

**DISTRICT SERVICES
MONTHLY
BUSINESS REPORT**

July 2022

Performance in Brief

Introduction

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

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

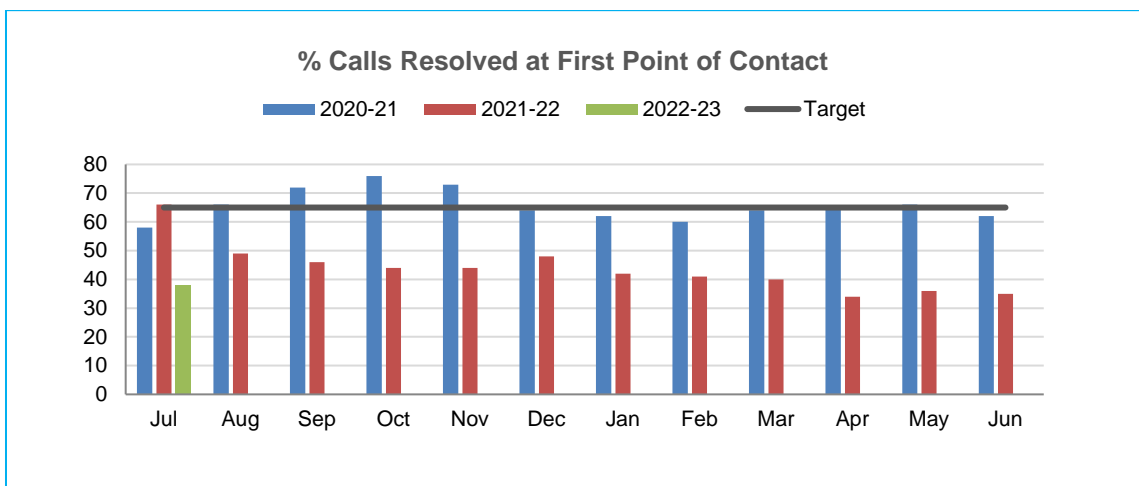


This new truncated version of the District Services Monthly Business Report provides a summary of key highlights and noteworthy trends for the month of July 2022.

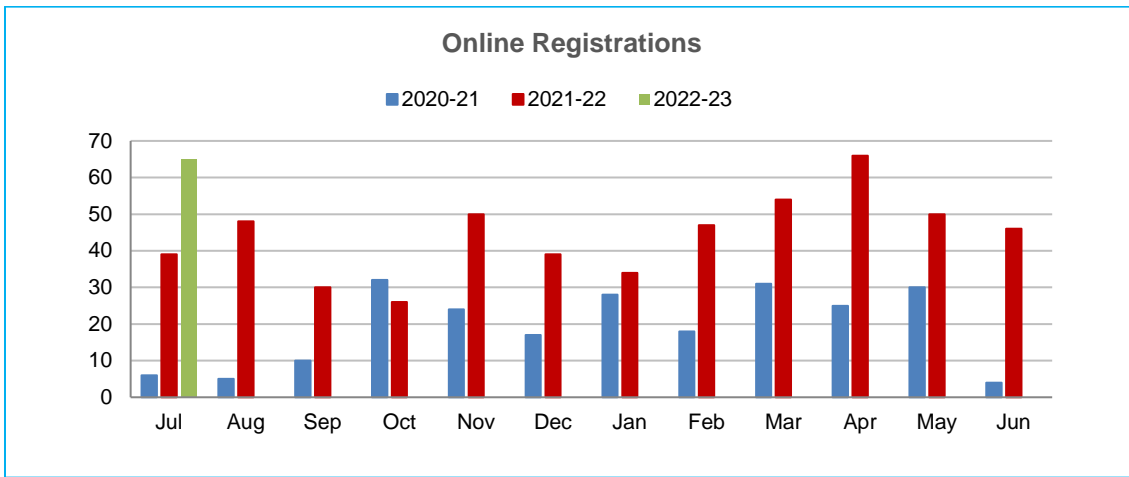
Community and Customer Services

Customer Care

As the start of the new financial year, there is a renewed focus on setting objectives and delivering outcomes with increased value to the customer. Given that there has been 28% decrease in calls resolved at first point of contact (38% down from 66%) as shown below (July comparisons), the Customer Care team are working on resolving calls at first point of contact and have started to develop an in-house knowledge base where staff can find the necessary information for customers avoiding the transfer of standard queries to back office for resolution.



There has been a 66.67% increase in online registrations (65 up from 39) in the July comparisons as shown on the next page. This is encouraging and will be a key consideration in service offerings going forward.



Libraries and Museum

Despite the impact of Covid-19, a comparison of total borrowers in July 2022 with July 2021, shows a 6.09% increase in total borrowers (31,764 up from 29,939).

i-Sites

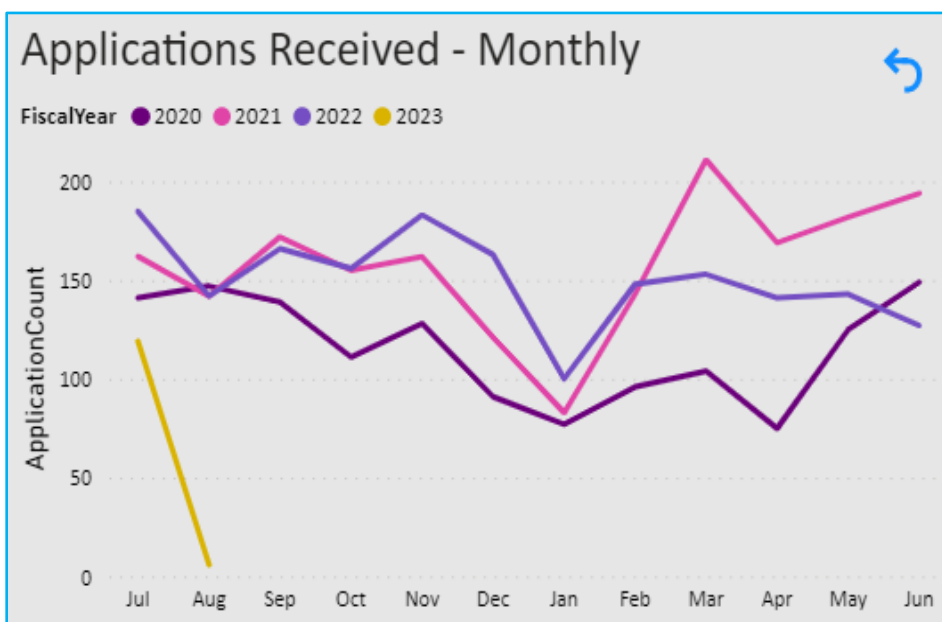
i-Sites saw a 26% decrease in visitor numbers in July (9,532 down from 12,947 in July 2021). The effects of Covid-19 and the heavy rain in July saw the cancellation of boat trips and Cape Reinga tours. However, retail sales saw a 4% increase in revenue (\$6,873 up from \$6,582 in July 2021) with strong support from both locals and visitors. With the borders opening, there are signs of more visitors in the region.

Building Services

The Building Consent Authority (BCA) has started the new fiscal year with a solid performance of 100%. Building consent figures are down 13% for the same month last year and 8% down on the four-year average. Code Compliance Certificates (CCCs) compliance is 100% for July with issued CCCs down 5% on last year and 8% down on the 4-year average.

Average days to issue building consent and code compliance certificates were 10 and 6 days respectfully.

The number of consent applications received for July is significantly lower than received for the comparative period last year. July consent application numbers are the lowest they have been since 2017. The easing recorded in June continues.



The BCA is tracking well with its internal audits and looks forward to the IANZ audit in October this year. However, the building industry is facing an unprecedented shortage of staff and the on-going performance for the BCA will depend on its ability to attract and retain experienced staff. This brings with it a measure of risk for the BCA.

In July there was a marginal increase in average statutory days and a further decrease in average calendar days to issue a building consent. While there has been an easing in consent application numbers, the BCA's performance has relied on making continuous improvements. Average statutory and calendar days for consents to be issued in July 2022 were 11.32 and 35.27 respectively. This represents a significant improvement in the customer experience.

The BCA's performance in issuing Code Compliance Certificates illustrates continuous improvement. On average CCCs for July were issued in 5 Days. Calendar days were marginally higher than for June due to a reduction in staff availability.

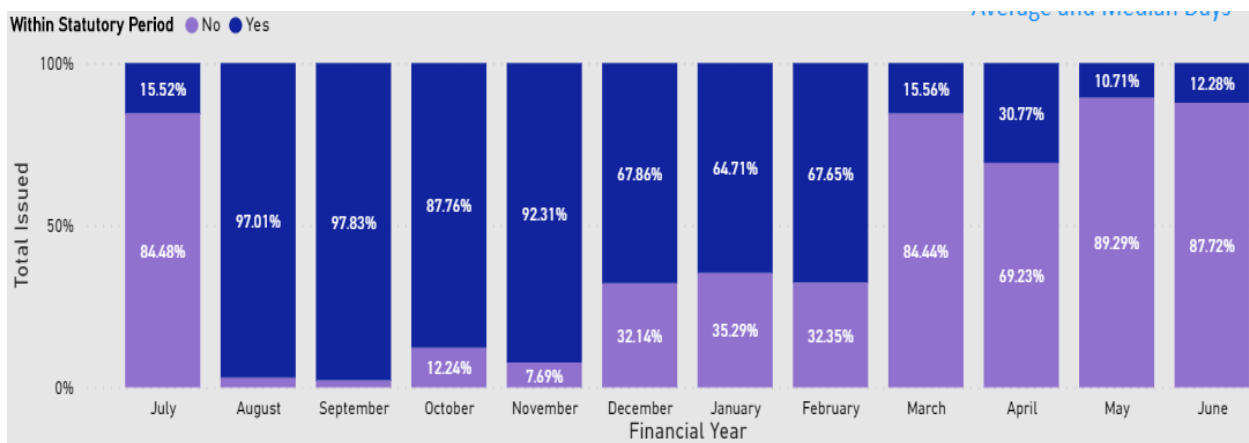
Environmental Services

Resource Consents

The high volume of applications has continued resulting in a 15.52% statutory compliance rate. The volume, coupled with staff vacancies and limited capacity of planning and engineering consultants, has resulted in Council being unable to allocate applications in a timely manner. Consequently, Resource Consents has been unable to process many applications within statutory timeframes.

The number of unallocated applications (backlog) has been increasing since early December 2021 and there are currently 218 applications lodged but unallocated within the Council's system. Team Leaders have applied s37 of the RMA to extend processing timeframes where possible and are triaging applications to enable effective allocation in accordance with planners' level of competency and capacity. The Team has engaged new engineering and planning consultants from outside Northland and is running multiple recruitment campaigns as part of a Delivery

The Resource Consents team is actively seeking additional consultants both for planning and engineering. Some of these consultancies are located outside of the district which will result in higher processing costs which cannot be passed onto the applicant, resulting in additional costs to Council. The figure below shows a snapshot of Resource Consents compliance for the previous 12 months.



Resource Consents issued showing statutory Compliance

Hearings

There were two hearings in July. The first was for the Neil Construction subdivision on Kapiro Road, which was recommended for decline, and the second was a fee objection hearing. The outcome of each hearing is currently pending.