

Environmental Management Group



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The Environmental Management activity is comprised of all the regulatory activities carried out by Council on behalf of the district and its ratepayers. It includes Environmental Protection, which encompasses the broad range of monitoring and enforcement functions; Resource Management which includes the review, update and administration of the District Plan and the processing of resource consents; and finally Building control, which includes the management of the Building Act and Building Codes as well as the issuance of building consents. These are a mixture of activities carried out for the public good as well as functions that are undertaken to benefit individual organisations, groups and developers.

Activity: Animal control

The Animal Control activity administers and enforces the Dog Control Act 1996, and its amendments of 2006, and aspects of the Impounding Act 1955 that are the responsibilities of Council.

Wandering stock on Council controlled roads are impounded if the owner cannot be traced. In addition, stock are impounded if brought to Council for trespassing onto private property.

Council's aim is to safeguard public health, welfare, and safety by ensuring compliance with relevant legislation, policies and bylaw.

This includes:

- Dealing with animal control, including dog registration and control, in accordance with the provisions of the Dog Control Act.

The activity includes:

- Identifying the owners of dogs through dog registration.
- Where required, micro chipping dogs.
- Apply the enforcement provisions of the Dog Control Act.
- Educating the community about dogs.
- Encouraging responsible dog ownership.
- Receiving, investigating, and resolving complaints about dogs.
- Creating by-laws that give effect to policies and enable enforcement of policy provisions.

- Acting as pound keepers and dealing with wandering / straying stock, in accordance with the provisions of the Impounding Act 1955.

- Provide for the protection of native, indigenous, or protected wildlife.
- Ensure Council's responsibilities under the Impounding Act 1955 are carried out as pound keepers, and ensure wandering stock on Council roads are not a danger to the public.
- Work with farmers to minimise cases of wandering stock and reduce the number of repeat incidents.
- Work with farmers on matters such as fencing problems on a case by case basis throughout the year.



Key facts

- Council registers approx. 10,000 dogs per annum.
- Responds to around 250 complaints or enquiries per month.
- Impounds up to 100 dogs per month.
- Council regularly responds to call-outs for wandering stock.

Our major achievements in 2012/13

Highlights of our progress during 2012/13 include:

- Review of Chapter 13, Keeping of Animals, Poultry and Bees Bylaw with Council.
- Amendments to the first schedule of the Dog Control Bylaw 2006 following consultation with the community boards.
- Stock pound at Pakaraka has relocated to the existing dog pound site located in Okaihau.
- The threat of seizure of unregistered dogs has encouraged dog owners to register their dogs. 97% of known dogs are registered compared to 90% in 2011/12.

Challenges we experienced

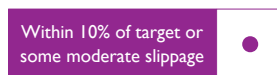
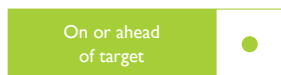
- Council experienced an increase in incidents of the keeping of animals in residential areas, which included pigs, sheep, horse and poultry.
- Readiness to follow up on non-registered dog owners within the 2 month registration period.

Plans for the next 12 months

- To increase dog registration by following up on known dogs not registered and targeting unregistered dogs.
- Reducing incidents of wandering stock by working with stock owners at high risk or frequent incident locations.
- Investigate the options for disposal of unwanted dogs, including associated costs.
- Investigate the introduction of a neutering programme for dogs re-homed from the pound, including associated costs.
- Continue public education programmes to increase dog owners' awareness of their responsibilities.

How we performed against the first year of the Long-Term Plan (LTP) 2012/22

The tables below reflect the progress of our key work during 2012/13. Each action/project is linked to the strategic objectives and priorities set in the LTP. The progress at the end of the financial year against each action/project has been represented by:



Strategic Objective:
Improving the quality of life in the Far North.

2012/13 Action/project	Background	Progress
PRIORITY 1: Increase animal control public awareness of their responsibilities, through an on-going process, taking advantage of talks, newspaper articles, etc.		

Increase dog owners awareness of registration requirements and their responsibilities	It is anticipated that growth of the population will bring an increase in the number of dogs to the district. Therefore, unless dog owners are made more aware of their responsibilities, there is the potential for an increase in dog related incidents, resulting in more dogs being impounded. There is a need to increase public awareness of their responsibilities, through an on-going process, taking advantage of talks, newspaper articles, etc.	●
<p>Progress comments: Animal Control team have seized dogs as a result of non-registration. Owners of these dogs have since paid all fees relating to their dogs seizure and dogs have been released from the pound. In some cases, a dog owner will arrange registration payment of their dog to avoid their dog being seized. The 2013/14 dog registration reminders have been sent out, and it has been noticed that the recent newspaper articles relating to Animal Control forthcoming programme to investigate unregistered dogs has brought about an increase in dogs being handed over, resulting in both pounds being full to capacity virtually all the time. Educational programme has been developed and hosted upon request (on-going). Workshops held with Department of Conservation staff at their Kerikeri and Kaitaia branches. Further enquiries have been received from other groups, and further workshops are to be set up in the near future.</p>		

2012/13 Action/project	Background	Progress
PRIORITY 2: Wandering stock require animal control team to work with farmers on matters such as fencing problems on a case by case basis.		

Continue working with stock owners to minimise risk	Wandering stock problems are seasonal. Climate change, increasing wet weather, and the availability of feed, may increase demand for officers to deal with more wandering stock incidents. This will require the group to work with farmers on matters such as fencing problems on a case by case basis.	●
<p>Progress comments: Current stock problems have related to horses in the Kaitaia and Tokerau Beach areas. Regular reports of horses being grazed on private land has resulted in a number being impounded in Kaitaia, along with a number of cows.</p>		

Community Outcome: A Safe and Healthy District

About this Outcome: Unrestrained dogs and wandering stock are controlled.

Actual achievements against the Key Performance Indicators (KPI) and targets that the Council uses to monitor levels of service are detailed below:

KPI: Percentage of incidences responded to within set timeframes dependent on seriousness of incident	LTP Target	Result 2012/13
ACHIEVED: The staff have focused on implementing new processes to achieve the target.	90%	96%
<i>*This KPI above is new in the LTP 2012/13. Unable to provide a three year view of performance.</i>		

KPI: Number of awareness programmes	LTP Target	Result 2012/13
ACHIEVED: All sessions were as a result of requests from external groups and agencies, requesting specific training on dog behaviour awareness etc.	6	7
<i>*This KPI above is new in the LTP 2012/13. Unable to provide a three year view of performance.</i>		

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Activity: Environmental Health

The Environmental Health Activity manages Council's responsibilities under the Health Act 1956, and other related regulations.

The role of the Environmental Health officers is to carry out the responsibilities of a Territorial Authority under the Health Act 1956 and related Regulations.

Key facts

Council inspects around 450 food premises, Camping Grounds, Offensive Trades and Clubs throughout the year and responds to complaints of health nuisance. The activity supports Council's Resource Management and Building divisions, in relation to consent applications relevant to their role (e.g. food premises). In addition, they support the Liquor Licensing Agency and inspect licensed premises, as required by the Sale and Supply of Alcohol Act 2012.

In carrying out this activity, Council undertakes:

- Inspection of food premises (Food Hygiene Regulations 1974).
- Inspection of Liquor Licensed premises (Sale and Supply of Alcohol Act 2012).
- Health Nuisance (Health Act 1989).
- Investigation of notifiable infectious diseases.
- Assessing and audits of Food Control Plans.

Council also:

- Advises and reviews related Resource and Building Consents.
- Inspection of other bylaw related matters (e.g. On-Site Wastewater systems).

Our major achievements in 2012/13

Highlights of our progress during 2012/13 include:

- Health licences fee and service charges review for 2013/14 adopted by Council.
- Hosting Food Control Plan workshops for Food Operators in the district.

Challenges we experienced

- Worked through the legislative changes and implications for Council in respect to the Sale and Supply of Alcohol Act 2012.
- Explaining the new requirements for Food Control Plans to food operators.

Plans for the next 12 months

- Gradual transition from registration of food premises to Food Control Plans, in line with the expected Food Act coming into force.
- Operate dual administration systems that allows for the transition from registration of premises to Food Control Plans.
- Development and implementation of new fees and charges structure for new legislation requirements.
- Ensure that all Environmental Health Officers are suitably qualified to cater for the transition.
- Investigating the possibility of introducing a grading system for food premises, aligned to new legislation.

How we performed against the first year of the Long-Term Plan (LTP) 2012/22

The tables below reflect the progress of our key work during 2012/13. Each action/project is linked to the strategic objectives and priorities set in the LTP. The progress at the end of the financial year against each action/project has been represented by:



Strategic Objective:
Improving the quality of life in the Far North.

2012/13 Action/project	Background	Progress
PRIORITY 1: Council will implement the changes to working practises in accordance with new legislation when it comes into force.		

Environmental Health Officer (EHO) role under Alcohol Reform Bill	There may be changes or new responsibilities for the officers and administration in relation to anticipated legislation relating to the sale of alcohol, under the Alcohol Reform Bill. At this stage, the legislation has not been passed and the role of the Health officers under any new legislation has not been fully identified.	●
<p>Progress comments: The Sale & Supply of Alcohol Act 2012 came into force 19 December 2012. However, there is a gradual transition staged through 2013, with all stages requiring being in place by 18 December 2013. During the transition period the role of EHO's will be more clearly defined.</p>		

Community Outcome: A Safe and Healthy District

About this Outcome: To Safeguard Public Health.

Actual achievements against the Key Performance Indicators (KPI) and targets that the Council uses to monitor levels of service are detailed below:

KPI: Percentage of all food control plans accessed and audited annually	LTP Target	Result 2012/13
ACHIEVED: Food Control Plans are currently a voluntary programme of which Council has 24 registered; 100% of these are assessed and audited annually.	96%	100%
*This KPI above is new in the LTP 2012/13. Unable to provide a three year view of performance.		

Environmental Management Group



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Activity: Monitoring and Enforcement

The Monitoring Activity undertakes the role of regulatory enforcement for which Council has responsibility; such as resource consent monitoring, District Plan and Resource Management Act breaches, bylaw enforcement and Litter Act.

Council is responsible for complying with legislation designed to safeguard public health and welfare, minimise environmental risk and protection of cultural interests; such as the Resource Management Act 1991, Litter Act 1979, Local Government Act 1974 and 2002.

Key facts

The Monitoring activity carries out the functions of, amongst others:

- Monitoring of resource consent conditions.
- Investigating breaches of the District Plan and Resource Management Act.
- Investigating reports of illegal dumping of rubbish (Litter Act).
- Licensing and enforcement under Council's general bylaws.
- Inspection of on-site wastewater systems.
- Māori Freehold Land and rating inspections.
- Smoke and fire nuisance.
- Emergency events and Civil Defence responses.

Our major achievements in 2012/13

Highlights of our progress during 2012/13 include:

- Reviewed the skating bylaw to restrict the use of bicycles on footpaths through community consultation and a decision-making process with Council.
- On-going training to up-skill staff to fill specialised Civil Defence roles.
- Council are utilising 10 surveillance cameras around the Far North district and are working with contractors to provide evidence from illegally dumped rubbish on state highways. Council are targeting areas of high levels of illegal dumping and infringing or prosecuting identified offenders.
- Standardised conditions automated electronically within Council's system (Pathways) for assessing and processing purposes.

Challenges we experienced

- An increase in mobile shop operators trading without licenses, throughout the district.
- Illegal campers on the road reserve, parks and reserves throughout the district.
- A large volume of tyre and rubbish dumping is occurring throughout the district.

Plans for the next 12 months

- Continue to exceed target response times for “Requests for Service”.
- Expand the resource consent monitoring to include subdivision consent notices.
- Continue to target areas of illegal dumping of rubbish.
- Continue to keep pace with reviews of policies and bylaws in accordance with the Local Government Act 2002 requirements.

How we performed against the first year of the Long-Term Plan (LTP) 2012/22

The tables below reflect the progress of our key work during 2012/13. Each action/project is linked to the strategic objectives and priorities set in the LTP. The progress at the end of the financial year against each action/project has been represented by:

Completed	On or ahead of target	Within 10% of target or some moderate slippage	Significantly off target
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Strategic Objective:
Improving the quality of life in the Far North.

2012/13 Action/project	Background	Progress
PRIORITY 1: Targeting areas of high levels of illegal dumping, and infringing or prosecuting identified offenders.		
Monitoring of illegal dumping of rubbish	To reduce incidents of high volume rubbish and tyre dumping, and household and business rubbish dumped in and around public street litter bins, and penalise offenders appropriately	
Progress comments: Council have purchased 10 surveillance cameras and these will be distributed for use at transfer stations, roadside locations and monitoring graffiti and damage to toilet blocks throughout the Far North district.		

2012/13 Action/project	Background	Progress
PRIORITY 2: Improve current systems for the monitoring and reporting on resource consent conditions and breaches of the District Plan and Resource Management Act.		
Monitoring of consent notices	To develop a monitoring process for consent notices within subdivision consents approved.	
Progress comments: A system of monitoring consent notices has been implemented under the Monitoring System within Pathway.		

Community Outcome: A Safe and Healthy District

About this Outcome: To safeguard public health and safety

Actual achievements against the Key Performance Indicators (KPI) and targets that the Council uses to monitor levels of service are detailed below:

KPI: Percentage of RFS responded on time	LTP Target	Result 2012/13
ACHIEVED: Throughout the year the team have been focused on achieving this target. New processes implemented have allowed for this target to be sufficiently met.	90%	97%
<i>*This KPI above is new in the LTP 2012/13. Unable to provide a three year view of performance.</i>		

KPI: Resource consent conditions monitored per "terms of consent conditions" within specific timeframes	LTP Target	Result 2012/13
ACHIEVED: The current system setup restricts the ability to accurately report on specific "terms of consent conditions within specific timeframes". Reporting on specific condition timeframes does not provide an accurate representation of the team's performance, as these are dependant on whether the condition has a realistic timeframe or whether a consent holder complies within the required time. 88% of condition inspections conducted have been reported as complete in some form; however this is only indicative of inspections which have been carried out and the degree of compliancy as completed by the consent holder. However, consents rather than specific conditions can be reported on: 94% of consents have been monitored and are compliant within their 5 year timeframe for the period of 1st July 2012 to 30th June 2013.	90%	94%
<i>*This KPI above is new in the LTP 2012/13. Unable to provide a three year view of performance.</i>		

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Activity: Liquor Licensing Agency

The responsibilities of the District Licensing Committee is to process and issue all unopposed liquor licensing and hold hearings on opposed licenses, and report to the Alcohol Regulatory and Licensing Authority (ARLA) based in Wellington. All work is carried out as a requirement of the Sale and Supply of Alcohol Act 2012, and incorporates such licensing as On-Licenses, Off-Licenses, Temporary Authorities, Special Licenses, amongst others.

The activities of the Committee are the delegated authorities under the Sale and Supply of Alcohol Act 2012.

Key facts

The Agency processes over 900 applications per annum, including On and Off-Licenses, Temporary Authorities, Special Licensing and Managers Certificates.

The Agency:

- Processes and issues all unopposed Liquor Licenses (e.g. On-Licenses, Off-Licenses, Tavern Licenses, Special Licenses, and Temporary Authorities, Club Licenses, etc).
- Process and issues all unopposed Manager's Certificates (including Club Managers).
- Carries out Host Responsibilities inspection of licensed premises.
- Reports to the Alcohol Regulatory and Licensing Authority.
- Is a Member of the Far North Alcohol Team (FNAT).

Our major achievements in 2012/13

Highlights of our progress during 2012/13 include:

- Stages 1 and 2 of the Sale and Supply of Alcohol Act 2012 were successfully implemented in the required timeframes.

Challenges we experienced

- Working through the legislative changes and implications for Council in respect to the Sale and Supply of Alcohol Act 2012. The final change is, by December 2013, Councils are required to have operational District Licensing Committees in place to determine all applications.
- Implementation of the District Licensing Committee, and processes.

Plans for the next 12 months

- Manage the gradual transition brought about by the Sale and Supply of Alcohol Act 2012 introduction.
- Operate dual administration systems during the transition period.
- Increase Host Responsibility inspections.
- Continue to represent Council as an active member of the Far North Alcohol team (FNAT).

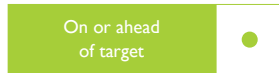
How we performed against the first year of the Long-Term Plan (LTP) 2012/22

The tables below reflect the progress of our key work during 2012/13. Each action/project is linked to the strategic objectives and priorities set in the LTP. The progress at the end of the financial year against each action/project has been represented by:



Strategic Objective:
Improving the quality of life in the Far North.

2012/13 Action/project	Background	Progress
PRIORITY I: Council will continue to operate the Agency until legislation changes bring about a review.		
Introduce new process to meet Legislation changes	The Sale and Supply of Alcohol Act 2012 came into force in December 2012. The new provisions come fully into force in December 2013 with a 12 month transitional period. This will provide territorial authorities time to put into place processes required by the new legislation. In particular a decision whether to produce 'Local Alcohol Policies' will need to be made along with the establishment of the new District Licensing Committees.	●
<p>Progress comments: Keeping management, Council & Elected Members up to date with changes. The Society of Local Government Managers introduced a number of Webinar sessions staged between March 2013 and 17 April 2013, to detail the changes of legislation, in which staff and Elected Members have participated. Staff attended a further training workshop on 28 May 2013 in Whangarei. Council has requested more information before making a decision on the preparation of Local Alcohol Policies. Further webinar workshops during July are targeting the process and format for fees and charges to be set when the legislation is fully implemented. Council is currently advertising for expressions of interest from members of the public who wish to be considered to be members of the District Licensing Committee.</p> <p>A number of people interested in the Committee positions have contacted Council, however, at this stage the number of actual applicants is unknown.</p>		



2012/13 Action/project	Background	Progress
PRIORITY 2: Actively participate as a member of the Far North Alcohol Team (FNAT).		
Council's role within the Far North Alcohol Team (FNAT)	FNAT is a combined joint group comprising of the Police, Northland District Health Board & Far North District Council, with a Steering Group and operation team.	●
Progress comments: The FNAT Steering Committee and group continue to meeting regularly, The District Licensing Inspector continues to attend FNAT meeting on behalf of Council.		

Community Outcome: A Safe and Healthy District

About this Outcome: To safeguard public health and safety

Actual achievements against the Key Performance Indicators (KPI) and targets that the Council uses to monitor levels of service are detailed below:

KPI: Percentage of licensed premises monitored for compliance on an annual basis	LTP Target	Result 2012/13
NOT ACHIEVED: 20% of licensed premises have been monitored for compliance and meet regulations. Changes to legislation have restricted the Inspector's ability to carry out as many inspections as planned, with the need for the Inspector to be more office based this year.	25%	20%
*This KPI above is new in the LTP 2012/13. Unable to provide a three year view of performance.		

KPI: Percentage of licensed premises monitored for compliance with regulations	LTP Target	Result 2012/13
NOT ACHIEVED: With the introduction of the Voluntary Implementation Programme, in readiness for the introduction of Food Control Plans under the forthcoming Food Bill, Environmental Health Officers have spent their time with food premises operators, explaining and assisting them through what is required. This has had an effect on resources and the ability of officers to meet the target.	90%	87%
*This KPI above is new in the LTP 2012/13. Unable to provide a three year view of performance.		

Environmental Management Group



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Activity: Parking Enforcement

The Parking Enforcement Activity is undertaken to manage and control parking on Council owned car parks and on road parking spaces.

To ensure that the parking facilities provided for the use of the general public are fairly and equally available to all, and are not taken up by drivers who restrict this access by overstaying beyond the permitted time; or, if they do so, are penalised appropriately.

Key facts

Council undertakes parking control and enforcement throughout the district by:

- Carrying out the duties of parking wardens, and issuing infringement notices where appropriate, under Council's Chapter 20, Parking & Traffic Bylaw and Schedules.
- Ensuring public safety by monitoring disabled parking and pedestrian crossings.

Our major achievements in 2012/13

Highlights of our progress during 2012/13 include:

- Developed a survey questionnaire targeted to local businesses for their feedback on car parking needs in the Central Business District (CBD) areas within the Far North district.

Challenges we experienced

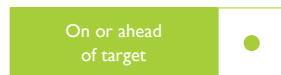
- Car parking monitoring responsibilities transferred to Council within the monitoring and enforcement team on a part-time basis. Previously this parking service was managed by a local contractor full-time.

Plans for the next 12 months

- Maintain the level of service throughout the district, agreed by Council and as specified in the Long-Term Plan.
- Target the misuse of disability parking facilities.

How we performed against the first year of the Long-Term Plan (LTP) 2012/22

The tables below reflect the progress of our key work during 2012/13. Each action/project is linked to the strategic objectives and priorities set in the LTP. The progress at the end of the financial year against each action/project has been represented by:



Strategic Objective:
Improving the quality of life in the Far North.

2012/13 Action/project	Background	Progress
PRIORITY 1: Enforcement of 'instant infringement offences' (e.g. incorrect parking in disability parking, etc.) will be enforced throughout the district by the Monitoring team.		

Infringement notices for 'Instant offences'	Parking offences for which instant infringement notices can be issued	●
<p>Progress comments: With many of the disability parking spaces now being painted in the new 'blue' definition, drivers can clearly see those spaces that are set aside for disability parking. Therefore, in turn, this helps staff to make decisions on waiver requests when ineligible drivers receive parking infringements for the use of such spaces, and claim that they were not aware. Monitoring staff provide ongoing support and have actively issued infringements for instant offences. Seven instant infringements have been issued to date. Te Ahu disability parking is one area that is commonly reported to be abused; Council has arranged surveillance cameras to monitor this area.</p>		

Community Outcome: A Safe and Healthy District

About this Outcome: To safe guard public health and safety.

Actual achievements against the Key Performance Indicators (KPI) and targets that the Council uses to monitor levels of service are detailed below:

KPI: Instant parking infringements issued	Result 2012/13
COMMENT: This represents 10% of all parking infringement types issued by the Monitoring team.	118
* This KPI above is additional and not in the LTP 2012/13. Unable to provide a three year view of performance.	

Environmental Management Group



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Activity: Environmental Policy

The Environmental Policy activity primarily involves identifying resource management issues facing the Far North District, taking into account national and regional policy and regulations, and finding ways of addressing these matters at a local level. The main component is the review, administration, and monitoring of the Far North District Plan.

Council is required to have a District Plan for the Far North under the provisions of the Resource Management Act 1991. However, the overall vision and purpose of the activity is to provide for growth and development in the Far North District, and ensuring our natural and physical resources are managed in a sustainable manner which provides opportunities for our communities and future generations to prosper socially, economically and culturally. A key tool for achieving this is the District Plan.

Key facts

- The District Plan became fully operative in September 2009.
- 15 Plan changes have been publicly notified for submissions.
- 9 Plan changes to the District Plan have been made operative.
- The District Plan review (Rolling Review) has commenced.

Our major achievements in 2012/13

Highlights of our progress during 2012/13 include:

- Council has been working with individuals, community groups and Iwi-Hapu to promote learning more about the District Plan. Community engagement tools (e.g. wallet sized "quick guide", a "flyer" and using Council's facebook page) are in place to reach a wider audience about the Plan. The on-going public awareness programme will continue to be implemented.
- Council passed a resolution to proceed (in principle) with a genetically modified organism (GMO) Plan change. This is dependant on other councils also committing to a plan change as well.
- The following Plan changes (PC) have been notified:
 - PC 12 for Paihia Heritage.
 - PC 13 for Technical Amendments.
 - PC 14 for Air Chapter.
 - PC 15 or Rural Provisions.
 - PC 16 for Impermeable Surfaces.
- Council completed the submission to Northland Regional Council on the proposed Regional Policy Statement for Northland. The Statement identifies a wide range of issues which are of significance to the region, and identifies methods by which to address and resolve these issues, including directing district councils in their roles and responsibilities.

Challenges we experienced

- Water quality continues to be a concern, and a high proportion of fresh water resources have poor water quality.
- The proposed National Environmental Reporting Bill will require Council to review Far North District Council Monitoring Strategy 2008, to refine and define the measures that are relevant for the Far North.
- On-going discussions with the Māori Land Court regarding improved integration of processes.
- Community views on the GMO issue and how the issue could be managed at a local, regional and national level.

Plans for the next 12 months

- Continue with the programme of undertaking prioritised Plan changes to improve the quality of the document and subsequent environmental results.
- Continue a “rolling review” of the District Plan to meet Council’s statutory obligation.
- Continue involvement in the Inter-Council Working Party on GMOs.
- Continue to monitor the effectiveness of the District Plan.
- As and when opportunities present themselves, increase public awareness and understanding of the District Plan.

How we performed against the first year of the Long-Term Plan (LTP) 2012/22

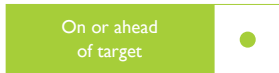
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Strategic Objective:
Responding effectively to the growth of the district.

2012/13 Action/project	Background	Progress
PRIORITY 1: Continue with our programme of under taking prioritised plan changes to improve the quality of the document and subsequent environmental results.		
District Plan changes	Plan changes will be undertaken that better achieve the resource management objectives of the District Plan while improving the workability of the Plan. This will be achieved through the development and preparation of four Plan changes for Council approval.	●
Progress comments: The District Plan Team’s target for plan changes requires four changes to the District Plan be presented to Council for approval to commence public notification. Five Plan changes have been notified this financial year and are at various stages in the process.		

2012/13 Action/project	Background	Progress
PRIORITY 2: Commence a “rolling review” of the District Plan to meet our statutory obligations.		
District Plan rolling review programme	Preparation and implementation of a rolling review programme to ensure that Council meets its statutory obligations under the Resource Management Act 1991 to have the District Plan reviewed within 10 years of becoming operative.	●
Progress comments: The District Plan rolling review programme was approved by Council at their June meeting. The review is expected to be completed by December 2017.		



2012/13 Action/project	Background	Progress
PRIORITY 3: Continue our involvement in the Inter-Council Working Party on GMOs.		
Inter-Council Working Party (ICWP) on Genetic Engineering (GE)	Council has been a member of the Inter-Council Working Party on GE since 2003; other members include a number of Northland/ Auckland councils. The main tasks of the ICWP are to investigate the risks associated with GE/ GMOs, identify associated liability issues, and consider approaches to managing GE/GMOs.	●
Progress comments: Council continues to participate in the ICWP. Council considered the ICWP recommendations on a GMO plan change and have agreed in principle to proceed with a Plan change to manage GMOs through provisions in the District Plan.		

2012/13 Action/project	Background	Progress
PRIORITY 4: Continue to monitor the effectiveness of the District Plan.		
Far North District Plan Monitoring Strategy	The Resource Management Act 1991 requires councils to monitor the efficiency and effectiveness of Plans. Council developed a monitoring strategy in 2009 and since then over 50% of indicators identified in the Strategy have been monitored. Implementation of the Strategy has highlighted a number of areas in the document that could be improved; this will form the basis of a review. Council is also required to report every 5 years on the State of the Environment which has been included in the Monitoring Strategy.	●
Progress comments: Past indicators have been monitored and the report cards and summary report have been approved by the General Management team. The monitoring strategy review has been completed and will remain as a draft document until Central Government direction regarding national monitoring requirements are finalised.		

2012/13 Action/project	Background	Progress
PRIORITY 5: Undertaken a programme to increase public awareness and understanding of the District Plan.		
Develop and implement a public awareness	Increasing public awareness and understanding of the District Plan will also lead to an increase in community participation in District Plan related processes such as Plan changes. This will improve the outcomes of the Plan and improve community understanding of what the Plan is trying to achieve, how it will do this, and the implications.	●
Progress comments: A number of strategic projects been implemented that will each contribute to achieving a higher community profile and awareness of the District Plan and Plan functions. Staff have also undertaken training sessions with front counter staff to improve understanding of the District Plan, and customer promotion of the document. The June Planning News edition has been distributed.		

Community Outcome: A Sustainable and Liveable Environment

About this Outcome: Growth is not taking place to the detriment of the natural environment. Historic and archaeological sites/buildings of significance and Wahi Tapu sites valued by Māori are protected and supported to be preserved. Council supports environmental initiatives that enhance the district.

Actual achievements against the Key Performance Indicators (KPI) and targets that the Council uses to monitor levels of service are detailed below:

KPI: Number of plan changes (PC) where decisions are publicly notified	LTP Target	Result 2012/13
ACHIEVED: The following plan changes (PC) have been publicly notified: <ul style="list-style-type: none"> • PC 12 for Paihia Heritage. • PC 13 for Technical Amendments. • PC 14 for Air Chapter. • PC 15 or Rural Provisions. • PC 16 for Impermeable Surfaces. 	4	5
*This KPI above is new in the LTP 2012/13. Unable to provide a three year view of performance.		

KPI: Percentage of Residents who feel either very well informed or well informed about the District Plan	LTP Target	Result 2012/13												
ACHIEVED: Community are feeling well informed of the District Plan and its implications due to Council providing public awareness and an understanding of the Plan.	40%	40%												
Graph shown below details a three year view of performance:														
<table border="1"> <caption>Percentage of Residents who feel either very well informed or well informed about the District Plan</caption> <thead> <tr> <th>Year</th> <th>Target (%)</th> <th>Result (%)</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>50%</td> <td>46%</td> </tr> <tr> <td>2010/11</td> <td>52%</td> <td>32%</td> </tr> <tr> <td>2011/12</td> <td>52%</td> <td>38%</td> </tr> </tbody> </table>			Year	Target (%)	Result (%)	2009/10	50%	46%	2010/11	52%	32%	2011/12	52%	38%
Year	Target (%)	Result (%)												
2009/10	50%	46%												
2010/11	52%	32%												
2011/12	52%	38%												

KPI: Percentage of solutions identified within the year for issues identified via the monitoring strategy	LTP Target	Result 2012/13												
ACHIEVED: No issues identified via the Monitoring Strategy which required resolution.	20%	0%												
Graph shown below details a three year view of performance:														
<table border="1"> <caption>Percentage of solutions identified within the year for issues identified via the monitoring strategy</caption> <thead> <tr> <th>Year</th> <th>Target (%)</th> <th>Result (%)</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>50%</td> <td>20%</td> </tr> <tr> <td>2010/11</td> <td>55%</td> <td>0%</td> </tr> <tr> <td>2011/12</td> <td>60%</td> <td>0%</td> </tr> </tbody> </table>			Year	Target (%)	Result (%)	2009/10	50%	20%	2010/11	55%	0%	2011/12	60%	0%
Year	Target (%)	Result (%)												
2009/10	50%	20%												
2010/11	55%	0%												
2011/12	60%	0%												

Environmental Management Group

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Activity: Resource Consent Management

The Resource Consent Management Activity primarily involves the processing of resource consent applications in accordance with the District Plan and the Resource Management Act 1991 (RMA). As well as resource consent applications, the activity processes other related approvals such as earthworks permits, right of way applications and Sale of Liquor compliance certificates. A significant portion of the activity includes the provision of information to members of the public and the answering of queries.

Council is required to undertake the activity of resource consents under Section 31 of the Resource Management Act 1991.

In addition to the legislative requirements, the activity has the ability to contribute to the well-being of the community and the sustainable development of the district by:

- The promotion of community confidence and trust in the resource consent procedures and decisions.
- The provision of expertise to ensure that all relevant issues are considered.
- The application of equity and fairness when considering resource consent applications.
- The enabling of the community to undertake activities.

Key facts

During 2012/13 Council processed:

- 423 resource consent and other approvals. This figure includes:
 - 32 changes to consent conditions (section 127).
 - 12 requests for extensions of resource consents (section 125).
 - 3 objections to conditions.
 - 2 designations.
- 33 earthworks permits (issued under the Local Government Act, and Council's Bylaw).
- 22 right of way applications (issued under the Local Government Act).
- 27 liquor license certificates of compliance (issued under the Sale of Liquor Act).
- 417 subdivisional certificates (section 223, 224 etc).



Our major achievements in 2012/13

Some highlights of our progress during 2012/13 include:

- Maintaining a steady success rate in meeting statutory timeframes for processing resource consents, with 97% achieved within timeframes over the past 12 months.
- Processed a notice of requirement for a kura kaupapa at Koutu Point, Hokianga.
- Granting consent for a service station at Orongo Bay, Russell, via a notification process that created a lot of public/community interest. The decision was not appealed meaning work could commence quickly.
- The Marsden Trust Board application to construct and operate the Marsden Cross Heritage Centre on the Purerua Peninsula was granted. The Trust hopes to have the Centre established in time for the bi-centenary of Samuel Marsden's first christian service in New Zealand by December 2014.
- Proposed changes recommended for Far North District Council fee and service charges were adopted by Council in June 2013.
- Council has been involved in a long running dispute involving Carrington Estate & Ngati Kahu over Council's decision to allow a 12 unit residential development at Kaikari. The Court of Appeal decision has overturned the High Court judgement and found in Council's favour in all counts. This decision accepts that Council's process and decision not to notify the application was correct. Unfortunately Ngati Kahu are seeking leave to take the matter to the Supreme Court.

Challenges we experienced

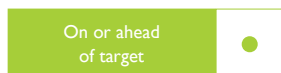
- The resource consent processing team continues to face the challenge of efficiently and effectively processing resource consents, whilst taking into account Council's responsibilities to ensure the principles of the Resource Management Act are upheld, including the rights of the community to be involved in the process.

Plans for the next 12 months

- Continue to substantially achieve compliance with statutory timeframes by continuing to improve systems and processes.
- Unless economically advantageous to the community, continue to process the vast majority of resource consents by internal staff and minimise the use of external consultants.
- Continue to assist staff with ongoing professional development to ensure quality decisions and assistance to the community.

How we performed against the first year of the Long-Term Plan (LTP) 2012/22

The tables below reflect the progress of our key work during 2012/13. Each action/project is linked to the strategic objectives and priorities set in the LTP. The progress at the end of the financial year against each action/project has been represented by:



Strategic Objective:

A leaner, more customer focused organisation.

2012/13 Action/project	Background	Progress
PRIORITY 1: Continue to substantially achieve compliance with statutory timeframes by continuing to improve systems and processes.		

Review Pathways workflows	Some workflows need updating	●
<p>Progress comments: Since 1 July 2012 several workflows have been reviewed and improved, along with a number of template documents. This has been very good progress and has benefited processes. However, we did not manage to update all the workflows as programmed for the 2012/13 year. We are carrying on updating and improving workflows on a continuous improvement basis through the next year. Overall progress, over the two year timeframe for this project, is 50%.</p>		

Standardise engineering conditions and upload in electronic form to Pathways	Improve consistency	●
<p>Progress comments: Achieved in regard to engineering conditions. Now looking to do a similar process with non-engineering conditions and these will be ready for uploading in the first quarter of 2013/14.</p>		

Reduce resource consents legal costs	Resource consent staff to minimise potential costs of litigation and court-directed settlements which are a feature of current resource consent management processes	●
<p>Progress comments: Legal costs for both resource consents administration and appeals have decreased in actual expenditure for legal costs from 2011/12 to 2012/13. Resource consents allocated on the basis of most appropriate level of staff experience to match the nature of the application. Legal advice is only sought when absolutely necessary. Continue to emphasise the importance of correct process to staff.</p>		

2012/13 Action/project	Background	Progress
PRIORITY 2: Unless economically advantageous to the community, continue to process the vast majority of resource consents by internal staff and minimise the use of external consultants.		

Minimise the use of external consultants for recourse consent processing	Continue to process the vast majority of resource consents by internal staff and minimise the use of external consultants	●
<p>Progress comments: Achieving 100% of target. Continuing to process the vast majority of consents by internal staff.</p>		

2012/13 Action/project	Background	Progress
PRIORITY 3: Continue to assist staff with ongoing professional development to ensure quality decisions and assistance to the community.		

Staff development	Continue to assist staff with ongoing professional development to ensure quality decisions and assistance to the community	●
<p>Progress comments: One staff member undertaking post-graduate study to increase qualifications. Have also arranged a Landscape Assessment workshop for the team, utilising a professional landscape architect. This will enable the team to work through some scenarios and refresh their knowledge of landscape assessments. Through the year, we have also been doing some internal 'mentoring' with some of the more inexperienced planners, in which they are more closely supervised by the Team Leader. A new initiative at the end of the year has been a 'secondment' (swap) between consents and policy teams for 6 months. This will enable new planners to experience both consents processing and policy work and assist in their professional development.</p>		

Community Outcome: A Sustainable and Liveable Environment

About this Outcome: Growth is not taking place to the detriment of the natural environment. Historic and archaeological sites/buildings of significance and Wahi Tapu sites valued by Māori are protected and supported to be preserved. Council supports environmental initiatives that enhance the district.

Actual achievements against the Key Performance Indicators (KPI) and targets that the Council uses to monitor levels of service are detailed below:

KPI: Percentage of non-notified Resource Consents completed within statutory timeframes (20 working days)	LTP Target	Result 2012/13												
ACHIEVED: Of the non-notified consents subject to the Resource Management Act discount regulations, 97% were issued within the 20 day period. Averaging 17 days processing the resource consents.	95%	97%												
<p>Graph shown below details a three year view of performance: (The difference being "Percentage of resource consents completed within statutory timeframes" was used to monitor this KPI in previous years.)</p> <table border="1"> <caption>Three Year View of Performance</caption> <thead> <tr> <th>Year</th> <th>Target</th> <th>Result</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>70%</td> <td>95%</td> </tr> <tr> <td>2010/11</td> <td>80%</td> <td>97%</td> </tr> <tr> <td>2011/12</td> <td>90%</td> <td>98%</td> </tr> </tbody> </table>			Year	Target	Result	2009/10	70%	95%	2010/11	80%	97%	2011/12	90%	98%
Year	Target	Result												
2009/10	70%	95%												
2010/11	80%	97%												
2011/12	90%	98%												

Environmental Management Group



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Activity: Building Consent Management

Building Consent activity generally comprises three functions; consenting, inspecting and certifying building work to ensure better, safer, drier buildings that meet legal requirements. These are administered in accordance with the Building Act and Building Codes. A significant portion of this activity includes advice and support to the public which is not recoverable from fees and charges.

The vision of the Building Consents Team is to ensure that the people of the Far North can use buildings safely without endangering their health.

Council will achieve this by:

- Retaining Building Consent Authority status and accreditation.
- Continuing to implement legislative and technological changes in a consultative manner with industry.
- Processing, issuing, inspecting, and certifying building consent applications under the national performance requirements.
- Dealing with weather tight claims under the Weather Tight Resolution Service Act.
- Issuing statutory notices, infringements, and enforcement under The Building Act requirements.
- Processing consents with the regional mapping guidance documents.
- Accessing applications for effluent disposal requirements under delegation from the Regional Council.
- Adhering to the Earthquake Prone Policy.
- Maintaining and updating the swimming pool register and ensuring fencing of swimming pools meets legislative requirements.

Key facts

During the 2012/13 year Council issued:

- 1215 project information memoranda and building consents.
- 6674 field inspections conducted.
- 821 building warrant of fitness renewals administered.

Council also:

- Sought determination guidance and determinations for binding technical decisions.
- Responded to and acted upon historical building issues.
- Processed improvement through legislative change and auditing outcomes.
- Responded to community needs during Civil Defence events through the Northland Regional Group.



Our major achievements in 2012/13

Highlights of our progress during 2012/13 include:

- Natural Hazard including flood indicative areas guidance documentation, was completed for the Far North District Council website and communicated to practitioners to reference when applying for building consent in areas affected by one or more natural hazards. Additionally, training has been given to building staff and internal processes developed for recording decisions, reasons and outcomes. (FYI: the guidance documentation aligns with sections 71-75 of the Building Act 2004 and the release of the Regional Policy Statement from Northland Regional Council).
- Council continues to offer the simple building consent express timeframe. This provides for building consent applications for simple structures to be processed within a reduced five day timeframe.
- Clearance of older Code Compliance Certificate (CCC) decisions in line with audit requirements has been progressing well. Over a thousand decisions have been issued to date.
- Proposed changes recommended for Far North District Council fee and service charges were adopted by Council in March 2013. The user pays mandate is being adhered to.

Challenges we experienced

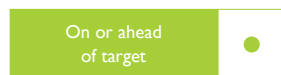
- Amendment Bill 4 is aimed to introduce enhanced and more comprehensive consumer protection measures, including mandatory written contracts for work valued over a prescribed amount, mandatory disclosure of certain information by building contractors, and new offenses for breaches of these requirements. This has presented a challenge to Council as the implantation of the amendment bill has been incremental and the licensed building practitioner scheme is still within its infancy.
- The implementation of Restricted Building Work and the Licensed Building Practitioners' Scheme underpins the Amendment Bill 4 and this has been a challenge for the building industry. Council has provided advice and ensured consents are issued with the Licensed building practitioners (LBP) certification.
- Internally the Management Operational System has been implemented. This has resulted in a daily, weekly and monthly report being used to prepare a resource requirement tool.

Plans for the next 12 months

- Work towards a recognised qualification for all building officials performing a technical role as per the 2006 regulations (reg 18).
- Investigate the use of electronic based consenting and field tablet operation and align with the national initiative (National Online Consenting).
- Successful implementation of the amendments to the Building Act 2004 and continue to comply with building accreditation requirements.
- Continue to undertake process improvements to the building consent process.
- Increase public and practitioner knowledge of Building Act 2004 requirements through practitioner meetings, public information newsletters and website updates.
- Continue to audit the building warrant of fitness regime and meet Council's obligations under the Fencing of Swimming Pools Act 1987.

How we performed against the first year of the Long-Term Plan (LTP) 2012/22

The tables below reflect the progress of our key work during 2012/13. Each action/project is linked to the strategic objectives and priorities set in the LTP. The progress at the end of the financial year against each action/project has been represented by:




Strategic Objective:

A leaner, more customer focused organisation.



2012/13 Action/project	Background	Progress
PRIORITY I: Continue to improve building consent management processes and services.		
Half yearly Construction Section News	Collaborative Council construction sector newsletter to assist industry with changes to the building sector	●
Progress comments: Collaborative Council effort between Whangarei District Council, Far North District Council and Kaipara District Council. Newsletter released in March 2013. This has been continuing as a collective from the Building consent authority (BCA). The winter newsletter has been published and circulated.		
Fee and Service Charges review	Comply with long-term plan requirement to adjust on yearly basis	●
Progress comments: Proposed changes to the Building Fees and Charges Schedule were approved by Council, 28 March 2013. Staff have worked to update the schedules and systems for implementation 1 July 2013. This has now been completed with the fees schedule and calculator available online.		
Website updates	Annual review on website content for currency	●
Progress comments: Ongoing, future updates to include additional information for building warrant of fitness requirements for property owners.		


Completed 


On or ahead of target 



Within 10% of target or some moderate slippage 

Significantly off target 

Annual verification and inspection process for buildings with warrants of fitness	This is a requirement under legislation to ensure specified or life safety systems are tested and maintained to the appropriate level	
Tri-annual verification of all pools on the swimming pool register	Council takes all reasonable steps to ensure compliance with the Fencing of Swimming Pools Act 1987	
Progress comments: Inspection and follow up on track with use of BCA resources for inspections. This BCA continues to shift resources in a reactionary process to provide customer service. It is noted that there is an increase in residential Building Consent applications and adequate resourcing will be required to continue to maintain a satisfactory level of service to the industry and statutory compliance is achieved.		

Staff to record hours on specific areas	Adhere to Council's user pays policy	
Progress comments: Building staff now operating in a time recording environment. This has been adopted through the new fees and charges regime agreed by Council.		

Annual renewal of compliance schedules and building warrant of fitness	This is a requirement under legislation	
Progress comments: Ongoing, Building Act Amendment to update on track.		

2012/13 Action/project	Background	Progress
Project fees over \$20,000 pay a levy	This levy is a cost effective solution to cover the ongoing accreditation cost	
Progress comments: Levy is in place and being charged for projects with a value over \$20,000.00.		
Building consent authority (BCA) accreditation standard practice and procedure	Bi-annual requirement under legislation (BCA regulations 2006)	
Progress comments: Audit programmed for the week of 29 October to 1 November 2013, conducted by International Accreditation New Zealand (IANZ).		

Community Outcome: A Safe and Healthy District and a Sustainable and Liveable Environment

About this Outcome: Promote safe, healthy buildings and take account of environmental issues in consents processes.

Actual achievements against the Key Performance Indicators (KPI) and targets that the Council uses to monitor levels of service are detailed below:

KPI: Percentage satisfaction with planning, building or inspection services	LTP Target	Result 2012/13												
<p>ACHIEVED: Planning and building result is based on a small sample (27 responses). Target has been met due to process improvements and quicker processing times.</p> <p>For the inspection experience comparing to 2011/12 result of 74% still remains high with 75% of applicants very satisfied/satisfied with this process.</p> <p>Graph shown below details a three year view of performance:</p> <table border="1"> <caption>Three year view of performance</caption> <thead> <tr> <th>Year</th> <th>Target</th> <th>Result</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>35%</td> <td>35%</td> </tr> <tr> <td>2010/11</td> <td>40%</td> <td>61%</td> </tr> <tr> <td>2011/12</td> <td>45%</td> <td>66%</td> </tr> </tbody> </table>	Year	Target	Result	2009/10	35%	35%	2010/11	40%	61%	2011/12	45%	66%	50%	58%
Year	Target	Result												
2009/10	35%	35%												
2010/11	40%	61%												
2011/12	45%	66%												

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KPI: Percentage of Building Consents completed within statutory timeframe (20 working days)	LTP Target	Result 2012/13
<p>ACHIEVED: A total of 1,101 building consents were issued. An average of 8.5 working days processing building consents.</p> <p><i>*This KPI above is new in the LTP 2012/13. Unable to provide a three year view of performance.</i></p>	90%	96%

KPI: Percentage of code compliance certificates (CCC's) issued within statutory timeframe (20 working days)	LTP Target	Result 2012/13
<p>ACHIEVED: Total of 1,082 CCC's were issued averaging 8 workings days.</p> <p><i>*This KPI above is new in the LTP 2012/13. Unable to provide a three year view of performance.</i></p>	90%	90%

KPI: Percentage of building inspections completed within 48 hours	LTP Target	Result 2012/13
<p>NOT ACHIEVED: It has proven extremely difficult to extract this information. We do not capture the initial call from the customer to determine a "Start Time". We can extract the day that the inspection was completed but without any start date there is no measurement of time, e.g. that we completed the inspection within 48 hours of the initial customer request. (For this to be measured then some Pathways re-engineering needs to be completed. This is not a Building Consent Authority audit requirement.)</p> <p><i>*This KPI above is new in the LTP 2012/13. Unable to provide a three year view of performance.</i></p>	95%	Unknown

Financial Information Environmental Management

FINANCIAL SUMMARY FOR THE YEAR ENDED 30 JUNE 2013

	NOTE	ACTUAL 2013 \$000s	COUNCIL BUDGET 2013 \$000s	VARIANCE \$000s
Income				
Rates income (excluding targeted water supply rates)	1	7,554	7,211	343
Fees, charges & targeted water supply rates	2	3,080	3,252	(172)
Other income		25	4	21
Total Operating Income		10,658	10,467	192
Expenditure				
Direct costs	3	8,452	9,281	829
Indirect costs	4	510	845	335
Activity Expenditure		8,962	10,126	1,164
Depreciation	5	48	154	106
Interest payable		20	177	157
Total Operating Expenditure		9,030	10,457	1,427
Net Operating Surplus/(Deficit)		1,628	10	1,618
Capital Statement				
Net operating surplus		1,628	10	1,618
Other funding		23	23	0
Total Funding		1,651	33	1,618
New works		8	10	2
Loan repayments		23	23	0
Total Capital Expenditure		31	33	2
NET SURPLUS/(DEFICIT)		1,620	0	1,620

NOTE:

A favourable variance is shown as a positive number and an unfavourable variance is shown as a negative number.

The direct and indirect budgets shown in the table do not individually agree to those published in the LTP due to a difference in allocation. The total activity expenditure, however, does agree to the total published in the LTP.

VARIANCE TO THE LONG TERM PLAN 2012/13

1. Rates Income is showing a favourable variance due to:
 - a. An increase in penalty rate income of \$437k; and
 - b. An decrease in general rate income of \$95k.
2. Fees and charges are showing an unfavourable variance of \$172k predominantly due to:
 - a. Regulatory service fees & charges are below budget by \$117k as a result of the current economic downturn;
 - b. Health licenses are showing an unfavourable variance of \$19k;
 - c. Parking fines are showing an unfavourable variance of \$34k;
 - d. Other income of \$37k is due to a rejected prior year insurance claim which was unbudgeted for.
3. Direct Costs are showing a favourable variance of \$829k predominantly due to:
 - a. Personnel costs are below budget by \$268k due to staff vacancies not being filled as a result of the current economic downturn;
 - b. Training costs are showing a favourable variance of \$58k;
 - c. Expenditure on contractor and professional fees are below budget by \$420k as a result of the current economic downturn; and
 - d. Bad debt provisions exceeded budget by \$381k due to increased penalty charges.
4. Indirect costs are below budget \$335k due to a decrease in corporate allocations.
5. Depreciation is showing a favourable variance of \$106k due to delays in the replacement of the vehicle fleet.