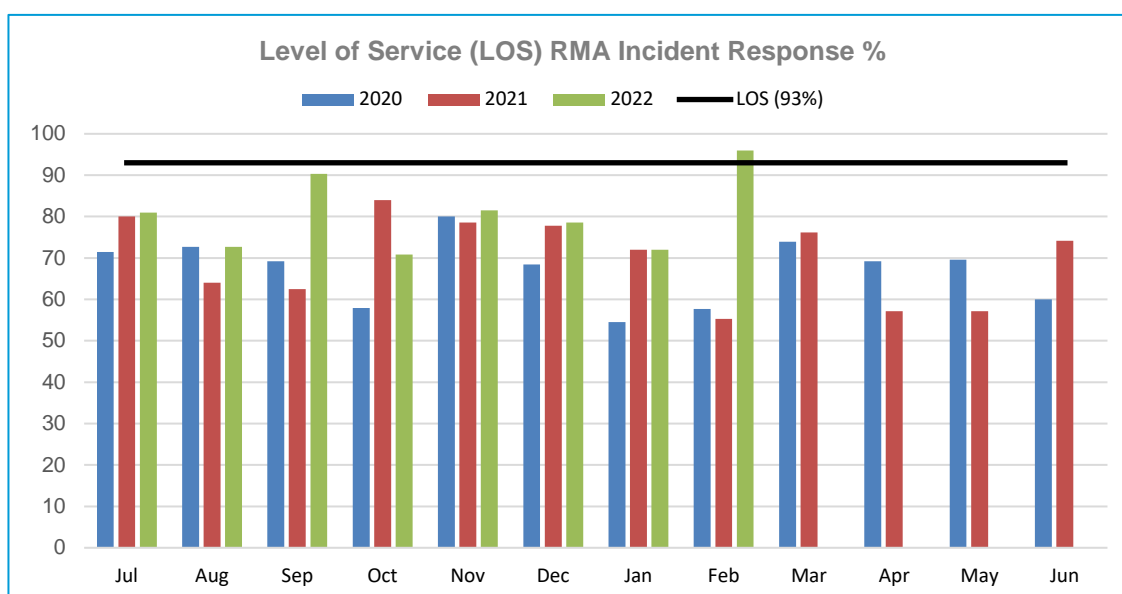
The following graph shows all Requests for Service (RFS) received monthly over the last three financial years by Monitoring. These RFS reflect all responsibilities held by Monitoring. The following sections break down those requests into areas of legislation.



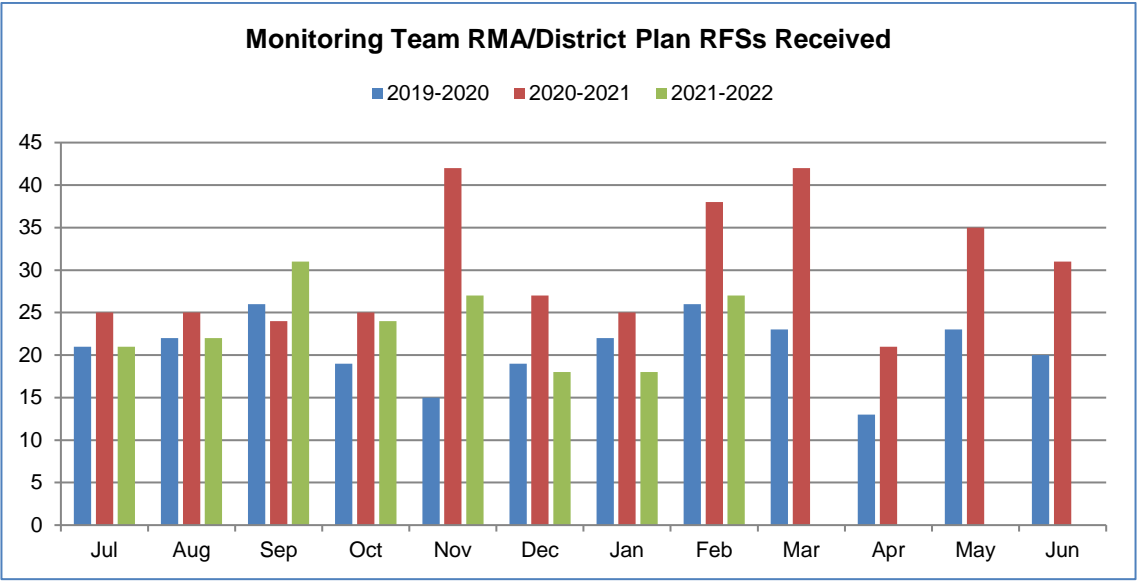
Resource Management Act 1991

A large amount of the work conducted by Monitoring falls under the Resource Management Act 1991 (RMA). This section reports the results of those responsibilities. The LTP level of service for responding to RMA incidents is 93% of customers acknowledged within three working days. The table and graph below 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 February was 96%, up from 72% in January and the first time this financial year the KPI has been met.

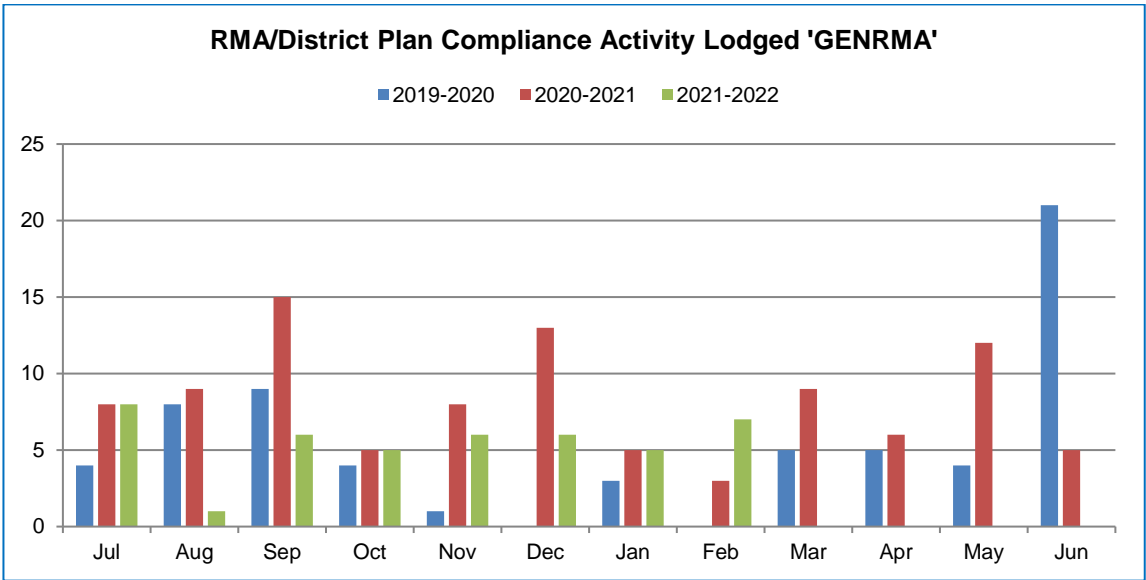
2022	On Time	Over Time	Grand Total	LOS %
Jul	17	4	21	81
Aug	16	6	22	73
Sep	28	3	31	90
Oct	17	7	24	71
Nov	22	5	27	81
Dec	11	3	14	79
Jan	13	5	18	72
Feb	26	1	27	96



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

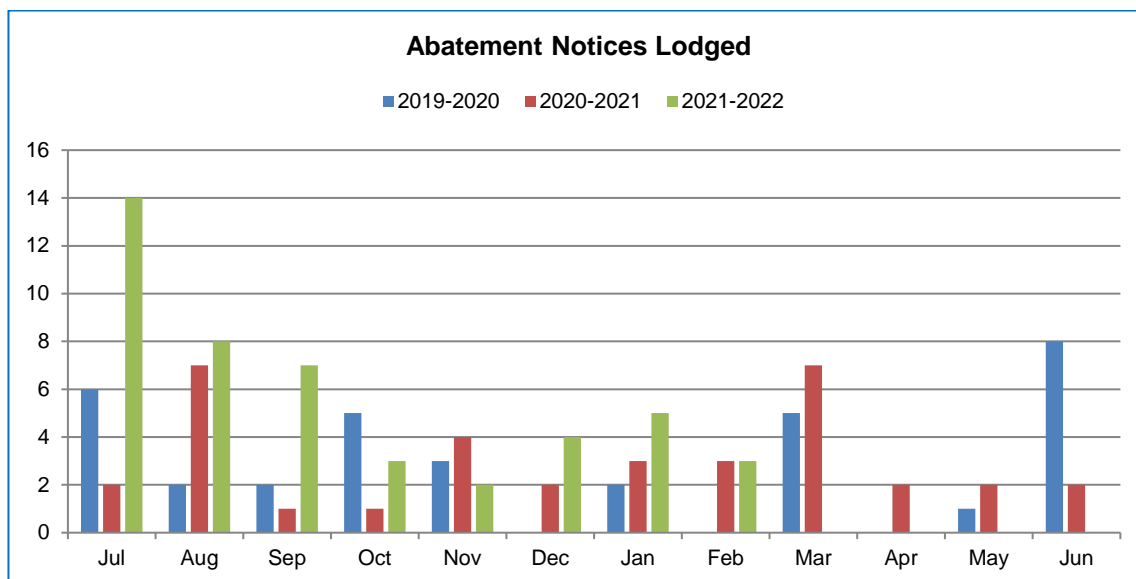


If an RMA/District Plan RFS results in further investigation, a new application is created in the Council system called a 'GENRMA' and research and evidence is recorded with case notes in support of any legal notices, such as abatement notices and environmental infringement notices. The graph below shows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

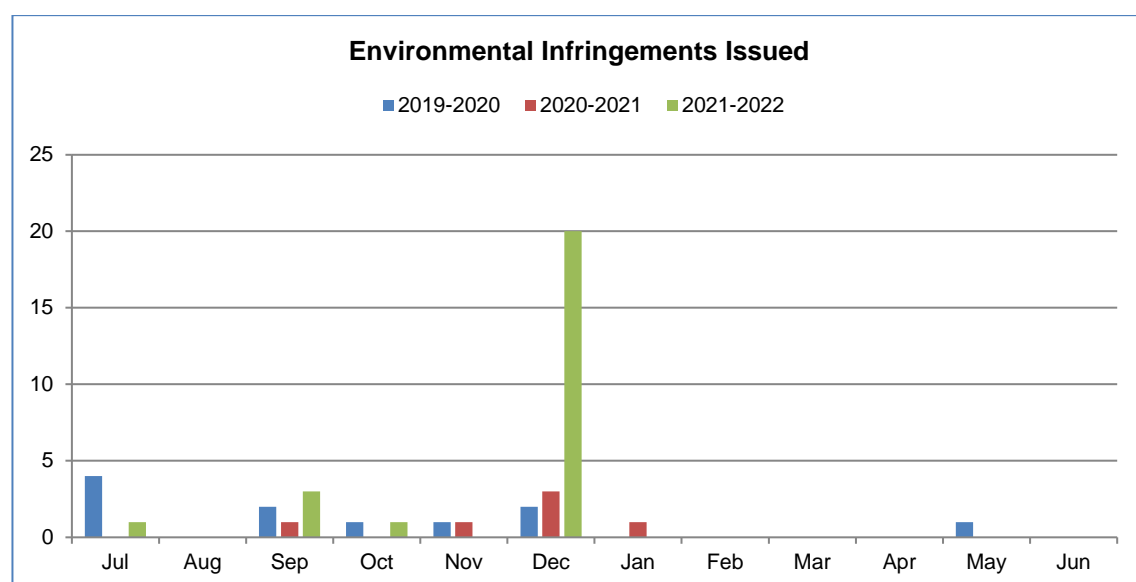


Although Monitoring's policy is to promote voluntary compliance with the District Plan, there comes a point in an investigation where it becomes necessary to escalate the enforcement process. The RMA allows a warranted monitoring officer to issue an abatement notice to direct an offender to do something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

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



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



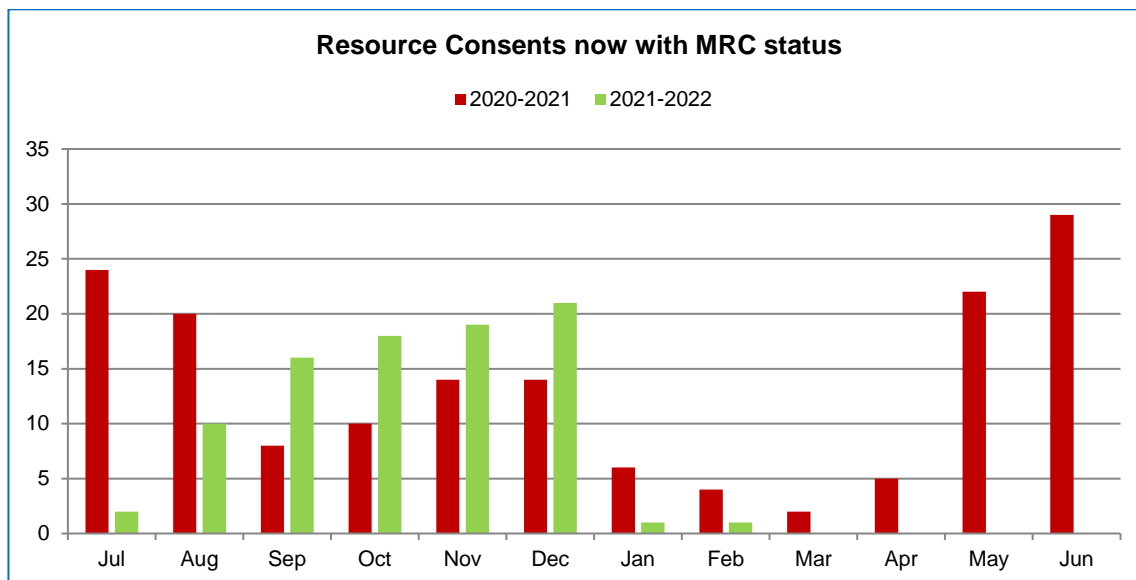
Resource Consent Monitoring

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 RFSs

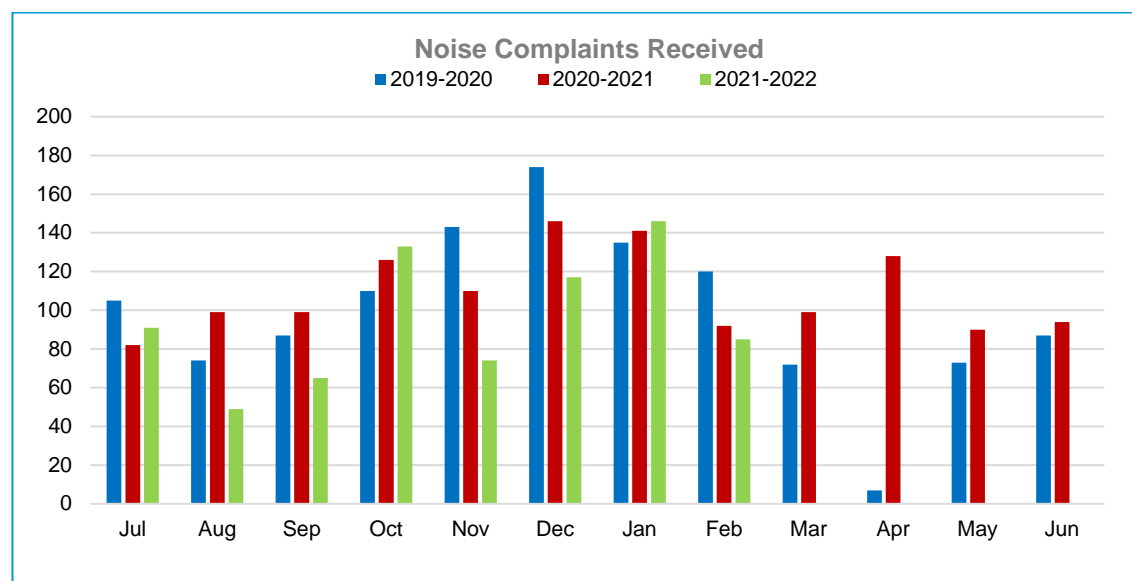
A business improvement initiative in July 2021 removed the requirement to create a new MRC application for each resource consent (RC) decision issued. The historic backlog of unmonitored MRC applications is recorded within Council's system. There are currently 502 historic MRC applications going back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

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

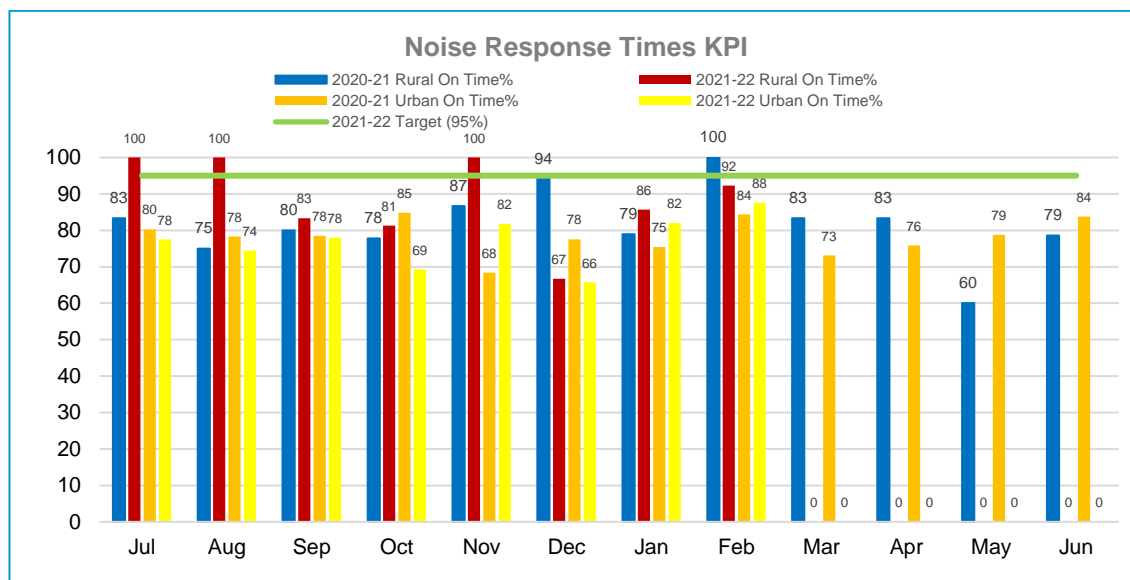


Noise

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



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

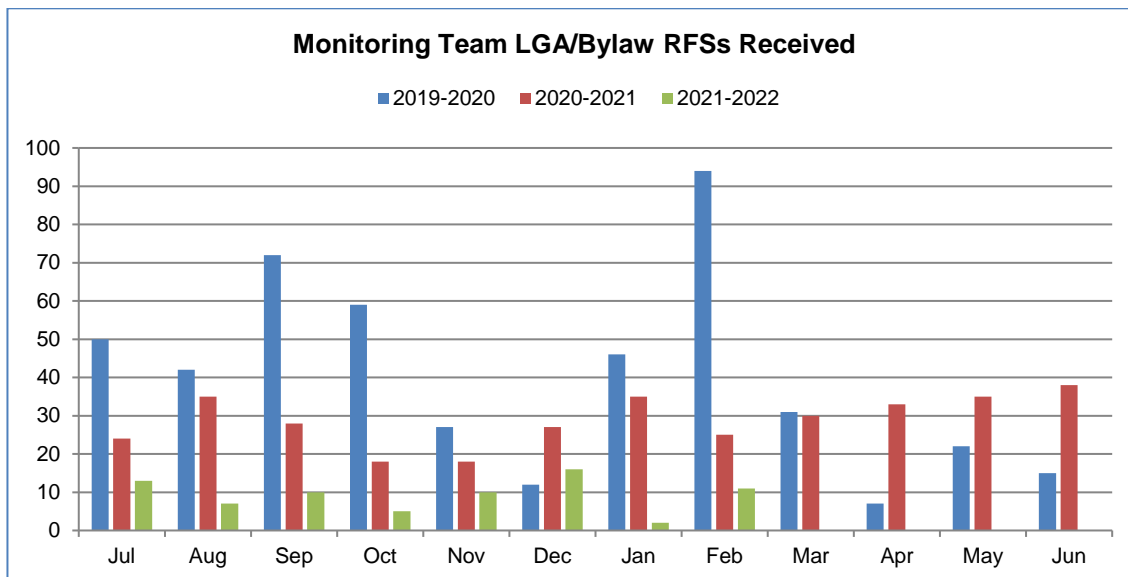


In the RMA, the term excessive noise means any noise that is under human control and of such a nature as to unreasonably interfere with the peace, comfort, and convenience of any person (other than a person in or at the place from which the noise is being emitted). Noise assessment by First Security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

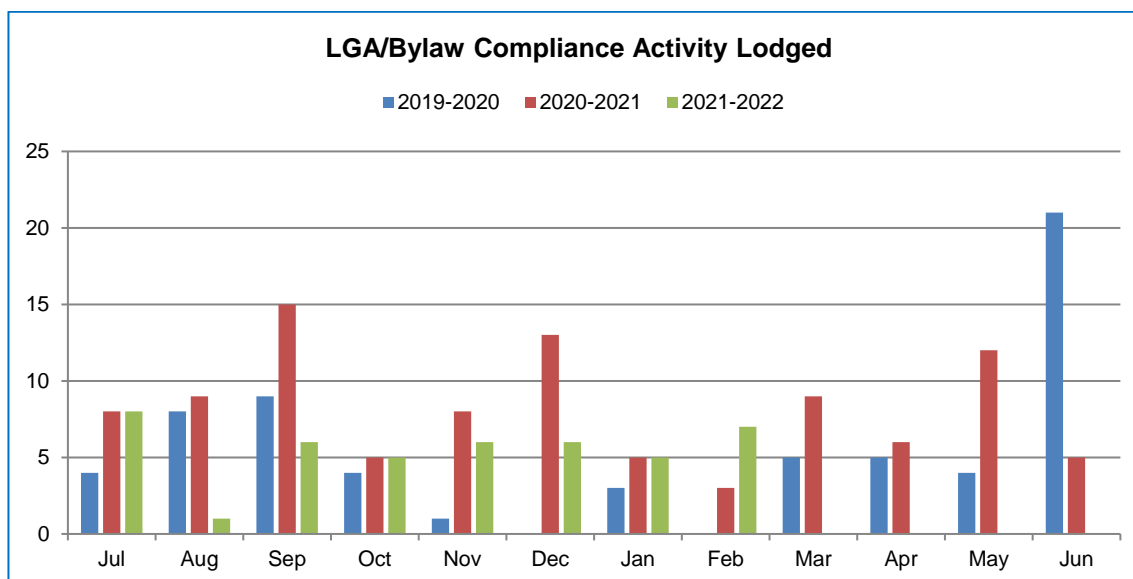
Action Taken 2021-2022	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
Abatement Notice Issued	0	0	1	0	0	0	0	0
Excessive Noise Directive Issued	7	6	13	25	10	11	21	6
No Action Taken	65	38	34	77	43	72	92	59
Seizure Performed		1		4	0	0	0	0
Verbal Warning Issued	19	4	17	27	21	34	33	20
Grand Total	91	49	65	133	74	117	146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

Local Government Act 1974/2002

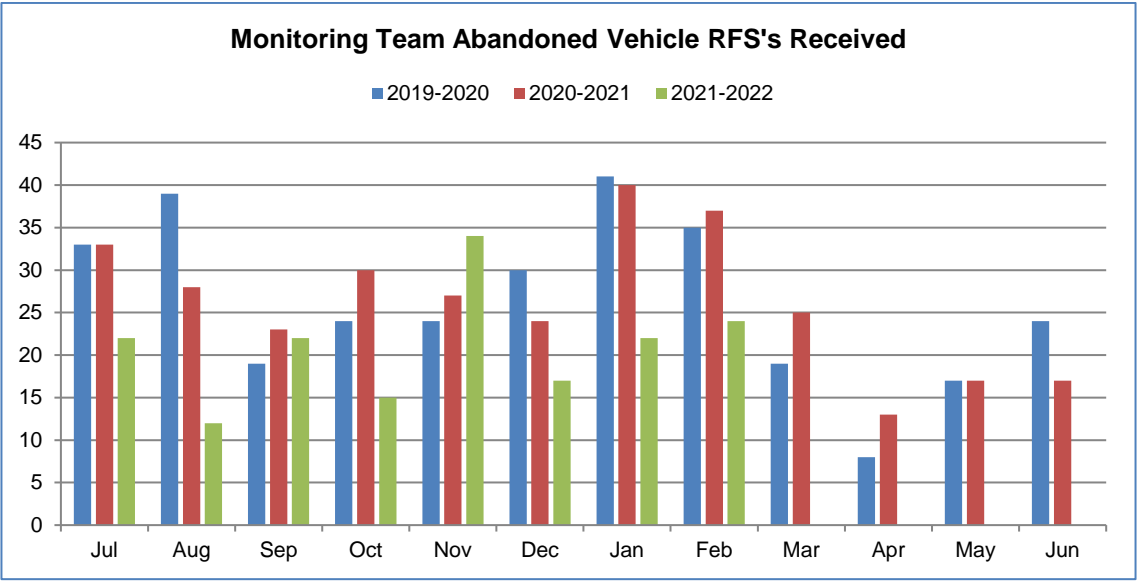
The Local Government Act (LGA) is the legislation behind most of the bylaws administered by Monitoring. The LGA can also be used for issues such as encroachments onto public places and roads. The graph below shows RFS received by Monitoring for LGA/Bylaw incidents over the last three financial years.



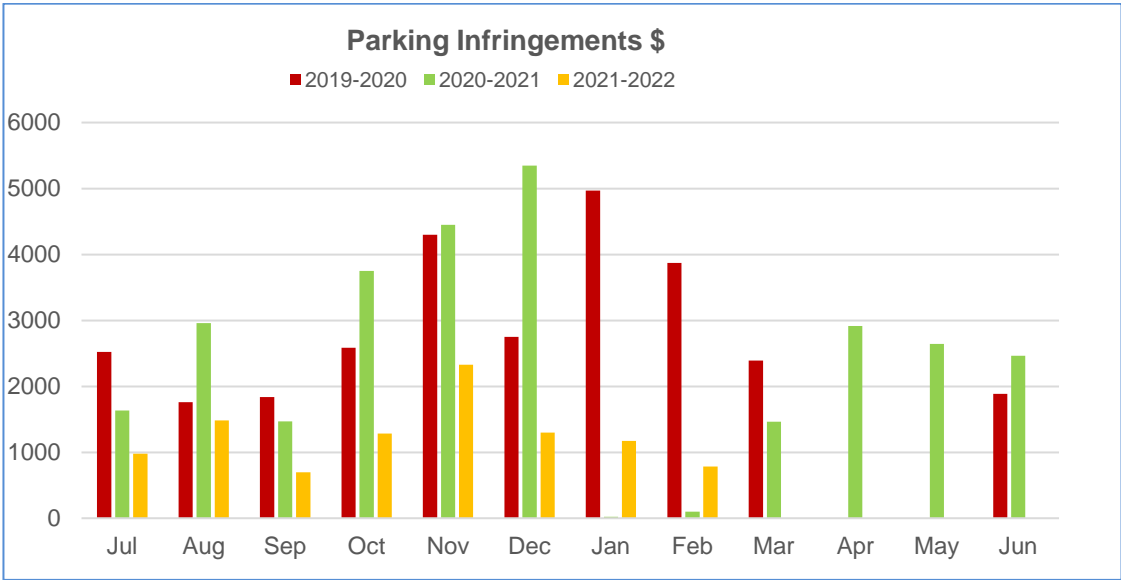
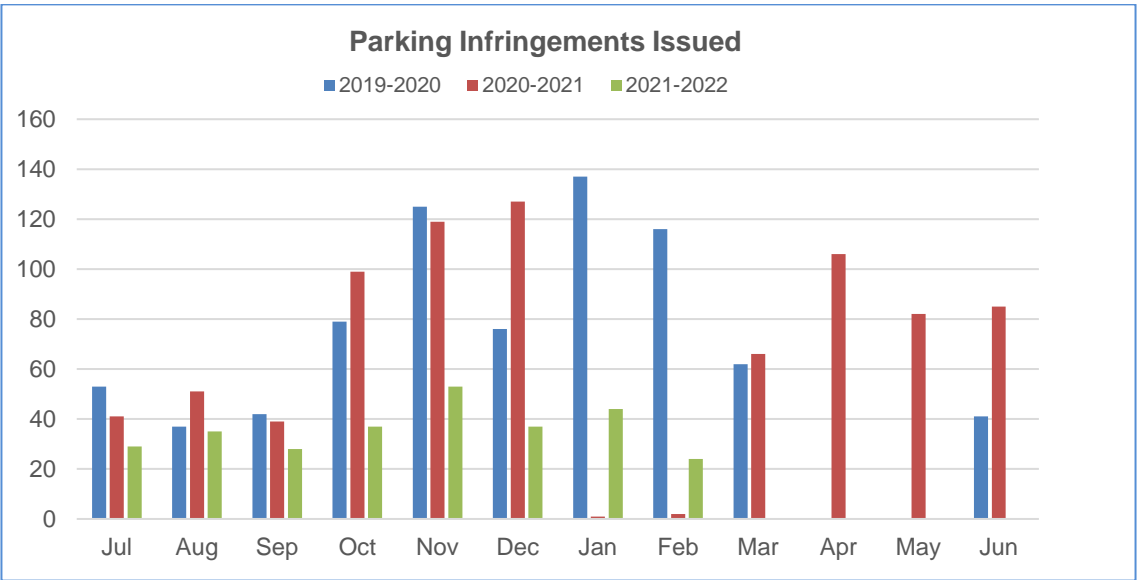
As with the RMA and all other legislation used by Monitoring, escalated investigations prompt the creation of an application in the Council system, which allows for the recording of research, evidence etc. For the LGA these applications are called 'GENBYL'. The graph below shows GENBYLs created by Monitoring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

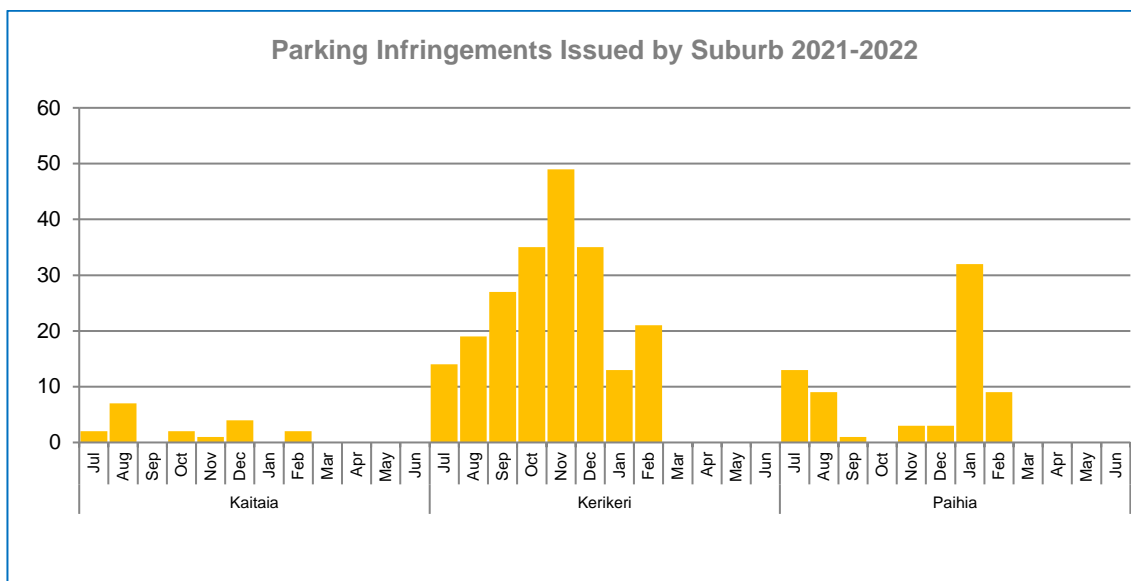
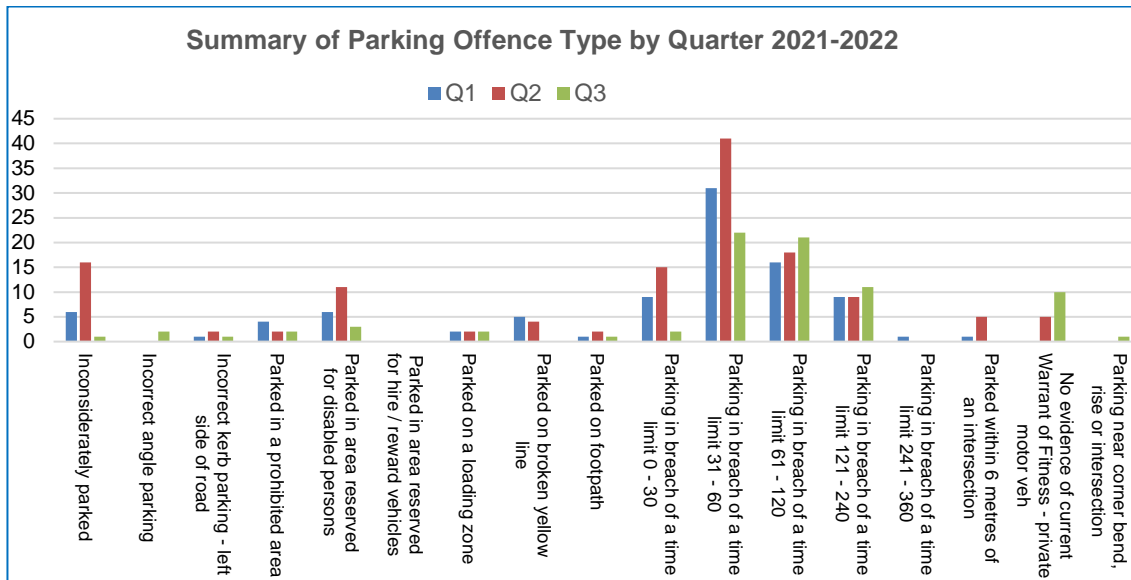


The following graph shows RFS received for the removal of abandoned vehicles. Section 356 of the Local Government Act 1974 authorises a territorial authority to remove abandoned vehicles under certain circumstances.



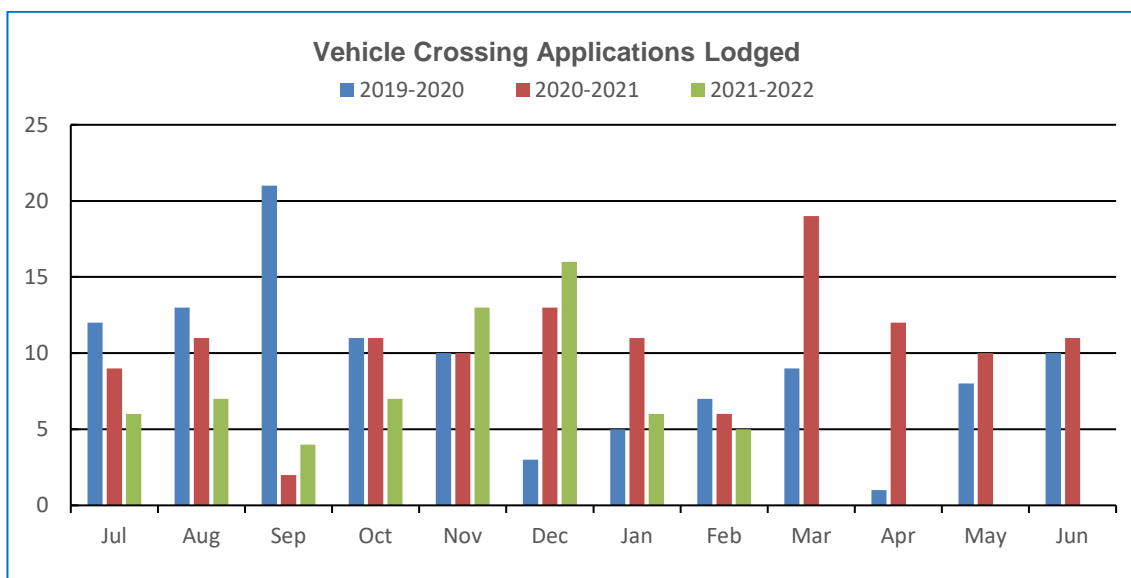
Parking





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

274 RFS were received for Animal Management in January 2022, 40 urgent and 234 non-urgent.

Animal Management Officers continue to respond to requests within level of service agreed times ($\geq 93\%$), with a 97.5% response rate recorded for urgent responses and 97% for non-urgent.

Impounded Dogs

27 dogs were impounded in February, resulting in 5 being claimed by their owners, 3 dogs taken by a Rescue Group and 11 being adopted out to new homes. A total of 3 dogs were euthanised in February due to not being claimed by an owner and not meeting criteria to be rehomed.

Dog Adoptions

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

- 5 within the Far North District
- 1 to Christchurch
- 1 to Auckland
- 1 to Hamilton
- 1 to Upper Hutt
- 1 to Pukekohe
- 1 to Wakefield

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 23 infringements issued in February for non-registration by the Animal Management team.

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

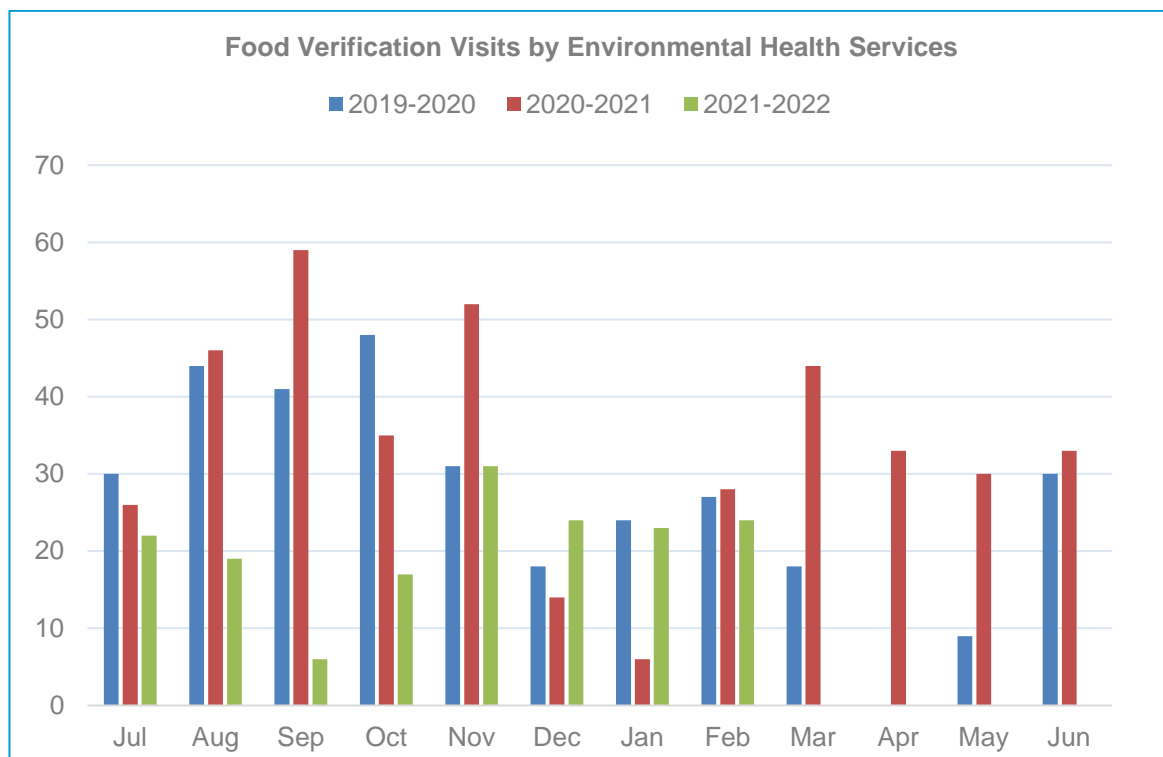
Levels of Service

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:** 96% **Last Year:** 92%

During February 2022, 25 verifications were scheduled. Of the 25 scheduled verifications, 24 were completed. The only verification not to take place was cancelled as the operator was not available due to sickness. This verification will be rescheduled. The following graph shows the 24 verifications completed.

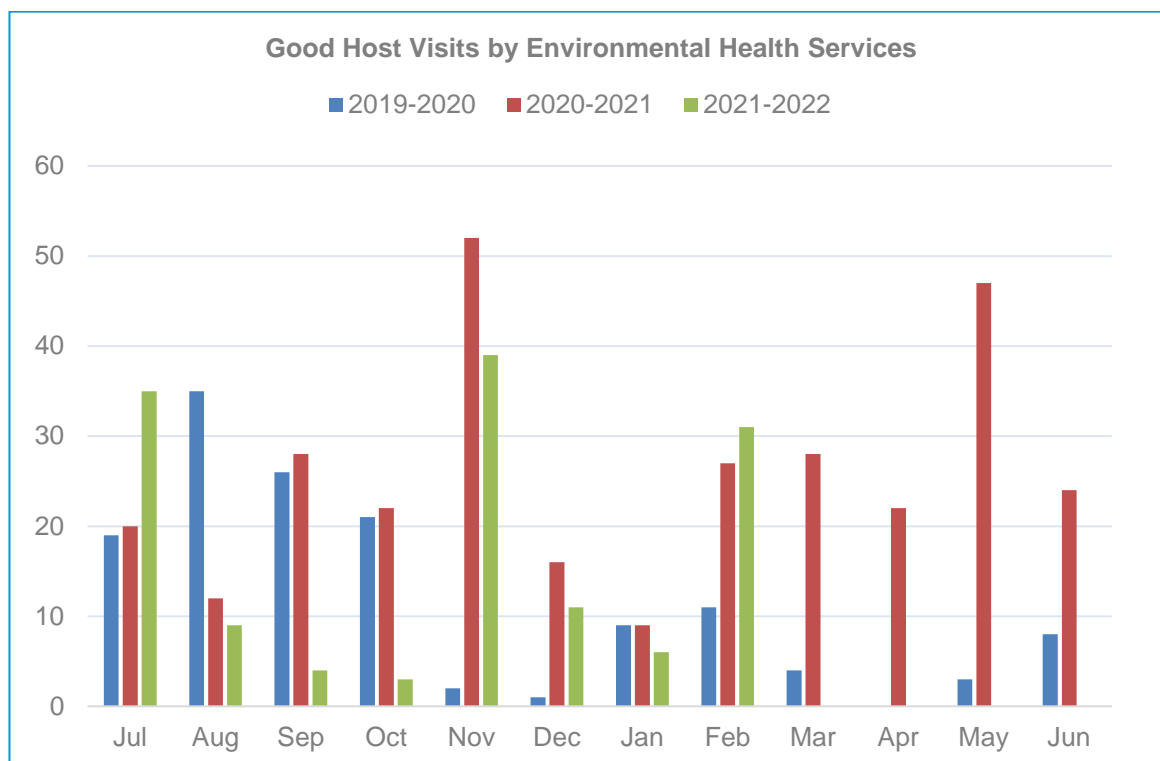


Level of service 8.4.1. All licensed premises are visited for Host Responsibility inspections at least once every four years.

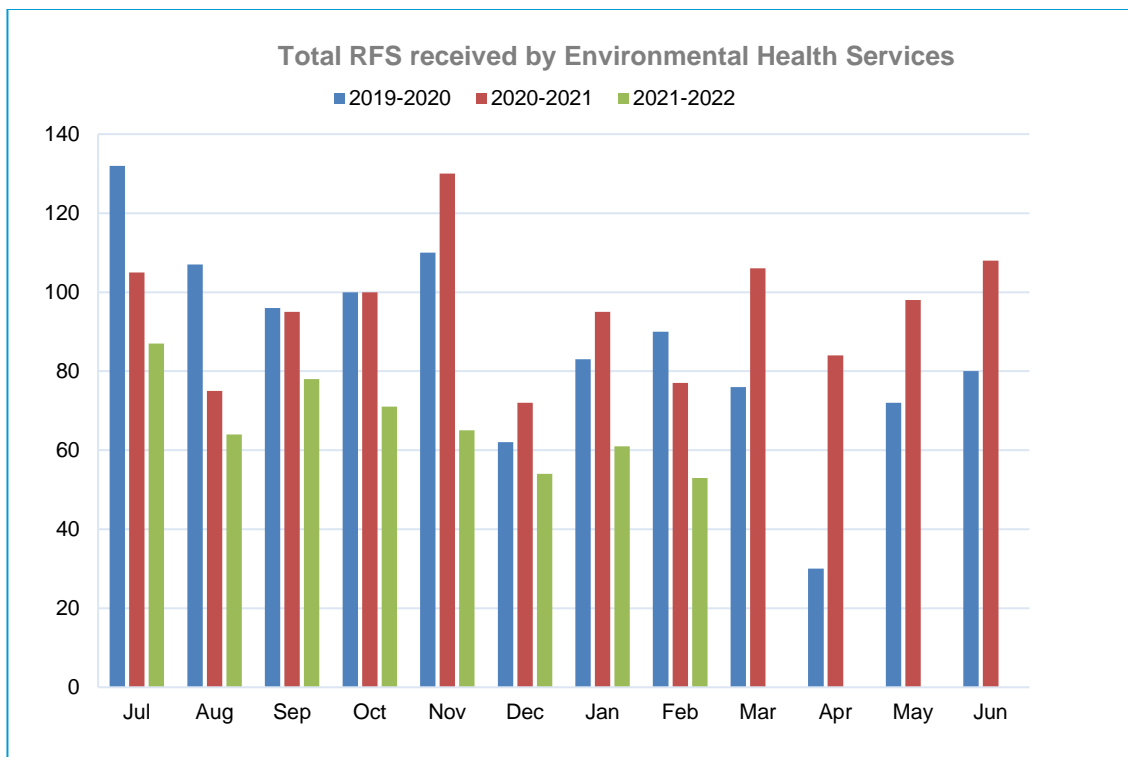
Target: ≥25% **This Month:** 53.9% **Last Month:** 41.7% **Last Year:** 100%

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

During February 2022, 31 visits were completed by EHS. For the remainder of this reporting year there is a total of 105 visits to complete.



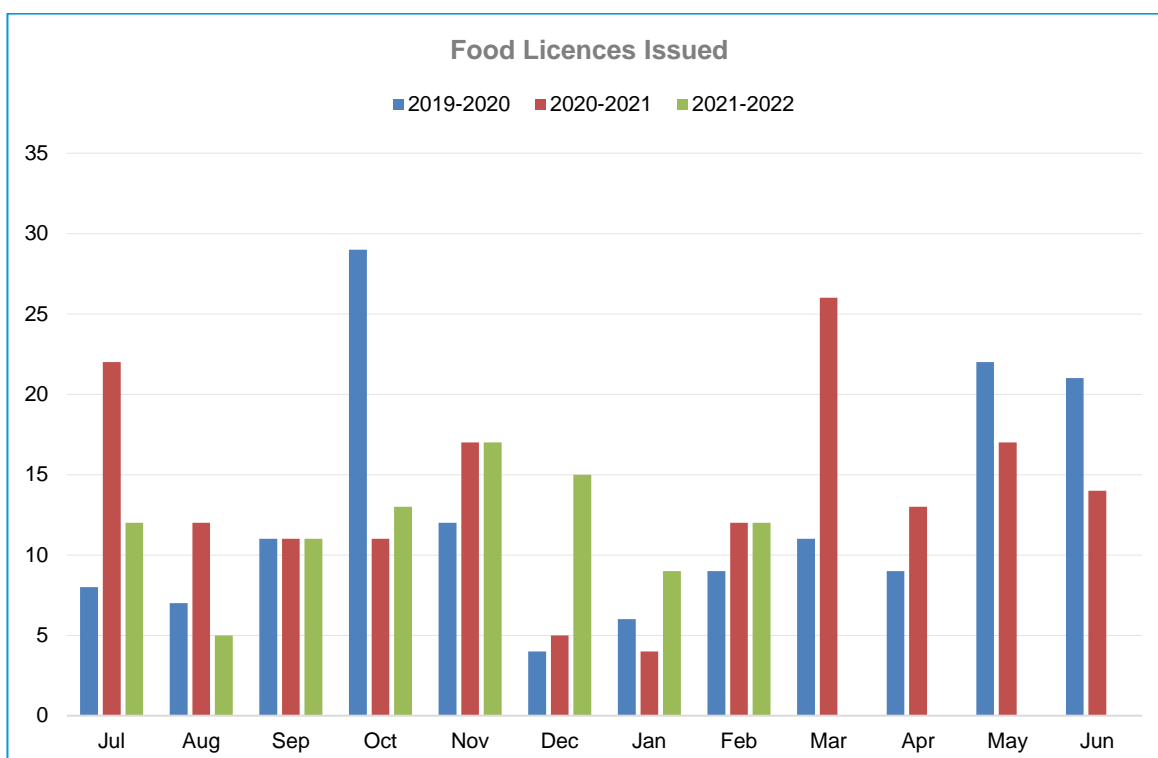
Requests for Service



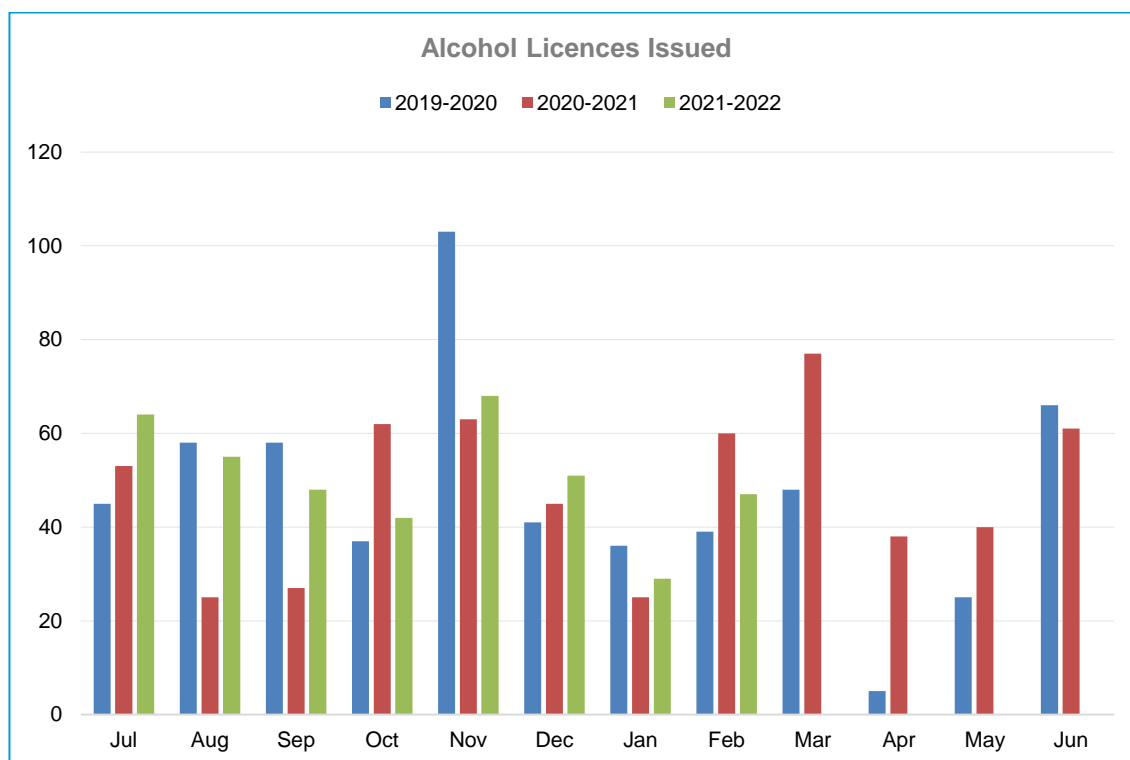
In September 2021, EHS reviewed and updated its website content. During October – December 2021 there was a noticeable decrease in the number of RFS received. This was likely due to the improvements made to the website content and improved communications, i.e. quarterly newsletters.

In February 2022, there has been a decrease in RFS received and this has been our lowest number of RFS received over the past 8 months. The team put this down to the work that was carried out in September last year.

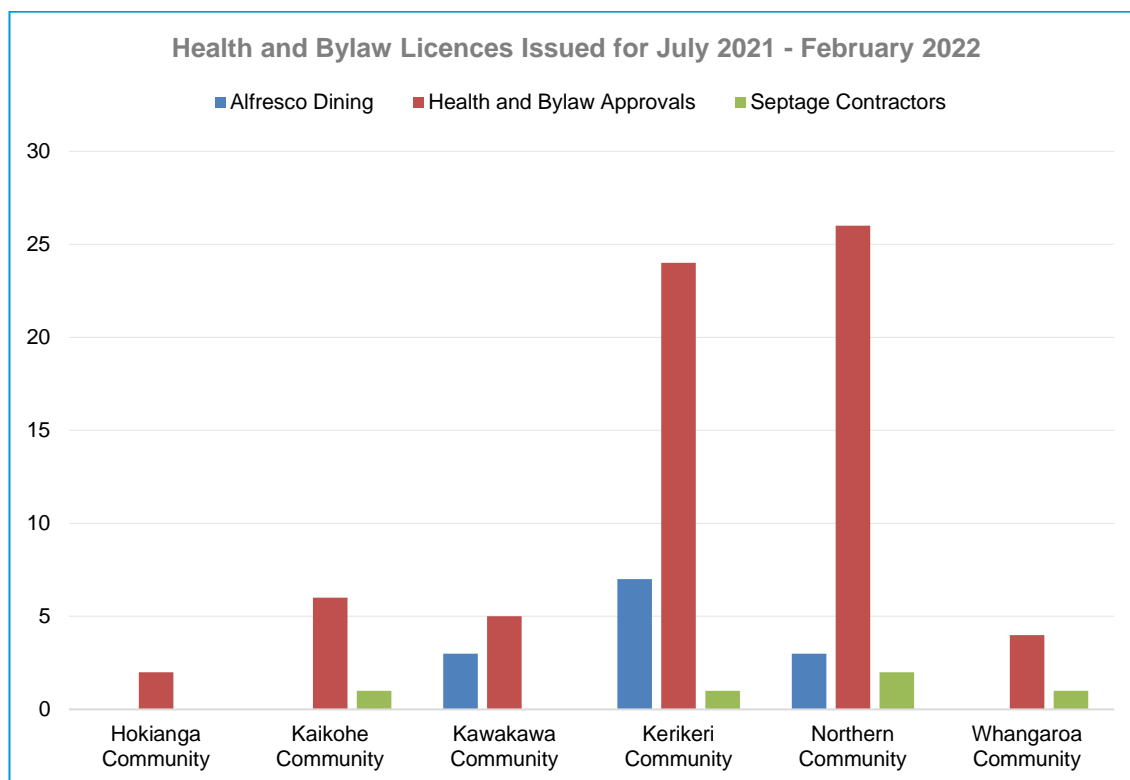
Food Registrations Issued



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. There were no alfresco dining approvals issued in February 2022.

During February 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 – 28 February 2022 a total of 85 health licences were issued.

During February 2022, EHS carried out 9 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.