



Environmental Management Group



Community Outcome
A Safe and Healthy District

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 2004 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.

Animal Control

The Animal Control Activity administers and enforces the Dog Control Act 2006 and aspects of the Impounding Act 1955 that are Council's responsibilities.

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

ANIMAL CONTROL CONTRIBUTES BY

- Ensuring unrestrained dogs and wandering stock are controlled.



KEY PROJECTS

– development so far –

Dog Registration

What we said we would do in 2013/14

To increase dog registration by following up on known dogs not registered and targeting unregistered dogs.

What we did in 2013/14

59 dogs were seized as a result of failure to register. Police assistance was sought in cases where dog owners resisted seizure of their dogs.

What we plan to do in 2014/15

To increase dog registration by following up on known dogs not registered and targeting dogs that have never been registered.

Wandering Stock

What we said we would do in 2013/14

Reducing incidents of wandering stock by working with stock owners at high risk or frequent incident locations.

What we did in 2013/14

Numbers of reoccurring incidents for properties have been resolved working with stock owners. This has resulted in stock being sold at auction. This year horses have been an increasing problem.

What we plan to do in 2014/15

Reducing incidents of wandering stock by working with stock owners at high risk or frequent incident locations.

Options For Disposal

What we said we would do in 2013/14

Investigate the options for disposal of unwanted dogs, including associated costs.

What we did in 2013/14

Although commenced, this review will carry over into 2014-15.

What we plan to do in 2014/15

Complete review of the options for disposal of unwanted dogs, including associated costs.



Neutering Programme

What we said we would do in 2013/14

Investigate the introduction of a neutering programme for dogs re-homed from the pound, including associated costs.

What we did in 2013/14

Some re-homed dogs have been neutered by arrangement with one particular vet, however not all dogs are.

What we plan to do in 2014/15

Investigate the introduction of a neutering programme for dogs re-homed from the pound, including associated costs across the district.

COMPLETED

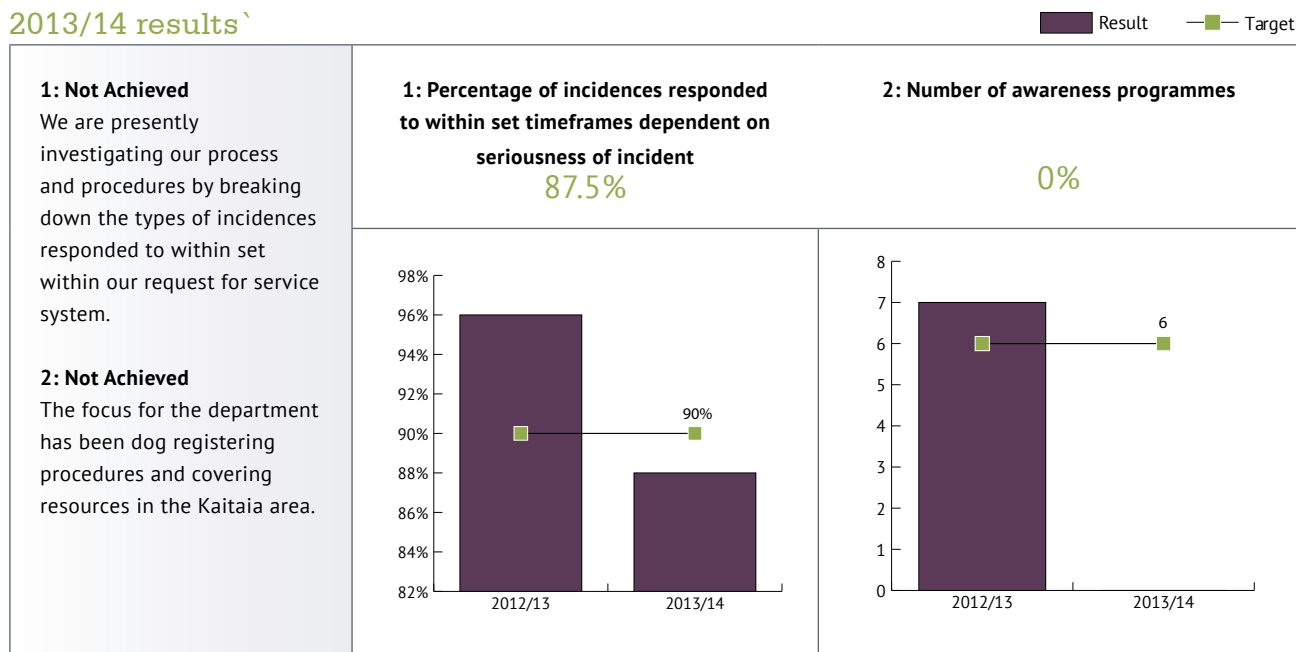
– what we have achieved in 2013/14 –

- The Okaihau (southern) pound has had some upgrade work carried out with the addition of a covered area and vehicle wash down.
- The Southern stock pound has been relocated from Pakaraka to Okaihau to be on the same property as the dog pound.

Activity Performance Indicators

- The activity service and performance results in 2013/14 is detailed below:

2013/14 results`



¹ Please refer to the Animal Control section of the Long-Term Plan (LTP) 2012/13 and the Annual Plans 2013/14 and 2014/15 for further information on priorities

CHALLENGES AND DISAPPOINTMENTS

– where are we now? –

- Priorities in the Kaitaia area, and the streamlining of dog registration processes has led to public education programmes to increase dog owners awareness of their responsibilities. However, this is a priority for 2014/15 now the Animal Control team are back to full strength and the new staff are fully operational we can look to actively promoted educational talks.
- Limited success with a small number of re-homed dogs by working with one veterinary practice.

THINKING AHEAD¹

– key priority planned for 2014/15 –

- Continue public education programmes to increase dog owners' awareness of their responsibilities.



Environmental Management Group



Community Outcome
A Safe and Healthy District

Environmental Health

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

ENVIRONMENTAL HEALTH CONTRIBUTES TO

- Safeguard public health

KEY PROJECTS

– *development so far* –

Food Control Plans

What we said we would do in 2013/14

Gradual transition from registration of food premises to Food Control Plans, in line with the expected Food Act coming into force.

What we did in 2013/14

With the implementation of the Food Act 2014, internal systems have been updated to cater for legislative changes.

What we plan to do in 2014/15

Gradual transition from registration of food premises to Food Control Plans, in line with the expected Food Act coming into force.



Operate administration systems that allow for the transition from registration of premises to Food Control Plans.

COMPLETED

– *what we have achieved in 2013/14* –

- Environmental Health Officers are now fully qualified and reporting on applications.

CHALLENGES AND DISAPPOINTMENTS

– *where are we now?* –

- We have a number of premises who are struggling to meet the requirements of the Food Control Plans and will probably have to revert to registration until the legislation become mandatory in March 2016.

- Await the full Regulations which are being developed and will be in place by 1st March 2016, or before.

THINKING AHEAD¹

– *key priorities planned for 2014/15* –

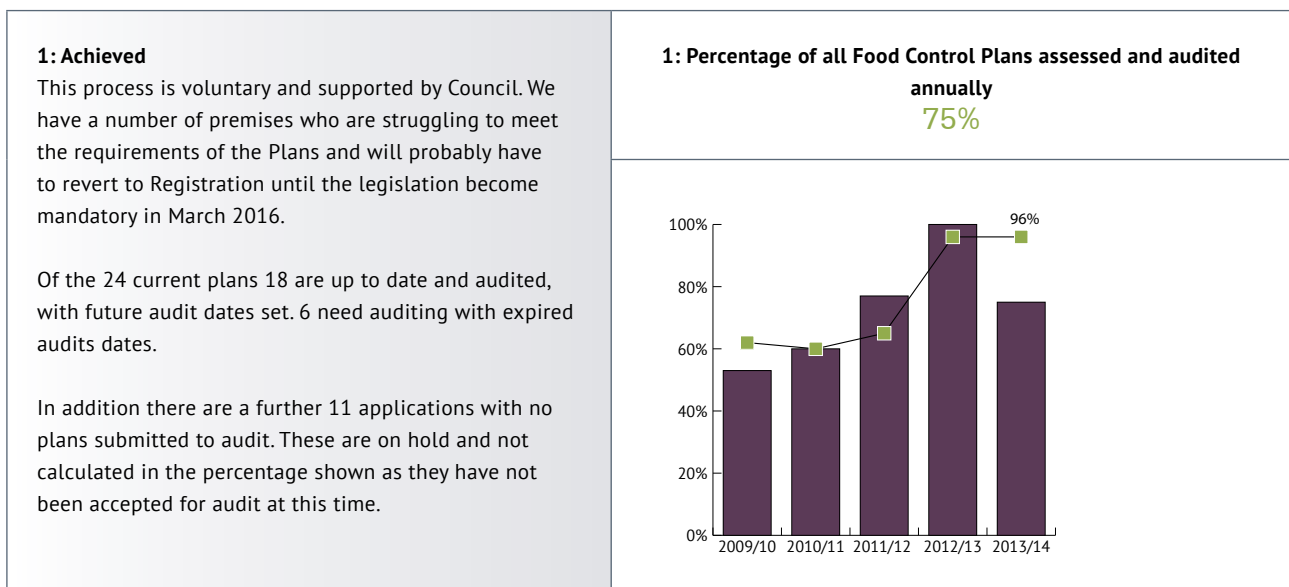
- To prepare a Local Approved Products Policy (LAPP) under the Psychoactive Substances Act 2013.
- To review the Class 4 Gaming and TAB Venue Policy.

Activity Performance Indicators

- The activity service and performance results in 2013/14 is detailed below:

2013/14 results

■ Result ■ Target



¹ Please refer to the Environmental Health section of the Long-Term Plan (LTP) 2012/13 and the Annual Plans 2013/14 and 2014/15 for further information on priorities



Environmental Management Group



Community Outcome
A Safe and Healthy District

Monitoring & 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 1991 breaches, bylaw and Litter Act 1979 enforcement.

MONITORING AND ENFORCEMENT CONTRIBUTES TO

- Safeguard public health and safety

KEY PROJECTS

– *development so far* –

Illegal Dumping

What we said we would do in 2013/14

Continue to target areas of illegal dumping of rubbish.

What we did in 2013/14

Surveillance cameras have been installed at Transfer Stations, roadside location's throughout the district, and some used by District Facilities department to monitor graffiti and damage to toilet blocks. Evidence gathered from the cameras have resulted in Infringement Notices being issued to offender's.



What we plan to do in 2014/15

Continue to target areas of illegal dumping of rubbish.

Review Of Bylaws

What we said we would do in 2013/14

Continue to keep pace with reviews of bylaws in accordance with the Local Government Act 2002 requirements.

What we did in 2013/14

Commenced review of Gaming & TAB Venue Policy.

What we plan to do in 2014/15

Continue to keep pace with reviews of bylaws in accordance with the Local Government Act 2002 requirements.

COMPLETED

– *what we have achieved in 2013/14* –

- During 2013/14 only one Bylaw or Policy came up for review, which was the Gaming & TAB Venue Policy #3117. Work has begun, including a public consultation process, and will be completed during 2014/15.

- Work began on a further 2 new policies, one being the Local Alcohol Plan under the Sale & Supply of Alcohol Act 2012, the other is the Local Approved Products Policy under the Psychoactive Substances Act 2013. Drafts have been produced and a public consultation process is under way and will be completed during 2014/15.

CHALLENGES AND DISAPPOINTMENTS

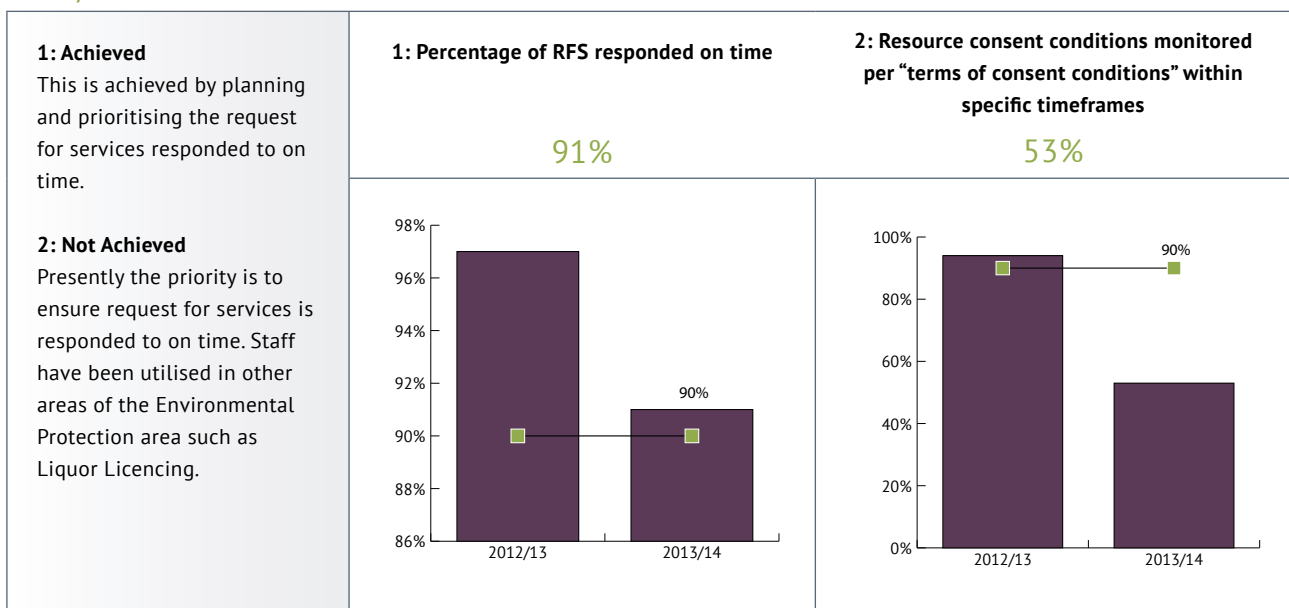
– *where are we now?* –

- Other higher priorities within the environmental protection area lead to resource consent conditions not monitored on a regular basis.
- The loss of staff throughout the year, without being replaced, as affected much of what the Monitoring group does, resulting in slower responses to complaints and failure to complete KPI's. This remains the case at this time.
- Re-building the monitoring and enforcement area to ensure responses to complaints and monitoring of resource consents in particular, are actioned within specific timelines.

Key Performance Indicators¹

- The activity service and performance results in 2013/14 is detailed below:

2013/14 results



¹ Please refer to the Monitoring and Enforcement section of the Long-Term Plan (LTP) 2012/13 and the Annual Plans 2013/14 and 2014/15 for further information on priorities



Environmental Management Group



Community Outcome
A Safe and Healthy District

Liquor Licensing Agency

The responsibilities of the district Liquor Licensing Agency is to process and issue all unopposed liquor licenses; as an agency to the Liquor Licensing Authority based in Wellington. All work is carried out as a requirement of the Sale of Liquor Act 1989 and incorporates such licensing as On Licenses, Off Licenses, Temporary Authorities, and Special Licenses, amongst others.

LIQUOR LICENSING AGENCY CONTRIBUTES TO

- Safeguard public health and safety

COUNCIL'S STRATEGIC PRIORITY

– *in action* –

Local Alcohol Policy (LAP)

What we said we would do in 2013/14

Changes in the Sale & Supply of Alcohol Act 2012 ("The Act") have meant that the Far North District Sale of Liquor Policy is no longer valid. The Act allows Councils to develop a Local Alcohol Policy (LAP) as discretionary. The Far North District Council at its meeting in December 2013 decided to proceed with development of a draft LAP.



What we did in 2013/14

The draft LAP has been adopted by Council for consultation via a Special Consultative Procedure (SCP), allowing the people of the Far North District to have an opportunity to input into the Policy.

What we plan to do in 2014

Council will adopt the provisional LAP which remains provisional for 30 days to allow for appeals. If there are no appeals the LAP becomes final and will guide the district Licensing Committee in its determinations.

KEY PROJECTS¹

– *development so far* –

Alcohol Reform Bill

What we said we would do in 2013/14

Manage the gradual transition brought about by the anticipated Alcohol Reform Bill introduction. Operate dual administration systems during the transition period.

What we did in 2013/14

The Society of Local Government Managers introduced a number of Webinar training sessions staged between March and July 2013, to detail the changes of legislation, to which staff and elected members have participated.

A District Licensing Committee was established in December 2013 to consider license and certificate applications.

What we plan to do in 2014/15

Manage the transition brought about by the enactment of the Sale & Supply of Alcohol Act 2012. Establish and implement processes for reporting to the District Licensing Committee

Far North Alcohol Team (FNAT)

What we said we would do in 2013/14

Continue to represent Council as an active member of the Far North Alcohol team (FNAT).

What we did in 2013/14

The District Licensing Inspector continues to attend FNAT Steering Committee meetings regularly. The group provides for the requirements of section 295 of the Sale & Supply of Alcohol Act 2012 "Duty to Collaborate" - The Police, Inspectors, and Medical Officers of Health within each territorial authority's district must establish and maintain arrangements with each other to ensure the ongoing monitoring of licences and the enforcement of this Act; and work together to develop and implement strategies for the reduction of alcohol-related harm.

¹ Please refer to the Liquor Licensing Agency section of the Long-Term Plan (LTP) 2012/13 and the Annual Plans 2013/14 and 2014/15 for further information on priorities

What we plan to do in 2014/15

Continue to represent Council as an active member of the Far North Alcohol team (FNAT).

Host Responsibility Inspections

What we said we would do in 2013/14

Increase Host Responsibility inspections.

What we did in 2013/14

Inspecting licensed premises to ensure compliance with such requirements as signage, Duty Managers Certificates etc;

What we plan to do in 2014/15

Increase Host Responsibility inspections.

COMPLETED

– *what we have achieved in 2013/14* –

- The transition from the Sale of Liquor Act 1989 to the Sale & Supply of Alcohol Act 2012 was successfully completed and is now fully operational.

CHALLENGES AND DISAPPOINTMENTS

– *where are we now?*

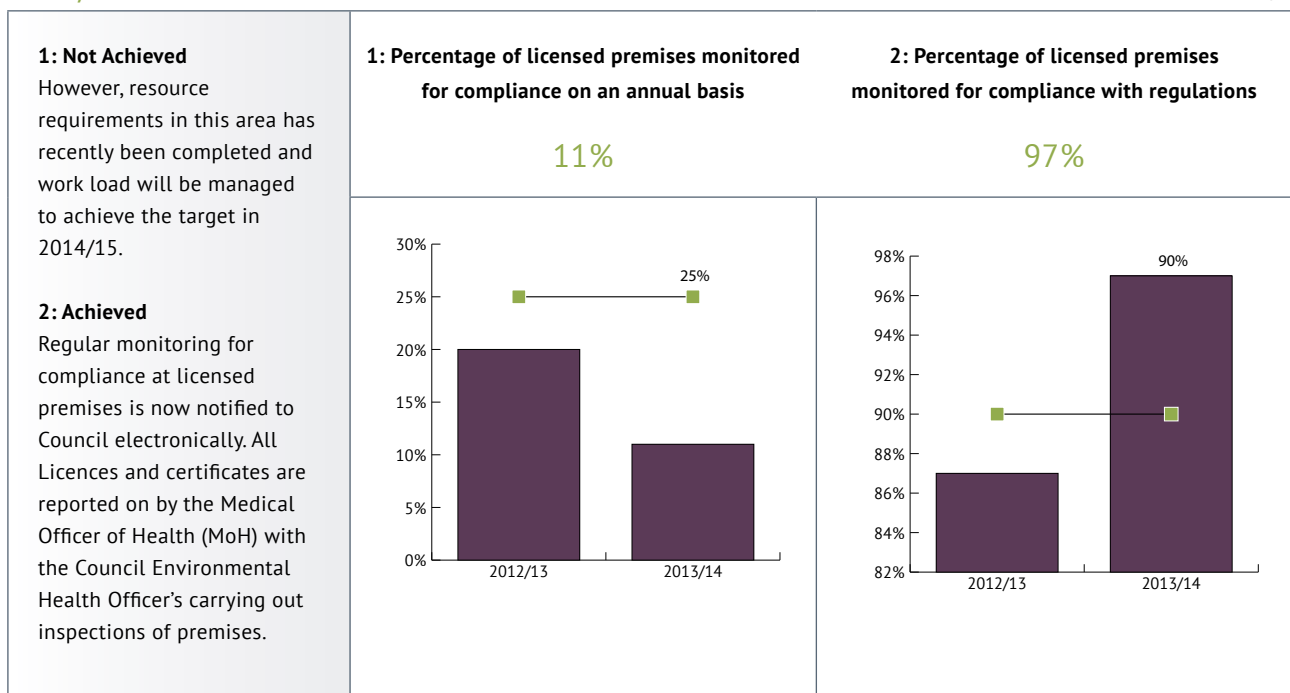
- Limited workforce allocated to monitoring compliance for licenced premises. However, work capacity has been rectified to achieve this in 2014/15.

Activity Performance Indicators

- The activity service and performance results in 2013/14 is detailed below:

2013/14 results

Result Target





Environmental Management Group



Community Outcome
A Safe and Healthy District

Parking Enforcement

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

PARKING ENFORCEMENT CONTRIBUTES TO

- Safeguard public health and safety

KEY PROJECTS

– *development so far* –

Levels Of Service

What we said we would do in 2013/14

Maintain the level of service throughout the district, agreed by Council and as specified in the LTP.



What we did in 2013/14

A seasonal service was provided for in Paihia and Kerikeri, from Labour weekend through to the end of Easter weekend.

What we plan to do in 2014/15

Maintain the level of service throughout the district, agreed by Council and as specified in the LTP.

Disability Parking Facilities

What we said we would do in 2013/14

Target the misuse of disability parking facilities.

What we did in 2013/14

Infringement Notices were issued where offences were found.

What we plan to do in 2014/15

Target the misuse of disability parking facilities.

CHALLENGES AND DISAPPOINTMENTS

– where are we now? –

- There were no dedicated parking wardens employed to provide the service. Staffing was provided from the Animal Control division. Recruitment of suitable person dedicated to undertake parking warden role is planned for in 2014.

THINKING AHEAD¹

– key priorities planned for 2014/15 –

- Investigate the option of utilising other agencies to assist with parking enforcement.

¹ Please refer to the Parking Enforcement section of the Long-Term Plan (LTP) 2012/13 and the Annual Plans 2013/14 and 2014/15 for further information on priorities



Environmental Management Group



Community Outcome
A Sustainable and Livable
Environment

Environmental Policy

The Environmental Policy Activity primarily involves identifying resource management issues facing the Far North District, including national and regional policy and regulations that have to be given effect to, and finding ways of addressing these issues. The main component is the review, administration, and monitoring of the Far North District Plan.

ENVIRONMENTAL POLICY CONTRIBUTES BY

- Supporting environmental initiatives that enhance the district.

KEY PROJECTS¹

– *development so far* –

Plan Changes

What we said we would do in 2013/14

Continue with the programme of undertaking prioritised plan changes to improve the quality of the document and subsequent environmental results.

What we did in 2013/14

Continued to implement our programme of plan changes. Major milestones included the notification of PCs 14 (Air Chapter); 15 (Rural Provisions); 17



(Impermeable Surfaces); and preparation of PC 18 (GMOs) such that it was able to be notified in July 2014. Staff participated in, and contributed to, Environment Court proceedings relating to appeals to PC 12 (Paihia Mission Heritage Area). Substantial progress made on plan changes relating to Traffic, Parking and Access; and to Signage. Substantial progress also made in the development of a comprehensive programme for the review of the district plan, and associated integrated planning processes with other divisions of Council.

What we plan to do in 2014/15

Continue with the programme of undertaking prioritised plan changes to improve the quality of the document and subsequent environmental results.

Rolling Review

What we said we would do in 2013/14

Continue with the programme of undertaking prioritised plan changes to improve the quality of the document and subsequent environmental results.

What we did in 2013/14

The Council has previously resolved to review its District Plan using a rolling review methodology as opposed to reviewing the entire document in a single process. Council is yet to approve a final priority programme for plan changes, however this has not unduly delayed matters as several plan changes have continued to be processed while awaiting approval of an overall programme.

What we plan to do in 2014/15

Continue a review of the District Plan to meet Council's statutory obligation.

Inter-Council Working Party

What we said we would do in 2013/14

Continue involvement in the Inter-Council Working Party (ICWP) on genetically modified organisms (GMOs).

What we did in 2013/14

Council continued to participate in the ICWP. Milestones achieved included the commencement of the Schedule 1 statutory process of notification of a Plan Change introducing GMO provisions into the District Plan. This has involved continued resource-sharing with neighbouring territorial authorities. Council is also involved as a 274 party to Whangarei District Council's Appeal against decisions on the Regional Policy Statement in regard to GMOs. Council has lodged submission in support of Auckland Unitary Plan provisions (consistent with ICWP's resolutions).

What we plan to do in 2014/15

Continue involvement in the Inter-Council Working Party on genetically modified organisms (GMOs), and continuation of the processing of PC 18 GMOs.



Monitoring strategy

What we said we would do in 2013/14

Continue to monitor the effectiveness of the District Plan.

What we did in 2013/14

The monitoring strategy review has been completed to draft stage. The scope of the monitoring process is being further developed to respond to the efficiency and effectiveness review mechanisms required under the RMA and to further inform the review of the District Plan.

What we plan to do in 2014/15

Continue to monitor the effectiveness of the District Plan.

Public Awareness

What we said we would do in 2013/14

As and when opportunities present themselves, increase public awareness and understanding of the District Plan.

What we did in 2013/14

Examples of public awareness programmes include Planning Newsletter published twice yearly; seminars and workshops held externally and internally on request; brochures; pocket size Guide to the District Plan; ongoing assistance with Planning Duty Roster; participation in externally organised seminars, e.g. hapu/marae development seminars organised by Dept. of Internal Affairs - presented as part of a public seminar; liaising with Maori Land Court officials and providing District Plan advice to Maori land owners and coordination with associated key stakeholders.

What we plan to do in 2014/15

As and when opportunities present themselves, increase public awareness and understanding of the District Plan.

COMPLETED

– what we have achieved in 2013/14 –

- Completion of the first of three phases of the Review of the District Plan's Rural Provisions via Council Decisions issued on Plan Change 15.
- Milestone achievement of development of Plan Change process to notification stage for the consideration of Genetically Modified Organisms.
- Completion of comprehensive local data collection program to provide evidence base for proposed Traffic Parking and Access Plan Change.
- Continued achievement in program of District Plan public awareness program through issue of biannual newsletter.

CHALLENGES AND DISAPPOINTMENTS

– where are we now? –

With respect to the Monitoring Strategy the somewhat limited scope of baseline data collection and associated methodology for collecting this data requires improvement so that the future review of the effectiveness & efficiency of the plan is more accurate and meaningful in terms of the review of the Plan.

The rate of progress in preparing a Council Tangata Whenua engagement strategy and associated department work plan has impacted on opportunities to further develop relationships with Tangata Whenua groups.

Although some progress has been made, the need for improved linkages between the District Plan, infrastructure planning and growth management is required.

¹ Please refer to the Environmental Policy section of the Long-Term Plan (LTP) 2012/13 and the Annual Plans 2013/14 and 2014/15 for further information on priorities

Activity Performance Indicators

The information below includes:

- How residents rated their satisfaction on use of a selection of Council services and facilities;
- The activity service and performance results; and
- A peer review comparison with three Councils (Thames-Coromandel District Council (TCDC), Opotiki District Council (ODC) and Gisborne District Council (GDC) looking primarily at customer satisfaction with Council's facilities and services.

2013/14 results

	Result	Target						
<p>1: Achieved 49% of residents felt well informed (7%) or informed (42%) about the District Plan and its level of significance for the communities in the district. This was a considerable increase on last year's measure and well above the target set. Public awareness has been extended through the building and resource consent appointment process with customers explaining the purpose and benefits using the district plan.</p> <p>Peer Group Comparison The combined peer group average emerged at 61%.</p>	<p>1: Percentage of residents who feel either very well informed or well informed about the District Plan</p> <p>*Amended KPI focus (as part of the 2013/14 Annual Plan adoption) due to more accurately reflect the relevant project priority identified as part of the LTP monitoring</p> <p>49%</p> <table border="1"> <caption>COUNCILS 2014</caption> <tr><td>TCDC</td><td>53%</td></tr> <tr><td>ODC</td><td>73%</td></tr> <tr><td>GDC</td><td>57%</td></tr> </table>	TCDC	53%	ODC	73%	GDC	57%	<p>Peer group average</p> <p>61%</p>
TCDC	53%							
ODC	73%							
GDC	57%							
<p>2: Not Achieved Three plan changes were approved by Council in July and August outside of the 2013/14 year. This was due to delays in receiving recommendations of the Independent Commissioners.</p> <p>3: Achieved The scope and methodology of the monitoring strategy is being strengthened as part of the plan review process. Consequently, the potential for responsiveness to issues identified in the strategy has similarly improved.</p>	<p>2: Number of plan changes where decisions are publicly notified</p> <p>0%</p>	<p>3: Percentage of solutions identified within the year for issues identified via the monitoring strategy</p> <p>20%</p>						



Environmental Management Group



Community Outcome
A Sustainable and Livable
Environment

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. 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.

RESOURCE CONSENT MANAGEMENT CONTRIBUTES BY

- Supporting environmental initiatives that enhance the district.
- 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.

¹ Please refer to the Resource Management section of the Long-Term Plan (LTP) 2012/13 and the Annual Plans 2013/14 and 2014/15 for further information on priorities



COMPLETED

– *what we have achieved in 2013/14* –

Business Processes

- 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. We have continued to update and improve workflows on a continuous improvement basis through the year. In terms of the 2013/14 programme, this has been completed. Highlights of the year's programme have included setting up new processes for the RCs Engineer, establishing and trialling new processes ready to put in place to implement pending legislation changes; and introducing an improved pre application meeting/checking process. Overall progress, over the two year timeframe for this project, in terms of those things planned for completion in that timeframe, has been good.
- Standardised engineering conditions uploaded in electronic form to Pathways.
- 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. Legal costs below budget.
- The vast majority of resource consents for 2013/14 year have been processed by internal staff, thereby minimising the use of external consultants.

Staff Development

- A commitment to staff development in the area of National Environmental Standard for Assessing and Managing Contaminants in Soil to Protect Human Health and supporting postgraduate studies that in turn bring a benefit to the organisation.

CHALLENGES AND DISAPPOINTMENTS

– *where are we now?* –

- It is an ongoing challenge to balance the 'wellbeing' and expectations of the individual landowner or developer with those of the community and stake holder and interest groups.

THINKING AHEAD¹

– *key priorities planned for 2014/15* –

- Continue to substantially achieve compliance with statutory timeframes by continuing to adequately resource processing requirements and by improving and updating systems and processes, with input from practitioner groups.
- 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.



Activity Performance Indicators

The information below includes:

- How residents rated their satisfaction on use of a selection of Council services and facilities;
- The activity service and performance results; and
- A peer review comparison with three Councils (Thames-Coromandel District Council (TCDC), Opotiki District Council (ODC) and Gisborne District Council (GDC) looking primarily at customer satisfaction with Council's facilities and services.

2013/14 results

■ Result —■— Target

1: Achieved

60% of the 25 residents who applied for resource consent in the past twelve months were very satisfied (19%) or satisfied (41%) with the process. This result exceeded the target set.

Since 2012 the Resource Consent team have continued to improve the processes and procedures for their customers. From trialling a new pre application meeting/ checking process, electronic forms developed for FNDC property system to having quarterly meetings with Practitioners.

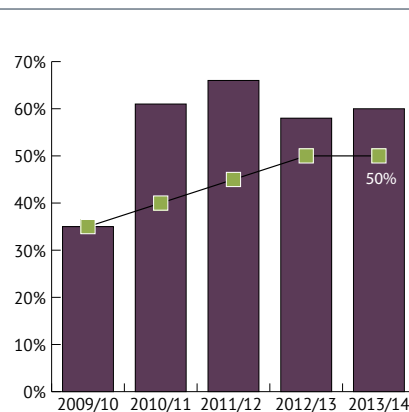
Peer Group Comparison

Unable to provide an average for each Council due to a small base size.

1: Percentage satisfaction with planning services

* In the LTP 2012/13 the KPI reads "Percentage satisfaction with Planning, Building or Inspection Services". From this year's community survey Council were able to define the proportion of responses relating to Resource Consents.

60%



2: Achieved

Statutory compliance achieved within the 20 working days timeframe.

2: Percentage of non-notified resource consents completed within statutory timeframes (20 working days)

98%





Environmental Management Group



Community Outcome
A Safe And Healthy District and
A Sustainable and Livable
Environment

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 2004 and Building Codes. A significant portion of this activity includes advice and support to the public which is not recoverable from fees and charges.

BUILDING CONSENT MANAGEMENT CONTRIBUTES

- To promote safe and health buildings.
- Take account of environmental issues in consent processes.



KEY PROJECT¹

– *development so far* –

Electronic Capabilities

What we said we would do in 2013/14

- Investigate the use of electronic based consenting and field tablet operation.

What we did in 2013/14

- Viewed electronic systems being implemented and trialed in other Councils.

What we plan to do in 2014/15

- Continue to develop the electronic capability for the building function.

COMPLETED

– *what we have achieved in 2013/14* –

- Building Fees and Charges Schedule were approved by Council, June 2013. Staff have worked to update the schedules and systems for implementation from 1 July 2014.
- Half yearly Construction Section News in collaboration with Whangarei and Kaipara District Councils continues as a joint venture.
- Bi-Annual Building Accreditation Audit took place between October/November 2013. Nine corrective action requests from the audit process completed by February 2014.
- Workshop with practitioners to identify areas where mutual improvements can be made to expedite the process were undertaken. In addition to this two workshops were held for the express consent trial.

CHALLENGES AND DISAPPOINTMENTS

– *where are we now?* –

- National online consenting has been proposed by the Ministry of Business, Innovation and Employment, Building and Housing Department, and this may elevate the need for electronic applications and field tablet operation.
- The Fencing of Swimming Pools Act 1987 amendments have not been advanced due to no Ministerial directive.
- Royal Commissions Earthquake Enquiry and findings have not been implemented through guidance notes or legislation for national consistency.

THINKING AHEAD

– *key priorities planned for 2014/15* –

- Successful implementation of the amendments to the Building Act 2004 and continue to comply with building accreditation requirements.
- Continue to audit the Building Warrant of Fitness regime and meet Council's obligations under the Fencing of Swimming Pools Act 1987.
- Continue to undertake process improvements to the building consent process with input from practitioner groups.
- Increase public and practitioner knowledge of Building Act 2004 requirements through public information newsletters and website updates.

¹ Please refer to the Building Consent Management section of the Long-Term Plan (LTP) 2012/13 and the Annual Plans 2013/14 and 2014/15 for further information on priorities

Activity Performance Indicators

The information below includes:

- How residents rated their satisfaction on use of a selection of Council services and facilities;
- The activity service and performance results; and
- A peer review comparison with three Councils (Thames-Coromandel District Council (TCDC), Opotiki District Council (ODC) and Gisborne District Council (GDC) looking primarily at customer satisfaction with Council's facilities and services.

2013/14 results

Result Target

<p>1: Achieved 56% of building consent applicants were very satisfied (21%) or satisfied (35%) with the process, exceeding the target set of 50%. Re-introduced internal audit in 2013/14 to the building consent function which has improved the service delivery Council provides to the customers.</p> <p>Peer Group Comparison Unable to provide an average for each Council due to a small base size.</p>	<p>1: Percentage satisfaction with building services * In the LTP 2012/13 the KPI reads "Percentage satisfaction with Planning, Building or Inspection Services". From this year's community survey Council were able to define the proportion of responses relating to Building Consents.</p> <p style="text-align: center;">56%</p> <table border="1"> <caption>Percentage satisfaction with building services</caption> <thead> <tr> <th>Year</th> <th>Result (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>35</td> <td>35</td> </tr> <tr> <td>2010/11</td> <td>60</td> <td>40</td> </tr> <tr> <td>2011/12</td> <td>65</td> <td>45</td> </tr> <tr> <td>2012/13</td> <td>58</td> <td>50</td> </tr> <tr> <td>2013/14</td> <td>56</td> <td>50</td> </tr> </tbody> </table>	Year	Result (%)	Target (%)	2009/10	35	35	2010/11	60	40	2011/12	65	45	2012/13	58	50	2013/14	56	50
Year	Result (%)	Target (%)																	
2009/10	35	35																	
2010/11	60	40																	
2011/12	65	45																	
2012/13	58	50																	
2013/14	56	50																	
<p>2: Achieved 68% of residents who requested a building inspection were very satisfied (30%) or satisfied (38%) with the experience. Re-introduced internal audit in 2013/14 to the building consent function which has improved the service delivery Council provides to the customers.</p> <p>Peer Group Comparison Unable to provide an average for each Council due to a small base size.</p>	<p>2: Percentage satisfaction with building inspection services * In the LTP 2012/13 the KPI reads "Percentage satisfaction with Planning, Building or Inspection Services". From this year's community survey Council were able to define the proportion of responses relating to Building Inspections.</p> <p style="text-align: center;">68%</p> <table border="1"> <caption>Percentage satisfaction with building inspection services</caption> <thead> <tr> <th>Year</th> <th>Result (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>35</td> <td>35</td> </tr> <tr> <td>2010/11</td> <td>60</td> <td>40</td> </tr> <tr> <td>2011/12</td> <td>65</td> <td>45</td> </tr> <tr> <td>2012/13</td> <td>58</td> <td>50</td> </tr> <tr> <td>2013/14</td> <td>68</td> <td>50</td> </tr> </tbody> </table>	Year	Result (%)	Target (%)	2009/10	35	35	2010/11	60	40	2011/12	65	45	2012/13	58	50	2013/14	68	50
Year	Result (%)	Target (%)																	
2009/10	35	35																	
2010/11	60	40																	
2011/12	65	45																	
2012/13	58	50																	
2013/14	68	50																	



2013/14 results

Result Target

<p>3: Achieved Statutory compliance achieved within the 20 working days timeframe.</p> <p>4: Achieved Statutory compliance achieved within the 20 working days timeframe.</p>	<p>3: Percentage of building consents completed within statutory timeframe (20 working days)</p> <p style="text-align: center; color: green; font-size: 1.2em;">93%</p> <table border="1"> <caption>Data for Metric 3</caption> <thead> <tr> <th>Year</th> <th>Result (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>96%</td> <td>90%</td> </tr> <tr> <td>2013/14</td> <td>93%</td> <td>90%</td> </tr> </tbody> </table>	Year	Result (%)	Target (%)	2012/13	96%	90%	2013/14	93%	90%	<p>4: Percentage of code compliance certificates issued within statutory timeframe (20 working days)</p> <p style="text-align: center; color: green; font-size: 1.2em;">97%</p> <table border="1"> <caption>Data for Metric 4</caption> <thead> <tr> <th>Year</th> <th>Result (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>90%</td> <td>90%</td> </tr> <tr> <td>2013/14</td> <td>97%</td> <td>90%</td> </tr> </tbody> </table>	Year	Result (%)	Target (%)	2012/13	90%	90%	2013/14	97%	90%
Year	Result (%)	Target (%)																		
2012/13	96%	90%																		
2013/14	93%	90%																		
Year	Result (%)	Target (%)																		
2012/13	90%	90%																		
2013/14	97%	90%																		
<p>5: Not Achieved Since LTP 2012/13.</p>	<p style="text-align: center;">5: Percentage of building inspections completed within 48 hours</p> <p style="text-align: center; color: green; font-size: 1.2em;">0%</p> <p>Unfortunately this has proven extremely difficult to extract this information from Council systems. Council do not capture the initial call from the customer to determine a "Start Time". Review of systems and internal processes to be able to capture to commence.</p>																			

Environmental Management Group Financial Information

Financial Summary

FOR THE YEAR ENDED 30 JUNE 2014

	NOTE	ACTUAL 2014 \$000s	COUNCIL BUDGET 2014 \$000s	VARIANCE \$000s
INCOME				
Rates income (excluding targeted water supply rates)	1	7,273	6,617	655
Fees, charges & targeted water supply rates	2	3,473	3,162	311
Other income		163	0	163
Total Operating Income		10,909	9,780	1,129
EXPENDITURE				
Direct costs	3	12,148	8,695	(3,453)
Indirect costs	4	673	819	146
Activity Expenditure		12,821	9,514	(3,307)
Depreciation		52	145	93
Interest expense		22	121	99
Total Operating Expenditure		12,895	9,780	(3,115)
Net Operating Surplus/(Deficit)		(1,986)	0	(1,986)
CAPITAL STATEMENT				
Net operating surplus		(1,986)	0	(1,986)
Other funding		23	26	(3)
Total Funding		(1,963)	26	(1,989)
New works		3	0	(3)
Loan repayments		23	26	3
Total Capital Expenditure		26	26	0
NET SURPLUS/(DEFICIT)		(1,989)	0	(1,989)

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 Annual Plan 2013/14

1. Rates Income is showing a favourable variance due to:
 - a. An increase in penalty rate income of \$476k; and
 - b. An increase in general rate income of \$179k.
2. Fees and charges are showing a favourable variance of \$311k predominantly due to:
 - a. Regulatory service fees & charges are ahead of budget by \$332k as a result of increased consent values;
 - b. PIM's are showing an unfavourable variance of \$106k;
 - c. Other income of \$163k is due to a recoveries against weathertight homes claims.
3. Direct Costs are showing an unfavourable variance of \$3,453k predominantly due to:
 - a. Settlement of weathertight home claims that were unbudgeted \$3,575k;
 - b. Salaries are showing a favourable variance of \$303k;
 - c. Bad debt provisions exceeded budget by \$538k due to increased penalty charges.
4. Indirect costs are below budget \$146k due to a decrease in corporate allocations.