

**DISTRICT SERVICES  
MONTHLY  
BUSINESS REPORT**

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**April 2022**

## Performance in Brief

### Introduction

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

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



### Our Customers

We have transitioned to a new measurement system for Customer Experience feedback. AskNicely is our new measurement tool, which is customer friendly, easy to use and simpler.

### Our Finances

The District Services group activities are funded from rates or user charges, or a mix of both. The key objective is to fund these services in an affordable, transparent and accountable way. This ensures that payment for Council services is sourced from those who use them.

#### Funding Breakdown for the District Services Group

<p>Rates 100% User Charges 0%</p> <p>Customer Services</p>	<p>Rates 90-99% User Charges 1-10%</p> <p>Building Compliance Monitoring and Enforcement Libraries</p>	<p>Rates 70-79% User Charges 21-30%</p> <p>i-SITES</p>
<p>Rates 60-69% User Charges 31-40%</p> <p>Cemeteries Animal Control</p>	<p>Rates 50-59% User Charges 41-50%</p> <p>Parking Enforcement</p>	<p>Rates 40-49% User Charges 51-60%</p> <p>Resource Consents Environmental Health Building Consents Housing for the Elderly</p>

### Our Level of Service KPIs

The District Services group performance is measured using Key Performance Indicator (KPI) measures aligned with the Long-Term Plan 2018 – 28 (LTP) and Annual Plan.

These measures demonstrate our commitment to our legislative obligations and contribution to community outcomes.

Contribution to community outcomes	
	Communities that are healthy, safe, connected and sustainable
	Connected and engaged communities prepared for the unexpected
	Proud, vibrant communities
	Prosperous communities supported by a sustainable economy
	A wisely managed and treasured environment that recognises the special role of tangata whenua as kaitiaki

## Executive Summary

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This District Services Monthly Business Report provides a summary of progress and highlights for the month of April 2022. The District Services Group achieved several successes and made good progress in the following areas:

### Community and Customer Services

#### Libraries and Museum

Libraries and the museum removed most Covid-related restrictions in April. Customers were able to resume studying in Library spaces and to spend more time viewing collections. Public programming restarted in the school holidays and will expand during the school term.

#### i-SITES

Easter was busy with large groups travelling and making bookings. More Australians have been visiting since the border restrictions were lifted.

The i-SITE s17A service delivery review contract was awarded to Morrison Low at the end of April and the review commences in May.

#### Customer Care

The effects of Covid lingering in April were felt with more staff absences and vacancies that have now been filled. It is expected that Contact Centre call wait times will improve with increased number of staff on phones.

#### Housing for the Elderly

During April 2022, three tenancies ended, and no tenancies began. Some of the six-monthly inspections were completed via the phone with a small number of Requests for Service (RFSs) raised for repairs and maintenance. Work continues with tenants and the Ministry of Social Development to get debt reduced.

### Building Consents

The BCA received 142 consents for the month of April, which is on par with previous years. April compliance is 100% with an overall rate of 99.77% for the year to date. Both statutory and calendar days are showing a downward trend, this is a testament to the ongoing great work the BCA Building support and processing teams are doing which leads to a better customer experience with reduced times to gain a building consent. Code compliance certificates is tracking at 99.82% for 20-day compliance, with April at 100%. There were 98 CCC's issued in April. The average days to issue was 8 days.

The project value for issued building consents for the month of April was \$ 32.6m (\$4.38m related to commercial construction and the balance of \$ 28.23m was residential construction).

The BCA is tracking well, with internal audits being completed in preparation for the IANZ audit in October of this year.

Despite Covid-related staff absences the BCA is providing a compliant service to its customers in a timely manner. Recruitment for further Building Control Officers continues, with some challenges around remaining competitive in the building labour marketplace.

## Environmental Services

### Resource Consents

Resource Consents achieved 34.62% compliance with statutory timeframes in April. This result is due to the ongoing high volumes of applications received, several job vacancies and the general unavailability of consultant planning and engineering support. 120 applications were received during April, including 76 applications under the Resource Management Act 1991 (RMA), reported as part of statutory timeframes.

The high volume of applications in the latter half of 2021 has continued into 2022. The volume coupled with the abovementioned resourcing constraints has resulted in Council being unable to allocate applications in a timely manner and process a significant number of applications within statutory timeframes.

There are currently 194 applications lodged but unallocated within Council's systems. Team Leaders have applied s37 of the RMA to extend processing timeframes where possible and are triaging applications to enable effective allocation to planner's capabilities. The Team is also actively seeking out new engineering and planning consultants from outside Northland and running multiple recruitment campaigns as part of a Delivery Plan to address the bottlenecking and backlogs.

### Monitoring and Compliance

Monitoring and Compliance received 90 Requests for Service (RFS) in April 2022, a decrease of 53 RFS on the previous month. A total of 58 noise complaints were received and responded to, with response times of 72% were achieved for urban areas and 100% for rural areas against a KPI target of 95%. This remains a challenging KPI due to the remoteness and size of the district and will be reviewed during contract renewal in 2022.

Only 13 parking infringements were issued during April, with a financial value of \$475. This low figure is due to having two holiday weekends, the parking warden being on sick leave for a week and the introduction of a parking fine holiday (for time-based parking) to boost Covid economic recovery from 15 April until Friday 27 May 2022.

### Environmental Health

A total of 19 Food Verification audits were completed in April 2022.

The Environmental Health licensed premises level of service is tracking well, with 70.8% of licensed premises having been visited, leaving 50 premises to be visited by 30 June 2022. The level of service target is that 25% of licensed premises are visited once every four years and the team carry out these visits on an annual basis.

A total of 48 Requests for Service (RFSs) were received by Environmental Health in March, a decrease of 12 from the previous month. The team has ascribed this decrease to the work that was completed on website content and newsletters providing customers and applicants with the necessary information sought through a number of standard queries received.

### Animal Management

236 RFSs were received for Animal Management in April 2022, 34 urgent and 202 non-urgent.

Animal Management Officers continue to respond to requests within level of service agreed times ( $\geq 93\%$ ), with a 94% response rate recorded for urgent responses and 96% for non-urgent.

30 dogs were impounded in April, resulting in nine being claimed by their owners, four dogs taken by a Rescue Group and three being adopted out to new homes. A total of 12 dogs were euthanised in April due to not being claimed by an owner and not meeting the criteria to be rehomed.

# Community and Customer Services

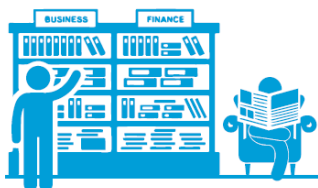
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This section contains performance information for the Community and Customer Services department.

## Introduction

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

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



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

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

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



## Community and Customer Care Executive Summary – April 2022

### Libraries and Museum

Libraries and the museum removed most Covid-related restrictions in April. Customers were able to resume studying in Library spaces and to spend more time viewing collections. Public programming restarted in the school holidays and will expand during the school term.

### i-SITEs

Easter was busy with large groups travelling and making bookings. The most popular trips were Parasailing, Island Escape, Otehei Bay ferries, fishing, and the Hole in the Rock boat trips. More Australians have been visiting since the border restrictions were lifted.

The i-SITE s17A service delivery review contract was awarded to Morrison Low at the end of April and the review commences in May.

### Customer Care

The effects of Covid lingering in April were felt with more staff absences. Two vacancies that have been carried since January have now been filled and training has commenced. It is expected that Contact Centre call wait times will improve with increased number of staff on phones.

### Housing for the Elderly

During April 2022, three tenancies ended (Awanui, Puckey Avenue and Oxford Street). No tenancies began. Six-monthly inspections were completed via the phone for Awanui and Ahipara with a small number of Requests for Service (RFSs) raised for repairs and maintenance. Work continues with tenants and the Ministry of Social Development to get debt reduced. However, with short weeks and many tenants visiting family and friends during April, progress was slow. Eight expressions of interest were received for the potential divestment of Housing for the Elderly. A workshop was held with Elected Members on April 26 and future options are being explored.

### Events

The number of event applications has dropped which is normal at this time of year. Unfortunately, organisers had to cancel the Anzac Day Dawn Service in the Kerikeri Domain.

### Cemeteries

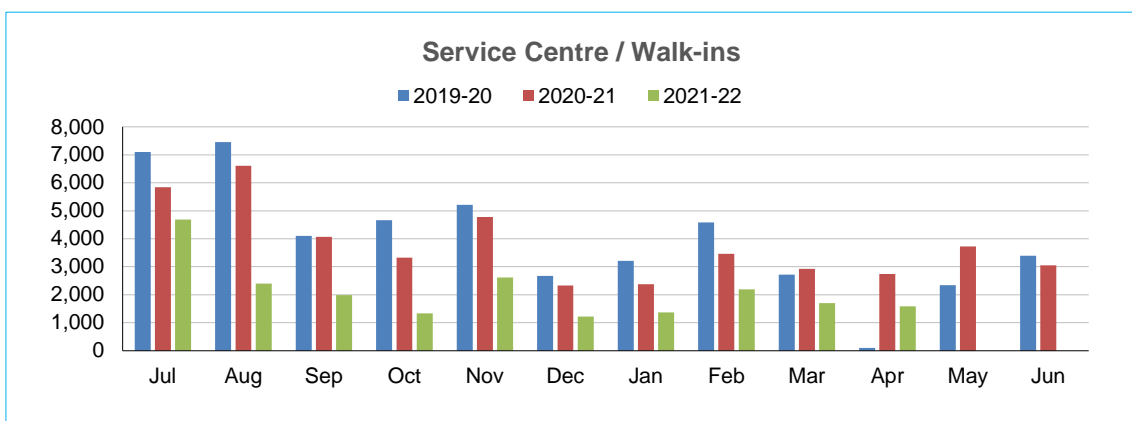
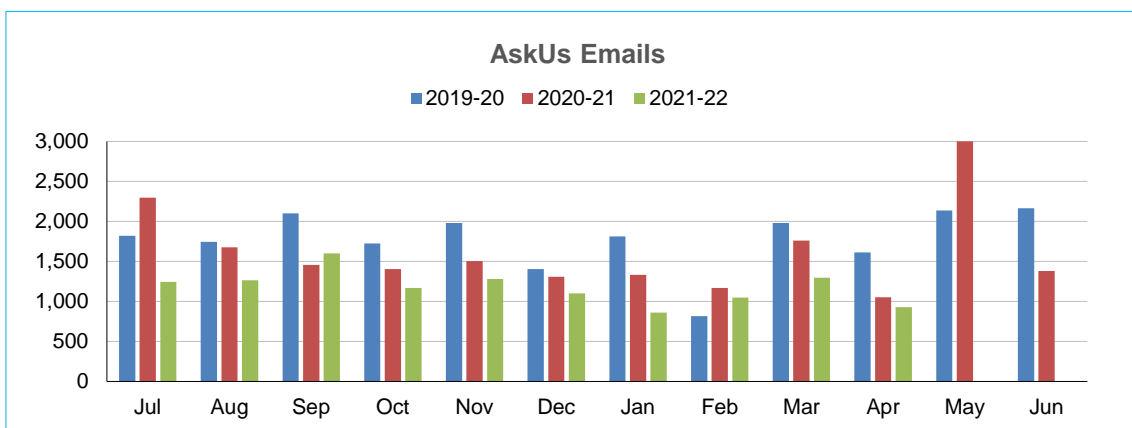
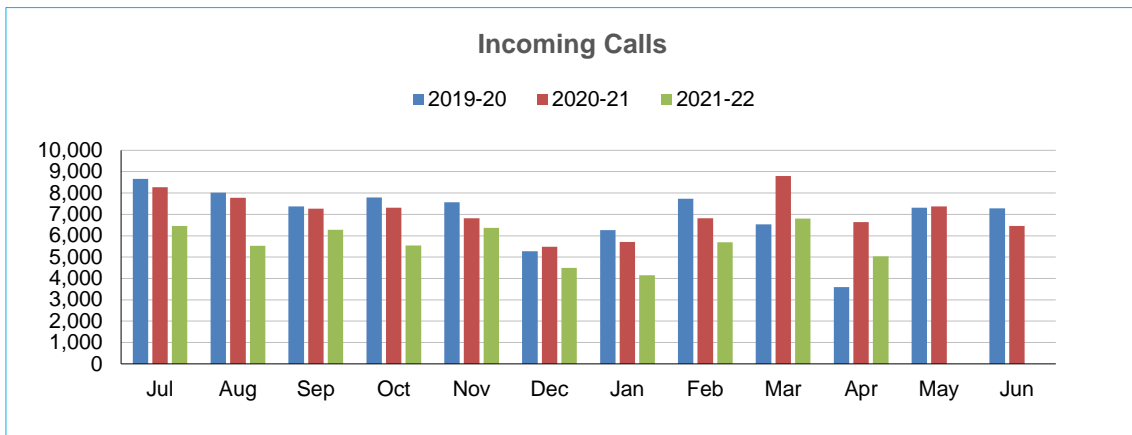
There were 3 full burials and 6 ash burials across the district in April. There are 25 ash burials on hold at the moment and 2 with dates set for later in the year. The opening up of the borders has enabled families in Australia to make plans to bring ashes home for burial.

## Customer Care

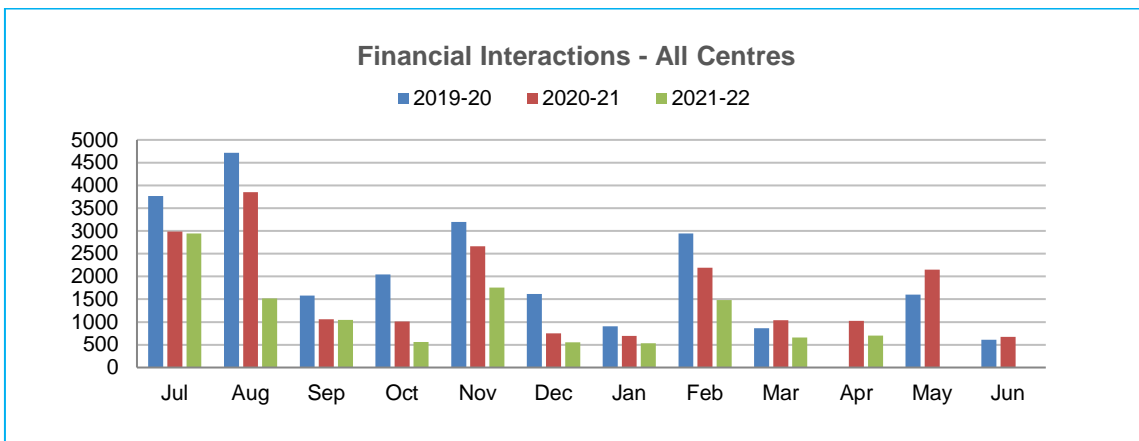
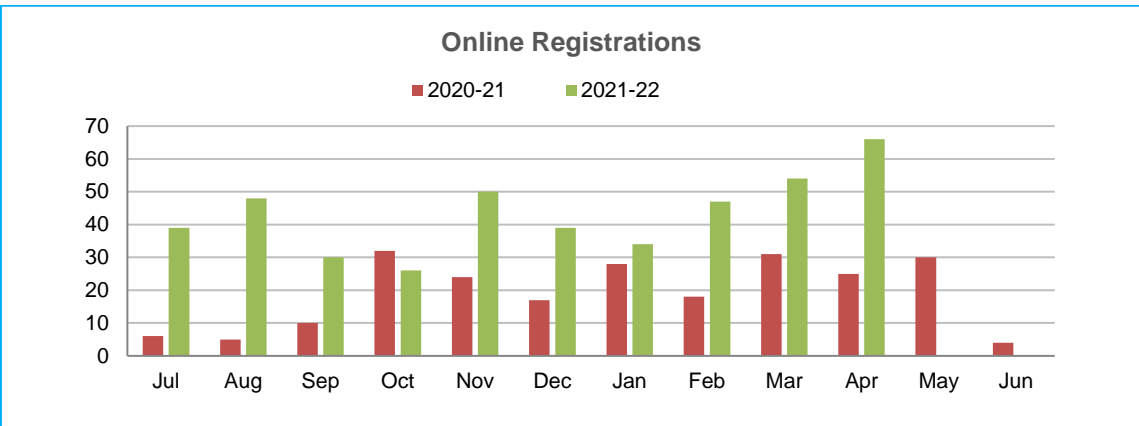
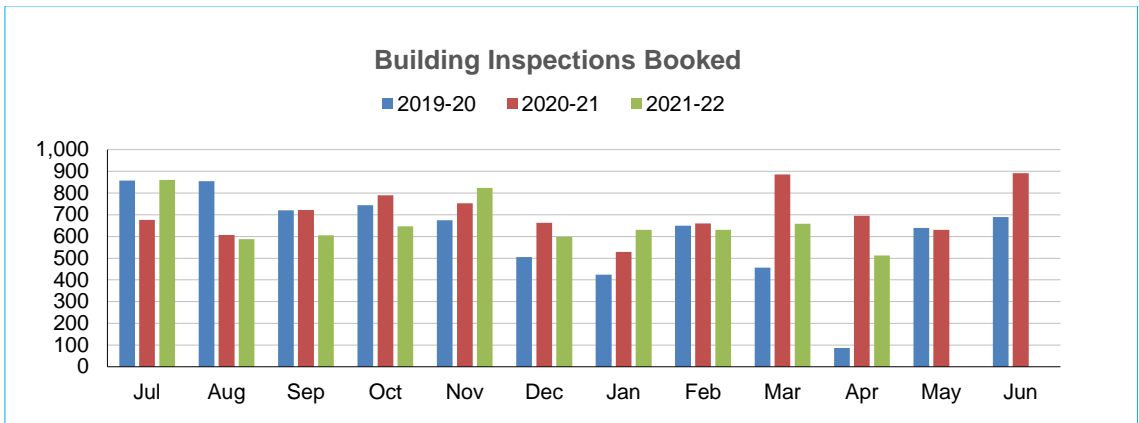
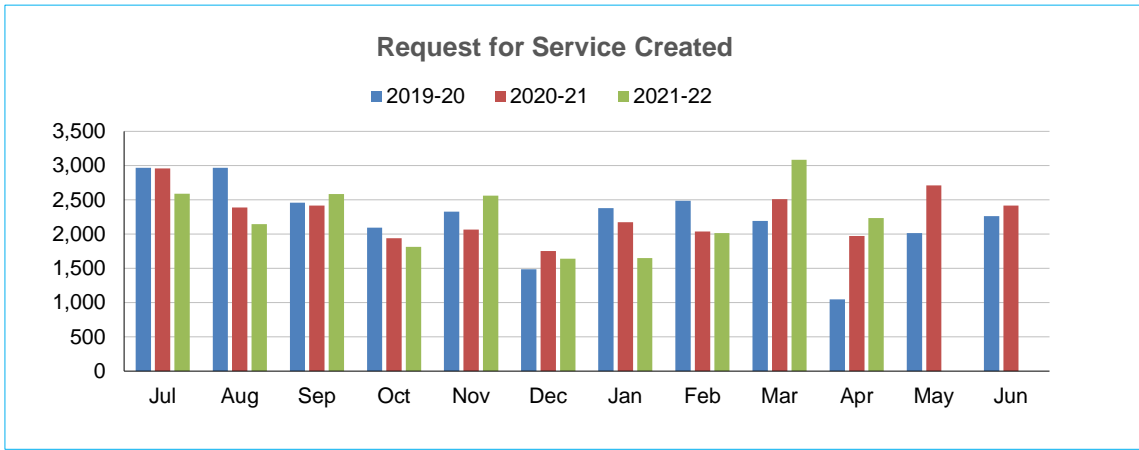
Customer Care consists of 2 teams: Contact Centre and Service Centre staff. As well as receiving calls from customers, the Contact Centre staff are also responsible for responding to emails from customers (AskUs Emails), managing online customer registrations and actioning change of address requests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

Comparison of April 2022 with April 2021.

- 24.13% decrease in calls to the Contact Centre (5,033 down from 6,634)
- 11.86% decrease in AskUs emails received (929 down from 1,054)
- 42.09% decrease in visits to Service Centres (1,586 down from 2,739)
- 26.33% decrease in building inspections booked (512 down from 695)
- 164% increase in online registrations (66 up from 25)
- 31.41% decrease in financial interactions at Service Centres (701 down from 1,022)





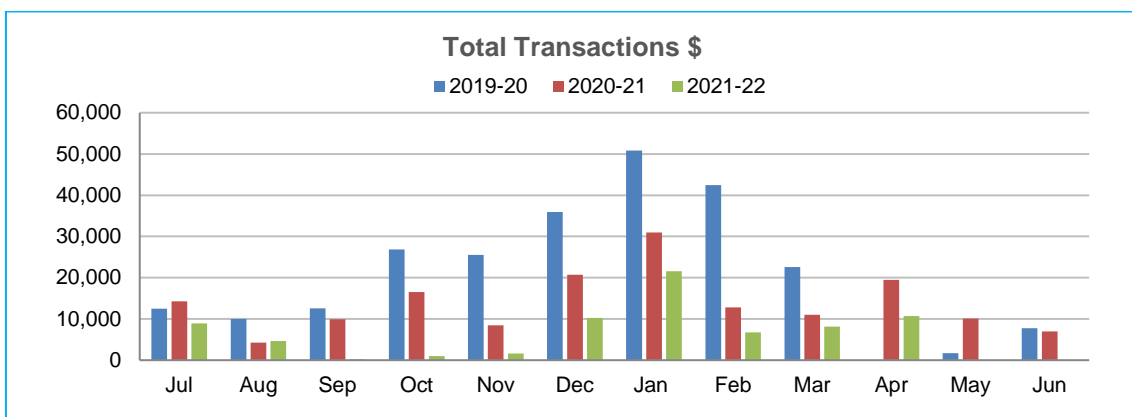
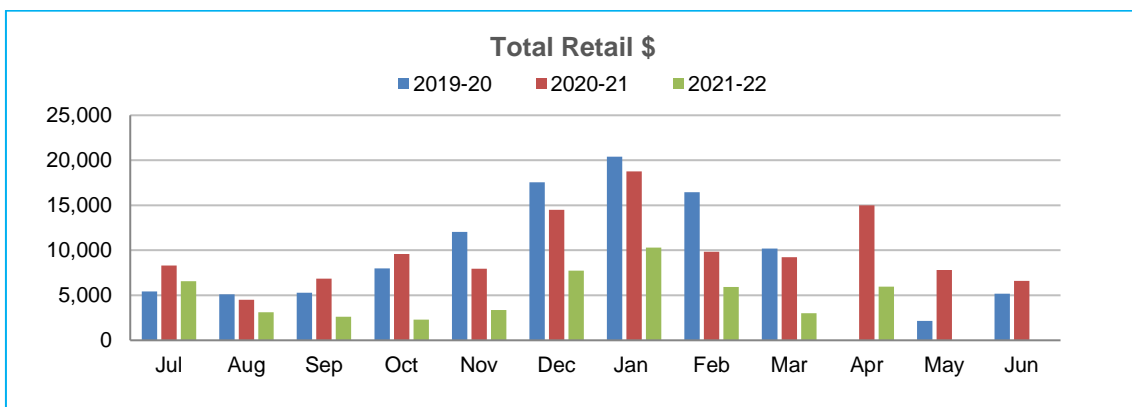
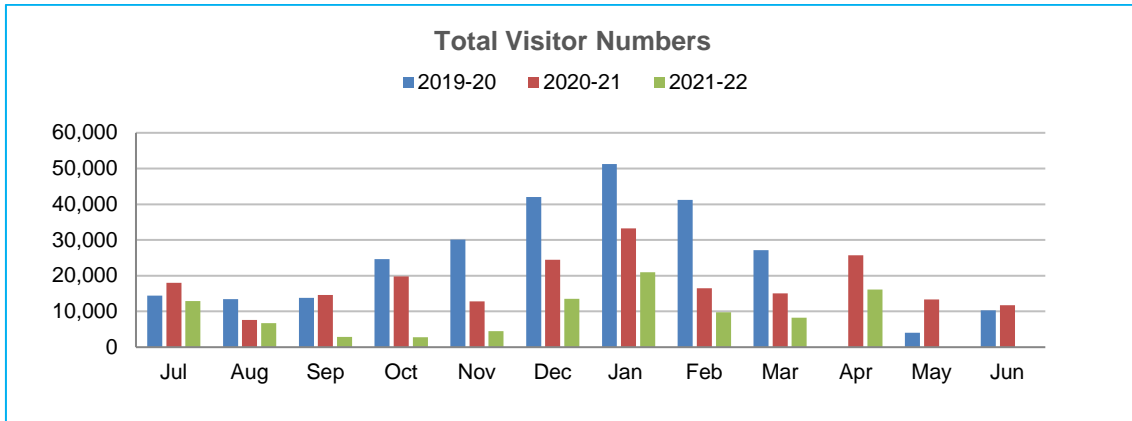


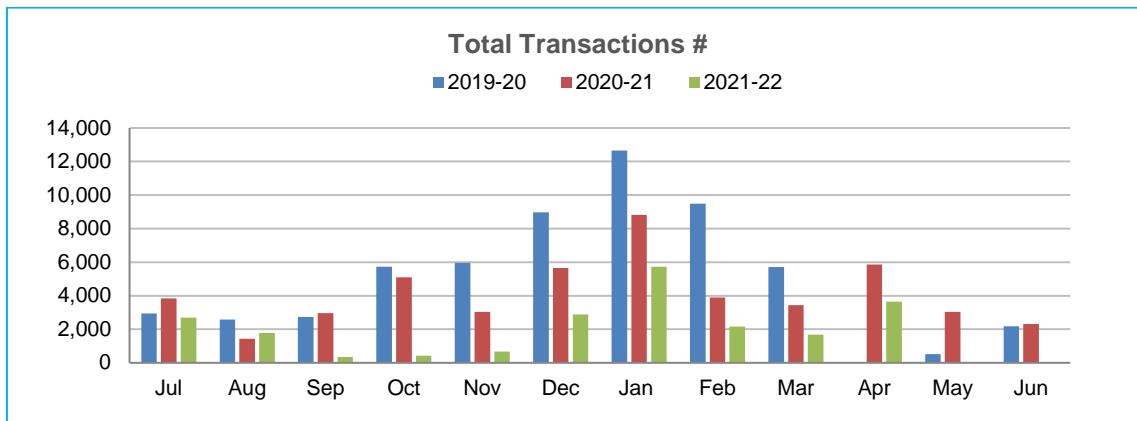
## i-SITES

FNDC's three i-SITES are located in Kaitaia, Opononi and Paihia. As well as servicing visitors, the i-SITES function as local service centres where residents and ratepayers can register dogs, pay their rates, and make general enquiries about council services.

Comparison of April 2022 with April 2021.

- 37% decrease in visitor numbers (16,137 down from 25,680)
- 60% decrease in retail revenue (\$5,962 down from \$14,991)
- 44% decrease in transaction spend (\$10,715 down from \$19,481)
- 37% decrease in transaction numbers (3,639 down from 5,864)



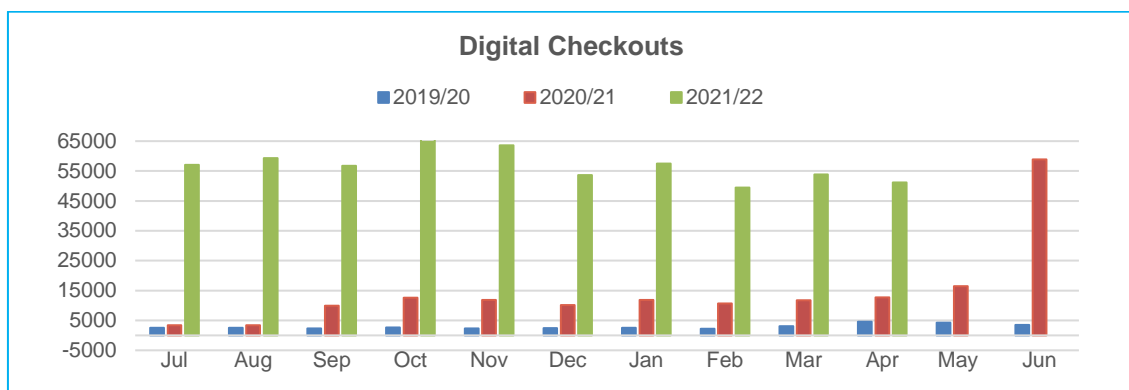
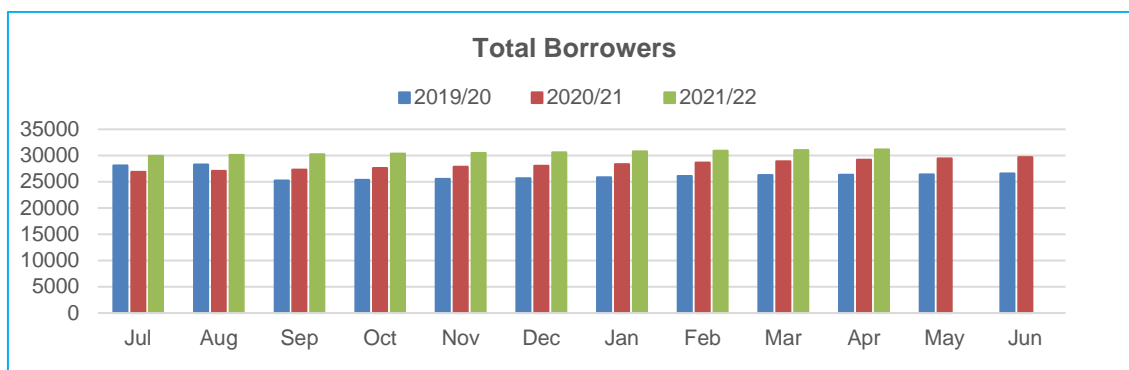


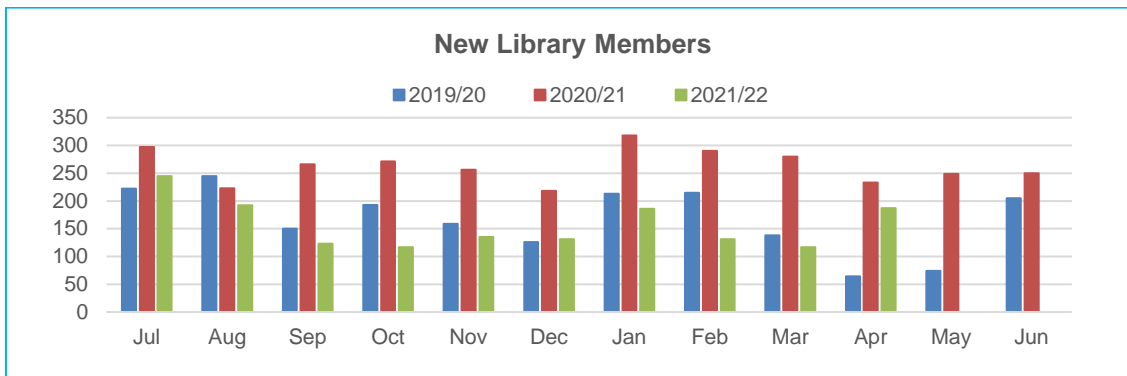
## Libraries

Six public libraries and an outreach service (mobile library) provide access to a large selection of reading material such as books for all ages, magazines, newspapers and DVD's. The libraries also provide access to online collections including eBooks, eMagazines, movies and newspapers, computers / internet access, wifi, free internet modems (Skinny Jump programme), printing, copying, scanning, meeting rooms, study spaces and JP services.

Comparison of April 2022 with April 2021.

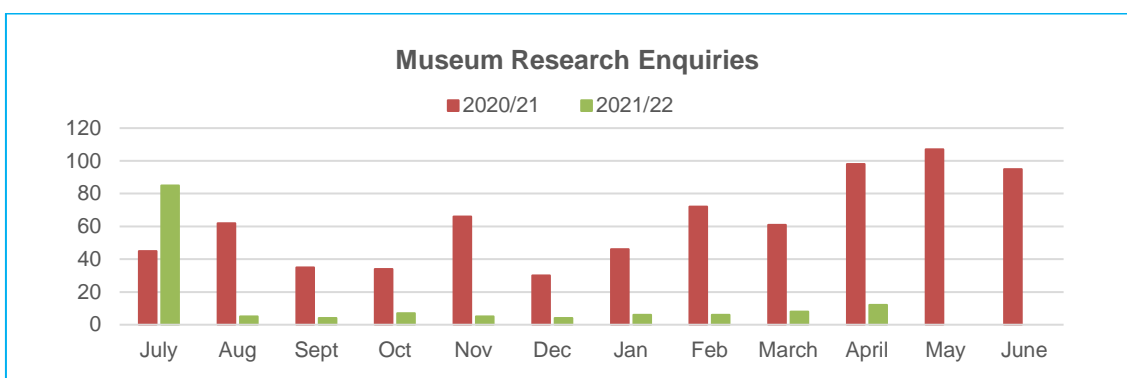
- 303% increase in ebook and audio downloads (51,231 up from 12,714)
- 3.86% decrease in library website sessions (31,644 down from 32,915)
- 56% increase in digital checkouts (87,860 up from 56,312)





## Museum

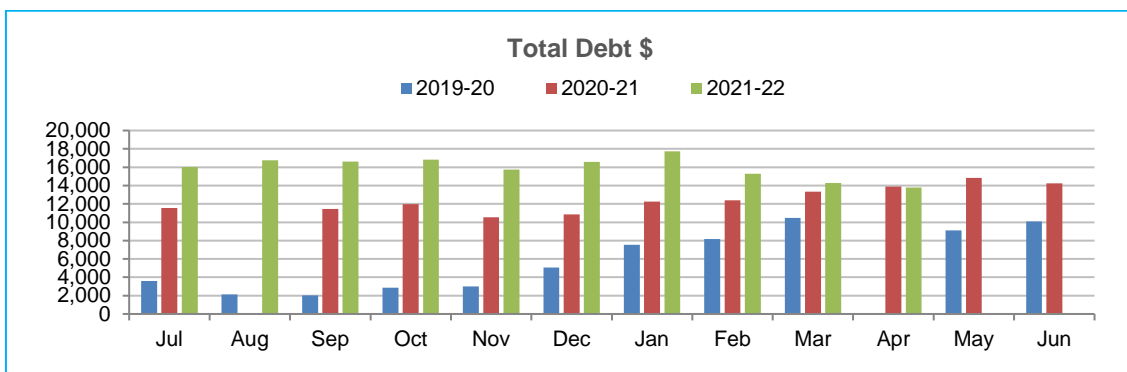
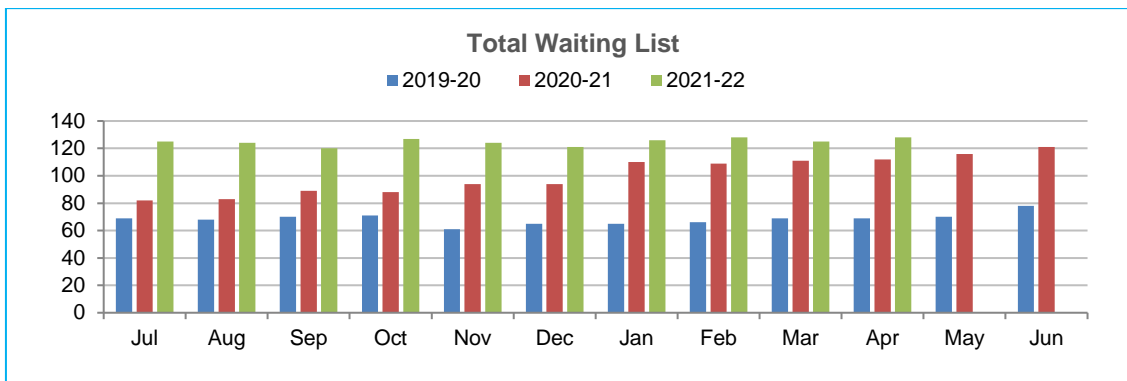
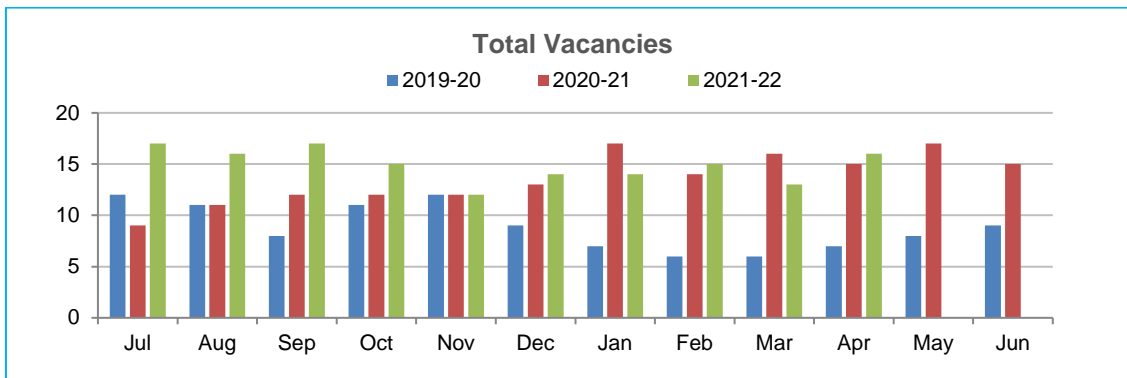
The Museum @ Te Ahu (formerly known as the Far North Regional Museum) was established in 1969 with the purpose of collecting and preserving treasures and taonga relating to the history of the Far North. It is located in the Te Ahu complex in Kaitiāia.



## Housing for the Elderly

Council offers Housing for the Elderly (HFE) units in 12 complexes (144 units) across the district to eligible tenants over the age of 60 and who are on a benefit. Vacancies are generally due to refurbishment and wait lists continue to be high due to the lack of housing in the district and an ageing population.

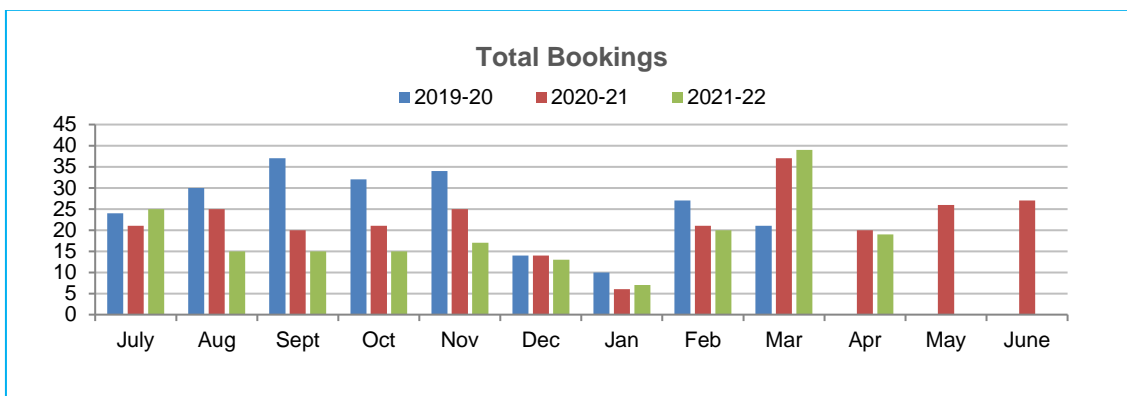
A consistent effort to bring debt from unpaid rent down, by encouraging tenants to pay rent by direct debit is starting to show results.

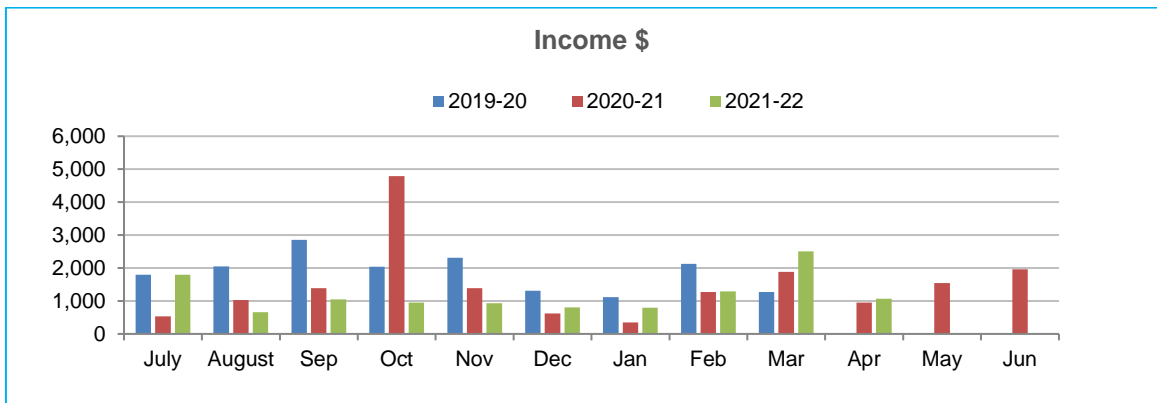


\*The Total Debt shows rent arrears

## Memorial Hall

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

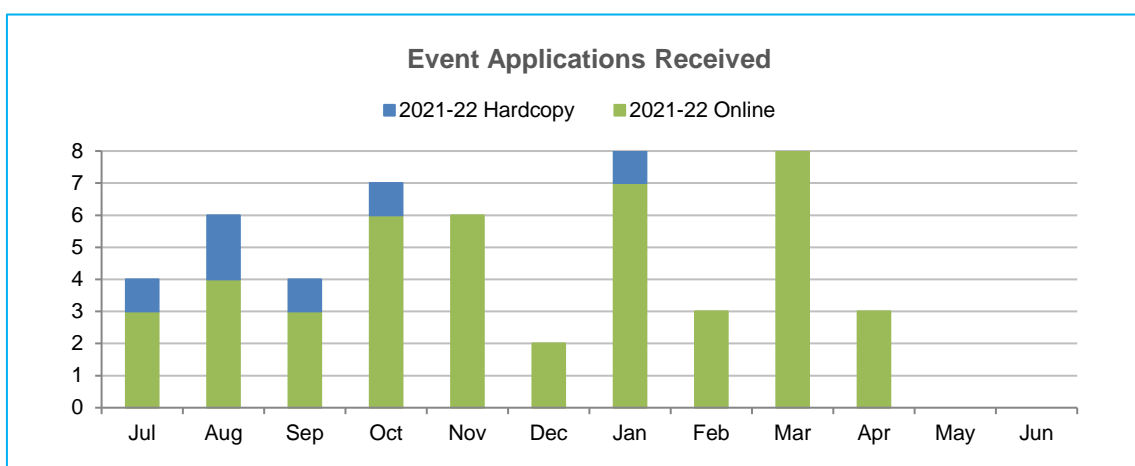




## Events

Booking events with FNDC is now available online. Permits are issued to applicants for the use of Council's open spaces for many kinds of activities such as weddings and other family events, sporting events, circuses, fairs, and large community events.

Three online event applications were received in April.

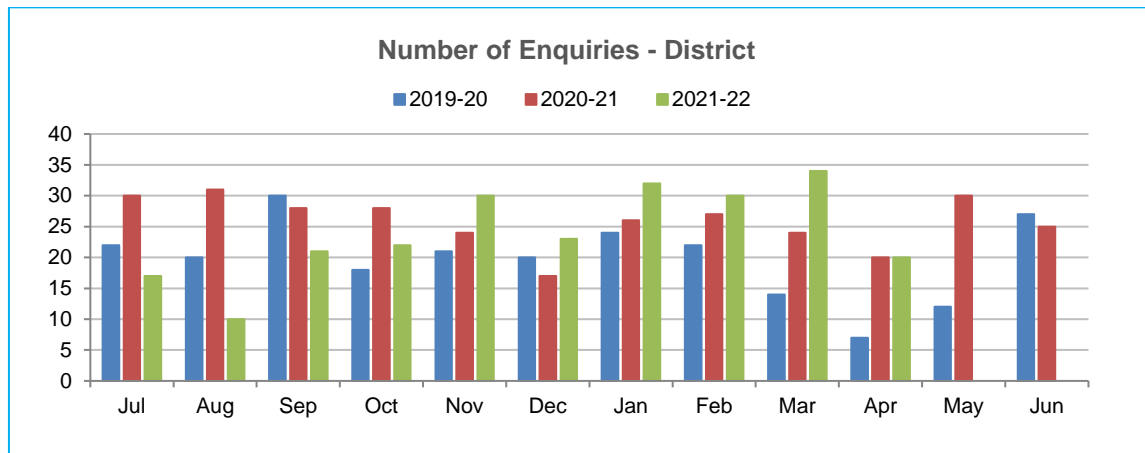
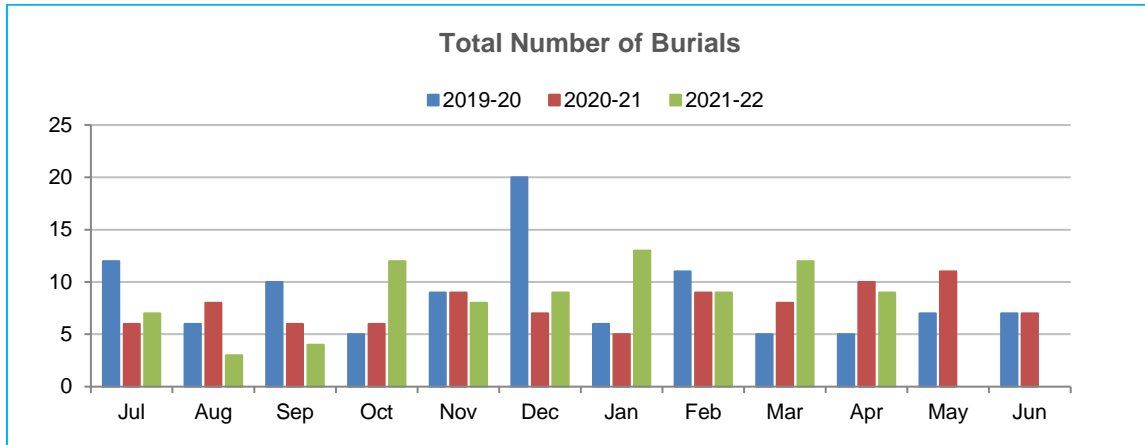


The schedule below contains the new event applications received along with events that have been cancelled or postponed in April.

Date of Event	Place of Event	Name of Event
Sunday 8 May 2022	Memorial Park, Kaikohe	Mother's Day Live Music
22 June and 24 June 2022	Bledisloe Domain	ABs Pre Season Training
Sunday 7 August 2022	Awanui - West Coast Road Reserve at 90 Mile Beach	Summit Forests Kaitaia Run/Walk
Monday 25 April	Kerikeri Domain	<i>Event Cancelled</i> <i>Anzac Day ceremonies - Dawn service</i>

## Cemeteries

There is a range of services and facilities for burials and memorials in the district. Council manages and maintains 11 of the 26 cemeteries. Genealogy (whakapapa) can be searched using an online cemetery database to find records by family name.



# Building Services

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This section contains performance information for the Building Services department.



## Introduction

The Building Services Department consists of two teams, the building consent authority (BCA) and the territorial authority (TA). A territorial authority must perform the functions of a BCA for its own city or district. In addition to these responsibilities, a territorial authority performs the following functions, including any functions that are incidental and related to, or consequential upon these.

### The BCA perform the following functions:

- issue building consents
- inspect building work for which it has granted a building consent
- issue notices to fix
- issue code compliance certificates
- issue compliance schedules



### A territorial authority issue:

- project information memoranda
- certificates of acceptance
- certificates for public use
- compliance schedules (and amends compliance schedules)



### A territorial authority also:

- follows up and resolves notices to fix
- enforces the provisions relating to annual building warrants of fitness
- performs functions relating to dangerous or insanitary buildings
- determines whether building work is exempt under Schedule 1 from requiring a building consent



### Power to inspect and enter land

- Sections 222 to 228 provide details of the powers of entry to undertake an inspection

## Building Services Executive Summary – April 2022

The BCA received 142 consents for the month of April, which is on par with previous years. April compliance is 100% with an overall rate of 99.77% for the year to date. Both statutory and calendar days are showing a downward trend, this is a testament to the ongoing great work the BCA Building support and processing teams are doing which leads to a better customer experience with reduced times to gain a building consent. Code compliance certificates is tracking at 99.82% for 20-day compliance, with April at 100%. There were 98 CCC's issued in April. The average days to issue was 8 days.

The project value for issued building consents for the month of April was \$ 32.6m (\$4.38m related to commercial construction and the balance of \$ 28.23m was residential construction). The spend by area (rounded figures) was as follows:

Hokianga community	Residential	\$1.08m
Kaikohe community	Residential	\$1.06m
Kawakawa Community	Residential	\$3.69m
	Commercial	\$40m
Kerikeri Community	Residential	\$14.01m
	Commercial	\$2.34m
Northern Community	Residential	\$4.58m
	Commercial	\$2m
Whangaroa Community	Residential	\$3.8m

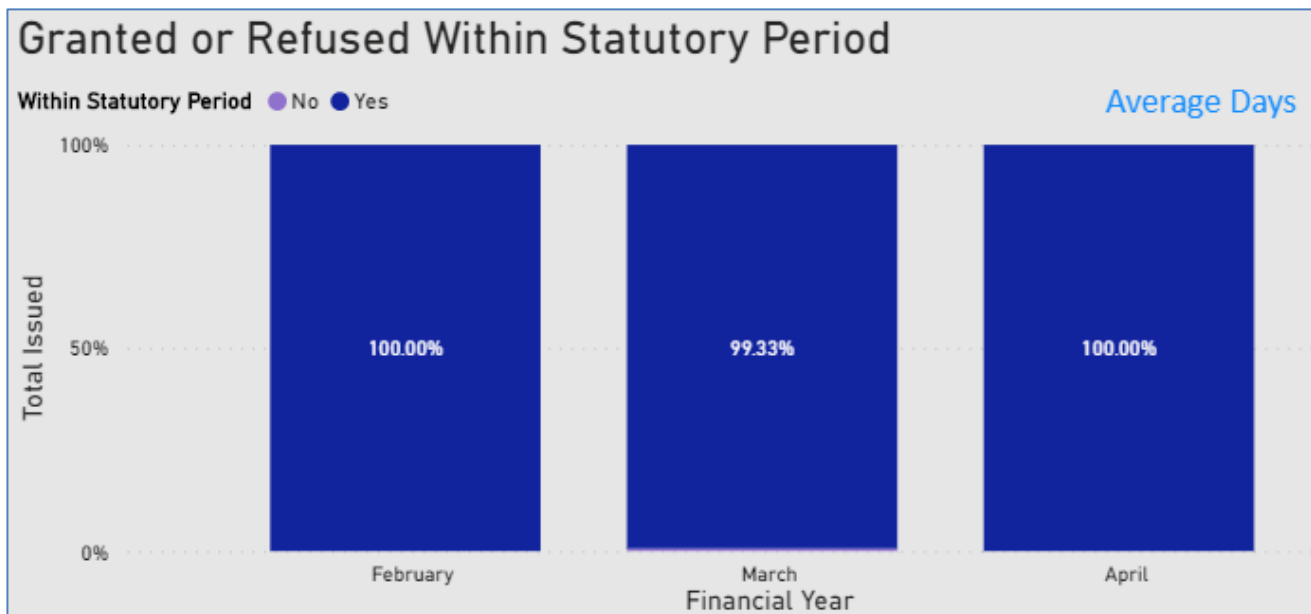
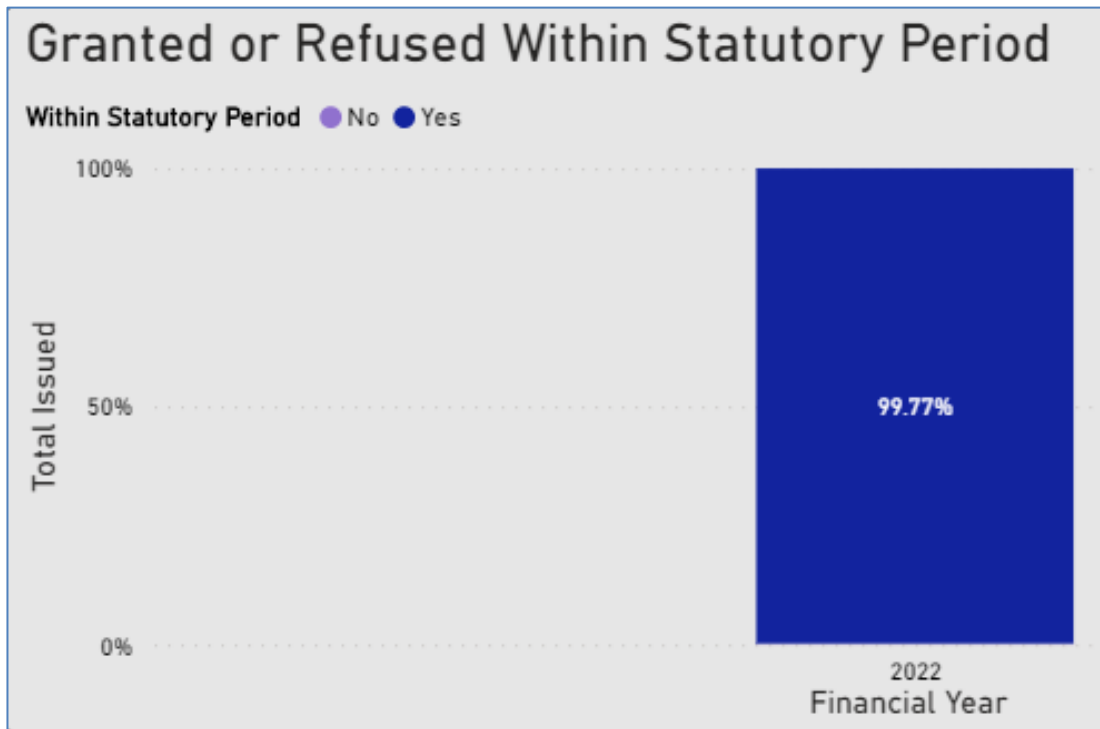
Total BCA fees collected including Levies for the month of April were \$ 389,693 which is 1.2 % of the total project value.

The BCA is tracking well, with internal audits being completed in preparation for the IANZ audit in October of this year.

Despite Covid-related staff absences the BCA is providing a compliant service to its customers in a timely manner. Recruitment for further Building Control Officers continues, with some challenges around remaining competitive in the building labour marketplace.

## Levels of Service

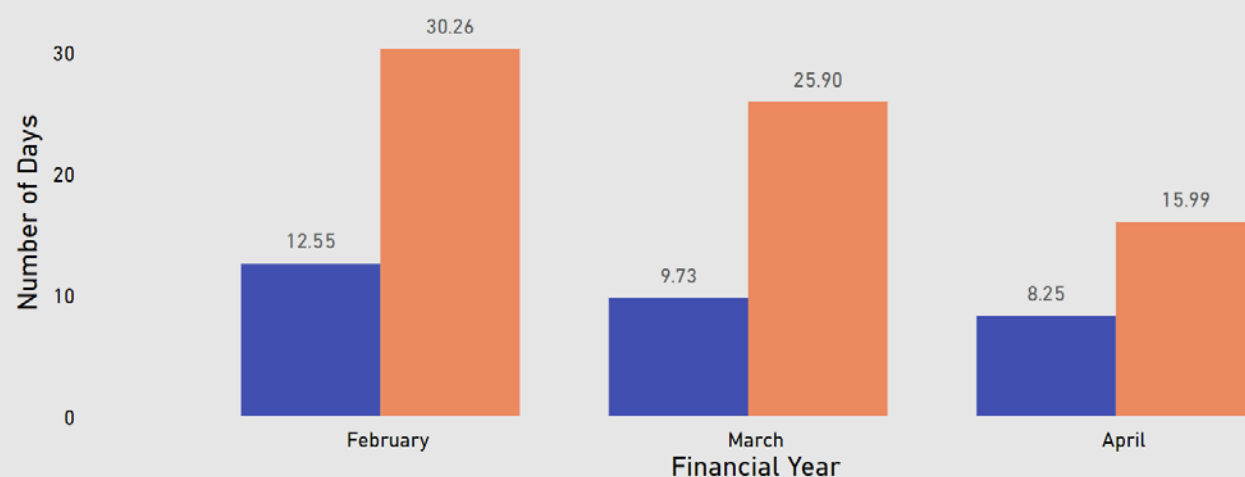
Building consent processing has achieved 100% compliance, with a total of 119 consents granted in April.



Both the average statutory and calendar days to issue a consent decreased significantly in April. As well as ensuring compliance with statutory timeframes, a reduction in calendar days improves the customer experience.

## Average Days Per Application

● Average Work Days ● Average Calendar Days

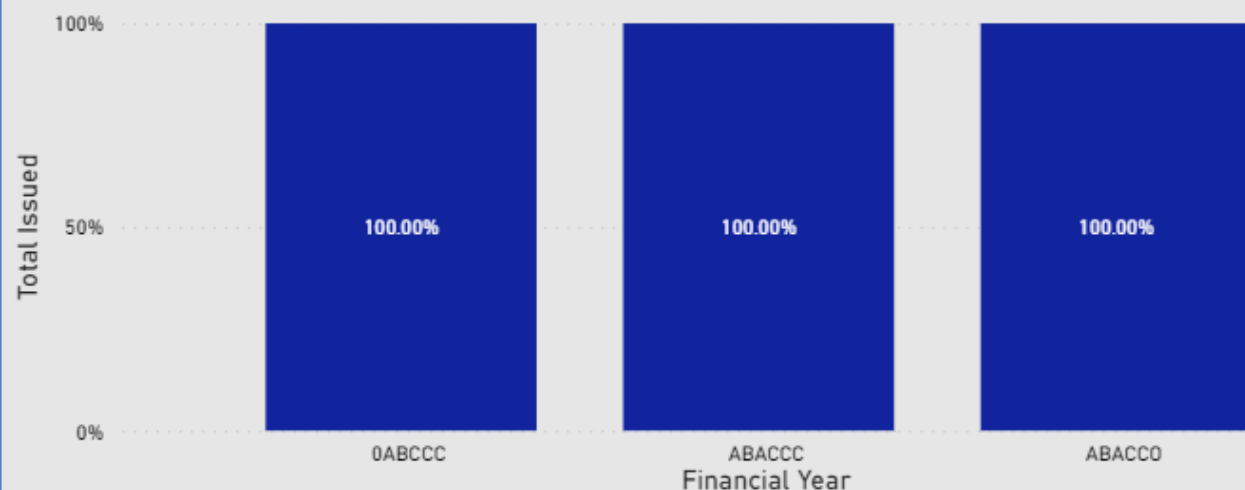


The BCA achieved a 100% compliance rate for the month of April for issuing code compliance certificates. A total of 97 certificates were issued.

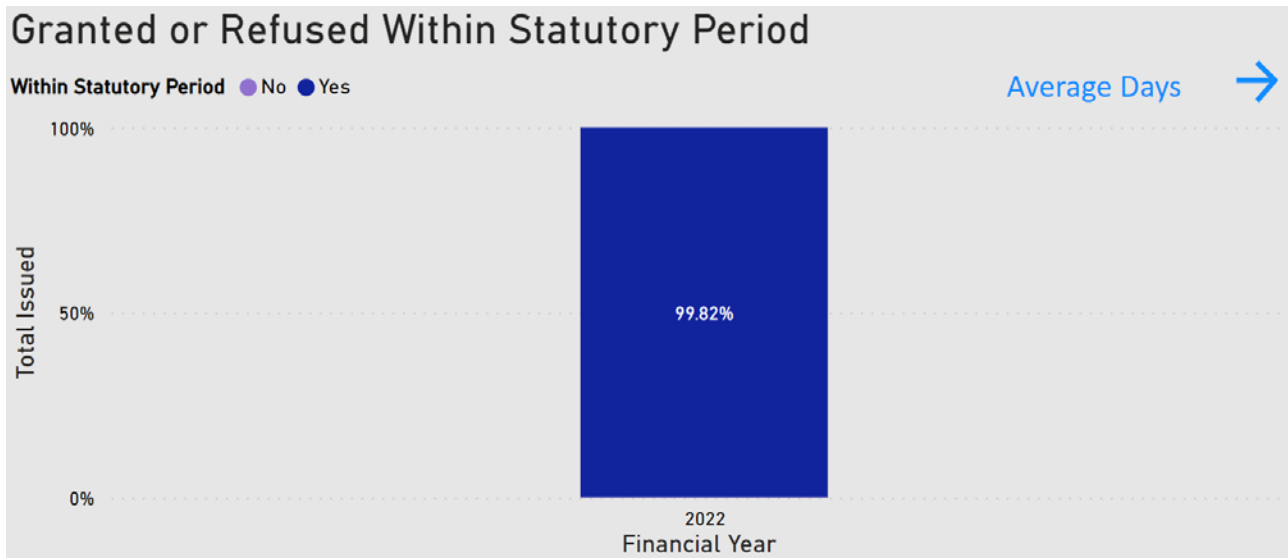
## Granted or Refused Within Statutory Period

Within Statutory Period ● Yes

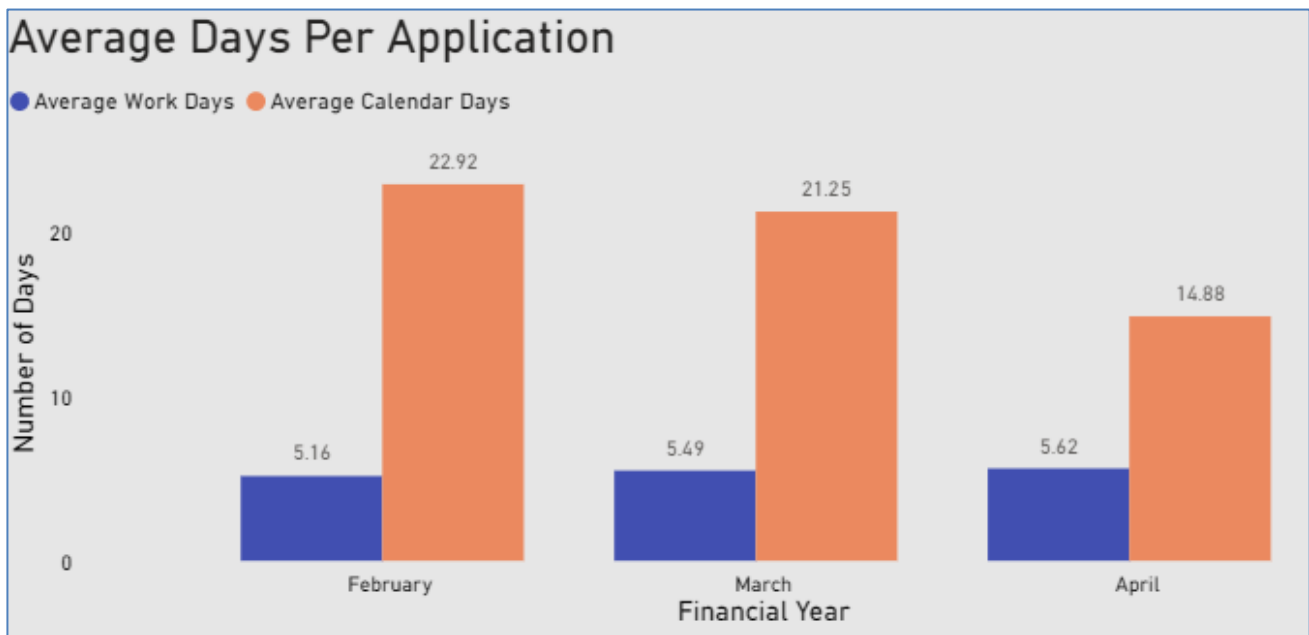
Average Days



Overall compliance for CCCs for the 2021/22 year is at 99.82%

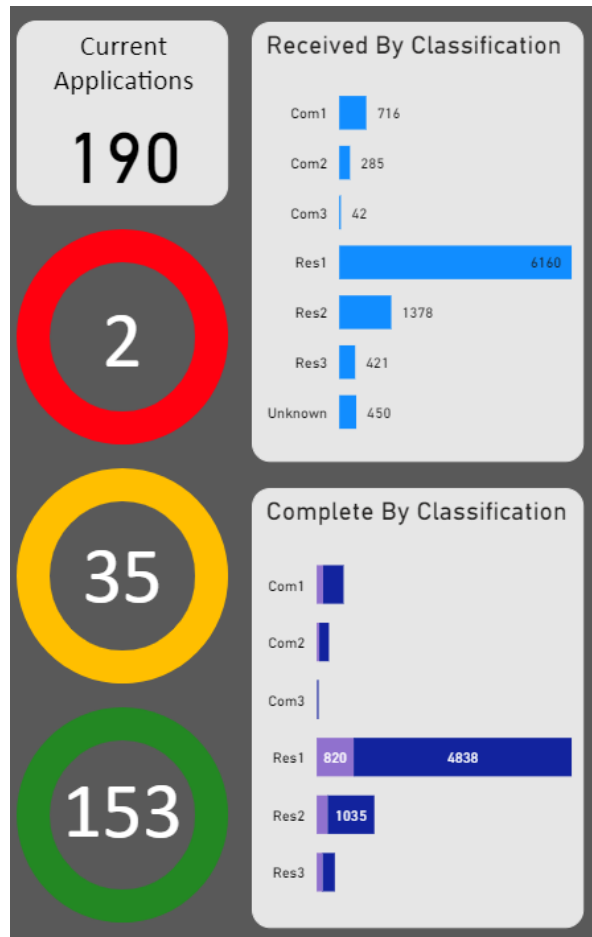


On average, CCCs for April were issued in 6 Statutory Days.

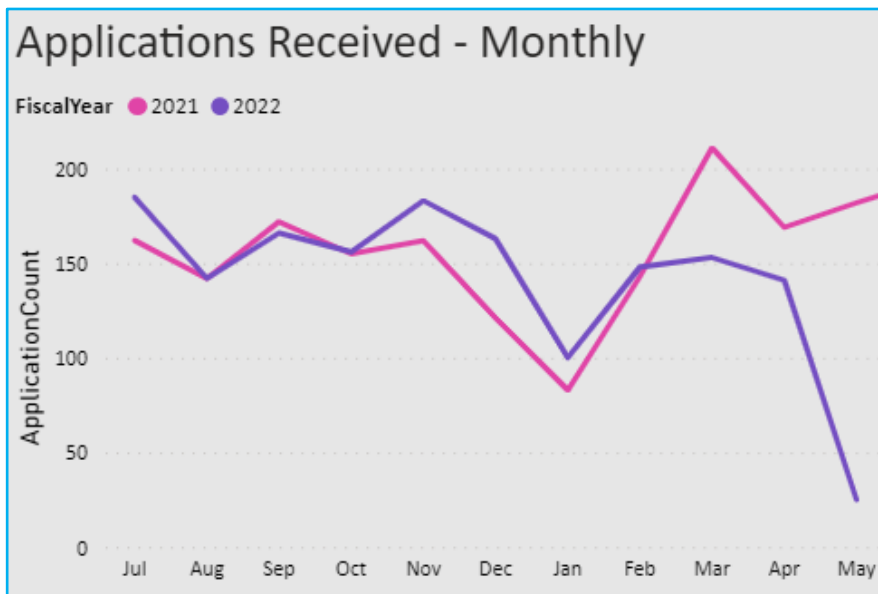


Building Consent Authority

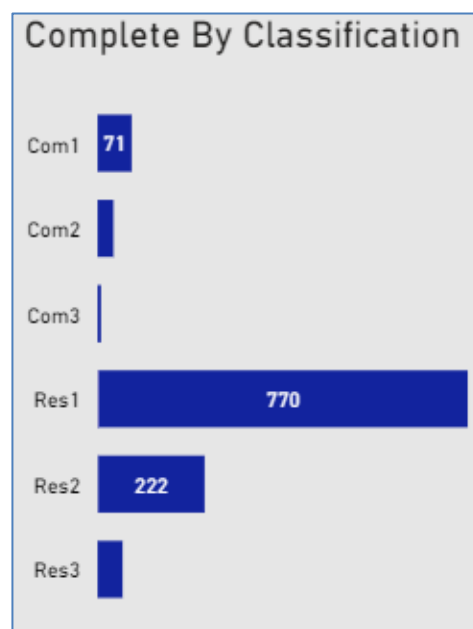
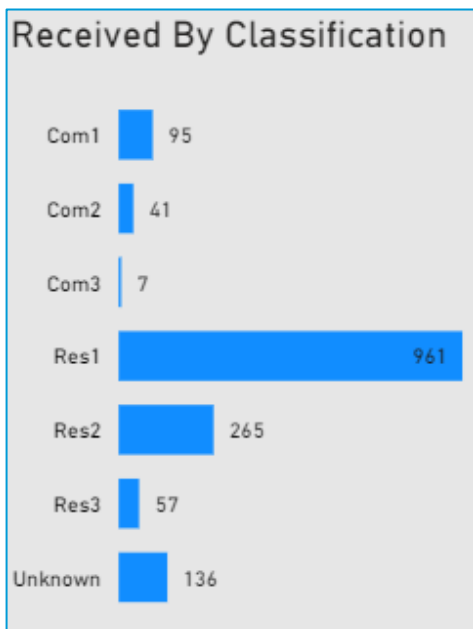
The dashboard on the next page shows the consents currently being processed by the BCA. Of the two consents showing in the Red, one has been granted but the Business Intelligencer system is yet to update and the other, once granted, will be outside the statutory timeframe due to an administrative error. There were 119 Residential 1 (Res1), 35 Residential 2 (Res2), 5 Residential 3 (Res3), 21 Commercial 1 (Com 1), 10 Commercial 2 (Com 2) and 0 Commercial 3 (Com 3) applications. Use of contractors (building consultants) is currently at 51%. It is important to note that the above mentioned consent numbers include consents that are currently on hold, awaiting information.



The number of consent applications received decreased from 153 in March to 142 in April 2022, 27 applications less than the number of applications for April 2021. However, this total is still 8 consents higher than the 4-year average. The trend may indicate a slight slowing in the unprecedented high number of consents that the BCA has experienced. Designers are reporting a reduction in the number of enquiries.



The dashboard on the next page shows the building consent applications received by category. Res 1 applications continue to dominate the current workload of the BCA with a total of 961 Res 1 applications received for the 2021/22 financial year. The commercial sector remains steady with a total of 143 commercial applications received during the same period.



## Building Compliance

The Building Compliance Team (part of the Territorial Authority) are regulators operating under the Building Act 2004 which sets out the rules for the construction, alteration, demolition, and maintenance of new and existing buildings in New Zealand.

Its purpose is to ensure people can use buildings safely and without endangering the health or the property of others. The team manages the spheres of Building Compliance, Building Warrant of Fitness, swimming pools, Certificates of Acceptance and Exemptions.

Building compliance issues are not always Council's responsibility. Other agencies such as the NZ Police or other government agencies may be responsible or certain matters may be civil matters to be decided either legally or through mediation.

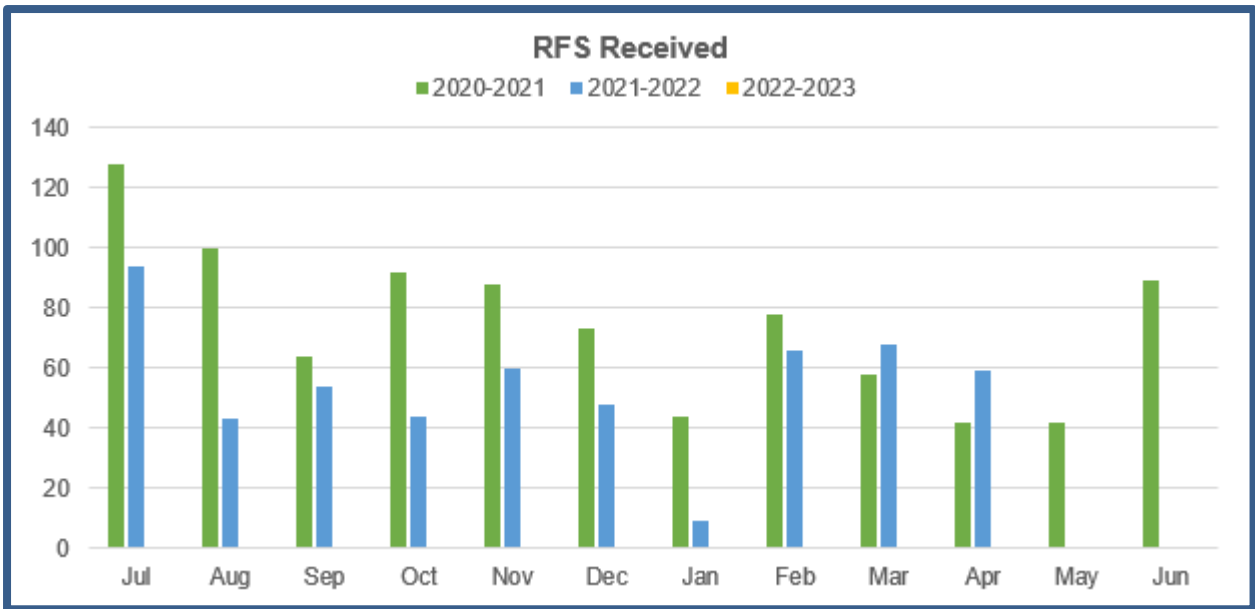
Council ensures compliance by inspecting or monitoring sites to ensure they comply with legislation. Depending on the level of non-compliance there is a range of enforcement options the Council can take, from education to formal enforcement such as notices and prosecution.

Formal enforcement is not taken lightly. It is based on thorough investigation and considers the impact as well as any steps that may have been taken to address the non-compliance.

## Requests for Service (RFS)

Requests for service range from general requests about legislation and owner obligations, through to requests to investigate suspected breaches of the Building Act 2004.

April was another busy month with 59 RFS received. With a full team recovered from Covid-19, most RFS were responded to within acceptable timeframes. With the onset of autumn and a change in the seasons, it is expected that the number of complaints with stormwater will increase. The Building Compliance team continue to deal with a range of Building Act 2004 non-compliances.



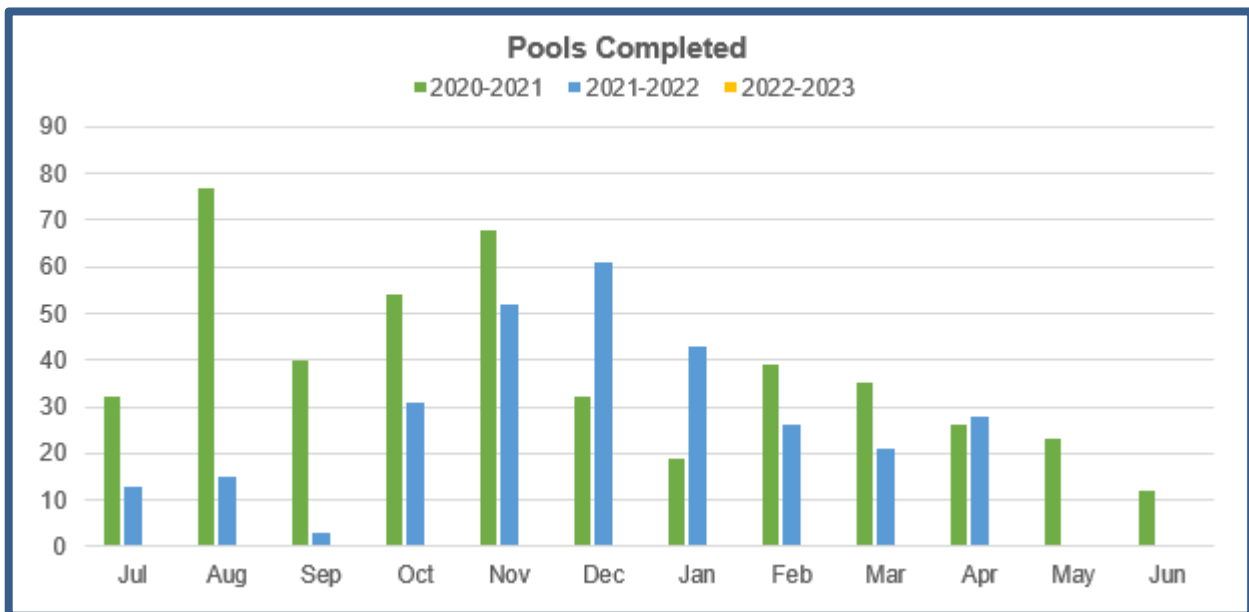
### Swimming Pools

From 1 January 2017, the provisions of the Fencing of Swimming Pools Act 1987 were incorporated into and form part of the Building Act 2004. The Act applies to all residential pools and small heated pools with a depth of 400mm or more.

Pools that are filled (or partly filled) with water must have a physical barrier that restricts access to the pool by unsupervised children under the age of 6 years of age. Residential pools, including indoor swimming pools are subject to an inspection every 3 years.

A total of 28 swimming pool inspections were carried out during April, with the completion of inspections on track and as per the allotted inspections for the year.

The swimming pool fail rate was 32% for this period. Council is working hard to provide these homeowners with the knowledge and information to help them achieve compliance and reduce the risk of drowning in the district.





## Building Warrant of Fitness (BWoF)

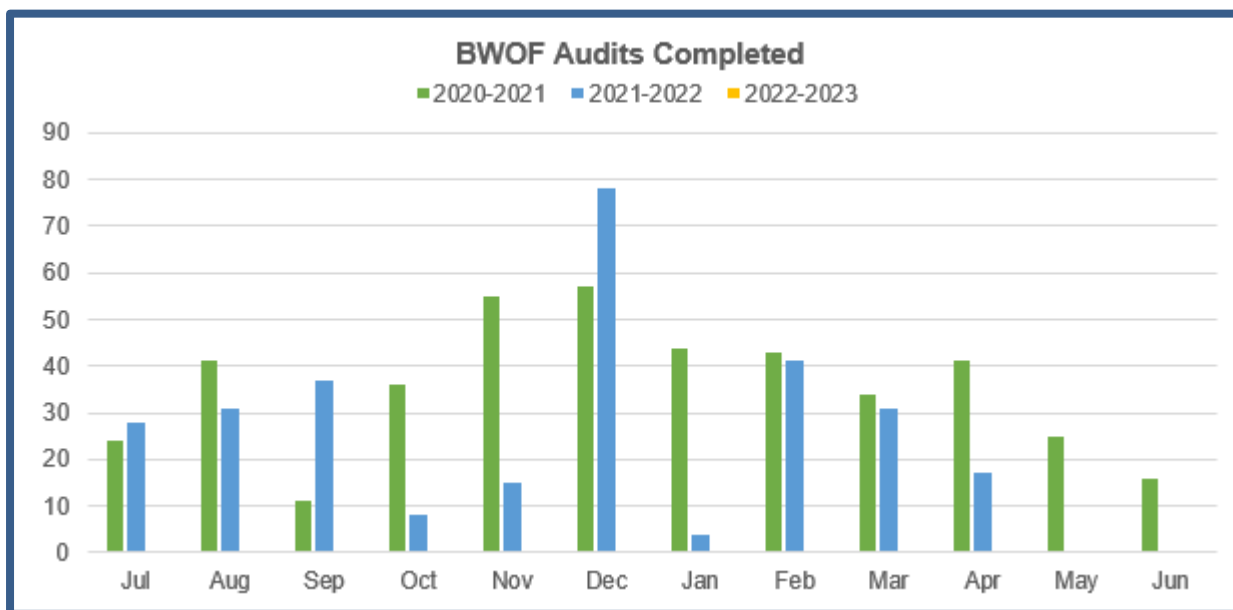
A building warrant of fitness (BWoF) is an annual certificate that confirms that specified systems in a building have been inspected and maintained and that requirements of the compliance schedule have been met.

Building owners are required to engage an independent qualified person (IQP) to inspect and certify the specified systems, display a copy of the BWoF certificate within the public area of the building and to provide the Council with a copy of the BWoF and IQP certificates of compliance.

The Council undertake BWoF audits of commercial buildings following a risk-based approach. Audits are carried out on a 1, 3, or 5-year cycle, but can also include any requests for service where there are concerns about a building owner's on-going compliance with the regulations.

Council is currently working on a project updating Compliance Schedules on buildings throughout the district. We are currently 60% through the project with the majority left to complete being larger buildings.

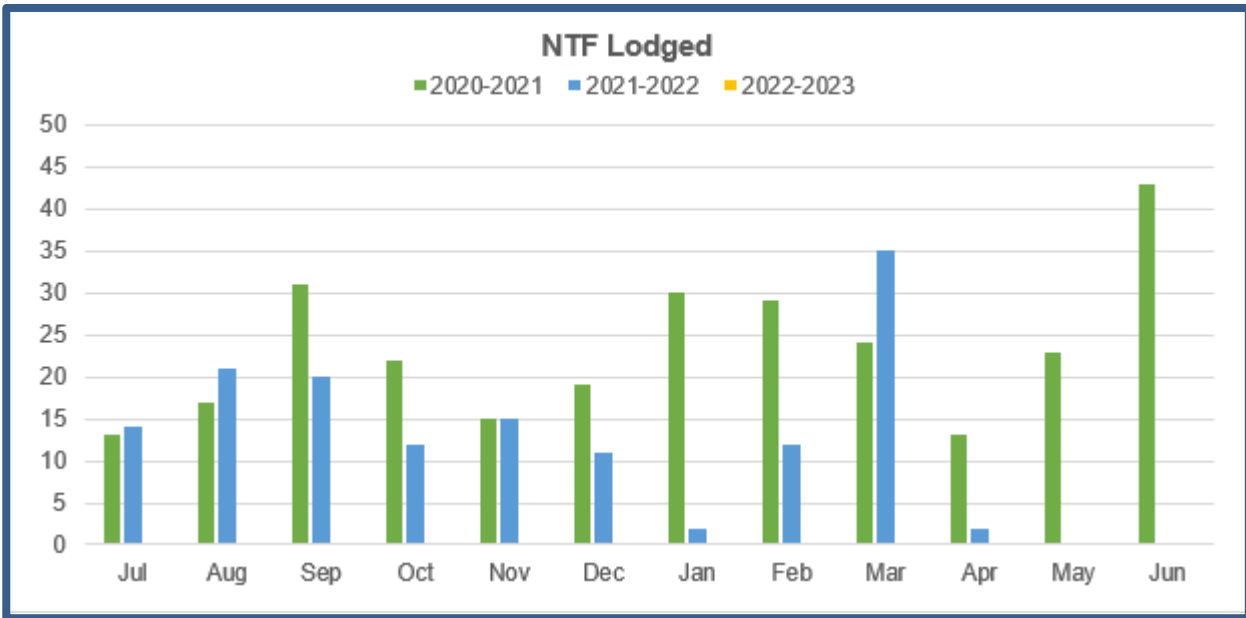
17 BWoF audits were carried out during April as the team now focuses on delivering qualitative audits and establishing a work rhythm, supported by digital transformation and new dashboards to track performance.



## Notices to Fix

A Notice to Fix (NTF) is a statutory notice requiring a person to remedy a breach of the Building Act 2004 or regulations under that Act. A NTF can be issued for all breaches of the Act, not just for building work.

2 Statutory Notices were served during the month of April for breaches of the Building Act 2004.

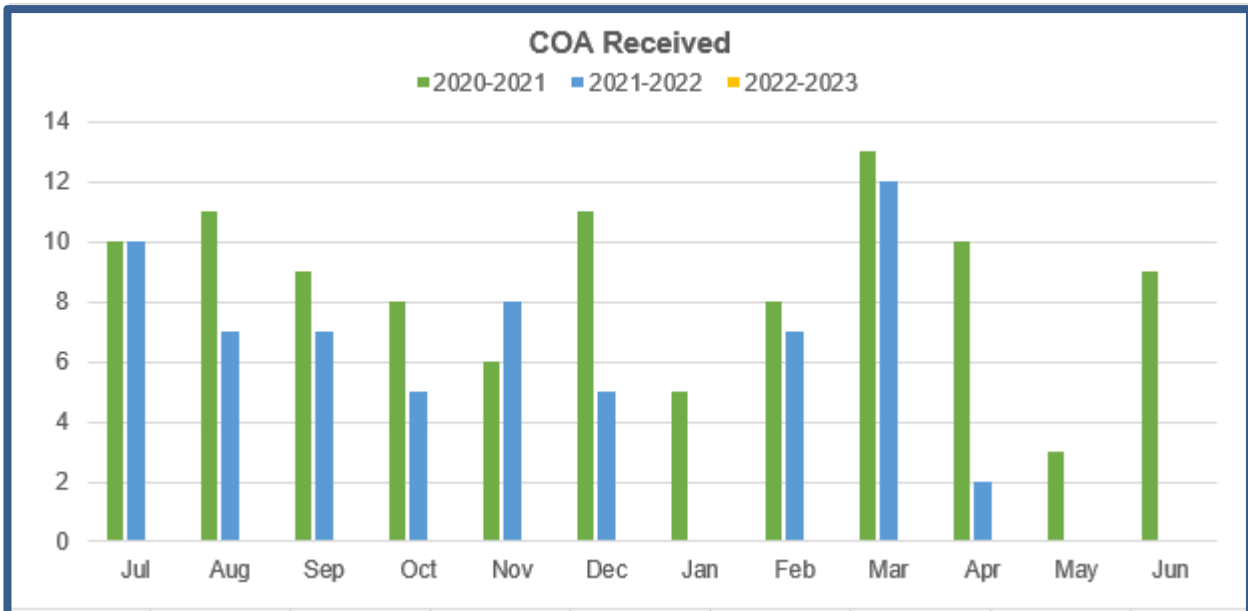


### Certificates of Acceptance

A certificate of acceptance (COA) provides building code certification on work that can be inspected. It excludes work that cannot be inspected, so is not as comprehensive as a Code of Compliance Certificate (CCC). A certificate of acceptance applies where:

- work that requires a building consent was completed without one
- urgent work is carried out under section 42 of the Building Act
- another building consent authority or building certifier refuses to or cannot issue a CCC

Council received 2 COA applications during the month of April.



### Infringements

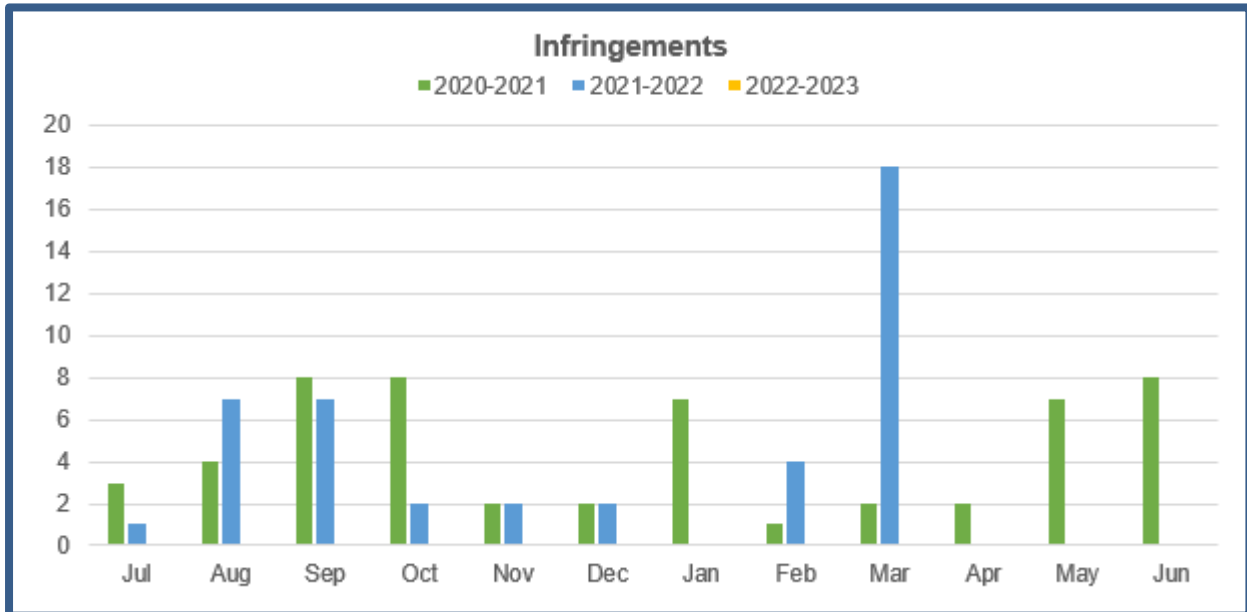
Under Section 372 of the Building Act, an infringement notice may be served on a person if an enforcement officer observes the person committing an infringement offence or has reasonable cause to believe an infringement offence is being or has been committed by that person.

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

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

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

No infringements were issued during the month of April.



# Environmental Services

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This section contains performance information for the Environmental Services department.

## Introduction

Environmental Services cover the regulatory and licensing activities and responsibilities for council. The department is directed by primary legislation and FNDC policies and bylaws.

This team is made up of Resource Consent Management, Monitoring and Compliance, Animal Management and Environmental Health (Food and Liquor) and associated Administration support.

Activities and services undertaken include:

- the processing and monitoring of resource consent applications and related consents
- promotion of responsible ownership of dogs, including the care and control around people, protected wildlife, other animals, property, and natural habitats
- responsibilities for the sale, supply, and consumption of alcohol, to minimise alcohol-related harm in our District
- providing verification services for food control plans ensuring that food prepared and sold is safe.
- Investigation, monitoring and enforcement of bylaws, District Plan breaches and parking.



The team provides advice and guidance while delivering compliance, monitoring, and enforcement across the region. By applying a risk-based approach this enables monitoring efforts to be focussed on the biggest risks to the community and target areas where businesses and people are less likely to comply.

Council has responsibilities under legislation to safeguard public health, safety, and welfare. Regulatory activities and responsibilities, such as the issue of consents, the enforcement of bylaws, and the provision of liquor licenses are undertaken for the benefit of our communities and to ensure that everyone can live in and enjoy our district.

## Environmental Services Executive Summary – April 2022

### Resource Consents

Resource Consents achieved 34.62% compliance with statutory timeframes in April. This result is due to the ongoing high volumes of applications received, several job vacancies and the general unavailability of consultant planning and engineering support.

The team issued 45 decisions under the RMA and LGA. Of the 45 decisions, 26 were applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MfE).

120 applications were received during April. This consisted of 76 applications under the Resource Management Act 1991 (RMA), reported as part of statutory timeframes and the remaining 44 were applications under the RMA (not counted) and the Local Government Act (LGA) and the Sale and Supply of Alcohol Act 2012.

The high volume of applications in the latter half of 2021 has continued into 2022. The volume coupled with several staff vacancies and limited capacity of planning and engineering consultants; has resulted in Council being unable to allocate applications in a timely manner, and subsequently Resource Consents has been unable to process many applications within statutory timeframes.

The number of unallocated applications (backlog) has been increasing since early December and there are currently 194 applications lodged but unallocated within Council's systems. Team Leaders have applied s37 of the RMA to extend processing timeframes where possible and are triaging applications to enable effective allocation to planners' capabilities. The Team is also actively seeking out new engineering and planning consultants from outside Northland and running multiple recruitment campaigns as part of a Delivery Plan to address the bottlenecking and backlogs.

### Monitoring and Compliance

Monitoring and Compliance received 90 Requests for Service (RFS) in April 2022, a decrease of 53 RFS on the previous month.

A total of 58 noise complaints were received and responded to during the month, 24 less than the preceding month. Response times of 72% were achieved for urban areas and 100% for rural areas against a KPI target of 95%. This is a challenging KPI due to the remoteness and size of the district and will be reviewed during contract renewal in 2022.

13 parking infringements were issued during April, with a financial value of \$475. This low figure is due to having two holiday weekends, the parking warden being on sick leave for a week and the introduction of a parking fine holiday (for time-based parking) to boost Covid economic recovery from 15 April. This moratorium ends on Friday 27 May 2022.

### Environmental Health

A total of 19 Food Verification audits were completed in April 2022.

The Environmental Health licensed premises level of service is tracking well, with 70.8% of licensed premises having been visited, leaving 50 premises to be visited by 30 June 2022. The level of service target is that 25% of licensed premises are visited once every four years and the team carry out these visits on an annual basis.

A total of 48 Requests for Service (RFS) were received by Environmental Health in March, a decrease of 12 from the previous month. The team has ascribed this decrease to the work that was completed on website content and

newsletters providing customers and applicants with the necessary information sought through a number of standard queries received.

## **Animal Management**

236 RFS were received for Animal Management in April 2022, 34 urgent and 202 non-urgent.

Animal Management Officers continue to respond to requests within level of service agreed times ( $\geq 93\%$ ), with a 94% response rate recorded for urgent responses and 96% for non-urgent.

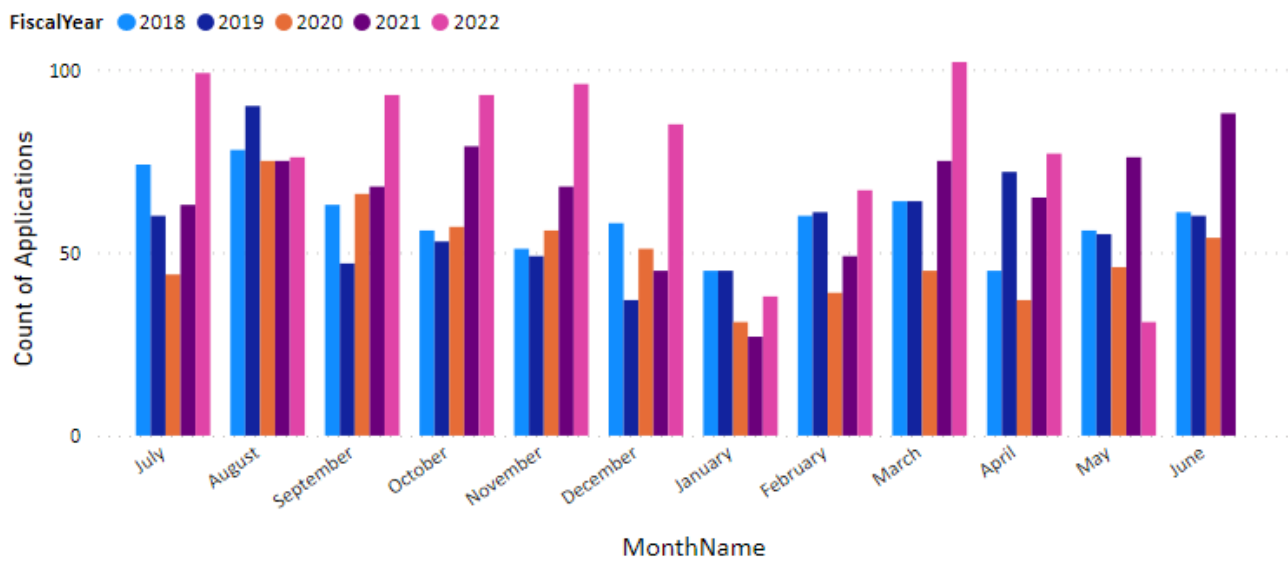
30 dogs were impounded in April, resulting in nine being claimed by their owners, four dogs taken by a Rescue Group and three being adopted out to new homes. A total of 12 dogs were euthanised in April due to not being claimed by an owner and not meeting the criteria to be rehomed.

# Resource Consents

## Applications Lodged

The graph below shows the RMA applications\* received by month over the last four years. Planning support lodged 76 RMA applications in April 2022 compared to 65 in the previous financial year and 37 in the 2019/2020 financial year. This represents an ongoing upward trend in the number of RMA applications received in April over the last three financial years. It is noted that the number of RMA applications lodged as of 5 May 2022 already exceeds 50% of the number received in May 2019/2020.

Applications Received - Monthly

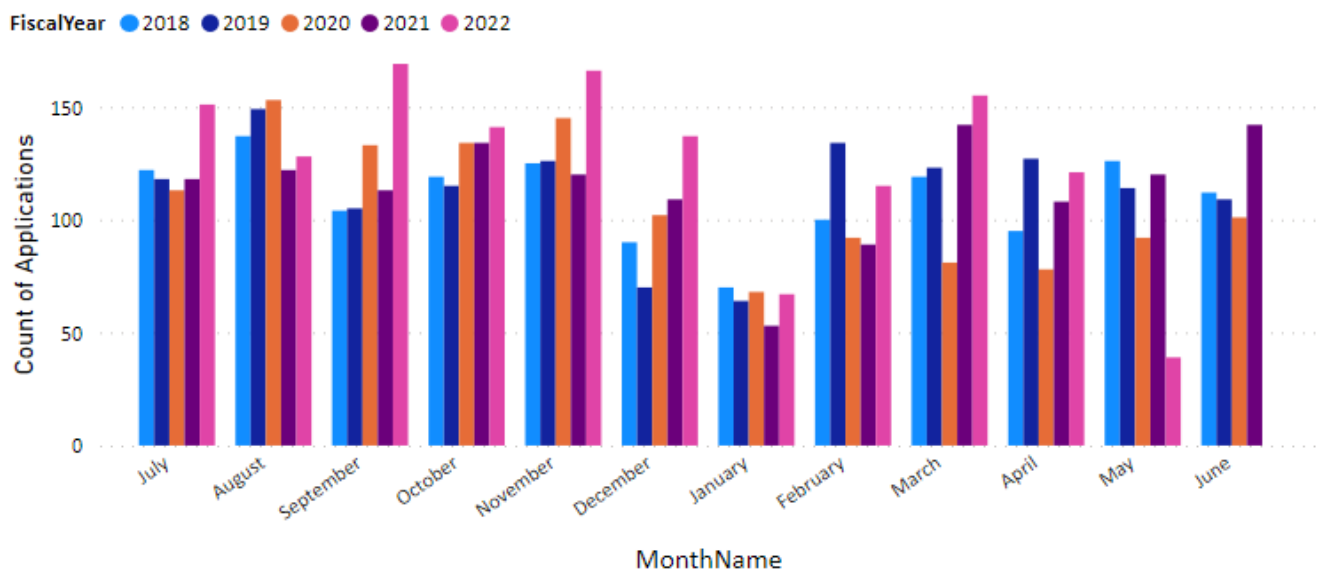


\*Refers to RMA applications lodged that have statutory timeframe reporting and excludes certificates.

The graph on the next page shows the total number of applications received each month since 2017. The 120 applications received are the total applications received by Planning Support (RMA + LGA) and sent to allocations in April 2022. This is one of the highest number of applications received during April during the past 5 years.



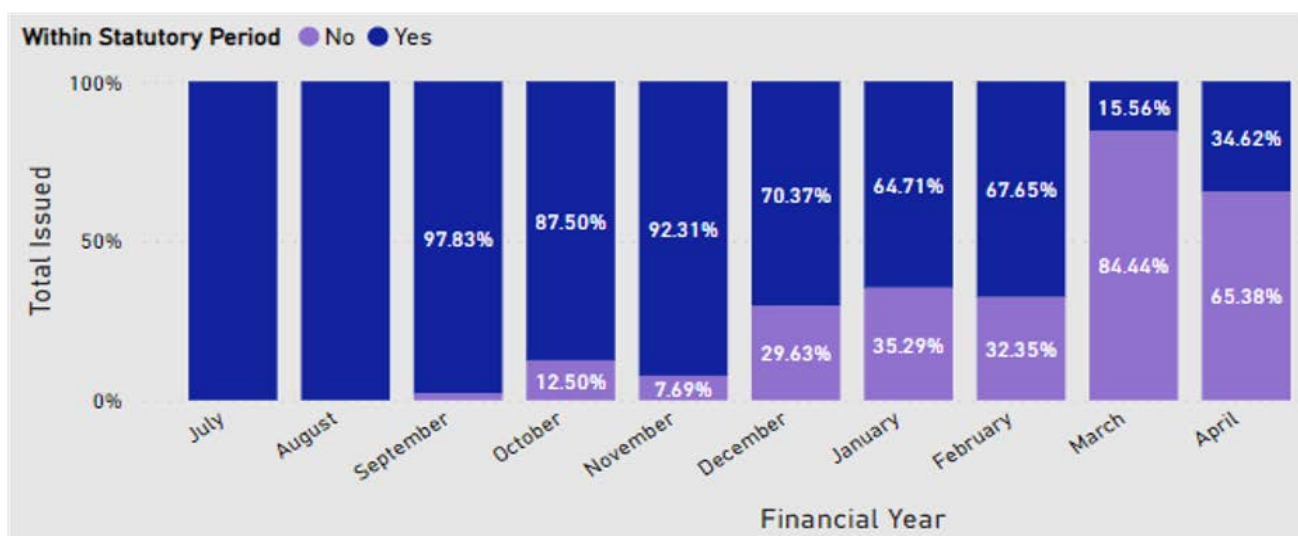
## Applications Received - Monthly



## Decisions issued

Resource Consents issued 45 decisions under the RMA and LGA in April 2022. Of the 45 decisions, 26 were RMA applications required to comply with statutory timeframes and recorded by the Ministry for the Environment (MfE). 17 consents were outside statutory timeframes and 9 consents within statutory timeframes in April, resulting in a 34.62% compliance rate.

The Resource Consents Performance graph below shows compliance for the previous nine months. The April result is higher than that achieved in March because of triaging new applications by risk profile. The overall low compliance rate is a direct effect of large volumes of applications, reduced consultant processing capacity and staff vacancies. This is discussed in greater detail below under the Trends and Success Stories heading.



\*NOTE: this is a snapshot as of 5 May 2022 & may be subject to change.

## Types of Applications Received

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

Type of Resource Consent												
	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Land use	32	41	28	34	40	45	43	37	21	16	50	34
Subdivision	15	18	26	18	21	22	25	27	13	6	29	20
Variation	6	12	10	3	7	7	5	6	3	3	7	6
Permitted Boundary Activity	7	3	9	7	5	6	2	7	0	2	5	7
Extension of Time	1	0	2	0	0	0	0	0	0	0	1	1
Certificate of Compliance	0	2	0	0	0	0	0	0	0	0	0	0
RMA Discharge	1	1	0	1	2	0	0	0	0	0	0	0
RMA NES CS	0	0	0	1	0	0	0	0	0	0	0	0
Combined land use and subdivision	6	6	8	6	10	5	11	9	2	6	3	5
Outline Plan	0	0	2	2	1	2	1	0	0	0	2	2
Outline waiver		3	2	2	0	2	0	0	0	0	5	1
<b>Total RMA</b>	<b>67</b>	<b>90</b>	<b>90</b>	<b>74</b>	<b>86</b>	<b>89</b>	<b>87</b>	<b>86</b>	<b>39</b>	<b>32</b>	<b>102</b>	<b>76</b>

## Certificate Applications Received

The table on the next page details the number of certificate and other applications received monthly. This table shows that 44 certificates and Local Government Act (LGA) applications were received in April 2022. Application codes are explained in detail below the table.

## Number of certificate and other applications received monthly

	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
RMA OTH	1	0	2	0	0	1	1	0	0	1	0	0
RMA OBJ	0	2	1	2	2	4	3	1	0	1	1	3
CER221	0	1	0	2	2	0	2	0	1	0	2	2
CER223	19	14	20	13	25	16	21	14	7	7	17	10
CER224	24	9	14	10	17	14	19	14	8	12	16	14
CER348	0	2	0	2	0	0	2	1	0	1	0	0
CERBND	0	0	0	0	0	0	0	0	1	0	0	0
CEROTH	0	0	0	0	0	0	0	3	0	0	0	2
LGA348	2	4	2	3	3	1	2	2	2	0	2	1
LGAEWK	6	14	11	16	19	11	17	18	9	20	13	12
LIQCOC	2	7	2	3	6	0	3	2	2	1	2	2
<b>Total</b>	<b>53</b>	<b>51</b>	<b>49</b>	<b>49</b>	<b>74</b>	<b>47</b>	<b>70</b>	<b>54</b>	<b>29</b>	<b>43</b>	<b>53</b>	<b>44</b>

### Application Codes Explained

RMA Other – s221(3) variation or cancellation of consent notice, s243(e) Cancellation of Easement, s139A Existing Use Rights Certificate, Deemed Temporary/Marginal, s241(3) Cancellation of amalgamation

RMA Objection – Objection to conditions and Objection to fees.

CER221 Certificates – consent notices approved and lodged

CER223 Certificates (Approval of survey plan)

CER224 Certificates (Final approval of subdivision consent) – s224 conditions have been met.

CER348 Certificates (Private Road/Way) – Registration of a ROW on an approved Record of Title also checking that conditions of LGA348 have been met.

CERBND - Bond Certificate – issued when a bond has been lodged.

CEROTH - Certificate Other – See RMA other – anything that doesn't have a home it is a catch all. CER243(e) Cancellation of Easement, CER241(3) Cancellation of amalgamation, CER234 Cancellation or Variation of an esplanade strip, CER221(3) Change or Variation of Consent Notice, CER224(f) Approval of Cross Lease– CERs for LINZ.

LGA348 - Local Government Act 348 – Approval of ROW design and any conditions to be imposed.

LGAEWK - Earthwork application – Earthworks Permit under Earthworks Bylaw can impose conditions

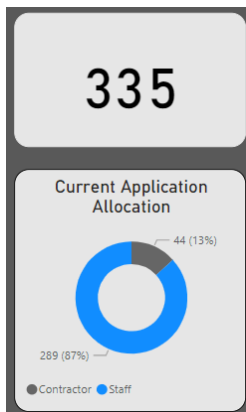
LIQCOC - Liquor Code of Compliance – District Plan check under s100(f) of the Sale and Supply of Alcohol Act

## Location of Issued s224 Certification

The below table shows the locations of the s224 certificates issued in April 2022.

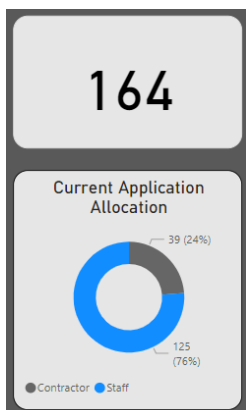
Application Number	Location
CER-2170499-CER224/A	37 Kendall Road, Kerikeri 0230
CER-2220115-CER224/A	191 Fryer Road, Kaitaia 0481
CER-2170498-CER224/A	1030 Wainui Road, Kaeo 0478
CER-2220206-CER224/A	391 Whangape Road, Herekino 0481
CER-2300471-CER224/A	PT Sec 4 Block VI Mangamuka SD, Te Tio Road, Umawera 0476
CER-2300001-CER224/A	156 Ness Road, Kerikeri 0295
CER-2300563-CER224/A	5435 State Highway 12, Kaikohe 0473
CER-2300557-CER224/A	138 Pairatahi Road, Kaingaroa 0483
CER-2300602-CER224/A	Ahipara 49B1, Masters Access Road, Ahipara 0481
CER-2190198-CER224/A	20A Aranga Road, Kerikeri 0230
CER-2220082-CER224/A	296B Waipapa Road, Kerikeri 0230
CER-2300121-CER224/A	Lot 2, Te Ranga Road, Kaeo 0479
CER-2190542-CER224/A	27A Access Road, Kerikeri 0230
CER-2300249-CER224/A	44 Taratara Road, Kaeo 0478

## Internal staff versus consultant planners



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

There are 289 (87%) of current applications allocated to internal staff and 44 (13%) with consultant planners.



The figure on the left is the number of applications that are on hold under s92 or s37. Currently Resource Consents is managing 499 RMA applications. This figure does not include RMA and LGA certificates, earthwork permits, LGA rights of way applications, liquor licence and food health checks.

## Trends, News and Success Stories

### Hearings

There were no hearings in April.

### Processing Timeframes

Over the past year the number of applications for resource consents received by Council has continued to increase. It has not been unusual to receive up to 45 applications in a single week. There are currently five vacancies within the team and there is a heavy reliance on consultants for business as usual. Due to the availability of more lucrative planning and engineering consultancy work, consultancy firms have limited processing capacity to offer Council. 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.

Resource Consents has seen several resignations for various reasons and is currently recruiting for a Team Leader, Senior-, Intermediate and Resource Planner and an Engineer. Over the past three months there have been no suitable candidates for the four available planning positions, and Council is now looking to attract talent from outside of Northland. The current team is mostly comprised of graduates, resulting in limited capacity to process medium- to high complexity applications in-house and added pressures of mentoring and upskilling the juniors by more senior staff.

When Resource Consents is fully staffed, there will still be a heavy reliance on consultant planners to achieve 100% compliance with statutory timeframes. At present, due to the large amount of private work available, consultancies are choosing to undertake private work which pays significantly higher than processing for Council.

Triaging of applications is occurring and applications are allocated to suitable planners as they have capacity. In some cases, this means that low complexity applications are allocated for processing ahead of medium- to complex applications which were lodged at an earlier date.

Team Leaders have applied s37 of the RMA to extend processing timeframes where possible.

### Customer and Relationships

Resource Consents had 63 surveys sent out in April 2022 with 22 responses received, giving the team a response rate of 33.3%. There were 11 satisfied customers, 3 neutral customers and 8 customers were dissatisfied.

Resource Consents, being part of the regulatory arm of the council, often receives a negative comment due to the perceived high cost of obtaining a resource consent, frustration with the District Plan rules and legislation and high processing times.

### Applications Received for Significant Developments – December 2021 Onwards

Application	Allocated	Received	Location	Description
2220480-RMACOM	Consultant Planner	24/12/2021	Peria	To create 10 additional allotments in the Coastal Living zone as a Discretionary activity and a land use.
2220420-RMALUC	Consultant Planner	15/12/2021	Takou Bay	To construct a Marae complex in the Rural Production and General Coastal zone as a Discretionary activity.
2220418-RMASUB	In-house	10/12/2021	Taipa	Subdivision to create 10 allotments in the Coastal Living Zone as a Discretionary Activity.

2220472 RMACOM	Consultant Planner	23/12/2021	Russell	Subdivision to create 17 allotments also Land use consent is also sought for reduced setback from proposed internal boundaries and remaining areas of vegetation, and for impermeable surfaces.
2220473-RMALUC	Consultant Planner	22/12/2021	Mangonui	Tasting room at Paewhenua Island breaching the Visual Amenity, Scale of Activities Earthworks, TIF, and access standards in the General Coastal zone and consent for a change of use under the NESCS. Also included are changes to a consent notice and a discharge consent under the regional plan. The activity is a Discretionary activity.
2220547-RMALUC	Consultant	17/02/2022	Kerikeri	To develop four additional buildings in an industrial zone as a discretionary activity
2220682-RMALUC	In-house	05/04/2022	Russell	Papakaianga.
2220689-RMASUB	In-house	12/04/2022	Kerikeri	To replace a water pipeline for the supply of irrigation water.
2220714-RMACOM	Consultant	20/04/2022	Kerikeri	To create 56 lots in addition to connecting Mill Lane to Hall Road and extend Ranui drive to connect with Mill Lane in the Residential zone.

### RMA Reform Implications

It is unclear at this time what the implications will be. This will be closely monitored as further information is received.

# Monitoring

## Introduction

Council is responsible for safeguarding public safety, minimising environmental risk, and protecting social and cultural interests as directed by primary legislation and our policies and bylaws. Monitoring and Enforcement are responsible for the administration and enforcement of these obligations.

Monitoring is responsible for:

<ul style="list-style-type: none"> <li>• Resource Management Act breaches</li> <li>• Local Government Act breaches</li> <li>• Reserves Act breaches</li> <li>• Litter Act breaches</li> </ul>	<ul style="list-style-type: none"> <li>• Land Transport Act (stationary vehicle offences)</li> <li>• District Plan breaches</li> <li>• Bylaw breaches</li> </ul>	<ul style="list-style-type: none"> <li>• Resource consent monitoring</li> <li>• Noise complaints</li> <li>• Removal of abandoned vehicles</li> </ul>
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## Staffing

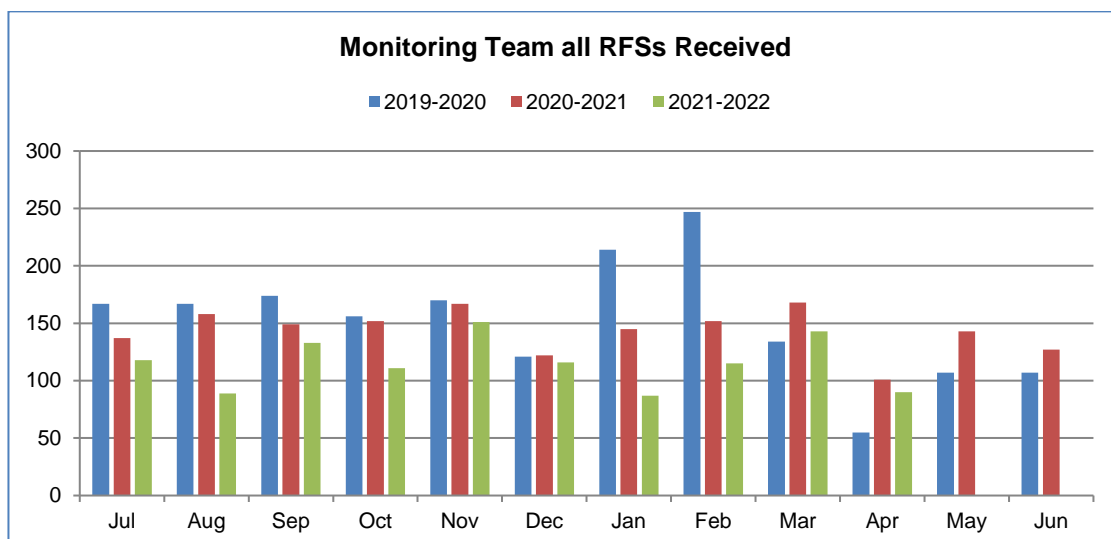
Monitoring is comprised of a team leader, five monitoring officers, two resource consent monitoring officers (one of which is a fixed-term position) and a parking enforcement officer.

## Levels of Service

<b>Respond to noise complaints within the following timeframes</b>		
2021-2022 target 95%	In urban areas: 1 hour	In rural areas: 2 hours
<b>Respond to compliance incidents within 3 working days</b>		
2021-2022 target 93%		

## Requests for Service

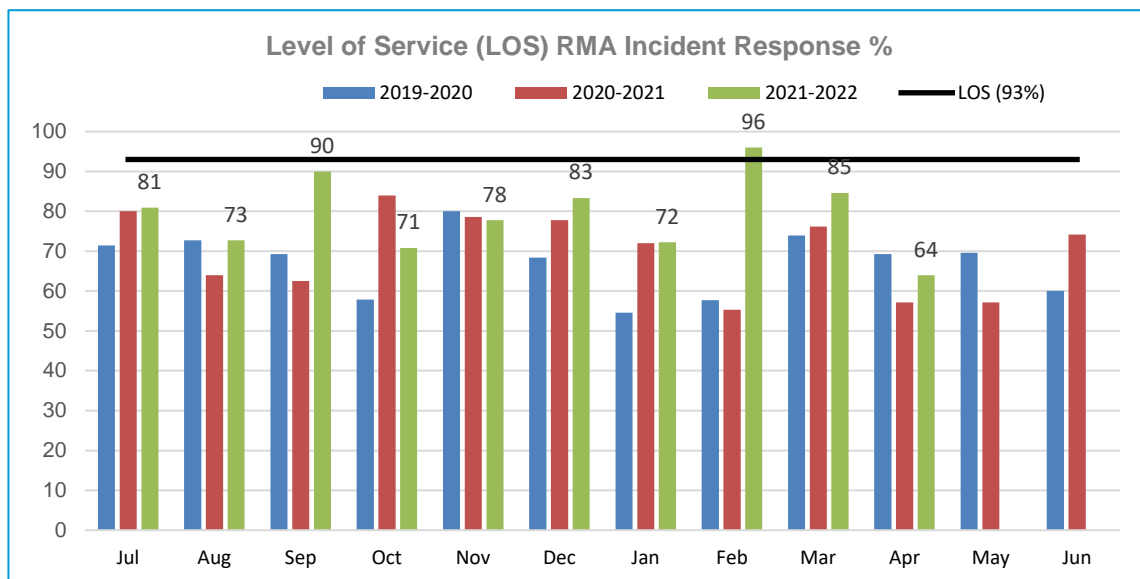
The following graph shows all Requests for Service (RFSs) received monthly over the last three financial years by Monitoring. These RFSs reflect all responsibilities held by Monitoring. The following sections break down those requests into areas of legislation.



## Resource Management Act 1991

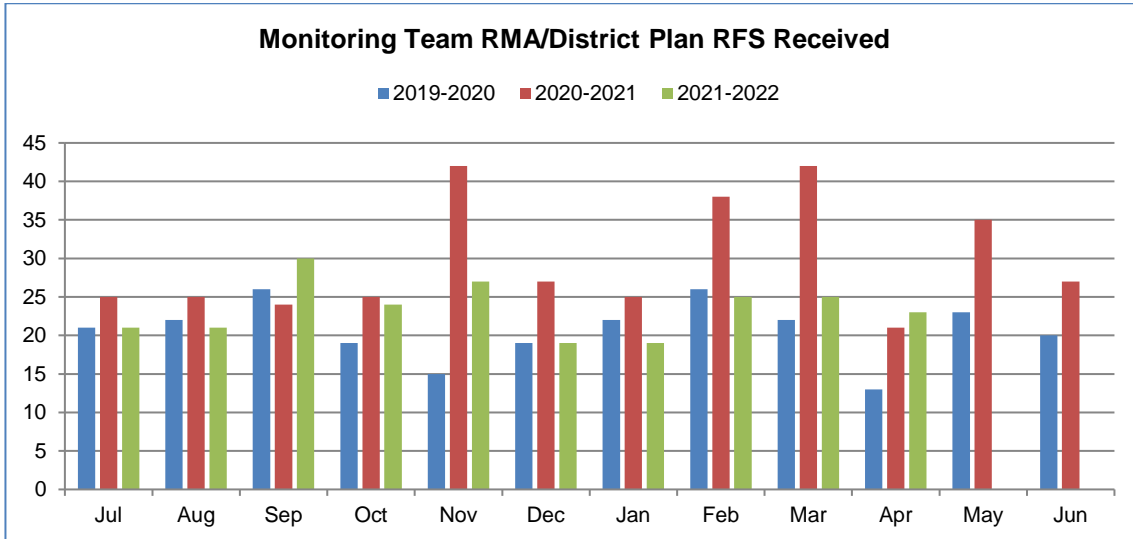
A large amount of the work conducted by Monitoring falls under the Resource Management Act 1991 (RMA). This section reports the results of those responsibilities. The LTP level of service for responding to RMA incidents is 93% of customers acknowledged within three working days. The table and graph below show what percentage of RMA incidents were responded to within three working days against the level of service of 93%. The level of service result for April was 64%. This rate is due to lower staff availability due to Covid.

2022	On Time	Over Time	Grand Total	LOS %
Jul	17	4	21	81
Aug	16	6	22	73
Sep	27	3	30	90
Oct	17	7	24	71
Nov	21	6	27	78
Dec	15	3	18	83
Jan	13	5	18	72
Feb	24	1	25	96
Mar	22	4	26	85
April	14	8	22	64

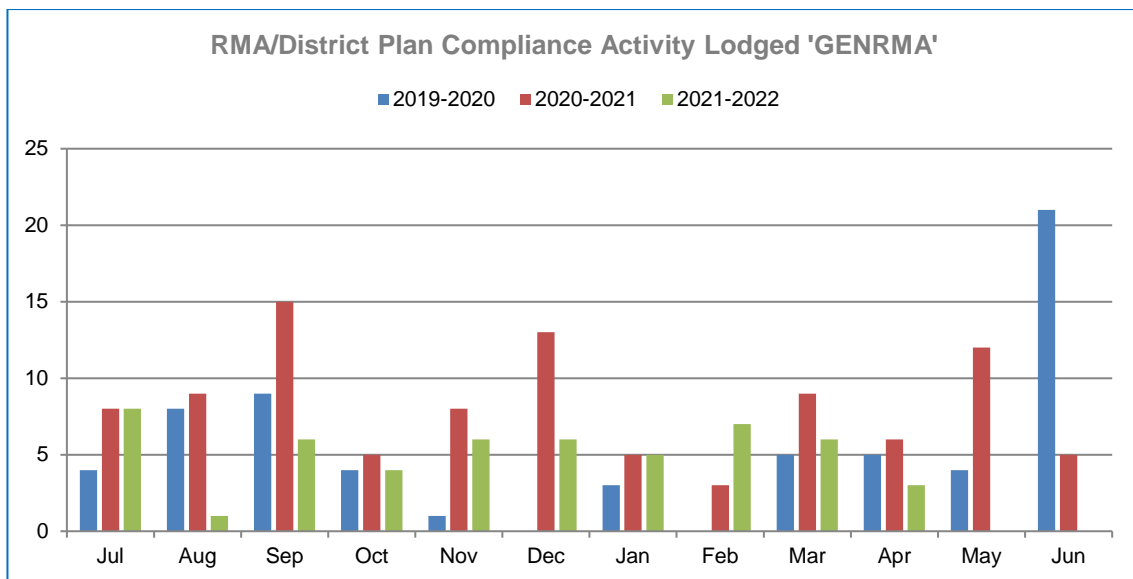




The graph below shows RFS received by Monitoring for RMA/District Plan incidents over the last three financial years.



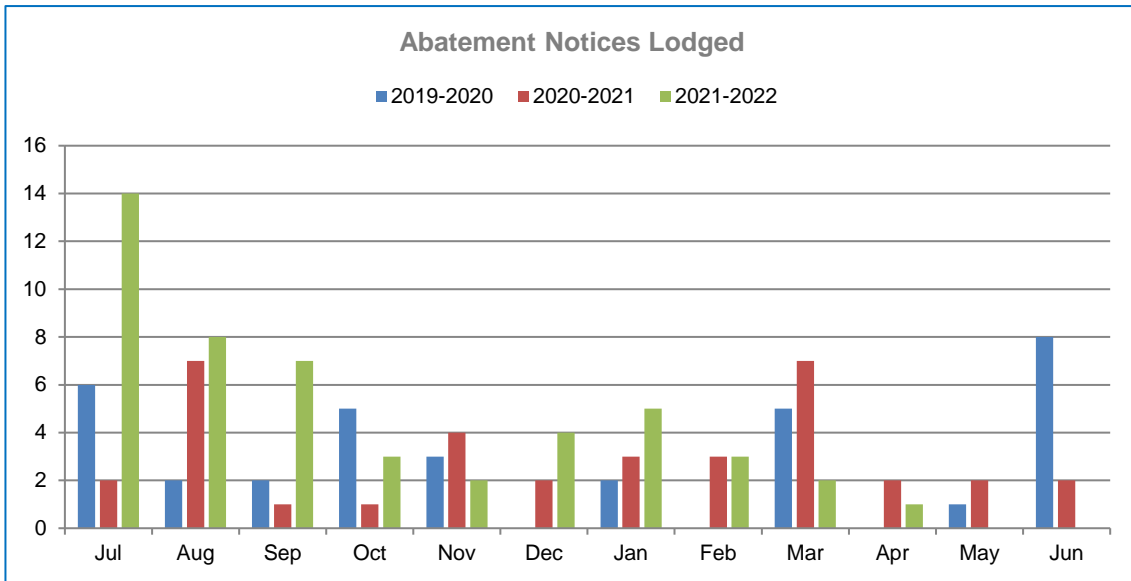
If an RMA/District Plan RFS results in further investigation, a new application is created in the Council system called a 'GENRMA' and research and evidence is recorded with case notes in support of any legal notices, such as abatement notices and environmental infringement notices. The graph below shows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



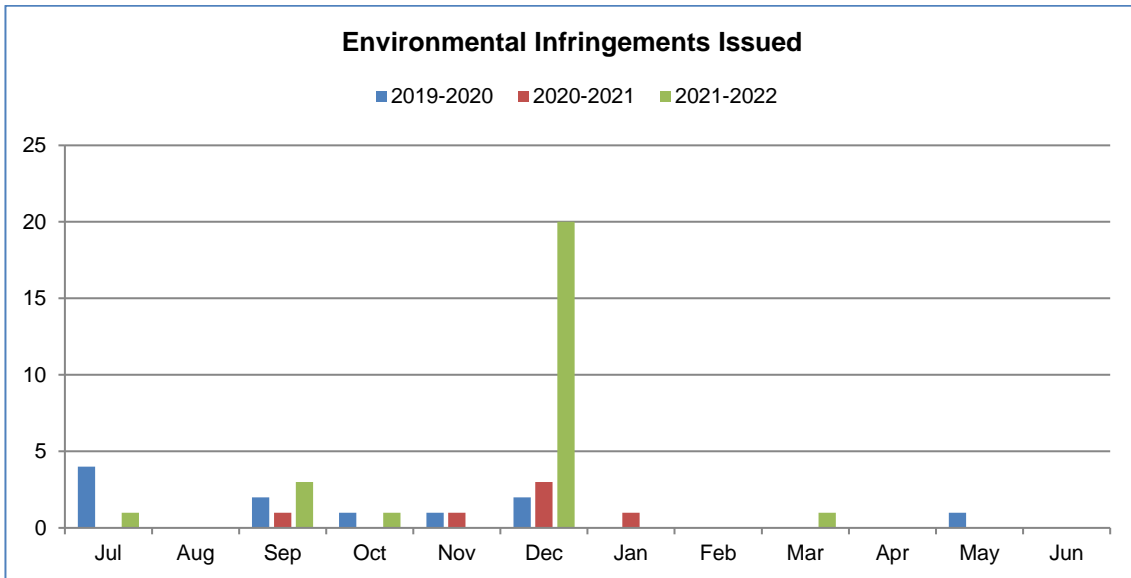
Although Monitoring's policy is to promote voluntary compliance with the District Plan, there comes a point in an investigation where it becomes necessary to escalate the enforcement process. The RMA allows a warranted monitoring officer to issue an abatement notice to direct an offender to do something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

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

There was one abatement notice issued in April 2022.



The graph below shows environmental infringement notices (EINs) issued during the last three financial years. There were no EIN issued in April 2022.



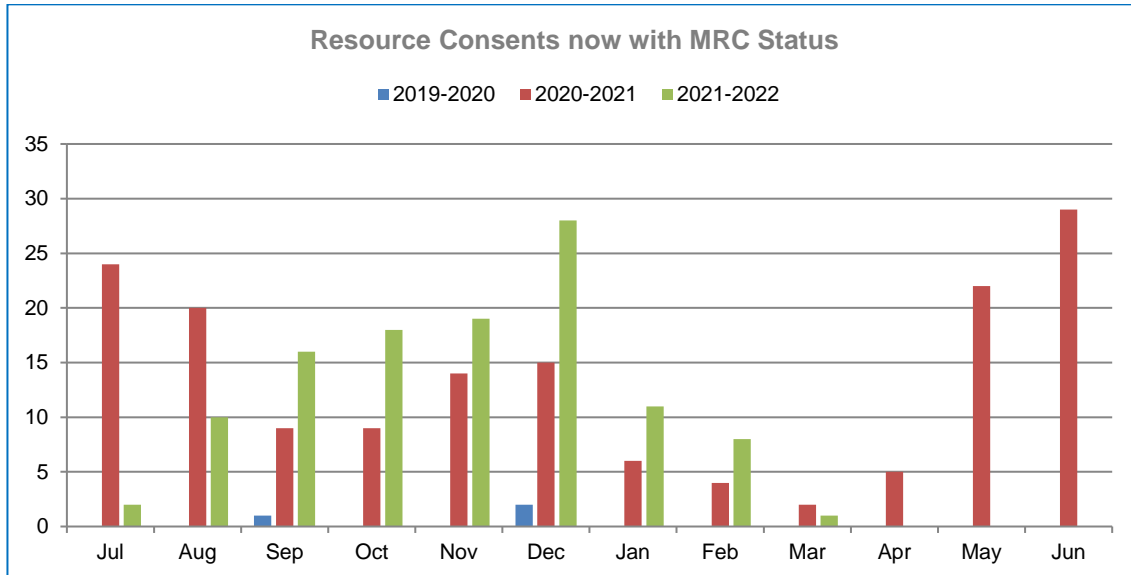
## Resource Consent Monitoring

The resource consent monitoring role remains extremely busy with several areas being addressed. Current workflow includes:

- Historic bond investigation
- Historic back log of un-monitored Monitoring Resource Consent (MRC) applications
- Review of legacy consents that do not have an associated MRC application
- Business improvements
- Responding to RFS

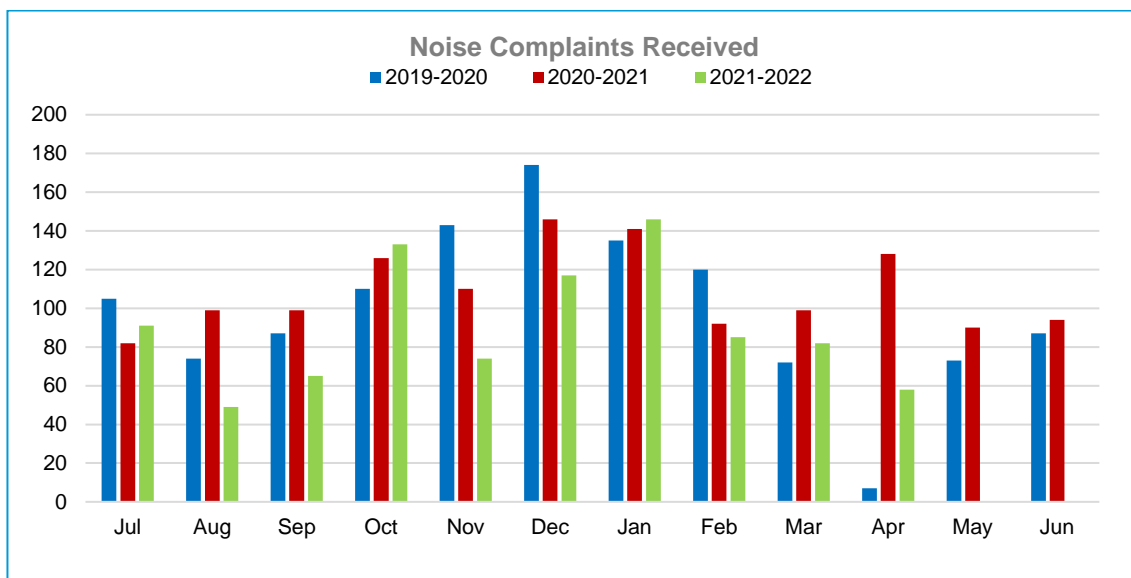
A business improvement initiative in July 2021 removed the requirement to create a new MRC application for each resource consent (RC) decision issued. The historic backlog of unmonitored MRC applications is recorded within Council's system. There are currently approximately 500 historic MRC applications going back to 2008 with a status of incomplete, or equivalent.

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

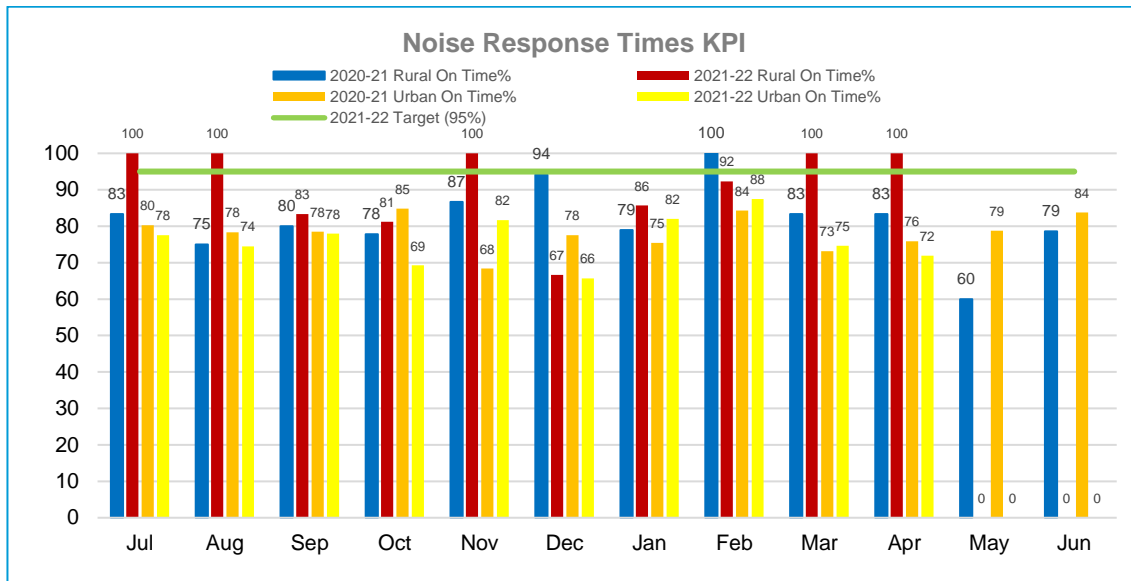


## Noise

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



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

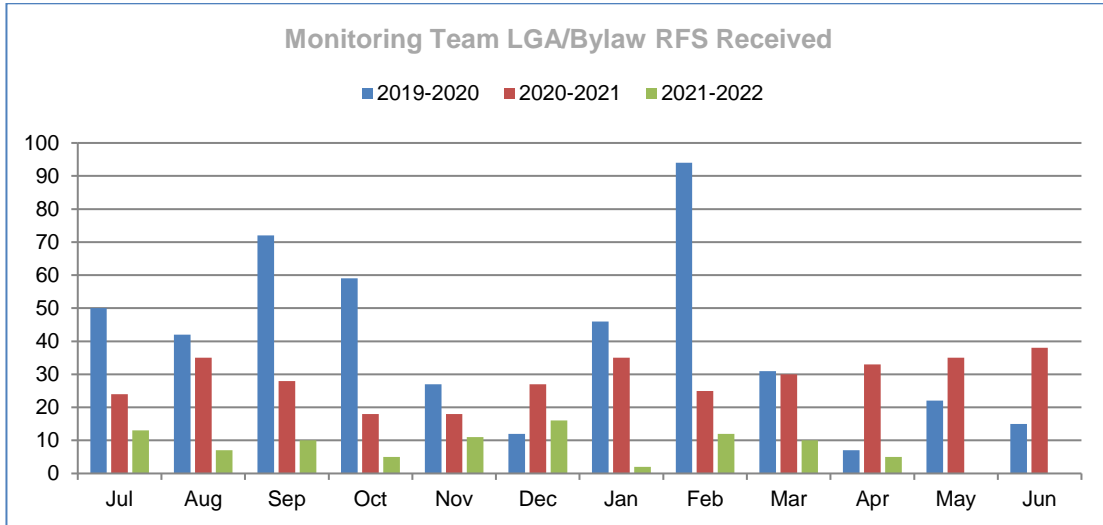


In the RMA, the term excessive noise means any noise that is under human control and of such a nature as to unreasonably interfere with the peace, comfort, and convenience of any person (other than a person in or at the place from which the noise is being emitted). Noise assessment by First Security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

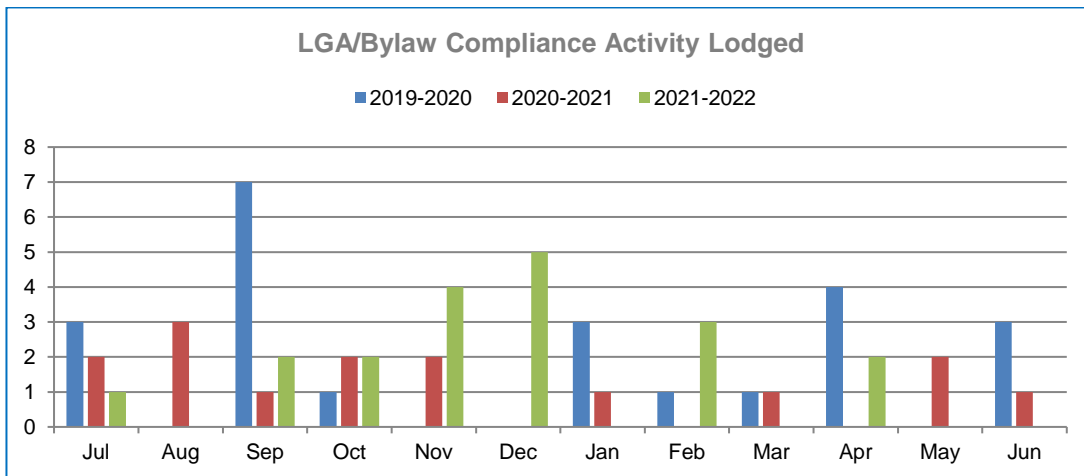
Action Taken 2021-2022	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Abatement Notice Issued	0	0	1	0	0	0	0	0	0	6
Excessive Noise Directive Issued	7	6	13	25	10	11	21	6	5	2
No Action Taken	65	38	34	77	43	72	92	59	63	38
Seizure Performed		1		4	0	0	0	0	0	0
Verbal Warning Issued	19	4	17	27	21	34	33	20	14	12
<b>Grand Total</b>	<b>91</b>	<b>49</b>	<b>65</b>	<b>133</b>	<b>74</b>	<b>117</b>	<b>146</b>	<b>85</b>	<b>82</b>	<b>58</b>

## Local Government Act 1974/2002

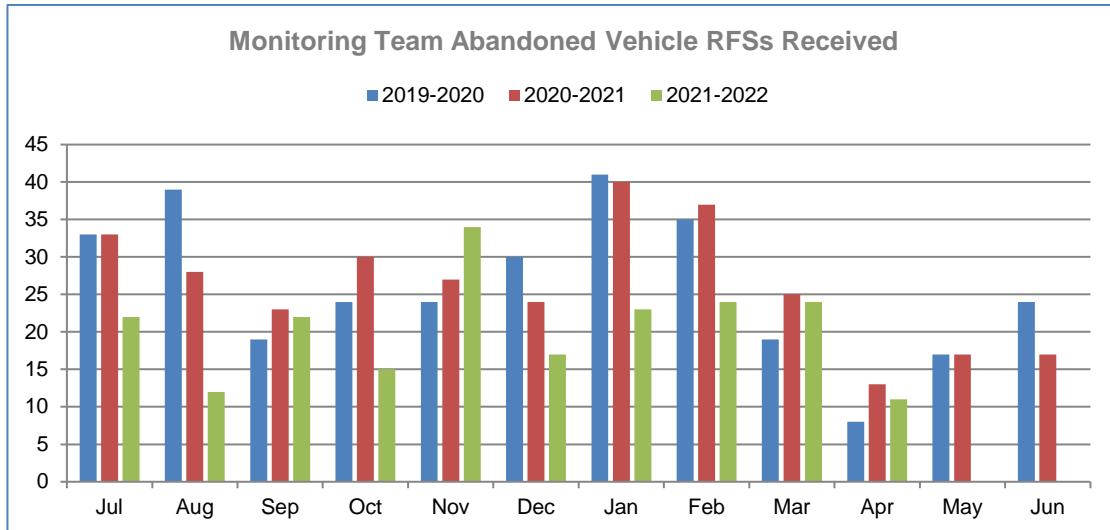
The Local Government Act (LGA) is the legislation behind most of the bylaws administered by Monitoring. The LGA can also be used for issues such as encroachments onto public places and roads. The graph on the next page shows RFSs received by Monitoring for LGA/Bylaw incidents over the last three financial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



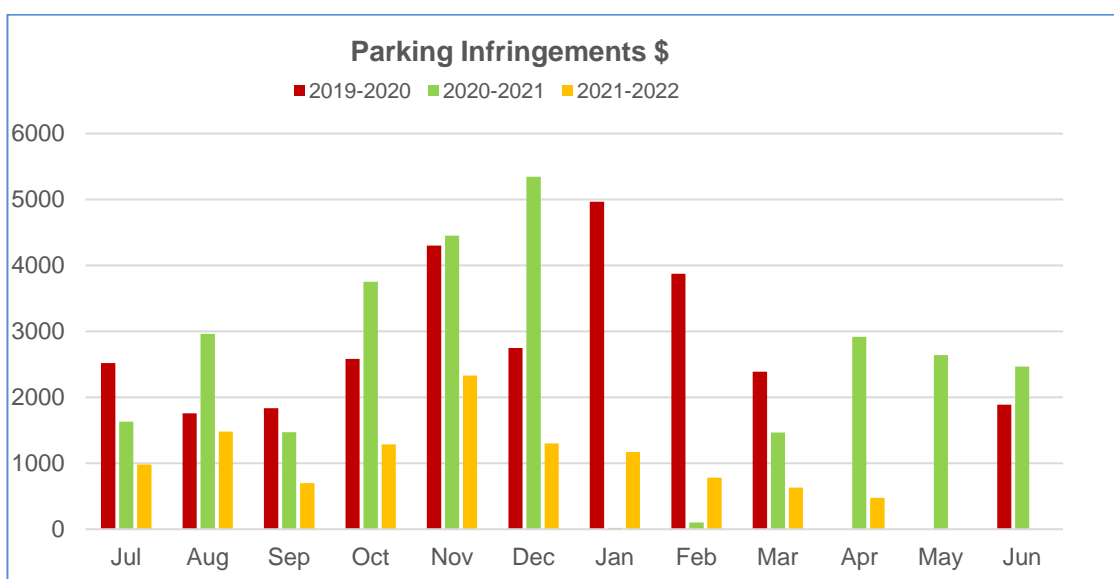
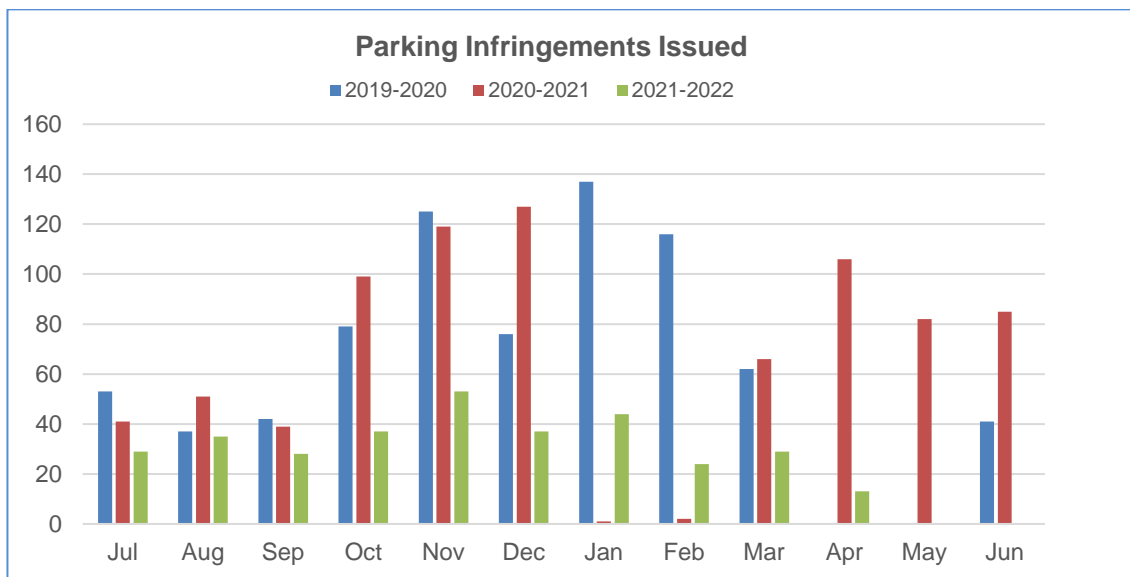
As with the RMA and all other legislation used by Monitoring, escalated investigations prompt the creation of an application in the Council system, which allows for the recording of research, evidence etc. For the LGA these applications are called 'GENBYL'. The graph below shows GENBYLs created by Monitoring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

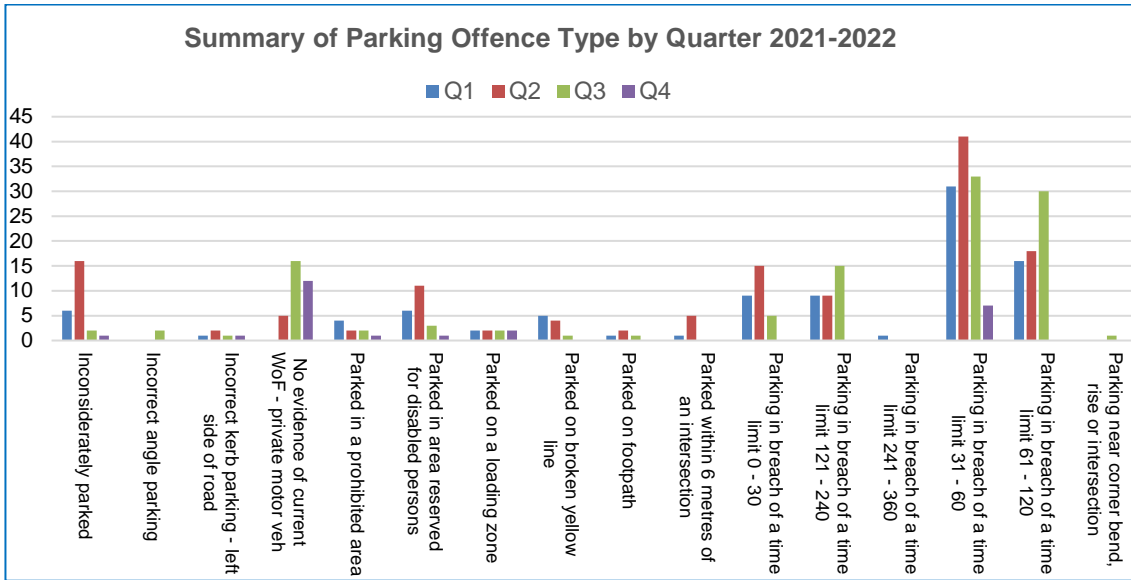


The following graph shows RFSs received for the removal of abandoned vehicles. Section 356 of the Local Government Act 1974 authorises a territorial authority to remove abandoned vehicles under certain circumstances.



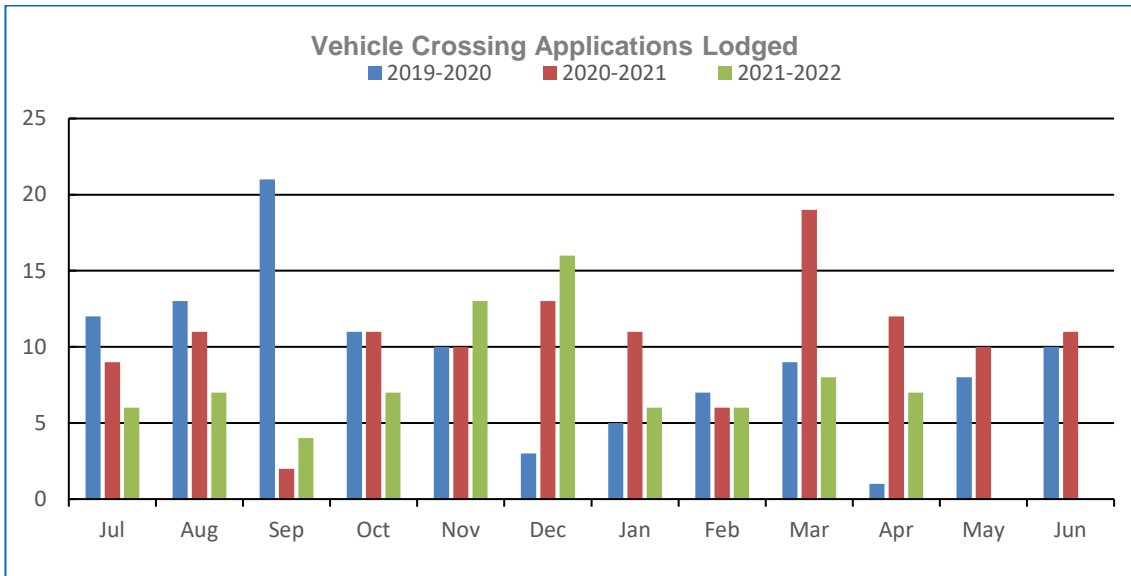
## Parking





## Vehicle Crossing Applications

Monitoring has contracted out the management of vehicle crossing applications to Haigh Workman. The graph below shows applications received by FNDC and processed by Haigh Workman for the last three financial years.



# Animal Management

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## Introduction

Animals, in particular livestock and dogs, play a significant role in the far north lifestyle. Council understands the economic and social benefits of animals, but Council has a duty to contribute to the safety of our communities and the welfare of those animals. The goal of animal management is to reduce the risk of potential negative impacts by encouraging responsible dog ownership and working with farmers to minimise wandering stock.

## RFS Responses

236 RFSs were received for Animal Management in April 2022, 34 urgent and 202 non-urgent.

Animal Management Officers continue to respond to requests within level of service agreed times ( $\geq 93\%$ ), with a 94% response rate recorded for urgent responses and 96% for non-urgent.

## Impounded Dogs

30 dogs were impounded in April, resulting in nine being claimed by their owners, four dogs taken by a Rescue Group and three being adopted out to new homes. A total of 12 dogs were euthanised in April due to not being claimed by an owner and not meeting criteria to be rehomed.

## Dog Adoptions

Three dogs were successfully adopted to new homes all within the Far North District and these were placed out as follows:

- 1 to Karikari Peninsula
- 1 to North Aupouri
- 1 to Okaihau

## Dog Registration

The registration follow-up work conducted by Animal Management provides dog owners a reminder to register their dogs, without penalty. However, in some cases those opportunities are not always accepted, and Infringement Notices are issued.

There were two infringements issued in April by the Animal Management team, one for non-registration and the other for failing to keep a dog controlled.



# Environmental Health Services

## Introduction

The safety and well-being of our communities, visitors and our environment is one of the primary functions and responsibilities of Council. We are accountable to our communities and have several obligations under primary legislation. Environmental Health Services are responsible for the administration and enforcement of these obligations.

Environmental Health Services (EHS) is responsible for:

- Food business registrations and health licensing
- Providing food verification services
- Inspections of licensed premises
- Investigating health nuisances
- Carrying out host responsibility inspections of licensed premises and
- Processing alcohol applications

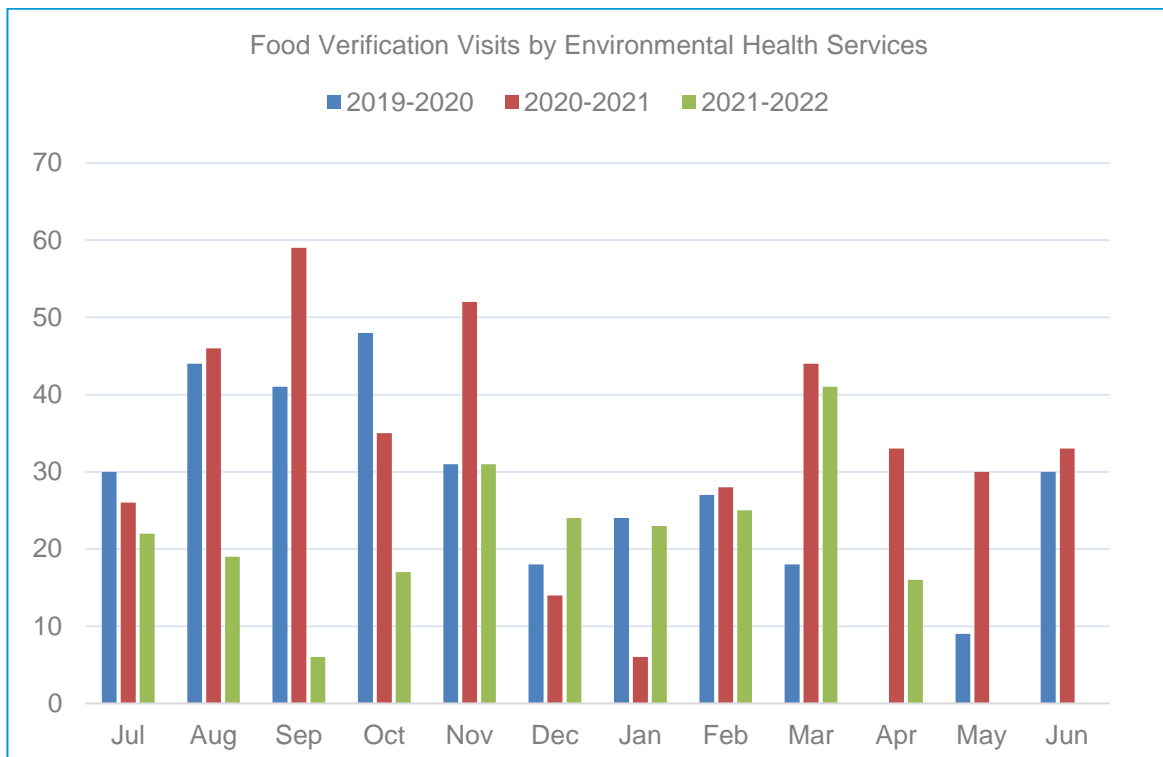
## Levels of Service

Level of service 8.2.1. Food Control Plan and National Programme audits completed as scheduled.

The level of service for environmental health was amended to better express Council's commitment to the community. The target for food control plan audits was adjusted across the 10 years of the LTP to transition from relatively poor results to the desired level by 2021.

**Target:** ≥95% **This Month:** 84.2% **Last Month:** 85.4% **Last Year:** 92%

During April 2022, 19 verifications were scheduled. Of the 19 scheduled verifications, 16 were completed. 3 verifications were cancelled, 2 being cancelled by the Operator due to Covid and 1 was cancelled due to the verifier being on leave. The cancelled verifications will be rescheduled. The following graph shows the 16 verifications completed.

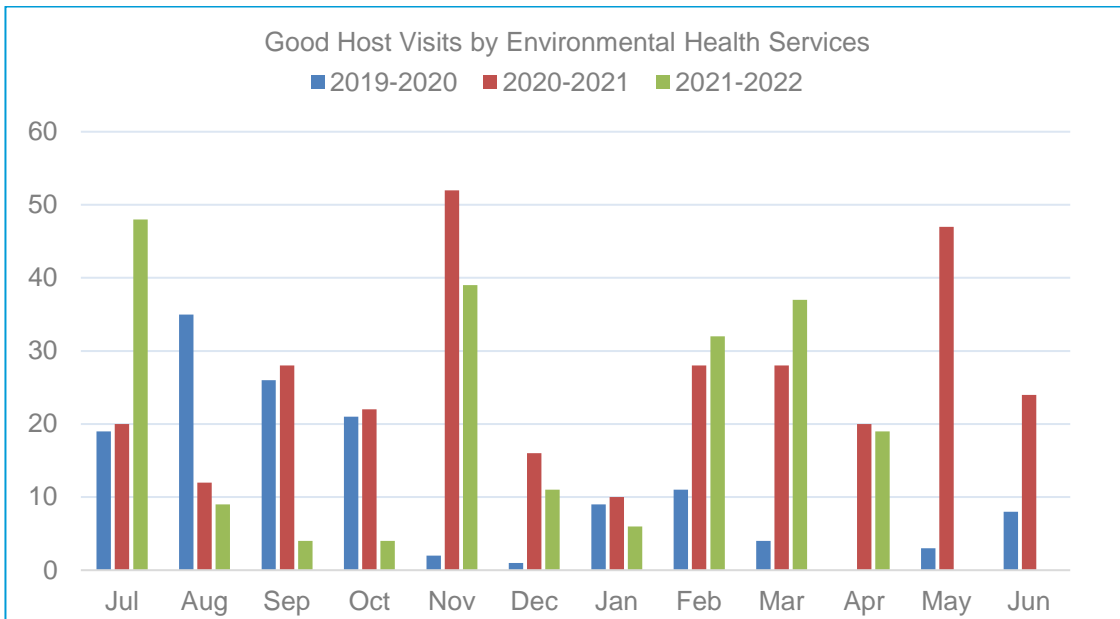


Level of service 8.4.1. All licensed premises are visited for Host Responsibility inspections at least once every four years.

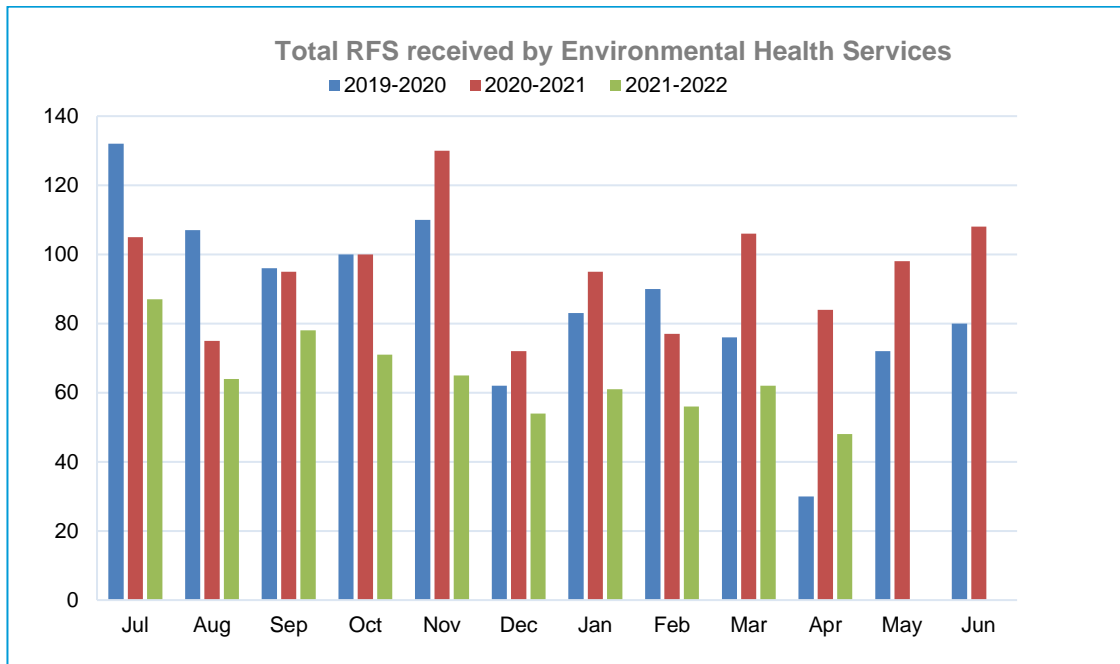
**Target:** ≥25% **This Month:** 75.4% **Last Month:** 67.8% **Last Year:** 100%

At present there are 250 licensed premises in the Far North district. 23 of these premises hold more than one alcohol licence and therefore will be visited on one occasion rather than separate visits, which will mean that EHS will complete 232 visits during 2021-2022.

During April 2022, 19 visits were completed by EHS. For the remainder of this reporting year there is a total of 50 visits to complete. The following graph shows the 19 visits completed.



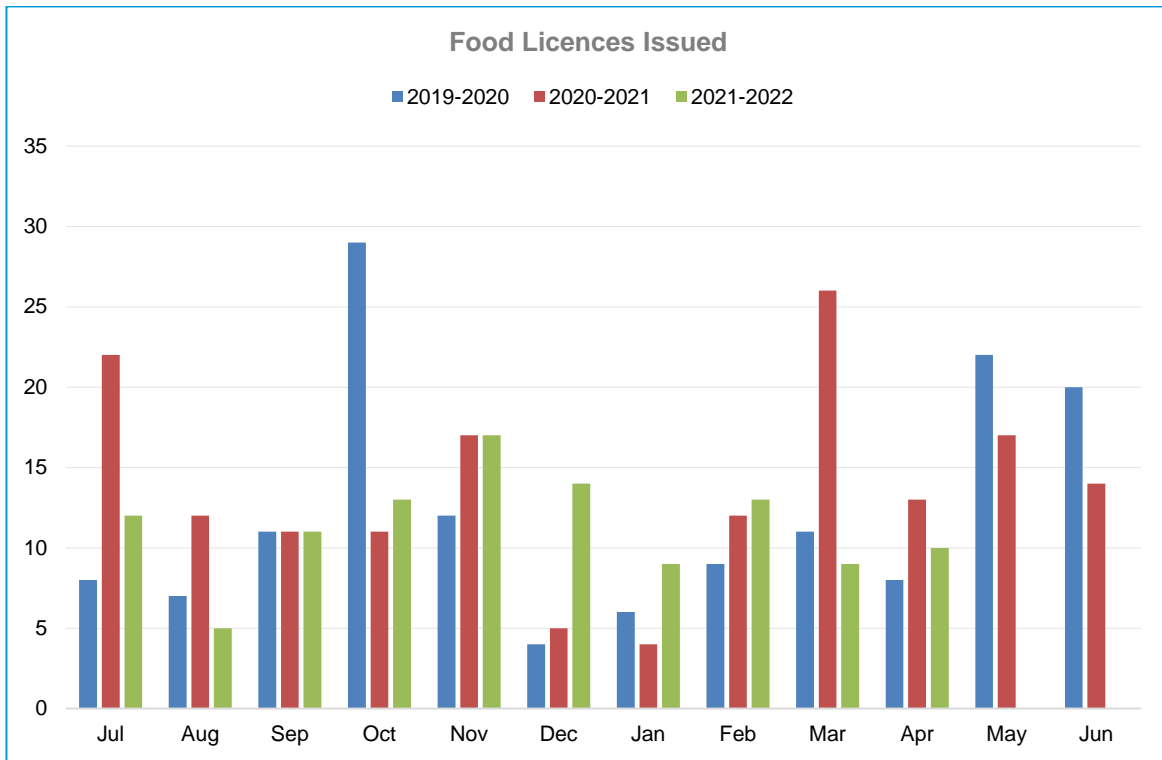
### Request for Service



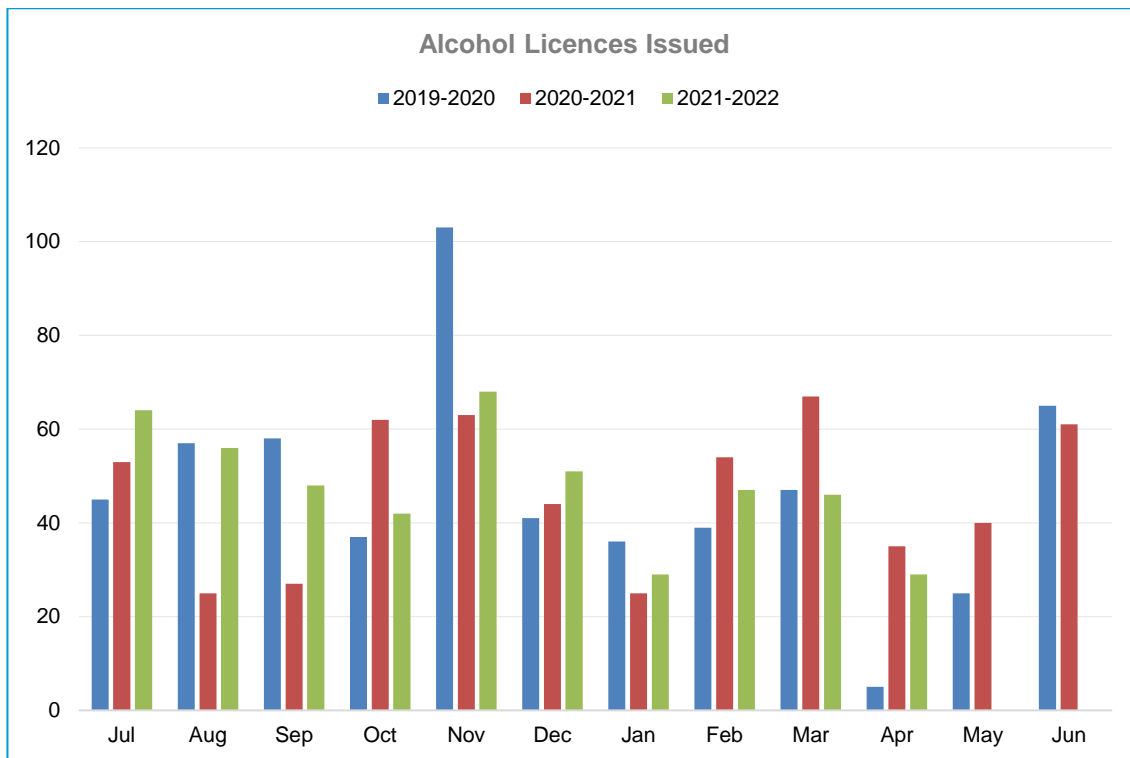
In September 2021, EHS reviewed and updated its website content. During October – December 2021 there was a noticeable decrease in the number of RFSs received. The team has ascribed the noticeable decrease in RFS

received in April 2022 to the work that was completed on website content and newsletters providing customers and applicants with the necessary information sought through a number of standard queries received.

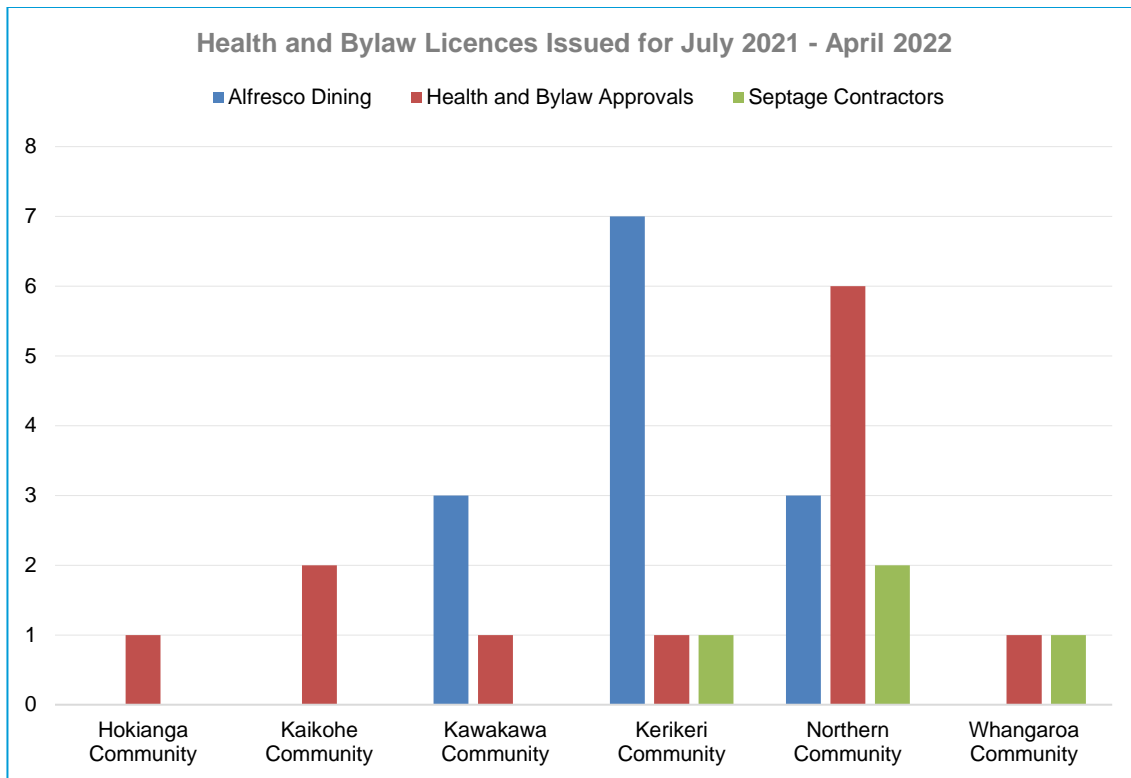
### Food Registrations Issued



### Alcohol Licences Issued



## Health Licensing and Bylaw Approvals



Environmental Health also process approvals for alfresco dining, street stalls, hawker, site permits and mobile shops.

To occupy or trade from a public place, a person must obtain Council's approval to do so.

- A **mobile shop** operates for short periods in one location before moving on, e.g., an ice cream van.
- A **hawker** offers goods for sale, sometimes on foot, without prior invitation to visit that private or public place.
- A **street stall** is a specific location where a business is set up for more than 30 minutes e.g., on the roadside.
- **Alfresco dining** enables the private use of public space for outdoor dining
- A **site permit** allows an operator to trade from a specific site daily for the duration of the permit.

Mobile shop, hawker and site permit approval applications are seasonal or annual approvals.

Street stall approval applications are specific to a certain date or series of dates.

Alfresco dining approval applications are renewable 1 July each year. The holder of an alfresco dining approval will be inspected on an annual basis.

Between 1 July 2021 – 31 April 2022, a total of 17 alfresco dining approvals were issued. During April 2022 there were no alfresco dining approvals issued.

During April 2022, EHS did not complete any alfresco dining inspections. However, the team will focus on completing the 17 current alfresco dining inspections by 30 June 2022.

Health licences (campgrounds, hairdressers and offensive trade operators) are renewable 1 July each year. The holder of a current health licence will be inspected on an annual basis.

Between 1 July 2021 – 31 April 2022 a total of 85 health licences were issued.

Between 1 July 2021 – 31 April 2022 the EHS have completed 71 health inspections across the district, leaving a balance of 14 inspections to complete by 30 June 2022.

Environmental Health will continue foot patrols across the district until 30 June 2022 to identify businesses who may be operating without the necessary approval. Those that are identified will be required to obtain the necessary approval from Council.

### **Quarterly Food and Alcohol Licensing Newsletters**

The EHS team published their Autumn food and alcohol newsletters on 5 April 2022. The Autumn newsletters provided useful information relating to trading during Easter and ANZAC but also information pertaining to licensing requirements.

The Autumn newsletters can be viewed at:

[Food](#)

[Alcohol](#)