

Symbols used to identify each measure contributing to community outcomes

PH Public Health PS Public Safety SC Services that support Communities CH Culture and Heritage

Council Initiatives		Measure		PS
Dog Registration		Percentage of known dogs currently registered		
<b>Result 2009/10:</b> 91.60%	<b>Target 2010/11:</b> 90%	<b>Result 2010/11:</b> 90%	<b>Achieved - Comments:</b> Even though a complete change of fees and charges structure took place for the first time in a number of years the level of dog registration was successfully maintained.	
<b>In 2009/10 Council advised:</b> New dog registration fee structure in its first year following the first substantial change for many years.			<b>Challenges going forward:</b> Due to the cost of living, and financial pressures the ability to maintain the low fees currently offered maybe challenged. This has the potential to have an affect on dog owner's ability to pay increased registration fees.	

Council Initiatives		Measure		PS
Responding to complaints relating to dogs		Percentage of Requests for Services (RFS) relating to dogs responded in required time		
<b>Result 2009/10:</b> 78%	<b>Target 2010/11:</b> 92%	<b>Result 2010/11:</b> 84%	<b>Not Achieved - Comments:</b> Incidents requiring immediate response, where the RFS is on a short lead time, are often the cause of RFS escalating, particularly if an officer is in the field and does not have the ability to update the RFS before it escalates.	
<b>In 2009/10 Council advised:</b> More urgency is required to ensure an RFS is actioned accordingly. Also ensuring other 'parties' complete their tasks to enable the RFS to be closed off correctly. Ensure FNDC processes and procedures are efficient and effective.			<b>Challenges going forward:</b> RFS received late in the working day are the cause on many of the escalations. Whilst officers receive notification of incidents via mobile phones and respond, the ability to update the RFS before it escalates, is restricted.	

Council Initiatives		Measure		PS
Increased action to address wandering stock		Number of wandering stock-related RFS		
<b>Result 2009/10:</b> 492	<b>Target 2010/11:</b> 370	<b>Result 2010/11:</b> 384	<b>Not Achieved - Comments:</b> Whilst incidents have been slightly higher than hoped, the adverse weather conditions throughout 2010/11, such as flooding caused damage to properties, grazing and fences. This is considered to be a contributing factor that has restricted the ability to reduce incident numbers.	
<b>In 2009/10 Council advised:</b> Ever changing weather conditions. Poor fences in some parts of the district, stock able to leave properties easily. Council as, under the review of the Public Places Bylaw, included additional clause that can be called upon when dealing with farmers fences which do not meet the required standard.			<b>Challenges going forward:</b> Continual adverse weather and more difficult financial times effect the ability of property owners to maintain fences etc. leading to the potential for incident numbers to remain high.	

Council Initiatives		Measure		SC PS
Continue to provide effective stock and dog control services		Percentage of residents satisfied with the District's animal control (Communitrak Survey)		
<b>Result 2009/10:</b> 62%	<b>Target 2010/11:</b> 68%	<b>Result 2010/11:</b> 54%	<b>Not Achieved - Comments:</b> Need to focus more control and enforcement of the related policies, wandering stock and animals on the road which is a potential hazard to people and other animals.	
<b>In 2009/10 Council advised:</b> Council officers have, in the later part of the year, spent more time, patrolling townships and going door to door looking for dogs roaming and wandering.			<b>Challenges going forward:</b> Unregistered dogs in the Far North District are a continual problem, occupying a large proportion of the officer's time. This can be shown in the number of unregistered dogs that are impounded, and not claimed by owners. In addition, the vastness of the rural areas of the district, adverse weather conditions and the ability for property owners to maintain fences etc. increases the incidents of wandering stock.	



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Council Initiatives		Measure		
Assessment and audit of food safety plans		Percentage of Food Control Plans assessed and audited annually		PH
<b>Result 2009/10:</b> 100%	<b>Target 2010/11:</b> 98%	<b>Result 2010/11:</b> 100%	<b>Achieved - Comments:</b> The Food Control Plans remains part of the NZFSA (MAF) Voluntary Implementation program, and will do so for the foreseeable future until the legislation is passed by Parliament, Due to the forthcoming elections this is not expected to happen in the near future. However, all applications received under the voluntary scheme have been successfully processed in the required time.	
<b>In 2009/10 Council advised:</b> Programme is still at voluntary stage. When new legislation is introduced the hand over from the present regime to new processes will be challenging, both from an Environmental Health Officer perspective, and administration support.			<b>Challenges going forward:</b> Need to operate 'dual' administration systems during the period of hand over, both under voluntary scheme and when legislation is passed. It is expected that there will be a hand over of period of possibly three years.	
Respond to complaints regarding Land Use (District Plan, Bylaws and RMA)		Percentage of Requests for Services responded in required time (response to complaints regarding Land Use)		SC
<b>Result 2009/10:</b> 78%	<b>Target 2010/11:</b> 90%	<b>Result 2010/11:</b> 85%	<b>Not Achieved - Comments:</b> The complexity of some issues requiring investigation is growing. Staff need to be conscious that, where such problems are identified, they need to ensure the RFS is suspended, and not allowed to escalate, whilst the matter is being investigated.	
<b>In 2009/10 Council advised:</b> More urgency is required to ensure an RFS is actioned accordingly. Also ensuring other 'parties' complete their tasks to enable the RFS to be closed off correctly. Ensure FNDC processes and procedures are efficient and effective.			<b>Challenges going forward:</b> Increasing problems relating to incidents such as stormwater, earthworks and land use. These issues tend to be protracted investigations. Adverse weather conditions are also a contributing factor.	
Complete review of regulatory bylaws and policies		Number of outstanding bylaws to be reviewed		SC
<b>Result 2009/10:</b> 12, with 2 to complete	<b>Target 2010/11:</b> 2	<b>Result 2010/11:</b> 2	<b>Not Achieved - Comments:</b> The two outstanding bylaws were reviewed but not adopted by Council. The bylaw detail is enforced through the Building Act 2004.	
<b>In 2009/10 Council advised:</b> Reviews are required to be completed during 2011 year, which are Chapter 11, Nuisance, and Chapter 27, Control of Brothels.			<b>Challenges going forward:</b> During 2012 two further bylaws are due for review. In addition Council's Gaming & TAB Venues policy will require reviewing in 2013. Legislation changes (e.g. Sale of Liquor/Alcohol Reform Bill) when passed by Parliament will bring about the need to review Council's Sale of Liquor Policy. Other legislative changes may also require review of bylaws and policies (e.g. Dog Control Act)	
Responding to Noise complaints		Percentage of noise complaints responded to in required time		SC
<b>Result 2009/10:</b> 98.10%	<b>Target 2010/11:</b> 95%	<b>Result 2010/11:</b> 98%	<b>Achieved - Comments:</b> The increased level of response was achieved through the performance measures set by Council for contractors to meet one hour response time for urban and two hours for rural noise complaints.	
<b>In 2009/10 Council advised:</b> The ever increasing problem of noise nuisance, particularly from residential properties, Council is working on a strategy with the Police, to try and reduce the number of on-going noise problems.			<b>Challenges going forward:</b> Noise nuisance is an ever increasing problem, and is not necessarily associated solely with urban problems. More rural incidents are occurring. Due to the vastness of the district, response times to incidents are always challenging.	

